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Draft Coordinated Human Services Transportation Plan

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Introduction and Background

Introduction

The “Bipartisan Infrastructure Law” (BIL), formally known as the “Infrastructure Investment and Jobs Act” (IIJA), was enacted on November 15, 2021, replacing the “Fixing America’s Surface Transportation Act” (FAST Act) which previously expired, as extended. The Bipartisan Infrastructure Law is the largest long-term investment in our infrastructure and economy in our Nation’s history. It provides $550 billion over fiscal years 2022 through 2026 in new Federal investment in infrastructure, including in roads, bridges, and mass transit.[1] As was a part of the FAST Act requirements, which have been carried through into the BIL, any local project seeking to use 5310 funding must be part of a Coordinated Human Service Transportation Plan; this Coordinated Human Service Transportation Plan has been developed to guide those seeking to use 5310 funding. This plan addresses needs of the communities and service providers located in the Old Colony Region and focuses specifically on the needs of older adults, disabled, school-aged, persons with limited English skills and low-income populations, and their transportation needs and services.

Serving the Transportation Disadvantaged

People may assume that individuals with special transportation needs are only those with disabilities or those utilizing a mobility device. The term “transportation disadvantaged” covers a much larger population spectrum. Those who are transportation disadvantaged, otherwise known as individuals with special transportation needs, are those unable to transport themselves due to age, income, or health condition. The transportation disadvantaged have distinct types of transportation requirements as they travel to health centers, school, work, internships, shopping, and social activities.

What is Special Needs Transportation?

The most popular mode of transportation for the people in the Old Colony Region is the private automobile; however, by the very definition of special transportation needs, this is not always an available or viable transportation option.

Special needs transportation is defined as any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops (i.e., fixed-route transit for the general public and schools), specialized services such as vans, cabulances (which are vehicles driven by medically trained individuals), and taxis that pick-up people at the curb or door (i.e., demand response or dial-a-ride), rideshare programs, volunteer driver services, ferries, trains, or any federal, state or local funded transportation mode. The agencies providing these special transportation services fit into three categories: human service transportation, public mass transportation, and student transportation services. However, these designations do not adequately describe the variety of providers or the diversity of people they serve.

In this planning effort, the intent is to use the widest possible interpretation of special needs transportation. This includes transportation services funded and provided by the following:

- Massachusetts Executive Office of Health and Human Services (EOHHS)

[1] Federal Highway Administration: Bipartisan Infrastructure Law. https://www.fhwa.dot.gov/bipartisan-infrastructure-law/

- Massachusetts Executive Office of Aging and Independence (AGE)
- Federal Transit Administration (FTA)
- Local human service departments including programs for children, older adults, low-income, and disability populations.
- Public transportation
- School districts
- For-profit and non-profit contractors (listed in Appendix A)
- Privately funded employer transportation

What is Coordinated Special Needs Transportation?

Coordinated special needs transportation occurs when multiple organizations work together to their mutual benefit, taking advantage of existing infrastructure and systems, gaining economies of scale, eliminating duplication, enhancing efficiency, expanding, and/or improving the quality of service to better address the transportation needs of the special needs population.

Coordination among different transportation service-providers and local governments makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

There are many levels of coordination ranging from the basic sharing of training resources to the full integration of services. Examples of coordinated transportation include:

- Building on the existing transportation broker infrastructure to expand ride brokering to programs other than Medicaid.
- Establishing feeder services to connect to fixed transit routes.
- Identifying obstacles to coordination in the regulatory environment and advocating for change.
- Making greater use of technology to find providers and schedule trips.
- Finding ways to group riders on the same vehicle when they are sponsored by different funding agencies.
- Leveraging purchasing power for vehicles, fuel, maintenance, or training.
- Improving communication capabilities.
- Utilizing school buses for community transportation.
- Coordination with other transit providers, both public and private, to address gaps in service coverage.
- Utilization of Ride Hail Applications (i.e., Micro Transit, Uber, Lyft, etc.) to fill gaps in transportation coverage.

Regardless of the type of coordination, it can involve the cooperation of:

- Transportation providers: public transit agencies, school districts, social service agencies, transportation brokers, private providers, and non-profit transportation programs.
- Service providers: doctors scheduling medical appointments based on transportation availability, land use planners including mobility options as part of zoning decisions, developers building “walkable” communities.
- Governmental organizations (MPOs, RPAs, and RTAs) that divide planning by counties or parts of counties and are not willing to share or co-service (newly added due to current legislative efforts to encourage greater cooperation with 5310 funds).

- People prone to issues of social isolation.
- People with special transportation needs.

As such, this plan brings together services providers, funding sources, riders, and the community at large to improve special needs transportation throughout the Old Colony Region.

Funding Programs Overview

There are numerous programs in the "Bipartisan Infrastructure Law" (BIL) legislation that address many specific transportation needs. The Coordinated Human Services Coordination Plan focuses on the following available programs:

5310 (Formula Grants for The Enhanced Mobility of Seniors and Individuals with Disabilities)

5310 (Formula Grants for The Enhanced Mobility of Older Adults and Individuals with Disabilities) is funding allocated for urbanized and rural areas based on the number of older adults and individuals with disabilities within these areas. See Appendix B for a fact sheet on the 5310 Program.

What does 5310 funding allow?

- "Traditional" projects, which are capital projects that include:
  - Buses and vans
  - Wheelchair lifts, ramps, and securement devices
  - Transit-related information technology systems, including scheduling/routing/one-call systems
  - Mobility management programs
  - Non-emergency medical transportation
  - Acquisition of transportation services under a contract, lease, or other arrangement

- "Nontraditional" projects, which are capital and/or operating projects that go beyond the scope of the Americans with Disabilities Act (ADA) complementary paratransit services or public transportation alternatives designed to assist older adults and people with disabilities that include:
  - Travel training
  - Volunteer driver programs
  - Construction of an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
  - Improvements to signage, or way-finding technology
  - Incremental cost of providing same day service or door-to-door service
  - Purchase of vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
  - Mobility management programs
  - Non-emergency medical transportation[2]

[2] Federal Transit Administration: Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310). https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310

5307 (Urbanized Area Formula Grants)

The Urbanized Area Formula Funding program (49 U.S.C. 5307) provides federal funding to states and local recipients for transit capital and operating assistance and transportation-related planning in urbanized areas. Eligible activities include: planning, engineering, design and evaluation of transit projects, other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement, bus overhaul, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, vehicle overhaul, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs. For urbanized areas with populations less than 200,000, operating assistance is an eligible expense. For urbanized areas with 200,000 in population and over, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive Federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the Governor of each state for distribution.

What does 5307 funding allow?

- Planning
- Limited Operating Expenses
- Engineering, Design, and Project Evaluation
- Capital
- Vehicle Rehabilitation & Maintenance
- Safety & Security[3]

5311 (Formula Grants for Rural Areas)

This program provides federal funding to states for capital, planning, and operating assistance to support public transportation in rural areas with populations of less than 50,000. Funding is based on a formula that uses land area, population, and transit service. Similar to the 5307 program, 5311 has had program elements from the Job Access and Reverse Commute (JARC) program consolidated into it. Activities eligible under the former JARC program, which provided services to low-income individuals to access jobs, are now eligible under the 5311 program. The formula now includes the number of low-income individuals as a factor. There is no minimum or maximum on the amount of funds that can be spent on job access and reverse commute activities.

What does 5311 funding allow?

- Planning
- Capital
- Operating
- Job access and reverse commute projects
- Non-emergency medical transportation
- Mobility management programs
- Acquisition of public transportation services[4]

[3] Federal Transit Administration: Urbanized Area Formula Grants (Section 5307). https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307
[4] Federal Transit Administration: Formula Grants for Rural Areas (Section 5311). https://www.transit.dot.gov/rural-formula-grants-5311

MassDOT Community Transit Grant Program

This Program provides transit authorities, Councils on Aging, municipalities, non-profit organizations, and private operators of public transit (shared-ride) services funding to expand mobility for older adults and people with disabilities. All desired projects must focus on the needs of older adults and people with disabilities as well as respond to identified needs in the municipality' region's Coordinated Human Service Transportation Plan. This program is MassDOT's consolidated grant program that awards two streams of funding:

- Federal 5310 funding
- State Mobility Assistance Program (MAP) funding (vehicles)
- State funding through the Education and Transportation Fund (operating and mobility)

MAP funds are used solely for accessible vehicles and 5310 funds are used for the other projects.[5] See Appendix C for a list of 5310 awards during Fiscal Years 2024-2026.

What does Community Transit Grant Program funding allow?

- Operating
- Mobility Management
- Accessible Vehicles

Table 1 below displays a summary of the aforementioned funding programs:

Table 1: Summary of Funding Programs

Program	Description	Funding Breakdown	Action/Steps
5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Traditional	Provides capital funding through a formula program to increase mobility for older adults and people with disabilities/ special needs.	80% federal funding 20% local matching	Yearly application process through Massachusetts Department of Transportation
5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Nontraditional	Provides capital/operating funding through a formula program to increase mobility for older adults and people with disabilities/ special needs.	<u>Capital</u> 80% federal funding 20% local matching <u>Operating</u> 50% federal funding 50% local matching	Yearly application process through Massachusetts Department of Transportation
5307 Large Urban Cities	Provides capital and operating assistance for public transit systems.	<u>Capital</u> 80% federal funding 20% local matching <u>Operating</u> 50% federal funding	Yearly application process through Massachusetts Department of Transportation

[5] MassDOT – Community Transit Grant Program. https://www.mass.gov/info-details/community-transit-grant-program-details-and-eligibility

		50% local matching <u>Vehicles</u> 85% federal funding 15% local matching <u>Vehicle Equipment/Facilities</u> 90% federal funding 10% local matching	
5311 Rural Areas	Provides capital and operating assistance for public transit systems.	<u>Capital</u> 80% federal funding 20% local matching <u>Operating</u> 50% federal funding 50% local matching <u>ADA Paratransit Service</u> 80% federal funding 20% local matching	Yearly application process through Massachusetts Department of Transportation
Community Transit Grant Program	Provides operating, mobility management, and accessible vehicle funding for older adults and people with disabilities.	<u>Operating</u> 50% MassDOT funding 50% local matching <u>Mobility Management</u> 80% MassDOT funding 20% local matching <u>Accessible Vehicles</u> 85% MassDOT funding 15% local matching	Yearly application process through Massachusetts Department of Transportation

Demographics of the Old Colony Region

The Old Colony Planning Council's Region consists of the City of Brockton and the Towns of Abington, Avon, Bridgewater, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, and Whitman. The Old Colony Area Agency on Aging (AAA) Region includes the previously mentioned 17 communities as well as the Towns of Carver, Lakeville, Marshfield, Middleborough, Rockland, and Wareham.

According to the American Community Survey (ACS) 2024 5-year estimates, the Old Colony region has a population of 514,185. This is a 1.08 percent increase above the 2020 U.S. Decennial Census regional population figure of 507,593. Seventeen communities in the region experienced between a one percent increase or decrease decline in population, with largest growth rate in population being the Town of Plymouth with an 8.92 percent increase when comparing recent ACS population data to that of the 2020 U.S. Decennial Census.

Older adult, disabled, low-income, and youth populations are of the specific interests of the Human Services Coordinated Plan. The following summary breaks down those specific population groups in the region.

A summary of the Old Colony Region:

- 12.3 percent of the population have a disability. A disability is defined by the US Census as “long-lasting physical, mental, or emotional conditions or limitations that affect the ability to perform major life activities”. This population includes both transportation dependent and independent persons.
- 26.7 percent of the population is over 60. The age of 60 is when many services become available to older adults. They may or may not be transportation dependent at this age.
- 7.7 percent of the population is low-income as defined by the US Census.
- 17.9 percent of the population is between 5-19 years of age. School aged children and many young adults are transportation dependent.

Table 2 shows youth, older adults, low-income, and disabled populations in the region based on the 2024 US Census American Community Survey data. Additionally, the table includes two comparative measures. The first is a comparison of each of the four population segments to the total population of each community. The second comparative measure, of all four population segments by community, displays each of the four population segments on a regional level.

Using the 2024 US Census American Community Survey data, the region had 39,438 people living below the poverty level. The City of Brockton alone accounts for 2.7 percent of the region's population living under the poverty level with 14,012 residents. Those residents make up 13.3 percent of Brockton’s overall population. Brockton’s youth population makes up 4.4 percent of the regional total, the older adult population is 4.2 percent of the regional total, and the disabled population is 2.9 percent of the regional total. Being the largest city in the region, it is reasonable to expect that Brockton would make up the largest share of the regional populations for the youth, older adult, disabled and low-income populations.

Table 2 also displays other interesting figures, one of which is the youth population in the Town of Hanover. Hanover accounts for 0.7 percent of the total youth population in the region, yet the youth account for 24.7 percent, almost a quarter of the town’s total population. The communities where the 60+ populations are over the regional average of 26.7 percent are Carver, Duxbury, Hanson, Kingston, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Stoughton, and Wareham.

The City of Brockton has the largest disabled population and therefore the largest share of that population regional at 2.9 percent. An interesting figure involves the town of Avon, which makes up 0.9 percent of the region’s total population but has a disabled population that is 12.3 percent of the total town population.

There are 12 demographic maps in Appendix D that show the current availability of services and the potential needs for services in the region. These maps are a tool to help visualize the presented information and how it affects the region. By looking at both where potential transit users may live and where transit users want to go, we can start to put the pieces together in identifying the gaps in the region’s transportation infrastructure.

