

Event Summary:

Making the Connections Program Information Session

September 26, 2019
Via WebEx

Purpose of Event

The purpose of this event was to further inform interested participants of the “Making the Connections” initiative, to determine the framework for municipalities to join the program, and to lay out next steps.

Making the Connections will create pilot projects to provide subsidized taxi and ride-hailing services, and other innovative on-demand transportation options for seniors, people with disabilities, financially vulnerable residents, and veterans, with the objective of providing them with transportation services to jobs, health, social and/or community resources.

This session was sponsored by the Metropolitan Area Planning Council (MAPC) and the Minuteman Advisory Group on Interlocal Coordination (MAGIC).

Terms of Joining Pilots

All

David Klein (Carlisle Council on Aging) asked about the terms for joining the Steering Committee and the program, given that the Carlisle Council on Aging already has an agreement with Lyft that is funded through November. Travis (MAPC) stated he believed Carlisle could join the Steering Committee and that Carlisle would be a valuable member in sharing information on best practices and trip needs for seniors and others in Carlisle. Carlisle currently has spent approximately \$1,500 over the first 10 months of the program with Lyft, by offering a \$10 discount for eligible riders through the app. Trips booked through the concierge service are covered in full but very few rides are booked through the concierge service. Current terms are a limit of up to 4 eligible riders per month, within a 55 mile radius of the town (More information on the Carlisle pilot can be found in the July 23, 2019 information session, found on the Making the Connections [webpage](#).). Carlisle may revise the discounts and terms in the next pilot.

Steering Committee Membership Update

All

The five municipalities present on the WebEx – Sudbury, Acton, Stow, Bolton, and Carlisle – are all still available to join the Steering Committee. Each municipality will need Town leadership and Town counsel to review the terms of the Intermunicipal Agreement (IMA). Concord, which expressed interest previously, was not present on the WebEx. Travis will reach out to Concord as well as to Lincoln.

Draft Intermunicipal Agreement

Travis Pollack, MAPC

Travis presented the draft IMA. The latest version contained most of the components shown in the draft discussed on September 9, 2019, as well as terms shown in similar intermunicipal housing agreements some MAGIC communities have signed.

Modifications suggested by the WebEx participants included adding terms on reallocation of funding should a member leave the program; adding terms stating that data collected during a pilot will, if a member leaves, remain with the program for MAGIC-wide analysis; and possibly adding terms on how the Program Manager will work with each municipality.

Comments on the IMA are due October 7, 2019 to Travis.

Program Manager Position Update

Adam Duchesneau, Town of Sudbury

The draft scope of services for the Program Manager (PM) position was distributed. A question was raised about the PM role in marketing the pilot(s). It was noted the Community Compact grant included funding for marketing the pilot programs that could be used by the PM or used to reimburse other marketing and outreach expenses.

Suggested modifications to the scope of services included ranking the scope tasks by priority; adding expected deliverables (quarterly reports); and adding a task on helping municipalities develop ideas for financial sustainability after the grant.

Question was raised if the PM could help with concierge services and booking trips, but it was made clear that this would not be part of the PM duties.

Comments on the PM scope of services due by October 4, 2019 to Travis.

Accessibility

Franny Osman

Franny shared information and links from a recent accessibility training, which included resources on how to make websites and printed materials accessible for all. Others noted Newton, Brookline, and other agencies and municipalities have active programs to train seniors and others on using their smart phones to hail transportation services and look up information on local transportation options. Accessibility, including access to technology, was noted as a critical need by several participants in the July 2019 *Making the Connections* information session. Travis will share the materials on accessibility with the Steering Committee.

Data Sharing

Alice Sapienza

Alice shared a draft waiver and data sharing agreement (proposed as part of the rider agreement to register for the Go Sudbury! pilot). This waiver would allow Uber to share rider trip data with Sudbury (if Uber is the technology provider). This is an example of a data sharing waiver that other municipalities could use with other pilots.

Concerns were raised on whether collecting street level data would reveal the identity of program participants. Other ideas – such as collecting zip code, Census tract, or Census block group – were considered but thought to not be detailed enough to truly understand trip origins and destinations to refine and/or expand transit services. Alternative ideas were offered such as identifying the nearest intersection. Alice noted that those registering would be employees of agencies such as Councils on Aging, and riders likely should be comfortable working with existing agencies and employees. The language of the waiver emphasized that no individual-level data were of interest; rather, the focus would be on the aggregate experience of targeted rider groups.

Suggested modifications could include more detail on who would have access to the data and why, as desired by each community.

Other Member Business

- Bolton would want to join a pilot with another municipality, since their employees are part-time and may not have the capacity to create a pilot on their own.
- Stow would like examples of municipal agreements with ride-hailing companies (subsequent to the meeting, MAPC shared a copy of Lyft's agreement with the Town of Carlisle).

Wrap Up, Next Steps/Next Meeting

- Travis will share the draft Program Manager scope of services; comments are due October 4, 2019.
- Travis will share the draft IMA; comments are due October 7, 2019.
- Travis will share the accessibility documents.
- Travis will reach out to Concord and Lincoln, to determine their interest in joining the Steering Committee.
- The next pre-Steering Committee meeting will be a one-hour WebEx and face-to-face meeting in Sudbury, held on October 10, 2019 from 1 to 2 pm. Travis will send out the invitation and Adam will notify participants of the room reserved.

Participants

Austin Cyganiewicz, Director of Intergovernmental Affairs, Town of Acton
Adam Duchesneau, Director of Planning & Community Development, Town of Sudbury
David Klein, Director of Carlisle Council on Aging
Jesse Steadman, Town Planner, Town of Stow
Franny Osman, Transportation Advisory Committee and Commission on Disabilities, Town of Acton
Valerie Oorthuys, Assistant Town Planner, Town of Stow
Travis Pollack, MAPC
Alice Sapienza, DBA, Sudbury Grant Contract Manager
Alyson Toole, Town of Stow Council on Aging
Erica Uriarte, Town Planner, Town of Bolton

Updated October 7, 2019

Please email Travis Pollack (tpollack@mapc.org) for changes or corrections to this document.