



# Title VI Analysis of the UMass-Holyoke Corridor Improvements

## Spring-Summer 2025



Resulting from the realigning of Route R24, R29 & the replacement of Route 36 with Route 38 NS.

**PV/TA**

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Boston, MA 02116  
Phone: (857) 368-8580 or 7-1-1 for Relay Service  
Email: [MassDOT.CivilRights@state.ma.us](mailto:MassDOT.CivilRights@state.ma.us)

**Federal Transit Administration**  
**Office of Civil Rights**  
**Attention: Complaint Team East Building, 5th Floor—**  
**TCR 1200 New Jersey Avenue, SE**  
**Washington, DC 20590**  
**[FTA online complaint form](#)**

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## Table of Contents

|                                                                         |     |
|-------------------------------------------------------------------------|-----|
| Table of Figures .....                                                  | iii |
| 1. Authorities and Summary .....                                        |     |
| 1                                                                       |     |
| 1.1 Summary .....                                                       |     |
| 1                                                                       |     |
| 1.2 Background .....                                                    |     |
| 2                                                                       |     |
| 1.2.1 Route R29 Realignment .....                                       |     |
| 2                                                                       |     |
| 1.2.2 Route 36 Replacement/Route 38 No School .....                     |     |
| 3                                                                       |     |
| 1.2.3 Route 24 Realignment.....                                         |     |
| 3                                                                       |     |
| 2. Description of Changes .....                                         |     |
| 4                                                                       |     |
| 3. Scope and Process.....                                               |     |
| 5                                                                       |     |
| 3.1 Scope .....                                                         |     |
| 5                                                                       |     |
| 3.2 Process .....                                                       |     |
| 5                                                                       |     |
| 3.3 Data sources .....                                                  |     |
| 5                                                                       |     |
| 4. Title VI Analysis by Route .....                                     |     |
| 7                                                                       |     |
| 4.1 Summary of Title VI Analysis by Route .....                         |     |
| 7                                                                       |     |
| 5: Disparate Impacts and Disproportionate Burden (DI/DB) Analysis ..... | 28  |
| 5.1: DI/DB Analysis Definitions .....                                   | 28  |
| 5.2: DI/DB Impact Analysis Results .....                                | 30  |
| 5.2.1: Route R29 Realignments.....                                      | 30  |
| 5.2.2: Route 36 Discontinuation .....                                   | 30  |
| 5.2.3: Route 38.....                                                    | 30  |
| 5.2.4: Route 38 No School.....                                          | 30  |
| 5.2.5: Route 24 Realignment .....                                       | 30  |
| 6. Public Outreach and Consultation .....                               | 31  |
| 6.1 Public Hearings.....                                                | 31  |
| 7. Conclusion.....                                                      | 34  |
| Appendix A: Public Comments.....                                        | 35  |

|                                               |    |
|-----------------------------------------------|----|
| Appendix B: Major Service Change Policy ..... | 48 |
| Appendix C: REMIX Methodology .....           | 51 |
| Appendix D: Survey Methodology .....          | 53 |
| Appendix E: Presentation.....                 | 54 |

## Table of Figures

|                                                                                       |    |
|---------------------------------------------------------------------------------------|----|
| Table 1: R29 Realignment Options.....                                                 | 2  |
| Table 2: 38NS Frequency Options.....                                                  | 3  |
| Table 3: Approved Service Improvements.....                                           | 4  |
| Table 4: Title VI Definitions .....                                                   | 7  |
| Table 5: Analysis of Route R29.....                                                   | 10 |
| Table 6: Analysis of Route 36.....                                                    | 19 |
| Table 7: Analysis of Route 38NS.....                                                  | 21 |
| Table 8: Route R24 Analysis.....                                                      | 25 |
| Table 9: Route R29 Disparate Impacts and Disproportionate Burdens Analysis.....       | 29 |
| Table 10: Route 36/38NS Disparate Impacts and Disproportionate Burdens Analysis ..... | 29 |
| Table 11: Route 24 Disparate Impacts and Disproportionate Burdens Analysis .....      | 30 |
| Table 12: Summary of Comments by Public Hearings .....                                | 31 |



## 1. Authorities and Summary

The Pioneer Valley Transit Authority (PVRTA) was established through Chapter 161B of the Massachusetts General Laws. This law establishes the initial service area and structure. In addition, “The affairs of an authority shall be managed by an administrator who shall be appointed by and serve at the pleasure of the advisory board of the authority..The administrator shall be the chief executive officer of the authority...” The administrator is given broad authority to exercise the powers given to the transit authority and is given the authorities at the will of the advisory board including managing facilities and equipment and the hiring of officers, agents, and employees. And including activities common to transit planning.

As a recipient of Section 5307 and 5310 funds from the Federal Transit Administration, PVRTA is required to perform a Title VI Analysis as part of FTA rules developed in response to Title VI of the 1964 Civil Rights Act and outlined in FTA Circular 4702.1B. Major service changes must be assessed for their potential discriminatory impact with regard to race, color, income, or national origin. Title VI analyses are required regardless of whether or not the changes proposed would be beneficial or detrimental to riders.

PVRTA enters into agreements with third-party management companies to manage transit bus operators. In 2023, DGR Management (managing both Valley Area and Springfield Area Transit Companies starting in October 2021), University of Massachusetts Transit Services, Hulmes Transportation Inc. LTD, Quaboag Valley CDC, and MV Transit (managing paratransit services). Important to this analysis, these third-party operators make employment decisions independently and based on quarterly contract bids created by PVRTA through an open process. On March 19<sup>th</sup>, 2025, the Advisory Board gave PVRTA approval to conduct Title VI Analysis and hold public hearings for the R29, 36, 38, 38NS, and R24 for potential changes in FY26.

### 1.1 Summary

This document is the Title VI analysis of PVRTA’s UMass-Holyoke Corridor Improvements. The service improvements are the result of a realigned Route R29 that will improve service between the Holyoke Transportation Center, Holyoke Mall, Mount Holyoke College, and Amherst. The realigned R29 will no longer serve the University of Massachusetts. This segment of the corridor will be served by a new Route 38 No School (NS) that will operate during college school breaks and replace Route 36. The realigned R29 will also connect with a newly realigned Route R24 that will provide two-way routing and weekend service in Holyoke. The specifics of these route improvements are further described in this document.

The following routes rose to the major changes level, needing a Title VI Disparate Impact/Disproportionate Burden Analysis: **R29, 36, 38, 38NS, R24**. This analysis assesses the potential impacts of service change proposals that qualify as major service changes as specified by PVRTA’s developed policies. Major service changes may have a disparate or disproportionate impact on minorities<sup>1</sup> and/or low-income riders, depending on the nature of the service changes that are implemented. A demographic analysis of PVRTA customers who may be affected is presented so that PVRTA can determine whether or not there are adverse or disparate impacts on minority populations or disproportionate burden on low-income populations in the service area. The analysis also outlines the types of measures that are likely to be effective and appropriate in mitigating adverse impacts on those transit customers when needed.

<sup>1</sup> This report uses the term “minorities” only when necessary to conform to federal regulations and definitions. PVRTA realizes this word can be divisive and. In fact, the majority of PVRTA customers – more than 62% - are people of color.

## 1.2 Background

PVTA has continued to improve connections between Holyoke and Amherst particularly between Holyoke Mall, the Holyoke Transportation Center (HTC), Mount Holyoke College (MHC) in South Hadley and the University of Massachusetts in Amherst. Currently, this connection is provided via PVTA route R29 between Holyoke Mall and UMass Hags Mall. This ninety (90) minute trip on the R29 is long and infrequent, only available every other hour on weekdays between 7:30 AM and 5:30 PM northbound to UMass and from 9:00 AM and 7:00 PM Southbound to Holyoke Mall. The R29 operates only twice daily on weekends. Other PVTA routes serving the corridor include Route 38, which currently runs during the school year, and Route 36 when the 38 is not in service during school breaks.

### 1.2.1 Route R29 Realignment

In addition to serving the UMass-Holyoke Corridor, The R29 continues on to Springfield Union Station via I-91 making the total R29 trip duration one-hundred and five (105) minutes (1 hour, 45 minutes). R29 trips between Springfield Union Station and Holyoke are duplicated by trips provided every half hour by other system routes including the G73E, P21E, P21, and P20. Similarly, R29 trips between MHC and UMass Hags Mall are duplicated by trips provided every half hour during the college school year by the 38 and outside the school year by the 36.

| The duplicative routes on either end of the R29 suggest that the route should be realigned to focus service and improve frequency between Holyoke Mall, HTC, and MHC. The following four (4) realignment options for the R29 have been analyzed, all beginning/terminating at MHC in South Hadley. The first two vary by 30 and 60-minute frequencies serving Springfield Union Station. The second two vary 30 and 60-minute headways to Holyoke Mall. |                                                                           |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------|
| <i>Table 1: R29-Realignment Options</i>                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                           |           |
| Options                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Route                                                                     | Frequency |
| R29 Option 1                                                                                                                                                                                                                                                                                                                                                                                                                                            | South Hadley-Holyoke-Springfield (MHC-HTC-Holyoke Mall-Springfield Union) | 60 mins   |
| R29 Option 2                                                                                                                                                                                                                                                                                                                                                                                                                                            | South Hadley-Holyoke-Springfield (MHC-HTC-Holyoke Mall-Springfield Union) | 30 mins   |
| R29 Option 3                                                                                                                                                                                                                                                                                                                                                                                                                                            | South Hadley-Holyoke (MHC-HTC-Holyoke Mall)                               | 60 mins   |
| R29 Option 4                                                                                                                                                                                                                                                                                                                                                                                                                                            | South Hadley-Holyoke (MHC-HTC-Holyoke Mall)                               | 30 mins   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                           |           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                           |           |

### 1.2.2 Route 36 Replacement/Route 38 No School

In order for the R29 to continue serving the corridor while beginning/terminating at MHC, it will need to connect with route 38. The 38 currently provides daily 30-minute service between MHC and UMass Haigis Mall with stops at Amherst and Hampshire Colleges. No changes are planned for the existing 38. Unfortunately, the 38 only operates during the school year and ceases operations during school breaks. Route 36 replaces portions of the 38 during school breaks but also serves Olympia Apartments. The 36 ends at Atkins Farm and does not connect to MHC. PVTA is proposing to replace the 36 with a new 38 No School (NS) route that will supplement service on the 38. The 38 NS will provide nearly identical alignment with the discontinued Route 36 but with continue service to MHC in-line with the existing 38 and will connect with the realigned R29 at MHC. Two (2) variants of the new proposed 38 NS route were analyzed with 30- and 90-minute headways.

*Table 2: 38NS Frequency Options*

| Options       | Route                                               | Frequency |
|---------------|-----------------------------------------------------|-----------|
| 38NS Option 1 | South Hadley-Amherst (MHC-UMass-Olympia Apartments) | 30 mins   |
| 38NS Option 2 | South Hadley-Amherst (MHC-UMass-Olympia Apartments) | 90 mins   |

### 1.2.3 Route 24 Realignment

In Holyoke, service will also be improved by changes to route R24. The current R24 only provides one-way service between HTC, the Holyoke Medical Center, and the Holyoke Mall every hour only on weekdays between 8am and 4pm. This limited, hourly service has led to low ridership on the R24 and missed connections at Holyoke Mall. PVTA is proposing to realign the R24 with two-way routing on a new alignment that will operate 7 days a week. The new realigned R24 will increase ridership on the route and better connect with the realigned R29 at Holyoke Mall.

## 2. Description of Changes

The goal of the combined improvements to the R29, 36, 38, 38NS and R24 is to provide increase service and frequency across the UMass-Holyoke Corridor. Along this corridor, surveys taken in April 2025 show that 26% of those surveyed on the 36 and 24% of those surveyed on the R29 were dissatisfied with the frequency of bus routes. And the 2024 Customer Survey shows that 28% of Northern System riders (highest out of all elements of service) were dissatisfied with frequency. Currently, service across the corridor is provided by the R29 between Holyoke Mall and UMass Hgis Mall. This ninety (90) minute trip on the R29 is too long and infrequent, PVRTA proposes realigning the R29 based on two options, both of which will begin/terminate at MHC. Continued service from MHC to UMass will be provided by the existing 38 and a new 38NS that will provide service during college breaks and replace the current 36 route. The R24 will also be realigned and placed on two-way routing to improve ridership and better connect with the realigned R29 at Holyoke Mall. These improvements could change and are based on actual available funding in FY 2026.

Table 3: Approved Service Improvements

| Route                                                              | Proposed Change                                                                                                                                                                                                                                                                                                                                                                                              | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>R29:</b><br>SPRINGFIELD/<br>AMHERST via<br>HOLYOKE              | <ul style="list-style-type: none"> <li>Option 1: Realigned routing for South Hadley-Holyoke-Springfield, 60-minute frequency</li> <li>Option 2: Realigned routing for South Hadley-Holyoke-Springfield, 30-minute frequency</li> <li>Option 3: Realigned routing for South Hadley-Holyoke, 60-minute frequency</li> <li>Option 4: Realigned routing for South Hadley-Holyoke, 30-minute frequency</li> </ul> | <ul style="list-style-type: none"> <li>Each realignment provides additional trips between South Hadley and Holyoke. 30-minute frequency provides twice as many as hourly service</li> <li>Each realignment omits service to UMass which will be compensated by connections to Route 38/38NS</li> <li>South Hadley-Holyoke Routing omits service to Springfield Union. Duplicative service to Holyoke is provided by other routes including the G73E, P21E, P21, P20</li> </ul>  |
| <b>36:</b><br>ATKINS FARM/<br>OLYMPIA<br>DRIVE                     | <ul style="list-style-type: none"> <li>Route to be replaced</li> </ul>                                                                                                                                                                                                                                                                                                                                       | Route to be replaced by new route 38NS                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>38:</b><br>UMASS/MHC                                            | <ul style="list-style-type: none"> <li>No Change</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>38 NS:</b><br>UMASS/MHC                                         | <ul style="list-style-type: none"> <li>Proposed new route (30 minutes)</li> <li>Proposed new route (90 minutes)</li> </ul>                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Provides service on Route 38 alignment during school breaks</li> <li>Replaces service on Route 36 alignment</li> <li>Provides more trips than existing routing and could increase ridership</li> <li>Omits portions of Main Street in Holyoke, "The Flats." Nearby service provided on the G19 and R22. Improved service on the R29 will provide more service along Main St. in Holyoke than the current R24 service provides</li> </ul> |
| <b>R24:</b><br>HTC /<br>HOLYOKE<br>MEDICAL CTR/<br>HOLYOKE<br>MALL | <ul style="list-style-type: none"> <li>Realigned routing for two-way service with better connections to the realigned R29</li> </ul>                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

### 3. Scope and Process

This document presents a Title VI analysis of service improvements to specific routes proposed by PVRTA due to the need to increase service and improve frequency in the UMass-Holyoke Corridor. PVRTA's policies require that all proposed major service changes undergo a Title VI Analysis to evaluate potential disparate impacts (DI) on people of color and disproportionate burdens (DB) on low-income persons.

#### 3.1 Scope

This document presents the results of an analysis that the PVRTA Advisory Board approved to be conducted as well as hold public hearings for potential changes to bus routes R29, 36, 38NS and R24 based on available funding in FY26. These service enhancements are considered “major,” by meeting the threshold of changing the number of revenue miles by 50%, according to the definition requirements of PVRTA's policies for major service changes, disparate impacts (DI) and disproportionate burdens (DB). Exceedance of PVRTA's 20% DI and DB policy variance threshold by these changes is also reported. Also reported are public comments and responses from PVRTA received during the 30-day comment period. Modifications to the changes based on public comment and the DI/DB analysis are also included in this report. In cases where the analysis proves exceedances have overcome the 20% threshold, analysis is provided to show that the proposal is the least discriminatory alternative available.

#### 3.2 Process

PVRTA utilized REMIX for this Title VI Disparate Impact/Disproportionate Burden Analysis. PVRTA chose this methodology (using 5-Year ACS data from the Census Bureau) because it can take into account changes to both frequency and turn-by-turn routing. Survey data is also described within this document but can only provide a snapshot of existing riders on a given route. A disparate impact is the impact the change to the system would have on people of color. A disproportionate burden is the burden borne on low-income communities.

PVRTA “drew” the route shapes and input the proposed timetables into REMIX. The REMIX program allows the user to automatically generate a Title VI report (based on Census data) by comparing existing service to a set of proposed changes. A complete REMIX methodology with PVRTA's inputs is described within [Appendix C](#). The following data sources are used by REMIX within the analysis.

#### 3.3 Data sources

The data sources for this analysis were derived from a variety of sources including the US Census and Customer Survey data based on available information for each service change.

- US Census data was used to analyze changes to the R24 and R29
- Demographic data comes from the US Census Bureau, 2019-2023 (ACS) 5-Year Estimates.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US federal poverty level, depending on your individual agency. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile your agency provides.
- Map and routing data are provided OpenStreetMap, Mapbox, and Valhalla.
- Customer survey data was used to analyze changes to the 36 and 38NS (See Section 5.1.2)

Figure 1: Map of Minority Populations<sup>2</sup>

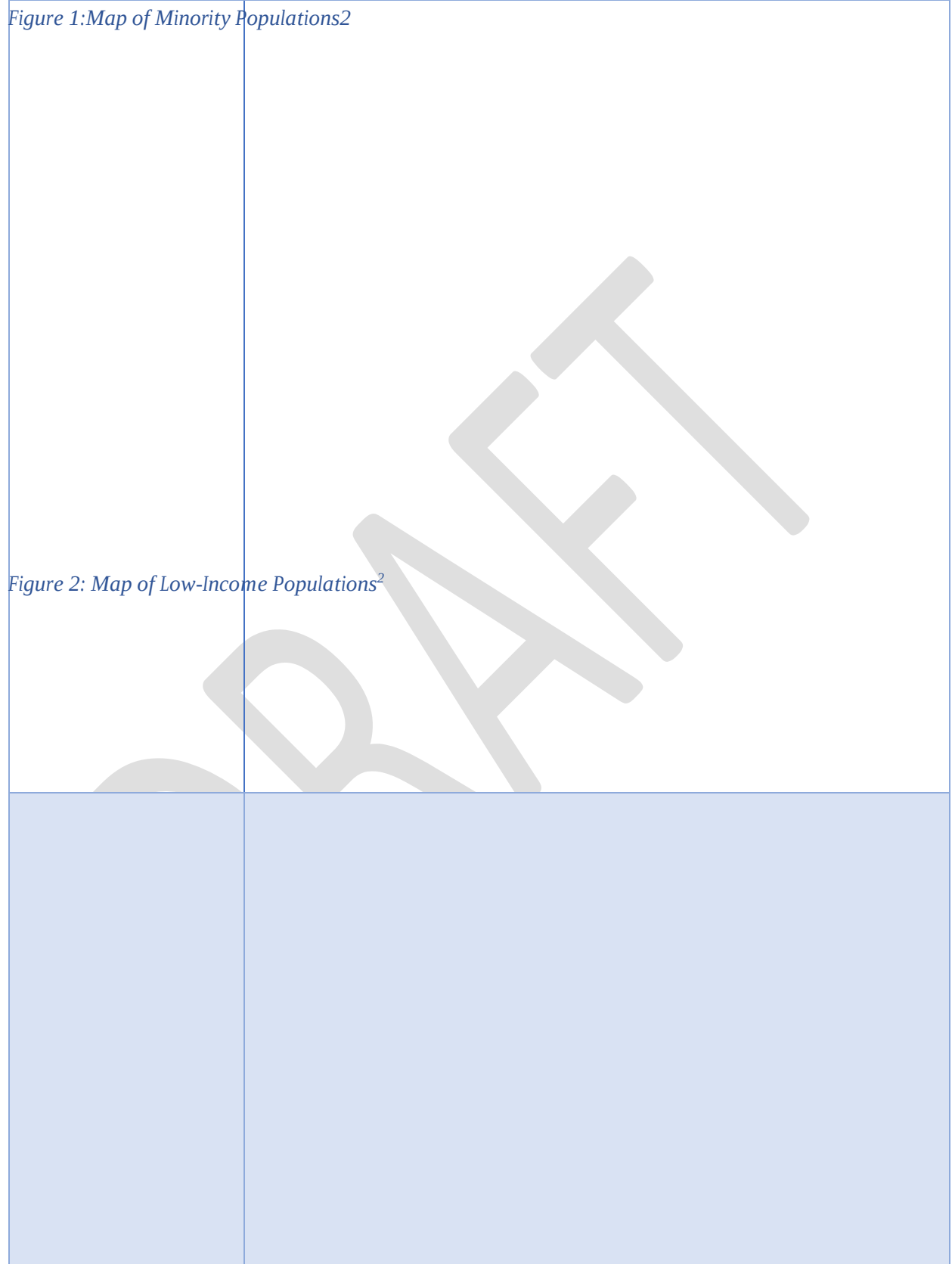


Figure 2: Map of Low-Income Populations<sup>2</sup>

## 4. Title VI Analysis by Route

This section presents the following information for each of the service changes that were approved for analysis on March 19, 2025. These changes met the major service changes threshold as determined by the PVRTA Title VI Update 2024. The Advisory Board also approved public hearings on April 30<sup>th</sup>, May 1<sup>st</sup>, May 7<sup>th</sup>, and May 15<sup>th</sup> and subsequently the report and public comments are addressed. The Title VI Analysis is scheduled to be approved at a future Advisory Board meeting.

### 4.1 Summary of Title VI Analysis by Route

Following are key points of the Title VI analysis for each route.

- Five of PVRTA's 47 bus routes are affected.
- The improvements will not have a disparate impact/disproportionate burden on riders
- The improvements received favorable responses from the public.
- No mitigation is necessary at this time.

Table 4: Title VI Definitions

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Route Description</b>          | Describes the travel corridor and route where the proposed change would occur, including trip frequency and key characteristics of the service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Proposed Change or Changes</b> | Proposed changes to the route as part of the DI/DB Analysis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Communities Affected</b>       | The municipality(ies) in which the proposed change(s) would occur.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Effective Date</b>             | Date the proposed service change would be implemented.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Major Service Change</b>       | <p>Determination whether or not the proposed service change would meet or exceed the PVRTA 25% policy threshold in eliminated service on a single service day to be considered a "major service change".</p> <ul style="list-style-type: none"> <li>• More than 25% of bus stop times per route would be impacted by service changes on all the R24 proposals and all the R29 proposals.</li> <li>• More than 25% of bus stops will be affected on the 36, all the 38NS proposals and all the R29 proposals.</li> </ul>                                                                                                                                             |
| <b>Customers Affected</b>         | <p>An estimated percentage of customers affected per route based on the scheduled trips eliminated.</p> <ul style="list-style-type: none"> <li>• APCs were used to determine the spread of ridership impacted from the trip pattern by estimating boards and alights at bus stops proposed to be removed from the route (trips affected). This is compared against the total number of boards (trips) on the route. Each trip has a board and an alight. To best consider the impact of these changes, we consider trips that start or end at a removed bus stop to be affected trips. October 2024 monthly ridership was used to develop this estimate.</li> </ul> |

<sup>2</sup> Map provided by REMIX using 2023 5-Year ACS Data

Therefore, if the difference in the proportion of customers of color who will be affected by the service change compared to white customers is more than +20%, then the change will be considered to have a disparate impact.

For example, if riders surveyed on the affected route are surveyed to show that 75% of the riders are people of color and the system average of minority riders is 55%, then the difference (75% minus 55%) is +20%, which meets the +20% threshold to be considered a disparate impact. As another example, if 25% of riders who are minority are affected (25% minus 37%) is -30%, which is less than +20% and would not be a disparate impact.

Data for this analysis are the systemwide customer surveys of 1,529 passenger rides in 2022 Northern System Survey (Hampden County) and 1,577 passenger rides in 2024 Southern System Survey (Hampshire County).

REMIX, which uses Census data, uses the same calculation, but rather than using passengers, people in the area are estimated based on nearest Census Block Groups using American Communities Survey data, determining people within  $\frac{1}{4}$  of a mile of each bus stop.

This section explains whether or not the proposed change would have adverse impacts on customers who have low incomes in comparison to those who do not have low incomes. This is a federally required assessment known as a "disproportionate impact analysis." The threshold for this impact is established by the PVTA Advisory Board's Disproportionate Impact Policy which states: In accordance with FTA Circular 4702.1B, and industry standards and best practices, the Pioneer Valley Transit Authority has defined a disproportionate burden to be a change in service where low-income customers would experience a negative impact 20% or larger compared to non-low-income customers. For the purposes of this policy, "low-income" is defined as a person reporting an income below the federal poverty level (commonly referred to as 100% of the FPL).

The difference between the demographic baseline and the fixed-route system average determines the delta impact on riders of color and low-income riders. This delta is assessed against the Disparate Impact and Disproportionate Burden thresholds.

