



Older Adult Transportation Initiative

Sept 22, 2021



Agenda:

- update on GoGoGrandparents pilot
- ARPA proposal for off-island medical transportation pilot
- discussion - summer transportation challenges and your plans for the fall/winter
- Review of our priorities/plan for the fall/winter (and where you can lean in)

GoGoGrandparent Update - Stats

- Pilot underway with first ride 7/27
- Started with 3 participants for first 30 days
- Initial participants provided feedback and decision made to broaden pilot program
- Have been adding participants since then (partnering with CORE, COAs, and C4L) –as of 9/21 we have 9

Attribute	Data (as of 9/15)
Number of participants	6 (3 added recently)
Number of rides	26
Average Cost per ride	\$22.91
Min/Max cost per ride	\$11.66-\$67.76
Total number of miles	82.3 miles
Average Length of ride	3.2 miles
Min/Max number of miles	.7 mile - 10 miles
Min/Max ride time	7 minutes-40.7 minutes

GoGoGrandparent Update - Experience

- For a few, initial confusion on making first call
- 1 experience where “a driver could not be found”, although a driver was found 10 minutes later and the participant was contacted and ride completed
- Drivers have been courteous and accommodating, ride experience has been excellent

Examples of Call-Driver Arrival

Date	Time Called In	Time Call Ended	Time driver arrived
9/15	8:47	8:57	9:33
7/29	1:52	1:54	2:10
7/21	9:50	9:55	9:58

GoGoGrandparent Pilot Reflections

Slower ramp-up of usage by participants than expected – hypotheses for causes:

- have lived without access to transportation so takes time to change mindset
- due to COVID not getting out much
- Reluctance/confusion to try something new (although only 1 participant requested a ride-along for initial trip)

This program is surfacing needs for cell phone training support/access to simpler cell phones

GoGoGrandparent Pilot Next Steps

- Expanding pilot program to 20+ participants – so get the word out!
- Exploring ways we can partner differently with GoGoGrandparents (we are innovative, they are too)
- Will continue pilot through November/December
- Looking for additional sources of funding for pilot continuation through the winter
- Pilot has been positioned for “on-demand” transportation, scheduling ahead option will be tested going forward
- Should we consider for medical, off-island solution as well?

ARPA Submission

Project Name: Older Adult Off-Island Medical Transportation Pilot Program

Amount Requested: **\$377,400** Total Project Cost: **\$661,320 (includes in-kind contribution from HAMV, volunteers, and Coalition members)**

Project Goals: **To provide daily, on-demand door-to-door transportation for off-island medical, vision and oral care appointments for any Older Adult (and a caregiver or ride-along volunteer) on a sliding fee scale.**

Beginning and Ending Dates of the Project/Campaign: **Nov, 2021 – Oct 2023 (2 years)**

Why ARPA?

Funder's Priorities: This request directly addresses Category #1 - by supporting the public health response (as stated in the FACT SHEET, pages 3 & 4, “support for vulnerable populations to access medical or public health services” and “services or outreach to promote access to health and social services”).

It is well documented nationally that COVID impacted many Americans (of all ages) ability to receive ongoing medical and dental care, due to lack of available resources for routine care, fear of visiting medical or dental institutions due to perceived safety risks and, for some, lack of time (due to caring for family members), strained financial resources and lack of transportation (including anxiety of getting ferry reservations and the associated costs).

Target Population for this solution

Older Adults 65+ (approximately 5,700) with a focus on Older Adults with **incomes <\$50k and those who do not qualify for Mass Health**. Our data indicates that this income range represents approximately **30%** of Older Adult households on the Island. Those with higher incomes can access this transportation option at a higher cost and help subsidize the cost for others.

