



Making Connections

A Forum for Improving Medical Transportation Services
Through a Coordinated Approach

Hosted by



Welcome & Introductions



We encourage you to take notes during the presentation so you can refer back to them during our open discussion at the end.



WHY we are here today

EO530 Highlight Areas to Improve:

- *Efficient fund expenditure, vehicle utilization and trip coordination*
- *Paratransit eligibility, applications, screening, and transfer between RTAs*
- *Beyond ADA paratransit: accessible taxis, travel training, and volunteer drivers*
- *Removing physical barriers to infrastructure*
- *Improving service quality*
- *Central repository of information for the public*

WHY we are here today



3 Overarching Recommendations of the EO530:

- *Establish the Statewide Coordinating Council on Community Transportation (SCCCT) - Completed*
- *Hire a Statewide Mobility Manager - Completed*
- *Establish Regional Coordinating Councils (RCCs) – Ongoing, but completed in Southeastern MA*

Role of the RCCs



- *Provide an open forum for discussion about local unmet needs and framework in which service delivery is initiated*
- *Identify unmet needs, articulate regional priorities, and build coalitions*
- ***Improve core services in the region***
- ***Coordinate existing services at the local level to serve more people and increase sustainability of services in the region***

Role of the RCCs cont.



- *Communicate local unmet needs to planning and state agencies for funding*
- *Raise awareness of the important role community transportation services play for seniors and people with disabilities, and all Massachusetts residents*

SERCC is formed in 2014



SERCC Accomplishments in 2014:

- *Met with key stakeholders (April 2014)*
- *Presented results of GATRA's Unmet Transportation Needs Survey (from February 2014)*
- *Established SERCC officers (Spring 2014)*
- *Developed Mission Statement (Summer 2014)*
- *Identified Medical Transportation as #1 priority*
- *Released Medical Unmet Needs Survey in early Oct. 2014*
- ***Planned Medical Forum to develop collaborated ideas that will reduce gaps, increase awareness and improve service quality (Summer – Fall 2014)***

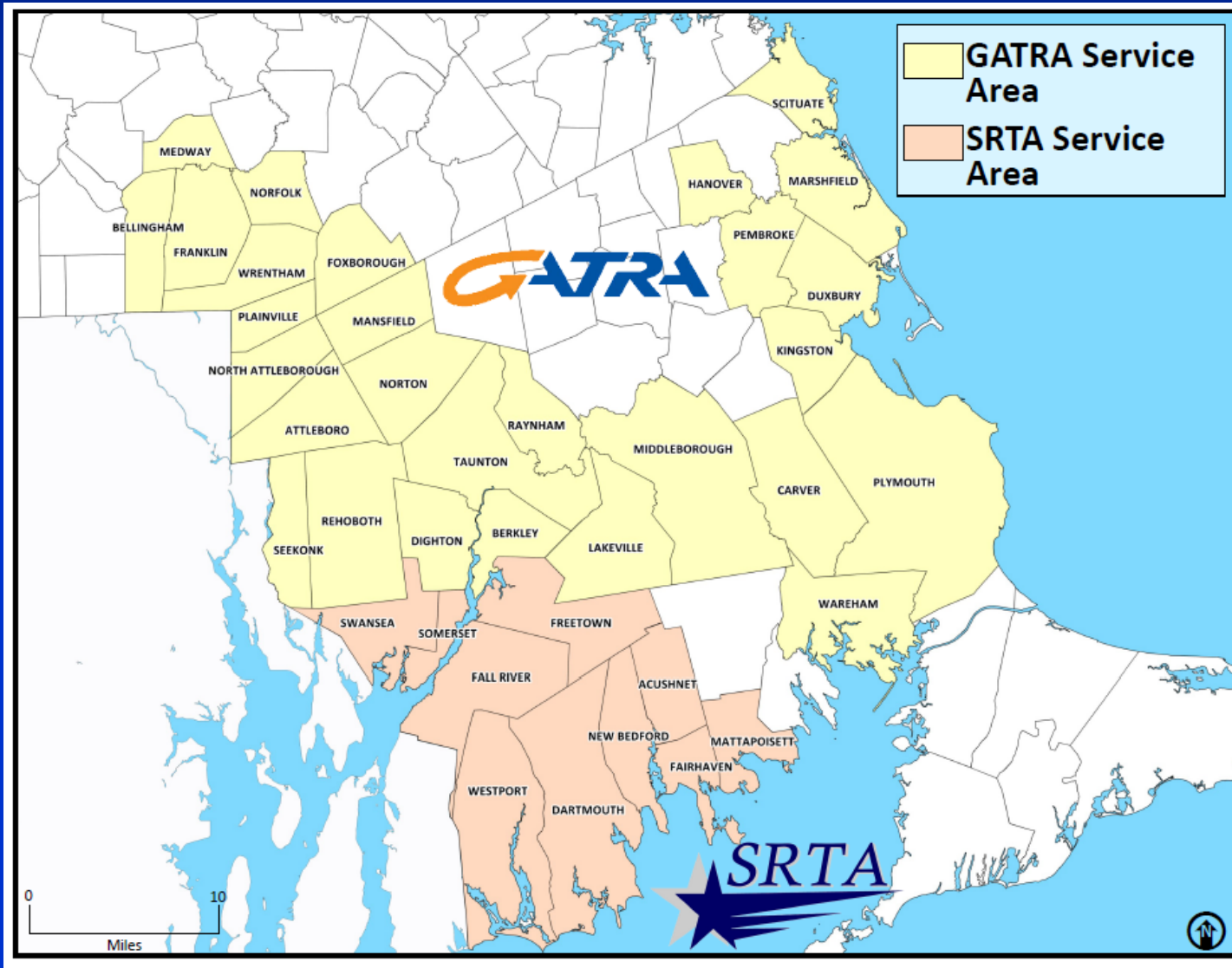


WHO is on the SERCC?

