



Transportation Options

For Senior Residents and Persons with Disabilities

TOWN COUNCIL MEETING

MARCH 28, 2016

PRESENTED BY: PAT SCHNEIDER, DIRECTOR OF HUMAN SERVICES

Current Transportation Services

- Public Transit
- Americans with Disabilities Act
- Dial-A-Ride
- Senior Center
- Logisticare
- Private

Public Transit: Fixed Route

- Open to everyone
- Wheelchair Accessible Vehicles
- Evening, Weekend and limited Holiday Hours
- Special Fare Program

Public Transit: Fixed Route

➤ Limited Route

➤ Stops

➤ On time rates

American's with Disabilities Act Transportation

- Serves ADA Certified Passengers including Nursing Home Residents
- Serves $\frac{3}{4}$ mile radius around Fixed Route Service
- Any Type of Ride or Destination
- Assistance Provided Door to Door
- Evening, Weekend and limited Holiday Hours
- Open all Persons with Qualifying Disabilities Including Residents of Skilled Nursing Facilities

American's with Disabilities Act Transportation

- Limited Service Area
- Open to Select Riders
- Double the Fare of Regular Public Transit Rate

Dial-A-Ride

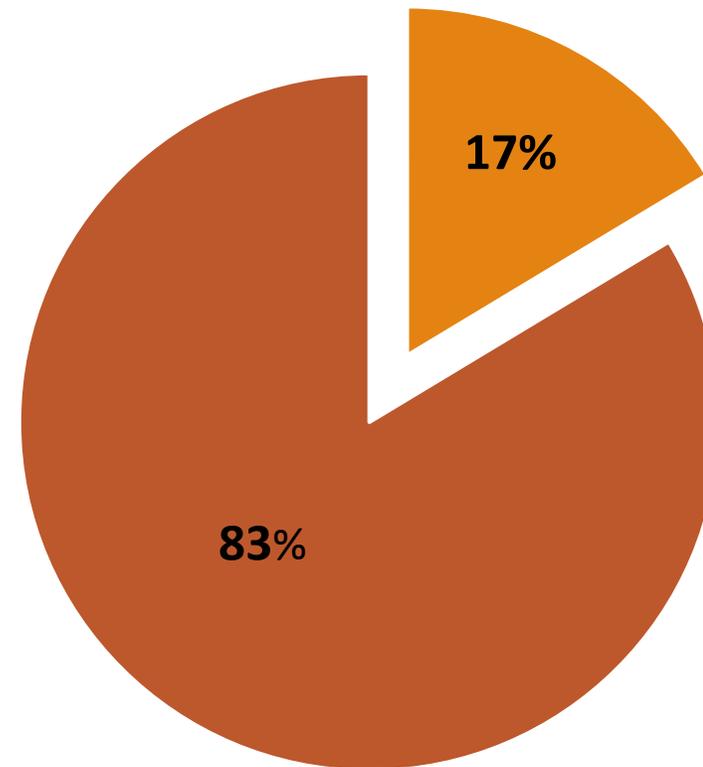
- Developed to meet the needs of Senior and Disabled Passengers, but serves everyone
- Serves Whole Community including Residents of Skilled Nursing Facilities
- Any Type of Ride or Destination
- Assistance Provided Door to Door
- Service Area Includes Anywhere for Any Purpose in the 10 Town Region
- Free Service

Dial-A-Ride

- Does not Prioritize Rides for Senior and Disabled Passengers
- Does not Prioritize Type of Rides
- Routed Service Causing Longer Rides and Longer Wait Times
- History of Unreliability, Cancelations and Late Pick-ups and Drop-offs

