

**Key Elements to Creating  
Mobility Friendly Communities**

**WRAAA Conference on  
Independent Living**

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National Center on Senior Transportation (NCST)  
National Association of Area Agencies on Aging

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**NCST** *National Center on  
Senior Transportation*

- A partnership of Easter Seals and the National Association of Area Agencies on Aging (n4a)
- Supported with funding from the Federal Transit Administration and guidance from the U.S. Administration on Aging

[www.seniortransportation.net](http://www.seniortransportation.net)  
(866) 528-6278



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**NCST** *National Center on  
Senior Transportation*

**NCST Mission:**

**Provide technical assistance and training and support innovations that enhance transportation for older adults at the community level, so that...**

***Older adults have increased transportation options to support and enhance their ability to live more independent in their communities throughout the United States.***

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**NCST** *National Center on Senior Transportation*

- **Provides technical assistance and information:**
  - Toll Free Help Line – 866.528.NCST(6278)
  - Easter Seals: 202-347-3066; n4a-202-872-0888
  - Web-site ([www.seniortransportation.net](http://www.seniortransportation.net))
  - Clearinghouse of resources and best practices
  - Newsletter (electronic & print)

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**NCST** *National Center on Senior Transportation*

- **Supports communities through:**
  - Senior Transportation Demonstration Grants
  - Small Technical Assistance Projects
  - State Older Driver Safety Coalitions
  - Senior Transportation Institute
- **Provides training, webinars**
- **Develops case studies & tracks innovations**
- **Works with key organizations – AAA Foundation, AARP, APTA, ASA, Beverly Foundation, CTAA, National Alliance for Caregiving, NASUA, etc.**

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**Older People and Mobility**

For older people living in the community, transportation

- **Provides connection to medical services**
- **Combats isolation and depression**
- **Improves elders' quality of life**
- **Has a positive impact on overall health**
- **Helps delay or prevent placement in a long term care facility and ultimately, reduces health care costs**



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## Mobility Options for Older Americans

- Walking
- Biking
- Driving
- Driver safety, education & transition
- Public Transit & Fixed Route
- Paratransit
- Volunteer Driver Programs
- Door-to-Door
- Door-through-Door
- Taxi Service
- Transportation Vouchers
- Travel Training
- Mobility Management

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## What is a mobility friendly community?

- **Mission of WRAAA:**  
*"To empower and support older adults to maintain wellness, independence and dignity."*
- **Coordinated, community approach...for pedestrians, drivers and transit users**
- **Walkable streets, safe roads, flexible, customer-focused transportation services** (A Blueprint for Action: Developing a Livable Community for All Ages)

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## Mobility friendly communities are necessary...

- **By 2030, the U.S. Census Bureau projects the number of persons 65+ will reach 70 million - 20% of the U.S. population**
- **21% of persons age 65+ do not drive (2001)**
  - Hispanic, African-American & Asian (all over 40%)
  - Caucasians (16%)
- **600,000 persons age 70+ stop driving each year, but the number of older drivers in the road is increasing**
- **Gap between Driving Expectancy & Life Expectancy**
  - For men - 7 years
  - for women 10 years

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
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**Mobility friendly communities  
are necessary...**

- 50% of non-drivers (61% in "more spread-out" areas) stay home on any given day, at least in part because of lack of transportation options
- Older non-drivers in the U.S. make
  - 15% fewer trips to the doctor
  - 59% fewer shopping or restaurant trips
  - 65% fewer trips for social, family or religious activities

*"Social isolation is as bad for health as smoking."*  
(Doug Beach, Secretary, Florida Department of Elder Affairs)

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
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**Mobility friendly communities  
are necessary...**

- Older Americans make only 8% of their trips on foot or by bike compared to 50% in European countries
- According to a recent AARP poll:
  - 40% of adults age 50 and older said the sidewalks in their neighborhoods were "inadequate";
  - 50% said they cannot safely cross main roads near their homes
  - 55% said there were no bike lanes
  - 48% reported there were no comfortable places to sit at bus stops

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
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**Mobility friendly communities**

- Ensure that residents have a variety of mobility options available to meet their needs and preferences
- Are collaborative, including coordination across interest groups, funding sources, programs and vehicles
- Consider public programs, private transportation options, and the needs of all population groups in the community

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
## Mobility friendly communities