Table 2: Regional Demographics of the Old Colony Region

						% of Total Municipal Population				% of Total Regional Population				
	Total Population	Youth (5-19)	Older Adults (60+)	People with Disabilities	Low-Income	Youth (5-19)	Older Adults (60+)	People with Disabilities	Low-Income	Youth (5-19)	Older Adults (60+)	People with Disabilities	Low-Income	Total Population
Abington	17,053	2,838	3,446	1,755	877	16.6%	20.2%	10.3%	5.1%	0.6%	0.7%	0.3%	0.2%	3.3%
Avon	4,774	741	1,172	589	217	15.5%	24.5%	12.3%	4.5%	0.1%	0.2%	0.1%	0.0%	0.9%
Bridgewater	28,471	5,392	6,536	2,941	1,171	18.9%	23.0%	10.3%	4.1%	1.0%	1.3%	0.6%	0.2%	5.5%
Brockton	105,386	22,514	21,848	14,924	14,012	21.4%	20.7%	14.2%	13.3%	4.4%	4.2%	2.9%	2.7%	20.5%
Carver*	11,712	1,972	3,789	1,766	876	16.8%	32.4%	15.1%	7.5%	0.4%	0.7%	0.3%	0.2%	2.3%
Duxbury	16,185	3,166	5,024	1,456	817	19.6%	31.0%	9.0%	5.0%	0.6%	1.0%	0.3%	0.2%	3.1%
East Bridgewater	14,456	2,679	3,393	1,401	660	18.5%	23.5%	9.7%	4.6%	0.5%	0.7%	0.3%	0.1%	2.8%
Easton	25,316	5,288	6,544	3,136	1,382	20.9%	25.8%	12.4%	5.5%	1.0%	1.3%	0.6%	0.3%	4.9%
Halifax	7,748	1,489	1,943	1,040	205	19.2%	25.1%	13.4%	2.6%	0.3%	0.4%	0.2%	0.0%	1.5%
Hanover	14,845	3,667	3,296	1,384	706	24.7%	22.2%	9.3%	4.8%	0.7%	0.6%	0.3%	0.1%	2.9%
Hanson	10,660	2,037	2,850	1,052	281	19.1%	26.7%	9.9%	2.6%	0.4%	0.6%	0.2%	0.1%	2.1%
Kingston	14,027	2,437	4,381	1,835	435	17.4%	31.2%	13.1%	3.1%	0.5%	0.9%	0.4%	0.1%	2.7%
Lakeville*	11,944	2,392	3,158	1,218	473	20.0%	26.4%	10.2%	4.0%	0.5%	0.6%	0.2%	0.1%	2.3%
Marshfield*	25,879	4,230	7,292	2,517	2,229	16.3%	28.2%	9.7%	8.6%	0.8%	1.4%	0.5%	0.4%	5.0%
Middleborough*	24,505	3,955	7,172	3,051	1,490	16.1%	29.3%	12.5%	6.1%	0.8%	1.4%	0.6%	0.3%	4.8%
Pembroke	18,382	2,830	5,528	1,674	732	15.4%	30.1%	9.1%	4.0%	0.6%	1.1%	0.3%	0.1%	3.6%
Plymouth	66,676	10,205	22,381	9,472	5,864	15.3%	33.6%	14.2%	8.8%	2.0%	4.4%	1.8%	1.1%	13.0%
Plympton	2,935	519	960	362	299	17.7%	32.7%	12.3%	10.2%	0.1%	0.2%	0.1%	0.1%	0.6%
Rockland*	17,701	2,598	4,047	1,840	1,143	14.7%	22.9%	10.4%	6.5%	0.5%	0.8%	0.4%	0.2%	3.4%
Stoughton	29,225	4,625	8,411	3,356	2,428	15.8%	28.8%	11.5%	8.3%	0.9%	1.6%	0.7%	0.5%	5.7%
Wareham*	23,302	2,512	8,617	4,283	1,555	10.8%	37.0%	18.4%	6.7%	0.5%	1.7%	0.8%	0.3%	4.5%
West Bridgewater	7,708	1,211	2,022	634	377	15.7%	26.2%	8.2%	4.9%	0.2%	0.4%	0.1%	0.1%	1.5%
Whitman	15,295	2,662	3,480	1,481	1,209	17.4%	22.8%	9.7%	7.9%	0.5%	0.7%	0.3%	0.2%	3.0%
Total	**514,185**	**91,959**	**137,290**	**63,167**	**39,438**									
% of Regional Population						**17.9%**	**26.7%**	**12.3%**	**7.7%**					

Source: U.S. Census Table S0101 – Age and Sex (2024 ACS 5-Year Estimates)
Source: U.S. Census Table S1810 – Disability Characteristics (2024 ACS 5-Year Estimates)
Source: U.S. Census Table S1701 – Poverty Status in the Past 12 Months (2024 ACS 5-Year Estimates)
*Indicates an Area Agency on Aging (AAA) Community

Assessment of Current Transportation Providers and Needs

Both public and private carriers provide human service transportation in the Region. Some agencies focus their services on certain demographics of the population, whereas others offer services to a less defined population, need, or service area. Transportation can be in multiple forms from fixed-route bus services to door-to-door van service and even partnership with Micro Transit and other ride hailing smartphone app providers.

Fixed-route service operates in many communities in the Old Colony Region. The Brockton Area Transit Authority (BAT) services the City of Brockton and the adjacent communities of Abington, Avon, Bridgewater, Easton, and Stoughton with fixed-route service. BAT also provides a micro transit service in the Town of Rockland, which began in December 2022 replacing the existing Flex fixed route service. Eleven different communities receive some form of paratransit service through a particular program or requirement such as ADA paratransit service from BAT. The fixed-route service is radial, operating on what is called a “Pulse” style transfer system, with all routes beginning and ending at the BAT Intermodal Centre located in Downtown Brockton. The Rockland service is currently BAT’s only micro transit service and is unique because it picks up passengers by on-demand and services the Town of Rockland, which is only in the Old Colony AAA Region (it is not an OCPC community). The Old Colony Planning Council has identified the Rockland Micro Transit service as “lifeline service,” as it is the only public transportation service in the Town of Rockland and serves the most transit-dependent population in this community.

BAT offers paratransit service through both its DIAL-A-BAT and required American with Disability Act (ADA) service, which complements its fixed-route service. BAT collaborates with member communities’ Councils on Aging in its service area and with various private operators to coordinate transportation services. The other public transportation services operating in the region are the Greater Attleboro Taunton Regional Transit Authority (GATRA) and the Massachusetts Bay Transportation Authority (MBTA).

In the east and south parts of the Old Colony region, GATRA operates eleven fixed route service routes as well as two microtransit services (GATRA GO Coastline in central and south Plymouth and GATRA GO Explore in Pembroke and parts of Hanover and Hanson) in the Old Colony Region. GATRA fixed-route services range from the SAIL route (which covers Duxbury, Kingston, and Marshfield), the Wareham-Plymouth Connection, and Link 4 (which travels from Wareham to Middleborough). Both of the GATRA GO services are on-demand services similar to Uber and Lyft that allow passengers to be picked up where they are and brought directly to their destination (similar to BAT’s Rockland service). WeDriveU is GATRA’s private operator for their fixed route service and its accompanying paratransit service, well as Dial-A-Ride service in Plymouth, Plympton, and Wareham.

The MBTA operates three local bus routes along with Commuter Rail and ADA paratransit service in the Old Colony region. The three bus routes operating in the region are the 240 Avon Square – Ashmont, which has limited service between the Town of Avon and the Ashmont Red Line Station in Boston. Then there is the MBTA 238 Holbrook/Randolph Commuter Rail Station - Quincy Center bus, and the 230 Montello Commuter Rail Station - Quincy Center fixed-route service. The MBTA Commuter Rail services eleven railway stations in the region and paratransit ADA service operated along the corridors its bus service operates.

BAT and GATRA services are not interlined, and a gap does exist between the two fixed-route services. Examples of the gaps in service have been identified in previous studies and have been investigated through surveys and interactions with the public. These studies focused on

connecting transit services through medical centers, schools, shopping areas, and commuter rail stations, utilizing trip generators to make the service cost-effective. There may also be an opportunity to bridge further between the BAT and GATRA service areas, by creating and using Mico Transit services to fill in any identified transportation needs.

Beyond public transportation services, there is a mixture of availability and frequency of other service providers utilizing vans, town cars, and other small vehicles. For example, many of the region's Councils on Aging (COA) have their own vehicles with which they provide service to their communities. These vehicles are usually driven by paid or volunteer drivers from the respective COA staff. In addition to WeDriveU running Dial-A-Ride service in Plymouth, Plympton, and Wareham, many COAs in the region act as operators for Dial-A-Ride service in their towns. Carver, Duxbury, Halifax, Hanover, Kingston, Lakeville, Marshfield, Middleborough, and Pembroke COAs all operate GATRA Dial-A-Ride service. To meet 5310 and MassDOT funding requirements for all federal and state funded vehicles, operators must complete mandatory MArtap safety driving sessions. The vehicles are often minibuses that are wheelchair equipped. Volunteer drivers are most often used to driving their own vehicles. Some of them may be eligible for mileage reimbursement stipends through their Councils on Aging via an OCPC 5310 grant. The available transportation service depends on the community. Some communities can provide services to their older adults and people with disabilities; others struggle to provide basic transportation services to their residents.

In addition to the Councils on Aging, there are private companies that offer a mixture of services. Two of the larger private carriers in the region are Bill's Taxi/A&A Metro and Habilitation. Both companies offer a mixture of services from contract work with local agencies, such as public schools, and Councils on Aging. These private carriers also make available their services to private citizens as well. Both companies have vans that are lift-equipped and are the only taxi services in the region with the ability to service wheelchair-dependent customers.

Self-described as "a one-stop searchable directory of public, private and accessible transportation options in Massachusetts"[6], Ride Match gives any Massachusetts resident a search tool to find transportation providers for their needs. Users can filter results by municipality or plan their trip with their start and end destinations, as well as select specific filters such as being an older adult, person with a disability, or traveling with a wheelchair. Many of the transportation providers listed in Table 3 and in Appendix A were discovered via Ride Match.

To facilitate understanding, the following section provides a brief description of some of the major transportation services available in the region. The companies and services described are by no means an exhaustive list of the services available in the region.

Brockton Area Transit Authority (BAT)

Summary of Services

BAT offers fixed-route and paratransit services. The fixed-route service radially covers Brockton along with portions of Abington, Avon, Bridgewater, Easton, Rockland, and Stoughton. BAT provides the required ADA service within the ¾-mile area of the fixed-route corridors via its paratransit service known as DIAL-A-BAT within those communities serviced with fixed-route service. BAT provides demand response and contract services to 11 communities in the transit

[6] Ride Match. https://massridematch.org/.

authority's service area as well.

Examples of Gaps in Services

The DIAL-A-BAT covers the entire city of Brockton, as well as limited service to the Towns of Abington, Avon, Bridgewater, Easton, East Bridgewater, Hanson, Rockland, Stoughton, West Bridgewater, and Whitman. There continues to be a need for public transit beyond the current service area, specifically in regard to DIAL-A-BAT service beyond BAT's ADA corridor. BAT continuously looks for ways it can increase service to underserved populations, through extended hours of operation, and development of new routes while continuing running service that is financially responsible. Capital purchases, including technology, and partnerships with ride-hailing services could increase BAT's efficient use of resources while improving transportation service to the area. Communities looking for the establishment of public transit service or would like an expansion of existing service, can join the Authority. An assessment is required for communities within BAT's service area and is based on services provided.

Additional gaps in service were identified in reports such as the Potential Impacts of Ride-Hailing on the Brockton Area Transit Authority. The study offered several recommendations to enhance regional workforce transportation access including service to the Avon Industrial Park and a cluster of businesses in Rockland along Route 3. BAT's recently implemented microtransit service provides service to the entire Town of Rockland including the identified area along Route 3. The report also identified a need for expanded service hours and expansion of DIAL-A-BAT service.

A report released by the Commonwealth, A Vision for the Future of Massachusetts' Regional Transit Authorities, calls for some improvements to be implemented, policy developments or changes, and other recommendations to enhance the user experience of those utilizing RTAs like BAT. One such recommendation is that RTAs like BAT should seek to improve coordination between partner transit agencies that share the same operating area to provide a seamless transit riding experience. Additionally, the document suggests the RTAs to look towards solutions such as bicycle share, bicycle transportation infrastructure, the use of paratransit vehicles, and addressing last mile service gaps experienced by some transit users by providing more flexible transportation options, such as working with Ride Hail App services to address the last mile gap some transit user's experience.

Greater Attleboro Taunton Regional Transit Authority (GATRA)

Summary of Services

GATRA is a regional transit authority that oversees a number of fixed-route bus service routes and accompanying ADA paratransit and Dial-A-Ride services in the Old Colony region. Towns benefiting from GATRA service in the Old Colony region are the Towns of Carver, Duxbury, Halifax, Hanover, Kington, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, and Wareham. GATRA provides service to these communities via multiple fixed-route service routes, stretching across the southern and eastern parts of the OCPC/OCPC AAA region. GATRA also operates two microtransit routes (GATRA GO Coastline in central and south Plymouth and GATRA GO Explore in Pembroke and parts of Hanover and Hanson). GATRA GO is similar to companies like Uber and Lyft that will pick you where you are and take you to your exact destination. GATRA contracts with WeDriveU to operate both their fixed route and paratransit services. In addition to WeDriveU running Dial-A-Ride service in Plymouth, Plympton, and Wareham, many COAs in the region act as operators for Dial-A-Ride service in their towns. Carver, Duxbury, Halifax, Hanover,

Kingston, Lakeville, Marshfield, Middleborough, and Pembroke COAs all operate GATRA Dial-A-Ride service.

Examples of Gaps in Services

The PAL service in Plymouth and Kingston covers a large area, with limited frequency, making it challenging for riders to utilize public transportation for commuting to work, running errands, and medical appointments. Due to the large amount of area covered by the fixed-route service, paratransit service is challenged with covering the service area in the manner deemed required by ADA. Plymouth is, in terms of land area, the largest municipality in the Commonwealth, meaning that transportation service in this community, in particular, is a challenge because of the extensive distance just for trips in town. The southern portions of the Town of Plymouth continue to be more challenging than the northern part to service due to the low density of residents, the vastness of area to serve, and the lack of funding to meet the growing demand for transportation services in this area due to housing growth.

Taking People Places, Inc. (TPP)

Summary of Services

TPP is a non-profit organization, whose mission is to provide essential, non-emergency transportation options to vulnerable populations in the Greater Plymouth area for older adults and people over 18 who qualify under the ADA and do not have a dependable transportation solution for accessing life's needs. TPP partners with local service agencies to transport their clients with the convenience and timeliness of the Lyft rideshare network. Clients include older adults needing safe travel, Individuals with different abilities, low-income individuals, and Veterans in need of transportation.

Lyft will pick up clients at their origin and deliver them to their destination (door-to-door). They help individuals access work, healthcare, and other community needs independently and with dignity. TPP is an option when friends, family, regional transportation, and other service agencies are unavailable. Rides are arranged for pre-qualified individuals through TPP's social service agency partners. In exchange for a matching share contribution of Lyft costs, partner organizations themselves are given access to a Lyft portal, which allows them to book rides requested by their clients on the Lyft Transportation Network.

Organizations who work with TPP can change over time, however, their current partners include: The Arc of Plymouth-Upper Cape Cod, Plymouth Center for Active Living, Old Colony Elder Services, Beth Israel Deaconess Plymouth, Living Independently Forever, Reach, New England Village, Kennedy-Donovan Center, Hardcore Connections, Old Colony YMCA, Bethesda House, Wareham Council on Aging, Plymouth Area Coalition for the Homeless, Plymouth North High School.

South Shore Community Action Council (SSCAC)

Summary of Services

South Shore Community Action Council is a private non-profit agency that provides essential services to the area, one of which is transportation service to communities in and out of the Old Colony Region. SSCAC provides transportation to the older adult, disabled, and low-income

participants in SSCAC programs and other state and federal programs. SSCAC fills in the gaps in service for people that often have no other mode of available transportation. SSCAC takes people to adult day health programs, dialysis, doctor and dental visits, non-emergency hospital trips, shopping trips, social/recreational events, employment/welfare to work programs, educational facilities, and service to Metro Boston hospitals. SSCAC has the ability as a private company to service individuals beyond the community boundaries that often are found with other forms of public transportation.

Examples of Gaps in Services

SSCAC serves a variety of clients that often have no other means of transportation. SSCAC struggles with escalating operating costs like other transportation companies. There are more citizens in need of transportation services than SSCAC can service. If additional operational support for the service could be found, this might change this paradigm.

