



Unmet Transportation Needs SURVEY

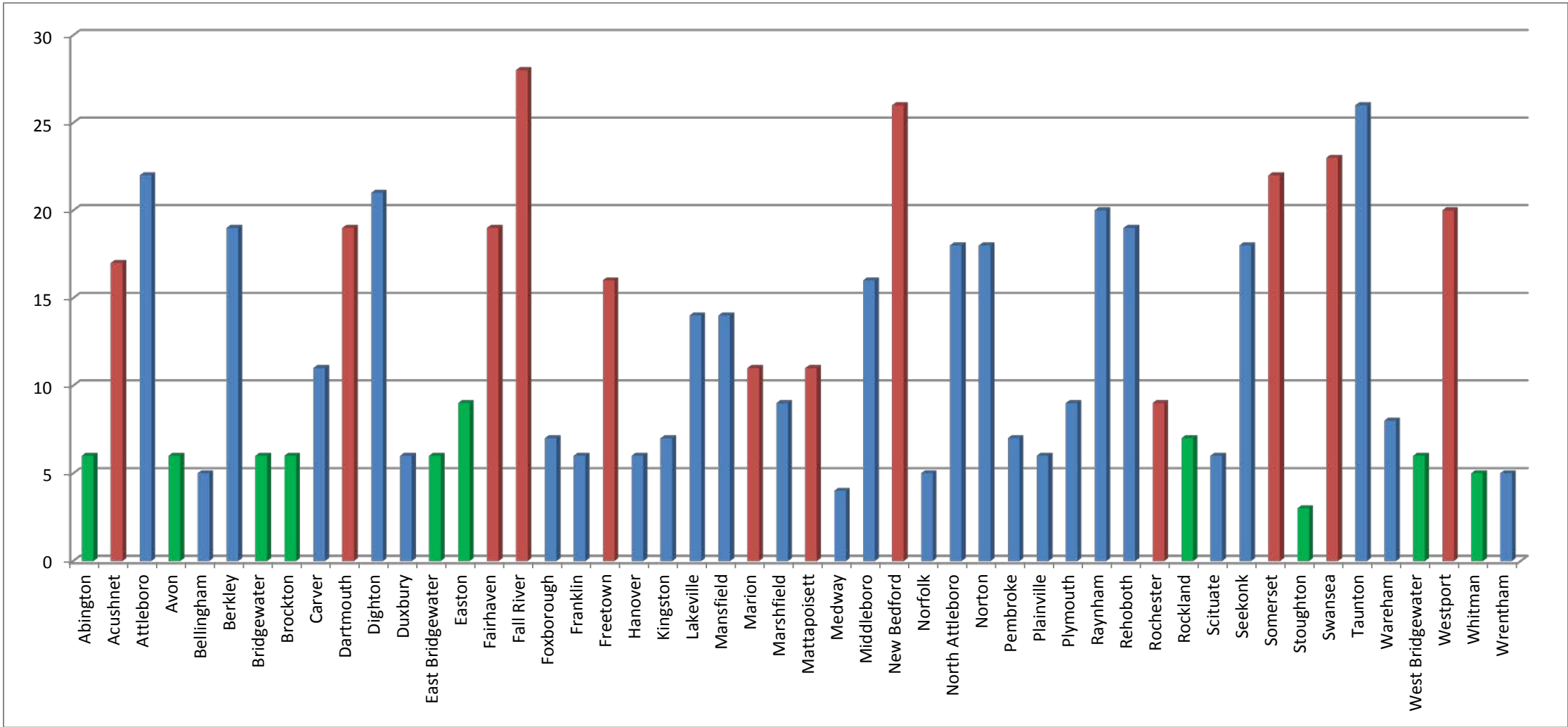
Survey Results

Mary Basilone, Mobility Manager, GATRA

2/12/2014

In early February 2014, GATRA, SRPEDD, SRTA, and BAT conducted a survey, analyzing several factors related to transportation in the Southeastern Massachusetts region. The survey was sent to 169 stakeholders from several key agencies and non-profit organizations to gain their input and to help identify which communities in Southeastern Massachusetts have the greatest unmet transportation needs. The survey was closed on February 28, 2014. 73 individuals responded to the survey.

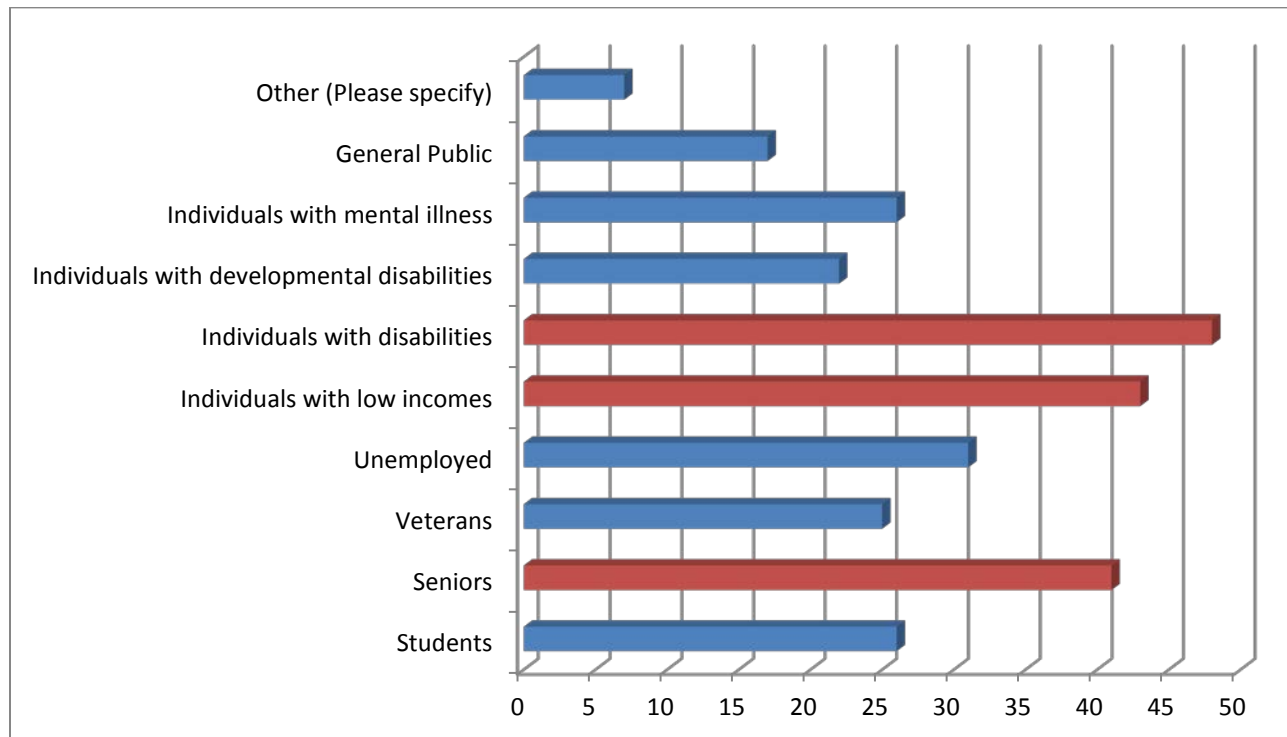
QUESTION 2: What cities/towns in the Southeastern Massachusetts region does your organization serve? (Select all that apply):



