

Alternate Transportation for Seniors

An Examination of Service Providers in Urban and Rural Alberta – Final Report

Prepared for the:





Alternate Transportation for Seniors

An Examination of Service Providers in Urban and Rural Alberta – Final Report

*Bonnie M. Dobbs, PhD
Param Bhardwaj, MSc
Tara Pidborochynski, BA*



Citation

This report should be cited as follows:

Dobbs, B. M., Bhardwaj, P., & Pidborochynski, T. (2010). *Alternate transportation for seniors. An examination of service providers in urban and rural Alberta – Final report.* Edmonton, AB: The DR Group.

Any information used from this report should carry the following acknowledgement:

Dobbs, B. M., Bhardwaj, P., & Pidborochynski, T. (2010). *Alternate transportation for seniors. An examination of service providers in urban and rural Alberta – Final report.* Edmonton, AB: The DR Group.

Acknowledgements

The authors extend a sincere appreciation to all of the alternate transportation for seniors (ATS) service providers in the province for their time, interest, and enthusiasm for this project. Their insights into the strengths and gaps in ATS service provision in our province are foundational to our understanding of what works and of the changes needed for meeting the transportation needs of seniors in our province today and in the future.

We also extend appreciation to the *Alberta Motor Association Foundation for Traffic Safety* for funding the project. Finally, we wish to thank Rhianne McKay, Stephanie Skinner, Tiara Malina, Shu Juan Zhou, and Erin Newman for their assistance in completing the final report.

*Dr. Bonnie Dobbs, Param Bhardwaj, MSc, and
Tara Pidborochynski, BA*





Table of Contents

Executive Summary 10

Introduction 30

Section 1

ATS Service Providers (Province as a Whole)..... 35

Demographics 36

Transportation Service Provision 43

Organizational Features (Drivers, Vehicles) 71

Section 2

ATS Service Providers (Across the Nine Regions) 76

Demographics 77

Transportation Service Provision 82

Organizational Features (Drivers, Vehicles) 114

Section 3

ATS Service Providers (By Urban and Rural Setting)..... 123

Demographics 124

Transportation Service Provision 129

Organizational Features (Drivers, Vehicles) 160

Section 4

Challenges Identified..... 165

Summary and Conclusions..... 169

List of ATS Service Providers in the Province..... 182

List of ATS Service Providers by Region 189

References..... 201

Figures

<i>Figure 1.</i>	Map depicting location of ATS service providers	36
<i>Figure 2.</i>	Maps depicting location of ATS service providers in Edmonton, Calgary, Red Deer, and Lethbridge	37
<i>Figure 3.</i>	Percent of ATS service providers in the province by population size	38
<i>Figure 4.</i>	Average number of years in operation for ATS service providers in the province by population size	39
<i>Figure 5.</i>	Percent of ATS service providers in the province that are not-for-profit or for-profit	40
<i>Figure 6.</i>	Percent of ATS service providers in the province with a mixed source of funding and with a sole source of funding	41
<i>Figure 7.</i>	Percent of ATS service providers in the province with a reliance on a single source of funding (graphed by type of funding)	42
<i>Figure 8.</i>	Average number of clients in the province served per month and per year, respectively, across all ATS service providers	45
<i>Figure 9.</i>	Percent of ATS organizations in the province with clients on a wait list	46
<i>Figure 10.</i>	Average number of clients in the province on a wait list	46
<i>Figure 11.</i>	Percent of ATS service providers in the province providing rides during the daytime only and during both daytime and evening hours	47
<i>Figure 12.</i>	Percent of ATS service providers in the province providing rides on weekdays only and on both weekdays and weekends	48
<i>Figure 13.</i>	Percent of ATS service providers in the province requiring advance notification for a ride	50
<i>Figure 14.</i>	Percent of ATS service providers in the province requiring advance notification (same day or longer) for service provision	51
<i>Figure 15.</i>	Percent of ATS service providers in the province conducting vehicle inspections	52
<i>Figure 16.</i>	Percent of ATS service providers in the province offering driver training to paid and/or volunteer drivers	53
<i>Figure 17.</i>	Percent of ATS service providers in the province offering specific types of training to paid and/or volunteer drivers	54
<i>Figure 18.</i>	Percent of ATS service providers in the province providing curb-to-curb, door-to-door, or door-through-door service at point of pick-up and drop-off	56
<i>Figure 19.</i>	Percent of ATS service providers in the province providing transportation for all four trip purposes (medical, essential, social, and religious) or for a combination of the purposes	57
<i>Figure 20.</i>	Percent of ATS service providers in the province providing transportation for medical, essential, social, and religious purposes, respectively	58
<i>Figure 21.</i>	Percent of ATS service providers in the province offering trip chaining (multiple stops during a trip)	60
<i>Figure 22.</i>	Percent of ATS service providers in the province providing rides on fixed routes only, client response routes only, or for both types of routes	61
<i>Figure 23.</i>	Percent of ATS service providers in the province offering single passenger service only, group passenger service only, or both single and group passenger service	62
<i>Figure 24.</i>	Percent of ATS service providers in the province that can accommodate client walkers or wheelchairs	63

Figure 25.	Percent of ATS service providers in the province that provide the client with assistance in transferring.....	64
Figure 26.	Percent of ATS service providers in the province that provide escorted service	65
Figure 27.	Percent of ATS service providers in the province charging an annual membership fee	67
Figure 28.	Of those providers charging a fee, the percent of ATS service providers in the province charging a mandatory or voluntary fee.....	67
Figure 29.	Percent of ATS service providers in the province charging a fee for rides	68
Figure 30.	Types of rider fees charged by ATS service providers in the province (graphed as a percent of the type of fee charged)	68
Figure 31.	Percent of ATS service providers in the province charging clients parking fees	69
Figure 32.	Percent of ATS service providers in the province offering coupons for services	70
Figure 33.	Percent of ATS service providers in the province relying on volunteer drivers, paid drivers, or volunteer and paid drivers	71
Figure 34.	Percent of ATS service providers in the province that conduct driver screening	72
Figure 35.	Percent of ATS service providers in the province that conduct the different types of screening on drivers.....	72
Figure 36.	Percent of ATS service providers in the province relying on drivers' personal insurance coverage or requiring extra insurance coverage.....	73
Figure 37.	Percent of ATS service providers in the province that distribute an annual customer service survey for service improvement	74
Figure 38.	Percent of ATS service providers in the province that rely on advertising for their services (graphed by the type of advertising).....	75
Figure 39.	Number of providers in each of the nine regions in Alberta.....	77
Figure 40.	Average number of years in operation of ATS service providers in each region.....	78
Figure 41.	Percent of ATS service providers in the regions that are not-for-profit or for-profit.....	79
Figure 42.	Percent of ATS service providers in each region with a mixed source of funding and with a sole source of funding.....	80
Figure 43.	Percent of ATS service providers in each region with a reliance on a single source of funding (graphed by type of funding)	81
Figure 44.	Average number of clients served per month in each region across all ATS service providers.....	83
Figure 45.	Average number of clients served per year in each region across all ATS service providers.....	84
Figure 46.	Percent of ATS service providers in each region with clients on a wait list.....	85
Figure 47.	Average number of clients in each region on a wait list.....	86
Figure 48.	Percent of ATS service providers in each region providing rides during the daytime only and during both daytime and evening hours.....	87
Figure 49.	Percent of ATS service providers in each region providing rides on weekdays only and on both weekdays and weekends	88
Figure 50.	Percent of ATS service providers in each region requiring advance notification for a ride	90
Figure 51.	Percent of ATS service providers in each region requiring advance notification (same day or longer) for service provision.....	91

Figure 52.	Percent of ATS service providers in each region conducting vehicle inspections.....	92
Figure 53.	Percent of ATS service providers in each region offering driver training to paid and/or volunteer drivers.....	93
Figure 54.	Percent of ATS service providers in each region offering specific types of training to paid and/or volunteer drivers.....	94
Figure 55.	Percent of ATS service providers in each region offering specific types of training to paid and/or volunteer drivers.....	95
Figure 56.	Percent of ATS service providers in each region providing curb-to-curb, door-to-door, or door-through-door service at point of pick-up and drop-off.....	97
Figure 57.	Percent of ATS service providers in each region providing transportation for all four trip purposes (medical, essential, social, and religious) or for a combination of the purposes.....	98
Figure 58.	Percent of ATS service providers in each region providing transportation for medical, essential, social, and religious purposes, respectively.....	99
Figure 59.	Percent of ATS service providers in each region offering trip chaining (multiple stops during a trip).....	101
Figure 60.	Percent of ATS service providers in each region providing rides on fixed routes only, client response routes only, or for both types of routes.....	102
Figure 61.	Percent of ATS service providers in each region offering single passenger service only, group passenger service only, or both single and group passenger service.....	103
Figure 62.	Percent of ATS service providers in each region that can accommodate client walkers or wheelchairs.....	104
Figure 63.	Percent of ATS service providers in each region that provide the client with assistance in transferring.....	105
Figure 64.	Percent of ATS service providers in each region that provide escorted service.....	106
Figure 65.	Percent of ATS service providers in each region that charge an annual membership fee.....	108
Figure 66.	Of those providers charging a fee, the percent of ATS service providers in each region charging a mandatory or voluntary fee.....	109
Figure 67.	Percent of ATS service providers in each region charging a fee for rides.....	110
Figure 68.	Types of rider fees charged by ATS service providers across the regions (graphed as a percent of the type of fee charged).....	111
Figure 69.	Percent of ATS service providers in each region charging clients parking fees.....	112
Figure 70.	Percent of ATS service providers in each region offering coupons for services.....	113
Figure 71.	Percent of ATS service providers in each region relying on volunteer drivers, paid drivers, or volunteer and paid drivers.....	114
Figure 72.	Percent of ATS service providers in each region that conduct driver screening.....	115
Figure 73.	Percent of ATS service providers in each region that conduct the different types of screening on drivers.....	116
Figure 74.	Percent of ATS service providers in each region that conduct the different types of screening on drivers.....	117
Figure 75.	Percent of ATS service providers in each region relying on drivers' personal insurance coverage or requiring extra insurance coverage.....	118
Figure 76.	Percent of ATS organizations in each region that distribute an annual customer service survey for service improvement.....	119
Figure 77.	Percent of ATS organizations in each region that rely on advertising for their services (graphed by the type of advertising).....	120

<i>Figure 78.</i>	Percent of ATS organizations in each region that rely on advertising for their services (graphed by the type of advertising).....	121
<i>Figure 79.</i>	Percent of ATS organizations in each region that rely on advertising for their service (graphed by the type of advertising).....	122
<i>Figure 80.</i>	Percent of ATS service providers located in urban and rural Alberta.....	123
<i>Figure 81.</i>	Average number of years in operation for ATS service providers in urban and rural Alberta	125
<i>Figure 82.</i>	Percent of ATS service providers in urban and rural Alberta that are not-for-profit or for-profit.....	126
<i>Figure 83.</i>	Percent of ATS service providers in urban and rural Alberta with a mixed source of funding and with a sole source of funding	127
<i>Figure 84.</i>	Percent of ATS service providers in urban and rural Alberta with a reliance on a single source of funding (graphed by type of funding).....	128
<i>Figure 85.</i>	Average number of clients served per month and per year in urban and rural Alberta, respectively, across all ATS service providers	130
<i>Figure 86.</i>	Percent of ATS organization in urban and rural Alberta with clients on a wait list	131
<i>Figure 87.</i>	Average number of clients in urban and rural Alberta on a wait list	132
<i>Figure 88.</i>	Percent of ATS service providers in urban and rural Alberta providing rides during the daytime only and during both daytime and evening hours.....	133
<i>Figure 89.</i>	Percent of ATS service providers in urban and rural Alberta providing rides on weekdays only and on both weekdays and weekends.....	134
<i>Figure 90.</i>	Percent of ATS service providers in urban and rural Alberta requiring advance notification for a ride	136
<i>Figure 91.</i>	Percent of ATS service providers in urban and rural Alberta requiring advance notification (same day or longer) for service provision	137
<i>Figure 92.</i>	Percent of ATS service organizations in urban and rural Alberta conducting vehicle inspections.....	138
<i>Figure 93.</i>	Percent of ATS service providers in urban and rural Alberta offering driver training to paid and/or volunteer drivers	139
<i>Figure 94.</i>	Percent of ATS service providers in urban and rural Alberta providing specific types of training to paid and/or volunteer drivers.....	140
<i>Figure 95.</i>	Percent of ATS service providers in urban and rural Alberta providing curb-to-curb, door-to-door, or door-through-door service at point of pick-up and drop-off	142
<i>Figure 96.</i>	Percent of ATS service providers in urban and rural Alberta providing transportation for all four trip purposes (medical, essential, social, and religious) or for a combination of the purposes	143
<i>Figure 97.</i>	Percent of ATS service providers in urban and rural Alberta providing transportation for medical, essential, social and religious purposes, respectively.....	144
<i>Figure 98.</i>	Percent of ATS service providers in urban and rural Alberta offering trip chaining (multiple stops during a trip)	146
<i>Figure 99.</i>	Percent of ATS service providers in urban and rural Alberta providing rides on fixed routes only, client response routes only, or for both types of routes	147
<i>Figure 100.</i>	Percent of ATS service providers in urban and rural Alberta offering single passenger service only, group passenger service only, or both single and group passenger service.....	148

<i>Figure 101.</i>	Percent of ATS service providers in urban and rural Alberta that can accommodate client walkers or wheelchairs.....	149
<i>Figure 102.</i>	Percent of ATS service providers in urban and rural Alberta that provide the client with assistance in transferring	150
<i>Figure 103.</i>	Percent of ATS service providers in urban and rural Alberta that provide escorted service	151
<i>Figure 104.</i>	Percent of ATS service providers in urban and rural Alberta that charge an annual membership fee	153
<i>Figure 105.</i>	Of those providers charging a fee, the percent of ATS service providers in urban and rural Alberta charging a mandatory or voluntary fee	154
<i>Figure 106.</i>	Percent of ATS service providers in urban and rural Alberta charging a fee for rides	155
<i>Figure 107.</i>	Types of rider fees charged by ATS service providers in urban and rural Alberta (graphed as a percent of the type of fee charged)	156
<i>Figure 108.</i>	Percent of ATS service providers in urban and rural Alberta charging clients parking fees.....	157
<i>Figure 109.</i>	Percent of ATS service providers in urban and rural Alberta offering coupons for services	158
<i>Figure 110.</i>	Percent of ATS service providers in urban and rural Alberta relying on volunteer drivers, paid drivers, or volunteer and paid drivers.....	159
<i>Figure 111.</i>	Percent of ATS service providers in urban and rural Alberta that conduct driver screening.....	160
<i>Figure 112.</i>	Percent of ATS service providers in urban and rural Alberta that conduct the different types of screening on drivers	161
<i>Figure 113.</i>	Percent of ATS service providers in urban and rural Alberta relying on drivers' personal insurance coverage or requiring extra insurance coverage.....	162
<i>Figure 114.</i>	Percent of ATS service providers in urban and rural Alberta that distribute an annual customer service survey for service improvement.....	163
<i>Figure 115.</i>	Percent of ATS service providers in urban and rural Alberta that rely on advertising for their services (graphed by type of advertising).....	164
<i>Figure 116.</i>	Percent of ATS service providers reporting difficulties in recruiting new volunteers	165
<i>Figure 117.</i>	ATS service providers' reported barriers to recruiting new volunteers	165

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 needs², there is a significant percent of this population who lack access to a private vehicle.³ 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 may 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 project 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 providers.

Methods

Alternate transportation service providers were identified using various methods (web-based searches of community websites, known [ATS service providers], and seniors' organizations; hand searches of senior's 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 the Executive Summary for a listing of those organizations, alphabetically and by region).

This report, and the accompanying online ***Compendium of Alternate Transportation Services in Urban and Rural Alberta***, addresses these 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 Setting; and
- Section 4 – Challenges Identified, Summary, and Conclusions.

For the Executive Summary, we provide 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 Setting, 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.

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 from sources 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 this finding. However, in general, the number of ATS service providers in each region is unrelated to the demographics (e.g., percent of seniors) of that region. The demographics of each region are provided on page 77 of the Final Report.

ATS Service Providers (Province as a Whole)

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 (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 purposes and religious purposes in Alberta is higher than the published literature. This is commendable, particularly given the importance of social interaction and religious 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 one 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 clients in 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 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, David Thompson, 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 provide both daytime and evening service. 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 advance 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 advance 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 (41% and 50%, respectively) to their drivers. 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 ($p < .004$).
- A higher percent (69%) of ATS service providers in urban Alberta 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 locations 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, Summary, and Conclusions

Challenges

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, Summary, and Conclusions

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. 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.
- Based on the same estimates and 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 of service provision, this means all of 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 requirements 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, suggest 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 of transportation service provision. Communication and collaboration among service providers was identified by service providers as an important mechanism for improvements in and enhancement of service provision, an observation that underscores 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 is needed to build sustainable and responsive service provision for seniors today and in the future.

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 The increase in the number and proportion of older people, typically defined as 65 years of age and older, is one of the most profound changes affecting industrialized, highly developed countries.

In all developed countries, the use of the private automobile by older individuals is increasing, and many older people, irrespective of urban or rural residence, are now highly dependent on the private car for mobility, either as a driver or as a passenger.² However, there is a significant percent of the population who lack access to a private vehicle, due to age, gender, health, and/or socioeconomic status. 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 passenger.³

Lack of access to a private vehicle often results in unmet needs. For example, reductions in access to medical services, to 'essential' services (e.g., shopping, banking, picking up the mail), social events, and for religious purposes are greater for seniors without access to a private vehicle compared to those with access. Notably, 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 such as Alzheimer's disease. 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 more than a decade in later life.

In Alberta, seniors comprise 10.4% of the population¹, with more than 350,000 seniors in Alberta in 2007. As noted

above, those numbers are projected to double in the next several decades due to the ageing of the population. Notably, this acceleration will start in 2011 when the first of the baby-boom cohort reaches the age of 65 years, with the rapid ageing projected to last until the year 2031.¹ Indeed, the provision of reliable, easy to access alternate transportation services is a growing concern for this rapidly increasing demographic.

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 In Alberta, a number of alternate transportation solutions specific to seniors have been explored in recent years, with alternate transportation services in place in a number of communities (e.g., volunteer driving programs, buses, handi-vans, Driving Miss Daisy, etc.). However, system level awareness of those services is lacking. Knowledge of the responsiveness of those services also is lacking. Additionally, there 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.

This final report, and the accompanying paper-based and online ***Compendium of Alternate Transportation Services in Urban and Rural Alberta***, (see www.mard.ualberta.ca for access to the online compendium) addresses those needs. In this 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}

The lack of access to available, acceptable, accessible, adaptable, and affordable transportation for seniors often results in decreases in mobility and independence, reductions in quality of life, and increases in unmet basic and higher order needs.

A compendium of alternate transportation services for seniors in urban and rural Alberta has the potential to facilitate transportation mobility, resulting in enhancements in independence and quality of life for a growing segment of our population. We encourage you to visit the website (www.mard.ualberta.ca) to learn about alternate transportation for seniors in your community.

The research that led to the development of the *Compendium of Alternate Transportation Services in Urban and Rural Alberta* has allowed us to identify both strengths and deficiencies in alternate transportation for seniors in the province. The identification of those deficiencies is a necessary step for new or further development of alternate transportation programs for seniors in both urban and rural communities in Alberta.

The information presented in this report was derived from face-to-face and phone interviews with identified alternate transportation for seniors' service providers in the province of Alberta using a structured data collection form (a full description of the methodology can be obtained from the study investigators). Using a snowballing technique, we initially identified 798 organizations as potentially providing alternate transportation to seniors in the province. Of those, we identified 197 organizations that currently do provide alternate transportation services to seniors. A listing of those organizations is provided starting on page 182 of this report.

Overview

This report is divided into four sections:

- Section 1 ATS Service Providers – By the Province as a Whole
- Section 2 ATS Service Providers – Across the Nine Regions of the Province
- Section 3 ATS Service Providers – By Urban and Rural Setting
- Section 4 – Challenges Identified, Summary, and Conclusions

For each of the sections addressing ATS service provision (e.g., provincial, regional, and urban/rural location), we first provide the ‘demographics’ of the service providers such as number of providers, years in operation, sources of funding, followed by the transportation service provision categorized across the 5 A’s of senior friendly transportation (Available, Acceptable, Accessible, Adaptable, and Affordable). The 5 A’s of senior friendly alternate transportation are broadly defined as follows:

Availability – transportation services are available to seniors when needed (e.g., transportation is at hand days, evenings, and weekends).

Acceptability – service quality is acceptable in terms of advance scheduling; standards for cleanliness (bus is clean), safety (stops in safe areas), and courteous service delivery.

Accessibility – transportation can be used (e.g., van comes to door, bus stop is reachable, and vehicle is easy to enter).

Adaptability – transportation can be adjusted to meet *special needs* (e.g., wheelchairs, trip chaining is possible).

Affordability – fees are affordable (e.g., cost less than driving a car or vouchers help defray out-of-pocket costs).

(The Beverly Foundation, 2001, 2005, 2008)^{6,7,8}

Since the introduction of the 5 A's of senior friendly transportation in 2001, the definitions have expanded and include additional components of service delivery (see Beverly Foundation, 2005, 2008).^{7,8} In this report, we have used updated versions of the definitions, with those definitions provided in each of the relevant transportation service provision sections.

The transportation service provision section is followed by information on the organizational features of the ATS service providers available in our province. The section includes information on driver screening, type of driver screening, vehicle insurance, customer surveys, and advertising.

In Section 4, we provide a summary of the challenges identified by the organizations across the province in providing alternate transportation to seniors. In Section 4 of the report, we also provide a high level summary of the findings and our conclusions, including a summary of strengths and

gaps of alternate transportation for seniors in the province, as well as offer insights for strengthening service provision for this rapidly growing segment of our population.

Section 1 ATS Service Providers (Province as a Whole)

Demographics

Transportation Service Provision

Availability

Acceptability

Accessibility

Adaptability

Affordability

Organizational Features

Drivers

Vehicles



Section 1 ATS Service Providers (Province as a Whole)

Overview of ATS Service Providers

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* their 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).

Demographics

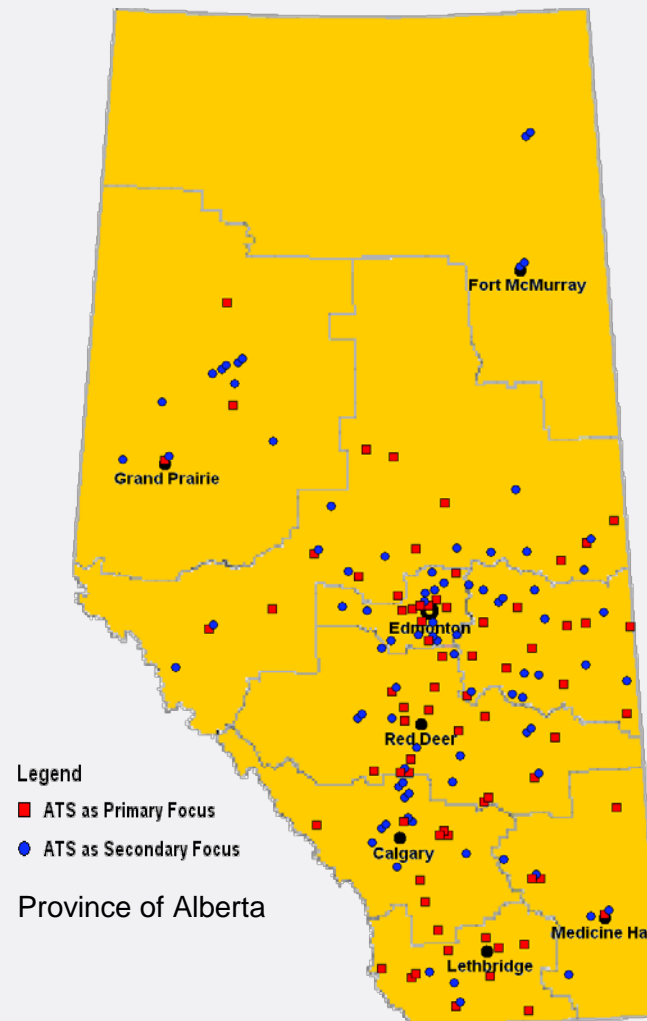


Figure 1. Map depicting location of ATS service providers

Section 1 ATS Service Providers (Province as a Whole)

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 these 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).

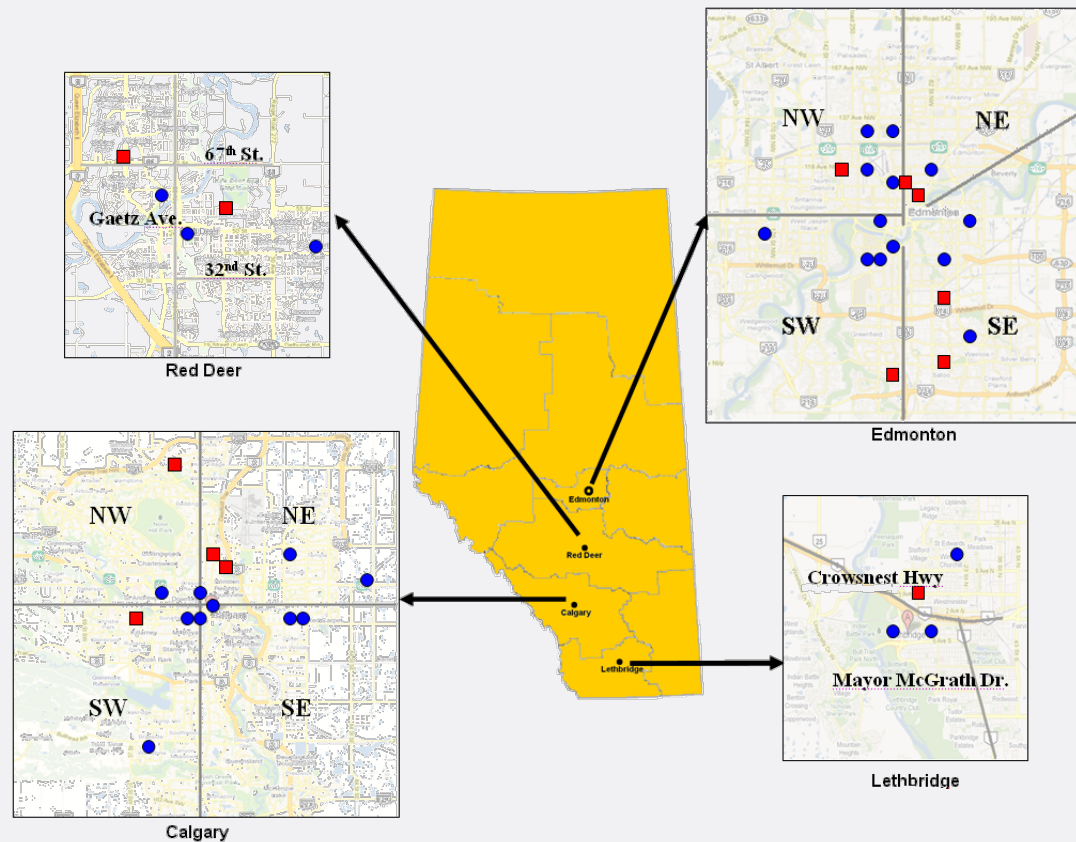


Figure 2. Maps depicting location of ATS service providers in Edmonton, Calgary, Red Deer, and Lethbridge

Section 1 ATS Service Providers (Province as a Whole)

By Population Size

Jurisdictions in which the ATS service providers are located are grouped by population size:

- Hamlets (1-299 population),
- Villages (300-999 population),
- Towns (1,000-9,999 population), and
- Cities (> 10,000).

Of the 197 ATS service providers identified in the province, 4% are located in hamlets, 14% in villages, 46% in towns, and 36% in cities.

The difference in number of ATS service providers by population size is statistically significant ($p < .001$).

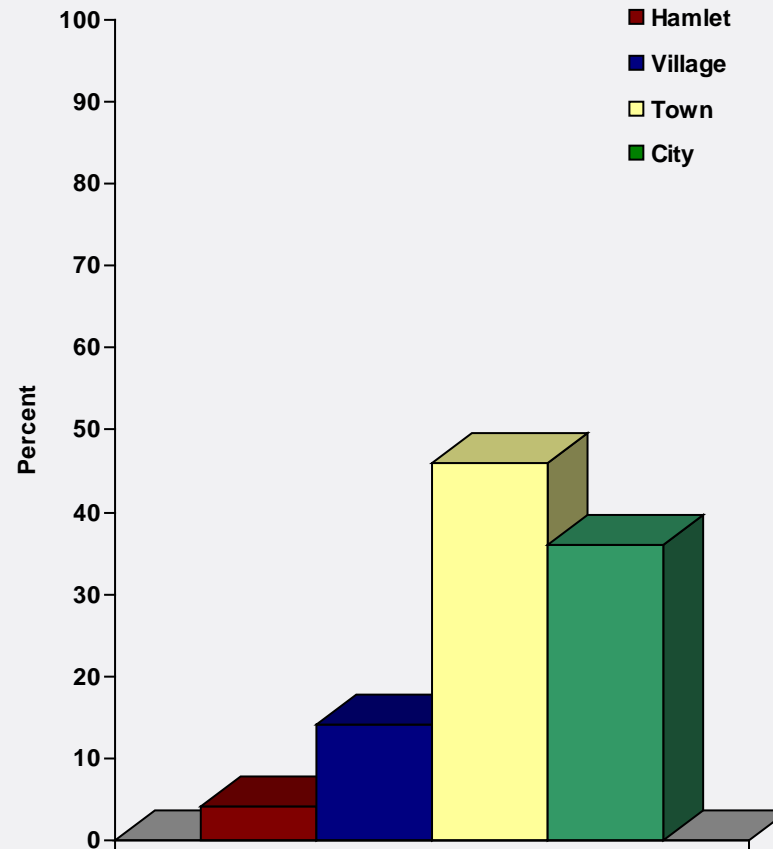


Figure 3. Percent of ATS service providers in the province by population size

Section 1 ATS Service Providers (Province as A Whole)

Average Years in Operation for ATS Service Providers by Population Size

The average number of years in operation, overall, is 15.55 years (range of 10 months to 58 years).

When examined by population size, ATS service providers in Alberta have operated for approximately the same number of years on average. The average number of years in operation for ATS service providers in hamlets is 16.38 years, 14.29 years for service providers in villages, 15.87 years for service providers in towns, and 15.56 years for service providers in cities. Those differences are not statistically significant ($p > .90$).

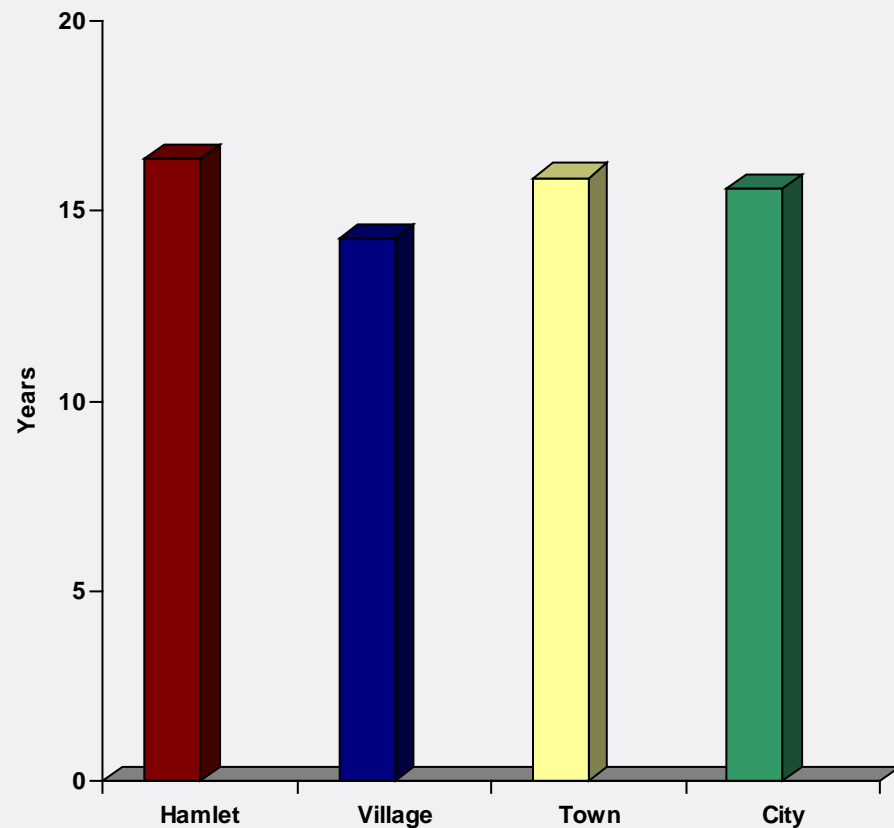


Figure 4. Average number of years in operation for ATS service providers in the province by population size

Section 1 ATS Service Providers (Province as a Whole)

Type of Organization Based on Funding

ATS service providers were asked whether their organization was for-profit or not-for-profit. The overwhelming majority (93%) of ATS service providers in the province are not-for-profit compared to for-profit (7%).

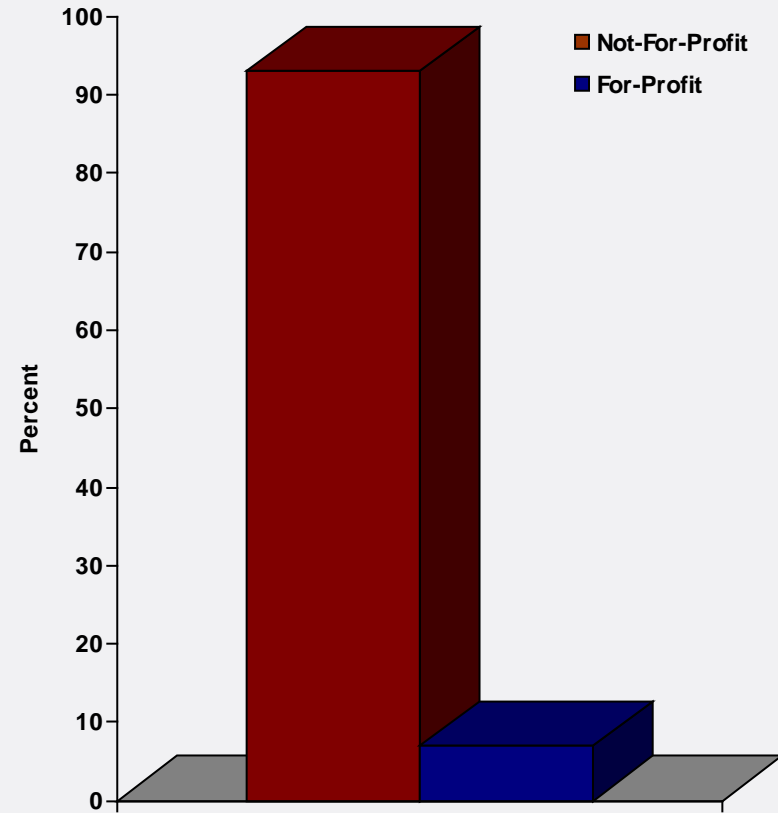


Figure 5. Percent of ATS service providers in the province that are not-for-profit or for-profit

Section 1 ATS Service Providers (Province as a Whole)

Funding Stream

Of the ATS service providers in the province, the majority (69%) rely on funding from a mix of sources, including government grants, philanthropic grants, membership and/or client fees, revenue from fundraising, and donations. Only 31% of the ATS service providers rely on a sole source for their funding.

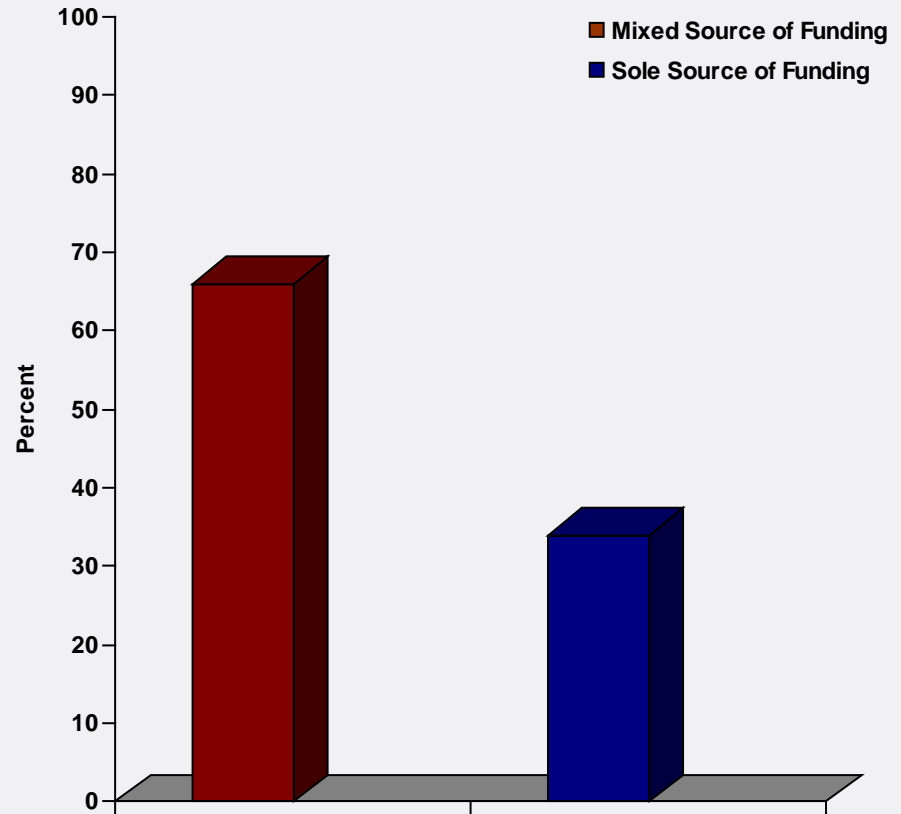


Figure 6. Percent of ATS service providers in the province with a mixed source of funding and with a sole source of funding

Section 1 ATS Service Providers (Province as a Whole)

Funding Source

When examining ATS service providers in the province that rely on a *single source of funding*, 30% are dependent solely on grants from the government, only 2% rely on philanthropic grants, with 39% relying solely on membership or client fees. Twelve percent rely solely on fundraising, 5% rely on donations alone, and 12% rely on funding from other sources (e.g., resident fees, organization's investment income, First Nation bands).

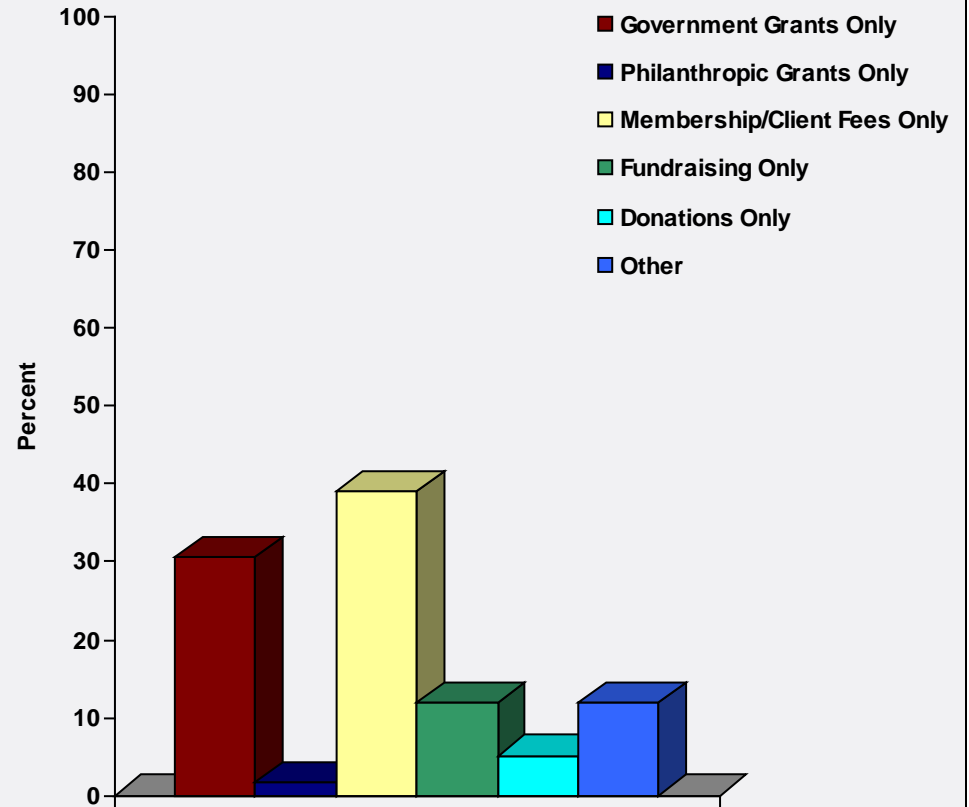


Figure 7. Percent of ATS service providers in the province with a reliance on a single source of funding (graphed by type of funding)

**Section 1 ATS Service Providers
(Province as a Whole)**

Providing Alternate Transportation to Seniors

**The 5 A's of Senior Friendly
Transportation**

The Beverly Foundation^{6,7,8}

Transportation Service Provision

The 5 A's of senior friendly transportation are:

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 provider provides 'door-to-door' and 'door-through-door' transportation; provides transportation to essential and non-essential activities.

Adaptability

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

Section 1 ATS Service Providers (Province as a Whole)	Availability of Services	All Regions (n = 197) n (SD or %)
<p data-bbox="178 386 926 430">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 495 926 527">Availability</p> <p data-bbox="178 544 926 755"><i>Transportation services are provided to seniors (clients served; wait list) and those services are available when needed (days, evenings; weekdays, weekends).</i></p> <p data-bbox="178 1396 926 1437">Transportation Service Provision</p>	<p data-bbox="926 386 1556 430">Average Number of Clients</p> <p data-bbox="926 430 1556 462">Per Month</p> <p data-bbox="926 462 1556 495">Per Year</p>	<p data-bbox="1556 430 1940 462">73 (SD = 207)</p> <p data-bbox="1556 462 1940 495">162 (SD = 317)</p>
	<p data-bbox="926 527 1556 560">Wait List</p> <p data-bbox="926 560 1556 592">Organizations with a Wait List</p> <p data-bbox="926 592 1556 625">Average Number of Clients on Wait List</p>	<p data-bbox="1556 560 1940 592">45 (23%)</p> <p data-bbox="1556 592 1940 625">13 (SD = 23)</p>
	<p data-bbox="926 657 1556 690">Daytime/Evening Service</p> <p data-bbox="926 690 1556 722">Daytime Only (Until 1800 hours)</p> <p data-bbox="926 722 1556 755">Daytime and Evening (Past 1800 hours)</p>	<p data-bbox="1556 690 1940 722">120 (61%)</p> <p data-bbox="1556 722 1940 755">77 (39%)</p>
	<p data-bbox="926 787 1556 820">Weekdays/Weekends Service</p> <p data-bbox="926 820 1556 852">Weekdays Only</p> <p data-bbox="926 852 1556 885">Weekdays and Weekends</p>	<p data-bbox="1556 820 1940 852">112 (57%)</p> <p data-bbox="1556 852 1940 885">85 (43%)</p>
	<p data-bbox="926 990 1940 1023">SD = Standard Deviation</p>	

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Availability – Number of Clients Served Per Month and Per Year

ATS service providers in the province provide rides to an average of 73 individuals per month (SD = 207) and to an average of 162 individuals per year (SD = 317).

Transportation Service Provision

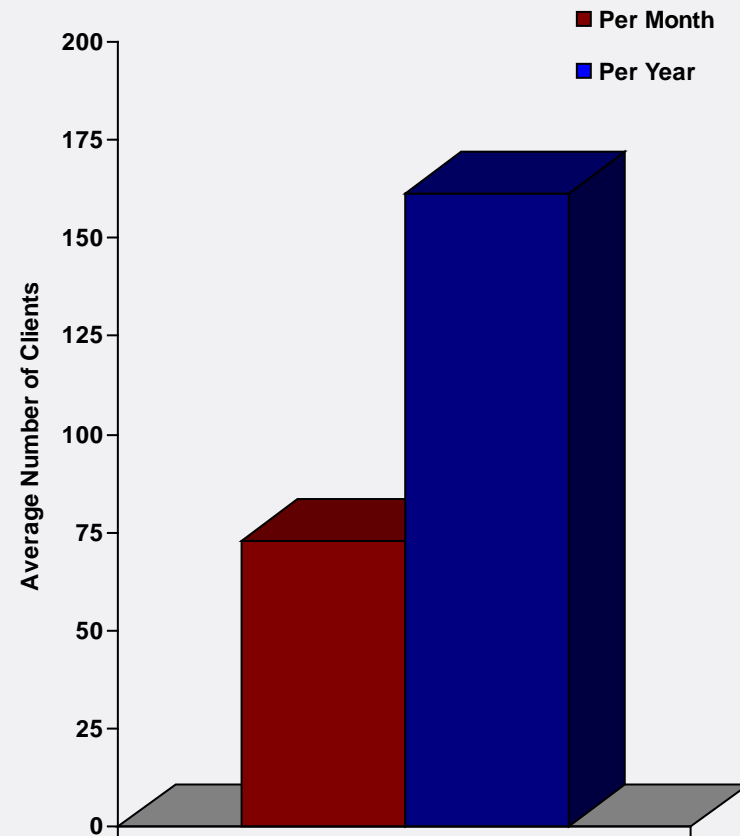


Figure 8. Average number of clients in the province served per month and per year, respectively, across all ATS service providers

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Availability – Organizations with a Wait List and Number of Clients on the Wait List

Twenty-three percent of ATS service providers in the province report having a wait list. The average number of clients on these wait lists is 13 (SD = 23).

Transportation Service Provision

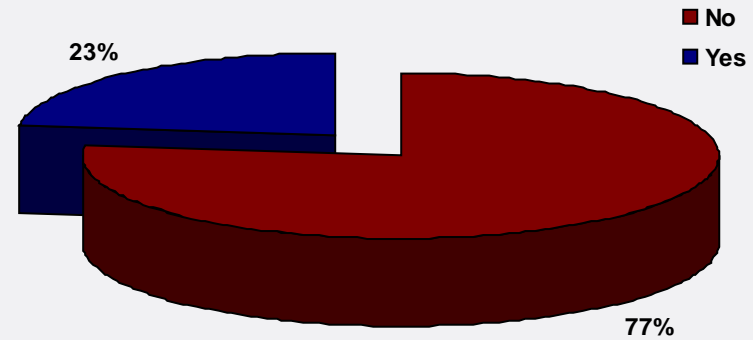


Figure 9. Percent of ATS organizations in the province with clients on a wait list

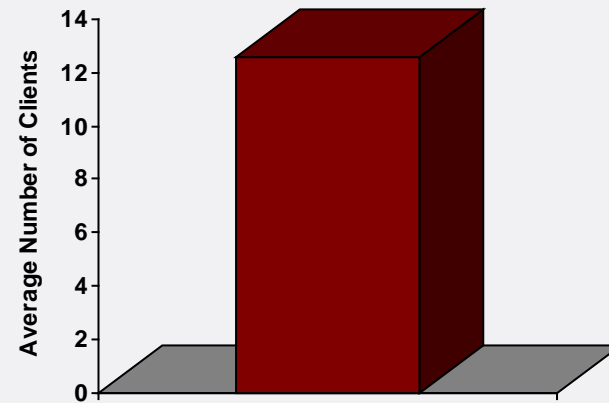


Figure 10. Average number of clients in the province on a wait list

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Availability – Daytime and Evening Service

Almost two-thirds (61%) of ATS service providers in the province offer rides during the daytime only (i.e., rides from approximately 0800 hours until 1800 hours). Less than half (39%) of the providers in the province offer rides during both daytime and evening hours.

