

**Boston Region Metropolitan
Planning Organization**

**COORDINATED HUMAN-SERVICES
TRANSPORTATION PLAN**

**June 26, 2008
Updated June 2, 2010**

INTRODUCTION

The federal surface transportation funding legislation (called SAFETEA-LU) established the requirement of a locally developed, coordinated public transit–human services transportation plan in order to obtain funding for projects from Federal Transit Administration human-services transportation programs, including: (1) Elderly Individuals and Individuals with Disabilities (Section 5310), (2) Job Access and Reverse Commute (JARC, Section 5316), and (3) New Freedom (Section 5317). The coordinated plan is expected to improve transportation services for elderly individuals, people with disabilities, people with low incomes, and reverse commuters by maximizing the collective coverage, minimizing duplication of services, and facilitating the most cost-effective transportation possible with available resources.

In accordance with these goals, the Boston Region Metropolitan Planning Organization (MPO) developed this coordinated human-services transportation plan (CHST Plan) to provide guidance for improving transportation services in the Boston region for people with disabilities, elderly individuals, people with low incomes, and reverse commuters. The MPO initiated development of the CHST Plan by identifying: existing resources, transit markets to be targets for service improvements, criteria for project evaluation, and criteria for prioritizing projects.

Job Access and Reverse Commute (JARC) – Section 5316

The goal of the Job Access and Reverse Commute program (JARC) is to improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas to suburban jobs. JARC funding is allocated by formula to states for areas with populations below 200,000 persons, and to designated recipients for areas with populations of 200,000 persons and above. The Massachusetts Department of Transportation (MassDOT) is the designated recipient for the Boston Urbanized Area (Boston UZA). The formula for the distribution of funding is based on the number of eligible low-income and welfare recipients in urbanized and nonurbanized areas. SAFETEA-LU authorized a total of \$727 million nationwide for JARC grants from federal fiscal years 2006 through 2009.¹

The Job Access and Reverse Commute program offers the following two categories of grants:

- Reverse Commute funds –to facilitate the development of public transportation projects that are designed to transport residents of urbanized and nonurbanized areas to suburban jobs.
- Job Access funds – to improve transportation access to and from jobs, job training, educational programs, and employment-related activities for welfare recipients and people with low incomes. This improved access can be either

¹ Federal Transit Administration Guidance.

geographic (expanding a service area) or temporal (expanding the hours of service) in nature.

JARC funds may be used for operating, planning, and capital expenses that support the development and maintenance of transportation services designed to transport people with low incomes to and from jobs and employment-related activities and to support reverse-commute projects. JARC grants require a local match for 50 percent of operating costs and 20 percent of capital and planning costs from funds other than MassDOT. JARC funds may not be used as a substitute for existing funding, and grants may not cover the purchase of transit passes, childcare centers, and employment-support facilities. (See Appendix A for examples of eligible projects.)

There are three categories of eligible subrecipients of JARC funds:

- Private nonprofit organizations
- State or local government authorities
- Operators of public transportation services, including private operators of public transportation services

New Freedom – Section 5317

The goal of the New Freedom formula grant program is to provide additional tools to overcome barriers facing people with disabilities who are seeking integration into the work force and full participation in society. The New Freedom grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990.²

New Freedom funding is allocated by formula to states for areas with populations below 200,000 persons, and to designated recipients for areas with populations of 200,000 persons and above. MassDOT is the designated recipient for the Boston UZA. The formula for the distribution of funding is based on the number of people with disabilities in urbanized and nonurbanized areas.

New Freedom funds are available for capital and operating expenses associated with new public transportation services that are beyond those required by the ADA. New services are defined as service activities that were not operational before August 10, 2005, and that did not have an identified funding source prior to that date.

New Freedom funds that are used to finance capital expenses may not exceed 80 percent of the net capital cost of an activity. The federal share of operating costs may not exceed 50 percent of the net operating cost of the activity. Fund recipients may use up to 10 percent of their apportionment for program administration. The local share of capital

² Federal Transit Administration Guidance. see www.fta.dot.gov/funding/grants/grants_financing_3549.html.

costs must be no less than 20 percent of the net cost of the activity, and the local share for operating costs must be no less than 50 percent of the net operating costs. The local share for either capital or operating costs must be provided by sources other than Federal Department of Transportation funds. A total of A total of \$339 million are available nationwide for New Freedom grants for federal fiscal years 2006 through 2009. (See Appendix B for examples of eligible projects.)

There are three categories of eligible subrecipients of New Freedom funds:

- Private nonprofit organizations
- State or local government authorities
- Operators of public transportation services, including private operators of public transportation services

Transportation for Elderly Persons and Persons with Disabilities – Section 5310

The goal of this program is to improve the mobility of elderly individuals and persons with disabilities by providing financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of elderly individuals and people with disabilities in urbanized, small urban, and rural areas. Funds are apportioned based on each state's share of the U.S. population for these groups of people. This program was established in 1975 as a discretionary capital assistance program, and has since evolved to provide assistance to: (1) private nonprofit organizations, if the public transportation service that is provided is unavailable, insufficient, or inappropriate, or (2) public agencies, for facilitating and encouraging the coordination of human-services transportation, to promote the use of private-sector providers, and to improve the coordination of human-services transportation services that are provided by human-services agencies and public-transit providers. (See Appendix C for examples of eligible projects.)

There are three categories of eligible subrecipients of Section 5310 funds:

- Private nonprofit organizations
- Governmental authorities that certify to the chief executive officer of a state (in Massachusetts, the governor) that no nonprofit corporations or associations are readily available to provide the service
- Governmental authorities approved by a state to coordinate services for elderly individuals and people with disabilities

EXISTING TRANSPORTATION SERVICES

The Boston Region MPO area is served by a number of different transportation service providers, including the Massachusetts Bay Transportation Authority (MBTA); several

smaller regional transit authorities (RTAs); local transportation management associations; and private, community, and nonprofit providers that offer a broad range of services. A number of municipalities in the Boston Region MPO area have no direct affiliation with regional transit authorities (RTAs) and have no local MBTA or RTA bus or van service. They are: Carlisle, Hamilton, Hanover, Hudson, Manchester, Maynard, Milford, Millis, North Reading, Norwell, Pembroke, Rockland, and Scituate.

This section provides a description of transportation services in the Boston Region MPO area. The information in this section was compiled from multiple sources, including MBTA and Boston Region MPO documents and various websites.

Public Sector

The Massachusetts Bay Transportation Authority (MBTA)

The MBTA is the primary transit provider in the Boston region. It directly operates or hires contractors to operate heavy rail, light rail, bus rapid transit, local/express bus, trackless trolley, commuter rail, commuter boat, and paratransit service. The MBTA system is predominantly a hub-and-spoke network that serves 175 municipalities. The MBTA's commuter rail service extends beyond the Boston Region MPO area. MBTA local bus service extends from Boston to just beyond Route 128; heavy rail, light rail, and bus rapid transit service is mostly limited to municipalities within Route 128.

The MBTA system serves 140 stations located on six transit lines: the Red Line, the Mattapan High Speed Line, the Orange Line, the Blue Line, the Green Line, and the Silver Line.

- The Red Line, a heavy rail line, is the longest and most heavily utilized in the system. It is 21 miles long and has 22 stations along its two branches, one branch between Alewife Station, in North Cambridge, and Ashmont Station in Dorchester, and the other between Alewife Station and Braintree Station, in Braintree. Twenty-one of the stations are accessible. The Red Line directly serves Cambridge, Somerville, Boston, Quincy, and Braintree.
- The Mattapan High Speed Line, a light rail line, connects with the Red Line and operates for 2.7 miles between Ashmont and Mattapan stations, which are both located in the Dorchester neighborhood of Boston, but the line goes through a portion of the town of Milton as well. The Mattapan High Speed Line has 8 stations, 7 of which are accessible.
- The Orange Line is an 11-mile-long heavy rail line that operates between Oak Grove, on the Malden/Melrose line, and the Forest Hills section of Boston. All of its 19 stations are accessible. It serves the municipalities of Malden, Medford, and Boston.
- The Blue Line is a six-mile-long heavy rail line. It operates between Wonderland Station, in Revere, and Bowdoin Station, which is located near Government Center, in downtown Boston. The Blue Line serves 12 stations, 9 of which are

accessible. As part of the Blue Line Modernization Program, station upgrades and improvements are under way at Maverick and State Street stations, and are planned for Government Center Station. The Blue Line is scheduled to be able to accommodate six-car trains in June 2008.

