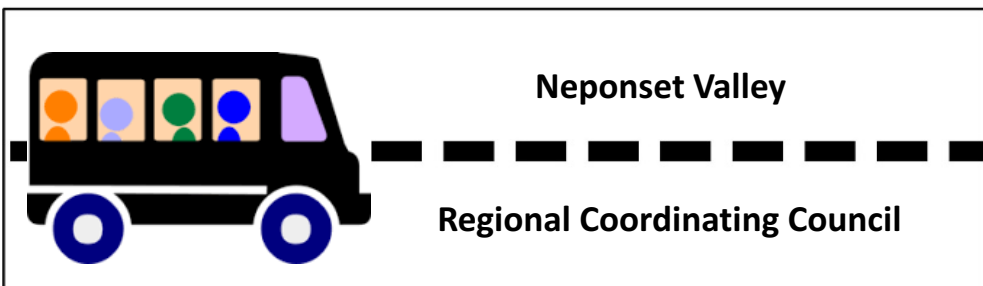


# WHERE WE ARE AND HOW WE GOT HERE

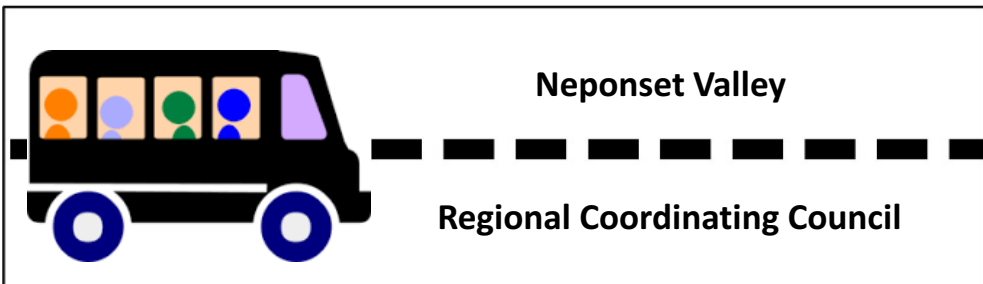


# Welcome!

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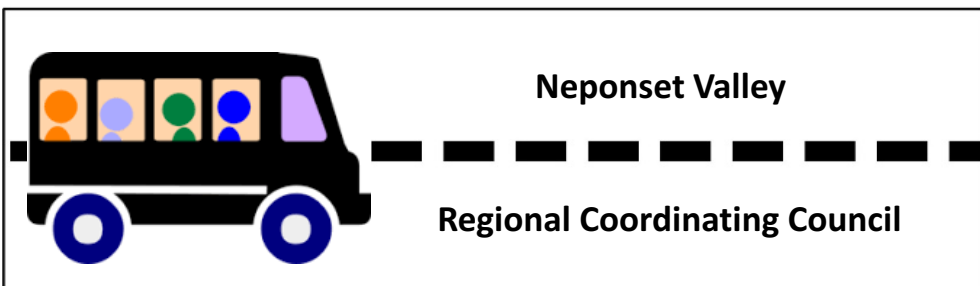
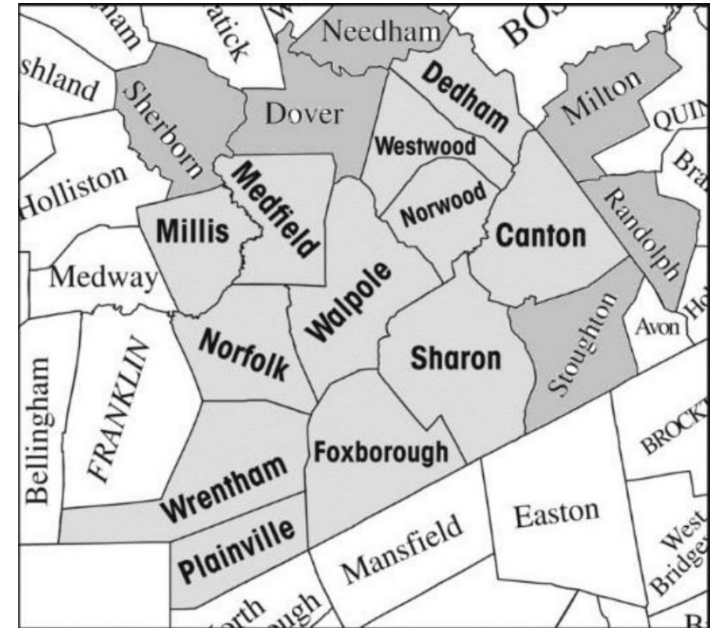
## Agenda...

