



Town of Sudbury

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

Sudbury Transportation Committee

Minutes

Friday, November 14, 2025

10:30 AM

Via Town Zoom Conference Call

Core Members Present: Daniel Carty, Alice Sapienza, Mary Brauer, Cheryl Wallace, Adam Burney, Nickole Boardman

Core Members Absent:

Advisory Group Present:

Advisory Group Absent: Martha Welsh, Chief Scott Nix, Carmine Gentile, Maura Carty, Nina Lurie (Community Social Worker)

Guests: Jill Dube (Senior Center Asst. Director/Outreach Coordinator); Linda Faust; Andy Willard (Uber customer service manager); Eric Cartrite (Uber implementation manager)

Confirmation of Quorum: The statutory requirements as to notice having been met, Dan Carty as chair convened the meeting at 10:32 AM. Carty 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. Carty assigned Adam Burney as co-host. Carty commented on the “long time” since the prior meeting and thanked the membership for moving meeting frequency from every 2 weeks to every 3 weeks.

Selection of Clerk: Alice Sapienza was assigned duties of Clerk for this meeting.

Desired Agenda: Dan introduced the two attendees from Uber, who were invited to discuss an “emergency ride home” program as part of GoSudbury, and stated that this topic would be among the first to be discussed. Expected subjects included:

- Uber voucher experience to date
- Uber emergency ride home program
- WAV providers for GoSudbury
- Funding going forward
- Minutes to be approved and archived
- Agreement of Committee to continue the extended time between meetings (3 weeks instead of 2 weeks)
- Other topics as requested.

Uber Vouchers: Since the changeover to vouchers in September, residents' experience with the new system appeared to be working well. Jill stated that, for October, 6 vouchers were completely used and 19 partially used. Thus, the total requested was less than the agreed limit of 30 vouchers distributed per month. To date, for November, 5 vouchers have been fully used and 4 partially. Dan will set up the December sign-up process and will arrange a brief meeting to review bulk voucher upload. At the end of each month, he will de-commission the past month's signup, by providing a link to the following month's signup page.

Adam commented that there has been a marked drop in Town expenditure for Uber rides, because of use of vouchers. Dan requested that his staff provide a financial summary of said expenditures for the next Committee meeting. He also asked if there had been requests for taxis. Jill responded that two residents had used Tommys Taxi, with some initial uncertainty about booking, but now that is cleared up. Dan thanked her for her work in transportation assistance and asked her to bring any issues to the Committee so we can be helpful.

Uber Emergency Ride Home Option: At the prior meeting, members agreed that Uber's emergency ride home option would be beneficial to have available beyond the monthly Uber voucher program. For example, a registered Go Sudbury user who requested and used the monthly voucher amount before that month's end, and then needed transportation for an unexpected issue, could be given emergency ride voucher(s) for a defined amount and good for a defined use time (e.g., within 4 hours). Or, a resident who had not registered but was faced with an emergency transportation need, could register and request (online) emergency voucher(s) with similar parameters—a defined subsidy amount, for a defined use time. For a trip beyond the amount of the emergency voucher, the rider's payment would be deducted from the personal credit card filed with Uber. And, if a voucher were not used within the defined time, it would expire so neither the user nor Sudbury would pay.

Eric commented that such a system could be implemented for GoSudbury in about one week's time. The actual process would involve comparing a user's smartphone request with the uploaded Sudbury list of registered/approved residents, and then a defined voucher (number, amount specified, expiry period) would be sent to the user's smartphone.

Dan commented that the process would not be very different from the current voucher setup and asked Adam if there appeared to be any concerns about sharing user data with Uber. Because the same information would be requested (standard transport data, such as user info, pick up location, destination, etc.) as stated in the original waiver, Adam believed it would be unlikely to raise any privacy concern. The person requesting would not be required to state the reason for the request. And, Transportation Committee staff would review requests after the fact and note if there were any problems.

Eric added that the town could limit emergency ride vouchers, e.g., two per month, as well as the amount and the time till expiry. Sudbury can define its parameters and modify as needed, based on experience.

