



Ruthanne Fuller
Mayor

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Office of the Mayor

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January 31, 2022

Honorable City Council
Newton City Hall
1000 Commonwealth Avenue
Newton, MA 02459

Honorable City Councilors:

I respectfully submit this docket item to this Honorable Council requesting the authorization to accept and expend \$125,000 in grant funding from MassDOT's Community Transit Grant Program SFY21 for the senior service of Newton in Motion, or Newmo, the City's on-demand ridesharing service for older residents in Newton.

This funding will be used to support the operating costs of NewMo's senior service. The City is contracted with Via to provide this service.

Please see the attached memo from Director of Transportation Planning Nicole Freedman including the MassDOT award letter and the grant application.

Thank you for your consideration of this matter.

Sincerely,

Mayor Ruthanne Fuller

CITY CLERK
NEWTON, MA. 02459

2022 JAN 31 PM 4:37

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Barney S. Heath
Director

MEMORANDUM

Date: January 26, 2022
To: Maureen Lemieux, Chief Financial Officer
From: Jonathan Yeo, Chief of Operations
Cc: Nicole Freedman, Director of Transportation Planning
Subject: Request to Docket Item to Accept MassDOT Community Transit Grant Program SFY22

We request approval to accept and expend \$125,000 in grant funding from MassDOT's Community Transit Grant Program SFY21 for the following project:

NewMo Senior Transportation 3

The City is contracted with Via to provide this service. No additional match is required to support this grant beyond money already allocated by the City for this project.

Attached:

- Award Letter
- Grant Application



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Jamey Tesler, MassDOT Secretary & CEO
Meredith Slesinger, MassDOT Rail & Transit Administrator



Nicole Freedman
City of Newton
1000 Commonwealth Avenue
Newton Centre, MA 02459

Dear Ms. Freedman,

On behalf of Governor Baker and Lieutenant Governor Polito, I am pleased to notify you that the City of Newton has been competitively selected to receive a State Fiscal Year 2022 Community Transit Grant Program award for the following project:

NewMo Senior Transportation 3 (BCG0010541) in the amount of **\$125,000** (to be matched with \$125,000 in local funds)

Through this funding, we hope to ensure that you continue to provide meaningful transportation options for older adults and individuals with disabilities in Massachusetts.

In the coming weeks, you will receive further instructions from the MassDOT Transit Division detailing next steps. Please feel free to contact the Manager of Grant Programs, Jenna Henning (jennifer.n.henning@dot.state.ma.us) with any questions in the meantime.

Thank you for your continued commitment to improving mobility in the Commonwealth.

Sincerely,

A handwritten signature in black ink that reads "Jamey Tesler".

Secretary Tesler
Secretary and CEO
Massachusetts Department of Transportation



Applicant Organization Name: City of Newton Senior Services

CTGP Program & Project Eligibility - FY22

The following information is required to determine whether the applicant and application meet the threshold criteria for program and project eligibility. **Please first indicate if your organization is new to the CTGP.**

Yes No Our organization is new to the Community Transit Grant Program.

Organization Eligibility

To be eligible to obtain funding under the FTA Section 5310 or State MAP programs, organizations must certify to be one of the following entities listed below. Mark one of the certification boxes. If your organization is new to the MassDOT CTGP application process, please attach the proper documentation to verify this certification.

- Our organization is a **Private Non-Profit Organization** providing transportation service to seniors and/or persons with disabilities because the publicly operated mass transportation service in our service area is unavailable, insufficient, or inappropriate to meet the needs of these populations.
- Our organization is a **Governmental Authority** (City, County, Town and Tribal Governments including other related public bodies and Tribal community agencies) providing transportation service to seniors and/or persons with disabilities because no private non-profit organizations are readily available in our service area to provided the needed service. We understand that the definition of "readily available" in our service area means no non-profit organization is capable or willing to provide the service provided by our organization.
- Our organization is a **Regional Transportation Authority (RTA)** or **Council on Aging (COA)** providing transportation service or mobility management oversight in the interest, or strongly supportive, of local, regional, and/or State coordination objectives. We have been approved by MassDOT to receive 5310/ MAP funding and may be in a lease agreement to ensure both 5310 and MAP funds are utilized to fill gaps in our service area.
- Our organization is an **Operator of Public Transportation** receiving 5310 funds indirectly through an eligible recipient or a **Private Taxi Operator** (includes Uber and Lyft) providing public transportation to include shared ride transportation services to the general public on a regular basis.

