

# The Transition from Driver to Passenger and the Role of Senior-Friendly Transportation Options



**Nina M. Silverstein**, University of Massachusetts Boston

**Jana Hunkler**, Berkshire Community Action Council/BerkshireRides

**Helen Kerschner**, National Volunteer Transportation Center,  
Community Transportation Association of America

**William Henry**, Volunteers Insurance Association, Inc.

**Noah Berger**, Federal Transit Administration

# Starting Point Today

- Most older drivers are safe drivers.
- It is not about age— it is about medical conditions that impact critical driving skills.
- Most older adults in the USA get around their communities as drivers in their own passenger vehicles..
- Female non drivers outnumber male non drivers three to one
- Driving cessation is associated with:
  - ▶ Increased social isolation
  - ▶ Increased symptoms of depression
  - ▶ Accelerated health declines



# Travel Mode by People 65+

- After driving or being a passenger in a personal vehicle, more people are walking – 8.8% of all trips
  - ▶ For older people, 64% of pedestrian fatalities in 2009 occurred at non-intersection locations
- Where public transit exists, transit use is up 40% between 2001-2009– about 23% for non-drivers and 13% for drivers.
  - ▶ Still accounts for just 2.2% of all trips
- Bicycle accounted for 0.4% of all trips (2004 NHTS data)
- Taxi accounts for 0.2% of all trips

**Source:** Lynott, J., & Figueiredo, C. (2011). Highlights from the 2009 National Household Travel Survey. AARP Public Policy Institute, Washington, DC

# Concern for Isolation

“Of all older non-drivers, 54% do not leave their home on a given day, while only 17% of drivers stay home.”

**Source:** Bailey, L. (2004) Aging Americans: Stranded without Options. Surface Transportation Project.

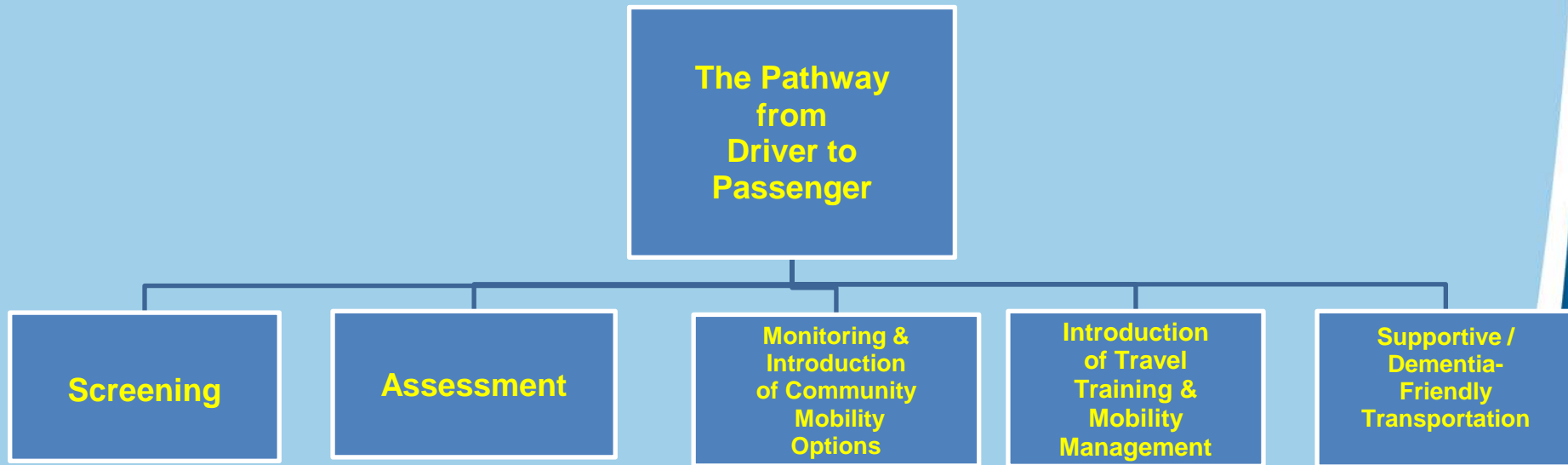
# Driving Expectancy is Significantly Less than Life Expectancy

- ▶ In the USA, Men outlive their ability to drive safely by 6 years; women outlive their ability to drive safely by 10 years.
  - ▶ More than 600,000 people age 70+ stop driving each year
- ▶ We all should be planning for our non-driving years!