Plymouth & Brockton Street Railway Company

Summary of Services

Plymouth & Brockton (P&B) is a private company offering fixed-route long-distance service. The routes generally run north-south with trips leaving from Plymouth in the Old Colony region with terminus locations in Downtown Boston and Logan Airport. The service provides commuter trips and transport to Logan Airport. P&B also runs trips south through Cape Cod. Trips from Plymouth heading north towards Boston begin as early as 3:55 AM, and the last trip leaving Boston traveling south towards Plymouth is at 11:30 PM. Plymouth & Brockton coaches are wheelchair accessible, however, the organization asks passengers using a wheelchair to call the day before they ride for smoother passenger experience.

Examples of Gaps in Services

Plymouth & Brockton are currently at capacity on their peak rush hour service trips. Additional trips to Boston would improve service for the people commuting to Boston and would ease the crush on vehicle trips. P&B continues to express interest in filling an intercity need, with a possibility of connecting the different RTAs. For example, an intercity bus service could be established between Plymouth and Brockton, Brockton and Taunton, or Taunton and Plymouth, and then the passenger would either end their destination or connect to a local transportation service.

Habilitation Assistance Corporation

Summary of Services

The Habilitation transportation branch, Access Express, is a private company that provides a variety of services. Services include transportation to adult day care programs, medical appointments, either local or Boston, shopping trips, day habilitation programs, charter trips, paratransit contract for portions of the GATRA and Cape Cod Regional Transit Authority area, and privately scheduled trips.

Services are provided by contracted agreement or by individual arrangement for transportation. The company also offers charter trips with minibuses; open to anyone who can pay for the

services. The company utilizes a mixture of vehicles consisting mostly of wheelchair lift-equipped vans but is complemented with additional passenger vans, sedans, and minibuses. The company is licensed both as a taxi service and as a charter service.

Examples of Gaps in Services

Habilitation Assistance Corporation is at an advantage of being a private company. They receive no operational or capital assistance from the federal or state government. The advantage is that they can choose the services they provide and the contracts that they accept, without concerns of state and federal regulations that are associated with financial assistance. This enables Habilitation to efficiently manage their operational costs because they can modify their services quickly without waiting for a grant opportunity or conducting public hearings to discuss the changes.

Taxi Companies

Summary of Services

There are many taxi companies in the region with services open to anyone with the ability to pay with no trip restriction. Some of the taxi companies also do contract work with different services in the region.

Only one taxi company in the region, A&A Metro Transportation in Bridgewater, is equipped to provide service to individuals in wheelchairs or needing a lift-assisted entry van. A&A Metro is unique in that it provides service through contracts to local universities for special needs transportation and paratransit bus service to the Brockton Area Transit Authority in the Old Colony region.

Examples of Gaps in Services

Similar to other private companies, taxi companies do not receive operational assistance that requires them to run service under prescribed parameters. As a non-governmental business, they can adjust swiftly to market conditions, such as higher vehicle fuel costs or increased health care for employees and pass those costs on to their customers. The challenge is that many of these companies do not purchase wheelchair accessible vans because of the additional expense and the lack of demand. Ride-Hailing Apps like Uber and Lyft have also been placing considerable pressure on Taxicab companies in recent years, due to these Ride-Hailing Apps subsidizing passenger trips to capture market share and the loss of drivers who have decided to become Ride Hail Apps drivers themselves. Because of the rise of Ride Hail Apps services, many Taxicab companies have gone out of business in the Old Colony Region.

Commuter Shuttles

Summary of Services

Besides Plymouth and Brockton, there is another commuter shuttle service in the region. Starting August 7, 2023, Peter Pan Bus now services the MassDOT Park & Ride lot at Route 106 and Route 24 in West Bridgewater, replacing Plymouth and Brockton. Users of the Park & Ride lot at the former Silver City Galleria site in Taunton have been instructed to use the West Bridgewater lot as the Taunton lot is now closed. In addition, the three Park & Ride lots along the Route 3

corridor (Rockland, Plymouth, and Sagamore) also receive Peter Pan Bus service in addition to the Plymouth and Brockton bus service. BAT's micro transit service also connects to the Rockland Park & Ride lot.

Examples of Gaps in Services

Commuter services are great opportunities to connect urban centers. The challenge is that there are often no other public transportation services available to the Park & Ride lots that the carriers serve, making intermodal connections difficult. Most commuter bus services, similar to many commuter rail services, pick up from a park and ride lot, limiting the availability of the transportation services to those with a car. Commuter shuttle fares can also be cost-prohibitive for some potential riders as fares tend to be far greater than local public transit fares. Investigating ways to increase intermodal connections and fare cost offsets for those with modest means would increase the availability and need for this type of service.

Councils on Aging

Summary of Services

Local Councils on Aging (COAs) offer a variety of services depending on the need and the financial support of their respective communities. Many COAs receive vehicles through the Mobility Assistance Program (MAP), and BAT & GATRA often assist COAs in the region with vehicle procurement and other transportation-related issues. COAs sometimes receive 5310 funds to provide older adult transportation services, support volunteer driver programs, allow for the purchase of technology to support older adult transportation services, and operation of mobility management programs and travel training. A summary of services offered by the local COAs and other public transportation services can be found in Table 3.

Example of Gaps in Services

As trusted institutions, Councils on Aging have some of the most direct access to older adult and disabled populations in their communities. They promote and provide a variety of crucial programs to enhance individuals' quality of life, including transportation assistance when possible. Funding, however, is frequently a challenge, particularly when it comes to the purchase, operation, and maintenance of vehicles. With this combination of economic pressure and the continued demographic rise in the number of older adults needing services, many COAs struggle to maintain their transportation programs and yet are among the first to receive reductions in funding when communities have to reconcile their annual budgets. Finding ways to maintain and enhance transportation options for older adult populations should be a consideration in any transportation program.

Old Colony Area Agency on Aging (AAA)

Summary of Services

The Old Colony Area Agency on Aging is responsible for the establishment of a comprehensive, coordinated system of community-based supportive services and nutrition services for the older adults in our region. To achieve this goal, the Old Colony AAA administers grant funding authorized under the Older Americans Act of 1965. This funding is allocated through the Massachusetts Executive Office of Aging and Independence. One of the many services that the

Area Agency on Aging funds through partner Councils on Aging, is transportation for older adults through a volunteer driver mileage Stipend program.

Example of Gaps in Services

The Old Colony Area Agency on Aging (AAA) serves 23 communities in southeastern Massachusetts. By serving such a large area, the Agency can provide transportation services beyond community and regional boundaries. According to the 2024 Community Assessment Survey for Older Adults (CASOA), which is mentioned on page twelve of the 2026-2095 Old Colony Area Plan on Aging, transportation (mobility) continues to be an important need among older adults, behind other significant needs such as physical health, housing, and finances.

Table 3: Summary of Transportation Services

| Councils on Aging | Public Transit Service Providers | | | | | | COA Vehicles | | | COA Trip Type Served | | | | Private Transportation Providers | | | | | |

Unmet Service Needs

Despite the national trend of falling public transit ridership in the Commonwealth and the nation overall, there is still a growing need for transportation service among those that are transit-dependent. As Baby Boomers continue to retire, it is expected their demand for more transportation services will increase as well. The challenge is providing this service at a reasonable cost to the community. Door-to-door service tends to be expensive, which is why other transit solutions, such as Micro Transit, fixed-route, or flex-route services along with public-private partnerships are solutions that should continue to be explored.

Service Gaps and Regional Needs

Through the utilization of in person interviews with human service organizations, municipal governments, and Commonwealth entities, coupled with an online survey fielded to members of the community, a number of service gaps and regional needs have been identified.

Expanded Public Transportation Service Area

Public transportation coverage can be robust in some areas of the Old Colony region and other parts have limited service or none at all. The lack of public transportation service can make it hard for those without automobiles or access to one to take care of personal needs, seek or maintain gainful employment, travel to medical appointments, and participate in social activities. Establishing public transportation service in communities without it can have a meaningful impact for those without any or limited transportation options.

Expanded Public Transportation Service Hours

Public transportation service hours can be a determining factor if a person will be able to utilize public transportation for their transportation needs. Service hours that do not start early enough or end too early, can make it challenging for an individual to use the public transit system for trips outside the usual workday and in some cases impossible for non-traditional work schedule or social activates that do not fall within the service schedule. Expanding service hours, adjusting the existing service day, or offering more flexible transportation options could enable individuals to take on non-traditional work schedule employment or participate in social activities they might not otherwise be able too.

More Transportation Options to Areas with a Concentration of Employers

Currently there are areas, such as the Avon Industrial Park, which have large concentrations of employers but either do not have public transportation access or have limited transportation service. The establishment of transportation to these locations can open up employment opportunities and additional shopping and dining destinations.

Connect Regional Transit Authorities to Facilitate Regional Mobility

Currently traveling throughout the Old Colony region can be challenging depending on your location and final destination. While there is a regional connection between the BAT and the MBTA, currently there are no regional connections between GATRA, which operates public transportation service in Plymouth, and portions of the South Shore south of the City of Brockton. Making connections between those regional transit authorities not currently connected could

facilitate access to jobs, medical trips, travel for social activities and a number of different trip purposes that might not be currently met.
More outreach needed on the availability of travel training in the region and on transportation services offered.

Information can be a critical piece in helping an individual decided if they should travel by one mode of transportation or another and for some, an introduction to the public transportation system and other transportation providers could make reluctant riders willing to try public transportation or alternative modes of transport.

Expanded Micro Transit Options

Micro Transit has become a popular transportation option for Regional Transit Authorities, municipalities, and non-profit organizations. BAT (with Rockland Flex) and GATRA (with GATRA GO) have implemented micro transit service to cover portions of their service regions that do not have fixed route service, and both have reported high utilization rates. A micro transit service example at the municipal level in the OCPC region is Bridgewater Cares Transit, which offers door-to-door, same-day transportation for qualified Bridgewater residents to around Bridgewater, as well as to the YMCA and Compass Medical Center in East Bridgewater and the Halifax Walmart.

In addition, there is a non-profit service in the Plymouth area, Taking People Places, Inc. (TPP). TPP helps older adults, people with disabilities, and other transportation-disadvantaged residents access rides where traditional transit is unavailable. TPP brings together multiple social service and aging agencies – primarily in the South Shore and Plymouth region – to collectively provide subsidized rides through rideshare partnerships such as Lyft. Participating agencies use shared funding, member contributions, and grants to arrange trips for employment, medical appointments, food access, and social activities. Since launching in 2019, the program has expanded mobility for thousands of riders and continues to receive state support through transportation grant programs.

Examples of Service Gaps

Reaching out to segments of the population currently being underserved or unaware of public transportation services available can be a challenge. Many of these groups have various needs and limited resources to achieve their organization's goals. The following list of organizations are a small example of the type of services needed in the area but is by no means an exhaustive list.

Brockton and Plymouth Area ARCs

The Brockton and Plymouth Area ARCs are organizations that provide a variety of services to individuals with disabilities. Examples of these services are job training, job placement, and traveling training. One challenge for the organization is getting people to their jobs. Many of the individuals they service cannot drive and are public transportation dependent, but often jobs are not where public transportation is available. (TPP is helping to address this challenge for the Greater Plymouth Area ARC).

Councils on Aging

Local Councils on Aging (COAs) offer a variety of services depending on the need and the financial support of their respective communities. Many COAs receive vehicles through the Mobility Assistance Program (MAP), and BAT & GATRA often assist COAs in the region with vehicle procurement and other transportation-related issues. COAs sometimes receive 5310 funds to provide older adult transportation services, support volunteer driver programs, allow for the purchase of technology to support older adult transportation services, and operation of mobility management programs and travel training. Communities in the region that are members of BAT have expressed continued interest in expanding the paratransit service that already exists in their communities. Additionally, communities in the region that are not members of BAT could be eligible for paratransit services if they were to join the authority.

MassHire

MassHire serves job seekers and employers in Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Hanson, Stoughton, West Bridgewater, and Whitman through its Greater Brockton Career Center and in the Town of Plymouth via its Plymouth Career Center location. MassHire offers a host of services for the job seeker, providing workshops, counseling, and resources to help clients find jobs. They also work with other similar agencies in the unemployment office, transition assistance, and the YouthWorks program. One cited challenge for those looking for employment is transportation to areas of concentrated employment areas and to other large employers that are not along or close to a public transit route.

Veterans

Veterans are in need of transportation to Veteran's Affairs (VA) Hospitals and Clinics. The combination of continued military efforts and the reduction in overall death rates has increased the number of veterans returning home and utilizing VA services. Many of these former soldiers are transportation dependent and have trouble sometimes finding transportation to access the services available to them at the VA medical facilities and social activities.

Currently, shuttles run by the VA travel from Jamaica Plain and West Roxbury to the VA Hospital in Brockton. The VA Hospital is also serviced by BAT. Even with this service, a gap in services exists for the transportation dependent veterans who struggle to find transportation to the services they need. Veterans that are transportation dependent need to use the same services as the rest of the transportation dependent population, but some Veterans do not have access to public transportation in any form or have very limited access to public transportation or private forms of transportation services. Veterans need to be able to get to services, work, and social activities.

Strategies to Address Unmet Service Needs

1. Protect and Strengthen Existing Transportation Services
    a. Support, Strengthen, and maintain the existing network of public and private transportation service providers (protecting the assets in which communities have invested).
    b. Continue to pursue funding strategies that have leveraged local, state, federal, and private resources.
    c. Allocate available public and private resources to implement plan goals.
    d. Continue to provide vehicles to serve the transportation disadvantaged of the Old Colony Region.
2. Improve Intra-Community Transportation Services

a. Continue to seek and support the establishment of a system of intra- "community" transportation services that connect population centers with shuttles, vanpools, or ride hail app services that are not currently connected.
b. Continue to support and coordinate participation in ride sharing programs.
c. Continue to provide improved services to human services populations, including older adults, persons with disabilities, and those with low incomes.
d. Focus public transportation on access to social and medical services, jobs, shopping, education, and recreation.
e. Encourage and support multi-modal options including pedestrian and bicycle usage.
f. Provide expanded fixed route service to employment centers and central business districts, educational and residential developments, such as the Union Point/South Weymouth Naval Air Station Redevelopment, South Shore Health Hospital, Massasoit Community College, Bridgewater State University, Stonehill College, the Avon industrial Park, and other large-scale job centers and housing developments.

3. Increase Accessibility to Transportation Services
   a. Continue to identify "underserved" areas (geography) and population (demographics).
   b. Continue to identify transportation-dependent populations geographically.
   c. Evaluate the effectiveness of existing transportation services.
   d. Reengage in developing an ongoing public education program focused on commuting & transportation services and mobility management.
   e. Provide transportation options that are sustainable and environmentally sensitive.
   f. Maintain public transportation services that are fast, fair, flexible, and frequent.
   g. Work with ride hail app services (providers of Micro Transit) and those entities in our communities willing and able to work with them to provide more transportation options, with or without (or limited) public transportation service.
   h. Promote OCPC's new Texting Information Service Line service, "Ask Ada," which people with hearing or vision impairments and LEP persons can utilize.
4. Coordinate Transportation Services
   a. Continue to seek to coordinate transportation services with surrounding communities outside of the region.
   b. Continue to work with regional partners through the Regional Coordinating Council (RCC) to connect and interline transportation services to increase regional mobility options.

There are many ways to address the four strategies to provide services identified as unmet service needs. The following are examples of the types of services that would facilitate achieving this strategy.