- Introductions
- Where We Are and How We Got Here
- Community Transportation Updates
- Moving Forward – What is Next for the Neponset Valley RCC?
- Discussion
- Next Steps



# Neponset Valley RCC

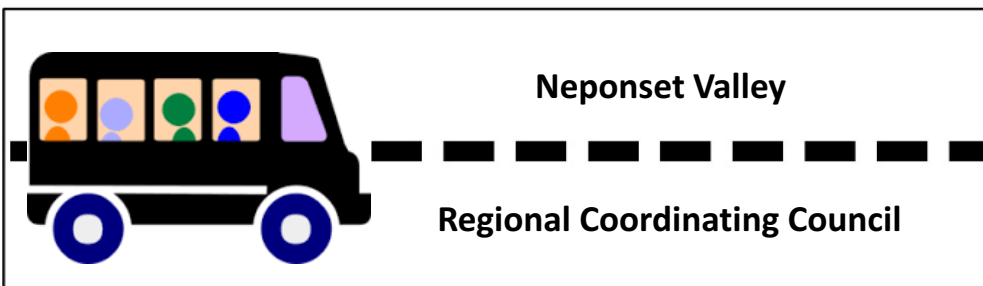
- Launched June 2015
- 18 Communities
- Part of a statewide initiative to bring stakeholders together to improve mobility & access for seniors, people with disabilities & low-income people



# NV RCC Focus Areas & Activities

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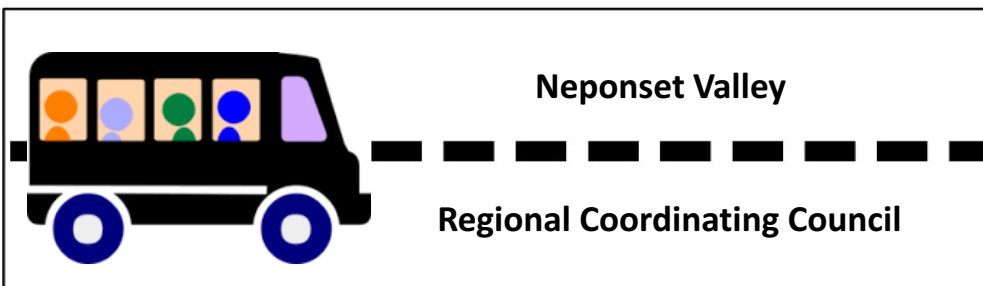
- Pre-launch survey identified key needs:
  - Norwood
  - Employment transportation
  - Transportation to long-distance medical appointments
- RCC activities to date
  - Norwood League of Women Voters inventory
  - Community shuttles and employer shuttles
  - Travel training and Orientation & Mobility
  - Improving Medical Transportation Coordination and Access Forum



# NVRCC Focus Areas & Activities

---

- Medical Transportation Forum held in March 2016 focused on improving medical transportation coordination and access.
- Discussed findings from the February follow-up to the pre-launch survey to get more into depth on medical transportation needs in the region
- GATRA RideMatch Presentation [WWW.MASSRIDEMATCH.ORG](http://WWW.MASSRIDEMATCH.ORG)



