

V I R T U A L



TRANSIT  
WORKING  
GROUP

M E E T I N G

# Boston Region Metropolitan Planning Organization Transit Working Group

May 31, 2022

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# Notice of Nondiscrimination

You are invited to participate in our transportation planning process, regardless of your race, color, national origin (including limited English proficiency), religion, creed, gender, ancestry, ethnicity, disability, age, sex, sexual orientation, gender identity or expression, veteran's status, or background.

## **简体中文 (Simplified Chinese)**

如果需要使用其它语言了解信息，请联系波士顿大都会规划组织 (Boston Region MPO) 《民权法案》第六章专员，电话 857.702.3700。

## **繁體中文 (Traditional Chinese)**

如果需要使用其他語言瞭解資訊，請聯繫波士頓大都會規劃組織 (Boston Region MPO) 《民權法案》第六章專員，電話 857.702.3700。

## **Kreyòl Ayisyen (Haitian Creole)**

Si yon moun vle genyen enfòmasyon sa yo nan yon lòt lang, tanpri kontakte Espesyalis Boston Region MPO Title VI la nan nimewo 857.702.3700.

## **Español (Spanish)**

Si necesita esta información en otro idioma, por favor contacte la Boston Region MPO al 857.702.3700.

## **Português (Portuguese)**

Caso estas informações sejam necessárias em outro idioma, por favor, contate o MPO da Região de Boston pelo telefone 857.702.3700.

## **Tiếng Việt (Vietnamese)**

Nếu quý vị cần thông tin này bằng một ngôn ngữ khác, vui lòng liên lạc Boston Region MPO theo số 857.702.3700.

Read the full notice of your rights and protections at [www.bostonmpo.org/mpo\\_non\\_discrimination](http://www.bostonmpo.org/mpo_non_discrimination).

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## Accessibility Statement

This meeting is accessible to people with disabilities. Zoom products are compliant, with exceptions, with the following standards: Web Content Accessibility Guidelines 2.1 Level AA Standards and Revised Section 508 Standards.

If you require any additional accommodations in order to participate fully in this meeting, please contact Stella Jordan, MPO staff, at [sjordan@ctps.org](mailto:sjordan@ctps.org) or 857.702.3675.

May 31, 2022

## AGENDA

1. Introductions
2. MPO Activities Update
3. Transit Provider Items
4. Format of Future Meetings
5. Transit Regionalization from a Municipal Perspective
6. RTA Discretionary Grants
7. Public Comments
8. Closing and Next Steps

# Introduce yourself in the chat!

- Name
- Affiliation
- Location or transit service area
- Pronouns, if desired



*Technical difficulties?  
Call Stella Jordan at 857.702.3675 or  
email [sjordan@ctps.org](mailto:sjordan@ctps.org).*

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# Guidelines

1. All participants will join the meeting with muted microphones.
2. Please rename yourself to include your first name, last name and affiliation.
3. To participate in the discussion, please select the “raise hand” function. Find this by clicking either on the “Participants” button at the bottom of the screen, and a window will pop up with a “Raise Hand” button at the bottom, or the “Reactions” button in the toolbar. Staff will then call on participants.
4. If you are on the phone, you can use \*9 to raise your hand.
5. If you have any technical difficulties, please contact Stella Jordan via the chat box, [sjordan@ctps.org](mailto:sjordan@ctps.org) or 857.702.3675.

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# Today's Meeting

1. Introductions
2. MPO Activities Update
3. Transit Provider Items
4. Format of Future Transit Working Group Meetings
5. Transit Regionalization from a Municipal Perspective
6. Regional Transit Authority (RTA) Discretionary Grant Program
7. Public Comments
8. Closing and Next Steps

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# MPO Activities Update

May 31, 2022

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# Transportation Improvement Program (TIP) Update

- TIP is MPO's five-year capital plan for transportation projects in the Boston region
- FFYs 2023–27 TIP endorsed by MPO on May 26, 2022
- Final TIP includes
  - Increased funding for MPO, MassDOT, MBTA, MWRTA, and CATA through Bipartisan Infrastructure Law
  - 6 new MPO-funded shuttle/microtransit projects
  - 2 new MPO-funded MBTA station projects
  - Increased annual funding for MPO's Community Connections and Transit Modernization programs



