

# A to B Mobility Project

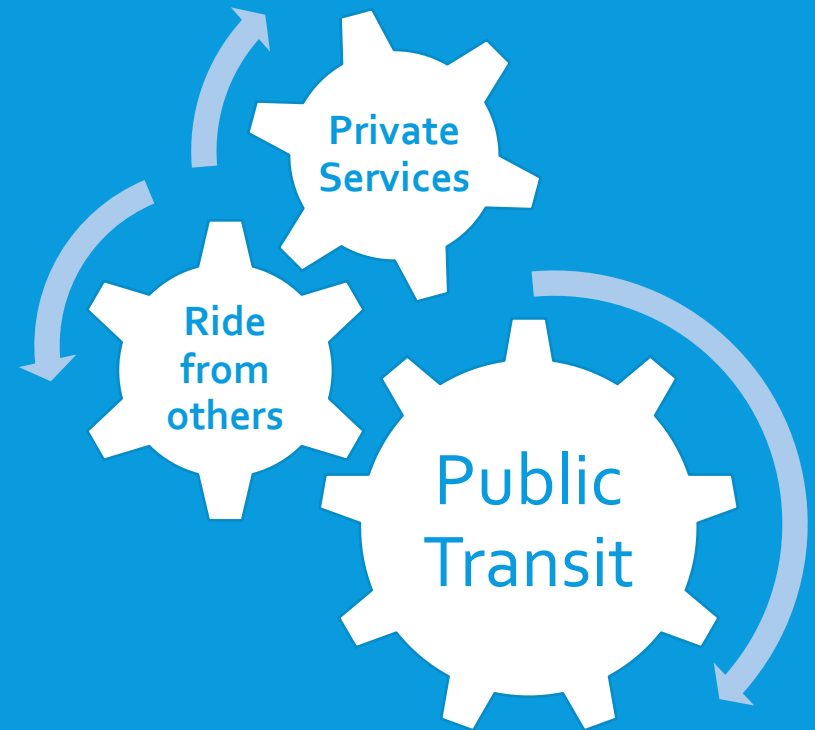
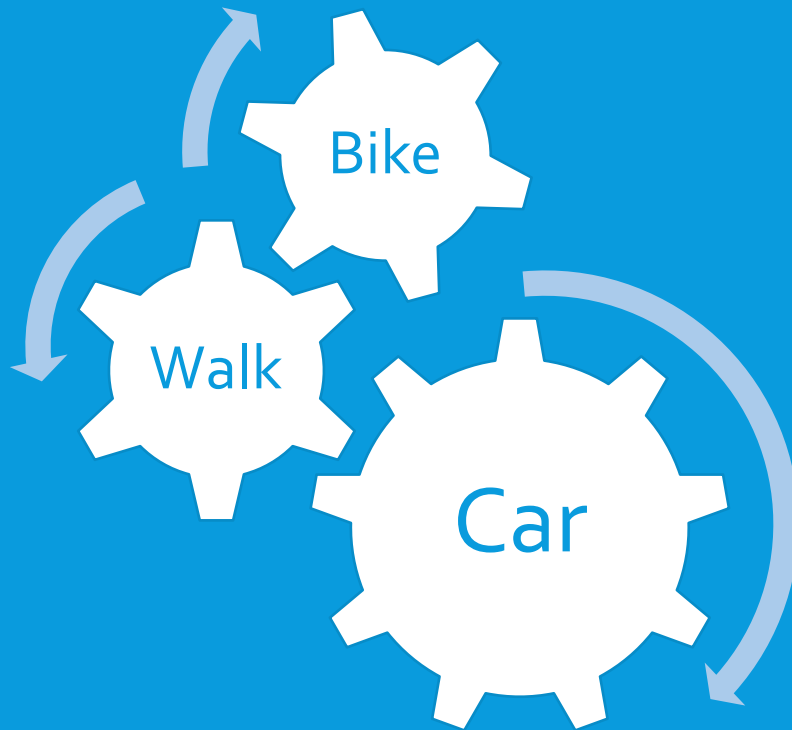
## Transportation coordination and services in and around Southern Windsor County

Presentation by Katharine Otto, Southern Windsor County Regional Planning Commission

For the Southern Windsor County Transportation Advisory Committee (TAC)

March 2017

# HOW DO YOU GET FROM A TO B?



# WHAT IF YOU COULDN'T DRIVE?



How would you get to the grocery store?



