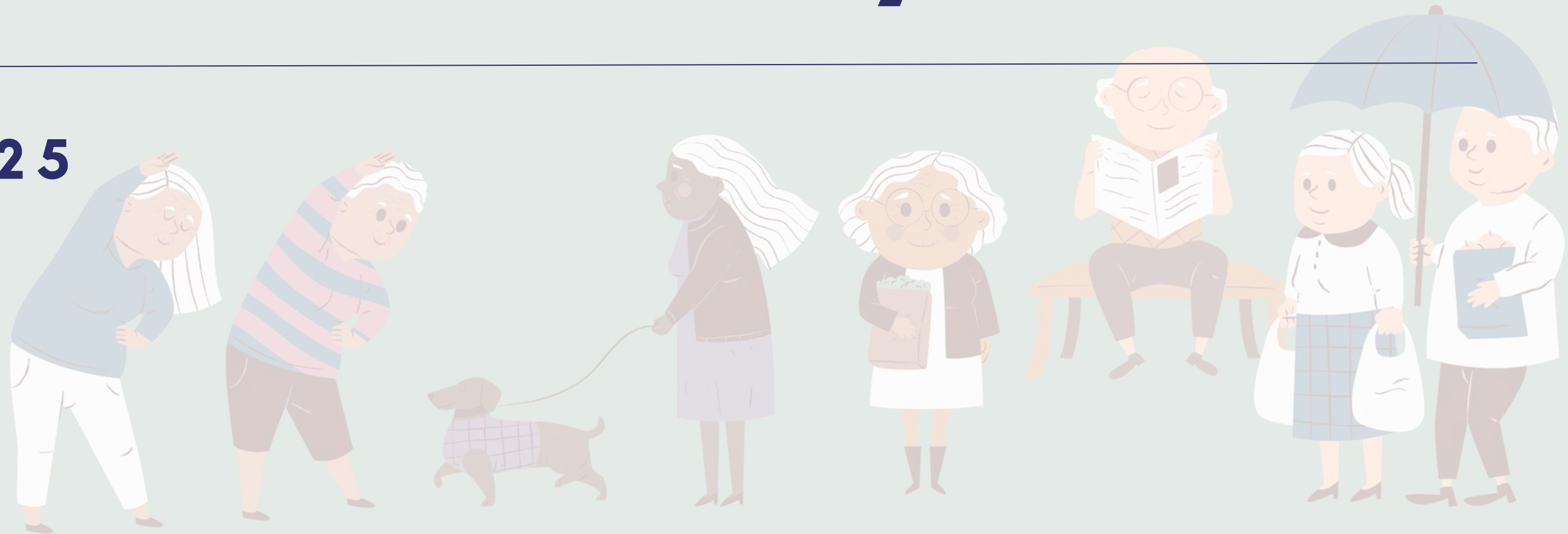




Seniors Working Group Transportation Survey

MARCH 12, 2025



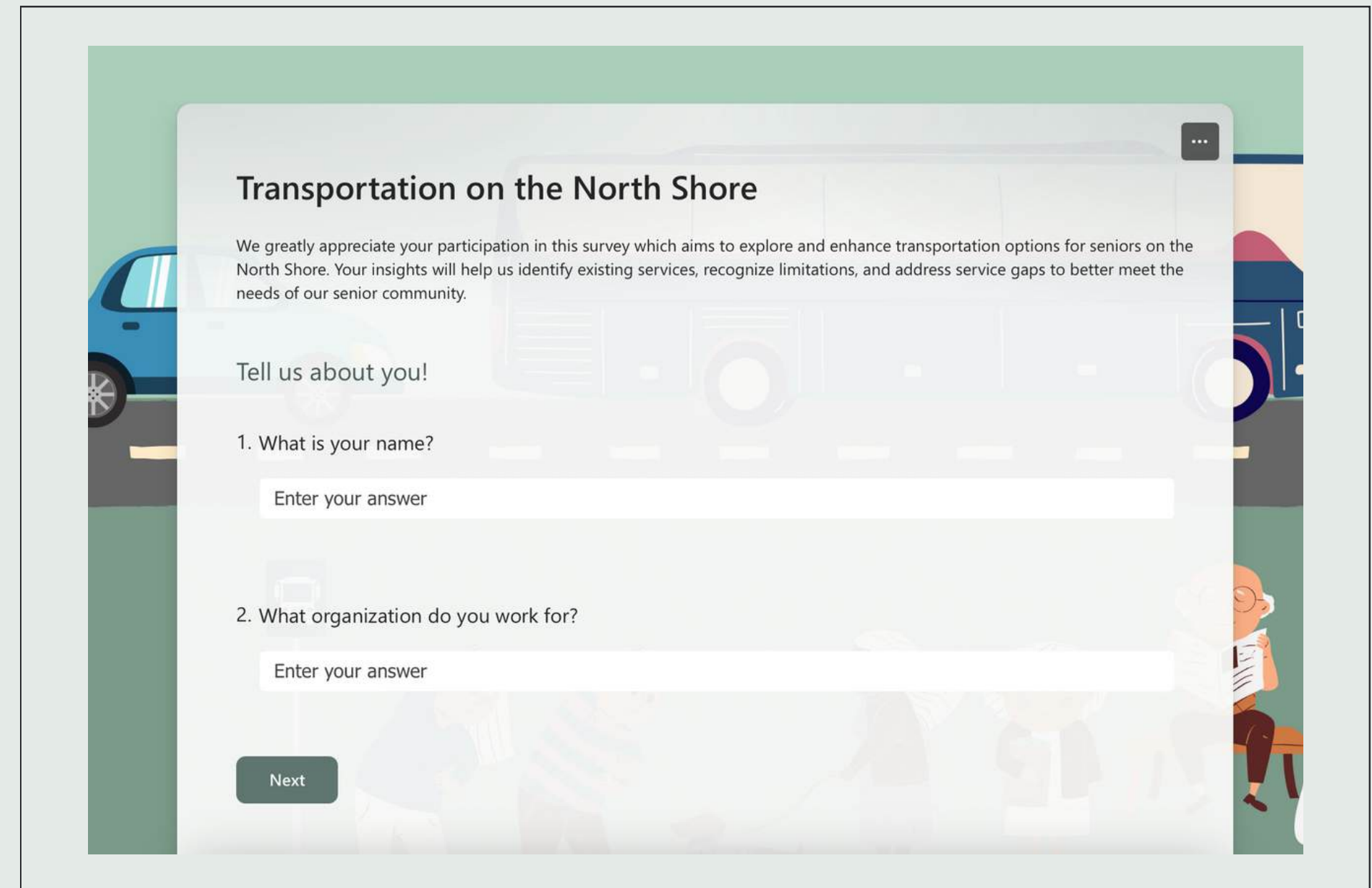
NORTH SHORE TRANSPORTATION SURVEY

Purpose: *explore & enhance transportation options for seniors on the North Shore.*

1. Identify existing services
2. Recognize limitations
3. Address service gaps

Reach:

