



# The Bedford DASH

Presentation to NVRCC  
Thursday, April 27, 2017



# Introduction

- Michele Brooks  
Senior Associate  
TransAction Associates
- Full service Transportation Consulting Firm, Woburn, MA
  - 25 years in business



- TransAction Corporate Shuttles, Shuttle Division
  - 80 shuttles on the road today



# Introduction

- Contracted by the Town of Bedford



- Operate the Bedford DASH program



# Program Goals

- **2-year pilot**
- **Offer a unique transportation program**
- **Funded through Town budget and Community Transit Grant**
- **Modeled after Town of Acton's MinuteVan Dial-A-Ride**
- **Provide access for all Bedford residents**



# The DASH



- **Operates Monday –Thursday 12:00 PM – 6:00 PM, Friday 2:00 PM – 6:00 PM**
- **Service covers Bedford and surrounding areas**
- **Passengers call dispatch Monday – Friday between 8:30 – 4:00 to book trips**
- **Ride requests can also be made on-line**



# Dispatch



- **Driver schedule prepared daily**
- **Schedule communicated to driver via tablet**
- **Allows for same-day booking**



# DASH and Dine

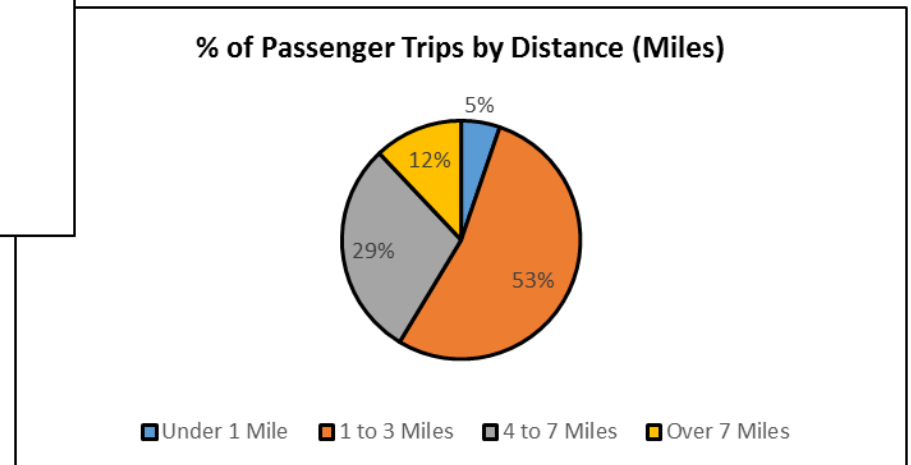
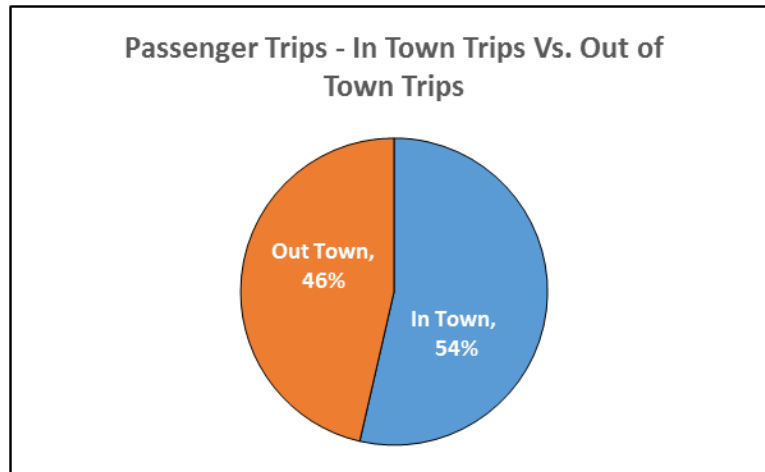


- **Connects area businesses to local restaurants**
- **Operates Fridays from 12:00 – 2:00**



# Program Stats

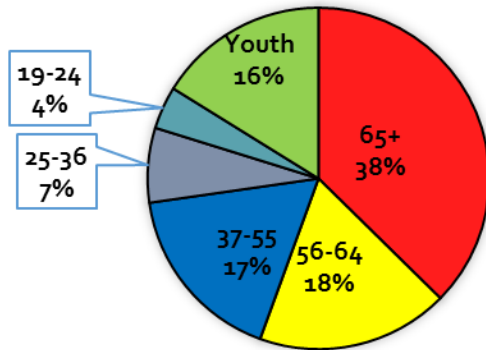
- 997 delivered trips since start 9/12/17



