

APPENDIX B – ADDITIONAL INFORMATION ABOUT TRANSPORTATION SERVICES TO ACCOMPANY APPENDIX A TABLE

This summary is designed to accompany Appendix A. The most recent version can be viewed online at <http://swcrpc.org/a2b-mobility-project/>.

Things can change fast in the public transportation realm – there are many services, services get modified every so often, and sometimes we even get new opportunities! If you are actively using this information to find a ride, please regularly check back at the website for updated versions.

An online interactive map of services and service areas can be found at <http://swcrpc.org/a2b-mobility-project/>

Please note:

- Any potential rider should check directly with the list transportation provider if they have any questions about eligibility
- Each organization has their own “buzz words” that are helpful for determining eligibility. Please see Appendix B for descriptions of service that include key words and descriptions where know.
- “Wellness” has a variety of meanings – please see section 5.2 for an explanation of what “wellness” means within the context of this transportation project

STATE PROGRAMS AND THEIR LOCAL PROVIDERS

Southeast Vermont Transit (SEVT) (including The Current)

Formerly known as Connecticut River Transit, SEVT is the main public transportation provider in the Study Area. They provide a wide variety of services, primarily using funds from VTrans/ FTA which they match with local funds (Town funds and private companies) and from Medicaid. They provide services using a variety of different vehicles:

- Full size buses
- Small buses
- Minivans adapted for ADA compliance
- Volunteer drivers using their own vehicles
- Contract out some rides to other companies such as Golden Cross, Days In Town and Brattleboro Taxi

To give an idea of scale, in fiscal year 2016 (July 1, 2015 – June 30, 2016) SEVT provided:

- 30,029 medicaid bus trips costing \$2,473,847 and covering 217,577 miles
- 5,625 rides on the Springfield in-town route costing \$89,571 and covering 29,970 miles
- 3,816 General Public Dial-A-Ride trips costing \$73,593 and covering 22,318 miles
- 15,092 E&D bus rides costing \$604,683 and covering 110,568 miles
- 800 E&D shopper rides to Claremont costing \$7,393 and covering 1,770 miles
- And many other rides on its other fixed route services!

Stagecoach¹

Stagecoach is a public transit provider who provides similar services to SEVT, except for the area which starts in Hartland/ Woodstock and extends northward. It should be noted that while most of the time there are

¹ Information from Aaron Little, Stagecoach, 10/12/2016

exact equivalents between SEVT and Stagecoach, the two operators have different definitions of “Dial-A-Ride” and run their E&D programs slightly differently.

Elders and Persons with Disabilities (E&D) Program

Local E&D committees meet regularly around Vermont. SEVT provides services for the service area of the Southern Windsor and Windham County E&D Committee which includes representatives from SEVT, SHAD, Bellows Falls Senior Center, Gathering Place (Brattleboro), Senior Solutions, SWCRPC, local hospitals and Windham Regional Commission. The committee meets about 6 times a year and are primarily responsible for discussing the level of service that the transit providers provide given the amount of E&D (Section 5311) funds remaining for the year. Several of the organizations on the committee provide local match for the E&D funds that VTrans give.

Service provided by SEVT is currently limited to (as of January 2017):

- dialysis treatment at 2 per week
- cancer at 3 per week
- out of town medical trips at 3 per month and can only be within 25 miles of SEVT’s service area
- Springfield in-town dial-a-ride (including medical trips) - unconstrained
- shopping trips to Walmart by Brattleboro Taxi – unconstrained

Services for the Stagecoach service area is coordinated by a different E&D committee coordinated by TRORC. See section 2.3 for more information.

SEVT Shopping trips by van

Twice a month shopping trips from Chester and Springfield to Claremont NH are provided using funds from the Elders and Persons with Disabilities (E&D) Program. As with all other services funded through the E&D program, this services is provided on the condition that funds are available (as prioritized by the E&D Committee). SEVT provides the ride. Key characteristics of this service include:

- 1st and 3rd Mondays
- Riders must call ahead SEVT to confirm they will be riding.

