



RIVERSIDE COUNTY OFFICE ON AGING

.....Strength in Aging



An Overview of Transportation & Mobility for Seniors and Disabled Adults in Riverside County May 2007





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Introduction

Trends in the past century have revealed that, as people age, there is a growing reliance on community-based services². This is in part due to the fading networks of extended families and friends that traditionally provide support for the elderly². In addition to fading networks, an aging population is also subject to diminishing physical and cognitive abilities that makes it difficult to remain independent and mobile. As a result, public transit services will play an increasingly important role in mobility for those who have limited their driving or have stopped driving altogether. However, within the current system there exist gaps and barriers that prevent and discourage the full utilization of the services available. These issues must be addressed and the needs of the individuals must be met in order for these services to be effective. Understanding the needs of these individuals will also pave the road for future planning and implementation of innovative mobility options.

Mobility plays an important role in maintaining one's independence and quality of life.



This paper will present points that reinforce the importance of an effective and efficient public transportation system geared towards addressing the needs of its users. It will also show the increased pressures facing the current system due to the rapidly growing elderly and disabled population, including service gaps and barriers that exist within the system and how they affect the utilization of services. Finally, you will see how coordination of services and efforts at the Local and County levels can help resolve and eliminate the gaps and barriers within the system.

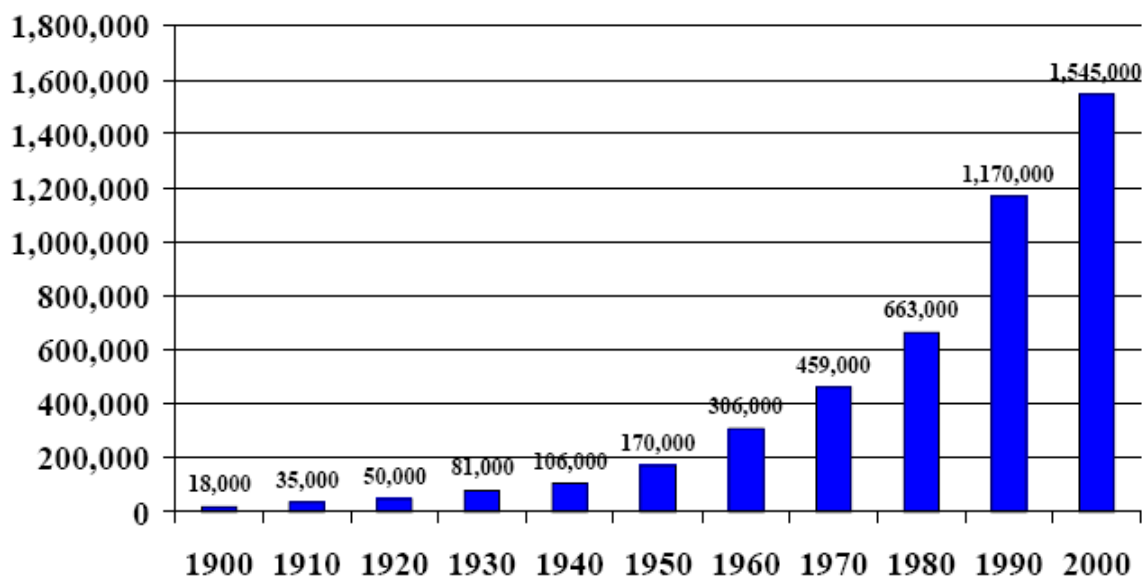
Riverside County Growth and Demographics

Californians, young and old alike, depend on cars for approximately 90% of their travel needs.² The large proportion of the populations' dependence on cars exemplifies the importance of driving in one's daily activities. Mobility will also play an important part in this population's continued independence and quality of life³. Many older persons are projected to continue to reside in their current suburban or rural communities where there is a lack of good public transit service⁴. The number of older drivers is on the rise and they are driving more miles and at older ages than prior generations⁴. As a result, most of the elderly population will have been automobile drivers for many years and are expected to demand high levels of mobility and high quality modes of public transportation⁴.

