

Uber process (Zoom meeting with Dan C 12/16/20):

1. Target populations and destinations

- Contract/Dashboard agreement
 - The objective of this pilot program is to improve the provision of transportation services for the Town's Users, who include senior residents over fifty years of age, persons with disabilities, low-income and financially vulnerable residents, and veterans, by providing on-demand access to transportation to health and community **centers** [services?] where existing public transportation, paratransit, public vans, and shuttles do not provide such transit. The Town seeks to enhance its dedication to safety and accessibility of services for its Users.
- Community Compact grant
 - ... our target population is at risk of **isolation**, loss of work, reduced access to medical care, etc. Implementation of this pilot will help fill gaps in existing public transit services within the MAGIC subregion for weekday needs such as **medical trips, employment, and social services, as well as connections to existing transit and paratransit services. Other gaps to be addressed are evening and weekend transportation needs.**
- MAPC taxi grant
 - ... 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.**

Summary: *Same target groups* (senior residents over fifty years of age, persons with disabilities, low-income and financially vulnerable residents, and veterans); *similar range of destinations* (medical and social services, evening and weekend, food and critical supplies, essential work transportation, reducing risk of social isolation)

2. Restrictions, requirements

- Community Compact: no substitution for public transportation wherever feasible (i.e., Uber connects to commuter rail, MBTA, Logan Express...)
- Uber agreement
 - *Essentially subsidized by town; copays by rider according to geofence (see below) are: Geofence 1 = \$1 copay per ride; geofence 2 = \$2 copay per ride; geofence 3 = \$10 copay per ride (50% discount per person/ride for two or more riders)*
 - *Sudbury pilot designed in phases: First phase = up to expenditure of \$5,000; subsequent phases to be negotiated, based on prior usage; expected duration 1 year*

- *Restricted geography (all trips must begin or end in Sudbury) to 3 geofences: Geofence 1 = within Sudbury; geofence 2 = towns contiguous with Sudbury (9); geofence 3 = 25 miles from Sudbury*
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 - *Available 24/7, subject to the following: Transportation must complement (not substitute for) available services from Council on Aging and MetroWest Regional Transit Authority (and, where applicable, commuter rail and MBTA). Connections can be made using on-demand service whenever possible.*
 - Transportation Committee rider responsibilities
 - Self-dispatch via smartphone
 - Limited but available assistance if above is not possible
 - Own credit card used for copay (Uber deducts amount billed to rider credit card from bill sent to Sudbury)
3. Application, approval, waivers, etc.
- Transportation Committee policies
 - Go! Sudbury registration and approval as currently implemented (need for additional approvers: veterans, financially vulnerable?)
 - Application includes recent policy statement (Galloway)
 - Excel sheet of approved riders sent from Sudbury to Uber (when, by whom?)
 - Rider waivers
 - Sudbury hold harmless
 - COVID
 - Data sharing (Uber)
 - Monthly review of Uber rider data by TC
 - Responsibility for Uber liaison (Adam? Adam and Debra?)
 - Responsibility for collaborative Uber/Sudbury marketing?