Stakeholders on the SERCC

- *Regional Transit Authorities (GATRA, SRTA)*
- *Regional Planning Organizations (SRPEDD, OCPC, MAPC)*
- *State Human Services agencies for the disabled*
- *Elder Affairs (ADRCs, AAAs, COAs)*
- *Organizations serving homeless (SOCO, Catholic Social Services)*
- *Veterans' Services*
- *Labor and Workforce Development (One Stop Career Centers and WIBs)*

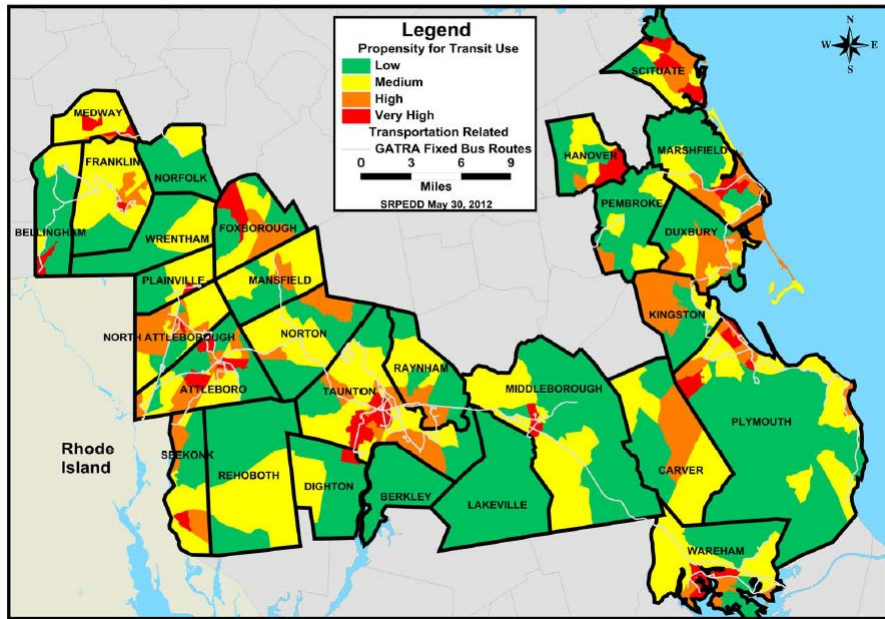
SERCC's Coverage Area



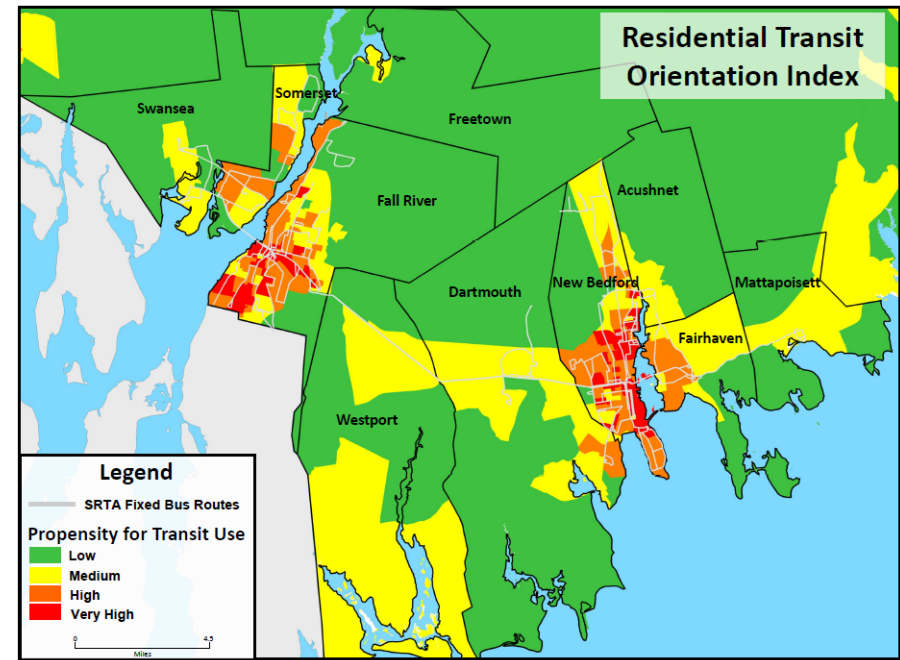
SERCC's Coverage Area



GATRA Residential Transit Orientation Index



SRTA Residential Transit Orientation Index



WHO are the providers?



