



We thank you for your time spent taking this survey.
Your response has been recorded.

Below is a summary of your responses

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Taxi, Livery, and Hackney Transportation Partnerships Grant (2021)

MAPC is collecting program data and feedback from all grantees of the Taxicab, Livery, and Hackney Transportation Partnership Grants Program (“Grant Program”) on a bi-monthly basis. As recipients of the Grant Program, we are requesting data on the trips provided and would like to hear from you about your experience with the Grant Program.

We will request reports from grantees every two months and reports will be due at the end of the third week of the month following the end of the reporting period. The data you provide will help MAPC measure how well the grant program is meeting its goals and how to improve future grant opportunities. We use this data to share the program's progress and advocate for continued funding in the future.

The Grant Program is intended to support taxi, livery, and hackney companies, as well as local and state agencies, non-profits, Regional Transit Authorities, and Health and Human Service Providers to allow vulnerable populations to access needed services and resources.

If you need help filling out this survey, please contact Travis Pollack (tpollack@mapc.org) or Marah Holland (mholland@mapc.org) prior to the due date so that we have time to work with you.

Please complete this survey and send us your data for reporting purposes by August 20, 2021.

NOTE: Please enter totals from the start of your program through July 31, 2021. Please do not skip any questions.

This report is ONLY for trips/deliveries paid for with the new taxi grant, distributed in 2021. Please DO NOT include any trips or deliveries paid for with funds from your Urgent grant (distributed in 2020) for those of you who are receiving a second taxi grant. These two grants should be kept completely separate and treated as two different grants.

Grant Recipient (name of your agency, RTA, or municipality)

Town of Sudbury (Lead), with Concord, Maynard, Stow (collaborators)

Name of the person filling out this form.

Alice M Sapienza

Email of the person filling out this form (Please enter a valid email in order to receive a copy of

Email of the person filling out this form (Please enter a valid email in order to receive a copy of your report.)

alicesapienza@verizon.net

Enter the date your grant program began. (For Urgent grantees - Please enter the date you started using your NEW grant, distributed in 2021.)

May 2021

Has your program ended? If yes, please enter the date of your last trip or delivery made with funds from the 2021 Taxi grant program. (Please only answer "yes" if you have used all your funds from both tranche payments on or before July 31, 2021.)

- Yes, our program has ended and we have expended all funds. The date of our last ride/delivery was:

- No, our program is still running.**

Enter the **total amount of funds** expended through July 31, 2021. (For Urgent grantees - Please only enter the total amount of funds expended from your NEW grant, distributed in 2021.)

\$10,938

Enter the **total amount of ADMIN funds** expended through July 31, 2021. Please note that you must have been approved for admin funds. A max of 5% of your total grant can be used for admin funds.

\$1,500

Have you used at least 80% of your first tranche payment? (Your first tranche was equal to half of your total award. Please see your contract for more details.)

- Yes, we have used at least 80% of tranche #1 and request tranche #2
- Yes, we have used at least 80% of tranche #1 and have already requested/received tranche #2
- No, we have not yet used 80% of tranche #1**

Please list the **taxi, livery, and/or hackney companies** you are working with. This includes all companies that are receiving funds from this 2021 grant program. Please note that you can only use taxi/livery companies that have been approved by MAPC.

Taxi company 1	Tommy's Taxi, Framingham
Taxi company 2	JFK Transportation, Natick
Taxi company 3	
Taxi company 4	
Taxi company 5	
Taxi company 6	
Taxi company 7	
Taxi company 8	
Taxi company 9	
Taxi company 10	

Enter your estimate of the **total number of people served** from the start of your program through July 31, 2021. (For Urgent grantees - Please only enter data from your NEW grant, distributed in 2021.)

19 unique riders/Sudbury

Enter the **total number of trip types** from the start of your program through July 31, 2021. Please note that a trip is one-way. Each delivery is one trip. Round trips should be counted as two trips. Trips may have multiple purposes, please record the trip once under its main purpose. (Do not record one trip multiple times.)

Meal Deliveries	0
Food deliveries to food banks or to residents	0
Deliveries of prescription drugs or medicine	0
Non-COVID, non-emergency medical trips (including COVID-19 vaccines)	151
Grocery or other essential shopping trips	0
Workforce transportation or job training	0
Trips to or from senior centers or adult care centers	0
School or daycare transportation	0
Other	0

Please describe all trips you have listed in the above "other" category. Please note that you cannot provide trips beyond what you were approved from in your grant application. Please contact Travis and/or Marah if you would like an amendment to include additional trips.

Overall, how satisfied are you so far with your taxi/livery grant program?

Extremely satisfied



Somewhat satisfied



Neither satisfied nor
dissatisfied



Somewhat
dissatisfied



Extremely
dissatisfied



How important is this taxi/livery grant program in addressing issues in your community arising from the COVID-19 crisis?

Extremely important



Somewhat important

Neither important nor
unimportant

Somewhat
unimportant

Not at all
important



How well is this program filling transportation and/or delivery gaps in your municipality or region?

**Very
well**

Somewhat well

Neutral

Not as well as
intended

Not well at
all



Did you start your program after May 31, 2021? If so, we will ask you a few additional questions about your program.

- Yes, our taxi program began after May 31, 2021
- No, our taxi program began before May 31, 2021**
- Our taxi program has not yet started

Have you experienced any challenges with your program? If yes, please describe below.

Because Sudbury had the experience with the first MAPC grant and, as a result, has established "infrastructure (e.g., dispatch personnel and reliable processes), the town was able to start the second program in early May. Our collaborators have had difficulty beginning, because of inexperience with contracting with taxis and the burden of related tasks on people unfamiliar with the processes. These towns have experienced "technical" challenges with implementation and are moving steadily forward towards a start of service in August.

Do you have any other comments or success stories to share?

The benefits of the taxi grant are acknowledged by all four collaborating towns. One example is an individual who had to delay multiple procedures due to there being no transportation options prior to the taxicab program, who required multiple trips to a hospital for care she could not otherwise have accessed. In addition to being able to receive care, she commented on the driver as follows: "Wow! Beautiful day! Couldn't ask for a nicer driver! Polite, pleasant, on time, very good with the directions (he had lived in metro Boston)." She called the company after she got home to let them know how "great" he was. She asked if he was available, she would like him to transport her again.