Coordinated Human Service Transportation Plan Inclusion

To be eligible for funding under the FTA Section 5310 program, organizations must certify they are a part of a regional human service transportation coordination planning process and the projects applied for in the CTGP application are designed to meet an unmet need that is consistent with and included in the local Coordinated Public Transit-Human Services Transportation (CPT-HST) plan. All approved planning documents can be found at this location: <https://www.mass.gov/service-details/community-transportation-coordination>



Yes

The organization **must** certify participation in the regional human service transportation coordination planning process and that projects applied for under the CTGP are consistent with and included in the local CPT-HST plan by clicking yes.

Provide the name and page number of the Coordinated Human Service Transportation Plan your organization and/or project need is referenced in:

Plan Name: Coordinated Public Transit - Human Services Plan

Page Number: 13

Applicant Organization Name: City of Newton Senior Services

Financial Management

To be eligible to obtain funding under the FTA Section 5310 and State MAP program, organizations must certify that their accounting systems can manage grant funds in accordance with federal and state requirements.

Yes

No

Our organization maintains an accounting system that is:

- Consistent with generally accepted accounting principles (GAAP);
- Can segregate funds;
- Uses an accrual method of accounting; and
- Can translate fiscal data into the Uniform System of Accounts (USOA) system (specified by FTA).

Yes

No

If yes, our organization documents this accounting system through board/elected official approved written accounting policies and procedures.

Last Revision Date:

For non-profit or for-profit organizations only: Does your organization have a financial audit completed annually?

Yes

No

If yes, please provide date of last completed audit and a copy of this audit with the application submission.

Completion Date: 01/28/2021

Does your organization follow an approved Indirect Cost Allocation Plan (ICAP)? If yes, provide (1) approval letter by federal cognizant agency and (2) current rate with application submission.

Yes

No

MassDOT Compliance & Oversight Reviews

Has your organization received a compliance review from MassDOT (staff or contractors)?

Yes

No

If yes, what was the date of this review?

If yes, have all the findings been resolved?

Yes

No

If no, what findings need to be corrected and what is the timeline for resolution?
(1150 characters)



Applicant Organization Name: Newton Senior Services

Organization Profile - FY22

RTAS ARE NOT REQUIRED TO COMPLETE THIS INFORMATION. All other applicants, complete information as applicable. If applicant is an organization applying for a mobility management type project and does not have a transportation program, complete only the questions that are applicable to the organization and its objectives in relation to transportation service. All organizations are required to complete the budget information to the extent applicable.

Program Information

1. **Organization Mission.** Describe the organization’s overall purpose and services. (610 characters)

The mission of the Department of Senior Services is to optimize quality of life for older adults and those who support them through welcoming, respectful and meaningful opportunities that engage and value older people, and empower them to remain independent and to be important assets in our community. Services and programs include: senior transportation, senior tax work-off, social services, fitness and wellness classes, support groups, health and nutrition services, education, community events, art programs, and games and entertainment.

2. **Transportation Specific Program.** Describe the organization’s current transportation program, to include geographic area(s) served, and if the services are provided by the applicant or a contractor. (865 characters)

Newton Senior Services provides subsidized trips to seniors to access medical appointments, social events, houses of worship and village centers. In 2019, Newton launched its modern service Newmo which uses state-of-the-art microtransit technology. Seniors book trips in real time by app or phone. The system dynamically creates routes and picks up multiple seniors in branded hybrid vehicles providing a sustainable service and social experience. Seniors pay subsidized rates (\$.50-\$5) and take trips within Newton or just beyond. 2,515 seniors have registered taking 26,552 trips. During COVID-19 trip volumes decreased and trip sharing paused. However, shared trips have returned and volumes are rebounding. NewMo2.0 an all ages commuter focused service just launched. The service is integrated with and enhances the senior service.

