



Supportive Transportation

Presentation

TRB

Washington, DC
January 22, 2006

The Beverly Foundation

Located in Pasadena

25 Years of Experience

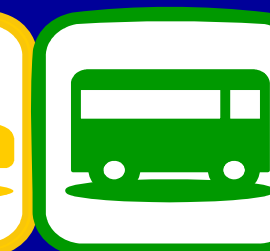
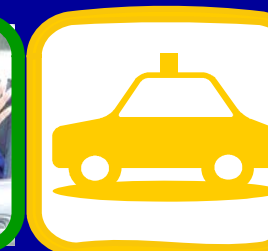
Quality of Life Emphasis

Research and Demonstration

Senior Mobility & Transportation

The Mission

At the Beverly Foundation new ideas and options are fostered to enhance mobility and transportation for today's and tomorrow's older adults.





Themes

#1 Transportation Needs of Seniors

#2 Supportive Transportation

#3 Challenges

#4 Volunteers

#5 Exemplary Practices



Destination Needs of Seniors

Life-Sustaining Destinations

medical center	physical therapy
non emergency medical	doctors appointments
nutrition services	health care services
dialysis treatments	adult day health center

Life-Enriching Destinations

shopping (the mall)	visiting friends
education	social outings
recreation trips	senior center
volunteer activities	beauty parlor
pharmacy or drugstore	library
church	restaurants



Needs for Support

Seniors Need It Because

They Are...



- *unable to get to transit stops
- *unable to get to curb
- *unable to get to vehicle and in and out of vehicle
- *unable to travel alone
- *danger of falling
- *danger of getting lost
- *can't carry heavy loads
- * need help getting out of the residence & into destination
- *need help at destination



“Supportive Transportation”

Definition

assistance or support provided by a paid or unpaid person that makes it possible for an older adult to access a transportation option

door-to-door
door-through-door
arm-through-arm
chair-to-chair
carrying packages
helping with walkers
helping on the vehicle
helping at the destination





A Continuum of Support

traditional transportation

supportive transportation

Transportation Service



transit stop

curb-to-curb

door-to-door

door-thru-door





Major Challenges

family support
personnel training
 drivers
 escorts
vehicles
service areas (jurisdictions)
time requirements
scheduling
salaries
funding
community commitment





Solution

Volunteer Drivers

The Hope Of The Future





Driver Challenges

Ratings Of Challenges By Drivers

Incontinence	3.33
Dementia	3.23
Cognitive Limitations	2.64
Assistive Devices	2.05
Difficulty With Heavy Loads	2.00
Limited Visual Acuity	1.86
Door-Through-Door	1.59



*Scale of 1-5 (1= simple and 5= difficult)

** Source: STAR Search 2005 Volunteer Driver Survey

36% of Organization Respondents to STAR Search 2005 Provide Training for Helping Passengers with Dementia



Liability, Exposure, Insurance

Liability

inaction

negligence

misconduct

Exposure

in vehicle

outside vehicle

Insurance

difficult to understand why

difficult for insurers to rate

"don't ask, don't tell"

don't ask, don't tell





Exemplary Practices

TRIP – Riverside, CA

(AAA relationship where driver friends also act as escorts)

Kanuoia Senior Services - Kaunoa, Hawaii

(county program with mission of personal treatment)

Gadabout – Ithaca, NY

(independent program contracts with social services for escorts)

Ride Connection- Portland, Oregon

(initiated by Tri-Met to trim ADA - provides concierge service)

West Austin Caregivers – Austin, Texas

(interfaith caregiver program with video training module)



Are Volunteers Really An Option?

Adult Volunteers in the United States

44% of adults volunteer = 83.9 million Americans

3.6 hours per volunteer = 15.5 billion hours @ \$17.55 per hour

Dollar value of volunteer time...

\$263,250,000,000

Senior Volunteers in the United States (age 55+)

27.7 million total number of senior volunteers

3.3 hours per volunteer = 4.8 billion hours @ \$17.55 per hour

Dollar value of volunteer time...

\$84,240,000,000



Conclusion

1. Providing “supportive transportation” can be essential!
2. It goes beyond destination transportation!
3. It is more than “senior friendly”a 6th A = ASSISTANCE!
4. It’s very time consuming!
5. It’s very expensive!
6. Not everybody can do it (equipment, scheduling, staff)
7. It requires training (drivers, escorts)!
8. It requires special attention to liability, exposure, insurance)
9. It requires working with insurance companies!
10. It requires a different philosophy about providing transportation!



Call To Action

Research Demonstration Information Money

1. **Baseline Data:** document supportive transportation models
2. **Demonstrations:** fund demonstrations that expand models
3. **Pilots for Underserved:** emphasize service in rural areas
4. **Awareness:** expand awareness of problem & solutions
5. **Recruitment:** target and recruit volunteer drivers (target retirees)
6. **Liability and Insurance Assistance:** Pools + Volunteer Act of 1997
7. **Technical Assistance:** that supports volunteer programs information
8. **Financial Support:** funding for on-going support for a variety of models



Special Thanks!

AAA Foundation for Traffic Safety



National Association of State Units on Aging

CTAA



Easter Seals Society

Shepherd's Centers of America



California Association for Coordinated Transportation

The American Society on Aging

