

Research Digest

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Research Digest

Item 1

Sustainability strategies addressing supply-chain air emissions

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

NCFRP Report 28 • 2014

"NCFRP Report 28: Sustainability Strategies Addressing Supply-Chain Air Emissions identifies potential strategies for accelerating environmental improvement, enhancing performance, and promoting social responsibility of supply chains. The report is intended to help improve decision makers' understanding of the impact of environmental policies and regulations on the supply chain, focusing on the interrelationships between economic drivers, air quality, and greenhouse gas policy and regulations." -- pub. desc.
(132 pages)

CONTENTS

- Chapter 1. Research objective, method, and content
- Chapter 2. Partnerships and win-win opportunities
- Chapter 3. Operational optimization
- Chapter 4. Equipment and technology
- Chapter 5. The sustainability brand
- Chapter 6. Unforeseen and unintended consequences of air emissions regulation
- Chapter 7. Suggestions for policymakers

This report is available for free download:

http://onlinepubs.trb.org/onlinepubs/ncfrp/ncfrp_rpt_028.pdf

Item 2

Evaluation of the Moisture Susceptibility of WMA Technologies

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 763 • 2014

Over the past decade, the use of warm mix asphalt (WMA) for asphalt pavement construction has increased in the United States. However, questions remain about the long-term performance and durability of WMA pavements. One key issue is the moisture susceptibility of WMA pavements. Concerns about WMA moisture susceptibility include the possibility that aggregates will be inadequately dried at lower production temperatures and the fact that several WMA technologies introduce additional moisture in the production process. The objectives of National Cooperative Highway Research Program (NCHRP) Project 9-49 were to (1) assess whether WMA technologies adversely affect the moisture susceptibility of asphalt pavements and (2) develop guidelines for identifying and limiting moisture susceptibility in WMA pavements. The research was conducted through coordinated laboratory and field experiments that investigated the potential for moisture susceptibility in WMA compared to hot mix asphalt (HMA). Design of the experiments was guided by a survey of the state departments of transportation and industry on WMA pavement construction and performance. The survey identified no instances of moisture damage to WMA pavements in service through 2010. This negative finding is supported by the results of recently completed NCHRP Project 9-47A, which conducted intensive evaluations of WMA pavements constructed across the United States between 2006 and 2011. Project 9-49 then focused on development of guidelines for WMA mix design and quality control to identify and minimize any possibility of moisture susceptibility. The laboratory experiments evaluated (1) laboratory-conditioning protocols for WMA before moisture susceptibility testing, (2) the ability of standard test methods to detect moisture susceptibility of WMA, and (3) potential differences in WMA moisture susceptibility measured on laboratory-mixed and -compacted specimens; plant-mixed, laboratory-compacted specimens; and plant-mixed, field-compacted cores. The guidelines are presented in the form of a workflow of conditioning protocols and standard test methods that first assess the potential moisture susceptibility of a WMA mix design or field mixture and then recommend remedies to minimize such susceptibility. Specific test thresholds in the guidelines are based on the results of testing of WMA from field projects in Iowa, Montana, New Mexico, and Texas. This report fully documents the research and includes the following Appendixes: Appendix A, Laboratory Conditioning Experiment; Appendix B, Moisture Conditioning Experiment; Appendix C, Performance Evolution Experiment; Appendix D, Construction Reports and Performance of Field Projects; Appendix E, Mixture Volumetrics; Appendix F, Proposed Draft Revisions to the Appendix to AASHTO R 35; Appendix G, Future Work Plan to Evaluate Moisture Susceptibility of HMA and WMA; and Appendix H, Statistical Results. Appendix F is included herein. Appendixes A?E, G, and H are available on the TRB website.
(108 pages)

CONTENTS

- Summary
- Background
- Research approach
- Findings and applications
- Findings, discussion and guidelines, and suggested research

This report is available for free download (2.0 MB PDF):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_763.pdf

Research Digest

Item 3

Recommended bicycle lane widths for various roadway characteristics

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 766 • 2014

"This report presents recommendations for bicycle lane widths for various roadway and traffic characteristics, including traffic volume, vehicle mix (i.e., percent trucks), land width and/or total roadway width, and presence/absence of on-street parking." -- Foreword.