3. **Transportation Service Area.** Indicate approximate percentage of census designated geographic areas the organization serves. Total percentage should equal 100%. To assist in determining your geographic service area, please see the ‘Urbanized Areas 2010’ map in the Resources tab on GrantsPlus+. Please also list, above the table, the **primary** communities served (either towns, cities or counties).

Percent of Total Trips		<i>*If in urbanized area, identify which urbanized area(s) service is provided.</i>
100	%	*Urbanized Area
	%	Small Urbanized Area
	%	Rural Area
100	%	Total Percentage

4. **Transportation Service Operations.**

a. What type of transportation service(s) is provided (e.g., demand response, route deviation, fixed route)?

microtransit: on demand, dynamic routed, shared trips.

b. What days of the week does your service operate? (e.g., M-F)

7 days per week

c. What hours of the day does your service operate? (e.g., 5:00 am-7:30 pm)

Weekdays 8AM - 5 PM, Weekends 9 AM - 12 PM

Applicant Organization Name: **Newton Senior Services**

5. Transportation Service Clientele. Describe rider clientele & service eligibility requirements. (735 characters)

NewMo provides transportation for all residents of Newton aged 60 years or older. Seniors confirm their age through an honor system with the Senior Services Department prior to enrolling. The service is heavily used by seniors with limited financial means: 85% of trips are taken by seniors who receive a subsidized rate; 57% of the trips are taken by seniors on public assistance who pay the lowest rate, \$.50. The system has wheelchair accessible vehicles for seniors needing extra assistance. NewMo2.0, which is integrated with the senior system serves all ages and focuses on first/last mile transit connections.

6. Transportation Service Trip Purpose. Indicate approximate percentage of the type of transportation trip(s) the organization offers. Total percentage should equal 100%.

Percent of Total Trips		Trip Type
	%	Work/Employment Related
46	%	Medical
	%	Education
19	%	Senior Programs
17	%	Social, Recreation, Shopping
18	%	Other (describe):
100	%	Total Percentage

7. Transportation Service Vehicles. Provide the number of active fleet vehicles currently used in the transportation program. (Do not include non-revenue service/staff specific vehicles.)

Number	Description
4.5	"Full-Time" Service
	"Back-Up" or Spare

8. Transportation Service Fare/Donation. Describe the fare or donation structure for the transportation program. (735 characters)

Seniors pay \$.50, \$2, \$4 or \$5 per trip. Seniors who receive a public benefit such as fuel assistance, Mass Health. SNAP or Veteran's benefits are eligible to pay \$.50 per trip. All new riders not on financial aid pay the \$5 rate.

9. Transportation Program Staff. Provide the number of staff employed in the transportation program.

Number	Description	Number	Description
	Paid Full-Time Drivers		Paid Full-Time Operation Supervisors
	Paid Part-Time Drivers		Paid Part-Time Operation Supervisors
	Volunteer Drivers		Paid Full-Time Dispatchers
1	Paid Full-Time Administrative Staff		Paid Part-Time Dispatchers
	Paid Part-Time Administrative Staff		Paid Mechanics

Applicant Organization Name: Newton Senior Services

10. Transportation Program Budget.

Revenues - define the type and amount of revenue used to support transportation service operation costs on an annual basis.		
	Cash	In-Kind
City, Town, or County General Funds	\$ 300,000.00	\$
Title III (Older Americans Act)	\$	\$
TANF (Temporary Assistance to Needy Families)	\$	\$
Medicaid	\$	\$
Rider Fares or Donations	\$ 20,000.00	\$
Advertising	\$	\$
Private Program Donations	\$	\$
Grants (List Type Below)		
a. State Formula Grant	\$ 60,000.00	\$
b. MassDOT Community Transit Grant FY22	\$ 125,000.00	\$
c.	\$	\$
In-Kind Support (List Type Below)		
a.	\$	\$
b.	\$	\$
c.	\$	\$
TOTAL REVENUE SOURCES	\$ 505,000.00	\$ 0.00