Census data from the year 2000 showed that Riverside County had the fifth largest growth in the state, increasing from a population of 1,170,413 to 1,545,387, with an overall increase of 32.0%⁷. For the year 2005, Riverside County had a population estimate of 1.9 million residents⁶. Of this total population, approximately 330,000 were aged 60 or older, comprising 17.4% of the total county population for that year¹⁶. As the oldest baby-boomers become senior citizens in 2010, the population of 60 and older is projected to grow faster than the total population of the state.

*By the year 2020, 1 out of every 4 drivers
will be over the age of 65.⁸*

A Century of Growth Riverside County Population 1900 - 2000



Source: Census 2000

Population projections estimate that by 2010 Riverside County will have a population of 2.2 million and by 2020, a population of close to 3 million⁶. With respect to driving, there are currently more than 5.5 million drivers over the age of 60 in California with more than 2.5 million of those aged 70 or older. It is expected that 1 out of 4 drivers in California will be over the age of 65 by the year 2020⁸. An increase in the proportion of older people living in rural areas, where public transportation is either inconvenient or unavailable, has increased the need among seniors for usable, affordable, and convenient public transportation. On top of their rapid growth, the elderly population is also subject to a decline in health affecting both the mind and the body.

Age Related Issues



Mobility limitations result in decreased levels of independence and an overall lower quality of life.

As we age, our physical and cognitive abilities may introduce barriers that impede one's ability to drive safely. Although driving performance declines with age, present day senior drivers have a relatively low average annual crash rate⁵. Despite a predictable decline in driving skills caused by functional changes associated with aging, seniors' under-involvement in accidents indicates that most are aware, to some extent, of their limitations and tend to restrict the amount of driving and conditions of their driving accordingly and in some cases, they stop driving altogether⁵.

In addition to motor, sensory, and cognitive declines associated with age, the elderly are more likely to experience chronic medical conditions⁹. These same medical conditions also result in an increased risk of accidents¹⁰. The use of medications could also adversely affect their driving conditions¹⁰. Maneuvering a motor vehicle becomes more difficult for older drivers with the loss of muscle strength and the decrease in bone density and joint flexibility¹¹. This leads to the question of whether or not the senior should cease driving.

The decision that must be made to stop driving is one that is very difficult. In many cases, the recommendation must be made by loved-ones or their family physician. In some cases, the local DMV or law enforcement agency must intervene and make the final decision. Currently, the California Department of Motor Vehicle (DMV) is piloting a 3-tiered testing system for renewing licenses. The focus of this system is to identify functionally impaired individuals who may not be capable of driving safely. Although the screening tests are not age-specific, the elderly population, in particular, may find it stressful to overcome.

There are many consequences relative to driving cessation. Generally speaking, driving cessation:³

- leaves elders isolated from favorite activities and social networks,
- results in decreased levels of independence,
- accelerates declines in health, functional ability, and cognition,
- increased depressive symptoms,
- leads to an overall lower quality of life.

We must recognize the growing role that public transit will play in providing services that will allow the elderly and the disabled population to continue to live independently and thrive. Now that we are aware of the rapidly growing elderly population and the challenges faced during the aging process, one must wonder what programs currently exist to aid this population.

Existing Modes of Transportation

There is currently an array of alternative transportation services available in Riverside County. With the assistance of Measure A, the Riverside County Transportation Commission (RCTC) oversees and provides funding for specialized programs that serve senior citizens as well as those with disabilities. Buses and trains are available to the community and are operated by the Riverside Transit Agency (RTA), Sunline, and Palo Verde Valley Transit Agency. In addition to the regular bus routes, RTA offers programs such as the Dial-A-Ride (DAR) program for seniors and disabled persons.

Under the DAR program, seniors and those with disabilities receive curb-to-curb transportation services. Complementary programs offered by the County, such as TRIP (Transportation Reimbursement and Information Project) and TAP (Temporary Assistance Program), provide further aid to those that require specialized transportation or where no other transit services exist. They are social transportation programs that complement rail, fixed route and special public transportation services in Riverside County. The Metrolink system also operates 5 stations in Riverside with stops in Downtown Riverside and as well as service to Coachella Valley.

