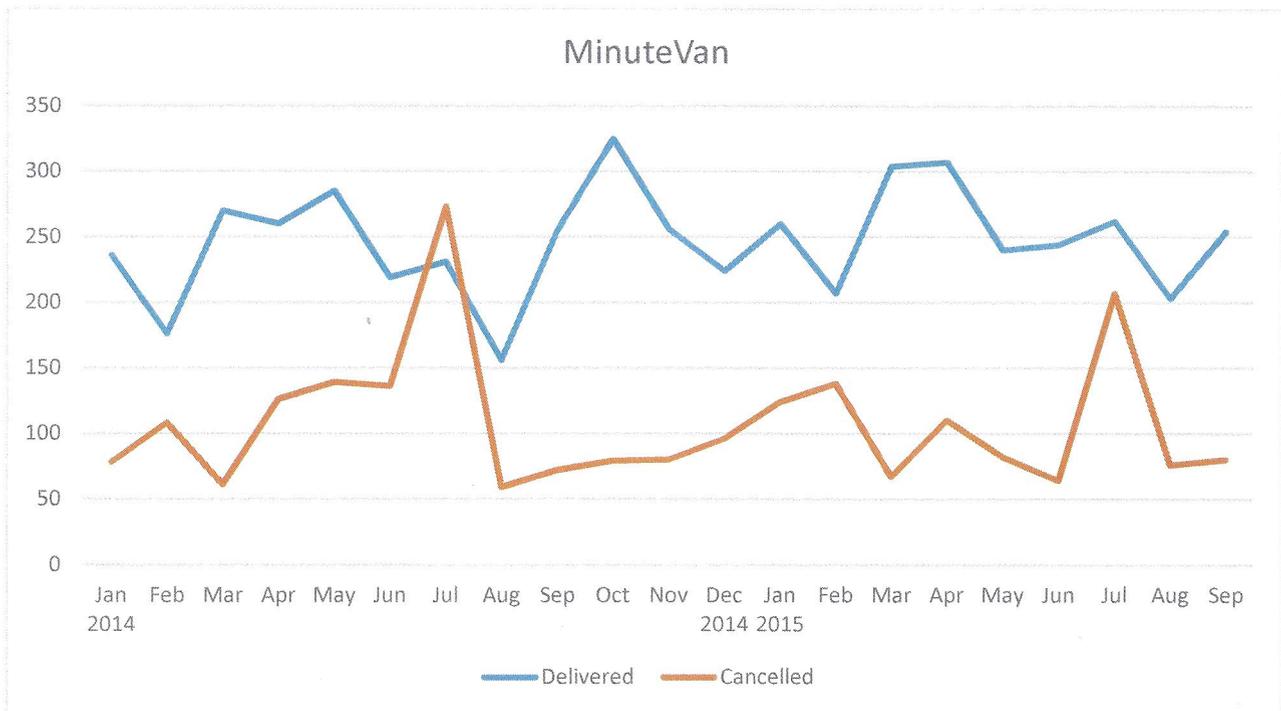




Acton

CrossTown Connect dispatches three separate services in Acton. Below is information on ridership and cancellations for all of the services in Acton.

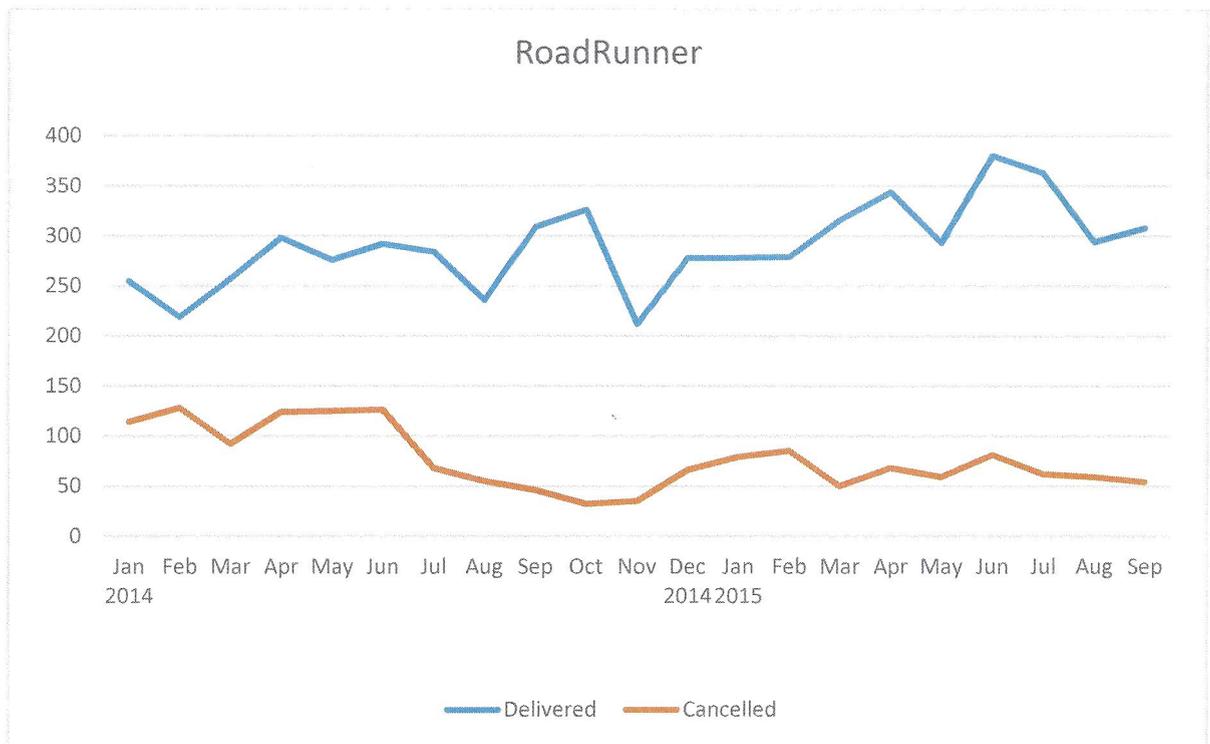
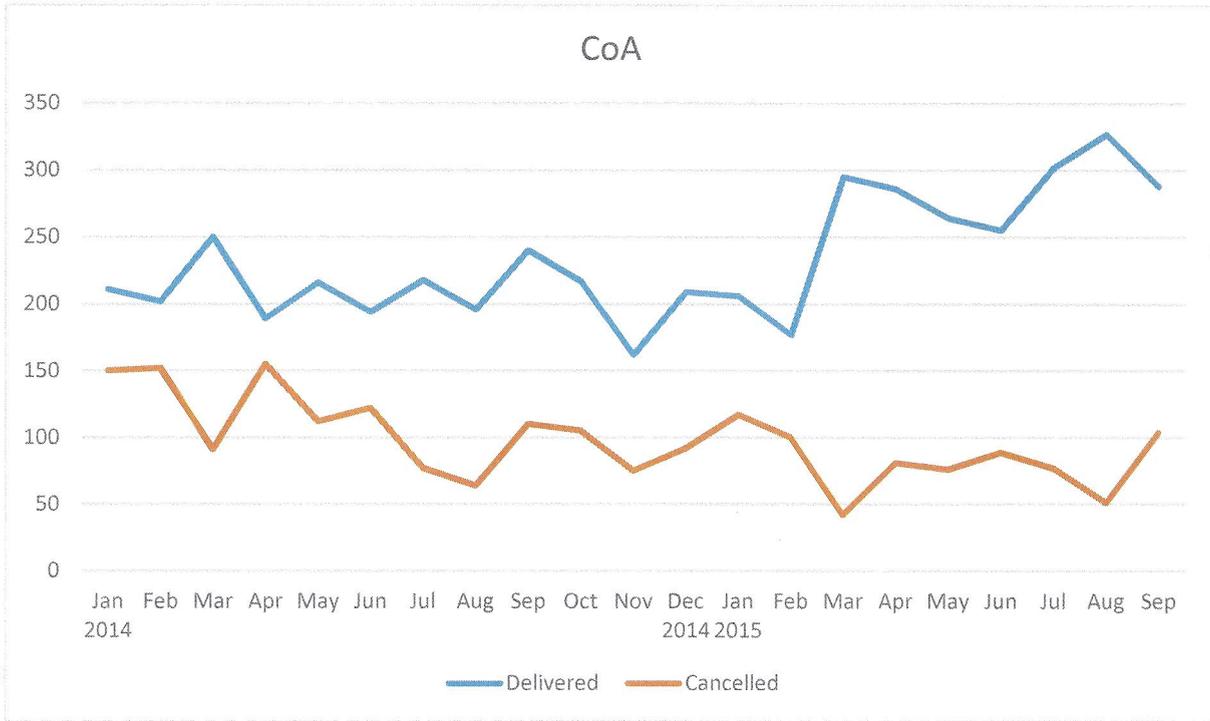
RIDES	Acton TOTALS	<i>MinuteVan</i>	<i>CoA</i>	<i>RoadRunner</i>
rides/year	9745	3086	2988	3671
rides/month	812.1	257.2	249	305.9
rides/week	187.4	59.3	57.5	70.6
rides/day	39	12.3	11.9	14.7
rides/hour		1.4	1.5	2.1