Expenditures - define the type and amount of transportation program expenditures tied to the revenue sources on an annual basis.		
	Cash	In-Kind
Transportation Program Related Administrative Costs*	\$	\$
Transportation Operations Salaries/Wages (drivers, dispatch, etc.)	\$	\$
Transportation Operations Fringe Benefits	\$	\$
Transportation Operations License Fees and Taxes	\$	\$
Transportation Operations Vehicle & Facility Insurance	\$	\$
Vehicle Fuel	\$	\$
Vehicle Materials & Supplies (e.g. oil, tires, etc.)	\$	\$
Vehicle Maintenance & Repair Services	\$	\$
Contract (purchased) Transit Services	\$ 505,000.00	\$
Vehicle Depreciation	\$	\$
TOTAL EXPENSES	\$ 505,000.00	\$ 0.00

*Explain the expenditures under transportation program related administrative costs. (125 Characters)

The City of Newton contracts with Via on a fee per service hour basis, based on 7,950 hours per year.

If revenue sources do not match expenses, explain why. (200 Characters)

Applicant Organization Name: Newton Senior Services

Training and Safety Program

Complete the information below, as applicable. It is not required that every answer be "yes" to question 1.

1. Please answer the following questions. The transportation program:

- | Yes | No | |
|-------------------------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Obtains a copy of the driving record before hiring a new driver? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Makes a road test part of the driver applicant review process? |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Performs criminal history checks on new hires? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires drivers to obtain Defensive Driver training? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires drivers to obtain CPR training? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires drivers to obtain First Aid training? |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Requires drivers to obtain training in Accessible Lift Use and Passenger Securement? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires drivers to obtain training in Disability Awareness? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires drivers to obtain training in evacuation procedures? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires drivers to complete a pre- or post-trip inspection for every service day or shift? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Requires staff to obtain training in Drug & Alcohol Awareness Safety Sensitive? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Has a Federal Transit Administration approved Drug & Alcohol Testing Policy & Program? |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Formally investigates accidents and incidents, maintains an accident/incident log, & prepares a report for the file |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Has a file in which records of all accidents are kept? |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Has a specific safety/risk management manual? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Developed a written transit safety & security policy? |

How many accidents did the transportation program have last year? 4

2. As clarification to any answers provided in Question 1, briefly describe the transportation program's ongoing safety and/or operational training program for drivers, dispatchers, and supervisors to include how often training is provided. (565 characters)

Training is provided upon hire and on an ongoing basis as follows: 1) Drivers - on-road troubleshooting, senior sensitivity, zero-tolerance policy (for drugs, alcohol, discriminatory/ threatening behavior), WAV certification for WAV drivers. 2) Call Center agents - customer support, escalation for emergencies, service requirements 3) Supervisors - Multi-day training on regulatory background, compliance requirements, driver requirements and training, call center and dispatch training.

3. Do transportation program staff members receive in-house training?

- Yes No

If no, where and by whom do they receive training? (340 characters)



Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

Mark if project was funded with CTGP funds previously. Yes No

Operating Project Request - FY22

(Information requested is for the project funding request only, not the entire transportation program or service.)

1. Funding Request. Please enter only the total project cost. The form will auto-calculate federal and local match.

FTA Section 5310 Operating Funding Request	\$	125,000.00
Local Match	\$	125,000.00
Total Project Cost	\$	250,000.00

2. Provide an in-depth **Project Description** related to the funding request. Include information on service start date, service type (demand response, etc.), and service area to include cities and towns supported by the project. Please identify in this section if a companion vehicle replacement or new service request is being applied for to support this project. (1055 characters)

In June 2019 with CTGP funding, Newton Senior Services launched NewMo, the City's state-of-the-art microtransit transportation system providing on-demand, dynamically routed, and shared trips for seniors. Seniors book trips in real time by phone or app to travel to medical appointments, village centers, transit, senior events, and/or houses of worship, all primarily in Newton. Using hybrid vehicles and shared trips, the system simultaneously provides an environmentally friendly service and social experience. Service is available weekdays 8AM-5PM and weekends 9AM-12PM. Seniors pay a sliding scale subsidized rate of \$.50- \$5. The system uses four leased vehicles including one WAVE.2,515 seniors have registered taking 26,552 trips. During COVID-19 trip volumes decreased and trip sharing paused. However, shared trips have returned and volumes are rebounding. In June 2019, the City launched NewMo2.0 an all ages commuter focused service which is integrated with and enhances the senior service. NewMo is operated by Via, a leader in microtransit.