Increase Micro Transit Service Options

Besides BAT and GATRA, Bridgewater Cares Transit provides Micro Transit service to qualified Bridgewater residents and Taking People Places, Inc. provides Micro Transit service to Plymouth area residents. Creating additional Micro Transit options separate from RTAs could be highly beneficial to Old Colony Region residents.

System Preservation

With ever-increasing budget constraints, it is key to keep the system in a good state of repair to avoid costly maintenance corrections later, which could result in transportation service issues. It

is paramount to keep seeking funding for transit system preservation to make sure it can meet current and future demand.

Increased Fixed Route Service Hours
The region has a varied frequency of fixed-route service hours. Increasing service hours makes fixed-route transportation a viable choice in transporting people to jobs, medical appointments, and social engagements.
Continue Accessibility Enhancement
Continue to invest in accessibility enhancements such as curb cuts, sidewalks, information kiosks, travel training, signage, and shelters.

Increased Fixed Route Service Area
The region also has a varying degree of fixed-route coverage. Some communities are well served by fixed-route service and other areas are not at all. Addressing these concerns based on the population's needs will help transport people to medical appointments; places of employment, education facilities, and to areas for social engagement.

Same Day Service
Same day transportation services, especially those for individuals with disabilities, are available in the region, but limited in their availability and sometimes not at all on certain days, for certain individuals, and in some locations. The ability to provide same day service gives users that need the accessible service increased flexibility in planning their transportation to work, medical appointments, and spur of the moment trips. These types of trips are prime candidates for the use of ride-hail app/Micro Transit partnerships and could be the means in which they are met.

Increased ADA Paratransit Services Hours
There is always a need for longer service hours. As such, it is a challenge to develop a schedule around limited hours of service. Partnerships with private transportation providers and ride-hail app services could fill gaps in service hours for paratransit services.

Expand Paratransit Buffer Beyond ¾ of a Mile
Expanding the Paratransit buffer offers more flexibility in destination choices to the individual dependent upon the service.

Increase Microtransit Service Area
BAT and GATRA each have micro transit services in portions of their service region, and both RTAs have reported success with their programs. Determining other areas where this could be utilized could result in increased transit use in both service areas.

Expanding of Volunteer Driver Programs
The continued expansion of the volunteer driver programs can be a low-cost way to meet the transportation needs of community members. Coordination of volunteers is still the biggest challenge.

Continuation of Rider Education Programs
Many individuals new to transit often do not take advantage of programs simply because they are unaware of the services. The continued education of riders about public transportation services can help them become more comfortable with the service and to understand what is expected of them in the role of a customer. An expanded public outreach effort can help keep the public aware of the transportation options available.

Increase the Availability of Lift Accessible Vehicles to the Disabled Population
One problem, in particular, is the availably of lift accessible vehicles within the private carrier sector. Most taxi companies do not have lift-equipped vans for services because the difference in the cost to purchase a lift vehicle versus a non-lift equipped sedans is more than what the company can expect to receive as a return on investment. With the shrinking availability of private transportation providers, such as taxicab companies, it is expected that this situation will stay the same or become worse as more taxicab companies go out of business due to ride-hailing services. Additionally, lift accessible ride-hail app rides are dependent on there being a lift-enabled vehicle in the area and some ride-hail apps do not offer a lift enabled vehicle option.

Expand Sunday Service
Expanding Sunday service offers more flexibility to those individuals' dependent on the service.

Promote the Use of Transit by Workers with Non-Traditional Work Schedules
Increasing the hours of availability of transit on late nights and weekends increases the accessibility to jobs for workers who work the non-traditional work shifts.

Promotion of the Use of Transportation Vouchers
Promotion of transit or travel utilizing ride-hail apps and taxis by appropriate agencies utilizing transportation vouchers for welfare recipients and eligible low-income individuals can assist in getting people to jobs and eventually out of these programs.

Employer Sponsored Transportation Solutions
Promote the use of employer-provided transportation including the transit pass benefit program. Transportation benefit programs can benefit both employers and employees.

Expand Reverse Commute Options
Promotion of the use of bus, train, carpool, vans, and other transfer services for reverse commute by which workers are transported to suburban job sites.

Promote Increased Transit Connections
Increased transit connections provide more flexibility and options, specifically to transit-dependent populations. It increases accessibility to jobs, medical, and social needs.

Promote the Use of New and Developing Transportation & Mobility Technology
The use of new and emerging transportation technology that improves communication accessibility and increases the availability of services to those of Greatest Economic Need (GEN) and Greatest Social Need (GSN) should continue to be encouraged and pursued. Technology that increases the efficiency of current service (like Micro Transit services) and/or gives them operational flexibility (like Transportation Network Company (TNC) services) should be reviewed to see if their implementation would result in improved customer experience and service availability.

Prioritization & Evaluation of Strategies

Prioritization

1. Maintain current services, system preservation, and transportation programs.
2. Invest in programs or projects that improve community access and increase ridership.
3. Prevent duplication of services through coordination.

4. Provide incentives for projects that emphasize coordination, collaboration, and transit connectivity.
5. Assure access, safety, and security for the individuals, groups, and stakeholders served.
6. Ensure vehicle provision to serve transportation disadvantaged populations of the Old Colony Region.

Evaluation

Projects are evaluated with the following quantitative methods in mind:

- **Maintain Existing Transportation Structure**

  The addition of services may cause new services to struggle if the current transportation infrastructure is struggling to maintain a base level of service.

- **Increase Access to Jobs**

  What is the potential or actual jobs accessed by transit services, including the auxiliary benefits to service? Would the individuals using the service have been able to access the job in another way?

- **Increase Quality of Services**

  Does the proposal increase the quality of services, expanded hours, same day service, and passenger enhancements? Evaluate how and why the services are enhanced. What is the service target population and the expected use?

- **Increase Riders**

  How many customers use the service? If the service is an additional offering to complement existing service, how many new riders will be added to the system, in addition to transit riders already utilizing the system?

- **Increase Connectivity to Communities with Improved Access**

  Is the service improving intra-regional and inter-regional connectivity?

Appendix

Appendix A: List of For- and Non-Profit Contractors

Contractor	Address	Phone Number	Website
21st Century Home Care, Inc.	402 North Main Street, Randolph, MA 02368	(781) 828-0221	https://www.21stcenturyhomecare.com/home-care
A&A Metro Transportation	1001 Bedford Street, Bridgewater, MA 02324	(508) 697-0017	https://www.aametro.com/
Abington Council on Aging	441 Summer Street, Abington, MA 02351	(781) 982-2145	https://www.abingtonma.gov/council-on-aging/pages/van-rides
Access Express	434 Court Street, Plymouth, MA 02360	(508) 746-5715	https://accessexpress.com/
Aegis Transportation	21 Hampden Drive, Unit 1 South Easton, MA 02375	(508) 297-1419	N/A
American Cancer Society Road to Recovery Program	30 Speen Street, Framingham, MA 01701	(800) 227-2345	https://www.cancer.org/support-programs-and-services/road-to-recovery.html
Avon Council on Aging	65 East Main Street, Avon, MA 02322	(508) 559-0060	https://www.avon-ma.gov/sites/g/files/vyhlif271/f/uploads/coa_van_schedule_9-2019_web.pdf
Bluebird Taxi & Transportation	458 Dartmouth Street, New Bedford, MA 02740	(508) 999-1124	https://www.bluebirdtransportation.com/services
Bourne Bridge 24 HR Taxi	2 Williams Avenue, Pocasset, MA 02559	(508) 564-7500	N/A
Bridgewater Cares Transit	N/A	(508) 697-0929	https://bridgewatercares.com/
Bridgewater Elder Affairs	10 Wally Krueger Way, Bridgewater, MA 02324	(508) 697-0929	https://www.bridgewaterma.org/157/Elder-Affairs
Brockton Area Transit Authority (BAT)	155 Court Street, Brockton, MA 02301	(508) 588-1000	https://www.ridebat.com/
Brockton Council on Aging	10 Father Kenney Way, Brockton, MA 02301	(508) 580-7811	https://brockton.ma.us/city-departments/council-on-aging/
CAJ Services	1017 Turnpike Street, Suite 37B, Canton, MA 02021	(781) 951-5021	https://www.caj-service.com/services/
Carver Council on Aging	48 Lakeview Street, Carver, MA 02330	(508) 866-4698	https://www.carverma.gov/council-aging/pages/services

Community Access, Inc.	24 Norfolk Avenue, South Easton, MA 02375	(508) 933-9422	https://www.communityaccesstransportation.com/
DIAL-A-BAT (Brockton Area Transit Authority)	155 Court Street, Brockton, MA 02301	(508) 584-5530	https://www.ridebat.com/dial-a-bat/
Dial-A-Ride (Greater Attleboro Taunton Transit Authority)	10 Oak Street, Taunton, MA 02780	(508) 823-8828	https://www.gatra.org/dial-a-ride-ada-senior-transportation/
Disabled American Veterans (Brockton VA Hospital)	940 Belmont Street, Brockton, MA 02301	(508) 583-4500	https://www.va.gov/boston-health-care/dav-vans-transportation-for-veterans/
Driving Neighborhood Connections LLC	70 Kensington, Plymouth, MA 02360	(401) 243-7853	https://www.drivingneighborhoodconnections.com/
Duxbury Senior Center	10 Mayflower Street, Duxbury, MA 02332	(781) 934-5774	https://www.town.duxbury.ma.us/senior-center/let-us-help/pages/transportation-medical-social
East Bridgewater Council on Aging	355 Plymouth Street, East Bridgewater, MA	(508) 378-1610	https://www.eastbridgewaterma.gov/council-aging/faq/do-you-provide-transportation
Easton Council on Aging	15 Barrows Street, Easton, MA 02356	(508) 238-3160	https://www.easton.ma.us/departments/council_on_aging/index.php
Evolve Community Services, LLC	55 Park Street, Attleboro, MA 02703	(857) 557-4575	https://evolvecommunityservices.com/pages/personal-transport-services
Fast Lane Transportation	3329 Cranberry Highway, Wareham, MA 02532	(774) 343-2122	https://fastlanemass.com/
First Class Care Transit Solutions	181 Howard Street, Easton, MA 02575	(781) 803-0995	N/A
Greater Attleboro Taunton Regional Transit Authority (GATRA)	10 Oak Street, Taunton, MA 02780	(800) 483-2500	https://www.gatra.org/
GRS Transit LLC		(781) 520-8395	https://www.grstransit.com/
Habilitation Assistance (Access Express)	434 Court Street, Plymouth, MA 02360	(508) 746-5715	https://hac.center/transportation/
Halifax Council on Aging	506 Plymouth Street, Halifax, MA	(781) 293-7313	https://www.halifax-ma.org/council-aging/pages/transportation-services
Hanover Council on Aging	665 Center Street, Hanover, MA	(781) 924-1913	https://www.hanover-ma.gov/council-on-aging/pages/transportation-services

Hanson Council on Aging	132 Maquan Street, Hanson, MA 02341	(781) 293-2683	https://www.hanson-ma.gov/council-elder-affairs-senior-center/faq/how-do-i-arrange-ride-doctors-appointment
Independence Associates	100 Laurel Street, Suite 122, East Bridgewater, MA 02333	(508) 583-2166	https://iacil.org/
Kiessling Transit, Inc.	15 Blandin Avenue, Framingham, MA 01702	(508) 935-2222	https://kiesslingtransit.com/transportation-authority-management/
Kingston Council on Aging	30 Evergreen Street, Kingston, MA 02364	(781) 585-0511	https://kingstonma.gov/292/Council-on-Aging
Lakeville Council on Aging	1 Dear Crossing, Lakeville, MA 02347	(508) 947-7224	https://www.lakevillema.org/council-aging/pages/available-programs
Marshfield Council on Aging	230 Webster Street, Marshfield, MA 02050	(781) 834-5581	https://www.marshfield-ma.gov/sites/g/files/vyhlif3416/f/uploads/transportation-1.pdf
MCJ Transportation	21 Torrey Street, Brockton, MA 02301	(617) 699-2143	https://www.mcjtransportation.com/
Middleborough Council on Aging	558 Plymouth Street, Middleborough, MA 02346	(508) 946-2490	https://www.middleboroughma.gov/210/Council-on-Aging
Old Colony Area Agency on Aging (AAA)	70 School Street, Brockton, MA 02301	(508) 583-1833	https://oldcolonyplanning.org/aaa/
Old Colony Elder Services, Inc.	144 Main Street, Brockton, MA 02301	(508) 584-1561	https://www.ocesma.org/
Pembroke Council on Aging	144 Center Street, Pembroke, MA 02359	(781) 294-8220	https://www.pembroke-ma.gov/council-aging/pages/gatra-shuttle
Peter Pan Bus Lines	N/A	(800) 343-9999	https://peterpanbus.com/
Plymouth & Brockton Bus	8 Industrial Park Road, Plymouth, MA 02360	(508) 746-0378	https://www.p-b.com/
Plymouth Center for Active Living	44 Nook Road, Plymouth, MA 02360	(508) 830-4230	https://www.plymouth-ma.gov/1101/Transportation
Plympton Council on Aging	5 Palmer Road, Plympton, MA 02367	(781) 585-5214	https://www.town.plympton.ma.us/council-on-aging
R&R Transportation	378 Page Street, #14, Stoughton, MA 02072	(781) 344-8800	N/A

The RIDE (MBTA)	1000 Massachusetts Avenue, Boston, MA 02118	(617) 337-2727	https://www.mbta.com/accessibility/the-ride
Rockland Council on Aging	317 Plain Street, Rockland, MA 02370	(781) 871-1266	https://www.rockland-ma.gov/167/Council-on-Aging-COA-Van---Transportatio
South Shore Community Action Council	71 Obery Street, Plymouth, MA 02360	(508) 747-7575	https://www.sscac.org/
Special Occasion Limousine & Coach	61 Camelot Drive, Plymouth, MA 02360	(508) 558-7805	https://plymouthcoach.com/
Stoughton Council on Aging	110 Rockland Street, Stoughton, MA 02072	(781) 344-8882	https://www.stoughton.org/417/Transportation-Services
Taking People Places, Inc.	N/A	(508) 209-8092	https://takingpeopleplaces.org/
Taunton Motorized Coach	295 Broadway, Taunton, MA 02780	(508) 824-5831	N/A
VHS Transportation	7 Plymouth Drive, South Easton, MA 02375	(508) 238-5661	http://vhstrans.com/
Victoria's Transportation, Inc.	11 Dale Street, Stoughton, MA 02072	(617) 778-3800	N/A
Wareham Council on Aging	48 Marion Road, Wareham, MA 02571	(508) 291-3130	https://www.wareham.ma.us/council-aging
West Bridgewater Council on Aging	97 West Center Street, West Bridgewater, MA 02379	(508) 894-1264	https://www.westbridgewaterma.org/residents/council_on_aging.php
Whaling City Transit	92 Sanford Road, Westport, MA 02790	(508) 679-0100	https://www.whalingcitytransit.net/
Whitman Council on Aging	16 Hayden Avenue, Whitman, MA 02382	(781) 447-7619	https://www.whitman-ma.gov/253/Transportation
Yes! We Van	651 Orchard Street, New Bedford, MA 02744	(508) 542-0373	https://yeswevan.net/

Appendix B: BIL Fact Sheet on 5310 Grant Funding

U.S. Department of Transportation
Federal Transit Administration

BIPARTISAN INFRASTRUCTURE LAW

BIPARTISAN INFRASTRUCTURE LAW FACT SHEET:
FORMULA GRANTS FOR THE ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES

Fiscal Year	2022 (in millions)	2023 (in millions)	2024 (in millions)	2025 (in millions)	2026 (in millions)
Enhanced Mobility of Seniors and Individuals with Disabilities	$421	$429	$439	$447	$457

Note: The Bipartisan Infrastructure Law provides both authorized future funding from the Mass Transit Account of the Highway Trust Fund and advance annual appropriations, both of which are included in the above table.

