



**Housing and Services**  
Resource Center

**The Role of Transportation in  
Cross-Sector Collaborations Designed to  
Improve Housing Stability**

***February 27, 2023***  
***Webinar***

# Welcome



**Housing and Services**  
Resource Center

This webinar is hosted by the  
Housing and Services Resource Center (HSRC)

## **Facilitator**

**Lori Gerhard**, Director, Office for Interagency  
Innovations, Administration for Community Living (ACL)

# Agenda

- Welcome and Housekeeping
- Poll Question
- The Intersectionality of Housing Stability and Transportation
- Featured Partnerships:
  - Arizona's Mountain Line and Flagstaff Shelter Services
  - King City, California
- Online Transportation Database LIVE Demo
- Q&A

This event is being recorded.

# Instructions for Zoom

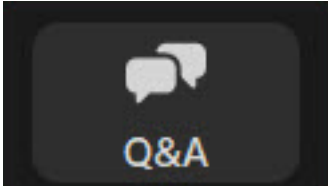
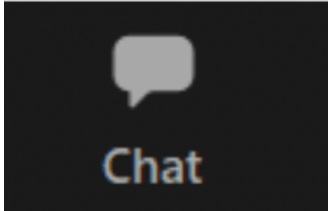
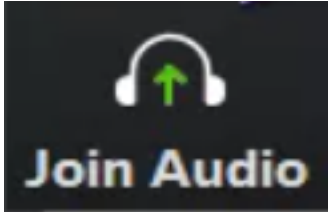
## Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- All participants are muted.

## Questions and Comments

- Please use chat to talk to fellow attendees or answer questions when prompted.
- Use the Q&A feature to submit a question.

Or, send your question or comment via email to [HSRC@ACL.HHS.GOV](mailto:HSRC@ACL.HHS.GOV)



# Poll

**How would you describe your group/  
organization's current role in providing  
transportation support to increase access to  
community and health services and ensure  
housing stability?**

- Provide direct transportation support.
- Partner with transportation provider.
- Do not currently provide support but may in future.
- Not applicable.



# Housing and Services Resource Center

Coordinating access to affordable,  
accessible housing and critical community services



[acl.gov/HousingAndServices](https://acl.gov/HousingAndServices) #HousingResources

# Poll Results

## Chat:

Your Agency + Name of  
Transportation Partner

# **The Intersectionality of Housing Stability and Transportation**



# Federal Partners

- **Danielle Nelson**, Senior Transportation Analyst, U.S. Dept. of Transportation (DOT)
- **David Gonzalez Rice**, Policy Advisor, Office of the Secretary, U.S. Dept. of Housing and Urban Development (HUD)
- **Erica McFadden**, Director, Office of Independent Living Programs, Administration on Community Living (ACL)



U.S. Department  
of Transportation  
**Federal Transit  
Administration**



Coordinating Council  
on Access and Mobility



# Featured Partnership: Mountain Line and Flagstaff Shelter Flagstaff, Arizona

**Estella Hollander**, TDM-CP  
Mobility Planner  
Mountain Line  
[ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov)

**Holly Creager**  
Director of Programs  
Flagstaff Shelter Services  
[holly@flagshelter.org](mailto:holly@flagshelter.org)



<https://mountainline.az.gov/>

# Pilot Area – Huntington & Industrial Corridor

- Identified transit gap
- Home to 10+ human services/clinics
- Challenges for fixed route
- Physical barriers to access nearby transit
  - Railroad tracks
  - I-40
  - Lack of sidewalks/crossings



# Process for Inclusive Planning

- Defining roles and responsibilities
  - Steering Committee
    - 14 members
    - 50% older adults and/or person with disability
  - Partner Agencies
- Outlining components of planning and implementing a pilot service
- Defining critical path items – decision points
- Defining the best way to get questions answered
- How are you going to make decisions as a group



Area Agency On Aging



# Outcomes

- Over 1,600 trips in 15 months
- Overall rider satisfaction: 4.75 out of 5
- 63% of riders are older adult and/or person with disability
- Percentage of trips from Flagstaff Shelter Services to:
  - Walmart: 25%
  - Medical Care/Services: 16%
  - Connection Center: 28%
  - Housing Authority: 5%



# Sandra Walsh

“I am 86 years old, and I go to Walmart to get 1 – 2 weeks worth of groceries. It is very difficult for me to maneuver my cart on the regular bus. I love the “\$1 bus.” It is easier to get my cart on there since there is more room and the driver puts the lift down for me.

“The people on there are also very friendly and the drivers are wonderful. I applied for paratransit, but did not qualify, since I can still use the bus.”