(64 pages)

CONTENTS

- Introduction
- Summary of literature review and design guidelines
- Observational field studies
- Supplemental grade study
- Design guidance
- Conclusions and future research

This report is available for free download:

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_766.pdf

Item 4

Measuring and Removing Dissolved Metals from Stormwater in Highly Urbanized Areas

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 767 • 2014

TRB's National Cooperative Highway Research Program (NCHRP) Report 767: Measuring and Removing Dissolved Metals from Stormwater in Highly Urbanized Areas presents prototype best management practices (BMPs) for the removal of dissolved metals in stormwater runoff. The report presents three conceptual configurations in detail: two vault system configurations for urban and rural settings, and an inlet scupper with media for bridge deck drainage systems. The report also includes standard protocols to accurately measure the levels of dissolved metals in stormwater. Practical guidance on the use of these protocols is provided in an appendix to the final report. The report is accompanied by an Excel spreadsheet on CD designed to assist in sizing the filter bed in the vaults and the bridge deck inlet scupper. The CD is also available for download from TRB's website as an ISO image. Links to the ISO image and instructions for burning a CD from an ISO image are provided below.

(169 pages; 11.1 MB)

- Accompanying CD-ROM contains "BMP Sizing and Life Cycle Cost Tool: Supplement to NCHRP Report 767"

This report is available for free download (4.0 PDF):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_767.pdf

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Item 5

Guide to Accelerating New Technology Adoption through Directed Technology Transfer

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 768 • 2014

"NCHRP 768 presents a framework and guidance on how to use technology transfer to guide and accelerate innovation within a state department of transportation (DOT) or other such agency. The guidance will be helpful for agency personnel with any level of experience in adoption of new technology. The guide includes illustrative examples of innovations in organization and policy as well as design, materials, and operations." --Foreword
(96 pages)

CONTENTS

- Chapter 1. Background
- Chapter 2. Address Societal and Legal Issues
- Chapter 3. Have an Effective Champion
- Chapter 4. Engage Decision Makers
- Chapter 5. Develop a T² Plan
- Chapter 6. Identify, Inform, and Engage Stakeholders
- Chapter 7. Identify and Secure Resources
- Chapter 8. Conduct Demonstrations/Showcases
- Chapter 9. Educate, Inform, and Provide Technical Assistance
- Chapter 10. Evaluate Progress
- Chapter 11. Reach Deployment Decision
- References
- Glossary
- Appendix A. Guided T² Checklist
- Appendix B. Suggested Readings on T²

This report is available for free download (3.4 MB):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_768.pdf

Item 6

A guide for public transportation pandemic planning and response

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 769 • 2014

"A pandemic can be described as a global disease outbreak. Depending on the characteristics of the disease, it may spread easily, there is little or no immunity to the disease, no vaccine is available, and there is a high rate of people getting sick and/or dying. Pandemics cause significant absenteeism, change patterns of commerce, have limited immediate medical solutions, and interrupt supply chains. Addressing decision-making challenges in pandemic response in the transportation context is a multi-dimensional task, involving not only transportation/transit organizations, but health organizations, emergency management agencies, and communications outlets as well. This guide is designed to outline broad guidance on dealing with pandemic preparedness planning, not detailed procedures. It provides information, tools, tips, and guidance on where to find up-to-date recommendations from federal agencies and other resources, prior to and during a pandemic. Under NCHRP Project 20-59(44), Abt Associates was asked to develop a pandemic planning guide for use by all transit agencies with emphasis on (a) small urban and rural transit agencies; (b) human service transportation providers; and (c) the state DOTs that provide oversight for grant recipients in both categories. The project team undertook a multi-media, phased approach to gather information to develop the guide. First, they conducted a literature review of publications, websites, and other information posted by transportation, health, and other relevant agencies. Next, they developed and issued a survey to gather information on the extent to which pandemic planning is occurring; the level of interagency collaboration taking place for transportation pandemic planning; policies and procedures to continue transportation operations in a pandemic; and barriers to pandemic planning. The survey and initial interviews targeted relevant local, state, and regional agencies with emergency management and response responsibilities; transportation managers; state transportation agency personnel; and other entities with a role in transportation planning and response in a pandemic. The survey and interviews were aimed at not only the rural and small urban transit systems but also larger organizations to assist in identifying key issues and current practices"--Foreword
(56 pages)