CrossTownConnect



Your Community, Your Transportation, Your Way



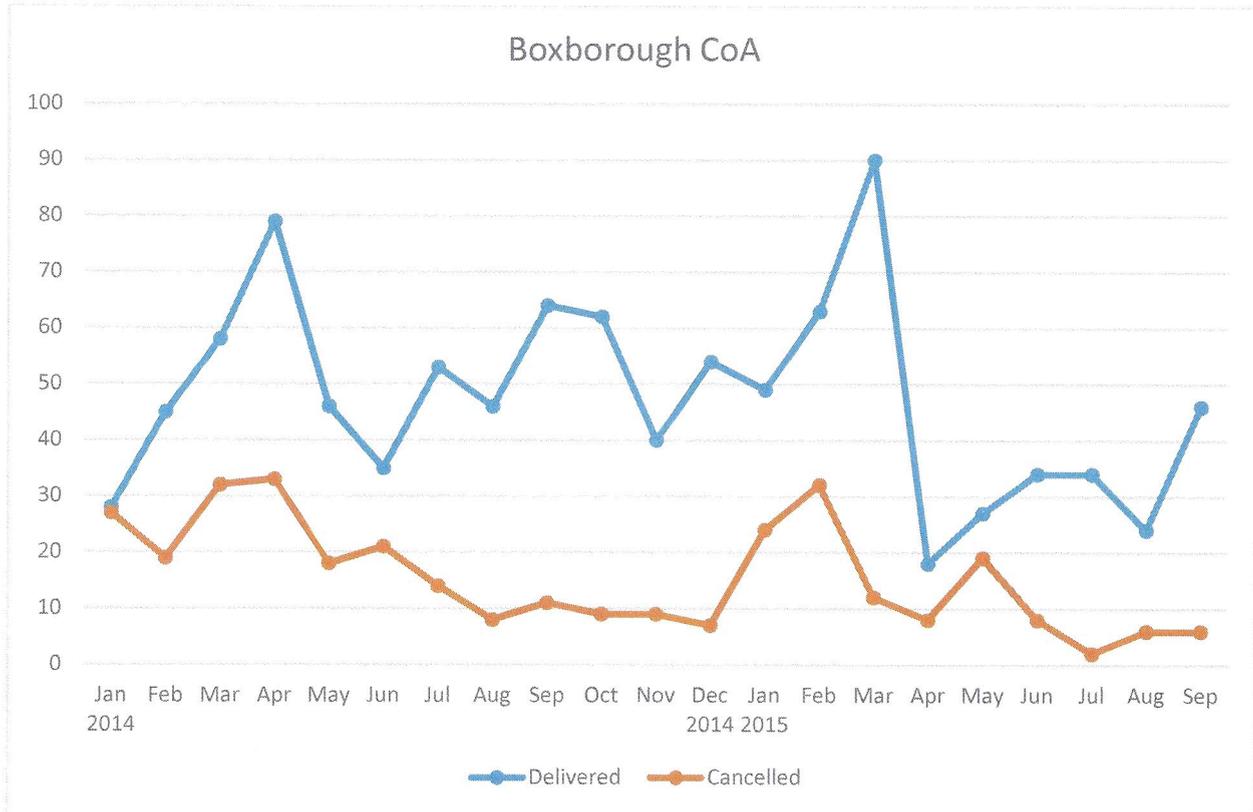
CrossTownConnect



Your Community, Your Transportation, Your Way

Boxborough

RIDES	CoA
Rides/Year	541
Rides/Month	45.1
Rides/Week	10.4
Rides/Day	2.2
Rides/Hour	Service hours vary

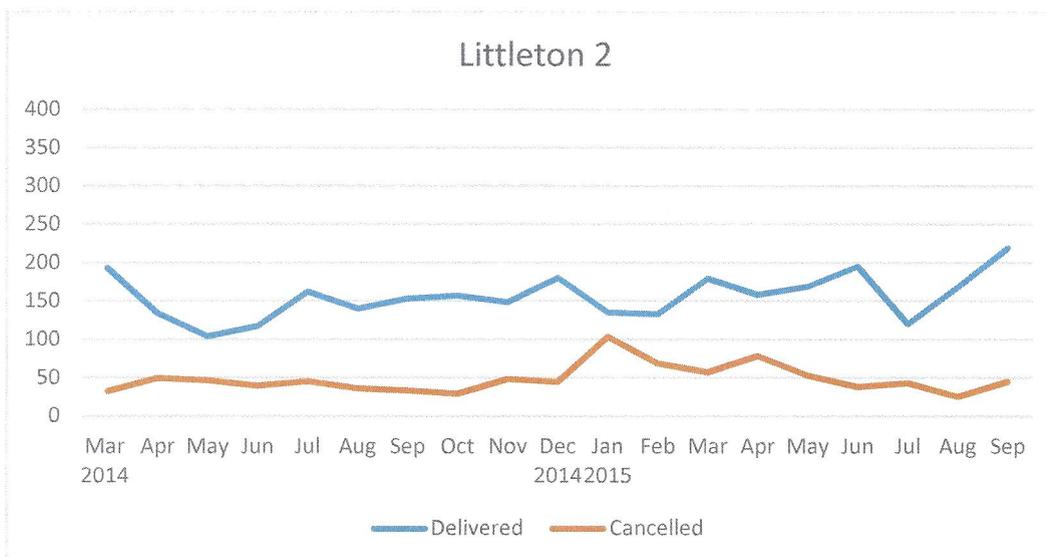
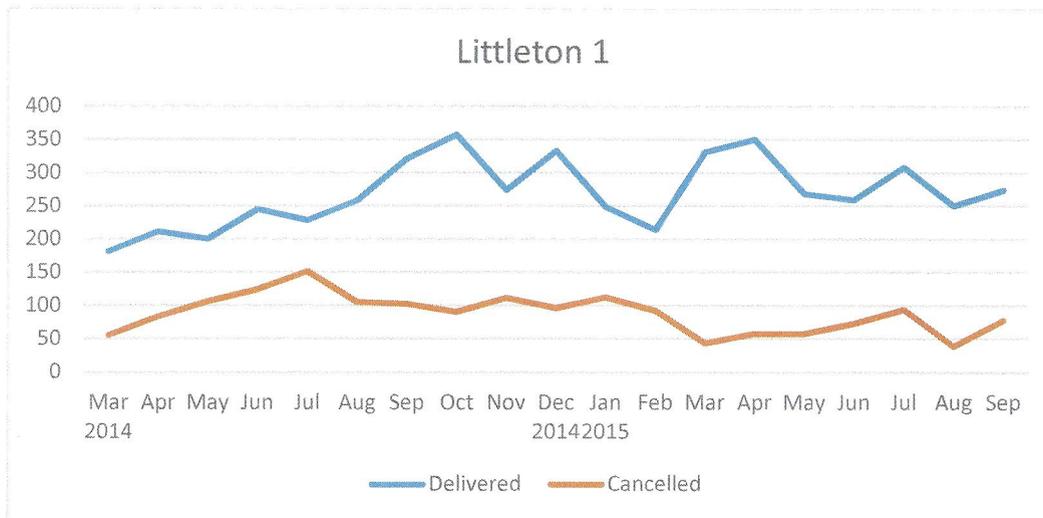




Littleton

Littleton has two CoA Buses. Bus 2 is a back-up bus. It is a smaller vehicle and is used for overflow. For this reason the ridership on bus 2 is lower than on bus 1. Please note that CTC assumed dispatch 3/2014.