# Commonwealth of Massachusetts

Executive Office of Health and Human Services

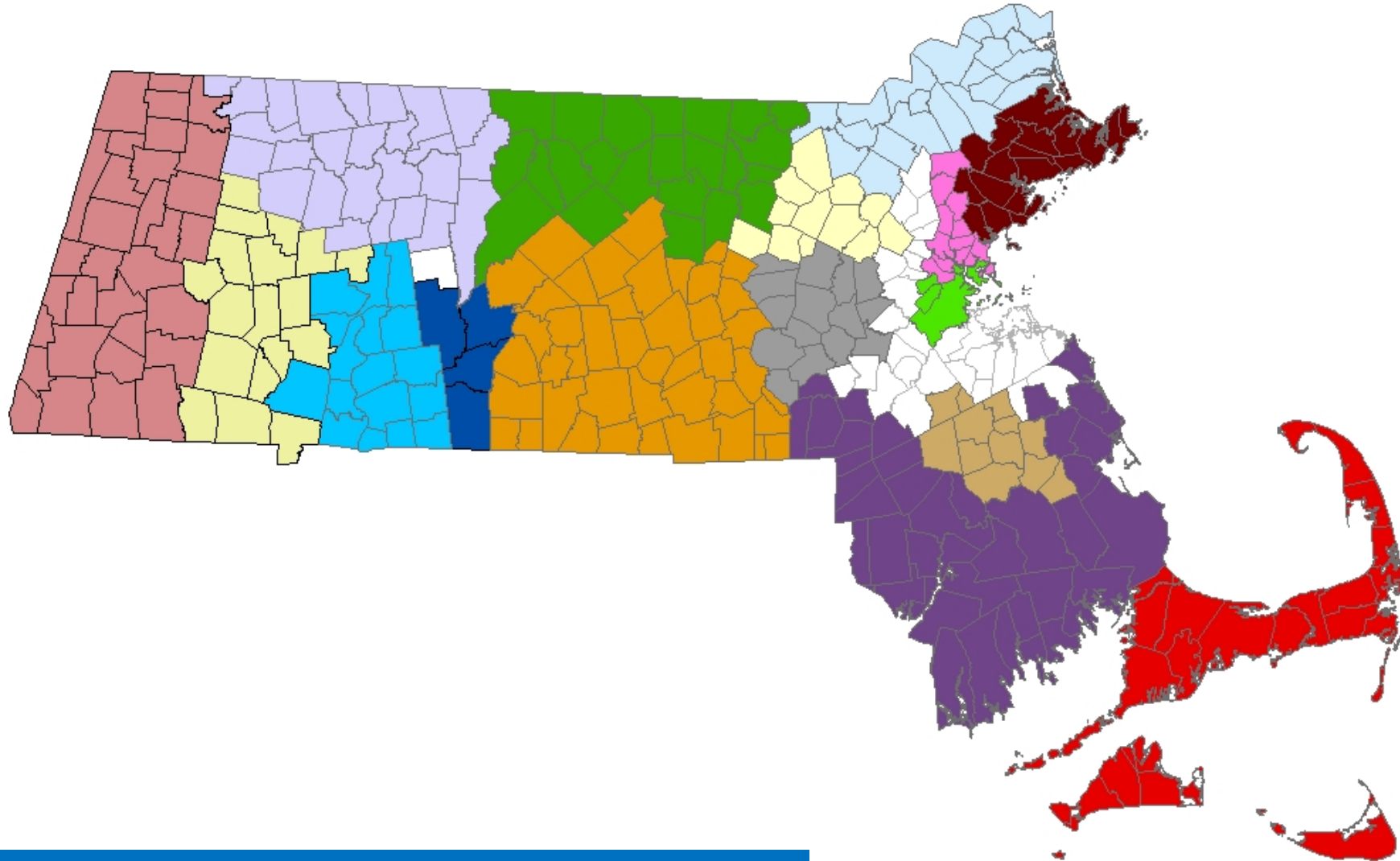


## Community Transportation Updates from Massachusetts

Rachel Fichtenbaum

January 24, 2017

# Regional Coordinating Councils



[tinyurl.com/RCCaccomplishments](https://tinyurl.com/RCCaccomplishments)

