

Alternate Transportation for Seniors

An Examination of Service Providers in Urban and Rural Alberta - Executive Summary

Prepared for the:





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Executive Summary

Introduction

Alberta's population is ageing. Over the next 10 years, the number of individuals 65 years of age and older in Alberta will increase by 40%; in less than 20 years, the number of seniors will double.¹

Although the majority of the older population rely on the private automobile to meet their mobility needs,² there is a significant percent of this population who lack access to a private vehicle. Those who are older, female, in poorer health, or of low economic status are more likely to lack access to a private vehicle, either as a driver or as a passenger.³

Lack of access to a private vehicle often results in unmet needs, including both life sustaining and life enhancing needs. It is important to note that rural seniors have more unmet needs than their urban

counterparts because of transportation deficiencies in rural areas.⁴

The demand for alternate means of transportation is increasing as a growing number of seniors voluntarily give up or have their driving privileges revoked as a result of changes in driving competency due to illnesses that affect vision (e.g., cataracts, glaucoma), motor functioning (e.g., arthritis), or cognitive abilities (e.g., Alzheimer's disease or other progressive dementias).

Results from a recent U.S. study indicate that men outlive their driving careers by seven years, with women outliving their driving careers by ten years.⁵ Thus, a significant percent of the older population will depend on alternate transportation for a decade or more in later life.

Currently, at the community level, it is well recognized that transportation service provision for seniors often is fragmented. Importantly, seniors often rate the transportation options in their communities as poor, particularly in rural areas.⁴

Although alternate transportation services for seniors (e.g., volunteer

driving programs, buses, handi-vans, Driving Miss Daisy, etc.) are in place in a number of communities in Alberta, system level awareness of those services is lacking. Knowledge of the responsiveness of those services also is lacking.

There also is a need for a user friendly, easy-to-access resource base that can provide seniors, family members, and those involved with the care of seniors with current and valid information regarding existing alternate transportation options in both urban and rural communities throughout Alberta.

Objectives

The primary objectives of this study were to identify alternate transportation service providers for seniors in the province of Alberta, to examine the responsiveness of those service providers in terms of the 5 A's of senior friendly transportation (that is, alternate transportation that is Available,

Acceptable, Accessible, Adaptable, and Affordable), as articulated by the Beverly Foundation,^{6,7,8} and to develop a paper-based and online compendium of those service providers.

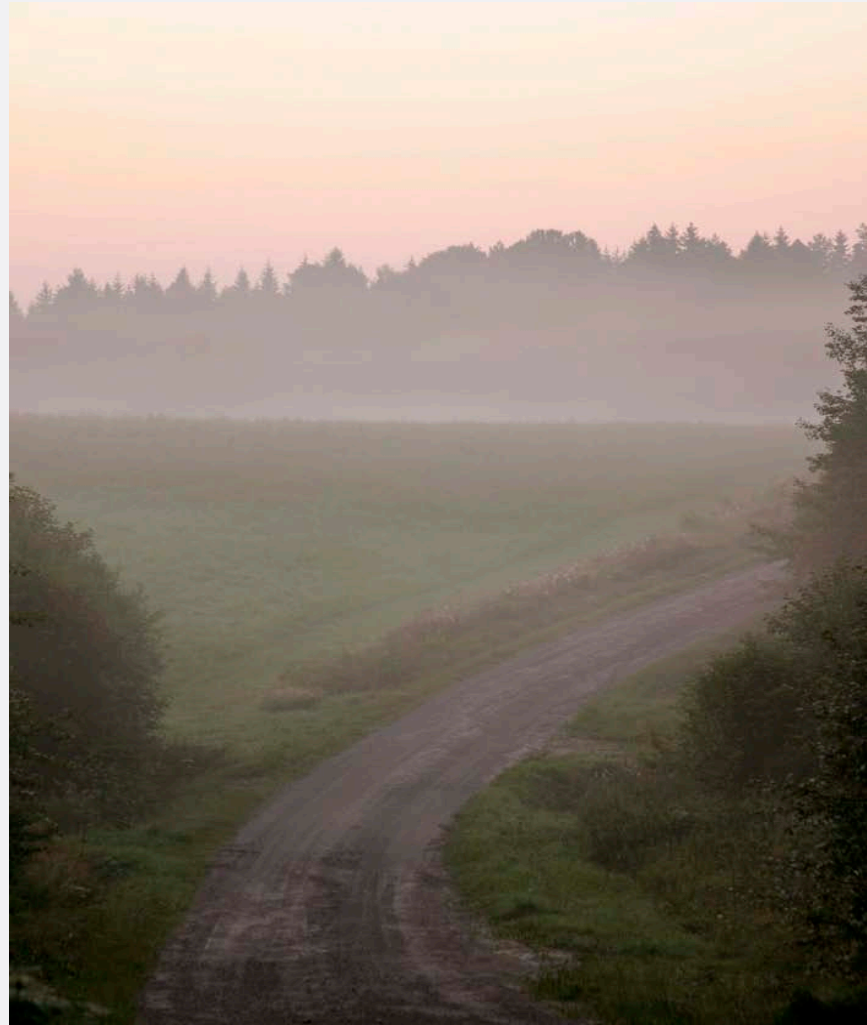
Methods

Alternate transportation service providers were identified using various methods (web-based searches of community websites, known alternate transportation for seniors [ATS] service providers, and seniors' organizations; hand searches of seniors' service directories; and phone contacts with known ATS service providers and seniors' organizations). Data were collected through face-to-face or phone interviews with identified ATS service providers using a structured data collection form. Seven hundred and ninety eight organizations were identified as potentially providing alternate transportation to seniors in the province. Of those, 197 organizations were established as providing alternate transportation services to seniors (see page 27 of this Executive Summary for a listing of those organizations, alphabetically, provincially and by region).

The Final Report, and the accompanying online *Compendium of Alternate Transportation Services in Urban and Rural Alberta*, addresses those objectives.

The Final Report is divided into four sections:

- Section 1 ATS Service Providers – with data presented for the Province as a Whole;
- Section 2 ATS Service Providers – with data presented across the Nine Regions of the Province;
- Section 3 ATS Service Providers – with data presented by Urban and Rural Locations; and
- Section 4 – Challenges Identified, Summary, and Conclusions.



In the Final Report, we report on the availability of alternate transportation service provision for seniors in the province of Alberta and examine the responsiveness of those service providers in terms of the 5 A's of senior friendly transportation (alternate transportation that is Available, Acceptable, Accessible, Adaptable, and Affordable), as articulated by the Beverly Foundation.^{6,7,8}

For this Executive Summary, we provide an overview of the 5 A's of senior friendly transportation, a summary of the *Key Findings* for alternate transportation for seniors for 1) the Province as a Whole, 2) across the Nine Regions, and 3) by Urban and Rural Locations, a high level summary of the findings and conclusions, including a summary of the strengths and gaps of ATS service provision in the province. Finally, we offer insights for strengthening service provision for this rapidly growing segment of our population.

