Veterans Transportation Service (VTS)

A community resource guide to paratransit services, designed for clinicians, social workers, and veterans.
Implemented and created by:

- Robert O'Leary, Chief of Transportation Services, Boston HealthCare Systems
- Marie Cuomo, Supervisor Travel Services
- John F. Connolly, Transportation Assistant
Aim is to provide additional paratransit information to social services when beneficiaries do not qualify for special mode.

- Implement strategy to partner with state and local agencies to provide transportation for all Veterans.
- Establish a transportation network to maximize patient pick-ups.
- Find private and commercial vendors that provide rides at low or zero cost.
- Refer patients to local Veteran Service Organizations (VSO).
Transportation Network (cont.)

- Commercial and Community Transportation Providers, MBTA ‘The Ride’.
- Non-profits organizations, Such as ‘United We Ride’ ‘Nathan Hale Organization,’ ‘Veteran Out Reach Centers Inc.’ “Disabled American Veterans”, “American Legion” and “Veteran of Foreign Wars”.
VTS network area of coverage
What will the interview include?

Your interview may include:

- Your evaluation of your abilities
- Verification of your disability
- Assessment of your physical and cognitive ability to ride public transportation

Balance, strength, coordination, range of motion, or general orientation may be assessed. Part of the assessment may be conducted outdoors, so please dress appropriately.

Information provided by a healthcare provider or disability service will also be considered. You may bring this information to the interview or your Mobility Coordinator will get it for you, if necessary.

Travel by Bus and Subway

The MBTA's bus and subway network offers a variety of accessibility features to help people travel independently.

**All buses have:**
- Capability to kneel or lower the bus
- Ramps or lifts
- Priority seating for seniors or riders with disabilities
- Securement areas for riders using wheeled mobility devices
- Audio Visual stop announcements

**Subways have:**
- Elevators, escalators, and ramps at many stations
- Mobile bridgeplates that span the gap between train and platform
- Tactile warning strips at the platform edge

Contact Us

**THE RIDE ELIGIBILITY CENTER**

617-337-2727
or use Relay Operator

Hood Business Park
500 Rutherford Avenue - Third Floor
Boston (Charlestown) MA 02129

Office Hours
Mon - Fri 8:00 AM - 5:00 PM

Appointment Hours
Mon - Fri 8:30 AM - 3:30 PM
Thu - Evening by Request

This brochure is available in alternate formats or languages upon request.

**TRAVEL ORIENTATION**

The MBTA bus and subway system is an economical way for customers to travel independently! Learn how you can use the bus and train to increase your travel options by participating in the free Travel Orientation Program.

Contact 617-222-5237 or
syeorientationtrain@mbta.com

THE RIDE is the MBTA's paratransit service for people with disabilities who are unable to independently use general public transportation. It is an origin-to-destination, accessible shared ride service for people who are eligible under the Americans with Disabilities Act (ADA) guidelines.

For eligibility, contact:
THE RIDE Eligibility Center
617-337-2727
www.mbta.com/theride
The Ride, Uber, lyft, or Curb
Chelsea Soldiers Home
wheelchair accessible with lift
Local Bus service
Transportation services

MassHealth provides nonemergency transportation services and emergency ambulance services. The general guidelines for nonemergency services are:
Your medical provider must authorize your need for transportation by completing a Prescription for Transportation (PT-1) form for community-based services or a Medical Necessity Form (MNF) for institutionally based services.
Transportation must be to and from a MassHealth provider for a MassHealth-reimbursable service.
You are not able to access public transportation and/or private means of transportation.
There are exceptions to these guidelines. Please call the MassHealth Customer Service Center for more information.
The Ride’s Area of Coverage

Massachusetts Bay Transportation Authority
THE RIDE Service Area

IMPORTANT NOTICE:
To help identify your RIDE vehicle, the color scheme for your Contractor’s fleet will be striped to match the color on the map above.

LEGEND
- Yellow = Shared – All contractors serve this area
- Blue = North – Greater Lynn Senior Service - 1-888-319-7433(V) 1-800-621-0420(TTY)
- Red = Northwest – Veterans Transportation Services - 1-877-765-7433(V) 1-888-553-8294(TTY)
- Green = South – The Joint Venture TTI/YCN - 1-888-920-7433(V) 1-888-607-7757(TTY)
Currently under contract with the Department of Veterans Affairs, Alternative Transportation Services (contractor) Provides ‘Special Mode’ transportation to qualified veterans.
b. When a veteran requires a specialized mode of transportation (wheelchair, ambulance) a request for transportation will be initiated by the veteran’s authorizing clinician with sufficient medical justification and the type of transportation necessary. Requests will be forwarded to the Beneficiary Travel Office to determine the veteran’s eligibility for the program. Once determined eligible, the appropriate travel is arranged. Veterans who do not meet eligibility requirements or have other means available will be referred to Social Work Service for assistance using available local and community resources.
Chapter 115 Benefits from the Massachusetts Department of Veterans’ Services:

- **Annuities**
  
  You can receive a $2000 annuity payment each year if you are (1) a veteran who has blindness, paraplegia, or a double amputation connected to his or her service; (2) a veteran who has a 100% VA rating; or (3) a parent or un-remarried spouse of a veteran who died because of a wartime or combat-related injury.

- **Other Types of Benefits:**
  
  - Moving assistance
  
  - **Transportation to medical appointments**
ATS(VTS)
Special Mode of Transportation

- Chair car
- Ambulance
Alternative Transportation

MBTA The Ride

Metro West Regional Transit Authority

Greater Attleboro Taunton Regional Transit Authority
Costal Medical Transportation LLC.

