



Older Adult Transportation Coalition Meeting

September 16, 2026

Our Agenda

- Welcoming new members
- Program Updates FY2027

Looking Back – FY2026

- A Review of our Goals
- What We Accomplished
- Ridership Stats
- Lessons Learned
- Impact on Participants, Agencies, etc.

Looking Forward

- Funding Discussion for 2027/FY2028
- A new off-island medical transportation option



Welcoming New Members

- Lillian Moscato
Mobility Manager/Transportation Coordinator
Martha's Vineyard Transit Authority
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Benita Griffin-Dobel
Lead Community Health Worker / Recovery Coach
Island Health Care Community Health Center
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FY2027 Program Update Stats

Performance Measure	Metric	Jul-26	Aug-26	Sep -26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	Apr-27	May-27	Jun-27	Totals
GoGo Ridership (no funding from MassDOT)	Number of one-way trips	237	228											465
GoGo Ridership	Number of unduplicated riders	97	115											
GoGo Ridership	Percentage of medical trips	62%	78%											
MV Connect Ridership (funding provied from MassDOT)	Number of one-way trips	130	88											218
MV Connect Ridership	Number of unduplicated riders	28	20											
MV Connect Ridership	Percentage of medical trips	51%	52%											
Chappy Connect Ridership (no funding provided by MassDOT)	Number of one-way trips	98	73											171
Chappy Connect Ridership	Number of unduplicated riders	17	14											
Chappy Connect Ridership	Percentage of medical trips	87%	87%											
VTA/COA Shuttle Pilot	Number of One-Way Trips	126	102											0
VTA/COA Shuttle Pilot	Number of Shuttle Days	23	21											0
Mobility Management (Funding provided by MassDOT)	Number of transportation consultations w/Older Adults	42	37											79
Mobility Management	Educational Community Outreach (in person)	14	10											24

Program Updates – FY2027 Summer Update

- HAMV Mobility Manager
- VTA
- MV Connect
- Community Shuttle Program
- Up Island Shuttle Program
- Chappy Connect Program

Our Coalition Goals for FY2026

- “Right size” our transportation options to optimize fit-for-purpose transportation solutions at the lowest cost per ride; mix of on-demand and scheduled solutions
- Expand multi-rider solutions (via Community Shuttle program)
- Broaden funding sources and stabilize when possible
- Increase COA participation in addressing transportation needs of Older Adults
 - Participation in shuttle registrations
 - Up Island Council on Aging shuttle program
- Make progress on Off-Island Medical Transportation

Major Accomplishments FY2026 – What Did our World Look Like?

- Demand for Older Adult transportation continued to grow, mirroring demographics
 - Donahue Institute reports 39% of year-round residents were 60+ in 2025
 - By 2035, 10% of the island population will be 80+ (includes children)
 - Total island population size to level off in next 20 years
- Two groups of Older Adults represent those with transportation needs
 - Older Adults with ongoing vulnerability (85+ age, live alone, caregiver in past 2 years, income <\$50,000 per year, physical/cognitive challenges) as well as those with episodic vulnerability (medical diagnosis preventing driving oneself, loss of a partner/family member, financial reverses)
 - Earlier diagnoses of cognitive issues occurring now
 - Cost of living Increases put pressure on operating a vehicle

Major Accomplishments FY2026 – A Year of Progress

- MV Connect became a viable solution for scheduled rides (lowest cost per ride of all options)
- Reduction in GoGoGrandparent utilization; effective introduction of monthly stipend solution (down from FY2025 4,335 to FY2026 3,062) and transition to MV Connect for scheduled rides
- Significant education/awareness of expanding transportation options by MM team
- Increasing engagement with the Council on Aging addressing transportation needs
- Transition of MVC4L Shuttle Programs to Expanded Community Shopping Shuttle Program
- New funding sources secured (Edgartown Town, Warrant article)
- Off-Island Medical Transportation solution identified for roll out in Oct 2026 (FY2027)
- Update of “On the Go – Safe Rides for Older Riders” directory in April 2026

A Reminder of our Older Adult on-Island Transportation Options

SCHEDULED OPTIONS:

- MV Connect – volunteer driver program (schedule 1 week in advance, unlimited rides, no cost to rider) – HAMV program
- Chappy Connect – unlimited and no cost to riders for Chappaquiddick Older Adults (Edgartown COA/HAMV program)
- Community Shopping Shuttle programs (scheduled rides to shopping destinations down-island; (transition from MVC4L to COAs/HAMV/VTA)
- VTA fixed route & ADA options (currently fare free)

ON DEMAND:

- GoGoGrandparent monthly ride subsidy – \$120 per month – does not roll over from month to month (beyond that amount will be funded by the rider)
- MVH initiated rides utilizing GoGoGrandparent (will not count against any monthly subsidies)

