Older Adult Transportation Coalition Meeting

October 21, 2026

Our Agenda

- Participant Survey Feedback
- Brainstorming Communication Policy Standards for our Transportation Programs
- Demystifying the Lift
- Program Stats FY2027
- Setting Goals for FY2027

2026 Transportation Participant Survey Results

Martha's Vineyard Older Adult Transportation Coalition

October 2026

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MARTHA'S VINEYARD COMMUNITY FOUNDATION
HERE FOR GOOD
FORMERLY THE PERMANENT ENDOWMENT

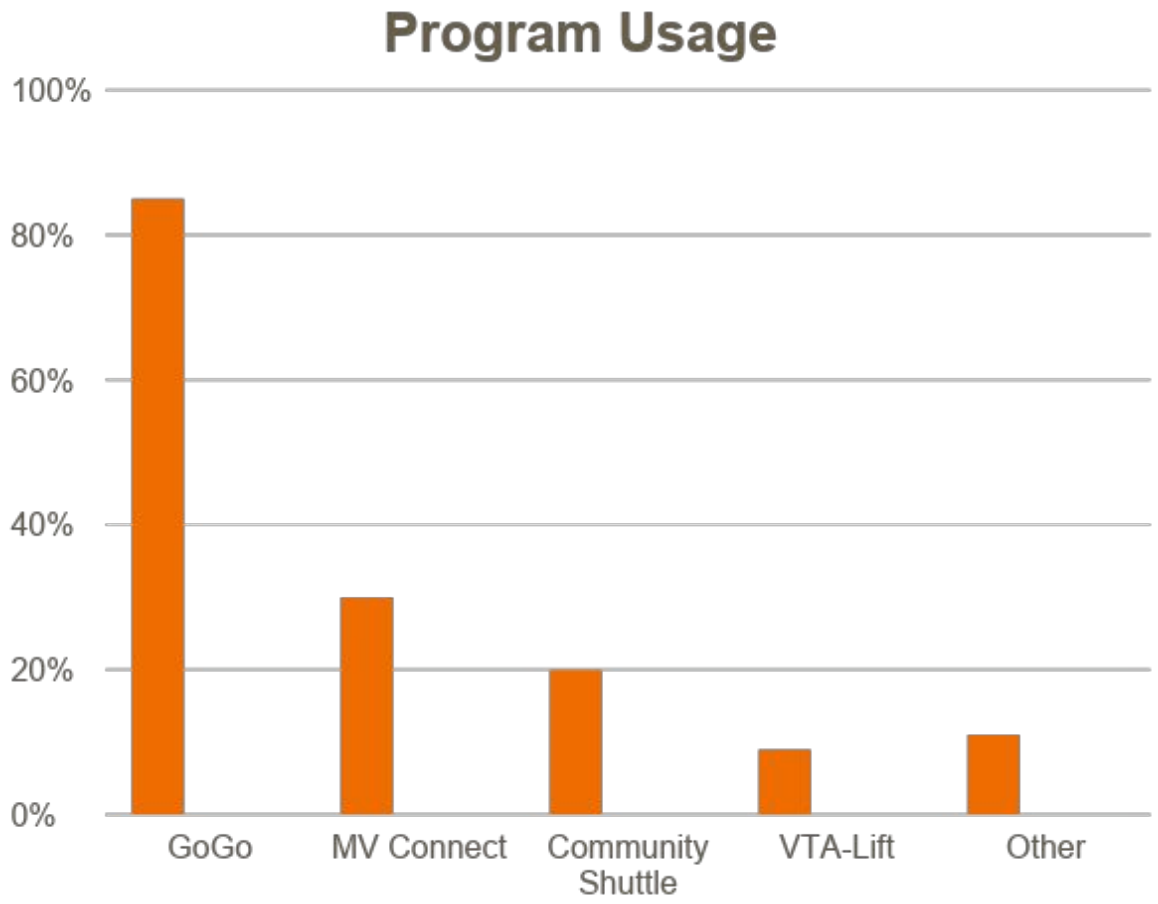
MARTHA'S VINEYARD COMMISSION

Transportation Survey Information - Methodology

- Surveys were mailed to all participants who used GoGoGrandparent, MV Connect, and Community Shopping Shuttles in the past two years with a stamped return envelope.
- Chappy Connect surveys were handed out by the drivers and included a stamped return envelope.
- Additional surveys were completed over the phone by our Mobility Manager.
- Data collection occurred between August – October 2026.
- 55 surveys were completed.
- The survey instrument included a total of 10 questions, with a mix of closed and open-ended questions. No personal information was required.

