

Commonwealth of Massachusetts

Executive Office of Health and Human Services

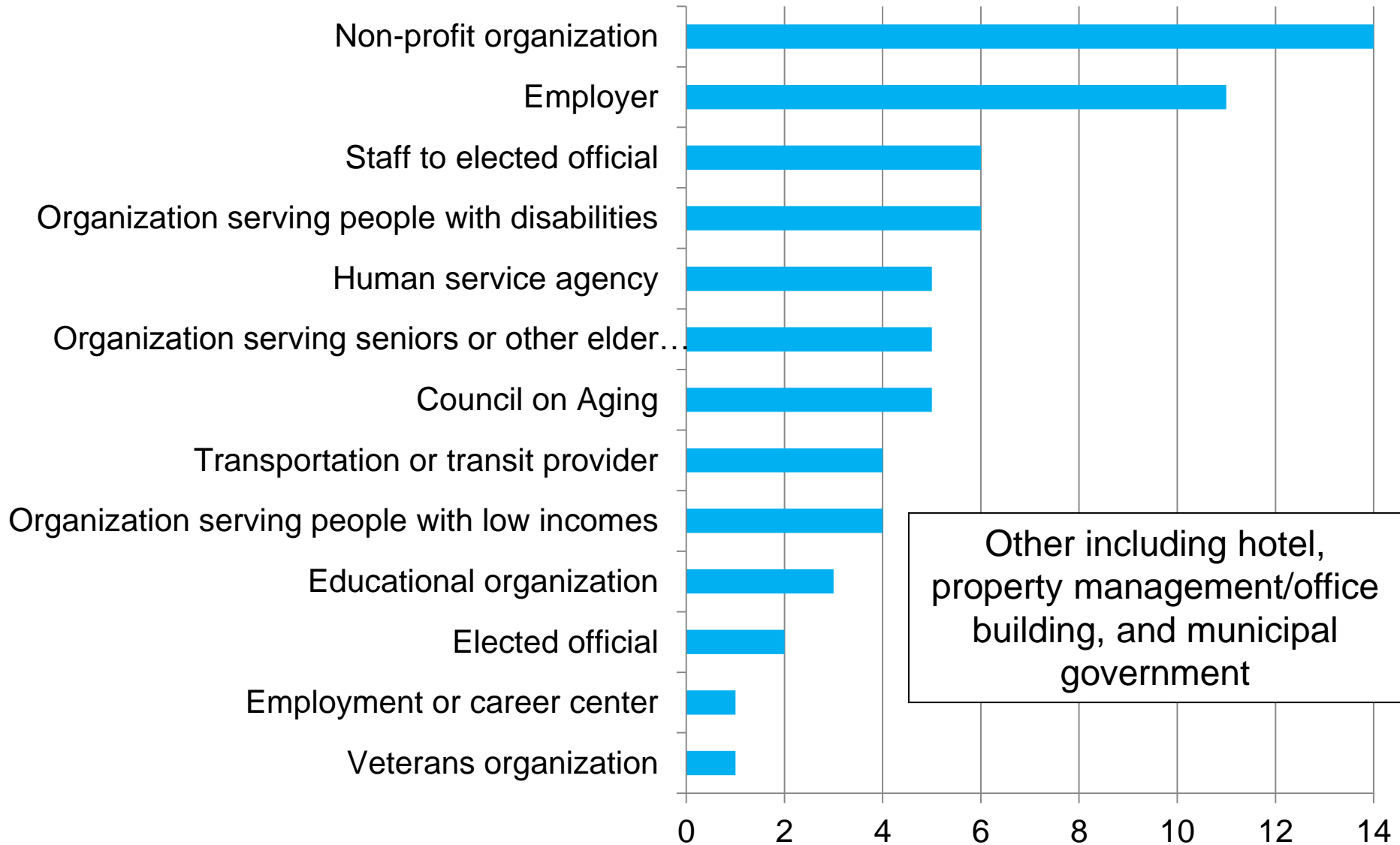


Neponset Valley RCC

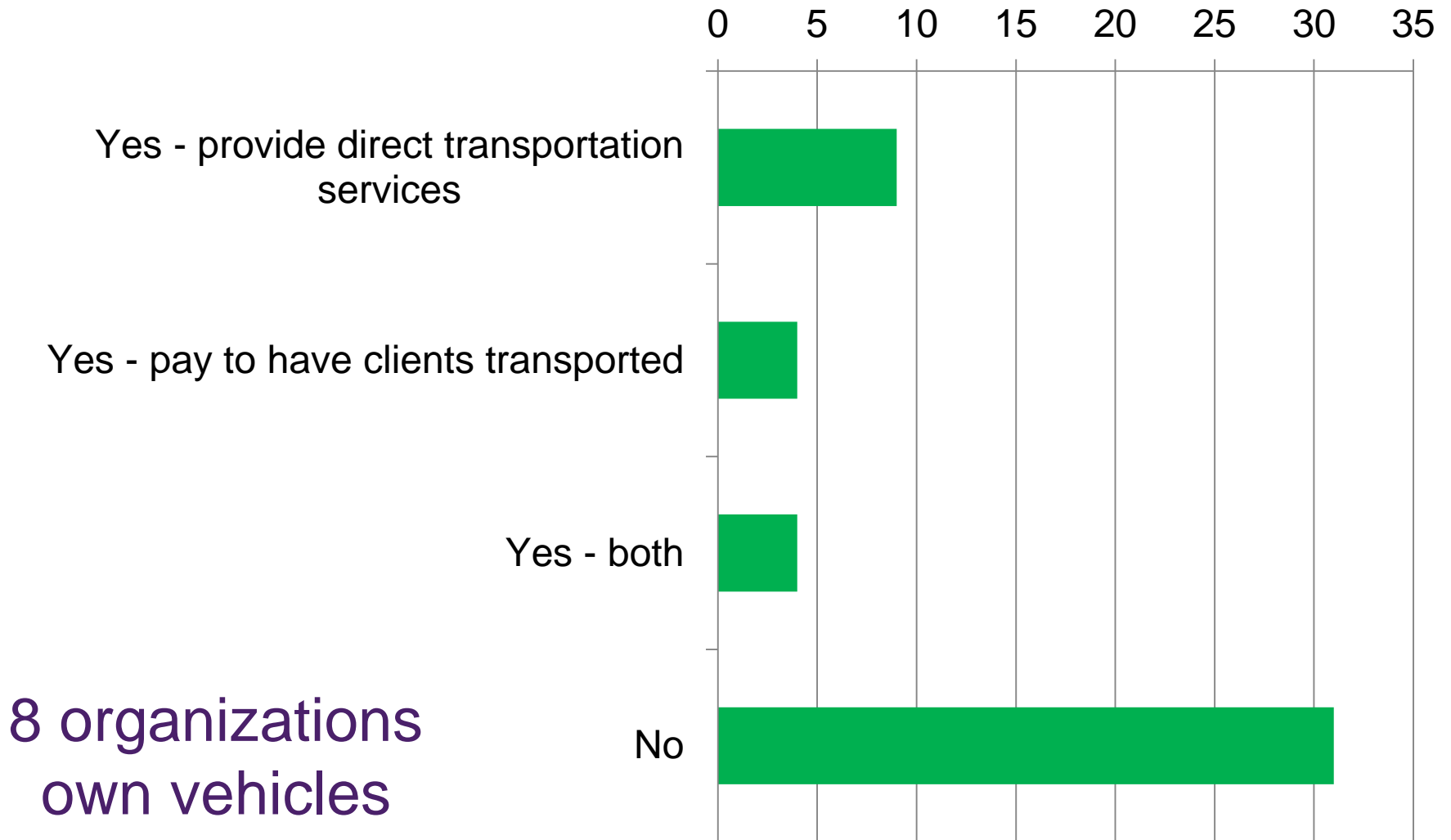
Transportation Needs and Opportunities Survey

June 17, 2015

48 responses from diverse organizations



Do you provide or pay for transportation?



