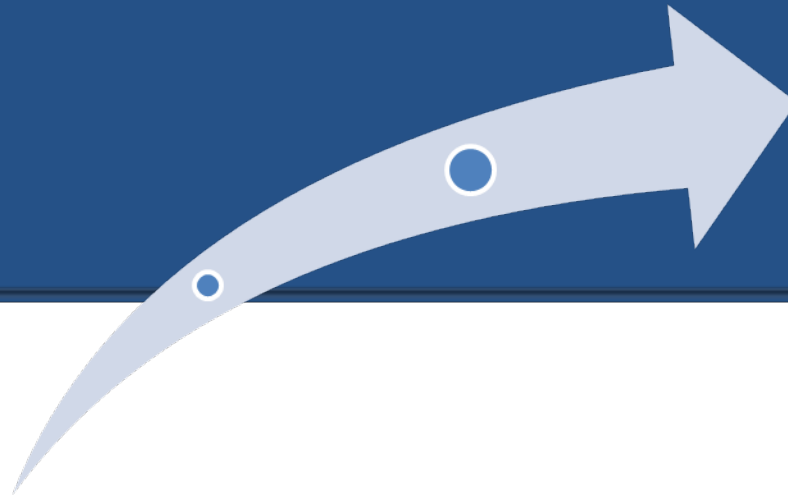




Building and Sustaining A Community Transportation Network



Who are we?

The Community Transportation Network is a collaboration of over 85 community organizations – public, private, non-profit and faith-based – led by the Community Council of Greater Dallas and Dallas Area Agency on Aging. Since June 2009, the CTN has been working to remove barriers that keep people with disabilities and older adults from getting where they need and want to go in Dallas County, TX.

The work of the CTN is possible through a partnership with the North Central Texas Council of Governments as well as the active collaboration of the transit industry and health and human services sector.

Lead agency

Community Council of Greater Dallas (CCGD)

- Neutral convener for multi-organization, multi-sector initiatives for 70 years
- Home to Dallas Area Agency on Aging and 2-1-1 Helpline

Dallas Area Agency on Aging (DAAA)

- Mission: Senior independence
- Advocacy and planning focus for Dallas County seniors for over 30 years
- Leading partner in Connect to Care Dallas, Aging & Disability Resource Center
- Funds transportation services to senior nutrition sites (Title III funding)
- Administers transportation voucher pilot program



CTN coalition partners

American Association of Retired Persons (AARP Texas)
ABC Behavioral Health
AET Custom Shuttle
AIDS ARMS, Inc.
AIDS Interfaith Network
Alzheimer's Association
American Cancer Society-Dallas Metro
American Foundation for the Blind
AppleCare & Companion Services
The Arc of Dallas
Armand Christopher & Company Realty
Association for Independent Living
Avalon Alzheimer's Care
Barry Berger Transportation & Errand Service
Bluitt Flowers Clinic
Carlisle Street Legal Center
Catholic Charities
Citizens Development Center
City of Dallas
City of Dallas, Senior Affairs Commission
City of Dallas, Friends of Senior Affairs
City of Lancaster
City of Mesquite
City of Richardson
City of Seagoville
CitySquare
CNC Home Care
Connect to Care, the Aging and Disability Resource Center
CVT Transport

Dallas County Older Adult Services
Dallas County Veterans Services
Dallas Housing Authority
Dallas Area Rapid Transit
Deaf Action Center
Denton County Transportation Authority
Dickinson Place
Down Syndrome Guild
Easter Seals of Greater Dallas
EC Driving
Epilepsy Foundation of Texas
Express Employment Professionals
Fort Worth Transportation Authority (The T)
Fowler Christian Apartments, Inc.
Friendship West Baptist Church
Geriatric Wellness Center of Collin County
Goodwill Industries of Dallas, Inc.
Healthcare Committee of Collin County
Injury Prevention Center
Irving Cares, Inc.
Jewish Family Service of Greater Dallas
Kaufman Area Rural Transportation
LaunchAbility
La Voz Del Anciano
Lift Aides
Metrocare Services
Metro Transporters
MHMR of Tarrant County
Mission Accessible

