



New Freedom Program

**FY 2009 Service Profiles**

**Region I**

**Connecticut, Maine, Massachusetts, New Hampshire,**

**Rhode Island, and Vermont**

**October 2010**

**FTA-08-0162**

New Freedom FY 2009 Service Profiles: Region I

October 2010

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*Available Online* http://www.fta.dot.gov/funding/grants/grants\_financing\_7188.html

Federal Transit Administration

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1200 New Jersey Avenue, SE, East Building, 4th Floor

Washington, DC  20590

*Report Number*

FTA-08-0162

**Table of Contents**

INTRODUCTION 1

LARGE URBAN PROJECTS 3

Massachusetts 4

Cape Cod Regional Transit Authority (1368) 4

Central Massachusetts Regional Planning Commission (1364) 7

Pioneer Valley Transit Authority (1379) 8

Southeastern Regional Transit Authority (5002) 9

Worcester Regional Transit Authority (1380) 10

SMALL URBAN/RURAL PROJECTS 13

Connecticut 14

Connecticut Department of Transportation (1334) 14

Massachusetts 15

Massachusetts Department of Transportation (1349) 15

New Hampshire 18

New Hampshire Department of Transportation (1385) 18

Vermont 23

Vermont Agency of Transportation (1393) 23

Index: Trip-Based Services 25

Index: Information-Based Services 26

Index: Capital Investment Projects 27

# INTRODUCTION

This appendix presents the profiles that New Freedom grantees submitted as part of the FY 2009 reporting process. For convenience, the findings are presented in ten separate documents, corresponding to the ten FTA regions, as follows:

* Region I – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
* Region II – New York and New Jersey
* Region III - Delaware, Maryland, Pennsylvania, Virginia, West Virginia, and the District of Columbia
* Region IV - Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, The Commonwealth of Puerto Rico, and the United States Virgin Islands
* Region V - Illinois, Ohio, Minnesota, Wisconsin, Indiana, and Michigan
* Region VI - Texas, Oklahoma, Arkansas, Louisiana, and New Mexico
* Region VII - Missouri, Iowa, Nebraska, and Kansas
* Region VIII - Colorado, Utah, Montana, Wyoming, South Dakota, and North Dakota
* Region IX - Arizona, California, Hawaii and Nevada
* Region X - Washington, Oregon, Idaho, and Alaska

The main report is available from FTA at http://www.fta.dot.gov/funding/grants/grants\_financing\_7188.html

## Document structure

Each volume is organized into two main sections based on the status of the grant recipient:

* **Large Urban Projects**, which includes New Freedom-supported projects reported by grantees in large urbanized areas. These are generally urban transit agencies, metropolitan planning organizations, and cities.
* **Small Urban/Rural Projects**, which includes projects in small urbanized areas and non-urbanized/rural areas that received New Freedom funding through a state department of transportation.

This structure reflects the Federal funding process for the New Freedom program, which allocates funds as follows:

* 60% of funds go to designated recipients in large urban areas with populations 200,000 and more
* 20% of funds go to states for small urban areas under 200,000
* 20% of funds go to states for non-urbanized/rural areas

For each grant recipient, projects are categorized alphabetically by recipient, sub-recipient, and project name.

Recipients, subrecipients, and services are uniquely identified with numbers shown in parentheses after the name of the agency or service, e.g. "Metropolitan Washington Council of Governments (1473)" or "Door-through-Door Service (1227).”   
  
These identifiers allow analysts to track profile information back to the underlying database record, even in the case of duplicate service names. For instance, there are numerous services, provided by different subrecipients, named "Mobility manager." This identifying number provides a way to link to a unique database record.   
  
Recipient identification numbers are an FTA designation and equivalent to the 4-digit TEAM identification number. Subrecipeient and service identification numbers pertain only to the

FY 2009 JARC/New Freedom evaluation database and do not map to any FTA designation.

## Profile content

Each profile includes the following information:

* **Location**  – Service area
* **Project categor**y – Grant recipients were asked to categorize each project as trip-based, information-based, or capital investment project
* **Project type** – Within each category, recipients further defined each project (e.g., demand response, mobility manager, or car-sharing)
* **Project goal** – Recipients were asked to select the primary goal for each project from a list

In addition, recipients were asked to provide a general description of service, performance indicators, and a descriptive summary or profile of the service, within each of the categories summarized below:

* **Service Description** - Provide a detailed description (1-2 paragraphs) of the New Freedom-funded service provided during FY 2009. Please indicate the route name and/or number, if available, and describe the route or service area.
* **Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.
* **Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.
* **Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you would had known when you started the service?

While the goal was to present the information as reported by the recipients, some editorial decisions were made for brevity and clarity. Blank responses or those marked “N/A,” are represented in this document by the word “None,” and those profiles that were left entirely blank were deleted. In addition, some profiles were removed because they were ineligible (e.g., route was not in service during FY 2009) or the records were duplicative.

