



## 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 provide additional paratransit information to social services when beneficiary 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



# ● MBTA

## 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 health care 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.

If your eligibility determination is not made within 21 days of completion of the application process, you will be able to use THE RIDE until a determination is made. If you disagree with the decision, you have the right to appeal.

## 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  
Thur - 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  
sysorientationtrain@mbta.com

THE RIDE ELIGIBILITY CENTER

617-337-2727

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



## THE RIDE Eligibility Information



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



Massachusetts Bay  
Transportation Authority **massDOT**  
MASSACHUSETTS DEPARTMENT OF TRANSPORTATION

# The Ride, Uber, Lyft, or Curb



UBER

lyft

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.

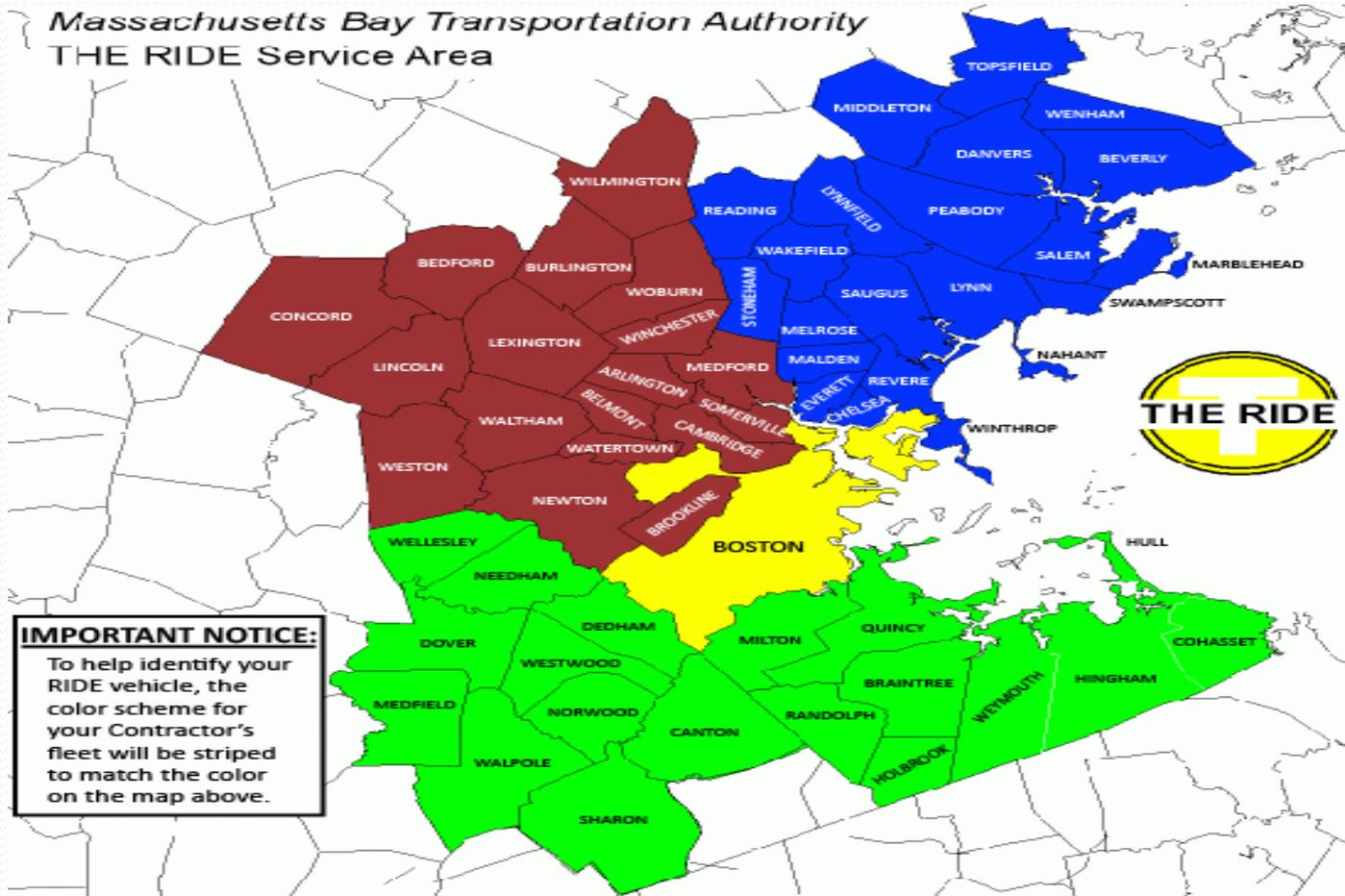
Transportation must be to and from a MassHealth provider for a MassHealth-reimbursable service.

