



Senior Transportation

Presentation

September 28, 2004

Volunteer Friends
Innovations
Challenges
Adaptations

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The Beverly Foundation

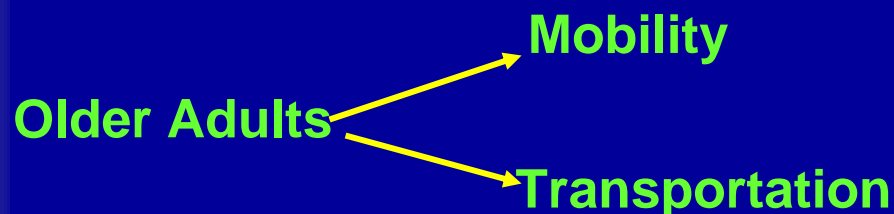
Located in Pasadena

25 Years of Experience

Quality of Life Emphasis

Research and Demonstration

Agenda



Theme

to stay in the community
seniors (and their caregivers) need
“senior friendly” mobility and
transportation options



Themes

#1 Importance of Options

Options For The Transportation Dependent
What's Senior Friendly

#2 Innovations In Public & Paratransit

Characteristics and Assumptions
Innovations of Excellence

#3 Volunteer Solutions

Low Cost/Low Maintenance
Volunteer Friends

#4 What Are The Next Steps

A TurnKey Kit
Other Resources
A Call To Action



Options Are Out There

There Is A Template
The Public & Paratransit Options

Institutional Problems

People Problems

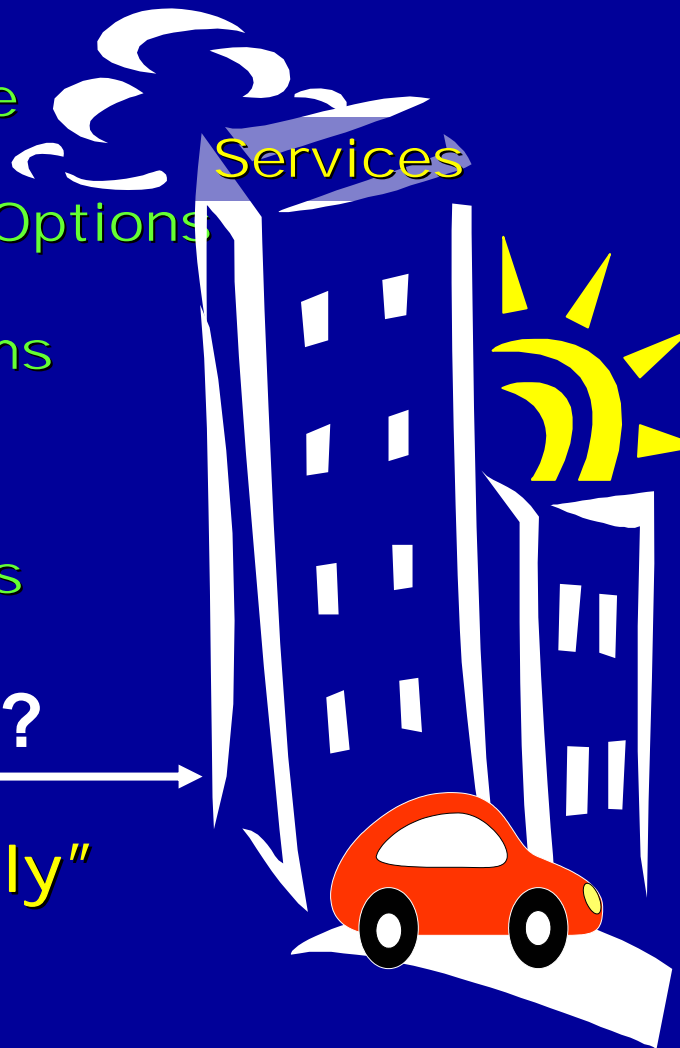
Population Problems

What Do We Know?

