

PANEL 2

Navigating the System: Where Do We Turn for Answers?

Moderator:

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Saratoga Department of
Aging and Youth Services



Here Come the Boomers

A Community Forum on
the Future of Aging in
Southern Saratoga County





***Saratoga Future of Aging Symposium
Transportation: How Do We Get There?
May 18, 2023***



Meet the CDTA team

- 750+ employees
- 2,300 sqm footprint, three divisions, 300 vehicles
- Fixed-route, Express, BRT, STAR (paratransit), commuter, On Demand, CDPHP *Cycle!* and Seasonal services
- \$126M budget
- **CDTA provides mobility solutions that connect the Region's communities!**





Route Network

- 50+ Routes serving the Region
- 13.5 Million Trips Annually
- Transit solutions to support businesses, service providers, colleges and municipalities
- Growing platform of mobility services for better connections
- Regional Community Partner



Meet Navigator

Navigator is CDTA's smart card and mobile ticketing fare system to pay for CDTA services.

Where to Get a *Navigator* card?

- Over 50 *Navigator* outlets across the region
 - Eight locations in Saratoga County
- Online at www.CDTA.org

What are CDTA's fare products?

- **Frequent Rider** – This pass is valid for 31 days of unlimited rides for just \$65.
- **Pay As You Go** – This pass is just like having cash, each ride costs \$1.30 for the first three rides, while rest are free for that day.

Half Fare options are available for qualified customers



Tell Me More....

CDTA schedules available on buses, at libraries, government offices, and shopping centers

Customers can view schedules and real time information online at www.cdta.org

You can download CDTA's *Navigator* mobile app from Apple or Google Play

Customer Service Center open seven days a week at (518) 482-8822 so you can speak with a representative



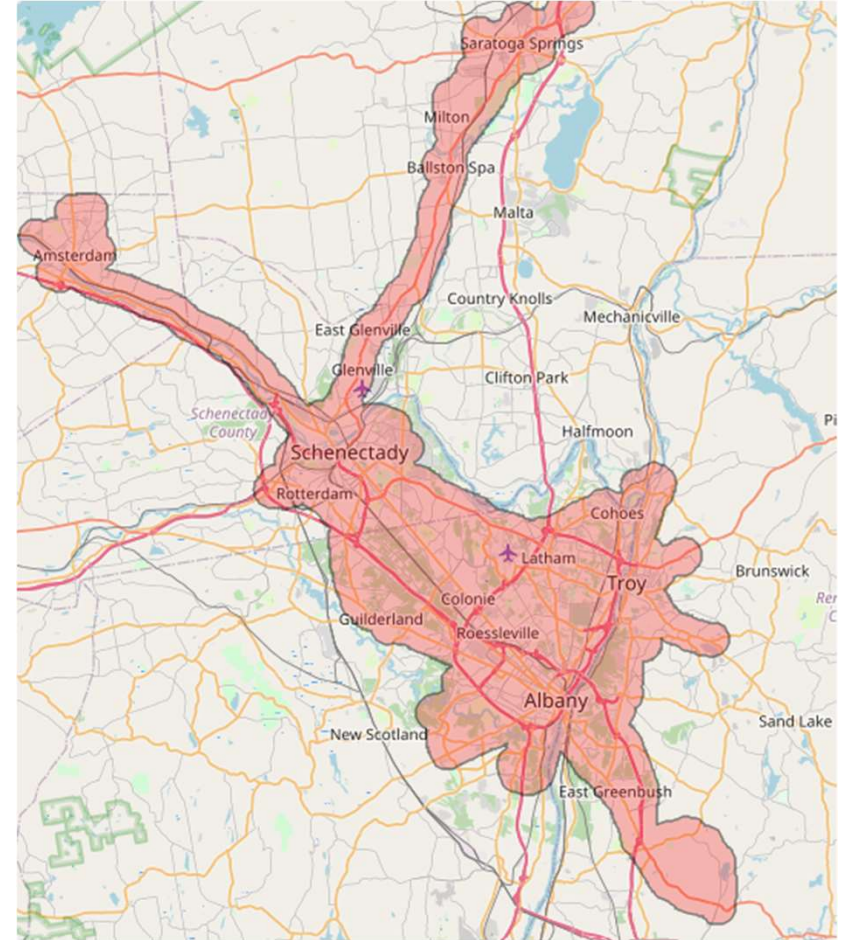


STAR Paratransit Service



STAR Overview

- Transit for people, who because of a disability or impairment, are unable to use CDTA's fixed route buses for some or all their transit needs
- STAR is a Shared-Ride service
- Provides Door-to-Door service