Transportation Used*

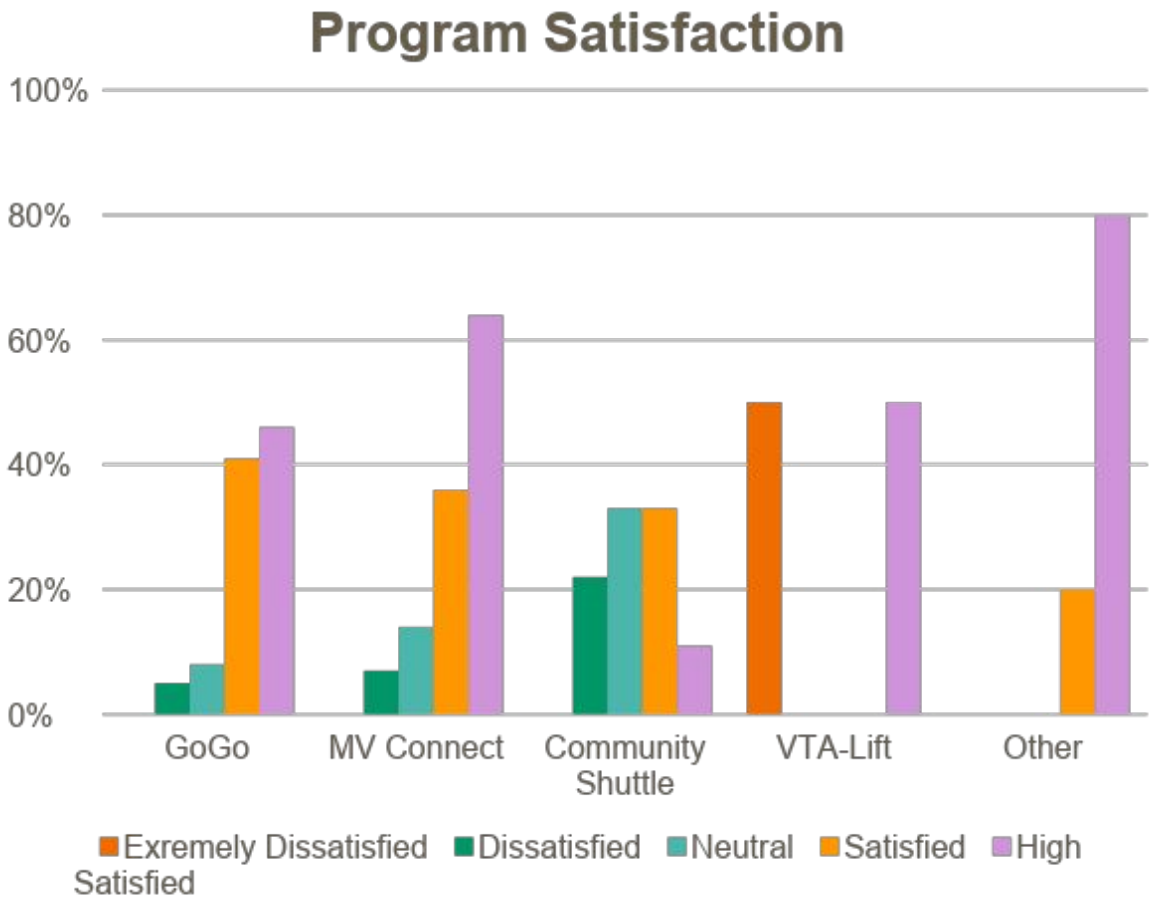
- The majority of respondents utilized more than 1 mode of transportation over the past 12 months.
- While the survey was not specifically sent to Lift users, 9% of respondents have used the Lift in the past 12 months.
- 11% indicated using other forms of transportation, primarily the bus or the Medivan.



