Healthy Aging Collaborative
WASHTENAW HEALTH INITIATIVE

Welcome!

Senior Transportation Summit

March 16th, 2023

Welcome & Introductions

> Agenda overview

> History of Washtenaw County Healthy Aging Collaborative

> Introduction to today's purpose

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Today's summit is a partnership between the WHI, Healthy Aging Collaborative and the Ann Arbor Area Community Foundation.

Composition of the Healthy Aging Collaborative

WHAC's mission is to enhance equitable healthy aging for older adults and care partners in Washtenaw County by improving systems, community supports, and accessibility while fostering partnerships among aging service providers.

Impetus for the Summit

> We conducted a review of past needs assessments and obtained anecdotal evidence of the top needs of seniors through discussion with various stakeholders.

> Through this, we determined that transportation needs of seniors in Washtenaw county were paramount.

> We received support and funding from the Ann Arbor Area Community Foundation who commissioned Sue Ann Savas to help our group further investigate the transportation issues.

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Housekeeping

> Time for further networking towards the end

> Please hold questions for the panel at the end

> Each table should designate one speaker for report out; note takers will be provided/assigned at each table

> There are no formal break times, however, **breaks are permitted during the discussion report out**

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Project data collection sources and methods

> Used publicly available reports, data.

> Developed an inventory of local transportation providers.

> Conducted interviews with 16 key stakeholders.

> Implemented a Secret Shopper experiment. Made numerous calls to 28 providers to find rides.

> User experience interview with 4 older adults.

> Reviewed financial reports, 990s.

How might we use data to better understand the need?

> **If** an older adult has transportation…

> **Then** they are more likely to be able to access goods, services, and social networks…

> **Resulting** in improved quality of life, health, and well-being.

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How might we improve equitable access to transportation?

You are more likely to get a ride if you:

> Live in high density area.

> Have a supportive family or social network.

> Have money to pay for rides.

> Live on a public transportation route.

> Belong to an agency or senior center or residential community that offers rides.

> Are able to get out of your home on your own.

> Have a smartphone.

How might we improve coordination among providers?

Of all the calls we made through the Secret Shopper experiment, **not** one provider was able to answer the question:

"*What other transportation provider do you know of that can help me get from point A to point B?*"

How might a mobility manager assist?

> To find the transportation provider.

> To communicate the routes and schedules.

> To calculate the cost and eligibility for discounts.

> To explain how to pay for the ride.

> To find providers that can accommodate a walker or wheelchair.

> To find someone to accompany an older adult to appointments.

