

Cape Cod Regional Transit Authority

Briefing Book



Cape Cod Regional Transit Authority
215 Iyannough Road, P.O. Box 1988, Hyannis, MA 02601

T: 508.775.8504

Thomas S. Cahir, Administrator
capecodrta.org

Last Updated: December 1, 2020



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Mission Statement

Our mission is to provide excellent customer service through efficient, reliable, safe and affordable transit options to all our customers and communities.

General Information

Enabling Legislation - Chapter 161B

The Cape Cod Regional Transit Authority was established on October 13, 1976, pursuant to the provisions of Chapter 161B of the General Laws of the Commonwealth of Massachusetts. The Authority is a body politic, corporate and a political subdivision of the Commonwealth. The territorial area of the Authority consists of 15 member towns including Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet and Yarmouth as original members.

The Authority is given general responsibility to develop, finance and contract for the operation of mass transportation facilities within its territory. It is authorized to improve, modify or extend existing facilities, acquire or construct new facilities and enter into agreements with other parties, including government agencies, municipalities, authorities, private transportation companies, railroads, corporations and other concerns, providing for construction, operation and use by such other party of any mass transportation facility or equipment. The Authority is also authorized to issue bonds and notes to pay capital costs as provided in the Act.

The affairs of the Authority are managed by an Administrator, who is appointed by and serves at the pleasure of the Advisory Board. By law, the Advisory Board consists of the Chairman of the Board of Selectmen of each town having such board, or the town manager or town administrator of each town. However, they may, in writing filed with the Authority, from time to time appoint designees to act for themselves on the Advisory Board. The Advisory Board also includes a representative of the disability community and a member of the rider community, appointed on a rotating basis by each member town. The Cape Cod Regional Transit Authority Advisory Board members are listed in Appendix A. Committees of the Advisory Board are listed in Appendix B.

The Administrator, by statute, is responsible for managing the affairs of the Authority and is directed to act as its chief executive officer. The functions are numerous and varied, and include:

- The management of all equipment and facilities;
 - The establishment of rules and regulations;
 - The entering into of agreements with other parties;
 - Borrowing to meet current operating expenses of the Authority in anticipation of receipt of reimbursements from local, state and federal sources; and
 - To appoint and employ officers, agents and employees to serve at his pleasure, except as may otherwise be provided in collective bargaining agreements, and to fix their compensation and conditions of employment.
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Facilities

- Hyannis Transportation Center - The Authority operates the Hyannis Transportation Center, which includes a public waiting area for local, regional and intercity bus service, local shuttles and the CapeFLYER. The Center includes the Administrative offices of the CCRTA, a public meeting room and long and short-term parking.
- Operations & Maintenance Center - This state-of-the-art facility located in South Dennis houses nearly all fixed route buses and much of the paratransit fleet, providing enhanced operational and preventive maintenance control of the fleet. The facility is divided between two distinct functions: administrative/ dispatch operations and vehicle maintenance with a modern, fully automatic bus wash lane separating the two areas.

Staff

ADMINISTRATOR	Thomas S. Cahir
DEPUTY ADMINISTRATOR/TRAVEL TRAINER	Paula George
CHIEF FINANCIAL OFFICER	Henry Swiniarski
MOBILITY MANAGER	Chris Kennedy
DEPUTY ADMINISTRATOR/GRANTS MANAGER	Noah Berger
FACILITIES MANAGER	Scott Swiniarski
CONSUMER AFFAIRS MANAGER	Kathy Jensen
ACCOUNTING MANAGER	Lisa McKay
DATA ANALYST	Aparna Sachidanand
HUMAN SERVICES TRANSPORTATION MANAGER	Linda Landry
BILLING, CONTRACT AND GRANT SPECIALIST	Toni Nogueira

Contracted Services

AUDITOR	Bruce Norling, CPA, PC
INSURANCE	Rogers & Gray Insurance Agency
LEGAL COUNSEL	Robert Chamberlain, Esquire Rubin, Rudman, Chamberlain & Marsh
OPERATIONS	John Kennedy, General Manager MV Transportation, Inc. Fred Valdivia, Assistant General Manager MV Transportation, Inc.

Fiscal Year 2021 Operating Budget

- The CCRTA fiscal year 2021 operating budget totals \$27.55 million and is structurally balanced with federal, state, local, and other revenue sources fully supporting the corresponding operating expenses.
- The COVID-19 Coronavirus Aid, Relief and Emergency Security (CARES) Act, which was enacted by Congress in late March of 2020, funded transit agencies across the country with \$25 billion in much needed emergency relief in response to the ongoing pandemic and is an important CCRTA funding source in the CCRTA FY21 balanced budget.
- The FY21 budget was unanimously approved by the Advisory Board on May 20, 2020 and is available for review on the CCRTA website under “About Us”, “Open Government”, along with the audited financial statements and other financial information.