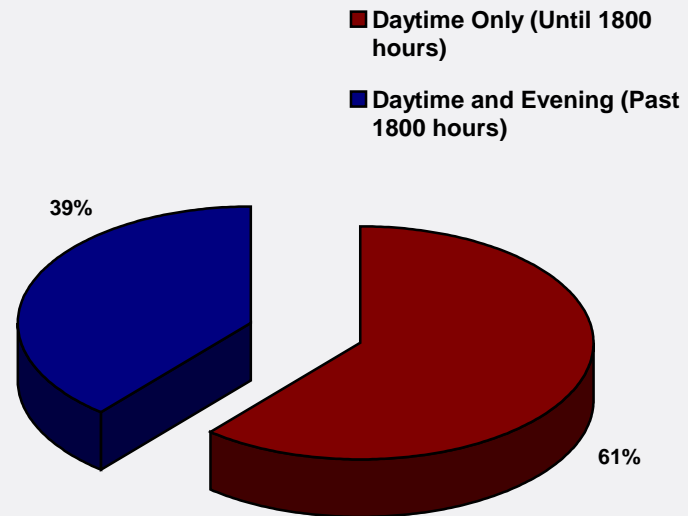


Figure 11. Percent of ATS service providers in the province providing rides during the daytime only and during both daytime and evening hours

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Availability – Weekdays and Weekends

The majority (57%) of ATS service providers in the province provide rides during weekdays only. However, there are a significant percent of providers (43%) in the province that provide rides during weekdays and on weekends.

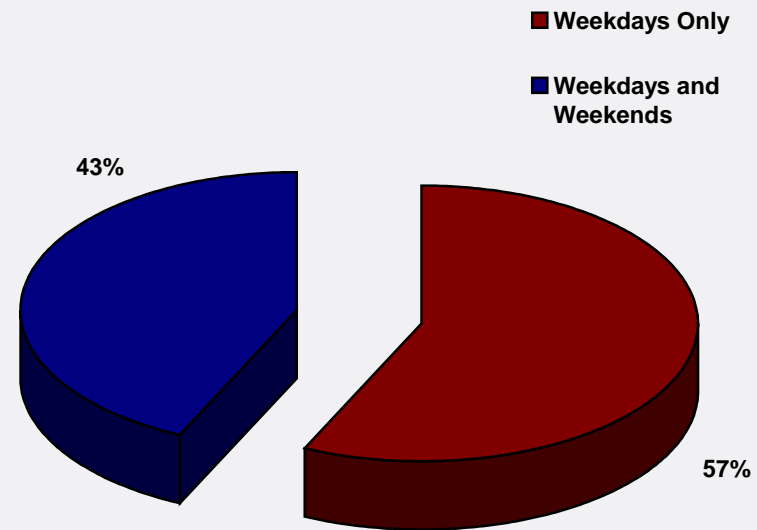


Figure 12. Percent of ATS service providers in the province providing rides on weekdays only and on both weekdays and weekends

Section 1 ATS Service Providers (Province as a Whole)	Acceptability of Services	All Regions (n = 197) n (%)
<p data-bbox="178 381 850 414">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 495 388 527">Acceptability</p> <p data-bbox="178 544 926 747"><i>The transportation service quality is acceptable in terms of advance scheduling; vehicles are clean and well-maintained; service providers provide driver 'sensitivity to seniors' training.</i></p> <p data-bbox="178 1388 619 1421">Transportation Service Provision</p>	<p data-bbox="1039 357 1470 389">Advance Notification Required</p> <p data-bbox="1218 389 1291 422">Yes</p>	<p data-bbox="1690 389 1837 422">184 (93%)</p>
	<p data-bbox="976 454 1522 487">Advance Notification Timeline (n = 184)</p> <p data-bbox="1176 487 1323 519">Same Day</p> <p data-bbox="1186 519 1312 552">24 Hours</p> <p data-bbox="1186 552 1312 584">48 Hours</p> <p data-bbox="1176 584 1323 617">+48 Hours</p>	<p data-bbox="1690 487 1827 519">27 (15%)</p> <p data-bbox="1690 519 1827 552">84 (45%)</p> <p data-bbox="1690 552 1827 584">27 (15%)</p> <p data-bbox="1690 584 1827 617">46 (25%)</p>
	<p data-bbox="1113 657 1396 690">Vehicle Inspections</p> <p data-bbox="1218 690 1291 722">Yes</p>	<p data-bbox="1690 690 1827 722">20 (10%)</p>
	<p data-bbox="1018 755 1480 787">Driver Training Provided (n = 87)</p> <p data-bbox="1218 787 1291 820">Yes</p>	<p data-bbox="1690 787 1827 820">87 (44%)</p>
	<p data-bbox="1018 852 1480 885">Type of Driver Training Provided[±]</p> <p data-bbox="1197 885 1302 917">(n = 87)</p> <p data-bbox="1113 917 1396 950">Mental Health Issues</p> <p data-bbox="1134 950 1375 982">Disability Training</p> <p data-bbox="1050 982 1459 1015">Cardiopulmonary Resuscitation</p> <p data-bbox="1102 1015 1407 1047">Ageing/Seniors' Issues</p> <p data-bbox="1207 1047 1302 1079">Other</p>	<p data-bbox="1690 917 1827 950">19 (22%)</p> <p data-bbox="1690 950 1827 982">20 (23%)</p> <p data-bbox="1690 982 1827 1015">69 (79%)</p> <p data-bbox="1690 1015 1827 1047">19 (22%)</p> <p data-bbox="1690 1047 1827 1079">29 (33%)</p>
	<p data-bbox="934 1169 1890 1234">± The percentages total more than 100% in that some providers offer more than one type of training</p>	

**Section 1 ATS Service Providers
(Province as a Whole)**

The 5 A's of Senior Friendly Transportation

Acceptability – Advance Notification Required

As can be seen in the figure to the right, the vast majority (93%) of ATS service providers in the province require advance notification for a ride.

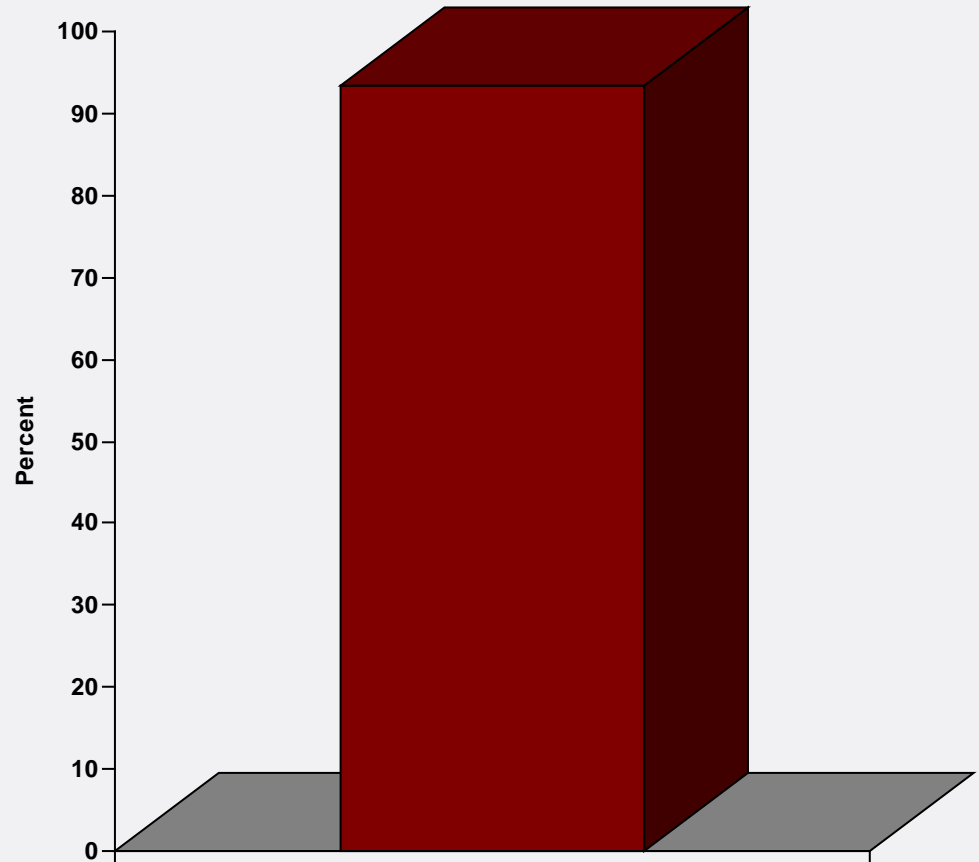


Figure 13. Percent of ATS service providers in the province requiring advance notification for a ride

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Acceptability – Advance Notification Timeline

Of the ATS service providers in the province requiring advance notification for a ride, 15% allow for same day notification, 45% require at least 24 hours notice, 15% require 48 hours notice, and 25% require more than 48 hours notice for service provision.

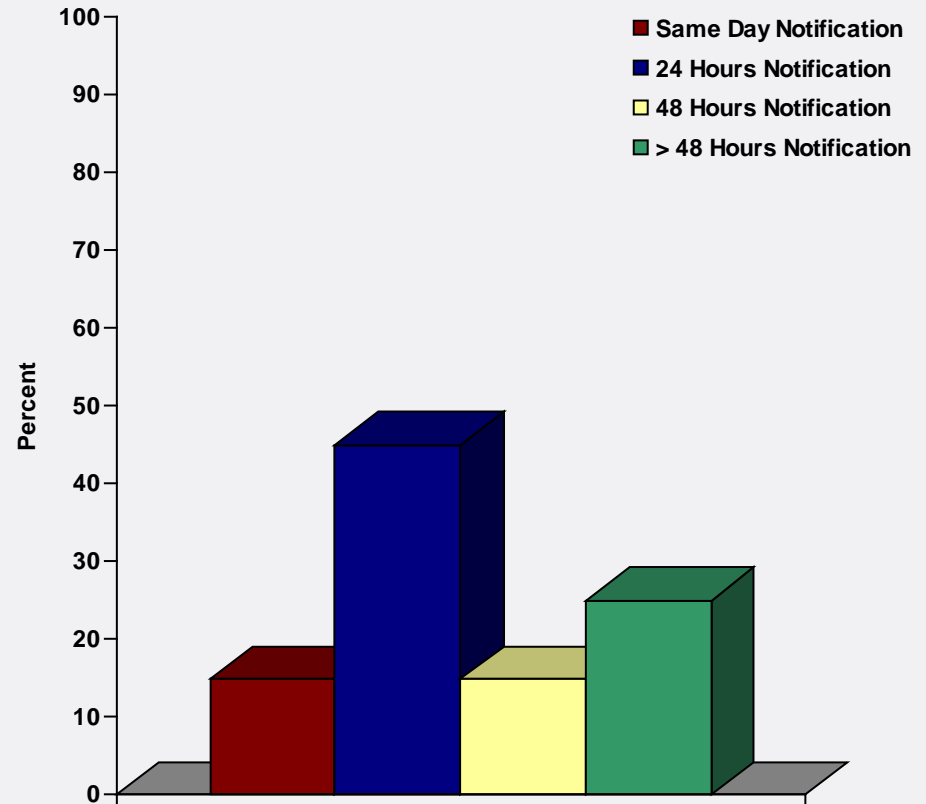


Figure 14. Percent of ATS service providers in the province requiring advance notification (same day or longer) for service provision

Section 1 ATS Service Providers (Province as a Whole)

Organizational Features

Acceptability – Vehicle Inspections

The vast majority (90%) of ATS service providers in the province either do not conduct vehicle inspections or the interviewee did not know if they did. Of all the questions related to organizational features, this question elicited the greatest number of 'don't know' responses.

Transportation Service Provision

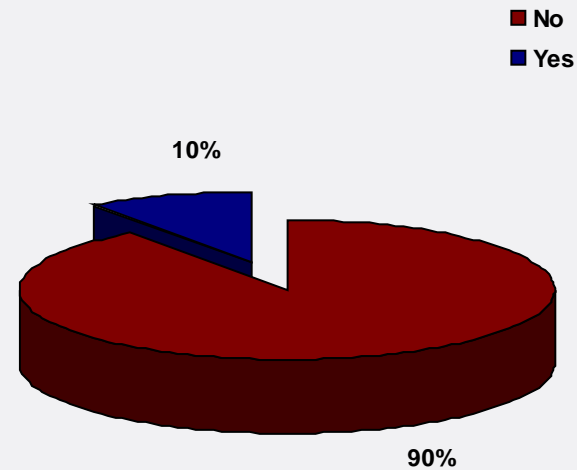


Figure 15. Percent of ATS service providers in the province conducting vehicle inspections

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Acceptability – Driver Training

Of the ATS service providers in the province, less than one half (44%) provide any type of training to their volunteer and/or paid drivers.

Transportation Service Provision

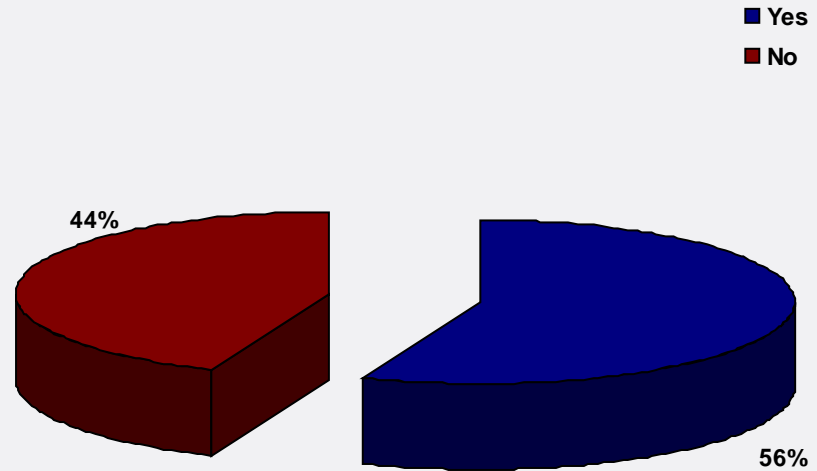


Figure 16. Percent of ATS service providers in the province offering driver training to paid and/or volunteer drivers

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Acceptability – Type of Driver Training

As noted on page 44 of this report, only 87 providers (44%) offer any type of driver training. The sample size and the percent of those offering the specific types of training are provided on page 44 as well.

If we examine training across *all* ATS providers in the province (n = 197), only 10% offer driver training related to mental health issues, to disability, and on ageing and seniors' issues, respectively. Cardiopulmonary resuscitation (CPR) training is the most frequent type of training given to drivers, with 35% of service providers offering this type of training. Other driver training infrequently provided includes training regarding lifting, orientation to vehicles, and driver refresher courses (15%).

Transportation Service Provision

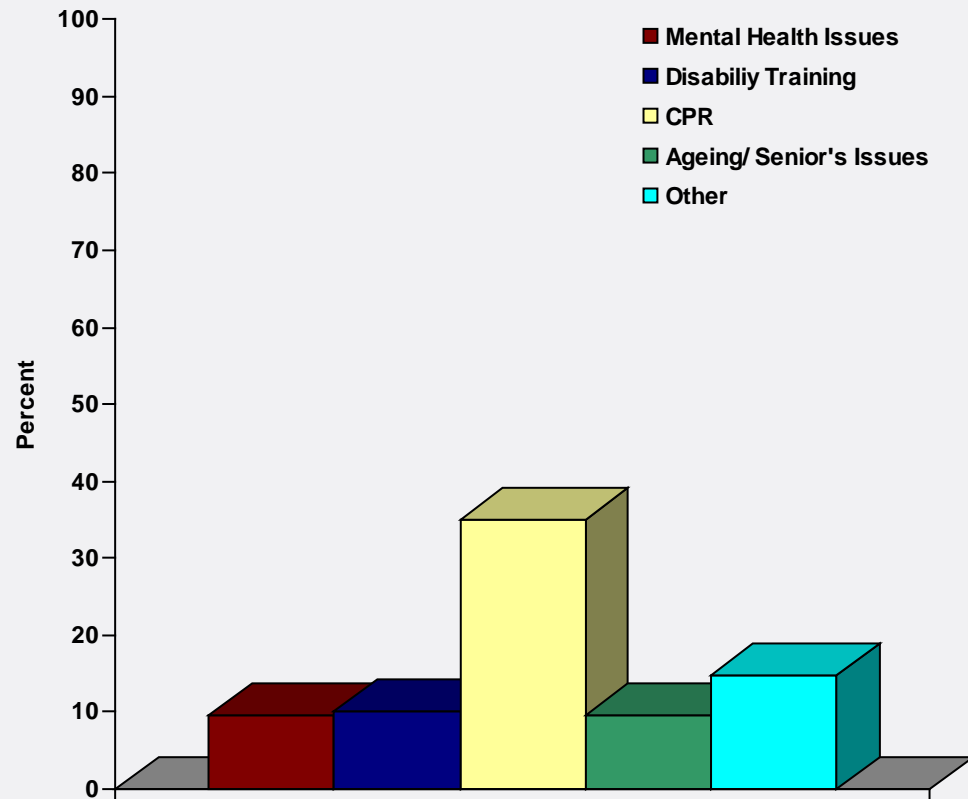


Figure 17. Percent of ATS service providers in the province offering specific types of training to paid and/or volunteer drivers

Section 1 ATS Service Providers (Province as a Whole)	Accessibility of Services	All Regions (n = 197) n (%)
<p data-bbox="178 381 850 414">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 495 388 527">Accessibility</p> <p data-bbox="178 544 926 738"><i>Service provider provides 'door-to-door' and 'door-through-door' transportation; provides transportation to essential and non-essential activities.</i></p> <p data-bbox="178 1388 619 1421">Transportation Service Provision</p>	<p data-bbox="1039 357 1375 389">Type of Service (n = 160)</p> <p data-bbox="1123 389 1291 422">Curb-to-Curb</p> <p data-bbox="1123 422 1291 454">Door-to-Door</p> <p data-bbox="1081 454 1333 487">Door-through-Door</p>	<p data-bbox="1648 389 1774 422">70 (35%)</p> <p data-bbox="1648 422 1774 454">33 (17%)</p> <p data-bbox="1648 454 1774 487">94 (48%)</p>
	<p data-bbox="955 527 1459 560">Trip Purpose (Comprehensiveness)[±]</p> <p data-bbox="1102 560 1312 592">All 4 Purposes</p> <p data-bbox="1123 592 1291 625">3 Purposes</p> <p data-bbox="1123 625 1291 657">2 Purposes</p> <p data-bbox="1102 657 1312 690">Only 1 Purpose</p>	<p data-bbox="1648 560 1774 592">100 (51%)</p> <p data-bbox="1648 592 1774 625">22 (11%)</p> <p data-bbox="1648 625 1774 657">37 (19%)</p> <p data-bbox="1648 657 1774 690">38 (19%)</p>
	<p data-bbox="955 722 1459 755">Trip Purpose (Individual Purpose)*</p> <p data-bbox="1144 755 1270 787">Medical</p> <p data-bbox="1144 787 1270 820">Essential</p> <p data-bbox="1165 820 1249 852">Social</p> <p data-bbox="1144 852 1270 885">Religious</p>	<p data-bbox="1648 755 1774 787">159 (81%)</p> <p data-bbox="1648 787 1774 820">146 (74%)</p> <p data-bbox="1648 820 1774 852">163 (83%)</p> <p data-bbox="1648 852 1774 885">110 (56%)</p>
	<p data-bbox="934 998 1795 1031">[±] Provides rides for medical, essential, social, and/or religious purposes</p> <p data-bbox="934 1031 1921 1079">* Percentages total more than 100% as most providers offer more than one type of service</p>	

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Accessibility – Type of Service

Of all ATS service providers in the province, 35% provide curb-to-curb service only, 17% go beyond curb-to-curb and provide door-to-door service, and 48% offer enhanced service by providing door-through-door service.

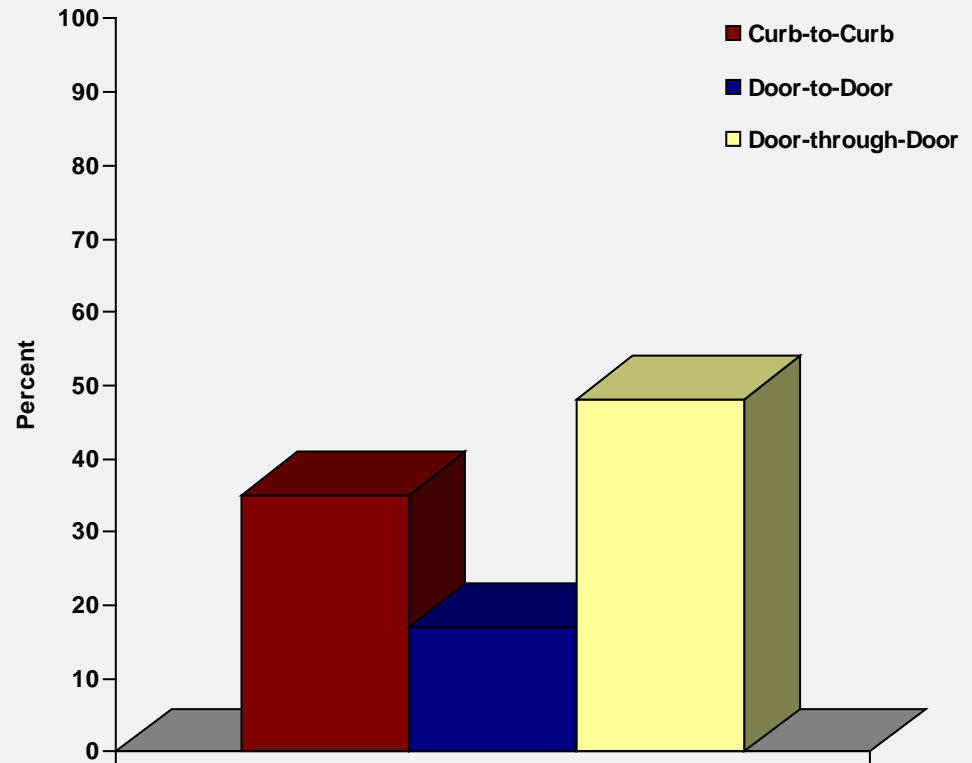


Figure 18. Percent of ATS service providers in the province providing curb-to-curb, door-to-door, or door-through-door service at point of pick-up and drop-off

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Accessibility – Trip Purpose

Transportation can be provided for medical purposes (e.g., doctor's visits, blood tests, x-rays), for essential purposes (e.g., grocery shopping, banking), for social purposes (e.g., attending community events, visits with friends) or for religious purposes (e.g., church services, weekly prayer gatherings).

As shown in the figure to the right, approximately one half (51%) of the service providers in the province provide rides for all four trip purposes (medical, essential, social, and religious), fewer (11%) provide rides for only three of the trip purposes, 19% provide rides for two trip purposes, with the remaining 19% providing rides for only a single trip purpose.

Transportation Service Provision

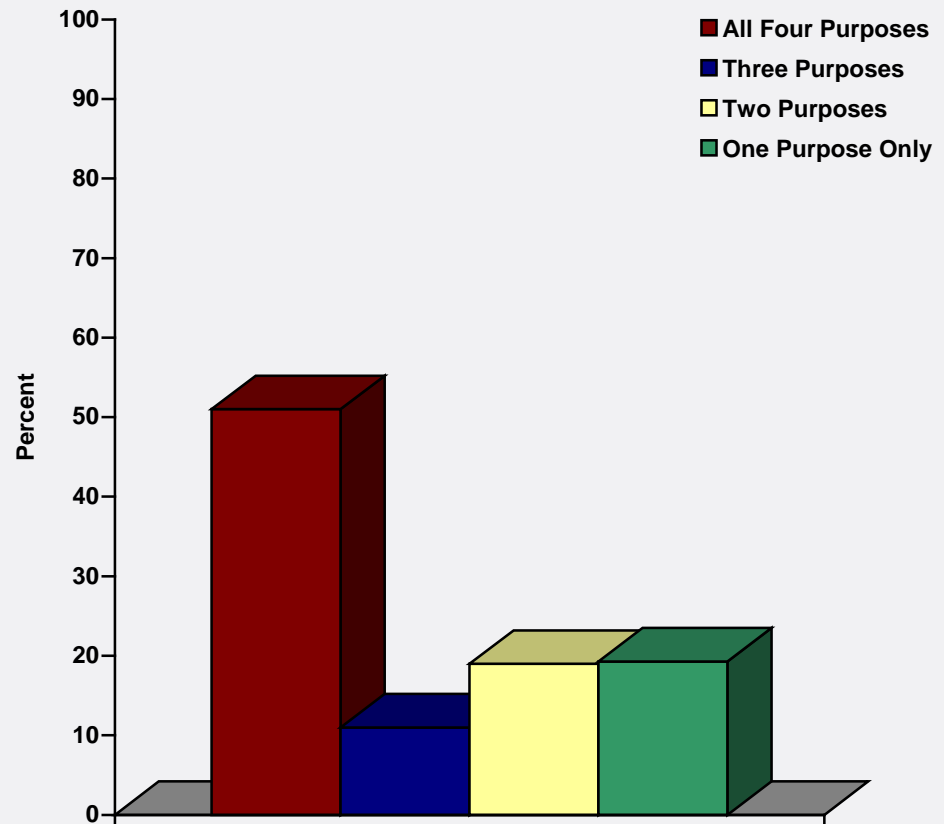


Figure 19. Percent of ATS service providers in the province providing transportation for all four trip purposes (medical, essential, social, and religious) or for a combination of the purposes

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Accessibility – Trip Purpose by Type

When trip purpose is examined individually, the vast majority of ATS service providers in the province provide rides for medical (81%), essential (74%), and social (83%) purposes. However, only 56% provide rides for religious purposes. Note that the percentages total more than 100% because many service providers provide rides for more than one trip purpose.

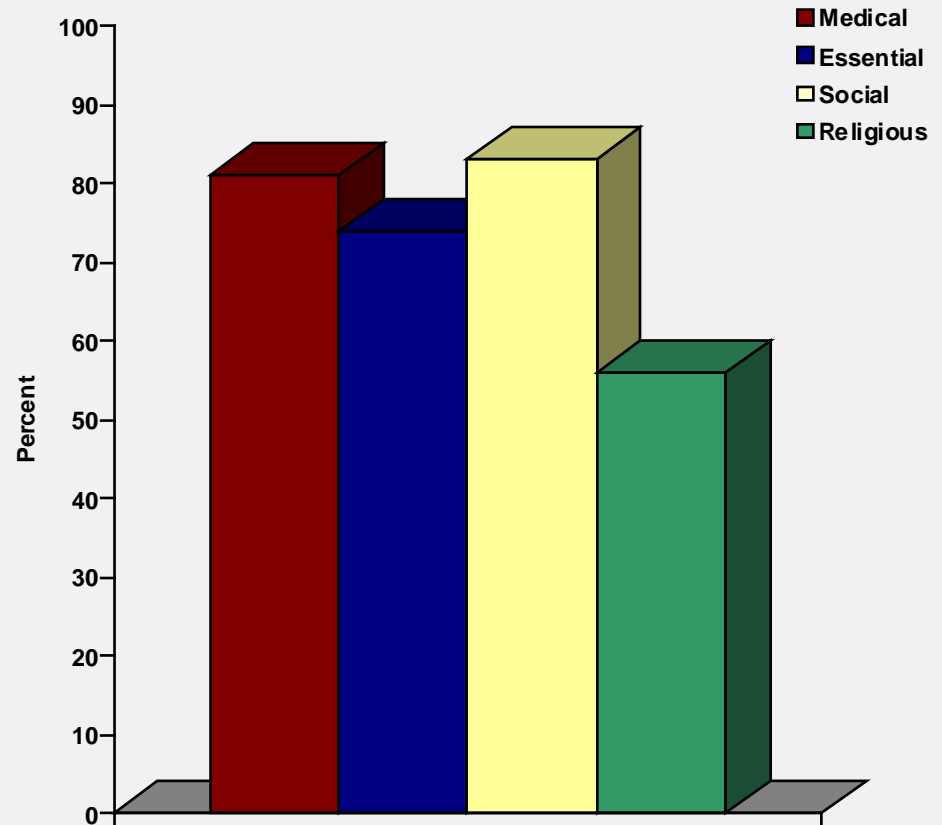


Figure 20. Percent of ATS service providers in the province providing transportation for medical, essential, social, and religious purposes, respectively

Section 1 ATS Service Providers (Province as a Whole)	Adaptability of Services	All Regions (n = 197) n (%)	
<p data-bbox="178 381 926 418">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 495 373 532">Adaptability</p> <p data-bbox="178 544 926 917"><i>Transportation can accommodate riders wanting to make multiple stops (trip chaining); service provider allows for different types of routes (fixed vs. client response) and passenger service (single vs. group); service providers can accommodate wheelchairs and walkers; driver aids in transferring; escorts can be provided.</i></p> <p data-bbox="178 1388 611 1425">Transportation Service Provision</p>	<p data-bbox="1031 358 1346 391">Trip Chaining Allowed</p> <p data-bbox="1157 396 1220 423">Yes</p>	<p data-bbox="1627 391 1766 423">125 (63%)</p>	
	<p data-bbox="1146 464 1241 492">Route</p> <p data-bbox="1066 496 1314 524">Fixed Routes Only</p> <p data-bbox="989 529 1392 557">Client Responses Routes Only</p> <p data-bbox="1157 561 1220 589">Both</p>	<p data-bbox="1627 496 1759 524">57 (29%)</p> <p data-bbox="1627 529 1766 557">108 (55%)</p> <p data-bbox="1627 561 1759 589">32 (16%)</p>	
	<p data-bbox="1056 634 1325 662">Passenger Service</p> <p data-bbox="989 667 1392 695">Single Passenger Service Only</p> <p data-bbox="989 699 1392 727">Group Passenger Service Only</p> <p data-bbox="968 732 1413 792">Both Single and Group Passenger Service</p>	<p data-bbox="1627 667 1759 695">25 (13%)</p> <p data-bbox="1627 699 1759 727">50 (25%)</p> <p data-bbox="1627 732 1766 760">122 (62%)</p>	
	<p data-bbox="1094 837 1283 865">Mobility Aids</p> <p data-bbox="1031 870 1346 898">Walkers Accommodated</p> <p data-bbox="1003 902 1373 930">Wheelchairs Accommodated</p>	<p data-bbox="1627 870 1766 898">190 (96%)</p> <p data-bbox="1627 902 1766 930">123 (62%)</p>	
	<p data-bbox="1003 976 1373 1003">Driver Aids in Transferring</p> <p data-bbox="1157 1008 1220 1036">Yes</p>	<p data-bbox="1627 1008 1759 1036">67 (34%)</p>	
	<p data-bbox="1083 1073 1325 1101">Escorted Service</p> <p data-bbox="1171 1105 1234 1133">Yes</p>	<p data-bbox="1627 1105 1759 1133">78 (40%)</p>	

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Adaptability – Trip Chaining

The majority (63%) of all ATS service providers in the province allow for multiple stops during a trip (e.g., doctor's office, drugstore, grocery store, and home). The remainder of providers offer transportation from pick up to drop off only.

Transportation Service Provision

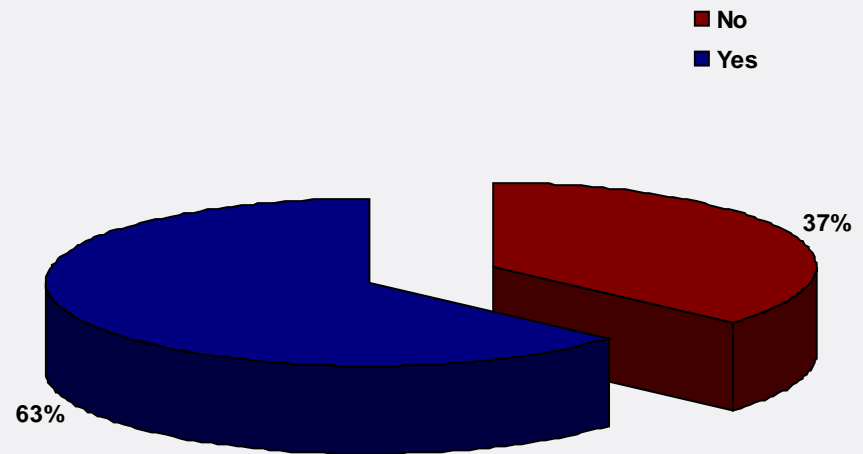


Figure 21. Percent of ATS service providers in the province offering trip chaining (multiple stops during a trip)

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Adaptability – Fixed and Client Response Routes

The majority (55%) of ATS service providers in the province provide transportation where the 'client wants to go' (client response routes), with less than one-third (29%) of providers providing transportation on fixed routes only. A small percent (16%) of the ATS service providers provide both client response and fixed route transportation.

Transportation Service Provision

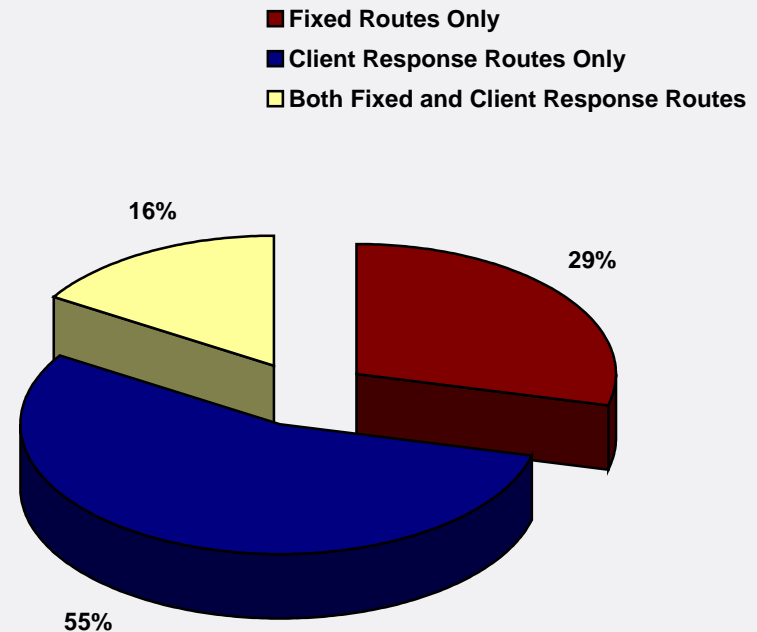


Figure 22. Percent of ATS service providers in the province providing rides on fixed routes only, client response routes only, or for both types of routes

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Adaptability – Passenger Service

The majority of ATS service providers in the province offer both single passenger and group passenger service (62%). Twenty-five percent of ATS service providers offer group passenger service only while 13% of providers offer single passenger service only.

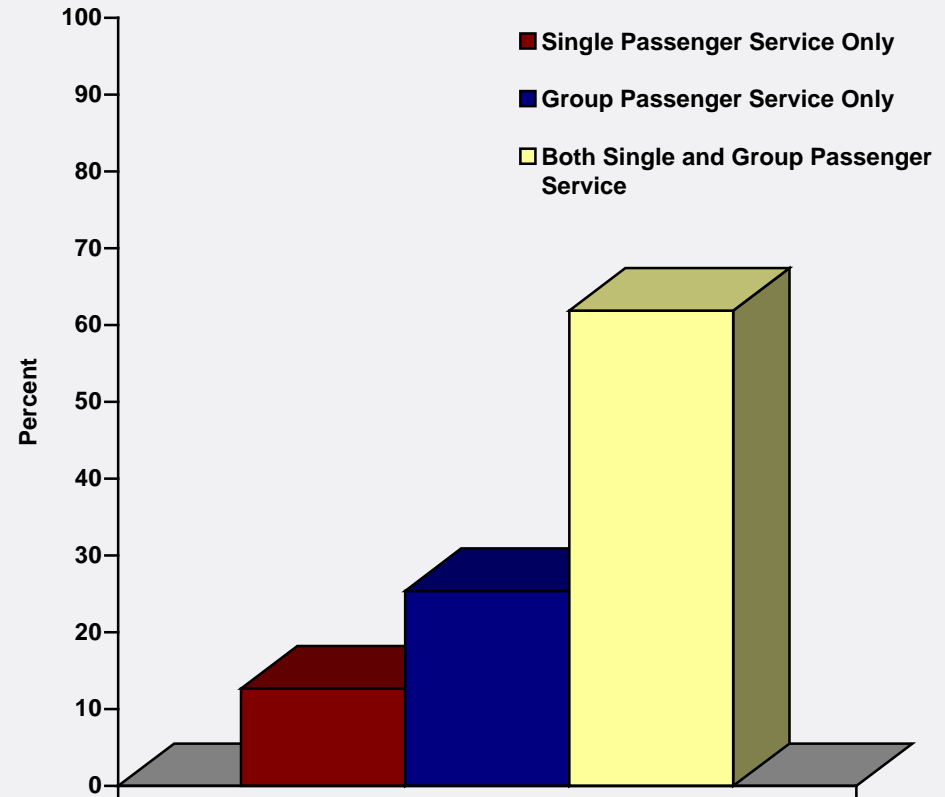


Figure 23. Percent of ATS service providers in the province offering single passenger service only, group passenger service only, or both single and group passenger service

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Adaptability – Mobility Aids

The vast majority (96%) of ATS service providers in the province can accommodate walkers, while 62% of the service providers can accommodate wheelchairs.

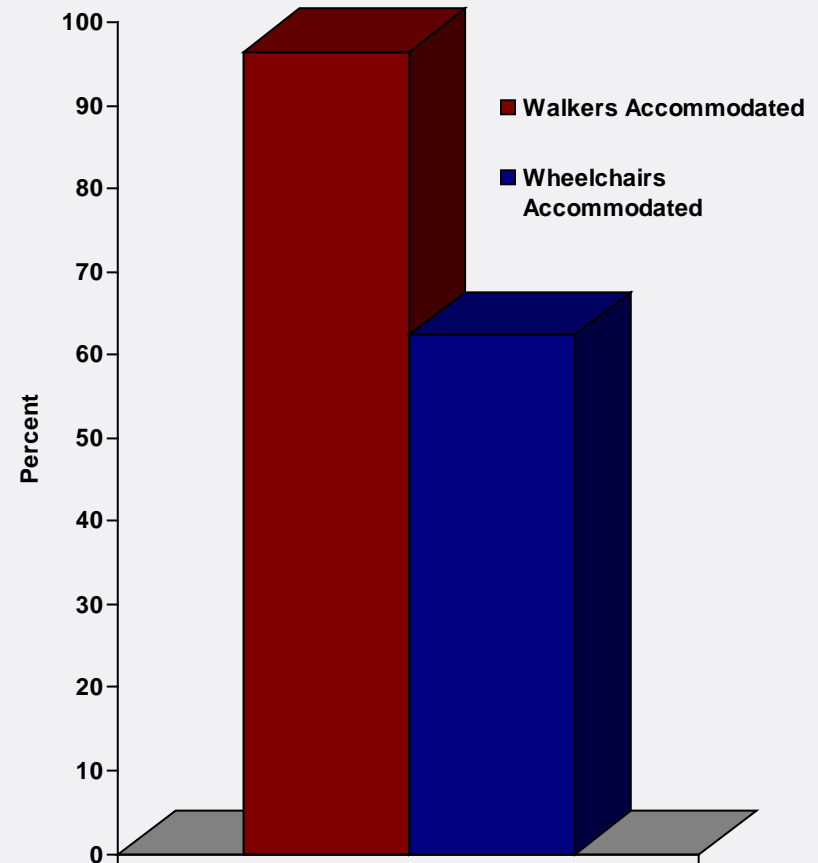


Figure 24. Percent of ATS service providers in the province that can accommodate client walkers or wheelchairs

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Adaptability – Aids in Transferring

Only about one-third (34%) of ATS service providers in the province provide the client with assistance in transferring in and out of the vehicle.

Transportation Service Provision

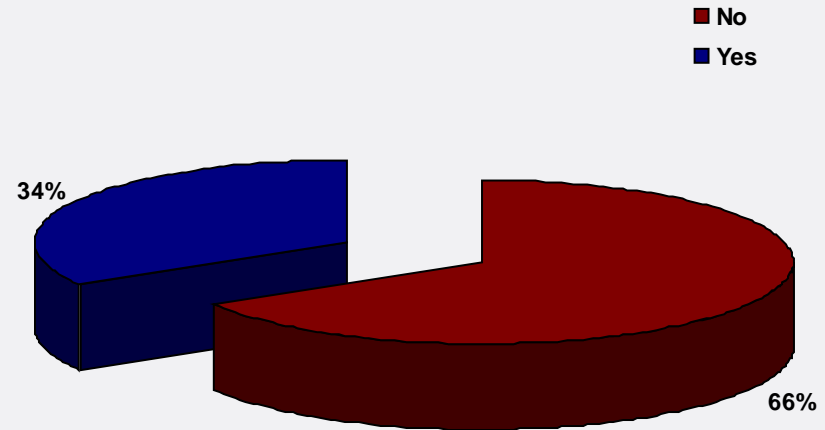


Figure 25. Percent of ATS service providers in the province that provide the client with assistance in transferring

**Section 1 ATS Service Providers
(Province as a Whole)**

The 5 A's of Senior Friendly Transportation

Adaptability – Escorted Service

Of the 197 ATS service providers identified in the province, less than half (40%) provide escorted service (e.g., accompanying the client to an appointment).

Transportation Service Provision

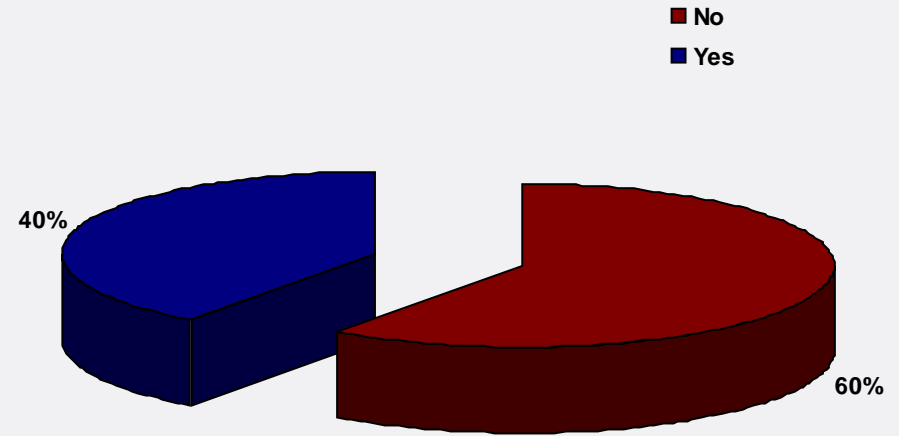


Figure 26. Percent of ATS service providers in the province that provide escorted service

Section 1 ATS Service Providers (Province as a Whole)	Affordability of Services	All Regions (n = 197) n (%)
<p data-bbox="178 381 850 414">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 495 388 527">Affordability</p> <p data-bbox="178 544 926 641"><i>Cost of transportation is affordable (e.g., fees, vouchers, or coupons available, etc.).</i></p> <p data-bbox="178 1388 619 1421">Transportation Service Provision</p>	<p data-bbox="926 357 1417 389">Annual Membership Fees</p> <p data-bbox="926 389 1556 451">Yes</p>	<p data-bbox="1556 389 1816 422">35 (18%)</p>
	<p data-bbox="926 454 1470 487">Type of Annual Membership Fee (n = 35)</p> <p data-bbox="926 487 1556 552">Yes, Mandatory</p> <p data-bbox="926 552 1556 625">Yes, Voluntary</p>	<p data-bbox="1556 519 1816 552">28 (80%)</p> <p data-bbox="1556 552 1816 584">7 (20%)</p>
	<p data-bbox="926 628 1312 660">Rider Fees</p> <p data-bbox="926 660 1556 722">Yes</p>	<p data-bbox="1556 660 1816 693">135 (69%)</p>
	<p data-bbox="926 725 1365 758">Type of Rider Fee (n = 135)</p> <p data-bbox="926 758 1556 828">Flat Rate</p> <p data-bbox="926 828 1556 860">Mileage</p> <p data-bbox="926 860 1556 925">Flat Rate plus Mileage</p>	<p data-bbox="1556 790 1816 823">83 (61%)</p> <p data-bbox="1556 823 1816 855">12 (9%)</p> <p data-bbox="1556 855 1816 888">40 (30%)</p>
	<p data-bbox="926 928 1407 961">Parking Accommodated</p> <p data-bbox="926 961 1556 998">Yes</p>	<p data-bbox="1556 961 1816 993">132 (67%)</p>
	<p data-bbox="926 1002 1438 1034">Payment of Parking (n = 132)</p> <p data-bbox="926 1034 1556 1096">Client Pays</p> <p data-bbox="926 1096 1556 1161">Provider Pays</p>	<p data-bbox="1556 1066 1816 1099">70 (53%)</p> <p data-bbox="1556 1099 1816 1131">62 (47%)</p>
	<p data-bbox="926 1164 1302 1196">Coupons</p> <p data-bbox="926 1196 1556 1266">Yes</p>	<p data-bbox="1556 1196 1816 1229">50 (25%)</p>

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Affordability – Membership Fees and Type of Membership Fee

Few (18%) ATS service providers in the province charge an annual membership fee.

Of the 18% charging an annual membership fee, the fee is a mandatory fee for 80% of the service providers and voluntary for the remaining 20%.

Transportation Service Provision

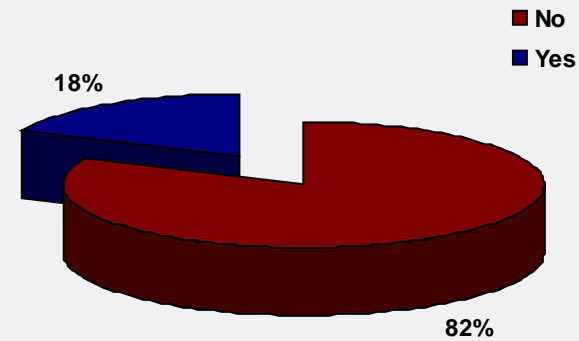


Figure 27. Percent of ATS service providers in the province charging an annual membership fee

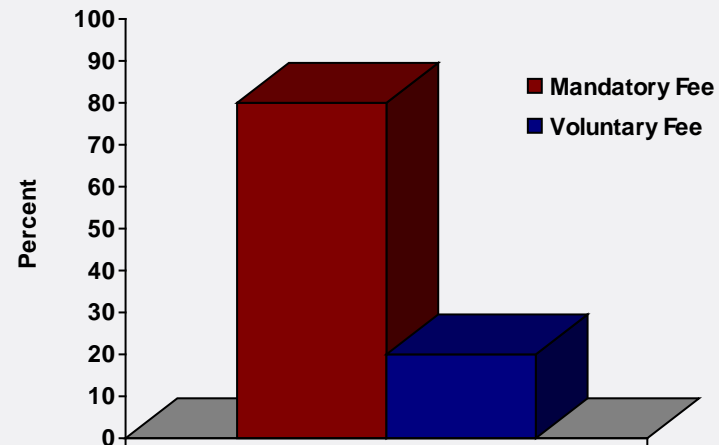


Figure 28. Of those providers charging a fee, the percent of ATS service providers in the province charging a mandatory or voluntary fee

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Affordability – Rider Fees and Type of Rider Fee

Over two-thirds (69%) of ATS service providers in the province charge a fee for rides.

Of the providers charging fees, almost two-thirds (61%) charge clients a flat rate fee for rides. Only 9% of providers charge mileage, with the remainder (30%) charging a flat rate plus mileage.