How would you get to the doctors?



How would you catch up with friends?



How would you get to your job?

# WHY CAN'T PEOPLE DRIVE?

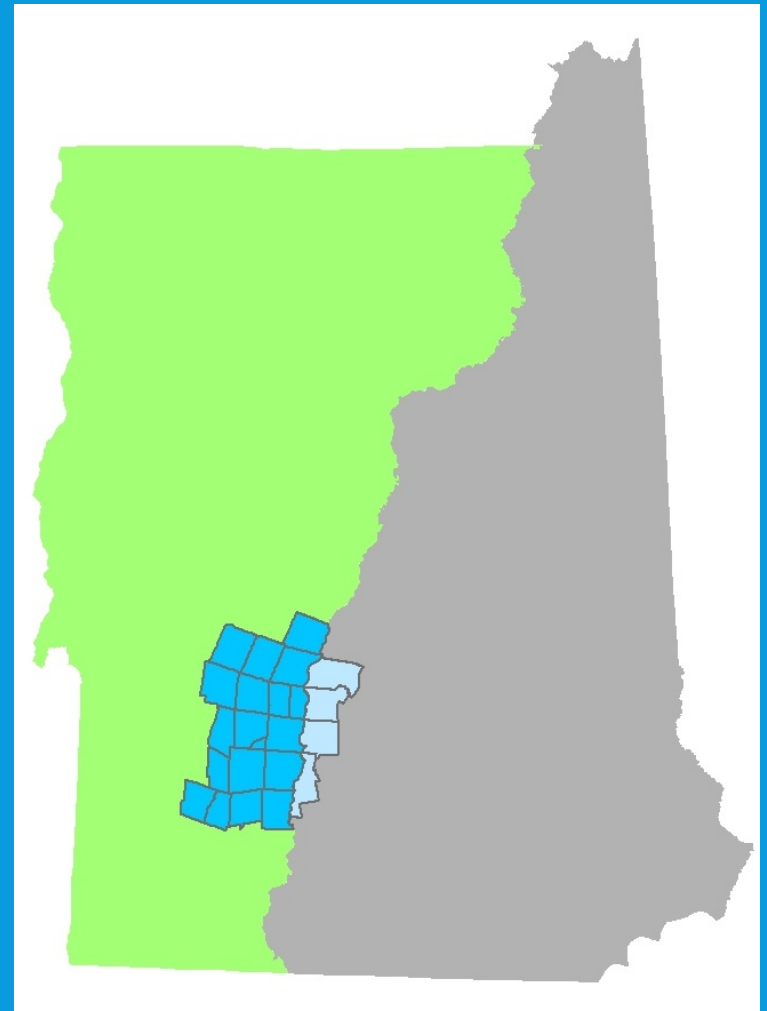
- Too young for a driver's license
- Too expensive to own and maintain a car
- Do not feel comfortable driving after dark
- Bad or failing health

# HOW MANY PEOPLE CANNOT DRIVE THEMSELVES?

- Elders
- Persons with Disabilities
- Teenagers and Young Adults
- Limited incomes
- People with limited access to a personal vehicle

# A TO B MOBILITY PROJECT

- Towns of Southern Windsor County Regional Planning Commission
- Towns within the primary catchment areas of Springfield Medical Care System (SMCS) and Mount Ascutney Hospital and Health Center (MAHHC)