CONTENTS

- Introduction
- How prepared is an organization for a pandemic?
- Decision making and partnerships
- Preventing the spread of disease
- Providing services during a pandemic
- Workforce
- Crisis and Emergency risk communication

This report is available for free download (2.1 MB):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_769.pdf

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Item 7

Applying GPS Data to Understand Travel Behavior. Volume II, Guidelines

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 775 v.2 • 2014

"Report 775: Applying GPS Data to Understand Travel Behavior, Volume II: Guidelines is designed to help in using of multiple sources of Global Positioning System (GPS) data to understand travel behavior and activity. The guidelines are intended to provide a jump-start for processing GPS data for travel behavior purposes and provide key information elements that practitioners should consider when using GPS data. NCHRP Report 775, Volume I describes the research process that was used to develop the guidelines." -- Publisher's note.

(48 pages)

CONTENTS

- Chapter 1. Literature Review and Industry Assessment
- Chapter 2. Summary of Best Data Sources and Methods to Test
- Chapter 3. Methods Evaluation

This report is available for free download:

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_775v2.pdf

Item 8

A Guide to Regional Transportation Planning for Disasters, Emergencies, and Significant Events

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Report 777 • 2014

NCHRP Report 777... helps transportation stakeholders in the public and private sectors, as well as non-transportation stakeholders, such as emergency managers and first responders, better understand transportation's important role in planning for multijurisdictional disasters, emergencies, and major events. The guide sets out foundational planning principles and uses examples, case studies, tips, tools, and suggested strategies to illustrate their implementation." -- Foreword.

(150 pages)

CONTENTS

- Summary
- Section 1. Background
- Section 2. Principles
- Section 3. Case Studies
- Section 4. Tools
- Section 5. Additional Information

This report is available for free download (3.7 MB):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_777.pdf

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Item 9

Implementation of the AASHTO Mechanistic-Empirical Pavement Design Guide and Software

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Synthesis 457 • 2014

In 2008, the American Association of State Highway and Transportation Officials published the Mechanistic-Empirical Pavement Design Guide: A Manual of Practice (MEPDG) and released the first version of the accompanying software program, AASHTOWare Pavement ME Design™ (formerly DARWin-ME) in 2011. The MEPDG and accompanying software are based on mechanistic-empirical (ME) principles and are a significant departure from the previous empirically based AASHTO pavement design procedures. This synthesis documents the experience of transportation agencies in the implementation of the MEPDG and the software. Information used in this study was gathered through a literature review and a survey of state departments of transportation and Canadian provincial transportation agencies. Follow-up interviews with selected agencies provided additional information.

(71 pages)

CONTENTS

- Summary
- Introduction
- Mechanistic-Empirical Pavement Design Guide and AASHTOWare Pavement ME Design (TM)

Software Overview

- Survey of Agency Pavement Design Practices
- Common Elements of Agency Implementation Plans
- Case Examples of Agency Implementation
- Conclusions

This report is available for free download (1.2 MB):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_syn_457.pdf

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Item 10

Managing Longitudinal Utility Installations on Controlled Access Highway Right-of-Way

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Synthesis 462 • 2014

"It is in the public interest for utility facilities to be accommodated on highway right-of-way (ROW) when such use and occupancy does not adversely affect highway or traffic safety, or otherwise impair the highway or its aesthetic quality, and does not conflict with the provisions of Federal, State or local laws or regulations. Consequently, there are many utilities on the ROW and space to accommodate them is limited. It is therefore more important than ever for State Departments of Transportation (DOTs) to manage utilities on the ROW, especially controlled access ROW, which recently has been opened to longitudinal installations in many states. Management options may include providing corridors in which utilities must be placed and acquiring sufficient ROW for these utility corridors. A utility corridor is a specified zone within the ROW where multiple utilities are required to be located by agency policy or practice. The objective of this study is to determine best practices for managing utilities on controlled access highway ROW." -- Project information.