Stagecoach Shopping trips by van²

Twice a month shopping trips from the Thompson Senior Center to West Lebanon NH are provided using funds from the Elders and Persons with Disabilities (E&D) Program, using Stagecoach vans. Key characteristics of this service include:

- 1st and 3rd Wednesdays
- Riders must sign up at least 24 hours in advance through the Thompson Senior Center
- Exact stops in West Lebanon can be arranged with the driver on the day.
- For residents of Barnard, Bridgewater, Pomfret, and Woodstock

Bugbee Senior Center Rides³

The Bugbee Senior Center provides “quick stop” grocery shopping after lunch on Mondays and Fridays to the White River Co-op. This service is only available for those who come to the center for lunch, and who live in Hartford, and limited parts of North Hartland and Norwich.

² Information from Anila Hood, Senior Solutions, 2/28/2017

³ Information from Anila Hood, Senior Solutions, 2/28/2017

Southwestern Community Services (SCS)⁴

Since October 2016 Southwestern Community Services (SCS) has been providing transit services in Sullivan County NH, having taken over the service area of the former Community Alliance Transportation Services. Deviated fixed route and Dial-A-Ride services stay only within New Hampshire and specific towns. Medicaid funded services are brokered via the Portal. Key characteristics of their Volunteer Driver Program includes:

- Prefer four business days notice ahead of needing a ride so they can find a volunteer. They may be able to accommodate requests with less notice.
- Rides can only be taken for medical reasons, although prescription pick up on the way home may be facilitated.
- “Origin and Destination Service” provided as needed by the client as far as Door-to-Door service
- If they cannot provide the ride, they primarily refer clients to local taxi companies who may give a decent rate for medical-related rides.

Sullivan County Regional Coordinating Council⁵

Similar to the Vermont E&D Committees, this committee reviews funding allocation for Section 5310 funds in Sullivan County, NH, as well as coordinating other transportation services in the county. The council is run by the Upper Valley – Lake Sunapee Regional Planning Commission. In March 2015 the council provided funding for 441 trips that provided 521 hours of service using 21 volunteer drivers and covered 11,669 miles.

Home Healthcare, Hospice & Community Services (HCS)⁶

Funded in the same way as the E&D committees (Section 5310 and part of the Monadnock Regional Coordinating Council), HCS Services based out of Keene NH have the ability to transport people who are on their route to the VA Medical Center and DHMC on their Wednesday trips. Key characteristics of the service include:

- Rides are only available on Wednesdays and riders must meet the bus at a central local that is close to their existing bus route from Keene to the VA Medical Center and DHMC (Route 12 from Keene to Walpole/ Westminster and then the I-91 corridor for the rest of the route). Examples of pick up spots include Shaws in Walpole or one of the I-91 Park and Ride Lots.
- Rides are free of charge
- Riders must have appointments on Wednesday and are requested to make it between 9am and 1pm so that no rider is waiting around too long.
- Riders must register as a rider.
- Rides must be reserved on Monday at the latest.
- Riders who are 60 years or older, and/or have an ADA defined disability are given preference. Other riders are taken on a first come, first serve basis.

Health Transit/ Springfield Medical Care System (SMCS) Community Health Team (CHT)⁷

Created in 2012, the Community Health Team has obtained funds to meet needs that cannot be met through other existing services. Initially services were funded through a Holt Foundation Grant, but since mid 2015 services have been funded through the US Health Resources and Services Administration (HRSA). As part of fulfilling transportation needs, the committee has provided funding to meet some needs with insufficient funding in the E&D Program. The fund a variety of services including gas cards, taxi rides and some other rides.