a. Project Service Area. Indicate approximate percentage of census designated geographic areas the project will or does serve. Total percentage should equal 100%. To assist in determining your geographic service area, please see the 'Urbanized Areas 2010' map in the Resources tab on GrantsPlus+.

Percent of Total Trips		*If in urbanized area , provide name(s) of service area:
100	%	*Urbanized Area
	%	Small Urbanized Area
	%	Rural Area
100	%	Total Percentage

Applicant Organization Name: GrantsPlus Newton Senior Services

Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

3. Project Service Operations.

Days and Hours of Project Operation	Weekdays 8AM-5 PM, Weekends 9 AM - Noon
Service Project Operator (applicant, subcontractor, other)	Via
Average Project Fare or Donation	\$ 1.80
Primary Project Trip Purpose (medical, shopping, etc.)	medical, social, shopping, transit
Estimated Project One-Way Passenger Trips per Day	66

Describe how the estimated trip number was determined. (345 characters)

Data generated by the Via platform, shows an average of 66 daily trips pre-COVID-19, 13 during COVID-19, and 32 trips for the last quarter marked by the vaccine rollout. (Saturday and Sunday are counted as half days).

4. Project Effectiveness and Performance Indicators.

a.(1) Project Implementation Plan - Complete for New Operating Projects Only. Describe the proposed project implementation plan. Information should include project tasks, benchmarks, key milestones, key personnel, routes and schedules as applicable. How will the organization market the project to target populations? Include as attachments, if applicable: formal service plan, timetable, route map, and/or service map. (990 characters)

N/A Not a New Operating Project

a.(2) Performance Measure Data - Complete for Existing Operating Projects Only. Data is requested for the previous and current year as comparison.

Data Type	2020 Data	2021 Data (YTD)
Total Operating and Related Administrative Expenses:	\$ 488,925.00	\$ 248,500.00
Annual One-Way Passenger Trips:	10,497	4,269
Annual Vehicle Service Miles:	70,720	35,178
Total Vehicles in Service (exclude spares/backups):	5	4
Cost Per Mile:	\$ 6.90	\$ 7.10
Cost per Passenger Trip:	\$ 46.00	\$ 55.00

Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

b. How did your organization determine that the service type (i.e. fixed route, demand response, etc.) and route/schedule proposed or currently in place is the most effective to meet the needs of the passengers served? (330 characters)

Our RFP welcomed proposals from vendors using any service model (taxi, TNC, microtransit, shuttle) that could meet requirements: transport to allowable locations, door-to-door, WAVE, phone bookings. Via best met project goals and requirements around customer experience, modern technology, competitive pricing, and sustainability.

c. Describe what performance measures have been identified or are being used to evaluate the effectiveness of the project. Measures can include number of passengers, cost per mile, or cost per trip. (330 characters)

1) Avg. wait time (SLA 20 min, To date 12.1) 2) On Time % (SLA 80%, To date 85%) 3) Avg. trip rating (SLA 4.5, To date 4.9/3.5) 4) Total Trips (Target 11,000, To Date: NA w/ COVID). Cost per trip and cost per imile ncreased during COVID-19.

d. Describe the organization’s plan for monitoring and evaluating project performance. What types of documentation will be used (i.e.: demographic materials, surveys)? (330 characters)

The City monitors performance as follows: 1) Vendor is contractually obligated to provide reports (and access to real-time dashboard) showing 30+ metrics 2) Vendor is contractually obligated to meet service levels (above) 3) Senior Center staff are in regular contact with users 4) City staff meet regularly (weekly) with vendor.

5. Proposed Project Budget (do not complete all expense categories, only specific to project type and applicable to the total requested project cost.) All in-kind and indirect costs listed must be approved by MassDOT in advance of application submission. Fares and donations for service are subtracted from total operating expenses to calculate total project cost eligible for reimbursement.