# LARGE URBAN PROJECTS

## Massachusetts

### Cape Cod Regional Transit Authority (1368)

#### CCRTA (679)

##### Planning Study for Mobility Management (973)

**Location**: Cape Cod Region, Barnstable County (MA)

**Type**: Information-Based Services/Information materials/marketing

**Goal**: Improved customer knowledge

S**ervice description**: The goal of Mobility Management on Cape Cod is to create and manage transportation options for low-income, elderly and individuals with disabilities in accessing human services, employment and training in the Cape Cod area in a cost effective manner. In addition, the Mobility Management Project seeks to provide alternatives to the automobile for visitors, second home owners and seasonal workers in support of the recreation industry on Cape Cod. The objectives related to achievement of this goal are as follows.  
1. To create and maintain an inventory of all transportation service providers in the Cape Cod and Islands Region including regional fixed route transit; inter-city rail, ferry, and bus services; local shuttle services; transportation services provided for human services agencies by private-for-profit and private non-profit entities, car/van sharing, and accessible taxis.  
2. To create an up-to-date geographic database of points of interest (POI) for the Cape Cod and the Islands that relate to human services transportation coordination, tourist destinations, or seasonal worker housing opportunities (suitable for incorporation into Google Maps and Virtual Earth databases).  
3. To promote access to transportation services for elderly, disabled and low-income populations, visitors and seasonal workers through real-time web-based multimodal customer information at councils on aging (COAs), independent living centers (ILCs), housing facilities, shopping malls, bus stops and service centers.  
4. To develop and operate a one-stop transportation call center to coordinate transportation information for all travel modes to and through the Cape Cod Region.  
5. To develop transportation brokerage for coordinating public transportation and human services transportation through centralized scheduling for the Cape and Islands Region.  
6. To analyze human service transportation services, including geo-spatial analysis of paratransit routes as provided by multiple vendors responding to the brokerage bidding process for efficiencies and effectiveness.  
7. To acquire and deploy intelligent transportation system (ITS) technologies to help operate coordinated human services transportation and public transit systems including: geographic information systems (GIS); global positioning systems (GPS) for automatic vehicle location (AVL) and estimated time of arrival (ETA); coordinated multimodal vehicle scheduling, dispatching and monitoring software; multimodal mobile data terminals (MDTs); and electronic payment systems (EPS).  
8. To contract with appropriate entities (public, non-profit, or for-profit transportation providers) to deliver the most effective and efficient service available.

**Evaluation**: The Cape Cod Mobility Management planning process was reviewed and implemented through the Cape Cod American Recovery and Reinvestment Act (2009) Mobility Management Project(MA-96-X009-01). This project is managed by an Owners Project Manager for Intelligent Transportation Systems. The project reports to an ARRA Mobility Management oversight committee of top agency staff and is chaired by the CCRTA Administrator. It meets weekly, at a minimum, at the CCRTA's Administrative Headquarters at the Hyannis Transportation Center. It uses Microsoft Project to manage the project schedule and milestones. The project manager provides written progress reports on each task of the CCRTA ARRA Mobility Management Project.

**Accomplishments**:  The Cape Cod Mobility Management operations planning process contributed directly into the development of the Cape Cod American Recovery and Reinvestment Act (ARRA: MA-96-X009-01) Intelligent Transportation System (ITS) projects described below.  
 2.01. Mobility Management Center. This project will incorporate intelligent transportation system (ITS) technologies included in this ARRA project into a one-stop transportation traveler call center to coordinate transportation on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs as a part of the operation of a transportation brokerage. The rationale for this project is that mobility management is a strategic approach to service coordination and customer service with the CCRTA assuming a broader role in coordinating the full range of mobility services in the Cape Cod tourist economy that promotes greater efficiency and increased service effectiveness using public transportation resources. The estimated project cost is $900,000.  
 2.02. Energy Efficient Paratransit Vehicles for Coordinated Paratransit Brokerage. This project will purchase energy efficient hybrid SUVs and accessible minivans for low-productivity human services transportation provided by the CCRTA through its coordinated paratransit brokerage to transportation contractors. The rationale for this project is to improve the energy efficiency of low ridership trips and reduce carbon emissions at the same time. This project will provide the economic stimulus to the U.S. automobile manufacturer of hybrid SUVs and accessible minivans while providing fuel efficiency and decreased pollution by human services transportation providers under contract to the CCRTA’s coordinated paratransit brokerage. The estimated project cost is $540,000.  
 2.03. Expansion of Next Generation Mobile Data Terminals (MDT) to paratransit fleet. The next generation mobile data terminals include state-of-the-art displays, global positioning systems, in-vehicle navigation, data collection and retrieval and wireless communication using third generation public data networks. These MDTs have been installed on all the CCRTA regional fixed route buses following the deployment of the FLEX service in the Lower Cape. This project will extend these state-of-the-art devices to the CCRTA’s paratransit fleet (b-Bus) and the HST providers under contract to the CCRTA coordinated transportation brokerage as well as passenger ferries traveling on Cape Cod Bay and Nantucket Sound to and from termini on Cape Cod. The rationale for this project is that this ITS technology supports the development of the mobility management transportation call center operation in that it provides state-of-the-art mobile data collection for intermodal passenger services (fixed route and demand responsive transportation) for public transportation services on Cape Cod, including ferry services. The estimated project cost is $405,000.  
 2.04. Fixed Route Computer Assisted Scheduling and Dispatching (CASD) Software. This project will install and deploy computer assisted scheduling and dispatching software designed to work with the middleware and communications gateway currently installed at CCRTA operations center and the Next Generation Mobile Data Terminals currently installed on the CCRTA fixed route fleet (compatible with the MDTs to be deployed on paratransit vehicles in 2.3 above). The rationale for this component of ITS technology is to support the development of the Mobility Manager Transportation Call Center operation that provides state-of-the-art mobile data collection for intermodal passenger services (regional fixed route) for public transportation services on Cape Cod including ferry services. The estimated project cost is $135,000.  
 2.05. Web 2.0 Integrated Intermodal Traveler Information. This project will design and deploy an enhancement of the GeoGraphics Laboratory’s Estimated Time of Arrival (ETA) predictions and scheduled departure time (SDT) for display over the Internet on desktop computers, kiosks, enhanced bus stops, and smartphones. Also, this task will integrate AVL from Plymouth and Brockton’s service from Boston (Logan Airport and South Station) to Cape Cod, and Peter Pan Bus Lines from Boston, New York City, and Providence, Rhode Island, into the Web AVL mapping applications and Web Smartphone applications for travelers (especially persons with disabilities). Inter-city passenger ferries from Boston to Provincetown and Hyannis and Wood’s Hole to Nantucket and Martha’s Vineyard will also be integrated into these Web 2.0 traveler information applications hosted at the GeoGraphics Laboratory. This rationale for this project is to improve customer information by taking data collected by the mobile data terminals of local, regional, and inter-city passenger transportation vehicles and stored on the fixed route CASD databases and transmit these data to the GeoGraphics laboratory for the operation of customer information services on the Web, including intermodal trip planning (using Google Transit), estimated time of arrival predictions, real-time intermodal web AVL mapping, and real-time AVL location for blind and low-vision customers. The estimated project cost is $405,000.  
 2.06. MBTA-compatible Electronic Fare System (EFS) on fixed route vehicles. The purpose of this project is to provide interoperability and integration of the Massachusetts Bay Transportation Authority’s Charlie Card with a similar electronic fare system in the Cape Cod Region as a part of a statewide initiative. Also, as a part of this project, the extension of EFS to inter-city buses serving Cape Cod will provide seamless intermodal access from Boston, Providence, and New York City to Cape Cod.  
 This electronic fare system provides the benefits of a state-of-the-art contactless transit “smart card” that enhances transit ridership both in the Cape Cod Region but in all RTA’s with interoperable smart cards in Massachusetts. In addition, it provides interoperability with inter-city carriers serving Cape Cod from Boston (MA), Providence (RI), and New York (NY), thereby promoting energy and environmental alternatives to the automobile for visitors to Cape Cod and visitors from Cape Cod to off-Cape venues. This intermodal and interoperable EFS technology promotes the very important tourist economy on Cape Cod in an environmentally friendly and energy efficient manner. The estimated project cost is $675,000.  
 2.13, Operating Assistance to Revitalize Paratransit Services. The purpose of this project is to revitalize the general public demand-responsive transportation services through the deployment of state-of-the-art dial-a-ride transportation (DART) concepts. Cape Cod DART addresses the issues of re-investment in transit infrastructure, employment opportunities for unemployed drivers, investment in green and energy efficient transit and paratransit services, access to jobs through paratransit to fixed route feeder service, and providing alternatives to the automobile to access recreation facilities for the region’s tourist economy. The estimated project cost is $635,000.  
 Projects 2.01 through 2.06, created through the mobility management operations planning process, were considered “shovel-ready” projects by the Federal Transit Administration in response to the American Recovery and Reinvestment Act of 2009 and were approved as ARRA activities within the first quarter of the ARRA enactment. Project 2.13, was approved by FTA in [January 2010], as one of the first transit operating assistance projects in the nation in response to the Congressional amendment to permit operating assistance.

