



OATS | OLDER ADULTS
TECHNOLOGY
SERVICES
FROM **AARP**

ROAD TO ZERO COALITION

Alexander Glazebrook

VP of Programs

Older Adults Technology Services (OATS) from AARP

The Story of OATS

Tom Kamber and a group of volunteers launch OATS in NYC to help seniors learn and use technology to live better in the digital age



2004

2013



Launch of the Senior Planet Exploration Center in Manhattan—America's first technology-themed community center for older adults.

2014



OATS teaches 10,000 class sessions at over 70 partner sites + 30 new computer labs in NYC

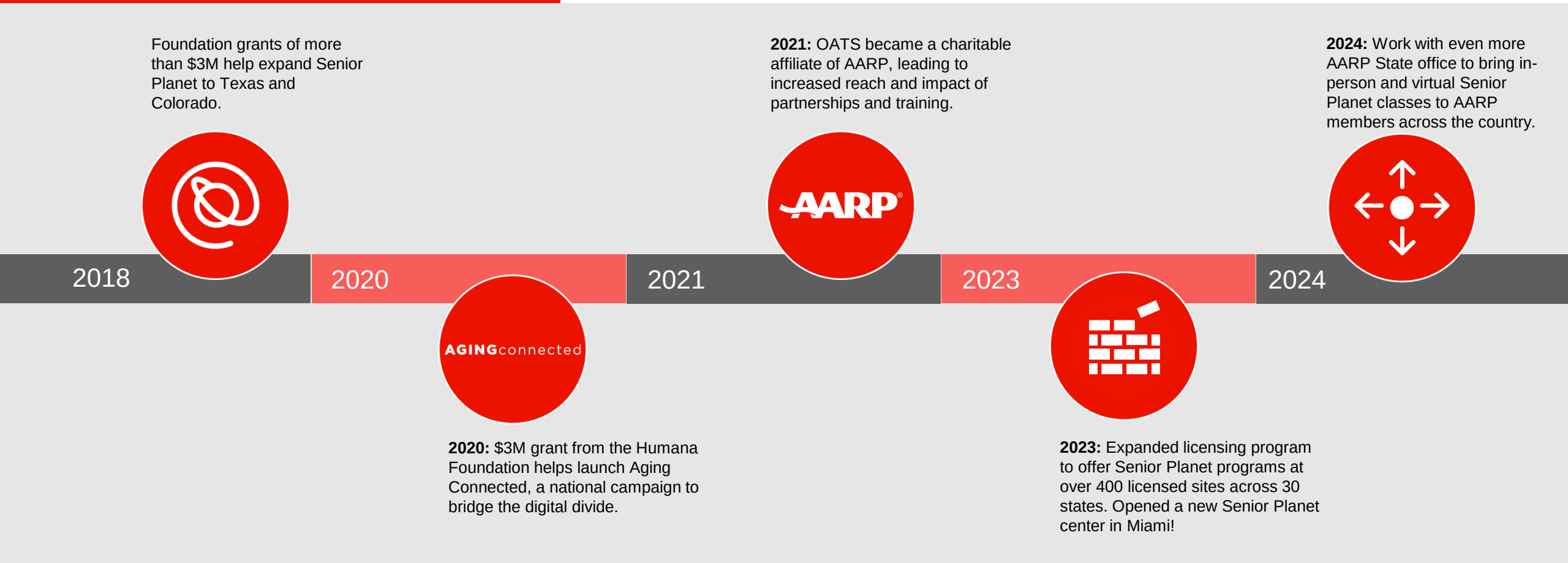
2015



Expands programs outside of NYC to Plattsburgh, New York, and partners with local sponsors in Maryland, Florida and California.



