

The Road Ahead, Winter 2011

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The Liberty Mutual and ITNAmerica Partnership. ITNAmerica is excited to announce our partnership with Liberty Mutual, one of the nation's leading auto, home and life insurers. As the National Insurance Partner to ITNAmerica and our affiliate communities, Liberty Mutual has embraced ITN's mission to support safe, senior mobility and developed resources for seniors and their families to make good, safe transportation decisions found at www.libertymutual.com/seniordriving.

ITN Facts
The Independent Transportation Network has delivered over 330,000 rides. ITN Affiliates now deliver over 4,000 rides a month.

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- What is the Independent Transportation Network and how does it work?
- How to start the ITN in your community.
- Meet ITN founders from affiliate communities across the country—how did they do it?
- ITNAmerica information technology, including the enterprise software that connects ITNAmerica's national network.

Althea West and Ben Petro Honored at Annual Affiliate Retreat

At the ITNAmerica Annual Affiliate Retreat in October, ITNStCharles Executive Director Althea West and ITNSarasota Operations Director Ben Petro were honored for their work in bringing dignified transportation to seniors in their communities.

The Max and Helen Israelite Volunteer of the Year Award was created to honor Max Israelite and his beloved wife Helen. Max Israelite was one of the founding members of the original Independent Transportation Network® board of directors. Althea has served on the ITNStCharles Board of Directors and as volunteer Executive Director for the past year. She has seen the organization grow into a trusted source of rides for seniors in her community. "The key to this community," she says, "is the buy-in of other professionals...and word-of-mouth recommendations."

The Karl Durgin award, named for a longtime ITNPortland dispatcher and manager, was awarded to ITNSarasota Operations Director Ben Petro for his outstanding year of work at the organization. The award is given each year to the Dispatcher who exemplifies the highest level of service and dedication. About the impact of ITN on Sarasota, Ben said, "I think we are well on our way to making a huge difference in helping the senior community...maintain their independence."

Althea was stunned to receive the award, for which she was nominated by other members of the ITNStCharles branch without her knowledge. "They surprised me so much!" Likewise, Ben expressed surprise at receiving an honor, adding, "I feel every person involved with ITN deserves an award for the great work they do."

Boston Law Firm, Law School Team Analyze American Senior Transportation Laws on Behalf of ITNAmerica

For several months, two attorneys from the Boston-based law firm Nutter McClennen & Fish LLP have been working closely with eleven student researchers from the Rappoport Center of Suffolk University Law School to answer this question: what laws create incentives or remove barriers to the use of private resources for sustainable senior transportation? Both the students and the attorneys who supervise them are volunteering their time to explore the topic, which has sometimes made a difference in the pace at which ITN branches can be established in different states.

The report is likely to have a major impact on states' policies toward senior transportation. Ellen Farwell, one of the attorneys, observes, "The research they are doing may help policy makers look to the best practices of other states and adopt the policies that make sense for their own states. The issues that the elderly face vary in each state and within different regions of each state, but many of the laws that some states have in place could help address a variety of those issues."

For students, it is a valuable learning experience and an opportunity to burnish their resumes. According to Ms. Farwell the firm's aim is to expand their pro bono legal services, mentor students, and "help the student researchers make the law accessible to policy makers and to create a jumping off point for further research."

The report will be available online and accessible at no charge once it is completed.



ITN's Third Annual Affiliate Retreat Receives Highest Marks from Attendees

The third Annual All-Affiliates Retreat in October brought together board members and staff from ITN affiliates across the country, as well as representatives of planned affiliates in Memphis and Boston.

In two days of meetings, attendees learned and shared experiences about running an ITN, including what it means to be a sustainable organization, development and giving, board governance, and the fine points of budgeting and community outreach. The meetings were held at the Westbrook, Maine office that houses both ITNAmerica and ITNPortland, and included a key note presentation from ITN corporate sponsor [Liberty Mutual Insurance Company](#).

Surveys of attendee satisfaction returned the highest marks in the history of the Annual Retreat. 98 percent of participants agreed that the sessions provided useful information, contributed to their professional growth, and that the information and skills they gained will benefit their work. Attendees also gave individual sessions very high marks for content, organization, responsiveness.

Pictures from the meetings and the agenda for the two-day event can be found at the ITNAmerica website:
<http://www.itnamerica.org/content/Retreat.php>

Look for Us in Generations – Journal of the American Society on Aging

The fall issue of Generations features an article written by Katherine Freund, Executive Director of ITNAmerica, entitled, "Aging, Mobility, and the Model T: New Approaches to Smart Community Transportation." Generations is a quarterly publication that focuses on issues affecting the baby boomer generation, such as health, lifestyle, retirement and finance. It reaches 78 million people nationwide. Jackie Vine, ITNAmerica's Research and Evaluation Manager partnered with Katherine to write the article.

The article imagines how community transportation will look in the future as technology enables us to create more consumer-friendly, age appropriate, and environmentally and financially sustainable mobility. **"Consumer spending in transportation in the last 100 years has increased steadily, from about 1 % to about 20% of household income. The future of community mobility will be in finding ways to access unused private capacity, and volunteer senior transportation is as much a part of that future as car share and rideshare. We have enormous untapped opportunities before us."**

The piece is now available in [our press room](#).

International Conference on Emerging Issues in Safe and Sustainable Mobility for Older Persons (Aug 30 – Sept 1, 2011)

Every ten years or so, the Transportation Research Board holds a major conference on older drivers and safe mobility for older people. The next such conference is coming up this year, from August 30 – September 1, in Washington, DC. ITNAmerica's Katherine Freund will co-present the policy keynote with [ITNAmerica Research Group](#) member, Loren Staplin of [Transanalytics](#). Open to researchers, policy makers, health professionals and partners in industry, the [Emerging Issues in Safe and Sustainable Mobility for Older Persons](#) Conference will address a unique audience and topic that are urgently needed. The journal of Accident Analysis and Prevention has recognized the conference as an opportunity and has agreed to sponsor a special journal issue for selected peer-reviewed presentations. The impact of four focus areas on the mobility of older persons and related industry innovations have been selected. These areas are:

- Changing Demographics
- Changing Health Care Environment
- Changing and Emerging Caregivers
- Changing Policy

Questions about the conference should be sent to mobility2011@gmail.com

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