# Compile an Inventory



## Berkshire County Transportation Guide Berkshires without Barriers Berkshire County, MA (September 2015)

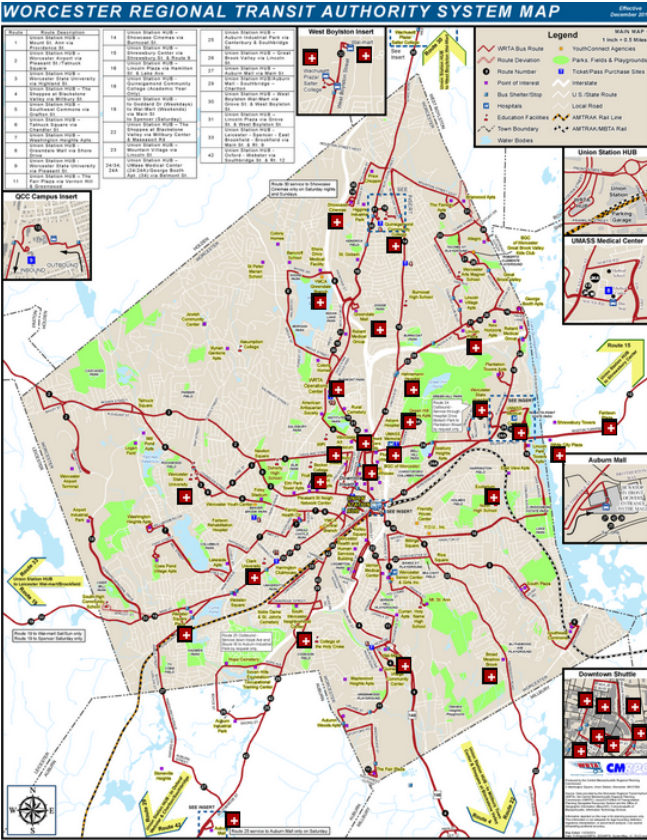


BUS SERVICES							
Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Berkshire Regional Transit Authority (BRTA)	general public and disabled	County Wide	Mon-Fri 5:45am-7:20pm, Sat 7:15am-7:00pm	1 Columbus Avenue, Pittsfield, MA - 01201	413-499-2782	<a href="mailto:Robert.malnati@berkshirerta.com">Robert.malnati@berkshirerta.com</a>	<a href="http://www.berkshirerta.com">www.berkshirerta.com</a>
BerkshireRides - community	community agency partner transportation	North Adams/Adams	24/7	85 Main Street, Suite 314 North Adams, MA - 01247	413-664-0300	<a href="mailto:jhunkler@bcacinc.org">jhunkler@bcacinc.org</a>	
BerkshireRides - employment	employment related	North County	7 days/ 4am-12midnight	85 Main Street, Suite 314 North Adams, MA - 01247	413-664-0300	<a href="mailto:jhunkler@bcacinc.org">jhunkler@bcacinc.org</a>	
Peter Pan/Greyhound Bus Lines	general public	Central & South County	7 days, 8:40am-4pm, 7 buses per day	1 Columbus Avenue, Pittsfield, MA - 01201	1-800-231-2222 or 413-499-2782		<a href="http://www.peterpanbus.com">www.peterpanbus.com</a>
TRAINS							
Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Amtrak Train Service	general public	Pittsfield	7 days, 2 trains per day	1 Columbus Avenue, Pittsfield, MA - 01201	1-800-872-7245		<a href="http://www.amtrak.com">www.amtrak.com</a>
MEDICAL TRANSPORT SERVICES							
Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
American Cancer Society (Road-to-Recovery Program)	medical	County Wide	Mon-Fri 9am-5pm, volunteers use own cars	59 Bobala Road, Holyoke, MA - 01049	413-734-6000		
Berkshire Community Action Council (BCAC)	general public, disabled, medical	County Wide	Mon-Fri	1531 East Street, Pittsfield, MA - 01201	413-499-4420	<a href="mailto:emcnally@bcacinc.org">emcnally@bcacinc.org</a>	
County Ambulance Inc.	general public, medical	County Wide, medical	24/7	175 Wahconah Street, Pittsfield, MA - 01201	413-499-2527	<a href="mailto:bkandrews@countyamb.com">bkandrews@countyamb.com</a>	
County Rainbow Taxi, Inc/ Arrow taxi	general public, able bodied, medical	County Wide	24/7	10 Pleasant Street, Pittsfield, MA - 01201	413-499-4300	<a href="mailto:jregan@centralberkshire.com">jregan@centralberkshire.com</a>	
CRT Cabulance	disabled, senior, medical	County Wide	24/7	18 Oak Street, Pittsfield, MA - 01201	413-447-3800	<a href="mailto:jregan@centralberkshire.com">jregan@centralberkshire.com</a>	
MassHealth Transportation Program (Medicaid Transportation)	medical	County Wide			1-800-841-2900 TTY for hard of hearing 1-800-497-4648		
Village Ambulance	general, medical	North County	24/7	30 Water Street, Williamstown, MA - 01267	413-458-4889	<a href="mailto:shawngodfrey@villageambulance.com">shawngodfrey@villageambulance.com</a>	<a href="http://www.villageambulance.com/">http://www.villageambulance.com/</a>



# Develop a Travel Instruction Program

The professional activity of teaching individuals with disabilities, seniors, and others how to use public transportation independently to access their environment and community



# Partner with Healthcare

Please Join Us!

