

2023

Coordinated Human Services Transportation Plan



Prepared By:

**Southeastern Regional Planning & Economic
Development District**

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INTRODUCTION

In 2007, the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) required that projects funded under Individuals with Disabilities, Job Access, and Reverse Commute Program (JARC), and New Freedom programs have a locally developed, coordinated public transit-human services transportation plan. In 2015, the Fixing America's Surface Transportation Act (FAST Act) included recommendations to increase participation by recipients of Federal grants in locally developed, coordinated planning processes. Today, Federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be "included in a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public."¹ The Southeastern Massachusetts Coordinated Human Services Transportation (CHST) Plan is being updated by the Southeastern Regional Planning and Economic Development District (SMMPO), staff to the Southeastern Massachusetts Metropolitan Planning Organization (SMMPO), to meet this federal requirement." Through the FTA, the FAST Act provides funding for the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) funding program.

President Biden signed the "Infrastructure Investment and Jobs Act" (IIJA) into law on November 15, 2021. The Section 5310 program (previously authorized at \$285.6 million) increased to \$371.2 million in FY 2022 and will keep growing to \$407.0 million by FY 2026. This program would be supplemented with an additional \$50.0 million a year in general funds. The legislation makes no structural, formulaic, or programmatic changes to Section 5310.

This Coordinated Human Services Transportation Plan covers the Southeastern Massachusetts Metropolitan Planning Organization's planning area of 27 communities, as shown in Figure 1.

¹ FTA Circular C 9070.1G

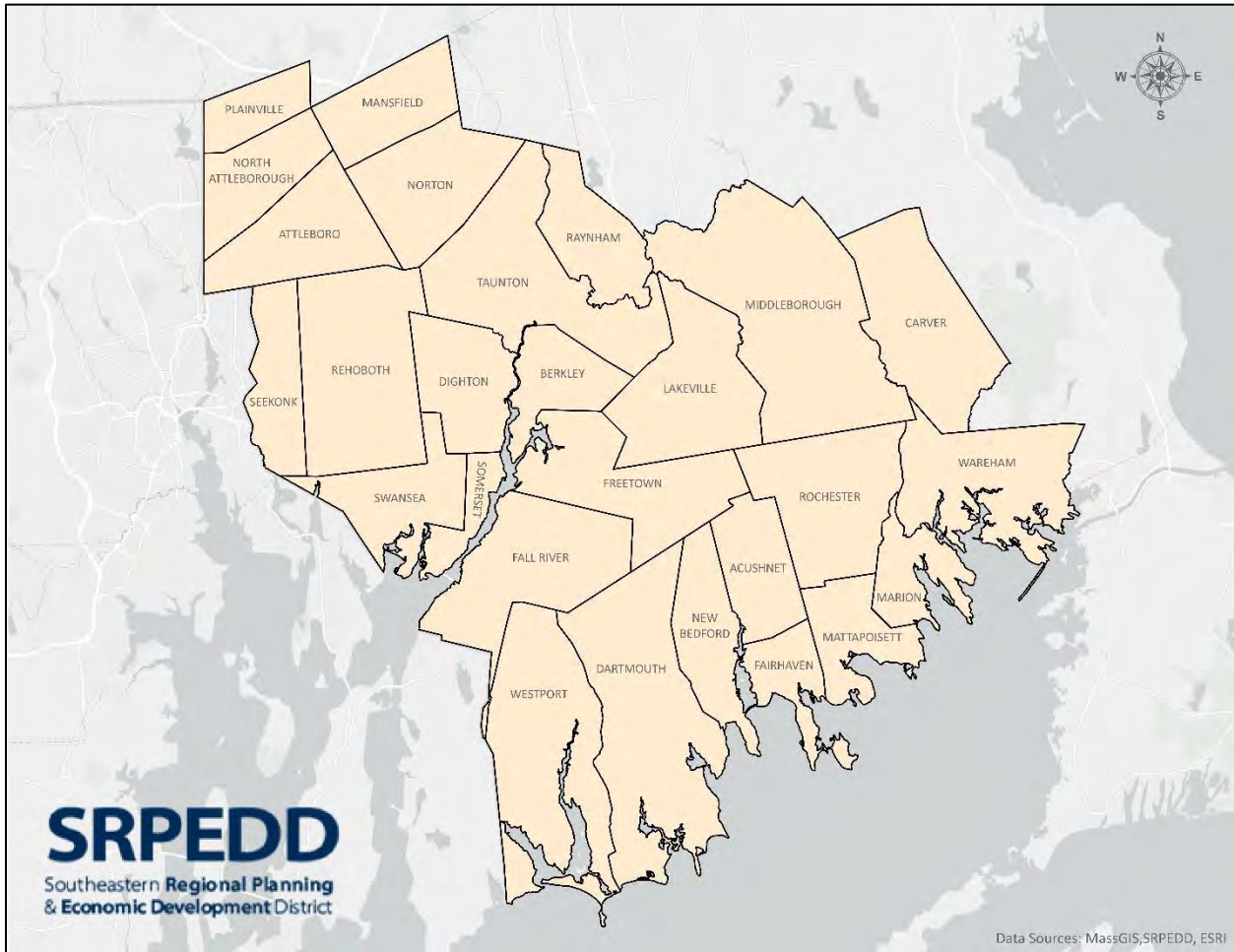


Figure 1: Southeastern Massachusetts Metropolitan Planning Organization's (SMMPO) Planning Area

FTA defines a Coordinated Public Transit Human Services Transportation Plan as a “locally developed, coordinated transportation plan that identifies the transportation needs of individuals with disabilities, seniors and people with low incomes, provides strategies for meeting those needs, and prioritizes transportation services for funding and implementation.” FTA states that the plan must be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public” utilizing transportation services.²

The goal of this CHST is to inform proposed projects so that they address one or more of the region’s transportation service gaps. This plan is part of an ongoing communication process between SMMPO, existing transit users, and agencies who work with and advocate for various

² FTA Circular C 9070.1G

populations in the SMMPO region. Coordinated special needs transportation occurs when multiple organizations work together to their mutual benefit, taking advantage of existing infrastructure and systems, gaining economies of scale, eliminating duplication, enhancing efficiency, expanding, and/or improving the quality of service to better address the transportation needs of the special needs population.

Coordination among different transportation service providers and local governments makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

The required elements of a Coordinated Plan has four parts:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit).
2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

BACKGROUND AND FORMULA FUNDING

Individuals with special transportation needs are unable to transport themselves due to age, income, or health condition. The transportation disadvantaged have different types of transportation requirements as they travel to work, school, internships, medical appointments, religious services, shopping, social activities, etc.

The Southeastern Massachusetts CHST plan identifies those with special transportation needs, provides strategies for meeting those needs, and prioritizes transportation services and projects for funding and implementation. Any local projects proposed for federal funding under the Enhanced Mobility of Seniors and Individuals with Disabilities funding program (Section 5310) must be included in this CHST plan. Section 5310 formula grants is funding allocated for urbanized and rural areas based on the number of seniors and individuals with disabilities within these areas.

The goal of Section 5310 funding program is to improve the mobility for older adults and people with disabilities by providing capital projects that are planned, designed, and implemented to

meet their needs. The program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of the population for these two groups.

The Section 5310 program was established in 1975, prior to the Americans with Disabilities Act (ADA) of 1990. Through the FAST Act, funding is available for capital, operating, and mobility management projects and services. In Massachusetts, the state funded Mobility Access Program (MAP) is used to provide capital funds for accessible vehicles, computers, and communication equipment in a competitive selection process to eligible recipients.

PUBLIC PARTICIPATION

Communication and input from seniors, individuals with disabilities, public, private, non-profit, and human services transportation providers, as well as the general public plays a critical role in the development of this plan. The needs outlined in this plan have been identified through a variety of input including in person and virtual meetings, digital and paper surveys, regional transit agencies, public and agency surveys, etc. Communication and input was received from the following:

- State and human service agencies
- Regional Transit Authorities
- Community and local colleges
- Independent Living Centers
- Councils on Aging
- Career Centers
- City/Town Human Service departments
- Town Officials
- Economic and Community Development agencies
- Nonprofit social service agencies
- Transportation providers
- Veterans' organizations
- Career Centers, Workforce Investment Boards, and employment/staffing agencies
- SRTA's Comprehensive Service Assessment, January 2021 (includes stakeholder and public input, comments, and survey results)

- GATRA’s Comprehensive Service Assessment, January 2021 (includes stakeholder and public input, comments, and survey results)
- CHST Public Unmet Transportation Needs Survey, March 2023
- CHST Agency Unmet Transportation Needs Survey, February 2023
- GATRA’s Ride Match search data (2012-2022)
- Presentation and request for feedback at SMMPO’s Joint Transportation Planning Group on January 11, 2023.
- And other community members

The plan and process of the update were presented at a meeting of the Joint Transportation Planning Group (JTPG) on January 11, 2023. An article regarding the CHST Plan update was also advertised in the January SMMPO Newsletter. The Draft CHST Plan will be presented to the JTPG and Southeastern Massachusetts Metropolitan Planning Organization (SMMPO) meetings in June. Public meetings to present the 2023 Draft CHST Plan will be held at each respective library and take place in Attleboro on May 8th, New Bedford on May 11th, Fall River on May 17th, and in Taunton on May 23rd, paper copies of the plan will be made available at all four meetings. While the 2023 Draft CHST Plan will be available on the SMMPO website, paper copies will also be provided to any individual or organization as requested.

DEMOGRAPHICS

Maps of the SMMPO region’s population statistics of older adults, persons with a disability, poverty, unemployment, and housing units with zero vehicles available are provided below. Population data was compiled using the 2020 Decennial Census, while all other data was compiled using the 2017-2021 American Community Survey. 2020 Decennial Census tract geography was used for all data. Please reference Appendix A for all demographic maps.

POPULATION DENSITY

Overall, population density is highest in the cities of New Bedford and Fall River. The city of Taunton, as well as the towns of Mansfield, Middleborough, and North Attleborough also have areas of a high population density.

POPULATION WITH A DISABILITY

Population with a disability is highest in nine different communities. Attleboro, Dartmouth, Carver, Fall River, Plainville, Taunton, Seekonk, Wareham, and Westport all have at least one census tract showing at 1,000 or more persons with a disability. Fall River, and Wareham have more than one census tract with 1,000 or more persons with a disability.

POPULATION BELOW POVERTY LEVEL

Population below poverty level is highest in the downtown areas of New Bedford, Fall River, and Taunton with 40 to 50 percent of the population below poverty level. Downtown Attleboro as well as downtown Middleborough (30% - 40%) also have higher areas of low-income populations compared to the other SMMPO communities.

UNEMPLOYMENT RATE

The unemployment rate for the civilian labor force age 16 and older is highest in Fall River and New Bedford with census tracts showing an unemployment rate of 15 to 21 percent. Additional communities with a high unemployment rate (10% - 15%) include Attleboro, North Attleborough, Taunton, and Wareham.

OLDER ADULTS

Population age 60 and older is prevalent within all of SMMPO. Each of SMMPO's 27 communities have at least one census tract with 800 or more persons aged 60 or older. Most dominant with 2,000 or more persons age 60+ are the communities of Attleboro, Carver, Dartmouth, Mattapoisett, Middleborough, Plainville, Seekonk, Somerset, Taunton, Wareham, Westport. Population age 75 and older is most dominant, with at least 800 persons, in the towns of Carver, Mattapoisett, and Somerset; and population age 85 and older are most prevalent, with at least 400 persons, in the town of Somerset.

EXISTING TRANSPORTATION RESOURCES AND SERVICES

PROVIDER INVENTORY RESOURCES

The Greater Attleboro Taunton Regional Transit Authority (GATRA) hosts and maintains a one-click mobility management website called Ride Match (www.massridematch.org). Ride Match is a regional directory of transportation options (private, public, and non-profit) for older adults, people with disabilities and anyone needing to travel in Southeastern Massachusetts and beyond. Ride Match search function analysis for the past 5 years (2017-2022) shows that most searches came from the cities of Attleboro (335) and Taunton (575), while top searches were to Boston (576) and Taunton (455).



Figure 2: Ride Match website screenshot

The MassMobility initiative is an initiative to increase mobility for older adults, persons with disabilities, veterans, low-income commuters, and others who lack transportation access in Massachusetts. Although MassMobility does not provide any transportation services, they do offer information to help people find transportation services in their area. MassMobility is also available to provide technical assistance to organizations, municipalities, and others looking for transportation coordination resources. More information about MassMobility can be found at <https://www.mass.gov/orgs/massmobility>

EXISTING TRANSPORTATION OPTIONS

GREATER ATTLEBORO TAUNTON REGIONAL TRANSIT AUTHORITY (GATRA)

The Greater Attleboro Taunton Regional Transit Authority (GATRA) operates across a 29-member community service area located in southeastern Massachusetts between Rhode Island and the south shore coastline (figure 3). Within the SMMPO region, GATRA provides year-round accessible fixed route bus service in the cities of Attleboro and Taunton that extends into Raynham, Norton, Plainville, North Attleborough, and Seekonk. Fixed route bus service is also provided in Wareham. In addition to the fixed route bus service mentioned above, GATRA

provides three inter-community routes originating in Wareham: 1) Wareham to the Lakeville/Middleborough MBTA station, 2) Wareham to Colony Place in Plymouth, and 3) Wareham to downtown New Bedford. For the past several years, GATRA has contracted with SRTA to provide service from Wareham to New Bedford. From social services in New Bedford to shopping in Plymouth each of these intercommunity routes have brought a much-needed connection to those residing in Wareham. Outside of the SMMPO region GATRA provides fixed route service in Plymouth, Kingston, Duxbury, Marshfield, and Pembroke.

Over the last few years, GATRA has initiated several on-demand, microtransit services. Within the SMMPO region, GATRA GO United provides on-demand, same day service to the towns of Norton, Mansfield, and extending slightly into Plainville. GATRA GO United also includes the towns of Foxborough, Franklin, Norfolk, Wrentham, and extends slightly into Bellingham. Outside of the SMMPO region, GATRA's on-demand service includes, GATRA GO Explorer in Pembroke, GATRA GO Seacoast in Scituate, and GATRA GO Coastline in Plymouth.

GATRA offers ADA paratransit service to persons with disabilities within $\frac{3}{4}$ mile of a fixed bus route as well as community-wide dial-a-ride service for older adults and persons with disabilities of any age in all 29 GATRA communities.

GATRA also offers limited non-emergency long distance medical transportation through the Med Wheels program. This service is available to seniors and people with disabilities in any of GATRA's 29 communities. This program is grant funded using state and local funding sources.

Although outside of the SMMPO region, Miles for Health is another medical transportation service provided by GATRA. Miles for Health-Long Distance is a shared long distance medical transportation service for seniors and people with disabilities. This service however is only available for residents in the towns of Franklin, Foxborough, Norfolk, and Wrentham. This service provides scheduled medical transportation to Worcester, Boston, Needham, Framingham, Dedham, Natick, Wellesley, and Brockton. Miles for Health-Local is a shared local medical transportation service for senior and people with disabilities. Miles for Health-Local provides medical transportation to facilities within a 15-mile radius of Franklin, Foxborough, Norfolk, and Wrentham.

With the support of the Human Transportation Services (HST) unit, MassHealth is able to provide transportation to MassHealth covered services for eligible individuals. GATRA provides these contracted transportation services which includes, but is not limited to, medical, dental, mental health, and substance use disorder appointments, as well as transportation to and from Day Habilitation programs. GATRA contracts with transportation vendors and provides brokerage service in Southeastern Massachusetts for eligible consumers of MassHealth (for Medicaid recipients), Department of Developmental Disabilities (for DDS and Day Habilitation

Program clients), Department of Public Health (for children receiving Early Intervention services), Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, and the Department of Mental Health.

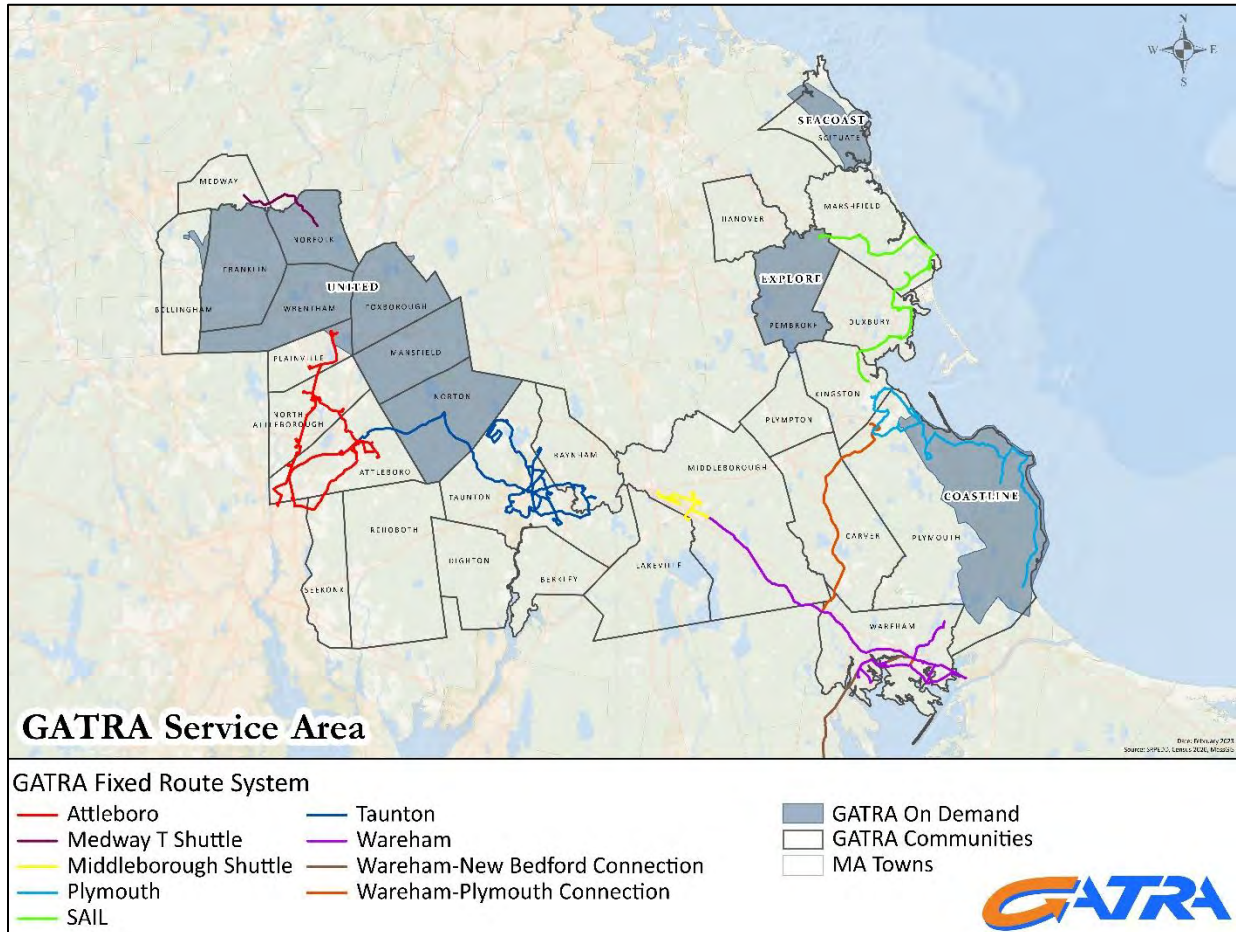


Figure 3: Greater Attleboro Taunton Regional Transit Authority (GATRA) Service Area

SOUTHEASTERN REGIONAL TRANSIT AUTHORITY (SRTA)

The Southeastern Regional Transit Authority (SRTA) operates across 10-member communities, all within the SMMPO region (figure 4). SRTA provides fixed route bus service in the cities of New Bedford and Fall River, that extends into the towns of Fairhaven, Dartmouth, Westport, Somerset, and Swansea.

ADA paratransit service is available in all ten SRTA communities for persons with disabilities seven days a week and until 10:00PM Monday-Friday.

As a result of coordination between SRTA and the COAs in their region, long distance medical transportation is available, primarily, to older adults, veterans, and persons with a disability

within all of SRTA’s ten communities. This service runs between New Bedford (on Tuesdays)/Fall River (on Thursdays) and Boston, with 11 different Boston hospitals being served.