The 5 A's of Senior Friendly Transportation

Availability

Transportation services are provided to seniors and those services are available when needed (e.g., days, evenings; weekdays, weekends).

Acceptability

Service quality is acceptable in terms of advance scheduling; vehicles are clean and well-maintained; service providers provide driver 'sensitivity to seniors' training.

Accessibility

Service providers provide 'door-to-door' and 'door-through-door' transportation; service providers provide transportation to essential and non-essential activities.

Adaptability

Transportation can accommodate riders wanting to make multiple stops (trip chaining); allows for different types of routes (fixed vs. client response) and passenger service (single vs. group); can accommodate wheelchairs and walkers; escorts can be provided.

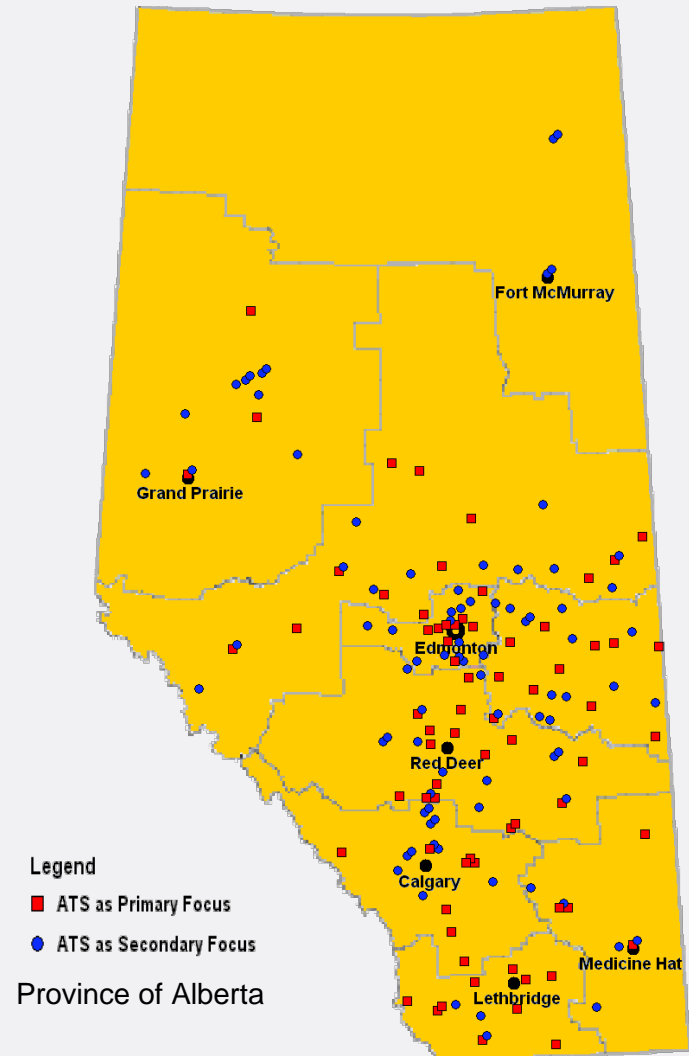
Affordability

Cost of transportation is affordable (e.g., uses volunteer drivers to reduce costs; vouchers or coupons available, etc.).

Overview of ATS Service Providers in the Province

As of May, 2010, there were 197 ATS service providers in Alberta. For the majority of the service providers (58%), transportation for seniors was *not* the primary focus. That is, providing transportation to seniors was part of their mandate but it was not their primary mandate. Conversely, only 42% of the ATS service providers in the province had transportation for seniors as their primary focus (mandate).

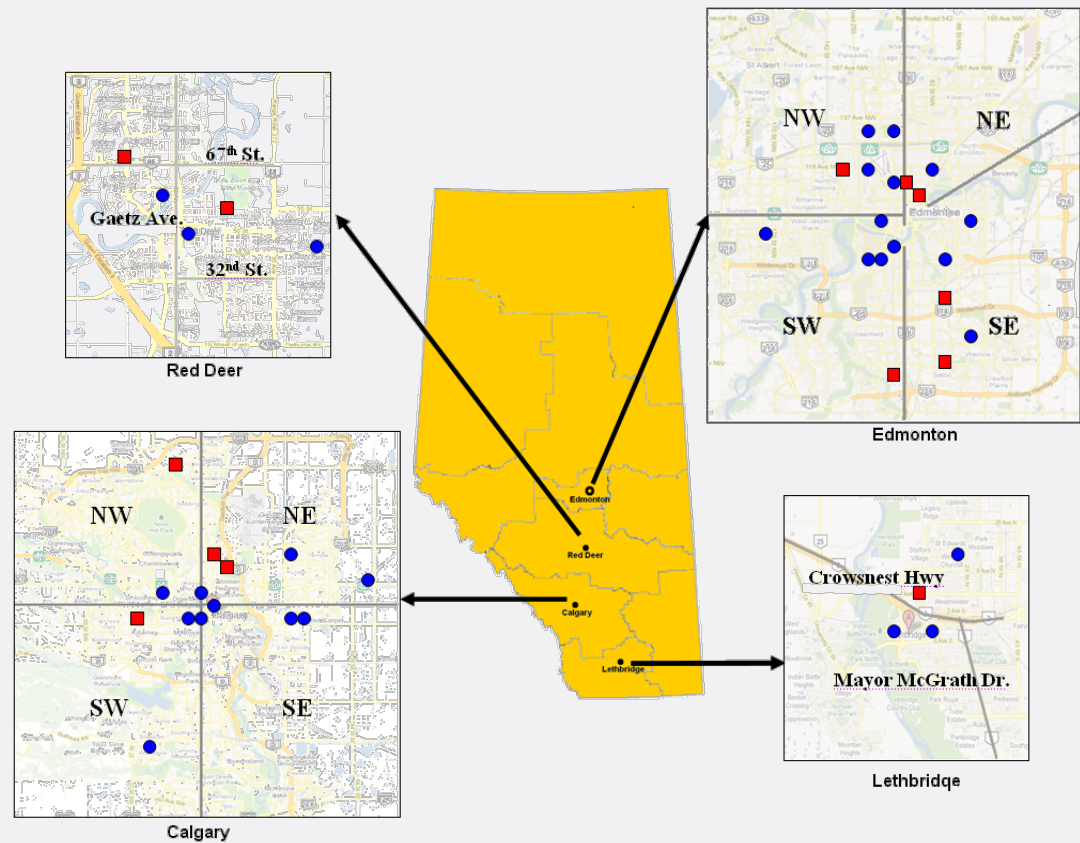
As shown on the map to the right, the majority of ATS service providers are concentrated in and around the major cities in Alberta (Edmonton, Calgary, Red Deer, Lethbridge, Medicine Hat, and Grande Prairie).