Transportation Service Provision

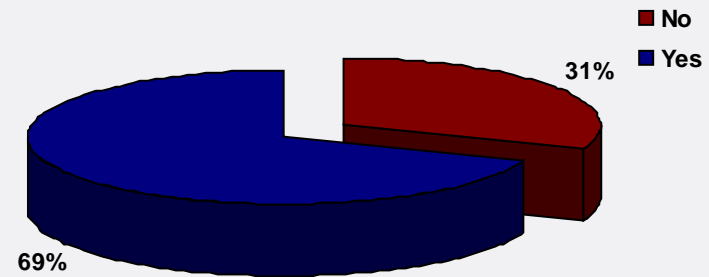


Figure 29. Percent of ATS service providers in the province charging a fee for rides

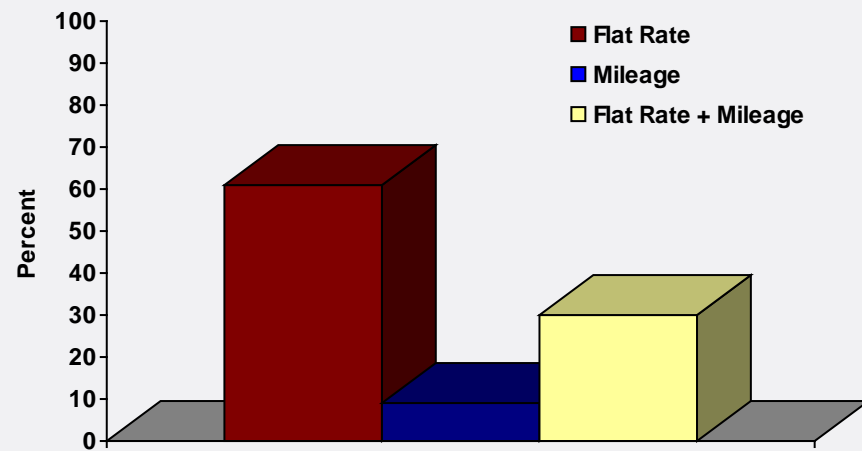


Figure 30. Types of rider fees charged by ATS service providers in the province (graphed as a percent of the type of fee charged)

Section 1 ATS Service Providers (Province as a Whole)

The 5 A's of Senior Friendly Transportation

Affordability – Parking Accommodated

Slightly more than half (53%) of the ATS service providers in the province charge the client for parking fees associated with their transportation. The remainder (47%) of the service providers cover the cost of parking for their clients.

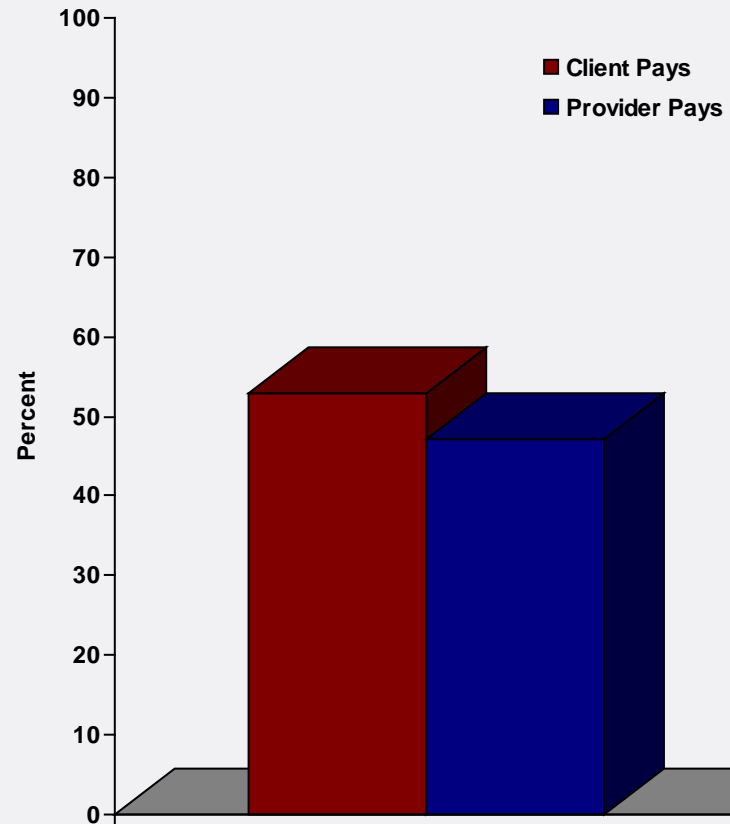


Figure 31. Percent of ATS service providers in the province charging clients parking fees

**Section 1 ATS Service Providers
(Province as a Whole)**

The 5 A's of Senior Friendly Transportation

Affordability – Coupons

Only a very few ATS service providers (25%) in the province offer coupons for their service.

Transportation Service Provision

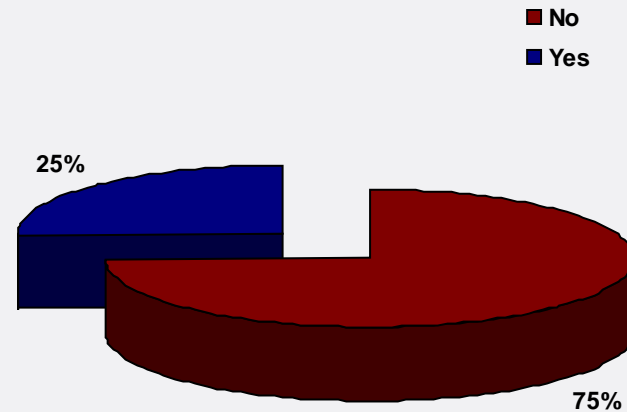


Figure 32. Percent of ATS service providers in the province offering coupons for services

Section 1 ATS Service Providers (Province as a Whole)

Organizational Features

Drivers – Type of Driver

Of the ATS service providers in the province, 40% rely on volunteer drivers alone, 53% rely on paid drivers alone, and 8% rely on a mix of volunteer and paid drivers.

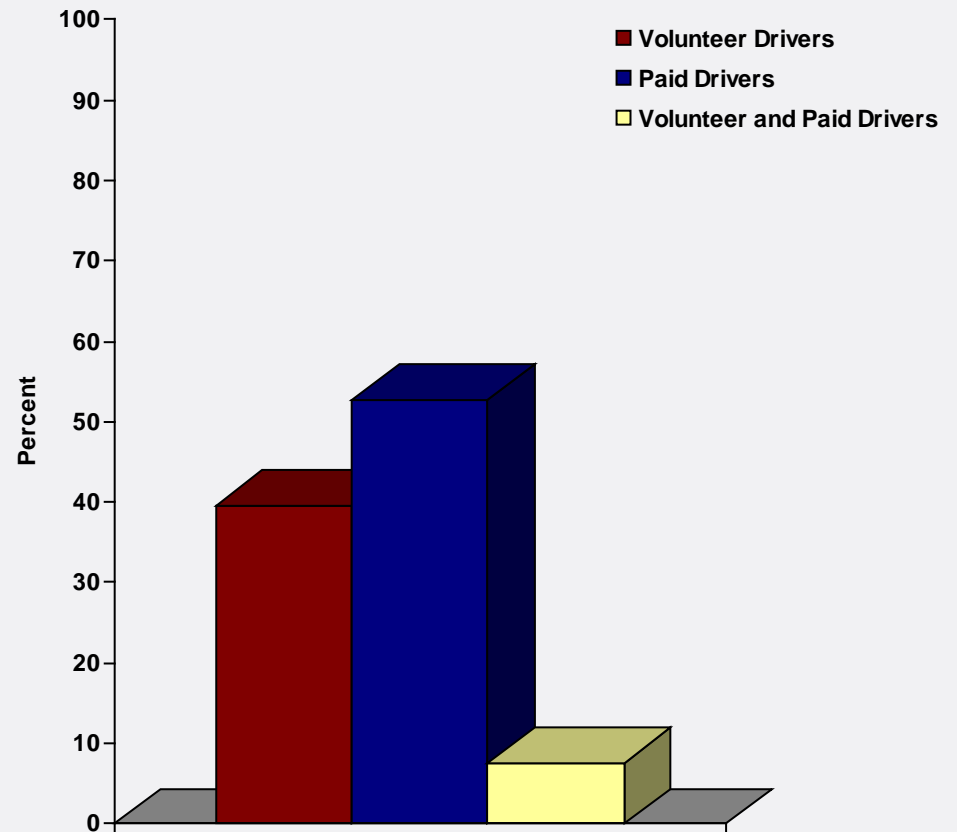


Figure 33. Percent of ATS service providers in the province relying on volunteer drivers, paid drivers, or volunteer and paid drivers

Section 1 ATS Service Providers (Province as a Whole)

Organizational Features

Drivers – Driver Screening and Type of Screening

The vast majority (87%) of service providers in the province have a driver screening protocol.

Of the ATS service providers that screen their drivers, 95% conduct a driver's abstract check, approximately 72% conduct a criminal background check, and 64% conduct a reference check. Less than one third (29%) check for insurance coverage, and few (26%) rely on a road test for determination of driver competency. Very few (6%) conduct drug testing.

Organizational Features

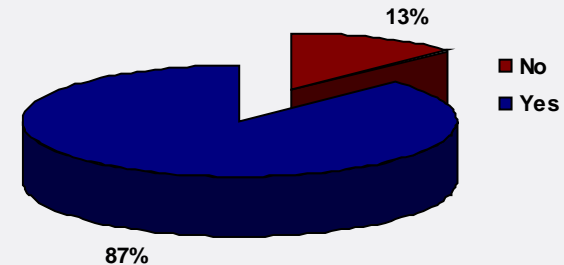


Figure 34. Percent of ATS service providers in the province that conduct driver screening

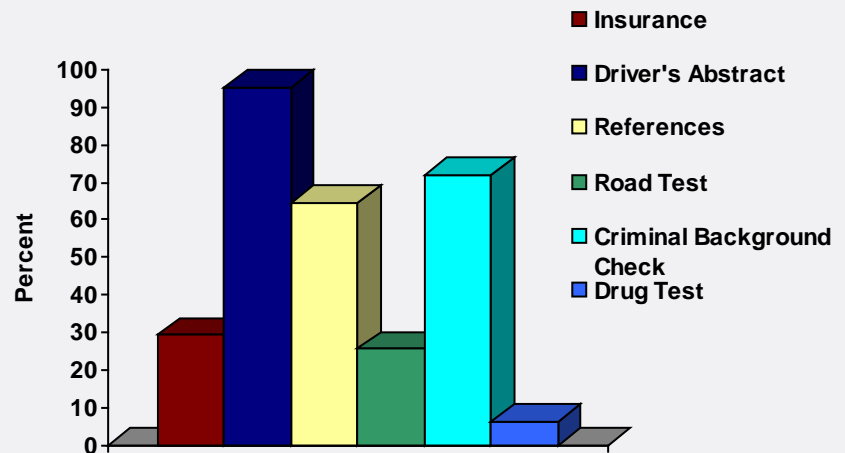


Figure 35. Percent of ATS service providers in the province that conduct the different types of screening on drivers

Section 1 ATS Service Providers (Province as a Whole)

Organizational Features

Vehicles – Insurance

Almost two-thirds (60%) of ATS service providers in the province allow drivers using their own personal vehicles to volunteer drive with insurance coverage provided through their own personal insurance. The remainder (40%) of the service providers require the driver to obtain extra insurance.

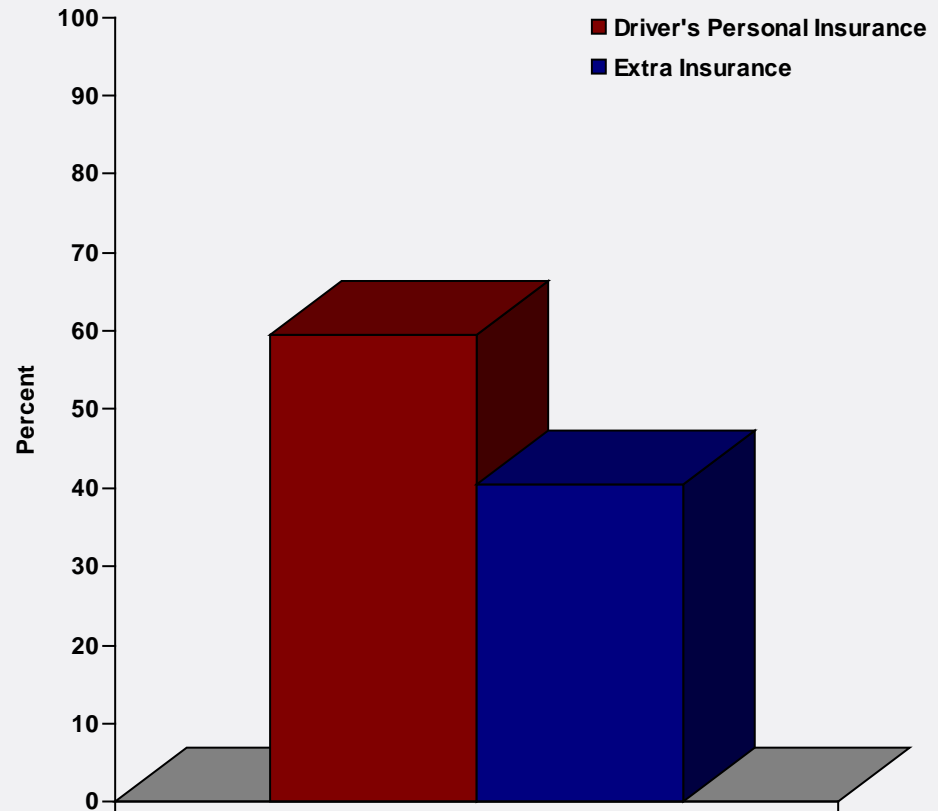


Figure 36. Percent of ATS service providers in the province relying on drivers' personal insurance coverage or requiring extra insurance coverage

Organizational Features

Section 1 ATS Service Providers (Province as a Whole)

Organizational Features

Customer Service Survey

Only about one-fifth (21%) of ATS service providers in the province distribute a survey annually to improve customer service.

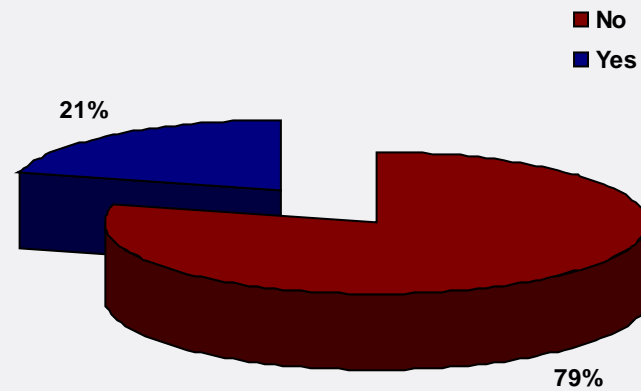


Figure 37. Percent of ATS service providers in the province that distribute an annual customer service survey for service improvement

Section 1 ATS Service Providers (Province as a Whole)

Organizational Features

Advertising

All of the ATS service providers in the province rely on 'word-of-mouth' advertising to promote their service. Other types of advertising utilized by ATS service providers include advertising through newspapers and newsletters, through agencies/organizations such as social service agencies and medical service agencies, and also community centres. Very few (10%) utilize television or radio for advertising.

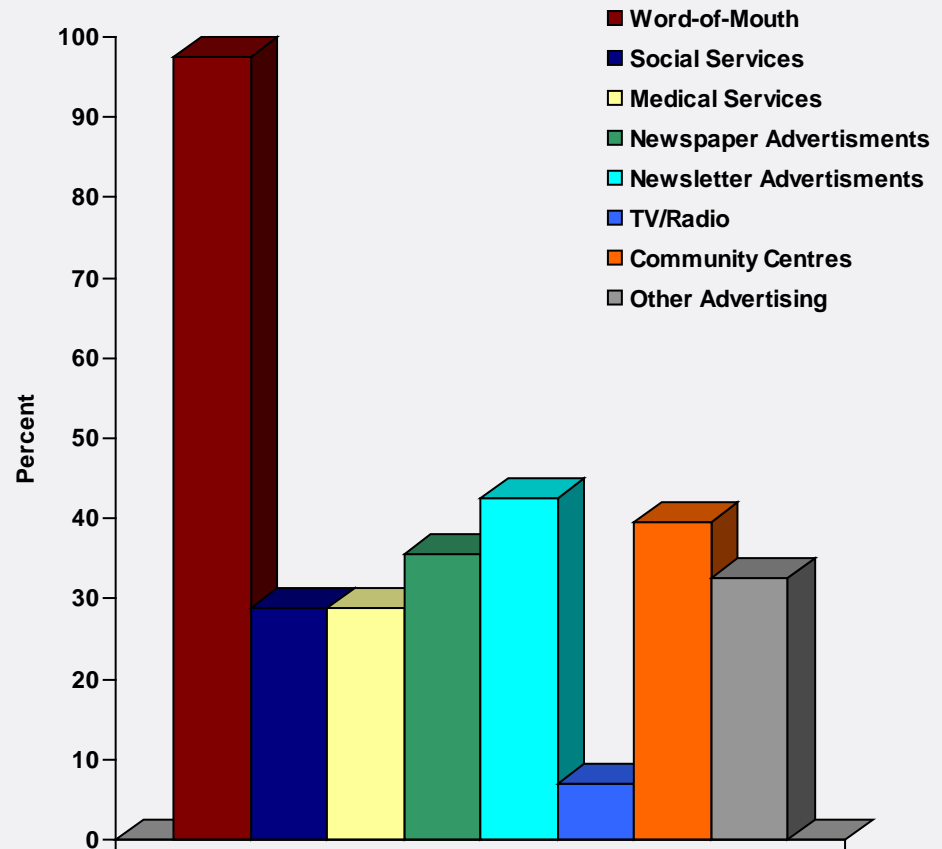


Figure 38. Percent of ATS service providers in the province that rely on advertising for their services (graphed by the type of advertising)

Section 2 ATS Service Providers (Across the Nine Regions)

Demographics

Transportation Service Provision

Availability

Acceptability

Accessibility

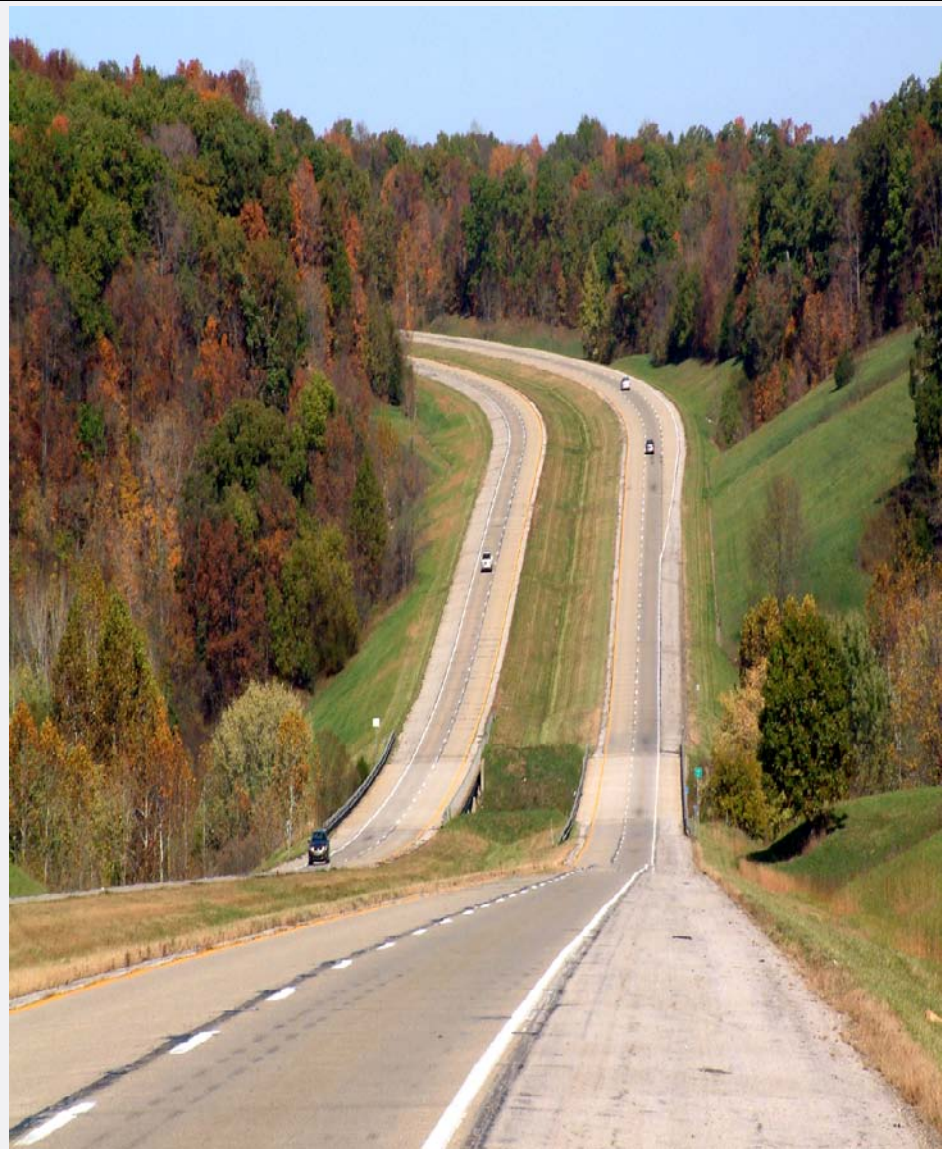
Adaptability

Affordability

Organizational Features

Drivers

Vehicles



Section 2 ATS Service Providers (Across the Nine Regions)

Number of Providers per Region

The number of ATS service providers varies across the regions. The Capital region has the most service providers (n = 40), followed by the David Thompson region (n = 34), and the Calgary region (n = 32). The Northern Lights region has the fewest number of service providers (n = 4), which may be due to its relatively young population.

It is interesting to note the percent of seniors in each of the nine regions. Based on 2003 data, seniors comprised 13.6% of the population in the Chinook region, 12.6% in the Palliser region, 9.5% in the David Thompson region, 15.4% in the East Central region, 11.1% in the Capital region, 10.6% in the Aspen region, 8.8% in the Peace Country region, and 2.8% in the Northern Lights region. A comparison of the two sets of data indicates that the number of ATS service providers in the regions is unrelated to the ageing demographics of the regions.

Demographics

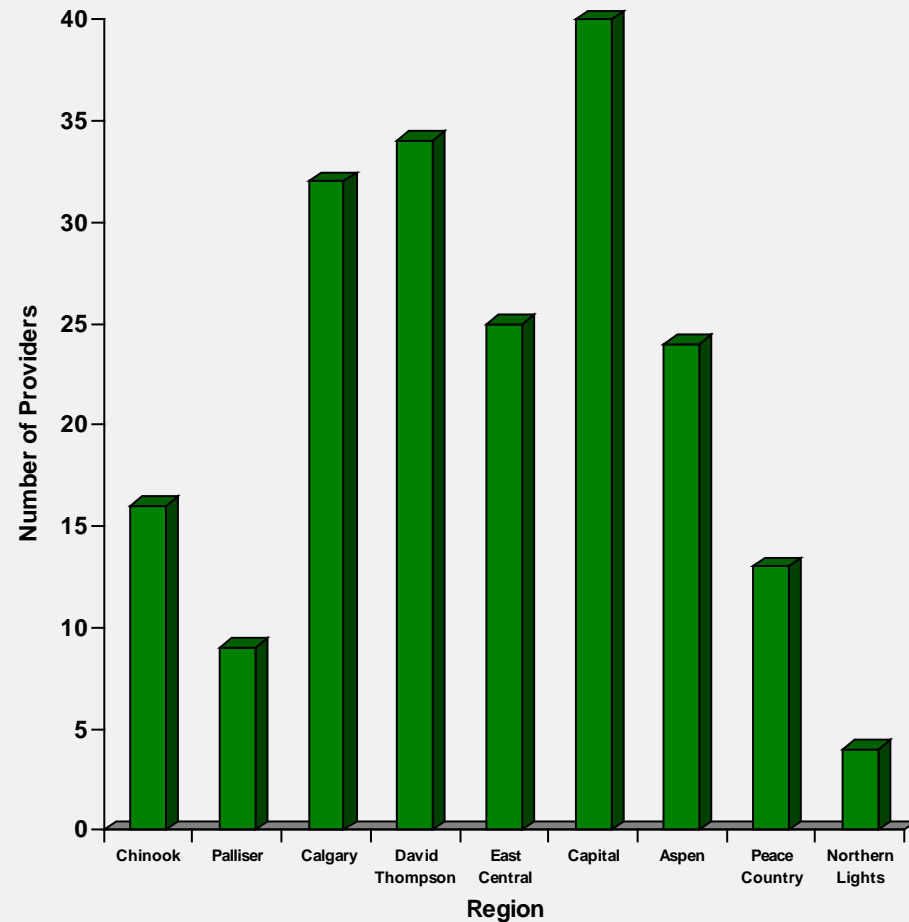


Figure 39. Number of providers in each of the nine regions in Alberta

Section 2 ATS Service Providers (Across the Nine Regions)

Average Years in Operation for ATS Service Providers by Region

The average number of years in operation for ATS service providers across the regions ranges from 12 years 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). For six of the regions, ATS service providers have been in operation, on average, for 15 years (Chinook, Calgary, East Central, Capital, David Thompson, and Northern Lights). Service providers have been in operation, on average, the fewest number of years in the Aspen region (12 years).

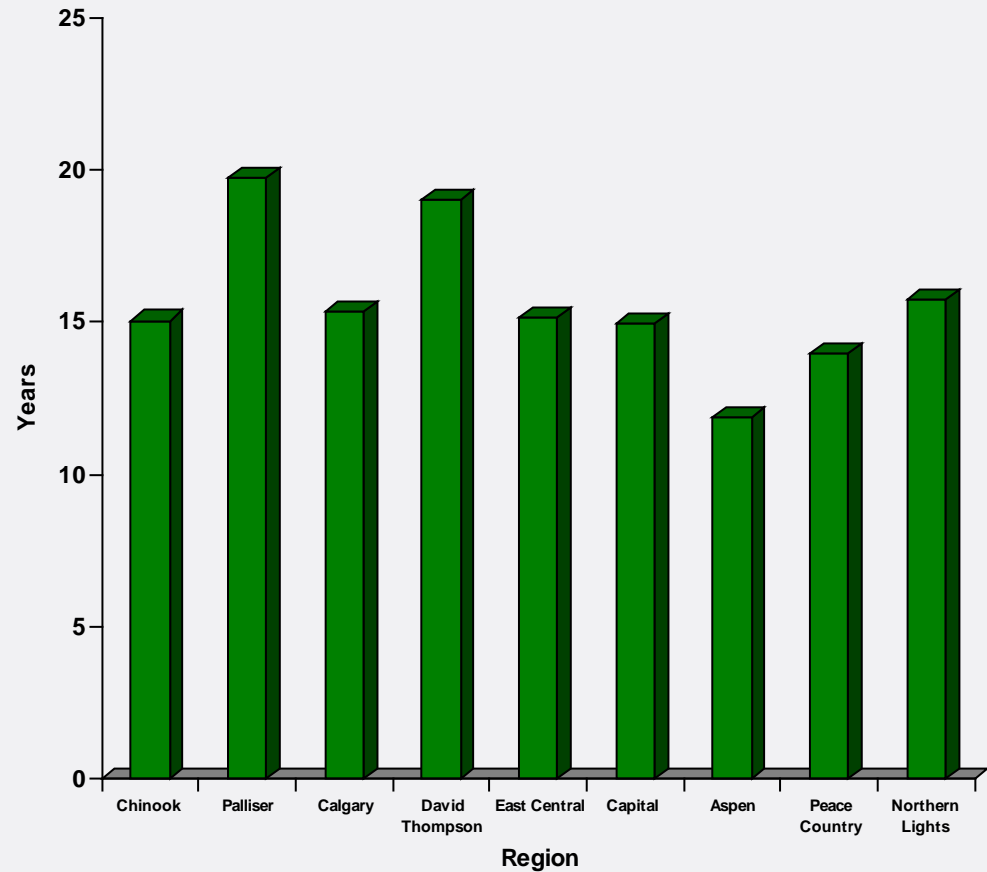


Figure 40. Average number of years in operation for ATS service providers in each region

Section 2 ATS Service Providers (Across the Nine Regions)

Type of Organization Based on Funding

ATS service providers were asked whether their organization was for-profit or not-for-profit. As can be seen in the figure to the right, all of the ATS service providers in the Chinook, Palliser, East Central, Aspen, Peace Country, and Northern Lights regions are not-for-profit, with only three regions (Calgary, David Thompson, and Capital) having for-profit service providers. However, the percent of for-profit service providers in those regions is low (less than 15%).

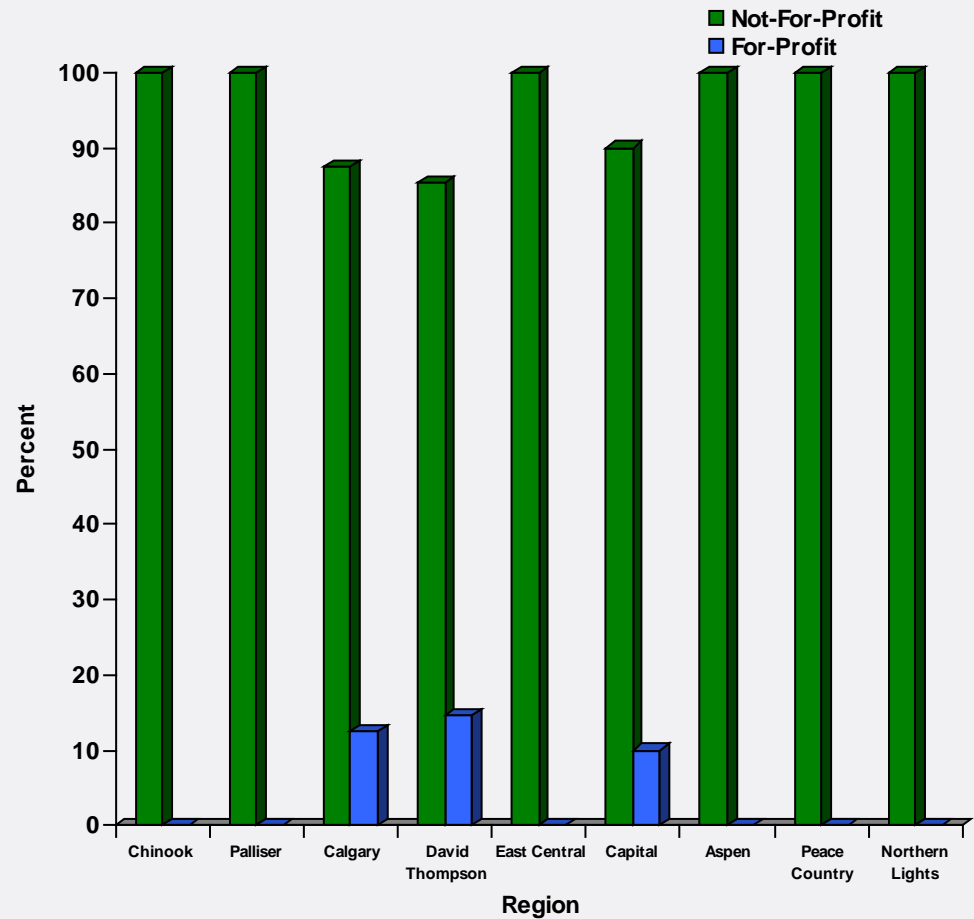


Figure 41. Percent of ATS service providers in each region that are not-for-profit or for-profit

Section 2 ATS Service Providers (Across the Nine Regions)

Funding Stream

Most of the ATS service providers in each of the regions rely primarily on funding from a mix of sources, including government grants, philanthropic grants, membership and/or client fees, revenue from fundraising, and donations. The exception to this is the Northern Lights region. In this region, the majority of service providers rely on a sole source of funding.

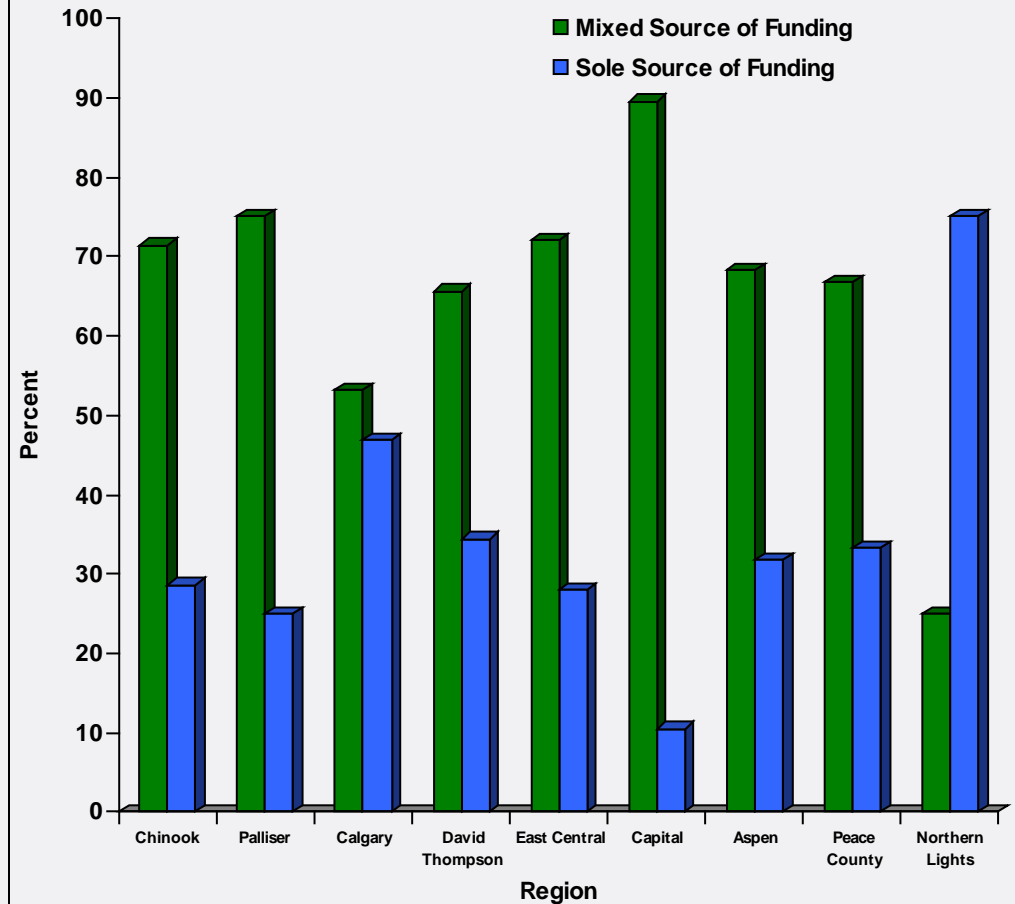


Figure 42. Percent of ATS service providers in each region with a mixed source of funding and with a sole source of funding

Section 2 ATS Service Providers (Across the Nine Regions)

Funding Source

As can be seen in figure to the right, the percent of organizations relying on a sole source of funding differs across the regions in terms of the source of that funding, with no clear pattern evident. In five of the regions, 50% or more of the providers rely solely on government grants (Chinook, Palliser, East Central, Peace Country, and Northern Lights). In three of the regions, 50% or more of the service providers rely on membership and client fees only for funding (Calgary, David Thompson, and the Capital region). For the remaining regions, the sole source of funding for service providers within the region is more variable.

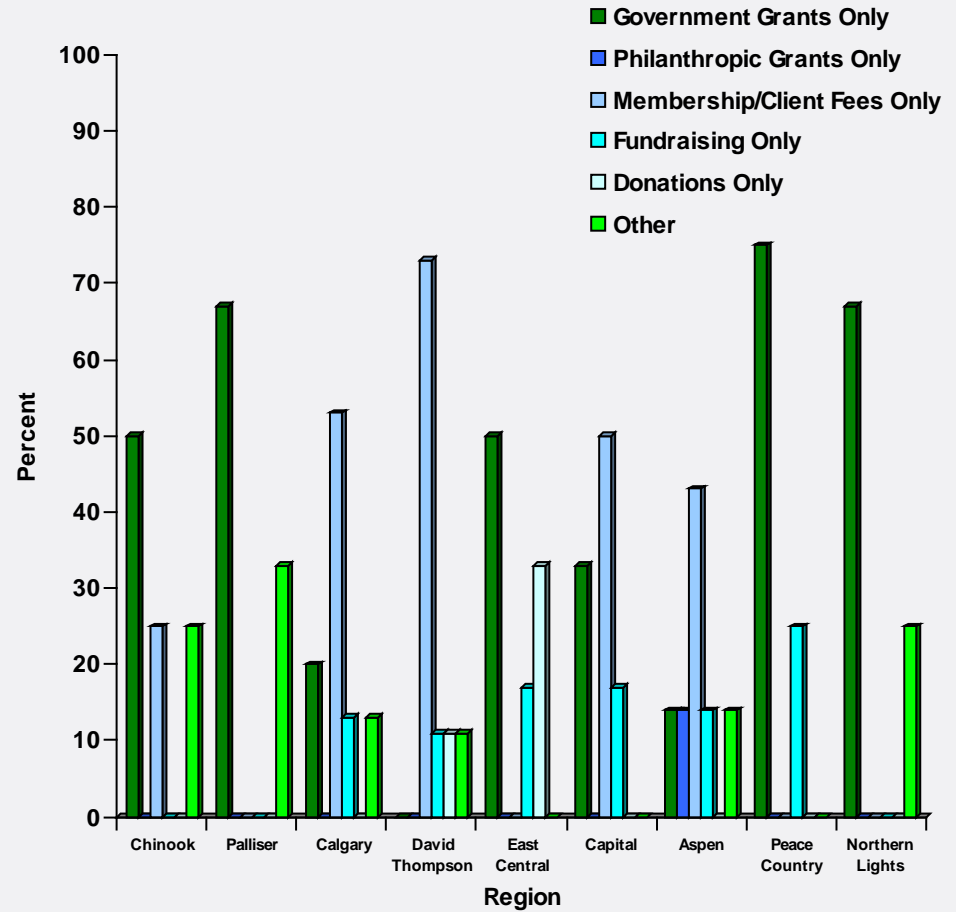


Figure 43. Percent of ATS service providers in each region with a reliance on a single source of funding (graphed by type of funding)

<p>Section 2 ATS Service Providers (Across the Nine Regions)</p> <p>The 5 A's of Senior Friendly Transportation</p> <p>Availability <i>Transportation services are provided to seniors (clients served; wait list) and those services are available when needed (days, evenings; weekdays, weekends).</i></p> <p><i>Note: Due to the large number of comparisons on data in this section, which leads to an increased probability of obtaining statistical significance by chance, statistical analyses were not conducted.</i></p> <p>Transportation Service Provision</p>	Availability of Services
	Average Number of Clients Per Month Per Year
	Wait List Organizations with a Wait List Average Number of Clients on Wait List
	Daytime/Evening Service Daytime Only (Until 1800 hours) Daytime and Evening (Past 1800 hours)
	Weekdays/Weekends Service Weekdays Only Weekdays and Weekends
	For Descriptive Data in Tabular Format please contact the Study Investigators

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Availability – Number of Clients Served Per Month

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 higher at 381 per month. ATS service providers have operated for the longest time in the Palliser region which may account for the difference in the average number of clients served each month.

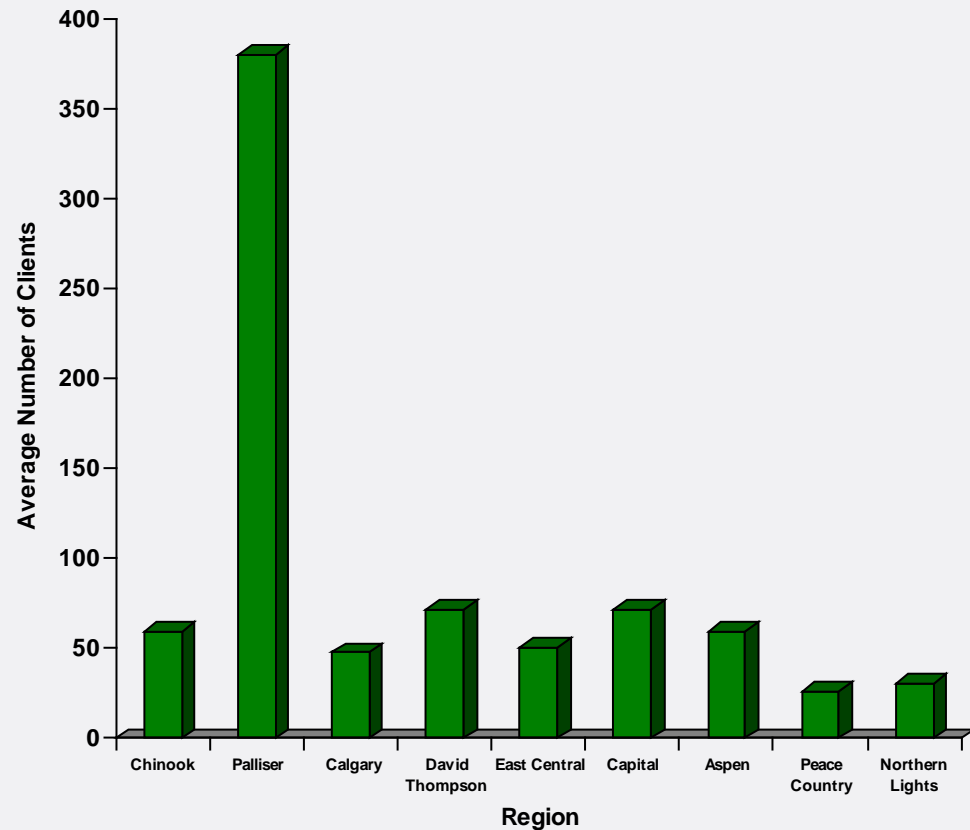


Figure 44. Average number of clients served per month in each region across all ATS service providers

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Availability – Number of Clients Served Per Year

The pattern observed in clients served per month in the previous figure is consistent with the average number of clients served per year in each of the regions across the province – again we see that the number of clients served per year is relatively consistent (~ 125-150/year) across the regions, with the exception of service providers in the Palliser region. In that region, the average number of clients served per year is significantly higher at 555 per year. As noted on the previous page, ATS service providers have operated for the longest time in the Palliser region which may account for the difference in average number of clients served each year.

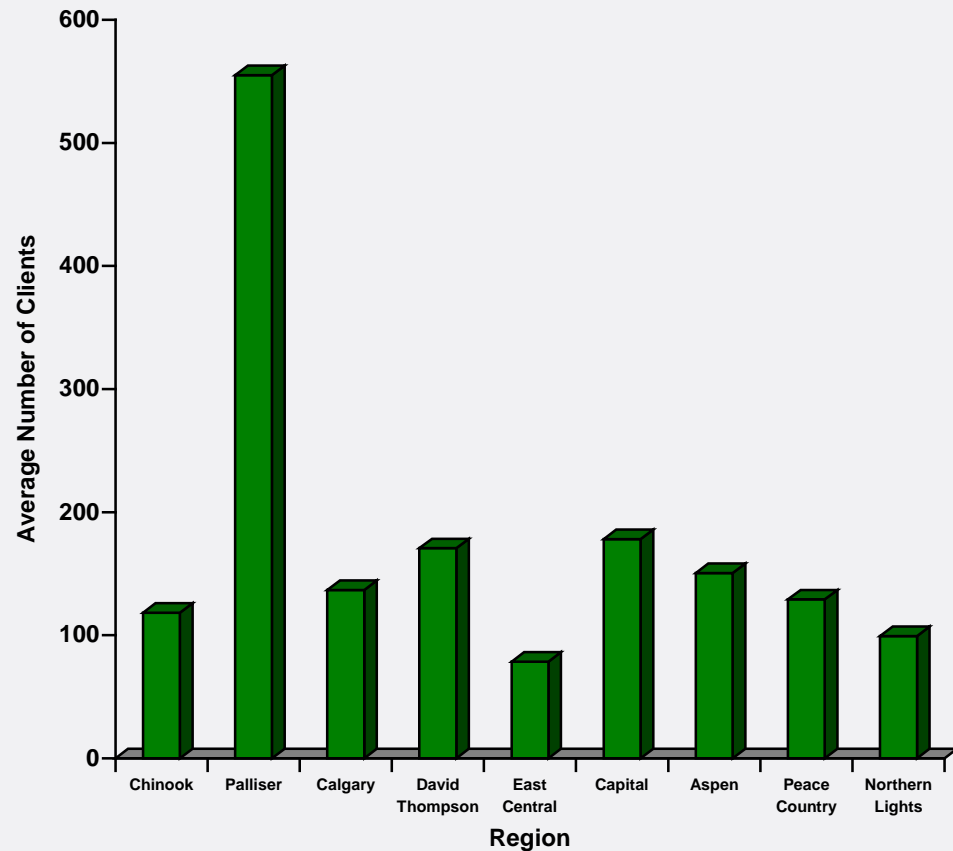


Figure 45. Average number of clients served per year in each region across all ATS service providers

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Availability – Organizations with a Wait List

As shown in the figure to the right, fewer than 25% of ATS service providers in each region, on average, report having clients on a wait list – the exception to this is the Calgary region where more than one third (37.5%) of service providers in this region have a wait list. The Palliser region has the lowest percent of ATS service providers with a wait list in the province.

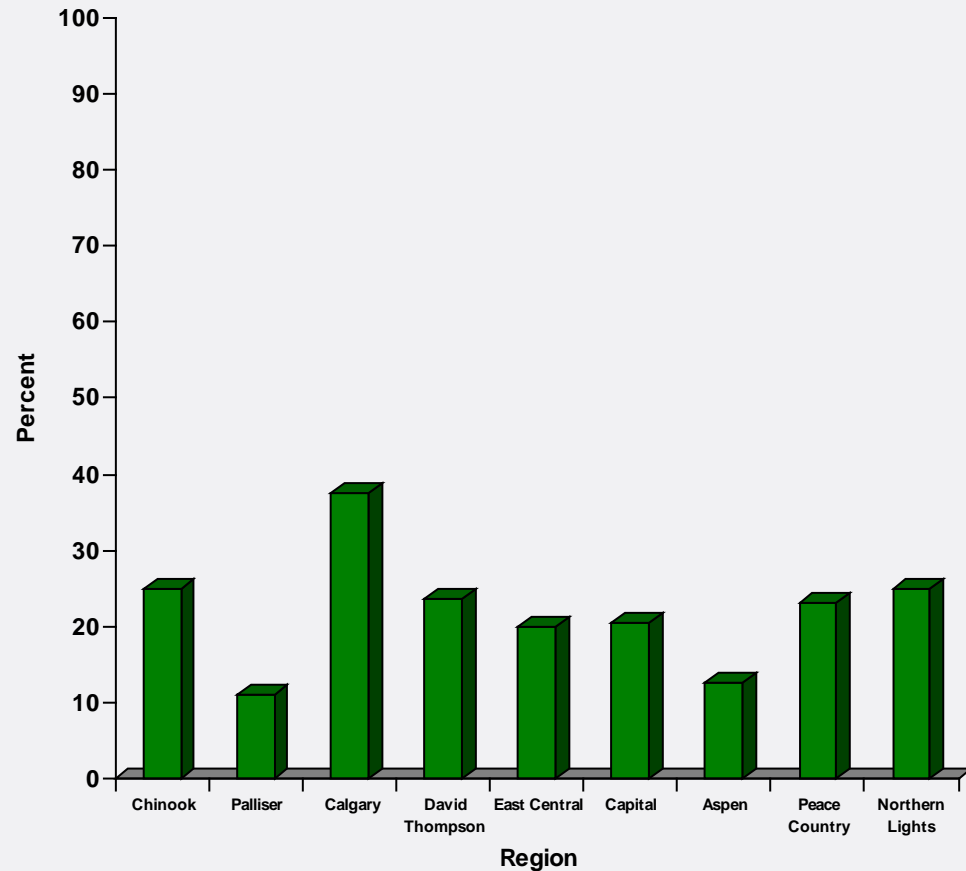


Figure 46. Percent of ATS service providers in each region with clients on a wait list

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Availability – Number of Clients on the Wait List

For those service providers that report having a wait list, service providers in the David Thompson and Capital regions have the greatest number of clients on a wait list (22 and 20 on average, respectively). For the remaining regions, the number of clients on a wait list ranges, on average, from 4 to 15.