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# Unified Planning Work Program (UPWP) Update

- Universe of Proposed Studies in process
- Asking for feedback on proposed projects
  - Scope, relevance, etc.
- 12 studies proposed this year, across Active Transportation, Multimodal Mobility, Transit, and Transit Equity
  - Derived from about 76 ideas proposed by public, staff, and partner organizations

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# Unified Planning Work Program (UPWP) Update

- Visit <https://www.ctps.org/upwp-dev> for updated information on the UPWP development schedule
- Reach out with any questions or comments on this year's Universe: [smurthy@ctps.org](mailto:smurthy@ctps.org)

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email [sjordan@ctps.org](mailto:sjordan@ctps.org).



# Transit Provider Items

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# Format of Future TWG Meetings

Should meetings return to in-person (with a hybrid element), if and when it is deemed safe?

- Yes
- No
- Sometimes
- No opinion

What time of day is best for meetings to *start*?

- Morning (9:00 AM to noon)
- Early afternoon (noon to 3:00 PM)
- Late afternoon (3:00 PM to 6:00 PM)
- No opinion

# **Regionalization Action Plan**

Funded by Community Transit Grant to Town of Lexington

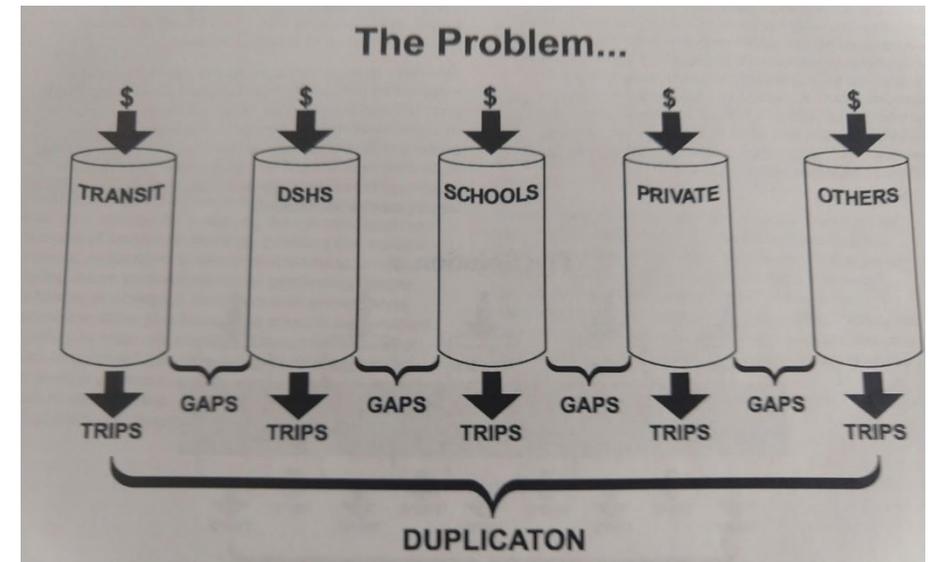
Susan Barrett, Transportation Manager, Town of Lexington

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# Goals of the Project

- Create an actionable framework to move communities in our area towards regionalization to gain better connectivity and use of resources for seniors, people with disabilities, and all users.
- Create a more coordinated system to reduce the problem of uncoordinated services



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# Project Information is Online

<https://storymaps.arcgis.com/stories/b30ad87fac9940978859e738c88dffb5>

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# RTA Discretionary Grant Program