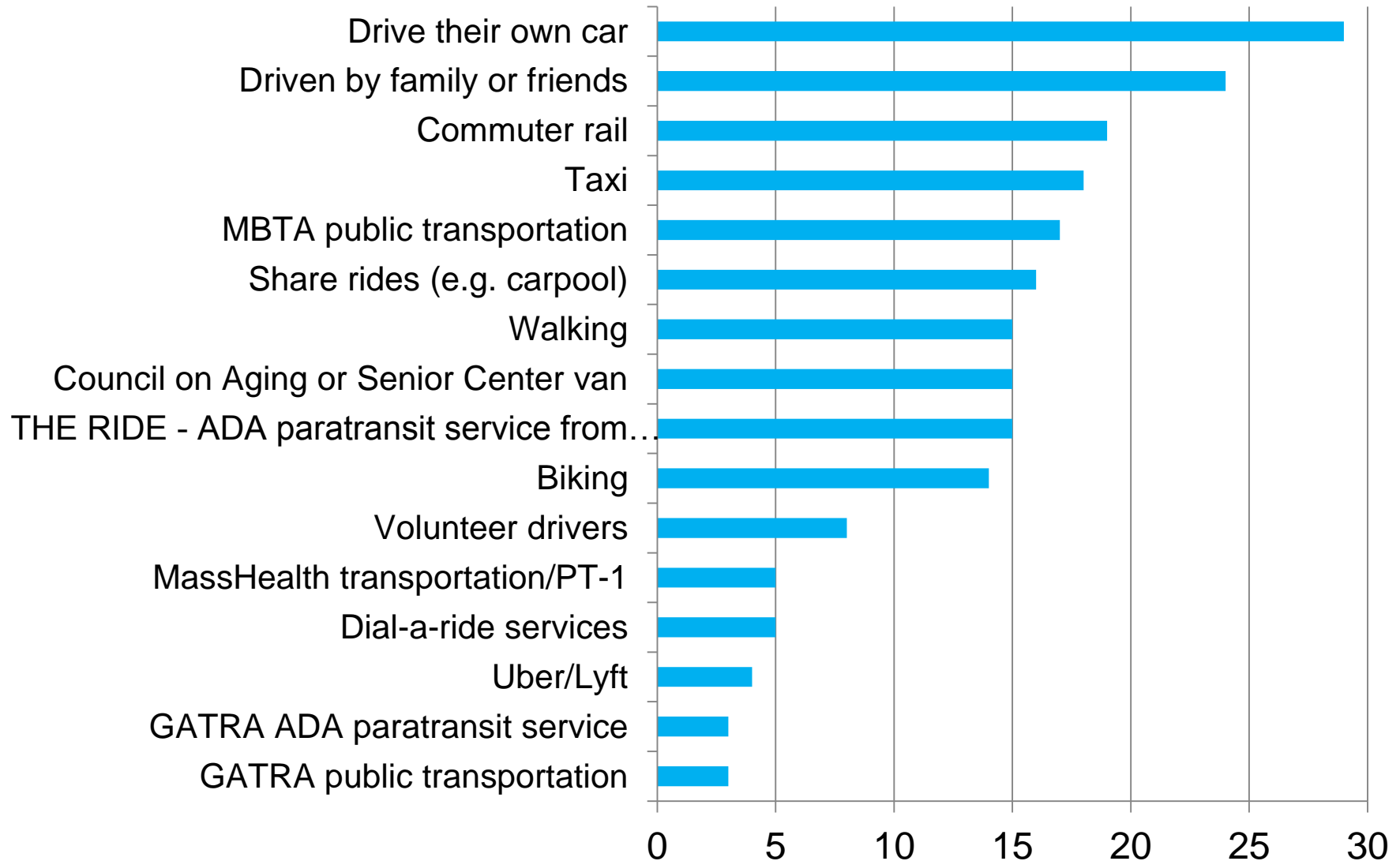
Transportation Services

- **Westwood COA** – for residents 62+ or ADA-eligible. Service area within Westwood or a 10 mile radius around Westwood. Operates 8-3 Monday through Friday. Also provide taxi coupons & partner with HESSCO & RSVP
- **Sharon Adult Center & COA** – local & regional trips including town meetings & elections, could go as far as Boston or Rhode Island. Town pays for 2 part-time drivers & 1 backup & they also use volunteers
- **Canton COA** – 9am-4pm for anyone 60+ or under 60 with a disability. Transportation to food shopping, medical, errands
- **Town of Randolph** – transportation for seniors & school children
- **HESSCO** – medical transportation of last resort for people age 60+

Transportation Services Continued

- **GATRA** – public transit
- **MBTA** – public transit
- **RSVP** – volunteer driver program to serve veterans
- **Lincoln Property Company** – employment transportation for building tenants within Route 128 from 7-10am and 4-6pm
- **Needham Community Council** – volunteer driver program for medical, social, haircut, bank, library trips. 9:30am–4pm. Contracts with Busy Bee
- **Residence Inn by Marriott** – van for hotel guests. 5 mile radius, 7am-9pm
- **Sunrise Assisted Living** – for assisted living residents’ recreational programs. “Our bus would be available to assist Norwood seniors, should the need arise.”

What transportation options do your consumers, employees, or constituents currently use?