> To find a provider who can come into the house and assist with door-through-door services.
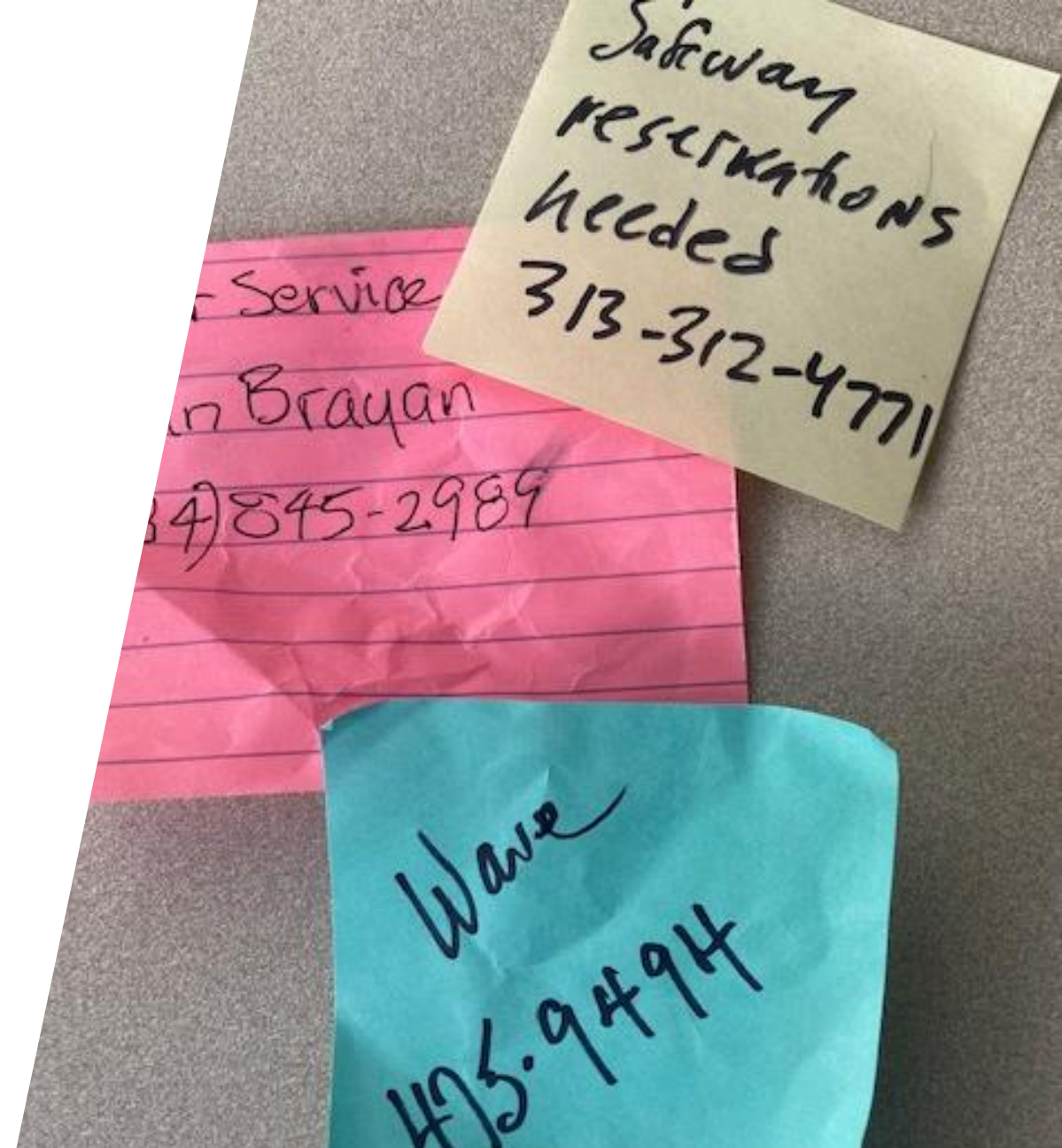
How might we bring additional vehicles into the county?

> Do we need local funding for vehicles?

> Can we use public funds for new and/or replacement vehicles?

> How do we cover operational costs such as gas and maintenance?

> How do we fund staff to recruit, train and supervise drivers?

> How do we find the funding to pay drivers a fair wage?

