



SNAPSHOT

SUPPLEMENTAL

TRANSPORTATION

PROGRAMS for

SENIORS

Prepared by the Beverly Foundation

THE PASRIDE PROGRAM *An STPs Pilot Program*

Transportation is a serious problem for many seniors [in Pasadena]. While several programs address this situation, the demand significantly outweighs the availability of existing services. Recommendation: To create a program of personal transportation where seniors can receive personal transportation assistance once a week or once every other week. This program would allow more older adults to remain independent for a longer period of time. - City of Pasadena, Master Plan for Seniors, 1999

Goal of the Demonstration. Pasadena, like other communities throughout the country, wants to respond to the transportation needs of seniors. While it offers public transit and paratransit services, and may be considered “transportation-rich,” existing options do not meet the needs of all seniors and their caregivers. Introduced in February 2002, the PasRide pilot was developed as a Supplemental Transportation Program for seniors (STPs). It is a volunteer driver program that augmented existing services by providing personalized transportation for seniors. PasRide provided a low cost/low maintenance model and is intended to be easy for communities across the country to adapt. The PasRide model can be implemented in whole or part. It can be a stand-alone program or be part of a menu of services. Background and “how to” resources were prepared to assist nonprofit and grassroots groups and organizations adapt and implement PasRide to meet local needs and resources.

Primary Features. The pilot included the following elements:

Leadership: Beverly Foundation organized start-up activities

Riders: seniors in greater Pasadena were referred by aging-related service organizations

Drivers: volunteers recruited by riders (may be friends, neighbors, and community volunteers)

Escorts: drivers served as escorts and provided physical and emotional support

Transporting Vehicle: private automobiles owned by volunteer driver

Purpose of Rides: essential services as well as quality of life destinations

Availability: every day (including weekends), day and night

Reservations: rider made plans directly with volunteer driver

Type of Service: door-through-door

Fees: no rider fees

Trip Reimbursement: based on travel patterns of rider, and provided to rider to distribute to driver

Program Budget: \$25,000 (not including development costs)

Driver Screening: copies collected of driver license, auto registration, auto liability insurance; drivers self-report previous collisions and violations

Marketing: partnerships with referring service organizations and community-wide distribution of materials

Efficiencies. The pilot program avoided major capital expenses by transporting riders in personal vehicles owned by volunteer drivers. Personnel and operating costs were

minimized by using volunteer drivers, by relying on service organizations to publicize and refer riders, and by having riders recruit their own drivers and schedule their own trips. The pilot used and was built-on the expertise of mentors who operate STPs and benefited from the lessons that they have learned.

Program Innovations. In addition to drawing on the best of the best features of existing STPs, the pilot served as an incubator for testing new ideas and innovations. The design was guided by what the Beverly Foundation has labeled the “5 A’s of Senior Friendly Transportation.” These are five elements that seniors and caregivers have identified as critical to effective and efficient transportation design for the elderly. Some of the key ways that PasRide met these criteria are as follows:

Available: could be used by anyone aged 65 and above in greater Pasadena that has difficulty using traditional forms of public and paratransit

Accessible: wait times were minimized or totally avoided, door-through-door and escort service were provided

Adaptable: rides were available for any purpose, any time and anywhere that the rider could arrange with their driver

Acceptable: rides were provided in the comfort and convenience of a private vehicle and was not provided by a stranger but by the choice of the rider

Affordable: rides were free and drivers were reimbursed for their travel

Outcomes. An important outcome of this program was to provide rides to seniors who have difficulty using traditional forms of transportation. The program, a community partnership that draws on local service organizations, volunteers, friends and family members to participate in transportation delivery activities for seniors, was completed in July 2003. To help ensure that PasRide riders continued to have personalized transportation, a permanent home for PasRide was established within an existing service organization, YWCA of San Gabriel Valley – Intervale Senior Services. The program is fully integrated with other transportation systems in the community.

Another important outcome of the project was to facilitate program innovations in other communities. The pilot, therefore, was documented and a complete information packet, called the PasRide Starter Kit, is available to assist groups and organizations in adapting PasRide for their own communities.

Prior Experience. PasRide was developed in response to many requests for next steps that follow-up on two previous partnerships between the Beverly Foundation and the AAA Foundation for Traffic Safety. The first project, which was undertaken in 1999, involved focus groups and community forums which studied senior transportation and made recommendations for priority action. The second, which was undertaken in 2000, identified and indexed community-based Supplemental Transportation Programs for seniors. More than 350 STPs were identified and profiles were developed for more than 230. The project gave Awards for Excellence to 11 STPs, and prepared 5 program reviews and 6 case studies on the STPs award recipients.

The STPs Mobilizer Project is a partnership initiative of the Beverly Foundation and the AAA Foundation for Traffic Safety 1440 New York Avenue NW, Suite 201 Washington, DC 20005
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