

# Berkshire Regional Coordinated Public Transit – Human Services Transportation Plan



April 2018



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## INTRODUCTION

The Coordinated Public Transit – Human Services Transportation (HST) Plan focuses on the transportation needs of persons with disabilities, older adults, and persons with low income, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

The Coordinated HST Plan is updated to retain the region’s eligibility to receive federal funding and to address the growing needs of human services transportation users. This plan also fulfills the federal transit law requirements as amended by the Moving Ahead for Progress in the 21<sup>st</sup> Century Act and Fixing America’s Surface Transportation Act.

Federal transit law requires that projects selected for funding under the Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program be “included in 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 nonprofit transportation and human services providers and other members of public” utilizing transportation services. Federal Transit Authority (FTA) maintains flexibility in how projects appear in the coordinated plan. Projects may be identified as strategies, activities, and/or specific projects addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan.

The first Coordinated Public Transit – HST Plan for Berkshire County was prepared in June 2007 by the Berkshire Regional Planning Commission (BRPC). The Human Services Plan has been periodically updated, with the last update occurring in October 2014. This 2018 update has been prepared to fulfill Federal legislative requirements, and to identify changes in the transportation needs of individuals including disabled, elderly and low-income individuals.

### Funding Program and Eligibility

**Section 5310 Program:** This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Towards 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 – large urbanized, small urbanized, and rural. This program requires coordination with other federally assisted programs and services in order to make most efficient use of federal resources.

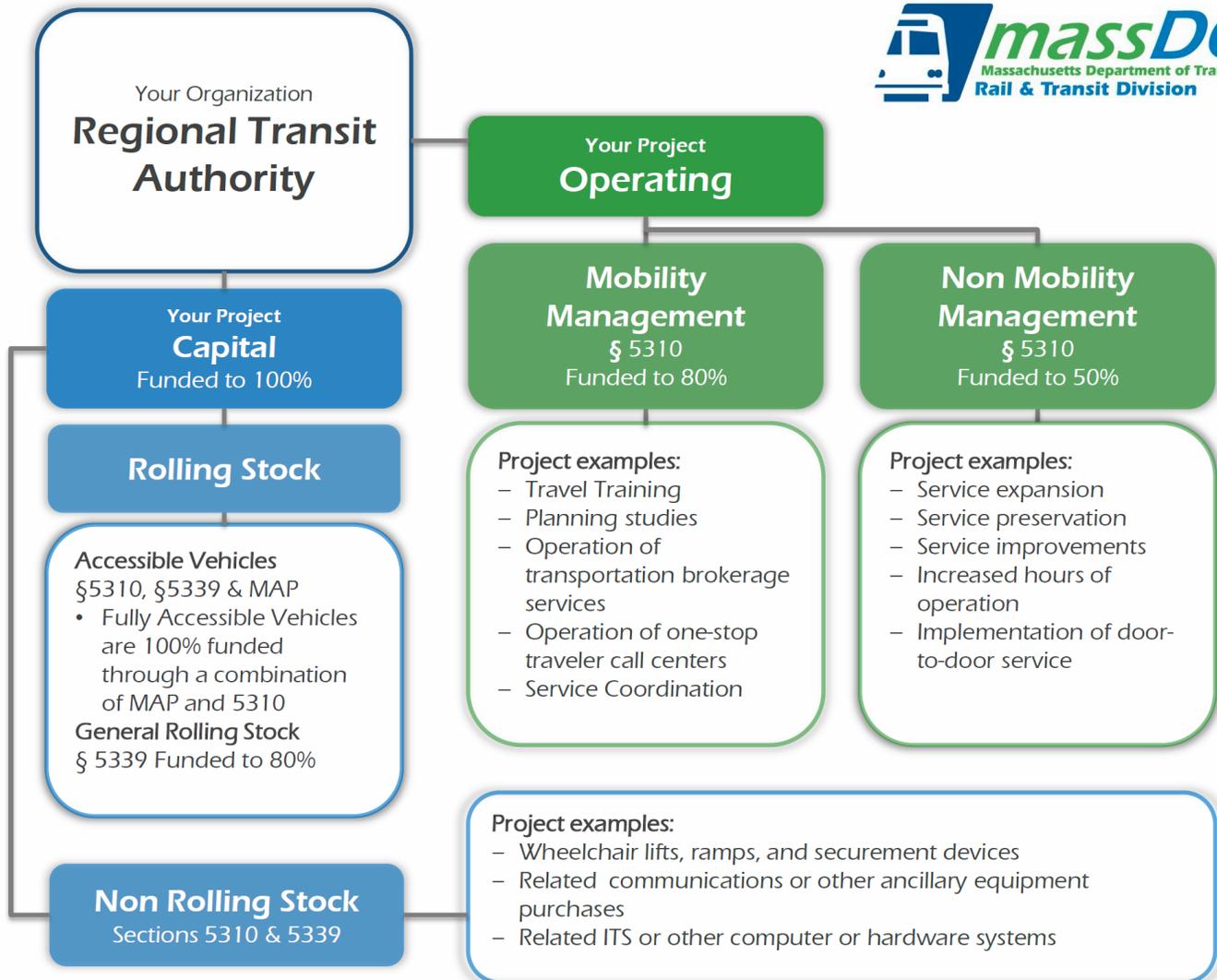
This program provides grant funds for capital and operating expenses to recipients for:

- 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 ADA of 1990 (42 U.S.C. 12101 et seq.);

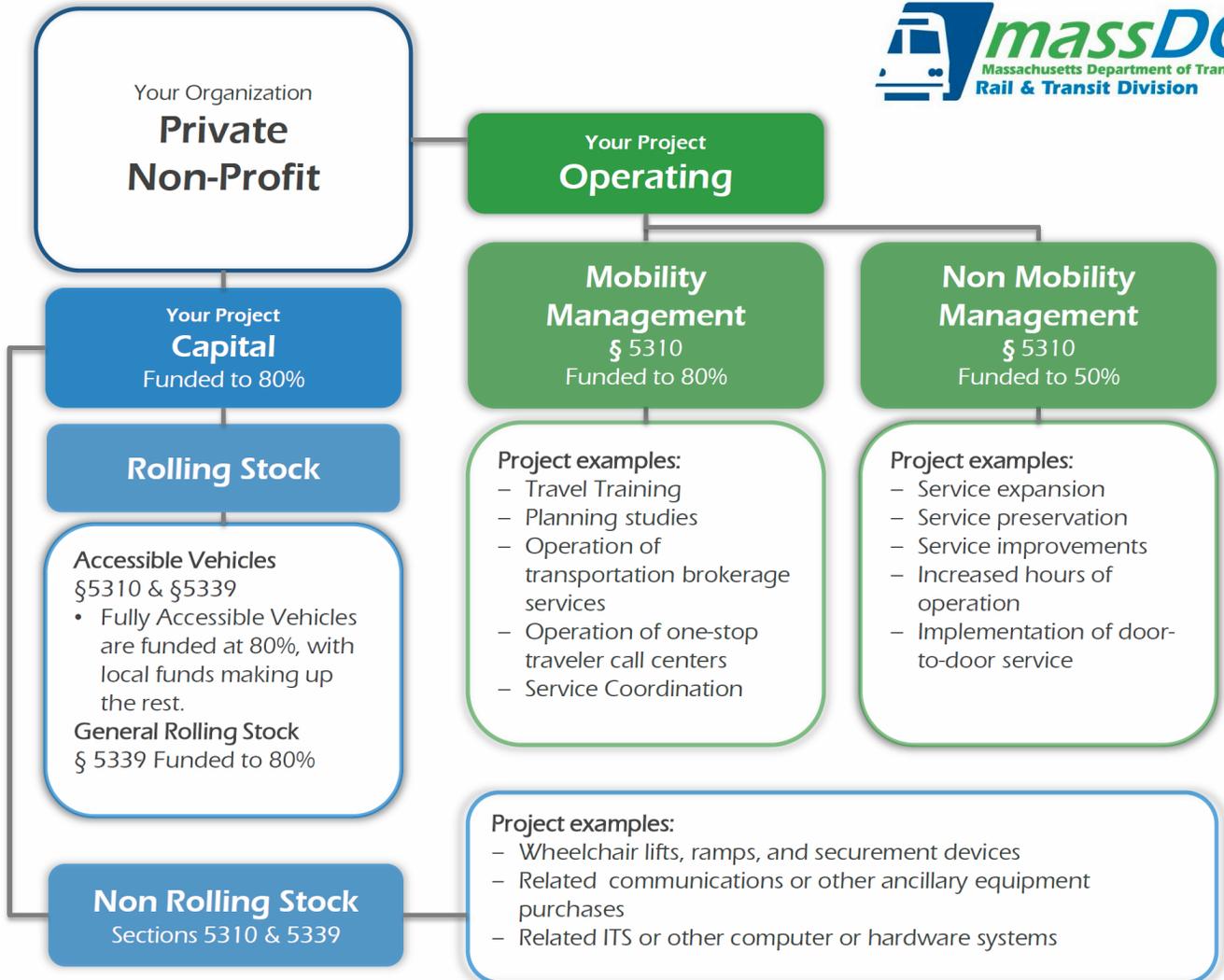
- Public transportation projects that improve access to fixed-route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

**Eligible Applicants and Projects for the MassDOT Community Transit Grant Program**

- **Regional Transit Authority**



• **Private Non-Profit**



- **Municipality**



Through the identification of transportation needs of the elderly, individuals with disabilities, and low income persons this Coordinated Plan will not only establish eligibility for federal funding but also provide strategies to address gaps in provision of service, maximize coverage areas, minimizing duplication of services, and facilitating the most cost effective transportation possible with available resources through coordination with transportation providers and human services agencies in Berkshire County.

As will be demonstrated herein, Berkshire County, and its transit providers, are committed to providing individuals with disabilities as many opportunities as possible through innovative and coordinative effort beyond those that are required under the provisions of the Americans with Disabilities Act.

## **Transportation Coordination efforts in Berkshire County**

In July of 2009, the “Berkshire County Mobility Team” comprised of people with disabilities, family members, policy researchers, policy makers, service planners, employment service providers, public and private transportation providers, employers, state and private human service providers and other stakeholders was formed with the goal to improve Berkshire County resident’s quality of life through improved transportation access.

The Berkshire County Mobility Team supports public and private transportation and works cooperatively to enhance and expand appropriate transportation options, so people can connect with the places they need to go. Members of the team attended the “2009 Massachusetts Institute for Transportation Coordination” to develop a Berkshire County Transportation Action Plan. The team developed a 90-day and 12-month Action Plan, inclusive of three major goals that serve to:

- increase flexibility through coordination to remove transportation barriers;
- collaborative planning activities;
- and service and resource coordination.

The team successfully completed their 12-month Action Plan and are working together to accomplish their goal. In January of 2014, this team was merged with the newly formed Berkshire Regional Coordinating Council and are actively working to continue the ongoing Human Services Transportation Coordination efforts in Berkshire County.

### **Berkshire Regional Coordinating Council (BRCC)**

In 2011, Governor Patrick signed an Executive Order (EO) 530, which formed a commission to review the quality and efficiency of paratransit and community transportation throughout the Commonwealth. The commission held public forums across Massachusetts and then issued a report with three overarching recommendations:

1. Establish a Statewide Coordinating Council on Community Transportation (SCCCT) – launched September 2013;
2. Hire a statewide Mobility Manager – at MassDOT;
3. Form Regional Coordinating Councils (RCCs) to address paratransit and community transportation at the local level.

RCCs are voluntary advisory bodies, which will provide a forum for open discussion, information exchange, and decision making about regional transportation priorities. RCCs are an opportunity for local stakeholders to come together to:

- Identify unmet needs, articulate regional priorities, and build coalitions around new projects in mobility and transportation;
- Coordinate existing services at the local level to serve more people and increase sustainability of services;
- Communicate local unmet needs and mobility priorities to planning agencies (for their coordinated plan updates), MassDOT, the Executive Office of Health and Human Services (EOHHS), and other state agencies;
- Participate in a statewide campaign to raise awareness of the important role community transportation services play for seniors, people with disabilities, and all Massachusetts residents.

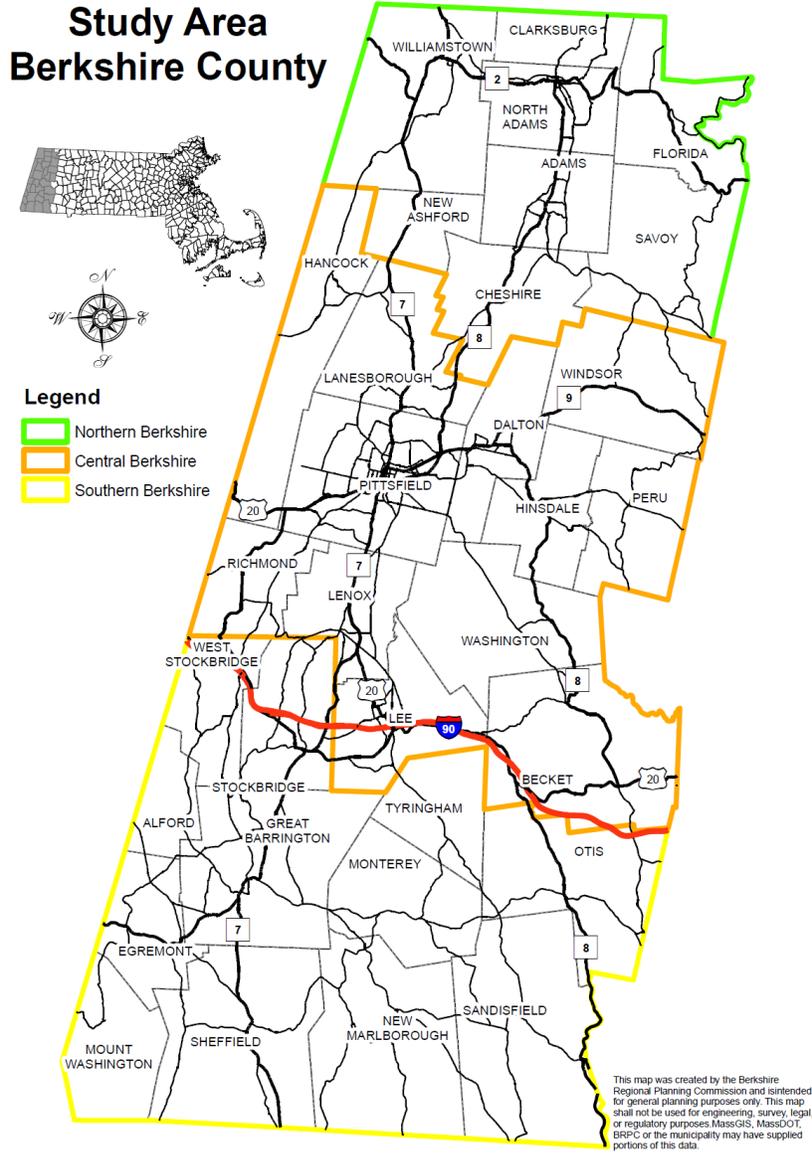
In January of 2014, BRCC was created and merged with the already active members of the Berkshire County Mobility Team who has been advocating for the community transportation for seniors, persons with disabilities, and persons with low income in Berkshire County. Since its formation, the BRCC has increased its membership as a result of active public outreach to all the COAs, public, private, and non-profit human services transportation providers in Berkshire County. The BRCC members meet every month and have been very active in recognizing community transportation needs and identifying regional transportation priorities in Berkshire County.

This Coordinated Plan truly does represent a coordinated and collaborative effort among human service providers, transit providers, the BRCC, and the BRPC. The Coordinated Plan has been prepared with a genuine effort of soliciting public participation. Announcements on the availability of the draft document were placed on the website (including the document itself) and public meeting notice was placed at public offices including the BRPC, BRTA, COAs, and other private, non-profit HST providers. A public meeting was held on March 22, 2018 at the BRPC's office to gain input on the Coordinated Human Services Transportation Plan update in conjunction with the monthly BRCC meeting.

**A) ASSESSMENT OF AVAILABLE SERVICES**

Berkshire County has three points of urbanized populations: Great Barrington in the south, Pittsfield in the center and North Adams/Adams in the north. The "hubs" of Great Barrington, Pittsfield and North Adams/Adams form the framework for the connectivity throughout the County which the transit system provides. Figure 1, below shows the study area of Berkshire County.

**Figure 1**



To date, Berkshire Regional Planning Commission (BRPC) has completed a Northern Berkshire Transit Study and a Southern Berkshire Community Transit Study. BRPC also completed an Analysis of the BRTA Fixed Route Bus System. Recommendations of the Southern Berkshire Community Transit Study and the Assessment of BRTA Fixed Route Bus system are incorporated in Appendix A.

## Transportation Providers

The inventory of Transportation Providers in Berkshire County is included in Appendix B. This Berkshire County Transportation Guide book serves as a directory of transportation providers to the public transit users. It provides information on rider eligibility, hours of service, and provides phone numbers to contact for the services.

### **Berkshire Regional Transit Authority (BRTA):**

The Berkshire Regional Transportation Authority is the principal community transportation provider in Berkshire County. It was created in 1974 under MGL §161 B as one of the first eight Regional Transit Authorities to administer public transportation services in member communities. Today BRTA provides fixed route, demand response, and other public transportation services in twenty-six member communities.

It provides fourteen fixed route bus services in twelve member communities: Williamstown, North Adams, Adams, Cheshire, Lanesborough, Dalton, Hinsdale, Pittsfield, Lenox, Stockbridge, Lee and Great Barrington spanning Berkshire County from Williamstown in the north to Great Barrington in the south.

Besides full fare fixed route service, the other transportation services the BRTA provides are: half fare fixed route service for customers over 60 or possessing a valid Medicare card or TAP card; complementary ADA paratransit transportation; Non-ADA paratransit transportation; and discounted taxi tickets for seniors or disabled.

In addition to complementary paratransit services for seniors and disabled as required under the Americans with Disabilities Act, the BRTA also provides to the same population Non-ADA, door-to-door chair-car service that is not connected with the fixed route bus system corridor. This specialized service has a higher user-fee \$7.50 for initial town and \$2.50 each additional town of travel than the traditional ADA service of \$2.50 per town of travel or a maximum \$9 per one way trip. This is restricted to BRTA member communities: Adams; Alford; Becket; Cheshire; Clarksburg; Dalton; Egremont; Florida; Great Barrington; Hinsdale; Lanesborough; Lee; Lenox; Monterey; Mount Washington; New Ashford; North Adams; Otis; Peru; Pittsfield; Richmond; Sheffield; Stockbridge; Washington; Williamstown; and Windsor.

It also provides vans to non-profit agencies like the Councils on Aging (COA), Soldier On, etc. for the BRTA member communities to serve seniors or disabled persons within those communities. The agencies then have use of the vehicle when not delivering services on behalf of the BRTA.