**Lessons learned**: The opportunity to have a large scale ($4,000,000) "shovel ready" mobility management technology project that could be immediately implemented was entirely due to the availability of these New Freedom funds for Mobility Management Operations Planning. While the existence of an economic stimulus package (ARRA 2009) is a one-time event, serious planning for mobility management projects should be a prerequisite for mobility management capital funding by FTA formula funds (e.g. S. 5307).

### Central Massachusetts Regional Planning Commission (1364)

#### Friends of Millbury Seniors (726)

##### Millbury (899)

**Location**: Millbury (MA)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: This service extends the service area beyond the 3/4 mile buffer to include the entire Town of Millbury. Due to service cuts of fixed route service, ADA Paratransit service, which was limited to begin with, was reduced to a small fraction of the town. Recognizing that there were many people identified who no longer had paratransit service and many more who were never served by ADA level paratransit service, Millbury requested funding to open ADA level paratransit service to all persons with disabilities in Millbury. This expansion of service from 3/4 mile buffer to the entire town has allowed several persons with disabilities to retain their employment and maintain their independence.

**Evaluation**: Service has been successful with up to 300 trips per month. These trips have allowed persons with disabilities to improve their quality of life. It has been especially well utilized by young people with disabilities who were commuting to work as the service hours were limited.

**Accomplishments**:  Persons with disabilities living in Millbury now have more transportation options with service at times better suiting their needs.

**Lessons learned**: Establish that there is a need by starting small and letting people discuss the good service they are receiving.

#### Shrewsbury Council on Aging (723)

##### Shrewsbury (894)

**Location**: Shrewsbury & surrounding communities (MA)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: The Town of Shrewsbury has a large population of young people with disabilities who need service for work-related commuting as well as their daily activities. Fixed route service covers a limited geographic area. This service allows the Council on Aging to cover the entire town and surrounding communities away from the central city that also do not have an ADA service area with ADA level service during weekdays when paratransit service would be limited.

**Evaluation**: Service has been well utilized and is considered successful despite slightly lower than expected ridership.

**Accomplishments**:  Many persons with disabilities have been able to retain employment due to the expanded service area.

**Lessons learned**: The success of this service is largely due to recognition of a previously identified unmet need. It was important to notify previously identified riders in need and advertise the service.

### Pioneer Valley Transit Authority (1379)

#### Pioneer Valley Transit Authority (958)

##### Community Flex Shuttles (1549)

**Location**: Hampden & Hampshire counties (MA)

**Type**: Trip-Based Services/Same-day ADA paratransit service

**Goal**: Improved access/connections

S**ervice description**: PVTA operates six Flex Shuttles that offer same day service to paratransit ADA/Senior riders. This service is above and beyond the typical paratransit service where eligible paratransit riders can access Flex Shuttle routing in certain communities (Holyoke, Springfield, East Longmeadow, Westfield, Northampton, and Chicopee). Routing is geared toward grouping paratransit riders who live in highly populated residential areas going to most common destinations such as shopping plazas and medical facilities. PVTA offers same day reservations and a $1 fare as an incentive for riders to use this group service rather than reserve an individual ride on PVTA’s paratransit van service.

**Evaluation**: PVTA monitors monthly operations reports for both ridership and on-time performance. Call center staff are trained to document requests, complaints. and anything else specific to the Flex Shuttle service. PVTA continues to meet with community stakeholders such as Council on Aging Centers, housing, and medical facilities to ensure they are aware of this low cost, same day service.

**Accomplishments**:  PVTA has been able to offer this service at a reduced fare while other service have increased in cost. Riders and advocates are aware that PVTA is using this type of funding opportunity to meet their needs when possible.