# Disproportionate (Low-income) Burden Analysis

[illegible]

For example, if 60% of the riders surveyed on a route impacted are low-income (earning \$15,650/year or an individual or less), and the system average is 40% then this meets the policy's +20% threshold and would therefore be considered a disproportionate burden. This meets the policy's +20% threshold and would therefore be considered a disproportionate impact. In another example, if 35% of riders impacted by the change and the system average is 40% then the difference (35% minus 40%) is -5%, which is less than the 20% policy threshold, and so would not be considered a disproportionate burden.

Data for this analysis are the systemwide customer surveys of 1,529 passenger rides in 2022 Northern System Survey (Hampden County) and 1,577 passenger rides in 2024 Southern System Survey (Hampshire County).

REMI, which uses Census data, uses the same calculation, but rather than using passengers, people in the area are estimated based on the latest Census ACS data, determining people within ¼ of a mile of each bus stop.

#### ADA Van Service Impact?

Explains whether or not there would be an impact to ADA van service areas or hours because of the change to the hours or geographic coverage of the underlying fixed route on which the local ADA service is based.

In this case, no changes were made to ADA Van Service due to the overlapping nature of service within the areas impacted.

#### Alternate Transit Service Available? Least Discriminatory Alternative

**R29**  
**DRAFT Springfield - Holyoke - South Hadley**  
**60 min frequency**

| Depart Union Station Bay 11 | Arrive HTC | Depart Mount College | Arrive HTC | Depart Holyoke Mall | Arrive Union Station Bay 11 |
|-----------------------------|------------|----------------------|------------|---------------------|-----------------------------|
| 7:10                        | 7:25       | 7:45                 | 8:05       | 8:15                | 8:30                        |
| 8:10                        | 8:25       | 8:45                 | 9:05       | 9:15                | 9:30                        |
| 9:10                        | 9:25       | 9:45                 | 10:05      | 10:15               | 10:30                       |
| 10:10                       | 10:25      | 10:45                | 11:05      | 11:15               | 11:30                       |
| 11:10                       | 11:25      | 11:45                | 12:05      | 12:15               | 12:30                       |
| 12:10                       | 12:25      | 12:45                | 1:05       | 1:15                | 1:30                        |
| 1:10                        | 1:25       | 1:45                 | 2:05       | 2:15                | 2:30                        |
| 2:10                        | 2:25       | 2:45                 | 3:05       | 3:15                | 3:30                        |
| 3:10                        | 3:25       | 3:45                 | 4:05       | 4:15                | 4:30                        |
| 4:10                        | 4:25       | 4:45                 | 5:05       | 5:15                | 5:30                        |
| 5:10                        | 5:25       | 5:45                 | 6:05       | 6:15                | 6:30                        |
| 6:10                        | 6:25       | 6:45                 | 7:05       | 7:15                | 7:30                        |

#### Mitigation and Modifications in Response to Public Comments

Description of alternate bus routes and transportation available to make trips in the corridor in which the service change occurs.

This section provides information on whether or not there is another alternative that could achieve the business purpose of the approved service change that would be less discriminatory. This analysis is required by the PVTA Disparate and Disproportionate Impact and Disparate Burdens Policies (adopted November 20, 2024) which states: "...in the event that the proposed service change would have an adverse impact that affects customers of color or those with low-incomes (defined as the federal poverty level) more than the non-low income or non-minority populations with a disparity that exceeds the adopted 20% thresholds, PVTA must evaluate whether there is an alternative that has a more equitable impact... and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative."

If the service change is expected to have either a disparate or disproportionate impact, mitigation must be proposed and implemented to lessen the effects on riders, as required by the PVTA Disparate and Disproportionate Impact Policies (adopted November 20, 2024) which state: "...PVTA must take measures to mitigate the impact of the proposed action on the affected minority population or low-income population..."

This section describes the public comments received that pertain to the service change proposal. It also describes mitigation measures and modifications made by staff to the original December 2021 proposal to anticipated adverse impacts of the change on riders, as well as future and ongoing monitoring and evaluation and additional service changes to reduce adverse effects on riders.



Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Table 5: Analysis of Route R29                                                                                                                                                                                                                                                                                                                                                              |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
| PVTA Route R29 is fixed bus route with stops at Union Station, Holyoke Mall, the Holyoke Transportation Center, Mount Holyoke College, Hampshire College, Amherst Common and UMass Hags Mall. The route serves as a connection between Springfield, Holyoke, and the University of Massachusetts. PVTA's 2024 Title VI Update classifies the R29 as a Minority route and is a Tier 5 route. |                                  |
| <b>Headways and Schedule:</b><br>The R29 provides 120-minute headways and runs weekdays, from 7:15am to 7:50pm and weekends, 7:30am to 7:50pm                                                                                                                                                                                                                                               |                                  |
| <b>Ridership:</b> 43,245 passengers (FY 2024)                                                                                                                                                                                                                                                                                                                                               |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             | <b>Schedule</b> <b>Route Map</b> |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |
|                                                                                                                                                                                                                                                                                                                                                                                             |                                  |

## Proposed Change or Changes

### R29 Option 1: South Hadley-Holyoke-Springfield Routing (60 minutes)

PVTA proposes improving frequency from 120 to 60 minutes and realigned to increase frequency and better connect at Holyoke Mall with South Hadley-Holyoke-Springfield routing. The proposal would change to a Tier 4 with 60-minute headways.

#### Schedule

| <b>R29</b> <b>DRAFT Springfield - Holyoke - South Hadley</b><br>30-min frequency |                           |              |                                       |                                       |              |                           |                                      |
|----------------------------------------------------------------------------------|---------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--------------------------------------|
| Depart<br>Union<br>Station<br>Bay 11                                             | Depart<br>Holyoke<br>Mall | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall | Arrive<br>Union<br>Station<br>Bay 11 |
| WEEKDAY                                                                          |                           |              |                                       |                                       |              |                           |                                      |
| 7:10                                                                             | 7:25                      | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      | 9:05                                 |
| 7:40                                                                             | 7:55                      | 8:15         | 8:35                                  | 8:45                                  | 9:00         | 9:20                      | 9:35                                 |
| 8:10                                                                             | 8:25                      | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      | 10:05                                |
| 8:40                                                                             | 8:55                      | 9:15         | 9:35                                  | 9:45                                  | 10:00        | 10:20                     | 10:35                                |
| 9:10                                                                             | 9:25                      | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     | 11:05                                |
| 9:40                                                                             | 9:55                      | 10:15        | 10:35                                 | 10:45                                 | 11:00        | 11:20                     | 11:35                                |
| 10:10                                                                            | 10:25                     | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     | 12:05                                |
| 10:40                                                                            | 10:55                     | 11:15        | 11:35                                 | 11:45                                 | 12:00        | 12:20                     | 12:35                                |
| 11:10                                                                            | 11:25                     | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     | 1:05                                 |
| 11:40                                                                            | 11:55                     | 12:15        | 12:35                                 | 12:45                                 | 1:00         | 1:20                      | 1:35                                 |
| 12:10                                                                            | 12:25                     | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      | 2:05                                 |
| 12:40                                                                            | 12:55                     | 1:15         | 1:35                                  | 1:45                                  | 2:00         | 2:20                      | 2:35                                 |
| 1:10                                                                             | 1:25                      | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      | 3:05                                 |
| 1:40                                                                             | 1:55                      | 2:15         | 2:35                                  | 2:45                                  | 3:00         | 3:20                      | 3:35                                 |
| 2:10                                                                             | 2:25                      | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      | 4:05                                 |
| 2:40                                                                             | 2:55                      | 3:15         | 3:35                                  | 3:45                                  | 4:00         | 4:20                      | 4:35                                 |
| 3:10                                                                             | 3:25                      | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      | 5:05                                 |
| 3:40                                                                             | 3:55                      | 4:15         | 4:35                                  | 4:45                                  | 5:00         | 5:20                      | 5:35                                 |
| 4:10                                                                             | 4:25                      | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      | 6:05                                 |
| 4:40                                                                             | 4:55                      | 5:15         | 5:35                                  | 5:45                                  | 6:00         | 6:20                      | 6:35                                 |
| 5:10                                                                             | 5:25                      | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      | 7:05                                 |
| 5:40                                                                             | 5:55                      | 6:15         | 6:35                                  | 6:45                                  | 7:00         | 7:20                      | 7:35                                 |
| 6:10                                                                             | 6:25                      | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      | 8:05                                 |

Complete schedule available in Appendix A

#### Route Map



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communities Affected</b>                                        | Springfield, Holyoke, South Hadley, Amherst                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Major Service Change</b>                                        | Due to the increase in frequency, this exceeds the 25% threshold that defined PVTa's "major service change." "The decrease in bus stops specific to this route these changes would exceed the 20% threshold.                                                                                                                                                                                                      |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the frequency changes within the proposal.<br><br>39% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from Union Station to Mount Holyoke College. 49% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from the Union Station to the Holyoke Mall. |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders is 77% compared to the system average of 37%. The Disparate Impact is calculated as the difference: 40%. Although the percentage is higher than 20% the route change is an improvement therefore not a disparate impact.                                                                                                 |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders are 36% compared to the system average of 15%. The Disparate Impact is calculated as the difference: 21%. Although the percentage is higher than 20% the route change is an improvement therefore not a disproportionate burden.                                                                                                         |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops are duplicative of other routes and the service spans are an improvement to service.                                                                                                                                                                                                                                                                       |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service between Springfield and Holyoke is the G73E that provides express service to Holyoke Mall. The P21E provides express service to the Holyoke Transportation Center. The most viable alternative transit service between MHC and UMass Hags Mall is the 38 and the proposed 38NS.                                                                                       |
| <b>Least Discriminatory Alternative</b>                            | The improvements to the R29 are less discriminatory than the alternative transit service.                                                                                                                                                                                                                                                                                                                         |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The improvements to the R29 improve service and received favorable responses from the public. Because the changes to this route create neither a disparate nor disproportionate impact no mitigation is necessary.                                                                                                                                                                                                |

## Proposed Change or Changes

### R29 Option 2: South Hadley-Holyoke-Springfield Routing (30 minutes)

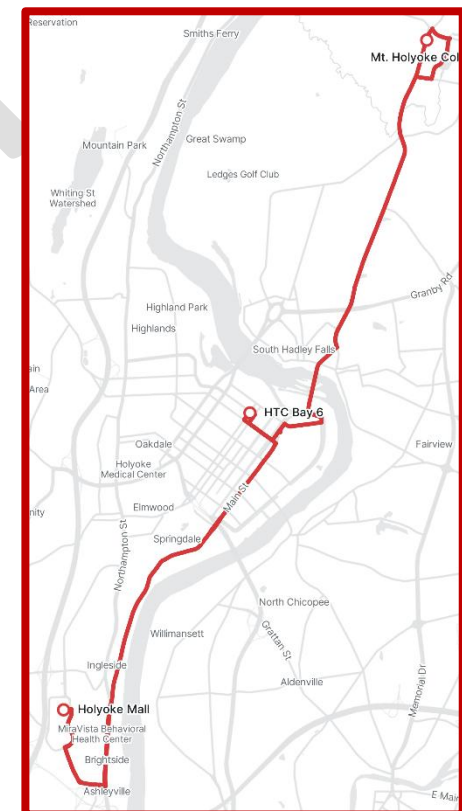
PVTA proposes improving frequency from 120 to 30 minutes and realigned to increase frequency and better connect at Holyoke Mall with South Hadley-Holyoke-Springfield routing. The proposal would change to a Tier 3 with 30-minute headways.

#### Schedule

| <b>R29</b> <b>DRAFT Holyoke - South Hadley</b><br><b>60-min frequency</b> |              |                                       |                                       |              |                           |
|---------------------------------------------------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|
| Depart<br>Holyoke<br>Mall                                                 | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |
| WEEKDAY                                                                   |              |                                       |                                       |              |                           |
| 7:25                                                                      | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      |
| 8:25                                                                      | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      |
| 9:25                                                                      | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     |
| 10:25                                                                     | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     |
| 11:25                                                                     | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     |
| 12:25                                                                     | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      |
| 1:25                                                                      | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      |
| 2:25                                                                      | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      |
| 3:25                                                                      | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      |
| 4:25                                                                      | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      |
| 5:25                                                                      | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      |
| 6:25                                                                      | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      |

Complete schedule available in [Appendix A](#)

#### Route Map



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communities Affected</b>                                        | Springfield, Holyoke, South Hadley, Amherst                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Major Service Change</b>                                        | Due to the increase in frequency, this exceeds the 25% threshold that defined PVTA's "major service change."<br>"The decrease in bus stops specific to this route these changes would exceed the 20% threshold."                                                                                                                                                                                                         |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the frequency changes within the proposal.<br><br>39% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from Union Station to Mount Holyoke College.<br><br>49% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from the Union Station to the Holyoke Mall. |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders is 68% compared to the system average of 37%. The Disparate Impact is calculated as the difference: 31%. Although the percentage is higher than 20% the route change is an improvement therefore not a disparate impact.                                                                                                        |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders are 34% compared to the system average of 15%. The Disparate Impact is calculated as the difference: 19%. Since this percentage is lower than 20% the route is therefore not a disproportionate burden.                                                                                                                                         |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops are duplicative of other routes and the service spans are an improvement to service.                                                                                                                                                                                                                                                                              |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service between Springfield and Holyoke is the G73E that provides express service to Holyoke Mall. The P21E provides express service to the Holyoke Transportation Center. The most viable alternative transit service between MHC and UMass Hags Mall is the 38 and the proposed 38NS.                                                                                              |
| <b>Least Discriminatory Alternative</b>                            | The improvements to the R29 are less discriminatory than the alternative transit service.                                                                                                                                                                                                                                                                                                                                |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The improvements to the R29 improve service and received favorable responses from the public. Because the changes to this route create neither a disparate nor disproportionate impact no mitigation is necessary.                                                                                                                                                                                                       |

## Proposed Change or Changes

### R29 Option 3: South Hadley-Holyoke Routing (60 minutes)

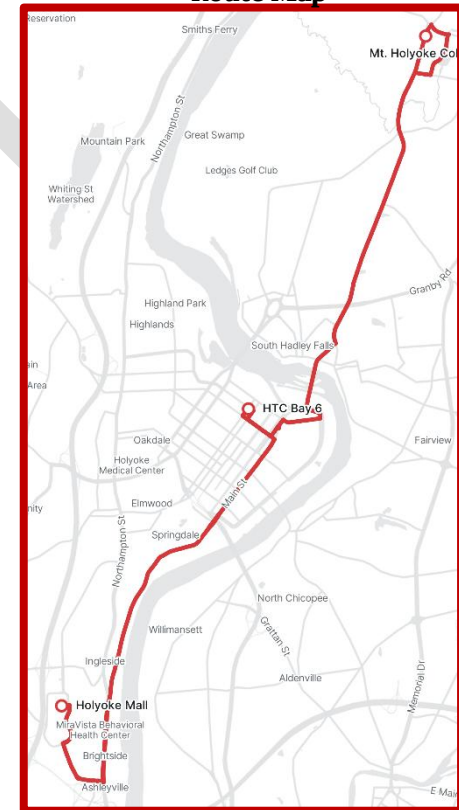
PVTA proposes improving frequency from 120 to 60 minutes and realigned to increase frequency and better connect at Holyoke Mall with South Hadley-Holyoke routing. The proposal would change to a Tier 4 with 60-minute headways.

#### Schedule

| <b>R29</b>                          |              |                                       |                                       |              |                           |
|-------------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|
| <b>DRAFT Holyoke - South Hadley</b> |              |                                       |                                       |              |                           |
| <b>30-min frequency</b>             |              |                                       |                                       |              |                           |
| Depart<br>Holyoke<br>Mall           | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |
| <b>WEEKDAY</b>                      |              |                                       |                                       |              |                           |
| 7:25                                | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      |
| 7:55                                | 8:15         | 8:35                                  | 8:45                                  | 9:00         | 9:20                      |
| 8:25                                | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      |
| 8:55                                | 9:15         | 9:35                                  | 9:45                                  | 10:00        | 10:20                     |
| 9:25                                | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     |
| 9:55                                | 10:15        | 10:35                                 | 10:45                                 | 11:00        | 11:20                     |
| 10:25                               | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     |
| 10:55                               | 11:15        | 11:35                                 | 11:45                                 | 12:00        | 12:20                     |
| 11:25                               | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     |
| 11:55                               | 12:15        | 12:35                                 | 12:45                                 | 1:00         | 1:20                      |
| 12:25                               | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      |
| 12:55                               | 1:15         | 1:35                                  | 1:45                                  | 2:00         | 2:20                      |
| 1:25                                | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      |
| 1:55                                | 2:15         | 2:35                                  | 2:45                                  | 3:00         | 3:20                      |
| 2:25                                | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      |
| 2:55                                | 3:15         | 3:35                                  | 3:45                                  | 4:00         | 4:20                      |
| 3:25                                | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      |
| 3:55                                | 4:15         | 4:35                                  | 4:45                                  | 5:00         | 5:20                      |
| 4:25                                | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      |
| 4:55                                | 5:15         | 5:35                                  | 5:45                                  | 6:00         | 6:20                      |
| 5:25                                | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      |
| 5:55                                | 6:15         | 6:35                                  | 6:45                                  | 7:00         | 7:20                      |
| 6:25                                | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      |

Complete schedule available in [Appendix A](#)

#### Route Map



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communities Affected</b>                                        | Springfield, Holyoke, South Hadley, Amherst                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Major Service Change</b>                                        | Due to the increase in frequency, this exceeds the 25% threshold that defined PVTA's "major service change."<br>"The decrease in bus stops specific to this route these changes would exceed the 20% threshold."                                                                                                                                                                                                         |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the frequency changes within the proposal.<br><br>39% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from Union Station to Mount Holyoke College.<br><br>49% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from the Union Station to the Holyoke Mall. |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders is 78% compared to the system average of 37%. The Disparate Impact is calculated as the difference: 42%. Although the percentage is higher than 20% the route change is an improvement therefore not a disparate impact.                                                                                                        |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders are 33% compared to the system average of 15%. The Disparate Impact is calculated as the difference: 18%. Since this percentage is lower than 20% the route is therefore not a disproportionate burden.                                                                                                                                         |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops are duplicative of other routes and the service spans are an improvement to service.                                                                                                                                                                                                                                                                              |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service between Springfield and Holyoke is the G73E that provides express service to Holyoke Mall. The P21E provides express service to the Holyoke Transportation Center. The most viable alternative transit service between MHC and UMass Hags Mall is the 38 and the proposed 38NS.                                                                                              |
| <b>Least Discriminatory Alternative</b>                            | The improvements to the R29 are less discriminatory than the alternative transit service.                                                                                                                                                                                                                                                                                                                                |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The improvements to the R29 improve service and received favorable responses from the public. Because the changes to this route create neither a disparate nor disproportionate impact no mitigation is necessary.                                                                                                                                                                                                       |

## R29 Option 4: South Hadley-Holyoke Routing (30 minutes)

PVTA proposes improving frequency from 120 to 30 minutes and realigned to increase frequency and better connect at Holyoke Mall with South Hadley-Holyoke routing. The proposal would change to a Tier 3 with 30-minute headways.

### Schedule

### Route Map

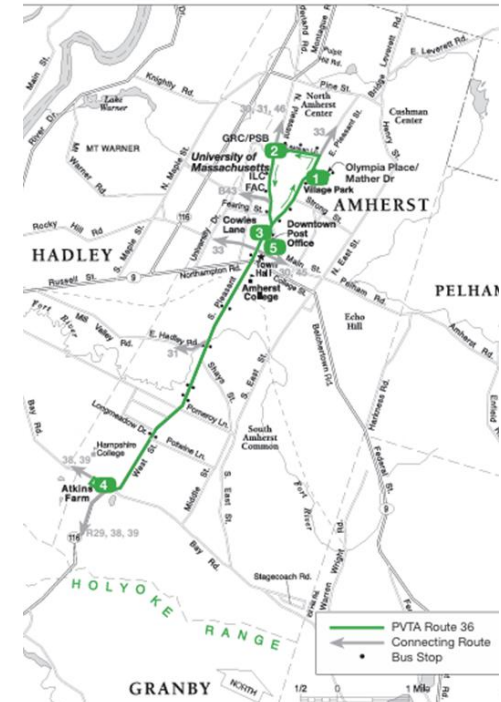
**PVTA**  
**36**

Effective 9/3/24-9/1/25

### ATKINS FARM/OLYMPIA DRIVE

| OLYMPIA PLACE/<br>MATHER DR | UMASS<br>GRC/PSB | AMHERST<br>COWLES LANE | ARRIVE ATKINS<br>FARM | DEPART ATKINS<br>FARM              | AMHERST POST<br>OFFICE | OLYMPIA PLACE/<br>MATHER DR |
|-----------------------------|------------------|------------------------|-----------------------|------------------------------------|------------------------|-----------------------------|
| 1                           | 2                | 3                      | 4                     | 4                                  | 5                      | 1                           |
| WEEKDAY AND SATURDAY        |                  |                        |                       |                                    |                        |                             |
| To Atkins Farm via UMass    |                  |                        |                       | To Olympia Dr via East Pleasant St |                        |                             |
| 8:00                        | 8:05             | 8:09                   | 8:20                  | 8:40                               | 8:50                   | 8:55                        |
| 9:00                        | 9:05             | 9:09                   | 9:20                  | 9:40                               | 9:50                   | 9:55                        |
| 10:00                       | 10:05            | 10:09                  | 10:20                 | 10:40                              | 10:50                  | 10:55                       |
| 11:00                       | 11:05            | 11:09                  | 11:20                 | 11:40                              | 11:50                  | 11:55                       |
| 12:00                       | 12:05            | 12:09                  | 12:20                 | 12:40                              | 12:50                  | 12:55                       |
| 1:00                        | 1:05             | 1:09                   | 1:20                  | 1:40                               | 1:50                   | 1:55                        |
| 2:00                        | 2:05             | 2:09                   | 2:20                  | 2:40                               | 2:50                   | 2:55                        |
| 3:00                        | 3:05             | 3:09                   | 3:20                  | 3:40                               | 3:50                   | 3:55                        |
| 4:00                        | 4:05             | 4:09                   | 4:20                  | 4:40                               | 4:50                   | 4:55                        |
| 5:00                        | 5:05             | 5:09                   | 5:20                  | 5:40                               | 5:50                   | 5:55                        |
| 6:00                        | 6:05             | 6:09                   | 6:20                  | 6:40                               | 6:50                   | 6:55                        |
| 7:00                        | 7:05             | 7:09                   | 7:20                  | 7:40                               | 7:50                   | 7:55                        |
| 7:55 U                      | 8:00 U           | --                     | --                    | --                                 | --                     | --                          |

Complete schedule available in [Appendix A](#)



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communities Affected</b>                                        | Springfield, Holyoke, South Hadley, Amherst                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Major Service Change</b>                                        | Due to the increase in frequency, this exceeds the 25% threshold that defined PVTA's "major service change."                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Customers Affected</b>                                          | <p>The decrease in bus stops specific to this route these changes would exceed the 20% threshold.</p> <p>100% of Passenger Trips are expected to be affected by the frequency changes within the proposal.</p> <p>39% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from Union Station to Mount Holyoke College.</p>                                                                                                           |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | <p>49% of Passenger Trips are expected to be affected by the alteration of bus stop locations on proposals from the Union Station to the Holyoke Mall.</p> <p>Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders are 67% compared to the system average of 37%. The Disparate Impact is calculated as the difference: 30%. Although the percentage is higher than 20% the route change is an improvement therefore not a disparate impact.</p> |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | <p>Based on the REMIX DI/DB Analysis, the change borne by low-income riders are 32% compared to the system average of 15%. The Disparate Impact is calculated as the difference: 16%. Since this percentage is lower than 20% the route is therefore not a disproportionate burden.</p>                                                                                                                                                                                              |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops are duplicative of other routes and the service spans are an improvement to service.                                                                                                                                                                                                                                                                                                                                          |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service between Springfield and Holyoke is the G73E that provides express service to Holyoke Mall. The P21E provides express service to the Holyoke Transportation Center. The most viable alternative transit service between MHC and UMass Hags Mall is the 38 and the proposed 38NS.                                                                                                                                                          |
| <b>Least Discriminatory Alternative</b>                            | The improvements to the R29 are less discriminatory than the alternative transit service.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The improvements to the R29 improve service and received favorable responses from the public. Because the changes to this route create neither a disparate nor disproportionate impact no mitigation is necessary.                                                                                                                                                                                                                                                                   |

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

Table 6: Analysis of Route 36

### 36 Route Description

PVTA Route 36 is a fixed bus route between Atkins Farm and Olympia Place via Amherst Center and the University of Massachusetts. The route only operates during schools breaks to supplement service normally provided by the 38 during the school year. PVTA's 2024 Title VI Update classifies the 36 as a minority route and it is a Tier 4 route.