Communities with the Greatest Number of ATS Service Providers

Of the communities in Alberta with ATS service providers, the four with the greatest number of ATS service providers are Edmonton, Calgary, Red Deer, and Lethbridge.

The location of the ATS service providers for each of the communities is shown on the maps to the right (with the red boxes indicative of ATS service provision as a primary focus and the blue circles reflecting ATS service provision as a secondary focus).



Key Findings

ATS Service Providers (Province as a Whole)

- As of May, 2010, 197 ATS service providers were identified in the province of Alberta. Notably, for the majority (58%) of the service providers, transportation for seniors was *not* their primary mandate.
- The location of the ATS service providers, based on the former regionalization of the province into nine regions, is as follows:
 - 16 in the Chinook region (formerly RHA Region 1)
 - 9 in the Palliser region (formerly RHA Region 2)
 - 32 in the Calgary region (formerly RHA Region 3)
 - 34 in the David Thompson region (formerly RHA Region 4)
 - 25 in the East Central region (formerly RHA Region 5)
 - 40 in the Capital region (formerly RHA Region 6)
 - 24 in the Aspen region (formerly RHA Region 7)
 - 13 in the Peace Country region (formerly RHA Region 8)
 - 4 in the Northern Lights region (formerly RHA Region 9)
- There are more ATS service providers in rural regions (64%), with 36% of providers located in urban settings.
- The overwhelming majority (93%) of ATS service providers in the province of Alberta are not-for-profit, with the majority (66%) of ATS service providers relying on a mix of funding to cover operational expenses.

- The average number of clients served in the province, overall, is 73 (SD = 207) per month and 162 (SD = 317) per year. As is evident by the large standard deviations (SD), there is considerable variability in the number of clients served per month and per year across service providers. ATS service providers in the Palliser region serve the most clients (an average of 555 per year), with the Northern Lights region serving the fewest (n = 99). Across the other regions, the average number of clients served per year is relatively consistent (~125–150). The low percent of seniors in the Northern Lights region may account for the low number of service providers. However, in general, the number of ATS service providers in each region is unrelated to the demographics (e.g., percent of seniors) of the region. The demographics of each region are provided on page 77 of the Final Report.

Availability

- The average years in operation for ATS service providers is 15.55 years overall (Range: 10 months to 58 years).
- The majority (61%) of ATS service providers in the province provide rides during daytime hours only (until 1800 hours), with 39% providing transportation during the daytime and evening hours (past 1800 hours).
- Less than half (43%) of ATS service providers in the province provide alternate transportation service during the weekend. The data indicate that a significant number of seniors who wish to ‘go places’ in the evening or on the weekend need to rely on family or friends or depend on public forms of transportation (e.g., buses, taxis), if available, in order to meet their transportation needs.

Acceptability

- The vast majority (93%) of ATS service providers in the province require advance notification for a ride, with 85% of ATS service providers requiring 24 hours or greater advance notification. This indicates that a majority of

seniors lose the opportunity to spontaneously engage in activities that occur in their communities or outside of their community – notably, this is a frequently documented complaint of seniors who no longer driver (voluntarily or involuntarily).

- Less than one half of ATS service providers in the province offer any type of training to their volunteer and/or paid drivers, with only 10% of service providers providing training relevant to seniors (e.g., ageing, disability, or mental health issues). The lack of training in these areas may leave the most vulnerable segments of our older population (e.g., those with a dementia or physical disability) at risk.

Accessibility

- Approximately one half (48%) of ATS service providers in the province offer enhanced services by providing door-through-door service. Although this type of service is not required by the vast majority of the young-old (65–74 years), it is a service that is needed in increasing numbers by the mid-old (75–84 years) and old-old (85 years of age and older) due to the increasing prevalence of dementia with age. For example, data from the Canadian Study on Health and Aging (1994)⁹ indicate that the prevalence of cognitive impairment and dementia increases from 33% in those aged 76 to 84 years of age to more than 70% in those 85 years of age and older. The ageing of the baby boomer population will increase the need for more accessible transportation (e.g., door-to-door and door-through-door service) in the next two to three decades as this segment of our population moves through its senior years.
- In addition to the need for more responsive transportation as outlined above, the availability of transportation that meets a broader spectrum of needs is required by seniors today, with this demand expected to increase with the ageing of the baby boomers. Currently in Alberta, only about one half (51%) of ATS service providers provide

rides for a combination of medical, essential, social, and religious purposes. Although ATS service providers often will provide rides for medical, essential, and social purposes, only 56% of our providers provide rides for religious purposes. It is important to note that the percent of ATS service providers providing rides for social and religious purposes in Alberta is higher than the published literature. This is commendable, particularly given the importance of social interaction and worship for quality of life and well-being.

Adaptability

- Trip chaining (multiple stops during a trip) has been identified as an important feature of ATS service provision. The ability to ‘run errands’, buy groceries, pick up the mail, and to stop for lunch is readily available for those seniors who drive or for those who have friends or family that provide transportation. Almost two-thirds (63%) of ATS service providers in the province do provide trip chaining, which in turn, allows many clients to meet this important transportation need. Slightly more than half (55%) of ATS service providers in the province provide transportation ‘where the client wants to go’ (client response routes).
- Almost two-thirds (62%) of ATS service providers in the province also can accommodate wheelchairs. This percent is high given the reliance of many ATS service providers on volunteer drivers using their own vehicles. However, only 34% of service providers have drivers who assist in clients transferring in and out of the vehicles. The need for assistance in transferring increases with age. Given that it is this segment of the population that is less likely to drive, efforts to increase this service would help to accommodate this segment of the senior population.
- Finally, fewer than half (40%) of ATS service providers in the province offer escorted services. Seniors who are most vulnerable (e.g., those with a dementia) are most in need of this service. As noted previously, this need is

projected to become even more important in the next several decades due to the projected two-and-a-half-fold increase in the incidence and prevalence of dementia in Canada.¹⁰

Affordability

- The cost of alternate transportation is relatively low. One way fare, on average, is \$4 with a range of 50 cents to \$20 across the 197 ATS service providers in the province. In addition, few service providers (18%) charge an annual membership fee. This benefit to seniors, however, presents a challenge to the organization in that difficulty in securing dollars to cover operational expenses is a recurring theme across providers.