**Lessons learned**: Marketing is critical.

##### Route 44 Expansion (1550)

**Location**: Northampton (MA)

**Type**: Trip-Based Services/Fixed route

**Goal**: Expanded geographic coverage

S**ervice description**: PVTA's Route 44 has the highest wheelchair boardings in the fixed route system. This route was chosen to expand the route to outlying areas that cover employment opportunities as well as housing and agencies that serve older adults and persons with disabilities in the Northampton area. The modifications to this route offered new origins and destinations as well as a more accurate schedule. The New Freedom funding has allowed PVTA to reach out to new riders and provide better on-time performance for existing riders.

**Evaluation**: PVTA monitors monthly operations reports. In addition, PVTA has implemented a Mystery Rider program which provides quarterly reports about on-time performance, safety, customer service, ADA compliance, and other key performance indicators.

**Accomplishments**:  This project utilizes a PVTA route with the highest wheelchair boardings to offer an expanded service area for people with disabilities and seniors who live in the housing facilities served by this route. PVTA continues to work closely with the City of Northampton's Transportation Committee, Disability Committee, and the Northampton Council on Aging to improve services for older adults and persons with disabilities.

**Lessons learned**: Outreach and Education are critical.

### Southeastern Regional Transit Authority (5002)

#### CEDC (998)

##### Travel training (1691)

**Location**: Southeastern (MA)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: CEDC used New Freedom funding to provide travel training and translation materials to the SRTA demand response service area. There is a large growth of Spanish speaking immigrants in the New Bedford area and CEDC has a working relationship with these groups.

**Evaluation**: SRTA is in close contact with the center and gathers information from riders who have obtained services from CEDC. CEDC provides a verbal update when anything new and or different is encountered in their travel training. Also, we asked that they provide translation of our ADA and demand response documentation and they delivered it to SRTA.

**Accomplishments**:  Knowing that we can reach the Spanish speaking population unlike we ever did before. This is a real in-depth relationship with this population.

**Lessons learned**: We were told that there was a large Spanish speaking population, however, having been predominantly Portuguese for the past 100 years it was not really understood that the Spanish needs have outgrown the languages, sometimes in the amount of 60%. This was not available in the last Census data, we are hoping that it manifests itself in the new Census.

### Worcester Regional Transit Authority (1380)

#### Worcester Regional Transit Authority (856)

##### Northwest Flex (1400)

**Location**: Worcester (MA)

**Type**: Trip-Based Services/Fixed route

**Goal**: Expanded geographic coverage

S**ervice description**: A new service that provides service that goes above and beyond the requirements of ADA in that it allows for same day requests for service, a significant improvement over the standard 24-hr advance notice required by ADA for complementary paratransit. The service runs in a circular fashion through the lower density northwest and west side of the City of Worcester. The 40-minute loop operates from 8 AM to 6 PM and provides more convenient direct access to shopping, medical facilities, colleges, and employment opportunities. It also offers several convenient connections with the regular fixed route to access the downtown hub and Intermodal Transportation Center. Riders can access the route at designated stops, or can request either a Standard or By-Request Flex trip. Standard Flex is available from seven locations consisting of housing complexes that have hundreds of housing units, each with ADA riders. A By-Request Flex is available 1/4 mile of the route as long as it's accessible by a minibus.

**Evaluation**: The NW Flex route proved ineffective and was discontinued.

**Accomplishments**:  None

**Lessons learned**: None

##### WRTA Travel Training (1134)

**Location**: Worcester County (MA)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: This program trains older adults and persons with disabilities on the use of the fixed route service, and for those individuals who can use the fixed route for some of their trips, in combination with ADA Complementary Paratransit Service. The overarching goal is to promote transportation options that provide independence while providing a safety net of ADA transportation to a variety of individuals. The travel training program includes assisting individuals in making connections that meet their needs between various modes of travel including paratransit, bus, and commuter rail.

**Evaluation**: Performance Measures:  
- Safety in the Community- This involves recognizing strangers, how to handle interactions with strangers (avoiding contact with strangers in general, or what to do if someone is bothering you or making you feel uncomfortable), where to go for help or directions or if you are lost (asking a bus driver for help rather than a stranger on the bus, and entering an establishment for help rather than knocking on the door to someone’s house), street crossing safety, acting appropriately in the community, how to carry yourself and your belongings, and dressing properly for riding public transportation.  
- Ability to Understand and Process Information- Including reading the schedule (or a route plan created by the travel trainer if the schedule is more difficult), remembering basic instructions and directions, time management (making sure the client is able to tell time, and independently plan a route that enables them to arrive at their destination on time).  
- Physical Ability to Use Buses- Making sure they are physically capable of getting to a bus stop and getting on and off of a bus.  
How We Evaluate:  
A detailed report is written after each training including the agenda for the day, learning objectives (they increase gradually throughout the trainings), then a follow-up at the end. The first appointment consists of the initial interview where the client answers a series of questions set up to help determine who we are working with. The travel trainer then takes the client for a walk around their neighborhood and to the closest bus stops (both inbound and outbound stops). On this walk the travel trainer observes a number of different things: how well can they walk, how aware are they of their surroundings, do they have any concept of street safety, do they try to talk to people we walk past, etc. In travel training, it is a lot of teaching and then observing. The amount of time it takes to successfully train someone differs for each person trained. There are several “red flags” that are watched for throughout the training. If a client is not able to follow even the simplest of instructions (for example “meet me at the bus stop across the street, instead of the one on this side”), it’s probable that riding the bus would not be the best fit for them.

It goes back to the above list of Performance Measures. A series of tests are given as the lesson progresses, based around those performance measures. As the training progresses, the Travel Trainer steps further and further into the background to give the clients growing independence. When something they need to work on appears (whether it be striking up a conversation with a stranger, or not looking both ways before they cross a street), the Travel Trainer addresses it and they work through it together.