Not "Senior Friendly"



Their Home





A Template of Options

Automobile Options

Driver training programs
Driver assessment programs
Driver rehabilitation programs
Behind the wheel driver training

Public Transit

Busses
Light Rail Transit
Subways
Community shuttles
Neighborhood jitneys

Paratransit

Demand-Response programs
Dial-a-ride programs
Subscription services

Private Transit

Taxi services
Independent driver services
Limousine and driver services

Specialized Transit

Hospital based transit programs
Shuttles (to shopping and services)
Senior Center transit
Adult Day Services transit

Pedestrian Transit

Pedestrian safety programs
Pedestrian training programs

Information and Referral

Mobility Managers
Information & referral programs



Institutional Problems

Providing Options Isn't Simple

- philosophy of serving the general population
- don't view seniors as different than anybody else
- lack of awareness of special needs of seniors
- funds are limited
- vehicles are not adaptable
- services are both high cost and high maintenance
- services aren't coordinated
- services are narrowly focused
- staff is unprepared
- environment is difficult for service delivery



People Problems

Seniors Can't Always Use Options

- unaware of existing options
- can't walk to the bus stop
- unable to wait in hot sun
- unable to travel for long periods of time
- in need of assistance from escorts
- fearful of getting lost
- afraid of falling
- unable to pay the costs
- concerned about safety
- can't get to the fun things in life



Population Problems

The "Old Old" Will Need Options

	Total Population	65 - 84 Population	85+ Population
<u>2000</u>			
Total	275,306,000	30,523,000 (11%)	4,312,000 (1.6%)
<u>2030</u>			
Total	351,070,000	61,388,000 (17%)	8,931,000 (2.5%)
Change	22%	50%	52%



What's Senior Friendly

"Senior Difficult"

too far

too high

too inconvenient

too rigid

too costly

"Senior Friendly"

availability

accessibility

acceptability

adaptability

affordability



Adapting Public & Paratransit



Their Home

Innovations Study

Assumptions

STAR Search Survey

What Is The Solution?



New Ideas



Services

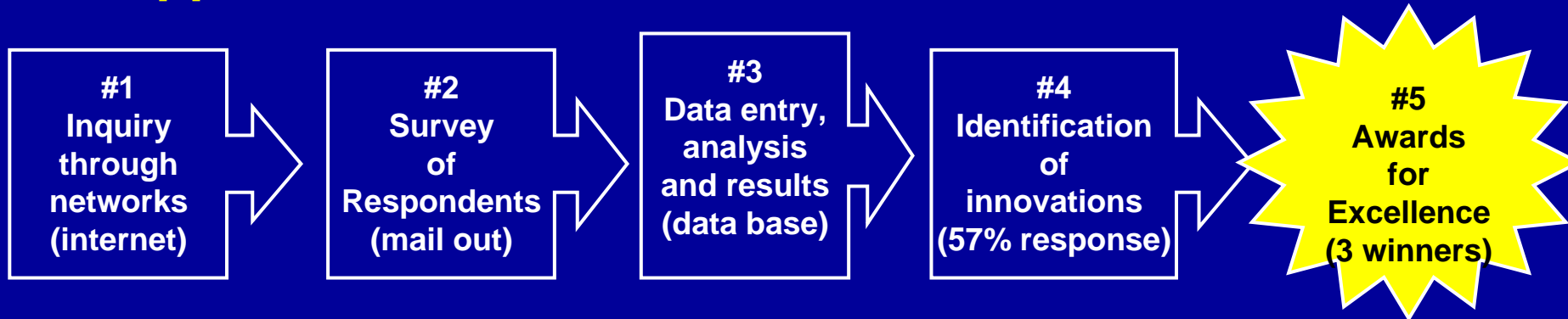


Study Of Innovations

The Project

Partnership Between CTAA & Beverly Foundation

The Approach



The Result

Innovative ways of improving
transportation services for seniors



Assumptions

#1 Complaint of Seniors - *not getting where need to go* **WRONG**

advance scheduling requirements hours of service
limited service area being stranded no help with transit

