

Recommendations for System Improvements

escorted service is good for seniors, some confused & need this help

re: doing away with the Senior ID: for seniors not driving, getting to a site to purchase a Smartcard is difficult

simplification & education

escorted transportation

informing people about their options & eligibility

for providers, it is expensive to offer transportation

some means to assure that people get to medical appointments

physician appreciation of transportation - scheduling patients so there can be a grouping by area / riding together

volunteers pay for their own gas or parking

more volunteer services

need is dramatic, even combining all of the options doesn't begin to address it

adequate information about possibility/options not being provided

need to advertise options better

better coordination among existing services

volunteers are often elderly themselves & there is not a lot of new interest/hard to find people

need an in-between option for the middle class who are looking for convenience and on-time pick up

make transportation part of the services that government provides/put it under Medicaid Medicare

County/government fill in between Metro Access & more expensive services that provide extra amenities

Travel Train seniors to use public transportation

Expand Ride On routes' frequency during the day

Review Ride On routes to medical facilities and hospitals

Expand bus shelters and benches at bus stops

Research better transportation models that work

Arrange for transport for people who cannot do this for themselves

MISCELLANEOUS COMMENTS

liability insurance did not seem to be a big issue for volunteers

gas prices did not seem to be a big issue. In some situations rider is reimbursing volunteer for gas

some volunteers take children with them with permission from the rider to allow more service time

many seniors are the ones who are volunteering and as they get older & more frail themselves they aren't being replaced by new volunteers because recruitment is harder

drivers are trained by a nurse

liability issues are of concern for some volunteers as well as gas prices