



Transportation Service Planning Workshop

East Greenwich Senior Services

Your Voice • Your Service • Our Future

Today's Presenters



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Today's Agenda

1. **Where We Are:** Current Service Overview
2. **Understanding the Challenge:** Growth & Resources
3. **Hearing From You:** Your Experiences & Needs
4. **Looking Ahead:** Next Steps in Planning
5. **Open Discussion & Questions**

This is the beginning of a conversation, not the end of one

Our Transportation Service Today

SERVICE DETAILS

WHO: Residents age 55+ and those with disabilities

SERVING: 44 unique riders in 2025

COST: \$2 per trip or \$10/month pass

FEATURES: Door-to-door, bus lift, professional driver

SERVICES PROVIDED

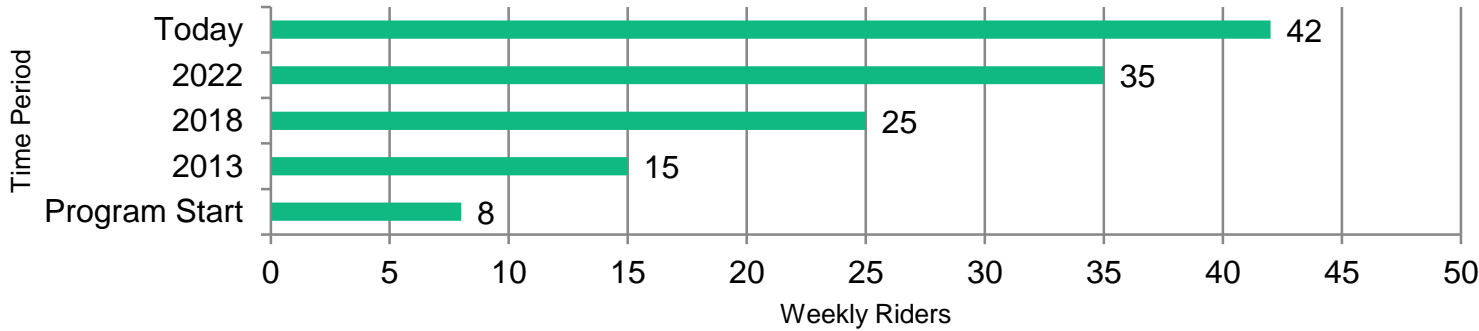
- Medical appointments
- Grocery shopping
- Retail shopping
- Senior center programs

The Growth We've Experienced

EARLY PROGRAM
6-10
Riders/week



TODAY
40+
Riders/week



Our Current Resources



1 Bus

14-passenger capacity



1 Driver

Professional & dedicated

THE CHALLENGE: Resources unchanged while ridership grew 300-400%

How the Service is Funded

Town of East Greenwich Tax Revenue (Majority Funding)

User Fees
\$2 or \$10/month pass

FY 2025 Fixed Costs: \$103,244.00 (Staffing Costs, Fuel, Equipment)

Fees Collected: \$1,730.00

New Vehicle Purchase 2025: \$137,425.00

The program is heavily subsidized by taxpayers

**To meet increased demand with current funding,
we may need to adjust how services are delivered**

The Reality of Growing Demand

Peak Demand Days: Wednesdays & Fridays

All-day demands: morning exercise classes, lunch runs, afternoon shopping

Requests Being Declined

Started tracking in August 2025 — people are being turned away due to full bus

Operational Constraints

Grocery trips limited to 6 passengers — driver can only lift/manage so many bags

Why We're Here Today

✓ We Want to Be Proactive

Planning ahead rather than waiting for a crisis

✓ Your Experience Matters

You know what works, what doesn't, and what you need

✓ Transparency is Essential

Sharing realities and seeking input before decisions

**No decisions have been made.
Your feedback will directly shape what happens next.**

Let's Talk: Your Experience

Discussion Questions

→ **What aspects work well for you?**

Think: pickup, cost, driver, destinations

→ **What frustrations are you experiencing?**

Think: availability, wait times, scheduling

→ **Which trips are most essential to you?**

Medical? Grocery? Retail Shopping? Senior center? Social?

→ **Do you have other transportation options?**

Looking Ahead: Your Needs

If Resources Are Limited, What Would You Prefer?

- Prioritize certain trips (medical & grocery first)?
- Create scheduled routes vs. on-demand service?
- Serve more people less frequently?
- Other ideas or concerns?

These are discussion questions, not final options—we want your thoughts!

What Happens Next

1

Survey & Data Collection

Online survey or pen & paper, interviews (2-3 weeks)

2

Analysis & Option Development

Review feedback, develop 1-3 options (2-3 weeks)

3

Present Options to Community

Second forum for feedback (1-2 weeks)

4

Final Decision & Implementation

Refine, announce, phase in changes (2-4 weeks)

Timeline: 10-12 weeks from today to implementation



Thank You

Your participation helps ensure this service
continues to meet community needs

Questions & Discussion

We're here to listen and answer your questions

East Greenwich Community Services & Parks, Senior Services Division
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Swift Community Center