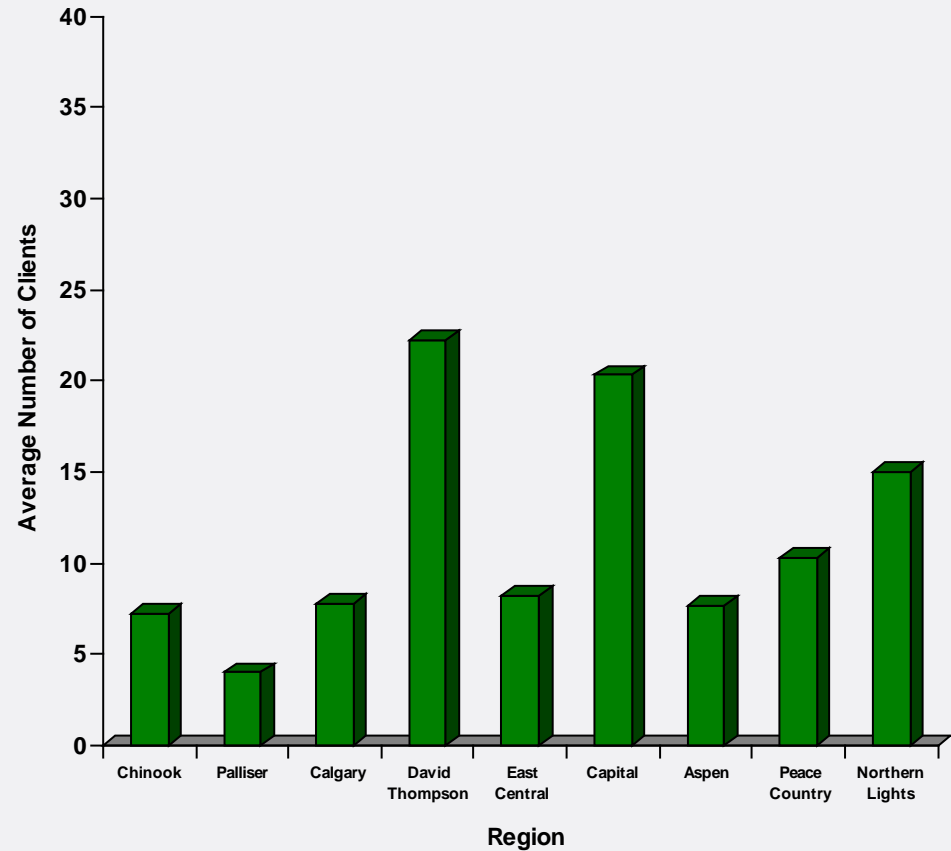


Figure 47. Average number of clients in each region on a wait list

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Availability – Daytime and Evening Service

As shown in the graph to the right, the majority of ATS service providers in six of the nine regions provide rides during the day only (Chinook, Palliser, Calgary, Capital, Aspen, and Peace Country regions). A significant percent of service providers in the David Thompson, East Central, Aspen, Peace Country, and Northern Lights regions provide rides during the day and evening hours. The Chinook and Palliser regions having the lowest percent of providers offering both daytime and evening service.

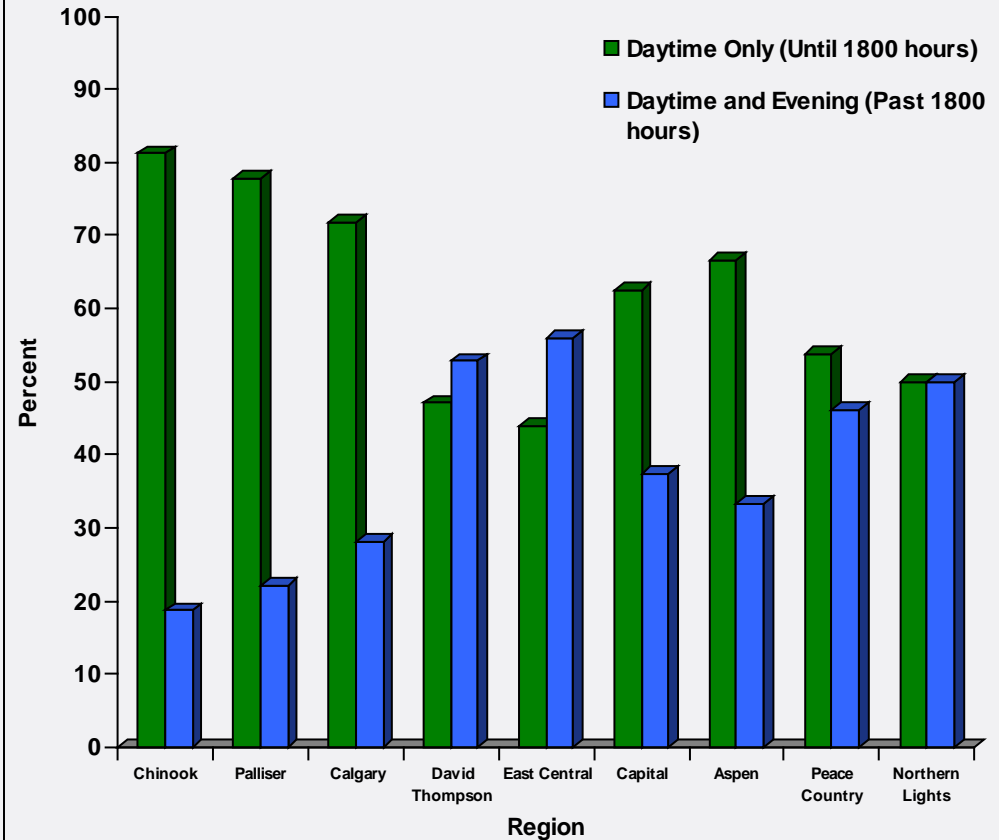


Figure 48. Percent of ATS service providers in each region providing rides during the daytime only and during both daytime and evening hours

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Availability – Weekdays and Weekends

As shown in the graph to the right, a majority of ATS service providers in six of the nine regions (Chinook, Palliser, Calgary, Capital, Aspen, and Peace Country) provide rides to seniors on weekdays only. In three of the regions (David Thompson, East Central, and Northern Lights), a greater percent of ATS service providers provide rides on both weekdays and weekends compared to weekdays only.

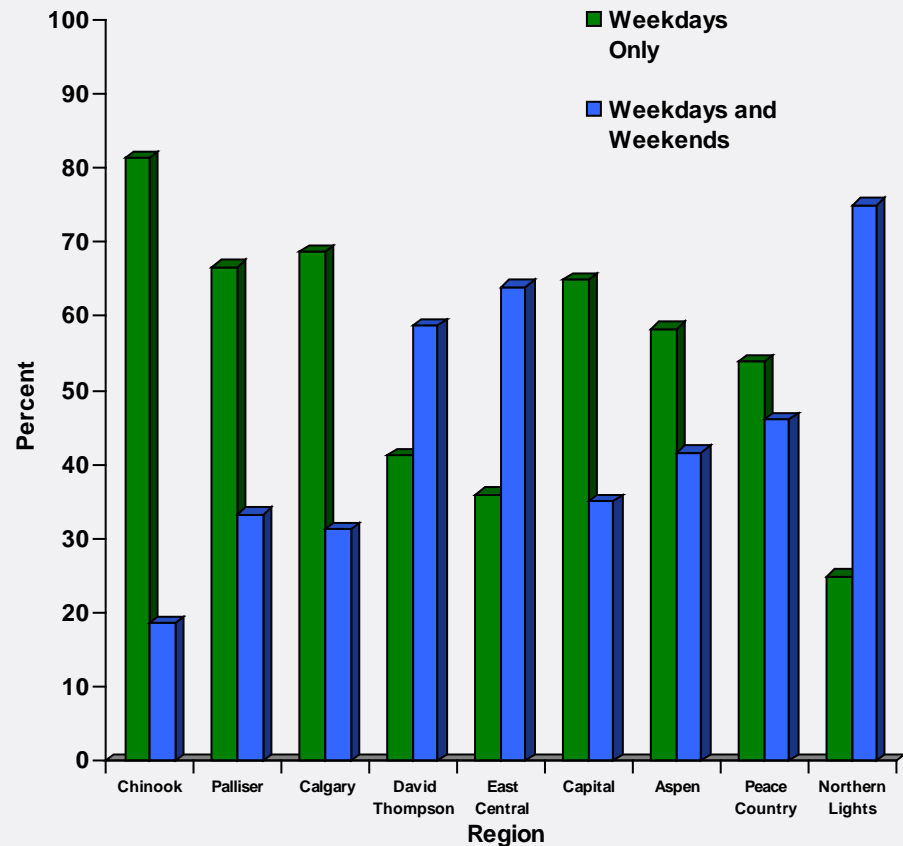


Figure 49. Percent of ATS service providers in each region providing rides on weekdays only and on both weekdays and weekends

<p>Section 2 ATS Service Providers (Across the Nine Regions)</p> <p>The 5 A's of Senior Friendly Transportation</p> <p>Acceptability</p> <p><i>The transportation service quality is acceptable in terms of advance scheduling; vehicles are clean and well-maintained; service providers provide driver 'sensitivity to seniors' training.</i></p> <p>Transportation Service Provision</p>	<p>Acceptability of Services</p>
	<p>Advance Notification Required Yes</p> <p>Advance Notification Timeline Same Day 24 Hours 48 Hours +48 Hours</p>
	<p>Vehicle Inspections Yes</p>
	<p>Driver Training Provided (n = 87) Yes</p> <p>Type of Driver Training Provided Mental Health Issues Disability Training Cardiopulmonary Resuscitation Ageing/Seniors' Issues Other</p>
	<p>For Descriptive Data in Tabular Format please contact the Study Investigators</p>

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Acceptability – Advance Notification Required

As shown in the figure to the right, the majority (75% to 100%) of ATS service providers in each of the regions require advance notification for a ride.

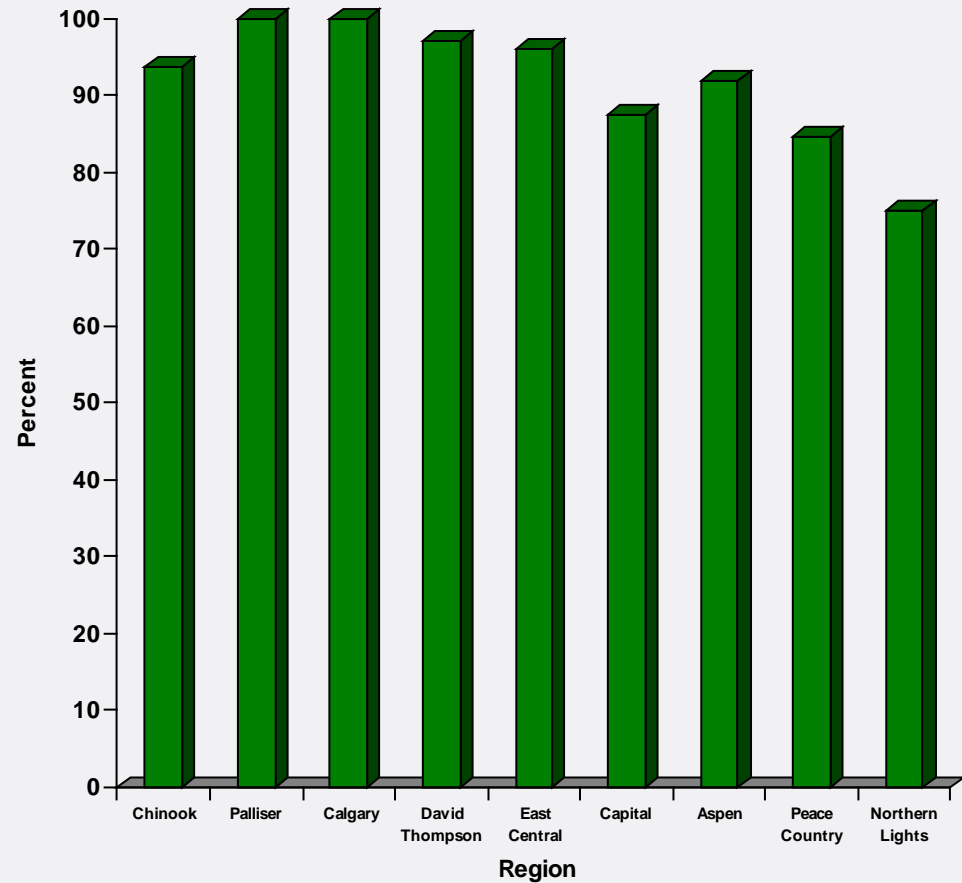


Figure 50. Percent of ATS service providers in each region requiring advance notification for a ride

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Acceptability – Advance Notification Timeline

As shown in the previous figure, the majority of ATS service providers in each of the regions require advance notification for a ride. Of the service providers requiring advance notification, the majority of providers in each region require at least 24 hours notice for service. A greater percent of service providers in the Calgary and David Thompson regions require 48 hours or greater notice rather than 24 hours notice.

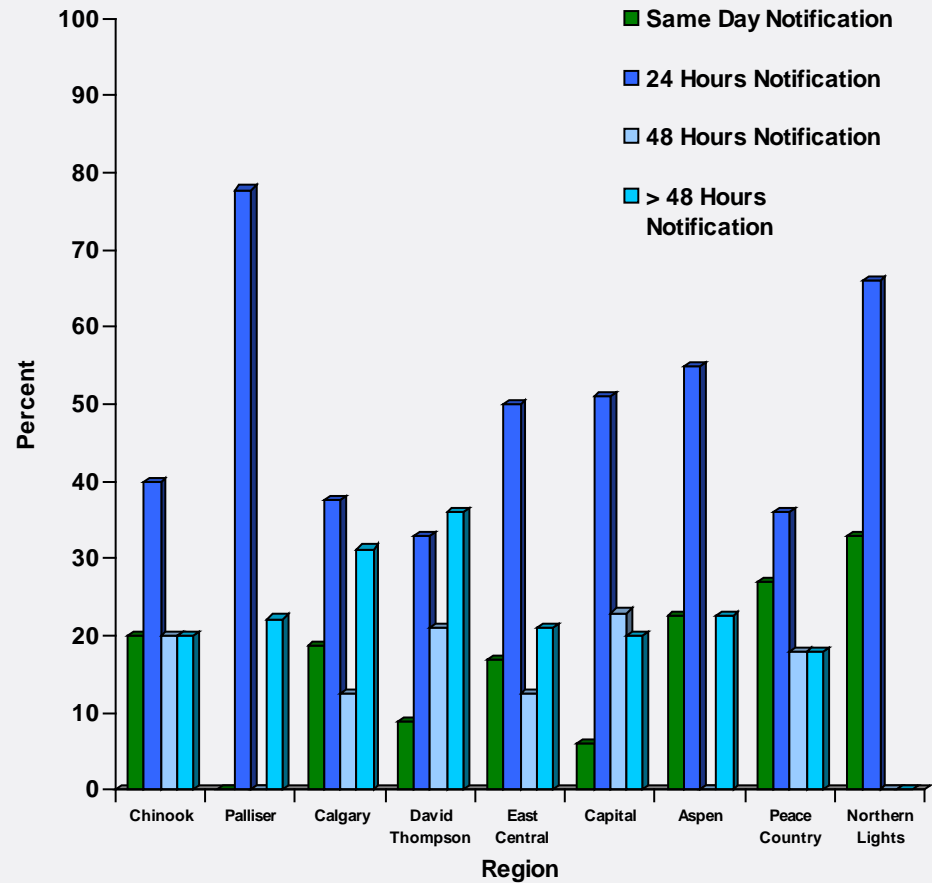


Figure 51. Percent of ATS service providers in each region requiring advance notification (same day or longer) for service provision

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Acceptability – Vehicle Inspections

In general, few ATS service providers in each of the regions conduct vehicle inspections or the interviewee did not know if vehicle inspections were conducted. Based on information provided, none of the organizations in the Palliser, Calgary, Aspen, and Northern Lights regions conduct vehicle inspections. The Capital region has the highest percent (50%) of ATS service providers who conduct vehicle inspections.

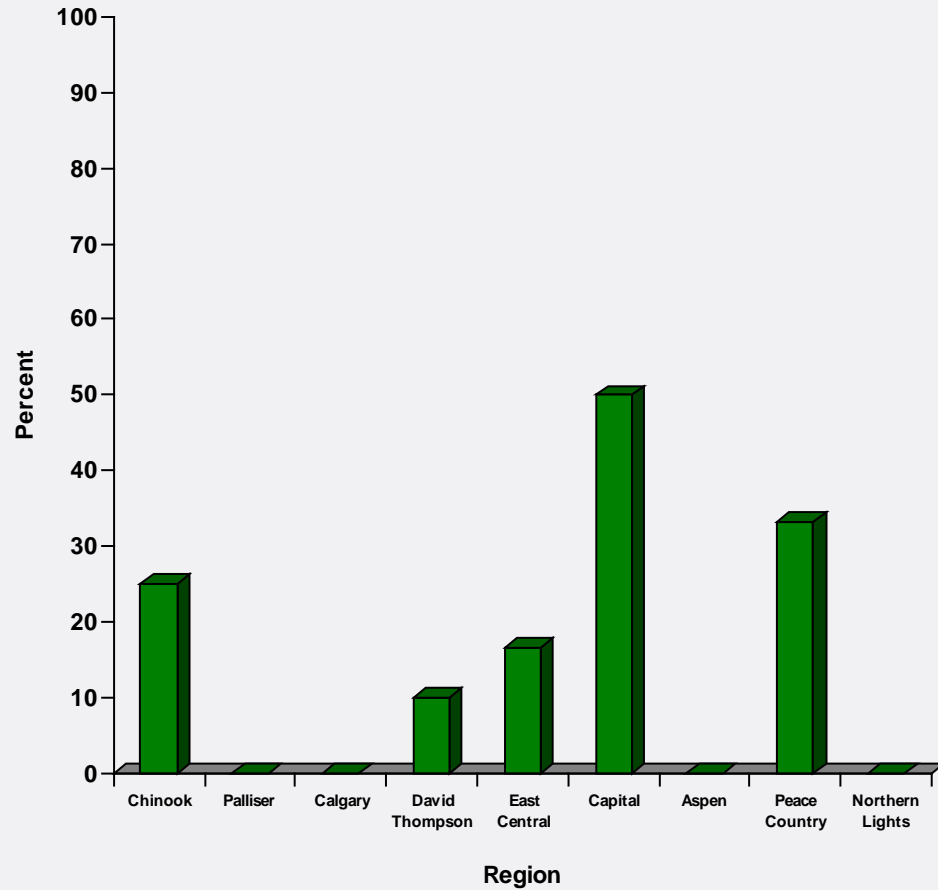


Figure 52. Percent of ATS service providers in each region conducting vehicle inspections

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Acceptability – Driver Training

The percent of ATS service providers in each of regions that provide driver training to their paid and/or volunteer drivers varies. The Peace Country and East Central regions have the highest percent of ATS service providers who provide driver training, (77% and 56%, respectively). For the remaining regions, the percent of service providers providing driver training varies from 31% to 50%.

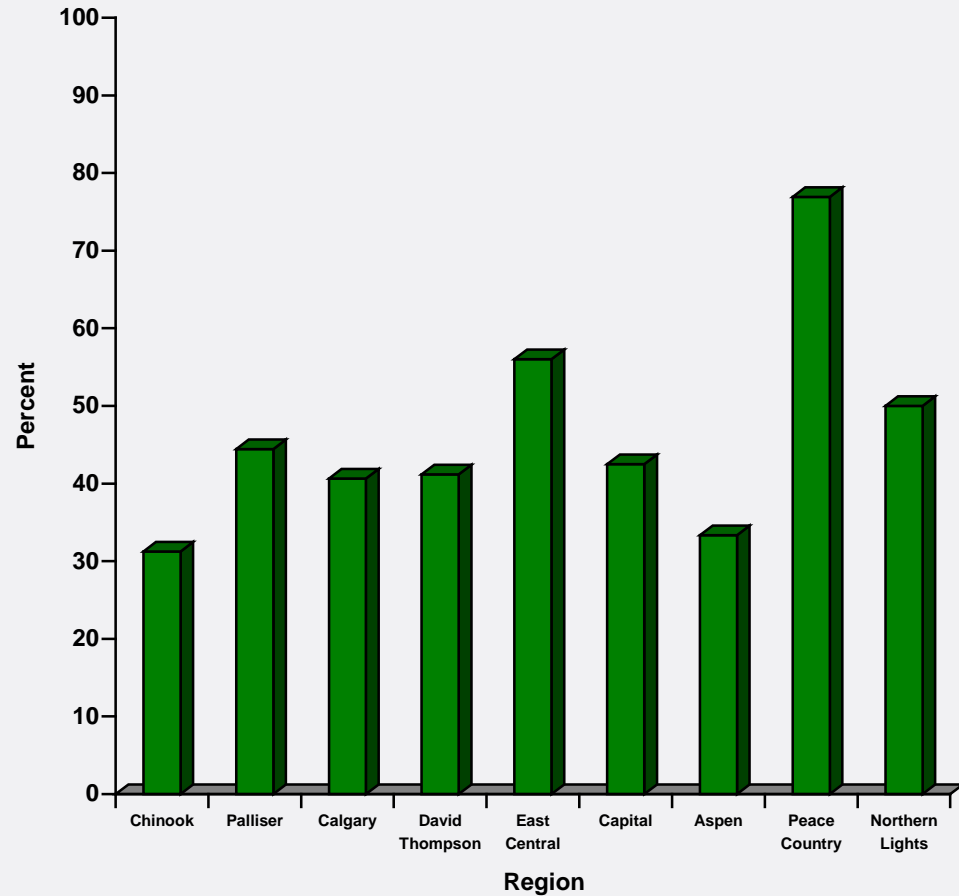


Figure 53. Percent of ATS service providers in each region offering driver training to paid and/or volunteer drivers

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Acceptability – Type of Driver Training (1)

Several ATS service providers in each of the regions provide some mental health training and training on ageing/seniors' issues. A greater percent of ATS service providers in the Northern Lights region offer training on issues related to mental health compared service providers in the other regions. However, it is important to note that in the Northern Lights region, there are a total of four ATS service providers. No service providers in the Chinook region offer training on ageing/seniors' issues while 50% of service providers the Palliser and Northern Lights regions offer this kind of training.

Note: Percents for each of the regions across Figures 54 and 55 will total more than 100% as many providers offer more than one type of training.

Transportation Service Provision

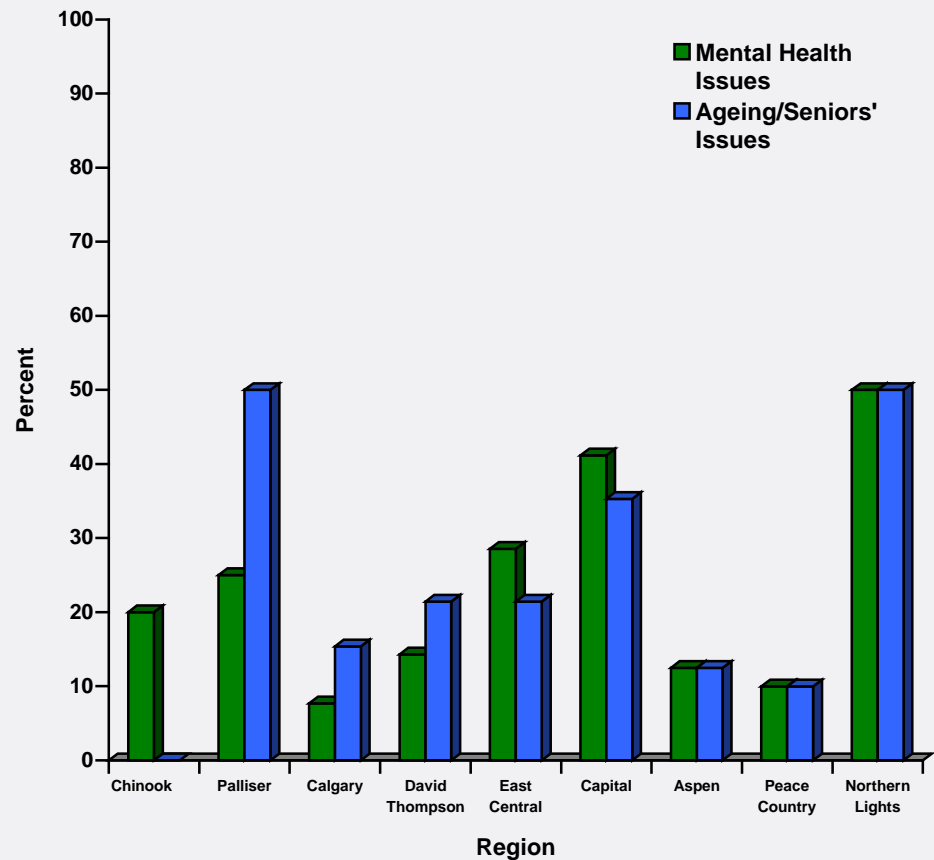


Figure 54. Percent of ATS service providers in each region offering specific types of training to paid and/or volunteer drivers

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Acceptability – Type of Driver Training (2)

As shown in the figure to the right, there are service providers in eight of the nine regions offering disability training, but the percent of providers in each of these regions is low. There are service providers in all regions offering cardiopulmonary resuscitation (CPR) training, with *all* service providers in the Chinook, Aspen, Peace Country and Northern Lights regions offering CPR training to their paid and/or volunteer drivers. Some service providers offer other types of training, including lifting, transferring, teamwork, behavioural management, defensive driving, and vehicle operations.

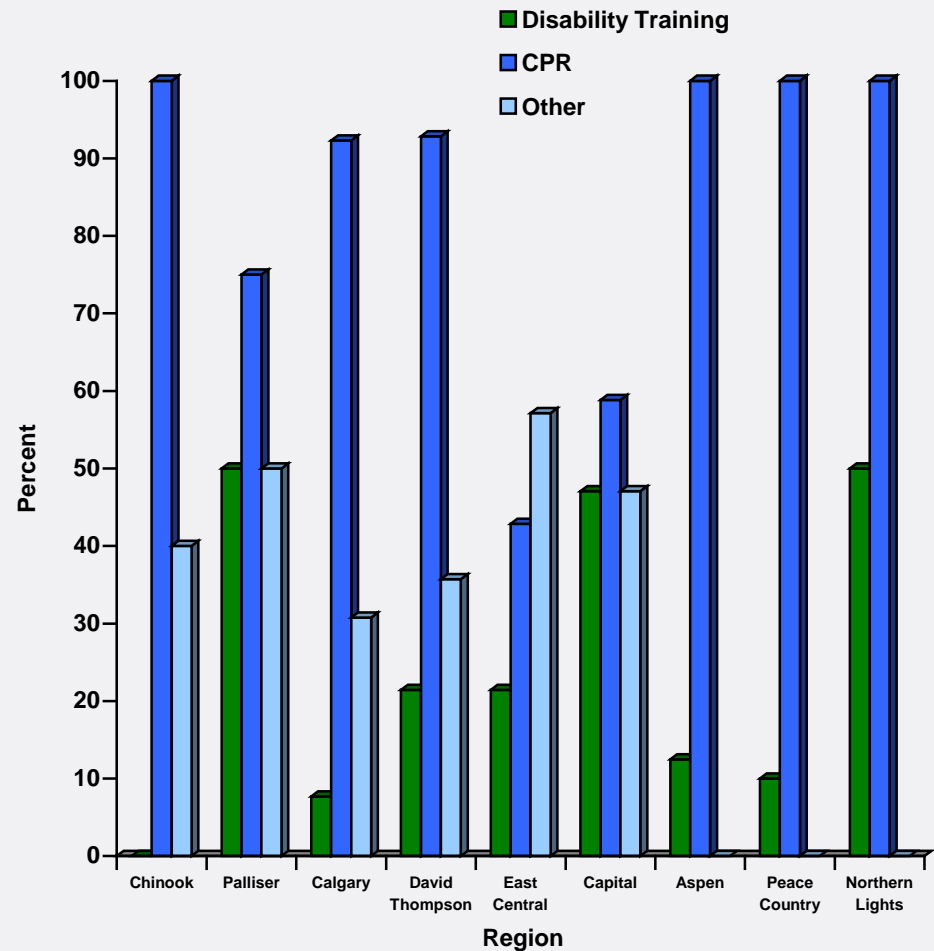


Figure 55. Percent of ATS service providers in each region offering specific types of training to paid and/or volunteer drivers

<p>Section 2 ATS Service Providers (Across All Nine Regions)</p> <p>The 5 A's of Senior Friendly Transportation</p> <p>Accessibility <i>Service provider provides 'door-to-door' and 'door-through-door' transportation; provides transportation to essential and non-essential activities.</i></p> <p>Transportation Service Provision</p>	<p>Accessibility of Services</p>
	<p>Type of Service Curb-to-Curb Door-to-Door Door-through-Door</p>
	<p>Trip Purpose (Comprehensiveness)[±] All 4 Purposes 3 Purposes 2 Purposes Only 1 Purpose</p>
	<p>Trip Purpose (Individual Purpose) Medical Essential Social Religious</p>
	<p>For Descriptive Data in Tabular Format please contact the Study Investigators</p>
	<p>± Provides rides for medical, essential, social, and/or religious purposes</p>

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Accessibility – Type of Service

Door-through-door service is the most common type of service offered by ATS service providers in the Chinook, Palliser, Calgary, David Thompson, East Central, and Capital regions. Door-through-door service is not available in the Northern Lights region. Curb-to-curb service provision is the most common type of service provided by ATS service providers in the Aspen (50%), Peace Country (69%), and Northern Lights (50%) regions.

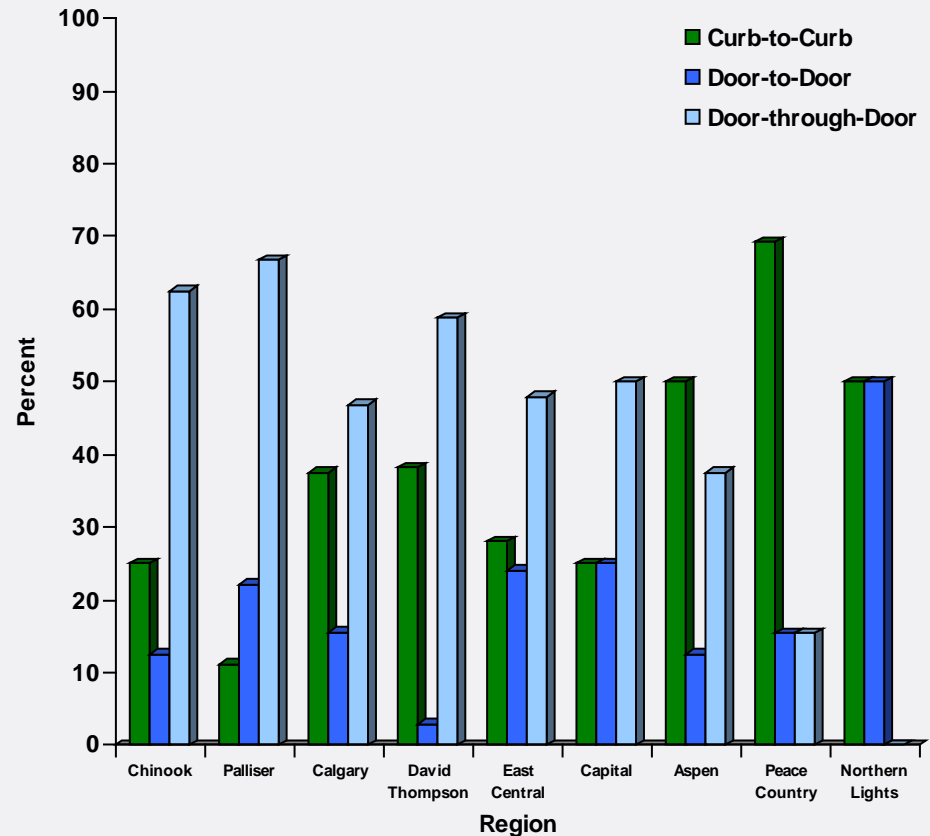


Figure 56. Percent of ATS service providers in each region providing curb-to-curb, door-to-door, or door-through-door service at point of pick-up and drop-off

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Accessibility – Trip Purpose

As shown in the figure to the right, only four regions have 50% or more of its ATS service providers providing rides for all four trip purposes (medical, essential, social, and religious) (Palliser, David Thompson, East Central, and Peace Country). The Northern Lights region has the greatest percent (75%) of its service providers providing rides for a single purpose. The remaining regions vary between providing rides for one, two, three, or four trip purposes.

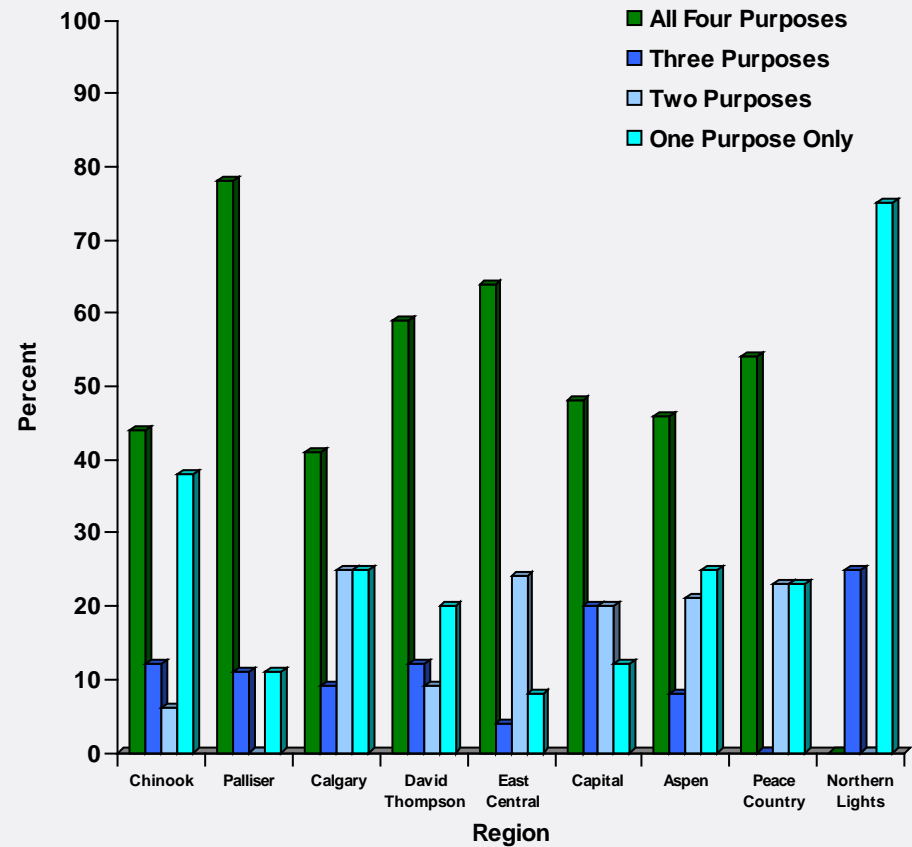


Figure 57. Percent of ATS service providers in each region providing transportation for all four trip purposes (medical, essential, social, and religious) or for a combination of the purposes

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Accessibility – Trip Purpose by Type

Transportation can be provided for medical (e.g., doctor's visit, blood tests), for essential (e.g., grocery shopping, banking), for social (e.g., attending community events, visits with friends) or for religious purposes (e.g., church services, weekly prayer gatherings).

All ATS service providers, except those in the Northern Lights region, provide transportation for each of the four trip purposes. As shown in the figure to the right, the Northern Lights service providers do not provide transportation to religious events. It is noteworthy that across regions, in eight of the nine regions, an equal or greater percent of providers within the region provide transportation for social purposes as well for essential purposes. Also of note, although a high percent of providers in each region do provide transportation for medical purposes, this type of transportation is not provided as frequently. Finally, transportation for religious purposes is provided by fewer ATS providers in each of the regions.

Transportation Service Provision

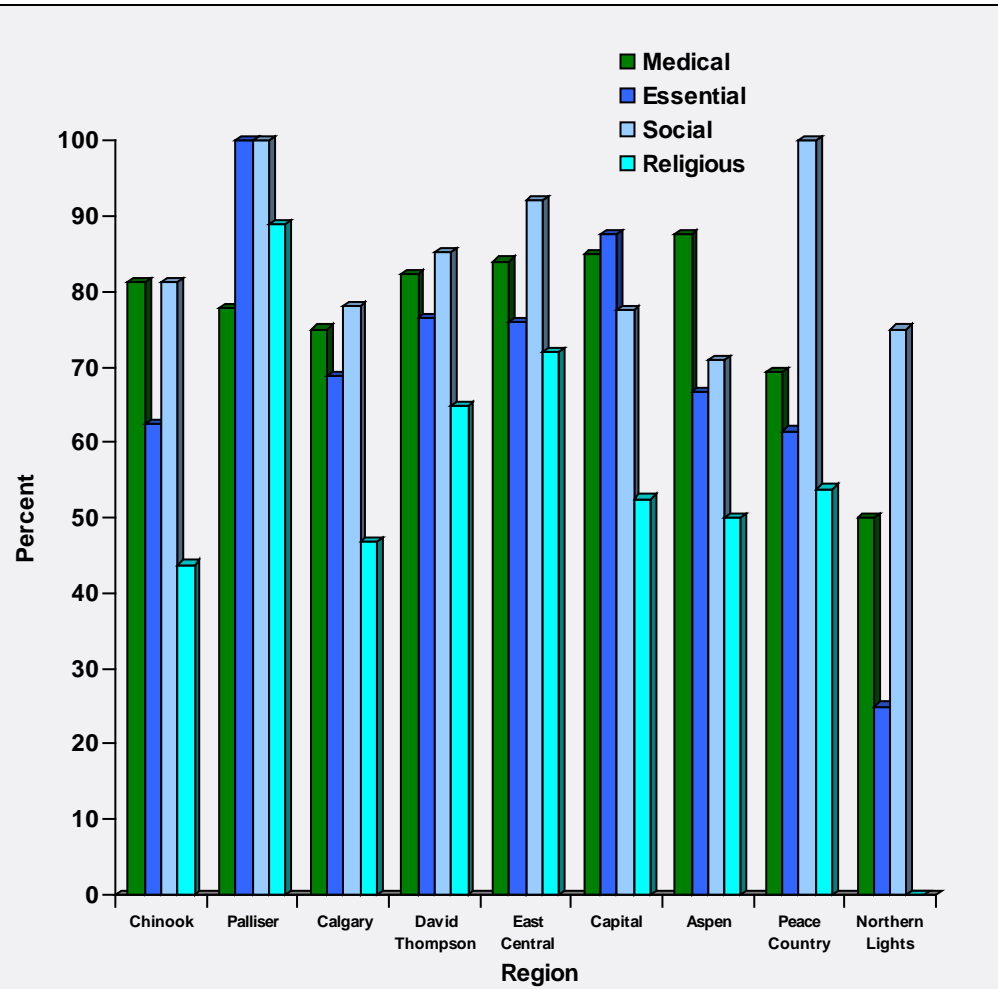


Figure 58. Percent of ATS service providers in each region providing transportation for medical, essential, social, and religious purposes, respectively

<p>Section 2 ATS Service Providers (Across the Nine Regions)</p> <p>The 5 A's of Senior Friendly Transportation</p> <p>Adaptability <i>Transportation can accommodate riders wanting to make multiple stops (trip chaining); service provider allows for different types of routes (fixed vs. client response) and passenger service (single vs. group); service providers can accommodate wheelchairs and walkers; driver aids in transferring; escorts can be provided.</i></p> <p>Transportation Service Provision</p>	Adaptability of Services
	Trip Chaining Allowed Yes
	Route Fixed Routes Only Client Response Routes Only Both
	Passenger Service Single Passenger Service Only Group Passenger Service Only Both Single and Group Passenger Service
	Mobility Aids Walkers Accommodated Wheelchairs Accommodated
	Driver Aids in Transferring Yes
	Escorted Service Yes
	For Descriptive Data in Tabular Format please contact the Study Investigators

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Adaptability – Trip Chaining

Trip chaining is offered by more than two-thirds of the ATS service providers in only four of the regions (Chinook, Palliser, East Central, and Capital) (75%, 78%, 80%, and 68%, respectively). In all other regions, less than two-thirds of the ATS service providers in each of the respective regions are able to accommodate multiple stops during a trip.

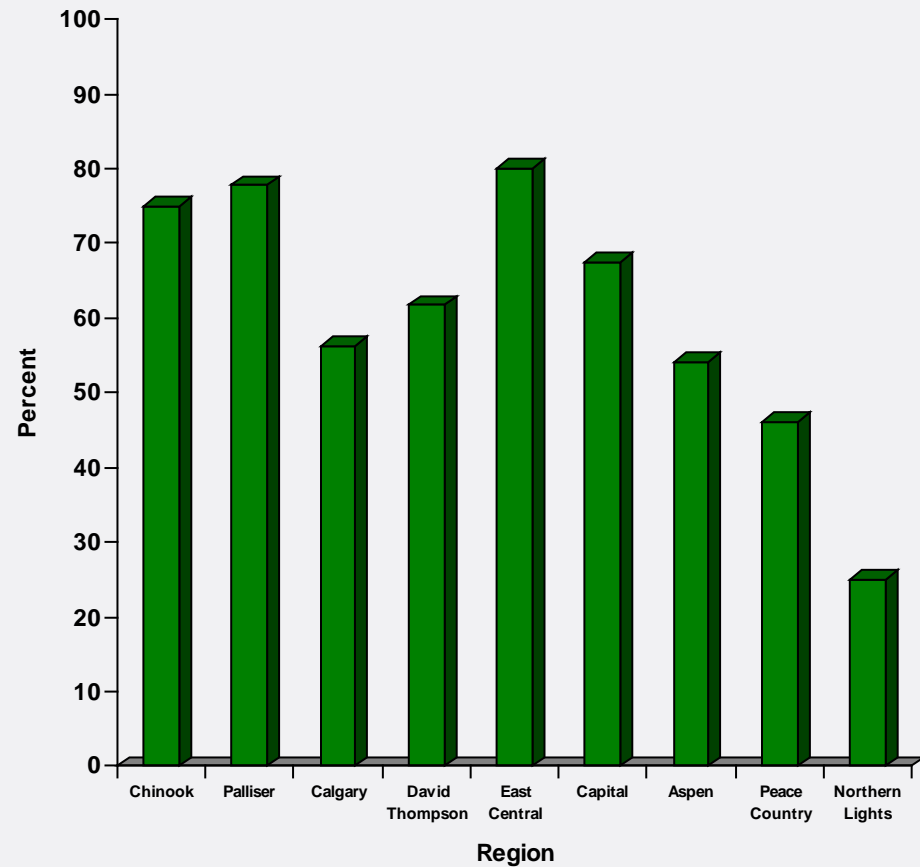


Figure 59. Percent of ATS service providers in each region offering trip chaining (multiple stops during a trip)

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Adaptability – Fixed and Client Response Routes

Routes based on client need (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. Fixed routes only are used by more than half of ATS service providers in the Peace Country region, whereas approximately one-third of ATS organizations in this region provide both fixed and client response routes. The majority (75%) of ATS organizations in the Northern Lights region provide a combination of both fixed and client response routes. The remaining one organization in this region provides fixed route only service.

Transportation Service Provision

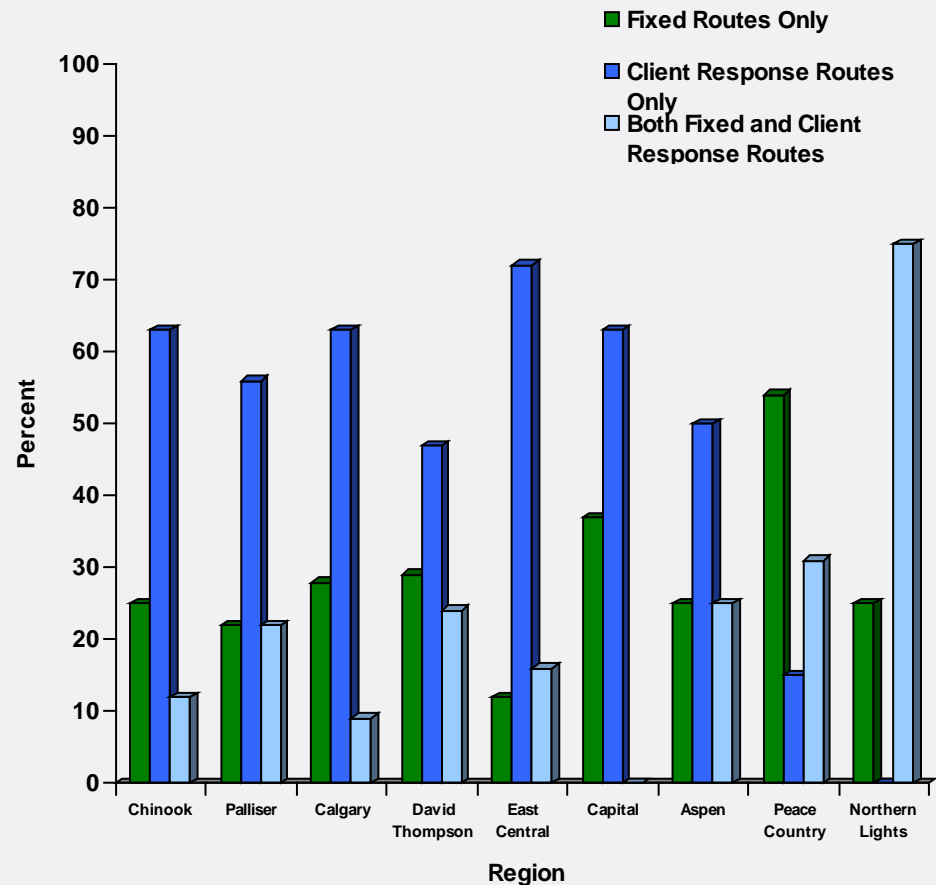


Figure 60. Percent of ATS service providers in each region providing rides on fixed routes only, client response routes only, or for both types of routes

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Adaptability – Passenger Service

The vast majority of ATS service providers in each region offer both single and group passenger services. The exception to this is the Northern Lights region, where 'group passenger service only' is more common.

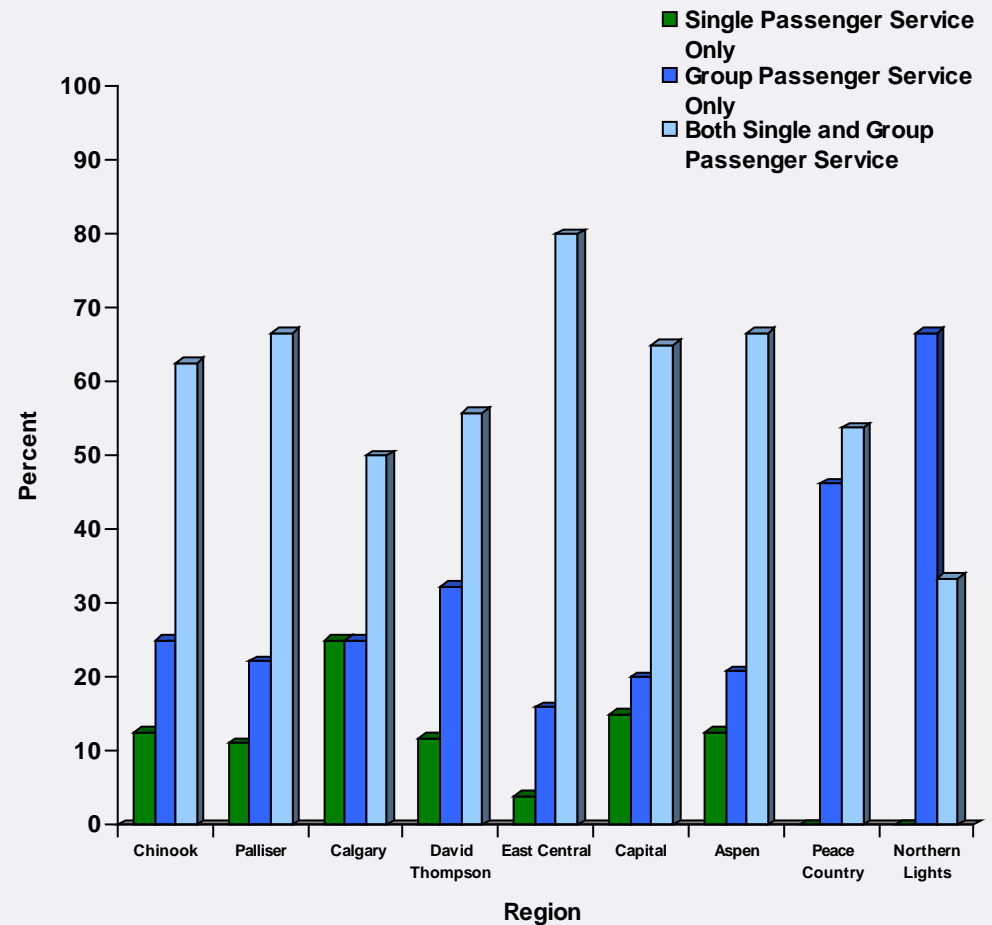


Figure 61. Percent of ATS service providers in each region offering single passenger service only, group passenger service only, or both single and group passenger service

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Adaptability – Mobility Aids

Walkers are accommodated by the vast majority of ATS service providers in all of the regions. Accommodation of wheelchairs is less universal and the percent of ATS service providers in each region accommodating wheelchairs ranges from 45% in the Capital region to 100% in the Peace Country region.

