**Q1. How did the shuttle service work? twice a week, door to door?**

A1. Please see attached case study for these details.

**Q2: What are the advantages and disadvantages of creating a ride option that helps people get to a very specific destination like food?**

A2: We concluded that it was likely too narrow a focus to speak to a broad audience. People may need a ride to food one week and a ride to their doctor’s appointment the next. As we contemplate future services, we are focusing on developing same-day, door-to-door rides for any destination.

**Q3: What type of vehicle was the shuttle?**

A3: Cutaway (12 seats + 2 handicap spots)

**Q4: Was the service coordinated with other services, such as transportation to congregate meals, NEMT, public transit ADA, veterans transportation?**

A4: It was somewhat coordinated. Through partners Southern Maine Agency on Aging, clients of Meals on Wheels were informed about Shopper Links and encouraged to use it. Also, transportation provider RTP provides public transit ADA and was able to inform clients about Shopper Links.

**Q5: As a Council of Government do you operate a Regional Transit Program?**

A5: We do not. We partnered with the Regional Transportation Program to provide the rides. We do work closely with the region’s transit providers to plan and promote their services.

**Q6: Which method was the most popular for registering clients? I’m curious if most participants signed up online.**

A6: Most people signed up by calling us or visiting the Neighborhood Resource Hub.