Program Purpose:

The Bipartisan Infrastructure Law, enacted as the Infrastructure Investment and Jobs Act, continues, without change, the Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program, which funds transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (200,000 or more in population), small urbanized (50,000-199,999 in population), and rural (under 50,000 in population). Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Statutory References: 49 U.S.C. § 5310, IIJA Division J

Eligible Recipients:

- Funding is made available to direct recipients. For rural and small urbanized areas (small UZAs), the state is the direct recipient. For large urbanized areas (large UZAs), the governor of the state chooses a designated recipient. State or local governmental entities that operate a public transportation service are also eligible recipients.
- Subrecipients can include states or local government authorities, private nonprofit organizations, or operators of public transportation.

Eligible Activities:

The IIJA continues without change the broad range of eligible activities, including:

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable

- Public transportation projects that exceed the requirements of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.)
- Public transportation projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit
- Alternatives to public transportation that assist seniors and individuals with disabilities with transportation
- At least 55 percent of program funds must be used on capital projects to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. Examples include:
    - Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems; and mobility management programs.
    - Acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program.
- The remaining 45 percent may be used for projects described above or for projects that exceed the requirements of the ADA, improve access to fixed route service and decrease reliance by individuals with disabilities on complementary transit, or alternatives to public transportation to assist seniors and individuals with disabilities. Examples include:
    - Travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs; and mobility management.

What's Changed?

The IIJA continues the Section 5310 Formula Program with no changes.

Appendix C: FTA Section 5310 & Massachusetts MAP Grant Programs Summary Sheet

Summary Sheet

FTA Section 5310 & Massachusetts MAP Grant Programs

FTA Section 5310 Program Purpose: The overall goal of the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grant program is to provide and strengthen the transportation services available to meet the mobility needs of seniors and individuals with disabilities. It is recognized that these populations have transportation needs which are often not met by conventional automobile or public transportation, and require specialized assistance in order to access services, employment, and medical care. All Section 5310 projects must provide service to seniors (65 years and over) and/or persons with disabilities of all ages. Agencies may transport a broader range of clientele, and are encouraged to use their vehicles in a coordinated manner, but the focus of the program is transporting seniors and/or individuals who have disabilities.

MassDOT is required by law to allocate *at least* 55 percent of Section 5310 program funds to "*traditional*" Section 5310 projects. *Traditional* Section 5310 projects are **mobility management** and **capital** projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate.

The remaining 35 percent of Section 5310 program funds (after traditional projects and state administration funds are allocated) can be used to support "*other nontraditional or expanded*" projects which follow the requirements for former FTA Section 5317 funding: **capital (to include mobility management)** and **operating** expenses for public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.

Massachusetts MAP Program Purpose: The goal of the Mobility Assistance Program (MAP) is to provide transportation services to elderly persons and persons with disabilities as defined in Chapter 637 § 13 of the Acts of 1983. MAP funding is exclusively used for the purchase of eligible vehicles, and is primarily used as a State financial match to federally funded capital vehicle purchases.

Eligibility Requirements	
Eligible Applicants	***Traditional Projects:*** **Private Non-Profit Organizations** when publicly operated mass transportation services are unavailable, insufficient, or inappropriate. **City, County, Town** and **Tribal Governments**, including **Regional Transit Authorities (RTAs)**, if approved by the State to coordinate services for seniors and individuals with disabilities ***or*** can certify to MassDOT that no private nonprofit organization is "readily available" in the service area to provide the needed service. ***Other Nontraditional/Expanded Projects:*** **Private Non-Profit Organizations**; **City, County, Town** and **Tribal Governments**; **RTAs**; **Operators of Public Transportation** that receive Section 5310 funds indirectly through another eligible recipient; and **Private Taxi Operators** of public transportation, to include Uber or Lyft. The definition of "public transportation" includes *shared-ride surface transportation services*. Private taxi companies that provide *shared-ride taxi service* to the general public on a regular basis are operators of public transportation. "Shared-ride" means two or more passengers in the same vehicle who are otherwise not traveling together.

Eligibility Requirements	
Eligible Activities / Projects	Section 5310 funding is available for the purchase of: **Capital Equipment** (e.g., vehicles, dispatch software), **Mobility Management** activities, and **Operations** for transportation services that address the mobility needs of seniors and individuals with disabilities. MAP funding is available for the purchase of vehicles only. ***Capital Equipment:*** Vehicles*; Fleet Maintenance Equipment; Vehicle Equipment/Parts; Radios/Communication Equipment; Computer Hardware/Software; and Transit Related Intelligent Transportation Systems (ITS). **MassDOT conducts the procurement for Section 5310 and MAP funded vehicles. Therefore, vehicle types and sizes obtained through the Section 5310 and MAP programs are predetermined by MassDOT at the time of application.* ***Mobility Management****:* Mobility management is considered a **capital** project and expense under the Section 5310 program. Mobility management projects consist of several different types of activities, to include: creating/managing mobility option inventories and resources; short range **planning** or demonstration projects; and technology such as scheduling software and hardware. ***Operating:*** Projects provided operating funds must be targeted toward meeting the transportation needs of seniors and individuals with disabilities, although they may be used by the general public. FTA encourages projects that are open to the public as a means of avoiding unnecessary segregation of services. Operating projects must be for public transportation services that address one of the following three purposes: • Exceed the minimum requirements of the ADA. Project types include expanding paratransit service boundaries or hours. • Improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service. • Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation. Project types include supporting voucher or volunteer driver program expenses.
Eligible Trip Purpose	Equipment may be used for all trip purposes for seniors and individuals with disabilities to include: employment, meals, medical appointments, recreational activities, rehabilitation services, shopping, and social services. • Vehicles and related equipment may **not** be used ***primarily*** for the delivery of meals to persons in their homes. Applicants may coordinate and assist in regularly providing meal delivery service for homebound individuals, as long as the delivery service does not conflict with providing public transportation service or reduce service to public transportation passengers. • The Section 5310 program is **not** intended to provide emergency medical transport or ambulance service on a regular basis. • Section 5310 vehicles are **not** to engage in regularly scheduled school bus service.

Eligibility Requirements	
Eligible Project Expenses	In most instances, eligible costs for operating, mobility management, and planning projects must be considered ***direct*** project costs. Two exceptions are for those agencies with either: (1) an approved indirect cost allocation plan (ICAP) that was developed in accordance with OMB 2 CFR Part 200 and reviewed by a single auditor or (2) an approved 10% de minimis indirect cost rate in lieu of any central services charged. All applicants and/or grantees must be able to define what the 10% will be charged to and MassDOT must review and approve the methodology prior to reimbursement. Applicable indirect costs can be applied to **operating** and **mobility management** projects only. ***Direct costs*** are those expenses that can be associated on a one-to-one basis with a given service. Driver wages, fuel, and maintenance costs are all examples. Please note that administrative costs, such as the time a bookkeeper spends directly working on a Section 5310 transportation project, can also be included as a direct expense, along with proper timesheets denoting associated direct time. ***Indirect costs*** are those which cannot be associated on a one-to-one basis with a given transportation service. Some public transit systems, such as units of local government, or multipurpose non-profit organizations, perform many departmental or program functions and would likely incur indirect expenses. In these cases, the expenditures benefit not only transit but also other programs and departments. The majority of these shared or indirect costs are administrative costs. These costs cover items such as planning, accounting, and legal services.
Local Match Requirements	***Capital***, ***Mobility Management***, and ***Planning*** projects utilize a local match ratio of 20 percent. • The 20 percent match requirement may be met using a combination of local and eligible State funds. • All ***capital equipment and planning*** local match funds must be in ***cash***. • ***Mobility management*** local match can be either cash ***or*** in-kind resources, although MassDOT and FTA ***must*** approve in-kind contributions prior to an award decision. **Regional Transit Authorities (RTAs)** receive federal and State assistance in the amount of 100 percent of the total project cost, usually at a ratio of 80 percent federal and 20 percent State MAP funds. ***Operating*** projects utilize a local match ratio of 50 percent. • The federal share cannot exceed 50 percent of the *total net operating deficit* of the service, which is defined as total operating expenses minus operating revenues (e.g., fares, donations in lieu of fares). • The 50 percent match requirement may be met using a combination of local and eligible State funds. • Operating local match can be either cash ***or*** in-kind resources, although MassDOT and FTA ***must*** approve in-kind contributions prior to an award decision.

Eligibility Requirements	
Eligible Local Match Sources	***Cash:*** Local government appropriations; local dedicated tax revenues; private donations; net income from advertising/concessions; agency contracts (such as human service program funding); and non-DOT Federal Funds. ***In-Kind:*** Non-cash, or in-kind match, such as donated goods and/or volunteer services, may be used as local match ***only*** if the applicant formally documents and can verify determination of the value of each non-cash match amount ***and*** this match is approved by MassDOT and FTA prior to an award decision. Supplemental documentation will be required. Any non-cash or in-kind match must represent a cost that would be eligible under the project, cannot be used to match another federal grant, and must be applicable to the grant period to which the cost is applied. ***Toll Credits:*** The Federal Highway Administration (FHWA) defines "Toll Credits" as the use of certain toll revenue expenditures as a credit toward the non-federal matching share of all programs authorized by Title 23 and for transit programs authorized by Chapter 53 of Title 49. Toll credits ***do not*** generate any additional federal funding; these credits are used to meet the local match requirement of a federal grant. MassDOT reserves the right to decline any request for the use of toll credits as a local match.
Planning and Coordination	All Section 5310 and MAP projects funded must be designed to meet an unmet need that is included in (specifically described in and consistent with) a local Coordinated Public Transit-Human Services Transportation (CPT-HST) plan. Applicants are highly encouraged to discuss their proposed funding applications with their local Regional Coordinating Council(s), Regional Planning Agencies, and other providers in their service area in order to better utilize existing assets and provide improved connectivity for passengers.

Appendix D: FY 2024-2026 Community Transit Grant Awards

FY 2024 Vehicle Cycle Awards

Organization	# of Vehicles
Brockton Area Transit Authority	11
Greater Attleboro-Taunton Regional Transit Authority	17
South Shore Community Action Council	6

FY 2024 Operating and Mobility Management Awards

Organization	Project Description	Award
Brockton Area Transit Authority	Continue paratransit services to the towns of Avon, Stoughton, and the city of Brockton beyond BAT's ADA corridor.	$50,000
Brockton Area Transit Authority	Continue microtransit service to the town of Rockland, which provides essential lifeline service to the town and improving multimodal access in the region.	$322,500
Town of Bridgewater	Microtransit service for Bridgewater's older adults, individuals with a disability, and Bridgewater State University students in need	$288,658
Greater Attleboro-Taunton Regional Transit Authority	Long-distance non-emergency medical transportation to older adults and/or persons with disabilities who are unable to take other options.	$125,000
Old Colony Planning Council	Regional volunteer driver program in partnership with area Councils on Aging.	$30,000
South Shore Community Action Council	Funding to support SSCAC to continue rebuilding its post-pandemic service capacity	$150,000
Taking People Places, Inc.	Consortium providing Lyft rides to partner agency consumers to employment, medical appointments, substance use disorder treatment, adult education, grocery stores, and social/spiritual engagements.	$110,000

FY 2025 Vehicle Cycle Awards

Organization	# of Vehicles
Brockton Area Transit Authority	6
Greater Attleboro-Taunton Regional Transit Authority	9
South Shore Community Action Council	1
The Greater Arc of Brockton	1

FY 2025 Operating and Mobility Management Awards

Organization	Project Description	Award
Bridgewater Council on Aging	Provide on-demand (same-day) rides for seniors and persons with disabilities in Bridgewater and West Bridgewater.	$100,000
Brockton Area Transit Authority	Provide paratransit in Avon and Stoughton outside of where it is required by the Americans with Disabilities Act.	$25,000
Brockton Area Transit Authority	Continue microtransit services in Rockland.	$225,000
Greater Attleboro-Taunton Regional Transit Authority	Provide long-distance medical transportation for older adults and persons with disabilities in all GATRA communities.	$250,000
Greater Attleboro-Taunton Regional Transit Authority	Resume three days/week, long-distance medical transportation up Route 3 in partnership with Councils on Aging.	$150,000
Old Colony Planning Council	Fund a volunteer driver program serving eight Councils-On-Aging.	$30,000
South Shore Community Action Council	Fund operating support for SSCAC's contracted trips.	$49,033
Taking People Places, Inc.	Cover the cost of rideshare for clients of 12 to 15 participating social services agencies.	$67,500

FY 2026 Vehicle Cycle Awards

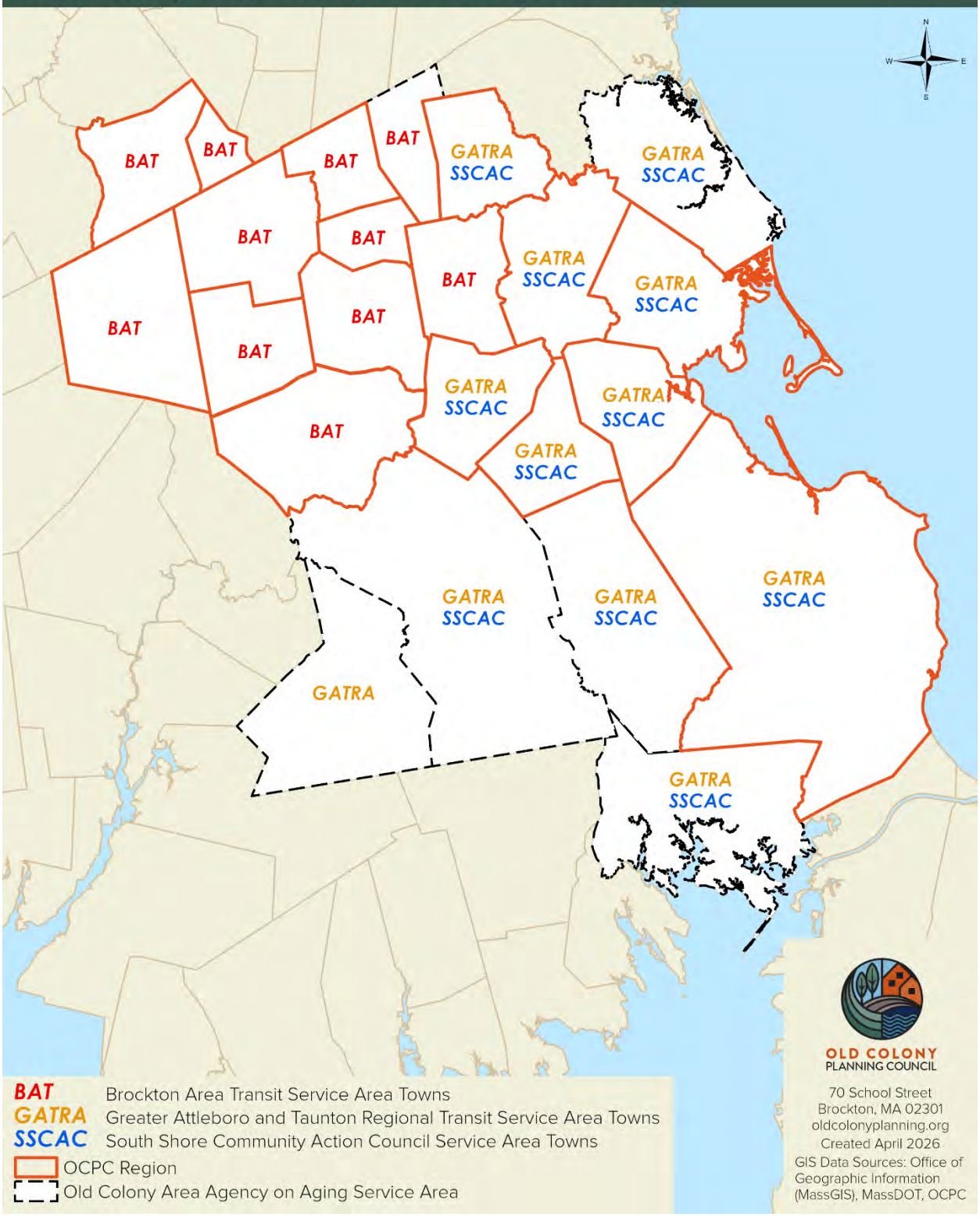
Organization	# of Vehicles
Brockton Area Transit Authority	8
Greater Attleboro-Taunton Regional Transit Authority	17
South Shore Community Action Council	5