### Headways and Schedule

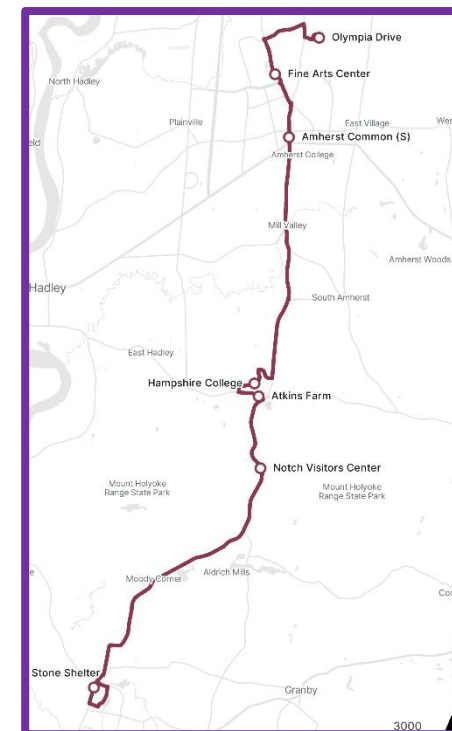
Provides 60-minute headways, Weekday and Saturday

Ridership: 19,932 Passengers (FY 2024)

### Schedule

| Depart Mt Holyoke | Hampshire College | UMass Arnold House | Arrive Olympia | Depart Olympia | UMass PSB | Hampshire College | Arrive Mt Holyoke |
|-------------------|-------------------|--------------------|----------------|----------------|-----------|-------------------|-------------------|
| NO SCHOOL WEEKDAY |                   |                    |                |                |           |                   |                   |
|                   |                   |                    |                | 7:30 AM        | 7:35 AM   | 7:50 AM           | 8:05 AM           |
|                   |                   |                    |                | 8:00 AM        | 8:05 AM   | 8:20 AM           | 8:35 AM           |
|                   |                   |                    |                | 8:30 AM        | 8:35 AM   | 8:50 AM           | 9:05 AM           |
| 8:10 AM           | 8:25 AM           | 8:40 AM            | 8:45 AM        | 9:00 AM        | 9:05 AM   | 9:20 AM           | 9:35 AM           |
| 8:40 AM           | 8:55 AM           | 9:10 AM            | 9:15 AM        | 9:30 AM        | 9:35 AM   | 9:50 AM           | 10:05 AM          |
| 9:10 AM           | 9:25 AM           | 9:40 AM            | 9:45 AM        | 10:00 AM       | 10:05 AM  | 10:20 AM          | 10:35 AM          |
| 9:40 AM           | 9:55 AM           | 10:10 AM           | 10:15 AM       | 10:30 AM       | 10:35 AM  | 10:50 AM          | 11:05 AM          |
| 10:10 AM          | 10:25 AM          | 10:40 AM           | 10:45 AM       | 11:00 AM       | 11:05 AM  | 11:20 AM          | 11:35 AM          |
| 10:40 AM          | 10:55 AM          | 11:10 AM           | 11:15 AM       | 11:30 AM       | 11:35 AM  | 11:50 AM          | 12:05 PM          |
| 11:10 AM          | 11:25 AM          | 11:40 AM           | 11:45 AM       | 12:00 PM       | 12:05 PM  | 12:20 PM          | 12:35 PM          |
| 11:40 AM          | 11:55 AM          | 12:10 PM           | 12:15 PM       | 12:30 PM       | 12:35 PM  | 12:50 PM          | 1:05 PM           |
| 12:10 PM          | 12:25 PM          | 12:40 PM           | 12:45 PM       | 1:00 PM        | 1:05 PM   | 1:20 PM           | 1:35 PM           |
| 12:40 PM          | 12:55 PM          | 1:10 PM            | 1:15 PM        | 1:30 PM        | 1:35 PM   | 1:50 PM           | 2:05 PM           |
| 1:10 PM           | 1:25 PM           | 1:40 PM            | 1:45 PM        | 2:00 PM        | 2:05 PM   | 2:20 PM           | 2:35 PM           |
| 1:40 PM           | 1:55 PM           | 2:10 PM            | 2:15 PM        | 2:30 PM        | 2:35 PM   | 2:50 PM           | 3:05 PM           |
| 2:10 PM           | 2:25 PM           | 2:40 PM            | 2:45 PM        | 3:00 PM        | 3:05 PM   | 3:20 PM           | 3:35 PM           |
| 2:40 PM           | 2:55 PM           | 3:10 PM            | 3:15 PM        | 3:30 PM        | 3:35 PM   | 3:50 PM           | 4:05 PM           |
| 3:10 PM           | 3:25 PM           | 3:40 PM            | 3:45 PM        | 4:00 PM        | 4:05 PM   | 4:20 PM           | 4:35 PM           |
| 3:40 PM           | 3:55 PM           | 4:10 PM            | 4:15 PM        | 4:30 PM        | 4:35 PM   | 4:50 PM           | 5:05 PM           |
| 4:10 PM           | 4:25 PM           | 4:40 PM            | 4:45 PM        | 5:00 PM        | 5:05 PM   | 5:20 PM           | 5:35 PM           |
| 4:40 PM           | 4:55 PM           | 5:10 PM            | 5:15 PM        | 5:30 PM        | 5:35 PM   | 5:50 PM           | 6:05 PM           |
| 5:10 PM           | 5:25 PM           | 5:40 PM            | 5:45 PM        | 6:00 PM        | 6:05 PM   | 6:20 PM           | 6:35 PM           |
| 5:40 PM           | 5:55 PM           | 6:10 PM            | 6:15 PM        | 6:30 PM        | 6:35 PM   | 6:50 PM           | 7:05 PM           |
| 6:10 PM           | 6:25 PM           | 6:40 PM            | 6:45 PM        |                |           |                   |                   |
| 6:40 PM           | 6:55 PM           | 7:10 PM            | 7:15 PM        |                |           |                   |                   |
| 7:10 PM           | 7:25 PM           | 7:40 PM            | 7:45 PM        |                |           |                   |                   |

### Route Map



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Proposed Change or Changes</b>                                  | The route will be discontinued and replaced                                                                                                                                                                                                                                                 |
| <b>Communities Affected</b>                                        | Amherst, South Hadley                                                                                                                                                                                                                                                                       |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                            |
| <b>Major Service Change</b>                                        | Due a discontinuation of the route, this change exceeds the 25% threshold that defines PVRTA's "major service change."                                                                                                                                                                      |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the change.                                                                                                                                                                                                                          |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders are 67% compared to the system average of 55%. The Disparate Impact is calculated as the difference: 12%. Since this percentage is less than 20%, this change is therefore not a disparate impact. |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders is 43% compared to the system average of 40%. The Disproportionate Burden is calculated as the difference: 3%. Since this percentage is lower than 20% the route is therefore not a disproportionate burden.       |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops and the service span are duplicative and expanded on route 38 and new proposed 38NS.                                                                                                                                                 |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service will be from route 38 and the new proposed 38NS. Both operate every 30 minutes, on weekdays, and weekends. The 38 will operate during the school year and the 38NS will operate during school breaks.                                           |
| <b>Least Discriminatory Alternative</b>                            | The 38 and 38 NS routes are the least discriminatory alternative and provide operational efficiency, to make way for increased access from Amherst to South Hadley during summers, etc.                                                                                                     |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The improvements replacing route 36 have received favorable responses from the public. The disparate impact and disproportionate burden are both less than 20%. Therefore, mitigation is not necessary.                                                                                     |

Table 7: : Analysis of Route 38NS

### 38 NS Route Description

#### 38NS Option 1: South Hadley-Amherst Routing (30 minutes)

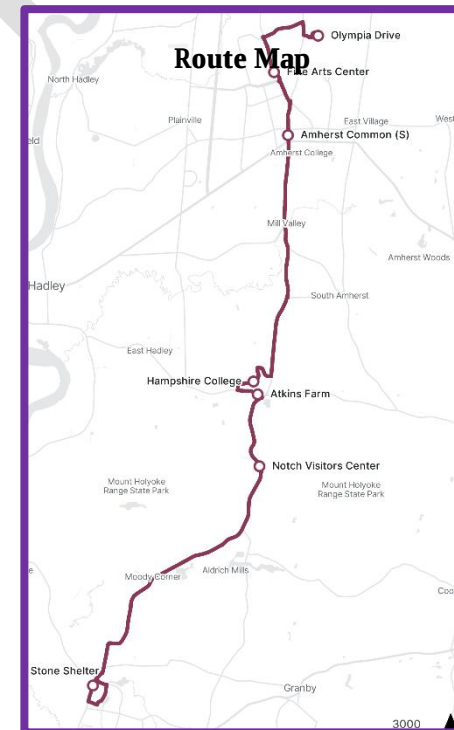
PVTA Route 38 No School (NS) is a new fixed bus route that is proposed to operate on a route that is a combination of route 38 and the discontinued 36, providing service between MHC and Olympia Drive. The route will operate during school breaks. The proposal will classify the 38NS as a Tier 3 route with 30-minute headways.

#### Headways and Schedule:

Proposing 30-minute headways, seven (7) days a week

Ridership: TBD

| Depart Mt Holyoke | Hampshire College | UMass Arnold House | Schedule       |                |           |          | Hampshire College | Arrive Mt Holyoke |
|-------------------|-------------------|--------------------|----------------|----------------|-----------|----------|-------------------|-------------------|
|                   |                   |                    | Arrive Olympia | Depart Olympia | UMass PSB |          |                   |                   |
| NO SCHOOL WEEKDAY |                   |                    |                |                |           |          |                   |                   |
|                   |                   |                    |                | 7:30 AM        | 7:35 AM   | 7:50 AM  | 8:05 AM           |                   |
| 8:10 AM           | 8:25 AM           | 8:40 AM            | 8:45 AM        | 9:00 AM        | 9:05 AM   | 9:20 AM  | 9:35 AM           |                   |
| 9:40 AM           | 9:55 AM           | 10:10 AM           | 10:15 AM       | 10:30 AM       | 10:35 AM  | 10:50 AM | 11:05 AM          |                   |
| 11:10 AM          | 11:25 AM          | 11:40 AM           | 11:45 AM       | 12:00 PM       | 12:05 PM  | 12:20 PM | 12:35 PM          |                   |
| 12:40 PM          | 12:55 PM          | 1:10 PM            | 1:15 PM        | 1:30 PM        | 1:35 PM   | 1:50 PM  | 2:05 PM           |                   |
| 2:10 PM           | 2:25 PM           | 2:40 PM            | 2:45 PM        | 3:00 PM        | 3:05 PM   | 3:20 PM  | 3:35 PM           |                   |
| 3:40 PM           | 3:55 PM           | 4:10 PM            | 4:15 PM        | 4:30 PM        | 4:35 PM   | 4:50 PM  | 5:05 PM           |                   |
| 5:10 PM           | 5:25 PM           | 5:40 PM            | 5:45 PM        | 6:00 PM        | 6:05 PM   | 6:20 PM  | 6:35 PM           |                   |
| 6:40 PM           | 6:55 PM           | 7:10 PM            | 7:15 PM        |                |           |          |                   |                   |



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Proposed Change or Changes</b>                                  | PVTA proposes a new proposed 38 No School (NS) route that will operate during school breaks when the 38 is not in service. Two variants of the 38NS were analyzed with 30-minute headways.                                                                                                 |
| <b>Communities Affected</b>                                        | Amherst, South Hadley                                                                                                                                                                                                                                                                      |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                           |
| <b>Major Service Change</b>                                        | By proposing a new route, this change exceeds the 25% threshold that defines PVTA's "major service change."                                                                                                                                                                                |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the change.                                                                                                                                                                                                                         |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders are 57% compared to the system average of 55%. The Disparate Impact is calculated as the difference: 2%. Since this percentage is less than 20%, this change is therefore not a disparate impact. |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders is 34% compared to the system average of 40%. The Disproportionate Burden is calculated as the difference: -6%. Since this percentage is lower than 20% the route is therefore not a disproportionate burden.     |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops and the service span are duplicative and expanded.                                                                                                                                                                                  |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service will be from the existing route 38 operating every 30 minutes, on weekdays, and weekends during the school year. Unfortunately, there is no alternative outside of the school year.                                                            |
| <b>Least Discriminatory Alternative</b>                            | Operational efficiency, replacing the 36 route for better access from Amherst to South Hadley and facilitate connections to a more frequent R29, increasing the overall frequency of travel along this corridor, etc.                                                                      |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The proposed 38 NS have received favorable responses from the public. The disparate impact and disproportionate burden are both less than 20%. Therefore, mitigation is not necessary.                                                                                                     |

### 38NS Option 2: South Hadley-Amherst Routing (90 minutes)

PVTA Route 38 No School (NS) is a new fixed bus route that is proposed to operate on a route that is a combination of route 38 and the discontinued 36, providing service between MHC and Olympia Drive. The route will operate during school breaks. This proposal would classified the 38NS as a Tier 5 route with 90-minute headways.

#### Headways and Schedule:

Proposing 90-minute headways, seven (7) days a week

Ridership: TBD

#### Schedule

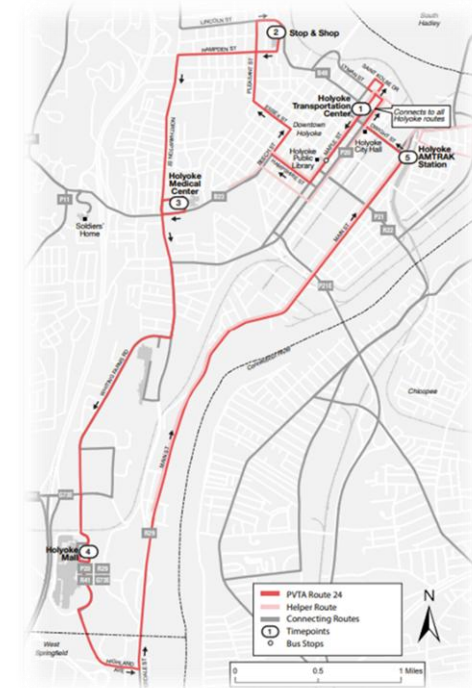
#### Route Map

Effective 12/22/24

**HOLYOKE TRANSPORTATION CTR /  
HOLYOKE MEDICAL CTR / HOLYOKE MALL**

| DEPART<br>HTC<br>BAY 5 | STOP & SHOP | HOLYOKE<br>MEDICAL<br>CENTER | ARRIVE<br>HOLYOKE<br>MALL | DEPART<br>HOLYOKE<br>MALL | HOLYOKE<br>AMTRAK<br>STATION | ARRIVE<br>HTC<br>BAY 5 |
|------------------------|-------------|------------------------------|---------------------------|---------------------------|------------------------------|------------------------|
| 1                      | 2           | 3                            | 4                         | 4                         | 5                            | 1                      |
| <b>WEEKDAYS</b>        |             |                              |                           |                           |                              |                        |
| 8:00                   | 8:10        | 8:17                         | 8:35                      | 8:40                      | 8:50                         | 9:00                   |
| 9:00                   | 9:10        | 9:16                         | 9:28                      | 9:36                      | 9:46                         | 9:56                   |
| 10:00                  | 10:10       | 10:17                        | 10:31                     | 10:39                     | 10:49                        | 10:59                  |
| 11:00                  | 11:11       | 11:17                        | 11:29                     | 11:37                     | 11:47                        | 11:57                  |
| 12:00                  | 12:11       | 12:17                        | 12:29                     | 12:37                     | 12:47                        | 12:57                  |
| 1:00                   | 1:11        | 1:17                         | 1:29                      | 1:37                      | 1:47                         | 1:57                   |
| 2:00                   | 2:11        | 2:17                         | 2:29                      | 2:37                      | 2:47                         | 2:57                   |
| 3:00                   | 3:11        | 3:17                         | 3:29                      | 3:37                      | 3:47                         | 3:57                   |
| 4:00                   | 4:12        | 4:18                         | 4:30                      | 4:38                      | 4:48                         | 4:58                   |

Complete schedule available in [Appendix A](#)

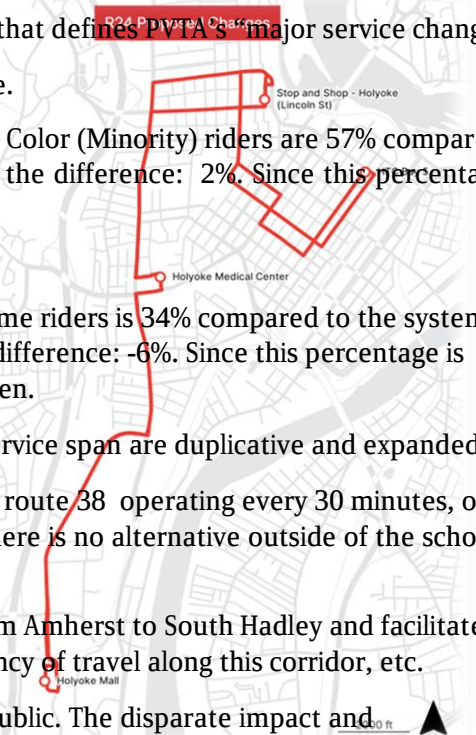


|                                                                    |                                                                                                                                                                                                                                                                                            |  |  |  |  |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| <b>Proposed Change or Changes</b>                                  | PVRTA proposes a new proposed 38 No School (NS) route that will operate during school breaks when the 38 is not in service.                                                                                                                                                                |  |  |  |  |
| <b>Communities Affected</b>                                        | Amherst, South Hadley                                                                                                                                                                                                                                                                      |  |  |  |  |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                           |  |  |  |  |
| <b>Major Service Change</b>                                        | By proposing a new route, this change exceeds the 25% threshold that defines PVRTA's "major service change."                                                                                                                                                                               |  |  |  |  |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the change.                                                                                                                                                                                                                         |  |  |  |  |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders are 57% compared to the system average of 55%. The Disparate Impact is calculated as the difference: 2%. Since this percentage is less than 20%, this change is therefore not a disparate impact. |  |  |  |  |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders is 34% compared to the system average of 40%. The Disproportionate Burden is calculated as the difference: -6%. Since this percentage is lower than 20%, the route is therefore not a disproportionate burden.    |  |  |  |  |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops and the service span are duplicative and expanded.                                                                                                                                                                                  |  |  |  |  |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service will be from the existing route 38 operating every 30 minutes, on weekdays, and weekends during the school year. Unfortunately, there is no alternative outside of the school year.                                                            |  |  |  |  |
| <b>Least Discriminatory Alternative</b>                            | Operational efficiency, replacing the 36 route for better access from Amherst to South Hadley and facilitate connections to a more frequent R29, increasing the overall frequency of travel along this corridor, etc.                                                                      |  |  |  |  |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The proposed 38 NS have received favorable responses from the public. The disparate impact and disproportionate burden are both less than 20%. Therefore, mitigation is not necessary.                                                                                                     |  |  |  |  |

**R24**

**DRAFT HTC - Holyoke Medical Center - Holyoke Mall**

| Depart<br>HTC Bay<br>5     | Stop &<br>Shop | Holyoke<br>Medical<br>Center | Holyoke<br>Mall | Holyoke<br>Medical<br>Center | HTC<br>Bay 5 |
|----------------------------|----------------|------------------------------|-----------------|------------------------------|--------------|
| <b>WEEKDAY AND WEEKEND</b> |                |                              |                 |                              |              |
| 8:00                       | 8:10           | 8:17                         | 8:32            | 8:40                         | 8:52         |
| 9:00                       | 9:10           | 9:17                         | 9:32            | 9:40                         | 9:52         |
| 10:00                      | 10:10          | 10:17                        | 10:32           | 10:40                        | 10:52        |
| 11:00                      | 11:10          | 11:17                        | 11:32           | 11:40                        | 11:52        |
| 12:00                      | 12:10          | 12:17                        | 12:32           | 12:40                        | 12:52        |
| 1:00                       | 1:10           | 1:17                         | 1:32            | 1:40                         | 1:52         |
| 2:00                       | 2:10           | 2:17                         | 2:32            | 2:40                         | 2:52         |
| 3:00                       | 3:10           | 3:17                         | 3:32            | 3:40                         | 3:52         |
| 4:00                       | 4:10           | 4:17                         | 4:32            | 4:40                         | 4:52         |



## Title VI Analysis of the UMass-Holyoke Corridor Improvements

*Table 8: Route R24 Analysis*

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |
| <p>PVTA Route R24 is a fixed bus route that operates on a one-way loop in Holyoke with service between the Holyoke Transportation Center and Holyoke Mall with stops at Stop and Shop, The Holyoke Medical Center, and Holyoke Amtrak Station. The R24 operates hourly on weekdays only from 8am to 4:58pm. PVTA's 2024 Title VI Update classified the R24 as a non-minority route. And is a Tier 4 route with hourly headways. The route's tier would not change with this proposal.</p> |                                                |
| <p><b>Headways and Schedule</b></p> <p>The R24 provides 60-minute headways and runs weekdays from 8am to 4:58pm</p> <p><b>Ridership:</b> 20,410 passengers (FY 2024)</p>                                                                                                                                                                                                                                                                                                                  |                                                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p><b>Schedule</b></p> <p><b>Route Map</b></p> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |

Complete schedule available in [Appendix A](#)

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

PVTA proposes realigning the R24 to two-way routing, seven (7) days a week better connect at Holyoke Mall with the realigned R29.

### **Schedule**

### **Route Map**

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

|                                                                    |                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communities Affected</b>                                        | Holyoke                                                                                                                                                                                                                                                                                                                        |
| <b>Effective Date</b>                                              | Fiscal Year 2026                                                                                                                                                                                                                                                                                                               |
| <b>Major Service Change</b>                                        | Due to the increase in revenue hours along most of the route from the bi-directional service, this change exceeds the 25% threshold that defines PVRTA's "major service change."                                                                                                                                               |
| <b>Customers Affected</b>                                          | 100% of Passenger Trips are expected to be affected by the frequency changes to the route.<br>10% of Passenger Trips are expected to be affected by the alteration of bus stop locations.                                                                                                                                      |
| <b>Disparate (Racial Discrimination) Impact Analysis</b>           | Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders are 21% compared to the system average of 15%. The Disparate Impact is calculated as the difference: 5%. Since this percentage is less than 20%, this change is therefore not a disparate impact.                                     |
| <b>Disproportionate (Low-income) Burden Analysis</b>               | Based on the REMIX DI/DB Analysis, the change borne by low-income riders is 62% compared to the system average of 37%. The Disproportionate Burden is calculated as the difference: 25%. Although the percentage higher than 20% the route change is an improvement therefore not a disproportionate burden.                   |
| <b>ADA Van Service Impact?</b>                                     | There is no impact on ADA Van Service. These bus stops and the service span are duplicative and covered by other system routes.                                                                                                                                                                                                |
| <b>Alternate Transit Service Available?</b>                        | The most viable alternative transit service between HTC and the Holyoke Mall is route R29, however, access to Holyoke Main Street in "The Flats" can be accessed with nearby routes G19 and R22. Additionally proposed new frequency on the R29 will replace or exceed the service that was provided by the R24 along Main St. |
| <b>Least Discriminatory Alternative</b>                            | The realignment of route R24 is the least discriminatory alternative, in addition to continued service on route G19 and R22 to access Holyoke Main Street in "The Flats." PVRTA hopes to facilitate trips along the part of the route that has the most ridership.                                                             |
| <b>Mitigation and Modifications in Response to Public Comments</b> | The realignment of route R24 has received favorable responses from the public. The disparate impact is less than 20% and disproportionate burden is an improvement. Therefore, mitigation is not necessary.                                                                                                                    |

## 5: Disparate Impacts and Disproportionate Burden (DI/DB) Analysis

The following is an analysis of the Disparate Impact and Disproportionate Burden associated with the proposed service improvements. The improvements do not have a disparate impact on riders of color or a disproportionate burden on low-income riders.

### 5.1: DI/DB Analysis Definitions

US Census data from REMIX was used for the analysis of the R29 and R24 bus routes.

People-Trips: is used as a metric that considers both access (bus stops) and population. This is a comparison metric that accounts for both the potential ridership population and the difference in frequency of trips to that population.

Low-Income and People of Color Percentages: Low-income and people of color percentages are calculated using REMIX's Title VI Analysis. REMIX uses geospatial analysis with Census Data to estimate the proportion of each community that is low-income and people of color and multiplies that by the change in service to each community.

System Averages: REMIX estimates this using 2023 5-Year ACS population estimates for PVTa service area.

Customer Surveys were used for the analysis of the 36 and 38NS bus routes.

PVTa conducted a survey in April 2025 on the 36 and 38. The percentage of minority and low-income riders were combined proportionately to the number of bus stops included on the new 38NS. The weighted average was taken and is displayed in the 30 NS chart.

People-Trips: The number displayed for the analysis of the changes to the 36 is taken from ridership in August 2024, a robust ridership month for this route. Regarding the 38NS, this number is for display purposes only and is based on 38 ridership in October 2024 and 36 ridership in August 2024 but does not have bearing on the analysis and is for display purposes only.