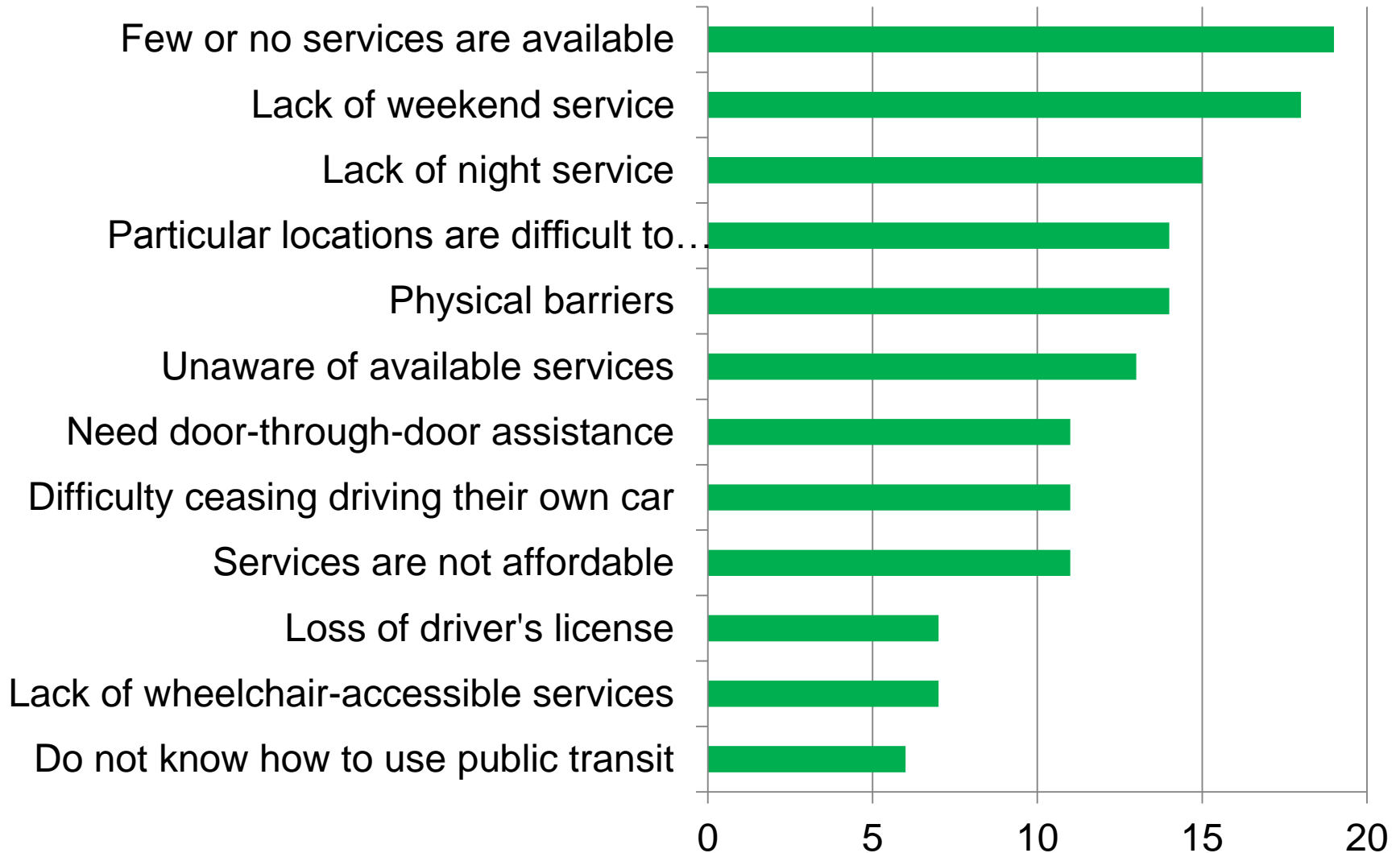


Geography of need