STAR Eligibility

- The Association of Disabled Americans defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities
- This includes people with a record of impairment, those who do not have a disability but are regarded as having a disability

Physical

- A physical impairment is any condition or loss that affects the body
 - Neurological
 - Musculoskeletal
 - Cardiovascular
 - Cancer
 - Respiratory
 - Digestive

Cognitive

- A Cognitive impairment is any mental or cognitive disorder
 - Intellectual Disability
 - Mental Illness
 - Learning Disorders



Types of Eligibility

- Unconditional
 - Individual is unable to independently use the fixed route bus service
- Temporary
 - Individual is unable to use the fixed route bus service for a limited period
- Transitional
 - Individual can use the fixed route system with Mobility Training
- Conditional
 - Individual can use the fixed route system, but may require paratransit service in special circumstances



New Mobility Options

- **CDPHP *Cycle!*** – Regional bike-sharing program with 500 bicycles at 100 stations resulting in 80,000 trips
- ***FLEX* On Demand** - CDTA ride-hailing service that offers zone travel in Albany & Saratoga counties
- ***DRIVE* E-car sharing** – New program offering hourly access to sharable electric cars for community members



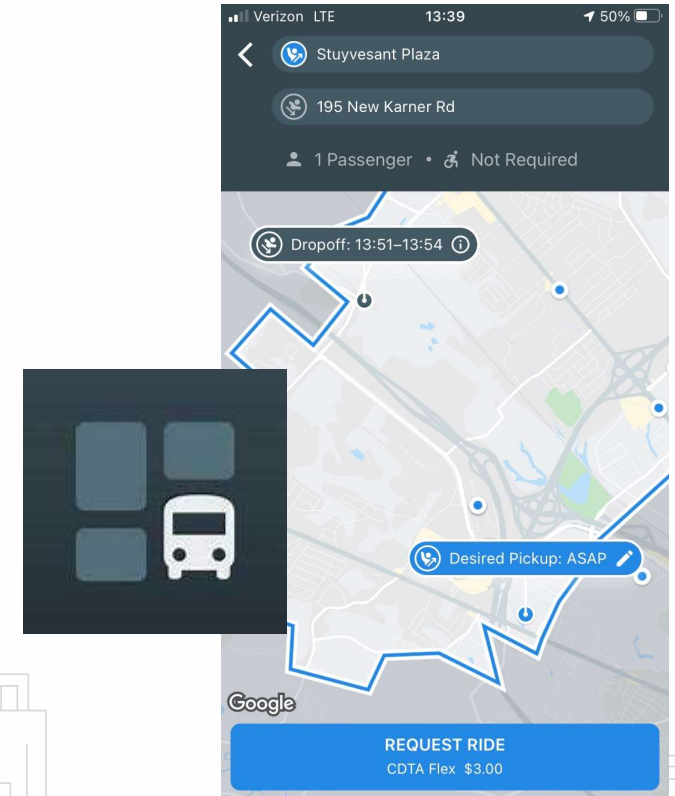
What Is *FLEX*?

- CDTA's On Demand transit that provides ride-sharing to accommodate multiple customers
- Curb-to-curb travel offering a variety of connections including transit hubs and landmarks
- Dedicated service area with points of interest inside or in proximity to specific zones



How Does It Work?

