



## Making the Connection: Aging, Transportation and the ADA

### Will begin at 2 PM Eastern Time

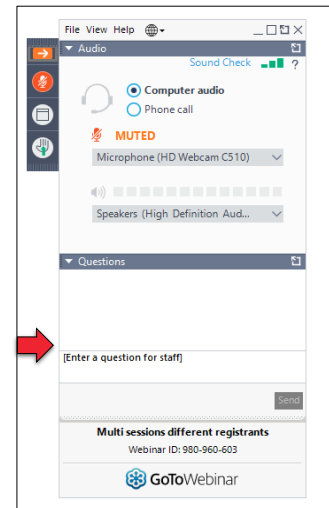
- Audio and visuals are provided through the online webinar platform
- Access to presentation handouts was included in the email reminder you received for this session
- This session will be open-captioned

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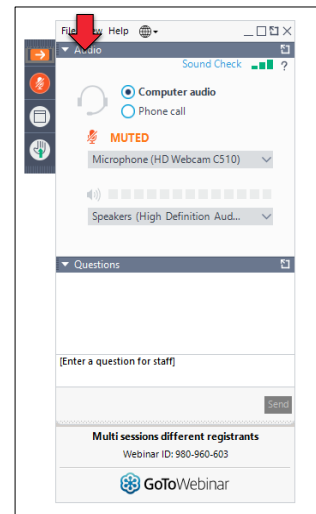
## Technical Assistance

- If you experience technical difficulties
  - Use the QUESTIONS panel to let us know
  - Call 301-217-0124



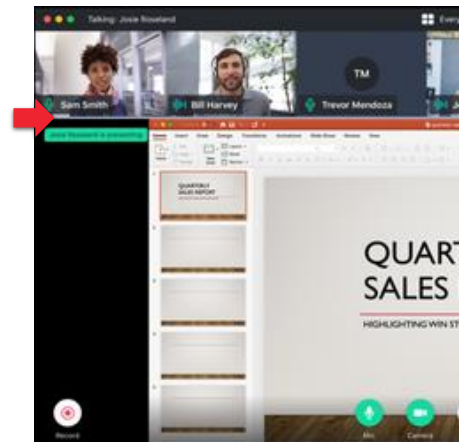
## Audio

- Expand the audio panel to select computer audio or phone call



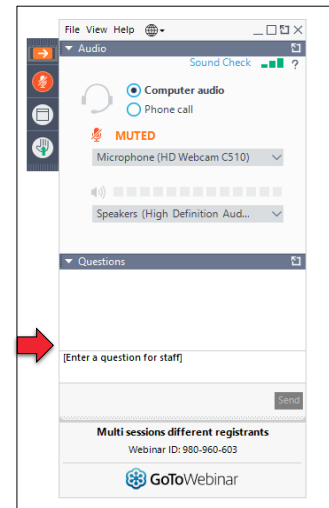
## Video

- Use the divider line to enlarge or reduce the video feed



## Questions and Comments

- Use the QUESTIONS panel



## Archive

- This webinar is being recorded and can be accessed next week
  - You will receive an email with information on how to access the archive

## About Your Hosts...

### TransCen, Inc.

- Improving the lives of people with disabilities through meaningful work and community inclusion

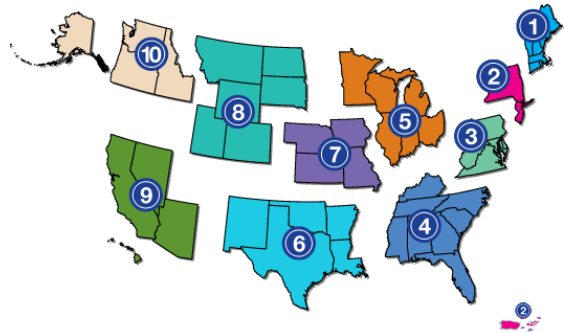
- **Mid-Atlantic ADA Center**,  
a project of TransCen, Inc.

- Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services



## ADA National Network

- Ten regional centers provide guidance, training, and materials on the ADA
  - **1-800-949-4232**
  - [ADAta.org](http://ADAta.org)





# Making the Connection: Aging, Transportation and the ADA



*Photo Credit: Metrolina Association for the Blind, Charlotte, NC*

## Your Presenters...

### **Heather Edmonds**

Program Associate for the National Aging and Disability Transportation Center  
(NADTC) at the National Association of Area Agencies on Aging

### **Ken Thompson**

Technical Assistance Director for Easterseals and NADTC

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## National Aging and Disability Transportation Center ([www.NADTC.org](http://www.NADTC.org))

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

### **MAJOR OBJECTIVES:**

- Person-centered technical assistance and information
- Training
- Communication and Outreach
- Coordination and partnership
- Investment in community

## Who Is an Older Adult?

- Age 55, 60, 65, 75?
- Varies by program eligibility
- Personal perception as to what is “older”
- How a person feels
- Many people at 70 do not consider themselves old

## May Not Identify as Having a Disability

- I use a cane.
- I'm just old.
- I have bad knees.
- I just get lost sometimes.
- Diabetes has caused all kinds of problems for me.
- I just can't drive as well as I use to.