**Accomplishments**:  From the vantage point of the Travel Trainer:  
- It’s difficult to pick just one accomplishment. For me, one turning point definitely had to be when I trained my very first client in a wheelchair. Her first experience with our bus system was not the greatest, but because I was there, the WRTA was able to see that something like that never happened again. Through our training she was able to overcome fears of being out in public, not being able to successfully get everywhere she needed to go, and not having confidence in herself to be able to learn.   
- I also began working with a group of high school students with special needs from David Prouty High School. This is a great accomplishment because it’s the first group training I have ever done (there are five students), and also because it has gotten my foot in the door with that school. Starting in the summer, I will be working individually with one of the students to get her comfortable enough with riding the bus independently so she can rely on it to get her to and from a summer job. Through the travel training, I have even been able to help the teachers recognize the potential some of their students have that they hadn’t seen.   
- I have also had a great experience with continuing to get the word out to the community. I have visited several community centers in addition to mentioning it to anyone who says they’re new to the area. I feel that in the beginning, when the program was still so new, hardly anybody knew about it. I have learned how easy it is to spread the word about the travel training program, and I’ve begun to experience the benefits of doing so.   
 The above reporting of nine individuals trained does not include three large group presentations given in five months.

**Lessons learned**: From the vantage point of the Travel Trainer:  
- When I started out I wish I had realized how many amazing resources there out there. Going to the ATI conference really opened my eyes to all of the different approaches to travel training, as well as the many resources others in this field draw from. (Specifically helpful has been Easter Seals).  
- I also wish I had been more comfortable with making the program more my own, and breaking out of the routine checklist to make it more tailor-made for each individual client. I definitely do that now, but back when I started, I didn’t really understand that the key to this program- which really is the best part about it- is that it is based around the individual’s strengths and weaknesses. It should be tailor-made for each individual, and now it is. I can take the basic outline of the program, and tweak it and switch around the order and teaching methods for each new client I get. It has been a lot more fun that way, and more importantly a lot more effective and efficient. If I had really gone for it early on, training would have been a lot easier.

# SMALL URBAN/RURAL PROJECTS

## Connecticut

### Connecticut Department of Transportation (1334)

#### Estuary Transit District (279)

##### Mid-Shore Express (1303)

**Location**: Middlesex County (CT)

**Type**: Trip-Based Services/Fixed route

**Goal**: Expanded geographic coverage

S**ervice description**: The Mid-Shore Express offers local and express deviated fixed route service between Old Saybrook and Middletown, CT. The route begins at the Old Saybrook Train Station, running up Rt 154 to Rt 9 North. The bus stops at the park and ride lot at exit 4 in Essex and exit 6 in Chester. After the Chester park and ride lot, it travels down Rt 148 through the center of Chester to Rt 154. It continues north on Rt 154 to Rt 82 West to Rt 9 North. It then exits in Middletown at exit 12 and travels east on Bow Ln. It then goes north on the Main St. extension to the Middletown Bus terminal. From the terminal, it travels south on Rt 9 and begins the route in reverse. On two trips daily, it services Middlesex Community College in Middletown. A total of five round trips are made daily, with service provided from 6:40 AM - 11:10 AM and 3:35 PM - 6:50 PM, Monday through Friday.

**Evaluation**: ETD has evaluated this service by both unlinked passenger trips, number of persons with disabilities using the service, and the trip types. The unlinked trips have grown steadily since the route's inception, from 157 the first month of service to 424 in March of 2010. In a survey conducted by ETD, we found that 50% of the passengers using the service identified themselves as having a disability. It was also found that 50% of the passengers were traveling to or from work, and 17% to or from school. We also found that 67% of the passengers were connecting to or from Middletown Area Transit, providing even greater access to employment and services.

**Accomplishments**:  Our greatest accomplishment has been the access to Middlesex College. The original routing did not incorporate the college, but since it's addition the college ridership has grown considerably, providing persons with disabilities of our region with greater access to educational opportunities. The college has become an advocate of our service, marketing to those who live on the shoreline during their recruitment activities.

**Lessons learned**: One of the best things we did was to kick off the service with a big press event. It was well covered by print and television media throughout the state, providing more awareness then we could ever have gotten through even paid advertising. This helped to boost ridership in a very short period of time.

## Massachusetts

### Massachusetts Department of Transportation (1349)

#### Brockton Area Transit Authority (996)

##### Avon/Stoughton Paratransit Expansion (1699)

**Location**: Avon and Stoughton (MA)

**Type**: Trip-Based Services/Fixed route

**Goal**: Expanded geographic coverage

S**ervice description**: The Brockton Area Transit Authority (BAT) has expanded its paratransit service to include demand response service, five days a week, to its member communities of Avon and Stoughton.

**Evaluation**: The need for service is determined by the member communities.

**Accomplishments**:  This expansion of demand response service for individuals with disabilities would not have been possible without the New Freedom program.

**Lessons learned**: The implementation of this service using New Freedom funds will justify the member communities' contributions toward permanent service for persons with disabilities. This process will help to determine the level of service needed.

#### City of Salem/North Shore Workforce Investment Board (1011)

##### Employment Transportation/Mobility Management (1701)

**Location**: Salem, Peabody, Danvers (MA)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: The City of Salem/North Shore Workforce Investment Board identified the need for specialized transit service for persons with disabilities to access a job-rich area which is underserved by traditional transit operations. The agency worked with two Mobility Managers to assist individuals to determine alternative modes to access employment and employment related services.

**Evaluation**: The agency set target numbers for itself to obtain referrals and assist individuals with travel planning.

**Accomplishments**:  The project helped the WIB to develop trip planning skills and also to develop the ability to assist individuals in finding sustainable transit options to get to work.

**Lessons learned**: This service must be performed on a case-by-case basis and typically serves those who are most difficult to serve. Resolving transportation issues is much more difficult and time-consuming than previously anticipated.