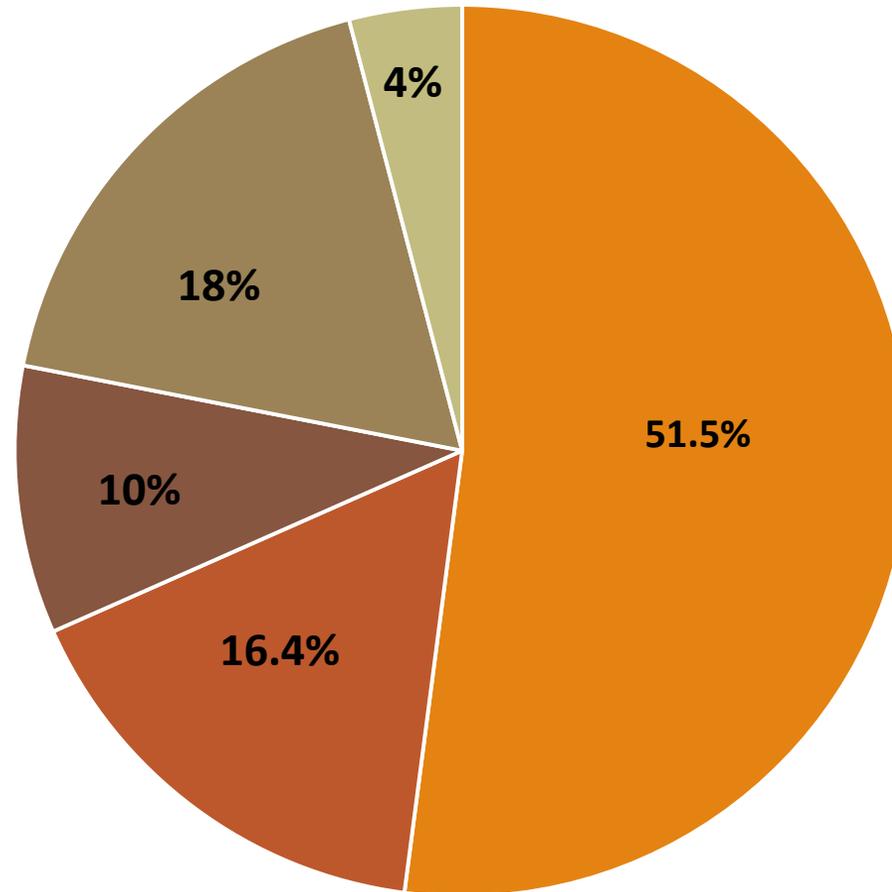
Dial-A-Ride

- Town Funding
- Federal, State and Grant Funding



Dial-A-Ride Trips: Purpose

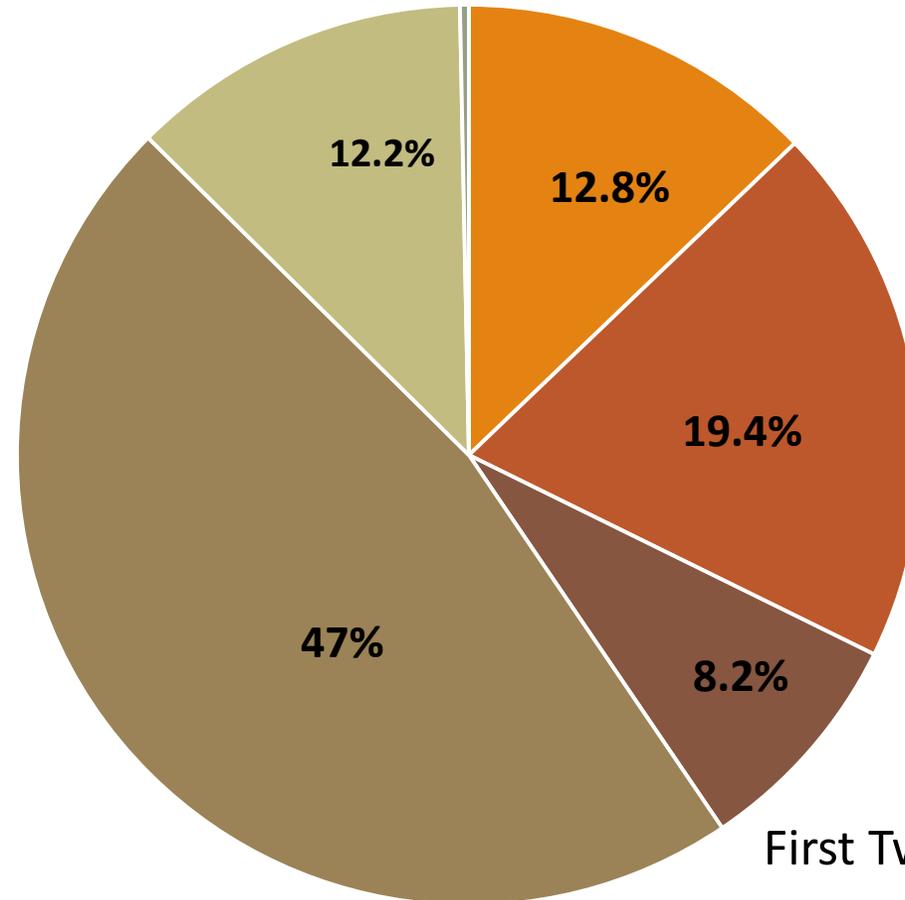
- WORK = 997
- MEDICAL = 312
- SHOPPING = 186
- SOCIAL/RECREATIONAL = 342
- PERSONAL/MISC = 78