# Discussion with the Flagstaff Partners

**Estella Hollander**, TDM-CP  
Mobility Planner  
Mountain Line  
[ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov)



**Holly Creager**  
Director of Programs  
Flagstaff Shelter Services  
[holly@flagshelter.org](mailto:holly@flagshelter.org)

# Featured Partnership: King City, CA

**Doreen Liberto**

Community Development Director  
King City, CA

[kingcity.com](http://kingcity.com)



# King City: Regional Demographics

Population (2021): 13,443  
Size: 3.9 square miles

1 in 6 people living below  
poverty line (2020)

## Demographics

88% Hispanic

9 % White

3% Other

## Median Income (2021)

USA: \$70,784

California: \$84,097

Monterey County:  
\$90,100

King City: \$59,712



"Salad Bowl of the  
Nation/World"

## Persons/Household

USA: 2.60

California: 2.96

Monterey County: 3.24

King City: 4.15



## Transportation and Housing

### Monarch Inn - Senior Affordable Housing

Project Type: Mixed-Use/ Senior Affordable Residential/Commercial

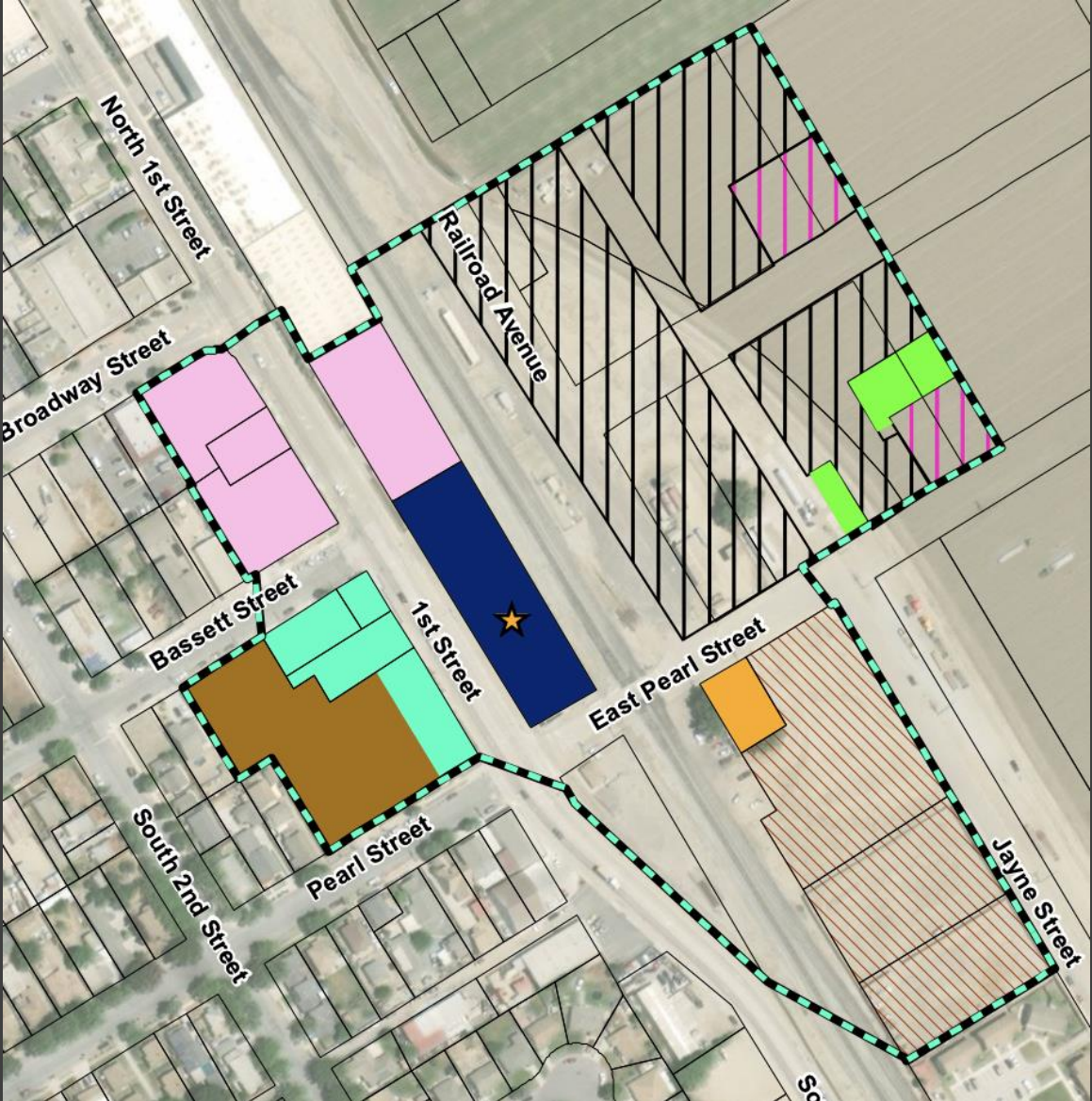
Units: 42 Senior Affordable Rental Units