Green = BAT Service Area Red = SRTA Service Area Blue = GATRA Service Area

QUESTION 3: My organization represents the transportation needs of... (Select all that apply):

- Students
- Seniors
- Veterans
- Unemployed
- Individuals with low incomes
- Individuals with disabilities
- Individuals with developmental disabilities
- Individuals with mental illness
- General Public
- Other (please specify)

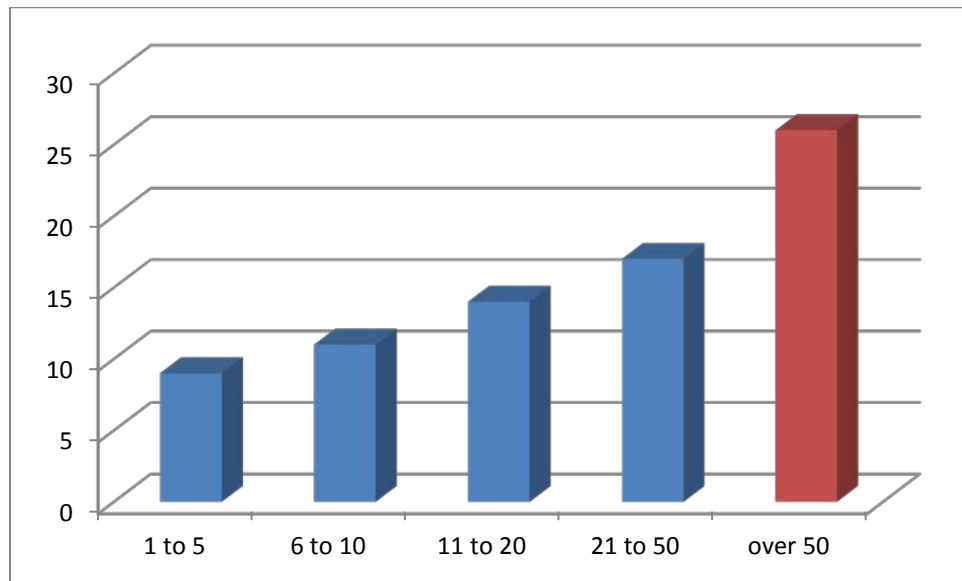


- 7 Selected - *Other (please specify)
- 17 Selected - General Public
- 26 Selected - Individuals with mental illness
- 22 Selected - Individuals with developmental disabilities
- 48 Selected - **Individuals with disabilities**
- 43 Selected - **Individuals with low incomes**
- 31 Selected - Unemployed
- 25 Selected - Veterans
- 41 Selected - **Seniors**
- 20 Selected - Students

*Community youth; Families residing in shelters; School-age children; Board of Health (N. Attleboro); Attleboro Health Dept.; survivors of domestic violence; everyone; emergency transportation for transients.

QUESTION 4: In the past 12 months, approximately how many people has your organization worked with whom had unmet transportation needs?

- 1 - 5
- 6 - 10
- 11 - 20
- 21 - 50
- over 50



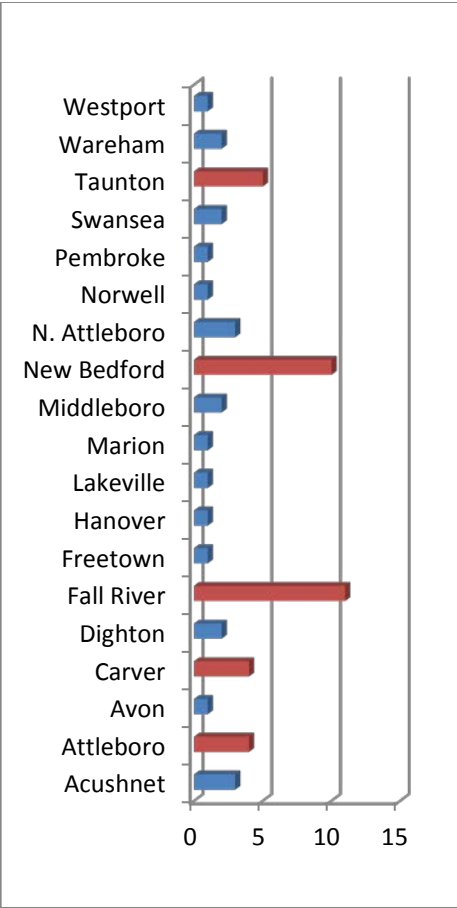
Over 33% of respondents reported that that they have worked with more than 50 individuals with unmet transportation needs in the past year.