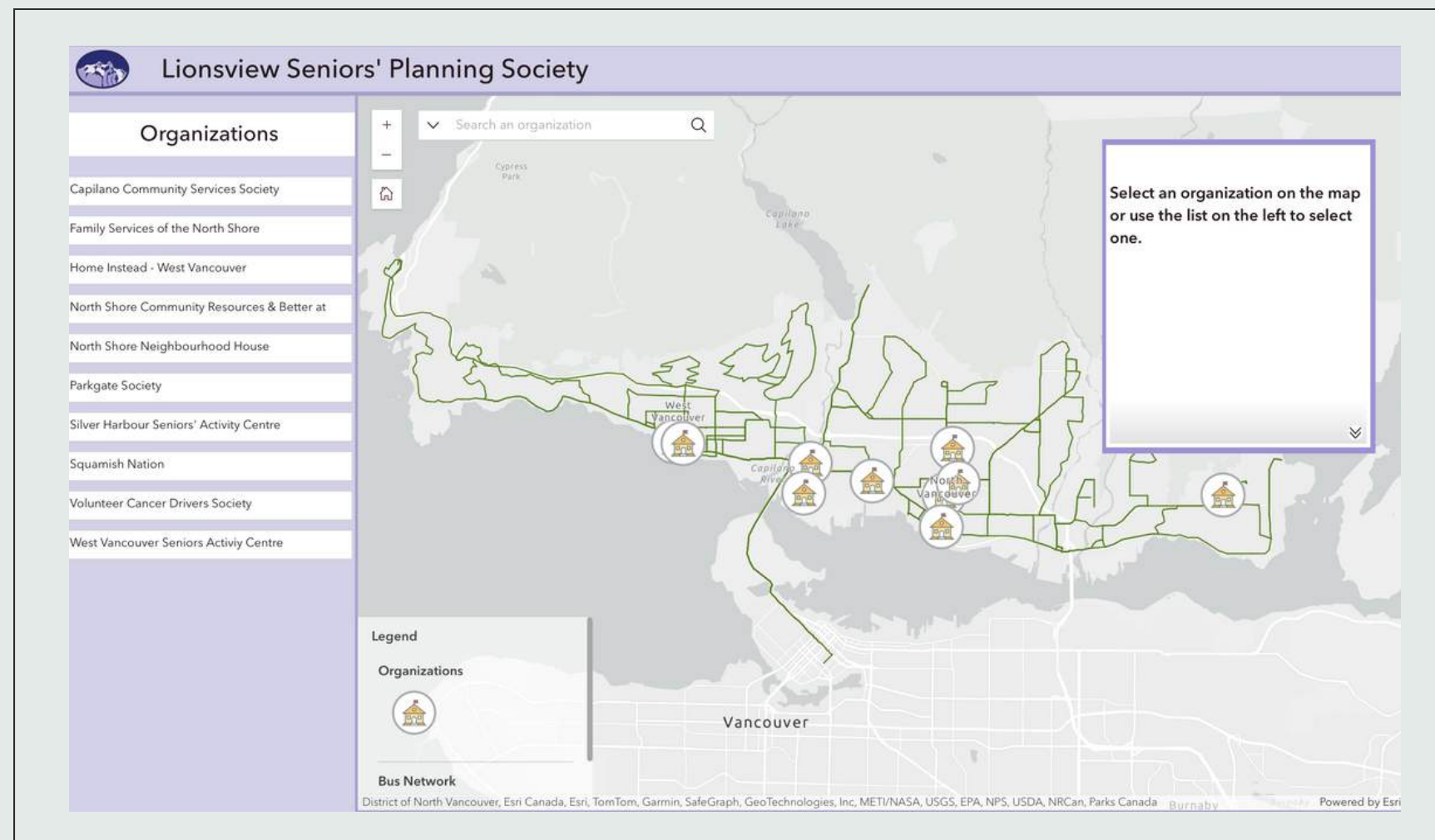
- 32 organizations, home care companies, and VCH were contacted to participate
- **14 responses** from a total of 12 different organizations
- Responses were limited to mostly community organizations



The screenshot shows a survey form titled "Transportation on the North Shore". The form includes a thank-you message, a "Tell us about you!" section, and two questions: "1. What is your name?" and "2. What organization do you work for?". Each question has a corresponding text input field with the placeholder "Enter your answer". A "Next" button is located at the bottom left of the form. The background of the form features a blurred image of a blue car and a person sitting on a bench.

RESOURCES FOR YOU

- **Mapping Service Gaps** Using GIS to visualize community transportation services alongside common bus routes on the North Shore, identifying areas with limited accessibility.
- **Updated Service Directory** An up-to-date list of organizations and transportation options.



NORTH SHORE COMMUNITY

TRANSPORTATION SERVICES FOR SENIORS

PARKGATE SOCIETY

SEYMOUR ACCESS BUS

A bi-weekly shuttle available on the 2nd and 4th Thursday of the month to transport seniors to local shopping centres, pharmacies, etc.

Accessibility features include wheelchair accessibility, boarding assistance, and curb-to-curb service.

HANDYDART COORDINATION

HandyDart Coordination is provided as needed for clients to transport to and from the centre.

Accessibility features include wheelchair accessible and door-to-door service, and boarding assistance.

MY PARKGATE BREAK SHUTTLE


A program shuttle intended to return members living with dementia home after their program every Tuesday and Thursday.



Accessibility features include wheelchair accessible, boarding assistance, and curb-to-curb service.


TRANSPORTATION TO MEALS

End of the month transportation to the centre for social meals.

Accessibility features include wheelchair accessible, boarding assistance, curb-to-curb service.





