

**Taxicab, Livery, and Hackney Transportation
Partnership Grants Application**
DRAFT NARRATIVE

MAPC Step 8 – Program Description

Describe the proposed program to provide transportation or deliveries, including the populations and types of trips to be targeted by the program and the geographical area. If possible, document any needs analysis completed or data compiled to show the need for your program. Describe how the proposed program will meet those needs. Please also include how you will accommodate clients with mobility challenges or disabilities. (We do not expect that you will have an exhaustive needs analysis. We just want to understand why the program is needed, and to understand the population to be served.) **Limit to 500 words.**

Our multi-community proposal seeks to fill hardship gaps in transportation for older adults, persons with disabilities, essential workers, and financially and food insecure residents of Sudbury (lead, Concord, Maynard, and Stow. Given the pandemic duration, our towns cannot meet demonstrated needs for healthcare and social services, food and critical supplies, and essential worker transportation.

In August, Sudbury received an Urgent Taxi grant. To date, 90% of riders are older adults; 70% from affordable and Section 8 housing; and 60% have mobility and visual limitations. Still to be addressed are identified needs of essential workers—a number of whom now walk to their jobs—younger individuals with disabilities, and families with financial and food insecurity.

In Stow, the number of trips served by the CoA was reduced by nearly 4,000 by pandemic safety requirements. Those met were for healthcare appointments and for food (41%). CoA transport is currently limited to weekday hours of 8:30am – 2:30pm, leaving unmet a large number of after-noon appointments and weekend shopping trips, including those needed by wheelchair restricted residents. Providing access to medical appointments, employment, and food is a high priority, as there are few reliable options for transportation available, especially for those populations not served by existing CoA programming.

The situation is similar in Maynard. One CoA van is in use, limited to one rider per ride, and serving a limited geography. This wheelchair accessible vehicle will be prioritized for Maynard residents needing such transportation. For older residents, other persons with disabilities not requiring WAV, and essential workers, the proposed taxi companies' sedans and small vans will ensure healthcare and social service transportation to Sudbury and Framingham facilities. Since the pandemic began, many residents have not been able to attend appointments with medical providers in these towns; there is no opportunity to provide infrequent but necessary healthcare transportation to Boston; and there is unmet demand for essential shopping (and opportunities for reducing social isolation) trips to Sudbury.

Likewise, in Concord there is no CoA van transportation for persons under 60, and no public transportation within the community. Supplemental service is needed for transportation to healthcare providers, essential shopping, a food pantry located in adjacent community, prescription pickup, and work transportation/access to commuter rail. The Community Services Coordinator in Concord has also identified residents with disabilities who are unable to drive. For these, WAV transportation would provide access to healthcare appointments and essential shopping.

Based on Sudbury's experience, we believe the above needs can be met, because of the demonstrated effectiveness of two local taxi businesses willing to extend their reach. For towns that have no ADA accessible transport, JFK Transportation provides two WAV vehicles. For others, including individuals with some mobility challenges, Tommy's Taxi operates a fleet of sedans. As demonstrated in Wayland, Framingham, and Sudbury, both businesses employ caring and reliable drivers and are well-run organizations whose safety practices go beyond required measures. They are also able to scale-up as demand warrants. 488 words

MAPC scorecard: Application provides detailed description of the current and projected transportation needs of the populations the grant would serve, and how this grant would meet those needs, 20 points

Application includes ADA transportation services, 10 points

Application proposes a program which exemplifies the goals put forth in the grant description, 10 points

MAPC Step 9 – Safety Measures

Briefly describe all safety measures that would be implemented to protect both drivers and passengers against even an unknown risk of transmission of COVID-19. Limit to 200 words.

We are in close communication with the taxi business leaders and have their published safety policies as dictated by both OSHA and CDC (attached). As stated in our prior proposal, these businesses also have years of partnering experience with agencies that deal with fragile and vulnerable clients (e.g., South Middlesex Opportunity Council, BayPath Area Agency on Aging). Both companies have demonstrated their conformity and commitment to safety recommendations to Sudbury riders and town staff. Because their drivers are employees and their leadership team is stable, we are confident of their level of adherence to safety measures protecting both riders and drivers.

Over and above current guidelines, Tommy's Taxi is seeking \$15,000 for workforce development; specifically, training to be provided by the Callahan Council on Aging for sensitivity training (for older riders) and by the National Safety Council for dealing with pathogen-related hazards (blood, airborne, and other). JFK Transportation is seeking \$5,000 in workforce development, also for National Safety Council training re: pathogen-related hazards.

In terms of riders, all communities continue to educate residents regarding mask use (driver and rider), social distance (where to sit, windows open), and handwashing. 188 word

MAPC scorecard: Application includes description of compliance with, or in excess of, CDC transportation safety guidelines, 15 points

MAPC Step 10 – Transit Coordination

Briefly describe how you will ensure the taxi/livery trips will supplement and not replace current public transit services offered in your area. Limit to 350 words.

