



Older Adult Transportation Initiative

March 16, 2022



Agenda:

- Update on pilot programs
- Update from Off-Island Medical Transport group
- Older Adult Transportation Summit discussion
- Timeline/Next steps for Strategic Plan Development

Transportation Option Updates

- Leslie/Joyce – Pilot Program
- Lyndsay – Pilot Program
- Cindy – GoGoGrandparent Pilot Program
- Dan Doyle – Off-Island Medical Transportation

Pilot Review – A refresher

	Taxi Program at IEH	GoGoGrandparents	Anchors Transportation Pilot	Center4Living
Purpose	Essential - Medical appointments only (scheduled)	Essential and Enrichment (on demand/scheduled)	To provide alternative multi-rider transportation solution in Edgartown (scheduled)	To provide client transportation to C4L (scheduled)
Program description	IEH schedules taxi rides for clients	Referral program from service agencies – HAMV registers and oversees	Provides fixed loop in Edgartown (post office, pharmacy, grocery store) initially; may add transportation to programs at the Anchors	Picks up and delivers clients to the center/home, potential expansion to other uses*
Partner	Local taxi operator with fixed pricing, 100% costs covered	GoGoGrandparent (concierge service) 100% costs covered	VTA provides vehicle, insurance, driver training; Anchors provides staff driver and volunteer drivers	VTA provides vehicle, C4L provides driver(s)

Update on Anchors Transportation Pilot

Criteria	Description
Purpose	To provide an alternative multi-rider transportation solution in Edgartown (scheduled) for Older Adults
Program description	Provides multiple destinations in Edgartown (post office, pharmacy, grocery store) initially; may add enrichment trips and on-demand drug pick up
Partner	VTA provides vehicle, insurance, driver training, (parking of vehicle TBD)
Responsibility of Anchors	Provides staff driver(s), program oversight (arranging for rides etc.) and identification of volunteer drivers (at a later stage); reimburses VTA for fuel, insurance and repair costs
Fixed Route/# of clients	Pick up to 4 Edgartown residents at their homes, complete multiple destination route and return home; up to 4 clients per trip; wheelchair accessible vehicle
Current Funding Status	Potentially, FY23 Budget (starting July 1, 2022) will be able to cover costs from that point forward; MVCF providing bridge funding from March- June, 2022

Update on C4L Transportation Pilot

Criteria	Description
Purpose	1- To provide client transportation to and from C4L (scheduled) 2- To utilize the van and driver(s) for a multiple rider/multiple destination in other towns when van is not in use by C4L clients*
Program description	Provide pick-up and delivery of clients for day program(underway); exploring a multiple loop route starting with Tisbury (post office, pharmacy, grocery store) when van is not in use for Older Adults -one day a week
Partner	VTA provides vehicle, insurance, fuel, driver training. Clients who want to use multiple rider/destination option will call in to VTA and schedule rides.
Responsibility of C4L	Provides staff driver(s), reimburses VTA for fuel, insurance and repairs
Multiple loop route/# of clients	Pick up to 10 Older Adults at their homes, complete multiple destinations and return riders home; up to 10 clients per trip; wheelchair accessible vehicle
Current Funding Status	MVCF to fund initial pilot

Text in red refers to expansion to the additional use of van/driver for town route

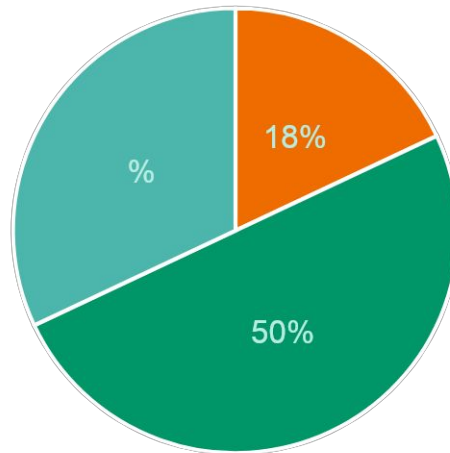
GoGoGrandparent Ridership Stats

Attribute	7/27 to 9/15	7/27 to 11/7	7/27-2/28/2022
Number of participants	6	14	42
Number of rides	26	95	412
Average Cost per ride	\$22.91	\$29.40	\$32.16
Average ride distance	3.2 miles	4.88 miles	5.6 miles
Average time per ride			15.2 minutes
Average Wait time for an Operator			2 minutes, 26 seconds
Min/Max wait time for an Operator			8 seconds- 70 minutes*

*Due to power outage

Trip Destinations (thru 2/28/2022)

Destination	% of trips
MVH	33%
Other Medical	15%
Reliable	13%
Stop and Shop	5%
Pharmacy	2%
Store - Other	14%
Other (Meetings, Post office, COAs)	18%



■ Grocery Store ■ Medical ■ Other

GoGoGrandparent Feedback

- Participants report a high degree of satisfaction with the program for the following reasons:
 - The program is easy to use (doesn't require having a cell phone or technology literacy)
 - They are able to easily get in/out of the vehicles (unlike taxi options)
 - Drivers (and GoGo operators) are courteous and helpful
 - They can go anywhere when they want (7 days a week, 24 hours a day)
 - The cost of rides are covered by grants (so this does not become an economic decision)
- Participants generally fall into 2 categories:
 - Temporarily unable to drive themselves (but do have a car), primarily due to medical issues and are often just finding out about alternative transportation options.
 - “Homebound” Older Adults without a car and little disposable income to cover transportation costs – this program allows them to get out for essential and enrichment reasons without judgement. Otherwise they would not go. For some, the cost of the Lift is prohibitive if they are qualified. Many are unable to use public transportation due to location/physical limitations and are not qualified for other transportation programs.