*Chappy Connect data is reported on separately

Satisfaction with Transportation Programs

- Overall, participants expressed a high degree of satisfaction with single rider transportation options.
- Satisfaction with the VTA-Lift was polarized with strong positive and negative feelings, typically due to a single (negative) incident.
- The Community Shopping Shuttle transitioned to a new program starting July 1 causing some initial confusion resulting in a lower satisfaction rating.
- Bus users expressed a high degree of satisfaction with this mode of transportation – 'when you love it, you love it".

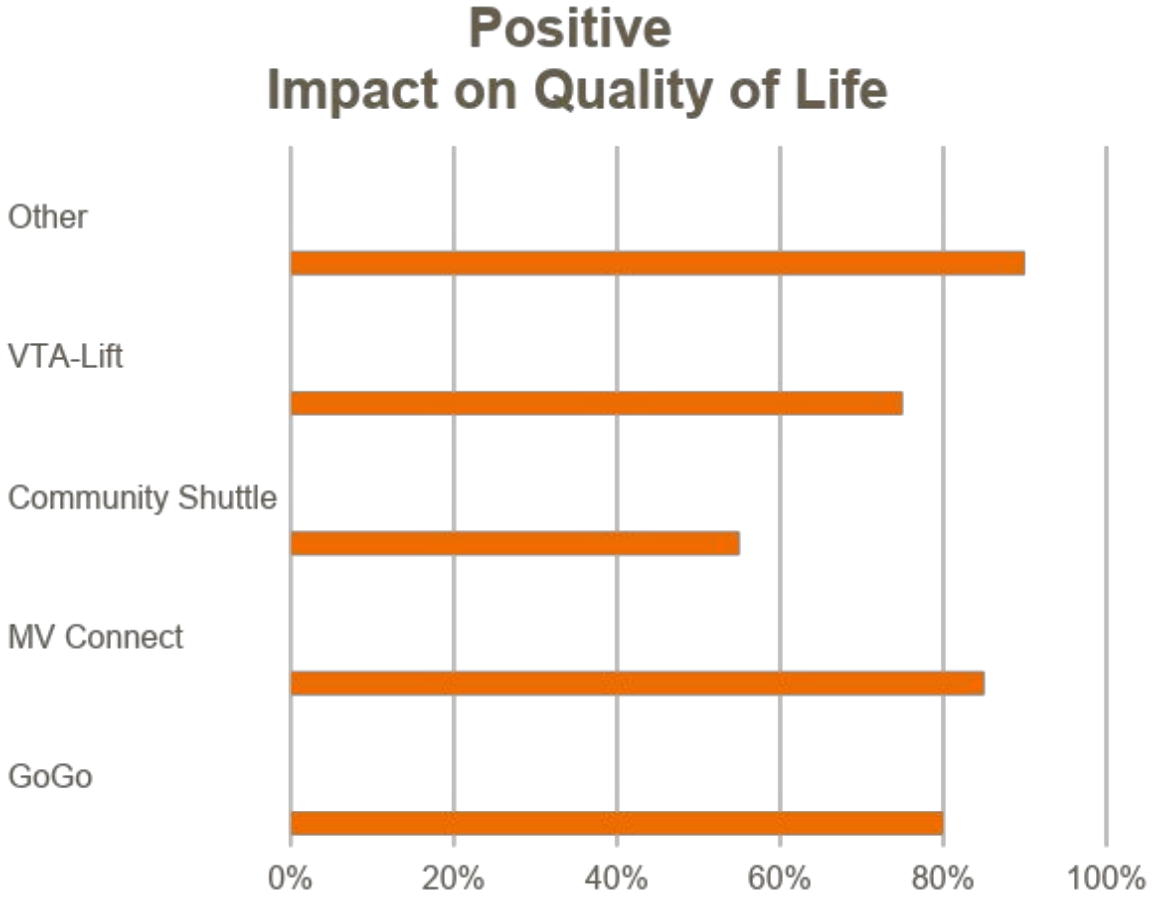


*Note a low sample size for this question for the Lift

