

Barnstable Village Parking & Transit Program

Prepared for
Barnstable County



By
Cape Cod Commission Transportation Staff

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Supplemental Materials - APPENDIX

1 Introduction

As part of the Barnstable County Growth Management Initiative, the Barnstable County Commissioners and the Barnstable County Assembly of Delegates have authorized creation of the Barnstable Village Parking & Transit Program.

The parking facilities at the Barnstable County Complex serve or may be used by numerous agencies and businesses including many county departments; the Registry of Deeds; Massachusetts Superior, District, and Probate Courts; the House of Corrections and Jail; a bank; shops; offices and restaurants; the post office; fire department; and as a “park and walk” for summertime beach go-ers and whale watchers.

The Cape Cod Commission staff has provided technical assistance in the past to help identify parking problems and make proposals for improvement. As a result, pedestrian improvements (walking paths, a stairway) were added to encourage more efficient use of the existing parking as well as the re-marking of existing pavement to accommodate a few additional vehicles. Staff’s recommendation was approved for extension of the Cape Cod RTA’s *SeaLine* bus service (now served by the *Villager*) from the Cape Cod Community College to Barnstable Village. Some parking demand has been diverted with the opening of a 3rd District Court in Falmouth. Parking demand continues to dominate however, with year-round congestion causing motorists to leave vehicles in driving lanes, walkways and fire lanes.

The main goal of the Program is to reduce traffic congestion and parking demand in the village by encouraging village employees and visitors to use alternative models of transportation. There are untapped opportunities for traffic and parking improvements without paving over new areas. A yet to be determined number of employees are candidates for walking or cycling or using the CCRTA’s *Villager* bus service.

1.1 Program Objectives

- Manage, coordinate, and market transportation services for village users. The Program will include CARAVAN’s (CARAVAN is a non-profit statewide commuter services agency) technical support and planning including analysis of origins for matching employees to available alternatives to driving alone.
- Under funding for this program, provide employee incentives according to choice of alternative transportation (e.g., subsidized transit passes, preferential parking for car-poolers, safe & convenient bicycle parking, etc.).

- Ensure the program's effectiveness by offering a "Guaranteed Ride Home" for employee emergencies.
- Provide marketing & education to other village employers to increase program effectiveness. An internet web page has been established for the program at:
www.gocapecod.org/bv

Program effectiveness will be measured by employee surveys and monitoring parking lot usage.

2 County Complex Parking Lot Usage

The Commission undertook studies of the Barnstable County Complex parking lot in 1996 , 2000 and 2002. The 2002 study provided the following findings:

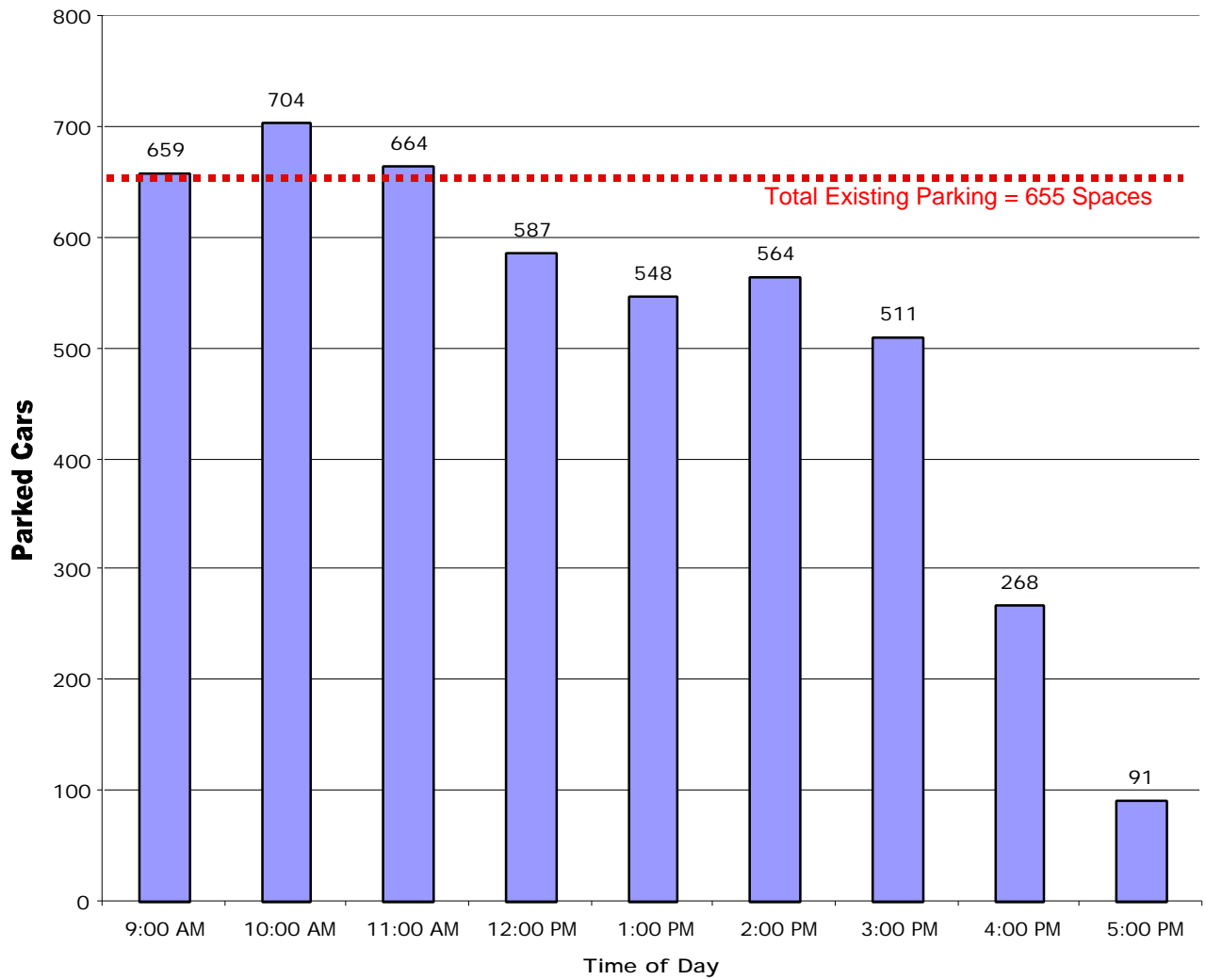
Reserved and Designated Spaces: Spaces that are assigned to a particular individual or for a department position or assigned to a particular group of people, and not available to anyone else seeking to park. Currently, 119 spaces are reserved, which is over 18% of the total parking supply.

