

MONTACHUSETT COORDINATED PUBLIC TRANSIT - HUMAN SERVICES PLAN UPDATE



MPO ENDORSED

January 14, 2015

Prepared by



Prepared in cooperation with the Massachusetts Department of Transportation and the U.S. Department of Transportation. The views and opinions of the Montachusett Regional Planning Commission expressed herein do not necessarily state or reflect those of the Massachusetts Department of Transportation or the U.S. Department of Transportation.

The Montachusett MPO and the MRPC fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Montachusett MPO operates without regard to race, color, national origin, English Proficiency, ancestry, creed, income, gender, age and/or disability. Any person who believes him/herself or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with the MRPC or the MMPO. Complaints are to be filed no later than 180 days from the date of the alleged discrimination. Please contact Glenn Eaton at 978-345-7376 ext. 310 for more information.

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MONTACHUSETT

REGIONAL PLANNING COMMISSION

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Montachusett Coordinated Public Transit - Human Services Plan

Federal legislation requires that for those areas that wish to access certain funding programs, the Metropolitan Planning Organizations (MPO) must develop and update a Coordinated Public Transit - Human Services Transportation Plan (CPT-HST). The CPT-HST Update must reflect the federal legislation Moving Ahead for Progress in the 21st Century (MAP-21) and its provisions and requirements. The CPT-HST Plan documents the Montachusett Metropolitan Planning Organizations (MMPO) unmet human-service transportation needs of individuals with disabilities, low-income individuals (or persons below the poverty level) and the elderly.

The CPT-HST Plan has been developed by the MMPO as a tool to help local transportation providers and communities improve transportation services, increase efficiency of service delivery, and expand outreach to meet growing needs. It provides a framework to guide the investment of existing transportation resources and the acquisition of future funds.

The Montachusett MPO hereby endorses the Montachusett Coordinated Public Transit - Human Services Plan as prepared and after completion of a 30 day public review and comment period.

Frank DePaola, Acting Secretary and CEO
Massachusetts Department of Transportation

Victor Koivumaki, Chairman
Montachusett Regional Planning Commission

Mark Hawke, Chairman
Montachusett Regional Transit Authority

Dean Mazzearella, Mayor
City of Leominster

Lisa Wong, Mayor
City of Fitchburg

Stephen R. Raymond, Selectmen, Town of Athol
Representative, Sub Region 1

Sue Lisio, Selectmen, Town of Townsend
Representative, Sub Region 2

Paula Bertram, Selectmen, Town of Lunenburg
Representative, Sub Region 3
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Representative, Sub Region 4

1/14/2015
Date

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Mary Beth Mello, Administrator, Federal Transit Administration

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Athol	Doug Walsh	
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Tony Salerno	Amalgamated Transit Union #690 (ATU 690)
Kit Walker	Fitchburg Airport Commission
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	Fitchburg Council on Aging
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Peter Lowitt	Devens Enterprise Commission (DEC)
Ayn Yeagle	Montachusett Opportunity Council, Inc.

1. Introduction

Congress enacted MAP-21 (Moving Ahead for Progress in the 21st Century Act) on July 6, 2012, replaces SAFETEA-LU (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users) as the federal legislation that funds surface transportation, with most policy provisions taking effect on October 1, 2012.

SAFETEA-LU established that agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs, Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC; Section 5316), and New Freedom (Section 5317), must certify that the projects to be funded have been selected in the context of a locally developed, coordinated public transit-human services transportation plan; and that the plan be developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and other members of the public. The structure of programs under MAP-21, however, is different. JARC no longer exists as a separate program, but funding for JARC types of activities is available under FTA's urban and rural formula programs. Another change is that the New Freedom program merges with Elderly Individuals and Individuals with Disabilities. MAP-21 authorized \$254,800,000 for FY 2013 and \$258,300,000 for FY 2014, which is an increase over the SAFETEA-LU authorized amount of \$226,000,000 for FY 2012 for the Section 5310 and Section 5317 programs combined.

In addition to the types of projects eligible under the traditional Section 5310 program and the former New Freedom program, a new eligible activity is public transportation projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit. MAP-21 requires that not less than 55 percent of a recipient's Section 5310 funds be available for capital projects that are "traditional" Section 5310 projects. A recipient may use more of its Section 5310 funds for these capital projects, but may not use less.

The Coordinated Public Transit–Human Services Transportation Plan (CPT-HST) Update needed to reflect MAP-21's provisions and requirements. The CPT-HST Plan documents the Montachusett Metropolitan Planning Organizations (MMPO) region's unmet human-service transportation needs of individuals with disabilities, low-income individuals (or persons below the poverty level) and the elderly. The CPT-HST Plan has been developed by the MMPO as a tool to help local transportation providers and communities improve transportation services, increase efficiency of service delivery, and expand outreach to meet growing needs. It provides a framework to guide the investment of existing transportation resources and the acquisition of future funds.

As such a resource, this plan:

- Evaluates community demographics related to the target populations
- Assesses the transportation gaps and needs of the target populations
- Identifies strategies to address the gaps in transportation services
- Establishes relative priorities of the strategies

A. Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)

This program provides grant funds for capital and operating expenses to recipients for:

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.);
- Public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit; and

- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

Under MAP-21 this program no longer provides a single apportionment to each State; it now provides apportionments specifically for large urbanized, small urbanized and rural areas, and will require new designations of designated recipients in large UZAs. Consistent with the type of projects eligible under the former New Freedom program, MAP-21 expanded the eligible activities to include operating expenses.

The goal of the Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country, by removing barriers to transportation services and expanding the transportation mobility options available. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas—urbanized, small urban, and rural.

1. Job Access and Reverse Commute Program (JARC; Section 5316)

The JARC Program was a formula grant program for projects that improve access to employment-related transportation services for welfare recipients and eligible low-income individuals, and that transport residents of urbanized and rural areas to suburban employment opportunities. MAP-21 repealed the Job Access and Reverse Commute (JARC) programs. However, the JARC program was merged into the Section 5307 Urbanized Area Formula Grant and the Section 5311 Rural Area Formula Grant programs.

2. New Freedom Program (Section 5317)

The New Freedom Program was a formula grant program that provided funding for capital and operating expenses that support new public transportation services beyond those required by the ADA and new public transportation alternatives beyond those required by the ADA, designed to assist individuals with disabilities with accessing transportation services. The purpose of the New Freedom formula grant program was to provide additional resources to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.

MAP-21 repealed the New Freedom program (49 U.S.C. 5317) and merged the New Freedom program into the Section 5310 program. As a result of this merger of programs, activities eligible under the New Freedom program are now eligible under Section 5310, and, consistent with Section 5317, funds are apportioned among large urbanized areas, small urbanized areas, and rural areas, instead of only to States, as the law previously provided.

3. Coordination Provisions, Sections 5310, JARC and New Freedom.

Federal transit law, as amended by SAFETEA-LU, required that projects funded from the Section 5310 program, JARC, and New Freedom programs be derived from a locally developed, coordinated public transit-human service transportation plan (“coordinated plan”). A coordinated plan should maximize the programs’ collective coverage by minimizing duplication of services. A coordinated plan may incorporate activities offered under other programs sponsored by Federal, State, and local agencies to greatly strengthen its impact. FTA also encourages participation in coordinated service delivery as long as the coordinated services will continue to meet the purposes of all programs.

B. New and Revised Programs under MAP-21.

1. Section 5307 and Section 5311, the Urbanized Area and Rural Area Formula Programs.

The Section 5307 program makes funds available to designated recipients to assist in the development, improvement and use of public transportation systems in urbanized areas. The Section 5311 program makes Federal funds available to States to assist in the development, improvement, and use of public

transportation systems in rural areas. Under MAP-21, job access and reverse commute projects are eligible under both Section 5307 and 5311. While the overall objectives of the Section 5307, Section 5311 and Section 5310 programs differ (that is, the objectives of Sections 5307 and 5311 are to provide transportation to the general public in urbanized and rural areas and the objective of Section 5310 is to serve seniors and individuals with disabilities in both rural and urbanized areas), there are parallels which make it desirable for designated recipients and States to consider all resources and plan for their use in a complementary way. Local transit providers are expected to participate in the development of a coordinated public transit-human service transportation plan.

2. Demographics of Region

A. Montachusett Regional Planning Commission (MRPC)

The Montachusett region is located in north central Massachusetts and is comprised of 22 communities covering approximately 685 total square miles. The cities of Fitchburg, Gardner and Leominster comprise the major urbanized areas of the region. The remaining communities, with the exception of a few designated small urbanized areas (as defined by the census), are rural in nature. Total population according to the 2010 U.S. Census for the Montachusett Region is 236,475. This is an increase of 8,470 (or 3.71%) from the 2000 U.S. Census population of 228,005.

The region is located in Middlesex and Worcester counties and is bordered by New Hampshire to the north. Located north of the city of Worcester and west of Boston, the region is served by Route 2 and I-190. Of greatest importance to the area is Route 2, running east-west throughout the entire region. This limited access roadway provides the area with a direct link to Boston in the east and to the western half of the state. Consequently, this highway is a major thoroughfare for the state as well as for the region. The region's major urban communities, Fitchburg, Leominster and Gardner, all border Route 2.

In the early 1980's, the completion of I-190 added a second major limited access highway to the region. This roadway provides direct access to Worcester, I-290 and the Massachusetts Turnpike.

B. Montachusett Regional Transit Authority (MART)

The communities served by MART have grown steadily over the years. Initially comprised of Fitchburg, Gardner, Leominster and their immediate neighbors, MART now serves 22 communities in and out of the MRPC region. In 2013, the town of Athol formally became a member of MART thereby increasing the number of in common MRPC/MART communities to 17. Communities outside of the MRPC region include Bolton, Boxborough, Hardwick, Littleton and Stow. Total population of the MART region is 228,778 according to the 2010 U.S. Census. This is an increase of 21,329 (or 10.28%) from the 2000 Census population figure of 207,449. This increase however reflects the addition of one new community, Athol, to MART that alone brought in 11,584 persons. Comparing the same original 21 communities within MART from the 2008 Coordinated Plan, MART witnessed an increase of only 9,745 individuals. This equates to a 4.70% increase.

C. Target Populations

According to federal guidance related to the development of a *Coordinated Public Transit - Human Services Plan*, the target populations for consideration are individuals with disabilities, low-income persons and the elderly. For the purposes of this plan, Census 2010 data was reviewed and analyzed for the target populations and area communities. Definitions related to the identification of the populations discussed are derived from those utilized by the U.S. Census Bureau.

In addition, several population characteristics that were originally collected as part of prior ten year census counts were not part of the 2010 census tabulations. This includes information on disability and poverty levels. These data characteristics have become part of the American Community Survey (ACS). According to the Census Bureau:

“After the 2000 Census, the long form became the ACS and will continue to collect long-form-type information throughout the decade. The ACS includes not only the basic short-form questions, but also detailed questions about population and housing characteristics. It is a nationwide, continuous survey designed to provide communities with reliable and timely demographic, housing, social, and economic data every year. Since its start, the ACS has been providing a continuous stream of updated information for states and local areas...

By focusing on quality geographic coverage, the ACS can produce a good picture of the community's people and housing by surveying a representative sample of the population. The Census Bureau

selects a random sample of addresses to be included in the ACS. Each address has about a 1-in 480 chance of being selected in a month, and no address should be selected more than once every 5 years.

The Census Bureau mails questionnaires to approximately 295,000 addresses a month across the United States. This is a small number of households considering there are more than 180 million addresses in the United States and an address that receives ACS instructions will not likely find a neighbor or friend who has also received them.” (Source: American Community Survey Information Guide – U.S. Census Bureau www.census.gov/acs/www/Downloads/ACS_Information_Guide.pdf)

Because of the use of sample data, various margins of error are also provided as part of the ACS data. These margins can be significant depending on the data obtained. Additionally, some numbers/data may not be listed due to sample sizes and confidentiality requirements.

Because of these data issues, as well as discrepancies in the way the data is broken down, it is difficult to make a one-to-one comparison between the 2000 Census, the 2010 Census and the 5 year ACS Estimates.

1. Target Population - Individuals with Disabilities

According to the Census Bureau website, “The Census Bureau collects data on disability primarily through the American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP). The definitions of disability are not always alike so caution should be taken when making comparisons across surveys. Generally,....the ACS has a more narrow definition (of disability) but is capable of producing estimates for states, counties, and metropolitan areas. Because the ACS has replaced the decennial long-form as the source for small area statistics, there is no disability data in the 2010 Census. (source: <http://www.census.gov/people/disability/>)

American Community Survey (ACS) – History

The ACS was started as a way to provide a “continuous measurement of the U.S. population and to reduce the ... complexity of the decennial census”. The ACS replaces the former Census “long-form” thus allowing “the decennial count to focus on a basic headcount and minimal demographic data”.

After the 2000 Census, the ACS questions on disability were reviewed and revised. New questions were developed and six disability types were identified.

- **Hearing difficulty** - deaf or having serious difficulty hearing (DEAR).
- **Vision difficulty** - blind or having serious difficulty seeing, even when wearing glasses (DEYE).
- **Cognitive difficulty** - Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions (DREM).
- **Ambulatory difficulty** - Having serious difficulty walking or climbing stairs (DPHY).
- **Self-care difficulty** - Having difficulty bathing or dressing (DDRS).
- **Independent living difficulty** - Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping (DOUT).

For this report, disability data was obtained from the 2008-2012 ACS 5 Year Estimates. Those responding to the disability questions of the ACS were compiled into the following age groups:

- Those under 18 with a disability.
- Those aged 18 to 64 with a disability.
- Those over age 65 with a disability..

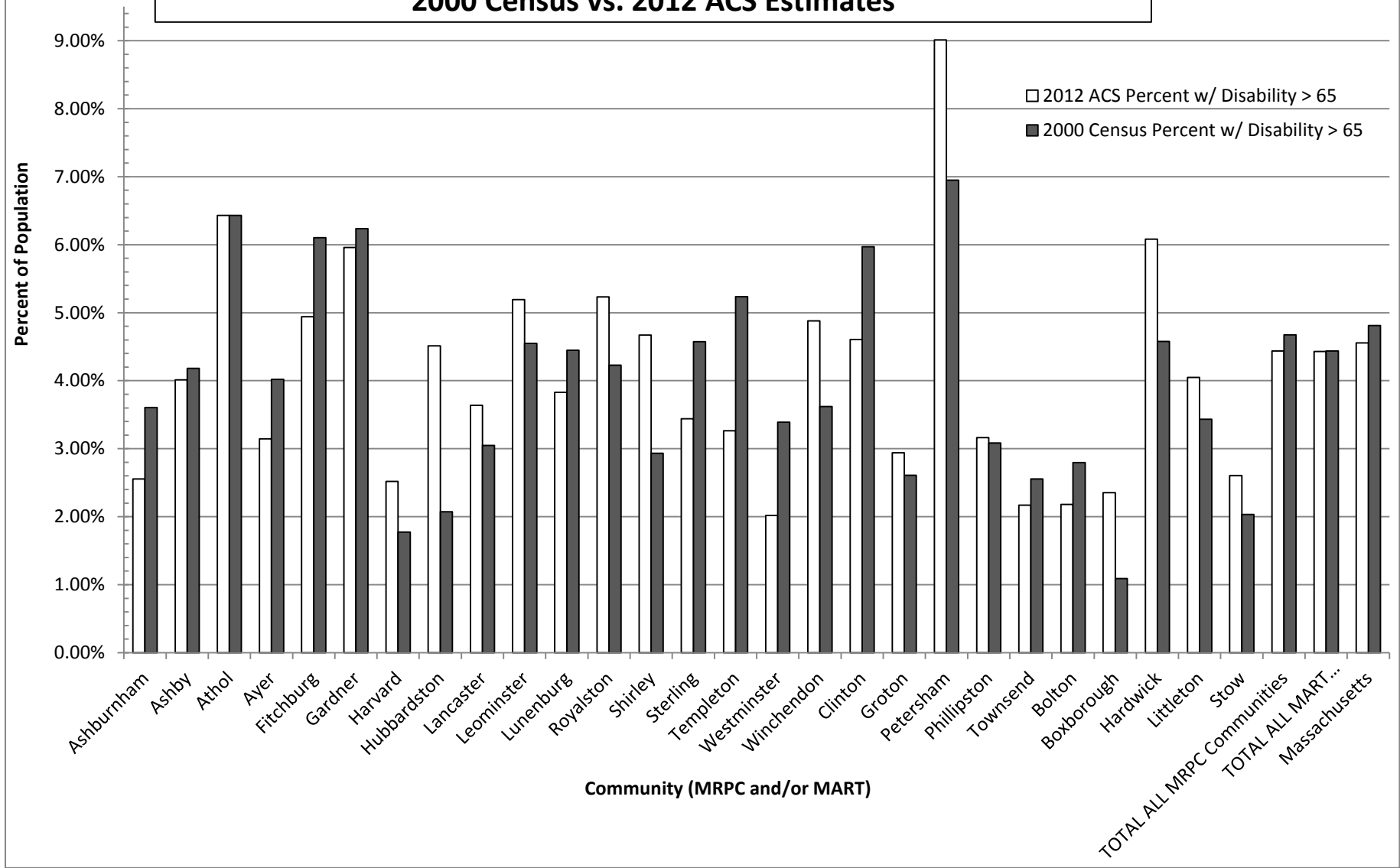
The following table identifies population statistics for persons with disabilities for MRPC and MART communities.

Individuals with Disabilities Population

	2010 Census	2008-2012 ACS 5 Year Estimates							2000 Census		Change in % of Total Population w/Disability Age ≥ 65; ACS vs 2000 Census
MRPC/MART Communities	2010 Population	ACS Total Civilian Non- Institutionalized Population	Total w/ Disability Under 18	Total w/ Disability 18 to 64	Total w/ Disability ≥ 65	Total Population w/ Disability	2012 ACS Percent w/ Disability ≥ 65	Percent of Total Population w/ Disability	2000 Census Percent w/ Disability ≥ 65	Percent of Total Population w/Disability 5 yrs and Over	
Ashburnham	6,081	6,067	139	344	155	638	2.55%	10.52%	3.61%	14.37%	-1.05%
Ashby	3,074	3,066	30	147	123	300	4.01%	9.78%	4.18%	12.50%	-0.17%
Athol	11,584	11,416	152	1,227	734	2,113	6.43%	18.51%	6.43%	n/a	n/a
Ayer	7,427	7,343	131	562	231	924	3.15%	12.58%	4.02%	19.87%	-0.88%
Fitchburg	40,318	39,721	677	3,028	1,962	5,667	4.94%	14.27%	6.10%	23.36%	-1.16%
Gardner	20,228	19,129	313	1,672	1,140	3,125	5.96%	16.34%	6.23%	21.80%	-0.28%
Harvard	6,520	5,481	50	162	138	350	2.52%	6.39%	1.77%	8.19%	0.75%
Hubbardston	4,382	4,366	67	202	197	466	4.51%	10.67%	2.07%	12.83%	2.44%
Lancaster	8,055	6,600	44	213	240	497	3.64%	7.53%	3.05%	13.53%	0.59%
Leominster	40,759	40,519	616	2,806	2,104	5,526	5.19%	13.64%	4.55%	18.73%	0.65%
Lunenburg	10,086	10,289	224	512	394	1,130	3.83%	10.98%	4.45%	15.08%	-0.62%
Royalston	1,258	1,051	16	63	55	134	5.23%	12.75%	4.23%	16.99%	1.01%
Shirley	7,211	5,631	78	200	263	541	4.67%	9.61%	2.93%	14.50%	1.74%
Sterling	7,808	7,734	47	282	266	595	3.44%	7.69%	4.57%	12.27%	-1.14%
Templeton	8,013	7,748	115	535	253	903	3.27%	11.65%	5.24%	18.70%	-1.97%
Westminster	7,277	7,282	0	514	147	661	2.02%	9.08%	3.39%	11.61%	-1.37%
Winchendon	10,300	10,286	106	590	502	1,198	4.88%	11.65%	3.62%	18.72%	1.26%
<i>Subtotal</i>	<i>200,381</i>	<i>193,729</i>	<i>2,805</i>	<i>13,059</i>	<i>8,904</i>	<i>24,768</i>	<i>4.60%</i>	<i>12.78%</i>	<i>4.68%</i>	<i>18.32%</i>	<i>-0.09%</i>

MRPC Communities Only	2010 Population	ACS Total Civilian Non- Institutionalized Population	Total w/ Disability Under 18	Total w/ Disability 18 to 64	Total w/ Disability ≥ 65	Total Population w/ Disability	2012 ACS Percent w/ Disability ≥ 65	Percent of Total Population w/ Disability	2000 Census Percent w/ Disability ≥ 65	Percent of Total Population w/Disability 5 yrs and Over	Change in % of Total Population w/Disability Age ≥ 65; ACS vs 2000 Census
Athol	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6.43%	20.89%	n/a
Clinton	13,606	13,509	161	668	622	1,451	4.60%	10.74%	5.97%	23.53%	-1.37%
Groton	10,646	10,619	47	163	312	522	2.94%	4.92%	2.61%	12.84%	0.33%
Petersham	1,234	1,232	6	44	111	161	9.01%	13.07%	6.95%	15.80%	2.06%
Phillipston	1,682	1,929	13	118	61	192	3.16%	9.95%	3.08%	15.54%	0.08%
Townsend	8,926	8,981	230	350	195	775	2.17%	8.63%	2.55%	9.46%	-0.38%
<i>Subtotal</i>	<i>36,094</i>	<i>36,270</i>	<i>457</i>	<i>1,343</i>	<i>1,301</i>	<i>3,101</i>	<i>3.59%</i>	<i>8.55%</i>	<i>4.63%</i>	<i>17.45%</i>	<i>-1.05%</i>
MART Communities Only	2010 Population	ACS Total Civilian Non- Institutionalized Population	Total w/ Disability Under 18	Total w/ Disability 18 to 64	Total w/ Disability ≥ 65	Total Population w/ Disability	2012 ACS Percent w/ Disability ≥ 65	Percent of Total Population w/ Disability	2000 Census Percent w/ Disability ≥ 65	Percent of Total Population w/Disability 5 yrs and Over	Change in % of Total Population w/Disability Age ≥ 65; ACS vs 2000 Census
Bolton	4,897	4,905	26	149	107	282	2.18%	5.75%	2.80%	11.58%	-0.62%
Boxborough	4,996	5,017	25	82	118	225	2.35%	4.48%	1.09%	7.98%	1.26%
Hardwick	2,990	2,910	43	189	177	409	6.08%	14.05%	4.58%	17.24%	1.51%
Littleton	8,924	8,820	43	393	357	793	4.05%	8.99%	3.43%	10.50%	0.61%
Stow	6,590	6,603	36	162	172	370	2.60%	5.60%	2.03%	7.83%	0.57%
<i>Subtotal</i>	<i>28,397</i>	<i>28,255</i>	<i>173</i>	<i>975</i>	<i>931</i>	<i>2,079</i>	<i>3.29%</i>	<i>7.36%</i>	<i>2.68%</i>	<i>10.29%</i>	<i>0.61%</i>
TOTAL ALL MRPC Communities	236,475	229,999	3,262	14,402	10,205	27,869	4.44%	12.12%	4.67%	18.14%	-0.24%
TOTAL ALL MART Communities	228,778	221,984	2,978	14,034	9,835	26,847	4.43%	12.09%	4.44%	17.33%	0.00%
Massachusetts	6,547,629	6,479,196	63,853	367,050	295,261	726,164	4.56%	11.21%	4.81%	18.23%	-0.25%

Percent Population With A Disability Over 65 Years of Age By Community 2000 Census vs. 2012 ACS Estimates



Within the MRPC region, 12.12% of the total civilian non-institutionalized population is categorized as disabled. In the 2000 Census, the total population over the age of 5 with a disability stood at 18.14%. Limitations with the census versus the ACS disability breakdowns likely account for the discrepancies in the these total population percentages. More than half (13) of the 22 MRPC communities had disability rates of over 10% with the communities of Athol, Gardner and Fitchburg having the highest percentages (18.5%, 16.34% and 14.27%, respectively). Not surprisingly, these are three of the five most populated communities in the MRPC region. Of the five rural communities with total populations less than 5,000 (Royalston, Phillipston, Petersham, Ashby and Hubbardston), the percentage of those classified as disabled range from a high of 13.07% (Petersham) to a low of 9.78% (Ashby). Statewide, the Commonwealth of Massachusetts has an average of 11.21% of the population identified as disabled. The MRPC region therefore is slightly higher than the statewide average, 12.12% to 11.21%.