1733 Lions Gate Lane North Vancouver BC V7P 0C7
<https://www.lionsviewseniorsplanning.com/>
604-988-7115 ext 4001

EMERGING THEMES

1. Existing Services and Limitations
2. Unmet Needs
3. Looking for Solutions



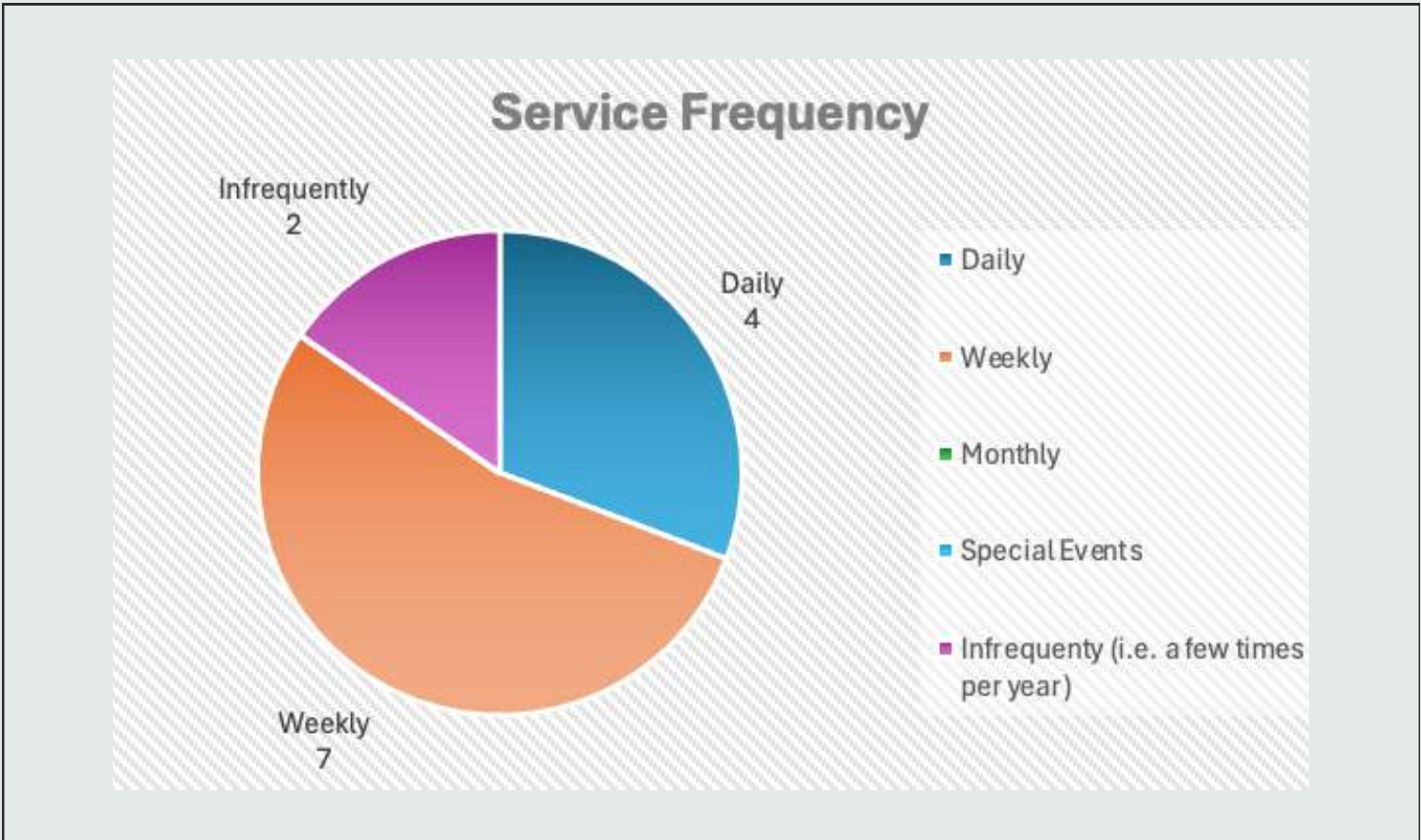
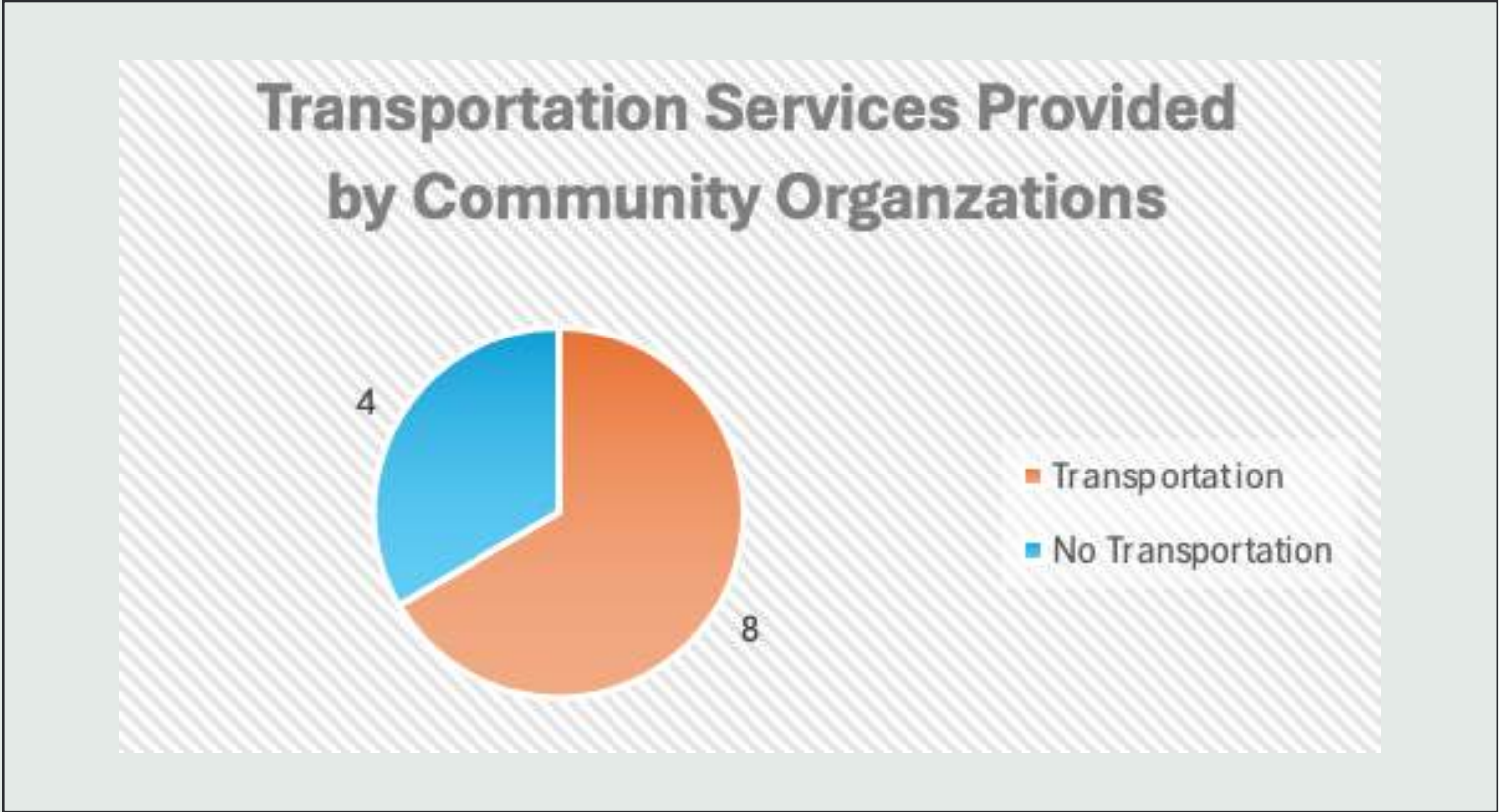
THEME 1: EXISTING SERVICES

Who offers North Shore seniors transportation services?

- Parkgate Society
- Capilano Community Services Society
- West Vancouver Seniors Activity Centre
- North Shore Community Resources (Better at Home)
- Silver Harbour Seniors' Activity Centre
- West Vancouver Home Instead
- North Shore Neighbourhood House
- Volunteer Cancer Drivers

Frequency of Transportation Service

- 7 respondents provide weekly transportation services to seniors
 - Parkgate Society, Capilano Community Services Society, Silver Harbour Seniors' Activity Centre, North Shore Neighbourhood House, Tsleil-Waututh Nation
- 4 respondents provide daily transportation
 - Volunteer Cancer Drivers, West Vancouver Home Instead, and North Shore Community Resources (Better at Home program)
- 2 respondents provide infrequent transportation
 - Alzheimers Society and North Shore Family Services



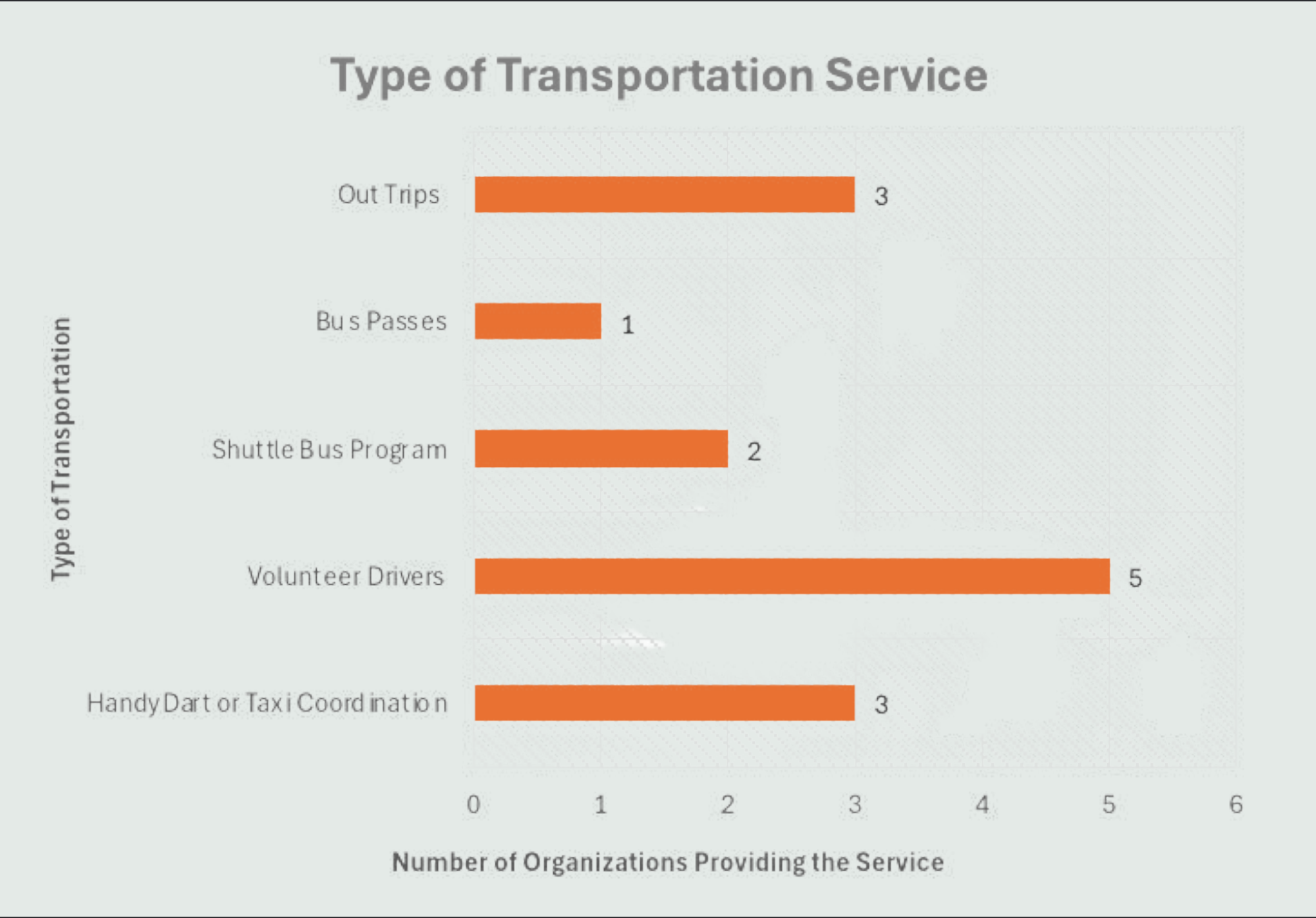
THEME 1: EXISTING SERVICES

Purpose of the Chart:

This chart illustrates various types of transportation services available and the number of organizations providing each service.