Curb-to-curb transportation for Older Adults (when other means are unavailable or unaffordable)

Hybrid model
1 paid project coordinator & volunteer drivers and support ride-along*

Vehicles provided by the VTA and/or volunteer driver vehicles

COAs are the initial contact for request (phone) from Older Adults

COA contacts project coordinator who works with the Steamship for ferry and VTA for round trip transport

VTA provides dispatch capability to notify volunteer drivers

* Volunteer drivers and support ride-along could be sourced through Elder Services RSVP program;

2 year overview

**Phase 1
Getting Started
– Months 1-6**

**Phase 2 – Early
Stage Pilot
(Months 7-12)**

**Phase 3 – Full
Scale Pilot
(Months 13-24)**

Expected Outcomes

There are 4 measurable outcomes for this program;

- A viable program model (do we have adequate volunteers, etc. to meet the need)
- The number of Older Adults who participate in the program (pilot and scale)
- Satisfaction with the program and impact on their lives (pre/post participation surveys)
- Awareness of the program (annual survey)

Discussion

- Summer transportation experiences/challenges
- Plans for transportation – fall/winter

On our plate

- Moving forward with our key priority: Off-island Medical transportation
- Continuing on with Pilot Program for GoGoGrandparents
- Raising awareness/communicating current transportation options
 - How can we support existing solutions/partnering with VTA and other options?
 - Do we see this as a priority/important for creating change with Older Adults
- Looking for partners
- Looking for funding

HAMV key priorities for an Aging Friendly Island



Ensure that the essential services Older Adults need and the workforce necessary to provide them are in place.



Expand Older Adult transportation options and raise awareness of these options.



Centralize critical information sources that are fit-for-purpose with demographic preferences in mind.



Support digital equity and inclusion for Older Adults focusing on ongoing education/assistance.



Expand opportunities for community engagement (coordinated volunteer program, time banking, educational programs etc.).



Address Older Adult safety/accessibility regarding infrastructure (roads, sidewalks, bike paths, beaches) to support their lifestyle aspirations.

Key Initiative #2

WHO Domain: Transportation



Goal: Expand Older Adult transportation options and raise awareness of these options.

Board advocate: Lyndsay Famariss/Cindy Trish

Strategy	Action Steps	Partners	Year
Create an island-wide integrated vision/support for alternative transportation options for Older Adults (on island essential and enrichment) & off-island medical transport)	Convene a coalition of stakeholder organizations to: <ul style="list-style-type: none">• Address perceived service gaps• Create options to encourage a transition from “driving myself” to utilizing alternative transportation modes• Create shared-usage solutions for all partners serving Older Adults• Minimize inefficiencies in a solution/reduce road congestion	Center for Living Edgartown COA Island Elderly Housing IGI MVCF (partner) MVCS MVC (partner) Oak Bluffs COA Tisbury COA Up-island COA Vineyard Villages at Home VTA Wampanoag Tribe of Gay Head YMCA	2021

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Strategy	Action Steps	Partners	Year
(cont.)	Review Older Adult survey data to understand transportation behaviors and needs	S/A	2021
	Conduct an audit of transportation options on and off-island	S/A	2021
	Explore what other communities are doing to address Older Adult transportation needs	S/A	2021
	Identify priorities for solution building for on and off-island transportation options	S/A	2021

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Strategy	Action Steps	Partners	Year
(cont.)	Create transportation solutions options for target audience for on and off-island	S/A	2021
	Secure funding for Pilot program for on-island transportation solution (GoGoGrandparents)	S/A	2021
	Evaluate effectiveness of on-island pilot program and secure funding for longer term program	S/A	2022
	Identify Pilot program for-off-island medical transport and secure funding	S/A & Dylan Fernandes	2022

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Key Initiative #2- An example, getting us started

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Strategy	Action Steps	Partners	Year
(cont.)	Evaluate effectiveness of off[-island medical transport pilot program and secure funding for longer term program	TBD, Dylan Fernandes	2023
Raise awareness of existing transportation options for Older Adults	Identify optimal ways to share information (digital, hardcopy, phone program)	S/A	Q1, 2022
	Create a communications campaign to raise awareness of existing options	VTA, town governments, S/A	Q2, 2022
	Roll-out awareness/education program	S/A	Q3, 2022

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Looking for participation

- Off-Island Medical Transportation
- GoGoGrandparents
- Communications Campaign for available transportation options