- The Green Line is a 23-mile light rail line that provides service over four branches at 66 stops and stations in Cambridge, Boston, Brookline, and Newton. The low-floor cars operating on the Green Line are designed to be accessible to elderly individuals and persons with disabilities. Of its 13 subway stations, 6 do not currently have accessible boarding features.
- The Silver Line currently provides bus rapid transit service on two segments: the 2.3-mile Washington Street line, with 14 stations, which operates between Dudley Square, in Roxbury, and downtown Boston; and the 6.5-mile Waterfront line, with 16 stops, which operates between South Station and the waterfront area. The Washington Street line has two branches, one to Temple Place at Downtown Crossing, and one to South Station, where it meets the Waterfront line. The Waterfront line has two branches, one between South Station and Logan International Airport, and one located in South Boston called the Boston Marine Industrial Park branch.

The MBTA operates over 170 bus routes and four electric trackless trolley routes serving 44 municipalities. All but 10 of these routes serve a rapid transit (light rail or heavy rail) station, but those 10 routes provide service to commuter rail stations. In areas close to the urban core, buses provide crosstown service, feeder service to rapid transit stations, and line-haul service (in heavily congested areas). Buses operating outside the urban core provide local service, feeder service to rapid transit and some commuter rail branches, and express service to Boston.

The MBTA commuter rail network is composed of 13 radial lines, with 131 stations (93 of which are accessible), and 365 miles of track. It directly serves 76 municipalities. Commuter rail service is provided at two downtown Boston terminals, North Station and South Station. The Massachusetts Turnpike is generally considered a dividing line between the northern and southern commuter rail routes. All routes operating north of the Turnpike (the Rockport, Newburyport, Haverhill, Lowell, and Fitchburg lines) operate to and from North Station, and all routes operating along the Turnpike or to the south of the Turnpike (the Framingham/Worcester, Needham, Franklin, Providence, Stoughton, Fairmount, Middleborough, Kingston/Plymouth, and Greenbush lines) operate to and from South Station. Commuter rail service provides 491 weekly inbound and outbound trips, with headways ranging from 25 to 40 minutes during the peak periods, to one to four hours during off-peak periods.

Commuter boat service is provided by the MBTA or by subsidized contractors on the following five routes:

- Hingham – Rowes Wharf

- Fore River Shipyard (Quincy) – Long Wharf via Logan Airport
- Hull – Boston
- Hull – Logan Airport
- Long Wharf – Charlestown Navy Wharf

The MBTA utilizes contracts with private carriers to provide THE RIDE service, a paratransit service for people who are not able to fully utilize fixed-route public transportation because of disabilities. THE RIDE is a shared-ride, advance-request service that operates sedans and lift-equipped vans in 62 municipalities, 365 days a year, from 6:00 AM to 1:00 AM. THE RIDE is administered by the MBTA's Office for Transportation Access (OTA), in compliance with the federal Americans with Disabilities Act (ADA), in the following communities: Arlington, Bedford, Belmont, Beverly, Boston, Braintree, Brookline, Burlington, Cambridge, Canton, Chelsea, Cohasset, Concord, Danvers, Dedham, Dover, Everett, Framingham, Hingham, Holbrook, Hull, Lexington, Lincoln, Lynn, Lynnfield, Malden, Marblehead, Medfield, Medford, Melrose, Middleton, Milton, Nahant, Natick, Needham, Newton, Norwood, Peabody, Quincy, Randolph, Reading, Revere, Salem, Sharon, Saugus, Somerville, Stoneham, Swampscott, Topsfield, Wakefield, Walpole, Waltham, Watertown, Wellesley, Wenham, Weston, Westwood, Weymouth, Wilmington, Winchester, Winthrop, and Woburn.

Local wheelchair-accessible fixed-route minibus services are provided in Beverly, Bedford, Burlington, Dedham, Lexington, and the Mission Hill neighborhood of Boston with subsidies from the MBTA's Suburban Transportation Program. All of these services connect with MBTA services, and the services provided in Bedford and Lexington connect with each other and with Lowell Regional Transit.

Cape Ann Transportation Authority

The Cape Ann Transportation Authority (CATA) is a public agency that serves the city of Gloucester and the towns of Rockport, Essex, and Ipswich. CATA provides fixed-route and paratransit service via a contract with the Cape Ann Transportation Operating Company. CATA offers advance-request paratransit service for residents of the four municipalities who are elderly or who have disabilities. CATA's fixed-route service includes eight routes that operate in and between Gloucester and Rockport, Monday through Friday from 6:00 AM to 7:00 PM, and Saturday from 9:00 AM to 6:00 PM. In 2008, CATA operated 4499,400 annual vehicle-revenue-miles, with 28 vehicles operating in maximum service. CATA service is entirely within the Boston Region MPO area.

Greater Attleboro Taunton Regional Transit Authority (GATRA)

GATRA provides public transportation services to 26 member communities (Attleboro, Bellingham, Berkley, Carver, Dighton, Duxbury, Foxborough, Franklin, Kingston,

Lakeville, Mansfield, Marshfield, Medway, Middleborough, Norfolk, North Attleboro, Norton, Pembroke, Plainville, Plymouth, Raynham, Rehoboth, Seekonk, Taunton, Wareham, and Wrentham). GATRA also leases vehicles to two councils on aging and leases 16 intercity coaches to three private operators. GATRA services include fixed-route bus service, paratransit service for elderly individuals and people with disabilities, and Medicaid and human-services transportation services. In Franklin, Foxborough, Norfolk, and Wrentham, GATRA also provides Dial-a-Ride and long-distance medical transportation for seniors and people with disabilities to Boston and other destinations (such as Burlington, Framingham, Newton, and Worcester). In 2008, GATRA operated 2,955,800 annual vehicle-revenue-miles with 111 vehicles (including 20 wheelchair-accessible buses), operating in maximum service. GATRA also provides bus service to the Franklin commuter rail station, which is located within the Boston Region MPO area.

GATRA started providing wheelchair-accessible fixed-route service and ADA-compliant van service in Franklin on March 10, 2008, with a grant from the Boston Region MPO's Suburban Mobility Program (now known as the Clean Air and Mobility Program). In 2008, GATRA received a JARC grant to provide additional transit service to low-income workers in Franklin and Bellingham. In 2009, GATRA received JARC and New Freedom grants to operate demand-responsive service in Pembroke and to operate a commuter rail shuttle service.

MetroWest Regional Transit Authority

The MetroWest Regional Transit Authority (MWRTA) was formed in 2007 to address the changing travel patterns in the I-495/MetroWest Corridor. MWRTA currently provides fixed-route bus service on twelve routes (from 6:00 AM until 9:00 PM) in and between the municipalities of Natick, Framingham, Holliston, Hopkinton, Ashland, Milford, Southborough, Marlborough and Newton. MWRTA also provides ADA-compliant transit service in Ashland, Marlborough, Southborough, and Wayland and operates paratransit service in Framingham and Natick that is equivalent to THE RIDE service.

The Green Line shuttle (Route 1) began operating in March 2009. The Suburban Mobility Program funded the first year of service with capital support for purchasing vehicles through a JARC grant awarded in 2008. Second-year service is funded by the Suburban Mobility Program and JARC funds awarded in 2009.

In 2008, MWRTA operated 532,500 vehicle-revenue-miles with 21 vehicles operating at times of maximum service.

