



TRANSIT

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Welcome to the
Senior Mobility Solutions Summit

September 20, 2024

About TEF

ORGANIZATION

- **Mission:** empower people by increasing access to transit options
- **Est. 2011** “Basic Transportation Needs Fund” with an allocation from CapMetro
- **Independent volunteer board**

PROGRAMS

- **Microgrants** (\$1,000) to meet short-term transit needs
- **Transit passes** for partner organizations are deeply discounted (approx. 80% reduction)
- **Demonstration** (\$50,000-\$75,000) and **planning** (\$25,000) **grants** to test innovative mobility solutions

Planning & Demonstration Projects

Mechanism for piloting innovative transit-supportive projects that:

- Address a **demonstrated need** in the community;
- Leverage **existing resources or partnerships** efficiently;
- Support or leverage **environmentally efficient modes** of transportation such as shared rides, public transit, or active modes; and
- Could be **sustained through follow-on funding** after the demonstration period.

Recent Demonstration Projects

2021 Capital Area Private Defender Service

Rides for Reentry Program

Connect individuals exiting incarceration with transportation support, primarily rideshare, to access court appointments and resources

2022 Jail to Jobs

Georgian Acres Smart Mobility Hub

Provide free wifi, solar panel lighting, covered seating, charging stations for e-scooters and e-bikes, and shuttle rides to community members as a first-mile / last-mile transportation solution.

2022 United Way

Transportation for Living Pilot

Test a responsive, sustainable, scalable subsidized transportation system to provide more transportation options to a variety of destinations for older, transit-dependent adults in Travis County

Today's Gathering

PURPOSE

To explore current challenges and opportunities for senior mobility and envision new solutions for connecting seniors to critical programs, services, and social opportunities.

OBJECTIVES

- **Understand Our Current Context** - gain clarity on current trends, stakeholder roles, and offerings
- **Explore Challenges and Opportunities** - discuss the scale and scope of 'pain points' and potential areas for innovation
- **Envision Collaborative Solutions** - identify how we might work together to develop new solutions and next steps for moving forward

Agenda

8:45 – 9:20	Welcome and Generating Connections
9:20 – 10:05	Understand Our Current Context
10:05 – 10:15	Break
10:15 – 10:55	Identify Challenges and Opportunities
10:55 – 11:40	Explore Collaborative Solutions
11:40 – 12:00	Move to Action

Discussion Guidelines



Start and end on time



Stay present



Contribute ideas



Consider your words before speaking



Ask questions to gain greater understanding



Allow time for everyone to speak



Respect confidentiality and / or sensitive matters

Generating Connections



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FOCUS QUESTIONS

- What big question do you bring to this gathering?
- What do you hope to get from and give to this group?

PROCESS

- Pair up with someone you don't know as well
- 2 minutes per person to answer above question
- After 4 minutes, switch to a new partner
- Three rounds of sharing

Understand our Current Context

FOCUS QUESTION

What are some current data and trends affecting senior mobility?

Demographic Data

Source:
City of Austin, Age of Change:
Austin's Transforming
Demographics 2010 - 2020