Impact on Quality of Life

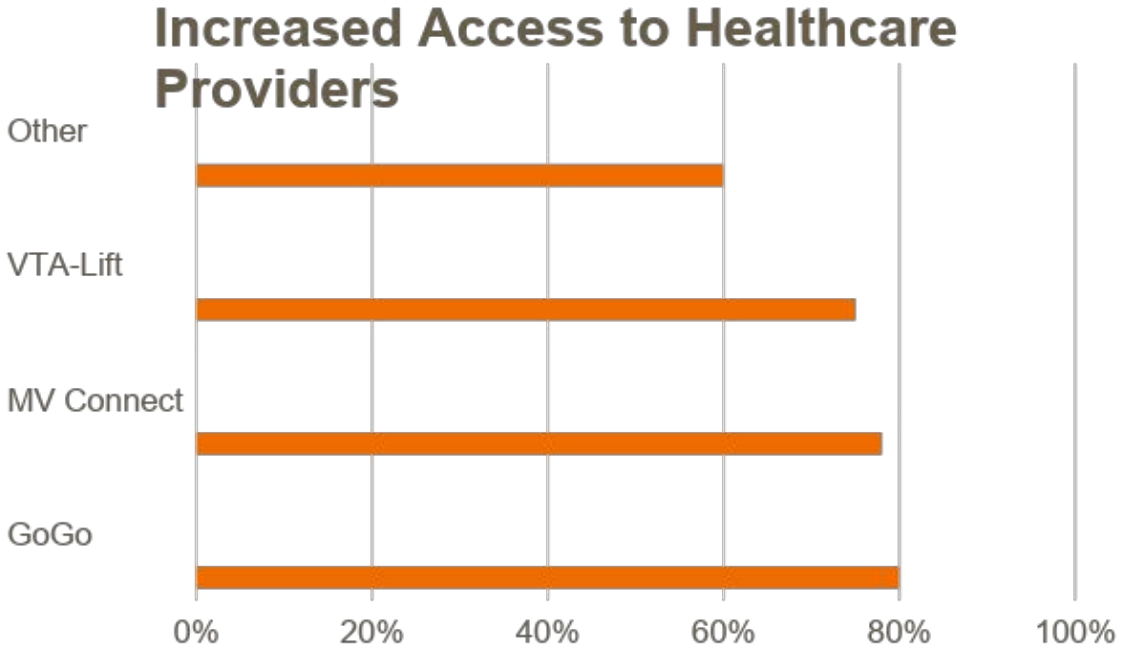
- Overall, there was a high agreement level with all transportation options "having a positive impact on the quality of my life".
- For those who did not agree, all selected a neutral rating to describe the impact on quality of life.

"It has made my life and my family's so much more manageable, reliving stress greatly"



Increased Access to Healthcare Providers

- The majority of those utilizing single rider solutions demonstrated strong agreement with this statement.
- Approximately two thirds of rides for GoGo and MV Connect were to and from healthcare providers.
- Community Shopping Shuttle destinations do not include healthcare providers.