County-sponsored programs like TRIP and TAP provide aid for those that require special assistance or where no other transit services exist.

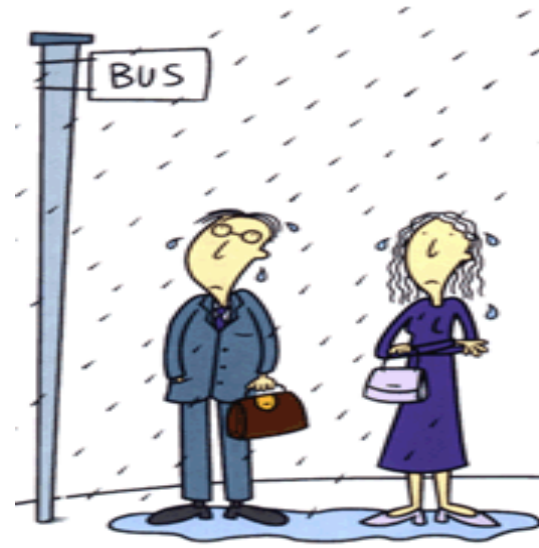


Many informal community-based programs have been developed throughout the County to address the needs of seniors and adults with disabilities. Collectively, these programs are known as Supplemental Transportation Programs (STP). STPs are programs that add to the traditional transportation services, which often do not meet the needs of its users.¹⁴ Similar to traditional services, STPs offer transportation to a variety of destinations.¹⁴ Most importantly, STPs provide "supportive transportation" in the form of door-to-door and door-through-door assistance.¹⁴ The TRIP program is one example of an STP. TRIP is one of the special services in Riverside County that complements public transportation by reimbursing volunteers to transport individuals where no transit service exists or when the individual is too frail, ill, or unable to use public transportation for other reasons.

Finally, in order to help alleviate the congestion on the roads, RCTC offers alternatives to those driving alone with their carpooling assistance program. The aim of this program is to help commuters find better ways to get to work and to ease the congested traffic, leading to shortened travel times and decreased levels of stress. This in turn, leads to more efficient use of our roads and highways. RCTC offers a free, web-based, Commuter Assistance Program that is loaded with traffic information, carpool assistance, and bus/train route information. After considering the existing programs and modes of transportation, the next step is to identify the reasons these programs haven't been able to fully meet the needs of its target user.

Service Gaps and Barriers

Public transportation provides an important option for seniors and disabled who cannot, or choose not to, drive. However, a recurrent theme among them is that barriers at transit stations and bus-stops are significant impediments to transit use¹². A barrier can be defined as something that makes it difficult or impossible for an individual to understand, access, or use transportation services¹².



Some of the most common service gaps and barriers include:^{12,13}

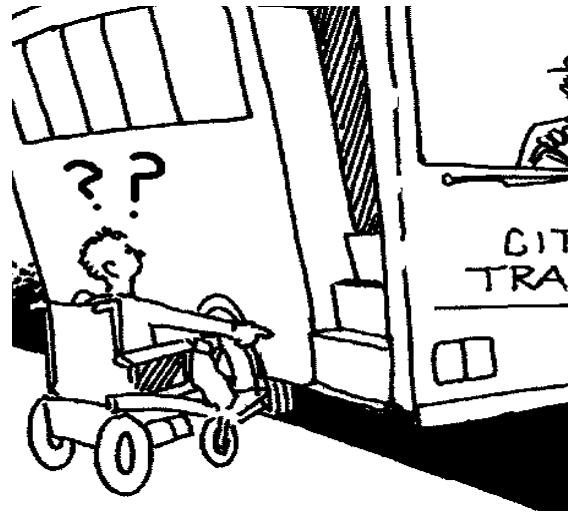
- waiting outdoors in uncomfortable station areas
- unreliable service
- lack of security and actual or perceived crime
- inconvenient pedestrian access to stops
- lack of sensitivity training for bus drivers to better understand and meet the needs of the senior riders
- frail riders that require assistance
- assistance unavailable for wheelchair bound clients
- the lack of gurney transportation for those that are bed-bound and need to go to a doctors appointment