# WHY STUDY MOBILITY?

- Limited fixed-route buses
- Increasing use of volunteer drivers coordinated by transit companies but not enough funds to meet needs
- Few taxi services
- Transportation needs not met by other sources – work of the Springfield Medical Care System Community Health Team



# WHAT TYPES OF TRIPS?



- Medical - appointments and acute (but not emergency) care
- Work commute and job training
- Day care/ school
- Court appearances
- Groceries and essentials shopping
- Trips to senior center/ adult day
- Trips to human service agencies



# WHAT DID WE DO?

- Made contact with a variety of stakeholders across the region
  - Transportation providers
  - Human service agencies
  - And others!
- Identified existing transportation resources
- Identified challenges and brainstormed solutions
- Online interactive map of service areas

# LIST OF SERVICES

- Over 40 different services!
- Wide variety of provision – from a few rides to hundreds a month
- Interactive online map of service areas
- Develop a process for updating the service information regularly

Do you provide transportation?

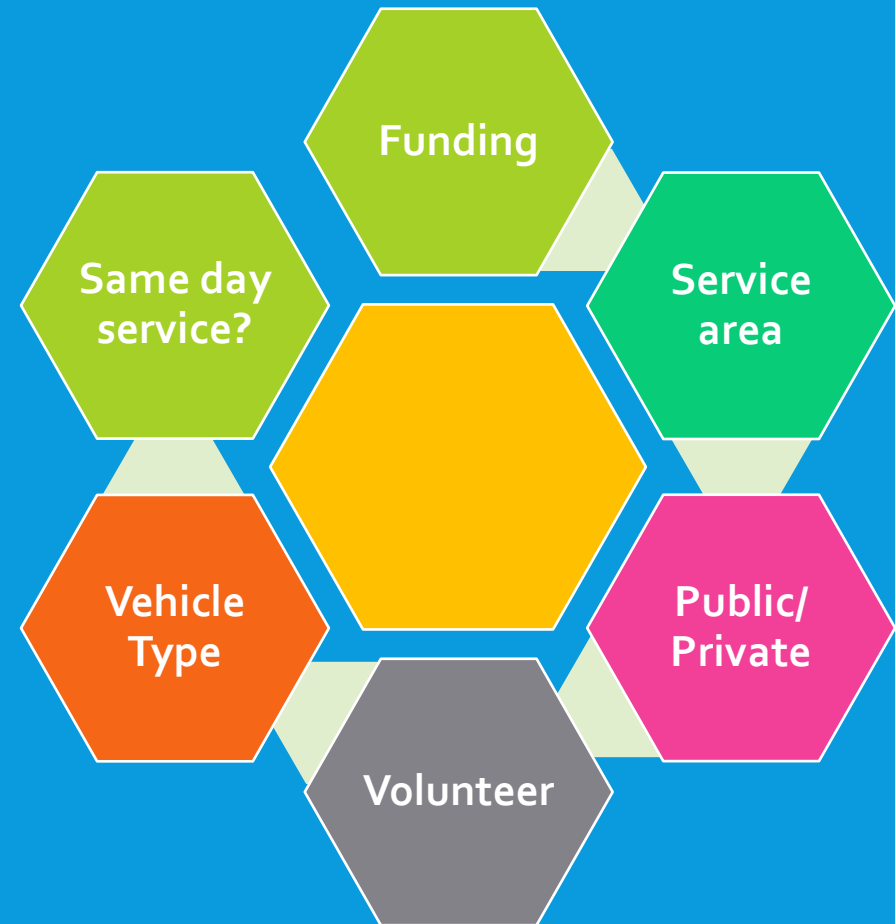
What kind of services do you provide? How are you funded?

Many phone calls!

What kinds of challenges and issues do you face?

If you cannot provide the ride, who do you refer people to?