GoGoGrandparent Pilot Next Steps

- Goal is to complete a one year pilot (July, 2021 – June, 2022)
- Total anticipated OOP costs for 1 year - \$31,593.69
- Received funding from MVSB for \$5,000 in last month
- Requested shortfall funding from MVCF of \$12,593.69
- Program will be limited to <45 participants for rest of the pilot year and rides limited if necessary to keep to budget
- Conduct comprehensive survey in Q2 with participants to understand experiences, awareness of other transportation options, willingness to pay for this service going forward
- Create strategic plan for transportation options (and where does GoGoGrandparent fit)

Focus Areas for 2022

On demand
single-rider
on-island

- Continue GoGo pilot for 1 year (end June, 2022)
- Determine go/no go for Year 2 with revisions to model, Q2
- Evaluate any other solution (i.e. C4L and Anchors pilot underway Q1)
- Review findings June
- Expand in Q3 & Q4 for town coverage

Multiple Rider &
destination
on-island
(scheduled)

Off-island medical
transport

- Refine model(s) and identify funding, Q1 & Q2
- Launch Pilot in Q3 & Q4

Educate Older Adults on
transportation options

- Identify optimal content and way(s) to share information, Q1
- Develop brochure, website, etc. Q2
- Create communications campaign, Q3 & Q4

Older Adult Transportation Summit Vision

Event Objectives

1. Raise awareness of OA transport needs
2. Create empathy for impact on OA's lives
3. Share Coalition's work on addressing need
4. Educate on current and future transportation options for OA 's

Event Details

1. Last 2 weeks of September (TBD) weekday
2. Late afternoon, 90 minutes (4:00pm)
3. In person and zoom
4. Location TBD (exploring Tabernacle, MV Film Institute, COA Tisbury, libraries, Performing Arts Center, Hebrew center)
—outdoors preferred

Audience (Influencers)

1. OA Service Agencies/healthcare providers
2. Select Board, town adm, planning boards
3. County commissioners/county manager
4. Legislators, Chamber, NACCP, MVDC
5. non-profits, businesses, churches

Sponsors

MVCF, HAMV, MVC
Older Adult Transportation Coalition
members

Audience (Potential users)

Islanders who want to learn about current and future OA transportation options (transportation will be provided to the event if needed)

Engaging our Audiences -Getting them to the event and involved

	Influencer Audience	User Audience
Reasons to attend	To develop a current understanding of the need and solutions underway; to support the Coalition's efforts in the future	To become educated on options now and in the future; to gain an understanding of what is being done on their behalf
Expected participation	5-10 influencers will be asked to participate in a deprivation transportation exercise and share in first session	1-2 Participants in each existing pilot program will be asked to participate in a panel discussion (2 nd session), sharing their stories (perspective comparison)
Target number of attendees	25-50 (rsvp required?)	50-100 (rsvp required?)
How we will reach them	Personal invite, followed up by email and general public communications campaign (newspaper, radio, MVTv, attendance at meetings)	Multi-channel communications campaign; Coalition member newsletters, newspaper, radio, MVTv, direct mail)

What our Summit Could Look Like

Session 1
Framing the need

- Introduction – sharing the need (research results, landscape, target audience) and our Coalition

goals/timeline & what has been accomplished

- Moderated discussion with pilot program sponsors as well as a user for each program (C4L,

Session 2
Learning and Listening

COAs (Edgartown and Tisbury), VTA (Duff Medivan)

- Update on Gt-Island medical transportation and next steps

Session 3
Transportation Options Now and Looking Forward

- Introduction of our Transportation Option Brochure/web-information

- Strategic Future Vision for Transportation Alternatives/Fundi

To-Do's and Timeline

Task	To Be Completed	Who is leaning in (Education Work Group)
Finalize event location, date, and time	April, 2022	Ann & Hilary & Cindy – exploring venues/costs
Develop budget/funding sources	June, 2022	HAMV
Event Publicity Campaign Design	June, 2022	TBD
Completion of Influencer Audience List/contact info	July, 2022	HAMV
Summit Program Finalized/Participants Confirmed	July, 2022	TBD
Completion of transportation option brochure content	Aug, 2022	TBD
Publicity Campaign Implemented	July-Sept, 2022	TBD
Event preparation/practice run	Week before event	TBD

Older Adult Transportation Coalition 2022 Calendar

Month	Accomplishments
April	Pilot COA multi-rider, multi-destination programs underway
May/June	Development of Strategic Plan for Older Adult Transportation Options approved by Coalition
September	Off-Island Medical Transport Pilot designed Summit Event
October - December	Medical Transport pilot underway Strategic Plan socialized with Influencers

2022 Work Groups – A Start

On-Island Transportation Solutions

- Cindy T.
- Lynne Orlando
- Leslie Clapp
- Lyndsay F.
- Angie G.

Off-Island Medical Transport

- Dan Doyle
- Angie G.
- Doreen Anderson
- Cheryl Kram

Education Campaign

- Hilary Deyer
- Joyce Stiles-Tucker
- Megan P.
- Bethany H.
- Anne Baird
- Cindy T.

Responsibilities: Share updates at monthly meetings as to progress in identifying and piloting and evaluating solutions, surfacing new needs, and ultimately making recommendations for our long-term strategy