

Sapienza, DBA  
17 June 2022

**MassDevelopment Application**

# MassDevelopment

Taxicab, Livery and Hackney Transportation Partnership Grants Application - FY23

Dear ,

Thank you for submitting your grant application.

We look forward to reviewing your application.

Sincerely,

**MassDevelopment**

[taxiliverysupport@massdevelopment.com](mailto:taxiliverysupport@massdevelopment.com)

**Total request: \$222,338**

## Vendor Information

Clinton Livery  
Address: 256 High St, Clinton, MA 01510  
Phone: (978) 368-0875  
Jason Pennington

Annex Transit  
Francis Mugo  
55 Middlesex St., Suite 209  
North Chelmsford, MA 01863  
Phone (978) 618-6795  
[annextransit@gmail.com](mailto:annextransit@gmail.com)

Rides by Joanne  
41 Chicory Rd, Westford, MA 01886  
Joanne Cornetta

Tommy's Taxi  
JoAnne Thompson  
167 Franklin St  
Framingham, MA 01702  
508 872 3500

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[Tommystaxi160@verizon.net](mailto:Tommystaxi160@verizon.net)

JFK Transportation  
Tim Kelley  
4 Mechanic St., Suite 107  
Natick, MA 01760  
508 653 4500  
[jfktrans@aol.com](mailto:jfktrans@aol.com)

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 meet 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 seeks funding for taxi and livery services targeting older adults, persons with disabilities, essential workers, and financially and food insecure residents of Sudbury (lead), Acton, Bolton, and Stow. A recent survey conducted by Nelson/Nygaard for our region highlighted the precarity of these residents regarding access to transportation. Below, details on types of trips are described for each town. As will become apparent, this proposal meets five of the seven goals of your program: increased availability of WAV (JFK, Annex, Clinton Livery); diversity in the industry (Tommy's Taxi, Rides by Joanne); expanded number of participating companies (five); and improving NEMT services (Sudbury, Acton, Bolton, and Stow).

**Sudbury.** Sudbury's second MAPC taxi grant provided partial support for nearly 900 rides to medical appointments. Individuals received treatments for chemotherapy, dialysis, etc., and most are dealing with chronic health conditions. Senior Center staff triage to taxi and livery service the most frail: older (60+) and with a disability, and a number with financial need as well. Our experience, the Nelson/Nygaard survey, and the Livable Sudbury needs assessment are evidence of the continuing necessity for this service to a vulnerable population.

**Acton.** Formerly, demand-response services addressed residents' needs within the Town and adjacent communities, but they are now sorely challenged. We are experiencing numerous requests for transport to medical appointments at the Boston hospitals, beyond the area of existing services. In addition, night and weekend requests for access to education and employment opportunities—and, in some cases, food insecurity and emergency medical trips—are of concern. We ask for funds to supplement existing resources and to help address these growing transportation gaps.

**Bolton.** Like Sudbury, Bolton seeks funding to continue its MAPC pilot program using Clinton Livery. This program allowed the Council on Aging to shift rides to Clinton Livery when the MART van was reserved. In its first year, all rides were provided in a WAV vehicle to 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. As Bolton is highly car-dependent, the Town is concerned for the ability of our older adults to have their needs met and has embarked on targeted marketing efforts to reach at risk residents.

**Stow.** Data compiled during the *GO! Stow* program, partially funded by MAPC, revealed that access to medical appointments was a high priority. To date, the Town provided nearly 100 rides for such appointments, and that need is expected to grow. According to the Town's Housing Production Plan: nearly 500 households earn between 30% – 80% of the area median income, with over 300 of those households characterized as cost burdened. Additionally, the Nelson/Nygaard survey revealed many residents without access to a vehicle. Transportation to medical appointments and employment, and for food insecure populations, is a high priority. There are few reliable options, especially for populations not served by existing COA programming.

[487 words]

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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**Supplementing Services.** 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 and for healthcare appointments only. In Acton, the proposed taxi program will help to supplement our existing services, which are at full capacity. While we will continue to encourage residents to utilize existing demand-response and fixed-route services, the taxi program will be marketed as another option for residents to access medical, education, and employment needs, among others. Like Sudbury, there are no public transit services offered in Bolton, and the MART van is often fully booked. Similarly, there is no public transportation serving Stow, and the one COA van is only able to provide ride service during the weekday between 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 transport for residents to RTA and commuter rail if needed.