For the MART region, 12.09% of the population is categorized as disabled also slightly above the statewide average of 11.21%. The MART communities with the highest percentage of disabled population are Athol (18.51%), a recent member of MART, and Gardner (16.34%). Of the MART only communities, the second smallest community in the region, Hardwick, has a disabled population percentage of 14.05%.

2. Target Population - Low-Income Individuals

The definition of “low-income” can vary depending on the agency or program in question as well as by other factors, i.e. region or state. For the purposes of this plan, “low-income” or “poverty” as defined by the Census Bureau was utilized since the census data is the basis for analysis.

The Congressional Research Service Report “Poverty in the United States: 2013 by Thomas Gabe states the following:

“The Census Bureau’s poverty thresholds form the basis for statistical estimates of poverty in the United States. The thresholds reflect crude estimates of the amount of money individuals or families, of various size and composition, need per year to purchase a basket of goods and services deemed as “minimally adequate,” according to the living standards of the early 1960s. The thresholds are updated each year for changes in consumer prices. In 2013, for example, the average poverty threshold for an individual living alone was \$11,888; for a two-person family, \$15,142; and for a family of four, \$23,834.”

From the Census Bureau, the following table was identified that provides 2013 income figures to help determine poverty levels.

Poverty Thresholds for 2013 by Size of Family

Size of Family Unit	Weighted Average Thresholds
One person (unrelated individual).....	\$11,888
Under 65 years.....	\$12,119
65 years and over.....	\$11,173
Two people.....	\$15,142
Householder under 65 years.....	\$15,679
Householder 65 years and over.....	\$14,095
Three people.....	\$18,552
Four people.....	\$23,834
Five people.....	\$28,265
Six people.....	\$31,925
Seven people.....	\$36,384
Eight people.....	\$40,484
Nine people or more.....	\$48,065

Source: U.S. Census

From the Census 2000 Brief “Poverty: 1999”, different poverty level thresholds were established based upon the size of the family unit. The following table provides those thresholds.

Size of Family Unit	
One person	\$8,501
Two people	\$10,869
Three people	\$13,290
Four people	\$17,029
Five people	\$20,127
Six people	\$22,727
Seven people	\$25,912
Eight people	\$28,967
Nine or more people	\$34,417

Source: Poverty: 1999, Census 2000 Brief, May 2003, U.S. Census Bureau

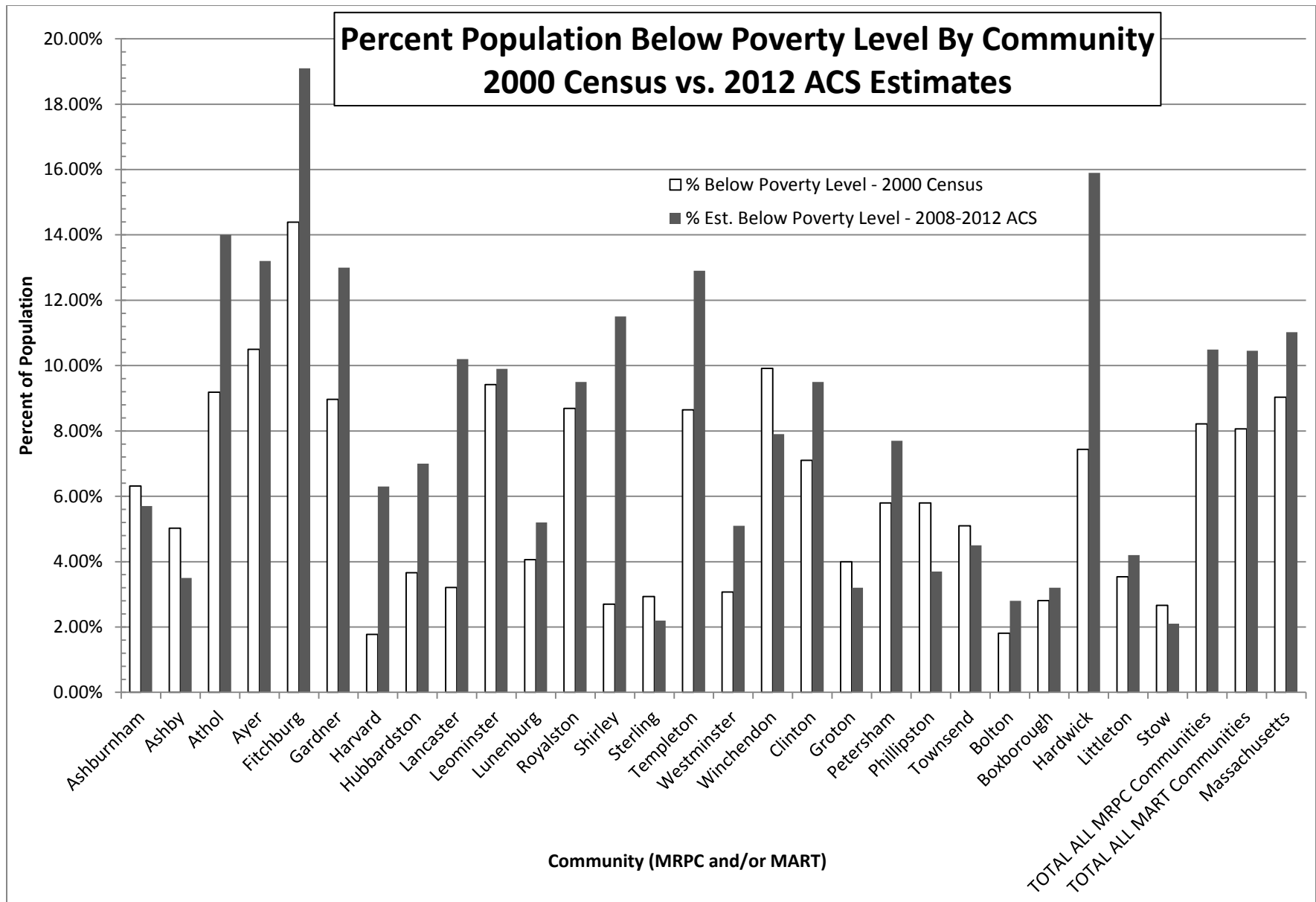
Because of the different methods and time frames utilized to collect data for the decennial census and the ACS, comparisons “may differ from those reported in the Current Population Survey, Annual Social and Economic Supplement and those in Census 2000.”

The following table identifies population statistics for low-income or poverty level individuals for MRPC and MART communities.

Low Income Individuals Population

	Census 2000			2008-2012 ACS 5 Year Estimate			
MRPC/MART Communities	Population 2000	Number Below Poverty	% Below Poverty Level	Population ACS Estimate	Est Below Poverty Level	% Est Below Poverty Level	Change in % of Population Below Poverty Level; ACS vs 2000 Census
Ashburnham	5,546	350	6.31%	6,015	344	5.70%	-0.61%
Ashby	2,845	143	5.03%	3,066	108	3.50%	-1.53%
Athol	11,299	1,038	9.19%	11,372	1,596	14.00%	4.81%
Ayer	7,287	765	10.50%	7,339	967	13.20%	2.70%
Fitchburg	39,102	5,627	14.39%	38,024	7,274	19.10%	4.71%
Gardner	20,770	1,863	8.97%	19,113	2,490	13.00%	4.03%
Harvard	5,981	106	1.77%	5,481	344	6.30%	4.53%
Hubbardston	3,909	143	3.66%	4,366	307	7.00%	3.34%
Lancaster	7,380	237	3.21%	6,471	663	10.20%	6.99%
Leominster	41,303	3,889	9.42%	40,494	3,996	9.90%	0.48%
Lunenburg	9,401	382	4.06%	10,294	532	5.20%	1.14%
Royalston	1,254	109	8.69%	1,049	100	9.50%	0.81%
Shirley	6,373	172	2.70%	5,585	640	11.50%	8.80%
Sterling	7,257	213	2.94%	7,739	171	2.20%	-0.74%
Templeton	6,799	588	8.65%	7,722	999	12.90%	4.25%
Westminster	6,907	212	3.07%	7,225	368	5.10%	2.03%
Winchendon	9,611	953	9.92%	10,249	806	7.90%	-2.02%
<i>Subtotal</i>	<i>193,024</i>	<i>16,790</i>	<i>8.70%</i>	<i>191,604</i>	<i>21,705</i>	<i>11.33%</i>	<i>2.63%</i>

	Census 2000			2008-2012 ACS 5 Year Estimate			
MRPC Communities Only	Population 2000	Number Below Poverty	% Below Poverty Level	Population ACS Estimate	Est Below Poverty Level	% Est Below Poverty Level	Change in % of Population Below Poverty Level; ACS vs 2000 Census
Athol	-	-	-	-	-	-	-
Clinton	13,435	949	7.10%	13,430	1,275	9.50%	2.40%
Groton	9,547	376	4.00%	10,599	338	3.20%	-0.80%
Petersham	1,180	66	5.80%	1,171	90	7.70%	1.90%
Phillipston	1,621	93	5.80%	1,929	71	3.70%	-2.10%
Townsend	9,198	464	5.10%	8,955	407	4.50%	-0.60%
<i>Subtotal</i>	<i>34,981</i>	<i>1,948</i>	<i>5.10%</i>	<i>36,084</i>	<i>2,181</i>	<i>6.04%</i>	<i>0.94%</i>
	Census 2000			2008-2012 ACS 5 Year Estimate			
MART Communities Only	Population 2000	Number Below Poverty	% Below Poverty Level	Population ACS Estimate	Est Below Poverty Level	% Est Below Poverty Level	Change in % of Population Below Poverty Level; ACS vs 2000 Census
Bolton	4,148	75	1.81%	4,893	137	2.80%	0.99%
Boxborough	4,868	137	2.81%	5,017	163	3.20%	0.39%
Hardwick	2,622	195	7.44%	2,899	462	15.90%	8.46%
Littleton	8,184	290	3.54%	8,836	372	4.20%	0.66%
Stow	5,902	157	2.66%	6,603	136	2.10%	-0.56%
<i>Subtotal</i>	<i>25,724</i>	<i>854</i>	<i>3.32%</i>	<i>28,248</i>	<i>1,270</i>	<i>4.50%</i>	<i>1.18%</i>
TOTAL ALL MRPC Communities	228,005	18,738	8.22%	227,688	23,886	10.49%	2.27%
TOTAL ALL MART Communities	218,748	17,644	8.07%	219,852	22,975	10.45%	2.38%
Massachusetts	6,349,097	573,421	9.03%	6,333,378	698,286	11.03%	1.99%



Unemployment in the Region

Unemployment rates in the MRPC/MART communities have reflected the trends seen statewide over the years from 2008 to 2013. The lack of employment is an obvious factor to those living at or below the poverty level. An additional contributor to this has been the decline of manufacturing jobs in the region which often provide an entry into the workforce for many low income individuals. The region once enjoyed the highest concentration of manufacturing jobs in the Commonwealth, but this sector has been experiencing a decline for decades consistent with state and national trends.

MRPC/MART Communities	Unemployment Rates					
	2008	2009	2010	2011	2012	2013
Ashburnham	6.2%	9.3%	9.5%	8.8%	7.7%	8.3%
Ashby	5.9%	9.4%	9.3%	8.2%	8.2%	8.7%
Athol	N/A	N/A	N/A	N/A	N/A	9.9%
Ayer	5.2%	7.8%	8.3%	7.3%	6.5%	6.5%
Fitchburg	7.3%	11.1%	11.7%	11.0%	10.1%	10.4%
Gardner	7.7%	11.1%	11.3%	10.4%	9.5%	9.6%
Harvard	3.8%	6.3%	5.8%	5.0%	5.0%	4.8%
Hubbardston	5.5%	8.8%	8.6%	7.5%	6.4%	7.3%
Lancaster	5.6%	9.1%	8.7%	7.3%	7.0%	7.1%
Leominster	6.5%	10.2%	10.7%	9.6%	8.9%	9.4%
Lunenburg	5.8%	9.0%	8.8%	8.2%	7.6%	7.6%
Royalston	7.2%	9.9%	10.1%	10.2%	8.5%	9.5%
Shirley	5.3%	8.1%	8.3%	7.2%	7.1%	6.7%
Sterling	4.4%	7.2%	7.8%	6.4%	5.7%	6.0%
Templeton	6.9%	10.5%	10.4%	9.3%	9.1%	8.9%
Westminster	5.8%	9.1%	9.1%	8.1%	8.2%	8.4%
Winchendon	7.2%	10.7%	11.1%	10.2%	9.3%	9.3%
<i>Subtotal</i>	6.0%	9.2%	9.3%	8.4%	7.8%	8.1%

MRPC Communities Only	2008	2009	2010	2011	2012	2013
Athol	7.2%	11.0%	11.4%	10.0%	9.2%	N/A
Clinton	6.2%	9.4%	10.2%	9.1%	8.6%	9.3%
Groton	4.2%	6.3%	6.3%	5.9%	5.2%	5.5%
Petersham	4.6%	7.6%	8.7%	6.6%	5.9%	7.7%
Phillipston	6.2%	10.2%	9.9%	8.5%	9.4%	9.2%
Townsend	4.6%	7.2%	8.1%	6.4%	6.0%	6.1%
<i>Subtotal</i>	5.5%	8.6%	9.1%	7.8%	7.4%	7.6%

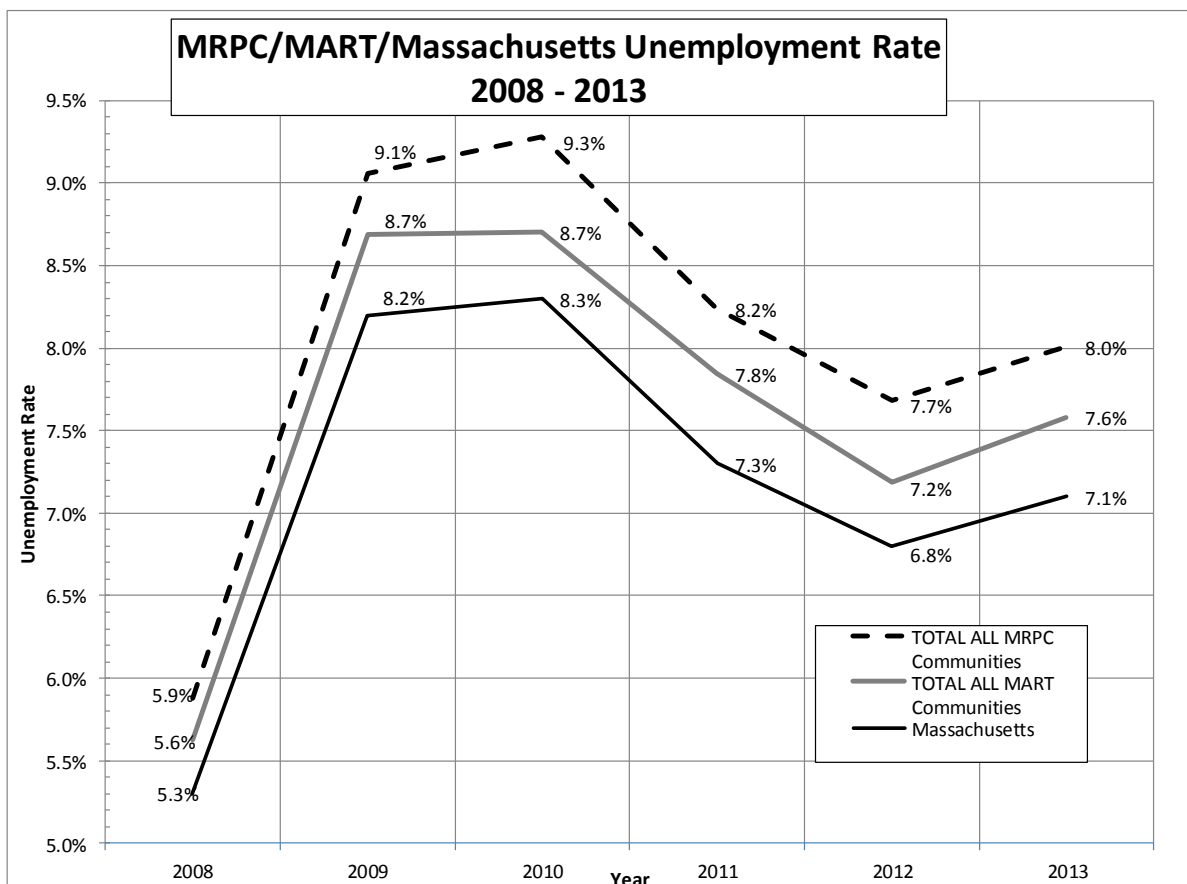
MART Communities Only	2008	2009	2010	2011	2012	2013
Bolton	3.9%	6.4%	6.4%	5.5%	4.3%	5.2%
Boxborough	3.5%	6.1%	6.3%	5.4%	5.0%	5.3%
Hardwick	6.2%	9.8%	8.6%	8.6%	7.2%	7.4%
Littleton	4.1%	6.4%	6.5%	5.7%	5.1%	5.5%
Stow	4.2%	6.1%	5.5%	4.8%	4.5%	5.0%
<i>Subtotal</i>	4.4%	7.0%	6.7%	6.0%	5.2%	5.7%

TOTAL ALL MRPC Communities	5.9%	9.1%	9.3%	8.2%	7.7%	8.0%
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TOTAL ALL MART Communities	5.6%	8.7%	8.7%	7.8%	7.2%	7.6%
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Massachusetts	5.3%	8.2%	8.3%	7.3%	6.8%	7.1%
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Source: Labor Market Information: Executive Office of Labor & Workforce Development website



Statewide the average percent of the population below the poverty level is 11.03% (source: ACS 2008-2012) which is an increase of 2% from Census 2000 levels (9.03%). Within the MRPC and MART regions, ACS data shows an average that falls just below the statewide average at 10.49% and 10.45%, respectively. When placed next to the Census 2000 figures, both regions also saw a change of just over 2%.

Within the MRPC region, six communities have a population percentage below the poverty level that exceeds the statewide average: Athol, Ayer, Fitchburg, Gardner, Shirley and Templeton. Of these, Fitchburg has the highest percentage at 19.10%. The remaining 16 of the 22 MRPC communities (or 72.3%) have a population percentage below the poverty level that is below the statewide and region averages of 11.03% and 10.49%, respectively. Not surprisingly, the more urban and densely populated communities have a higher percentage of individuals below the poverty level.

For those communities in the MART region, seven municipalities have a population percentage below the poverty level that exceeds the statewide average: Athol, Ayer, Fitchburg, Gardner, Shirley, Templeton and Hardwick. Fitchburg, as in the MRPC region, has the highest level at 19.10%. The remaining 15 communities within MART (or 68.2%) have a population percentage of individuals below the poverty level that is less than the MART region's average of 10.49% and the statewide average of 11.03%.