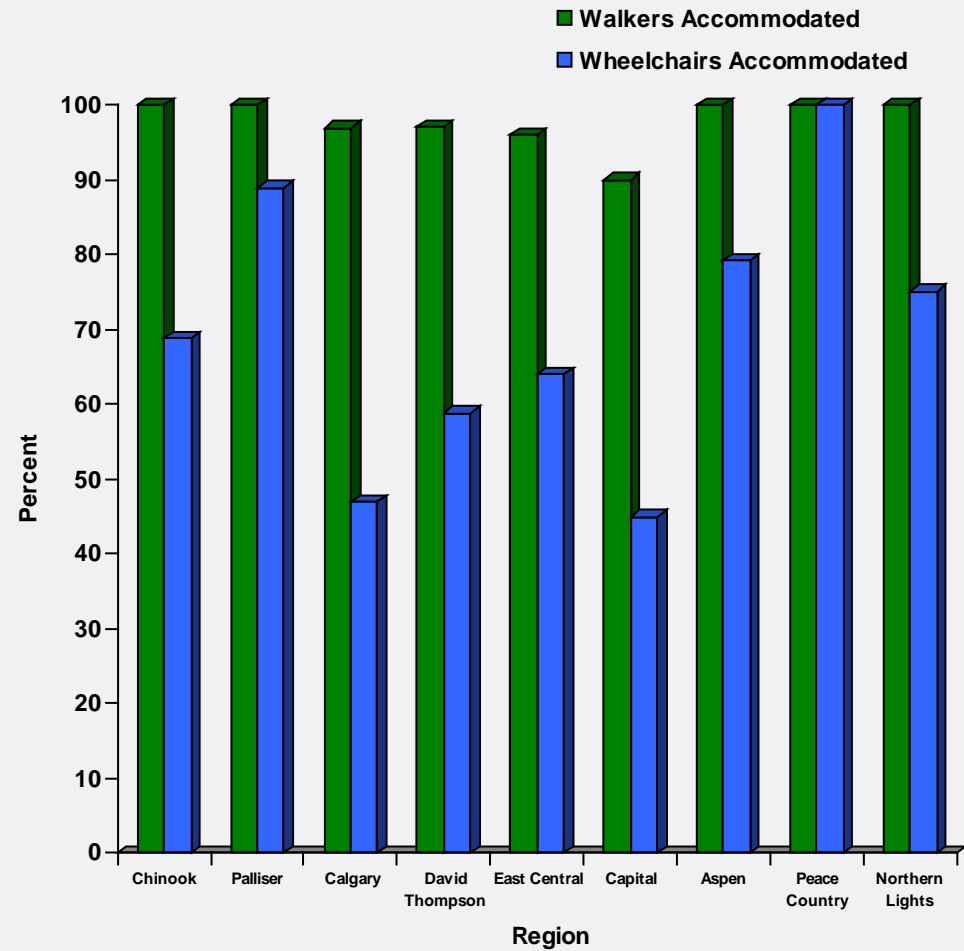


Figure 62. Percent of ATS service providers in each region that can accommodate client walkers or wheelchairs

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Adaptability – Aids in Transferring

As can be seen in the figure to the right, few ATS service providers in each region have drivers that assist passengers with transfers in and out of the vehicle. The Peace Country region (46%) and the Capital region (42%) have the greatest percent of service providers who assist clients in transferring.

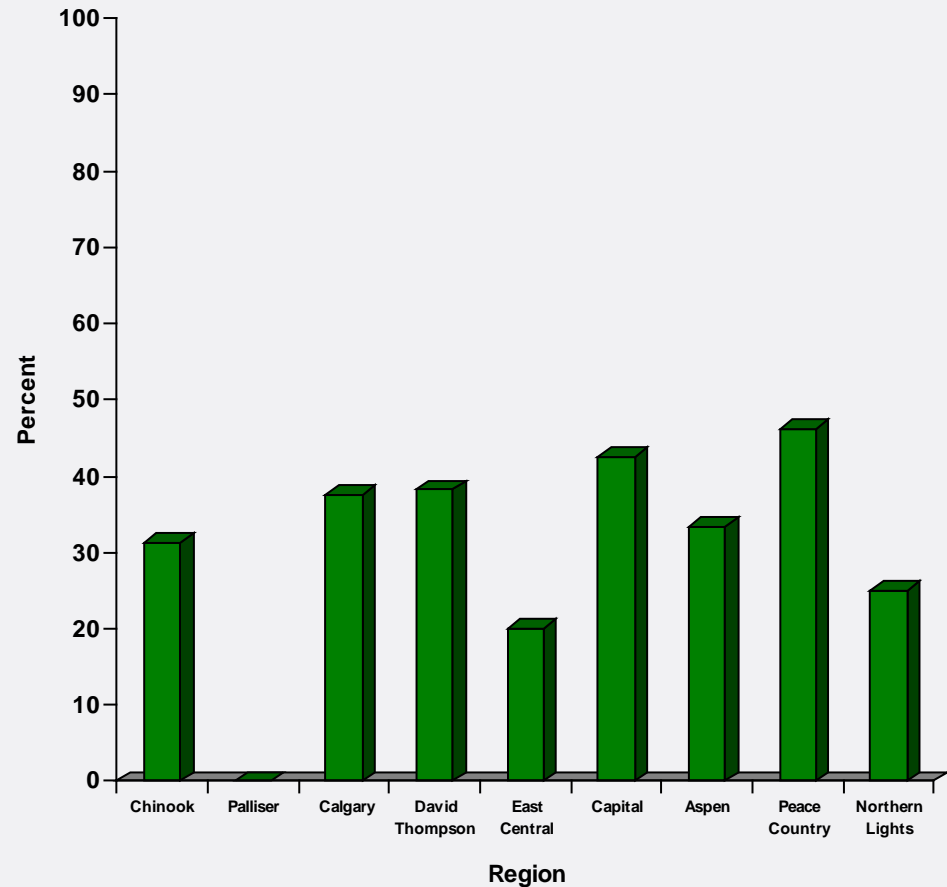


Figure 63. Percent of ATS service providers in each region that provide the client with assistance in transferring

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Adaptability – Escorted Service

For the most part, few ATS service providers within each region provide escorted transportation service for seniors. As shown in the figure to the right, the Calgary region is the only region where more than half (53%) of the ATS service providers have escorted services available. In all of the other regions, fewer than half of the ATS service providers have escorted service available.

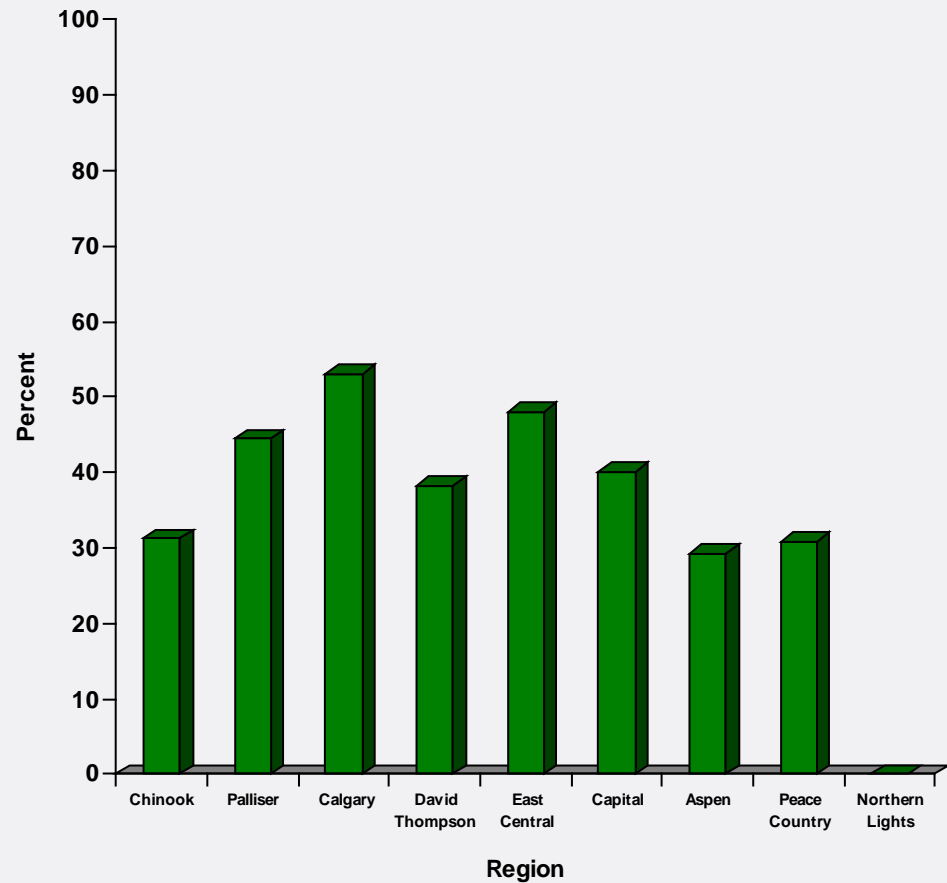


Figure 64. Percent of ATS service providers in each region that provide escorted service

<p>Section 2 ATS Service Providers (Across the Nine Regions)</p> <p>The 5 A's of Senior Friendly Transportation</p> <p>Affordability <i>Cost of transportation is affordable (fees, vouchers, or coupons available, etc.).</i></p> <p>Transportation Service Provision</p>	<p>Affordability of Services</p>
	<p>Annual Membership Fees Yes</p> <p>Type of Annual Membership Fee Yes, Mandatory Yes, Voluntary</p>
	<p>Rider Fees Yes</p> <p>Type of Rider Fee Flat Rate Mileage Flat Rate plus Mileage</p>
	<p>Parking Accommodated Yes</p> <p>Payment of Parking Client Pays Provider Pays</p>
	<p>Coupons Yes</p>
	<p>For Descriptive Data in Tabular Format please Contact the Study Investigators</p>

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Affordability – Membership Fees

As can be seen in the figure to the right, few ATS service providers in each region charge an annual membership fee. Compared to the other regions, more of the ATS service providers in the Chinook (31%), Palliser (44%), Capital (32%), and Northern Lights (25%) regions do have an annual membership fee.

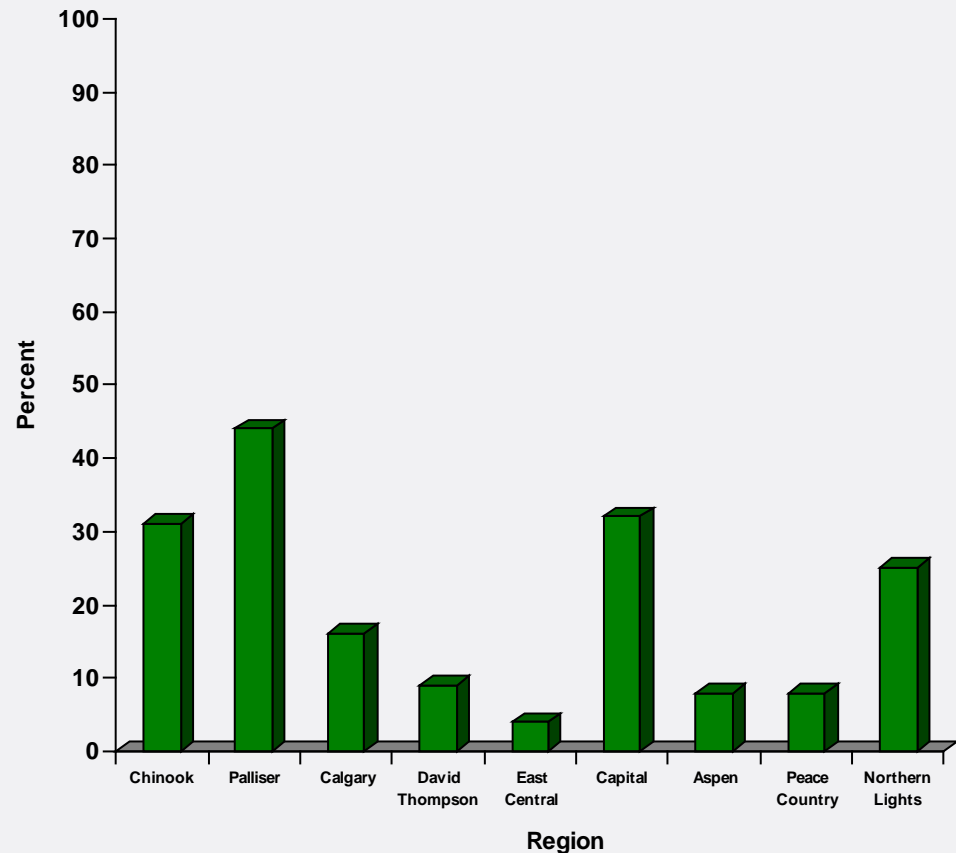


Figure 65. Percent of ATS service providers in each region that charge an annual membership fee

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Affordability – Type of Membership Fee

As seen in the figure to the right, of the ATS service providers in each region that do charge an annual membership fee, more service providers charge a mandatory fee (range of 75% to 100%), with some service providers in five of the regions (Palliser, Calgary, Capital, Aspen and the Peace Country) having voluntary fees as a form of membership fee.

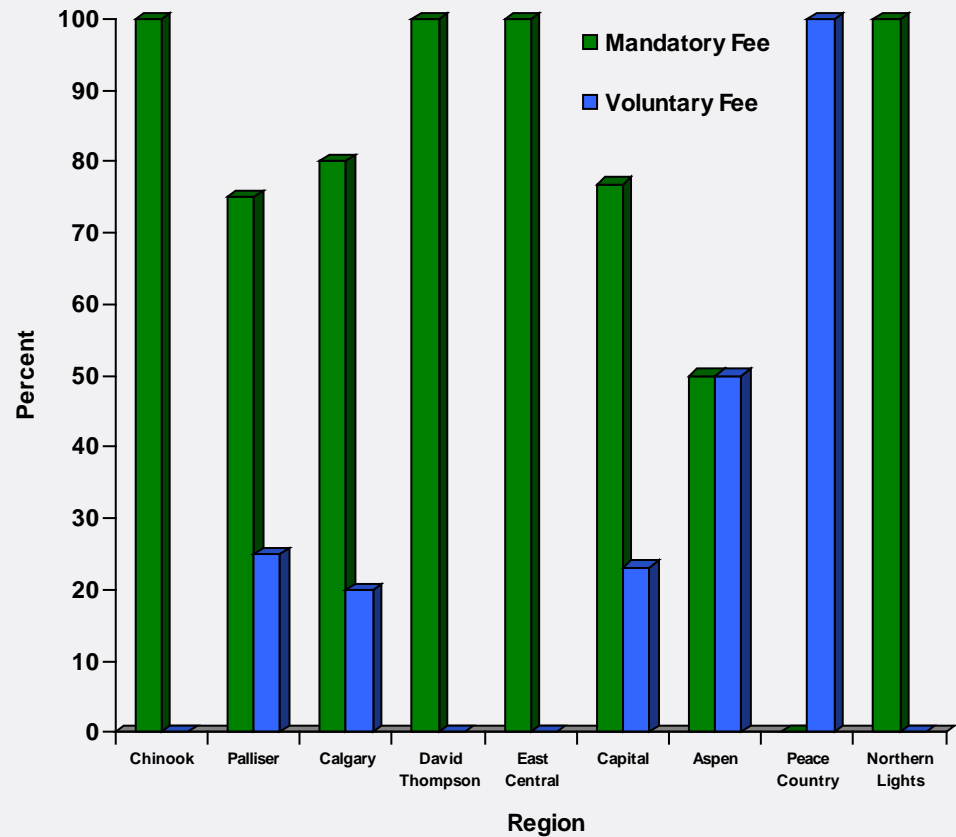


Figure 66. Of those providers charging a fee, the percent of ATS service providers in each region charging a mandatory or voluntary fee

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Affordability – Rider Fees

The percent of ATS service providers in each region who charge rider fees differs across the regions. A greater percent of ATS service providers in the Chinook, David Thompson, and Aspen regions do charge rider fees. The Northern Lights region has the lowest percent of ATS service providers charging rider fees to their clients.

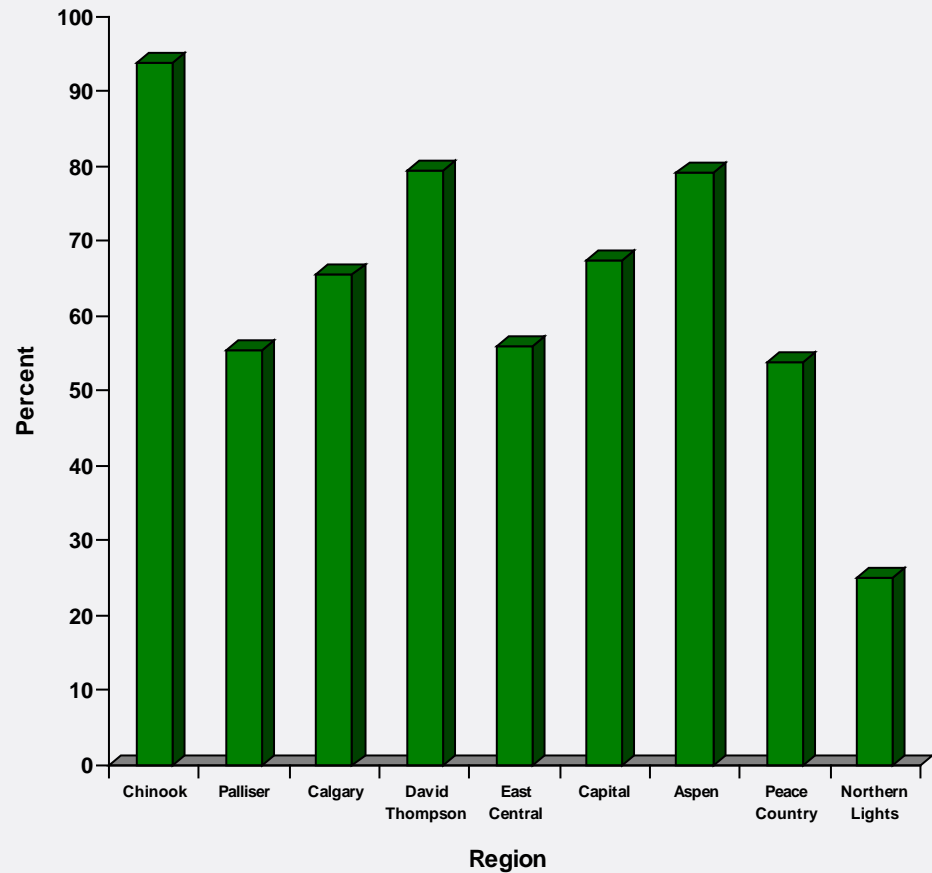


Figure 67. Percent of ATS service providers in each region charging a fee for rides

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Affordability – Type of Rider Fee

When rider fees are charged, a flat rate is charged by the majority of ATS service providers within most of the regions. ATS service providers in the East Central region are an exception – in this region, the majority of ATS service providers charge a flat rate plus mileage.

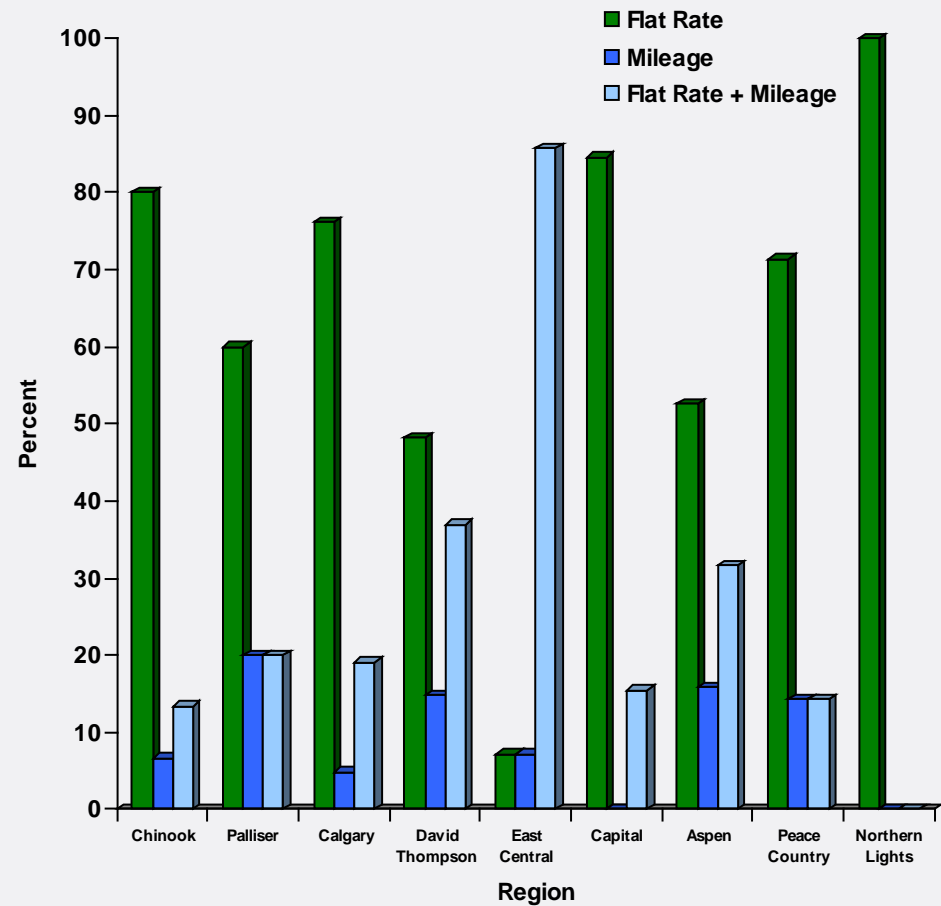


Figure 68. Types of rider fees charged by ATS service providers across each region (graphed as a percent of the type of fee charged)

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Affordability – Parking Accommodated

When parking feeds are required, those fees are most frequently paid by the client in the East Central and Capital region, and always in the Northern Lights region. A greater percent of ATS service providers in the Chinook, Palliser, Calgary, David Thompson, Aspen, and Peace Country regions pay parking fees.

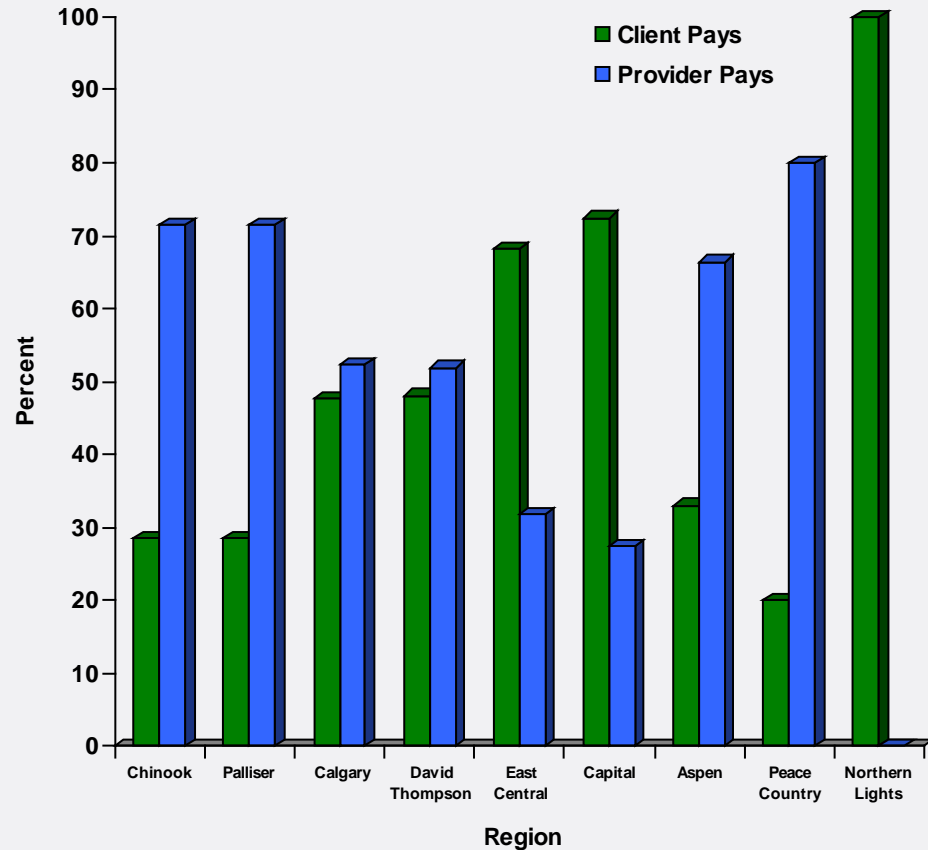


Figure 69. Percent of ATS service providers in each region charging clients parking fees

Section 2 ATS Service Providers (Across the Nine Regions)

The 5 A's of Senior Friendly Transportation

Affordability – Coupons

The percent of ATS service providers within each region who have coupons for rides varies. Overall, less than half of all ATS service providers in each region have coupons for services. There is a greater percent of ATS service providers in the Chinook, Calgary, David Thompson, East Central, Capital, Aspen, and Northern Lights regions with coupons available for transportation compared to service providers in the Palliser and Peace Country regions.

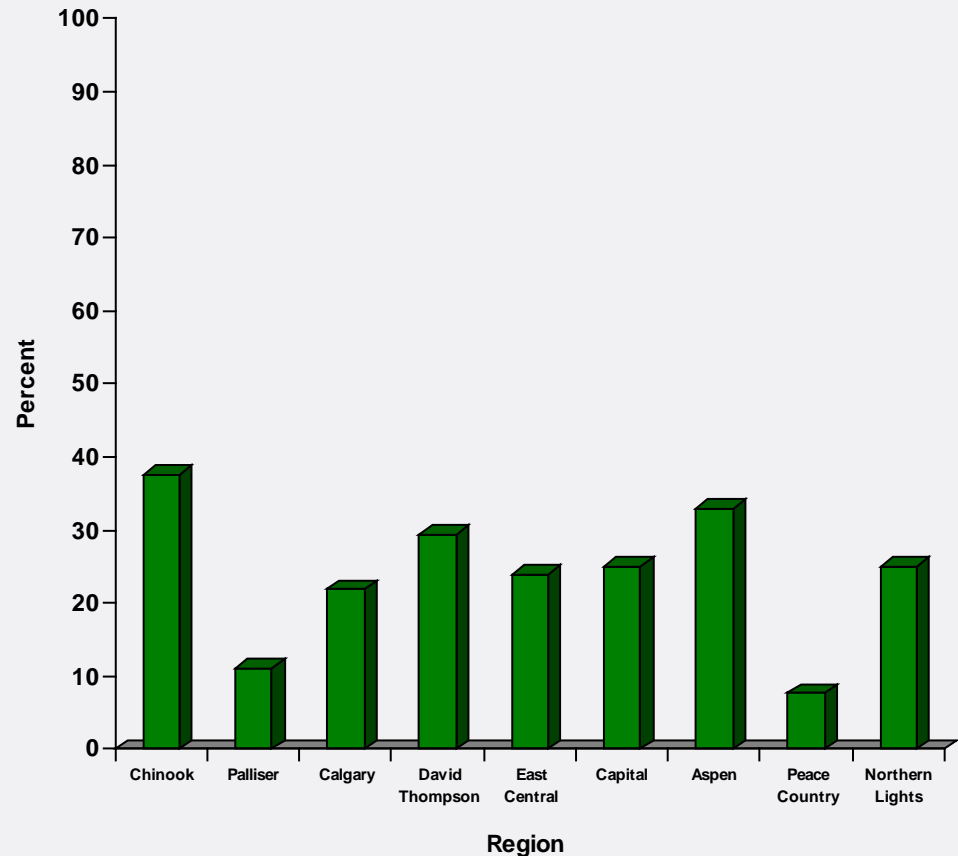


Figure 70. Percent of ATS service providers in each region offering coupons for services

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Drivers – Type of Drivers

The majority of service providers in five of the nine regions use paid drivers only (Chinook, Calgary, David Thompson, Peace Country, and Northern Lights).

Regions with a greater percent of service providers relying on volunteer drivers include the Palliser (67%), Capital (53%), and East Central (52%) regions. In the Aspen region, 42% of service providers use paid drivers only, and 42% use volunteer drivers only. Very few service providers in each region (range of 0% in the Palliser and Northern Lights regions to 17% in the Aspen region) use a mix of paid and volunteer drivers.

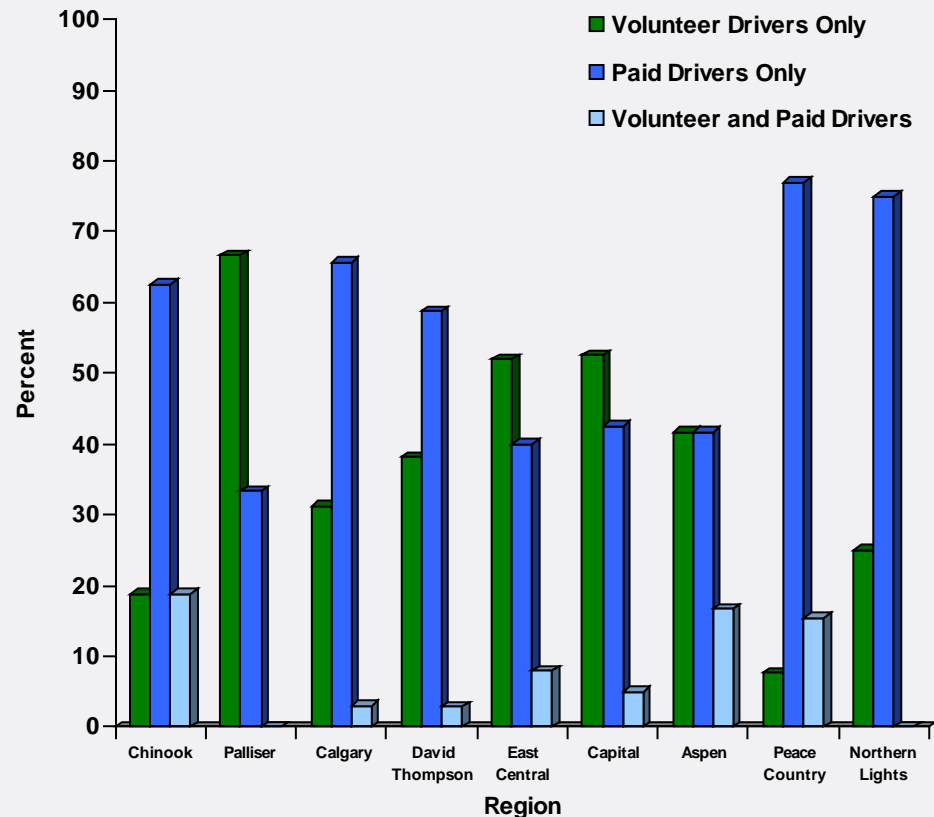


Figure 71. Percent of ATS service providers in each region relying on volunteer drivers, paid drivers, or volunteer and paid drivers

Organizational Features

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Drivers – Driver Screening

Some type of screening of volunteer drivers is performed by the majority of ATS service providers in all of the regions. The Calgary region has the lowest percent of ATS providers who undertake driver screening (60%). In contrast, 100% of ATS providers in the Aspen, Peace Country, and Northern Lights regions conduct driver screening.

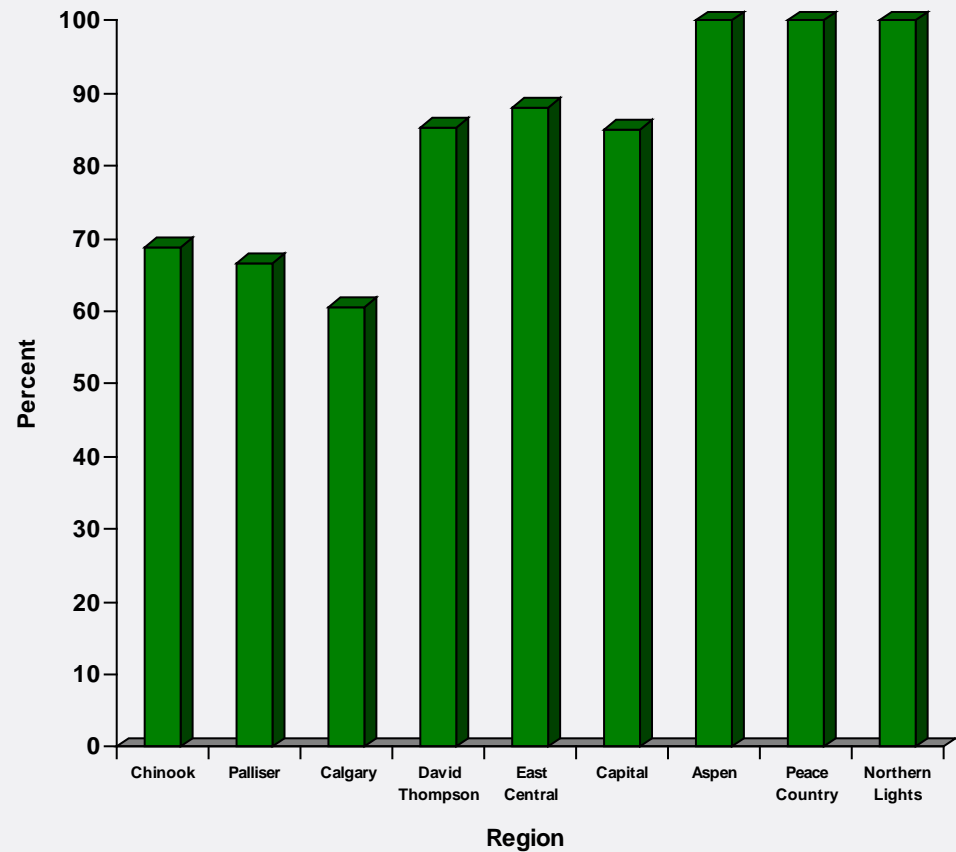


Figure 72. Percent of ATS service providers in each region that conduct driver screening

Organizational Features

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Drivers – Type of Screening (1)

Few of the ATS service providers across the nine regions screen drivers for valid insurance coverage (the exception is the Capital region). The vast majority of ATS service providers in each region require a driver's abstract from drivers. Few ATS service providers require their drivers to have a road test as a condition of driving.

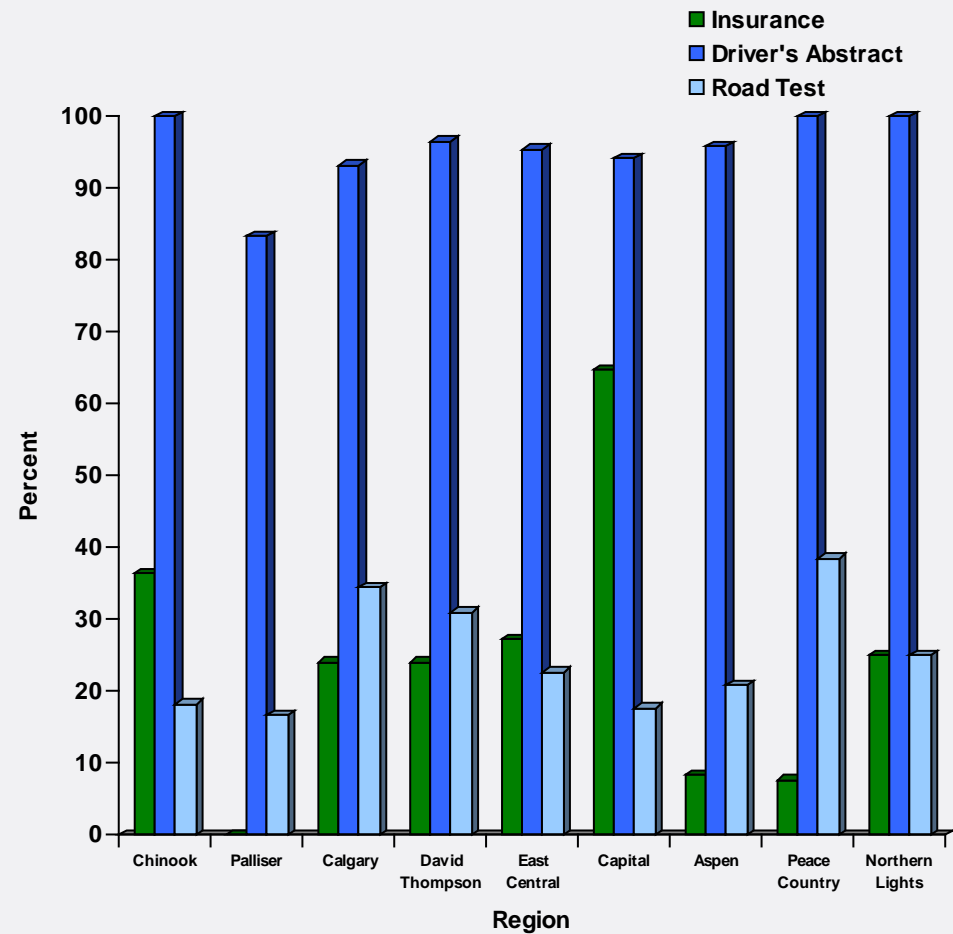


Figure 73. Percent of ATS service providers in each region that conduct the different types of screening on drivers

Organizational Features

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Drivers – Type of Screening (2)

In general, reference and criminal background checks are required by a majority of the ATS service providers in each of the nine regions. Fewer service providers conduct reference checks in the Northern Lights region (50%) compared to two-thirds or higher of ATS service providers in the other regions. Reference checks are most commonly conducted by service providers in the Palliser region (83%). A lower percent of service providers conduct criminal background checks in the David Thompson region (62%), with the greatest percent of service providers in the Peace Country region carrying out this type of screening (85%). Very few ATS service providers in each region undertake drug testing of volunteer drivers, ranging from 0% of ATS service providers in the Palliser and Aspen regions, to 10% in the David Thompson region.

Organizational Features

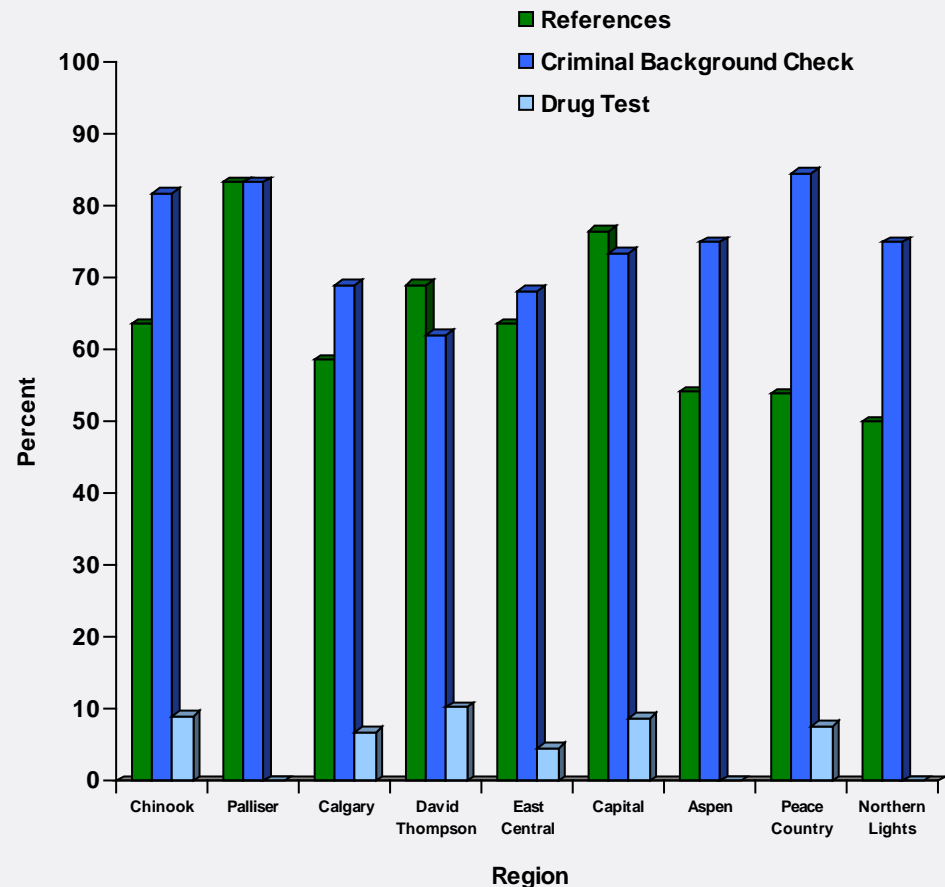


Figure 74. Percent of ATS service providers in each region that conduct the different types of screening on drivers

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Vehicles – Insurance

The percent of ATS service providers in the province that allow drivers to use their personal vehicles to volunteer drive with insurance coverage provided through their own personal insurance varies across the regions. All service providers in the Palliser, East Central, and the Peace Country regions adhere to this practice. In the Chinook, Calgary, David Thompson, Capital, and Aspen regions, there are varying percents of service providers that require drivers to obtain extra insurance.

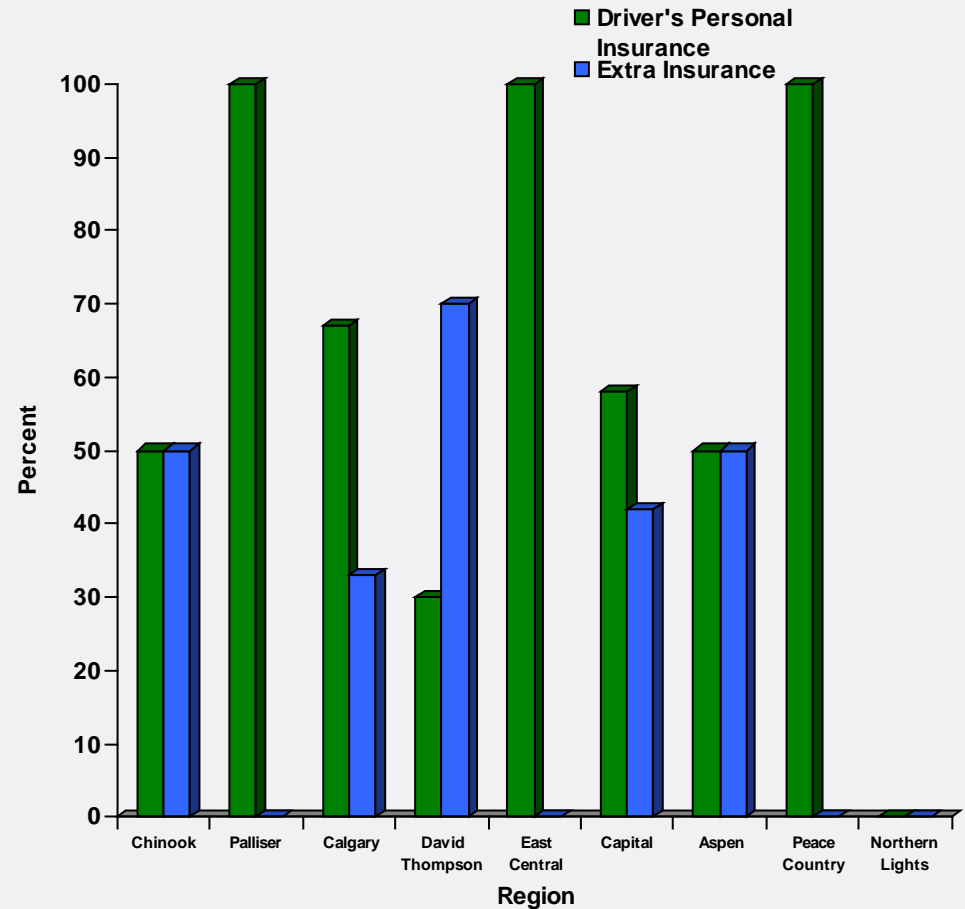


Figure 75. Percent of ATS service providers in each region relying on drivers' personal insurance coverage or requiring extra insurance coverage

Organizational Features

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Customer Service Survey

An annual customer service survey is distributed by a subset of ATS service providers in eight of the nine regions, with the Northern Lights region being the exception. Of the eight regions that do conduct a survey, only a minority of the ATS service providers in these regions do distribute an annual customer service survey. The percents range from 8% of ATS service providers in the East Central region to 33% of ATS service providers in the Palliser region.

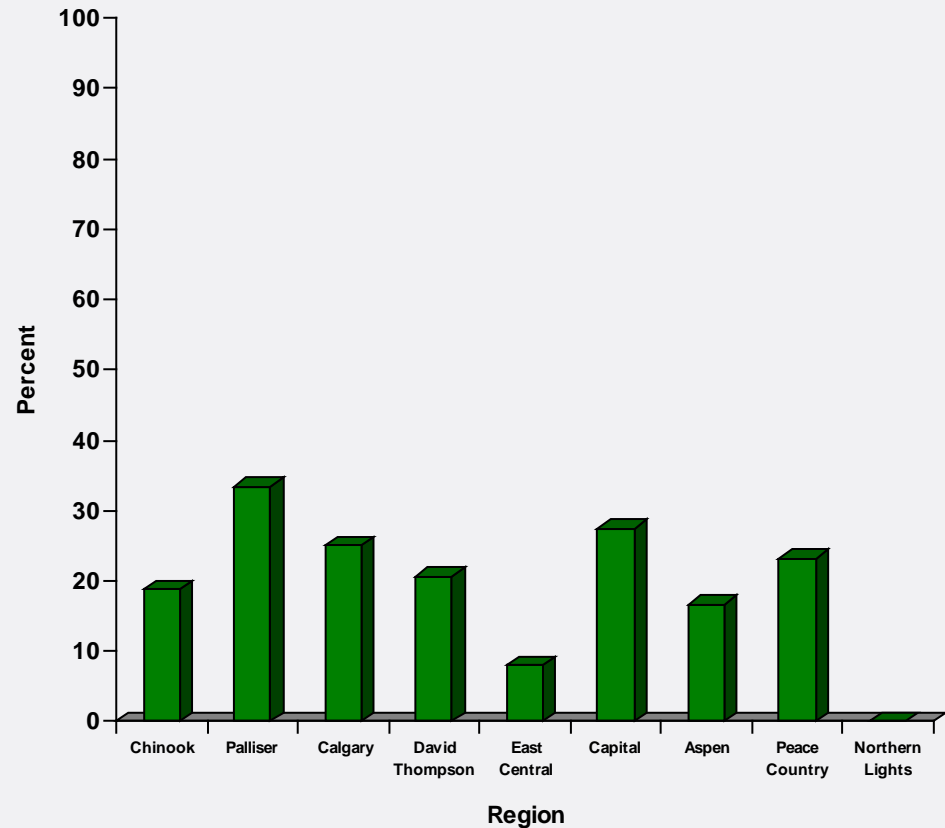


Figure 76. Percent of ATS organizations in each region that distribute an annual customer service survey for service improvement

Organizational Features

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Advertising (1)

Advertising is done by a number of different methods. The majority of ATS service providers in each region rely on word-of-mouth advertising. A greater percent of service providers in the Capital region (55%) rely on advertising in community centres. Other methods of advertising (e.g., bulletin boards, trade shows, logos on vehicles, announcements at church, town websites) are used by ATS service providers in all of the regions. The use of other forms of advertising (e.g., newspaper, radio, or through medical or social services) by service providers is shown on the next two pages.