Advisory Board

Advisory Board Statutory Provisions - Chapter 161B

The Cape Cod Regional Transit Authority Advisory Board was established pursuant to Massachusetts General Law (MGL), Chapter 161B Section 5. The Advisory Board Membership is comprised of 15 Town Managers (or their designee) representing the Cape Cod Towns of: Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet and Yarmouth. The Statute further specifies the appointment of one member of the “Disabled Commuter” population and one member of the “Rider Community” population. Each Town has one vote on the Advisory Board plus additional votes and fractions thereof determined by a statutory formula defined under Chapter 161B, Section 5. The “Disabled Commuter” population and “Rider Community” population appointments each have one vote as Advisory Board Members. Pursuant to Chapter 161B, Section 6, Bylaws were established to further articulate the powers of the Cape Cod Regional Transit Authority Advisory Board and its Officers. The Advisory Board acts by a weighted vote majority of its members. The current member town weighted vote is listed in Appendix C.

The Cape Cod Regional Transit Authority Advisory Board has three primary statutory responsibilities:

- The approval of any change in ridership fares;
- The approval of substantial changes in mass transportation service within the area of the Authority; and
- The review and approval of the CCRTA annual budget.

In addition to its statutory responsibilities, the Advisory Board Members provide invaluable insight and suggestions to the CCRTA on a number of important transportation fronts impacting the Cape Cod region.

Advisory Board Executive Committee

The Advisory Board Bylaws provides for the establishment of an Executive Committee comprised of the Chairman, Vice Chairman, Clerk, and such other members of the Advisory Board as are from time to time elected by the Advisory Board. The Executive Committee shall have the power to act on all matters requiring prompt action between Advisory Board meetings, except as otherwise provided in MGL Chapter 161B. The Executive Committee convenes on a regular basis to hear reports of the Administrator and to act on various RTA matters within their jurisdiction. All actions of the Executive Committee are reported to the full Advisory



Board at its next regularly scheduled Board meeting. In addition, the Executive Committee recommends the annual goals of the Authority to the Advisory Board that may include budget, ridership, personnel, fare and service. The present members of the Executive Committee are as follows:

- Robert C. Lawton, Jr., Chairman of CCRTA Board, Yarmouth Town Administrator (Retired)
- Vacant, Vice Chairman of CCRTA Board,
- George Dunham, Clerk of CCRTA Board, Sandwich Town Manager
- Mark Ells, Barnstable Town Manager

Advisory Board Standing Committees

In addition to the Executive Committee, other Advisory Board Standing Committees include the following: Audit and Finance, Rail and Fare and Service. Each Committee consists of three members selected from the Advisory Board membership. Report updates from members of the Standing Committees are presented to the full Advisory Board at the regularly scheduled Board meetings.

Advisory Board Meetings

The Advisory Board meets approximately four to six times each year to review CCRTA's operations, priorities, budget and accomplishments as well as to discuss transportation issues impacting the Cape Cod Region. Generally, Advisory Board meetings are held at 9 a.m. on the third Wednesday of the scheduled month at the Hyannis Transportation Center Conference Room, 215 Hyannis Road, Hyannis. Representatives to the Board receive e-mailings approximately one week prior to a meeting, which contain the agenda, minutes of the previous meeting, administrator's report, and other documents to be reviewed in preparation for the meeting. In accordance with the open meeting law, public notice is provided in advance of the Advisory Board meeting and the date, time and agenda for the meeting is posted on the CCRTA website. Minutes of the Advisory Board meetings can be found on the CCRTA website once they have been approved by the Advisory Board.

Town Local Assessments

The fiscal year for the CCRTA runs from July 1st to the following June 30th. At the conclusion of each fiscal year, the CCRTA is audited by a CPA firm and a final audit is issued in the early fall. The audit contains the calculated net cost of CCRTA services to member Towns for the preceding fiscal year and is used as a basis to update the Cherry Sheet local assessments and the CCRTA budget for the upcoming fiscal year. Over the last several fiscal years the net cost of services has been limited to an annual increase of 2 ½%. The Town Local Assessments are listed in Appendix D.

Transit Services Provided

Passenger Trips Provided in 2019

- Fixed Route Service provided 610,171 rides
- DART Services provided 232,242 rides between the general public and Social & Human Services passengers
- ADA Services provided 13,415 rides
- Boston Hospital Services provided 2,502 rides
- The Accessible Transportation Program provided over 8,000 rides
- MAP COA Program provided 41,241 rides
- Human Services Transportation Program provided 360,000 rides
- Social Services Transportation Program provided over 8,000 rides
- The CapeFLYER seasonal rail service provided 14,497 rides.

Fixed Route Services

Although responsible for establishing routes and setting fares, the Cape Cod Regional Transit Authority is prohibited by statute from directly operating any mass transportation service. It, therefore, relies on contracting these services out to one or more private or non-profit public operators.

