

# ***MOVING TOGETHER***

## ***A Collaborative Approach to Addressing Seniors' Transportation Barriers***

### **FINAL REPORT**



Prepared for the Age Friendly Community Initiative

Nelson CARES Society

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Revised May 2015



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## Moving Together:

### A Collaborative Approach to Addressing Seniors' Transportation Barriers Findings, Recommendations & Next Steps

#### ACKNOWLEDGEMENTS

Nelson CARES would like to acknowledge the generous support of the Vancouver Foundation for the primary funding of the Moving Together Project. A special thank you goes to the Osprey Community Foundation, principal funder of the Age Friendly Community Initiative, and for their financial support for the Moving Together Project. Thanks go also to the Columbia Basin Trust, Teck Trail Operations (through the Columbia Basin Rural Development Institute), and Regional District of Central Kootenays Area E for additional financial support for the Age Friendly Community Initiative.

The Age Friendly Community Initiative Coordinator would like to thank the Community Advisory Committee for their ongoing support for the Initiative; its success is in large part due to their wisdom and guidance. Thanks go most especially to the Moving Together Project Working Group whose expertise, hard work and tireless dedication to the issue of seniors' transportation challenges has been invaluable.



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## INTRODUCTION

*Moving Together* is a pilot project of the Age Friendly Community initiative (AFC), a three-year initiative led by Nelson CARES Society. The overarching goal of the AFC Initiative is to enhance seniors' independence and inclusion in community life and improve their health and social outcomes. The Initiative is guided by an Advisory Committee of seniors-serving organizations as well as community members who are seniors, along with representatives from municipal and regional government, and Interior Health. Its aims are to: 1) develop a model of community collaboration; 2) identify service gaps and barriers; and, 3) develop and fund a network of services for seniors that will address the identified gaps and barriers.

The AFC Initiative came out of an inclusive community consultation process and built upon the findings of Dr. Janice Murphy's report *Creating an Age Friendly Community: Assessing Needs and Priorities*. A survey of community service providers was later conducted to help identify the most urgent of these priority issues facing seniors in the West-Central Kootenays. The AFC Advisory Committee then undertook a priority-setting process that established three priorities for pilot project development: Information & Service Coordination; Isolation of Rural Seniors, and; Transportation Barriers. Throughout all of these activities, access to appropriate transportation options was determined to be the single biggest barrier for seniors in the region. This conclusion was echoed in other research and pilot projects carried out as part of the AFC Initiative activities.

There is a wealth of literature identifying transportation as a significant barrier to seniors accessing health services and social/recreational opportunities. Locally, an AFC survey of area service providers determined transportation to be the greatest barrier faced by seniors, by a wide margin (over 80%)<sup>1</sup>. However, the AFC Advisory Committee also conceded that the issues surrounding transportation access in Nelson and area are too complex to address with a single project. Instead, AFC decided to draw upon its broad community support to bring together all relevant stakeholders to identify specific barriers, build solutions, and develop a strategy to meet concerns across multiple sectors. The proposed project would be regional in scope, addressing challenges unique to municipalities serving large rural communities.

The *Moving Together Project* views transportation options as a whole, including municipal and regional transit, volunteer/non-profit community transportation programs, and private/for profit transportation services. A cross-sectoral Project Working Group was convened to identify specific transportation barriers and develop a series of recommendations, creative solutions that tackle the transportation service gaps and barriers that prevent many seniors from participating fully in Kootenay life. These recommendations

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<sup>1</sup> Nelson CARES Society. (2013). *Community Survey & Resource Mapping Project, Executive Summary*. Nelson, BC.

were brought to a broader stakeholder gathering that included senior managers and planners from multiple sectors, along with seniors and the community service providers that advocate for their needs. At this gathering, stakeholders and seniors worked together to “workshop” key recommendations and identify opportunities, strengths, and solutions for overcoming obstacles to implementation. The outcome of the Stakeholder Gathering was an Action Plan, a series of next steps that would guide the Phase III of the Moving Together Project.

## **PROCESS**

The Moving Together project was comprised of two phases: Phase I (Problem Definition) and Phase II (Options Identification). Phase I involved bringing together area stakeholders and conducting research to identify and quantify seniors’ transportation barriers in the region. This stakeholder group was later dubbed the Project Working Group. The catchment area for this work would match that of the West Kootenay Transit region which includes an area spanning between Kaslo west to Trail, north to Nakusp and south to Salmo. In Phase II, the Working Group developed recommendations to address the barriers identified in Phase I. The culmination of Phase II was a gathering that brought together key stakeholders from across the region and province to review and further develop the recommendations. The outcome of this gathering was an Action Plan for a planned Phase III of the project (Solutions Scoping & Project Development), to begin implementation in 2015.

### ***Project Working Group***

A selection of local area stakeholders was brought together to guide the work of the project. At the first meeting of this group, Terms of Reference were developed to identify roles and responsibilities. Proposed project activities were also reviewed. It was determined that one of the original aims of the project - to bring together a larger Stakeholder Group that would include senior manager and planners from key sectors such as BC Transit and Interior Health, for a total of five meetings over the course of the project - was too ambitious, considering that many of them had to travel from outside the region. The group instead suggested that the local area stakeholders - to be called the Project Working Group - would meet regularly throughout the project term and undertake most project activities, while a broader Stakeholder Group would be brought together for one, full day gathering nearer the end of the project, to review the group’s work and create an action plan for moving forward.

The Working Group met 18 times between April 2014 and March 2015. The primary activities of the group were to oversee the Moving Together research project, identify specific transportation barriers impacting Kootenay seniors, and develop a series of recommendations to address these challenges. The group would also support the Project Coordinator with planning and facilitating the Stakeholder Gathering. Perhaps the most

important role of the group members was that of bringing to the table experience and expertise from their respective sectors.

***Moving Together Project Working Group:***

Bob Adams, Councillor, City of Nelson and West Kootenay Transit Committee

Charlene Bonderoff, Salmo Volunteer Driver Program

Elizabeth Brandrick, Age Friendly Kaslo Seniors Advocate

Ramona Faust, Director, RDCK Area E and West Kootenay Transit Committee

Martin Gould, Regional Transit Coordinator

Colleen Matte, Kootenay Carshare

Pegasis McGauley, Chair, Connected Communities; Coalition of West Kootenay Health Advocacy Groups

Janice Murphy, North Kootenay Lake Community Services Society

Barry Nelson, Nelson Community Transit Group

Judy Soroce, West Kootenay Volunteer Driver Program, Castlegar Community Services

Gerry Tennant, Lead Hand, Nelson Transit

Corrine Younie, AFC Initiative Coordinator/Moving Together Project Coordinator

A representative of Trail Transit was also invited to sit on the Working Group but declined. A representative of Kootenay Rideshare was also invited but was only able to attend one meeting.

***Research***

To inform the Working Group's deliberations, consultant Helen Lutz was contracted to conduct research on the issues surrounding seniors' transportation barriers. In addition to a scan of area transportation assets, Ms. Lutz produced two reports. *Bracing for the Baby Boomers: Projecting the impact on existing services* supported the project's contention that coming together to strategize about transportation challenges is crucial, not just to address the needs of seniors whose needs are not currently being met, but also to ensure we are prepared for the growing senior population in the Kootenays. *Transportation Solutions for Rural Seniors: a Literature Review* examined how other municipalities with similar demographics are dealing with seniors needs in relation to transportation. These reports were distributed to all Stakeholder Gathering invitees.

Selected recommendations from *Transportation Solutions for Rural Seniors* include:

- Support seniors in taking advantage of as many cost saving benefits as possible
- Communicate with seniors about transportation options in ways that work best for them
- Raise awareness of senior drivers safety programs and encourage seniors to invest money into a "mobility" account for their future transportation needs

- Though non-emergency transportation to medical appointments is crucial for rural seniors, recognize that transportation to social outings is essential for well-being
- Increase public awareness about seniors' transportation and the risks of social isolation
- Offer tangible ways for neighbours to get involved in helping local seniors
- Implement "Transit Training" workshops for seniors and people with disabilities
- Determine whether safety and security are issues for seniors using public transportation in the region, and if so develop strategies to support solutions
- Undertake annual seniors' transit surveys to support continuous service improvement
- Take advantage of the tools and resources available to help communities improve their local and regional transportation systems

### ***Other Findings***

The Working Group turned to the large body of literature that exists on the issue of seniors, social isolation, health outcomes, and transportation, including previous works produced for the Age Friendly Community Initiative. Many of these resources are listed under *Selected Resources*. It is well documented that isolation has a profound impact on senior's health and social outcomes. In the Kootenays, transportation is perhaps the most significant barrier seniors face in accessing health and community services, and in participating in social and recreational activities. Community and transportation service providers already struggle to meet the needs of seniors in a rural region characterized by rugged terrain and winding roads with changeable winter conditions that create challenging driving conditions. The rural population using Nelson as an economic center is larger than the population of Nelson itself, with more than 16,000 using Nelson for shopping, recreation, and medical services. The Interior Health Authority projects that, while 15% of the population in the Nelson Local Health Area were 65+ in 2011, a growth of 43.5% within this age group and 9.24% in the 75+ age group is expected by 2016.<sup>2</sup>

In spite of their dependence on owning and driving a personal vehicle, many rural seniors do not plan for what they will do when they are no longer able to drive. They either have little awareness of transportation alternatives or do not believe that any of these will meet their needs.<sup>3</sup> There is a critical need for pre-planning among seniors for life after driving. A DriveABLE cognitive assessment can be ordered by a senior's physician if there is a concern about their driving abilities stemming from the mandatory physical required every two years from age 80 on. The outcome can be the immediate loss of their drivers licence. Summit Psychology in Nelson, whose services include the DriveABLE assessments, advises that this loss of mobility is an unexpected and devastating surprise to many seniors. This concern is

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<sup>2</sup> Source: <https://www.interiorhealth.ca/AboutUs/QuickFacts/PopulationLocalAreaProfiles/Pages/default.aspx>

<sup>3</sup> Burgess, D. (2014). *Reaching Out: Identifying isolated rural seniors & determining their priority needs*. Nelson CARES Society. Nelson, BC.



supported by the literature. Rural seniors who have not planned for this eventuality can suddenly find themselves living miles from the nearest town with no idea how they will meet even their most basic needs without a car. <sup>4</sup>

There is a general lack of awareness within the community regarding the issue of seniors' transportation challenges. Public education needs to reach both ways: seniors need information about their transportation options and the general public needs to understand the critical nature of this issue and its potential impact on our communities. Any professionals responsible for making appointments for seniors, including community agencies and medical offices, should have some awareness of the difficulty the senior might experience getting there. Organizations providing transportation services information to seniors must be aware of the changing seniors' demographics as "baby-boomers" age. Currently, many seniors are not comfortable using the internet as a way of accessing service information and so must be provided with printed versions of transit schedules and such. However, soon-to-be seniors are much more likely to go to the internet for information, and resources like the Kootenay Seniors website ([www.kootenayseniors.ca](http://www.kootenayseniors.ca)) should include comprehensive listings of transportation services, as well as "how-to" guides (e.g. how to use handyDART).

*"The day provided for informative and important discussion that with continuing advocacy may result in improvements to the situation. Public transit is underfunded in relation to the varied needs of different demographic groups and the shortfall cannot be filled through volunteer programs as important as they are."*

*- Stakeholder Gathering participant*

Another challenge facing community-based transportation services and senior-serving community organizations is the shrinking volunteer pool. As the baby-boom generation ages, followed by a smaller population group, communities will no longer be able to rely as heavily on informal networks of friends, family and neighbours to help meet seniors' transportation needs. <sup>5</sup>

Concerns about the link between social isolation and seniors' health and wellbeing were raised throughout the project, including at the Stakeholder Gathering. Access to reliable, affordable and appropriate transportation alternatives is essential to improving seniors' social inclusion. The Working Group maintains - and the literature supports this - that transportation is a health issue, in so far as it enables seniors to meet their health needs.