⁴ Information from Terri Paige, Southwestern Community Services, 1/18/2017

⁵ Information from Pat Crocker, Upper Valley – Lake Sunapee Regional Planning Commission, 2016

⁶ Information from Michael Acerno, HCS Services, 2/1/2017 and www.hcsservices.org/transportation/medical-transportation/

⁷ Information from Mo Shattuck, 2016

Ludlow Municipal Transit System⁸

Run by the Town of Ludlow (not Village of Ludlow), this service was originally started as a replacement for the schools running the buses. The service is closely aligned with the local school schedule. Key characteristics of this service includes:

- Early morning and mid-afternoon run only – to coincide with school starting and closing
- Only runs late August through mid June each year
- May not run entire route if school child does not need a trip
- Does not run if school is closed

Transportation for Veterans⁹

Veterans Affairs can provide transportation for any veteran with a “VA authorized appointment”. In 2016 they were providing approximately 850 rides per month to Vermont and New Hampshire residents. Rides are provided by drivers with vans. Key characteristics of this service include:

- Prefer client to call minimum of three business days before need transportation
- VA has limited resources (drivers and vans) so may have to prioritize transportation by:
 - First-come-first-serve
 - Need – e.g. wheelchair, is there a nearby fixed route that could provide the ride
- If cannot provide the ride, they make referrals for:
 - Vermont residents to Disabled America Vets (DAV), Veterans Outreach Teams and Senior Solutions
 - New Hampshire residents to Easter Seals NH and National Guard Care Coordination (Although they recommend calling VA to help residents find appropriate contact information)
- If the veteran has a wheelchair or needs an ambulance they need to meet additional requirements. If requirements met either use either contracted service like Care Plus or Golden Cross, or one of the wheelchair accessible vans
 - “Beneficiary travel”/ administrative requirement that service connected or meets income requirements
 - “Clinical” requirement from provider

Volunteer Transportation Program provided by the Vermont Association for the Blind and Visually Impaired (VABVI)¹⁰

Clients of the VABVI must meet certain criteria to be eligible for volunteer transportation program. Their program is a “ride of last resort” – ie the client must have tried other options before asking for assistance. The Brattleboro office coordinates services for Windham, Windsor and Bennington counties. Services are provided by VABVI’s own volunteer driver pool if possible. When they cannot provide the ride, they subcontract to SEVT or Stagecoach (depending on where client lives). Key characteristics of this service include:

- Eligibility: VABVI must have an eye report on file that verifies the client is eligible for transportation services based on their most recent acuities and/or a field of vision.
- Limitations: Due to the stipulations within their State & Federal Grants, VABVI are considered the “ride of last resort”. If clients are capable of using existing public transportation VABVI will assist them in making that connection. If public transportation, or other local agencies are not a viable option, then they will try to fill the request with a VABVI Volunteer.
- Parameters:

⁸ Information from Pam Cruikshank, Town and Village of Ludlow Office Manager, 9/12/2016

⁹ Information from Carol Hitchcock, Mobility Manager for Veterans Affairs (VT and NH), 9/12/2016

¹⁰ Information from De Haskell, VABVI Brattleboro Office, 9/12/2016 and 10/28/2016

- Desire a week’s notice.
- Cannot “guarantee” that we will be able to fill all requests.
- Try to connect clients and volunteers within a 15 mile radius of each other. When that is not possible, we ask the client to cover the difference in cost.
- VABVI offer clients:
 - 12 “free” personal trips per year.
 - Medical trips for NON-MEDICAID clients. (After any possible “free” trips from their VPTA Provider.)
 - Basic local grocery/pharmacy shopping & laundry trips.
 - Non-transportation requests for a volunteer reader to assist the client with misc. paperwork.

