

Quaboag Valley RCC Meeting

CPT-HST Plan Outreach

Devenber 9, 2019

Holyoke Community College, Education 2 Employment Center

On Monday, December 9, 2019, the Pioneer Valley Planning Commission presented concepts from the Coordinated Public Transit-Human Services Transportation Plan to the Quaboag Valley Regional Coordinating Council on Transportation. Topics within the presentation included:

- Funding Sources
- Identified Populations of Transportation Need
 - Individuals with disabilities
 - Individuals over 65
 - Individuals with low-income
- Traditional Transportation Services
- Medical Transportation Services
- Roadway Infrastructure to spur better transportation access

Lastly, the RCC was asked to consider all those concepts and discuss gaps in services with three questions:

- Do you feel that certain populations are left out of certain services?
- Do you feel any services don't work as intended?
- Do you feel that new services could better serve certain populations?

Votes	Identified Transportation Concern
Do you feel that certain populations are left out of certain services? (Each participant received three votes)	
8	Dialysis/Cancer Populations during weather emergencies (Those not on MassHealth do not have access to medical transportation and find themselves dependent on the Quaboag Connector for to get to and from their Dialysis and Cancer treatments. These treatments do not have a determined end time like other appointments and can easily leave a van waiting for minutes if not hours.)
0	Do any private health insurance companies cover transportation? (While this is an important question for many, traditional health insurance, including Medicare and Medicare Advantage plans do not provide reimbursement for travel to medical appointments)
7	Public Awareness about the differences between PT-1 Medicaid rides and ADA Paratransit (Public awareness of all services is low. Quaboag Valley RCC believes that many of those on MassHealth may be eligible for rides. Many of those eligible for ADA Paratransit may also have not applied.)
0	Percentage of those on Medicaid using PT-1/and not using PT-1 (This percentage may indicate penetration of outreach efforts by MassHealth and identify work to be done)
6	Awareness of all transportation options (including potential VA transportation)
0	Bike Lanes/Complete Streets Agreements (One of the concerns about bike lanes was that roadways are not currently wide enough to accommodate bike lanes without major changes to the streetscape and surrounding buildings in areas where bike lanes are most effective)
6	Limited employment based transportation in Warren, North Brookfield, Monson, etc. Quaboag Connector is the only option (With the perception of having access to additional resources, those who are employed have few transportation options in towns without fixed-route service)
0	TNCs (Uber/Lyft) are too expensive, not enough trips (While Transportation Network Companies offer freedom of mobility for many, access is based on local demand for these services and there is little demand within the Quaboag Valley)
1	No East/West Rail (An East/West Rail Study is currently being conducted by MassDOT)
2	No access to Boston from Ware/Palmer area without first going to Springfield (The only transportation service that offers rides to appointments beyond the Quaboag Valley are the Councils on Aging)
Do you feel any services don't work as intended? (Each participant received one vote)	
3	Just two PVTA trips to Springfield from Ware/Palmer (There is a general feeling that the success of the Ware/Palmer PVTA bus depended on the frequency of bus trips)
0	New PVTA Microtransit (PVTA and Quaboag Valley CDC received grant funding for a pilot program to offer on-demand rides using dispatching software)
4	Lack of awareness of PT-1 transportation services/Lack of awareness of all transportation

	options
Do you feel that new services could better serve certain populations? (Each participant received one vote)	
5	Coordinating existing services (without using new resources or money), prioritizing certain services over others based on need and the populations they serve
3	Access to transportation on shorter notice
2	Expanding capacity of all services