Muscular Dystrophy Association
National Council of Jewish Women
Network of Community Ministries
New Friendship Caregivers Ministry
North Central Texas Council of Governments
North Texas Behavioral Health Authority
Parkland Hospital
REACH Center for Independent Living
Reading & Radio Resource
Senior Adult Services
The Senior Source
St. Philip's School & Community Center
Silver Star Medical Transport
Texas Citizen Fund
Temple Emanu-El
Texas Department of Aging & Disability Services
Texas Dept. of Assistive and Rehabilitative Services
Texas Department of Family and Protective Services
Texas Department of State Health Services
Texas Health & Human Services Commission
Texas Silver-Haired Legislature – Dallas County
TransAmerican EMS
United Cerebral Palsy of Metropolitan Dallas
University of Texas Southwestern Medical Center
University of Texas School of Public Health
Urban League of Greater Dallas
Veterans Affairs
Visiting Nurse Association
Women's Council of Dallas County - Health & Human Services Coalition

**CTN transportation partners give over 825,000 rides per year
allowing more than 11,000 people to live independently**

Timeline

2006

- Grassroots discussion among advocates and human service professionals gained traction
 - Fueled by realization that transportation gaps affect multiple groups, especially **booming senior population**
- Advocates and human service professionals began to brainstorm what could be done
- Advocates and agency leaders sought guidance from North Central Texas Council of Governments Transportation Planning Department

Timeline

2007 – 2008

- Community Council of Greater Dallas responded to 2007 JARC/New Freedom Call for Projects to study and address transportation needs of people with disabilities and older adults in Dallas County
- City of Dallas stepped up as an early partner
 - Commissioned study on needs and preferences of older residents
 - Developed medical transportation program
- NCTCOG selected Community Council project for funding

Timeline

2009 – Present

- Community Council/Dallas Area Agency on Aging launched Community Transportation Network (June 2009)
- 89 organizations – public, private, non-profit – have joined the coalition
- Over 65 people have joined at least one working committee
- Selected for 2010 Easter Seals Project ACTION Accessible Transportation Coalitions Initiative (ATCI)



Accomplishments

June 2009 to Present

Built coalition of 85+ partners to inform, plan and collaborate

Identified priorities through needs assessment and study of existing resources

Simplified access to available resources by building on key information and access centers, 2-1-1 and the Aging and Disability Resource Center

Developed transportation options counseling for difficult needs

Connected over 9,000 people to destinations that are important to them by laying out transportation options by phone, web, mail and in person

Trained agency staff on how to help clients access transportation by developing individualized transportation plans

Continuously collected data on unmet needs to define gaps

Advocated for transportation investment and efficient use of resources

Transit agency – now an active partner – is currently implementing five new demonstration projects

Collaborated across county lines, contributing to regional coordination priorities

Needs and priorities

Metro Mobility Report



Transportation Needs of
People with Disabilities and Older Adults
in Dallas County, Texas



Community Transportation Net-
work
Community Council of Greater Dallas

Top Priority

- Consumers show strong support for having one source that has up-to-date information needed for finding a ride.
- “I’m trying to find out what different types of transportation will come here, what you have to do to qualify and how much it would cost because I am just lost.” – Older adult