1 - 5	(9 responded)
6 - 10	(11 responded)
11 - 20	(14 responded)
21 - 50	(17 responded)
Over 50	(26 responded)

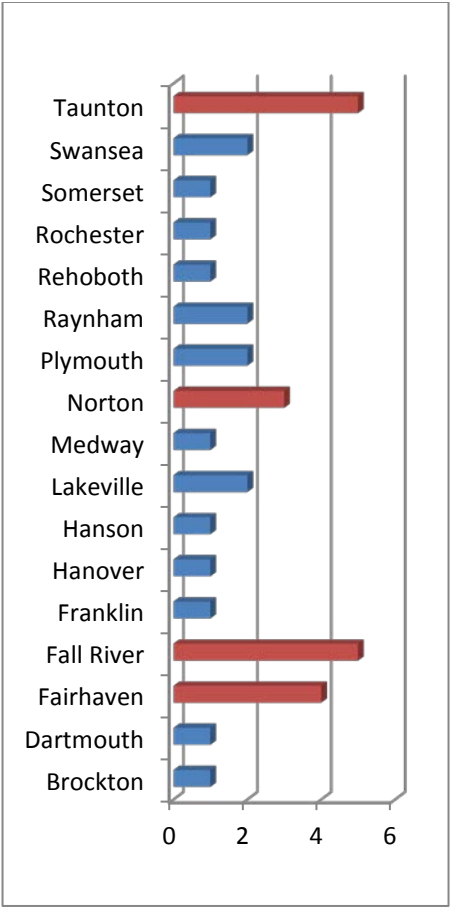
QUESTION 5:

Which towns in your service area have the greatest unmet transportation needs? Please rank the top 5.