3. Target Population – Elderly Individuals

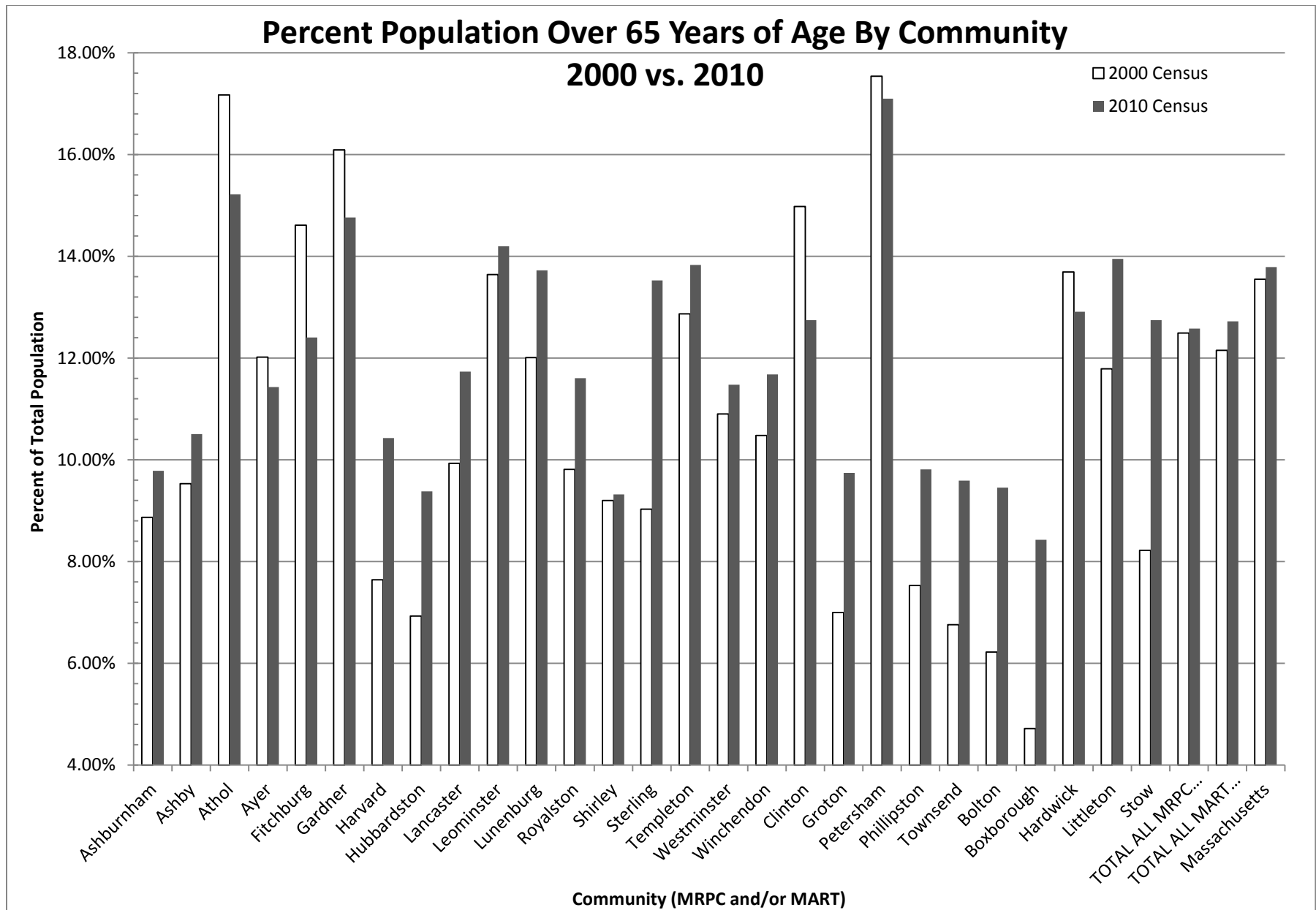
Elderly individuals are identified as those persons aged 65 or older. The 2010 Census collected age demographics as part of its regular questionnaire. As such, a direct comparison to prior decennial census data is possible as the need to utilize ACS estimates is not required.

The following table identifies elderly population statistics for MRPC and MART communities for the 2000 Census and the 2010 Census. Breakdowns related to male/female are also provided as well as a calculation on the percent change to the population for those identified as elderly between the two census data sets.

Elderly Individuals Population

MRPC/MART Communities	2010 Population	5 and Under	Between 5 and 64	Male ≥ 65	Female ≥ 65	Total ≥ 65	% of Total Population ≥ 65	MRPC/MART Communities	2000 Census	2010 Census	Change 2010 to 2000
									% of Total Population ≥ 65	% of Total Population ≥ 65	
Ashburnham	6,081	311	5,175	285	310	595	9.78%	Ashburnham	8.87%	9.78%	0.91%
Ashby	3,074	151	2,600	157	166	323	10.51%	Ashby	9.53%	10.51%	0.98%
Athol	11,584	646	9,175	742	1,021	1,763	15.22%	Athol	17.17%	15.22%	-1.95%
Ayer	7,427	490	6,088	344	505	849	11.43%	Ayer	12.02%	11.43%	-0.59%
Fitchburg	40,318	2,719	32,598	1,991	3,010	5,001	12.40%	Fitchburg	14.61%	12.40%	-2.21%
Gardner	20,228	1,216	16,026	1,212	1,774	2,986	14.76%	Gardner	16.09%	14.76%	-1.33%
Harvard	6,520	204	5,636	341	339	680	10.43%	Harvard	7.64%	10.43%	2.79%
Hubbardston	4,382	211	3,760	210	201	411	9.38%	Hubbardston	6.93%	9.38%	2.45%
Lancaster	8,055	346	6,764	399	546	945	11.73%	Lancaster	9.93%	11.73%	1.80%
Leominster	40,759	2,417	32,555	2,335	3,452	5,787	14.20%	Leominster	13.64%	14.20%	0.56%
Lunenburg	10,086	488	8,214	636	748	1,384	13.72%	Lunenburg	12.01%	13.72%	1.71%
Royalston	1,258	58	1,054	78	68	146	11.61%	Royalston	9.81%	11.61%	1.80%
Shirley	7,211	325	6,214	298	374	672	9.32%	Shirley	9.20%	9.32%	0.12%
Sterling	7,808	403	6,349	459	597	1,056	13.52%	Sterling	9.03%	13.52%	4.49%
Templeton	8,013	445	6,460	506	602	1,108	13.83%	Templeton	12.87%	13.83%	0.96%
Westminster	7,277	319	6,123	401	434	835	11.47%	Westminster	10.90%	11.47%	0.57%
Winchendon	10,300	561	8,536	520	683	1,203	11.68%	Winchendon	10.48%	11.68%	1.20%
<i>Subtotal</i>	<i>200,381</i>	<i>11,310</i>	<i>163,327</i>	<i>10,914</i>	<i>14,830</i>	<i>25,744</i>	<i>12.85%</i>	<i>Subtotal</i>	<i>12.61%</i>	<i>12.85%</i>	<i>0.24%</i>

									2000 Census	2010 Census	
MRPC Communities Only	2010 Population	5 and Under	Between 5 and 64	Male ≥ 65	Female ≥ 65	Total ≥ 65	% of Total Population ≥ 65	MRPC Communities Only	% of Total Population ≥ 65	% of Total Population ≥ 65	Change 2010 to 2000
Clinton	13,606	872	11,000	702	1,032	1,734	12.74%	Athol	17.17%	15.22%	-1.95%
Groton	10,646	517	9,092	467	570	1,037	9.74%	Clinton	14.98%	12.74%	-2.24%
Petersham	1,234	57	966	100	111	211	17.10%	Groton	7.00%	9.74%	2.74%
Phillipston	1,682	76	1,441	84	81	165	9.81%	Petersham	17.54%	17.10%	-0.44%
Townsend	8,926	449	7,621	398	458	856	9.59%	Phillipston	7.53%	9.81%	2.28%
<i>Subtotal</i>	<i>36,094</i>	<i>1,971</i>	<i>30,120</i>	<i>1,751</i>	<i>2,252</i>	<i>4,003</i>	<i>11.09%</i>	Townsend	6.76%	9.59%	2.83%
								<i>Subtotal</i>	<i>12.04%</i>	<i>11.09%</i>	<i>-0.95%</i>
MART Communities Only	2010 Population	5 and Under	Between 5 and 64	Male ≥ 65	Female ≥ 65	Total ≥ 65	% of Total Population ≥ 65	MART Communities Only	% of Total Population ≥ 65	% of Total Population ≥ 65	Change 2010 to 2000
Bolton	4,897	285	4,149	216	247	463	9.45%	Bolton	6.22%	9.45%	3.23%
Boxborough	4,996	208	4,367	194	227	421	8.43%	Boxborough	4.72%	8.43%	3.71%
Hardwick	2,990	168	2,436	190	196	386	12.91%	Hardwick	13.69%	12.91%	-0.78%
Littleton	8,924	516	7,163	524	721	1,245	13.95%	Littleton	11.79%	13.95%	2.16%
Stow	6,590	412	5,338	390	450	840	12.75%	Stow	8.22%	12.75%	4.53%
<i>Subtotal</i>	<i>28,397</i>	<i>1,589</i>	<i>23,453</i>	<i>1,514</i>	<i>1,841</i>	<i>3,355</i>	<i>11.81%</i>	<i>Subtotal</i>	<i>8.93%</i>	<i>11.81%</i>	<i>2.88%</i>
									2000 Census	2010 Census	
TOTAL ALL MRPC Communities	236,475	13,281	193,447	12,665	17,082	29,747	12.58%	TOTAL ALL MRPC Communities	12.49%	12.58%	0.09%
									2000 Census	2010 Census	
TOTAL ALL MART Communities	228,778	12,899	186,780	12,428	16,671	29,099	12.72%	TOTAL ALL MART Communities	12.15%	12.72%	0.57%
Massachusetts	6,547,629	367,087	5,277,818	376,425	526,299	902,724	13.79%	Massachusetts	13.55%	13.79%	0.24%



Within both the MRPC and the MART regions, the percentage of elderly individuals has remained relatively unchanged between 2000 and 2010. In the MRPC communities, 12.58% of the population in 2010 is over age 65 an increase of only 0.09% from 2000. MART communities also saw a smaller increase in the elderly population from 2000 to 2010 of only 0.57%. Statewide, the Commonwealth of Massachusetts had an increase in the elderly population from 12.15% in 2000 to 12.72% in 2010, a change of only 0.24%. Compared to the statewide figures, both the MRPC and MART regions were below the state average in both 2000 and 2010 by at least one percentage point, i.e. in 2010 MRPC and MART were at 12.58% and 12.72%, respectively compared to the statewide average of 13.79%.

For the MRPC region according to the 2010 Census, five communities have a higher percentage of elderly population than the state average of 13.79%. With the exception of the town of Templeton and Petersham, which had the highest percentage of elderly in the MRPC region, 17.10%, the larger and usually more urban municipalities of Athol, Gardner and Leominster have the greatest percentage of elderly individuals.

In the MART region, only five communities exceed the 2010 Census state average of 13.79%. Two of the municipalities, Gardner and Leominster, are among the top three largest communities in the MART region. The remaining three, Athol, Templeton and Littleton, have areas of denser populations. The highest percentage of elderly exists in the community of Athol at 15.22%.

D. Title VI and the Coordinated Plan

The Montachusett Metropolitan Planning Organization (MMPO) is committed to assisting individuals, for whom English is not their primary language, understand and have access to MPO programs, activities or services. Language for many Limited English Proficiency (LEP) individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by federally funded programs and activities. This can also be a barrier to accessing transit options especially if a LEP individual is also a member of one or more of the Coordinated Plan's target populations.

In response to Title VI concerns related to language issues, the Montachusett MPO has developed a Limited English Proficiency (LEP) Plan to identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to MPO programs as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as the primary language and who has a limited ability to read, speak, or write, or understand English. Please refer to the Montachusett *Limited English Proficiency (LEP) Access Plan* endorsed by the MPO in February 2013 for a more complete discussion and presentation on LEP.

1. LEP Persons in the Montachusett Region

The following is from the 2014 Montachusett MPO Title VI Annual Report:

The MPO examined the 2010 Census and was able to determine that approximately 5% (or 11,054 people) of the MRPC population age five and older speak English less than very well, not well or not at all. The majority of those individuals reside in Leominster and Fitchburg (respectively). The communities of Shirley and Harvard also have a high LEP population which is likely impacted by the closing and reuse of the Fort Devens military facility. The first table below highlights the percentage of each communities' population aged 5 and over that are identified as speaking English less than very well (ELTVW). The second table provides information on the various languages of those identified as speaking ELTVW. The languages selected for identification in the second table represent ELTVW populations of 3.00% or greater residing within the region.

Population Age 5+ Who Speak English Less Than Very Well

Community	Total Pop. Age 5+	Speaks English Less Than Very Well	% Speaks English Less Than Very Well
Ashburnham	5,781	35	0.61%
Ashby	2,868	28	0.96%
Athol	10,994	194	1.77%
Ayer	7,053	271	3.91%
Clinton	12,445	625	4.91%
Fitchburg	37,709	3,505	9.32%
Gardner	18,954	736	3.87%
Groton	10,174	19	0.19%
Harvard	6,274	307	4.86%
Hubbardston	4,105	0	0.00%
Lancaster	7,536	54	0.70%
Leominster	38,406	3,877	10.11%
Lunenburg	9,444	193	2.01%
Petersham	1,225	10	0.85%
Phillipston	1,791	16	1.00%
Royalston	1,005	20	1.67%
Shirley	6,887	520	7.55%
Sterling	7,362	78	1.05%
Templeton	7,538	133	1.76%
Townsend	8,236	162	1.91%
Westminster	6,904	60	0.86%
Winchendon	9,691	211	2.17%
TOTAL	222,382	11,054	4.95%

U.S. Census Bureau, 2007-2011 American Community Survey

Population Age 5+ Who Speak English Less Than Very Well by Language

Community	Total Population Over 5	Speaks English Less Than Very Well (ELTVW)	Spanish or Spanish Creole ELTVW	French ELTVW	Portuguese ELTVW	French Creole ELTVW	Chinese ELTVW	Korean ELTVW
Ashburnham	5,781	35	17	0	0	18	0	0
Ashby	2,868	28	13	0	0	0	0	0
Athol	10,994	194	25	15	51	37	0	0
Ayer	7,053	271	58	34	85	0	0	0
Clinton	12,445	625	455	8	16	40	0	10
Fitchburg	37,709	3,505	2,571	101	96	104	92	0
Gardner	18,954	736	229	246	44	0	33	24
Groton	10,174	19	0	12	0	0	0	0
Harvard	6,274	307	84	0	0	29	34	65
Hubbardston	4,105	0	0	0	0	0	0	0
Lancaster	7,536	54	43	0	0	0	0	0
Leominster	38,406	3,877	2,285	290	329	160	173	203
Lunenburg	9,444	193	51	25	0	0	0	32
Petersham	1,225	10	0	0	0	0	10	0
Phillipston	1,791	16	5	0	11	0	0	0
Royalston	1,005	20	0	0	9	0	3	0
Shirley	6,887	520	341	76	0	0	0	36
Sterling	7,362	78	45	0	0	0	0	0
Templeton	7,538	133	7	16	68	0	42	0
Townsend	8,236	162	43	14	18	0	0	0
Westminster	6,904	60	0	28	0	0	0	0
Winchendon	9,691	211	87	26	10	0	0	0
TOTALS	222,382	11,054	6,359	891	737	388	387	370
Percentage	-	-	57.53%	8.06%	6.67%	3.51%	3.50%	3.35%

U.S. Census Bureau, 2007-2011 American Community Survey

2. LEP Populations

Language accessibility as an issue was highlighted in some of the responses to passenger surveys conducted for the MART fixed route system. In addition to English, surveys were conducted in Spanish with a language assistant available to those in need. Although the response rate was small, the comments received regarding any system issues did contain several references to the need for improved translation services, schedules and training. Please refer to the following section for more detailed information regarding survey results.

E. Facilities

The goal of any transit service is to provide service to any number of attractions or destinations that will serve the target audience. For the target populations of the Coordinated Plan, several types of facilities were identified as potential attractions. These facilities were collected through various sources by the MRPC and are categorized by their function and location.

1. Senior Facilities

Facilities categorized as Senior and Elderly are assumed to serve the elderly population. They include assisted living centers, elderly housing complexes and centers, and nursing and rest homes. See appendix for a detailed list of facilities.

For the MART and MRPC regions, the following table summarizes the identified senior facilities.

Senior Facilities

Community	Type of Facility	Number of Facilities	Is Facility Within 0.25 miles of Transit Service?	Is Facility Within 0.50 miles of Transit Service?
Ashburnham	Elderly Housing	1	N	N
Athol	Assisted Living	2	Y (1)	Y (1)
Athol	Elderly Housing	4	Y (3)	Y (3)
Athol	Nursing Home	1	N	N
Ayer	Assisted Living	1	N	Y (1)
Ayer	Elderly Housing	2	N	Y (2)
Ayer	Nursing Home	1	N	N
Clinton	Assisted Living	2	N	N
Clinton	Elderly Housing	4	N	N
Fitchburg	Assisted Living	1	Y (1)	Y (1)
Fitchburg	Elderly Housing	11	Y (10)	Y (11)
Fitchburg	Nursing Home	3	Y (2)	Y (3)
Fitchburg	Rest Home	3	Y (3)	Y (3)
Gardner	Assisted Living	1	Y (1)	Y (1)
Gardner	Elderly Housing	6	Y (6)	Y (6)
Gardner	Nursing Home	3	Y (2)	Y (3)
Groton	Assisted Living	1	N	N
Groton	Elderly Housing	3	N	N
Groton	Nursing Home	1	N	N
Harvard	Elderly Housing	1	N	N
Hubbardston	Elderly Housing	1	N	N
Lancaster	Assisted Living	1	N	N
Lancaster	Elderly Housing	1	N	N
Lancaster	Nursing Home	1	N	N
Leominster	Assisted Living	4	Y (4)	Y (4)
Leominster	Elderly Housing	6	Y (5)	Y (6)
Leominster	Nursing Home	2	Y (2)	Y (2)
Leominster	Rest Home	2	Y (2)	Y (2)
Littleton	Nursing Home	1	N	N
Lunenburg	Elderly Housing	1	N	Y (1)
Shirley	Elderly Housing	1	N	Y (1)
Sterling	Elderly Housing	1	N	N
Sterling	Nursing Home	1	N	N
Templeton	Elderly Housing	2	N	Y (2)
Templeton	Nursing Home	1	N	N
Townsend	Elderly Housing	2	N	N
Westminster	Elderly Housing	1	N	N
Winchendon	Assisted Living	1	N	Y (1)
Winchendon	Elderly Housing	4	Y (2)	Y (3)
	TOTAL	86	44	57

Source: Executive Office of Elder Affairs & MRPC, 2014

Of the 86 elderly facilities identified in the MART and MRPC regions, 44 or over half (51%) are located within 0.25 miles of an existing transit service, i.e. a fixed route, or commuter rail line. It is assumed users of existing transit services regardless of age or target group within a quarter mile of service have adequate access to the system. If this access assumption is expanded an additional quarter mile, then an additional 13 elder facilities, or 66% of all identified facilities, are within 0.5 miles of existing transit service in the region.

2. Medical Facilities

Medical facilities are important destinations for all members of the population, but to those who depend upon transit services there accessibility is extremely important. Facilities within this category include hospitals, medical offices, community health centers, clinics, and medical centers. See appendix for a detailed list of facilities.

The following table summarizes the medical facilities within the MART and MRPC regions. Some facilities or locations contain multiple medical offices, i.e. professional medical buildings. These locations are listed once but with a note that they contain multiple offices. They are counted as only one facility.

Medical Facilities

Community	Facility Name	Facility Type	Multiple Offices	Facility Within 0.25 miles of Transit Service?	Facility Within 0.5 miles of Transit Service?
Ashburnham	Ashburnham Family Medicine	Medical Center		N	N
Athol	Woman Care Health	Medical Center		Y	Y
	Athol Medical Clinic	Medical Center		Y	Y
	Athol Eye & Lasik Ctr	Medical Center		Y	Y
	Foley Family Practice	Medical Center		Y	Y
	Athol Memorial Hospital	Hospitals		Y	Y
Ayer	Nashoba Medical Office Building 190 Groton Road	Medical Center	Y	N	N
	Nashoba Valley Medical Center	Hospitals		N	N
Bolton	Bolton Family Medicine	Medical Center		N	N
Clinton	Clinton Pediatrics	Medical Center		N	N
	Clinton Eye Ctr	Medical Center		N	N
	Clinton Hospital	Hospitals		N	N
Devens	FMC Devens	Federal Medical Center		N	N
Fitchburg	Nashoba Surgical Assoc Inc	Medical Center		Y	Y
	Cpc Family Practice	Medical Center		Y	Y
	Parkhill Family Practice	Medical Center		Y	Y
	Lipton Community Mental Health	Medical Center		Y	Y
	33 Electric Avenue	Medical Center	Y	Y	Y
	Commonwealth Psychiatrics	Medical Center		Y	Y
	Reliant Clinic	Medical Center		Y	Y
	All Family Care	Medical Center		Y	Y
	551 Electric Ave	Medical Center	Y	Y	Y
	Alfredson Ambulatory Care	Medical Center		Y	Y
	76 Summer Street	Medical Center	Y	Y	Y
	881 South Street	Medical Center	Y	Y	Y
	Healthalliance Hosp-Burbank Ca	Hospitals		Y	Y
Gardner	Medical Arts Building	Medical Center	Y	Y	Y
	Wachusett Radiology Inc	Medical Center		Y	Y
	Heywood Place	Medical Center		Y	Y
	Center for Wound Care	Medical Center	Y	Y	Y
	Allergy & Arthritis Family Center	Medical Center		Y	Y
	Central New England Foot Care	Medical Center		Y	Y
	D'Ambrosio Eye Care Inc	Medical Center		Y	Y
	Cataract & Laser Ctr	Medical Center		Y	Y
	Family Vision Care	Medical Center		Y	Y
	Heywood Hospital	Hospitals		Y	Y
Groton	Nashoba Family Medicine	Medical Center		N	N
	Groton Medical Assoc Llc	Medical Center	Y	N	N
	Nashoba Vision Assoc	Medical Center		N	N
	Nashoba Valley Heath Care Grp	Medical Center		N	N
	Groton School	Medical Center		N	N
Harvard	Concord Hillside Medical Assoc	Medical Center		N	N
	Acton Medical Assoc PC	Medical Center		N	N
	Life Management Assoc Inc	Medical Center		N	N
	Nashoba Neurology	Medical Center		N	N
Hubbardston	Institute for Pro Practice	Medical Center		N	N

Medical Facilities (cont.)

