



Older Adult Transportation Initiative

June 23, 2021

Thank you for joining us!



Agenda:

- Update from Doreen Anderson on letter sent to Dylan Fernandes and Senator Cyr
- Each group shares their progress on creating solution for their use cases
- Questions/discussions
- Update on GoGoGrandparent pilot
- Update on VTA plans/approaches
- Summarizing where we are
- Setting expectations for next meeting

Our most vulnerable Island Older Adults

- Vulnerability can be ongoing or episodic.
- Characteristics of the vulnerable:
 - Age groups 85+
 - Those with incomes under \$25k and less so \$50k as well (30% of respondents fall in this category)
 - Living alone (1 in 3)
 - Caregivers (1 in 3)
 - Socially and digitally isolated
 - Physical impairments (mobility, cognitively)
 - Serious medical diagnosis which requires assembling a support system

Our vulnerable have fewer transportation options

- What we know

- Less likely to have access to a car – (current primary mode of transportation for Older Adults)
- More likely to recognize they need help with transportation options as they age
- More often found transportation options delayed or unavailable in COVID
- More likely to have temporary or longer term disability/mobility issues
- More likely to be lacking family and social support network
- Financially strained

The task at hand

WHO are we trying to serve?*

- Vulnerable Older Adults are our design target (although available to all Older Adults and those with disabilities)

WHAT are we trying to accomplish?

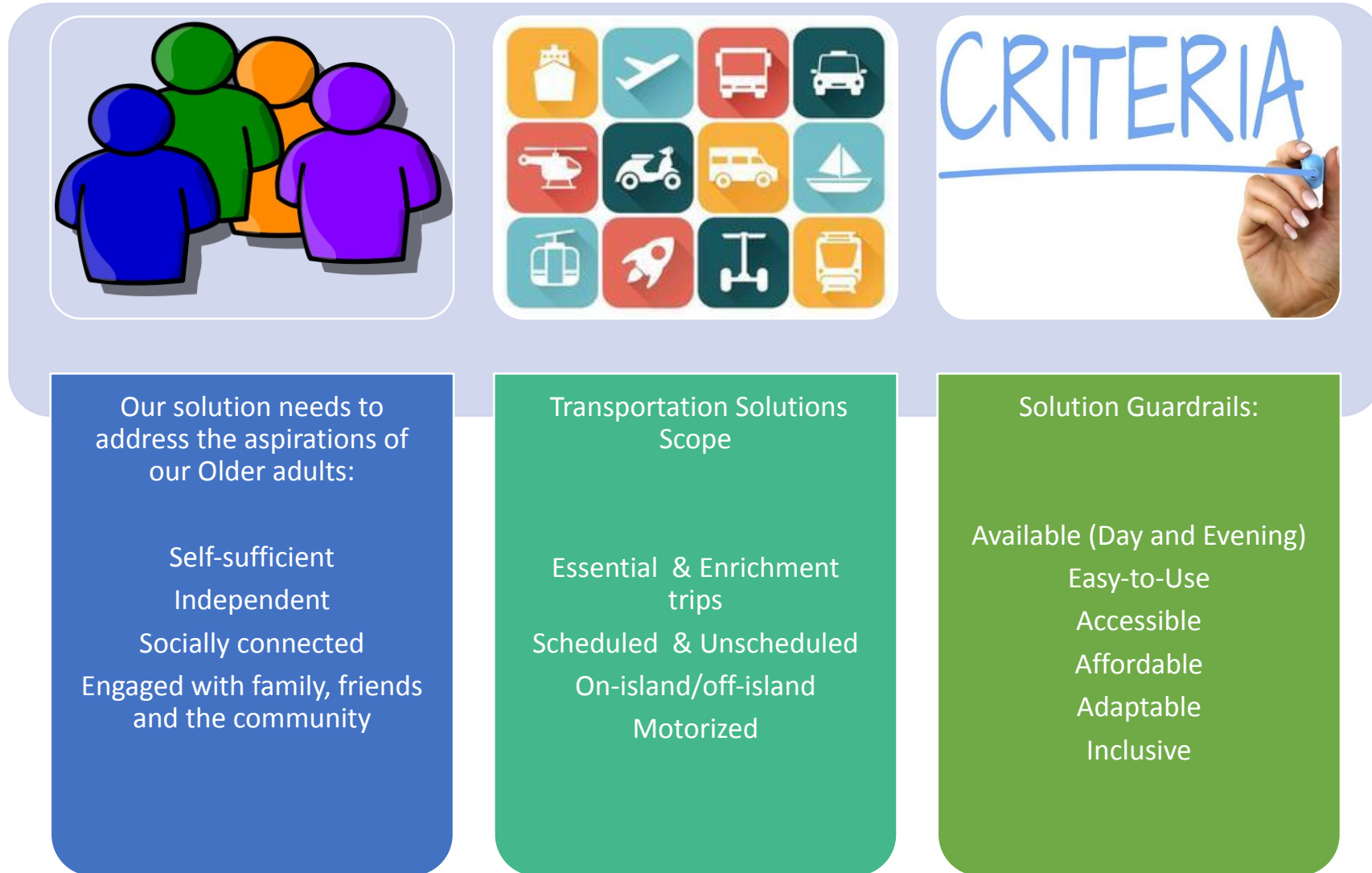
- Address perceived service gaps
- Create options to encourage a transition from “driving myself” to utilizing alternative transportation modes
- Create shared-usage solutions for all partners serving Older Adults
- Minimize inefficiencies in a solution/reduce road congestion