#2 Particular Problem Accessing Service – *lack of information* **WRONG**

40% traveling at preferred times 25% paying for rides
37% not understanding how works 24% scheduling rides
31% waiting for vehicle 21% getting on/off vehicle

#3 Seniors with Greatest Needs – *85+ age group* **RIGHT**

#4 Major Modifications (changes) – *vehicles* **WRONG**

73% driver training 67% scheduling
73% allowing driver through door 47% route changes

#5 Innovations For Seniors – *would improve for everybody* **RIGHT**

72% improved as whole 71% applied to other groups



10 Common Themes

Area Covered	multiple communities
Service Method	provider, broker
Service Type	demand response, partransit, ADA paratransit
Vehicles Used	multiple vehicles (bus, van)
Service Approach	door-to-door
Reservations	same day, 24 hr advance, subscription
Most Frequent Trips	medical (then shopping)
Major Modifications	allowing driver to go to door
Service Improvement	expansion of services to seniors
Community Support	volunteer involvement



STPs Research

Focus Groups: 22 Groups – 3 States
(Drivers, Non Drivers, Caregivers)

STAR Search: 4 National Surveys (2000-2003)
400+ STPs Identified & Analyzed
18 STAR Awards For Excellence
2 Reports

Purpose

61% medical appointments
42% social activities
35% any purpose
20% essential trips

Service Type

71% door-to-door
19% curb-to-curb
10% fixed route
10% door-thru-door





How Are They Unique?

Drivers

- 34% volunteers only
- 20% mix of volunteer and paid
- 42% paid only

Vehicles

- 50% vans
- 42% autos
- 29% busses
- 6% taxis

Escorts

- 47% can provide escorts
 - 71% door to door
 - 10% door thru door



Volunteer Involvement

STAR Search Programs of Excellence

Ride Connection (**Portland, OR**) - **\$5,600,000**

Gold Country Telecare (**Grass Valley, CA**) - **\$810,000**

Gadabout (**Ithaca, NY**) - **\$641,000**

Independent Trans Network (**Portland, ME**) - **\$250,000**

T.R.I.P. (**Riverside, CA**) - **\$395,000**

West Austin Caregivers (**Austin, TX**) - **\$56,000**

Shepherd's Center (**Kalamazoo, MI**) - **\$9,000**

PasRide (**Pasadena, CA**) - **\$15,000**

"Thank Goodness for Volunteers"





Volunteer Friends & PasRide

The *Volunteer Friends* Model
Low Cost – Low Maintenance

PasRide Pilot

Risk Management & Ins
Reimbursement Plans

Is It Really Innovative?

“Volunteers”



