



Making Connections

A Forum for Improving Medical Transportation Services
Through a Coordinated Approach

Agenda Items

8:30 – 9:00

Welcome & Introductions

Julie Boren, *Co-Chair, Southeastern Massachusetts Regional Coordinating Council (SERCC)*

Why We Are Here Today

> Background on Executive Order 530 and Formation of Regional Coordinating Councils

> Understanding the Challenges of Medical Transportation in Southeastern Massachusetts

Joanne Laferrara, *GATRA Director of Customer Relations*

9:00 – 9:15

Presentation of Medical Transportation Unmet Needs Survey

Mary Basilone, *GATRA Mobility Manager*

9:15 – 9:30

Presentation of Ride Match

Mary Basilone, *GATRA Mobility Manager*

9:30 – 10:45

Group Forums

Janet Richardi, *Executive Consultant, SOCO Homeless Initiative*

10:45 – 11:00

Next Steps & Wrap-up

Julie Boren, *Co-Chair, Southeastern Massachusetts Regional Coordinating Council (SERCC)*

Event Sponsors:

