

Building a Sustainable Assisted Transportation Service: What we Learned

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.

From conversations with service providers and stakeholders, we offer the following lessons learned regarding assisted transportation for seniors in Edmonton.



Assistance needed

Mass transit solutions are not enough to meet the needs of those who require assisted transportation.



Lack of core funding

The lack of dedicated operational funding is compromising the sustainability of assisted transportation services and putting Alberta's most vulnerable, mobility challenged seniors at greater risk of isolation and poor quality of life.



Capacity capped

Demand for assisted transportation services is outstripping capacity, yet few existing providers see a way to expand under current conditions.



Priority shift overdue

Given its vital importance, assisted transportation deserves focus alongside health care, housing and other basic needs in priorities and budgets.



Licensing questions

Clarification is needed regarding license requirements for assisted transportation service providers and volunteer drivers.



Subsidies for seniors

Many low-income seniors cannot pay even a modest fee for rides. Assisted transportation subsidies would help close the gap between cost and ability to pay.



Potential partners

Providers of housing and other services for seniors are uniquely positioned to assess seniors' transportation needs and serve as hubs for information, referral and access to subsidies.



Collaboration requires support

Collaborating takes significant time and effort. Assisted transportation services providers cannot afford to participate in a collaboration unless there is facilitative support and there is incentive to collaborate.

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