# WHAT KINDS OF VARIATIONS IN SERVICE ARE THERE?



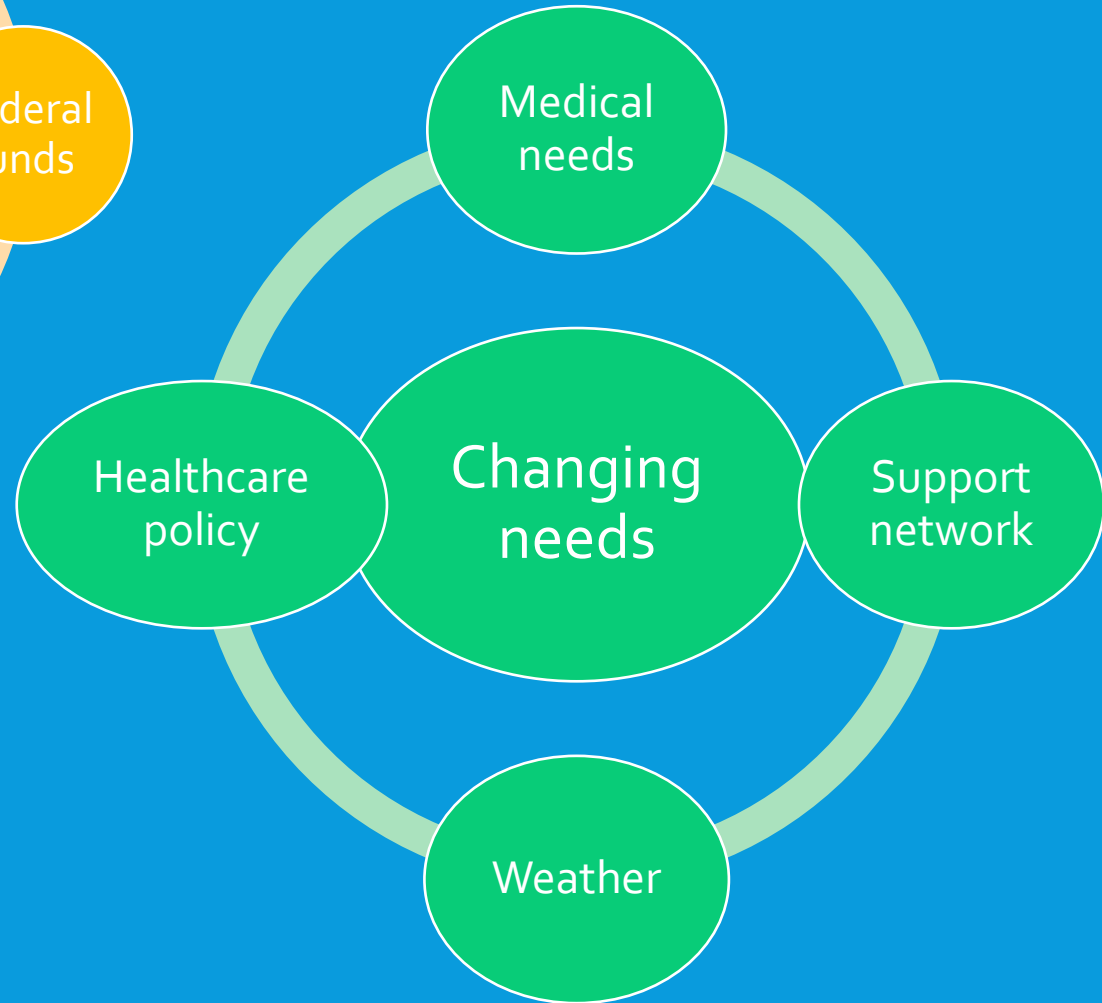