<sup>4</sup> Burgess, D. (2014). *Reaching Out: Identifying isolated rural seniors & determining their priority needs*. Nelson CARES Society. Nelson, BC

<sup>5</sup> Lutz, H. (2014). *Transportation Solutions for Rural Seniors*. Nelson CARES Society. Nelson, BC.



Currently, most transportation planning for seniors is focussed on helping seniors travel to medical appointment. However, given the connection between social inclusion and positive health outcomes, attention should also be paid to transportation for social and recreational activities.

Providing transportation to these rural communities is challenging but can be achieved with innovation and coordination.<sup>6</sup> No single form of transportation is going to meet every senior's needs. The Moving Together project has identified strengths and gaps within existing systems, and created an innovative strategy to begin addressing seniors' transportation challenges. Transportation planners, senior-serving organizations, health services, and other relevant stakeholders need to continue working together to further develop and operationalize this plan.

## ***Recommendations***

The Moving Together Project Working Group developed 29 recommendations to enhance transportation assets in the West Kootenay Transit region. Thirteen of these were determined to be most promising and were taken forward to the Stakeholder Gathering for discussion. The remaining 16 recommendations were assigned to a "Parking Lot", for potential future consideration.

*Full versions of the recommendations as presented to the Stakeholders are included in the Appendices. These include detailed descriptions with identified strengths and challenges.*

### ***Sector: Transit (Municipal/Regional)***

The Working Group endeavoured to build on the existing regional transit system, one of the most comprehensive and innovative in the country. To the greatest extent possible, the recommendations suggested policy or practice changes that addressed gaps that prevented seniors from using the system, rather than proposing wholly new services.

Some of the most pressing issues identified included the extraordinarily lengthy bus rides to medical appointments, transfers to a second and sometimes third bus, and the need for a washroom break along the way. There is also a need for more HandyDART trips between rural Kootenay Communities and the Trail Hospital that accommodate long appointment times. An alternate, new service, dubbed "Medi-DART" was also put forward.

### ***Transit Recommendations***

1) (A) Have existing HandyDart service make two trips per week from Nelson Hospital (KLH) to Trail Hospital (KBRH), with scheduled bathroom stops at Castlegar Recreation Centre

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<sup>6</sup> Lutz, H. (2014). *Transportation Solutions for Rural Seniors*. Nelson CARES Society. Nelson, BC.

**OR**

- 1) (B) Same as above but with a separate, donated vehicle, to be called the Medi-DART.
- 2) Alternative/Additional Uses for Medi-DART (applies only to separate/donated vehicle).
- 3) Have one Transit bus per day that connects with the North Shore bus and travels direct Nelson to Trail KBRH (round trip) *w/o requiring passengers to transfer* buses in Castlegar AND with *bathroom stop* at Castlegar Recreation Complex.
- 4) Increase the number of bus shelters at identified stops on each leg of the Medi-DART route.

***Sector: Interior Health (IHA)/Community Transportation Services***

Interior Health provides funding to BC Transit for health-related transit services; they also fund three area Volunteer Driver Programs. IHA was also included as a key sector due to the link between access to transportation and positive health outcomes. Recommendations to IHA included better utilizing publically-funded shuttle buses and improved scheduling of medical appointments that takes into account rural seniors' transportation challenges. This sector also included community-based transportation services such as Volunteer Driver Programs, carsharing and ridesharing.

***Recommendations***

- 1) Publically-owned shuttle buses - e.g. IHA-funded Broader Horizons bus and Kaslo Hospital bus - could fill gaps in existing transit-Handy DART services.
- 2) K LH, KBRH, Castlegar Health Centre & Kaslo Health Centre to provide appointment scheduling that meshes with Regional Transit schedules and better accommodates seniors (and other patients with mobility issues) who have transportation challenges/are travelling long distances.
- 3) (A) IHA funding for Volunteer Driver Programs (VDPs) should include subsidies for low-income seniors and funding for promotion of services to isolated seniors.

**AND**

- 3) (B) Create a Nelson "branch" of the West Kootenay Volunteer Driver Program (or new/complementary VDP) to reach Nelson/North Shore seniors; also create Kaslo "branch" in partnership with North Kootenay Lake Community Services Society.
- 4) Support Kootenay Carshare to add a wheelchair accessible van to its fleet, beginning with Nelson and potentially one in each rural centre in its catchment area.

***Sector: All - Public Education & Marketing***

Better marketing of seniors' transportation options was identified as a significant need along with public education about seniors' transportation barriers. An "animator" position was

suggested as it could encompass a myriad of marketing and communication needs, and could collaborate with all sectors.

- 1) Create & fund a TRANSIT ANIMATOR position to develop and coordinate multi-media Public Education Campaigns and other marketing activities that promote awareness of seniors' transportation challenges and all transportation options. *This position was later re-named "Transportation Animator" to fully capture its breadth. A full description of these activities is included in Appendix D.*
- 2) Have transit bus passes available at multiple locations cities and towns throughout Transit region. *Later added to Transportation Animator activities; a suggestion of the Stakeholder Gathering participants.*
- 3) Re-write the BC Transit guide for the Region to make it easier to use, and more accessible to seniors.
- 4) ICBC should provide list of transportation alternatives to seniors who unsuccessfully complete driving exams; also provide Kootenay Seniors website address.

## STAKEHOLDER GATHERING

The culmination of the Moving Together project was a full-day event bringing together seniors and key stakeholders from all relevant sectors. The turnout for the gathering exceeded expectations with RSVPs received from approximately half of those invited and several people calling to ask for an invitation, having heard of the event by word of mouth. A total of 53 participants attended, including senior management from BC Transit, Interior Health and Ministry of Transport, as well as representatives of community organizations serving seniors, and elected officials. Over a third of participants were identified as seniors, ensuring that stakeholders had the opportunity to hear seniors' concerns directly.

*"Transportation is definitely a struggle for seniors in our community and it would be wonderful to get something together to help us out. If we can find someone that is capable of driving to Nelson during these winter conditions, we will try to get someone there. We are interested in this, it just may be difficult at this time to find someone to attend.*

*- Stakeholder Gathering RSVP from rural Seniors Branch*

*(Two seniors from this isolated rural community made the long trip to attend)*

The morning began with a PowerPoint presentation of the Moving Together project findings and recommendations, followed by a question and answer period and large group discussion. The Working Group members acted as resource people on behalf of the project and many stakeholders present also stepped forward to answer questions relevant to their services. Over the lunch break, participants were given the opportunity to review the 16 Parking Lot Recommendations, posted on flip chart paper around the room. Using the process of “Dotocracy” (assigning value by the number of dots placed next to a recommendation) to indicate the recommendations they believed had promise and should be considered for future consideration and further development. These recommendations and results can be found in the *Appendices*.

In the afternoon, participants were broken into small groups, each with a set of recommendations to consider. The groups were arranged around three sectors: Transit, Interior Health & Community Transportation Services, and Public Education & Marketing. Some seat assignments were made for key stakeholders to ensure the appropriate expertise was available for each table’s recommendations sector (e.g. senior transit planner discussing regional transit routes). This also ensured that seniors and seniors’ service providers were spread evenly among the tables, bringing senior’s voices to all discussions. Finally, elected officials (Regional District Directors, City Councillors and Mayors, MLA representative, etc.) were also spread out evenly among the table groups.

Each table assigned a facilitator and a note-taker/reporter. The groups were given a set of Guiding Question and Criteria to consider in relation to the recommendations:

What will it take to make this recommendation a reality?

- 1) Opportunities and Strengths
- 2) Barriers to achieving AND suggested solutions (how to overcome barriers)
- 3) Potential funding streams/opportunities
- 4) Who needs to be involved?

The day ended with each group reporting back on their discussions, followed by a large group discussion of next steps. Throughout the process, organizers endeavoured to have key stakeholders commit to taking action on relevant recommendations and the overarching goal of the event was to develop an action plan that would form the basis of Phase III of the project, implementation of the most promising recommendations. The outcomes of the Stakeholder Gathering are detailed in the section on *Evaluation*.

## **EVALUATION**

The Moving Together Project was evaluated in a number of ways. An independent analysis was conducted by an outside consultant utilizing participant surveys. As well, the Project Coordinator evaluated the overall project outcomes, assessing whether the projected indicators of success had been achieved and deliverables completed.

### ***Independent Evaluation***

A consultant was contracted to conduct an independent evaluation of two primary deliverables of the project: the Project Working Group and the Stakeholder Gathering. A survey was created for each participant group to evaluate their respective outcomes. Following is a summary of these results.

#### ***Moving Together Stakeholder Gathering - Analysis of Participant Survey***

The Moving Together Stakeholder Gathering Survey was sent to 49 recipients. Of these, 36 people (73%) participated in a Survey Monkey questionnaire of 14 questions. Most self-identified as seniors or working for seniors' organizations; 3 work for health or transit organizations; 9 are local government officials (elected or staff).

The format of the workshop was viewed very positively. 79% agreed that, "I had the opportunity to contribute to the discussions and participate in making positive change." As well, 79% of respondents agreed with the statement, "Other stakeholders got the opportunity to hear seniors' voices." More than half found the information both easy to understand and new to them, and felt it would "help me to advocate for myself and/or other seniors". One person commented on "the extensive and intensive preparation" that helped participants to work together effectively.

There were also many positive comments about the diversity of views at the meeting. The range and mix of viewpoints was very much appreciated. 83% of respondents said that it was "useful to discuss issues and solutions with a variety of stakeholders, including transit planners and operators, other transportation providers, government representatives, health professionals, community advocates and seniors."

Regarding the strategies that emerged from the gathering, 88% of survey participants found it "useful to consider transportation as a network of service options, rather than to focus on a single transportation service, e.g. BC Transit". Also, 82% said it was helpful that the recommendations focused primarily on strengthening existing transportation services rather than on building new services.

Regarding outcomes, overall feedback was very positive, with 88% of respondents agreeing that the Gathering "gave me a good overview of seniors' transportation issues and challenges in the region." 93% said that they took from the Stakeholder Gathering ideas for improving

transportation-related service(s) provided by their organization. Seven participants said that service changes or enhancements had already begun in their organization. 85% said they would attend another Stakeholder Gathering in 2016. There was 100% agreement with the statement “[my] participation in the Stakeholder Gathering... will be helpful in [my] work.”

### ***Moving Together Project Working Group - Analysis of Participant Survey***

The Moving Together Project Working Group comprises local region stakeholders who met regularly to identify issues and draft recommendations. The survey was sent to 9 recipients, plus one printed copy that was completed by hand and input later. Of these, 7 people (70%) participated in a Survey Monkey questionnaire of 12 questions. Regarding the group structure, six of the seven respondents felt that the membership of the Project Working Group had the necessary background and expertise to accomplish the goals of the project.

Regarding process, all of the survey respondents felt that their ideas and point of view were ‘heard’ and given adequate consideration. Also all of them felt the meeting frequency was appropriate and that the meetings were very or mostly “well organized and productive”.

Regarding outcomes of their own work, 5 of the 7 respondents felt that the Working Group was successful in identifying specific transportation barriers relevant to seniors in the region. Six felt that they had been very or mostly successful in identifying solutions. The group gave a mixed response to the question, “Do you think that the research conducted for the project ... and other information gathered for the Working Group’s use was adequate to inform the group’s discussions and help you to develop the recommendations?”

