



FTA's Enhanced Mobility Program Case Study

Subrecipient

Capitol Hill Village
"Get Smart About Transportation"
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Background

Capitol Hill Village (CHV), a nonprofit organization with over 500 members and 300 volunteers, operates various programs within Wards 6 and 7 in Washington, D.C. to aid seniors & persons with disabilities to live independently. CHV facilitates social, educational, wellness, and community engagement opportunities to keep residents active, decrease social isolation, and improve well-being.

CHV is a leader in developing the Village concept across all D.C. wards. CHV pilots programs and provides technical assistance and trainings to other villages. CHV staff serve on advisory councils with government, social service, and private sector interests in improving services and reducing public costs for seniors.

CHV coordinates over 300 volunteers in over 4,000 tasks per year, including: driving, meal

prep, medical note taking, and friendly visits. CHV recruits volunteer drivers to provide transportation services for older adults and persons with disabilities. This recruitment requires a great deal of training, coordination, and route matching to improve resource efficiency.

As part of the National Capital Region Transportation Planning Board's (TPB) fiscal year 2015 solicitation for applications, CHV received \$322,982 in federal funding from the U.S. Federal Transit Administration (FTA) Enhanced Mobility (EM) funding for their *Get Smart About Transportation* program. CHV matched \$80,746 of the federal award, which brought the project total to \$403,728.

Project Description

The *Get Smart About Transportation* program uses multifaceted stakeholder engagement and outreach to:

1. Facilitate transportation among seniors in parts of Wards 6/7 through volunteer coordination and mobility management. These services are designed to create models for other community-based programs.
2. Train other D.C. Villages about volunteer mobilization to facilitate transportation for older adults and persons with disabilities.
3. Increase access to transportation through trainings of older adults and senior-serving groups such as D.C. Villages, churches, and community organizations through: a)

trainings about WMATA, Uber, and low-cost programs; b) work with community organizations to replicate CHV's volunteer/low-cost transportation models.

4. Increase awareness of senior transportation needs and priorities through a senior transportation advisory group (STAG) and create opportunities to improve services in collaboration with key partners; transportation planners, transportation professionals and providers.
5. Evaluate existing and possible transportation options through venues such as "Talking Transportation" focus groups, and transportation surveys to inform CHV planning and program development and to disseminate survey results to other interested stakeholders, including local government.

Given CHV's fluency with providing mobility solutions to older adults and persons with disabilities, they have actively worked with other D.C. community organizations through train-the-trainer workshops, surveys, and outreach. Through their stakeholder engagement and outreach efforts, CHV is working to expand the capacity of the volunteer driver network throughout the District and ensure that the voice of seniors and people with disabilities is heard in transportation planning and service delivery.

Impact

During the grant period, DC Villages provided over 12,000 rides to seniors and persons with disabilities and offered 23 trainings and information sessions to increase awareness, knowledge, confidence and skills in a range of transportation options, including volunteer rides, ride hailing, and public bus and rail service.

Next Steps

CHV continues to explore additional messaging and interlocutors with local government transportation providers in order to effectively convey to them the importance of adopting new outreach and communications methods for interaction with older adults and persons with disabilities about transportation information and services.

As part of CHV's program evaluation efforts, they identified a need to help older adults familiarize themselves with new forms of travel that leverage technology such as smart phones. CHV is exploring the Get Smart about Transportation model for disseminating information and providing training opportunities for new, technologically-rooted transportation options to older adults and persons with disabilities.

CHV received additional Enhanced Mobility funding in 2019 to use lessons learned to expand the program to include the engagement of peers in mobility counseling and as travel buddies, and the expansion of door-to-door volunteer-driven rides.

More Information

COG serves as the designated recipient for the Enhanced Mobility program in the Washington DC-VA-MD Urbanized Area. The National Capital Transportation Planning Board (TPB) at COG solicits and selects projects that improve mobility for transportation-disadvantaged groups.

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For more information about this project or
future solicitations, contact:

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