- Customers request a ride through Transloc's mobile app and get real time updates for arrivals and drop offs
- Phone call ride requests also accepted
- TransLoc software analyzes ride requests to create optimized shared "routes"
- Routing is transmitted to in-vehicle tablets, which provide turn-by-turn directions to operators



Southern Saratoga County

Clifton Park, Halfmoon & Mechanicville (9 sq. miles)

- Provide connection between the cities for improved access to employment, medical services and recreation
- In-city travel within Mechanicville as well as within Clifton Park area
- **Launched September 2021**
Monday – Friday: 7:00am – 8:00pm
Saturday – Sunday: 10:00am – 6:00pm



Thank You



Saratoga County Department of Aging & Youth Services Transportation



Transportation provided daily by Department of Aging & Youth Services 518-884-4100

Monday	Tuesday	Wednesday	Thursday	Friday
Ballston, Malta, Milton To: Saratoga, Wilton (Rt 50) Non-medical only	Ballston, Malta, Milton To: Saratoga, Wilton (Rt 50) Medical only	Ballston, Malta, Milton To: Burnt Hills, Ballston, Malta, Milton & Glenville All	Ballston, Malta, Milton To: Ballston, Burnt Hills, Malta, Milton & Glenville All	Ballston, Malta, Milton , Burnt Hills To: Saratoga, Wilton (Rt 50) All
City of Saratoga North of Washington/Union To: Saratoga, Wilton (Rt 50) All	Charlton, Edinburg, Providence, Galway To: Ballston, Burnt Hills & Glenville All	Charlton, Edinburgh, Providence, Galway To: Saratoga, Wilton (Rt 50) All	City of Saratoga North of Washington/Union To: Saratoga, Wilton (Rt 50) All	City of Saratoga South of Washington/Union To: Saratoga, Wilton (rt 50) All
Greenfield To: Saratoga, Wilton (Rt 50) All	City of Saratoga South of Washington/Union To: Saratoga, Wilton (Rt 50) All	City of Saratoga All Residents Medical Only Saratoga, Wilton (rt 50)	Northumberland To: Saratoga, Wilton (Rt 50) All	
Town of Saratoga To: Saratoga All	Wilton To: Wilton and Saratoga All	Greenfield To: Saratoga, Wilton (Rt 50) All	Wilton To: Wilton and Saratoga All	
	Northumberland To: Saratoga, Wilton (Rt 50) All		Charlton, Edinburg, Providence, Galway To: Amsterdam, Gloversville All	

Transportation Provided by Town's

- Town of Clifton Park
 - Shopping and other recreational activities in Clifton Park only
 - Medical Appointments throughout the Capital Region M-F 8:30am-4:30pm
 - Reservations Required -518-371-4444
- Town of Halfmoon
 - Shopping and Medical appointments
 - M-F 8:30 am- 2:00 pm
 - Reservations Required – 518-664-2186
- Town of Waterford
 - Provides transport to Town and Village residents reservations required 518-235-8500
- Town of Stillwater Elder Care
 - Curb-to-curb ride for medical 35 mile radius first come first serve
 - Shopping if time slots are open 518(664-2515) x 218
- City of Mechanicville
 - CDTA Flex Bus
 - Fixed-route senior bus runs Mon-Friday 9:00 am – 3:00 pm city loop 518-664-5651 x4

Transportation: How Do We Get There?

Town of Bethlehem Senior Services

The Bethlehem Senior Services Department, provides information and referrals to services, transportation, and social and educational programs for town residents who are 60 years of age and older.



- Bethlehem Senior Projects is a 501(c) 3, Not for Profit Corporation, made up of a volunteer board of directors, is a fundraising arm for Bethlehem Senior Services.
 - a) Bethlehem Senior Projects pays for one half of the vehicles that are used
 - b) Subsidizes the cost of our biennial Volunteer Recognition
 - c) Provides for additional needs not included in the Town's budget.

History of Bethlehem Senior Services

- ❑ The Town of Bethlehem's Senior Services Department began in 1978 with one volunteer.
- ❑ In 1979, the volunteer position was moved to an hourly paid job under the Parks and Recreation Department.
- ❑ Programs and services developed slowly during the early 1980's with an exercise program and liaison work between the Town.
- ❑ As the demand for services and programs grew so did the numbers of Volunteers and Staff.

