

## Contents

|                                                      |    |
|------------------------------------------------------|----|
| Overview of Existing Services .....                  | 1  |
| Fixed Route Services .....                           | 1  |
| Dial-A-Ride and Other Services .....                 | 3  |
| Key Destinations.....                                | 3  |
| Employment and Commuting Patterns.....               | 3  |
| Employers.....                                       | 3  |
| Commuting Patterns .....                             | 5  |
| Demographic Overview.....                            | 8  |
| Population Density.....                              | 8  |
| Market Segments and Transit Propensity .....         | 10 |
| Regional Forum Comments .....                        | 14 |
| Service Gaps and Challenges .....                    | 14 |
| Other Comments.....                                  | 16 |
| Potential Solutions.....                             | 16 |
| Comments from the Addison County E&D Committee ..... | 17 |
| MetroQuest Responses .....                           | 18 |
| Summary of Transit Service Gaps and Needs.....       | 18 |
| Geographic Service Gaps .....                        | 18 |
| Temporal Service Gaps.....                           | 19 |
| Gaps for Specific Rider Groups/Trip Types .....      | 19 |
| Other Gaps.....                                      | 19 |
| Transit Market Segments .....                        | 20 |
| Size of Market Segments .....                        | 20 |
| Impacts of Service Gaps on Market Segments .....     | 20 |

## List of Figures

|                                                                                                                            |    |
|----------------------------------------------------------------------------------------------------------------------------|----|
| Figure 1: Transit Services in Addison County.....                                                                          | 2  |
| Figure 2: Employers in Addison County.....                                                                                 | 4  |
| Figure 3: Daily Commuters to Middlebury.....                                                                               | 6  |
| Figure 4: Daily Commuters to Burlington Area from Addison County.....                                                      | 7  |
| Figure 5: Population Density in Addison County, 2017 .....                                                                 | 9  |
| Figure 6: Number and Percentage of Adults Age 80 and Over in Addison County<br>Communities, 2012-2016.....                 | 11 |
| Figure 7: Number and Percentage of People with Disabilities in Addison County<br>Communities, 2012-2016.....               | 12 |
| Figure 8: Number and Percentage of Households with Limited Auto Ownership in<br>Addison County Communities, 2012-2016..... | 13 |
| Figure 9: Transit Propensity Index, Addison County .....                                                                   | 15 |



## TRANSIT SERVICE GAPS AND NEEDS

Transit service gaps and needs in Addison County are discussed below. Planning for the Addison County region is conducted by the Addison County Regional Planning Commission (ACRPC).

### Overview of Existing Services

#### Fixed Route Services

As shown in Figure 1, Addison County Transit Resources (ACTR), part of Tri-Valley Transit (TVT), operates local fixed route shuttles within and between Addison County communities and commuter fixed routes that provide connections to Rutland and Burlington.

The Middlebury Shuttle Bus (MSB) includes five routes that focus on key destinations and the Route 7 corridor. Service is generally available from about 7:00 a.m. to 7:00 p.m. on weekdays, and from 9:00 a.m. to 5:00 p.m. on Saturdays. Service runs every 30 minutes during peak times on weekdays and every 60 minutes during non-peak periods. Saturday service operates on an hourly basis. All MSB service is fare-free.

The Tri-Town Shuttle Bus (TTSB) connects the towns of Bristol and Vergennes with Middlebury on separate routes. Service between Bristol and Vergennes is also provided. Both routes provide 12-13 hours of service on weekdays, with a service interval of roughly 70 minutes.

Seasonal service is provided between Middlebury and the Middlebury College Snow Bowl through East Middlebury on the Snow Bowl Shuttle Bus. Service is concentrated in ski season months of December through mid-March. Limited Thursday and Friday service is provided in spring and fall months.

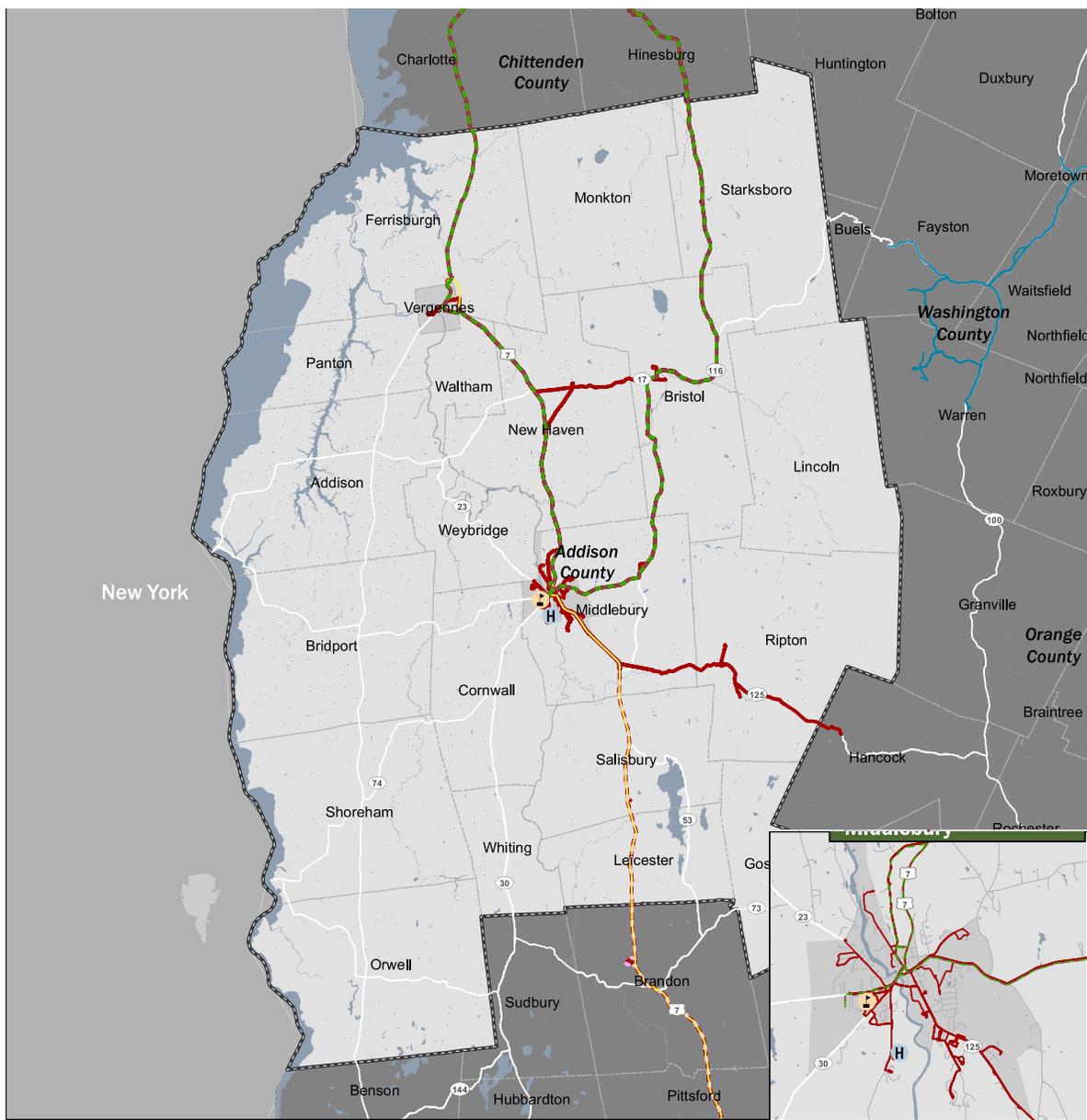
ACTR operates three regional routes jointly with Marble Valley Regional Transit District (MVRTD) and Green Mountain Transit (GMT):