Handicapped Spaces: Spaces that are reserved for the handicapped through signage and are located in close proximity to building entrances. Currently, 15 spaces are available for the handicapped, which is about 2% of the parking supply.

General Public: Spaces that are not designated or signed. These are open to anyone including employees, visitors, patrons of Main Street, and the general public. Currently, 521 spaces are available for the general public, which is approximately 80% of the total parking supply.

Adjacent to the County buildings there are 614 parking spaces available. By including the 41 spaces on Main Street, there are a total of 655 parking spaces available (based on the categories identified above). The following chart shows the serious parking demand peaking in the late morning on a representative day (October 28, 2002).

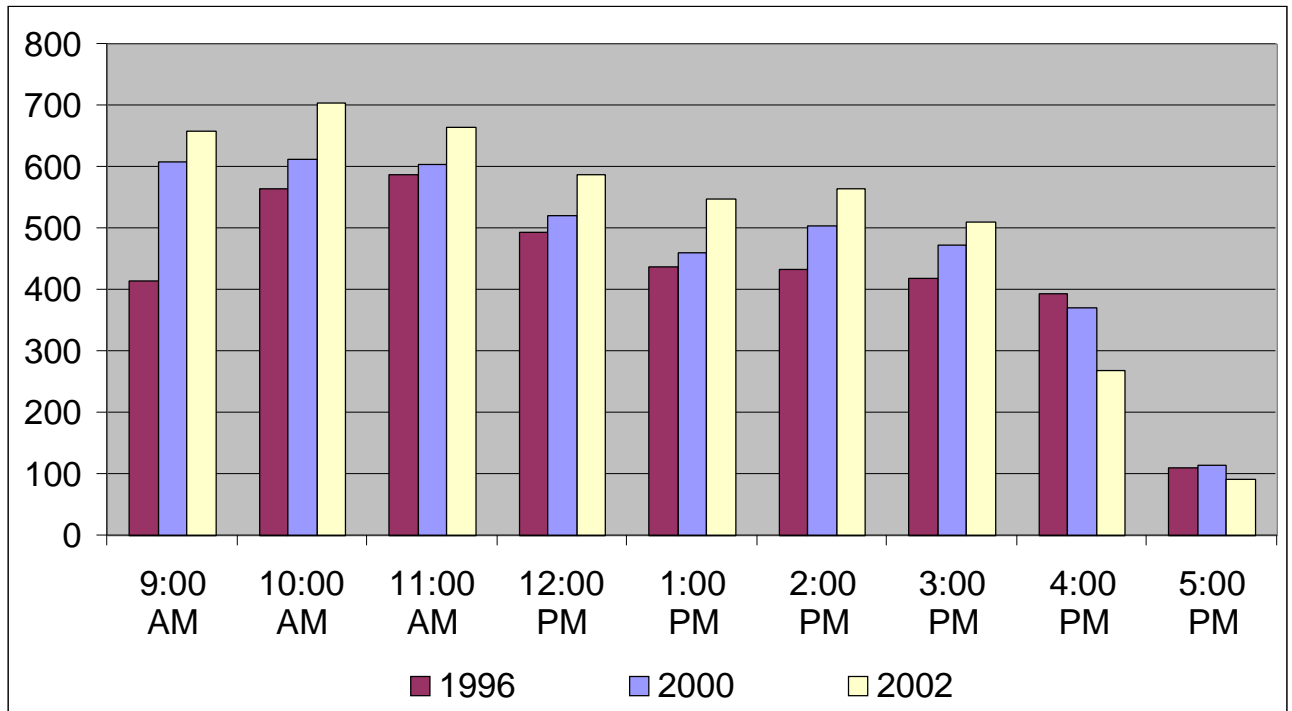
Barnstable County Complex - Oct. 28, 2002





