

# 5As Age Friendliness Calculator for Public & Paratransit Services

Trends in the past century reveal a growing reliance on community-based services as people age, in part because of the fading networks of extended families and friends that traditionally provided support for the elderly. Community transportation, in particular, can be critical to older adults who have limited their driving or have stopped driving altogether. However, it is the degree of “age friendliness” of the transportation option that will determine whether transportation enables older adults to experience a sense of independence, to get where they need to go, or to enjoy an acceptable quality of life.

In 2000, following extensive focus group and survey research with older adult drivers, older adults who were no longer driving, and caregivers concerned about older adult mobility and transportation, the Beverly Foundation identified the “5 As of Age Friendly Transportation.” Subsequent research conducted by the Foundation, and policy and program initiatives of government and nonprofit agencies at the national, state, and local levels have further defined the 5 As and have adopted them as criteria for standards in older adult transportation. The criteria focus on the five key factors below:

## The 5 A's of Senior Friendly Transportation

<b>Availability:</b>	Transportation services that are available to older adults
<b>Acceptability:</b>	Transportation services that are acceptable to older adults
<b>Accessibility:</b>	Transportation services that older adults can access
<b>Adaptability:</b>	Transportation services that can be adapted to older adult needs
<b>Affordability:</b>	Transportation services that are affordable for older adults and the community

Adopting this set of criteria can provide a framework for ensuring the “age friendliness” of a transportation service, regardless of who sponsors it, who supports it, or who acts as the service provider. Such criteria also can serve to establish a baseline for measuring the effectiveness of coordination efforts and can provide benchmarks that help move coordination initiatives forward. Specific factors important to each of the 5 As are included in the “Age Friendliness Evaluation Guide” on the next page.

## 5 As Calculator for Public & Paratransit Services

The 5As of Age Friendliness Transportation have been refined as criteria for us by transportation services in making a preliminary judgment as to their age friendliness. To initiate your review, check each of the factors below that are respresented within your public or paratransit rogram. Each check equals one point. When you have completed your review, add up your score and look at the scoring key at the bottom of the page to know where you are on “the road to age friendliness.”

### Availability: The transportation service...

- \_\_\_\_\_ provides transportation to older adultss
- \_\_\_\_\_ can be reached by the majority of older adults in the community
- \_\_\_\_\_ provides transportation anytime (day, evenings, weekends, 24/7)
- \_\_\_\_\_ can take riders to destinations beyond city and county boundries
- \_\_\_\_\_ maintains organizational relationships with human service agencies

### Acceptability: The Transportation Service...

- \_\_\_\_\_ uses vehicles that are easy for older adults to access
- \_\_\_\_\_ offers “demand response” with no advance scheduling requirement
- \_\_\_\_\_ provides driver “sensitivity to older adults” training
- \_\_\_\_\_ adheres to narrow “window of time” for home and destination pick up
- \_\_\_\_\_ ensures cleanliness and maintenance of vehicles

### Accessibility: The transportation service...

- \_\_\_\_\_ can accommodate the needs of a majority of elders in the community
- \_\_\_\_\_ has information program for improving older adult transportation knowledge
- \_\_\_\_\_ can provide “door-through-door” transportation when needed
- \_\_\_\_\_ can provide services to essential and non-essential activities
- \_\_\_\_\_ can link older adults with “more appropriate” transportation options

### Adaptability: The transportation service...

- \_\_\_\_\_ will provide transportation escorts when needed
- \_\_\_\_\_ can provide multiple stop trips for individual passengers
- \_\_\_\_\_ can access vehicles that accommodate wheelchairs and walkers
- \_\_\_\_\_ maintains a policy of “adapting the system to meet needs of older adults”
- \_\_\_\_\_ annual older adult customer survey for service improvement

### Affordability: The transportation service...

- \_\_\_\_\_ offers reduced fares (or free transportation) to older adult passengers
- \_\_\_\_\_ secures funding specifically to support older adult transit services
- \_\_\_\_\_ offers opportunity to purchase monthly pass instead of paying cash
- \_\_\_\_\_ offers options for purchasing tickets by mail or the internet
- \_\_\_\_\_ uses volunteer drivers to reduce costs for providing “extra” services

**Total \_\_\_\_\_ ( Possible score = 25 )**

### The Road to Passenger Friendliness

<b>0</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>20</b>	<b>25</b>
<b>Just Starting</b>	<b>Out of the Garage</b>	<b>On the Road</b>	<b>Chugging Along</b>	<b>Getting Close</b>	<b>Passenger Friendly</b>