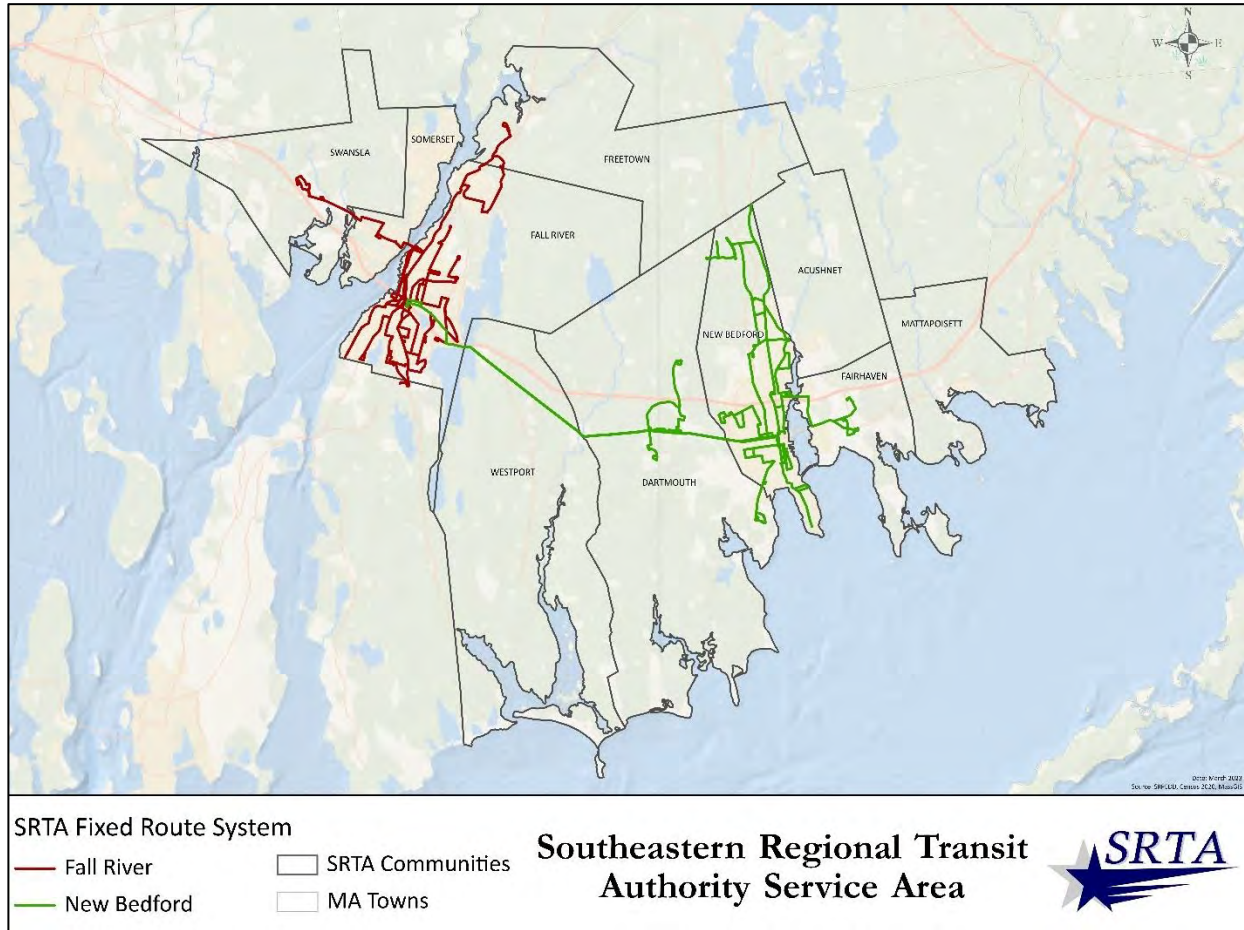


Figure 4: Southeastern Regional Transit Authority (SRTA) Service Area

COUNCILS ON AGING (COAS)

Most COAs in the GATRA region have a contract with GATRA to provide ADA and/or Dial-a-Ride service to persons with disabilities and older adults with GATRA vans. Some COAs also have their own vans and provide local group trips to grocery stores and recreational activities.

In the SRTA area, COAs provide transportation to older adults in their cities/towns. In many of these communities, COAs are the only providers of affordable curb-to-curb transportation to medical appointments, shopping, and other trip types for those who either can’t ride a fixed route bus or live in an area not served by the transit authority.

COMMUTER BUS

Intercity bus service provides scheduled connections between cities within Massachusetts and to cities in neighboring states. Unlike local transit bus service, intercity bus service has minimal stops along its route. Within the SMMPO region, there are two private bus companies that provide intercity bus service, Blue Apple Bus Company, and Peter Pan. Bloom's Bus Lines suspended their commuter bus service from Taunton to Boston in March 2020, due to the COVID-19 pandemic and do not anticipate restoring this service. Until April 16, 2023, DATTCO operated commuter service between Fairhaven/New Bedford/Taunton and Boston. DATTCO abruptly ended this service on April 16, 2023, giving roughly a month's notice to passengers. Both Bloom's Bus Lines and DATTCO cite declining ridership since the COVID-19 pandemic as regards to why the service ended.

PETER PAN BUS LINES

Peter Pan Bus Lines offers several commuter service lines in the SMMPO region. Service between Boston – Hyannis – Fall River provides service from Sagamore, Barnstable, Hyannis, or Bourne to New Bedford and Fall River. Service is also provided from New Bedford and Fall River to Boston, Providence, and New York.

Due to DATTCO's abrupt end of New Bedford to Boston service, and at the request of MassDOT and local representatives, Peter Pan decided to offer a replacement service from New Bedford to Boston. Peter Pan began operating this service on April 18, 2023, adding stops in Fall River and at Logan Airport. Peter Pan's commuter service offers one morning trip from Fall River - New Bedford –Taunton to South Station and Logan Airport in Boston, and one evening trip in the reverse. Peter Pan stated that more trips could be added if ridership prevails.

BLUE APPLE BUS COMPANY

Blue Apple Bus Company provides an airport express roundtrip service from the Mansfield MBTA station to Boston's Logan Airport. This service launched in November 2022 with ten daily round trips from 3:00 AM to 9:00 PM. In January 2023, Blue Apple Bus Company announced an additional five roundtrips to Logan for a total of 15 round trips from 3:00 AM to 1:00 AM. Blue Apple Bus Company anticipates increasing to 20 roundtrips in the near future. There is available parking at and around the Mansfield MBTA Station as well as the at two private-owned parking lots known as Ditchman Parking Lot and Foundry Parking Lot. This new service is a public-private partnership with the support of the Town of Mansfield, GATRA, MassDOT, MBTA, and others.

More transportation providers are available on the Ride Match website at www.massridematch.org. Please reference figure 5 for a transportation services in southeastern Massachusetts.

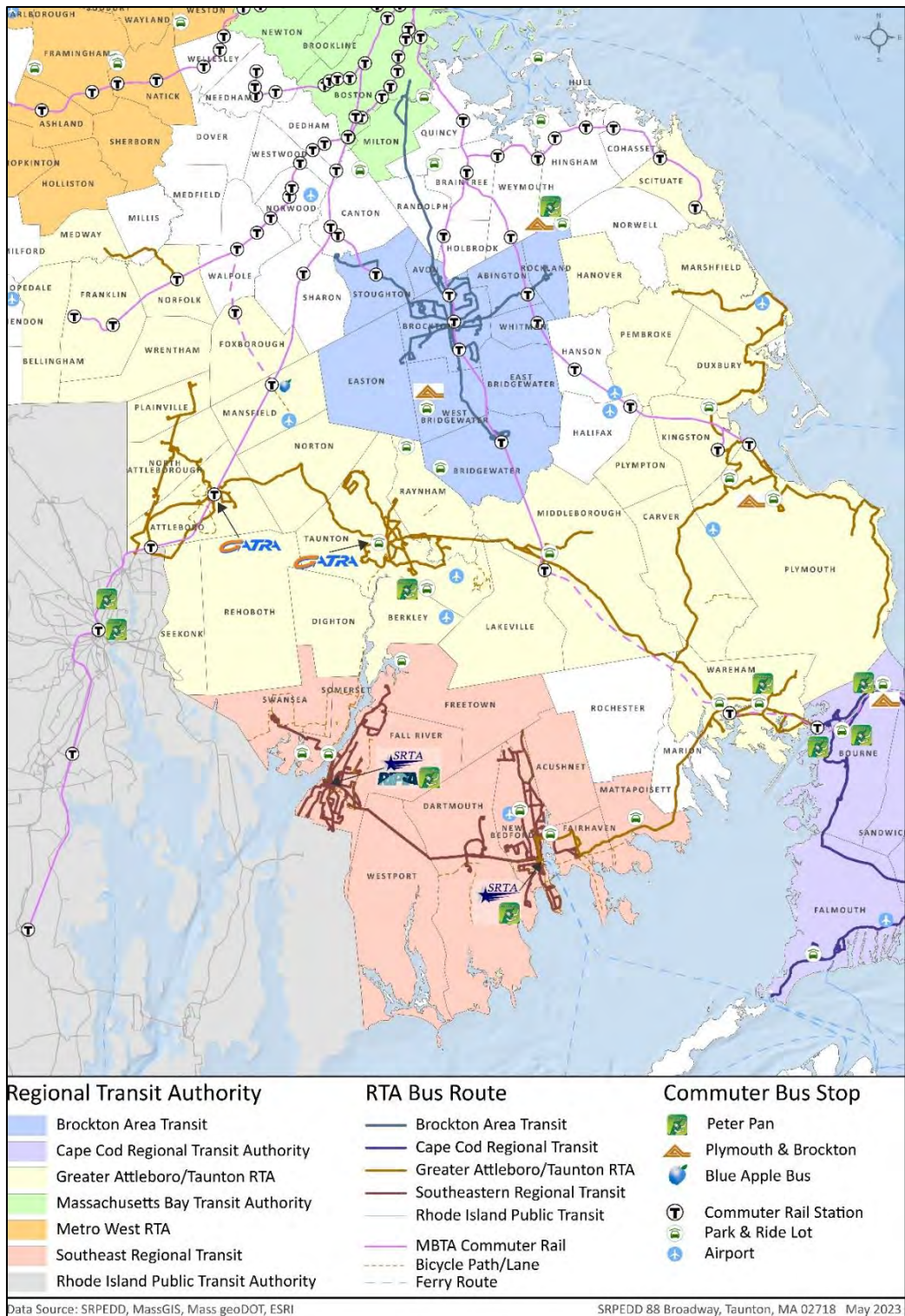


Figure 5: Regional Transportation In Southeastern Massachusetts

IDENTIFICATION OF SERVICE GAPS AND REGIONAL NEEDS

UNMET TRANSPORTATION NEEDS SURVEY

In February and March of 2023, SRPEDD conducted agency and public surveys to obtain and record unmet transportation needs in the SMMPO and Southeastern Massachusetts region. In February, CHST stakeholders that represent human service agencies, municipalities, social service agencies, and non-profit organizations across the SMMPO region were sent a survey. In addition to the agency survey, SRPEDD rephrased the questions for direct public transit and transportation users. In March, the public survey was distributed via all stakeholders as well as on SRPEDD's Facebook Page, which was shared by other organizations. Paper copies were available upon request. The public survey was available in English, Spanish, Portuguese, Haitian Creole, Mon Khmer/Cambodian, Traditional Chinese, and Simplified Chinese. Surveys were received in English, Portuguese, and Spanish.

AGENCY SURVEY RESULTS

The agency survey was completed by a total of 25 agencies. Most respondents were from councils on aging, and organizations serving people with disabilities and/or low incomes. Of the 25 agency survey respondents, 76% provide transportation to their clients either directly or through the purchasing of transportation. The majority of agencies, 56%, do not provide travel training, however 12% would like to. Of those who responded, the survey identified the top five towns in Southeastern Massachusetts with the highest unmet transportation needs (in order of priority) as: Taunton, Dighton, Fairhaven, Attleboro, and Mattapoisett. When asked to rank trip purpose in order of unmet need medical, employment, and shopping were the top three unmet needs. Nine of the agencies had over 50 clients in the last 12 months with who they worked with that had unmet transportation needs. The majority of agencies (60%) surveyed also reported that their clients are missing work or medical appointments in the last 12 months due to transportation needs. When asked what recommendations public transit services could make, agencies responded with expanding hours of operation, expanding bus routes, connections between Regional Transit Authorities, etc. Agencies were also asked about the impact the COVID-19 pandemic has had on their clients. Responses varied, but some common themes were driver shortages, fear of using public transit, increased need for food assistance, ending of day care programs, economic hardship when free fares ended, and elimination of classes for older adults/feeling isolated. For complete results on the agency survey please see Appendix B.

PUBLIC SURVEY RESULTS

The public survey was completed by a total of 53 respondents. Survey respondents represented several cities and towns with Taunton and New Bedford each accounting for 26% of survey respondents and North Attleborough accounting for 23% of total survey respondents. The majority of respondents (35%) identified as older adults (aged 60 and over) and/or individuals with low-income (25%). When asked how respondents currently get around, 41% primarily use their own vehicle, 32% use public transit, and 28% use someone's vehicle or get a ride. Respondents reported that they had missed a medical appointment (42%) or had missed work (23%) in the last 12 months due to lack of transportation. The top five cities or towns respondents have the hardest time getting to are (in order of difficulty) Boston, Fall River, Providence, Taunton, and Burlington. Medical transportation continues to be the largest unmet transportation need, followed equally by education and recreation/exercise. Survey respondents (58%) are generally interested in travel training. For complete results on the public survey please see Appendix C.

UNMET TRANSPORTATION NEEDS

When asked if there are destinations in Southeastern Massachusetts that people could not reach because of the lack of transportation, 64% of the agencies and 51% of the individuals who responded to the question answered yes. Respondents identified the following destinations and needs that could not be reached because of a lack of transportation:

- Medical appointments in general and specifically in:
 - Brockton
 - Dighton
 - Easton
 - Fall River
 - Foxborough
 - Mansfield
 - Plymouth
 - Taunton
 - Wareham
- Hospitals/Medical Centers, specifically:
 - Sturdy Memorial Hospital, Attleboro
 - Boston area hospitals and medical centers
 - Brockton VA Medical Center, Brockton
 - Brockton Hospital
 - Cape Cod Medical Center
 - Good Samaritan Medical Center, Brockton

- Charlton Memorial in Fall River
- Brigham & Woman's, Foxborough
- Providence VA Medical Center
- Providence area hospitals
- Goddard Hospital, Stoughton
- Morton Hospital, Taunton
- Industrial Parks, specifically
 - New Bedford Industrial Park
 - Myles Standish Industrial Park, Taunton
- Education
 - Bridgewater State University
 - Bristol Community College, Fall River
 - Massasoit Community College, Brockton
- Intercity/Intercommunity connections
 - Assonet to Taunton (Assonet to anywhere)
 - Fall River to Taunton / Taunton to Fall River
 - Specifically downtown Fall River and BCC to downtown Taunton, Morton Hospital, and Myles Standish Industrial Park
 - Fall River to Brockton
 - Specifically downtown Fall River and BCC to downtown Brockton, Massasoit, courthouse, VA Medical Center.
 - Fall River to Boston
 - Fall River to Providence
 - Norton to Attleboro and North Attleborough
 - Raynham to Boston
 - Taunton to Boston
 - Taunton to Bridgewater
 - Taunton to Brockton
 - Taunton to Easton
 - Taunton to New Bedford
 - Taunton to Plymouth
 - Taunton to Providence
 - Swansea to anywhere
- Attleboro, specifically downtown
- Brockton, specifically the Arc of Greater Brockton,
- Boston, specifically US Immigration Court
- Burlington
- Easton, specifically Target

- Fall River, specifically Arbour Counseling
- Needham
- New Bedford, specifically Herman Melville
- Middleborough
- Plymouth
- Providence, specifically USCIS Application Support Center, Providence Place Mall
- Raynham, specifically Aldi
- South Attleboro, specifically CVS pharmacy
- Taunton, specifically downtown and DTA office
- T.F. Green Airport, Warwick, RI
- West Bridgewater, Market Basket

SURVEY TRENDS

- The overall need for transportation continues to increase.
- As the population of Southeastern Massachusetts continues to age, the need for transportation to and from medical appointments is rapidly increasing
- Lack of connection between cities and towns (i.e., Taunton to Brockton, Fall River to Providence) creates a barrier for riders
- Need for better connection between local fixed routes
- Need for expanded transit early morning and evening hours during the week as well as Saturday and Sunday service
- Certain areas lack long-distance medical transportation
- Medical and Employment transportation needs continue to dominate out as the most critical unmet transportation need

SERVICE GAPS AND REGIONAL NEEDS THAT HAVE BEEN IDENTIFIED IN THE SMMPO REGION

EXTENDED SERVICE HOURS

Transit hours of operation are not adequate to address the primary types of employment in the area. The need for evening and weekend service has been repeatedly expressed by communities and individuals throughout the region and is considered to be a top priority transit need. Many jobs filled by low-income individuals are in retail, manufacturing, warehousing, and services. Companies in the manufacturing and medical service sectors often have second and third shifts. The fact that bus service in some areas ends early in the day has also limited the number of high school students that seek internships after school through school-to-work

programs.

TRANSPORTATION TO SUBURBAN JOBS AND OTHER EMPLOYMENT TRANSPORTATION

Employment in the region is rapidly growing outside of existing transit service areas, which are primarily in the four cities (New Bedford, Fall River, Taunton, and Attleboro). New development, primarily medical, warehousing and retail, continues to occur in suburban towns that have limited or no transit service. Access to this development and the employment it creates cannot be served efficiently by traditional fixed route service. This suburban sprawl strains existing transit route systems and much of this development is unserved or underserved by transit. Alternately, there is also a need for those that live in suburban areas unserved by fixed routes to get to urban areas for medical, employment, and educational needs.

There is a need for expanded general use on demand transportation to get people to employment locations. The lack of flexible, reliable transportation is hindering the ability to get and keep employment. Partnering with ride sharing companies to provide expanded hours, first/last mile connections, and guaranteed ride home services to complement the existing transit service would strengthen the transportation network and benefit regional transit, riders, and employers.

Low-income individuals who are seeking employment need assistance with public transportation passes in order to get them to/from employment agencies, job interviews, and other social and human service appointments. There is a growing need for financial assistance to support transportation for individuals seeking employment that occurs prior to the individual finding work.

LARGE INDUSTRIAL PARKS

Most industrial/business parks in the region receive some level of transit service, but it is inadequate for many workers. Parks are usually located on the outskirts of the city and cover tens or hundreds of acres. Roadways are not designed for transit service and there are often no sidewalks for pedestrians. Providing better service to these locations is a challenge to the existing transit systems.

GEOGRAPHICAL SERVICE CONNECTIONS

Many gaps exist in the transit system within the SMMPO region, as well as from the SMMPO region to other regions and across the Rhode Island state line. Connections are needed to bridge the transit gaps between urban areas to cover the entire SMMPO area and beyond, whether it is connecting SRTA with GATRA, GATRA with BAT, GATRA and SRTA with RIPTA or connecting local bus service to commuter bus or commuter rail. Gaps exist for both fixed route and paratransit services. Where there is no fixed route service, paratransit services are usually limited to areas within each town. Providing connections to other transit services would help to expand mobility and access for persons with disabilities, for people seeking employment and for others.

- Connecting cities and/or towns in Southeastern Massachusetts is needed. New service and/or additional service is needed for travel between:
 - Attleboro and Fall River
 - Fall River and Taunton
 - Fall River and Brockton
 - Fall River and Boston
 - Fall River and Providence
 - Taunton and Brockton
 - Taunton and New Bedford
 - Taunton and Boston
 - Taunton to Plymouth
 - Taunton and Providence
 - Wareham and New Bedford (beyond the Wareham-New Bedford Connection)

INFREQUENT TRANSIT SERVICE

Where fixed route service exists in the GATRA service area, it is usually at a one-hour frequency, which is inadequate for most people, especially those making work trips. The current fixed route SRTA service also operates at one-hour headways on certain routes outside of the urban centers of Fall River and New Bedford.

MOBILITY TRAINING AND EDUCATION ABOUT EXISTING SERVICES

Agency surveys indicate that 61% of agencies do not provide travel training while 62% of those who took the public survey stated they are interested in travel training. Travel training on how to use fixed-route public transportation independently and safely provides people with disabilities, older adults, persons with limited English proficiency, as well as others with convenience, increased independence, and a sense of self confidence for these individuals.

GATRA has a travel training program and a dedicated travel trainer who travels across the region and does one on one and group travel training sessions. This service provides those in the GATRA region with the opportunity to familiarize themselves with the service and truly take advantage of it. SRTA currently does not provide travel training, however there is a great need for travel training and education about available services in the SRTA service area.

Throughout the SMMPO region there is a consistent need for education and information about existing transit and community transportation services. There is also a need to communicate information to non-English speaking, or illiterate populations. Mobility management projects would help address these needs.

CHILD CARE TRANSPORTATION

Even if transit is paid for, it is difficult for parents who do not have a car to arrange to drop off children on their way to work and pick them up on the way home. Coordinating child care and employment transportation is an obstacle for many people trying to transition from welfare to work. Locating child care at transit centers or at employment centers is one option.