Medical Transportation Providers in South Eastern Massachusetts:

- *GATRA*
- *SRTA*
- *COAs*
- *Non-profits*
- *Hospitals*
- *Veterans' Groups*
- *Private Vendors*
- *Other?*

GATRA's Services



- *Year-round accessible public bus service*
- *ADA plus community-wide Senior Dial-a-Ride*
- *Long distance medical transportation
(Med Wheels, Miles for Health, Boston Hospital Bus)*
- *Brokerage operator for Southeastern MA Region
Human Service Transportation (HST)*

SRTA's Services



- *Year-round accessible public bus service*
- *ADA plus community-wide Senior Dial-a-Ride*
- *Long distance medical transportation
(Boston Hospital Shuttle)*

Other Service Providers



- **COAs** – *Many provide some form of medical transportation for seniors and people with disabilities*
- **Non-profits** – *Kennedy-Donovan Center, South Shore Community Action Council, Access Express (HAC)*
- **Hospitals** – *South Shore Hospital Courtesy Van, Morton Hospital Courtesy Van*
- **Veterans Groups** – *Nathan Hale, RSVP Rides for Veterans (Norfolk county), individual VSO offices*
- **Private Vendors** – *Accessible cab services, non-emergency ambulance services (very expensive)*

Challenges



- Limited knowledge of ALL transportation options
- Limited service hours – except for expensive options
- Limited regional access (i.e. Rhode Island, Cape Cod)
- Long distance medical transportation service needs in several towns (Carver, Lakeville, Medway, Middleborough, Wareham)
- Often limited Saturday service or NO Sunday service
- Services not consistent throughout region
- Aging population = increased service needs
- Homeless population = increased service needs

GATRA's Greater Role



Connections

- *Coordinate with local agencies to provide connections to regional employment, health care facilities, shopping hubs, and entertainment centers*

Planning

- *Work with Regional Planning Organizations to ensure allocation of Federal and State monies align with regional priorities*

Technology

- *Adapt new technologies to improve service*
- *Ride Match database*

GATRA's Ride Match



What is Ride Match?

RIDE MATCH
MATCHING RIDERS' NEEDS TO TRANSPORTATION PROVIDERS
GATRA

HOME Transportation Providers Useful Links Disclaimer

Welcome to Ride Match, a regional directory of transportation options (private, public, and non-profit) for seniors, people with disabilities or anyone needing to travel in Southeastern Massachusetts and Rhode Island.

If you need transportation, please fill out the form below or select **All Transportation Providers** to view a complete list of providers in the Ride Match database.

Select **I'm a Provider** to add a new or update an existing listing.

All Transportation Providers

I'm a Provider

Medical Appointments for MassHealth Recipients: If you have been approved for transportation benefits (PT-1) through MassHealth, please contact your Regional Transit Authority to schedule transportation or call MassHealth directly (1-800-841-2900) to find out what you need to do to qualify.

* Designates a required selection.

Where are you starting from? * County * City or Town

Where are you traveling to? * County * City or Town

When are you traveling? Day Time

What is the purpose of your trip? Trip Purpose

Any special needs for this trip?

- I am a senior 60 years of age or older.
- I am a person with a disability.
- I need to travel with a wheelchair.
- I need a lift to access the vehicle.
- I need a personal care attendant.
- I am a school-aged student (through high school only).
- I am a veteran.
- I am looking for airport transportation.


Select all that apply.

SUBMIT

- An online searchable database of transportation providers in Massachusetts
- A single point of access to information about travel and transportation options
- A network of multiple transportation providers meeting a variety of travel needs

GATRA's Ride Match





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Select all that apply.

SUBMIT



- Online search tool
- A to Z List of providers
- Provider login
- Useful Links section

www.massridematch.org

GATRA's Ride Match



Why GATRA Created Ride Match

- *Consolidates provider information*
- *Improves customer service*
- *Improves service accuracy and efficiency*
- ***Tracks unmet needs***
- ***Becomes a planning tool for future services***