- [Year-Round Fixed Route Service](#)
Presently, year-round fixed route services provided by the Authority, operated by MV Transportation, Inc. are: the Sealine/Hyannis Transportation Center to Woods Hole, the Barnstable Villager/Hyannis Transportation Center to Barnstable Village, the Bourne Run/Buzzards Bay to Mashpee Commons, the Sandwich Line/Sagamore to Hyannis Transportation Center, the Hyannis Crosstown/Hyannis transportation Center throughout Hyannis, and the H2O/Hyannis Transportation Center to Orleans.
- [Flex Route](#)
The Flex Route is a hybrid fixed route. Passengers may call up to 2 hours in advance to schedule a deviation up to $\frac{3}{4}$ of a mile off the route. The current route originates in Harwichport and terminates in Provincetown.
- [Summer Shuttle Services](#)
Three summer shuttle services were provided as follows: the Hyannis Trolley, connecting Main Street with Kalmus and Veterans Beaches; the WHOOSH Trolley, connecting the Falmouth Mall, Downtown Falmouth and Woods Hole; the Provincetown-North Truro Shuttle; and the Provincetown.

DART (Dial-A-Ride) System

Under a cost-reimbursement based contract with a privately-owned carrier, MV Transportation, Inc., demand-response paratransit service is provided in all member towns of the Authority to all Cape Cod residents and visitors. This service is by appointment only and trips must be scheduled in advance. Trips are available to the general public, with elderly and handicapped receiving priority.



Scheduling and dispatching of such services are performed at our Operations Center located at 40 American Way in South Dennis. Telephone reservations from passengers are received in advance and are processed for scheduling. An appropriate vehicle is dispatched to pick up and later to return the passenger. A two-way radio system is utilized for vehicle voice communication and a mobile data terminal for manifests and schedules.

The vehicles used in providing these services are owned by the Authority and all are equipped with wheelchair lifts. The vehicles are provided to the operators as part of the operating contract, which contain strict guidelines for the maintenance and care of the vehicles. The vehicles range from 10-12 passenger vans to 15-18 passenger mini-buses.

Boston Hospital Transportation

CCRTA provides medical transportation services Monday through Friday by reservation to all the major hospitals in Boston.

ADA Paratransit Service

The Cape Cod RTA paratransit service is provided by the CCRTA Dial-A-Ride transportation and contracted human service transportation providers.

CCRTA Fares

The CCRTA fares structure is based on the type of transportation provided (e.g. fixed route; demand response; Boston Hospital Trip) and the demographics of the population served (e.g. age; disability). The Cape Cod RTA fare structure for the various modes of transportation provided are included under Appendix E.

CCRTA Transit Programs

- [Travel Training Program](#)

The Cape Cod Regional Transit Authority implemented a Travel Training Program that concentrates on educating individuals in all age groups and walks of life on the wide array of public transportation options available throughout the 15 Towns and 400 square mile expanse making up Cape Cod. The major thrust of the Travel Training Program focuses on meeting with various constituency groups to provide an overview of the entire Cape Cod public transportation system; handout transportation materials; demonstrate the use of public transportation with actual vehicles and drivers; and follow-up with interested customers to address any questions or concerns. A particular emphasis is placed on the use of the CCRTA Fixed Route bus system, with expected environmental benefits and budget savings in those cases where customers shift away from a less environmentally friendly and more expensive form of transportation, to the use of the Fixed Route bus system. In addition, the CCRTA developed a pilot travel training program specifically directed to the education of high school age students in the use of the CCRTA's fixed route public transportation system. On April 13, 2018, the CCRTA participated in an "In-School Field Trip" that was hosted at the Barnstable High School. At this highly successful event, team members from the Hyannis Transportation Center and from Operations prepared an interactive on-site educational program for over 200 students currently enrolled in the 8th, 9th and 10th grades to learn more about the fixed route services the CCRTA offers. Students were provided with an

opportunity to board an actual CCRTA bus, use the Riders Guide to locate routes, determine fares, and to ask questions about general public transportation services offered on the Cape. The CCRTA continues to work with the various Cape Cod schools to provide helpful public transportation information to students. To date the CCRTA Travel Training Program has provided 127 training sessions to 2,038 participants.

- [Mobility Assistance Program \(MAP\)](#)

The Mobility Assistance Program is MassDOT's partnership with the RTAs which allows the RTAs to acquire vehicles for Council's on Aging at no cost. All 15 Cape COAs participate in the program with some COAs managing multiple vehicles. The vehicles are used to augment RTA transportation by providing transportation services to seniors and people with disabilities scheduled through the COA. The Cape Cod COAs currently utilize 29 active vehicles including a loaner vehicle which can be used during periods in which vehicles are out for maintenance. The MAP program provides over 45,000 transportation trips per year to seniors and people with disabilities.

- [Accessible Transportation Program](#)

The Cape Cod RTA's Accessible Transportation Program is operated by the Habilitation Assistance Corporation (Access Express). The service is provided during periods in which CCRTA services are not available, or for trips in which private transportation is preferable. The Accessible Transportation Program is designed to provide accessible, efficient, reliable, safe, and affordable transportation options for seniors, people with disabilities, veterans and anyone that is in need of assistance to and from their destination. The service is provided with dignity, respect and in the least intrusive way possible to those in need of these specialized services.

- [Vehicle Donation Program](#)

The Cape Cod RTA has a vehicle donation program that will donate a used Paratransit vehicle that has been replaced and is slated for auction to COA's, Cape towns and non-profits to be used in their transportation programs.

Human Service Transportation

The Cape Cod RTA is the Human Service Transportation Broker for Cape Cod and the Islands, and provides over 360,000 contracted human service transportation trips each year, connecting agency consumers to medical appointments, adult day health, home care services, workshops, day habilitation and early intervention programs. Costs are fully reimbursed by the funding agencies and CCRTA is paid a management fee to manage these services. No fares are charged to the rider. Contracts include:

- Department of Mental Health - The Authority provides transportation for eligible DMH clients to workshops and special day care centers five days per week.
 - Department of Public Health - The Authority provides transportation to qualified preschool children, parent or guardians to the Early Intervention preschool day programs. This service is part of the Human Service Brokerage Program.
 - Visiting Nurse Association Adult Day Health Program - The Authority provides rides to qualified clients to special day health programs.
 - MassHealth (Medicaid) - Service is provided for members to medical appointments. This service is part of the Human Service Brokerage Program.
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- MassHealth Day Habilitation Services - Service is provided to eligible members to seven Day Habilitation Programs across the Cape. This service is part of the Human Service Brokerage Program.
- Department of Developmental Services - Service is provided to eligible DDS consumers to Day Workshop programs on Cape Cod. This service is part of the Human Service Brokerage Program.
- Massachusetts Rehabilitation Commission - Service is provided to eligible consumers to work and participate in training programs across the Cape. This service is part of the Human Service Brokerage Program.
- Elder Services of Cape Cod - Transportation Service is provided to eligible seniors in the Home Care program.

CapeFLYER

- In an effort to further enhance our multi-modal collaboration, reduce traffic congestion, and improve air quality, the CCRTA has partnered with MassDOT and the MBTA to provide a Summer Passenger Train Service to Cape Cod. The service called the CapeFLYER runs from Memorial Day weekend through Labor Day on Fridays, Saturdays, and Sundays from South Station in Boston to the Hyannis Transportation Center with several stops in between, including Buzzards Bay and Bourne on Cape Cod. The CapeFLYER includes a café car and bike coach. The CapeFLYER has reduced traffic congestion to the Cape on weekends and has boosted tourism. The CapeFLYER is well supported by the local Chambers of Commerce, businesses and residents. It has been a huge success and has won awards; the Trail Blazer Award that was presented at the Harvard Club to Administrator Tom Cahir and the Harding Award that was presented by the Bourne Businessman Association. It has received a lot of attention in the press with numerous articles, editorials and TV coverage including the London Times, Channel 5 Chronicle, Boston Globe, Cape Cod Times and many others.

Communication & Community Involvement

Communication

CCRTA provides our passengers with travel information through a variety of means in both English and Portuguese, including: CCRTA Riders Guide (large print available); 1-800-352-7155 telephone system; 24 hour answering service; TTY for deaf and hearing-impaired customers; and a language line which supports non-English speaking customers. The CCRTA has also embraced electronic media, utilized a robust website which features trip planning capabilities as well as travel information such as rider alerts and real-time vehicle information. The agency also uses social media outlets such as Facebook, Twitter, and Instagram. These outlets help the agency to build a communication pipeline to the community including a feedback mechanism. In addition, the CCRTA actively surveys customers throughout the year through website, mail, email, and on-board surveys. These surveys provide us with valuable feedback and recommendations for service improvements. A common response we find from our valued customers is gratitude for the services provided. It is important for this agency to recognize the many ways our customers use the system to get to jobs, educational opportunities, social engagements and other purposes.

CCRTA also works with the staff of human service organizations to identify and address issues and barriers to transportation services for the consumers they serve, and provides them with transportation information and resources. Numerous travel training presentations each year are given to groups and individuals regarding the transportation services that CCRTA provides.

Community Involvement

The Cape Cod RTA sits on many advisory boards and committees, as a part of its commitment to be a community member that is working to address the needs of the residents and visitors of Cape Cod:

- Cape Cod Metropolitan Planning Organization
- Cape Cod Joint Transportation Committee
- Regional Transit Authority Council
- Elder Services of Cape Cod and the Islands Board
- Cape Organization for the Rights of the Disabled Board
- Cape Cod Regional Coordinating Council
- Department of Transitional Assistance Advisory Board for Cape Cod and the Islands
- Healthy Aging Cape Cod Steering Committee
- Barnstable County Regional Emergency Planning Committee
- Housing Assistance Family Self Sufficiency Advisory Committee
- Cape Cod & Islands Regional Coordinating Council
- Cape Cod Chamber of Commerce Board
- Cape Cod Health Care Board
- Cape Cod Cooperative Bank Board
- Cape Cod Baseball League Board
- Cape Cod Youth and Families Council
- Statewide Coordinating Council on Community Transportation
- Community Health Committee - Cape Cod Healthcare
- Cape Cod Climate Change Collaborative

Initiatives and Collaborations

Carbon Footprint Reductions

CCRTA Hyannis Transportation Center Solar Project and Redesign of Bus Facility: With the recent completion of an extensive \$1.6 million construction project at the Hyannis Transportation Center that included the major redesign of the bus bays and vehicle parking area and the addition of bus and vehicle solar canopy structures, the Cape Cod Regional Transit Authority will reduce its carbon footprint energy demand by 93%. The “on-time” and “on-budget” construction project involved a public/private partnership that included funding from the Massachusetts Department of Transportation and the Massachusetts Department of Energy Resources; and the Federal Transit Administration. The solar component of the project related to engineering, materials, and installation costs were fully

covered by the solar vendor (SOLECT) and the agency will continue to reap benefits in the form of future energy savings. In addition, the CCRTA added 20 electrical vehicle charging stations fully funded through an Eversource grant program.

- **Solar Project - Hyannis Transportation Center:** The CCRTA moved and expanded its bus bay canopies and added parking lot canopies at the Hyannis Transportation Center to accommodate the installation of rooftop solar panels on the canopy structures.
 - 2 bus canopies, which increase the total number of bus bays from 12 to 18 (represents a 50% increase)
 - 1 vehicle parking lot canopy, which provides 20 sheltered parking spaces
 - Number of Solar Panels: 900
 - 320-kilowatt solar project
 - Demand/Production Reduction: 93%
- **Non-Solar Related Benefits**
 - Bus flow efficiency and passenger safety significantly improved
 - Safety customer convenience upgrades
 - Added approximately 60 vehicle parking spaces, with major customer convenience improvements
 - ❖ ADA moved to within 25 feet of HTC building (formerly over 200')
 - Upgraded CCRTA camera system, providing view of all bus, vehicle, and customer traffic, which is selectively available to intercity bus carriers
 - Increased lighting and customer walkways to buses, providing enhanced drop off and pick up convenience
 - Adding 5-information monitors under bus bays
 - Movement of bus bays and reconfiguration of bus movement and vehicle parking contributes significantly to aesthetics of site in support of future Transit Oriented Development (TOD)

CCRTA Dennis, MA Operations Facility Solar Project: In addition to the Hyannis Transportation Center (HTC) solar project, the CCRTA installed a 208-kilowatt solar project at its Operations Center in South Dennis, which included the installation of 520 rooftop solar panels at its 20,000 square-foot facility. Similar to the HTC solar project, the solar component of the project related to engineering, materials, and installation costs are fully covered by the solar vendor (SOLECT), offset by future energy savings.

- **Solar Project at the CCRTA Dennis, MA Operations Facility**
 - System Type: Fixed Roof Mounted
 - First Year Annual Production: 224,782 kWhrs
 - Demand/Production Reduction: 92%
 - Number of Solar Panels: 520

12 Passenger Buses and Mini-Vans added to the CCRTA Fleet: Leveraging the State funded Mobility Assistance Program, the CCRTA has replaced a significant number of its 16-20 passenger vehicles, which have reached the end of their useful life, with smaller 12 passenger buses and mini-vans. For a large share of the demand response transportation services provided by the CCRTA and the Councils on Aging, a 12-passenger bus or mini-van is the “right-sized” vehicle to provide these services given the number of customers being transported at any given time. These vehicles consume less fuel, have reduced maintenance and insurance cost, and can more easily navigate the smaller streets and roadways on the Cape, all which result in the CCRTA’s carbon footprint reduction.

Electrical Vehicles: The CCRTA is actively engaged in planning for the phased-in replacement of its fossil fuel vehicles with electrical vehicles. With the constantly changing technology regarding improved electrical vehicle service performance, the CCRTA's measured introduction of electrical vehicles into its fleet over time will ensure that the most technology advanced and cost effective electrical vehicle product is purchased at that juncture of the phased in procurement process.

Active community involvement and collaboration to support sustainability and carbon footprint reduction initiatives:

- Serve on the Cape Cod Climate Change Collaborative Board and Advisory Council which meets monthly
- Partnered with the Town of Yarmouth on 22 day-long Yarmouth Transportation Challenge with the goal of incentivizing the community to use alternative modes of transportation to reduce traffic and its carbon footprint
- Participation in community events and conferences to set an example as a transportation leader on Cape Cod
- Participation on the transportation panel at Cape Cod Climate Change Collaboration's Net Zero Conference
- Tom Cahir appointed to the Transportation Senate Committee and its Sustainability Subcommittee
- Partnered with the Cape Cod Commission to generate a greenhouse gas emission inventory from all of our vehicles that will be used in current and future electric vehicle planning
- Participation in the Renewable Communities yearly webinar put on by the Environment Massachusetts Research & Policy Center
- Participation on a panel at the CARE About a Clean Cape and Islands Summit
- Cape Cod electric vehicle car show

Transit Oriented Development (TOD)

CCRTA's comprehensive approach to Transit Oriented Development at the Hyannis Transportation Center (HTC) includes the strategically planned development of the site, with the next priority focused on the addition of 50 units of market rate rental housing. The CCRTA has worked closely with key stakeholders, including the State, the Town of Barnstable, and the Cape Cod Commission to further this development initiative, with a planned "shovel in the ground" in the near future. As envisioned, this housing development is the first step in the full Transit Oriented Development of the HTC. Future contemplated development would provide a self-contained community-like center with on-site or close proximity access to essential goods and services, all supported by a centrally located comprehensive and affordable public bus transportation system with access to and from all 15 Cape Cod Towns.

Transit Initiatives, Enhancements & Collaborations

- **Senior Initiative** - In close coordination and collaboration with key providers of senior services, CCRTA has undertaken a major effort to assess and determine what transportation related strategies can be employed to support the multi-faceted needs of the Cape's ever-growing senior population. The median
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age in Barnstable County is considerably higher than all other counties in the Commonwealth and indeed, greater than all counties on the east coast, with the exception of a few in the state of Florida. In recognition of these daunting senior transportation challenges, the CCRTA enhanced its already close relationship with the Cape's Councils on Aging to strategize, formulate and implement solutions that improve senior access to transportation. Out of this collaboration, 8 key actions to improve senior mobility were identified and implemented.

- **ADDITIONAL TRANSPORTATION SUPPORTS FOR SENIORS**
 - ✓ SENIOR "FREE FARE WEDNESDAYS"
 - ✓ \$40,000 In New COA Funding To Increase Transportation for Seniors
 - ✓ Senior Friendly Accessible Vans Provided to COAs at No Cost
 - ✓ Additional Loaner Vehicles Provided to COAs For Added Senior Needs
- **IMPROVED SENIOR TRAVEL SAFETY**
 - ✓ Travel Training Geared Towards Unique Senior Transportation Needs
 - ✓ No-Cost COA Driver Safety and Senior Transportation Support Classes
- **BETTER COMMUNICATION AND COLLABORATION**
 - ✓ Ongoing Efforts To Continually Improve Senior Transportation Options
 - ✓ Capecodrta.org: Direct Access to Senior Transportation Information

The CCRTA and the Councils on Aging meet on a semiannual basis to review the continued progress made on existing initiatives and to identify additional actions that can be implemented in support of improved senior access to transportation.

- **Buzzards Bay Transit Enhancements** - Buzzards Bay is currently undergoing a renaissance, spurred by the Town and the Cape Cod Commission's proactive planning that has laid the groundwork for significant investment in the area. In alignment with these improvements, CCRTA was recently awarded a grant from MassDOT intended to provide enhanced transit service to the village of Buzzards Bay in the Town of Bourne in support of the local and regional transit oriented development initiative (TOD) focused in the area. While the current level of transit service provided by CCRTA was appropriate to meet the needs of pre-TOD land uses, it is insufficient for the current and anticipated TOD buildout in Buzzards Bay. Utilizing an existing capacity, CCRTA is proposing to cost-effectively and service-effectively double frequencies along a critical stretch of Main Street in Buzzards Bay by extending the fixed route Sandwich Line from the Sagamore Park and Ride in the eastern end of the Town of Bourne along the Scenic Highway to Buzzards Bay and staggering service with the fixed route Bourne Run.

CCRTA has held multiple meetings in early 2020 to convene major Bourne stakeholders and regional leadership to discuss our transit enhancements as well as short, medium and long term plans for improved transportation within the village. Service enhancements are planned to go into effect by the end of the 2020 summer. CCRTA will continue to convene monthly meetings over the next year to address and take action on the aforementioned transit enhancements and other important Buzzards Bay transportation initiatives such as the Mass Maritime parking challenges and extending commuter rail to Bourne.

- **Falmouth Area's Fixed Route Service Redesign** - In early 2019, CCRTA worked to redesign the Falmouth area's fixed route system to allow for more seamless and direct year-round connections to the Island ferries, Falmouth Hospital and Falmouth District Court, while serving the tourist and Main
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Street Section of downtown Falmouth with a replica trolley route that overlaps with the fixed route in the highest demand areas to provide more frequent service. In this fashion, CCRTA is best positioned to capture very different market shares, fostering the introduction of a broader menu of transit options to a priority population with diverse ridership needs. The full implementation of this redesign took place in the spring of 2019.

On-Demand Shared Ride Smartphone Application - CCRTA has developed and is presently testing an On-Demand Shared Ride smartphone application, permitting an even more convenient connection to feed the fixed routes with smaller vans and sedans, capturing all of the remote population pockets heretofore thinly served by the larger buses. In support of this program, MassDOT awarded the CCRTA an operating grant of \$376,050 (\$482,470 with capital funds included) to fund the development and implementation of this on-demand, application based, shared ride program. A SmartDART Pilot Program is planned to launch within the Town of Barnstable in the fall of 2020.

