



Town of Sudbury

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

Sudbury Transportation Committee

Minutes

Friday, August 8, 2025

10:30 AM

Via Town Zoom Conference Call

Core Members Present: Daniel Carty, Alice Sapienza, Mary Brauer (arrived 10:50), Cheryl Wallace, Adam Burney, Nickole Boardman (arrived 10:38)

Core Members Absent:

Advisory Group Present:

Advisory Group Absent: Martha Welsh, Chief Scott Nix, Carmine Gentile, Maura Carty, Jill Dube (Sudbury Senior Center Asst. Director/Outreach Coordinator)

Guests: Nina Lurie (Community Social Worker), Jill Dube (Senior Center Asst. Director/Outreach Coordinator)

Confirmation of Quorum: The statutory requirements as to notice having been met, Dan Carty as chair convened the meeting at 10:34 AM. Dan made an announcement that this was a public meeting, and the meeting was being broadcast live via zoom and recorded by Sudbury TV. Roll call was taken; a quorum was present. Dan assigned Adam as co-host. Dan stated that he would like to end this meeting within an hour.

Selection of Clerk: Alice was assigned duties of Clerk for the meeting.

Review of Prior Tasks: Dan summarized tasks completed since the prior meeting in July:

- Communicating to current GoSudbury riders about expected changes starting 9/1
 - An email has been sent (to those whose emails are available), and Nickole confirmed people are receiving them.
 - The “Dear GoSudbury! Uber and Taxi Riders” material is complete, on Town letterhead, and sent to registered riders.
 - Dan has completed the draft sign-up (re-registration) form, although there will likely be some minor revisions, which will be posted on the Town website.
- Dan stated that about 30 people have re-registered, explaining (in response to queries from Nickole and Jill) that there is no limit to the number of residents who can sign up for the program. Limits will apply only to the number of vouchers available at any given time. The expectation is that, to comply with agreed budget spending, about 30 vouchers per month can

be distributed to those who apply for them. Also, vouchers can be provided for any duration within a month; e.g., one-time or specific number of weeks (1, 2, 3, or month).

Voucher Processes: Continued discussion of the move from current Uber dashboard to voucher system clarified that there is neither a limit to rider registration numbers nor a timeframe for registration, similar to the current system. There should be a short beta test (“sandbox”) for the process of distributing vouchers, still to be designed and set up. The goal is to run such a test the week prior to going live. Adam will contact Uber about this experiment, and Alice agreed to distribute again the Uber material for riders using vouchers. Dan emphasized the importance of learning-by-doing regarding the new system. As was the case at the beginning of the Uber program several years ago, the Committee will learn from experience what is the most effective mechanism for voucher requisition, distribution, and use.

Adam recommended joint meetings of Senior Center and Social Work staff, to determine the best way for managing vouchers. Also brought up was the possibility, if a rider did not use her/his limit of vouchers in one month, that the money this represented be accounted for in an “exempt pool.” Such a fund could be used for riders who needed more vouchers in a month than could be allocated to them. Dan emphasized that it would require several months of activity under the new system before a detailed mechanism for vouchers could be set that covered most of the exigencies experienced. The Committee should not struggle with some of the details being discussed; rather, we should wait for actual experience and then design as-needed changes. (Dan will also meet with the Senior Center and Social Work staff, to define voucher request and assignment processes.)

Members agreed that a reminder to all currently registered riders should be sent about a week before go-live on 9.1. This reminder will note the requirement for re-registration and assure riders that information on requesting vouchers will be available to them by 1 September.

Changes in Eligibility: Nickole brought up the need for clarifying what “qualifies” a person with a disability. Members read Dan’s screen-shared form used since the beginning of the GoSudbury programs (these also were reviewed and cleared by Town counsel at the time). Nina reminded the group that HIPPA (Health Insurance Portability and Accountability Act) stipulates the privacy of personal health information. After review by the Committee of the screen-shared language, members noted that the category of “disability limiting driving” is broad and that nothing to support the category is required, although a person “may be asked to provide” documentation.

Dan said the goal is to make the form as inclusive as possible, and members agreed to the qualifying definition as “an inability to drive, temporarily or permanently.” Dan recommended that age (two categories: 18 to 59 years, and 60 years and over) should also be included in the form, so that riders’ questions could be directed more efficiently either to the Senior Center (age) or to the Social Worker (inability to drive). In conclusion, identifying as a person with an “inability to drive...” will be self-directed; only if problems arise would there be further inquiry.

Additional Issues: Before the new system goes live, the old web forms must be closed out. Dan will disable the links and provide a “redirect” page to the new information. Jill brought up the challenge of helping residents who do not have or cannot use a smart phone. Alice will find out if Uber has a “concierge” system available.

Catch Connect Updates: At this time, the likely contract between Sudbury and MWRTA Catch Connect will identify service hours as between 8 AM and 6 PM weekdays. The cost for the proposed additional hours in the morning (8 AM to noon) will be about \$80,000 per year. If user experience indicates that a better interval of service is, say, from 7 AM to 5 PM, that may be possible to implement for the next calendar year (i.e., starting in January 2026). Dan said that Daniel Fitch of MWRTA will connect with Adam about the contract and hours and expected that mutual review of activity can adjust hours as needed.

Plan of Action for Next Meeting: Dan reviewed the following needed activities and responsibilities:

- Adam will contact Uber about setting up a “sand box”/beta test of voucher request/distribution/use.
- Dan will provide communications regarding
 - Voucher requests
 - Rider qualifying parameters (including definition of *person with a disability*)
 - Redirecting persons to the correct/updated web page for the new system.
- Alice will investigate Uber’s handling of riders who lack a smart phone and resend the Uber material on using vouchers to the Committee
- Adam, Dan, and Nickole will meet with Daniel Fitch about Catch Connect changes.

Jill told the group that she has been asking new registrants for GoSudbury if they could wait until the new sign-up site is ready. Dan added that, because of time limits, no minutes would be reviewed at this meeting.

Next Meeting: The next meeting of the committee will be Friday, August 22, at 10:30 by Zoom.

Adjournment: Adam moved to adjourn; Alice seconded. Roll call vote to adjourn was unanimous. Meeting adjourned at 11:29 AM.