



Older Adult Transportation Coalition

Jan 18, 2023 meeting

Agenda

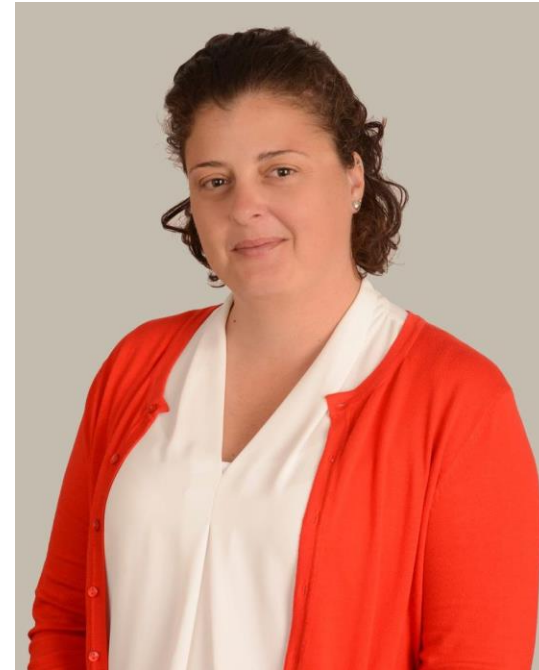
- Introduction of new members
- Update on Pilot Programs
- Transportation Coordinator
- 2023 Coalition Objectives



New Members



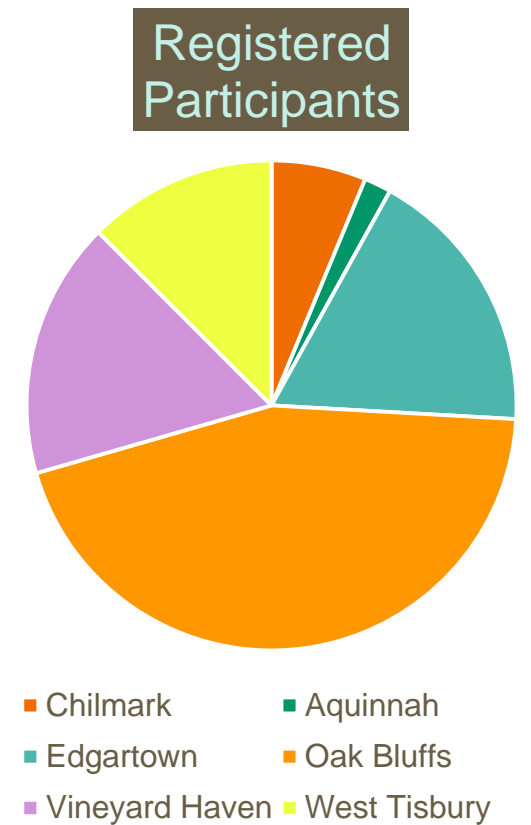
Gabriel Garcia
RN Care Manager for Primary Care



Alison A. Fletcher
Director of Shoreside
Operations,
Steamship Authority

GoGoGrandparent Update

- Total number of users since program inception (July 1, 2021) = 224
 - 141 registered participants as of 1/15/2022
 - An additional 83 users from MVH since they were registered in the fall, 2022
 - Significant increase in sign ups due to directory and word-of-mouth in Pilot Year 2
- A doubling in number of rides in Pilot Year 2 (started July 1, 2022)
 - Year 1: 800 rides/ Year 2 (July-Dec, 2022) = 1, 117 rides completed
 - 52 active users as of 12/31/2022
 - 7% heavy users (>10 rides per week, includes MVH)
- Average Cost per ride = \$29.15 / Year 1 pilot Average cost \$27.25



GoGoGrandparent Update (cont.)

Year 2 Pilot Challenges

- Demand for rides has intermittently resulted in lack of supply of drivers (especially up-island) in later fall, early winter 2022
- Increases in cost, primarily driven by cost of fuel and delivery options
- Increasing number of participants need greater support to use this service
- Need to evolve policies for frequency of use
- Difficulty in being able to use cell service for registered participants at MVH and growing need for rides for others who are stranded in the ER without transportation home
- Clarification on optimal ways to communicate with referral agencies and COAs

GoGoGrandparent Update (cont.)