The BRTA also provides demand responsive human service transportation services. It serves as a broker for Human Service Transportation under contracts with the Executive Office of Health and Human Services (EOHHS) for transportation originating within Berkshire County, but spanning the length of the Commonwealth with common destinations in Springfield, Worcester, and Boston.

Figure 2 below shows the BRTA service area.

Figure 2

## BRTA Service Area

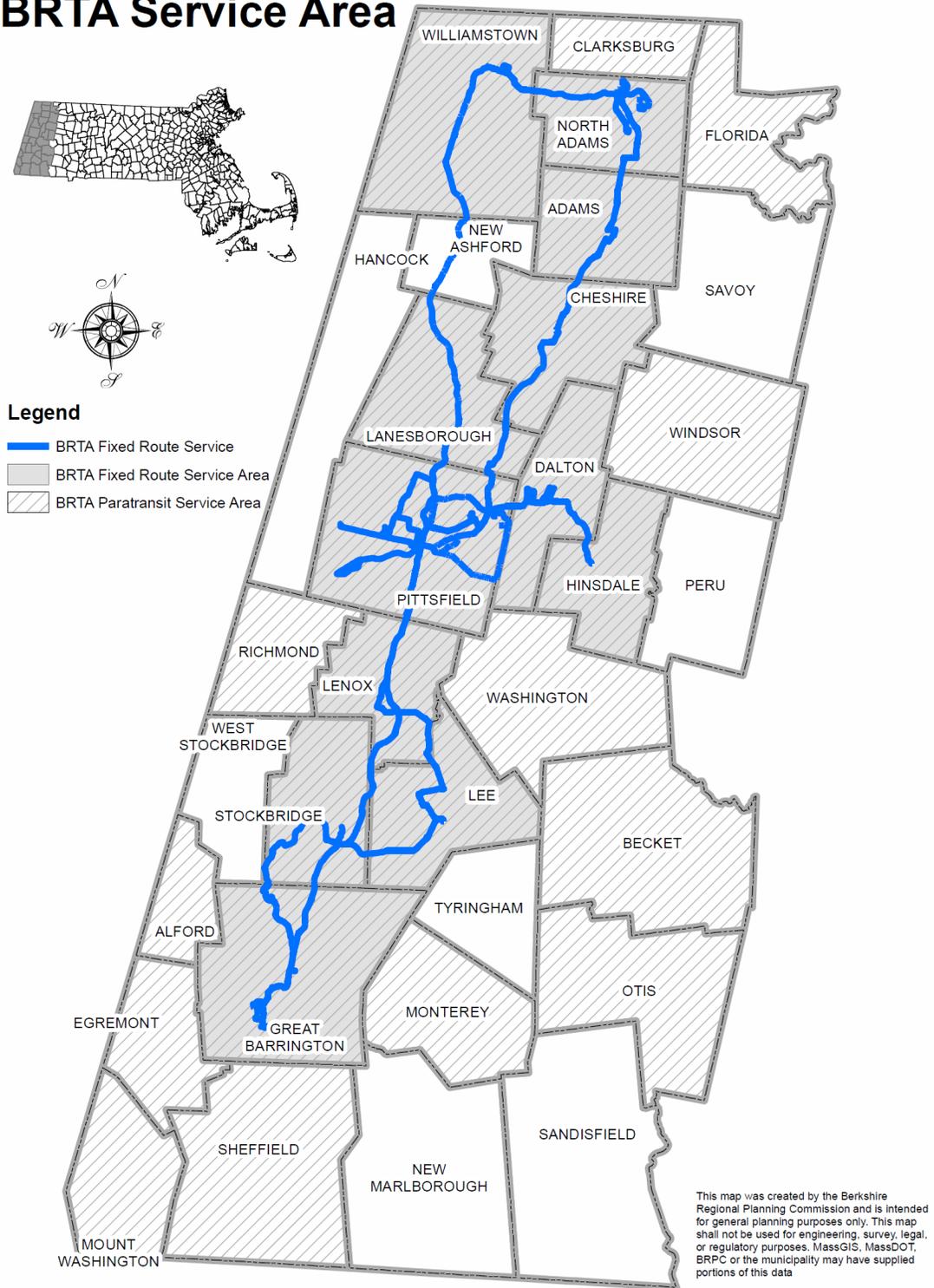


Table I below, details the BRTA Total Ridership for FY 2017.

**Table 1**  
**Berkshire Regional Transit Authority**  
**Total Ridership**

	July	August	September	October	November	December	January	February	March	April	May	June	Total
<b>FY 17</b>	48,602	54,605	54,964	51,884	49,244	48,225	46,080	46,079	53,207	51,090	55,541	53,579	613,100
<b>FY 16</b>	57,056	54,904	57,657	60,417	51,460	55,379	47,316	52,788	57,279	53,216	52,294	53,406	653,172
	-14.82%	-0.54%	-4.67%	-14.12%	-4.31%	-12.92%	-2.61%	-12.71%	-7.11%	-4.00%	6.21%	0.32%	-6.13%
<b>FY 15</b>	55,315	54,089	58,853	61,431	50,818	54,810	46,541	47,523	55,430	56,418	54,713	56,186	651,927
	-12.14%	0.95%	-6.61%	-15.54%	-2.71%	-12.01%	-0.99%	-3.04%	-4.01%	-9.44%	1.51%	-4.64%	-5.96%
<b>Fixed Route</b>													
	July	August	September	October	November	December	January	February	March	April	May	June	Total
<b>FY 17</b>	43,279	48,238	48,420	45,592	43,099	42,234	40,327	40,777	46,806	45,207	48,885	46,835	539,699
<b>FY 16</b>	50,514	48,728	51,131	53,797	45,718	48,991	41,384	46,613	50,060	47,183	45,406	46,718	576,243
	-14.32%	-1.01%	-5.30%	-15.25%	-5.73%	-13.79%	-2.55%	-12.52%	-6.50%	-4.19%	7.66%	0.25%	-6.34%
<b>FY 15</b>	48,074	47,317	51,749	53,934	44,593	47,983	40,735	42,459	49,133	50,819	48,275	49,347	574,418
	-9.97%	1.95%	-6.43%	-15.47%	-3.35%	-11.98%	-1.00%	-3.96%	-4.74%	-11.04%	1.26%	-5.09%	-6.04%
<b>Paratransit</b>													
	July	August	September	October	November	December	January	February	March	April	May	June	Total
<b>FY 17</b>	5,323	6,367	6,544	6,292	6,145	5,991	5,753	5,302	6,401	5,883	6,656	6,744	73,401
<b>FY 16</b>	6,542	6,176	6,526	6,620	5,742	6,388	5,932	6,175	7,219	6,033	6,888	6,688	76,929
	-18.63%	3.09%	0.28%	-4.95%	7.02%	-6.21%	-3.02%	-14.14%	-11.33%	-2.49%	0.84%	0.84%	-4.59%
<b>FY 15</b>	7,241	6,772	7,104	7,497	6,025	6,827	5,806	5,064	6,297	5,599	6,438	6,839	77,509
	-26.49%	-5.98%	-7.88%	-16.07%	1.99%	-12.25%	-0.91%	4.70%	1.65%	5.07%	3.39%	-1.39%	-5.30%
<b>Paratransit</b>													
	July	August	September	October	November	December	January	February	March	April	May	June	Total
<b>FY 17</b>	5,323	6,367	6,544	6,292	6,145	5,991	5,753	5,302	6,401	5,883	6,656	6,744	73,401
<b>Chaircar</b>	366	290	305	347	354	318	305	177	234	278	312	245	3,531
<b>ADA</b>	1442	1740	1765	1686	1694	1802	1637	1695	2091	1834	1996	2060	21,442
<b>Taxi</b>	36	53	54	54	46	57	62	57	67	57	67	57	667
<b>COA</b>	3479	4284	4420	4205	4051	3814	3749	3373	4009	3714	4281	4382	47,761
<b>FY 16</b>	6,542	6,176	6,526	6,620	5,742	6,388	5,932	6,175	7,219	6,033	6,888	6,688	76,929
<b>Chaircar</b>	678	551	518	441	486	528	485	418	450	364	459	424	5,802
<b>ADA</b>	1658	1573	1735	1830	1579	1798	1608	1728	2055	1684	1738	1958	20,944
<b>Taxi</b>	59	41	56	61	56	60	59	50	60	53	53	45	657
<b>COA</b>	4147	4011	4217	4288	3621	4002	3780	3979	4657	3925	4638	4261	49,526
	-18.63%	3.09%	0.28%	-4.95%	7.02%	-6.21%	-3.02%	-14.14%	-11.33%	-2.49%	-3.37%	0.84%	-4.59%
<b>FY 15</b>	7,241	6,772	7,104	7,497	6,025	6,827	5,806	5,064	6,297	5,599	6,438	6,839	77,509
<b>Chaircar</b>	606	495	495	487	594	620	527	467	499	501	591	568	6,450
<b>ADA</b>	1488	1611	1626	1815	1451	1674	1417	1359	1585	1655	1582	1594	18,857
<b>Taxi</b>	66	67	66	55	78	50	80	51	61	60	55	66	755
<b>COA</b>	5081	4599	4917	5140	3902	4483	3782	3187	4152	3383	4210	4611	51,447
	-26.49%	-5.98%	-7.88%	-16.07%	1.99%	-12.25%	-0.91%	4.70%	1.65%	5.07%	3.39%	-1.39%	-0.75%

Source: BRTA

**BRTA Fixed Route Fare:**

	Single Ride Cash		Single Ride Charlie Card	
	Full Fare	Half Fare*	Full Fare	Half Fare*
Local	\$1.75	85 cents	\$1.40	70 cents
Systemwide	\$4.50	\$2.25	\$3.60	\$1.80

\*Elderly (60+), Medicare, Disabled with Mass. Access Pass  
**AND Students, Kindergarten through Grade 12.**

	Unlimited Rides 1-day Pass	Unlimited Rides 7-day Pass		Unlimited Rides 30-day Pass	
	Full & Disc Fare*	Full Fare	Disc Fare*	Full Fare	Disc Fare*
Local	none	\$13	\$10	\$52	\$39
Systemwide	\$10	\$35	\$26	\$140	\$105

\* Discounted Fare for Elderly (60+), Medicare, Disabled with Mass. Access Pass

Students	Unlimited Rides	
K-12 Students	30-Day Pass Systemwide	\$26
College Students	30-Day Pass (Local Full Fare)	\$52
	Semester Pass Systemwide (Fall & Spring)	\$250 per semester

**BRTA ADA Paratransit Fares:**

New Structure Implemented January 2014	ADA Fares
Local (in-town)	\$2.50 Beige Ticket
Local (in-town + adjoining)	\$3.50 Green Ticket
Systemwide (in-town + 2 towns)	\$7.50 3 Beige Tickets
Systemwide / Max (in-town + 3+ towns)	\$9.00 Salmon Ticket

**BRTA Specialized Paratransit Service Fare:** \$7.50 for initial town /\$2.50 each additional town of travel

## **B) ASSESSMENT OF TRANSPORTATION NEEDS**

An assessment of transportation service gaps in Berkshire County was performed for three demographic groups; seniors, persons with disabilities, and persons with low income. An assessment of transportation service gaps was done based on:

- available transportation services in Berkshire County;
- Berkshire County demographics;
- Social and economic characteristics of Berkshire County Communities.

As illustrated in Figure 3 on the following page seniors living in nine Berkshire County Communities; Becket, Clarksburg, Florida, Hancock, Mount Washington, New Ashford, Peru, Tyringham and Windsor doesn't have access to any public or human services transportation. There are significant transportation gaps for the seniors living in these nine communities. Seniors in these communities depend on their family members and friends to go to medical appointments or pay higher cost for transportation services provided by private taxis and ambulance services which are not subsidized.

Figure 4 shows the transportation services available for persons with disabilities living in Berkshire County Communities. Persons with disabilities have access to transportation through BRTA paratransit services, and other public, private, and non-profit human services transportation.

Figure 5 shows the transportation services available for persons with low income living in Berkshire County Communities. There is a significant transportation service gaps for this demographic group in Berkshire County. As illustrated in figure 5 persons with low income living in twenty Berkshire County Communities (not served by BRTA fixed route service) do not have access to any public transportation. This demographic group tend to have reliance on public transportation as they don't own personal automobiles and cannot afford to pay higher cost for transportation services provided by private taxis.

Collectively, the series of figures on the preceding pages along with the data tables serve to illustrate the transportation service gaps within Berkshire County.



Figure 4: Service Gap for Disabled

# Transportation Services for Disabled

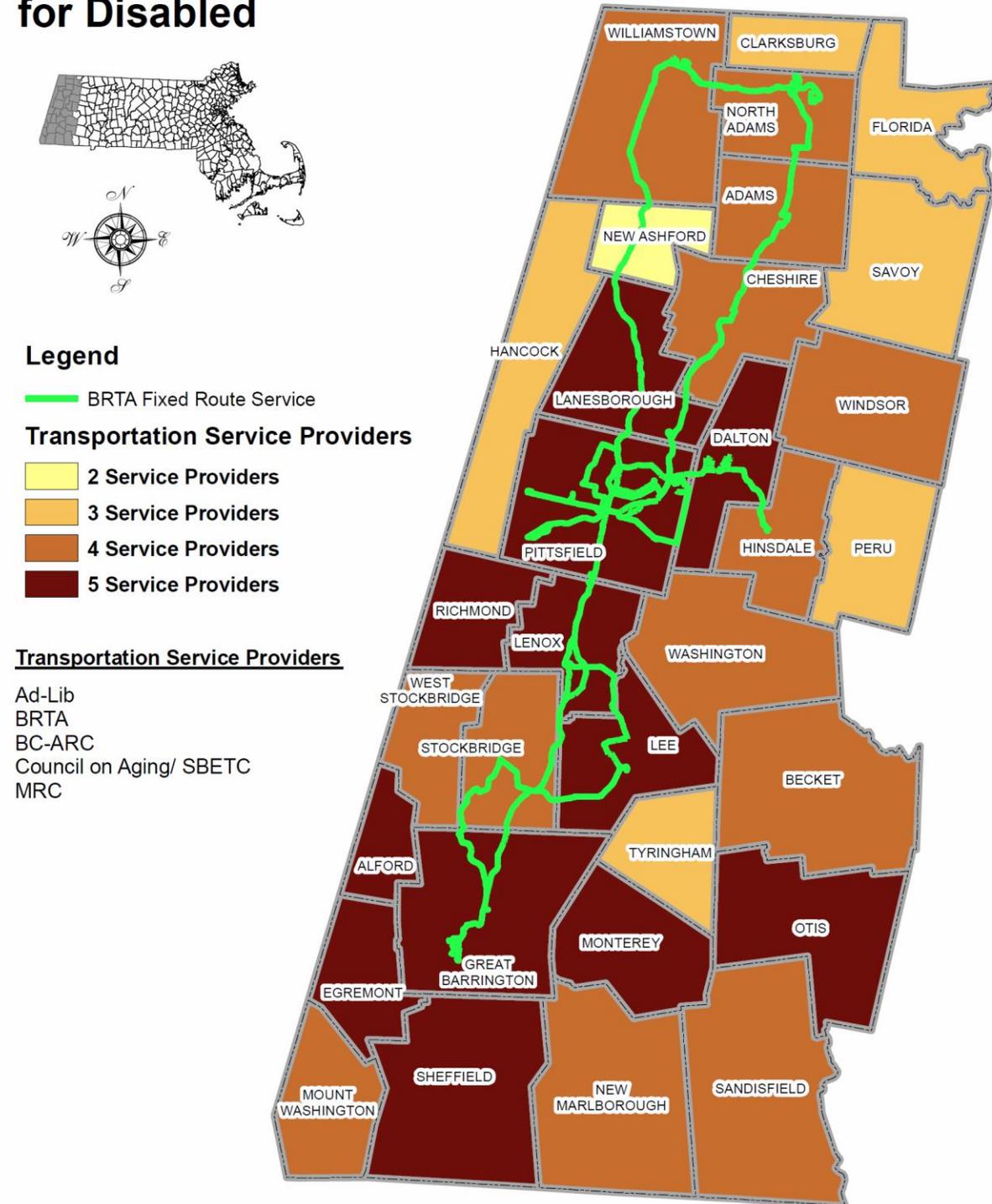
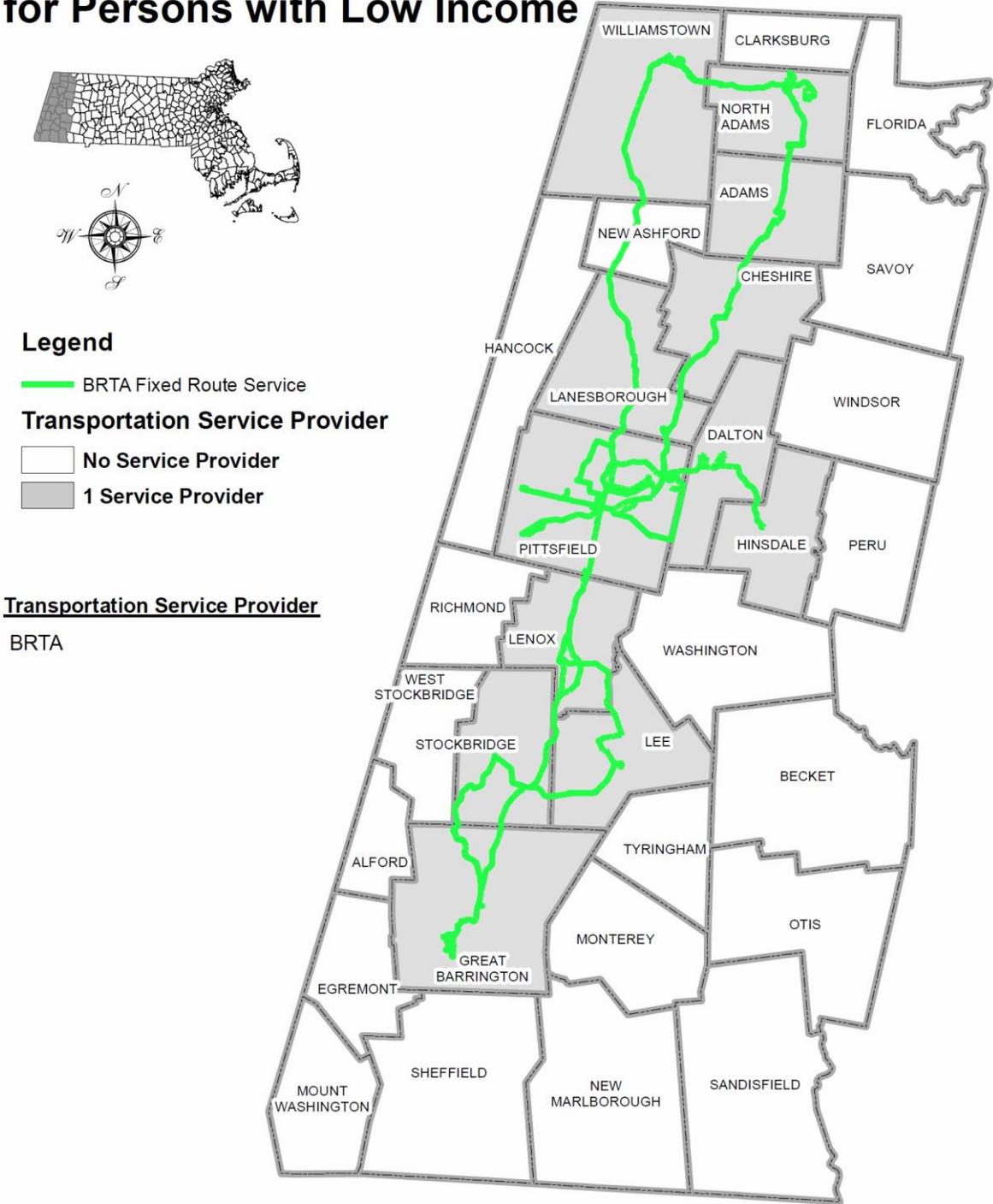


Figure 5: Service Gap for Persons with Low Income

# Transportation Services for Persons with Low Income



## **Berkshire County Demographics**

In order to develop a coordinated public transit system, it is important to examine the demographics of the area:

- the population change;
- the needs of specific populations being served; and
- transportation patterns & habits contributing to the way in which a coordinated system should work.