OATS Timeline



AARP Affiliation



expertise | value | scale



OATS Key Facts





Senior Planet: Aging with Attitude



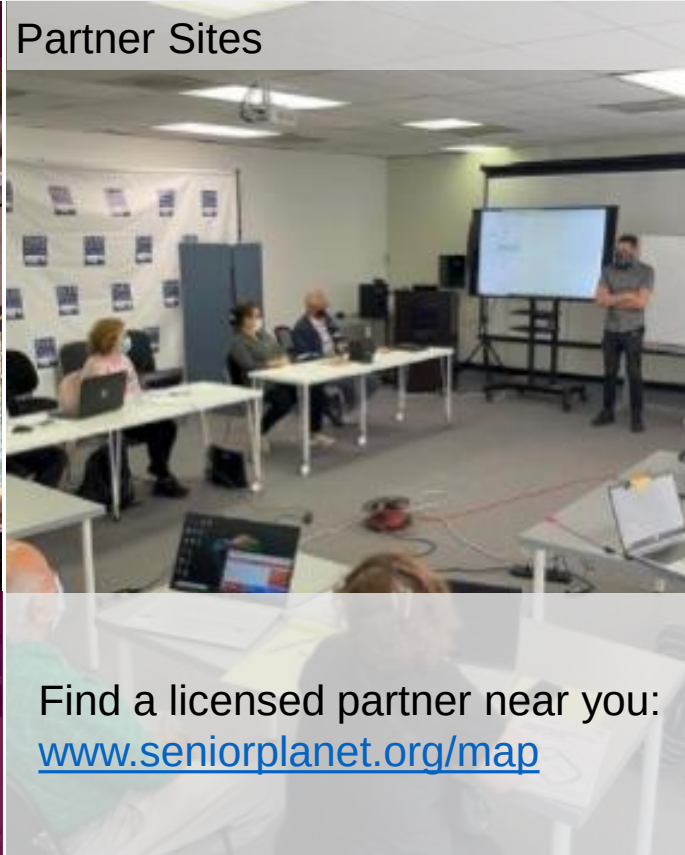
Program Channels

Senior Planet Centers



New York, Colorado, Florida

Partner Sites



Find a licensed partner near you:
www.seniorplanet.org/map

Online



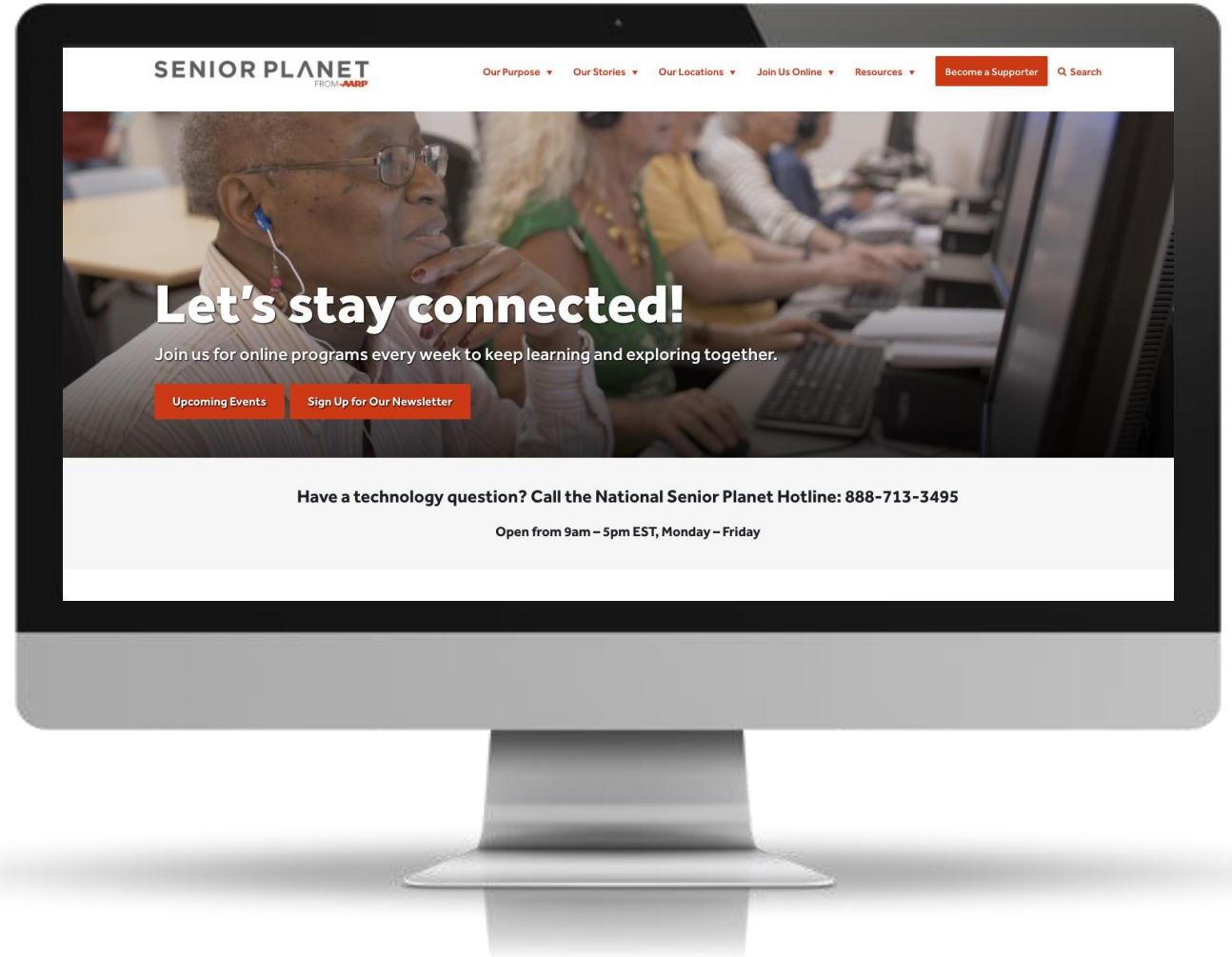
www.seniorplanet.org



Online Offerings

- 70+ free virtual classes every week.
- Topics including tech basics, fitness, finances, virtual travel, and more!
- Social networking on Senior Planet Community
- Spanish, Mandarin, and Vietnamese
- Feature articles and content
- Tech Tip videos

seniorplanet.org





Rideshare Classes

Senior Planet's class on ride sharing apps covers the two most popular apps, Uber and Lyft, and the pros and cons of them both.

Getting Started with Lyft offers a more hands-on workshop. Participants learn to download and use the app.

- **Ridesharing Apps (Offered in English, Spanish, Haitian Creole)**
- **Getting Started with Lyft (Offered in English)**



Why Ridesharing?

- Reliable, on-demand, and convenient
- Help older adults maintain independence
- Provide safety features for riders and family members (tracking, cashless payments, etc.)





It was lovely taking a technology class. I was not very confident in my technology skills. Every time I try to do something on my phone or tablet, I always end up messing something up. I always try to stick to calling and checking my text messages because I don't want to always mess up my devices... It feels good being able to do things alone and not having to depend on anyone else to help me get them done...

Albertha Cobb
New York

“I don’t want to always mess up my devices”

The Root of Resistance

- Lack of knowledge and access to information