Reliance on Volunteer Drivers:

- Five organizations provide Volunteer Drivers, making it the most common transportation service in the dataset
- The high number of organizations using Volunteer Drivers suggests significant dependence on community volunteers, potentially due to limited funding options.



THEME 1: EXISTING SERVICES

Transportation Services for Seniors

West Vancouver Seniors' Activity Centre Shuttle Bus
(in partnership with Amica, WV Foundation, and Kiwanis)
604-925-7280
Local Shuttle Bus with hop on/hop off service from Park Royal to Dundarave on a scheduled route. Shuttle operates Tuesday to Saturday; Hours: 9 am - 3:45 pm. A donation contribution of \$3 per person for each pick up (roundtrip) is recommended.

Capilano Community Services Seniors' Hub
604-988-7115 ext. 2009
Seniors' Hub provides accompanied transportation to medical appointments for isolated or partially impaired seniors who cannot use public transportation. Minimum 48 hours notice required.

North Shore Better at Home
604-982-3313
Volunteer drivers provide seniors with transportation to medical appointments. Rides are not guaranteed but based on volunteer availability. Fees are based on client's income, eligibility, and ability to pay. This service is for seniors living independently in the community.

54 NORTH SHORE 2024 SENIORS DIRECTORY

Transportation Services for Seniors

NORTH VANCOUVER

Parkgate Society - Seymour Access Bus
www.parkgatesociety.ca/seniors/bus-trips
604-983-6359
This free service picks local residents up and returns them to their homes after a social shopping adventure. Serving Deep Cove/Blueridge area. Call to register.

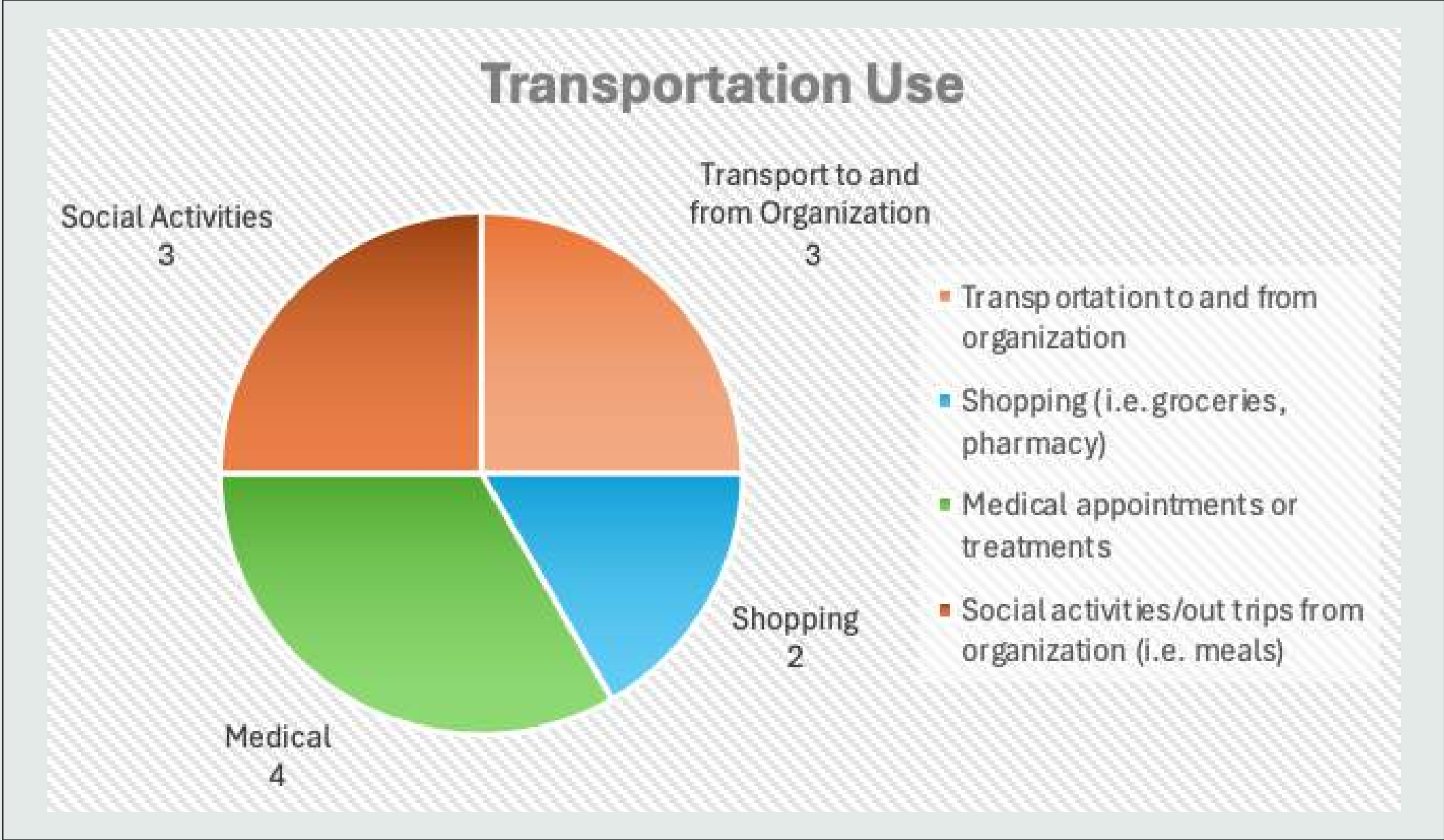
Volunteer Cancer Drivers Society
604-515-5400
www.volunteercancerdrivers.ca
Volunteer drivers provide free, round-trip, door-to-door transportation for cancer patients receiving treatment and follow-up care. Patients must register for program and provide medical authority signature. A caregiver may accompany the patient if space is available. Drivers can usually accommodate collapsible walkers and wheelchairs. Appointments must be scheduled in advance through the dispatch number or online.

For more information about these services please call **Seniors One Stop**
604-982-3302 | nscr@nscr.ca

NORTH SHORE 2024 SENIORS DIRECTORY 55

Shuttle Service: 2024 Seniors Directory (North Shore Community Resources, pp. 54-55)

THEME 1: EXISTING SERVICES



Purpose of the Chart:

This chart illustrates the number of North Shore community organizations providing transportation services for seniors, categorized by purpose.

Key Takeaways:

- Medical transportation is the most common service among North Shore organizations
- Some organizations support social participation and access to their programs
- Fewer organizations provide non-medical rides (i.e. shopping, non-medical appointments, etc.)