First, we analyzed the population change in Berkshire County Communities. Table 2 on the next page shows the population growth and change from the years 1990, 2000, and 2010 in Berkshire County Communities.

Overall, Berkshire County has seen a population loss in both decades: population decreased by 3.2% from 1990 to 2000 and 2.8% from 2000 to 2010. From 2000 to 2010 in Berkshire County Communities: Mount Washington had the highest population increase of 28.5% and Stockbridge had the highest population loss of 14.3%. Pittsfield population decreased by 6.1% from 1990 to 2000 and 2.3% from 2000 to 2010. North Adams also had population loss of 13.4% from 1990 to 2000 and 6.7% from 2000 to 2010.

Table 2: Population Change

Communities	1990 Population	2000 Population	% change (1990 to 2000)	1990 - 2000 Rank by Growth Increase	2010 Population	% Change (1990 - 2010)	% Change (2000-2010)	2000 - 2010 Rank by Growth Increase
Adams	9,445	8,809	-6.7%	30	<b>8,485</b>	-10.2%	<b>-3.7%</b>	<b>22</b>
Alford	413	399	-3.4%	20	<b>494</b>	19.6%	<b>23.8%</b>	<b>2</b>
Becket	1,493	1,756	17.6%	7	<b>1,779</b>	19.2%	<b>1.3%</b>	<b>11</b>
Cheshire	3,479	3,401	-2.2%	18	<b>3,235</b>	-7.0%	<b>-4.9%</b>	<b>23</b>
Clarksburg	1,599	1,682	5.2%	12	<b>1,702</b>	6.4%	<b>1.2%</b>	<b>12</b>
Dalton	7,099	6,892	-2.9%	19	<b>6,756</b>	-4.8%	<b>-2.0%</b>	<b>19</b>
Egremont	1,177	1,345	14.3%	9	<b>1,225</b>	4.1%	<b>-8.9%</b>	<b>31</b>
Florida	723	676	-6.5%	29	<b>752</b>	4.0%	<b>11.2%</b>	<b>4</b>
Great Barrington	7,841	7,515	-4.2%	24	<b>7,104</b>	-9.4%	<b>-5.5%</b>	<b>24</b>
Hancock	422	716	69.7%	1	<b>717</b>	69.9%	<b>0.1%</b>	<b>14</b>
Hinsdale	1,952	1,877	-3.8%	23	<b>2,032</b>	4.1%	<b>8.3%</b>	<b>6</b>
Lanesborough	3,020	2,991	-1.0%	17	<b>3,091</b>	2.4%	<b>3.3%</b>	<b>8</b>
Lee	5,850	5,993	2.4%	14	<b>5,943</b>	1.6%	<b>-0.8%</b>	<b>15</b>
Lenox	4,986	5,077	1.8%	15	<b>5,025</b>	0.8%	<b>-1.0%</b>	<b>16</b>
Monterey	774	936	20.9%	6	<b>961</b>	24.2%	<b>2.7%</b>	<b>10</b>
Mount Washington	135	130	-3.7%	21	<b>167</b>	23.7%	<b>28.5%</b>	<b>1</b>
New Ashford	192	247	28.6%	2	<b>228</b>	18.8%	<b>-7.7%</b>	<b>27</b>
New Marlborough	1,233	1,494	21.2%	5	<b>1,509</b>	22.4%	<b>1.0%</b>	<b>13</b>
North Adams	16,964	14,691	-13.4%	32	<b>13,708</b>	-19.2%	<b>-6.7%</b>	<b>26</b>
Otis	1,067	1,364	27.8%	3	<b>1,612</b>	51.1%	<b>18.2%</b>	<b>3</b>
Peru	779	816	4.7%	13	<b>847</b>	8.7%	<b>3.8%</b>	<b>7</b>
Pittsfield	48,792	45,797	-6.1%	28	<b>44,737</b>	-8.3%	<b>-2.3%</b>	<b>20</b>
Richmond	1,677	1,604	-4.4%	25	<b>1,475</b>	-12.0%	<b>-8.0%</b>	<b>29</b>
Sandisfield	667	824	23.5%	4	<b>915</b>	37.2%	<b>11.0%</b>	<b>5</b>
Savoy	634	705	11.2%	11	<b>692</b>	9.1%	<b>-1.8%</b>	<b>18</b>
Sheffield	2,903	3,335	14.9%	8	<b>3,257</b>	12.2%	<b>-2.3%</b>	<b>21</b>
Stockbridge	2,402	2,272	-5.4%	27	<b>1,947</b>	-18.9%	<b>-14.3%</b>	<b>32</b>
Tyringham	365	346	-5.2%	26	<b>327</b>	-10.4%	<b>-5.5%</b>	<b>25</b>
Washington	592	544	-8.1%	31	<b>538</b>	-9.1%	<b>-1.1%</b>	<b>17</b>
West Stockbridge	1,481	1,426	-3.7%	22	<b>1,306</b>	-11.8%	<b>-8.4%</b>	<b>30</b>
Williamstown	8,426	8,418	-0.1%	16	<b>7,754</b>	-8.0%	<b>-7.9%</b>	<b>28</b>
Windsor	770	875	13.6%	10	<b>899</b>	16.8%	<b>2.7%</b>	<b>9</b>
<b>Berkshire County</b>	<b>139,352</b>	<b>134,953</b>	<b>-3.2%</b>		<b>131,219</b>	<b>-5.8%</b>	<b>-2.8%</b>	

Source: 1990, 2000, & 2010 Census

As part of the analysis, particular attention is paid to specific populations that may depend more on public transportation than the general population, including:

- Children;
- Senior Citizens;
- People with disabilities; and
- People living below poverty level.

Table 3 below shows the population by age group in Berkshire County Communities. Youth are important population group to be considered. Children (5-14) who are old enough to participate in after school activities but not old enough to drive depend on their parents personal automobiles and public transportation to get to and from after school programs. 10.8% of Berkshire County’s population are children (5-14). It is less than the Massachusetts state average of 12.1%. Pittsfield has the highest percentage, 36.5% of all children (5-14) in Berkshire County. Mount Washington has the lowest percentage 0.1% of all children (5-14) in Berkshire County.

Table 4 on next page shows the percentage changes of children < 15 years in Berkshire County communities from 2000 to 2010. In Berkshire County, children (5-14) decreased by 19.1%. This is more than the Massachusetts statewide average decrease of 8.2%.

**Table 3: Population by Age Group**

Communities	2010 Census Population by Age Group												Total All Ages	
	< 5	5-14	% of Children (5-14)	% of all Children (5-14) in Berkshire County	15-34	35-54	55-64	65-74	75-84	85+	Elderly Population (55+)	% of Elderly Population (55+) by Community		% of all Elderly Population (55+) in Berkshire County
Adams	387	967	11.4%	6.8%	1,926	2,407	1,204	737	559	298	2,798	33.0%	6.4%	8,485
Alford	13	40	8.1%	0.3%	79	109	114	95	27	17	253	51.2%	0.6%	494
Becket	80	175	9.8%	1.2%	321	595	312	197	82	17	608	34.2%	1.4%	1,779
Cheshire	137	348	10.8%	2.5%	628	1,043	550	295	175	59	1,079	33.4%	2.5%	3,235
Clarksburg	76	217	12.7%	1.5%	335	517	257	159	116	25	557	32.7%	1.3%	1,702
Dalton	286	923	13.7%	6.5%	1,391	1,950	987	547	443	229	2,206	32.7%	5.0%	6,756
Egremont	36	107	8.7%	0.8%	188	320	262	178	107	27	574	46.9%	1.3%	1,225
Florida	45	84	11.2%	0.6%	141	257	102	74	39	10	225	29.9%	0.5%	752
Great Barrington	262	703	9.9%	5.0%	1,795	1,844	1,203	616	430	251	2,500	35.2%	5.7%	7,104
Hancock	35	90	12.6%	0.6%	117	220	124	73	45	13	255	35.6%	0.6%	717
Hinsdale	71	228	11.2%	1.6%	413	636	328	215	104	37	684	33.7%	1.6%	2,032
Lanesborough	135	364	11.8%	2.6%	563	1,030	485	313	137	64	999	32.3%	2.3%	3,091
Lee	269	606	10.2%	4.3%	1,305	1,714	895	579	376	199	2,049	34.5%	4.7%	5,943
Lenox	186	505	10.0%	3.6%	857	1,259	791	530	460	437	2,218	44.1%	5.1%	5,025
Monterey	40	99	10.3%	0.7%	150	240	215	129	73	15	432	45.0%	1.0%	961
Mount Washington	4	14	8.4%	0.1%	19	57	29	34	7	3	73	43.7%	0.2%	167
New Ashford	7	29	12.7%	0.2%	39	70	47	23	8	5	83	36.4%	0.2%	228
New Marlborough	62	164	10.9%	1.2%	251	457	274	183	87	31	575	38.1%	1.3%	1,509
North Adams	749	1,357	9.9%	9.6%	4,198	3,506	1,626	1,035	832	405	3,898	28.4%	8.9%	13,708
Otis	68	143	8.9%	1.0%	281	532	296	186	78	28	588	36.5%	1.3%	1,612
Peru	26	106	12.5%	0.7%	169	320	148	51	14	13	226	26.7%	0.5%	847
Pittsfield	2,552	5,164	11.5%	36.5%	10,668	12,606	5,883	3,593	2,870	1,401	13,747	30.7%	31.3%	44,737
Richmond	32	143	9.7%	1.0%	213	434	315	211	102	25	653	44.3%	1.5%	1,475
Sandisfield	39	85	9.3%	0.6%	131	295	184	115	48	18	365	39.9%	0.8%	915
Savoy	24	88	12.7%	0.6%	115	228	144	57	27	9	237	34.2%	0.5%	692
Sheffield	119	359	11.0%	2.5%	604	996	548	343	205	83	1,179	36.2%	2.7%	3,257
Stockbridge	56	134	6.9%	0.9%	326	504	418	284	156	69	927	47.6%	2.1%	1,947
Tyringham	6	30	9.2%	0.2%	36	74	90	58	26	7	181	55.4%	0.4%	327
Washington	21	41	7.6%	0.3%	98	169	140	42	23	4	209	38.8%	0.5%	538
West Stockbridge	32	139	10.6%	1.0%	194	363	313	147	86	32	578	44.3%	1.3%	1,306
Williamstown	242	579	7.5%	4.1%	2,916	1,422	996	697	510	392	2,595	33.5%	5.9%	7,754
Windsor	23	112	12.5%	0.8%	140	298	211	70	28	17	326	36.3%	0.7%	899
<b>Berkshire County</b>	<b>6,120</b>	<b>14,143</b>	<b>10.8%</b>	<b>100.0%</b>	<b>30,607</b>	<b>36,472</b>	<b>19,491</b>	<b>11,866</b>	<b>8,280</b>	<b>4,240</b>	<b>43,877</b>	<b>33.4%</b>	<b>100.0%</b>	<b>131,219</b>
<b>Massachusetts</b>	<b>367,087</b>	<b>791,300</b>	<b>12.1%</b>		<b>1,783,565</b>	<b>1,899,584</b>	<b>803,369</b>	<b>456,460</b>	<b>301,065</b>	<b>145,199</b>	<b>1,706,093</b>	<b>26.1%</b>		<b>6,547,629</b>

Source: 2010 Census

**Table 4: Percentage changes of children < 15 years from 2000 to 2010**

Communities	Population Decrease of Children < 15 Years from 2000 to 2010									
	2000 Children < 5	2010 Children < 5	Number of Children < 5 decrease from 2000 to 2010	% of Children < 5 decrease from 2000 to 2010	2000 Children 5-14	2010 Children 5-14	Number of Children 5-14 decrease from 2000 to 2010	% of Children 5-14 decrease from 2000 to 2010	Number of Children < 15 decrease from 2000 to 2010	% of Children < 15 decrease from 2000 to 2010
Adams	460	387	-73	-15.9%	1,150	967	-183	-15.9%	-256	-15.9%
Alford	12	13	1	8.3%	55	40	-15	-27.3%	-14	-20.9%
Becket	87	80	-7	-8.0%	255	175	-80	-31.4%	-87	-25.4%
Cheshire	171	137	-34	-19.9%	476	348	-128	-26.9%	-162	-25.0%
Clarksburg	72	76	4	5.6%	247	217	-30	-12.1%	-26	-8.2%
Dalton	388	286	-102	-26.3%	1,041	923	-118	-11.3%	-220	-15.4%
Egremont	45	36	-9	-20.0%	149	107	-42	-28.2%	-51	-26.3%
Florida	31	45	14	45.2%	105	84	-21	-20.0%	-7	-5.1%
Great Barrington	328	262	-66	-20.1%	897	703	-194	-21.6%	-260	-21.2%
Hancock	49	35	-14	-28.6%	107	90	-17	-15.9%	-31	-19.9%
Hinsdale	109	71	-38	-34.9%	294	228	-66	-22.4%	-104	-25.8%
Lanesborough	153	135	-18	-11.8%	420	364	-56	-13.3%	-74	-12.9%
Lee	302	269	-33	-10.9%	745	606	-139	-18.7%	-172	-16.4%
Lenox	176	186	10	5.7%	656	505	-151	-23.0%	-141	-16.9%
Monterey	37	40	3	8.1%	91	99	8	8.8%	11	8.6%
Mount Washington	8	4	-4	-50.0%	14	14	0	0.0%	-4	-18.2%
New Ashford	15	7	-8	-53.3%	37	29	-8	-21.6%	-16	-30.8%
New Marlborough	86	62	-24	-27.9%	194	164	-30	-15.5%	-54	-19.3%
North Adams	802	749	-53	-6.6%	1,855	1,357	-498	-26.8%	-551	-20.7%
Otis	54	68	14	25.9%	187	143	-44	-23.5%	-30	-12.4%
Peru	32	26	-6	-18.8%	158	106	-52	-32.9%	-58	-30.5%
Pittsfield	2,719	2,552	-167	-6.1%	6,072	5,164	-908	-15.0%	-1,075	-12.2%
Richmond	66	32	-34	-51.5%	209	143	-66	-31.6%	-100	-36.4%
Sandisfield	39	39	0	0.0%	99	85	-14	-14.1%	-14	-10.1%
Savoy	43	24	-19	-44.2%	98	88	-10	-10.2%	-29	-20.6%
Sheffield	178	119	-59	-33.1%	475	359	-116	-24.4%	-175	-26.8%
Stockbridge	75	56	-19	-25.3%	210	134	-76	-36.2%	-95	-33.3%
Tyringham	12	6	-6	-50.0%	41	30	-11	-26.8%	-17	-32.1%
Washington	27	21	-6	-22.2%	85	41	-44	-51.8%	-50	-44.6%
West Stockbridge	57	32	-25	-43.9%	187	139	-48	-25.7%	-73	-29.9%
Williamstown	275	242	-33	-12.0%	746	579	-167	-22.4%	-200	-19.6%
Windsor	56	23	-33	-58.9%	136	112	-24	-17.6%	-57	-29.7%
<b>Berkshire County</b>	<b>6,964</b>	<b>6,120</b>	<b>-844</b>	<b>-12.1%</b>	<b>17,491</b>	<b>14,143</b>	<b>-3,348</b>	<b>-19.1%</b>	<b>-4,192</b>	<b>-17.1%</b>
<b>Massachusetts</b>	<b>397,268</b>	<b>367,087</b>	<b>-30,181</b>	<b>-7.6%</b>	<b>862,108</b>	<b>791,300</b>	<b>-70,808</b>	<b>-8.2%</b>	<b>-100,989</b>	<b>-8.0%</b>

Source: 2000 & 2010 Census

Elderly population is another important population group to be considered. When planning a coordinated public transit system and expanding services to all populations, making accommodations for the senior population to do day to day activities within our communities and remain more independent is a priority.

Table 3 on previous page shows the population by age group. Berkshire County has 33.4% elderly population (55+). It is more than the Massachusetts state average of 26.1%. Of this 33.4% elderly population (55+), Pittsfield has the highest percentage, 31.3% of all elderly population (55+) in Berkshire County, followed by North Adams (8.9%), Adams (6.4%), Williamstown (5.9%), and Great Barrington (5.7%).

Table 5 on next page shows the percentage changes of elderly population from 2000 to 2010 in Berkshire County communities. New Ashford has the highest percentage increase of elderly

population and in North Adams aging population 55+ decreased by 1.6%. However, even with this decrease, North Adams ranks the second highest in terms of elderly population.

It is important to note that the percentage increases of elderly are highest in the smaller, more remote towns generally, which will create an increased need to service these areas.