WHAT needs are we trying to address?

- Unscheduled (on-demand) on-island options
- Scheduled on-island transportation (evenings/weekends)
- Scheduled/unscheduled off-island essential transportation needs

*Note the VTA’s focus is on all populations, not just Older Adults

Our Older Adult Needs Hierarchy



Considerations for solution building

- What could a transportation solution look like to address these needs? Describe how it could work, the type of vehicles, how transport would be organized, etc. (volunteer/paid, hybrid?)
- What on-island assets/solutions exist that we could utilize, enhance, and raise awareness of? What would we need to invest in? Who would be the right partners for this solution- what island agencies could lean in? VTA?
- How would you make information available about this solution? What is your “marketing plan”? Who is your audience?

Work Groups

- Each member is assigned to one of 3 work groups or acts as a floater/advisor

On-island scheduled Cindy Trish -lead	On-island unscheduled (on-demand) Dan Doyle - lead	Off island Lyndsay Famariss -lead
<ul style="list-style-type: none">• Kayte Morris• Megan Panek• Leslie Clapp• Betty Robie• Ann Baird	<ul style="list-style-type: none">• Cheryl Kram• Lynn Orlando• Rose Cogliano• Juli Vanderhoop	<ul style="list-style-type: none">• Joyce Stiles-Tucker• Doreen Anderson• Patricia Parker• Colin Ouderkirk

Advisors to all groups: Emily Bramhall, Julie Fay, Angie Gompert, Beth Folcarelli, Adam Turner, Cindy Doyle, Polly Hill, Dorothy Young, Dianne Durawa

Use Case #1 – Getting back out there

- Scheduled on-island transport
 - Now that Gloria has been vaccinated, she wants to be able to go out at night, to attend lectures and events with friends. She still drives herself during the day but isn't comfortable with night driving and doesn't want to depend on her friends.
 - Maria has relied on having food and supplies delivered to her at home during the Pandemic but now wants to do her own shopping – only she can pick the best fruits and vegetables. She knows when and where she wants to shop but has no way to get herself from her home 2 miles down a dirt road carrying her shopping bags.
 - Post Covid, Bob is undergoing a series of on-island dental treatments and needs transportation. He uses a wheelchair when he is out of the house and has no one to drive him to his appointments and get him home when he's feeling under the weather.

What's available today for scheduled on-island transport (excluding personal cars)

Option	Door-to-Door	Serves those with Impairments	Drawbacks
The Lift	yes	yes	Application necessary, must qualify
Uber/Lyft	no	Walkers yes, wheelchairs not consistently, cognitively impaired no	Untested/lack of security
Taxis	yes	Walkers yes, wheelchairs not consistently, cognitively impaired no	Per rider cost model
VTA buses	no	limited	Fixed routes
Vineyard Village at Home	yes	?	Must pay annual fee