LONG DISTANCE MEDICAL TRANSPORTATION

The need for long distance transportation exists throughout the region. For those with certain MassHealth plans, transportation service to/from medical appointments exists. Beyond that there is a dire need to get to local, neighboring town, and long distance (specifically Boston) medical appointments. Ride Match search function analysis for the past 10 years (2012-2022) shows that there have been over 1,000 searches for transportation between locations in southeastern Massachusetts and Boston.

ADDITIONAL UNMET NEEDS

- Transportation in rural areas and communities not served by traditional transit. Seniors in rural areas have a difficult time finding transportation to shop for essentials, engage in social activities, visit family, etc.
- Older, disabled elders who are frail and who need extra assistance for all trips require service beyond the curb-to-curb transportation that is currently available.
- Transportation specific to educational destinations across southeastern MA and in the surrounding regions. Specifically, Bristol Community College locations in Fall River, Taunton, and Attleboro; Massasoit Community College in Brockton; and Cape Cod Community College in Hyannis

- Transportation for low-income youth to/from medical appointments during school hours and to/from after school programs for students whose parents do not own a vehicle.
- Transportation from long-term drug treatment facilities to required court appearances.
- Transportation to homeless shelters.

CRITERIA FOR EVALUATION OF PROPOSALS

Proposals to address the above service gaps should have affirmative answers to the following questions in order to receive consideration for funding.

1. Does the proposal address gaps in current service provisions as defined in the local coordinated plan?
2. Can the proposal be achieved with the given technical capacity of the project sponsor?
3. Does the proposal serve a population and geographic area of need?
4. Does the proposal outline the operating, capital, and administrative costs?
5. Does the proposal outline the source of matching funds?
6. Does the proposal make use of available resources and leverage resources, including through coordination, to the extent possible?

EXAMPLES OF POTENTIAL PROJECTS

The following service options are just some possible ideas to receive funding under the 5310 program.

- Expansion of paratransit service beyond the $\frac{3}{4}$ mile required by the ADA
- Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed route services
- Implementation of same day service
- Enhancement of the level of service by providing escorts or assisting riders through the door of their destination
- Flex route or new feeder service for access to commuter bus, rail, or defined fixed route service beyond ADA requirements
- Taxi reimbursement for (accessible) taxis
- Operation of one-stop traveler call centers
- Purchase of accessible taxis

- Purchase of ITS or other computer or hardware systems
- Voucher program to be used to provide work trips from a human service or transportation provider or mileage reimbursement for a volunteer driver that cannot otherwise be met due to lack of availability of options
- Travel training
- Coordinating COA service between multiple towns to serve a common destination and reduce service duplication
- Supporting new mobility management and coordination programs among public transportation providers and other human service agencies
- Startup of a new volunteer driver programs or enhancements to increase the capacity of existing volunteer driver programs
 - Using volunteer drivers to fill gaps in current RTA or COA transportation services or expand long distance medical transportation offerings

PRIORITIES FOR FUNDING OF PROPOSALS

The Massachusetts Department of Transportation Community Transit Program identifies the following best practices with respect to funding priorities³:

- Respond to unmet local or regional transportation needs
- Coordinate with partners across sectors to build on – not duplicate – existing transportation options
- Include riders in project planning, design, implementation, and evaluation
- Prioritize transportation for older adults and people with disabilities while offering unused seats to the general public.

SRPEDD’s priorities for funding have been determined through the public input process. Three service gaps were clearly and consistently identified by stakeholders. In order, the top three priorities are:

- Long distance medical transportation
- Extended service hours (evenings and weekends) on existing transit services, especially for employment
- Connections between transit areas, different types of services, and gateway cities

³ Community Transit Grant Program details and eligibility: <https://www.mass.gov/info-details/community-transit-grant-program-details-and-eligibility#best-practices->

ELIGIBILITY

Eligible Recipients for funding include private non-profits, state and local government authorities or tribes; and operators of public transportation services, including private providers of public services. Recipients will be responsible for complying with all Federal Transit Administration requirements. All eligible proposals will be considered for funding.

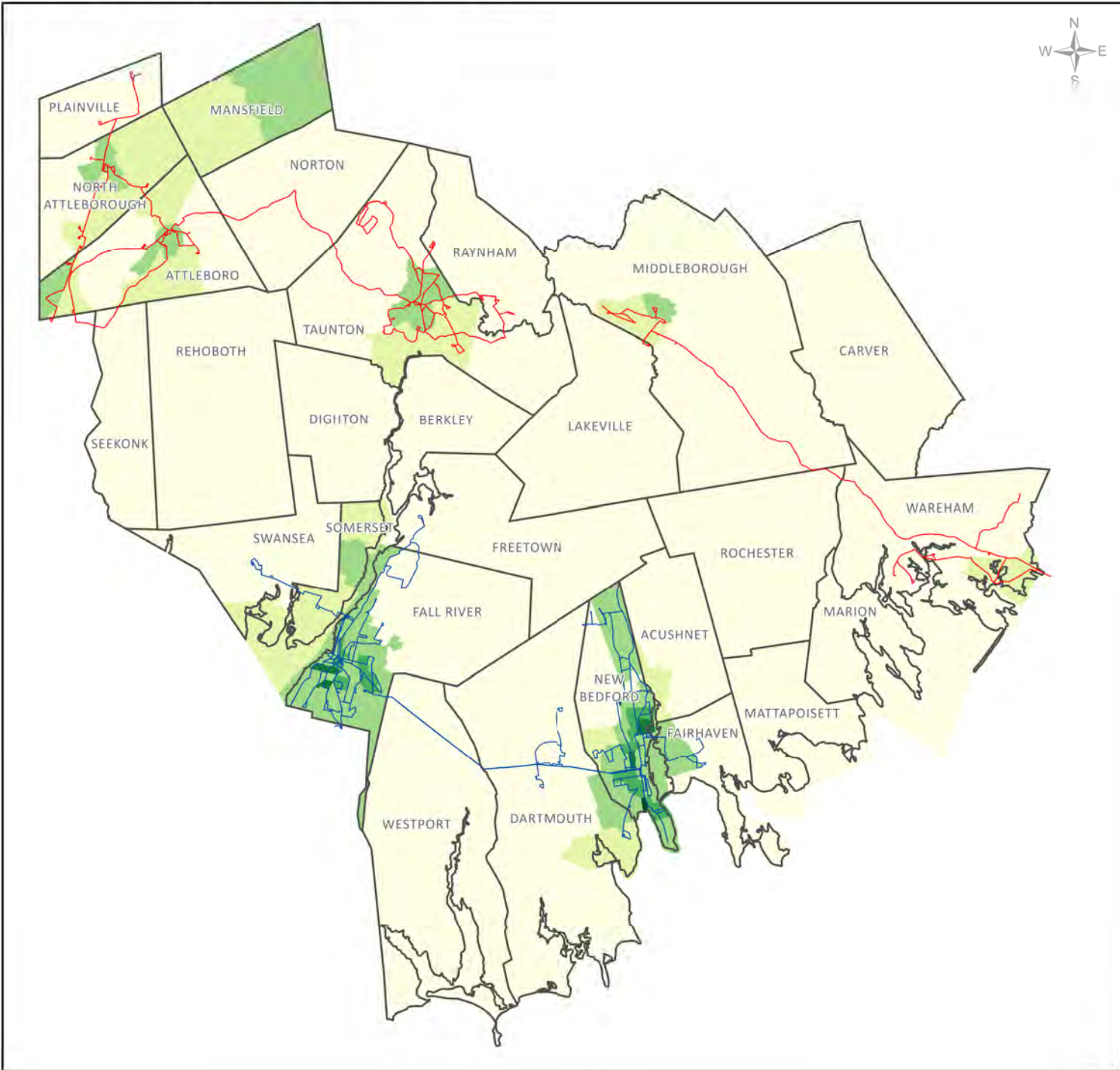
FUNDING

Successful proposals may be funded for up to three years. Funded projects will be programmed in the SMMPO Transportation Improvement Program.

These programs require a 50% match of net operating costs; a 20% match is required for capital projects. The matching fund requirement is to encourage coordination with other human service programs. Sources for the match may include other federal funding, as long as it is non-Department of Transportation federal funding. Match sources could include the Temporary Assistance for Needy Families program (TANF) from the Department of Health and Human Services, Welfare to Work (WtW) and Workforce Innovation and Opportunity Act (WIOA) from the Department of Labor, Housing and Urban Development (HUD), local appropriations, private donations, human service contract revenue, and documentable non-cash contributions of volunteer services or in-kind contributions.

APPENDIX A: DEMOGRAPHIC MAPS

SRPEDD Population Density



Population Density

per square mile

- < 500
- 500 - < 1,000
- 1,000 - < 4,000
- 4,000 - < 7,000
- 7,000 - < 10,000
- 10,000 - 13,000

SRTA Fixed Bus Routes

GATRA Fixed Bus Routes

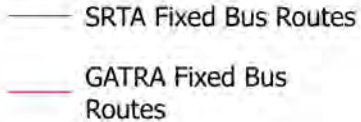
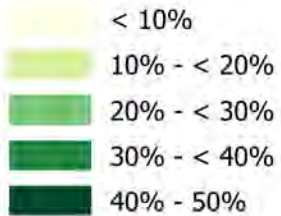


Data Sources: SRPEDD, MassGIS, MassgeodOT, Census 2020

Percent of Population Below Poverty Level

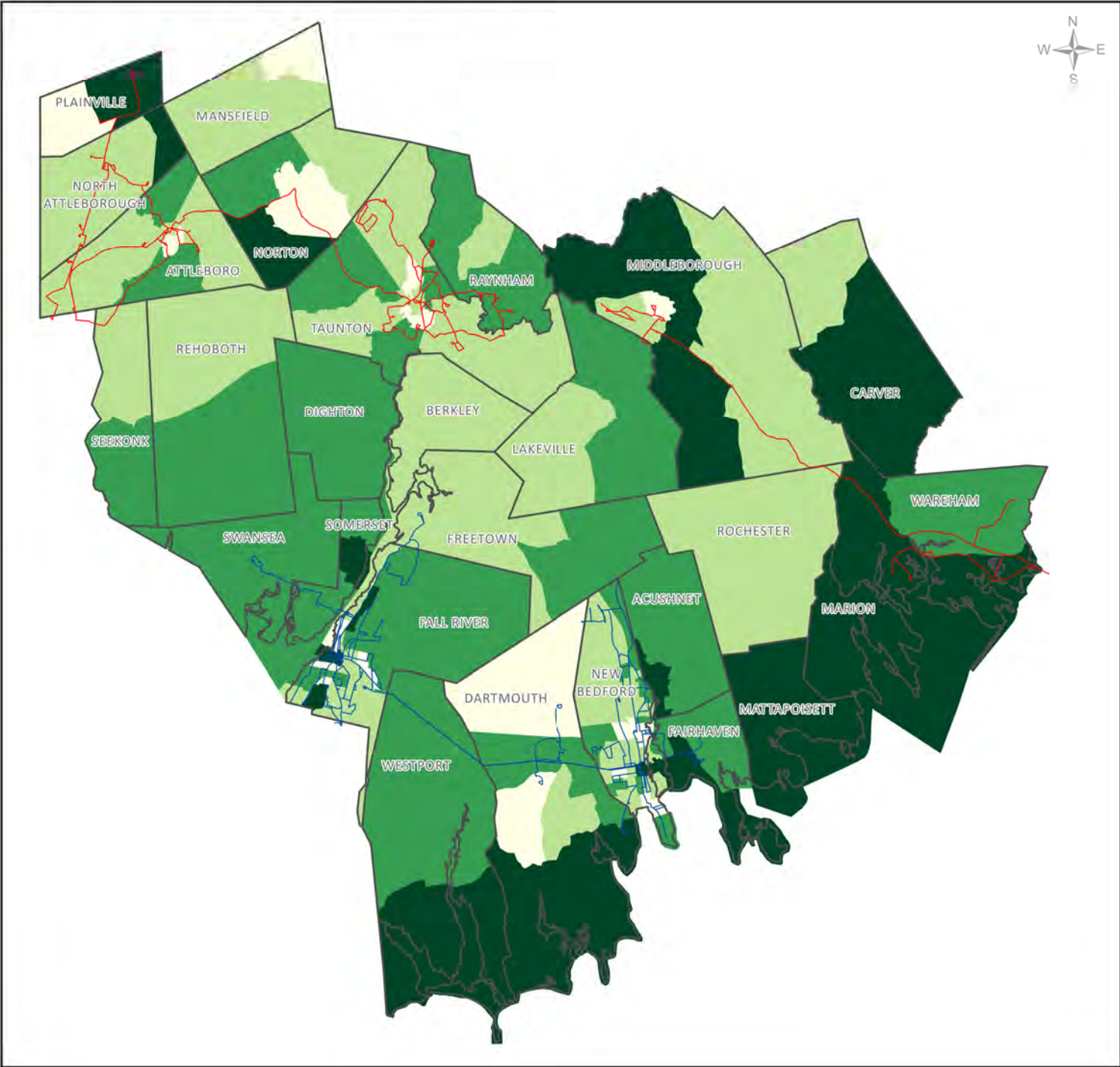


Percent Below Poverty Level

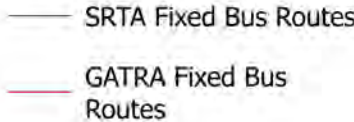
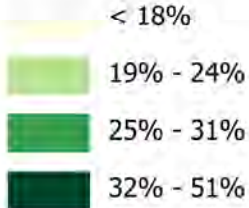


