

**Transit Empowerment Fund (TEF)**  
**Older Adult Mobility Solutions Summit Part Two**  
**March 7, 2025, 9am - Noon**  
**St. David's Foundation**

**Participants:** Simon Fichter, CAPCOG; Kate Harrington, Movability; Faith Lane, Alzheimer's Association; Octavio Hinojosa, Chariot; Carla Young, Drive a Senior, NW; Nicole Howe, Austin Public Health; Kelly Maltsberger, COA Parks and Recreation; Shirley Tripani, CAPCOG; Louise Friedlander CapMetro; Jill Skinner, Drive a Senior Austin; Sofia Barbato, Foundation Communities; Amy Lohr Urquia; Elderwheels; Dana Platt, CARTS; Lauren Tiggeman, AGE of Central Texas; Johanna Mandel, Capital City Village; John Blackard, Travis County – engAGE; Lisa Hoy, Faith in Action Georgetown; Megha Uppal, Saiva Communications; Sanjiv Sharma, Chariot; Shubhada Saxena, Aspire to Age/Saiva; Simone Serhan, CAMPO

**TEF Board:** Martin Kareithi, Andrew Levack, Gretchen Flatau, Amy Price

**Guest Speaker:** Carol Wright Kenderdine

**Facilitator:** Diane Miller

**Support:** Sam Woollard, Corie Lonidier, Woollard Nichols Torres Consulting

**Welcome:**

- Andrew Levack welcomed everyone to St David's Foundation.
- Gretchen Flatau provided an overview of the Transit Empowerment Fund and recapped the aims of the meeting:
  - Purpose: Identify potential projects participants want to work on together to address current challenges or opportunities for meeting senior mobility needs, specifically demonstration or planning projects that TEF can consider for funding.
  - Objectives:
    - **Explore Innovations** – *Learn from other initiatives how they have overcome obstacles and innovated new solutions to stuck problems*
    - **Generate Project Ideas** – *Co-create specific strategies to help organizations meet the mobility needs of older adults*
    - **Action Planning** – *Refine approach to help move from ideas to action*

**Agenda:**

Diane Miller reviewed the meeting agenda and discussion agreements.

**Introductions:**

Participants introduced themselves with name, title and organization.

## 2024 TEF Senior Mobility Summit Highlights:

Diane recapped the objectives and outcomes of the previous TEF Summit, which included: sharing information on current trends; identifying stakeholder roles and offerings; exploring challenges, opportunities and key barriers; and envisioning potential collaborative solutions to make positive progress. High-level takeaways from that Summit included:

- Convene, connect and move to action
- Disperse some funds for pilot
- Fund a technology solution for connecting, i.e. dispatch
- Gather information from seniors on how they see the barriers
- Connect service providers together; one organization that covers region
- Find ways to subsidize rides for more free or low cost options i.e. vouchers

A detailed meeting summary can be found at the following link: [9/20/24 TEF Senior Mobility Summit Event Summary.pdf](#)

**Current Context:** Gretchen shared data she gathered from the Senior Ride programs.

	<b>Number of Rides for seniors per Year (based on 2023)</b>	<b>Additional Details</b>
<b>Senior Drive Programs (5 programs)</b>	52,032	<ul style="list-style-type: none"><li>• 622,023 miles driven</li><li>• 3,040 clients served</li><li>• 680 volunteer drivers</li><li>• 10 vans and 4 cars</li></ul>
<b>Austin Parks and Recreation Department Senior Transportation Program</b>	17,756	<ul style="list-style-type: none"><li>• 1 supervisor and 1 dispatcher</li><li>• 3 full-time drivers and 6 part-time drivers</li><li>• 17 vehicles</li></ul>
<b>CapMetro Access</b>	260,000 (approx.)	<ul style="list-style-type: none"><li>• Runs 7 days a week</li><li>• Mixed fleet, some have lifts and ramps</li><li>• 62% of registered passengers are age 60+</li><li>• They represent 45% of ridership (just under 22,000 per month)</li></ul>

## Exploring Innovations:

Martin Kareithi introduced Carol Wright Kenderdine from Carol Wright Consulting. Carol specializes in leadership development, strategic planning, transit management training, board of director training, business plan development, and transit assessments. She was the former director of the Easterseals Transportation Group and served as co-director of the National Aging and Disability Transportation Center, an FTA-funded technical assistance center.

