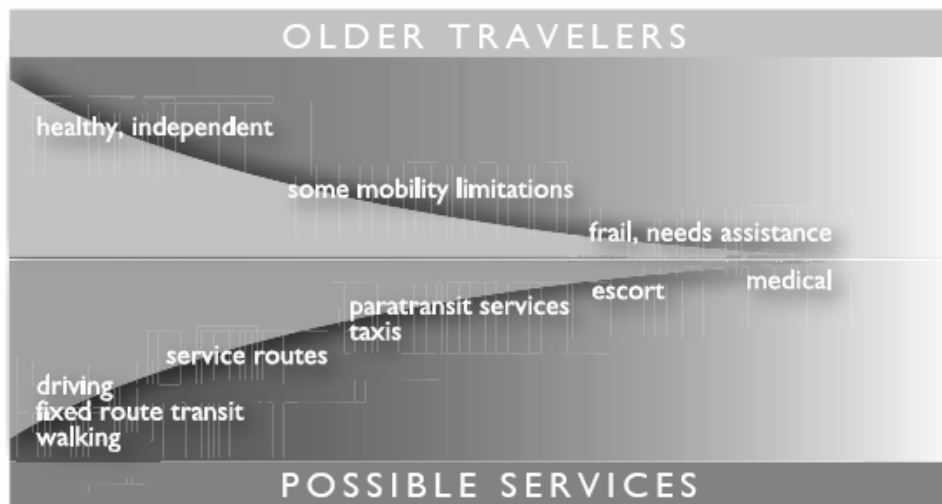




Council on Aging Advisory Council Transportation Report

July 20, 2006



<http://www.aoa.gov/prof/transportation/media/TransportationChoicesToolbox/ExecutiveSummary.pdf>



Council on Aging of Greater Nashville

The Council on Aging (COA) of Greater Nashville was founded in 1985 as a recommendation from a Mayoral task force on senior issues. The task force saw the need for a nonpartisan group to continually study gaps in services for seniors. COA's mission is to find comprehensive solutions for the unmet needs of seniors and their caregivers.

Council on Aging (COA) Advisory Council and Transportation Sub-Committee

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Council on Aging Advisory Council Transportation Report Executive Summary

Transportation is an essential part of our community's infrastructure. It continues to be a major concern of older Tennessee residents. As people grow older, they may experience changes in health and physical functioning that challenge their ability to use their usual means of transportation. This includes continuing to drive while feeling less confident in their driving skills. The lack of affordable, accessible, and reliable transportation results in increased risk for poor health, increased isolation, and decreased independence. Transportation is a national issue as recognized by both President Bush in an Executive Order in February 2004 and by the American Public Transportation Association in May 2005. This issue will continue to grow as the Baby Boomer generation ages. The U. S. older population (65 years and over) numbered 34,205,301 (12%) in 2004, and the Tennessee older population was 698,297.¹ AARP estimates that the Tennessee older population in 2020 will be over a million (1,130,040).²

Older adults have greatly varying needs, and no single solution will be an answer to these individuals. The variable of aging that is similar to all is that mobility is essential for independent living. Older adults differ greatly from each other in their transportation preferences. No single solution meets all mobility needs for all older adults. The Administration on Aging expects that transportation implications of these demographic changes include:

- More travel among older adults in the future
- A greater emphasis on high-quality transportation service
- More options regarding mobility and income limitations
- Rural and suburban options differ from urban areas
- Driving will be the preferred means of travel for many older adults³.

The purpose of the Advisory Council is to provide a forum for community leaders in the aging field to discuss and plan directions for the Greater Nashville area and to provide an opportunity for connecting on common projects and outcomes.

The Council on Aging's Advisory Council recognizes that transportation is a critical issue facing the Greater Nashville area. In order to better understand both current transportation issues and

¹U. S. Census, 2004 American Community Survey Data Profile Highlights & American Factfinder. <http://factfinder.census.gov/>

² Across the States – Profiles of Long-Term Care: Tennessee. AARP Public Policy Institute, 2004.
http://assets.aarp.org/rgcenter/post-import/d18202_2004_atn_tn.pdf

³ Department of Health and Human Services, Administration on Aging. 2005.
<http://www.aoa.gov/prof/transportation/transportation.asp>

perceptions regarding current transportation offerings, the Advisory Council began an in-depth review of transportation in Davidson County in July 2005.

The goal of the review was to gain a better understanding of Davidson County residents' transportation needs and to develop a transportation model for Davidson County that will incorporate current transportation offerings, identify missing elements in services, and work towards a collaborative effort of offering new initiatives to meet the mobility needs of older adults.

A Transportation Sub-Committee was appointed. Several months were spent considering the many pieces making up mobility options in Davidson County. The following issues were studied:

- Assessing transportation needs and perceptions of existing services.
- Gaining a clear understanding of available services including public transportation and non-profit, private, and faith-based mobility options.
- The role sidewalks and traffic lights play in the development of a comprehensive transportation system.
- Gaps in the current transportation system. Do all areas of town have the same needs or do they vary by area of town?
- Reviewing options from other communities that could be replicated.

A Transportation Survey was developed, approved and distributed by the COA Transportation Sub-Committee. In addition, meetings were held with Metro Public Works representatives regarding the sidewalk & traffic light plans, the Director of the Transportation Licensing Commission regarding taxi service, representatives of private transportation providers and representatives of some congregations with a special interest in transportation.

533 individuals were surveyed throughout Davidson County. Participation was voluntary and respondents' identities remain anonymous. Every effort was made to collect data from differing demographic areas, socio-economic groups, and range of independent living. Results from the survey included the following points:

- 63.4% do not have a family member to transport them, 48.6% do not drive themselves anywhere, 75.5% do not have friends that drive them anywhere and 82.4% do not use the bus. These results highlight the need for further study of the system and the need for training regarding current public transportation availability.
- 13.7% do not visit people and 19.6% do not go anywhere for recreation. This raises the question of isolation of older adults. Isolation may increase as personal mobility decreases. Isolation can also impact health. This point needs further study.

- If older adults are going to use available services it is important to them to have services at the time needed, ease in scheduling the trip and being picked up & dropped off on time.
- Respondent's comments underlined the need for education on the improvements of current MTA services and availability of the travel training service.

Council on Aging Advisory Council's Recommendations

Upon concluding this review COA recognizes that while there are some excellent transportation options in place there are other older adults who live in areas without access, current information and/or knowledge of the transportation systems. Many older adults in Davidson County have never used public transportation. They are uncomfortable with riding a bus. Travel training will be essential to their learning to use public transportation. They also need transportation options. An additional consideration is the Baby Boomers whom will soon increase the demand for transportation.

Therefore the following recommendations are aimed at reaching the goal to develop a transportation model for Davidson County that will incorporate current transportation offerings and work towards a collaborative effort of offering new initiatives to meet the mobility needs of older adults.