- Anxiety around breaking tech
- Trust and safety concerns



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Transportation Options

Requiring Tech:

- Uber allows riders to request accessible vehicles
- Lyft Silver is a service launched specifically for older adults

Traditional, non-tech:

- Access-a-Ride is a more traditional medical transportation option
- Medicaid non-emergency medical transportation (NEMT) is a benefit for transportation to medical appointments



New Class: Lyft Silver

Senior Planet will soon be launching a class about Lyft Silver. The service is designed for older adults and offers:

- Ride more often in cars that are easy to get in and out of
- User-friendly app
- Live phone support is available from 8 AM–9 PM ET to help riders over the phone
- Trusted contacts can see ride location details in real time



What Older Adults Tell Us

We make the time to talk to them

User feedback

Success stories

Surveys and evaluations

Focus groups

Our Expertise & Approach

Celebrate the potential of older adults in society

Use tech to share older adult voices

Prioritize teaching free, mainstream tech

Inform the industry with research

Learn from and share what we're doing

Best Practices in Teaching

Collaborative learning

New content grounded in lived experiences

Many opportunities for review

Moderately-paced instruction

Hands-on practice

Unique Qualities of Older Adults

Lived experiences give perspective

Want to spend time in meaningful ways

Pride in accomplishments

Ambitious

Curious

Motivated

OATS Methodology

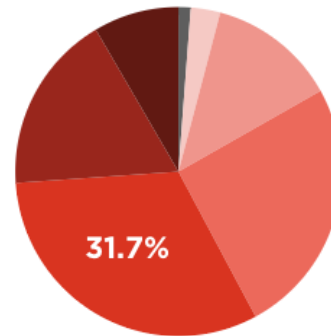
Participant Demographics

Data from virtual participant survey and in-person new participant survey

AGE

Virtual
n=8583

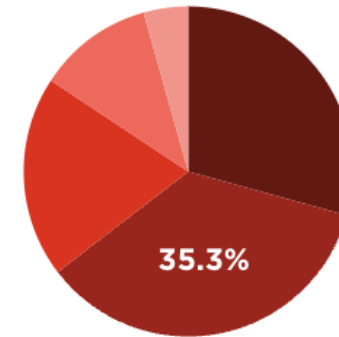
- 50-54
- 55-59
- 60-64
- 65-69
- 70-74**
- 75-79
- 80+