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How might we revise the coverage of our transportation authority?
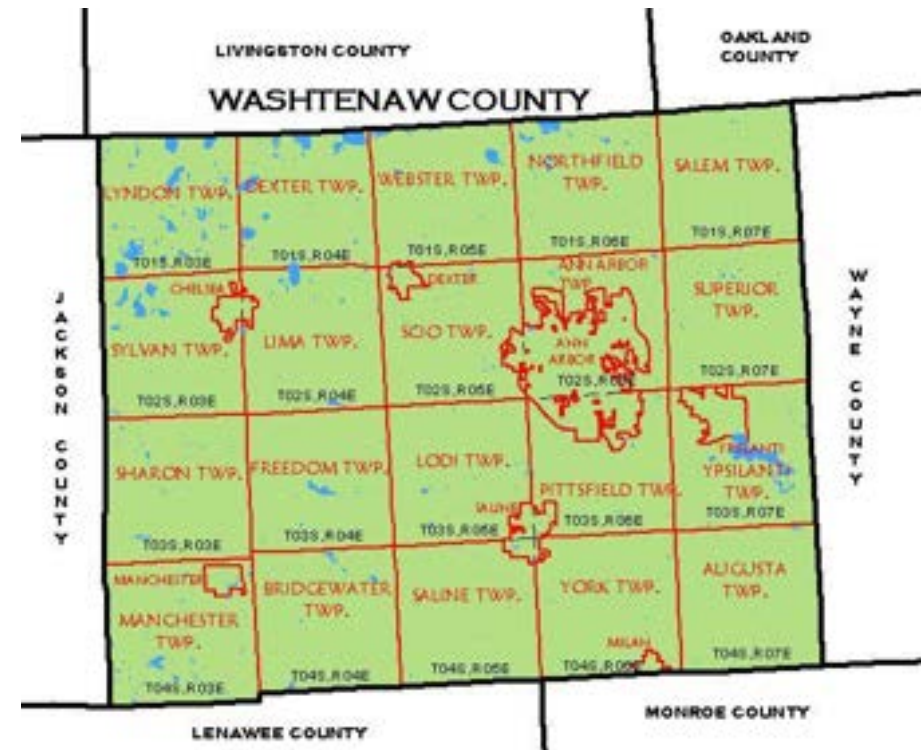
Current AAATA coverage
Ann Arbor, Ypsilanti, and Ypsilanti Township

Michigan Public Act 196

2 or more political subdivisions can form an authority.

Or, the authority can be revised to cover the entire county.

Approval from local government required.

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What is the flow of our transportation funding?

A sample SANKEY DIAGRAM.

If we had the financial data, we could map the flow of money - by source - to the various transportation providers.

TRANSITION:

Ann Arbor Area Transportation Authority (AAATA) The Ride

Matt Carpenter, Chief Executive Officer

TheRide

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Discussion and report out

> What did you hear from the speaker that would improve Washtenaw County's transportation system for older adults? Why?

> What did you hear from the speaker that might not work in Washtenaw County? Why?

> What would you need to know more about to make a more informed decision?

TheRide

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TRANSITION:

Feonix Mobility Rising

Kate Schramm, Director of Programs and Partnerships

Experience in Mobility Equity

Since its inception, Feonix has deployed projects across a broad geographic footprint and range of models. In 4 years, Feonix has achieved the following milestones:

9 STATES
Deployed programs

46,491 RIDES
Provided rides totaling 478,590 miles

19,025 POUNDS
Delivered food

## 204 PARTNERSHIPS
Formed with community-based organizations

48 TRANSPORTATION PROVIDERS
Schedule and deploy MaaS with urban and rural / public and private transportation options

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Mobility as a Service (MaaS) Evolution of Focus

- One Stop Shop Mobility

  - "See, Book, & Pay for All Your Transportation Options in One App"

- Mobility Wallet

  - "Using MaaS to Deploy a Mobility Wallet for Transport Equity"