Ride Match Statistics

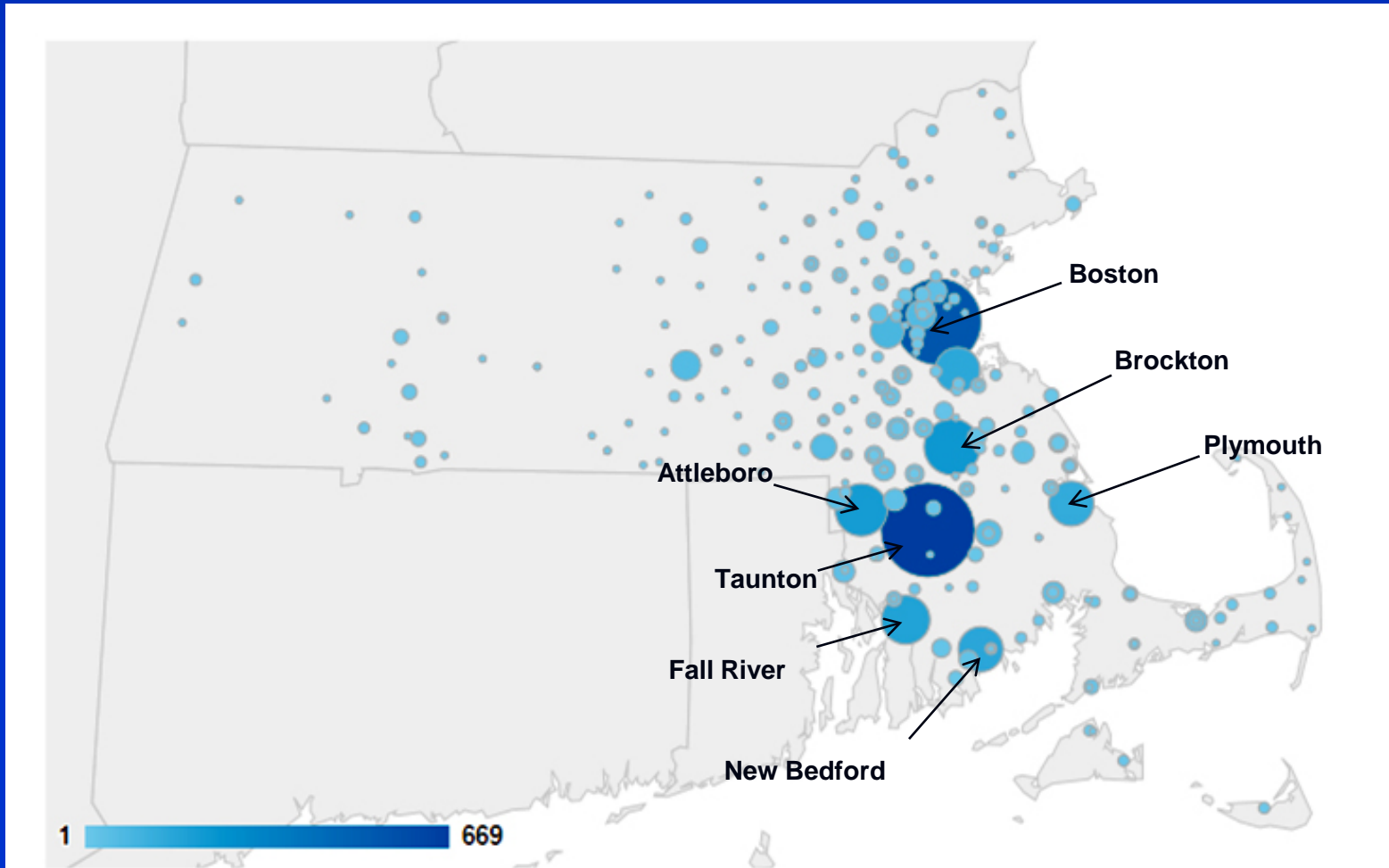


- *Over 25,000 online searches performed*
- *Began tracking searches in June 2013*
- *Over 36% of searches for medical transportation*
- *Most popular destinations:*
BOSTON, Brockton, Fall River, New Bedford, Plymouth, Providence, Taunton, Attleboro, Mansfield, Jamaica Plain, Foxboro, Hyannis, Worcester, Raynham, Framingham, Quincy, Dartmouth, Franklin, Pawtucket, Plainville, Wareham, Dorchester, Ashmont, Bourne

Ride Match Statistics



Google Analytics Map of Ride Match Searches by Location



Ride Match Reporting



Ride Match Report: Searches by Location

ATTLEBORO

RIDE MATCH Searches FROM Attleboro (7/1 – 2/28) - Destinations that people want to access from Attleboro

Town/City	# of Total Searches	for Medical/ Healthcare	for Employment	Other	for Shopping/ Recreation	No Reason Given
Taunton	78	39	12	6	1	30
Boston	34	9	0	4 (2-Airport Service)	1	20
Attleboro Area	26	6	4	4	2	10
Providence, RI	25	6	1	5 (2-Airport Service)	0	12
Mansfield	20	10	2	3 (1-Education)	1	4
Pawtucket, RI	19	3	4	3	0	9
Brockton	10	4	1	1	0	4
Foxboro	10	5	2	1	0	2
New Bedford	9	4	0	0	0	5
Fall River	6	3	0	0	1	2
Norton	6	2	0	0	1	3
Warwick, RI	5	0	0	3 - Airport Service	0	2
Swansea	3	0	0	0	0	3
Totals from Attleboro	251	91	26	29 (7 - Airport, 1 - Education)	7	106

Green indicates that GATRA operates a fixed route, DAR or long distance service to this destination from Attleboro.

****Excellent coverage for over 90% of searches performed****

Pink indicates that GATRA does not provide service to that community from Attleboro.

Yellow indicates that GATRA has either connecting service or limited service to these destinations

****Significant # require transportation to either Providence or Mansfield from Attleboro but have limited options****

Attleboro to Taunton: MedWheels, Rt. 18 fixed route bus; Attleboro to Boston: MedWheels, MBTA Commuter Rail; Attleboro to Providence, RI: MedWheels, Rt. 11 or Rt. 24 fixed route bus to RIPTA fixed route bus in Pawtucket, MBTA commuter rail; Attleboro to Mansfield: Dial-A-Ride 2x monthly – 1st & 3rd Wednesday, MBTA Commuter Rail; Attleboro to Pawtucket: MedWheels, Rt. 11 or Rt. 24 fixed route bus; Attleboro to Brockton: MedWheels; Attleboro to Foxboro: MedWheels; Attleboro to Norton: Dial-A-Ride, Rt. 18 fixed route bus

