

From: [Chambers, Blair](#)
To: [Chambers, Blair](#)
Subject: Transit to Vaccines Weekly Digest - April 20, 2021
Date: Tuesday, April 20, 2021 9:19:21 AM
Attachments: [image004.png](#)
[image002.png](#)
[RIDEUNITEDNC_CallCenter_Announcement.pdf](#)

Good Morning Transit Partners,

Welcome to another weekly Transit to Vaccine Digest.

Announcements

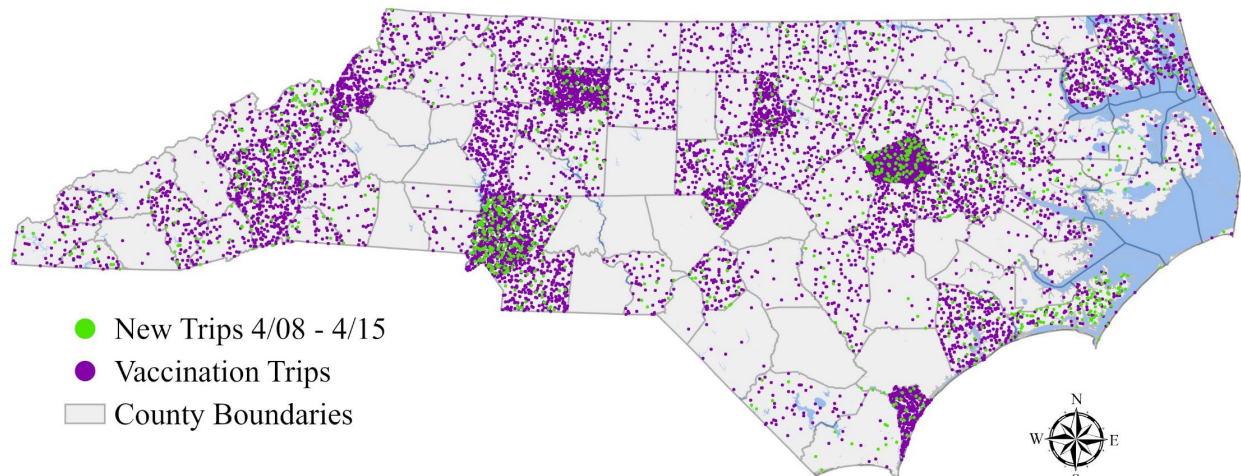
The statewide initiative was launched last month by United Way of the Greater Triangle in partnership with Lyft, Blue Cross and Blue Shield of North Carolina (Blue Cross NC), and North Carolina Department of Transportation (NCDOT), in support of the North Carolina COVID-19 Public Health Coalition.

The call center is made possible with support from Mako Documents, Pillar Consulting, and Wilcox Distributions. The entire RIDE UNITED NC program is made possible by investments totaling more than \$925,000 from Bank of America, Blue Cross NC, Blue Cross NC Foundation, Coastal Credit Union, Duke Energy, and Duke University and Duke Health. These donations support the North Carolina COVID-19 Public Health Coalition and will help provide rides statewide.

Please see the attached announcement for more information!!

Weekly Wins

VACCINATION TRIPS PROVIDED BY NC TRANSIT AGENCIES



Notes:
- Vaccination trips provided by public transportation (reported weekly by transit systems)
- Vaccine availability may impact trip distribution

Since the beginning of the T2V efforts, **78 Transit Systems (80%)** have reported over **9,456 Trips** and traveled over **76,581 miles** to provide transportation to **6,632** people for vaccinations.

371 Dedicated Vehicle Days have been provided.

**Non-map data from Weekly Data survey through Tuesday, April 20, 2021*

System Spotlight

Mecklenburg County Transportation (MCT)

In the past few months MTS has worked with the Mecklenburg County Public Health Department to assist with arranging transporting for citizens to COVID19 Vaccine sites. Responsiveness was key as a communication and service plan was designed to allow contracted transportation providers to view the designated locations they could bring customers to.

A COVID customer relations line was opened to ensure customers needing transportation to COVID testing or vaccination sites could be helped. Once arrangements were made, the vehicle would take citizens to the location, nurses would meet the driver and citizens on board to receive their vaccination. The driver then waits 15 minutes after the citizen receives their vaccine before leaving. Because of the additional time involved, contracted vendors were approved to receive wait time pay to allow customers the opportunity to remain in the vehicle and receive their vaccination.



During the early phase it was easier to determine which locations were holding vaccination services. Trip types were easily tracked and documented. The challenge grew when customers were not disclosing their trip purpose beyond a medical need. Destinations to medical offices administering the vaccination began to grow. Their reservation team began to ask customers if the purpose of their trip was for a vaccine rather than different a medical reason.

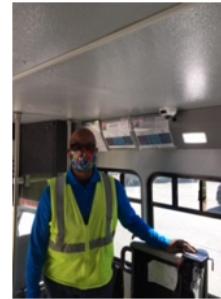
To date there have been approximately 791 trips performed serving over 400 residents.

The MTS customer relations team shares daily how citizens are very excited to receive transportation services. As their team completes transportation assessments, this creates opportunities for their citizens to learn about other services they may be eligible for and learn about opportunities to access other programs.



In conclusion, no one knows how long we will be dealing with this pandemic, but MTS is taking away the positives from the past year. As a team, they remain resilient, empathetic and are adaptable to many provide services to their citizens in creative new ways.

Congratulations MTS!



Weekly Data and Claims Reminder

Remember, even if you have no rides, please still submit a data report for the week. If you are a system that primarily provides fixed route services, if you have any data, even if it's only the number of riders, please submit that.

Please remember to submit your weekly data survey by end of day on Tuesdays. The requested information helps our team understand resource and funding needs and communicate those needs and successes.

<https://app.smartsheet.com/b/form/f60074eadd0a4463b85e38dc5724a9a2>

Reporting All-Stars

The following systems, who have consistently submitted their data. Thank you for your dedication to communicating successes:

- GoWake – 15 reports (all reporting weeks)
- Washington County – 15 reports (all reporting weeks)
- Wilkes County - 15 reports (all reporting weeks)
- Hoke County – 15 reports (all reporting weeks)
- McDowell County – 15 reports (all reporting weeks)
- Cape Fear Public Transportation Authority (Wave) – 14 reports (all reporting weeks)
- AppalCART – 14 reports (all reporting weeks)
- Ashe County – 14 reports (all reporting weeks)
- Rowan County - 14 reports (all reporting weeks)
- Mecklenburg County – 14 reports (all reporting weeks)
- Kerr Area (KARTS) – 14 reports (all reporting weeks)
- Lee County– 14 reports (all reporting weeks)
- Madison County – 14 reports (all reporting weeks)
- Union County– 14 reports (all reporting weeks)
- Gates County – 14 reports (all reporting weeks)
- Albemarle Regional Health Services (ICPTA) – 14 reports (all reporting weeks)
- Graham County - 14 reports (all reporting weeks)
- Harnett County - 14 reports (all reporting weeks)
- Avery County - 13 reports (all reporting weeks)
- High Point– 13 reports (all reporting weeks)

Communications and Events (Week of 4/12-4/16)

Please see below for a summary of communications and events from last week:

Subject	Date	Notes
None		

Additional Information

Don't forget all the good info on our Website! : <https://connect.ncdot.gov/business/Transit/Pages/Transportation-COVID-19-Vaccine-Sites.aspx>

Thank you!

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