ATS Service Provision (Across the Nine Regions)

Availability

- Average years in operation across the regions range from 12 to 20 years. ATS service providers have been in operation for the longest in the Palliser region (20 years), followed by service providers in the David Thompson region (19 years). ATS service providers have been in operation, on average, for 15 years in the Chinook, Calgary, East Central, Capital, and Northern Lights regions, and for 12 years in the Aspen region.
- The average number of clients served per month by ATS service providers in each of the regions is relatively consistent (~ 50/month) across all regions, with the exception of the Palliser region. In that region, the average number of clients served per month is significantly higher at 381 per month.
- The majority of ATS service providers in each of the nine regions offer rides during the daytime hours only (until 1800 hours). The David Thompson (53%), East Central (56%), Capital (38%), Aspen (33%), Peace Country

(46%), and Northern Lights (50%) regions have the greatest percent of ATS service providers that offer rides in the daytime and evening. The Chinook and Palliser regions have the lowest percent of ATS service providers that provide both daytime and evening service (19% and 22%, respectively).

- In six of the nine regions (Chinook, Palliser, Calgary, Capital, Aspen, and Peace Country), the majority of ATS service providers offer rides on weekdays only. A greater percent of ATS service providers in the David Thompson (59%) and Northern Lights (75%) regions offer rides on both weekdays and weekends.

Acceptability

- The vast majority of ATS service providers in each region require advance notification for transportation provision. This ranges from 75% of service providers in the Northern Lights region to 100% of service providers in both the Palliser and Calgary regions.
- Most of the ATS service providers in each of the nine regions require at least 24 hours notification for a ride. The David Thompson region is the only region where a greater percent (35%) of service providers require 48 hours or greater notification for a ride.
- The percent of ATS service providers that provide driver training to their volunteer and/or paid drivers varies across the regions, with the Peace Country and East Central regions having the greatest percent of providers providing driver training (77% and 56%, respectively). For the remaining regions, 31% to 50% of ATS service providers offer driving training. *Based on the service providers that do provide training*, the Capital and Northern Lights regions have the greatest percent of ATS service providers who provide training on mental health issues to their drivers (41% and 50%, respectively). The Palliser and Northern Lights regions have the greatest percent of ATS service providers offering driver training on ageing/seniors' issues (50%, respectively).

Accessibility

- Door-through-door is the most common type of service provision offered by ATS service providers in the Chinook, Palliser, Calgary, David Thompson, East Central, and Capital regions. Door-through-door service is not offered in the Northern Lights region. Curb-to-curb service is offered by a greater percent of ATS service providers in the Aspen (50%), Peace Country (69%), and Northern Lights (50%) regions.
- Only four regions (Palliser 78%, David Thompson 59%, East Central 64%, and Peace Country 54%) have 50% or more of their ATS service providers offering rides for all four trip purposes (medical, essential, social, and religious).

Adaptability

- The Chinook, Palliser, East Central, and Capital regions are the only four regions in which trip chaining is offered by more than two-thirds of ATS service providers (75%, 78%, 80%, and 68%, respectively). In all other regions, trip chaining is offered by less than two-thirds of ATS service providers.
- Routes based on the client's needs (client response routes) are the most common type of service provided by ATS service providers in the Chinook, Palliser, Calgary, David Thompson, East Central, Capital, and Aspen regions. However, the Northern Lights region has the greatest percent of (75%) of ATS service providers that offer both fixed routes and client response routes.
- The vast majority of ATS service providers across the nine regions offer both single passenger and group passenger service.
- Clients' walkers can be accommodated by a vast majority of ATS service providers in each region. However, wheelchair accommodation is less universal with only 45% of ATS service providers in the Capital region to

100% of ATS service providers in the Peace Country region offering this service.

- Few ATS service providers in each of the regions have drivers that assist passengers with transferring in and out of the vehicle. The Peace Country (46%) and the Capital (42%) regions are the only regions where a significant percent of ATS service providers allow their drivers to assist in the transferring of a passenger.
- Few ATS service providers within each region provide escorted transportation service for seniors. The Calgary region has the greatest percent (53%) of ATS service providers who offer this type of service.

Affordability

- The vast majority of ATS service providers in each region do not charge their clients an annual membership fee. Of the ATS service providers in each region who do charge an annual membership fee, all of the regions except the Peace Country region have service providers who charge their clients mandatory fees. However, the Palliser, Calgary, Capital, and Aspen regions also have service providers who charge their clients voluntary membership fees.

ATS Service Providers (By Urban/Rural Setting)

Availability

- The average years in operation for service providers in urban and rural locations are identical (15.5 years).
- The number of clients served per month and per year differs significantly between urban and rural ATS service providers, with service providers in urban regions serving, on average, 134 clients per month compared to 38 per month by rural providers, a difference that is statistically significant.
- A higher percent of ATS service providers in urban Alberta (69%) provide rides during daytime hours only (until

1800 hours), with 56% of rural service providers offering rides during the daytime only.

- In both urban and rural settings, some ATS service providers offer rides in the daytime and evening (past 1800 hours), with a greater percent (44%) of rural providers offering this type of service.
- A greater percent (45%) of rural ATS service providers offer rides on weekdays and weekends (39% for urban settings), whereas a greater percent (61%) of service providers in urban Alberta offer rides during the week only.

Acceptability

- An overwhelming majority of ATS service providers in both urban and rural Alberta require advance notification for a ride, with 98% of those providers in urban locations and 78% of ATS service providers in rural Alberta locations requiring 24 hours or greater advance notification.
- A greater percent (54%) of ATS service providers in urban Alberta locations, compared to rural Alberta locations (39%), provide training to their volunteer and/or paid drivers.
- A correspondingly higher percent of service providers in urban settings offer training in mental health issues (32%) and on ageing/seniors' issues (34%) compared to service providers in rural locations (14% and 12%, respectively).

Accessibility

- Over half (56%) of ATS service providers in urban Alberta locations offer enhanced door-through-door service, compared to 43% of ATS service providers in rural Alberta locations.
- Approximately half of ATS service providers in both urban (46%) and rural (53%) Alberta location provide rides for all four trip purposes (medical, essential, social, and religious), with approximately half of ATS service

providers in both locations (52% and 58%, respectively) offering rides to clients for religious purposes.

Adaptability

- Almost two-thirds of ATS service providers in both urban and rural Alberta locations offer trip chaining (63% and 64%, respectively).
- More service providers in urban Alberta settings (73%) offer transportation to where the client wants to go (client response routes), compared to service providers in rural Alberta settings (44%).
- The vast majority of service providers in both urban and rural locations are able to accommodate their clients' walkers (94% and 98%, respectively), whereas fewer service providers in urban Alberta are able to accommodate their clients' wheelchairs (51% and 69%, respectively).
- Across both urban and rural Alberta settings, about one-third of ATS service providers offer aid in transferring in and out of the vehicle to their clients (35% and 33%, respectively).
- A greater percent (44%) of ATS service providers in urban Alberta are able to provide their clients with escorted service compared to service providers in rural Alberta (37%).