- Request that the Council on Aging Community Assessment Committee assume responsibility for development and implementation of the following recommendations including posting the results on the Council on Aging website.
 - Training taxi drivers and MTA drivers on senior-specific needs
 - Coordinate Congregations and faith-based organizations becoming involved in collaborative efforts with the public and private sectors
 - Consideration of model initiatives. This includes national, state, and local initiatives that have been created and executed with success in other areas
 - Review the need for a comprehensive transportation tool which might possibly be a booklet or directory containing transportation options, regulations, travel tips, etc. There is a national model in place for this tool.
 - Assisting MTA in educating Davidson County residents about available public transportation. One method would be using MTA buses as a "hand's on" forum.
 - Report efforts in local newspapers and to legislators and Metro Council members.

The Aging Population & Their Mobility Needs

Introduction

Transportation is an essential part of our community's infrastructure. It continues to be a major concern of older Tennessee residents. As people grow older, they may experience changes in health and physical functioning that challenge their ability to use their usual means of transportation. This includes continuing to drive while feeling less confident in their driving skills. The lack of affordable, accessible, and reliable transportation results in increased risk for poor health, increased isolation, and decreased independence.

Transportation is a national issue as recognized by both President Bush in an Executive Order in February 2004 and by the American Public Transportation Association in May of 2005. This issue will continue to grow as the Baby Boomer generation ages. The older population (65+) numbered 35.6 million in 2002⁴. The demographics of age are rapidly changing in the United States. Americans are living longer and a larger percentage of the population is older. By the year 2030, the number of adults aged 65 and older will reach 71.5 million⁵. In 2002, this number was 35.6 million. Also, those who are 85 and older are expected to increase from 4.6 million in 2002 to 9.6 million in 2030. . The U. S. older population (65 years and over) numbered 34,205,301 (12%) in 2004, and the Tennessee older population was 698,297.⁶ AARP estimates that the Tennessee older population in 2020 will be over a million (1,130,040).⁷

Older adults have greatly varying needs, and no single solution will be an answer to these individuals. The variable of aging that is similar to all is that mobility is essential for independent living. The Administration on Aging expects that transportation implications of these demographic changes include:

- More travel among older adults in the future
- A greater emphasis on high-quality transportation service
- More options regarding mobility and income limitations
- Rural and suburban options differ from urban areas

⁴ Department of Health and Human Services, Administration on Aging. (2005, December 16). Retrieved July 10, 2006, from <http://www.aoa.gov/prof/transportation/transportation.asp>

⁵ Department of Health and Human Services, Administration on Aging. (2003, August 27). *A Statistical Profile of Older Americans Aged 65+*. Retrieved June 20, 2006, from http://www.aoa.gov/press/fact/pdf/ss_stat_profile.pdf

⁶ U. S. Census, 2004 American Community Survey Data Profile Highlights & American Factfinder. <http://factfinder.census.gov/>

⁷ Across the States – Profiles of Long-Term Care: Tennessee. AARP Public Policy Institute, 2004. http://assets.aarp.org/rgcenter/post-import/d18202_2004_atn.pdf

- Driving will be the preferred means of travel for many older adults⁸.

The Transportation Continuum

Older adults differ greatly from each other in their transportation preferences. No single solution meets all mobility needs for all older adults. Figure 1 provides a visual representation of transportation options, often referred to as a continuum. As the figure shows, this continuum of useable transportation options changes as people age depending upon their physical and psychological capabilities. Additionally, communities differ with the availability of various types of transportation. These differences in mobility and access present myriad challenges and complexities as older adults strive to navigate along this transportation continuum. Coordination provides a potential grounding and directional link to address these issues.⁹

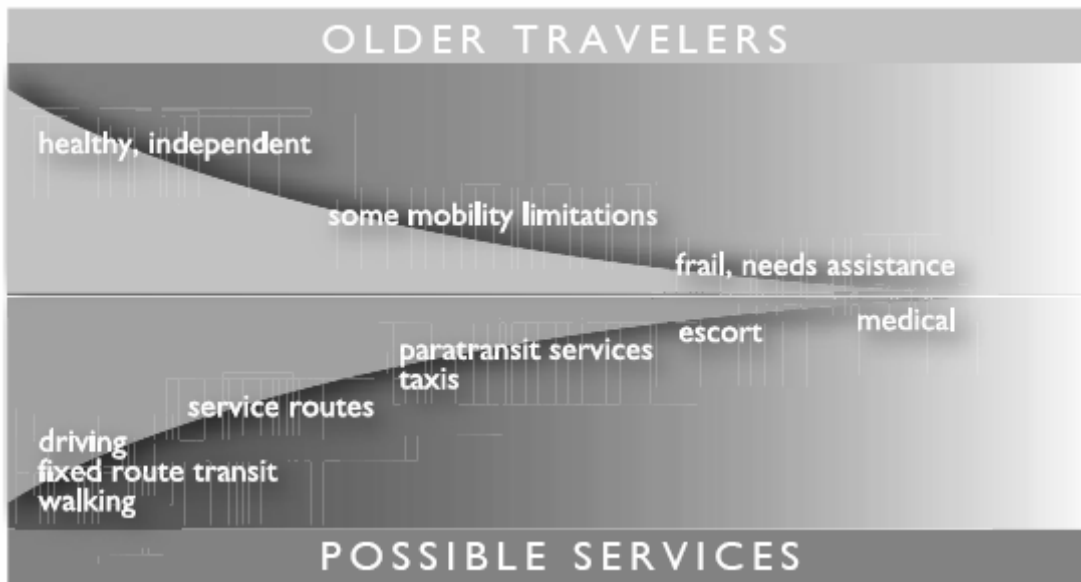


Figure 1: Transportation Options and the Needs of Individual Travelers
<http://www.aoa.gov/prof/transportation/media/TransportationChoicesToolbox/ExecutiveSummary.pdf>

The Council on Aging’s Objective

The purpose of the Advisory Council is to provide a forum for community leaders in the aging field to discuss and plan directions for the Greater Nashville area and to provide an opportunity for connecting on common projects and outcomes.

⁸ Department of Health and Human Services, Administration on Aging. (2005, December 16). Retrieved July 10, 2006, from <http://www.aoa.gov/prof/transportation/transportation.asp>

⁹ Department of Health and Human Services, Administration on Aging. (2005, December 16). Retrieved July 10, 2006, from <http://www.aoa.gov/prof/transportation/transportation.asp>

The Council on Aging's Advisory Council recognizes that transportation is a critical issue facing the Greater Nashville area. In order to better understand both current transportation issues and perceptions regarding current transportation offerings, the Advisory Council began an in-depth review of transportation in Davidson County in July 2005.

The goal of the review is to gain a better understanding of Davidson County residents' transportation needs and to develop a transportation model for Davidson County that will incorporate current transportation offerings, identify missing elements in services, and work towards a collaborative effort of offering new initiatives to meet the mobility needs of older adults.