Low-Income and People of Color Percentages: On the 36, the percentages of those who answered the income and race questions on the April 2025 survey were used directly, estimating the number of low-income riders and minority riders based on those percentages. On the 38NS, PVTa combined the percentages of those who answered the income and race questions on the April 2025 survey for both the route 36 and route 38 proportionately by bus stop. Most of the 36 will be replaced by the new 38NS (also running during the same summer service environment). Therefore, the proportion of bus stops that will be covered by the 38NS were considered to have the same demographics as the 36. On the additional bus stops, which are covered by the 38 during the school year, demographics are assumed to mimic those of the 38.

System Averages: PVTa uses the percentages reported within the 2024 Title VI Update.

*An extensive methodology for both analysis methods is provided as in [Appendix D](#).*

# Title VI Analysis of the UMass-Holyoke Corridor Improvements

*Table 9: Route R29 Disparate Impacts and Disproportionate Burdens Analysis*

|                 | People-Trips<br>(Population Trips) | Minority<br>People-trips   | Minority<br>People-Trips %   | Comparison<br>to System |
|-----------------|------------------------------------|----------------------------|------------------------------|-------------------------|
| R29 Union(60)   | 46,113,280                         | 35,474,665                 | 77%                          | 40%                     |
| R29 Union(30)   | 120,117,340                        | 81,148,735                 | 68%                          | 31%                     |
| R29 H Mall (60) | 32,206,090                         | 25,175,470                 | 78%                          | 42%                     |
| R29 H Mall (30) | 82,813,390                         | 55,089,520                 | 67%                          | 30%                     |
|                 |                                    | System Average             | 37%                          |                         |
|                 | People-Trips<br>(Population Trips) | Low Income<br>People-trips | Low Income<br>People-Trips % | Comparison<br>to System |
| R29 Union(60)   | 46,113,280                         | 16,697,297                 | 36%                          | 21%                     |
| R29 Union(30)   | 120,117,340                        | 41,368,611                 | 34%                          | 19%                     |
| R29 H Mall (60) | 32,206,090                         | 10,576,795                 | 33%                          | 18%                     |
| R29 H Mall (30) | 82,813,390                         | 26,306,493                 | 32%                          | 16%                     |
|                 |                                    | System Average             | 15%                          |                         |

*Table 10: Route 36/38NS Disparate Impacts and Disproportionate Burdens Analysis*

|                               | People-Trips<br>(Population Trips) | Minority<br>People-trips   | Minority<br>People-Trips %   | Comparison<br>to System |
|-------------------------------|------------------------------------|----------------------------|------------------------------|-------------------------|
| <b>Discontinued Ridership</b> |                                    |                            |                              |                         |
| 36                            | 4,611                              | 3,089                      | 67%                          | 12%                     |
| <b>Additional Ridership</b>   |                                    |                            |                              |                         |
| 38NS (30 min)                 | 16,601                             | 9,463                      | 57%                          | 2%                      |
| 38NS (60 min)                 | 6,843                              | 3,901                      | 57%                          | 2%                      |
|                               |                                    | System Average             | 55%                          |                         |
|                               | People-Trips<br>(Population Trips) | Low Income<br>People-trips | Low Income<br>People-Trips % | Comparison<br>to System |
| <b>Discontinued Ridership</b> |                                    |                            |                              |                         |
| 36                            | 4,611                              | 1,343                      | 43%                          | 3%                      |
| <b>Additional Ridership</b>   |                                    |                            |                              |                         |
| 38NS (30 min)                 | 16,601                             | 3,241                      | 34%                          | -6%                     |
| 38NS (60 min)                 | 6,843                              | 1,336                      | 34%                          | -6%                     |
|                               |                                    | System Average             | 40%                          |                         |

Table 11: Route 24 Disparate Impacts and Disproportionate Burdens Analysis

|     | <i>People-Trips<br/>(Population Trips)</i> | <i>Minority<br/>People-trips</i>   | <i>Minority<br/>People-Trips %</i>   | <i>Comparison<br/>to System</i> |
|-----|--------------------------------------------|------------------------------------|--------------------------------------|---------------------------------|
| R24 | 41,771,700                                 | 8,582,766                          | 21%                                  | 5%                              |
|     |                                            | System Average                     | 15%                                  |                                 |
|     | <i>People-Trips<br/>(Population Trips)</i> | <i>Low Income<br/>People-trips</i> | <i>Low Income<br/>People-Trips %</i> | <i>Comparison<br/>to System</i> |
| R24 | 41,771,700                                 | 25,840,440                         | 62%                                  | 25%                             |
|     |                                            | System Average                     | 37%                                  |                                 |

## 5.2: DI/DB Impact Analysis Results

A comparison to the system takes the percentage of those potentially impacted by the change and subtracting the system average. A negative number shows that the population being positively impacted is less diverse than the system average. Any comparison to the system that is greater than 20% is either a disparate impact (race) or disproportionate burden (income).

### 5.2.1: Route R29 Realignment

Four (4) realignment options for Route R29 were compared based on location and headways. The improvement shows no disparate impact findings based on race or disproportionate burden on low-income populations. Although some of the system comparisons are greater than 20%, the improvements are positive in nature and provide more service to protected classes.

### 5.2.2: Route 36 Discontinuation

The discontinuation of Route 36 shows no disparate impact findings based on race or disproportionate burden on low-income populations. The service area for the 36 will be covered by the 38 and new proposed 38NS.

### 5.2.3: Route 38

No change are proposed for route 38 and therefore it was not included in the DI/DB Impact analysis.

### 5.2.4: Route 38 No School

Two (2) options for the new proposed Route 38 NS were compared based on headways. The improvement show no disparate impact findings based on race or disproportionate burden on low-income populations.

### 5.2.5: Route 24 Realignment

The improvement shows no disparate impact findings based on race or disproportionate burden on low-income populations. Although the system comparisons for low-income populations are greater than 20%, the improvements are positive in nature and provide more service to protected classes.

## 6. Public Outreach and Consultation

PVTA reached out for public comments and engagement about the service change proposals in public meetings, at public hearings, and through email comments. This section summarizes input received from the public through these processes. The Title VI analysis was incomplete at the time of the public hearings and was therefore not included for discussion.

### 6.1 Public Hearings

PVTA performed seven (7) public hearings on April 30<sup>th</sup>, May 1<sup>st</sup>, May 7<sup>th</sup> and May 15<sup>th</sup> and the analysis was available to the public for 30 days.

These events were conducted both in-person and virtually in compliance with the Open Meeting Law, which recently extended the option for virtual attendance at public meetings. PVTA utilized Massachusetts Guidelines for Successful Virtual Public Meetings and complied with the existing 2024 Public Participation Plan and 2024 Title VI Update. General comments are included within the Summary of Comments in Table 12. Full accounting of comments from these events as well as responses are included as an appendix.

PVTA complied with the Public Participation Plan to invite the public to comment or attend meetings pertaining to these analyses.

Detail comments and responses can be found in [Appendix A](#).

*Table 12: Summary of Comments by Public Hearings*

| <i>Date and Time and Location</i>          | <i>Number of Comments</i>                       | <i>Summary of Comments</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 30, 10am<br>UMass Transit<br>Amherst | 5 relevant comments about service improvements  | <p>C: Are we anticipating any changes in Summer 2025?</p> <p>C: The R29's frequency, is that dependent on other factors?</p> <p>C: Route 38 during school has no changes?</p> <p>C: I see you are projecting an increase in ridership?</p> <p>C: I see a logistical nightmare as some passengers will not understand the changes in stops at the colleges and Atkins, seems like people would have to learn about it. There would have to be a large outreach campaign.</p> |
| April 30, 6pm<br>UMass Transit<br>Amherst  | 13 relevant comments about service improvements | <p>C: Would the 38 NS stop at the same intermediate stops between timepoints?</p> <p>C: I express substantial support for this change. Sunday service, especially in the summers means lots to me to get home from work at the end of my day. And greater access to Springfield.</p> <p>C: It would be great to have this coordinate with the B43</p> <p>C: I 100% support this.</p> <p>C: I am disabled. The changes to the R29 would be beneficial to me.</p>             |

C: The 36 makes a stop within the Atkins Farms Parking Lot which is easily accessible. I see you are planning not to stop within the parking lot. During the school year it is difficult because the 38 stops on Bay Rd instead. The Bay Rd South stop is very inaccessible. I choose to take the 38 to Mt. Holyoke College and back to Amherst Center rather than cross Bay Rd. Crossing Bay Rd is a blind spot for me and for vehicles coming down the hill and very dangerous. There is no crosswalk or sidewalk.

C: The R29 is currently not worth taking because it is closely followed by the 38. I would like to take the R29 to Union Station. I would like to catch the train. Currently there is an hour wait once I arrive before the next train.

C: I bike a lot, I would like to skip down to Union Station so I can take the train somewhere to bike further.

C: Bay Rd crossing at Atkins does not have a crosswalk. Maybe there should be a crosswalk and flashing light. Also, will the new R29 be faster with this change?

C: It would be helpful if this had some express trips.

C: Regarding Bay Rd at Atkins, we could serve this like an on demand stop like Atwood or Hall Drive. Would that be acceptable? You could call the number and request the bus stop there ahead of time.

C: That would be a reasonable compromise

C: The UMass side of the route is in flux I know, but the current 36 routing heads North on E. Pleasant St to Olympia Dr. Are you concerned that some of those areas would be skipped over with the new 38 NS?

May 1,  
10am  
Mt. Holyoke  
College  
South Hadley

3 relevant  
comment  
about service  
improvements

C: Could you comment on funding, where it's coming from and what impact the change will have from the funding sources?

C: Do you coordinate with Peter Pan and other bus lines?

C: When will the changes occur, will they impact the summer schedule?

May 1,  
6pm  
Mt. Holyoke  
College  
South Hadley

No relevant  
comments  
about service  
improvements

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

*May 7,  
10 am  
Town Hall  
South Hadley*

3 relevant  
comments  
about service  
improvements

C: The improvements to frequency are welcomed, especially on weekends. Would appreciate more bus stop signs in South Hadley.

C: Asked about the cost of various of R29 options and when final decision will be made.

C: Asking about effective date and about PVTa opinion on proposed service changes.

*May 15,  
12 pm  
Holyoke Transit  
Center  
Holyoke*

6 relevant  
comments  
about service  
improvements

C: Weekend service on the R24 would be good, why not include Lincoln Street Stop & Shop?

C: UMass Students may not be aware of the changes.

C: Will the R24 still go to Northampton Street?

C: The R24 should run longer and start earlier.

C: Need more service on Saturday morning.

C: Will the Holyoke Station be served by the R24 and R29?

*May 15,  
2 pm  
Holyoke Media  
Holyoke*

1 relevant  
comment  
about service  
improvements

C: The R24 schedule is too tight during rush hour between timepoints.

## 7. Conclusion

The goal of the UMass-Holyoke Corridor Improvements is to provide better connections between Holyoke and Amherst particularly between the Holyoke Transportation Center (HTC), Holyoke Mall, Mount Holyoke College (MHC) in South Hadley and the University of Massachusetts in Amherst. Currently, this connection is provided via PVRTA route R29 between Holyoke Mall and UMass Hags Mall. This ninety (90) minute trip is too long and infrequent, only available every other hour on weekdays and only twice daily on weekends.

The service improvements are the result of a realigned Route R29 that will improve service between the Holyoke Transportation Center, Holyoke Mall, and Mount Holyoke College. The realigned R29 will no longer serve the University of Massachusetts. This segment of the corridor will be served by the existing Route 38 and a new Route 38 No School (NS) route that will operate during college school breaks and replace Route 36. The realigned R29 will also connect with a newly realigned Route R24 that will provide two-way routing and weekend service in Holyoke.

On March 19<sup>th</sup>, 2025, the Advisory Board gave PVRTA approval to conduct a Title VI Analyses and hold public hearings for the R29, 36, 38, 38NS, and R24 for potential changes in FY26. PVRTA performed seven (7) public hearings between April 30<sup>th</sup>, May 1<sup>st</sup>, May 7<sup>th</sup> and May 15<sup>th</sup> and the analysis was available to the public for 30 days. These events were conducted both in-person and virtually in compliance with the Open Meeting Law, which recently extended the option for virtual attendance at public meetings. The enhancements generally received favorable responses from the public.

The service improvements provide additional service throughout the corridor and will have no disparate impact on people of color or a disproportionate burden on low-income individuals. Discontinued service on the R29 between Springfield and Holyoke is provided by duplicative system routes including the G73E, P21, P21E, and P20. Discontinued service on the R29 and 36 between Mount Holyoke College and the University of Massachusetts will continue to be provided by the 38 and a new proposed 38 No School route that will operate during school breaks. Discontinued service from the R24 on Main Street in Holyoke will be provided by other nearby system routes including the G19 and R22.

The service improvements are seen overall as a net improvement to the system and provide greater mobility for marginalized groups. The combined improvements will provide improved service, increased frequency, and better connections overall along the corridor.

## Appendix A: Public Comments

### Title VI Analysis R29, 36, 38, 38NS

#### Public Meeting

April 30, 2025, 10:00 AM

UMass Transit Conference Room (185 Holdsworth Way Amherst, MA 01003)  
and Virtual via Zoom

**In Attendance:**

Paul Burns-Johnson, PVTA  
Sandra Sheehan, PVTA  
Peter Kuusisto, PVPC  
Carl Jackson, PVPC (via Zoom)  
Connie Englert, UMTS  
Derek Piers, UMTS  
Andrew Sood, UMTS  
Jonathan McHatton, SATCo

**Other members of the public**

Patricia McChesney  
John (via Zoom)

#### Hybrid Meeting

Peter Kuusisto opened the public hearing at 10:04 AM.

Paul Burns-Johnson presented a PowerPoint slideshow regarding two new options to replace the 36 summer bus route service and four new options to increase frequency and realign the R29.

Peter Kuusisto described the Disparate Impact/Disproportionate Burden analysis.

Patricia McChesney: Are we anticipating any changes in Summer 2025?

Paul Burns-Johnson: No, we do not anticipate changes to these routes during summer 25 at this time to these routes.

Connie Englert: The R29's frequency, is that dependent on other factors?

Paul Burns-Johnson: Yes, based on funding and availability

Connie Englert: Route 38 during school has no changes?

Paul Burns-Johnson: The regular 38 is not impacted. And R29 service changes would be present year-round.

John (Samsung Caller on Zoom): Are there any updates to the Noho/Southwick Route?

Paul Burns-Johnson: Not at this time. It is still dependent on vehicle availability.

Connie Englert: Regarding the Title VI, I see ridership here.

Peter Kuusisto: Yes, ridership figures are estimated and for display only.

Connie Englert: I see you are projecting an increase in ridership?

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

Peter Kuusisto: Yes, for the purposes of this analysis I think with increased frequency we would see added ridership on the 38 No School compared to the existing Route 36. Again, the ridership numbers are for display purposes only. The percent low-income and percent minority from our surveys is compared to the system average. Percent differences greater than 20% must be considered for mitigation. In this case, all figures are within 20% of the system average, therefore no mitigation is necessary.

Connie Englert: I see a logistical nightmare as some passengers will not understand the changes in stops at the colleges and Atkins, seems like people would have to learn about it. There would have to be a large outreach campaign.

Paul Burns-Johnson: We can consider realigning individual bus stops as part of our discussions.

Peter Kuusisto closed the hearing at 10:35 AM.

DRAFT

## Title VI Analysis R29, 36, 38, 38NS

### Public Meeting

April 30, 2025, 6:00 PM

UMass Transit Conference Room (185 Holdsworth Way Amherst, MA)

and Virtual via Zoom

#### **In Attendance:**

Paul Burns-Johnson, PVTA  
Sandra Sheehan, PVTA  
Peter Kuusisto, PVPC  
Derek Piers, UMTS  
Andrew Sood, UMTS  
Jonathan McHatton, SATCo

#### **Other members of the public**

Grisha Leyfer  
Laura Jones  
Mike Tripp

### Hybrid Meeting

Peter Kuusisto opened the public hearing at 6:00 PM.

Paul Burns-Johnson presented a PowerPoint slideshow regarding two new options to replace the 36 summer bus route service and four new options to increase frequency and realign the R29.

Peter Kuusisto described the Disparate Impact/Disproportionate Burden analysis.

Paul Burns-Johnson opened the floor to questions and comments.

Grisha Leyfer: Would the 38 NS stop at the same intermediate stops between timepoints?

Paul Burns-Johnson: Yes, the 38 NS would stop at all regular stops between timepoints.

Grisha Leyfer: I express substantial support for this change. Sunday service, especially in the summers means lots to me to get home from work at the end of my day. And greater access to Springfield.

Grisha Leyfer: It would be great to have this coordinate with the B43

Grisha Leyfer: I 100% support this.

Laura Jones: I am disabled. The changes to the R29 would be beneficial to me.

Laura Jones: The 36 makes a stop within the Atkins Farms Parking Lot which is easily accessible. I see you are planning not to stop within the parking lot. During the school year it is difficult because the 38 stops on Bay Rd instead. The Bay Rd South stop is very inaccessible. I choose to take the 38 to Mt. Holyoke Collage and back to Amherst Center rather than cross Bay Rd. Crossing Bay Rd is a blind spot for me and for vehicles coming down the hill and very dangerous. There is no crosswalk or sidewalk.

Mike Tripp: The R29 is currently not worth taking because it is closely followed by the 38. I would like to take the R29 to Union Station. I would like to catch the train. Currently there is an hour wait once I arrive before the next train.

Paul Burns-Johnson: This actually came up on our Southern System Survey of the R29. Riders wanted alignment better with train service. We didn't have a lot of response for it, but it was statistically significant.

Mike Tripp: I bike a lot, I would like to skip down to Union Station so I can take the train somewhere to bike further.

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

Pual Burns-Johnson: Would it be acceptable if you took the R29 to Holyoke Mall and the G73E down to Union Station?

Mike Tripp: That would be fine.

Grisha Leyfer: Bay Rd crossing at Atkins does not have a crosswalk. Maybe there should be a crosswalk and flashing light. Also, will the new R29 be faster with this change?

Paul Burns-Johnson: I do not see the R29 being faster. It would stop at the same stops.

Grisha Leyfer: It would be helpful if this had some express trips.

Derek Pires to Laura Jones: Regarding Bay Rd at Atkins, we could serve this like an on demand stop like Atwood or Hall Drive. Would that be acceptable? You could call the number and request the bus stop there ahead of time.

Laura Jones: That would be a reasonable compromise

Derek Pires to Paul Burns-Johnson: The UMass side of the route is in flux I know, but the current 36 routing heads North on E. Pleasant St to Olympia Dr. Are you concerned that some of those areas would be skipped over with the new 38 NS?

Paul Burns-Johnson: That will be considered. We don't want to leave anyone that's currently riding behind.  
Peter Kuusisto concluded the meeting at 6:30 PM

## Title VI Analysis R29, 36, 38, 38NS

### Public Meeting

May 1, 2025, 10:00 AM

Dwight Hall, Mount Holyoke College Room 101 (32 College St, South Hadley, MA)  
and Virtual via Zoom

#### **In Attendance:**

Sandra Sheehan -- PVTA  
Paul Burns-Johnson – PVTA  
Jonathan McHatton – SATCo  
Carl Jackson -- PVPC

#### **Other members of the public**

Angela Gregory –Mount Holyoke College  
Kevin Kennedy  
Miss Jones (online)  
Charlie Townswick (online)

### Hybrid Meeting

The meeting was opened by Carl Jackson at 10:02 AM, followed by a brief presentation regarding the service changes by Paul Burns-Johnson.

Kevin Kennedy: Could you comment on funding, where it's coming from and what impact the change will have from the funding sources.

Paul Burns-Johnson: We are looking for legislative funding and won't know what the impact will be on the changes until we know whether the funding has been approved by legislature.

Kevin Kennedy: Given the state of DC (federal) funding, are there any concerns?

Paul Burns-Johnson: We are always concerned but cautiously optimistic.

Sandra Sheehan: We have applied for federal grants, but it is also based on the upcoming federal re-appropriation bill.

Angela Gregory: Could we see some of the other maps or will they be available online?

Paul Burns-Johnson: After the 30-day review period it will be made available.

Sandra Sheehan: We can post draft maps and schedules online.

Angela Gregory: Can you tell me more about how you got the data for the analysis?

Paul Burns-Johnson: The 36 and 38 data is based on ridership and survey results, the R29 data was obtained from census data.

Angela Gregory: Can you show the schedules again?

Paul Burns-Johnson showed the slide with the R29 schedules and explained the difference between the service frequencies. Johnathan McHatton went into further detail about weekday and weekend service.

Angela Gregory: Do you coordinate with Peter Pan and other bus lines?

Paul Burns-Johnson: We do not coordinate with Peter Pan or the rail lines because their schedules change regularly. We do believe that with half-hour frequency on the R29 there might be a better opportunity for coordination.

Jonathan McHatton: The R29 will also provide service to the train station in Holyoke.

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

Paul Burns-Johnson: Yes, it will be a dramatic increase in service

Angela Gregory: How does the 5-College Consortium play into the funding?

Paul Burns-Johnson: All funding plays a factor, but the bulk is state funding

Online comment: When will the changes occur, will they impact on the summer schedule?

Paul Burns-Johnson: The changes are not scheduled to occur until the Fall and will not impact on the summer schedule.

Kevin Kennedy: What is the legislative timeframe?

Sandra Sheehan: The Governor's budget shows level funding for RTAs. We will have to see what the senate version says.

Kevin Kennedy: Do you have any allies?

Sandra Sheehan: Yes, the western Massachusetts delegation is very much in favor of more funding.

Paul Burns-Johnson: With no additional funding, it's hard to maintain the existing service. We've added so much service this year.

Sandra Sheehan: Yes, we've added 9 new routes, Sunday service, extended service hours, all enhancements from the Fairshare Act, about ½ million dollars worth.

Kevin Kennedy: Will free fares end in June?

Sandra Sheehan: PVRTA has the funds to continue fare free until august, and we will be making that announcement soon.

Angela Gregory: Where do the free fares come from?

Sandra Sheehan: That is also part of the Fair Share Act, \$30 million for fare free including other grants. All of this is included in the Governor's budget. We are waiting for the Senate's response, but we won't know until August.

Angela Gregory: How is the funding dispersed?

Sandra Sheehan: it's based on ridership and PVRTA is the largest RTA

Kevin: What can we do

Paul Burns-Johnson: Provide us feedback on the route to make sure they meet your needs positive feedback is very useful

Carl Jackson closed the meeting at 10:32 AM

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

### Title VI Analysis R29, 36, 38, 38NS

#### Public Meeting

May 1, 2025, 6:00 PM

Dwight Hall, Mount Holyoke College Room 101 (32 College St, South Hadley, MA)  
and Virtual via Zoom

**In Attendance:**

Sandra Sheehan -- PVTA  
Paul Burns-Johnson – PVTA  
Jonathan McHatton – SATCo  
Carl Jackson -- PVPC

**No other members of the public In attendance**

## Title VI Analysis R29, 36, 38, 38NS

### Public Meeting

May 7, 2025, 10:00 AM

Town Hall, South Hadley Select Board Meeting (116 Main St, South Hadley, MA)

And Virtual via Zoom

**In Attendance:**

Sandra Sheehan -- PVTA  
Paul Burns-Johnson – PVTA  
Jonathan McHatton – SATCo

**Other members of the public**

Lisa Wong (Town Administrator)  
Ezra Kaufman (via Zoom)  
Another participant

### Hybrid Meeting

The meeting was opened by Jonathan McHatton at 10:00 AM, followed by a brief presentation regarding the service changes by Paul Burns-Johnson.

Lisa Wong: Stated that improvements to frequency are welcomed, especially on weekends. I would appreciate more bus stop signs in South Hadley.

Another participant asked questions about cost of various R29 options, how to get signs installed and about when final decision will be made.

Paul Burns-Johnson provided an overview of service costs of the options and explained bus stop signs get installed after discussion and coordination with municipalities. He stated that service would be implemented fall 2025 at earliest.

Ezra Kaufman asked about effective date. Also asked about PVTA opinion on proposed service changes.

Paul Burns-Johnson stated PVTA supports these changes, but implementation is dependent on funding amount.

Ezra Kaufman also submitted comments via email.

Sandra explains bus stop location procedure and willingness to work with TOSH to install bus stop signs. Also suggests getting locations of housing developments to post information about new service to let residents know ahead of time

Jonathan McHatton closed the meeting.

## Title VI Analysis R24, R29

### Public Meeting

May 15, 2025, 12:00 PM

Holyoke Transportation Center (206 Maple Street in Holyoke, MA)

And Virtual via Zoom

#### **In Attendance:**

Paul Burns-Johnson – PVTA  
Jonathan McHatton –SATCo  
Merry LaPointe- SATCo  
Carl Jackson -- PVPC

#### **Other members of the public**

Ned Paulick  
Amber Crochetire  
Bernadette Crochetire  
Josh (Zoom)

### Hybrid Meeting

The meeting was opened by Carl Jackson at 10:02 AM, followed by a brief presentation regarding the service changes by Paul Burns-Johnson.