**Reaching New Companies.** All vendors have been contacted and are enthusiastic about participating. JFK Transportation, Tommy's Taxi, and Clinton Livery are pleased to continue their services. Annex Transport and Rides by Joanne have been vetted and are in discussions about dispatch and other processes of communication and management.

[292 WORDS]

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.

Sudbury and Acton will use the CrossTown Connect dispatch call center for dispatch. 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.

Other towns (Bolton, Stow) will use Council on Aging, Planning and/or other town staff to receive requests, qualify and register individuals as needed, and dispatch to the relevant vendors. The latter vendors will provide data on services to the towns for ongoing tracking and payment. In most cases, communication on the day of the ride (e.g., expected arrival/departure) will be between rider and vendor.

For all towns, rides are booked 24 to 48 hours in advance, although vendors will often try to accommodate shorter notice.

[125 WORDS]

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.

**Acton:** Supplemental funding for service to medical appointments in Boston, off-hour access to education and employment, and for food insecurity and unexpected medical trips is described below. Average costs based on vendor estimates:

| <b>Destination(s)</b>                   | <b>Number Round Trips/Month</b> | <b>Avg. Cost/Round Trip</b> | <b>Monthly Cost</b> | <b>Total Year's Cost</b> |
|---|---------------------------------|-----------------------------|---------------------|--------------------------|
| Out of town medical and social services | 40                              | \$125                       | \$5,000             | \$60,000                 |
| Essential shopping                      | 20                              | \$50                        | \$1,000             | \$12,000                 |
| Essential worker and education          | 20                              | \$50                        | \$1,000             | \$12,000                 |
| WAV <sup>1</sup>                        |                                 |                             |                     |                          |
| <i>Grand totals</i>                     | 80                              |                             | \$7,000             | <b>\$84,000</b>          |

<sup>1</sup> Residents needing WAV will be served by Acton's Minuteman Dial-a-Ride.

**Bolton:** The following budget anticipates an increase of service over the initial experience in Bolton. Average cost per round trip based on pilot program data.

| <b>Destination(s)</b>                       | <b>Number Round Trips/Month</b> | <b>Avg. Cost/Round Trip</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                               |                             |                     |                          |
| <i>Grand totals (all trips are WAV)</i>     | 6                               | \$128                       | \$768               | <b>\$9,216</b>           |

**Stow:** Based on our initial experience under the MAPC Urgent Taxi/Livery Grant. The overwhelming majority of trips were to healthcare facilities within 10 miles of a person's residence, equivalent to a 20-mile round trip. While grocery and essential shopping trips within 5 miles of a person's residence (i.e., a 10-mile round trip) and workforce transportation of essential workers within 10 miles of a person's residence (20-mile round trip) were not utilized in the first year, the Town expects that further targeted marketing and branding of the program will expand the reach and use of the GO! Stow program.

| <b>Destination(s)</b>                       | <b>Number Round Trips/Month</b> | <b>Avg. Cost/Round Trip</b> | <b>Monthly Cost</b> | <b>Total Year's Cost</b> |
|---|---------------------------------|-----------------------------|---------------------|--------------------------|
| Healthcare and social services appointments | 15                              | \$204                       | \$3,060             | \$36,720                 |
| WAV   | 2                               |                             |                     |                          |
| Other (specify)                             |                                 |                             |                     |                          |
|   | 17                              | \$225                       | \$450               | \$5,400                  |
| <i>Grand totals</i>                         |                                 | \$204/\$225                 | \$3,510             | <b>\$42,120</b>          |

**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 (total expenditure May 2021 through May 2022 was \$68,173), with increased WAV services by both JFK and Annex. Note that the Town utilized \$51,468 of MAPC funds, including some returned by other collaborating municipalities. Most of the remaining funds (\$16,705) 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                 |

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 continue to provide general oversight of the grant initiative on a biweekly basis and ensure a process of continual quality improvement during the grant period. Collaborating towns will use staff and other resources to complete their stated tasks.

November 2022 – June 2023: Each town will utilize CrossTown Connect or staff to dispatch rides to companies, liaise with relevant town agencies, collect trip data on weekly basis and

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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.

Because of the importance of these pilot programs, collaborators will likely compile a report of performance, challenges, and achievements for use in further planning and grant application.

[174 WORDS]