Bethlehem Senior Services Transportation

1984

- Began providing transportation for independently living senior citizens who are 60 years of age or more and residents of the Town.
- Began the service with one vehicle, a 10 passenger 1984 Dodge Van.
- 8 Volunteers – 4 drivers and 4 office volunteers who take reservations

2023

- 10 Vehicles in service
- 3 Wheelchair Accessible Vehicles
- 1 14 passenger Van with no wheelchair accessibility
- 6 Cars
- 75 to 100 Volunteer drivers, helpers and office volunteers

During the first six months of 2022, more than 41,000 miles were driven by BSS' fleet of vehicles.

Indicated below are various scheduled activities for which the department's vehicles are used.

- Medical appointments of various types. These may include: dental, optical and medical exams, chemotherapy/radiation treatments, dialysis, infusions, physical/occupational therapy, and mental health counseling.
- Weekly grocery shopping trips to local markets
- Hairdressers & barber shops in town
- Banks and pharmacies
- BSS social programs
- Weekly trips to the library
- Trips to the town park pool complex during the summer

What does our Volunteers look like

- Average age of Volunteer is 74
- Oldest Volunteer is 87
- Youngest Volunteer is 58
- Equal number of men and woman
- Most of the volunteers also volunteer at other locations
- Volunteers do not want to be paid or accept donations

Social and Recreation Programs

A variety of trips and programs, as listed in the bi-monthly Senior Services newsletter are sponsored, scheduled and staffed through the Town's Senior Services Department. Bi-monthly Newsletters are available in the Senior Service office, on the website and in the vehicles.



Suggested Donations

No fees are charged.
Suggested donations are as follows:
\$5.00—Round trip, Town of Bethlehem
\$15.00—Round trip, Albany Area
Donations offset the cost of gasoline and maintenance.

Suggested donations for Social and Recreational Programs are listed in the newsletter according to the program location.



10900

Weather Advisory

When the Albany City, Bethlehem Central, Ravena-Coeymans-Selkirk or Guildford School Districts cancel or delay due to inclement weather, Bethlehem Senior Transportation may cancel also. Call the Senior Services office for further information.



The Senior Services Director reserves the right to make decisions regarding the appropriateness of transport at any time.

Vehicles are not available for the following: Outside groups, in conjunction with or between skilled and assistive living care facilities, transport to and from employment/volunteer jobs

*An "independently living resident of the Town" is a person who lives in a home or apartment in the Town of Bethlehem and does not reside in an adult care facility, retirement community, skilled nursing facility or rehabilitation facility. A proof of residency may be requested.

Bethlehem Senior Transportation Service

445 Delaware Avenue
Delmar, NY 12054
439-5770 or 439-4955 ext. 1176
www.townofbethlehem.org



Since 1984, a transportation program, staffed by community volunteers serving independently living residents of the Town of Bethlehem age 60 and older*

Bethlehem Senior Transportation Service

A cooperative project of both the Town of Bethlehem Senior Services and Bethlehem Senior Projects, Inc.

Transportation is prioritized as follows:

- Chemo/Radiation/Dialysis
- Medical and other related appointments
- Geriatric daycare
- Grocery shopping
- Monthly Shopping Center Trips
- Hairdresser and barber appointments in the Town of Bethlehem ONLY, on first come first served basis, on Thursdays only.
- Banks and pharmacies in the Town of Bethlehem, as scheduling allows.



- Visitation of loved ones in the hospital or skilled nursing facility (Bethlehem), DMV and other non-medical transports are considered based on daily routing schedules and space on the vehicles.
- Voting available on a pre-arranged basis.



"If this program wasn't available a number of people we transport would not be able to stay in their homes."
Alan Lewis-Volunteer Driver

"I think there are a lot of people living independently in their own home or apartment because of these services."
Jim Krulick-Volunteer Driver

"This is a great place to live and we like to give back to our community." Volunteer

"Neighbors helping Neighbors."
Gerry Schimanski-Volunteer Driver

"Rules of the Ride"