Data Sources: SRPEDD, MassGIS, MassgeDOT, 2017-2021 ACS

Population Age 60 and Over

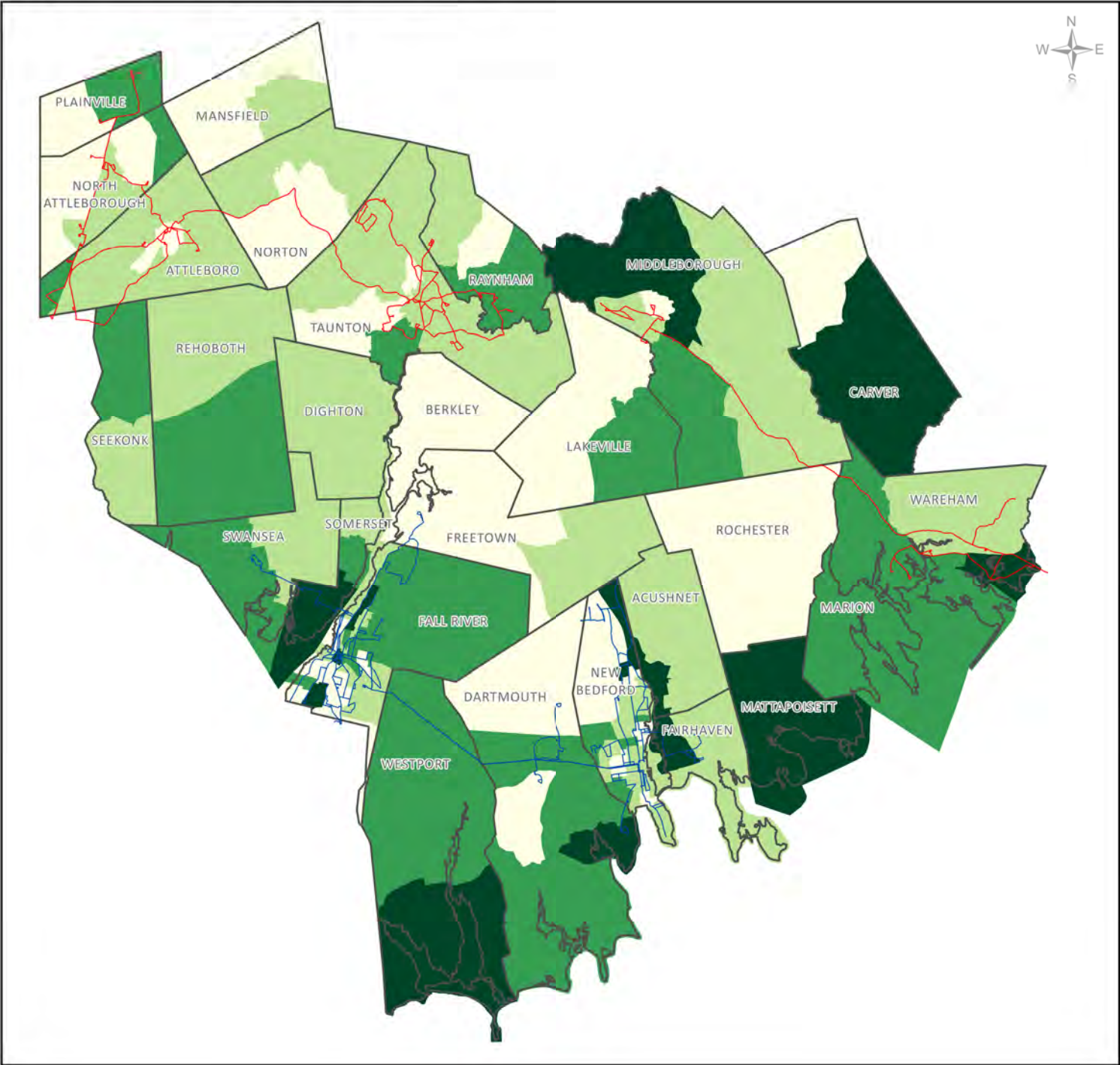


Persons Age 60+

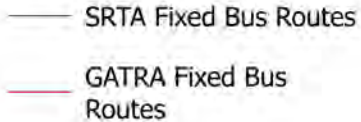


Data Sources: SRPEDD, MassGIS, MassgeoDOT, 2017-2021 ACS

Population Age 75 and Over

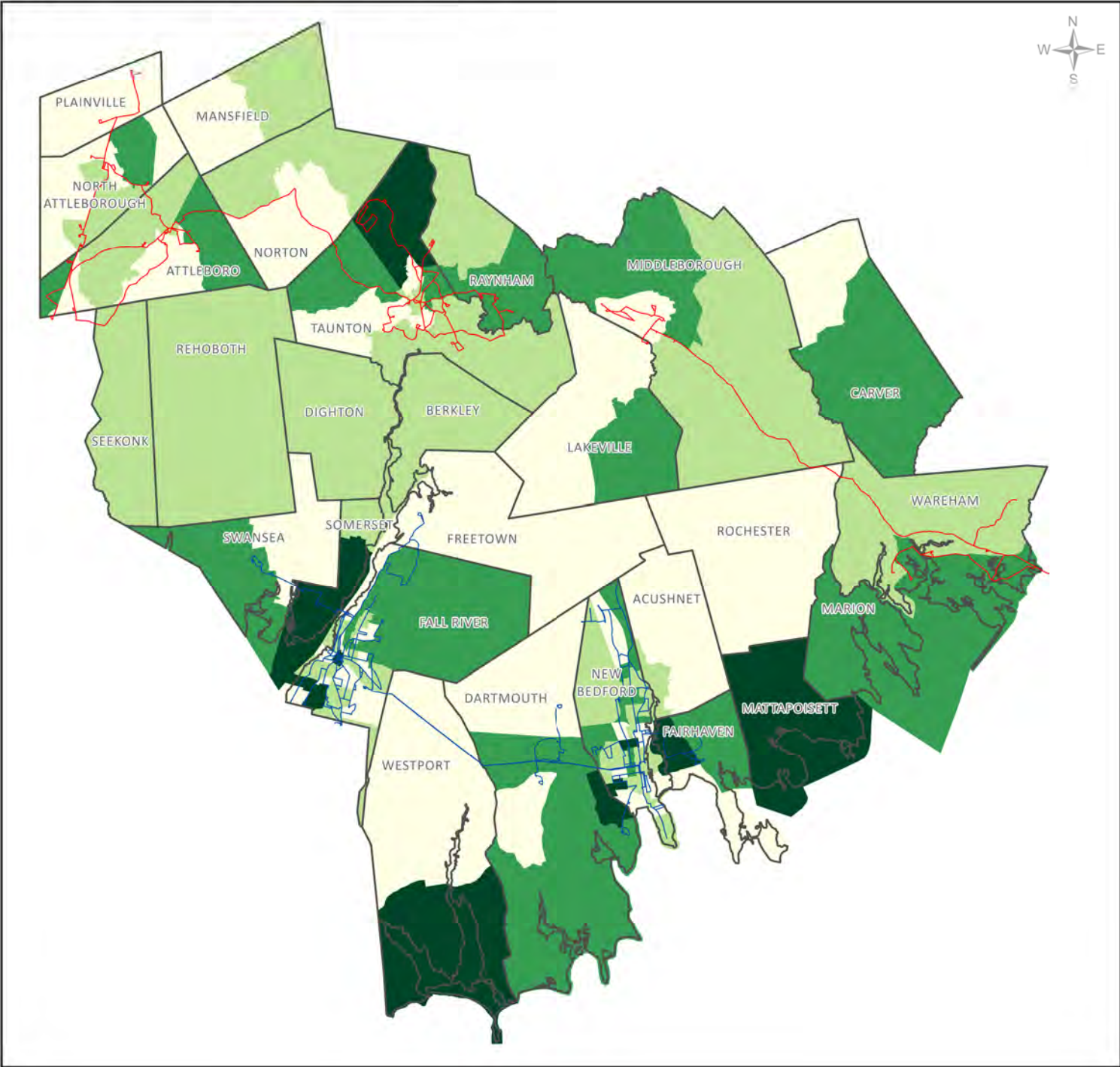


Persons Age 75+

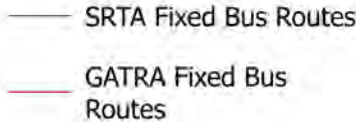


Data Sources: SRPEDD, MassGIS, MassgeodOT, 2017-2021 ACS

Population Age 85 and Over

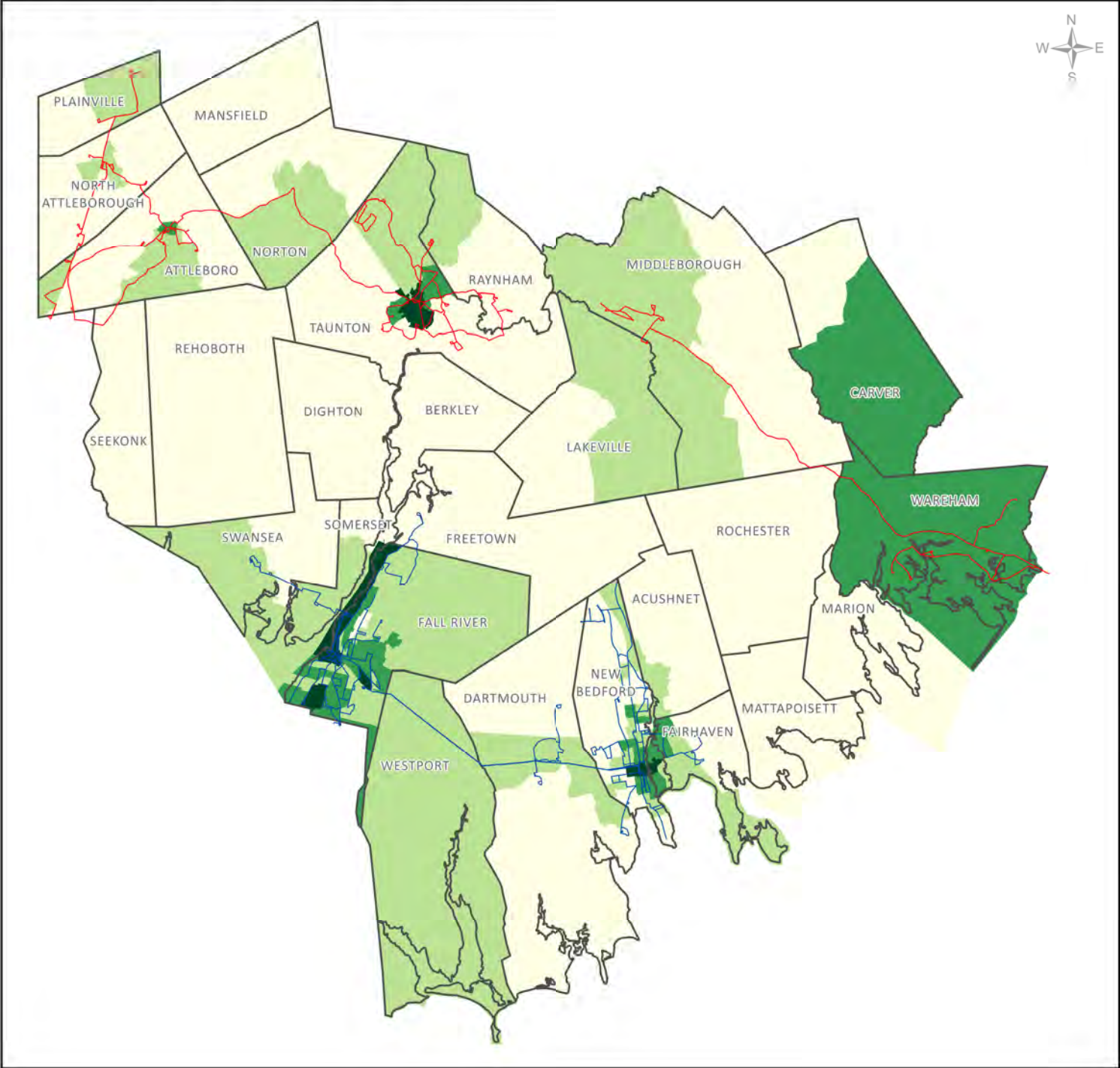


Persons Age 85+



Data Sources: SRPEDD, MassGIS, MassgeodOT, 2017-2021 ACS

Total Population with a Disability



Population with a Disability

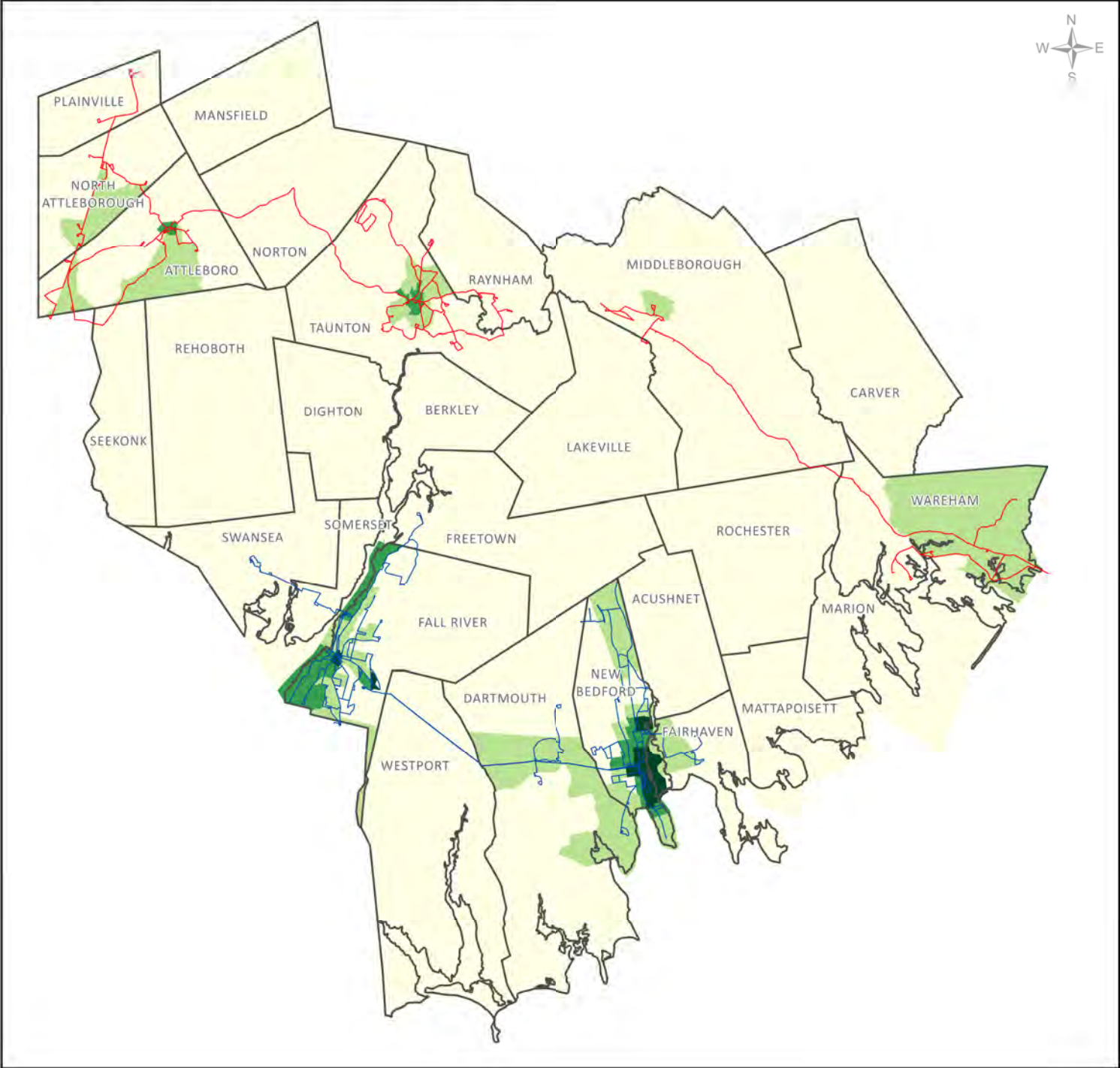
- < 12%
- 13% - 17%
- 18% - 24%
- 25% - 39%

- SRTA Fixed Bus Routes
- GATRA Fixed Bus Routes

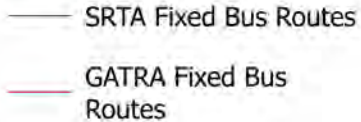


Data Sources: SRPEDD, MassGIS, MassgeodOT, 2017-2021 ACS

Occupied Housing Units with No Vehicle Available

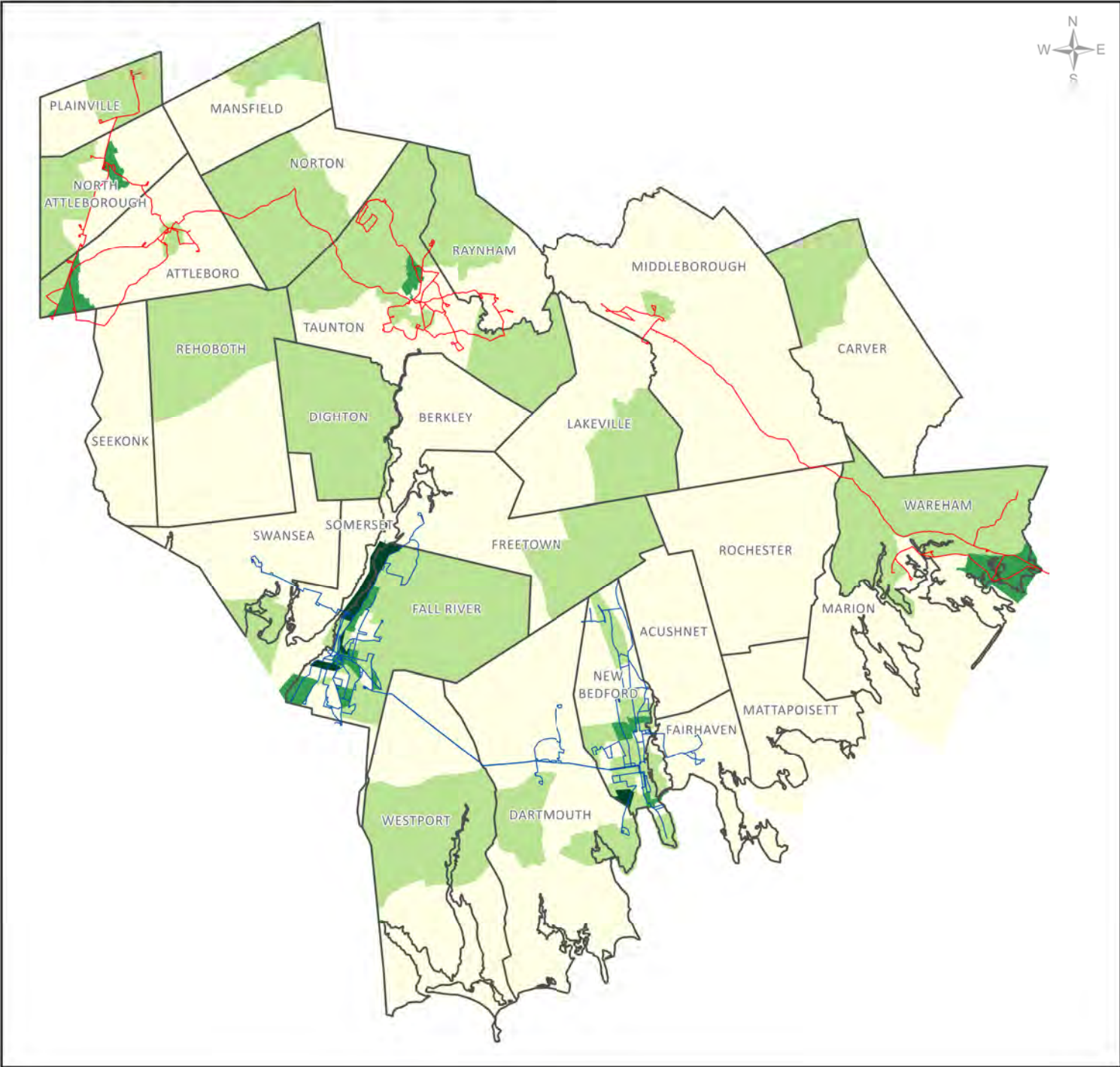


Housing Units with No Vehicle Available

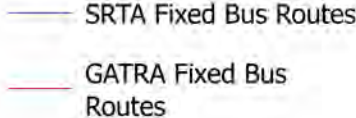
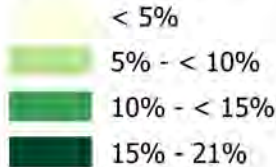


Data Sources: SRPEDD, MassGIS, MassgeodOT, 2017-2021 ACS

Unemployment Rate for the Civilian Labor Force Age 16+



Unemployment Rate

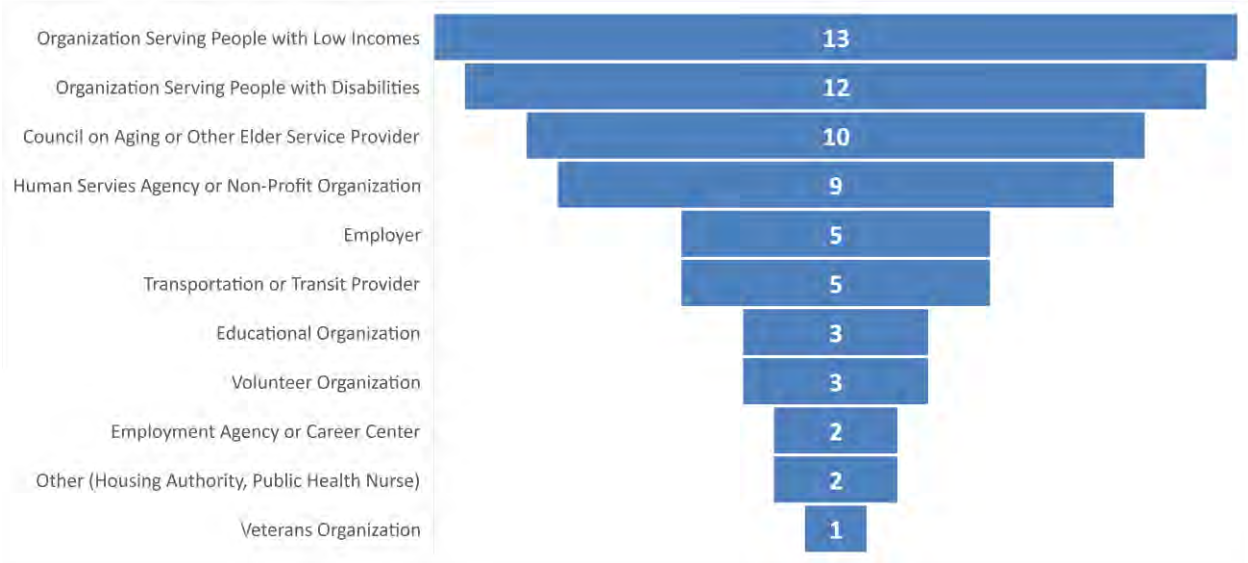


Data Sources: SRPEDD, MassGIS, MassgeodOT, 2017-2021 ACS

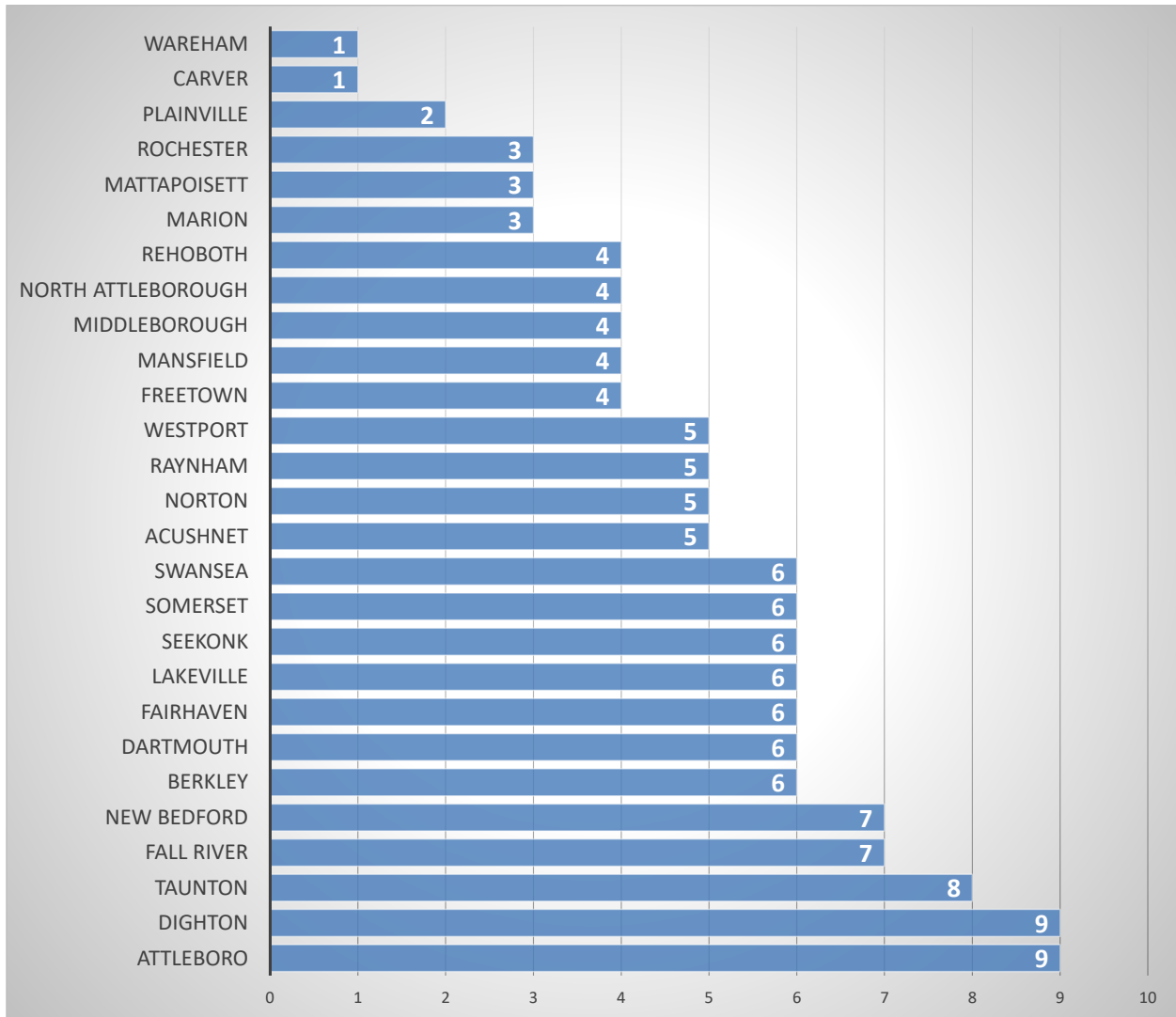
APPENDIX B: Agency Survey Results

Agency Coordinated Human Services Transportation Survey Responses

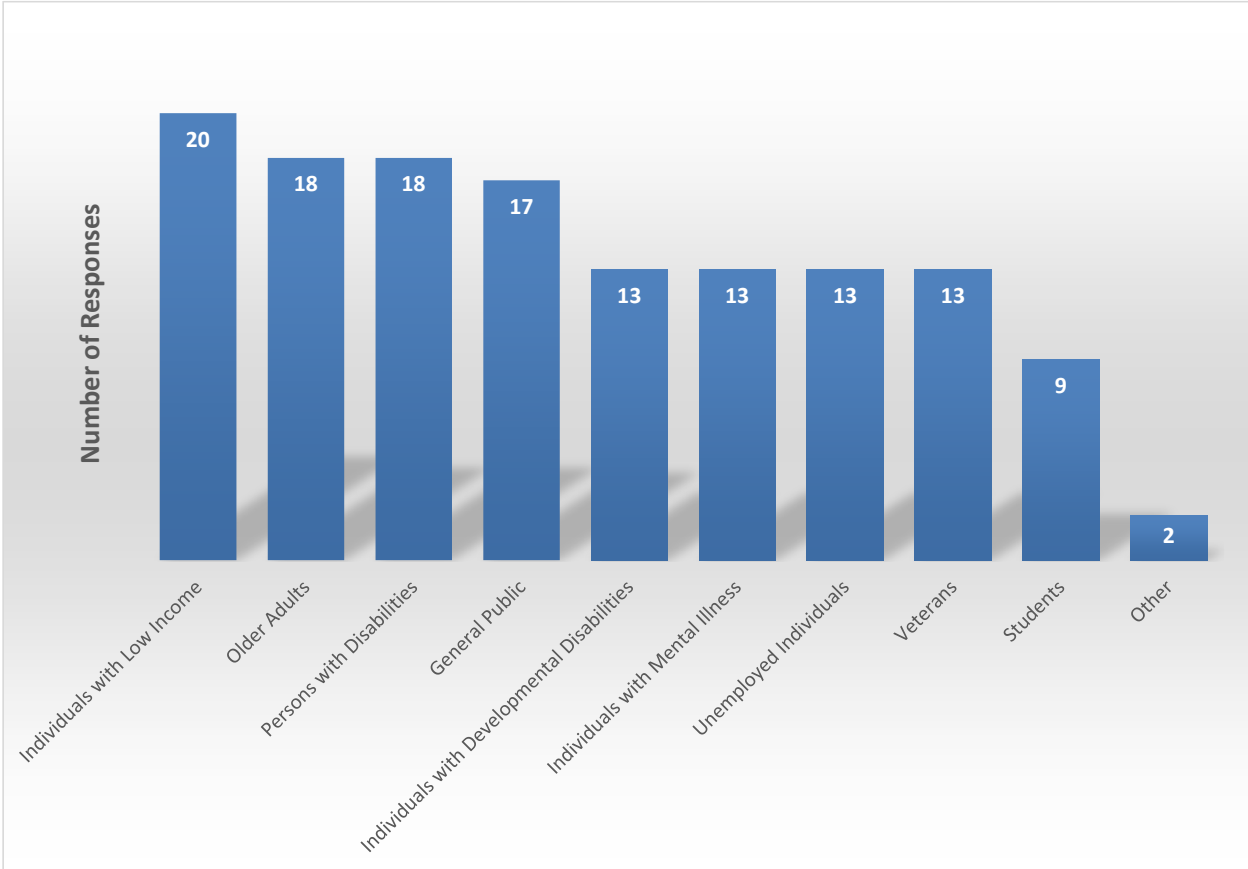
Question 1: Please indicate your agency/organization type.



