



Empowering Missouri Seniors:

Through Freedom of Transportation

Access to reliable transportation is essential for enhancing the quality of life for older adults nationwide. Since 2021, SeniorAge Area Agency on Aging (SeniorAge) has made significant strides in providing accessible transportation in Missouri through its partnership with the On the Go. This report explores how the partnership between SeniorAge and On the Go has empowered dignity and transformed the lives of older adults in Missouri.

Impact on the Missouri Community



Enhancing Independence and Mobility: SeniorAge's partnership with On the Go has provided over 43k rides, empowering older adults with greater access to medical appointments, nutritional services, and essential activities. This initiative fosters independence and improves quality of life.



Reducing Isolation: Reliable transportation reduces social isolation by keeping older adults connected. On the Go has traveled over 205,075 miles across Missouri, serving both rural and urban areas, ensuring older adults stay engaged regardless of location.



Culturally Competent Support: Emphasizing respect and understanding through emotional intelligence, On the Go builds trust and ensures rider satisfaction through an emotionally intelligent call center.

SeniorAge Program Outcomes

Program Outcomes as of May 2024

3.3%

Industry Leading
No-Show Rate


205K+

Miles Traveled



43.7K+

Rides Scheduled



1,354

Riders Empowered



208K+

Minutes On Calls With Riders

Driving Towards a Brighter Future

Without reliable transportation, independence, health, and social connections can quickly diminish for older adults. The On the Go and SeniorAge partnership tackles this challenge head-on by eliminating transportation barriers ensuring seniors can reach medical appointments, social activities, and essential services.

The culturally competent transportation solution extends to urban and rural areas, fostering more inclusive and supportive communities. The collaboration prioritizes health equity and empowers older adults to maintain their autonomy, resulting in greater independence, improved health, and stronger social ties for Missouri's aging population. This impactful partnership serves as a successful model for accessible transportation, making a lasting difference in seniors' lives.

Connect with Us!

Kelly Earnheart • Senior Vice President • **On the Go** • kellye@otgrides.org

Hannah Scott • Care Coordinator • **Senior Age** • hannah.scott@senioragemo.org