RIDES	Littleton CoA	<i>Bus1</i>	<i>Bus2</i>
rides/year	5427	3466	1961
rides/month	452.3	288.8	163.4
rides/week	104.4	66.6	37.7
rides/day	21.7	13.9	7.8
rides/hour		1.7	1



CrossTownConnect

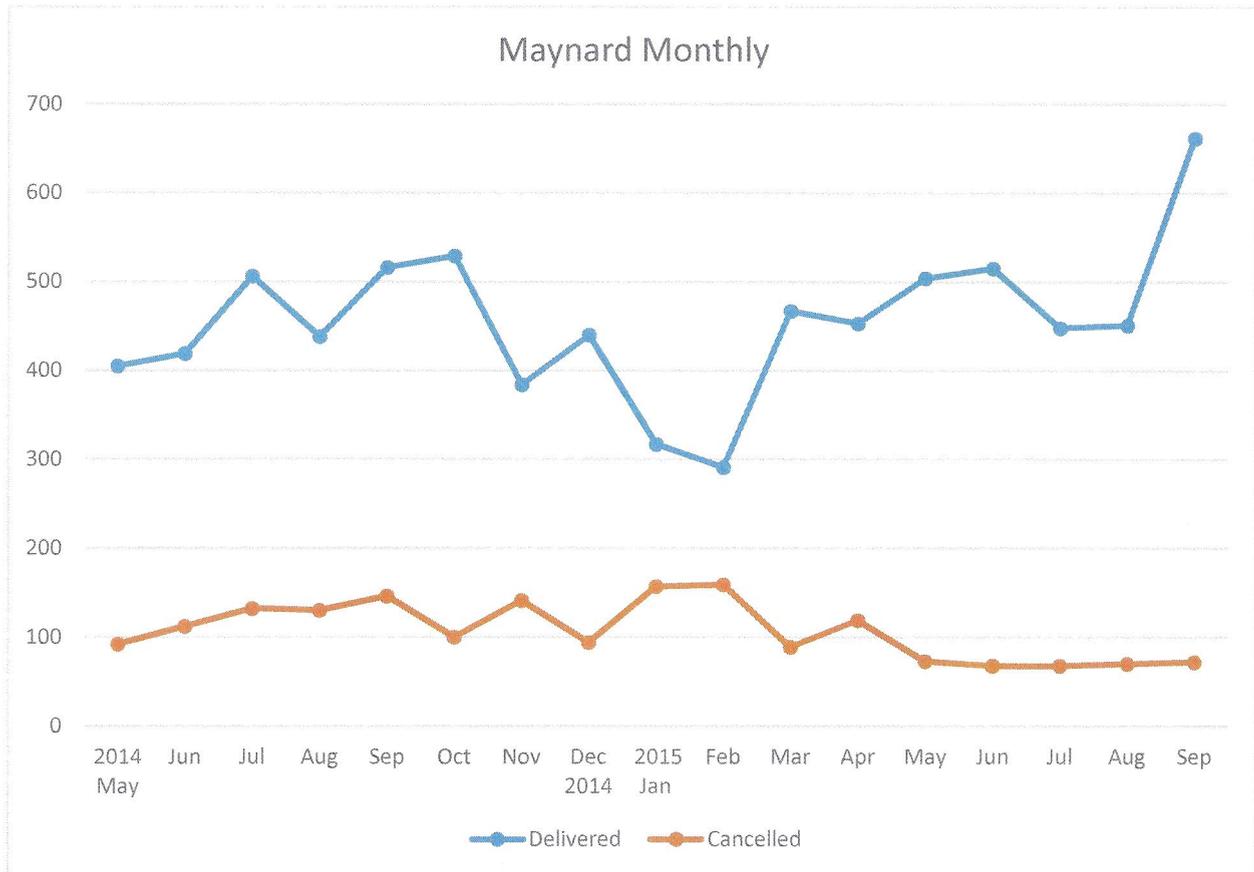


Your Community, Your Transportation, Your Way

Maynard

Please note that CTC assumed dispatch 5/2014.

RIDES	Maynard
rides/year	5461
rides/month	455.1
rides/week	105
rides/day	21.8
rides/hour	2.7

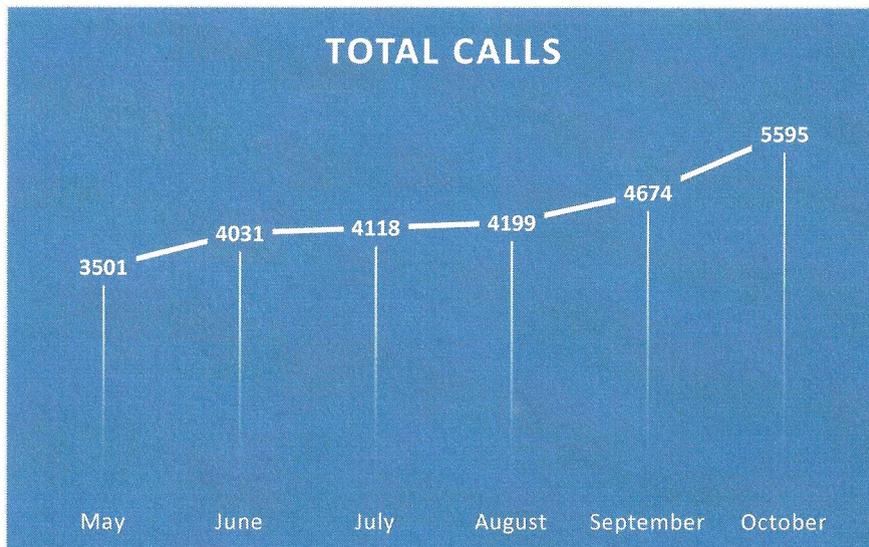
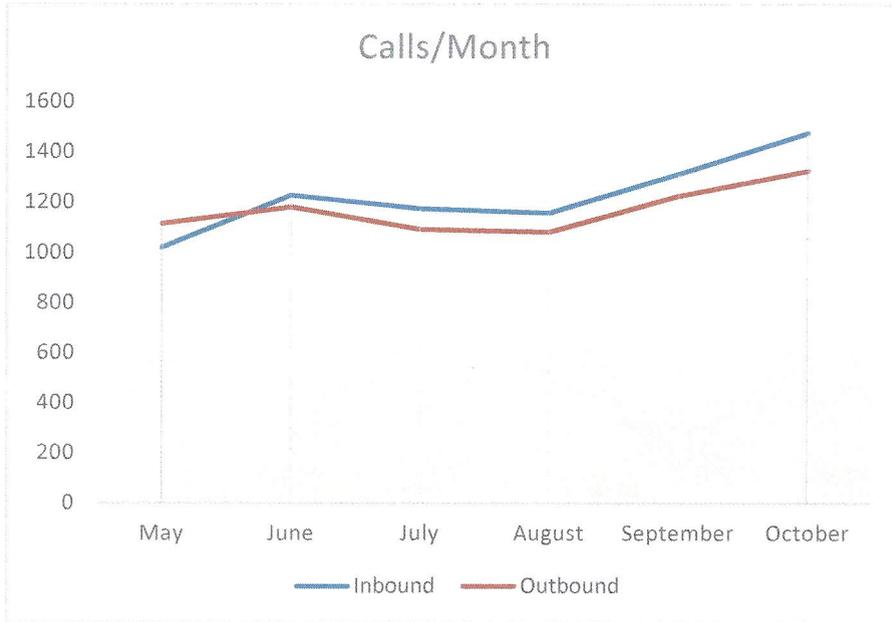