Carol shared insights about the importance of coordination and collaboration, and she identified benefits, frameworks and strategies for coalition building to serve the mobility needs of older adults. Carol shared a brief recap of (11) coalition success stories from around the country. Carol's presentation can be found here:

**Discussion:**

- Q: Are any of the coalitions using technology solutions?  
A: The National Rural Transit Assistance Program has all types of technology solutions on their website.
- Q: Which case studies most pertinent to our area?  
A: Suggest looking at the Snoqualmie Valley project in Washington. They wanted to make sure what they put together was sustainable and able to move forward with different programs. They are in their seventh or eighth year. They have private transportation, local metro, dial a ride programs, Ubers and Lyfts, and nonprofits involved.
- Carol is happy to answer additional questions. Her email is [cwright@easterseals.com](mailto:cwright@easterseals.com)

**TEF Funding Opportunities:**

Martin outlined the planning and demonstration grant opportunities that are available through the Transit Empowerment Fund. Planning projects can have a one-year award to develop a plan or project to address a specific challenge (amount up to \$25,000 per award). Demonstration projects can be a multi-year award to launch, run and evaluate a program or service (amounts between \$50,000 and \$75,000 per award).

Martin provided an overview of some recent TEF demonstration projects. He reminded the group that a core purpose for this Summit is to identify potential projects participants want to work on together to address current challenges or opportunities for meeting senior mobility needs, specifically demonstration or planning projects that TEF can consider for funding. He advised that the upcoming funding deadline date is June 16, 2025 and that the TEF Board can provide feedback to groups on their proposals.

**Generating Project Ideas and Action Steps:**

Diane shared that the three potential project themes that emerged from the 2024 Summit were:

- 1) Community Outreach and Education
- 2) Coordination
- 3) Technology

Participants were invited to select a group that they had the most interest in and brainstorm with others regarding specific ideas on how to make improvements in that realm. Each workgroup generated and clustered ideas, working to refine their preliminary brainstorm into one project idea that they could work on as a potential proposal to TEF.

Each group reported out to the full group the highlights from their discussions. Groups then worked on action steps to move the idea forward, including assignments and deadlines. Summaries of each breakout group's discussion are provided in the tables below.

Topic Area:	Community Outreach and Education		
Group Participants:	<ul style="list-style-type: none"><li>• Johanna Mandel, Capital City Village</li><li>• Kelly Maltsberger, COA Parks and Recreation</li><li>• Amy Lohr Urquia; Elderwheels;</li><li>• Carla Young, Drive a Senior, NW</li><li>• Nicole Howe, Austin Public Health</li></ul>		
Overview of Project Idea:	<b>Host four resource fairs</b> (one in each of the four quadrants of the city) that includes all participating service providers / partners that support adults over 50 who are transportation dependent. The goal is to provide information, create introductions and demonstrate helpful tools already available to make transportation for seniors more accessible, efficient and accommodating.		
Brainstorm and notes:	<b>Individual Brainstorm:</b> <ul style="list-style-type: none"><li>• Central phone number for information and scheduling</li><li>• Create scholarship fund to use diverse ride programs</li><li>• Urban explorers</li><li>• Mobility camps</li><li>• Recruitment events with all partners</li><li>• Resource fair at centers or senior apartments</li><li>• Reach out to senior apts, IL, AL</li><li>• Senior services hub with list of transportation options</li><li>• Hub service</li></ul> <b>Additional project idea details:</b> <ul style="list-style-type: none"><li>• 4 resource fairs; 1 per quadrant (specific to area) targeting adults over 50 years or individuals with disabilities - include City Council representatives</li><li>• All service providers and partners there – nonprofit, government and private sector</li><li>• Provide information and create introductions</li><li>• Provide training demonstrations on how to use technology</li></ul>		
<b>Action Steps:</b>			
Action	First Step	By When	By Whom
Convene planning team	Identify who will be in the group	May 2025	
Determine 4 quadrants	Location, time, date		
Identify service providers			
Develop budget			
Schedule of events			
Identify audience			
Marketing plan			
Transportation plan			