March 2, 1999

The photograph shown above was taken from the Cape Cod Commission office looking south towards the Sheriff's house. Vehicles can be seen parked in driving lanes and other non-marked parking.



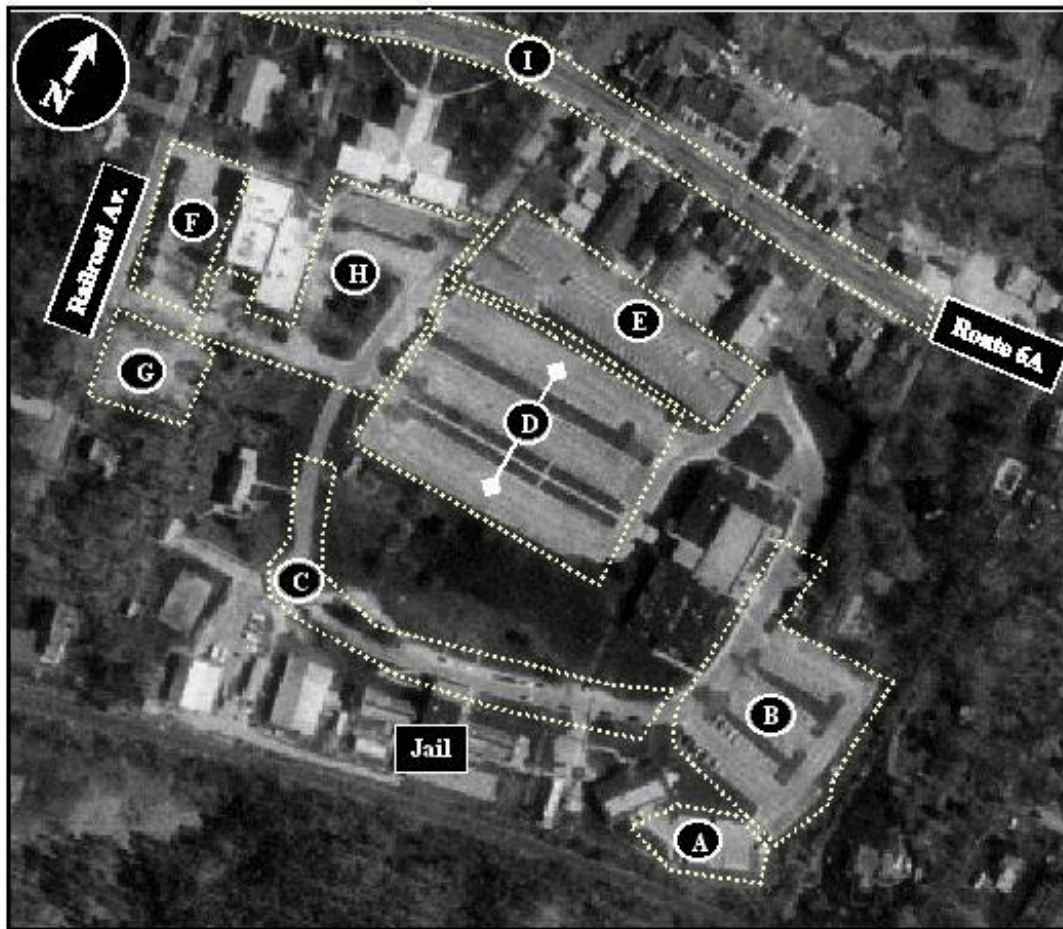
The chart above shows total parking demand during various hours (on a representative day in 1996, 2000, and 2002).

The study undertaken in 2002 included information on exactly where parking was available. Six hundred and fifty-five spaces are distributed among nine areas. The table below and the map on the following page provides details regarding these areas.

	A. Police Service Area / Employee Reserved	B. Behind First District Court	C. Upper Road Near Prison	D. Central Parking Area	E. Lower Level County Lot	F. West Side of County Deeds and Probate	G. South Side of County Deeds	H. East of County Deeds and Probate	I. On Street Parking	TOTAL PARKED OFF STREET	TOTAL CARS PARKED
General	21	76	0	202	82	18	43	38	41	480	521
Des/Res	2	24	36	6	14	15	0	22	0	119	119
Handicap	0	0	3	4	1	2	0	5	0	15	15
TOTAL	23	100	39	212	97	35	43	65	41	614	655

Breakdown by type of parking in each area.