CrossTownConnect



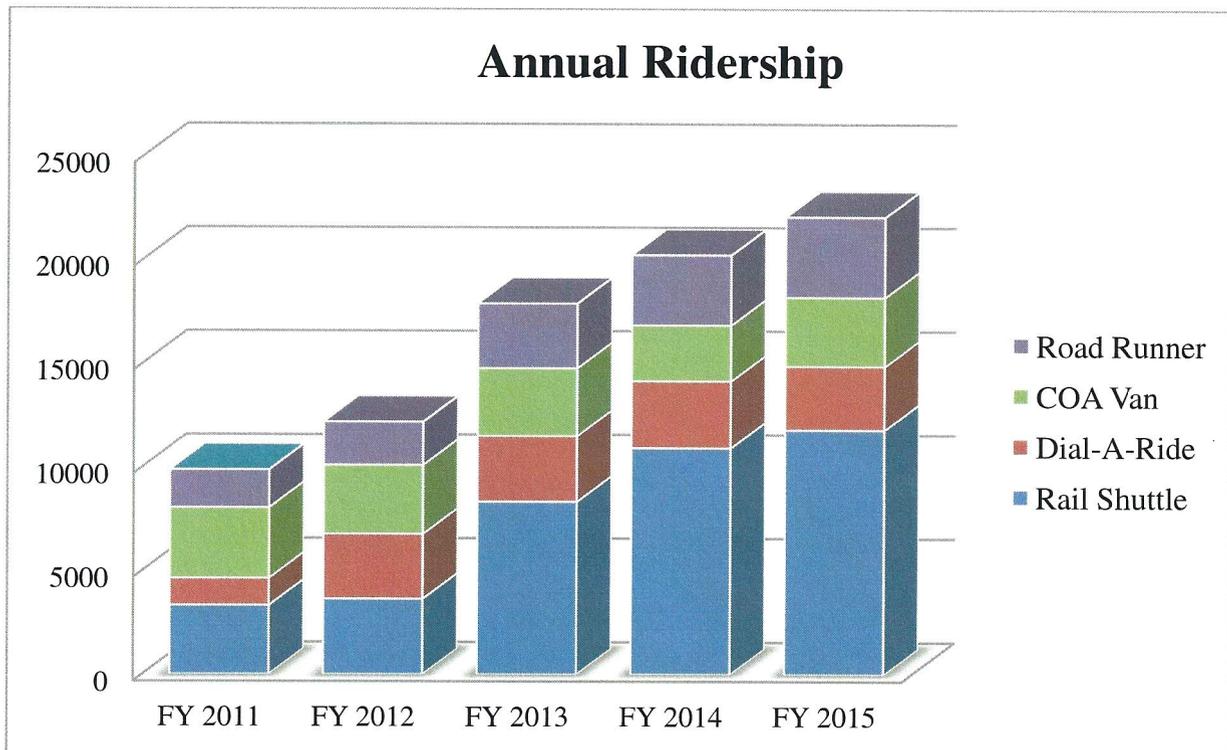
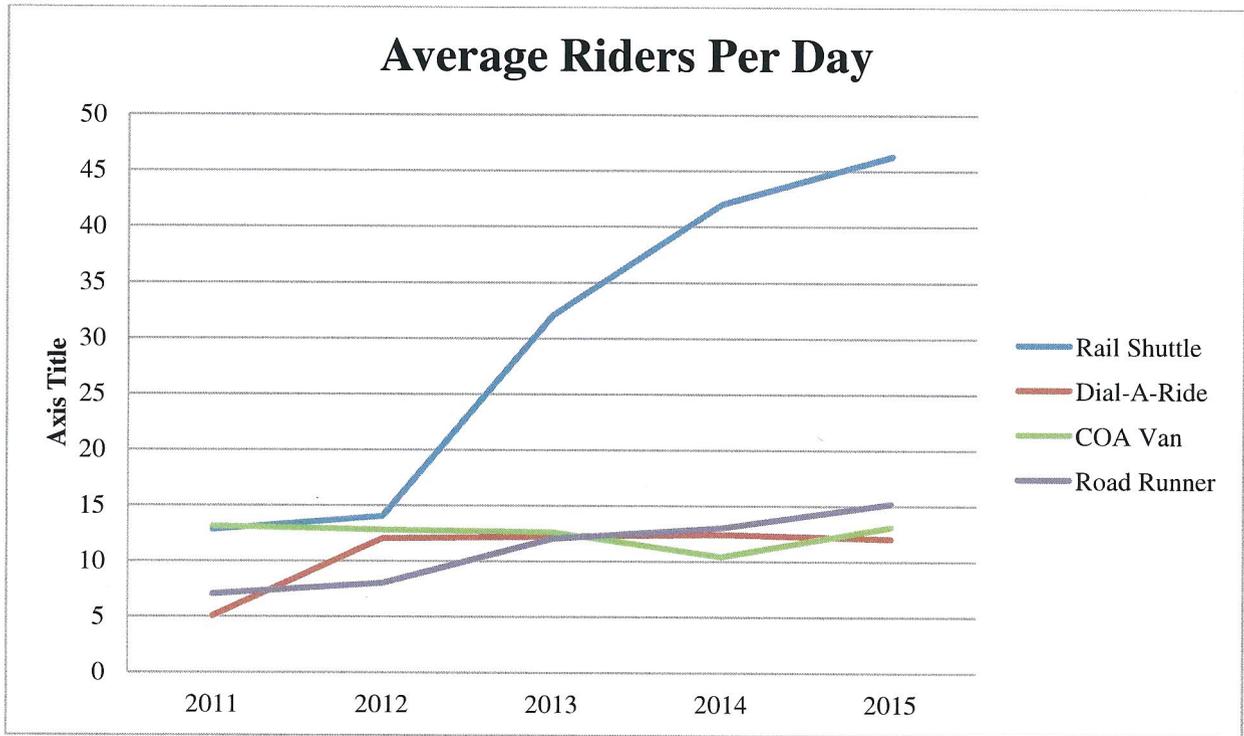
Your Community, Your Transportation, Your Way

DISPATCH SERVICES

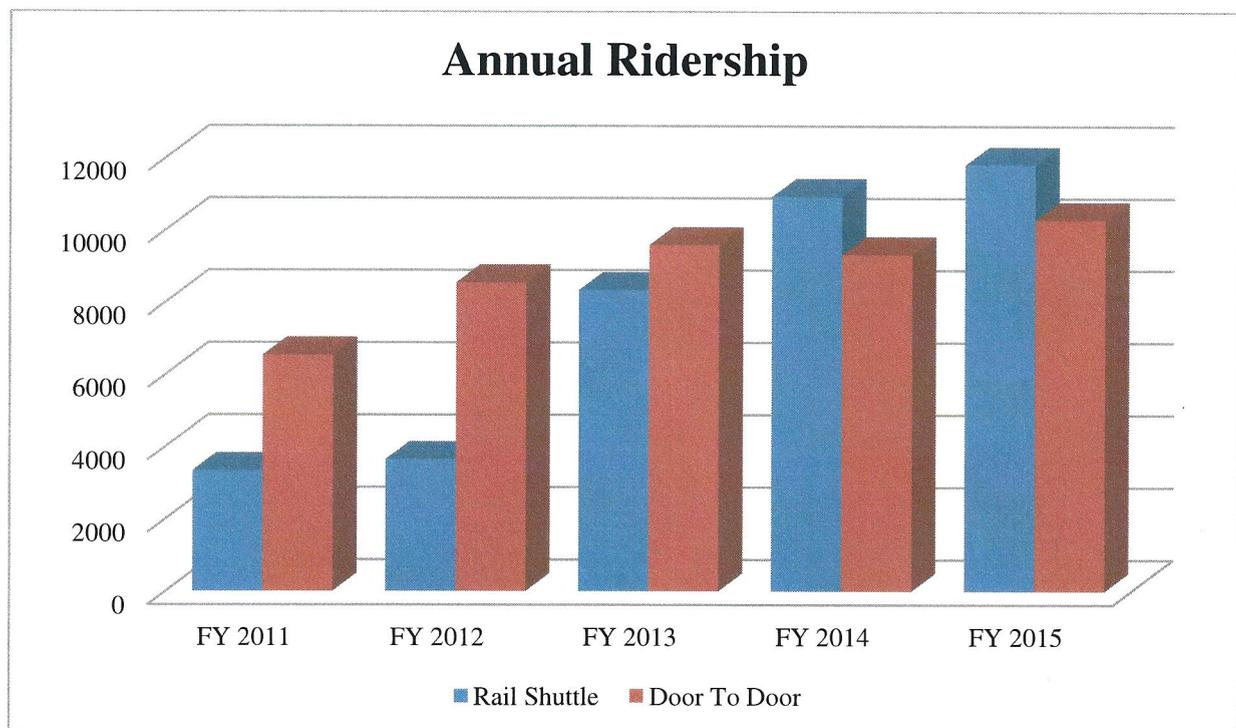
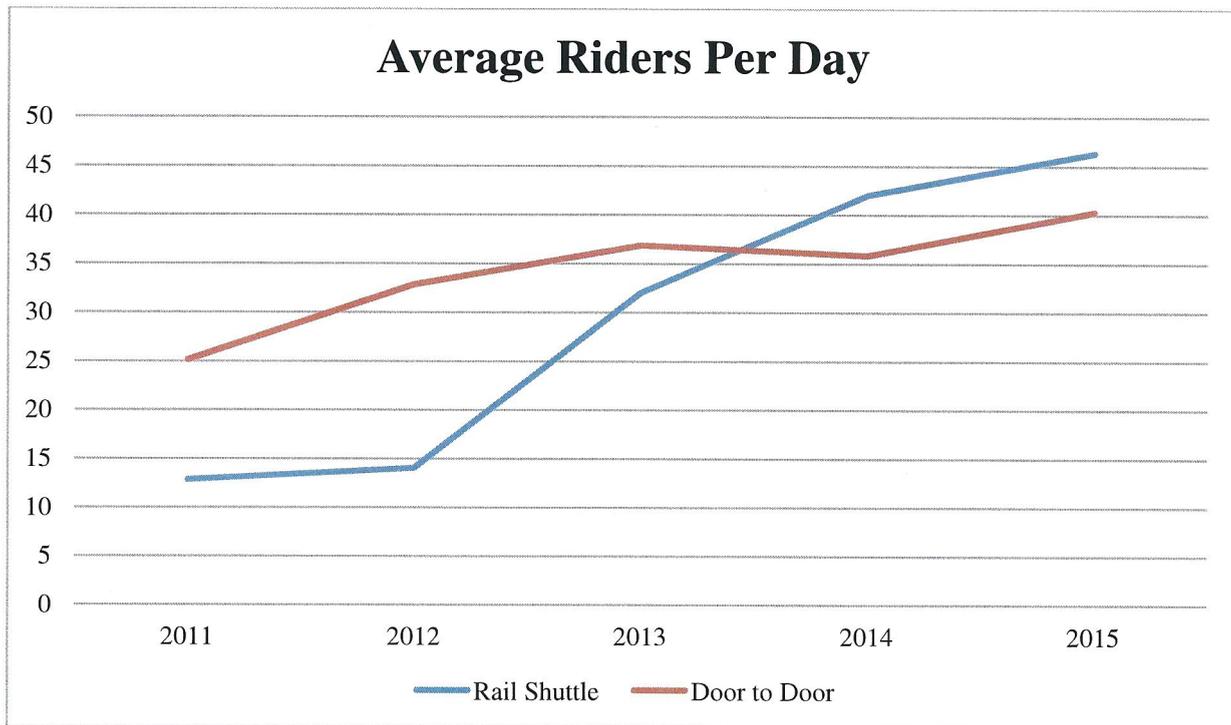