INCOME

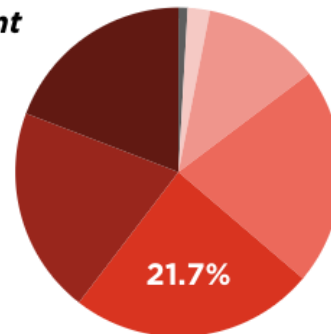
Virtual
n=3266

- \$35K and below
- \$35,001-\$70,000**
- \$70,001-\$105,000
- \$105,001-\$140,000
- More than \$140K



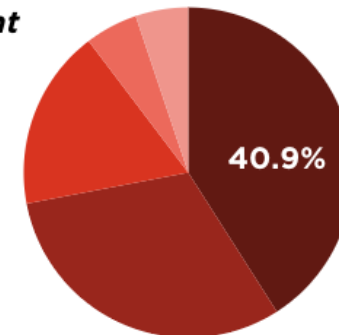
**In-person,
new participant**
n=863

- 50-54
- 55-59
- 60-64
- 65-69
- 70-74**
- 75-79
- 80+

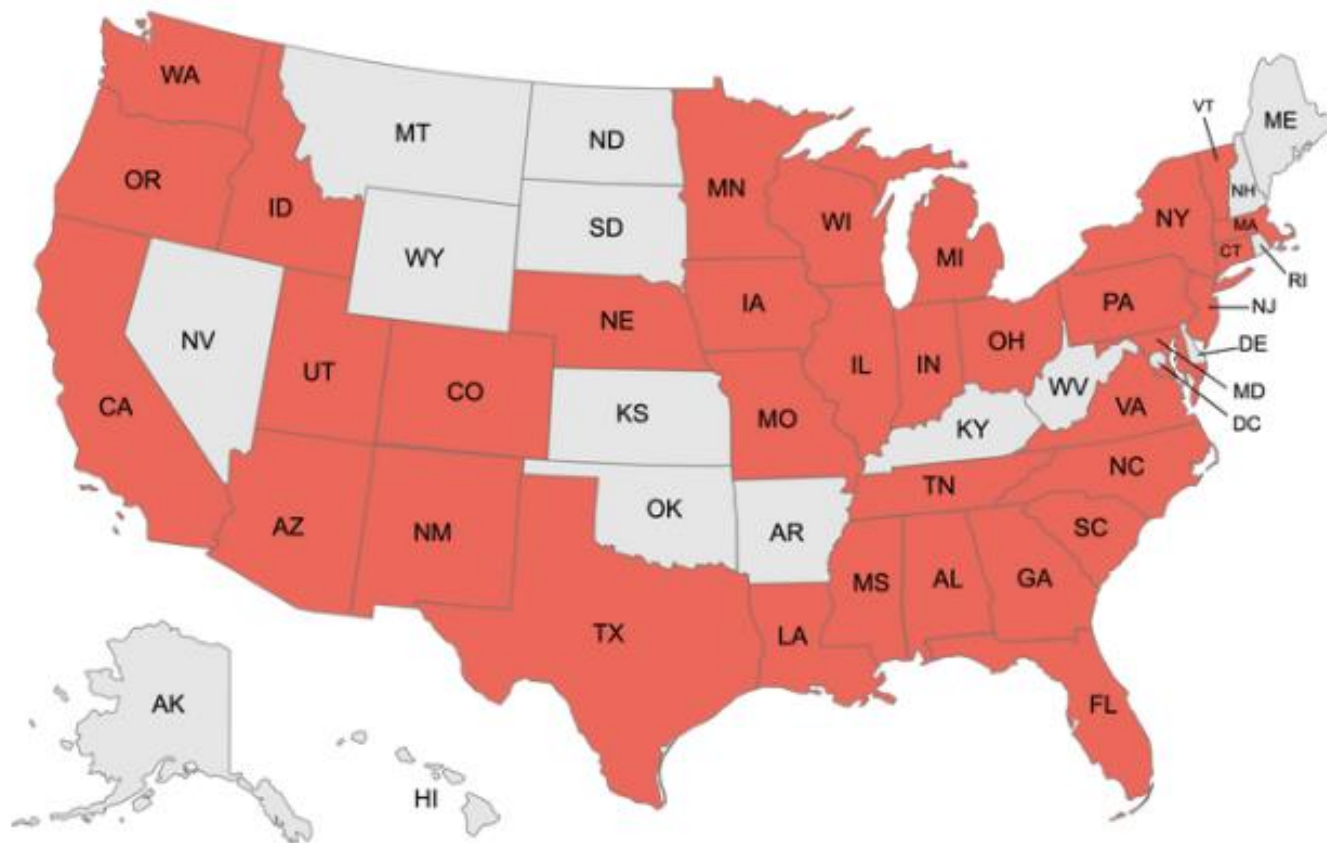


**In-person,
new participant**
n=232

- \$35K and below
- \$35,001-\$70,000**
- \$70,001-\$105,000
- \$105,001-\$140,000
- More than \$140K