Community	Facility Name	Facility Type	Multiple Offices	Facility Within 0.25 miles of Transit Service?	Facility Within 0.5 miles of Transit Service?
Lancaster	Clinton Hospital	Medical Center		N	N
	D'Ambrosio Eye Care Inc	Medical Center		Y	Y
Leominster	UMass Medical Group	Medical Center	Y	Y	Y
	Center for Digestive Wellness	Medical Center		Y	Y
	Cpc South Leominster Family	Medical Center		Y	Y
	Family Practice Assoc	Medical Center		Y	Y
	Reliant Clinic	Medical Center		Y	Y
	New England Eye Ctr	Medical Center		Y	Y
	Leominster Optometric Assoc	Medical Center		Y	Y
	Bay State Eye Assoc	Medical Center		Y	Y
	Always On Call Health Svc Inc	Medical Center		Y	Y
	VNA Care Network Inc	Medical Center		Y	Y
	Health Alliance Medical Building 50 Memorial Drive	Medical Center	Y	Y	Y
	Wachusett Emergency Physicians	Medical Center		Y	Y
	Twin City Eye Care	Medical Center		Y	Y
	Family Medical & Maternity	Medical Center		Y	Y
	Health Alliance Hosp-Leominster	Hospitals		Y	Y
Littleton	Acton Medical Assoc	Medical Center		N	N
	Littleton Family Medicine	Medical Center		N	N
Lunenburg	Lunenburg Family Practice	Medical Center		N	N
Sterling	Nashaway Pediatrics	Medical Center		N	N
	Sterling Family Medicine	Medical Center		N	N
	Sterling Medical Assoc	Medical Center		N	N
Templeton	Mountain View Family Practic	Medical Center		N	N
Townsend	Townsend Family Practice	Medical Center		N	N
	Sprague Family Practice	Medical Center		N	N
Westminster	South Street Chapel Ent	Medical Center		N	N
	Westminster Family Practice	Medical Center		N	N

Source: MA DPH & MRPC, 2014

From the identified facilities, 4 of the 6 area hospitals (or 67%) are within a quarter mile of existing transit services. These include Athol Memorial Hospital, Health Alliance Hospital – Burbank Campus in Fitchburg, Heywood Hospital in Gardner and Health Alliance Hospital – Leominster Campus. The two facilities not included in this group are located in Ayer and Clinton: the Nashoba Valley Medical Center and Clinton Hospital, respectively.

Of the other identified medical centers, i.e. offices and clinics, over 60% are either within 0.25 or 0.5 miles of current transit services in 15 of the MART and MRPC communities. As can be expected, the larger urban municipalities with fixed route service, Athol, Fitchburg, Gardner and Leominster, have all of their identified medical facilities within the quarter and half mile buffers around the transit services.

3. Early Education and Childcare Facilities

Important to individuals who utilize public transit services is the ability to access places of employment as well as those facilities that provide services for their families. Early education and childcare facilities provide the supervised child support needed to allow individuals to seek out and maintain employment. For this review, early education and childcare facilities were limited to those that provide services to 6 or more children. Data collection of these types of facilities provided sub-categories of daycare centers.

The facilities were identified as Family Child Care, Group Child Care and School Age Child Care. These sub-categories are not used for this analysis. All facilities are simply identified as Early Education and Childcare Facilities without distinctions related to the type and age group of supported by the facility.

The following table summarizes the early education and childcare facilities within the MART and MRPC regions.

Early Education & Childcare Facilities (6 >) within Walking Distance to Transit Services

Community	No. Facilities	Is Facility Within 0.25 miles of Transit Service?	Is Facility Within 0.5 miles of Transit Service?
Ashburnham	7	N	N
Ashby	2	N	N
Athol	29	Y (10)	Y (15)
Ayer	8	Y (1)	Y (3)
Bolton	3	N	N
Boxboro	2	N	N
Clinton	15	N	N
Devens/Harvard	2	N	N
Fitchburg	69	Y (52)	Y (60)
Gardner	30	Y (19)	Y (23)
Hardwick	2	N	N
Groton	7	N	N
Harvard	4	N	N
Hubbardston	3	N	N
Lancaster	10	N	N
Leominster	55	Y (28)	Y (38)
Littleton	10	N	N
Lunenburg	11	Y (2)	Y (2)
Petersham	2	N	N
Phillipston	5	Y (3)	Y (3)
Royalston	1	N	N
Shirley	8	Y (1)	Y (4)
Sterling	10	N	N
Stow	3	N	N
Templeton	11	Y (4)	Y (7)
Townsend	7	N	N
Westminster	12	N	N
Winchendon	17	Y (7)	Y (9)
Totals	345	127 36.81%	164 47.54%

Source: MA DOE, 2014

Three hundred and forty five early education and childcare facilities were identified. Of those, 37% of the region's facilities are within 0.25 miles of current transit services. This number jumps to 48% when that buffer is extended to 0.5 miles. When examining the cities of Fitchburg, Gardner and Leominster, the percentages under both scenarios exceeds the region averages, as does Athol, Phillipston, Shirley,

Templeton and Winchendon. In the case of Fitchburg and Gardner, the percentages exceed 60% of the facilities within either 0.25 or 0.5 miles of transit services.

4. Major Employers and Industrial Park Facilities

For the review of employment facilities, locations were limited to those classified as major employers, i.e. with 250 or more employees, or to industrial parks. These sites were deemed to be significant attractions that could support or need transit service. The following table summarizes the major employers and industrial park facilities within the MART and MRPC regions.

Major Employers (100+) within Walking Distance to Transit Services

Community	Type of Facility	No. Facilities	Is Facility Within 0.25 miles of Transit Service?	Is Facility Within 0.5 miles of Transit Service?
Ashburnham	Major Employer	1	N	N
	Industrial Area	1	N	N
Athol	Major Employer	3	Y (2)	Y (2)
Ayer	Major Employer	10	Y (2)	Y (2)
	Industrial Area	1	N	N
Bolton	Major Employer	4	N	N
Boxboro	Major Employer	3	N	N
Clinton	Major Employer	9	N	N
Devens	Major Employer	6	N	N
Fitchburg	Major Employer	26	Y (21)	Y (24)
	Industrial Park	3	Y (1)	Y (2)
Gardner	Major Employer	17	Y (10)	Y (12)
	Industrial Park	5	Y (1)	Y (2)
Hardwick	Major Employer	2	N	N
Groton	Major Employer	7	N	N
Lancaster	Major Employer	3	N	N
Leominster	Major Employer	41	Y (33)	Y (38)
	Industrial Park	6	Y (4)	Y (5)
Littleton	Major Employer	10	Y (1)	Y (1)
Lunenburg	Major Employer	2	Y (2)	Y (2)
Shirley	Major Employer	7	Y (3)	Y (4)
Sterling	Major Employer	2	N	N
	Industrial Area	1	N	N
	Industrial Park	1	N	N
Stow	Major Employer	3	N	N
Templeton	Major Employer	1	Y (1)	Y (1)
Townsend	Major Employer	6	N	N
Westminster	Major Employer	5	Y (1)	Y (1)
Winchendon	Major Employer	3	N	N
Region Totals	Industrial Area	3	0	0
	Industrial Park	15	6	11
	Major Employer	171	76	87
		189	82	96

One hundred and eighty nine facilities were identified within the MART and MRPC regions. Region wide over 43% of the facilities were within 0.25 mile buffer established. This number increased to 51% when the buffer was increased to 0.5 miles. Again, in the urban cities of Fitchburg, Gardner and Leominster, most of the facilities fell within 0.5 miles of existing transit services.

3. Transit Services

The following information provides an overview of the existing transit services in the MRPC region. The majority of the services are run by or administered by the Montachusett Regional Transit Authority. Services range from fixed route bus systems in the major urban communities, to on demand paratransit service and to commuter rail train service to Boston.

A. Montachusett Regional Transit Authority (MART) Overview

The Montachusett Regional Transit Authority (MART) provides a variety of transportation services for residents of the Montachusett Region and other areas throughout the Commonwealth. Twenty-two (22) communities in the Commonwealth use MART services. Fixed route bus services, paratransit and subscription services are operated chiefly by Management of Transportation Services, Inc, a private management company. All other transportation is operated by a variety of private vendors in Massachusetts. The Massachusetts Bay Transportation Authority (MBTA) is responsible for commuter rail services from Fitchburg to Boston.

B. Fixed Route

1. Fitchburg/Leominster and Gardner

The local transit bus service is the most prominent method of public transportation in the region. Local fixed route bus services operate along set routes and follows set a schedule. Local bus services are available in the three cities: Fitchburg, Leominster and Gardner. Sixteen (16) bus routes are provided by MART, eleven (11) in Fitchburg and Leominster, four (4) in Gardner and one (1) intercity route between the three cities. Service operates Monday through Saturday. Bus services are not offered on Sundays and most holidays. The cost for adults to ride the fixed route service is \$1.00. For the elderly and disabled (with proper identification), the cost is \$0.50. Children under the age of five ride for free with an accompanying adult. Local bus transfers are free with paid fare and are valid for two (2) hours. Pass products are available.

Fixed route bus service in Fitchburg and Leominster is available every 20 – 60 minutes, depending on the route. In the City of Gardner bus service is available every 60 minutes.

Fixed Routes	Fixed Routes Yearly Ridership				Percent Change 2011 to 2014
	Fiscal Year				
	2011	2012	2013	2014	
Leominster/Fitchburg	465,527	524,541	581,331	594,342	21.67%
Gardner	59,015	64,132	55,052	59,435	0.71%

Source: Montachusett Regional Transit Authority

The above yearly ridership figures show a continued growth from 2011 to 2014 with an overall 21.67% increase over the four years in Fitchburg and Leominster. Annual ridership figures for Gardner show a much more gentle increase over the same four year period. After a decline from 2012 to 2013, 2014 ridership is now back to 2011 levels.

2. G-Link Service

Bus service is also available along the Route 2-2A between Greenfield and Gardner, with stops in the towns of Athol, Orange, Gardner, Phillipston, Templeton, and Winchendon. Six separate routes make up this service. Times vary on routes with service starting at 5:15 a.m. and ending at 7:00 p.m. on weekdays only. The Montachusett Regional Transit Authority (MART) and the Franklin Regional Transit Authority

(FRTA) operate the G-Link service. Free transfers between MART and FRTA buses are available at the Hannaford Market in Orange.

G-Link Yearly Ridership					
Fiscal Year					
G-Link Route	2011	2012	2013	2014	Percent Change 2011 to 2014
Athol/Orange Link	16,297	18,655	24,059	29,559	44.87%
Winchendon Link	4,949	4,992	5,484	5,916	16.35%

Source: Montachusett Regional Transit Authority

Over the same four period of 2011 to 2014, ridership has continued to grow consistently along the G-Link routes.

3. Intercity Bus Service

Intercity bus service is provided by MART from Fitchburg and Leominster to Gardner. Main stops in Gardner are Mount Wachusett Community College and the City Hall. This service operates at peak times from 6:15 a.m. to 7:30 p.m. and is on weekdays only.

Peter Pan Transit Line also provides bus services that stop at the Getty Station 528 North Main Street in Leominster. Peter Pan has a bus that leaves daily from the Getty Station traveling from Leominster to Worcester with connections to Hartford, CT, to New York City or to Foxwoods Casino. The bus leaves Leominster 7:35 a.m. arrival time for New York City is 2:00 p.m. and 9:30 a.m. for Foxwoods Casino. Return trips from New York City leave at 1:30 p.m. and arrive at Leominster at 6:15 p.m. Return trips from Foxwoods Casino depart at 4:30 p.m. and arrive in Leominster at 6:15 p.m.

C. Para Transit Services

Paratransit service includes curb-to-curb transportation for citizens with disabilities who are eligible under the criteria of the Americans with Disabilities Act (ADA). Service is demand-responsive and available in conjunction with fixed route bus service in Fitchburg, Leominster, Gardner and parts of Lunenburg and Lancaster. Paratransit services are available Monday to Friday from 5:00 a.m. to 7:00 p.m and 9:00 a.m. to 5:45 p.m. on Saturday. The service is not offered on Sundays or on holidays. Cost to the disabled is \$1.50 for rides within Fitchburg/Leominster or within Gardner. A \$3.00 fare is charged between the Gardner area and Fitchburg/Leominster area. In other communities in the region, twenty-two (22) member Councils on Aging provide service for their senior and disabled. Prices and times of operation vary per community with an average fare of eighty cents (\$0.80) for one way in town trips and \$2.50 for one way out of town trips.

Communities	Paratransit Yearly Ridership				
	Fiscal Year				
	2011	2012	2013	2014	Percent Change 2011 to 2014
Leominster/Fitchburg	40,106	43,483	44,471	49,766	19.41%
Gardner	10,028	8,094	7,272	8,629	-16.21%

Source: Montachusett Regional Transit Authority

D. Subscription Service

Subscription service allows for transportation to work and school within a fixed schedule, with fare payment made on a regular, monthly basis. Service is available in Fitchburg, Leominster and surrounding

communities, and service is curb-to-curb. Cost of the service starts at \$80.00 per month and depends on the pick-up and drop-off destination. In the Fitchburg and Leominster region, 205 average daily trips are provided by MART (2015).

E. Job Access Reverse Commute (JARC)

Evening transportation is provided in Fitchburg, Leominster and Gardner to industrial, retail and medical facilities. The service is offered Monday through Saturday; there is no JARC service available on Sunday. The service is designed primarily for employment purposes. The cost of JARC is \$1.25. Users need to call MART 24 hours in advance to utilize this service. The hours of service in the Fitchburg/Leominster area is Monday-Saturday from 10:00 p.m. to 11:30 p.m. The service hours for Gardner are the same Monday through Saturday.

F. Boston and Worcester Shuttles

MART provides transportation to veterans, the elderly, disabled citizens as well as the general public to medical facilities in Worcester and Boston. The one way fare to Worcester is \$10.00, and to Boston is \$12.00. Through an agreement between MART and the cities of Fitchburg and Leominster, veterans from these communities ride at no charge to the individuals. There are an average 26 riders per day on these shuttles. There are three shuttles to each city on weekdays.

G. Dial-A-Mart Van Service

Transportation is available to various social service agencies for their clients. Service is provided Monday through Friday from 5:00 a.m. - 7:00 p.m., and on a negotiated cost basis with the agencies.

H. Greater Athol/Orange Area Dial-A-Ride Services

MART provides demand response services to low-income, disabled and seniors residents in Athol/Orange region for transportation to employment, medical appointments, educational facilities, life needs shopping, etc. The operation also provides feeder services to MART fixed route Link services to Gardner and Winchendon as well as connections to the FRTA fixed route services to Greenfield.

The transportation operations are covered through:

- Legislative subsidy
- Rider fares

Continuation of this service is an ongoing goal of the RTA. MART continues to work with the state legislative delegation to identify funding for this service.

I. Self Funded Services

MART coordinates transportation for Massachusetts' human service agencies, namely, the Department of Developmental Services (DDS), Mass Health, and the Department of Public Health (DPH). Private transportation operators provide these services. Travel is funded by the State agencies.

MART also coordinates special education transportation for local school districts. Special Education departments fund this transportation.

1. Department of Developmental Services (DDS)

MART provides transportation broker services for the Department of Developmental Services (DDS) for the Pioneer Valley area, and the Central/West regions which includes the North and South Central areas, and the Metro Boston region including the North and South Shore areas. In the Pioneer Valley region, MART utilizes eight transportation providers to transport approximately 875 clients daily to 15 day programs. In the North and South Central regions, MART utilizes 25 transportation providers to transport

approximately 1,740 clients to 31 day programs. For the Northeast Region, 30 transportation providers transport approximately 2,100 clients to 31 day programs and in the Southeast Region, 10 providers transport approximately 560 clients to 15 day programs. In the Metro Region, MART makes use of 25 providers to transport approximately 1,810 clients to 50 day programs. Approximately 7,085 individuals are transported daily to 142 programs across the state through 98 private vendors subcontracted to MART.

2. Mass Health Transportation Program

MART provides brokerage services for MassHealth consumers for the Greater Metro Boston Area, which includes Woburn and Cambridge/Somerville, the Pioneer Valley Area, the North Central, which includes Fitchburg and Lowell, and the South Central Area which includes Worcester. MART has contracts with 176 transportation providers that accommodate approximately 7,750 one-way trips per day within two hundred and twenty-three (223) cities and towns, with the highest volume in the Metro Boston area.

3. Department of Mental Health (DMH)

MART currently provides DMH services for five (5) regions across the state and utilizes 16 transportation providers to transport approximately 460 clients to 14 DMH clubhouses.

4. Department of Public Health (DPH) Early Intervention (EIP) Program

MART manages EIP transportation within four regions, Pioneer Valley, North and South Central and Greater Boston. Service is accomplished through a quoting process that brokers services with 18 private transportation providers that transport approximately 1,298 children from birth to age three to 83 active Early Intervention Programs averaging approximately 6,650 trips per month. In previous years, MART has achieved a reduction in the overall cost of these services of 15 percent. MART continues to develop the most efficient and cost effective system possible.

5. Massachusetts Rehabilitation Commission (MRC)

MART provides transportation services to MRC consumers through a primarily demand response service with the majority of transportation for individuals going to meetings, conferences and job sites.

6. Mass Commission for the Blind (MCB)

MART also provides transportation services to MCB consumers through a primarily demand response service for medical appointments.

7. Integrated Care Options (ICO)

MART provides transportation services for the Integrated Care Options (ICO) program. This service is for dual enrolled Medicaid recipients where the member is able to change their insurance coverage from MassHealth to an ICO insurance company, currently three companies, Fallon Total Care, Commonwealth Care Alliance and Network Health.

8. Special Needs Transportation (SPED)

MART provides management and brokerage services for Special Education and McKinney-Vento Transportation to five Special Education Departments: Ashburnham-Westminster Regional School District (in and Out-of-District and McKinney-Vento), Ayer-Shirley Regional School District (Out-of-District and McKinney-Vento), Fitchburg Public School (Out-of-District and McKinney-Vento), Leominster Public Schools (Out-of-District and McKinney-Vento), and Worcester Public Schools (Out-of-District and McKinney-Vento).

Service is accomplished through quoting and brokerage process with eight private transportation operators using a low bid system while promoting cost-shared routes whenever possible.

MART provided in FY2015 Summer transportation to 226 Special Education students to various In and Out-of-District schools with a summer budget of \$228,585. MART is currently providing FY2015 Fall transportation for 204 students with an estimated budget of \$1,824,992.

J. Commuter Rail

Commuter rail service is managed by the Massachusetts Bay Transportation Authority (MBTA). The service operates from Fitchburg to Boston. The trains stop in the following Montachusett communities: Fitchburg, Leominster, Shirley, Ayer and Littleton. The Montachusett Regional Transit Authority (MART) provides a transit service from Gardner to Fitchburg designed for commuters that wish to travel to Boston by train, as there is no service available from Gardner. A one-way fare from Fitchburg to Boston is \$10.50.

Thirteen (13) trips leaving from Fitchburg to Boston and Thirteen (13) trips from Boston back to Fitchburg are provided by the MBTA on weekdays. Inbound service starts at 5:15 a.m. and ends at 10:30 p.m. Outbound service starts at 8:55 a.m. and finishes with its last trip at 12:10 p.m. Saturday and Sunday service there are six (6) inbound trips to Boston and six (6) outbound trips to Fitchburg. On August 4, 2014, MBTA Instated new train service trips to and from Littleton Station for a total of seventeen (17) inbound trips to Boston and seventeen (17) outbound trips to Littleton with first outbound train arrival at 8:37am. The one-way fare from Littleton to Boston is \$9.75.

The Fitchburg Line transports an estimated 6,000 one-way passengers per day, approximately double the amount of riders ten years ago.

K. Transit Recommendations and Needs

In order to provide increased mobility for Montachusett area residents that do not own automobiles or that choose to be less dependent on a personal vehicle, MART will need to continue to refine and implement appropriate and innovative public transit programs designed to increase ridership. It will be necessary to examine the routes and schedules to determine the most efficient and effective service. MART is open to expanding services wherever possible to fill service gaps, meet unmet regional needs and increase accessibility to health facilities and social services. Where it becomes apparent that certain services are needed, for example evening transportation to local colleges (Mount Wachusett Community College, Fitchburg State University, etc.), MART should continue to work with those institutions to examine requests, organizational involvement and ways to help defray the cost of the additional services. Continued participation of local industries, businesses, major shopping centers and schools in developing appropriate schedules, routes and promotional programs is an important part of this ongoing planning and implementation of services.

Special service provided to the elderly and the disabled will need to be monitored to insure continuation of appropriate levels of service in light of MART's complementary ADA plan. Continue brokerage programs with the Department of Public Health, Department of Developmental Services, MassHealth, Department of Mental Health, MRC, MCB and special education departments of local school systems.

In addition to increased and improved routing and scheduling, it will be necessary for MART to maintain and improve the operating condition of its vehicle fleet. Expansion of MART maintenance/storage facility at Water Street in Fitchburg was completed in March, 2001. This facility includes four additional service bays and additional administrative space. In 2011, MART completed the storage facility expansion for 100 buses and vans with a bus wash at 840 Main Street in Leominster. The present vehicle fleet is constantly being replaced with new lift equipped ADA compliant equipment. The Montachusett TIP process should continue to be utilized to upgrade and replace buses and vans for the MART fleet.

In order to maintain quality levels of service, a fare increase was initiated in FY 2006/2007. MART had not increased fares in ten years due to the escalating demand and the freeze on Commonwealth funding. This fare increase is an important part of the overall financing of MART. MART is considering a fare increase in calendar year 2015.

Most of the above actions are designed to improve efficiency and lower overall demand on the highway system at a relatively low cost. In summary, there are several key and identifiable avenues by which the MART system can be both properly maintained and improved. They are:

- Continued monitoring of routes and schedules so that any beneficial changes can be identified and implemented;
- Alternative sources of funding for continued transit operations must be developed and instituted;
- The marketing effort must be upgraded and increased to inform the public of transit availability and efficiency;
- Additional equipment such as radios, lift equipped trolleys, lift equipped buses, lift equipped vans, etc., should be acquired;
- Driver safety, CPR, first aid, and sensitivity courses should be maintained;
- Transit services for the elderly and disabled should continue to be upgraded as necessary to insure both availability and accessibility in compliance with MART's ADA complementary paratransit plan;
- Paratransit services provided by MART to social service agency clients should continue to be monitored for coordination of effort;
- Brokerage programs with Department of Public Health, MassHealth, Department of Mental Health, MRC, MCB, Department of Developmental Services, and local schools should be monitored for greater coordination and continued use of private enterprises.

