



Matching riders with providers

## **MOBILITY MATTERS**

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by presenter Elaine Welch

- Agenda Item 1.4

**February 2016**

### **Organizational Background**

In January 2015, our organization, under contracts with MTC and CCCTA began implementing the Contra Costa County Mobility Management Plan designed by stakeholders and approved by the CCCTA Board in late 2013, by providing mobility management services throughout Contra Costa County.

This 501 (c)(3) organization (formerly known as Senior Helpline Services) changed its corporate name to Mobility Matters, effective October 2015, and modified its mission with a focus on mobility management. We continue to offer our Rides for Seniors Program and our Transportation Information & Referral (I&R) Helpline. The only difference in our I&R Helpline is that we are now responding to requests for transportation information and referrals from anyone, including adults with disabilities, in Contra Costa County, whereas before this service was focused only on seniors and those trying to help seniors with their mobility needs.

Our new mission statement is: Mobility Matters provides mobility management services in Contra Costa County facilitating collaboration and coordination between public and private transportation providers creating a network of integrated options that primarily address the mobility needs of seniors, individuals with disabilities, and low income individuals.

### **Recent Achievements/Accomplishments**

In addition to operating the only free, one-on-one, escorted, door-through-door volunteer driver program (Rides for Seniors) that covers every community in Contra Costa County (for the past 10 years) and 7 cities in Alameda County (for 3 years), as well as a toll free Transportation I & R Helpline (for 3 years).....

#### **Mobility Matters has:**

- Coordinated and compiled grant applications for 5310 funds to support 6 Contra Costa nonprofit agencies providing transportation for seniors and people with disabilities. All grants applied for in this joint effort were approved in total.
- Completed an inventory of transportation providers/programs in Contra Costa County resulting in a complete, up-to-date list, including all travel services for seniors and people with disabilities.
- Updated and redesigned "Way to go Contra Costa!" This new transportation guide was published and distribution begun in February 2016. We are now having it translated in Spanish and Chinese. In addition, we are working on a user friendly countywide website based on the information in this guide with links to transportation providers and programs. Both the guide and the website are supported by our Transportation I&R Helpline.

- Begun working on a county wide approach to help fully implement Travel Training in Contra Costa County. We have identified all programs in Contra Costa County that provide any kind of travel training, convened them as a group committed to working together to identify best practices, gaps, and evaluate community needs, with the ultimate goal of designing curriculum that can be used by a divergent group of travel training programs.
- Brokered the distribution of 7 County Connection paratransit vans to central county non-profit agencies serving both people with disabilities and seniors.
- Completed a survey of Community Based Organizations (CBO) that use vans to transport their clients and their interest in working with Transit Providers for lower cost, high quality maintenance of those vans.

**....and is:**

- Continuing to lead the VITAL group. (Volunteers in Transportation Advocacy Link). We have formed a group of the 9 Bay Area volunteer driver program operators to share information and resources. The purpose of this group is to exchange information, address issues of mutual concern, define and share best practices, serve as mentors and supporters for each other, as well as those new to the field, and work together to provide for the transportation needs of the vulnerable populations we serve through mobility management.
- Providing consultation and training to Senior Villages on transportation issues, specifically their volunteer driver programs.
- Continuing to participate as members of the Senior Mobility Action Council (SMAC) addressing the mobility needs of our senior population. This group is the transportation workgroup of the Contra Costa County Advisory Council on Aging.
- Continuing to participate in the 9 county Bay Area Mobility Management group representing Contra Costa County.
- Participating in the newly formed West County mobility management group, working together to address the unique transportation issues in the urbanized West County area.
- Continuing to serve as faculty with the California Highway Patrol for their "Age Well/ Drive Smart" workshops for seniors addressing safe driving and other options when one no longer drives.
- Researching transportation issues/options for dialysis patients who require trips 3x week.
- Collecting information re the criteria and process used to evaluate applicants for ADA status. Ultimately, we hope to bring these agencies together to work on uniformity, commonality, timing and services for these individuals, including appropriate referrals when an individual's ADA status is denied.