



MAGIC “Making the Connections”

Information Session

Tuesday, July 23, 2019

Sudbury Town Hall



Event Purpose

Inform interested agencies and municipalities of the Making the Connections program and develop a path forward to create transportation pilots

Event Objectives

- Ensure all parties have an understanding of the program
- Develop parameters for various pilots
- Determine interest in participation
- Lay out next steps, including issues for clarification and creation of steering committee

Today's Agenda

- 2:10 Welcome, introductions, review of purpose and goals of event
Adam Duchesneau, Town of Sudbury
Travis Pollack, MAPC
- 2:30 Overview of Making the Connections grant and program
(i.e., How will this work? What are my agency/town responsibilities?)
Travis Pollack, MAPC
Alice Sapienza, Grant Contract Manager for Sudbury
- Brief overview of Carlisle pilot with Lyft
Dave Klein, Carlisle Council on Aging
- 3:00 Exercise: outstanding issues and questions
All
- 3:20 Report out and discussion
All
- 3:45 Wrap up and next steps
Travis Pollack, MAPC
Adam Duchesneau, Town of Sudbury
- 4:00 Adjourn



Introductions

Name, Town/Agency

Question

What is the biggest transportation challenge you see in your community today?

Overview of Making the Connections Program

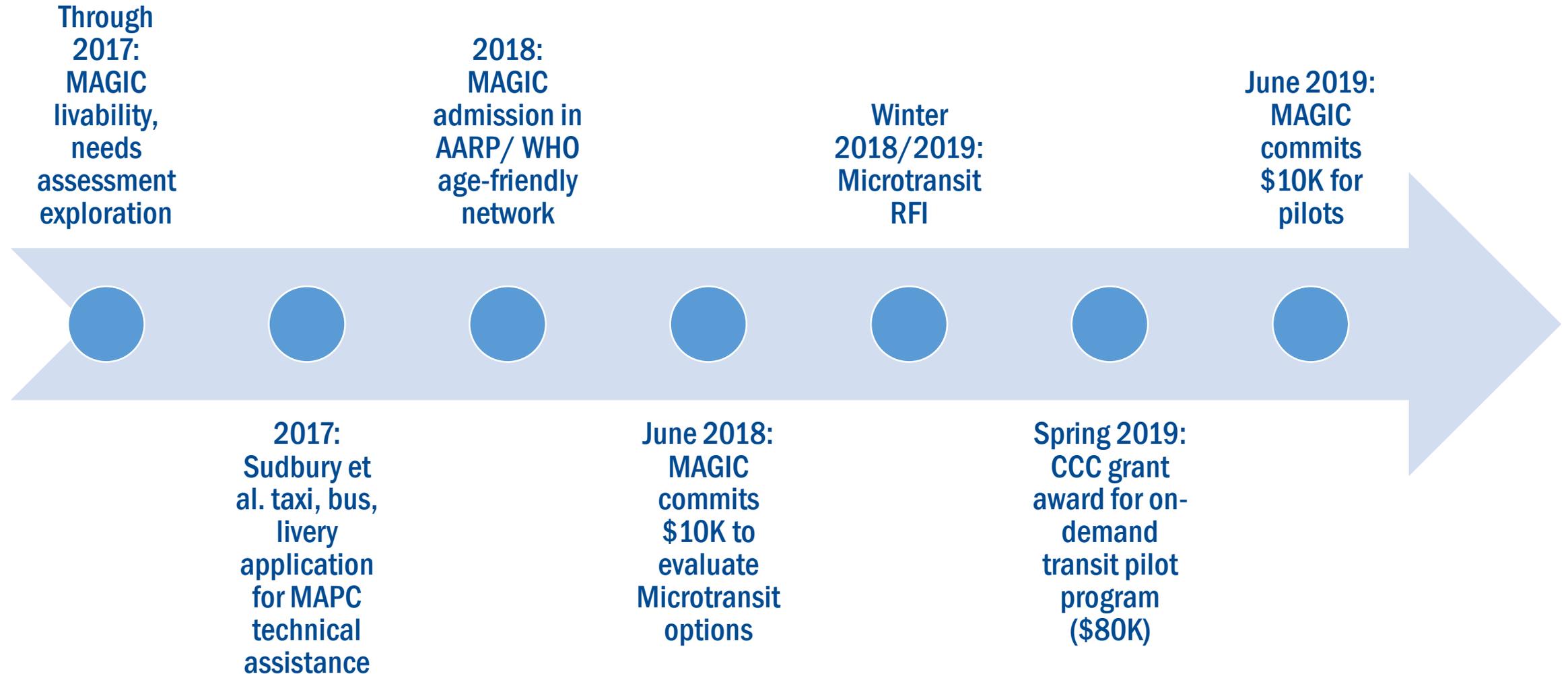


Making the Connections focuses on seniors, people with disabilities, financially vulnerable residents, and veterans, with the objective of providing on-demand transportation services to health and community resources as well as economic opportunities.

While each community offers some variety of on-demand paratransit, and some offer general public vans or commuter shuttles, there are times when this service does not cover all needs for transportation. It is these unmet needs that pilot service through Making the Connections will attempt to meet.