Affordability

- A greater percent of ATS service providers in urban Alberta locations (30%) charge an annual membership fee to their clients compared to ATS service providers in rural Alberta locations (10%). Of those service providers who do charge an annual membership fee in both urban and rural locations, the majority charge a mandatory fee (71% and 93%, respectively) rather than a voluntary fee (29% and 8%, respectively).
- Rider fees are charged by a greater percent of ATS service providers in rural locations (71%) than by ATS

service providers in urban locations (65%). Of the riders fees charged by providers in both urban and rural locations, a flat rate is utilized most often (74% and 54%, respectively).

- Few service providers in either urban or rural setting have coupons available for their transportation service (37% and 19%, respectively).

Challenges Identified

The challenges in providing alternate transportation for seniors, as identified by the service providers themselves, were similar across the province. Challenges identified by some of the providers are listed to the right.

“New generation doesn’t like to volunteer”

“The volunteer pool is ageing”

“Volunteers are uncomfortable driving seniors”

“Lack of compensation for drivers a barrier to recruiting volunteer drivers”

“Downturn in economy has led to fewer volunteers”

“People aren’t aware of volunteer opportunities...we need to advertise more”

“Perceived barriers...they think it’s more challenging to drive seniors than it is”

Challenges

When asked about how their organization could improve its service, from the organization's perspective, the four most prevalent challenges identified by the service providers were: 1) expansion of services (e.g., increased hours, days of service, number of trips, greater service area, etc. (n = 70), 2) need for newer and more accessible vehicles (n = 54), 3) need for more drivers (n = 44), and 4) need for more funding (n = 41). Other challenges identified less frequently included need for greater awareness of services in the community (e.g., need for advertising), need for training and education of drivers, cost of service provision, insurance requirements for drivers, and more office staff.

How Can Your Organization Improve Its Service? (From the Organization's Perspective)

- **The need for expansion of services**
 - “Cover more area...extend hours”
 - “Extend service to weekends” “More client response routes”
 - “Extend service to include non-medical”
 - “Extend service to city”
 - “As the demand grows, we need the capacity to accommodate more people”
- **The need for newer and more accessible vehicles**
 - “Need newer van”
 - “Getting an additional vehicle, a minivan for those who don't need a handivan”
 - “Need to make service handicap accessible”
 - “Need another bus to meet growing demand”
- **The need for more drivers**
 - “Our drivers get burnt out”
 - “Having more drivers”
- **The need for more funding**
 - “We need a driving on demand service but it can't be justified with our budget”
 - “[The challenge] is to raise money without raising client fees”
 - “More funding to attract paid drivers”
 - “Need resources to take on more seniors”

Challenges

When asked about how their organization could improve its service, from the client's perspective, the three most prevalent challenges identified by the service providers were: 1) need for an increase in and/or an expansion of services (n = 49), 2) the need for new vehicles (n = 16), and 3) the cost of rides (n = 13).

How Can Your Organization Improve Its Service? (From the Client's Perspective)

- **The need for an increase in and/or expansion of services**
 - “Clients want to go on more trips”
 - “An increase in the number of destinations”
 - “Clients missing out on therapy due to understaffing (of drivers)”
 - “More shopping days”
 - “People want expanded services”
- **The need for new and/or more accessible vehicles**
 - “Need a new, more comfortable bus”
 - “Need a more accessible vehicle”
- **Cost of the rides**
 - “Service is too costly”
 - “They want to pay less”
 - “Want a reduction in fees”

Summary

- Due to the ageing of the baby boomers, the senior population is the fastest growing segment of our society.
- The percent of seniors in Alberta is projected to double by 2026, from a base rate of 10% of the population in 2000 to 20% by 2026.¹
- The absolute number of seniors in Alberta will more than double in that same time period, from 302,500 (2000) to more than 720,000 (2026).¹
- Within the *senior* population itself, the fastest growing segment consists of those who are 85 years of age and older.
- Mobility is essential for meeting one's basic needs and is an important contributor to higher order needs of quality of life and well-being.
- In general, the 85+ segment of the older population has greater needs for social supports and health care than do younger seniors, but the 85+ seniors are the least likely to drive.
- Both public transit and taxis are used infrequently by the older population even when they lack other options.
- Transportation for seniors has been identified as an unmet need in many jurisdictions in North America, and jurisdictions in Alberta are no exception.
- Based on 2006 demographic data and a conservative estimate that 10% of the senior population is in need of alternate transportation in urban and rural Alberta, there currently is need for alternate transportation service provision for 30,250 seniors, with that number projected to escalate to 72,000 by 2026. Based on our data, the 197 service providers in the province currently are providing alternate transportation service to an average of 73 seniors per month, or a total of 14,381 seniors overall. This leaves a *conservative* estimate of approximately 16,000 seniors with unmet transportation needs *today*. Utilizing current models and rates of service provision, we can anticipate a *five-fold increase* in seniors with unmet transportation needs by 2026.
- Using current ATS service provision data, 790 more alternate transportation service providers would have to come on board in order to meet the projected demand for alternate transportation for seniors over the next two decades.

- With current models, this means all the resources of the current service providers would need to be expanded from the current 197 service providers to the future 790 service providers. Some of the resources are monetary, but many are not (e.g., volunteers), suggesting that future demand will outstrip resources based on current models of service provision.
- The ageing of the population, combined with the need for alternate forms of transportation, underscore the importance of the availability of alternate transportation that is sensitive and responsive to the needs of the senior population. The projected increase of seniors with unmet transportation needs, combined with the challenges of meeting the transportation needs of seniors today, suggests that the current orientation of alternate transportation provision will be inadequate in meeting the future transportation requirements of the senior population in urban and rural Alberta.

Conclusions

There are a significant number of ATS service providers in the province of Alberta. It is clear from our interviews that the providers are dedicated and often work tirelessly to provide alternate transportation for seniors in the province. However, it also is evident that there are a number of challenges including the need for newer and/or more accessible vehicles, difficulties in recruiting both paid and volunteer drivers, lack of funding, and understaffing. Notably, the most frequently identified challenge by service providers across the province, from both a provider and a client perspective, was the need for expansion of services to meet current demands. Meeting that challenge will be a daunting task given the struggles that many providers currently are experiencing in the delivery of service. Although the cost of rides was identified as a challenge by a number of service providers, it is noteworthy that this was not one of the top challenges identified. The challenges noted above are likely to escalate over the next two to three decades. It also is likely that the transportation needs of many seniors will continue to go unmet given the lack of capacity building and sustainability within the current system. Communication and collaboration among service providers were identified by service providers as important mechanisms for improvements in and enhancement of service provision, observations that underscore the importance of leadership at the local and provincial levels and the need for increased intersectoral collaboration. The identification of new funding streams and implementation of innovative approaches to ATS are needed to build sustainable and responsive service provision for seniors today and in the future.