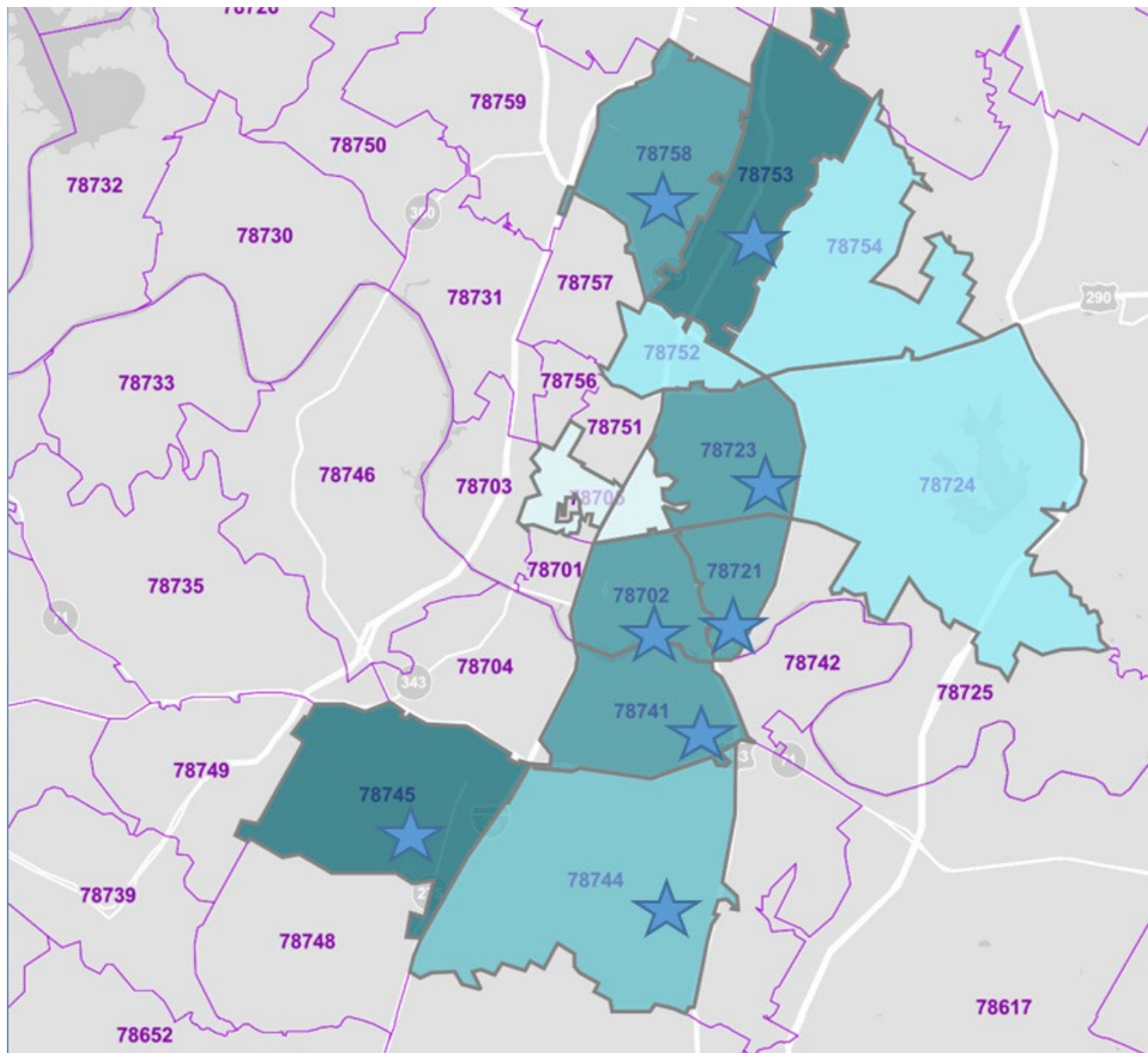
People aged 65 and older are the **fastest-growing age group** in Austin.

While the older population grew rapidly, Austin's older population percentage is **lower than peer cities**, Texas, and the U.S.

The share of Black and Hispanic older adults has declined in East Austin census tracts, while the share of White older adults has grown significantly in these areas.

The **older Asian population grew fastest** over the last decade, more than doubling in size.

There is an increase in the share of older adults throughout Austin, but especially in West Austin, where census tracts have growing shares and overall numbers of older Austinites.