100



667 Licensed partner sites

180 Active partners

36 States offering programs

1400+ Completed train-the-trainer

111,000 Lifetime engagements



To find a site near you visit: oats.org/licensing-map



Aging Connected 2025

Findings, Insights and Implications

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Aging Without Access

OATS latest report shows that nearly 1/3 of Americans 65+ remain disconnected, limiting access to essential healthcare, government services, and opportunities for social connection.



19 million older adults lack wireline broadband at home, dropping from 22 million in 2018.



Computer ownership is up, especially among adults 75+ with 67% owning larger screen computers like desktops and laptops.



Cellular connectivity is gaining ground, with 7 million more older adults gaining cellular connectivity since 2018.

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Free Technology Hotline

888-713-3495

Need help setting up an email account? Have a question about Zoom? Looking for advice about buying a new tablet or computer? The toll-free hotline from Senior Planet from AARP has a patient agents ready to answer questions.



Find Us

SeniorPlanet.org

- Online classes
- Articles for 60+
- Videos and quizzes
- Recorded tech tip videos

OATS.org

- Client Projects
- Licensing Info and Application

Senior Planet Hotline:

(888) 713-3495

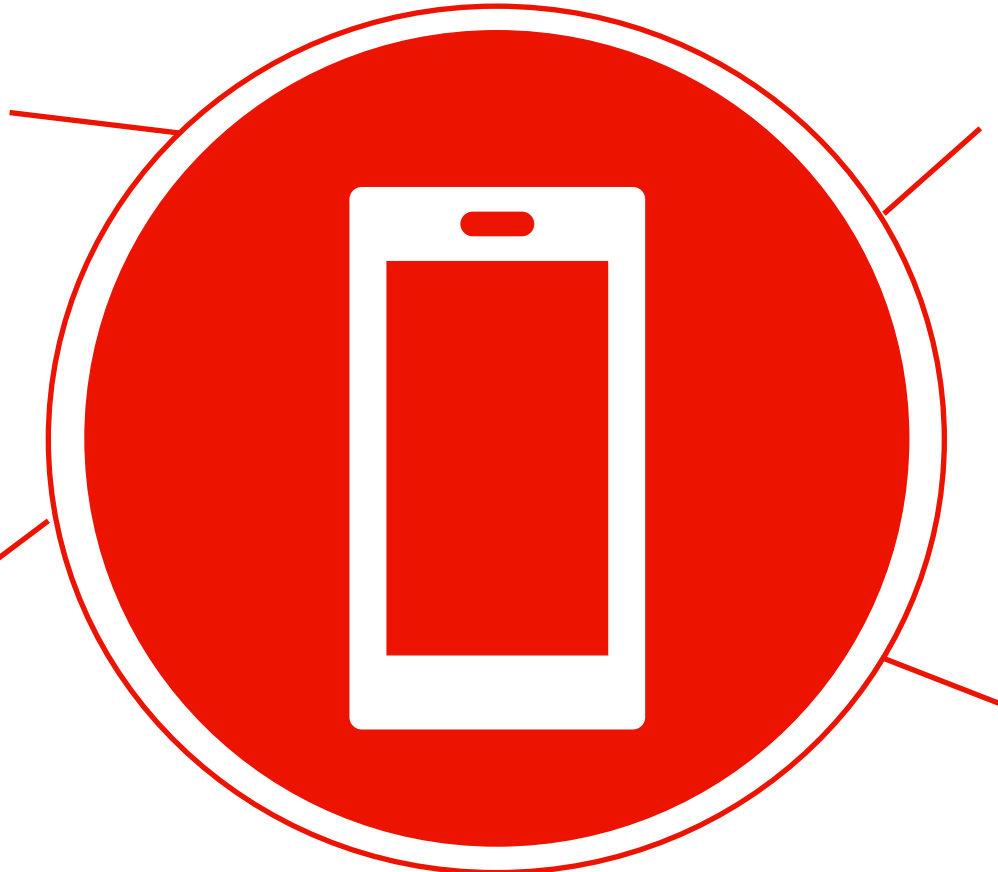
Hotline hours:

Monday – Friday: 9:00am - 8:00pm ET

Saturday: 9:00am - 2:00pm ET

Senior Planet Community:

Community.seniorplanet.org





Thank you

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