List of ATS Service Providers in the Province (In Alphabetical Order of ATS Service Provider)

ATS Service Providers – Page 1	Location
Athabasca-Boyle Community Transportation	Athabasca
Autumn Lodge	Berwyn
Banff Specialized Transportation	Banff
Barrhead and District Social Housing Association	Barrhead
Bashaw Bus Society	Bashaw
Bashaw Elks Lodge	Bashaw
Bassano Damsiter's Drop-In Centre	Bassano
Battle River Lodge	Wainwright
Bentley Community Van Society	Bentley
Big Hill Senior Citizens Activities Society	Cochrane
Big Hills Lodge	Cochrane
Big Knife Villa Lodge	Forestburg
Blindman Handivan Society	Rimbey
Blood Tribe FCSS	Standoff
Bonnyville Handibus Association	Bonnyville
Bowden Community Bus	Bowden
Bragg Creek Snowbirds Seniors Fellowship	Bragg Creek
Breton Golden Age Club	Breton
Brooks and District Seniors Outreach Society	Brooks
Brooks Handibus	Brooks
Bruderheim FCSS	Bruderheim
Calder Seniors Drop-In Society	Edmonton
Calgary Seniors Resource Society	Calgary
Calmar and District Senior Citizens Society	Calmar
Canadian Cancer Society	Edmonton
Capital Health Home Care	Edmonton
Cardston and District Seniors Society	Cardston
Cardston Community Handibus Association	Cardston

ATS Service Providers – Page 2	Location
Carstairs Elks	Carstairs
Carstairs FCSS	Carstairs
Castor and District FCSS	Castor
Chauvin Seniors Drop-In Centre	Chauvin
City of Airdrie	Airdrie
City of Red Deer Transit Action Bus	Red Deer
Claresholm and District Transportation Society	Claresholm
Classic Caregivers, Ltd.	Edmonton
Coaldale Handibus Association	Coaldale
Cold Lake Specialized Transportation	Cold Lake
Community Links	Airdrie
Companions Caring 4U	Olds
Corinne's Companions	St. Albert
Coronation and District Handibus Society	Coronation
(The) County of Newell Minibus	Brooks
(The) County of Thorhild	Thorhild
Covenant Health Killam Health Care Centre	Killam
Crooked Lake Seniors	Gwynne
Daysland and District Handivan Society	Daysland
Delburne Elks Community Van	Delburne
Devon Community Bus	Devon
Didsbury and District Senior Support Services	Didsbury
Didsbury Lions Club	Didsbury
Disabled Transportation Society of Grande Prairie	Grande Prairie
Division of Rimbey Transport, Ltd.	Rimbey
Downtown Friendship Centre	Calgary
Dreams Transportation, Ltd.	Calgary
Driving Miss Daisy	Edmonton
Drumheller Travel Group	Drumheller

ATS Service Providers – Page 3	Location
East End Bus Society	Onoway
Easy Street	Calgary
Eckville Manor House	Eckville
Edmonton Mennonite Centre for Newcomers	Edmonton
Edson Seniors Transportation Society	Edson
(The) Elderberry Express	Strathmore
Elders and Disability Services	Siksika Nation
Elk Point Heritage Lodge	Elk Point
Flagstaff Lodge	Sedgewick
Foothills Foundation	Black Diamond
Foremost Senior Citizens Society	Foremost
Fort MacLeod Handibus Society	Fort MacLeod
Fort McMurray Golden Years Society Activity Centre	Fort McMurray
Fort Saskatchewan Specialized Transportation Service Society	Ft Saskatchewan
Galahad Health Care Auxillary Society	Galahad
Gentle Ben Care Society	Smith
Golden Circle Senior Resource Centre	Red Deer
Golden Gems Seniors Club	Bon Accord
Golden Pioneers	New Sarepta
Golden Seniors Club	Chipman
Grande Spirit Foundation	Grande Prairie
Green Acres Foundation	Lethbridge
Grimshaw Hospital	Grimshaw
Hardisty Handy Van Society	Hardisty
Heaven Sent	Red Deer
Heritage Handibus Association	Milk River
Heritage Tower Lodge	Peace River
High Prairie Golden Age Club	High Prairie

ATS Service Providers – Page 4	Location
High River Handibus Society	High River
Hinton Handibus Service	Hinton
Hinton Pine Valley Senior Lodge Society	Hinton
Islay Assisted Living and Home Care	Islay
Jasper Senior Society	Jasper
Jewish Drop-In Centre	Edmonton
Kehewin Health Services	Kehewin Cree Nation
Korean Seniors College Society	Edmonton
Lac La Biche Heritage Society	Lac La Biche
Lacombe Handivan (FCSS)	Lacombe
Landlubbers, Ltd.	Stony Plain
Leduc Assisted Transportation Service	Leduc
Leduc Home Care	Leduc
Legal Lions	Legal
Lethbridge Senior Citizens Organization	Lethbridge
Lifestyle Helping Hands Seniors Association	Edmonton
(The) Lloydminster Handivan Society	Lloydminster
Loaves and Fishes Benevolent Society	Red Deer
Manning Community Handivan	Manning
Mayerthorpe Seniors Outreach	Mayerthorpe
Medicine Hat Transit	Medicine Hat
Medicine Hat Veiner Centre Wheels to Meals	Medicine Hat
Metis Seniors Association	Calgary
Mikisew Cree First Nations	Fort Chipewyan
Multicultural Womens and Seniors Services Association	Edmonton
Mundare Senior Citizens Club	Mundare
Nanton and District Handivan Society	Nanton
Native Seniors Centre	Edmonton
Neighborly Ride	Mannville
Nord-Bridge Senior Citizens Association	Lethbridge

ATS Service Providers – Page 5	Location
(The) North Peace Housing Foundation	Grimshaw
Northern Sunrise County	Nampa
Nunee Health Authority	Fort Chipewyan
Olds Neighborhood Place	Olds
Open Door Seniors Fellowship of Calgary	Calgary
Operation Friendship Seniors Society	Edmonton
Oyen Community Handibus Association	Oyen
Paintearth Lodge	Castor
Peace River Community Health Centre	Peace River
Pegasus Charter Tours, Ltd.	Hanna
Picture Butte and District Transportation Society	Picture Butte
Piikani Health Services	Piikani Nation
Pincher Care Bear Society	Pincher Creek
Pincher Creek Handibus Society	Pincher Creek
Ponoka Wheelchair Van Society	Ponoka
Prince of Peace Manor	Calgary
Provost Lions Community Handivan Service Society	Provost
Public Works Fleet and Transit Division	Fort McMurray
Raymond and District Handibus Lifeline Society	Raymond
Redcliff Legion	Redcliff
Redwater and District Seniors Transportation Society	Redwater
(The) Redwoods Retirement Residents	Red Deer
(The) Rocky Mountain House and District West Country Family Service Association	Rocky Mountain House
(The) Rocky Mountain House Pioneer Centre	Rocky Mountain House
Rockyview Regional Handibus Society	Airdrie
Rose City Handivan Society	Camrose
Royal Canadian Legion	Elnora
Royal Canadian Legion	Innisfail