Ridership Trends

2011-2015 Ridership trends for Rail Shuttle, Dial-A-Ride, COA Van, Road Runner

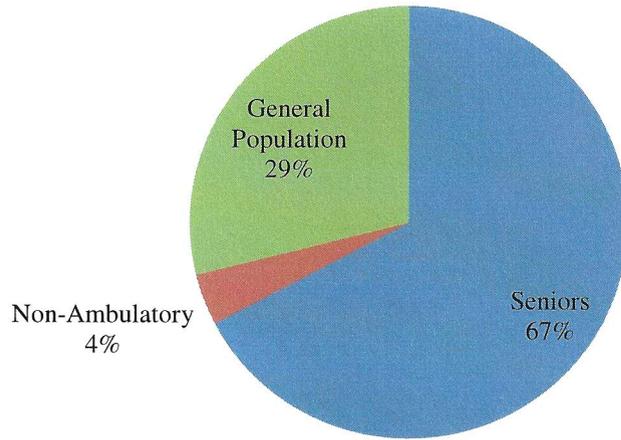


2011- 2015 Ridership trends for Rail Shuttle and combined Door to Door services

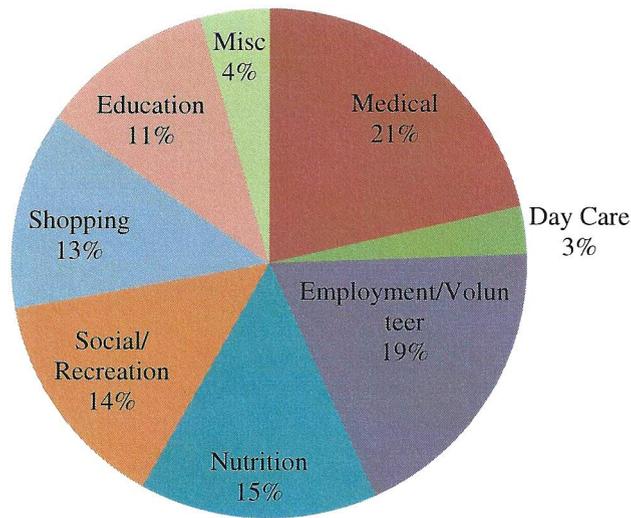


2015 Door to Door Service (COA Van, Road Runner, Dial-A-Ride)

**Door to Door Services
% Rides Provided By Population**



**Door to Door Services
% Rides Provided By Purpose**



Basic Goal Template for Acton Transportation Program

- Goal for ridership for on-demand services and for fixed route, based on similar programs
- Goal for cost per rider (or farebox recovery ratio) for each of the services, again by year, and overall goal by final timeframe year [Acknowledgment from Franny that for certain populations such as seniors and disabled, we may not want to have any goal at all.]
- Goal for coverage areas, by year and by final timeframe
 - Based on ridership and farebox recovery ratio, articulate how our coverage areas for each service expand or contract (this part could be part of the contingency plans) [Franny wants to focus more on providing the service needed rather than farebox recovery ratio.]
- Goal for fossil fuel usage for each of the services

Then we need to articulate:

- Overall timeframe for goals
- Contingency plans for each of the services if we do not meet our goals in the specified timeframe

Finally, we need to agree on what % of our budget (or spending per capita) we are comfortable spending on transportation. [This one does not necessarily have buy-in from Franny. She would rather focus on service provided rather on service cost and making sure the service is efficiently run.]

Brochures

Order Form

Count	Description	Total
<input type="text"/>	Council On Aging Ticket Books @\$15.00	<input type="text"/>
Total		<input type="text"/>
Name	<input type="text"/>	
Street	<input type="text"/>	
City	<input type="text"/>	
Phone	<input type="text"/>	
Email	<input type="text"/>	

Please review policies on-line and initial below as applicable:

I accept the terms of the program.

Mail with payment payable to Town of Acton:
MinuteVan Coordinator
c/o TransAction Associates Inc.
5 Wheeling Avenue, Woburn, MA 01801

For More Information on transportation services in Acton, go to:

www.minutevan.net

978-844-6809



Town of Acton

COUNCIL ON AGING VAN

Curb to Curb shared-van service.



COUNCIL ON AGING VAN

A transportation service offered by the Town of Acton.

- The Council On Aging Van is open to all seniors (60 and over) and any Acton resident with a qualified disability. Others may ride too when space is available.
- Book trips by calling the dispatcher at 978-844-6809 any time between 8:30 AM and 4:00 PM.
- Book your trip a minimum of 24-hours in advance. The earlier you book, the more likely you will be to get your preferred time.
- The service covers anywhere in Acton, Maynard, and Concord as well as parts of Boxborough, Littleton, and Westford. Call to see if the service goes to your destination.

Service operates Monday - Friday with the exception of : New Year's Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving and the day after, and Christmas Day.

COUNCIL ON AGING VAN

Program Overview

- Trips within Acton:
\$1/trip Seniors/Disabled
\$2/trip All Others
- Out-of-town trips:
\$1.50 /trip Seniors/Disabled
\$4/trip All Others
- Vehicle operates Mon-Fri, 8:00 AM to 4:00 PM, except holidays .

We are happy to make accommodations for our passengers.