Transportation Survey – Feb. 2014



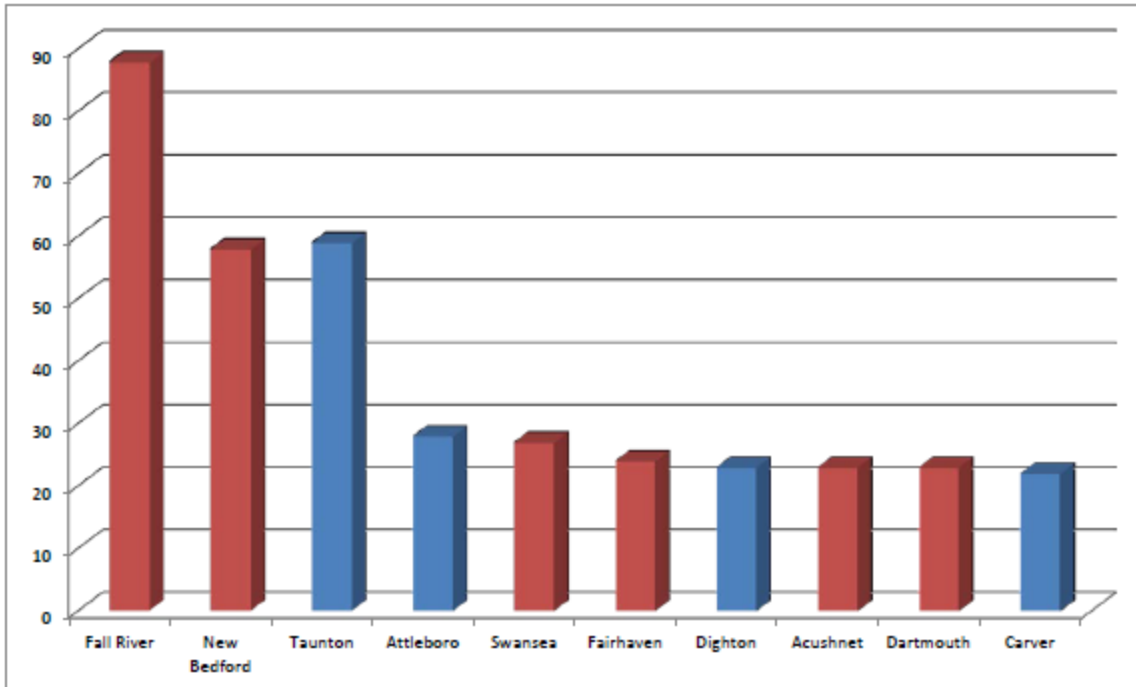
Summary & Results

- *February 2014, GATRA, SRPEDD, SRTA, and BAT conducted a survey, analyzing key factors related to transportation in the SE Massachusetts*
- *The survey was sent to 169 stakeholders from several key agencies and non-profit organizations*
- *The survey was closed on February 28, 2014*
- *73 individuals (43%) responded to the survey*

Transportation Survey – Feb. 2014



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

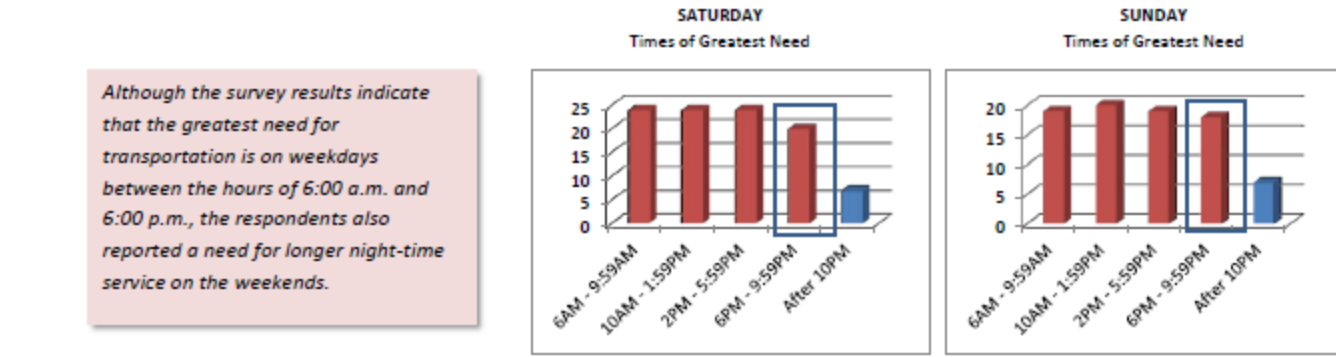
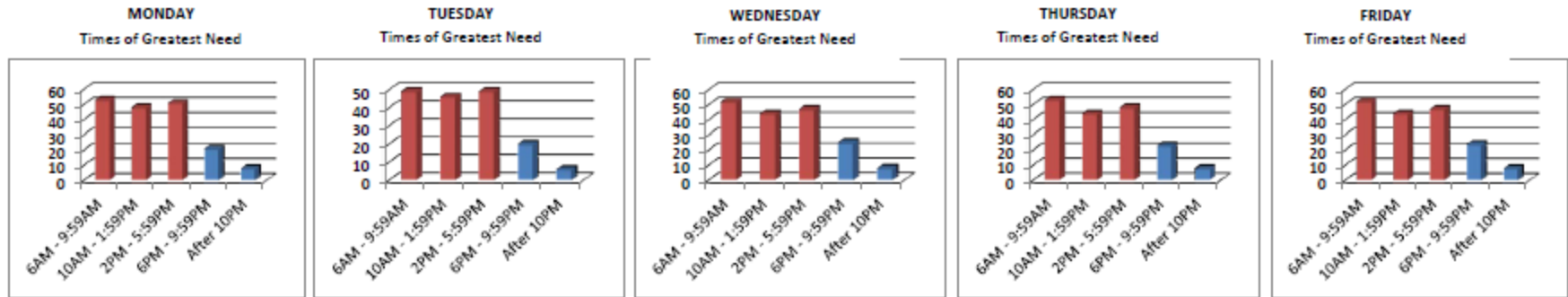
*Green = BAT Service Area

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

Transportation Survey – Feb. 2014



QUESTION 6 What days and times do people that you work with most need transportation? (Select all that apply)



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.