- ▶ The Rutland Connector operates between Middlebury and Rutland from roughly 5:30 a.m. to 6:30 p.m. on weekdays and from 9:30 a.m. to 7:00 p.m. on Saturdays. Three round trips operate on weekdays; two on Saturdays. ACTR volunteer drivers provide rides, when arranged in advance, from Bristol to Middlebury on weekday mornings to enable riders to catch the first two trips on the Rutland Connector. ACTR and MVRTD share operation of the route.
- ▶ The 116 Commuter operates between Middlebury and Burlington on weekdays. ACTR operates one round trip in the morning and afternoon; GMT supplements each trip with additional service at stops in the Burlington-Hinesburg corridor. Individuals arriving back in Middlebury on the last 116 Commuter trip may arrange trips (in advance) from there to Rutland, along the Rutland Connector corridor, with ACTR volunteer drivers.
- ▶ GMT operates two round trips in the morning and two round trips in the afternoon on weekdays between Middlebury and Burlington on the Burlington-Middlebury LINK. ACTR operates two round trips in the morning and one round trip in the afternoon on Saturdays, serving slightly fewer stops in the Burlington area. Riders arriving in Middlebury on the two evening LINK trips from Burlington may arrange trips in advance with ACTR volunteer drivers to locations along the Rutland Connector route.

Deviations up to  $\frac{1}{4}$  -  $\frac{1}{2}$  mile, depending on the route, may be arranged in advance on ACTR's local shuttle routes, the Rutland Connector, and the Burlington LINK for individuals who cannot travel to a bus stop. No deviations are available on the 116 Commuter.



Figure 1: Transit Services in Addison County



## Dial-A-Ride and Other Services

ACTR's Dial-A-Ride service offers rides to Addison County residents who are age 60 and older and/or have a disability and eligible clients of a number of human service agencies and programs, including Medicaid, the Vermont Department of Families and Children's Reach-Up program, and senior meals programs. Volunteer drives also deliver Meals on Wheels. Service for county residents who meet age and/or eligibility criteria is supported by ACTR's partners in the Vermont Elders and Persons with Disabilities (E&D) program, including Age Well, Home Health and Hospice, and the Counseling Service of Addison County.

Human service agencies in Addison County that operate vans, coordinate volunteer drivers, or assist with taxi trips for clients include:

- ▶ Addison County Parent Child Center (Head Start)
- ▶ Addison County Project Independence
- ▶ Vermont Association for the Blind and Visually Impaired
- ▶ Elderly Services Inc.

Private providers that serve Addison County include:

- ▶ Vermont Translines, which makes one stop per day in Middlebury on its Burlington—Albany route
- ▶ Middlebury Transit (taxi company)
- ▶ Bet-Cha Transit (school transportation)

## Key Destinations

Retail areas (including supermarkets), health care facilities, colleges and universities, and human service agency offices are primarily located in the following communities:

- ▶ Middlebury
- ▶ Bristol
- ▶ Vergennes

Some of those key destinations are shown in Figure 1 (more detail can be found on the route maps posted on the ACTR website, <https://actr-vt.org/>). ACTR bus routes serve many local and regional destinations.

## Employment and Commuting Patterns

### Employers

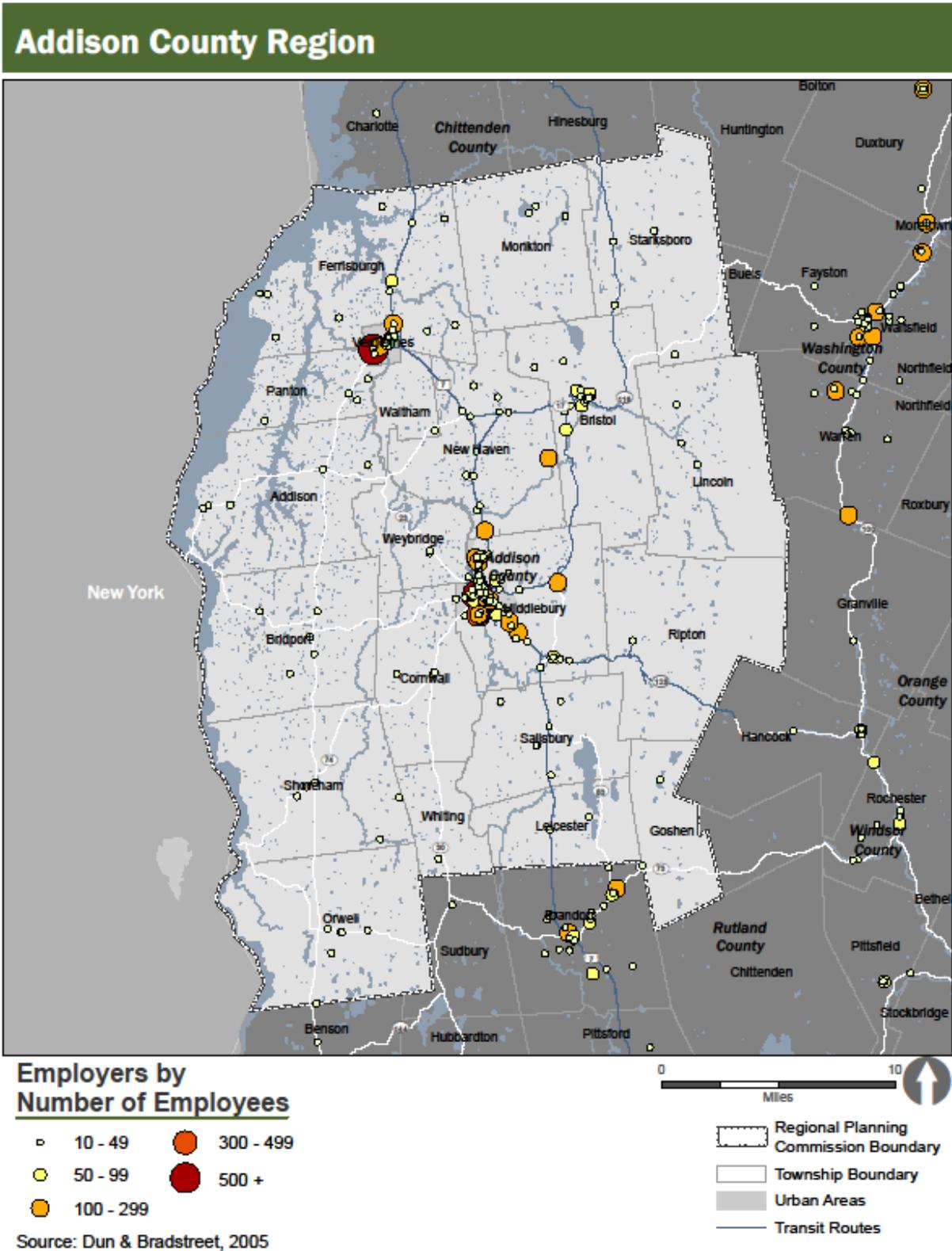
Figure 2 shows the location of employers of various sizes in the county.

