

Meeting Summary:

Making the Connections Meeting

October 28, 2019

Via WebEx and Town of Sudbury Flynn Building

Meeting Purpose

The purpose of this meeting was to further develop the intermunicipal agreement (IMA) of the “Making the Connections” program, review the scope of services for the Program Manager, and to lay out next steps.

Draft IMA Update

Comments received and edits to be made to the draft IMA include:

- Process for allocation of subsidy and other grant funds to be omitted from the IMA; Steering Committee to determine on case by case basis
- MAGIC unrestricted fund of \$10K to be allocated to MAGIC communities only (raised by Weston); this can be noted in IMA
- Include standard language that IMA is dissolved by 25 years after grant funds are expended
- Broaden language about representation on Steering Committee (“staff” could include “designee” or similar term)
- Include standard language limiting damages, indemnifying towns

The approval process for the IMA will be in two stages: first to inform Town of the draft, second to provide final for signatures (between meetings, town counsels to review). Dave Klein (Carlisle) suggested a cover letter or memo to be attached with the IMA ensuring a consistent message. Alice and Franny to draft cover letter from Travis, to accompany IMA; cover letter to be complete by 11/4.

Towns collaborating after the November IMA signing can be rolled into the existing IMA.

Sudbury, as lead community, will hold signed IMAs. The MAPC website will hold relevant electronic documents for public access.

Question was raised about the training needs, since the IMA requires Town designees to participate in required trainings. Travis noted these could be overall logistics of grant pilots, and training on dashboard usage (provided by ride-hailing firms); Alice noted it would also include continuous quality improvement.

Program Manager Position Update

Comment was received from Stephen Crane (Concord) recommending analyses of intermunicipal ride-hailing usage (to be discussed at interviews of Program Manager). Website recommendations for posting scope of services—note in posting that “first round of applicants to be reviewed week of 11/18/19” and that posting “will be kept open until job is filled”. Places where the position will be posted include:

- Mass DOT, Mass Mobility (Aniko)
- MA Planners ListServe (Adam)
- Liz Walsh, MA CoA (Dave K)
- Master List (Austin)
- Mass. Municipal Association (Adam)
- Other (seek recommendations from collaborating towns)

How to Start a Pilot

Alice provided a brief review of 1-page, high-level, simplified outline of beginning a pilot. The handout is attached to this summary. Franny commented on the array of gaps in transportation that might (finally) be addressed via Community Compact grant, such as providing after-hours transportation for a theater group of persons living with disabilities. Alice reminded participants that we (those involved from MAPC technical assistance request) are resources for those considering a pilot.

Other Business

The next MAGIC meeting will be Thursday, November 7, 2019. If members would like to meet before the MAGIC meeting on November 7 to review the IMA, PM scope or other program business, please let Adam know. [No Making the Connections meeting was held at the Nov. 7 MAGIC event.]

Next Meeting

The next pre-Steering Committee meeting will be a WebEx and in-person meeting in Sudbury, to be held on November 12, 2019 from 2:30 to 4 pm. Travis will send out the meeting notice separately.

Participants

Imaikalani Aiu, Town Planner, Town of Weston
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
Mignonne Murray, Stow Council on Aging Director
Franny Osman, Transportation Advisory Committee and Commission on Disabilities, Town of Acton
Travis Pollack, MAPC
Alice Sapienza, DBA, Sudbury Grant Contract Manager
Jesse Steadman, Town Planner, Town of Stow
Erica Uriarte, Town Planner, Town of Bolton

Updated November 11, 2019

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

Handout

HOW TO START A PILOT

1. **Begin with the goal:** *The Community Compact Cabinet of Massachusetts has funded an Age and Dementia-Friendly best practices proposal The objective of the proposal is to improve transportation services for seniors, people with disabilities, financially vulnerable residents, and veterans, by providing on-demand transit to health and community resources as well as economic opportunities.*
2. **Identify your community's priority gaps:**
 - a. *Seniors,*
 - b. *People with disabilities,*
 - c. *Financially vulnerable residents,*
 - d. *Veterans.*
3. **Find data on the priority population—the data become your basis for measuring improvement:** *e.g., 42% of residents with a participation limitation¹ reported they “had missed, canceled, or rescheduled a medical appointment due to lack of transportation”*
4. **Determine use guidelines for individuals with disabilities limiting driving (temporary or permanent):**
 - a. Unexpected needs (i.e., cannot reserve 48 hrs ahead).
 - b. Outside van hours.
 - c. Outside weekdays.
 - d. Frequency limits.
 - e. Geographic limits.
 - f. Destination limits.
 - g. Priority needs/destinations.
 - h. Incentives for multiple riders to same destination.
 - i. Other.
5. **Select transportation option(s), duration of pilot, amount to be spent:** *communicate, listen, beta test, set improvement target (e.g., “at the end of 6 months, 25% of residents with a participation limitation will have missed... ”)*
6. **Monitor progress biweekly, adjust as needed, collect feedback often, reflect on lessons learned, decide on next steps....**

¹ To identify people who may benefit from some level of accommodation based on health or disability, the following question was asked in the survey conducted for the Livability study: “Do you have an impairment or condition that limits your ability to participate in your community?” Individuals answering “yes” are included in the category of those with “participation limitations.”