ATS Service Providers – Page 6	Location
Royal Canadian Legion	Wildwood
Seba Beach Seniors Golden Age Club	Seba Beach
Senior Citizens Opportunity Neighbourhood Association (SCONA)	Edmonton
Seniors Assisted Transportation Society (SATS)	Edmonton
Seniors Outreach Network Society	Edmonton
Seniors Outreach Program Society in Three Hills	Three Hills
Slave Lake and District Shuttle Bus	Slave Lake
Smoky Lake Lions Club	Smoky Lake
Smoky River Regional Transportation Program	Falher
Society of Seniors Caring About Seniors	Edmonton
Society of Serving Seniors	Leduc
Spirit River FCSS	Spirit River
Springhill Lions Club	Calgary
Spruce Grove Specialized Transit Service	Spruce Grove
St Albert Senior Citizens Club	St Albert
St Albert Transit	St Albert
St Mary's Seniors	Calgary
St Paul Action Bus	St Paul
St Vital Seniors	Beaumont
Stawnychy Foundation (Mary Immaculate Hospital)	Mundare
Stettler & District Handibus Society	Stettler
Strathcona County Accessable Transit (SCAT)	Strathcona County
Strathcona Place Seniors Centre	Edmonton
Strathmore Handibus Association	Strathmore
Sundre Community Van Association	Sundre
Supportive Outings and Servies (S.O.S.)	Calgary
Swan Hills FCSS	Swan Hills
Sylvan Lake Senior Citizens Bus Association	Sylvan Lake

ATS Service Providers – Page 7	Location
Taber and District Handibus Association	Taber
TLC for Seniors	Calgary
Tofield Handivan Society	Tofield
(The) Town of Beaverlodge	Beaverlodge
(The) Town of Gibbons	Gibbons
(The) Town of Hanna	Hanna
(The) Town of Morinville	Morinville
(The) Town of Olds Sunshine Bus	Olds
(The) Town of Two Hills FCSS	Two Hills
(The) Town Rounder	Coleman
Valley Bus Society	Drumheller
Vegreville Transportation Services Society (VTSS)	Vegreville
Vermilion and Area Handivan Society	Vermilion
Viking Handivan Society	Viking
(The) Village of Innisfree	Innisfree
(The) Village of Warburg	Warburg
Vilna Senior Citizens Recreation Society	Vilna
West End Special Service Bus	Sangudo
West Hillhurst Go-Getters	Calgary
Westend Seniors Activity Centre	Edmonton
Westlock and District Transportation Committee	Westlock
Wetaskiwin Community Transportation Society	Wetaskiwin
Wheatland County Seniors Bus	Strathmore
Whitecourt Dial-A-Bus	Whitecourt
Whitecourt FCSS	Whitecourt
Wild Rose United (Keenage Club)	Calgary

List of ATS Service Providers by Region

(In Alphabetical Order of ATS Service Provider within each Region)

Region 1 (Chinook)

ATS Service Provider	Location
Blood Tribe FCSS	Standoff
Cardston and District Seniors Society	Cardston
Cardston Community Handibus Association	Cardston
Coaldale Handibus Association	Coaldale
Fort MacLeod Handibus Society	Fort MacLeod
Green Acres Foundation	Lethbridge
Heritage Handibus Association	Milk River
Lethbridge Senior Citizens Organization	Lethbridge
Nord-Bridge Senior Citizens Association	Lethbridge
Picture Butte and District Transportation Society	Picture Butte
Piikani Health Services	Piikani Nation
Pincher Care Bear Society	Pincher Creek
Pincher Creek Handibus Society	Pincher Creek
Raymond and District Handibus Lifeline Society	Raymond
Taber and District Handibus Association	Taber
(The) Town Rounder	Coleman

Region 2 (Palliser)

ATS Service Provider	Location
Bassano Damsiter's Drop-In Centre	Bassano
Brooks and District Seniors Outreach Society	Brooks
Brooks Handibus	Brooks
(The) County of Newell Minibus	Brooks
Foremost Senior Citizens Society	Foremost
Medicine Hat Transit	Medicine Hat
Medicine Hat Veiner Centre Wheels to Meals	Medicine Hat
Oyen Community Handibus Association	Oyen
Redcliff Legion	Redcliff

Region 3 (Calgary)

ATS Service Provider	Location
Banff Specialized Transportation	Banff
Big Hill Senior Citizens Activities Society	Cochrane
Big Hills Lodge	Cochrane
Bragg Creek Snowbirds Seniors Fellowship	Bragg Creek
Calgary Seniors Resource Society	Calgary
Carstairs Elks	Carstairs
Carstairs FCSS	Carstairs
City of Airdrie	Airdrie
Claresholm and District Transportation Society	Claresholm
Community Links	Airdrie
Didsbury and District Senior Support Services	Didsbury
Didsbury Lions Club	Didsbury
Downtown Friendship Centre	Calgary
Dreams Transportation, Ltd.	Calgary
Easy Street	Calgary
(The) Elderberry Express	Strathmore
Elders and Disability Services	Siksika Nation
Foothills Foundation	Black Diamond
High River Handibus Society	High River
Metis Seniors Association	Calgary
Nanton and District Handivan Society	Nanton
Open Door Seniors Fellowship of Calgary	Calgary
Prince of Peace Manor	Calgary
Rockyview Regional Handibus Society	Airdrie
Springhill Lions Club	Calgary
St Mary's Seniors	Calgary

Region 3 (Calgary) (Cont'd)

ATS Service Provider	Location
Strathmore Handibus Association	Strathmore
Supportive Outings and Servies (S.O.S.)	Calgary
TLC for Seniors	Calgary
West Hillhurst Go-Getters	Calgary
Wheatland County Seniors Bus	Strathmore
Wild Rose United (Keenage Club)	Calgary

Region 4 (David Thompson)