Option Discussion: Dan said that we need to wrestle with the details of the program, such as examples of emergency, when (as Jill pointed out) there were no other subsidized alternatives such as the CoA van and Catch Connect bus. Mary asked about a defined amount of the emergency voucher, and

Adam raised the concern about possible overuse. Alice commented that, since starting GoSudbury, there had been minimal misuse, and staff reviews rides regularly and looks for issues to be addressed. Dan noted we can change parameters for the emergency option as determined by experience.

Also to be determined by the Committee, stated Eric, is geofence (set where), as well as amount and duration of use. Alice added that we need to ensure the process can seamlessly and 24/7 allow an unregistered user to register/qualify/request such an option. Dan asked members to consider all the issues involved, and we would continue the discussion with social work input at the next meeting.

Linda raised two questions. The first was whether there is/would be an emergency voucher for taxi, and the answer was no. Taxi subsidy could be handled by Senior Center/Social Work staff as necessary. Linda's second question regarded her visual inability to complete a Google sheet. Jill stated she would work with Linda as required, and Dan reassured her that she was already registered and would not have to complete such a form again for the vouchers.

Although not related to the emergency use option, Dan raised a concern that surfaced during the Transportation Fair: some residents had trouble with the voucher process—their “old” GoSudbury profile was still active. Eric suggested that people sometimes inadvertently create their own “unmanaged” business profile when setting up the GoSudbury Uber program. And, Andy noted that Uber deleted all original GoSudbury profiles when the voucher program was formally implemented. Dan asked Jill to determine if some users had, as Eric said, created a separate business profile by mistake.

Dan also asked about the use of cash, and Andy agreed that cash could now be accepted in certain areas, but not in the Boston area. Dan then thanked Andy and Eric for their participation and continued assistance, and they left the meeting at 11:10 AM.

WAV Providers: With thanks to Cheryl for providing information on FedNor (WAV provider), Dan stated that the requested references were not overly positive (but not negative). There was also a date missing from one reference. Adam asked if there were online reviews of FedNor (Dan requested members to look), and Alice suggested seeking a telephone contact with a current user as another reference. Nickole had mentioned a WAV provider at an earlier meeting but believed their costs would be prohibitive for the Town. Dan concluded that we will continue looking for a vendor.

Funding: Although there were no financial reports to be shared, Dan said (thanks to town staff data to be provided) we would likely see a summary at the next meeting. He asked Adam about the state earmark, and Adam noted it had been passed and the money was now making its way through the bureaucracy but would reach Sudbury. Dan reminded members that, at the next Town Meeting (1 December), the proposed annual budget would be reviewed. He will also discuss with the Select Board the possible use of free cash, if needed to keep Catch Connect running.

He asked about the MassDOT grant application, and Alice reminded members that she had sent a summary reply from Jim Nee of MWRTA. Dan screen-shared the document, in which Jim noted the large number of collaborating RTAs (thus, the grant is likely to be funded at some level). Jim also said

that no details on routes, etc., were included in the grant; once funded, however, he would involve Sudbury in discussion and selection of desired route extensions, etc.

Review of Prior Tasks: Dan summarized action items from prior meetings and their status:

- Voucher process (implemented, being assessed)
- Thank-you's sent to Daniel Fitch (MWRTA), IT, Sudbury TV, and others for their assistance at the Transportation Fair
- Jill had responded about the likely number of 12 offsite viewers of the Fair (via Zoom) at Coolidge
- Uber representatives had provided information about business profiles and emergency ride home program today
- Alice had sent a summary of GoGo concierge option to members
- Dan had requested and received FedNor references and will seek more
- Adam had responded to whether Sudbury needed a bidding process for WAV vendors (answer was probably no, because the amount spent would be below the threshold for bids)
- Adam had summarized the Sudbury Housing meeting at Goodnow and seen Carmine Gentile's Legislative Aide (Ravi Simon) and heard that the earmark had been released and signed by the Governor.

Minutes: Two sets of minutes were presented with edits highlighted: October 3 and October 17. Dan reviewed minutes of October 3; Alice made a motion to approve with amendments, Adam seconded, roll call vote to approve was unanimous. Dan then reviewed minutes of October 17; Adam moved to approve with amendments, roll call vote to approve was unanimous.

Next Meeting: The next meeting of the committee will be Friday, 12 December 2025, at 10:30 by Zoom.

Adjournment: A. Burney moved to adjourn; A. Sapienza seconded. **Roll call vote to adjourn was unanimous.** Meeting adjourned at 11:30 AM.