Of the many barriers and service gaps that exist, there are six particularly important points for Riverside County in which solutions would greatly improve availability and utilization¹³. The six points are:¹³

1. Travel over long distances and inter-jurisdictional travel in which a user is traveling between cities, regions, or counties,
2. Special needs medical travel such as gurney transport,
3. Access to non-centralized, widely-dispersed services,
4. After hours and weekend service availability,
5. Special considerations for seniors and people with disabilities who could use fixed route buses, and
6. Close coordination of a variety of services that will substantially meet the transportation needs of the population.

The service gaps that exist within the current system can be broken down into four categories based on their trip components. The first component deals with understanding the system. Gaps that exist in this component have to do with the lack of service in particular areas as well as the necessity of advanced planning in order to fully utilize the service¹². Gaps also exist relative to the access component of a trip. These gaps include: bus stops with no seating or shelter, no assistance from home to access point, lack of wheel-chair access, and unreliable times of departure¹².

While utilizing transit services, it has been noted that upon arriving at their destination, arrival times are unreliable and that there was a lack of assistance from the access point to the actual destination¹². In addition to the barriers and service gaps, individuals are also unable to use existing services because of various physical, mental, and financial constraints¹². In other cases, individuals are unable to utilize services because they simply do not exist in their geographical area¹².



The transportation needs of individuals may become the barriers which prevent them from utilizing services.

In addition to the barriers and service gaps, it has been noted that there is not enough dedicated funding to sufficiently provide alternative transportation options.¹² Such funding would play an important role in addressing the mobility needs of the users. Such needs include the existence of services that facilitate a user's desire to move from one point to another¹². Assuming service is available, the need for accessibility then comes into play. Travelers must be able to physically access and exit the system. Advocates and service providers both identified the need for services to be reliable in terms of service areas, schedules, and accessibility¹². Finally, in order to become a viable alternative form of transportation, services must be able to accommodate unexpected changes such as changes in appointment times¹².



The picture above is an example of a rail stop that lacks a ramp. This makes entering & exiting very difficult for seniors and impossible for wheelchair-bound individuals.



The picture above shows an example of a bus stop without a proper sidewalk, making access to the stop very difficult. A bench and proper shelter are also missing from this bus stop.

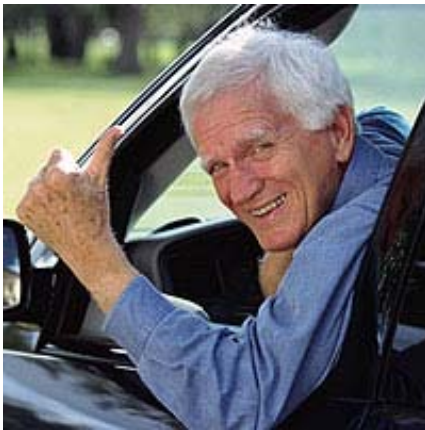


The photo above shows the utilization of a properly installed bus ramp. The addition of these ramps allows disabled persons and seniors to enter/exit buses with ease and little stress.

Concluding Remarks

It has been noted by many in the aging-service community that it is very difficult, and in some cases impossible, for individuals to stop driving if no alternative modes of transportation are available.¹⁴ However, simply having alternative modes of transportation may not be sufficient, as there still exists various barriers and service gaps within the system. The combination of a rapidly growing elderly population and a fading network of extended families and friends results in a greater challenge for public transportation advocates. In addition to addressing the barriers and service gaps, transportation services must be "senior-friendly." Studies undertaken by the Beverly Foundation have resulted in an understanding of what seniors and their concerned family and friends believe are effective, usable transportation alternatives.¹⁵ They have been identified as the "5 A's of Senior Friendly Transportation" and are as follows:¹

1. Availability- transportation exists in the area
2. Accessibility- transportation can be reached and utilized
3. Acceptability- factors dealing with cleanliness, safety, and user-friendliness
4. Affordability- deals with costs
5. Adaptability- transportation can be modified or adjusted to meet changing needs



Building public awareness of the issues without promoting ageist attitudes and judgments will remain a challenge. However, the successful implementation of effective and efficient transportation programs will increase peoples' confidence in making decisions regarding driving cessation. Such programs will provide safe and reliable alternative modes of transportation while maintaining affordability and senior-friendliness. This will enable the elderly population to obtain and secure basic necessities as well as maintain social networks and favorite activities.