## Examples of Regional & Interagency Collaboration

Ellie McCarthy

MassDOT Rail & Transit Division

May 31, 2022

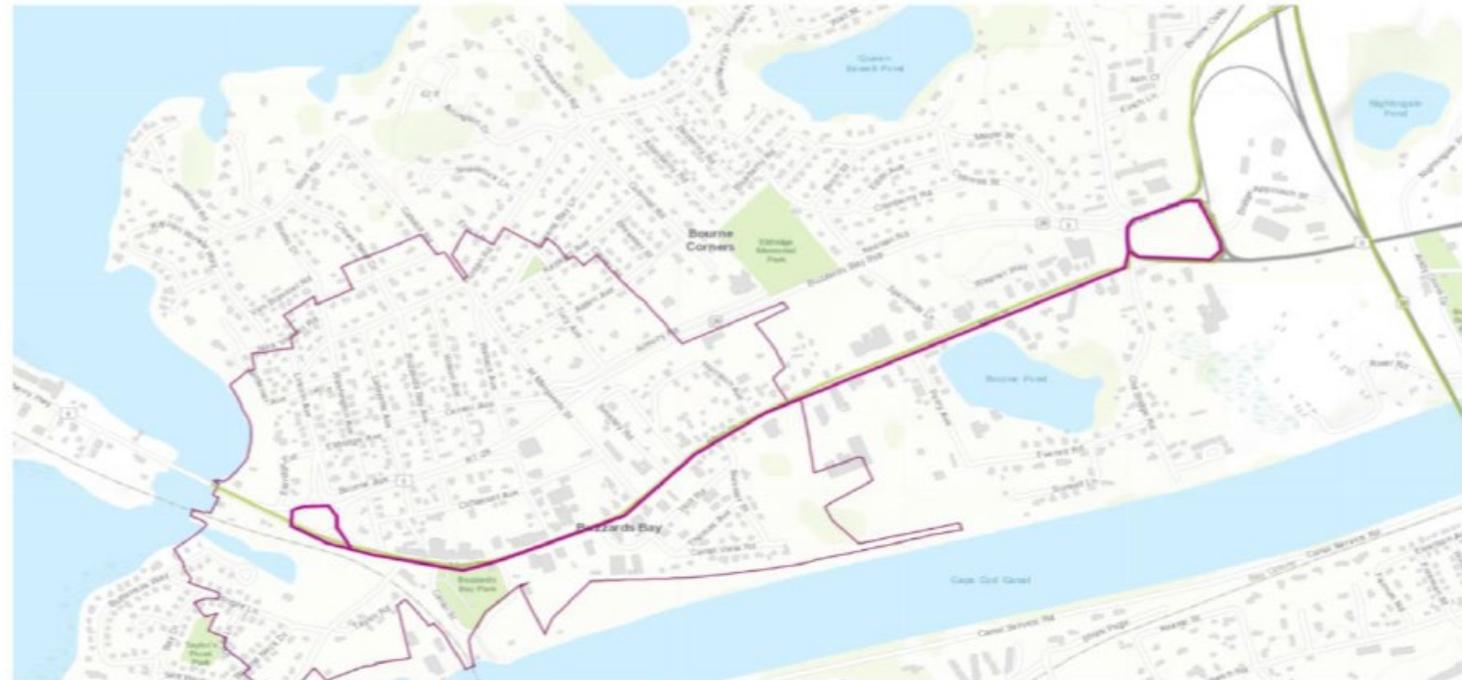
# Program Overview

- State funded program for RTAs
- Designed to test innovative solutions to local mobility challenges and to provide targeted operating assistance, technology improvements, service evaluation and program design that best demonstrate compliance with the [Task Force on RTA Performance and Funding recommendations](#)
- Funding is provided through MA State Budget as additional operating funds for RTAs
  - FY19 - \$4M
  - FY20 - \$3.5M
  - FY21 - \$3.5M
- Awards made on a competitive basis with funds provided contractually
- Successful applicants required to enter an MOU with MassDOT in order to address program goals