**Caregivers Transportation Forum**

*A Caregivers Guide to Transportation Solutions*

**Wednesday, May 11, 2016**  
**8-10am**

**Mount Wachusett Community College**  
**North Cafe**  
**444 Green Street Gardner, MA 01440**

*Light refreshments will be served*

*Program coordinated by the Transportation Impact Committee, UMass Memorial - HealthAlliance Hospital & Heywood Healthcare.*  
*Training will be provided by MassMobility, MART& the Regional Transportation Coordinating Council.*

For more information or to register, please contact  
Amanda Landry, [alandry@healthalliance.com](mailto:alandry@healthalliance.com),  
978-466-2341

 **UMassMemorial**  
**HealthAlliance Hospital**

  
**Making Connections**

**A Forum for Improving Medical Transportation Services Through a Coordinated Approach**

Every day, those without access to transportation go without needed health care simply because they have no way of getting to and from a healthcare facility. Join the **Making Connections Community Forum**, sponsored by the South East Regional Coordination Council (SERCC)\* and the Greater Attleboro Taunton Regional Transit Authority to share and learn about medical transportation options in Southeastern Massachusetts. This forum will focus on collaboration to create solutions between local medical facilities and transportation providers resulting in increased access to health care.

**Join us!**

**FREE EVENT**  
No Registration Fee

**November 7, 2014**  
8:00 AM – 11:00 AM

**Holiday Inn - Taunton**  
700 Myles Standish Blvd.  
Taunton, MA

*Continental Breakfast will be served.*

**“Alone we can do so little;  
together we can do so much.”**  
Helen Keller

**Be part of the solution!**

- Identify unmet transportation needs in your community
- Share challenges you face when trying to locate transportation for yourself or your consumers
- Share the transportation services and resources you and your clients use
- Work with public and private transportation providers to learn about their services and develop solutions
- Learn about **Ride Match**, a one-stop searchable directory that combines all public, private, community-based and non-profit transportation options in one convenient online resource.





# Generate Excitement

The Berkshire Eagle  
**LOCAL NEWS**

News ▾ Sports ▾ Business ▾ Entertainment ▾ Lifestyles ▾ Opinion ▾ Obituaries ▾

HOT TOPICS: Podcast: Eagle 'culture watchers' discuss the importance of summer tourism Our photo g

Home Local News **Story**

## Ride, Ellen, ride: BCC president rides BRTA downtown-campus route for Berkshire County Clean Air Challenge

By Dick Lindsay  
rlindsay@berkshireeagle.com @BE\_DLindsay on Twitter

**gO<sub>2</sub> MASSACHUSETTS CLEAN AIR CHALLENGE**  
SEPTEMBER 17-25, 2016



NuRide.com/MassRIDES

## Berkshire County Clean Air Challenge

September 17-27, 2015

Save money, improve the environment, and explore transportation options

- **Sept 17 – Take the Pledge and Win a Prize** in Pittsfield, 5-8 PM at Pittsfield Third Thursday, 215-217 North Street. Purchase a Charlie Card, practice putting your bike on the bus, and learn about transportation options available throughout the county.
- **Sept 20 – Free Bike Safety and Repair** in Adams, 11 AM to 1 PM at the end of the Ashuwillitcook Bike Trail next to the Adams Visitor Center at 3 Hoosac Street. This Mount Greylock State Reservation Interpretive Program is brought to you by the Department of Conservation and Recreation, Massachusetts State Parks.
- **Sept 22 – Ride the Bus Day**, all day long and county-wide! Join local and state elected officials and Berkshire Interfaith Organizing member congregations on the BRTA bus system. Find a bus near you at [www.berkshirertrta.com](http://www.berkshirertrta.com).
- **Sept 24 & 26 – Free Fare Day on Southern Berkshire Elderly Transportation Corporation**, 8 AM to 4 PM in South County. Seniors and people with disabilities should call (413) 528-4773 at least a day ahead to arrange a ride. Drivers will pick you up at your doorstep.
- **Sept 25 – Clean Mountain Air Hike**, 9AM at the Kellogg Conservation Center at 62 Undermountain Road in South Egremont. Wear good walking shoes.
- **All week long** – track your trips at [www.nuride.com/massrides](http://www.nuride.com/massrides) to win prizes!