Note: Percent total for each of the regions total more than 100% as service providers often use a number of different types of advertising.

Organizational Features

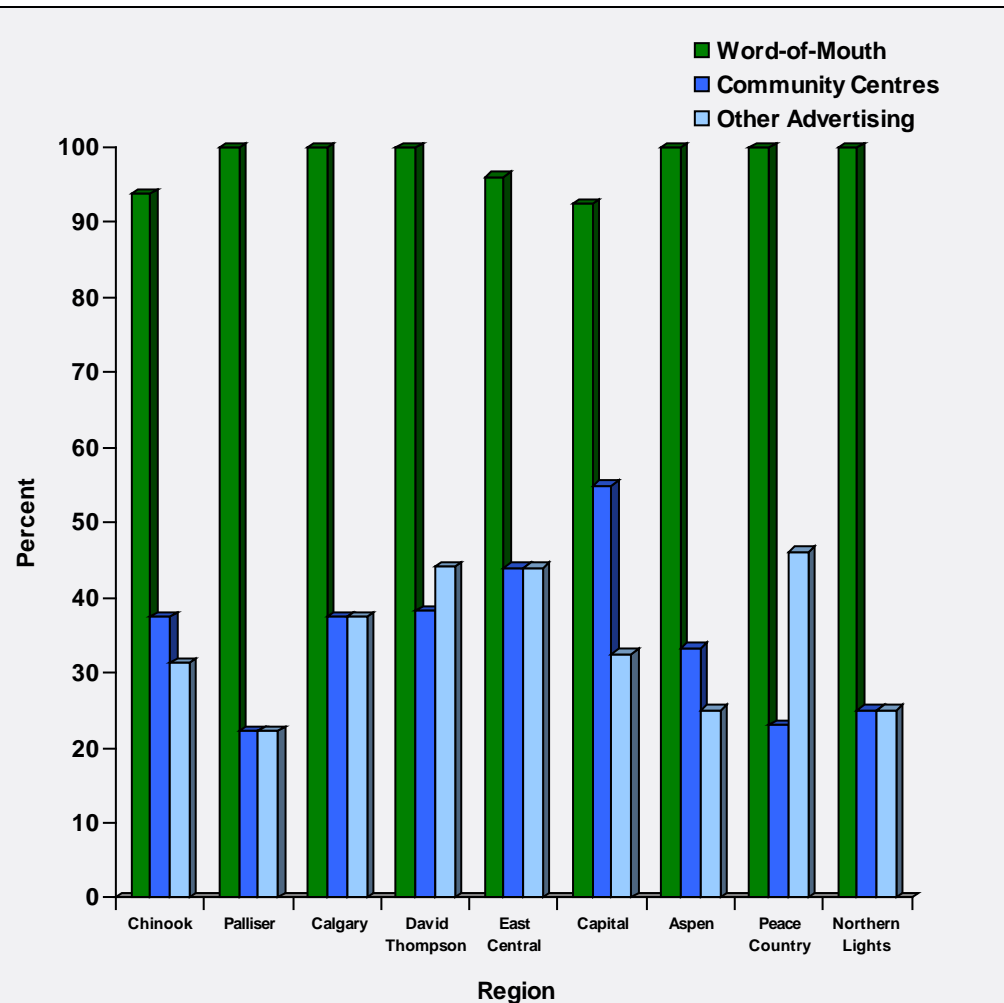


Figure 77. Percent of ATS organizations in each region that rely on advertising for their services (graphed by the type of advertising)

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Advertising (2)

The Chinook region has the greatest percent of ATS service providers that advertise in the newspaper (50%) and the smallest percent of ATS service providers that advertise by newsletter (13%). In contrast, the Palliser region has the smallest percent of organizations that advertise by newspaper (22%) and the Capital region has the greatest percent of organizations that advertise via newsletter (58%). TV and radio advertisements are infrequently used.

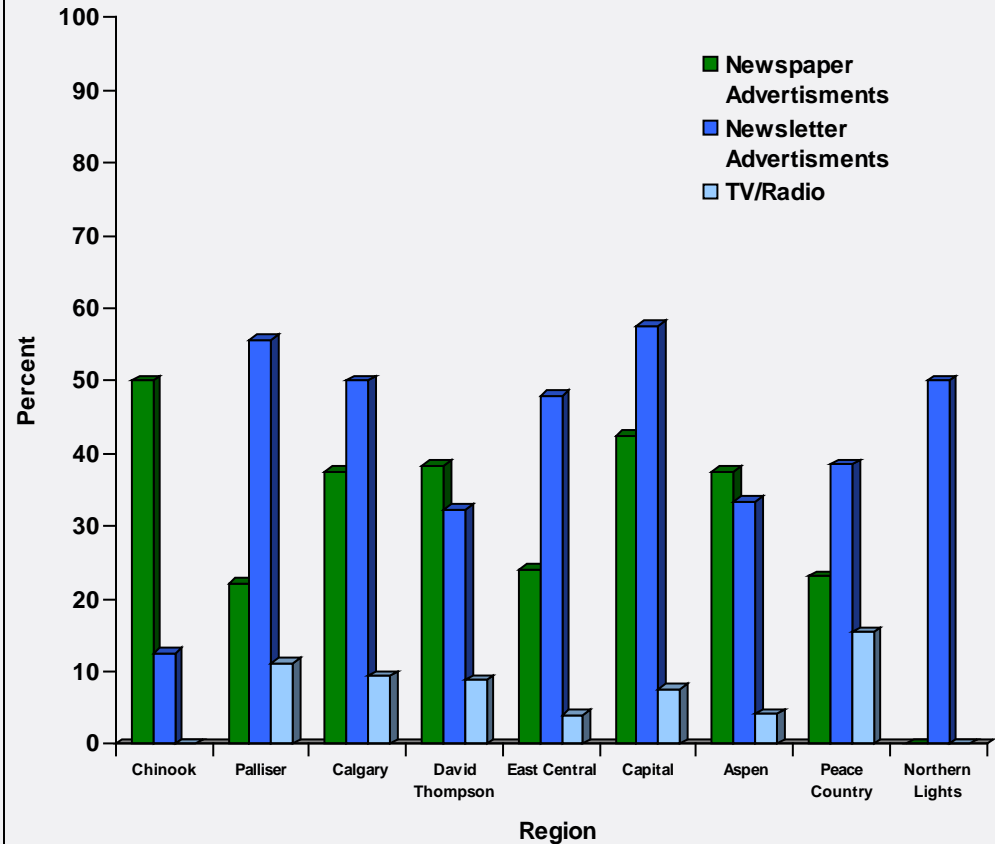


Figure 78. Percent of ATS organizations in each region that rely on advertising for their services (graphed by the type of advertising)

Organizational Features

Section 2 ATS Service Providers (Across the Nine Regions)

Organizational Features

Advertising (3)

A small percent of the ATS service providers in each of the nine regions rely on medical services and social services for advertising. A greater percent of service providers in the Calgary, David Thompson, and Capital regions utilize both social service and medical service agencies for advertising their services compared to service providers in other regions.

Organizational Features

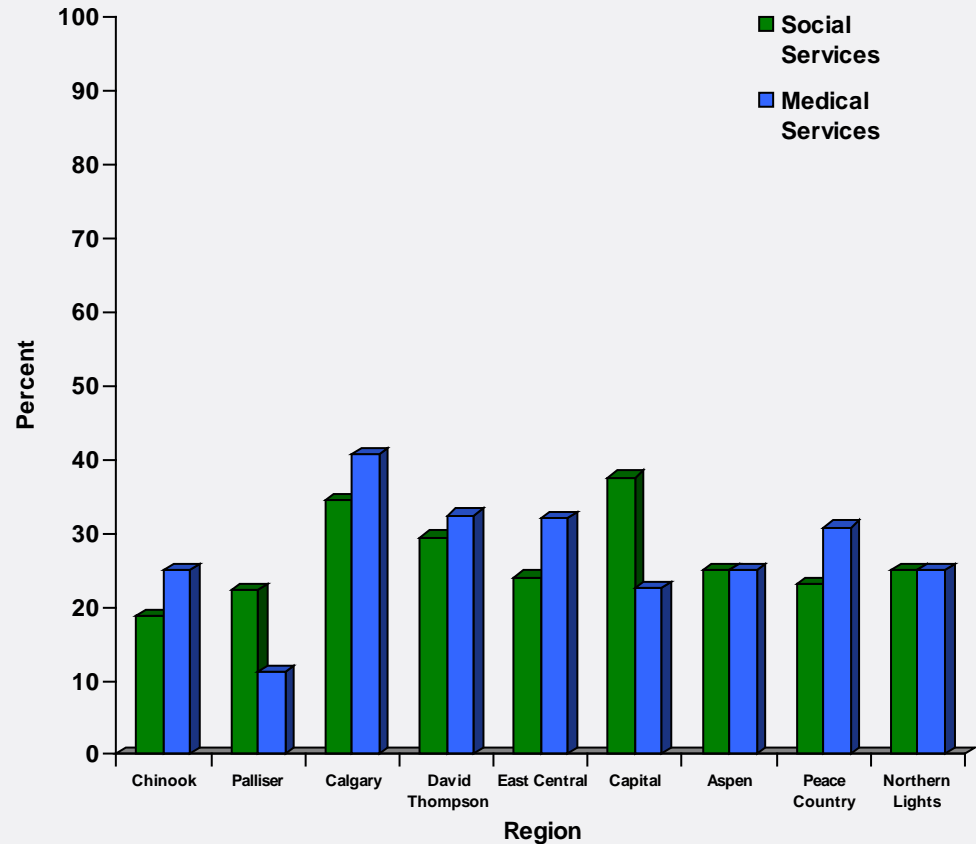


Figure 79. Percent of ATS organizations in each region that rely on advertising for their services (graphed by the type of advertising advertising)

Section 3 ATS Service Providers (By Urban/Rural Setting)

Demographics

Transportation Service Provision

- Availability

- Acceptability

- Accessibility

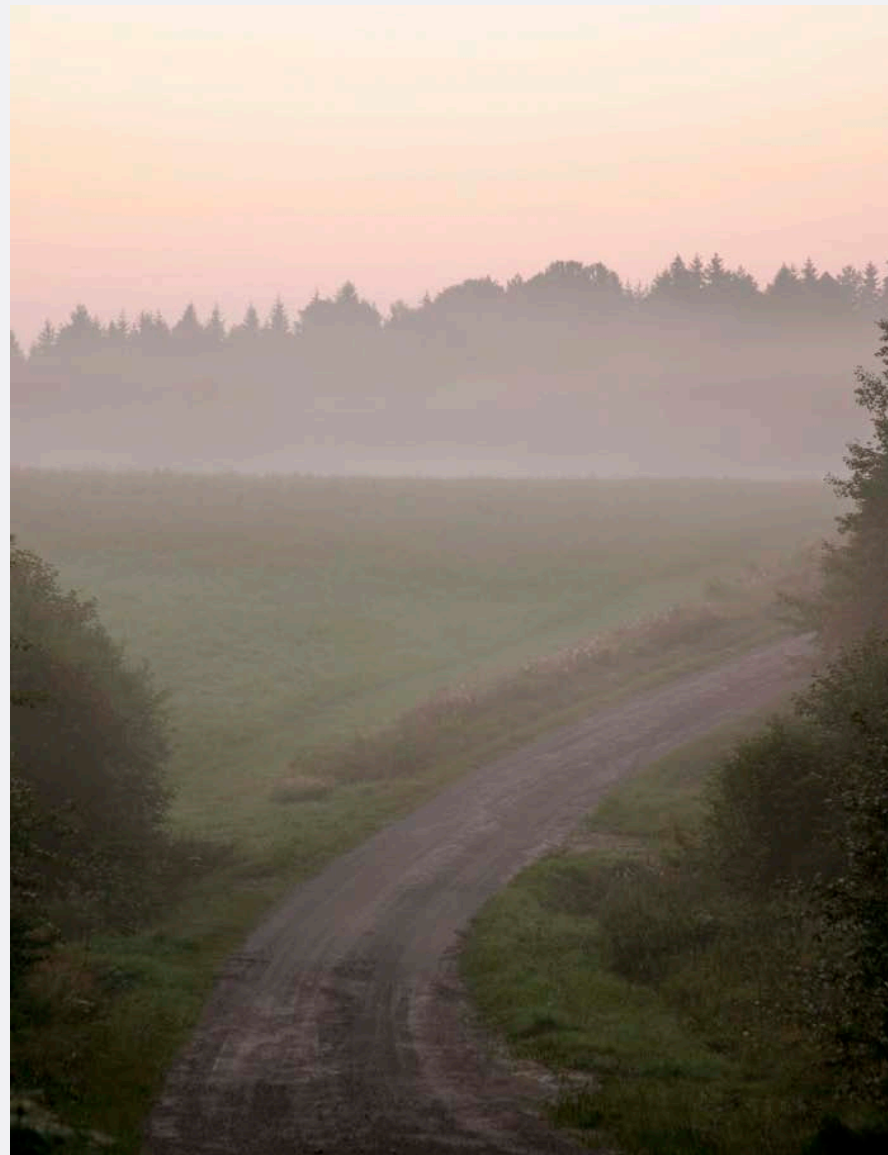
- Adaptability

- Affordability

Organizational Features

- Drivers

- Vehicles



Section 3 ATS Service Providers (By Urban/Rural Setting)

Location of Service Provider

As can be seen in the figure to the right, the majority ATS service providers in Alberta (64%) are located in rural settings. The difference in number of ATS service providers by rural/urban setting is statistically significant ($p < .001$).

Note: Rural is defined as locations with less than 10,000 population and urban is defined as settings with greater than 10,000 population.

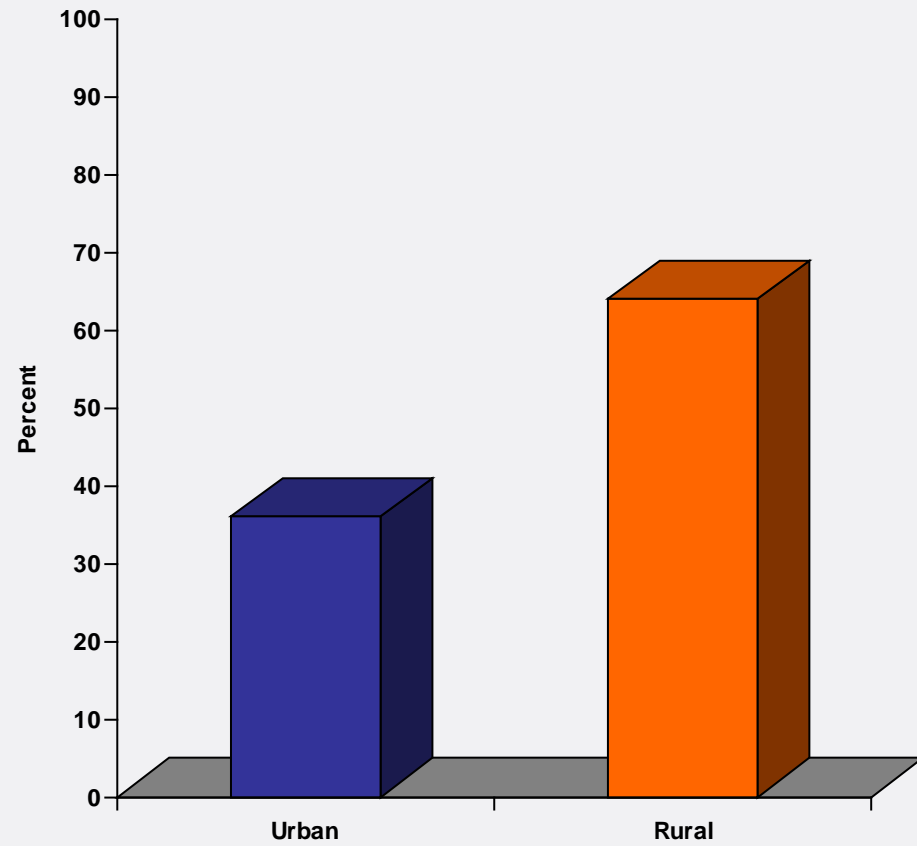


Figure 80. Percent of ATS service providers located in urban and rural Alberta

Section 3 ATS Service Providers (By Urban/Rural Setting)

Average Years in Operation for ATS Service Providers by Urban/Rural Setting

The average number of years that ATS service providers have been in operation is identical across the two settings, with both groups of service providers operating, on average, for 15.5 years.

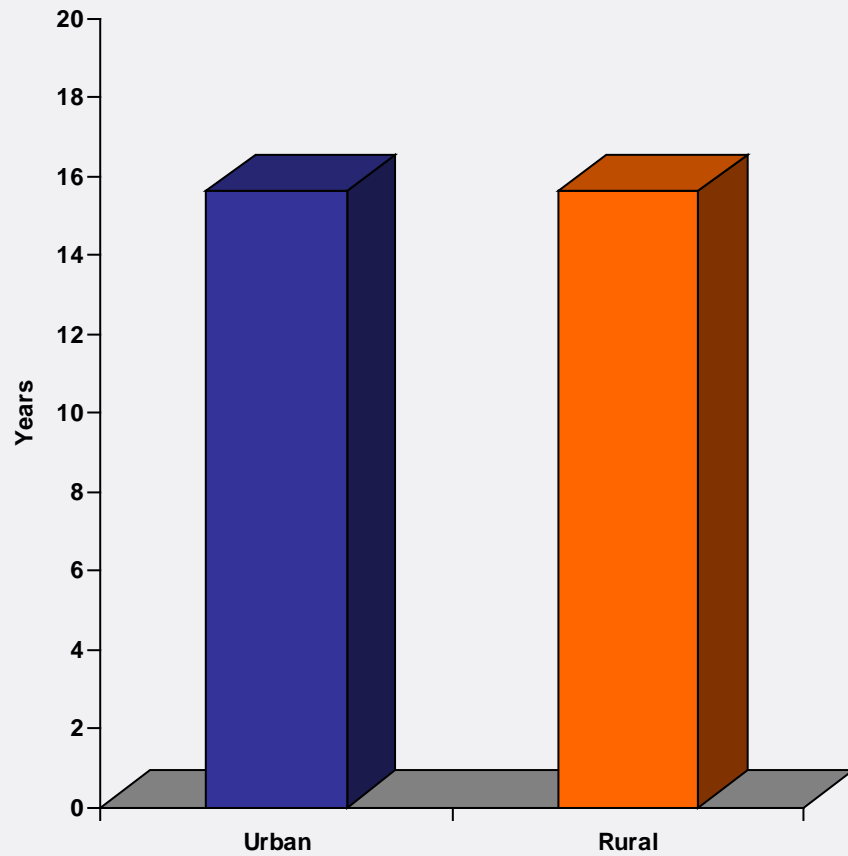


Figure 81. Average number of years in operation for ATS service providers in urban and rural Alberta

Section 3 ATS Service Providers (By Urban/Rural Setting)

Type of Organization Based on Funding

Urban and rural Alberta ATS service providers differ in terms of whether their organizations are for-profit or not-for-profit.

More organizations in rural Alberta (98%) are not-for-profit compared to those in urban settings (86%). This difference is statistically significant ($p = .002$).

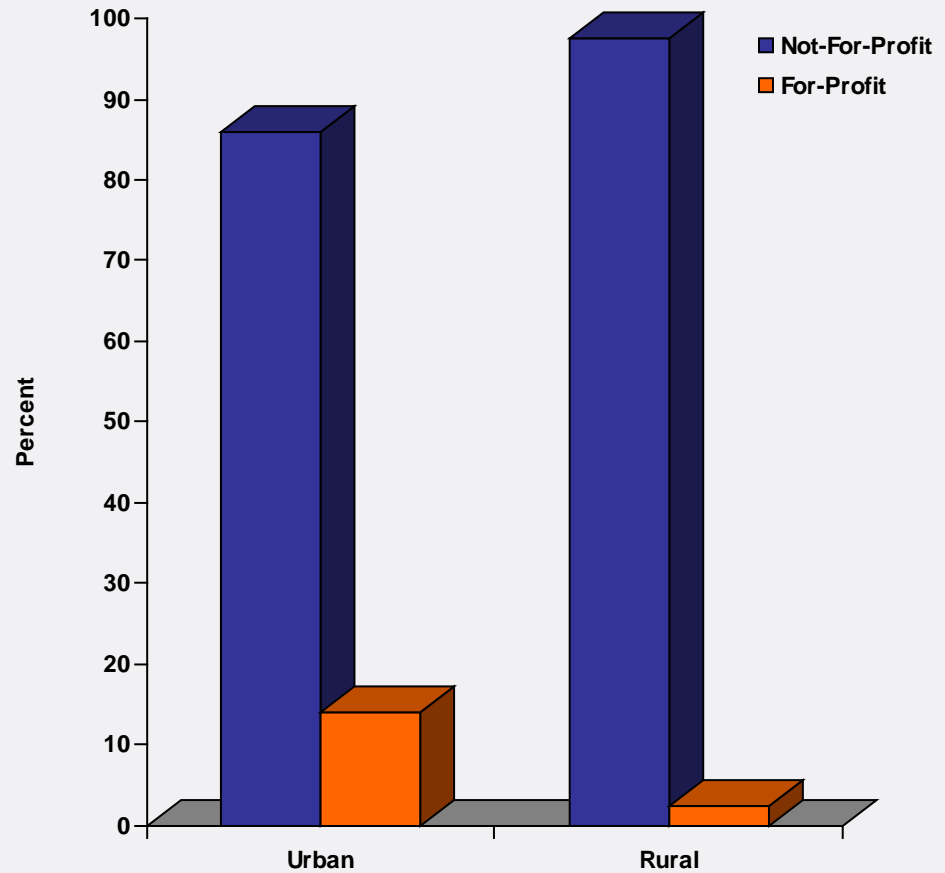


Figure 82. Percent of ATS service providers in urban and rural Alberta that are not-for-profit or for-profit

Section 3 ATS Service Providers (By Urban/Rural Setting)

Funding Stream

Sources of funding for ATS service providers in urban and rural Alberta were similar ($p > .05$), with more than two thirds (69%, respectively) relying on a mixed source of funding in both settings (e.g., government grants, philanthropic grants, membership and/or client fees, revenue from fundraising, and donations).

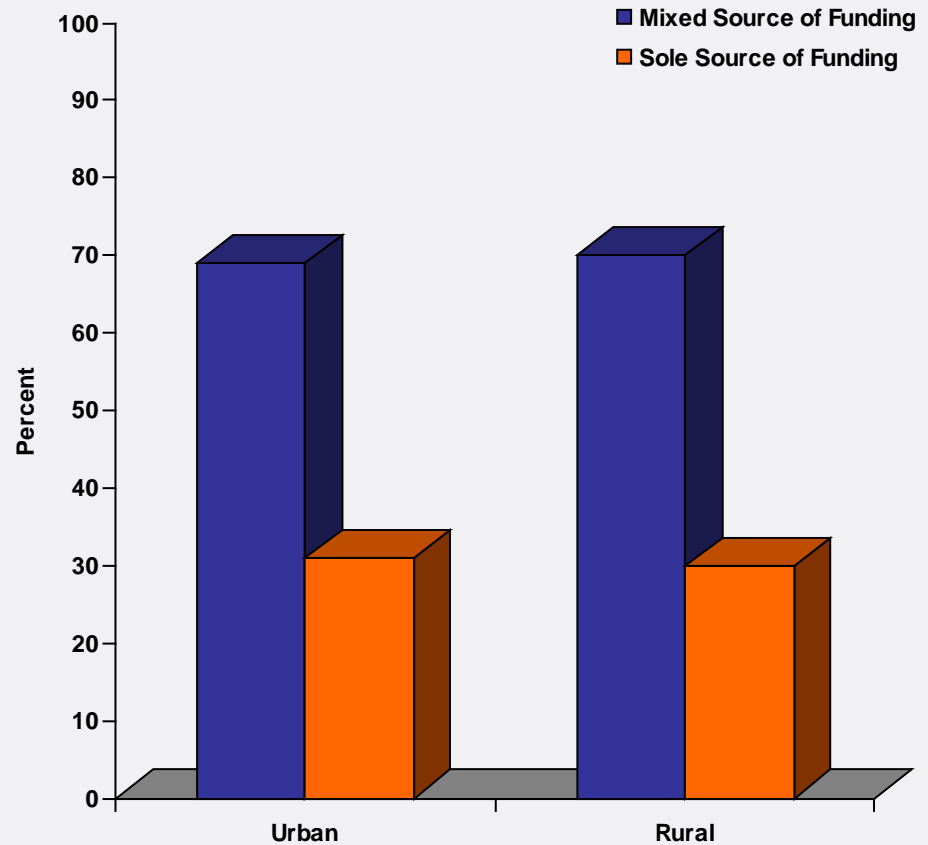


Figure 83. Percent of ATS service providers in urban and rural Alberta with a mixed source of funding and with a sole source of funding

Section 3 ATS Service Providers (By Urban/Rural Setting)

Funding Source

Of the ATS service providers who rely on a sole source of funding, a great percent of providers in both urban and rural Alberta locations rely on membership fees (50% and 32%, respectively). A greater percent of service providers in rural locations rely on government grants as the only source of funding as compared to their urban counterparts. Few service providers in each location rely only on philanthropic grants, fundraising, donations, or other sources of income as a funding source.

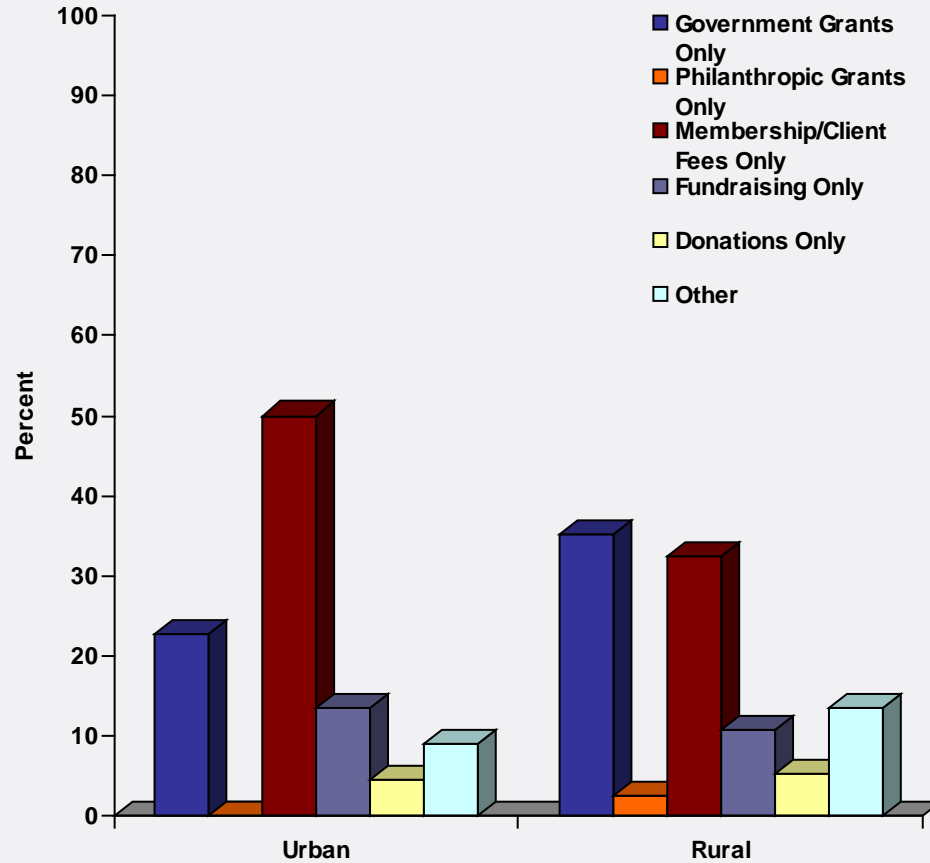


Figure 84. Percent of ATS service providers in urban and rural Alberta with a reliance on a single source of funding (graphed by type of funding)

Section 3 ATS Service Providers (By Urban/Rural Setting)	Availability of Services	Urban n (% or SD)	Rural n (% or SD)	p Value
The 5 A's of Senior Friendly Transportation	Average Number of Clients			
	Per Month	134 (SD = 330)	38 (SD = 53)	p < .004
	Per Year	274 (SD = 477)	96 (SD = 125)	p < .001
Availability	Wait List			
<i>Transportation services are provided to seniors (clients served; wait list) and those services are available when needed (days, evenings; weekdays, weekends).</i>	Organizations with a Wait List	24 (34%)	21(17%)	p < .007
	Average Number of Clients on Wait List	17 (SD = 32)	8 (SD = 6)	p > .05 (NS)
	Daytime/Evening Service			
	Daytime Only (Until 1800 hours)	49 (69%)	71 (56%)	p > .05 (NS)
	Daytime and Evening (Past 1800 hours)	22 (31%)	55 (44%)	
	Weekdays/Weekends Service			
	Weekdays Only	43 (61%)	69 (55%)	p > .05
	Weekdays and Weekends	28 (39%)	57 (45%)	(NS)
	NS = Not Significant SD = Standard Deviation			
Transportation Service Provision				

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Availability – Number of Clients Served Per Month and Per Year

The number of clients served per month and per year differs significantly between urban and rural ATS service providers. As can be seen in the figure to the right, service providers in urban regions serve, on average, 134 clients per month compared to 38 per month by rural providers, a difference that is statistically significant ($p < .004$). Urban service providers provide service, on average, to 274 clients per year, whereas rural providers provide service, on average, to 96 clients per year, on average, a difference that also is statistically significant ($p < .001$).

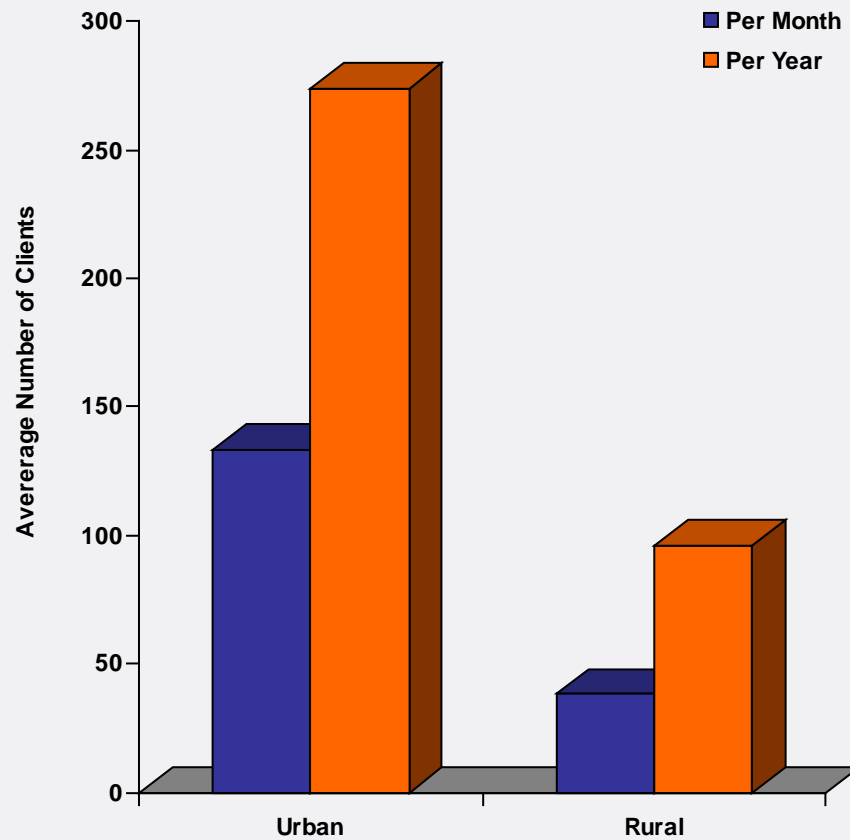


Figure 85. Average number of clients served per month and per year in urban and rural Alberta, respectively, across all ATS service providers

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Availability – Organizations with a Wait List

In terms of a wait list, 34% of urban ATS service providers report having a wait list for rides. Fewer rural service providers (17%) report having a wait list, a difference that is statistically significant ($p < .007$).

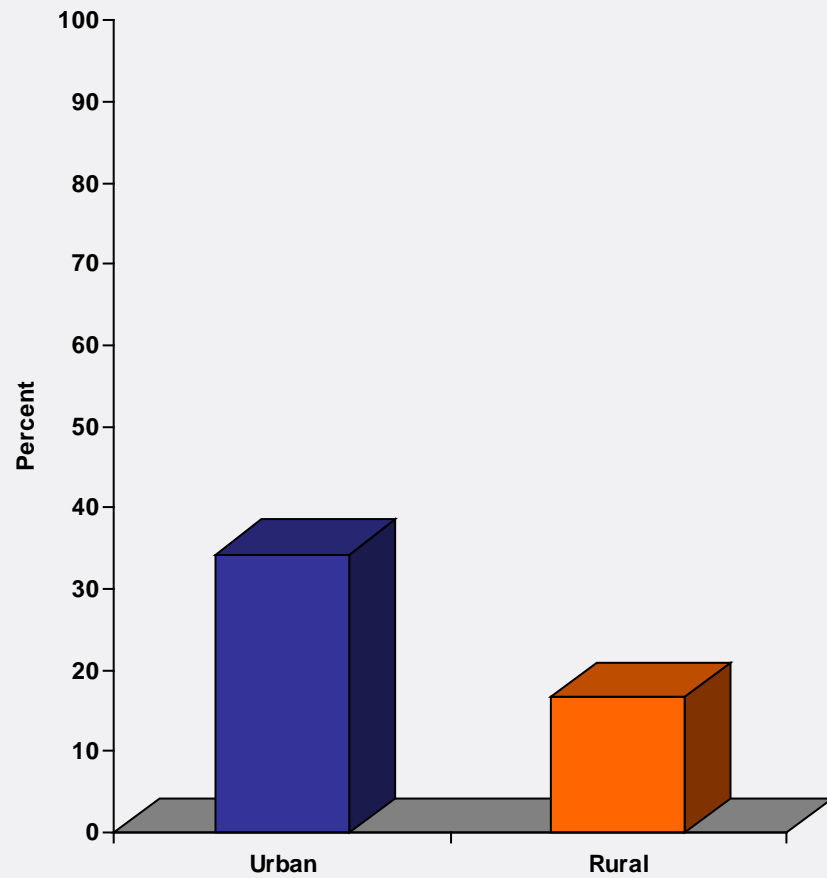


Figure 86. Percent of ATS organization in urban and rural Alberta with clients on a wait list

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Availability – Number of Clients on the Wait List

The average number of clients on a wait list for urban ATS service providers is higher (17) than for rural ATS service providers (8). However, that difference is not statistically significant ($p > .05$).

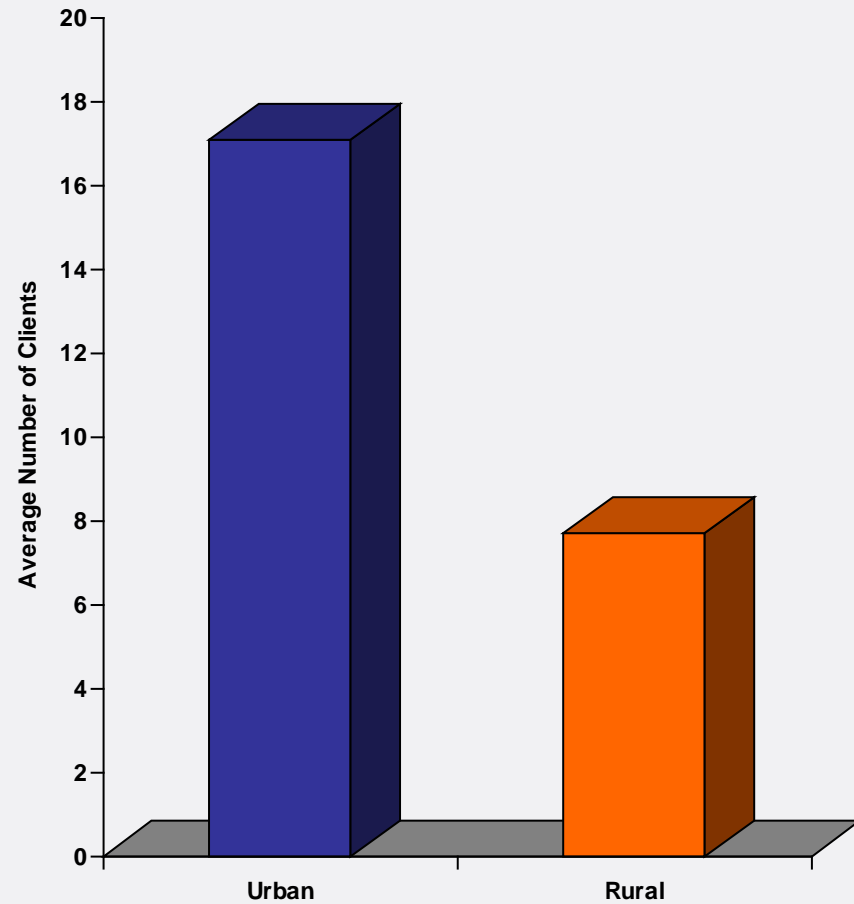


Figure 87. Average number of clients in urban and rural Alberta on a wait list

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Availability – Daytime and Evening Service

As shown in the figure to the right, a greater percent of ATS service providers in urban locations provide rides during the daytime only compared to rural locations (69% vs. 56%, respectively). In both locations, service providers provide service during the daytime and evenings – with a greater percent (44%) of rural providers offering this service compared to their urban counterparts (31%). However, these differences are not statistically significant ($p > .05$).

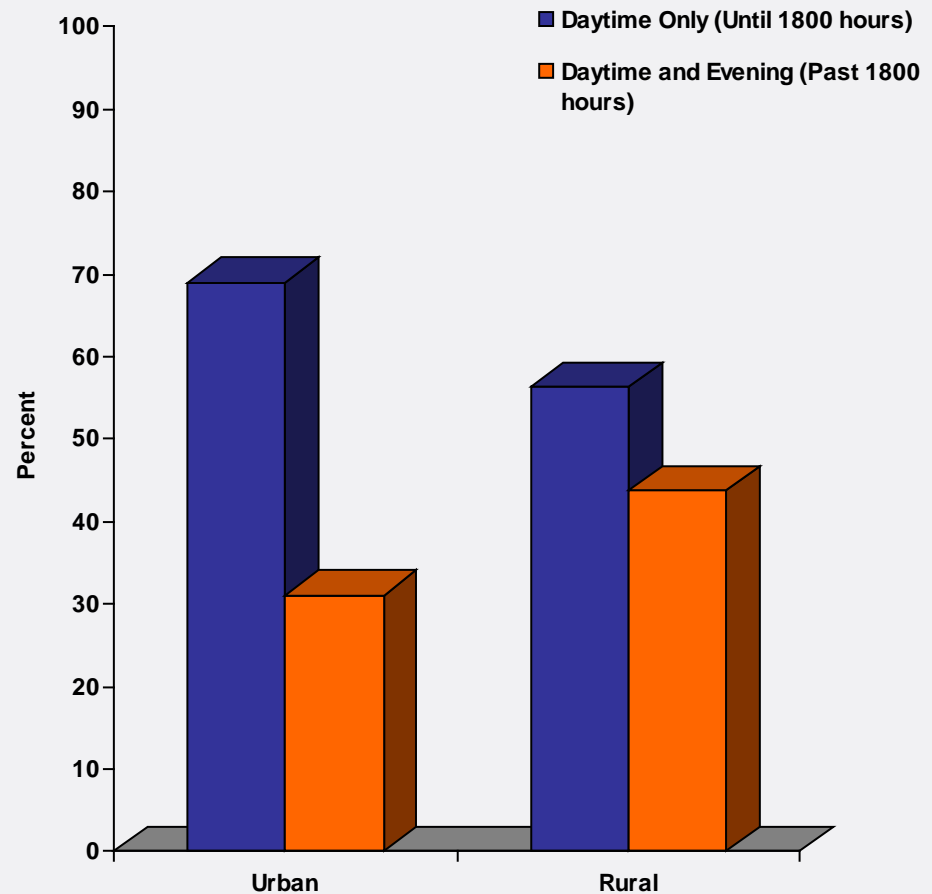


Figure 88. Percent of ATS service providers in urban and rural Alberta providing rides during the daytime only and during both daytime and evening hours

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Availability – Weekdays and Weekends

A greater percent of ATS service providers in urban Alberta locations provide rides on weekdays only versus both weekdays and weekends compared to ATS service providers in rural locations (61% vs. 55%, respectively). There are a corresponding higher percentage of ATS service providers in rural regions that provide rides on weekdays and weekends (45%) compared to urban providers (39%). These differences are not, however, statistically significant ($p > .05$).

Transportation Service Provision

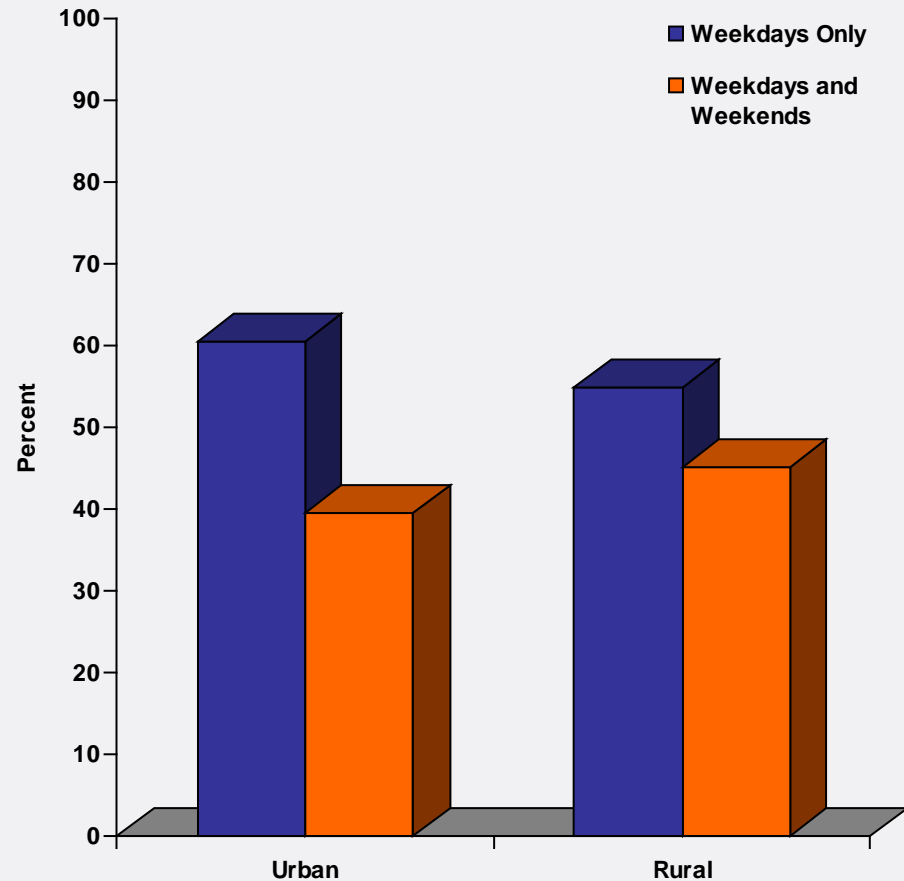


Figure 89. Percent of ATS service providers in urban and rural Alberta providing rides on weekdays only and on both weekdays and weekends

Section 3 ATS Service Providers (By Urban/Rural Setting)	Acceptability of Services	Urban n (%)	Rural n (%)	p Value
<p data-bbox="180 380 846 415">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="180 492 390 527">Acceptability</p> <p data-bbox="180 545 888 743"><i>The transportation service quality is acceptable in terms of advance scheduling; vehicles are clean and well-maintained; service providers provide driver 'sensitivity to seniors' training.</i></p>	Advance Notification Required			
	Yes	68 (96%)	116 (92%)	p > .05 (NS)
	Advance Notification Timeline	Urban	Rural	
	Same Day	2 (2%)	25 (22%)	
	24 Hours	33 (49%)	51 (44%)	p < .001
	48 Hours	17 (25%)	10 (9%)	
+48 Hours	16 (23%)	30 (26%)		
Vehicle Inspections				
Yes	10 (37%)	10 (37%)	p > .05 (NS)	
Driver Training Provided				
Yes	38 (53%)	49 (39%)	p > .05 (NS)	
Type of Driver Training Provided	Urban	Rural		
Mental Health Issues	12 (32%)	7 (14%)	p < .02	
Disability Training	14 (37%)	6 (12%)	p < .003	
Cardiopulmonary Resuscitation	30 (79%)	39 (80%)	p > .05 (NS)	
Ageing/Seniors' Issues	13 (34%)	6 (12%)	p < .01	
Other	13 (34%)	16 (33%)	p > .05 (NS)	
<p data-bbox="180 1385 611 1421">Transportation Service Provision</p>	<p data-bbox="894 1349 1902 1406">± The percentages total more than 100% in that some providers offer more than one type of training</p> <p data-bbox="894 1406 1150 1437">NS = Not Significant</p>			

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Acceptability – Advance Notification Required

As shown in the figure to the right, the overwhelming majority of ATS service providers in both urban (96%) and rural (92%) locations in Alberta require advance notification for rides. The difference between the two providers is not statistically significant ($p > .05$).

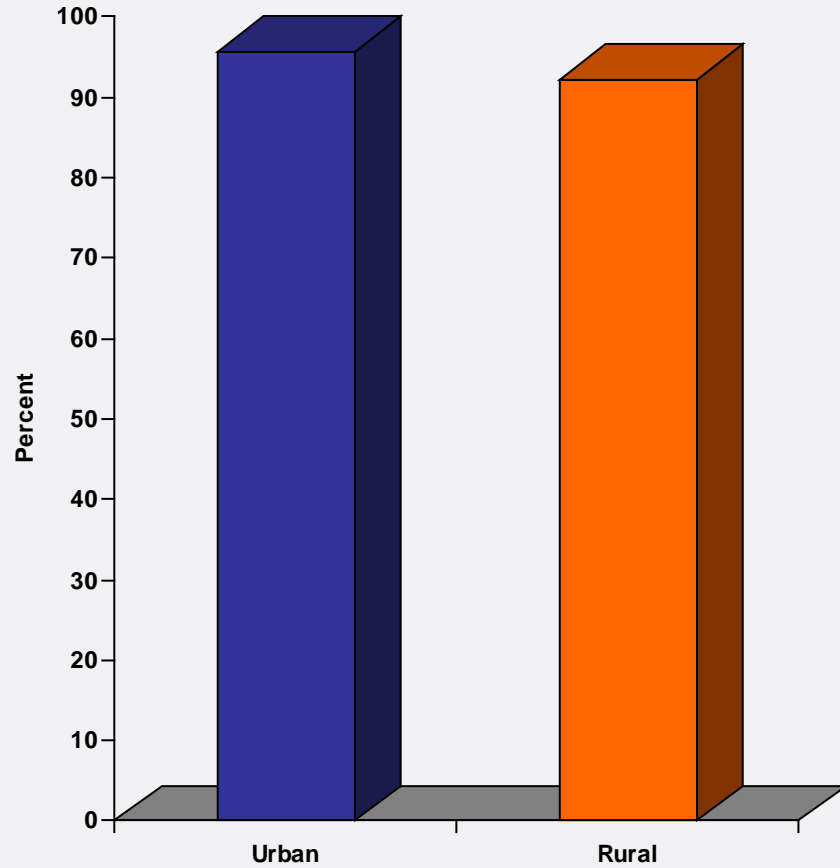


Figure 90. Percent of ATS service providers in urban and rural Alberta requiring advance notification for a ride

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Acceptability – Advance Notification Timeline

Of those ATS service providers requiring advance notification for rides, the majority of service providers allow for same day service in both urban and rural Alberta locations, but with a greater percent providing that service in rural areas (2% vs. 22%, respectively). The percent of providers requiring 24 hours notification is similar in urban and rural locations. A greater percent of service providers in urban areas require 48 hours notification as compared to their rural counterparts. The differences between the two settings are statistically significant ($p < .001$).

