



Town of Sudbury

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

Sudbury Transportation Committee

Minutes

Friday, May 14, 2021

10:30 AM

Via Town Zoom Conference Call

Core Members Present: Daniel Carty, Sandy Lasky, Alice Sapienza, Adam Duchesneau

Core Members Absent: Debra Galloway, Dan Nason, Doug Frey

Advisory Group Absent: Charlie Dunn, Scott Nix, Beth Suedmeyer, Carmine Gentile, Bethany Hadvab, Ellen Joachim, Lisa Kouchakdjian

Guests: Linda Faust, Kay Bell, Amy Loveless, Ana Cristina Oliveira

Confirmation of Quorum

The statutory requirements as to notice having been complied with, Dan Carty as chair convened the meeting at 10:35am. Dan C made an announcement that this was a public meeting, and the meeting was being recorded via Zoom and by Sudbury TV for future viewing.

Selection of Clerk

Sandy volunteered to take meeting minutes.

General Announcements

Both the Taxi Program and Uber Program are now up and running. We have had some people sign up for both programs but so far have not seen a lot of volume. The group discussed marketing plans and outreach programs to increase enrollments. Kay Bell asked for approved marketing materials which can be distributed through the Council on Disabilities. She was advised to use materials available on the Town Website. Bethany Hadvab sent an email out which contained some inaccuracies; however, it was decided that since the email directed people to the Town Transportation Website that most issues would be resolved from the information available there. Alice volunteered to contact Bethany with suggestions for informing residents.

Information on both the taxi and Uber programs will be available on the Senior Center Website and will be included in the June Newsletter. The information on the Uber program was emailed to all current Taxi program participants.

Sandy volunteered to reach out to the 3 supermarkets in town to inform them of the availability of Uber rides for their essential workers and Dan volunteered to reach out to the Chamber of Commerce.

Issues/Problems

For the most part, everything is running smoothly. The Senior Center has received a few calls to use their van for medical appointments that were referred to the Taxi Program because the appointments were outside of the approved range for the vans. Five people could not use Uber due to lack of smart phone or need for a WAV vehicle.

The Senior Center protocol is to advise program enrollees to use the Senior Center Van first, then Uber and then Taxi. The Senior Center team has been conducting follow up calls with new Uber users to see how this is working for them. So far, the response has been positive.

The team decided that we should keep track of rides we cannot provide so that we can determine alternatives.

Ana identified a situation which needed to be addressed. A Taxi rider needs to be picked up 3 days a week from dialysis in Waltham and was not sure how to handle the reservation. Adam advised that the person may book all three appointments at once stating that the minimum advance notice is 24 hours.

Uber Program

Dan will be given access to the Uber Dashboard so that he can automate the data to get the output and reports that we need.

April analysis provided by Alice shows that waiting times, average trip distances and trip costs are not unreasonable. There is substantial savings on the few rides into Boston using Uber (\$25 vs. \$100).

Making the Connections

There was a meeting with the Making the Connections group earlier in May. Maynard and Stow have signed on to the program and Acton and Concord should sign up shortly. The professional consultant for this group is on board and the next meeting is scheduled for May 24. All the towns in this group are behind us in program development and we are sharing our experience and data to get them up to speed.

Cross Town Connect

There was a meet and greet with the dispatchers over Zoom. We expect that service levels will increase once CTC has more volume. Automatic reminders do go out to riders if they book in advance. CTC is working to provide a concierge program with Lyft. Our expectation is that once they have this

worked out, they will be able to do this with Uber as well which will enable us to include riders without smart phones in our program.

Other

A submission for the Annual Town Report was written by Dan and Alice.

It was confirmed that Senior Center Van rides can be used for multiple reasons (e.g., shopping); however, due to limitations imposed by the pandemic, medical rides are prioritized.

Uber does provide free rides for vaccination appointments

Senior Center Vans will be used to transport people to Town Meeting. Users need to register by May 20. The Senior Center will issue a press release.

Meeting Minutes

The minutes of the April 30 meeting were approved as amended. Alice made the motion to approve them, seconded by Sandy and approved unanimously by a rollcall vote.

Next Meeting

The next Transportation Committee meeting will be Friday, May 28, at 10:30 AM.

Adjournment

Dan moved to adjourn, Alice seconded, and the motion passed unanimously by a rollcall vote and the meeting adjourned at 11:30 a.m.