



IMPACTS OF COVID-19

Enhanced Mobility Projects

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Purpose

- Provide information on the impact of the pandemic on transportation services for older adults and people with disabilities and the agencies who serve them
- Highlight the work of Enhanced Mobility subrecipients in meeting the transportation and other needs of older adults and people with disabilities during the pandemic



Background

- COVID-19 hits
 - Phone calls/emails
 - Reporting of impact as part of regular Quarterly Reporting
- CARES Act did not include 5310. No specific FTA guidance (until recent CRRSAA)
- Grants Management procedures to manage the impact
 - Budget modifications
 - FTA approved Budget Revisions
 - purchase of PPE
 - slight changes in delivery of services



Types of Enhanced Mobility Projects

- Mobility Management
 - Mobility/options counseling
 - Travel Training
 - Volunteer driver programs
- Vehicles
 - Wheelchair accessible taxis
 - Transportation for adult day programs, group homes, work
- Operating
 - Voucher programs



Broad Impacts

- Recommended travel restrictions for populations at high risk
- Decline in drivers willing to drive taxis/ride-hailing and people willing to ride
- Decline in number of volunteers
- Shut down of adult day and vocational programs
- Significant decreases in ridership
- No in-person activities

Mobility Management

- Developing virtual travel training and volunteer training platforms
- Developing outreach materials, translating marketing materials into Spanish, increasing social media presence
- Planning for next steps in Workplans, planning for safe reopening, holding virtual meetings with partners
- Purchasing PPE for volunteer drivers as part of supply budget line item
- Recruiting volunteer drivers for the future, recruiting younger volunteer drivers



Vehicles & Operating

Vehicles

- Adjusting vehicles use to meet emerging needs
 - Using vehicles to deliver Meals on Wheels, prescriptions, and groceries
 - Providing rides for critical medical needs only
- Ensuring safety of passengers by purchasing PPE and following guidelines
- Partnerships

Vehicles not in use

- Planning for safe reopening
- Maintaining vehicles

Operating

- Allowing additional trip purposes
- Using vouchers for grocery delivery



What's Next

- Some programs are slowly starting up certain services
 - Ridership/voucher use has increased slightly, though still down from normal volume
 - Some staff are returning to work (call centers reopening, over the phone transportation counseling, etc.)
- Protocols for safe transport and travel have been established
- Telework continues for many agencies
- No-cost extensions, delays in start of new projects
- We will continue monitoring impacts



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