Funding: Private and Various Grants

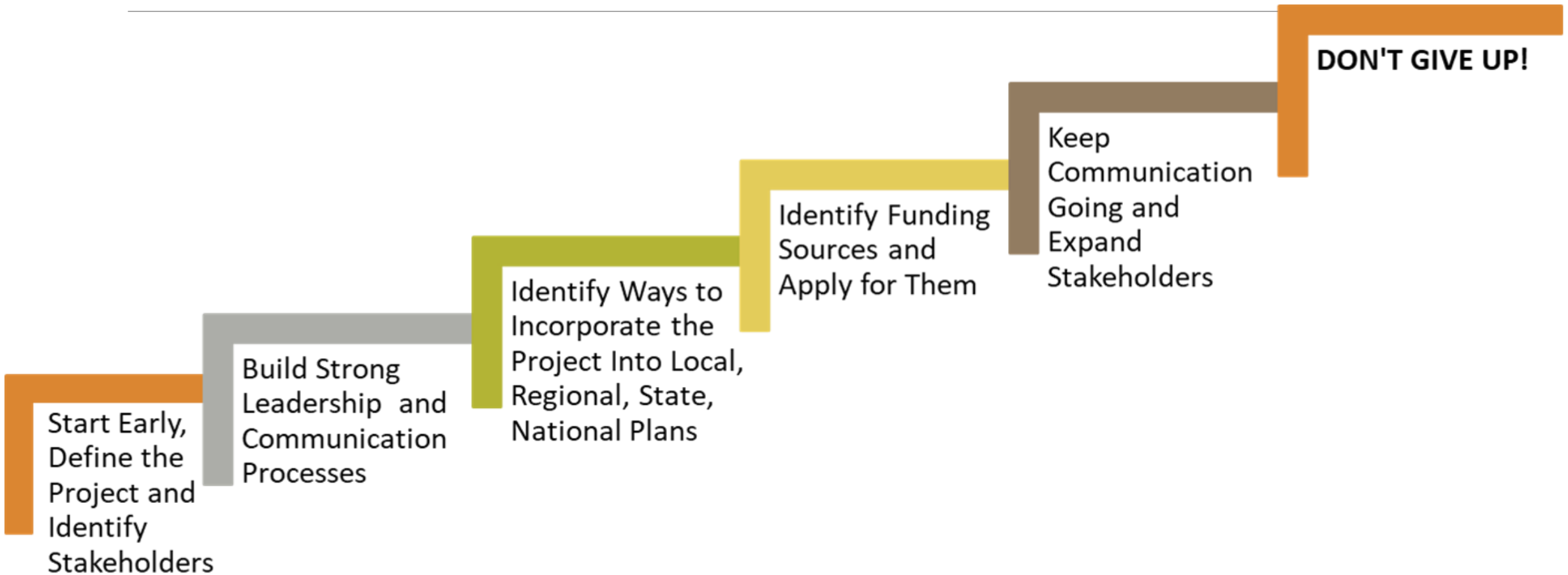




# King Station Multimodal Transit Station – A Collaborative Process



# Collaboration Process



# Featured Partnerships Panelists

**Estella Hollander**, TDM-CP  
Mobility Planner  
Mountain Line  
[ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov)

**Holly Creager**,  
Director of Programs  
Flagstaff Shelter Services  
[holly@flagshelter.org](mailto:holly@flagshelter.org)

**Doreen Liberto**,  
Community Development Director  
King City, CA  
[dliberto@kingcity.com](mailto:dliberto@kingcity.com)

## **Chat:**

What is the biggest success your state has had in developing cross-sector collaborations that include transportation?