A Transportation Sub-Committee was appointed. Several months were spent considering the many pieces making up mobility options in Davidson County. The following issues were studied:

- Assessing transportation needs and perceptions of existing services.
- Gaining a clear understanding of available services including public transportation and non-profit, private, and faith-based mobility options..
- The role sidewalks and traffic lights play in the development of a comprehensive transportation system.
- Gaps in the current transportation system. Do all areas of town have the same needs or do they vary by area of town?
- Reviewing options from other communities that could be replicated.

Assessing Transportation Needs and Perceptions in Service

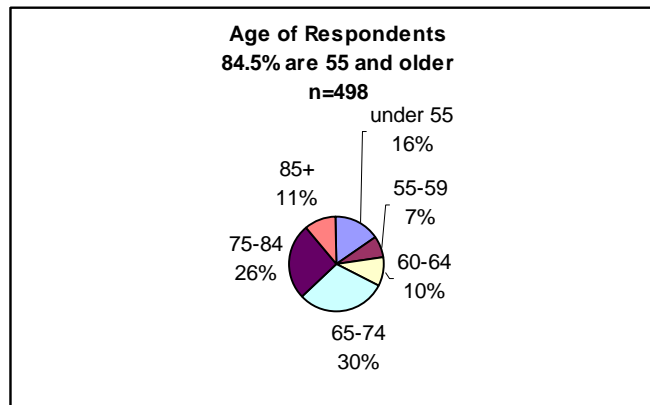
A Transportation Survey was developed, approved and distributed by the COA Transportation Sub-Committee. In addition, meetings were held with Metro Public Works representatives regarding the sidewalk & traffic light plans, the Director of the Transportation Licensing Commission regarding taxi service, representatives of private transportation providers and representatives of some congregations with a special interest in transportation.

A. Survey

The purpose of the survey was to assess needs and perceptions regarding current transportation in Davidson County. The survey included questions related to the mode of transportation taken to various locations, the need for transportation throughout a week's time, the presence of a self-defined disability and its relationship to one's ability to use public transportation, how many times per month one used a transportation service, and satisfaction of experience and comfort when using a transportation service. 533 individuals were surveyed throughout Davidson

County. Participation was voluntary and respondents' identities remain anonymous. Every effort was made to collect data from differing demographic areas, socio-economic groups, and range of independent living. See Appendices for a copy of the survey, more detail about the Survey Methodology, and for a list of distribution locations.

Age of respondents



Geographic Areas of respondents

It is important to understand differences in needs and/or perceptions based on areas of town. For example there is more public transportation available in some areas than in others. To plan for future services it is important to view the results by geographic area. The survey data was divided into zip codes. If ten or more respondents live in a particular Davidson County zip code, information on how a respondent usually gets to a certain place and when transportation is needed has been broken out of the larger survey. This information will be provided as needed by planners and/or those interested in greater detail. Below is a summary of respondents by zip code with 10 or more respondents. The respondents are fairly evenly distributed across all areas of town, socio-economic groups and ranges of independent living.

Zip Code	# of respondents residing within zip code	Percent	Council Districts
37013	19 Antioch Area	3.8%	28, 30, 31, 32
37115	58 Madison Area	11.6%	9, 4
37138	36 Old Hickory Area	7.2%	
37203	46 Midtown/Edgehill Area	9.2 %	19
37204	21 100 Oaks/Berry Hill Area	4.2%	16, 17, 25, 34
37205	24 Belle Meade/Hillwood Area	4.8%	23, 24
37206	22 East Nashville Area	4.4%	6, 7
37207	14 North East Nashville Area	2.8%	2, 5, 8

37208	16 North Nashville Area	3.2%	19
37209	10 West Nashville/Richland Park Area	2.0%	20, 21, 35
37210	56 Woodbine Area	11.2%	17, 15
37211	54 Thompson Lane/Edmondson PK Area	10.8%	16, 26, 27, 30
37214	10 Donelson Area	2.0%	13, 14, 15
37216	13 Inglewood Area	2.6%	7, 8
37217	28 Airport Area	5.8%	13, 28, 29
37218	23 Bordeaux	4.6%	2, 1
37221	15 Bellevue	3.0	22, 23, 35

Survey Findings

Mode of Transportation

Older Adults use multiple modes of transportation depending on personal resources, community resources, and their comfort level in using various transportation services. Respondents were asked if they drive themselves, a family member or friend drives, if they use public transportation, a taxi, an agency, other, or if they don't go to specific places. Questions included:

How do you usually get to the following places: doctor or counselor, place of worship, visit people, recreation, work, bank or to pay bills, grocery shopping, or other shopping? (n=276)

Respondents answered the question as follows:

36.6% of the respondents have family members who drive them to at least one place.

63.4% of the respondents do not have family members drive them anywhere.

48.6% of the respondents do not drive themselves anywhere.

29.7% of the respondents drive themselves everywhere.

75.5% of the respondents do not have friends that drive them anywhere.

82.4% of the respondents do not use the bus.

17.6% of the respondents use the bus to go at least one place.

7.9% of the respondents use AccessRide to go to at least one place.

Points to be noted include: 63.4% do not have a family member to transport them, 48.6% do not drive themselves anywhere, 75.5% do not have friends that drive them anywhere and 82.4% do not use the bus. These results highlight the need for further study of the system and the need for training regarding current public transportation availability.

Frequency of Transportation

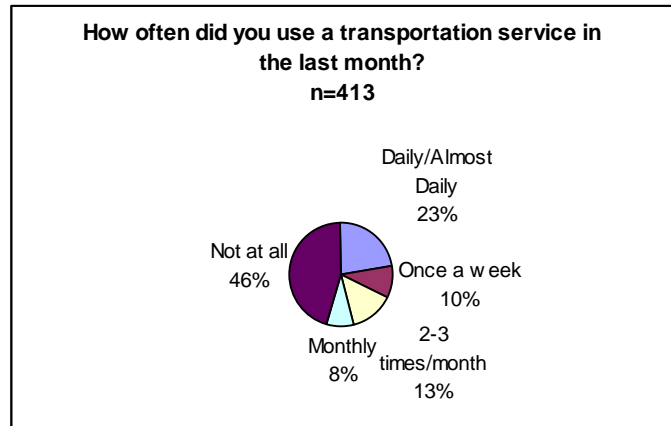
How often a person uses transportation services is a characteristic of personal mobility. Mobility is a good measure of how connected older adults are to their communities. It speaks about either a person's isolation or access to hobbies, social support, services, and activities that are not only done out of necessity.

13.7% of the respondents do not visit people (n=60).

19.6% of the respondents do not go anywhere for recreation (n=80).