Ned Paulick: People have problem with buses arriving on time and drivers, weekend service?

Paul Burns-Johnson: People can submit comments we will identify more service with funding

Ned Paulick: A weekend R24 would be good, why not serve stop/shop Kmart.

Paul Burns-Johnson: Ridership is low, based on demand.

Ned Paulick: The Lincoln Street Stop and Shop has a greater demand for service

Paul Burns-Johnson: That will be in two-way service, no longer circular

Josh (Online): Citizen may be confused about the use of R38 and transfers from the R29.

Paul Burns-Johnson: No negative comments on the R38 transfer

Amber Crochetire: Bob Court Apartments how will it run?

Josh (Online): Concern about Amherst and Holyoke change, students at UMass can't make connections, students aren't aware

Paul Burns-Johnson: This has been released to students and will be for 30-day public hearing

~~Bernadette Crochetire: Will R24 still go to Northampton Street?~~

~~Jonathan McHatton said it still would~~

Bernadette Crochetire: The R24 should run longer, start earlier

Amber Crochetire: R24 is an alternative to P20 which is overcrowded

Josh (online) asked about Saturday Morning Service

Bernadette Crochetire Will the Holyoke station still be served by R24 and R29

Amber Crochetire: Expressed concerns about the start time of the R24

Paul Burns-Johnson: PVTA will look into it

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

Jonathan McHatton and Merry LaPointe handled specific route questions from Ned

Josh several online questions and comments to be reviewed by PVTA

Carl Jackson closed the meeting at 12:32 PM

## Title VI Analysis R24, R29

### Public Meeting

May 15, 2025, 2:00 PM

Holyoke Media (1 Court Plaza, Holyoke, MA)

And Virtual via Zoom

#### **In Attendance:**

Paul Burns-Johnson – PVTA  
Jonathan McHatton – PVTA/SATCo  
Merry LaPointe -PVTA/SATCo  
Luis Moreno –PVTA/SATCo  
Carl Jackson -- PVPC

#### **No other members of the public In attendance**

### Hybrid Meeting

The meeting was opened by Carl Jackson at 2:00 PM, followed by a brief presentation regarding the service changes by Paul Burns-Johnson.

Luis Moreno stated that the R24 schedule is too tight during rush hour between timepoints.

Paul Burns-Johnson said that PVTA will analyze it

Jonathan McHatton said that the schedule is similar to the current, but will look into time-of-day concerns.

Carl closed the meeting at 2:30 PM

## Email Comment #1

**From:** Matilde Dal Boni <[dalbo22m@mtholyoke.edu](mailto:dalbo22m@mtholyoke.edu)>

**Sent:** Friday, May 09, 2025 9:41 AM

**To:** Zoraida Bonet <[comments@pvta.com](mailto:comments@pvta.com)>

**Subject:** Comment for Public Hearing on PVTa's proposed changes R29 & 38

Dear Pioneer Valley Transit Authority,

Thank you for holding the public hearing on May 1st at Mount Holyoke College Campus. I would like to acknowledge my support for the proposed increased service to the R29 for both the Holyoke-South Hadley and the Springfield-Holyoke-South Hadley routes, with strong encouragement for the 30-minute frequency options. I would also like to support the proposed route 38 Option A with more frequent no-school options.

As a student working in Holyoke, transportation is challenging due to a lack of a personal vehicle and limited bus routes. This change in frequency and service would positively benefit me and the greater community and would also allow our whole campus community to have better access to Holyoke and Springfield for commuting.

Thank you for your efforts in route expansion, and I hope that the legislative budget is approved, and funds are adequately appropriated for these efforts.

Sincerely,

Matilde

**Matilde Dal Boni (she/her)**

***Environmental Studies Major***

Class of '25, Mount Holyoke College

e: [dalbo22m@mtholyoke.edu](mailto:dalbo22m@mtholyoke.edu)

w: [www.linkedin.com/in/matilde-dal-boni-](https://www.linkedin.com/in/matilde-dal-boni-)

## Email Comment #2

**From:** Sylvia Cifuentes <[scifuentes@mtholyoke.edu](mailto:scifuentes@mtholyoke.edu)>

**Sent:** Friday, May 09, 2025 9:41 AM

**To:** Zoraida Bonet <[comments@pvta.com](mailto:comments@pvta.com)>

**Subject:** Support for route expansion

Dear Pioneer Valley Transit Authority,

Thank you for hosting the public hearing on May 1st at Mount Holyoke College Campus. I would like to acknowledge my support for the proposed increased service to the R29 for both the Holyoke-South Hadley and the Springfield-Holyoke-South Hadley routes, with strong encouragement for the 30-minute frequency options. I would also like to support the proposed route 38 Option A with more frequent no school options.

Our campus has community partnerships with organizations in Holyoke and Springfield, and transportation of our students is challenging, due to lack of personal vehicles and limited bus routes. This change in frequency and service would positively benefit our whole community and would also allow our whole campus community to have better access to Holyoke and Springfield for commuting as well as access to rail.

Thank you for your efforts in route expansion and I hope that the legislative budget is approved, and funds are adequately appropriated for these efforts.

Sincerely,

Sylvia Cifuentes, PhD (she/her/Ella)  
Assistant Professor of Environmental and Social Equity and Justice  
Department of Environmental Studies  
Mount Holyoke College

Mount Holyoke College is located in Western Massachusetts on the ancestral land of the Nonotuck people. It is also important to acknowledge the neighboring Indigenous nations who continue to be connected to this land: the Nipmuc and the Wampanoag to the East, the Mohegan and Pequot to the South, the Mohican to the West and the Abenaki to the North.

### Email Comment #3

**From:** Birdy Newman <[newma23a@mtholyoke.edu](mailto:newma23a@mtholyoke.edu)>

**Sent:** Friday, May 09, 2025 9:41 AM

**To:** Zoraida Bonet <[comments@pvta.com](mailto:comments@pvta.com)>

**Subject:** Comment on Proposed Route Changes

Dear Pioneer Valley Transit Authority,

|                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| Thank you for hosting the public hearing on May 1st at Mount Holyoke College Campus. I would like to acknowledge my support for the proposed increased service to the R29 for both the Holyoke-South Hadley and the Springfield-Holyoke-South Hadley routes, with strong encouragement for the 30-minute frequency options. I would also like to support the proposed route 38 Option A with more frequent no school options. |  |  |
| Our campus has community partnerships with organizations in Holyoke and Springfield, and transportation of our students is challenging, due to lack of personal vehicles and limited bus routes. This change in frequency and service would positively benefit our whole community and would also allow our whole campus community to have better access to Holyoke and Springfield for commuting as well as access to rail.  |  |  |
| Thank you for your efforts in route expansion and I hope that the legislative budget is approved, and funds are adequately appropriated for these efforts.                                                                                                                                                                                                                                                                    |  |  |
| Sincerely,                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |
| Birdy Newman                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |

Mount Holyoke College

## Appendix B: Major Service Change Policy

### Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy

#### PVTA Services

The PVTA Administrator or the PVTA Advisory Board may request analyses and public hearings of changes to the PVTA system and its services at any time for any service. The PVTA provides multiple theaters of service in the form of Fixed-Route and Demand Response services. Demand response services consist of Town On-Demand Shuttles, Senior Van Service (Dial-A-Ride), and FTA mandated ADA Paratransit service. Non-ADA Paratransit Demand Response services include Town On-Demand Shuttles and Senior Van Services. The Major Service Change Policy applies to Fixed-Route service and Non-ADA Paratransit Demand Response services.

#### Major Service Change Policy

The Pioneer Valley Transit Authority is required by the Federal Transit Administration to have a threshold at which point a service change is considered a “Major Service Change.” Any service change exceeding that threshold is required to be presented to the public for comment and consideration, as outlined in the PVTA Public Hearing and Major Service Change Policy in Appendix 1 in the Public Participation Plan<sup>3</sup>. In fulfillment of this requirement, the PVTA will hold public hearings and conduct an analysis on Disparate Impact and Disproportionate Burden when a proposed change meets the following criteria:

- Any change in PVTA fare policies, rates, or media is being considered; or
- The establishment of a new route; or
- An alteration of service to existing fixed route service that impacts 500 unlinked passenger trips or more in a typical month of service and:
  - Cumulatively changes the number of vehicle revenue hours in the service area by 7.5% or more.

Or:

- Changes the number of revenue hours on any specific route by 20% or more; or
  - Changes the location or number of stops on any specific route by 25% or more.
- An alteration of service to existing non-ADA paratransit demand response service that meets the following criteria:
  - Cumulatively changes of the number of hours in the span of service within the service area by 20% or more;

Or:

<sup>3</sup> This policy supersedes Section 1, Appendix 1 in the Public Participation Plan adopted October 1, 2024.

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

- o Changes of the number of hours in the span of service within a single PVTA Member Community by 20% or more;
- o The establishment of service to a new community

Service or fare changes which are considered temporary or pilot service, and which have a duration of 12 months or shorter, are not considered Major Service Changes

### Table of Major Service Changes

| Service Type                                                                                                  |                                | Threshold                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Fixed-Route Service                                                                                           | System Threshold               | Change 7.5% or more impact on vehicle revenue hours; and<br>Greater than 500 Unlinked Passenger Trips in a typical month     |
|                                                                                                               | Individual Route Threshold     | Change greater than 50% impact on vehicle revenue hours; and<br>Greater than 500 Unlinked Passenger Trips in a typical month |
| Demand Response Service (Non-ADA Paratransit)<br>This includes Senior Van Service and non-fixed route service | New Service System Threshold   | Establishment of a new route<br>Change greater than 20% impact in span of service hours                                      |
|                                                                                                               | Individual Community Threshold | Change greater than 20% impact on span of service hours                                                                      |
|                                                                                                               | New Service                    | Establishment of service to a new community                                                                                  |

### Process for Restoring Service

PVTA staff will use performance measures to systematically reinstate service that include the following major criteria:

- Percentage of people of color and low-income customers using the route
- Ridership and performance measures as compared to service standards

PVTA will create a ranking of service reductions should additional funding be provided and rescind service cuts based on that ranking.

### Disparate Impact Policy (Racial Discrimination)

In accordance with FTA Circular 4702.1B, and industry standards and best practices, the Pioneer Valley Transit Authority has defined a disparate impact as a Major Service Change in which the adverse impacts of the change that people of color experience as compared to non-people of color is 20% or more. For the purposes of this document, the term “people of color” is synonymous with the term “minority” as used in Federal Circular 4702.1B (page I-4).

### Disproportionate Burden Policy (Low-Income)

In accordance with FTA Circular 4702.1B, and industry standards and best practices, the Pioneer Valley Transit Authority has defined a disproportionate burden to be a change in service where low-income customers would experience a negative impact 20% or larger compared to non-low-income customers. For the purposes of this policy, “low-income” is defined as a person reporting an income below the federal poverty level (commonly referred to as 100% of the FPL).

### Additional Data Sources for Non-ADA Paratransit Demand Response Service DI/DB Analyses

Prior to the reduction of any Non-ADA Paratransit Demand Response service by community, PVRTA will record ridership and survey the typical ridership on the route to establish a demographic baseline for the service.

Prior to the addition of any new Non-ADA Paratransit Demand Response service by community, PVRTA will record ridership and survey the typical ridership on the route during the proposed temporary or pilot duration of the service to establish a demographic baseline for the new service.

The difference between the demographic baseline and the fixed-route system average determines the delta impact on riders of color and low-income riders. This delta is assessed against the Disparate Impact and Disproportionate Burden thresholds.

## Appendix C: REMIX Methodology

PVTA utilized REMIX for this Title VI Disparate Impact/Disproportionate Burden Analysis. Disparate impact is the impact the change to the system would have on low-income communities.

Disproportionate burden is the burden borne on people of color.

PVTA “drew” the route shapes and inputted the proposed timetables into REMIX. Remix allows you to automatically generate a Title VI report (based on Census data) by comparing existing service to a set of proposed changes. This page outlines the methodology and data sources we use when generating this report.

### Data sources

- Demographic data comes from the US Census Bureau, 2019-2025 American Community Survey (ACS) 5-Year Estimates.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US federal poverty level, depending on your individual agency. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile your agency provides.
- Map and routing data are provided OpenStreetMap, Mapbox, and Valhalla.

### Methodology

1. Get the population near a route, including its low income and minority percentage.

- For each route, build a shape that represents the area within quarter mile of any of its stops.
- Intersect the catchment area with 2017-2021 ACS 5-year estimates. Get a list of block groups and the percentage overlap with each.
- For each block group, take the percentage of overlap and multiply it by the block group’s statistics.
- Get the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.

2. Compare the number of people-trips, before and after.

- Multiply the population near a route by the number of trips it makes (per year) to get “people-trips.”
- Repeat for low-income and minority populations to get “low-income people-trips” and “minority people trips.”
- Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.

3. Get the total difference in people-trips across the transit system.

- 
- Repeat the process above for every route in the transit system.

## Title VI Analysis of the UMass-Holyoke Corridor Improvements

- Sum together the difference in people-trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.

### 4. Calculate the change borne by low-income and minority populations.

- Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
- Repeat for minority people trips.

### 5. Compare the percentage change to the average in the service area.

- Calculate the average percentage of low-income and minority populations across the entire service area.
- Subtract from the change borne by those populations.
- Get two final numbers: the delta between the impact this set of transit changes had on low-income and minority populations compared to any average change.

## Additional Raw Data

In addition to the methodology outlined above, Remix also produces a set of raw data you can use in your own methodology. Specifically, we provide:

- A list of Census block groups in the service area with population, low-income, minority information for each.
- A before and after count of trips in each block group.
- A service-area-wide average of minority and low-income populations

## A Process Note

This analysis is rigorous and meets the needs of most transit agencies. PVRTA's Title VI Program Plan allows for either survey data or the use of the latest 5-Year ACS data (available through REMIX). This process complies with FTA Circular 4702.1B.

## Appendix D: Survey Methodology

PVTA uses surveys when possible to determine whether a change has a disparate impact or disproportionate burden on low-income and minority<sup>4</sup> riders.

PVTA conducts surveys annually on different parts of the system, with a full system report generated as part of each PVTA Title VI Update.

### Surveys:

To obtain the percentage of riders on each impacted route PVTA uses either the system rider surveys or more current rider surveys that meet the same rigor as the system survey.

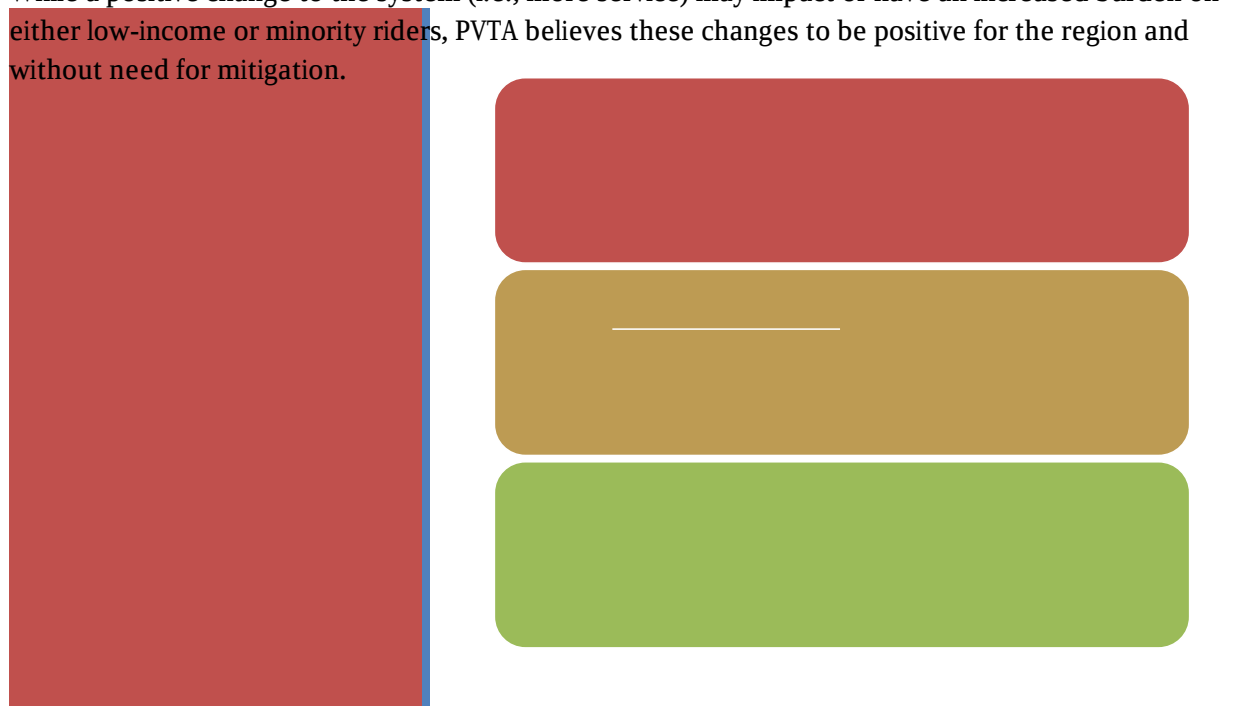
In cases when routing of an old route and a new route are similar, PVTA can utilize surveys proportionate to the overlapping corridor.

A combined system survey, using ridership as a way to spread the data between the systems is used to determine the percentage of low-income or minority riders throughout the system.

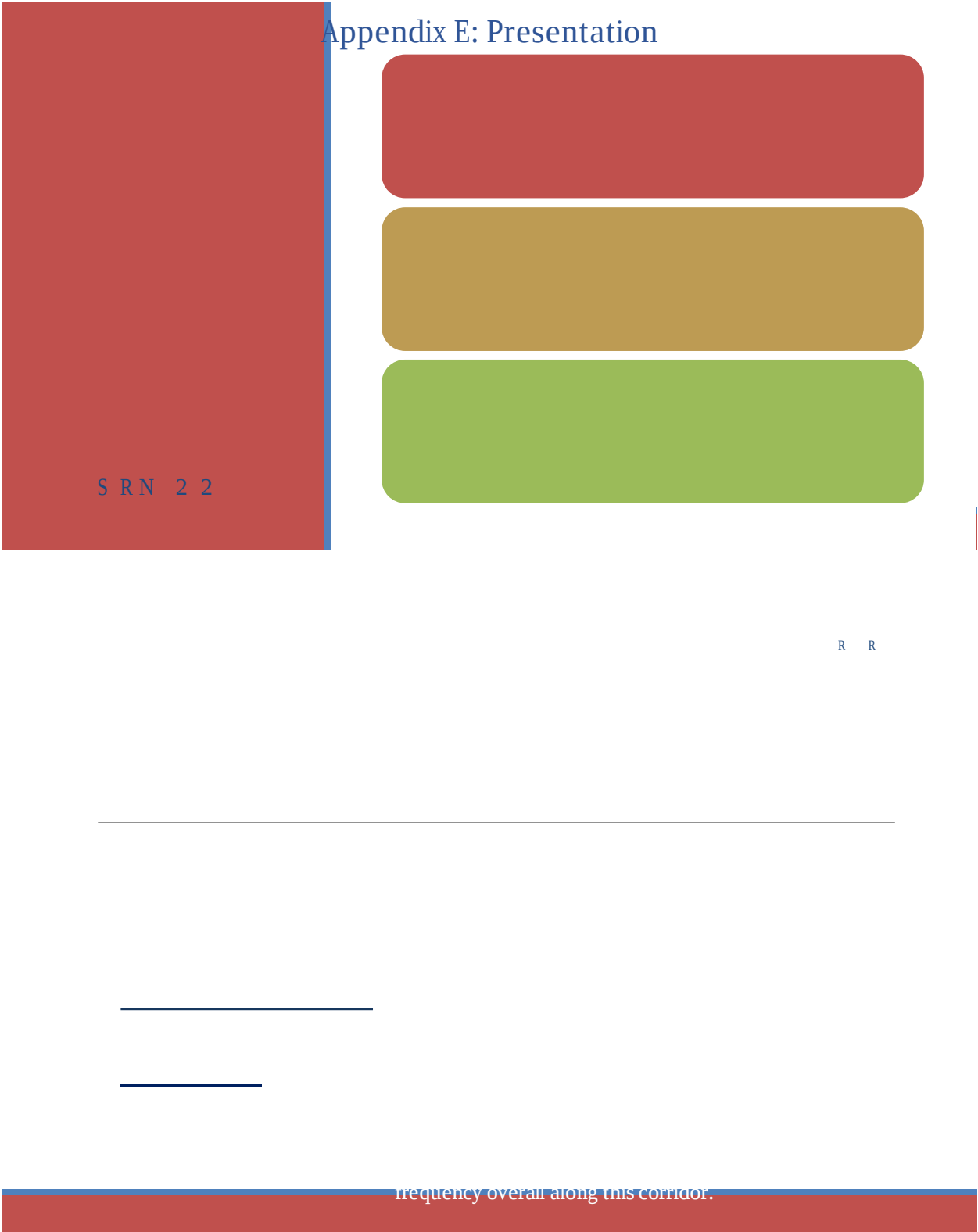
### The Analysis:

Subtracting the system average from the route average, the absolute value of this difference is then compared against the DI and DB standards. If it exceeds the threshold then the impact is greater felt by minority or low-income riders.

While a positive change to the system (i.e., more service) may impact or have an increased burden on either low-income or minority riders, PVTA believes these changes to be positive for the region and without need for mitigation.



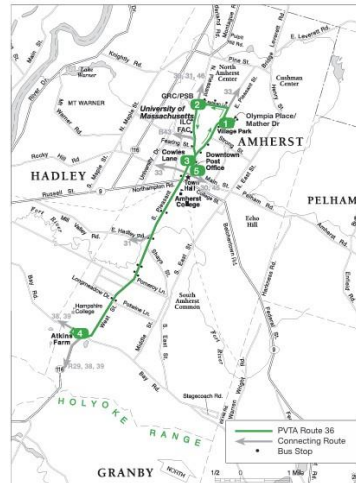
<sup>4</sup> FTA's guidance Circular 4702.1B defines "minority" in specific terms as the group that should be assessed for burdens based on changes made to specific routes, the system or fare payment policies.