Building Blocks of On-Island Scheduled Solution

Solution Guardrails

<p>7 days a week operation</p> <p>Round trip guarantee (maximum of 30 minutes wait time for on-demand return trip)</p> <p>Available 7 am – 10 pm</p> <p>A minimum of 24 hours to schedule beforehand</p> <p>No additional charge for caregivers</p>	<p>Single touch for rider (1 call to arrange) in English and Portuguese</p> <p>Human interaction with knowledgeable person with a caring spirit</p> <p>Individual or organization can schedule rides (single or multiple)</p> <p>Online reservation solution option</p>	<p>Data tracking – performance and safety/security</p> <p>No cash exchanged (done beforehand)</p> <p>Comfortable riding experience</p> <p>Door-to-door service</p> <p>Available to those with impairments (physical, cognitive, hearing etc.)</p>
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Electric or hybrid vehicles

Solution Option #1 – Anytime, Anywhere

2+ electric/hybrid vehicles*

Single** use for those with mobility challenges & van for up to 6-8 riders

Hybrid model

2 paid FTEs, dispatcher/coordinator and 1 driver and volunteer drivers

Storage and maintenance of vehicles by 3rd party organization (VTA, church etc.)

Phone to register/request ride 24 hours – 1 week in advance

Door-to-door transport single ride dispatch, may include multiple riders

*Vehicles do not require CDL licensing; **vehicle options for those impaired can be either for single or multiple riders

Solution Option #2 – Bus Plus ++

2+ electric/hybrid vehicles*

Single** use for those with impairments & van for 6-8 riders

Hybrid model

2 paid FTEs, dispatcher/coordinator and 1 driver and volunteer drivers

Storage and maintenance of vehicles by 3rd party organization (VTA, church etc.)

Phone to register/request ride 24 hours – 1 week in advance

Scheduled circular route on-island (e.g. up-island early morning etc.) with door-to-door service, multiple riders

Solution Option #3 – Get me to the “program” on time!

2+ vehicles

Multiple rider vehicles suitable for those with impairments

Hybrid model

2 paid FTEs, dispatcher/coordinator and 1 driver and volunteer drivers

Storage and maintenance of vehicles by 3rd party organization (VTA, church etc.)

Organization makes ongoing reservations (daily, weekly etc.) for clients attending their programs

Round trip door to door pick-up for Older Adult program attendees-single point drop off**

** Possible Point-to-point delivery of goods when van is not in use or could be used for “companionship travel”

Solution Option #4 – Last mile solution

2 Fixed route multiple rider vehicles and volunteer vehicles for point-to-point transport

Hybrid model
2 paid FTEs, dispatcher/coordinator and 1 driver and volunteer drivers

Storage and maintenance of vehicles by 3rd party organization (VTA, church etc.)

Organizations or individual makes reservations - episodic or ongoing

Volunteer pick up at home – drives to a fixed route for pick-up

*Vehicles do not require CDL licensing

Scaling and Revenue Options

- Volunteers use their own cars (current VVH model), compensated for expenses
- Leverage existing vehicles of other organizations (VTA, churches, short-term usage of vehicles of those off-island, etc.)
- Subsidized for vulnerable (85+ age/income <\$50k, those with impairment)
- Full charge for non-vulnerable with discounts for volume usage

Possible Partners for vehicles, drivers, coordination

Local Partners	Regional/National
Churches	AARP/MIT Lab
Elder Services (RSVP/Senior Employment program)	Technology companies (driverless vehicles)
VTA/Steamship	Colleges/universities
High school/ACE/Cape Cod Community)	
Camp Jabberwocky, seasonal Island businesses	

Volunteer Supply

- Leverage existing organizations who solicit and train volunteers
 - Elder Services RSVP (currently provides volunteers for Meals-on-Wheels and Vineyard Village at home) or MVNPC
 - Non-profits who have their own volunteer corps
- Explore time-banking solution for volunteers or other incentives

Marketing/Communications

- Engage sponsor partners (island organizations)
 - Raise awareness of the program
 - Promote for regularly scheduled events and programs (include in ticketing information) – ala “ride the party bus”
 - Provide financial support
- Communications of program through service agencies for Older Adults (COAs, healthcare providers, etc.)

Next Steps

- Continue to refine solution options and prioritize
- Explore funding sources
 - (foundations, sponsor programs)
 - Transportation grant providers (Mass DOT, Title III)
 - Others
- Use existing data from Meals-on-Wheels and other programs to hypothesize rider routes and usage frequency
- Create a cost/revenue model for prioritized option(s)

For our meeting – July 28th

- Each group presents solution, props encouraged
- Advisors share perspectives/questions answered
- Voting on priorities
- What we need to do to obtain seed funding