Topic Area:	Coordination		
Group Participants:	<ul style="list-style-type: none"><li>• Octavio Hinojosa, Chariot</li><li>• Lauren Tiggeman, AGE of Central Texas</li><li>• Sofia Barbato, Foundation Communities</li><li>• Shirley Tripani, CAPCOG</li><li>• Dana Platt, CARTS</li><li>• Kate Harrington, Movability</li><li>• Simone Serhan, CAMPO</li><li>• Jill Skinner, Drive a Senior Austin</li><li>• Megha Uppal, Saiva Communications</li><li>• Louise Friedlander CapMetro</li></ul>		
Overview of Project Idea:	<b>Build a one stop shop or portal:</b> Make agencies aware of others doing similar work and introduce each other so they know who to reach out to. Then find a way to share information amongst each other. Ultimately build a platform / one stop shop for riders.		
Brainstorm and notes:	<b>Individual Brainstorm:</b> <ul style="list-style-type: none"><li>• Create senior transportation community ride network</li><li>• Senior shopping group trips</li><li>• Mobility camps (Movability Program)</li><li>• Shared dispatching</li><li>• One-call solution</li><li>• Information and data sharing</li><li>• Van / driver pool</li><li>• Transportation resource center</li><li>• Language access</li><li>• Hub to share resources</li><li>• Remove barriers to signing up for services (partner together for easy sign up)</li><li>• Existing resources</li><li>• How can CARTS partner with other organizations</li><li>• Introductions</li><li>• Establish quarterly meeting to share needs and opportunities</li></ul>		
<b>Action Steps:</b>			
Action	First Step	By When	By Whom
Researching who does what	Survey	May/June	CAMPO
Simon from CAPCOG	Get with Simon		Jill Skinner and Megha
Learn from Movability	Find out research Movability has done and share information		Kate

Topic Area:	Technology
<b>Group Participants:</b>	<ul style="list-style-type: none"> <li>• Lisa Hoy, Faith in Action Georgetown</li> <li>• Sanjiv Sharma, Chariot</li> <li>• Shubhada Saxena, Aspire to Age/Saiva</li> <li>• Simon Fichter, CAPCOG</li> <li>• John Blackard, Travis County HHS / engage</li> <li>• Martin Kareithi, CapMetro</li> </ul>
<b>Overview of Project Idea:</b>	<b>Collaborative Services Delivery Platform:</b> Create a hub/app that people can access directly on their own or that an organization or family member could access
<b>Brainstorm and notes:</b>	<p><b>Individual brainstorm:</b></p> <ul style="list-style-type: none"> <li>• Common senior focused transportation platform</li> <li>• Integration of Google maps</li> <li>• CapMetro allow community organizations to access trip coordination of their new system</li> <li>• One place to call</li> <li>• Allow people to connect to an app through an organization they know and trust</li> <li>• Create a social media algorithm to target older adults so that they can access information</li> <li>• Have an app that allows volunteers to call individuals but the caller ID shows up as the trusted organization's name (was suggested to look at how Voice Over IP may work)</li> </ul> <p><b>Agreed upon approach to pursue: Collaborative Services Delivery Platform</b> that has the following components:</p> <ul style="list-style-type: none"> <li>• Older adult can connect to the system through a trusted provider</li> <li>• There is a single dispatch network that can connect people to either an open network where people have agreed for there to be public access or a private network where ride options are not shared publicly</li> <li>• The network allows for seniors to connect and communicate about the services using their trusted provider</li> </ul> <p><b>Would need to identify a host</b> organization or coalition that can be seen as one brand. Issues that will need to be addressed include:</p> <ul style="list-style-type: none"> <li>• Liability</li> <li>• Accountability</li> <li>• Sustainability</li> <li>• Cost (is there a cost share element)</li> </ul>
<b>Action Steps:</b>	

<b>Action</b>	<b>First Step</b>	<b>By When</b>	<b>By Whom</b>
Access full list of providers		3/14/25	Martin
Identify current platforms available	What platforms do organizations use?	3/28/25	Martin and Sanjiv
Next meeting by week of 4/15/25	Who else wants to join the group?	3/20/25	Lisa
Who are volunteer providers?		3/28/25	John and Lisa

### **Next Steps:**

Diane advised that the meeting summary, which will include the action steps details completed by each breakout group, would be shared with event participants. Martin encouraged the group to take the work that had been generated during their breakout discussions forward and thanked everyone for their participation.