#### Community Economic Development Center of Southeastern Massachusetts (1006)

##### CEDC Travel Training and Multilingual RTA Information (1698)

**Location**: New Bedford and Fall River (MA)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**:CEDC designed and developed a program under New Freedom funds for travel training for individuals with disabilities, limited English speakers, and seniors. Bus schedules were translated into two languages (Portuguese and Spanish) and translation of the documents for Demand Response policies and procedures into Spanish as well.

**Evaluation**:Program is meeting its intended needs.

**Accomplishments**: Staff capacity, multi-lingual bus schedules.

**Lessons learned**:People need access to information to make informed transit choices.

#### MetroWest Regional Transit Authority (972)

##### Route 1 Shuttle (1711)

**Location**: Framingham, Newton (MA)

**Type**: Capital Investment Projects/Vehicle for other agency

**Goal**: Expanded geographic coverage

S**ervice description**: Purchase of four fully-accessible vehicles to provide service from Framingham to the MBTA Green Line. This service, in addition to providing a jobs access and reverse commute option, will allow individuals with disabilities to travel via fixed route from the MetroWest Regional Transit Authority to the MBTA at a fully-accessible station.

**Evaluation**: Vehicles were successfully procured.

**Accomplishments**:  Four new vehicles to expand service with direct benefit to individuals with disabilities

**Lessons learned**: Advertising is key.

#### Montachusett Regional Transit Authority (1012)

##### Bus passes, tickets, swipe cards (1703)

**Location**: Fitchburg (MA)

**Type**: Capital Investment Projects/ITS-related hardware/software investments

**Goal**: Improved system capacity

S**ervice description**: The project was implemented very late in FFY 2009. The technology had been developed and a service plan was being developed.

**Evaluation**: Ability to produce swipe cards which have multiple purses

**Accomplishments**:  This project provides the groundwork to begin to implement a low-cost alternative to statewide integration of passes and fares.

**Lessons learned**: Many other agencies have purchased very expensive equipment to accomplish a similar result. It is anticipated that this project will give the Commonwealth an opportunity to develop a statewide coordinated pass program at a low-cost.

#### New England Paralyzed Veterans of America (1013)

##### New England Paralyzed Veterans of American Transportation (1704)

**Location**: Walpole (MA)

**Type**: Capital Investment Projects/Vehicle for transit agency

**Goal**: Improved system capacity

S**ervice description**: The vehicle was spec'd and purchased during this timeframe

**Evaluation**: The agency was responsible to develop vehicle specifications, implement a procurement process, and purchase a vehicle.

**Accomplishments**:  Obtained a state-of-the-art, fully accessible vehicle to assist in transporting veterans to not only necessary medical appointments, but to many social and recreational functions otherwise inaccessible.

**Lessons learned**: This idea started with a need for service and a single individual willing to take on a major project.

#### South Shore Community Action Council (1014)

##### Medical Demand-Response (1706)

**Location**: Southeastern Massachusetts (MA)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: A wide swath of individuals living in southeastern Massachusetts do not meet the income-eligibility for MassHealth and are forced to shoulder the burden of the cost of frequent and recurring trips for medical services. Through SSCAC's Transportation Department, the average round-trip cost (using an average 20-mile round trip distance) is $85. However, trips can cost as much as $200 round trip. SSCAC provides demand response trips to individuals with disabilities for a reasonable voluntary donation. If individuals are unable to afford even the most reasonable rate available, their service is provided free of charge.

**Evaluation**: The service is being evaluated based on the number of individuals transported daily.

**Accomplishments**:  Many individuals who were unable to access reasonably-priced transportation were relying on family and friends and were missing critical medical appointments. This situation has been greatly relieved by the implementation of a new service.

**Lessons learned**: Although the temptation is to start with a bang, the implementation of service had to be phased-in in order to control the demand.

## New Hampshire

### New Hampshire Department of Transportation (1385)

#### Central New Hampshire Regional Planning Commission (137)

##### Regional Coordinating Council Development (1402)

**Location**: Merrimack-Belknap Region (NH)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: Provide assistance to establish a Regional Coordinating Council (RCC) in the region, consistent with the State's plan for Statewide Coordination of Community Transportation Services. The RCC is intended to improve the availability and efficiency of transportation services by coordinating human services and community transportation services at the regional level.

**Evaluation**: Evaluation of the service/project is measured by the accomplishment of tasks set forth in Central New Hampshire Planning Commissions application to NHDOT for FTA 5317 project funding.

**Accomplishments**:  Staff established a list of potential key stakeholders and met with NHDOT and the potential stakeholders to discuss the development of the Region 3 Regional Coordinating Council (RCC). An organizational chart and plan to develop policies and a future memorandum of understanding for potential members of the RCC was developed.

**Lessons learned**: The key lesson learned in the initial stages of the development of the Region 3 RCC was to communicate with all potential stakeholders at the beginning of the process. This works to clear up any misconceptions of the process and fosters better participation.

#### Community Alliance of Human Services, Inc. (136)

##### Travel Training (662)

**Location**: Sullivan County (NH)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: The Travel Training Program provided education and training to individuals with disabilities and their providers to assist in the use of public transportation.   
Training for providers was done through group training at locations including senior centers, senior housing complexes, the BEAS District Office and NH Works. There was individual training for disabled individuals who would then be better positioned to access the public transportation system in Sullivan County.

**Evaluation**: We measured success in two ways. The first is through the number of providers that participated in the group outreach programs and individuals that participation in the individual mentoring programs. Increased ridership is a second measuring device.

**Accomplishments**:  During this period of time we developed a PowerPoint presentation and indentified possible participants. No actual trainings were completed during the three months that this program was active in FFY 2009.

**Lessons learned**: It is important to develop a presentation that is effective in outlining the service and is easily understood by the program participants.

