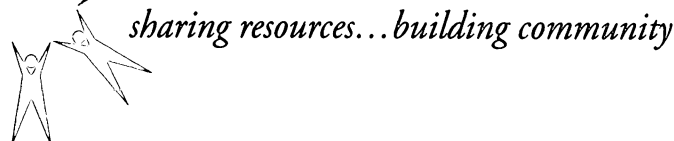


Department of Human Service Programs



To: Robert W. Healy
City Manager

Jill Herold
Assistant City Manager

From: Jill Herold
Assistant City Manager for Human Services
Eileen Girmetty
Council on Aging Division Head

Ellen Simonoff
Deputy Director

Childcare & Family
Support Services

Date: May 30, 2000

Commission for
Persons with Disabilities

Re: Committee Report #3, dated 4/10/00
Awaiting Report #00-20

Community Schools

Community
Learning Center

In response to requests for information identified in a recent meeting of the City Council's Transportation, Traffic and Parking Committee, the following information is offered:

Coordinating Council for
Children, Youth and Families
(Kids' Council)

Outreach for Senior Transportation Services

Council on Aging
Elderly Services

* Taxi Discount Coupon Program

Low Income
Fuel Assistance

There continues to be increasing utilization of the Senior Taxi Discount Coupon Program each year. In addition to Cambridge seniors registering for the program via phone or when at the Citywide Senior Center, the program is highlighted in any staff outreach visits, and on-site registration for the program is made available for seniors at these events.

Multi-Service Center
Homeless Services

Office of Workforce
Development

Planning & Development

Council on Aging staff teach a course at the monthly Taxi Drivers School on services to seniors and on the Taxi Discount Program, and also will be a part of the soon to be launched school for the phone receptionists and dispatchers working at Cambridge cab companies.

Recreation

Youth



An occasional complaint by seniors continues to be that some taxi drivers refuse to accept the discount coupons as part of a senior's payment for the fare. To educate drivers about their responsibilities in this area, the Council on Aging will have the next series of discount coupons books printed with a note on the back of each coupon about the requirement that Cambridge cab companies and drivers accept the coupons and fully participate in the program.

**** Taxi Cab Services***

With seven accessible cabs now on the road for enhanced services to seniors and individuals with disabilities, the accessible cabs are required to be situated outside the Citywide Senior Center during weekday peak afternoon hours unless otherwise on a job. This is done through a set schedule for cabs to cover half-hour time intervals. During the month of May, the License Commission is monitoring the schedule daily to determine the percentage of time covered. The License Commission will follow-up with drivers if any instances of non-compliance are found.

Seniors can request an accessible cab through the companies' dispatchers, or they can access most of the accessible cabs directly through their cell phones; the numbers are available through the Council on Aging staff.

**** Senior Shuttle Bus***

The Council on Aging operates the senior shuttle bus five days per week, and transports to and from senior housing buildings and other sites throughout the city. The COA regularly reviews its ridership, and makes additions or revisions to the schedule as needed. To date, the Council on Aging has been able to accommodate almost all requests for services.

Publicizing Information

Information about the Senior Shuttle bus, taxi discount program, the Senior Transportation phone line (349-6055, which is monitored daily), and SCM transportation services are publicized through many mediums, including, the DHSP Resource Guide, which is published three times a year and widely distributed throughout the city, with copies inserted in the Cambridge Chronicle and TAB, and copies delivered to the senior centers and senior

housing buildings. In addition, a two page information sheet about Transportation Resources for Cambridge Elders is periodically distributed to senior housing buildings and to agencies serving seniors. (A copy of the Transportation Resources information sheet is attached.)

The City's web page and municipal cable television are used to publicize availability of transportation services. Council on Aging literature and brochures including transportation information are widely distributed at occasions in which there are a significant number of senior citizens in attendance. For example, at the MIT/ Mayor's Golden Age Picnic bright yellow informational cards about the Taxi Discount Program were distributed to the approximately 1,000 senior in attendance. (A copy of the card is attached.)

SCM Transportation

The City of Cambridge funds a contract with SCM Transportation, a non profit transportation company, to provide medical dial-a-ride services for seniors and individuals with disabilities unable to access more traditional means of transportation to medical appointments. The contract also covers nutritional transportation services to take seniors to area food markets weekly.