(59 pages)

CONTENTS

- Summary
- Chapter 1. Introduction
- Chapter 2. Strategies for Managing Utilities on Controlled Access Right-of-Way
- Chapter 3. Stakeholder Recommendations Exemplary Practices and Implementation Experiences
- Chapter 4. Conclusions

This report is available for free download (1.9 MB):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_syn_462.pdf

Item 11

Permanent Signs Mounted on Median Barriers

TRANSPORTATION RESEARCH BOARD (TRB)

NCHRP Synthesis 465 • 2014

"This report compiles and documents information regarding the current state of practice for mounting permanent signs on top of rigid median barriers throughout the United States." -- Preface.

(36 pages)

CONTENTS

- Summary
- Chapter 1. Introduction
- Chapter 2. Sign and Barrier Design Criteria and Guidelines
- Chapter 3. Existing Sign and Barrier Combinations
- Chapter 4. Testing and Research
- Chapter 5. Conclusions and Research Needs

This report is available for free download (1.5 MB):

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_syn_465.pdf

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Item 12

Guide to identifying and reducing workforce fatigue in rapid renewal projects

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

SHRP2 Report S2-R03-RR-2 • 2014

"This guide, *Guide to Identifying and Reducing Workforce Fatigue in Rapid Renewal Projects*, describes a 3-year research project and results performed as SHRP 2 Project R03. The research scope involved studying factors associated with workforce fatigue and stress in the rapid renewal environment and the risks to worker safety and construction productivity. The study team developed an integrated fatigue management toolkit, including work scheduling and work practice guidance based on fatigue models, organizational practice guidance, fatigue management reference material, and training materials for managers and workers. This suite of products was prepared with the goal of integrating applicable components into existing safety management systems for highway projects, thereby reducing fatigue risk and increasing safety. Worker and manager fatigue is a problem on highway construction projects and is exacerbated by the rapid renewal or accelerated construction practices that involve longer shifts, night work, and weekend closures. This problem is widely acknowledged by both management and labor, although current methods that address fatigue tend to be informal and are widely variable. Working conditions associated with rapid renewal approaches include conducting work during off-peak hours, continuous weekend construction, extended nighttime operations, and conducting work in zones adjacent to traffic. Fatigue countermeasures and their effectiveness have been studied extensively and are already practiced in other industries. Countermeasures include strategic management interventions (e.g., fatigue training, work scheduling aids, incident reporting) as well as individual interventions (e.g., sleep hygiene, napping, appropriate use of caffeine, self-monitoring, and peer-monitoring). A comprehensive description of factors contributing to workforce fatigue and stress in the rapid renewal environment was developed as part of this study. These factors were examined in a range of scenarios and in the ways in which different segments of the highway construction workforce are affected"--Foreword.

(xii, 58 pages)

CONTENTS

- Introduction
- Organizational practices guidance
- Technical reference material
- Fatigue risk management schedule guidance and work practices

This report is available for free download (1.6 MB):

<http://onlinepubs.trb.org/onlinepubs/shrp2/SHRP2-S2-R03-RR-2.pdf>

Item 13

Performance Specifications for Rapid Highway Renewal

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

SHRP2 Report S2-R07-RR-1 • 2014

"The majority of specifications used by state departments of transportation (DOTs) attempt to describe how a construction contractor should conduct certain operations using minimum standards of equipment and materials. These prescriptive specifications, commonly known as method specifications, have generally worked well in the past. However, with changes in the technology and the emphasis on providing more rapid solutions, more innovative specifications may be required in the future. Performance specifications can be used as a communication tool that translates the owner's performance requirements into language that will allow the contracting industry to understand, plan, and build the project to meet the requirements. Over the past decades many transportation agencies have experienced workforce reductions, thus diminishing the level of experience and number of engineers and inspectors. These demands have caused some agencies to experiment with the use of performance specifications in an effort to meet both the initial quality and long-term durability needs of the constructed products. Performance specifications have been used successfully on a project-by-project basis, but a general framework is needed to help agencies use performance specifications systematically. This report and the associated materials provide a framework that state DOTs can use to develop performance specifications; they include sample specifications language and implementation guidelines for both managers and specification writers." --Foreword
(143 pages)