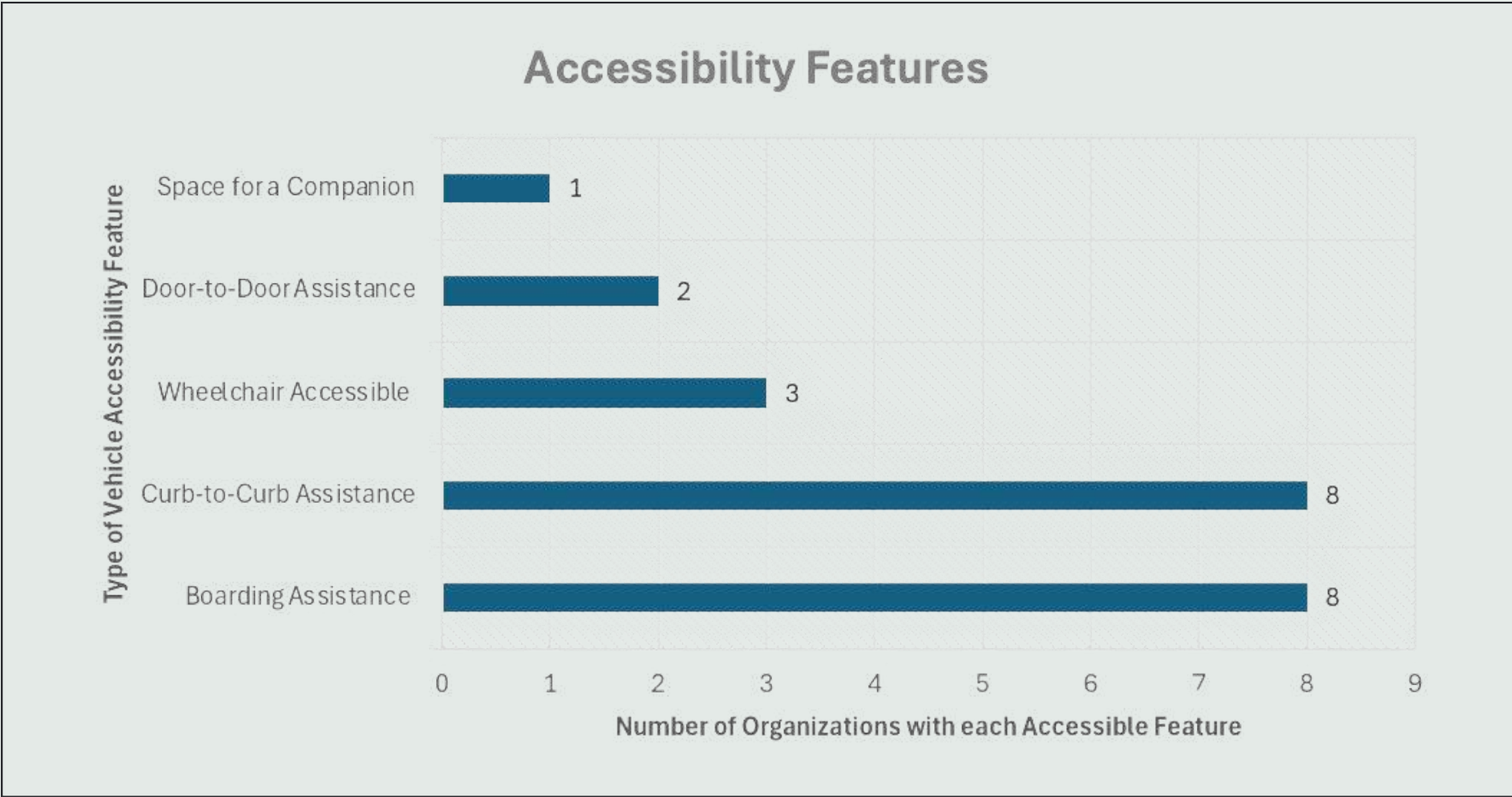
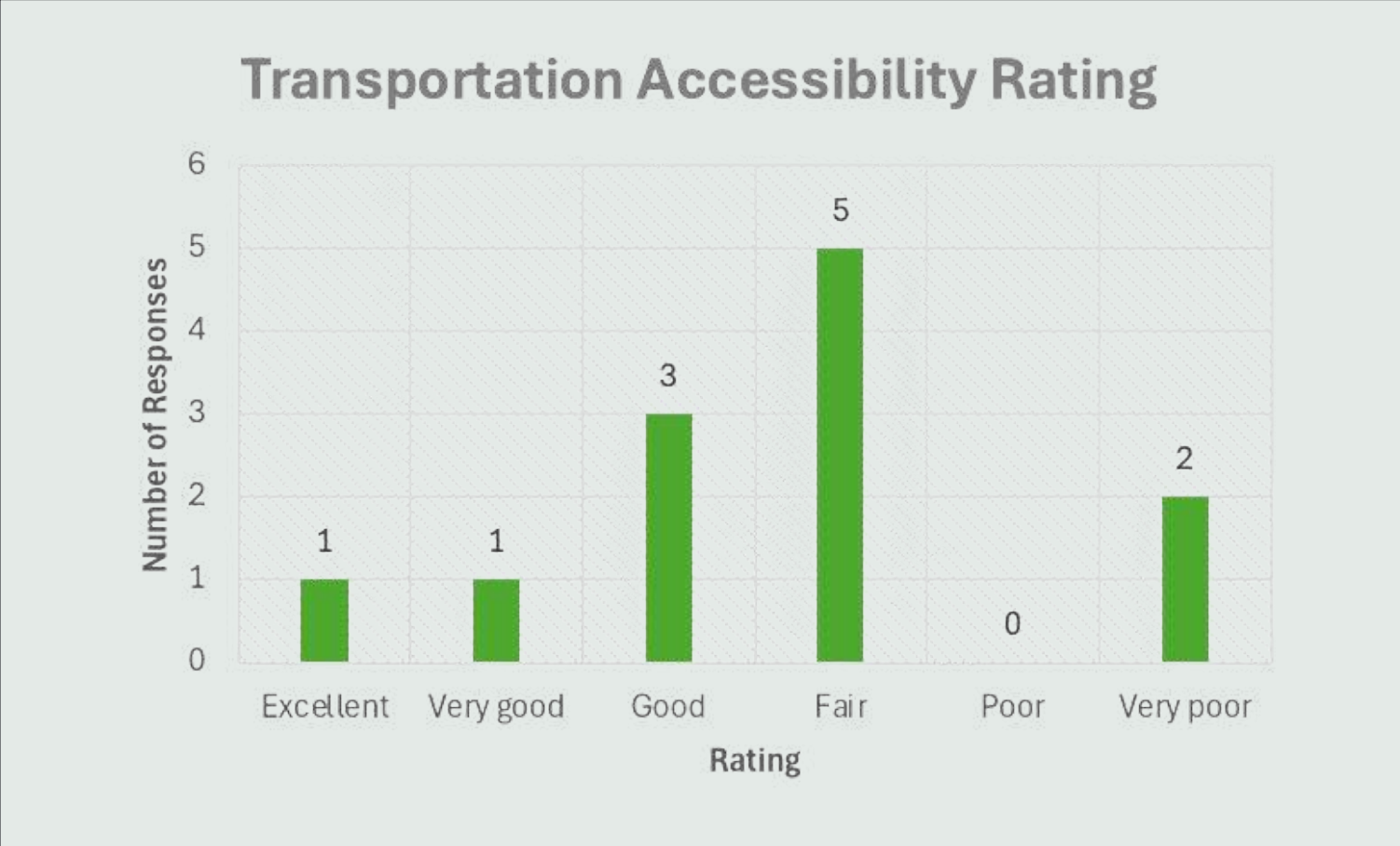
THEME 1: EXISTING SERVICES

How accessible are the transportation options?

These graphs highlight how accessible the transportation services offered by North Shore community organizations are for seniors.

Key Takeaways

- Most rate transportation accessibility as Fair to Good
- Basic mobility support (boarding and curb-to-curb assistance) is widely available, but more specialized accessibility features are lacking.
- Expanding wheelchair accessibility and door-to-door assistance could enhance service quality for those with higher mobility or cognition needs.



THEME 2: UNMET NEEDS

Barriers to Accessible Transportation for Seniors

Mobility & Transportation Barriers:

- Inadequate support for seniors with mobility challenges.
- Lack of accessible vehicles for varying mobility devices (scooters, electric wheelchairs).
- Difficulty boarding/unboarding vehicles.
- Regular cars are too low for seniors with mobility challenges.
- Long walking distances to pickup locations.
- Parking lot height restrictions (max. 6'1", not accessible for buses).
- Lack of accessible parking close to organization entrances.