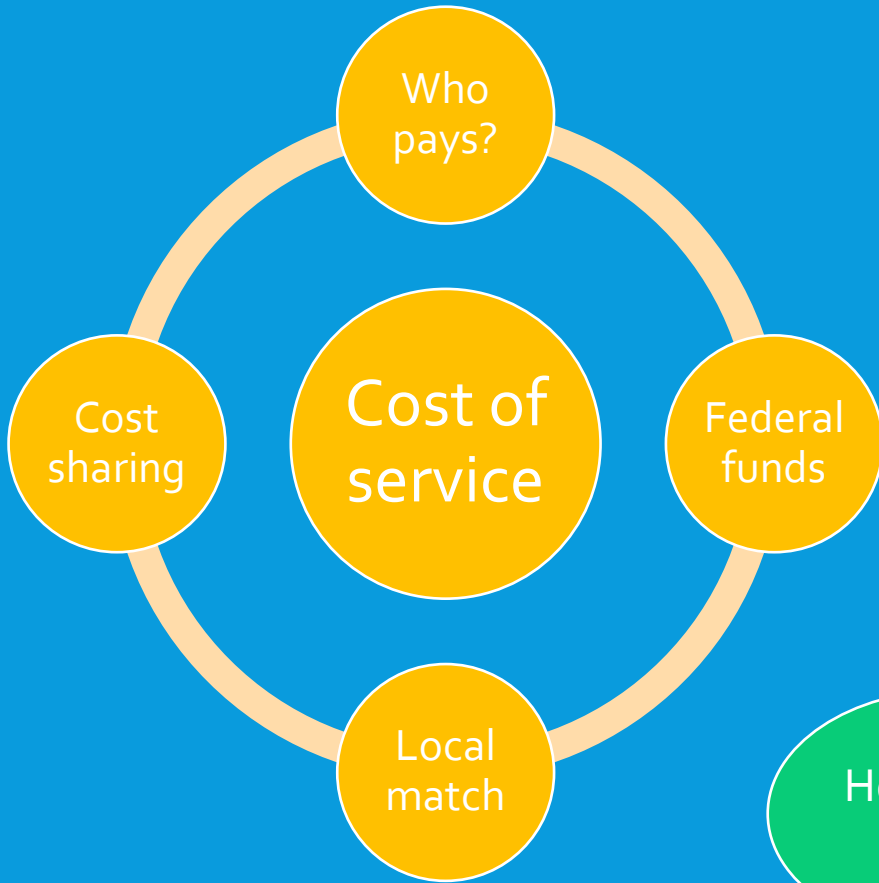
# WHAT KINDS OF SERVICES?