**Table 5: Percentage changes of elderly population from 2000 to 2010**

Elderly Population													
Population Increase from 2000 to 2010 by Age Group 55 Years and Older													
Communities	2000 Elderly Population 55 and Over	2010 Elderly Population 55 and Over	Number of People Increase for Age Group 55 to 64	% Increase from 2000 to 2010 Ages 55 to 64	Number of People Increase for Age Group 65 to 74	% Increase from 2000 to 2010 Ages 65 to 74	Number of People Increase for Age Group 75 to 84	% Increase from 2000 to 2010 Ages 75 to 84	Number of People Increase for Age Group 85 and Over	% Increase from 2000 to 2010 Ages 85 and Over	Number of People Increase for Total of Age Group 55 and Over	% Increase from 2000 to 2010 Total of Ages 55 and Over	Rank by highest % Increase from 2000 to 2010 Total of Ages 55 and Over
Adams	2,672	2,798	332	38.1%	-73	-9.0%	-201	-26.4%	68	29.6%	126	4.7%	31
Alford	141	253	37	48.1%	64	206.5%	1	3.8%	10	142.9%	112	79.4%	4
Becket	445	608	95	43.8%	59	42.8%	10	13.9%	-1	-5.6%	163	36.6%	16
Cheshire	851	1,079	185	50.7%	23	8.5%	13	8.0%	7	13.5%	228	26.8%	21
Clarksburg	465	557	70	37.4%	-14	-8.1%	31	36.5%	5	25.0%	92	19.8%	26
Dalton	1,788	2,206	351	55.2%	-19	-3.4%	5	1.1%	81	54.7%	418	23.4%	23
Egremont	466	574	65	33.0%	24	15.6%	15	16.3%	4	17.4%	108	23.2%	25
Florida	162	225	34	50.0%	14	23.3%	10	34.5%	5	100.0%	63	38.9%	15
Great Barrington	2,137	2,500	479	66.2%	9	1.5%	-116	-21.2%	-9	-3.5%	363	17.0%	27
Hancock	190	255	26	26.5%	18	32.7%	18	66.7%	3	30.0%	65	34.2%	18
Hinsdale	397	684	142	76.3%	95	79.2%	23	28.4%	27	270.0%	287	72.3%	6
Lanesborough	717	999	158	48.3%	106	51.2%	-14	-9.3%	32	100.0%	282	39.3%	14
Lee	1,623	2,049	275	44.4%	52	9.9%	6	1.6%	93	87.7%	426	26.2%	22
Lenox	1,799	2,218	229	40.7%	26	5.2%	8	1.8%	156	55.5%	419	23.3%	24
Monterey	272	432	97	82.2%	23	21.7%	31	73.8%	9	150.0%	160	58.8%	8
Mount Washington	54	73	-5	-14.7%	25	277.8%	-1	-12.5%	0	0.0%	19	35.2%	17
New Ashford	42	83	28	147.4%	14	155.6%	-5	-38.5%	4	400.0%	41	97.6%	1
New Marlborough	396	575	94	52.2%	67	57.8%	8	10.1%	10	47.6%	179	45.2%	12
North Adams	3,960	3,898	369	29.4%	-226	-17.9%	-216	-20.6%	11	2.8%	-62	-1.6%	32
Otis	373	588	116	64.4%	68	57.6%	16	25.8%	15	115.4%	215	57.6%	9
Peru	129	226	83	127.7%	20	64.5%	-8	-36.4%	2	18.2%	97	75.2%	5
Pittsfield	12,821	13,747	1,600	37.4%	-452	-11.2%	-392	-12.0%	170	13.8%	926	7.2%	30
Richmond	505	653	62	24.5%	63	42.6%	21	25.9%	2	8.7%	148	29.3%	19
Sandisfield	242	365	90	95.7%	32	38.6%	-8	-14.3%	9	100.0%	123	50.8%	10
Savoy	147	237	69	92.0%	21	58.3%	-1	-3.6%	1	12.5%	90	61.2%	7
Sheffield	921	1,179	154	39.1%	44	14.7%	23	12.6%	37	80.4%	258	28.0%	20
Stockbridge	837	927	93	28.6%	44	18.3%	-62	-28.4%	15	27.8%	90	10.8%	28
Tyringham	126	181	18	25.0%	26	81.3%	16	160.0%	-5	-41.7%	55	43.7%	13
Washington	112	209	82	141.4%	11	35.5%	4	21.1%	0	0.0%	97	86.6%	2
West Stockbridge	395	578	157	100.6%	29	24.6%	-9	-9.5%	6	23.1%	183	46.3%	11
Williamstown	2,395	2,595	248	33.2%	54	8.4%	-144	-22.0%	42	12.0%	200	8.4%	29
Windsor	176	326	125	145.3%	26	59.1%	-10	-26.3%	9	112.5%	150	85.2%	3
Berkshire County	37,756	43,877	5,958	44.0%	273	2.4%	-928	-10.1%	818	23.9%	6,121	16.2%	
Massachusetts	1,406,569	1,706,093	256,962	47.0%	28,630	6.7%	-14,575	-4.6%	28,507	24.4%	299,524	21.3%	

Source: 2000 & 2010 Census

People with disabilities are another important population to be considered when developing a coordinated public transit system. Table 6 on next page shows the number of people with disabilities in Berkshire County communities. In Berkshire County 14.9% of total population has a disability. It is more than the Massachusetts state average of 11.5%. Types of disabilities range from hearing and vision difficulty to ambulatory difficulty.

Twenty-two Berkshire County communities are above the Massachusetts state average of 11.5%. Of these, ten communities: Cheshire, North Adams, Stockbridge, Florida, Adams, Tyringham, New Marlborough, Lenox, Pittsfield and Hinsdale are above the Berkshire County average of 14.9%. Cheshire and North Adams have the highest at 20.1% followed by Stockbridge at 19.1%.

Table 6: People with Disabilities

Communities	Population Under 18						Population 18 to 64							Population 65 Years and Over							Total All Ages with Disabilities	2016 Population	% of Total Population with Disabilities
	Types of Disabilities						Types of Disabilities							Types of Disabilities									
	Hearing	Vision	Cognitive	Ambulatory	Self-Care	Total	Hearing	Vision	Cognitive	Ambulatory	Self-Care	Independent Living	Total	Hearing	Vision	Cognitive	Ambulatory	Self-Care	Independent Living	Total			
Adams	9	19	167	13	13	190	136	105	405	294	144	316	685	240	105	56	312	95	208	563	1,438	8,266	17.4%
Alford	0	0	3	0	0	3	0	0	8	8	2	12	14	17	2	3	10	3	7	25	42	418	10.0%
Becket	0	0	15	0	5	15	21	9	42	30	13	34	96	35	11	17	30	9	17	57	168	1,721	9.8%
Cheshire	0	0	45	0	0	45	73	20	222	210	55	204	436	58	20	40	68	10	49	159	640	3,192	20.1%
Clarksburg	0	0	9	0	2	11	23	25	38	37	7	26	104	53	17	15	65	17	34	99	214	1,652	13.0%
Dalton	66	0	67	0	13	133	37	57	224	197	158	164	381	191	70	48	193	76	171	360	874	6,682	13.1%
Egremont	0	0	12	0	0	12	29	11	21	24	19	29	50	76	11	23	67	20	32	115	177	1,202	14.7%
Florida	0	0	32	0	0	32	18	0	43	28	11	23	56	26	2	19	30	7	19	53	141	793	17.8%
Great Barrington	0	0	67	15	15	67	63	23	146	101	23	92	277	150	49	58	87	70	85	206	550	6,933	7.9%
Hancock	0	2	2	0	0	2	5	14	13	12	9	18	30	15	6	4	9	4	8	26	58	670	8.7%
Hinsdale	21	0	31	0	0	52	35	19	79	79	40	80	123	54	23	27	68	14	51	122	297	1,955	15.2%
Lanesborough	24	0	15	0	0	39	10	59	40	55	47	68	135	117	25	60	81	52	60	151	325	3,019	10.8%
Lee	0	0	44	28	44	44	6	62	213	116	26	153	350	139	77	134	170	88	162	287	681	5,856	11.6%
Lenox	0	0	9	0	0	9	0	39	28	88	49	59	143	328	87	156	433	97	289	662	814	5,015	16.2%
Monterey	0	0	0	0	0	0	16	23	32	52	15	29	73	31	9	27	9	6	15	47	120	827	14.5%
Mount Washington	0	0	0	0	0	0	0	0	5	2	5	5	7	1	0	0	4	1	2	5	12	156	7.7%
New Ashford	0	0	0	0	0	0	4	2	9	0	0	2	15	9	2	6	20	11	6	24	39	308	12.7%
New Marlborough	0	0	19	0	3	19	34	10	62	79	45	33	97	72	29	29	86	42	48	118	234	1,435	16.3%
North Adams	14	14	61	0	0	61	172	262	932	849	251	524	1,624	367	220	189	662	135	477	998	2,683	13,326	20.1%
Otis	13	9	0	0	0	13	9	10	7	29	0	14	51	63	31	46	57	34	43	136	200	1,576	12.7%
Peru	0	0	3	0	3	3	15	21	37	26	11	38	70	34	18	11	28	4	9	47	120	826	14.5%
Pittsfield	27	95	499	90	51	628	834	535	1,842	1,810	503	1,563	3,984	1,020	367	565	1,360	437	1,165	2,421	7,033	43,632	16.1%
Richmond	0	0	7	0	0	7	24	7	12	30	13	14	74	74	26	14	65	17	51	131	212	1,508	14.1%
Sandisfield	2	0	0	0	0	2	5	3	18	37	15	24	46	20	2	11	20	4	9	35	83	869	9.6%
Savoy	6	6	0	0	0	6	3	9	21	38	3	21	56	33	8	18	28	6	15	52	114	764	14.9%
Sheffield	0	0	10	0	10	10	13	6	41	70	70	81	109	164	48	82	128	47	148	297	416	3,205	13.0%
Stockbridge	0	0	0	0	0	0	52	38	136	64	40	115	240	29	20	44	101	38	89	164	404	2,110	19.1%
Tyringham	0	0	1	0	0	1	8	2	10	10	3	24	35	8	6	9	8	5	46	71	408	17.4%	
Washington	0	0	0	0	0	0	7	4	8	10	7	11	23	14	0	0	9	0	0	21	44	526	8.4%
West Stockbridge	0	0	7	0	3	7	30	27	34	39	21	29	61	42	17	30	19	0	24	73	141	1,194	11.8%
Williamstown	17	17	33	24	24	50	38	87	138	106	49	68	350	177	59	80	179	73	109	349	749	7,592	9.9%
Windsor	2	0	2	0	4	4	15	10	19	15	3	8	53	18	7	10	32	17	12	41	98	927	10.6%
Berkshire County	201	162	1,160	170	190	1,465	1,735	1,499	4,885	4,545	1,657	3,860	9,837	3,702	1,376	1,828	4,439	1,442	3,419	7,890	19,192	128,563	14.9%
Massachusetts	7,869	9,039	48,187	6,756	11,168	63,424	72,391	62,918	187,237	172,493	69,798	144,229	387,416	138,505	56,655	81,353	197,274	76,819	140,204	322,886	773,726	6,742,143	11.5%

Source: US Census American Community Survey (2012-2016)

## **Social and economic characteristics of Berkshire County Communities**

The following section provides insight on the socio-economics of Berkshire County. Persons with limited income or those living in poverty tend to have a high reliance on public transportation. These individuals as well as unemployed persons are impacted most when gasoline prices increase.

Figure 6 on the next page shows the unemployment rate in Berkshire County Communities. This data is derived from 2016 Massachusetts Department of Labor and Workforce Development (LWD) data. The communities that are highlighted red have an unemployment rate higher than the state average of 3.7%.

Figure 6: Unemployment Rate

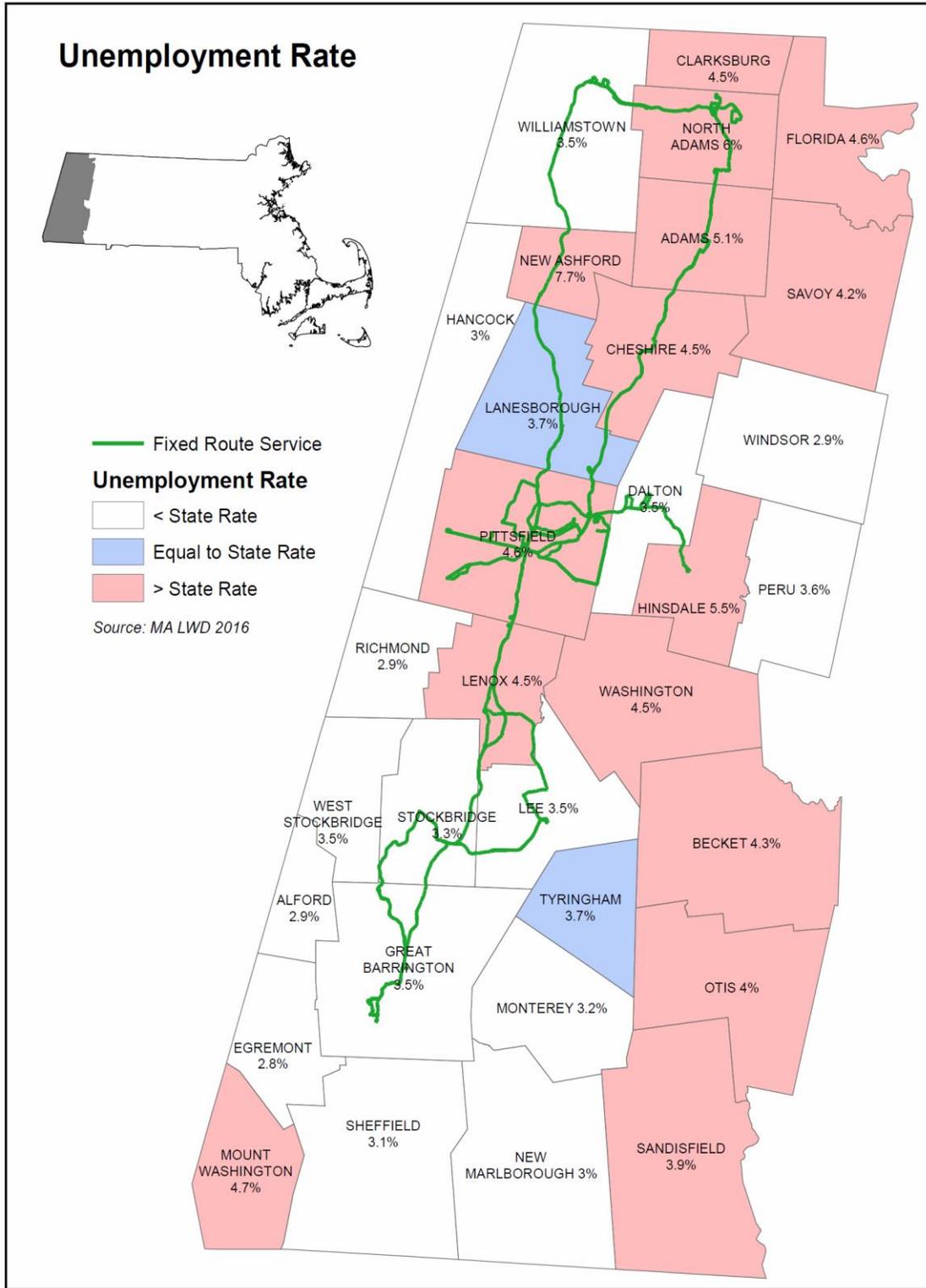


Figure 7 shows the percentage of people below poverty level in Berkshire County Communities. The communities that are highlighted red have 12.5 or higher percentage of people below poverty level.

Figure 7: People below Poverty Level

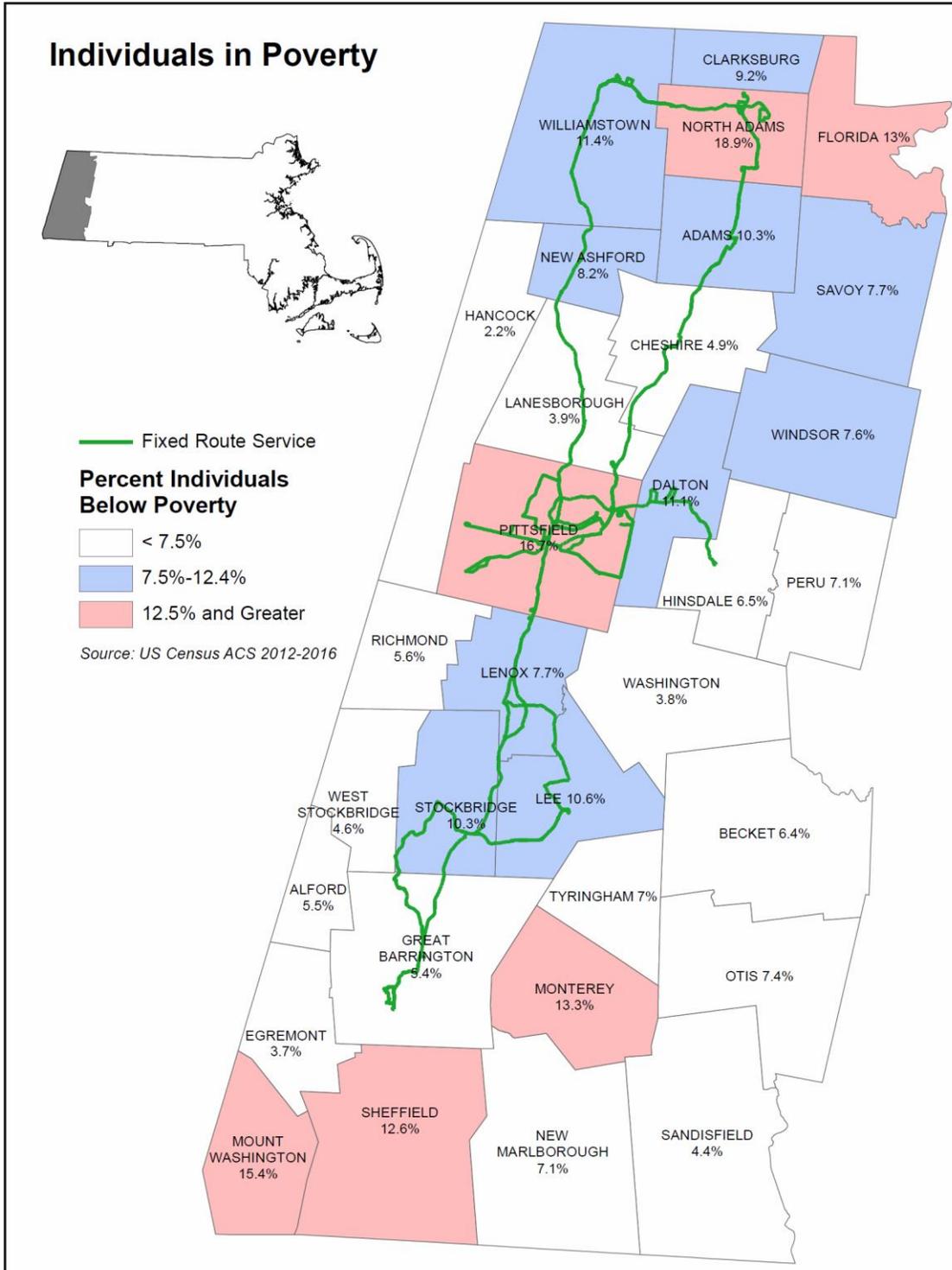


Figure 8 shows the percentage of households receiving Public Assistance in Berkshire County Communities. The towns that are highlighted red have 3.5 or higher percentage of households receiving public assistance.