Data from community pilots will be used to (1) explore the future applicability of shared microtransit platforms (optimizing transit programs and regional cooperation in the larger MAGIC subregion of the MAPC), and (2) ensure the sustainability and continuous improvement of regional transportation, particularly to our most needy residents.

What's been done so far?



How the Program Works



- **TASK 1: COORDINATION**

- Municipalities enter MOU for duration of pilot
- Steering committee established; committee outlines basic parameters, including common data needs
- Program Manager hired
- Municipalities define riders/eligibility and processes for registration, etc.
- Clarify Plan-Do-Study-Act continuous quality improvement approach to pilots

- **TASK 2: PROCUREMENT**

- Vendors identified (ride-hailing, taxi, etc.)
- Contracts entered with vendors
- Marketing, outreach established

- **TASK 3: IMPLEMENT AND MONITOR**

- Launch pilots across region
- Collect minimum consistent data set
- PLAN/DO/STUDY/ACT
- Steering Committee and Program Manager meet regularly (virtual, F2F, individually, collectively)

- **TASK 4: ASSESS PERFORMANCE AND ID FUTURE OPTIONS**

- What are strategies for sustainable transportation?
- What are best practices for region?
- Prepare report for CCC

Carlisle Lyft Partnership



Lessons learned from Carlisle Council on Aging partnership with Lyft



Making the Connections: Breakout groups

First, a short break (5 minutes)

Breakout Groups:

At your table, note your topic and address:

What areas need additional clarification?

Any ideas to address or resolve?



Next Steps

- Hire Program Manager
- Steering Committee
- Sign MOUs
- Procure vendors
- Launch pilots in Fall 2019 (one-year pilot)
- Next event/first steering committee
 - August
 - Will allow remote participation (WebEx)

Something to Consider...



What long-term goal are you looking to achieve from this program?

Please let us know your thoughts at our next gathering...

Questions?

Travis Pollack, AICP

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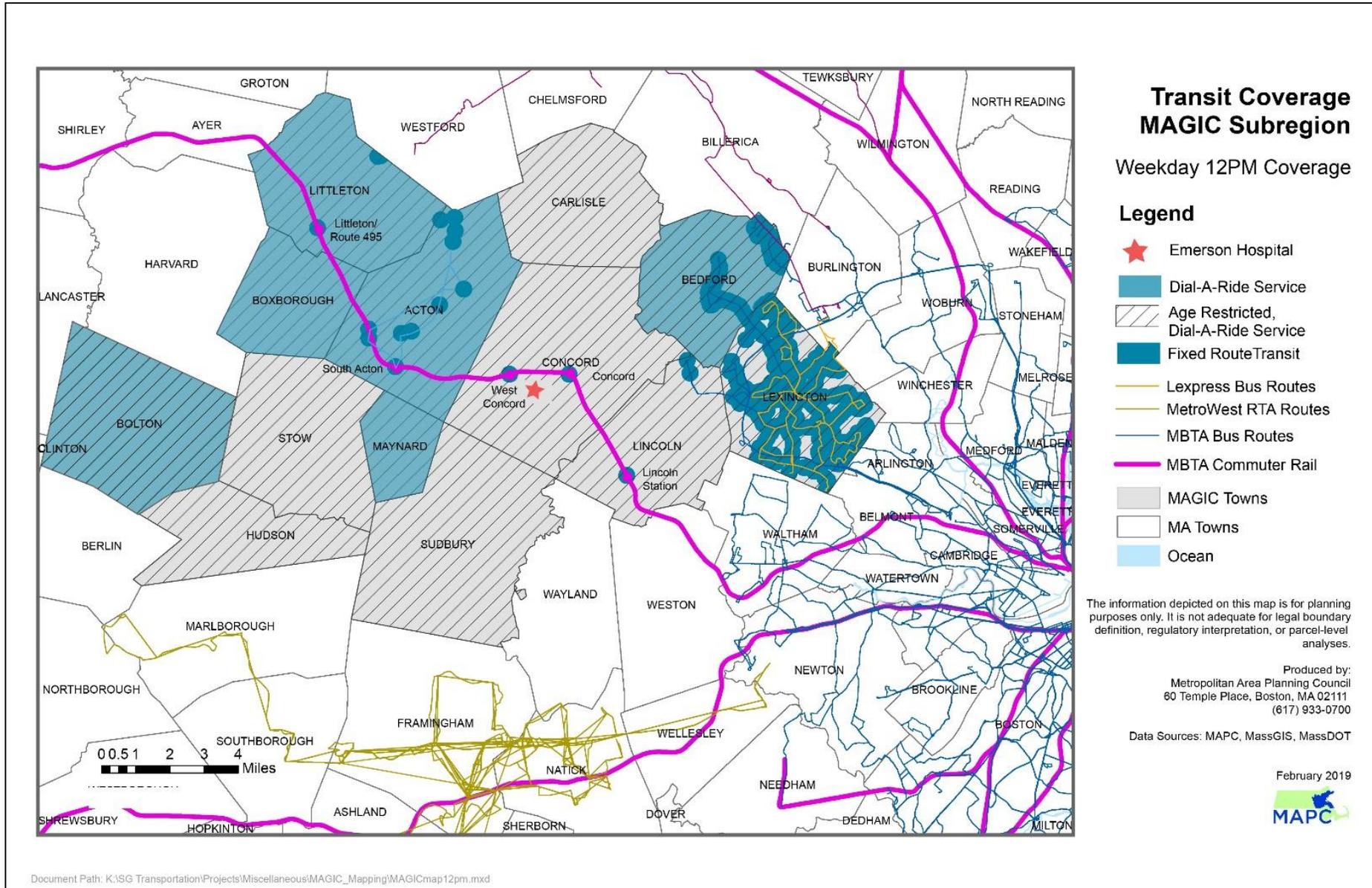
Alice Sapienza, DBA

