WHERE WE ARE
AND
HOW WE GOT HERE
Welcome!

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

• 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
Community Transportation
Updates from Massachusetts

Rachel Fichtenbaum

January 24, 2017
Regional Coordinating Councils

tinyurl.com/RCCaccomplishments
## BUS SERVICES

<table>
<thead>
<tr>
<th>Provider</th>
<th>Rider Eligibility</th>
<th>Service Area</th>
<th>Days/Hours of Service</th>
<th>Provider Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Berkshire Regional Transit Authority (BRTA)</td>
<td>general and disabled</td>
<td>County Wide</td>
<td>Mon-Fri 5:45am-7:00pm, Sat 7:15am-7:00pm</td>
<td>1 Columbus Avenue, Pittsfield, MA - 01201</td>
<td>413-499-2782</td>
<td><a href="mailto:Robert.mahatni@berkshirerta.com">Robert.mahatni@berkshirerta.com</a></td>
<td><a href="http://www.berkshirerta.com">www.berkshirerta.com</a></td>
</tr>
<tr>
<td>BerkshireRides - community agency partner transportation</td>
<td>community agency partner transportation</td>
<td>North Adams/Adams</td>
<td>24/7</td>
<td>85 Main Street, Suite 314 North Adams, MA - 01247</td>
<td>413-664-0300</td>
<td><a href="mailto:jhankler@bcacinc.org">jhankler@bcacinc.org</a></td>
<td></td>
</tr>
<tr>
<td>BerkshireRides - employment</td>
<td>employment related</td>
<td>North County</td>
<td>7 days/ 8am-9pm, 24/7 overnight</td>
<td>85 Main Street, Suite 314 North Adams, MA - 01247</td>
<td>413-664-0300</td>
<td><a href="mailto:jhankler@bcacinc.org">jhankler@bcacinc.org</a></td>
<td></td>
</tr>
<tr>
<td>Peter Pan/Citywide Bus Lines</td>
<td>general public</td>
<td>Central &amp; South County</td>
<td>7 days, 7-8am-4pm, 7 buses per day</td>
<td>1 Columbus Avenue, Pittsfield, MA - 01201</td>
<td>1-800-221-2223 or 413-495-2782</td>
<td></td>
<td><a href="http://www.peterpanbus.com">www.peterpanbus.com</a></td>
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## TRAINS

<table>
<thead>
<tr>
<th>Provider</th>
<th>Rider Eligibility</th>
<th>Service Area</th>
<th>Days/Hours of Service</th>
<th>Provider Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Amtrak Train Service</td>
<td>general public</td>
<td>Pittsfield</td>
<td>7 days, 2 trains per day</td>
<td>1 Columbus Avenue, Pittsfield, MA - 01201</td>
<td>1-800-872-7146</td>
<td></td>
<td><a href="http://www.amtrak.com">www.amtrak.com</a></td>
</tr>
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## MEDICAL TRANSPORT SERVICES

<table>
<thead>
<tr>
<th>Provider</th>
<th>Rider Eligibility</th>
<th>Service Area</th>
<th>Days/Hours of Service</th>
<th>Provider Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>American Cancer Society (Road-to-Recovery Program)</td>
<td>medical</td>
<td>County Wide</td>
<td>Mon-Fri 9am-5pm, volunteers use own vans</td>
<td>59 Bobala Road, Holyoke, MA - 01049</td>
<td>413-734-4000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Berkshire Community Action Council (BCAC)</td>
<td>general public, disabled, medical</td>
<td>County Wide</td>
<td>Mon-Fri</td>
<td>1531 East Street, Pittsfield, MA - 01201</td>
<td>413-499-4420</td>
<td><a href="mailto:annmarie@bcacinc.org">annmarie@bcacinc.org</a></td>
<td></td>
</tr>
<tr>
<td>County Ambulance Inc. Arrow taxi</td>
<td>general public, medical</td>
<td>County Wide</td>
<td>24/7</td>
<td>175 Watercourse Street, Pittsfield, MA - 01201</td>
<td>413-499-5927</td>
<td><a href="mailto:bkb3rand@countyanb.com">bkb3rand@countyanb.com</a></td>
<td></td>
</tr>
<tr>
<td>County Rainbow Taxi Inc. Arrow taxi</td>
<td>general public, able bodied, medical</td>
<td>County Wide</td>
<td>24/7</td>
<td>10 Pleasant Street, Pittsfield, MA - 01201</td>
<td>413-499-4550</td>
<td><a href="mailto:joegani@centralberkshire.com">joegani@centralberkshire.com</a></td>
<td></td>
</tr>
<tr>
<td>CRT Causality</td>
<td>disabled, seniors, medical</td>
<td>County Wide</td>
<td>24/7</td>
<td>15 Oak Street, Pittsfield, MA - 01201</td>
<td>413-447-5400</td>
<td><a href="mailto:joegani@centralberkshire.com">joegani@centralberkshire.com</a></td>
<td></td>
</tr>
<tr>
<td>Masshealth Transportation Program (Medicaid Transportation)</td>
<td>medical</td>
<td>County Wide</td>
<td></td>
<td>1-800-541-2700 FTV for hard of hearing 1-800-497-4141</td>
<td>413-458-0889</td>
<td><a href="mailto:showguefry@villageambulance.com">showguefry@villageambulance.com</a></td>
<td><a href="http://www.villageambulance.com/">http://www.villageambulance.com/</a></td>
</tr>
<tr>
<td>Village Ambulance</td>
<td>general, medical</td>
<td>North County</td>
<td>24/7</td>
<td>50 Water Street, Williamstown, MA - 01267</td>
<td>413-458-0889</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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, 978-466-2341

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!
November 7, 2014
8:00 AM – 11:00 AM
Holiday Inn - Taunton
700 Myles Standish Blvd.
Taunton, MA
Continental Breakfast will be served.

Be part of the solution!
- Identity 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.

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

Event Sponsor:

*SERCC" - South East Regional Coordination Council

UMass Memorial HealthAlliance Hospital

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

By Dick Lindsay

rlindsay@berkshireeagle.com @BKE_DLindsay on Twitter
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
Educate Each Other & Build Relationships

NORTH ADAMS REGIONAL HOSPITAL, AFFILIATES TO CLOSE FRIDAY
Ride Match

www.massridematch.org
# 8 options from Attleboro to Taunton

<table>
<thead>
<tr>
<th>Provider</th>
<th>From: ATTLEBORO</th>
<th>To: TAUNTON</th>
</tr>
</thead>
<tbody>
<tr>
<td>GATRA Route 18 (Taunton/ Norton/ Attleboro)</td>
<td>800-883-2500</td>
<td>Education, Employment, Medical/Healthcare, Other, Recreation, Shopping</td>
</tr>
<tr>
<td>Med Wheels (GATRA/United Way)</td>
<td>508-823-8828</td>
<td>Boston hospital trips, Medical/Healthcare</td>
</tr>
<tr>
<td>American Cancer Society Road to Recovery Program</td>
<td>600-227-2345</td>
<td>Boston hospital trips, Medical/Healthcare</td>
</tr>
<tr>
<td>A&amp;A Metro Trans. – Bill’s Taxi Service</td>
<td>600-437-3844</td>
<td>Airport service, Boston hospital trips, Education, Employment, Medical/Healthcare, Other, Recreation, Shopping</td>
</tr>
</tbody>
</table>
Questions & Discussion

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
(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
Thank you

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KDumaine@transactionassoc.com

Sheryl Leary
SLeary@HESSCO.org

With guidance from
Rachel Fichtenbaum
Rachel.Fichtenbaum@State.MA.US