Home

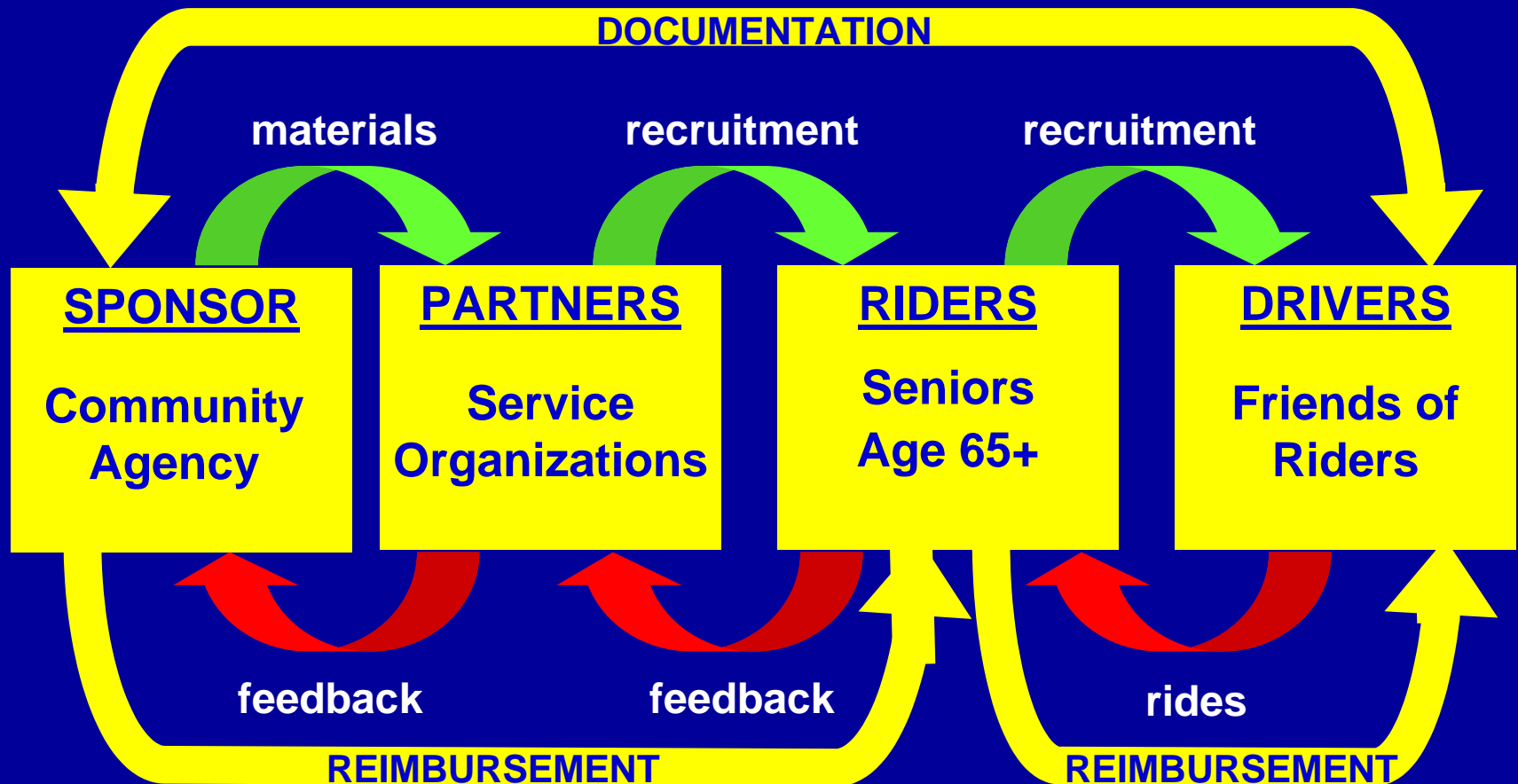
Services



STPs

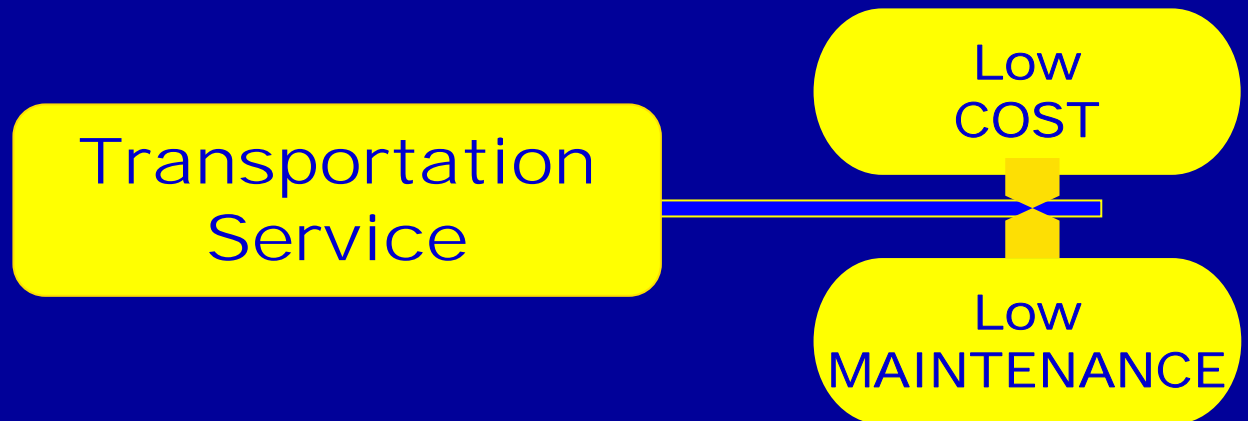


Volunteer Friends Model





Cost/Maintenance Approach



Volunteer Drivers
Volunteer Vehicles
Volunteer Staff
Limited Infrastructure
No Ride Scheduling



PasRide: The Pasadena Pilot

Purpose

Demonstrate a Flexible Service Model (Low Cost/Low Maintenance)

Demonstrate an Adaptable Process Model (Anybody Can Do It)

Design

“Best of the Best” Features of STPs

Volunteer Oriented

Community Focused

Senior Friendly Approach (the 5 As)

Location & Time Frame

Pasadena, California

18 months





Insurance Coverage

Organizational Insurance

Liability

Personal Property

Directors

**Assets, Reputation
Board, Employees
\$125.00**

Transportation Program Insurance

Organization

**Liability
\$1,680**

**Commercial Insurance
Driver Recruitment, Screening
Verification, Training**

Volunteer

**Excess Auto
Liability - \$231**

**Accidental
Driver - \$206**

**Volunteer
Liability Insurance
\$113**

**Riders, Drivers,
Road Users**



Reimbursement Methods

For INTRA-CITY travel
(i.e., Pasadena) use:

TRIP PLAN (\$2.50 per trip)



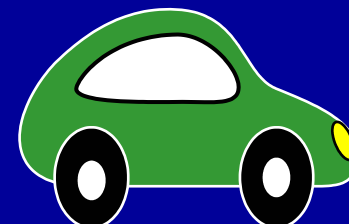
For INTER-CITY travel
(i.e., Pasadena to Glendale) use:

MILEAGE PLAN (30¢ per mile)



For LONG-DISTANCE travel
(i.e., Pasadena to Santa Monica) use:

MONTHLY STIPEND PLAN (flat rate per month)



\$24.00/cap per rider – Total Reimbursement \$4,860 – Per Ride Cost \$2.01



What We Learned

1. Liability & risk must be determined from the “get-go”.