**Source:** Foley, Heimovitz, Guralnik, & Brock. (2002). Driving life expectancy of persons age 70 and older in the U.S. *American Journal of Public Health* 92(8):1284-1288.

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# Community Mobility Continuum



Consider: → → → →  
when to Refer, when to Rehab, when to Relearn, when to Recommend,  
when to Reassure

The ultimate outcome is mobility—  
and if driving cessation is recommended,  
then other mobility options must be  
explored, created, and mastered.

Thank you!



[Nina.silverstein@umb.edu](mailto:Nina.silverstein@umb.edu)

# Travel Instruction

Creating independence, one ride at a time.



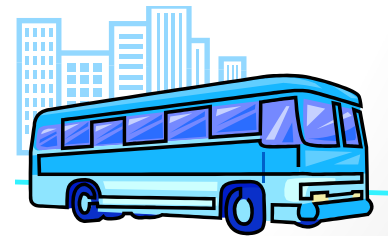
# BerkshireRides Mobility Management

*a program of BCAC*

- Employment Transportation
- Community Fleet
- I/R
- **Travel Instruction**

# What is Travel Instruction?

- The focus of travel training is to teach individuals how to travel safely and independently in the community, using public transportation.
- The purpose of travel training is the provision of instructional services and supports to persons with disabilities, seniors, and other individuals who need assistance to use transportation independently.



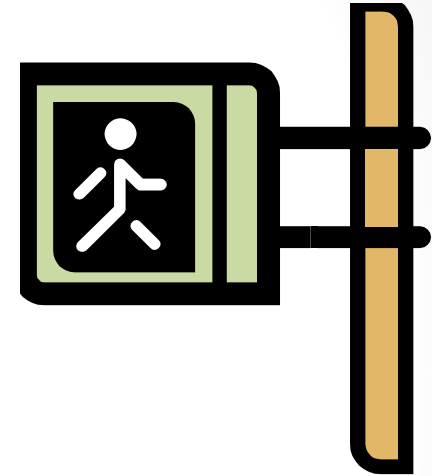
# Who can benefit from TI?

- Persons with disabilities
- High school students
- **Seniors**



# What do we talk about in the classroom?

- Street crossing
- Interacting with strangers
- Being prepared for unexpected circumstances
- What to do if lost
- Self advocacy



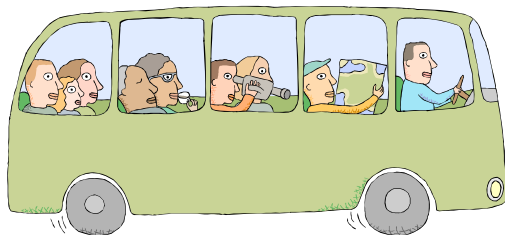
# What's next?

- Trip planning
- Rules to follow while on the bus
- Stranger Danger



# Riding the bus

- Using fare box
- Recognizing landmarks
- Seating
- Stop signal
- Safety
- Personal possessions





## Sarah Jane B.

- Non Driver
- Husband Passed
- Isolation
- Volunteer Opportunity @ Elementary School

- **Group Training - Council on Aging**

- 1.5 hr classroom/system orientation
- 5 seniors/3 staff
- “Bus Buddies”
- Lunch Club