Expenses	Cash	In-Kind
a. Drivers/Dispatch Salaries	\$	\$
b. Drivers/Dispatch Fringe Benefits	\$	\$
c. Vehicle Insurance	\$	\$
d. Vehicle Fuel	\$	\$
e. Vehicle Materials and Supplies (e.g., oil, tires, etc.)	\$	\$
f. Vehicle Maintenance and Repair Services	\$	\$
g. Operations License Fees and Taxes	\$	\$
h. Contract (Purchased) Transit Services (identify):	\$ 505,000.00	\$
i. Transportation Project Direct Administrative Costs*	\$	\$
j. Indirect Cost Rate through approved ICAP or 10% de minimis rate	\$	\$
Total Expenses:	\$ 505,000.00	\$ 0.00

* Explain the expenditures proposed for transportation project direct administrative costs. Costs can include office supplies, telephone services, office rental. (435 characters)

Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

Revenue: Local Match Sources - IDENTIFY SOURCE(S) OF LOCAL MATCH (BOTH CASH and IN-KIND)	Status - Attach Local Match Letter to support Status	Cash	In-Kind
a. City Funding	Already in Budget	\$ 300,000.00	\$
b. Trip Fares	Committed, but not Received	\$ 20,000.00	\$
c. Formula Grant	Requested, but not Awarded	\$ 60,000.00	\$
d.		\$	\$
e.		\$	\$
Total Local Match:		\$ 380,000.00	\$ 0.00

6. Describe the organization’s efforts to leverage funds from other contract revenue sources to help implement or continue the project. Examples are human service or workforce type contracts. (790 characters)

The City has received State EOEa formula grant funding in the past and anticipates receiving this money in the future. The City has received grant funding from MassDOT’s Workforce Transportation Grant and the MPO’s Community Connections Program for NewMo2.0, the commuter focused service, which is merging with the senior system to capture economies of scale, notably improved service. The City will continue to fundraise for both to ensure long-term financial sustainability. The City has no money from other contract revenue sources nor is it leveraging funds from other contract sources.

7. Describe the service area’s local commitment to transportation funding. Is the organization receiving local sources of city or county revenue to sustain transit service for the proposed project? (790 characters)

The City of Newton has offered transportation services to older adult residents for 35 years. The service is a critical component of the City’s commitment to being an age friendly community. In 2019 the City used the expiration of its previous transportation contract as an opportunity to improve service to seniors. The new service, NewMo dramatically improved service for seniors who no longer need to reserve trips 3 days in advance. The City increased its funding for senior transportation by more than \$100,000 to \$300,000 per year to support the improved NewMo.



Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

Coordination Of Transportation Services and Collaboration With Other Organizations

Please answer the following questions in regards to transportation service coordination and organization partnerships. The ability to coordinate and collaborate with regional and local entities = 20% of your total application score.

1. Does the organization regularly attend, and engage in, Metropolitan Planning Organization (MPO) and/or Regional Planning Agency (RPA) planning meetings tied to regional coordination requirements (such as coordinated human service transportation plan updates)?

Yes No

2. Does organization staff regularly attend and actively participate in Regional Coordinating Council (RCC) meetings / activities?

Yes No

3. Has your organization verified that the project applied for not only meets Coordinated Human Service Transportation Plan inclusion requirements, but is not duplicating any other regional service efforts?

Yes No

If yes, please describe how. (575 characters)

Newton's senior transportation service, NewMo, is the only service dedicated to providing transportation to all seniors over 60 years of age in Newton. NewMo provides a high level of service, with the average wait time under 20 minutes for trips. The vast majority of NewMo users are able bodied and do not qualify for paratransit which is offered in Newton.

4. Is your organization participating in any service coordination initiatives with other organizations or through a Regional Coordinating Council project?

