

Memorandum

To: Mike Geisel, City Administrator

From: Tom McCarthy, Director of Parks, Recreation and Arts

Date: October 16, 2017

Re: Senior Task Force/ Independent Transportation Network



Mike, the Senior Task force has recommended to request that the City of Chesterfield fund a one-time donation in the amount of \$3,000 towards the ITN startup costs.

ITN will give Chesterfield seniors the opportunity to have a low cost, safe ride service around the St. Louis County area. As you can see from Kari's attached memos, ITN has received funds from other cities.

A vote was taken at our October 10 Senior Task Force meeting, and the Committee voted unanimously to move this forward to the next available Parks, Recreation and Arts Committee meeting for their review and recommendation and then move it forward to the full Council for review and approval.

*Forward to PPCW
for review &
direction
me
10/19/2017*

MEMORANDUM

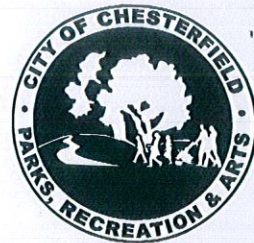
Date/ October 12, 2017

To/ Tom McCarthy, Director of Parks, Recreation and Arts

Mike Geisel, City Administrator

From/ Kari Johnson, Superintendent of Recreation

Subject/Independent Transportation Network



The Senior Task Force has been working with Independent Transportation Network (ITN) about providing such service for our Chesterfield Residents. As you are aware the senior population is growing within our community, approaching nearly 12,000. The ITN program would provide transportation service to those who are still living at home. ITN is unique in that they provide a service door through door, arm through arm service. The Service is available 24/7 with no restriction on the trips purpose.

As ITN acquired a free space, there is still start-up cost associated with such service. They were successful in acquiring a grant in the amount of \$32,620. They have received funds from The City of Wentzville (\$4,000) and The City of Clayton (\$2,500).

The Senior Task Force feels so strongly in this service that majority of the committee members have either made a personal donation or acquired a donation from a business themselves to go towards the startup of the service. They are now asking for the City of Chesterfield support.

The Senior Task Force made a motion to request a one-time donation of \$3,000 to be made from the City of Chesterfield to support the startup costs of the ITN Gateway to provide Senior Transportation services to the residents of Chesterfield. Their approval from the committee was unanimous.

Attached is additional information in regards to the ITN service.

ITNGateway Frequently Asked Questions

What does ITN stand for?

Independent Transportation Network

Is ITNGateway affiliated with any other organizations?

ITNGateway is a stand-alone non-profit, but is affiliated with a national organization, ITNAmerica. The first ITN was started in Portland Maine 21 year ago and 11 years ago ITNAmerica was formed to create an affiliate network across the U.S. designed to meet the transportation needs of our aging population by utilizing volunteer drivers, keeping fares affordable and creating a riding with a friend experience.

Are there other ITN affiliates in Missouri?

ITNStCharles started providing rides in 2010 and has provided over 35,000 rides in the past 6 ½, ITNStCharles is expanding into St. Louis and the name is being changed to ITNGateway because ITN will now be providing service in St. Charles and St. Louis.

What is different about ITN's services?

ITN's service is unique because:

- Service is door-through-door, arm-through-arm service
- Service is personalized. Screened and trained volunteers or paid drivers provide the customers with more than just a ride, but also with a friendly hand to help with packages, open doors, and even lend an arm
- Service is available 24/7
- Private cars are used, not commercial vans or buses
- Riders sit in the front seat with the drivers
- There are no restrictions on trip purpose, frequency or destination in the service area
- Trained volunteers deliver 50-60% of our rides reducing our costs
- No money changes hands in the vehicles, and customers receive a monthly itemized statement
- The fare is about half the true cost of each ride – \$1.50 mile per mile with a \$2.50 pick-up (about 30-40% less than a taxi). There are no vehicle wait charges and no tipping.

Additional ride information –

There are no limits to the number of trips a person takes as long as there are sufficient funds in the personal transportation account.