Ultimately, this will allow them to maintain their self-esteem, independence, and quality of life.

Riverside County Office on Aging will issue a transportation focused Blue Ribbon report that includes input and strategies obtained from the May 2007 *Roadmap for Coordinated Transportation Innovations* forum, as well as the various committee meetings held throughout the year. Findings gathered from the Older Driver Mobility Roundtable convened by the Director, Office on Aging earlier this year will also be included in the Blue Ribbon report. The Blue Ribbon report is expected to be completed Fall 2007.

Sources

1. The 5 A's of Senior Friendly Transportation. *Criteria for Transportation Service Evaluation, the Beverly Foundation and Partnership for Independent Living*. May 2005
2. Cook C.A. and C.J. Semmler (1991). "Ethical dilemmas in driver reeducation." *American Journal of Occupational Therapy* 45(6): p. 517-522.
3. Eberhard, J.W. (2001). Safe mobility for older Americans: Developing a national agenda. *Maximizing Human Potential, American Society on Aging*. Fall: 1.
4. TCRP Report 82: Improving Transit Options for Older Persons: Volume 2- Final report. Taken from http://ttap.colostate.edu/Library/TRB/tcrp_rpt_82v2a.pdf , March 2, 2007.
5. Teen and Senior Drivers (2003). California DMV. p.1, taken from http://www.dmv.ca.gov/about/profile/rd/r_d_report/Section%206/194-TeenandSeniorReport.pdf , March 5, 2007.
6. U.S. Census Bureau - Taken from <http://quickfacts.census.gov/qfd/states/06/06065.html>, March 5, 2007.
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9. Vernon, D., E. Diller et al. (2002). "Evaluating the crash and citation rates of Utah drivers with medical conditions, 1992-1996." *Accident Analysis and Prevention* 34(2): p. 237-246.

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11. Staplin, L., K.H. Lococo et al. (1998). Intersection negotiation problems of older drivers. Washington, DC: National Highway Traffic Safety Administration.
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13. Advisory Council on Aging Housing & Transportation Standing Committee, August, 2006.
14. Kershner, H., Harris, J. (2007). "Better Options for Older Adults." Taken from <http://www.tfhrc.gov/pubrds/07mar/03.htm> April 2, 2007.
15. SeniorDrivers.org. "On the Road to Senior Friendly Transportation". Taken from <http://seniordrivers.org/STPs/providers.cfm?button=fiveAs> April 4, 2007.
16. Department of Finance Population Estimates 2006 based on 2000 census.

Riverside County - Innovative Transportation Programs

Transportation Reimbursement Information Project (TRIP) - The TRIP program is an award winning, nationally acclaimed, social transportation program that complements rail, fixed route, and special public transportation services in Riverside County, California. TRIP has more than 12 years of successful operation and management of this volunteer/friends transportation program that has resulted in the development of an easy, efficient and low cost way for every organization and agency to effectively administer their volunteer-based supplemental transportation program.

Web: <http://www.livingpartnership.org/Transportation.htm> Phone: 800- 510-2020

Care-a-Van Transit (San Jacinto/Hemet)- The Care-a-Van transit program is a non-profit, dial-a-ride program that provides curbside to door services as well as trips to the Loma Linda and Veterans Hospitals. In addition to San Jacinto and Hemet, this program also serves the unincorporated areas of Winchester, Val Vista, Homeland, and Romoland.
Phone: (951) 791-3572

Riverside County Regional Medical Center (RCRMC) Transportation-

Under RCRMC's door-to-door transportation program, patients' appointments are coordinated with clinic times in order to efficiently provide service. It provides no-cost services to the elderly, disabled, and the needy. The program has an emphasis on dialysis appointments and medication pick-ups.

