



Town of Sudbury

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

Sudbury Transportation Committee

Minutes

Friday, September 5, 2025

10:30 AM

Via Town Zoom Conference Call

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

Core Members Absent: Mary Brauer

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); Daniel Fitch, MWRTA; Linda Faust; Alan Greene

Confirmation of Quorum: The statutory requirements as to notice having been met, Dan Carty as chair convened the meeting at 10:32 AM. D. 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. D. Carty assigned A. Burney as co-host. D. Carty noted the busy schedule of the Committee recently and offered his sincere appreciation to the membership for its cooperation.

Selection of Clerk: A. Burney was assigned duties of Clerk for the meeting.

Review of Prior Tasks: D. Carty summarized transportation happenings over the recent past including:

- The transition from the original form of the Go Sudbury! program to the most recent iteration of a voucher-based system has been completed.
 - 55 individuals have submitted applications and been registered as approved users
 - 18 voucher requests have been submitted with 17 approved (the 18th came in very recently and will likely be approved).
 - The usage of the vouchers has gone off without a major problem as of this meeting.
 - The team at Uber has been a great partner and was logged in on a holiday to ensure the program was up, running, and without a hitch on their end.
- Senior Center feedback through J. Dube

- A fair amount of calls regarding the cessation of the “free ride” program no longer being operational. It appears that most of this is the result of users not checking or reading the email communications that have been distributed.
 - The Senior Center is willing and able to assist individuals in understanding/submitting the application to become an approved user, submit a request for vouchers, and/or demonstrate how to use the vouchers.
- Alan Greene had a few items regarding the shift
 - Disappointment in the abruptness of the 1 August email outlining the programmatic changes and feels that there should have been more public input on the proposed changes. After this feedback then changes should have been based on that feedback
 - Wants to see the F.I.S.H. program reinvigorated.
 - Questions why the Town’s state delegation hasn’t sought additional or further funding for the transportation program?
 - A large problem with Sudbury transportation is the lack of medical specialists in Town, which necessitates many residents traveling for medical appointments.
- CrossTown Connect dispatch has been helpful and will provide any callers that contact them with the program changes and notify them that they are no longer accepting calls for service through the Go Sudbury! Program.
- A. Burney followed up to ensure that the Uber training on the new vouchers went off without a hitch. This was confirmed by D. Carty.
- N. Lurie indicated that she and K. Wilcox are still having issues accessing the Uber dashboard and managing the vouchers.
- Upcoming items for the Committee to consider:
 - New WAV ride providers
 - Uber Emergency Ride Home (integrated with voucher program)
 - Uber Concierge Program
 - Transportation Fair
 - Grant Opportunities
 - Legislative testimony
 - Emerson Hospital Community Benefit Committee

Catch Connect: D. Fitch, MWRTA offered the following updates to the Town’s Catch Connect Micro Transit program:

- The service for Catch Connect will expand the hours from 12 PM to 6 PM and transition to 8 AM to 6 PM beginning on 15 September 2025.
- D. Carty excited by the ability to rapidly transition to these new hours.
- A. Sapienza is going to sunset her practice of collating the data received as part of the Uber program.
- Ridership continues to be strong with the existing hours and will hopefully grow as the hours expand.
- A. Sapienza questioned if this was a matter that should be communicated to the ridership in a similar vein to the feedback raised about the Go Sudbury! program.
- MWRTA has some standard communications and will work with D. Carty and L. Frank, Communications Director, to get the information disseminated to the public.
- L. Faust inquired if phone users will be notified of the changes to the program hours?
 - D. Fitch noted he will work with the MWRTA call centers folks to ensure that callers from Sudbury riders will be notified.

- A. Sapienza inquired of D. Fitch if the expansion of service area for Catch Connect would be a grant eligible project, especially to connect to other transit networks including the MBTA Commuter rail.
 - D. Fitch feels that this is a reasonable thing to explore and would like to bring J. Nee into the conversation, especially with the potential for new network connections. N. Boardman and A. Sapienza will work on this with the MWRTA.
- Travis Pollock of MAPC has reached out and spoke with A. Sapienza about inquiries from other communities, including Medford relative to the success of the Go Sudbury! program and how it has been managed.

Transportation Fair: J. Dube offered updates on the proposed Transportation Fair:

- J. Dube, N. Lurie, and N. Boardman met and were proposing to hold the Fair at the Senior Center on 15 or 16 October 2025 during the day.
- The program would be a panel discussion and Q & A including D. Carty for history of the Transportation Committee and program in Town; Manuela from Catch Connect; and others.
- There would be opportunities for folks to get assistance in signing up for programs and be shown how to book rides, use vouchers, etc.
- N. Boardman was considering having the Senior Van do a loop to the various housing complexes to make it easy for folks to access the Fair.
- 16 October 2025 was confirmed and D. Carty will work with L. Frank to get the information out to the public.
- The Fair will be presented in hybrid form to increase the ability of folks to access the information.
- This will be an agenda item at the next meeting for finalizing the details.
- L. Faust inquired if the Committee has considered coming to the various apartment complexes to answer questions or provide this information to the residents that don't go to the Senior Center.
 - J. Dube offered to do just this.
 - N. Lurie offered to speak with the service coordinator at the Coolidge about using the community room to provide Zoom access to the Fair for residents of the complex that don't want to go to the Senior Center and may have trouble accessing Zoom on their own.

Additional Issues: D. Carty outlined additional things for consideration:

- Uber Emergency Ride:
 - Similar to Go Sudbury! existing sign up, uses Google Sheets, it skips the manual issuance of vouchers in specific situations.
 - Easy to do on the back end at no additional cost.
 - N. Boardman is in support as it will save staff hours for the Town and provide an additional benefit
 - A. Burney inquired about how this would work relative to the grant of "regular" vouchers.
 - Only available to approved users and would be available outside of business hours.
- Uber Concierge:
 - \$5 per ride when concierge is used.
 - Would \$5 be part of the \$30 voucher or would it be paid by the Town?
 - J. Dube asked if concierge would be a potential replacement for the need to call taxi in certain circumstances.
- D. Carty will invite Uber representatives to a meeting to discuss these matters.
- The Committee is still exploring additional WAV providers and D. Carty would like to bring a company from Framingham in to outline the quote they provided and what services they offer. D. Carty will invite them to a future meeting. C. Wallace noted that FedNor Transportation is the company located in Framingham.

- A. Burney will attend the Emerson Community Benefits Committee meeting and report back the happenings to the Transportation Committee.

Minutes: D. Carty presented the minutes for 22 August 2025 which will be tabled as the remainder of the Committee had not received them as of the meeting.

30 July 2025 minutes were then presented with amendments and questions submitted by A. Sapienza.

A. Sapienza made a motion to approve, Seconded by A. Burney, **Roll call vote to approve was 5-0 to approve** the minutes.

Next Meeting: The next meeting of the committee will be Friday, 19 September 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 11:29 AM.