Figure 8: Households Receiving Public Assistance

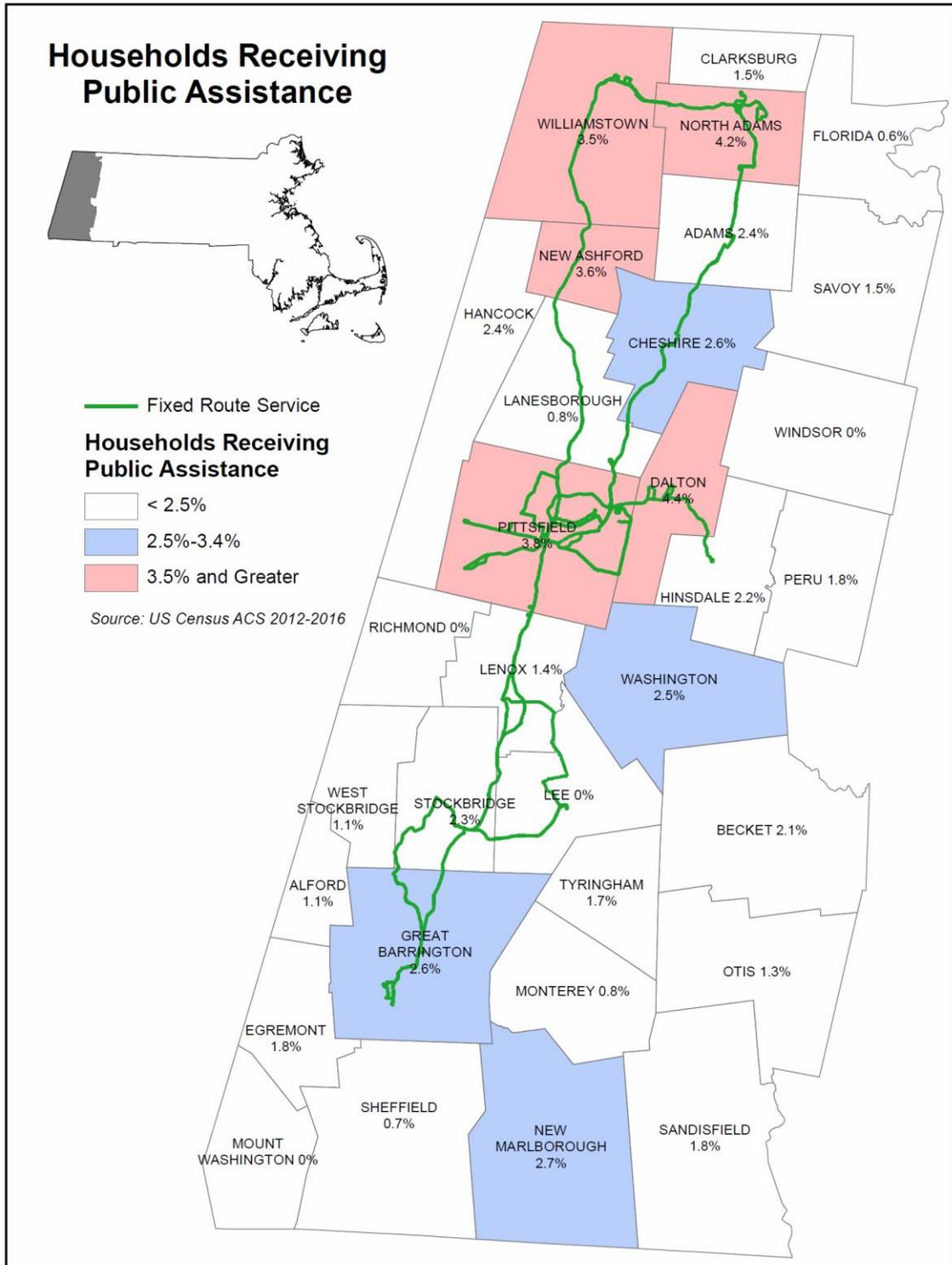


Table 7 shows a county wide tabulation, by municipality, highlighting the following parameters: population, unemployment, poverty, public assistance and which transportation service is provided.

Table 7

Community	2016 Population	Unemployment Rate (2016 Annual Rate - MA)	Percent of Individuals below poverty (2012-2016 ACS)	Households Receiving Public Assistance (2012-2016 ACS)	Towns Served
Adams	8,266	5.1	10.3	2.4%	BRTA
Alford	418	2.9	5.5	1.1%	
Becket	1,721	4.3	6.4	2.1%	
Cheshire	3,192	4.5	4.9	2.6%	BRTA
Clarksburg	1,652	4.5	9.2	1.5%	
Dalton	6,682	3.5	11.1	4.4%	BRTA
Egremont	1,202	2.8	3.7	1.8%	
Florida	793	4.6	13	0.6%	
Great Barrington	6,933	3.5	5.4	2.6%	BRTA
Hancock	670	3	2.2	2.4%	
Hinsdale	1,955	5.5	6.5	2.2%	BRTA
Lanesborough	3,019	3.7	3.9	0.8%	BRTA
Lee	5,856	3.5	10.6	0.0%	BRTA
Lenox	5,015	4.5	7.7	1.4%	BRTA
Monterey	827	3.2	13.3	0.8%	
Mount Washington	156	4.7	15.4	0.0%	
New Ashford	308	7.7	8.2	3.6%	
New Marlborough	1,435	3	7.1	2.7%	
North Adams	13,326	6	18.9	4.2%	BRTA
Otis	1,576	4	7.4	1.3%	
Peru	826	3.6	7.1	1.8%	
Pittsfield	43,632	4.6	16.7	3.8%	BRTA
Richmond	1,508	2.9	5.6	0.0%	
Sandisfield	869	3.9	4.4	1.8%	
Savoy	764	4.2	7.7	1.5%	
Sheffield	3,205	3.1	12.6	0.7%	
Stockbridge	2,110	3.3	10.3	2.3%	BRTA
Tyringham	408	3.7	7	1.7%	
Washington	526	4.5	3.8	2.5%	
West Stockbridge	1,194	3.5	4.6	1.1%	
Williamstown	7,592	3.5	11.4	3.5%	BRTA
Windsor	927	2.9	7.6	0.0%	
<b>Berkshire County</b>	<b>128,563</b>	<b>4.3</b>	<b>12.4</b>	<b>2.9%</b>	
<b>Massachusetts</b>	<b>6,742,143</b>	<b>3.7</b>	<b>11.4</b>	<b>2.9%</b>	

Legend			
Unemployment	< State Rate	Equal to State Rate	> State Rate
Poverty	< 7.5%	7.5%-12.4%	12.5% and Greater
Public Assistance	< 2.5%	2.5-3.4%	3.5% and Greater

Source: US Census American Community Survey, MA Department of Labor and Workforce Development

Through analysis of data regarding population, unemployment, poverty and need for public assistance, Pittsfield and North Adams are clearly focus areas in the need for public transit, closely followed by Florida and Mount Washington. Throughout the County, unmet needs clearly exist, especially in regards to the provision of transport to work.

Table 8 lists statistics documenting Berkshire County's employment base and mobility by way of vehicle ownership per households.

Households with no vehicle depend highly on public transportation or friends with vehicle to get to employment or to do day to day work. This is a very important population group which we need to consider while developing a coordinated public transit plan.

In Berkshire County, 66.8% of households have one or more person working. Of this 66.8% households with one or more person working 4.2% do not own any vehicle. North Adams has the highest percentage, 10.7% of households with one or more person working, with no vehicle followed by Mount Washington (6.1%), Pittsfield (5.5%), and Lee (5.5%).

Four Berkshire County communities: North Adams, Pittsfield, Adams and Savoy are below the county average median household income of \$52,253. North Adams has the lowest median household income of \$32,804 in Berkshire County. Twenty-two Berkshire County communities are below the Massachusetts state average median household income of \$70,954.

Table 8: Employment and Vehicle Ownership per Households

Communities	2016 Population	Households	Total Households			Total HHs with one or more Workers	Total HHs with one or more Workers			% of Total HHs with one or more Workers	% of Total HHs with one or more Workers with No Vehicle	Median Household Income	Households < \$50K	% of Households <\$50K
			No Vehicle	1 Vehicle	2 or more vehicles		No Vehicle	1 Vehicle	2 or more vehicles					
Adams	8,266	3,773	297	1,684	1,792	2,592	103	990	1,499	68.7%	4.0%	\$48,422	1,973	52.3%
Alford	418	186	8	48	130	130	5	28	97	69.9%	3.8%	\$98,056	59	31.7%
Becket	1,721	758	16	250	492	565	4	144	417	74.5%	0.7%	\$70,750	253	33.4%
Cheshire	3,192	1,445	65	457	923	956	37	219	700	66.2%	3.9%	\$58,145	583	40.3%
Clarksburg	1,652	675	20	202	453	488	5	113	370	72.3%	1.0%	\$60,404	268	39.7%
Dalton	6,682	2,821	63	1,110	1,648	2,084	0	645	1,439	73.9%	0.0%	\$55,774	1,272	45.1%
Egremont	1,202	564	3	216	345	403	0	149	254	71.5%	0.0%	\$66,081	191	33.9%
Florida	793	310	11	83	216	235	4	49	182	75.8%	1.7%	\$61,000	119	38.4%
Great Barrington	6,933	2,613	126	1,331	1,156	1,864	33	829	1,002	71.3%	1.8%	\$56,431	1,125	43.1%
Hancock	670	254	7	56	191	200	3	31	166	78.7%	1.5%	\$72,778	66	26.0%
Hinsdale	1,955	856	45	333	478	625	19	222	384	73.0%	3.0%	\$60,511	343	40.1%
Lanesborough	3,019	1,154	35	352	767	893	18	202	673	77.4%	2.0%	\$74,519	372	32.2%
Lee	5,856	2,351	229	834	1,288	1,674	92	518	1,064	71.2%	5.5%	\$61,507	899	38.2%
Lenox	5,015	2,481	261	1,103	1,117	1,270	28	470	772	51.2%	2.2%	\$55,777	1,088	43.9%
Monterey	827	389	5	132	252	252	5	89	158	64.8%	2.0%	\$56,146	173	44.5%
Mount Washington	156	81	5	21	55	49	3	10	36	60.5%	6.1%	\$65,417	33	40.7%
New Ashford	308	110	2	24	84	79	1	11	67	71.8%	1.3%	\$82,917	34	30.9%
New Marlborough	1,435	638	9	179	450	467	2	106	359	73.2%	0.4%	\$72,321	228	35.7%
North Adams	13,326	5,913	1,229	2,511	2,173	3,354	358	1,251	1,745	56.7%	10.7%	\$32,804	3,756	63.5%
Otis	1,576	688	21	168	499	479	3	62	414	69.6%	0.6%	\$69,485	232	33.7%
Peru	826	334	7	67	260	280	2	44	234	83.8%	0.7%	\$67,250	122	36.5%
Pittsfield	43,632	19,166	2,525	8,451	8,190	12,763	706	5,188	6,869	66.6%	5.5%	\$45,206	10,398	54.3%
Richmond	1,508	696	27	182	487	476	5	109	362	68.4%	1.1%	\$93,750	209	30.0%
Sandisfield	869	338	10	88	240	256	0	60	196	75.7%	0.0%	\$67,333	104	30.8%
Savoy	764	326	11	102	213	225	0	60	165	69.0%	0.0%	\$49,000	165	50.6%
Sheffield	3,205	1,401	47	530	824	974	21	207	746	69.5%	2.2%	\$68,603	615	43.9%
Stockbridge	2,110	930	30	475	425	604	13	257	334	64.9%	2.2%	\$56,554	391	42.0%
Tyringham	408	174	2	55	117	114	2	26	86	65.5%	1.8%	\$79,375	37	21.3%
Washington	526	241	8	74	159	179	2	49	128	74.3%	1.1%	\$76,094	67	27.8%
West Stockbridge	1,194	534	31	218	285	371	13	125	233	69.5%	3.5%	\$69,167	190	35.6%
Williamstown	7,592	2,275	209	963	1,103	1,490	43	555	892	65.5%	2.9%	\$72,739	763	33.5%
Windsor	927	379	3	93	283	263	3	32	228	69.4%	1.1%	\$76,563	123	32.5%
<b>Berkshire County</b>	<b>128,563</b>	<b>54,854</b>	<b>5,367</b>	<b>22,392</b>	<b>27,095</b>	<b>36,654</b>	<b>1,533</b>	<b>12,850</b>	<b>22,271</b>	<b>66.8%</b>	<b>4.2%</b>	<b>\$52,253</b>	<b>26,251</b>	<b>47.9%</b>
<b>Massachusetts</b>	<b>6,742,143</b>	<b>2,558,889</b>	<b>321,078</b>	<b>917,663</b>	<b>1,320,148</b>	<b>1,908,939</b>	<b>133,546</b>	<b>600,322</b>	<b>1,175,071</b>	<b>74.6%</b>	<b>7.0%</b>	<b>\$70,954</b>	<b>941,568</b>	<b>36.8%</b>

Source: US Census American Community Survey (2012-2016)

Table 9 documents the “Means of Travel to Work” characteristics of Berkshire County Communities.

In Berkshire County 85.3% of population use their personal automobile to go to work. 6.2% walk to work. Only 1.5% uses public transportation to go to work. 5.6% of the population work from home. Most of the south county communities have high percentages of people working from home. Residents of communities bordering with the state of New York, Connecticut, and Vermont may use public transportation in towns of bordering states to go to work.

Table 9: Means of Travel to Work

Communities	Total Workers	Means of travel to Work					Worked at Home	Median Household Income
		Car, truck or van	Public Transportation	Walked	Bicycle	Taxicab, motorcycle or other means		
Adams	4,120	92.2%	0.8%	1.5%	0.3%	0.4%	4.7%	\$48,422
Alford	213	70.4%	8.0%	4.2%	0.9%	0.9%	15.5%	\$98,056
Becket	958	93.2%	0.0%	0.3%	0.0%	1.0%	5.4%	\$70,750
Cheshire	1,544	95.4%	1.8%	0.6%	0.0%	0.6%	1.6%	\$58,145
Clarksburg	817	97.1%	0.0%	0.0%	0.5%	0.9%	1.6%	\$60,404
Dalton	3,486	87.8%	0.5%	1.4%	0.0%	0.0%	10.3%	\$55,774
Egremont	675	83.3%	0.9%	2.8%	0.0%	0.0%	13.0%	\$66,081
Florida	393	97.5%	0.3%	0.8%	0.0%	0.0%	1.5%	\$61,000
Great Barrington	3,492	74.2%	1.8%	13.9%	0.0%	0.1%	10.0%	\$56,431
Hancock	366	92.1%	1.9%	1.1%	0.0%	0.0%	4.9%	\$72,778
Hinsdale	1,035	91.5%	0.5%	1.9%	0.0%	0.7%	5.4%	\$60,511
Lanesborough	1,561	90.6%	0.6%	2.5%	0.0%	1.5%	4.7%	\$74,519
Lee	2,988	88.0%	3.1%	4.0%	0.7%	0.0%	4.1%	\$61,507
Lenox	1,979	79.1%	0.0%	3.5%	1.7%	3.6%	12.2%	\$55,777
Monterey	397	67.5%	2.5%	8.8%	0.0%	3.3%	17.9%	\$56,146
Mount Washington	80	72.5%	5.0%	3.8%	0.0%	2.5%	16.3%	\$65,417
New Ashford	152	95.4%	0.0%	2.6%	0.0%	0.0%	2.0%	\$82,917
New Marlborough	737	82.6%	1.4%	4.3%	0.0%	1.9%	9.8%	\$72,321
North Adams	5,498	82.6%	2.2%	11.1%	0.2%	1.2%	2.6%	\$32,804
Otis	810	87.2%	0.9%	0.0%	0.0%	0.0%	12.0%	\$69,485
Peru	475	97.3%	0.0%	0.0%	0.0%	1.3%	1.5%	\$67,250
Pittsfield	21,023	90.0%	2.0%	3.9%	0.2%	1.5%	2.5%	\$45,206
Richmond	743	86.3%	0.0%	1.5%	0.4%	1.5%	10.4%	\$93,750
Sandisfield	431	81.0%	1.4%	0.9%	0.0%	3.5%	13.2%	\$67,333
Savoy	373	89.3%	0.0%	1.9%	0.0%	0.0%	8.8%	\$49,000
Sheffield	1,651	79.3%	0.0%	5.5%	0.0%	1.2%	13.9%	\$68,603
Stockbridge	1,097	66.8%	2.6%	6.0%	2.5%	2.5%	19.7%	\$56,554
Tyringham	179	76.5%	2.8%	3.9%	0.0%	1.1%	15.6%	\$79,375
Washington	290	84.1%	0.7%	4.1%	0.0%	2.4%	8.6%	\$76,094
West Stockbridge	668	87.0%	0.1%	3.3%	0.0%	0.0%	9.6%	\$69,167
Williamstown	3,417	56.0%	0.9%	36.1%	0.1%	1.1%	5.8%	\$72,739
Windsor	471	94.5%	0.0%	0.0%	0.0%	1.7%	3.8%	\$76,563
<b>Berkshire County</b>	<b>62,119</b>	<b>85.3%</b>	<b>1.5%</b>	<b>6.2%</b>	<b>0.3%</b>	<b>1.1%</b>	<b>5.6%</b>	<b>\$52,253</b>
<b>Massachusetts</b>	<b>3,399,796</b>	<b>78.5%</b>	<b>9.9%</b>	<b>4.9%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>4.7%</b>	<b>\$70,954</b>

Source: US Census American Community Survey (2012-2016)

## C) ANALYSIS AND EVALUATION CRITERIA

The demographic information presented in the previous chapter was utilized to determine the locations of population groups that would benefit from enhancements to public transportation. This information combined with input received through various public meetings, current transportation providers and organizations representing clientele having a reliance of public transit formed the basis for developing candidate strategies to be considered for implementation. Additionally, existing service characteristics were evaluated to determine potential service improvements.

The priorities presented in the following section were derived as a result of an analysis which evaluated demographic changes, needs assessment service improvements. In general terms, the focus of the priorities are expansion of transit and para-transit services, enhancements to fixed routes, vehicle upgrades and incorporating new technology into operations. The following section provides more elaboration on the priorities.

With respect to multiple applications for funding consideration the key criteria for evaluation is cost per user trip and distance to a point accessing the service area.

## D) POTENTIAL STRATEGIES

Section 5310 grants are intended to enhance the mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit dependent populations beyond traditional public transportation services and Americans with Disabilities Act complementary paratransit services.

