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

- 65+ (38%)
- 56-64 (18%)
- 37-55 (17%)
- 25-36 (7%)
- 19-24 (4%)

Trip Purpose

- Education: 148
- Work: 130
- Medical: 174
- Personal: 71
- Shopping: 182
- Social: 256
- Misc: 36

Each bar represents the number of passenger trips for different reasons.
www.bedforddash.org
CONTACT INFORMATION

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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