



Town of Sudbury

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

Sudbury Transportation Committee

Minutes

Friday, November 18, 2022

10:00 AM

Via Town Zoom Conference Call

Core Members Present: Daniel Carty, Alice Sapienza, Adam Duchesneau, Kay Bell, Debra Galloway

Core Members Absent: Bob Lieberman

Advisory Group Present: None

Advisory Group Absent: Martha Welsh, Scott Nix, Beth Suedmeyer, Carmine Gentile, Bethany Hadvab, Silvia Nersessian, Mary Warzynski

Guests: Ana Cristina Oliveira, Lynn Puorro (Sudbury TV)

Confirmation of Quorum

The statutory requirements as to notice having been complied with, Dan Carty as Chair convened the meeting at 10:04 AM. Dan Carty made an announcement that this was a public meeting, and the meeting was being recorded via Zoom and by Sudbury TV. He took roll call, noted a quorum was present, and announced that he was making Adam Duchesneau co-host of the Zoom session.

Selection of Clerk

Alice volunteered to take meeting minutes.

Administrative Updates:

Topics that needed discussion this meeting, as stated by Dan, included the following:

- MPO/CTPS scope of work draft,
- GoSudbury rider policies,
- Follow-up on MassDevelopment processes,
- Program finances and estimated burn rates,
- Annex processes.

In addition, recent activities including the Zoom call with Uber on the 17th; Sudbury Doing Good day at Goodnow on the prior Saturday; and high-level data on Uber and taxi rider surveys would be addressed.

MPO/CTPS Scope of Work: Alice had distributed an edited version of the scope of work for Technical Assistance that will be provided by Central Transportation Planning Staff (CTPS) of the Boston region Metropolitan Planning Organization (MPO). Members reviewed this draft, with input from Debra, and agreed it should be returned as the starting point of negotiations between CTPS and Sudbury as lead for other MAGIC towns. Kay emphasized the abundance of data on transportation gaps, especially among the towns already collaborating. The revised scope of work document now states that the first task will be to *Identify Proof-of-Concept Issues Relevant to Strategic Goals*, instead of the original *Review of Existing Conditions* that relied on less recent and less detailed data sources. Alice will keep the committee informed of CTPS response. She will also send ride data (from Debra) from the Sudbury Connection (CoA) and Sudbury Shuttle programs to the CTPS route planner.

GoSudbury Rider Policies: Dan shared the document prepared by Debra on proposed rider policies for input and discussion by members. The purpose of such policies is to ensure riders know about the caps on rides/month that had to be imposed for sustainability of the programs. In addition, riders who fail to honor the caps (i.e., exceed the number of rides without permission from Senior Center staff) will face consequences. First, there will be a verbal reminder; second, there will be a verbal warning that removal from the program will follow; and third, if no change in behavior, a rider will be dropped for some period of time from subsidized transportation (Uber, taxis).

Kay asked about an appeals process, if service is disrupted, and Debra said that appeals policies were common for housing and other services. Ana Cristina did note, however, that policies applying to other Senior Center programs do not have grievance/appeals processes associated with them. Both Debra and Ana Cristina reminded the group that only a few individuals are or have come close to exceeding caps (again, without first receiving permission), and the usage of these riders can be monitored via the Uber dashboard as well as CTC dispatch if needed.

Dan emphasized that policies should have consequences for behaviors contrary to policy. He also said the policies were implemented in order to slow the use of limited funds and keep programs open to as many residents as possible. Adam agreed and also approved of the stepwise approach to imposing a service termination for a time.

Kay brought up an issue that she had just encountered. The question was whether a subsidized ride could be “transferred” to another person who does not qualify for the program, and the answer was that it could not. In other words, a qualified rider could not request a ride in which another individual would benefit (i.e., receive with subsidy).

Alice recommended that Debra and Ana Cristina provide another draft of policies, taking into account the issue of hearings/grievance (Adam will assist in terms of finding precedence for this) as well as “non-transferability” of benefits.

Debra agreed and asked the group how the issue of ignoring ride caps should be handled now. Dan recommended that the person be warned but not suspended until we have an approved policy in place and disseminated.

