Transportation

logistics  route  vehicle  gas  roads

independence  connection  community  options
being together  vitality  opportunity

Transportation Needs Identified
• Transportation Needs Identified
• Our Solution – ITNTwinCities – Volunteer Driver Program
• Significant Barriers and How We Addressed Them
• Current Status of ITNTwinCities

Transportation Needs Identified
Where do you live?
Where do you want to go?
What time of day do you want to go?
Weekday or weekend?
What is your reason for going?
Is assistance needed? If so, what type?
Do you have any special needs?
Can you wait for a pick up?
What type of vehicle do you need?
Transportation Needs Identified

**Trish’s Father**

*Research: identifying gaps and needs*
- Conversations with organizations providing transportation to older adults
- Surveys and focus groups
- Feasibility study

Lacking options outside of regular business hours
Lacking personalized options

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**Our Solution - ITNTwinCities**

*Become an ITNAmerica affiliate*
- Started in Portland, ME over 20 years ago
- Network of 27 communities sharing knowledge & experience from across the country
- Emphasis on research, effective and efficient operations, member satisfaction

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**Our Solution – ITNTwinCities**

*Consumer oriented*
- 24/7 service; 365 days per year
- Schedule a ride for any purpose; ride alone or share a ride
- Door-to-door service and assistance with packages
- Friendly volunteer drivers in private automobiles

*Shared centralized technology*
- ITN Rides software to manage scheduling and operations

*Sustainable*
- Supported by private rather than public resources - membership fees, fares and voluntary local support
Significant Barriers & How We Address Them

Taxi ordinances
Many cities have taxi ordinances that would prohibit ITNTwinCities from operating based on our shared-cost model

Contacted cities
• Edina
• Brooklyn Center
• Minneapolis

Significant Barriers & How We Address Them

Insurance of volunteer driver
Personal insurance policies in MN have an exclusion if the vehicle is being used to carry a person for a charge.
This means that if a driver is reimbursed in any way (mileage) or the rider pays for the ride (whether to the driver directly or to a 3rd party) an insurance claim could be denied.

Connected with:
• Legislators
• MAAA
• MCOTA

Current Status of ITNTwinCities

• Serving adults 60 and over and adults with visual impairment
• Providing rides throughout the Twin Cities metro to residents of Brooklyn Center, Brooklyn Park, Crystal, Edina, Hopkins, New Hope, Osseo, Robbinsdale, and St Louis Park
• Not requiring a fee to ride
• Seeking gap funding to make up for loss of revenue
• Working to change legislation
Connect neighbors
Build community
Value dignity and independence

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Wish List:
- Volunteer Drivers
- Corporate Sponsors
- Board Members
- Donors
- Partnerships