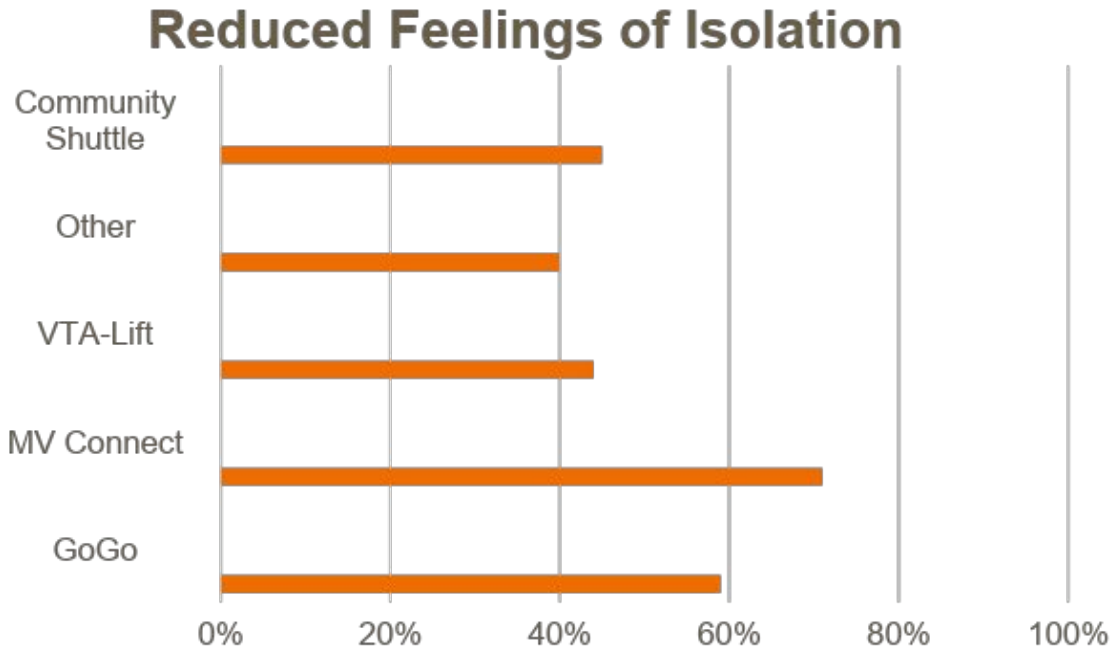
"It made it possible for me to keep my Doctor's appointments."

Reduced Feelings of Isolation

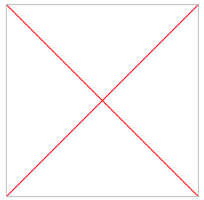
- There were lower agreement scores with this attribute across the board, possibly since participants in general are not feeling isolated due to the availability of transportation.

- For those who did agree that there was a reduction in isolation, it was highest for MV Connect, where there is oftentimes a personal connection between the driver and rider.

“It made things much better for me on the island; (without access to rides), I would be isolated

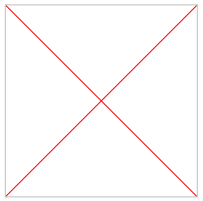


Increased Access to Social Activities

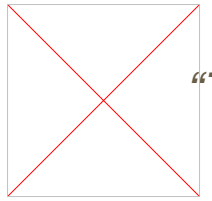


"I love that I don't have to drive for evening movies at the Film Center."

- Many respondents did not answer this question as their sole use of transportation programs were for medical destinations.
- For those who did respond, most agreed to this statement.
- Because the overall demand for rides exceeds the current funding capacity, in many cases participants are prioritizing medical rides over enrichment rides.
- The Coalition continues to believe that enrichment activities are a critical element of healthy aging on the Vineyard and is focused on expanding transportation capacity.



"Above all the convenience of on-demand transportation allows me to participate in activities otherwise I would have missed."



"Thankful that I get to go to the library."

Chappy Connect Program Feedback

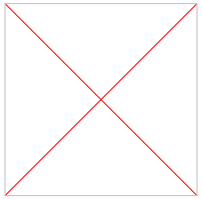
- Feedback for this program was universally positive with most respondents providing “color commentary” on their experiences.
- All attributes received agree/strongly agree responses highlighting access to healthcare, reduction in isolation, the positive impact on their lives, and overall satisfaction with the program.
- The convenience of the program, friendliness of the drivers, helpfulness of the COA, and creating greater independence were cited by respondents’ numerous times.
- A reduction in stress/anxiety about accessing healthcare and necessities was shared by many participants.
- There was appreciation for the ability to curate their own stops and to include multiple destinations.

