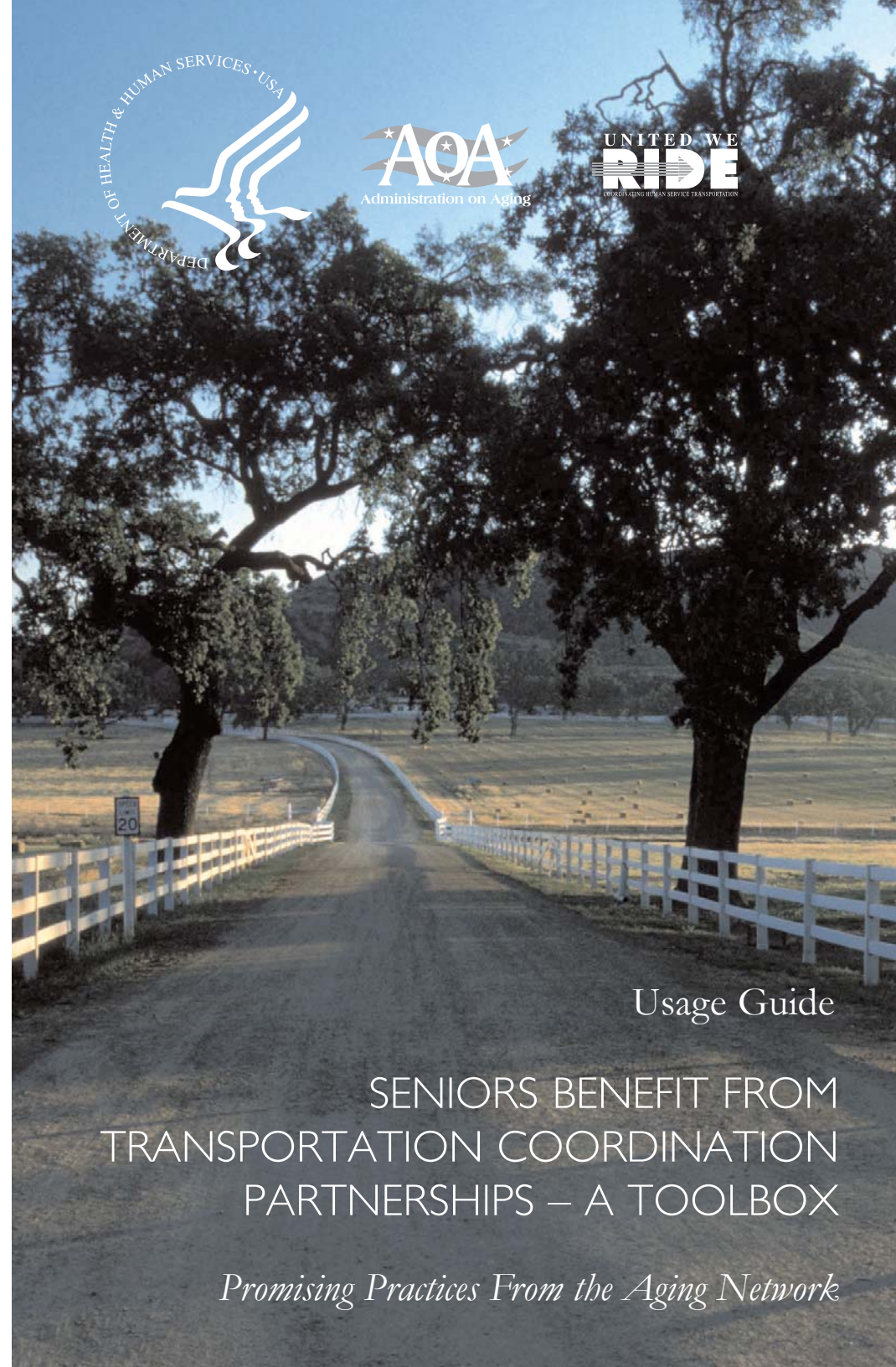


Comment Card for the Toolbox Featuring Transportation Coordination Best Practices in the Aging Network

Please check the appropriate box (1=not applicable; 2=low; 3=average; 4=good; 5=excellent).