L. Commuter Rail Recommendations and Needs

Within the RTP, several future improvements were identified for the commuter rail system. These included several capital improvements to the line. The following are recommendations limited to operations and that likely effect the identified target populations.

- Increase available parking at the Shirley, Ayer and Littleton commuter rail stations.
- Extend train service to Gardner.
- Improve Handicapped accessibility at Shirley and Ayer Train Stations.
- Train service from Boston to Fitchburg between 1:15 p.m. and 4:30 p.m.
- Reverse commute train from Boston arriving in Fitchburg by 8:00 a.m.
- MAP Purchases for Elderly and Disabled Services (Section 5310).
- Operating Assistance for JARC (Section 5316) type of activities now under FTA's Urban & Rural formula program.
- New Freedoms Services (Section 5317) type of activities now merges with Elderly Individuals and Individuals with Disabilities.
- Explore possibility of a regional commuter rail facility in the Devens Enterprise Zone.

4. Target Populations vs Transit Services

As part of the review of this Coordinated Plan, an analysis was conducted of the identified target populations, as well as the minority population, versus the current existing transit services. The methodology for this analysis is as follows:

1. Census tract information for the communities was established.
2. Existing fixed route and commuter rail transit services were mapped according to current information.
3. A 0.25 and 0.5 mile buffer was established around the current fixed route and commuter rail transit services. Paratransit service is not part of this analysis due to a lack of regular established and identifiable routing.
4. An analysis of where the 0.25 and 0.5 mile buffers and the census tract intersected was compiled. The amount of area within the two buffer zones was calculated and compared to the entire area of the census tract. This produced a percentage of the census tract area covered by the buffer (coverage percentage). Example: Census Tract 1A has an overall area of 10,000 square meters. The 0.25 mile buffer encompasses 2,500 square meters of Census Tract 1A while the 0.5 mile buffer encompasses 3,450 square meters of Census Tract 1A. Therefore, the 0.25 mile buffer covers 25.0% (2,500 square meters/10,000 square meters) of Census Tract 1A. For the 0.5 mile buffer, 34.5% (3,450 square meters/10,000 square meters) of Census Tract 1A would be covered. These coverage percentages were then summed for the entire community resulting in a community coverage percentage.
5. Exact address locations of the target populations within the individual block groups is not available. Therefore, it is assumed that the population is evenly distributed throughout the Census Tract area. The community coverage percentages related to the two buffer zones was therefore used to estimate the amount of the target population in the community that was encompassed by the 0.25 and 0.5 mile buffers. Example: For the community that contains Census Tract 1A from the example above, the elderly population is 15,750 individuals. The community coverage percentage was calculated at 25.0% for the 0.25 mile buffer and 34.5% for the 0.5 mile buffer. Thus, the portion of the community's elderly population estimated to be within 0.25 miles of the existing transit services is 3,938 (15,750 elderly individuals X 25.0% community coverage percentage) and the amount estimated within 0.5 miles is 5,434 (15,750 elderly individuals X 34.5% community coverage percentage).

This methodology was used to estimate the percentage of the target populations that could possibly be serviced by the existing transit services. Please note that this method is used to present a general overview and picture of current services and should be used for planning purposes only. Limitations in the available data prevent any type of precise calculation.

A. Individuals with Disabilities - Target Populations vs Transit Services

The following table lists the MRPC communities and the estimated target population of individuals with disabilities that are within the 0.25 and 0.5 mile buffers established around existing transit services.

Population With a Disability by Community					
Community	Tract ID	Total Population With a Disability	% of Total Population w/ Disability	Estimated Population with a Disability within 0.25 Mile Buffer	Estimated Population with a Disability within 0.5 Mile Buffer
Ashburnham	Census Tract 7001	638	10.52%	0	0
Ashby	Census Tract 3001	300	9.78%	0	0
Ayer	Census Tract 3251	924	12.58%	18	72
Athol	Census Tract 7031	997	22.71%	146	309
Athol	Census Tract 7032	549	16.49%	41	86
Athol	Census Tract 7033	567	15.35%	39	72
Bolton	Census Tract 7151	282	5.75%	0	0
Boxborough	Census Tract 3881	225	4.48%	0	0
Clinton	Census Tract 7161	733	9.80%	0	0
Clinton	Census Tract 7162	321	11.98%	0	0
Clinton	Census Tract 7163	397	11.86%	0	0
Fitchburg	Census Tract 7101	486	12.99%	330	486
Fitchburg	Census Tract 7102	981	14.29%	319	542
Fitchburg	Census Tract 7103	420	12.09%	103	170
Fitchburg	Census Tract 7104	335	15.42%	273	335
Fitchburg	Census Tract 7105	436	14.87%	420	436
Fitchburg	Census Tract 7106	593	8.38%	528	593
Fitchburg	Census Tract 7107	461	33.65%	461	461
Fitchburg	Census Tract 7108	1046	24.93%	816	1046
Fitchburg	Census Tract 7110	396	13.84%	305	396
Fitchburg	Census Tract 7111	513	10.19%	58	135
Gardner	Census Tract 7071	729	17.36%	257	430
Gardner	Census Tract 7072	355	21.26%	355	355
Gardner	Census Tract 7073	794	19.72%	379	584
Gardner	Census Tract 7074	665	15.72%	162	312
Gardner	Census Tract 7075	582	11.63%	78	149
Groton	Census Tract 3261.01	139	3.45%	0	0
Groton	Census Tract 3261.02	383	5.81%	0	0
Hardwick	Census Tract 7231	328	8.21%	0	0
Harvard	Census Tract 7614	350	6.39%	0	0
Hubbardston	Census Tract 7061	466	10.67%	0	0
Lancaster	Census Tract 7131	497	7.53%	5	18
Leominster	Census Tract 7091	359	9.47%	6	21
Leominster	Census Tract 7092.01	869	13.21%	234	455
Leominster	Census Tract 7092.02	740	10.41%	283	536
Leominster	Census Tract 7094	960	23.15%	897	960
Leominster	Census Tract 7095.01	189	8.80%	48	109
Leominster	Census Tract 7095.02	479	8.16%	248	369
Leominster	Census Tract 7096	412	14.57%	328	412
Leominster	Census Tract 7097.01	1074	19.36%	866	1074
Leominster	Census Tract 7097.02	444	17.75%	381	444
Littleton	Census Tract 3241.01	403	8.74%	8	28
Littleton	Census Tract 3241.02	390	9.27%	0	6
Lunenburg	Census Tract 7121.01	795	12.84%	63	128
Lunenburg	Census Tract 7121.02	335	8.18%	0	0
Petersham/ Phillipston	Census Tract 7042	353	11.17%	6	12
Royalston/ West Winchendon	Census Tract 7022	378	12.32%	7	15
Shirley	Census Tract 3882	541	9.61%	7	28
Sterling	Census Tract 7191	595	7.69%	0	1
Stow	Census Tract 3231	370	5.60%	0	0
Stow	Census Tract 9800	0	0.00%	0	0

Population With a Disability by Community (cont.)					
Community	Tract ID	Total Population With a Disability	% of Total Population w/ Disability	Estimated Population with a Disability within 0.25 Mile Buffer	Estimated Population with a Disability within 0.5 Mile Buffer
Templeton	Census Tract 3011.01	464	11.68%	0	0
Templeton	Census Tract 3011.02	311	6.21%	0	0
Templeton	Census Tract 7051	903	11.65%	134	256
Westminster	Census Tract 7081	661	9.08%	4	12
Winchendon	Census Tract 7011	954	11.54%	64	125
Region Total		29,867		8,677	11,978
% of Region Total				29.05%	40.10%

Source: U.S. Census Bureau, American Community Survey 5-Year Estimate 2008-2012

Not surprisingly, the communities with the highest amount of estimate coverage within the buffers are those with existing fixed route services, i.e. Fitchburg, Gardner, Leominster and Athol (G-Link). Overall, for both the MRPC and MART communities, it is estimated that approximately 29 to 40 percent of the disabled population are within 0.25 to 0.50 miles, respectively, of some form of fixed route service.

B. Low Income Individuals - Target Populations vs Transit Services

The following table lists the MRPC communities and the estimated target population of individuals below the poverty level that are within the 0.25 and 0.5 mile buffers established around existing transit services.

Population Below Poverty Level by Community				
Community	Individuals Below Poverty Level	% of Total Population Below Poverty Level	Estimated Population Below Poverty Level Within 0.25 Mile Buffer	Estimated Population Below Poverty Level Within 0.5 Mile Buffer
Ashburnham	430	7.18%	0	0
Ashby	119	3.98%	0	0
Athol	1,233	10.88%	99	196
Ayer	917	12.79%	19	76
Bolton	131	2.72%	0	0
Boxborough	239	4.82%	0	0
Clinton	1,298	9.69%	0	0
Fitchburg	7,198	18.95%	2,210	3,474
Gardner	2,217	11.57%	523	911
Groton	313	3.01%	0	0
Hardwick	314	10.82%	0	0
Harvard	275	5.03%	0	0
Hubbardston	494	11.38%	0	0
Lancaster	438	6.76%	5	16
Leominster	3,981	9.82%	1,112	1,769
Littleton	379	4.35%	4	17
Lunenburg	517	5.18%	20	42
Petersham	89	7.43%	0	0
Phillipston	82	4.36%	5	11

Population Below Poverty Level by Community (cont.)				
Community	Individuals Below Poverty Level	% of Total Population Below Poverty Level	Estimated Population Below Poverty Level Within 0.25 Mile Buffer	Estimated Population Below Poverty Level Within 0.5 Mile Buffer
Royalston	95	9.00%	0	0
Shirley	553	9.90%	7	27
Sterling	192	2.48%	0	0
Stow	148	2.29%	0	0
Templeton	700	9.14%	104	198
Townsend	394	4.48%	0	0
Westminster	269	3.78%	1	5
Winchendon	933	9.28%	66	134
Region Total	23,948		4,175	6,877
% of Region Total			17.43%	28.71%

Source: U.S. Census Bureau, American Community Survey 5-Year Estimate 2007-2011

Again, those communities with some form of fixed route service have the highest percentage of coverage for those below the poverty level. Overall, 17 to 29 percent of this particular target population are within 0.25 or 0.50 miles of service.

C. Elderly Individuals - Target Populations vs Transit Services

The following table lists the MRPC and MART communities and the estimated target population of elderly individuals that are within the 0.25 and 0.5 mile buffers established around existing transit services.

Population over 65 by Community				
Community	Total Population over 65	% of Total Population over 65	Estimated Population Over 65 Within 0.25 Mile Buffer	Estimated Population Over 65 Within 0.5 Mile Buffer
Ashburnham	595	9.78%	0	0
Ashby	323	10.51%	0	0
Athol	1763	15.22%	142	281
Ayer	849	11.43%	18	70
Bolton	463	9.45%	0	0
Boxborough	421	8.43%	0	0
Clinton	1734	12.74%	0	0
Fitchburg	5001	12.40%	1,536	2,414
Gardner	2986	14.76%	704	1,227
Groton	1037	9.74%	0	0
Hardwick	386	12.91%	0	0
Harvard	680	10.43%	0	0
Hubbardston	411	9.38%	0	0
Lancaster	945	11.73%	10	34
Leominster	5787	14.20%	1,616	2,572
Littleton	1245	13.95%	14	56
Lunenburg	1384	13.72%	55	111
Petersham	211	17.10%	0	0
Phillipston	165	9.81%	10	21
Royalston	146	11.61%	0	0
Shirley	672	9.32%	8	33

Population over 65 by Community (cont.)				
Community	Total Population over 65	% of Total Population over 65	Estimated Population Over 65 Within 0.25 Mile Buffer	Estimated Population Over 65 Within 0.5 Mile Buffer
Sterling	1056	13.52%	0	2
Stow	840	12.75%	0	0
Templeton	1108	13.83%	165	314
Townsend	856	9.59%	0	0
Westminster	835	11.47%	5	15
Winchendon	1203	11.68%	85	172
Region Total	33,102		4,367	7,323
% of Region Total			13.19%	22.12%

Source: U.S. Census Bureau, 2010 Summary File 1

Overall, 13 to 22 percent of the elderly target population is estimated to be within 0.25 or 0.50 miles of fixed route service.

D. Minority Population vs Transit Services

Minority Population By Community				
Community	Total Minority Population	% of Minority Population	Estimated Minority Population Within 0.25 Mile Buffer	Estimated Minority Population Within 0.5 Mile Buffer
Ashburnham	272	4.47%	0	0
Ashby	88	2.86%	0	0
Athol	544	4.70%	44	87
Ayer	1167	15.71%	24	97
Bolton	248	5.06%	0	0
Boxborough	973	19.48%	0	0
Clinton	1761	12.94%	0	0
Fitchburg	8789	21.80%	2,699	4,242
Gardner	1732	8.56%	408	712
Groton	535	5.03%	0	0
Hardwick	95	3.18%	0	0
Harvard	633	9.71%	0	0
Hubbardston	112	2.56%	0	0
Lancaster	1096	13.61%	12	39
Leominster	6584	16.15%	1,839	2,926
Littleton	596	6.68%	7	27
Lunenburg	486	4.82%	19	39
Petersham	21	1.70%	0	0
Phillipston	58	3.45%	4	7
Royalston	39	3.10%	0	0
Shirley	998	13.84%	12	49
Sterling	237	3.04%	0	0
Stow	421	6.39%	0	0
Templeton	261	3.26%	39	74

Minority Population By Community (cont.)				
Community	Total Minority Population	% of Minority Population	Estimated Minority Population Within 0.25 Mile Buffer	Estimated Minority Population Within 0.5 Mile Buffer
Townsend	302	3.38%	0	0
Westminster	270	3.71%	1	5
Winchendon	628	6.10%	44	90
Region Total	28,946		5,152	8,394
% of Region Total			17.80%	29.00%

Source: U.S. Census Bureau, 2010 Summary File 1

Fitchburg and Leominster have the highest percent of minority population within the buffer zones analyzed. Overall, the percent of the MRPC and MART regions minority populations within 0.25 and 0.50 miles of established fixed route service is from 18% to 29%, respectively.

5. Gaps, Needs and Comments

As part of the development of gaps and needs in transit service as it relates to the identified target populations, various studies and assessments conducted by the MRPC and other organizations were reviewed. The North Central Regional Coordinating Council (RCC) and its members provided the MRPC with information related to transit services for their particular clientele. This section attempts to summarize information from these sources as they relate to gaps and needs.

A. Fitchburg/Leominster and Gardner Transit Development Plans (TDP)

The MRPC has conducted on a regular basis for MART Transit Development Plans for the existing fixed route services in Fitchburg, Leominster and Gardner. As part of this plan development, a survey is conducted of riders to assess the services available, determine user impressions and to identify additional needs. The latest passenger surveys done in mid-2013 (Summer) and early 2014 (Winter) were also done in Spanish in order to solicit input from other populations that utilize the system. Two open ended questions in the survey asked respondents their feelings and opinions regarding service expansion and overall comments on the system. The comments received were grouped into four general categories: Extended Weekend Hours and/or Sunday Service; Later Hours of Operation for Weekday Service Including 2nd and 3rd Shift Hours; Service Issues (i.e. passenger congestion, schedule comprehension, timeliness, etc.); and Route Expansion within the cities or with other communities. One question sought the user's opinion on five overall levels of service categories.

The following summarizes survey responses received regarding the current fixed route system.

Within the survey, questions 23 and 25 asked respectively “Do you feel expanded bus service is needed? If yes, in what neighborhood?” and “Do you have any comments or suggestions regarding bus service.” Some 600 to 700 responses were recorded to these survey questions. The results are summarized in the following tables.

Q23 - Do you feel expanded bus service is needed? If yes, in what neighborhood?	Sunday/Weekend Service	Later Hrs/2nd & 3rd Shift Hrs	Service Issues	Route Expansion	Total Responses
Winter	50	61	20	112	544
Summer	27	10	2	20	129
Winter Spanish	0	0	0	3	15
Summer Spanish	3	1	1	0	12
Totals	80	72	23	135	700
Percentage	11.43%	10.29%	3.29%	19.29%	

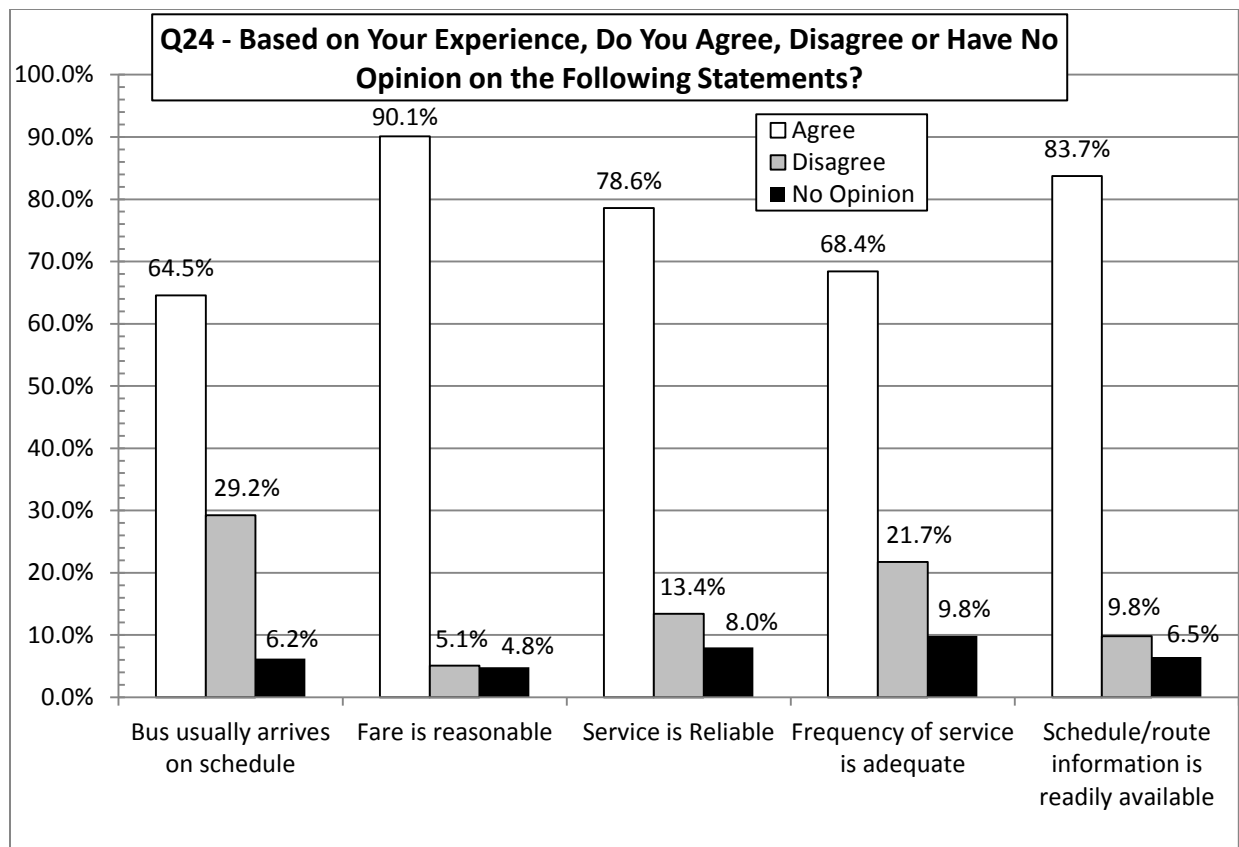
Q25 - Do you have any comments or suggestions regarding bus service?	Sunday/Weekend Service	Later Hrs/2nd & 3rd Shift Hrs	Service Issues	Route Expansion	Total Responses
Winter	68	78	77	26	495
Summer	30	18	14	2	105
Winter Spanish	1	0	1	0	13
Summer Spanish	6	3	0	0	11
Totals	105	99	92	28	624
Percentage	16.83%	15.87%	14.74%	4.49%	

Based upon these responses the following gaps, needs and issues were identified.

- Expand weekday operating hours to accommodate working individuals both at night and in the early morning.
- Expand Saturday operating hours for employment and shopping activities.
- Initiate Sunday service to shopping and cultural centers, etc.
- Expand service routes, frequency and hours of operation to existing shopping centers and residential neighborhoods.
- Expand service between Fitchburg, Leominster, Gardner and neighboring communities.
- Expand service to Worcester.
- Expand service to Fitchburg Airport industrial area, Route 117 area, and assisted living facilities and nursing homes.
- Adjust service frequency and times to Mount Wachusett Community College and Fitchburg State University to accommodate students
- Adjust routes and times to accommodate high school hours of operation
- Review transfer procedures and policies to eliminate confusion and mistakes as well as assist riders.
- Improve on time operation to assist individuals on medical trips.
- Improve service connections and times to commuter rail stations to align with trains.
- Improve marketing and outreach to public regarding services, schedules, routes and policies.
- Examine/institute web access for bus routes and schedules.
- Institute bus tracking applications for users to monitor bus times and locations.
- Simplify existing bus schedules.
- Conduct/provide training for users on how to read and follow bus schedules.
- Review Spanish language schedules and instructions throughout system.

Question 24 of the survey asked respondents their overall impression of the fixed route service on five points from timing to fares. User results would indicate an overall general favorable impression of the MART fixed route system in Fitchburg/Leominster and Gardner.

Q24 - Based on your experience, do you agree, disagree, or have no opinion on the following statements?	All Surveys			
	Agree	Disagree	No Opinion	Response Count
Bus usually arrives on schedule	64.5%	29.2%	6.2%	1252
Fare is reasonable	90.1%	5.1%	4.8%	1205
Service is Reliable	78.6%	13.4%	8.0%	1195
Frequency of service is adequate	68.4%	21.7%	9.8%	1178
Schedule/route information is readily available	83.7%	9.8%	6.5%	1193



B. 2012 Montachusett Regional Transportation Plan

In August of 2011, the Montachusett MPO formally endorsed the 2012 Montachusett Regional Transportation Plan (RTP). As part of the outreach effort for the RTP, the MRPC conducted a series of public meetings and events to solicit comments and input. From these activities, comments were received on various transportation related topics from infrastructure to transit. Please refer to the complete 2012 RTP (available online at www.mrpc.org) for a complete synopsis of comments received. The following identified needs and issues from the 2012 RTP are related to transit services.