Web: <http://www.rcrmc.org/> Phone: 951- 486- 4111

Last Resort Transport- Desert Samaritans for the Elderly operates a transportation program in the Coachella Valley known as the "Last Resort Transport." The focus of this program is to aid with transportation for those with medical and other health related needs. The success of the program can be attributed to the extensive coordination and network of partnering and referrals between organizations throughout Coachella Valley. With the help of volunteers and staff, Desert Samaritans helps meet transportation needs by running and operating one wheelchair accessible van and one passenger van.

Web: <http://www.dsfte.org/> Phone: 760-837-9066

Enrichment Transportation Program- The Enrichment Transportation Program was started by the Eddie Dee Smith Senior Center in 2002 with the generous donation of a 16-seat bus from the Riverside Transit Agency. Under this program, a volunteer driver provides transportation services to more than 800 seniors annually by providing them with free trips to the grocery store and other recreational activities.

Phone: (951) 275- 9975

Highlighted National Programs

Appendix B

The following programs were presented by a panel at the Riverside County Office on Aging Transportation Forum, *Roadmap for Coordinated Transportation Innovations* - May 2007. These programs were identified as exemplary programs that have addressed some of the same mobility issues which we currently face in Riverside County. A special thank you to the panelists for sharing their programs.

MEDICAL MOTOR SERVICE- Rochester, NY

Mission Medical Motor Service is a non-profit community organization that provides specialized transportation. We strive to achieve the highest level of safety and customer satisfaction in order to improve the quality of life for people with specialized transportation needs.

History Started in 1919 as a volunteer organization that brought doctors and nurses to patients during the influenza epidemic, Medical Motor Service, located in Rochester, New York, is now a member of an eight agency alliance of partners committed to the service of persons with disabilities.

Service Medical Motor Service provides direct transportation, brokered trips and vehicle maintenance services. About 450,000 one-way trips are directly provided each year and another 40,000 non-emergency medical trips are brokered through other community providers in Rochester and throughout Monroe County. With an annual budget of about \$7 Million, Medical Motor Service uses a wide variety of funding strategies, including contracts with the local transit authority, Community Development Block Grants, capitated contract with Medicaid's Managed Care program, a food market shuttle program, bartering services with faith-based organizations for use of vehicles, and cooperative fund-raising.

Leadership and Innovation

- Direct and brokered trips, including for dialysis treatments.
- Specific services tailored to the needs of partnering agencies.
- In addition to grants, has funding contracts with a wide variety of funding sources.
- Emphasis on trip grouping.
- People first philosophy.
- Serves wide range of riders from infants to the old-old.

Contact Information

William McDonald, Director
Medical Motor Service
One Mustard Street
Rochester, NY 14609-6980

Tel: 585.654.6030
E-Mail: w_mcdonald@medicalmotors.org
Website: www.medicalmotors.org

PARATRANSIT, INC. - Sacramento, CA

Mission Expand mobility options by advocating for a fully accessible, useable, and integrated public transportation system and by providing innovative community transportation services.

History Paratransit, Inc. was incorporated in 1978 as a private nonprofit corporation to provide demand-responsive transportation service to individuals and agencies serving people with disabilities and the elderly within Sacramento County. Its service area is mixed urban, suburban and rural areas of the county.

Service Using over 150 owned accessible vans, Paratransit, Inc. provides rides 5 am to 12:30 am everyday, seven days a week. Union drivers provide escort and door-to-door service. With an annual budget of about \$18 Million, Paratransit, Inc. provided over 800,000 one-way trips for 14,000 registered riders served in 2006. Innovative funding includes Transportation Development Act funding, city and county funding, local sales tax, vehicle maintenance services, and entrepreneurial contracts.

Leadership and Innovation

- Pioneered the first industry efforts to fully automate routing and scheduling of demand-response trip booking.
- Maintenance facility provides revenue source through vehicle services for dozens of outside agencies.
- Union drivers provide escorted, door-to-door service.
- Demand responsive services are provided 7 days a week for extended hours.