# National Center for Mobility Management Community Transportation Database

NCMIM National Center for Mobility Management

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## The Community Transportation Database

Community Transportation Providers Map

Find address or place

Edmonton  
Calgary  
Vancouver  
San Francisco  
Los Angeles  
Montreal  
Toronto  
Miami  
Havana



U.S. Department  
of Transportation

**Federal Transit  
Administration**

# Panel Discussion

Q&A





# Additional Resources



Connecting You to Community Services

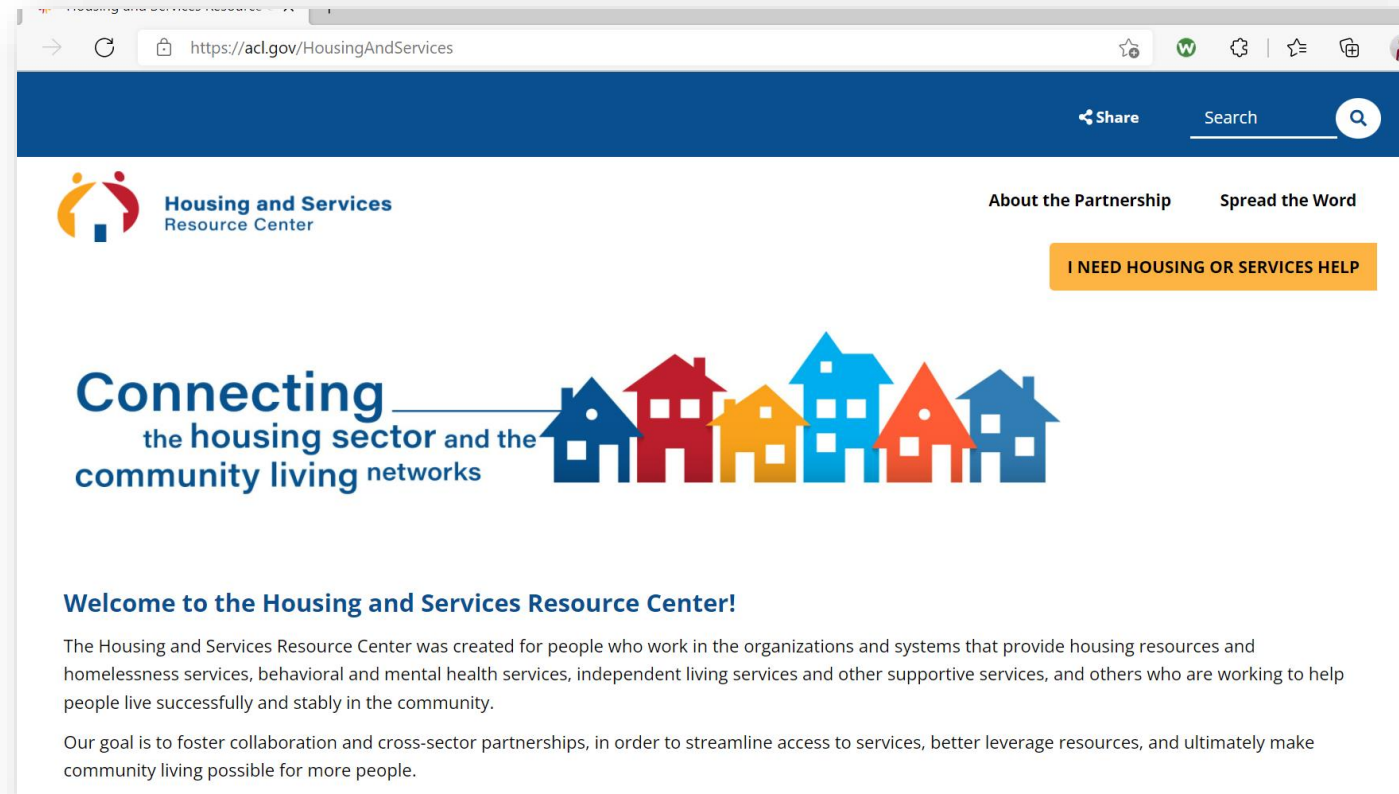
**1-800-677-1116**



**Disability Information & Access Line**

Your primary vaccine access resource

# HSRC Website



Homepage: [acl.gov/HousingAndServices](https://acl.gov/HousingAndServices)

Supportive Services (including transportation):  
[acl.gov/HousingAndServices/Access](https://acl.gov/HousingAndServices/Access)

# Upcoming HSRC Webinars

**April 18<sup>th</sup>**

**Cross-Sector Partnerships to Reduce Homelessness for Older Adults and People with Disabilities**

All webinar registrants will receive the registration link via email.

# Help Us Improve

Please complete our short feedback form

[surveymonkey.com/r/FZ96CJG](https://surveymonkey.com/r/FZ96CJG)

Or scan the QR Code with  
your mobile device





**Housing and Services**  
Resource Center

**We want to hear from you!**

Please email us at [hsrc@acl.hhs.gov](mailto:hsrc@acl.hhs.gov)

# Acknowledgment



This presentation was supported by the U.S. Administration for Community Living through a contract with Mission Analytics Group, Inc. (Contract number HHSP233201500060I) which subcontracted the work to USAging. The views expressed do not necessarily represent the positions or policies of the Administration for Community Living / Department of Health and Human Services.