Ride sharing will be suggested if it makes logical sense and will reduce fares by 20%

Will ITNGateway be providing service for all of St. Louis?

Why those zip codes and not mine? My neighborhood is all older and most with no transportation.

The Steering Committee decided that the initial service area would be a pilot program and only encompass a part of St. Louis County. The selected area is similar in size to the service area in St. Charles where we have experience and will allow us to assess the demand, the availability of volunteers and the best way to grow the service. We will evaluate the pilot program in 18-24 months and decide further expansion at that point.

What area will ITNGateway be serving? OR - What communities in St. Louis County will be part of the proposed service area?

The service area is defined by contiguous zip codes; I can provide you with a list of those zip codes. (OR tell them if there zip code is included or not included)

ITNGateway Frequently Asked Questions

Are rides restricted to only the service area?

Primarily, transportation will be provided only within the service area, but we have designated certain destinations outside the service area and transportation will be provided to those destinations.

ITN uses volunteers and part-time paid drivers. How are the volunteers screened? How can I be sure that my driver is "safe"?

All volunteers and part-time paid drivers are screened which includes a criminal background check and a motor vehicle check. In addition drivers are asked to provide references, are interviewed and trained.

Will they assist me in a wheelchair, down stairs, carry my equipment in their vehicles, etc.

The short answer is yes. To ride with ITN you will need to complete an application and on that application you will indicate the type of assistance that you need. ITN Drivers provide assistance with wheelchairs, walkers, packages, groceries, open doors and escort you to where you are going. The service is arm-through-arm door-through-door.

My relative is in town, can the driver take both of us? (Who is eligible to ride?)

ITN allows for one caregiver to accompany a rider. Additional riders or non-caregivers will result in an additional charge for the ride

Will I have the same driver both ways for my planned trip?

Not necessarily, ITNGateway uses a proprietary ride management system that enables us to efficiently assign drivers to riders based on numerous factors including origin, destination, length of time at destination, and driver's availability. All drivers are identified by a name badge and a placard in the rear passenger window of their car.

There are lots of other transportation providers, why should I use ITN or promote its use to other seniors?

Yes, there are other transportation providers, but we believe ITNGateway's service is unique (see reasons above). Other services may very well meet the need in some cases, but not all. We believe that for our aging population, the freedom to make choices and remain connected and engaged in the community is critical. The majority of the population will outlive their ability to drive to 7 to 10 years and we need viable alternatives that allow people to make choices and stay connected.

Will it cost to ride with ITNGateway?

Yes, at an affordable rate. We propose the rates to be \$1.50 per mile with a \$2.50 pick-up charge. Because ITN wants their rates to be affordable, we only charge about one half of the true cost of the ride. The other one half of the cost is secured through community support, grants, donors and fundraisers. ITN is a membership organization; people wishing to ride with ITNGateway join as members. Annual fees are \$50 for individuals and \$75 for two individuals living at the same address.

For people 60 years of age and older, and for adults with visual impairments (21+) membership brings with it an opportunity to use the service of ITNGateway, a quarterly newsletter, an annual birthday credit of \$5.00, free participation in the CarTrade™ program.

Anyone may become an ITN Member, to support ITNGateway and have the satisfaction of knowing you are supporting a community based and dignified transportation solution for older people in your community.



Ride with ITN Gateway

ITN Services:

Personal transportation in private vehicles. Most of our Door-through-Door, Arm-through-Arm rides are provided by caring, trained volunteers.

ITN Ride Service Area:

St. Louis County Zip codes - 63005, 63011, 63017, 63105, 63117, 63124, 63130, 63131, 63132, 63141, 63143, 63144, 63146

ITN Rider Benefits and Criteria:

Annual Membership (\$50 individual or \$75 couple) & Transportation Accounts allow ride scheduling and travel without worrying about paying as you go.