First Two Quarters of FY 2015/16

Dial-A-Ride Trips: Passenger Category

- SENIOR
- SENIOR DISABLED/AMBULATORY
- SENIOR DISABLED/NONAMBULATORY
- DISABLED AMBULATORY
- DISABLED NONAMBULATORY
- OTHER >1%



32 Unduplicated Riders

First Two Quarters of FY 2015/16

Volunteer Transportation Program

- Developed to provide out-of-district medical transportation specifically for Senior and Disabled Passengers everyone
- Utilizes Volunteers Complemented by Paid Driver Hours When Volunteers Are Unavailable
- Matches One Volunteer to One Rider
- Door to Door Service
- No Waiting
- Service Area is 30 Mile Radius from the Senior Center
- Free Service
- Grant Funded

Volunteer Transportation Program

- Does not Serve Nursing Home Residents
- Complements, not Supplants Other Service Providers
- Operates During Senior Center Business Hours Only
- Riders Must Pay Parking Fees if Required
- Wheelchair Transportation Provided by Paid Driver Staff

Volunteer Medical Transportation

- Provided 106 Rides
- 20 Unduplicated Passengers
- 12 Volunteers

First Two Quarters of FY 2015/16

Senior Center Van Trips

- Developed to Meet the Needs and Wants of Mansfield Seniors
- Offers Group Social, Recreational, Cultural and Shopping Trips
- Leaves From the Senior Center and Other Central Pick Up Areas
- Free Transportation, Participants Must Pay Program/Entrance Fees
- Mansfield Residents Are Prioritized
- Grant Funded

Senior Center Van Trips

- Limited to the Number of Seats Available
- Limited Number of Driver Hours
- Does Not Provide Door to Door Service
- Funds to Provide Subject to DOT Grant
- Fleet Limitations - One 10 Passenger Accessible Van
- Cannot Meet Individual Group or Facility Requests

Senior Van Trips

- Provided 69 Trips
- 702 Rides
- 263 Unduplicated Passengers

First Two Quarters of FY 2015/16



Other Services

➤ Logisticare

- ✓ Available to Husky/Medicaid Recipients
- ✓ Variety of Transportation Options That Can Meet Medical and Assistance Needs
- ✓ No Cost to Riders
- ✓ Challenge to Book
- ✓ Wait Times can be Long

Other Services

➤ Private Providers

- ✓ Cost
- ✓ Availability
- ✓ Accessibility

Town Funded Transportation

WINDHAM REGIONAL TRANSIT DISTRICT PROPOSED CONTRIBUTION

FY2016/17 = \$153,975

◦ Dial-A-Ride	\$36,802
◦ ADA	\$18,267
◦ Fixed Route	\$66,906
◦ Special Fare	\$32,000

Town Funded Transportation

SENIOR CENTER PROGRAMS

FY2016/17 =

◦ Coordinator's Salary & Fringe Benefits(52.6%)	\$14,000
◦ Fuel Costs	\$ 1500
◦ Vehicle Maintenance, Insurance	<u>\$ 1000</u>
TOTAL:	\$16,500

- *The majority of the costs for the program are paid for by the State Matching Grant for Elderly and Disabled Demand Responsive Transportation = **\$32,350***
- *Annual In-Kind Volunteer Driver Hours (783) equate to **\$9396***

GAPS IN SERVICE

- 1. Rides Beyond Service Hours**
- 2. Rides Beyond Service Areas**
- 3. Wait Times**
- 4. Last Minute Needs**
- 5. Rides Requiring a Higher Level of Assistance/Attendance**

Barriers to Expanding Services

1. Fleet
2. Volunteers vs. Paid Drivers
3. Insurance
4. Administration and Dispatch
5. Need for Assistive Transportation
6. Geographic Size of the Town/District
7. Lack of Private Service Providers
8. COST!
9. Nursing Home Residents
10. Individual and Group Requests for Customized Service

Options

1. Enhance and Improve Dial-A-Ride Services
2. Fund Additional Transportation through the Senior Center Program
3. Contract with Outside Transportation Providers
4. Redistribute Current Resources/Services