The highest concentration of employers is in and around Middlebury and Vergennes, where many of the largest employers, with 100 or more employees, are located. Smaller employers, with fewer than 100 employees, are scattered throughout the county.

The only large employer that may not be served by an ACTR route is located in New Haven. The 116 Commuter seems to operate close to that location but may not provide direct service.



Figure 2: Employers in Addison County



## Commuting Patterns

Table 1 presents an overview of where Addison County residents work and where individuals who are employed in Addison County live.

Table 1: Employment in Addison County, 2015

| Employment                                          | Number | Percent of Total Addison County Employment | Percent of Total Employed Addison County Residents |
|-----------------------------------------------------|--------|--------------------------------------------|----------------------------------------------------|
| <b>Workers in Addison County</b>                    |        |                                            |                                                    |
| Total Employees in Addison County                   | 13,930 | 100%                                       |                                                    |
| Addison County Residents Employed in Addison County | 8,842  | 63%                                        |                                                    |
| Residents of Other Areas Working in Addison County  | 5,088  | 37%                                        |                                                    |
| Residents of Other Vermont Counties                 | 4,047  | 29%                                        |                                                    |
| Residents of Other States                           | 1,041  | 7%                                         |                                                    |
| <b>Residents of Addison County</b>                  |        |                                            |                                                    |
| Total Employed Addison County Residents             | 16,866 |                                            | 100%                                               |
| Addison County Residents Employed in Addison County | 8,842  |                                            | 52%                                                |
| Addison County Residents Employed in Other Areas    | 8,024  |                                            | 48%                                                |
| Working in Other Vermont Counties                   | 6,952  |                                            | 41%                                                |
| Working in Other States                             | 1,072  |                                            | 6%                                                 |

Source: U.S. Census, Longitudinal Employer-Household Dynamics, 2015

Over 60% of those working in Addison County also live in the county. Of the 37% of employees in the county, the majority live in other Vermont counties—mainly Chittenden and Rutland counties, but also in a number of other counties, as well as in Essex County, New York. Workers also come to Addison County from other parts of New York, New Hampshire, Massachusetts, Connecticut, and other states.

Just over half of the employed residents of Addison County work in the county. The majority of those who live in the Addison County and are employed elsewhere work in other Vermont counties, primarily Chittenden, Rutland, Washington, and Windsor counties, among others. Addison County residents also work in New York, New Hampshire, Massachusetts, and other states.

Figure 3 illustrates the daily commuting travel flows into Middlebury at the town level.

As shown in Figure 3, most commuters to Middlebury are from Addison County communities. The primary origin of these commute trips is Middlebury itself, with over 2,000 trips per day, but over 200 work trips per day to Middlebury originate in the towns of Bristol, New Haven, Salisbury, Brandon, and Addison. Significant numbers of commute trips to Middlebury also originate in the Burlington area, New York state, and Rutland County. Commuters travel from many other towns to Middlebury, but in smaller numbers.

Figure 4 shows daily commuting trips to the core of Chittenden County from Addison County towns. Most commuters who travel to the Burlington area from Addison County come from Middlebury and the northern communities of Fernsborough, Monkton, Starksboro, and Bristol.



