



# Town of Sudbury

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<https://sudbury.ma.us/transportation/>

## Sudbury Transportation Committee

### Minutes

Tuesday, February 18, 2020

Conference Room, Sudbury DPW, Old Lancaster Rd Sudbury MA

Core Members Present: Daniel Carty, Debra Galloway, Sandy Lasky, Alice Sapienza, Adam Duchesneau, Doug Frey, Dan Nason

Advisory Group Members Present: None

Absent: Charlie Dunn, Beth Suedmeyer, Carmine Gentile

Guests: None

### Confirmation of Quorum

The statutory requirements as to notice having been complied with, Dan Carty as acting chair convened the meeting at 11:05 AM.

### Selection of Clerk

Sandy volunteered to take meeting minutes.

### Administrative

Adam Duchesneau reviewed the process regarding Nelson/Nygaard, which submitted a proposal for Program Management of the Community Compact-funded transportation grant ("Making the Connections"). Adam has sent out a Doodle poll for bringing the company in to meet members of the grant Steering Committee, either the last week in February or first week in March. This company was the only response to an earlier RFP for that position.

Dan also made a general announcement about his experience with the Route 20 Shuttle. Overall, it was a good experience. He walked from his home to Longfellow Glen on Route 20, using his app to show when the shuttle would arrive. The trip took about 20 minutes to get from Sudbury to Riverside on an early morning ride (6:00 a.m. hour)—the rest of his trip to Cambridge took about 90 minutes.

### Beta Test

Dan suggested that we set a target date of April 1 (or earlier) for starting the Beta Test of the Sudbury transportation pilot, which will include the 20 people (financially vulnerable) who have reached out to Bethany because of their need for affordable transportation services. We will include Linda Faust (person with disability) in the Beta Test as well.

There are still two open items which need to be resolved prior to the Beta Test:

1. Inclusion of information on the pilot requirements (distributed to the Committee at the end of January) and two waivers in the Go! Sudbury application. The three files are available and Dan can incorporate in the application readily.
2. Uber dashboard agreement, modified to reflect partnership between Uber and a municipality. This is still to be reviewed by relevant Sudbury leadership (Adam is overseeing this process).

### **Beta Test Metric**

Alice suggested that the group start the discussion of what data will be collected under the premise of Continuous Quality Improvement. Included in the discussion was the determination of what we will measure and why. Sandy suggested that we develop a success statement. This statement would simply be “The Beta Test will be considered a success if . . .” One key element of this statement will be that the program is functionally viable.

It was decided that the Beta Test run for a minimum of two months and a Data Committee consisting of Dan, Alice and Sandy will be established to review the data weekly during the test period. In addition to the metrics that will be available through the application, short surveys will be administered to the test group on a weekly basis and focus groups that can be tied back to Livable Sudbury will be scheduled (objectives and timing TBD).

Based on the above, the following was developed.

- Grant Expectation:
  - Beta Test Success Statement: To be written.
  - Sign up 20 people without issues (Bethany)
  - All Beta Test participants to
    - take at least 1 ride during the test period
    - provide feedback to “Beta Committee”
  - Determine at end of two month period if we are ready for the Pilot Test rollout
- Measurement:
  - What: Number of people signed up, Number of rides taken, Where did they go and when? Issues encountered when signing up, Issues encountered when hailing ride.
  - When: Review data weekly, Focus Group scheduled for week 2 of Beta Test, Survey to be sent weekly (Tuesday a.m.) to address if the rider would do it again, what would they change, is this a trip you would have missed without this service, what other transportation options were available for this trip?
- Conformance to Grant Requirements
  - Beta to primarily focus on one primary segment identified in the Making the Connections grant: financial vulnerable. As an accommodation to a frequent guest at our planning meetings, Linda Faust will be part of the Beta Test representing people with disabilities, another target group identified in the grant.

- Assumptions: Financially Vulnerable are in need of transportation for Childcare, Education, Medical, Employment, Food and Social Inclusion.

**Longer Term Metrics:**

As we gain experience after the beta test and successive target population roll-outs, we will determine at the town and regional levels a set of metrics by which performance-to-goals will be reported to the granting agency. As noted in some of the material Alice created for this discussion (see attached “understanding measurement”), these longer term metrics will include outcome (performance), process (ease, effectiveness, etc.), and balance (impact on related systems/issues).

**Approval of Minutes:**

The February 5, 2020 minutes were unanimously approved with minor edits.

**Next Meeting**

The next meeting is scheduled for March 2, 2020 at 10:00 AM, location TBD.

**Adjournment**

Motion to adjourn made at 12:35 PM, seconded and Committee unanimously agreed.

## UNDERSTANDING MEASUREMENT<sup>1</sup>

Measurement is a critical part of testing and implementing changes; measures tell those involved in a pilot whether the changes they are making actually lead to improvement. As shown below, the relevant issues in measurement for learning and improvement include:

	Measurement for Learning and Process Improvement
<b>Purpose</b>	To bring new knowledge into daily practice
<b>Tests</b>	Many sequential, observable tests
<b>Biases</b>	Stabilize the biases from test to test
<b>Data</b>	Gather "just enough" data to learn and complete another cycle
<b>Duration</b>	"Small tests of significant changes" accelerates the rate of improvement

### Three Types of Measures

Use three sets of measures for each pilot: outcomes measures, process measures, and balancing measures.

Pilot Outcome Measures: What are the impacts of pilot services on desired outcomes (e.g., access to health/social services)? What are impacts on other stakeholders (e.g., relevant departments/organizations in the community such as public safety, Department of Health, etc.)?

Pilot Process Measures: Are the parts/steps in providing transportation services performing as planned? Are we on track in our efforts to improve the system?

Balancing Measures (looking at a system from different directions/dimensions): Are changes designed to improve one part of the system causing new problems in other parts of the system (e.g., traffic)?

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<sup>1</sup> Material based on the Institute for Healthcare Improvement materials. Available at [www.ihl.org](http://www.ihl.org).