Year 2 Pilot Solutions

- Demand for rides has intermittently resulted in lack of supply of drivers (especially up-island) in later fall, early winter 2022
 - GoGoGrandparent established a partnership with Stagecoach Taxi on a participant by participant basis to ensure drivers for Aquinnah
- Increasing number of participants need greater support to use this service
 - Looking to establish guidelines- we need your help
- Need to evolve policies for frequency of use
 - Setting guidelines for ride frequency – we need your help

GoGoGrandparent Update (cont.)

Year 2 Pilot Solutions

- Difficulty in being able to use cell service for registered participants at MVH and established need for rides for others
 - We have partnered with MVH who now has 4 recognized phone lines so they are able to call for registered participants and those in need for rides home from the ER, Acute Care, Front lobby, and OR
- Clarification on optimal ways to communicate with referral agencies and COAs
 - Referral agencies notified when a person is registered, notifying COAs of participants who reside in their towns (independent of referral) – let's discuss
 - If a member has challenges using GoGo, reaching out to the COA

On Deck for GoGo

- Phone survey with all registered participants to determine experience and satisfaction, collect demographic information, and impact on quality of life (Q1, 2023)
- Collect feedback from MVH ER, OR, Acute Care as to program experience
- Explore additional funding sources
 - Initial forecast for FY23 - \$49,000
 - FY23 funding currently - \$38,100 (since last meeting Farm Neck has contributed \$5,000)
 - FY23 ride costs to date – almost \$33, 000 (including taxi)

Updates from other Pilot Programs

- Edgartown COA Shuttle and Chappy Shuttle (Lyndsay)
- MVC4L and Tisbury/Oak Bluffs (Leslie, Joyce, Rose)
- OCB shuttle (Dan, Doreen)

Update on VTA ridership in "free" December

- Impact of “free December” on ridership
- Estimate of Older Adults participation
- Lessons learned from this offer
- Any similar plans for 2023?
- Marketing/promotion for Senior passes – how can we help?

Transportation coordinator role – let's get started

- 1 year seed funding will be provided by Point32Health
 - Will submit a proposal for 2024 and beyond with MassDOT in spring 2023
- Look to hire PT 20 hours a week by May
- Workgroup to be established to create job description, reporting & partnership roles etc.
 - Felicia, Leslie, Cindy, who else?