Grant Contract Manager for Sudbury

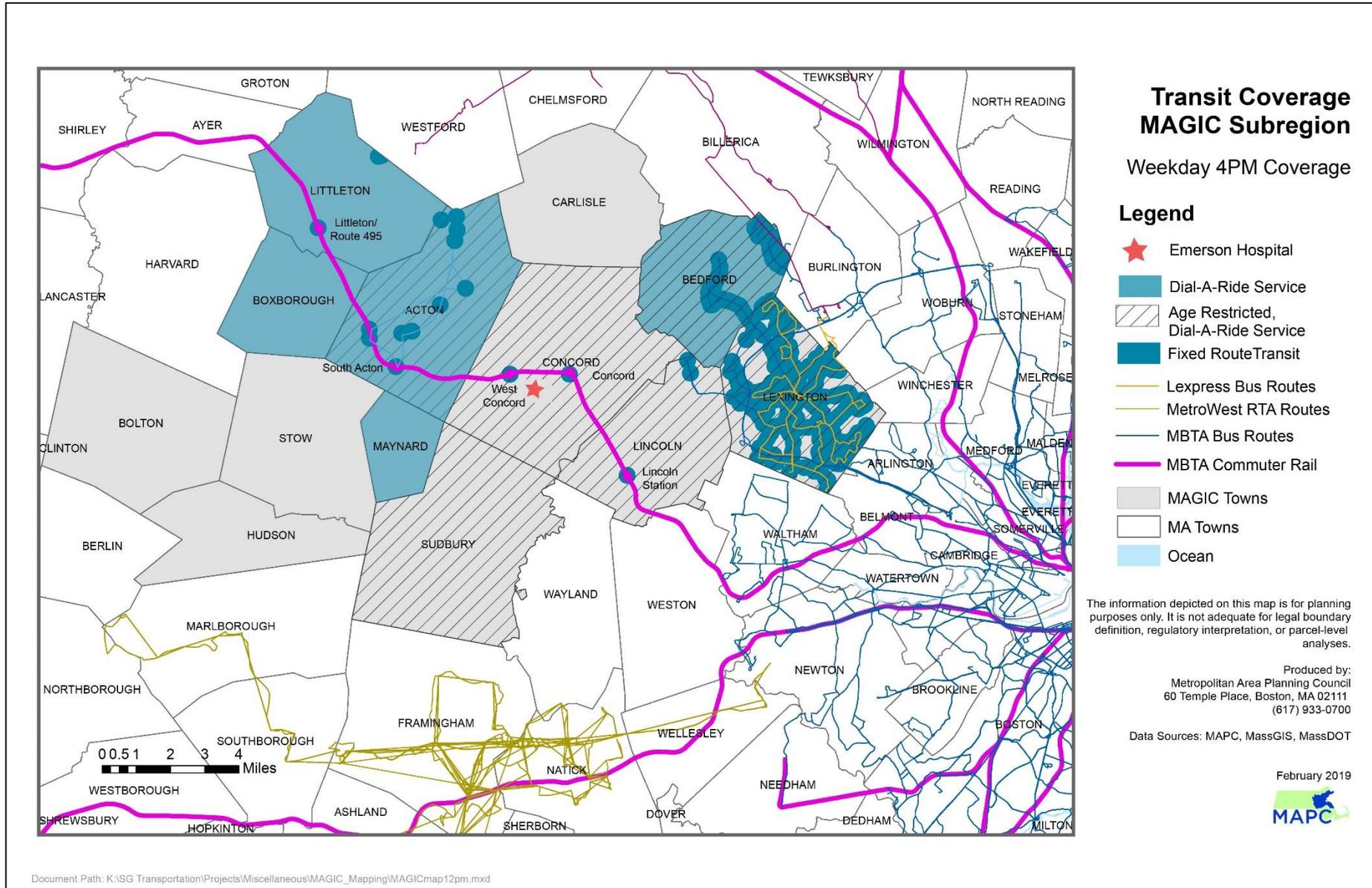
alicesapienza@verizon.net

Appendix

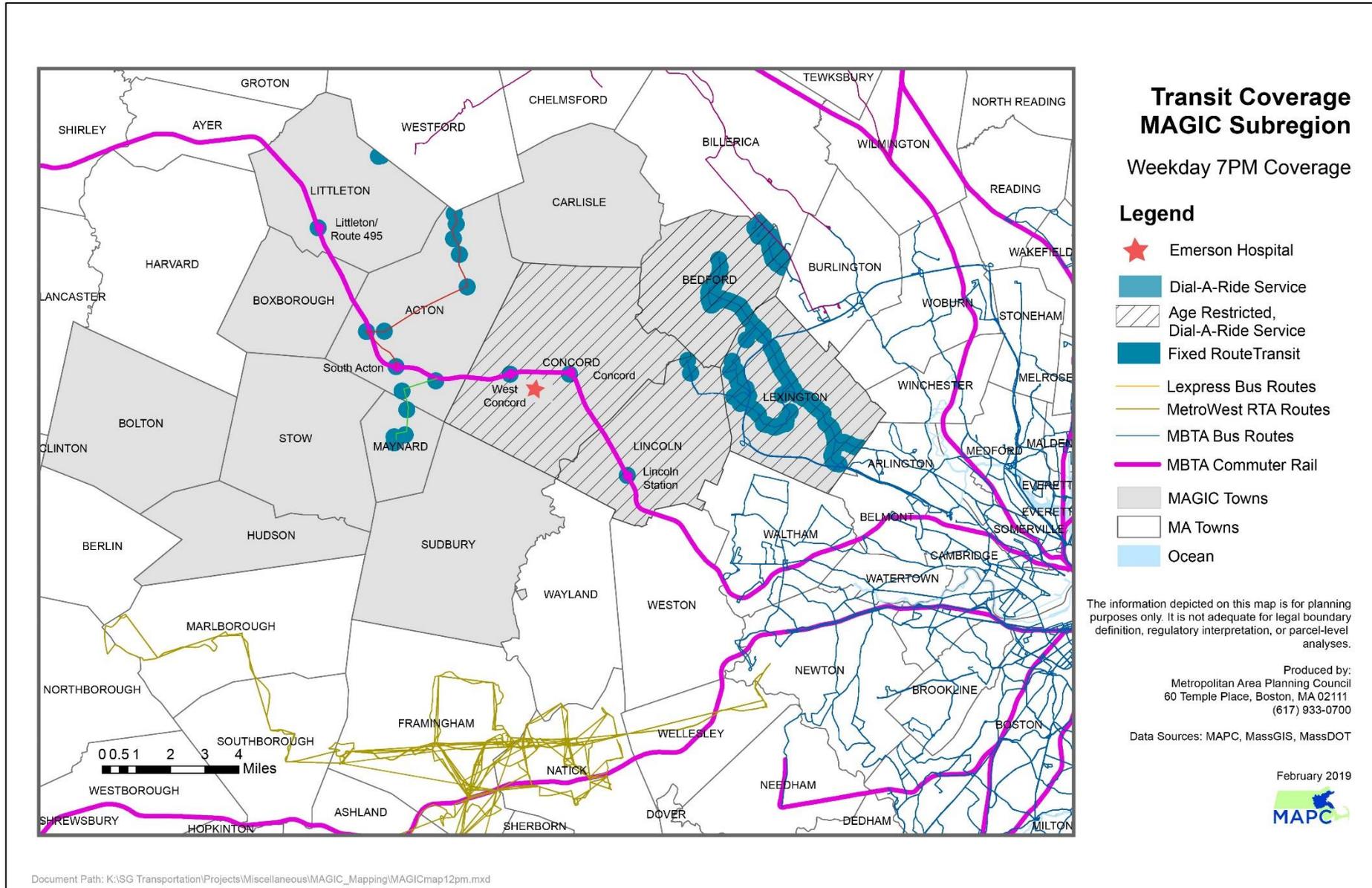
Current Transit Options in MAGIC



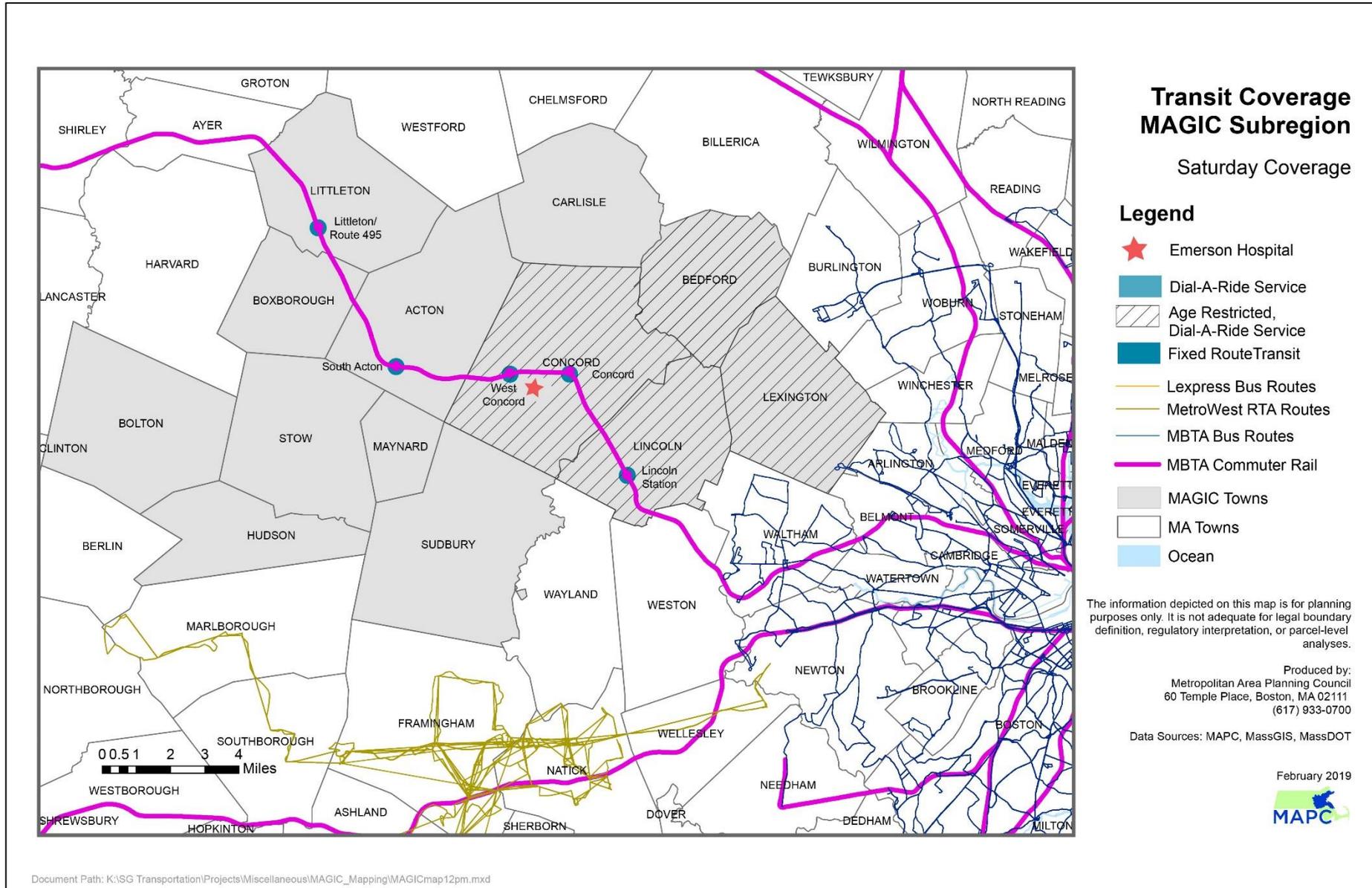
Current Transit Options in MAGIC



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Current Transit Options in MAGIC



	MBTA Commuter Rail	MBTA Bus	Local Bus	Gen Public Dial-a-Ride	Senior Transit
Acton	X		CTC	CTC	CTC
Bedford			X	X	X
Bolton				X	X
Boxborough				CTC	CTC
Carlisle					X
Concord	X				X
Hudson					X
Lexington		X	X		X
Lincoln	X				X
Littleton	X		CTC via MART		CTC
Maynard			CTC		CTC
Stow					X
Sudbury					X

Other Successful Ride-Hail Partnership Models



North Shore Community College

MBTA “The Ride”

Needham Community Council

Attleboro Community Accessing Rides (C.A.R.)

Brookline Senior Center

Carlisle Council on Aging

Data Collection Options for Pilots

- Trip ID
- Request date
- Request time
- Actual pickup date (if different)
- Actual pickup time (if different)
- Drop off date
- Drop off time
- Rider first name
- Rider last name
- Rider email
- Service (e.g., WAV, van pool)
- City/town
- Distance
- Duration
- Fare (\$)
- Ride-hail service/technology fee (including applicable tax)
- Total charge (fare plus fee); no tips
- Pickup address
- Drop-off address
- Expense memo (purpose of ride)
- Group (agency subsidizing/vetting request)

The information could also include short descriptive notes for every ride. These allow fuller delineation of usage, and advanced planning by those designing an initiative could provide the ability to search on key words, etc.

Reports to involved agencies could be created showing, for example, monthly total cost, number of rides, distance (miles); as well as average cost, budget, and monies remaining. Total system data reports may be available.