Fixed Route Services

- Rate of frequency, timings and connections within neighborhoods in Fitchburg and Leominster.
- Consistency of funding for services.
- Demand for fixed route services to additional communities and Devens.
- Establishment of commuter rail shuttle services.

Paratransit Services

- Coordinate and promote councils-on-aging (COA's) van service for disabled individuals in communities.
- Promote changes to COA policies in order to expand services to meet other community needs.
- Expand COA van services to operate on weekends and nights.
- Expand COA van services to commuter rail shuttles and job access.
- Expand MART van utilization within member communities for paratransit service.
- Seek funding resources to maintain and expand operations.
- Improve outreach and information dissemination regarding veteran services that are available.

Overall Transit Recommendations and Needs

- Continued monitoring of routes and schedules so that any beneficial changes can be identified and implemented;
- Alternative sources of funding for continued transit operations must be developed and instituted;
- The marketing effort must be upgraded and increased to inform the public of transit availability and efficiency;
- Additional equipment such as ITS equipment, lift equipped buses, lift equipped vans, etc., should be acquired;
- Driver safety, CPR, first aid, and sensitivity courses should be maintained;
- Transit services for the elderly and disabled should continue to be upgraded as necessary to insure both availability and accessibility in compliance with MART's ADA complementary paratransit plan;
- Paratransit services provided by MART to social service agency clients should continue to be monitored for coordination of effort;
- Brokerage programs thru the Executive Office of Health & Human Services' (EOHHS) Human Service Transportation (HST) Office, and local school districts, should be monitored for greater coordination and continued use of private enterprises.

C. North Central Regional Coordinating Council (RCC) Record of Area Needs-Assessments

In April of 2011, Gov. Deval Patrick signed Executive Order 530 that established a Commission to develop recommendations to maximize “efficiencies in the provision of these critical services utilized by persons with disabilities, persons with low incomes, persons with Limited English Proficiency, and seniors and visitors to the Commonwealth.” (www.mbta.com)

One recommendation was the formation of Regional Coordinating Councils (RCCs) that “address paratransit and community transportation service gaps and recommendations ... at the local level.” In the Montachusett and MART regions, this is done by the North Central RCC. (<http://www.massdot.state.ma.us/>)

The RCC has compiled and reviewed several needs assessments conducted by its members and provided to the MRPC a summary report detailing the findings. The following are derived from the RCC review report.

Elder Needs in Central Massachusetts – Central MA Agency on Aging

- Transportation – Little availability in some areas. Remains one of top unmet needs in region based on needs assessment surveys from 1997 on.
- Little access to public transportation.
- Little or no taxi service.
- Local bus service rare or non-existent.
- Reliance on transportation programs operated by local volunteer organizations.
- Distance from service providers a barrier to care.
- Area service providers that do not accept Medicare patients.
- Access to prescriptions.
- Cost of providing service a major obstacle to addressing issues.
- Increase in senior participation in the labor indicates that employment access and issues are now also a senior issue.

Central MA Agency on Aging (CMAA) Area Plan 2014-2017

- Funding Priorities: Medical Transportation - in areas where significant unmet need is clearly demonstrated. Proposals should include service to residents in more than one community whose residents would otherwise not have access to medical transportation and/or escorted transportation where necessary to access health care.
- Work with interested local COAs and other organizations on implementation based on information and models identified by CMAA.

Community Health Assessment of North Central MA

- Lack and cost of transportation. Limitations of the public transportation system including limited schedules and routes resulting in trips in inclement weather, access to appointments and out of town specialists.

Montachusett Opportunity Council, Inc. (MOC) Community Action Plan 2015-2017

“A community needs assessment was recently carried out by MOC. They sent surveys to three groups – Community members, Staff, and MOC Clients. In addition, Stakeholders were identified and interviewed as a comparison to the surveyed groups, and they also conducted focus groups. Transportation was in the top four needs (out of 10) for every group of stakeholders that received the survey. Individual concerns relating to the cost of transportation, access to public transportation, and community walkability were also highlighted by the survey. Transportation also emerged as a top concern among focus group respondents.” (MOC Inc Community Action Plan)

- Lack of an affordable, comprehensive public transportation system throughout the Montachusett Region creates a significant barrier to residents in accessing employment and needed services.
- The greatest single need in the region is for out of town transportation to medical appointments and work sites for the disabled and low income.

Wachusett Smart Growth Corridor Analysis – Focus Group

In late 2012, the MRPC held a Spanish Focus Group meeting at the Cleghorn Neighborhood Center (CNC) in Fitchburg as part of their work on a HUD Challenge Grant for the Wachusett Smart Growth Corridor Analysis. This Corridor Plan was in response to the development of the new commuter rail line station in West Fitchburg known as Wachusett Station. The group discussed various issues including what changes might be necessary to the transportation system. Responses included the following:

- The public transportation system must be improved to include:
 - Schedules and guidance to the community as the current information system cannot be understood;
 - Transportation 7 days a week;
 - Expand service until 11:00pm on weekdays and weekends 12:00 am;
 - Extend the current schedule based on seasonal changes: i.e. summer, autumn, winter;
 - Reduce system running time to every 30 minutes;
- Improved Intra-city travel to the station.
- Additional marketing campaign to promote public transportation;
 - More information on transportation alternatives available;
 - Information showing population the benefits of using public transportation;
 - Create a marketing campaign since the population is un-informed;
- Establish taxi services only to the station and create a more personalized taxi service;
- Coordinate the new station schedules with the current transportation system and taxis.

Transit Charette

In June of 2013, the MRPC and the Joint Coalition on Health (JCOH) held a charrette on transit and its service and needs as it relates to health initiatives in the region. From this charrette a number of “barriers” were identified.

- Limited connections;
- Cost;
- Access;
- Lack of awareness;
- Limited routes and schedules;
- Lack of bicycle racks;
- Signage/Language barriers;

2008 Coordinated Public Transit – Human Services Plan

The 2008 Coordinated Plan identified the following needs as part of its analysis. These still align with information derived for this update.

- Expansion of services to meet varying employment hours and locations. Third shift workers in the industrial areas and parks have no option to utilize transit;
- Expanded service to commercial and medical facilities;
- Service connections from rural communities to facilities in larger urban area;
- Service to medical, employment and commercial facilities in the rural communities for the target populations;
- Expansion of services on weekends and at night;
- Improved commuter rail options through more and faster service as well as reverse commute;
- Coordination of services with the commuter rail system.

6. Priorities and Recommendations

Based upon the issues identified during the development of this Coordinated Public Transit - Human Services Plan, a series of priorities and recommendations can be established. Please note that the priorities and recommendations listed are not intended to be all-inclusive. It is assumed that additional needs, gaps and priorities will be identified and established through further iterations of this plan.

In general, priorities determined through this Plan can be summarized as follows:

A. Extension of Existing Fixed Route Service Hours and Days of Operation.

1. Extend/Expand Transit Services

MART and other RTAs should continue to explore options to expand existing routes, service areas and hours and days of operation. Many of the responses to the needs question highlighted in this Plan have indicated a desire to see service expanded both in terms of hours and days of operation. Expansion of service hours are seen as important to those individuals employed, or seeking employment, during non-typical work hours, i.e. late night, weekends, etc. Expanded service will also benefit those seeking to access colleges, employment training centers and commercial activities.

Recommendation: Seek funding and alternative sources to extend and expand the days and hours of operation for current fixed route and paratransit services. This includes extended daily hours of operation, establishment of Sunday service, refinements and expansion of routes to employment training centers, commercial malls/areas, industrial parks, etc.

2. Sustain Existing Services and Maintenance of Vehicles

Given the uncertain nature of operating and capital funding for transit services, it is important to continue to maintain the existing system and its fleet. The importance of the current services is demonstrated by the ridership figures and the survey responses that indicate the reliance a number of individuals have on the system. These services are important to the target populations as other means of transport are often limited and scarce. Every effort should be made in order maintain, at least, the current level of operation. In particular, the focus should be on ensuring the continuation of MART, Council on Aging vans, and paratransit services.

Recommendation: Public transportation providers should seek to maintain current funds for operations and services and repair or replace vehicles as needed. JARC and New Freedom types of activities and MAP funding should be maintained and expanded to address the identified needs and services.

B. Medical Transportation Service in Both the Fixed Route Areas and In the Rural Communities.

1. Seek to Extend Medical Services to Rural Communities

The lack of a reliable or consistent service to assist elderly, disabled and low income individuals in the more rural communities of the region was a consistent point of concern. Often individuals are unaware of transit options through MART, their COA, etc. and consequently may suffer unnecessarily. Expansion of information on the availability of these services, clarification with COA's on their roles and what can be done with their vans can address some of these concerns. Expansion of services through additional funding and resources should also be sought where appropriate.

Recommendation: Improve the dissemination of information related to current services by MART, RTAs, taxi companies, COA's, etc. to rural communities. Improvements to appropriate websites for MART and the communities regarding available services are strongly recommended. Non-traditional services such as web based ride sharing may also prove beneficial.

C. Expansion and Connection of Fixed Route Service to Additional Communities

Several comments related to the current fixed route services not only indicated a desire for expanded hours of operation but also to additional locations and communities. Linkages to communities such as Lunenburg, Shirley, Devens, Westminster, Clinton and Worcester are often mentioned as a need by respondents. An expansion of routes into other communities will allow for additional access to services, medical and otherwise, that reside in the more urban communities of Fitchburg, Leominster and Gardner. Residents of the more rural communities would thus see an increase in opportunities for employment, education, work and shopping.

Recommendation: Seek funding and alternative sources to extend and expand fixed route and paratransit services to other communities around Fitchburg, Leominster and Gardner. Route expansion should include linkages to commercial, employment, medical and cultural centers.

D. Education and Training of Available Services

1. Expand Outreach and Training of Transit Services to Target and LEP Populations

Several comments were received on the need to educate individuals on the fixed route and paratransit services available in the region. RTAs should examine the establishment of training material and resources for the target populations of this plan as well as to those with Limited English Proficiency (LEP). These education and outreach services should include the councils-on-aging as they are often the initial contact for many of the individuals covered in this plan.

Recommendation: Seek to develop targeted training resources for the target populations as well as those in the LEP communities. Materials could include training workshops at various neighborhood centers, a train the trainer seminar, web based videos, and alternative language information. Outreach should be provided to all social service agencies linked to MART as well as through newspaper campaigns through articles/advertisements, radio advertising and promotional marketing. In addition, several comments made reference to smartphone apps related to schedule availability, system text alerts and real time bus/vehicle tracking. Development and implementation of such technology should be explored and implemented with appropriate funding.

E. Other Areas of Emphasis

Based upon the information developed, the following are additional priority areas that more general in nature but are no less important.

1. Encourage Employer Vanpools

Employer vanpool options should be encouraged for businesses in the Montachusett Region. Some employers have had success with these services and it would decrease the burden placed on other public transportation services. In addition, connections between existing transit services and vanpool routes can be coordinated to enhance both public and private entities.

Recommendation: Identify and encourage employer based vanpool options as well as connections to existing services.

2. Expand and Increase Commuter Rail Options

Connections with existing services to commuter rail stations should be examined, expanded and improved as necessary. Commuter rail expansion and improvement in the region also provide the target populations with more options for medical, employment and shopping. As such, coordination between existing transit services and the commuter rail stations and schedules would enhance opportunities.

Recommendation: Seek to improve and expand connections and coordination between transit services and the commuter rail stations in the region. Expansion options should address areas such as reverse commute, service frequency, and rail line extension. Both fixed route and demand responsive services should be examined if funding is available.

3. Explore Additional Funding Options

Limited funding and resources is a barrier to meeting the needs of the target populations. Funding is particularly important for RTAs. Continued efforts to identify and seek out additional funding sources would help to implement service expansion and improvement.

Recommendation: Continue all efforts to seek out additional funds to assist in the support and expansion of the various transit systems in the region.

4. Explore Fare Options to Encourage Additional Commuter Rail Ridership

Current fare pricing along the commuter rail system may contribute to ridership issues. Comments received on this report stated that due to the high cost of rail passes from Zone 1A (urban core), several employer supported shuttles run to Alewife Station. To encourage reverse commute ridership, a discounted pass option should be considered by the MBTA. The Montachusett MPO supported this comment and its inclusion as a recommendation.

Recommendation: Encourage the MBTA to review commuter rail fare options, in particular as they relate to reverse commute, to determine potential discounts for users to promote additional ridership and access to this region and its employers.

5. Explore Additional Scheduling Methods for the Disabled and Target Populations

Comments received supported the valuable service provided to the disabled and targeted populations by local providers. However, it was mentioned that the available scheduling methods for the disabled cliental came be difficult and can require assistance on the individuals end. It was recommended that an electronic or computerized, i.e. email, type of system would be beneficial to all users, especially those with any type of speech impediment.

Recommendation: Encourage local providers and MART to investigate the possible establishment of a more automated scheduling or “booking” system for individuals to utilize. This would assist those persons with a communication limitation or challenge.

Appendix A – Facilities

Elderly Facilities

Facility Type	Facility Name	Address	Community
Elderly Housing	Ashley Court Apartments	27 School Street	Ashburnham
Assisted Living	Applewood Home for Elders	171 S. Royalston Road	Athol
Assisted Living	Providence Cliff Senior Residence	648 Pleasant Street	Athol
Elderly Housing	Pequoig Apartments	416 Main Street	Athol
Elderly Housing	Riverbend Woods/ Miller's Woods Complex	739 Daniel Shays Highway	Athol
Elderly Housing	Lakeside Apartments	21 Gibson Drive	Athol
Elderly Housing	Morton Meadows	1-30 Bickford Drive	Athol
Nursing Home	Quabbin Valley Healthcare	821 Daniel Shays Highway	Athol
Assisted Living	Nashoba Park	15 Winthrop Avenue	Ayer
Elderly Housing	Ayer Housing Authority	18 Pond Street	Ayer
Elderly Housing	Pleasant Street School Apartments	62 Pleasant Street	Ayer
Nursing Home	Apple Valley Center	400 Groton Road	Ayer
Assisted Living	Corcoran House	40 Walnut Street	Clinton
Assisted Living	Pleasant Terrace (comm. Of Mass.)	137-139 Pleasant Street	Clinton
Elderly Housing	Prescot Mill Apartments	24 Water Street	Clinton
Elderly Housing	Presentation Apartments	309 Church Street	Clinton
Elderly Housing	Shaughnessy Apartments	271 Chesnut Street	Clinton
Elderly Housing	Water Street Elderly Housing	367 Water Street	Clinton
Assisted Living	The Gables of Fitchburg	935 John Fitch Hwy.	Fitchburg
Elderly Housing	Durkin Apartments	50 Day Street	Fitchburg
Elderly Housing	Pleasant Street Residence	132 Pleasant Street	Fitchburg
Elderly Housing	Canton Valley Terrace	1 Valley Street	Fitchburg
Elderly Housing	Daniel Heights	16 Daniel Street	Fitchburg
Elderly Housing	Wallace Tower	54 Wallace Avenue	Fitchburg
Elderly Housing	Groop/Town View Tower	16 Prichard Street	Fitchburg
Elderly Housing	Fitchburg Green Apartments	350 Water Street	Fitchburg
Elderly Housing	Joseph's House	279 Daniels Street	Fitchburg
Elderly Housing	The Sundial	29 Merriam Parkway	Fitchburg
Elderly Housing	Hotel Raymond	35 Day Street	Fitchburg
Elderly Housing	Blossom Court Apartments	37-43 Blossom Street	Fitchburg
Nursing Home	Golden Living Center	1199 John Fitch Highway	Fitchburg
Nursing Home	The Highlands, A Life Care Center	335 Nichols Street	Fitchburg
Nursing Home	Hillcrest Nursing Center	94 Summer Street	Fitchburg
Rest Home	Caldwell Home- Extended Care	10 Prospect Street	Fitchburg
Rest Home	James Manor Rest Home	222 South Street	Fitchburg
Rest Home	Bethel House Rest Home	82 Mechanic Street	Fitchburg
Assisted Living	Heywood Commons	50 Pine Street	Gardner
Elderly Housing	Colonial Apartments	19 City Hall Avenue	Gardner
Elderly Housing	Heritage Village	55 Sunrise Lane	Gardner
Elderly Housing	Heywood Place Apartments	61 Lake Street	Gardner
Elderly Housing	Hillside Gardens	137 Blanchard Street	Gardner
Elderly Housing	The Binnall House	125 Connors Street	Gardner
Elderly Housing	Garwest	116 Church Street	Gardner
Nursing Home	Legends Center	59 Eastwood Circle	Gardner
Nursing Home	Wachusett Manor	32 Hospital Hill Road	Gardner
Nursing Home	Transitional Care Center at Heywood Hosp	242 Green Street, Second Floor	Gardner
Assisted Living	Rivercourt Residences	8 West Main Street	Groton
Elderly Housing	Groton Commons	74 Willowdale Road	Groton
Elderly Housing	Petapawag Place	19 Lowell Road	Groton
Elderly Housing	Winthrop Place (some of elderly)	371-375 Main Street	Groton
Nursing Home	Seven Hills at Groton, Inc.	22 Hillside Avenue	Groton
Elderly Housing	Foxglove Apartments	253 Ayer Road	Harvard
Elderly Housing	Housing for Elderly Hubbardston House	1 Old Princeton Road	Hubbardston

Elderly Facilities (cont.)

Facility Type	Facility Name	Address	Community
Assisted Living	Davis Manor	200 Harvard Street	Lancaster
Elderly Housing	Bigelow Gardens	449 Main Street	Lancaster
Nursing Home	River Terrace Health Care (Kindred)	1675 Main Street	Lancaster
Assisted Living	Leominster Crossing	1160 Main Street	Leominster
Assisted Living	Manor on the Hill	450 North Main Street	Leominster
Assisted Living	Sunrise Assisted Living of Leominster	6 Beth Avenue	Leominster
Assisted Living	Summit ElderCare	55 Cinema Blvd.	Leominster
Elderly Housing	Anne O'Connor Village	23 George Street	Leominster
Elderly Housing	La Pierre East	161 Spruce Street	Leominster
Elderly Housing	Laurie Drive Housing	47 Laurie Drive	Leominster
Elderly Housing	Notre Dame Street Housing	22 Notre Dame Street	Leominster
Elderly Housing	Sunset Towers	100 Main Street	Leominster
Elderly Housing	Notre Dame	214-216 Arlington Street	Leominster
Nursing Home	Life Care Center of Leominster	370 West Street	Leominster
Nursing Home	Keystone Center	44 Keystone Drive	Leominster
Rest Home	Village Rest Home	446 Main Street	Leominster
Rest Home	Presentation Health Care Center, Inc	99 Church Street	Leominster
Nursing Home	Life Care Center of Nashoba Valley	191 Foster Street	Littleton
Elderly Housing	Pearl Brook Estates	131 White Street	Lunenburg
Elderly Housing	Shaker Meadows	32 Harvard Road	Shirley
Elderly Housing	Sholan Terrace	7 Bird Street	Sterling
Nursing Home	Sterling Village	18 Dana Hill Road	Sterling
Elderly Housing	Pine View	79 Bridge Street	Templeton
Elderly Housing	Phoenix Court	99 Bridge Street	Templeton
Nursing Home	Baldwinville Nursing & Rehab Center	51 Hospital Road	Templeton
Elderly Housing	Atwood Acres	66 Dudley Road	Townsend
Elderly Housing	Townsend Woods	70 Dudley Road	Townsend
Elderly Housing	The Wellington House	5 Meeting House Road	Westminster
Assisted Living	Broadview, Inc	547 Central Street	Winchendon
Elderly Housing	Hyde Park Elderly Housing	67 Hyde Park Drive	Winchendon
Elderly Housing	Ipswich Drive Elderly Housing	108 Ipswich Drive	Winchendon
Elderly Housing	Family & Elderly Housing	1 Ready Drive	Winchendon
Elderly Housing	Elderly Housing	Glen Allen Street	Winchendon

Source: Executive Office of Elder Affairs & MRPC, 2014

Medical Facilities

Feature Type	Facility Name	Address	Community
Clinic	New England Center For Mental	119 Russell Street #23	Littleton
Clinics	Clinical & Support Options Inc	491 Main Street 2Nd & 3Rd Floor	Athol
Clinics	North Quabbin Family Physicians	201 South Main Street	Athol
Clinics	Advocates Community Counseling	11 Depot Square	Ayer
Clinics	Comm Healthlink Lipton Couns C	221 Greeley Street	Clinton
Clinics	Edward M Kennedy Community Hlt	200 High Street	Clinton
Clinics	Care Net Pregnancy Resource Ct	326 Nichols Road Suite 13	Fitchburg
Clinics	Community Health Connections F	275 Nichols Road 1 3 4 & 5 Fls	Fitchburg
Clinics	L U K Behavioral Health Clinic	545 Westminster Street	Fitchburg
Clinics	Action Health Services-Mobile	275 Nichols Road	Fitchburg
Clinics	Comm Healthlink Lipton Couns C	275 Nichols Road	Fitchburg
Clinics	Community Health Con Fhc @ Fit	140 Arnhow Farm Road	Fitchburg
Clinics	Counseling & Assessment Clinic	76 Summer Street Suite 200	Fitchburg
Clinics	Multicultural Wellness Center	76 Summer Street Suite 042	Fitchburg
Clinics	Planned Parenthood Lea Ma Fitc	391 Main Street	Fitchburg
Clinics	Reliant Medical Group Fitchbur	370 Lunenburg Street	Fitchburg
Clinics	Riverfront Counseling Center	76 Summer Street Suite 139	Fitchburg
Clinics	Spectrum Health Systems Inc	76 Summer Street	Fitchburg
Clinics	Umass Memorial Mri&Imaging Ctr	275 Nichols Road 1St Floor	Fitchburg
Clinics	North Central Human Services,	31 Lake Street, Suites 181 & 9	Gardner
Clinics	Comm Healthlink Lipton Couns C	10 Parker St 3Rd Fl	Gardner
Clinics	Greater Gardner Community Heal	175 Connors Street, 1St & 2Nd	Gardner
Clinics	You Inc Family Center - Gardne	205 School Street 1St Floor	Gardner
Clinics	Richard & Susan Smith Fam Fdn	22 Hillside Avenue	Groton
Clinics	Comm Healthlink Lipton Couns C	100-110 Erdman Way	Leominster
Clinics	Comm Healthlink Lipton Couns C	40 Spruce Street 3 Floor	Leominster
Clinics	Leominster Community Health Ce	14 Manning Avenue Suite #402	Leominster
Clinics	Reliant Medical Group Leominst	165 Mill Street	Leominster
Clinics	Lunenburg Family Practice	697 Massachusetts Ave.	Lunenburg
Clinics	Tufts Dental @ Templeton Dvlpm	212 Freight Shed Rd Med Bld Fe	Templeton
Clinics	Mountain View Family Practice	570 Baldwinville Road	Templeton
Clinics	Winchendon Health Center	55 Hospital Drive	Winchendon
Federal Medical Center	FMC Devens	42 Patton Rd	Devens
Hospitals	Athol Memorial Hospital	2033 Main Street	Athol
Hospitals	Nashoba Valley Medical Center	200 Groton Street	Ayer
Hospitals	Clinton Hospital	201 Highland Street	Clinton
Hospitals	Healthalliance Hosp-Burbank Ca	275 Nichols Road	Fitchburg
Hospitals	Heywood Hospital	242 Green Street	Gardner
Hospitals	Healthalliance Hosp-Leominster	60 Hospital Road	Leominster
Medical Center	Ashburnham Family Medicine	PO Box 658	Ashburnham
Medical Center	Athol Eye & Lasik Ctr	201 S Main St # 3	Athol
Medical Center	Athol Medical Clinic	1467 Main St # 1	Athol
Medical Center	Foley Family Practice	78 Brickyard Rd	Athol
Medical Center	Woman Care Health	14 Grove St # 3	Athol
Medical Center	Diabetes & Endocrine Ctr	200 Groton Rd	Ayer
Medical Center	Nashoba Valley Medical	190 Groton Rd	Ayer
Medical Center	Occupational Health Ctr	200 Groton Rd	Ayer
Medical Center	Alfredson Ambulatory Care	655 Main St	Fitchburg
Medical Center	All Family Care	47 Ashby State Rd # 102	Fitchburg
Medical Center	Behavioral Health Assoc	275 Nichols Rd	Fitchburg
Medical Center	Burbank Rehabilitation Ctr	275 Nichols Rd	Fitchburg
Medical Center	Central Ma Otolaryngology	33 Electric Ave # 202	Fitchburg
Medical Center	Central Orthopaedics	33 Electric Ave # B03	Fitchburg
Medical Center	Child Heart Assoc	881 South St	Fitchburg
Medical Center	Commonwealth Psychiatrics	348 Lunenburg St # 102	Fitchburg
Medical Center	Community Health Connections	275 Nichols Rd	Fitchburg
Medical Center	Cpc Family Practice	155 Franklin Rd	Fitchburg
Medical Center	Crown Point Fitchburg Llc	76 Summer St # 45	Fitchburg
Medical Center	Fallon Clinic	370 Lunenburg St	Fitchburg
Medical Center	Fitchburg Adult Medicine LLC	76 Summer St # 230	Fitchburg

Medical Facilities (cont.)