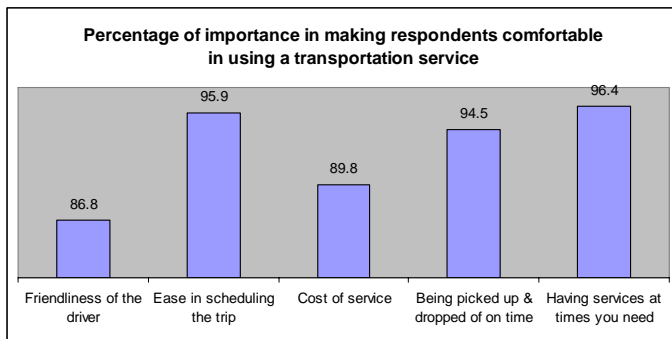
10.1% of the respondents do not go to a place of worship (n=44).

Points to be noted include: 13.7% do not visit people and 19.6% do not go anywhere for recreation. This raises the question of isolation of older adults. Isolation may increase as personal mobility decreases. Isolation can also impact health. This point needs further study.



Level of Comfort Using Transportation Services

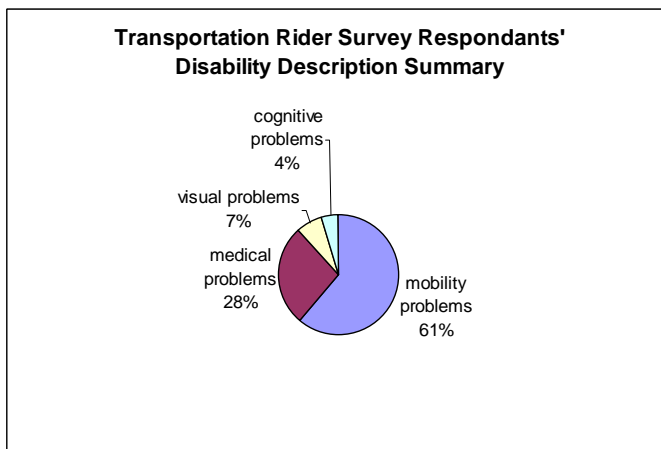
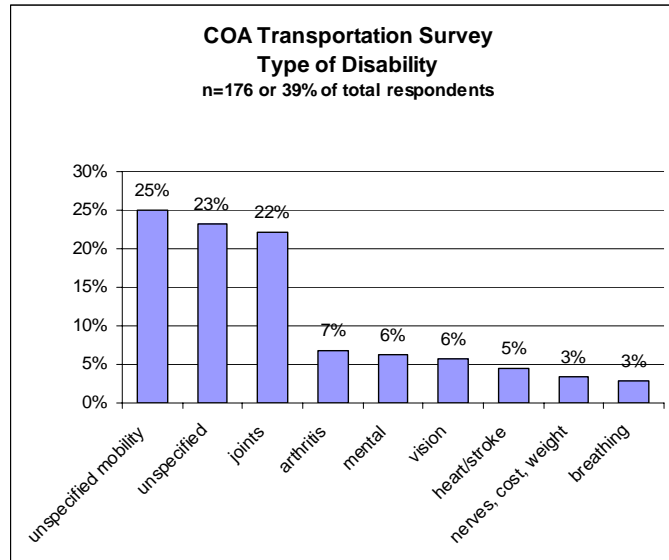
Respondents were asked if certain elements of transportation services are important in making them comfortable using a service. These were rated very important, important, somewhat important, or not important.



Points to be noted include: The results point out the importance of having services at the time needed, the ease of scheduling the trip and being picked up & dropped off on time.

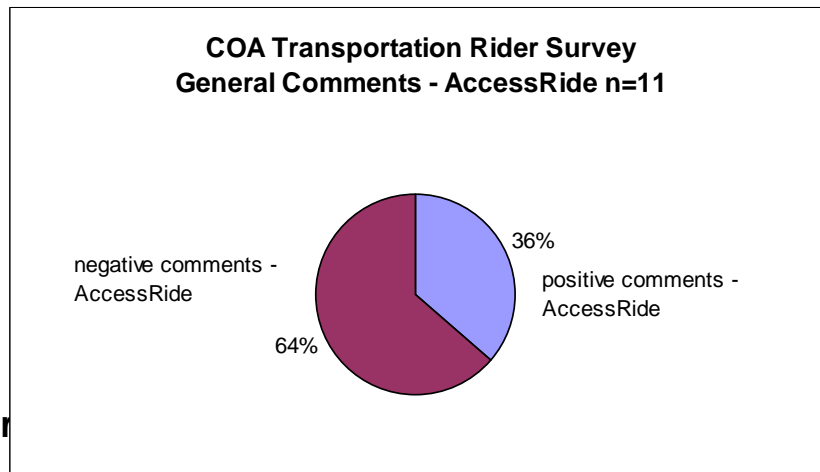
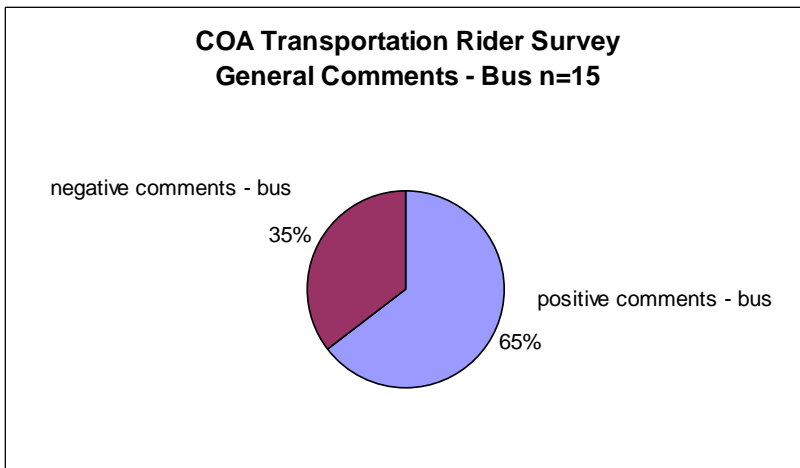
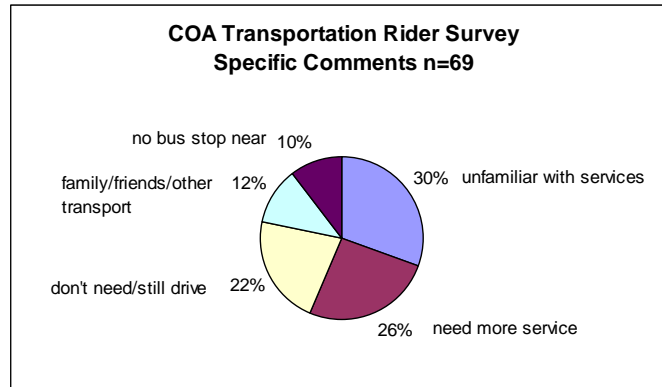
Disabilities & Respondent Comments

The survey asked respondents if they have a disability that makes it harder to ride public transportation. These are self-defined disabilities.