Regarding outcomes of the Working Group activity, 100% of respondents felt that the Stakeholder Gathering was well-organized and that their own participation in the project was rewarding and worth the amount of time dedicated. As might be expected, these Working Group members realized that not all the ambitious goals of the project had been realized (Table 1).

There was almost unanimous agreement that the project has the information needed to move forward, a mandate from the Stakeholders, and the support of seniors in the community. All are willing to continue participating in the project activities.

*“I’m sure everyone felt at the end of the day a positive ongoing commitment to the strengthening and steady improvement of transportation services for seniors and others within our vast area”*

*- Stakeholder Gathering Participant*

Table1: Project goal achievement	The project activities completed to date have moved the community closer to meeting this goal		
	Very	Somewhat	Not very
Goal #1: Seniors are able to participate as fully as they wish in all that the communities of Nelson and Region have to offer.		100%	
Goal # 2: Seniors in Nelson & region are better able to access health and community services, and social and recreational opportunities because transportation barriers to these have been significantly improved.		57%	43%
Goal #3: Stakeholders are committed to continuing to work collaboratively to develop projects that address transportation barriers	33%	50%	17%

## Project Outcomes

The first important outcome of the Moving Together project was the establishment of a strong, well-functioning Working Group to oversee the activities of the project. This outcome is evaluated in the previous section, *Independent Evaluation*, as are the experiences of Stakeholder Gathering participants. This section evaluates the success of the Recommendations developed by the Working Group, as well as the achievements of the Stakeholder Gathering.

Perhaps the most important deliverable for the project is the Action Plan that was developed, based on input from stakeholder discussions and outlining actions to be taken on the most promising recommendations emerging from the project. The *Action Plan* is outlined in a separate section and is meant to form the framework for a still-to-come Phase III of the project. However, action is already happening as a result of the conversations begun and collaborations formed at the Stakeholder Gathering or through other activities of the project.

A most encouraging outcome of the project was the opening of a community dialogue on seniors' transportation challenges. The issue is high on the public agenda and a topic of discussion in local newspapers after the recent announcement that the BC government is freezing transit funding. Nelson Mayor Deb Kozak recently suggested initiating a Basin-wide (regional) "look at how we move" and is considering forming a transportation task force.<sup>7</sup> Mayor Kozak attended the Moving Together Stakeholder Gathering, along with several

<sup>7</sup> Kozak, D. (2015, March 27). Transportation task force sought. *The Nelson Star*, pp. 6.



members of City of Nelson administration and Council, and it may be fair to suppose that the diverse participation and broad approach to addressing transportation challenges suggested by the Moving Together project may have influenced this decision. The Working Group will undoubtedly be involved in this work.

The Working Group is also partnering with Connected Communities to put forward a candidate to represent seniors on the West Kootenay Transit Committee, a group responsible for setting priorities and making recommendations for the transit region.

*“The direct service bus from Nelson to Trail [a Moving Together recommendation] was discussed at yesterday’s West Kootenay Transit committee meeting”*

*- Stakeholder Gathering Survey Respondent*

### ***Stakeholder Gathering Outcomes***

The first indicator that the Stakeholder Gathering was a success was the number and diversity of stakeholders who attended. In addition to senior management from key sectors, the event was attended by Mayors and Councilors from Nelson and from towns and villages throughout the area, as well as by Directors from three key Regional Districts. Representatives from senior-serving community organizations and community-based transportation services ensured the large network of transportation-related services were included in solutions building. Perhaps most gratifying was the number of seniors attending, as interested individuals or representing the seniors organizations from around the region. A few key voices were missing from the discussions. Stakeholders who were unable to attend will be re-engaged in Phase III of the project.

One of the goals of the Stakeholder Gathering was to stimulate action among participating stakeholders, a result of bringing the community together in a spirit of collaboration with concrete solutions to consider. In addition to the action already happening around some of the recommendations, an unexpected and exciting development occurred as a result of working collaboratively across sectors.

### ***Transit marketing funds offered to project***

The City of Nelson has requested permission from Columbia Basin Trust (CBT) to reallocate surplus transit marketing funds to Nelson CARES for the Moving Together Project, to support relevant recommendations. A project proposal has been drafted for a Transportation Animation project. It is hoped that these funds can be combined with funding for Phase III of the Moving Together Project to pilot a Transportation Animator position, as presented in the Recommendations.

## ***Outcomes from the Recommendations***

### ***Sector: Transit (Municipal/Regional)***

The Working Group agreed that, though definite progress had been made, the outcomes emerging from the Stakeholder Gathering related to Transit recommendations were not as robust as the group had hoped. To better illuminate the progress made, the Project Coordinator asked the Working Group members representing area Transit for their evaluation:

“With the knowledge that I gained by being a part of the Moving Together Project Working Group, I feel that I am better able to perform my job. Being involved in the Working Group has definitely opened my eyes to the mobility issues facing seniors in our community and in the surrounding rural areas. As Transit Lead Hand for the City of Nelson, I am in a position to discuss and inform my superiors within the City of Nelson, and within BC Transit, about these problems and - as the working group has proposed all along - provide solutions. It was especially gratifying to know that we are not here just to identify problems, we are also here to provide solutions, (sometimes multiple solutions), to those problems. I really think that people want to help; they just need to be shown the way.”

***- Gerry Tennant, Transit Lead Hand, City of Nelson***

“With over nine years in the Transit industry locally, I’ve found that most of the concerns that came up at the meetings of the Moving Together Project Working Group were essential to improving quality of life for not only seniors but a variety of individuals from all communities. The Project has put a spot light on what most persons involved in assisting persons with needs to the forefront of their minds building a road map of what those needs are, as well as possible improvements. From the lack of facilities (washrooms/hospital express buses), distances needed to travel between Hospitals (be it Trail, Kelowna or the coast), *the Moving Together Project has got people talking*. In my opinion, the next steps are to continue finding solutions, find ways to implement the recommendations that show promise and, once all parties show actual commitment (which we have seen on some levels already), move forward.”

***- Martin Gould, Transit Coordinator, West Kootenay Regional Transit***

### ***Sector: Interior Health (IHA)/Community Transportation Services***

#### ***Interior Health***

The Director of Acute Health Services for the Kootenay Boundary region is looking into challenges and opportunities for utilizing IHA-owned shuttle buses during idle times to offset transportation gaps for seniors or to provide transportation for social outings. Interior Health is also working on enhancing scheduling practices to better mesh with transportation

schedules. At a recent meeting of Connected Communities with Interior Health administrators there seemed to be more awareness of rural seniors' transportation challenges relative to getting to medical appointments and it was reported that management is working with IT staff to enhance scheduling software to improve this.

### Volunteer Driver Programs

After discussing at the Stakeholder Gathering the relative merits of creating “branch” volunteer driver programs (VDP) in under-served communities, staff from the West Kootenay VDP is working with seniors' groups and community service organizations to help them promote local interest in VDPs. Seniors will now have a local phone number and a familiar staff person to contact when they need a ride, while WKVDP will continue to manage all other program activities.

North Kootenay Lake Community Services (NKLCS) in Kaslo has already secured three volunteer drivers for the West Kootenay Volunteer Driver Program (WKVDP) and is working with that organization to enhance volunteer driver services and promote WKVDP program in the North Kootenay Lake area. WKVDP has also presented to a seniors group in the Village of Procter and has a new volunteer driver from nearby Balfour. NKLCS has also changed their hours of operation to better coordinate with transit schedules; they are now open Thursday evenings and have also changed the hours for the Kaslo Food Cupboard.

*“(We) have two more Volunteer Drivers since the Stakeholders' Meeting. Hoping to have the drivers and ridership feel more ownership in the program, have more input, and (not feel far removed from the use of the services available)”*

*- Stakeholder Gathering Survey Respondent*

### Kootenay Rideshare

In 2014, the Nelson Community Response Network (CRN) and the Age Friendly Community Initiative worked with Kootenay Rideshare to make comprehensive revisions to their website (funded by BC Association of Community Response Networks) to make it safer and more accessible to seniors. Ridesharing is an informal process where a person who is driving to a particular destination offers to accept passengers for the trip. Payment is negotiated between the driver and passenger. Rides offered and rides needed are posted on a website. Enhancements to the website included a designated Seniors Page, a video showing seniors how to request a ride, safety tips for seniors, and an article explaining seniors' transportation challenges and describing special supports a senior might appreciate, such as being dropped off directly in front of their destination or a planned bathroom stop along the way. The Nelson CRN recently awarded the Moving Together project a small grant (\$500) to include promotion of Kootenay Rideshare in the proposed Transportation Animation project.

### ***Kootenay Carshare***

An interested community member who attended the Stakeholder Gathering is following up on the recommendation to add a wheelchair accessible van to the Carshare fleet, with support from the staff of the Moving Together Project, Kootenay Carshare and Nelson & District Seniors Coordinating Society. A survey to establish potential usage (Carshare is a co-operative and adds vehicles to the fleet when there is some certainty of cost-recovery). Once approved, the initiative will seek a donated vehicle from a corporate donor or service club. Having this shared resource in the community will mean family members and care workers will have the option of renting the van to provide transportation for seniors with serious mobility challenges. This will fill a very important gap, providing accessible transportation options for social or recreational purposes.

### ***Action Plan***

Based upon the outcomes of the Stakeholder Gathering, an Action Plan has been developed which will form the basis of Phase III of the Moving Together Project. Work on some of the activities has already begun and some service enhancements have already been implemented as a direct result of collaborative efforts of the project and partnerships formed through the Stakeholder Gathering (see *Project Outcomes*).

The Action Plan is detailed in the following pages.

**Moving Together:  
Leading a collaborative approach to addressing seniors' transportation challenges  
ACTION PLAN**

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
<b>Key Recommendations supported at the Stakeholder Gathering</b>			
IHA-funded <b>shuttle buses</b> (e.g. Broader Horizons bus, Kaslo Hospital bus) fill gaps in existing transit/Handy DART services, especially to reduce seniors' social isolation.	<p><i>At the Stakeholder Gathering, Brigitte McDonough (Director of Acute Care Services, Kootenay Boundary Region) committed to follow up on both of these recommendations, including:</i></p> <ul style="list-style-type: none"> <li><i>- investigating/maximizing the usage of underutilized shuttle buses</i></li> <li><i>- reporting the need for better coordination of medical appointments and transportation schedules</i></li> <li><i>- submitting the Moving Together findings and recommendations, as well as information from the Stakeholder discussions, to IH CEO and Board.</i></li> </ul>	<p>Follow up on these commitments with Brigitte McDonough. Arrange meeting that includes Ms. McDonough, the Project Working Group, Brent Hobbs (Director, Patient Transport Services), Katie Ward (Ministry of Transport), Isobel Mackenzie (Seniors Advocate), and Kootenay Boundary Division of Family Practice.</p> <p>Work collaboratively to Identify specific challenges and solutions.</p>	
Regional Health Centres provide <b>appointment scheduling that meshes with transit schedules</b> and better accommodates seniors who have transportation challenges/are travelling long distances.	<p><i>At the Stakeholder Gathering, Rebecca Kaus (IH Patient Transport Services) also committed to looking into marketing services IH may be able to provide, including promoting volunteer driver programs.</i></p> <p><i>At a recent meeting with IHA administrators an Interior Health representative stated that she is working on improving scheduling practices to better mesh with transportation schedules, including working with IT staff to enhance</i></p>	<p>Follow up on these commitments with Rebecca Kaus.</p> <p>Continue working with IHA Administration and Kootenay Boundary Division of Family Practice to enhance awareness of rural seniors' transportation challenges relative to getting to medical appointments. A role of the Transportation Animator.</p>	Educate future health professionals about the impact of transportation challenges on rural seniors' health and wellbeing. Send Moving Together final report to Rural Health Program at Selkirk College and offer to present findings.