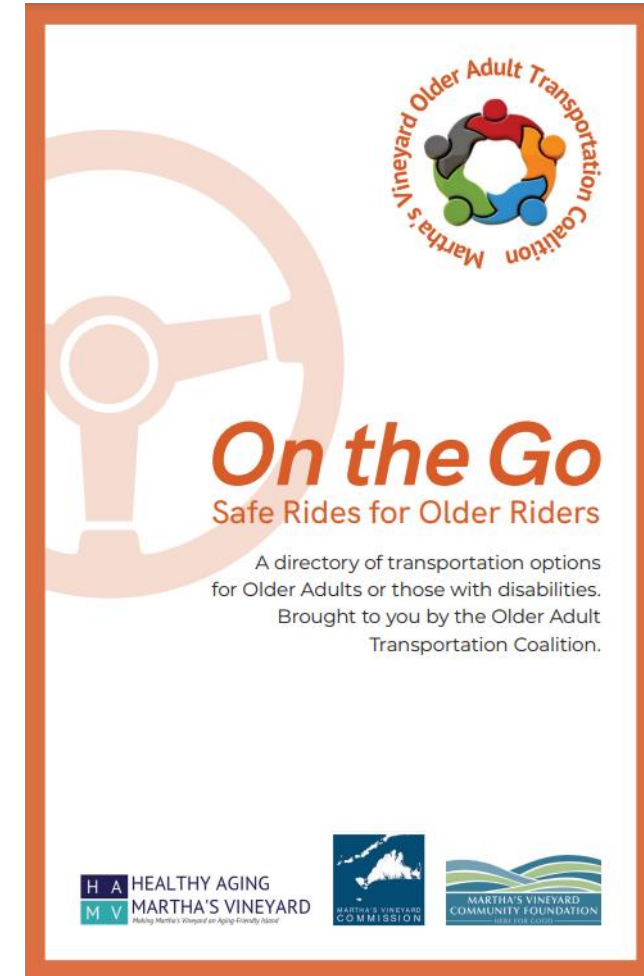
From the proposal

This funding will allow us to continue to make progress in addressing the transportation needs of Older Adults on the island and create efficiencies for service agencies, Older Adults and their families. This role will be the central point of contact for the island. This individual will be well suited to interact with both agencies and Older Adults. This role will be managed by HAMV initially and may transition to another coalition organization based on what we learn.

In Year 1 (which will be this year), this will be a part-time position, 20 hours a week. We plan to seek funding from other sources for Year 2-5 of our action plan. In addition, we are also requesting funding for some administrative, printing, and program supplies which will be used to promote this role and transportation options.

Update on the Transportation Directory

- 2nd printing of 1,000 directories has occurred
 - Let us know when you need more
- Translation to Portuguese is underway
 - What is the best way to get this into the hands of Brazilian Older Adults?
- HAMV has seen a significant increase in calls,
 - What has been your experience?



2023 Objectives for the Coalition

- A review of our strategic principles (from our action plan)
- What's working well and what isn't
- Where is the need we need to address in 2023?



Looking Forward 2022-2025 Our blueprint

Our plan is based on strategic principles

Address the transportation needs of Older Adults

Offer a mix of transportation options to meet Older Adults where they are in their aging journey

Whenever possible, minimize the impact on our community-climate/congestion and leverage existing assets

Seek most cost effective solutions which are scalable

Create multiple streams of funding that ensure sustainability

Looking ahead, the building blocks of our Older Adult Strategic “Road Map” 2022-2025 will address service gaps in a sustainable way

An active Coalition of Older Adult service, transportation and healthcare providers to ensure collaboration on solutions and asset sharing

A transportation coordinator available to work with agencies, Older Adults and transportation providers to identify the right solution for the right time

Essential and enrichment transportation solutions that are fit-for-purpose for Older Adults at different stages of their aging journey

Multiple streams of funding to support a variety of solutions

Ongoing education of transportation options for Older Adult (marketing)



Roles and Responsibilities for our Older Adult transportation 3 year “Strategic Road Map”



An active Coalition of Older Adult service, transportation and healthcare providers to ensure collaboration on solutions and asset sharing

- The Coalition*, founded in 2021, will continue to oversee existing pilots and evolve alternative transportation options for Older Adults as needs change and research solutions/approaches of other rural communities. Will be in-kind contribution.

A transportation coordinator available to work with agencies, Older Adults and transportation providers to identify the right solution for the right time

- A funded role (PT Year 1, FT Years 2 & 3) to be the central point of contact for the island. This individual will be well suited to interact with both agencies and Older Adults. This role will be managed by HAMV initially and may transition to another coalition member based on what we learn.

Essential and enrichment transportation solutions that are fit-for-purpose for Older Adults at different stages of their aging journey

- Continue to execute and evaluate existing on-island pilot programs. Evaluate and implement additional pilot programs for both off-island (medical) and on-island solutions addressing specific unmet needs.
- Explore additional centralizing of assets with VTA and effective application of technology.

*Coalition members include: Martha’s Vineyard C4Living, Edgartown Council on Aging, Island Elderly Housing, Island Grown Initiative, Martha’s Vineyard Commission, Martha’s Vineyard Community Foundation, Martha’s Vineyard Community Services, Martha’s Vineyard Hospital, Oak Bluffs Council on Aging, Tisbury Council on Aging, Up-Island Council on Aging, VNA (Martha’s Vineyard), Vineyard Village at Home, Vineyard Transportation Authority

Roles and Responsibilities for our transportation 3 year “Strategic Road Map” (cont.)