Figure 3: Daily Commuters to Middlebury

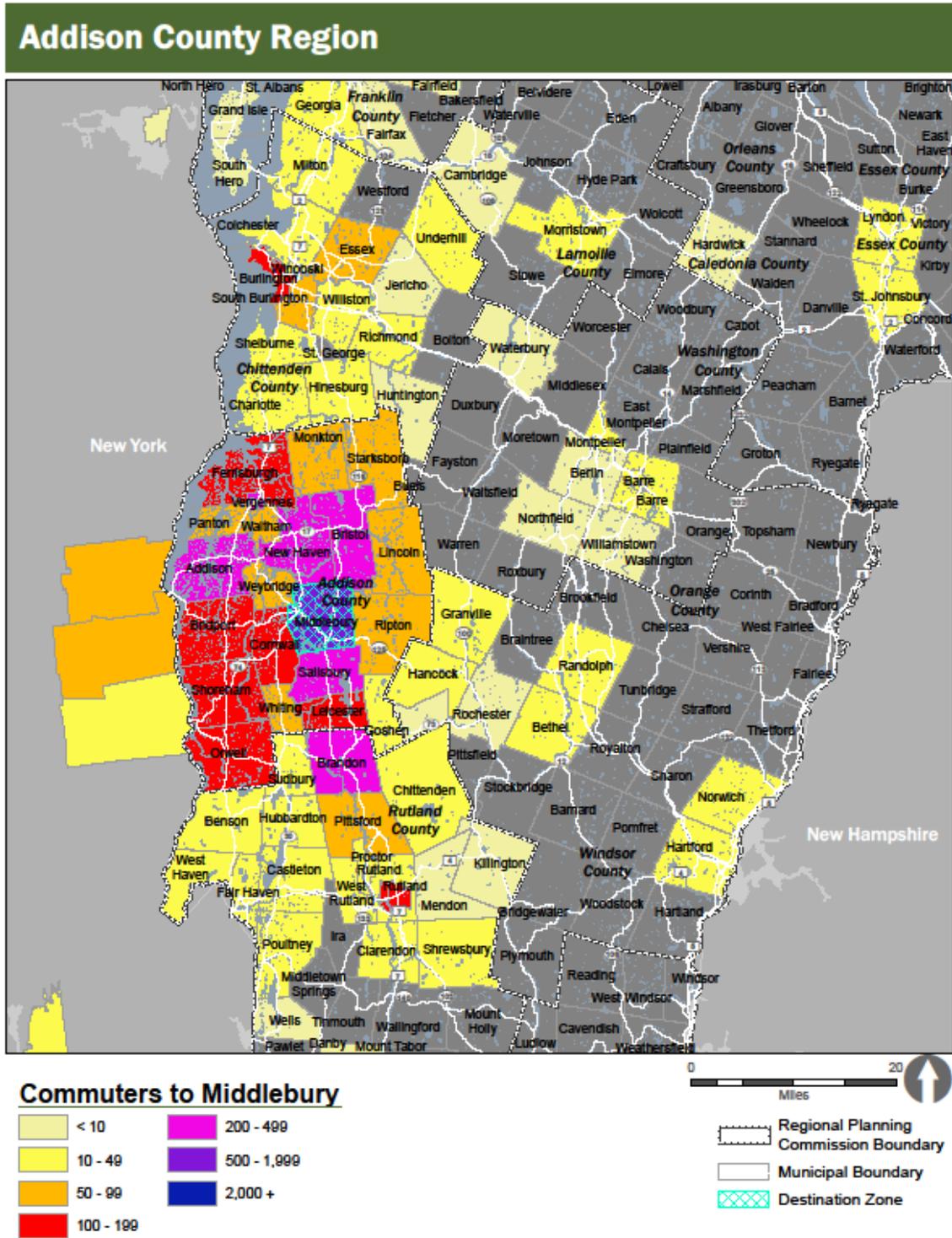
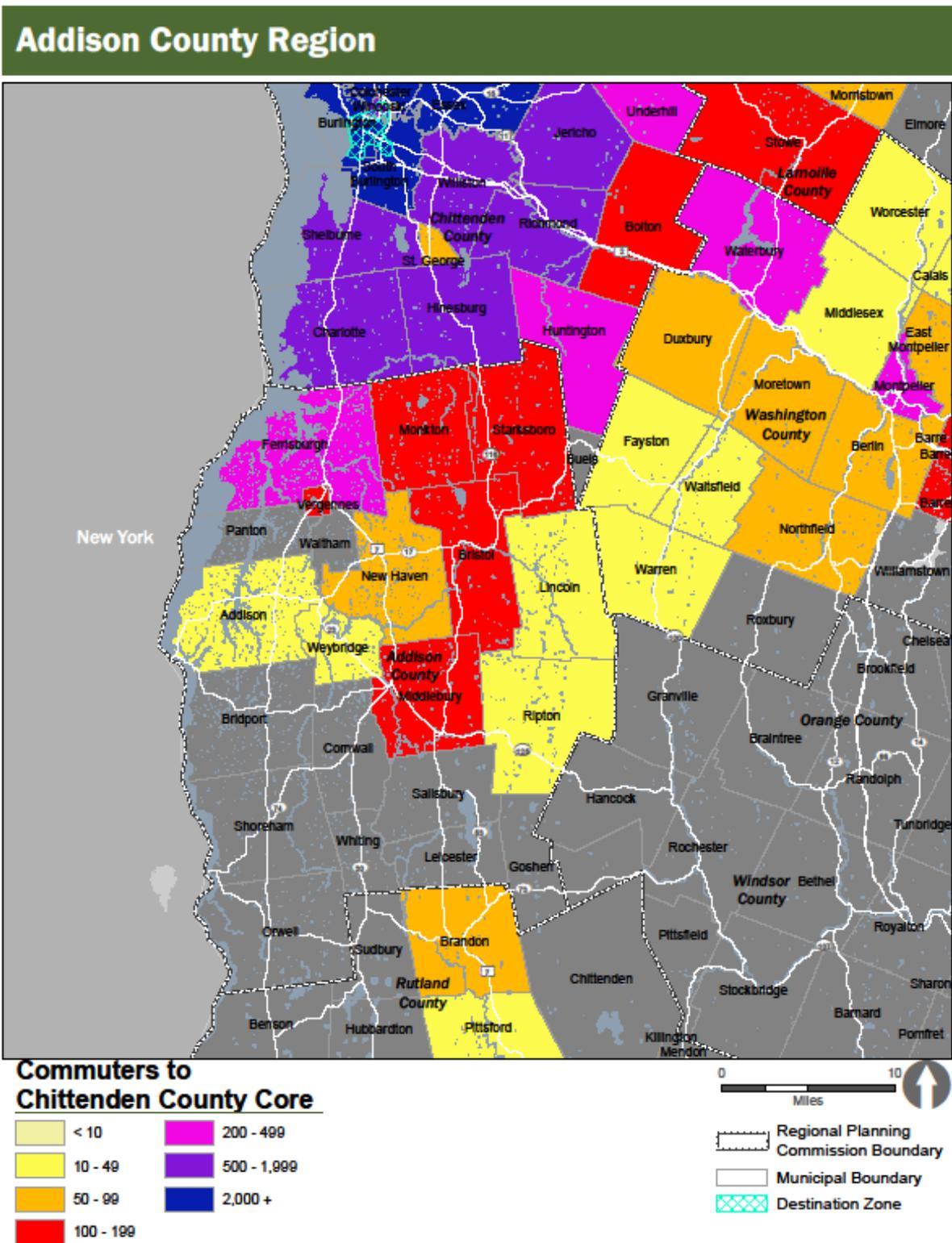


Figure 4: Daily Commuters to Burlington Area from Addison County



## Demographic Overview

This section presents an overview of the demographic characteristics of Addison County and summarizes the location and density of the general population of the county and specific market segments that are likely to need transit service because they cannot or choose not to drive.

Table 2 provides summary demographic characteristics for Addison County as of 2016, compared to Vermont as a whole.

Table 2: Demographic Characteristics of Addison County, 2012-2016

|                                     | Addison County             | Vermont                    |
|-------------------------------------|----------------------------|----------------------------|
| Total population                    | 36,297                     | 626,249                    |
| Population density                  | 54 persons per square mile | 68 persons per square mile |
| Population age 60 and over          | 25%                        | 24%                        |
| Population age 80 and over          | 4%                         | 4.3%                       |
| Residents living below poverty line | 8.6%                       | 11.6%                      |

Source: American Community Survey 5-year Average 2012-2016

Nearly 6% of the state's population in 2016 lived in Addison County. The county is not as densely populated as Vermont overall, at 54 people per square mile. The county has roughly the same percentages of the population over age 60 and over age 80 as the state as a whole, at 25% and 4%, respectively. The percentage of the county's residents living in poverty is smaller than the state overall, at just under 9%. This is the second lowest percentage of impoverished residents among the state's eleven planning regions.