2. Insurance costs do not need to be a barrier to action.
3. A transportation services does not have to be expensive.
4. It is not necessary to purchase vehicles or hire staff.
5. Riders can recruit their own drivers and schedule rides.
6. Volunteer friends are willing to drive when someone asks them.
7. A variety of partners & advisors contribute to the agenda.
8. A program like PasRide needs to supplement – not replace.
9. The PasRide concept is hard to get across to people.
10. PasRide can be adapted in a variety of ways.





Volunteers Are The Hope

Role of Drivers

Volunteer Driver Challenge

Where To Find Them

How To Recruit Them

How To Manage Them

Who Volunteers?

How Do We Get Volunteers?

"A Six Month Process"



Home



Services

STPs



Transportation Drivers

Who Are They & What Do They Do?

Who Are We Talking About?

family members, friends, neighbors

paid drivers, volunteer drivers

What do they do?

they drive from point to point

some drivers also...

play the role of escort

help schedule rides

train other drivers





The Volunteer Driver Challenge

Transportation providers say...

*“Volunteer drivers are the most difficult volunteers
to recruit...”*

But once you’ve got them...you’ve got them.”

S**T****P****s**



Where To Find Volunteers

Churches

Interfaith Groups

Volunteer Agencies

Senior Centers

Agencies on Aging

Social Service Agencies

Health Services

Volunteer Groups (RSVP)

Americorps

Community Service Agencies

The Local University

The Mayor's Office

City Councils

County Commissioners

Legislators

Congressional Reps.

