

GoSudbury narrative

Debra Galloway

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The goal of the 5-year business plan is to create a regional GoSudbury program for Sudbury and collaborating towns' eligible residents who need transportation. Eligible residents will be able to register for a program that provides varied transportation options to an expanded geographic area with extended operating hours. Transportation will be available for the many needs we all have, including transportation to medical, social, educational, work, civic and other purposes. Destinations will include local, regional and extended locations. And, our goal is to connect to commuter rail, MBTA, and regional transit authority services.

The regional collaboration will offer more convenient, on-demand, transportation options for residents in the participating towns. Towns will have a financial commitment to support the program and will benefit from the cost savings of a larger service area and more central coordination. The plan is to ensure that transportation companies utilized for the service will be able to scale up staff and vehicles to more efficiently meet the needs of a larger area.

Below are **three** fictional, but likely, scenarios of individuals who could access the current GoSudbury program and who would benefit from a sustainable, resilient regional "GoSudbury" program going forward.

1.

Mary lives in a single-family home in Sudbury. She is 69 years old and has been active, working until last year, but is now retired. She has enjoyed getting to know her neighbors and community since retiring and has been driving to the library to volunteer, as well as driving to attend a local crafters group in the evening once a week. Unfortunately, Mary needed surgery for an eye problem and is unable to drive herself for 6 weeks. Mary is widowed and her family does not live nearby.

Fortunately, Mary found out about the GoSudbury program. She is eligible for the Sudbury Connection Senior Center van service, as well as the GoSudbury Uber and Taxi programs. She will use the Taxi program to get to her follow-up surgeon appointments in Boston during her convalescence. Because the GoSudbury Uber program is available 24 hours a day, Mary will use Uber to continue to attend her crafts group meetings in the evening. During the day, she will use the Sudbury Connection van from the Senior Center to get to her volunteer work at the library. Since Mary is living with a small Social Security payment as her only income, she is thankful that these transportation options will allow her to continue her activities and get to appointments without an exorbitant cost.

2.

Jacob lives with his family in Sudbury. He is a young adult with a medical condition that prohibits driving. Jacob recently found a job in Wayland. His shift starts at 8:00 AM and ends at 4:00 PM. His parents both work and have difficulty getting him to work every day of the week. Jacob will be able to use the GoSudbury Uber program to get to work and back home for about two weeks each month. (The program allows for 20 one-way rides (or 10 round trips) per month.) This allows Jacob the independence to schedule some of his transportation by himself, and also provides a financial savings for him and his family.

3.

Mrs. Smith lives in Sudbury and has chronic medical conditions that affect her ability to perform her activities of daily living such as preparing meals, doing laundry, cleaning house and bathing. Her at-home independence, health and safety are maintained by the services of her home health aide Anna 5 days each week.

Anna is a resident of Maynard. She works as a home health aide for older adults in Sudbury, including Mrs. Smith. Her car needs work and won't be ready for two weeks. Anna is financially eligible for the GoSudbury program. Because Anna works in Sudbury, she is eligible to use the GoSudbury Uber program for the two weeks that her car is not in service. This will enable her to continue to meet the needs of Mrs. Smith as well as her other Sudbury clients during this period of time.

4. Mr. Eliot lives in Sudbury and is a frequent shopper at Sudbury Farms. He enjoys chatting with the cashier, Marvin, while paying for his groceries. Marvin lives in Wayland but travels to Sudbury several days each week to work at Sudbury Farms. Because of his varying schedule, Marvin has been paying for Uber rides to work. This has been quite expensive and Marvin has considered leaving his position. Sudbury Farms Store Manager Ms. Jones is concerned that she will lose a valuable employee.

Recently, Marvin learned from town of Wayland that they have joined with the town of Sudbury and other towns to start a new regional transportation program. Marvin will be eligible to utilize the new transportation service to get to work. Mr. Eliot was pleased to hear this from Marvin as he enjoys talking with him. Store Manager Jones was very happy to find out that Marvin will be continuing to work at Sudbury Farms and she will not need to hire and train someone new.

5. Ms. Green lives in Stow and works in Boston. When her car was out of service last, she felt stranded and had trouble using Microtransit because there were not enough drivers. She recently learned from a friend who lives in Maynard about the new regional transportation service. Ms. Green will be able to use a shuttle to get to her commuter rail station instead of driving and paying to park. She also was happy to hear about the availability of a Microtransit, like Lyft, that will have drivers available because of regional demand. She can use this to get to

the supermarket, visit a friend or go to the library in Stow or surrounding towns when her car is being serviced.