



# Older Adult Transportation Coalition Meeting 9/18/2024

## What We Will Discuss Today

- Introduction of new members
- Ridership Data FY2024
- Update on Chappy Connect Vehicle
- Updates (Transportation options, OCB, vehicles)
- Progress against our 3 focus areas for 2024
  - On-island Volunteer Program
  - Off-Island Medical Transport
  - Creating Sustainable Funding



# New Members - Welcome



Bob Tankard, Veterans Services,  
Martha's Vineyard Community  
Services  
Participant in Off-Island Medical  
Transportation Group



Ann Raymond, Up-Island  
Council on Aging; Outreach  
Coordinator

# Ridership Data FY2024 (July 1, 2023-June 30, 2024)

- Total Rides from Coalition Programs >8,000 rides
- Estimated VTA ridership based on partial year's data (full data not available until Oct, 2024)
- Y-O-Y Growth in GoGo and Tisbury/Oak Bluffs Shuttle
  - GoGo limited due to budget issues (restrictions for enrichment rides)
  - Shuttles have capacity limitations (4-6 riders per shuttle)

Ride Options	# of Rides FY 2024	# of Rides FY 2023	# of Rides FY 2022	Notes
GoGo Grandparent	4536	3699	902	
IEH Taxi	0	0	480	
Edgartown Shuttle	46	106	80	Stopped Running 10/23/23 for lack of drivers
MCC4L/Adult Supportive Day	2940	2966	1260	
Tisbury/Oak Bluffs Shuttle	737	170		
Vineyard Village at Home	1800	1800		
VTA General Ridership	8,047 (4667)			FY 2024 Based on 58% (7.1.23 – 2.30.24)
VTA Lift	19,214 (11,144)	10,266		FY 2024 Based on 58% (7.1.23 – 2.30.24)
VTA Medivan	683 (396)			FY 2024 Based on 58% (7.1.23 – 2.30.24)
VTA OCB	76 (44)	4		FY 2024 Based on 58% (7.1.23 – 2.30.24)
<b>TOTAL</b>	<b>38,079</b>			



# A Refresh on Chappy Connect

- This will be a "door-to-door" transportation option to the On-Time ferry available for Chappy's Older Adults.
- Chappy Connect will help to even the playing field for our Chappy Older Adults, giving them an opportunity to utilize transportation options available on Martha's Vineyard including the VTA, Medivan and the Lift, Council on Aging sponsored shopping shuttles, and GoGoGrandparents.
- The program will be managed by the Edgartown Council on Aging and Healthy Aging Martha's Vineyard with support from the Chappy Ferry. It will utilize an electric vehicle and initially a paid driver model. The program will be funded by proceeds from the "Point-to-Point" Chappy run.
- Estimated start date is Spring, 2025

# Chappy Connect – Selecting a Vehicle

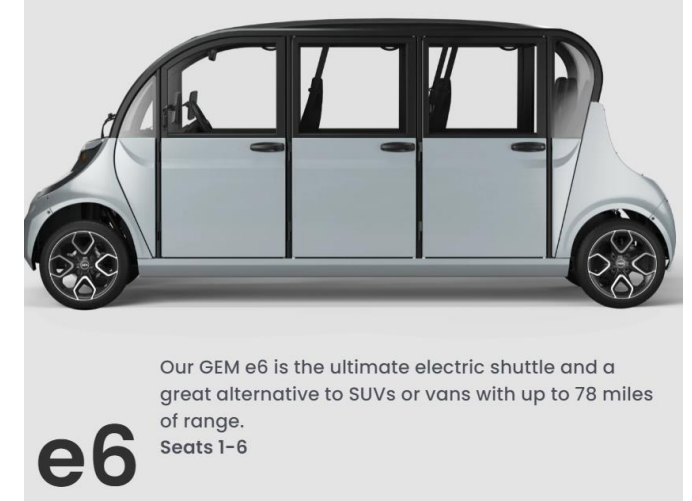
## Requirements

- Must be electric
- Access to all homes on Chappy in 4 seasons
- Carry 4-5 passengers as needed
- Local resources for upkeep and repair
- Able to lease (versus buy)
- Access to charging
- Low step to climb into (not expecting this vehicle to be wheelchair accessible)