Funds may be used for capital and operating expenses for projects that support transportation to meet the special needs of the elderly and persons with disabilities – as evidenced by the following eligible activities - application for Section 5310 grants is vital and will provide for:

- Projects planned, designed, and carried out to meet the special needs of seniors and persons with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Projects that exceed the requirements of the ADA;
- Projects that improve access to fixed-route service and decrease reliance on complementary paratransit;
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

### Project examples:

- Vehicles and vehicle related expenses including: Buses; Vans; Radios and communication equipment; Vehicle shelters; Wheelchair lifts and restraints; Vehicle rehabilitation; manufacture, or overhaul;

- Lease of equipment when lease is more cost effective than purchase;
- Computer hardware and software;
- Vehicle procurement, testing, inspection, and acceptance costs;
- Acquisition of transportation services under a contract, lease, or other arrangement;
- The introduction of new technology into public transportation;
- Transit related intelligent transportation systems (ITS);
- Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation;
- Expansion of paratransit service parameters beyond the ¾ mile required by the ADA;
- Expansion of current hours of operation for paratransit services that are beyond those provided by the fixed route service;
- Provision of same day service;
- Provision of escorts/assisting riders to enhance level of service to those who need it;
- Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed ADA established parameters;
- Installation of additional securement locations in public busses beyond that which is required by ADA;
- Expansion of provision of feeder services by which people are provided access to public transit;
- Provision of accessibility enhancements (e.g. accessible curbcuts, sidewalks and pedestrian signals, elevator, ramps, improved signing, etc.);
- Purchase and operation of accessible vehicles that support use by special needs passengers;
- Support and administration of voucher programs for transportation services offered by human service providers;
- Support of new volunteer driver and aide programs;
- Support of new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation;
- Promotion of use of transit by workers with non-traditional work schedules through provision of late night and weekend public transit services;
- Promotion of shuttle service.

## **E) PRIORITIES FOR IMPLEMENTATION**

### **1) Berkshire County**

The priorities for Berkshire County are as follows:

- Modify/expand fixed route service to major employment centers similar to the circulator routes 12/14 in Pittsfield;
- Promote use of transit by workers with both traditional and non-traditional work schedules through provision of late night & weekend public transit services, provide travel training to increase access to existing transportation services;
- Improve fixed route service by partially reducing headways during peak periods, offering weekend hours and Sunday service;

- Expand service in underserved communities in Berkshire County, consider discounted fare cards for life sustaining medical treatment and those who do not qualify for MassHealth transportation;
- Expand services for seniors, disabled population, and veterans (assist nonprofit organizations with accessing operating costs to expand transportation services, provide travel trainings to increase access to existing transportation services);
- Reduce quantity and size of gaps in the transit needs: availability ratio (encourage smaller communities to join BRTA);
- Encourage recipients of customers to provide transportation subsidy, with special attention given to health care providers;
- Help coordinate social service public transportation providers (e.g. encourage COAs in smaller communities to share vehicles and resources, and regionalizing transportation system);
- Help public, private and nonprofit human services transportation providers to acquire and operate accessible taxis;
- Creating a resource for social service agencies to create affordable transportation for special events;
- Provide Spanish language translation and hearing/vision impaired resources for transportation services County-wide;
- Leverage Transportation Network Company (TNC's) to increase on-demand mobility (e.g. Uber and Lyft);
- Explore funding for Transportation Management Association (TMA);
- Explore the possibility of bike share kiosks and other alternate modes of transportation.

## 2) BRTA priorities

### BRTA will utilize funding for fixed route operations to:

- Local regional circulator loops served by minibuses with 30 minute headways (reduced from hourly service) within the three distinct areas of Berkshire County: North – centered around North Adams, Central- centered around Pittsfield, and South- centered around Great Barrington. The North and South regional areas would be interconnected via larger fixed route express buses to Pittsfield. Deviated service would be offered to reduce paratransit costs.
- Expand later evening service hours on Saturdays, implement service hours on Sundays, and expand later evening service hours during the workweek tied to increased state and federal funding levels.

- Transportation comprised of three elements: a “spinal” fixed route service extending from Williamstown southward into Great Barrington; creation of micro transit hubs in each of eight municipalities along the route - Williamstown, North Adams, Adams, Pittsfield, Lenox, Lee, Stockbridge, and Great Barrington; and a unique first/last mile provision centered on public/private partnerships and digital on-demand reservation system.
- Creating the Berkshire County TMA will comprise stakeholders representing a broad base of constituencies throughout the county and will be tasked with furthering the concept for first/last mile provision toward execution.
- Small electric cutaway buses with the capacity to run for the majority of the day without a charge and satellite Facilities in both North and South Berkshire County with a charging station for the electric small cutaway buses.
- Install solar collection panels at the Maintenance Facility on Downing Parkway to reduce BRTA’s energy costs.

### **3) Priorities identified in previous studies**

Recommendations of the Southern Berkshire Community Study and the Assessment of BRTA Fixed Route Bus system performed by BRPC are incorporated in Appendix A.

### **CONCLUSION:**

Through a strong commitment to all populations and individuals, including disabled, elderly and low-income individuals, Berkshire County and its transportation providers are engaged in creative and innovative means of providing service, and associated alternatives thereof, beyond the requirements of the Americans with Disabilities Act. Implementation of the recommendations and priorities contained herein, will improve the mobility of Berkshire County residents in a cost-efficient manner.

# APPENDIX A:

Recommendations of:

The Southern Berkshire Community Transit Study

&

The Analysis of BRTA Fixed Route Bus System Study



## Recommendations of the Southern Berkshires Community Transit Study

Based on findings of analysis of the demographic characteristics of the southern Berkshire communities and the inventory of transportation services, BRPC staff has developed the following recommendations:

1. Like many areas across the state and country, the southern Berkshires has a large number of small to mid-sized organizations that provide transit service. The service needs and clientele of these organizations are to a large degree distinct. That being said, **the primary recommendation of this study is for the various providers to seek ways to improve coordination of transit services in the southern Berkshire region.**

Coordination of service offers the advantages of increased utilization of relatively scarce transit resources and the potential for some decrease in overhead costs among individual service providers. Common impediments to coordination include conditions or restrictions applied by funding sources, relinquishment of autonomy, and the perception of decreased service levels among specialized clientele.

Opportunities for coordination between small service providers can include:

- Service Referrals
- Centralized Dispatching, including shared vehicle trips where available and allowable
- Vehicle acquisition and maintenance
- Driver training
- Group purchasing

As is noted in the body of this report, existing coordination of transit service in the southern Berkshires occurs mostly under the auspices of BRTA (vehicle leasing, client certifications, human services transit contracts). If some 'next steps' in coordination are to come about, two organizations that could logically play a lead role are BRTA and the Community Transportation Association of America (CTAA is the national organization that provides administrative support to Berkshire Rides in North Adams). A third organization that maintains a high profile on the topic of coordination of community resources, including transit service, is the Berkshire Community Organizing for Action, or Co-Act. Should any of these organizations assume an increased role in transit service coordination, that would also entail an increased administrative burden and cost. BRPC is available to provide technical assistance with identification of financial resources (grants) to help implement coordination objectives.

2. Coordination of transit service among different service providers is a complex and challenging task. **The second recommendation of this study is that the coordinating entities implement a transit service referral and marketing program to increase community awareness of existing transit services, both fixed route and demand-responsive.** Transit service referral and marketing can be seen as some of the 'lower

hanging fruit' on the overall menu of coordination objectives. An appropriate model for the implementation of a marketing and referral program in the southern Berkshires would be the services now provided by Berkshire Rides on behalf of north Berkshire County residents.

3. **BRTA should continue its efforts to both implement and evaluate service recommendations from the BRPC Study of the Fixed Route Bus System (2009).**

The following recommendations from the 2009 BRPC Study pertain to southern Berkshire County:

- Establish a bi-directional circuit route formed by Great Barrington Senior Center at its southern terminus, Route 7 to Lenox, Route 183 west, Route 102, Route 20, Kripalu as northern terminus and back to Route 7 for return to Senior Center.
- Establish minihub/transfer points in Lee, Stockbridge and Great Barrington.
- Establish demand response type service in Alford, Egremont and Sheffield that would feed the BRTA fixed route service.

It should be noted that BRTA implemented several recommendations from the 2009 BRPC Study in July 2010, including loop service for Lenox area resorts, and two Pittsfield loops that link residential areas with the Allendale/Coltsville shopping districts. In addition, the 2011 Regional Transportation Plan (RTP) (now under development) will contain recommendations for other transit service improvements.

Both the 2009 BRPC Study recommendations noted above and the 2011 RTP transit recommendations share the characteristic of being unfunded. There is no existing revenue source that can be tapped to implement any of these new services. BRPC will continue to encourage BRTA to develop fixed route service evaluation standards that can be applied as part of their service planning process. This final study recommendation acknowledges there are many competing transit service needs in the BRTA service area, and that priorities for southern Berkshire transit service improvements will necessarily be evaluated in a broader context.

# Recommendations of the Analysis of the BRTA Fixed Route Bus System

The overall recommendation of the Analysis of the BRTA Fixed Route Bus System -Final Report is providing an improved efficiency/fit in matching transit system resources and transit needs, including:

- Commence transition to smaller vehicles in the fleet
- Implementation of ITS technology throughout the fleet
- Provide service to Environmental Justice areas not currently within 1/4 mile of existing service
- Provide service to routes/roads and/or employment areas not currently served
- Ensure accessibility for persons with disabilities
- Promote use of public transit for non work related trips
- In downtown areas, eliminate unrestricted/unsafe flag stops

## County Wide

Capital Improvement Costs:

Through use funds of the ARRA, if made available, purchase of minibuses and an ITS system is the first priority.

## Phase 1

Phase 1 recommendations are those that utilize existing resources and thus require no additional funding; they include revisions to the schedule, introduction of mini-hubs and implementation of circulator loops rather than dead-end routing that necessitates u-turns.

There would also be benefit if the BRTA can determine through on-bus survey effort the information to bridge the data gap, including the following:

- through coordination with BCC, assemble more detailed information about the Bce student population
- more detailed information about where passengers are boarding and disembarking (ie. As simple as differentiating origin and/or destination between Housatonic and the southern town center of Great Barrington); this information would be especially valuable for the elderly and/or disable population of passengers.
- For the elderly and/or disabled population of passengers, more detailed information such as how long is the distance to/from the bus stop do they have to travel would be valuable

## Phase 1 - North

Revise schedule such that the buses for Routes 3/31 and the buses for Route 1/12/33 provide better connections with fewer delays.

## Phase 1 – Central

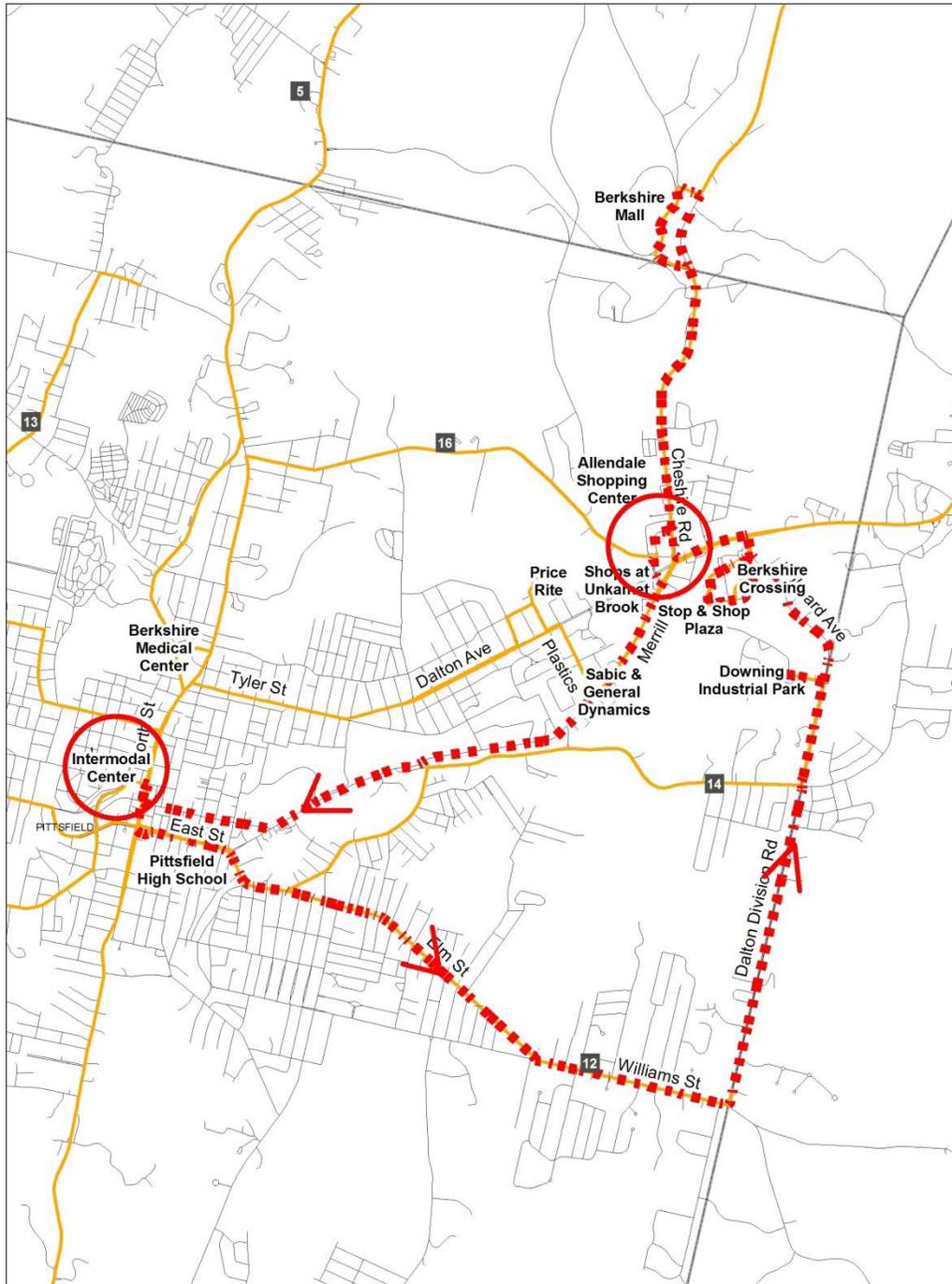
Pittsfield

Establish two circulator Loops described as follows that would run in opposite directions and connect with the Berkshire Mall, the Downing Industrial Park, the Intermodal Transportation

Center and Berkshire Crossing shopping center:

1. Circulator loop counterclockwise only from the ITC, along North Street, East Street, Elm Street, Williams Street, Dalton Division Road, Hubbard Avenue, Dalton Avenue, Cheshire road, the Mall, Merrill Road, East Street, Fenn Street and return to the ITC via North Street.

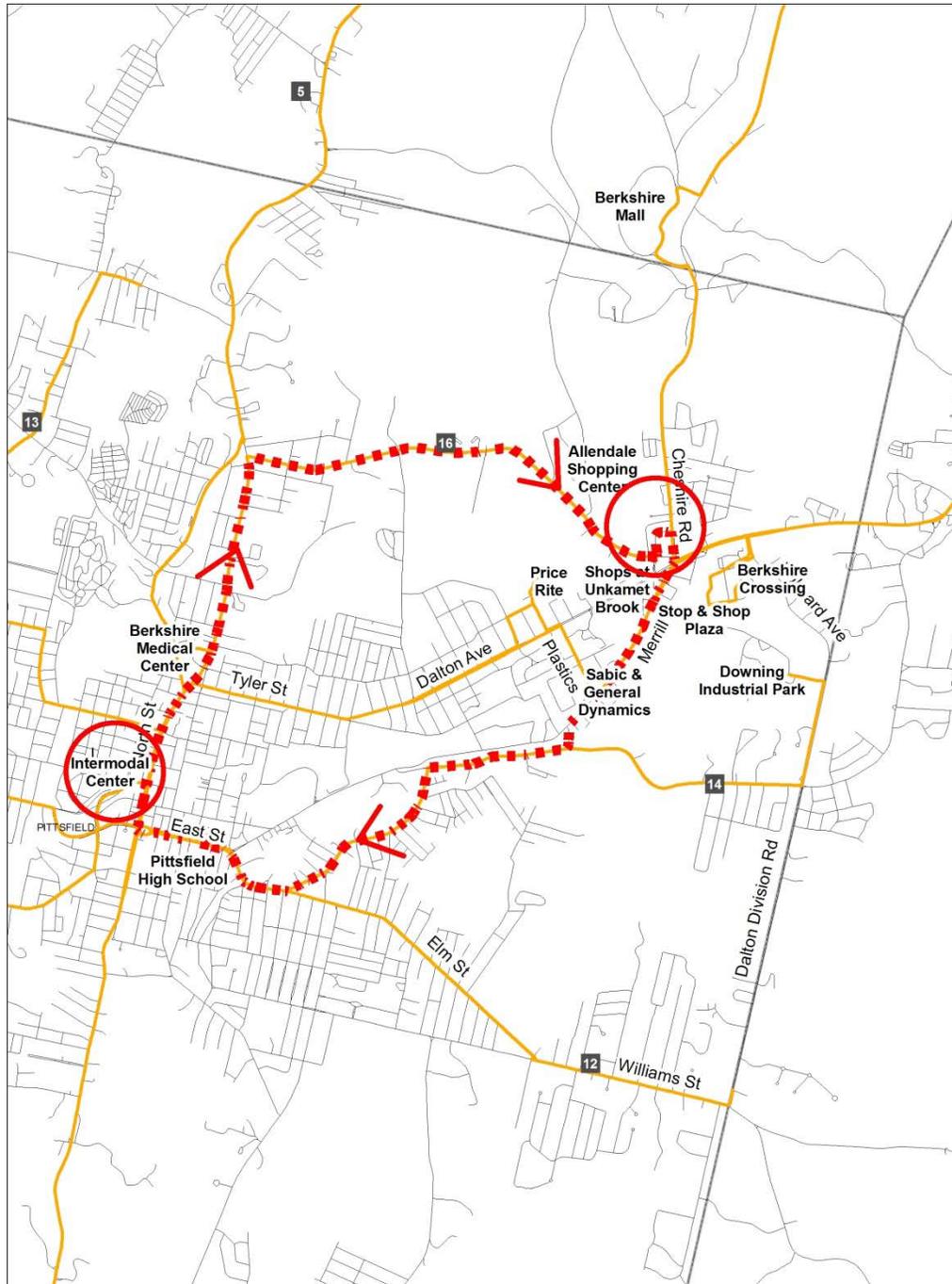
Figure 1 – Circulator Loop 1



Currently, Route 14 is the eastern half of Routes 13/14, changing route number at the ITC. The proposed Circulator Loop 1 will be making this movement. As such, Route 13

- can be paired with another route.
2. Circulator loop from the ITC along North Street, Crane Avenue, Merrill Road, East Street, Newell Street, Elm Street, and return to the ITC via North Street.

