

# TRANSPORTATION AND OLDER ADULTS: SUCCESS STORIES

This document includes supplemental information to the Atlanta Regional Commission's (ARC) Policy Briefing *Transportation Issues for Older Adults*. Consider discussing the following success stories to illustrate examples of state and local solutions in action.

## STATE

The **State of Michigan** employs a coordinated care approach to connecting people to specialized transportation services. Michigan Transportation Connection (MTC) is a nonprofit, statewide transportation brokerage that has built networks with public transit, nonprofit groups, public human service agency providers, as well as private providers. Coordination of services is funded with FTA dollars that MTC receives from the Michigan Department of Transportation.

## LOCAL

**Gwinnett County** offers ADA accessible bus service to and from senior centers, medical appointments, and treatments as well as the *Get in Gear* transportation voucher program that reimburses transportation providers for rides transporting older adults and individuals with disabilities. The flexible *Get in Gear* program allows individuals to choose their provider and negotiate the costs. Individuals can use their *Get in Gear* vouchers to travel anytime within Gwinnett County.

**Fulton County** has a program which enables older adults to take Uber rides to and from four county senior centers at no cost to individuals. The costs per ride to the county have been significantly reduced. Older adults can call the county to book a ride on their behalf, and staff then call back with the name of the driver and estimated arrival time, removing the need for a smart phone to participate in the program. The program is funded by Fulton County and Federal Transit funds.

Each week since 2013, **Decatur, Georgia's** Go60+ Shuttle gives free rides to residents age 60 and older of the Oakhurst neighborhood to and from downtown Decatur locations, including grocery stores, pharmacies, medical offices, government offices, the Decatur Recreation Center, and the public library. The service follows a fixed route, and costs to the city are the driver's time and van operating costs.

**I CARE** is a **DeKalb County** based nonprofit that provides free door-to-door transportation to medical appointments for older adults with low and/or fixed incomes using volunteer drivers. Volunteer drivers, known as companions for the emotional support they often provide to older adults in addition to a ride, use their own vehicles and gas and may choose the day(s) and time(s) they are able to drive.

**Cobb County** offers Cobb Freedom, a transportation voucher program that allows for individuals age 60 or older who live outside its paratransit service area to work directly with approved transportation providers to secure rides. Senior Citizens of Cobb County also partnered with **Common Courtesy** to implement a pilot program that connected ride hailing providers Uber and Lyft to individuals who needed rides.

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