Ready to Go Program for Reach Up Clients ¹¹

Run by Good News Garage (part of Ascentria Care Alliance), the Ready to Go Program provides rides for Reach Up¹² clients by case manager referral¹³. Good News Garage employs 21 drivers statewide and provides the vans for transportation, with 2 drivers serving the District that covers most of Windsor County’s Towns. Key characteristics of the service include:

- Rides can only be organized by Reach Up case manager. Rider cannot change the ride, but can cancel it.
- Rides can only be for childcare, work and job searching purposes. No medical trips
- If they cannot provide the ride they let the Reach Up case manager know so they can help the client find a ride from another organization

Springfield Area Parent Child Center and the Department of Children and Families (DCF)¹⁴

Since March 2016 Springfield Area Parent Child Center has had a contract with L&M Family Caregivers through the Child Development Division. Eligible children are transported to child care within their region, that stretches between Westminster, Athens, Londonderry, Ludlow, Reading and Windsor (including all the towns in between). When there is a child in need of a ride to child care, and is eligible through the CDD child care Financial Assistance Program, and fits the criteria Lori Johnson works with the family to arrange the ride. Rides need to be set up in advance, with families completing some paperwork. Currently their funding allows for transportation of six children. Children can be transported without a parent, but a parent can ride if they wish.

LOCAL COMMUNITY GROUPS

Community Cares of Chester and Andover¹⁵

For 20 years Chester and Andover residents are eligible for assistance through Community Cares of Chester and Andover. Providing more than just transportation assistance, they focus primarily on helping seniors to stay in home longer safely so that can include medical appointments, errands, library visits, shopping/ food

¹¹ Information from Laurie Drew, Ready to Go Program, 9/21/2016

¹² *Reach Up* is a Vermont program that helps eligible parents to gain job skills and find work so they can support their minor, dependent children. <http://dcf.vermont.gov/benefits/reachup> . It the principal Temporary Aid to Needy Families (TANF) program in Vermont (Vermont TANF State Plan Renewal 2015 – 2018. <http://dcf.vermont.gov/sites/dcf/files/ESD/Report/TANF-Renewal-2015-2018.pdf>) .

¹³ The Ready to Go Program should not be confused with the “Wheels To Work” Program that is also provided by Good News Garage for some eligible Reach Up clients. Wheels to Work provides vehicles for eligible clients, while Ready to Go provides the rides. For more information visit <http://www.goodnewsgarage.org/GNG-Programs>

¹⁴ Information from Lori Johnson, Childen’s Integrated Services, Specialized Child Care, Springfield Area Parent Child Center, 9/29/2016 and 9/30/2016

¹⁵ Information from Deb Armstrong, Community Cares, 9/12/2016

shelf, deliver food if needed. Volunteer drivers do not receive any compensation for mileage. Key characteristics of their transportation service include:

- For large facilities like hospitals driver can stay with client if they wish, meeting them in the waiting room when they come out of the appointment.
- Prefer call minimum of two business days before need assistance
- Request a donation of what the client can afford to be sent to Community Cares rather than given to driver
- Provide door-through-door service
- If cannot provide the service, try to help the client to make connections to other assistance such as Senior Solutions and local churches.
- Currently do not have any specific funding, but do small fundraisers e.g. apple pies.

Volunteers in Action (ViA) ¹⁶

Focusing on the area around Mt Ascutney Hospital, Volunteers in Action has been providing service for residents of towns near Windsor in both Vermont and New Hampshire. They provide more than just transportation assistance, and have a simple mission to “connect neighbors with needs and people who care”. Volunteer drivers receive some compensation for their mileage using funds from Mt Ascutney Hospital. Key characteristics of their transportation service include:

- Clients need to have enough mobility to get into car on their own
- Some volunteer drivers may take clients with oxygen
- Provide grocery shopping rides
- Cannot provide regular ongoing rides (e.g. cancer treatment, dialysis)
- Small donations from clients are requested

Just Neighbors¹⁷

Started thirteen years ago, Just Neighbors provides services around the Weston and Londonderry area¹⁸. While their core services focus on providing fuel wood and transportation for those in need, they provide many other services for their neighbors. Volunteer drivers are recruited from the local area primarily by word of mouth and do not receive any compensation for mileage. Key characteristics of their transportation service include:

- While it is preferred that clients try to schedule their ride at least 48 hours in advance, same day service may be provided if a driver is available.
- Rides can be for any purpose – medical, wellness or other quality of life, although it is preferred not to be reasons like regular hair appointments.
- No donations or fares are requested. If clients provide donations they are used for the wellbeing of other clients.
- If a person has a mobility issue so they require assistance getting in or out of a vehicle, they would need a caretaker to accompany them.
- If they cannot provide the ride they refer to one individual who belongs to the organization who charges a fee, although they would be interested to know about other local services who they can make referrals to.