General Comments

Respondents were given the opportunity to provide comments. The importance of these questions is linked to awareness and perceptions of public transportation. MTA's fixed-route bus fleet is now 100% accessible to passengers. There is also a Travel Training program for those new to riding the buses. Education about accessibility and changes on MTA's routes is an essential piece to meeting the transportation needs of older adults. Some comments are based on using MTA services prior to changes at MTA and AccessRide.



B. Current Transportation Services

The current transportation system in Davidson County includes MTA's accessible bus system and AccessRide program. MTA's fixed-route bus fleet is now 100% accessible. New low-floor buses allow passengers to board without climbing steps. These new buses have many other state-of-the-art accessibility features.

MTA's Travel Training Program provides group and individual training about riding the new buses so people can go where they want to go when they want to go, at an affordable price. This is great for seniors who may have never ridden the bus, but who no longer can operate a car safely.

AccessRide is growing at about 20% per year. AccessRide is a publicly funded paratransit service, which operates specialized van services for persons with disabilities who are unable to use regular fixed-route buses. MTA uses a guideline for AccessRide service of 1.5 miles on either side of a fixed route, twice the required federal requirement, providing service availability to the entire county.

Metro Social Services continues to help seniors and adults with disabilities through their Intake & Assessment service and by providing AccessRide tickets so people in need can go to nutrition sites, the doctor or a government office.

Community self-advocates and members of groups such as the Accessible Transportation Alliance (ATA) of the Center for Independent Living provide disability awareness training to the MTA and to Nashville's cab drivers.

MTA and the Metro Transportation Licensing Commission have coordinated with local advocacy groups like the Accessible Transportation Alliance of the Center for Independent Living to make it easier for companies to put accessible taxicabs on the streets.

Davidson County has a number of community transportation services available. These include but are not limited to Senior Centers, American Cancer Society, Berry Hill City Hall, National Council of Jewish Women and the Evergreen Presbyterian Ministries. These groups provide limited transportation service often associated with their service or geographic area. There is also service provided by a number of the Senior Apartment Houses, Retirement Communities and Assisted Living Facilities.

Private companies include Taxicabs and Chauffeur Services. Some taxi companies offer senior discounts or have vans available for the elderly and disabled. There are also many personal support service agencies that provide transportation among their many services.

Family, friends and neighbors play a major role in transporting older adults who no longer drive.

C. Sidewalks and Traffic Lights

The availability of appropriately placed sidewalks and traffic lights are essential to a comprehensive transportation program. Older adults who would use the accessible buses are sometimes unable to do so because of the lack a sidewalk hinders their access to the bus stop. They may also be hindered by the lack of a traffic light to assist in crossing a busy intersection.

The Metropolitan Public Works Department is responsible for the development and upkeep of both sidewalks and traffic lights in Davidson County. By law the Department is restricted to public right of ways. The Department has made great strides in expanding and repairing of sidewalks in Nashville over the last few years. A 13-year plan has been developed with input from many sources. The plan looks at places that are pedestrian generators such as hospitals, schools, and libraries and assigns a value on a point system. They do work with MTA in their planning. The plan is available on the website www.nashville.gov/publicworks/sidewalks. Special requests can be made to the Metro Public Works Department.

The Traffic Signal Division of Public Works is pedestrian-oriented. There are plans for improving the crossing signals. There is a system in place for special requests.

MTA is coordinating with Public Works regarding the placement of bus stops and shelters.

D. Gaps in Current System

Based on this recent review COA has identified several gaps in service in Davidson County. These include:

- All areas of Davidson County do not have access to the same level of transportation services.
- Private and community transportation services are limited in their availability.
- MTA is not currently able to provide frequent bus service to all areas. An example of this is Bellevue where there is bus service to centralized locations but not directly in all neighborhoods. This is a disadvantage to the growing older adult population that may not have transportation to the centralized location. MTA has a five-year plan that will address some of these issues if funding is available to put the plan in action.
- Personal care attendants are necessary for some older adults to use the current services. While transportation may be available door to door, some older individuals need someone to accompany them to their destination, i.e. doctor's office, grocery store.
- Issues preventing congregations/churches from providing more transportation include liability issues and training needs for volunteers.

E. Models from Other Communities

Transportation has been recognized at the national level as a major problem for older adults. This recognition has been the stimulus for the development of a large number of model transportation programs across the United States. Several of these have won United We Ride National Leadership Awards. United We Ride is a national campaign launched in 2004 by the Coordinating Council on Access & Mobility (CCAM) requiring federal departments to simplify access, reduce duplication of federal rules & increase cost efficiencies using existing resources. The requirements have increased coordination, flexibility and responsiveness to individuals needs.

A transportation toolbox called Seniors Benefit from Transportation Partnerships: Promising Practices from the Aging Network is available. This part of United we Ride and is available on the AoA Website www.aoa.gov/prof/transportation/transportation/asp.

The Supplemental Transportation Programs (STPs) is a project of the Beverly Foundation. It develops “senior-friendly” transportation. “The same limitations that force older people to give up their keys can also make it difficult for them to use public & paratransit transportation options. STPs supplement or complement the efforts of family members, neighbors and friends to provide options that enable seniors to stop driving without losing their ability to go places.”

Numerous model programs can be found at the end of this report in Appendix E.

Upon concluding this review COA recognizes that while there are some excellent transportation systems in place there are other older adults who live in areas without access, current information and/or knowledge of the transportation systems. Many older adults in Davidson County have never used public transportation. They are uncomfortable riding a bus. Travel training will be essential to their learning to use public transportation. They also need transportation options. An additional consideration is the Baby Boomers whom will soon increase the demand for transportation.

Therefore the following recommendations are aimed at reaching the goal to develop a transportation model for Davidson County that will incorporate current transportation offerings and work towards a collaborative effort of offering new initiatives to meet the mobility needs of older adults.

- Request the Council on Aging Community Assessment Committee assume responsibility for development and implementation of the following recommendations including posting the results on the Council on Aging website.
 - Training taxi drivers and MTA staff on senior-specific needs
 - Coordinate Congregations and faith-based organizations becoming involved in collaborative efforts with the public and private sectors
 - Consideration of model initiatives. This includes national, state, and local initiatives that have been created and executed with success in other areas. See Appendix E for details.
 - Review the need for a comprehensive transportation tool which might possibly be a booklet or directory containing transportation options, regulations, travel tips, etc. There is a national model in place for this tool.
 - Assisting MTA in educating Davidson County residents about available public transportation. One method would be using MTA buses as a “hand’s on” forum.
 - Report efforts in local newspapers and to legislators and Metro Council members.

Appendix A



Davidson County 5- Minute Transportation Survey

The Council on Aging of Greater Nashville, United Way of Metro Nashville, and the Area Agency on Aging & Disability want to find out about public transportation needs. We appreciate your help.

