



SENIOR SOLUTIONS

MOBILITY 4 ALL

REPORT

August 2025

OVERVIEW

1. Project background and description

The Greenville-Pickens Area Transportation Study (GPATS) is the Metropolitan Planning Organization, or MPO, for the Greenville Urbanized Area. GPATS covers a significant portion of Greenville County and Pickens County, as well as portions of Anderson, Laurens, and Spartanburg Counties. The primary role of GPATS is to be the designated recipient of all state and federal funds for transportation projects. GPATS is responsible for conducting regional transportation planning and overseeing transportation investments. GPATS is involved in transportation projects that utilize federal funding within the boundary area. GPATS works with road projects, safety projects, bicycle and pedestrian projects and public transit.

SENIOR Solutions is a nonprofit organization that has been providing services for seniors in the upstate for the past 57 years. Their mission is to promote the mental, physical, and spiritual well-being of the senior community. With their vision to provide seniors with a continued commitment to services, they can continue growing and changing to meet the needs of upstate seniors. Transportation is one of the many services they provide. SENIOR Solutions currently provides non-emergency medical transportation and transportation to essential services for seniors in a four-county area in upstate SC.

SENIOR Solutions was awarded the grant with a change in scope in 2021



2. Project scope

The scope of the project includes the implementation of a pilot project to provide non-emergency medical trips and access to medical care with an emphasis on dialysis and to provide rides to employment in collaboration with the Anderson Chamber of Commerce.

The following is the actual revised scope:

The Area Agency on Aging (SENIOR Solutions), a six-county senior service organization, has agreed to help facilitate the study of the availability and accessibility of transportation options for older adults, people with disabilities, and caregivers.

The senior population in Greenville County according to the Appalachian Area Agency on Aging was 107,118 in 2017 and is expected to grow to 141,292 by 2027, a 31.90% increase. As people age in place, they often acquire disabilities that prevent them from driving safely. They still will need to reach stores, medical appointments, and have other mobility needs. Currently the local Appalachian Area Agency on Aging has over 197 seniors in need of transportation mostly for non-emergency medical transportation.

According to the estimation tool provided by the Transit Cooperative Research Program Report 203, Dialysis Transportation, the number of people expected to require rides to and from dialysis centers in Greenville County will grow from 621 in 2015 to 783 in 2022: a 26% increase. As they dialyze three days each week that would add 50,544 rides annually.

- In a survey of six local dialysis centers in the GPATS area
- 100% say they have clients with reliable transportation needs
- 75% said those clients were 65 years of age and older
- 67% have 5 or more clients in need of reliable transportation
- 33% have more than 25 clients in need of reliable transportation

The survey respondents also stated without reliable transportation many dialysis clients would face health risks like fluid overload, and heart attacks. Many would miss appointments and then end up in a hospital because of not receiving their treatments.

SENIOR Action, Pickens County Meals on Wheels, will all be part of the pilot as well as several employers in Williamston. Walgreens Distribution Center, one of Williamston's largest employers, will also be a part of the project. Anderson County Economic Development has already reached out to SENIOR Solutions to facilitate transportation rides to employers like Walgreens and **Techtronic Industries (TTI)** who need workers for 3rd shift(11:00 PM to 7:00 AM)

SENIOR Solutions is well positioned to assume the role of sub-recipient for this project. SENIOR Solutions already has relationships with The Area Agency on Aging, Senior Action, AnMed Health, Prima Health, and Anderson County Economic Development.

SENIOR Solutions will provide the entire \$92,500 match from cash reserves.

3. Deliverables/Performance Measures

SENIOR Solutions will implement ADP Software for trip scheduling, dispatch and real-time coordination. (accomplished)

SENIOR Solutions will implement ADP Hardware which works with our ADP software. (accomplished)



SENIOR Solutions will implement mobility management to use technology to support coordination and service integration. (accomplished)

SENIOR Solutions will acquire a maintenance facility/equipment. This has been accomplished through a partnership with the City of Seneca who has agreed to provide maintenance on transit vehicles.

Mobility Management was funded as a capital expense under this program because it supports centralized coordination of transportation services, utilizes technology systems, and enables staffing to facilitate access and service integration. This is a strategic, person-centered approach to transportation coordination that leverages technology, partnerships, and infrastructure to connect individuals, especially older adults, people with disabilities and people living in rural areas, to essential services. A comparison of ridership when the project was implemented to date shows a significant increase in ridership among the elderly/disabled and medical trips.