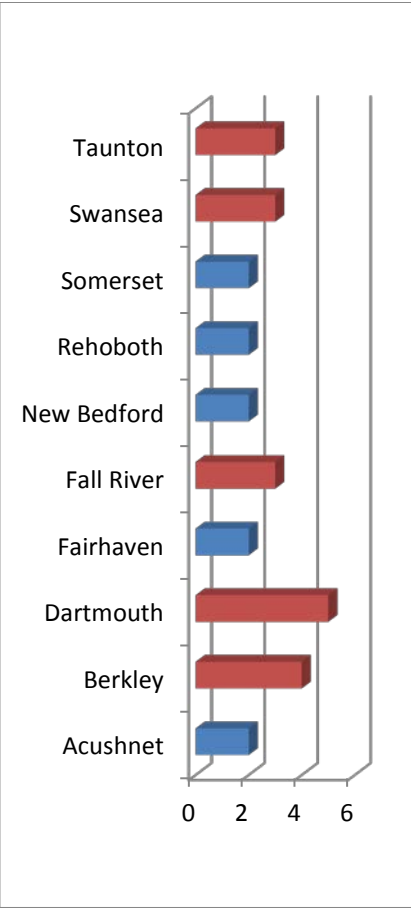
1st Ranked
Greatest Unmet Need



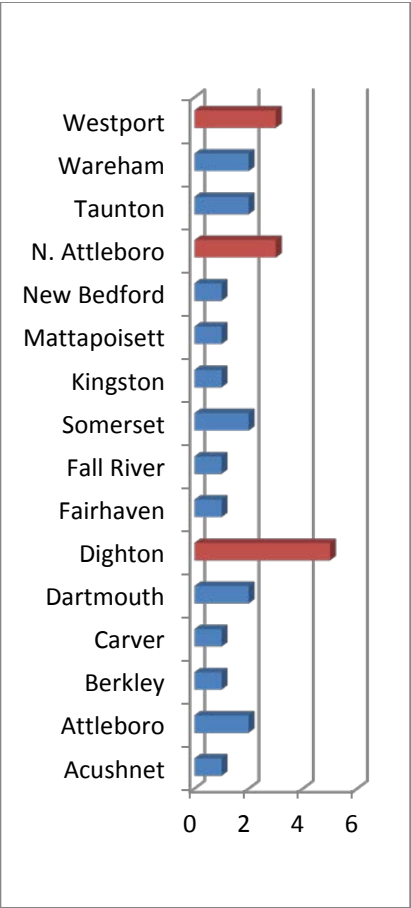
2nd Ranked
Greatest Unmet Need



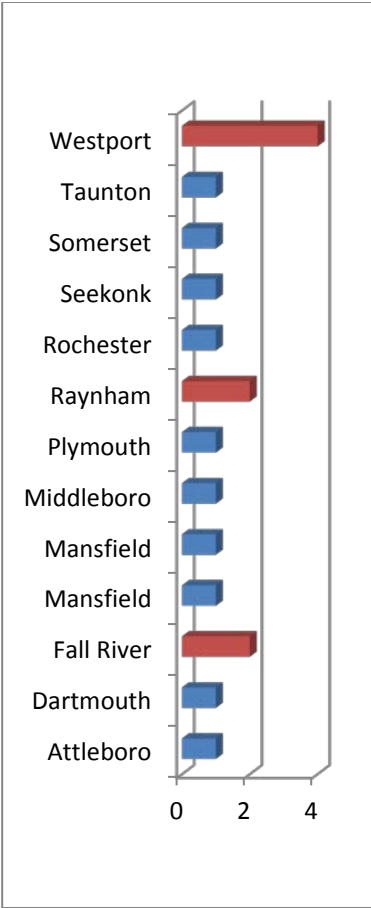
3rd Ranked
Greatest Unmet Need



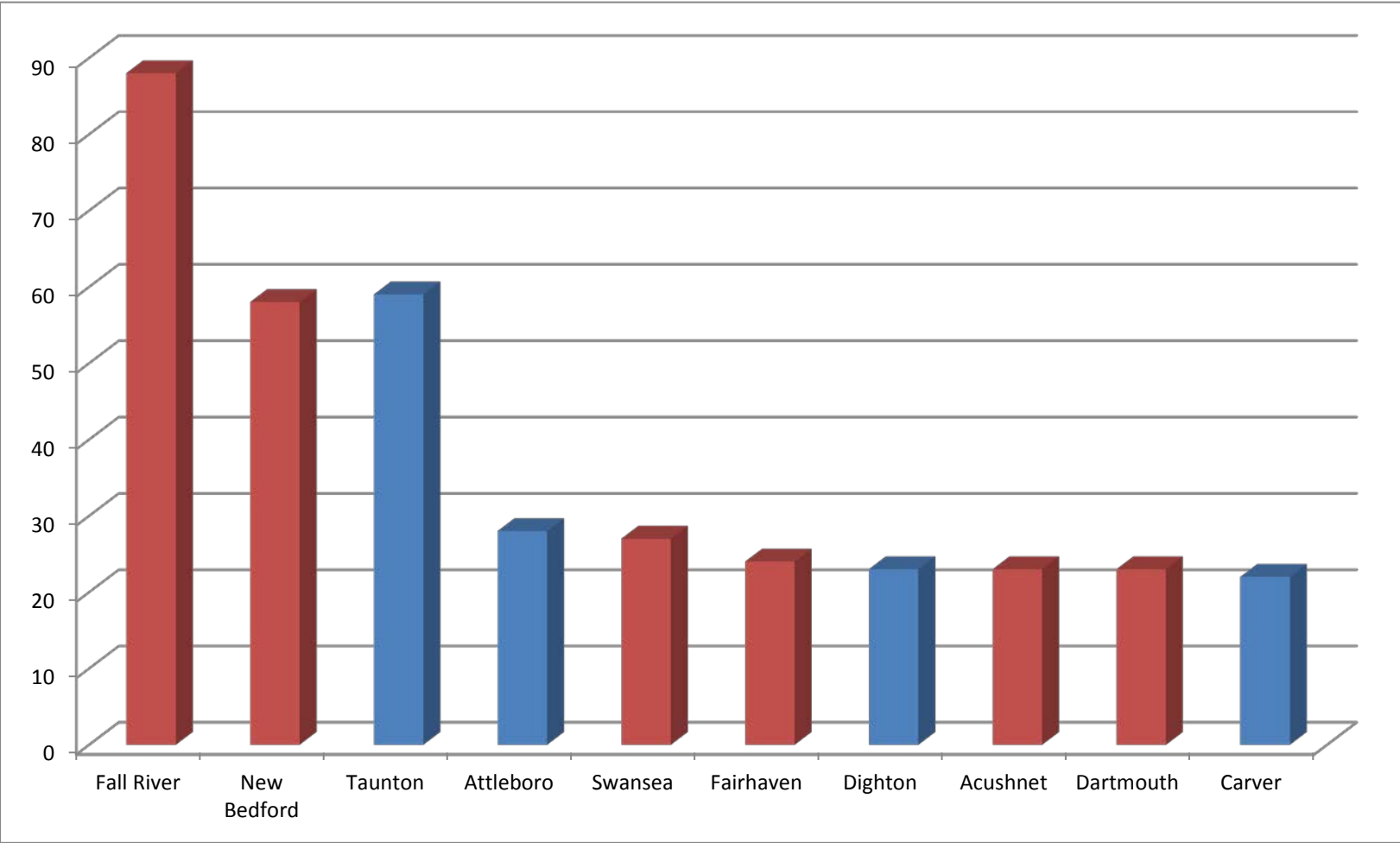
4th Ranked
Greatest Unmet Need



5th Ranked
Greatest Unmet Need



Top 10 Communities with the Greatest Unmet Transportation Needs



Fall River	88 pts.
Taunton	59 pts.
New Bedford	58 pts.
Attleboro	28 pts.
Swansea	27 pts.
Fairhaven	24 pts.
Dighton	23 pts.
Acushnet	23 pts.
Dartmouth	23 pts.
Carver	22 pts.
No. Attleboro	21 pts.
Westport	18 pts.
Raynham	15 pts.
Berkley	14 pts.
Rehoboth	14 pts.
Wareham	13 pts.
Norton	12 pts.
Middleboro	11 pts.
Lakeville	11 pts.

Survey results were calculated using a weighted scale.

Red = SRTA Service Area

Blue = GATRA Service Area

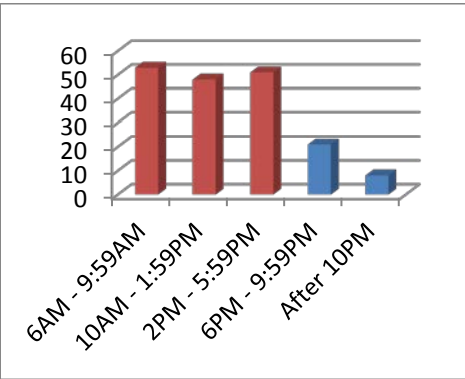
*Green = BAT Service Area *BAT communities do not rank within the Top 20 Communities with the Greatest Unmet Needs.