Program Challenges

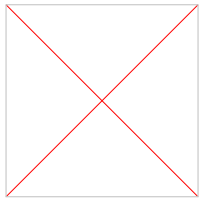
- Limited Capacity/funding
  - Primarily impacted GoGoGrandparent **for on-demand rides** with a limitation on monthly stipend (although accommodations were made on a case-by-case basis by the MM team)
  - Also impacted MV Connect for **scheduled rides** when backup by GoGoGrandparent was required
- Lack of communication – too many "blind spots" creating anxiety
  - Ineffective use of technology by the rider (GoGoGrandparent), lack of proactive communication when rides were late with both riders and destination agencies (Community Shuttles and the Lift), lack of direct communication between rider/driver in some cases (MV Connect)
- Late arrivals/cancellations
  - While infrequent, this experience stays with riders and creates anxiety for future rides

Program Impact

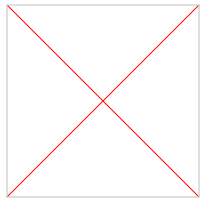
Independence, Access to Healthcare and Food, Social Engagement
Supporting the transition to no longer driving



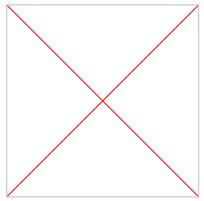
"Made my life easier."



"Very helpful to me, adjusting to no longer having a car and getting out and about helps me feel independent."



"Because I no longer drive, GoGoGrandparent has taken a huge load off my wife from driving me around to appointments."

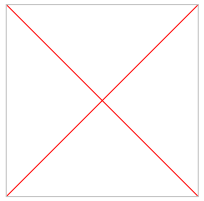


MV Connect makes it so much easier to go to Doctor's appointments. The drivers are all so very nice, making the time in the car a nice visit also.

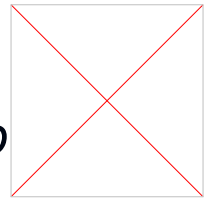
"Makes life more pleasant and enjoyable."

Program Impact – Chappy Connect

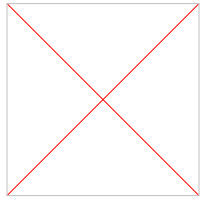
Independence, Access to Healthcare and Food, Social Engagement



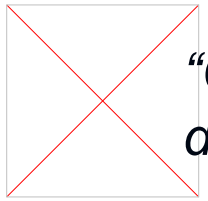
"The drivers are wonderful people, always ready to help and make extra stops."



"Convenience of service, no stressing out about getting low on groceries, or wondering how I am going to get to the pharmacy. CC drivers are so pleasant, the rides become a time to socialize."

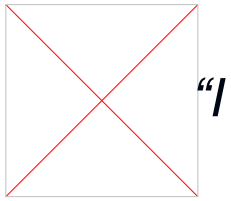


"I deeply grateful for the Chappy Connect program and thank all who manage it and support it financially."



"CC has permitted me to be more self reliant; I don't' have to ask my daughters for a ride."

"Makes life more pleasant and enjoyable."

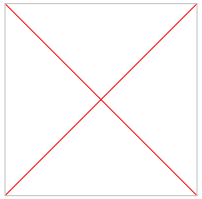


"I am grateful to CC program. It is a gift to all of us with mobility challenges."

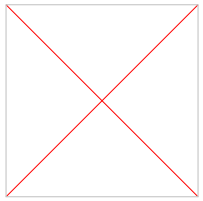
Key Findings

- Demonstrated success in repositioning “on demand” and “scheduled” solutions which reduced costs per ride while maintaining a fit-for-purpose solution.
- There is a high degree of satisfaction with single rider solutions; growing pains with multi-rider solutions with some compromises incurred.
- Some respondents expressed strong negative reactions often based on a single negative experience or due to limitations on monthly credits for GoGo.
- The availability of transportation appears to be highly correlated to a positive impact on quality of life.
- Almost two thirds of single rider solutions were to healthcare destinations; both scheduled and on-demand.
- The need for additional transportation capacity/bandwidth is a consistent message.