FY2026 Ridership Statistics – Older Adult Transportation Landscape

On-Island Older Adult Transportation Solutions					
Ride Options	# of Rides	# of Rides	# of Rides	# of Rides	Notes
	FY2026	FY 2025	FY 2024	FY 2023	
GoGo Grandparent	3062	4335	4536	3699	repositioned to be on-demand solution with monthly stipend
MV Connect	810	85	0	0	volunteer driver program
Community Shopping Shuttles	204	0	0	0	Expanded Community Shuttle Program - fixed destination
Chappy Connect	767	397	0	0	
Edgartown COA Shuttle	0	0	46	106	program ended due to difficulty in training volunteers
MVC4L/Adult Supportive Day	4174	1665	2940	2966	MVC4L continues this program in FY2027
Tisbury/Oak Bluffs Shuttle	1161	630	685	170	Program ended 6/30/2026-riders transitioned to Community Shopping Shuttle
Vineyard Village at Home	1436	1500	1800	1800	
VTA Lift	10266	10157	10279	10677	Registration through the VTA
VTA Medivan	164	550	683		Registration through the VTA
Total for Older Adult Transportation Solutions	22044	19319	20969	19418	

FY2026 Program Statistics

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GoGo Ridership (no funding from MassDOT)	Number of one-way trips	367	381	360	353	178	174	164	178	223	200	212	272	3062
GoGo Ridership	Number of unduplicated riders	81	82	74	86	74	88	69	76	73	82	104	112	
GoGo Ridership	Percentage of medical trips	54%	54%	55%	62%	62%	66%	55%	63%	67%	50%	62%	72%	
MV Connect Ridership (funding provide from MassDOT)	Number of one-way trips	17	13	18	29	27	32	66	56	125	150	142	135	810
MV Connect Ridership	Number of unduplicated riders	4	5	6	11	11	14	18	23	29	29	29	25	
MV Connect Ridership	Percentage of medical trips	100%	100%	67%	85%	64%	65%	61%	80%	80%	67%	84%	70%	
Chappy Connect Ridership (no funding provided by MassDOT)	Number of one-way trips	60	92	81	88	66	68	30	44	54	57	67	60	767
Chappy Connect Ridership	Number of unduplicated riders	13	11	10	9	13	9	5	6	6	7	8	13	
Chappy Connect Ridership	Percentage of medical trips	80%	80%	97%	100%	97%	97%	47%	100%	100%	96%	94%	95%	
VTA/COA Shuttle Pilot	Number of One-way Trips	N/A	N/A	N/A	N/A	N/A	13	24	28	33	33	31	42	204
VTA/COA Shuttle Pilot	Number of Shuttle Days	N/A	N/A	N/A	N/A	N/A	4	6	6	9	7	8	11	51
Mobility Management (Funding provided by MassDOT)	Number of transportation consultations w/Older Adults	40	43	35	38	30	45	33	23	13	34	30	38	402
Mobility Management	Educational Community Outreach (in person)	8	5	7	6	6	7	6	8	6	9	9	8	85

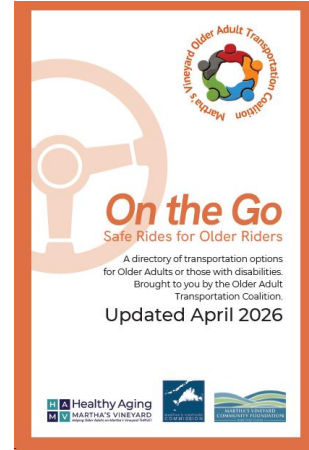
Lessons Learned in FY2026

- A framework/mindset of “scheduled” versus “on-demand” does work for program development increasing capacity at a reduced cost per ride. Creates greater need for repetitive education/awareness.
- While funders’ interest is in multi-rider solutions, there is limited capacity ultimately for shuttle programs (80 rides per week or so with existing Community Shopping Shuttles).
- There has been an increase in the number of same-day medical trips requiring additional on-demand services.
- All our transportation programs require significant administrative and program management support; there is much room for backroom integration across programs but will always require a high-touch interaction with Older Adults and agencies

Impact on Participants/Agencies/Community

Independence, Access to Healthcare and Food, Social Engagement

"One of the most difficult conversations I have with patients is when it is time to stop driving. The work you do...and this comprehensive transportation directory is incredibly helpful in this conversation."
MVH Physician



"GoGo got me safely and on time for all of my medical appointments. They were always courteous and kind. This service should go on for ever and ever." GoGo rider

*"We did it" I just wanted to thank you for ALL of your assistance with rides last month throughout my daily radiation treatments in Falmouth. So incredibly helpful. I could not have done it without you. 42 ferries and 84 rides (some of those on the other side and some on this side on the VTA — but still!!!) We did it!!! Yay!!! Thank you.
Older Adult Rider*

Rider and an MV Connect Volunteer Driver Having A Great Time



Impact on Participants/Agencies/Community

“GoGo is the ONLY service that accommodates my situation; i.e. yesterday I had to go to the hospital for a 6 minute walk test which ended up taking two hours. How can I plan that with any other service?”