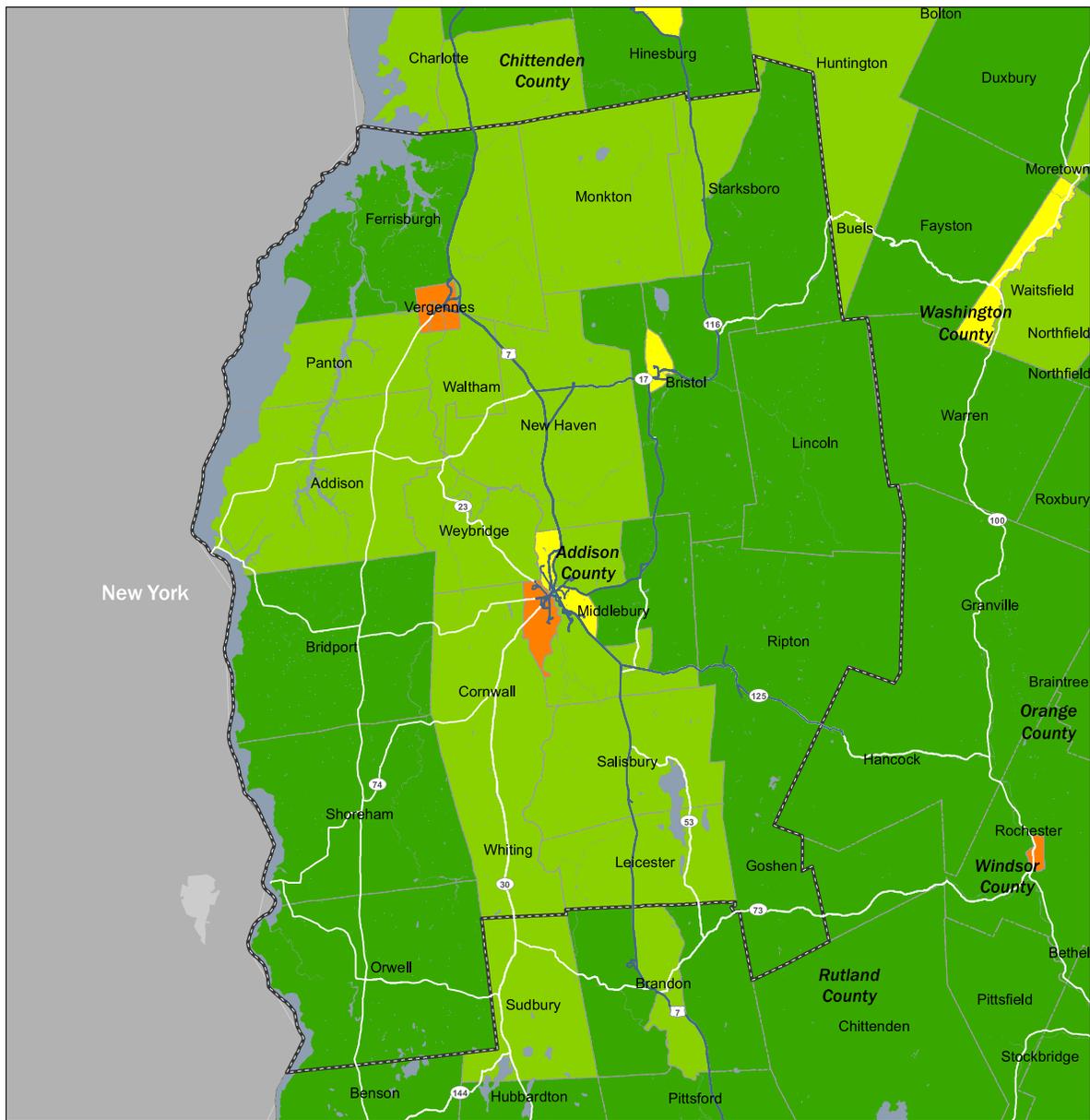
## Population Density

Figure 5 shows the concentration of the population in Addison County. Density is a helpful characteristic to consider in the context of public transportation services because it is one measure of where service, particularly fixed route service, is likely to be needed and cost-effective.

The highest number of residents per square mile is found in the moderately dense communities of Middlebury and Vergennes. Low levels of density are found in Bristol and East Middlebury. The rest of the county is populated at a level of density generally considered to be rural.



Figure 5: Population Density in Addison County, 2017



## Market Segments and Transit Propensity

Groups that are likely to need transit services because they do not drive, for reasons of disability, income, or choice, include older adults, people with disabilities, individuals with limited or no access to a car, and younger adults. Figure 6 through Figure 8 show the number and percentage (as compared to the state average) of individuals in the first three groups at the town level in Rutland County. All data was obtained from the American Community Survey (ACS) 2012-2016 Five-year Estimates.

### *Older Adults*

Figure 6 shows the number and percentage of adults age 80 and over in 2012-2016, as compared to the statewide average, in Addison County communities. The focus in Figure 6 is on this older age group because younger seniors typically continue to drive and because a significant rise in this population is expected in Vermont (and nationwide) in the next 10-20 years.

The highest number of the oldest adults—between 250 and 500 people—live in Middlebury and Vergennes. Adults age 80 and over make up a percentage of the total populations of those towns that is up to twice the statewide average. Very small numbers of individuals over 80 are found in other communities.

### *People with Disabilities*

Figure 7 shows the number and percentage of people with disabilities, as compared to the statewide average, in Addison County communities. Four types of disabilities are included: those associated with hearing, vision, cognition, and working.

The highest number of people with disabilities is found in Middlebury, Vergennes, and Bristol. Between 750 and 1,000 individuals with a disability live in each of those towns, at a percentage of total population that is up to twice the statewide average.