Transportation Survey – Feb. 2014



#1 Unmet Need:

- *Respondents said they need to get to medical appointments & hospitals*
 1. Boston *medical appointments or hospital trips*
 2. Brockton *VA*
 3. Fall River *hospitals*
 4. South Shore *medical appointments*
 5. Providence *VA*

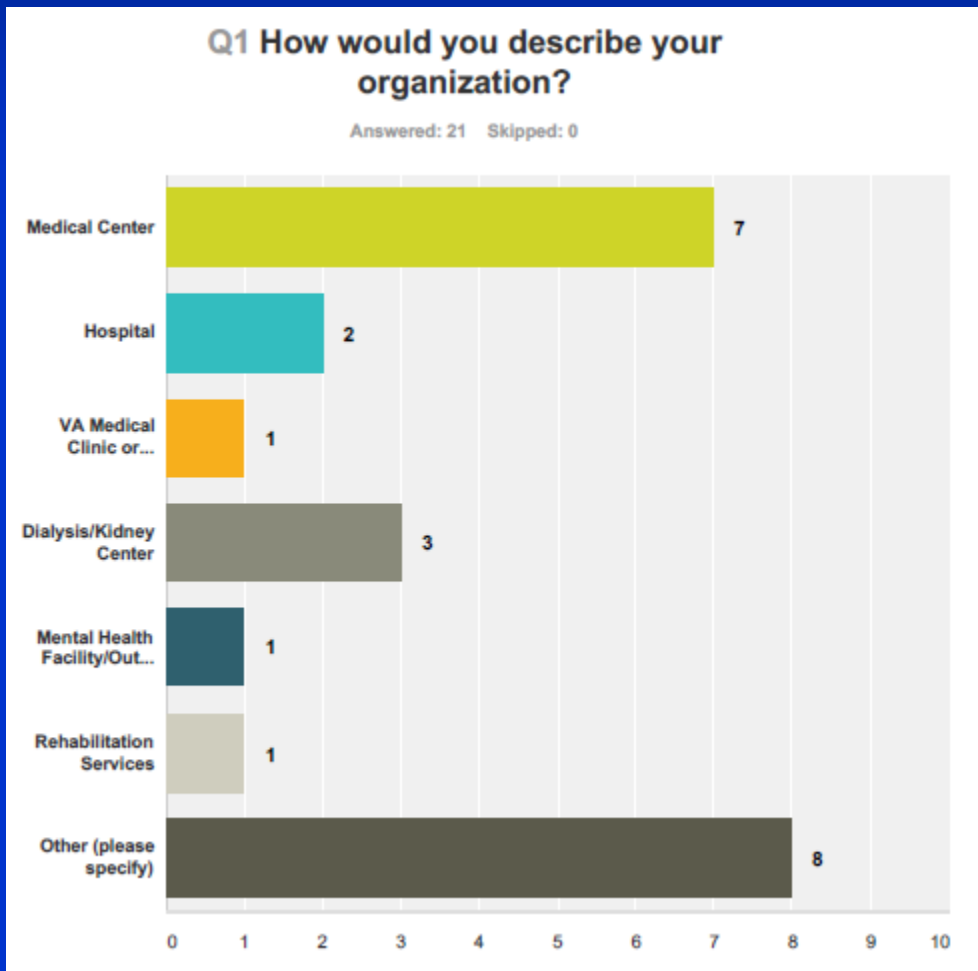
Medical Transportation Unmet Needs Survey – Oct. 2014



Summary & Results

- *October 1, 2014, GATRA & SERCC conducted a survey, analyzing key factors related to medical transportation in the SE Massachusetts*
- *The survey was sent to 110 stakeholders from area medical centers, hospitals, dialysis centers, mental health organizations & board of health departments*
- *The survey was closed on October 31, 2014*
- *ONLY 21 people (19%) participated in the survey*

Medical Transportation Unmet Needs Survey – Oct. 2014



Medical Center 33%

Hospital 9%

VA Medical Ctr. 4%

Dialysis/Kidney 14%

Mental Health 4%

Rehabilitation 4%

**Other 38%*

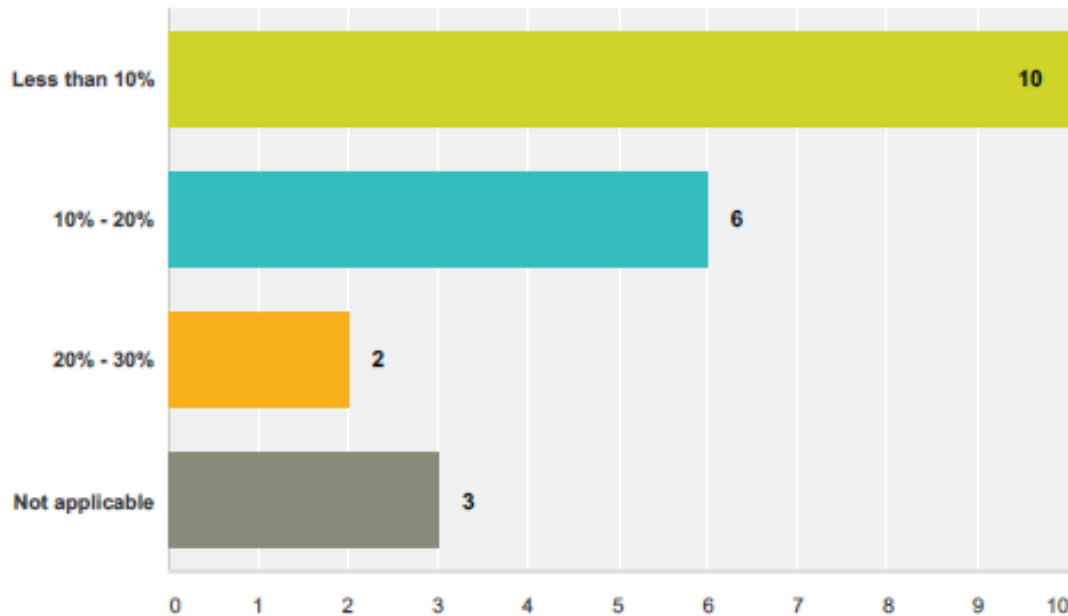
**Community Health Center, Adult Day Care, Physicians' office, Hospital Out Patient Dept., Transportation provider, Human Services organization, Social Services organization*

Medical Transportation Unmet Needs Survey – Oct. 2014



Q2 To your knowledge, what percentage of patient appointments are missed or cancelled each month due to lack of transportation?