Contact Information

Paratransit, Inc.
Attn: Mary Steinert
P. O. Box 231100
Sacramento, CA 95823

Tel: 916.429.2009
E-Mail: paratransit@paratransit.org
Website: www.paratransit.org

RIDE CONNECTION- Portland, OR

Mission Ride Connection is a non-profit, community service organization established to link accessible, responsive transportation with community need. The vision of Ride Connection is to create independence and community connections through the gift of mobility.

History Located in Portland, OR, Ride Connection was organized as a network of transportation providers that complements ADA service available through the mass transit district (TriMet) that provides public transportation for much of the three local counties.

Service Ride Connection is a community based transportation service utilizing both paid and volunteer drivers serving older adults and people with disabilities. It links responsive transportation with the needs of older adults and people with disabilities. In fiscal year 2006 the service connected a network of more than 30 service providers, scheduled more than 358,749 rides for 10,447 people, and involved 233 paid drivers and 374 volunteers in providing personalized and accessible door-to-door services. Ride Connection receives the majority of its grant funding from the Oregon DOT and TriMet.

Leadership and Innovation

- In partnership with public transit, personalized "counseling" service assists customers to choose the best option for each of their trips.
- Diversified funding, including State Transportation Department and Public Transit Agency dollars.
- Supports the uniqueness of provider partners, who each provide a narrow focus of services defined by community needs, such as life sustaining medical travel for chemotherapy, radiation and dialysis or, in another case, all purpose transportation for customers in rural areas.
- Supports collaboration between public transit agency and network partners to develop community transportation solutions that reach beyond the ADA requirements, leverage community resources, are appropriate to individual customer's needs, and expands the capacity of the regional system.
- Acts as an administrative partner and liaison between community agencies and funders, providing technical assistance, streamlining funding applications, helping with the acquisition and maintenance of accessible vehicles, and providing support in training, compliance, safety and reporting.

Contact Information

Ride Connection
3030 SW Moody Ave, Suite 230
Portland, OR 97201

Tel: 503.528.1720
E-Mail: ride@rideconnection.org
Website: www.rideconnection.org

ST. JOHNS COUNTY ON AGING TRANSPORTATION PROGRAM **AND THE SUNSHINE BUS COMPANY-** St. Augustine, FL

Mission To provide leadership and advocacy on behalf of all older persons and to provide programs and services for the community that promote dignity and respect, and foster independence and high quality of life, public health and recreation, assistance and comfort to the sick and disabled, and lifelong learning and effective self-management.

History Located in St. Augustine, Florida, St. Johns County Council on Aging is a nonprofit established in 1973 to provide services to residents of St. Johns County who are aged 60 and older.

Service The *Sunshine Bus* provides deviated fixed route trips in St. Augustine. Buses stop when hailed, mostly serving ambulatory general public riders in the urban area. *St. Johns County on Aging Transportation Program* provides demand responsive trips to older adults, persons with disabilities, and residents of rural areas throughout St. Johns County, a service area of 603 square miles. In partnership with the Jacksonville Transit Authority, services are also provided in portions of neighboring Duval County. With an annual budget of about \$2 Million, from multiple funding sources, the combined services provide approximately 200,000 one-way trips per year, of which approximately 60% are demand responsive. Innovative funding includes developer "set-asides" for transportation. Paratransit provides a 24 hour, 6 days a week stretcher service. To facilitate cost control and increase operational effectiveness, a Geographic Information Systems, Automated Vehicle Locator service and ride scheduling software is used.

Leadership and Innovation

- Customer first culture with "hospitality focus".
- "Concierge" services on buses.
- To overcome the challenge of low population density, Sunshine bus uses deviated fixed routes and cellular phone communication.
- 24 hour a day, 6 days a week stretcher service; Private pay
- Partnership with neighboring public transportation agency for service across county lines.
- Funding support that includes developer commitments to fund area transportation services.
- Use of Bio-Diesel fuels

Contact Information

St. John's County Council on Aging
Catherine Brown, Executive Director
180 Marine Street
St. Augustine, FL 32084

Telephone: 904.823.4810
E-Mail: ckbrown@aug.com
Website: www.stjohnscoa.com

YORK COUNTY COMMUNITY ACTION CORP. (YCCAC)

TRANSPORTATION PROGRAM- Sanford, ME

Mission To alleviate the effects of poverty, attack its underlying causes and to promote the dignity and self-sufficiency of the people of York County, Maine.