# CCRTA • Regional TOD Initiative in Buzzards Bay



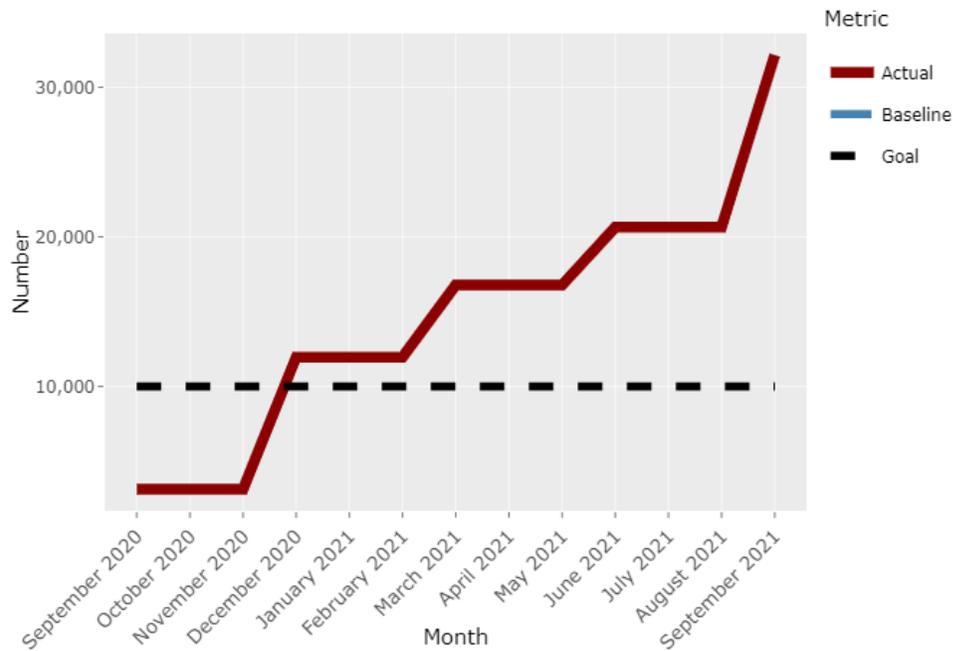
- Funding awarded for the enhancement of transit service in response to rapid new development in the Buzzards Bay community
- Launched the new Buzzards Bay Connector Service on Sept. 8, 2020
  - High frequency service corridor created from an overlap of existing services
  - Extended both routes & doubled frequencies
  - Service enhancements to access key points of interest, new residential/business developments
  - Coordination with GATRA for timed transfers and a free transfer policy
- Extensive marketing initiatives
  - Social media campaigns, stakeholder meetings
  - Continual service enhancements based on input from Buzzards Bay Stakeholder group, customer feedback, ridership, and shifting demand
  - Website updates – dedicated page



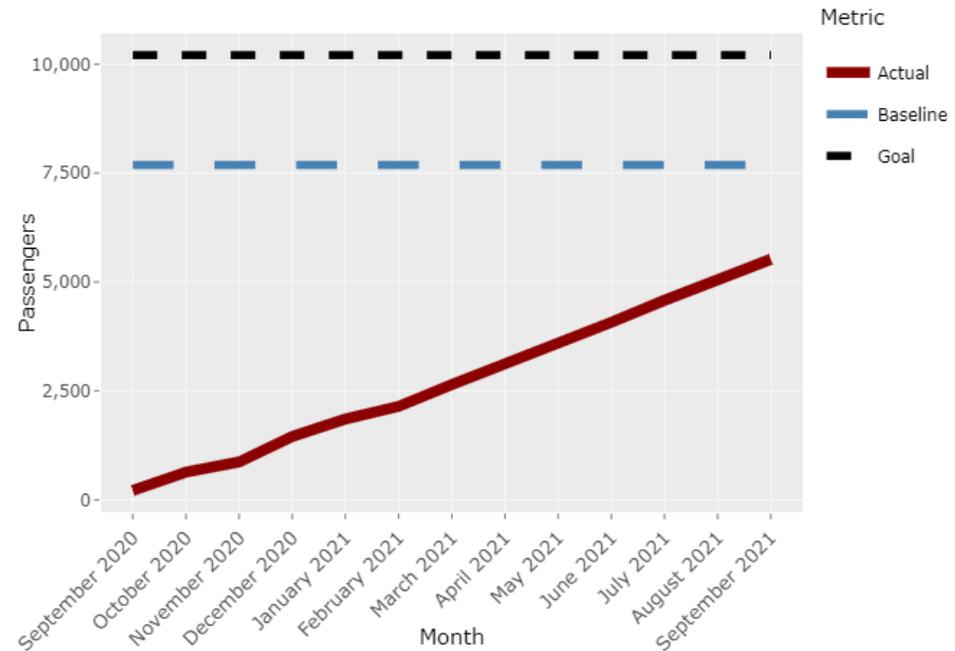
# CCRTA • Regional TOD Initiative in Buzzards Bay