Source: U.S. Census Bureau, American Community Survey data dashboard

Short-term Recommendations



Improving access to transit



Coordinate and integrate unused and underutilized assets



Increase awareness to build support



Further data analysis to identify specific transit needs

AGE of Central Texas
Senior Transportation Research Project (2015)

AGE of Central Texas

Senior Transportation Research Project

(2015)

MEDIUM-TERM RECOMMENDATIONS

- Improve coordination across jurisdictions
- Expanding and improving transit services
- Education and outreach

LONG-TERM RECOMMENDATIONS

- Mobility and positive health outcomes
- Ongoing performance evaluation

Age Friendly Austin

Action Plan (2016)

“Transportation Domain”

GOALS

- Ensure all modes of transportation are safe, affordable and accessible for residents of all ages and abilities, particularly older adults.
- Provide residents with the information and tools they need to make informed travel choices.
- Create an ongoing dialogue and innovative transportation options and expand models for the future.

“How has the delivery of transportation services for older adults changed over the past five years?”

- Increased senior population, increased demand
- Limited resources, funding has not increased even though demand has
- Lack of volunteers, especially after COVID
- Some improvements to services (larger service area, improved metro access responsiveness, more van fixed routes)
- More tech savviness
- Increased use of rideshare
- More traffic
- Increased chronic health issues



Increased need and demand for services



More focus on fixed route rides/group rides versus individual rides

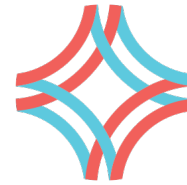


More strain on volunteer base



Increased use of rideshare or paid drivers

“Relevant to transportation services, how has Austin’s growing older adult population changed how you deliver your services?”



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FOCUS QUESTIONS

- Who does your organization serve?
- What services do you provide?
- Have you been engaged with collaborative efforts in the past, and if so, what?

PROCESS

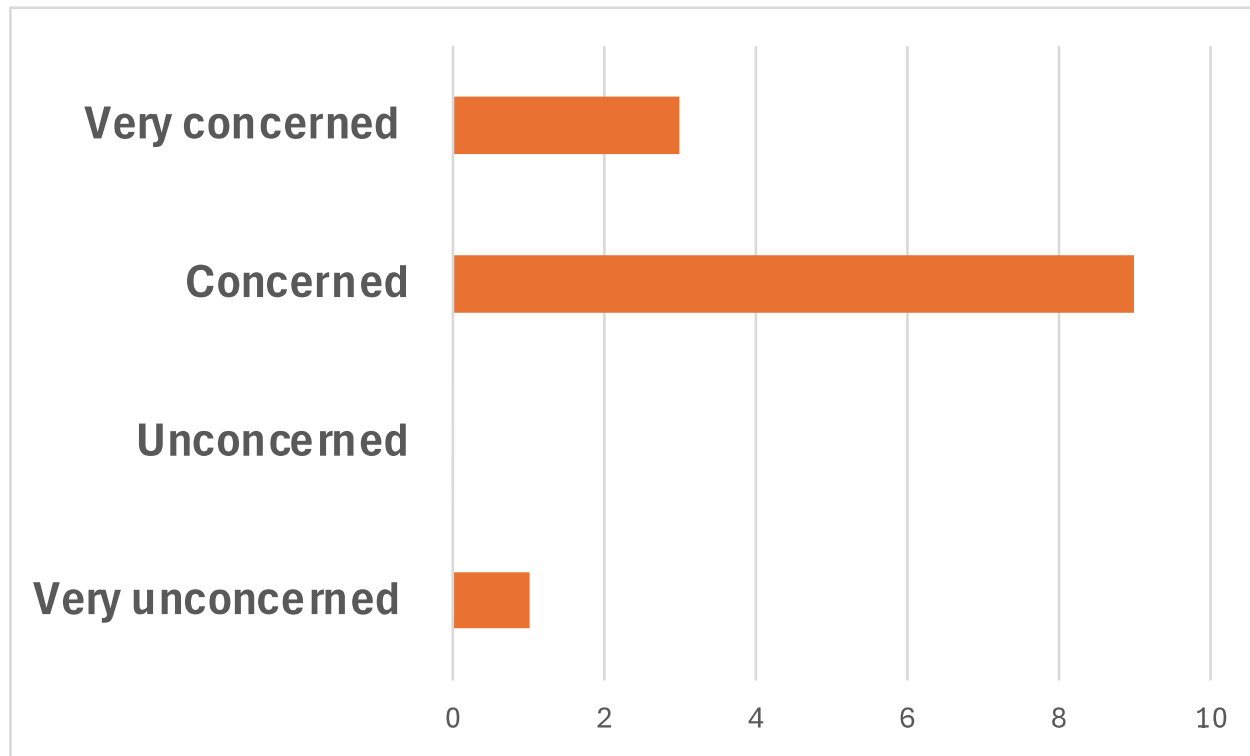
- Individually complete handout
- Post to stakeholder area
- Read posts from others
- Place a sticky dot by those organizations you work with most often