Montachusett Regional Transit Authority (MART)

MART provides Council on Aging transportation service for Littleton residents who are elderly or have disabilities, and also provides transportation brokerage services for the Department of Mental Retardation and MassHealth in the Boston metropolitan region.

Brockton Area Transit (BAT)

BAT provides fixed-route bus service between Brockton and the MBTA's Ashmont Station, with stops in Randolph and Milton.

Boston Region MPO Clean Air and Mobility Program Services

In federal fiscal year 2002, the MPO implemented its Suburban Mobility Program to provide funding for public transit services in suburban areas that are underserved by existing transit service. This program allocated Congestion Mitigation Air Quality (CMAQ) funding for starting up new, locally developed and supported transit services that improve air quality and reduce congestion. CMAQ funding, through the Boston Region MPO, is limited to three years, after which a project must be self-sustaining.

Services originally funded through this program and now operating on their own include:

- Local Connection – demand-responsive services in Marlborough and Southborough (programmed in 2005).
- Neponset Valley RailLink Shuttles – scheduled shuttle services between the Quincy Center Red Line station, the Route 128 commuter rail station, and the Ashmont Red Line station and employment destinations in Canton (programmed in 2006). (Details are provided in the “Transportation Management Association (TMA) Shuttles” section of this plan.)
- Ipswich Explorer seasonal shuttle – operates between the Ipswich commuter rail station and Ipswich beach and town destinations (programmed in 2005).

Services currently operating through this program include:

- Greater Attleboro Taunton Regional Transit Authority – Fixed-route and ADA van services in Franklin (programmed in 2007).
- North Shore Transportation Management Association in Salem – Established as a TMA in 2008 (programmed in 2007).
- Metrowest Green Line Shuttle – Operates between Natick and Framingham and the Woodland Station on the MBTA Green Line (programmed in 2008 and 2009).
- Greater Attleboro Taunton Regional Transit Authority – Fixed-route and ADA services from Kingston to Marshfield and Duxbury (programmed in 2008).
- MetroWest Regional Transit Authority – Saturday service between Framingham and Marlborough (programmed in 2009).

Services funded through this program but not yet operational include:

- Acton demand-responsive and remote parking shuttle (programmed in 2009).

- Summer ferry from Boston to Hull (programmed in 2009; scheduled to begin service in summer 2011).

In 2010, the MPO launched the Clean Air and Mobility Program in order to fund a wider variety of projects that improve air quality and mobility and that reduce congestion in the region using federal Congestion Mitigation and Air Quality (CMAQ) funds. This program expands on three previously existing programs: the Suburban Mobility, Transportation Demand Management (TDM), and Regional Bike Parking programs. The activities covered by the previous programs will still be eligible for funds in the Clean Air and Mobility Program; however, the program will broaden the scope of possible projects.

Massachusetts Port Authority (Massport) Transit Services

- Logan TMA Sunrise Shuttle – Shuttle service between various East Boston locations and Logan airport between 3:00 AM and 5:30 AM daily.
- Logan Express Shuttle – Express bus service is offered as an alternative to driving to and from Logan Airport. The communities served are Braintree (south of Boston), Framingham (west of Boston), and Peabody and Woburn (north of Boston). Full-service bus terminals and secure parking are available at each shuttle pick-up location.
- Logan Shuttle – Complimentary shuttle bus service, operates between airline terminals at the arrival levels, Airport Station (on the MBTA's Blue Line), the Water Transportation Terminal, and Economy Parking seven days per week. All shuttle buses are wheelchair-lift equipped.

MassRIDES

MassRIDES, a MassDOT service, provides free statewide travel-options assistance to employers and other travelers. The program includes an active employer-based partnership program; statewide ridematching; a vanpool formation and support program; extensive coordination with 16 regional transit authorities; a statewide, toll-free bilingual customer-service telephone line; and the Massachusetts Safe Routes to School program. MassRIDES promotes carpooling and vanpooling through a statewide ridematching database of more than 12,500 commuters who register for MassRIDES programs and services.

Private Sector and Social Service Organizations

Transportation Management Association (TMA) Shuttles

These transit services, funded by TMAs, provide transportation for employees of the TMA membership and sometimes for members of the general public.

Route 128 Business Council

The 128 Business Council offers the following shuttle services:

- The Alewife Shuttle for Waltham and Lexington connects Alewife Station, on the MBTA's Red Line, with member companies in the two communities.
- The Alewife Shuttle for Windsor Village connects Alewife Station, on the MBTA's Red Line, with Windsor Village Apartments in Waltham.
- Bentley College CitiBus provides service to Bentley College ID holders on two routes: a campus shuttle with periodic service to Windsor Village, and a shuttle between the college, Waverly Square (in Belmont), and Harvard Square.
- The 128 Connection Shuttle is a private service that connects companies at three locations with Waltham center. In addition to Waltham center, the shuttle makes stops at: AstraZeneca R&D Boston (35 Gatehouse Drive), Bay Colony Corporate Center and its Tenants (950–1100 Winter Street), and 305 Second Avenue (the intersection of Bear Hill Road and Fox Road).
- The Needham Shuttle connects Newton Highlands Station, on the MBTA's Green Line, with member companies in Needham's New England Business Center.

Neponset Valley TMA

The Neponset Valley TMA offers two shuttle services:

- Route 128 Station Link 1 is an employee shuttle service operating between 128 Station, the Reebok complex, the One Beacon complex, and the Computershare complex.
- Route 128 Station Link A is an employee shuttle service between the Ashmont and Quincy Center Red Line stations, the Reebok complex, the One Beacon complex, and the Computershare complex.

Charles River TMA

The Charles River TMA provides EZRide shuttle service between Cambridgeport, Kendall Square, East Cambridge, and North Station.

The Medical Academic and Scientific Community Organization Inc. (MASCO)

MASCO offers the following shuttle services:

- Fenway, Wentworth, Crosstown, and M6 (Park-and-Ride) shuttles for employees who park in one of the off-site MASCO-managed facilities.
- The Longwood Medical Area–Harvard Medical School Shuttle (M2) connects the LMA and Harvard University in Cambridge.
- The Ruggles Express provides service between the Ruggles MBTA station and the LMA at no charge to all employees and students of MASCO member institutions.
- The JFK/UMass Shuttle provides service between the JFK/UMass MBTA station and the LMA at no charge to employees and students of MASCO’s member institutions.
- The Landmark/Longwood Shuttle provides service between the Landmark Center and the Harvard School of Public Health via Vanderbilt Hall, Monday through Friday, from 9:00 AM to 5:00 PM.
- The Shuttle All-Ride Program allows employees and students of all Longwood Medical Area medical institutions to ride many of the shuttles servicing Longwood but operated by institutions other than their own.

TranSComm (serving the Boston University Medical Center)

TranSComm offers the following free shuttle services in the Albany Street neighborhood of Boston’s lower South End Mondays through Fridays:

- *All-Day Medical Campus Shuttle* operates on a continuous loop leaving 1010 Massachusetts Avenue every 30 minutes from 6:35 AM to 6:35 PM. The shuttle has a total of six stops.
- *Inner Campus Shuttle* is primarily for patients and operates from 9:00 AM to 5:00 PM on a continuous loop from Newton Pavilion.
- *Evening Transit ‘T’ Shuttle* serves employees and students only and boards at one central stop every 60 minutes or so between 5:15 PM and 12:15 AM. The shuttle travels on request to parking facilities, five MBTA stations, and South End neighborhood locations within one mile.
- *Boston VA Medical Center Shuttle* serves employees and students only and operates between the VA Hospital in Jamaica Plain and Boston Medical Center hourly between 9:30 AM and 5:00 PM.
- *HealthNet Shuttle* operates, primarily for patients, free shuttle service between the Boston Medical Center and the following neighborhood health centers: Mattapan Community Health Center, Harvard Street Neighborhood Health Center, Greater

Roslindale Medical and Dental Center, Whittier Street Health Center, Roxbury Comprehensive Health Center, South End Community Health Center, Codman Square Health Center, East Boston Neighborhood Health Center, and Uphams Corner Health Center.