Barnstable County Complex Parking Areas



PARKING AREAS	
A. Police Service Area/Employee Reserved	23 Spaces
B. Behind First District Court	100 Spaces
C. Upper Road Near Prison	39 Spaces
D. Central Parking Area	212 Spaces
E. Lower Level County Lot	97 Spaces
F. West Side of County Deeds and Probate	35 Spaces
G. South Side of County Deeds	43 Spaces
H. East of County Deeds and Probate	65 Spaces
I. On Street Parking [Rt. 6A]	41 Spaces

TOTAL PARKING SPACES

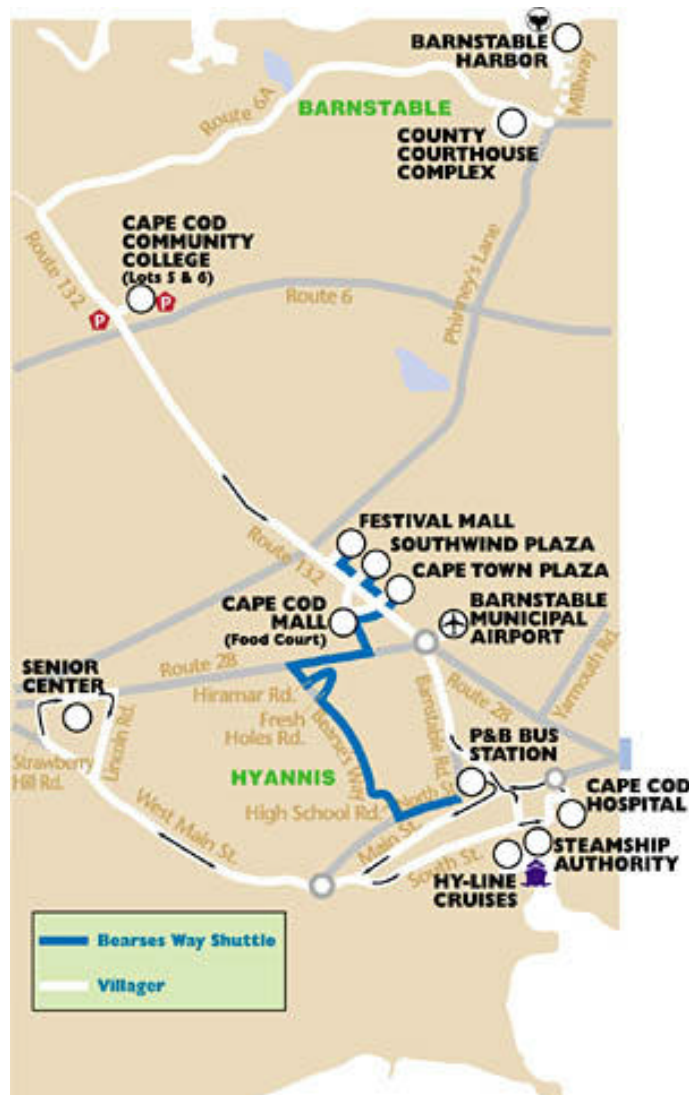
655 Marked Spaces



October 2002

3 Transit Service

The Cape Cod Regional Transit Authority under the route name “*Villager*” currently provides public transit to Barnstable Village. The *Villager* provides connections to the Hyannis Bus Station (and soon-to-open Hyannis Intermodal Center) via Route 132 and the Cape Cod Community College. See *Villager* route map below:



The off-season *Villager* schedule has two “limited stop” runs arriving Barnstable Village at 7:43 a.m. and 8:50 a.m. The first complete *Villager* run arrives at 10:00 a.m. The County officially opens at 8:00 a.m. and some departments open at 8:30 a.m. The typical employee finishes at 4:30 p.m. The last complete *Villager* run departs at 4:15 p.m. The final bus departs at 4:50 p.m. and is only a limited portion of the *Villager* route. During the summer of 2002, service began at 7:30 a.m. and ended at 7:00 p.m., and operated on a 30-minute headway. The map shown above is for illustrative purposes. For currently

scheduled stops and to view details of one-way routing please consult printed schedules provided by the Cape Cod RTA or view them on-line at:

www.capecodtransit.org

4 Employee Distribution

As of May of 2002, Barnstable County employs 546 people. The Cape Cod Commission has prepared the following map of employees (based on mailing address zip codes). Sixty-seven employees had off-Cape mailing addresses. Some of these addresses were from as far away as Florida so it is presumable that these employees have local accommodations. The map also shows various bus routes on the Cape.