1. What is Your Zip Code? _____
2. What is the nearest road intersection to your home? _____

(Example: Charlotte & White Bridge, 7th and Shelby, 4th and Union)

3. What is your age? ___ under 55 ___ 55–59 ___ 60–64 ___ 65–74 ___ 75–84 ___ 85+

4. How do you usually get to the following places? Check all that apply.

	Drive Myself	Family Member Drives	Friend Drives	Bus (MTA)	Access Ride (MTA)	Taxi	Agency	Other	Don't Go
Doctors or counselor									
Place of worship									
Visit People									
Recreation (sports, senior center)									
Work									
Bank or to pay bills									
Grocery shopping									
Other Shopping									

If another kind of transportation is used, please describe: _____

5. What times of day do you need transportation? Check all that apply

- ___ Mornings on weekdays
- ___ Evenings on weekdays
- ___ Weekends
- ___ Mid-day
- ___ Various Times
- ___ Other

6. Do you have a disability that makes it harder to ride public transportation?

No Yes (If yes, Please describe) _____

7. In the last month, how often did you use some type of transportation service to get somewhere?

Please mark one.

Daily/almost daily Once a week 2—3 times a month Monthly Not at all

8. When you use a transportation service (AccessRide, taxi, bus, or any other transportation service) how important are the following in making you comfortable in using the service? Please circle your answer.

A	Friendliness of the driver	Very Important	Important	Somewhat Important	Not Important
B	Ease of scheduling the trip	Very Important	Important	Somewhat Important	Not Important
C	Cost of service	Very Important	Important	Somewhat Important	Not Important
D	Being picked up and dropped off on time	Very Important	Important	Somewhat Important	Not Important
E	Having services at times that I need a ride	Very Important	Important	Somewhat Important	Not Important

9. If you have used public transportation (MTA bus or AccessRide), please rate how your experience was. Answer only if you ride the bus and circle your rating.

F	Timetables & schedules	Great	Good	OK	Not so good	Bad
G	Bus stop locations	Great	Good	OK	Not so good	Bad
H	Goes where I need to go	Great	Good	OK	Not so good	Bad
I	Getting on and off the bus	Great	Good	OK	Not so good	Bad
J	Driver's announcement of bus stops	Great	Good	OK	Not so good	Bad
K	Signs on bus	Great	Good	OK	Not so good	Bad
L	Signaling the driver to stop	Great	Good	OK	Not so good	Bad
M	Route information at bus stops	Great	Good	OK	Not so good	Bad

10. Do you have any comments? (Please reference the questions above if needed.)

Appendix B

Survey Methodology

Survey Design

The Council on Aging Transportation Survey was developed and approved by the Council on Aging's Transportation Sub-Committee members. The survey was modeled partly after one distributed by Metro Social Services in 2004. The survey included questions related to the mode of transportation taken to various locations, the need for transportation throughout a week's time, the presence of a self-defined disability and its relationship to one's ability to use public transportation, how many times per month one used a transportation service, and satisfaction of experience and comfort when using a transportation service. Participation was voluntary and respondents' identities remain anonymous.

Survey Distribution and Collection

533 individuals were surveyed. These were distributed by sub-committee members to the populations which they serve. Some surveys were done by phone. Those surveyed by phone include Meals on Wheels recipients. Because of the amount of people involved in distributing the survey, those who were asked but chose not to participate were not counted. See Appendix C for a list of distribution locations. Effort was made to collect data from differing demographic areas, socio-economic groups, and range of independent living.

Survey Analysis

Each survey was assigned an ID number and entered into a Microsoft Excel file. This data was then imported into SPSS, a statistical software program. The data was checked for accuracy, and statistical information was produced. Open-ended data such as individual comments and disabilities were tallied in Microsoft Excel.

Appendix C

Locations and communities at which the survey was distributed

Family Resource Centers:

- Bordeaux/North West FRC
- Cayce FRC
- Cora Howe FRC
- Edgehill FRC
- Fall-Hamilton FRC
- McGruder FRC
- McKissack FRC
- Napier FRC
- St. Luke's FRC
- South Nashville FRC

Senior Citizen's, Inc.:

- Meals on Wheels recipients
- Living At Home clients (home-bound, low-income)
- Adult Day Care
- Senior Companions
- Hadley Park Senior Center
- Donelson Senior Center
- Knowles Center

Residential Areas (including Metro Social Services nutrition sites)

- Dandridge Towers
- Nashville Christian Towers
- Old Hickory Towers
- Trevecca Towers I
- Villa Maria
- Hickory Hollow Towers
- Chippington I Towers
- Deerlake
- Blakeford

Others

- Hobson Chapel United Methodist Church
- Glenclyff United Methodist Church senior lunch group
- Martha O'Bryan Center Senior Services program clients
- Hermitage United Methodist Church
- Bellevue Church of Christ
- COA Board Members

Appendix D

Council on Aging Transportation Survey Results

n=number of respondents

Age of respondents n=498

under 55	15.5
55-59	7.2
60-64	9.8
65-74	30.3
75-84	26.1
85+	11

How do you usually get to the following places?

Percentages of Total Surveyed

	Doctor or counselor	place of worship	visit people	recreation	work	bank or to pay bills	grocery shopping	other shopping
Drive	43.9	43.3	46	42.3	30.5	47.7	47.1	46.8
Family	25.4	15	21.5	11.5	2.7	20	23	18.9
Friend	13.5	13.9	12.1	6.6	2.1	10.4	15	12.5
Bus	13.1	8.1	10	11	8.8	9.1	7.8	9.8
AccessRide	6.4	0.2	0.7	5.1	0.3	0.9	1.1	1.7
Taxi	1.8	0.5	0.2	0.5	0	0.7	0.8	0.5
Agency	7	0.9	0.2	4.4	0	1.3	2.3	1.4
Other	6.2	12.6	3.9	4.9	1.2	6.7	7.8	6.7
Don't Go	0.6	10.1	13.7	19.6	44.5	9.1	3.6	7.7
n=	497	435	439	410	339	461	474	417

What times of day do you need transportation?

Percentages of Total Surveyed

Mornings on weekdays	50.5
Evenings on weekdays	19.3
weekends	22
Mid-day	23.5
Various Times	45.4
Other Times	7.3

Do you have a disability that makes it harder to ride public transportation?

Percentages of those who responded

n=453

No	62.5
Yes	37.5

In the last month, how often did you use some type of transportation service to get somewhere?

Percentages of those who responded

n=413

Daily/Almost Daily	22.8
Once a week	9.7
2-3 times/month	13.3
Monthly	8.2
Not at all	46

When you use a transportation service, how important are the following in making you comfortable in using the service?