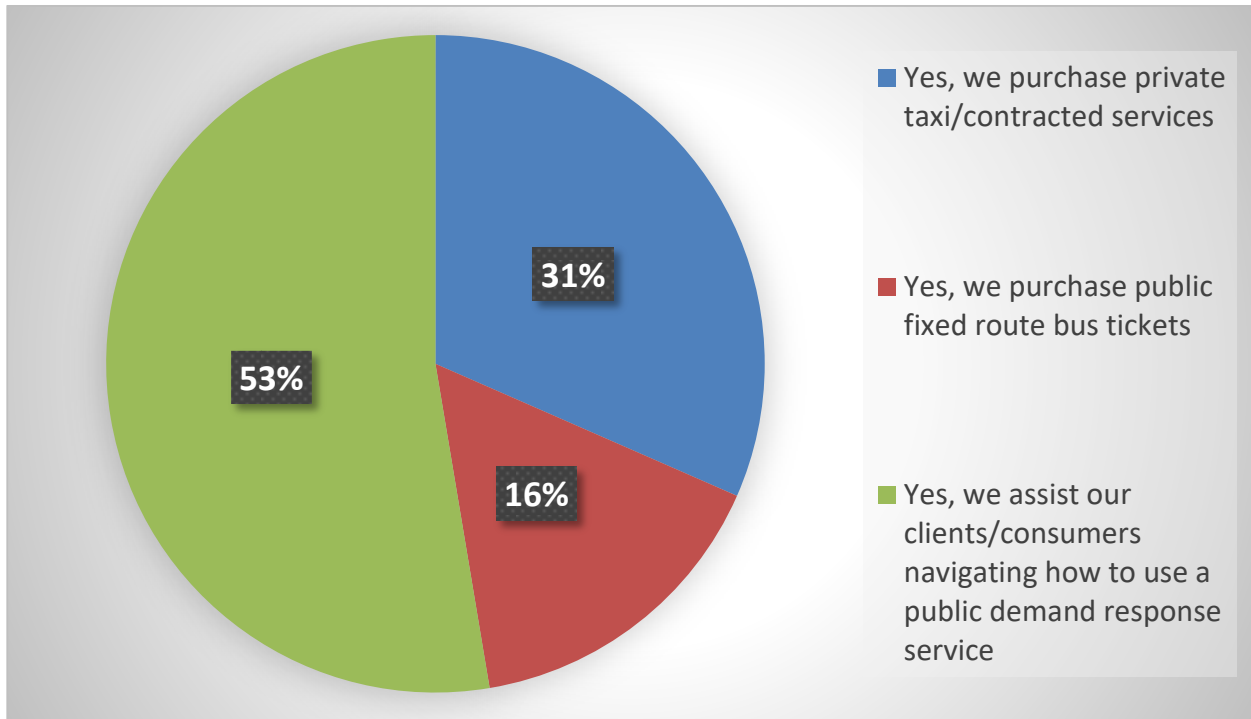
Question 2: What cities/towns in Southeastern Massachusetts does your agency/organization serve?



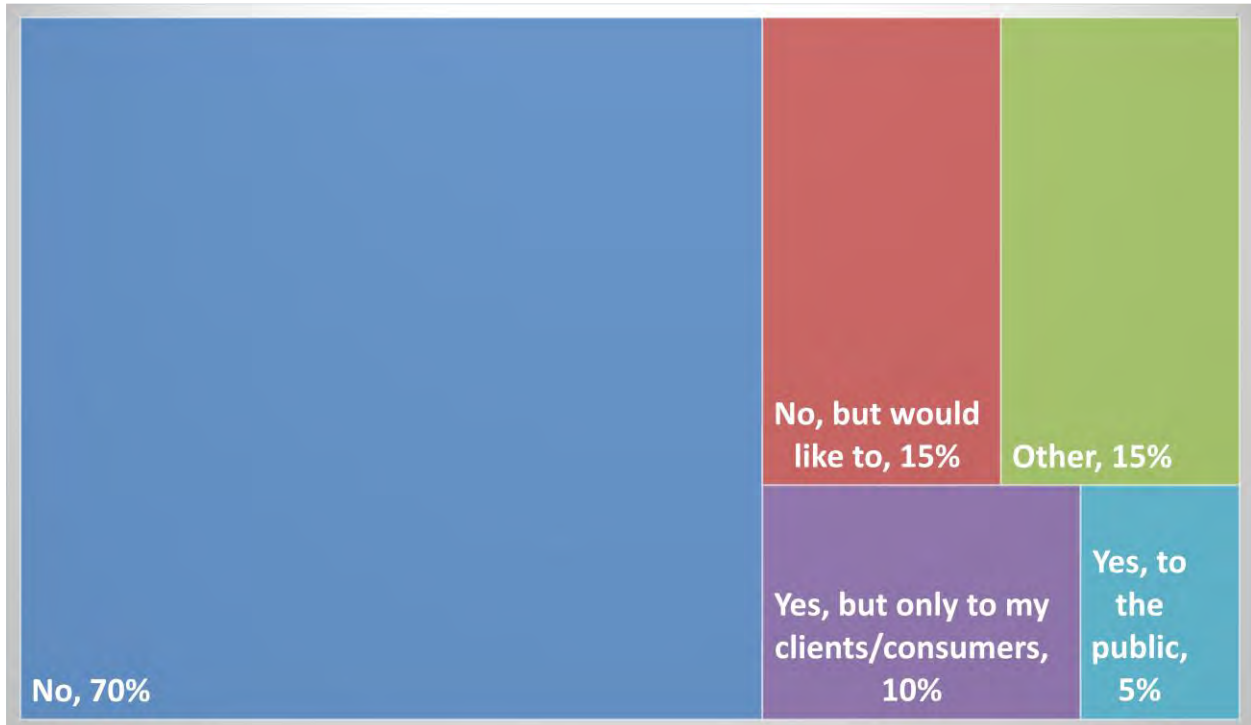
Question 3: Who does your agency/organization represent?



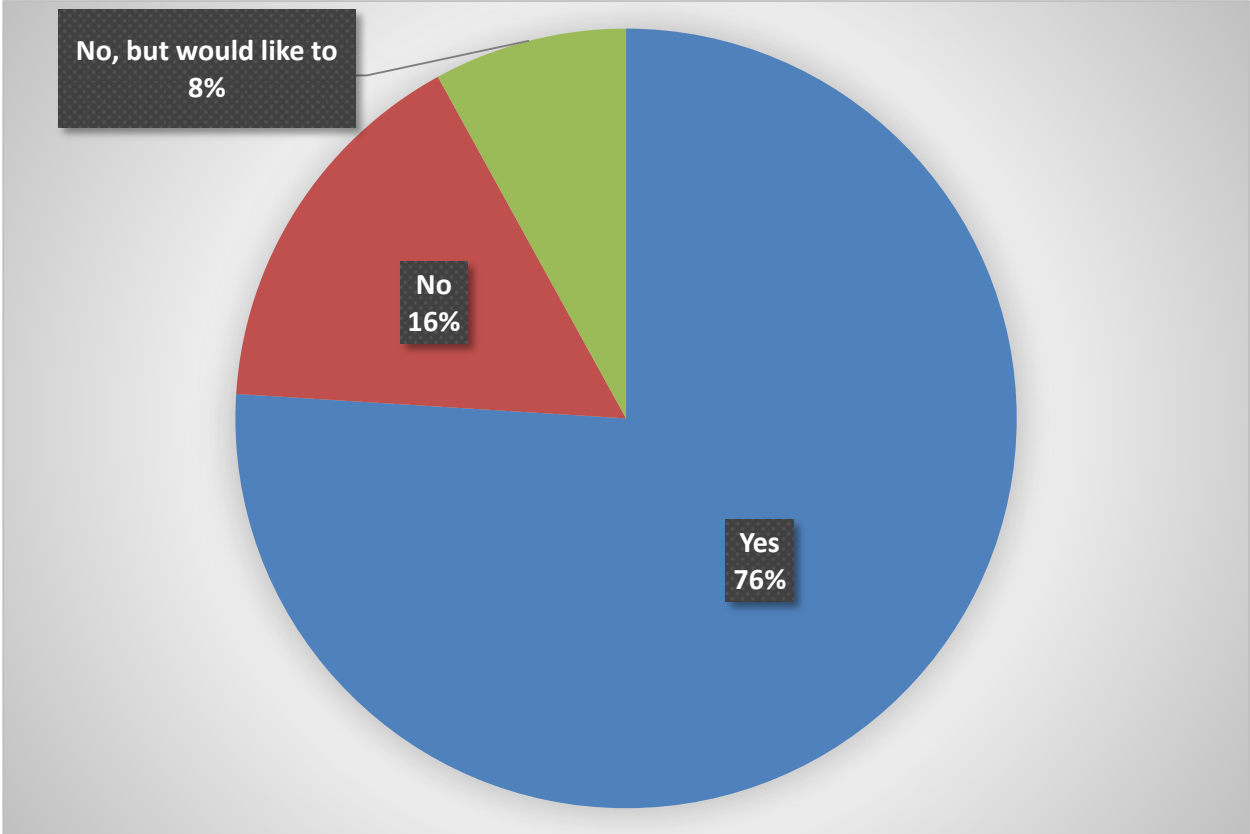
Question 4: Does your agency/organization provide transportation to your clients/consumers either directly or through purchasing transportation?



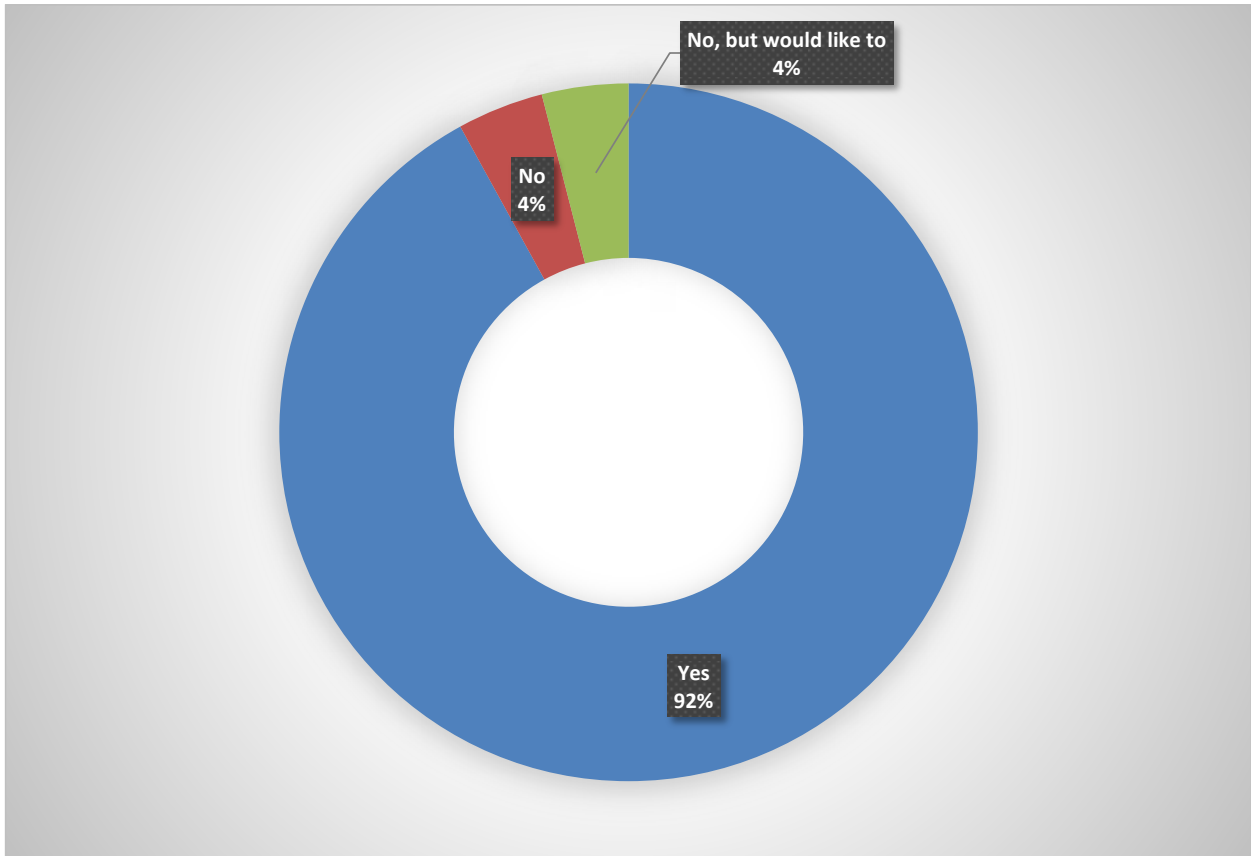
Question 5: Does your agency/organization provide travel training?



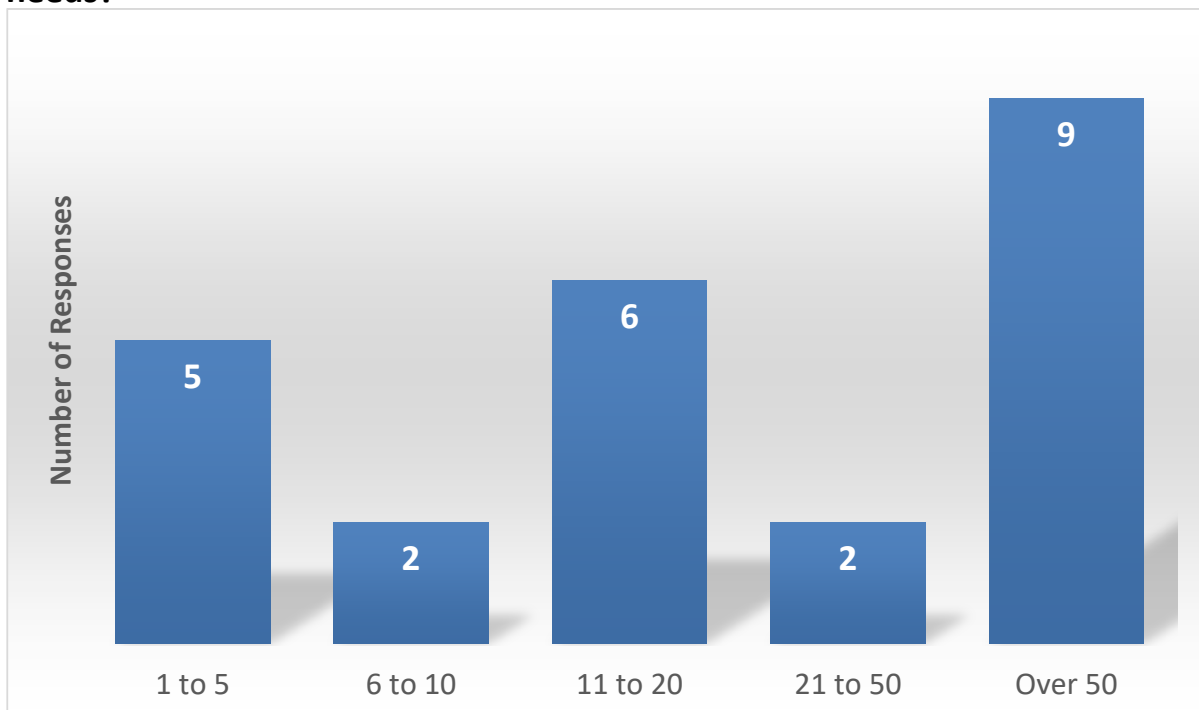
Question 6: Have you coordinated with other agencies/organizations, community-based groups, regional transit authorities, etc. to provide transportation to your clients/consumers?



Question 7: Does your agency/organization provide information to your clients/consumers about available transportation services in the area?



Question 8: In the past 12 months, approximately how many clients/consumers has your agency/organization worked with who have unmet transportation needs?



Question 9: What days and times do your clients/consumers most need transportation?