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
	<i>scheduling software to support this.</i>		
Have <b>one Transit bus per day meeting the North Shore bus travel direct to Trail hospital</b> (round trip) from Nelson w/o requiring passengers to transfer buses in Castlegar, with bathroom stop at Castlegar Recreation Complex; must connect with North Shore Bus/Kootenay Connector.		<p>Select Working Group members – including Pegasis McGauley, Gerry Tennant (Lead Hand, Nelson Transit) and Martin Gould (Regional Transit) - meet with Trail Transit counterpart to determine the feasibility of one bus each day going from Nelson directly to Trail hospital and return without a transfer at Selkirk College. This ad hoc group will problem-solve the issues between the two transit agencies involved and then present solutions to the Moving Together Working Group. A new recommendation will then be drafted and presented directly to the West Kootenay Transit Committee.</p> <p>Contact Daniel Pizarro (Senior Regional Transit Manager, BC Transit) and Lawrence Chernoff (Chair, West Kootenay Transit Committee) to request an opportunity to present to committee. Group together Key Transit Recommendations for presentation.</p>	
Develop and pilot a <b>Transportation Animator</b> position/project to provide public education, marketing and advocacy re: seniors' transportation services and issues.	<i>Original recommendation was for a "Transit Animator"; title revised by consensus at Stakeholder Gathering, so that marketing and other activities would encompass all transportation options.</i>	Working Group to meet with relevant stakeholders to continue development of this recommendation. Age Friendly Community Initiative to continue to develop funding opportunities that address this priority issue.	

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
<b>Recommendations emerging from the Stakeholder Gathering</b>			
<p>Funding for <b>Volunteer Driver Programs</b> (VDPs) should be adequate to provide transportation to seniors for social and recreational purposes.</p> <p><b>AND</b></p> <p>Explore benefits of software and other resources available for Volunteer Driver Programs. (27 dots)</p>	<p><i>A number of recommendations were originally assigned to the "Parking Lot". Based upon the results of a "Dotocracy" exercise at the Stakeholder Gathering, this recommendation has been reassigned as Key Recommendations, for possible follow up action</i></p>	<p>Add to agenda for discussion with Interior Health (funder of VDP) <b>AND</b> Provide information to VDP staff and other stakeholders about the resources available from STARS website.</p> <p>Engage STARS in Phase III, implementation of relevant Action Plan activities.</p> <p><i>Note: STARS was contacted and invited to contribute to project activities, including the Stakeholder Gathering, but did not respond.</i></p>	
<p>Recognizing the specific transportation challenges of seniors living in isolated rural areas, community/seniors organizations' should develop or enhance <b>rural outreach programs</b>. (26 dots)</p>		<p>Age Friendly Community Initiative to continue to develop projects/funding opportunities that address priority issue of outreach to isolated rural seniors. Send Moving Together final report to Sheila Brasnett, Service Canada (New Horizons for Seniors project grants).</p>	
<p>Seniors <b>community and recreational programs</b> should coordinate the hours they are offered with availability of transit/transportation. (22 dots)</p>		<p>Add to tasks for proposed Transportation Animator position. Send Moving Together final report to relevant community organizations.</p>	
		In lieu of new service and/or bus,	Research costs and funding



Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
<p>Purchase <b>one bus with a bathroom</b> on board to be incorporated into regional transit service. Explore option of offering this bus twice monthly to Kelowna (KGH) and once monthly to Vancouver (multiple hospitals). <b>AND</b> Explore potential for Nelson &amp; Area pilot similar to the <b>Age Friendly Newfoundland &amp; Labrador</b> Transportation Project. (21 dots)</p>		<p>consider Queen City Shuttle, an area charter bus service that goes to Kelowna. Add to Transportation Animator activities to explore the possibility of group bookings for medical appointments in Kelowna.</p>	<p>opportunities for these options. Consider for future development.</p>
<p>The Working Group needs to better understand differences between the transportation services offered in each BC <b>health/transit region</b>, including their respective costs and budgets.</p>	<p><i>Comments from the floor at the Stakeholder Gathering included comparisons between Northern Transit (including transportation services provided by Northern Health Authority) and West Kootenay Transit/Interior Health transportation services and funding. Comment from the floor (Rebecca Kaus, IH Patient Transport Services) that Northern Health receives \$5 million for transportation, including volunteer driver programs, compared to West Kootenays \$1.3 million.</i></p>	<p>The Project Coordinator will conduct research and provide comparative information for the Working Group's use. The Group can then decide if it is appropriate to request a meeting with Ms. Kaus and Brent Hobbs (Director, IH Patient Transport Services) to discuss this specific issue further OR to simply draw on this information when appropriate.</p>	
<p>Ensure that <b>isolated seniors</b> (especially those living in remote rural communities) receive information about transportation services and support with <b>planning to meet their needs when they</b></p>	<p><i>Stakeholder Gathering participants representing Summit Psychology, which conducts seniors' DriveABLE Cognitive Assessments for the region, spoke of the critical need for pre-planning with seniors for "life after driving".</i></p>	<p>When developing Transportation Animator activities, include partnering with Summit Psychology and area seniors' outreach workers to assist seniors with pre-planning.</p>	<p>Ensure Kootenay Seniors website resource listings are continuously updated to include accurate and comprehensive information about area transportation services.</p>

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
are no longer able to drive.		Outreach activities that promote the use of Kootenay Seniors website (an AFC Initiative project) to include isolated rural seniors, with specific reference to transportation resources listings and information.	
Develop a plain language printed version of the <b>guide to using handy DART</b> and have it made widely available in the area. This guide should also be made available via the Kootenay Seniors website (for download and printing, as well as a link to the transit website).	<i>A recommendation came from the floor at the Stakeholder Gathering that the Guide to Using Handy DART currently on the BC Transit website be made more accessible to seniors.</i>	Age Friendly Community Initiative staff will add the information to the Kootenay Seniors website. Development of a printed version will be included in tasks for the Transportation Animator project activities.	
Engage representatives from <b>Trail transit</b> and <b>Trail seniors</b> to participate in Phase III of the Moving Together Project.	<i>A recommendation came from the floor at the Stakeholder Gathering that Trail needs to be more fully represented in the Moving Together Project</i>	Extend a second invitation to Sharman Thomas (Trail Transit Supervisor) to sit on the Working Group or, alternatively, to participate in activities directly relevant to his work (e.g. transit schedule recommendations follow up). Invite a member of the Trail Seniors Branch to participate in Phase III activities.	
<b>handyDART make two trips per week</b> from Nelson to Trail hospital (with scheduled bathroom stops at Castlegar Recreation Centre) <b>OR</b> Secure a donated vehicle for a new	<i>The Working Group considered this a promising key recommendation; however it was not well supported at the Stakeholder Gathering. It was determined that this recommendation required more</i>	Working Group/Transit ad hoc group to discuss this recommendation for consideration of future presentation to West Kootenay Transit Committee for further consideration.	Continue to develop this recommendation as a long-term goal

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
route (as above) called <b>Medi-DART</b>	<i>development, including cost analysis.</i>		
<b>Recommendations now in development</b>			
Develop and pilot a <b>Transportation Animator</b> position/project to provide public education, marketing and advocacy re: seniors' transportation services and issues.	<i>Subsequent to the Stakeholder Gathering, Nelson Transit offered to transfer surplus CBT funding from a Transit Marketing project to the Moving Together Project towards achieving one or more project recommendations; pending final approval from CBT.</i>	<p>With Transit Marketing project funding, conduct a short-term, Nelson-based Transportation Animation project.</p> <p><b>AND</b></p> <p>Leverage these funds to develop and fund a full 1-3 year Regional Transportation Animator project that includes outreach to rural seniors in RDCK Areas D, E, F, G, H and I.</p> <p>Contact potential partners/funders to discuss: Kevin Cormack (City of Nelson); Kelvin Saldern (Columbia Basin Trust); Daniel Pizarro (BC Transit); Brigitte McDonough (Interior Health); Sheila Brasnett (Service Canada, New Horizons for Seniors); and relevant RDCK Area Directors.</p> <p>With additional funding to extend reach to surrounding regions, work with RDCK Directors and area seniors to develop and support local grassroots action on transportation issues relevant to each region.</p> <p>The Transportation Animator position will also be included in a proposal to Vancouver Foundation to support Phase III of the Moving Together Project.</p>	

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
Promote <b>Kootenay Rideshare</b> as a transportation alternative for seniors.	<i>In 2014, the Nelson Community Response Network and the Age Friendly Community Initiative worked with Kootenay Carshare to make comprehensive revisions to their website (funded by BC Association of Community Response Networks) to make it safer and more accessible to seniors.</i>	As part of the Moving Together project, the BCCRN has now provided additional funding to conduct marketing of the program to seniors (to be part of the Transportation Animator pilot project).	
Support <b>Kootenay Carshare</b> to add a wheelchair accessible van to its fleet, beginning with Nelson and potentially one in each rural centre in its catchment area	<i>This recommendation is already being developed by the Working Group members with support from community volunteer Randi Jensen (who brought the idea to the Group) and Seniors Coordinating Society. A needs assessment survey has been created to provide usage projection data to the Carshare Cooperative board. Age Friendly Community Initiative will include solicitation of a van donation in their fund development activities.</i>	<p>Conduct survey of residents throughout the region to collect data on potential usage of a wheel chair adapted van. <i>Survey created, dissemination to begin in late-April</i></p> <p>Working Group member Colleen Matte to seek approval of Kootenay Carshare board for addition of adapted van to fleet. <i>Done and approved</i></p> <p>Fund development strategy to include solicitation of service clubs and car dealerships for vehicle donation. Once vehicle is added to fleet, there is no further additional funding required (Carshare is cost recovery based co-op).</p>	
Create a Nelson “branch” of the <b>West Kootenay Volunteer Driver Program</b> (or new/complementary VDP) to reach Nelson/North Shore seniors; also create Kaslo “branch”	<i>Stakeholder Gathering discussions on this recommendation suggested that creating new programs was less cost-effective than having the West Kootenay Volunteer Driver Program (WKVDP) provide more support</i>	Working Group member Ms. Soroake is currently following up with North Kootenay Lake Community Services (NKLCS, Kaslo) and Village of Proctor Seniors Branch.	