- Before accessing transportation, an Intake Form must be completed. The form is available on-line or in the Senior Services Department of the Bethlehem Town Hall.
- Reservations are made on a pre-arranged basis by calling 439-5770 Monday-Friday from 9:00 A.M. to 3:00 P.M.
- Plan to schedule your appointments Monday through Friday no earlier than 8:00 A.M. and no later than 2:00 P.M.
- The service, which is strictly "curb to curb" includes cars, vans and handicapped accessible vehicles equipped with hydraulic wheelchair lifts or ramps.
- Lifting of clients and/or wheelchairs is not permitted. Wheelchair ramps and entranceways must meet code requirements.
- All passengers who utilize the service must be able to sit upright during transport and be able to follow basic directions.
- Ambulatory clients must be able to enter and exit vehicles with little or no assistance.
- Service is offered within a 17 mile radius of the Bethlehem Town Hall. We do not provide transportation to Ravena, Rensselaer or Schenectady counties.



CARE LINKS OF SOUTHERN SARATOGA COUNTY

Senior Services Program

TRANSPORTATION: HOW DO WE GET THERE?

CARE LINKS AND THE WELLNESS EXPRESS



Care Links Volunteer
Transportation

Meet the Wellness Express Team



CARE LINKS TRANSPORTATION

Become a Driver with Care Links

Assist seniors who are 60+, residing in the Village of Ballston Spa, Towns of Ballston (Including Burnt Hills), Charlton, Clifton Park, Halfmoon, Malta and the city of Mechanicville to their medical appointments, shopping, errands, and more.*

* Call the Care Links Office at **518-399-3262** for information and eligibility.

Volunteer benefits include:

1. Flexibility based on Your Availability.
2. Get to know Wonderful people.
3. Be part of an Amazing Team with ongoing Training and Support
4. Giving back to your community
5. A feeling of good will

Requirements:

1. Complete Motor Vehicle and Background Checks
2. Volunteers use their own vehicles and fuel
3. MINIMUM Required personal automobile insurance coverage (100/300 liability or comparable)
4. Access to the internet



THE WELLNESS EXPRESS VAN

Residents of The Village of Ballston Spa, Towns of Ballston, Burnt Hills, Charlton, Galway, Malta, and Milton:



Are you 60 years and older and in Need of Medical Transportation?

Then hop on in the Wellness Express Van and be escorted by:

Rick, Kerry, and Bob

Call the Wellness Express Team at **518-399-3262** for information and eligibility.

- *The Wellness Express Program is funded by the Saratoga County Department of Aging and Youth, New York State Office for the Aging, Towns of Ballston, Milton, the Village of Ballston Spa and Participant & Community Contributions.*

JUST THE FACTS

2022:

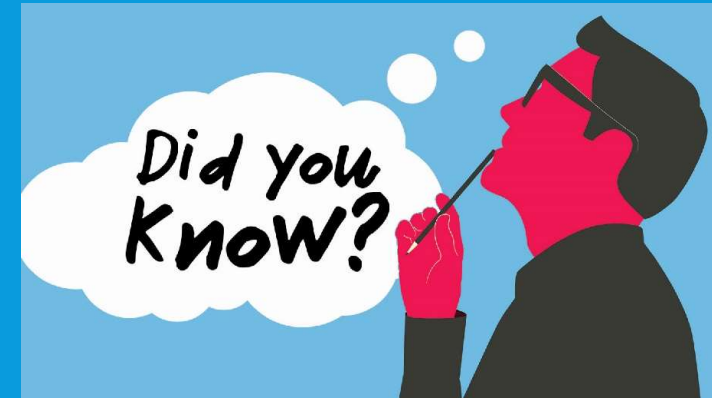
Care Links Volunteers provided over **39,000 Miles** and **4600 Hours** of service?

The Wellness Express Van provided **796 units of service** and was on the road for more than **13,800 miles**.

2023 (to Date):

Care Links Volunteers have provided over **4380** Miles and **302** Hours of service.

The Wellness Express Van provided **208** Units of service and has been on the road for more than **3540** Miles.



UNMET NEEDS



Care Links was unable to fulfill 192 rides and the Wellness Express was unable to accommodate 311 rides in 2022.

With the growing need in the community, we require more volunteers to assist in providing a much needed service.

LEARN MORE BY CONTACTING



Terra Maddalone-Ristau
Senior Services Program Manager

518-399-3262
Terra@captaincares.org

“Linking those in need with those who Care.”