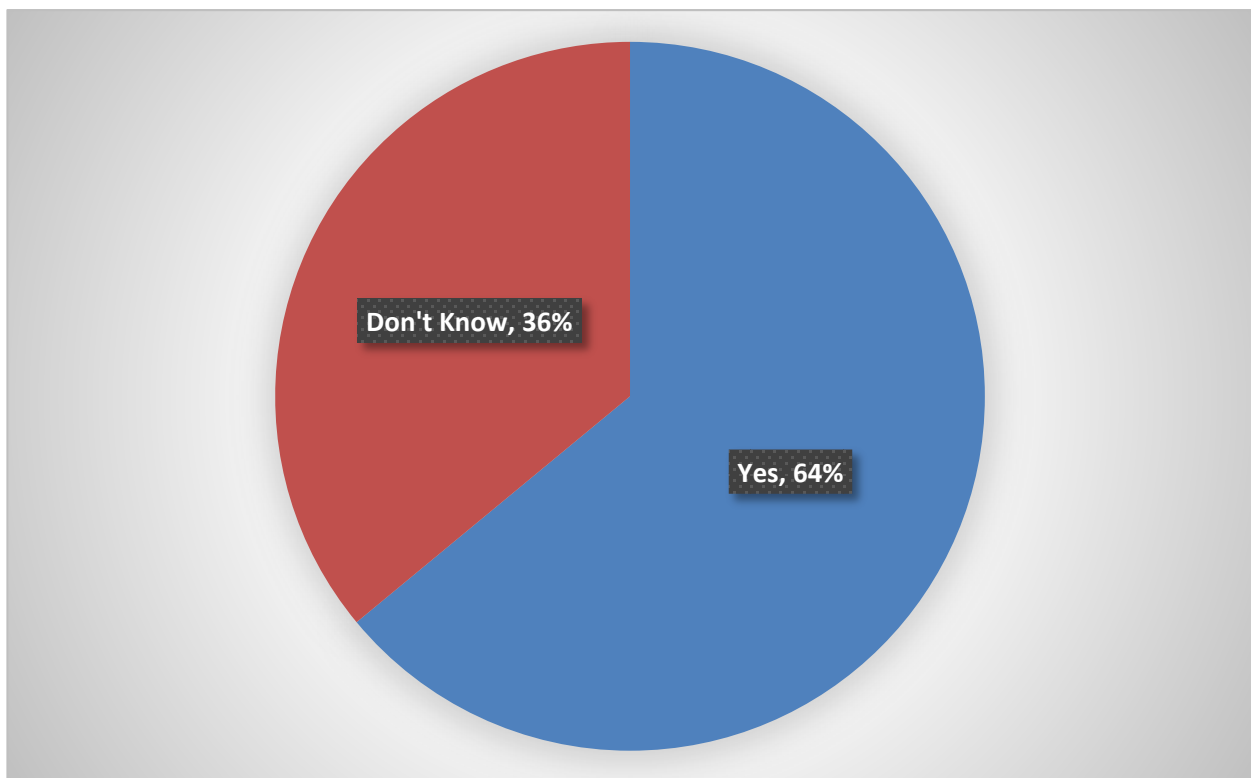
Weekdays in the morning (9AM-11AM) and early afternoon (1PM-3PM).
Weekdays during regular business hours for medical appointments
Unsure
To get to work on all shifts
The closest bus stop is a mile away from Dighton Housing Authority who provides affordable housing for elderly/disabled people. The closest grocery store is miles away from the Authority.
Sundays, Saturday evenings and nights, Weekday nights
Sundays Night service between 6-7pm and 10pm
Students need expanded weekend coverage. Specifically, 8 am to 10:00 pm Saturday and Sunday.
Regular business hours; weekends for parents who work and overnights for those who work third shift.
Our GATRA van drives our seniors to Lakeville & Middleboro only M-F, 9-3:30pm. We have volunteer medical drivers for out-of-town rides. We do not do any Transportation services on the weekends. We have 2 volunteer drivers that WILL drive into Boston. (We are very lucky)
Monday-Friday 8am-5pm
Monday-Friday 8-4 needing transportation to medical appointments. Occasionally someone calls looking for transportation to church on Sunday.
Monday-Friday 8:00 AM to 3:00 PM
Monday through Friday from 9 a.m. to 4 p.m. - Medical/Doctor's visits are a priority and these are typically the hours when these medical offices schedule appointments. We provide transportation to those 60 and older in our community who have transportation needs/can't get themselves to their medical and other appointments. We make sure their unmet transportation needs are met.
Monday - Friday. Our services start at 8 AM and normally conclude by 1 PM. We are unable to meet needs for transportation in the early morning hours (for blood work or to medical procedures) or late in the day.
Hours of operation are M-F 8-5, but drivers do occasionally work beyond those hours.
evenings and weekends
evenings and Sundays
Early evenings and beyond: Monday-Friday
During the week for appointments. Times vary.
Day time to go to medical appointments
Day program hours are 8:30 to 2:30 Monday-Friday

Before and after day care times [6am-8am] + [2:30-5:30] Later in the evening [11pm-12am and beyond for those who work third shift] Certain times on the weekends [Sunday afternoon] Health appointments [through the day, Monday-Friday, any time during operation]

7 days a week, generally between 6:30Am and 6:00PM

During morning and afternoon hours is most needed, but also later in the day--after 5pm

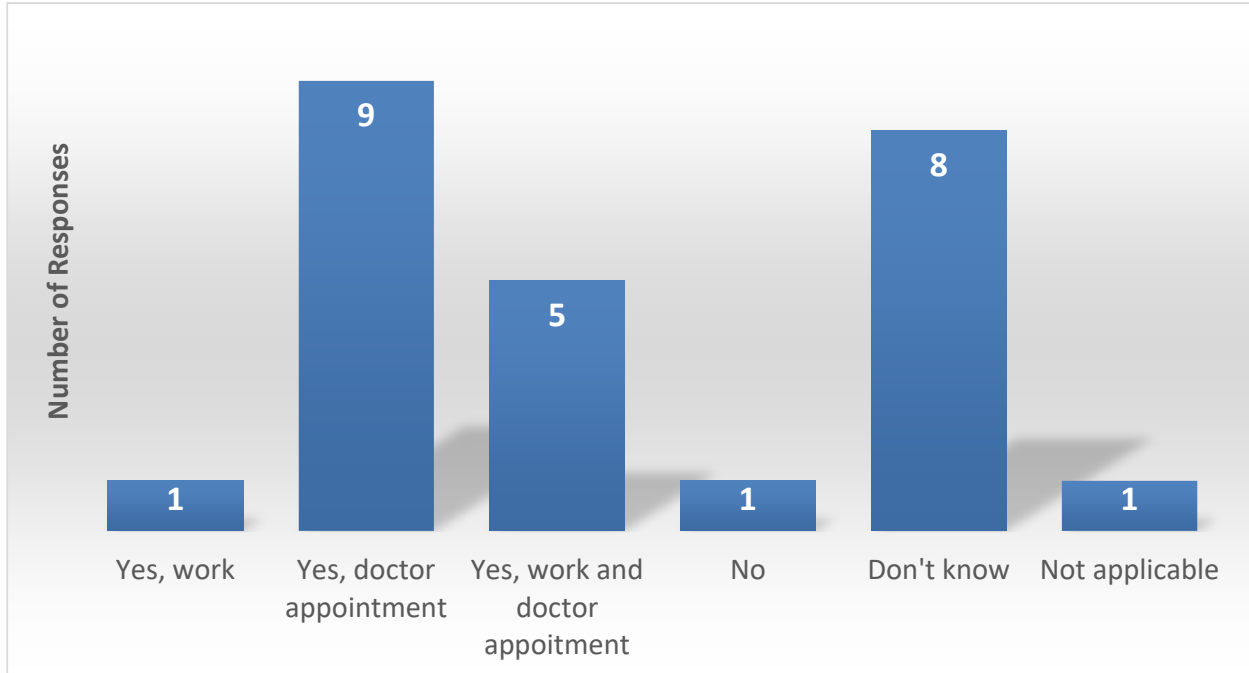
Question 10: In the past 12 months, were there any destinations in Southeastern Massachusetts that your clients/consumers needed to go, but couldn't because of a lack of transportation?



Question 11: Please list specific locations that your clients/consumers could not reach due to lack of transportation.

Any Boston appointments, Fall River appts. Can get to Brockton, but a lot of bus connections needed
Boston Hospitals, New Bedford Industrial Park, Burlington MA
Boston Hospitals, Plymouth, Needham. Normally missed rides are due to lack of driver's availability.
Boston hospitals, Cape Cod medical center, Charlton hospital, South Coast medical center in Fall River, pediatrician offices in Taunton, Easton, and Mansfield, even dental and medical offices in Dighton if the resident was not signed for PT 1 services or did not know how to use and activate their private insurance resources.
Brockton VA, Boston area Hospitals, Providence VA, Brigham & Woman's Medical Offices in Foxboro
Brockton VA, Providence VA, various medical facilities in Boston. While we partner with SRTA to offer shuttle service to Boston medical centers, those are limited to Tuesdays & Thursdays. In some instances, clients' doctors are only available on alternate days. There is currently no access to transportation for our Veterans.
Childcare, Food Banks, supermarkets, etc., Homes/apartments/shelters, Laundry Mats, Work, Hospital (appointments) as far out as Boston, Transportation to other services/resources
Employers
Long distance medical to regional medical centers (Patriot Place, Veterans hospital in Providence and Brockton), RTA connections between Fall River (downtown FR, Fall River BCC), Taunton (downtown Taunton (including Taunton Courthouse, Morton Hospital, Myles Standish Ind Park), and Brockton (Massasoit CC, courthouse, veterans hospital)
Medical appointments in Plymouth, MA, Boston, MA and Georgetown, MA.
Medical locations in Wareham
Morton Hospital, Private Practitioners Office, Social Security Office
Our organization in the evening
Sturdy Memorial Hospital. Admittedly, it's not too far of a walk, but in inclement weather, it becomes challenging.
Target in Easton, Downtown Taunton, Downtown Attleboro

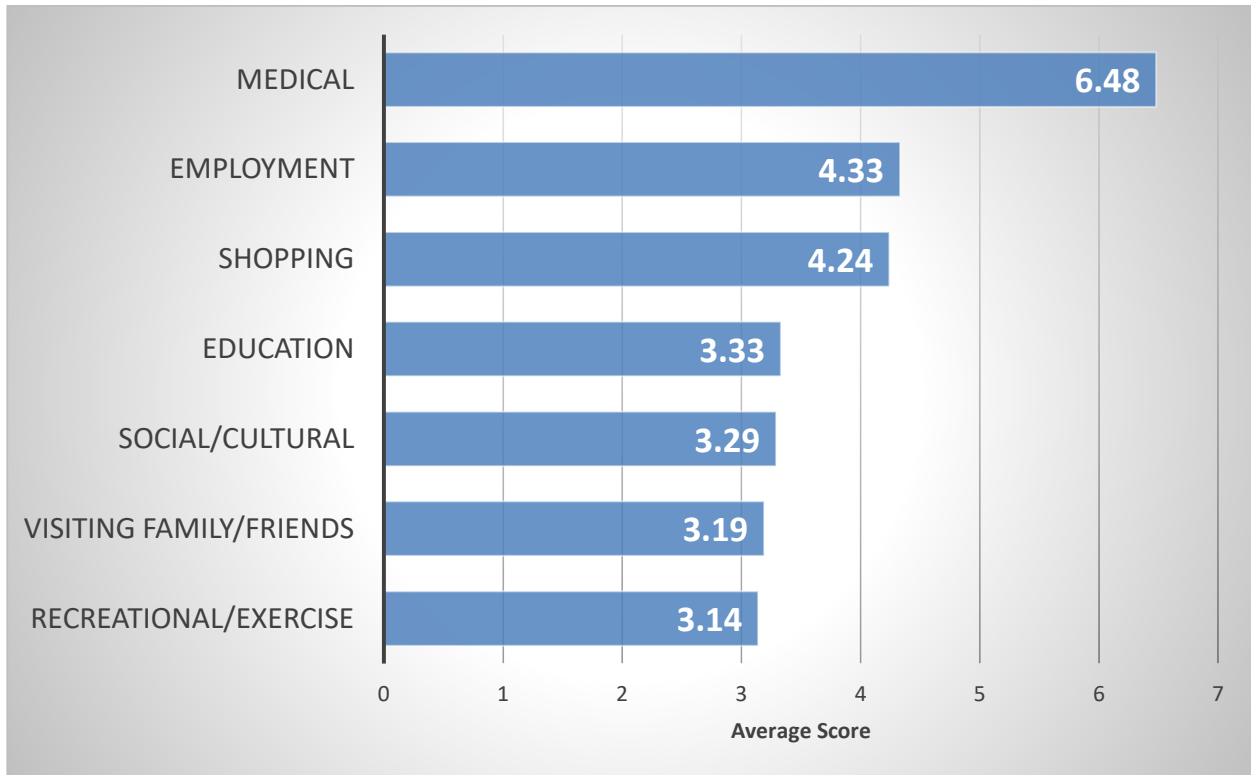
Question 12: In the past 12 months, have your clients/consumers missed work (or unable to acquire work) or a doctor appointment due to lack of transportation?



Question 13: Please list the top 3-5 communities in your service area that have the greatest unmet transportation needs.

Rochester, Marion, Mattapoisett, Acushnet, Fairhaven
Dighton, Bridgewater, Stoughton, Taunton
Providence, Brockton, and Boston
Dighton, Freetown, Berkeley
Dighton, Rehoboth, Berkley
Easton, Taunton, Attleboro
Fairhaven, Mattapoisett, Marion
Fall River, Taunton, Attleboro
Marion, Mattapoisett, Rochester
New Bedford
New Bedford, Fairhaven, Dartmouth
Taunton, Fall River, Boston
Wareham, Carver, Plymouth, Raynham, Seekonk

Question 14: Please rank the following trip purposes in order of unmet transportation need.



Question 15: What intercity connections would be beneficial to your clients/consumers?

Rochester to New Bedford, Fall River, Taunton, Attleboro/cities that have hospitals.
Attleboro to North Attleboro, Attleboro to Pawtucket, Attleboro to Mansfield
Dighton to Taunton, Boston, Fall River, Seekonk, Somerset, Attleboro, Brookline, Norwood, Hyannis
Fairhaven to Wareham
Fall River to Brockton
Fall River to Taunton
Fall River to Taunton, Taunton to Brockton, Taunton to Plymouth, Attleboro to Fall River
Fall River to Taunton/Attleboro
New Bedford Fall River, New Bedford to Taunton, New Bedford to Wareham
New Bedford to Brockton
North Attleboro to Foxboro, North Attleboro to Providence VA and other Providence Hospitals
Taunton to Dighton, Rehoboth to Dighton
Taunton to Fall River

Taunton to Fall River, Taunton to Brockton
Taunton, Plainville, Boston and Fall River
Wareham to Boston
Middleborough to Taunton and any other towns outside of Middleborough

Question 16: How has the COVID-19 Pandemic and economic fallout impacted your clients'/consumers' transportation needs?

People were forced to curtail some in-person medical appointments.
A few people are still afraid to get on a bus with a number of other people, but we remained busy through the past 2-plus years
Consumers face fewer transportation choices. For example, many of our volunteer drivers have not returned.
Doctors and pharmacies responded quick to this matter; therefore, our community was well assisted. I (Resident Services Coordinator-RSC) became available to assist in their basic needs if there was a need for it. COVID-19 Vaccination Clinics were brought on-site as soon as they became available. I (RSC) have organized four COVID-19 Clinics on-site so far.
Exasperated the need. In addition to people that could not visit our Food Pantry due to mobility deterrence, there were people that did not have enough food in their homes who could not visit our food pantry for their weekly groceries. In many cases, people will take whichever job they can, including third shift, but they are limited due to the lack of transportation. There are more people in need of health and mental health services with limited transportation.
In almost every way. Less emphasis on commuter rail, more emphasis on medical transportation. Shifted trip patterns
Individuals we serve have not been able to attend the day program. Individuals we serve not able to receive 6-hour service day due to transportation limitations. Reason is lack of drivers and lack of wheelchair transport vehicles.
loss of employment, difficulty in accessing health services,
Many of our clients cannot get transportation due to a shortage of drivers from some of the transportation companies while others cannot get transport due to lack of equipment such as WC vans. Some are not able to arrange their own transportation and their care givers or PCA services are no longer available. A few need support with going to buy food, and their service providers are no longer providing transportation to and from the store.
Not so much our consumer's needs, but our volunteer driver's needs, yes.
Rising costs for basic needs has left less money available for transportation
Some clients are still concerned with taking public transportation due to COVID-19. The ending of additional support in benefits will reduce client's ability to pay for transportation as their money will need to be spent on other items such as food, heat, self-care.

Some seniors are still not using public transportation due to anxiety of catching COVID-19 on the bus.
The elimination of the GATRA Route 140 bus has provided some challenges for our community. The addition of GATRA GO United has been successful. However, due to staffing problems, the transportation as not been consistent.
The Swansea Council on Aging had four (4) part-time van drivers. We now have only one. Citing safety reasons, the others chose not to return. Our Supportive Day Care program also closed. Therefore, the number of clients we now transport has declined. COVID has left many fearful of traveling in close proximity to others while in confined spaces. Some medical appointments have moved to telehealth (reducing the number of in-person appointments). COVID also changed the way people do their grocery shopping. While there are many seniors who do not have the technological skills to shop online, family members have assisted in placing orders that can be picked up curbside, thereby reducing exposure to COVID.
Yes, in some cases less drivers, less buses

Question 17: How has the COVID-19 Pandemic and economic fallout impacted your clients'/consumers' mobility?

Isolation took a toll on the 60+ community. Less availability of exercise programs during this time frame wasn't helpful.
Early on we had difficulty hiring drivers, which negatively impacted the amount of time our participants spent on our vans. That has abated somewhat. Most of our participants are unable to navigate public transportation on their own, and are generally transported by residential staff, except for their transportation to Wise ADH and back home, which Wise ADH provides. So, I'm not very aware of how Covid 19 has impacted their overall mobility.
free fares during the pandemic helped to ease the economic hardship
Have actually not seen much of an impact, except for not going out in large crowds as much. Families stepping in to help more :)
hindered it. Less private transportation providers. More of a hesitancy to ride in pooled transportation. Less availability of volunteer driver programs.
Individuals we serve are not be able to attend the day program
Less mobility. many residents do not want to get on transportation with too many others due to fears around COVID.
Rising costs for basic needs has left less money available for transportation
Same as before.
Scared to ride with other passengers on public transit
See comment above.
Some clients have reduced the amount of time they choose to travel.
There is a general lack of access to durable medical equipment, such as wheelchairs and walkers. This impacts consumers from being able to get around when they are able to find transportation.

This is hard to answer because for some tenants this was very impactful, specific tenants that participated on-site activities, such as our Fitness Program became more isolated and refused to participate in activities when we (Attleboro Housing Authority-AHA) decided to slowly resume activities with safety measurements. Others who didn't participate in activities before COVID-19 became very excited to finally be out of isolation and interact with others and started to participate and are currently active on-site activities participants.

We still provided transportation. No effect.

Yes. We have a number of clients whose health declined and now only use our services sparingly. We had a vibrant Supportive Daycare Program (SDP) that was forced to shut down. This program services Swansea, Somerset and Fall River clients and we were able to provide transportation services for all three communities. With the closing of this program, clients in need of our SDP services were left to search for other alternatives. Without this vital program, the health of our clients quickly deteriorated. Since reimbursement rates from our Area Agency on Aging could not be increased to meet growing costs in both our SDP rate or our Transportation rate, our attempts to re-establish the SDP and expanded Transportation services have not been successful.

Question 18: What infrastructure improvements could increase mobility for your clients/consumers? In which locations do you suggest these improvements?

Accessibility improvements to public infrastructure. Many of the bus stops are inaccessible either because of a lack of sidewalks, sidewalks in poor condition, or sidewalks that lack wheelchair ramps at crosswalks. Many stops lack amenities like informational signage, route information, benches, or shelters. Improvements are needed at many stops, but funding remains a barrier.

Benches at bus stops and appropriate curb cuts.

Funding for vehicles for COAs is important. We are the ones that will get our seniors to rehab or physical therapy, which is important in general but especially after accidents like falls. We also can get people to balance/exercise classes at the COA.

In terms of infrastructure, ensuring walkways, bike route signage, flexible routes for buses etc.

Increased availability of vehicles, wheelchair vehicles, drivers and monitors.

Longer hours of availability of bus service

Making streets ADA compliant, (cutout, longer crossing times at crosswalks).

more bus shelters, improved sidewalks

Providing additional stops that would take students to Taunton and Easton.

Sidewalks with compliant ramps, an accessible town van with a WC ramp that could transport our elderly and disabled residents to and from medical appointments, shopping, and even to visit friends. The area served should have a wide brush so as to enable our residents to not be confined or limited in the care they may n. Service points should be located at the town elderly center, town hall, our low-income/elderly housing complex, the public library, and if possible be door to door as many of the users have mobility issues.
Sidewalks, crossing walkways
Smaller vehicles that have greater flexibility with going to appts (pick up/drop off)
Swansea is a rural community with limited sidewalks. Clients within walking distances of stores etc., find it unsafe to do so since it would require them to walk along Route 6, Route 118, and Route 103.
The ability to have transportation that included escorts; it is difficult for some to navigate their doctors' appointments on multiple levels.
Transportation for the elderly in which systems can be very simple and easy to navigate for that specific population, such as one on one interaction when setting up transportation.
Transportation hub in Wareham - downtown Better connections between RTA and intercity bus. At accessible hubs.
We could actually benefit from an additional van. I would suggest this to our Municipality EXCEPT, the need isn't daily, so to have the expense but not have it being used daily would not be feasible, or economical. Although an additional van would add more out of Town ride ability.

Question 19: What public transit service changes would improve mobility for your clients/consumers?

A better networked pooled Dial-a-Ride service between communities instead of each town's service functioning in a silo.
A bus route with stops within the town
A more individualized assistance would probably help.
A seamless system that could link our residents up with area RTA services would enable the consumer to travel independently 7 days a week.
Additional van, add more out of town availability.
Consistent times and routes that our community can rely on.
Ensuring there are appropriate curb cuts for disabled persons at the bus stop
Lifts
Longer hours of availability of bus service
More bus routes with expanded hours would probably be helpful.
More bus stops closer to where they live--for example, stops at housing authority complexes.
More vehicle routes, vehicles, and drivers.
Most of our participants are not capable of using public transportation, but if we had another van, we could shorten the amount of time they spend on our vans each day.