- Outreach to business community and area stakeholders surpassed performance goal of 10,000 people reached
- Ridership goal not met (COVID-19 impacts) but increased steadily



Outreach to Business Community & Area Stakeholder (People Reached)



New Buzzards Bay-Based Cumulative Ridership

# MART • COA Centralized Dispatch



- Funding awarded for a coordinated dispatch program for COA centers in MART's region via a web-based system common dispatching application
  - Attempt to streamline and improve delivery of COA transportation services through shared resources while creating a centralized reporting system
  - Modification of QRyde software
  - Hired a Mobility Manager
  - Procured UMass Boston Gerontology Department study of the COA services
- Piloted dispatch system with four towns (Bolton, Lancaster, Shirley, Sterling)
  - COVID-19 impacted inclusion of more COAs
  - Difficulties & delays with training, adapting software to way COAs schedule rides
  - Only two COAs formally elected to continue (20% of goal of 10) following the pilot
  - MART was able still to get all 15 towns to use the system for data reporting purposes



# MART • COA Centralized Dispatch

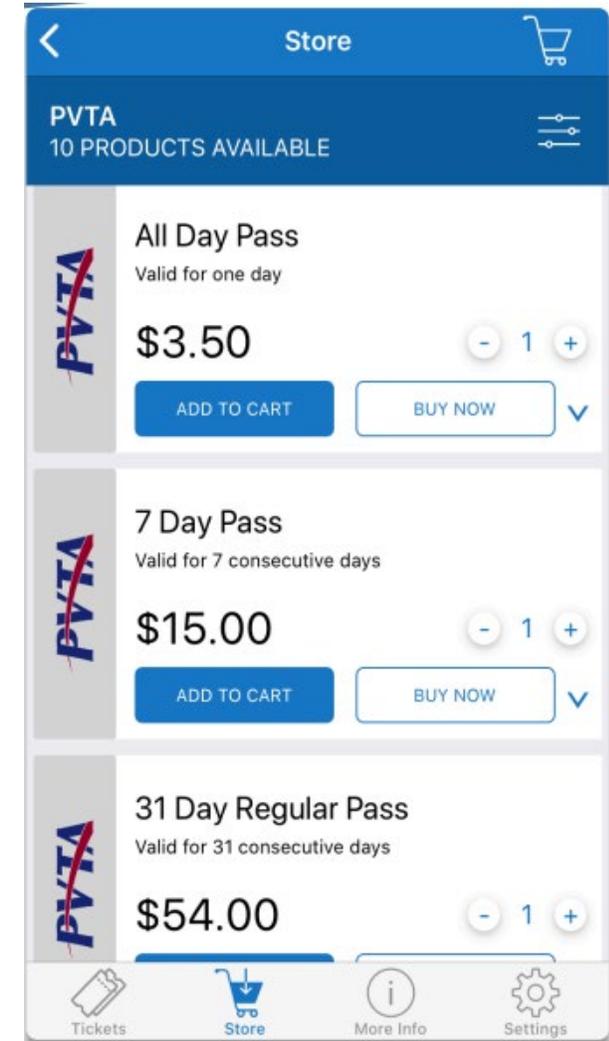


- Lessons Learned
  - Design process
    - Begin with the end-in-mind
    - Use the COAs directors, call bookers, dispatchers, and drivers as your guides to determine what ride software you use
    - Simplicity in software usability
  - Senior ride needs differ from the general public's ride needs
    - Trip chaining, longer boarding times, door-to-door and door-through-door service, wellness checking, and common trip destinations
    - Include older adult focus groups
    - Age-friendliness is the gold standard for all ride service policies
    - Vehicles used for these services must be designed for older riders
  - Travel training and buddy systems
  - Transit authorities need to use their own vehicles to supplement the COAs vans when towns are sharing their vehicles