- True on-demand smartphone app, similar to Lyft/Uber in convenience, except in an economical, shared-ride concept for efficiency (based on availability).
 - Completely dispatch-independent, requiring limited scheduling and human intervention/labor.
 - Provides customer with a cashless and convenient payment option - fare is paid through the smartphone application.
 - Using shared-ride minivans and sedans for low cost, efficient operational costs.
 - Operates only in “short-haul” zones, not competing with fixed route runs.
 - Designed to help feed the fixed routes by populations/sectors underserved by larger, “conventional” buses.
 - Much lower operational costs than diverting larger fixed route buses.
 - Use of fare incentives to encourage riders to use demand response as fixed route feeder.
 - Use of same day reservations to encourage riders to use demand response as fixed route feeder.
 - Allows fixed route lines to operate in a more “express” fashion with improved headways/frequencies and shorter transit times.
 - As a premium service, fare adjustments under consideration.
- **Low Floor Cutaways** - CCRTA has committed to transitioning its entire fleet of fixed route minibuses or cutaways to state-of-the-art low floor vehicles. The first batch of six new vehicles, manufactured Creative Bus Sales of Chino CA were received this summer and will be deployed on the Barnstable Villager, Hyannis Crosstown and Bourne Run. The vehicles offer greater capacity than traditional cutaways, as well as easier boarding both for mobility impaired and non-impaired riders, as there are no steps to climb, which better meet customer needs and speed up trip times.
 - **Collaboration with Cape Cod’s Largest Employer - Cape Cod Healthcare** - The CCRTA has been in discussions with Cape Cod Healthcare to identify opportunities to collaborate in the delivery of health-related transportation services and other supportive projects. The following provides a list of transportation collaborations that have been either implemented or are under discussion.
 - CCRTA/Peter Pan/Cape Cod Healthcare Partnership - In the interest of improving access to healthcare through transportation in the lower and outer cape, CCRTA fostered a partnership between Peter Pan and Cape Cod Healthcare. Over the last year, CCRTA worked with Peter Pan to develop an adjusted route that would add stops at Cape Cod Healthcare to their existing Provincetown-Hyannis semi-express service. In April of 2020, Peter Pan officially launched their enhanced service with new stops at Cape Cod Hospital, Fontaine Medical Center in Harwich, and Outer Cape Health in Wellfleet. This service will operate 7 days a week, with 2 round trips in the offseason and 3 during the summer months. As a part of their Community Benefits program, Cape Cod Healthcare is developing a ticket voucher pilot program to provide their patients with free or reduced cost trips.
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- Fixed Route Service Additions at Cape Cod Healthcare facilities- CCRTA and CCH to explore the option of adding limited fixed route bus service for extended hours and on weekends and holidays to better accommodate the identified transportation needs of CCH patients and employees. CCRTA has also added regular fixed route service to the largest CCH facilities. Over the last year, CCRTA added a regular stop at Cape Cod Hospital to the inbound and outbound H2O fixed route bus. CCRTA also added a regular stop at Falmouth Hospital to the inbound and outbound Sealine fixed route bus.
 - CCRTA is also working with CCH to identify ways in which CCRTA's new SmartDART app/service can make short-haul trips for CCH patients more efficient and affordable which helps to further increase access to healthcare.
 - Cape Cod Healthcare (CCH) Employee Discount Transportation Program - CCRTA and CCH to explore the option of developing a program that would offer CCH employees transportation discounts for the use of the CCRTA fixed route transportation system.
 - Travel Training - CCRTA and CCH "Helping Hands" to explore the option of working together to better coordinate the transportation needs of the CCH patients, with a particular focus on low income/Medicaid eligible clients.
 - The coordination of transportation scheduling for CCH patients could be supported through the CCRTA's state-of-the-art call centers operating at both the Hyannis Transportation Center and at the Dennis Operations facility.
 - Transportation options would include the use of the CCRTA transportation system, including fixed route services.
- **Additional Federal Funding through Public Ferry Service Transportation Reporting (i.e. Steamship Authority)** - In August of 2015, the CCRTA undertook a major initiative to identify new and/or enhanced categories of transportation reporting to the Federal Transit Administration (FTA) National Transit Database (NTD) that would result in increased federal funding. At that time, the CCRTA entered into a collaborative effort with the Steamship Authority to capture and report their ferry and shuttle service miles and passenger numbers to NTD. This collaborative initiative between the CCRTA and the Steamship Authority to report ferry service and related shuttle service transportation data resulted in a significant increase in annual federal funding for the Cape Cod Urbanized Area (UZA). The CCRTA is expanding this effort to include private ferry service providers, including: Hy-Line; Bay State Cruise Company; and others.
 - **Additional Federal Funding through Private Transportation Provider Maximization Legislation** - Under Federal Transit Administration guidelines, the ability to compensate private transportation providers for their NTD transportation reporting efforts is significantly limited and must comply with onerous federal regulations. In order to address this federal funding limitation, the CCRTA worked closely with Representative Peake and House Transportation Chair Straus to file legislation to streamline the compensation of private ferry service providers; private bus companies; van pools, and other private transportation providers for their NTD reporting efforts, which has the potential to generate significant additional federal revenues for the Cape Cod Region and the Commonwealth. This Federal Transit Funding Maximization Fund legislation is expected to be enacted in late 2020 or early 2021.

Questions about any aspect of RTA operations and services should be directed to:

Thomas S. Cahir, Administrator
(508) 775-8504 ext. 224
tcahir@capecodrta.org



Appendix A

Advisory Board Members

BARNSTABLE	Mark Ells - Town Manager
BOURNE	George Slade, Bourne Selectman
BREWSTER	Peter Lombardi, Town Administrator
CHATHAM	Jill Goldsmith - Town Manager
DENNIS	Brenda Vasquez - Council on Aging Director
EASTHAM	Roslyn Diamond - Eastham
FALMOUTH	Samuel Patterson - Falmouth Board of Selectman
HARWICH	Griffin Ryder - Town Engineer
MASHPEE	Wayne Taylor - Assistant Town Manager
ORLEANS	Judi Wilson - Director Council on Aging
PROVINCETOWN	Erin Ellis - Provincetown Project Administrator
SANDWICH	George Dunham - Town Manager
TRURO	Rae Ann Palmer - Town Administrator
WELLFLEET	Suzanne Grout Thomas - Director Council on Aging
YARMOUTH	Robert Lawton, Jr. - Vice Chairman & Town Administrator (Retired)
DISABLED COMMUNITY REPRESENTATIVE	Dorothy Voelker - Disability Commission



Appendix B

Committees of the Advisory Board

Executive Committee

Robert C. Lawton, Jr.
27 Cobb Avenue
Yarmouth Port, MA 02675
(508) 362-3274
rclawton@verizon.net

Mark Ells, Town Manager
Barnstable Town Hall
367 Main Street
Hyannis, MA 02601
508-862-4610
mark.ells@town.barnstable.ma.us

George H. Dunham, Town Administrator
Sandwich Town Hall
130 Main Street
Sandwich, MA 02563
508-888-5144
gdunham@townofsandwich.net

Audit and Finance

Mark Ells, Town Manager
Barnstable Town Hall
367 Main Street
Hyannis, MA 02601
508-862-4610
mark.ells@town.barnstable.ma.us

Robert C. Lawton, Jr.
27 Cobb Avenue
Yarmouth Port, MA 02675
(508) 362-3274
rclawton@verizon.net

George H. Dunham, Town Administrator
Sandwich Town Hall
130 Main Street
Sandwich, MA 02563
508-888-5144
gdunham@townofsandwich.net

Fare and Service

Vacant

Rail

Jill R. Goldsmith, Chatham Town Manager
Chatham Town Hall
549 Main Street
Chatham MA 02633
508.945.5105
jgoldsmith@chatham-ma.gov



Appendix C

CCRTA Weighted Vote Allocation By Town - 161b, section 5 - FY2020 & FY2021

TOWN	TOTAL VOTES	PERCENTAGE BY TOWN
BARNSTABLE	\$608,332	20.18%
BOURNE	\$97,611	5.36%
BREWSTER	\$53,898	4.10%
CHATHAM	\$18,278	3.06%
DENNIS	\$108,122	5.67%
EASTHAM	\$53,851	4.09%
FALMOUTH	\$192,760	8.12%
HARWICH	\$107,986	5.66%
MASHPEE	\$109,587	5.71%
ORLEANS	\$89,583	5.13%
PROVINCETOWN	\$107,744	5.66%
SANDWICH	\$145,904	6.76%
TRURO	\$53,886	4.10%
WELLFLEET	\$53,990	4.10%
YARMOUTH	\$161,802	7.23%
SUB-TOTAL	\$1,963,334	94.94%
DISABLED COMMUTER REP.	\$0	2.53%
RIDER COMMUNITY REP.	\$0	2.53%
TOTAL	\$1,963,334	100.00%



Appendix D

CCRTA Local Assessment by Town - FY2020 & FY2021

Town	FY 20 Assessment	FY 21 Assessment
Barnstable	\$593,494	\$608,332
Bourne	\$95,229	\$97,611
Brewster	\$52,584	\$53,898
Chatham	\$17,832	\$18,278
Dennis	\$105,485	\$108,122
Eastham	\$52,538	\$53,851
Falmouth	\$188,059	\$192,760
Harwich	\$105,353	\$107,986
Mashpee	\$106,914	\$109,587
Orleans	\$87,398	\$89,583
Provincetown	\$105,116	\$107,744
Sandwich	\$142,345	\$145,904
Truro	\$52,572	\$53,886
Wellfleet	\$52,673	\$53,990
Yarmouth	\$157,856	\$161,802
Total	\$1,915,448	\$1,963,334