A project of the Berkshire County Regional Coordinating Council, in partnership with MassDOT's statewide Clean Air Challenge



#MACLEANAIR



# Plan/Start/Improve Services

Figure 7: Most Popular Destinations for Hilltown Respondents

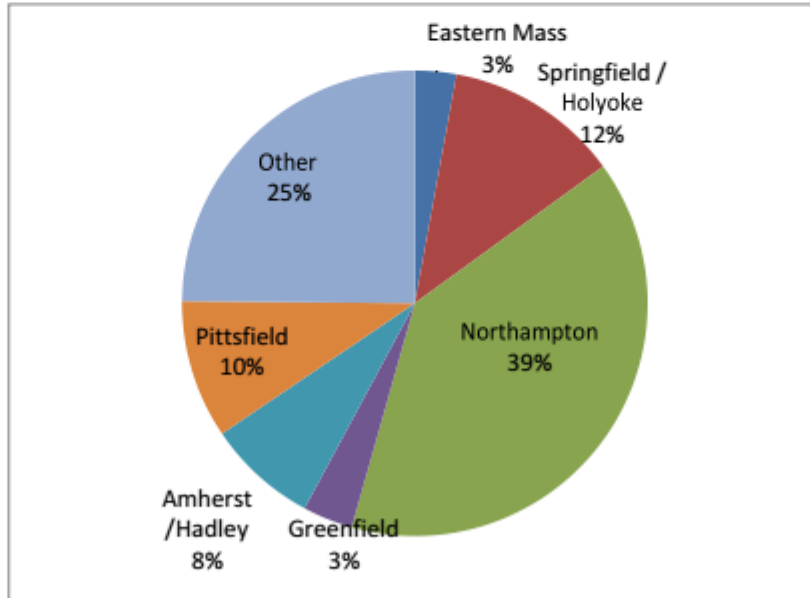


Figure 5: Breakdown by Fare the Percentage of Respondents Willing to Pay



## Eliminating Transit Barriers

A review of bus stops and access to them on Cape Cod

October 2016



# Apply for Grants



**United Way of Greater Attleboro/Taunton**



# Educate Each Other & Build Relationships



## **NORTH ADAMS REGIONAL HOSPITAL, AFFILIATES TO CLOSE FRIDAY**



North Adams Regional Hospital.

# Ride Match



A one-stop searchable directory of public, private and accessible transportation options in Massachusetts

**Where are you going?**

From:\*

To:\*

Day:  Time:

Purpose:

Any special needs for this trip? Select all that apply.

- I'm a senior 60+
- I'm a student
- I'm a veteran
- I'm a person with a disability
- I need to travel with a wheelchair
- I need a lift to access the vehicle
- I need a personal care attendant

\* required

[www.massridematch.org](http://www.massridematch.org)

# 8 options from Attleboro to Taunton

From: ATTLEBORO		To: TAUNTON	
Provider (click to view details)	Customer Service	Trip Type	Who Can Ride
<a href="#">GATRA Route 18 (Taunton/ Norton/ Attleboro)</a>	800-483-2500	<ul style="list-style-type: none"> <li>Education</li> <li>Employment</li> <li>Medical/Healthcare</li> <li>Other</li> <li>Recreation</li> <li>Shopping</li> </ul>	<ul style="list-style-type: none"> <li>General Public</li> <li>Low Income</li> <li>People with Disabilities</li> <li>School-age Children</li> <li>Seniors</li> <li>Students</li> <li>Veterans</li> </ul>
<a href="#">Med Wheels (GATRA/United Way)</a>	508-823-8828	<ul style="list-style-type: none"> <li>Boston hospital trips</li> <li>Medical/Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Low Income</li> <li>People with Disabilities</li> <li>Seniors</li> <li>Veterans</li> </ul>
<a href="#">American Cancer Society Road to Recovery Program</a>	800-227-2345	<ul style="list-style-type: none"> <li>Boston hospital trips</li> <li>Medical/Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Cancer Patients</li> </ul>
<a href="#">A&amp;A Metro Trans. - Bill's Taxi Service</a>	800-437-3844	<ul style="list-style-type: none"> <li>Airport service</li> <li>Boston hospital trips</li> <li>Education</li> <li>Employment</li> <li>Medical/Healthcare</li> <li>Other</li> <li>Recreation</li> <li>Shopping</li> </ul>	<ul style="list-style-type: none"> <li>General Public</li> <li>MassHealth Recipients</li> <li>People with Disabilities</li> <li>Seniors</li> <li>Veterans</li> </ul>



# Questions & Discussion

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Keep in Touch...