QUESTION 6

What days and times do people that you work with most need transportation? (Select all that apply)

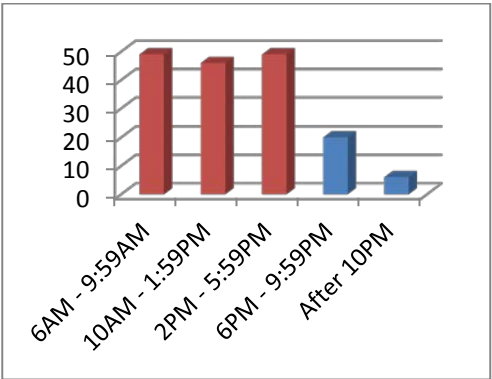
MONDAY

Times of Greatest Need



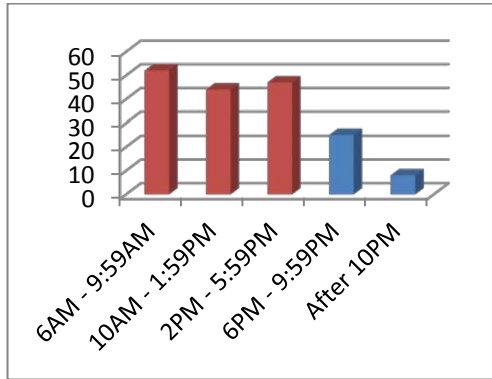
TUESDAY

Times of Greatest Need



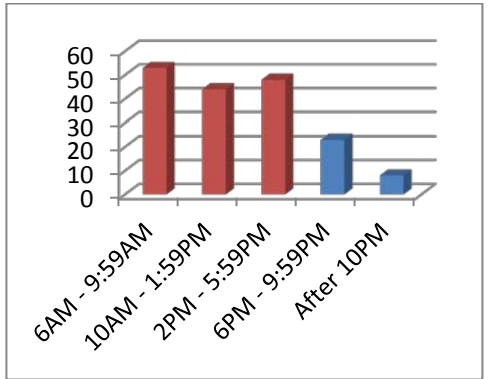
WEDNESDAY

Times of Greatest Need



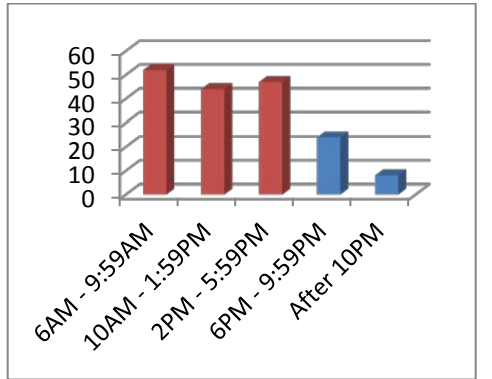
THURSDAY

Times of Greatest Need



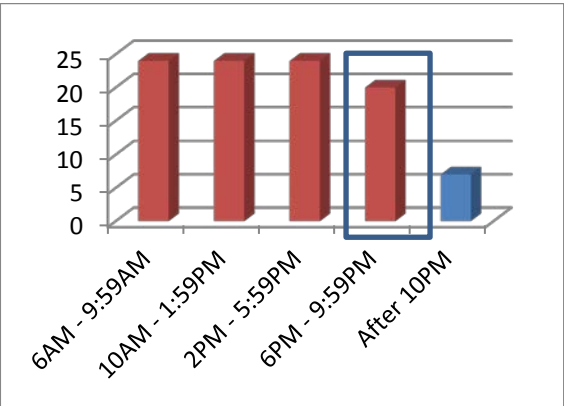
FRIDAY

Times of Greatest Need



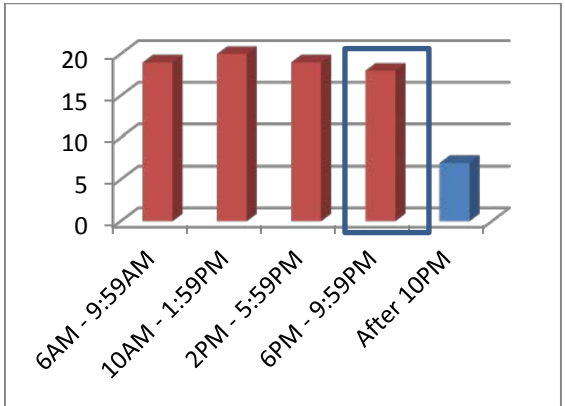
SATURDAY

Times of Greatest Need



SUNDAY

Times of Greatest Need

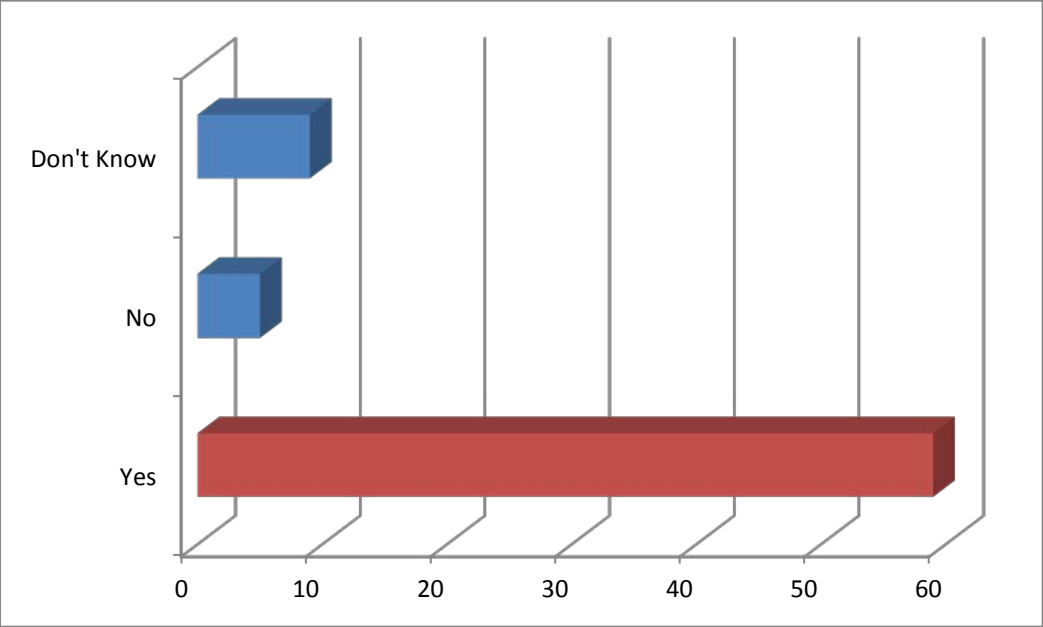


Although the survey results indicate that the greatest need for transportation is on weekdays between the hours of 6:00 a.m. and 6:00 p.m., the respondents also reported a need for longer night-time service on the weekends.

