



# Town of Sudbury

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

## Sudbury Transportation Committee Minutes

Wednesday, December 12, 2018

2 PM

2<sup>nd</sup> Floor Conference Room, Sudbury Police Station, 75 Hudson Road

Core Members Present: Daniel Carty, Carmine Gentile, Bethany Hadvab, Susan Iuliano, Alice Sapienza, Beth Suedmeyer

Advisory Group Members Present: Charlie Dunn, Deb Galloway, Scott Nix

Absent: Daniel Nason

### Confirmation of Quorum

The statutory requirements as to notice having been complied with, Dan Carty as acting chair convened the meeting at 2:05 PM.

### Selection of Clerk to take minutes

Susan Iuliano volunteered to take minutes for this meeting.

### Approval of Minutes

The Committee voted unanimously to approve the minutes of the November 26, 2018, meeting.

### Review Action Items From 11/26/18 meeting

- Carty/Suedmeyer: Upload pertinent documents to website: ONGOING (**Action Item**)
- Letters of support for MWRTA grant application (Route 20 fixed route) from BOS, Planning Board, Carmine Gentile, National Development, Sudbury Chamber of Commerce: COMPLETE. **Action Item:** Galloway offered to obtain a final version of the grant application submitted by the MWRTA.
- Sapienza/Gentile: Outreach to Ed Carr, MWRTA, seeking reconsideration of the potential TransLoc microtransit pilot: COMPLETE. Sapienza and Gentile reported on their contacts with Ed Carr, MWRTA Administrator. Mr. Carr explained that the MWRTA determined the pilot would not be a good investment; they concluded that more money would be needed to make the assessment useful.
- Sapienza: Send electronic copy of Sudbury commuter data from 495 Partnership for posting. COMPLETE. **Action Item:** Carty will check on posting.
- Sapienza: Send minutes of an earlier meeting with Emerson Hospital Community Benefits staff to Iuliano, as background to the upcoming meeting. COMPLETE
- Galloway: Contact director of Weston Senior Center about their "Ride-Hailing 101" program. ONGOING (**Action Item**)
- Sapienza: Provide contact information on the Uber and Lyft representatives who presented at the Carlisle COA. COMPLETE. Sapienza has contacts available.

- Carty/Suedmeyer: Ascertain whether there are any public procurement issues involved in inviting Uber and Lyft representatives to present general information. COMPLETE. Carty reported that the Committee can invite Uber and Lyft for a general presentation without procurement requirement issues.

### **Meeting with Aniko Laszlo, Director of Coordinated Mobility/System-Wide Accessibility at MassDOT/MBTA**

Alice Sapienza reported that Aniko Laszlo, MBTA Director of Coordinated Mobility/System-Wide Accessibility, is willing to meet with the Committee to discuss transportation networks and regional initiatives. She will share her expertise concerning partnerships with Uber, Lyft, and other ride-hailing services. Her availability is best between January 2 and 11.

**Action item:** Suedmeyer will contact Anika Laszlo to schedule her attendance at an upcoming meeting.

### **Update on Livability Assessment**

Galloway and Sapienza have reviewed two drafts of the Livable Sudbury Assessment, prepared by Jan Mutchler, principal UMass researcher on the project. The report will be finalized and presented to the public in early January. Galloway and Sapienza provided some of the relevant data collected by the researchers as the Committee discussed needs of identified groups in the stakeholder analysis.

### **Stakeholder Analysis**

The Committee discussed how best to continue the customer identification/stakeholder analysis process – both as a general exercise and with focused discussions of identified groups with specified needs.

Discussion of transportation needs for identified customer groups included the following considerations:

#### Age-Friendly Transportation

- Committee members emphasized that a community’s goal to be age-friendly includes ALL ages, not just older residents.
- There was discussion of the significant overlap of the needs of many older residents with other resident groups, including those with dementia or cognitive impairment, those who feel isolated in the community, and those needing transport for medical care.
- The Committee observed that age may be a consideration in implementing various transportation solutions. For instance, younger residents may be more willing to use new ride-hailing services while older residents may feel more comfortable with taxi services.

#### Dementia-Friendly Transportation

- The Committee contemplated the needs of those with dementia in the broader context of residents with cognitive impairment including developmental disabilities. It was noted that residents with Alzheimer’s often have very specialized needs and care.

- Sapienza noted that the AARP Network of Age-Friendly Communities has looked at dementia concerns as an overlay within the framework of the Eight Domains of Livability.
- There was discussion of the substantial challenges for residents with dementia in a car-focused community such as Sudbury. Residents struggle with giving up the independence that comes with driving and may be reluctant to use some alternatives. This can present challenges for public safety and other town staff in responding to resident needs.
- The Livability Assessment found that 15% of residents surveyed acknowledge living with dementia. As applied to the total population, this percentage equates to about 600 people. This is higher than the 11% average for MetroWest communities.
- The Committee talked also about the broader community needs, beyond transportation, of those with cognitive disabilities. Available resources discussed included the Purple Table Project, which trains service workers to help customers with sensory issues, and a state-provided toolkit of resources for those serving customers with dementia. There was some discussion of the synergies in combining transportation services with other services. (Example: Bedford Dine and Dash, which transports residents to restaurants during slower hours).