- *The Boston University Shuttle (The BUS)* travels between Boston University's Charles River and Medical Campuses.

Individual Hospital Transit Services

The following transit services are funded by individual hospitals for their employees:

- *Lemuel Shattuck Hospital* charters a shuttle service that runs regularly between the Hyde Park Avenue side of the Forest Hills MBTA station and the hospital, and between the Department of Conservation and Recreation (DCR) parking lot on Morton Street and the hospital.
- *McLean Hospital* runs a shuttle between the Waverly Square MBTA commuter rail station and the McLean Hospital administration building. The shuttle is available on weekdays and by request on weekends and holidays.
- *Massachusetts General Hospital (MGH)* runs the following shuttle services for Partners Inc. employees, patients, and visitors:
 - Shuttle between Massachusetts General Hospital (MGH) and: (1) Partners HealthCare (Prudential Center) and Brigham and Women's Hospital, (2) North Station, One Constitution Road (in Charlestown), and the Charlestown Navy Yard, (3) MGH Parking Lots, (4) Bunker Hill Health Center (Charlestown) and North End Health Center, (5) Chelsea Health Center, (6) East Boston Health Center and Winthrop Senior Center, (7) Everett Health Center, (8) Revere Health Center, (9) the Massachusetts Institute of Technology (MIT) campus.
 - Shuttle between the main campus of Brigham and Woman's Hospital and: (1) 850 Boylston Street/Atrium Mall, (2) Faulkner Hospital, (3) MIT, and (4) Harvard Pilgrim Health Care at Wellesley Gateway. It also has a crosstown route, with stops at 221 Longwood Avenue and 801 Massachusetts Avenue.
 - Shuttle from the Charlestown Navy Yard to the Schrafft Center.
 - Shuttle between One Constitution Center, in Charlestown, and Harvard Pilgrim Health Care at Wellesley Gateway.
- *Quincy Medical Center* provides courtesy shuttle service between the Quincy Center MBTA station and the Quincy Medical Center campus.

Office Park Transit Services

The following services are provided by office parks for the employees of the businesses located in them.

- *Arsenal on the Charles* provides a dedicated shuttle between the Arsenal on the Charles complex in Watertown and the MBTA station at Harvard Square.
- *Blue Cross/Blue Shield* provides a shuttle service for BC/BS employees between Landmark Center and Back Bay Station (MBTA and commuter rail).
- *Braintree Hill Office Park* provides a shuttle service between the Flatley Company's Braintree Hill Office Park and the Quincy Adams MBTA station.
- *Crown Colony Park* provides a shuttle service between the Flatley Company's Crown Colony Office Park in Quincy and the Quincy Adams MBTA station.
- *Marina Bay* provides a shuttle service between the Reserve at Marina Bay and the North Quincy MBTA station.
- *One Cabot Road* provides a shuttle service between the One Cabot Road office park and the MBTA's Wellington Station.
- *Schrafft Center* provides a shuttle service between the Schrafft Center office park and the MBTA's Sullivan Square Station.
- *Sunlife Financial* provides a shuttle service to the MBTA's Riverside Station. The service operates Monday through Friday, and there is no midday service.
- *Wellesley Office Park* provides shuttle service between the Wellesley Office Park, the MBTA's Riverside Station, and the Auburndale commuter rail station, from 7:00 AM to 9:00 AM and from 5:00 PM to 7:00 PM. There is also one round-trip per day between the Auburndale commuter rail station and River Center: one morning trip from the commuter rail station to Riverside Center, and one evening trip from Riverside Center to the station.

University-Contracted Shuttle (Public Service)

University of Massachusetts, Boston (UMass Boston) offers frequent shuttle service to JFK/UMass Station (on the MBTA's Red Line) and the JFK Library and Museum.

Private Carrier Routes (stopping within Massachusetts)

- *Yankee Line: Boston–Concord–Acton*
Operates one inbound express trip in the morning from Concord and Acton to Copley Square, in Boston, and one outbound express trip in the evening, from Copley Square to Concord and Acton.
- *Peter Pan/Bonanza: Boston–Bourne/Falmouth*
Operates several regional express trips daily from the South Station bus terminal.

- *Peter Pan/Bonanza: Boston–Fall River*
Operates several regional express trips daily from the South Station bus terminal.
- *Peter Pan: Boston–Springfield*
Provides several regional express trips daily between the South Station bus terminal and Springfield.
- *Peter Pan: Boston–Worcester*
Provides weekday commuter service between Boston, Worcester, and Framingham.
- *Bloom Bus*
Provides express commuter bus service during weekday commuting hours between Boston and Easton, Raynham, Taunton, and West Bridgewater.
- *Plymouth & Brockton (P&B): Boston–Plymouth and Kingston*
Provides weekday regional express service from Boston to Rockland, Marshfield, Duxbury, Kingston, and Plymouth during commuting hours—seven inbound trips and seven outbound commuter trips per day.
- *P&B: Boston–Hyannis*
Operates regional express service seven days a week all day, with more-frequent service during peak commuting hours. Serves South Station, Park Square, and Logan Airport, and makes stops in Rockland, Plymouth, Sagamore, Barnstable, and Hyannis.
- *P&B: Braintree–Marshfield*
Provides weekday regional express service between the MBTA’s Braintree Station (Red Line) and Hanover and Marshfield (two inbound trips and one outbound trip in the morning, and two outbound trips and one inbound trip in the evening).
- *Dattco: Boston–New Bedford*
Provides express service, operating several trips daily between Boston and Fairhaven, New Bedford, and Taunton.
- *The Coach Company*
Provides express bus service during weekday commuting hours between Boston and Boxford, Georgetown, Groveland, Haverhill, Newburyport, Peabody, and Topsfield.
- *Cavalier Coach*
Provides express bus service during weekday commuting hours between Boston and Weston, Wayland, Sudbury, Marlborough, Northborough, Framingham, and Southborough.

Councils on Aging and Social Service Organizations

Most municipalities in the MPO region have councils on aging that own and operate shuttle service for elderly residents who live in the municipality that provides the service.

In addition, there are several nonprofit social service organizations that operate transit service for their clients.

Councils on Aging

- Arlington Council on Aging
- Bedford Council on Aging
- Bellingham Council on Aging
- Belmont Council on Aging
- Beverly Council on Aging
- Boston Commission on the Affairs of the Elderly
- Braintree Council on Aging
- Brookline Council on Aging
- Burlington Council on Aging
- Canton Council on Aging
- Cohasset Elder Affairs
- Concord Council on Aging
- Danvers Council on Aging
- Dedham Council on Aging
- Duxbury Council on Aging
- Everett Council on Aging
- Foxborough Council on Aging
- Hingham Department of Elder Services
- Holliston Council on Aging
- Hopkinton Council on Aging
- Hull Council on Aging
- Ipswich Council on Aging
- Lynnfield Council on Aging
- Malden Council on Aging
- Maynard Council on Aging
- Marblehead Council on Aging
- Marshfield Council on Aging
- Maynard Council on Aging
- Medway Council on Aging
- Melrose Council on Aging
- Millis Council on Aging

- Milton Council on Aging
- Nahant Council on Aging
- Natick Council on Aging
- Needham Council on Aging
- Newton Council on Aging
- Norfolk Council on Aging
- Norwell Council on Aging
- Peabody Council on Aging
- Pembroke Council on Aging
- Quincy Council on Aging
- Reading Council on Aging
- Revere Council on Aging
- Salem Council on Aging
- Scituate Council on Aging
- Sharon Council on Aging
- Somerville Council on Aging
- Stoneham Council on Aging
- Stoughton Council on Aging
- Swampscott Council on Aging
- Sudbury Council on Aging
- Topsfield Council on Aging
- Walpole Council on Aging
- Waltham Council on Aging
- Watertown Council on Aging
- Wellesley Council on Aging
- Weston Council on Aging
- Westwood Council on Aging
- Weymouth Department of Elder Services
- Wilmington Council on Aging
- Winchester Council on Aging
- Winthrop Council on Aging
- Woburn Council on Aging
- Wrentham Council on Aging