#### Contoocook Valley Transportation Company (132)

##### CVTC Volunteer Driver Program (1350)

**Location**: Hillsborough and Cheshire counties (NH)

**Type**: Trip-Based Services/Volunteer driver program

**Goal**: Improved access/connections

S**ervice description**: CVTC Volunteer Driver Program gives rides to residents of the 13 towns in the Eastern Monadnock Region of New Hampshire (pop. approx. 40,000). Volunteers drive their own vehicles, including some with wheelchair access. Most volunteers have email which makes request fulfillment more efficient. Mobility options for residents were nearly nonexistent before this program began. The Red Cross gives rides in a few of the area's towns, but on limited days and during limited hours. CVTC service is Monday through Friday, from 9 AM to 5 PM, with additional hours when volunteer resources permit.

**Evaluation**: This program began in March 2009. Initial focus was on recruiting drivers. By September 30, 2009, we had 29 drivers and had given 203 one way trips.

**Accomplishments**:  Highlights:  
- Hired program coordinator to manage volunteers and take ride requests  
- Developed marketing plan  
- Service model allows use of volunteers beyond the usual "young retirees"  
- Worked on sustainability plan to diversify funding sources  
- Increased awareness of services and need for volunteers  
- CVTC and its volunteers were featured in a short-subject documentary that competed in several film festivals  
- Designed technological innovations to reduce operating costs

**Lessons learned**: Build sustainability in from the start. Develop a sustainable funding plan along with the business plan. Use the excellent resources at the Beverly Foundation and the WA DOT.

#### NH Department of Transportation (130)

##### State Coordinating Council Technical Support (1353)

**Location**: Statewide (NH)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: The New Freedom Information Based Services/Mobility Management, included technical support to the New Hampshire State Coordinating Council (SCC). Consulting services were contracted in support of the implementation of the SCC for public transit and human services transportation. Support included technical consultation and information, as well as meeting preparation, facilitation, and follow-up as needed.

**Evaluation**: This project did not have a formal evaluation or performance measures in place.   
The successful technical support of the development and implementation of the SCC for public transit and human services transportation can be measured by the number of meetings and number of participants from regions statewide that discussed and resulted in planning for regional coordinated council projects.

**Accomplishments**:  The greatest accomplishment as a partial result of this project is the success of the "Building Community Transportation In New Hampshire Summit," December 9, 2008. Approximately 140 people participated in the event. Topics included the importance of coordination of transportation services, community transportation, transit as part of the DOT infrastructure, and an update from the Council and panelists responding to questions about the background and status of their organizations.

**Lessons learned**: This service/project was relative to the initial technical support needed for the implementation of the SCC and does not include lessons learned during the 2009 reporting period.

#### North Country Council (133)

##### NCC Regional Coordination Council Development (844)

**Location**: North Country (NH)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: Initial efforts to begin the Grafton-Coos Regional Coordinating Council development and work plan. North Country Council worked with Upper Valley Lake Sunapee Regional Planning Commission on this project. These efforts are ongoing and updated information on the project/service will be reported in the FFY 2010 report.

**Evaluation**: Evaluation of this project is based on the success of meeting the work items described in the scope of work submitted to NHDOT.

**Accomplishments**:  The greatest accomplishment so far was when the Grafton-Coos Regional Coordination Council (GCRCC) was formally approved as an RCC by the Statewide Coordination Council (SCC) in New Hampshire. Also that we are have a strong committee with a wide range of representatives.

**Lessons learned**: The idea of a coordinated transportation system, at least in New Hampshire, is ever-changing. The regions change, the funding levels change, and the overall goal of what the state wants to accomplish has changed. That being said, the need for a seamless transportation system in New Hampshire has not changed, so this work is still very important, especially to the rural areas in which North Country Council works.

#### Upper Valley Lake Sunapee Regional Planning Commission (135)

##### Sullivan, Grafton, and Coos Counties Regional Coordination (640)

**Location**: Sullivan, Grafton, and Coos counties (NH)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: This Mobility Management Project is designed to undertake and support projects in three rural counties of New Hampshire that will implement coordinated human and public transportation services that will expand access to community life and services for individuals with a disability, older adults, and the members of the public unable to provide their own transportation. The project has established community-based organizations called Regional Coordination Councils comprised of transportation providers and organizations delivering healthcare and human services, so that these groups can communicate and collaborate to improve the use of existing transportation resources and to expand services to more individuals through operational efficiencies and coordination of trips and vehicles.   
 The project has undertaken feasibility analyses, surveys, educational programs, and monthly meetings to present models and develop strategies of coordination that will work within the region and among organizations that have had few previous opportunities to develop coordinated service delivery models.

**Evaluation**: Because the project does not involve a route, performance measures/benchmarks consist of meeting overall objectives established in the grant application and as approved by the grantor. During the current fiscal year the goals included formalization of the Regional Coordination Councils, surveys of Operations and Business Practices, creation of a Directory of Services, and development of a Strategic Plan for regional collaboration informed by this year-long process. Evaluation will be measured by the completion of these tasks and the development of trusting relationships that will set the stage for implementing service coordination during the coming fiscal year.

**Accomplishments**:  The greatest accomplishment of the project to date has been refocusing the dialogue around transportation needs of individuals needing assistance, rather than the limitations of various agencies or perceived obstacles and barriers to coordination. The first step to coordination among organizations with diverse missions has been the development of the knowledge of each organization’s constituencies and greater understanding of how these can be aligned in ways that remain consistent with those missions and visions while retaining the a greater level of service.

**Lessons learned**: Bringing the interests of diverse community groups and service organizations takes time, commitment, education, and patience. I would urge any group or individual attempting to develop coordinated service plans to understand that the nature of human service organizations that see all aspects of client care as part of the whole and consequently view unbundling transportation services from the overall mission as risky and anxiety-producing. Fear and risk factors can be reduced through the development of day to day connections and shared efforts to problem solve as a team. Patience and constructive work are required to establish the trust and working relationships that will open pathways to voluntary coordination because it is both required and just makes sense.