Transportation Service Provision

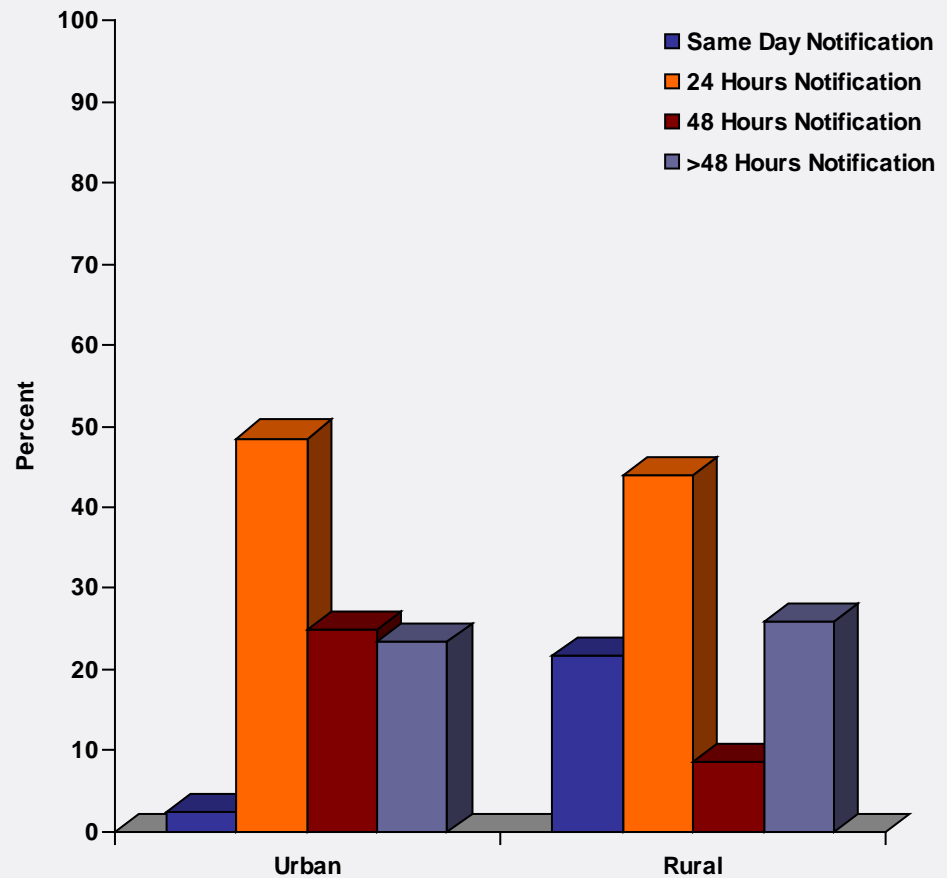


Figure 91. Percent of ATS service providers in urban and rural Alberta requiring advance notification (same day or longer) for service provision

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Acceptability – Vehicle Inspections

Slightly more than one-third (37%) of ATS service providers in both urban and rural locations conduct vehicle inspections. As noted previously, few interviewees were aware of whether their service providers did conduct vehicle inspections, but of those who were aware, responses indicate that a small percent of service providers do indeed engage in this practice.

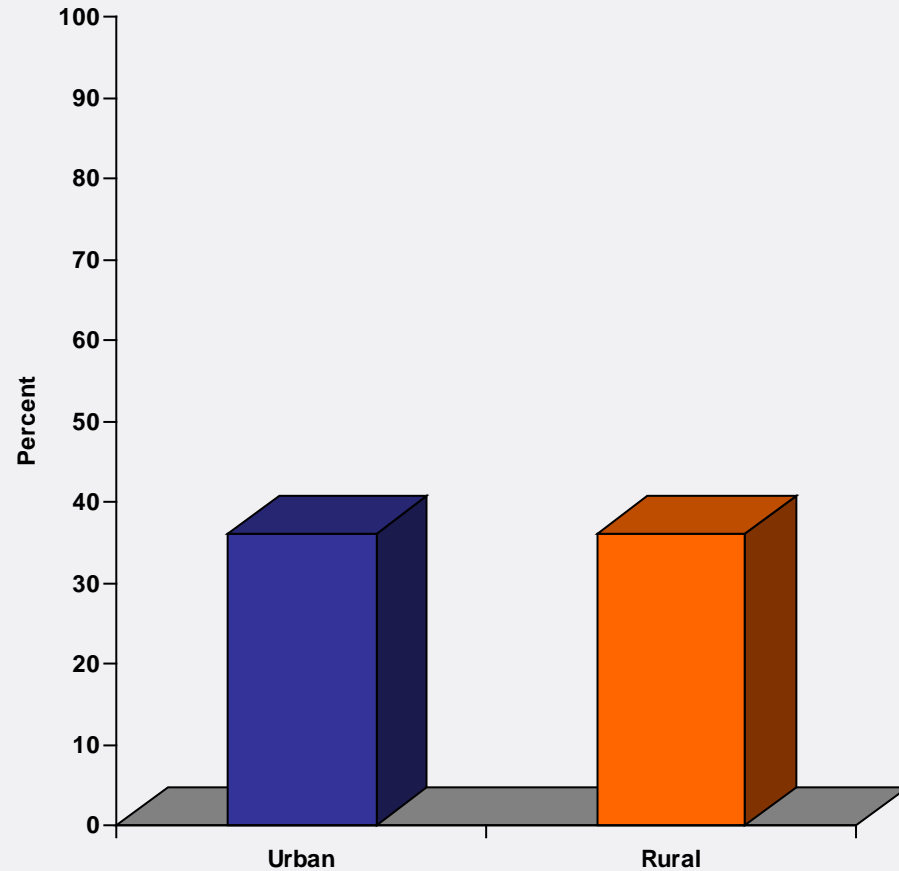


Figure 92. Percent of ATS organizations in urban and rural Alberta conducting vehicle inspections

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Acceptability – Driver Training

A greater percent of ATS service providers in urban locations provide training to their drivers (53%) compared to service providers in rural locations (39%) in the province. That difference is, however, not statistically significant ($p > .05$).

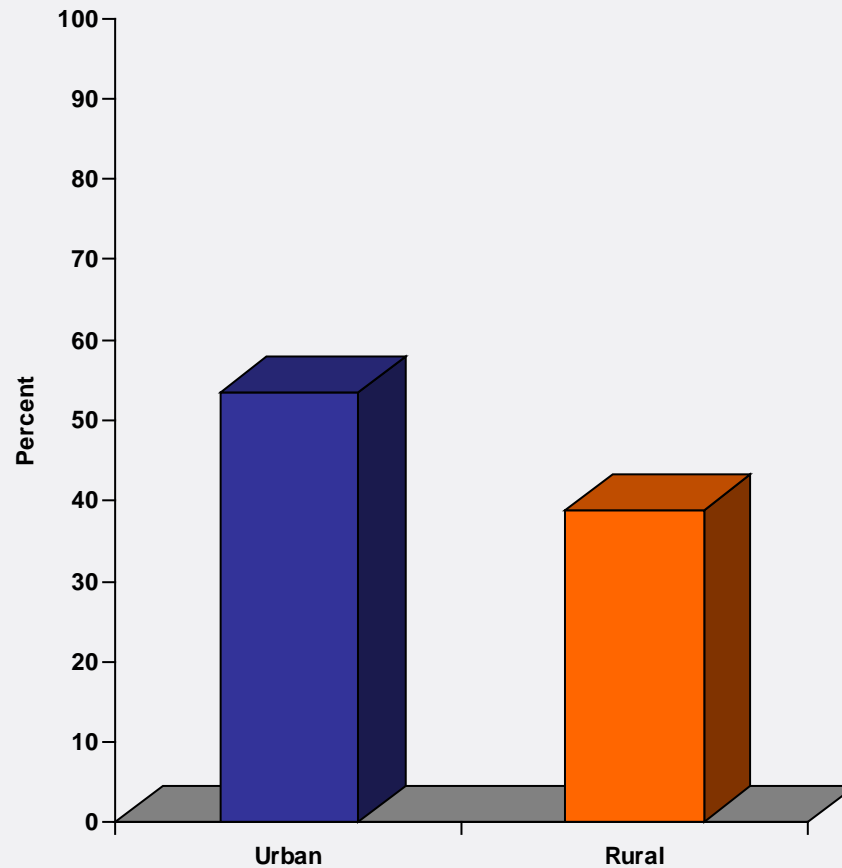


Figure 93. Percent of ATS service providers in urban and rural Alberta offering driver training to paid and/or volunteer drivers

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Acceptability – Type of Driver Training

In terms of the training provided, a majority of ATS service providers in both urban and rural locations offer training on cardiopulmonary resuscitation (CPR) (79%, respectively). A greater percent of service providers in urban locations provide training on mental health issues (32%) compared to service providers in rural Alberta locations (14%) ($p < .02$). Training on disability issues is carried out by a greater percent of service providers in urban locations (37%) compared to rural providers (12%) ($p < .003$). A greater percent of service providers in urban locations also conduct training on ageing and seniors' issues (34%) compared to rural providers (12%) ($p < .01$). Other types of training provided in both settings (34% in urban locations and 33% in rural locations) include training regarding lifting, orientation to vehicles, and driver refresher courses). This difference is not statistically significant ($p > .05$).

Transportation Service Provision

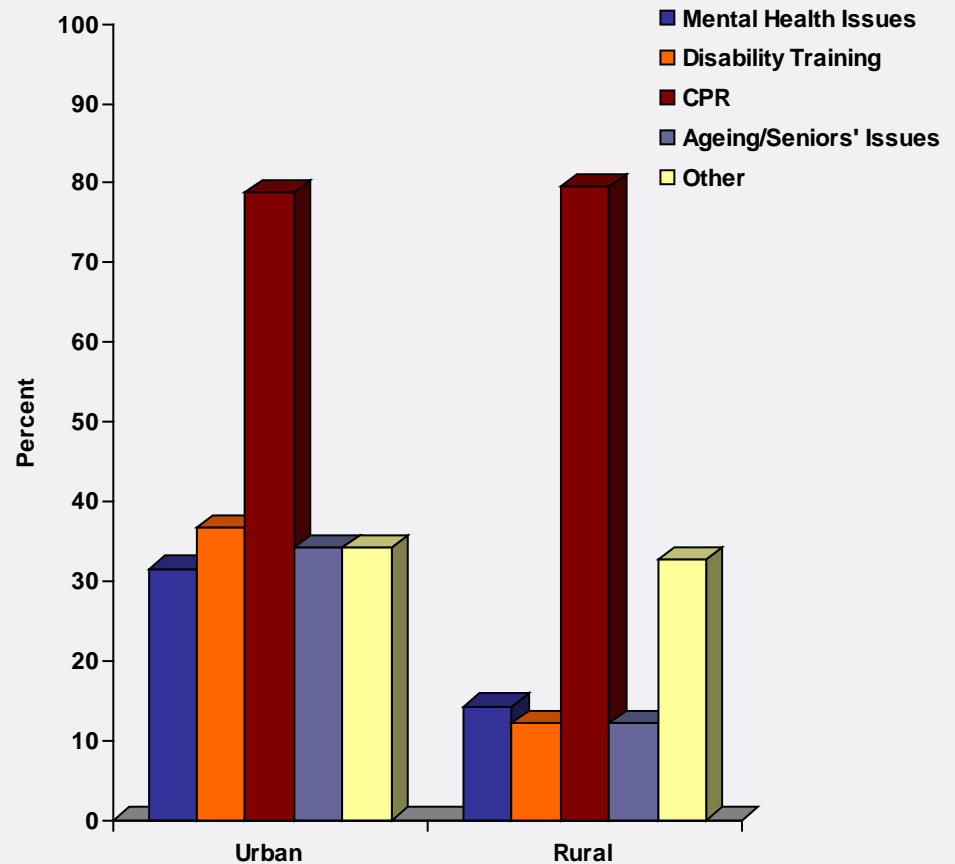


Figure 94. Percent of ATS service providers in urban and rural Alberta providing specific types of training to paid and/or volunteer drivers

Section 3 ATS Service Providers (By Urban/Rural Setting)	Accessibility of Services	Urban n (%)	Rural n (%)	p Value
<p data-bbox="178 381 892 414">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 503 892 535">Accessibility</p> <p data-bbox="178 560 892 755"><i>Service provider provides 'door-to-door' and 'door-through-door' transportation; provides transportation to essential and non-essential activities.</i></p> <p data-bbox="178 1388 892 1421">Transportation Service Provision</p>	<p data-bbox="892 365 1354 397">Type of Service</p> <p data-bbox="892 397 1354 430">Curb-to-Curb</p> <p data-bbox="892 430 1354 462">Door-to-Door</p> <p data-bbox="892 462 1354 495">Door-through-Door</p>	<p data-bbox="1354 397 1564 430">16 (22%)</p> <p data-bbox="1354 430 1564 462">15 (21%)</p> <p data-bbox="1354 462 1564 495">40 (56%)</p>	<p data-bbox="1564 397 1774 430">54 (43%)</p> <p data-bbox="1564 430 1774 462">18 (14%)</p> <p data-bbox="1564 462 1774 495">54 (43%)</p>	<p data-bbox="1774 430 1921 462">p < .02</p>
	<p data-bbox="892 535 1354 568">Trip Purpose (Comprehensiveness)[‡]</p> <p data-bbox="892 568 1354 600">All 4 Purposes</p> <p data-bbox="892 600 1354 633">3 Purposes</p> <p data-bbox="892 633 1354 665">2 Purposes</p> <p data-bbox="892 665 1354 698">Only 1 Purpose</p>	<p data-bbox="1354 568 1564 600">33 (46%)</p> <p data-bbox="1354 600 1564 633">13 (18%)</p> <p data-bbox="1354 633 1564 665">16 (22%)</p> <p data-bbox="1354 665 1564 698">9 (13%)</p>	<p data-bbox="1564 568 1774 600">67 (53%)</p> <p data-bbox="1564 600 1774 633">9 (7%)</p> <p data-bbox="1564 633 1774 665">21 (17%)</p> <p data-bbox="1564 665 1774 698">29 (23%)</p>	<p data-bbox="1774 592 1921 625">p < .04</p>
	<p data-bbox="892 803 1354 836">Trip Purpose (Individual Purpose)*</p> <p data-bbox="892 836 1354 868">Medical</p> <p data-bbox="892 868 1354 901">Essential</p> <p data-bbox="892 901 1354 933">Social</p> <p data-bbox="892 933 1354 966">Religious</p>	<p data-bbox="1354 836 1564 868">58 (82%)</p> <p data-bbox="1354 868 1564 901">58 (82%)</p> <p data-bbox="1354 901 1564 933">59 (83%)</p> <p data-bbox="1354 933 1564 966">37 (52%)</p>	<p data-bbox="1564 836 1774 868">101 (80%)</p> <p data-bbox="1564 868 1774 901">88 (70%)</p> <p data-bbox="1564 901 1774 933">104 (82%)</p> <p data-bbox="1564 933 1774 966">73 (58%)</p>	<p data-bbox="1774 885 1921 917">p > .05 (NS)</p>
	<p data-bbox="892 1079 1921 1112">[‡] Provides rides for medical, essential, social, and/or religious purposes</p> <p data-bbox="892 1112 1921 1144">* Percents total more than 100% as most providers offer more than one type of service</p> <p data-bbox="892 1144 1921 1177">NS = Not Significant</p>			

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Accessibility – Type of Service

The percent of ATS service providers in urban and rural locations providing different types of service (curb-to-curb, door-to-door, and door-through-door) is provided in the figure to the right. The percent of providers offering curb-to-curb is higher in rural locations versus urban locations (43% versus 23%, respectively). There is, however, a greater percent of providers in urban locations offering door-through-door service (56%) and door-to-door service (21%) than providers in rural locations (14% and 43%, respectively). The difference in type of service provided between the two locations is statistically significant ($p < .02$).

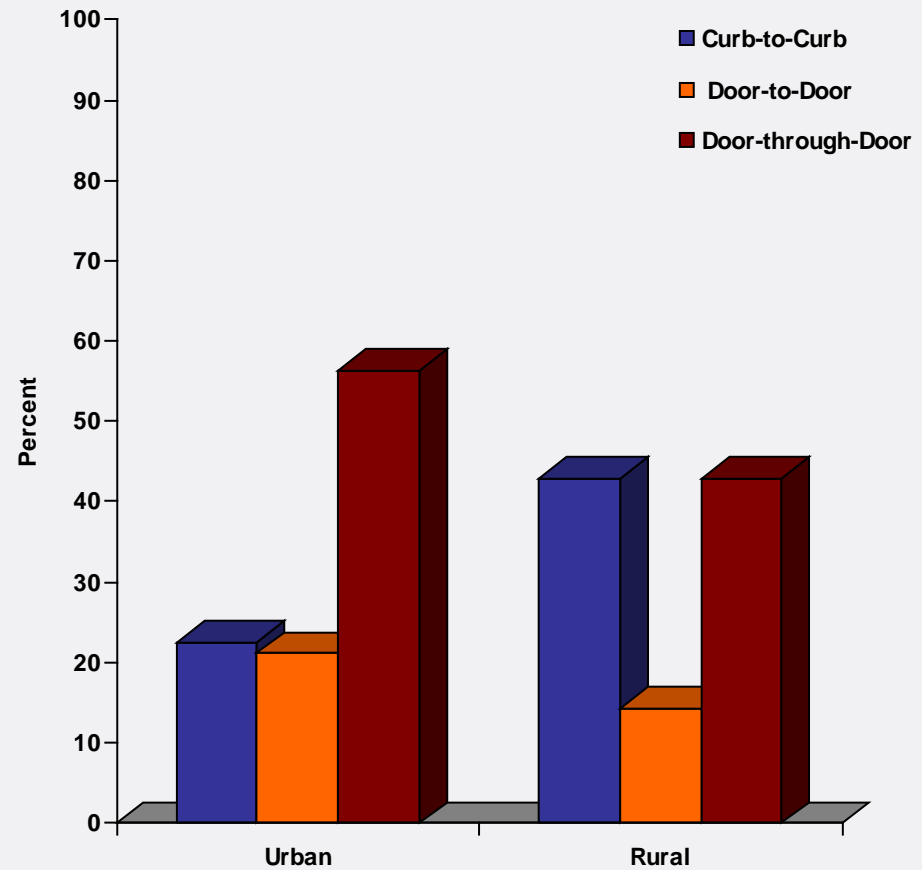


Figure 95. Percent of ATS service providers in urban and rural Alberta providing curb-to-curb, door-to-door, or door-through-door service at point of pick-up and drop-off

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Accessibility – Trip Purpose

As shown in the figure to the right, approximately one half of ATS service providers in urban and rural locations provide rides for all four trip purposes (medical, essential, social, and religious). There are more ATS service providers in rural locations that provide rides for a single purpose (23% vs. 13%, respectively). The difference in trip purpose across the combinations of trip purpose between the two locations is statistically significant ($p < .04$).

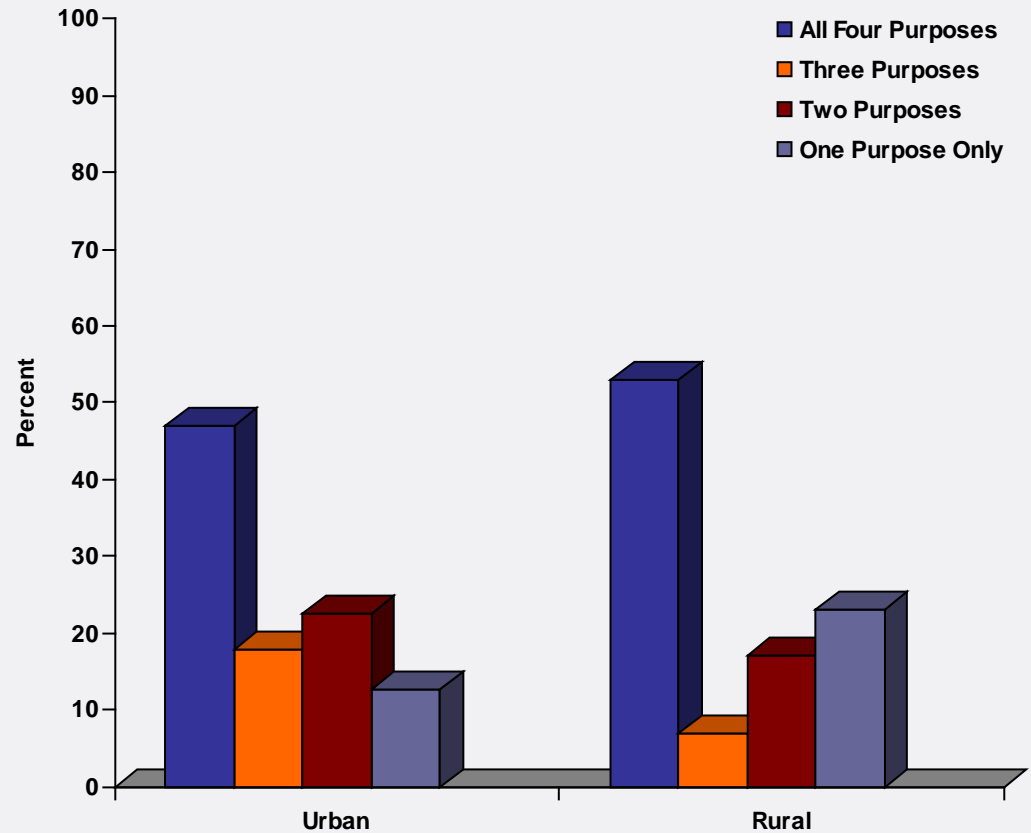


Figure 96. Percent of ATS service providers in urban and rural Alberta providing transportation for all four trip purposes (medical, essential, social, and religious) or for a combination of the purposes

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Accessibility – Trip Purpose by Type

The vast majority of ATS service providers in both urban and rural Alberta locations provide transportation for medical purposes, for essential purposes, and for social purposes. Fewer providers in both settings provide transportation for religious purposes. The difference in trip purpose across the four different types of trips between the two locations is not statistically significant ($p > .05$).

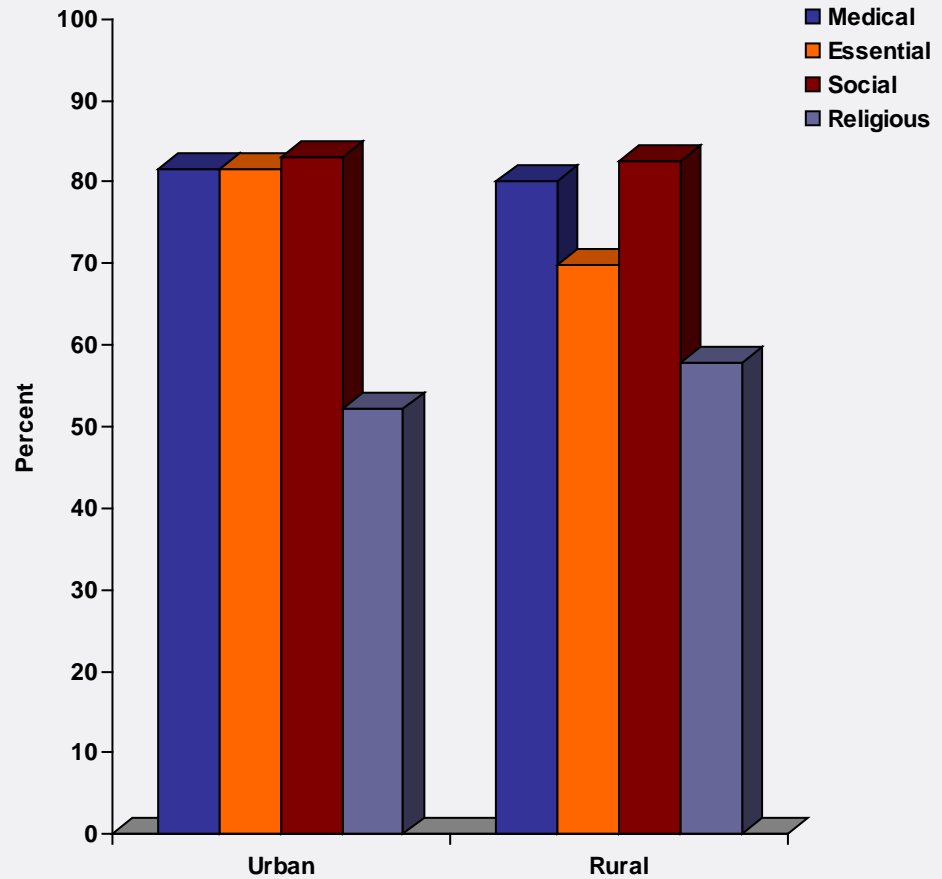


Figure 97. Percent of ATS service providers in urban and rural Alberta providing transportation for medical, essential, social and religious purposes, respectively

Section 3 ATS Service Providers (By Urban/Rural Setting)	Adaptability of Services	Urban n (%)	Rural n (%)	p Value
<p data-bbox="178 381 892 414">The 5 A's of Senior Friendly Transportation</p> <p data-bbox="178 495 892 527">Adaptability</p> <p data-bbox="178 544 892 909"><i>Transportation can accommodate riders wanting to make multiple stops (trip chaining); service provider allows for different types of routes (fixed vs. client response) and passenger service (single vs. group); service providers can accommodate wheelchairs and walkers; driver aids in transferring; escorts can be provided.</i></p> <p data-bbox="178 1388 892 1421">Transportation Service Provision</p>	<p data-bbox="892 357 1312 389">Trip Chaining Allowed</p> <p data-bbox="892 389 1312 422">Yes</p>	45 (63%)	80 (64%)	p > .05 (NS)
	<p data-bbox="892 462 1312 495">Route</p> <p data-bbox="892 495 1312 527">Fixed Routes Only</p> <p data-bbox="892 527 1312 560">Client Response Routes</p> <p data-bbox="892 560 1312 592">Only</p> <p data-bbox="892 592 1312 625">Both</p>	15 (21%)	42 (33%)	p < .001
	<p data-bbox="892 665 1312 698">Passenger Service</p>	12 (17%)	13 (10%)	p < .05
	<p data-bbox="892 698 1312 730">Single Passenger Service</p> <p data-bbox="892 730 1312 763">Only</p>	11 (15%)	39 (31%)	p < .05
	<p data-bbox="892 730 1312 763">Group Passenger Service</p> <p data-bbox="892 763 1312 795">Only</p>	48 (68%)	74 (59%)	p < .05
	<p data-bbox="892 763 1312 795">Both Single and Group</p> <p data-bbox="892 795 1312 828">Passenger Service</p>	67 (94%)	123 (98%)	p > .05 (NS)
	<p data-bbox="892 795 1312 828">Mobility Aids</p>	36 (51%)	87 (69%)	p < .02
	<p data-bbox="892 828 1312 860">Walkers Accommodated</p>	25 (35%)	42 (33%)	p > .05 (NS)
	<p data-bbox="892 860 1312 893">Wheelchairs Accommodated</p>	31 (44%)	47 (37%)	p > .05 (NS)
<p data-bbox="892 893 1312 925">Driver Aids in Transferring</p> <p data-bbox="892 925 1312 958">Yes</p>	NS = Not Significant			

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Adaptability – Trip Chaining

About two-thirds (63% and 64%, respectively) of ATS service providers in both locations offer trip chaining (multiple stops). That difference is not statistically significant ($p > .05$).

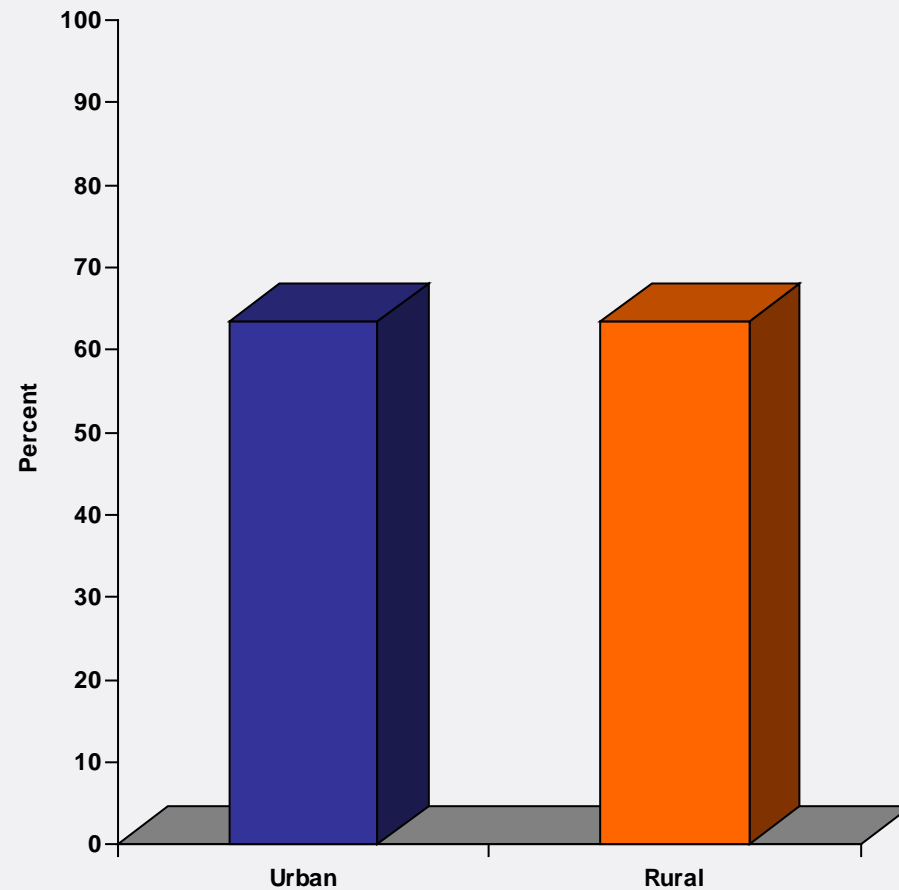


Figure 98. Percent of ATS service providers in urban and rural Alberta offering trip chaining (multiple stops during a trip)

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Adaptability – Fixed and Client Response Routes

A greater percent (73%) of ATS service providers in urban Alberta locations offer 'client response route' rides compared to ATS service providers in rural Alberta locations (44%). There is, however, a greater percent (22%) of ATS service providers in the rural locations who offer both fixed route and client response route service, compared to the urban setting (6%). The difference in service provision is statistically significant ($p < .001$).

Transportation Service Provision

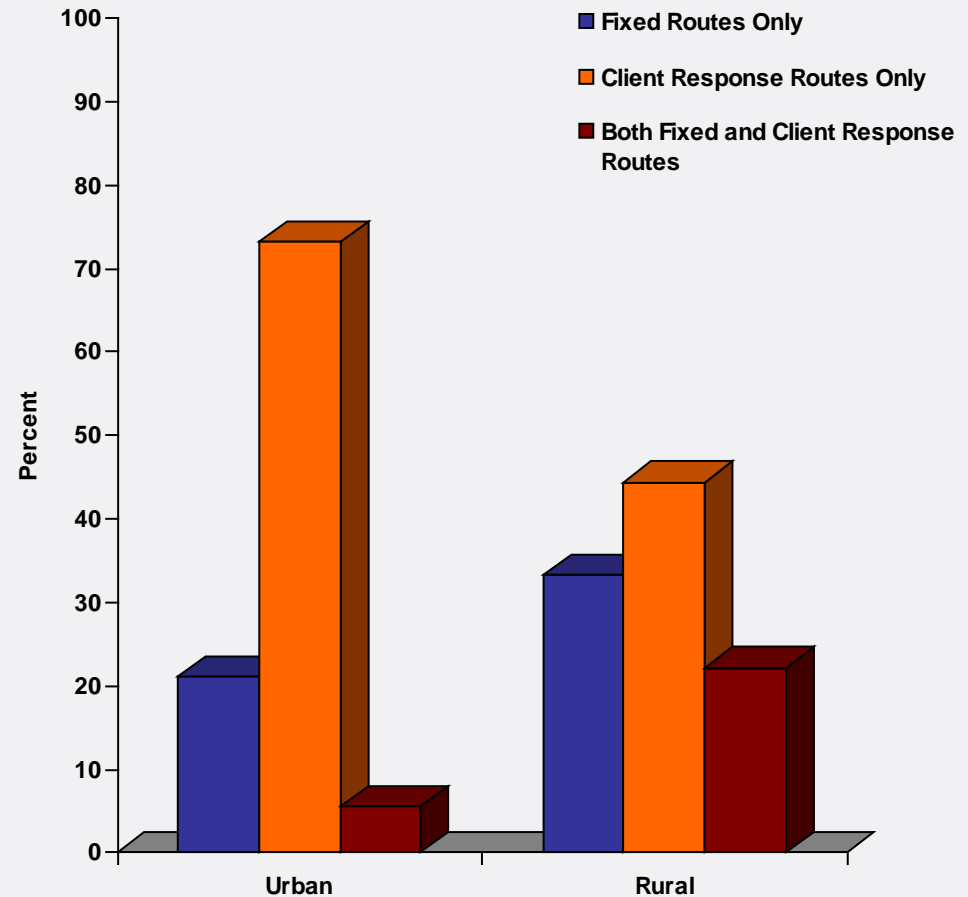


Figure 99. Percent of ATS service providers in urban and rural Alberta providing rides on fixed routes only, client response routes only, or for both types of routes

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Adaptability – Passenger Service

ATS service providers in both urban and rural Alberta locations offer both single and group passenger service. A lower percent (10%) of service providers in rural areas provide single passenger service compared to service providers in urban locations. The differences between the two locations across the difference types of passenger services are statistically significant (all p's < .05).

Transportation Service Provision

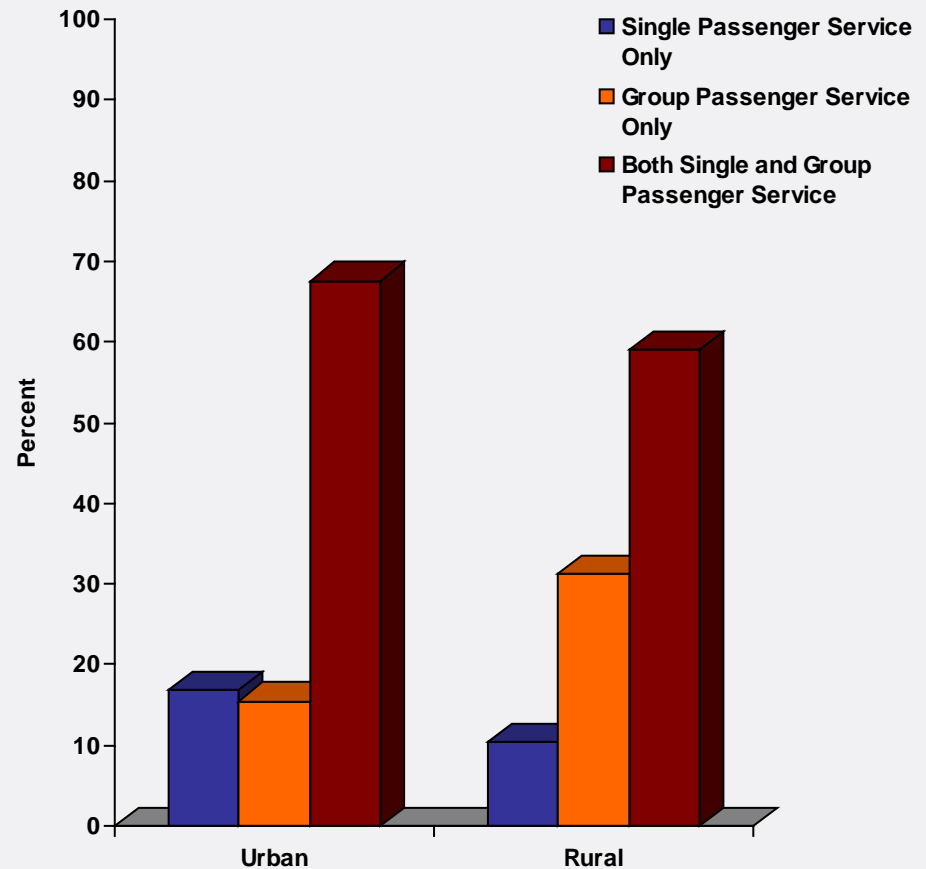


Figure 100. Percent of ATS service providers in urban and rural Alberta offering single passenger service only, group passenger service only, or both single and group passenger service

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Adaptability – Mobility Aids

As can be seen in the figure to the right, a similar percent of ATS service providers are able to accommodate walkers (94% and 98% in urban and rural settings, respectively) (those differences are not statistically significant with $p > .05$). Fewer service providers in urban areas are able to accommodate wheelchairs (51% vs. 69% urban and rural, respectively) (this difference is statistically significant ($p < .02$)).

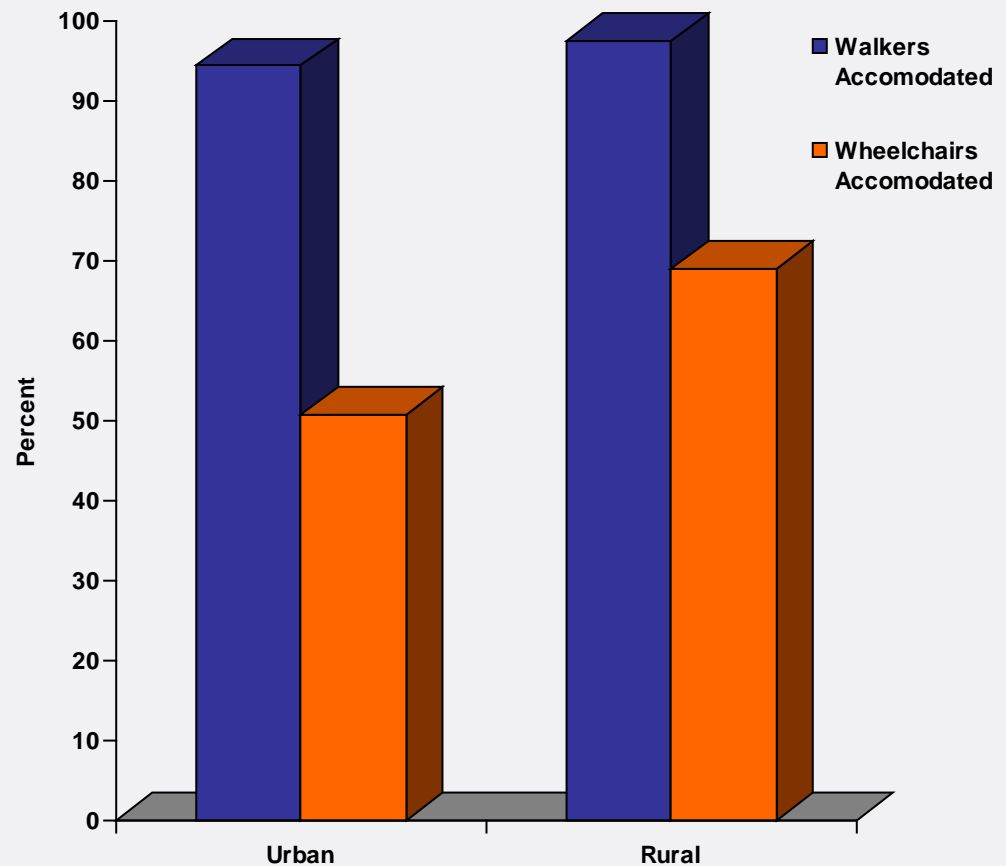


Figure 101. Percent of ATS service providers in urban and rural Alberta that can accommodate client walkers or wheelchairs

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Adaptability – Aids in Transferring

A similar percent of ATS service providers in urban and rural Alberta provide assistance to clients in transferring in and out of the vehicle (35% and 33%, respectively). The difference is not statistically significant ($p > .05$).

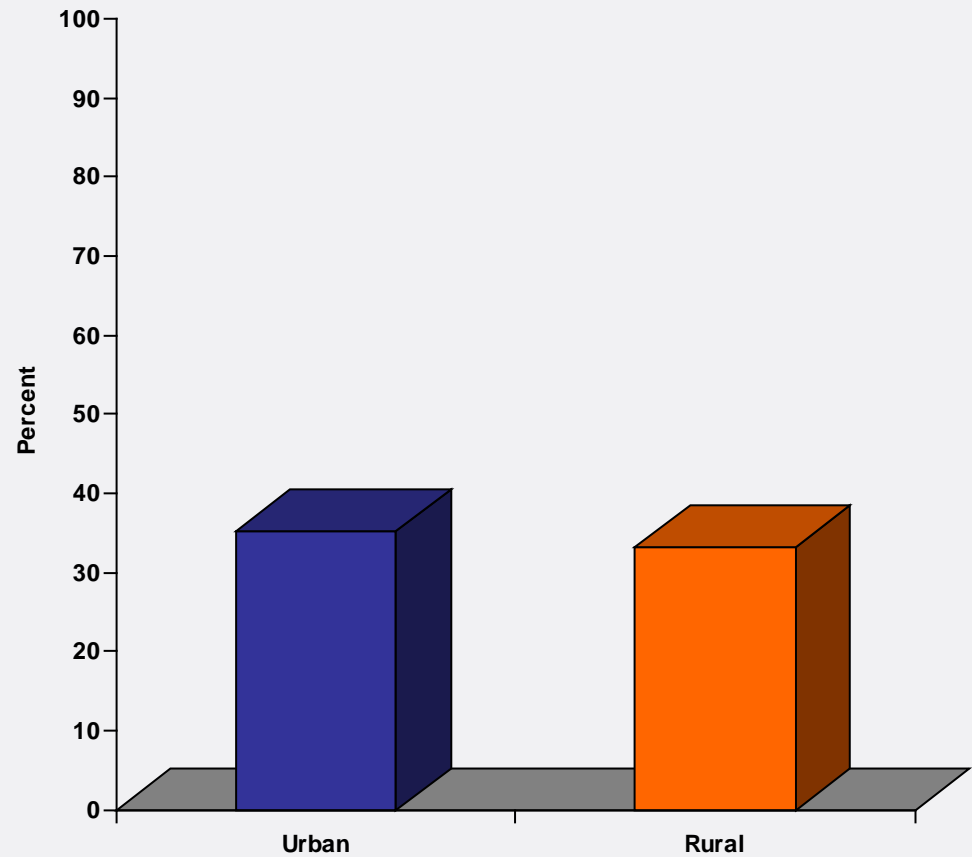


Figure 102. Percent of ATS service providers in urban and rural Alberta that provide the client with assistance in transferring

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Adaptability – Escorted Service

The percent of ATS service providers offering escorted service to seniors is slightly higher in urban areas (44%) compared to service providers in rural locations (37%). However, the difference is not statistically significant ($p > .05$).

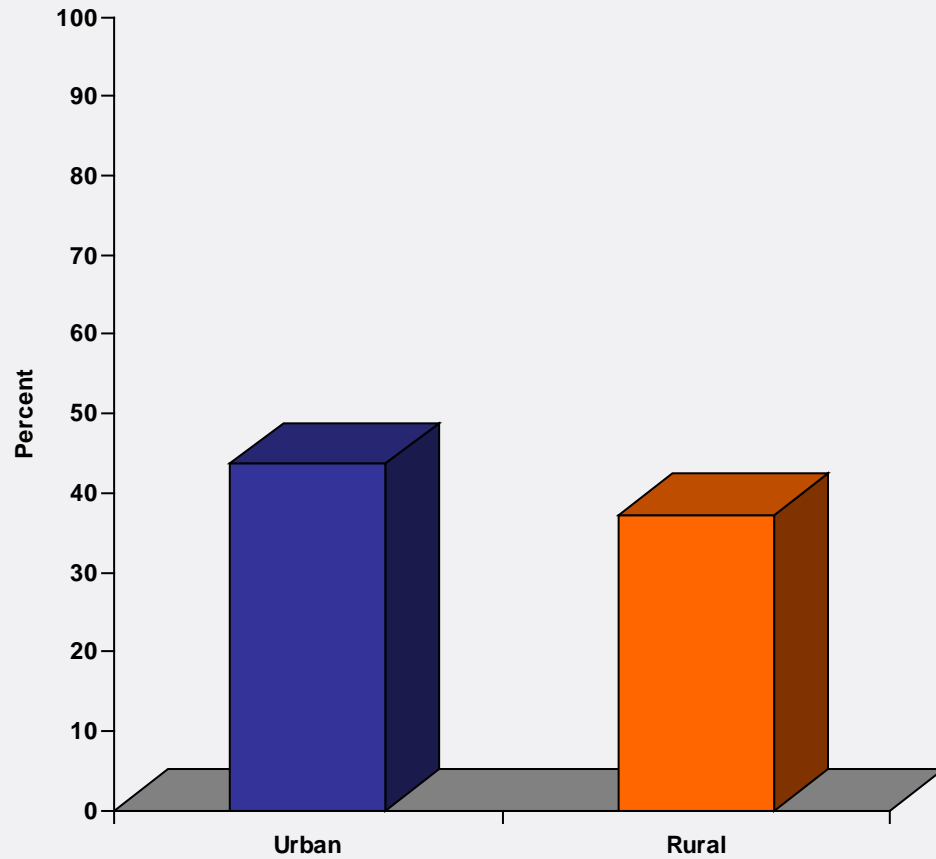


Figure 103. Percent of ATS service providers in urban and rural Alberta that provide escorted service

Section 3 ATS Service Providers (By Urban/Rural Setting)	Affordability of Services	Urban n (%)	Rural n (%)	p Value
The 5 A's of Senior Friendly Transportation	Annual Membership Fees			
	Yes	21 (30%)	14 (10%)	p < .002
Affordability	Type of Annual Membership Fee			
<i>Cost of transportation is affordable (e.g., fees, vouchers, or coupons available, etc.).</i>	Yes, Mandatory	15 (71%)	13 (93%)	p > .05 (NS)
	Yes, Voluntary	6 (29%)	1 (8%)	
	Rider Fees			
	Yes	46 (65%)	89 (71%)	p > .05 (NS)
	Type of Rider Fee			
	Flat Rate	35 (74%)	48 (54%)	p < .03
	Mileage	1 (2%)	11 (12%)	
	Flat Rate plus Mileage	10 (21%)	30 (34%)	
	Parking Accommodated			
	Yes	48 (71%)	84 (64%)	p > .05 (NS)
	Payment of Parking			
	Client Pays	30 (62%)	40 (48%)	p > .05 (NS)
	Provider Pays	18 (37%)	44 (52%)	
	Coupons			
	Yes	26 (37%)	24 (19%)	p < .02
Transportation Service Provision	NS = Not Significant			

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Affordability – Membership Fees

The percent of ATS service providers that have a membership fee is low in both urban and rural locations (30% and 10%, respectively). The lower percent of rural service providers charging a membership fee is statistically different from urban service providers ($p < .002$).