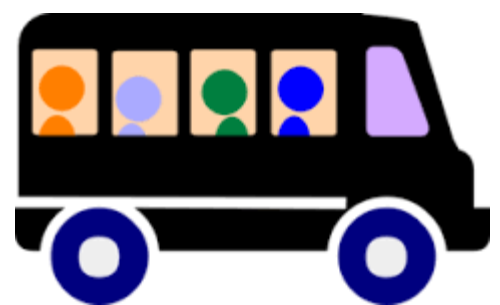
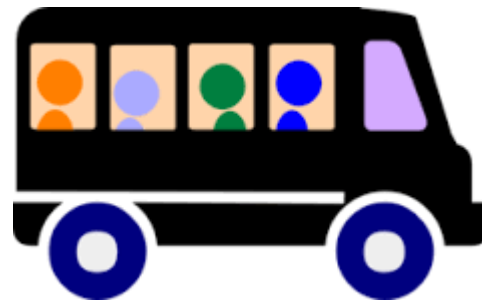
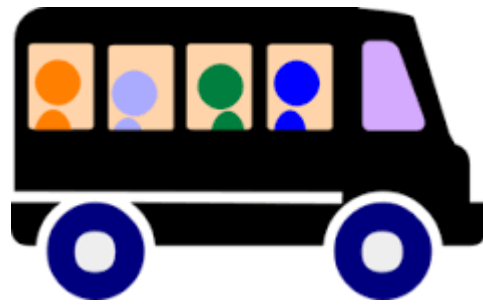
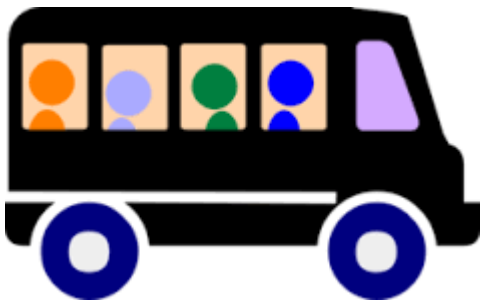
- [www.mass.gov/hst](http://www.mass.gov/hst)
- Monthly newsletter [www.tinyurl.com/massmobility](http://www.tinyurl.com/massmobility)
- Twitter @MassMobility

Rachel Fichtenbaum  
[rachel.fichtenbaum@state.ma.us](mailto:rachel.fichtenbaum@state.ma.us)  
(617) 847-3784



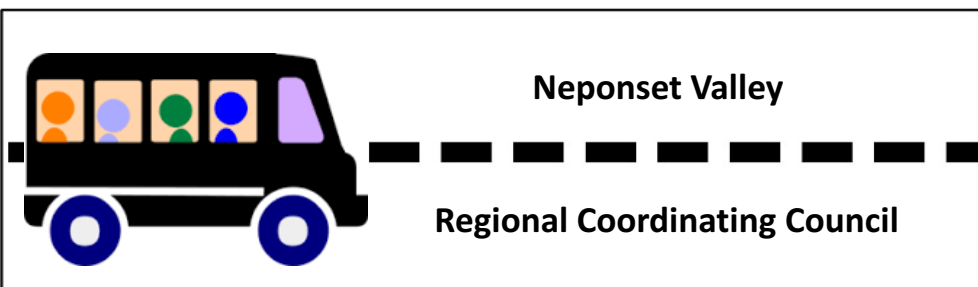
# Moving Forward

Neponset Valley Regional Coordinating Council



# Moving Forward

- We re-established where we are and how we got here
- We heard what is happening around the state
- What do **WE** want to do next....

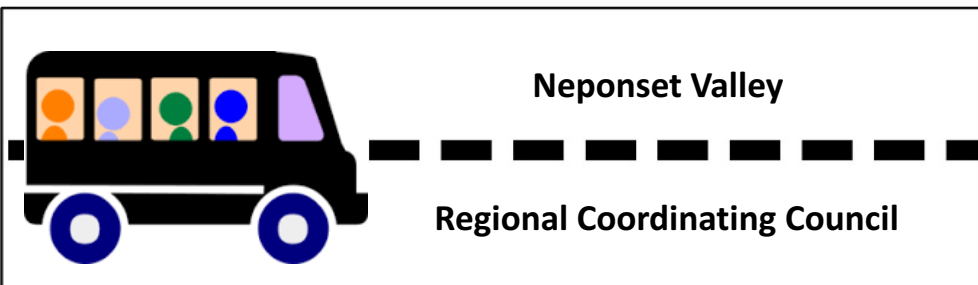


# The End Goal

Where do we want to be **ONE YEAR** from now?