- Fixed route buses
- Elders and persons with disabilities (E&D) transportation
- Dial-A-Ride
- Medicaid
- Local volunteer group transportation – e.g. Community Cares groups
- Veterans Administration Transportation
- Springfield Medical Care Systems (SMCS) Health Transit
- American Cancer Society Road to Recovery Program
- Rides for Blind and Visually Impaired (VABVI)
- Reach Up Program Transportation
- Taxis
- Rideshare
- And much more!

# CHALLENGES AND OPPORTUNITIES

- Cost of service
- Changes in need
- Volunteer drivers
- Location of services
- Requesting rides in advance
- Car ownership and maintenance
- Commuting to employment
- Non-medical needs (including evenings)
- Small organizations with their own vans
- Private transportation providers
- Children and Youth

... and sources of information about services!



# Volunteer Drivers

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graph TD; A[Volunteer Drivers] --- B[Insurance and security]; A --- C[Cheapest form of transportation]; A --- D[Mileage reimbursement]; A --- E[Recruiting difficulties]; A --- F[Selection and background checks]; A --- G[Training];
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Insurance  
and security

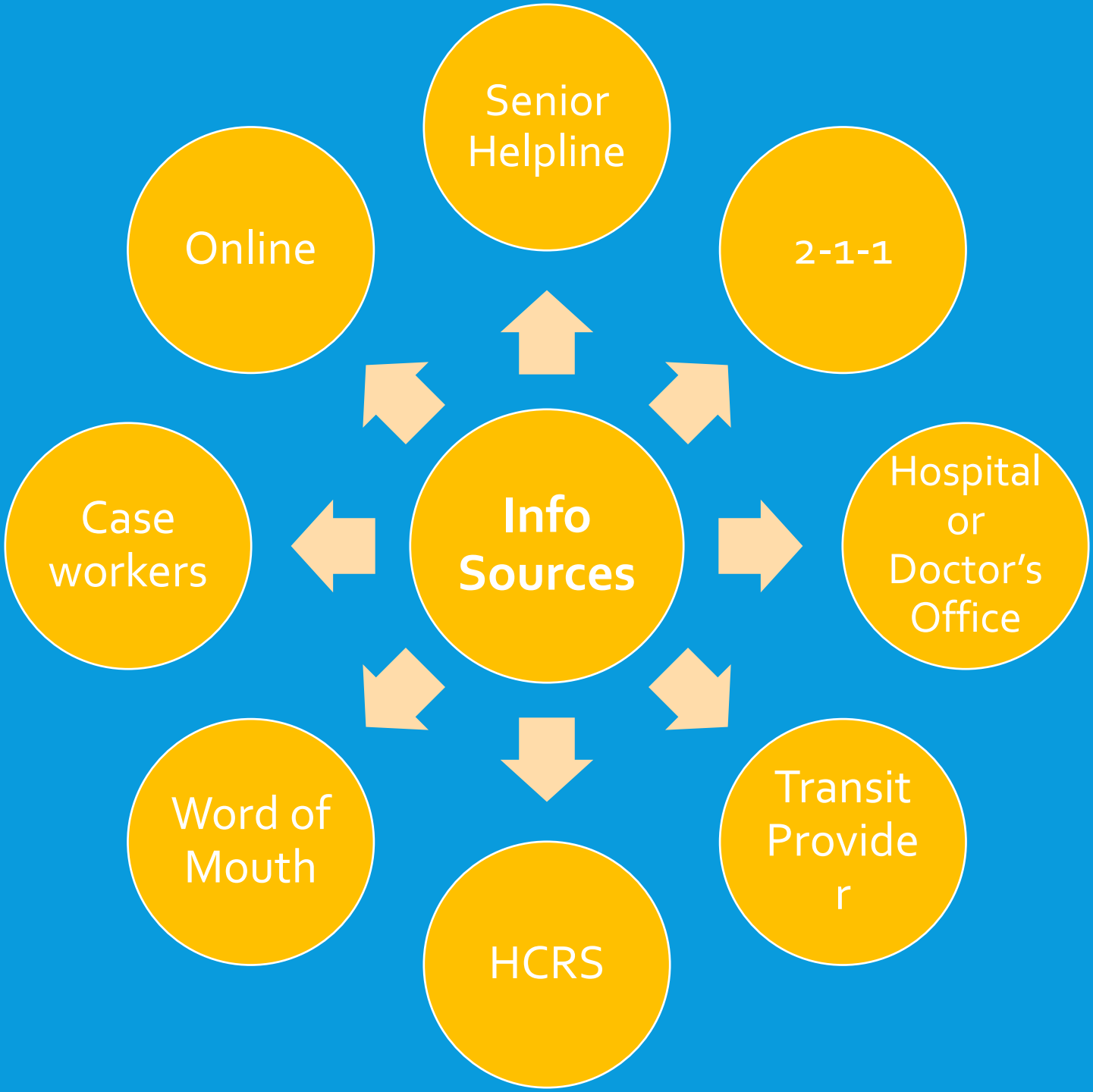
Cheapest form of  
transportation

Mileage  
reimbursement

Recruiting  
difficulties

Selection and  
background checks

Training



Senior  
Helpline

Online

2-1-1

Case  
workers

Info  
Sources

Hospital  
or  
Doctor's  
Office

Word of  
Mouth

Transit  
Provide  
r

HCRS



# QUESTIONS?



Springfield Hospital (Southeast Vermont Transit (SEVT) 2016)

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<http://swcrpc.org/a2b-mobility-project/>