FY 2026 Operating and Mobility Management Awards

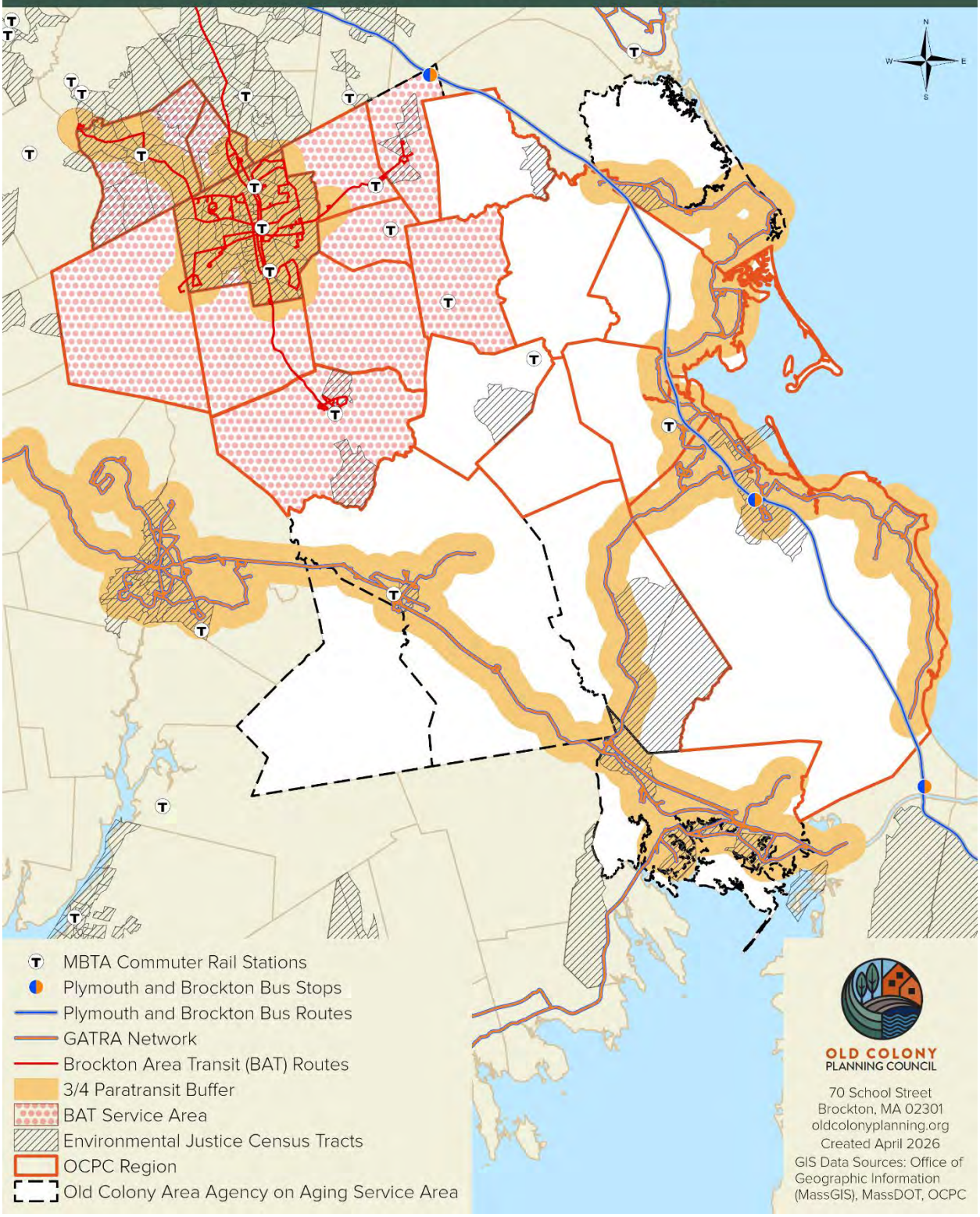
Organization	Project Description	Award
Brockton Area Transit Authority	To continue to extend paratransit services in Avon, Stoughton, and Brockton beyond the current ADA corridor.	$65,701
Brockton Area Transit Authority	To operate same-day paratransit and on-demand microtransit services for seniors in and around the Town of Bridgewater.	$500,000
Brockton Area Transit Authority	To sustain BAT's microtransit service in Rockland, which focuses on serving older adults, people with disabilities, and low-income individuals.	$104,485
Greater Attleboro-Taunton Regional Transit Authority	To continue funding the existing MedWheels service that provides long-distance medical transportation to seniors and people with disabilities in GATRA's 30 communities.	$321,707
Old Colony Planning Council Area Agency on Aging	Support for volunteer driver programs across multiple Councils on Aging.	$12,386
South Shore Community Action Council	Medical transportation for older adults with limited mobility in partnership with ten COAs and South Shore Elder Services.	$100,000
Taking People Places, Inc.	Support for a coalition of nonprofits serving older adults, people with disabilities, and low-income individuals to purchase rides when no other transit options exist	$90,000

Appendix E: Demographic Maps

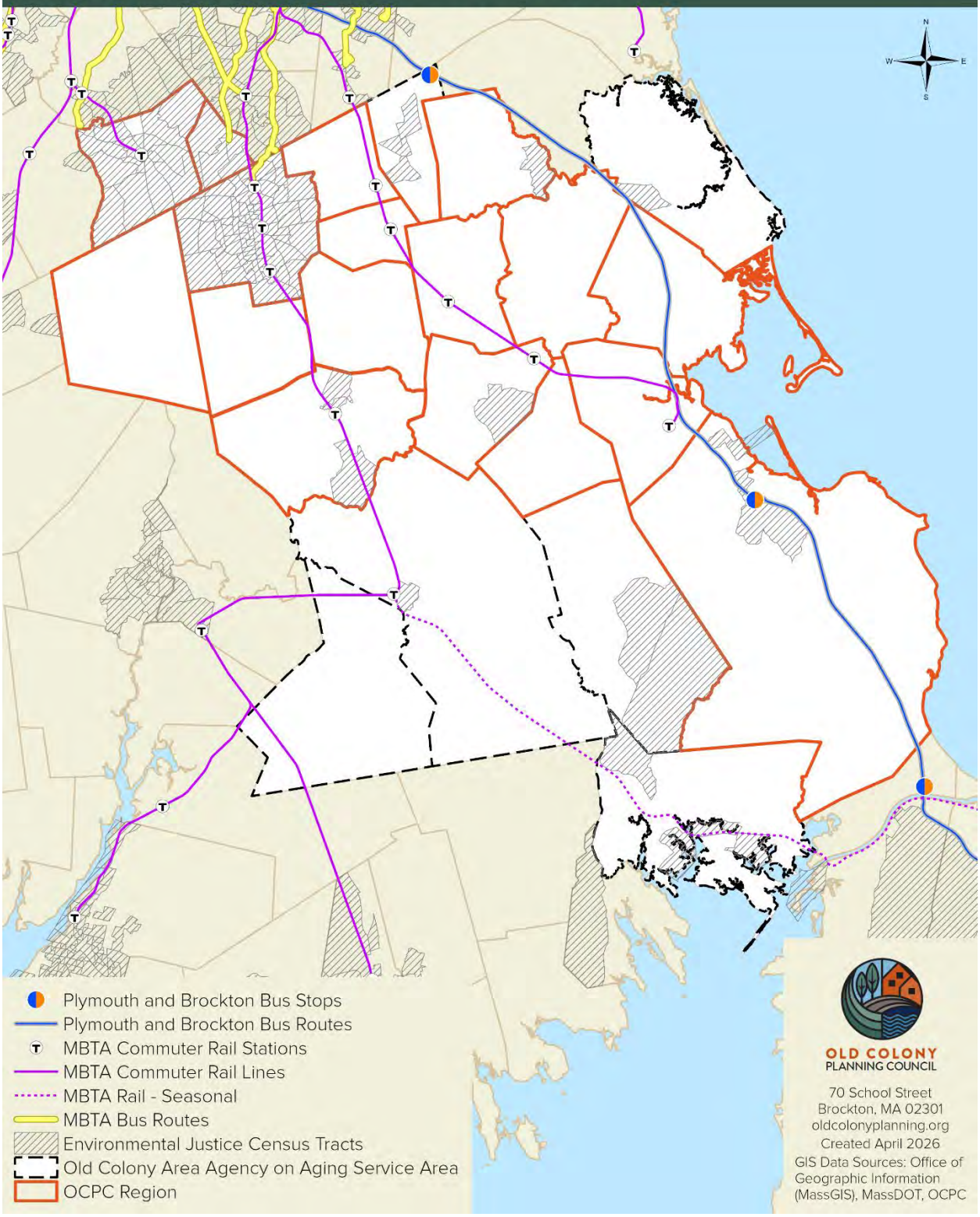
Old Colony Region Paratransit Services



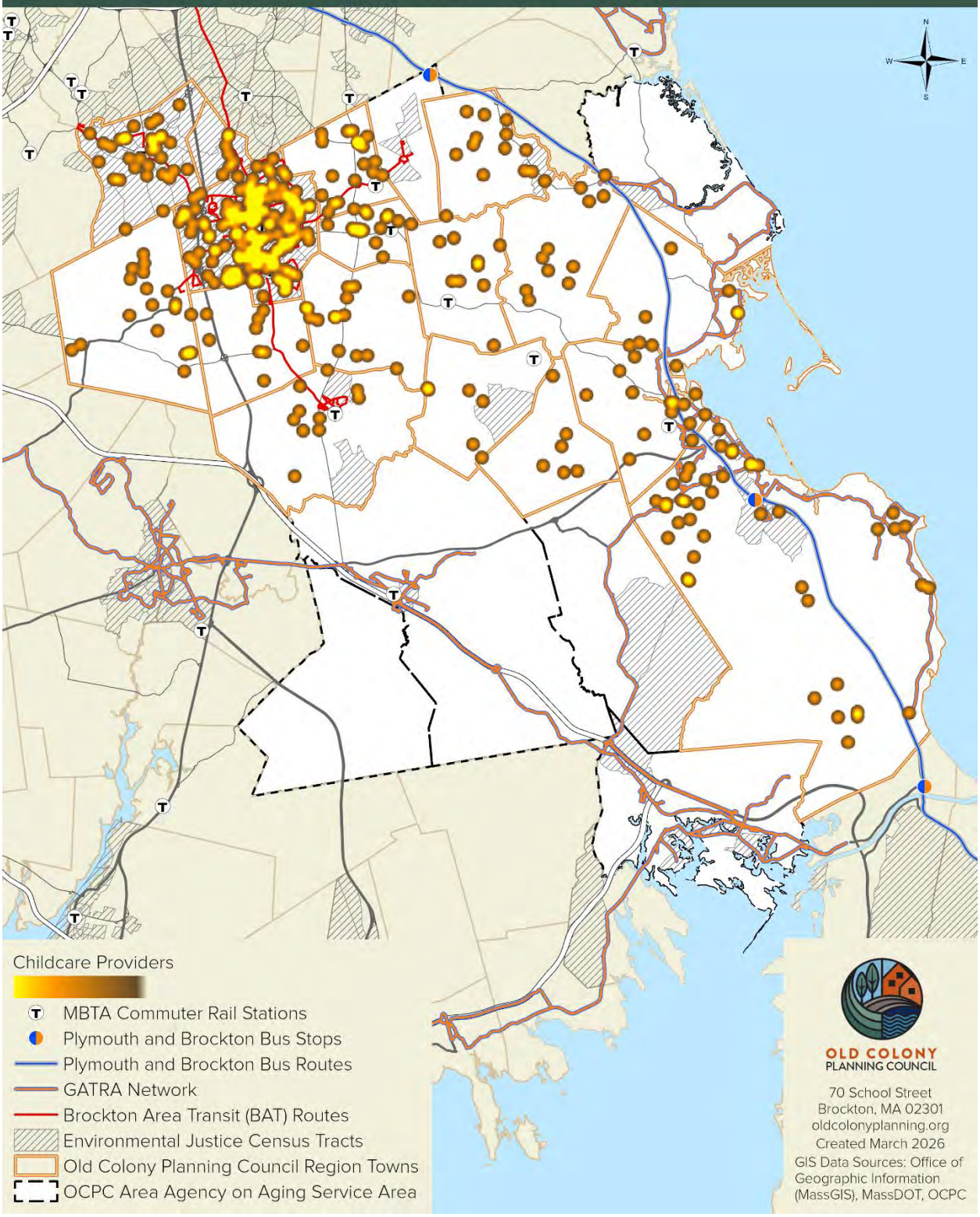
Fixed Route and Paratransit Service Coverage