Public Transit Services

Paratransit Services





How To Recruit Volunteers

Understand Their Motivation

To meet people
To make a contribution
To be reimbursed

“There but for the grace of God go I...”

62% volunteer drivers participate because they want to help others

62% volunteer drivers help as transportation escorts

95% satisfied because they feel needed

76% satisfied because they get to know riders



How To Recruit Volunteers

Tell Them What They'll Need

- To use personal vehicles
- To obtain minimum insurance
- To provide documentation
 - insurance
 - drivers license
 - driving record
- To take a driver training course
 - sensitivity
 - classroom
 - behind the wheel



How To Recruit Volunteers

Tell Them What They'll Do

Provide quantity and/or quality of life rides

Help the rider

through the door

to the destination

Stay with the rider

Drive to interesting Help places

91% provide trips for medical reasons

91% stay with rider during appointment

91% help rider get in and out of vehicle

81% provide door-thru-door assistance





How To Manage Volunteers

Have A Management Plan

“Good Management Is Good Risk Management”

an application process

screening

documentation

criteria for success

a contract'

training

a handbook

a job description

a manager

a feedback mechanism

an “office”

an insurance policy

logistics support

evaluation

recognition





Volunteers Are The Key

....volunteers are making enormous contributions to senior transportation.

....volunteers participate in traditional and non-traditional transportation services.

....volunteers could be considered “transportation caregivers”.

....involving volunteers can be done by transportation services, aging services, or free standing organizations.

....volunteer drivers are said to be the most difficult volunteers to recruit, “but once you’ve got them, you’ve got them.”

....we will need more volunteers the future...





Volunteers Are Out There

Adult Volunteers in the United States

50% adults asked to volunteer = 71% volunteered

44% of adults volunteer = 83.9 million Americans

3.6 hours per volunteer = 15.5 billion hours @ \$15.40 per hour

Dollar value of volunteer time...

\$239,200,000,000

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 @ \$15.40 per hour

Dollar value of volunteer time...

\$71,200,000,000





STAR Search For Volunteer Drivers

Topic:	Volunteer Drivers
Approach:	Announcements through Network
Method:	Nomination
Research:	Surveys & Stories
Target:	Volunteer Driver Organizations Volunteer Drivers
STAR Award:	\$10,000 +
Results:	Management & Motivation



Wrap Up



Home

A TurnKey Kit
Website Resources
A Call To Action

What's Next?



"The Tip Of The Iceberg"