  - "Universal Basic Mobility"
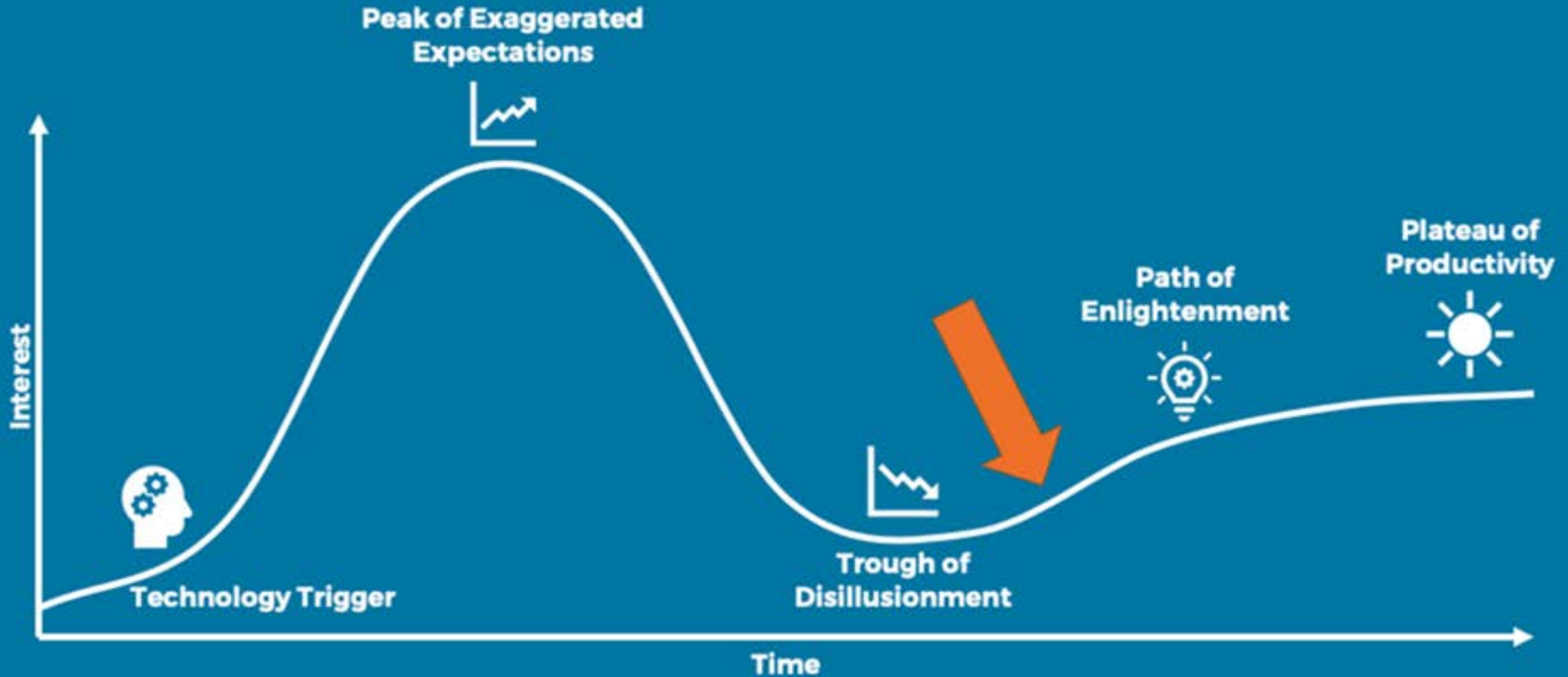
Example MaaS/UBM Pilots in the US

Los Angeles, California
- Los Angeles Department of Transportation
- Environmental Concerns and UBM

Oakland, California
- Oakland DOT
- Oaklanders are being randomly selected to receive funding for transit, shared mobility, and other mobility-related services through prepaid debit cards and Clipper Cards

Pittsburg, Pennsylvania
- Pittsburg Department of Mobility and Infrastructure expanding access for vulnerable communities to convenient, reliable and affordable mobility

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Transportation Barriers

5.8 million

Americans **miss medical appointments** due to lack of transportation resulting in emergency room visits and worsening health conditions.

43%

respondents shared limited transportation is a root **cause of hunger**

45%

Americans have **no access to public transit.** This is a significant factor in upward mobility of families in underserved neighborhoods.

Transportation to Support Health Equity

The New York Times

Transportation Emerges as Crucial to Escaping Poverty

By Mikayla Bouchard
May 7, 2015

James Baker was pedaling to work along a slick, snow-covered road in Frederick County, Md., when a traffic light changed abruptly. He braked and skidded to the ground, unhurt but making a mess of his clothes before a long day of work and school.

He was on his bicycle that snowy morning last December, about an hour northwest of Washington, because the bus service in Frederick was so erratic. Routes were far apart and the buses often late, making a 30-minute bike ride, whatever the weather, a better option.

His commuting problems highlight a central theme for many low-income people trying to build a better life: A lack of reliable and efficient transportation is often a huge barrier.