#### VNA at HCS, Inc. (134)

##### Para Express Travel Training (177)

**Location**: Keene (NH)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: The Travel Training Service provides individual and group training services, as appropriate, to individuals who need assistance to access public transportation or paratransit services; also provides information to individuals about the City Express and Para Express Services.

**Evaluation**: Our evaluation of the project has been measured by the number of responses/interest in the service and the collaboration with other human service agencies in the area. Travel Training to access public transit for clients of other human service agencies has been successful in helping them to achieve independent goals.

**Accomplishments**:  Our greatest accomplishment was helping our first client obtain her goal of becoming self sufficient and independent in her transportation needs throughout the city, by being a part of the Travel Training program. One innovative element is that we operate both the public transit system and the demand response system for the area. Coordinating both services is essential and has proven to be successful in helping many achieve their goal of independence.

**Lessons learned**: We have a partnership with Granite State Independent Living, an organization focused on services for individuals with disabilities to help us to design and implement an appropriate travel training program. On the transit side, we recommend being totally involved in the curriculum development and planning of the Travel Training course to be sure that it is on course to meet the transit systems primary goals.

## Vermont

### Vermont Agency of Transportation (1393)

#### Connecticut River Transit (1057)

##### Vocation Rehab (1774)

**Location**: Windsor County (VT)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: Transportation assistance for persons with disabilities to work and work training. All rides provided by volunteer drivers. No bus routes were affected.

**Evaluation**: With better communication with partners, the service would have worked better.  
It was extremely helpful to a couple of individuals.

**Accomplishments**:  Successfully transported two individuals that are still employed today who no longer need our service.

**Lessons learned**: Work closer with partners. A retirement of a key worker at Voc Rehab made it harder to coordinate.

#### Rural Community Transportation (1058)

##### Rural Community Transportation Service Training (1775)

**Location**: Caledonia County (VT)

**Type**: Information-Based Services/Transportation resource training

**Goal**: Improved customer knowledge

S**ervice description**: The service provides an understanding of accessibility for those individuals that are in need of alternative transportation. The service provided a one on one contact for individuals and helped gain a feeling of confidence, independence, and achievement by understanding and utilizing the information that was presented to them. People with disabilities were able to learn about their transportation.  
 The service includes two fixed routes, The Highlander and The Jay-Lyn Shuttle, and a volunteer driver program with ninety drivers and covers the counties of Caledonia, Essex, Lamoille, and Orleans.

**Evaluation**: Increase in public transportation ridership from individuals with disabilities, schools, other organizations and agencies.

**Accomplishments**:  The greatest achievement was the success of increased ridership and helping people to understand that public transportation is not only necessary at times, but is convenient, accessible and customer friendly. Utilizing the community and involving them by providing information to churches, businesses, meal sites, schools, Regional Planning Commissions, and ONECP and PIP members proved to be a big success. The PSA's on five different radio stations and the NEK-TV station communicate and encourage the availability of the public transit network. Communication is a key and the many ways that it can be done are important to its success.

**Lessons learned**: The transportation needs of individuals are varied, but in most cases they can be met. It is important for the general public and individuals to feel comfortable with public transportation. The manner in which you communicate is important to the ridership. Utilize the many means of communication that you have through the general public. There is not anything that I wish I had known, but you sure do learn from the public by the number of questions that you answer when talking to them about the subject.

#### Woodstock Area Council on Aging (1060)

##### Thompson Senior Center (1777)

**Location**: Windsor County (VT)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: Our van provides medical transportation services on Tuesday and Thursday for older adults and persons with disabilities within our catchment area. Participants are picked up at their homes and transported to the needed medical facility. The driver waits for the patient or if time allows he/she will transport another patient during the allotted waiting period. Routes are determined by participant's addresses and the medical facility location. This "Medical Ride Transportation" service has been in effect for approximately one year.

**Evaluation**: Our Medical Ride Transportation service has been evaluated based on the following usage, constituents (repeat and/or new), and participant feedback and evaluation. In terms of usage, the number of participants utilizing this program has increased close to 40% since the service began. Through word-of-mouth and advertising we have been able to reach isolated, proud participants who had previously refrained from asking for this needed service.

**Accomplishments**:  Proud "Vermonters" are a difficult population to serve! Our biggest struggle with this service is convincing isolated, independent residents that it is "okay" to receive help and take care of their medical needs. Some of the participants had gone without seeing a doctor or receiving needed services for much too long. Word-of-mouth is, by far, the biggest promoter of this program. Participants have been grateful beyond our wildest expectations.

**Lessons learned**: Be patient! A service like this takes time to launch. Slowly, but surely, people will take advantage of a service like this because it is greatly needed. Older adults and person with disabilities are more isolated in our rural area, and their numbers are increasing.

Index: Trip-Based Services

Demand response service

Medical Demand-Response 17

Millbury 7

Shrewsbury 7

Thompson Senior Center 24

Vocation Rehab 23

Fixed route

Avon/Stoughton Paratransit Expansion 15

Mid-Shore Express 14

Northwest Flex 10

Route 44 Expansion 8

Same-day ADA paratransit service

Community Flex Shuttles 8

Volunteer driver program

CVTC Volunteer Driver Program 19

Index: Information-Based Services

Information materials/marketing

Planning Study for Mobility Management 4

Mobility manager

Employment Transportation/Mobility Management 15

NCC Regional Coordination Council Development 20

Regional Coordinating Council Development 18

State Coordinating Council Technical Support 19

Sullivan, Grafton, and Coos Counties Regional Coordination 20

One-on-one transit training 9, 10, 16, 18, 21

Transportation resource training

Rural Community Tranportation Service Training 23

Index: Capital Investment Projects

ITS-related hardware/software investments

Bus passes, tickets, swipe cards 16

Vehicle for other agency

Route 1 Shuttle 16

Vehicle for transit agency

New England Paralyzed Veterans of American Transportation 17