Private Nonprofit Organizations

- Busy Bee Transportation Inc. (Ashland, MA)
- Greater Lynn Senior Services Inc. (Lynn, MA)
- Kit Clark Senior Services (Boston, MA)
- North Shore Elder Services (Danvers, MA)
- SCM Community Transportation Inc. (Somerville, MA)
- SeniorCare Inc. (Gloucester, MA)
- South Shore Elder Services Inc. (Braintree, MA)
- Ticket to Ride (Cohasset, Hull, and Weymouth)
- Upham's Corner Health Care Inc. (Boston, MA)

IDENTIFICATION OF TRANSIT GAPS

The overall goal of the Coordinated Human-Services Transportation Plan is to improve transportation services for the following groups and to identify opportunities to pool resources to maximize the amount of service provided with those resources:

- Elderly individuals
- People with disabilities
- People with low incomes
- Reverse commuters

To accomplish this, the MPO will analyze existing services and transportation needs, and it will solicit input from the public. These two activities are discussed below.

It should be noted that this plan is not intended to be all-inclusive. Service gaps will continue to be identified and included in updates to the plan.

Analysis

An analysis of existing services in relation to the transportation needs of these segments of the population will be used to identify areas that might benefit from service improvements. An initial assessment of transit markets that could be examined for potential improvements was performed by mapping existing services, employers, and population.

Figures 1 and 2 show the relationships between the existing fixed-route system and employment and population concentrations that are beyond the capture areas for existing fixed-route transit services. (A capture area is defined as an area within a one-fourth-mile radius from bus service and a one-half-mile radius from rapid transit lines and commuter rail stations.) Figure 1, Existing Transit Services and Employment (by TAZ), shows the

regional employment centers in the MPO area that are beyond the capture area of the existing fixed-route services. Figure 2, Existing Transit Services and Population (by TAZ), shows the regional population concentrations in the MPO area that are beyond the capture area of existing transit services. Figure 3, Existing Transit Services and Environmental Justice Areas, shows the areas with significant low-income and minority populations that were identified in the MPO's Transportation Equity program.

The populations of elderly individuals and people with disabilities are much more dispersed throughout the MPO region than minority and low-income populations, and are often less able to use traditional transit services. As more and more elderly people are remaining in the suburban homes in which they lived while raising their children and working, and their ability to drive and/or use traditional public transit declines with age, the need for special services increases. Identification and prioritization of the needs of elderly individuals and people with disabilities will be included in the public-involvement component of this plan and in other activities conducted by the MPO as part of its transportation equity program.

Public Participation

The MPO's public participation component includes comments and ideas obtained from both its ongoing Transportation Equity Public Outreach Program and direct outreach concerning coordinated human-services transportation planning.

Input from the Transportation Equity Program

The community outreach activities (to date) of the MPO's Transportation Equity Program have identified the following opportunities for potential service improvement:

- Increase awareness of and information about existing services
- Improve service coverage to areas currently underserved by the hub-and-spoke network
- Extend service hours to provide service to commuters who work nontraditional hours
- Modify eligibility requirements for existing services to reduce duplication of services
- Improve the amenities of existing services to broaden the user market (for example, bus shelters, and non-English signs)
- Improve passenger assistance, on-time performance, and driver training
- Reduce the number of transfers required between origin and destination
- Address the needs of individuals who cannot afford transit fares
- Provide demand-responsive service for unscheduled medical appointments without an advance request

- Provide transportation vouchers to human-services agencies to meet clients' needs

Input from CHST Plan Outreach

Service coverage, market definition, and the potential for coordinating or enhancing existing services were further assessed during the participation process in the development of the CHSTP Plan. The MPO held a public comment period and also held two public forums on the Draft Interim Coordinated Human-Services Transportation Plan (CHST Plan). Invitations were sent to the region's councils on aging, workforce investment boards, regional transit authorities, transportation equity contacts (which includes human-service agencies, public housing authorities, community development corporations, planning action councils), transportation management associations, nonprofit and private transportation providers, and government agencies. Additionally, interested parties who were unable to attend the forums were requested to submit their comments online or by e-mail, U. S. mail, or telephone.

Forum participants were presented with information concerning the background of the development of the CHST Plan, the three federal funding programs that will only fund projects that are derived from the CHST Plan, and the process used to develop the CHST Plan. Participants were asked to discuss the existing services and transportation needs and their ideas for improving, expanding, and coordinating services. The comments obtained from the discussions that took place at the public forums and the comments received by all other means (online or by email, U. S. mail, or telephone) are summarized below, in the following five categories:

- Service improvements
- Customer relations
- Coordination
- Service expansion
- Ongoing CHST Plan update

Service Improvements

- The MBTA has been doing a great job improving the system, and needs to continue making progress. Specific areas mentioned include improvements in: (1) the types of vehicles purchased (the low-floor vehicles are great), (2) the cleanliness of the vehicles, (3) the systemwide accessibility, and (4) parking enforcement to keep bus stops clear. Also, the reliability and customer relations of THE RIDE have been improving.
- The MBTA should improve the bus shelters (number, condition, and placement).
- In general, the locations of bus shelters should be improved. More near-side stops and shelters would be beneficial to elderly individuals and individuals with disabilities.

- The size and capability of the vehicle required should be considered. Many vehicles operate way below capacity, and wheelchair-accessible vans are sometimes used when sedans would be more appropriate.

Customer Relations

- All of the transportation providers need to improve customer relations, especially those who interact with elderly people and people with disabilities. Driver training should be uniform and should focus on helping clients feel safe and comfortable.
- The providers' communication systems need to be improved. Telephone access is often delayed, and Internet or voice-recognition-based reservations would be beneficial. At the very least, individuals should be informed about the best times to call to minimize waiting times.
- Calls to service providers should be free, especially if callers will be put on hold or have to call back frequently to reach a representative.
- Service providers should provide information about their routes and capabilities (for example, door-to-door service, passenger assistance, online reservations, and wheelchair accessibility), as well as how to access services.
- Providers should run public-service announcements on the radio, television, or Internet during the day to market their services.

Coordination

- Universal training and accessibility levels across the state would offer seamless transitions that would provide elderly individuals and people with disabilities with the level of comfort needed to allow them to use any service. Current disparities in the level and quality of service cause some individuals discomfort and to have concerns about safety.
- The eligibility requirements for THE RIDE and other disability-based services should be expanded to include elderly individuals who cannot drive or who have impairments that limit their driving capabilities.
- The coordination of providers for joint purchases (of things like vehicles and gasoline) could lead to cost savings.
- A system that allows for coordinated dispatch of services would improve efficiency. Many individuals need to use different services for different trip purposes, and it would be more efficient for them to call one center to help them organize their trips.
- The many sources of transportation funding from all agencies should be considered and coordinated in providing transportation services. The budgets for all services should be incorporated into CHST planning and policy.

- Intermodal connections need to be improved and be better integrated with senior housing, low-income housing, and businesses.
- Department of Transitional Assistance clientele need coordinated transportation service to allow them to meet the requirements for receiving assistance.
- A catalog of services available by category (for example, wheel-chair accessible and service area) in all formats would be a useful and valuable resource.
- Service efficiency could be improved by changing eligibility requirements (for example a council on aging could transport people with disabilities, as well as elderly individuals, to medical appointments) and by eliminating underutilized duplicative services.
- The coordination and branding of services visually and auditorily would promote a better understanding of the many services available in the region.
- Service providers should coordinate to minimize duplication of services and improve intermodal connections.