¹⁶ Information from Martha Zoerheide, Volunteers in Action, 9/12/2016

¹⁷ Information from Melina Menzies, Just Neighbors, 9/22/2016

¹⁸ Unfortunately their service area recently had to shrink so it no longer includes Chester, due to insufficient volunteers to cover that area.

Aging in Hartland¹⁹

Started about five years ago, Aging in Hartland fields questions and helps seniors, but for transportation refers both its volunteers and clients to Volunteers in Action.

Local group coordinated by Bill Cooley²⁰

Bill Cooley founded Londonderry Cares but that group has now disbanded. Bill now provides rides to people around the Londonderry area with the help of about 8 volunteers from a local church.

Springfield Restorative Justice Center²¹

Springfield Restorative Justice Center provides rides to court for those who are on the active parole list.

Greater Falls Community Justice Center²²

Based out of Bellows Falls, the Greater Falls Community Justice Center provides rides for people supervised by the Department of Corrections via “Community Navigators” – i.e. those on parole, probation or furlough – who are in Rockingham (any village), Athens, Grafton and Westminster. They cannot guarantee a ride, but try to accommodate needs whether through bus tokens, gas cards or provide the ride themselves. They drive approximately 5,000 miles a year providing rides for their clients.

NATIONAL CHARITIES

American Cancer Society Transportation²³

The American Cancer Society can provide rides for cancer treatment. All rides are provided by volunteers who are reimbursed for gas. Key characteristics of this service include:

- Client must be about to get in and out of vehicle on their own
- No limit to how many rides (ie can be regular treatment like chemotherapy)
- Cannot use the service for related trips such as prescription pick up
- No fare or donation requested
- Call minimum of two business days before need transportation
- If cannot provide the ride, they make referrals:
 - Need to know Zip Code to access the “Resource Database”
 - Can submit new resources to their database at <http://www.cancer.org/myacs/app/submit-a-resource.aspx>

PRIVATE SERVICE PROVIDERS

Golden Cross Ambulance Services²⁴

While Golden Cross are best known for providing ambulance service through contracts with various towns in New Hampshire and Vermont, they also have six wheelchair vans for private pay taxi service. Sometimes the local transit provider (e.g. SEVT) will ask Golden Cross to provide a ride if they cannot. Key characteristics of the service include:

- Private pay wheelchair taxi service
- Same day service can be provided if staff and vehicles are available. Prefer longer notice to schedule ride
- All return trips are “will call” and will meet needs if they can

¹⁹ Information from Tom Ripley, Aging in Hartland, 9/29/2016

²⁰ Information from Bill Cooley, 1/31/2017

²¹ Information from CHT Transportation Meeting – Jenny White, Springfield Restorative Justice, 9/26/2016

²² Information from Biana Zaranski, Greater Falls Community Justice Center, 2/10/2017

²³ Information from Jeff on American Cancer Society general hotline, 9/12/2016

²⁴ Information from Allyn Girard, Golden Cross Ambulance Services, 9/13/2016

- Rides can be taken for any reason – medical, wellness or other

L & M Family Caregivers²⁵

L & M provide a variety of private pay services including transportation. Services focus around Springfield and its surrounding towns, although transportation for residents of other towns may be available upon request. Sometimes the SMCS Community Health Team will ask L&M to provide a ride if a client needs it. Key characteristics of the service include:

- Rides can be taken for any reason – medical, wellness or other
- A fare is charged for the ride
- Door through door service can be provided

Days in Town Taxi²⁶

This taxi service covers in-town trips in Springfield, including trips to and from the hospital. While the main service hours are 6am to 6pm, they may provide services after hours if an emergency.