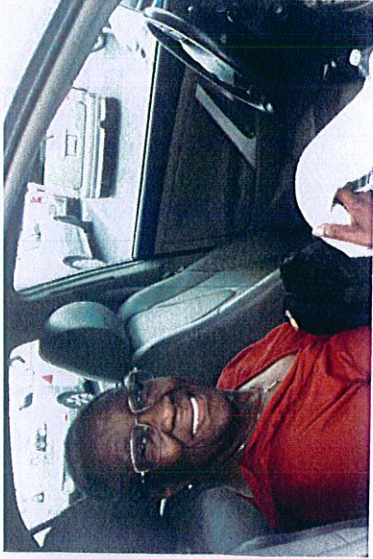
ITN Service:

Rides are available 24/7 for any reason. Save \$ by scheduling rides in advance, between 1:30 AM - 4:00 PM. Additional costs for same day requests.

Affordable, Safe, Trusted Transportation:

Very affordable! Ride costs are based on 1.50 per mile, plus a \$2.50 pickup fee, and absolutely NO TIPPING and NO CASH TRANSACTIONS.

Apply online at: www.itngateway.org
or Call at (314) 724-2117 or
email : info@itngateway.org



Places To Go. People To See. Opening More Than Car Doors

TO RIDE:

If you are a senior 60+ or an adult 21+ with a visual impairment, contact ITN *today* to learn more and become a riding member!

TO DRIVE:

If you have just 5 hours (or more!) per month to share and have a driving desire to help, contact ITN Gateway to volunteer.

ITN Riders and Drivers open more than car doors— together.
LEARN MORE!

ITN Gateway

(Independent Transportation Network)
A 501(c)(3) Non-Profit Corporation

ITN Gateway[™]
Dignified transportation for seniors

ITN Gateway[™]
Dignified transportation for seniors

St. Louis County, MO

**Opening More
Than Car
Doors...**



Drive or Ride With us Today!

Learn more about why ITN volunteer drivers and ITN seniors are always smiling!
**Volunteer to share in a ride...
Contact Us!**

314-724-2117

www.itngateway.org

Door through door, arm through arm, we provide dignified transportation to seniors and adults with visual impairments. Meet the nicest people in St. Louis County!

"It is nice to know I make a difference in someone's life every time I drive."

*-George Crockett
Volunteer Driver since 1999*

What is ITN Gateway ?

The Independent Transportation Network Gateway, is an expansion of the rapidly growing non-profit, ITNStCharles. The St. Louis County expansion (due to start Summer 2017) is designed to help transport St. Louis County seniors (age 60+) and visually impaired adults (21+) within a designated service area for any reason 24 hours a day, 7 days a week. This service offers riders dignified transportation, the maximum in choice and freedom through paid and volunteer drivers, and peace of mind to families.

Volunteers participate by giving rides!

Imagine a Day

When every older person has a ride. When no senior feels isolated or alone.

Have a Driving Desire to Help!

- ◆ Make new friends
- ◆ Share stories



- ◆ Receive training in Senior Mobility
- ◆ Earn credits for yourself or for others, OR get reimbursed for mileage
- ◆ Gain a rich understanding of history in the community
- ◆ Build your resume
- ◆ HAVE FUN!

Learn more at www.itngateway.org

There are so many reasons to Volunteer and Ride!

Have a Little Time to Volunteer?

The number one reason people don't volunteer is because they are too busy.

To be an ITN volunteer driver, you need only share 5 hours a month!



Any time is appreciated...
One ride makes a difference!

What Our Customers Share

"Because of ITN I am going places, meeting people, and living my life."
-Ann (Rider since 2011)

"I love the drivers."

-Shirley (Rider since 2013)


"Every one of you at ITNStCharles is special and we thank you for taking such good care of our mom."

-Cynthia (Daughter of rider)

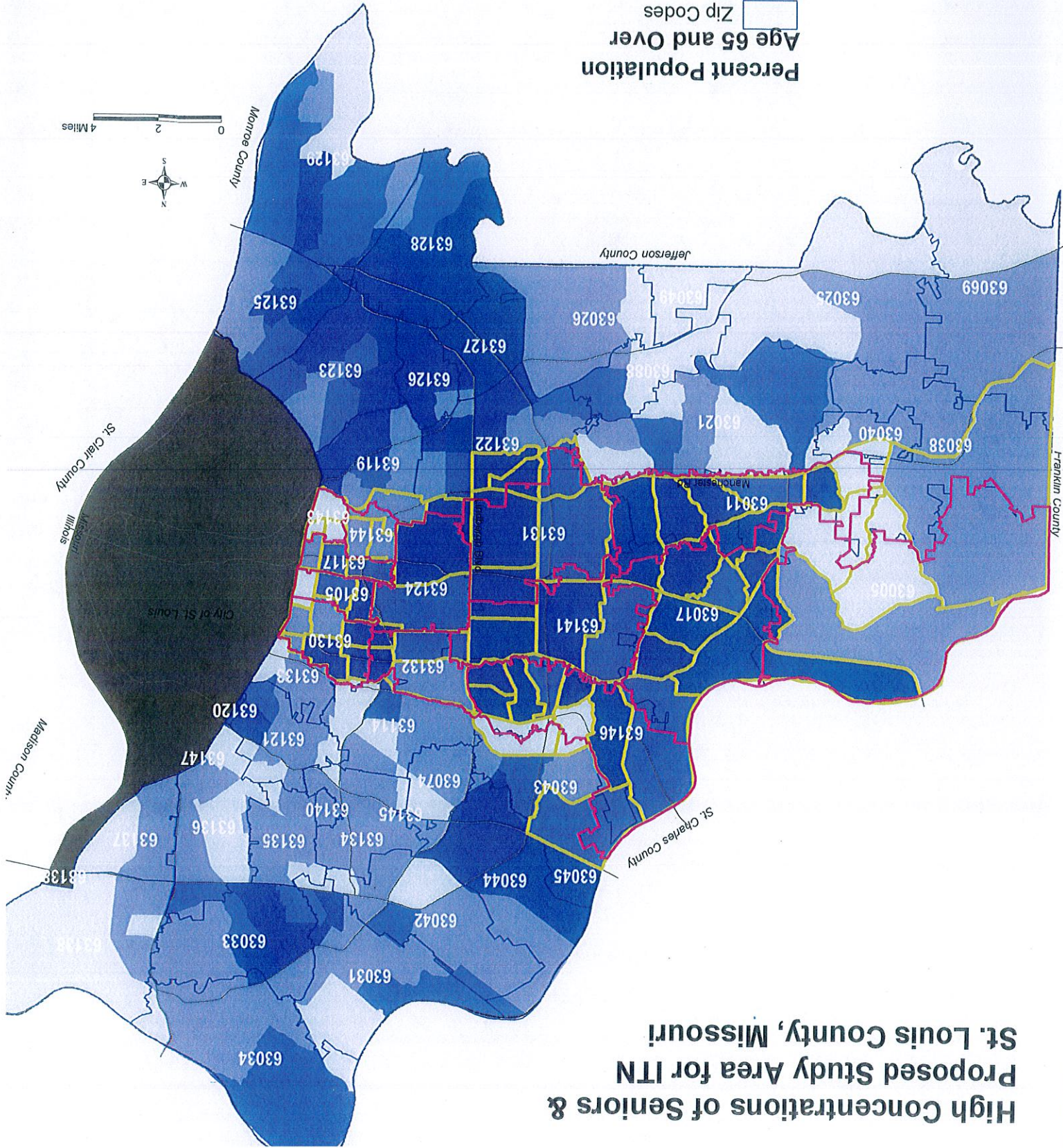
To learn more about volunteering or becoming a rider of ITN Gateway call, email, or visit our website :

314-724-2117

Email: info@itngateway.org
www.itngateway.org

Find us on 

High Concentrations of Seniors & Proposed Study Area for ITN St. Louis County, Missouri



Percent Population Age 65 and Over