CONTENTS

- Introduction
- Research Methodology
- Findings
- Summary and Conclusions

This report is available for free download (14.3 MB):

http://onlinepubs.trb.org/onlinepubs/shrp2/SHRP2_S2-R07-RR-1.pdf

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Item 14

Strategies for implementing performance specifications: guide for executives and project managers

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

SHRP2 Report S2-R07-RR-2 • 2014

"The majority of specifications used by state departments of transportation (DOTs) attempt to describe how a construction contractor should conduct certain operations using minimum standards of equipment and materials. These prescriptive specifications, commonly known as method specifications, have generally worked well in the past. However, with changes in the technology and the emphasis on providing more rapid solutions, more innovative specifications may be required in the future. Performance specifications can be used as a communication tool that translates the owner's performance requirements into language that will allow the contracting industry to understand, plan, and build the project to meet the requirements. Over the past decades many transportation agencies have experienced workforce reductions, thus diminishing the level of experience and number of engineers and inspectors. These demands have caused some agencies to experiment with the use of performance specifications in an effort to meet both the initial quality and long-term durability needs of the constructed products. Performance specifications have been used successfully on a project-by-project basis, but a general framework is needed to help agencies use performance specifications systematically. This report and the associated materials provide a framework that state DOTs can use to develop performance specifications; they include sample specifications language and implementation guidelines for both managers and specification writers. The objective of this project was to develop performance specifications and strategies to accelerate construction, minimize disruption to traffic and community, and produce long-life facilities in the interest of rapid renewal. The final report documents the methodology used to create the products that were developed as part of the project. The products of the research include (1) guide performance specifications for different application areas and contracting mechanisms, which agencies can tailor to address project-specific requirements; (2) an implementation guide for executives and decision makers, which presents a broad overview of the benefits and challenges associated with implementing performance specifications; and (3) a step-by-step "how to" guide for specification writers for developing performance specifications and using the model performance specifications that were developed as part of this project. The report, supporting guidelines, and model guide specifications will be useful to state DOTs, municipal agencies, consultants, and construction contractors. These products provide a starting point for an agency that wants to investigate the use of performance specifications as part of its routine operations."--Foreword.

(xiv, 74 pages)

CONTENTS

- Introduction to performance specifications
- Organizational considerations
- Industry considerations
- Legal perspective of performance specifications
- Deciding to use performance specifications
- Project delivery and procurement considerations

This report is available for free download (Website with report PDF and related publications):

