

Transportation Assistance Lexicon

Ride Sharing (AlterNetRides, CA)	computerized service that matches riders with drivers via software
Travel Training (Long Beach Transit, CA)	trainer familiarizes rider with the transit system and/or gives instruction on how to use the services
Concierge Service (Ride Connection, OR)	concierge rides the bus/van to assist the riders with their shopping bags and provides assistance if needed
Commuter Volunteers (Aging Services, Inc., IA)	rider is linked with commuter with similar destination needs
Rider Empowerment (TRIP, CA)	rider is encouraged to select own drivers and schedule rides directly with drivers
Taxi Vouchers (City Ride, CA)	scrip or vouchers are redeemable for free or reduced-cost taxi rides
Flexible Service Area (YCCAC, ME)	transportation services can cross jurisdictional boundaries
Door-through-Door (West Austin Caregivers, TX)	driver or escort enters residence and/or destination to assist rider in getting to and from the vehicle and at destination
Help at destination (Prairie Hills Transit, SD)	escort stays with rider at destination
Medical advocate (Elder Services of Merrimack Valley, MA)	advocate accompanies rider to doctor appointments, assists with communication with physician, takes notes, and/or helps fill prescriptions

FOR MORE INFORMATION

Please visit the numerous fact sheets and exercises in addition to the planning, implementation, and evaluation sections of the TurnKey Kit.

Transportation Assistance Challenges and Methods Exercise

TANSPORTATION CHALLENGES	TANSPORTATION ASSISTANCE
Crossing jurisdictions (1)	___ Ride sharing ___
Riding public transit (2)	___ Travel training ___
Paying for rides (3)	___ Concierge service ___
Help in residence (4)	___ Commuter volunteers ___
Meeting with doctor (5)	___ Rider empowerment ___
Staying alone at destination (6)	___ Taxi voucher service ___
Options for socialization (7)	___ Flexible service area ___
Arranging transit (8)	___ Door-through-door ___
Getting to the beauty shop (9)	___ Life-enriching destination ___
Multiple passenger option (10)	___ Medical advocate at doctor ___

SERVICE METHODS

- (1) Provide Directly
- (2) Want to Provide
- (3) Refer Rider
- (4) Link with Others
- (5) Can't Help

Directions:

1. Look at the list of challenges in the left column (1-10).
2. Look at the assistance list in the right column and match challenges with a corresponding type of assistance that might be needed. Put the corresponding number on the line before the assistance type.
3. Look at the list of challenges and service methods, then match them with a transportation method that might be used by putting the corresponding method number on the line after the assistance type.