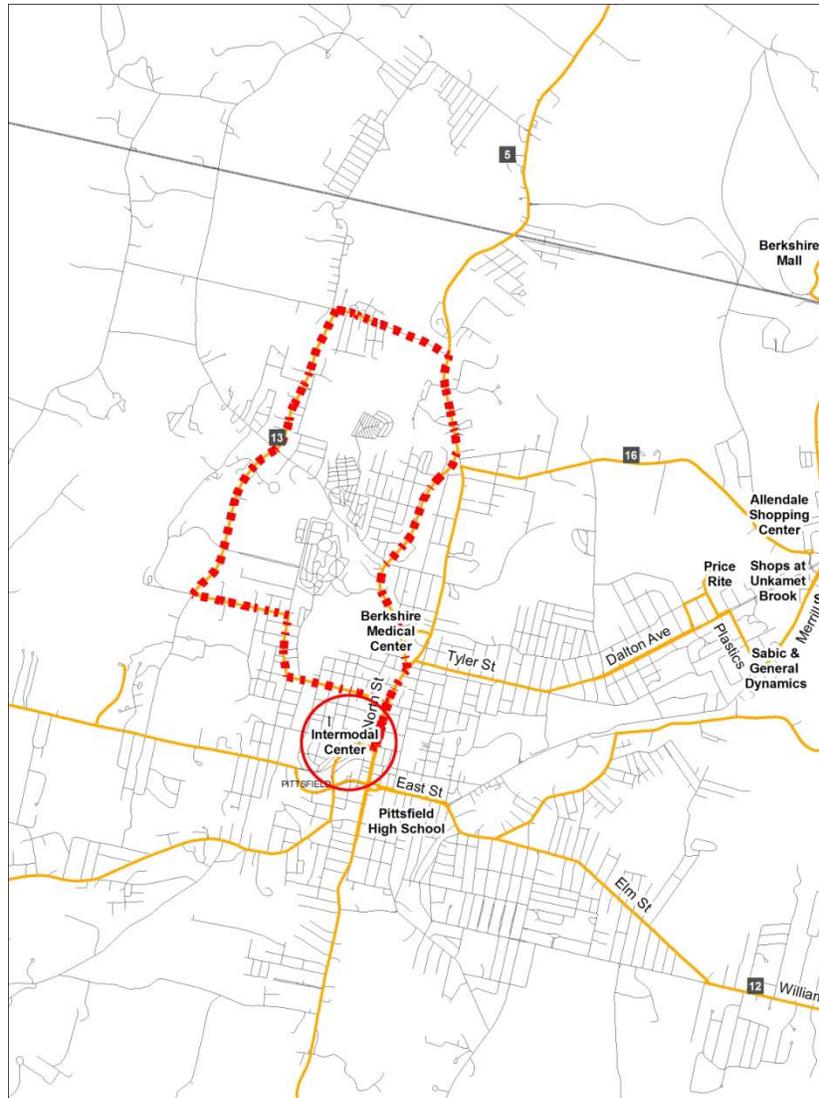
Figure 2 – Circulator Loop 2



Currently Route 16 is the northern half of Routes 2/16, changing route number at the ITC. Route 16 travels Crane Avenue to Allendale. Since the proposed Circulator Loop 2 will be making this movement, Route 2 can be paired with another route.

With the proposed Circulator Loops 1 and 2 "replacing" Routes 14 and 16, it is logical to combine the two one half pairs that remain (i.e. have Route 13 (currently the western half of Routes 13/14) be paired with Route 2 (currently the southern half of Routes 2/16). Since, currently, Route 13 deadends on Hancock Road, there is a need for the bus to complete a U-turn then double back on Hancock Road. If Route 13 is modified to be a loop that travels Hancock Road then continues east to Route 7, returning to the ITC via North Street, it will take less time and cover additional service area.

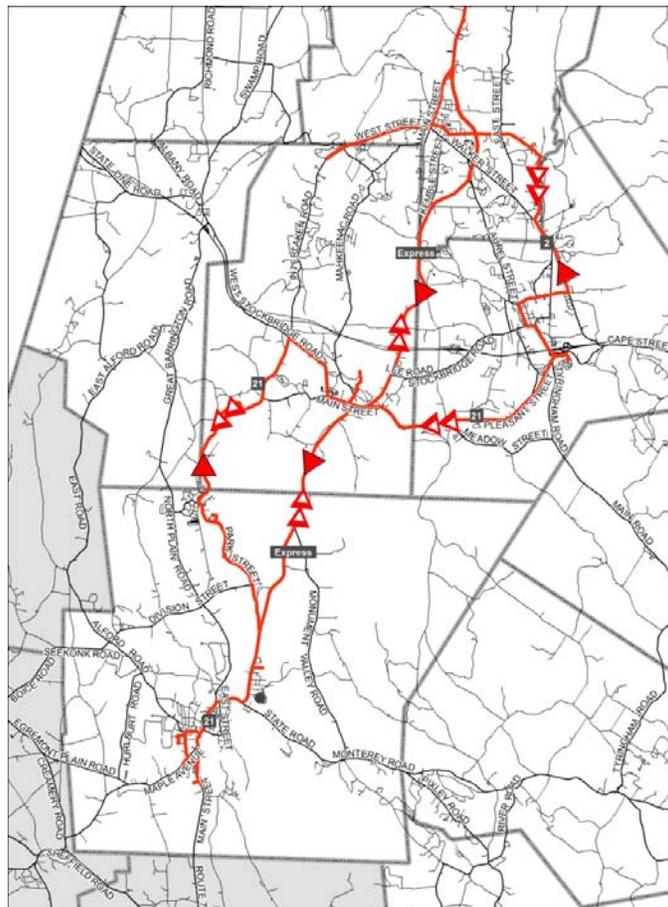
Figure 3 – Route 13 Loop



Given a comment from the Director of Community Relations of Fairview Hospital regarding her concern for two transfer points need for passengers coming from Great Barrington to Berkshire Medical Center (BMC), perhaps this Route 13 loop could alternate in the direction of its travel (i.e. run clockwise one hour and counterclockwise the next hour). That way, since Route 2 would be paired with Route 13, there would be no need for passengers coming from Lee to disembark and although the BMC is on the route regardless of direction of travel, alternating the

direction of travel would allow more direct, and quick, access to the BMC every other hour. Establish minihub/transfer point at Allendale such the Route 1 bus can stop there rather than proceeding to ITC in part to reduce delays to north county but also to reduce need for passengers to continue west to ITC -Route 4 would be the segment from the ITC to Allendale as it is now.

**Phase 1 – South** Establish a bi-directional circuit formed by Great Barrington Senior Center at its southern terminus, Route 7, Route 183, Route 102, Route 20, Kripalu as northern terminus and back to Route 7 for return to Senior Center. Establish minihub/transfer points in Lee, Stockbridge and Great Barrington. Since BRTA Route 2 will continue to go to Prime Outlets via Crystal Street, through Lenox Dale, the bi-directional circuit could travel Route 20 (Laurel Street). It could also travel Kemble Street to pick up Canyon Ranch. One full circuit (i.e. in the direction indicated by the double arrows, from Senior Center, north on Route 7, Route 7 A (Kemble Street), west on Route 183, Kripalu, east on Route 183 (West Street then Walker Street), south on Route 20, Route 102, south on Route 183, south on Route 7 and return to Senior Center) would take two hours. Figure 4 – South County Circuit



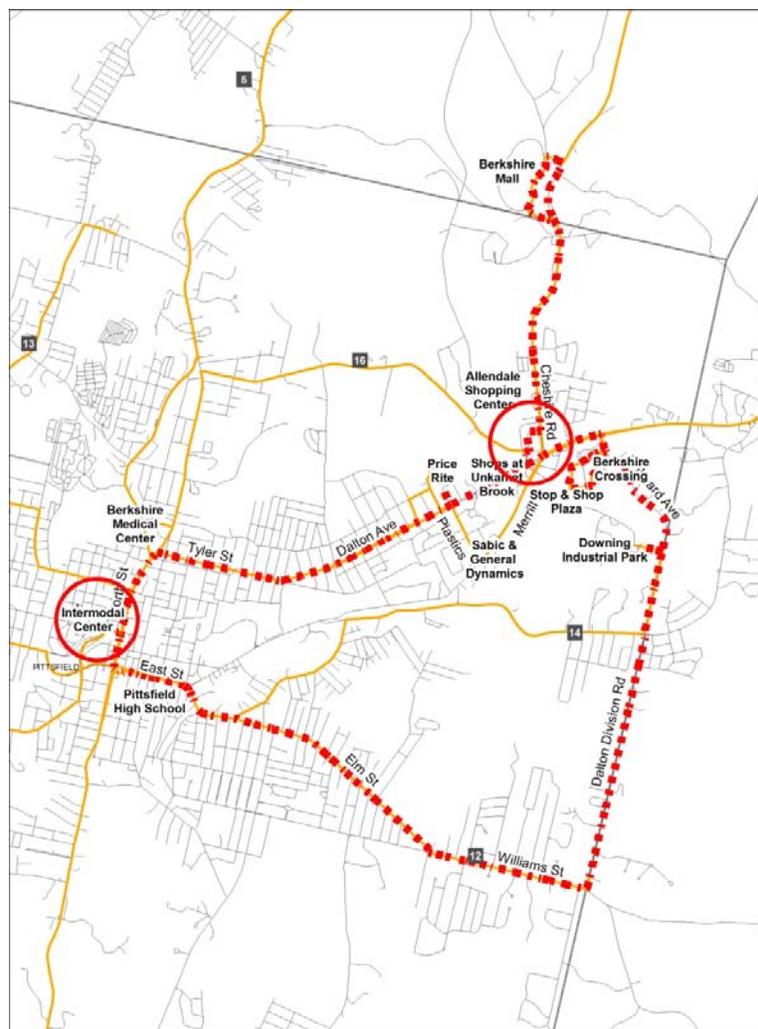
One Individual recommendation having a bus stop at the corner of Route 23 and West Street in Great Barrington.

### **Phase 2 – Evening Pittsfield Circulator Loop**

This phase of recommendation necessitates a funding source be identified prior to implementation.

Extension of evening service to 11 pm of a Pittsfield Circulator loop that starts at the ITC, travels North Street, East Street, Elm Street, Williams Street, Dalton Division Road, Hubbard Avenue, Dalton Avenue, Cheshire Road and Berkshire Mall, back to Dalton Avenue, Tyler Street and return to ITC via North Street. The route would be a trial run to meet the need of night students, second-shift worker and those interested in a trip to the mall or shopping center in the evening.

Figure 5 – Evening Service Circulator Loop



Both BCC and MCLA have evening classes at the ITC building on Columbus Avenue; in addition to providing bus service for evening classes at the ITC, this would provide enhanced services for students at the Adult Learning Center.

The route would be a trial run to meet the need of night students, second-shift worker and those interested in a trip to the mall or shopping center in the evening.

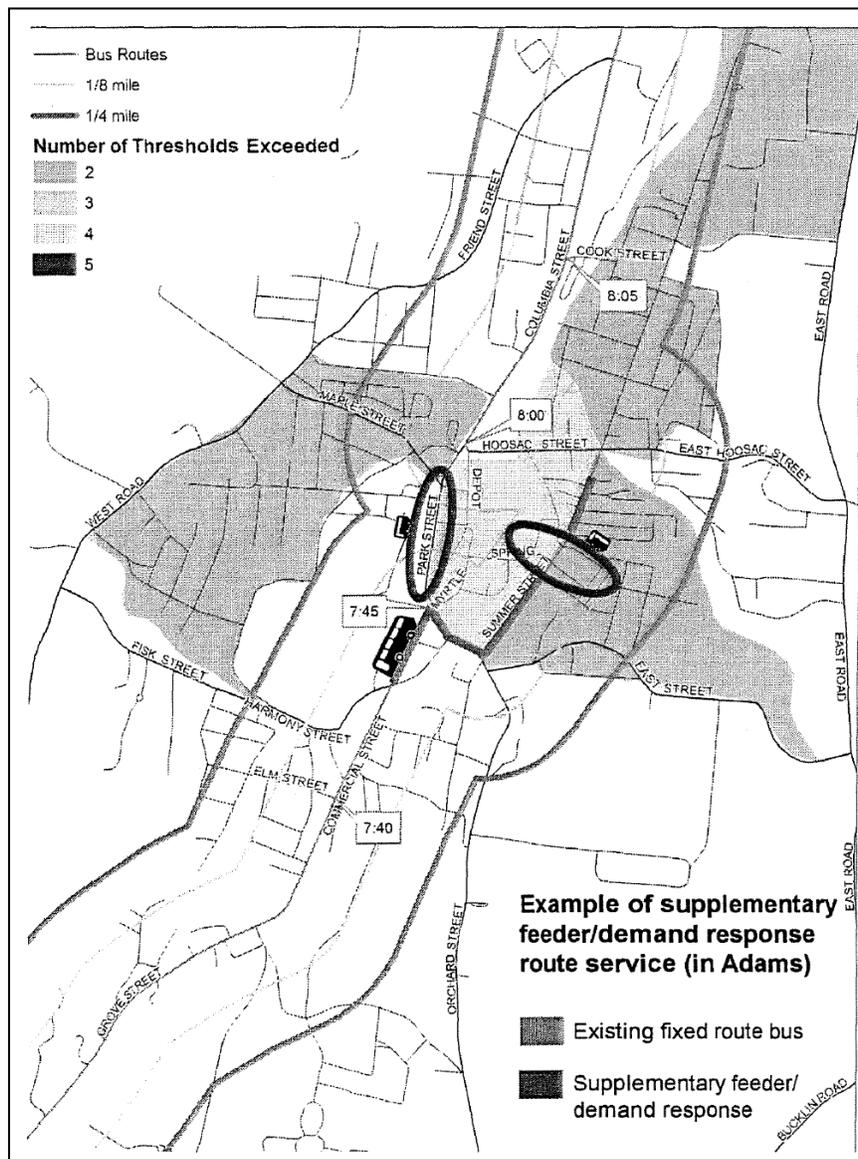
### **Phase 3 – County Wide**

This phase of recommendation necessitates a funding source be identified prior to implementation.

Provide a supplementary feeder/demand response service with 1/2 hour headway and a series of designated stops where the bus will be at a designated time.

The following example for mapping of the Town of Adams illustrates the supplementary feeder/demand response service.

Figure 6 – Example of Supplementary Feeder/Demand Response



It is important to note that in the entirety of the heart of downtown Adams, an area bounded by Route 8 to the west, Center Street to the south, Summer Street to the east and Hoosac Street to the north, exceeds four of the five Environmental Justice thresholds.

The larger of the two busses depicts the existing fixed route bus service that traverses Route 8 a dozen times each day. The only significant change to it would be the elimination of flag stops in the downtown; flag stops would be replaced by designated bus stops. These designated bus stops would have surplus time built into their scheduling. The smaller of the two busses depicts the supplementary feeder/ demand response minibus.

As an example of how this improves service, if a bus stop was located at the intersection of Commercial Street/Park Street (Route 8) with Center Street at the designated time of 7:45, the next stop is the intersection of Park Street/Columbia Street (Route 8) with Hoosac Street at the designated time of 8:00. It takes significantly less than 15 minutes to travel between those points. But, the surplus time would provide the fleet of minibuses the opportunity to pick up and/or drop off passengers who are less able to access the bus stops as close as possible to their residence or who are too far away to utilize the fixed route buses by walking.

The ultimate vision is to have at least one minibus in each of the following communities served by the existing fixed route bus service, with up to four minibuses in some of the larger communities such as Pittsfield:

Williamstown

North Adams

Adams

Pittsfield

Dalton

Hinsdale

Lenox

Lee

Great Barrington

Alford

Egremont

Mount Washington

Sheffield

## **Suggestions for Further Consideration (beyond this study)**

The following concepts and/or additional feedback/information were raised during and/or after the series of public meetings and involve coordination beyond that which is currently available (i.e. incorporating surveys from Berkshire Health Systems (BHS) that would arrive months after all other surveys had been compiled.

### **Survey results from Fairview Hospital**

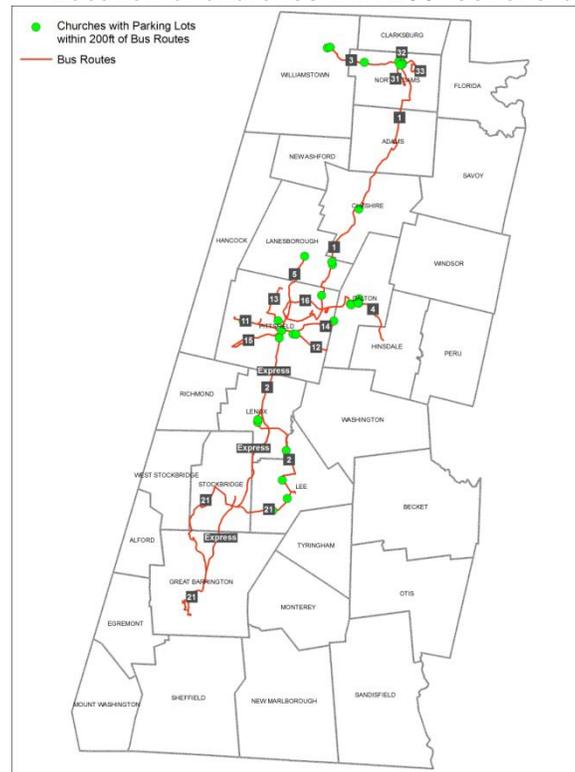
During the March 12th meeting in Great Barrington, the Director of Community Relations at Fairview Hospital, Lauren Smith, had requested the opportunity to have employees fill out survey forms. The survey forms were emailed prior to finalization of this report. The data from BHS would benefit BRTA in identifying potential bus stops and routes in Great Barrington.

### **Coordination to explore feasibility of using church parking lots as park and ride facilities**

Reverend Quentin Chin approached BRPC with an idea to utilize church parking lots during the week as park and ride facilities, the premise being that although some churches might have special services during the week, most of the church services are held during the weekend.

Once the BRTA establishes where in the communities the designated bus stops will be, it would be appropriate to narrow the field of church parking lots by criteria such as walking distance to the bus stops, number of parking spaces, etc. Once the field of church parking lots is narrowed, a list of the names would be generated. As a member of the clergy himself, Mr. Chin has volunteered to open the discussion with those churches to see if they would be willing to allow use of the parking lots during the week. Figure 20 shows all the churches within 200 feet of a bus route that have parking lots.

Figure 7 – Location of churches with 200 feet of a bus route



### **Consideration of a 10 year “Vision Plan” for Public Transit including BRTA**

A 10 year vision plan will enable participants not only to examine the public transit options that are available in Berkshire County today and provide feedback regarding how the BRTA can expand or improve its service in that 10 year window but also brainstorm as to how bus and rail service both can be expanded.

The BRPC study of the BRTA fixed route bus service cannot assign timeframes for implementation of recommendations since the BRTA will be the entity making the decision about choice of recommendations and many of these decisions are very dependent on federal and state funding, which are not in BRTA's control.

Part of the value of this 10 year vision plan is that there would be assignment of years associated with improvements and/or expansions of the entire public transit.

This 10 year vision plan would include not only BRTA but also the possible expansion of MetroNorth commuter rail into Berkshire County, coordination with the Peter Pan bus service, etc.

This plan would involve a series of public meetings.

