

Building a Sustainable Assisted Transportation Service: Promising Practices

The Edmonton Seniors Coordinating Council led a project to explore how best to build sustainable assisted transportation service capacity in Edmonton. Our goal was to gain a systems-level understanding of current transportation needs, demands, and capacity of organizations to respond.

Progress made in Edmonton's assisted transportation environment during this project suggests promising practices for the future.



Value of collaboration

Working more closely together holds promise as a way to share best practices and to address systemic issues that are limiting capacity in assisted transportation services. Collaboration and partnering need sustained support, as these efforts require much time and effort.

A platform for connecting has been created by the Medically At Risk Driver Centre with help from the Edmonton Seniors Coordinating Council. The Assisted Transportation Network (ATN) of Alberta community of practice can be accessed at www.assistedtransportationnetwork.ca



Involvement required

Sustaining the new community of practice will require ongoing support and effort by a cross section of stakeholders. ATN Alberta allows solution-seeking individuals to share knowledge and to build synergies. Participants will have the opportunity to learn, network, and collaborate through webinars and events designed to address common challenges and barriers to success.



Support for operations

Collaborative approaches can expand the number of seniors receiving assisted transportation.



User subsidies

For low-income seniors, having a subsidy to help pay for assisted rides makes a big difference in quality of life.



Engagement

A broad range of stakeholders reinforced the importance of being intentional about engaging closely with the sector.



Promotion

Getting the word out about assisted transportation services is key. Word of mouth continues to be a very effective method amongst older adults. The report outlines several cost-effective avenues for doing this.

Read the complete report [Building a Sustainable Assisted Transportation Service: A Collaborative Approach](#)