Answered: 21 Skipped: 0



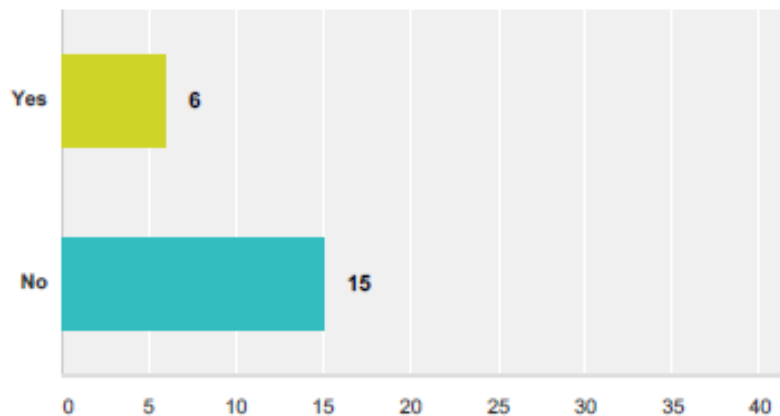
<i>Less than 10%</i>	<i>47%</i>
<i>10% - 20%</i>	<i>28%</i>
<i>20% - 30%</i>	<i>9%</i>
<i>Not applicable</i>	<i>14%</i>

Medical Transportation Unmet Needs Survey – Oct. 2014



Q3 Does your organization provide transportation directly to patients?

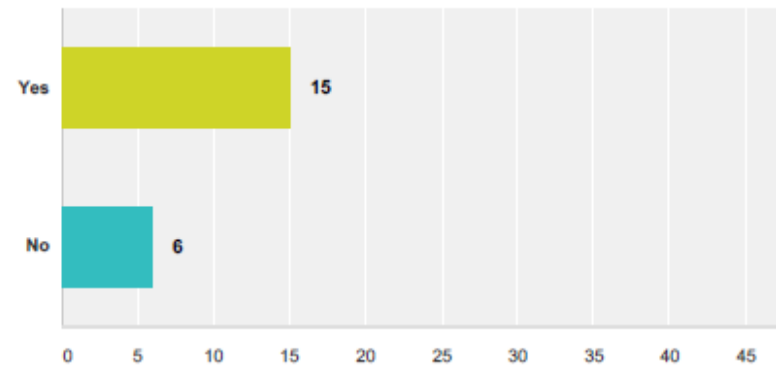
Answered: 21 Skipped: 0



Over 70% do not provide transportation directly to patients

Q6 Have you coordinated with other organizations, community-based groups, or transit authorities to provide transportation to patients?

Answered: 21 Skipped: 0



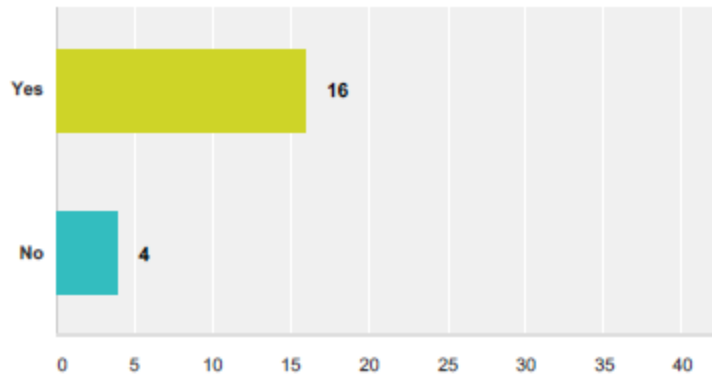
However, 70% have coordinated with other organizations

Medical Transportation Unmet Needs Survey – Oct. 2014



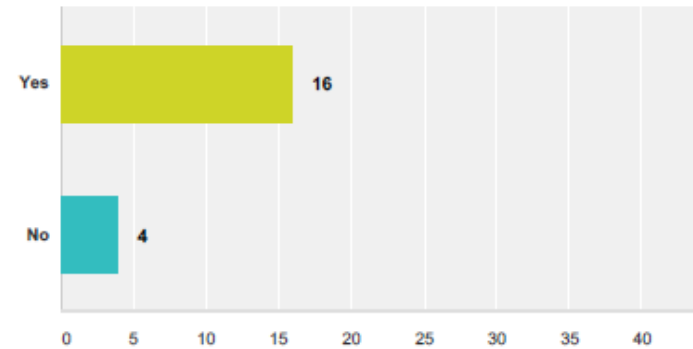
Q13 Do you have knowledge of the available transportation services in your area?

Answered: 20 Skipped: 1



Q14 Does your organization provide information to patients about available transportation services in the area?