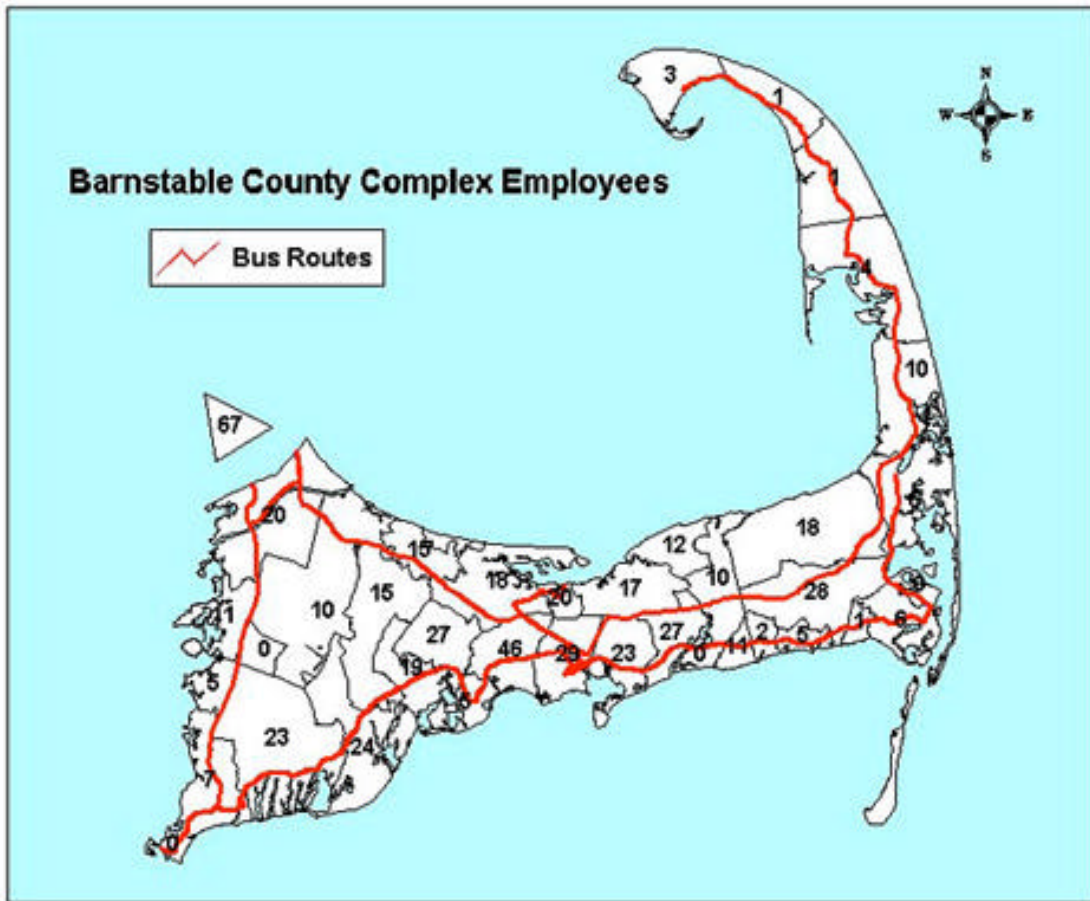
The distribution of employees indicates promise for potential reductions in automobile usage. Twenty-nine employees in the Hyannis zip code and others in adjacent zip codes are candidates for *Villager* bus service. Some of the employees dwelling in adjacent zip codes such as the 46 employees in Centerville and the 23 employees in West Yarmouth could possibly make use of connecting bus services (*SeaLine* or the *Yarmouth Shuttle/Hyannis-Orleans*).

Discussions with CARAVAN reveal that different commuting distances are candidates for different strategies. For commuting distances under five miles walking or bicycling may be good options. From five to twenty miles, carpooling may be effective. Carpooling, is of course, an option beyond twenty miles, and its attractiveness increases where the percentage of time spent picking up riders is minimized. Over twenty miles vanpools come into play for areas where there are many riders traveling at compatible times. To attempt to form a vanpool, the number of eligible commuters should be about three times the size of the vehicle to make the effort worthwhile. In other words, if there are at least forty-five commuters traveling at the same time, there is a good chance that a fifteen-passenger van could be filled. For trips under ten miles, transit may be a good option for those living near the routes.

Some of the 67 off-Cape employees may be good candidates for ride sharing (e.g., using the Sagamore Park-and-Ride Lot or other staging area to supplement house-to-house pick-ups typical of car-pooling).

In the Lower/Outer Cape, approximately 85 employees are candidates for ride sharing from the Harwich (Exit 10) Park-and-Ride Lot or traditional car-pooling.

Employees living in Falmouth or Mashpee may find it convenient to meet at a location along their route and ride to work together. This group consists of about 60 employees.



Locations of Barnstable County Employees by Zip Code.