Percentages of those who responded

	Very Important	Important	Somewhat Important	Not Important	n=	very imp./important
Friendliness of the driver	63.8	23	10.5	2.7	257	86.8
Ease in scheduling the trip	67.3	28.6	2.4	1.6	248	95.9
Cost of service	68.7	21.1	6.5	3.7	246	89.8
Being picked up & dropped of on time	71.1	23.4	2.7	2.7	256	94.5
Having services at times you need	76.2	20.2	1.2	2.4	252	96.4

If you have used public transportation, please rate how your experience was with:

<i>Percentages of Total Surveyed</i>	Great	Good	Okay	Not So Good	Bad	n=
Timetables & Schedules	30.1	38.7	19.1	8.1	4	173
Bus stop locations	37.2	32.6	20.9	5.2	4.1	172
Goes where I need to go	32.4	39.3	17.3	8.7	2.3	173
Getting on & off the bus	31.8	37.6	20.8	6.9	2.9	173
Driver's announcement of bus stop	29.7	30.4	27.2	10.1	2.5	158
signs on bus	28.7	36.6	29.9	3.7	1.2	164
Signaling the driver to stop	28.7	40.2	23.8	6.1	1.2	164
Route information at bus stops	27.2	33.1	29.1	7.9	2.6	151

Appendix E

Transportation Programs for Seniors—Across the Country

General Information

Supplemental Transportation Programs (STPs): project of Beverly Foundation. Develops “senior-friendly” transportation. Network organizations: Shepherd’s Centers of America, RSVP, Natl. Association of State Units on Aging, Natl. Indian COA, Easter Seals, Community Transportation Association of America.”The same limitations that force older people to give up their keys can also make it difficult for them to use public & paratransit transportation options. STPs supplement or complement the efforts of family members, neighbors & friends to provide options that enable seniors to stop driving without losing their ability to go places.” TurnKey Kit for start-ups include information on liability.

More than half of all non-drivers age 65 & older stay at home and often become isolated largely because transportation options are limited, particularly in rural and smaller communities. (AARP & Amer. Public Transportation Assoc. study)

Coordinated transportation services: 1. tailor services to your community 2. Use AoA funds to leverage other funding sources 3. continually engage other partners 4. ride sharing is the key to cost-effectiveness 5. use multiple kinds of agreements and arrangements

Older Americans Sustainable Mobility Act

Sponsored by Maine Sen. Susan Collins, would create a tax deduction for seniors who donate their cars to a transportation program which gives the senior a financial credit toward future rides; also provides for grants for developing and expanding driving programs patterned after ITN in Maine. Connecticut, Rhode Island & Maine are considering state laws to do this.

Easy Rider Program

www.apta.com/easyrider by the American Public Transportation Association
Activities range include reduced fares, low-floor vehicles, personalized travel training, policies that allow drivers to deviate from bus routes to get as close as possible to requested stops

United We Ride

Launched in 2004 by Coordinating Council on Access & Mobility (CCAM) requires federal departments to simplify access, reduce duplication of federal rules & increase cost efficiencies using existing resources.

Focus is on what agencies must do to achieve the above; includes a questionnaire for individual transportation planning. The GAO noted that multiple public & private agencies vary greatly in terms of eligibility, hours, etc.

In 2005 states were encouraged to submit proposals for State Coordination Grants to be used to assist states through either planning or implementation grants. Planning grants could be used to conduct a comprehensive state assessment. Governor’s offices could apply and designate a “lead agency.” I do not know if Tennessee submitted an application.

Community Transportation Options Directory identifies all transportation options available to people in the typical community. It provides a framework from which to inventory and assess existing transportation options, gaps and needs.

2005 United We Ride National Leadership Awards

Allegheny Co., Pennsylvania: paratransit services; 125 participating agencies purchase transportation services. Coordination, flexibility and responsiveness to individual needs were keys. Assistance includes door-to-door services.

Central New York, New York: coordination of public and human services transportation.

Partnerships formed with nonprofits, local employers and colleges.

Dakota County, Minnesota: volunteer-based nonprofit coordinates maintenance, training & software development.

Montachusets, Massachusetts: brokers state human service transportation; did a detailed assessment of the limitations of existing transportation system to determine what was driving costs, hindering efficiency or reducing quality of service.

Harrisburg, Illinois: rural public transportation; developed “residential” routes to complement intercity service; combines trips and agencies purchase seat time.

Transportation Toolbox called Seniors Benefit from Transportation Partnerships: Promising Practices from the Aging Network (from AoA Asst. Secretary Josefina Carbonell)--to assist State Units on Aging, Area Agencies on Aging, tribal organization & community partners to increase the quantity, quality and efficiency of transportation for seniors. The toolbox includes useful practices in transportation coordination, a handbook for creating door through door transportation programs, a template for communities to build their own transportation resource guide, a comprehensive resource list for transportation coordination and a tailorable presentation on useful practices. Part of United We Ride.

Individual Programs

ITN(Independent Transportation Network) America Portland, Maine www.itnamerica.org
207-854-0505

Membership service; \$8 average per trip 9flat rate of \$3 plus \$1 per mile); \$35 annual membership fee.

Members can trade in cars to get credit; service is available around the clock seven days a week.

Also helps unload their shopping bags, walkers, etc.; 4 donated cars served 600 riders and made 15,250 trips in 2004.

Starting ITN programs: **Charleston, SC; Orlando, FL; Santa Monica, CA; Trenton-Princeton, NJ.**

Some businesses that seniors patronize give a \$ credit to the person using the service. Also family members, health care providers—this makes transportation less professional.

Columbia, MD (Howard Co.) Neighbor Ride www.neighborride.org

Volunteer drivers & office staff; collaborative agencies; 501c3; funding from foundations, hospitals. Seniors register, schedule 3 days ahead, pre-pay; businesses, families, etc. can make gifts to account. Door-to-door transportation; volunteers are trained & background checked; organizational insurance supplements personal auto insurance of volunteers Maryland Senior Rides Demonstration program by state funds new programs by nonprofits to facilitate development of volunteer transportation services for low & moderate income seniors.

Volunteer Friends N. Hollywood, CA www.beverlyfoundation.org 626-792-2292

Hire friends or family; free; pilot funded with federal funds. Pilot project; low administration cost since riders recruit drivers and reimburse them with program funds.

Ride Connection Inc. Portland, Oregon www.rideconnection.org 503-528-1720

Mobility manager; free(donations accepted). Public-transit service funded nonprofit which connects riders with more than 30 transportation providers; concierges escort some riders

Seniors Resource Center Denver, CO www.srcaging.org 303-238-8151

Ride brokerage; free(donations accepted). SRC determines what transportation is needed to keep client independent; started a volunteer-driver program

AgingAtlanta Atlanta, GA www.agingatlanta.com 404-463-3224

Vouchers; \$15 average per trip. Riders pay \$10 for a \$100 voucher book and negotiate with providers

Daily Living Centers Oklahoma City, OK www.dailylivingcenters.org 405-949-1197

Limousine service; riders pay what they can. Adult day care center uses limos early and late in the day for its own clients; offers rides to other seniors in between

Charlotte, NC (Easy Rider) special route for seniors that picks them up at various locations throughout city & transports them to grocery stores & other essential destinations once or twice a week.; partnered with churches, senior centers & community groups for demonstration rides to malls & social events seven or eight times a year. Also has a Elderly General Purchase Transportation Program subsidizes vouchers for use on local taxis for those who neither live near a bus route nor are eligible for other transportation assistance. Seniors in Charlotte pay only half fare, have guaranteed seating.

