



Older Adult Transportation Coalition Meeting 11/20/2024

What We Will Discuss Today

- Introduction of new members
- Updates from the VTA
- Updates on our current programs (GoGoGrandparent, OCB, Shuttles)
- Update from our Mobility Manager
- Updates on programs under design (On-island Volunteer Program, Off-Island Medical Transportation, Chappy Connect)
- Proposal/funding updates (grant season is upon us!)
- Reflections on our accomplishments in 2024
- -Planning for 2025



New Members - Welcome

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Updates on Current Programs

- VTA
- GoGoGrandparent
- Shuttles
- OCB

Mobility Manager Update

- Attended the MCOA Conference last month to participate in workshops and learn how other COA's in the State are handling their transportation needs
- Continue to administer the GoGoGrandparent program, registering about 9 new clients per month, troubleshooting and educating clients about how to best use GoGo
- Developing a volunteer driver program using Assisted Rides transportation scheduling software – details in following slides
- Working with the VTA to further explore strategies to educate riders as to their transportation options – i.e. Use of high school volunteers as “travel buddies” to accompany older adults on the VTA and help them navigate bus routes. Also exploring ways to better consolidate rides, especially on-island medical transportation
- Involved with Chappy Connect program, exploring vehicle and charging station options on Chappy
- Working to develop an off-island medical transportation system to get people to medical and OCB appointments
- Exploring ways to better utilize the Cape Cod Transit Authority for off-island medical and enrichment travel
- Working with the DOT to provide outreach and explore how we can better serve the transportation needs of older adults both on and off island

A Refresh on Chappy Connect

- This will be a "door-to-door" transportation option to the On-Time ferry available for Chappy's Older Adults.
- Chappy Connect will help to even the playing field for our Chappy Older Adults, giving them an opportunity to utilize transportation options available on Martha's Vineyard including the VTA, Medivan and the Lift, Council on Aging sponsored shopping shuttles, and GoGoGrandparents.
- The program will be managed by the Edgartown Council on Aging and Healthy Aging Martha's Vineyard with support from the Chappy Ferry. It will utilize an electric vehicle and initially a paid driver model. The program will be funded by proceeds from the "Point-to-Point" Chappy run.
- Estimated start date is Spring, 2025

Chappy Connect Milestones/Schedule Update

11/20 - Changed directions on vehicle type based on feedback – now considering Nissan Leaf, Hyundai Electric, Kia Niro EV, VW ID 4

- Program Development – July, 2024 – March, 2025
- Final selection of Vehicle & confirmation of availability (MTO) (Sept, 2024) – NOT HAPPENED
- Determination of Charging location and station option (station versus 110V) (Sept, 2024) – NOT HAPPENED
- Confirmation of Revenues to cover Program Costs – Oct, 2024 (DONE)
- 2025 Point-to-Point funds (DONE)

- Vehicle Commitment – Oct, 2024 (confirm with salesperson) – NOT HAPPENED
- Vehicle Acquisition – March, 2025
- Hiring of Driver – February-March, 2025
- Testing of Software – January –March 2025
- Communications Collateral Development – January – February, 2025
- Pilot Program Start Date – April 1, 2025
- Communications Campaign – March – June, 2025

A refresh on the On-Island Volunteer Transportation Program

11/20/2024 – Help us with a catchy name!

On-Island Volunteer Driver Program (Scheduled)

- Will provide both essential and enrichment transportation to Older Adults.
- We will utilize application specific transportation software to register and schedule participants (a first for any of our programs).
- We believe this option will **significantly reduce the cost per ride** for Older Adults and provide a mutual opportunity for **community engagement between volunteers and riders**.
 - A similar program – Vineyard Village at Home – exists today but is unable to expand their capability beyond the 25-30 members they serve.
 - GoGoGrandparent will be a back-up solution when volunteer driver cancellations occur