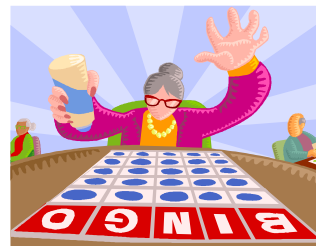


- **NEXT UP - A Matter of Balance**
  - Partner with YMCA



# The possibilities are endless...

- Grocery Store
- Library
- Hairdresser
- Doctors Appointments
- Bank
- Visits to Family or Friends
- Mall
- Social Gatherings



Jana Hunkler, M Ed, CCTM  
Program Manager, Transportation Division  
Berkshire Community Action Council  
[jhunkler@bcacinc.org](mailto:jhunkler@bcacinc.org)



# Transportation & Older Adults

## *The Volunteer Driver Program Option*

*Helen Kerschner  
(2015)*

*National Volunteer  
Transportation Center  
Located in Albuquerque, NM  
and  
Washington, DC*

### *Mission*

***To support and sustain the  
development of existing and new  
volunteer transportation programs by  
providing technical assistance,  
education, information and other  
services.***



# Time To Give Up The Keys?



# There May Be A Family Of Options



# Volunteer Programs: A Practical Solution

## Senior Challenges



## Destination Solutions



## Assistance Solutions



## Low Risk

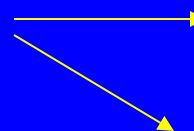
## Low Cost



**WE ARE CHEAPER**



*From*



*"The Hope of The Future"*

# Volunteer Driver Programs

...706

...18

...64% and 30%

...5,000,000

...55,000

...50,000

...60,000,000

...6,000,000

...1,402,497,000

706

## Number in NVTC Database

Identified in STAR Award Applications

Located in almost every state

Fill the transportation gaps

Available in urban, suburban, and rural areas

Sited on a Map of Volunteer Driver Programs

*"When is your next STAR Award Application?"*



# Years in Operation

Sleighs and Wagons

Sustainability

Flexibility

Community support

Low cost services

*"We don't have much \$\$\$ but we  
have big hearts."*

**64% & 30%**

## Budget Ranges

64% Less than \$100,000

30% \$100,000 - \$500,000

Low and no cost rides

Volunteer drivers

Volunteer vehicles

*"We have Government Grants  
& organize Chicken Dinners"*

**5,000,000**

## Passengers

High % age 75+

High % no longer drive

High% need assistance

Destinations vary

Socialization is a plus

*"I couldn't stay in my home  
without the program."*

55,000

## Drivers

93% provide door-to-door

89% drive to help others

54% driving 50+ years

30% serve more than 7 years

Challenges:

*incontinence, dementia, assistive devices*

*"I read Stories from the Road."*

**50,000**

## Vehicles

Volunteer owned

(Some are program owned)

Automobiles & some vans

Mileage reimbursement (14 & 57.7)

Require insurance coverage

*"Insurance is based on miles driven  
not on passengers."*

**60,000,000**

## Miles Driven

Many destinations

Short & long distance trips

Frequently cross jurisdictions

Often include trip chaining

Costly when drivers are paid

*"We take Myrtle to dialysis  
3 times a week."*

**6,000,000**

## Volunteer Hours

Contributions from volunteer drivers

Most during weekdays

55% 1-5 - 6% 20+ years

Recruitment major challenge

Results in a "twofer"

*"I'm not a mere chauffeur but also a friend to my passenger."*

**1,402,797,000**

Actually \$1,402,797,000

Volunteers drivers contribute twice  
Dollar value of volunteer hours  
Independent Sector & Corp. Nat Service  
2013 (\$22.55)  
States vary (Arkansas \$18.23; DC \$38.69)