- Vision
- Accomplishments

What does the whole puzzle look like....

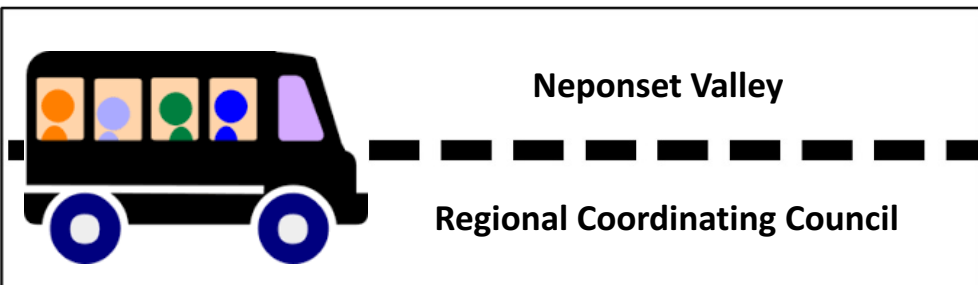


# First Piece of the Puzzle



What's the first puzzle piece?

- Taking an inventory of resources in our region
- Getting that inventory recorded into the current system

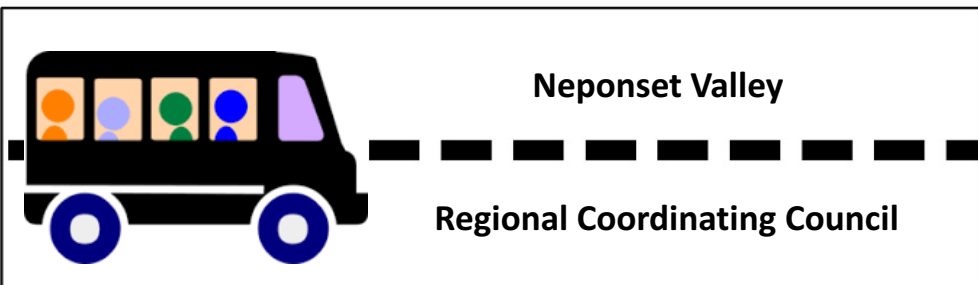


# Call to Action

The **End Goal** and our **First Puzzle Piece** can only happen if the membership wants it to happen and takes a share of the work....

Inventory Subcommittee

Other Subcommittee Work?



# Next General Meeting

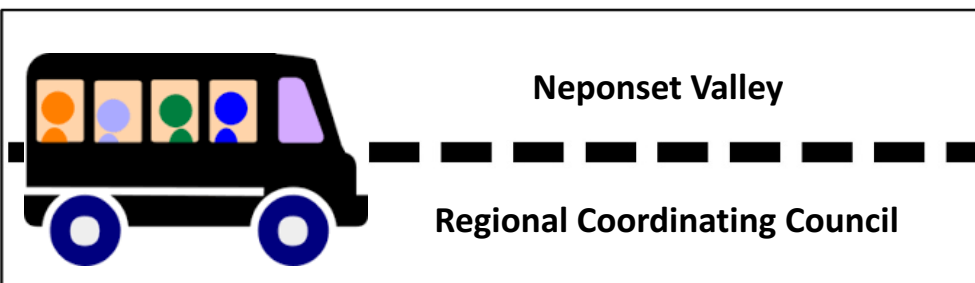
**April 27, 2017**

**9:00 – 11:00 AM**

**HESSCO**

1 Merchant Street  
Sharon, MA 02067

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>APRIL 2017</b>						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						



# Thank you

Karen Dumaine

[KDumaine@transactionassoc.com](mailto:KDumaine@transactionassoc.com)

Sheryl Leary

[SLeary@HESSCO.org](mailto:SLeary@HESSCO.org)

*With guidance from*

Rachel Fichtenbaum

[Rachel.Fichtenbaum@State.MA.US](mailto:Rachel.Fichtenbaum@State.MA.US)

