

**Sudbury Transportation Committee**  
**Minutes**  
**Monday, August 5, 2019**  
**2:00 PM**  
**Engineering Conference Room, DPW Building, 275 Old Lancaster Rd.**

**Core Members Present:** Daniel Carty, Alice Sapienza, Bethany Hadvab, Dan Nason

**Advisory Group Members Present:** Debra Galloway, Adam Duchesneau, Carmine Gentile, Sandy Lasky, Scott Nix

**Absent:** Charlie Dunn, Beth Suedmeyer, Doug Frey

**Guests:** Lisa Kouchakdjian (SPS School Committee)

**Confirmation of Quorum:** The statutory requirements as to notice having been complied with, Dan Carty, Chair, convened the meeting at 2:01 PM

**Selection of Clerk:** Debra Galloway agreed to take meeting minutes.

**Approval of Minutes:** Sapienza made a motion, seconded by Dan Carty, to approve minutes for 17 July meeting and there was unanimous approval.

### **Updates**

Sapienza reminded everyone that the priorities of the grant are: affordability, accessibility, medical appointments and other health needs (including food access). We have also discussed after-school transportation insofar as that may be a need for financially vulnerable families and their children.

Sapienza reported that Uber contracted with MV transportation to have WAV vehicles available for riders (WAV – Wheelchair accessible vehicles). Lyft is working with First Transportation. They have increased access to WAV by 50% for the MBTA RIDE clients.

There is a second regional meeting on Sep. 9, 1-3 PM, with Travis Pollack, Sapienza, Osman, and Duchesneau to discuss the Transportation pilot status, and status of other town's pilots. Eight communities were interested in being involved, and two others were considering the Community Compact initiative. Sapienza said there was agreement to offer a few thousand dollars for a small pilot or regional grant to participating towns for ride subsidies. Eventually there may be call centers for this type of transportation, that are centered in towns or regionally, but for now, we start with hand's on work at the local level.

## **Continue Discussion of 3/6/12-month action plan**

Sapienza noted that it is important to make sure to let riders know that shared rides will be ½ the rate of individual rides.

## **Service Agreements**

Dan Carty and Adam Duchesneau are working on general service agreements between the town and Uber/Lyft. Sapienza noted we can look at the agreement Carlisle has with Lyft. However, we will want to ask for additional ride information from Lyft/Uber in order to gather as much information as possible for the pilot program. Information such as drop off and pick up locations/times, and “no shows” will be valuable (but not to include identifying data on riders).

We hope to include Tommy’s Taxi as a partner as well. Sapienza and Carty will visit with Tommy’s Taxi soon. It is hoped that Tommy’s Taxis will help with after school student ride needs (as Uber/Lyft riders must be 18+).

## **Data Collection**

Data will be gathered from the vendors, registration information and surveys. Sandy Lasky and Alice Sapienza will collaborate on rider surveys to ensure format and wording is optimized to gather unbiased and useful data.

## **Outreach/Communication**

We hope to share information widely, via town website, facebook, newspapers, and advocates/assistants at local housing developments.

## **Concierge**

Options for the riders who do not have smartphones were discussed. There is the possibility of paying Lyft to offer Lyft Concierge service. Other options include using GoGo Grandparent (new name - GoGo Transportation) but again the program is expensive (\$0.27 per minute plus the cost of the ride from the TNC). Another thought was to utilize the grant funds for advocates/assistants at housing developments, to also help with scheduling rides. We do not know how widely the grant funds available for these assistants would cover the hours needed to offer concierge service. Another possibility for the future, is to work with Via, a company that handles all of the ride scheduling, including for people without smartphones. For the start of the pilot, the cost of Via would be prohibitive. It was decided that, to ensure that the pilot gets off the ground as soon as possible, we will start the program with applicants who already have and use a smartphone with apps.

## **Emergency After Hours Transportation**

We discussed how to handle after-hours emergency back-up transportation needs. Though we recognize that there could be after-hours needs for people who do not have smartphones, it was recognized that the Transportation Committee does not have the staffing to provide emergency back-up on its own. Chief Nix reported that the Police Department Social Worker and dispatch/officers occasionally get calls re: evening, late evening transportation needs and try to facilitate assistance as best they can.

Chief Nix suggested that we might add to the service agreements, a provision for Uber/Lyft to provide after-hours emergency transportation through a voucher system and that Uber/Lyft would receive payment after the ride service was provided.

Resident Linda Faust asked about weekend needs for transportation for those who cannot use a smartphone. It may be that taxi vouchers are made available for this purpose.

## **Rider Payments**

It was reported that Lyft may require 2 credit cards for use of their services. In the Carlisle Lyft program, it is believed that only one credit card is used. This will need to be discussed with Uber and Lyft, to make sure that riders can access services even if they have only one card. Lasky asked if people could pay up front, such as with a debit account? It is unclear whether the providers could accommodate this procedure.

## **Verification of Eligibility**

What documents will be requested for an under 50 adult or child with a disability? Most persons who have a disability will be able to obtain a doctor's note verifying this need. For veterans, the Veterans Agent should be able to verify eligibility.

## **Liability**

A liability waiver should be added to the bottom of the Registration form.

## **CQI**

Sapienza reminded the Committee that the grant proposal includes the CQI (Continuous Quality Improvement) process: Plan, Do, Study, and Act. We will review the Sudbury pilot each month.

## **Next Meeting**

Wednesday, August 21, 2019 @ 11:00-12:30 AM in the DPW Engineering Conference Room

## **Adjournment**

Meeting adjourned at 3:15 PM