“Gogo has been so helpful to our patients here in the Internal Medicine Department. It has been a true lifesaver! They can book a ride to get to their appointment and we’re able to easily call GoGo to get them a ride home. The best part of it all it’s free! Many of our patients wouldn’t be able to afford this service. Thank you for all you do!”
MVH



“I had surgery and needed to go to physical therapy up to four times a week and the service was there for me each time. It was lifesaving! I felt a sense of independence, and it gave me confidence to continue to go to physical therapy. I met some wonderful people in the process. I am driving now and couldn’t have done it without the rides.”

Off Island Medical Transportation Program Update

- Partnership with SSA and CCRTA has been established in the summer
- Final program details are being ironed out
- Tentative start date in Oct 2026
- Will provide flyer/information on program in next few weeks
- Funding from earmark budget



Boats, Buses and Automobiles

DO YOU NEED TO GET TO BOSTON FOR A MEDICAL APPOINTMENT?

Starting October 1, 2026

The VTA, SSA, and CCRTA have joined together to help you get there in partnership with Healthy Aging Martha's Vineyard (HAMV) and Dukes County Veterans Services.

EVERY MONDAY, WEDNESDAY AND THURSDAY, you can reserve a spot on the bus by calling the VTA at (508)693-~~3440~~ ³⁴⁴⁰. Cost \$40 round trip. Reservations must be made at least one weekday before you wish to travel, first come first served.

HOW DOES IT WORK?

You will meet an escort at the SSA ferry terminal in Vineyard Haven and travel on the 6am boat to Woods Hole. There you will be escorted by a driver by bus to the Sagamore Commuter Lot where you'll get on the CCRTA Boston Hospital bus at 8:15AM.

In Boston you can be dropped off at any one of the city hospitals. You are asked to make your appointments between 10AM and 2PM, depending on the drop off time for the facility. See the schedule for drop offs on the back of this flyer as well as at the website <https://capecodrta.org/schedules-services/boston-hospital/>

The bus leaves Boston at 3PM to return to Sagamore Commuter Lot. You will then get escorted by a driver from Sagamore back to the SSA terminal in Woods Hole where you will get back on the boat to the island.

OTHER QUESTIONS YOU MIGHT HAVE

Will I be able to go if I have mobility challenges? Yes, all modes of transportation can provide accommodation for mobility devices and help.

Can I bring an escort to help me? Yes, however, they will need to pay for a ticket as well.

What if I need to cancel my appointment? Just the VTA and let them know.

Have more questions? Call the VTA who can provide more information.

Sept 2026



The Boston Hospital Transportation (BHT) bus services the following Boston Medical Facilities.

Location	Approximate Drop Off Time
Mass. General Hospital Mass. Eye & Ear Infirmary Shriners Burn Institute Spaulding Rehabilitation Hospital	10:00 AM
Tufts Medical Center: Floating Hospital For Children Tufts School of Dental Medicine	10:15 AM
Boston Medical Center Boston University Dental	10:20 AM
Children's Hospital Beth Israel/Deaconess East Campus Beth Israel/Deaconess West Campus Dana-Farber Cancer Institute Joslin Diabetes Center Brigham and Women's Hospital	10:30 AM
New England Baptist Hospital Veterans Affairs Hospital Beth Israel – Brookline Place	10:40 AM
Beth Israel Extension (850 Boylston St) New England Baptist Hospital Extension (850 Boylston St)	10:50 AM
Faulkner Hospital St. Elizabeth's Medical Center Shattuck Hospital (Jamaica Plain)	10:55 AM
Carney Hospital, Dorchester Veterans Affairs- West Roxbury	11:00 AM

Funding FY2027/FY208 Discussion

- What organizations are submitting funding requests to MassDOT?
- Other foundations?
- Where is the need?

Appendix

Coalition Members and Sponsors

Members

- Dukes County Veterans Services
- Edgartown Council on Aging
- Island Elderly Housing
- Island Grown Initiative
- Island Health Care
- Martha's Vineyard Center 4 Living
- Martha's Vineyard Community Services – Veterans Outreach
- Martha's Vineyard Hospital
- Martha's Vineyard NAACP
- Navigator Homes of Martha's Vineyard
- Oak Bluffs Council on Aging
- Steamship Authority
- Tisbury Council on Aging
- Up-Island Council on Aging
- Vineyard Power
- VNACC- Martha's Vineyard
- Vineyard Village at Home
- VTA
- YMCA

Sponsors

Healthy Aging Martha's Vineyard
Martha's Vineyard Commission
Martha's Vineyard Community Foundation