5 Guaranteed Ride Home Program

With the assistance of CARAVAN for Commuters, Inc., a set of policies, procedures, and promotional materials have been prepared for a Barnstable County Guaranteed Ride (GRH) Home Program. The main purpose of the GRH is to remove the single obstacle most frequently mentioned as an excuse for not using transportation alternatives, namely, the perceived need to have access to an automobile when an emergency arises. For situations such as personal illness or family emergency, participating employees will be comforted to know that they will be able to use the GRH, in this case a private taxi company to attend to the problem. Other legitimate uses of the GRH include the need to work during unscheduled overtime, being stranded at work because the driver of the carpool left early due to his/her emergency. Experience with other GRH programs have shown that employees very rarely (in most cases never) need to make use of the service – just knowing that it is available is a kind of “peace of mind” insurance for creative commuters.

The Guaranteed Ride Home Program materials in the appendix include:

- Policies and Procedures
- Membership Card & Instructions
- Terms and Conditions/Registration Form
- Guaranteed Ride Home Program Vouchers (for taxi service)

6 Commuter Events & Marketing of Alternatives

The Barnstable County Commissioners have been sponsors of Creative Commuting Contests during Cape Cod Alternative Transportation Week every year since 2000, and “Bike to Work Week” since 1995. Supported by the Commissioners’ and other private donations, these events have generated media coverage (newspaper, television, and radio) to the population at large and created incentives for County Employees to try alternatives to driving alone. An example of materials produced for the 2002 event are supplied in the appendix.

7 Implementation & Follow-Up

The Program will continue to evolve by seeking new ways to reduce automobile demand, increasing travel choices, ease peak (morning) parking demand, and inviting Village employers and other users to participate in the solution.

7.1 Program Operation

The ongoing success requires that person(s) be made responsible for the following tasks:

- Preparation and distribution of educational materials (via newsletters, flyers, and bulletin board announcements, and posting on www.gocapecod.org/bv)
- Registration of participants in the Guaranteed Ride Home Program (includes review of voucher use, surveys, etc.)
- Special events such as Cape Cod Alternative Transportation Week's *Commuter Rally* to promote the program.

7.2 Program Enhancements

To further improve the program's effectiveness, the following opportunities should be pursued:

Preferential Parking for Carpools By reserving spaces closer to the workplace, employees who commit to the extra trouble and time to carpool will not be disappointed when they arrive at work. Carpools will need to register and would display a transferable hang-tag from their rear-view mirror. Random monitoring is required with enforcement.

Remote parking for jury pools: By encouraging use of off-site parking, this would include shuttle service (perhaps an enhancement of *Villager* service) and notification/education of jurors. An easy first step would be to provide *Villager* schedules with jury notices. The Cape Cod RTA has been contacted and is receptive to supporting the service (creating vouchers or coupons, invoicing the County at a reduced rate). With permission, a location such as the Cape Cod Community College would be well-suited by providing a mere 10-minute bus ride and "anonymous parking." The service may need to be augmented with a shuttle when jurors are released early: the buses could be signed *Villager – Cape Cod Community College* for departures from the county during early release periods. The signage on the shuttle would then be changed after arriving at the College to read identically to the normal *Villager* service: *Barnstable Village*. This service could be provided by buses used to supplement other services in the area (e.g., Hyannis Area Trolley, B-Bus, SeaLine)

Handicap Parking: Currently, there are no handicapped spaces in the Lower Level County Lot (area E on the map). Observations taken in 2002 show at least two empty handicap spaces throughout the day at Central Parking (area D) near the First District Courthouse. One or more of these spaces could be redesignated to the Lower Level near the Cape Cod Commission office.

Safety issues: Vehicles have been observed parking in areas which could affect emergency vehicle access and create vehicle conflicts. Consider:

- Eliminate parallel parking on access roadway from Lower Level County Lot (area E) to East of County Deeds and Probate (area H)
- Consider having illegal parking ticketed and towed.

Other Parking Issues: Issues to be examined which would allow for more flexibility and efficient use of the parking supply include:

- Minimize reserved and designated spaces, reassigning more spaces to general use
- Improve scheduling of court activity (e.g., schedule morning & afternoon sessions)
- Issue a County Commissioners policy regarding scheduling of meetings (minimize morning meetings)

Improved frequency and hours of operation of transit service: The program will work with Cape Cod Regional Transit Authority to investigate ways & means to increase the *Villager* bus service's frequency & hours of operation. A goal of this initiative is to expand *Villager* hours of service to better serve county employees.

Enhanced funding: Other revenue sources for commuter services may be available such as the statewide Congestion Mitigation/Air Quality Program. The county's contribution (including staff-time) may serve as a local-match to leverage funds for short-term items (e.g., signage, bike parking, brochures, etc.)

Commuter Choice: The program should investigate a monthly CCRTA pass that would allow the County to take advantage of the Commuter Choice tax advantages. The CCRTA is considering this and should be encouraged to implement the program.