### *Auto Ownership*

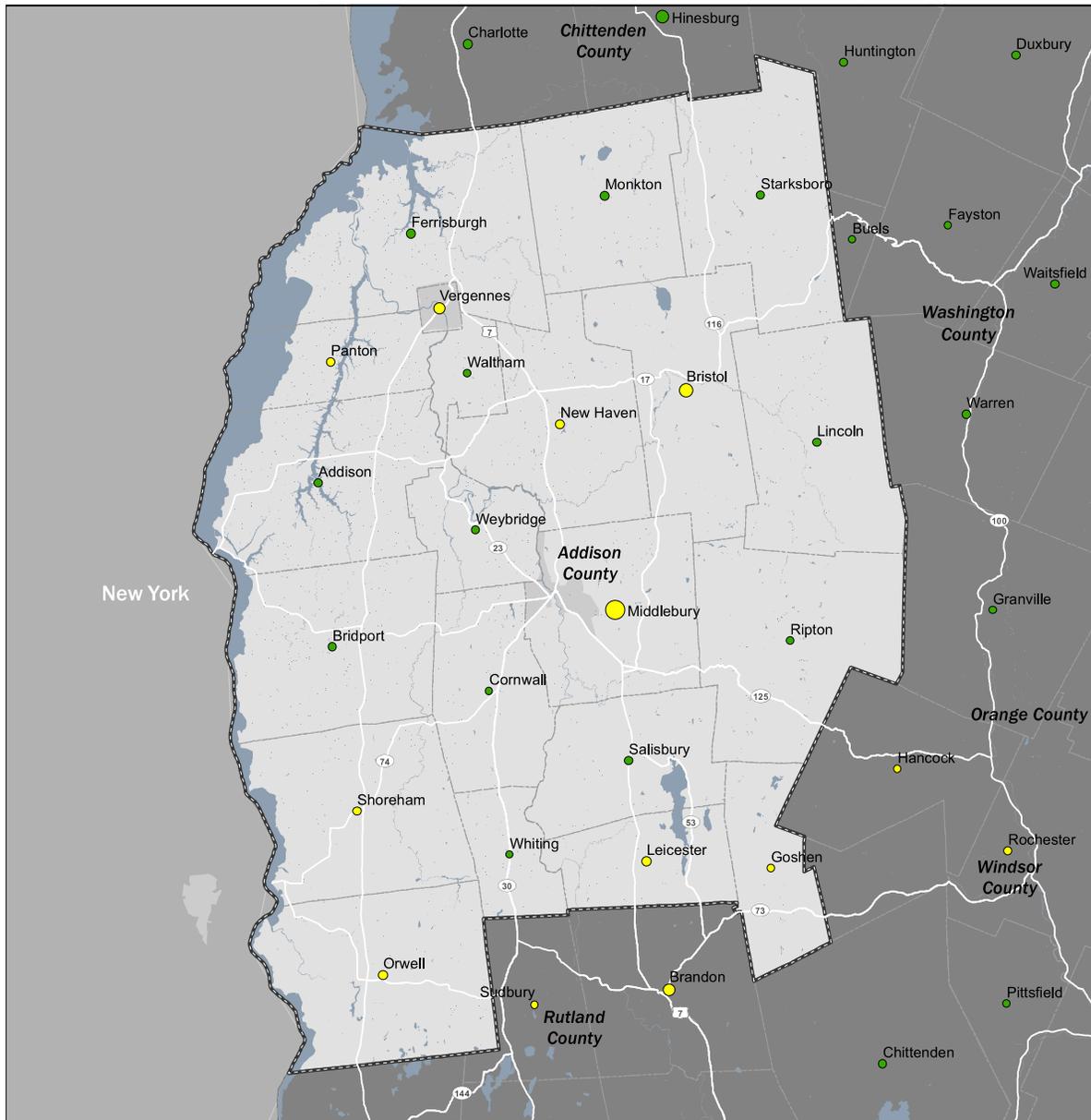
The number and percentage of households in Addison County towns with limited access to an auto in 2012-2016 are shown in Figure 8. Households with one resident and no vehicle and those with two or more members but only one vehicle or no vehicle are included.

The largest number of households with limited auto access are located in Middlebury, Vergennes, and Bristol, between 500 and 1,000 households in each town.





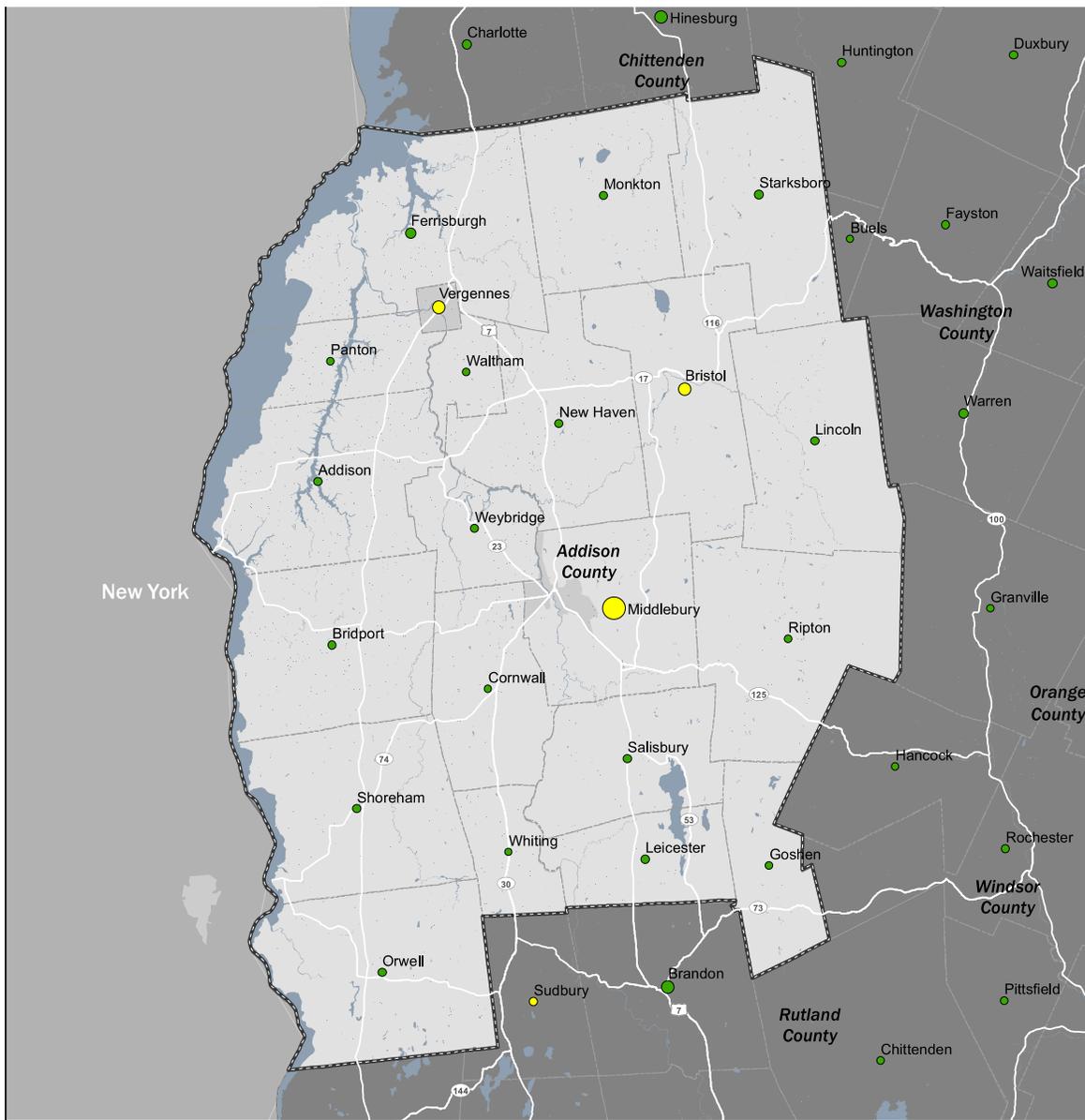
Figure 7: Number and Percentage of People with Disabilities in Addison County Communities, 2012-2016