Yes No

If yes, please describe. (575 characters)

In 2019, the City outreached 7 neighboring municipalities to discuss best practices and the feasibility of a regional procurement for senior transportation. A regional procurement was not practical due to divergent strategies. However Newton's contract allows neighboring municipalities to purchase services via the City's contract and ongoing knowledge share ensues. The City recently launched NewMo2.0, an all ages commuter system integrated with and enhancing the senior system. Newton's Senior Services, Planning, Mayor's Office and Schools worked tightly to coordina

Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

- 5.** Does your organization partner with any medical type organizations to provide appropriate service coverage for medical related trips (e.g.: hospitals, clinics, non-emergency medical transportation (NEMT) broker)?

Yes No

If yes, describe what partnerships have formed and what has been the result. (685 characters)

Newton Senior Services works in collaboration with Newton Wellesley Hospital, Home Health Agencies, and public health organizations to ensure awareness of the senior transportation services. The City does not formally partner with these organizations.

- 6.** Does your organization partner with any local or regional human service type organizations to develop service area criteria or client eligibility for work or social related trips?

Yes No

If yes, describe what partnerships have formed and what has been the result. (685 characters)

Senior Services works with senior housing organizations and provides trip discounts to all residents of such facilities. Senior Services has also conducted on-site trainings for these facilities.

- 7.** Is your organization listed within a regional referral system that provides information on transportation services, programs, and resources? (example is RideMatch)

Yes No There is no such resource list in our region.

- 8.** Organization procedures that support transportation coordination in the following areas. The organization:

Yes

No

a. Has shared vehicle agreements with other organizations.

b. Participates in training provided by other organizations (i.e. travel training, driver training).

c. Makes current training programs available to other organizations (i.e. travel training, driver training).

d. Has an agreement in place with another organization to provide or obtain services if needed (e.g. if there is a vehicle breakdown or a staff shortage).

e. Other: (describe) System is integrated with NewMo2.0 commuter focused service



Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

Demonstration of Need and Project Benefit

Please answer the following questions in regards to transportation service need and benefit. The ability to maximize resources to address a formally documented (identified) need in the Coordinated Human Service Transportation Plan = 20% of your total application score.

1. Describe the local or regional unmet need or gap in service that the project applied for seeks to address. Please provide any census or concrete population data that can illustrate how many individuals in your population area are underserved due to this gap in service. (1345 characters.)

Newton's transportation service seeks to improve mobility for all seniors over 60 that reside in Newton, enabling more seniors to age in place without a car while maintaining their quality of life. The system specifically fills myriad public transit gaps with an emphasis on low-income seniors. Intra-Newton travel is difficult without a car, evidenced by high drive-alone rates in Newton: 64% of Newton trips are drive-alone versus 35%, 37% and 30% in Brookline, Boston and Cambridge respectively. And, while Newton has some MBTA service, transit functions poorly for seniors, particularly during this COVID-19 period. Rail stations are not accessible and outdated, posing challenges for even ambulatory seniors. None of the commuter rail lines and only 4 of the 7 green line T stations are accessible. MBTA routes and schedules are designed for commuters with very limited intra-Newton travel. Income constrained seniors comprise the majority of users. In 2020, 85% of trips were by seniors paying a reduced rate for NewMo trips, and 57% of trips were at the lowest rate, available only to seniors on public assistance.

2. Describe how this unmet need / gap in service was identified.

Yes No

- a. Coordinated Human Service Transportation Plan?
- b. Through Regional Coordination Council (RCC) meetings/activities?
- c. Local service evaluation/research?
- d. Other: (describe)

3. Provide the target number of individuals this project will serve. How did your organization determine this number? (360 characters)

2,515 seniors have registered to use the system. This number is generated through Via's backend dashboard which records all data.

4. Who will be served by the proposed project? List client and trip type. (360 characters)

Clients include all Newton residents over 60 years of age, with a disproportionate rate of lower income seniors. Trip types are as follows: Medical 46%, Senior Programs 19%, Shopping 13%, Social 4%, Other 18% .



Applicant Organization Name: Newton Senior Services

GrantsPlus Project Number / UPIN: BCG0010541

Project Name/GrantsPlus Project Description: NewMo Senior Transportation 3

5. Are all Section 5310 funds used for services that meet the specific needs of seniors and individuals with disabilities?

Yes No