QUESTION 7

In the past year, were there any destinations in Southeastern Massachusetts that people you worked with needed to go, but could not reach because of lack of transportation?

- Yes
- No
- Don't know



Over 80% of respondents reported that their client(s) could not reach specific locations because of lack of transportation options.

59 responded YES
5 responded NO
9 responded DON'T KNOW

QUESTION 8:

If you answered "Yes" to question #7, please list the specific locations that people could not reach because of lack of transportation (i.e. Brockton V.A. Hospital; Market Basket in Raynham; COA Kingston).

1. Boston medical appt. other medical appt.
2. Hospitals and Drs. in the Fall River Area. Brockton V.A. Hospitals in Boston Hospitals in Rhode Island
3. Brockton, GATRA, Boston, MBTA
4. To apply for jobs in person.
5. Medical appointments, grocery store, train station, DTA office
6. More residential locations within Taunton & Raynham
7. Evening School at BCC and Davol St
8. New Hope shelter services places of employment
9. Market Basket Raynham Dighton Rehoboth High School (nonstudent)
10. Corner Clubhouse in Attleboro; Recovery Learning Community in Taunton; various work or school (college level) locations; additional locations that are not covered by PT-1 Mass Health Insurance transportation such as markets
11. Doctors' offices, hospital, grocery shopping, pharmacy.
12. A client living in Attleboro cannot access treatment at CCBC in Attleboro or Taunton, get to her children's school or any grocery store. She has to walk 40 min. to her nearest bus stop. Client have had struggles accessing Morton Hospital, Mill River place, Sturdy Hospital, and Market Basket in Raynham
13. Boston Area Doctor Appts Plymouth County Area Doctor Appts
14. Boston Medical Hospital, Boston, MA Catholic Social Services, Fall River, MA Housing & County Courts, Fall River, MA Brigham & Women's, Foxborough, MA Norwood Hospital, Norwood, MA Sisters of Mercy, New Bedford, MA
15. Boston area for medical appointments
16. Soup Kitchens (Good News Church, 235 West Street, Attleboro (Tuesday 4:30-5:30pm) and Clothes give away on Saturday morning every month at same church. Boston, Rhode Island, Taunton (Masshealth & food stamp office at 21 Spring Street)
17. Brockton VA, West Roxbury VA & Jamaica Plain VA
18. Fall River Judicial Center Stop and Shop-Somerset (WIC retailer)
19. Doctors' appointments in the evening.
20. Brockton courthouse
21. Career Centers to obtain training or work. Transportation to industrial parks for work.
22. BCC Fall River from Taunton
23. Court Houses in Taunton, Fall River and New Bedford
24. Mostly local travel, laundry, food shop, Drs., any scheduled appointments schools, etc.
25. Brockton VA Physicians in Boston
26. Industrial park New Bedford for 3rd shift work, same for Fall River
27. Brockton V.A. Hospital Providence V.A. Hospital Boston Physicians
28. Providence Boston

29. Boston area medical facilities
30. Shelters, Medical Appointments, Grocery shopping and Employment.
31. From Kingston to the Hanover mall, Hanover YMCA. The GATRA ends in Marshfield.
32. Industrial Parks in Fall River, Taunton and Attleboro during certain times.
33. BCC campus in Fall River, BSU campus in Bridgewater, Massasoit CC in Brockton/Canton, Providence and Pawtucket RI, Foxboro stadium for employment, Plainville MA, Market Basket in Raynham, Medical appts in Boston at various locations, Wrentham Outlets for employment, Access to bus routes for Middle and High school students including to implement travel training
34. Boston Hospitals
35. Brockton, New Bedford, Dartmouth
36. Belleville Avenue routes (limited service during day only)
37. Transportation to/from St. Luke's to visit friend/family, market basket, adult day care programs in Dartmouth/Fairhaven
38. Fall River to a job in Brockton, New Bedford to a job in Providence and Boston, Taunton to New Bedford
39. Boston Hospitals
40. Taunton to Brockton, Plymouth to Taunton, Both to Boston.
41. Boston Hospitals
42. General doctor appt's, general distance from student's residence to GATRA route. Missed busses from 14 to 18 due to delays.
43. Boston hospitals, va in providence, va in new bedford
44. South Shore Hosp., Stewart HC Whitman, MD's in Abington & Brockton's East side including Brockton Hosp.,
45. Providence, RI, Taunton, MA, Attleboro, MA
46. Home to work, scattered sites over Bristol County
47. Boston
48. Norwood Hospital, Jamaica Plain VA,
49. Boston VA, South Shore Medical appointments
50. Hospitals and doctors in Boston
51. Brockton Hospitals; St. Anne's and Charlton Hospitals in Fall River; Bristol Community College in Fall River; Shelter in Brockton; Shelter in New Bedford; (Shelters would be evening hours)
52. Wareham Crossing
53. New Bedford Seafood Processing Plants
54. Victory Park Warming House & Fort Taber in The South End of the City.
55. program site & daily destinations in-and-around New Bedford
56. Friendship Home activities in Norwell, Holbrook. YMCA in Hanover
57. Multiple. Work at Shaws, Jordan hospital and habitat for humanity. Dances/social events held at various locations. All medical appts. In Norwood, Brockton, Boston, Providence, Stoughton.
58. Pembroke to job in Rockland. (Legally blind young man with down syndrome whose mother has MS. Cardinal Cushing apartments Hanover to Job in Pembroke on learning In at Middle school. Norwel Friendship home to volunteer job at Winslow Elementary school. Plymouth to Job in Norwell (groomer) Cardinal cushing apartments in Hanover to driver training at MRC in Plymouth. No public transportation to take classes at Bridgewater State College from any town in greater Plymouth area. (ICE grant for students with significant disabilities) Transportation to Cape Cod community college project forward for individuals with disabilities who couldn't safely cross from P and B bus