age  
 ● 1x - 2x Average 750  
 ● 2x - 3x Average 2,250  
 VT Average = 14.0%



Figure 8: Number and Percentage of Households with Limited Auto Ownership in Addison County Communities, 2012-2016



**Total Households with  
1 Person & 0 Cars or  
2+ People & 0-1 Cars**



### *Transit Propensity*

As noted above, older adults, people with disabilities, individuals with lower incomes, and younger adults are likely to need transit services because they cannot or do not drive. The transit propensity index mapped in Figure 9 combines information about the location and weighted size of the county's total population and of various populations that are typically dependent on transit services—youth, older adults, people with disabilities, people living in poverty, and households with one car or less.

As shown in Figure 9, the highest propensity—in the Moderate range—is found in portions of Middlebury and Vergennes.

### **Regional Forum Comments**

Stakeholders and members of the public who participated in the regional forum held in Middlebury on October 30, 2018 made comments regarding service gaps, travel challenges, unmet transportation needs, and potential solutions, as summarized below.

### **Service Gaps and Challenges**

#### *Geographic Gaps*

- ▶ There are no transit services on the western corridor of the county. Agencies are struggling to match services to the need. Tying service to Champlain Bridge/New York commuters might make it viable.
- ▶ Resource limitations prevent ACTR and Tri-Valley Transit from expanding into additional communities or addressing other new service priorities. For example, service on Route 125 from Vergennes and Middlebury into the southern parts of the country and service to the Champlain Bridge have been considered.

#### *Temporal Gaps*

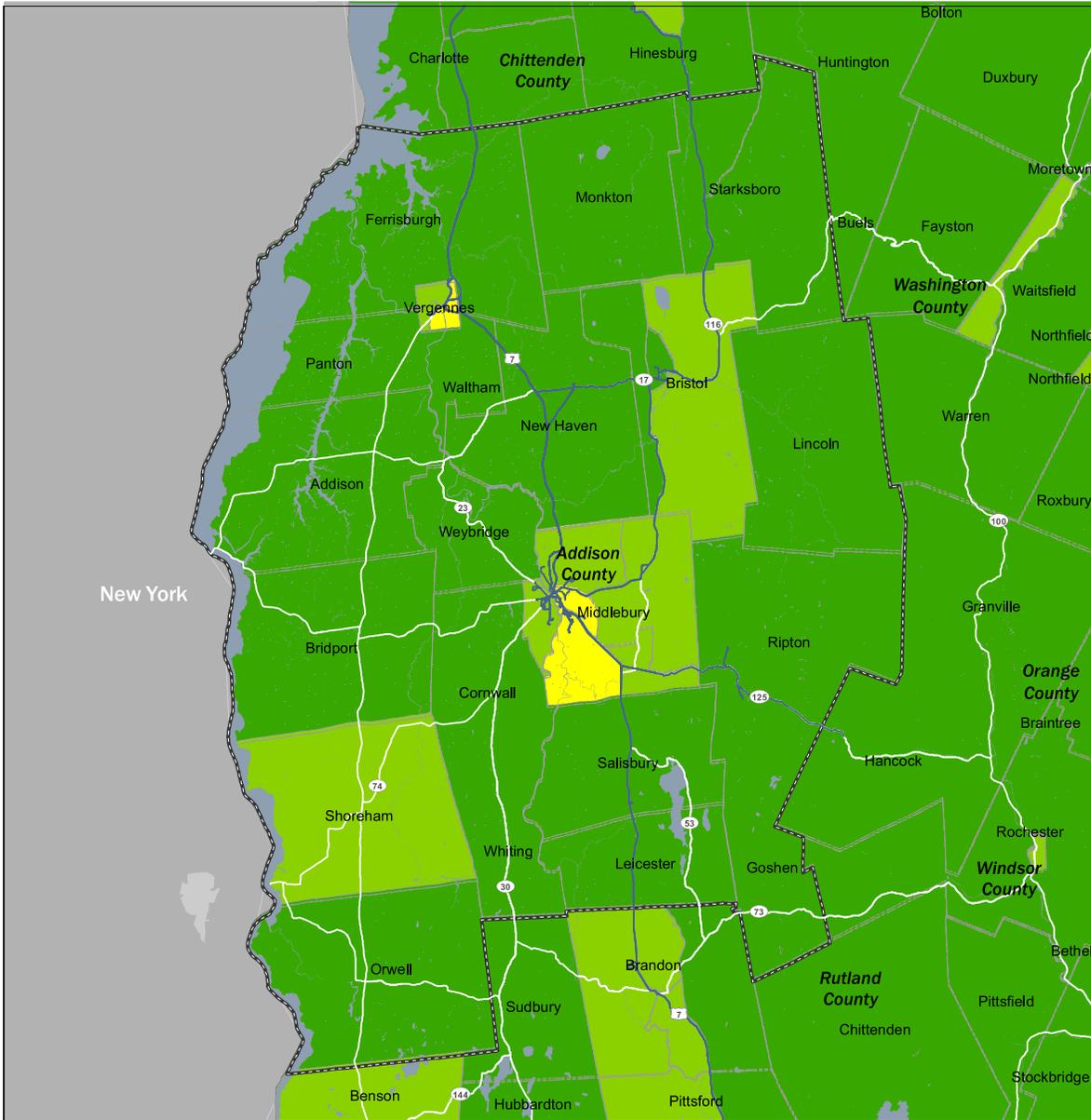
- ▶ The Route 116 Commuter and Burlington LINK are successful, but schedule may be too infrequent, and span of service does not align with 12-hour shifts. There have been requests for more trips to accommodate hospital and college shifts.
- ▶ A top priority is midday service to Burlington. Right now volunteer dial-a-ride service is filling this gap.
- ▶ Most service comes ends at 6:30 p.m., and after 5:30 buses are fairly empty. Ridership does not reflect a gap in service for more late evening and night service. ACTR scaled back late-night trips to Burlington because the bus was completing the run empty.
- ▶ Weekend service – ACTR has received some requests for Sunday service and Tri-Town shuttle service to Bristol on Saturday.
- ▶ Third shift workers can't use transit. Even first shift workers have to leave very early to get to jobs in Burlington.
- ▶ Vermont Translines schedule does not connect well with the Burlington Airport. Last arrival is after the last planes have left and the first departure is before the first flight.