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:

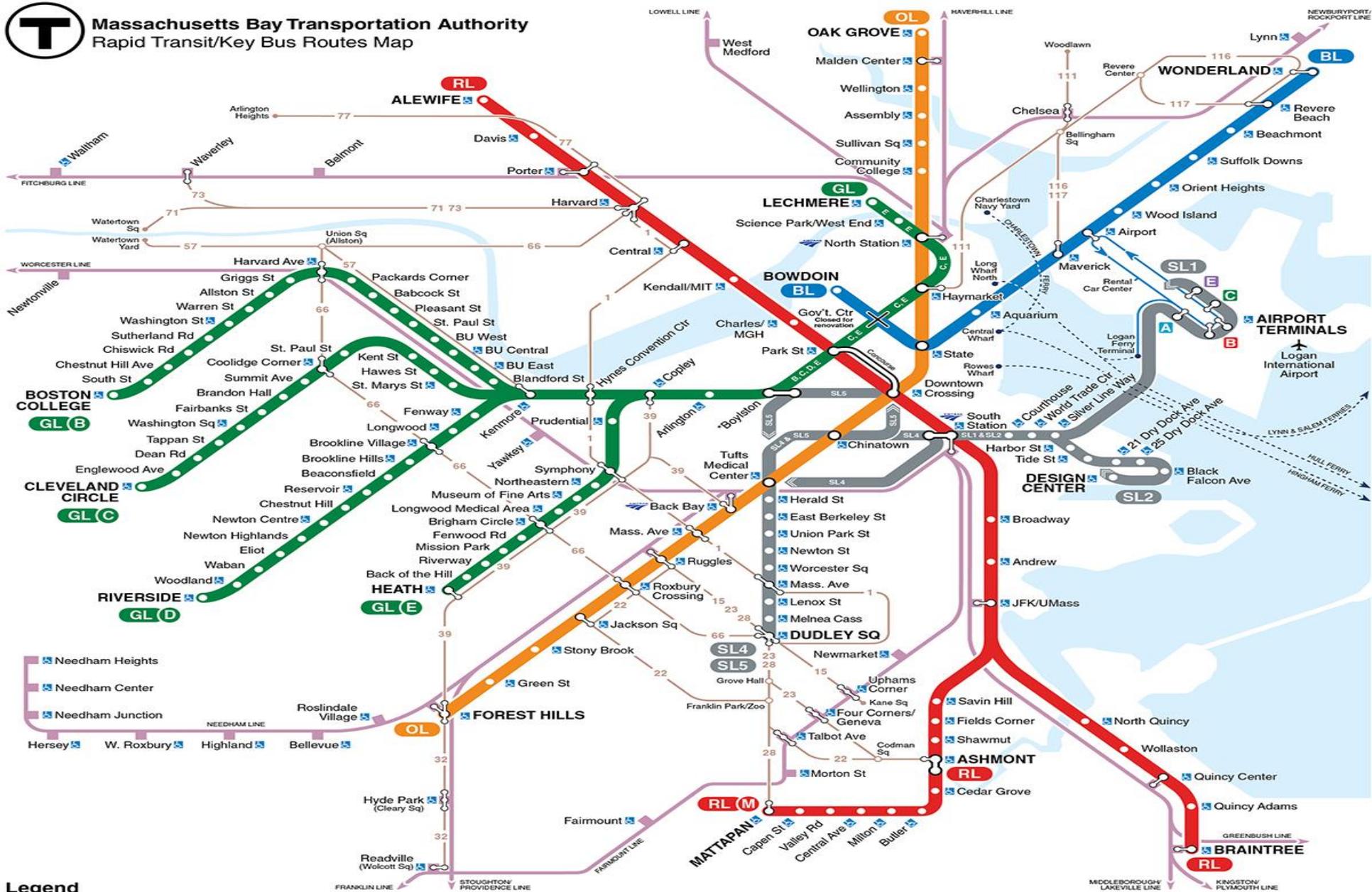
To help identify your RIDE vehicle, the color scheme for your Contractor's fleet will be striped to match the color on the map above.

