

# Using **ITNRides!**<sup>TM</sup> Information Technology to Serve Riders with Dementia and Their Families

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**ITNAmerica**<sup>TM</sup>

*presented at the*

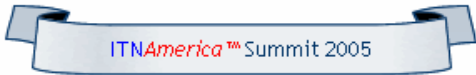
Annual Meeting of the  
Transportation Research Board

January 22, 2006—Human Factors Workshop

*Community Mobility and Supportive Transportation:  
Special Considerations for Dementia and  
Other Functional Impairments among Older Drivers*

# ITNAmerica™

Dignified Transportation for Seniors



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# What is *ITNAmerica*<sup>TM</sup> ?

- National network of Independent Transportation Network<sup>®</sup> (ITN) affiliate communities
  - 5 communities in 2005
    - *ITNPortland*<sup>TM</sup> Maine
    - *ITNOrlando*<sup>TM</sup> Florida
    - *ITNSantaMonica*<sup>TM</sup> California
    - *ITNCharlestonTrident*<sup>TM</sup> South Carolina
    - *ITNGreaterMercer*<sup>TM</sup> New Jersey
  - 10 communities in 2006
  - 40 to 70 communities in 2010

# ITN<sup>®</sup> Affiliate Characteristics

- *ITNRides!*<sup>™</sup> enterprise software, centralized database management
- Consistent service characteristics—24/7, automobiles, sustainable without taxpayer dollars for operations or capital expense
- Volunteers and paid drivers
- Independent 501c3 corporation
- Membership organization
- Sustainable through fares and voluntary local community support

# Model and Service Characteristics

- Relationships—family & community network
- Service mentality
- Mission driven—no profit motive
- Market based—paying customers must be pleased
- Communication is essential at every level and among all parties

# The Application Process: Gathering & Storing Information

- Every ITN customer completes an application that gathers information about special needs.
- This information is stored in a database.
- A “driver manifest” is produced for every ride.
- This manifest includes information about an individual customer's special needs in general, and also needs specific to a particular ride or temporary condition.

With whom do we communicate to accomplish safe and satisfactory transportation for people with dementia?

- Families—spouses & adult children
- Seniors
- Caregivers—beginning & end of ride
- Professional offices
- Residential facilities
- Drivers—paid and volunteer

# What are the primary methods

of communication for applications to join *ITNPortland*<sup>TM</sup>?

- Families—spouses & adult children (internet, phone, face-to-face, US mail)
- Seniors (phone, US mail)
- Caregivers (phone, US mail)
- Professional offices (phone, face-to-face)
- Residential facilities (phone, face-to-face)
- Drivers—paid and volunteer (internet, phone, face-to-face, US mail)

# What are the predominant methods of communication for rides?

- Families—spouses & adult children (internet, phone, face-to-face)
- Seniors (phone)
- Caregivers—beginning & end of ride (phone)
- Professional offices (phone)
- Residential facilities (phone)
- Drivers—paid and volunteer (manifests, cell phone, 2-way radio, internet, fax)

# Email from an Adult Child to ITNAmerica<sup>TM</sup>

(January 21, 2006)

My parents - 82 years old - live in Cincinnati, Ohio. My mother has been diagnosed with Alzheimer's Disease. My father cares for her in their home. He is planning to give up driving in December, 2006, when his driver's license is up for renewal. Is there such a program [as ITN], or something similar, in Cincinnati? Thank you for any assistance that you can give me.

# ITN *Rides!*<sup>TM</sup> Special Needs Categories

- Cane 156 (21%)
- Visual impairment 140 (19%)
- Walker 129 (17%)
- Driver assistance required 101 (14%)
- No high vehicle 54 (7%)
- Blind 41 (5%)
- **Alzheimer's 38 (5%)**
- Wheelchair 36 (5%)
- Personal assistant 20 (3%)
- Deaf 18 (2%)
- Anxiety Disorder 13 (2%)

# Procedures for ITN Members with Special Needs & Dementia

- Consult manifest for special instructions—per person and per ride
- Responsible person at either end of ride for hand-off
- Constant communication with dispatch
- Emergency contact available

# Training—Keep it Simple:

Sensitivity, Common Sense, Caution

- Face-to-face
- Shadowing another driver

## Future Research: ITN*America* Research Group

- Gathering data from all affiliate communities to one centralized database to study issues related to:
  - Caregivers
  - Volunteers
  - Adult children and families
  - Transition and mobility
    - Planning
    - Safety and acceptance
    - Maintaining activity

# Dressage

Etymology: French, from *dresser* to train, drill, from Middle French:

the execution by a trained horse of precision movements in response to barely perceptible signals from its rider

# Contact Information

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