- **The van is equipped with a wheelchair lift please inform the dispatcher if you will be using it to allow time on the schedule;**
- **Service animals are welcome on all vehicles to assist individuals with disabilities. Service animals must remain on a leash/ under the full control of their owner at all times;**
- **Any other specific requests can be discussed with the dispatcher.**

COUNCIL ON AGING VAN

To Use the Service:

1. Order tickets using form on this brochure or purchase directly from the driver.
2. Book a trip or check availability by calling the dispatcher between 8:30 AM and 4:00 PM , or leaving a message to have your call returned.
3. You will get a confirmed time from the dispatcher (may be adjusted to accommodate all riders).
4. Be ready and watch for bus 15 minutes before the confirmed time and please wait up to 15 minutes after your scheduled time to allow for traffic and delays.
5. Please bring only what you can carry yourself.
6. All participants must be independent and cooperative, and know where they are going and why.
7. Cancellations must be made by 5:00 PM the day before the trip. A message can be left on the dispatch line at 978-844-6809.

Order Form

Count	Description	Total
<input type="text"/>	Road Runner Ticket Books @\$15.00	<input type="text"/>
Total		<input type="text"/>
Name	<input type="text"/>	
Street	<input type="text"/>	
City	<input type="text"/>	
Phone	<input type="text"/>	
Email	<input type="text"/>	

Please review policies on-line and initial below as applicable:

I accept the terms of the program.

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c/o TransAction Associates Inc.
5 Wheeling Avenue, Woburn, MA 01801

For More Information on
transportation services in
Acton, go to:

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978-844-6809



Town of Acton

ROAD RUNNER

Curb to Curb shared-van service.



ROAD RUNNER

***A transportation service offered
by the Town of Acton.***

- The Road Runner is open to all seniors (60 and over) and any Acton resident with a qualified disability. Others may ride too when space is available.
- Book trips by calling the dispatcher at 978-844-6809 any time between 8:30 AM and 4:00 PM.
- Book your trip a minimum of 24-hours in advance. The earlier you book, the more likely you will be to get your preferred time.
- The service covers anywhere in Acton, Maynard, and Concord as well as parts of Boxborough, Littleton, and Westford. Call to see if the service goes to your destination.

Service operates Monday - Friday with the exception of : New Year's Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving and the day after, and Christmas Day.

ROAD RUNNER

Program Overview

- Trips within Acton:
\$1/trip Seniors/Disabled
\$2/trip All Others
- Out-of town trips:
\$1.50 /trip Seniors/Disabled
\$4/trip All Others
- Vehicle operates Mon-Fri, 8:00 AM to 3:00 PM, except holidays .

We are happy to make accommodations for our passengers.

- **The van is equipped with a wheelchair lift please inform the dispatcher if you will be using it to allow time on the schedule;**
- **Service animals are welcome on all vehicles to assist individuals with disabilities. Service animals must remain on a leash/ under the full control of their owner at all times;**
- **Any other specific requests can be discussed with the dispatcher.**

ROAD RUNNER

To Use the Service:

1. Order tickets using form on this brochure or purchase directly from the driver.
2. Book a trip or check availability by calling the dispatcher between 8:30 AM and 4:00 PM , or leaving a message to have your call returned.
3. You will get a confirmed time from the dispatcher (may be adjusted to accommodate all riders).
4. Be ready and watch for bus 15 minutes before the confirmed time and please wait up to 15 minutes after your scheduled time to allow for traffic and delays.
5. Please bring only what you can carry yourself.
6. All participants must be independent and cooperative, and know where they are going and why.
7. Cancellations must be made by 5:00 PM the day before the trip. A message can be left on the dispatch line at 978-844-6809.

ORDER FORM

Count	Description	Total
	Rail Shuttle Ticket Books @\$10.00	
	Rail Shuttle Pass @\$200 (pro-rated)	
	Annual Parking and Rail Shuttle Pass @\$250 (pro-rated)	
	Day Pass (Parking and Shuttle) @ \$3/day	
	Monthly Pass (Parking & Shuttle) @ \$40/month	

Total

Name	
Street	
City	
Phone	
Email	

Make/Model/Plate (for parking spaces only)	
--	--

Please review policies on-line and initial below as applicable:

<input type="checkbox"/>	I accept the terms of the program.
<input type="checkbox"/>	I have attached a copy of my vehicle registration (parking permits only) .
<input type="checkbox"/>	I accept the Parking Permit Policy and agree to comply with it (parking permits only).

Mail with payment payable to Town of Acton:
MinuteVan Coordinator
c/o TransAction Associates Inc.
5 Wheeling Avenue, Woburn, MA 01801



For More Information on
MinuteVan Services :

www.minutevan.net

978-844-6809



Town of Acton

Rail Shuttle

- TO: MBTA Station, South Acton**
FROM: Off-site parking locations
- West Acton Fire Station (behind station)
 - Mt. Calvary Church (designated spots)

Funding for this program provided by the
Boston MPO and



8/13/14





Off-site Parking Policy:

The MinuteVan Rail Shuttle connects off-site commuter parking with peak hour trains at the South Acton MBTA Station.

Off-site locations:

- West Acton Fire Station (behind)
- Mt. Calvary Church (designated spaces)

The program includes parking privileges for registered participants who follow the guidelines. Spaces are monitored by Acton Police. All fees are pro-rated.

- Reserved parking & bus pass \$250/year
- Bus pass only (no parking) \$200/year
- 10-ride ticket books (no parking) \$10
- Day passes \$3/day, monthly passes \$40/month include parking & shuttle. Available directly from the driver
- Single trip (no parking) \$1

Service animals are welcome on the vehicle to assist individuals with disabilities. Service animals must remain on a leash/under the full control of their owner at all times.

Failure to comply with all program guidelines may result in removal from the program and violators are subject to fines, tickets and/or towing.

1. To be eligible for reserved parking, participants must register and obtain a valid parking sticker and a bus pass.
2. Participants show the bus pass to the driver each time they use the shuttle.
3. Participants can use the assigned spaces Monday through Friday (spaces reserved for commuters until 10:00 AM).
4. No overnight parking in the off-site lots.
5. The parking sticker must be displayed in the left side rear window. Hangtags for day /month use are displayed on the rear-view mirror.
6. Parking stickers are not transferable and are for use only by the registered participants and vehicles.

Service operates Monday through Friday with the exception of the following holidays: New Year's Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving and the day after, and Christmas Day.

Schedule

<i>AM Departs W. Acton</i>	<i>AM Departs Mt. Calvary</i>	<i>Connects to Train to Boston</i>
6:45 AM	6:55 AM	7:08 AM
7:10 AM	7:15 AM	7:32 AM
7:35 AM	7:40 AM	7:53 AM
8:35 AM	8:40 AM	8:58 AM
<i>PM Train Arrives</i>	<i>Arrives W. Acton</i>	<i>Arrives Mt. Calvary</i>
5:12 PM	5:25 PM	5:30 PM
6:02 PM	6:10 PM	6:15 PM
6:23 PM	6:30 PM	6:35 PM
6:49 PM	7:00 PM	7:05 PM
7:18 PM	7:25 PM	7:30 PM

Order Form

Count	Description	Total
<input type="text"/>	Dial-A-Ride 10-ride Ticket Books @ \$20.00	<input type="text"/>
Total		<input type="text"/>
Name	<input type="text"/>	
Street	<input type="text"/>	
City	<input type="text"/>	
Phone	<input type="text"/>	
Email	<input type="text"/>	

Please review policies on-line and initial below as applicable:

I accept the terms of the program.

Mail with payment payable to Town of Acton:
 MinuteVan Coordinator
 c/o TransAction Associates Inc.
 5 Wheeling Avenue, Woburn, MA 01801



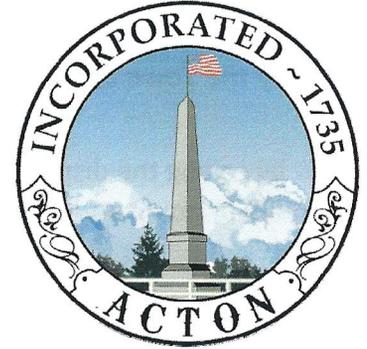
For More Information on
 MinuteVan Services,

www.minutevan.net

978-844-6809



9/15/14



Town of Acton

Dial-A-Ride

Shared ride van service around town and to nearby locations by reservation





***A unique transportation service offered
by the Town of Acton.***

- Book trips by calling the dispatcher at 978-844-6809 or going on-line to www.minutevan.net
- Book your trip at least 24-hours in advance, the more notice you can give the more likely you will be able to get your preferred time.
- The service covers anywhere in Acton or within a 3.5 mile radius of Acton Town Hall (see www.minutevan.net for map) on a space-available basis.
- Children under age 12 may ride with an adult.
- Children aged 12—18 may ride alone with their parent's permission (packet on-line at www.minutevan.net).

Service operates Monday through Friday with the exception of the following holidays: New Year's Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving and the day after, and Christmas Day.

Program Overview

- Trips within Acton — \$2/trip, \$1/trip Seniors/Disabled
- Out-of town trips (within 3.5 mile radius of Acton Town Hall) — \$4/trip, \$1.50 /trip Seniors/Disabled
- Out-of-town locations served include: West Concord Center, Emerson Hospital, Maynard Center, Skating Rink and Food Pantry in Boxborough, and more.
- Vehicle operates Mon-Fri, 8:00 to 11:00 AM and 12:15 to 6:15 PM, except holidays.

We are happy to accommodate our passengers.

- **The van is equipped with a wheelchair lift;**
- **Service animals are welcome on the vehicles to assist individuals with disabilities, they must remain on a leash/under full control of the owner at all times;**
- **Any other specific requests can be discussed with the dispatcher.**

To Use the Service:

1. Order tickets using form on this brochure or purchase directly from the driver.
2. Under 18, parent/guardian completes permission packet before first use and updates annually (www.minutevan.net).
3. Book a trip or check availability by calling the dispatcher between 8:30 AM and 4:00 PM, or leaving a message to have your call returned.
4. You will get a confirmed time from the dispatcher (may be adjusted to accommodate all riders).
5. Be ready and watch for bus 15 minutes before the confirmed time. Please wait up to 15 minutes after the designated pick-up time to allow for traffic and delays,
6. Bring only what you can carry yourself.
7. All participants must be independent and cooperative, and know where they are going and why.
8. Cancellations must be made by 5:00 PM the day before the trip. A message can be left on the dispatch line at 978-844-6809.

Acton Fixed Route



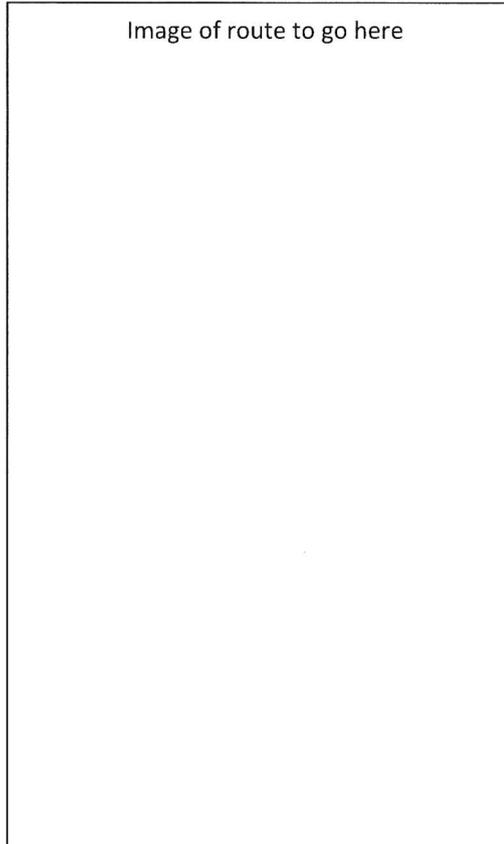
Serving:

Sachem Way
 Nagog Woods
 Avalon Drive
 Gould's Plaza
 Acton Plaza 1 & 2
 Acton Pharmacy/West Acton
 Windsor Ave
 South Acton MBTA
 Council on Aging/Audubon Drive
 Kmart Parking Lot
 Town Hall
 Library

All Fares \$1.00
Exact change required

For more information:
 Please contact CrossTown Connect Dispatch
 978-844-6809

Image of route to go here



- ⇒ No service on Weekends or Holidays.
- ⇒ All times are approximate due to traffic conditions.
- ⇒ Bus will stop at designated stops.
- ⇒ Stand on side of road bus travels.



Live Shuttle Tracker

www.crossactontransit.com



Download the Ride Systems App

NOTE:

- All times are approximate due to traffic conditions in the area.
- Please be at your stop five minutes before the scheduled time.

CrossTownConnect



Your Community, Your Transportation, Your Way

TransAction
Corporate Shuttles

Vehicle Operated by:

TransAction Corporate Shuttles
 5 Wheeling Avenue, Woburn, MA
 781-895-1100 www.tcshuttles.com

Sachem Way	Nagog Woods (Postal Kiosk)	Avalon Drive (front gate)	Gould's Plaza (Donelan's in front between two entrances)	Acton Plaza 1 & 2 (stop at Crosswalk on No Name Street)	Acton Pharmacy (563 Massachusetts Avenue)	Windsor Green (68 Windsor Avenue)	S. Acton MBTA Station (stop on Central Street at Entrance)	Council on Aging/Audubon Drive	Kmart Parking Lot	Town Hall/Library
8:00 a	8:04 a	8:09 a	No stops				8:25 a	8:30 a	8:40 a	8:48 a
9:00 a	9:04 a	9:09 a	9:16 a	9:24 a	9:28 a	9:30 a	9:35 a	9:39 a	9:44 a	9:50 a
10:00 a	10:04 a	10:09 a	10:16 a	10:24 a	10:28 a	10:30 a	10:35 a	10:39 a	10:44 a	10:50 a
11:00 a	11:04 a	11:09 a	11:16 a	11:24 a	11:28 a	11:30 a	11:35 a	11:39 a	11:44 a	11:50 a
12:00 p	12:04 p	12:09 p	12:16 p	12:24 a	12:28 a	12:30 a	12:35 a	12:39 a	12:44 a	12:50 a
1:00 p	1:04 p	1:09 p	No stops							
2:00 p	2:04 p	2:09 p	2:16 p	2:24 p	2:28 p	2:30 p	2:35 p	2:39 p	2:44 p	2:50 p
3:00 p	3:04 p	3:09 p	3:16 p	3:24 p	3:28 p	3:30 p	3:35 p	3:39 p	3:44 p	3:50 p
4:00 p	4:04 p	4:09 p	4:16 p	4:24 p	4:28 p	4:30 p	4:35 p	4:39 p	4:44 p	4:50 p
5:00p	5:04 p	5:09 p	5:16 p	5:24 p	5:28 p	5:30 p	5:35 p	5:39 p	5:44 p	5:50 p
6:00 p	6:04 p	6:09 p	No stops							

Don't see your stop on the route? Give us a call to see if we can accommodate your request.

Connect to MBTA Services at the
South Acton Commuter Rail Station
Schedule at www.mbt.com



For more information on regional programs go to www.crosstownconnect.org



Vehicle Operated by:
TransAction Corporate Shuttles5 Wheeling
Avenue, Woburn, MA
781-895-1100 www.tcshuttles.com

Transportation Metrics

CrosstownConnect



Your Community, Your Transportation, Your Way

Town of Acton
472 Main St.
Acton, MA 01720
Phone: (978) 929-6458
Fax: (978) 929-6340
Email: Health@acton-ma.gov

Doug Halley
Transportation Coordinator

November 11, 2015

TO: Board of Selectmen

FROM: Doug Halley, Transportation Coordinator

SUBJECT: Transportation metrics

At the end of July, Franny Osman and I met with Margaret Busse from the Finance Committee. The purpose of the meeting was to discuss goals and metrics for the transportation program and hopefully reach consensus on those measures. Ms. Busse's proposed Basic Goal Template for Acton Transportation Program is attached to this memo. Although a consensus was not reached at that meeting Selectmen Osman and I have met several times since then to assess important measures that would inform the Board of the status of the transportation program which are discussed in this memo.

There are multitude ways a service can be monitored for its effectiveness. The bottom line for any program is the value of the program for the people using it and the cost of the program for the people paying for it. In terms of the people using the transportation program the focus has been on Seniors, Teens (12-16), Non-English Speakers, Transportation Challenged and Commuters. For the current 4 programs (Cross-Acton Transit has yet to generate a monthly status report) the unduplicated monthly ridership is in excess of 200.

A reasonable metric would be to continue tracking the monthly unduplicated census, both in total numbers but also in target populations. Quantifying the desirable metric for the unduplicated census is difficult as there are few if any programs in the State similar to Acton's. Comparisons can be made between Acton's different services but those comparisons might not take into account the differences between each service.