stop or switch buses in Hyannis. (6 individuals attending this year) vocational Day Programs in Plymouth (ARC in cordage Park and REACH in Plymouth) from the towns of Plympton, Pembroke, Halifax, Marshfield, Hanover. Plymouth after 6:00 for seasonal employment with UPS to South Plymouth. Transportation to the Friendship home in Norwell. Plymouth South Highschool Ponds of Plymouth West Wind Shores

Boston
 Medical
 VA hospitals
 Education
 Employment

SURVEY TRENDS:

- **Medical appointments and hospital trips**

Over 30 people responded that their clients needed transportation for medical appointments or various hospital trips

- > 12 for **Boston** medical appointments or hospital trips
- > 4 for **Brockton** VA
- > 3 for **Fall River** hospitals
- > 2 for **South Shore** medical appointments
- > 2 for **Providence** VA

- **Specific locations people could not reach**

- > 3 for **Market Basket** in Raynham
- > 2 for **BCC Campus** in Fall River from Taunton
- > 3 for **Norwell Friendship** Home in Norwell
- > 2 for **Bridgewater State University** (one from Plymouth, one from Taunton area)
- > 3 for **County Court/Judicial Center** in Fall River
- > 2 for **Industrial Parks** in Fall River and Taunton

QUESTION 9: If you have additional comments or questions that you would like to share, please do so below.

1. As a COA we deal mostly with those 60 and older. We only deal with those needs in Marion. We provided just under 7,000 rides last year, a 15% increase. I only see this need increasing. For now we are generally able to meet the needs but not always. We do not operate on weekends, as a rule, so I am sure those in need of transportation are just "stuck" on weekends. If you live in Marion and do not have your own transportation, or choose to surrender your license you have no way to get around.
2. SRTA needs to link with GATRA and/or MBTA directly.
3. There are a lack of resources in the area (ex: primary care doctors that accept MA Health that are accepting new patients) therefore clients need to make appointments in locations that are far distances away. This makes transportation to these necessary appointments even more difficult. (from Attleboro area)
4. We serve at risk youth and they often cannot participate because of the lack of transportation.
5. Set priorities to the medically need clients.
6. Will there be public transportation to the new Wal-Mart store on Broadway in Raynham?
7. Some of our Dept. of Mental Health clients can be very isolated which can have a negative impact on their recovery. Some DMH clients have a limited support network, and often do not own cars.
8. I have worked for nonprofits all my life...in Taunton, Brockton, Boston, and Chelsea. I have never worked in a community that has more service agencies to meet people's needs and fewer ways to get them where they need to go.
9. A particular area of need is transportation for those with disabilities for Doctor visits that are out of the Gatra area. I also have great concern regarding transportation issues in emergency situations for those dependent on public transportation as well as assistance in transportation during emergency situations (snow storms/flooding, etc.)
10. Unmet needs include Wheel Chair Bound Seniors for out of town Medical Appointments.
11. People who do not have MassHealth (and are, therefore, able to get PT-1 forms), but do not have private transportation, are limited with regard to medical, and paramedical options. People from Attleboro are required to travel to Fall River, or, New Bedford, but there is no direct route and it can take up to 4 hours to make bus connections to Fall River, the County Seat, when Fall River is, actually, but a 20 to 25 minute car trip, from Attleboro.
12. Unmet needs- scheduling conflicts, weather
13. Many times I receive too short of a notice to help with transportation. This is usually because the veteran's primary mode of transportation is not available for that day or possibly going forward. When there is adequate time to assist I get them set up with Nathan Hale Veterans' Outreach Center in Plymouth.
14. Please consider a bus stop/service at the Swansea Motor Inn that is presently acting as a homeless shelter.
15. Survivors of domestic violence in the Southeast Plymouth County often have difficulty getting to the Brockton court house.
16. Give the homeless a plastic travel card maybe charging \$1 for city rides....that would help greatly
17. We do not provide direct services to clients. I sit on several coalitions where transportation continuously comes up as an unmet need for all ages. I have heard that people who need to work night shifts have an issue as there is no bus running in the evening. I have heard that there is only one bus going to Brockton from Taunton and the drop off location is not close to where the individuals need to be. These are just a few things that I have heard although I have not experienced them myself.
18. During the day, many of the suburbs like Marion, Mattapoisett, Dighton, Berkley, Dartmouth, Somerset, the trips are infrequent.