FY 2020	4553 Trips
FY 2025	12,018 Trips

4. Key Partnerships

Partnerships are essential in capital grants that include mobility management because they transform infrastructure investments into coordinated, community-responsive systems. Key partnerships developed during this project include the LOT Project, Electric City Transit, and local businesses.

Other key partnerships include:

- The City of Seneca provides maintenance services for our vehicles. This shared infrastructure ensures cost effectiveness and sustainability. We were awarded a contract to provide public transit demand response service in the City of Seneca.
- Modivcare and the Appalachian Council of Government to expand transportation services to Spartanburg County.
- The Anderson Chamber of Commerce who connected us with six large businesses to assess the need for transportation for their employees with an emphasis on second and third shift.
- The City of Anderson who included SENIOR Solutions transportation in their long-range comprehensive plan.

These partnerships are foundational to the success of our mobility management strategy. By leveraging the expertise and infrastructure of transit providers, health agencies, community organizations and businesses, we will continue to deliver coordinated, equitable transportation solutions that maximize the impact of capital investments. These partnerships ensure compliance, scalability, and responsiveness to the diverse mobility of our region.

5. Project Description/Implementation

SENIOR Solutions implemented the use of Trip Master software which is a full-service ADP transportation software suite. Modules include automated scheduling, reporting, integrated voice response, automated vehicle locator, GIS mapping, vehicle maintenance, pre and post-trip inspections and a rider portal. This software assists with making the transit system more efficient and enhances the rider experience.

The grant also funded the implementation of ADP hardware in the form of mobile devices (tablets) and cameras. The mobile devices interface with the ADP software and use Verizon Wireless for service



connection. They utilize ES Chat with mobile devices for dispatch to communicate with drivers, secure push-to-talk with drivers and live location tracking. Cameras are a component of our safety and security plan.

We partnered with the City of Seneca to provide maintenance for our transit vehicles. This will result in cost savings to the agency which will be used to expand transit services. Leveraging the City of Seneca's existing maintenance infrastructure will reduce overhead costs, avoiding duplication of facilities, tools and personnel, which in turn frees up funds for service expansion and rider support. City maintenance teams have a faster turn around time and access to parts which reduces vehicle down time. More reliable service translates to better rider satisfaction and fewer missed trips. In addition, centralized maintenance records through the City result in streamlined reporting with preventative maintenance schedules, safety checks and asset management protocols.

Mobility Management:

- We developed a job description specific to mobility management and implemented mobility management with a staff and then later a consultant. Through our mobility management program, we worked in the area of community engagement. This included collecting transportation resource information sheets from human service agencies, private transportation providers and public transportation providers in Anderson, Greenville and Pickens. This resulted in a Transportation Resource Manual which was posted on our website and is shared with riders as needed. This manual is used in our One-Call center to assist people in finding rides that our agency can't accommodate; is shared with consumers; and is posted on our website.
- We developed a Travel Training Curriculum specific to the senior population. The Mobility Manager met with other regional transit professionals to develop a coordinated travel training manual for the regions, but the differences in services and populations proved to be an obstacle.
- We have identified six large businesses/employers that are outside the service area of the fixed route in Anderson. We developed a survey for those employers to complete to assess their need for transportation for employees, especially employees who are working the second and third shift. We work with the Chamber of Commerce in Anderson who connected us with the businesses and facilitated our partnerships.

6. Moving Forward/Sustainability

As a part of the M4A grant, SENIOR Solutions has been working on a collaboration with the City of Seneca who will provide maintenance on SENIOR Solutions transit vehicles. This partnership will result in a cost savings for SENIOR Solutions which will result in increased services for riders.

The technology is the operational engine of sustainability. Integrated scheduling and dispatch systems optimize routes, reduce fuel use, and improve on-time performance. The data platforms support real-time monitoring, predictive maintenance, and performance reporting which are all critical for compliance and future funding. Together, the technology and shared-use facility reduce operational costs and resource waste; ensures inclusive access across demographics, supports expansion, and helps with compliance in meeting federal and state reporting standards.

