



TOWN OF BURLINGTON, MA

Board of Selectmen

POLICY

Subsidized Transportation Pilot Program

Adopted: 12/16/2019

Objective:

This policy includes transportation used to meet the non-critical needs of qualified Burlington residents. Qualified riders must be independent/autonomous, and mentally and physically capable away from their homes or they must be accompanied by a capable adult.

Purpose:

The purpose of the pilot program is to evaluate whether a curb to curb transportation service is more effective than the current Burlington Transit bus service.

Over the last few years the Burlington Transit bus service has experienced a significant decline in ridership. The bus system currently operates Monday through Friday from 7:30 Am to 7:00 PM. Burlington transit does not operate on weekends or holidays.

In order to continue to provide subsidized transportation services, and improve the service, a new transportation network company subsidy program will provide no schedule or destination restrictions.

During the time the pilot program operates the current bus service will continue as currently scheduled.

Eligibility:

The program is available to qualified Burlington residents meeting one of the following criteria

- Any resident over the age of 60 years old
- Any resident with a disability
- Any resident whose household income is below 300% of the federal poverty line

Residents who meet any of the criteria stated above can apply to the Council on Aging Director or designee to get a transportation subsidy as stated by this policy.

Approvals by the Council of Aging Director or designee will indicate the number of monthly rides that will be subsidized based on typical work schedule, appointment schedules, or other transportation needs.

Subsidy:

Approved applicants will receive up to \$10 per ride subsidy for any ride within the state of Massachusetts, as long as the ride originates or ends in Burlington. The fee schedule is as follows:

- The first \$1 for any ride will be paid by the rider
- Up to the following \$10 will be paid by the town
- If the ride's cost is over \$11, the rider will pay for any amount over \$11 in addition to the first \$1.

As an example, for a ride costing \$9, the rider will pay \$1 and the town will pay \$8.

A ride costing \$13, the rider will pay \$3 and the town will pay \$10.

There are two ways to utilize the transportation network company service:

1. Using a smart phone and signing up with the transportation network company service app, approved riders will be charged the above pricing
2. Using a regular phone, riders can sign up with a concierge service and request rides in accordance with the above pricing.