## Vehicles Under Evaluation

### Gemcar

<https://www.gemcar.com/gem-e6/>



### MotoCar

[https://www.motoelectricvehicles.com/vehicles/vehicles\\_detail/motoev\\_electro\\_bubble\\_buddy\\_lsv\\_6\\_passenger\\_forward\\_facing\\_hard\\_door/](https://www.motoelectricvehicles.com/vehicles/vehicles_detail/motoev_electro_bubble_buddy_lsv_6_passenger_forward_facing_hard_door/)



# Chappy Connect Milestones/Schedule

- Program Development – July, 2024 – March, 2025
- Final selection of Vehicle & confirmation of availability (MTO) (Sept, 2024)
- Determination of Charging location and station option (station versus 110V) (Sept, 2024)
- Confirmation of Revenues to cover Program Costs – Oct, 2024 (DONE)
- 2025 Point-to-Point funds (DONE)
- Vehicle Commitment – Oct, 2024 (confirm with salesperson)
- Vehicle Acquisition – March, 2025
- Hiring of Driver – February-March, 2025
- Testing of Software – January –March 2025
- Communications Collateral Development – January – February, 2025
- Pilot Program Start Date – April 1, 2025
- Communications Campaign – March – June, 2025

# Updates

- Off-Island Transportation to OCB (Dan Doyle)
- Updated Transportation Options
  - CCRTA update (Lisa)
  - All Seasons Taxi (Lisa)
- Vehicle Planning
  - MVC4L
  - VTA
  - Others?

# A Reminder of Our 3 Focus Areas – 2024/2025

- We've made substantial progress at creating and maintaining a number of complementary transportation solutions – moving toward 10,000 rides per year
- Demand continues to grow, with “more needing more” further amplified by increasing island-wide awareness of these programs
- The focus on the Older Adult Transportation Coalition in 2024/2025 is to
  - “right size” our existing programs
  - continue to ensure the financial sustainability of these programs
  - and add vital new options, which are more cost effective and sustainable, both on- and off- island.



# A refresh on the On-Island Volunteer Transportation Program

## On-Island Volunteer Driver Program (Scheduled)

- Will provide both essential and enrichment transportation to Older Adults.
- We will utilize application specific transportation software to register and schedule participants (a first for any of our programs).
- We believe this option will **significantly reduce the cost per ride** for Older Adults and provide a mutual opportunity for **community engagement between volunteers and riders**.
  - A similar program – Vineyard Village at Home – exists today but is unable to expand their capability beyond the 25-30 members they serve.
  - GoGoGrandparent will be a back-up solution when volunteer driver cancellations occur

# Transportation Software Update

Healthy Aging Martha's Vineard

Search for Approved Members

Lisa Stewart Manager

Dashboard | Calendar | Requests | Actions | Messages | Admin | Outreach | Routes | Reports | Help

Dashboard Manager View

Actionable Items: Volunteers Not Assigned to Volunteer Type: 1

Weekly Status: Requests for the Week of 09/16/2024

Completed Requests by Month: For Previous 24 Months

- Dashboard offers overview of requests and rides
- Very robust back end captures important tracking data
- Volunteers and clients with permission can log on to request rides and provide rides

Dashboard > Requests

September 17, 2024 - September 1

Client: All Clients | Viewing: Pending & Assigned | Viewing: All Types | Notifications: All | Sorting: Date/Time

Date/Time	Client	Volunteer/Escort	Where	Notes	Miles	Actions/Status
Tue 09/17/2024 Pick-up: 11:00am Appt Time: 12:00pm	Test Client 286 Main St Vineyard Haven, MA 02568		MVH 1 Hospital Road Oak Bluffs, MA 02557 Ride Type: Medical/Dental		2	Pending Actions

Legend

- Other Service
- Round Trip
- Split Trip To Here
- Split Trip From Here
- One-way Trip From Destination
- One-way Trip From Home
- Preferred Driver
- Meals-on-Wheels
- Preferred Notification Method
- Escort
- Errand Request

September 17, 2024

Refresh | Trip Map | New Request | Status: All Statuses | Sorting: Date/Time | Viewing: All Types

Volunteer: All Volunteers | Client: All Clients

today | Sep 16 - 22, 2024 | monthly | weekly | daily | weekly detailed | daily detailed

	Mon 9/16	Tue 9/17	Wed 9/18	Thu 9/19	Fri 9/20	Sat 9/21	Sun 9/22
		11am T. Client					

Calendar Settings

Show Volunteer Name?  Yes | Show Only Urgent?  No

Show Notifications?  No | Show Only Volunteer Notes?  No

Show Icons?  Yes

Show Compact Format?  No | Start With Sunday?  No

Request Count: 9/16/2024 - 9/22/2024

	Rides	Errands	Other Services	Total
Monday	0	0	0	0
Tuesday	1	0	0	1
Wednesday	0	0	0	0
Thursday	0	0	0	0
Friday	0	0	0	0
Saturday	0	0	0	0