ATKINS FARM/OLYMPIA DRIVE

| OLYMPIA PLACE/<br>MICHIE DR | UMASS<br>GRC/PSB | AMHERST<br>COWLES LANE | ARRIVE ATKINS<br>FARM              | DEPART ATKINS<br>FARM | AMHERST POST<br>OFFICE | OLYMPIA PLACE/<br>MICHIE DR |
|-----------------------------|------------------|------------------------|------------------------------------|-----------------------|------------------------|-----------------------------|
| 1                           | 2                | 3                      | 4                                  | 5                     | 6                      | 1                           |
| WEEKDAY AND SATURDAY        |                  |                        |                                    |                       |                        |                             |
| To Atkins Farm via UMass    |                  |                        | To Olympia Dr via East Pleasant St |                       |                        |                             |
| 8:00                        | 8:05             | 8:09                   | 8:20                               | 8:40                  | 8:50                   | 8:55                        |
| 9:00                        | 9:05             | 9:09                   | 9:20                               | 9:40                  | 9:50                   | 9:55                        |
| 10:00                       | 10:05            | 10:09                  | 10:20                              | 10:40                 | 10:50                  | 10:55                       |
| 11:00                       | 11:05            | 11:09                  | 11:20                              | 11:40                 | 11:50                  | 11:55                       |
| 12:00                       | 12:05            | 12:09                  | 12:20                              | 12:40                 | 12:50                  | 12:55                       |
| 1:00                        | 1:05             | 1:09                   | 1:20                               | 1:40                  | 1:50                   | 1:55                        |
| 2:00                        | 2:05             | 2:09                   | 2:20                               | 2:40                  | 2:50                   | 2:55                        |
| 3:00                        | 3:05             | 3:09                   | 3:20                               | 3:40                  | 3:50                   | 3:55                        |
| 4:00                        | 4:05             | 4:09                   | 4:20                               | 4:40                  | 4:50                   | 4:55                        |
| 5:00                        | 5:05             | 5:09                   | 5:20                               | 5:40                  | 5:50                   | 5:55                        |
| 6:00                        | 6:05             | 6:09                   | 6:20                               | 6:40                  | 6:50                   | 6:55                        |
| 7:00                        | 7:05             | 7:09                   | 7:20                               | 7:40                  | 7:50                   | 7:55                        |
| 7:55 U                      | 8:00 U           | --                     | --                                 | --                    | --                     | --                          |

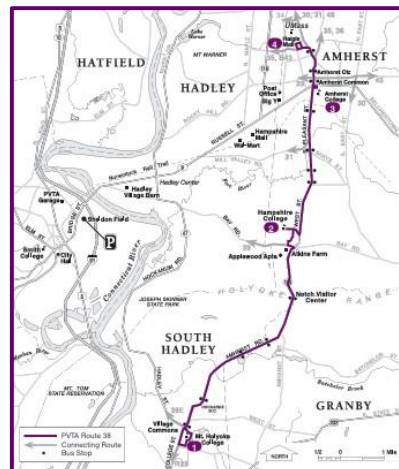
U - Returns to Garages after UMass stops  
PM times are in BOLD



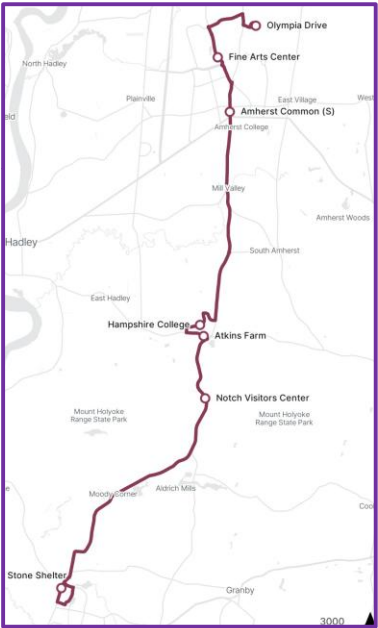
UMASS/MHC

| DEPART MT.<br>WOOLFIELD | HAMPDEN<br>COLLEGE | AMHERST<br>COLLEGE | ARRIVE<br>UMASS | DEPART<br>UMASS        | AMHERST<br>COLLEGE | HAMPDEN<br>COLLEGE | ARRIVE MT.<br>WOOLFIELD |
|-------------------------|--------------------|--------------------|-----------------|------------------------|--------------------|--------------------|-------------------------|
| 1                       | 2                  | 3                  | 4               | 5                      | 6                  | 7                  | 8                       |
| FULL SERVICE WEEKDAY    |                    |                    |                 |                        |                    |                    |                         |
| To UMass                |                    |                    |                 | To Mt. Holyoke College |                    |                    |                         |
| 7:00                    | 7:10               | 7:20               | 7:35            | 7:00                   | 7:10               | 7:20               | 7:35                    |
| 7:40                    | 7:50               | 8:00               | 8:15            | 8:00                   | 8:10               | 8:20               | 8:35                    |
| 8:40                    | 8:50               | 9:00               | 9:15            | 9:00                   | 9:10               | 9:20               | 9:35                    |
| 9:40                    | 9:50               | 10:00              | 10:15           | 10:00                  | 10:10              | 10:20              | 10:35                   |
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| 11:40                   | 11:50              | 12:00              | 12:15           | 12:00                  | 12:10              | 12:20              | 12:35                   |
| 12:40                   | 12:50              | 13:00              | 13:15           | 13:00                  | 13:10              | 13:20              | 13:35                   |
| 14:40                   | 14:50              | 15:00              | 15:15           | 15:00                  | 15:10              | 15:20              | 15:35                   |
| 16:40                   | 16:50              | 17:00              | 17:15           | 17:00                  | 17:10              | 17:20              | 17:35                   |
| 18:40                   | 18:50              | 19:00              | 19:15           | 19:00                  | 19:10              | 19:20              | 19:35                   |
| 19:40                   | 19:50              | 20:00              | 20:15           | 20:00                  | 20:10              | 20:20              | 20:35                   |
| 21:40                   | 21:50              | 22:00              | 22:15           | 22:00                  | 22:10              | 22:20              | 22:35                   |
| 23:40                   | 23:50              | 24:00              | 24:15           | 24:00                  | 24:10              | 24:20              | 24:35                   |
| 25:40                   | 25:50              | 26:00              | 26:15           | 26:00                  | 26:10              | 26:20              | 26:35                   |
| 27:40                   | 27:50              | 28:00              | 28:15           | 28:00                  | 28:10              | 28:20              | 28:35                   |
| 29:40                   | 29:50              | 30:00              | 30:15           | 30:00                  | 30:10              | 30:20              | 30:35                   |
| 31:40                   | 31:50              | 32:00              | 32:15           | 32:00                  | 32:10              | 32:20              | 32:35                   |
| 33:40                   | 33:50              | 34:00              | 34:15           | 34:00                  | 34:10              | 34:20              | 34:35                   |
| 35:40                   | 35:50              | 36:00              | 36:15           | 36:00                  | 36:10              | 36:20              | 36:35                   |
| 37:40                   | 37:50              | 38:00              | 38:15           | 38:00                  | 38:10              | 38:20              | 38:35                   |
| 39:40                   | 39:50              | 40:00              | 40:15           | 40:00                  | 40:10              | 40:20              | 40:35                   |
| 41:40                   | 41:50              | 42:00              | 42:15           | 42:00                  | 42:10              | 42:20              | 42:35                   |
| 43:40                   | 43:50              | 44:00              | 44:15           | 44:00                  | 44:10              | 44:20              | 44:35                   |
| 45:40                   | 45:50              | 46:00              | 46:15           | 46:00                  | 46:10              | 46:20              | 46:35                   |
| 47:40                   | 47:50              | 48:00              | 48:15           | 48:00                  | 48:10              | 48:20              | 48:35                   |
| 49:40                   | 49:50              | 50:00              | 50:15           | 50:00                  | 50:10              | 50:20              | 50:35                   |
| 51:40                   | 51:50              | 52:00              | 52:15           | 52:00                  | 52:10              | 52:20              | 52:35                   |
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| 55:40                   | 55:50              | 56:00              | 56:15           | 56:00                  | 56:10              | 56:20              | 56:35                   |
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| 59:40                   | 59:50              | 60:00              | 60:15           | 60:00                  | 60:10              | 60:20              | 60:35                   |
| 61:40                   | 61:50              | 62:00              | 62:15           | 62:00                  | 62:10              | 62:20              | 62:35                   |
| 63:40                   | 63:50              | 64:00              | 64:15           | 64:00                  | 64:10              | 64:20              | 64:35                   |
| 65:40                   | 65:50              | 66:00              | 66:15           | 66:00                  | 66:10              | 66:20              | 66:35                   |
| 67:40                   | 67:50              | 68:00              | 68:15           | 68:00                  | 68:10              | 68:20              | 68:35                   |
| 69:40                   | 69:50              | 70:00              | 70:15           | 70:00                  | 70:10              | 70:20              | 70:35                   |
| 71:40                   | 71:50              | 72:00              | 72:15           | 72:00                  | 72:10              | 72:20              | 72:35                   |
| 73:40                   | 73:50              | 74:00              | 74:15           | 74:00                  | 74:10              | 74:20              | 74:35                   |
| 75:40                   | 75:50              | 76:00              | 76:15           | 76:00                  | 76:10              | 76:20              | 76:35                   |
| 77:40                   | 77:50              | 78:00              | 78:15           | 78:00                  | 78:10              | 78:20              | 78:35                   |
| 79:40                   | 79:50              | 80:00              | 80:15           | 80:00                  | 80:10              | 80:20              | 80:35                   |
| 81:40                   | 81:50              | 82:00              | 82:15           | 82:00                  | 82:10              | 82:20              | 82:35                   |
| 83:40                   | 83:50              | 84:00              | 84:15           | 84:00                  | 84:10              | 84:20              | 84:35                   |
| 85:40                   | 85:50              | 86:00              | 86:15           | 86:00                  | 86:10              | 86:20              | 86:35                   |
| 87:40                   | 87:50              | 88:00              | 88:15           | 88:00                  | 88:10              | 88:20              | 88:35                   |
| 89:40                   | 89:50              | 90:00              | 90:15           | 90:00                  | 90:10              | 90:20              | 90:35                   |
| 91:40                   | 91:50              | 92:00              | 92:15           | 92:00                  | 92:10              | 92:20              | 92:35                   |
| 93:40                   | 93:50              | 94:00              | 94:15           | 94:00                  | 94:10              | 94:20              | 94:35                   |
| 95:40                   | 95:50              | 96:00              | 96:15           | 96:00                  | 96:10              | 96:20              | 96:35                   |
| 97:40                   | 97:50              | 98:00              | 98:15           | 98:00                  | 98:10              | 98:20              | 98:35                   |
| 99:40                   | 99:50              | 100:00             | 100:15          | 100:00                 | 100:10             | 100:20             | 100:35                  |

G - Returns to Garages after UMass arrival.  
PM times are in BOLD



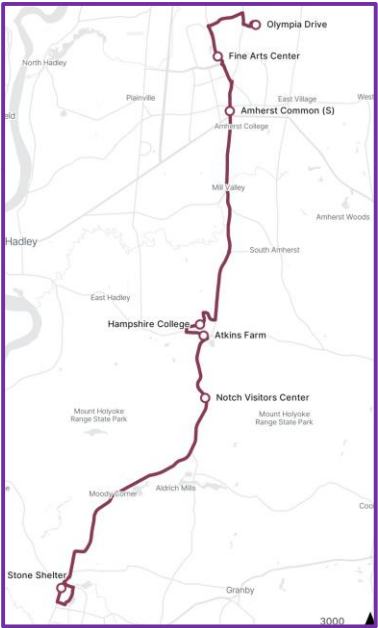
| Depart Mt Holyoke | Hampshire College | UMass Arnold House | Arrive Olympia | Depart Olympia | UMass PSB | Hampshire College | Arrive Mt Holyoke |
|-------------------|-------------------|--------------------|----------------|----------------|-----------|-------------------|-------------------|
| NO SCHOOL WEEKDAY |                   |                    |                |                |           |                   |                   |
|                   |                   |                    |                | 7:30 AM        | 7:35 AM   | 7:50 AM           | 8:05 AM           |
|                   |                   |                    |                | 8:00 AM        | 8:05 AM   | 8:20 AM           | 8:35 AM           |
|                   |                   |                    |                | 8:30 AM        | 8:35 AM   | 8:50 AM           | 9:05 AM           |
| 8:10 AM           | 8:25 AM           | 8:40 AM            | 8:45 AM        | 9:00 AM        | 9:05 AM   | 9:20 AM           | 9:35 AM           |
| 8:40 AM           | 8:55 AM           | 9:10 AM            | 9:15 AM        | 9:30 AM        | 9:35 AM   | 9:50 AM           | 10:05 AM          |
| 9:10 AM           | 9:25 AM           | 9:40 AM            | 9:45 AM        | 10:00 AM       | 10:05 AM  | 10:20 AM          | 10:35 AM          |
| 9:40 AM           | 9:55 AM           | 10:10 AM           | 10:15 AM       | 10:30 AM       | 10:35 AM  | 10:50 AM          | 11:05 AM          |
| 10:10 AM          | 10:25 AM          | 10:40 AM           | 10:45 AM       | 11:00 AM       | 11:05 AM  | 11:20 AM          | 11:35 AM          |
| 10:40 AM          | 10:55 AM          | 11:10 AM           | 11:15 AM       | 11:30 AM       | 11:35 AM  | 11:50 AM          | 12:05 PM          |
| 11:10 AM          | 11:25 AM          | 11:40 AM           | 11:45 AM       | 12:00 PM       | 12:05 PM  | 12:20 PM          | 12:35 PM          |
| 11:40 AM          | 11:55 AM          | 12:10 PM           | 12:15 PM       | 12:30 PM       | 12:35 PM  | 12:50 PM          | 1:05 PM           |
| 12:10 PM          | 12:25 PM          | 12:40 PM           | 12:45 PM       | 1:00 PM        | 1:05 PM   | 1:20 PM           | 1:35 PM           |
| 12:40 PM          | 12:55 PM          | 1:10 PM            | 1:15 PM        | 1:30 PM        | 1:35 PM   | 1:50 PM           | 2:05 PM           |
| 1:10 PM           | 1:25 PM           | 1:40 PM            | 1:45 PM        | 2:00 PM        | 2:05 PM   | 2:20 PM           | 2:35 PM           |
| 1:40 PM           | 1:55 PM           | 2:10 PM            | 2:15 PM        | 2:30 PM        | 2:35 PM   | 2:50 PM           | 3:05 PM           |
| 2:10 PM           | 2:25 PM           | 2:40 PM            | 2:45 PM        | 3:00 PM        | 3:05 PM   | 3:20 PM           | 3:35 PM           |
| 2:40 PM           | 2:55 PM           | 3:10 PM            | 3:15 PM        | 3:30 PM        | 3:35 PM   | 3:50 PM           | 4:05 PM           |
| 3:10 PM           | 3:25 PM           | 3:40 PM            | 3:45 PM        | 4:00 PM        | 4:05 PM   | 4:20 PM           | 4:35 PM           |
| 3:40 PM           | 3:55 PM           | 4:10 PM            | 4:15 PM        | 4:30 PM        | 4:35 PM   | 4:50 PM           | 5:05 PM           |
| 4:10 PM           | 4:25 PM           | 4:40 PM            | 4:45 PM        | 5:00 PM        | 5:05 PM   | 5:20 PM           | 5:35 PM           |
| 4:40 PM           | 4:55 PM           | 5:10 PM            | 5:15 PM        | 5:30 PM        | 5:35 PM   | 5:50 PM           | 6:05 PM           |
| 5:10 PM           | 5:25 PM           | 5:40 PM            | 5:45 PM        | 6:00 PM        | 6:05 PM   | 6:20 PM           | 6:35 PM           |
| 5:40 PM           | 5:55 PM           | 6:10 PM            | 6:15 PM        | 6:30 PM        | 6:35 PM   | 6:50 PM           | 7:05 PM           |
| 6:10 PM           | 6:25 PM           | 6:40 PM            | 6:45 PM        |                |           |                   |                   |
| 6:40 PM           | 6:55 PM           | 7:10 PM            | 7:15 PM        |                |           |                   |                   |
| 7:10 PM           | 7:25 PM           | 7:40 PM            | 7:45 PM        |                |           |                   |                   |



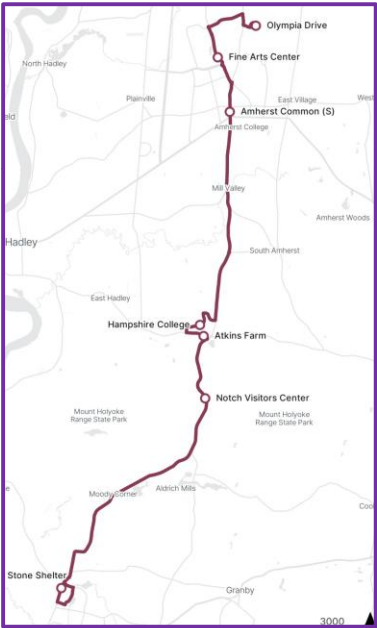
| Depart Mt Holyoke  | Hampshire College | UMass Arnold House | Arrive Olympia | Depart Olympia | UMass PSB | Hampshire College | Arrive Mt Holyoke |
|--------------------|-------------------|--------------------|----------------|----------------|-----------|-------------------|-------------------|
| NO SCHOOL SATURDAY |                   |                    |                |                |           |                   |                   |
|                    |                   |                    |                | 9:15 AM        | 9:20 AM   | 9:35 AM           | 9:50 AM           |
|                    |                   |                    |                | 10:00 AM       | 10:05 AM  | 10:20 AM          | 10:35 AM          |
| 9:55 AM            | 10:10 AM          | 10:25 AM           | 10:30 AM       | 10:45 AM       | 10:50 AM  | 11:05 AM          | 11:20 AM          |
| 10:40 AM           | 10:55 AM          | 11:10 AM           | 11:15 AM       | 11:30 AM       | 11:35 AM  | 11:50 AM          | 12:05 PM          |
| 11:25 AM           | 11:40 AM          | 11:55 AM           | 12:00 PM       | 12:15 PM       | 12:20 PM  | 12:35 PM          | 12:50 PM          |
| 12:10 PM           | 12:25 PM          | 12:40 PM           | 12:45 PM       | 1:00 PM        | 1:05 PM   | 1:20 PM           | 1:35 PM           |
| 12:55 PM           | 1:10 PM           | 1:25 PM            | 1:30 PM        | 1:45 PM        | 1:50 PM   | 2:05 PM           | 2:20 PM           |
| 1:40 PM            | 1:55 PM           | 2:10 PM            | 2:15 PM        | 2:30 PM        | 2:35 PM   | 2:50 PM           | 3:05 PM           |
| 2:25 PM            | 2:40 PM           | 2:55 PM            | 3:00 PM        | 3:15 PM        | 3:20 PM   | 3:35 PM           | 3:50 PM           |
| 3:10 PM            | 3:25 PM           | 3:40 PM            | 3:45 PM        | 4:00 PM        | 4:05 PM   | 4:20 PM           | 4:35 PM           |
| 3:55 PM            | 4:10 PM           | 4:25 PM            | 4:30 PM        | 4:45 PM        | 4:50 PM   | 5:05 PM           | 5:20 PM           |
| 4:40 PM            | 4:55 PM           | 5:10 PM            | 5:15 PM        | 5:30 PM        | 5:35 PM   | 5:50 PM           | 6:05 PM           |
| 5:25 PM            | 5:40 PM           | 5:55 PM            | 6:00 PM        | 6:15 PM        | 6:20 PM   | 6:35 PM           | 6:50 PM           |
| 6:10 PM            | 6:25 PM           | 6:40 PM            | 6:45 PM        | 7:00 PM        | 7:05 PM   | 7:20 PM           | 7:35 PM           |
| 6:55 PM            | 7:10 PM           | 7:25 PM            | 7:30 PM        |                |           |                   |                   |
| 7:40 PM            | 7:55 PM           | 8:10 PM            | 8:15 PM        |                |           |                   |                   |

| Depart Mt Holyoke | Hampshire College | UMass Arnold House | Arrive Olympia | Depart Olympia | UMass PSB | Hampshire College | Arrive Mt Holyoke |
|-------------------|-------------------|--------------------|----------------|----------------|-----------|-------------------|-------------------|
| NO SCHOOL SUNDAY  |                   |                    |                |                |           |                   |                   |
|                   |                   |                    |                | 9:25 AM        | 9:30 AM   | 9:45 AM           | 10:00 AM          |
| 10:05 AM          | 10:20 AM          | 10:35 AM           | 10:40 AM       | 10:55 AM       | 11:00 AM  | 11:15 AM          | 11:30 AM          |
| 11:35 AM          | 11:50 AM          | 12:05 PM           | 12:10 PM       | 12:25 PM       | 12:30 PM  | 12:45 PM          | 1:00 PM           |
| 1:05 PM           | 1:20 PM           | 1:35 PM            | 1:40 PM        | 1:55 PM        | 2:00 PM   | 2:15 PM           | 2:30 PM           |
| 2:35 PM           | 2:50 PM           | 3:05 PM            | 3:10 PM        | 3:25 PM        | 3:30 PM   | 3:45 PM           | 4:00 PM           |
| 4:05 PM           | 4:20 PM           | 4:35 PM            | 4:40 PM        | 4:55 PM        | 5:00 PM   | 5:15 PM           | 5:30 PM           |
| 5:35 PM           | 5:50 PM           | 6:05 PM            | 6:10 PM        | 6:25 PM        | 6:30 PM   | 6:45 PM           | 7:00 PM           |
| 7:05 PM           | 7:20 PM           | 7:35 PM            | 7:40 PM        |                |           |                   |                   |

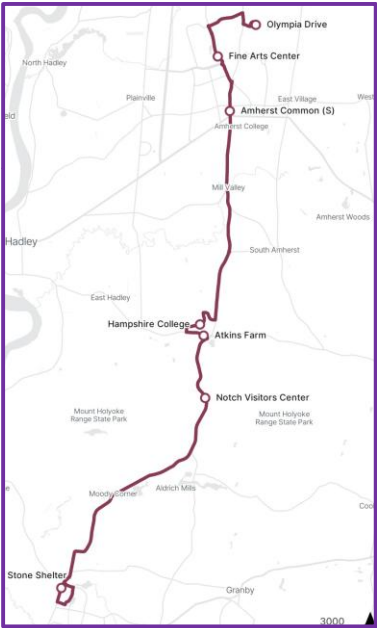


| Depart Mt<br>Holyoke | Hampshire<br>College | UMass<br>Arnold<br>House | Arrive<br>Olympia | Depart<br>Olympia | UMass PSB | Hampshire<br>College | Arrive Mt<br>Holyoke |
|----------------------|----------------------|--------------------------|-------------------|-------------------|-----------|----------------------|----------------------|
| NO SCHOOL WEEKDAY    |                      |                          |                   |                   |           |                      |                      |
|                      |                      |                          |                   | 7:30 AM           | 7:35 AM   | 7:50 AM              | 8:05 AM              |
| 8:10 AM              | 8:25 AM              | 8:40 AM                  | 8:45 AM           | 9:00 AM           | 9:05 AM   | 9:20 AM              | 9:35 AM              |
| 9:40 AM              | 9:55 AM              | 10:10 AM                 | 10:15 AM          | 10:30 AM          | 10:35 AM  | 10:50 AM             | 11:05 AM             |
| 11:10 AM             | 11:25 AM             | 11:40 AM                 | 11:45 AM          | 12:00 PM          | 12:05 PM  | 12:20 PM             | 12:35 PM             |
| 12:40 PM             | 12:55 PM             | 1:10 PM                  | 1:15 PM           | 1:30 PM           | 1:35 PM   | 1:50 PM              | 2:05 PM              |
| 2:10 PM              | 2:25 PM              | 2:40 PM                  | 2:45 PM           | 3:00 PM           | 3:05 PM   | 3:20 PM              | 3:35 PM              |
| 3:40 PM              | 3:55 PM              | 4:10 PM                  | 4:15 PM           | 4:30 PM           | 4:35 PM   | 4:50 PM              | 5:05 PM              |
| 5:10 PM              | 5:25 PM              | 5:40 PM                  | 5:45 PM           | 6:00 PM           | 6:05 PM   | 6:20 PM              | 6:35 PM              |
| 6:40 PM              | 6:55 PM              | 7:10 PM                  | 7:15 PM           |                   |           |                      |                      |



| Depart Mt<br>Holyoke | Hampshire<br>College | UMass<br>Arnold<br>House | Arrive<br>Olympia | Depart<br>Olympia | UMass PSB | Hampshire<br>College | Arrive Mt<br>Holyoke |
|----------------------|----------------------|--------------------------|-------------------|-------------------|-----------|----------------------|----------------------|
| NO SCHOOL SATURDAY   |                      |                          |                   |                   |           |                      |                      |
|                      |                      |                          |                   | 9:15 AM           | 9:20 AM   | 9:35 AM              | 9:50 AM              |
| 9:55 AM              | 10:10 AM             | 10:25 AM                 | 10:30 AM          | 10:45 AM          | 10:50 AM  | 11:05 AM             | 11:20 AM             |
| 11:25 AM             | 11:40 AM             | 11:55 AM                 | 12:00 PM          | 12:15 PM          | 12:20 PM  | 12:35 PM             | 12:50 PM             |
| 12:55 PM             | 1:10 PM              | 1:25 PM                  | 1:30 PM           | 1:45 PM           | 1:50 PM   | 2:05 PM              | 2:20 PM              |
| 2:25 PM              | 2:40 PM              | 2:55 PM                  | 3:00 PM           | 3:15 PM           | 3:20 PM   | 3:35 PM              | 3:50 PM              |
| 3:55 PM              | 4:10 PM              | 4:25 PM                  | 4:30 PM           | 4:45 PM           | 4:50 PM   | 5:05 PM              | 5:20 PM              |
| 5:25 PM              | 5:40 PM              | 5:55 PM                  | 6:00 PM           | 6:15 PM           | 6:20 PM   | 6:35 PM              | 6:50 PM              |
| 6:55 PM              | 7:10 PM              | 7:25 PM                  | 7:30 PM           |                   |           |                      |                      |

| Depart Mt<br>Holyoke | Hampshire<br>College | UMass<br>Arnold<br>House | Arrive<br>Olympia | Depart<br>Olympia | UMass PSB | Hampshire<br>College | Arrive Mt<br>Holyoke |
|----------------------|----------------------|--------------------------|-------------------|-------------------|-----------|----------------------|----------------------|
| NO SCHOOL SUNDAY     |                      |                          |                   |                   |           |                      |                      |
|                      |                      |                          |                   | 9:25 AM           | 9:30 AM   | 9:45 AM              | 10:00 AM             |
| 10:05 AM             | 10:20 AM             | 10:35 AM                 | 10:40 AM          | 10:55 AM          | 11:00 AM  | 11:15 AM             | 11:30 AM             |
| 11:35 AM             | 11:50 AM             | 12:05 PM                 | 12:10 PM          | 12:25 PM          | 12:30 PM  | 12:45 PM             | 1:00 PM              |
| 1:05 PM              | 1:20 PM              | 1:35 PM                  | 1:40 PM           | 1:55 PM           | 2:00 PM   | 2:15 PM              | 2:30 PM              |
| 2:35 PM              | 2:50 PM              | 3:05 PM                  | 3:10 PM           | 3:25 PM           | 3:30 PM   | 3:45 PM              | 4:00 PM              |
| 4:05 PM              | 4:20 PM              | 4:35 PM                  | 4:40 PM           | 4:55 PM           | 5:00 PM   | 5:15 PM              | 5:30 PM              |
| 5:35 PM              | 5:50 PM              | 6:05 PM                  | 6:10 PM           | 6:25 PM           | 6:30 PM   | 6:45 PM              | 7:00 PM              |
| 7:05 PM              | 7:20 PM              | 7:35 PM                  | 7:40 PM           |                   |           |                      |                      |