Feature Type	Facility Name	Address	Community
Medical Center	Fitchburg Pediatrics	881 South St	Fitchburg
Medical Center	Fitchburg Primary Care	76 Summer St # 45	Fitchburg
Medical Center	Lipton Community Mental Health	255 Main St	Fitchburg
Medical Center	Nashoba Surgical Assoc Inc	104 Whalon St # 1d	Fitchburg
Medical Center	Neighborhood Pediatrics	881 South St # 2	Fitchburg
Medical Center	North County Family Practice	275 Nichols Rd	Fitchburg
Medical Center	North County Nephrology Assoc	551 Electric Ave	Fitchburg
Medical Center	Parkhill Family Practice	155 Franklin Rd	Fitchburg
Medical Center	Physcial Therapy Plus	275 Nichols Rd	Fitchburg
Medical Center	Physicians Dialysis-Mi Inc	551 Electric Ave	Fitchburg
Medical Center	Ramsey Rehabilitation Inc	33 Electric Ave # 104	Fitchburg
Medical Center	Simonds-Simon Regional Cancer	275 Nichols Rd	Fitchburg
Medical Center	Simonds-Simon Regional Cancer	275 Nichols Rd	Fitchburg
Medical Center	VA Fitchburg Clinic	275 Nichols Rd	Fitchburg
Medical Center	Allergy & Arthritis Family Ctr	358 Elm St	Gardner
Medical Center	Cataract & Laser Ctr	95 Mechanic St	Gardner
Medical Center	Emerson Practice	100 Boston Rd # A	Groton
Medical Center	Acton Medical Assoc PC	231 Ayer Rd # 5	Harvard
Medical Center	Concord Hillside Medical Assoc	16 Lancaster County Rd	Harvard
Medical Center	Healthalliance Neurology	198 Ayer Rd # 1	Harvard
Medical Center	Life Management Assoc Inc	257 Ayer Rd	Harvard
Medical Center	Nashoba Neurology	325 Ayer Rd # B120	Harvard
Medical Center	Clinton Hosp	136 High Street Ext # 3	Lancaster
Medical Center	Fallon Clinic	165 Mill St	Leominster
Medical Center	Umass Medical Group	100 Hospital Rd # 1c	Leominster
Medical Center	VNA Care Network Inc	305 Whitney St	Leominster
Medical Center	Sprague Family Practice	PO Box 563	Townsend
Medical Center	South Street Chapel Ent	22 South St	Westminster
Medical Center	Westminster Family Practice	PO Box 478	Westminster
Medical Office	Ayer Dermatology PC	190 Groton Rd # 180	Ayer
Medical Office	Central Mass Otolaryngology	190 Groton Rd # 120	Ayer
Medical Office	Dermatology at Nashoba	190 Groton Rd # 120	Ayer
Medical Office	Merrimack Urology Assoc Pc	190 Groton Rd # 250	Ayer
Medical Office	Middlesex Gastroenterology PC	190 Groton Rd # 190	Ayer
Medical Office	Nashoba Valley Urology Inc	190 Groton Rd # 230	Ayer
Medical Office	Primary Care Cardiology Rsrch	190 Groton Rd # 270	Ayer
Medical Office	Primary Care Specialists	190 Groton Rd # 110	Ayer
Medical Office	Valley Eye Physician	190 Groton Rd # 240	Ayer
Medical Office	Valley Orthopedic Assoc	190 Groton Rd # 160	Ayer
Medical Office	Womens Health-Nashoba Valley	198 Groton Rd # 3	Ayer
Medical Office	Mountain View Family Practice	570 Baldwinville Rd	Baldwinville
Medical Office	Bolton Family Medicine	PO Box 370	Bolton
Medical Office	Clinton Eye Ctr	PO Box 89	Clinton
Medical Office	Clinton Pediatrics	201 Highland St	Clinton
Medical Office	Center for Wound Care	242 Green St	Gardner
Medical Office	Central New England Foot Care	52 Central St	Gardner
Medical Office	Chair City Family Medicine	250 Green St # 202	Gardner
Medical Office	Cornerstone Family Medicine	250 Green St # 200	Gardner
Medical Office	D'Ambrosio Eye Care Inc	74 Main St	Gardner
Medical Office	Family Vision Care	PO Box 1025	Gardner
Medical Office	Gardner Eye Assoc	250 Green St # 106	Gardner
Medical Office	Heywood Cardiology	250 Green St	Gardner
Medical Office	Heywood Health Ctr for Women	250 Green St # 107	Gardner
Medical Office	Heywood Hospital	242 Green St	Gardner
Medical Office	Heywood Medical Ctr	242 Green St	Gardner
Medical Office	Heywood Medical Group	250 Green St	Gardner
Medical Office	Heywood Medical Group	250 Green St # 209	Gardner
Medical Office	Heywood Oncology Physicians	242 Green St	Gardner

Medical Facilities (cont.)

Feature Type	Facility Name	Address	Community
Medical Office	Heywood Orthopedics	242 Green St	Gardner
Medical Office	Heywood Place	31 Lake St # 106	Gardner
Medical Office	Heywood Pulmonology	250 Green St # 109	Gardner
Medical Office	In His Image Family Medicine	250 Green St # 200	Gardner
Medical Office	Mercy Family Practice	250 Green St # 200	Gardner
Medical Office	Wachusett Radiology Inc	29 Union Sq # 2	Gardner
Medical Office	Groton Medical Assoc Llc	100 Boston Rd # E	Groton
Medical Office	Groton School	PO Box 991	Groton
Medical Office	Nashoba Family Medicine	1 Forge Village Rd	Groton
Medical Office	Nashoba Valley Heath Care Grp	497 Main St # 4b	Groton
Medical Office	Nashoba Vision Assoc	140 Main St	Groton
Medical Office	Institute for Professional Practice	49 Healdville Rd	Hubbardston
Medical Office	D'Ambrosio Eye Care Inc	479 Old Union Tpke	Lancaster
Medical Office	Always On Call Health Svc Inc	285 Central St # 214	Leominster
Medical Office	Bay State Eye Assoc	25 Sack Blvd	Leominster
Medical Office	Cardio Internist of Leominster	100 Hospital Rd # 3b	Leominster
Medical Office	Cardiology Associates of NE	100 Hospital Rd # 3a	Leominster
Medical Office	Center for Digestive Wellness	105 Erdman Way	Leominster
Medical Office	Commonwealth Hematology Onclogy	50 Memorial Dr	Leominster
Medical Office	Cpc South Leominsterfamily	1069 Central St	Leominster
Medical Office	Dermatology Associates	100 Hospital Rd # 2d	Leominster
Medical Office	Family Medical & Maternity	87 N Main St	Leominster
Medical Office	Family Practice Assoc	1069 Central St	Leominster
Medical Office	Leominster Optometric Assoc	23 Mill St	Leominster
Medical Office	Mass Lung & Allergy PC	50 Memorial Dr # 113	Leominster
Medical Office	Montachusett Women's Health	100 Hospital Rd # 1b	Leominster
Medical Office	New England Eye Ctr	20 Commercial Rd	Leominster
Medical Office	Twin City Eye Care	865 Merriam Ave # 121	Leominster
Medical Office	Wachusett Emergency Physicians	60 Hospital Rd	Leominster
Medical Office	Wachusett Orthopedic Surgery	50 Memorial Dr # 209	Leominster
Medical Office	Acton Medical Assoc	592 King St	Littleton
Medical Office	Littleton Family Medicine	PO Box 1546	Littleton
Medical Office	Lunenburg Family Practice	697 Massachusetts Ave	Lunenburg
Medical Office	Nashaway Pediatrics	225 Leominster Rd	Sterling
Medical Office	Sterling Family Medicine	50 Leominster Rd # 14	Sterling
Medical Office	Sterling Medical Assoc	Sterling Prof Bldg	Sterling
Medical Office	Townsend Family Practice	18 Main St # 104	Townsend

Source: MA DPH & MRPC, 2014

Early Education Facilities (6 or more children) DAYCARE FACILITIES	
Note: Daycare Family Provider Name replaced with *****	

Facility Name	Address	Community	Program Type
Just Like Home	33 MAIN ST.	Ashburnham	Large Group and School Age Child Care
*****	*****	Ashburnham	Family Child Care
*****	*****	Ashburnham	Family Child Care
*****	*****	Ashburnham	Family Child Care
*****	*****	Ashburnham	Family Child Care
The Birchwood School	120 HUNTER AVE	Ashburnham	Large Group and School Age Child Care
Little People Nursery School	64 Main Street	Ashburnham	Family Child Care
*****	*****	Ashby	Family Child Care
The Children's Garden Nursery School	247 LOCKE RD	Ashby	Large Group and School Age Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
Little Blessings Christian Preschool	47 PINE ST	Athol	Large Group and School Age Child Care
Little Tot Day Care	107 PARK ST	Athol	Large Group and School Age Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
MOC Child Care & Head Start Services	12 Riverbend Street	Athol	Large Group and School Age Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
Small Wonders Preschool	780 OLD KEENE RD	Athol	Large Group and School Age Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
Athol Area YMCA Nursery School	545 MAIN ST	Athol	Large Group and School Age Child Care
*****	*****	Athol	Family Child Care
*****	*****	Athol	Family Child Care
*****	*****	Ayer	Family Child Care
Ayer Kiddie Depot	33 SHIRLEY ST	Ayer	Large Group and School Age Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Ayer	Family Child Care
*****	*****	Baldwinville	Family Child Care
*****	*****	Baldwinville	Family Child Care
*****	*****	Baldwinville	Family Child Care
*****	*****	Baldwinville	Family Child Care
Children's Horizons, Inc.	673 MAIN ST	Bolton	Large Group and School Age Child Care
*****	*****	Bolton	Family Child Care
*****	*****	Bolton	Family Child Care
*****	*****	Bolton	Family Child Care
Boxboro Children Center	726 MASSACHUSETTS AVE	Boxboro	Large Group and School Age Child Care
Bright Horizons Family Solutions at Boxborough	20 CODMAN HILL RD	Boxboro	Large Group and School Age Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care

Early Education Facilities (6 or more children) (cont.)
DAYCARE FACILITIES **Note: Daycare Family Provider Name replaced with *******

Facility Name	Address	Community	Program Type
*****	*****	Clinton	Family Child Care
Early Adventures Child Care Center Inc.	120 PARK ST	Clinton	Large Group and School Age Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care
Wee Kare Early Education Center, LLC	449 BERLIN ST.	Clinton	Large Group and School Age Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care
MOC Child Care & Head Start Service / Clinton	20 W BOYLSTON ST	Clinton	Large Group and School Age Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care
*****	*****	Clinton	Family Child Care
Guild of St. Agnes - EEC - Devens	172 JACKSON RD	Devens/Harvard	Large Group and School Age Child Care
Evergreen Garden	270 BARNUM RD	Devens/Harvard	Large Group and School Age Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
MOC Child Care & Head Start Services Center / Hos*	110 SOUTH ST	Fitchburg	Large Group and School Age Child Care
*****	179 SUMMER ST	Fitchburg	Family Child Care
Northwest Child Development Center of Fitchburg	1400 JOHN FITCH HWY	Fitchburg	Large Group and School Age Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
MOC Child Care and Head Start Services	133 PRICHARD ST	Fitchburg	Large Group and School Age Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
Montachusett Regional YMCA Preschool / Kindergarten*	55 WALLACE AVE	Fitchburg	Large Group and School Age Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
Burbank Child Development Center	265 NICHOLS RD	Fitchburg	Large Group and School Age Child Care
Children's Aid Child Care Center	1480 JOHN FITCH HWY	Fitchburg	Large Group and School Age Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care
Sacred Heart Preschool and Child Care Center	22 COTTAGE ST	Fitchburg	Large Group and School Age Child Care
*****	*****	Fitchburg	Family Child Care
*****	*****	Fitchburg	Family Child Care

Note: Daycare Family Provider Name replaced with *****

59 Coordinated Public Transit-Human Services Plan
MPO Endorsed – January 14, 2015

Early Education Facilities (6 or more children) (cont.)
DAYCARE FACILITIES **Note: Daycare Family Provider Name replaced with *******

Facility Name	Address	Community	Program Type
*****	*****	Groton	Family Child Care
Sunshine School	1 Powderhouse Rd.	Groton	Large Group and School Age Child Care
Country Kids Preschool	8 W MAIN ST	Groton	Large Group and School Age Child Care
*****	*****	Groton	Family Child Care
Groton Community School	110 BOSTON RD	Groton	Large Group and School Age Child Care
*****	*****	Groton	Family Child Care
The Children's Center At Groton, Inc.	20 JOY LN	Groton	Large Group and School Age Child Care
The Barn School	33 AYER RD	Harvard	Large Group and School Age Child Care
*****	*****	Harvard	Family Child Care
*****	*****	Harvard	Family Child Care
Village Nursery School	40 Poor Farm Road	Harvard	Family Child Care
*****	*****	Hubbardston	Family Child Care
*****	*****	Hubbardston	Family Child Care
1-2-3 Grow Child Center	48 BARRE RD	Hubbardston	Large Group and School Age Child Care
Nashoba Montessori School, Inc.	94 MAIN ST	Lancaster	Large Group and School Age Child Care
*****	*****	Lancaster	Family Child Care
*****	*****	Lancaster	Family Child Care
*****	*****	Lancaster	Family Child Care
*****	*****	Lancaster	Family Child Care
*****	*****	Lancaster	Family Child Care
Perkins Child Development Center	25 CREAMERY RD	Lancaster	Large Group and School Age Child Care
*****	*****	Lancaster	Family Child Care
*****	*****	Lancaster	Family Child Care
Discovery Program-Day Care Browning School	180 George Hill Road	Lancaster	Family Child Care
*****	*****	Leominster	Family Child Care
Pre-Adventures Early Childhood Center	80 PLEASANT ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
Academy for Little People	2 WEATHERVANE DR	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
Hands On Learning Pre School	248 LINCOLN ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
MOC Child Care and Head Start / Family Education *	1000 LANCASTER ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
1-2-3 Grow Child Center Inc.	109 ALLEN ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
The Northwest Child Development Center	194 ARLINGTON ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care

Early Education Facilities (6 or more children) (cont.)
DAYCARE FACILITIES **Note: Daycare Family Provider Name replaced with *******

Facility Name	Address	Community	Program Type
*****	*****	Leominster	Family Child Care
The Bonjour Too Preschool	50 HALL ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
Adventure Kids	116 2ND ST	Leominster	Large Group and School Age Child Care
Adventures After School Program	84 PLEASANT ST	Leominster	Large Group and School Age Child Care
Piccolo Mondo Child Care and Learning Center	680 MECHANIC ST	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
Teaching Wonders Child Learning Center, Inc.	59B NEW LANCASTER RD	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
King's Corner Day Nursery & Kindergarten	20-24 NORWOOD AVE	Leominster	Large Group and School Age Child Care
*****	*****	Leominster	Family Child Care
*****	*****	Leominster	Family Child Care
The Learning Experience	206 GREAT RD	Littleton	Large Group and School Age Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Littleton	Family Child Care
*****	*****	Lunenburg	Family Child Care
The Bonjour School	742 MASSACHUSETTS AVE	Lunenburg	Large Group and School Age Child Care
*****	*****	Lunenburg	Family Child Care
*****	*****	Lunenburg	Family Child Care
*****	*****	Lunenburg	Family Child Care
St. Boniface Early Education School	817 MASSACHUSETTS AVE	Lunenburg	Large Group and School Age Child Care
*****	*****	Lunenburg	Family Child Care
*****	*****	Lunenburg	Family Child Care
*****	*****	Lunenburg	Family Child Care
*****	*****	Lunenburg	Family Child Care
Village Playschool	30 OAK AVE	Lunenburg	Large Group and School Age Child Care
Petersham Montessori School	28 NEW SALEM RD	Petersham	Large Group and School Age Child Care
*****	*****	Petersham	Family Child Care
*****	*****	Phillipston	Family Child Care
*****	*****	Phillipston	Family Child Care
*****	*****	Phillipston	Family Child Care
*****	*****	Phillipston	Family Child Care
Blissful Beginnings Preschool	395 ROYALSTON RD	Phillipston	Large Group and School Age Child Care
Little Farmers	88 WINCHENDON RD	Royalston	Family Child Care
*****	*****	Shirley	Family Child Care
*****	*****	Shirley	Family Child Care
The Wonderful World of Children	43 PEABODY RD	Shirley	Large Group and School Age Child Care
*****	*****	Shirley	Family Child Care
*****	*****	Shirley	Family Child Care
*****	*****	Shirley	Family Child Care
*****	*****	Shirley	Family Child Care
*****	*****	Shirley	Family Child Care

Early Education Facilities (6 or more children) (cont.)
DAYCARE FACILITIES **Note: Daycare Family Provider Name replaced with *******

Facility Name	Address	Community	Program Type
*****	*****	Sterling	Family Child Care
*****	*****	Sterling	Family Child Care
Sterling Nursery School	123 ROWLEY HILL RD	Sterling	Large Group and School Age Child Care
*****	*****	Sterling	Family Child Care
Amazing Kids	64 LEOMINSTER RD	Sterling	Large Group and School Age Child Care
*****	*****	Sterling	Family Child Care
*****	*****	Sterling	Family Child Care
*****	*****	Sterling	Family Child Care
*****	*****	Sterling	Family Child Care
Village Green Preschool	First Church	Sterling	
Kids-A-Lot, Inc.	109 RED ACRE RD	Stow	Large Group and School Age Child Care
*****	*****	Stow	Family Child Care
*****	*****	Stow	Family Child Care
Children's Horizons, Inc.	353 GREAT RD	Stow	Large Group and School Age Child Care
*****	*****	Templeton	Family Child Care
*****	*****	Templeton	Family Child Care
*****	*****	Templeton	Family Child Care
*****	*****	Templeton	Family Child Care
*****	*****	Templeton	Family Child Care
Little People Nursery School	156 LORD RD	Templeton	Large Group and School Age Child Care
Klever Kids Preschool	1107 Patriots Road	Templeton	Family Child Care
Rainbow Childcare	27 MAIN ST	Townsend	Large Group and School Age Child Care
*****	*****	Townsend	Family Child Care
*****	*****	Townsend	Family Child Care
*****	*****	Townsend	Family Child Care
*****	*****	Townsend	Family Child Care
Village Common Children's Center	5 BROOKLINE ST	Townsend	Large Group and School Age Child Care
*****	*****	West Townsend	Family Child Care
*****	*****	Westminster	Family Child Care
Sunshine Garden Nursery School	40 NICHOLS ST	Westminster	Large Group and School Age Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
Appleseed Academy of Child Development	138 MAIN ST	Westminster	Large Group and School Age Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Westminster	Family Child Care
*****	*****	Wheelwright	Family Child Care

Early Education Facilities (6 or more children) (cont.)