Service Expansion

- There are geographic areas that have limited or no service.
- The length of the headways (for example, 30 minutes) on some routes or at some times of day prevents some people from using the service.
- The geographic coverage and service hours of THE RIDE should be expanded.
- Services provided by councils on aging that are confined by political boundaries restrict mobility.
- Many councils on aging limit service to elderly individuals and could accommodate people with disabilities as well.
- There should be more transit service to retail centers for jobs and shopping (for example, from Randolph to Stoughton along Route 24). Retailers should be included in coordinating transit services since they receive direct benefits in terms of increased patronage and sales.
- A circumferential light rail line connecting the current commuter rail lines of the existing hub-and-spoke system would improve mobility for elderly individuals and people with disabilities and contribute to reverse-commute options.

Plan Update

- The Coordinated Human-Services Transportation Plan should include a mission based on input from the forums.
- The MPO should speak with the disability commissions in the cities and towns for input concerning needs and services.

- The MPO should publish *TRANSREPORT* summaries in local newspapers and should provide copies of *TRANSREPORT* at regional transit stations.
- The MPO should include the federal Veteran's Administration (VA) in its outreach. The VA has been cutting its transportation services.
- Participants in the forums expressed interest in ongoing collaboration on coordinated human-services transportation planning for the Boston region.

CRITERIA FOR EVALUATION

Potential services under the Job Access and Reverse Commute (JARC), New Freedom, and Elderly Individuals and Individuals with Disabilities programs will be evaluated according to the potential of the proposed project to meet the program goals and the requirements prescribed for funding eligibility. The questions proposed for evaluating potential projects for each of the funding programs include:

For Job Access and Reverse Commute (Section 5316) funds:

- Would the proposed project meet the eligibility requirements? If not, can it be modified to meet the requirements?
- Would the proposed project improve access to employment for people with low incomes (geographic or temporal)?
- Would the proposed project improve access to employment-related activities for people with low incomes (geographic or temporal)?
- Would the proposed project improve access to reverse-commute employment?

For New Freedom (Section 5317) funds:

- Would the proposed project meet the eligibility requirements? If not, can it be modified to meet the requirements?
- Would the proposed project reduce barriers to transportation services to people with disabilities?
- Would the proposed project expand the transportation mobility options available to people with disabilities?

For Elderly Individuals and Individuals with Disabilities (Section 5310) funds:

- Would the proposed project meet the eligibility requirements? If not, can it be modified to meet the requirements?
- Would the proposed project improve the mobility of elderly individuals and persons with disabilities?

Projects that meet the above criteria will be assessed on the thoroughness with which each of the following components is addressed in a proposed business plan. The MPO identified these key components for suburban transit business plans as part of its suburban transit opportunities studies to reflect the MPO's view that some services may warrant support even though they may not meet urban transit service planning thresholds.

- Market Definition, including the size of the target population to be served
- Description of Existing Conditions, including a description of unmet needs the project would address
- Service Plan, including details about the appropriateness of the service to the needs of the target population
- Marketing Plan, including details of how information would be directed to the target population
- Financial Plan, including the source of matching funds
- Monitoring/Reporting Plan, including proposed service standards
- Land Use Review

Also as part of the MPO's series of suburban transit opportunities studies, specific travel-demand and demographic indicators were developed as a way to identify communities that are currently unserved or underserved by transit that have the potential for supporting the following types of new transit services: suburban commute (intrasuburban commuting trips or traditional commuting trips from suburban locations to Boston); reverse-commute trips (trips from Boston, Cambridge, or intermediate suburban communities to suburban job destinations); or suburban mobility (intrasuburban and intersuburban non-work trips). While the distribution of funds from the JARC, New Freedom, and Elderly Individuals and Individuals with Disabilities programs will be based on the entirety of proposed business plans, these indicators will have a substantial impact on the number of riders a new service can expect to attract, and therefore the viability of the plans. These indicators are detailed in Section 2 of *Regionwide Suburban Transit Opportunities Study: Phase II* (December 2005), and can be summarized as:

- For reverse-commute services, considerations will include: employment density in the destination communities for which service is proposed; the number of residents in the origin communities with access to commuter rail lines serving the suburban destination communities under consideration; and the presence of a college or university in the destination suburban community.
- For job-access services, considerations will include (for the communities in which service is proposed): the percentage of households with less than one vehicle per employed adult, population density, employment density, number of low-income households, percentage of residents with disabilities, number of intra-town commuters, presence of a major shopping center, presence of a college, and the percentage of minority or non-English speaking residents.

- For New Freedom services to employment destinations, considerations will include (for the communities in which service is proposed): residential density, the number of residents employed, and the percentage of households with less than one vehicle per employed adult. Commuter rail and rapid transit station parking capacity may also enter into consideration. For other services in this program, considerations will include: the age of residents, percentage of households with less than one vehicle per employed adult, population density, number of low-income households, percentage of residents with disabilities, presence of a major shopping center, presence of a college, presence of a hospital, and percentage of minority or non-English-speaking residents.³

STRATEGIES FOR ADDRESSING NEEDS AND PRIORITIZING OF PROJECTS

The following strategies can be used to address the transportation needs of people with low incomes, people with disabilities, and elderly individuals and to improve coordination of services. Examples are included below, but are not intended to limit the approach taken to meet the goals of the funding programs. Additional strategies are identified in the appendices to this document.

- **Increase hours of operation.**
 - Extend hours to meet nontraditional work schedules.
 - Increase service frequency.
 - Increase weekend service.
- **Increase service coverage.**
 - New or expanded routes.
 - Paratransit services beyond the ADA requirements.
 - Expand service boundaries.
- **Improve the accessibility of existing services.**
 - Use appropriate vehicles.
 - Improve amenities (shelters, maps, non-English signs).
 - Improve access to stations/stops.
 - Offer same-day paratransit service.
 - Enhance the level of service.
- **Improve and standardize driver training.**

³ *Regionwide Suburban Transit Opportunities Study: Phase II*, CTPS, December 2005.

- **Improve communications.**
 - Improve scheduling systems.
 - Improve service promotion and marketing.
 - Increase the use of information technology to coordinate travel.
- **Provide travel training.**
 - Catalog the services available by type and eligibility.
 - “Brand” services across providers and educate users about the system.
- **Create or expand voucher programs.**
- **Reduce duplication of services through coordination.**
 - Coordinate services to share vehicles for various programs and needs at different times.
 - Modify eligibility requirements to allow passengers traveling to the same destinations to ride in the same vehicle.
 - Allow a person with travel needs under various programs to schedule trips through one center.
- **Improve intermodal connections.**
- **Mobility management.**
 - Coordinate transportation services.
 - Provide travel training and trip planning activities for customers.
 - Develop and operate call centers.
- **Arrange for group purchasing.**

The Boston Region MPO will evaluate all proposals according to the criteria and strategies identified in this plan. Priority will be given to proposals that best meet the objectives of one or more of the three programs; include coordination of services; and have a promising business plan, as determined by the evaluation criteria listed in this plan and the project application. Consideration will also be given to the geographic distribution of the projects and the amount of public input included in the planning process. The MPO will recommend proposals and submit them to MassDOT for final decision.

MassDOT will rate proposals from all of the MPOs in the Boston UZA based on the number of passengers served and the cost per passenger. MassDOT prioritizes the funding of operating costs over capital projects and will also prioritize based on the provision of connections to other transit services.

JARC AND NEW FREEDOM PROJECTS FUNDED TO DATE

Below is a list of JARC and New Freedom projects (some of which have been previously mentioned in this document) funded to date in the Boston Region MPO area.