Events and Promotion: The program will look to expand promotions such as Cape Cod Alternative Transportation Week and the annual Creative Commuting Contest. An example of this is the Commuter Rally co-sponsored by CARAVAN and the Cape Cod RTA. Other promotions and events will be investigated to keep the level of awareness high and to provide incentives for use of transportation alternatives.

APPENDICES

Special Events: The following pages include examples of materials produced for Cape Cod 2002 Alternative Transportation Week & the Barnstable County “Creative Commuting Contest.”

Barnstable Village

With service to & from Hyannis • West Barnstable • Sandwich

Free Train

Cape Cod Alternative Transportation Week Event

Thursday, June 27, 2002

Courtesy of Cape Cod Central Railroad



Morning Service		Evening service:	
Depart Hyannis	7:30 a.m.	Depart Hyannis	4:15 p.m.
Arrive/Depart Barnstable Village	7:45 a.m.	Arrive/Depart Barnstable Village	4:30 p.m.
Arrive/Depart West Barnstable	8:00 a.m.	Arrive/Depart West Barnstable	4:45 p.m.
Arrive Sandwich	8:20 a.m.	Arrive Sandwich	5:05 p.m.
Depart Sandwich	8:30 a.m.	Depart Sandwich	5:15 p.m.
Depart West Barnstable	8:50 a.m.	Arrive/Depart West Barnstable	5:35 p.m.
Arrive/Depart Barnstable Village	9:00 a.m.	Arrive/Depart Barnstable Village	5:45 p.m.
Arrive Hyannis	9:20 a.m.	Arrive Hyannis	6:00 p.m.

Boarding at Railroad Avenue - right up the hill from the Registry of Deeds in Barnstable Village. *Bicycles Welcome!*

www.gocapecod.org/altransweek

Flyer promoting 1-day “commuter rail.”

Cape Cod
2002 Alternative
Transportation



WEEK: June 23-29

It's time to *Walk & Roll* in Barnstable County's
Creative Commuting Contest!
The County Commissioners & others are donating lots
of prizes: T-Shirts & Certificates for all participants!

Each trip reduces air pollution, needs for parking,
and gets you ALTPoints:
1 point for each trip + 1 point for each mile
Alternative Transportation includes:
You name it!

Example: You live 4 miles away, bike 1 roundtrip.
You Get: 2 trips x 1 point + 8 miles x 1 point
= **10 ALTPoints (BIKING)**

Fun Competition – Several Ways to Win!

Individual Challenges

- Prizes for getting the most ALTPoints in a category, using the most alternatives...etc.

Department Challenge I - Performance

- Based on the average of all department members' ALTPoints

Department Challenge II - Participation

- Based on the % of participants (department members who make at least 1 trip by Alternative Transportation to or from work during the week).

+PLUS + Awards for really creative commuters, use your imagination!

- Record your trips & mileage on forms supplied to your department head.

Cape Cod 2002 Alternative Transportation Week:
June 23-29, 2002

Cape Cod Alternative Transportation Day:
Wednesday, June 26

www.gocapecod.org/altransweek

Cape Cod Alternative
Transportation Week



Cape Cod
Central Railroad's

Barnstable Village Train

(loading/unloading @ Railroad Avenue)

FREE Event!

Thursday - June 27 ONLY

FREE - Bikes Welcome

Morning service:

Depart Hyannis 7:30 a.m.
Arrive/Depart Barnstable Village . 7:45 a.m.
Arrive/Depart West Barnstable . . 8:00 a.m.
Arrive Sandwich 8:20 a.m.
Depart Sandwich 8:30 a.m.
Arrive/Depart West Barnstable . . 8:50 a.m.
Arrive/Depart Barnstable Village . 9:00 a.m.
Arrive Hyannis 9:20 a.m.

Evening service:

Depart Hyannis 4:15 p.m.
Arrive/Depart Barnstable Village . 4:30 p.m.
Arrive/Depart West Barnstable . . 4:45 p.m.
Arrive Sandwich 5:05 p.m.
Depart Sandwich 5:15 p.m.
Arrive/Depart West Barnstable . . 5:35 p.m.
Arrive/Depart Barnstable Village . 5:45 p.m.
Arrive Hyannis 6:00 p.m.

Bus Service:

Connecting at Hyannis' Bus Station, the
CCRTA's runs every 30 minutes to the
County Complex (7:30 am-7 pm) via Rtes 132 &
6A. Wave the driver to stop anywhere along the
route. Info: (800) 352-7155

Commuter Rally in the Parking Lot -
6/24/02 Monday @ Noon. Free Stuff!

Cape Cod Alternative Transportation Week
June 23 - 29, 2002

www.gocapecod.org/altransweek

Front & back of flyer announcing the "Creative Commuting Contest" showing schedules for train & bus, and info on Commuter Rally.