The SCM transportation services are also publicized widely, including in the Council on Aging newsletter, all social service publications and mailings, at community service fairs, etc. For example, the May 2000 Newslines ran its cover story on the SCM services, noting the easy 1-2-3 step process for setting up a ride. The article also noted that SCM utilizes the ATT Language Line, so that people who do not speak English can talk with SCM staff to make reservations.

For the past three fiscal years, the City has increased the funding of the SCM contract each year, with an FY 1998 increase of 6%, an FY 1999 increase of 5%, and an FY 2000 increase of 5%. There is a proposed increase of 6% for the FY 2001 contract. The proposed contract amount for FY '01 is a total of \$65,209, and is funded through three sources: city tax dollars, through the Council on Aging's State Elder Affairs' formula grant and through the Community Development Block Grant. The Department will continue to work with SCM on tracking of requests for service and services provided.

COMMUNICATION OF COMMITTEE MINUTES

The minutes of the Committee on Transportation, Traffic and Parking along with the Summer Resource Guide and other Senior Transportation information are being sent to all senior housing building managers and service coordinators as well as to the Somerville Cambridge Interagency Task Force, SCIT, which includes representatives of all of the agencies providing services to Cambridge seniors.

sharing resources...building community

TRANSPORTATION RESOURCES FOR CAMBRIDGE ELDERS

CAMBRIDGE TAXICAB COUPON PROGRAM: Taxi discount coupons, funded by the City of Cambridge, are offered free of charge to Cambridge residents who are sixty years of age or older. Riders must use a licensed Cambridge taxi company and each coupon is worth \$1.75. The elder can use one coupon for fares under \$5.00 and two coupons for fares over \$5.00. A maximum of two coupons can be used for any one-way trip, regardless of the fare. Phone-in registration is possible. Individuals registering by phone will have to send proof of eligibility to the registering agency. For information on registration for the Coupon Program contact the Cambridge Council on Aging at 349-6220.

CAMBRIDGE COUNCIL ON AGING SHUTTLE BUS: The Cambridge COA provides transportation at various pick up points throughout the City to the City Wide Senior Center, located at 806 Massachusetts Ave. This service is available M-F, 8:30-5:00. For more information, call the Cambridge Council on Aging at 349-6055.

CAMBRIDGE COUNCIL ON AGING MALL SHOPPING: On the second, third and fourth Fridays of the month, the COA pickups seniors at various housing developments and transports to area malls. A donation of \$1.25 is requested. For additional information call 349-6055.

SCM COMMUNITY TRANSPORTATION, INC.: Residents of Cambridge, Somerville, Medford, Belmont, Everett, Malden, and Lexington 60 years of age or older or disabled can call for door to door rides for local non-emergency medical appointments and grocery shopping. A minimum of 48 hours notice must be given. SCM will accept reservations up to thirty days in advance. SCM provides shuttle services to most of the local hospitals in Boston. Shuttle service is Monday through Friday, 9:00 am to 4:00 P.M. Medical appointments must be made for 9:00 am or after and be finished by 2:00 P.M. SCM charges a fee of \$1.00 each way within the cities they serve, \$2.00 each way for shuttle service to hospitals within the Boston area. Drivers will help a passenger up or down from the curb and/or to or from one step. SCM will not provide wheelchair carry-down services. Escorts are allowed to accompany an elder. Scheduling hours for transportation is Monday through Friday; 9:00 am to 1:00 P.M. Grocery shopping is available on Tuesdays, Wednesdays, or Thursdays, depending on where you live. Please call 2 days to 1 week in advance. SCM can be reached at (617) 625-1191.

MASSACHUSETTS BAY TRANSIT AUTHORITY (MBTA): Discount fares for Senior Citizens sixty-five years of age or older. A picture ID can be obtained at the MBTA Senior and Access Pass Office located at the Back Bay Station, 145 Dartmouth St., Boston. The office is open Monday through Friday, 8:30 am to 5:00 P.M. Requirements for ID Card is proof of age 65 or older, e.g. birth certificate, baptismal record, citizenship papers or driver's license. Proof of residency, driver's license or gas/electric bill. For more information call (617) 222-5438.