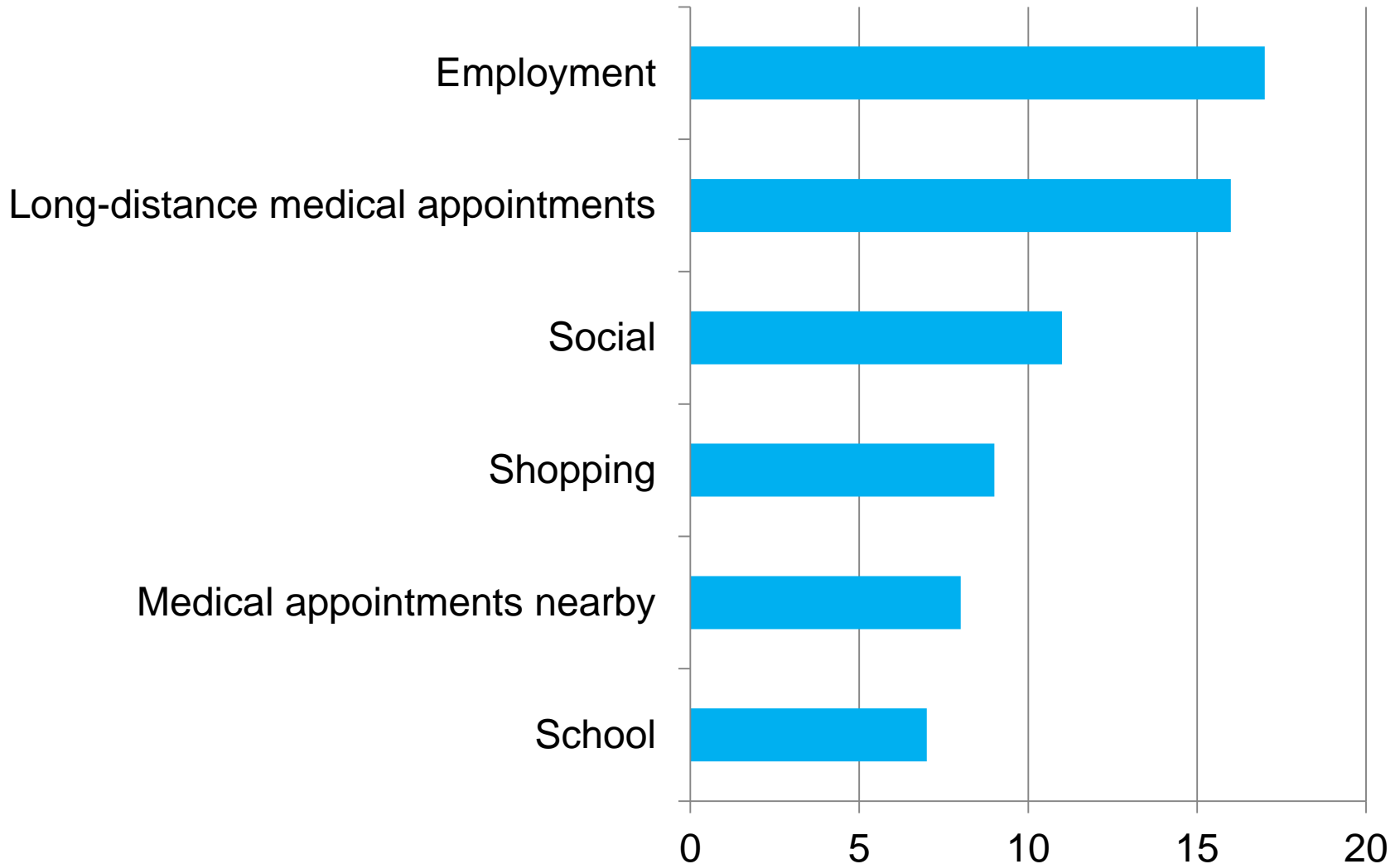
Number of Surveys Indicating Need by Town

