

CMRPC Technical Assistance to the WRTA

- 1) **Federal and State Reporting Requirements** - Preparation of MassDOT monthly and FTA National Transit Database (NTD) monthly/annual submissions.
 - Annual submission includes miles/hours of service and passenger trips broken down by type of service and period of service, and vehicle information.
 - Process entails working with FTA to answer questions resulting from their cross-query analysis.
 - Assistance to auditor in determining cost/revenue allocation by route.

- 2) **Data Management for Service Planning**
 - Maintenance of a system delineating the operating characteristics of the WRTA's fixed route and paratransit systems, including documentation of system changes.
 - ITS database management: validation/calibration (including spot manual counts); data mining for service planning; determining optimal data presentation including GIS mapping.

- 3) **Project Development/Service Planning**
 - Coordination of project development and major service planning functions.
 - Coordination of public outreach related to the Comprehensive Service Analysis (CSA) and all major service changes.
 - Coordination of CSA activities, including Steering Committee, provision of data, and review of materials.
 - Ongoing monitoring/evaluation of service, and new service changes against service standards.
 - Data-mining of ITS for optimal data to use in weekly service planning sessions.
 - Coordinating planning and implementation of new services.
 - Assistance to the WRTA with construction planning for a new Maintenance & Operations facility.
 - Assistance to CMTM with Hastus route-cutting software during re-ratings.
 - Development of Title VI (Non-discrimination) Compliance Plan & recommendations for implementation strategies.

- 4) **Paratransit System Monitoring/Assistance**
 - Assistance in monitoring paratransit providers (S.C.M. Elderbus, nine Councils on Aging (CoA) operators, and PBSTM), identifying opportunities to increase efficiency & effectiveness.
 - Assistance to paratransit operators with day-to-day operational and policy issues.
 - Assistance with implementation and occasional revision of WRTA paratransit service policies.
 - Assistance in maintaining compliance with the fixed route/paratransit requirements of the Americans with Disabilities Act (ADA).
 - Assistance with paratransit compliance with FTA Drug & Alcohol testing.
 - Coordination of the ADA Appeal Process and staff support to the Appeal Panel.

- Planning and monitoring associated with the Mobility Management Model.
- Assistance with CoA budget preparations as needed.
- Assistance to paratransit operators on driver issues (including organizing recurring training sessions).
- Assistance with annual submission of MassDOT Community Assistance Grants.

5) Review of Federal/State/Local Requests/Materials

- Staff support to Administrator in responding to day-to-day issues, including requests for info, geo-coding of employer databases, or quick analysis of subjects related to transit, including monitoring of new authorization legislation, MARTA involvement in state contract assistance, state MEMA evacuation planning initiatives, review of Worcester Art of Science & Learning transportation projects, and various other unforeseen topics that require the WRTA Administrator's attention.

6) Other FTA tasks performed on behalf of WRTA

- Annual Transportation Improvement Program (TIP) capital projects presentation & public outreach requirements; amendments as they occur.
- Staff for Central Mass. Regional Coordinating Council connecting the WRTA with workforce and human service agencies.
- College transit discussions
- Public outreach to communities outside of Worcester (i.e. Westborough, Southbridge, Holden, Northbridge)
- Travel Demand Modeling of potential new services
- Integration of transportation data; ex. Determining pedestrian and bicycle accidents at high boarding and alighting locations for future Safety Audit.
- Coordination of WRTA with Intercity Bus and Commuter Rail
- Integrate efforts to provide corridor signal coordination along WRTA high volume routes.
- Coordinate transit, walk, and bike into regional mode shift and livability/climate change efforts.
- Review major roadway and larger regional development projects for transit accommodations.
- Coordinate the WRTA into regional and statewide evacuation planning.