Answered: 20 Skipped: 1



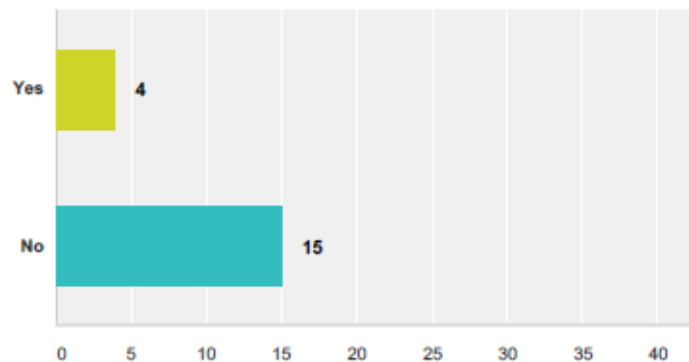
The Good News: Over 80% of respondents say they have knowledge of available transportation services and provide this information to their patients

Medical Transportation Unmet Needs Survey – Oct. 2014



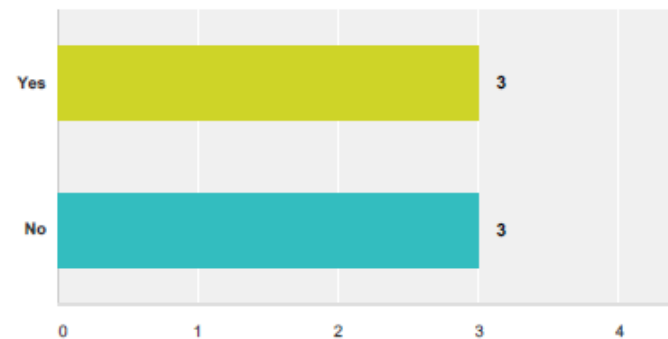
Q16 Are you familiar with GATRA's transportation inventory website, Ride Match, (www.massridematch.org)?

Answered: 19 Skipped: 2



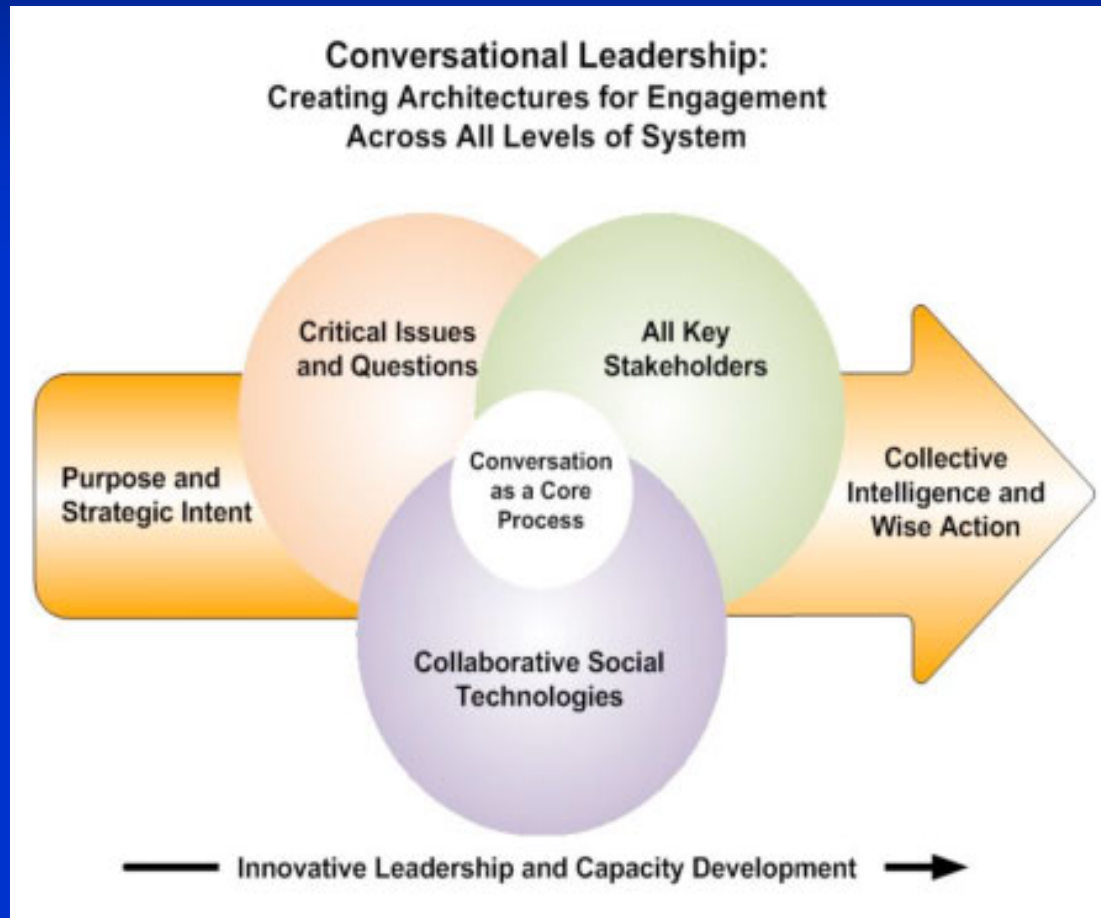
Q17 Have you used the www.massridematch.org website to locate transportation options in southeastern Massachusetts?

Answered: 6 Skipped: 15



The Not So Good News: Over 80% of respondents say they have no knowledge of Ride Match and only 3 people out of 21 have used it to locate transportation options

Breakout for Group Forums



This graphic and most of the above material is excerpted from an article on Conversational Leadership written by Tom Hurley and Juanita Brown.

<http://www.theworldcafe.com>