Cognitive & Navigation Challenges:

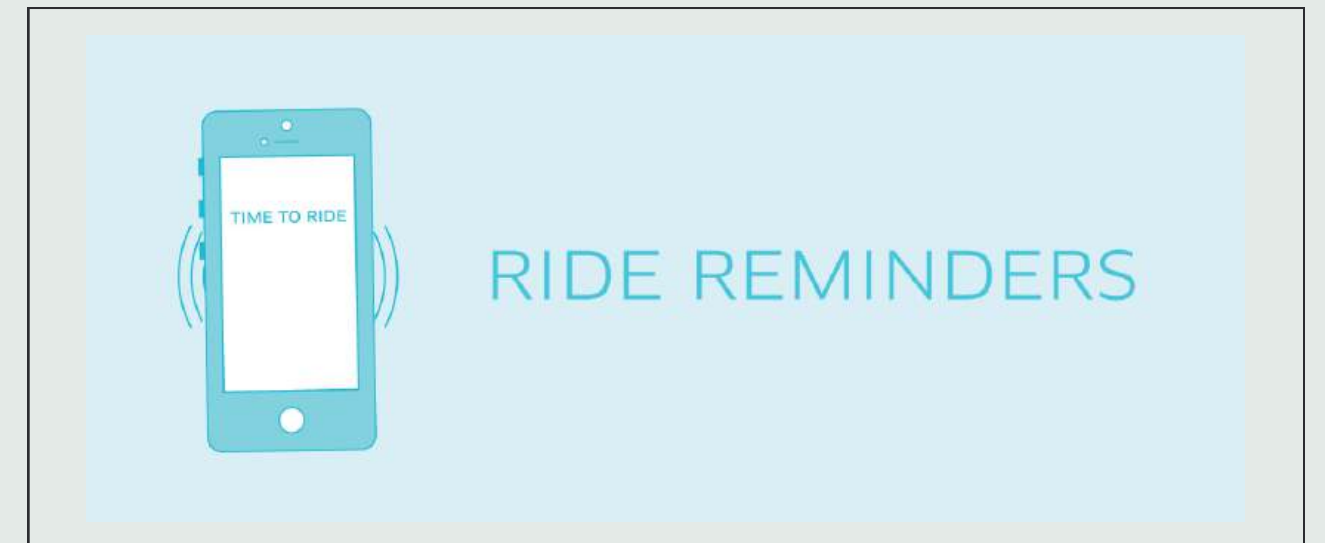
- Inflexibility & difficulty navigating HandyDart.
- Support entering & navigating buildings after drop-off.
- Forgetting scheduled pickups.



THEME 2: UNMET NEEDS

Common Service Requests from Seniors

- **More Volunteer Drivers** – Especially for medical appointments.
- **Improved Accessibility** – More accessible parking, vehicles that accommodate all mobility devices.
- **Reliable HandyDart Service** – Frequent, timely rides.
- **Affordable Transportation Options** – Lower-cost ride-sharing or taxi alternatives.
- **Expanded Ride Services** – Not just for medical appointments, but also to banks, stores, libraries, and community centers.
- **Ride Reminders** – Ensuring seniors remember scheduled pickups.



THEME 2: UNMET NEEDS

Gaps in Transportation Services for Seniors

Volunteer & Staffing Needs:

- Lack of volunteer drivers for transportation & assistance.
- Need for volunteers to attend appointments & take notes.

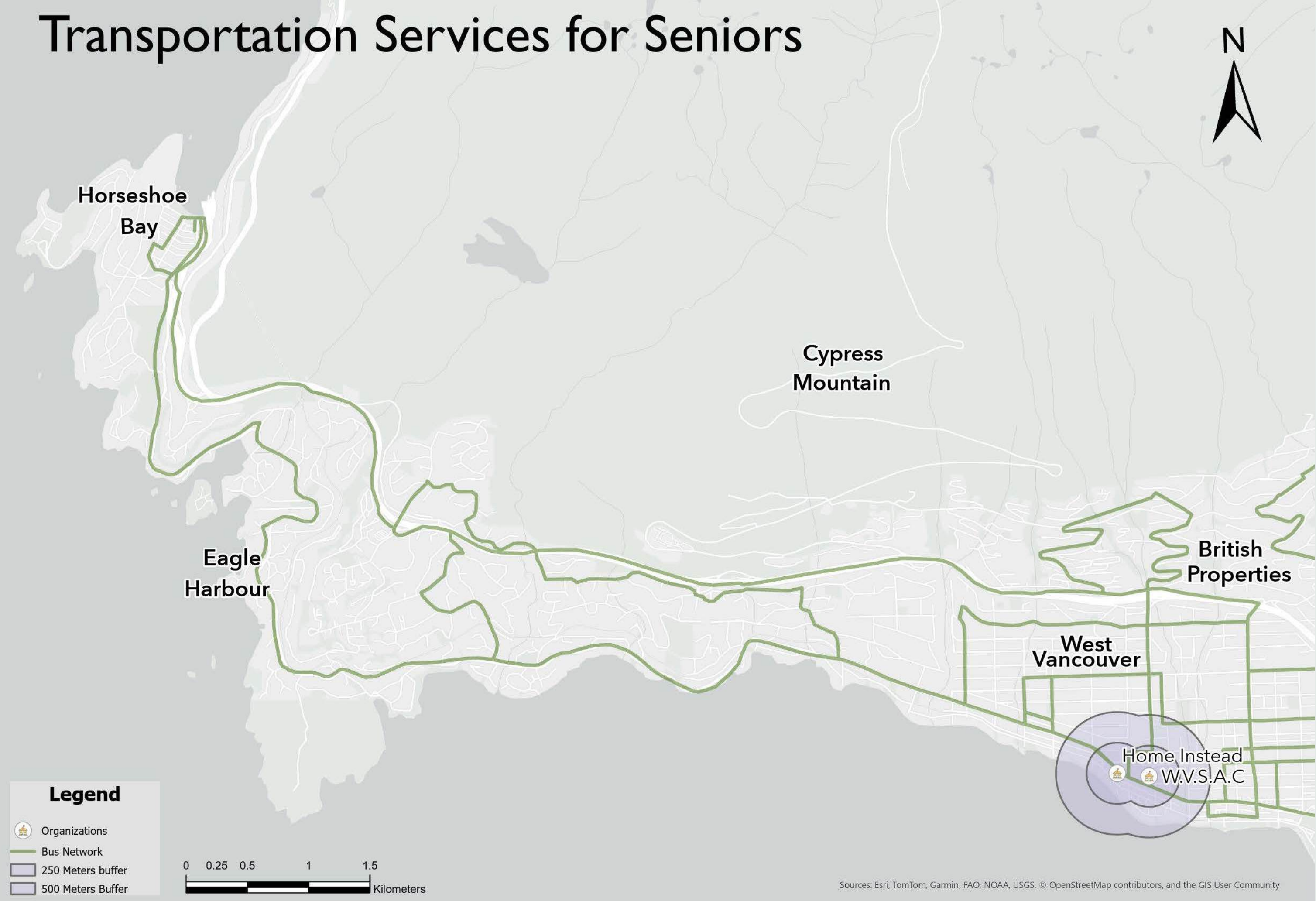
Transportation Infrastructure & Availability:

- Weather conditions affecting transportation.
- Lack of public transportation in isolated areas.
- Limited hours of operation for transportation services.
- Restricted routes that do not reach certain seniors.
- Need for better-designed drop-off locations.