In a large, continuing study of upward mobility based at Harvard, commuting time has emerged as the single strongest factor in the odds of escaping poverty. The longer an average commute in a

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Why the next step for antiracism is transportation

Apr 22, 2021

Black Americans are more than five times more likely to depend on public transportation to access vital services and opportunities.   Image: REUTERS/Eduardo Munoz

Mouchka Heller

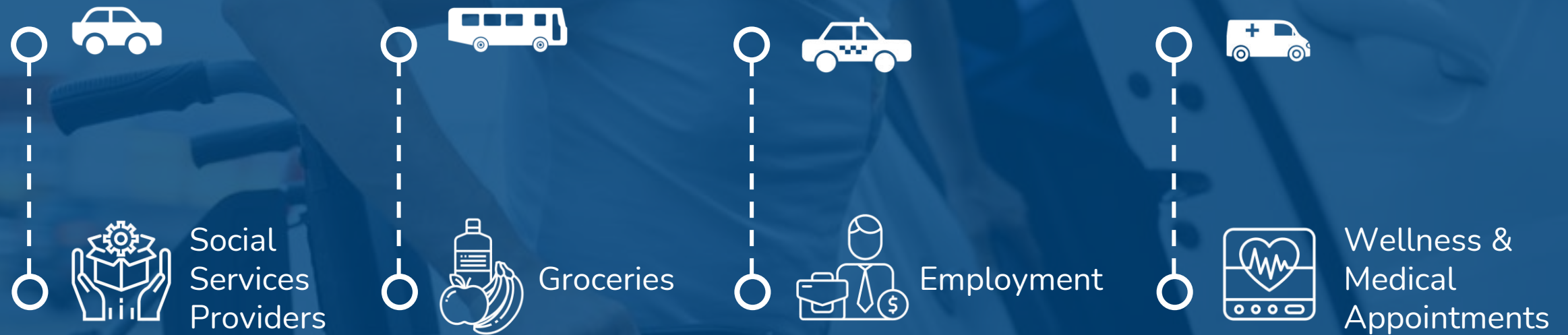Lead, Automotive and New Mobility, World Economic Forum

- COVID-19 acted as a stress test for racial inequities, for example by affecting Black Americans disproportionately;

THE PROBLEM:
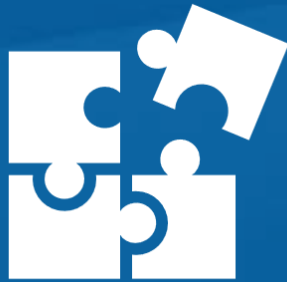
The fragmented labyrinth of resources, policies, and programs for transportation is **not working for those who rely on it the most.**

Transportation Assistance Hubs Enable Mobility for all Social Determinants of Health across all Communities- Urban and Rural

Social Services Providers

Groceries

Employment

Wellness & Medical Appointments

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Mobility Navigator

○ Individualized Mobility Management
  Enhanced Eligibility
  Criteria for Resources

○ Expertise & Support Navigating
  <u>Complete</u> Transportation
  Ecosystem

Free & Discount Rides

Short Term Vehicle Assistance

Referrals to Social Service Organizations

Mobility Navigator

Drivers License Assistance

Travel Planning

Vehicle Procurement Assistance

Budgeting

Funding
Infrastructure & Ride Costs

Corporate Sponsorships

| Automotive Manufacturers | Automotive Insurance Companies | Vehicle Rental Companies | Transportation Consulting | Construction | Freight |

Federal and State Grant Funding

| U.S. Department of Transportation | Housing and Urban Development (HUD) | AmeriCorps |

| U.S. Health and Human Services | U.S. Department of Agriculture (USDA) | 130 Federal Funding Sources for Transportation |

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Examples of Feonix Work and Funding

- Kent County Veterans Transportation Program- W. MI Veterans Coalition and local fundraising