Commuter Rail and Express Bus Service



Distribution of Childcare to Transit



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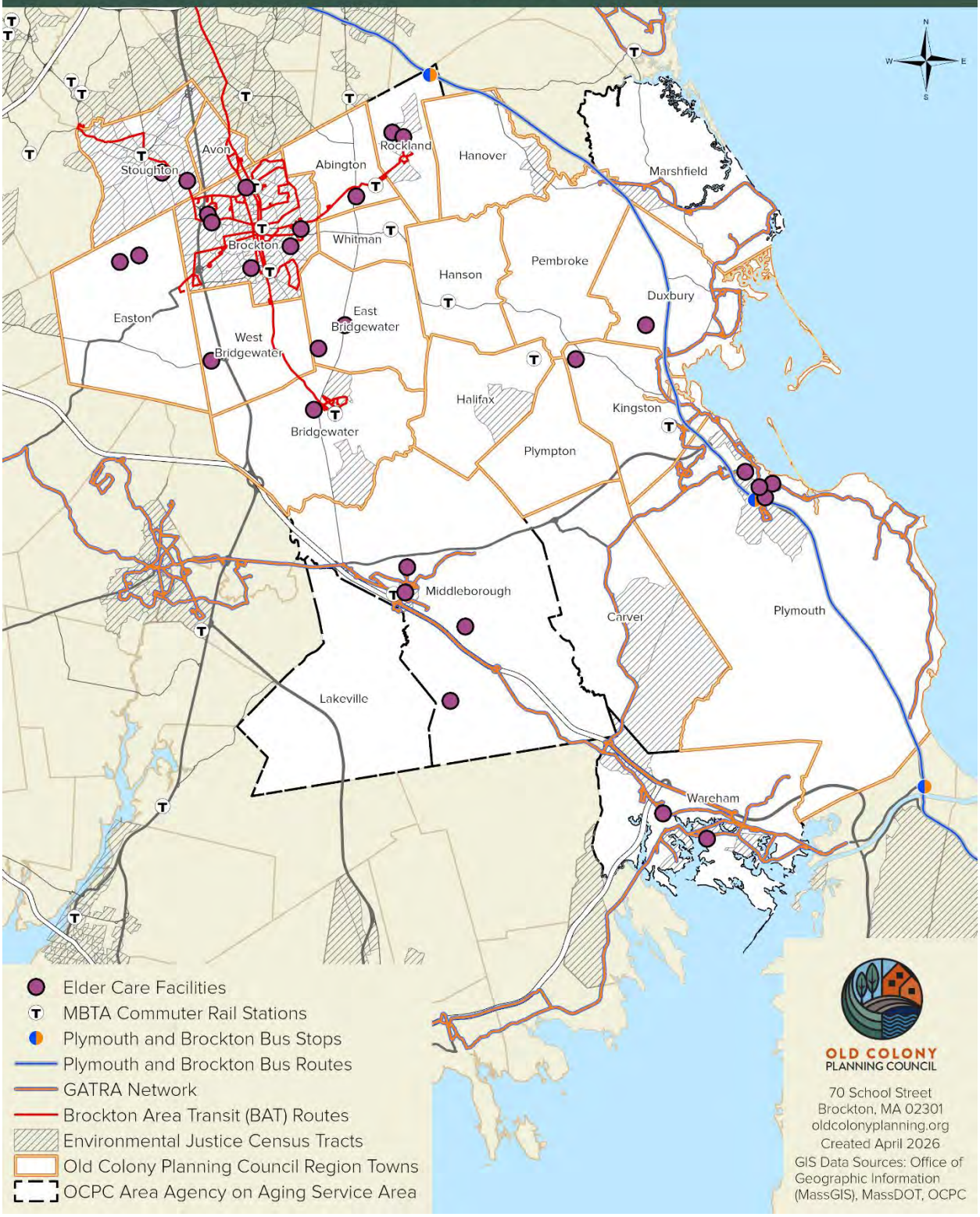
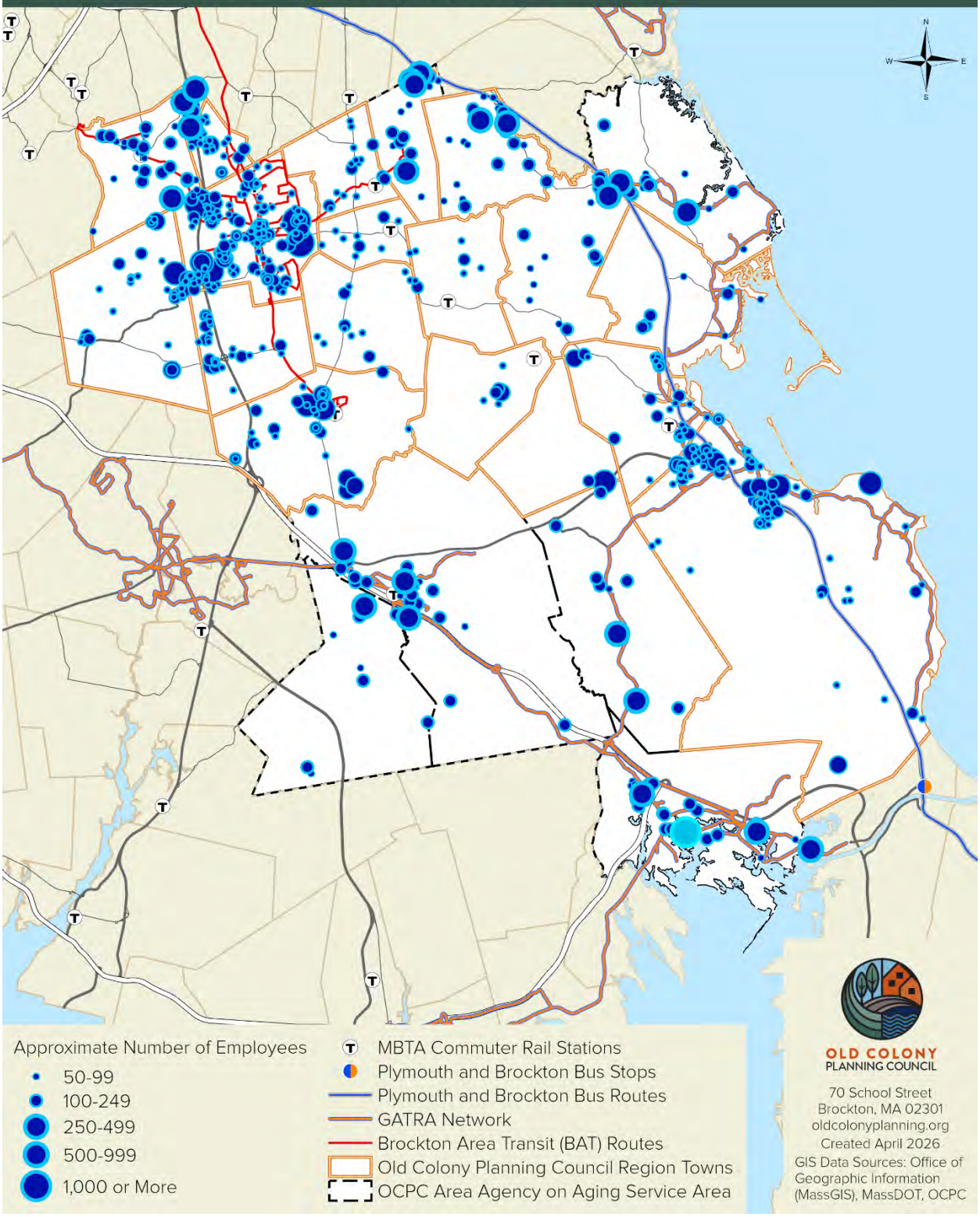
Created March 2026

GIS Data Sources: Office of Geographic Information (MassGIS), MassDOT, OCPC

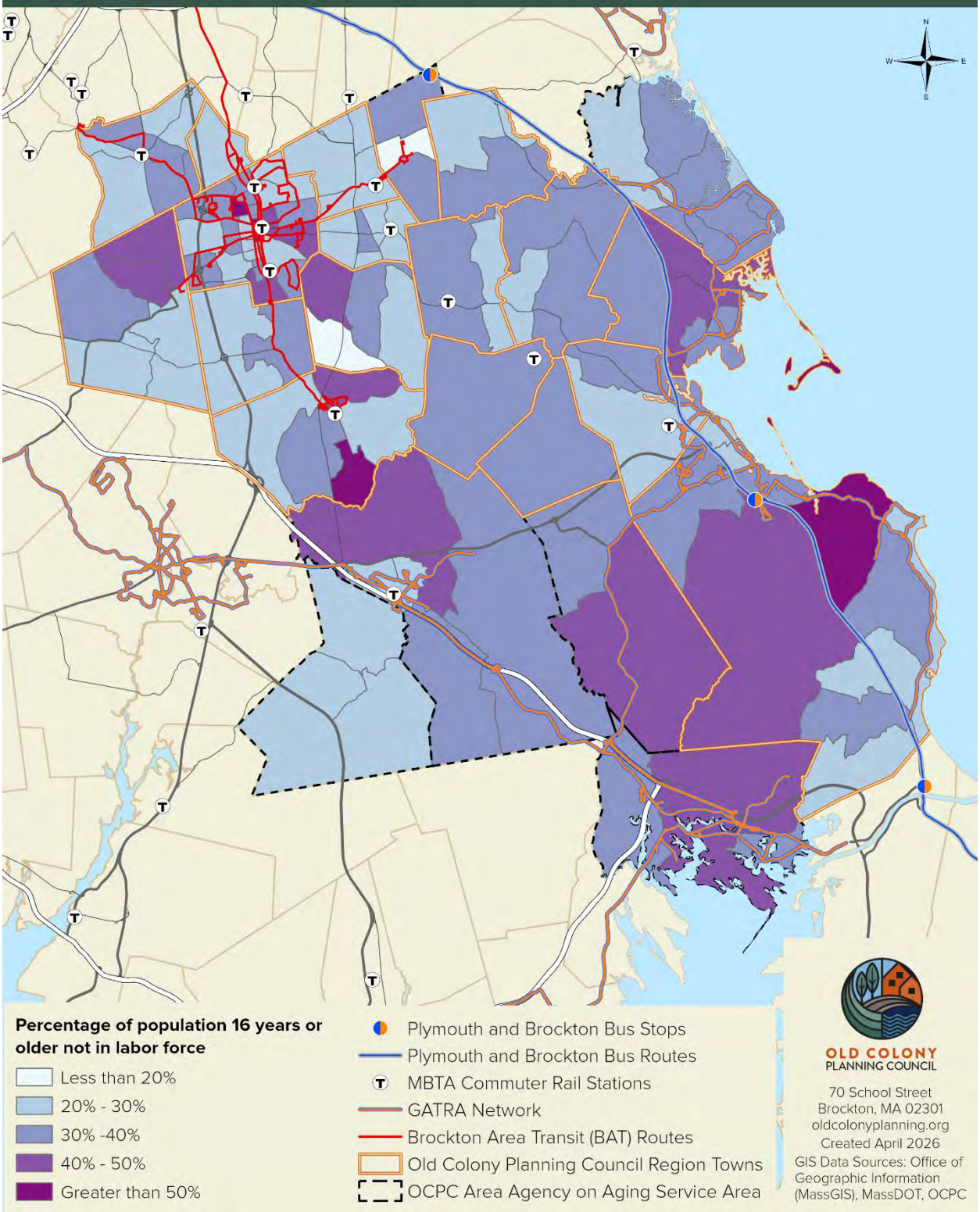
Distribution of Assisted Living to Transit



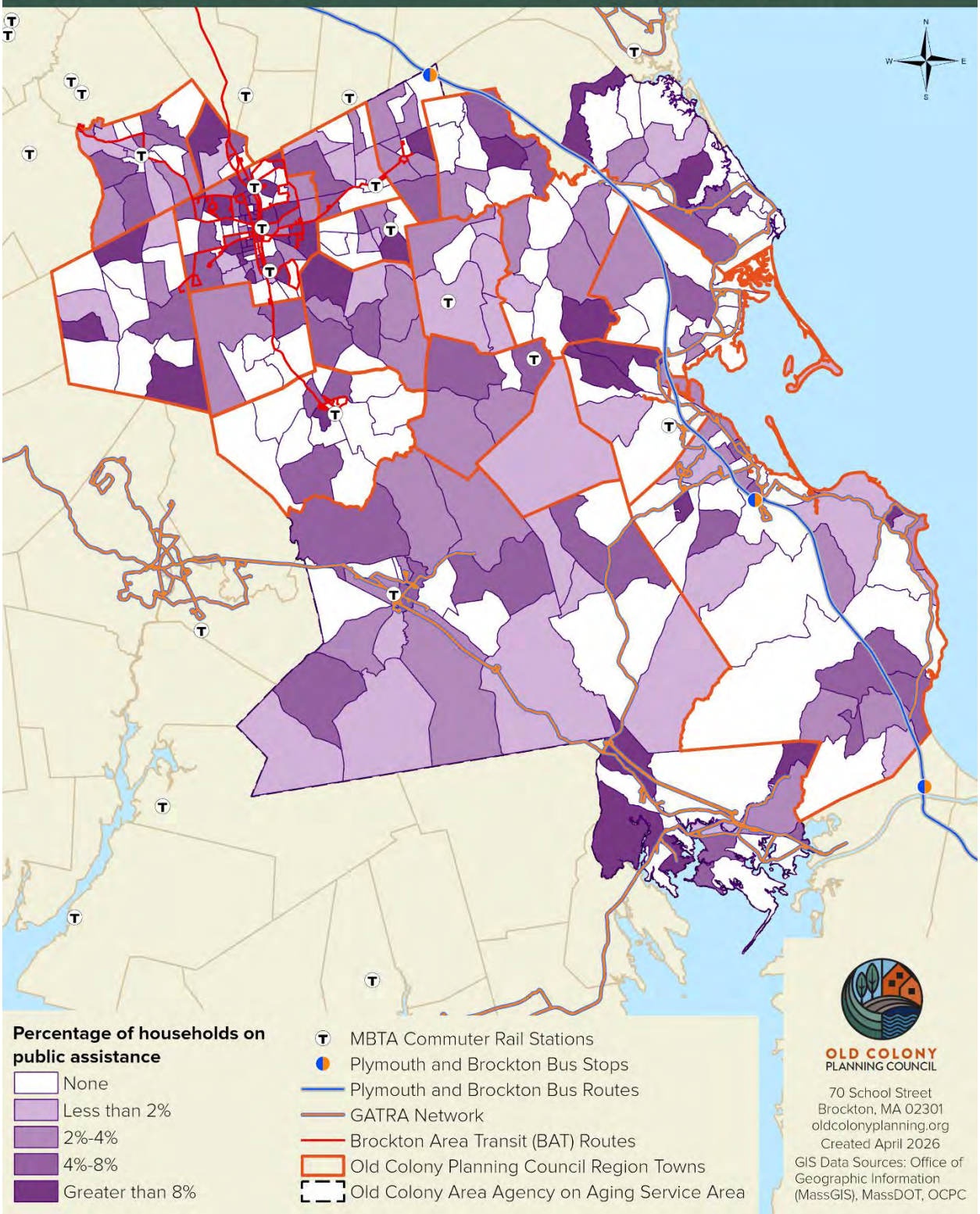
Distribution of Large Employers to Transit