- **Pedestrian issues**

- Skills for safe walking (Highway Safety Research Center, UNC, Chapel Hill, NC)
- "Sidewalks are transportation." (Charlie Dixon, Community Transportation Association of America)

- **Driving**

*"Generally, when you make things safer for older drivers, you make them safer for everybody."* (Paul Boase, Transport Canada)

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## Mobility friendly communities


- **Driver education, cognitive training**

- **"Car Fit"**

- **Roads - signage, lighting, intersection markings, directional signals, wider lanes and shoulders, longer merge and exit lanes, roundabouts, etc.**

- **"Drive Well: Promoting Older Driver Safety and Mobility In Your Community" (AARP)**

- **"Highway Design Handbook for Older Drivers and Pedestrians" (U.S. Department of Transportation)**

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
## Mobility friendly communities

- **Make it easy for consumers to get information about options that meet their needs**

- "One Call" for transportation - 211
- ADRCs - I & Rs

- **Offer person-centered mobility management**

- to assist individuals identify transportation options that are right for them

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### **“Senior Friendly” Transportation\***

- Availability
- Acceptability
- Accessibility
- Adaptability
- Affordability

*\*Developed by The  
Beverly Foundation  
([www.beverlyfoundation.org](http://www.beverlyfoundation.org))  
and TRIP (Riverside, CA)*

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### **Senior Transportation**

- **Must not be a “one-size fits all” approach because needs differ**
  - Between older adults and younger adults with disabilities
  - Among older adults depending on function
  - For an individual, depending on the ride purpose and availability
- **Public transit is not always available, especially in rural or suburban areas**

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### **Senior Transportation**

- **Public transit may not be acceptable or adaptable to elders’ needs**
  - Bus stops may be too far or too difficult (e.g., crumbled sidewalks, hilly terrain) to walk to, or lack shelters or benches
  - Older people may resist using transit because they have never used it before or they feel unsafe
- **Paratransit plays a role but older people don’t always qualify and the service is limited and costly**

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## Senior Transportation

- **Volunteers are the backbone of senior transportation programs**
- **Older people sometimes need help in and out of the car, assistance getting to and from the door or an assistant (escort) to stay with them throughout the trip**

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## Senior Transportation Innovations

**Knoxville-Knox County Community Action (Tenn.)**

[Barbara.monty@knoxccac.org](mailto:Barbara.monty@knoxccac.org)  
[Warren.uscrest@knoxccac.org](mailto:Warren.uscrest@knoxccac.org)

\*NCST Senior Transportation Demonstration Project

**Limited transportation options**

- **Developed volunteer assisted transportation program – volunteers drive agency-owned vehicles**
- **Worked with taxicab drivers to develop and implement "senior friendly" certification program**

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## Senior Transportation Innovations

**ACCESS Transportation (Pa.)**

[khoesch@accesstransys.com](mailto:khoesch@accesstransys.com)

\*NCST Senior Transportation Demonstration Project

**Paratransit customers don't know when the bus will arrive**

- **Low cost real time information system supports drivers' schedules and improves on-time arrivals**
- **Automated telephone calls to waiting customers provide actual vehicle arrival time**
- **Tracking customer satisfaction with the new system**

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
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## Senior Transportation Innovations

**Southwest Michigan  
Planning  
Commission**

[cocleughm@swmpc.org](mailto:cocleughm@swmpc.org)

**\*NCST Senior Transportation  
Demonstration Project**

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Improve service efficiency through regional routing and scheduling system

- 8 public transit agencies participate
- Volunteer "escorts" on buses in one county
- Partner with AAA to survey seniors' transportation needs

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## Senior Transportation Innovations

**San Francisco  
Paratransit: *Shop-n-Roll Shuttle***

[Annette.williams@sfmta.com](mailto:Annette.williams@sfmta.com)

Non-paratransit eligible riders not able to use transit for grocery shopping

- Surveyed consumers to identify priorities
- Group shopping trips 2 x month; drivers carry groceries on and off the van
- Cost: \$2 or \$1 with discounted "fast pass"

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## Senior Transportation Innovations

**King County Metro  
Transit Access: Senior  
Services Transportation  
Program**

[cindy@seniorservices.org](mailto:cindy@seniorservices.org)

(1) Map routes to transit stops

(2) Alternative for seniors who do not qualify for paratransit

- Use senior vans, volunteer drivers
- One-third the cost of paratransit rides
- Coordinated service delivery

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**NCST** *National Center on  
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**Questions or comments?**

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**Contact Information**

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