Federal Fiscal Year 2006 Funds (Awarded in 2008)

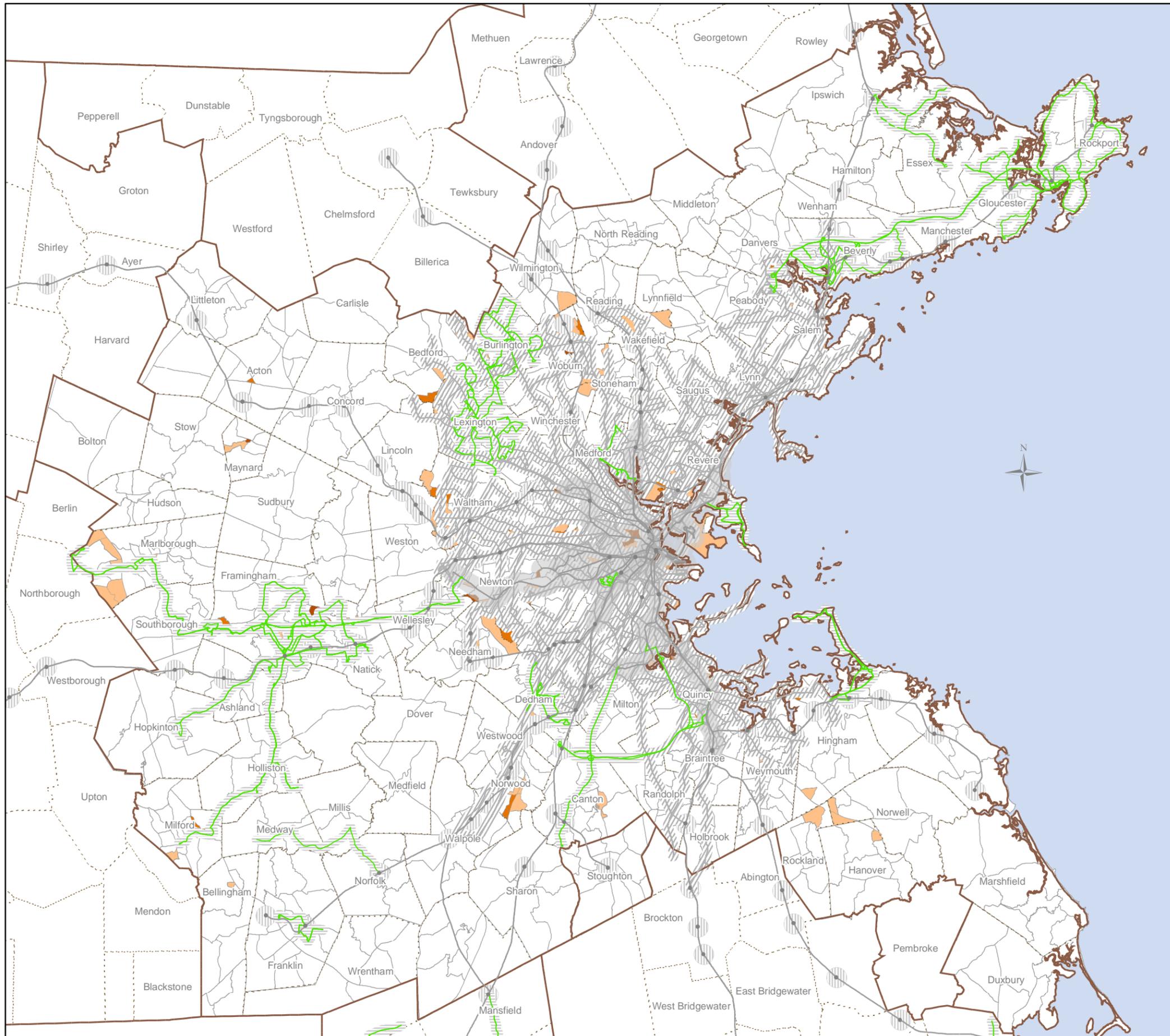
- **Greater Attleboro Taunton Regional Transit Authority**
Provision of additional transit service to low-income workers in Franklin and Bellingham.
- **North Shore Workforce Investment Board**
Expansion of an employment transportation and mobility management program.
- **Massachusetts Office for Refugees and Immigrants**
Planning study to determine methodology to provide transportation services to low-income refugees and immigrants seeking seasonal farm work.
- **SCM Community Transportation**
Planning study to design mobility management program to provide employment transportation for low-income workers in 21 member communities.
- **MetroWest Regional Transit Authority**
Purchase of four buses to provide a shuttle service for low-income workers and reverse-commuters between Framingham and Woodland Station on the MBTA Green Line.

Federal Fiscal Year 2007 Funds (Awarded in 2009)

- **128 Business Council**
Operation of shuttle bus services linking the South Street corridor in Waltham with the Fitchburg and Framingham commuter rail lines as well as the MBTA's Green Line.
- **Greater Attleboro Taunton Regional Transit Authority**
Operation of a peak period shuttle from Pembroke to the Kingston commuter rail line.
- **MetroWest Regional Transit Authority**
Provision of part of second-year operations funding for the Route 1 shuttle linking MetroWest to MBTA service at the Woodland Green Line station.

Figure 1

Existing Transit Services and Employment by TAZ: 2010 Update



- Rapid transit line
 - Commuter rail station
 - Commuter rail line
 - MBTA bus route
 - Non-MBTA bus route
- Areas within walking distance to transit**
- Rapid transit/Silver Line: 1/2-mile radius
 - ▨ Commuter rail stations: 1/2-mile radius
 - ▨ MBTA bus routes: 1/4-mile radius
 - ▨ Non-MBTA bus routes*: 1/4-mile radius
- Employment per square mile in areas beyond walking distance to transit**
- 5,000 or less
 - 5,001 to 10,000
 - 10,001 to 20,000
 - More than 20,000

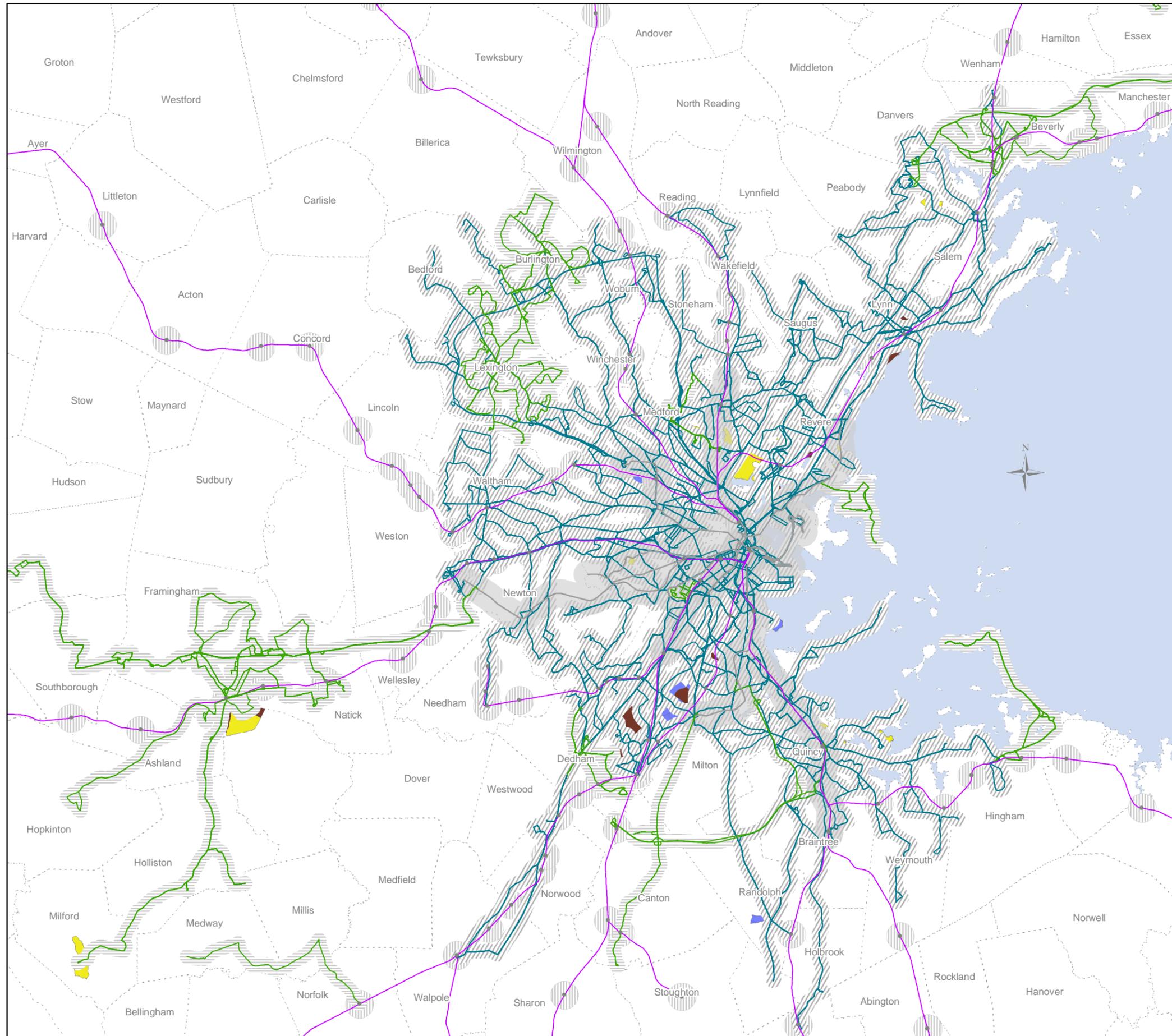
The employment totals by area are for 2008 and were developed by the Metropolitan Area Planning Council in 2010 in conjunction with the ongoing update of the regional Long-Range Transportation Plan for 2035.