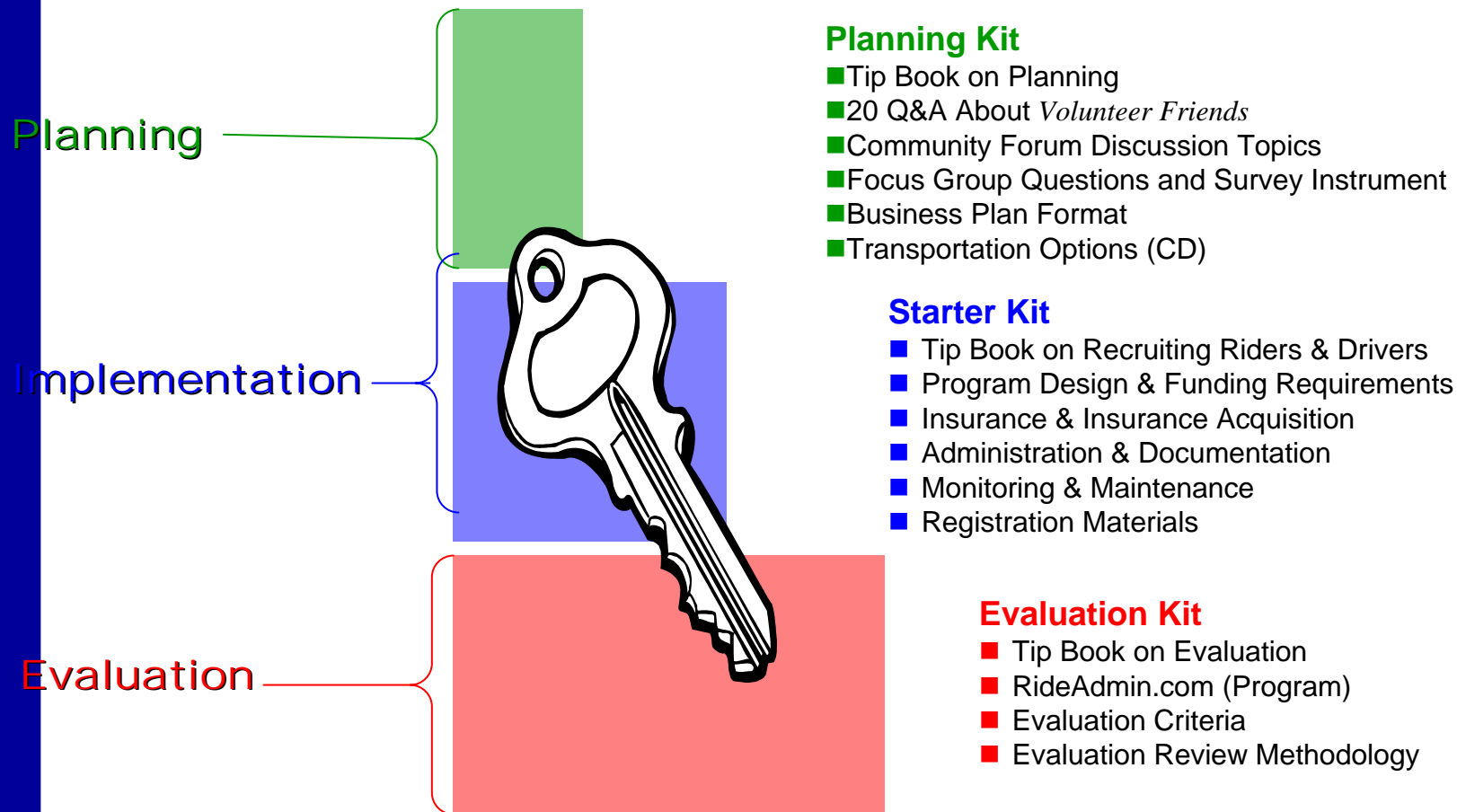


Services

STPs



Volunteer Friends TurnKey Kit





Beverly Foundation Website

Senior Transportation Resource STORe

(Senior Transportation Options Repository)

TRANSPORTATION & BEYOND

Mobility & Senior Mobility

Demographics
Policy Papers
Research Papers
Publications
Snapshots
Educational Presentations

TRADITIONAL TRANSPORTATION

Vehicle & Program Options for Seniors

Research
Publications
White Papers
Snapshots
Educational Programs

SUPPLEMENTAL TRANSPORTATION

Vehicle & Program Options for Seniors

Research on STPs
Publications and White Papers
Snapshots
Educational Programs
STPs Prog. Start-up Materials

Visit us on the web at:

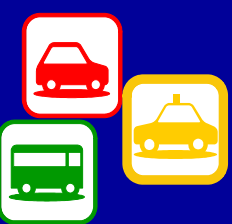
www.beverlyfoundation.org

OFF THE ROAD

Senior Care and Services

Research
Publications





A Call To Action

What Do We Know?

Transportation is “the vehicle”.

Transportation dependency is a problem.

Increasing numbers of elders (85+) seniors are affected.

Families, communities, service providers, and policy makers can act.

Find ways to make options part of life “before the crisis”.

Develop new funding streams for “low cost” options.

Tap into America’s volunteers.

STPs

Special Thanks

AAA Foundation for Traffic Safety



NASUA

National Association of State Units on Aging

CTAA



Easter Seals Society



Shepherd's Centers of America



California Association for Coordinated Transportation



California Association of Adult Day Services