As an example in October the unduplicated ridership for the three door to door services were as follows; Road Runner – 55, Dial-A-Ride – 52, COA Van – 44. However, when the unduplicated census is compared to total trips for each service a different perspective is gained as follows; COA Van trips per rider 7.5, Road Runner trips per rider 5.4, Dial-A-Ride trips per rider – 4.5. Where the COA Van is totally dedicated to Seniors it tends to have a smaller dedicated ridership that uses the service more each month, the Road Runner backfills time slots with non-Seniors

who use the service as necessary and the Dial-A-Ride is open to everyone which automatically increases the unduplicated census.

Due that type of anomaly another metric that could be used would be total ridership. As part of CrossTown Connect we have access to the ridership in Boxborough, Littleton and Maynard. As a small community with limited service Boxborough does not lend itself to an appropriate comparison. Maynard with its density and smaller area served tends to have greater ridership as trips tend to be shorter. Littleton is similar in size and even with its smaller population may make the best comparison.

However, total ridership should be assessed in comparison with hours of operation. Of the seven vans operating from the CrossTown dispatch, two are in excess of 2 riders per hour while the other 5 range from 1 to 1.5 riders per hour. Given that the Road Runner has achieved the goal of 2 riders per hour it would seem reasonable for Acton to set that as a goal. Reaching that goal would mean 48 riders per day, 1,000 riders per month and 12,000 riders per year.

Based on that goal and given the current cost of the services the cost per ride would drop to \$21.17. That would be a significant reduction from the present \$25.40 cost per ride. In understanding that cost it should be noted that the door to door services are supported by a \$100,000 contribution from the Lowell Regional Transit Authority. This means the cost to the general fund is currently \$15.40 per ride.

Based on the above I would recommend that the Board of Selectmen should consider adopting the following metrics and assess the system each year regarding performance as follows;

Door to Door Transportation Unduplicated Monthly Census			
2015 – 151	2016 – 160	2017 – 170	2018 – 180
Door to Door Transportation Ridership per Hour			
2015 – 1.66	2016 – 1.77	2018 – 1.88	2018 – 2.00

Regarding the Rail Shuttle the service is maximized unless additional parking spaces are identified. The goal for the next year is to identify additional spaces and determine the means to either acquire or build those spaces.

The goal for Cross-Acton Transit is to achieve a monthly ridership of 500 after one year of service. Next November we will report back to the Board the status of that goal.

Transportation Updates

CrossTownConnect



Your Community, Your Transportation, Your Way

Town of Acton
472 Main St.
Acton, MA 01720
Phone: (978) 929-6632
Fax: (978) 929-6340
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Doug Halley
Transportation Coordinator

November 11, 2015

TO: Board of Selectmen
FROM: Doug Halley, Transportation Coordinator
SUBJECT: Transportation update

The transportation program has five vehicles providing service to the community; the Rail Shuttle, COA Van, Road Runner, Dial-A-Ride and Cross-Acton Transit. Each of these services operates Monday through Friday (with the exception of holidays). The total hours of operation each day for each vehicle are as follows; Cross-Acton Transit – 10 hours, Dial-A-Ride – 9 hours, COA Van – 8 hours, Road Runner – 7 hours and the Rail Shuttle – 5 hours. The COA van is a long standing program. The Rail Shuttle and Dial-A-Ride were established in 2011. The Road Runner transitioned to town operation from LRTA operation in 2013. Cross-Acton Transit started operation on November 1st of this year. Brochures for each service are attached with this memo.

The FY 16 budget for transportation is attached with this memo. It should be noted that due to the delayed launch of Cross-Acton Transit in November that program will be 1/3 less than budgeted. Revenues offsetting the expenses for the \$509,400 transportation program are broken down as follows: 46% from the General Fund, 31% from LRTA, 19% from the Commuter Parking Lot Fund and 4% from Fares.

Ridership for each of the services has been tracked since 2011. As shown on the attached graphs the growth of the Rail Shuttle has been remarkable. Starting at 13 riders per day in 2011 this service is now experiencing 46 riders per day in 2015, a 253% increase. Based on this increase a larger bus is now in place and our next challenge is the number of parking spaces available at the West Acton Fire Station and the Mount Calvary Church. For 2015 we anticipate providing in excess of 12,000 trips. With a budget of \$96,000 the direct cost per trip is anticipated to be \$8 for 2015.

The trend for the Door to Door service, provided by the COA Van, Road Runner and Dial-A-Ride, is more difficult to discern when taken as individual programs but when combined together as shown on page 2 of the transportation graphs the trend becomes clear. Starting at 25 riders per day in 2011 these services are now experiencing 40 riders per day in 2015, a 60% increase. For

CrossTownConnect



Your Community, Your Transportation, Your Way

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2015 we anticipate 10,000 trips. With a budget of \$254,000 for these three services the direct cost per trip is anticipated to be \$25.40 for 2018.

The Rail Shuttle is a straight forward service; transport for commuters from off-site parking to the South Acton Train Station. However, the door to door service for the COA Van, Road Runner and Dial-A-Ride is far more complex regarding the population served, their point of origin and the purpose of their trip. As shown on page 3 of the transportation graphs the population served is 67% Seniors, 4% Non-Ambulatory and 29% General Population. The purpose of their rides are as follows; 21% Medical, 19% Employment/Volunteer, 15% Nutrition, 14% Social/Recreation, 13% Shopping, 11% Education, 4% Miscellaneous and 3% Day Care.

The limiting factor in door to door service is the average length of time for a trip. Acton provides 24 hours of door to door service with each vehicle being fully utilized during the day. Unfortunately fully utilized doesn't equate to fully used. Correlating trips so that more than one rider is served on each trip is dependent on where each rider lives and where each rider needs to go. Enhancing the effectiveness of these services will rely upon finding commonality of origins and desirable destinations.

At present the rides provided per hour by the door to door services are as follows; Road Runner – 2.1, COA Van – 1.5, Dial-A-Ride – 1.4 (as shown on the attached CrossTown Connect graphs). The Road Runner is a significantly higher than the other two services due to a focus on programmed group trips. In particular, the shopping and program trips now being provided to Acton's non-English speaking population is the major reason the Road Runner is now averaging more than two riders per hour.

Based on this a greater focus will be placed on linking with programs that generate greater ridership while addressing the transportation purposes of the riders. This focus is greatly assisted by the dispatch services provided by TransAction Associates. As they interact with riders they are encouraging them to schedule their destination trips in time slots that other riders have set aside for the same destination. In developing increased effectiveness it will be more and more critical for transportation to interact with the Human Services Departments (Nursing, Community Coordinator, COA and Veteran Services) and the Schools in linking their programs to transportation services.

At the same time we are working with Boxborough, Littleton and Maynard on cooperative efforts that will make all of the vans servicing the communities more effective in their trips. In the attached CrossTown Connect graphs the hourly rides provided by each community are as follows; Littleton – 1.7 & 1, Maynard 2.7 (Boxborough hour are variable). Working with LRTA (Lowell Regional Transit Authority) and MART (Montachusett Area Regional Transit) the communities are collaborating by placing riders from different communities on the same van when their origins and destinations make a viable trip. The value of dispatch services can be noted in the last CrossTown Graph showing the dramatic increase in calls since May.

Cross-Acton Transit is now operating M-F, 8 AM – 6 PM. The service has been modified from the original proposal due to allocation of a driver and the realities of traffic in Acton. More changes could happen as we understand the ridership base, their origin and their destination.

Transportation Enterprise Fund

FY 2016

Expenses

Administration

Professional Services	\$26,520.00
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<i>Total Administration</i>	\$26,520.00
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Shuttle Operations

Rail Shuttle	\$96,870.00
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COA Van	\$84,670.00
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Road Runner	\$80,170.00
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Dial-A-Ride	\$89,170.00
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Fixed Route Shuttle	\$130,000.00
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Parking Lot Lease	\$2,000.00
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<i>Total Operations Expenses</i>	\$482,880.00
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<i>Total Administration & Operations</i>	\$509,400.00
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Income

Estimated Fees	\$18,245.00
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LRTA Contribution	\$160,000.00
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Parking Fund Contribution	\$96,865.00
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<i>Total Income</i>	\$275,110.00
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Town Contribution	\$234,290.00
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*Five Year Plan includes the revenues and expenses of the fixed route shuttle. Projected first year cost is \$130,000 to be offset by a \$60,000 LRTA contribution