

From: Karen Dumaine <kdumaine@transactionassoc.com>
Sent: Monday, November 30, 2020 1:57 PM
To: Duchesneau, Adam; Michele Brooks
Cc: alicesapienza@verizon.net; Carty, Daniel; Galloway, Debra; Perry, Beth
Subject: RE: Sudbury Dispatching Averages for Go Sudbury! Program

Hi Adam,

Hope you had a relaxing and enjoyable holiday weekend.

Thank you for providing the data on the taxi/livery program usage. Based on ridership volume and services hours provided, below are costs to add dispatch service using our standard formula.

- Number of rides booked per month: 100 <249 avg trips/month = \$550
- Number of rides booked per week: 25
- Number of riders per month: 18
- Rides occur most frequently between: 9:00 AM and 4:00 PM <10 hours of service = \$4,400
- Number of phone call per day (in/out): 6

Total Hours of Service and Average Trips	\$4,950
General TMA Membership (currently assessed to you)	\$5,500
Combined TMA Membership + Dispatch Services	\$10,450

We would closely monitor the service and call/trip volume on a monthly basis. Because this is a new program and we anticipate growth, we ask to meet with you for a review after 6 months to check on the ridership volume and program usage. Just so that you have a point of reference, the next level up based on usage would only add \$550 to the annual cost. The membership application/pricing sheet is attached for your reference.

Please let me know if you have any questions, or if you need any additional information from us. We look forward to working with you and to continue to build on this already successful program.

All the best,
Michele and Karen

Karen Dumaine



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TMA Managed by:



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From: Duchesneau, Adam <DuchesneauA@sudbury.ma.us>
Sent: Tuesday, November 24, 2020 10:17 PM
To: kdumaine@transactionassoc.com; mbrooks@transactionassoc.com
Cc: alicesapienza@verizon.net; Carty, Daniel <cartyd@sudbury.ma.us>; Galloway, Debra <GallowayD@sudbury.ma.us>; Perry, Beth <PerryB@sudbury.ma.us>
Subject: Sudbury Dispatching Averages for Go Sudbury! Program

Hello Karen and Michele,

As requested, here is some dispatching information for our Go Sudbury! Taxi Rides Program which we are currently handling in-house, but will need to outsource in the coming year assuming we are awarded another Taxi Rides Grant from MAPC.

These are the approximate monthly/weekly averages for our program which currently has 61 participants registered. Please let us know if you need additional information:

Number of rides booked per month: 100
Number of rides booked per week: 25
Number of riders per month: 18
Rides occur most frequently between: 9:00 AM and 4:00 PM
Number of phone call per day (in/out): 6

PLEASE NOTE: Both taxi companies require a form be sent to them for EACH ride which is booked including data, ie: traveler, destination, reason for ride, etc.

If you could please provide an estimate of what it might cost for CrossTown Connect/Transaction Associates to provide dispatching services for our Go Sudbury! Taxi Rides Program, that would be appreciated. Please let us know what the full cost of these services would be as well as the "reduced" amount based upon what Sudbury already contributes to its membership for CrossTown Connect.

Please let us know when you have a chance. Thank you.

Adam

Adam L. Duchesneau, AICP
Director of Planning & Community Development

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