Access to available resources



In partnership with

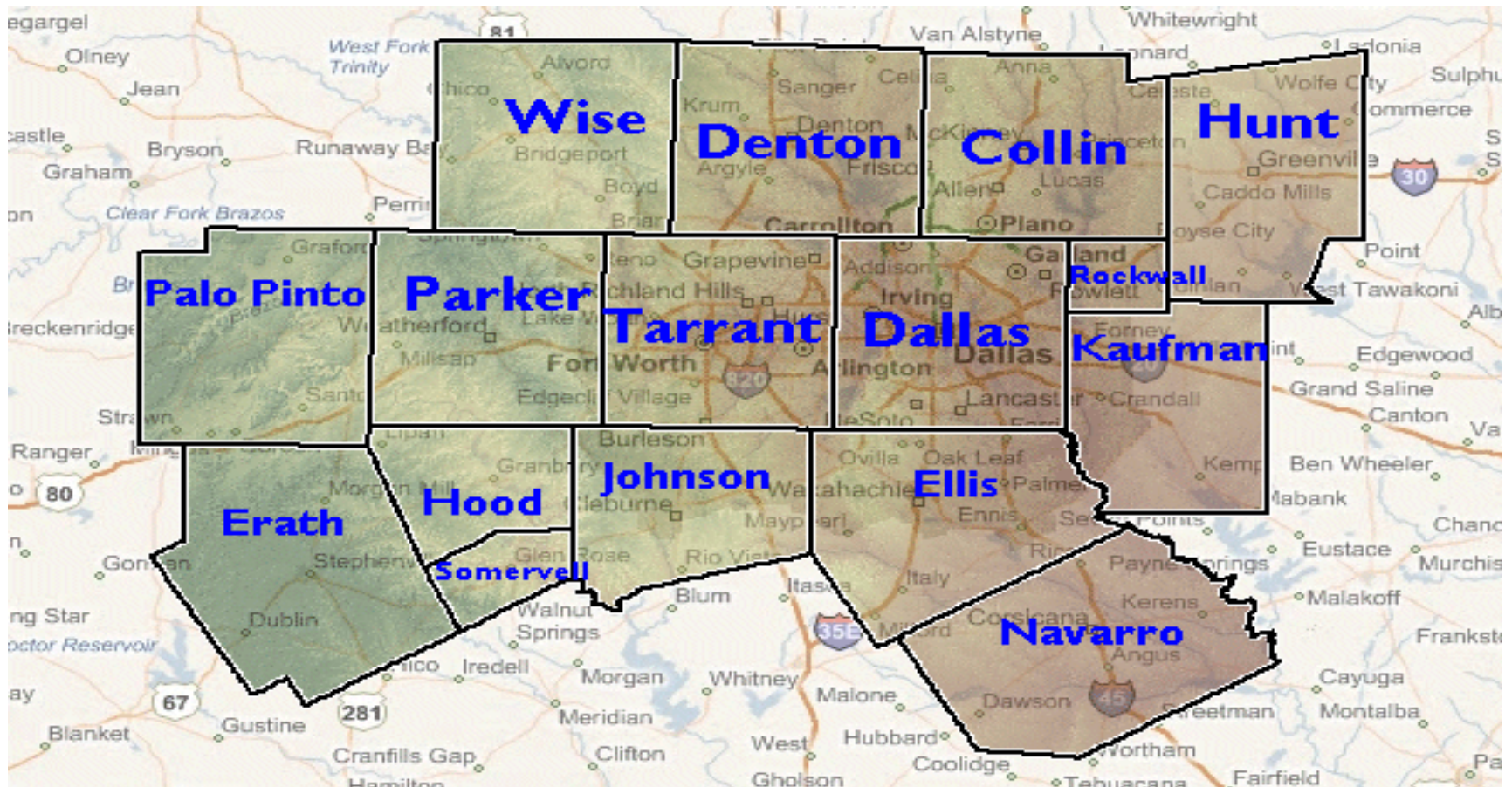


www.ConnectToCareDallas.org
Aging & Disability Resource Center

Caseworkers as connectors



Regional collaboration



Source: North Central Texas Council of Governments

Transportation Provider Inventory for 15 counties: www.nctcog.dst.tx.us/trans/transit/ops/tpi/map.asp

Future

- Continue to build “one call, one click” services to simplify access to resources
- Fill gaps in service through expansion of DAAA volunteer driver/voucher program
- Initiate and support projects that build upon existing resources and leverage funding
- Continue to support regional efforts to expand transportation options



Work Plan (Sep. 2011 – Aug. 2012)

Activity	Timeframe	Deliverable(s)
Build upon existing transportation information and referral system to improve ease and increase use.	Sep. – Ongoing	Number of mobility management contacts and one way trips; marketing materials
Increase the number of consumers served and rides provided by maximizing DAAA Transportation Voucher Program and contracting with experienced transportation providers	Sep. – Ongoing	Number of consumers served and one way trips
Promote public transit by refining and enhancing rider education	Sep. – Ongoing	Meeting notes
Promote awareness of and sensitivity to the needs of people with disabilities and older adults	Sep. – Ongoing	Meeting notes and other correspondence

Work Plan (Sep. 2011 – Aug. 2012)

Activity	Timeframe	Deliverable(s)
Identify gaps and educate on where the systems are not working as intended	Sep. – Ongoing	Meeting notes, reports and other correspondence
Help establish an action plan for shared reservations, joint scheduling and dispatch	Sep. – Ongoing	Action plan
Cross-train agency staff to help clients understand options and complete eligibility assessments for multiple transportation programs	Sep. – Ongoing	Number of agency staff who completed training
Identify opportunities to expand services in Dallas County by building upon existing resources and leveraging funding	Sep. – Ongoing	Funded projects for Dallas County
Continue to support regional efforts to expand transportation options	Sep. – Ongoing	Meeting notes



GO!

Mobility management resources



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