

## MassDevelopment Application

Step 6 - Program Description 1. 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. 2. Describe how the proposed program will need those needs. Please 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 requests funding for continued provision of taxi and livery services for older adults, persons with disabilities, essential workers, and financially and food insecure residents of Sudbury (lead), Acton, Bolton, Concord, and Stow.

[Acton]

[Bolton] The Town of Bolton seeks funding to maintain a pilot program that offers fully subsidized rides through Clinton Livery, a local taxi business. In Bolton, existing transit options are limited to rides scheduled with the Massachusetts Regional Transit Authority (MART) and through Clinton Livery. Bolton's Council on Aging schedules both types of trips, available to Bolton residents either 60 years of age and older or those 18 years of age and older, with a disability. The opportunity to schedule rides through Clinton Livery has allowed the Council on Aging to expand their offerings by shifting rides to Clinton Livery when the MART van is reserved. Bolton's pilot program began in November 2021 and has since provided 9 rides, for a total of 384 miles round trip. Each ride is provided in a WAV vehicle. Thus far, the destination of every trip has been to a regional medical office or hospital, though the program is also intended to serve qualifying residents who need assistance travelling for social engagements, work opportunities, and shopping needs. According to the results from the 2017 American Community Survey, 20.6% of Bolton's population is 60 years of age or older, up 5% from the 2010 Census figures. As Bolton is highly car-dependent, the Town is concerned for the ability of our older adults to have their needs met. The Town is dedicated to increasing ridership in the second year of the pilot program through targeted marketing efforts.

[Concord]

[Stow] During the pandemic, the number of trips served by the Stow CoA was reduced by nearly 4,000 due to safety requirements. Of the trips served, 41% were for healthcare appointments and food access. CoA transport is currently limited to weekday hours of 8:30am – 2:30pm, leaving a large number of afternoon and weekend appointments and shopping trips unmet, including those needed by wheelchair restricted residents. Initial data compiled by the Town of Stow during the first year of the *GO! Stow* program, partially funded through the MAPC Urgent Taxi and Livery Grant, shows that providing access to medical appointments remains a high priority. To date, the Town of Stow has provided nearly 100 rides through the Urgent Taxi and Livery Grant, all for medical appointments. Recent survey data compiled by Nelson/Nygaard for Stow, Sudbury and other surrounding communities, suggest that there is further unmet interest in the service for

residents who do not have regular access to a vehicle. Our towns are working with Nelson/Nygaard to design complimentary branding for these programs, to increase program visibility and ridership.

[Sudbury] Sudbury now has 2 years of data on the Urgent Taxi program. Our second grant has served more than 50 unique residents for medical appointments only, providing nearly 900 rides between May 2021 and May 2022. These residents were able to complete multiple-appointment treatments (e.g., for chemotherapy, dialysis, etc.) as well as single appointments. Most were dealing with chronic (vs. acute) medical issues. Senior Center staff helped “triage” those who registered for transportation to medical appointments, sending the most vulnerable to taxis. (The town operates an Uber program as well, for others able to use it.) Most riders in the Urgent Taxi program were older (50+) and with a disability, and a number of the latter also had financial need. There is ample evidence from the second round of funding that need persists, and that this is a most important service for vulnerable residents.

Step 7 - 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. Briefly describe how you will reach out to potential new taxi/livery companies. Limit to 350 words.

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[Acton]

[Bolton] There are no public transit services offered in Bolton.

[Concord] From prior application: 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 supplemental work transportation/access to commuter rail stations when needed.

[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.)

[Sudbury] There is no public transportation in Sudbury, and CoA vans serve a limited geography and have limited hours. For approved riders under the proposed program needing to travel to facilities accessible by public transportation and able to navigate independently, Uber service is available. We intend to focus the taxi program on the most vulnerable residents who cannot negotiate public transit.

Sapienza, DBA  
17 June 2022

Step 8 - Trip Request/Dispatch Describe how individuals will request trips and how they will be dispatched to taxi/livery companies. Limit to 200 words.

[Acton]

[Bolton] In Bolton, qualifying residents contact Council on Aging staff who then coordinate with Clinton Livery to confirm arrangements. Ride requests are customarily intended to be received three business days in advance, though Clinton Livery does their best to accommodate shorter notice. On a monthly basis, Clinton Livery provides an invoice and ridership data to Council on Aging staff, who then forward this to Planning Department staff. The Council on Aging serves as the day to day liaison of the program and the Planning Department is responsible for tracking data, invoicing, and coordinating with partner Towns.

[Concord]

[Sudbury] Because of its effectiveness during the second MAPC grant, Sudbury will use the CrossTown Connect dispatch call center for relevant GoSudbury! taxi transportation. Hours are Monday to Friday 8:30 AM – 4:00 PM. Passengers will be contacted by dispatch, if their trip can't be booked as requested for any reason. All participants should receive an automated reminder phone call from Easy Rides about their trip the night before it is scheduled.

[Stow]

Step 9 - 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, and 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 see the main categories of expenditures, to whom funds will be distributed, and for what purposes). Limit to 350 words.

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[Acton]

[Bolton] The following budget anticipates an increase of service provided to date in Bolton. Average cost per round trip is an average taken from pilot program data.

<b>Destination(s)</b>	<b>Number Round Trips/Month</b>	<b>Avg. Cost/Round Trip<sup>1</sup></b>	<b>Monthly Cost</b>	<b>Total Year's Cost</b>
Healthcare and social services appointments	2	\$128	\$768	\$9,216
Essential shopping	2			
Essential worker travel	2			
WAV	(all trips are WAV)			
Other (specify)				
<i>Grand totals</i>	6	\$128	\$768	<b>\$9,216</b>

[Concord]

[Sudbury] We will focus again on healthcare appointments only. However, because we are adding a WAV provider (Annex) to the current taxi vendors, we expect an increase in WAV demand. The current WAV provider, JFK Transportation, has limited hours of availability due to prior contracts. The following budget is based on the past year's experience but with increased WAV services by both JFK and Annex. Note that the Town spent [X] of MAPC funds, including some returned by other collaborating municipalities. Most of the remaining funds (Y) came from developer mitigation money, which is now spent.

<b>Destination)</b>	<b>Number Round Trips/Month</b>	<b>Avg. Cost/Round Trip</b>	<b>Monthly Cost</b>	<b>Total Year's Cost</b>
Healthcare appointments	35	\$150	\$5,250	\$63,000
WAV service	10	\$200	\$2,000	\$24,000
Total	45	\$350	\$7,250	\$87,000

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[Stow]

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Step 10 - Project Timeline and Reporting Provide a summary timeline for the proposed project. Note projects must be completed before or by June 30, 2023. 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.

**Assuming funds are awarded in September 2022:**

September-November: 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.

November 2022 – June 2023: 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. As requested, towns will continue to submit results quarterly as well as at the conclusion of the grant.