

# **Coordinated Public Transit- Human Services Transportation (HST) Plan**

CMMPPO Committee

Wednesday, May 15, 2024

# Outline

- ▶ Plan Overview
- ▶ Significant Changes since 2019
- ▶ Plan Sections
- ▶ Plan Recommendations
- ▶ Questions

# Overview

- ▶ FTA Section 5310 “Enhanced Mobility for Individuals and Individuals with Disabilities”.
  - ▶ “locally developed, coordinated public transit-human services transportation plan”.
- 1. Available Service Assessment
- 2. Transportation Needs Assessment
- 3. Strategies & Opportunities
- 4. Priorities for Implementation

# Significant Changes since 2019

- ▶ City of Worcester
  - ▶ Department of Transportation & Mobility, MAP, Vision Zero
- ▶ WRTA
  - ▶ Administration, Fare Equity, On-Demand Transportation
- ▶ CMRPC
  - ▶ Age Friendly, Public Health, Rural Transit and Microtransit Dialogue
- ▶ Massachusetts
  - ▶ Recovery Funds, Contract Assistance, Transit Funding Task Force

# Sections

- ▶ Section 1: Introduction
  - ▶ Metropolitan Planning, Plan Overview & Section 5310
- ▶ Section 2: Available Services Assessment
  - ▶ Fixed Route Bus, Paratransit & Community Transportation
- ▶ Section 3: Transportation Needs Assessment
  - ▶ Plan Coordination, Transit Trends & Transportation Equity
- ▶ Section 4: Strategies & Priorities
  - ▶ Recommendations, Funding and Supplemental Information

# Recommendations

## ▶ Transportation

- ▶ Service Changes
- ▶ Customer Experience
- ▶ Information Access
- ▶ Transit Planning

## ▶ Coordination

- ▶ Fare & Service Equity
- ▶ Transportation Linkages
- ▶ Transit Partnerships
- ▶ Integrated Processes

# Timeline

- ▶ September 2023 – April 2024 (8 Months)
  - ▶ Review of federal planning guidance and best practices
  - ▶ Public Involvement
- ▶ May 2024 – June 2024 (2 Months)
  - ▶ Presentation to CMMPO Advisory Committee: March 27, 2024
  - ▶ Presentation to CMMPO: May 16, 2024 – June 19, 2024 (tentative)
  - ▶ Public Review and Comment Period: June 3, 2024
    - ▶ Distribution of a flyer to announce availability of the document
  - ▶ CMMPO Endorsement: June 19, 2024, conflict with Juneteenth holiday, date to be determined
- ▶ 2024 – 2028 (4 Years)
  - ▶ Update Plan in 2028 with prioritizations ranked by time, feasibility, and available funding
  - ▶ Track new or ongoing Community Transit Grant Program projects
  - ▶ Develop implementation and evaluation metrics to measure progress

# Stories

- ▶ Bus connections are necessary to cross the City and trips are time consuming.
- ▶ Short distance paratransit trips can take much longer because of ride sharing.
- ▶ Riders want to track paratransit vans and prefer early appointment reminders.
- ▶ Concerns about riders being able to cross the street safely to their destination.
- ▶ Sensory impairments and limited English are barriers to navigating the Hub.
- ▶ Issues with customer service and getting someone on the phone for late trips.
- ▶ Many bus stops are not cleared enough for people with mobility challenges.
- ▶ Free fares allow riders to save their limited resources on transportation costs.
- ▶ Paratransit users feel limited by operation hours and service area boundaries.



# Questions

1. What should be added to the Plan draft?
2. How can this Plan be made more accessible?
3. What should be included in the 2028 update?
4. How can this Plan help guide decision making?
5. How should progress and grants be tracked?

# Contact

- ▶ Tyler Distefano – [tdistefano@cmrpc.org](mailto:tdistefano@cmrpc.org)
- ▶ Constance Mellis – [cmellis@cmrpc.org](mailto:cmellis@cmrpc.org)