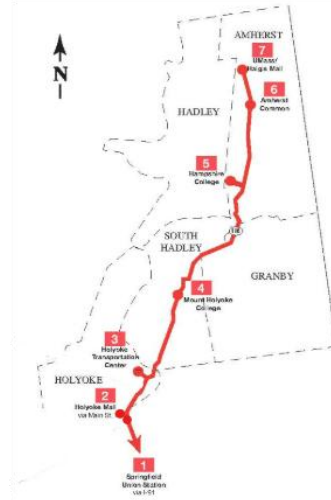
**PVTA  
R29**

Effective 6/27/21

**SPRINGFIELD/AMHERST  
VIA HOLYOKE**

**PVTA  
R29**

| UNION<br>STATION<br>BAY 11              | HOLYOKE<br>MALL | HOLYOKE<br>TRANS<br>CTR<br>BAY 3 | MT<br>HOLYOKE<br>COLLEGE | HAMPSHIRE<br>COLLEGE | AMHERST<br>COMMON | UMASS<br>HAGGIS<br>MALL | AMHERST<br>COMMON | HAMPSHIRE<br>COLLEGE | MT<br>HOLYOKE<br>COLLEGE | HOLYOKE<br>TRANS<br>CTR<br>BAY 3 | HOLYOKE<br>MALL | UNION<br>STATION<br>BAY 11 |
|-----------------------------------------|-----------------|----------------------------------|--------------------------|----------------------|-------------------|-------------------------|-------------------|----------------------|--------------------------|----------------------------------|-----------------|----------------------------|
| 1                                       | 2               | 3                                | 4                        | 5                    | 6                 | 7                       | 8                 | 9                    | 4                        | 3                                | 2               | 1                          |
| <b>WEEKDAY</b>                          |                 |                                  |                          |                      |                   |                         |                   |                      |                          |                                  |                 |                            |
| 7:15                                    | 7:30            | 8:00                             | 8:20                     | 8:35                 | 8:45              | 9:00                    | 9:05              | 9:15                 | 9:30                     | 9:50                             | 10:20           | 10:35                      |
| 9:15                                    | 9:30            | 10:00                            | 10:20                    | 10:35                | 10:45             | 11:00                   | 11:05             | 11:15                | 11:30                    | 11:50                            | 12:20           | 12:35                      |
| 11:15                                   | 11:30           | 12:00                            | 12:20                    | 12:35                | 12:45             | 1:00                    | 1:05              | 1:15                 | 1:30                     | 1:50                             | 2:20            | 2:35                       |
| 1:15                                    | 1:30            | 2:00                             | 2:20                     | 2:35                 | 2:45              | 3:00                    | 3:05              | 3:15                 | 3:30                     | 3:50                             | 4:20            | 4:35                       |
| 3:15                                    | 3:30            | 4:00                             | 4:20                     | 4:35                 | 4:45              | 5:00                    | 5:05              | 5:15                 | 5:30                     | 5:50                             | 6:20            | 6:35                       |
| 5:15                                    | 5:30            | 6:00                             | 6:20                     | 6:35                 | 6:45              | 7:00                    | 7:05              | 7:15                 | 7:30                     | 7:50                             | --              | --                         |
| <b>WEEKENDS (SATURDAYS AND SUNDAYS)</b> |                 |                                  |                          |                      |                   |                         |                   |                      |                          |                                  |                 |                            |
| --                                      | 7:30            | 8:00                             | 8:20                     | 8:35                 | 8:45              | 9:00                    | 9:05              | 9:15                 | 9:30                     | 9:50                             | 10:20           | --                         |
| --                                      | 9:30            | 10:00                            | 10:20                    | 10:35                | 10:45             | 11:00                   | 11:05             | 11:15                | 11:30                    | 11:50                            | --              | --                         |



**R29** **DRAFT Springfield - Holyoke - South Hadley**  
60-min frequency

| Depart<br>Union<br>Station<br>Bay 11 | Depart<br>Holyoke<br>Mall | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall | Arrive<br>Union<br>Station<br>Bay 11 |
|--------------------------------------|---------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--------------------------------------|
| <b>WEEKDAY</b>                       |                           |              |                                       |                                       |              |                           |                                      |
| 7:10                                 | 7:25                      | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      | 9:05                                 |
| 8:10                                 | 8:25                      | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      | 10:05                                |
| 9:10                                 | 9:25                      | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     | 11:05                                |
| 10:10                                | 10:25                     | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     | 12:05                                |
| 11:10                                | 11:25                     | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     | 1:05                                 |
| 12:10                                | 12:25                     | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      | 2:05                                 |
| 1:10                                 | 1:25                      | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      | 3:05                                 |
| 2:10                                 | 2:25                      | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      | 4:05                                 |
| 3:10                                 | 3:25                      | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      | 5:05                                 |
| 4:10                                 | 4:25                      | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      | 6:05                                 |
| 5:10                                 | 5:25                      | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      | 7:05                                 |
| 6:10                                 | 6:25                      | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      | 8:05                                 |

**R29** **DRAFT Springfield - Holyoke - South Hadley**  
30-min frequency

| Depart<br>Union<br>Station<br>Bay 11 | Depart<br>Holyoke<br>Mall | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall | Arrive<br>Union<br>Station<br>Bay 11 |
|--------------------------------------|---------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--------------------------------------|
| <b>WEEKDAY</b>                       |                           |              |                                       |                                       |              |                           |                                      |
| 7:10                                 | 7:25                      | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      | 9:05                                 |
| 7:40                                 | 7:55                      | 8:15         | 8:35                                  | 8:45                                  | 9:00         | 9:20                      | 9:35                                 |
| 8:10                                 | 8:25                      | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      | 10:05                                |
| 8:40                                 | 8:55                      | 9:15         | 9:35                                  | 9:45                                  | 10:00        | 10:20                     | 10:35                                |
| 9:10                                 | 9:25                      | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     | 11:05                                |
| 9:40                                 | 9:55                      | 10:15        | 10:35                                 | 10:45                                 | 11:00        | 11:20                     | 11:35                                |
| 10:10                                | 10:25                     | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     | 12:05                                |
| 10:40                                | 10:55                     | 11:15        | 11:35                                 | 11:45                                 | 12:00        | 12:20                     | 12:35                                |
| 11:10                                | 11:25                     | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     | 1:05                                 |
| 11:40                                | 11:55                     | 12:15        | 12:35                                 | 12:45                                 | 1:00         | 1:20                      | 1:35                                 |
| 12:10                                | 12:25                     | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      | 2:05                                 |
| 12:40                                | 12:55                     | 1:15         | 1:35                                  | 1:45                                  | 2:00         | 2:20                      | 2:35                                 |
| 1:10                                 | 1:25                      | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      | 3:05                                 |
| 1:40                                 | 1:55                      | 2:15         | 2:35                                  | 2:45                                  | 3:00         | 3:20                      | 3:35                                 |
| 2:10                                 | 2:25                      | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      | 4:05                                 |
| 2:40                                 | 2:55                      | 3:15         | 3:35                                  | 3:45                                  | 4:00         | 4:20                      | 4:35                                 |
| 3:10                                 | 3:25                      | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      | 5:05                                 |
| 3:40                                 | 3:55                      | 4:15         | 4:35                                  | 4:45                                  | 5:00         | 5:20                      | 5:35                                 |
| 4:10                                 | 4:25                      | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      | 6:05                                 |
| 4:40                                 | 4:55                      | 5:15         | 5:35                                  | 5:45                                  | 6:00         | 6:20                      | 6:35                                 |
| 5:10                                 | 5:25                      | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      | 7:05                                 |
| 5:40                                 | 5:55                      | 6:15         | 6:35                                  | 6:45                                  | 7:00         | 7:20                      | 7:35                                 |
| 6:10                                 | 6:25                      | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      | 8:05                                 |



| R29 DRAFT Holyoke - South Hadley<br>30-min frequency |              |                                       |                                       |              |                           |  |
|------------------------------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--|
| Depart<br>Holyoke<br>Mall                            | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |  |
| WEEKDAY                                              |              |                                       |                                       |              |                           |  |
| 7:25                                                 | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      |  |
| 7:55                                                 | 8:15         | 8:35                                  | 8:45                                  | 9:00         | 9:20                      |  |
| 8:25                                                 | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      |  |
| 8:55                                                 | 9:15         | 9:35                                  | 9:45                                  | 10:00        | 10:20                     |  |
| 9:25                                                 | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     |  |
| 9:55                                                 | 10:15        | 10:35                                 | 10:45                                 | 11:00        | 11:20                     |  |
| 10:25                                                | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     |  |
| 10:55                                                | 11:15        | 11:35                                 | 11:45                                 | 12:00        | 12:20                     |  |
| 11:25                                                | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     |  |
| 11:55                                                | 12:15        | 12:35                                 | 12:45                                 | 1:00         | 1:20                      |  |
| 12:25                                                | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      |  |
| 12:55                                                | 1:15         | 1:35                                  | 1:45                                  | 2:00         | 2:20                      |  |
| 1:25                                                 | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      |  |
| 1:55                                                 | 2:15         | 2:35                                  | 2:45                                  | 3:00         | 3:20                      |  |
| 2:25                                                 | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      |  |
| 2:55                                                 | 3:15         | 3:35                                  | 3:45                                  | 4:00         | 4:20                      |  |
| 3:25                                                 | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      |  |
| 3:55                                                 | 4:15         | 4:35                                  | 4:45                                  | 5:00         | 5:20                      |  |
| 4:25                                                 | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      |  |
| 4:55                                                 | 5:15         | 5:35                                  | 5:45                                  | 6:00         | 6:20                      |  |
| 5:25                                                 | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      |  |
| 5:55                                                 | 6:15         | 6:35                                  | 6:45                                  | 7:00         | 7:20                      |  |
| 6:25                                                 | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      |  |

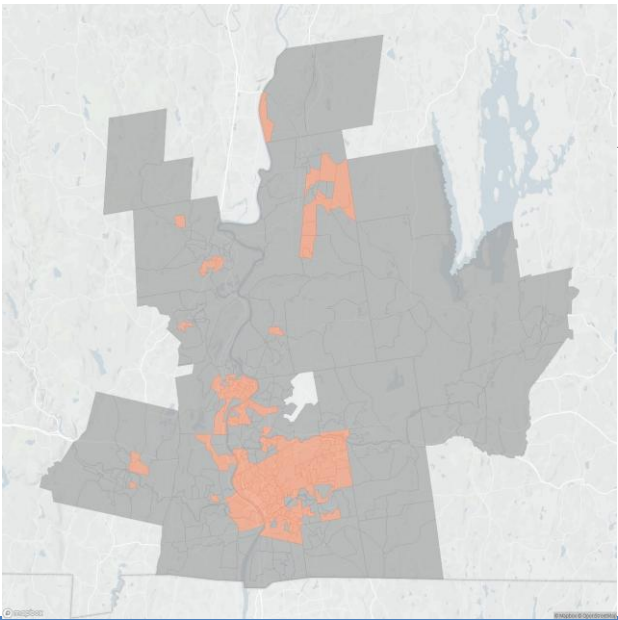
| R29 DRAFT Holyoke - South Hadley<br>60-min frequency |              |                                       |                                       |              |                           |  |
|------------------------------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--|
| Depart<br>Holyoke<br>Mall                            | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |  |
| WEEKDAY                                              |              |                                       |                                       |              |                           |  |
| 7:25                                                 | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      |  |
| 8:25                                                 | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      |  |
| 9:25                                                 | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     |  |
| 10:25                                                | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     |  |
| 11:25                                                | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     |  |
| 12:25                                                | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      |  |
| 1:25                                                 | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      |  |
| 2:25                                                 | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      |  |
| 3:25                                                 | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      |  |
| 4:25                                                 | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      |  |
| 5:25                                                 | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      |  |
| 6:25                                                 | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      |  |



| R29 DRAFT Holyoke - South Hadley |              |                                       |                                       |              |                           |  |
|----------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--|
| Depart<br>Holyoke<br>Mall        | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |  |
| SATURDAY                         |              |                                       |                                       |              |                           |  |
| 7:30                             | 7:50         | 8:10                                  | 8:15                                  | 8:30         | 8:50                      |  |
| 8:15                             | 8:35         | 8:55                                  | 9:00                                  | 9:15         | 9:35                      |  |
| 9:00                             | 9:20         | 9:40                                  | 9:45                                  | 10:00        | 10:20                     |  |
| 9:45                             | 10:05        | 10:25                                 | 10:30                                 | 10:45        | 11:05                     |  |
| 10:30                            | 10:50        | 11:10                                 | 11:15                                 | 11:30        | 11:50                     |  |
| 11:15                            | 11:35        | 11:55                                 | 12:00                                 | 12:15        | 12:35                     |  |
| 12:00                            | 12:20        | 12:40                                 | 12:45                                 | 1:00         | 1:20                      |  |
| 12:45                            | 1:05         | 1:25                                  | 1:30                                  | 1:45         | 2:05                      |  |
| 1:30                             | 1:50         | 2:10                                  | 2:15                                  | 2:30         | 2:50                      |  |
| 2:15                             | 2:35         | 2:55                                  | 3:00                                  | 3:15         | 3:35                      |  |
| 3:00                             | 3:20         | 3:40                                  | 3:45                                  | 4:00         | 4:20                      |  |
| 3:45                             | 4:05         | 4:25                                  | 4:30                                  | 4:45         | 5:05                      |  |
| 4:30                             | 4:50         | 5:10                                  | 5:15                                  | 5:30         | 5:50                      |  |
| 5:15                             | 5:35         | 5:55                                  | 6:00                                  | 6:15         | 6:35                      |  |

| R29 DRAFT Holyoke - South Hadley |              |                                       |                                       |              |                           |  |
|----------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--|
| Depart<br>Holyoke<br>Mall        | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |  |
| SUNDAY                           |              |                                       |                                       |              |                           |  |
| 7:30                             | 7:50         | 8:10                                  | 8:15                                  | 8:30         | 8:50                      |  |
| 9:00                             | 9:20         | 9:40                                  | 9:45                                  | 10:00        | 10:20                     |  |
| 10:30                            | 10:50        | 11:10                                 | 11:15                                 | 11:30        | 11:50                     |  |
| 12:00                            | 12:20        | 12:40                                 | 12:45                                 | 1:00         | 1:20                      |  |
| 1:30                             | 1:50         | 2:10                                  | 2:15                                  | 2:30         | 2:50                      |  |
| 3:00                             | 3:20         | 3:40                                  | 3:45                                  | 4:00         | 4:20                      |  |
| 4:30                             | 4:50         | 5:10                                  | 5:15                                  | 5:30         | 5:50                      |  |



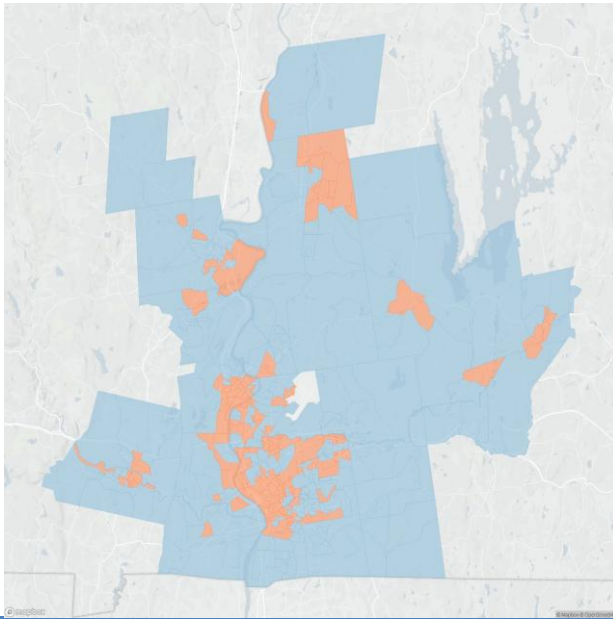


**Minority**

Average minority percentage for the service area by census block group.

Above average minority percentage

Below average minority percentage

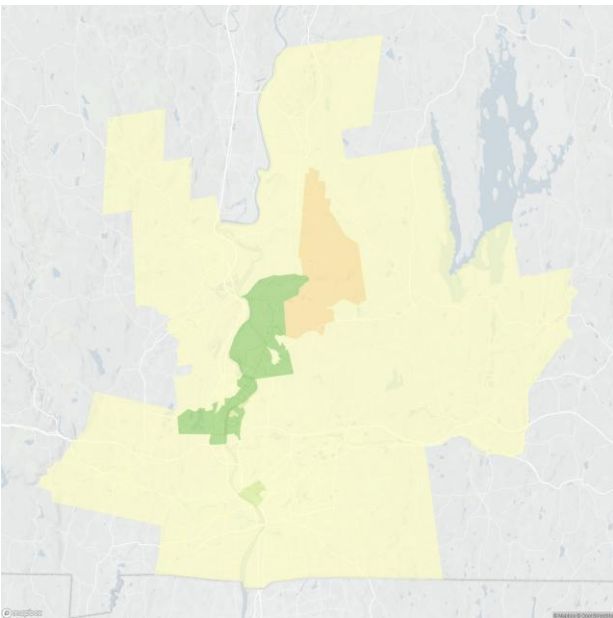


### Low Income

Average low income percentage for the service area by census block group.

Above average low income percentage

Below average low income percentage



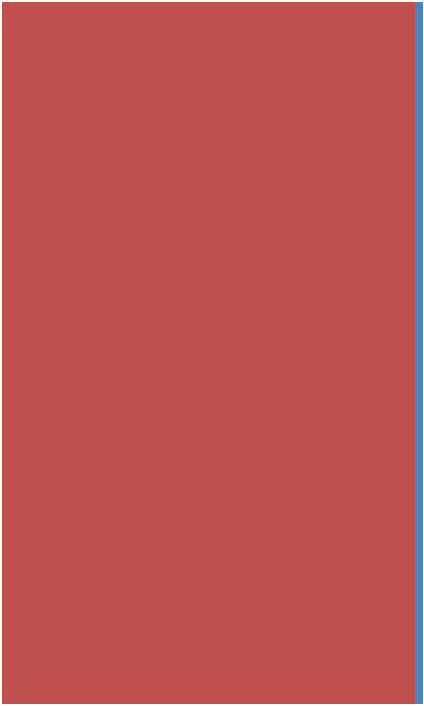
### Trip Difference

Service changes by census block group.

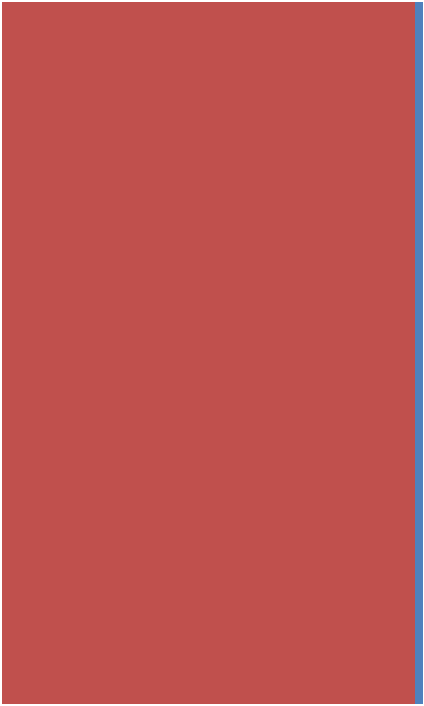
Eliminated service

Neutral or not many service changes

Additional service

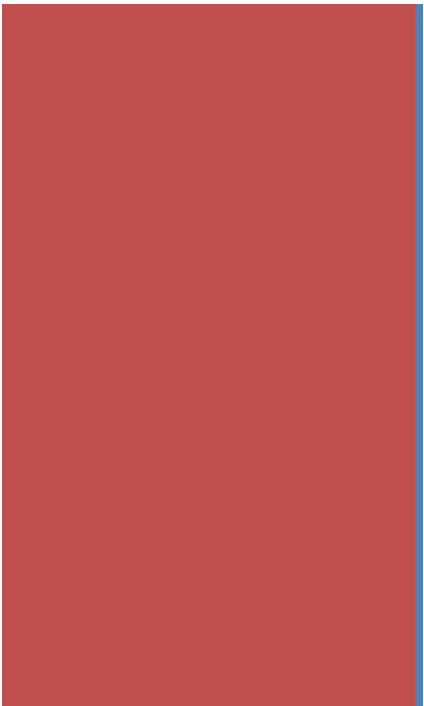
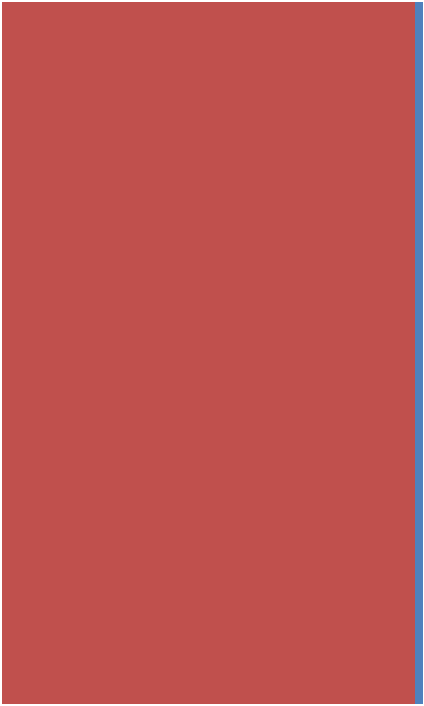


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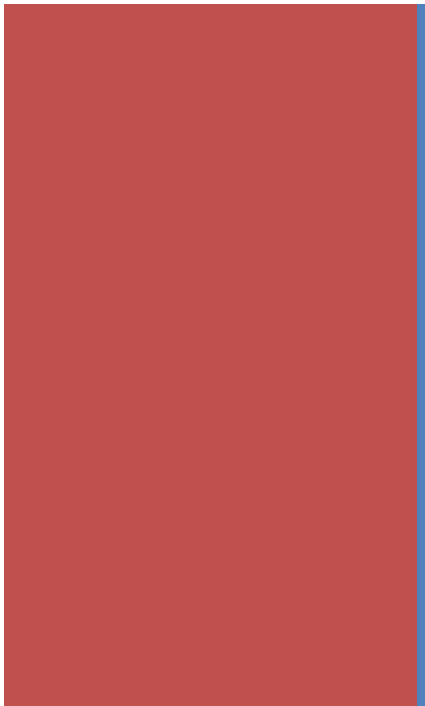
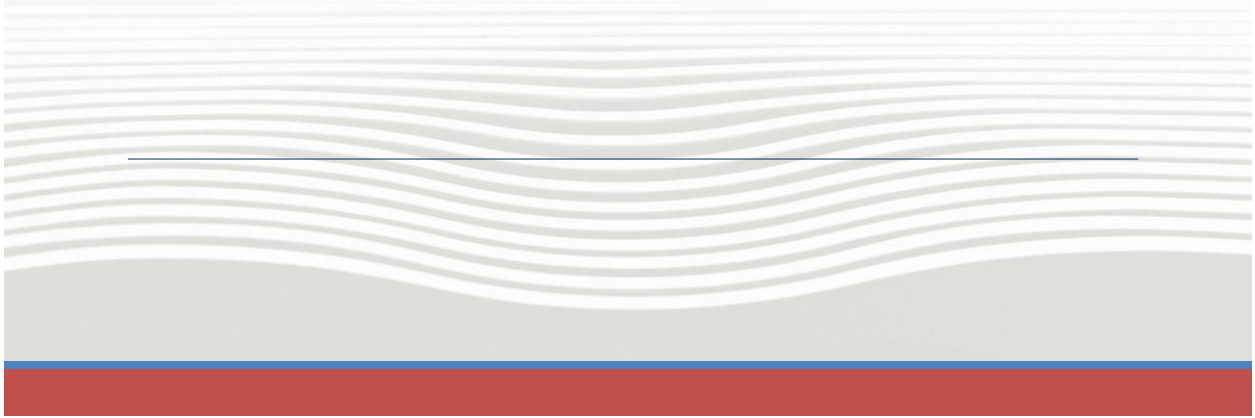


