

## **Examples of Rider Registration/Ride Stipulation Options**

- Brookline/Lyft

The Brookline Senior Center is pleased to announce another new transportation option for residents [in addition to Elder Bus and Senior Center van]. This program operates through a partnership with the ride-hailing company Lyft. Social workers or TRIPPS staff at the Brookline Senior Center can book a ride for qualifying seniors. Brookline resident seniors can use this option in the following instances: unexpected need for transportation to or from (non-emergency) medical appointments, non-medical emergencies as determined by social work staff, participants in Senior Center programs running at times when the Elder Bus and Senior Center Van are not, and seniors who have smartphones but have never used Lyft and would like to try it for the first time. This program was sponsored by fundraising efforts and generous donations. The rides are free. Please call at least one week prior to your appointment as initial appointments will need a HELP interview to secure. The Senior Center staff person will call you prior to your pick up and give you the name of your driver and the license plate number, make and model of the car. You must be outside your residence 5 minutes prior to pick-up.

- Community Accessing Rides (GATRA region)/Uber

The Greater Attleboro/Taunton Regional Transit Authority (GATRA) became part of a “Community Accessing Rides” (CAR) consortium initiated by the Attleboro YMCA, following a community needs assessment showing “transportation was ...the most critical issue that could assist” under-resourced residents. To meet identified night and weekend needs, as well as those of residents unable to access GATRA transport during the week, Uber was selected. As part of the execution of the proposed additional services, GATRA secured a Community Transit Grant and developed (with MAPC) a Google Earth resource so that consortium members could identify the extent and limits of fixed route transport and the gaps to be filled via Uber. Member organizations qualify clients needing services and dispatch transportation via the Uber app (riders do not need smartphones). It should be noted that GATRA transport must not be available to qualify for Uber rides—primarily after 6 PM during the week and on weekends. In some cases, clients unable to reach a GATRA route are also qualified. Each organization involved receives management reports, to track utilization and cost.

- Newton/Via

The new service, to launch this summer (2019), will drive [seniors] to specified destinations in Newton such as to medical appointments, to our village centers, and the Senior Center. The service will also feature easily identifiable vehicles and vetted drivers who can walk passengers to their doors. The new service provides an on-demand micro-transit service. Seniors can book a trip in real time with an app on their smart phone, by email or with a phone call. The system will create a route to pick up multiple passengers along the way. Ride sharing is environmentally

friendly, provides a social experience for passengers, and improves the service time overall. The cost to passengers is affordable. Rides will be on a three point sliding scale from 50 cents to \$3.00 to \$5.00. Passengers will be registered into the program through the Newton Senior Center. Then they will be set to go. Rides will operate Monday through Friday, probably from 8:00 a.m. to 5:00 p.m. Weekend service is also planned—details to be determined.

- Lexington/Taxi

Lex-Connect offers reduced priced taxi rides for Lexington seniors age 60+ and persons under the age of 60 with a disability. Taxi vouchers can be used to get to destinations with-in Lexington or to area towns Monday through Friday 9:00AM - 5:00PM and Saturday/ Sunday 8:00AM - 8:00PM. Rides are scheduled in advance. Application: Residents must register for the program in-person by filling out an application with the Human Services Department, located at the Lexington Community Center, 39 Marrett Road. An in-person visit is required to determine ability to get in/out of vehicle independently. Fare: Pre-purchase vouchers via mail or at the Community Center, once approved. In-town trips cost \$5 one way. Out of town trip cost \$10-15 one way depending on the destination. Tips are recommended.

- Carlisle/Lyft

The CoA Lyft program started only with people with cell phones who could access the Lyft app. Carlisle then expanded to a concierge model in which the staff transportation coordinator can book rides for people without access to smart phone. Carlisle subsidizes \$10/ride 4x/month for anyone who registers. It is open to residents age 50+ or persons with disabilities or transportation limitation. The pilot with Lyft is offered 24/hours a day, 7 days/week, but the town set a geofence limit of 55 miles out from the center of Carlisle. Riders pay the first \$2 of each ride. Carlisle Transportation Committee sends a list of registered riders to Lyft 2x/month to allow people access within a 2-week period. Concierge rides are completely subsidized, because there was not a mechanism to split the cost.

- Concord/Transaction Associates (under development)

The Town of Concord and CrossTown Connect TMA are proposing a new fixed route shuttle from the two Commuter Rail stations to major employment centers, MCI-Concord prison, Emerson Hospital and the Hospital's satellite facilities and places that serve the elderly, visitors, workforce and environmental justice populations. The shuttle service will be through a contract with a provider, TransAction Associates. Total cost is \$190,000. The Town will be providing a \$95,000 match through allocated funds (a Community Transit grant of \$95,000 is being sought).