#### *Trip Type Gaps*

- ▶ People who don't qualify for ACTR demand response service have limited service to Burlington, and the timing requires the non-work users to spend all day in Burlington because of the lack of midday service.
- ▶ Clinic trips are at capacity. ACTR could add 10 more volunteer riders (40 currently) just to meet demand.



Figure 9: Transit Propensity Index, Addison County



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### *Accessibility Needs*

- ▶ Deviated fixed-route service helps fill the gap for people with mobility issues. All services deviate up to 1/2 mile except for the 116 Commuter.

### *Information Gaps*

- ▶ Available services are not visible enough to potential users.
- ▶ Go! Vermont: Dial-a-Ride information on the website is focused on recruiting volunteers. There is not easy-to-find information for dial-a-ride customers.

### *Affordability Gaps*

- ▶ Finding matching funds for state and federal grants is a challenge for transportation providers.

### *Technology Challenges*

- ▶ Most riders have smartphones. Human services agencies provide them to individuals that cannot afford them.
- ▶ The most in-demand technology is real-time arrival information.
- ▶ Cell service gaps are problems in certain areas, but not to Tri-Valley Transit operations beyond the Snowbowl route.

### **Other Comments**

- ▶ Poverty is still a major issue in the region, even in Middlebury.
- ▶ People need a good place to live, a place to work, and a connection between those two places. As a region we want to understand if we need to develop more local employment opportunities. Workforce development is important.
- ▶ There are 2<sup>nd</sup> and 3<sup>rd</sup> shift job opportunities in Chittenden County that Addison County residents could take advantage of if they could get there.
- ▶ Service needs to be sustainable and consistent over time to be feasible.
- ▶ Methadone clinics are important destinations to consider. One such is the medication-assisted treatment facility in Bristol.
- ▶ Taxi service has not been consistent in the region.
  - Taxi providers are expensive and not well known
  - Uber and Lyft service is limited. Only one driver is known to provide these services, but does so on a part-time basis.

### **Potential Solutions**

When asked to rank potential service improvements, forum participants most often chose the options listed below.

#### *Information*

- ▶ One-call/one-click option for trip planning
- ▶ Centralized transportation information

#### *Service Enhancements*

- ▶ Expand service areas
- ▶ Expand service hours



- ▶ Introduce more out of region transit service (tie with #2)
- ▶ Flexible voucher program
- ▶ Rider trip banks or trip accounts.

### *Accessibility Improvements*

- ▶ Sidewalks or curb cuts
- ▶ Bus shelters

### *Technology*

- ▶ Mobile information, reservations, and real-time information

Other comments regarding potential solutions to transportation problems included the following:

- ▶ Make using transit service “cool” and appealing to all potential riders
- ▶ Close some of the schools and turn them into senior centers. Support development of compact village centers that are the most accessible to residents.
- ▶ Relate transit priorities to the ongoing development of village centers and downtowns. Connect transportation and land-use decisions.
- ▶ Bike-ped community would bike to transit if they had better roads and parking for bikes. Add priority to connect to a multi-modal system.
- ▶ If we limit the discussion of transit to talk only about high-needs groups, you miss that this is about improving transportation for all. Shouldn’t want transit to be a charitable service, but something that everyone uses.

### **Comments from the Addison County E&D Committee**

Development of the PTPP included discussions with the stakeholder committees that provide oversight for administration of the Vermont Elders and Persons with Disabilities (E&D) Transportation Program in each of nine regions, including Addison County. Members of the E&D advisory committees typically include the local public transportation provider; partner organizations—municipalities, human service agencies, and other organizations—that receive services for their clients from the provider, and sometimes also operate services for those clients directly; and the regional planning agency that serves the area.

The discussions with those committees yielded additional comments about transportation needs and potential solutions in those regions.

Services in Addison County that are supported with E&D program funds are provided by ACTR and one of the four partner organizations. They include demand response services and rides provided by volunteer drivers. Age Well, Home Health and Hospice, ESI, and Counseling Service of Addison County are the four partner organizations. ESI delivers Medicaid and E&D trips using vans obtained through ACTR. ESI’s van services are supplemented with ACTR volunteer driver trips.

Comments regarding transportation needs and service gaps include the following:

- ▶ Much of the E&D service in the county is provided by volunteer drivers. ACTR currently has about 30 active drivers; however, 40 volunteers would be a more comfortable number. Recruitment and retention of drivers is the biggest issue in the region at present. ACTR recently hired a volunteer coordinator to focus on management of the volunteer network.



- ▶ Partners are interested in ways to deliver volunteer rides more efficiently by grouping trips when possible. Other potential coordination efforts include encouraging or requiring use of fixed route services for some trips and taking advantage of other resources, such as Age Well volunteers who shop for clients and a delivery service offered by Kinney's Drugs, which will deliver prescriptions, groceries, and other items to meal sites.

## MetroQuest Responses

Respondents to the online MetroQuest survey conducted in September through December 2018 had the opportunity to identify a trip they would like to make using transit service but cannot due to lack of service or infrequent/inconvenient schedules. Respondents were also able to provide comments about the origin and/or destination of the trip they would like to make.

A summary of desired trip origin/destination pairs is provided elsewhere in the PTPP. Forty-five residents of Addison County commented on their desired trips. Several identified locations out of state to which they would like to travel, including Boston and other locations in Massachusetts, New York City, and Montreal. More often, respondents from Middlebury, Vergennes, Salisbury, and Bristol identified Middlebury, Burlington, Montpelier, Cornwall, Monkton, and Bristol Village as locations to which they would like to take transit services.

Survey respondents were also asked to choose up to three transit improvements that would make them or people they know more willing to use public transportation. Choices were:

- More service near my home
- Service to my desired destinations
- More frequent service
- Service that runs evenings and/or weekends
- Faster service
- More reliable
- Cheaper
- If I felt safer riding on it
- If I understood how it works
- Nothing, I prefer driving
- