

On the Move:

Mapping Senior Transportation Gaps on the North Shore



Lionsview
Seniors Planning Society

A Strong Voice for Seniors

Authorship & Project Leadership

This report was authored by Lindsay Macklin on behalf of Lionsview Seniors' Planning Society. The project was developed with guidance and editorial support from Margaret Coates, Executive Director, and informed by the collective knowledge, lived experience, and contributions of the Seniors Working Group and the Seniors Action Table.

The report reflects a collaborative, community-based approach to understanding transportation access and mobility challenges facing older adults on the North Shore. It draws on research, service provider insights, and lived experiences to identify gaps, opportunities, and pathways towards more inclusive and age-friendly transportation systems.

Acknowledgements

Lionsview Seniors' Planning Society gratefully acknowledges the many individuals and organizations whose time, expertise, and lived experience contributed to this work.

We extend our sincere thanks to the members of the Seniors Working Group and the Seniors Action Table for their thoughtful engagement, lived insight, and commitment to improving transportation access for older adults. Their perspectives were essential in shaping the findings and recommendations presented in this report.

We also acknowledge the contributions of our community partners, including Silver Harbour Seniors' Activity Centre, Capilano Community Services, North Shore Community Resources, North Shore Neighbourhood House, Parkgate Society, and Keep Well Society. Their collaboration, local knowledge, and ongoing dedication to supporting older adults across the North Shore strengthened both the process and outcomes of this work.

Special thanks to Omar Vazquez, GIS volunteer consultant, for providing mapping as a visual tool to illustrate transportation coverage and to photographer, Ella Richards, for the use of the cover image, which reflects the natural environment central to the experiences of older adults in the region.

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A Strong Voice For Seniors on the North Shore

The Lionsview Seniors' Planning Society is funded in part by the City of North Vancouver, the Districts of North and West Vancouver, the United Way of the Lower Mainland and the Province of British Columbia.

Who are Lionsview Seniors Planning Society?

Lionsview Seniors' Planning Society is a non-profit, non-partisan, senior-led organization dedicated to supporting healthy, independent, and connected lives for older adults on the North Shore.

As a Community Collaborator, Lionsview brings together organizations, service providers, and seniors themselves to identify local challenges and co-create solutions that improve quality of life.

Our collaborative approach includes:

- **Seniors Working Group (SWG):** A network of 22 North Shore organizations working directly with seniors to identify gaps and develop joint responses to local needs.
- **Services to Seniors Coalition:** A broader forum of over 35 organizations and community members focused on shared learning and system-level collaboration.
- **Seniors Action Table (SAT):** A group of 6 to 8 local seniors from the City of North Vancouver who discuss, raise awareness, share information, and act on issues related to developing a more age-friendly, inclusive, and accessible community.

Land Acknowledgement

Lionsview Seniors Planning Society acknowledges that this project was conducted on the unceded and ancestral territories of the x^wməθk^wəyəm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

We recognize the deep and ongoing relationship these Nations have with the land, waters, and communities of the North Shore. As an organization working alongside older adults to improve mobility, access, and inclusion, we acknowledge that transportation systems exist within this broader context of Indigenous stewardship and responsibility. We offer this acknowledgement with respect and a commitment to learning, relationship-building, and reconciliation.

Executive Summary

On the Move: Mapping Senior Transportation Gaps on the North Shore is a community-based needs assessment developed to gather input from organizations that support older adults, in order to better understand existing transportation services, gaps in access, and emerging challenges. The assessment draws on service provider surveys, mapping of transportation services, and community dialogue to reflect how transportation is currently experienced across the North Shore. By listening and learning from community partners and seniors, this report is intended to support shared understanding, inform planning, and guide future collaboration among organizations, funders, and local governments.

Vision

Older adults on the North Shore should have access to transportation options that support mobility, participation, and independence throughout later life. Through coordinated planning and collaboration, community-based transportation services can continue to evolve in ways that respond to changing needs and support inclusive, age-friendly communities.

Collaborations

The project was developed in partnership with our Seniors Working Group, including: Silver Harbour Seniors' Activity Centre, Capilano Community Service Society, North Shore Community Resources, North Shore Neighbourhood House, Parkgate Society, and Keep Well Society.



Contextual Overview

Research shows that reliance on personal vehicles declines with age. In British Columbia, the proportion of people holding an active driver's licence decreases steadily in later life, with more than half of residents aged 85 and older having stopped driving as of 2018 (Office of the Seniors Advocate, 2018, p. 2). As the population continues to age, this number is expected to grow. The loss of driving independence has significant social implications. Older adults who no longer drive and are unable to use public transit or taxis face a higher risk of becoming socially isolated (Office of the Seniors Advocate, 2018, p. 4).

National research reinforces these concerns, as the National Research Council Canada (2025) highlights the essential role transportation plays in supporting aging in place. Accessible, affordable, and reliable transportation allows older adults to remain mobile, independent, and connected to their communities. Without these options, many older adults experience difficulty attending medical appointments or participating in social and recreational activities, which can further limit independence and overall wellbeing (National Research Council Canada, 2025).

Physical and cognitive changes, along with the financial costs associated with owning and maintaining a vehicle, are among the most common reasons Canadians over the age of 74 stop driving (Office of the Seniors Advocate, 2018, p. 4). Community-based organizations often support those most affected by these challenges, including seniors experiencing financial insecurity, limited social supports, social isolation, or declining physical or cognitive capacity. Together, provincial and national research point to transportation as a critical and growing issue for older adults and emphasize the need for practical, sustainable, and community-driven solutions.

This needs assessment builds on existing research by examining how these transportation challenges are experienced locally on the North Shore. By pairing broader evidence with community insights, the report highlights both the urgency of the issue and the importance of solutions informed by the lived experiences of seniors and the organizations that support them.

Our Process

1. **Identifying the Issue:** Transportation emerged as a top concern through input from service providers in the community, non-profit sector. They highlighted mobility and accessibility barriers impacting older adults movement across the North Shore.
2. **Surveying Service Providers:** The survey collected input from 14 community service providers and one private home care company that support older adults on the North Shore. We asked questions focused on transportation, including existing services, their accessibility limitations, gaps in service, and identifying innovative alternatives. For the full list of survey questions, see Appendix C.
3. **Mapping the Gaps:** As part of our methodology, we developed both static and interactive visual maps to facilitate a comprehensive understanding of senior transportation on the North Shore. These maps provide a clear illustration of service locations, accessibility features, and areas where collaborative coordination among organizations may be enhanced. They serve as analytical tools to support discussion, inform planning, and guide the development of strategies to improve transportation access for older adults. Maps of transportation coverage and walkability buffers are provided in Appendix A, Figure 8.
4. **Engaging the Community:** A year after collecting and beginning the analysis, we revisited discussions on transportation to engage community members and open dialogue with those directly benefiting from transportation services. We also aimed to understand how the initial survey may have increased awareness or inspired new ideas among service providers within the Seniors Working Group (SWG). Since identifying transportation as a key issue, we asked: *Has there been progress?* In addition, we engaged the Seniors Action Table (SAT) in creative mind-mapping exercises to ground the findings in their lived experiences and encourage them to reimagine a transportation system that functions as an age-friendly model of mobility. Their reflections represent an important next step in ensuring that future actions are guided by the voices and experiences of older adults themselves. To view the full mind maps developed by the SAT, visit Appendix C.

This needs assessment reflects input from service providers and older adults engaged through LSPS' networks and partnerships. While it does not represent a comprehensive inventory of all transportation services or the experiences of all seniors on the North Shore, it highlights key trends, service gaps, and lived experiences that can help guide future planning, collaboration, and decision-making.

What We Learned

Transportation barriers do not affect all older adults equally. Seniors experiencing disability, cognitive change, financial insecurity, social isolation, or living in geographically underserved neighbourhoods often face compounded challenges when accessing transportation. Understanding these intersecting factors is essential to developing equitable, flexible, and age-friendly transportation solutions that respond to diverse needs rather than a one-size-fits-all approach.

Findings: Existing Services on the North Shore

Availability of Transportation Services

The survey found that eight of the 14 responding organizations currently provide transportation for seniors on the North Shore. Many focus on medical-related trips, while fewer offer rides for social or recreational outings. This shows that while essential needs are being met, there are fewer opportunities for seniors to access programs and social activities that support connection and wellbeing.

Organizations with Transportation Services

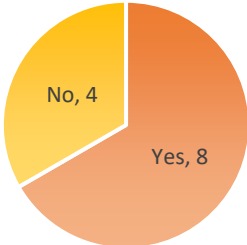


Figure A1: Number of community-based organizations on the North Shore with and without transportation services available to their clients or participants.

Source: Lionsview Seniors' Planning Society, 2025.

Transportation Use

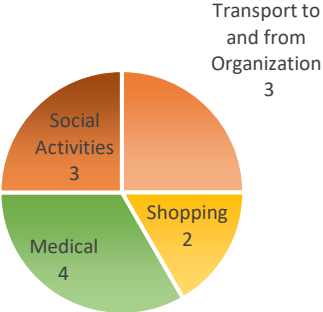


Figure A2: How community-based transportation services are used by older residents.

Source: Lionsview Seniors' Planning Society, 2025.

Dependence on Volunteers

Community transportation relies heavily on volunteer support. Five organizations depend on volunteer drivers, many of whom provide door-to-door assistance for seniors. While this approach helps build trust and connection, it also presents challenges when volunteer recruitment or retention is low. The strong reliance on volunteers points to the need for more stable funding and coordination to ensure services can continue to meet demand.

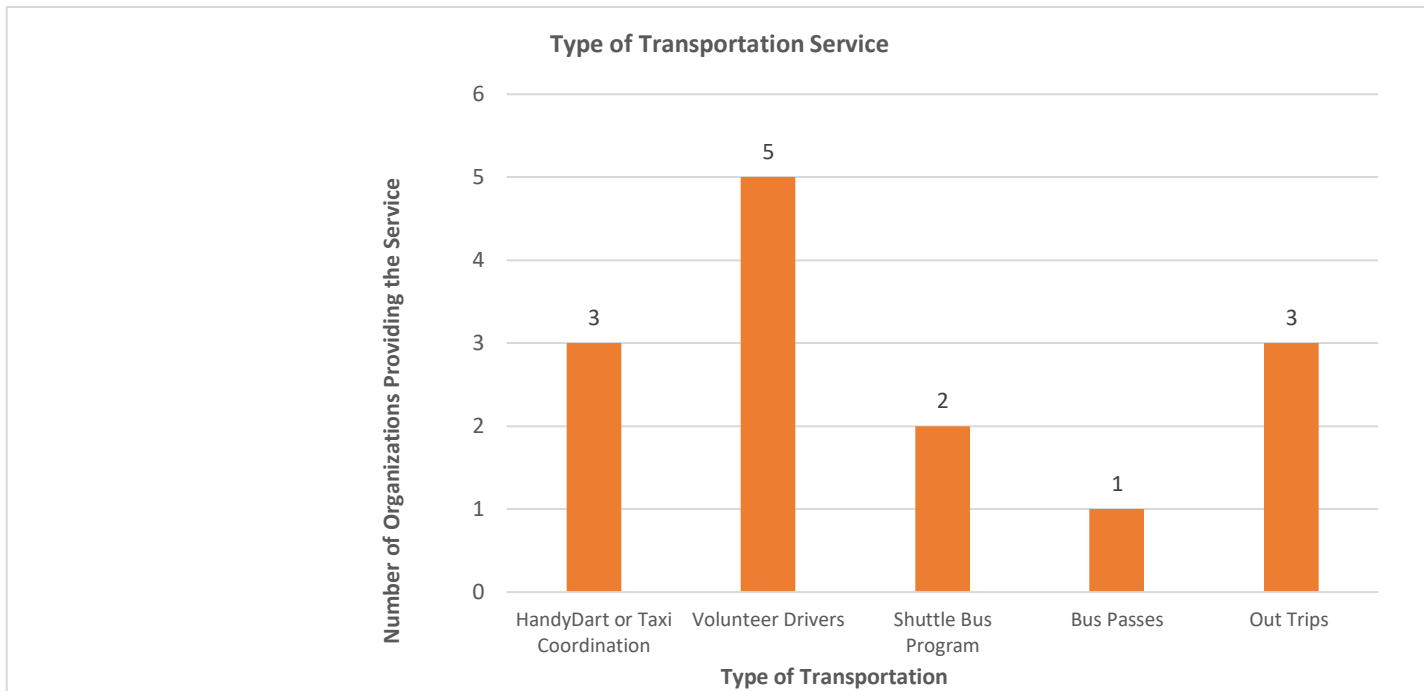


Figure A3: Types of transportation services offered by community-based organizations.

Source: Lionsview Seniors' Planning Society, 2025.

Service Frequency & Types

Transportation frequency and type vary across organizations. Four providers offer daily transportation, seven provide weekly service, and two operate on an occasional or as-needed basis. Volunteer driver programs are the most common model, followed by group outings, coordination of HandyDart or Taxi services, shuttle busses, and the distribution of bus passes.

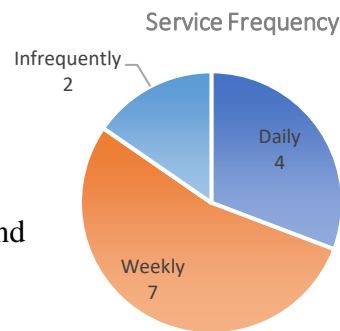


Figure A4: Service Frequency.

Source: Lionsview Seniors' Planning Society, 2025.



Figure A5: Service reach of the West Vancouver Seniors' Activity Centre Shuttle and the Capilano community Services Society Shuttle across the North Shore.

Source: North Shore Community Resources, 2024 Seniors Directory, pp. 54-55

Dedicated shuttle programs through the West Vancouver Seniors' Activity Centre, Capilano Community Services, and Parkgate Society play an important role in connecting older adults to community spaces. However, these services do not reach every neighbourhood, leaving some without regular access.

Accessibility & Quality of Service

Most organizations rated accessibility of their transportation as “fair” to “good.” Basic mobility supports such as boarding assistance and curb-to-curb service are widely available, but more specialized features are limited. Expanding wheelchair-accessible options and personalized assistance could significantly improve access for seniors with mobility or cognitive challenges.

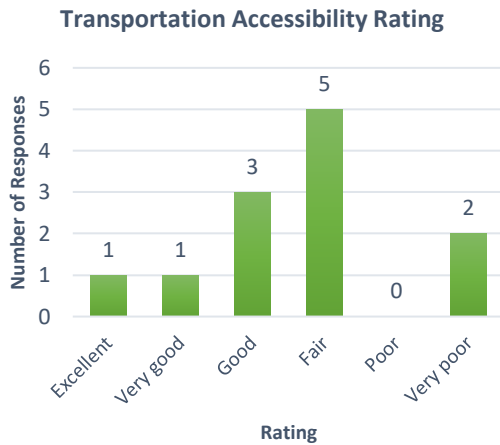


Figure A6: Accessibility ratings applied by service providers to their organization.

Source: Lionsview Seniors' Planning Society, 2025

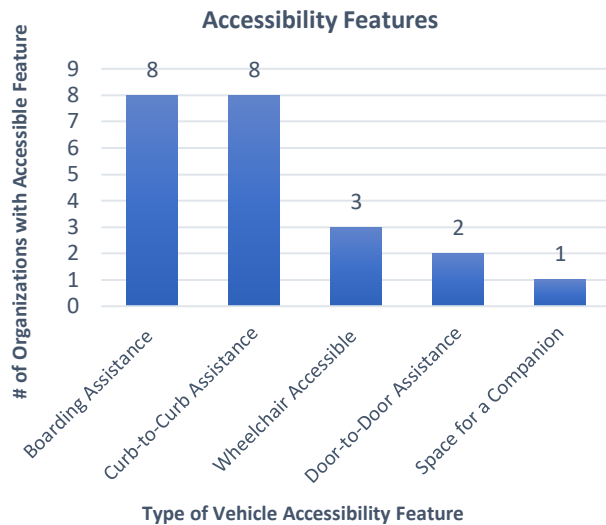


Figure A7: Accessibility features offered through community-based transportation services.

Source: Lionsview Seniors' Planning Society, 2025

An Overview of Existing Services

Overall, the findings reflect a community-based transportation network that provides essential support for seniors but remains stretched and uneven. While many organizations are working collaboratively to meet needs, there are still clear gaps in coverage, accessibility, and sustainability. These insights set the stage for a closer look at where and why the gaps exist and how the system can be strengthened. The next section explores these unmet needs and opportunities for improvement.

Findings: Unmet Needs

Barriers to Access

Despite the range of transportation services available, many older adults continue to face barriers that make travel difficult or unreliable. Common challenges include **mobility limitations**, such as difficulty boarding low vehicles, distant pick-up locations, and limited accessible parking. **Cognitive barriers** also pose significant challenges for some seniors, particularly when navigating complex systems like HandyDART or managing missed or forgotten rides. Additionally, **hospital discharges** were seen to leave seniors stranded without transportation support when released alone. **Affordability and reliability** were also recurring concerns, with participants noting the high cost of taxis or ride-share services and the uncertainty of programs that may be delayed, canceled, or unable to accommodate individual needs.

What's Missing?

When asked what improvements would make the biggest difference, service providers and the seniors they work with identified several recurring themes. There is a strong demand for more volunteer drivers, particularly for medical appointments, and for vehicles that can accommodate mobility devices. Respondents also emphasized the need for affordable and dependable ride options, improved HandyDART reliability, and better access to non-medical destinations such as grocery stores, community programs, and social events. A smaller but notable request was for ride reminders to reduce confusion and prevent missed trips, especially for older adults experiencing cognitive challenges.

Volunteer & Staff Shortages

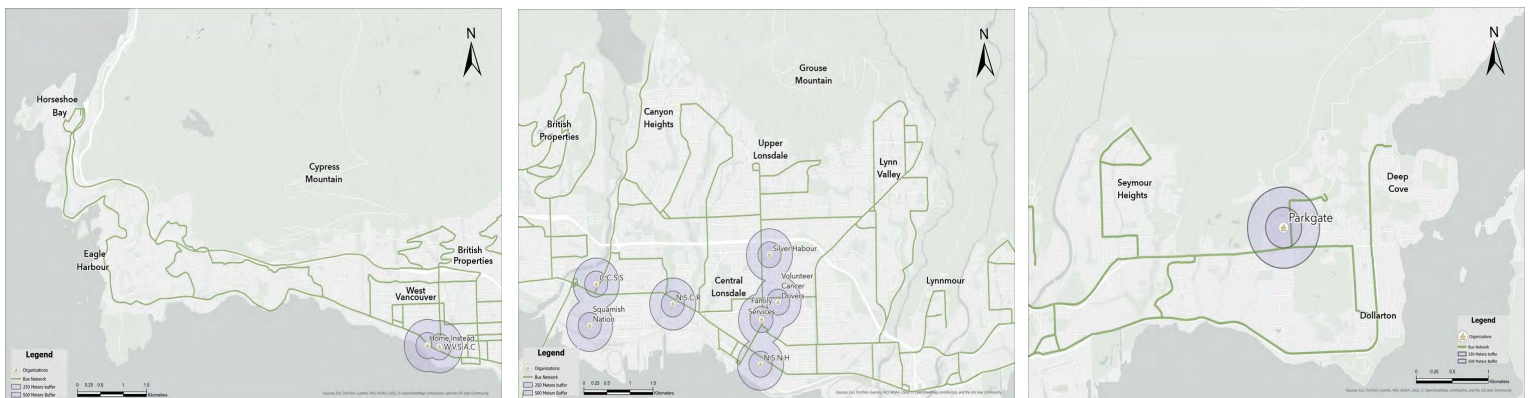
As discussed, the survey reveals an ongoing shortage of volunteers and staff available to provide transportation or personal assistance. Many organizations reported difficulty recruiting and retaining volunteer drivers, as well as the need for volunteers who can accompany seniors to appointments, take notes, and offer companionship during trips. Only **two of eight organizations** indicated that they had a contingency plan in place for when public transportation services were unavailable. For example, Parkgate Society supplements its services with Uber scheduling and a shuttle during peak hours, while West Vancouver Home Instead maintains two company vehicles for senior transportation. Most others, however, reported having no contingency options, leaving seniors without reliable alternatives.

Geographic & Systemic Gaps

Access to transportation varies significantly across the North Shore. Services are concentrated in areas with higher population density, while low-density and high elevation neighbourhoods such as Horseshoe Bay, British Properties, Lynn Valley, and Deep Cove are less served by both community programs and public transit.

Using GIS mapping, we were able to visualize these gaps by layering public transportation routes update as of February 2025 (routes in green), community organizations locations (yellow icons), and walkability buffers (purple bubbles). The static maps below (and in Appendix A) highlight limited service coverage in specific areas, while the interactive version allows service

Figure A8



Source: Omar Vazquez, GIS volunteer consultant; Lionsview Seniors' Planning Society, 2025

providers to explore service proximity, and transit access in real time. This tool helps identify areas where seniors face the greatest transportation challenges.

Emerging Tools & Opportunities



In addition to mapping, an updated **service directory** was created to help providers and community organizations navigate available transportation options and identify potential partnerships. The visual and digital mapping tools are designed to be conversation starters, encouraging stakeholders to reflect on where services overlap, where they fall short, and how collaboration could lead to a more coordinated and inclusive transportation network for older adults.

Promising Practices & Potential Solutions

The findings from this assessment make it clear that transportation challenges for older adults are complex and interconnected – influenced by geography, resources, and system coordination. However, they also point to areas of opportunity. We will now explore possible solutions and collaborative strategies identified through the survey, partner discussions, and community dialogue to generate creative ideas grounded in lived experience and expert knowledge. Together, these perspectives provide a roadmap for strengthening the transportation system on the North Shore and ensuring it evolves in step with the needs of older adults.

Survey Responses: Looking for solutions

When asked to propose potential solutions, service providers identified several promising practices and collaborative approaches that could strengthen transportation options for older adults on the North Shore.

Expanding Transportation Options. Respondents emphasized the need to broaden transportation beyond medical trips to include social and recreational outings that help reduce isolation. Many suggested offering one-to-one rides for seniors requiring additional support, especially those with mobility or cognitive challenges.

Building Collaboration. Organizations highlighted the importance of shared resources, such as joint volunteer driver pools, coordinated grant applications, and shared shuttled services to improve coverage and reduce duplication. Leveraging existing tools like taxi vouchers or flexible shuttle scheduling was also seen as a practical way to fill gaps.

Innovative Partnerships. Participants suggested that partnerships with widely used transportation companies could play a role in strengthening a more responsive and accessible transportation system for older adults. Senior-oriented ride-sharing models, such as Lyft Silver and Uber Senior, may offer additional flexibility; however, further work would be required to address affordability, accessibility, digital literacy, and alignment with community-based

supports. This could include driver training, app navigation workshops, and volunteer-based peer support to ensure these options are practical and inclusive for seniors.

Examples to Learn From. Respondents cited several models worth emulating:

- **West Vancouver Seniors Activity Centre Shuttle** – connects older adults to local destinations and activities .
- **Langley Senior Resources Society Transportation Program** – a volunteer-run, provincially funded initiative offering consistent service.
- **GERTIE (Gabriola Island)** – community-operated, grant and donation-supported shuttle that prioritizes accessibility, sustainability, and intergenerational support.

Why does it Matter? Reliable, accessible transportation allows older adults to stay connected, safe, and independent. As one respondent expressed:

“Grants and public funding need to be made available so when a senior is ready to ‘hang up their keys,’ they have options” (service provider, 2024).

Another respondent notes:

“Transportation is a key issue that needs more funding to support seniors’ mobility and safety” (service provider, 2024)

Without accessible alternatives, many older adults continue driving beyond their comfort level, posing risks to personal and community safety. These insights reinforce the urgency of coordinated, well-funded transportation strategies that empower seniors to remain active and engaged.

Co-Creating Solutions Grounded in Lived Experience

One-Year Reflections with Service Providers: New & Persisting Challenges in Transportation

Follow-up reflections with service providers one year after the initial needs assessment reinforced an important learning: there is no one-size-fits-all approach to transportation options for older adults. While community-based transportation and alternative options remain essential, many older adults continue to rely on personal vehicles to maintain independence, flexibility, and connection to their communities. As a result, transportation planning and solutions for older adults must account not only for alternatives to driving, but also for the realities of aging while continuing to drive.

In 2025, United Way funding supported Social Meals and Transportation programs on the North Shore, benefiting organizations in Silver Harbour Seniors' Activity Centre, Parkgate Society, West Vancouver Seniors' Activity Centre, Capilano Community Services, and Family Services. This funding helped stabilize and sustain transportation programs and, at select organizations, supported the operation of shuttle services. Service providers noted that while this investment has been essential to maintaining existing services, growing demand means additional resources are needed to expand reach and serve more older adults.

At the same time, the introduction of paid parking measures in the City of North Vancouver emerged as a significant and unexpected transportation barrier. Increased costs, apps, and the cognitive and physical effort required to navigate them have transformed parking from a convenience into a point of friction. For some older adults, what should be a simple trip now feels complicated, stressful, or not worth the effort, increasing the risk of reduced participation in programs, services, and social activities.

Community partners raised concerns about parking availability and accessibility, particularly for seniors with mobility or cognitive limitations. These challenges affect not only individuals driving themselves, but also volunteers, caregivers, and organizations operating shuttle services.

At the same time, transportation capacity across the North Shore remains uneven. Volunteer medical transportation continues to address some essential needs, supported in part by drivers using SPARK placards, yet non-medical transportation options remain limited and overall volunteer capacity is insufficient. Parking constraints have also created new challenges for seniors' shuttle services, disrupting access to community spaces.

Geographic inequities persist, with areas such as Deep Cover and Woodlands consistently identified as transportation deserts, particularly for older adults who no longer drive or who face increased difficulty navigating parking and transit systems. These reflections highlight how parking policies, geographic design, and transportation services are deeply interconnected.

Mapping the Way Forward: Participatory Visioning with Local Seniors

Conversations with members of the Seniors Action Table (SAT) highlighted several perspectives that are less visible in service-level data but are critical to understanding how older adults experience transportation in practice.

Internalized ageism as a barrier to access

Older adults reflected that internalized ageism can discourage people from using transportation services they would benefit from. Some seniors described feeling embarrassed, “not old enough,” or reluctant to ask for help because they did not want to feel like a burden. SAT members emphasized that education and awareness about internalized ageism, inclusivity, and normalizing support could play an important role in improving service uptake.

Trust, familiarity, and feeling that you belong

Beyond availability, seniors emphasized how it *feels* to use transportation services. Unfamiliar drivers, changing routes, and a lack of recognizable program identity can create anxiety and reduce confidence. Older adults highlighted the importance of familiar drivers, consistent branding, and welcoming program environments that help build trust and a sense of belonging.

The hidden toll of waiting, walking, and wayfinding

SAT members drew attention to the challenges that are often underestimated, including long wait times associated with HandyDart, limited seating and shelter, lack of nearby washrooms, and uneven walking surfaces that increase fall risk. These factors can turn a short trip into an exhausting and physically demanding experience.

Parking and driving realities for older adults

While alternatives to driving are essential, SAT members emphasize that many older adults continue to drive and rely on parking to remain independent. As identified by service providers, the new parking measures, digital payment system, and limited accessible parking were seen as added stressors that can discourage participation and contribute to isolation.

Planning for disruptions and flexibility

Older adults raised the importance of having contingency plans during service disruptions, such as transit strikes. Suggestions included using agency-owned vehicles to operate simple, short shuttle routes along key corridors or between major destinations, reflecting the desire for practical, flexible responses when systems fail.

The need for a coordinated, easy-to-navigate system

The SAT members consistently expressed frustration with having to navigate multiple programs, phone numbers, and eligibility rules. SAT members emphasized the value of a coordinated,

collaborative approach, such as a single point of contact or “one-stop” information line, to make community-based transportation easier to understand, access, and simply board.

These insights highlight that transportation challenges are not only about routes and services, but also about dignity, confidence, and the cumulative effort required to leave home. Incorporating older adults’ lived experiences into planning and decision-making is essential to creating transportation systems that are actually accessible, age-friendly, and responsive to local needs.

Concluding Thoughts & Opportunities for Collective Action

Over the past year, conversations with seniors, service providers, and community partners have reinforced a shared understanding: there is no single solution to senior transportation, and no one organization can meet these needs alone. Supporting the mobility of older adults on the North Shore will require coordinated, collaborative efforts that build on existing strengths and share resources.

This work has created momentum towards a more connected and responsive community-based transportation system. The following opportunities for collective action outline practical steps that we can take over the next year to strengthen coordination, improve access, and better support older adults' diverse mobility needs.

Opportunities for Collective Action

1. Coordinate community-based transportation efforts

Strengthen collaboration among organizations by exploring shared volunteer driver pools, coordinating the use of existing vehicles such as shuttle buses, and aligning service schedules where possible. A more coordinated approach can help reduce duplication, address service gaps, and make better use of limited resources.

2. Work together to support sustainability

Pursue joint funding applications and shared resource development to stabilize and expand transportation services. Collaborative funding efforts can support volunteer recruitment and retention, increase non-medical transportation options, and improve long-term sustainability.

3. Simplify access through shared information and referral pathways

Improve how information is shared by developing clearer, more consistent messaging across organizations. Exploring a centralized access point, such as a one-stop phone number or shared referral process, could make it easier for older adults and caregivers to find and access transportation support.

4. Keep lived experience at the centre of planning

Continue engaging seniors through ongoing dialogue to ensure transportation solutions remain grounded in lived experience. Regular reflection and feedback will help partners respond to emerging needs and adapt as the community continues to evolve.

Moving forward, progress will require phased and collaborative action. In the short term, partners can focus on improving coordination, informed sharing, and small pilot initiatives. As well, joint funding efforts and expanded capacity can help stabilize and grow services. Longer-term planning should aim to embed community-based transportation into broader age-friendly and accessibility planning across the North Shore, ensuring solutions evolve alongside the needs of older adults.

References

National Research Council Canada. (2025, May 28). *Getting around and aging in place*. <https://nrc.canada.ca/en/stories/getting-around-aging-place>

Office of the Seniors Advocate. (2018, May). *Seniors Transportation: Affordable, Appropriate, and Available*. <https://www.seniorsadvocatebc.ca/app/uploads/sites/4/2018/05/Seniors-Transportation-Report.pdf>

Appendix A: Data Visualizations & Graphs

Figure A1: Number of Organizations with Transportation Services

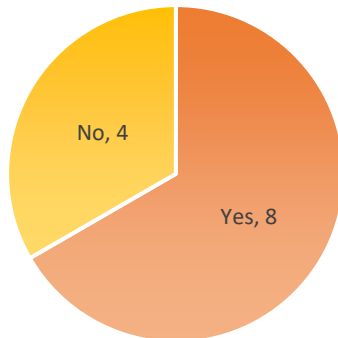


Figure A1 illustrates the number of community-based organizations on the North Shore that offer transportation services to their clients or participants, compared with those that do not.

Figure A2: Number of Organizations Providing Different Uses of Transportation

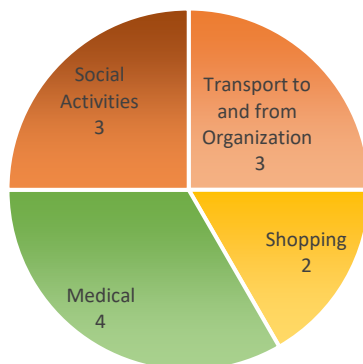


Figure A2 illustrates how transportation services provided by community-based organizations are used, including travel for social activities, medical appointments, shopping, and access to organizational programs.

Figure A3: The Types of Transportation Services Available

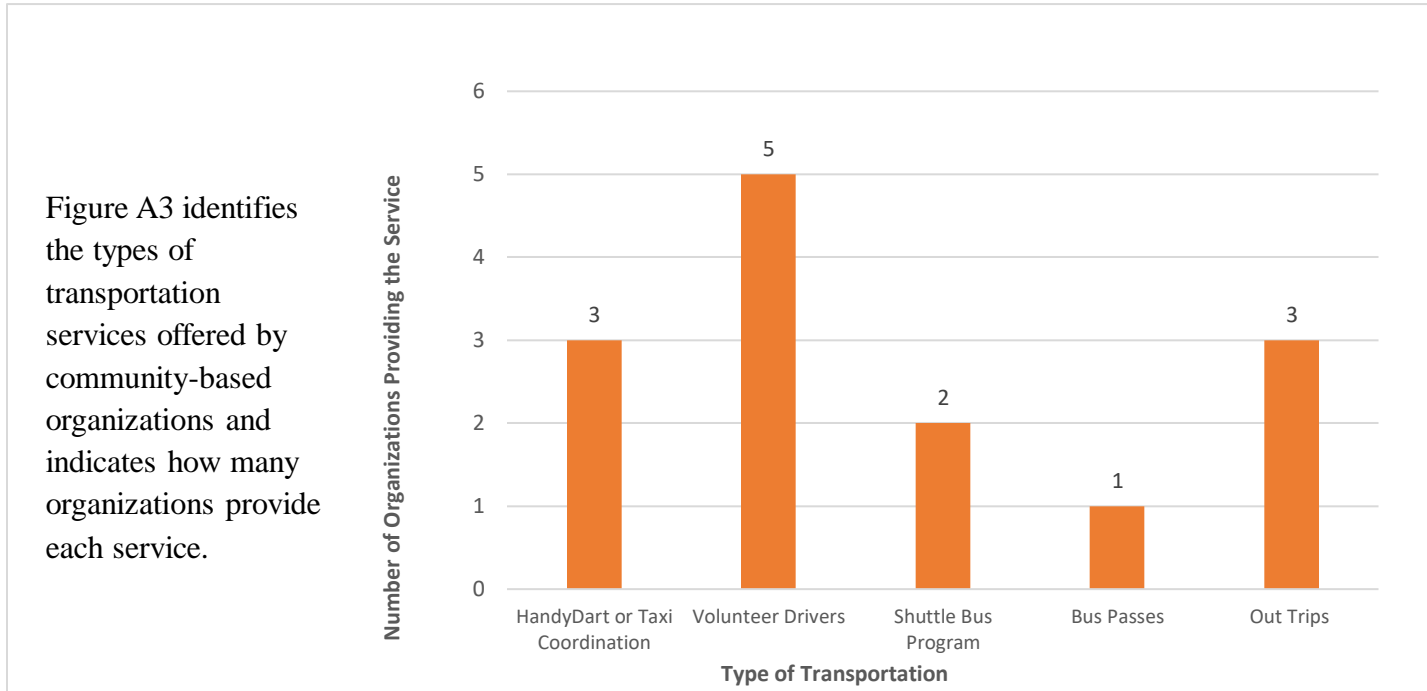


Figure A4: Service Frequency

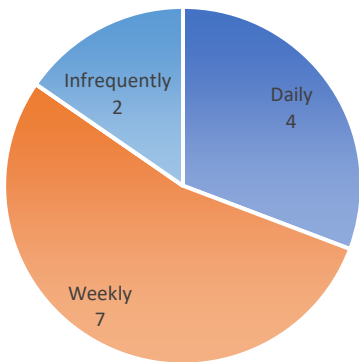
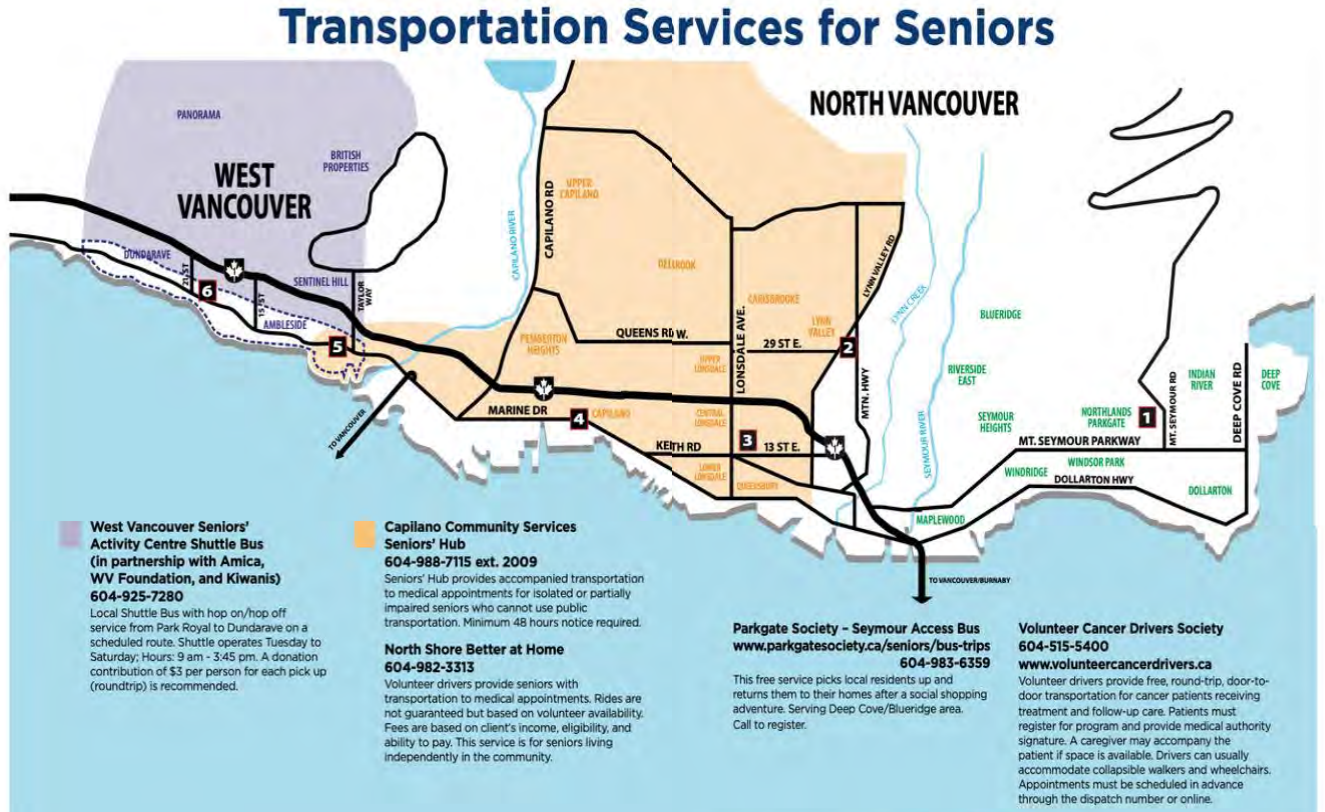


Figure A4 indicates how often transportation services are provided by community-based organizations.

Figure A5: North Shore Community Resources' 2024 Seniors Directory Transportation Map



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

Figure A5, sourced from the North Shore Community Resources' 2024 Seniors Directory, shows the geographic reach of the West Vancouver Seniors' Activity Centre Shuttle and the Capilano Community Services Society shuttle across the North Shore.

Figure A6: Transportation Accessibility Rating

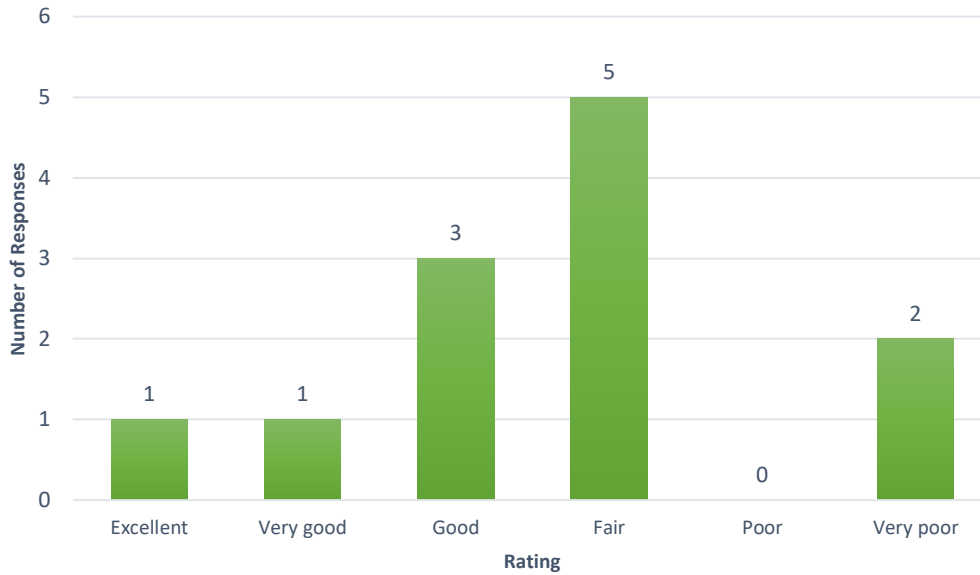


Figure A6 illustrates how service providers rated the accessibility of their organization using a Likert scale ranging from ‘very poor’ to ‘excellent.’

Figure A7: Accessibility Features

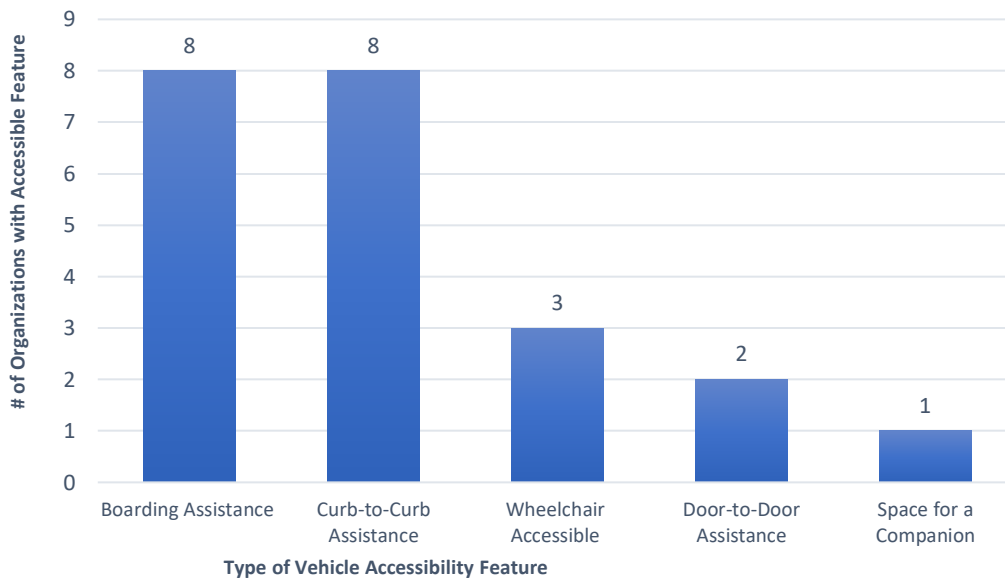
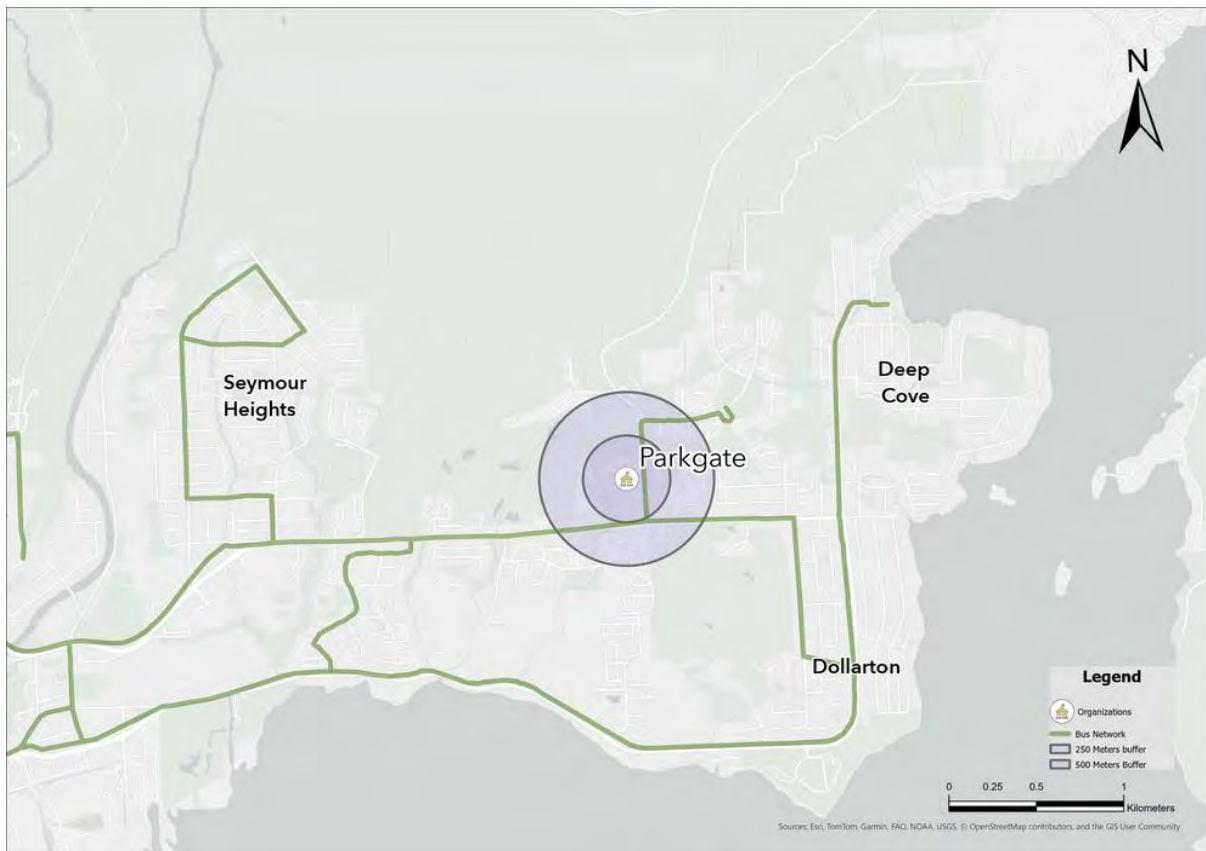
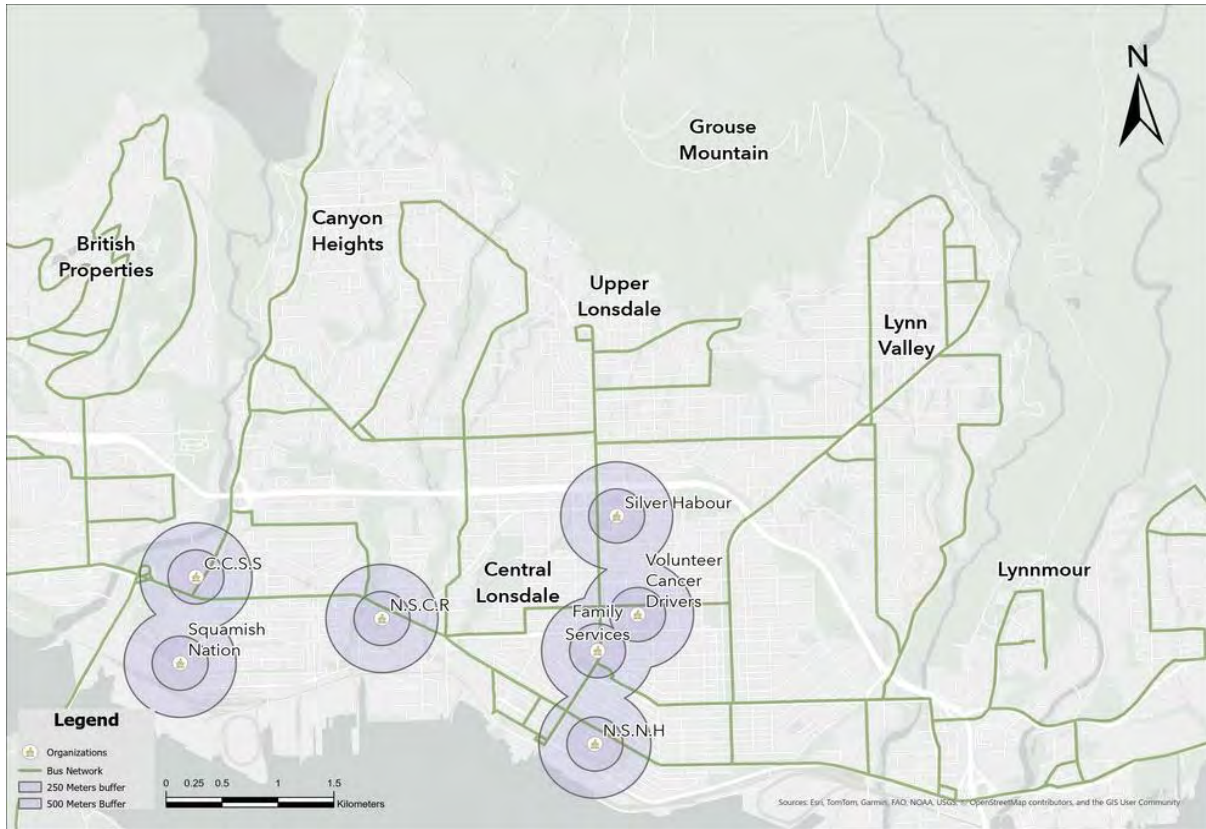


Figure A7 identifies the accessibility features offered by community-based transportation services.

Figure A8: Static Mapping Tool

Figure A8 is a compilation of three screen captures from a static Geographic Information System (GIS) map, illustrating transportation availability on the North Shore and highlighting areas with limited service. Green lines indicate public bus routes (as of February 2025), yellow house icons represent community-based organizations providing at least one transportation service, and purple bubbles show 250- and 500-meter walkability buffers. The map highlights areas with limited service and serves as a discussion tool for identifying geographic transportation gaps.





Appendix B: Contributors & Community Partners

Seniors Working Group Members:

This project was strengthened by the shared knowledge, experience, and collaboration of the following individuals and organizations.

Margaret Coates, Lionsview Seniors Planning Society

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Annwen Loverin, Silver Harbour Seniors Centre

Austin Neaves, Capilano Community Services Society

Kelsey Grass, Parkgate Society

Judy Stott, North Shore Community Resources (Better at Home)

Ann-Marie Jamin, North Shore Community Resources

Kathy Jarvis, North Shore Community Resources

Adele Wilson, Keep Well Society

Lea Howard, North Shore Neighbourhood House

Trish Alsop, North Shore Neighbourhood House

Appendix C: Survey & Engagement Tools

Transportation Needs Assessment Questionnaire

Existing Transportation Services

1. What types of transportation services does your organization currently offer to seniors?
Please indicate all applicable options, such as public transportation coordination, shuttle programs, volunteer driver initiatives, ride-sharing options, etc.
2. a) How frequently are these transportation services offered?
 Daily Weekly Monthly Occasionally Not applicable
b) What days and hours do you currently offer transportation services?
3. What are the purposes for which seniors utilize these transportation services?
Please specify what the services are. This could include transportation to medical appointments, grocery shopping, social activities, religious services, or other needs.
4. Are there waitlists for your transportation services?
Please specify your program capacity (i.e. number of seats on your bus) and the length of the waitlist.