Uber

According to a Valley News article²⁷ in February 2017 there are currently 3 drivers registered in the Upper Valley area, but it is unknown exactly which towns are covered by this service. Riders can request a ride through the uber app (available from www.uber.com).

Currier's Courier²⁸

Started in January 2017, this service has started small and focuses on Newport NH and its neighbors. Key characteristics of the service include:

- Provides a wide variety of services beyond the typical medical rides – including bringing items to someone (e.g. groceries) or do trips for nursing home visits. For examples of the types of trips, see www.facebook.com/Alcurrierscourier
- Weekend service – particularly for taking people home from bars www.facebook.com/gethomesafenewportnh

Best Taxi Service (Ludlow)²⁹

This service runs seasonally on Friday and Saturday nights between 6pm and 2am around the Ludlow area while the ski resort is open. Resorts and hotels can schedule additional rides at other times.

Best Taxi Service (Claremont)³⁰

Providing rides around the Claremont area, Best Taxi primarily travels along the Connecticut River valley and can provide same day service.

Door to Door Driving Services³¹

Started in 2016, Door to Door Driving Services provide car services that focus on the Plainfield NH area and its neighbors. Key characteristics of the service include:

- Cars and small bus available for rides

²⁵ Information from L&M Family Caregivers, 9/21/2016

²⁶ Information from Kim, Days in Town, October 2016

²⁷ John Lippman, *Ride On, Upper Valley. New Transportation Services, including Uber, Arrive.* Sunday, February 5, 2017, Valley News

²⁸ Information from Alec Currier, Currier's Courier, 2/24/2017

²⁹ Information from Richard, Best Taxi (Claremont), 3/13/2017

³⁰ Information from Diana, Best Taxi (Claremont), 3/13/2017

³¹ Information from Mark Horne, Door to Door Driving Services, 2/24/2017

- Service includes long distance runs to airports
- Minimum cost of \$65 for an hour

Upper Valley Ride (UVRide)³²

Based out of West Lebanon, Upper Valley Ride focuses on providing car services for people living in the core Upper Valley areas, although they can provide rides to people living outside these areas with an upcharge.

Key characteristics of the service include:

- Cars, vans and small buses available for rides
- Service includes long distance runs to airports
- Minimum cost of \$55 for an hour

DASH Transportation Company³³

Started in January 2017, this car service aims to provide a variety of useful services with no limit of where they travel to. Key characteristics of the service include:

- \$20 for first 15 minutes and then \$2 for each minute afterwards
- Door to door service although do provide some assistance for clients with their bags
- Can do trips to the hospital and include picking up prescriptions on way home.
- Service includes long distance runs to airports
- Can wait for pick up – charged at \$50 per hour

RIDESHARE

A rideshare is where you “share” a ride with someone else. This could be a regular carpool or vanpool, or a one off situation. Often rideshares are used for commuting, but they could be for other purposes. Often friends, family and colleagues “rideshare”. There are some services available online which can facilitate rideshares between people who have not met before, such as **Upper Valley Rideshare** and **Go Vermont! Rideshare**. Usually the people involved in the rideshare discuss who is driving, whether anyone contributes towards gas money, and other details. One of the benefits of signing up through a formal rideshare network is that they can provide reimbursements for emergency rides home – if for some reason one member of the carpool has to leave without the others for an emergency reason.

INFORMATION ABOUT ADDITIONAL SERVICES FOR NEW HAMPSHIRE RESIDENTS

For more New Hampshire information see

- *Sullivan County Public and Human Services Transportation Coordination Plan*. June 2012.
<http://www.uvlsrc.org/files/9213/5057/5630/SULLCO2012CoordPlanFinalAssemb.pdf>
- *Sullivan County Directory of Community Transportation Services*. January 2011.
<http://www.uvlsrc.org/files/9213/5057/5630/SULLCO2012CoordPlanFinalAssemb.pdf>

³² Information from Cassandra, Upper Valley Ride, 2/24/2017

³³ Information from Elizabeth Barron-Oakes, DASH Transportation Company, 2/28/2017