# PVTA • Valley Pass Pilot Program



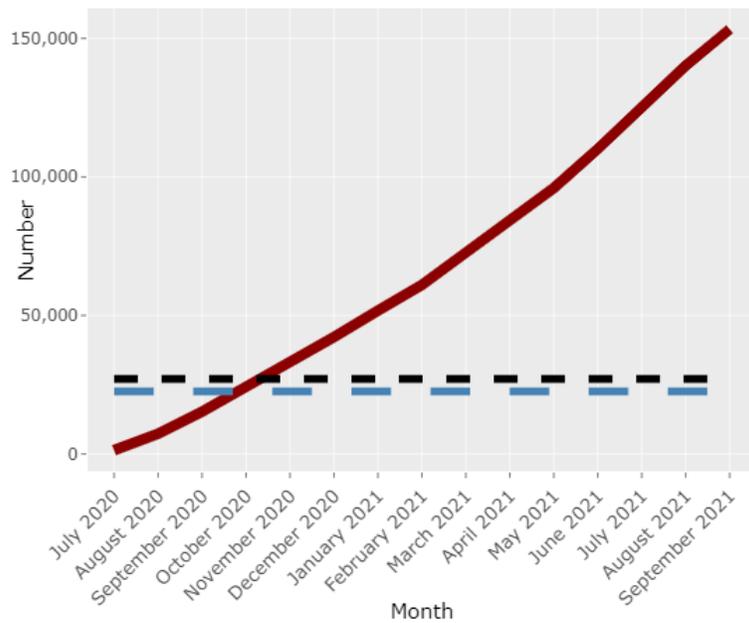
- Funds awarded for the development of proprietary software customization through Bytemark for a universal fare payment platform
  - MassDOT BusPlus+ app; Business Partnership Module
  - \$125K in subsidized fares for the Valley Pass Program
    - Incentivized discount program to support businesses, employment centers, and human service agencies to offset the cost of commuting for essential workers, job seekers, and low-income workers
- Launched a mobile fare payment application on July 20, 2020
  - All fare media available for purchase
  - Enrolled local students for discounted fare pass program
  - Collaborated with 15 local agencies for the electronic distribution of the Valley Passes to their workforce or clients