Accessibility

5. How would you evaluate the current accessibility of your transportation services for seniors?
 Excellent Good Fair Poor Very Poor
6. What specific accessibility features are incorporated into your transportation services?
Please indicate if your services include features such as wheelchair accessible vehicles, boarding assistance, curb-to-curb service, etc.
7. What are the most common accessibility challenges encountered by your clients?
Consider challenges such as insufficient wheelchair accessible vehicles, inadequate support for those with mobility limitations, difficulties with scheduling or booking, restricted service hours or routes, etc.

Service Gaps

8. Are there specific transportation services that seniors frequently request? If so, please specify.

9. What unmet transportation needs do you identify for your clients?
Please consider needs such as increased service frequency, extended operational hours, additional accessible vehicles, or challenges related to attending programs and events.
10. Are there specific neighborhoods or areas where transportation services are particularly lacking?
If applicable, please provide details.
11. What improvements would you recommend to enhance transportation options for seniors?
Feel free to provide any suggestions for better service provision.

Innovative Alternatives

12. Would the use of ride-sharing services, such as Uber, be advantageous for your clients?
Please elaborate on how such a solution might benefit your clientele.
13. Do you have any concerns related to safety or liability with the use of ride-sharing services?
If so, please provide details on your concerns.
14. Have you heard of any programs or services that work well in other areas? Would this be possible to implement on the North Shore if certain challenges were to be addressed?
If so, please describe the program/service and the barriers impacting implementation.

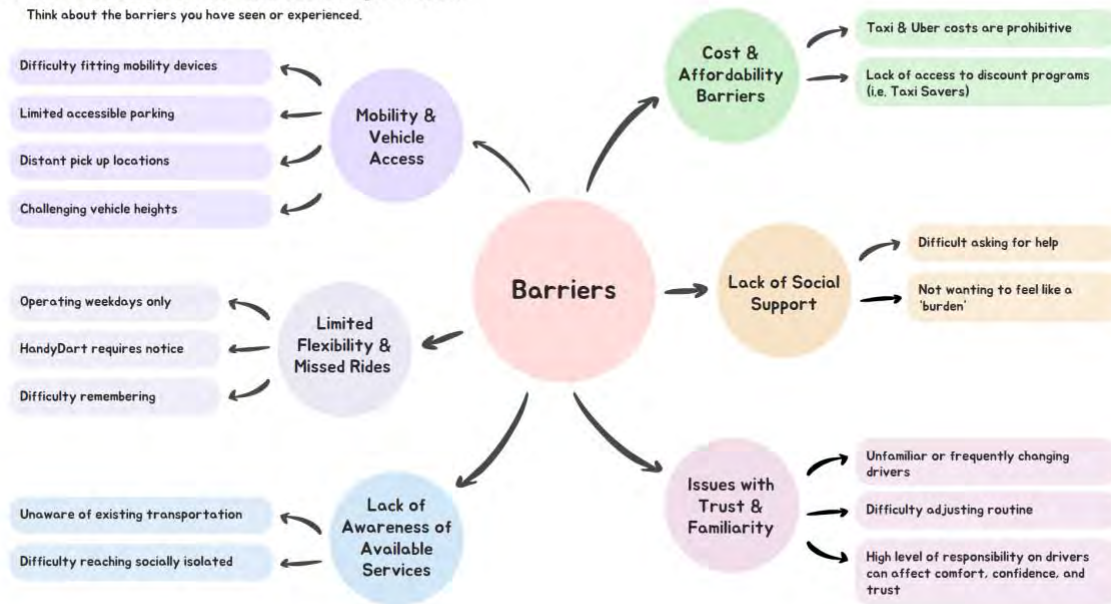
Community Mind Mapping with the SAT

Discussion Prompt

1. What makes it hardest for older adults to get around? This about the barriers you have seen or experienced.
2. What could improve community-based transportation on the North Shore? Consider potential solutions, big or small.

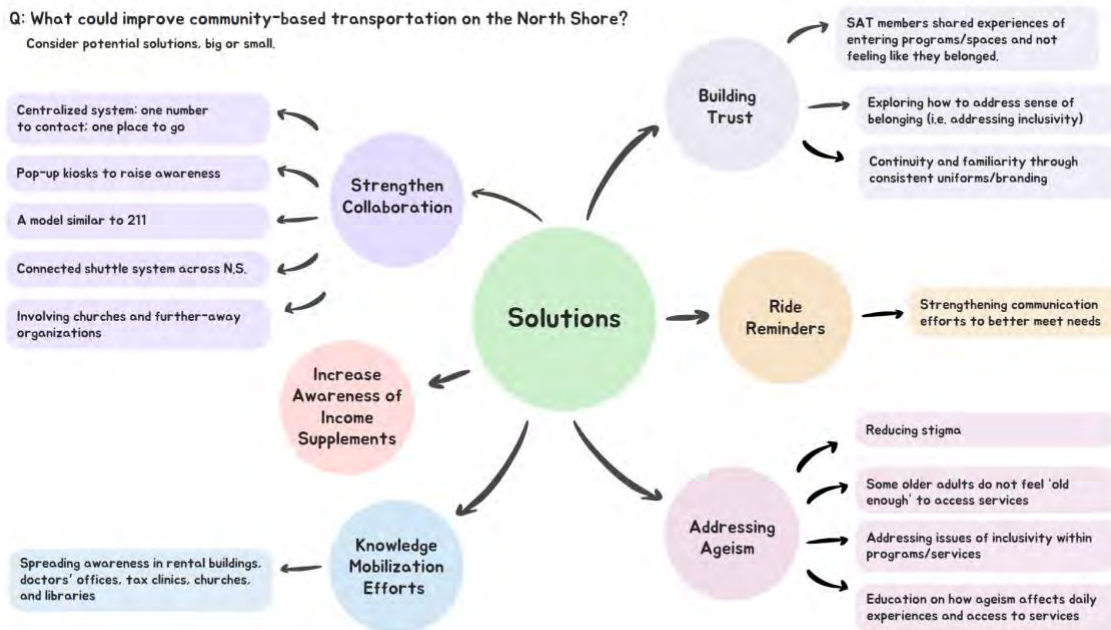
Mind Map: Barriers

Q: What makes it harder for older adults to get around?
Think about the barriers you have seen or experienced.



Mind Map: Solutions

Q: What could improve community-based transportation on the North Shore?
Consider potential solutions, big or small.



Moving Forward

This report reflects the voices, experiences, and insights of older adults and community partners across the North Shore. While transportation challenges remain complex, the collective knowledge shared through this process points to meaningful opportunities for collaboration, innovation, and action. Continued investment in community-transportation solutions will be essential to ensuring older adults can age with dignity, independence, and connection.

Stay Engaged

For updates on this work or to get involved, visit lionsview seniorsplanning.com or contact us at lions_view@telus.net.

Thank you to the community members, service providers, and community partners who contributed their time, insight, and experience to this work.



Lionsview
Seniors Planning Society

A Strong Voice for Seniors