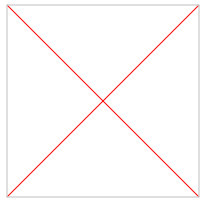
Riders are grateful and express appreciation for the Coalition's efforts



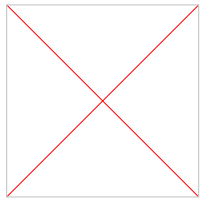
"Thank you very much for these programs."



"Very grateful for these programs."



"Great service, please keep it going."



"I could not have done all of my cancer treatment appointments without these services to get me to and from the ferry. Many thanks"

"The shuttle is a great option in the summer when the VTA buses are full. Thank you"

Our Goals for Transportation Communication Policies

Scheduled Transportation

1. Client/Agency initiates a reservation according to the program requirements
2. Rider is notified immediately after reservation is made by phone (voice or text)
3. The rider is contacted by phone (voice or text) with a confirmation the day before the ride occurs
4. Riders are contacted by the organization on the day of the ride if the ride is more than 15 minutes late to be picked up at their home by phone (voice or text)
5. When a rider is at the destination, if the pick-up is going to more than 15 minutes late, the destination is contacted as well (voice or text)
6. When the delay becomes an undue burden for the rider, the organization/rider will look to other unscheduled means of transportation at no cost to the rider (GoGoGrandparent, taxicab, bus etc.)

Cancellation Expectations for Riders

1. Riders will contact the organization as soon as possible and no later than 2 hours before the ride is scheduled

Cancellation Expectations for Organizations

1. Cancellation notification provided 24 hours in advance notifying the rider of other solutions

Our Goals for Transportation Communication Policies

On-demand Transportation

1. Client/Agency initiates a request for a same day ride
2. Rider is notified immediately after ride request is made by phone (voice or text)
3. Riders are contacted by the organization if the ride is cancelled or more than 15 minutes late to be picked up at their home by phone (voice or text)
4. When a ride is cancelled, the organization is responsible to identify another driver
5. When a rider is at the destination, if the pick-up is delayed, the rider is contacted by phone (voice/text) and when possible, the organization will be contacted
6. When the delay becomes an undue burden for the rider, the organization/rider will look to other unscheduled means of transportation at no cost to the rider (GoGoGrandparent, taxicab, bus etc.)

Cancellation Expectations for Riders

1. Riders will contact the organization as soon as possible before the ride is dispatched

Cancellation Expectations for Organizations

1. The organization will contact the rider by phone (voice/text)

Current Communication Policies for Our Existing Programs

Program	Request A Ride	Reservation Communication Policy	When Changes Occur Communication Policy
Lift (ADA Paratransit service)	A minimum of 24 hours in advance; contact the VTA by phone (508) 693-9440 ext. 1	Confirmation is given during initial booking	Riders will be contacted by phone by VTA if staffing allows, riders are encouraged to call if they have questions
Medivan	A minimum of 24 hours in advance; contact the VTA by phone (508) 693-9440 ext. 1	Confirmation is given during initial booking	Riders will be contacted by phone by VTA if staffing allows, riders are encouraged to call if they have questions
Boston Hospital Transportation	A minimum of 1 week in advance; contact the VTA by phone (508) 693-9440 ext. 1	Phone confirmation from the VTA the day before	Riders will be contacted by phone by VTA or CCRTA if disruptions occur
Community Shopping Shuttle	A minimum of 2 business days in advance; contact the VTA by phone (508)693-9440 ext.1 or agencies can request via SPARE	Phone confirmation from the VTA the day before	Rider will be contacted by phone by the VTA when disruptions occur

Current Communication Policies for Our Existing Programs

Program	Request A Ride	Reservation Communication Policy	When Changes Occur Communication Policy
MV Connect	One-week advance reservation preferred – call or text Diane Abbot (508)560-4514	Reservations are confirmed immediately by Assisted Rides. Diane either by text or phone at least 24 hours before the ride	Updates are provided by Diane or via the volunteer driver by text or phone; riders are to contact Diane when a change occurs to their schedule.
GoGoGrandparent	Call and speak to a live operator 30- 60 minutes before ride time	Rides confirmed by live operator and/or by text	Updates provided by preferred mode of communication (land line/cell/text)
Chappy Connect	One-week advance reservation preferred – call Edgartown COA (508)627-4368	Reservations are confirmed by the COA by phone the previous week	Riders/drivers are contacted by the COA by phone as changes occur
Up Island Shuttle	Two business days advance reservation required – call UICOA (508)693-2896	Reservations are confirmed by the COA by phone one business day in advance	Riders/drivers are contacted by the C phone as changes

Demystifying the Lift

What is the Lift?