# Volunteer Transportation Program

## Schedule/Milestones

- September 15, 2024 – final decision on transportation software platform. (DONE)
- September 30, 2024 – fully executed contract with transportation software platform. (DONE)

September 30 – October 30, 2024

- Volunteer driver recruitment, vetting and training
- Insurance coverage confirmed
- Drivers entered into system - driver documents uploaded
- Clients entered into system – clients for trial period selected and trained (note – initial clients will be selected from our roster of GoGo Grandparent participants who qualify).
- System Administration office hours finalized
- November 1, 2024 – Begin a 4 week trial period with 5-10 drivers and 10-20 clients. The Mobility Manager will begin scheduling rides and assigning volunteer drivers. GoGo Grandparent will continue to be used for on-demand rides and for rides requested where volunteers are not available.
- December, 2024 – December 2024 - Add clients and volunteers incrementally to increase ridership.
- January 31, 2025 – 50 monthly rides achieved.
- March 30, 2025 – 100 monthly rides achieved.

# Refresh on Off-Island Medical Transportation

## An off-island medical transportation program

- “**Boston or Bust**” (working name) will provide transportation from Woods Hole to Boston medical facilities, utilizing a paid driver/van model.
- This program will be focused on transporting more mobile Older Adults who may have a medical appointment at any time of the day in Boston.
- We are in the early stages of designing a “proof of concept” solution, using a van/driver that is housed on the Cape. Riders will be expected to partially cover the costs, most likely \$40 round trip. There is urgency on getting a solution in place as one doesn’t exist today –and we anticipate in excess of 7,000 medical trips to Boston needed by Older Adults in 2024.



# Off-Island Medical Transportation Schedule/Milestones

September-December, 2024

- final design of initial phase of program
- Identify funding source to meet budgetary requirements for first year
- Secure agreement from SSA for parking/concierge program
- Acquire vehicle and determine ownership/leaseholder of vehicle
- Determine sources for paid drivers (contractors versus employees)

January-March, 2025

- Finalize program processes (registration process, assignment of drivers, etc.)
- Hire drivers
- Trial 10-20 trips to Boston
- Create educational materials for the program

# Off-Island Medical Transportation Schedule/Milestones (cont.)

April – September, 2025

- Average 3 trips per week to Boston area
- Refine program process as needed
- Raise awareness of program
- Identify impact of the program
- Trial expansion for program

October – December, 2025

- Identify funding for 2026
- Determine necessary bandwidth for program in 2026 and beyond
- Determine program expansions to be included

# Status of Funding Options (FY2025)

## GoGoGrandparent

Budget forecasted to be less than FY2024

**Direct Expenses Budget - \$85,700**

Slough Farms new funder (\$7,500)

MassDOT funding (\$20,000)

**Possible Funding Sources:**

MVH, MVCF, Farm Neck, MassDOT (Jan, 2025-Jun, 2026), Rideshare funds (Edgartown), MVBCF

**Need to Find \$60,000**

## On demand Volunteer Program

Limited Direct expenses

Mobility Manager to manage

**Direct Expenses Budget - \$7,500**

**Possible Funding Sources:**

MVCF, MassDOT (Jan, 2025-Jun, 2026)

**Need to Find \$7,500**

## Mobility Manager

**Direct Expenses Budget**

**\$72,231**

**Funding covered for FY2025 (MassDOT)**

## Chappy Connect

**Direct Expenses Budget - \$21,094**

Funding Sources: Point-to-Point Race

**Funding Covered for FY2025**

## Off Island Medical Transportation

July 2024-, Dec 2025

**Direct Expenses \$68,550**

Possible Funding Sources: MassDOT, others?

**Need to Find \$45,000 to start program**

## Shuttles & MVC4L Transportation

**Direct Expenses Budget \$47,300**

Funding covered for FY2025:

MassDOT, ESCCI Title IIIB, MVCL budget/Investment account

# Share your plans for seeking funding

- Who will be seeking transportation funding for FY2025 and FY2026?
- For what?
- How much?
- Where can we collaborate/provide collaborative proposals?
- Do we want to take on receiving Rideshare Funds?
- What have been your lessons learned?