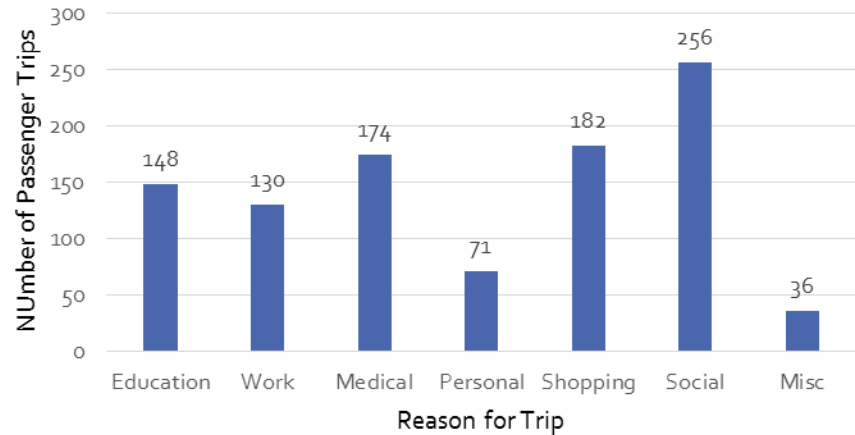


# Program Stats

## RIDERS BY AGE



## Trip Purpose



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



# CONTACT INFORMATION

**Michele Brooks**  
Senior Associate

TransAction Associates, Inc.  
5 Wheeling Avenue, Unit B  
Woburn, MA 01801  
Ph. 781-895-1100  
Fax 781-895-1122  
[www.transactionassoc.com](http://www.transactionassoc.com)



# HESSCO-Area Needs Assessment

## Transportation Results

Neponset Valley Regional Coordinating Council

April 27, 2017



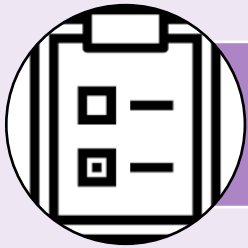
# Needs Assessment Project

- System for Area Agencies on Aging to learn about the needs of seniors and caregivers living within their Program Service Area.
- Directed by the U.S. Administration of Community Living through the MA Executive Office of Elder Affairs (EOEA)
- Completed between September 1, 2016 – December 31, 2016
- Information learned through this needs assessment project is used to write the HESSCO Area Plan 2018-2021; EOEA will use all 22 area plans to develop the State Plan on Aging 2018-2021.

# HESSCO-Area Needs Assessment



212 Consumers and Caregivers engaged in Face-to-Face Discussion



98 Consumers and Caregivers answered a survey



35 Stakeholders were engaged in Face-to-Face Discussion



33 Stakeholders answered a survey

# Transportation Results.....



## Face to Face Discussions:

In **11** group discussion opportunities, consumers raised issues of transportation in **7** of them

- Transportation access for social or non-medical needs
- Need to better understand what transportation was already available
- Transportation that is easily accessible (not having to call multiple places, work with multiple providers)
- Transportation that crosses between town borders
- Transportation at a reasonable cost



# Transportation Results.....

Survey Respondents were asked to check off their top 5 areas of concerns for themselves or their family members (11 areas were listed and also an Other category)

**59%** Checked off the box for “Improve Transportation Services (public transportation, rides to medical appointments – what would make it better for you?)”

Comments Included:

“Always an issue – how can we utilize town services better”

“Local bus for seniors who don’t drive”

“Ride to Boston”

“Timely, safe, dependable transportation is needed”



# Outside of HESSCO-Area

## Old Colony Planning Council Survey

- Transportation was ranked as the **greatest** (#1) unmet or under-met need out of 30 categories of services/need
- When the survey was not ranked, transportation was the second greatest unmet or under-met need

## Springwell

- Transportation was identified as a need in the Needham area. Discussions centered on transportation needs that were non-medical such as social events or cultural events.

# Questions and Discussion