MassDevelopment Processes. Adam reassured the committee that only Sudbury had to sign the formal agreement (at one point we believed each town had to sign). When that is complete and the agreement sent to MassDev, Sudbury should receive a check for the full amount within 30 days (so, likely by 1 January 2023), and we will disburse appropriate funds to collaborating towns (Acton, Bolton, and Stow).

Program Finances and Burn Rates: Adam began by reviewing expenditures to date and noting that the hoped-for arrival of MassDevelopment taxi funds (\$87,000) should be on or before 1 January 2023. He stated that we had expended slightly more than half of the original \$100,000 from the Town on taxi and Uber rides to date.

Ana Cristina said that the options for medical rides should be emphasized, because the CoA van does provide rides to medical facilities in Sudbury as well as to places in Wayland, Framingham, Marlborough, Maynard, and Concord. Alice noted that the conversation with Uber (see below) raised the question of whether we could reserve an Uber ride for healthcare appointments under the terms of our contract. If we can, and the cost is reasonable, it may make sense to “triage” riders to the CoA van (least expensive) and then to Uber before determining that only a taxi ride would be possible. Under the latter conditions, perhaps additional language in the rider policy document should note the recommended “order” of options.

Next, Dan showed his estimates of burn rates going forward. After some explanation and response to questions, Dan stated that we should be able to attend the next Select Board meeting (bringing them up to date on MPO and MassDevelopment initiatives) with a number. In other words, what should be our “ask,” given the MassDev award and, especially, our likely burn rate? According to calculations by Adam and Dan, we are likely to need between \$100,000 and \$150,000 for FY 2024. Further analyses will help to specify this number, and Dan will include that at the 11/29 Board meeting.

Annex: Adam asked if we would require a 20-ride/month cap for Annex as well, and if CrossTown Connect (CTC) would dispatch for them along with JFK and Tommy’s Taxi. After some discussion, the group recommended that CTC should dispatch for Annex (after giving JFK “right of first refusal” for a WAV ride), so residents have only one number for the GoSudbury services. Also, as part of “reasonable accommodation,” Annex services could be used for other than healthcare appointments, because Uber has not WAV services yet available in Sudbury.

Debra and Ana Cristina have identified one or two individuals who can help beta-test Annex services, after contractual and other arrangements are completed. Adam said he was waiting for workers comp assessment from the Town, in order to sign the contract.

Other: As noted earlier, Adam, Dan, and Alice spoke with Maggie Negussie and Matthew Di Taranto from Uber on 17 November. During the conversation, the option of reserving a ride with Uber was discussed, and Matthew will follow up on how that could work under the Sudbury-Uber contract. Alice will disseminate notes from that meeting.

At the Sudbury Doing Good display, Debra and Adam said attendance was good and they were pleased to be there showing the Town's transportation initiatives.

Finally, Alice reminded the group that high-level graphics of the Uber and taxi rider surveys had been disseminated, and she will inform Tim Kelly (JFK) and JoAnne Thompson (Tommy's) of the results. For the taxis, the response was overwhelmingly positive, and a few critical comments would be discussed by Alice as appropriate.

Meeting Minutes: Dan shared two sets of minutes with the group. After review, a motion to approve minutes of October 21 was moved by Alice and seconded by Debra, with unanimous approval. Then, a motion to approve minutes of November 4 was moved by Kay and seconded by Debra, also with unanimous approval.

Next Meeting: The group agreed on the next Transportation Committee meeting for Friday, December 2 at 10:00 AM, by Zoom.

Actions for Next Meeting: Dan reviewed items for that meeting:

- Adam to follow up on Annex and MassDevelopment contracts and CTC dispatch with caps
- Alice to send CTPS scope of work document to the MPO
- Dan to review current issues with the Zoom meeting link (several members did not receive it for this meeting)
- Debra to revise rider policies
- Dan to draft Transportation Committee Annual Report for review
- Alice to provide survey feedback to taxi companies.

Adjournment: Alice moved to adjourn the meeting at 11:29 AM, Adam seconded, and the motion passed unanimously.