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
in partnership with North Kootenay Lake Community Services Society.	<i>and outreach activities. The Coordinator offered to meet with interested seniors/community organizations in West Kootenay communities</i>	<p>NKLCS in Kaslo has already secured three volunteer drivers and is working with Ms. Soroke to enhance volunteer driver services and promote WKVDP program in the North Kootenay Lake area.</p> <p>The Proctor presentation garnered a volunteer driver from neighbouring Balfour for WKVDP.</p> <p>Seniors will now have a local phone number and a familiar staff person to contact when they need a ride, while WKVDP will continue to manage all other program activities.</p>	
<p>IHA funding for <b>Volunteer Driver Programs</b> (VDPs) should include \$ for <b>subsidies for low-income seniors</b> and funding for promotion of service.</p> <p>Funding for Volunteer Driver Programs (VDPs) should be adequate to <b>provide transportation to seniors for social and recreational</b> purposes</p>	<i>West Kootenay Volunteer Driver Program has since secured \$10,000 in funding from another source to support transportation subsidies for low-income seniors AND transportation for non-medical purposes (e.g. grocery shopping, events).</i>		
Seniors <b>community and recreational programs</b> should coordinate the hours they are	<i>North Kootenay Lake Community Services (Kaslo) has since changed hours of operation for some of their services, including the Kaslo Food Cupboard, to</i>	Through the Transportation Animator position, continue working with area community services organizations and	

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
offered with availability of transit/transportation.	<i>better coordinate with transit schedules; now open Thursday evenings</i>	programs to enhance their understanding of transportation services and barriers for seniors, encouraging them to coordinate hours of operation/program schedules with transportation service schedules.	
To be accessible to seniors, transportation alternatives must also consider <b>bathroom access at reasonable intervals</b> .	<i>The Working Group has been aware of efforts being undertaken to build a rest stop with a public bathroom at Playmor Junction. The Working Group will support this initiative as an excellent location for a bathroom break for seniors travelling long distances on regional transit or other forms of transportation.</i>	Contact relevant stakeholders to offer support.	
<b>Facilitate partnerships</b> among <b>area transportation services</b> (including Hope Air, Air Canada, Pacific Coastal Airlines, Greyhound and Queen City Shuttle) to reduce costs for seniors needing <b>travel to Kelowna or Vancouver</b> for medical treatment.	<p><i>Pacific Coast Air offers flights between Trail and Kelowna, BC, and also participates in the BC governments Travel Assistance program (TAP, provides financial assistance for travel for medical purposes).</i></p> <p><i>It was recently reported to the Working Group that these flights are underutilized and this route may be cancelled. It was suggested that a contributing factor may be lack of information sharing and service coordination, especially how to get seniors to and from the respective airports.</i></p>	<p>The Working Group will communicate with Pacific Coast Air and transportation service providers such as Handy DART and Volunteer Driver Programs in Trail/the West Kootenays and in Kelowna to gather information about transportation services in each city, as well as options for financial support (TAP, health service clubs such as the Cancer Society).</p> <p>The Transportation Animator will promote the Pacific Coast Air flights and circulate information about connecting transportation options and available financial supports.</p>	
<b>Miscellaneous</b>			
Enhance Working Group	<i>Kailee Woodbeck, Research Assistant/ GIS</i>	Ms. Woodbeck has asked for the	Produce a combined

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
understanding of transportation service gaps and barriers	<p><i>Developer, <b>Selkirk Geospatial Research Centre</b> is currently working on a project with the Selkirk Geospatial Research Centre at Selkirk College mapping transportation options for seniors and identifying where transportation barriers exist in our region.</i></p> <p><i>GIS: Geospatial Information Systems, a way of analyzing geographical and statistical information.</i></p>	collaboration and support of the Moving Together Working Group. The Moving Together Project Coordinator will meet with Ms. Woodbeck to explore opportunities and share information.	Transportation Asset Map and Resource Listing.
Ensure that Working Group membership includes appropriate representation relevant to Phase III activities and brings fresh perspectives.	<p><i>Survey responses from Stakeholder Gathering participants indicate that a number of area seniors are interested in being engaged in future activities.</i></p> <p><i>A strong partnership with North Kootenay Lake Community Services (Kaslo) has benefitted the work of both organizations.</i></p> <p><i>Address concern that Phase I/II did not include adequate representation from other parts of the region, especially Trail.</i></p>	<p>Re-engage and retain key group members from Phase I/II.</p> <p>Continue working closely with Kaslo counterparts.</p> <p>Expand and diversify Working Group membership to accommodate new interest.</p> <p>Endeavour to engage representation from Trail Transit.</p>	
<p>Working Group member Ramona Faust (Director, RDCK Area E) has completed her term on the <b>West Kootenay Regional Transit Committee</b>.</p> <p>Also, with the 2014 election, there are new City of Nelson Councilors sitting on the transit committee</p>	<p><i>Ms. Faust maintains a keen interest in transportation issues and is welcome to remain on the Working Group</i></p>	<p>Invite Regional Transit Committee members Hans Cunningham (RDCK Director, Area G), Leah Main (Councilor, Village of Silverton), and/or Lawrence Chernoff (Mayor, City of Castlegar) to join the Working Group.</p> <p>Also invite Michael Dailly and/or Val Warmington to sit on the Working Group.</p>	



Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
		(Both attended the Stakeholder Gathering)	
Isobel Mackenzie, <b>BC Seniors Advocate</b> was invited to the Stakeholder Gathering but was unable to attend.	<i>Walter Popoff (RDCK Director, Area H), who attended the Stakeholder Gathering, is now a member of the BC Seniors Advocate's Council of 25 advisory group. Mr. Popoff contacted the Moving Together Coordinator and Working Group for advice on key transportation issues to take to the Council.</i>	Engage Mr. Popoff as a liaison between the Council and the Moving Together Working Group, to enhance flow of information between the Seniors Advocate's office and the Working Group.	
Progress can be lost when <b>members of key stakeholder groups change</b> (committees, elected positions, agency leadership, etc.).	<i>As a result of the collaborative relationship developed between BC Transit and the Moving Together Working Group, the West Kootenay Regional Transit Committee has proposed that an area senior be invited to sit on the Committee. If approved, this position may be filled by a member of the Moving Together Working Group. This development will enhance communication and collaboration, improving potential for endorsement of relevant sections of the Moving Together implementation plan.</i>	Continuously engage and inform key stakeholders/stakeholder groups so that information is carried forward and commitment to change continues.	
A number of Stakeholder Gathering participants expressed interest in the Moving Together project's "next steps". <b>Keeping stakeholders engaged</b> is key to maintaining project momentum	<i>Stakeholder Gathering participants were asked when surveyed about their interest in remaining involved in the Moving Together project. Virtually all identified at least one way in which they would like to continue their involvement.</i>	Contact all participants and invite them to participate in Phase III activities based upon their level of interest or area of expertise.	

Recommendation/Goal	Notes	Short-Mid Term Actions	Long Term Action
going into the next phase.			
Nelson Mayor Deb Kozak is proposing the formation of a regional task force to “look at transportation in the broader spectrum” and the West Kootenay Boundary Regional Transit Committee is dedicated to working to maximize the potential of current schedules and equipment to continue working on the West Kootenay Transit Concept Plan	<i>The BC government recently announced that there is to be a “freeze” on funding for BC Transit services for the next three years.</i>	Support efforts advocating for improvements to seniors’ transportation options by seeking appointment to key groups for Working Group members. Ensure promising recommendations vetted by Moving Together stakeholders are included in discussions	

## NEXT STEPS

Nelson CARES is committed to addressing the priority issue of seniors' transportation barriers as an ongoing part of the Age Friendly Community Initiative and is seeking new funding to support Phase III of the Moving Together Project, Implementation. In the interim, a number of "bridging" activities have been established to ensure that stakeholders remain engaged. The Project Working Group will continue to meet and plan implementation activities. The Moving Together Final Report will be sent to all of the stakeholders who participated in the project over the past year, inviting them to participate in future activities based on their sector or area of interest. The Project Coordinator and Working Group members will continue to promote the goals of the Project at relevant meetings and events. A media release will announce the findings of the project and the aims of the action plan to the public, stimulating continued support and participation

*"Looking forward to working on some positive changes in support of the recommendations."*

*"It is so important, as the title states, we need to keep 'Moving Forward Together' on ease of service, confidence, and increased services."*

*- Stakeholder Gathering Participants*

The most promising recommendations emerging from the Stakeholder Gathering were moved into an Action Plan for potential implementation in Phase III of the Moving Together project. A number of recommendation were not fully endorsed by the Stakeholders, but are believed by the Working Group to have strong potential. For example, the recommendations involving improvements to handyDART and a proposed new service called Medi-DART are considered to have merit. These recommendations will be returned to the Working Group for further study and development in Phase III.

In Phase III, the Working Group will also look at active transportation issues for seniors. Accessibility is a core ingredient of an "age friendly community" and transportation is one of the most significant barriers to recreational and social opportunities for seniors. Scooter training and safe scooter routes, easy hikes and walking paths, access to parks, well maintained sidewalks and road shoulders - all of these things affect the health, safety and quality of life of seniors.

## CONCLUSION

Developing a network of transportation services that meet seniors' diverse needs is challenging but not impossible (Lutz, 2014). The Moving Together Working Group believes that by working together as a community - across sectors and individual interests - we can develop innovative solutions that draw on best practices and build on our strengths.

Over the past year, the Moving Together project has succeeded in engaging diverse stakeholders and opening a collaborative dialogue. Seniors' transportation issues are a community concern and everyone from individual seniors to transportation providers to elected officials is asking "what's next?" The Action Plan emerging from the Moving Stakeholder Gathering is a blueprint for moving forward.

The Moving Together Project Working Group will continue to work together with stakeholders to enhance existing community resources so that they better meet the needs of vulnerable seniors and prepare communities for the burgeoning senior population throughout the region.

*For more information about the Moving Together Project or the Age Friendly Community Initiative, please contact:*

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Nelson CARES Society  
Phone: 250.352.0611  
E-mail: [seniorsproject@nelsoncares.ca](mailto:seniorsproject@nelsoncares.ca)

## SELECTED RESOURCES

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## ***APPENDICES***

Appendix A: Moving Together Stakeholder Gathering Participant List

*Key Recommendations*

Appendix B: Sector - Transit (Municipal/Regional)

Appendix C: Sector - Interior Health/Community Transportation Services

Appendix D: Sector - Public Education & Marketing

Appendix E: Parking Lot Recommendations, with results of “Dotocracy” activity

Appendix F: Research Highlights Handout

## ***Appendix A***

Gerry Tenant, Lead Hand, Nelson Transit

Barry Nelson, Nelson Community Transit Group

Sharman Thomas, Supervisor, Trail Transit

Jody Koehle, Garage and Transit Supervisor, Nelson Transit

Daniel Pizarro, Senior Regional Transit Manager, BC Transit

Judy Soroce, West Kootenay Volunteer Driver Program

Colleen Matte, Kootenay Carshare Cooperative

Rebecca Kaus, Project Leader & Business Analyst, IH Patient Transport Services

Brigitte McDonough, Director, Acute Health Services, KB Regional Hospital District

Dr. Jeff Martzke, Summit Psychology

Nichole (Nicky) Pelletier, Summit Psychology, DriveABLE BC

Janice Murphy, Executive Director, North Kootenay Lake Community Services Society

Dana Burgess, Researcher Reaching Out Project, Nelson CARES Society

Pegasis McGauley, Chair, Connected Communities

Elizabeth Brandrick, Seniors Outreach Coordinator, North Kootenay Lake Community Services

Judy Jeffery, Seniors Outreach/Our Daily Bread, Kootenay Christian Fellowship

Julie Leffelaar, Alzheimer's Society

Maggie Oliver, Lardeau Valley LINKS Society

Becky Quirk, Seniors Outreach Worker, Nelson & District Seniors Coordinating Society

Sandi McCreight, Seniors Outreach Services, Castlegar & District Community Services Society

Vickie Fitzpatrick, Age Friendly Coordinator, Beaver Valley

Candace Parrilla, Society for Protection & Care of Seniors Castlegar

Rae Sawyer, Kaslo Senior

Judy Gray, BC Regional Seniors Association, COSCO

Craig Gray, Kootenay Council of Seniors Associations COSCO

Willa Condry Seymour, Trail Seniors Branch #47

Jane Nicholson, Trail Seniors Branch #47

Mimi (Marilyn) Pollard, Nelson Seniors Branch #51

Linda Martin, Passmore Seniors Branch #116, Slocan Valley Seniors' Housing Society, Winlaw