- The Lift is the VTA's complimentary ADA Paratransit service.
- The Lift is a shared ride, advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the fixed route bus service because of their disability.

ADA Definition of Disability- Any person with a disability who is unable because of a physical or cognitive impairment, and without the assistance of another individual (except the operator of the wheelchair lift), to board, ride, or disembark from any fixed route bus.

-Any person with a disability who has a specific impairment-related condition which prevents them from traveling to or from a bus stop on the fixed route bus system. A person *may* be eligible if the interaction of the disability and environmental barriers prevent the person from traveling to or from the fixed route bus stop.

Types of Eligibility

Eligibility and the length of approval is CASE BY CASE, based on the individual and their capabilities.

- Unconditional Eligibility- Your disability or health condition always prevents you from using the fixed route buses and you qualify for ADA Paratransit service for all your trips.

(example: a rider with Alzheimer's)

- Conditional Eligibility- You can use the fixed route bus for some of your trips and qualify for ADA Paratransit service for other trips when your disability or environmental barriers prevent the use of fixed route bus service

(example: only certain barriers/ conditions prevent this rider from riding the bus such as snowy/ icy conditions preventing this rider from being able to reach the bus.)

- Temporary Eligibility- You have a health condition or disability that temporarily prevents you from using the fixed route bus.

(example: a rider broke their hip or had a knee replacement and will only temporarily be unable to ride the bus.

Things to know when applying for the Lift

- Under federal ADA law the application can take up to 21 days to be approved. Riders will get a letter in the mail stating their status, whether they have been approved for the Lift
- The rider will receive a letter in the mail stating in **BOLD** when their eligibility is expired. It is the rider's responsibility to renew their ADA application and ensure their information is current and up to date. The VTA will contact the applicant by phone as well when authorization occurs.

Amount of assistance Rendered

- The Lift is a curb-to-curb service meaning- Vehicle drivers are required to be at the vehicle door to assist riders getting in and out of vehicles
- The VTA will never leave riders unattended on a vehicle.
- There is a 2-bag limit per person, including groceries, an amount the rider can independently carry up the vehicle stairs.

FY2027 Lift Applications and Outcomes

	#ADA applications	# authorized
July	5	5
Aug	2	2
Sept	2	2
Oct		
Nov		
Dec		
Jan		
Feb		
March		
April		
May		
June		
Total	9	9

FY2027 Program 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	248										713
GoGo Ridership	Number of unduplicated riders	97	122	135										
GoGo Ridership	Percentage of medical trips	62%	78%	73%										
MV Connect Ridership (funding provied from MassDOT)	Number of one-way trips	130	88	128										346
MV Connect Ridership	Number of unduplicated riders	28	20	28										
MV Connect Ridership	Percentage of medical trips	51%	52%	69%										
Chappy Connect Ridership (no funding provided by MassDOT)	Number of one-way trips	98	73	54										225
Chappy Connect Ridership	Number of unduplicated riders	17	14	6										
Chappy Connect Ridership	Percentage of medical trips	87%	87%	92%										
VTA/COA Shuttle Pilot	Number of One-Way Trips	126	102	105										0
VTA/COA Shuttle Pilot	Number of Shuttle Days	23	17	17										0
HAMV Mobility Management (Funding provided by MassDOT	Number of transportation consultations w/Older Adults	42	37	34										113
HAMV Mobility Management	Educational Community Outreach (in person)	14	10	18										42

Our Coalition Goals for FY2026 as a reminder – what should FY2027 be?

- "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

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

Sponsors

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