- Detroit, MI- Federal Transit Administration (FTA) grants

- Waupaca County, WI- Workforce Innovation Grant (American Rescue Plan Act (ARPA) funds)

- Winnebago County, WI- Economic Development Corporation, WI Department of Transportation (DOT), United Way, Community Foundation

- Statewide Mobility as a Service in Nevada- Federal Transit Administration (FTA), Nevada Department of Transportation (NDOT), Nevada Aging and Disability Services Division (ADSD), and the Nevada Statewide Independent Living Council (SILC)

- San Antonio, TX- Health Insurance Company

- Dallas, TX- AARP Ride@50+Program- AARP/Toyota
        Rides: Community Organizations

- Columbia, SC- Access to Care through The COMET public transit (SCDOT) with matching funds from private foundations

Banking the Unbanked
with Mobility Wallets

Providing a cashless payment option for the unbanked.

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✉ kschramm@feonix.org

📞 833-653-6544

🌐 https://feonix.org/

📍 211 North 14th Street,
Lincoln, NE 68508, United States

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Discussion and report out

> What did you hear from the speaker that would improve Washtenaw County's transportation system for older adults? Why?

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> What would you need to know more about to make a more informed decision?

TRANSITION:

Michigan Department of Transportation (MDOT)

Janet Geissler, Mobility Innovations Specialist

Healthy Aging Collaborative
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MDOT
Michigan Department of Transportation
OFFICE OF PASSENGER TRANSPORTATION

Janet Geissler

Mobility Innovations Specialist

What is the Office of Passenger Transportation?