Sharon Myers, Passmore Seniors Branch #116  
Ken Livingstone, Nakusp Seniors Branch  
Anne Livingstone, Nakusp Seniors Branch  
Wilbur Wostradowski, West Kootenay/Boundary Regional Council of Seniors  
Jan Wostradowski, Beaver Valley Seniors Branch #44  
Bev Kennedy, Castlegar Seniors Branch  
Dan Wack, President, K LW Retired Teachers, Nelson  
Vivian Kingdon, LaViva Seniors Living  
Randi Jensen, Family Caregiver, Carshare volunteer  
Ramona Faust, Director, RDCK Area E  
Hans Cunningham, Director, RDCK Area G  
Walter Popoff, Director, RDCK Area H  
Leah Main, Councillor, Village of Silverton  
Deb Kozak, Mayor, City of Nelson  
Michael Daily, Councillor, City of Nelson  
Valerie Warmington, Councillor, City of Nelson  
Bob Adams, Councillor, City of Nelson  
Kevin Cormack, City Manager, City of Nelson  
Colin Innes, Director, Public Works & Utilities, City of Nelson  
Patricia Cecchini, Mayor, Village of Fruitvale  
Elaine Whitehead, Constituency Assistant, Katrine Conroy, MLA  
Katie Ward, Operations Manager, Central Kootenays, BC Ministry of Transportation  
P'nina Shames, Osprey Community Foundation  
Kelvin Saldern, Community Liaison, Columbia Basin Trust

## Appendix B

### RECOMMENDATIONS

#### Sector: Transit (Municipal/Regional)

#	Recommendation	Strengths/Challenges/Cost
1	<p>(A) <b>Have HandyDart make two trips per week</b> from KLH to KBRH, with scheduled bathroom stops at Castlegar Recreation Centre</p> <ul style="list-style-type: none"> <li>- Run Tuesdays &amp; Thursdays to link with Kaslo bus</li> <li>- Route to begin in Balfour (coordinated with Kaslo bus arrival-departure), fixed-route stops in Nelson (KLH &amp; downtown), Castlegar (Recreation Complex), and Trail (KBRH); round trip</li> <li>- In larger centres (Nelson, Trail, etc.) add stops as needed at Doctors' offices, medical centres, etc.</li> <li>- Stops may also be scheduled at any existing rural transit stop along route AND</li> <li>- At designated safe locations as identified AND</li> <li>- Dispatcher may arrange a stop at an undesignated (safe) location as needed</li> <li>- For seniors AND persons with health challenges</li> <li>- Must reserve a seat</li> </ul> <p><b>OR</b></p> <p>(B) Same as above but <b>with donated vehicle</b></p> <ul style="list-style-type: none"> <li>- Call new vehicle and route the <b>Medi-DART</b></li> <li>- Service club (e.g. Rotary) or vehicle manufacturer/dealer could donate passenger van or small bus</li> <li>- BC Transit provide drivers</li> <li>- Seniors/community org manage scheduling (to handle higher level of client support) and marketing</li> </ul> <p><b>For above Recommendation:</b></p> <p>(A) <b>Make Transit Pass and applicable subsidies valid</b> for proposed Medi-DART service, as well as for HandyDart and Paratransit</p> <p><b>AND</b></p> <p>(B) <b>Create special ID Card</b> for qualifying seniors:</p> <ul style="list-style-type: none"> <li>- No cost for the Card</li> <li>- Normal fare; valid for this bus/route only</li> <li>- To be shown to the Driver and to receptionists/scheduling staff (so as to receive appropriate appointment time)</li> </ul>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Uses existing resources with policy/ procedure change (A)</li> <li>- P3 partnership contract (B): charity (service club and community/ seniors org )</li> <li>- Could use the bus that is currently being used by Mountain Lake Seniors, could be used by transit 2 days/week; other shuttle buses in the community are also under-utilized</li> <li>- Addresses high-needs, vulnerable seniors not served by existing systems</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Handy Card exception required *</li> <li>- New funding required for driver (B)</li> <li>- May require separate dispatch/schedule staff (suggest this be provided by existing seniors org)</li> <li>- Not a door-to-door service due to volume/length of trip; coordinate with VDPs or neighbours/friends providing ride to Medi-DART stop</li> <li>- Human resources required to solicit vehicle donation (B), facilitate partnership building</li> <li>- Maintenance, insurance costs for new (donated vehicle); BC Transit cover this cost?</li> <li>- Cost for drivers for extra route/days (A)</li> <li>- Funding for community org to manage scheduling and marketing, and provide additional program supports (e.g. coordinate Medi-DART with volunteer driver program); could be covered with a combination of IHA and New Horizons funding</li> <li>- Who will process applications, create and disseminate Cards? Service BC? In partnership with community org that manages program and/or scheduling?</li> <li>- Funding required to develop &amp; promote Card program, and to</li> </ul>

	<ul style="list-style-type: none"> <li>- Relevant signage, pamphlets and application forms in clinics and waiting rooms, as well as at seniors/community orgs</li> <li>- Applications may be submitted by seniors advocates or physicians on behalf of seniors with cognitive issues</li> </ul> <p><i>Permanent Cards:</i></p> <ul style="list-style-type: none"> <li>- Picture included on permanent cards</li> <li>- Noted on medical records</li> <li>- No expiry date</li> <li>- If there is a relevant card that seniors carry already, create a small stamp or sticker (picture of a bus or the word “Medi-DART”) could be affixed to it.</li> </ul> <p><i>Temporary Cards:</i></p> <ul style="list-style-type: none"> <li>- To include an expiry date for temporary medical conditions</li> <li>- Business card size, (ease of printing, could be numbered at the printers)</li> <li>- Blank lines for expiry date and doctors name</li> </ul>	process applications and disseminate Cards
2	<p><b>Alternative/Additional Uses for Medi-DART:</b> (Applies only to separate/donated vehicle)</p> <p>Fill <b>HandyDart service gaps</b> on days not in use for Medi-DART service:</p> <ul style="list-style-type: none"> <li>- Nelson &gt; Salmo &gt; Trail (could connect w. regular Nelson – Trail service)</li> <li>- Nelson &gt; 6 Mile &gt; Procter-Harrop &gt; Balfour</li> </ul> <p>Partner/Coordinate with <b>Trail Transit</b>, Trail Fair, Trail service clubs to utilize Medi-DART</p> <ul style="list-style-type: none"> <li>- Especially for medical services only available in Nelson (cataract surgery, neurologist, maternity)</li> <li>- 1 to 2 alternate service days</li> </ul>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Uses existing resource more fully and efficiently</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Requires cooperation among municipal/regional services</li> </ul>
3	<p><b>Have one Transit bus per day travel from Nelson KLH direct to KBRH in Trail</b> (round trip) <b>w/o requiring passengers to transfer</b> buses in Castlegar AND with <b>bathroom stop</b> at Castlegar Recreation Complex</p> <p>Must <b>connect with North Shore Bus/Kootenay Connector</b></p>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Requires only a procedure change</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- 1 bus is City of Nelson/BC Transit, 1 bus is private provider</li> <li>- Must work with IHA, hospitals, medical professionals to accommodate appointments according to bus schedule</li> <li>- No cost unless new bus has to be added to overcome identified challenges</li> </ul>
4	Increase the <b>number of bus shelters</b> at identified stops on each leg of the Medi-DART route	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Increased ridership due to enhances comfort and safety</li> </ul>

	<p>Add a bus shelter at Kaslo Seniors Hall</p> <p>Support Nakusp/RDCK Area H lobby efforts for <b>rest stop</b> w. bathroom at <b>Playmor Junction</b></p> <p>- Have this be a stop for Medi-DART</p>	<p>offered at rural stops</p> <p><i>Challenges:</i></p> <p>- Cost (Ministry of Transportation, BC Transit and RDCK could share cost)</p>
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## Appendix C

RECOMMENDATIONS		
<i>Sector: Interior Health (IHA)/Community Transportation Services</i>		
#	Recommendation	Strengths/Challenges/Cost
1	<p><b>Publically-owned shuttle buses</b> – e.g. IHA-funded Broader Horizons bus and Kaslo Hospital bus - could fill gaps in existing transit-Handy DART services:</p> <ul style="list-style-type: none"> <li>- Provide seniors with transportation to social and recreational activities when not in use</li> <li>- Provide transportation to local medical appointments</li> <li>- Kaslo Hospital bus provide twice-weekly run to Lardeau Valley to transport for rural residents to lab and x-ray appointments (currently no transit on days that these medical services are offered in Kaslo); could be BC Transit/IHA partnership</li> <li>- Could also apply to community- and privately-owned shuttle buses, e.g. social service agencies and private seniors residences (public-private partnerships)</li> <li>- These buses should be wheel chair accessible</li> </ul>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Utilizes existing community resources in an innovative way</li> <li>- Takes advantage of shuttle bus “down time”</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Who would drive for the new purpose? Same driver? If so who would pay?</li> <li>- Scheduling</li> <li>- Insurance</li> <li>- Cost of driver salary, insurance</li> </ul>
2	<p><b>KLH, KBRH, Castlegar Health Centre &amp; Kaslo Health Centre</b> to provide appointment scheduling that meshes with <b>Regional Transit</b> schedules and better accommodates seniors (and other patients with mobility issues) who have transportation challenges/are travelling long distances</p> <ul style="list-style-type: none"> <li>- Set aside a 2-4 hour block of appointments, reserved to fit the transit window, each of the 2 days/week that Medi-DART operates, ongoing</li> <li>- Medical reception or scheduling staff always ask “how will you be getting to your appointment?”</li> <li>- Health professionals providing <b>post-treatment or discharge transition assistance</b> to vulnerable seniors should include transportation resources, including complementary/community transportation services and Kootenay Seniors website</li> </ul>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Better health outcomes for seniors and fewer missed/cancelled appointments for health professionals</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Requires coordination between health and community services</li> </ul>
3	<p>A. IHA funding for <b>Volunteer Driver Programs</b> (VDPs) should include <b>\$ for subsidies</b> for low-income seniors and funding for promotion of services</p>	<p><i>(A) Strengths:</i></p> <ul style="list-style-type: none"> <li>- Supports an existing service and enables them to serve more seniors, including low-income seniors and seniors not able to use transit</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Subsidy programs can be costly and require ongoing program funding</li> <li>- Ongoing funding for subsidies and promotion</li> </ul>

	<p>B. Create a Nelson “branch” of the <b>West Kootenay Volunteer Driver Program</b> (or new/complementary VDP) to reach Nelson/North Shore seniors (could just be Nelson phone #)</p> <p>- Also create Kaslo “branch” in partnership with North Kootenay Lake Community Services Society</p>	<p>(B) <i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Addresses perception among Nelson area service providers that service is not easily available or well-utilized in that area</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- (Nelson “branch”) Duplication of services, movement away from centralized, streamlined service</li> <li>- Cost of staff, etc. in Nelson</li> <li>- Cost for separate phone number</li> </ul>
4	<p>Support <b>Kootenay Carshare</b> to <b>add a wheelchair accessible van</b> to its fleet, beginning with Nelson and potentially one in each rural centre in its catchment area</p>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Enhancement to existing service</li> <li>- Already a community-led initiative; survey being conducted to provide evidence of need for service</li> <li>- Letter of support for initiative received from BC Spinal Cord Injury Association</li> <li>- Local charity willing to solicit donation of vehicle</li> <li>- Family members and caregivers can access this resource for seniors with mobility/cognitive issues</li> <li>- Vulnerable seniors are provided with more social and recreational activities without each individual family having to incur the cost of an adapted vehicle</li> <li>- Resource is available to any person with a disability, their family members and caregivers, as well as service providers for their clients</li> <li>- Cost savings to charitable orgs over purchase and ongoing expense of van ownership</li> <li>- Builds capacity of community resource (Carshare)</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Co-op’s ability to balance cost/benefit</li> <li>- Accessing funding for vehicle purchase(s)</li> <li>- Must become carshare member to access the vehicle</li> <li>- Cost of vehicle(s) and related expenses</li> </ul>