DAYCARE FACILITIES

Note: Daycare Family Provider Name replaced with *****

Facility Name	Address	Community	Program Type
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
Clark Memorial YMCA Afterschool	89 ASH St.	Winchendon	Large Group and School Age Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care
*****	*****	Winchendon	Family Child Care

Source: MA DOE, 2014

Major Employers (100 and Greater)

Company Name	Address	Community	Employee Size
Medstar Ambulance	1000 Battles St	Leominster	100
Maki Building Ctr	101 Linus Allain Ave	Gardner	100
Lancaster Memorial School	103 Hollywood Dr	Lancaster	100
360 Imaging Inc	120 Fredette St	Gardner	100
North Atlantic Medical Svc	125 Tolman Ave	Leominster	100
Webster Veterinary Supply Inc	137 Barnum Rd	Devens	100
Medstar Ambulance	1545 Water St # R	Fitchburg	100
DRS Power Technology	166 Boulder Dr # 201e	Fitchburg	100
River Terrace Healthcare	1675 Main St	Lancaster	100
Fllac Educational Clbrtv	2 Shaker Rd # B210	Shirley	100
Art Plastics Co Inc	22 Jytek Rd	Leominster	100
Act Fastening Solutions	245 Suffolk Ln	Gardner	100
Ron Bouchard's Mitsubishi	286 Lunenburg St	Fitchburg	100
Renee M Boucher	3 Memorial Dr	Winchendon	100
Seaboard Folding Box Corp	35 Daniels St	Fitchburg	100
Seaman Paper Co	35 Wilkins Rd	Gardner	100
Caps Educational Collaborative	53 School St	Gardner	100
Dunn & Co	75 Green St # 1	Clinton	100
Johnny Appleseed Elementary	845 Main St	Leominster	100
US Post Office	881 Main St # 3	Fitchburg	100
Seaman Paper Co of Ma Inc	PO Box 21	Baldwinville	100
Rollstone Bank & Trust	PO Box 272	Harvard	100
New England Wire Products	PO Box 276	Weston	100
Country Bank for Savings	PO Box 402	Ware	100
North Central Human Svc Inc	PO Box 449	Gardner	100
Old Mill Christmas Shop	PO Box 460	Westminster	100
Simonds International	PO Box 500	Fitchburg	100
Townsend Ridge Country Club	PO Box 670	Townsend	100
Donelan's Supermarkets Inc	PO Box 98	Littleton	100
North Middlesex Regl High Schl	19 Main St	Townsend	101
AT&T Store	865 Merriam Ave	Leominster	101
Gardner Educational Television	200 Catherine St	Gardner	102
Sunny Delight Beverages Co	20 Harvard Rd	Littleton	103
Advance Auto Parts	333 Brook St	Clinton	103
City of Fitchburg Wwtf East	718 Main St	Fitchburg	103
Aggregate Industries	80 Ayer Rd	Littleton	103
BSCC Corp	214 Nashua St	Leominster	104
Lincoln Elementary School	100 Decicco Dr	Leominster	105
Wicheneon School	172 Ash St	Winchendon	105
Leominster Police Dept	29 Church St	Leominster	107
FLLAC Educational	1 Hospital Rd	Shirley	108
Fitchburg School Dept-Supt	376 South St	Fitchburg	108
Cauley's Florist	975 Merriam Ave	Leominster	108
Hannafor Pharmacy	118 Lancaster St	Leominster	109
Nova Packaging System	7 New Lancaster Rd	Leominster	109
Fosta-Tek Optics Inc	320 Hamilton St	Leominster	110
Chocksett School	40 Boutelle Rd	Sterling	110
Leominster News Agency	6 Merriam Ave	Leominster	110
Townsend Times	78 Barnum Rd	Devens	110
Holiday Housewares	PO Box 868	Leominster	110
Lawrence Academy	PO Box 992	Groton	110
Nashoba Regional High School	12 Green Rd	Bolton	112
Athol High School	2363 Main St	Athol	112
Lachance Center-Nursing-Rehab	59 Eastwood Cir	Gardner	112
Bionostics Inc	7 Jackson Rd	Devens	112
Lincoln School	500 Kennedy Way	Leominster	113
Memorial School	32 Elmwood Rd	Winchendon	114
Carruth David V Insurance Agcy	1175 Main St	Clinton	115
Castagna Construction Corp	55 Russell St	Littleton	117
Florence Sawyer School	100 Mechanic St	Bolton	119

Major Employers (100 and Greater) (cont.)

Company Name	Address	Community	Employee Size
G V Moore Lumber Co	22 W Main St	Ayer	119
Norampac Leominster Inc	175 Pioneer Industrial Park	Leominster	120
Thermofab	76 Walker Rd	Shirley	120
Crossbeam Systems Inc	80 Central St # 200	Boxborough	120
Dover Saddlery Inc	PO Box 1100	Littleton	120
Newark America	100 Newark Ave	Fitchburg	125
Shriver Job Corps Ctr	270 Jackson Rd	Devens	125
Holiday Inn	242 Adams Pl	Boxborough	126
Anderson Carbolongroup	13 Pratts Junction Rd	Sterling	128
Benders Pools & Spas	18 Main St	Townsend	128
Kohl's Department Store	10 Orchard Hill Park Dr	Leominster	130
FLLAC	115 Washington St	Ayer	130
Patricia A Koski	32 Hospital Hill Rd	Gardner	130
Department-Children & Family	690 Mechanic St # 100	Leominster	130
Four Points	99 Erdman Way	Leominster	130
Shaw's Supermarket	115 Great Rd	Stow	134
Groton Cable Access	PO Box 730	Groton	134
Electro-Wire Inc	100 Jytek Dr	Leominster	135
Boucher Construction Corp	435 Lancaster St	Leominster	136
Ayer Middle School	141 Washington St	Ayer	137
Shaw's Supermarket	25 Water Tower Pl	Leominster	138
Birchwood Rehab Clinic	1199 John Fitch Hwy	Fitchburg	140
Johnson Matthey Pharma Svc	25 Patton Rd	Devens	140
Carmelas	625 Betty Spring Rd	Gardner	141
Arc Community Svc Inc	564 Main St	Fitchburg	145
Ranor Inc	1 Bella Dr	Westminster	148
Claremont Flock Corp	101 Scott Dr	Leominster	148
Clinton Football Field	200 W Boylston St	Clinton	148
Coleman Assembly & Packaging	208 Coleman St	Gardner	149
Bemis Associates Inc	100 Ayer Rd	Shirley	150
South Fitchburg School	1011 Water St	Fitchburg	150
Marathon Staffing Group	198 Main St	Townsend	150
First Student Inc	203 Airport Rd	Fitchburg	150
Inforonics Llc	25 Porter Rd # 4	Littleton	150
Boutwell Owens & Co Inc	251 Authority Dr	Fitchburg	150
Olive Garden Italian Rstrnt	3 Orchard Hill Park Dr	Leominster	150
Cushing Academy	PO Box 8000	Ashburnham	150
Life Care Ctr of Nashoba Vly	191 Foster St	Littleton	151
Lowe's Home Improvement	198 New Lancaster Rd	Leominster	151
Shaw's Osco Pharmacy	760 Boston Rd # A	Groton	152
MUNKSJO Paper Inc	642 River St	Fitchburg	153
CPF Inc	25 Copeland Dr	Ayer	155
FLLAC Educational Cllbrty	34 Lancaster Rd	Shirley	155
Fitchburg High School	140 Arnhow Farm Rd	Fitchburg	157
Vitasoy USA Inc	1 New England Way	Ayer	160
Curtiss-Wright Controls	30 Porter Rd	Littleton	160
Hardwick Rod & Gun Club	PO Box 288	Gilbertville	160
I C Federal Credit Union	PO Box 8203	Fitchburg	160
Synqor INC	155 Swanson Rd	Boxborough	162
Fire Prevention Bureau	19 Church St	Leominster	163
Hannaford Pharmacy	333 Massachusetts Ave	Lunenburg	164
Maz Tek Container Corp	177 Florence St	Leominster	165
Community Health Connection	34 Pearly Ln	Gardner	167
Stow Acres Country Club	58 Randall Rd	Stow	170
International	159 Ballville Rd	Bolton	178
American Superconductor Corp	64 Jackson Rd	Devens	180
Ford Rent-A-Car System	5 Littleton Rd	Ayer	181
Health Alliance	370 West St	Leominster	182

Major Employers (100 and Greater) (cont.)

Company Name	Address	Community	Employee Size
Hollingsworth & Vose Co	PO Box 168	West Groton	182
Dolan-Jenner Industries Inc	159 Swanson Rd	Boxborough	185
Nancy Foster	PO Box 991	Groton	190
Maki Building Ctr	160 Massachusetts Ave	Lunenburg	199
Bemis Associates Inc	1 Bemis Way	Shirley	200
Injectronics Corp	1 Union St	Clinton	200
Lipton Center	100 Erdman Way # W-1	Leominster	200
Leominster High School	122 Granite St # 1	Leominster	200
Home Depot	139 Commercial Rd	Leominster	200
Plastican Inc	196 Industrial Rd	Leominster	200
Seven Hills at Groton	22 Hillside Ave	Groton	200
Market Basket	71 Sack Blvd	Leominster	200
Alzheimer Center-Quabbin Vly	821 Daniel Shays Hwy	Athol	200
Mohawk	9 Mohawk Dr	Leominster	200
Cains Foods LP	PO Box 347	Ayer	200
Pexco	PO Box 659	Athol	200
Susan M Balducci	275 Nichols Rd	Fitchburg	202
Regal Nails	11 Jungle Rd	Leominster	203
Adult Learning Ctr	150 School St	Clinton	204
Fitchburg Animal Control Ofcr	20 Elm St	Fitchburg	204
Montachusett Regional Vctnl	1050 Westminster St	Fitchburg	205
Garlock Printing & Converting	164 Fredette St	Gardner	215
Arrhythmia Research Technology	25 Sawyer Passway	Fitchburg	215
Quad/Graphics Inc	27 Nashua St	Leominster	220
Sealed Air Corp	100 Westford Rd	Ayer	225
Redbox	677 Timpany Blvd	Gardner	228
Atlantic Union College	PO Box 1000	South Lancaster	230
Marathon Technologies Corp	295 Foster St	Littleton	240
Weetabix Co Inc	20 Cameron St	Clinton	250
Avery Dennison CORP	224 Industrial Rd	Fitchburg	250
Hannaford Pharmacy	927 Merriam Ave	Leominster	252
TRW Automotive	180 State Rd E	Westminster	257
Fort James Corp	149 Hamilton St	Leominster	261
Coco Keys Water Resort	150 Royal Plaza Dr	Fitchburg	279
Groton Landmark	PO Box 362	Ayer	282
Middlesex Corp	1 Spectacle Pond Rd	Littleton	300
Maki Building Ctr	513 Betty Spring Rd	Gardner	300
Mt Wachusett Community College	444 Green St	Gardner	310
Cardtronics ATM	90 Water St	Fitchburg	312
Deluxe Corp	12 South St	Townsend	340
American Hearing Aids Inc	201 Highland St	Clinton	342
Aubuchon Realty Corp	95 Aubuchon Dr	Westminster	350
Fitchburg Civil Defense	33 North St	Fitchburg	416
Elizabeth M Basiner	160 Pearl St	Fitchburg	505
MCI Shirley Complex	PO Box 1218	Shirley	566
L S Starrett Co	121 Crescent St	Athol	600
Sterilite Corp	PO Box 524	Townsend	600
Fire Marshal	PO Box 1025	Stow	695
Deluxe for Business	500 Main St	Groton	702
Catherine A Biliouris	242 Green St	Gardner	751
A Z Discount	100 Commercial Rd	Leominster	899
Nypro Inc	PO Box 2005	Clinton	960
Future Electronics Corp	41 Main St	Bolton	1005
Simplex Grinnell LP	50 Technology Dr	Westminster	1500
Montachusett Industrial Park	Rt2A & Industrial Rd Intersection	Fitchburg	
Blueberry Lane	Blueberry Lane	Fitchburg	
FBC Industrial Park	Mohawk Drive	Leominster	
231 Industrial Park	Rt2 & 31 Intersection	Fitchburg	

Major Employers (100 and Greater) (cont.)

Company Name	Address	Community	Employee Size
Pioneer Industrial Park	Pioneer Dr	Leominster	
Jytek Industrial Park	Jytek Rd & Jytek Dr Intersection	Leominster	
Orangewood Industrial Park	Industrial Rd	Leominster	
Leominster I-190 Park	Jungle Rd	Leominster	
Leominster Industrial Park	Rt117, between Tucker & Willard	Leominster	
Pratts Junction Road Industrial Park	Industrial Dr	Sterling	
Chocksett Road Industrial Area	Chocksett Road	Sterling	
New England Industrial Area		Ayer	
Summit Industrial Park	Suffolk Lane	Gardner	
Pleasant Street Industrial Area		Ashburnham	
East Gardner Industrial Park	Linus Allaine Avenue	Gardner	
West Gardner Industrial Park	Fredette Street	Gardner	
Industrial Rowe	Industrial Rowe	Gardner	
MIDA Industrial Park	East Broadway Street	Gardner	

Industrial Parks

Industrial Park Name	Location	Community
Montachusett Industrial Park	Rt2A & Industrial Rd Intersection	Fitchburg
Blueberry Lane	Blueberry Lane	Fitchburg
FBC Industrial Park	Mohawk Drive	Leominster
231 Industrial Park	Rt2 & 31 Intersection	Fitchburg
Pioneer Industrial Park	Pioneer Dr	Leominster
Jytek Industrial Park	Jytek Rd & Jytek Dr Intersection	Leominster
Orangewood Industrial Park	Industrial Rd	Leominster
Leominster I-190 Park	Jungle Rd	Leominster
Leominster Industrial Park	Rt117, between Tucker & Willard	Leominster
Pratts Junction Road Industrial Park	Industrial Dr	Sterling
Chocksett Road Industrial Area	Chocksett Road	Sterling
New England Industrial Area		Ayer
Summit Industrial Park	Suffolk Lane	Gardner
Pleasant Street Industrial Area		Ashburnham
East Gardner Industrial Park	Linus Allaine Avenue	Gardner
West Gardner Industrial Park	Fredette Street	Gardner
Industrial Rowe	Industrial Rowe	Gardner
MIDA Industrial Park	East Broadway Street	Gardner

Appendix B – Service Providers

Provider Name	Address	City	Zip	Towns Served
Alternatives				
ARC of Opportunity of Central MA	564 Main St	Fitchburg	01420	Ashburnham, Ashby, Ayer, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Littleton, Lunenburg, Royalston, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon
Becket Family of Services	144 North Rd., Suite 1200	Sudbury	01776	
The Bridge	4 Mann St	Worcester	01602	
Caldwell Alternative School of FLLAC Education Collaborative	44 Wanoosnoc Road	Fitchburg	01420	Ashburnham, Ayer, Clinton, Fitchburg, Gardner, Lancaster, Leominster, Shirley, Sterling, Townsend, Westminster, Winchendon
CAPS Education Collaborative	53 School Street	Gardner	01440	Ashburnham, Gardner, Hubbardston, Royalston, Templeton, Westminster, Winchendon
Centro	437 Main Street	Fitchburg	01420	
Community Health Links	40 Spruce Street	Leominster	01453	Ashby, Ayer, Clinton, Fitchburg, Groton, Lancaster, Leominster, Shirley, Townsend
Council on Aging	32 Main Street	Ashburnham	01430	Ashburnham
Council on Aging	89 Main Street	Ashby	01430	Ashby
Council on Aging	PO Box 803	Ayer	01432	Ayer
Council on Aging	600 Main Street	Bolton	01740	Bolton
Council on Aging	29 Middle Road	Boxborough	01719	Boxborough
Council on Aging	200 High Street	Clinton	01510	Clinton
Council on Aging	14 Wallace Avenue	Fitchburg	01420	Fitchburg
Council on Aging	294 Pleasant Street	Gardner	01440	Gardner
Council on Aging	163 West Main Street	Groton	01450	Groton
Council on Aging	PO Box 524	Gilbertville	01031	Hardwick
Council on Aging	13 Ayer Road	Harvard	01415	Harvard
Council on Aging	7 Main Street, #3	Hubbardston	01452	Hubbardston
Council on Aging	PO Box 7	Lancaster	01523	Lancaster
Council on Aging	40 Summer Street	Leominster	01453	Leominster
Council on Aging	33 Shattuck Road	Littleton	01460	Littleton
Council on Aging	25 Memorial Drive	Lunenburg	01462	Lunenburg
Council on Aging	PO Box 128	Royalston	01368	Royalston
Council on Aging	9 Parker Street	Shirley	01464	Shirley
Council on Aging	1 Park Street	Sterling	01564	Sterling
Council on Aging	380 Great Road	Stow	01775	Stow
Council on Aging	135 Patriots Road	Templeton	01438	Templeton
Council on Aging	40 Summer Street	Townsend	01469	Townsend
Council on Aging	127 Main Street	Westminster	01473	Westminster
Council on Aging	52 Murdock Avenue	Winchendon	01475	Winchendon
CRJ (Community Resource for Justice)	2 Shaker Road	Shirley	01464	
Div. of Medical Assistance - MA	55 Summer Street	Boston	02112	Ashburnham, Ashby, Ayer, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Littleton, Royalston, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon
GAAMHA	208 Coleman St Ext	Gardner	01440	
Gardner Community Action Cte	294 Pleasant Street	Gardner	01440	Ashburnham, Gardner, Hubbardston, Templeton, Westminster
Gardner Visiting Nursing Assoc	34 Pearly Lane	Gardner	01440	Ashburnham, Ashby, Clinton, Gardner, Hubbardston, Lancaster, Leominster, Shirley, Templeton, Townsend, Westminster, Winchendon
Highlands Adult Day Heath Center	335 Nichols Road	Fitchburg	01420	Ashburnham, Ashby, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Littleton, Lunenburg, Shirley, Sterling, Townsend, Westminster, Winchendon
HMEA	8 Forge Park East	Franklin	02038	
IPPI	270 Airport Rd	Fitchburg	01420	
LifeSkills	44 Morris St	Webster	01570	

Provider Name	Address	City	Zip	Towns Served
MA Assoc for the Blind and Visually Impaired	799 West Boylston Street	Worcester	01606	Ashburnham, Ashby, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Littleton, Lunenburg, Royalston, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon
Massachusetts Rehabilitation Commission	76 Summer Street	Fitchburg	01420	Ashburnham, Ayer, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Littleton, Lunenburg, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon
Mentor	108 Grove Street	Worcester	01605	
Montachusett Home Care Corp.	680 Mechanic Street	Leominster	01453	Ashburnham, Ashby, Ayer, Clinton, Fitchburg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Lunenburg, Shirley, Sterling, Templeton, Towsend, Westminster
Montachusett Regional Transit Authority	1472R Water Street	Fitchburg	01420	Fitchburg, Gardner, Leominster, Lunenburg
North Central Human - A Division of Alternative Unlimited	31 Lake Street	Gardner	01440	Ashburnham, Fitchburg, Gardner, Hardwick, Hubbardston, Leominster, Royalston, Templeton, Westminster, Winchendon
Perkins	971 Main Street	Lancaster	01523	
Road Runner	113 Thorndike Street	Lowell	01852	Groton, Townsend
RRI	PO Box 38, 1 Picker Rd	Sturbridge	01566	
Seven Hills Childrens Aid & Family Services	1480 John Fitch Highway	Fitchburg	01420	Fitchburg, Leominster, Lunenburg
Seven Hills Family Support Center	1480 John Fitch Highway	Fitchburg	01420	
Spanish American Center	112 Spruce Street	Leominster	01453	Ayer, Clinton, Fitchburg, Gardner, Lancaster, Leominster, Shirley
Winchendon Community Action Cte	273 Central Street, Ste 1	Winchendon	01475	Winchendon
Work, Inc.	3 Arlington St	Quincy	01450	

Appendix C – Comments and Responses

Comment	Response
1. Comment letter from the Devens Enterprise Commission indicating a need for “shuttles to connect this employment center to commuter rail...” and support for the Commuter Rail Recommendations; collaborative efforts to address...mobility; and the recommendations categorized as other areas of emphasis.	1. Comment and support noted.
2. Comment email from the Administrative Coordinator for the Town of Petersham regarding services for eligible town residents.	2. Comment noted. Additional information provided to town and MART to initiate discussions regarding potential services.
3. Comment letter from CrossTown Connect indicating support for the plan and the need to target resources toward people “for whom English is not their first language.” In addition, they indicate a major need for more reverse commute options and the potential role that the MMPO could play in pursuing the establishment of discounted Reverse Commuter passes with the commuter rail.	3. Comment and support noted. Concept of discounted commuter rail passes related to reverse commute as a way to encourage use forwarded to MMPO for discussion. Recommendation added to report regarding fare discounts based on MPO decision.
4. Comment via phone from Paula Bertram of Lunenburg regarding tables listed on pages 37 to 41. Issue related to columns labelled “% w/in 0.25 Mile Buffer” and “% w/in 0.5 Mile Buffer”. Percentages did not appear to correspond to population estimates listed in last two columns of the tables.	6. Comment noted. Discussions with GIS department indicate that these two columns indicate the same assumed even distribution of that segment of the population as calculated for the entire community. They do not indicate the actual percentage calculated for the buffer zone. The last two columns do provide the estimated population within the buffers as calculated by the analysis software. To remove confusion, the two columns labeled “% w/in 0.25 Mile Buffer” and “% w/in 0.5 Mile Buffer” should be removed from the tables.
5. Comment letter from Ashburnham town resident regarding experiences with services for disabled as well as a question regarding the method to define the buffer zones around transit services. Also provided a comment regarding the phone method to schedule a Dial a Ride service for her daughter due to daughter’s speech impairment. Expressed desire to see if a computerized or email schedule system could be examined.	5. Comment noted. Question related to buffer zones relayed to indicate that 0.25 and 0.5 mile limits are straight line measurements around identified transit routes. Additional comments forwarded to MART for their review and consideration. Recommendation added for the investigation of electronic/email based scheduling by MART based upon MPO decision.
6. Comment letter from the town of Lunenburg indicating support for the recommendation to expand transit services to communities neighboring Fitchburg and Leominster and they urge consideration for expansion into Lunenburg. In addition, they highlight the growing need for services for the target populations within the town. The issue related to the tables regarding population within the buffer zones is also highlighted.	6. Comment is noted. The tables will be corrected as indicated in response no. 4. Service issue concerns forwarded to MART for consideration.
7. Comment email from MART indicating corrections, clarifications and revisions to the main text of the report. No changes were made to the recommendations and priorities.	7. Comments noted and corrections made to report as indicated.

Appendix D – Maps