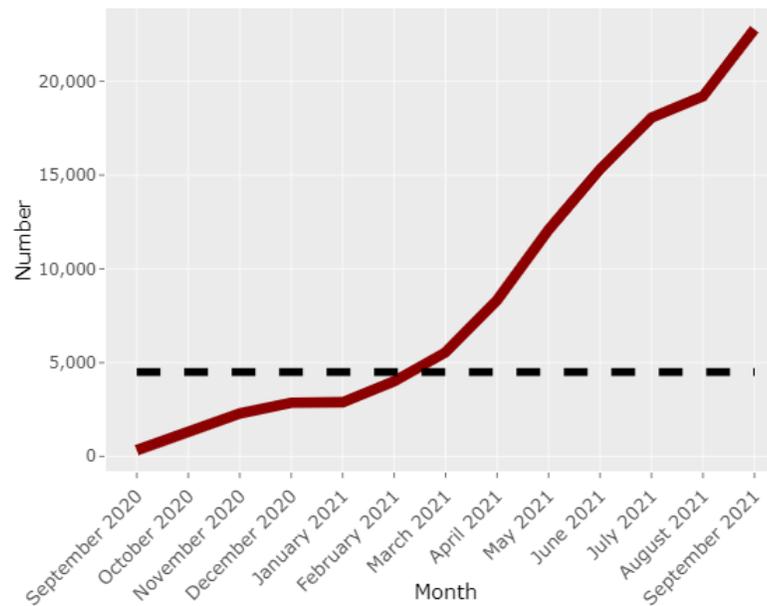
# PVTA • Valley Pass Pilot Program



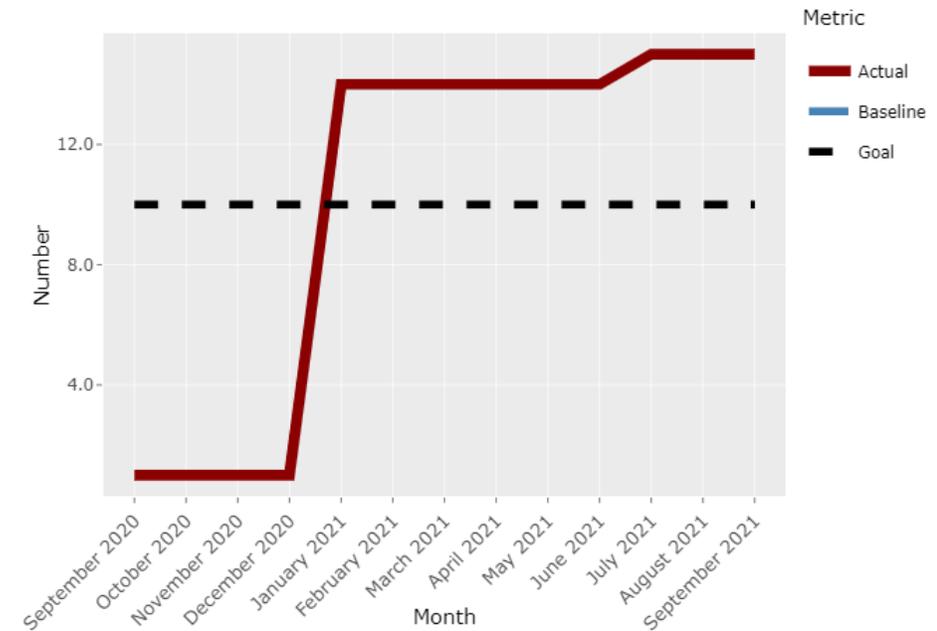
➤ PVTA met and exceeded all performance goals



Cumulative Number of Passes Sold Through Fare Payment Platform



Cumulative Number of Passes Used by Workforce Program Participants



Number of Employers Enrolled in Workforce Program

## Questions?

Ellie McCarthy

[elizabeth.mccarthy@dot.state.ma.us](mailto:elizabeth.mccarthy@dot.state.ma.us)

857-368-8725

# Public Comments

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# Closing and Next Steps

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# Closing and Next Steps: Upcoming Coffee Chats

MBTA Engagement Strategies with Victoria Ireton,  
Deputy Director of Community Engagement

**June 13, 2022, 4:00 PM**

*Registration:*

<https://tinyurl.com/y84b9u9z>



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MBTA = Massachusetts Bay Transportation Authority.

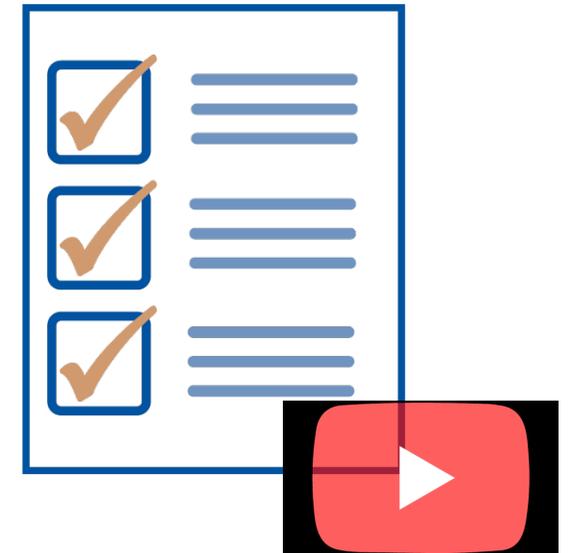
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# Meeting Follow-Up

- Post-meeting email with links
- Recording posted on the Boston Region MPO YouTube page
- Notices about future meetings



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MPO = Metropolitan Planning Organization.

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# MPO Staff Contact Information

**Sandy Johnston, Senior Transportation Planner**  
[sjohnston@ctps.org](mailto:sjohnston@ctps.org) 857.702.3710

**Stella Jordan, Public Engagement Coordinator**  
[sjordan@ctps.org](mailto:sjordan@ctps.org) 857.702.3675



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