*The private-carrier routes that are included among the non-MBTA bus routes shown are only those which currently receive MBTA subsidies. Non-subsidized private-carrier routes operating within the region are no longer maintained within CTPS GIS data layers.



Figure 3

Existing Transit Services and Environmental Justice Areas by TAZ: 2010 Update



- Rapid transit line
 - Commuter rail station
 - Commuter rail line
 - MBTA bus route
 - Non-MBTA bus route
- Areas within walking distance to transit**
- Rapid transit/Silver Line: 1/2-mile radius
 - ▨ Commuter rail stations: 1/2-mile radius
 - ▨ MBTA bus routes: 1/4-mile radius
 - ▨ Non-MBTA bus routes*: 1/4-mile radius
- Transportation analysis zones (TAZs) which meet environmental justice criteria****
- Meets income criterion
 - Meets minority criterion
 - Meets both criteria

*The private-carrier routes that are included among the non-MBTA bus routes shown are only those which currently receive MBTA subsidies. Non-subsidized private-carrier routes operating within the region are no longer maintained within CTPS GIS data layers.

**This map displays environmental justice areas in the Boston Region MPO area by transportation analysis zone (TAZ) that are located beyond the presumed walkable distances to existing transit services. Designated environmental justice areas are those traffic zones in which the median household income in 1999 was less than \$33,480 (60% of the MPO median income of \$55,800) or in which the 2000 population was more than 50% minority.



APPENDIX A

Illustrative Projects Eligible for JARC Funding

This appendix provides a summary of the activities specified as illustrative projects that are eligible for Job Access and Reverse Commute (JARC) funding in the Federal Transportation Administration (FTA) circular C 9050.1.

- Late night and weekend service
- Guaranteed-ride-home service
- Shuttle service to employment or training sites
- Expansion of fixed-route public transit routes
- Demand-responsive van service
- Ridesharing and carpooling activities
- Transit-related aspects of bicycling (e.g., bicycle racks on buses or bicycle storage at transit stations)
- Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides
- Promotion of: (1) use of transit by workers with nontraditional work schedules, (2) agency transit voucher programs for welfare recipients and other people with low incomes, (3) development of employer-provided transportation, and (4) use of transit pass programs and benefits under Section 132 of the Internal Revenue Service Code of 1986
- Supporting the administration costs and other expenses related to voucher programs
- Acquisition of GIS tools
- Implementation of intelligent transportation systems (ITS)
- Integrating automated information, scheduling, and dispatch functions for regional public transit and human-services transportation
- Deploying vehicle position-monitoring systems
- Subsidizing the costs associated with adding reverse-commute routes or service from urbanized areas and nonurbanized areas to suburban work places
- Facilitating the provision of public transportation services to suburban jobs
- Supporting new mobility-management and coordination programs among public transportation providers and other human-services agencies that provide transportation

APPENDIX B

Illustrative Projects Eligible for New Freedom Funding

This appendix provides a summary of the activities specified as illustrative projects eligible for New Freedom funding in the Federal Transportation Administration (FTA) circular C 9045.1. There are two categories of projects: (1) new transportation services beyond the Americans with Disabilities Act (ADA), and (2) new public transportation alternatives beyond the ADA.

New transportation services beyond the minimum requirements of the ADA include:

- Enhancing paratransit, including:
 - Expansion of service parameters beyond the three-fourths-mile requirement of the ADA
 - Expansion of service hours for ADA-compliant paratransit services that are beyond those provided on the fixed-route service
 - Incremental cost of providing same-day service
 - Incremental cost of making door-to-door service available to all eligible paratransit riders who meet ADA criteria
 - Escorts or assistance “through the door” for riders
 - Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA, and labor costs of aides to help drivers assist passengers with oversized wheelchairs
- New feeder services, for which complimentary paratransit service is not covered under the ADA
- Accessibility improvements to intermodal and other transit stations that are not designated as key stations, such as:
 - Building an accessible path to a bus stop that is currently inaccessible to people with disabilities
 - Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are otherwise not required under the ADA
 - Improving signage or wayfinding technology
 - Implementation of other technological improvements that enhance accessibility for people with disabilities, including intelligent transportation systems (ITS)

- Travel training for people with disabilities

New public transportation alternatives beyond the ADA include:

- Purchasing vehicles to support new accessible taxi, ridesharing, and/or vanpooling programs
- Supporting the administration costs and other expenses related to new voucher programs for transportation services offered by human-services providers
- Supporting new volunteer-driver and aide programs
- Supporting new mobility-management and coordination programs of public transportation providers and other human-services agencies providing transportation, such as:
 - Promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for people with disabilities, older adults, and people with low incomes
 - Support for short-term management activities to plan and implement coordinated services
 - Support of state and local coordination policy bodies and councils
 - Operation of transportation brokerages to coordinate providers, funding agencies, and customers
 - Provision of coordination services, including employer-oriented transportation management organizations' and human-services organizations' customer-oriented travel navigation systems and neighborhood travel-coordination activities
 - Development and operation of one-stop travel call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs (agencies, organizations, or companies that offer transportation services to their clientele)
 - Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems

APPENDIX C

Illustrative Projects Eligible for Elderly Individuals and Individuals with Disabilities Funding

This appendix provides a summary of the activities specified as illustrative projects eligible for Elderly Individuals and Individuals with Disabilities funding in the Federal Transportation Administration (FTA) circular C 9070.1.

- Buses
- Vans
- Radios and communications equipment
- Vehicle shelters
- Wheelchair lifts and restraints
- Vehicle rehabilitation, manufacture, or overhaul
- Preventive maintenance
- Extended warranties
- Computer hardware and software
- Initial component installation costs
- Vehicle procurement, testing, inspection, and acceptance costs
- Lease of equipment when more cost-effective than purchase
- Acquisition of transportation services under a contract, lease, or other arrangement
- Introduction of new technology into public transportation
- Transit-related intelligent transportation systems (ITS)
- Mobility management activities, including the following:
 - Promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for people with disabilities, elderly individuals, and people with low incomes
 - Support for short-term management activities to plan and implement coordinated services
 - Support of state and local coordination policy bodies and councils
 - Operation of transportation brokerages to coordinate providers, funding agencies, and customers

- Provision of coordination services, including employer-oriented transportation-management organizations' and human-services organizations' customer-oriented travel-navigation systems and neighborhood travel-coordination activities
- Development and operation of one-stop traveler call centers
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems