

Coordinated Public Transit-Human Services Transportation Plan 2025

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Pioneer Valley Planning Commission



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The Pioneer Valley Metropolitan Planning Organization (PVMPO)

The Pioneer Valley Metropolitan Planning Organization (PVMPO) implements and oversees the 3C transportation planning process to provide an open comprehensive, cooperative, and continuing transportation planning and programming process in conformance with federal and state requirements. The Pioneer Valley MPO was restructured in August of 2006 to enhance the role of the local communities in the transportation planning process and allow local MPO members to represent sub-regional districts respective to community size and geographic location. A more recent update in 2017 recognized the Western Massachusetts Economic Development Council as a voting member.

3C Transportation Planning Process

The Metropolitan Planning Program, which establishes a cooperative, continuous, and comprehensive (3C) framework for transportation planning in metropolitan areas. As the lead planning agency for the Pioneer Valley Metropolitan Planning Organization (MPO), the Pioneer Valley Planning Commission (PVPC) is responsible for the day-to-day management of this process.

Title VI Program

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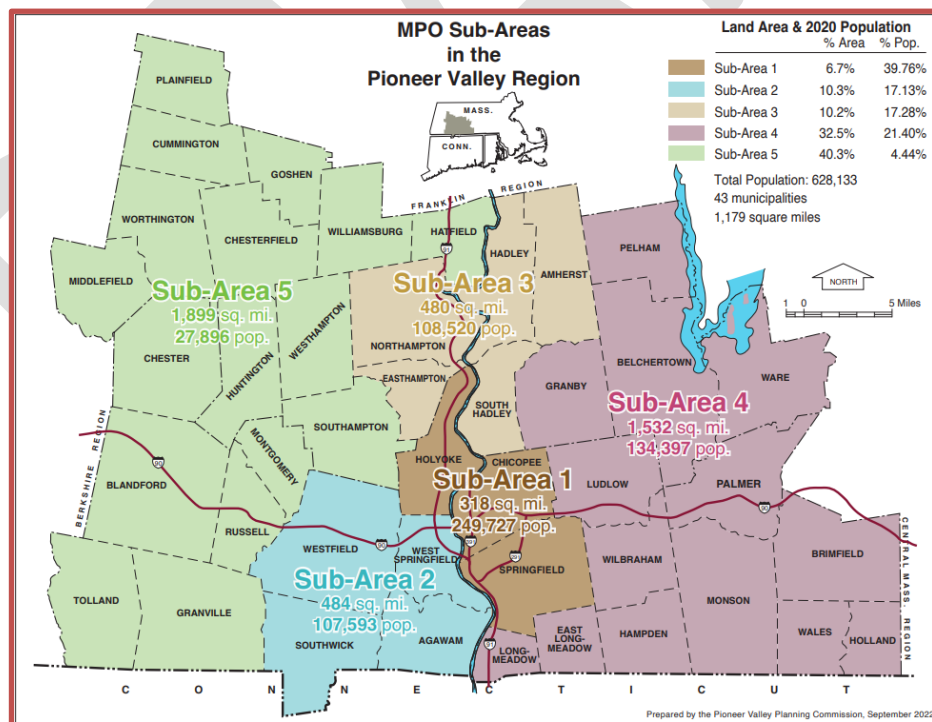


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I. Introduction/Executive Summary

Federal Requirements

The Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users required that projects funded under the Individuals with Disabilities, Job Access, and Reverse Commute Program, and New Freedom programs have a locally developed, coordinated public transit-human services transportation (CPT-HST) Plan in 2007.

The Fixing America's Surface Transportation Act included recommendations to increase participation by recipients of federal grants in locally developed, coordinated planning processes in 2015. Recipients of Section 5310 "Enhanced Mobility for Individuals and Individuals with Disabilities" formula funding must have a coordinated plan. The Infrastructure Investment and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL), signed into law in November 2021, reauthorized the Section 5310 "Enhanced Mobility of Seniors and Individuals with Disabilities".

The Pioneer Valley Metropolitan Planning Organization (PVMPO) adopted the last Coordinated Public Transportation - Human Service Transportation Plan on May 24, 2022. This document is an update of that Plan and reflects changes in federal grant programs, as well as changes in the needs of the transportation disadvantaged populations in the PVMPO Region (Hampden and Hampshire Counties).

Plan Purpose

The purpose of this 2025 update is to help improve transportation services for persons with disabilities, older adults, and individuals with lower incomes in the Pioneer Valley Region through a better coordinated transportation system. This update provides a framework for the development of projects for municipalities, towns, counties, tribal governments, regional transit authorities (RTAs), and private taxi operators that will address the transportation needs of the target populations, by ensuring that public transportation and human service agencies coordinate transportation resources offered through multiple FTA programs. The needs identified in this Plan will be used to evaluate and rank eligible projects for various federal transportation grants. This plan will guide the use of federal Section 5310 funds awarded by the Massachusetts Department of Transportation as the primary recipient through the annual competitive Massachusetts Community Transit Grant Program.

This Plan is a guiding document that focuses on the coordination of transportation services for people who depend on public transportation. These people include older adults, persons with limited incomes, and people with disabilities. The Coordinated Plan identifies needs and discusses strategies to improve access to jobs, shopping, health care and recreational activities for these groups of people. The goals of the Plan are to:

- Improve the quality and availability of transportation services to persons who need them the most and have no other transportation options.
- Promote inter-agency cooperation to provide needed transportation services in the most cost-effective way using existing resources when possible.

The Plan generally focuses on two types of public transportation:

1. Transit systems that are open to all persons, and
2. Services that focus on individuals with specialized needs that cannot access the general public transit system, such as older adults and people with disabilities.

With the passage of the Americans with Disabilities Act of 1990 (ADA), public transit operators that provide fixed route service on a regular basis have been required to extend service to people with disabilities by both improving accessibility to the fixed route system and by providing comparable service using a curb-to-curb mode for people unable to use the fixed route system due to a disability.

Targeted Populations

The Coordinated Plan addresses both regulatory and local community goals to meet the needs of diverse groups, such as older adults and people with disabilities, people with limited English proficiency, and people with low incomes. PVMPO staff intend to track implementation progress and future goals on a regular basis and be viewed as a living document that can be used toward the goal of coordinating transportation with age and dementia friendly planning, public health, transportation planning, and human services access. Three target populations are particularly relevant to this update include:

- Older Adults (ages 65 and older)
- Persons with Disabilities
- Low-Income Households

Public Involvement

Federal law requires that the Coordinated Plan be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by the public. To assess the transportation needs for the targeted populations in the MPO region, this plan update analyzes available demographic data, analyzes changes since the 2020 plan, and reviews other available data, plans, and reports.

The Coordinated Plan was developed with the participation of representatives of public, private, and nonprofit transportation and human-services providers, as well as members of the public. Public input for the Plan was incorporated from:

- Pioneer Valley Comprehensive Economic Development Strategy
- Pioneer Valley Regional Transportation Plan 2022
- Western Massachusetts Transportation Forum (2025)
- PVPC Age & Dementia Friendly Community Initiative
- PVPC sponsored Listening Sessions (2024-2025)
- PVTA Paratransit Survey Results, 2023
- PVTA Non-Rider Survey Results, 2024
- PVTA Onboard Customer Survey Southern Region, 2024
- PVTA Onboard Customer Survey Northern Region, 2025

Summary of Responses

Based on feedback from public involvement, including PVMPO sponsored listening sessions, and a summation of existing transportation plans and studies, several transportation needs in the region were discovered. Public transit service gaps persist in historically underserved rural communities, where older residents are aging in place. Standard fixed route transit is unavailable and not sustainable in these rural communities and other alternatives are desired. Existing medical and private agency transportation is not dependable in the region and paratransit services for people with disabilities have strict eligibility requirements for older adults. Senior vans are not available in every community and driver and vehicle shortages persist. There is an increased need for more flexible transportation services however funding shortages prevail. Based on these needs, the goals, and strategies were developed and can be found in the Goals and Strategies section ([Section V](#)) of the plan.

Significant Changes Since 2020

Fare Free Operations

In addition to the use of federal recovery funds from the Coronavirus Aid, Relief, and Economic Security (CARES) Act in 2020 and the American Rescue Plan Act (ARPA) in 2021 to cover lost operating revenue during the height of the Pandemic, Regional Transit Authorities (RTAs) have also benefited from additional transit funding provided through the Massachusetts Fairshare Act. In October of 2024, the Commonwealth of Massachusetts awarded \$30 million in grants to 13 RTAs in Massachusetts to provide year-round, fare free public transportation services. The funding was provided in the Fiscal Year 2025 budget and builds off of two years of successful pilot programs. As part of this program, RTAs have operated fare free since November 2024 and are expected to remain free at least until June 2025, with the possibility of an extension. Fare free operation includes the Pioneer Valley Transit Authority and the Franklin Regional Transit Authority.

Pioneer Valley Transit Authority

The Pioneer Valley Transit Authority (PVTA) began intercity service by launching the Amherst/Worcester Intercity route (B79) in September 2021. The route, funded by federal a Section 5311(f) funding, provides a direct connection between Amherst and Worcester with limited stops and connects with the MBTA at Union Station in Worcester. Intercity service was further expanded in 2024 with service between Amherst and Greenfield in partnership with the Franklin Regional Transit Authority (FRTA) as part of the Massachusetts Department of Transportation Regional Transportation Innovation Grant (RTIG). The new service fills inter regional transit gaps that previously existed between PVTA Route 31 and FRTA Route 31 between Greenfield, Sunderland, and UMass campus.

PVTA added several new local fixed route bus service including the G73 Brennan Express bus route between Springfield and Holyoke in 2020. The low performing Northampton Senior Shuttle and Northampton Rescue Center Shuttle were combined into the NOHO Shuttle, a new Northampton Micro-Transit Pilot which began in May of 2024. The X94 Outer Crosstown bus route was added to provide new fixed route service between Ludlow, Springfield, and East Longmeadow in March of 2025.

Overall, with the increased state funding, PVTA has enhanced service to more than twenty (20) routes, added Sunday service to a dozen routes and added half-hour service to ten (10) routes. Service has been restored to the Ware and Palmer Shuttles and new fixed route X94 Outer Crosstown was added. Bus Route B12 was discontinued due to low ridership.

Franklin Regional Transit Authority

The Franklin Regional Transit Authority (FRTA) has enhanced service by including weekend service on fixed routes and expanding the number of communities served by its demand response senior service. FRTA Route 31 Northampton was added and provides cross regional connections to Northampton and facilitate connections to other communities in the PVTA system.

The FRTA Access Program, which began as a successful pilot, was formally launched by FRTA in 2020 as a demand response flexible transit options from regular fixed route schedules. The Access program allows passengers to schedule door-to-door trips through a mobile app as well as through an online portal similar to private ridesharing services like Uber and Lyft. The program is open to the public and there are no eligibility requirements.

FRTA brokered it's final MassHealth PT1 Transportation trip in 2021. Montachusett Regional Transit Authority (MART) now provides this service.

II. Community Information

Location

The Pioneer Valley region measures 1,179 square miles and includes major urban areas, suburban development, and rural communities. The region is comprised of Hampden and Hampshire Counties in Western Massachusetts, and is nestled between Berkshire County to the west, Franklin County to the north, and Worcester County to the east. Its southern boundary is formed by the state line between Massachusetts and Connecticut. The region's most prominent geographic feature is the Connecticut River, which bisects both counties on its way south from Canada into Connecticut and ultimately Long Island Sound. The Connecticut River and the Holyoke Mountain Range, both greatly impact east-west and north-south travel.

The Pioneer Valley's strategic location is an important regional asset. The region is located in Western Massachusetts, roughly 90 miles west of Boston and 30 miles north of Hartford, CT. It sits at the crossroads of Interstates 90 and 91, providing excellent east-west and north-south connectivity. There are just over 4,402 miles of roadway in the Pioneer Valley region. Bradley International Airport, the 2nd largest airport in New England, is within an hour of most of Pioneer Valley's communities. The region is connected by rail to points south, into Hartford, Connecticut, and the New York City metro area; east, into the Boston metro area; and west into Albany, New York. Expansion of the east-west rail system is underway.

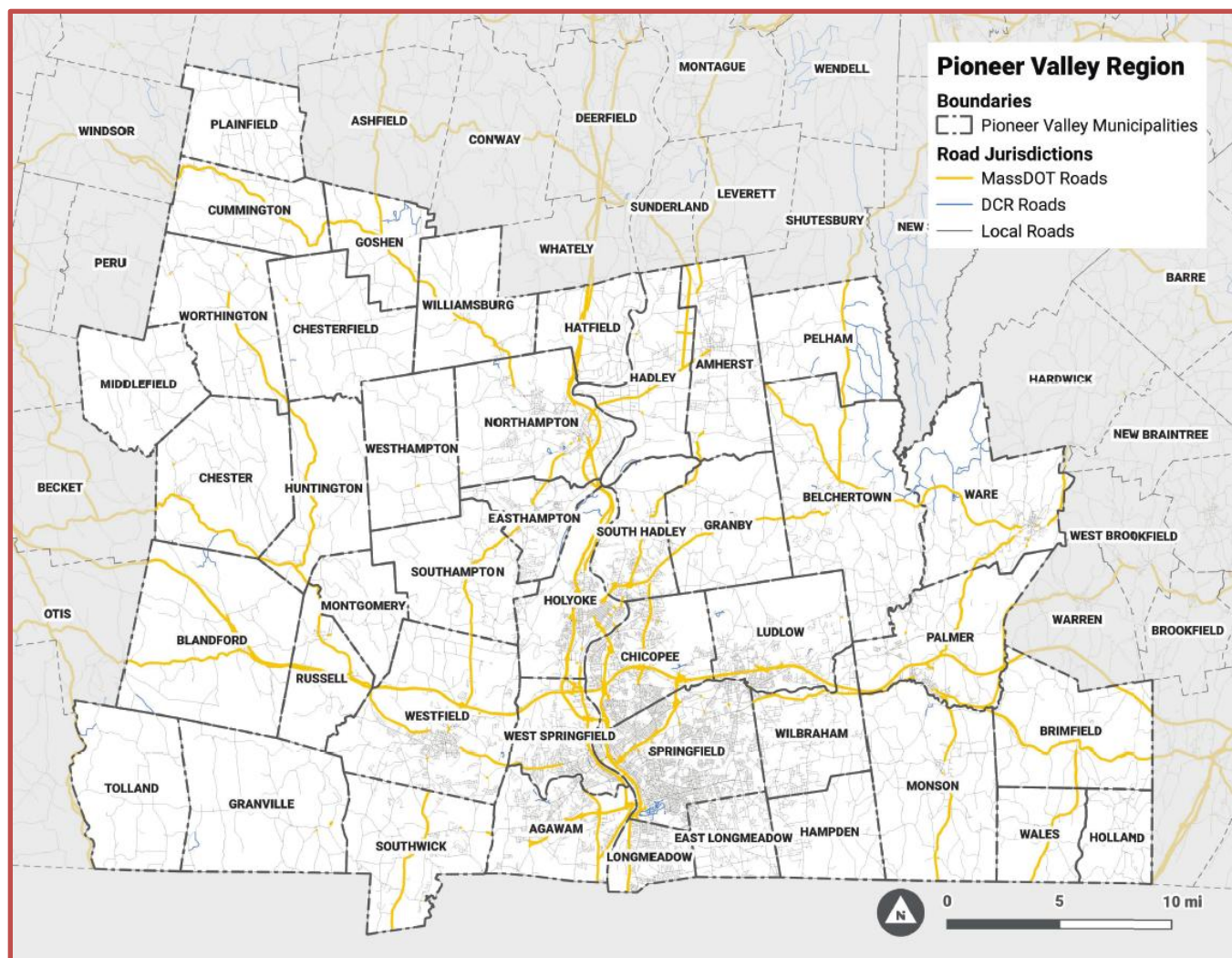
The region contains a mix of 43 urban, small, and rural communities, ranging in size from smallest rural town of Middlefield with 388 residents to the largest urban center of Springfield with nearly 155,000 people. Of the 43 communities, 26 have populations of less than 10,000, 13 have populations of 10,000-40,000, and 4 have populations of more than 40,000.

The Pioneer Valley Metropolitan Planning Organization (PVMPO) area includes the 43 cities and towns of Hampden and Hampshire Counties. The PVMPO region is home to 623,629 people (2022 ACS 1-year average). Hampden County, measures 635 square miles and contains 23 municipalities including the Springfield-Chicopee-Holyoke urbanized area. Hampshire County measures 544 square miles, with the major population centers of Northampton and Amherst, where University of Massachusetts main campus and over 30,000 students and staff are located.

Springfield, the third largest city in Massachusetts, is the region's cultural and economic center. It is home to several of the region's largest employers, including Massachusetts Mutual Life Insurance, MGM Springfield, Baystate Medical Center, Mercy Hospital Incorporated, Eastman Chemical, Smith & Wesson, and Verizon. Also known as the Knowledge Corridor, the Hartford-Springfield, area is New England's second-most populous conurbation, after Greater Boston, with approximately 1.9 million residents and 160,000 university students.¹

¹Hartford–Springfield, Wikipedia, 15 September 2024. <https://en.wikipedia.org/wiki/Hartford%E2%80%93Springfield>

Figure 1: Location of the Pioneer Valley

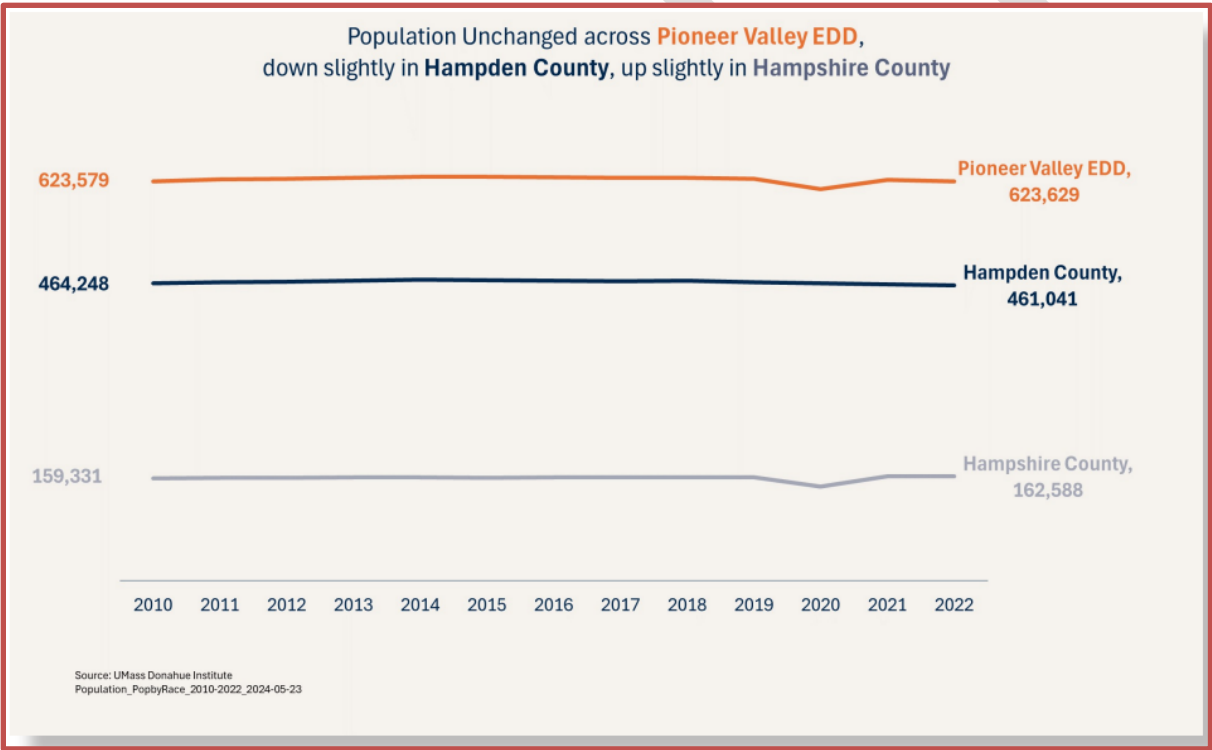


Population

The Pioneer Valley has a population of 623,629 people, but the population is not spread evenly throughout the region. Hampden County’s population at 461,041 is almost three times the size of Hampshire County’s at 162,588. The majority of the population, approximately 57%, live in the region’s five most populous communities. Hampden County has four of those communities – Springfield, Chicopee, Westfield, and Holyoke – while Hampshire County has one –Amherst. Hampshire County is the home of the University of Massachusetts, Amherst, and multiple private colleges, including Smith, Mt. Holyoke, and Amherst; the presence of so many institutions of higher education is a factor in Hampshire County’s demographic make-up as well as its economy.² The population split is consistent with the geographic split between Hampshire and Hampden Counties.

The Pioneer Valley’s overall population growth is stagnant. It has been stagnant for more than ten years. Almost every year since the late 1990s has seen an out-migration of population; if not for immigration from a range of countries, the local population would have dropped to the point where it could impact state and federal funding.²

Figure 2: Population Estimates of the Pioneer Valley



Source: Comprehensive Economic Development Strategy 2024-2029, PVPC, 2024

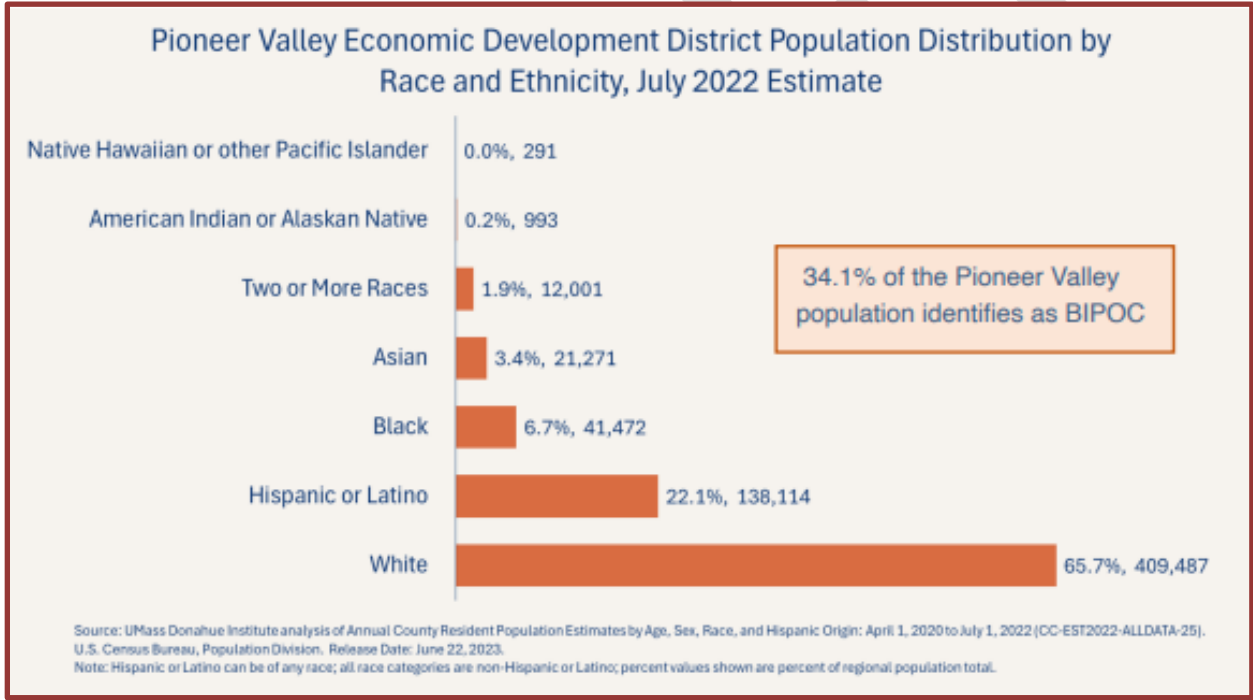
² Pioneer Valley Planning Commission. (2024). Comprehensive Economic Development Strategy 2024-2029. Springfield: Pioneer Valley Planning Commission. Page 16. Retrieved June 24, 2025, from <https://www.pvpc.org/taxonomy/term/417/all>

Demographics

Older Adults, people with disabilities, low incomes and the unemployed populations are the primary target groups to be examined for this Coordinated Plan. Understanding the distribution of these different population groups not only assists in improved coordination of transit services but also enhances efficient resource allocation. In identifying the target populations for the Plan, this plan also includes the identification of racial demographics based on US Census data from the Pioneer Valley Comprehensive Economic Development Strategy (CEDS). This additional information defines a more accurate demographic profile of the Pioneer Valley region (also referred to as the Pioneer Valley Economic Development District), and helps locate socio-economic groups, including low-income and minority populations as covered by Title VI Provisions.

More than 34% of the region’s residents identify as people of color with the majority of these individuals identifying as Hispanic/Latino or Black. Geographically, the smaller and rural communities in both counties are mostly White while the urban centers are far more diverse, with two cities in Hampden County – Springfield and Holyoke – having a majority residents that identify as people of color. In Hampshire County, approximately 19% of the residents are people of color and in Hampden County, approximately 40%.³

Figure 3: Race and Ethnicity of the Pioneer Valley



Source: Comprehensive Economic Development Strategy 2024-2029, PVPC, 2024

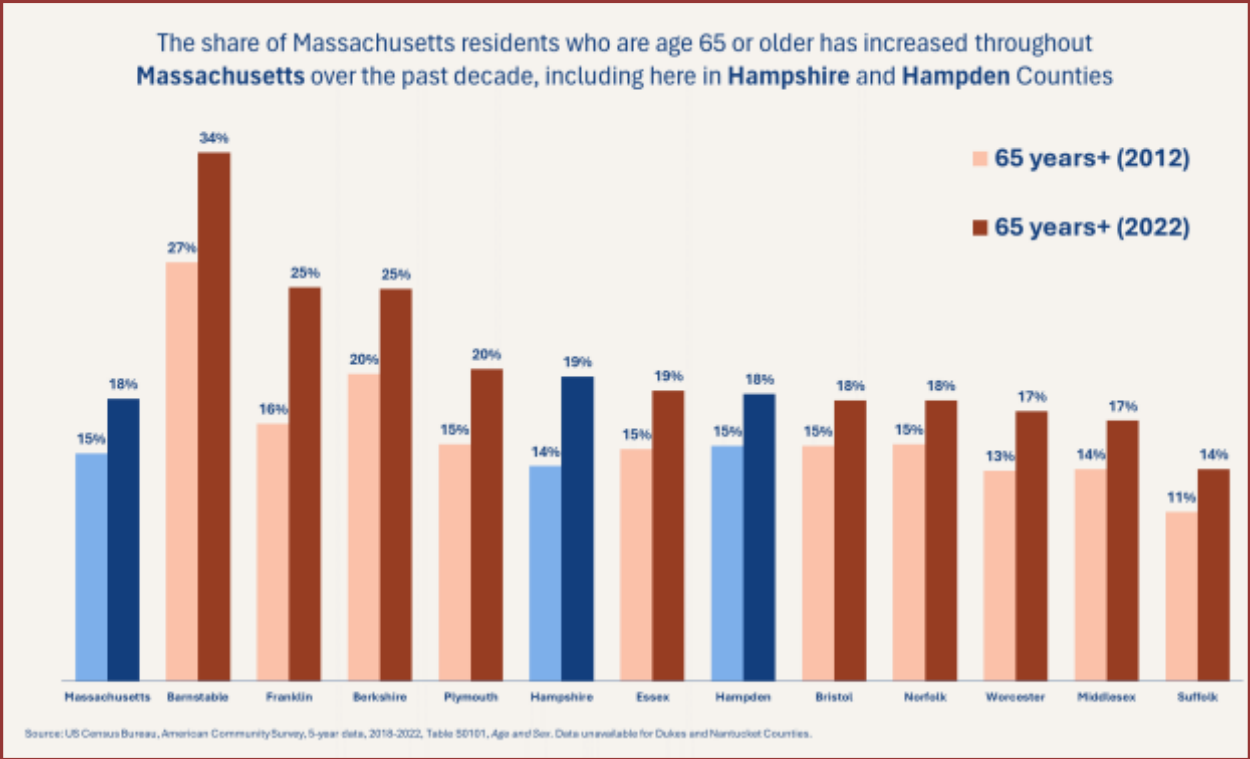
³ Pioneer Valley Planning Commission. (2024). Comprehensive Economic Development Strategy 2024-2029. Springfield: Pioneer Valley Planning Commission. Page 18. Retrieved June 24, 2025, from <https://www.pvpc.org/taxonomy/term/417/all>

Identification of Senior Populations

In addition to stagnant growth, the Pioneer Valley’s population has a higher percentage of older adults than Massachusetts averages. This is especially true for smaller and rural communities, where over 13% of the population is 75 and over⁴. An older population has immediate impacts on public transit options, particularly for those who are unable to drive. With an increasing number of older adults, the character of some of the smaller and rural communities is changing. The chart below shows the percentage of persons aged 65 and over in Hampden and Hampshire Counties compared with other counties in the Commonwealth.

In the City of Springfield, the overall population of the Pioneer Valley is also aging at a greater rate than either the Massachusetts or United States averages. The chart below shows that Hampshire County has become progressively older in the ten-year period between 2012-2022⁴

Figure 4: Senior Population of the Pioneer Valley



Source: Comprehensive Economic Development Strategy 2024-2029, PVPC, 2024

⁴ Pioneer Valley Planning Commission. (2024). Comprehensive Economic Development Strategy 2024-2029. Springfield: Pioneer Valley Planning Commission. Page 17. Retrieved June 24, 2025, from <https://www.pvpc.org/taxonomy/term/417/all>

Identification of People with Disabilities

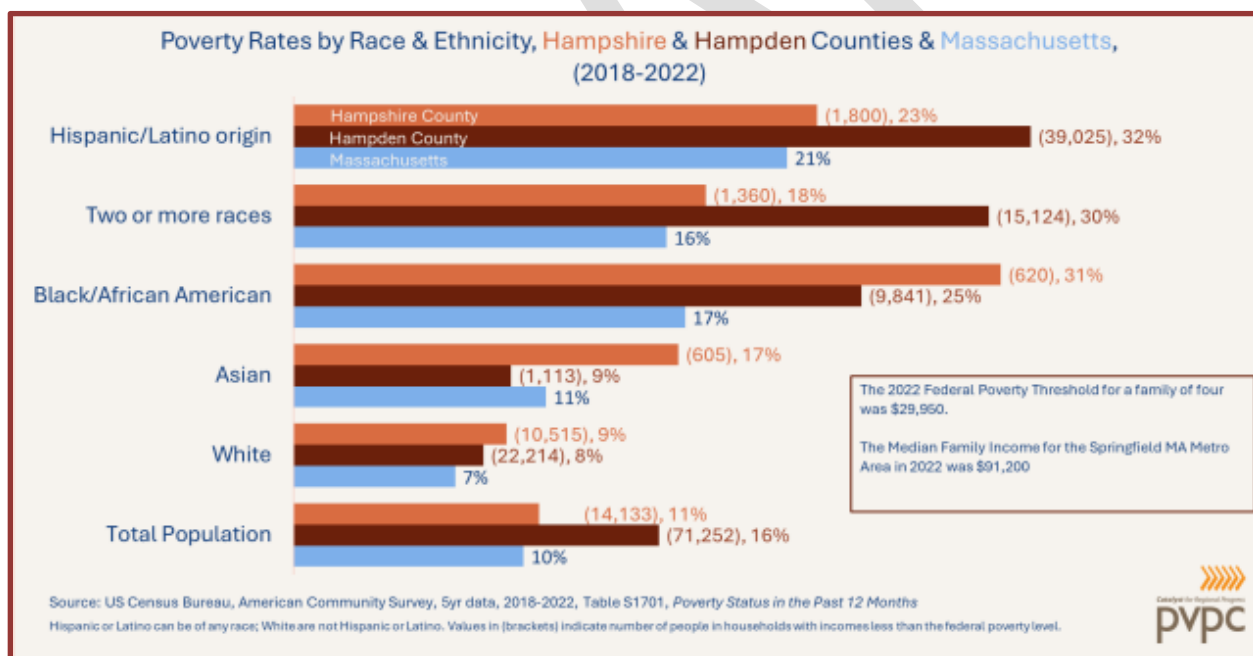
In order to identify people with disabilities, the plan used the Census definition of employed persons with a disability between ages 21-64. While this excludes children with disabilities who are dependent on others to help them provide transportation, children are not included within available datasets. As those living in the area continue working later into traditional retirement ages, the definition of disability extends to individuals over the age of 65. Geographic based human service transportation programs could potentially impact both those with low income and those with disabilities. There may also be a correlation, meaning those with disabilities may also have lower income.

Identification of Low-Income Populations

Poverty rate is another measure used to determine quality of life, economic well-being, and the propensity to use public transit in the Pioneer Valley region. Poverty is largely tied to race and ethnicity. Data from the five years leading up to the pandemic show that poverty rates for communities of color were double the poverty rates for White people in the same area and more than triple the rates of White people in the Commonwealth overall. For people who identified as Hispanic/Latino, the poverty rates were even higher.⁵

Compared to Massachusetts averages, current poverty rates in the Pioneer Valley are higher across all demographics. In Hampden County, poverty rates for people who identify as Hispanic/Latino are four times higher than the rates of people who identify as White; in Hampshire County, poverty rates for people who identify as Black were more than three times higher than people who identify as White. There are pockets of poverty in some of the Pioneer Valley's smaller and rural communities, which are predominantly White.⁵

Figure 5: Poverty by Race and Ethnicity of the Pioneer Valley



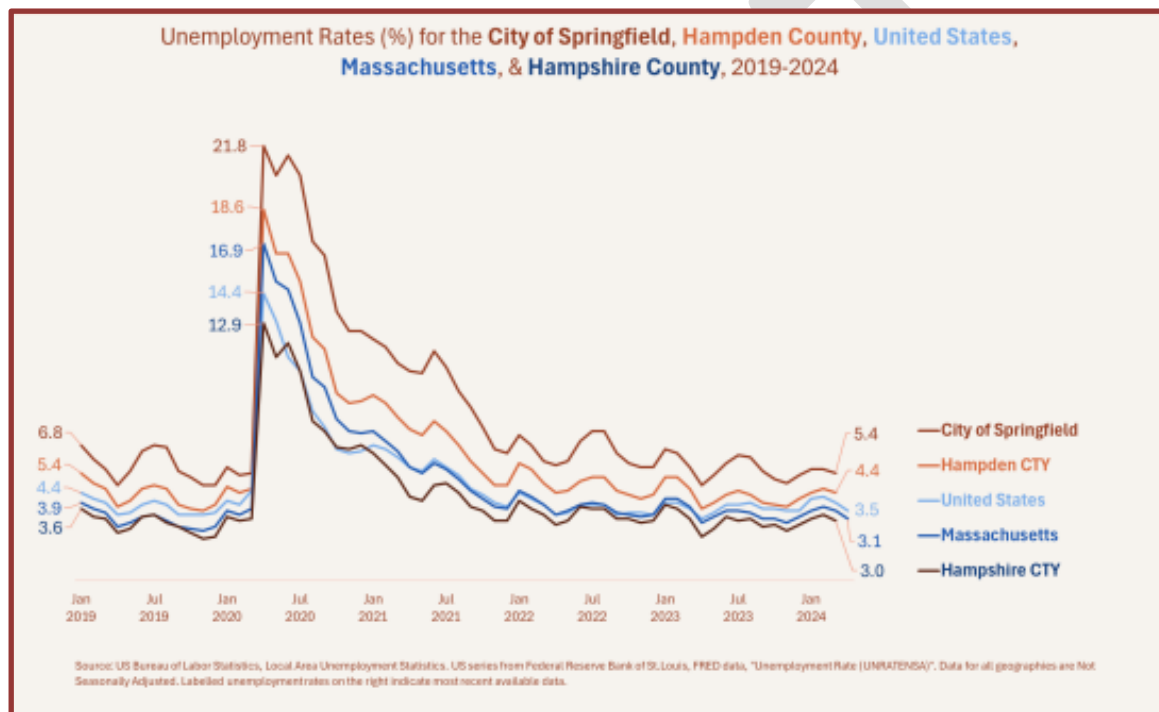
Source: *Comprehensive Economic Development Strategy 2024-2029, PVPC, 2024*

⁵ Pioneer Valley Planning Commission. (2024). *Comprehensive Economic Development Strategy 2024-2029*. Springfield: Pioneer Valley Planning Commission. Page 19. Retrieved June 24, 2025, from <https://www.pvpc.org/taxonomy/term/417/all>

Identification of Unemployed Populations

Although the region's current unemployment rates are lower than the period that preceded COVID-19, and certainly during COVID-19, the rates for the City of Springfield and Hampden County are still stubbornly higher than both Massachusetts and United States rates. The chart below shows unemployment rates for the five-year period 2019-2024. Markedly higher across all periods are the rates for the City of Springfield. Hampshire County's rates are lower than Massachusetts and United States rates for the five-year period, again likely reflecting the higher-than-average percentage of persons who are not in the labor force due to age. In reviewing the most recent disaggregated data for unemployment in the two Pioneer Valley counties alone, rates in Hampden County, where 40% of the residents identify as people of color, are 2-3 times higher for Black people, Hispanic/Latino people, and people who identify with two or more races than for White people.⁶

Figure 6 Unemployment Rates of the Pioneer Valley



Source: *Comprehensive Economic Development Strategy 2024-2029*, PVPC, 2024

⁶ Pioneer Valley Planning Commission. (2024). *Comprehensive Economic Development Strategy 2024-2029*. Springfield: Pioneer Valley Planning Commission. Page 21. Retrieved June 24, 2025, from <https://www.pvpc.org/taxonomy/term/417/all>

III. Assessment of Available Resources & Services

Current Transportation Options

The Pioneer Valley is served by an assortment of public transportation options including standard fixed route bus service provided by two Regional Transit Authorities (RTAs) that serve the region. As part of the Americans with Disabilities Act (ADA), federally required public transportation supplements, or paratransit service, is provided within $\frac{3}{4}$ mile of RTA fixed routes and require medical pre-qualification and scheduling. Senior Vans for older adults regardless of disability provide limited public transportation options and are operated by local Councils on Aging (COAs), RTA's and other providers. Micro-transit is a more flexible public transportation option provided by private providers and some RTAs.

Other transportation providers in the region include medical transportation providers, private taxi and cabs and charter buses. The Pioneer Valley is also served by national intercity providers including Amtrak, Greyhound and Peter Pan Bus lines in Springfield, Holyoke, Northampton, and Amherst. CT Rail also provides commuter rail service to Springfield Union Station. Current efforts are underway to expand passenger rail service between Boston, Springfield and Pittsfield via the [MassDOT East-West Passenger Rail Study](#).

Pioneer Valley Transit Authority (PVTA)

The PVTA is the largest regional transit authority in Massachusetts, serving 24 member communities in Western Massachusetts with a geographic service area that covers approximately 627 square miles, encompassing urban centers, suburban and rural areas. PVTA's service area includes the cities of Springfield, Chicopee, and Holyoke; the Five Colleges area of Northampton and Amherst, including more than 30,000 students and employees at the University of Massachusetts Amherst; and outlying suburban and rural communities.

Created in 1974, PVTA had an operating budget of \$61 million in FY2023. Under Massachusetts Law Chapter 161B, PVTA and the Commonwealth's 13 other regional transit authorities may not directly operate transit services. Therefore, PVTA competitively contracts with private companies to operate its fixed routes bus routes and paratransit van services. Currently, these contract operators are UMass Transit Services, First Transit, and Hulmes Transportation Services.

PVTA provides fixed route (scheduled) bus service and demand response public transportation to comply with the Americans with Disabilities Act (ADA). PVTA owns and maintains a fleet of 189 heavy duty transit buses, 147 paratransit vans, and six (6) 18-passenger vans. PVTA oversees the operation of 191 buses on a system that includes 47 fixed route bus routes and three community shuttles. PVTA customers made approximately 7 million bus trips in FY2023. PVTA also oversees an extensive paratransit van service that provided over 176,976 trips demand response trips for people with disabilities and senior citizens using 150 vans in FY2023.



189 low-floor buses

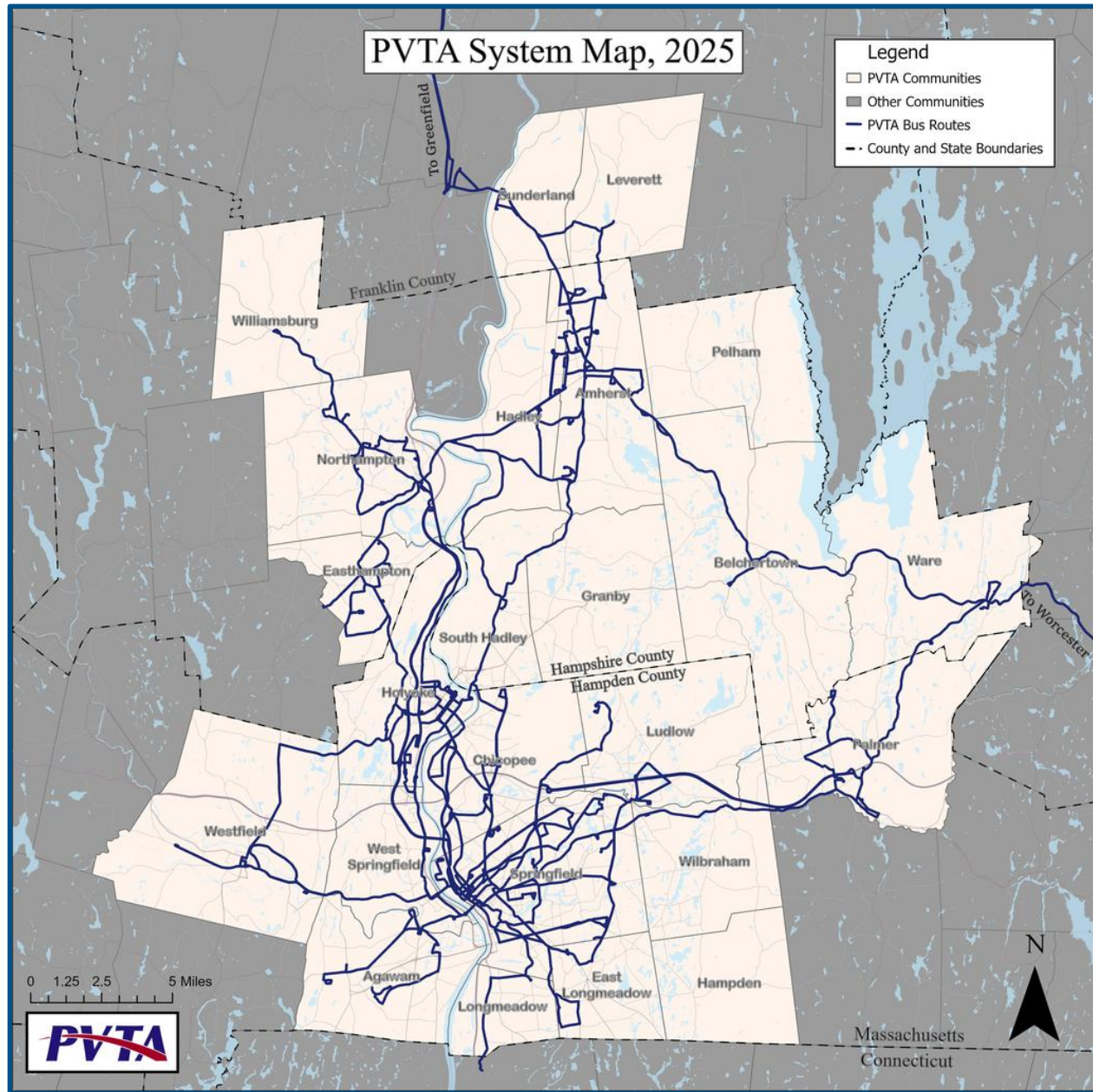


147 paratransit vans



6 shuttle vans (18-passenger)

Figure 7: PVTA System Map



PVTA Governance and Mission

As a regional transit authority, PVTA has an advisory board that consists of town managers and city mayors throughout the service area, as defined by M.G.L. Chapter 161B. The advisory board has a number of committees including a route committee that approves each route. The PVTA administrator has the ability to approve routes for a trial basis for up to one year before approval is needed. The Administrator is appointed by the Advisory Board which consists of:

- a) The Mayor or City or Town Manager of each city.
- b) The Chair of the Board of Selectmen of each town having such board, or the Town Manager or Town Administrator of each town.
- c) Advisory Board members may appoint designees to act on their behalf.

Table 1: PVTA Member Communities

PVTA Member Communities			
1. Agawam	7. Granby	13. Ludlow	19. Sunderland
2. Amherst	8. Hadley	14. Northampton	20. Ware
3. Belchertown	9. Hampden	15. Palmer	21. West Springfield
4. Chicopee	10. Holyoke	16. Pelham	22. Westfield
5. Easthampton	11. Leverett	17. South Hadley	23. Wilbraham
6. East Longmeadow	12. Longmeadow	18. Springfield	24. Williamsburg
PVTA Connecting Service Communities			
Brookfield East Brookfield Enfield, CT	Greenfield Leicester	South Deerfield Spencer Sunderland	West Brookfield Worcester Southampton

PVTA's Mission Statement

PVTA is committed to providing the highest quality of convenient and accessible public transportation service that meets the needs of our customers in an efficient, cost-effective manner.

The vision of PVTA is to assist the Pioneer Valley in making our communities more livable through transportation services.

The personal mobility that PVTA provides is critical for the large number of residents of the region who do not, cannot, or choose not to drive. For these people, PVTA is vital to their access to places of work, medical appointments, educational opportunities, and shopping establishments.

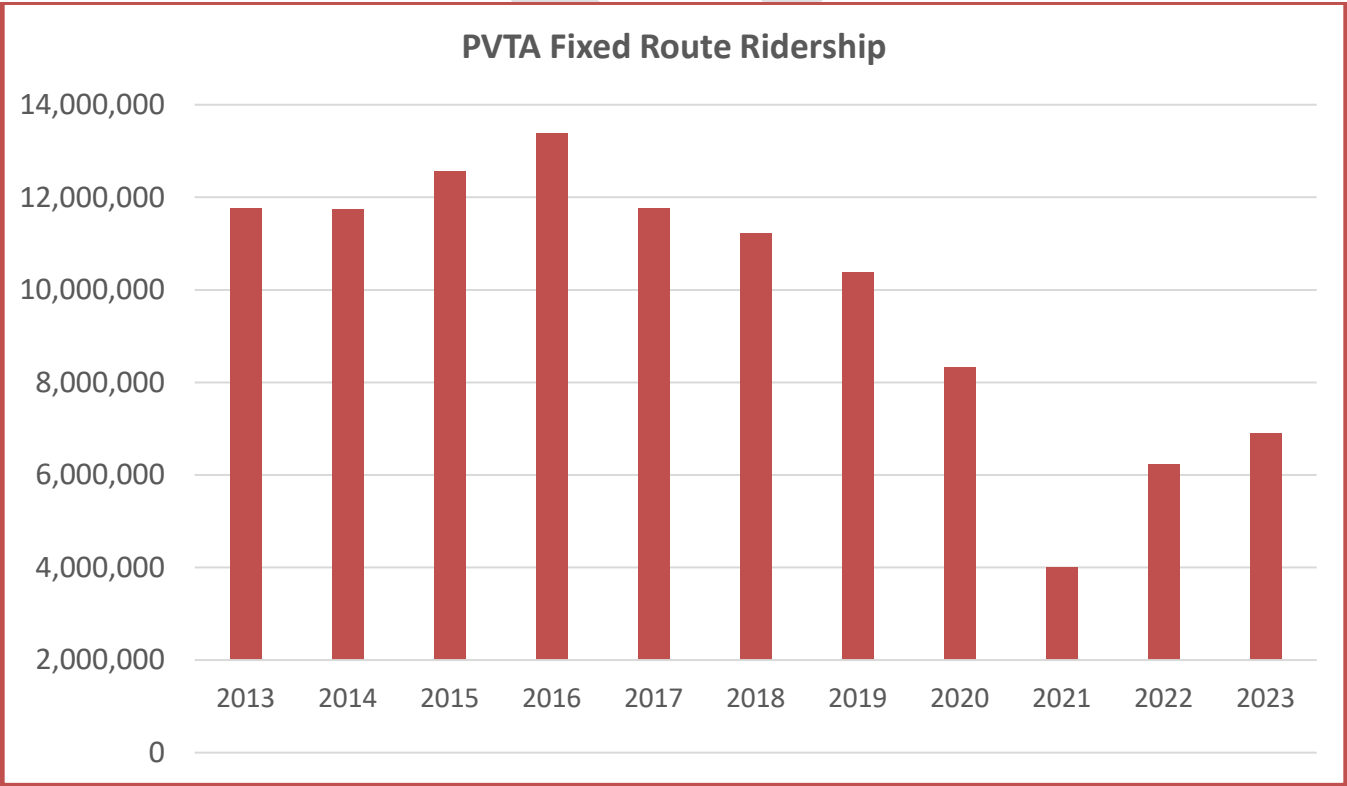
PVTA Fixed Scheduled Routes

The Pioneer Valley Transit Authority (PVTA) operates forty-seven (47) fixed routes and shuttles in twenty-four (24) member communities and more than a dozen non-member adjacent communities. Bus transfers are concentrated at four regional Hubs, Springfield Union Station, the Holyoke Transportation Center, The Academy of Music in Northampton and Haigis Mall at the University of Massachusetts. PVTA fixed route headways range from 15 minutes to two hours, 45 minutes, depending on the location and time of day. PVTA has significantly expanded service and service hours using funding through the Massachusetts Fair Share Amendment. PVTA fixed-route service had expenditures of \$46,526,264 in FY2023 with revenue of \$5,768,265 that same year, for a net cost of \$40,757,999.⁷ A list of fixed routes provided by PVTA can be found on [Table 2](#).

PVTA Ridership Trends

From FY 2013 to FY 2019, PVTA had an annual system ridership average of 11,826,668 riders, peaking at 13,384,555 riders in FY 2016. From this peak, ridership began to decline. Ridership decreased dramatically in the 2020 and 2021 fiscal years as a result of the COVID 19 pandemic. An increase in ridership of over 50% occurred in 2022 and ridership trend has continued to increase in 2022 and 2023 as ridership has begun to recover and return to pre-pandemic numbers.

Figure 8: PVTA Fixed Route Ridership Trends



Source : <https://www.transit.dot.gov/ntd/transit-agency-profiles/pioneer-valley-transit-authority>

⁷ FTA Agency Profiles, PVTA <https://www.transit.dot.gov/ntd/transit-agency-profiles/pioneer-valley-transit-authority>

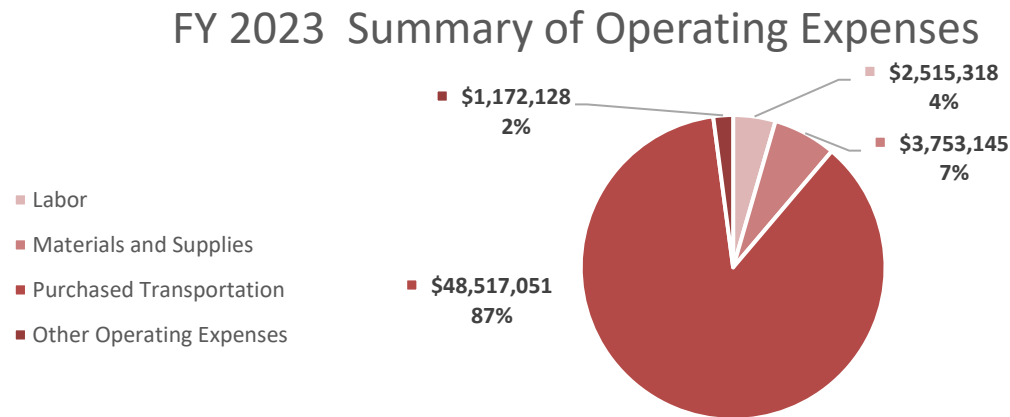
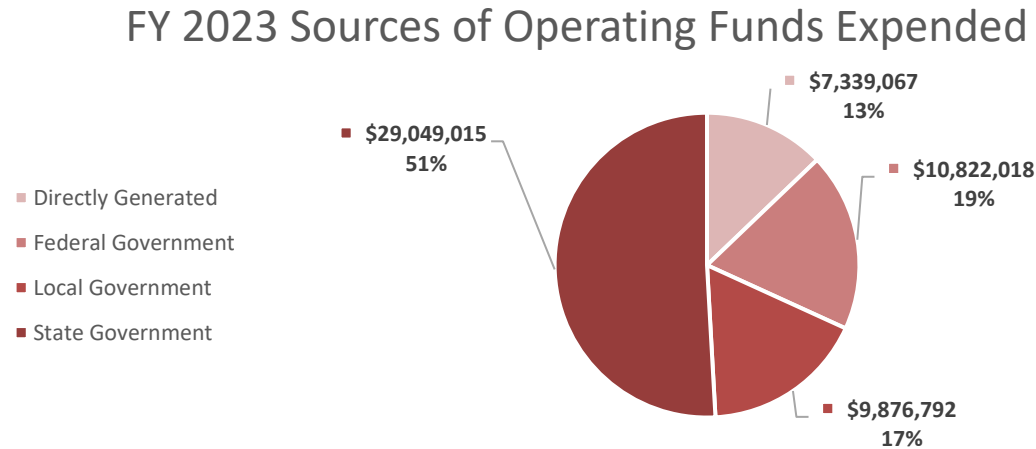
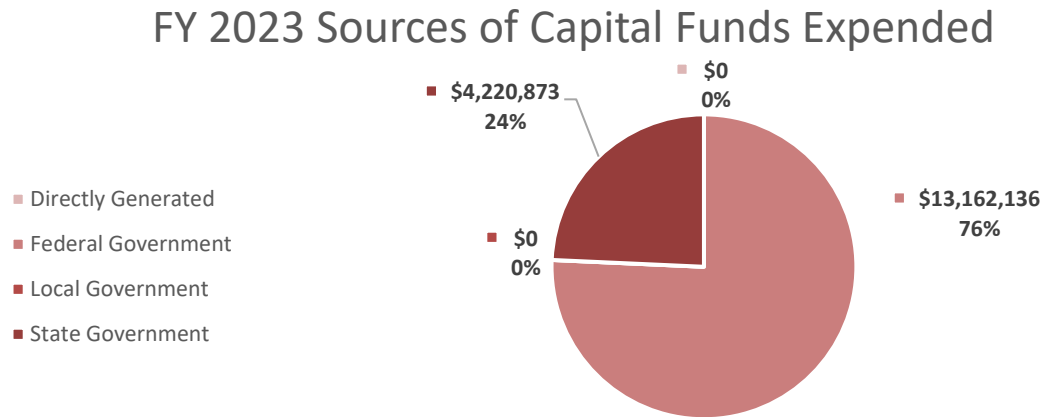
Table 2: PVTA Fixed Routes and Schedules

Route	Name	Community	Tier	Frequency
30	North Amherst / Old Belchertown Rd	Amherst, Belchertown	1	Every 15 minutes
31	Sunderland / South Amherst	Amherst, Sunderland	1	Every 15 minutes
33	Puffers Pond / Stop and Shop	Amherst	3	Every 30 minutes
34	Campus Shuttle Northbound	Amherst	1	Every 15 minutes
35	Campus Shuttle Southbound	Amherst	1	Every 15 minutes
36	Olympia Dr / Atkins Corner	Amherst	4	Every Hour
38	MHC / HC / AC / UM	Amherst, South Hadley	3	Every 30 minutes
39	Smith College-Hampshire College	Amherst, Northampton, South Hadley	4	Every Hour
39E	Smith/Mount Holyoke Express	Northampton, South Hadley	4	Every Hour
45	Belchertown Center / UMass	Amherst, Belchertown	5	Less than Hourly
46	Whately via S. Deerfield Center / UMass	Amherst, Deerfield	5	Less than Hourly
AG	Amherst-Greenfield	Amherst, Greenfield	5	Less than Hourly
B12	Stonybrook Express	Springfield, Ludlow	5	Less than Hourly
B17	Wilbraham Big Y-Worthington St-Wilbra Rd	Springfield, Wilbraham	4	Every Hour
B23	Holyoke-Westfield via HCC	Holyoke, Westfield	4	Every Hour
B4	Plainfield Street	Springfield	3	Every 30 minutes
B43	Northampton/Hadley/Amherst	Northampton, Hadley, Amherst	2	Every 20 minutes
B48	Northampton/Holyoke via Route 5	Northampton, Holyoke	3	Every 30 minutes
B6	Ludlow via Bay St	Ludlow	3	Every 30 minutes
B7	Wilbraham Big Y-State St-Boston Rd	Springfield, Wilbraham	1	Every 15 minutes
B79	Amherst-Worcester Intercity Service	Amherst, Ware, Palmer, Worcester	5	Less than Hourly
G1	Chicopee / Sumner-Allen-Canon Circle	Chicopee, Springfield	2	Every 20 minutes
G19	Holyoke-Montcalm-Chicopee	Holyoke, Chicopee	4	Every Hour
G2	Carew-E. Springfield/ Belmont-Dwight Rd	Springfield, E. Longmeadow, Longmeadow.	3	Every 30 minutes
G3	Springfield Pl via Liberty / King-Westford	Springfield	3	Every 30 minutes
G5	Dickinson-Jewish Home-Longmeadow	Springfield, Longmeadow	4	Every Hour
G73E	Springfield-Northampton Express	Springfield, Holyoke, Northampton	3	Every 30 minutes
P11	Holyoke Community College Express	Holyoke, Springfield, W. Springfield	4	Every Hour
P20	Holyoke-Springfield via Holyoke Mall	Holyoke, Springfield, W. Springfield	2	Every 20 minutes
P21	Holyoke-Springfield via Chicopee	Chicopee, Holyoke, Springfield	3	Every 30 minutes
P21E	Holyoke-Springfield Express via I-391	Holyoke, Springfield	3	Every 30 minutes
PS	Palmer Shuttle	Palmer, Springfield, Ware	4	Every Hour
R10	Westfield/West Springfield via Route 20	Springfield, Westfield, W. Springfield	4	Every Hour
R14	Feeding Hills-Springfield	Springfield	5	Less than Hourly
R22	Holyoke-Grattan-Chicopee	Chicopee, Holyoke	4	Every Hour
R24	HTC-Holyoke Hospital-Holyoke Mall	Holyoke	4	Every Hour
R29	Springfield-Amherst via Holyoke	Amherst, Hadley, Holyoke, Springfield, South Hadley	5	Less than Hourly
R41	Northampton/Easthampton/HCC	Easthampton, Northampton	4	Every Hour
R42	Northampton/Williamsburg	Northampton, Williamsburg	4	Every Hour
R44	Florence Heights via King St & Bridge Rd	Northampton	5	Less than Hourly
WS	Ware Shuttle	Ware, Wilbraham	5	Less than Hourly
X90	Inner Crosstown	Chicopee, E. Longmeadow, Springfield	4	Every Hour
X92	Mid-City Crosstown	Springfield	4	Every Hour
X94	Outer Crosstown	East Longmeadow, Ludlow, Springfield	4	Every Hour
NE	Nashawannuck Express	Nashawannuck	5	Less than Hourly
NH	Northampton Shuttle	Northampton		
W	Wilbraham Shuttle	Wilbraham		

PVTA Operating Budget

Funding for PVTA operations and capital improvements comes from several sources: federal grant programs; state and local governments; institutions; advertising; and passenger fares, which accounted for 18% of the total cost of services in FY2023. More specific information is listed in the figures below:

Figure 9: PVTA Funding and Operations



Source : https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2023/10008.pdf

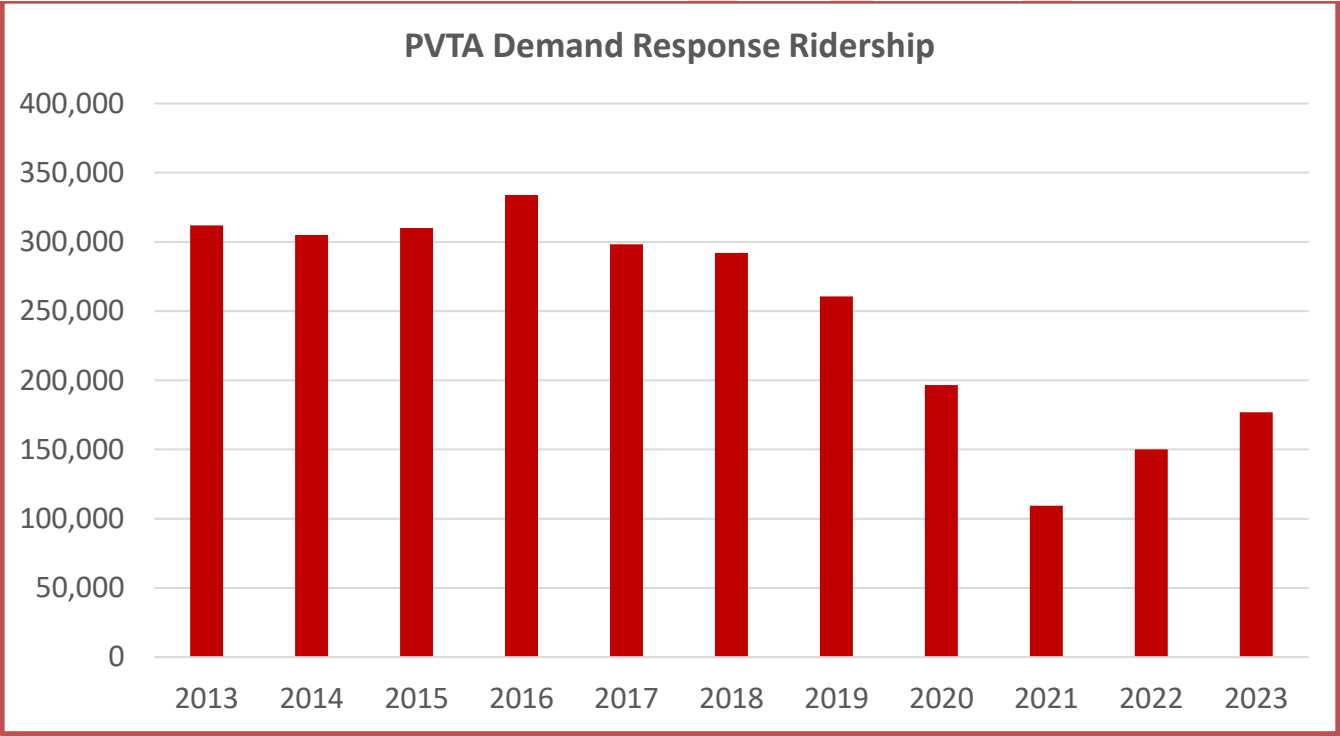
PVTA Paratransit and Senior Van Service

All PVTA vehicles are accessible, in compliance with the Americans with Disabilities Act (ADA). All buses have low floors and a ramp at the front door so that persons using a wheelchair, scooter, walker, cane, or other mobility assistance device can board easily. All vans are lift equipped. All customers are encouraged to ask for ramps to be extended or lifts deployed so they can feel safe when boarding. Additional ADA features of PVTA buses include safety lighting, audio stop announcements, electronic stop announcement signs, priority seating, and designated areas with equipment to safely secure wheelchairs and scooters.

PVTA operates two paratransit demand response van transportation services: the complementary paratransit services for persons with doctor-verified disabilities as required by the Americans with Disabilities Act (ADA), which operates in the same geographic areas and hours as PVTA’s fixed routes; and the Senior Service van transportation program, which is available to any resident of PVTA’s service area age 60 and older.

PVTA provided 176,976 rides through the Senior Van Service and ADA Paratransit programs. Rides provided by PVTA’s ADA and Senior Service van transportation programs comprised 2.7% of all trips in FY2023. Senior Service rides were approximately 60% of all van rides, and 1.6% of all PVTA rides.

Figure 10: PVTA Demand Response Ridership



Source : <https://www.transit.dot.gov/ntd/transit-agency-profiles/pioneer-valley-transit-authority>

The Pioneer Valley Transit Authority provides community-wide response service to 21 out of the 24 member communities, with the exception of Hampden, Leverett and Pelham (see Figure 7 for a map of the PVTA service area). This service is beyond the minimum-required paratransit service within a ¾ mile buffer around fixed routes, mandated by the ADA.

The PVTA ADA paratransit service has the following features:

1. **20-Minute Window and 1-Hour Rule** – As per the ADA regulations, PVTA uses a 20-minute window instead of giving an exact pick-up time (e.g., 10:40 AM – 11:00 AM). Any pick-up occurring after the close of the 20-minute window is considered “late.” Furthermore, the PVTA may schedule the trip for up to one hour before or after the requested pick-up time (depending on whether it is an appointment-based trip). However, PVTA strives to pick up customers as close to the requested time as possible.
2. **Automated Phone Calls** – When customers call to schedule their trip, they are not given a pick-up window at the time of their call. Rather, they are called the night before their scheduled trip through an automated system and given the 20-minute pick-up window. For example, a customer may request a 10:00 AM pick-up on Monday. Sunday evening, the customer will receive an automated message with their pick-up window; in this case, the window may be 9:50 AM to 10:10 AM.
3. **ADA Certification** – Customers must be certified for ADA service – that is, it must be verified that their disability prevents them from using regular fixed-route PVTA service. Every three years, ADA customers must come to the PVTA office to recertify their ADA-eligible status.
4. **Shared Ride Service** – PVTA operates a shared ride service. This means that an ADA customer may need to stop several times to pick up or drop off other ADA customers before arriving at their destination.
5. **Comparable Fixed-Route Ride Times** – In general, PVTA strives to keep all paratransit trips under 60 minutes in duration. However, there are times when trips exceed 60 minutes in duration, especially when those trips cover great distances (e.g., Westfield to Hadley).

ADA standards require that paratransit ride times not exceed the ride time of a comparable fixed-route trip. In most cases, comparable ride times for these long-distance trips is substantially longer than the paratransit ride time (e.g., 70 minutes for paratransit, 120 minutes for fixed route). More information on this program can be found on the PVTA website at <https://pvta.com/mobility.php>

PVTA Northampton Micro-Transit Pilot

In an effort to provide a more flexible alternative to a lower performing route, PVTA began its first micro-transit program in 2024 with the Northampton Micro-Transit Pilot. The NOHO Shuttle provides door to door service in Northampton to all riders without eligibility requirements. More information on the program can be found at <https://pvta.com/info.php>.

PVTA's Fares and Fare Media

In October of 2024, the Commonwealth of Massachusetts awarded \$30 million in grants to 13 Regional Transit Authorities (RTAs) in Massachusetts to provide year-round, fare free public transportation services. The funding builds off two years of successful pilot programs. As part of this program, **PVTA has operated fare free since November 2024** and is expected to remain free at least until June 2025. Apart from this program, the current fare prices and policies have been in effect since July 1st, 2018, as shown in Figure 3.5

Figure 3.5: PVTA Fare Schedule

Fixed Route Bus Fares:	Price:	Discount Price:
One Ride (Regular)	\$ 1.50	\$ 1.40
One Ride (E&D)	\$ 0.75	
One Ride (Child)	\$ 0.90	
Transfer (Regular)	\$ 0.25	
Transfer (E&D)	\$ 0.10	
One Ride with Transfer (Regular)	\$ 1.75	
One Ride with Transfer (E&D)	\$ 0.85	
One Ride with Transfer (Child)	\$ 1.15	
31 Day Pass (Regular)	\$ 54.00	\$ 52.00
31 Day Pass (E&D)	\$ 26.00	\$ 24.00
7 Day Pass	\$ 15.00	
1 Day Pass	\$ 3.50	
<u>ADA and Senior Van Fares:</u>	<u>Price:</u>	
Trip within town	\$ 3.00	
Trip to surrounding town	\$ 3.50	
Trip beyond surrounding town, but within PVTA service area	\$ 4.00	
Trip beyond 3/4 mile	\$ 5.00	
20-pack of ride tickets (within town)	\$ 57.00	
10-pack of 50-cent ride tickets	\$ 4.75	

New Fare Media at PVTA

PVTA first implemented the BusPlus+ mobile ticketing App in July 2021. BusPlus+ is the official mobile ticketing app of the Massachusetts Department of Transportation. The app allows passengers to purchase and use intercity and commuter bus tickets instantly on regional transit authorities across the commonwealth. The app allows passengers to plan a trip by selecting the origin, destination, choose the type of ticket and quantity, create an account, and link credit/debit cards to complete checkout and activate tickets to show to the bus driver. Although an internet connection is required to make purchases, tickets can be used offline. All personal information and payments are securely transmitted and stored. Currently customers can also purchase passes at Big Y market locations and PVTA Customer Service at Holyoke Transit Center and Union Station.

Franklin Regional Transit Authority (FRTA)

The FRTA is the primary transit authority serving Franklin County. The FRTA has the largest service area of any transit authority in the Commonwealth and serves 41 towns in Franklin, Hampshire, Hampden, and Worcester Counties. Twenty-three of the twenty-six communities within Franklin County are members of the FRTA (all except Leverett, Monroe, and Sunderland). The Franklin Regional Transit Authority provides fixed route and paratransit services in Hampden, Hampshire, and Worcester Counties. FRTA also provides complementary ADA paratransit service, non-ADA demand response service in 35 municipalities two pilot FRTA Access micro-transit programs, and a Med-Ride program with volunteer drivers.

FRTA Fixed Route

FRTA operates eight fixed routes, including three routes that connect to other transit systems outside of Franklin County; two of these routes connect to communities in the Pioneer Valley region (and to the PVRTA system):

- Route 31 operates between the Olver Transit Center in Greenfield and the Academy of Music in downtown Northampton via the communities of Deerfield, Whatley, and Hatfield. This route is the busiest route in the FRTA system (27,917 passengers in 2019).
- Route 23 operates between Olver Transit Center in Greenfield and the Haigis Mall on the University of Massachusetts campus in Amherst.

FRTA Paratransit and Senior Demand Response Service

The FRTA provides ADA Paratransit Services for disabled individuals who are located within $\frac{3}{4}$ of a mile of a fixed route service. This is a curb-to-curb service, although door to door service will be provided if requested at the time of the reservation. The cost for ADA service is typically twice the fare of the regular fixed route fare.

There are 17 communities in the Pioneer Valley region that contract with the Franklin Region Transit Authority (FRTA), based in Greenfield, for paratransit van service through their local councils on aging. These towns are Blandford, Chester, Chesterfield, Cummington, Goshen, Granville, Hatfield, Huntington, Middlefield, Montgomery, Plainfield, Russell, Southampton, Southwick, Tolland, Westhampton, and Worthington.

The FRTA Med-Ride Program provides transportation for elderly residents (over 60 years old) in Franklin County who need to travel outside of the county for medical purposes.

FRTA Demand Response is only for clients 60 and over who have had their application approved. rides for each of these communities with the exception of Tolland and Granville. These communities do not currently have senior or disability-based transportation options. Because these communities are located in the furthest western and southern portions of the PVMPO region, they are not within the $\frac{3}{4}$ mile buffer of any fixed route bus service in the region and therefore no ADA paratransit service is available. Senior dial-a-ride service is offered for persons age 60 and older through municipal senior centers. In some cases, pre-certification of eligibility is days, hours of operations, fares and service frequency vary by town. More information on FRTA Demand Response can be found on their website at <https://www.frta.org>

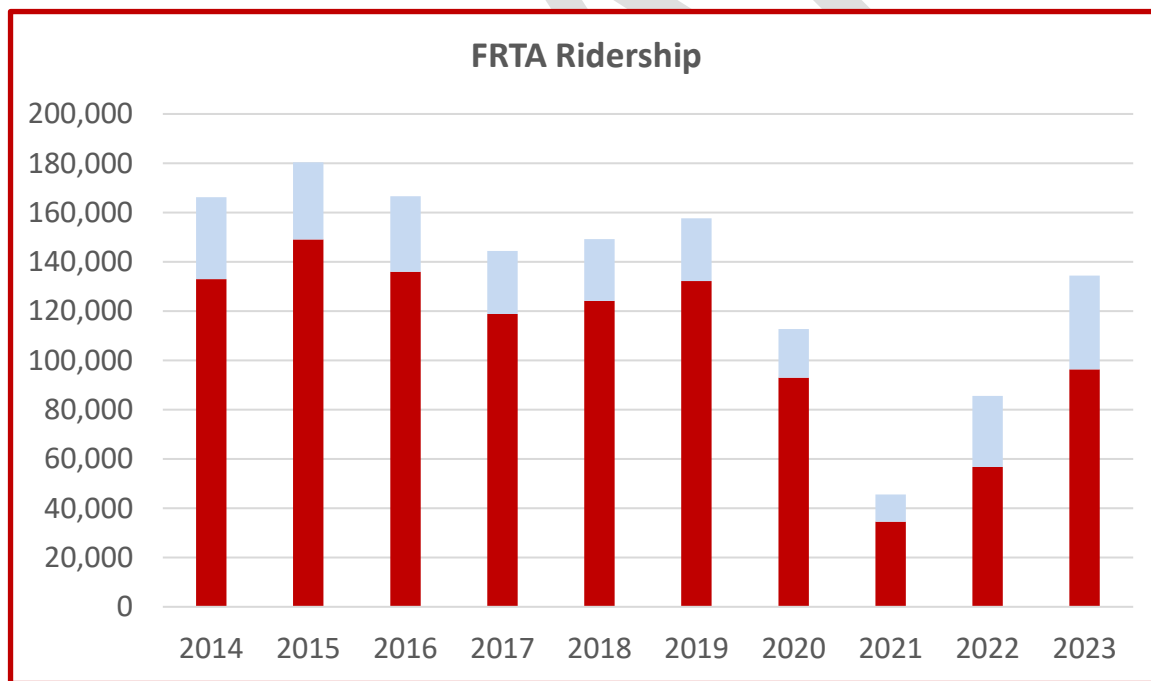
FRTA Access Program

The Access program which began as a successful pilot, was formally launched by FRTA in 2020 as a demand response flexible transit options from regular fixed route schedules. The Access program allows passengers to schedule door-to-door trips through a mobile app as well as through an online portal similar to private ridesharing services like Uber and Lyft. The program is open to the public and there are no eligibility requirements. Trips are filled *on* a first come-first serve basis and restricted to certain “zones” established by the FRTA and is available seven days a week with fares based on geographic zones and travel within those zones. The program began with four (4) zones, in Franklin County and the success of the program has led FRTA to explore expanding the program to adjacent, rural communities in Hampden and Hampshire counties, referred to by the agency as the Southern Hilltowns.

FRTA Ridership Trends

From FY 2015 to FY 2019, FRTA had an annual system ridership average of 169,000 riders, peaking at 180,403 riders in FY 2015 (Figure 11). From this peak ridership in 2015, during the following fiscal years the number of riders began to decline. In FY 2018 ridership began to increase again likely as a result of FRTA’s system reconfiguration. Demand response has also had a decline in riders from 31,280 at the peak to its lowest number of riders - 24,466 in 2018. Ridership for demand response was declining due to natural attrition. However, demand response ridership increased in 2019 because of a contract FRTA established with the Sheriff’s Office. Each year, FRTA’s ridership consists primarily of riders using fixed route service (84 percent) compared to demand response (16 percent).

Figure 11: FRTA Ridership



Source : <https://www.transit.dot.gov/ntd/transit-agency-profiles/franklin-regional-transit-authority>

Senior Transportation

Council on Aging (COA) and Senior Center Vans

Councils on Aging (COAs) are municipal entities that oversee local senior centers that provide programming, services, and support for older adults in their community. Each Council on Aging determines its own priorities based on local needs and resources, making adult community centers, sometimes called senior centers, a welcoming place for older adults who wish to remain independent in their community. All municipal agencies provide support, local outreach, social and health services, advocacy, and resources to older adults, their families, and caregivers. Working together and often supported by a volunteer network, Councils on Aging and adult community centers serve as a link to older adults by providing important support services in the community. One of the key support services provided by COAs is senior transportation, or more specifically, providing safe and dependable transportation for errands, appointments, and more through the use of senior vans.

COA senior vans provide limited public transportation for older adults that requires scheduling, serves specific destinations, and is funded through the COA, RTA, non-profits agencies or other providers. All 43 communities in the Pioneer Valley have an active COA, and 84% of them provide senior transportation. PVTA contacts with COA's in East Longmeadow, Longmeadow, Hampden, Agawam, Hadley, and Ware. There are seven (7) communities with COA's that do not provide senior transportation, these include the towns of Granville, Holland, Middlefield, Pelham, Plainfield, Wales, and Westhampton. Some of these communities, however, do benefit from other RTA and non-profit provided senior transportation as shown on Table 3. More information on Councils on Aging and Senior services can be found on the agency website. <https://mcoaonline.org/>

Hilltown Easy Ride

The Hilltown Easy Ride, van service is a senior transportation provider established through a partnership with the Hilltown Community Development Corporation, the Hilltown Community Health Center and the FRTA. The Hilltown Easy Ride is designed for the convenience of seniors over 60 and veterans residing in Blandford, Chester, Chesterfield, Cummington, Goshen, Huntington, Middlefield, Montgomery, Plainfield, Russell, and Worthington. Their primary goal is to provide transportation in rural areas lacking other transportation options. In addition to regularly scheduled shopping trips to Northampton, riders may also get rides to medical appointments and attend social trips through the local Councils on Aging (COAs). Riders must be pre-approved for eligibility. More information on the Hilltown Easy Ride, including hours of operation, cost and scheduling can be found on the agency website. <https://www.hilltowncdc.org/>

SCM Elderbus

The SCM Elderbus is a private non-profit that works with the Worcester Regional Transit Authority (WRTA) to provide transportation services to seniors and people with disabilities residing in twenty-two (22) communities in central Massachusetts. Three communities in the Pioneer Valley benefit from this service, including the towns of Brimfield, Holland, and Wales. SCM Elderbus provides transportation to and from medical appointments. Shopping, banking, trips to the local pharmacy, work-related trips, social and recreational trips. More information on the SCM Elderbus, including hours of operation, cost and scheduling can be found on the agency website. <https://www.elderbus.org/>

Table 3: Senior Transportation Providers by Community

Senior Transportation Providers			
COA Senior Vans		Hilltown Easy Ride	SCM Elderbus
<ul style="list-style-type: none"> • Agawam • Blandford • Brimfield • Chester • Chicopee • East Longmeadow • Hampden • Holyoke • Longmeadow • Ludlow • Monson • Montgomery • Palmer • Russell • Southwick • Springfield • Tolland • West Springfield • Westfield • Wilbraham 	<ul style="list-style-type: none"> • Amherst • Belchertown • Chesterfield • Cummington • Easthampton • Goshen • Granby • Hadley • Hatfield • Huntington • Northampton • South Hadley • Southampton • Ware • Williamsburg • Worthington 	<ul style="list-style-type: none"> • Blandford • Chester • Montgomery • Russell • Chesterfield • Cummington • Easthampton • Goshen • Huntington • Middlefield • Plainfield • Worthington 	<ul style="list-style-type: none"> • Brimfield • Holland • Wales

Medical Transportation

Non-emergency medical transportation is essential for vulnerable users in the Pioneer Valley. Most of these services are managed by the state and can be accessed through the Massachusetts Human Service Transportation (HST) Office. The HST Office manages transportation for six state agencies in Massachusetts: MassHealth, Department of Developmental Services (DDS), Department of Public Health's Early Intervention Program (EI), Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, and Department of Mental Health. Eligibility for transportation services rests with those agencies. The HST Office Mission: To promote access to health and human services, employment, and community life by managing a statewide transportation brokerage network for eligible consumers and by providing technical assistance and outreach strategies in support of local mobility and transportation coordination efforts especially for transportation-disadvantaged Massachusetts residents.

MassHealth PT-1 Transportation

MassHealth provides non-emergency medical transportation for both ambulatory and non-ambulatory MassHealth members statewide who are going to MassHealth covered services. This transportation is provided through a PT-1 form and the form is the authorization to transport a member to a specific location. In the Pioneer Valley, MassHealth PT-1 transportation is delivered through contract with the Montachusett Regional Transit Authority (MART). MassHealth provides non-emergency transportation to thousands or passengers in the Pioneer Valley to appointments throughout the region and as far as Worcester, MA, and Boston. More information about this program can be found on the agency website at <https://www.mass.gov/transportation-for-masshealth-members>

Mass General Hospital Shuttle

Mass General Brigham- Cooley Dickinson Hospital in Northampton provides Pioneer Valley residents access to health care services at Massachusetts General Hospital, Brigham and Women's Hospital, and Mass Eye and Ear services in Boston. More information about this program can be found on the agency website at <https://www.cooleydickinson.org/>

A listing of other non-emergency medical transportation providers in the Pioneer Valley can be found in Table 4. A more extensive list of providers can be seen in Appendix 1.

Table 4: Non-Emergency Transportation Providers

Non-Emergency Medical Transportation Providers		
Hampden/Hampshire	Franklin	Statewide
DAV Shuttle Baystate Shuttle-Springfield Highland Valley Elder Services Mass General Hospital Shuttle	Baystate Shuttle-Franklin LifePath Rides for Health	MassHealth PT-1 Transportation

Demand-Response and Micro-Transit

Quaboag Connector

The Quaboag Connector is an affordable, demand-response shuttle service operated by the Quaboag Valley Community Development Corporation in partnership with the Health Foundation of Western Mass and the Town of Ware. The Quaboag Connector serves 10 towns in the Quaboag Valley of Central and Western Massachusetts. These towns are located outside the trunk lines of the Pioneer Valley Transit Authority (PVRTA) and the Worcester Regional Transit Authority (WRTA), so access to public transit is extremely limited.

Since its inception in 2017, the Quaboag Connector has met community needs and bridge gaps in public transportation options, expanding mobility for seniors, veterans, people with disabilities, and people in need of rides to jobs and medical appointments through partnerships with local municipalities, RTAs, health care providers, and employers. The purpose of the Quaboag Connector is to provide transportation to and from the following:

- Jobs and employment-related services.
- Education related services, including E2E: Education to Employment, the Quaboag Region Workforce Training and Community College Center located in Ware.
- Needed social services in the region; and
- Connections to the Pioneer Valley Transit Authority's (PVRTA) trunk lines via the Palmer village shuttle and Ware shuttle operated by PVRTA, as well as to Five College bus service in Belchertown, and to the Worcester Regional Transit Authority's (WRTA) trunk line in Brookfield.

More information on the Quaboag Connector, including hours of operation, cost and scheduling can be found at the agency website. <https://rideconnector.org/>

Figure 12: Quaboag Connector Service Area

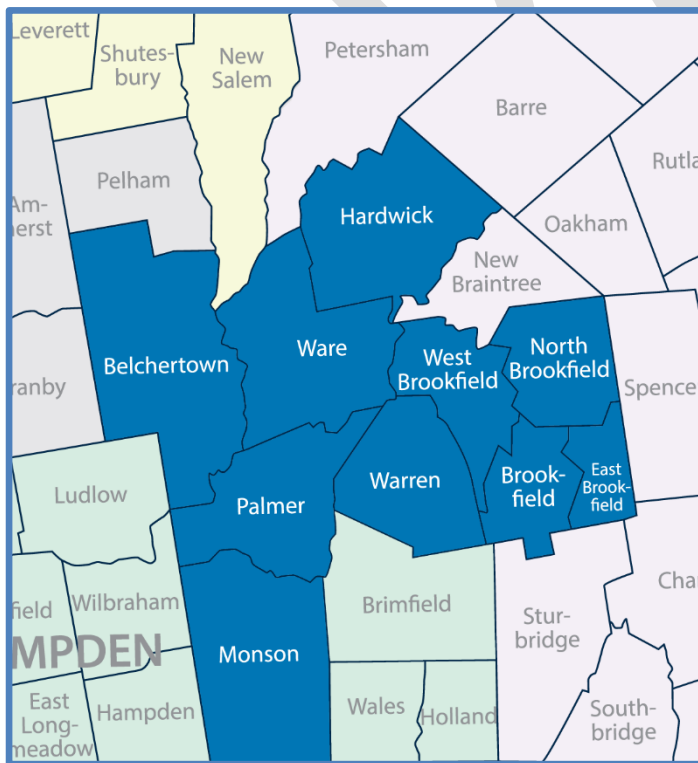


Table 5: RTA, Senior Van Service, Councils on Aging and Town Based Transportation Services

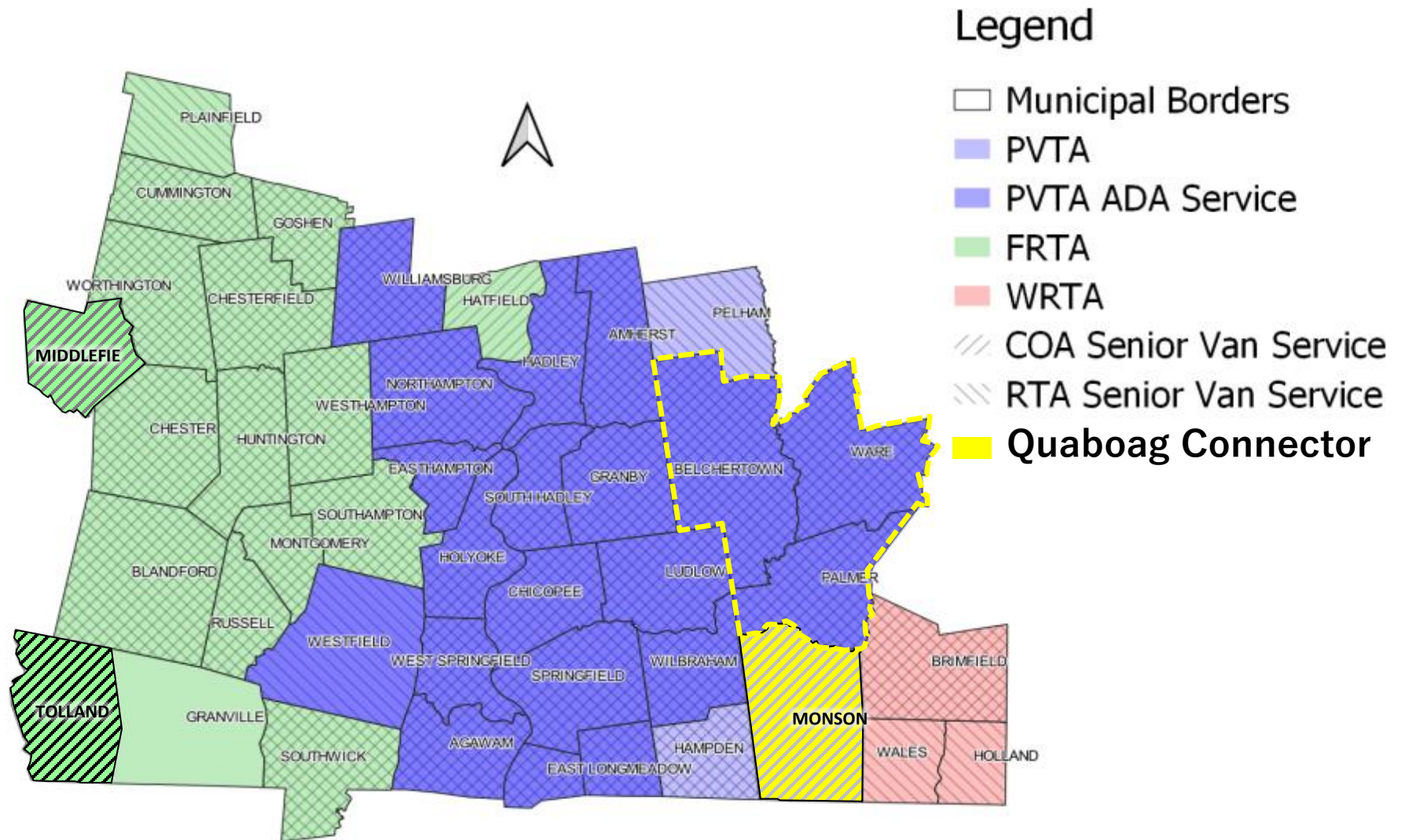


Table 6: Hampden County RTA and COA Coverage

HAMPDEN COUNTY	Fixed Route Transit Service	RTA Region	PVTA Senior Vans	PVTA Paratransit	FRTA Demand Response (Seniors)	FRTA Access Program	WRTA SCM Elderbus	Quaboag Connector	Hilltown Easy Ride	Hilltown Elder Network (HEN)	COA Rides for Seniors	COA Rides with Drivers
Agawam	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Blandford	No	FRTA	No	No	Yes	Yes	No	No	Yes	No	Yes	Yes
Brimfield	No	WRTA	No	No	No	No	Yes	No	No	No	Yes	No
Chester	No	FRTA	No	No	Yes	Yes	No	No	Yes	No	Yes	Yes
Chicopee	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
East Longmeadow	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Granville	No	FRTA	No	No	No	No	No	No	No	No	No	No
Hampden	No	PVTA	Yes	No	No	No	No	No	No	No	Yes	Yes
Holland	No	WRTA	No	No	No	No	Yes	No	No	No	No	No
Holyoke	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Longmeadow	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Ludlow	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Monson	No	No RTA	No	No	No	No	No	Yes	No	No	Yes	Yes
Montgomery	No	FRTA	No	No	Yes	No	No	No	Yes	No	Yes	Yes
Palmer	Yes	PVTA	Yes	Yes	No	No	No	Yes	No	No	Yes	No
Russell	No	FRTA	No	No	Yes	Yes	No	No	Yes	No	Yes	Yes
Southwick	No	FRTA	No	No	Yes	Yes	No	No	No	No	Yes	No
Springfield	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Tolland	No	FRTA	No	No	No	No	No	No	No	No	Yes	Yes
Wales	No	WRTA	No	No	No	No	Yes	No	No	No	No	No
West Springfield	Yes	PVTA	No	Yes	No	No	No	No	No	No	Yes	Yes
Westfield	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Wilbraham	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes

Table 7: Hampshire County RTA and COA Coverage

HAMPSHIRE COUNTY	Fixed Route Transit Service	RTA Region	PVTA Senior Vans	PVTA Paratransit	FRTA Demand Response (Seniors)	FRTA Access Program	WRTA SCM Elderbus	Quaboag Connector	Hilltown Easy Ride	Hilltown Elder Network (HEN)	COA Rides for Seniors	COA Rides with Drivers
Amherst	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Belchertown	Yes	PVTA	Yes	Yes	No	No	No	Yes	No	No	Yes	Yes
Chesterfield	No	FRTA	No	No	Yes	Yes	No	No	Yes	Yes	Yes	No
Cummington	No	FRTA	No	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes
Easthampton	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	No
Goshen	No	FRTA	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes
Granby	No	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Hadley	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Hatfield	Yes	FRTA	No	No	No	No	No	No	No	No	Yes	Yes
Huntington	No	FRTA	No	No	Yes	No	No	No	Yes	No	Yes	Yes
Middlefield	No	FRTA	No	No	Yes	No	No	No	Yes	No	No	No
Northampton	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Pelham	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	No	No
Plainfield	No	FRTA	No	No	Yes	No	No	No	Yes	Yes	No	No
South Hadley	Yes	PVTA	Yes	Yes	No	No	No	No	No	No	Yes	Yes
Southampton	No	FRTA	No	No	Yes	Yes	No	No	No	No	Yes	Yes
Ware	Yes	PVTA	Yes	Yes	No	No	No	Yes	No	No	Yes	Yes
Westhampton	No	FRTA	Yes	No	Yes	Yes	No	No	No	Yes	No	No
Williamsburg	Yes	PVTA	Yes	Yes	No	No	No	No	No	Yes	Yes	Yes
Worthington	No	FRTA	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes

Other Transportation

The Pioneer Valley is served by two major commercial motor coach bus carriers that provide scheduled intercity service to destinations within and outside of the Pioneer Valley region. Intercity transportation is also provided by passenger rail services from Amtrak and CT Rail from the region's major transportation hub at Springfield Union Station. Intercity rail and bus service can also be found in Holyoke, Northampton and outside the region in Greenfield and Worcester, MA. Limited intercity bus service can also be found in Amherst Center and UMass Campus. Taxis, shuttles and transportation network companies like Uber and Lyft provide on-demand, door-to-door transportation in the region but are more limited in rural communities. The closest commercial airport is Bradley International Airport (BDL), the 2nd largest airport in New England, located 20 miles outside of the Pioneer Valley near Hartford, CT.

Bus Lines

The commercial motorcoach bus passenger market in New England complements intercity service offered by regional transit agencies. In the Pioneer Valley, two intercity carriers offer intercity service. Bus Terminals and Service Locations include Springfield Union Station Located at 55 Frank B Murray Street in downtown Springfield, the Northampton Bus Terminal at One Roundhouse Plaza.

Peter Pan Bus Lines has served the region for more than 75 years. The company carries the most commercial passengers in the region, providing daily service to destinations within and outside the Pioneer Valley. The carrier has two primary routes offering service four times a day: Amherst to Boston (via Springfield and Worcester), UMass Amherst to Boston (via Worcester) and Springfield to New York City. Peter Pan also operates one trip a day to and from Albany, NY. More information is available at <https://peterpanbus.com/>

Greyhound Lines, Inc., based in Dallas, Texas, serves approximately 3,700 destinations in North America. Greyhound is owned by FlixBus North America, Inc. from Munich, Germany. Terminals in the Pioneer Valley include Northampton and Springfield. Greyhound operates East-West service from Albany through Springfield to Worcester and Boston in addition to North-South service along I-91. More information is available at <https://www.greyhound.com/>

Passenger Rail

Passenger rail in and around the Pioneer Valley region has greatly expanded with additional North/South intercity service between Springfield, Hartford, and New Haven via Connecticut Rail (CT Rail) and expanded Service between Springfield and New York City via Amtrak. Limited East/West service between Springfield-Boston and Albany, NY has remained unchanged. Current efforts are underway to expand passenger rail service between Boston, Springfield and Pittsfield via the [MassDOT East-West Passenger Rail Study](#)

The CT Rail Hartford Line provides Southbound Services from Springfield to New Haven via Hartford like either Amtrak or CT Rail trains. This line operates as a daily commuter service to Springfield Union Station. More information is available at <https://hartfordline.com/>

Amtrak also provides direct service between Springfield and Washington D.C. via the Northeast Corridor train, with major stops at Hartford, New York City and Philadelphia. Amtrak's Vermonter trains travels between Washington D.C. and St. Albans Vermont with stops in Springfield, Holyoke, Northampton, and Greenfield before continuing north to Vermont. The Lake Shore Limited serves Springfield with daily service between Chicago and Boston via Pittsfield, MA and Albany, New York. More information can be found at <https://www.amtrak.com/>

Taxi and Shuttle

There are 31 taxi-based companies in the Pioneer Valley. Many of these companies offer service to and from both Bradley International Airport in Connecticut and Logan International Airport in Boston. Taxis serve as a needed service within the Pioneer Valley due to gaps in fixed-route transit and areas of low car ownership. In addition to providing a gap service between, Taxis offer transportation to the unbanked and underbanked. A traditional hub for taxi service is the use of taxi stands in many metropolitan communities but there are currently no registered taxi stands in Western Massachusetts.

Informal Taxi and Shuttle Services

Informal Taxi and shuttle services include licensed and other carriers focused on transporting older adults and disabled customers who do not use paratransit services offered by local RTAs because: 1) their destinations and/or requested hours of service were outside the ADA service area; 2) they did not wish to apply for ADA eligibility to use the paratransit service; or 3) they required or desire more personal care than PVRTA paratransit vehicle operators are allowed to offer (i.e., walking assistance into medical offices, help with shopping, waiting during appointments). Some operators offer trips to destinations not covered by the RTA network such as local farmers market or seasonal works sites like Six Flags Amusement Park in Agawam. Some operators used lift-equipped vans, while others used unmarked mini-vans.

Transportation Network Companies (Rideshare)

Transportation Network Companies (TNCs) are private transportation operators that provide on-demand, door-to-door transportation. Rideshare companies like Uber and Lyft provide this service in some parts of the Pioneer Valley. TNC drivers are recruited from the general public and work as contractors. In most cases, TNC drivers use their own vehicles and pay for their own vehicle maintenance. TNC drivers use contract through an app and these apps function as a one-stop hub for all available independent drivers within a region. The cost to the consumer is related to the miles driven. TNCs allow for extended access beyond traditional public transit. Third party TNC vendors offer assistance in using TNC technology. This allows help for seniors or individuals with disabilities in scheduling rides. Drivers are rated by riders. These third-party vendors provide an additional driver screening tool. TNCs are generally not available in the more rural parts of the region.

Car-Share and Micromobility

Zip Car is an online membership based national car sharing service. These cars are housed at Smith College and among the five college in Northampton. ValleyBike is a micromobility bikeshare program that allows users to use electric bikes via online reservation. ValleyBike are available throughout the region, including Springfield, West Springfield, Holyoke, Northampton, and others. Car-share and micromobility are available near public transit hubs and are a key first mile/last mile component of the public transit network.

Transportation Coordination

Regional Coordinating Councils

Regional Coordinating Councils (RCCs) on community transportation are voluntary coalitions where representatives of human service agencies, state agencies, transit authorities, regional planning agencies, consumers, advocates, and other stakeholders can convene to discuss the transportation needs of area older adults, people with disabilities, and low-income commuters, and to brainstorm ways to collaborate on solutions. Each RCC is different and reflects local priorities. Regional boundaries are not rigid, and towns may choose to participate in more than one RCC.

RCCs foster information-sharing and collaboration by offering an opportunity for human service agencies, transportation providers, and advocates to come together to share information and build relationships. In addition, many RCCs have worked together on short-term projects, and a few have undertaken longer-term initiatives. Examples of these projects include:

- Needs Assessment and Transportation Inventories:
- Promoting Fixed-Route Services:
- Partnering with Healthcare:
- Operating Transportation Services:

RCCs have also collaborated to plan, fund, and implement additional services or pilot programs including the Hilltown Easy Ride and the Quaboag Connector. There are five Regional Coordinating councils that serve communities in the Pioneer Valley, the Franklin County Transit Advisory Council, the Hilltown Coordinating Council, the Quaboag, and Central Mass Councils. More information on Regional Coordinating Councils can be found from the MassDOT website at <https://www.mass.gov>

Table 8: Regional Coordinating Councils in the Pioneer Valley

Regional Coordinating Councils in the Pioneer Valley		
RCC	Coverage Area	Contact
Pioneer Valley	Agawam, Amherst, Chicopee, East Longmeadow, Easthampton, Granby, Hadley, Hampden, Hatfield, Holyoke, Longmeadow, Ludlow, Monson, Northampton, South Hadley, Springfield, West Springfield, Westfield, Wilbraham	Carmen Rosa, Stravos https://www.stavros.org/
Franklin County Transit Advisory Committee	Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whatley	Michael Perrault, FRTA https://www.frtc.org/
Hilltown	Becket, Blandford, Chester, Chesterfield, Cummington, Dalton, Florida, Goshen, Granville, Haydenville, Hinsdale, Huntington, Middlefield, Williamsburg	Kate Bavelock, Hilltown CDC https://www.hilltowncdc.org/
Quaboag	Belchertown, Ware, Palmer, Monson	Gail Farnsworth French, Quaboag Valley CDC https://qvcdc.org/
Central Mass	Brimfield, Holland, Wales	Constance Mellis, CMPC https://cmrpc.org/

IV. Assessment of Transportation Needs

Public Input and Transportation Coordination

Federal law requires that a coordinated plan be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by the public. This Coordinated Plan was developed using several forms of participation and outreach in order to solicit feedback from all sectors of the public transit community as well as everyday members of the public represented of the target populations discussed, older adults, people with disabilities and low-income members of the community.

Public Listening Sessions

The Pioneer Valley Planning Commission (PVPC) held several Human Services Transportation Plan Listening Sessions around the region at senior centers, libraries, and other public venues in order to determine the transportation needs of the community. PVPC selected communities that are currently limited and/or underserved by public transportation in order to determine where the greatest needs remained. PVPC also held virtual listening sessions to further engage the public who were unable to attend meetings in person.

Listening Sessions were conducted both in-person and virtually in compliance with the Open Meeting Law, which extended the option for virtual attendance to public meetings to June 30, 2027, PVPC utilized Massachusetts Guidelines for Successful Virtual Public Meetings and complied with the approved Public Participation Plan. Topical survey questions were administered at each meeting and solicited for responses. The following agencies/locations hosted the listening sessions:

- Huntington Council on Aging (6/5/24)
- Palmer Library (7/2/24)
- Hadley Council on Aging (7/18/24)
- WMTAN Transportation Forum (4/11/25)
- Joint Transportation Committee (6/11/25)
- HSTP Virtual Meeting (6/26/24)
- WMTAN Virtual Meeting (7/11/24)
- HSTP Virtual Meeting (6/9/25)
- Williamsburg Senior Café (6/16/25)
- PVMPO Meeting (6/23/2025)

Group Coordination

PVPC has been an active member of the Western Massachusetts Transportation Advocacy Network (WMTAN), a collective of transportation advocates, enthusiasts, and users imagining a more connected future for Western Massachusetts. PVPC worked with this regional advocacy group to solicit information on the public transportation needs of the community. PVPC gave a formal presentation at its regular public meeting (July 11, 2024) and hosted a panel discussion at WMTAN's Annual Western Massachusetts Transportation Forum (April 11, 2025). This forum was attended by over 100 participants including local and state elected officials, public transportation providers and various transportation advocates.

The comments, suggestions, and recommendations from this forum and from the WMTAN agency itself were used in the development of this Coordinated Plan and the development of the plan recommendations. Presentations, and recorded minutes have been included in this document. Our community has come together to pool our resources and work as a team to provide enhanced mobility for our seniors and individuals with disabilities. More information about WMTAN and their annual forum can be found on the agency website at <https://wmtan.org/>.

PVPC also worked with several other regional agencies in order to obtain more specific public transportation needs of the region, including the area's the regional transportation authorities (RTAs), Regional Coordinated Councils, neighboring MPOs and other non-profits, community development groups and other private agencies concerned about public transportation services in the region.

- Pioneer Valley Transit Authority
- Franklin Regional Transit Authority
- Franklin Transit Regional Coordinating Committee
- Quaboag Valley Community Development
- Franklin MPO
- Pioneer Valley MPO
- Central Massachusetts MPO
- Hilltown Community Development

Summary of Community Needs

This Coordinate Plan summarizes the extent of public transportation needs in the Pioneer Valley based on the public input received, community coordination and outreach.

Geographic Isolation

Only half of all cities and towns in the region have access to regular, fixed route transit and paratransit service (49%) provided primarily by PVTA.⁸ The remaining communities without service can be found in the rural parts of the region outside of the PVTA service area, mostly served by FRTA senior demand response and other senior vans. These rural areas include the Hilltowns in the western part of the region, and some eastern parts of Hampshire County in the Quabbin Valley, and eastern Hampden County in the Quaboag Valley area. Because of low population density and limited infrastructure, regular fixed route service to these regions is more difficult. the lack of reliable transportation in these rural areas slows economic recovery and future development.

PVTA expanded service to the rural Quaboag Valley with shuttles to the Towns of Ware and Palmer with connections to Springfield. In 2021, PVTA began intercity service from Amherst to Worcester, Mass with stops in the rural towns of Belchertown and Ware among other towns outside of the region. With regard to the Hilltowns, in 2024, PVTA expanded intercity service between Amherst and Greenfield, with stops in Deerfield. A planned inter agency service between PVTA/FRTA and Berkshire Regional Transit Authority (BRTA) will extend limited service to the Hilltowns via service routes to Cummington and extended limited fixed route service to the Hilltowns and Franklin County.

While the larger cities within the region such as Springfield, Holyoke, Northampton, and Amherst have access to regular fixed route transit, service hours that don't begin early enough, or hours that aren't compatible with late work shifts. Limited weekend and Sunday service presents reliable concerns by passengers. Between 2023 and 2025, PVTA has expanded service hours on more than a dozen fixed routes and has added Sunday service to several routes using additional funding from the Massachusetts Fairshare Act. The agency is also in the process of converting reduced school service routes into full-service year-round service routes with standard service throughout the year.

Limited Paratransit and Senior Vans

While fixed route communities benefit from paratransit or ADA service, this service is limited to the federal minimum of service within $\frac{3}{4}$ of a mile of fixed transit routes. This leaves communities with paratransit service based on address and location, not on actual need. Paratransit service also has strict eligibility requirements that vary based on service provider. While PVTA has an in-person option, FRTA requires passengers to apply by mail. Many passengers recommend that there should be an online option for

⁸ Analysis of data collected by PVPC staff as seen on Table 6 and Table 7

eligibility. The questions for eligibility are often highly personal and inconsistent. There's a lack of transparency regarding approvals and passengers who are forced to reapply each year and risk not being certified for the following year.

Some passengers have reported bad or negative interactions with RTA customer service personnel. There appears to be less patience with ADA riders on fixed routes who need more time for pick-up or who have had medical appointments canceled at the last minute and are outside of their control.

The vast majority of communities in the region, however, do have access to Council on Aging (COA) operated senior vans (84%).⁹ While these vans have no eligibility requirements, they do tend to be limited to older adults age 60+ years and only serve a limited number of destinations for medical, shopping and some recreational purposes. This presents a challenge for people under 60 who are not eligible to ride on the van, although they are low-income and unable to drive.

Senior vans have limited hours and sometimes, even with available vehicles, there are not enough drivers. Most vans are non-commercial passenger vehicles that do not require a CDL to operate. For this reason, some rural communities in the Hilltowns rely on volunteer drivers while the Town or the COA is responsible for fuel and repair needs. While the service is provided for the time being, it is not a sustainable option for rural communities in desperate need of transportation.

More Demand Response Needed

The Pioneer Valley region has successfully begun incorporating demand response as a public transportation option in the region. While most cities in the region have access to commercial sources of public transportation provided by taxi cabs, Uber and Lyft service, these providers are unavailable in the rural areas of the region. The Quaboag Connector has fulfilled this gap in southeastern Hampden and Hampshire County through a partnership with Quaboag Valley Community Development Corporation (QVCD) and the Town of Ware. This service, however, is unable to expand due to limited funding and the limited number of available vehicles. PVTA has experimented with expanding demand response service by replacing the low performing Northampton Senior shuttle with the NOHO Shuttle, an on-demand response shuttle open to all passengers without age restrictions or eligibility requirements. The success of this pilot will determine if PVTA will operate other on-demand micro-transit services without eligibility requirements.

The Access Program, operated by FRTA, is a successful demand response program but it currently only operates in Franklin County. Passengers have repeatedly expressed the need to expand the service into Hampden and Hampshire County, particularly the southern Hilltown communities. FRTA has worked with the Hilltown CDC to explore expanding the program into several Hilltown communities. communities of Chesterfield, Cummington, Goshen, Plainfield, and Worthington in the next phase of expansion. FRTA has also considered interests in expanding into other communities like Blandford, Chester, Huntington, Middlefield, Montgomery, and Russell. The MassDOT 2025 Regional Transit Authorities (RTA) Connectivity Grant will allow FRTA to expand the Access Program to Southwick, in a partnership with FRTA to also bring fixed route service to that community.

⁹ Analysis of data collected by PVPC staff as seen on Table 6 and Table 7

PVPC has developed an assessment process for determining program eligibility and the next probable communities for the Access Program expansion. This assessment was developed based on demographic needs (number of older adults, low-income population) versus existing access to fixed routes and other forms of community-based transportation. The highest scoring communities stood out as the most feasible. Based on this assessment, the following Hilltown communities are recommended for Access Program expansion.

Table 9: Proposed Access Program Expansion

Proposed Access Program Expansions		
Recommended for Immediate Expansion	Secondary Expansion Areas	Tertiary Expansion Areas
Blandford Chesterfield Cummington Goshen Montgomery Plainfield Southwick Worthington	Chester Hatfield Huntington Middlefield Russell Southampton	Granville Tolland Westhampton

Gaps in Service

In addition to describing geographic areas that lack public transportation service, service gaps also detail limitations in service even with areas that have regular public transportation. For this, the plan studied if there are times of the day or week when people cannot get transportation assistance if they need it, or if there is enough service at night and on the weekends. As is defined by this Coordinated Plan, service gaps also identify particular groups of people within the community who need transportation assistance but are not eligible for existing programs, including passengers ineligible for senior vans or other supplementary service when this is the only form of public transportation in their community. Finally, service gaps can describe the financial hardship associated with public transportation if pricing is beyond the means for certain passengers. Fortunately, the Commonwealth of Massachusetts has used Fairshare funding to direct all RTAs to operate fare free since November of 2023. While fare free service is scheduled to end June 30, 2025, efforts are being made to extend fare free service in the future.

The Hilltowns

The rural communities of western Hampden and Hampshire counties, collectively known as the Hilltowns, are home to over 34,000 people and is the most readily identifiable location of geographic service gaps. On average, nearly a quarter of the population (24%) are older adults aging in place, many of whom no longer have a driver's license. Although these communities are listed under the FRTA service area, there is currently no fixed route service within these communities. The low population density, geographic distance, and varying topography of this area in communities like Chester (pop. 1220) and Huntington (pop. 2069) has made fixed bus service unlikely. Public transportation is currently provided by senior van service providers like through the Hilltown Rides. The FRTA is seeking to expand service options through the Access Program. As described by the Access assessment, roughly half of these communities have been identified as likely candidate for immediate Access program expansion.

Larger Hilltowns that are adjacent to communities served by transit including Southampton (pop. 6207) and Southwick (pop. 9190) particularly feel disconnected from transit as their residents seek the same access and mobility and their neighbors. Using a MassDOT Community Transit Grant, PVRTA and FRTA have partnered to plan new fixed service along Route 202 between Southwick and Northampton, with service to Southampton and other communities. The Town of Southwick is also scheduled to receive demand response service within the town limits.

Quaboag and the Quabbin Valley

The rural communities of eastern Hampden and Hampshire counties located within the Quaboag (Hampden) and Quabbin (Hampshire) Valleys is another underserved community with limited public transportation options. While communities like Belchertown, Ware and Palmer have fixed route service through the PVRTA and on-demand, micro-transit service through the Quaboag Connector, other communities such as Pelham, Monson, Brimfield Holland, and Wales do not. Development pressure from residents priced out of the five colleges area, and other newcomers relocating from Worcester and Boston has increased the need for additional public transportation services in the area. There's also a demand for more access to recreational areas within the region including the Quabbin Reservoir. The Quaboag Connector demand response service has continued to expand service in this area and senior service is still provided by the WRTA SCM Elderbus. PVRTA is seeking to expand connections across the Eastern Hampshire and Hampden counties.

No School Service

Outside of the academic school year, communities within the five colleges area of the Pioneer Valley, including Amherst, Hadley, South Hadley and Northampton, see a reduction of public transportation service when the University of Massachusetts (UMass) and other area colleges are not in session, primarily during the summer and winter breaks. Community members feel as though transit service in Amherst is based entirely on students' schedules, ignoring the needs of the workers that sustain all the businesses that the students enjoy (university services, restaurants, cinema, public works). This area is primarily served by PVRTA, and the agency is working on expanded year-round service and hours for particular routes based on available drivers and vehicles.

Intercity Service

Intercity service describes public transportation that provides service to destinations outside of the Pioneer Valley. Community members are seeking more services for job, opportunities, and medical appointments within and outside of the Pioneer Valley. Medical appointments often require travel to medical centers in Worcester, MA, and Boston. Residents in neighboring Franklin County are seeking job opportunities within the Pioneer Valley. Residents are also looking for better connections to adjacent RTAs. [MassDOT's Regional Transit Innovation Grant](#) has allowed PVRTA to partner with FRTA and BRTA to plan for fixed route service between Northampton and North Adams.

Passenger Rail

Community leaders, transportation stakeholders, and members of the public have expressed a desire for an enhanced passenger rail link among communities in western Massachusetts. This desire reflects dissatisfaction with the multi-modal, intercity transportation options in the Pioneer Valley region. MassDOT's East-West Passenger Rail Study will provide additional passenger rail connections from the Pioneer Valley to opportunities in central and eastern Massachusetts, including jobs, recreational opportunities, and important regional assets like Logan Airport, Boston's hospital and healthcare cluster, educational institutions, and entertainment/recreation. Increased passenger rail will provide additional alternatives for residents seeking intercity service outside of the region. A proposed new rail station in Palmer will provide greater multimodal connectivity for the Quabbin and Quaboag Valley areas. More information can be found on MassDOT's website <https://www.mass.gov/east-west-passenger-rail-study>

State and Community Recommendations

A summary of public transit and human service transportation recommendations from various regionally significant and approved plans from across the Pioneer Valley region is listed below:

Massachusetts 2050 Transportation Plan “Beyond Mobility”

Beyond Mobility is a blueprint for guiding transportation decision-making and investments in Massachusetts in a way that advances MassDOT’s goals and maximizes the equity and resiliency of the transportation system. More information can be found here <https://www.mass.gov/beyond-mobility>

Supporting Clean Transportation

- MassDOT and the MBTA will support the electrification of public transit buses alongside similar initiatives in paratransit and Commuter Rail services. (SCTAI1.2)

Reliability

- Roadway investments for transit reliability. MassDOT, the MBTA, and RTD will continue to coordinate with other transit providers, municipalities, and partner agencies during project development to identify and support potential roadway investments that will improve transit reliability. (RAI2.1)
- Funding program for transit priority projects. MassDOT will work with the MBTA, RTAs, and municipalities to expand access to transit-priority infrastructure for the state's transit riders that reduces delay due to congestion. (RAI2.3)

Destination Connectivity

- Funding program for multimodal transit connections. MassDOT will create a new program (either as part of the Capital Investment Plan or as a state-funded grant program) intentionally prioritizing a list of nonvehicular modernization projects. (DCAI2.1)
- Vehicle vs. transit accessibility ratios. MassDOT will analyze and compare accessibility outcomes for vehicle versus transit trips to better understand the competitiveness of transit versus private vehicle travel in the interest of improved and more efficient transit service planning. (DCAI4.1)
- Coordinating bus transit improvements with RTA providers. MassDOT will continue to coordinate with transit providers in Massachusetts to explore opportunities to make targeted improvements in the areas of reliability, frequency, coverage, and on time. (DCAI4.2)

Travel Experience

- Fare-free transit options. MassDOT will coordinate with the RTAs to continue piloting fare-affordability transit programs as recommended by the FY23 RTA Fare Free Pilot Program final report. (TEAI1.2)
- Capital enhancements for transit station access improvements. MassDOT will support the MBTA and the state’s RTAs to identify bus stops and other transit system access points and elements in need of capital enhancement, including increasing the comfort and safety of these access points and customer amenities offered at them. (TEAI1.3)
- Enhance coordination of services involved in human services transportation (HST). MassDOT will develop more robust collaboration efforts between all agencies involved in providing human services transportation, including seniors, paratransit, and non-emergency medical and social service needs. (TEAI1.4)

Pioneer Valley Comprehensive Economic Development Strategy (CEDS)

The 2024-2029 Pioneer Valley Comprehensive Economic Development Strategy (CEDS) outlines goals and objectives that address equity, leverage opportunities, build capacity, and recognize the need for increased regional collaboration. As part of the plan, Building an Economy that Works for Everyone sets forth performance measures that can evaluate the region's progress toward attaining these goals. CEDS is a practical and tactical tool that can support the Pioneer Valley in maximizing the opportunities that lie ahead while ensuring that such opportunities benefit all of our residents.