## Appendix D

RECOMMENDATIONS		
Sector: All – Public Education & Marketing		
#	Recommendation	Strengths/Challenges/Cost
1	<p>Create &amp; fund a <b>TRANSIT ANIMATOR</b> position to develop and coordinate the following activities:</p> <p>A. Multi-media <b>Public Education Campaign:</b>  <b>Seniors transportation challenges</b></p> <ul style="list-style-type: none"> <li>- Outreach &amp; materials to educate IHA, hospital &amp; clinic staff, and medical professionals, and the general public</li> </ul> <p>B. Multi-media <b>Public Education Campaign:</b>  <b>Seniors transportation options</b></p> <ul style="list-style-type: none"> <li>- Reach out to medical professionals and support staff, seniors/community organizations, and general public</li> <li>- Reach out to isolated rural seniors: work in partnership with Seniors Outreach Workers, IH Home &amp; Community Care, other service providers to raise awareness of transportation options</li> <li>- Raise awareness of complementary transportation services such as Grocery Bus programs, delivery services, Kootenay Rideshare, Volunteer Driver Programs (VDP), taxis, Greyhound, and private service providers (in addition to transit)</li> <li>- Raise awareness of community, advocacy, and health promotion groups that provide rides to appointments and events</li> <li>- Promote Kootenay Seniors website as source of transportation info for seniors</li> <li>- Raise awareness of transportation cost assistance programs, subsidies and discounts for seniors, including the Taxi Saver program and discounts offered by Greyhound, Pacific Coast Air, etc.</li> <li>- Include CRA benefits specific to VDPs and use of personal vehicle for medical travel</li> <li>- Facilitate better coordination among transit, community transportation services (e.g. VDPs), ICBC and IHA</li> <li>- Build awareness of programs AND develop tools and programs that will help <b>senior drivers as they age</b> and when they are <b>no longer able to drive</b>: BCAA</li> </ul>	<p>(A) <i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- IHA can make internal policies that improve access</li> <li>- Could be one-time project for a communications consultant OR an existing community org</li> <li>- Will benefit ALL persons experiencing challenges with transportation for medical care/treatment (not just seniors)</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- No cost for policy changes</li> <li>- Staff time required to educate and train medical staff</li> <li>- Funding for campaign (human resources and materials)</li> </ul>
		<p>(B) <i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Reduced pressure on Transit system as seniors with special needs are served by alternate, appropriate programs or services</li> <li>- Encourages community collaboration and partnerships</li> <li>- Many services and resources already exist, simple matter of promotion and education</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Would require additional promotion and marketing periodically to reach new seniors and professionals, and promote new services as they emerge</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- Salary for position</li> <li>- Funding for campaign (human resources and materials)</li> <li>- Increased numbers of seniors accessing services may result in need for additional funding for expanded services</li> </ul>

<p>Senior Driver Toolkit and Seniors Driving Website; STARS Canada Driver Transitioning resources for senior drivers and family members; Transit tutorials; Taxi usage guide and senior-sensitivity information for taxi drivers; Transportation resource directories</p> <ul style="list-style-type: none"> <li>- Hold an annual Seniors' Fair to include all transportation service providers</li> </ul> <p>C. Support the <b>Nelson Transit Community Group</b> (NTCG) to <b>provide transit tours</b> &amp; training on the use of public transit in Nelson &amp; up the North Shore</p> <ul style="list-style-type: none"> <li>- volunteers will conduct tours;</li> <li>- provide funding to develop &amp; produce training tour program, schedule &amp; promotion materials;</li> <li>- develop similar volunteer-led programs throughout the transit region</li> </ul> <p>D. Provide a number of <b>"Free Fare" days</b> each year to promote use of public transit</p> <ul style="list-style-type: none"> <li>- Advertise broadly (part of public education campaign)</li> <li>- Engage local businesses</li> <li>- Link to holidays such as July 1<sup>st</sup> or New Years Eve</li> <li>- Link to events such as Market Fest</li> </ul> <p>E. Develop <b>"Give a Senior a Lift"</b> pamphlet to encourage people to become volunteer drivers AND join Kootenay Rideshare and/or volunteer for a Volunteer Driver Program in their area.</p>	<p><i>(C)Strengths:</i></p> <ul style="list-style-type: none"> <li>- Volunteer led and staffed</li> <li>- Increase ridership and awareness of transit services</li> <li>- funding required only for start-up then primarily volunteer-driven</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Need for continuous volunteer orientation, retention, &amp; recruitment to keep it going</li> <li>- Need for support from Nelson Transit; taking one bus out of the system for ½ day; cost of free fares</li> <li>- May be need for ongoing financial support for community org to program infrastructure and support?</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- One-time funding to develop program &amp; materials, and to print and distribute materials</li> <li>- Cost to waive bus fares for volunteers and tour participants</li> </ul> <p><i>(D) Strengths:</i></p> <ul style="list-style-type: none"> <li>- Promotes public transit use</li> <li>- Promotes tourism</li> <li>- Promotes shopping local</li> <li>- Support local events</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- Lost revenue due to free fares</li> <li>- Very low cost for the benefits incurred</li> <li>- Minimize costs (Nelson Transit) by using only one bus to cover all routes on a 1 hour turn around; second bus could cover surrounding rural area</li> </ul> <p><i>(E) Strengths:</i></p> <ul style="list-style-type: none"> <li>- Builds membership/volunteer base for these community services</li> <li>- Builds awareness of seniors' transportation challenges</li> <li>- Low-cost for potential large benefit</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- Production and distribution of pamphlet</li> </ul>
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2	<p>Have transit <b>bus passes</b> available at multiple locations cities and towns throughout Transit region</p> <ul style="list-style-type: none"> <li>- Include business frequented by seniors</li> <li>- Include town halls, libraries, community centres, grocery stores, etc.</li> <li>- Encourage the participation of local businesses</li> </ul>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Extension of existing service</li> <li>- Could be role for Transit Animator</li> <li>- Increased ridership</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Businesses may expect compensation for selling tickets</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- Cost of promotion and signage for the businesses</li> </ul>
3	<p>Re-write the <b>BC Transit guide</b> for the Region to make it more accessible to seniors</p> <ul style="list-style-type: none"> <li>- Have a focus group of seniors review the existing transit guide for barriers and review the new guide before it is published</li> <li>- New guide could include information on income tax deductions and Taxi Saver vouchers</li> <li>- Also include Kootenay Seniors website for info on complementary transportation services</li> </ul>	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Enhancement of existing resource</li> <li>- Could be role for Transit Animator</li> <li>- Increased ridership as more seniors are able to understand transit system and schedules</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Difficult to simplify guide for complex system</li> </ul> <p><i>Cost:</i></p> <ul style="list-style-type: none"> <li>- BC Transit may have some funding to help in this project</li> </ul>
4	<p><b>ICBC</b> should provide list of transportation alternatives to seniors who unsuccessfully complete driving exams; also provide Kootenay Seniors website address</p>	<p><i>Strength:</i></p> <ul style="list-style-type: none"> <li>- Reduce seniors' stress at loss of driving privileges</li> <li>- Help seniors transition to life after driving</li> </ul> <p><i>Challenge:</i></p> <ul style="list-style-type: none"> <li>- Keeping current information on hand as community programs change</li> </ul>

## Appendix E

RECOMMENDATIONS			
PARKING LOT RESULTS OF DOTOOCRACY ACTIVITY			
#	Recommendation	# of Dots	Strengths/Challenges/Cost
#1	<p>Explore benefits of software and other <b>resources available for Volunteer Driver Programs</b></p> <p>Funding for <b>Volunteer Driver Programs</b> (VDPs) should be adequate to <b>provide transportation to seniors for social and recreational</b> purposes</p>	27	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Enhancement to existing service</li> <li>- Streamlined, coordinated VDP services throughout region</li> <li>- Resources available on STARS website</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Transition from current registration and booking procedures</li> <li>- Require individual orgs to use same system</li> <li>- Initial cost of software purchase</li> </ul> <p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Proven benefit of social inclusion to seniors' health outcomes</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Increased expenses for VDP</li> <li>- Additional program funding</li> <li>- Cost may be mitigated by improved transit access for seniors, reducing demand on VDPs, freeing up resources for social/recreational trips</li> </ul>
#2	<p>Recognizing the specific transportation challenges of seniors living in isolated rural areas, community/seniors organizations' should develop or enhance <b>rural outreach programs</b></p>	26	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Enhancement to existing service</li> <li>- Will reduce isolation among rural seniors</li> <li>- Build on strengths of existing organizations and programs</li> <li>- Supports existing services, enabling them to serve more seniors, including low-income seniors and seniors not able to use transit</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Requires ongoing funder commitment</li> <li>- Increased/ongoing funding to community/seniors organizations</li> </ul>

#3	Seniors community and recreational programs should coordinate the hours they are offered with availability of transit/transportation	22	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Increased participation by seniors</li> <li>- Seniors health outcomes are improved by access to social and recreational activities</li> </ul>
#4	<p><b>Purchase one bus with a bathroom</b> on board to be incorporated into regional transit service</p> <ul style="list-style-type: none"> <li>- Explore option of offering this bus twice monthly to <b>Kelowna</b> (KGH) and once monthly to <b>Vancouver</b> (multiple hospitals)</li> <li>- Possible coordinate with a hotels offering reduced room rates for out-of-town hospital patients; identify an appropriate hotel near each major health centre</li> <li>- Offer affordable fares and/or with subsidies available for low-income seniors/patients with mobility/transportation challenges (see relevant Northern Health Authority program)</li> </ul> <p>Explore potential for Nelson &amp; Area <b>pilot similar to the Age Friendly Newfoundland &amp; Labrador Transportation Project</b></p> <ul style="list-style-type: none"> <li>- partnership between provincial government and local community organizations (e.g. Red Cross, Seniors Resource Centre)</li> <li>- Wheelchair accessible vehicles range from 7-passenger van to 24-passenger bus</li> <li>- On-demand service and fixed-route services</li> <li>- Fee for service, some sliding scale</li> <li>- Combination of volunteer and paid drivers</li> <li>- 3-year pilot begun in 2012; \$100,000 per organization; funded by Government of Nfld &amp; Labrador; some vehicles</li> </ul>	21	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Enhancement (new equipment) to existing service</li> <li>- Addresses seniors need for bathroom access on long trips</li> <li>- No changes to existing transit schedule or addition of new program</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Seniors needing this bus would have to schedule medical trips around its availability</li> <li>- Cost of bus purchase</li> </ul> <p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Pilot project can respond to local needs, fill specific gaps</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Cost of pilot project</li> <li>- Sustainability of a new program</li> </ul>
#5	<b>Facilitate partnerships</b> among <b>area transportation services</b> (including Hope Air, Air Canada, Pacific Coastal Airlines, Greyhound and Queen City Shuttle) to reduce costs for seniors needing <b>travel to Kelowna or Vancouver</b> for medical treatment.	16	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Could be role for Transit Animator</li> <li>- Complements Medi-DART to ensure all seniors are able to access out of town medical care within the province</li> <li>- In other BC communities and in other provinces, related services partner to provide reduced-cost medical trips</li> </ul>