Norwood	15	Wrentham	5
Canton	9	Dover	4
Walpole	8	Medfield	4
Dedham	7	Needham	4
Stoughton	7	Randolph	4
Westwood	7	Millis	3
Foxborough	6	Milton	3
Plainville	5	Norfolk	3
Sharon	5	Sherborn	2

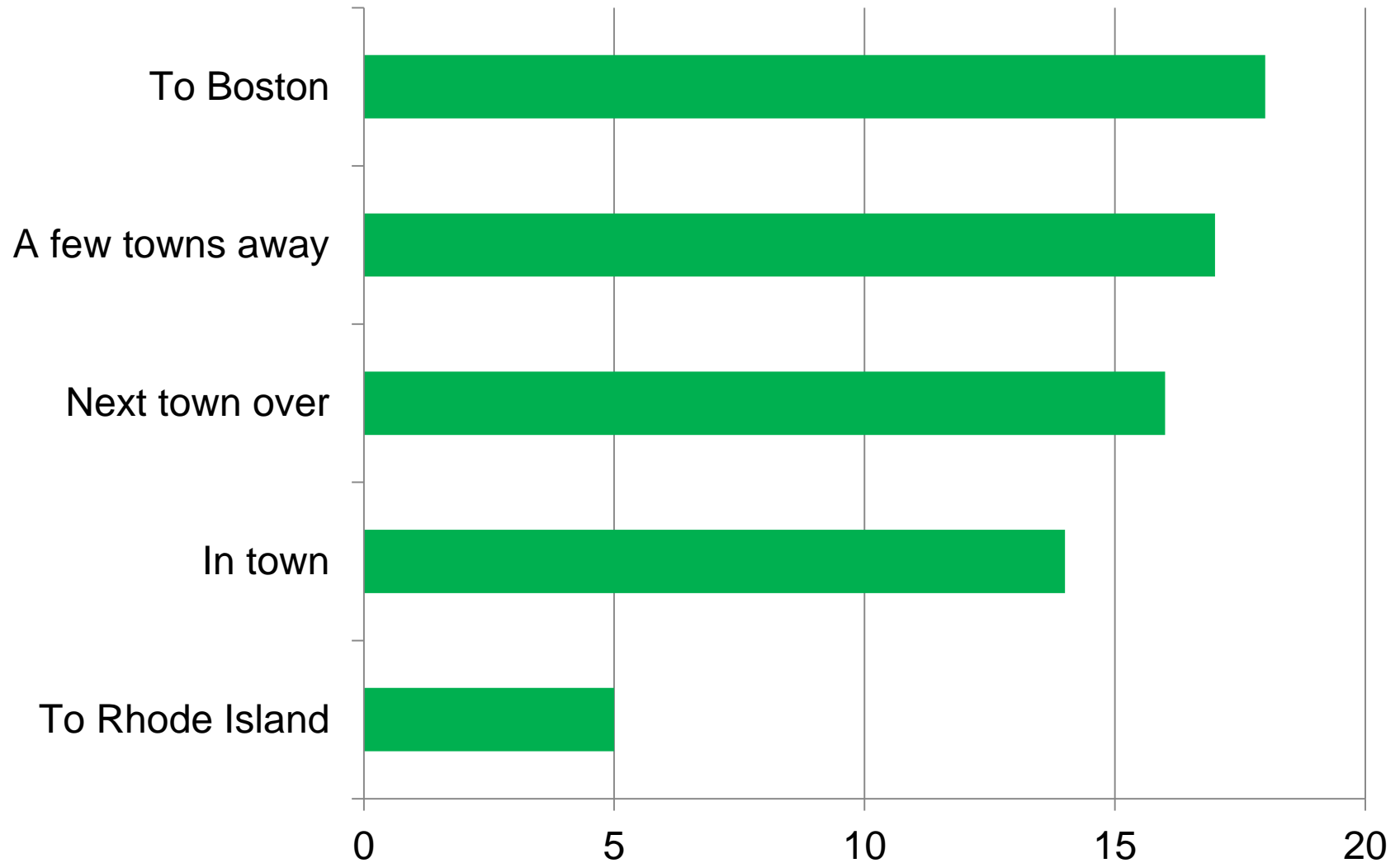
Types of transportation challenges



What types of trips are difficult to arrange?



What destinations are hard to get to?



Do you work with others on transportation?



Comments

- Transportation is a constant challenge for our student population. Although we rarely lose students over transportation issues, we spend a lot of time working to help them find carpool rides. I would love to explore different transportation options to make commuting less of a challenge for our student population.
- Difficulty crossing RTA boundaries.
- Boston Providence Highway is difficult to cross as a pedestrian and divides our community.
- If there was a service, even at a small fee, that got employees from the bus or the T to the entrance to our facility (right on 1A) it could be very helpful with recruiting efforts.
- Bus line from the train station in Randolph to the train station in Stoughton along Rt. 139.
- Hard to recruit volunteer drivers.

More Comments

- We are trying to establish a ride share program for the employees that also includes a shuttle service from the commuter rail for those that wish to take public transportation.
- I am interested in networking with other volunteer transportation providers to encourage cross-referrals and joint dispatch as much as possible so that consumers need to know fewer organizations, and can make fewer calls to schedule a ride. Also in supporting recruitment of volunteer drivers regionally for multiple programs.
- As our population ages, transportation is becoming a major program at all COAs. It is imperative that COAs get the resources to address this growing issue.
- We are small and don't have manpower or money resources to work alone but are willing to work with others to bring better local transportation to our area.

What are people searching for?

From GATRA: Our Ride Match data shows us a few trends:

- People want to get to get from Attleboro, North Attleboro, Plainville and Franklin to the Wrentham Outlets.
- People want to get to the Patriot Place medical centers from neighboring towns (Foxboro, Plainville, Wrentham, Walpole, North Attleboro).
- Employees need to get to Patriot Place from other towns beyond our region.
- People always want to get to Boston for all types of trips - but we only provide long distance medical transportation to Boston and fixed route to commuter rail.
- Veterans want to get to Providence RI for VA appointments.