#### *Transportation for Isolated Populations*

- The Livability Assessment included research on residents who experience isolation, exclusion, and inequities. The UMass researchers commended Sudbury as one of the few communities that focused on these concerns.
- Many residents surveyed reported feeling isolated or excluded in our community. Some residents feel that their leaders are not hearing them. This concern is supported by anecdotal evidence including conversations among residents at the Senior Center.
- The Committee discussed certain groups whose issues of isolation are tied to locations, such as the communities at Frost Farm, Coolidge, Musketahquid, and Longfellow. Similar challenges could arise for Avalon or Quarry North residents. Town staff is challenged by the increasing need for social services that arise in isolated communities.
- There was discussion of the mitigation to be provided by the Quarry North developers, who will provide a shuttle to the train station and possibly to shopping areas. The Town plans to work with the developer on the implementation of its transportation plan. It is hoped that the Quarry North shuttle may run to other multi-housing communities in need of transportation.
- Carty and Suedmeyer agreed to talk with Quarry North as the project is developed about connection opportunities in implementation of their shuttle service.

#### *Workforce Transportation*

- Charlie Dunn, Vice-President of the Sudbury Chamber of Commerce, addressed the challenges that Sudbury businesses face in attracting and retaining workers, especially in the retail and restaurant sectors. The Chamber represents about 100 local business members, with about 40 active members.
- The businesses relate that many workers come from west of Sudbury, often from locations (such as the Boylston area) farther away than Marlborough or nearby communities. Sapienza noted that the 2012 Koff report on Melone found that workers in the service industry come from west of Sudbury. It was noted that Cavicchio workers come from as far away as Rhode Island.

- Dunn suggested that the Chamber could survey its members about where employees live and their transportation needs.
- The Committee acknowledged that service industry hours pose certain needs that may not be met by a fixed route or typical commuter transportation services. Ride-hailing services such as Uber and Lyft may be better suited to address workforce transportation gaps.

#### *Transportation for Medical Needs*

- The Committee agreed that transportation for medical appointments and services is a critical need and an area that overlaps with many of the other needs discussed.
- The unexpected, last-minute, or after-hours requirement of transportation for (non-emergency) medical services provides acute challenges for many residents.
- The Livability Assessment found that 42% of those surveyed who have a participation limitation reported missing, cancelling, or rescheduling a medical appointment due to a lack of transportation. There was consideration of the overlap of this group with those who reported financial insecurity.
- The Sudbury FISH program assists residents with medical transport but does so on a scheduled basis and does not have the volunteer capacity to cover the unmet needs.

Carty urged the Committee to identify one or more particular focus areas that would benefit from an immediate and actionable plan. There was significant discussion of how some needs cluster around residents who may live throughout town but share similar attributes, while other resident needs are tied to physical locations.

Sapienza distributed a chart: Assessing Sudbury Transportation Options, Based on Rider Location and Service Attributes (see attached).

The group agreed that starting with one targeted need would help the Town learn about and muster resources that could be applied to other transportation needs. This approach may also foster community education and support for transportation solutions. The Committee concluded that transportation for medical services is a critical need for our residents and offers potential for concrete and measurable improvement.

Further, the Committee decided that outreach to Emerson Hospital for potential partnership opportunities would be an important first step. Members proposed ideas such as efforts to coordinate appointment schedules for Sudbury residents to aid in transportation efficiencies. The group emphasized exploration of other partnership opportunities, commenting that both Bridges and Orchard Hill provide van shuttle services for their residents. The idea of reaching out to school bus drivers, who may have available hours during the day, also was raised.

**Action Item:** Iuliano to contact a resource on the Emerson Board for input and direction and to garner support for CHNA funding.

**Action Item:** Sapienza and Carty to draft a proposal to improve access to medical transportation to be considered by the Committee at a future meeting.

The Committee also discussed how best to measure progress toward this goal. Carty proposed a target of reducing those residents reporting missing medical appointments due to a lack of

transportation from 42% to 25%. There was some concern about conducting a future survey comparable to that providing current available data. Sapienza and Galloway addressed ways to conduct a similar outreach that could provide a meaningful comparison.

**Discuss and schedule upcoming meeting**

The Committee agreed that the next meeting will occur on January 7 at 10:00 am or on January 10 at 2:30 pm, depending upon Aniko Laszlo's availability.

**Adjournment**

The Committee voted to adjourn at 3:26 pm.

*The Committee voted to approve these minutes on January 10, 2019.*