Palm Beach County, FL (Easy Rider) Seniors in Motion: public awareness & training program ; free fixed-route service & reduced fares on door-to-door service for those 85+. Also travel training.

Pittsburgh, Pennsylvania (Easy Rider) ACCESS: a door-to-door paratransit service for seniors; special vehicles pick up customers at their homes & take them to destinations including fixed-route transit stations. State funds enable seniors to ride free on all fixed-route systems by showing a Medicare or other senior ID card.

Eugene, Oregon (Easy Rider) training with Bus Buddy Program; uses volunteers & partners with senior centers to make matches. Seniors 62+ can ride free every Tuesday, courtesy of community sponsors. Seniors schedule doctors, visits and shopping on Tuesdays.

Peoria, Illinois (Easy Rider) partners with rural transit providers to expand & improve service to supermarkets, banks, shopping, medical centers & airport. Free passes to acquaint with services.

Ann Arbor, MI (Easy Rider) expanded door-to-door service by offering shared-ride taxi trips within city limits. Senior Ride Grocery Trip goes from housing facilities to area grocery stores. This has developed a social club using the "grocery bus."

Sacramento, CA (Easy Rider) travel training

Buffalo, NY (Erie Co.) Older Driver Family Assistance Help Network www.erie.gov/driving
716-858-8081

Problem-solving organization from fields of aging, law enforcement & driving. Helps families determine if a senior should drive, to drive better or to step away from the wheel. PR to reach caregivers—media, apt. managers, physicians, churches, traffic court. Uses Title III-B(supportive services), III-D(health promotion) and III-E(caregiving) funds

Harrisonburg, VA mobility resource & advocacy center in a largely rural region

Colfax, WA provider/broker in 9 counties; large rural area; one of the most coordinated transportation services in nation.

West St. Paul, MN provides & brokers trips within county; includes bus serve, ride share, drivers, buses & maintenance services for other providers.

Rochester, NY provides & brokers specialized services using wide variety of public & private funding sources.

Severna Park, MD door-through-door services; formal service exchange program that decrease social isolation.

Harrisburg, IL highly coordinated public transit in large rural area.

St. Augustine, FL PR approach; applies advanced technologies, hands on service and hospitality focus.

Twin Falls, ID uses volunteers & multiple modes in 8-county rural region

Arlington, VA advocate/catalyst, I & R center, funder

Bloomington, IL funds, plans & provides for 16 counties

Ontario, OR sole provider of public transit in large rural area; coordinates dispatching for volunteer drivers

Yorktown, IN provides & contracts for rural transportation in 7 counties; connects to urban transit system

Wichita, KS 3-county coordinated transit; provides & brokers through wide range of vendors.

Greenville, SC brokers & contracts for 6-county region; serves as I & R center



Appendix F Davidson County Transportation – On the Move!



The Council on Aging is coordinating a year-long effort to assess the state of Nashville public transportation and the transportation needs of senior citizens, for the purpose of improving those services. Our intent is to devise a community education plan to help people understand their public transportation options.

MTA's fixed-route bus fleet is now 100% accessible. New low-floor buses allow passengers to board without climbing steps. These new buses have many other state-of-the-art accessibility features.

MTA's Travel Training Program provides group and individual training about riding the new buses so people can go where they want to go when they want to go, at an affordable price. This is great for seniors who may have never ridden the bus, but who no longer can operate a car safely.

AccessRide is growing at about 20% per year. MTA uses a guideline for AccessRide service of 1.5 miles on either side of a fixed route, twice the required federal requirement, providing service availability to the entire county.

All of the seniors who used to go to nutrition sites on Metro Social Services vans are now riding AccessRide & loving it – Why? Because they don't have to go to only one site...With the AccessRide ticket, they can go to any site they want. Also, more rides can be provided because the cost is less.

Metro Social Services continues to help seniors and adults with disabilities through their Intake & Assessment service and by providing AccessRide tickets so people in need can go to nutrition sites, the doctor or a government office.

Community self-advocates and members of groups such as the Accessible Transportation Alliance (ATA) of the Center for Independent Living provide disability awareness training to the MTA and to Nashville's cab drivers.

MTA and the Metro Transportation Licensing Commission have coordinated with local advocacy groups like the Accessible Transportation Alliance of the Center for Independent Living to make it easier for companies to put accessible taxicabs on the streets.

MTA is coordinating with Public Works regarding the placement of bus stops and shelters.

NEXT STEPS

- Continue to advocate for more accessible vehicles in Nashville's taxicab fleet
- Investigate pooled insurance options to help private organizations leverage resources and extend services
- Support MTA's 5-year plan for expansion and more consumer-friendly services, *e.g.* neighborhood feeder routes



Appendix G

MTA Facts & Statistics

- The Nashville MTA has reached a major milestone by providing the local community with more than 8 million trips last fiscal year. This is more than 1 million additional rides taken on MTA vehicles compared to the previous year, which is an increase of nearly 16 percent.
- Ridership has increased consistently over the past 12 months and continues to grow. Average ridership has jumped from 22,000 to 27,000 trips per day and on some days that figure has reached 30,000.
- MTA officials cite ongoing service improvements, better marketing, and the rising cost of fuel as the reasons for the growth. In the past two-and-a-half years, 100 new buses have been purchased and received through the financial support of Nashville Mayor Bill Purcell and the Metro Council, and the entire fleet is now ADA accessible. With this latest new bus order, 72 percent of the MTA’s full-size bus fleet has been replaced with the newer high-tech buses.
- In addition, the MTA has begun replacing the more than 700 bus benches throughout the city. The new benches are receiving rave reviews from customers and advertisers who rent space on them.
- To better serve the growing customer base, MTA has revamped its core materials (system map, route schedules and Web site) and introduced an integrated, cohesive and aesthetically improved group of marketing materials. The upgraded information is part of MTA’s efforts to create an easily identifiable image that will encourage new ridership and improve the experience of existing customers.
- Also, Music City Central, the new downtown transit hub for riders, continues to move forward. When completed, the new center will be a multi-level indoor facility with a customer waiting room, ticketing and information booth, and a coffee shop and/or newsstand. It will replace bus activity on the outdoor transit mall on Deaderick Street and will create a centralized transit facility within the Central Business District of Nashville.
- MTA provides reliable and accessible public transportation by offering nearly 40 bus routes throughout Metro-Davidson County.

Quick Stats

Ridership last fiscal year	8,004,262
AccessRide ridership last fiscal year	261,652
AccessRide average monthly passengers	21,804
Total Passengers last fiscal year (Fixed Route)	7,694,610
Average monthly passengers (Fixed Route)	667,021
Total operating budget	\$37.1 million
Total number of vehicles	194
Buses	137
AccessRide vans	57
Bus routes	38
Total number of employees	433