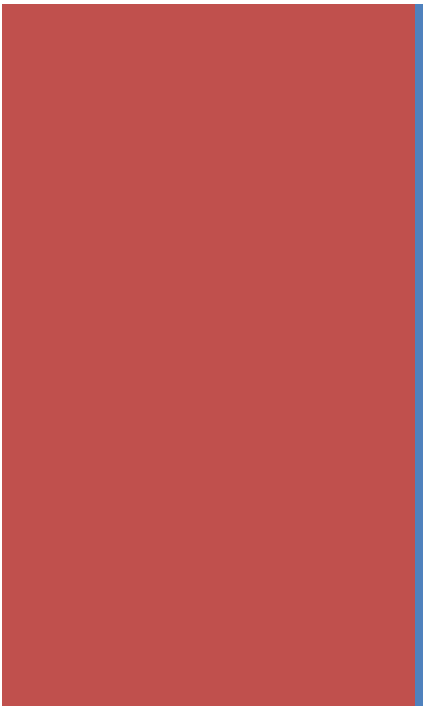
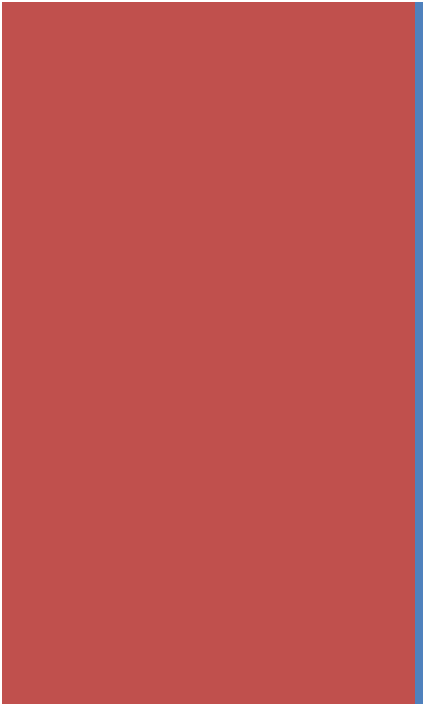
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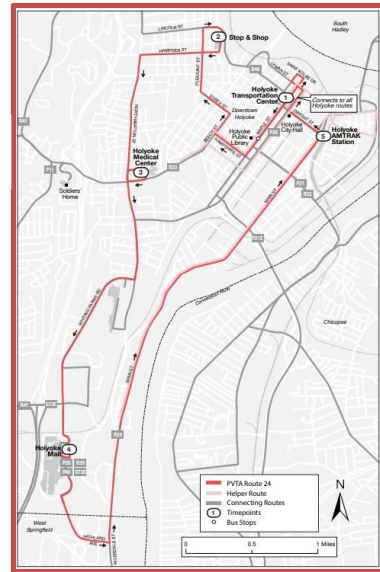
**PVTA**  
**R24**

Effective 12/22/24

**HOLYOKE TRANSPORTATION CTR /  
HOLYOKE MEDICAL CTR / HOLYOKE MALL**

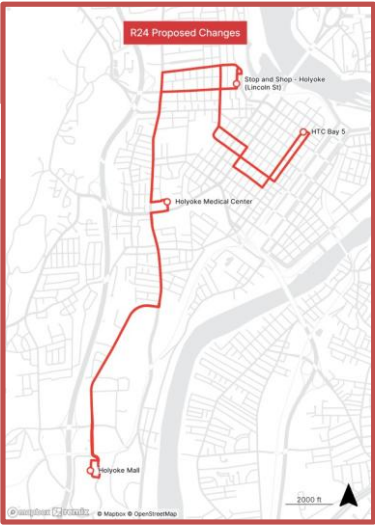
**PVTA**  
**R24**

| DEPART<br>HTC<br>BAY 5 | STOP & SHOP | HOLYOKE<br>MEDICAL<br>CENTER | ARRIVE<br>HOLYOKE<br>MALL | DEPART<br>HOLYOKE<br>MALL | HOLYOKE<br>AMTRAK<br>STATION | ARRIVE<br>HTC<br>BAY 5 |
|------------------------|-------------|------------------------------|---------------------------|---------------------------|------------------------------|------------------------|
| 1                      | 2           | 3                            | 4                         | 4                         | 5                            | 1                      |
| WEEKDAYS               |             |                              |                           |                           |                              |                        |
| 8:00                   | 8:10        | 8:17                         | 8:35                      | 8:40                      | 8:50                         | 9:00                   |
| 9:00                   | 9:10        | 9:16                         | 9:28                      | 9:36                      | 9:46                         | 9:56                   |
| 10:00                  | 10:10       | 10:17                        | 10:31                     | 10:39                     | 10:49                        | 10:59                  |
| 11:00                  | 11:11       | 11:17                        | 11:29                     | 11:37                     | 11:47                        | 11:57                  |
| 12:00                  | 12:11       | 12:17                        | 12:29                     | 12:37                     | 12:47                        | 12:57                  |
| 1:00                   | 1:11        | 1:17                         | 1:29                      | 1:37                      | 1:47                         | 1:57                   |
| 2:00                   | 2:11        | 2:17                         | 2:29                      | 2:37                      | 2:47                         | 2:57                   |
| 3:00                   | 3:11        | 3:17                         | 3:29                      | 3:37                      | 3:47                         | 3:57                   |
| 4:00                   | 4:12        | 4:18                         | 4:30                      | 4:38                      | 4:48                         | 4:58                   |



**R24** DRAFT HTC - Holyoke Medical Center - Holyoke Mall

| Depart<br>HTC Bay<br>5 | Stop &<br>Shop | Holyoke<br>Medical<br>Center | Arrive<br>Holyoke<br>Mall | Depart<br>Holyoke<br>Mall | Holyoke<br>Medical<br>Center | Arrive<br>HTC<br>Bay 5 |
|------------------------|----------------|------------------------------|---------------------------|---------------------------|------------------------------|------------------------|
| WEEKDAY AND WEEKEND    |                |                              |                           |                           |                              |                        |
| 8:00                   | 8:10           | 8:17                         | 8:32                      | 8:40                      | 8:52                         | 9:00                   |
| 9:00                   | 9:10           | 9:17                         | 9:32                      | 9:40                      | 9:52                         | 10:00                  |
| 10:00                  | 10:10          | 10:17                        | 10:32                     | 10:40                     | 10:52                        | 11:00                  |
| 11:00                  | 11:10          | 11:17                        | 11:32                     | 11:40                     | 11:52                        | 12:00                  |
| 12:00                  | 12:10          | 12:17                        | 12:32                     | 12:40                     | 12:52                        | 1:00                   |
| 1:00                   | 1:10           | 1:17                         | 1:32                      | 1:40                      | 1:52                         | 2:00                   |
| 2:00                   | 2:10           | 2:17                         | 2:32                      | 2:40                      | 2:52                         | 3:00                   |
| 3:00                   | 3:10           | 3:17                         | 3:32                      | 3:40                      | 3:52                         | 4:00                   |
| 4:00                   | 4:10           | 4:17                         | 4:32                      | 4:40                      | 4:52                         | 5:00                   |



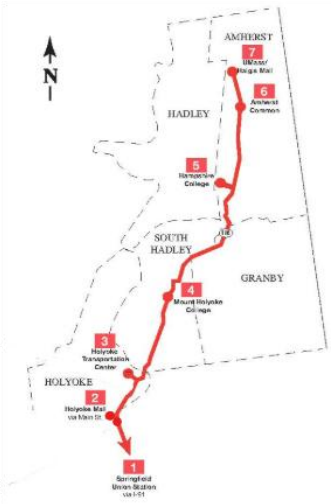
**PVTA**  
**R29**

Effective 6/27/21

**SPRINGFIELD/AMHERST**  
**VIA HOLYOKE**

**PVTA**  
**R29**

| UNION<br>STATION<br>BAY 11       | HOLYOKE<br>MALL | HOLYOKE<br>TRANS<br>CTR<br>BAY 3 | MT<br>HOLYOKE<br>COLLEGE | HAMPSHIRE<br>COLLEGE | AMHERST<br>COMMON | UMASS<br>HAIGIS<br>MALL | AMHERST<br>COMMON | HAMPSHIRE<br>COLLEGE | MT<br>HOLYOKE<br>COLLEGE | HOLYOKE<br>TRANS<br>CTR<br>BAY 3 | HOLYOKE<br>MALL | UNION<br>STATION<br>BAY 11 |
|----------------------------------|-----------------|----------------------------------|--------------------------|----------------------|-------------------|-------------------------|-------------------|----------------------|--------------------------|----------------------------------|-----------------|----------------------------|
| 1                                | 2               | 3                                | 4                        | 5                    | 6                 | 7                       | 8                 | 9                    | 10                       | 11                               | 12              | 13                         |
| WEEKDAY                          |                 |                                  |                          |                      |                   |                         |                   |                      |                          |                                  |                 |                            |
| 7:15                             | 7:30            | 8:00                             | 8:20                     | 8:35                 | 8:45              | 9:00                    | 9:05              | 9:15                 | 9:30                     | 9:50                             | 10:20           | 10:35                      |
| 9:15                             | 9:30            | 10:00                            | 10:20                    | 10:35                | 10:45             | 11:00                   | 11:05             | 11:15                | 11:30                    | 11:50                            | 12:20           | 12:35                      |
| 11:15                            | 11:30           | 12:00                            | 12:20                    | 12:35                | 12:45             | 1:00                    | 1:05              | 1:15                 | 1:30                     | 1:50                             | 2:20            | 2:35                       |
| 1:15                             | 1:30            | 2:00                             | 2:20                     | 2:35                 | 2:45              | 3:00                    | 3:05              | 3:15                 | 3:30                     | 3:50                             | 4:20            | 4:35                       |
| 3:15                             | 3:30            | 4:00                             | 4:20                     | 4:35                 | 4:45              | 5:00                    | 5:05              | 5:15                 | 5:30                     | 5:50                             | 6:20            | 6:35                       |
| 5:15                             | 5:30            | 6:00                             | 6:20                     | 6:35                 | 6:45              | 7:00                    | 7:05              | 7:15                 | 7:30                     | 7:50                             | --              | --                         |
| WEEKENDS (SATURDAYS AND SUNDAYS) |                 |                                  |                          |                      |                   |                         |                   |                      |                          |                                  |                 |                            |
| --                               | 7:30            | 8:00                             | 8:20                     | 8:35                 | 8:45              | 9:00                    | 9:05              | 9:15                 | 9:30                     | 9:50                             | 10:20           | --                         |
| --                               | 5:30            | 6:00                             | 6:20                     | 6:35                 | 6:45              | 7:00                    | 7:05              | 7:15                 | 7:30                     | 7:50                             | --              | --                         |



| R29 DRAFT Springfield - Holyoke - South Hadley<br>60-min frequency |                           |              |                                       |                                       |              |                           |                                      |
|--------------------------------------------------------------------|---------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--------------------------------------|
| Depart<br>Union<br>Station<br>Bay 11                               | Depart<br>Holyoke<br>Mall | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall | Arrive<br>Union<br>Station<br>Bay 11 |
| WEEKDAY                                                            |                           |              |                                       |                                       |              |                           |                                      |
| 7:10                                                               | 7:25                      | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      | 9:05                                 |
| 8:10                                                               | 8:25                      | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      | 10:05                                |
| 9:10                                                               | 9:25                      | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     | 11:05                                |
| 10:10                                                              | 10:25                     | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     | 12:05                                |
| 11:10                                                              | 11:25                     | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     | 1:05                                 |
| 12:10                                                              | 12:25                     | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      | 2:05                                 |
| 1:10                                                               | 1:25                      | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      | 3:05                                 |
| 2:10                                                               | 2:25                      | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      | 4:05                                 |
| 3:10                                                               | 3:25                      | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      | 5:05                                 |
| 4:10                                                               | 4:25                      | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      | 6:05                                 |
| 5:10                                                               | 5:25                      | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      | 7:05                                 |
| 6:10                                                               | 6:25                      | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      | 8:05                                 |

| R29 DRAFT Springfield - Holyoke - South Hadley<br>30-min frequency |                           |              |                                       |                                       |              |                           |                                      |
|--------------------------------------------------------------------|---------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|--------------------------------------|
| Depart<br>Union<br>Station<br>Bay 11                               | Depart<br>Holyoke<br>Mall | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall | Arrive<br>Union<br>Station<br>Bay 11 |
| WEEKDAY                                                            |                           |              |                                       |                                       |              |                           |                                      |
| 7:10                                                               | 7:25                      | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      | 9:05                                 |
| 7:40                                                               | 7:55                      | 8:15         | 8:35                                  | 8:45                                  | 9:00         | 9:20                      | 9:35                                 |
| 8:10                                                               | 8:25                      | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      | 10:05                                |
| 8:40                                                               | 8:55                      | 9:15         | 9:35                                  | 9:45                                  | 10:00        | 10:20                     | 10:35                                |
| 9:10                                                               | 9:25                      | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     | 11:05                                |
| 9:40                                                               | 9:55                      | 10:15        | 10:35                                 | 10:45                                 | 11:00        | 11:20                     | 11:35                                |
| 10:10                                                              | 10:25                     | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     | 12:05                                |
| 10:40                                                              | 10:55                     | 11:15        | 11:35                                 | 11:45                                 | 12:00        | 12:20                     | 12:35                                |
| 11:10                                                              | 11:25                     | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     | 1:05                                 |
| 11:40                                                              | 11:55                     | 12:15        | 12:35                                 | 12:45                                 | 1:00         | 1:20                      | 1:35                                 |
| 12:10                                                              | 12:25                     | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      | 2:05                                 |
| 12:40                                                              | 12:55                     | 1:15         | 1:35                                  | 1:45                                  | 2:00         | 2:20                      | 2:35                                 |
| 1:10                                                               | 1:25                      | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      | 3:05                                 |
| 1:40                                                               | 1:55                      | 2:15         | 2:35                                  | 2:45                                  | 3:00         | 3:20                      | 3:35                                 |
| 2:10                                                               | 2:25                      | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      | 4:05                                 |
| 2:40                                                               | 2:55                      | 3:15         | 3:35                                  | 3:45                                  | 4:00         | 4:20                      | 4:35                                 |
| 3:10                                                               | 3:25                      | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      | 5:05                                 |
| 3:40                                                               | 3:55                      | 4:15         | 4:35                                  | 4:45                                  | 5:00         | 5:20                      | 5:35                                 |
| 4:10                                                               | 4:25                      | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      | 6:05                                 |
| 4:40                                                               | 4:55                      | 5:15         | 5:35                                  | 5:45                                  | 6:00         | 6:20                      | 6:35                                 |
| 5:10                                                               | 5:25                      | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      | 7:05                                 |
| 5:40                                                               | 5:55                      | 6:15         | 6:35                                  | 6:45                                  | 7:00         | 7:20                      | 7:35                                 |
| 6:10                                                               | 6:25                      | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      | 8:05                                 |



| R29 DRAFT Holyoke - South Hadley<br>30-min frequency |              |                                       |                                       |              |                           |
|------------------------------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|
| Depart<br>Holyoke<br>Mall                            | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |
| WEEKDAY                                              |              |                                       |                                       |              |                           |
| 7:25                                                 | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      |
| 7:55                                                 | 8:15         | 8:35                                  | 8:45                                  | 9:00         | 9:20                      |
| 8:25                                                 | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      |
| 8:55                                                 | 9:15         | 9:35                                  | 9:45                                  | 10:00        | 10:20                     |
| 9:25                                                 | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     |
| 9:55                                                 | 10:15        | 10:35                                 | 10:45                                 | 11:00        | 11:20                     |
| 10:25                                                | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     |
| 10:55                                                | 11:15        | 11:35                                 | 11:45                                 | 12:00        | 12:20                     |
| 11:25                                                | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     |
| 11:55                                                | 12:15        | 12:35                                 | 12:45                                 | 1:00         | 1:20                      |
| 12:25                                                | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      |
| 12:55                                                | 1:15         | 1:35                                  | 1:45                                  | 2:00         | 2:20                      |
| 1:25                                                 | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      |
| 1:55                                                 | 2:15         | 2:35                                  | 2:45                                  | 3:00         | 3:20                      |
| 2:25                                                 | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      |
| 2:55                                                 | 3:15         | 3:35                                  | 3:45                                  | 4:00         | 4:20                      |
| 3:25                                                 | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      |
| 3:55                                                 | 4:15         | 4:35                                  | 4:45                                  | 5:00         | 5:20                      |
| 4:25                                                 | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      |
| 4:55                                                 | 5:15         | 5:35                                  | 5:45                                  | 6:00         | 6:20                      |
| 5:25                                                 | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      |
| 5:55                                                 | 6:15         | 6:35                                  | 6:45                                  | 7:00         | 7:20                      |
| 6:25                                                 | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      |

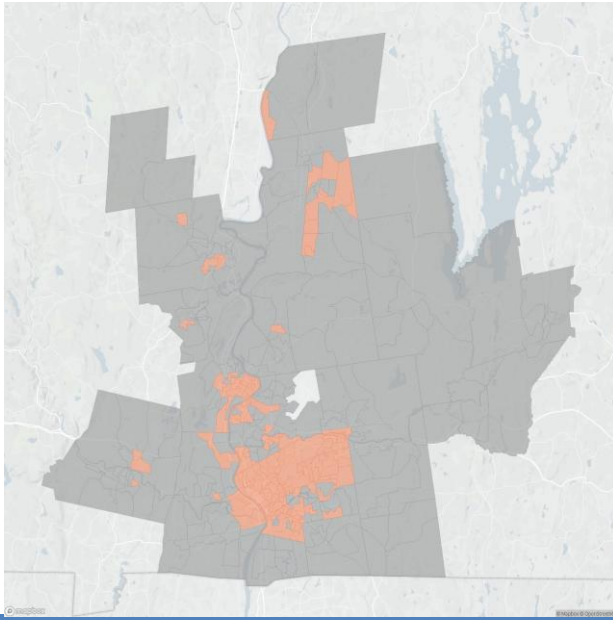
| R29 DRAFT Holyoke - South Hadley<br>60-min frequency |              |                                       |                                       |              |                           |
|------------------------------------------------------|--------------|---------------------------------------|---------------------------------------|--------------|---------------------------|
| Depart<br>Holyoke<br>Mall                            | HTC<br>Bay 3 | Arrive<br>Mount<br>Holyoke<br>College | Depart<br>Mount<br>Holyoke<br>College | HTC<br>Bay 3 | Arrive<br>Holyoke<br>Mall |
| WEEKDAY                                              |              |                                       |                                       |              |                           |
| 7:25                                                 | 7:45         | 8:05                                  | 8:15                                  | 8:30         | 8:50                      |
| 8:25                                                 | 8:45         | 9:05                                  | 9:15                                  | 9:30         | 9:50                      |
| 9:25                                                 | 9:45         | 10:05                                 | 10:15                                 | 10:30        | 10:50                     |
| 10:25                                                | 10:45        | 11:05                                 | 11:15                                 | 11:30        | 11:50                     |
| 11:25                                                | 11:45        | 12:05                                 | 12:15                                 | 12:30        | 12:50                     |
| 12:25                                                | 12:45        | 1:05                                  | 1:15                                  | 1:30         | 1:50                      |
| 1:25                                                 | 1:45         | 2:05                                  | 2:15                                  | 2:30         | 2:50                      |
| 2:25                                                 | 2:45         | 3:05                                  | 3:15                                  | 3:30         | 3:50                      |
| 3:25                                                 | 3:45         | 4:05                                  | 4:15                                  | 4:30         | 4:50                      |
| 4:25                                                 | 4:45         | 5:05                                  | 5:15                                  | 5:30         | 5:50                      |
| 5:25                                                 | 5:45         | 6:05                                  | 6:15                                  | 6:30         | 6:50                      |
| 6:25                                                 | 6:45         | 7:05                                  | 7:15                                  | 7:30         | 7:50                      |



| R29 DRAFT Holyoke - South Hadley |           |                              |                              |           |                     |
|----------------------------------|-----------|------------------------------|------------------------------|-----------|---------------------|
| Depart Holyoke Mall              | HTC Bay 3 | Arrive Mount Holyoke College | Depart Mount Holyoke College | HTC Bay 3 | Arrive Holyoke Mall |
| SATURDAY                         |           |                              |                              |           |                     |
| 7:30                             | 7:50      | 8:10                         | 8:15                         | 8:30      | 8:50                |
| 8:15                             | 8:35      | 8:55                         | 9:00                         | 9:15      | 9:35                |
| 9:00                             | 9:20      | 9:40                         | 9:45                         | 10:00     | 10:20               |
| 9:45                             | 10:05     | 10:25                        | 10:30                        | 10:45     | 11:05               |
| 10:30                            | 10:50     | 11:10                        | 11:15                        | 11:30     | 11:50               |
| 11:15                            | 11:35     | 11:55                        | 12:00                        | 12:15     | 12:35               |
| 12:00                            | 12:20     | 12:40                        | 12:45                        | 1:00      | 1:20                |
| 12:45                            | 1:05      | 1:25                         | 1:30                         | 1:45      | 2:05                |
| 1:30                             | 1:50      | 2:10                         | 2:15                         | 2:30      | 2:50                |
| 2:15                             | 2:35      | 2:55                         | 3:00                         | 3:15      | 3:35                |
| 3:00                             | 3:20      | 3:40                         | 3:45                         | 4:00      | 4:20                |
| 3:45                             | 4:05      | 4:25                         | 4:30                         | 4:45      | 5:05                |
| 4:30                             | 4:50      | 5:10                         | 5:15                         | 5:30      | 5:50                |
| 5:15                             | 5:35      | 5:55                         | 6:00                         | 6:15      | 6:35                |

| R29 DRAFT Holyoke - South Hadley |           |                              |                              |           |                     |
|----------------------------------|-----------|------------------------------|------------------------------|-----------|---------------------|
| Depart Holyoke Mall              | HTC Bay 3 | Arrive Mount Holyoke College | Depart Mount Holyoke College | HTC Bay 3 | Arrive Holyoke Mall |
| SUNDAY                           |           |                              |                              |           |                     |
| 7:30                             | 7:50      | 8:10                         | 8:15                         | 8:30      | 8:50                |
| 9:00                             | 9:20      | 9:40                         | 9:45                         | 10:00     | 10:20               |
| 10:30                            | 10:50     | 11:10                        | 11:15                        | 11:30     | 11:50               |
| 12:00                            | 12:20     | 12:40                        | 12:45                        | 1:00      | 1:20                |
| 1:30                             | 1:50      | 2:10                         | 2:15                         | 2:30      | 2:50                |
| 3:00                             | 3:20      | 3:40                         | 3:45                         | 4:00      | 4:20                |
| 4:30                             | 4:50      | 5:10                         | 5:15                         | 5:30      | 5:50                |



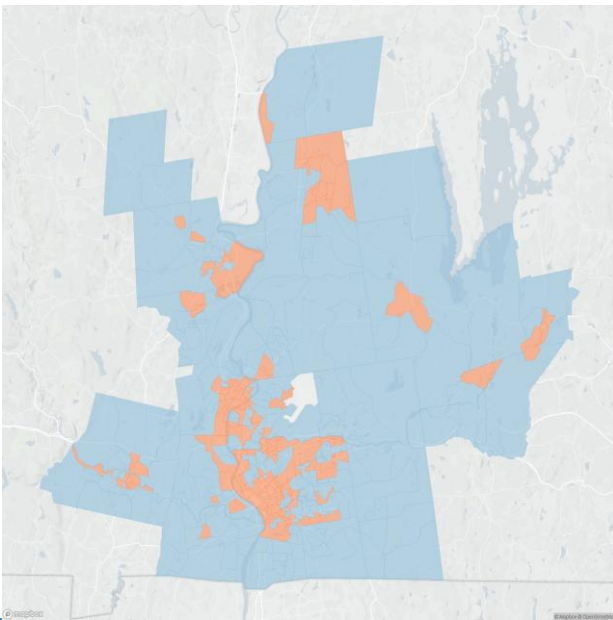


### Minority

Average minority percentage for the service area by census block group.

Above average minority percentage

Below average minority percentage



### Low Income

Average low income percentage for the service area by census block group.

Above average low income percentage

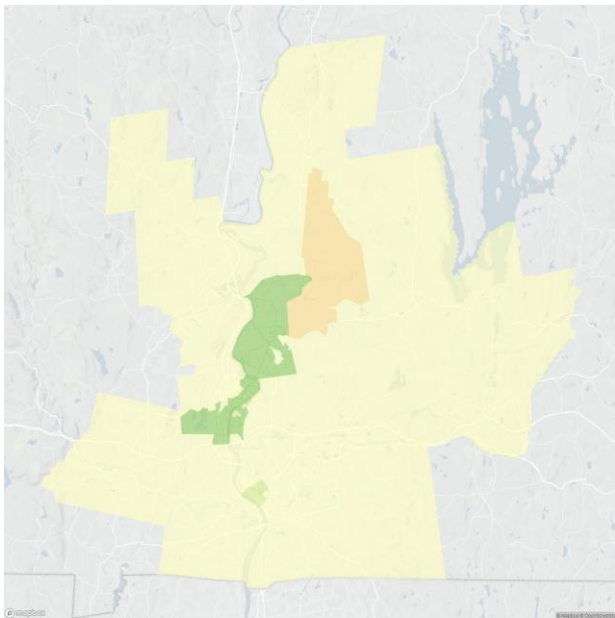
Below average low income percentage



### Trip Difference

Service changes by census block group.

- Eliminated service
- Neutral or not many service changes
- Additional service



### Trip Difference

Service changes by census block group.

- Eliminated service
- Neutral or not many service changes
- Additional service

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