Sudbury: There is no public transportation in Sudbury, and CoA vans are not operating. For approved riders under the proposed program needing to travel to facilities accessible by public transportation and able to navigate independently, service will be provided to relevant MBTA, MWRTA, and commuter rail pickup locations by the taxi companies.

Concord: Concord has no CoA van transportation for persons under 60 and no WAV transport for younger disabled clients who are unable to drive. Proposed van and taxi service would be used where no public transport is available, as well as for work transportation/access to commuter rail stations whenever possible.

Maynard: There is no public transportation in Maynard, and only one CoA van is in use, limited to one rider per ride within a limited geography. Taxi service will provide supplemental transport to Sudbury and Framingham facilities, if no RTA transport is possible, as well as to commuter rail under similar conditions.

Stow: There is no public transportation serving Stow, and the one COA van is only able to provide ride service during the weekday hours of 8:30am – 2:30pm, leaving a potentially large number of afternoon appointments and weekend shopping trips, including those needed by wheelchair restricted residents, from being served. The proposed taxi service will provide supplemental transport for residents to RTA and commuter rail if needed. 219 words

MAPC scorecard: Application clearly details transit coordination services, 10 points.

Step 11 – Trip Request/Dispatch

Describe how individuals will request trips and how they will be dispatched to taxi/livery companies. Limit to 200 words.

Our collaborating towns will follow Sudbury’s process of registration, approval, and dispatch, with modifications to suit their particular resources. In Sudbury, a member of the Senior Center staff helps any resident unable to complete the online application as well as oversees the approval and classification of riders (e.g., riders needing special assistance, WAV, etc.). Once that

step is complete, the information is sent to a staff member of the Planning & Zoning Coordinator in the Planning and Community Development Department who dispatches rider and destination information to the taxi companies and provides assistance if needed to a potential rider (e.g., rides are customarily booked 48 hours in advance, but the companies also do their best to accommodate shorter notice). Receipts and paperwork on the rides are sent back to this individual, who updates an Excel file with information used for regular performance evaluation by the town's Transportation Committee. Unless a specific vehicle is needed, rides are evenly dispatched to the two companies. This process has worked well for staff, riders, and the taxi companies. 174 words

MAPC scorecard: Application includes customer trip requests and transportation dispatch services, 10 points

MAPC Step 12 – Project Budget

Provide a realistic project budget estimate. Include breakdown of amount requested by activity/task, total number of trips, number of trips per week/month, cost per trip, breakdown of cost per trip. If possible, please include information on any fare structure including special fares. Attach spreadsheets or other files if needed. (Again, we are not expecting you will have an exhaustive budget, but we must see the main categories of expenditures, to whom funds will be distributed, and for what purposes). **Limit to 350 words.**

MAPC scorecard: Application includes a detailed proposed budget, 15 points.

Exhibit 1 provides detailed town-specific budget estimates. In general, the budget is based on the experience to date in Sudbury. Given the specified target population groups (Step 8), the majority of trips are expected to be to healthcare facilities within 10 miles of a person's residence, equivalent to a 20-mile round trip. Next in frequency will be grocery and essential shopping trips within 5 miles of a person's residence (i.e., a 10-mile round trip), followed by workforce transportation of essential workers within 10 miles of a person's residence (20-mile round trip).

The first page of the exhibit contains the four-town total budget request of \$247,812, and the rates of our two partner taxi companies and associated cleaning costs on which the total is based. Pages 2 through 5 are detailed estimates for Sudbury (lead, \$75,739), Concord (\$36,509), Maynard (\$45,612), and Stow (\$69,691). 142 words

MAPC Step 13 – Project Timeline and Reporting

Provide a summary timeline for the proposed project. Note projects must be completed before or by December 31, 2021. Briefly describe when your program will start and end, when you expect

to hit major milestones, and how you will maintain records for reporting at the end of the grant, including total number of trips, trip purpose, and costs. **Limit to 250 words.**

MAPC scorecard: Application includes an achievable program timeline that clearly describes how the applicant program will meet its timing and service goals, 5 points

Assuming funds are awarded in December 2020:

DECEMBER 2020-JANUARY 2021: Based on the experience of Sudbury and the demonstrated effectiveness of its processes and policies, all collaborating towns will define eligibility requirements, contact possible riders, secure needed waivers (data sharing, COVID precautions), communicate and determine priority needs, train dispatch staff, establish data reporting processes internally and with taxi companies. Sudbury's Transportation Committee will provide general oversight of the grant initiative and ensure a process of continual quality improvement during the grant period. Collaborating towns will use similar staff and other resources to complete their stated tasks.

FEBRUARY-MAY 2021: Each town's staff will dispatch rides to companies, liaise with relevant town agencies, collect trip data on weekly basis and report to the town oversight agent/group on a biweekly basis. Each town will, at the end of the 6th month of the grant, complete a short report on performance to goals with recommendations for improvement/changes during the final 6 months.

JUNE-DECEMBER 2021: As above. In addition, a final white paper on the experience will be completed by the collaborating towns under Sudbury's lead, when all data and information have been compiled, and used for both internal purposes and external MAPC reporting. 200 words