ATS Service Provider	Location
Bentley Community Van Society	Bentley
Blindman Handivan Society	Rimbey
Bowden Community Bus	Bowden
Breton Golden Age Club	Breton
Castor and District FCSS	Castor
City of Red Deer Transit Action Bus	Red Deer
Companions Caring 4U	Olds
Coronation and District Handibus Society	Coronation
Crooked Lake Seniors	Gwynne
Delburne Elks Community Van	Delburne
Division of Rimbey Transport, Ltd.	Rimbey
Drumheller Travel Group	Drumheller
Eckville Manor House	Eckville
Golden Circle Senior Resource Centre	Red Deer
Heaven Sent	Red Deer
Lacombe Handivan (FCSS)	Lacombe
Loaves and Fishes Benevolent Society	Red Deer
Olds Neighborhood Place	Olds
Paintearth Lodge	Castor
Pegasus Charter Tours, Ltd.	Hanna
Ponoka Wheelchair Van Society	Ponoka
(The) Redwoods Retirement Residents	Red Deer
(The) Rocky Mountain House and District West Country Family Service Association,	Rocky Mountain House
(The) Rocky Mountain House Pioneer Centre	Rocky Mountain House
Royal Canadian Legion	Elnora
Royal Canadian Legion	Innisfail

Region 4 (David Thompson) (Cont'd)

ATS Service Provider	Location
Seniors Outreach Program Society in Three Hills	Three Hills
Stettler & District Handibus Society	Stettler
Sundre Community Van Association	Sundre
Sylvan Lake Senior Citizens Bus Association	Sylvan Lake
(The) Town of Hanna	Hanna
(The) Town of Olds Sunshine Bus	Olds
Valley Bus Society	Drumheller
Wetaskiwin Community Transportation Society	Wetaskiwin

Region 5 (East Central)

ATS Service Provider	Location
Bashaw Bus Society	Bashaw
Bashaw Elks Lodge	Bashaw
Battle River Lodge	Wainwright
Big Knife Villa Lodge	Forestburg
Bruderheim FCSS	Bruderheim
Chauvin Seniors Drop-In Centre	Chauvin
Covenant Health Killam Health Care Centre	Killam
Daysland and District Handivan Society	Daysland
Flagstaff Lodge	Sedgewick
Galahad Health Care Auxillary Society	Galahad
Golden Seniors Club	Chipman
Hardisty Handy Van Society	Hardisty
Islay Assisted Living and Home Care	Islay
(The) Lloydminster Handivan Society	Lloydminster
Mundare Senior Citizens Club	Mundare
Neighborly Ride	Mannville
Provost Lions Community Handivan Service Society	Provost
Rose City Handivan Society	Camrose
Stawnychy Foundation (Mary Immaculate Hospital)	Mundare
Tofield Handivan Society	Tofield
(The) Town of Two Hills FCSS	Two Hills
Vegreville Transportation Services Society (VTSS)	Vegreville
Vermilion and Area Handivan Society	Vermilion
Viking Handivan Society	Viking
(The) Village of Innisfree	Innisfree

Region 6 (Capital)

ATS Service Provider	Location
Calder Seniors Drop-In Society	Edmonton
Calmar and District Senior Citizens Society	Calmar
Canadian Cancer Society	Edmonton
Capital Health Home Care	Edmonton
Classic Caregivers, Ltd.	Edmonton
Corinne's Companions	St. Albert
Devon Community Bus	Devon
Driving Miss Daisy	Edmonton
Edmonton Mennonite Centre for Newcomers	Edmonton
Fort Saskatchewan Specialized Transportation Service Society	Ft Saskatchewan
Golden Gems Seniors Club	Bon Accord
Golden Pioneers	New Sarepta
Jewish Drop-In Centre	Edmonton
Korean Seniors College Society	Edmonton
Landlubbers, Ltd.	Stony Plain
Leduc Assisted Transportation Service	Leduc
Leduc Home Care	Leduc
Legal Lions	Legal
Lifestyle Helping Hands Seniors Association	Edmonton
Multicultural Womens and Seniors Services Association	Edmonton
Native Seniors Centre	Edmonton
Operation Friendship Seniors Society	Edmonton
Redwater and District Seniors Transportation Society	Redwater
Royal Canadian Legion	Wildwood
Seba Beach Seniors Golden Age Club	Seba Beach

Region 6 (Capital) (Cont'd)

ATS Service Provider	Location
Senior Citizens Opportunity Neighbourhood Association (SCONA)	Edmonton
Seniors Assisted Transportation Society (SATS)	Edmonton
Seniors Outreach Network Society	Edmonton
Society of Seniors Caring About Seniors	Edmonton
Society of Serving Seniors	Leduc
Spruce Grove Specialized Transit Service	Spruce Grove
St Albert Senior Citizens Club	St Albert
St Albert Transit	St Albert
St Vital Seniors	Beaumont
Strathcona County Accessable Transit (SCAT)	Strathcona County
Strathcona Place Seniors Centre	Edmonton
(The) Town of Gibbons	Gibbons
(The) Town of Morinville	Morinville
(The) Village of Warburg	Warburg
Westend Seniors Activity Centre	Edmonton

Region 7 (Aspen)

ATS Service Provider	Location
Athabasca-Boyle Community Transportation	Athabasca
Barrhead and District Social Housing Association	Barrhead
Bonnyville Handibus Association	Bonnyville
Cold Lake Specialized Transportation	Cold Lake
(The) County of Thorhild	Thorhild
East End Bus Society	Onoway
Edson Seniors Transportation Society	Edson
Elk Point Heritage Lodge	Elk Point
Gentle Ben Care Society	Smith
Hinton Handibus Service	Hinton
Hinton Pine Valley Senior Lodge Society	Hinton
Jasper Senior Society	Jasper
Kehewin Health Services	Kehewin Cree Nation
Lac La Biche Heritage Society	Lac La Biche
Mayerthorpe Seniors Outreach	Mayerthorpe
Slave Lake and District Shuttle Bus	Slave Lake
Smoky Lake Lions Club	Smoky Lake
St Paul Action Bus	St Paul
Swan Hills FCSS	Swan Hills
Vilna Senior Citizens Recreation Society	Vilna
West End Special Service Bus	Sangudo
Westlock and District Transportation Committee	Westlock
Whitecourt Dial-A-Bus	Whitecourt
Whitecourt FCSS	Whitecourt

Region 8 (Peace Country)

ATS Service Provider	Location
Autumn Lodge	Berwyn
Disabled Transportation Society of Grande Prairie	Grande Prairie
Grande Spirit Foundation	Grande Prairie
Grimshaw Hospital	Grimshaw
Heritage Tower Lodge	Peace River
High Prairie Golden Age Club	High Prairie
Manning Community Handivan	Manning
(The) North Peace Housing Foundation	Grimshaw
Northern Sunrise County	Nampa
Peace River Community Health Centre	Peace River
Smoky River Regional Transportation Program	Falher
Spirit River FCSS	Spirit River
(The) Town of Beaverlodge	Beaverlodge

Region 9 (Northern Lights)

ATS Service Provider	Location
Fort McMurray Golden Years Society Activity Centre	Fort McMurray
Mikisew Cree First Nations	Fort Chipewyan
Nunee Health Authority	Fort Chipewyan
Public Works Fleet and Transit Division	Fort McMurray

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