19. We have our own Transportation program but have had to place limits on our service because we do not have funding to keep drivers on, which creates unmet needs. Many individuals may not be eligible for PT1's but need transport to appts or employment in and out of their areas, ie to Providence or Boston. Commuter rail is useful but can be challenging and rides lengthy for some individuals. Planning a trip from No. Attleboro or Attleboro to and from Taunton for appts can be limiting due to the limited number of fixed route runs and careful timing is required to ensure that individuals are not stranded. More coordination with businesses and their assumption of some responsibility for their employees around public transportation. For some, connecting to a fixed route bus poses a challenge if the residence is too far to a bus connection! Creating greater awareness and understanding of the environmental benefits of public transit.
20. We had 131 inquiries for transportation entering the fiscal year 2014. Ability to travel through South East Massachusetts is very fractured.
21. transport to dialysis is very expensive and needed transport to church is always needed transport for social activities is always needed
22. Tremendous amount of inquiries for transportation to Boston that we can't fulfill.
23. Most residents in Rehoboth are 100-200 feet off the road; Curb-to-curb only transportation for an 80 year old veteran is poor. We have to up the driveway and see them down the steps and in reverse; take them home the same way.
24. Through our GATRA Transportation, we have no problem getting people to neighboring communities. We use volunteers for all other transportation requests, which are many.
25. low cost, no cost transportation to and from Scituate
26. Need for escorted transportation for elders; Need for transportation stops near mobile home parks; Need for a positive education campaign about public transportation (to reduce stigma)
27. Retail schedules fluctuate and some jobs require the individuals that I serve to work beyond the operating hours of public transportation. That has been the biggest issue when trying to place clients in jobs.

SURVEY TRENDS:

- **The overall need for transportation is increasing**
- **There is a need for expanded night and weekend hours**
- **Transit routes in different regions need to link up**
- **In some areas there is a lack of long-distance medical transportation (i.e. Carver and Lakeville)**
- **More direct routes between cities in Southeastern MA (i.e. Attleboro to Fall River, or, New Bedford; Taunton to Brockton)**
- **More designated bus stops along routes (i.e. Swansea Motor Inn that is presently acting as a homeless shelter; stops near mobile home parks)**
- **Improve Paratransit/Demand Response (Curb-to-curb) transportation**

QUESTION 10: If you would be interested in participating in a RCC planning meeting on transportation issues, please fill out the information below.

NAME	ORGANIZATION	WORK PHONE	EMAIL
1. Anabela Powell	Dighton Council on Aging	508-823-0095	dightoncoa@primetime1059.comcastbiz.net
2. Albert Araujo	M-POWER SE Board member	508-287-2307	alaaraujo1@gmail.com
3. Jennifer Adams	Volunteers of America, MA	774-301-4676	jadams@voamass.org
4. Marie Palermo	New Hope Inc	508-226-4015	mpalermo@new-hope.org
5. Dana Holmberg	Dept of Mental Health	508-977-3295	dana.holmberg@state.ma.us
6. AnneMarie Fleming RN	North Attleboro Board of Health	508-699-0104	amfleming@north-attleboro.ma.us
7. Ann McCrillis	Coastline Elderly Services, Inc.	508-999-6400	amccrillis@coastlineelderly.org
8. Madeleine McNielly	Attleboro COA	774-203-1900	coa@cityofattleboro.us
9. Kimberly Walker	Volunteers of America, Supportive Services Veterans & Families	774-301-4681	kwalker@voamass.org
10. Dianne Lawlor	So. Coastal Counties Legal Services, Inc.	774-488-5963	dlawlor@sccls.org
11. Linda Hennessey	Healthfirst Family care center in Fall River, MA	508-679-8111 x236	hennesseyl@healthfirstfr.or
12. Melissa A Vanhorn	United Way of Greater Attleboro/Taunton, Inc.		melissa@uwgat.org
13. Peggy Bryan	Rockland Council on Aging	781-871-1266	Rocklandseniors@yahoo.com
14. Karen Sullivan	Southeast Center for Independent Living, Inc.	508-679-9210 x119	ksullivan@sevil.org
15. Laurie A. Pimentel	Swansea Council on Aging	508-676-1831	lpimentel@town.swansea.ma.us
16. Melanie Ramos	Bristol Elder Services	508-675-2105 x306	Melanie.Ramos@bristolelder.org
17. Denise Fortin	Eliot Community Human Services	508-314-3142	dfortin@eliotchs.org
18. Tom Perreira	Bristol Workforce Investment Board	508-675-1165	tperreira@bristolwib.org
19. Sarah Alden	MA Rehabilitation Commission	508-823-8141 x16	sarah.alden@mrc.state.ma.us
20. Debra Lee	New Bedford Council on Aging	508-991-6251	debra.lee@newbedford-gov.ma
21. Janet Richardi	South Coast Regional Network to End Homelessness	508-725-2246	sococonsult@gmail.com
22. William J. Shine	Independence Associates	508-583-2166 x111	wshine@iacil.org
23. Sharon O'Malley	ICCGNB-Women's Community Access Program	508-993-0015	sharon@iccgNB.org
24. cheryl randall	the association for the relief of aged women	508-717-0400	carandall05@aol.com
25. Jane Hanley	Town of Avon COA	508-559-0060	jhanley@avonmass.org
26. Missy Dzikczek	Medway COA	508 533-3210	MDzikczek@townofmedway.org
27. Carole Julius	Carver Council on Aging	508-866-4698	cjulius@carverpl.org
28. Anne C. Bisson	Department of Human Services/Taunton Council on Aging	508-821-1420	cths2@tmlp.net
29. Jane Hubert	Massachusetts Rehabilitation Commission	508-993-6255 x316	jane.hubert@mrc.state.ma.us
30. JULIE ENSIGN	NORTH ATTLEBORO HIGH SCHOOL	508.643.2115 x1259	JENSIGN@NASCHOOLS.NET
31. Bernadette Souza	Trips for Kids New Bedford	508-954-6586	bernadette@tfknewbedford.org
32. JoAnn Tschaen	Trips for kids New Bedford, Inc.	508-328-4524	joann@tfknewbedford.org

33. Lauren Payne (or designee)	Friendship Home, Inc.	781-659-8202	lpayne@friendshiphome.net
34. Jessica Duro	the arc of greater Plymouth	1508-209-3325	jessa3535@aol.com
35. Gale Farrugia	Mansfield Council on Aging/Social Services	508-261-7368	gfarrugia@mansfieldma.com
36. Maureen Cavicchi	DDS	508-732-5713	maureen.cavicchi@state.ma.us