> OPT administers MDOT's passenger transportation program statewide

> > Local public transit

> > Intercity bus

> > For-hire passenger regulation

> Provides assistance and oversight to over 135 public transit service providers

> Direct recipient of federal funding for rural transit providers

Statewide local transit

Countywide Service

★ Small Community Service

🟨 Specialized Service

🔵 Urban Service

Washtenaw
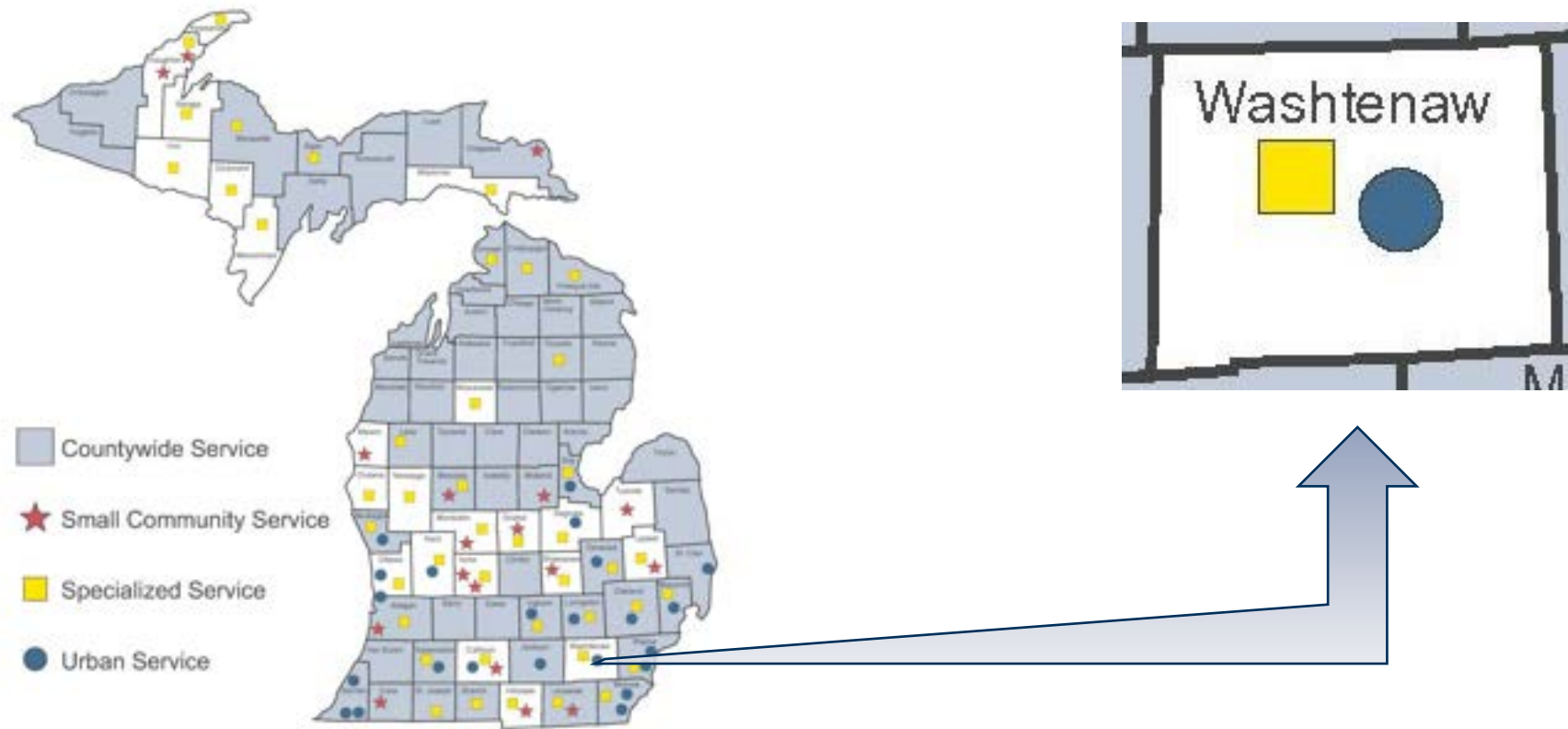
Funding

Federal Funding

> AAATA gets funding directly from the Federal Transit Administration; MDOT provides the required match for most FTA funding.

> OPT is the recipient of FTA funds for rural providers and some FTA grant programs. We allocate to providers in various ways, depending upon program.

> Other federal programs may provide funding that can be used for transportation.

Federal Transit Administration

FTA Programs

> 5307: Formula funding for urban areas

> > Primarily capital and planning; operating funding in certain circumstances

> > Goes directly to AAATA

> 5311: Formula funding for rural transportation

> > MDOT administers statewide

> 5310: Enhanced Mobility of Seniors & Individuals with Disabilities

> > Formula funding

> > Separate allocations to urbans areas (Ann Arbor) and states for rural areas

> Miscellaneous competitive discretionary grants

State Funding

> Capital match

> Local bus operating assistance
>> Goes to all public transit agencies – AAATA in Washtenaw County
>> Percentage of operating expenses

> Specialized Services
>> Created to provide operating assistance to 5310 recipients
>> Must be coordinated at county or regional level. Funding goes to coordinating entity, which allocates to subrecipients based on agreement of coordination committee

> Special funding
>> Primarily pilot projects to demonstrate new technologies/innovation

Statewide MaaS Platform

> Goal is to make mobility as easy and seamless as possible

> At a minimum, will provider users with information about public transit providers in desired travel area and how to contact them

> Based on transportation providers' capabilities, may include:

> > Trip planning

> > Online trip reservation

> > Mobile fare payment

> Hope to include other modes

> Hope to issue RFP late summer/early fall, deploy in fall 2024.