1. Please rate the usefulness of this information. 1 2 3 4 5
2. Please rate how well this tool will help you expand transportation for seniors
in your community.
3. Please rate how easy this was to access and use as an online resource.
4. Please rate your knowledge of transportation coordination before using this
toolbox.
5. Please rate your knowledge of transportation coordination after using this
toolbox.
6. Would you recommend these resources to a colleague?
Yes No Not Applicable

7. Please share any comments that you have regarding this toolbox, including
suggestions for future AoA resources.



Usage Guide

SENIORS BENEFIT FROM
TRANSPORTATION COORDINATION
PARTNERSHIPS – A TOOLBOX

Promising Practices From the Aging Network

Introduction

As we face the much heralded growth of the older adult population, communities have the opportunity to expand long-term care and local support systems to help keep seniors connected, contributing, and able to choose their way of life, even when chronic disease reduces mobility. However, how communities proceed in this way seems complex and difficult. For this reason, the U.S. Department of Health and Human Services' (HHS) Administration on Aging (AoA) convened a study of best practices in one of the key service areas associated with community care and supportive services—transportation. As a result, a series of 14 in-depth case studies were done that note specific, local community-based, and "real world" actions resulting in expanded transportation services for seniors in these 14 organizations: 7 are Area Agencies on Aging and 7 are Community Service Providers. AoA is also pleased to release these resources in partnership with the United We Ride Federal initiative. This initiative is the result of a February 2004 Presidential Executive Order on Human Services Transportation requiring Federal agencies to break down barriers to the coordination of Federal transportation programs to increase transportation options for older adults, individuals with disabilities, and persons of limited income.

How to Use This Transportation Toolbox

Feedback from the Aging Network told us to craft a series of smaller documents rather than one large research report. The result is this toolbox of online documents devoted to the subject of senior transportation services, entitled *Seniors Benefit from Transportation Coordination Partnerships – A Toolbox!* This series of online documents and materials are especially designed for the Aging Network to help enhance and expand transportation options for seniors in their communities. Since there are already many resources for driving continuation or assessment, these case studies focus on public transit, para-transit, or volunteer driver programs.

As a "toolbox" the reader can start with any document and build upon it. For those with a lot of background in the United We Ride efforts and senior transportation, they might want to go directly to the details of the case studies, much of which is summarized in tables in the *Synthesis Report*. For those new

to this area, they can begin with the *Executive Summary* and move through all five pieces to build a comprehensive view of senior transportation and the benefits of coordination and partnerships. Others might want to convene group meetings to generate discussion and start the process, in which case the PowerPoint presentation might be helpful.

Thus, there are five "tools" in the toolbox:

1. A *Executive Summary* available in print from AoA.
2. A *PowerPoint Presentation* that summarizes the project and findings.
3. A *Synthesis Report* that discusses important background information and summarizes key findings from the 14 case studies.
4. A *Case Study Guide* with an in-depth write-up on each of the 14 case studies.
5. A *Resource Guide* with other suggested readings and useful links.

We hope you find these documents useful and interesting. AoA would like to thank the many individuals who made this project possible especially our contractor, WESTAT, which did the research and provided some of these materials, our external reviewers from FTA, CTAA, and n4a. AoA is also indebted to many of its staff members who were involved in the editing process and, especially, our communications contractor, BETAH Associates, Inc., who did such a great job developing these final materials.

We also would appreciate it if you could take a moment to fill out the attached comments card on how you feel about this toolbox and send it to:

Mary Leary and Lois Albarelli
U.S. Department of Health and Human Services
Administration on Aging
One Massachusetts Ave., NW
Washington, DC 20001

Thanks again, and best of luck as you put these best practices to work in your local communities!

One of the case studies discusses an innovative program called Community Association for Rural Transportation, no longer in operation as of the date of this publication.