Transportation Summary

- Continue coordinating transit schedules with local need/demand.
- Improve access to local transit/transportation especially in rural areas and within cities.

Pioneer Valley Regional Transportation Plan

The Pioneer Valley Regional Transportation Plan (RTP) outlines the direction of transportation planning and improvements for the Pioneer Valley through the year 2050. It provides the basis for state and federally funded transportation improvement projects and planning studies. As the Pioneer Valley's blueprint for maintaining a safe and efficient transportation system for all modes of travel, this long-range plan identifies the region's goals, strategies, and projects to both enhance and maintain our transportation system.

Transit Needs

- Secure funding for Regional Transit Authorities (RTA) transit operations and projects in the region to maintain current service levels.
- Provide paratransit van service in the 14 PVMPO municipalities not served by PVTa
- Ensure the safety and security of mass transit facilities and equipment. (S&S #6)
- Mitigate roadways that are unsuitable for bicycles, pedestrians, and transit users. (S&S #9)
- Expand transit options for inter-city, inter-regional passenger trips. (MoP #10)
- Integrate needs identified in the Coordinated Public Transit-HST Plan (MoP #12)
- Improve distribution and access of real-time highway and transit information (MoI #1):
- Promote transit-oriented development and pedestrian friendly (S #6)

Transit Strategies

- Seek innovative methods to increase transit ridership. (MoP #1)
- Identify locations for park and ride lots and support express transit service (MoP #6)
- Ensure adequate resources for Public Transit as determined by PVTa (MoP #16)
- Encourage the integration of cameras, security devices and other ITS equipment as part of transit and roadway improvement projects (MoI #1)
- Assess connectivity for all modes of transportation for downtown areas and village centers. Identify locations for park and ride lots and support express transit service.
- Ensure adequate resources for Public Transit as determined by PVTa using the Annual NTD Inventory and Quadrennial TAM Plan

Franklin County Regional Transportation Plan

FRCOG's Franklin County Regional Transportation Plan Update 2020 includes a chapter on existing transit service and demand within the FRCOG service area. The COG service area does not correspond exactly to the FRTA service area. Communities in the southern part of the COG service area are PVTA members. According to the plan, the most common comment received regarding transportation in the region is the need for expanded bus service, particularly on weekends and in the evenings. The plan makes several short-term, long-term, and ongoing recommendations related to transit, which are excerpted below. Some of these recommendations, such as the micro transit pilot and additional trips to UMass Amherst, have been implemented.

FRCOG Short-Term Recommendations

- Promote current demand response services among seniors and residents with disabilities who could benefit most from these services.
- Promote the park and ride lots in the region to increase ridership.
- Coordinate between FRTA and PVTA to investigate options for improved connections between regions.
- Work with major employers and industrial parks in the region to coordinate possible service
- Attract TNCs, such as Uber and Lyft, to bring ridesharing to the region as an additional transportation alternative to residents and employees.

FRCOG Ongoing and Long-Term Recommendations

- Improve connections between Franklin County and UMass Amherst, the region's largest employer.
- Continue to work with FRTA, PVTA, and MART to keep area legislators informed about the regional importance of transit and the increasing demand for expanding the routes to include additional runs and evening and weekend service to better assist residents with access to employment, education, and training opportunities.
- Support evening and weekend transit services to meet transit rider demand.
- Continue to work with the RTAs and other transportation providers to monitor and evaluate routes.
- Improved demand response connectivity with PVTA. There is a lack of connection to PVTA, with the only connections along Route 31 for ADA only. It is difficult for seniors in the Whately, Deerfield, and Sunderland area where demand response service is split between two providers.
- Connections to Leverett Short term: Work with PVTA to identify locations to transfer demand response passengers looking to travel between regions. Update service brochures to reflect which ones already connect to the PVTA service area. Long term: Leverett to join FRTA in addition to PVTA
- Route 31: Increased fixed route connections with PVTA Route 31 has the highest ridership. Currently Route 31 is frequent every 120 minutes. Increased frequency would create more transfer opportunities with PVTA and the rest of the FRTA system. 61% of riders wanted increased frequency
- Improved demand response connectivity with PVTA There is a lack of connection to PVTA, with the only connections along Route 31 for ADA only. It is difficult for seniors in the Whately, Deerfield, and Sunderland area where demand response service is split between two providers

Local Comprehensive Plan Recommendations

A review of the comprehensive and master plan recommendations from local communities in the Pioneer Valley was completed for this Coordinated Plan. Seventeen (17) of those communities listed substantial public transportation recommendations and other goals and strategies related to the target populations of this plan. A summary of the recommendations is listed below:

- Pursue local and regional improvements to transit service connectivity.
- Advocate to expand routes, increase bus frequency and enhance accessibility for underserved communities
- Change zoning to allow denser residential occupancy near existing services and public transit.
- Extend service hours into the evening to serve shift workers
- Lobby the State Legislature for additional funding for regional transit services.
- Connect housing to existing public transit lines and concentrating housing along well-traveled routes
- Explore options to provide a real-time, on-demand micro-transit service
- Develop a public transit plan to expand and enhance the transit system to the level that it is economically viable and supported by ridership.
- Provide multi-modal infrastructure that provides access to more than one mode of transportation

V. Goals & Strategies/Priority of Projects

Based on the feedback received from the listening sessions, public outreach and coordination and a summation of goals from various regionally significant and approved plans from across the Pioneer Valley region. The following goals & strategies, as well as a priority of projects has been developed.

Goals & Strategies

The goals and strategies are summarized in Table 10. Each goal has been listed with an accompanied strategy aimed at fulfilling the goal without regard to immediate or future implementation. The goals are broad-based ideas that could lead to a better outcome for the targeted populations in this coordinated plan. The strategies are more specific steps that can be taken in order to address the needs and broader goals expressed in this Coordinated Plan.

Table 10: CPT-HSTP Goals and Strategies

GOAL 1: Improve transit and mobility options for older adults	
STRATEGY	
1.1:	Enhance travel training for older adults with emphasis on using new technology
1.2:	Improve driver and customer service training regarding treatment of older passengers
1.3:	Reduce age eligibility requirements for senior transportation
1.4:	Provide more demand response and micro-transit options for older adults
1.5:	Expand fare reductions and/or fare free options for older adults
1.6:	Retain printed materials and in-person outreach events at senior centers
GOAL 2: Improve transit and mobility options for people with disabilities	
STRATEGY	
2.1:	Provide consistent and transparent eligibility requirements for paratransit service
2.2:	Provide online options for paratransit applications
2.3:	Improve driver and customer service training regarding treatment of disabled passengers
2.4:	Install accessible and complete street roadway improvements on all fixed transit routes
2.5:	Reduce the cost of paratransit services and/or fare free options for disabled passengers
GOAL 3: Improve transit and mobility options in rural and low-income areas	
STRATEGY	
3.1:	Provide additional transportation resources to Councils on Aging (COAs) and non-profits
3.2:	Recruit more drivers (non-CDL drivers) and other volunteer drivers
3.3:	Expand demand response and micro-transit transportation options
3.4:	Expand fixed route transit service to rural communities adjacent to transit hubs
3.5:	Complete specialized transportation plans for underserved rural areas
3.6:	Provide fare free and/or reduced fare options for low-income riders
3.7:	Improve the dignity of transit service with bus stop amenities and regular cleaning

GOAL 4: Expand transit service hours and service days	
STRATEGY	
4.1:	Provide weekend and Sunday service on all transit routes
4.2:	Provide full service on all routes outside of the school year
4.3:	Provide earlier and later service to match extended work shift schedules
4.4:	Coordinate schedules with other transportation modes including rail and bus carriers
4.5:	Post service information and delays more readily and through multiple outlets
GOAL 5: Expand transit and mobility outside of the region	
STRATEGY	
5.1:	Expand intercity and inter-regional transit service outside of the region
5.2:	Provide more service to Worcester, Boston, and eastern Massachusetts
5.3:	Provide direct service to Bradley International Airport in Connecticut
5.4:	Provide more service to recreational and tourism destinations in and outside of the region
5.5:	Promote the completion of East-West Passenger Rail and serve the new Palmer Station
GOAL 6: Provide more information on transit and mobility options in the region	
STRATEGY	
6.1:	Create a web-based database of transportation options in the region
6.2:	Update regional GIS mapping of transportation service gaps
6.3:	Update current technology to allow for same day on-demand service
6.4:	Retain printed materials and in-person outreach events at senior centers
GOAL 7: Continue transit coordination among Regional Transit Authorities (RTAs)	
STRATEGY	
7.1:	Provide additional funding opportunities to RTAs to maintain and expand service
7.2:	Coordinated service routes to provide seamless connections between providers
7.3:	Continue to electrify service fleets including paratransit and demand response vehicles

Priority of Projects

The following projects in Table 11 have been prioritized to accomplish in the next 5 years based on the goals and strategies listed above. This list will become a standalone document that must be updated and approved every grant cycle, this will allow the community to change the project list without updating the entire plan. Keep in mind the project list must always be tied to the strategies listed above.

Table 11: CPT-HST Table of Project Ideas

Priority	Project	Goal, Strategy
Training and Education		
1.	Enhanced travel training for older adults	G1, 1.1
2.	Enhanced customer service training regarding vulnerable users	G2, 2.1
3.	Hilltown RCC Transportation Plan update	G3, 3.5
4.	Quaboag RCC Transportation Plan update	G3, 3.5
5.	Local community transportation plan updates	G3, 3.5
Service Enhancements		
1.	Expanded fixed route and paratransit service coverage area	G3, 3.4
2.	Expanded fixed route and paratransit service hours	G4, 4.1
3.	Expanded fixed route service frequency	G5, 5.1
4.	Paratransit service beyond federal minimum requirements	G2, 2.1
5.	Same day trip scheduling for demand response	G1, 1.4
6.	Micro-transit program expansion	G3, 3.3
7.	Intercity service outside of the region	G5, 5.2
8.	Southwick to Northampton via Easthampton fixed bus route	G3, 3.4
9.	Pittsfield to North Adams via Cummington fixed bus route	G3, 3.5
10.	Bradley International Airport Express bus route	G5, 5.3
11.	East-West Passenger Rail Project	G5, 5.5
12.	Palmer Rail station service	G5, 5.5
Capital Purchases		
1.	Electric and conventional transit vehicles	G5, 5.1
2.	Electric and conventional paratransit vehicles and senior vans	G7, 7.3
3.	Coordinated dispatcher, driver, and passenger scheduling software for demand response providers	G6, 6.3
4.	Bus stop shelters, benches, and other passenger amenities	G3, 3.7
5.	Bus station access improvements	G3, 3.7

VI. Funding Resources

The Pioneer Valley region relies on an assortment of federal, state, and other grant funding to provide capital and operating assistance for our regional fixed route, paratransit, senior van, and response/micro transit providers. The regional service providers have been aggressive in pursuing grant funding and successful in securing grants that advance the mobility needs of the entire region. The following is a summary of the types of funding resources that are available, and the grants obtained since the last adopted plan update.

Federal Funding/Section 5310

Section 5310 “Enhanced Mobility of Seniors & Individuals with Disabilities” provides formula funding to states and designated recipients to meet the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The Federal Transit Administration (FTA) apportions funds based on each state’s share of the population for these two groups.

FUND RECIPIENTS

The FTA apportions formula funds to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, the governor chooses a designated recipient. Direct recipients have flexibility in how they select subrecipient projects for funds but must clearly note their decision process in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

PROGRAM PURPOSE

The program aims to improve mobility for older adults and people with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and conducted to meet the transportation needs of older adults and people with disabilities in large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000).

Mobility Assistance Program Vans

The Massachusetts Department of Transportation (MassDOT) will use Section 5310 funds for up to 80% of the cost of each vehicle while subrecipients pay the remaining 20% and will cover the local match for Regional Transit Authorities. The state encourages municipalities and nonprofits to partner, collaborate, or join a lease arrangement with Regional Transit Authorities under the guidance of the Rail and Transit Division.

Federal Funding/Section 5311

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

PVTA Amherst-Worcester Intercity route

FY22-F24 funding to continue operation of the B79, Amherst-Worcester Intercity route for two-year segments. This route provides a valuable connection between the PVTA and the WRTA and the MBTA. Ridership in FY23 was more than double of the routes first year performance in FY22.

Massachusetts Department of Transportation

State funding is based on grants and other resources provided by the Massachusetts Department of Transportation and are based on the following grant programs:

Community Transit Grant Program

The Community Transit Grant Program is an annual, Massachusetts competitive grant program to expand mobility for older adults and people with disabilities. Transit authorities, municipalities, Councils on Aging, non-profit organizations, and private operators of public transit (shared-ride) services can apply for funds to operate transportation services, support mobility management initiatives, or receive wheelchair-accessible vehicles.

Projects initiated prior to 2012 were funded by the Federal Transit Administration (FTA) New Freedom Program, which was repealed by the Moving Ahead for Progress in the 21st Century Act (MAP-21) and merged into the FTA Section 5310 "Enhanced Mobility of Seniors and Individuals with Disabilities" program. The Infrastructure Investment and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL), signed into law in November 2021, reauthorized the Section 5310 "Enhanced Mobility of Seniors and Individuals with Disabilities".

PVTA Travel Training

FY 20-24 funding to continue Travel Training Program which provides mobility training sessions that assist elderly individuals and mobility impaired individuals to access fixed-route public transportation.

PVTA Beyond ADA

FY20-24 funding to continue the Beyond ADA Operating Assistance Program which currently has operating projects at Council on Aging (COA) programs in East Longmeadow, Longmeadow, Hampden, Agawam, Hadley, and Ware.

FRTA Travel Ambassador

FY23 funding awarded for hiring a creating and hiring a full-time Travel Ambassador position

FRTA Med-Ride Program

FY23 funding for expanding the Med-Ride program (long-distance medical transportation)

Regional Transportation Innovation Grant (RTIG)

The state budget allocated MassDOT discretionary operating and capital funding to award transit providers through the RTIG. At least 25 percent of the funding is reserved for rural areas. Eligible applications include projects that aim to enhance and expand existing transit services; implement new and innovative transit services; expand service hours or weekend service; improve rural connectivity; improve connectivity across regional transit service areas; transit electrification; and/or operating and capital expenses. <https://www.mass.gov/orgs/rail-and-transit-division>

FRTA-PVTA: Amherst-Greenfield Route:

FY24 funding in cooperation with FRTA, funding was awarded for the creation of a route connecting Amherst and Greenfield and providing service to Leverett, and Sunderland.

PVTA: Homeless to Work Program

FY 24 provides door to door service for Amherst area individuals experiencing homelessness and connecting them to employment in Amherst, Hatfield, Whately, and Deerfield.

BRTA/FRTA/PVTA Link 413

FY24 funding establishes transit service connecting three RTAs service area. The service provides Pittsfield-Northampton service via Pittsfield, Dalton, Windsor, Cummington, Goshen, Williamsburg, Northampton. North Adams – Greenfield via North Adams, Adams, Savoy, Plainfield, Ashfield, Buckland, Charlemont, Shelburne, and Greenfield.

PVTA/Quaboag Connector Region Micro-Transit Pilot Project

FY 20-21 funding to utilize Micro-Transit technology to expand transit service within Ware and Palmer and to Springfield. The grant enabled the purchase of a Micro-Transit platform for scheduling, mobile applications,

Transit Connectivity Grant Program

The Transit Connectivity Grant award grants to Regional Transit Authorities (RTAs) for the creation or altering of routes that advance connectivity between existing public transportation routes including, but not limited to, RTA routes and MBTA routes. Awards will be made on a competitive basis with funding provided contractually. Eligible Projects: Funding will be provided for operating projects that address the following criteria: opportunities for increased ridership, opportunities for increased total mileage covered in a single trip (i.e., coverage), opportunities to reach low-income individuals. More information can be found at <https://www.mass.gov/orgs/rail-and-transit-division>

BRTA/PVTA/FRTA

FY26 funding to continue pilot project with multi-jurisdiction RTAs

FRTA Access Program

FY26 funding for expanding the Access program to Southampton and Southwick to connect with PVTA:

Other Funding

Additional funding from private and non-profit organizations and foundations is another source of funding for Pioneer Valley Public Transportation providers

Mass Clean Energy Center

The Massachusetts Clean Energy Center (MassCEC) Accelerating Clean Transportation for All (ACT4All) Program pilot's equity-focused transportation programs that increase clean transportation access and decrease existing transportation burdens for underserved and overburdened communities across the Commonwealth. MassCEC offered Planning Grants to non-profits and community organizations as a means of building organizational capacity.

PVTA Paratransit and Senior Van Service

FY 25 funding to research and implement the use of electric vehicles to operate PVTA's paratransit and senior vans Service

FRTA BEB Buses

FY25 funding for the creation of an implementation plan for fleet electrification and purchase of BEB buses:

Appendix 1: Pioneer Valley Regional Transportation Inventory

Pioneer Valley Regional Transportation Inventory, 2025							
Program	Rider Eligibility	Trip Type	Service Area	Time of Service	Wheelchair Accessible	Phone	Website
FIXED ROUTE							
Franklin Regional Transit Authority (FRTA)	General Public	All	Franklin County, Hampshire County (Greenfield to Amherst, Northampton, and towns along the way)	7 days a week	Yes	(413) 774-2262	https://www.frta.org/
Pioneer Valley Transit Authority (PVTA)	General Public	All	Hampden and Hampshire Counties, Franklin County (Greenfield, Sunderland, Leverett, Deerfield)	7 days a week	Yes	(413) 781-7882	https://www.pvta.com/
PARATRANSIT (ADA) SERVICE							
FRTA Americans with Disabilities Act (ADA) paratransit service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 774-2262	https://www.frta.org/getting-around/persons-with-disabilities/
PVTA Americans with Disabilities (ADA) Paratransit Service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php
SENIOR TRANSPORTATION							
Council on Aging /Senior Center Vans	Older Adults	Varies by town	With town limits/adjacent towns	Varies by town	Not Guaranteed	(413)-527-6425	https://mcoonline.org/
FRTA Demand Response	Older adults, age 60+,	Varies by town	FRTA service area	Varies by town	Yes	(413) 774-2262	https://www.frta.org/getting-around/demand-response/
PVTA Dial a Ride	Older Adults 60+ and people with disabilities	All	PVTA service area	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php

MICRO-TRANSIT (On-Demand)							
Quaboag Connector	General Public	All	Belchertown, Brookfield, East Brookfield, Hardwick, Monson, North Brookfield, Palmer, Ware, Warren, and West Brookfield	Monday-Saturday: No service	Yes	(413) 544-3401	https://rideconnector.org/
PVTA NOHO Shuttle	General Public	All	Northampton, MA, and surrounding communities	Monday through Friday	Yes	413-739-7436	https://www.pvta.com/info.php
MEDICAL TRANSPORTATION							
ACS-Road to Recovery	Eligible patients	Medical	Massachusetts	Varies	No	(800)-227-2345	https://www.cancer.org/
Bay State Springfield	Eligible patients	Medical	Bay State Springfield to Bay State Greenfield	Referral Service	Yes	(413) 773-2251	https://www.baystatehealth.org/
DAV Shuttle	Veterans	Medical	Northampton VA Hospital to other VA Hospitals in Massachusetts	Varies	Not Guaranteed	(413) 435-6870	https://www.dav.org/get-help-now/medical-transportation/
Highland Valley Elder Services	Eligible home care consumers	Medical & grocery	Hampshire/Hampden County	Referral Service	Not Guaranteed	(413) 586-2000	www.highlandvalley.org
LifePath Rides for Health	Eligible home care consumers	Medical & grocery	Franklin County with some programs are available in Hampden, Hampshire counties	Referral Service	Not Guaranteed	(413) 773-5555	https://lifepathma.org/
MassHealth PT-1 Transportation	Eligible MassHealth consumers	Medical	Statewide & participating healthcare providers out of state	24/7	Yes	(800) 841-2900	https://www.mass.gov/transportation-for-masshealth-members
Mass General Hospital Shuttle	Mass General Hospital patients	Medical	Northampton to Mass General Hospital in Boston	7 days a week	Yes	(888) 554-4234	https://www.cooleydickinson.org/mghshuttle/

OTHER TRANSPORTATION							
Amtrak	General Public	Passenger Rail	Nationwide service from Springfield, Holyoke, Northampton, Greenfield	7 days a week	Yes	(800) 872-7245	https://www.amtrak.com/home.html
CT Rail (Hartford Line)	General Public	Commuter Rail	Hartford and New Haven, CT From Springfield	7 days a week	Yes	1-877-287-4337	https://hartfordline.com/
Greyhound/FlixBus Lines	General Public	Intercity Bus	Nationwide service from Springfield and Greenfield	7 days a week	Yes	(800) 231-2222	https://www.greyhound.com/
Peter Pan Bus Line	General Public	Intercity Bus	Regional service from Springfield, Northampton, Amherst	7 days a week	Yes	(413)-523-7100	https://peterpanbus.com/
King- Gray Coach lines	General Public	Charter	Nationwide service from Chicopee	7 days a week	Yes	413-593-3939	https://www.king-gray.com/
Valley Transporter	General Public	Charter	Regional charter service to Boston, New York City, Providence, CT	7 days a week	Yes	(413) 253-1350	https://valleytransporter.com/

Aaron's Paradise Taxi	General Public	Taxi	Northampton, MA, and surrounding communities	7 days a week	No	(413) 585-8294	http://www.aaronsparadisetaxi.com/
Alexus Cab	General Public	Taxi	Connecticut based, serves Palmer, Ludlow, Monson, Greater Springfield Area	24 hours a day, 7 days a week.	No	860-869-5515	https://www.alexustaxi.com/
ASAP Royal Cabs	General Public	Taxi	Springfield Chicopee Holyoke Wilbraham South Hadley Westfield Bradley International	24 hours a day, 7 days a week.	No	(413) 735-3463	<u>Not available</u>
BDL Car Service and Taxi	General Public	Taxi	Connecticut based, serves Hampden and Hampshire County to Bradley Airport,	24 -hour	No	(860) 992-2112	https://www.bradleytaxi.com/
Celebrity Cab Company	General Public	Taxi	Hampshire, Hampden, and Franklin Counties	7 days a week	No	(413) 253-7330	https://celebritycabcompany.com/contact-us
Cosmic Cab	General Public	Taxi	Northampton, MA, and surrounding communities	7 days a week	No	(413) 230-6119	https://northampton.live/businesses/cosmic-cab

OTHER TRANSPORTATION

CV Taxi	General Public	Taxi	Belchertown and surrounding areas	7 days a week	No	(413) 801-2426	<u>Not Available</u>
Deluxe Limousine Services	General Public	Taxi	Greater Springfield Area, Hampshire County, Quaboag Region, Boston, Connecticut	24-hour service	No	(413) 821-0069	https://deluxelimo.com/
Go Green Cab	General Public	Taxi	Northampton, MA, and surrounding communities	EVERYDAY 6am to 2:30am 24 hours on Weekend Nights!	No	(413) 586-0707	https://www.gogreencabnoho.com/
Luxline Taxi	General Public	Taxi	Springfield, Agawam, Chicopee, Holyoke, and Western MA	7 days a week	No	413.461.4445	https://luxline-taxi.com/
Paradise City Car Svc/ Three Rivers Transportation	General Public	Taxi	Palmer, Ware, and Monson MA	24 hours a day, 7 days a week.	No	(413) 304-4300	http://www.pccarsvc.com
Taxi Express	General Public	Taxi	Amherst Area, Northampton, Greenfield, Springfield	24 hours a day, 7 days a week.	No	413.977.0769	https://taxi-expressinc.com/contact-us/
Yellow Cab of Springfield	General Public	Taxi	Springfield Chicopee Holyoke Agawam West Springfield South Hadley East Longmeadow Longmeadow Wilbraham Hampden	24 hours a day, 7 days a week.	No	(413) 739-9999	https://yellowcabofspringfield.a-zcompanies.com/

Appendix 2: Greater Franklin Regional Transportation Inventory

Greater Franklin Regional Transportation Inventory, 2025							
Program	Rider Eligibility	Trip Type	Service Area	Time of Service	Wheelchair Accessible	Phone	Website
FIXED ROUTE							
Franklin Regional Transit Authority (FRTA)	General Public	All	Franklin County, Hampshire County	7 days a week	Yes	(413) 774-2262	https://www.frtc.org/
Pioneer Valley Transit Authority (PVTA)	General Public	All	Hampden and Hampshire Counties, Franklin County	7 days a week	Yes	(413) 781-7882	https://www.pvta.com/
Montachusett Regional Transit Authority Athol/Orange Shuttle	General Public	Job & medical trip priority	Athol & Orange	M-F	Yes	(978) 575-9966	https://www.mrtc.us/
PARATRANSIT (ADA) SERVICE							
FRTA Americans with Disabilities Act (ADA) paratransit service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 774-2262	https://www.frtc.org/getting-around/persons-with-disabilities/
PVTA Americans with Disabilities (ADA) Paratransit Service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php

SENIOR TRANSPORTATION							
Council on Aging /Senior Center Vans	Older Adults	Varies by town	With town limits/adjacent towns	Varies by town	Not Guaranteed	(413)-527-6425	https://mcoonline.org/
FRTA Demand Response	Older adults, age 60+, Franklin County	Varies by town	FRTA service area	Varies by town	Yes	(413) 774-2262	https://www.fрта.org/getting-around/demand-response/
FRTA Med-Rides volunteer driver program	Seniors age 60+	Medical, out of county	from Franklin County to out of county locations	M-F	No	(413) 774-2262	https://www.fрта.org/getting-around/med-ride/
MICRO-TRANSIT (On-Demand)							
FRTA Access	General Public (Smartphone App)	All	Two Zones in Franklin County	M-F: Zone 1 - 7:00am-6:00pm; Zone 2 - 8:00am-5:00pm	Yes	(413) 774-2262	https://www.fрта.org/getting-around/fрта-access-program/
MEDICAL TRANSPORTATION							
ACS-Road to Recovery	Eligible patients	Medical	Massachusetts	Varies	No	(800)-227-2345	https://www.cancer.org/
Bay State Franklin	Eligible patients	Medical	Bay State Greenfield to Bay State Springfield	Referral Service	Yes	(413) 773-2251	https://www.baystatehealth.org/
LifePath Rides for Health	Eligible home care consumers	Medical & grocery	Franklin County, Hampden, Hampshire counties	Referral Service	Not Guaranteed	(413) 773-5555	https://lifepathma.org/
MassHealth PT-1 Transportation	Eligible MassHealth consumers	Medical	Statewide & participating healthcare providers out of state	24/7	Yes	(800) 841-2900	https://www.mass.gov/transportation-for-masshealth-members

OTHER TRANSPORTATION

Amtrak	General Public	Passenger Rail	Nationwide service from Springfield, Holyoke, Northampton, Greenfield	7 days a week	Yes	(800) 872-7245	https://www.amtrak.com/home.html
Greyhound/FlixBus Lines	General Public	Intercity Bus	Nationwide service from Springfield and Greenfield	7 days a week	Yes	(800) 231-2222	https://www.greyhound.com/
Celebrity Cab Company	General Public	Taxi	Hampshire, Hampden, and Franklin Counties	7 days a week	No	(413) 253-7330	https://celebritycabcompany.com/contact-us
Taxi Express	General Public	Taxi	Amherst Area, Northampton, Greenfield, Springfield	24 hours a day, 7 days a week.	No	413.977.0769	https://taxi-expressinc.com/contact-us/
GAAMHA, Inc	General Public	Taxi	Anywhere in MA; out of state sometimes	24/7	Yes	(978) 632-0934	https://www.gaamha.org/service/transportation

Appendix 3: Quaboag Valley Area Transportation Inventory

Quaboag Valley Area Transportation Inventory, 2025							
Program	Rider Eligibility	Trip Type	Service Area	Time of Service	Wheelchair Accessible	Phone	Website
FIXED ROUTE							
Pioneer Valley Transit Authority (PVTA)	General Public	All	Hampden and Hampshire Counties, Franklin County (Greenfield, Sunderland, Leverett, Deerfield)	7 days a week	Yes	(413) 781-7882	https://www.pvta.com/
PARATRANSIT (ADA) SERVICE							
PVTA Americans with Disabilities (ADA) Paratransit Service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php
SENIOR TRANSPORTATION							
Council on Aging /Senior Center Vans	Older Adults	Varies by town	With town limits/adjacent towns	Varies by town	Not Guaranteed	(413)-527-6425	https://mcoaonline.org/
PVTA Dial a Ride	Older Adults 60+ and people with disabilities	All	PVTA service area	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php
SCM Elderbus	Age sixty and over, and residents with disabilities	All	Brimfield, Brookfield, East Brookfield, Holand, N. Brookfield, Wales, Warren, W. Brookfield	8:30am - 4pm	Yes	(508) 791-9782	https://therta.com/demand-response/coas-elderbus/
MICRO-TRANSIT (On-Demand)							
Quaboag Connector	General Public	All	Belchertown, Brookfield, East Brookfield, Hardwick, Monson, North Brookfield, Palmer, Ware, Warren, and West Brookfield	Monday-Thursday: Friday: Saturday:	Yes	(413) 544-3401	https://rideconnector.org/

MEDICAL TRANSPORTATION							
ACS-Road to Recovery	Eligible patients	Medical	Massachusetts	Varies	No	(800)-227-2345	https://www.cancer.org/
LifePath Rides for Health	Eligible home care consumers	Medical & grocery	Franklin County with some programs are available in Hampden, Hampshire counties	Referral Service	Not Guaranteed	(413) 773-5555	https://lifepathma.org/
MassHealth PT-1 Transportation	Eligible MassHealth consumers	Medical	Statewide & participating healthcare providers out of state	24/7	Yes	(800) 841-2900	https://www.mass.gov/transportation-for-masshealth-members
OTHER TRANSPORTATION							
Valley Transporter	General Public	Charter	Regional charter service to Boston, New York City, Providence, CT	7 days a week	Yes	(413) 253-1350	https://valleytransporter.com/
Aaron's Paradise Taxi	General Public	Taxi	Northampton, MA, and surrounding communities	7 days a week	No	(413) 585-8294	http://www.aaronsparadisetaxi.com/
Alexus Cab	General Public	Taxi	Connecticut based, serves Palmer, Ludlow, Monson, Greater Springfield Area	24 hours a day, 7 days a week	No	860-869-5515	https://www.alexustaxi.com/
BDL Car Service and Taxi	General Public	Taxi	Connecticut based, serves Hampden and Hampshire County to Bradley Airport,	24 -hours	No	(860) 992-2112	https://www.bradleytaxi.com/

OTHER TRANSPORTATION

Celebrity Cab Company	General Public	Taxi	Hampshire, Hampden, and Franklin Counties	7 days a week	No	(413) 253-7330	https://celebritycabcompany.com/contact-us
CV Taxi	General Public	Taxi	Belchertown and surrounding areas	7 days a week	No	(413) 801-2426	<u>Not Available</u>
Deluxe Limousine Services	General Public	Taxi	Greater Springfield Area, Hampshire County, Quaboag Region, Boston, Connecticut	24-hour service	No	(413) 821-0069	https://deluxelimo.com/
Paradise City Car Svc/ Three Rivers Transportation	General Public	Taxi	Palmer, Ware, and Monson MA	24 hours a day, 7 days a week.	No	(413) 304-4300	http://www.pccarsvc.com
Red Cab Worcester	General Public	Taxi	Worcester based, serves Western Hamden and Hampshire, counties	24-hour service	No	(508) 340-4637	http://www.worcredcab.com/
Taxi Express	General Public	Taxi	Amherst Area, Northampton, Greenfield, Springfield	24 hours a day, 7 days a week.	No	(413) 977-0769	https://taxi-expressinc.com/contact-us/

Appendix 4: Hilltown Area Transportation Inventory

Hilltown Area Transportation Inventory, 2025							
Program	Rider Eligibility	Trip Type	Service Area	Time of Service	Wheelchair Accessible	Phone	Website
FIXED ROUTE							
Franklin Regional Transit Authority (FRTA)	General Public	All	Franklin County, Hampshire County	7 days a week	Yes	(413) 774-2262	https://www.frtc.org/
Pioneer Valley Transit Authority (PVTA)	General Public	All	Hampden and Hampshire Counties, Franklin County	7 days a week	Yes	(413) 781-7882	https://www.pvta.com/
PARATRANSIT (ADA) SERVICE							
FRTA Americans with Disabilities Act (ADA) paratransit service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 774-2262	https://www.frtc.org/getting-around/persons-with-disabilities/
PVTA Americans with Disabilities (ADA) Paratransit Service	People with disabilities, must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php
SENIOR TRANSPORTATION							
Council on Aging /Senior Center Vans	Older Adults	Varies by town	With town limits/adjacent towns	Varies by town	Not Guaranteed	(413)-527-6425	https://mcoonline.org/
FRTA Demand Response	Older adults, age 60+, Franklin County	Varies by town	FRTA service area	Varies by town	Yes	(413) 774-2262	https://www.frtc.org/getting-around/demand-response/
PVTA Dial a Ride	Older Adults 60+ and people with disabilities	All	PVTA service area	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php

MICRO-TRANSIT (On-Demand)							
FRTA Access	General Public (Smartphone App)	All	Two Zones in Franklin County	M-F: Zone 1 - 7:00am-6:00pm; Zone 2 - 8:00am-5:00pm	Yes	(413) 774-2262	https://www.frtc.org/getting-around/frta-access-program/
MEDICAL TRANSPORTATION							
ACS-Road to Recovery	Eligible patients	Medical	Massachusetts	Varies	No	(800)-227-2345	https://www.cancer.org/
DAV Shuttle	Veterans	Medical	Northampton VA Hospital to other VA Hospitals in Massachusetts	Varies	Not Guaranteed	(413) 435-6870	https://www.dav.org/get-help-now/medical-transportation/
Highland Valley Elder Services	Eligible home care consumers	Medical & grocery	Hampshire/Hampden County	Referral Service	Not Guaranteed	(413) 586-2000	www.highlandvalley.org
LifePath Rides for Health	Eligible home care consumers	Medical & grocery	Franklin County with some programs are available in Hampden, Hampshire counties	Referral Service	Not Guaranteed	(413) 773-5555	https://lifepathma.org/
MassHealth PT-1 Transportation	Eligible MassHealth consumers	Medical	Statewide & participating healthcare providers out of state	24/7	Yes	(800) 841-2900	https://www.mass.gov/transportation-for-masshealth-members
Mass General Hospital Shuttle	Mass General Hospital patients	Medical	Northampton to Mass General Hospital in Boston	M-F: Leaves at 6:30am, returns at 3:00pm	Yes	(888) 554-4234	https://www.cooleydickinson.org/mghshuttle/

OTHER TRANSPORTATION							
Amtrak	General Public	Passenger Rail	Nationwide service from Springfield, Holyoke, Northampton, Greenfield	7 days a week	Yes	(800) 872-7245	https://www.amtrak.com/home.html
Greyhound/FlixBus Lines	General Public	Intercity Bus	Nationwide service from Springfield and Greenfield	7 days a week	Yes	(800) 231-2222	https://www.greyhound.com/
Valley Transporter	General Public	Charter	Regional charter service to Boston, New York City, Providence, CT	7 days a week	Yes	(413) 253-1350	https://valleytransporter.com/
Celebrity Cab Company	General Public	Taxi	Hampshire, Hampden, and Franklin Counties	7 days a week	No	(413) 253-7330	https://celebritycabcompany.com/contact-us
Cosmic Cab	General Public	Taxi	Northampton, MA, and surrounding communities	7 days a week	No	(413) 230-6119	https://northampton.live/businesses/cosmic-cab
Go Green Cab	General Public	Taxi	Northampton, MA, and surrounding communities	EVERYDAY 6am to 2:30am 24 hours on Weekend Nights!	No	(413) 586-0707	https://www.gogreencabnoho.com/
Taxi Express	General Public	Taxi	Amherst Area, Northampton, Greenfield, Springfield	24 hours a day, 7 days a week.	No	413.977.0769	https://taxi-expressinc.com/contact-us/

Appendix 5: FRTA Access Program Assessment

FRTA ACCESS PROGRAM ASSESSMENT														
COMMUNITY	Fixed Route Transit Service	Residents below the Poverty Line	Percent of Residents 65+	FRTA Demand Response (Seniors)	FRTA Access Adjacent	Hilltown Easy Ride	Hilltown Elder Network (HEN)	COA Rides for Seniors	COA Rides with Drivers	Grant Funding	Yes	No	Demog. Need	Eligibility Score
Blandford	No	2.10%	27.00%	Yes	No	Yes	No	Yes	Yes	No	6	11	15.60%	94%
Chester	No	0.90%	18.32%	Yes	No	Yes	No	Yes	Yes	No	5	4	10.06%	50%
Chesterfield	No	4.10%	24.80%	Yes	No	Yes	Yes	Yes	No	No	5	9	16.50%	83%
Cummington	No	2.50%	26.46%	Yes	Yes	Yes	Yes	Yes	Yes	No	12	13	15.73%	189%
Goshen	No	2.60%	23.93%	Yes	Yes	Yes	Yes	Yes	Yes	No	5	3	14.57%	73%
Granville	No	4.00%	19.99%	No	No	No	No	No	No	No	0	9	14.00%	0%
Hatfield	Yes	5.50%	22.45%	No	Yes	No	No	Yes	Yes	No	3	5	16.73%	50%
Huntington	No	6.70%	16.24%	Yes	No	Yes	No	Yes	Yes	No	3	17	14.82%	44%
Middlefield	No	10.70%	28.84%	Yes	No	Yes	No	No	No	No	2	14	25.12%	50%
Montgomery	No	0.40%	21.66%	Yes	No	Yes	No	Yes	Yes	No	10	23	11.23%	112%
Plainfield	No	4.00%	33.55%	Yes	Yes	Yes	Yes	No	No	No	4	5	20.78%	83%
Russell	No	1.00%	15.24%	Yes	No	Yes	No	Yes	Yes	No	5	10	8.62%	43%
Southampton	No	1.30%	22.47%	Yes	No	No	No	Yes	Yes	No	4	5	12.54%	50%
Southwick	No	3.10%	21.87%	Yes	No	No	No	Yes	No	Yes	7	5	14.04%	98%
Tolland	No	0.70%	24.38%	No	No	No	No	Yes	Yes	No	2	34	12.89%	26%
Westhampton	No	0.80%	23.44%	Yes	No	No	Yes	No	No	No	3	17	12.52%	38%
Worthington	No	2.00%	34.91%	Yes	No	Yes	Yes	Yes	Yes	No	5	4	19.46%	97%