Automated Wheelchair Securements

> Allows wheelchair user to secure their chair on the bus without assistance from the driver

> Originally deployed at The Ride

> Now also at transit agencies in Jackson, Port Huron, Saginaw

> WAVE will be getting securements

AbleLink WayFinder App

> Helps people with cognitive disabilities to travel independently

> Provides tactile, audio, visual and text prompts throughout journey

> Allows caregiver or family to track trip

> Collaboration between WAVE, SMART and PEAC to pilot in region
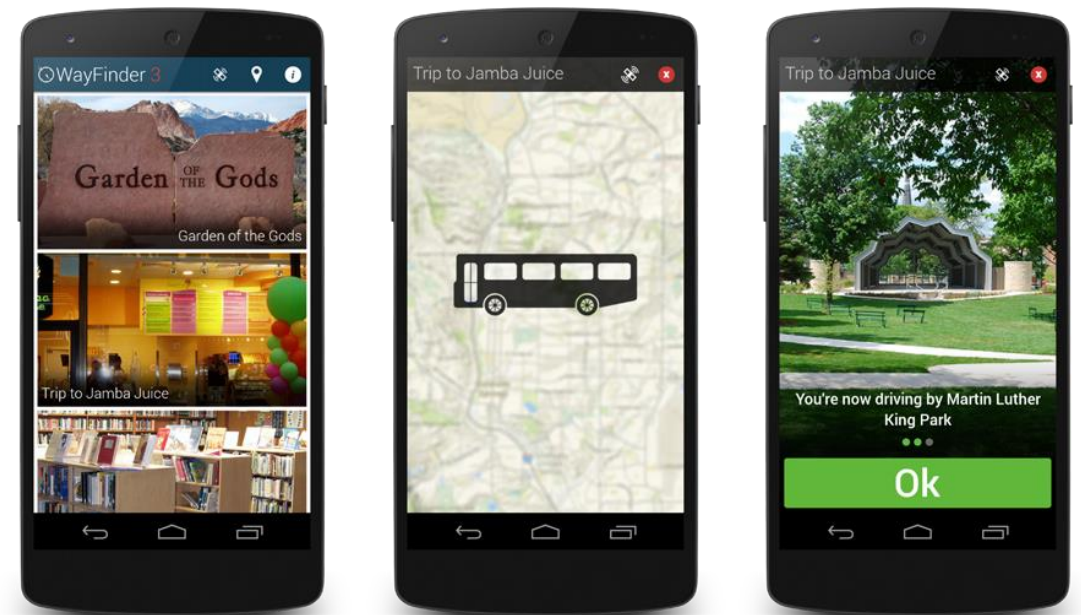
Automated Vehicles

> Considerations

> > You're already on this path!

> > Improves safety – eliminates driver error

> > Safety drivers will be present until technology matures

> Projects

> > Development of automated shuttle as part of $8 Million Michigan Mobility Challenge

> > National Automated Bus Consortium

> > Automated bus operating on MSU campus

A note about equity and accessibility…

> Enhancements made that target seniors and persons with disabilities generally benefit ALL users

> We recognize that not all users are comfortable with or adept at technology or may not have access to a smartphone, computer, credit card or bank account

Questions?

Janet Geissler
Mobility Innovations Specialist
GeisslerJ1@Michigan.gov

MDOT Office of Passenger Transportation
https://www.michigan.gov/mdot/travel/mobility/pub-transit

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TRANSITION:

Closing Remarks & Call to Action

Dale Berry, Co-Chair of the Washtenaw County Healthy Aging Collaborative

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Get Involved

> Scan this QR code, or the one in your Summit Program if you're interested in further involvement.

> Remember: **All of us** have the opportunity to create a better transportation system for our seniors through our personal actions, and the actions of our organizations

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Questions & Comments for Speakers

WASHTENAW HEALTH INITIATIVE

Our mission.

A voluntary, county-wide collaboration focused on improving the health, health equity, and health care of low-income, uninsured, and under-insured populations.

Contact us.

Website: washtenawhealthinitiative.org

E-mail: whi-communications@umich.edu

Twitter: @WashtenawHI

The Healthy Aging Collaborative.

The WHI's senior service work is housed under the Healthy Aging Collaborative, launched by both the WHI and Area Agency on Aging 1-B. The cross-sector collaborative will support systems-level changes to promote age-friendly practices. WHAC's mission is to enhance equitable healthy aging for older adults and care partners in Washtenaw County by improving systems, community supports, and accessibility while fostering partnerships among aging service providers.