History Located in Sanford, Maine, the YCCAC transportation program began in 1969 with one van to provide transportation to dialysis treatments.

Service Today, YCCAC provides public transportation and volunteer driver services to residents of 29 towns in a service area of 1,000 square miles, 90% of which is considered to be rural. Drivers are a mix of paid drivers and volunteers. In 2006, the transportation program's budget was approximately \$5 Million, with Medicaid payments supporting about 60% of the operating budget. The program is supported by a dozen different sources of funding, including coordination and reimbursement with hospitals. YCCAC developed its own software to coordinate and schedule travel. YCCAC provides a wide range of volunteer driver training experiences, supported by the equivalent of continuing education credits.

Leadership and Innovation

- Mix of buses, vans, mini-vans and volunteer driven automobiles.
- Innovative funding, including contracts with State of Maine.
- Trip clustering.
- Customer-first approach and culture of service.
- Growth of services through willingness to change.
- Affordability based fares.

Contact Information

Transportation Program
York County Community Action Corp.
6 Spruce Street
P.O. Box 72
Sanford, ME 04073

Tel: 207.324.5762

E-Mail: cgarber@yccac.org

Website: www.yccac.org

Additional Resources

1. 2005 White House Conference on Aging.
<http://www.whcoa.gov/>
2. AAA's Foundation for Traffic Safety Senior Driver - (202) 638-5944
<http://www.seniordrivers.org/home/>
3. AAA's "Roadwise Review". A Tool to Help Seniors Drive Safely Longer
<http://www.aapublicaffairs.com/Main/Default.asp?SectionID=&SubCategoryID=38&CategoryID=3&ContentID=315&>
4. American Association of Retired People - (888) 687-2277
<http://www.aarp.org/>
5. American Society on Aging - (800) 537-9728
<http://www.asaging.org/>
6. "Better Options for Older Adults" by Helen Kerschner and Joan Harris
<http://www.tfhrc.gov/pubrds/07mar/03.htm>
7. Beverly Foundation- (626) 792-2292
<http://www.beverlyfoundation.org/>
8. California Department of Transportation - (916) 654-5266
<http://www.dot.ca.gov/>
9. California Highway Patrol - (800) 835-5247
<http://www.chp.ca.gov/>
10. Easter Seals "Transportation Solutions for Caregivers: A Starting Point"
http://www.easterseals.com/site/PageServer?pagename=ntl_tsc_toolkithome
11. Mobility Services for All Americans; *Mobility, Access and Needs, Barriers, and Gaps*
<http://www.its.dot.gov/msaa/msaa2/chapter2.htm>

12. National Highway Traffic Safety Administration - (888) 327- 4236
<http://www.nhtsa.dot.gov/>
13. Older Californian Traffic Safety Task Force - (916) 657-7222
<http://www.chp.ca.gov/html/octs.html>
14. "The 5 A's of Senior Friendly Transportation". Prepared by the Beverly Foundation
http://www.beverlyfoundation.org/resourcestore/pdf/snapshots/the_5as_of_senior_friendly_transportation.pdf
15. Transportation Research Board- (202) 334-2934
<http://www.trb.org/>





Riverside County Office on Aging

6296 River Crest Drive, Suite K
Riverside, CA 92507
1-800-510-2020 (within Riverside County)
(951) 867-3800
(951) 697-4699 T.T.

www.rcaging.org
www.riverside.networkofcare.org

This overview was developed by Hay Lo, Masters Level Student Intern, with input from the Riverside County Advisory Council on Aging's Housing and Transportation Standing Committee. Funding provided by the Office on Aging through the Older Americans Act.