Q: Are there specific areas where transportation services are particularly lacking? _____→

Transportation Services for Seniors



Legend

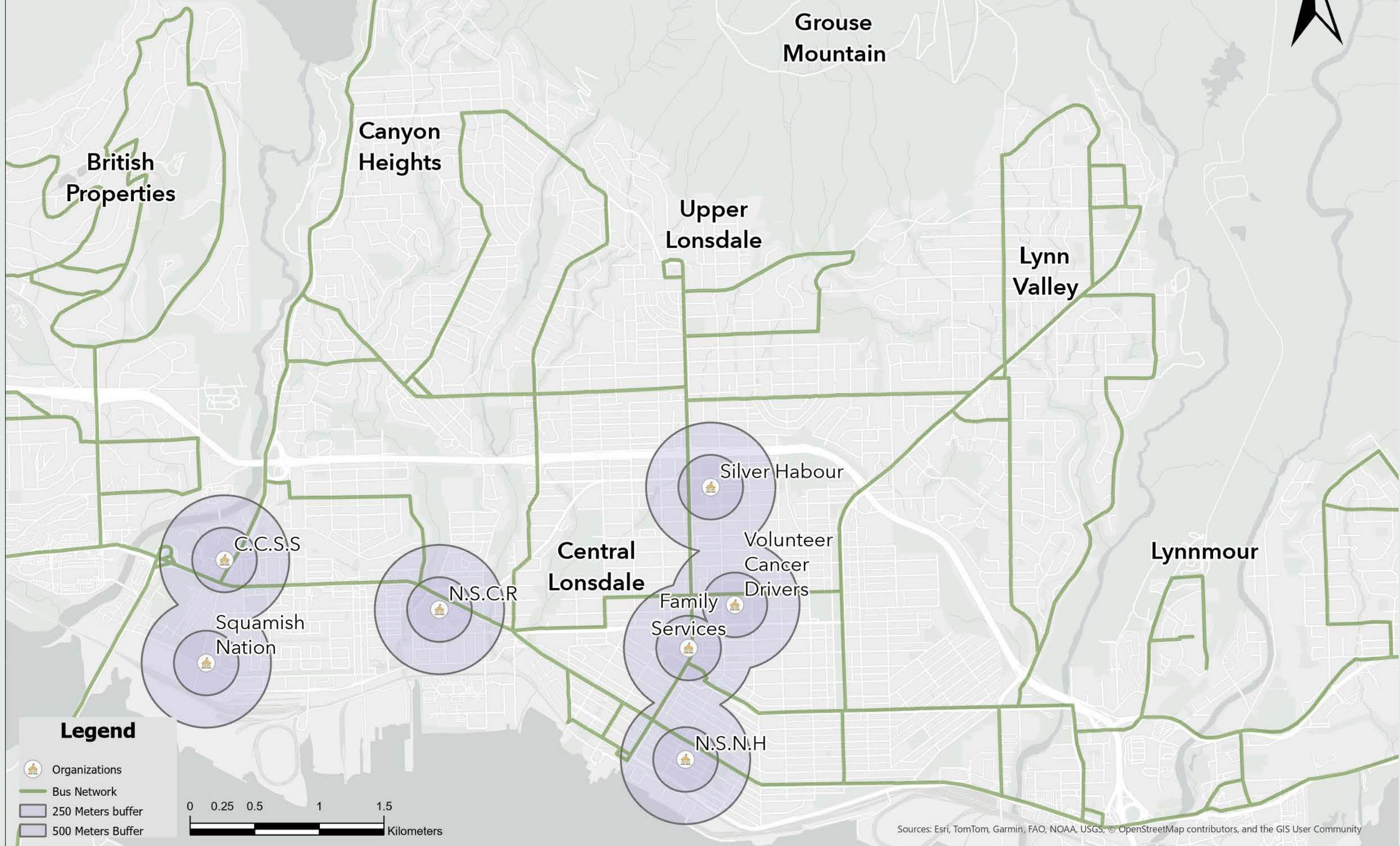
- Organizations
- Bus Network
- 250 Meters buffer
- 500 Meters Buffer



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

Map Author: Omar Vazquez (2025)

Transportation Services for Seniors



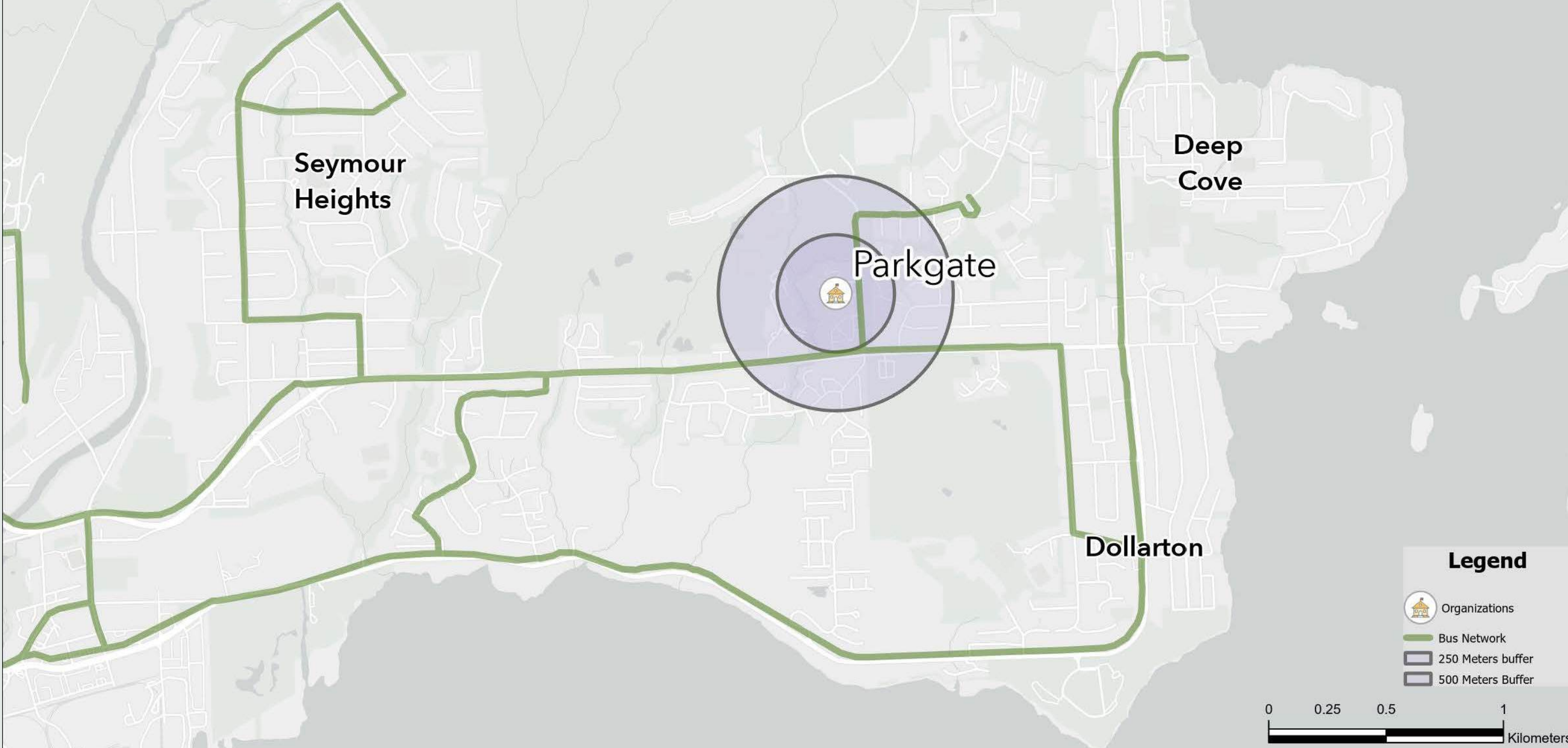
Legend

- Organizations
- Bus Network
- 250 Meters buffer
- 500 Meters Buffer



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

Transportation Services for Seniors



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

THEME 2: UNMET NEEDS



Cost & Reliability Concerns for Seniors

Financial Barriers & Unreliable Options:

- Affordability issues (i.e., taxis are expensive).
- Unreliability of taxis – drop-offs happen, but pickups are often refused.
- Unreliability of HandyDart due to wait times
- Need for transportation for discharged clients requiring someone to receive them.