#6	<p>The <b>City of Nelson</b> work with <b>Kootenay Rideshare and Kootenay Carshare Co-operative</b> to highlight Nelson and area's eco-friendly transportation alternatives, including a sign (or signs) located on the highway(s) leading into Nelson</p> <p>A. Provide funding support to <b>Kootenay Rideshare</b> that will enable them to <b>reach out</b> to community organizations and seniors groups, to orient them to the seniors benefits of ridesharing, provide training session on how to use the website "trip booking" function, and other marketing activities</p> <ul style="list-style-type: none"> <li>- could be a partnership with a seniors organization</li> </ul> <p>B. In recognition of <b>seniors' safety</b> concerns, <b>Kootenay Rideshare</b> should add to their website a ratings system for drivers and/or a "post a recommendation" section enabling riders to recommend a driver to other seniors</p>	14	<p><b>Strengths:</b></p> <ul style="list-style-type: none"> <li>- New partnership, supports existing programs</li> <li>- Kootenay Rideshare has a relationship with Fiona Galbraith, City Corporate Emissions Manager</li> <li>- Partnering with the City might give access to Green Municipal funds from FCM</li> <li>- City can help with getting permissions needed from the Ministry of Transportation</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>- Requires cooperation among multiple sectors, institutions</li> <li>- Cost of sign production, installation</li> </ul> <p><b>(A) Strengths:</b></p> <ul style="list-style-type: none"> <li>- volunteer-run organizations</li> <li>- encourages partnerships among community organizations, resource sharing</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>- safety concerns for seniors accepting rides from stranger who have not been vetted by a social agency</li> <li>- Minimal cost when compared with VDPs</li> </ul>
#7	<p>Strongly encourage City of Nelson <i>Transit and West Kootenay Regional Transit</i> (added at event) to bring back <b>Sunday transit service and potentially statutory holiday service.</b></p>	10	<p><b>Strengths:</b></p> <ul style="list-style-type: none"> <li>- Helps seniors attend faith services and social events</li> <li>- Encourages seniors to use transit, increases ridership</li> <li>- Encourages shopping local and Sunday shopping, site-seeing, etc.</li> <li>- Evidence suggests that the better the transit service offered, the higher the ridership and revenue</li> <li>- Need is supported by Nelson Community Transit Group 2011 Study</li> </ul> <p><b>Challenges :</b></p> <ul style="list-style-type: none"> <li>- Cost of service (an increase in property taxes of less than \$5 per year would provide City of Nelson with revenue to cover cost of Sunday service)</li> <li>- Could also mitigate cost of Sunday service by having Sunday fares payable by cash or day tickets only (no monthly or annual passes)</li> </ul>
#8	<p>Encourage <b>local businesses</b> throughout region to <b>provide discounts</b> to seniors who use public transit, to a maximum of cost of transit fare</p> <ul style="list-style-type: none"> <li>- Business could ask to see ticket; if senior used bus</li> </ul>	9	<p><b>Strengths:</b></p> <ul style="list-style-type: none"> <li>- Could be role for Transit Animator</li> <li>- Policy change to existing businesses</li> <li>- Encourages shopping local</li> </ul>

	<p>pass, they could ask bus driver for a transfer and show that at participating business</p> <ul style="list-style-type: none"> <li>- Discount could be in the form of <b>“Bus Bucks”</b> each transfer good for just one quantity of Bus Bucks</li> <li>- Participating businesses would receive a sticker for their window, identifying them as a “senior-friendly” or “Age Friendly” business</li> <li>- Could be partnership between local transit and businesses throughout region</li> <li>- Collaborate with Chambers of Commerce and Downtown Business Association to endorse and promote</li> </ul>		<ul style="list-style-type: none"> <li>- Encourages seniors to use transit, increases ridership</li> <li>- Adds to identity of participating community as “Age Friendly”</li> <li>- Small cost to business in return for increased business, customer loyalty</li> <li>- Role for Transit Animator</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Engaging local business to participate</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Cost of discount to business (balanced by increased revenues due to increase in senior shoppers)</li> </ul>
#9	<p>Support local community organizations in each municipal centre in the regional to develop <b>“Snow Angels”</b> programs</p> <ul style="list-style-type: none"> <li>- To provide volunteers to help with snow removal for seniors (and other residents) who are unable to clear the snow from their sidewalks and those in front of their homes</li> <li>- Could be a social enterprise, providing low-cost or sliding scale snow removal services</li> <li>- An existing organization could set up an on-call service with paid workers or volunteers to respond to calls</li> <li>- Volunteers could be provided with a bus pass to get to homes requiring service</li> </ul> <p>- Create a <b>map</b>, (online, printable PDF) that identifies eligible senior’s residences so that interested people could find seniors close to their homes and be able to shovel for them</p> <p>- Create a “Snow Angel” <b>sign</b> for eligible senior’s residences so volunteers can easily identify walks that need shoveling</p>	6	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- New program within existing community organization(s)</li> <li>- Provides for safe walking conditions during the winter months</li> <li>- Use of volunteer resources reduces program costs</li> <li>- Builds partnerships among community organizations</li> <li>- Kootenay Seniors Service Provider Group may be interested in developing</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Ongoing funding to keep community programs going</li> <li>- Safety issue with posting online the locations of vulnerable seniors</li> <li>- Cost of bus passes</li> <li>- Requires some program funding</li> <li>- Cost of sign production and installation</li> </ul>
#10	<p>Promote <b>Kootenay Carshare</b> vehicle donation &amp; family membership/assisted driver programs as a transportation alternative for seniors who are no longer</p>	6	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Programs already exist</li> </ul>

	<p>able to drive their own vehicle</p> <p>Promote BC Scrap-It program (donate old vehicles for \$ towards a carshare program)</p>		
#11	<p><b>Snow removal bylaws</b> for residents and businesses should be more diligently enforced</p> <p>All municipalities within the transit region should provide improved sidewalk <b>snow removal</b> on all transit routes</p> <ul style="list-style-type: none"> <li>- Snow removal after each fresh snow fall should be timed to begin before the start of each bus route schedule</li> <li>- Snow removal should also occur at other times throughout days of heavy snowfall</li> </ul> <p>Develop a reporting process, i.e. report a sidewalk on your street that is constantly left covered in snow and/or ice</p>	6	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Enhances an existing service</li> <li>- Provides safe walking conditions for seniors during the winter months</li> <li>- Increase ridership due to better senior safety</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Salary costs for increased hours for bylaw enforcement officers</li> <li>- Cost of implementing reporting process</li> <li>- Additional cost for snow removal workers (could be mitigated by enforcement of snow removal bylaw)</li> </ul>
#12	<p>Expand <b>Nelson Grocery Bus</b> program and other delivery services to reach isolated rural seniors</p>	6	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Expansion of existing programs</li> <li>- Enables seniors to remain in their own homes longer</li> <li>- Fits with recommendation for increased outreach to isolated rural seniors</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- Requires new and ongoing funding commitment</li> </ul>
#13	<p>Transit <b>1-855 line must be adequately staffed</b> to ensure calls are answered by a staff person (as opposed to voice message) as often as possible</p> <ul style="list-style-type: none"> <li>- Ensure voice mails are returned promptly</li> <li>- HandyDart and Paratransit should be first options offered among recorded prompts</li> </ul>	1	<p><i>Strengths:</i></p> <ul style="list-style-type: none"> <li>- Policy change to existing service</li> <li>- Accommodates seniors with cognitive issues who are easily confused by recorded messages with multiple prompts</li> <li>- Encourages seniors to use transit</li> </ul> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>- May require increased staffing</li> <li>- Increased salary expenses if increased staffing required</li> </ul>

## Appendix F

### Transportation Research Highlights

Presentation on June 23, 2014

Prepared by Helen Lutz

#### Bracing for the Baby Boomers: Projecting the impact on existing services

Between 2011 and 2031, all members of the baby boom generation—Canada’s largest ever birth cohort (born between 1946 and 1964)—will turn 65. In 2011, an estimated 5.0 million Canadians were 65 years of age or older, a number that is expected to double in the next 25 years to reach 10.4 million seniors by 2036. By 2051, about one in four Canadians is expected to be 65 or over. Most seniors in the older age groups are women. Baby boomers make up 27% of the Canadian population. What are they like?

- They grew up feeling secure and stable which left room for exploration and protest
- They benefitted from easier access to educational, financial and social opportunities
- They came of age during some of the greatest social changes in North America (i.e. the Women’s Movement, the Cold War, the Vietnam War, the birth control pill, the Hippie sub-culture, and the Civil Rights Movement)
- They value idealism, youth, personal gratification, material wealth, health and wellness, individual choice and community involvement
- They are hard working and are adaptive, collaborative, confident and work well in teams
- They are the first generation to experience a dramatic rise in divorce rates
- They are healthier than their parents were at the same age. Boomers have a health status more similar to that of adults younger than age 65.

It is prudent for all levels of government to collaborate with community efforts to pro-actively plan for the baby boom impact. **Health service impacts** will include greater demands for the following:

- |                               |                                     |
|-------------------------------|-------------------------------------|
| • Family Physicians           | • Prevention and Screening programs |
| • Primary Health Care         | • Home Care                         |
| • Pharmacy                    | • Palliative Care                   |
| • Specialist Medical Services | • Dental Care                       |

**Community-based services** will also face increased demand, including:

- |                             |                               |
|-----------------------------|-------------------------------|
| • Transportation            | • Housing                     |
| • Supports with daily tasks | • Employment and work support |
| • Caregiver support         |                               |

## Transportation Solutions for Rural Seniors:

**Rural Transportation Challenges:** A number of challenges impact rural seniors' ability to get around. These include:

- Rural geography
- Reliance on personal vehicles
- Regionalization
- Fewer volunteers
- Costs
- Accessibility

If left without solutions, these issues result in some seniors facing higher risks of social exclusion which impacts health and overall well-being.

### **Elements of Success:**

With the lead of the Beverly Foundation in the US, planning for community-based seniors' transportation has been simplified down to the 5A's:

- Availability
- Acceptability
- Accessibility
- Adaptability
- Affordability
- Support for senior drivers

### **Promising Models for Rural Transportation:**

- Informal support networks
- Volunteer Driver Programs
- Rural Transit Partnership

### **Conclusion:**

Transportation in rural areas is challenging to provide, but it is not impossible. Transportation planners and advocates are urging governments and all types of community organizations to take steps that support **innovating thinking and collaboration**.



**Selected Recommendations:**

- Support seniors in taking advantage of as many cost saving benefits as possible.
- Communicate with seniors about transportation options in ways that work best for them.
- Raise awareness of senior drivers' safety programs and encourage seniors who no longer drive to invest money into a "mobility" account for their future transportation needs.
- Though non-emergency medical transportation to appointments is crucial for rural seniors, recognize that transportation to social outings is very good for well-being.
- Increase public awareness about seniors' transportation and the risks of social isolation. Offer tangible ways for neighbours to get involved in helping their seniors.
- With growing numbers of seniors remaining in the workforce, encourage employers to provide transportation to work places that are out of town.
- Implement "Transit Training" workshops for seniors and people with disabilities.
- Determine whether safety and security are issues for seniors using public transportation in the West Kootenay region, and if so develop strategies to support solutions.
- Make sure transit staff and volunteer drivers have seniors' "sensitivity training".
- Make sure that seniors have drivers' sensitivity training and understand the true cost of operating a vehicle.
- Ensure that seniors' priority seating on buses is respected and enforced.
- Undertake annual seniors' transit surveys to support continuous service improvement.
- Take advantage of the tools and resources available to help communities improve their local and regional transportation systems.

**NOTES:**