Medicaid accepted
MASS MOBILITY

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Transportation must be to and from a MassHealth provider for a MassHealth-reimbursable service.
You are not able to access public transportation and/or private means of transportation.
We are proud to present our newly acquired van, donated by Prime Motor Group, Dadgar Insurance, and Toyota, for transporting Veterans to and from appointments.
A&A Metro Transportation Medical Transportation:
Call (508) 697-4343

http://www.aametro.com/medical.php
SCM Transportation Inc.
617-625-1191 (press "o" for Reservations)
167 Holland St, Somerville MA 02144
Veterans INC.

- Transportation to work, legal appointments, medical appointments, off-site support group meetings, and community activities. Veterans Inc. also coordinates a Vehicles for Vets donation program.
Veterans programs

Veterans and Families Transportation Call Center:

Sam Braman
Transportation Manager, Pittsfield
Phone: (413) 281-0273
Fax: (413) 236-2911
sbraman@wesoldieron.org
RSVP Volunteer Program
Norfolk County Commissioners' Office
614 High Street, Suite 201
P.O. Box 310
Dedham, MA 02027
781-329-5728
RESERVATIONS A MUST!
Reservations must be made between 8:00 AM and 5:00 PM no later than the weekday before you wish to travel.
Fare $30.00 ROUND TRIP / $15.00 ONE WAY

ESCORTS ALLOWED BASED ON SEATING AVAILABILITY
(escort confirmation received day before appointment)
FOR RESERVATIONS CALL
1-800-352-7155
Monday thru Friday
8:00 AM to 5:00 PM

Five Major Transportation Networks in the 495 beltway
Transportation phone/internet links


- W.R.T.A. (Worcester Region) 508-791-WRTA [http://www.therta.com](http://www.therta.com)


Dracut Transportation Co.
580 Arlington Street
Dracut, MA 01826
(978) 957-1931
Council on Aging, local Cities and Towns:
City of Templeton: 978-632-4592
City of Peabody: 978-531-2254
City of Quincy: 617-376-1242
City of Arlington: 781-316-3400
* City of Norwell: 781-659-7878
* Town of Marion: 508-748-3500
City of Millis: 508-376-7059
City of New Bedford 508-324-2432
Brockton (DIAL-A-BAT)  508-584-5530
Brockton (DIAL-A-BAT) TDD:  508-580-0873
Abington (COA)   781-982-2146
Avon (COA)   508-559-0060
Bridgewater (COA)   508-697-0929
E. Bridgewater (COA)   508-378-1610
W. Bridgewater (COA)   508-894-1262
Whitman (COA)   781-447-7619
Stoughton (COA)   781-344-8882
Easton (COA)   508-230-0540
Dedham Council on Aging   781-326-1650
Boston Hospital Shuttle
Starting September 3, 2013

Long distance Medical Transportation
Serving persons with disabilities, seniors, and veterans living in:
Fall River · New Bedford · Acushnet · Dartmouth · Fairhaven
Freetown · Mattapoisett · Somerset · Swansea · Westport

Having from New Bedford on Tuesdays and Fall River on Thursdays

Served:
- Boston Medical Center
- Tufts Medical Center
- Floating Hospital for Children
- Mass General
- Mass Eye & Ear
- Beth Israel Deaconess Medical Center
- Brigham & Women’s Hospital
- New England Baptist Hospital
- Dana Farber Cancer Institute
- Veteran’s Affairs Healthcare—Jamaica
- Boston Children’s Hospital

Will leave at 8:30AM and arrive in Boston by 10:30AM. The van will leave Boston at 2:15PM.
Appointments should not be made before 11:00AM and must be completed by 2:00PM.
*Times are subject to change as route specifics become finalized.*

Reservations Required

Seniors
Contact your local Council on Aging to make your reservation.

Veterans
Contact your local Veterans Service Officer to make reservations.

Persons with Disabilities
Contact SRTA ADA Coordinator to see
SRTA Demand Response Clients
Contact SRTA Demand Response to make appointments. Call 750-360-3560.
Private transportation services, low to zero charge for veterans

Nathan Hale Organization link below:
www.thenathanhaleveteransoutreachcenterplymouthma.com

Main Office – Plymouth
All transportation appointments and information
763 State Road, Plymouth MA 02360
508-224-0100

Middleboro Office
260 Centre Street, Middleboro MA 02364
781-923-0900
To find out if you qualify for transportation benefits, please contact the MassHealth Customer Service Center (CSC) at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss.

Your MassHealth medical provider must complete and sign a Prescription for Transportation (PT-1) form on your behalf. This form can be completed online, faxed, or mailed to the CSC.
High Performance Development Model

- Performance Management
- Continuous Assessment
- Coaching/Mentoring
- Competency Development
- Continuous Learning Opportunities
- Performance Based Interviewing
- Customer Service - Flexibility - Interpersonal Effectiveness - Personal Mastery - Systems Thinking - Technical Skills - Creative Thinking - Organizational Stewardship - Veterans

Vetners
Veterans Transportation Services Committee:

- Robert O’Leary, Chief of Transportation
- John F. Connolly, LSWA, Transportation Assistant
- Diane Maloof, RN, BSN, Assistant Nurse Manager
- Francis J. Walsh, U.S.M.C, Sr. Vice Commander, Chp.40 DAV, Newburyport, MA