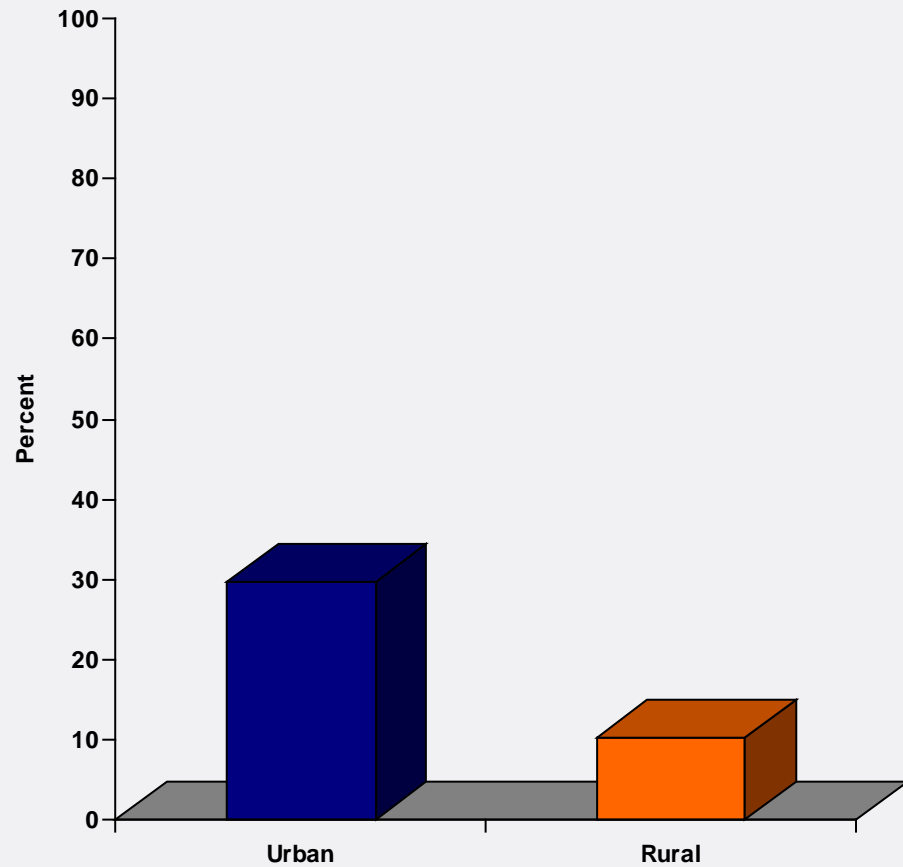


Figure 104. Percent of ATS service providers in urban and rural Alberta that charge an annual membership fee

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Affordability – Type of Membership Fee

If the ATS service providers charge a membership fee, the fee is mandatory for the majority of providers in both urban and rural locations (71% and 93%, respectively). The differences in percents between the two settings are not statistically significant ($p > .05$).

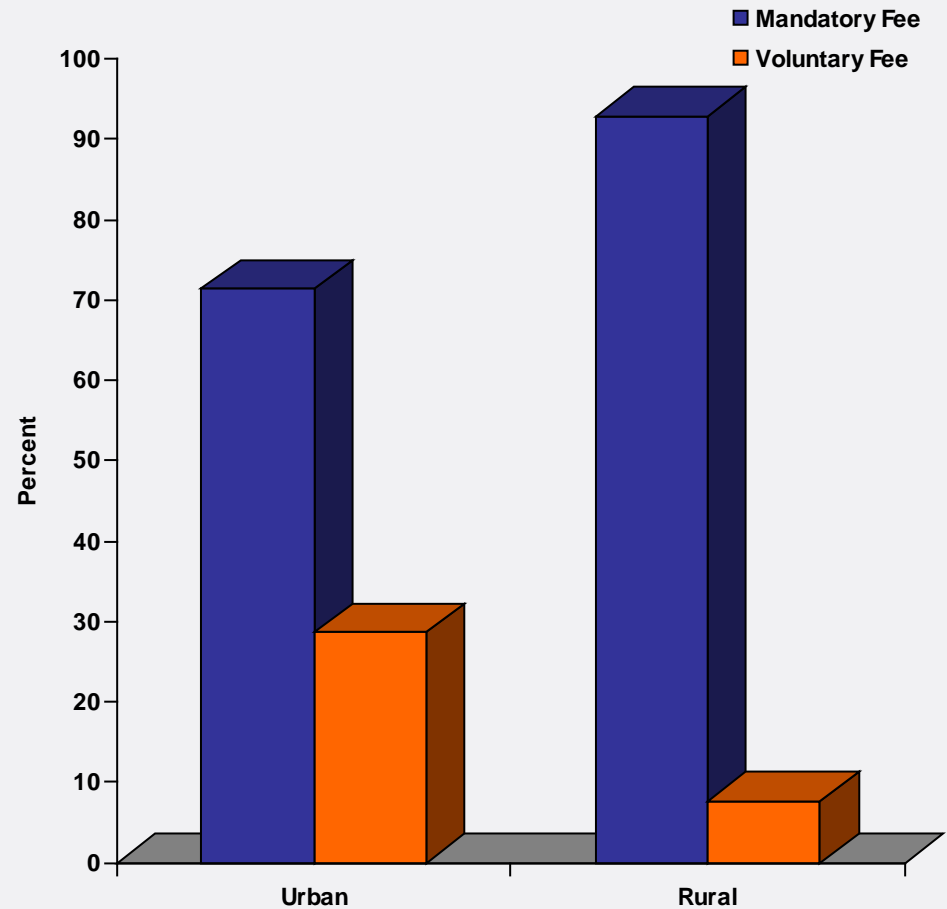


Figure 105. Of those providers charging a fee, the percent of ATS service providers in urban and rural Alberta charging a mandatory or voluntary fee

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Affordability – Rider Fees

Approximately two-thirds of ATS service providers in urban and rural locations charge clients a ridership fee (65% and 71%, respectively). Although the percent of service providers charging a ridership fee is slightly higher in rural locations than in urban locations, that difference is not statistically significant ($p > .05$).

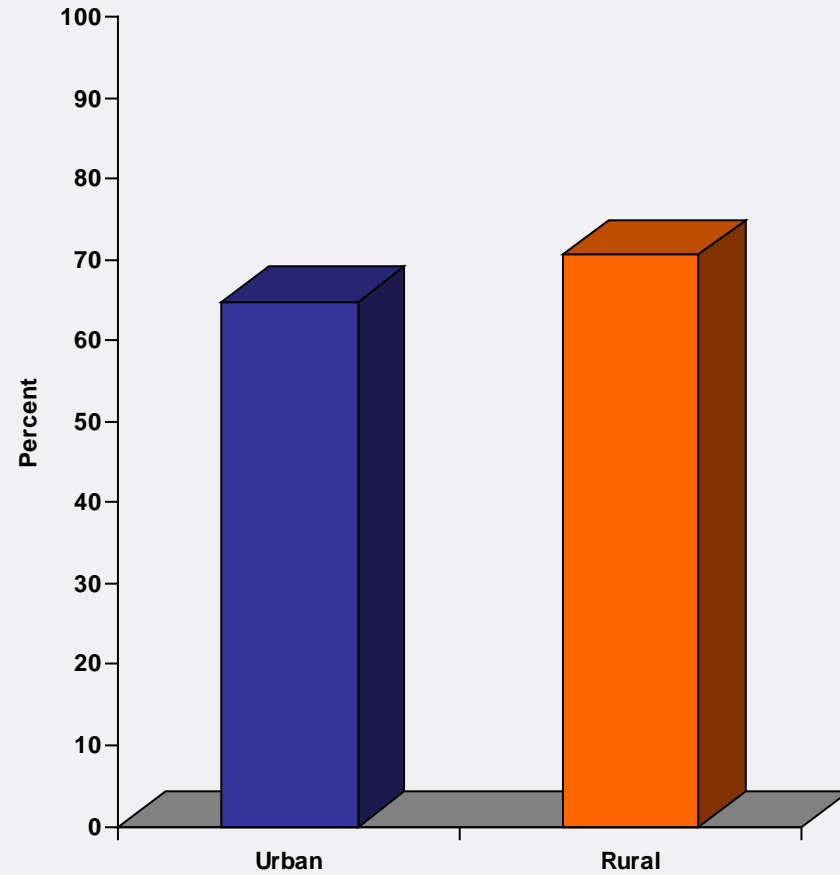


Figure 106. Percent of ATS service providers in urban and rural Alberta charging a fee for rides

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Affordability – Type of Rider Fee

When ATS service providers charge a ridership fee, the fees can be in the form of a flat rate, a mileage rate, and flat rate and mileage. There is a greater percent of service providers in urban locations charging a flat rate compared to their rural counterparts (74% and 54%, respectively), with a greater percent of providers in rural locations charging a mileage rate only (12%) or flat rate and mileage (34%). This compares to 2% of urban providers charging for mileage only and 21% charging 'flat rate and mileage'. The difference in type of rider fee charged between urban and rural providers is statistically significant ($p < .03$).

Transportation Service Provision

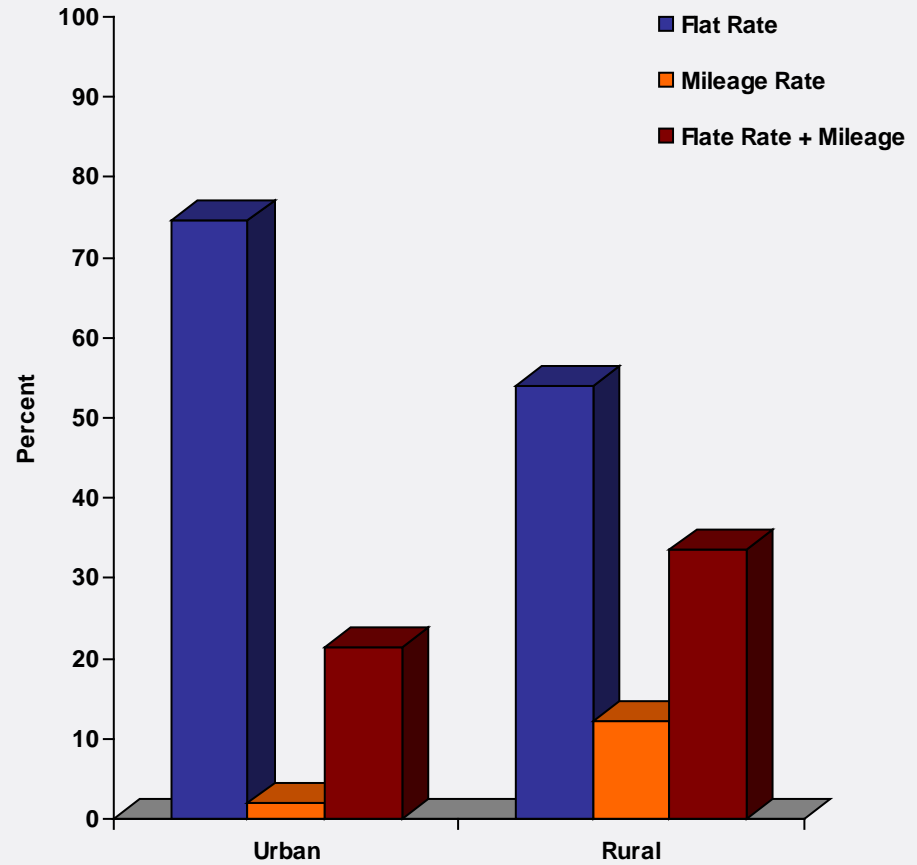


Figure 107. Types of rider fees charged by ATS service providers in urban and rural Alberta (graphed as a percent of the type of fee charged)

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Affordability – Parking Accommodated

Approximately two-thirds (62%) of ATS service providers in urban locations charge clients a parking fee compared to 48% of service providers in rural locations, but that difference is not statistically significant ($p > .05$). Conversely, a greater percent of service providers in rural locations pay for parking versus providers in urban locations (52% vs. 37%, respectively), but that difference is not statistically significant ($p > .05$).

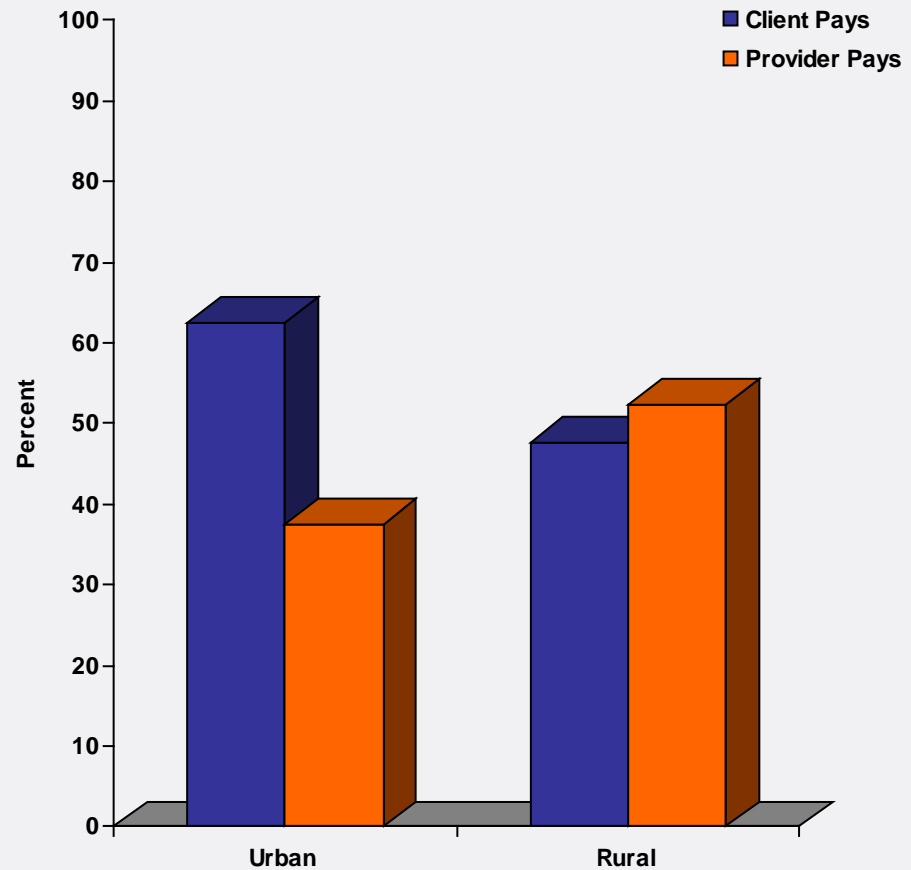


Figure 108. Percent of ATS service providers in urban and rural Alberta charging clients parking fees

Section 3 ATS Service Providers (By Urban/Rural Setting)

The 5 A's of Senior Friendly Transportation

Affordability – Coupons

A higher percent of ATS service providers in urban locations (37%) have coupons available for their services as compared to service providers in rural locations (19%). That difference is statistically significant ($p < .02$).

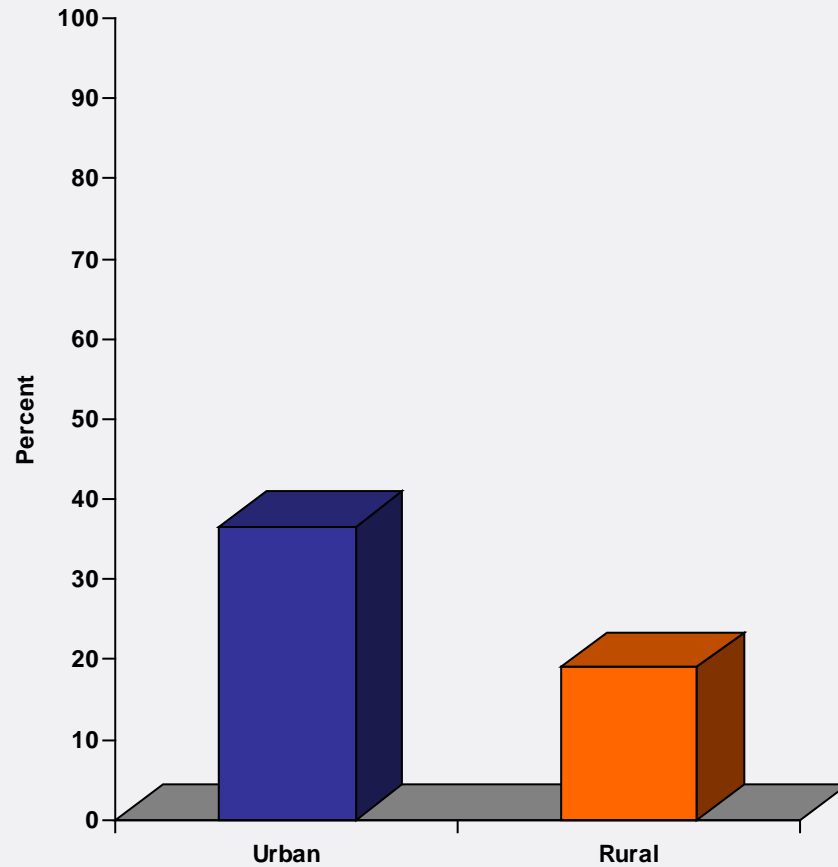


Figure 109. Percent of ATS service providers in urban and rural Alberta offering coupons for services

Section 3 ATS Service Providers (By Urban/Rural Setting)

Organizational Features

Drivers – Type of Driver

In both urban and rural locations, the majority of ATS service providers use paid drivers only. In urban settings, 55% of ATS service providers use paid drivers only while only 36% use volunteers only. The remainder of the service providers (9%) use a mix of both paid and volunteer drivers. Similarly, 52% of rural ATS service providers use paid drivers only while only 41% use volunteer drivers only. The remainder (7%) use both paid and volunteer drivers. The differences are not statistically significant ($p > .05$).

Transportation Service Provision

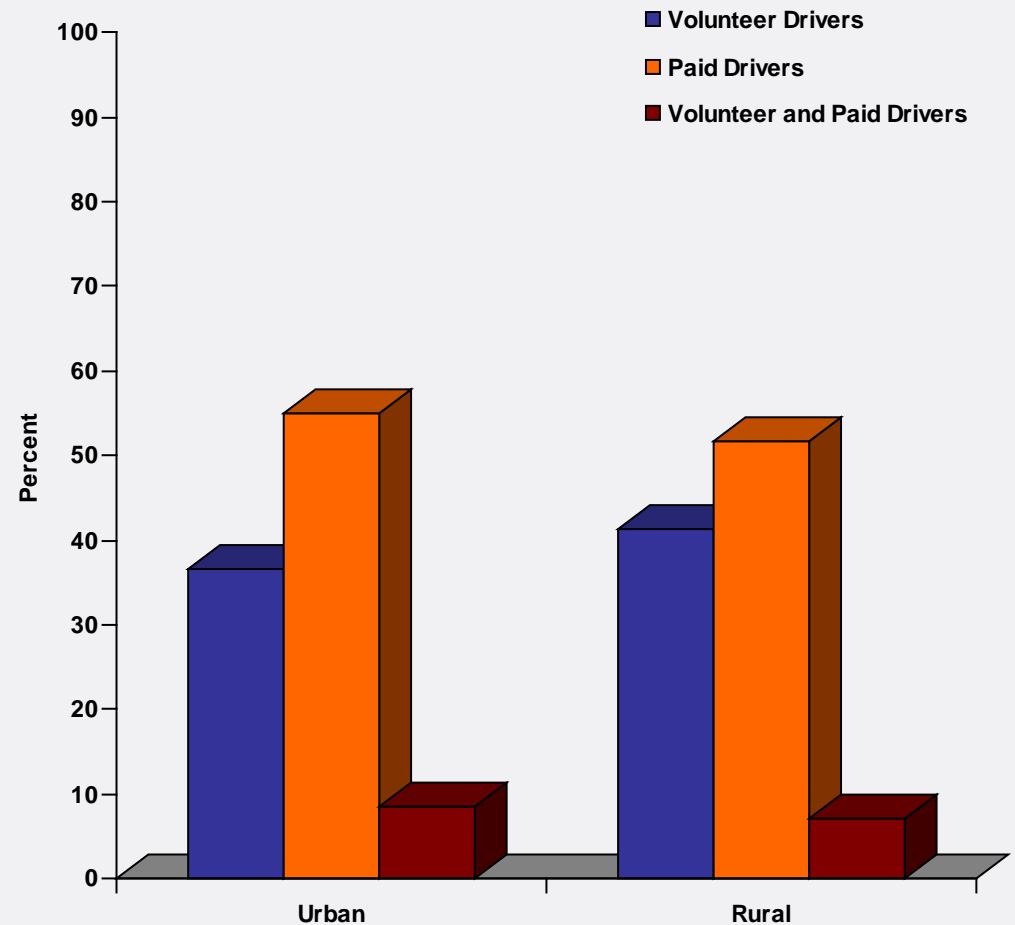


Figure 110. Percent of ATS service providers in urban and rural Alberta relying on volunteer drivers, paid drivers, or volunteer and paid drivers

Section 3 ATS Service Providers (By Urban/Rural Setting)

Organizational Features

Drivers – Driver Screening

The percent of ATS service providers that conduct driver screening for drivers is similar in urban and rural Alberta (85% and 89%, respectively). That difference is not statistically significant ($p > .05$).

Organizational Features

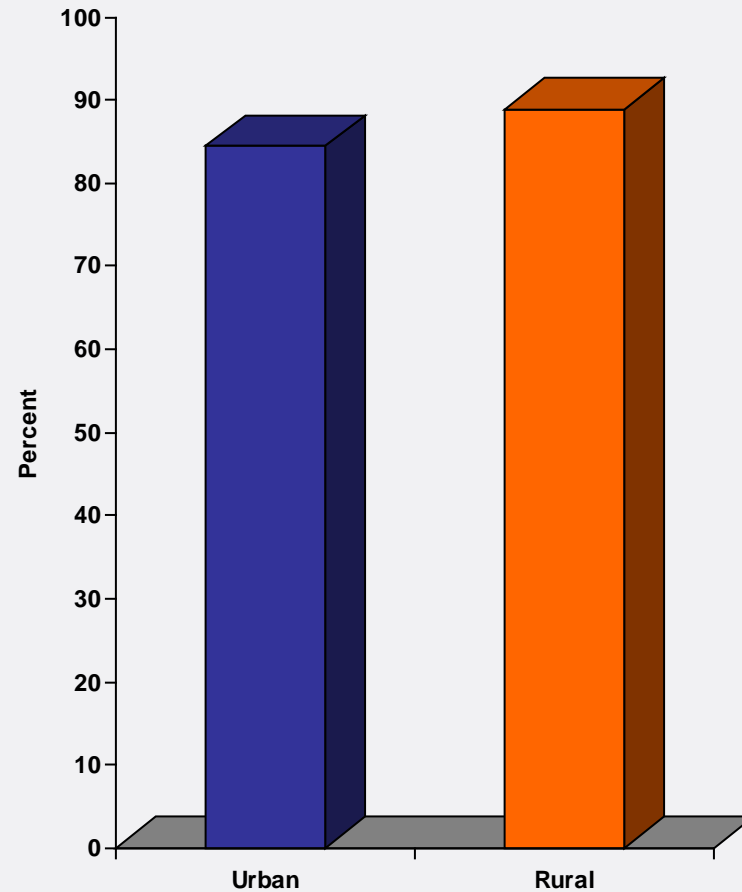


Figure 111. Percent of ATS service providers in urban and rural Alberta that conduct driver screening

Section 3 ATS Service Providers (By Urban/Rural Setting)

Organizational Features

Drivers – Type of Screening

The type of driver screening conducted on drivers differs across urban and rural locations. ATS service providers in urban locations are more likely to check insurance (42% urban, 23% rural) ($p < .02$), do a reference check (83% urban, 55% rural) ($p < .001$), conduct a road test (35% urban, 21% rural) ($p < .05$), conduct a criminal background check (80% urban, 68% rural) ($p > .05$ – Not Significant), and conduct a drug test (13% urban, 3% rural) ($p < .02$). The majority of ATS service providers in both urban and rural Alberta do a driver abstract check (93% and 96%, respectively) ($p > .05$ – Not Significant).

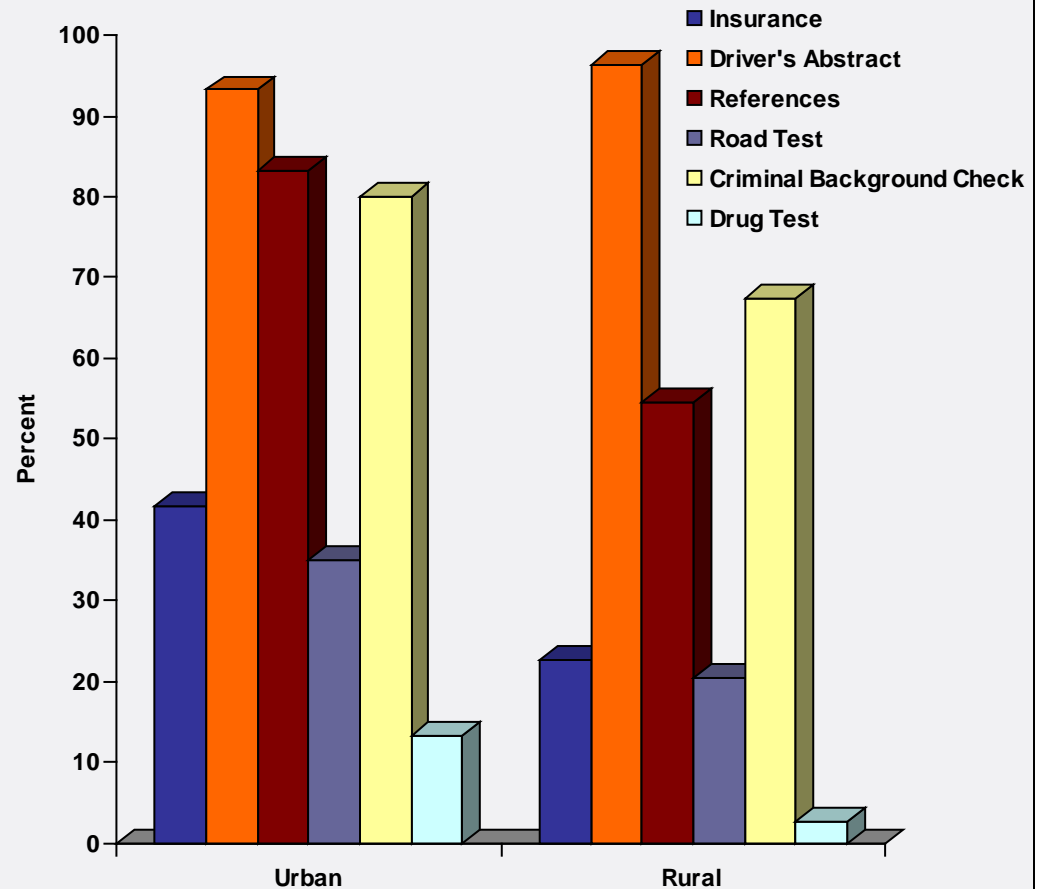


Figure 112. Percent of ATS service providers in urban and rural Alberta that conduct the different types of screening on drivers

Organizational Features

Section 3 ATS Service Providers (By Urban/Rural Setting)

Organizational Features

Vehicles – Insurance

A similar percent (60%) of ATS service providers in both urban and rural settings allow drivers using their personal vehicles to volunteer drive with insurance coverage provided through their own personal insurance, with the remaining percent of ATS service providers requiring the driver to obtain extra insurance. The differences are not statistically significant ($p > .05$).

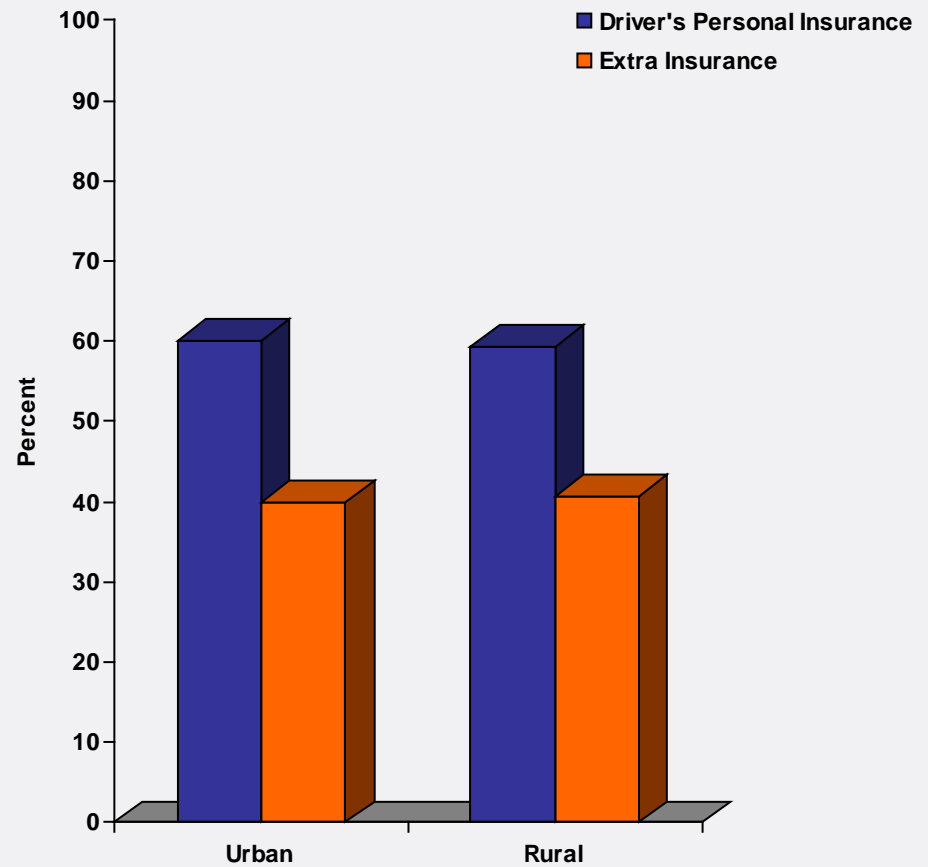


Figure 113. Percent of ATS service providers in urban and rural Alberta relying on drivers' personal insurance coverage or requiring extra insurance coverage

Section 3 ATS Service Providers (By Urban/Rural Setting)

Organizational Features

Customer Service Survey

As can be seen in the figure to the right, a greater percent (37%) of ATS service providers in urban locations conduct customer service surveys as compared to their rural counterparts (12%). The difference between the two locations is statistically significant ($p < .001$).

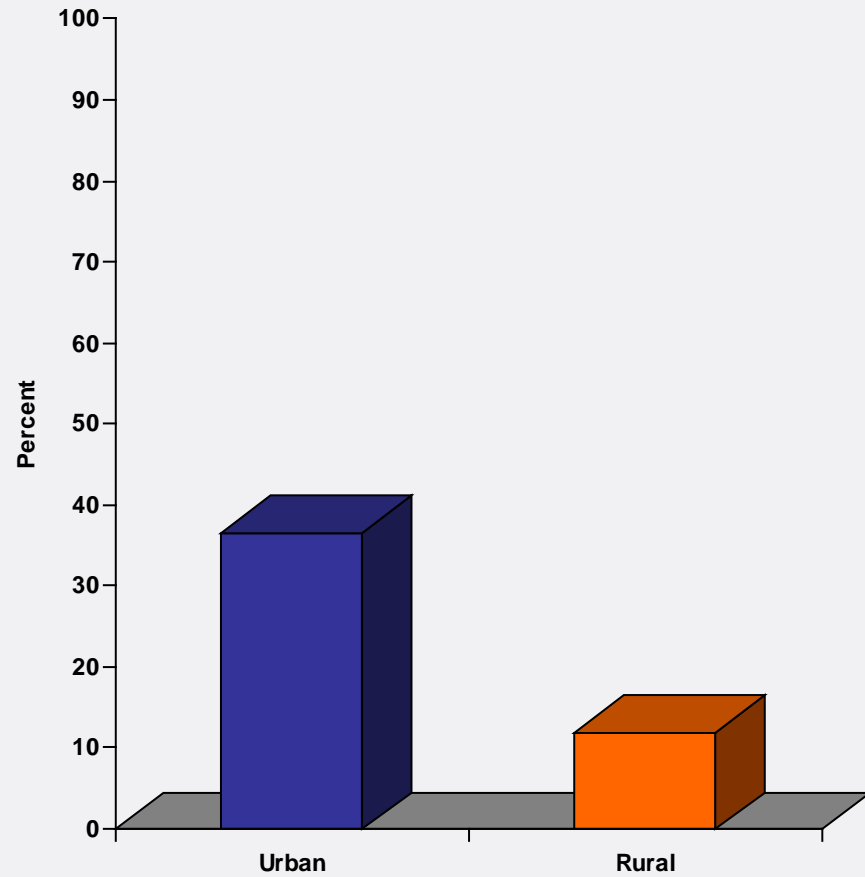


Figure 114. Percent of ATS organizations in urban and rural Alberta that distribute an annual customer service survey for service improvement

Organizational Features

Section 3 ATS Service Providers (By Urban/Rural Setting)

Organizational Features

Advertising

In terms of advertising, the vast majority of ATS service providers in urban and rural Alberta rely on word-of-mouth advertising for their services (> 90% of service providers in each location). In addition, a significant percent also rely on social services, medical services, newspaper and newsletter advertisements, and community centres for getting information out about their services. Few providers have the resources to utilize TV and/or radio as medium for advertising their services. The differences in type of advertising between the two locations are not statistically significant (all p's > .05).

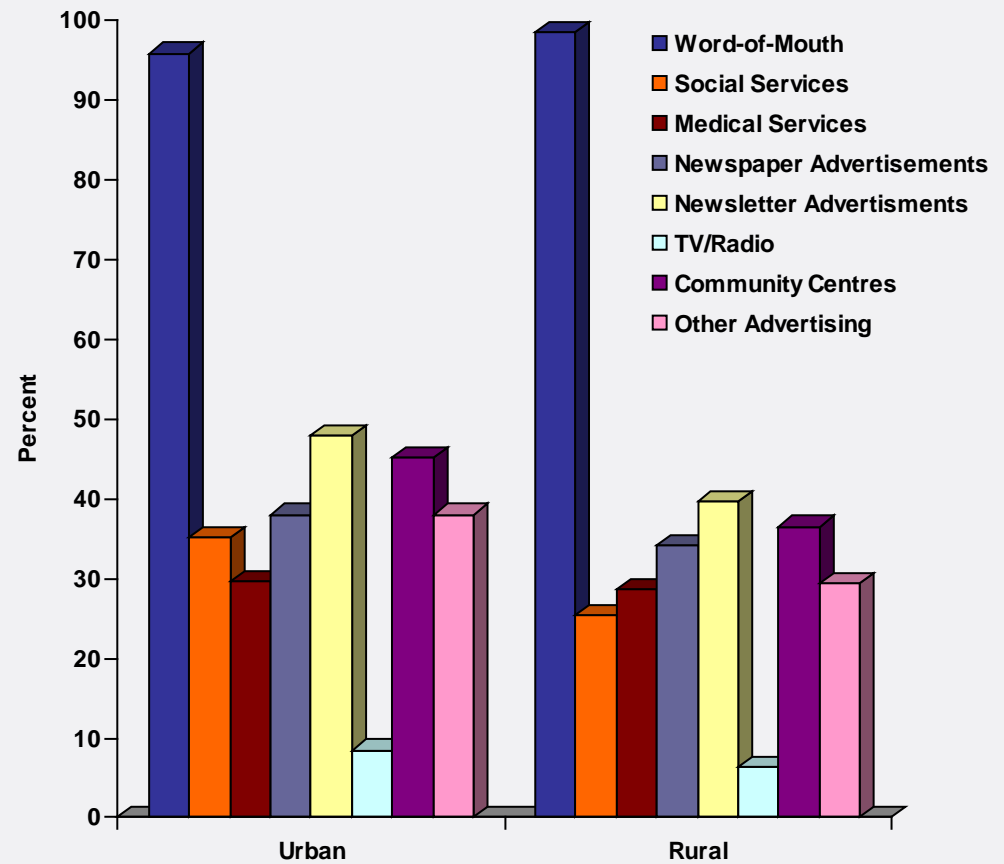


Figure 115. Percent of ATS service providers in urban and rural Alberta that rely on advertising for their services (graphed by type of advertising)

Section 4 (Challenges, Summary, and Conclusions)

Challenges

When asked about challenges, almost three-quarters (72%) of the ATS service providers in the province identified the recruitment of volunteer drivers as being a challenge.

ATS service providers in the province identified a number of other challenges to providing alternate transportation to seniors. Three consistent areas identified across the locations were the time constraints of volunteers (60%), the cost of fuel (18%), and insurance costs (e.g., liability) (16%). Other barriers (44%) also were identified by service providers and included lack of interest, too busy) (percents total more than 100% as each service provider identified more than one barrier). Of interest, of those service providers who indicated a barrier, 55% identified two or more barriers to service provision.

Challenges

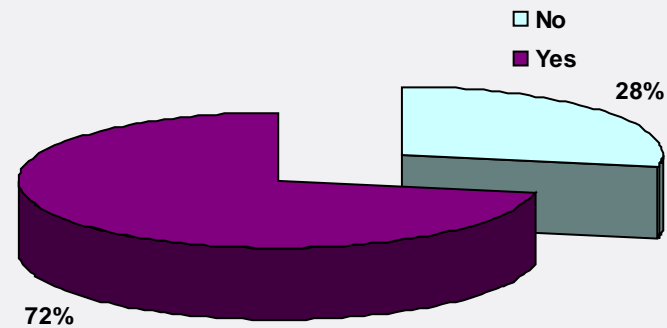


Figure 116. Percent of ATS service providers reporting difficulties in recruiting new volunteers

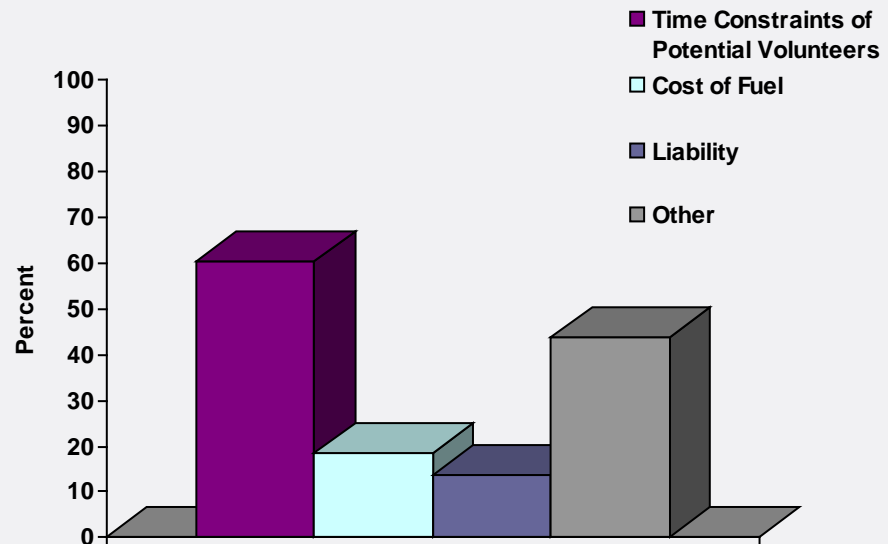


Figure 117. ATS service providers' reported barriers to recruiting new volunteers

Section 4 (Challenges, Summary, and Conclusions)

Challenges

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.

Challenges

“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”

Section 4 (Challenges, Summary, and Conclusions)

Challenges

When asked about how their organization could improve its service, from the organizations' perspective, the four most prevalent challenges identified by 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.

Challenges

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”

Section 4 (Challenges, Summary, and Conclusions)

Challenges

When asked about how their organization could improve its service, from the client's perspective, the three most prevalent challenges identified by service providers were 1) 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).

Challenges

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”

Section 4 (Challenges, Summary, and Conclusions)

Summary and Conclusions

Summary

A. An Identified Need

- 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 2026¹, from a base rate of 10% of the population in 2000 to 20% by 2026.
- 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).
- 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 Edmonton is no exception.
- The ageing of the population and the need for alternate forms of transportation underscore the need for alternate transportation that is sensitive and responsive to the needs of the senior population.

B. Meeting the Need for Alternate Transportation Provision for Seniors

- As of May, 2010, 197 alternate transportation for seniors (ATS) service providers were identified in the province of Alberta;
- The location of the ATS service providers 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 (n = 126 or 64% of the total in the province), with 71 (36%) located in urban settings.
- The average years in operation for ATS service providers is 15.55 years overall, with the average years in operation being identical in urban and rural settings.
- The overwhelming percent (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 from different sources 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 greatest number of clients (an average of 555 per year), with the Northern Lights region serving the fewest (n = 99). The low percent of seniors in this region may account for this finding. However, an examination of the senior demographics and number of providers in

each region reveals that the number of ATS providers in the regions is unrelated to the senior demographics of the region.

- Across the other regions, the average number of clients served yearly is relatively consistent (~ 125–150 per year).

C. Responsiveness of ATS Service Provision

The responsiveness of ATS service provision in the province was examined by utilizing the 5 A's of senior friendly transportation (Available, Acceptable, Accessible, Adaptable, and Affordable) (The Beverly Foundation, 2001, 2005, 2008)^{6,7,8}. The 5 A's of senior friendly alternate transportation are broadly defined as follows:

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

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

Accessibility – service providers provide 'door-to-door' and 'door-through-door' transportation and transportation to essential and non-essential activities.

Adaptability – transportation can accommodate riders wanting to make multiple stops; service providers can accommodate wheelchairs and walkers; drivers aid in transferring; escorts are provided.

Affordability – cost of transportation is affordable.

- **Province as a Whole**

- Availability**

- 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. These 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) 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 the 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 drive (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 important 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 at-risk, particularly those individuals with a dementia or a physical disability.

- 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 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 their 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 will often provide rides for medical, essential, and social purposes, only 56% provide rides for religious purposes. It is important to note that the percent of ATS service providers providing rides for social purposes is higher than the published literature. This is commendable, particularly given the importance of social interaction 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 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 one 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 vehicle. However, only 34% of service providers have drivers who assist clients in 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 percent 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. 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 securing dollars to cover operational expenses is a recurring theme across providers.

- **Across the Nine Regions**

Availability

- Less than 25% of service providers in each region, on average, report having clients on a wait list. The Palliser region has the lowest percent of ATS service providers with clients on a wait list (11%). Of note, ATS service providers in this region offer the greatest number of rides on average. The Calgary and Northern Lights regions have the greatest percent of ATS service providers with clients on a wait list (38% and 25%, respectively).
- The majority of ATS service providers in each of the nine regions offer rider 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 advance 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 advance 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. The Peace Country and East Central regions have the greatest percent of ATS providers that provide driver training (77% and 56%, respectively), for the remaining regions, 31% to 50% of ATS service providers offer driver training to their drivers. The Capital and Northern Lights regions have the greatest percent of ATS service providers who provide training on mental health issues (41% and 50%, respectively) to their drivers. The Palliser and Northern Lights regions have the greatest percent of ATS service providers offering driver training on ageing/seniors' issues.

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 at all. In the Aspen (50%), Peace Country (69%), and Northern Lights (50%) regions, curb-to-curb service is offered by a greater percent of ATS service providers.

- Only four regions (Palliser 78%, David Thompson 59%, East Central 64%, and Peace Country 54%), have 50% or more of their ATS service providers who offer 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 (Calgary, David Thompson, Aspen, Peace Country, and Northern Lights), trip chaining is offered by less than two-thirds of ATS service providers.
- Routes based on the client's need (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 (75%) of ATS service providers that offer both fixed route and client response routes.
- The vast majority of ATS service providers across each of 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. No service providers in the Palliser region to 46% of service providers in the Peace Country region offer this type of service. 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. More ATS service providers in the Chinook (32%), Palliser (44%), and Capital (33%) regions do charge 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.

- **By Urban/Rural Setting**

Availability

- The majority (69%) of ATS service providers in urban Alberta provide rides during the daytime hours only (until 1800 hours), with 56% of rural service providers offering rides during the daytime only.
- In both settings (urban and rural), 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 in Alberta offer rides on weekdays and weekends (39% for urban settings), whereas a greater percent (61%) of ATS 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 (96% and 92%, respectively), with 97% of those providers in urban locations requiring 24 hours or greater advance notification, and 79% of ATS service providers in rural Alberta locations requiring 24 hours or greater advance notification for transportation provision.

- 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%).

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 (47%) 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).
- 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%).
- Across both urban and rural Alberta settings, about one-third of ATS service providers offer aid to in transferring in and out of the vehicle to their clients (35% and 33%, respectively).

Affordability

- More 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) instead of 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 Alberta locations (65%). Of the rider fees charged by providers in both urban and rural locations, a flat rate is utilized most often (75% urban, 54% rural).

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

D. Barriers to ATS Service Provision

- For the not-for-profit service providers, lack of funding, understaffing, and reliance on volunteer drivers are major barriers to meeting the current demands for alternate transportation for seniors in the province of Alberta.
- When asked about how their organization could improve its service, from the organization's perspectives, the four most prevalent challenges identified by 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 by service providers related to volunteers (34%), funding (29%), newer vehicles (26%), and need for expansion of services (22%).
- When asked about how their organization could improve its service, from the client's perspective, the most prevalent challenges identified by service providers were: 1) 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).
- 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 2026¹. 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. 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.

- Based on the same estimates and 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 of service provision, this means all the resources of the current service providers would need to be expanded from the current 197 service providers to a future 790 service providers. Some of the resources are monetary, but many are not (e.g., volunteers).
- 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 of transportation service provision. Communication and collaboration among service providers was identified by service providers as an important mechanism for improvements in and enhancement of service provision, an observation that underscores 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 is 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	Innisfail
Royal Canadian Legion	Elnora

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

Region 1 (Chinook) *(In Alphabetical Order of ATS Service Provider)*

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) (In Alphabetical Order of ATS Service Provider)

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) (In Alphabetical Order of ATS Service Provider)

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) (In Alphabetical Order of ATS Service Provider)

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	Innisfail
Royal Canadian Legion	Elnora

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) (In Alphabetical Order of ATS Service Provider)

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) (In Alphabetical Order of ATS Service Provider)

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) (In Alphabetical Order of ATS Service Provider)

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) (In Alphabetical Order of ATS Service Provider)

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) (In Alphabetical Order of ATS Service Provider)

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

References

- ¹ Demographic Planning Commission. (2008). *Findings report executive summary*. Edmonton, AB: Alberta Seniors and Community Supports.
- ² Turcotte, M. (2008). *Canadian social trends: Dependence on cars in urban neighbourhoods* (Catalogue No. 11-008 XWE No. 85 2008001). Ottawa, ON: Statistics Canada.
- ³ Turcotte, M. (2006). *Canadian social trends: Seniors' access to transportation* (Catalogue No. 11-008- XIE 20060059528). Ottawa, ON: Statistics Canada.
- ⁴ Dobbs, B., & Strain, L. (2008). Staying connected: Issues of mobility of rural seniors. In N. Keating (Ed.), *A good place to grow old? Critical perspectives on rural ageing* (pp. 87–97). Bristol: The Policy Press.
- ⁵ Foley, D. J., Heimovitz, H. K., Guralnik, J. M., & Brock, D. B. (2002). Driving life expectancy of persons aged 70 years and older in the United States. *American Journal of Public Health, 92*(8), 1284–1289.
- ⁶ The Beverly Foundation. (2001). *Supplemental transportation programs for seniors*. Pasadena, CA: Author.
- ⁷ The Beverly Foundation. (2005). *Volunteer driver turnkey kit: A 5 A's of "senior friendliness" evaluation strategy for volunteer driver programs*. Pasadena, CA: Author.
- ⁸ The Beverly Foundation. (2008). *Giving up the keys* (Beverly Foundation Fact Sheet Series). Pasadena, CA: Author.
- ⁹ Canadian Study on Health and Aging Working Group. (1994). Canadian Study on Health and Aging: Study methods and prevalence of dementia. *Canadian Medical Association Journal, 150*, 899–913.
- ¹⁰ Smetanin, P., Koblak, P., Briante, C., Sherman, G., & Ahmand, S. (2009). *Rising tide: The impact of dementia in Canada 2008 to 2038*. Toronto, ON: Risk Analytica.