## LEGEND

-  Shared = All contractors serve this area
-  North - Greater Lynn Senior Service - 1-888-319-7433(V) 1-800-621-0420(TTY)
-  Northwest - Veterans Transportation Services - 1-877-765-7433(V) 1-888-553-8294(TTY)
-  South - The Joint Venture TTI/YCN - 1-888-920-7433(V) 1-888-607-7757(TTY)



# Massachusetts Bay Transportation Authority Rapid Transit/Key Bus Routes Map



## Legend

- |                        |  |  |  |   |  |
|------------------------|--|--|--|---|--|
| <b>RL</b> RED LINE     | <b>SL</b> SILVER LINE and branches               | <b>— 000 —</b> KEY BUS ROUTE<br>Frequent Service | Accessible station<br>All MBTA and Massport bus and<br>ferry services are accessible | Free Logan Airport shuttle bus                            | Customer Communications & Travel info<br>617-222-3200, 1-800-392-6100,<br>TTY 617-222-5146, www.mbta.com |
| <b>M</b> MATTAPAN LINE | <b>GL</b> GREEN LINE and branches                | <b>— 000 —</b> KEY BUS ROUTE<br>Off-Peak Service | Rapid Transit transfer station   | Amtrak service<br>Back Bay, North & South Stations        | MBTA Transit Police: 911<br>TTY 617-222-1200   |
| <b>OL</b> ORANGE LINE  | <b>SL1</b> <b>SL4</b><br><b>SL2</b> <b>SL5</b>   | <b>— 000 —</b> KEY BUS ROUTE<br>Off-Peak Service | Commuter Rail transfer station   | <small>*Boylston: Accessible for Silver Line only</small> | Elevator/escalator/lift updates: 800-392-6100  |
| <b>BL</b> BLUE LINE    | <b>— 000 —</b> KEY BUS ROUTE<br>Off-Peak Service | <b>— 000 —</b> KEY BUS ROUTE<br>Off-Peak Service | FERRYS   |   |  |

# VA Transportation Services

- Currently under contract with the Department of Veterans Affairs , Alternative Transportation Services (contractor) Provides 'Special Mode' transportation to qualified veterans.



# Special Mode::

- 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







# Medical Transportation

**Costal Medical  
Transportation LLC.**

Medicaid  
accepted



# D.A.V. Somerville Post #27



# 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.

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

781-352-3575



**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](mailto:sbraman@wesoldieron.org)

# NORFOLK COUNTY

## RSVP RIDES FOR VETERANS

**RSVP Volunteer Program  
Norfolk County Commissioners' Office  
614 High Street, Suite 201  
P.O. Box 310  
Dedham, MA 02027**

**781-329-5728**

# BHT Boston Hospital Transportation

## 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



<http://www.capecodtransit.org/downloads/ADAApplication.pdf>



## Transportation phone/internet links

- M.A.R.T. Leominster and Fitchburg area phone 978-345-7711, 800-922-5636 <http://www.mrta.us>
- W.R.T.A. (Worcester Region ) 508-791-WRTA  
<http://www.therta.com>
- G.A.T.R.A (Attleboro ,Taunton Region) 800-483-2500  
TDD 508-824-3474 <http://www.gatra.org>
- M.W.R.T.A (Metro West) Natick Framingham 508-935-2222 toll free 888-996-9782 TTY 508-935-2242  
<http://www.mwrta.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

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Leaving from New Bedford on Tuesdays and Fall River on Thursdays

Locations 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

Shuttle will leave at 8:30AM and arrive in Boston by 10:30AM. The van will leave Boston at 2:00PM. 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.\*

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## **Reservations Required**

### **Seniors**

Contact your local Council on Aging to make your reservation.

### **Persons with Disabilities**

Contact SRTA ADA Coordinator to see

### **Veterans**

Contact your local Veterans Service Officer to make reservations.

### **SRTA Demand Response Clients**

Contact SRTA Demand Response to make



# Private transportation services, low to zero charge for veterans

Nathan Hale Organization link below:

[www.thenathanhaleveteransoutreachcenterplymouthma.com](http://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

# [www.mass.gov/HST](http://www.mass.gov/HST)

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



# 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