*"Volunteers aren't worthless...  
they're priceless."*



# Passenger Friendliness is Critical

## *The Five A's*

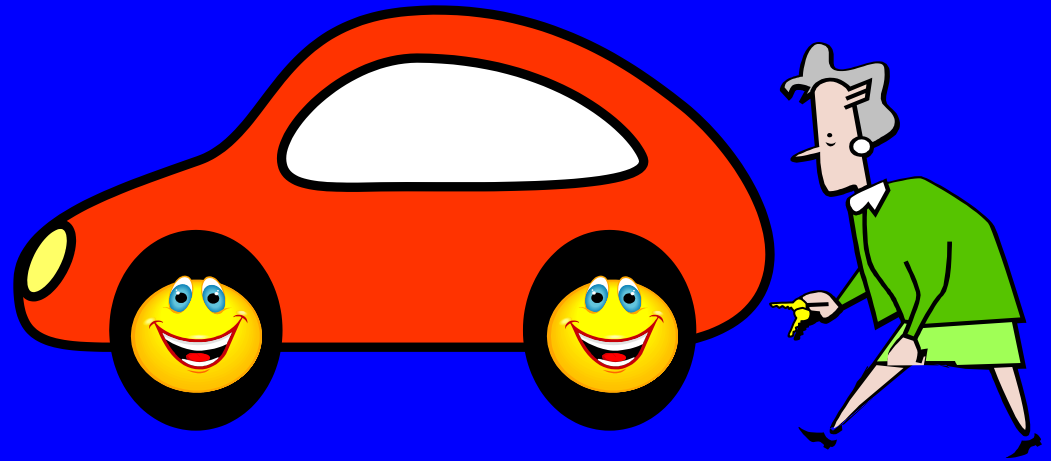
availability

accessibility

acceptability

adaptability

affordability



Try Calculating Passenger Friendliness

# Review

## 706 Programs in NVTC Data Set\*

Years ...18

Budget ...64% and 30%

Passengers...5,000,000

Drivers...55,000

Vehicles...50,000

Miles...60,000,000

Hours...6,000,000

\$\$ Value...\$1,402,497,000

and

5A's of Passenger Friendliness

*\*Estimate Based On 2014 STAR Award Results*

# Special Thanks!



National Volunteer  
Transportation Center

CTAA



*Ride Connection*

*CIMA (Volunteers Insurance Service)*

*The AlterNet Ways Company*

U Mass Boston





*Risk management in volunteer-based  
transportation*

UMass Boston  
Older Driver Safety Summit  
June 16, 2015

*Coverage for good.®*

# Deconstructing the “L” word

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- Yes, liability is a risk in volunteer-based transportation programs.
- The good news is that it is manageable.



# Kinds of accidents

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- On the road – Accidents at intersections are the most common type of vehicle claim in the Volunteers Insurance Service program.
- Not all vehicle accidents occur in traffic.



# Why a risk management system is worthwhile

- Vehicle accidents are a distraction, at the very least.
- If the sponsoring organization does not address its foreseeable risks, it is putting its reputation and its mission in jeopardy.
- Risk management has several interlocking parts --risk identification, driver selection and training, supervision, accountability, accident response, and the right insurance.
- The good news – it's doable!



# What to do

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- Make sure everyone knows safety is a top priority.
- Obtain motor vehicle records, proof of insurance, and current safety inspection certificate annually for all drivers.
- Consider criminal background check, drug testing.
- Apply safety training, continually.
- What are the client's special needs? Train the driver.
- Hold volunteers accountable.
- Dig into the "what-if" scenarios...the importance of communication
- If there is an accident, take advantage of lessons learned.





# Insurance

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- The myth of volunteer immunity
- Drivers often have low limits – consider excess auto liability insurance for your volunteers.
- Being a volunteer driver does NOT affect the personal auto policy!
- For the organization itself – “nonowned and hired” auto policy



## Handouts for today's session

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- “Preventer Papers” -- One-page and two-page documents on how to prevent common accidents
- Contact William Henry at 800.222.8920, or [whenry@cimaworld.com](mailto:whenry@cimaworld.com). I will email you the Preventer Papers you select.
- Motor Vehicle Record acceptability checklist
- “Where are you now?” – Volunteer risk management questionnaire





William Henry

800.222.8920

[whenry@cimaworld.com](mailto:whenry@cimaworld.com)

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