## A Network of Transportation Options

- **Friends and Family**
- **Caregiver**
- Fixed Route Public Transit
- ADA Paratransit (may be limited services)
- **Volunteer Services**
- Transportation with Assistance
- Private-Pay Transportation (Taxi, Uber, Lyft)
- Transportation Vouchers
- Neighborhood Shuttles
- **Driving**
- Walking/Biking
- Medicaid Non-Emergency Medical Transportation



## Transportation Barriers

- Long distances
- Lack of infrastructure: bad roads, not enough vehicles
- Lack of options
- Funding/rising operational costs
- Lack of drivers/volunteers
- Technology
- Lack of coordination
- Increased isolation of older adults without transportation

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## Top Barriers to Using Transportation for Older Adults

- Transportation services are too expensive – 48%
- Not enough services for people w/ disabilities – 37%
- Not enough public transportation options – 37%
- Transportation services are difficult to access – 35%
- Not enough volunteer transportation services - 29%



## Transportation Challenges

- There is no single “go-to” information resource for alternative transportation options. Most turn to family and friends for help.
- Most believe finding alternative transportation will be difficult.
- Fewer people living in rural areas or small towns say their transportation alternatives are good.

## Unique Issues Related to Older Adults and Transportation

- Accessible and affordable transportation options
- Access to medical and other essential services
- “Giving up the keys”
- Fear of falling/falls prevention/assisted transportation
- Living in rural and suburban areas
- Social isolation

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## Concern: Fear of Falling

- Lack of balance
- Muscle weakness
- Unsteady gait
- Pain
- Certain medications
- Vision

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## What is Mobility?

- To go where you want and when you want to go
- Independence
- Driving a car
- Having a ride
- Using my wheelchair
- Getting on the bus

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# ADA Considerations

For people with disabilities

- ADA paratransit driver assistance
- Accessible vehicles and connections
- Accessible pathways and stops
- Effective communications and trip booking
- Reasonable modification to policy: Transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

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## What It Is Like Not to Drive: In Their Own Words

*“I have to depend on my wife to get us around. It can sometimes be a very helpless feeling”*

*-75 year old with a disability*

*“I have no income. My health insurance only covers rides to and from medical appointments. I live in a rural, mountain area and getting around is extremely difficult here. No public transportation at all.”*

*– 57-year-old with a disability*

*“There is not any public transportation here and not many friends available.”*

*– 78-year-old without a disability*

## What Are Older Adults Looking For?

- Reliable transportation
- Safe ride
- Driver assistance
- Courteous service
- Affordable transportation
- Easy to book trip and trip information
- Family or companions can ride on trips

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## Driver Assistance

- Communication sensitivity
- Boarding and leaving vehicle
- Assistance to the door of destination
- Assistance through the door
- Dementia considerations such as a travel kit
- Seat belts and shoulder harness
- Smooth driving at a safe speed

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## Personal Considerations for Transportation

- Important destinations for the person
- Independence and travel skills
- Preferences in type of transportation
- Preferences in the level of assistance
- Vehicle type

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## Services to Connect to Transportation

- Information and Referral/Assistance
- Senior Services
- “One-Call/One-Click” for Transportation Resources
- Travel Training
- Mobility Management
  - One-on-one counseling or group education and counseling on transportation options and alternatives to driving
  - Coordination among transportation and human services providers to ensure the availability of a range of transportation options and modes to support the mobility of older adults and people with disabilities.

## Consider Active Transportation

“Active transportation” is a means of getting around that is powered by human energy, such as walking and bicycling

Community destinations are connected by accessible sidewalks, trails, bike paths, and other recreational elements

Connects to the community transportation network

## Complete Trip

- Trip planning from door of origin to door of destination
- Outdoor navigation and intersection crossing
- Boarding and using vehicles
- If needed, transfer between vehicles or modes

## Complete Trip

- Payment services
- Using stops or stations
- Outdoor to indoor transitions
- Inside navigation
- Completing travel to location destination

Important: All elements must be completed to make trip

## Future: Autonomous Vehicles

- Great potential as the population ages
- Usable by everyone and all types of disabilities
- Designed and built with accessibility, not as an add-on
- Designed with input and testing by people with a range of disabilities
- Can be part of the community transportation network

## Final Thoughts

- Rural and suburban/urban have different needs
- Digital divide, especially for rural areas
- Multiple solutions for public/private transportation
- Local solutions that include stakeholder partnerships (e.g., older adults and people with disabilities)

# Questions

Use the QUESTIONS Panel





## Certificates and Credits: CODE

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- Check the reminder email you received about this session for instructions on obtaining a certificate of participation or credits for this webinar
- Please email the code above to [ADATraining@transcen.org](mailto:ADATraining@transcen.org) by **5 PM E.T. on February 1, 2021**

Thank You for Joining Us!

**Mid-Atlantic ADA Center**

Toll-free: **800-949-4232** (DE, DC, MD, PA, VA, WV)

Local: **301-217-0124**

[ADAinfo@transcen.org](mailto:ADAinfo@transcen.org)

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