Volunteer Transportation Program Schedule/Milestones Updated

11/20 - Slight change to schedule

- September 15, 2024 – final decision on transportation software platform. (DONE)
- September 30, 2024 – fully executed contract with transportation software platform. (DONE)

Oct, 2024- Dec, 2024 (UNDERWAY)

- Volunteer driver recruitment, vetting and training
- Insurance coverage confirmed
- Drivers entered into system - driver documents uploaded
- Clients entered into system – clients for trial period selected and trained (note – initial clients will be selected from our roster of GoGo Grandparent participants who qualify).
- System Administration office hours finalized

Jan, 2025

- Begin a 4 week trial period with 5-10 drivers and 10-20 clients. The Mobility Manager will begin scheduling rides and assigning volunteer drivers. GoGo Grandparent will continue to be used for on-demand rides and for rides requested where volunteers are not available.

Feb, 2025

- Add clients and volunteers incrementally to increase ridership.
- March, 2025 – 100 monthly rides achieved.
- Dec, 2025 – 250 monthly rides achieved.



Off-Island Medical Transportation – Update

11/20/204 – Changes to Program Description and Schedule – need help with a name!

An off-island medical transportation program for Older Adults and Veterans

This program will provide Martha’s Vineyards’ Older Adults and Veterans of any age transportation to medical appointments off-island utilizing a paid driver and a vehicle which will be located in Woods Hole, MA. Initially, the program is designed to serve those who can travel independently and will transport multiple riders when possible, based on appointment scheduling at multiple locations.

The Cape, Boston area and Veteran’s medical facilities (including Rhode Island, Boston Hyannis, Wareham, Falmouth and New Bedford); in essence, wherever medical appointments are scheduled within a 3 to 4 hour travel window. We anticipate learning a lot in the initial pilot phase which may impact our service area as the program evolves.



Off-Island Medical Transportation Schedule/Milestones

Updated as of 11/2024

January 2025 – March 2025

- final design of initial phase of program
- Secure funding source to meet budgetary requirements for first year
- Finalize agreement from SSA for parking/concierge program
- Acquire vehicle and determine ownership/leaseholder of vehicle
- Create routes/prepare transportation software
- Hire drivers

April 2025 - June 2025

- Finalize program processes (registration process, assignment of drivers, etc.)
- Trial trips to various medical locations
- Create educational materials for the program



Off-Island Medical Transportation Schedule/Milestones (cont.)

Updated 11/20/2024

July 2025-June, 2026

- Expand frequency of trips and trip location
- Refine program process as needed
- Raise awareness of program
- Identify impact of the program
- Determine necessary bandwidth for program June, 2026 and beyond
- Determine program expansions



Where are we from a Funding Perspective?

- On-Island Transportation (mix of GoGo and Volunteer Transportation, expansion of Shuttle programs)
 - MassDOT request (Jan, 2025 – June, 2026) - \$163,783 (HAMV/VTA)
 - MassDOT request (Jan, 2025 – June, 2026) - \$41,425 (MVC4L)
- Off-Island Transportation (Medical Transportation) – includes project manager for initial 6 months
 - MassDOT request (Jan, 2025 – June, 2026) - \$142,050 (HAMV/MVCS)
- Mobility Manager (expanding role to full time as of July 1, 2025)
 - MassDOT request (Jul, 2025- June, 2026) -\$97,035



A Reminder of Our 3 Focus Areas – 2024/2025

- We've made substantial progress at creating and maintaining a number of complementary transportation solutions – moving toward 10,000 rides per year
- Demand continues to grow, with “more needing more” further amplified by increasing island-wide awareness of these programs
- The focus on the Older Adult Transportation Coalition in 2024/2025 is to
 - “right size” our existing programs
 - continue to ensure the financial sustainability of these programs
 - and add vital new options, which are more cost effective and sustainable, both on- and off- island.

Discussion

- How Well Have We Done?
- Looking to 2025
 - What do we need to focus on?