<http://www.trb.org/main/blurbs/169108.aspx>

Research Digest

Item 15

Framework for performance specifications: guide for specification writers

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

SHRP2 Report S2-R07-RR-3 • 2014

"The majority of specifications used by state departments of transportation (DOTs) attempt to describe how a construction contractor should conduct certain operations using minimum standards of equipment and materials. These prescriptive specifications, commonly known as method specifications, have generally worked well in the past. However, with changes in the technology and the emphasis on providing more rapid solutions, more innovative specifications may be required in the future. Performance specifications can be used as a communication tool that translates the owner's performance requirements into language that will allow the contracting industry to understand, plan, and build the project to meet the requirements. Over the past decades many transportation agencies have experienced workforce reductions, thus diminishing the level of experience and number of engineers and inspectors. These demands have caused some agencies to experiment with the use of performance specifications in an effort to meet both the initial quality and long-term durability needs of the constructed products. Performance specifications have been used successfully on a project-by-project basis, but a general framework is needed to help agencies use performance specifications systematically. This guide and the associated materials provide a framework that state DOTs can use to develop performance specifications; they include sample specifications language and implementation guidelines for both managers and specification writers. The objective of this project was to develop performance specifications and strategies to accelerate construction, minimize disruption to traffic and community, and produce long-life facilities in the interest of rapid renewal. The final report documents the methodology used to create the products that were developed as part of the project. The products of the research include (1) guide performance specifications for different application areas and contracting mechanisms, which agencies can tailor to address project-specific requirements; (2) an implementation guide for executives and decision makers, which presents a broad overview of the benefits and challenges associated with implementing performance specifications; and (3) a guide for specification writers, which provides a step-by-step "how-to" guide for developing performance specifications and using the model performance specifications that were developed as part of this project. The report, supporting guidelines, and model guide specifications will be useful to state DOTs, municipal agencies, consultants, and construction contractors. These products provide a starting point for an agency that wants to investigate the use of performance specifications as part of its routine operations"--Foreword.
(xiv, 74 pages)

CONTENTS

- Introduction to performance specifications
- Developing performance specifications
- Overview of guide performance specifications

This report is available for free download (4.1 MB):

<http://onlinepubs.trb.org/onlinepubs/shrp2/SHRP2-S2-R07-RR-3.pdf>

Research Digest

Item 16

Strategy Guide to Enable and Promote the Use of Fixed-Route Transit by People with Disabilities

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

TCRP Report 163 • 2014

TCRP Report 163: Strategy Guide to Enable and Promote the Use of Fixed-Route Transit by People with Disabilities is designed to help transit agencies fulfill the primary goals of the Americans with Disabilities Act of 1990 (ADA) by making mainstream fixed-route bus and rail systems accessible to and usable by individuals with disabilities. The focus of the Strategy Guide is to offer guidance on providing public services in the most integrated setting possible." -- Publisher's note.

(184 pages)

CONTENTS

- Summary
- Chapter 1. Introduction and Suggested Strategies
- Chapter 2. Current Use of Transit Service by People with Disabilities
- Chapter 3. Getting Started: Understanding Current Use of Transit Services and Creating a System-wide Policy
 - Chapter 4. Operating Accessible and Usable Fixed-Route Transit Services
 - Chapter 5. Accessible Bus Stops and Pedestrian Infrastructures
 - Chapter 6. Marketing, Public Information, Trip Planning, and Travel Training
 - Chapter 7. Fare Incentive Program
 - Chapter 8. Alternative Transit Service Design
 - Chapter 9. ADA Paratransit Eligibility Determinations

This report is available for free download:

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_163.pdf

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Item 17

Community Tools to Improve Transportation Options for Veterans, Military Service Members, and Their Families

TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

TCRP Report 164 • 2013

This report provides guidance and tools for assessing transportation needs of veterans, service members, and their families and for improving public transit, specialized transportation, volunteer services, and other local transportation options to meet those needs. The report begins with foundational information on community transportation services and initiatives currently available for veterans, service members, and their families. Subsequent chapters guide readers through an organized process for improving transportation options, building on the framework of coordination. The chapters address concepts and requirements for improving existing transportation services and for implementing new transportation options. Chapter topics include: leadership, outreach, planning, coordination and mobility management, services, business practices, communication, and evaluation. Most of the chapters conclude with ?tools? appropriate to the chapter?s topic as well as a list of additional resources, suggesting reports and websites that offer more information.

(220 pages)

CONTENTS

- Chapter 1. Introduction: Why This Resource with Community Tools
- Chapter 2. Current Transportation for Veterans and Service Members: What's There Now?
- Chapter 3. Leadership: Who's in Charge?
- Chapter 4. Outreach: Getting the Right People to the Table
- Chapter 5. Planning: What Do We Do Now?
- Chapter 6. Coordination and Mobility Management: Start with What You Have
- Chapter 7. Services: We're On the Road Now!
- Chapter 8. Business Practices: Let's Make a Deal
- Chapter 9. Communication: Can You Hear Me Now?
- Chapter 10. Evaluation: How Are We Doing?

This report is available for free download (8.1 MB):

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_164.pdf