### **Coordination between Williams College and the BRTA regarding expansion of service in Williamstown**

Williams College and BRTA should coordinate to identify possible funding sources and document the need for the Williams College students to travel to Sweetwood, Sweetbrook and the Mount Greylock Regional High School.

### **Extending bus service in (1) having a bus stop at the Sterling and Francine Clark Art Institute and/or (2) reinstating service along Holmes Road**

Clark Art Institute:

On March 31st, BRPC received a fax transmittal of a letter sent to the BRTA. An excerpt of this letter reads as follows:

"The Clark would like to add to the discussion that you have recently had in public forums, by proposing our campus as a stop in Williamstown. We are located on South Street, 1/2 mile from the field Park rotary and have ample room for a turn around. The Clark has a staff of 80, most of who reside within the Berkshires, but outside of Williamstown. Many of these employees have stated they would be willing to utilize public transportation if it were more readily available to them, particularly in inclement weather. Each year the Clark has between 175,000 and 225,000 visitors making it the second largest tourist destination in the county. Providing improved access to the Clark via the BRTA system would be of benefit to both those visiting from outside the region, and those who live in the Berkshires and visit the Clark often. The Clark has identified promoting public transportation to both its employees and visitors as an important objective."

March 31st, was too late for inclusion in the scope of this Study. The problem with a stop at the Clark is that the schedule for BRTA Route 3 is already too tight and cannot accommodate the mile detour. The inclusion of another stop for BRTA route 3 at the Clark Art Institute would be at the discretion of the BRTA. If there is serious consideration to modify the bus route in Williamstown, it would be important to consider service on North Hoosac Road as well.

Holmes Road:

Approximately 10 years ago, the fixed route bus system was assessed by the BRTA Administrator at that time; several routes and/or components of routes that were seen as non-productive were eliminated. Service along Holmes Road was eliminated at that time. As part of the public comments received, there were five emails, all requesting that service along Holmes Road be reinstated. If, while revising schedules the BRTA could make a determination of whether reinstatement of service along Holmes Road would be possible, there would be benefit. That being said, the issue remains that additional resources may be needed.

For both the Clark Art Institute and Holmes Road, if the BRTA determines that the (1) introduction of the Clark Art Institute as a stop and/or (2) the re-instatement of service to Holmes Road should be given further consideration, the revisions to the schedules should provide ample time for these additional stops and/or service. If these modifications are made, they should be done entirely on a trial basis to determine the level of actual utilization.

### **Provision of Demand Response Type Service in Alford, Egremont, Mount Washington and Sheffield**

BRPC was notified in December, 2008, that the communities of Alford, Egremont, Mount Washington, and Sheffield are listed as BRTA members but neither pay assessment nor receive any service. In Recommendation Phase 3, it is hoped that these communities will be among those that have a fleet of minibuses that would feed the fixed route bus service in Great Barrington. Until then, there would be benefit if the BRTA could coordinate with the SBETC and/or leadership in those four communities to arrange for an interim transit feeder system. Of the four communities, Sheffield is the most significant since it has the highest range of employment density and has the largest population of the four communities.

It is important to note that the Executive Office of Transportation is also in the midst of a study being completed by TransSystems. The report is expected to be complete by December 2009. It is a statewide study that will include individual service at the local levels and will include service standards of frequency, times, etc. The report will also include performance measures; if something is not meeting performance measures, there will be flexibility to reallocate the money to where it is needed. The idea is that buses will not be run with only one or two people on them just because the schedule says the bus will run at those times.



## APPENDIX B:

Inventory of Transportation Providers in Berkshire County  
April 2018





## Berkshire County Transportation Guide

### Berkshires without Barriers

Berkshire County, MA (April 2018)



### BUS SERVICES

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Berkshire Regional Transit Authority (BRTA)	general public and disabled	County Wide	Mon-Fri 5:45am-7:20pm, Sat 7:15am-7:00pm	1 Columbus Avenue, Pittsfield, MA - 01201	413-499-2782	<a href="mailto:Robert.malnati@berkshirerta.com">Robert.malnati@berkshirerta.com</a>	<a href="http://www.berkshirerta.com">www.berkshirerta.com</a>
Berkshire Community Action Council	community agency partner transportation	North County	Sun-Sat 4am-1am	85 Main Street, Suite 314 North Adams, MA - 01247	413-664-0300	<a href="mailto:cstickles@bcacinc.org">cstickles@bcacinc.org</a>	
Peter Pan/Greyhound Bus Lines	general public	Central & South County	7 days, 8:40am-4pm, 7 buses per day	1 Columbus Avenue, Pittsfield, MA - 01201	1-800-231-2222 or 413-499-2782		<a href="http://www.peterpanbus.com">www.peterpanbus.com</a>

### TRAINS

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Amtrak Train Service	general public	Pittsfield	7 days, 2 trains per day	1 Columbus Avenue, Pittsfield, MA - 01201	1-800-872-7245		<a href="http://www.amtrak.com">www.amtrak.com</a>

### MEDICAL TRANSPORT SERVICES

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Action Ambulance Service	general public, medical	Pittsfield, Lee	Mon-Fri 6am-10pm, Sat-Sun 7am-10pm	121 West Housatonic Street, Pittsfield, MA - 01201	413-445-5355	<a href="mailto:jscolforo@actionems.com">jscolforo@actionems.com</a>	<a href="http://www.actionems.com">www.actionems.com</a>
American Cancer Society (Road-to-Recovery Program)	medical	County Wide	Mon-Fri 9am-5pm, volunteers use own cars	59 Bobala Road, Holyoke, MA - 01049	413-734-6000		
Berkshire Community Action Council (BCAC)	general public, disabled, medical	County Wide	Mon-Fri	1531 East Street, Pittsfield, MA - 01201	413-499-4420	<a href="mailto:emcnally@bcacinc.org">emcnally@bcacinc.org</a>	
County Ambulance Inc.	general public, medical	County Wide, medical	24/7	175 Wahconah Street, Pittsfield, MA - 01201	413-499-2527	<a href="mailto:bkandrews@countyamb.com">bkandrews@countyamb.com</a>	<a href="http://www.countyamb.com">www.countyamb.com</a>
County Rainbow Taxi, Inc/ Arrow taxi	general public, able bodied, medical	County Wide	24/7	10 Pleasant Street, Pittsfield, MA - 01201	413-499-4300	<a href="mailto:jregan@centralberkshire.com">jregan@centralberkshire.com</a>	
CRT Cabulance	disabled, senior, medical	County Wide	24/7	18 Oak Street, Pittsfield, MA - 01201	413-447-3800	<a href="mailto:jregan@centralberkshire.com">jregan@centralberkshire.com</a>	
E-Pod Transportation LLP	masshealth recipients	County Wide and to Springfield	Mon-Fri 5am-7pm, Sat-Sun 5am-3pm	26 Overlook Terrace, Adams, MA - 01220	413-743-3763	<a href="mailto:PeterGreenbush@gmail.com">PeterGreenbush@gmail.com</a>	
MassHealth Transportation Program (Medicaid Transportation)	medical	County Wide			1-800-841-2900 TTY for hard of hearing 1-800-497-4648		
Village Ambulance	general, medical	North County	24/7	30 Water Street, Williamstown, MA - 01267	413-458-4889	<a href="mailto:shawngodfrey@villageambulance.com">shawngodfrey@villageambulance.com</a>	<a href="http://www.villageambulance.com/">http://www.villageambulance.com/</a>



## Berkshire County Transportation Guide

### Berkshires without Barriers

Berkshire County, MA (April 2018)



### TRANSPORTATION EXCLUSIVELY FOR SENIORS AND DISABLED

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Ad Lib	disabled	County Wide	Mon-Fri 8am-12pm	215 North Street, Pittsfield, MA - 01201	413-442-7047	<a href="mailto:adlib@adlibcil.org">adlib@adlibcil.org</a>	<a href="http://www.adlibcil.org">http://www.adlibcil.org</a>
BRTA	disabled (by application)	County Wide	24/7	1 Columbus Avenue, Pittsfield, MA - 01201	413-499-2782	<a href="mailto:Robert.malnati@berkshirerta.com">Robert.malnati@berkshirerta.com</a>	<a href="http://www.berkshirerta.com">www.berkshirerta.com</a>
BC-ARC	disabled	Central & South County	24/7, office hours: Mon-Fri 8am-5pm	395 South Street, Pittsfield, MA - 01201	413-499-4241	<a href="mailto:bcarc@bcarc.org">bcarc@bcarc.org</a>	<a href="http://www.bcarc.org">www.bcarc.org</a>
COA - Adams	senior & disabled, medical	North County	Mon-Fri, 8am-4pm	3 Hoosac Street, Adams, MA - 01220	413-743-8333	<a href="mailto:bproper@town.adams.ma.us">bproper@town.adams.ma.us</a>	<a href="http://www.town.adams.ma.us">http://www.town.adams.ma.us</a>
COA - Cheshire	senior & disabled, medical	North County	Mon, Tue, Thur 8am-4pm	119 School Street, Cheshire, MA - 01225	413-743-9179		<a href="http://www.cheshire-ma.com/">http://www.cheshire-ma.com/</a>
COA - Clarksburg	able bodied , all purposes	North County	on call	712 West Cross Road, Clarksburg, MA - 01247	413-663-8253		
COA - Dalton	senior & disabled, all purposes	Dalton, Pittsfield	Mon-Fri 8am-3pm	40 Field Street Extension, Dalton, MA - 01226	413-684-2000	<a href="mailto:KPizzi@dalton-ma.gov">KPizzi@dalton-ma.gov</a>	<a href="http://www.dalton-MA.gov">www.dalton-MA.gov</a>
COA - Lanesborough	senior & disabled, medical	Central County	Mon, Tue, Thur, Fri 8am-4pm, Wed 8am-3:30pm	83 N Main Street, Lanesborough, MA - 01237	413-448-2682	<a href="mailto:seniors.director@lanesborough-ma.gov">seniors.director@lanesborough-ma.gov</a>	
COA - Lee	senior & disabled, medical	South County	Mon - Fri 8:30-1:30	21 Crossway Street #2, Lee, MA - 01238	413-243-5545		
COA - Lenox	senior & disabled, medical	Lenox, Lee & Pittsfield	Mon-Wed & Fri 8:30am-3pm	65 Walker Street, Lenox, MA - 01240	413-637-5535	<a href="mailto:susanholmes@townoflenox.com">susanholmes@townoflenox.com</a>	<a href="http://www.townoflenox.com">www.townoflenox.com</a>
COA - North Adams	senior & disabled, medical	North County	Mon-Fri 8am-4pm	116 Ashland Street, North Adams, MA - 01247	413-662-3125	<a href="mailto:spitzerctr@yahoo.com">spitzerctr@yahoo.com</a>	<a href="http://www.northadams-ma.gov/index.php?nav_id=25">http://www.northadams-ma.gov/index.php?nav_id=25</a>
COA - Pittsfield	senior & disabled, medical	Central County	Mon-Fri 8:30am-3:30pm	330 North Street, Pittsfield, MA - 01201	413-499-9346	<a href="mailto:vmarinaro@pittsfieldch.com">vmarinaro@pittsfieldch.com</a>	<a href="http://www.cityofpittsfield.org/city_hall/council_on_aging/">http://www.cityofpittsfield.org/city_hall/council_on_aging/</a>
COA - Richmond	senior & disabled		on call	1529 State Road, Richmond, MA - 01254	413-698-3355		
COA - Savoy	senior & disabled, medical	North County	7 days, on call	720 Main Road, Savoy, MA - 01256	413-743-4290		
COA - Sheffield	senior & disabled	South County	Mon-Fri 9am-4pm	25 Cook Road, Sheffield, MA - 01257	413-229-7037	<a href="mailto:jenggoewey@sheffieldma.gov">jenggoewey@sheffieldma.gov</a>	<a href="http://www.sheffieldma.gov">www.sheffieldma.gov</a>
COA - Stockbridge	senior & disabled, all purposes	South County		50 Main Street, Stockbridge, MA - 01262	413-298-4170, ext 263		
COA - Tyringham	senior, medical	South County		P.O. Box 415, Tyringham, MA - 01264	413-243-1749		
COA - Washington	senior, able bodied	Central County		27 Frost Road, Washington, MA - 01223	413-655-0232		
COA - West Sockbridge	senior & disabled, all purposes	Central & South County	on call	21 Albany Road, West Stockbridge, MA - 01266	413-232-0137		
COA - Williamstown	senior & disabled, medical & shopping	North County	Mon-Fri 8am-4pm	118 Church Street, Williamstown, MA - 01267	413-458-8250		<a href="http://www.williamstown.net">www.williamstown.net</a>
COA - Windsor	able bodied elderly, all purposes	Central County	7 days, on call	1220 Old Route 9, Windsor, MA - 01270	413-684-3771		
Elder Services Inc.	senior, medical, all purposes		Mon-Fri 9am-4pm	877 South Street, Pittsfield, MA - 01201	413-499-0524	<a href="mailto:esbc@esbci.org">esbc@esbci.org</a>	<a href="http://www.esbci.org">www.esbci.org</a>
Mass Rehabilitation Commission	disabled, employment	County Wide	Mon-Fri 8:45am-5pm	37 Main Street, 3rd floor, North Adams, MA - 01247	413-663-5391	<a href="mailto:Katherine.Angelini@MassMail.State.MA.US">Katherine.Angelini@MassMail.State.MA.US</a>	
Retired Senior Volunteer Program (RSVP)	senior, able bodied	Central County	Mon-Thu 8:30am-2:00pm; Fri 8:30am-1:00pm	16 Bartlett Avenue, Pittsfield, MA - 01201	413-499-9345	<a href="mailto:rsvpdDispatcher@pittsfieldch.com">rsvpdDispatcher@pittsfieldch.com</a>	<a href="http://cityofpittsfield.org/city_hall/rsvp/index.php">http://cityofpittsfield.org/city_hall/rsvp/index.php</a>



**Berkshire County Transportation Guide**  
**Berkshires without Barriers**  
 Berkshire County, MA (April 2018)



**TRANSPORTATION EXCLUSIVELY FOR SENIORS AND DISABLED**

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Southern Berkshire Elderly Transportation (SBETC)	senior & disabled, all purposes	South County	Mon-Fri, 8am-4pm	917 Main Street, Great Barrington, MA - 01230	413-528-4773		<a href="http://www.montereyma.gov/Public_Documents/MontereyMA_About/SBETC">http://www.montereyma.gov/Public_Documents/MontereyMA_About/SBETC</a>
United Cerebral Palsy of Berkshire County	disabled	County Wide	Mon-Fri, 8:30am-4:30pm	208 West Street, Pittsfield, MA - 01201	413-442-1562	<a href="mailto:csinger@ucpberkshire.org">csinger@ucpberkshire.org</a>	<a href="http://www.ucpberkshire.org/">http://www.ucpberkshire.org/</a>

**TRANSPORTATION FOR VETERANS**

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Soldier On, Inc.	senior & disabled Vets, medical	County Wide	Sun-Sat 6am-6pm	360 West Housatonic Street, Pittsfield, MA - 01201	413-418-4300	<a href="mailto:info@wesoldieron.org">info@wesoldieron.org</a>	<a href="http://www.wesoldieron.org">www.wesoldieron.org</a>
VA Van Service	senior & disabled Vets, medical	County Wide	Mon-Fri, morning-early afternoon	Eagle Street, Pittsfield, MA - 01201	413-499-2672		
Veteran's Outreach	senior, medical	County Wide	Tue-Thu	152 North Street, Pittsfield, MA - 01201	413-499-0256		

**TAXIS, LIMOS & OTHER SERVICES**

Provider	Rider Eligibility	Service Area	Days/Hours of Service	Provider Address	Phone	Email	Website
Abbott's Limousine & Livery	general public - able bodied	County Wide	24/7	435 Greylock Street, Lee, MA - 01238	413-243-1645	<a href="mailto:info@abbottslimo.com">info@abbottslimo.com</a>	<a href="http://abbottslimo.com">http://abbottslimo.com</a>
Berkshire Community Action Council (BCAC)	general public, disabled, medical	County Wide	Mon-Fri	1531 East Street, Pittsfield, MA - 01201	413-499-4420	<a href="mailto:emcnally@bcacinc.org">emcnally@bcacinc.org</a>	
Bruce Transportation	general	County Wide		475 E Housatonic Street, Dalton, MA - 01226	413-684-2506		
City Cab	able bodied	North County		271 Union Street, North Adams, MA - 01247	413-464-5849		
DuFour Escorted Tours	general, charter, school	County Wide		133 South Street, Hinsdale, MA - 01235	413-655-8122		<a href="http://www.dufourtours.com">www.dufourtours.com</a>
Jenkins Livery	general (usually medical & employment)	County Wide	24/7 reservations	42 Carson Avenue, Dalton, MA - 01226	413-684-1893		
Lenox Taxi & Limo	general public	County Wide	7 days, 6am-midnight	8 Fairview Avenue, Lenox, MA - 01240	413-637-3014		
Norm's Limo	general public		24/7	573 Ashland Street, North Adams, MA - 01247	413-663-6284		
Park Taxi	general	Central County	Sun-Sat 8am-9pm	235 Water Street, Lee, MA - 01238	413-243-0020		
Pittsfield YMCA	able bodied	Central County	Mon-Fri	292 North Street # 1, Pittsfield, MA - 01201	413-499-7650	<a href="mailto:mgreen@pittsfieldfamilyymca.org">mgreen@pittsfieldfamilyymca.org</a>	<a href="http://www.pittsfieldfamilyymca.org/">www.pittsfieldfamilyymca.org/</a>
Precious Cargo	able bodied, day care	Central County	Mon-Fri 6:30am-6:30pm	275 Williams Street, Pittsfield, MA - 01201	413-445-8977		
South County Transport	general	South County	Sun-Wed 8am-11pm Thur-Sat 8am-2am	38 East Street, Mt. Washington, MA - 01238	413-347-1646	<a href="mailto:southcountyT@gmail.com">southcountyT@gmail.com</a>	<a href="http://www.southcountytransport.com">www.southcountytransport.com</a>
Taxico Inc.	general, masshealth recipients	South County	Mon-Fri 7am-10pm, Sat 8am-11pm, Sun 8am-9pm	40 Rosseter Street, Great Barrington, MA - 01230	413-528-0911		
Transport the People, Inc.	general	County Wide	24/7	18 Oak Street, Pittsfield, MA - 01201	1-800-639-9605	<a href="mailto:ttplimos@verizon.net">ttplimos@verizon.net</a>	<a href="http://www.ttplimos.com">www.ttplimos.com</a>
Tunnel City Transportation	general public, disabled, medical, all purposes	North County	7 days, 5am-5pm	676 Curran Highway, North Adams, MA - 01247	413-662-2100, 413-662-2000, 413-663-3000	<a href="mailto:RCohen96@tunnelcitytransport.com">RCohen96@tunnelcitytransport.com</a>	<a href="http://www.tunnelcitytransport.com">www.tunnelcitytransport.com</a>