Multiple streams of funding to support a host of solutions

- Develop multiple sources of funding for pilots & sustainability
 - Grants: MVCF, Elder Services, MVSBCF (GoGo/Shopping Shuttle)
 - Town Funding: : Shopping Shuttle/C4L
 - Private Donations
 - State funds (Transportation Access Program)

Ongoing education of transportation options for Older Adult (marketing)

- Sponsor Older Adult Transportation Summit for island stakeholders and Older Adults to raise awareness of the needs and solutions available – Sept 2022
- Partner with VTA for “Older Adults” transportation awareness month – Oct 2022
- Semi-annual production of a curated transportation printed directory to be distributed by COAs, healthcare providers, etc. (Sept 2022)
- Digital information dissemination (ongoing) that is available on all Older Adult agency websites etc.

Our 3 year plan includes a mix of on-island transportation solutions based on a variety of needs; demand is expected to increase significantly by 2025

Option	Funding model	Target Use Case/Audience	2025 Older Adult Usage Estimates
VTA Bus	Older Adult annual passes available at \$40 per year	When bus route is close to home, Older Adults who are mobile	500+
IEH Taxi-program	Covered by a grant	IEH residents who can climb into a taxi van	180
GoGo Grandparent	Mix of grant/donation	On-demand usage when other options don't work	100+
Shopping Shuttles (COA shared van)	Mix of town/MVCF/rider contribution	COA clients who wish to go to route destinations or to the COA	300-500
Center 4 Living	MVCF/rider contribution	Clients who attend Adult Day Supportive Program	60+
Vineyard Village at Home	Annual subscription by client; some scholarships available	VVH subscribers who need rides on island	50+



Fast forwarding 3 years from now, the impact will be felt most directly by our most vulnerable Older Adults, improving their quality of life

Increased education and awareness of transportation options –reducing the barriers

All Older Adults will have access to “Hands on” support to identify a transportation solution that is curated for their specific situation

Increased awareness and access to easy-to-use and up-to-date information on transportation options

More transportation options that are fit-for-purpose and environmentally friendly when possible

A mix of transportation options available based on the need

Affordable and accessible transportation options designed to make it easy and safe

Increased usage of transportation options by more Older Adults more often

Our vulnerable target will increase in numbers (85+ etc.)

Reduced isolation, greater access to health care. Improved health and well-being

Measuring our progress and success – we will utilize a variety of approaches to track behavioral and attitudinal changes/outcomes

Listening to our Older Adults

- Initial comprehensive needs-based survey with Older Adults in Dec 2020 (2,480 respondents)
- Telephone survey with GoGoGrandparent riders (April, 2022)
- Periodic surveys of pilot program participants going forward – qualitative and quantitative approaches

Collaborating with our Older Adults

- Older Adult Transportation Summit, Sept 2022 – “in our words” conversations with participants and transportation providers
- Transportation Summit, 2024
- Episodic exploratory conversations to explore emerging needs of our diverse population (listening sessions with our Brazilian, etc.)

Tracking changes in behavior/outcomes

- Annual number of participants
- Annual number of rides
- Shift in transportation usage (to more environmentally friendly solutions when it works)
- Overall impact on quality of life

Funding Forecast Needs

	FY2023	FY2024	FY2025
Transportation Coordinator	\$ 43,000	\$ 85,000	\$ 85,000
Marketing/Communications /Directory	\$ 8,000	\$ 8,000	\$ 8,000
GoGoGrandparent	\$ 40,000	\$ 40,000	\$ 40,000
Shopping Shuttles/C4L	\$ 30,000	\$ 40,000	\$ 50,000
Off Isand Medical Transport	\$ 20,000	\$ 25,000	\$ 40,000
Other Pilot Programs	\$ -	\$ 10,000	\$ 25,000
Total	\$ 141,000	\$ 208,000	\$ 248,000

2023 Objectives for the Coalition

- A review of our strategic principles (from our action plan)
- What's working well and what isn't
- Where is the need we need to address in 2023?

Other Percolating Ideas

- Concierge service on the SSA for those getting transportation pick-ups in Woods Hole (meet & greet on the MV side, sit by the purser, and escorted off)
- Request from Older Adult to have a knowledgeable user of VTA options to do a ride-along, introducing newbies
- Golf cart pick up from Falmouth Hospital at Palmer lot
- Medical transportation from Patriots ferry
- What else?