NEW YORK
STATE OF
OPPORTUNITY.

**Office for
the Aging**

powered by **GoGo**

1 (855) 464-6872

Breaking down walls.

GoGo's Mission

We make on-demand services like ***rides, meals, groceries and prescription delivery*** accessible and available, so that people of all ages and abilities can **thrive independently** and **confidently**.

As a company, we value:

- **Accessibility:** Designing and offering services to all people of all abilities.
- **Reliability:** Our customers count on us.
- **Compassion:** We approach our interactions with love and patience.

GoGo's Story



GoGo was started to help this grandmother (Betty) maintain her independence.

Millions of clients from over 22,000 U.S. cities have followed in her footsteps and asked us to manage their mobility, meals, groceries and home chores so that they could take control back in their life. Over half our clients report GoGo has kept them independent longer, including Grandma!

With just a simple phone call or click,
GoGo connects you to:



Rides



Meals



Groceries



Rx Delivery

A white outline map of the United States and Canada is centered on the left side of the image. The background is a solid blue color with a repeating pattern of small, light blue navigation icons, including arrows, location pins, and symbols for a car and a person. On the right side, the text "GoGo is available across the United States and Canada." is displayed in white, with "United States and Canada." in a yellow color.

GoGo is available
across the **United
States and Canada.**



3 counties in New York pilot GoGoGrandparent ridesharing

SPECTRUM
NEWS **1**

Feature Story On Spectrum News In April




**Rides anywhere you
want to Go.**



Rides:

With a phone call to an operator, we arrange reliable rides around the clock. Pickups can happen within 15 minutes, or you can schedule rides in advance.

How to request a ride!

- | | | | |
|---|---|--|----------------------|
| # | 1 |  | Home Address |
| # | 2 |  | Last Location |
| # | 0 |  | Operator |

GoGo Supports Everyone



- Help In & Out of Car
- Assistance with:
 - Walkers, Canes, Wheelchairs, Oxygen Tanks & More***
- Up to 2 additional people can ride at **no additional cost.**

Safety and Reliability

- All Drivers & Agents Are Pre-Screened
- Family & Friends Can Receive Notifications
- All Rides Are Monitored by GoGo



Meal and Grocery Services



Takeout Meals:

Customers can have meals prepared by national chains, as well as locally owned restaurants, delivered to their homes. Our automated ordering system can help you place your favorite meals, faster and at a discount!

Groceries Delivered:

Customers can place their grocery order over the phone and have it delivered. We offer same day delivery from a wide-range of grocery stores including Publix, Costco, BJ's, Walmart, Target, Sprouts, etc., depending on region.

Medication Delivery & Home Services



Prescriptions:

Have a prescription filled at the pharmacy? Our customers can have their medications picked up from their local pharmacy and delivered to their home the same day.

Home Services:

Everything from lawn care to screwing in a light bulb. Let us take care of things you might otherwise need a ladder for.

GoGo's Handy Phone Menu!

Call +1 (855)-464-6872 and wait to hear: "Thanks for calling GoGo."

PRESS 1 to immediately request an Uber or Lyft to your home.

PRESS 2 to request an Uber or Lyft to where we dropped you off last.

PRESS 3, 4, or 5 to request an Uber or Lyft to a custom pickup location (once you're registered please give us a call to set these up).

PRESS 7 to request meals delivered from local restaurants near you, fulfilled by delivery services like DoorDash, GrubHub, Postmates, Shipt, and more.

PRESS 8 to request groceries delivered from local supermarkets, fulfilled by services like Instacart, Walmart, Postmates, Shipt, and more.

PRESS 0 to speak with an operator about medication management, scheduling requests in advance or anything else.

An illustration of a woman with dark hair in a ponytail, wearing a headset and a purple vest over a blue shirt. She is sitting at a desk with a laptop, smiling. A yellow speech bubble above her head says "Thanks for calling GoGo!". The background is a light blue circle. The desk and the area below are a dark blue rectangle with faint, repeating icons of various GoGo services like Uber, Lyft, DoorDash, and others.

Thanks for calling GoGo!