

SITUATION → TARGET → PROPOSAL

Improve Access to Health Resources

Situation: Access to health resources—primary medical care, specialty care, counseling, etc.—is uneven across Sudbury residents because of transportation challenges. The Livable Sudbury Assessment revealed that 42% of people with participation limitation (physical, cognitive, emotional) missed, canceled or rescheduled appointments because of lack of transportation; of residents identifying as financially insecure, 14% answered similarly. Additional qualitative data from a 2017 survey of residents in affordable developments underscored the sizable gap between *need* for medical services and *access* to them.

Target: Improve access to health resources for vulnerable populations (older adults, residents with participation limitations, financially insecure residents) by a pilot of subsidized transportation options to health resources, not limited by time. Initial subsidy (amount TDB) withdrawn from Meadow Walk mitigation funds. After 6 months of pilot service:

- 75% of people with participation limitation using the service report no missed services
- 85% of people who are financially insecure using the service report no missed services
- 90% of people who utilize the service are satisfied with the options
- Potential means for continuing the subsidies (contributions, offsets, grants, etc.) in the future are identified.

Proposal:

- Conduct due diligence
 - Send RFP to JFK Taxi, Tommie’s Taxi, Uber, Lyft, etc., to identify interest, capability, cost, challenges, etc.
 - Construct area/cost/subsidy model similar to Lexington; for example, determine differing costs and subsidies for (a) in-Sudbury health resources, (b) adjacent area health resources (Emerson Hospital, MetroWest Health Center, Marlborough Hospital, etc.), and (c) area health resources (Wellesley, BIDMC/MGH/BWH facilities) and potential integration with MWRTA transport to Boston resources.
 - Etc.
- On-board stakeholders
- Design marketing/communication campaign
- Identify ongoing funding sources and begin effort to attract sponsors
- Set pilot parameters (start date, amounts, education, etc.)
- Implement, monitor, measure...