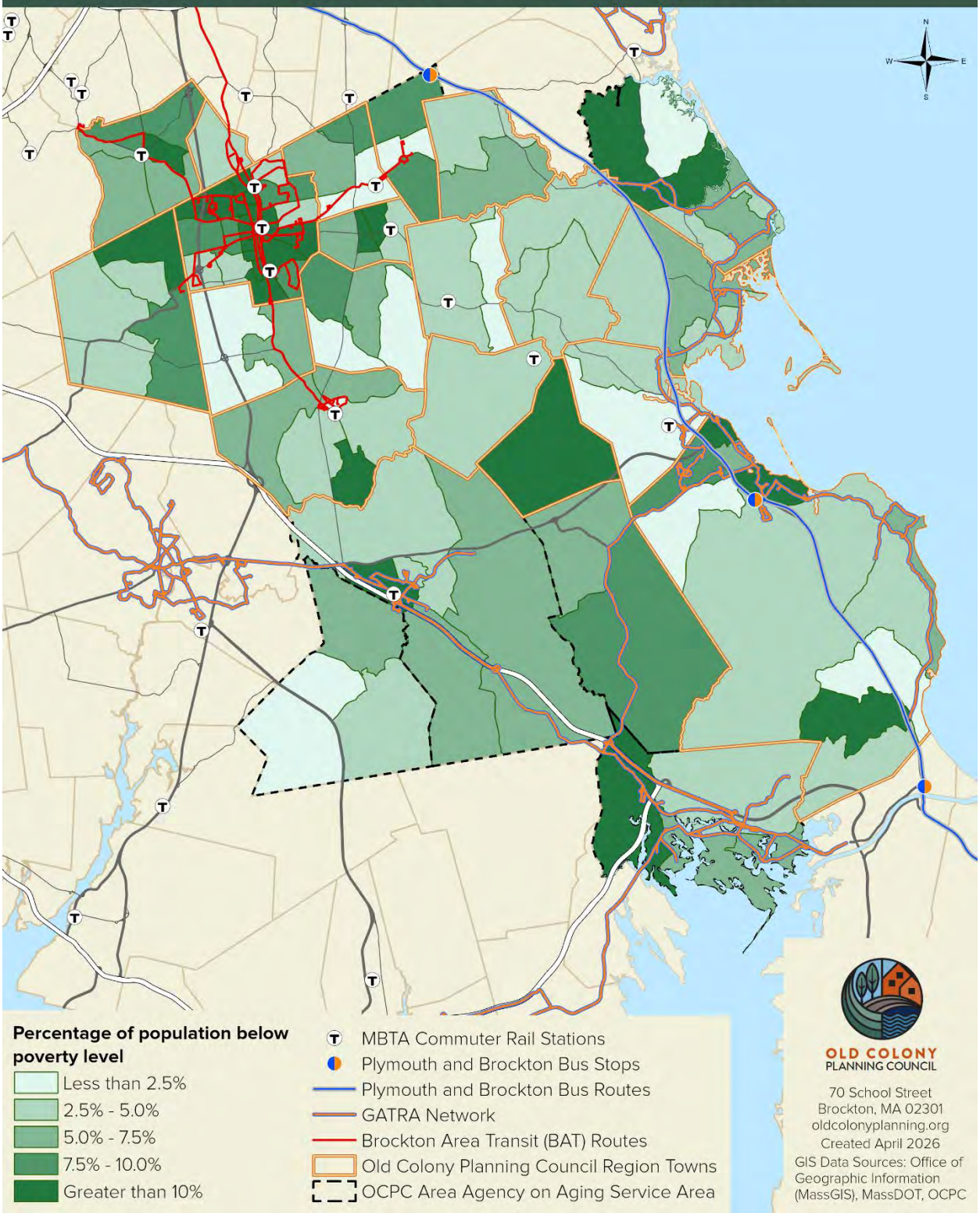
Distribution of Unemployment



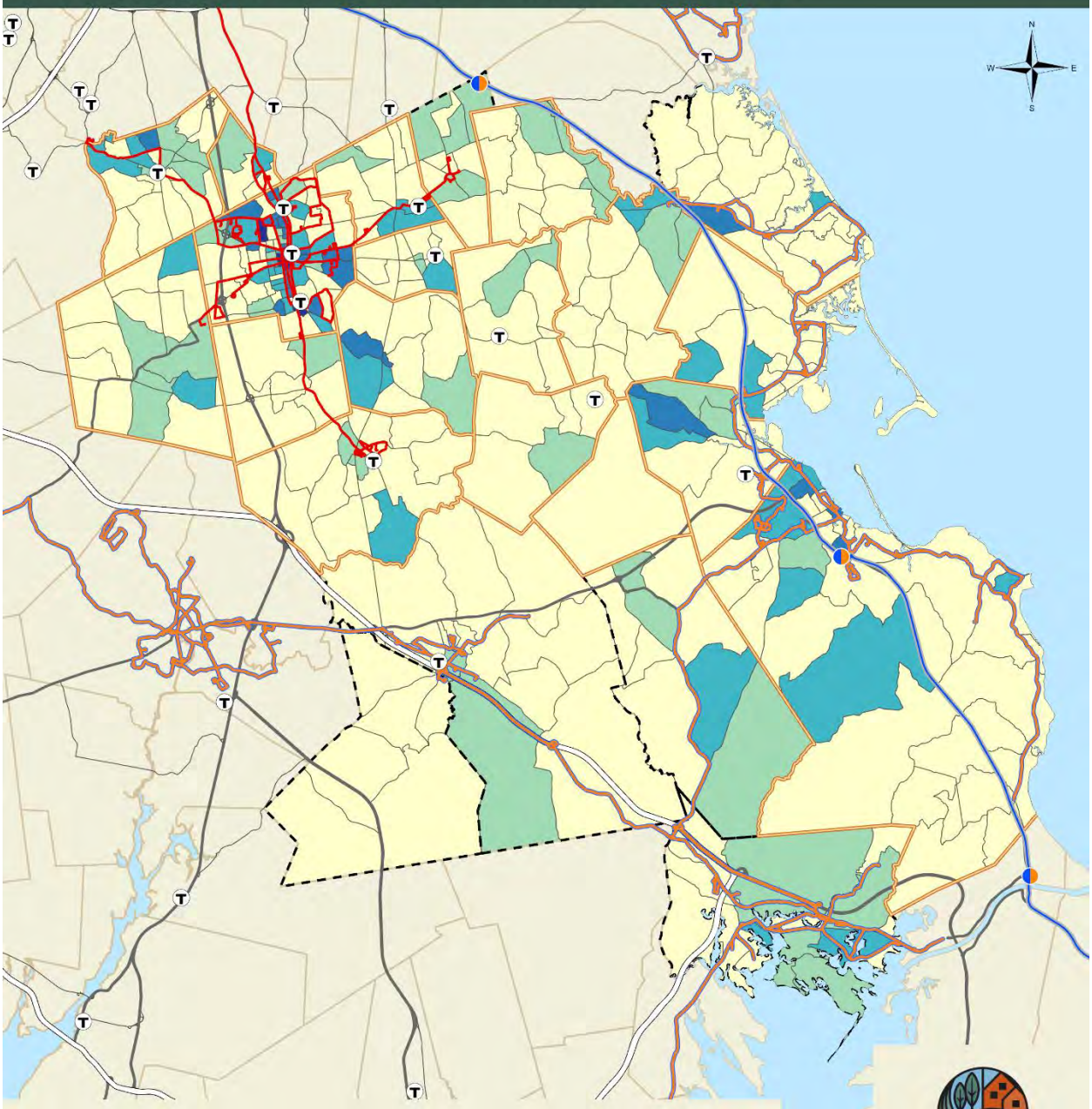
Distribution of Households Receiving Public Assistance



Distribution of Population Below the Poverty Level



Percentage of Households Without a Vehicle



Households with No Vehicles

- Less than 5%
- 5% - 10%
- 10% - 20%
- 20% - 50%
- Greater than 50%

Transit Providers

- MBTA Commuter Rail Stations
- Plymouth and Brockton Bus Stops
- Plymouth and Brockton Bus Routes
- GATRA Network
- Brockton Area Transit (BAT) Routes (2025)
- OCPC Area Agency on Aging Service Area
- Old Colony Planning Council Region Towns

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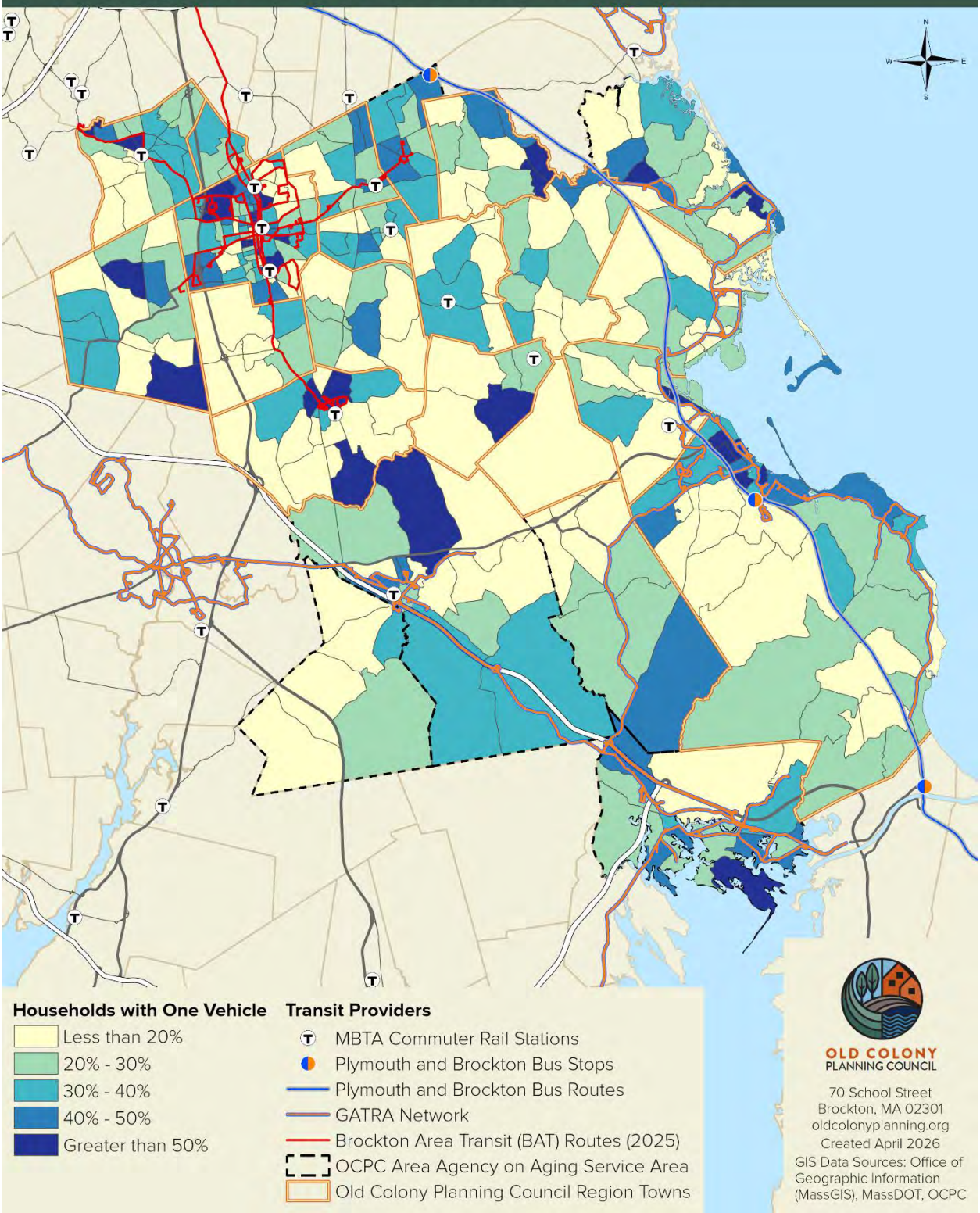
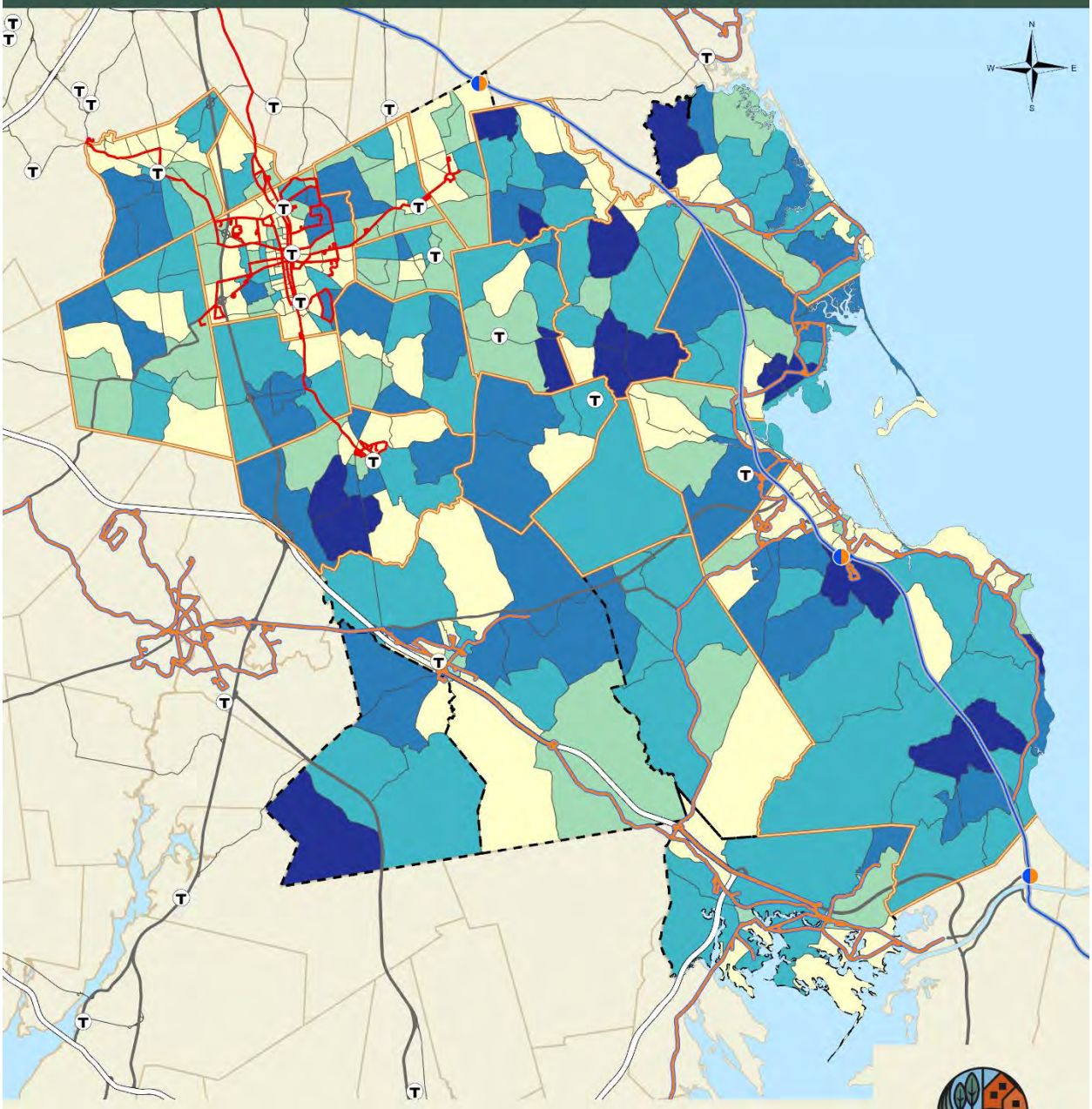
Percentage of Households With One Vehicle



Percentage of Households With Two or More Vehicles



Households with Two or More Vehicles

- Less than 60%
- 60% - 70%
- 70% - 80%
- 80% - 90%
- Greater than 90%

Transit Providers

- MBTA Commuter Rail Stations
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