Break

Identify Challenges and Opportunities

“To what degree are you concerned about current trends related to meeting the mobility needs of Austin's seniors?”



“What are your top three barriers related to the transportation/mobility needs of seniors and connecting them with critical programs, services, and social opportunities?”

Need additional funding

Lack of volunteers

Awareness of services

Understaffed

Need for door-to-door services

Traffic

Lack of options in some areas (especially rural)

Technology barriers and issues with scheduling

Cost for users

Large service areas

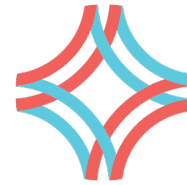
Connection to wrap around services

Fleet coordination

Safety concerns

Wait lists

Need more accessible parking spaces



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FOCUS QUESTION

Of the barriers to senior mobility – OTHER THAN FUNDING - what would you personally most want to see overcome and why is that important to you?

PROCESS

Pair up – Each person will interview their partner by asking focus question and then gently seeking a deeper answer by repeating the query:

“Why is that important to you?”

- Ask the WHY question 5 times.
- Switch roles and repeat process – 5 minutes each
- Share experience and insights with table – 10 minutes
- Full group reflection

“Describe any current or future trends in senior transportation that make you feel optimistic.”

More awareness for seniors and their needs, especially with aging baby boomer population

Government, companies, and nonprofit orgs motivated to find solutions

Focus on social isolation as an issue area

Larger senior population in Austin

More work in rural areas

Potential for innovation

Increased tech savviness

Medicare reimbursement/coverage for transportation, rideshare vouchers, and senior-focused programs



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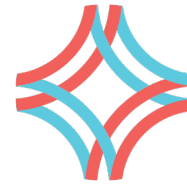
FOCUS QUESTION

As you consider current or future trends that might spark innovative solutions to stuck problems, which do you think could benefit most from collaboration or coordination?

PROCESS

- Silent individual reflection on focus question – 1 minute
- Pair up to share - 2 minutes
- Discuss with full group at table – 8 minutes - Notice similarities and differences
- Share out themes to full group – 15 minutes

Envision Collaborative Solutions



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FOCUS QUESTION

If this work of improving senior mobility lived up to its fullest potential, what do you envision is possible?

PROCESS

- Individually draw a picture of a scene that captures what you would like to see in the future. - 5 Minutes
- Consider:
 - Who would be impacted?**
 - Who would be involved?**
 - What new benefits would people experience?**
- Share drawing with a partner – 10 minutes
- Share with another pair at table – notice similarities and differences – 10 minutes
- Full group reflection – 10 minutes

Move to Action

FOCUS QUESTION

What must be put into place to help move this conversation forward?

Consider:

- What can TEF do to support ongoing exploration?
- What action(s) are you willing to commit to as a result of today's discussion?
- If this work of improving senior mobility lived up to its fullest potential, what do you envision is possible?

PROCESS

- Silent individual reflection on focus question (2 minutes)
- Share with table mates (8 minutes total)
- Capture a few highlights from each table (5 minutes)

Closing Reflections



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