THE RIDE: Seniors and/or disabled individuals unable to use public transportation due to difficulty with either walking, seeing, using stairs or escalator, or riding in a standard transit vehicle and who are registered with the MBTA Office for Transportation Access can receive door to door transportation for any type of trip. A licensed/certified human service or health care professional must complete a form that is familiar with the individual and his or her disability. The individual must have a disability, which prevents using public transportation, and must reside within The Ride service area. The Ride is a first come first serve service. Registration must be made for transportation service. Fee for service is through the purchase of booklet of tickets, which is for four round trips for one person. Each ticket is \$1.00. All vehicles are equipped to carry both ambulatory persons and individuals in wheelchairs. The driver will help a passenger up or down from curb and/or up or down from one step. Escort can accompany individuals. The MBTA



Office for Transportation Access is located at: 10 Park Plaza, Room 4730, Boston, MA 02116. For more information or application form contact (617) 222-5123.

MASSHEALTH TRANSPORTATION PROGRAM: This service is for non-emergency medical trips only. Service is available to MassHealth (Medicaid benefits) clients including CommonHealth and Mass. Commission for the Blind. EAEDC clients are not eligible for the service. Transportation service to medical appointments when an individual is unable to access public or private transportation. Doctor or medical provider must authorize the need for transportation by completing a Prescription for Transportation (PT-1) Form. A separate PT-1 Form must be submitted for each medical provider a client visits. Once approved, individuals must call, at least, 3 days in advance of scheduled appointment. For additional information call (800) 841-2900.

KIDNEY TRANSPLANT/DIALYSIS ASSOCIATION, INC.: Will reimburse transportation cost to any individual who is undergoing dialysis. Individuals should request a Patient Assistance Grant Application at their place of dialysis treatment. The application has a section to be completed by the medical social worker. All receipts for transportation cost incurred must be submitted with the application. A committee for approval reviews all applications. Decisions about reimbursement take 1 to 2 months. For additional information contact (781) 641-4000.

WHEELCHAIR VANS: Ambulance Services often have wheelchair van service. Check the Yellow Pages for local companies. Chisholm Chair Car, Professional Ambulance, Handi-Trans, Cataldo Chair Car/Ambulance, and Accessible Transportation, Co. are a few. The rider would be paying privately for any non-emergency ride.

THE SHEPERD'S CENTER OF CAMB. /SOM. : Escort transportation is available to persons 60 and older and/or disabled individuals. For more information, call 354-3667.

Revised 4/4/00

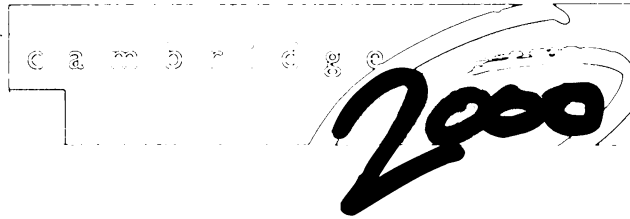
Cambridge Seniors

Did you know.....you are eligible for the Senior Taxi Discount Program?

If you are age 60 or older and live in Cambridge, you can receive booklets for cash discounts off each one-way taxi ride you take in a Cambridge taxi. There is no charge for the taxi coupons.

For more information, come to the Council on Aging, 806 Massachusetts Ave., 3rd floor, or call 349-6220. You must present proof of age and residency.

	City of Cambridge \$1.75 Taxi Coupon	SAMPLE	No 17981
This coupon entitles _____ to a \$1.75 discount off the fare charged by a Cambridge taxi. A maximum of 2 coupons may be used for a fare of \$5.00 or more. Use by 6/30/2000			
Taxi Driver's Name: _____			
Taxi #: _____ Date: _____			



7

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

June 5, 2000

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 00-20, regarding a report on ways to increase outreach and advertisement of senior transportation services; provide medical appointment shuttles for seniors; and to forward the Senior Resource Guide to appropriate senior organizations, received from Assistant City Manager for Human Services Jill Herold.

Additionally, this order requested enforcement of illegal parking in handicapped parking spaces, at bus stops, and at pedestrian crossings. Please be advised of the following: The Commanding Officers of both the Day and Night Patrol Sections of the Police Department have been directed to inform all uniformed officers in their command to enforce all illegal parking at these locations. Further, Parking Control Officers of the Traffic, Parking & Transportation Department have been instruction to continue strict enforcement of these violations throughout the City.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec



2000 Things 2 Do in 2000

Consent Agenda #7

1425

Relative to AW Rpt. 00-20,
regarding a report on ways
to increase outreach and
advertisement of senior
transportation services.

S-142

In City Council June 5, 2000

PLACED ON FILE