*Barnstable County Complex Parking Lot – Monday, June 24, 2002 1 p.m.
Photographed from Cape Cod Commission Office looking south during Cape Cod
Alternative Transportation Week. It is likely that employees' vacation schedules,
reduced court activity and other factors have contributed to the lower parking demand
during the week. However, this photograph indicates that an opportunity exists for better
scheduling (vacations, court dockets, etc.) in order to make more efficient use of the
parking supply.*

Guaranteed Ride Home Program

The following pages are draft Policies and Procedures for a Guaranteed Ride Home Program supplied by CARAVAN and modified to for use in Barnstable County.

Guaranteed Ride Home Program POLICIES AND PROCEDURES

Eligibility Requirements

- Must be an employee of Barnstable County
- Must carpool, bicycle, walk or take transit to work at least 1 day per week and on the day a guaranteed ride home is requested
- Must have a signed Guaranteed Ride Home registration form on file with Barnstable County

Use of Guaranteed Ride Home Program

- Guaranteed Ride Home can be used up to 4 times per year for the following reasons
 1. Personal emergency or illness
 2. Unexpected overtime
 3. Stranded at work because the driver of your carpool has left due to an emergency
 4. Stops at multiple destinations will be covered if they are related to the crisis or emergency

Unauthorized Use

- Personal errands
- Preplanned medical appointments
- Business related travel
- Working late without supervisor's request
- Chronic overtime
- Injury on the job where transportation is covered by worker's compensation
- The Guaranteed Ride Home program does not cover weather-related events such as early work place closure, transportation delays or utility failure. By registering for the program, the participant accepts responsibility for using the service appropriately and agrees to reimburse Barnstable County if expenses occur for unauthorized usage.

Liability Statement

- Employees participating in the program understand that transportation will be provided by a third party (taxi company) and that Barnstable County cannot be held responsible for the performance of the taxi company. Participants assume full responsibility for any risk that may result from participation in the program.

Procedure

The Guaranteed Ride Home Program will operate with a voucher system.

1. Employee signs up for Guaranteed Ride Home program with employer
2. Employee is given a membership card and one voucher

by the Guaranteed Ride Home Transportation Coordinator. The voucher is a two part form.

3. Supervisor approves request.
4. Employee calls taxi company (instructions are on membership card)
5. Employee gives voucher to taxi driver who completes form, adding in fare amount and signing. Driver and employee each keep one part of the voucher
6. Rider submits voucher within 5 days to the Guaranteed Ride Home Transportation Coordinator to document the ride.
7. Upon receipt, Transportation Coordinator calls rider and completes a telephone survey of service
8. Transportation Coordinator issues a new voucher to the participant for future use.
9. Taxi company submits their voucher stub with a monthly invoice to Barnstable County
10. Transportation Coordinator submits a monthly report to Barnstable County to be used to verify the taxi company invoice
11. Barnstable County pays the taxi company directly, adding a 15% gratuity

CARAVAN
Responsibilities

- Assist in setting up Guaranteed Ride Home program at employer worksite
- Train Transportation Coordinator
- Supply examples of marketing materials, applications, agreements, membership cards and vouchers
- Pay the taxi bills directly, adding 15% gratuity to invoice amounts
- Identify a transportation coordinator
- Supply marketing and administration of Guaranteed Ride Home Program

Barnstable
County
Responsibilities

Transportation
Coordinator
Responsibilities

- Identify local taxi company
- Market and administer the Guaranteed Ride Home program
- Educate supervisors regarding eligibility requirements and approval process for Guaranteed Ride Home program
- Distribute Guaranteed Ride Home materials to employees
 1. Terms and Conditions/Registration Form
 2. Membership card
 3. Vouchers
- Approve employee requests for guaranteed ride home
- Distribute replacement vouchers to participants
- Conduct usage survey
- Provide Barnstable County _____ department with a monthly

report

1. Name of participant
2. Number of times participant used service to date
3. Origin and destination of trip
4. Reason why program was used
5. Satisfaction with service
6. Participant's regular mode of transportation
7. Total number of participants

Membership card

- Lists instructions
- Membership for participants is renewed annually. All registrants will expire on the same date. Transportation Coordinator will track this information and send each registrant a letter for membership renewal. This letter will: ask them to verify/update their original application information; remind them about the Guaranteed Ride Home program and the benefits of shared ride commuting; offer them the opportunity to receive a new ridesharing match list.

Reporting

- Monthly reporting
- Transportation Coordinator Provides
 1. Name of participant
 2. Number of times participant used service to date
 3. Origin and destination of trip
 4. Reason why program was used
 5. Satisfaction with service
 6. Participant's regular mode of transportation
 7. Total number of participants for quarter
- Barnstable County(specify department) keeps track of
 1. Cost of trips
 2. Average length of trips
 3. Average cost per trip