THEME 2: UNMET NEEDS

Backup Transportation Options: A major gap

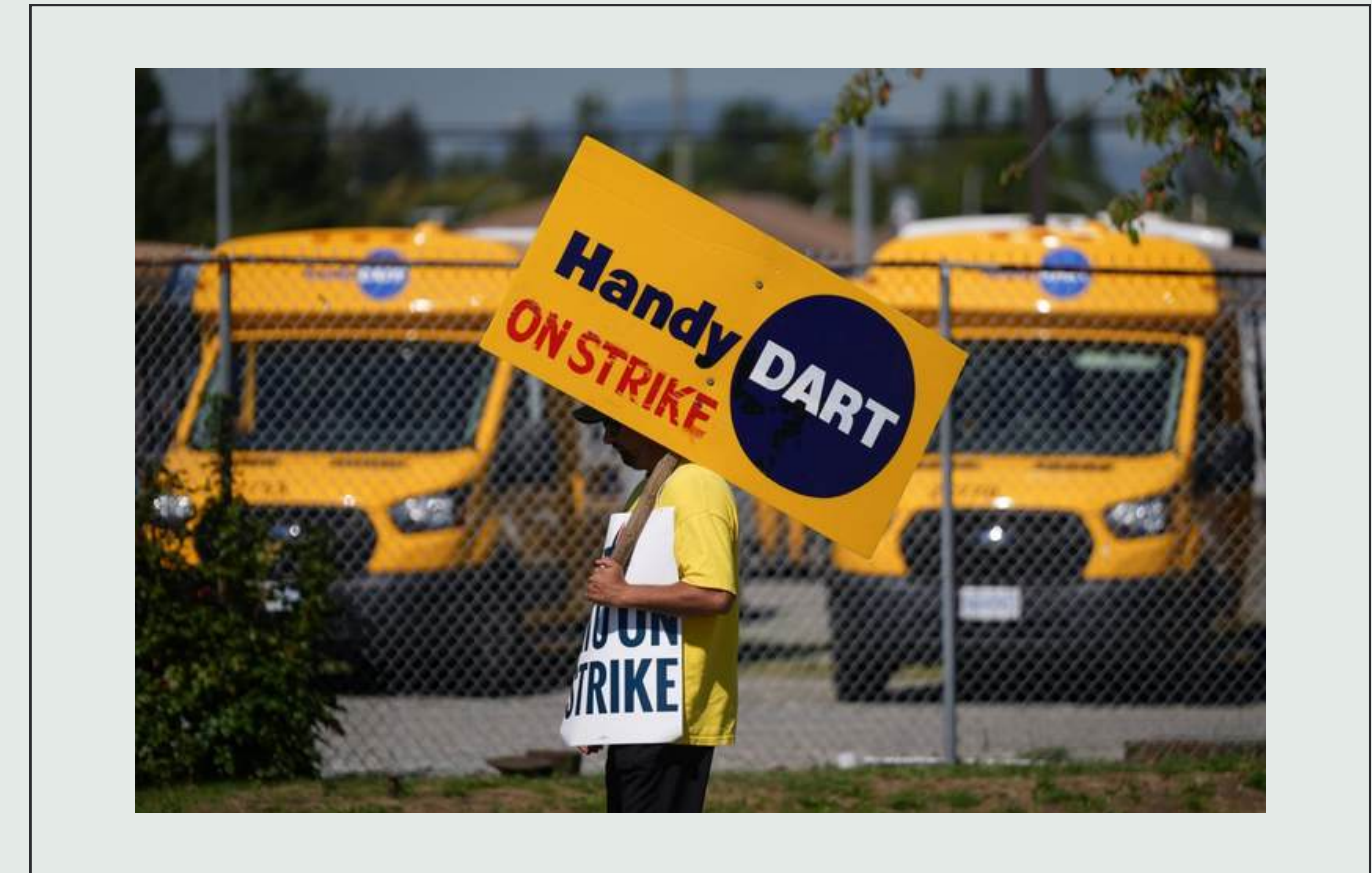
Only 2 out of 8 organizations have backup plans

- **Parkgate Society:** Uses Uber scheduling & a shuttle for peak-time transport.
- **West Vancouver Home Instead:** Has two company cars for senior transportation.

Key Issue: Most organizations lack alternative transportation solutions, leaving seniors stranded when regular services are unavailable.

Potential Solutions:

- More community partnerships for backup rides.
- Funding or incentives for volunteer drivers.
- Expanded use of ride-sharing programs.



THEME 3: LOOKING FOR SOLUTIONS

Identifying Areas for Improvement

Expanded Transportation Options

- More appropriate senior transportation options (many don't require HandyDart).
- Non-medical transportation for errands, social activities, and community visits.
- 1:1 medical ride services for appointments.

Stronger Collaboration & Volunteer Support

- Volunteer recruitment & retention for driving and assistance.
- Collaboration between organizations to maximize transportation resources.
- Securing funding to sustain and expand transportation initiatives.

Leveraging Existing Services

- Utilizing ride-sharing services to fill gaps.
- Taxi vouchers to improve affordability and accessibility.
- Increased HandyDart service & flexibility
- More frequent shuttle buses in hard-to-reach areas (e.g., British Properties).
- Extended service hours including weekends and evenings.



THEME 3: LOOKING FOR SOLUTIONS

Would Ride-Sharing be Beneficial to your Clients?



Mitigating Concerns About Trying New Services:

- Collaborating with ride-sharing services for training and education purposes.
- Addressing the lack of assistance with getting in and out of vehicles.
- Ensuring safety and liability measures are in place for mobility and cognition-related needs.
- Providing training to help seniors become comfortable with using and navigating online booking systems.

“People choose our services because they know the staff and volunteers have been vetted and may find the service to unfamiliar and/or too costly.”

THEME 3: LOOKING FOR SOLUTIONS

Langley Senior Resources Society Transportation Program

Volunteer-run transportation program aimed at improving the lives of seniors.

- **All drivers are trained volunteers dedicated to providing assistance for seniors in the community.**
- **Service Areas:** Langley City, Brookwood, Aldergrove, Walnut Grove, Fort Langley, and Fernridge.
- **Pricing:** Ride costs vary based on the destination.
- **Funding:** The program is funded by the provincial government to support seniors with essential day-to-day tasks.



THEME 3: LOOKING FOR SOLUTIONS

West Vancouver Seniors Activity Centre Shuttle

A shuttle bus service that provides transportation options for seniors in West Vancouver.

Shuttles

- **West Vancouver Shuttle:** Serves the Marine Drive area, covering 13th to 21st, south to Bellevue, and north to Esquimalt on Tuesdays, Thursdays, and Saturdays from 8:45am to 3:45pm.
- **Western Connector Pilot Shuttle (Launching March 10):** Provides transportation from SAC to local businesses in the Dundarave, Gleneagles, and Horseshoe Bay areas.

NEW WESTERN CONNECTOR SCHEDULE

WESTERN CONNECTOR ROUTE

STOPS		MORNING (AM)			AFTERNOON (PM)		
WEST-BOUND	Seniors' Activity Centre	8:30	9:30	10:30	12:30	1:30	2:30
	Gleneagles Community Centre	8:50	9:50	10:50	12:50	1:50	2:50
	Nelson Ave & Bay St	8:55	9:55	10:55	12:55	1:55	2:55
EAST-BOUND	Nelson Ave & Bay St	9:00	10:00	11:00	1:00	2:00	3:00
	Seniors' Activity Centre (via Hwy)	9:20	10:20	11:20	1:20	2:20	3:20

The service operates Mondays from 8:30 a.m. to 3:30 p.m. Pre-booking is required. To book a ride, please call 604-925-7280. Visit westvancouver.ca/ridewithus, or scan the QR code for further information.

THEME 3: LOOKING FOR SOLUTIONS



Final Thoughts


Need for Increased Funding:

- "Grants and public funding need to be made available to establish better transportation options so when a senior is ready to 'hang up their keys,' they have options."
- "Transportation is a key issue that needs more funding to support seniors' mobility and safety."

Supporting Road Safety:

- "On the North Shore, many seniors continue to drive well past their capacity, making the roads less safe."

Let's discuss solutions and next steps!

An illustration of a bus stop scene. In the background, a large white and blue bus is stopped at a bus stop. To the left, a blue car is partially visible. In the foreground, a green rounded rectangle contains the text "Any questions?". Below the rectangle, a group of diverse elderly people are waiting at the bus stop. From left to right: a woman with white hair in a blue shirt and white pants; a woman with white hair in a pink and blue striped shirt and brown pants; a woman with long white hair in a brown top and purple skirt walking a brown dog; a woman with white hair and glasses in a brown jacket and white skirt holding a brown paper bag; a man with glasses sitting on a wooden bench reading a newspaper; a woman with white hair in a white top and plaid skirt holding a white shopping bag; and a man with white hair in a white shirt and brown pants holding a blue folder and a blue umbrella. A bus stop sign with a white bus icon is on a pole to the left.

Any questions?

DISCUSSION

Is there a specific transportation challenge that our group could realistically address through collaboration?

What partnerships or resources would help make this possible?