Operating on Sunday, longer span of service on Saturday, and greater frequency on many routes.
Providing more accurate pick up and drop off times when scheduling rides.
Public transit service in Swansea is VERY limited. For example, the three main roadways in Swansea are Route 6, Route 118, and Route 103. There is no public transportation that travels the full length of these three main roads. Areas such as North Swansea are left with no access to public transportation whatsoever.
reinstating free fare service, Sunday service
Schedule, Car seats, On-demand for families and workers as well

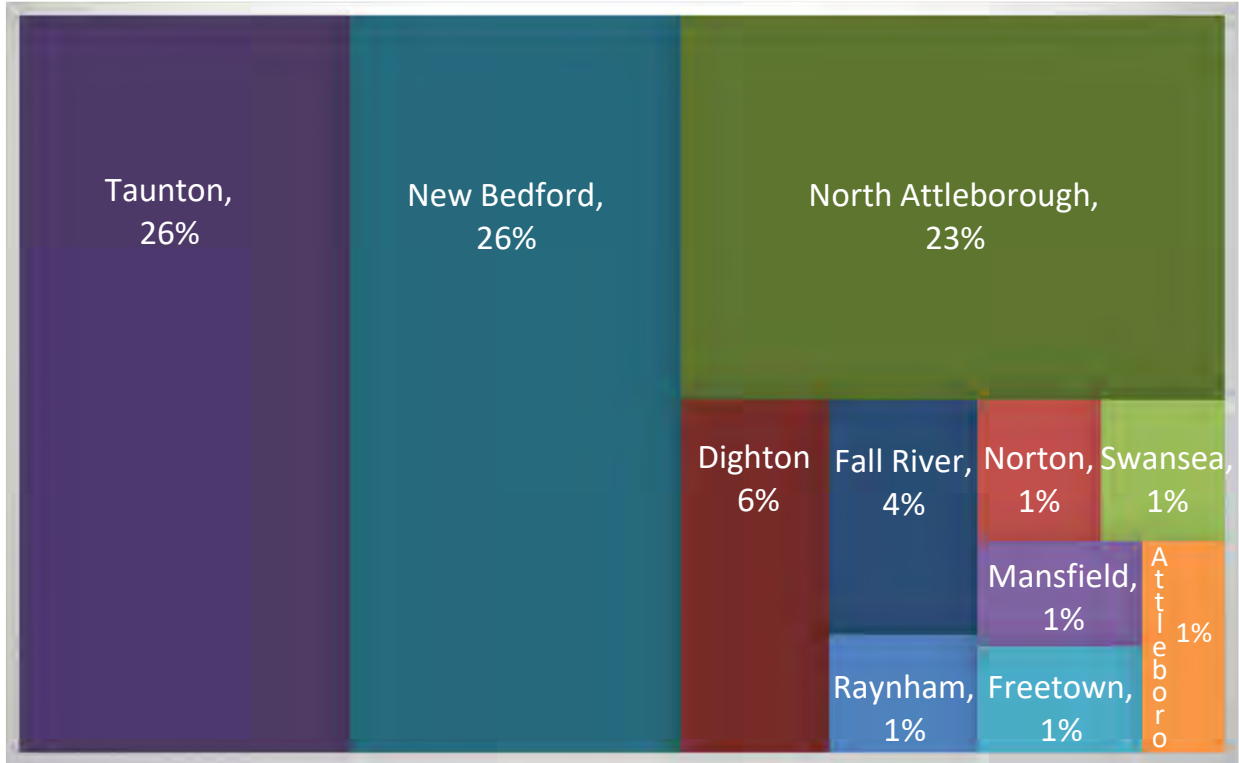
Question 20: Please provide any additional comments, questions, or suggestions that you would like to share.

I would like to see more training for local ADA providers, councils on aging, and appointed administrators on how to correctly link residents to public services and resources such as the PT 1 system. Trainings should also be offered to medical facilities on how to do the same.
Many calls received for transportation to medical appointments where they need someone to take them home after a procedure, such as cataract surgery or a colonoscopy.
more engagement with employers, hospitals, higher education to be part of the conversation to meet transportation needs.
Our organization conducts a community assessment every three years and transportation has been an ongoing concern for our community. There are open responses that can be shared with your organization to support the responses above to any of the questions.
The Swansea Council on Aging has 3 handicapped accessible vans serving primarily seniors but also serving disabled individuals. While we would like to see our transportation services expanded, many obstacles remain. Funding continues to be inadequate to meeting costs. Veterans needing access to transportation to get to area VA hospitals have no options. While the Swansea COA has both vans and van drivers, VA hospitals remain out of our current service area. We would like to explore ways that COAs can work with Veterans Services (locally) to establish funding to provide for this unmet need in transportation services to our veterans.
Transportation serves for the individuals we serve are requested through a PT-1 to HST.
We are fortunate to be able to provide transportation to most anyone to anywhere. Some people don't like the idea of riding the CoA bus, so public transportation would be a better option, if it were available.

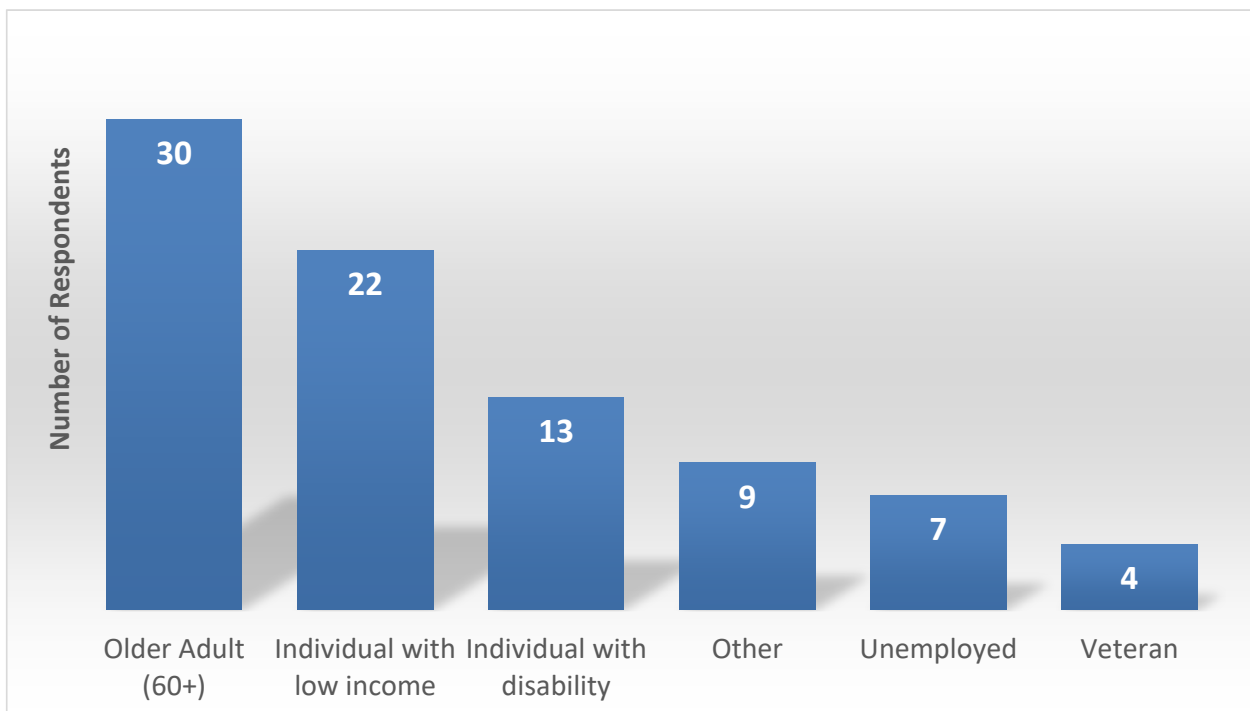
APPENDIX C: Public Survey Results

Public Coordinated Human Services Transportation Survey Responses

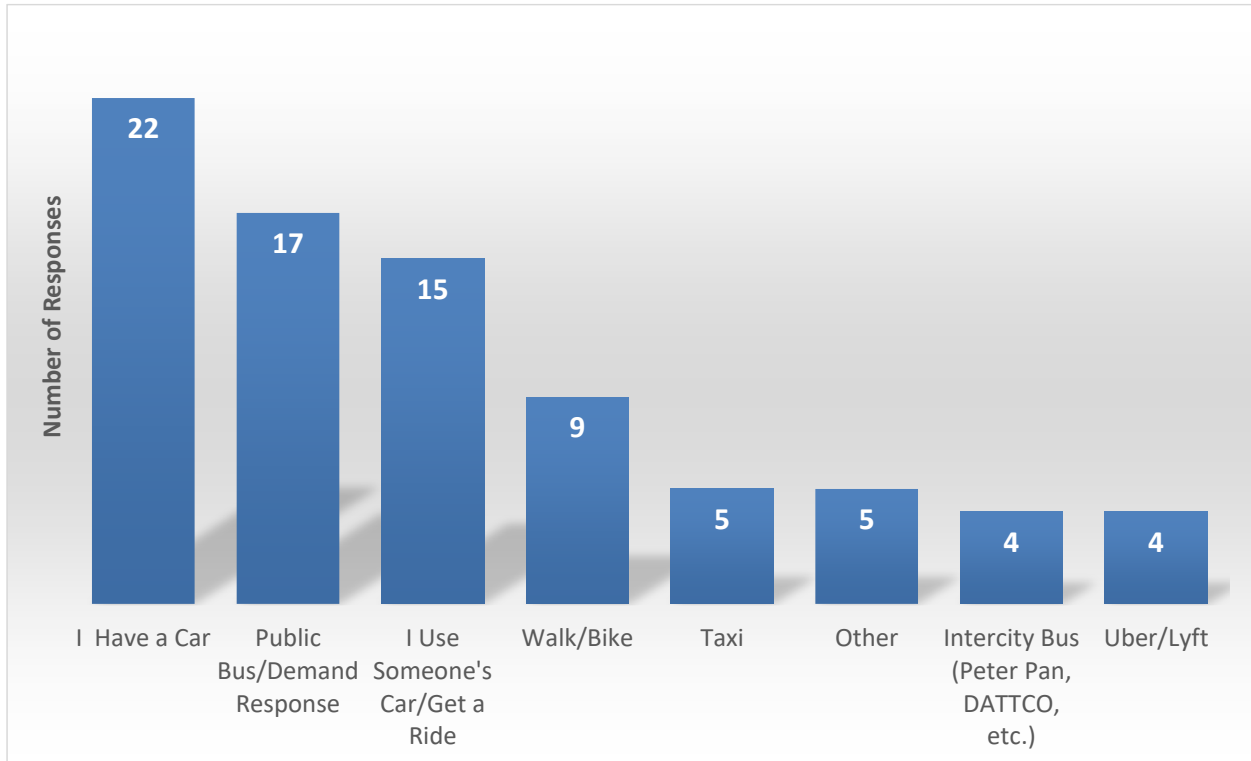
Question 1: What city or town do you live in?



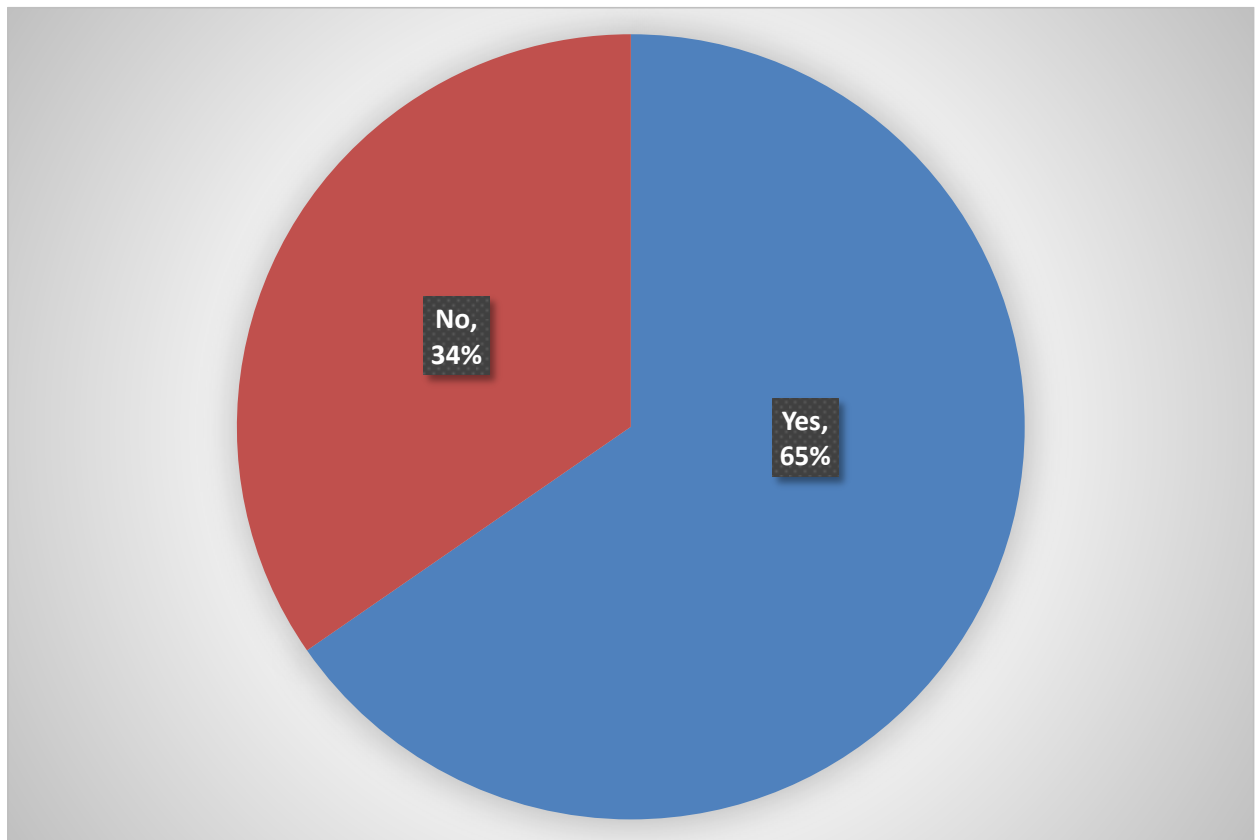
Question 2: Do you identify as:



Question 3: How do you currently get around?



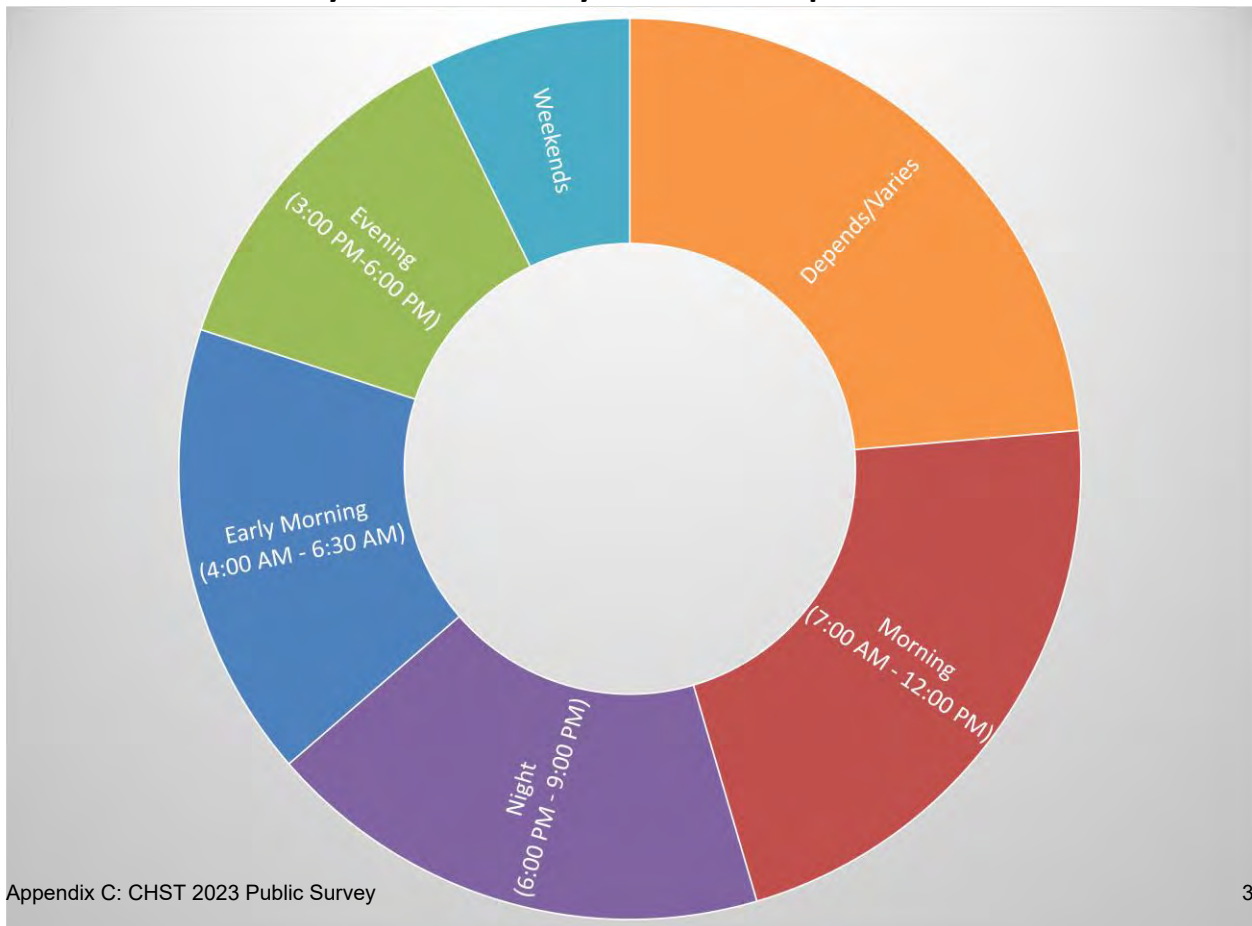
Question 4: Do you have unmet transportation needs?



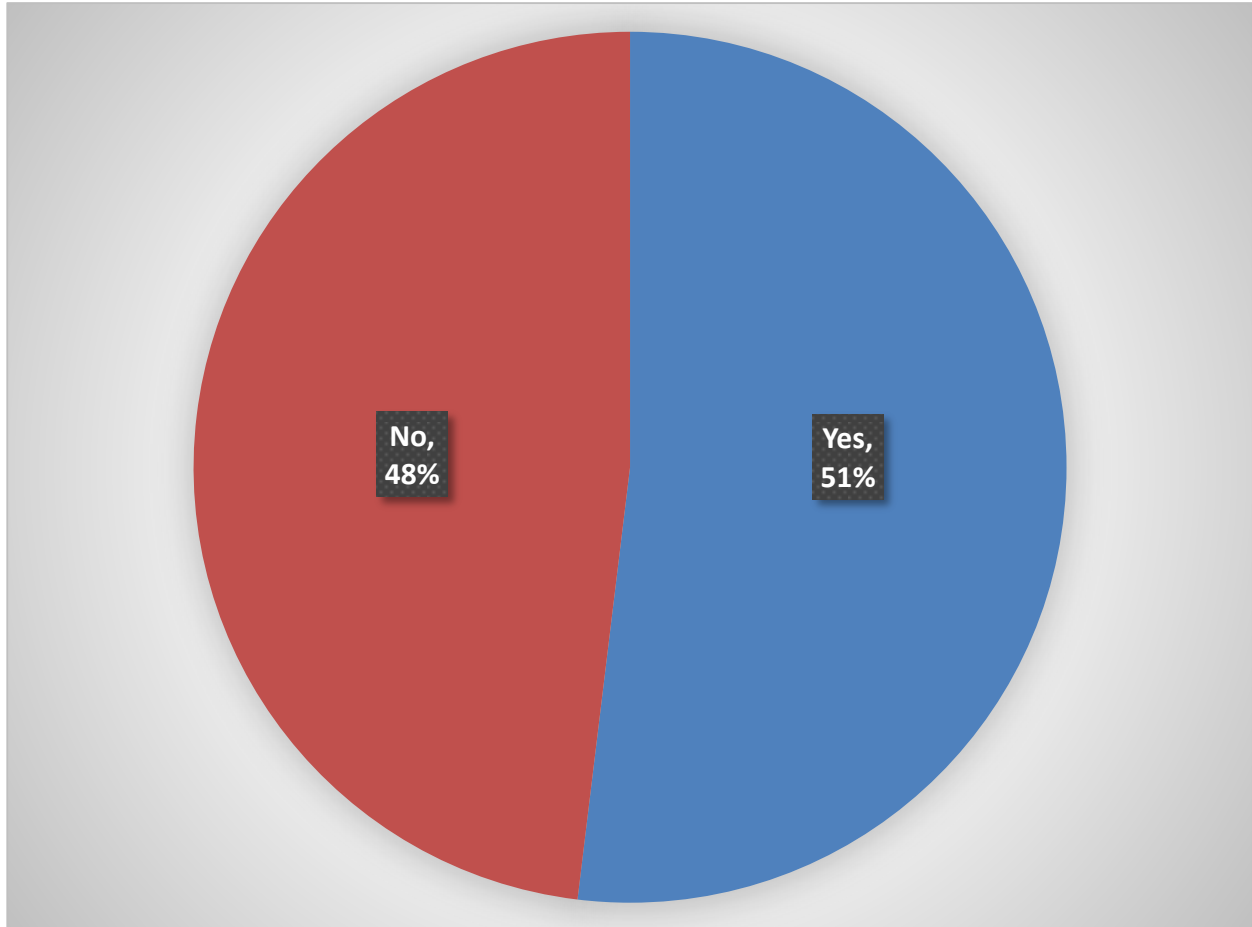
Question 5: Please list which cities/towns you have the hardest time getting to (top 5 locations)



Question 6: What days and times do you need transportation the most?



Question 7: In the past 12 months, were there any destinations in Southeastern MA that you needed to go to but couldn't because you didn't have transportation?

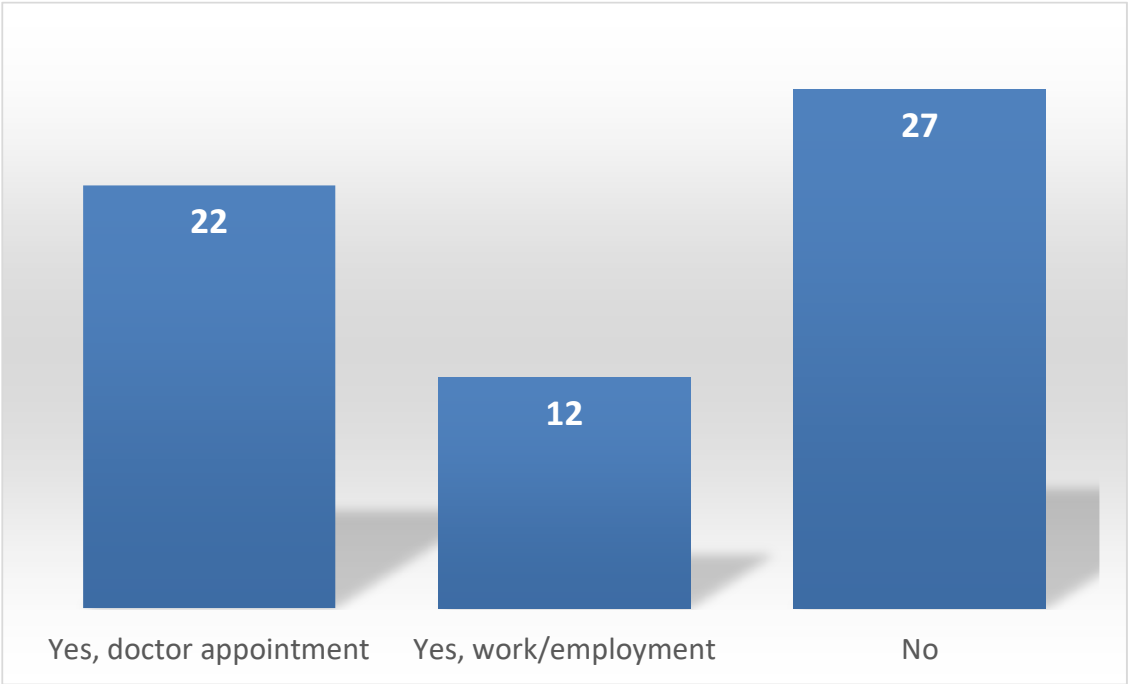


Question 8: Please list specific destinations that you couldn't reach because of a lack of transportation.

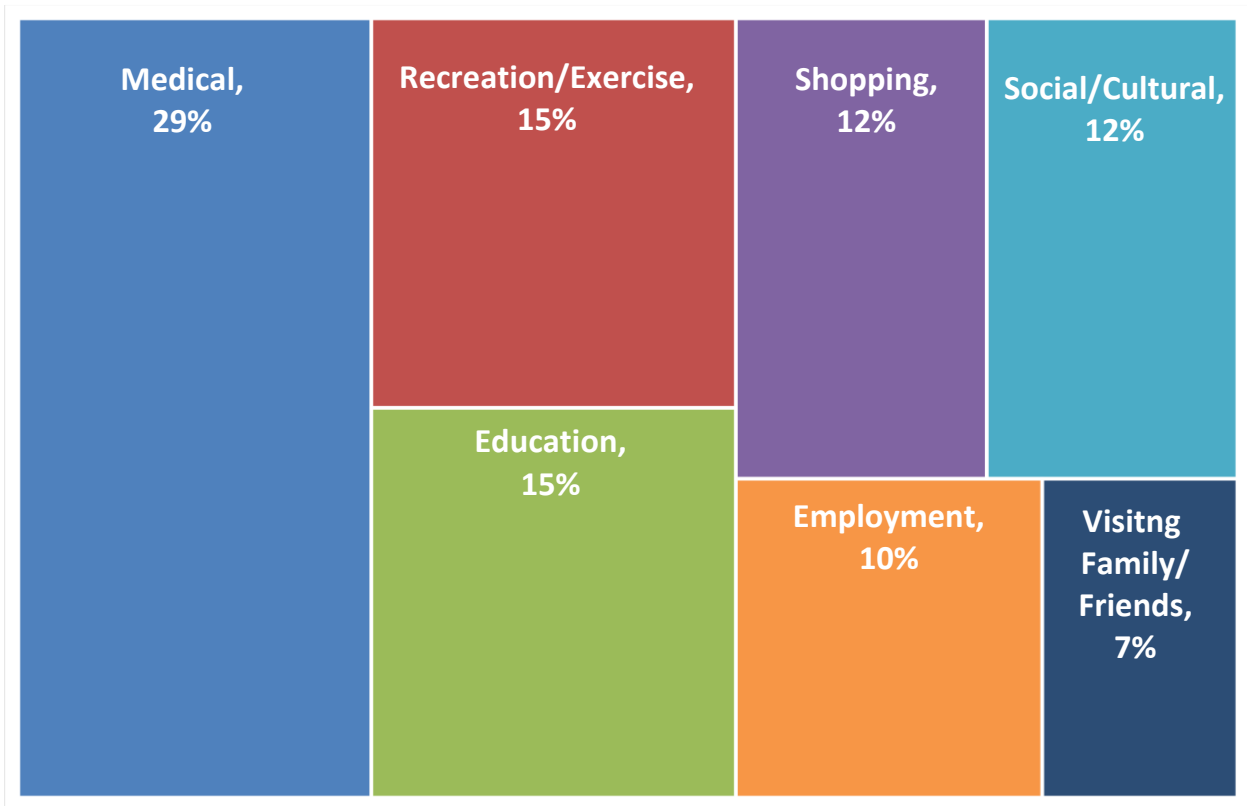
ARC Brockton Area, Bridgewater State University, Arbour Counseling, Fall River
Boston hospital
Boston, Providence
Boston and Providence
Boston medical center, US Immigration Court, USCIS Application Support Center Asc, Providence Place, Herman Melville.
Boston y providense
Brockton, providense
Brockton en hospital!
Brockton Hospital or Family
Burlington

Couldn't go to my follow up appt at Charlton Memorial Hospital EP lab to get my pacemaker checked because I didn't have a pt one form
CVS Pharmacy in South Attleboro, BAMSI (place of employment), Market Basket in West Bridgewater, ALDI in Raynham
Foxborough Health Center
Good Sam Brockton
Hospital de Boston, N front
Hospital de providence, hospital de Boston
Hospital, cita con abogado, la inglesia
I have surgery coming up in May at Tufts don't know how I am going to get there. Also, need to get to airport in Providence on May 10. Taxi is going to cost \$100 please help.
Jamaica Plan VA, Brockton Goddard Hospital, Stoughton
Newton Wellesley Hospital
Trabajo y hospital de Boston.
University orthopedics Easton and Compass Medical Middleboro
WIC (Attleboro and Taunton, Fuel Assistance programs in Attleboro and Brockton, DTA in Taunton
Work in the industrial park Taunton, Dr appts in RI
Yoga, Acupuncture & Westport beaches

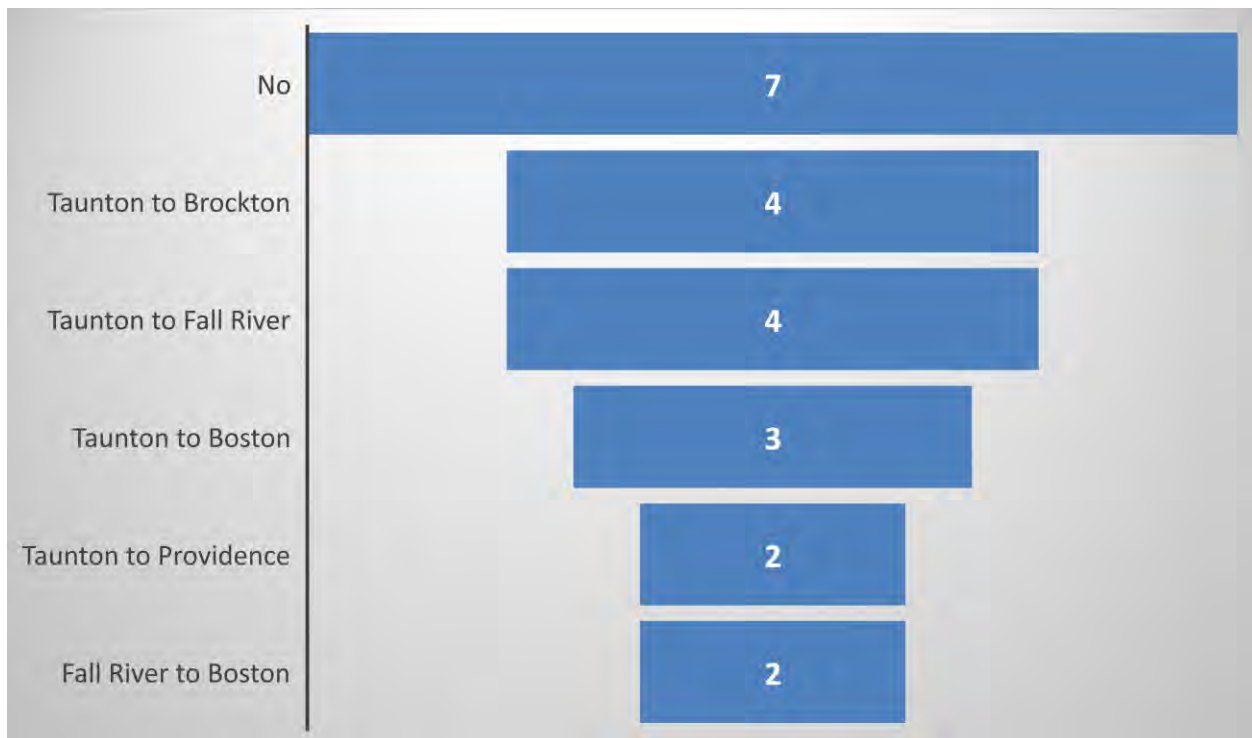
Question 9: In the past 12 months, have you missed a doctor appointment or work (or didn't get/apply for a job) because you had no transportation?



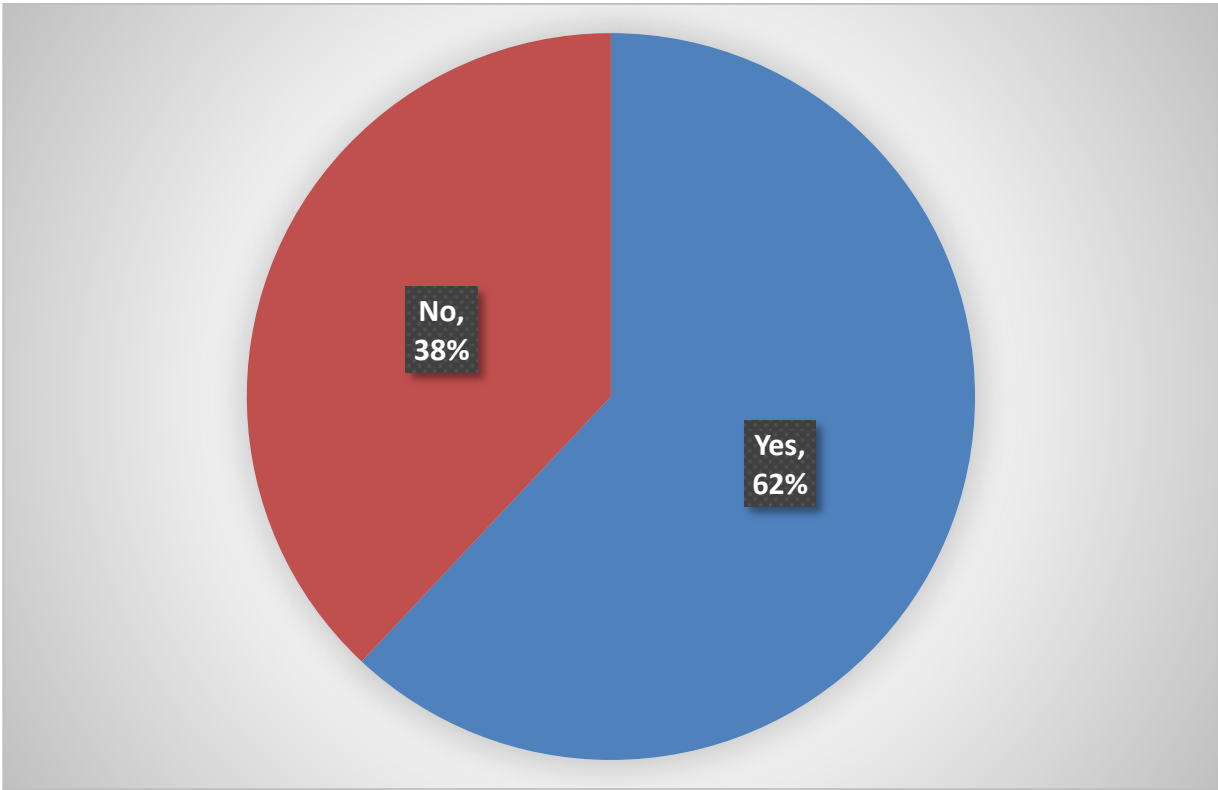
Question 10: What are the top 3 types of trips that are hardest for you to get transportation to.



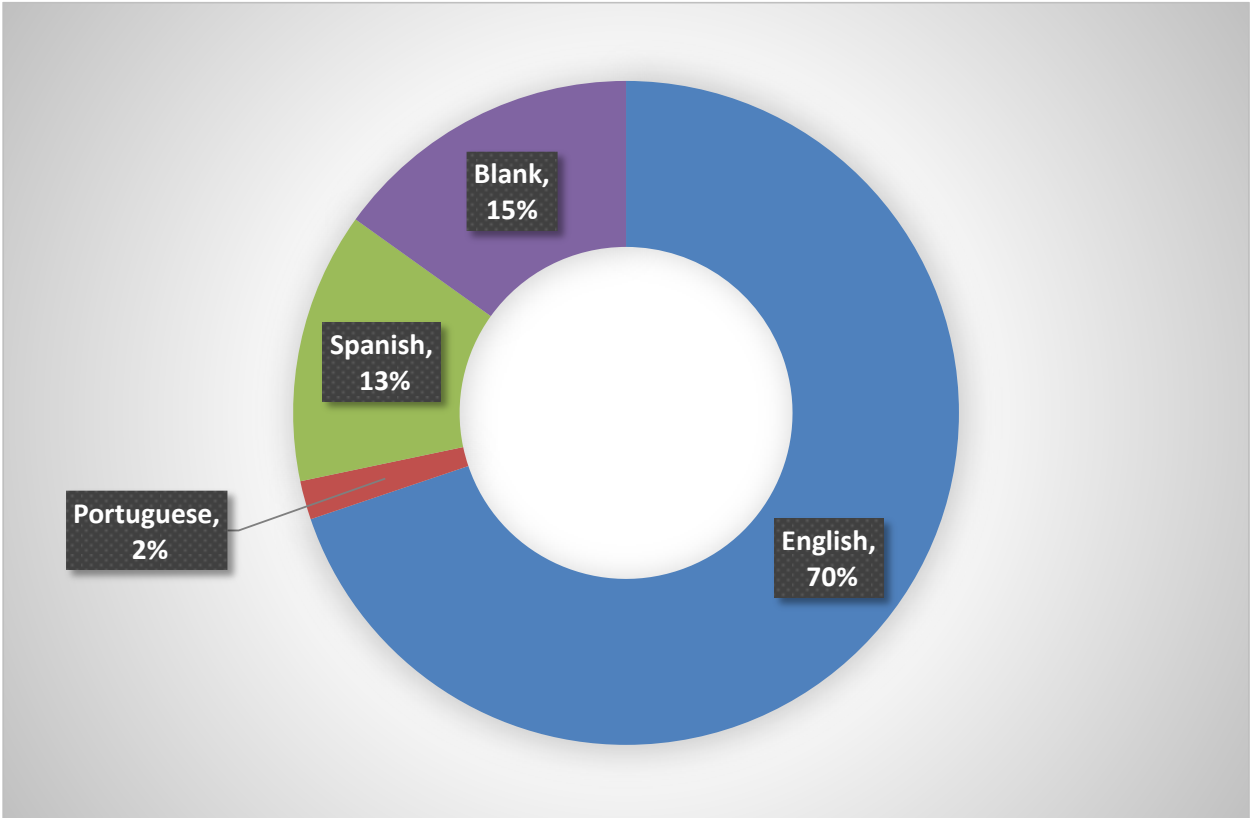
Question 11: Are there any intercity connections that would be helpful to you? (top 5 responses)



Question 12: Would you be interested in travel training that would help you learn how to get around using public bus routes?



Question 13: In what language did you take this survey?



Question 14: Please share any additional comments, questions, or specific details regarding your transportation issues.

- We have some of the top doctors and medical facilities in Boston but getting there and finding parking is very stressful. I have resorted to using a car service with vetted drivers when needed. The cost is a little over \$200.00 for a one way trip.
- Transportation to major museums would be fantastic!
- Tener un mejor horario, donde pasen los buses porque pasan cada 30 minutos y uno puede sus citas por lo mismo.
- Sidewalks are vital to walking. There are currently many sidewalks that are in disrepair. For instance, there are dips and cracks as well as frost heaves. I have had friends fall and one broke her shoulder on a sidewalk. This should be a top priority.
- No weekend transportation, no buses in evening, limited services even in city for grocery shopping especially
- Need rides to pharmacy. Dial-A-Ride cannot always accommodate cannot take two trips wit Dial-A-Ride each day
- Necesitamos techos en las paradas de bus, para defenderse de la lluvia, nieve o calor principalmente para los bebés.
- My parents are still alive so they take me shopping, Only issues is inclement weather or cold I Don't always feel like riding my bike.
- Me gustaria que cada parada de autobuses tubiera como minimo unca casita donde poder protegerse de la lluvia o del clima en si ya que las personas que necesitamos este servicio estamos a la interperie y es una necesidad basica como seres humanos.
- Like buses to everywhere
- I went 2 years with no car. I found out then no bus routes in Swansea anymore. I would rather use public transport than driving and parking.
- I wait 1/2 hour and bus never shows up. Taxi makes me load my own walker in trunk. Checker bac very unreliable and long time waiting. Please help me. My happiness is at stake.
- I use a walker. Need transportation that meets that need.
- I shop once a month on the last business day when my retirement comes!
- I have had cancer twice and all dr appts were unfortunately in Boston. I have anxiety attacks when driving there so need to get a PT form through Medicare for rides and have missed appts because the rides through Medicare are not always reliable
- I eliminated car driving apx 8 years ago to reduce my carbon footprint. I am limited in the times I can get to and from social events (for a reasonable cost, as well as, reliable transportation). Also, to get to the beaches is impossible.
- I answered for future reference as I currently have transportation available, which may not be the case.

- I am currently able to get myself everywhere I need to be, but I understand that I will eventually be in need of some type of public transportation. Looking forward to seeing results of this survey.
- How about some funding for senior centers to have their own mini-buses? North Attleborough has struggled with this for too long. These could possibly be used to connect the towns on the Northern Bristol and Norfolk county locations.
- GATRA is disrespectful to its riders don't understand that people with disabilities work and have other things in their lives that fulfil them, last minute cancellations, forged signatures of riders
- Español !! Fue la encuesta
- Es importante tener una protección del clima en las paradas de buses ya que uno espera 40 minutos y no tiene donde protegerse de la lluvia ni el calor o mínimo donde poder sentarse.
- En español se izo está en cuesta
- El bus tarda en pasar y me moje con mi bebé en la parada de bus
- Don't need transportation now but may in the future
- Casitas en las paradas de bus
- Assonet needed buses to neighboring cities, not a train. Poor planning.
- As long as I don't lose my medical rides things will be ok.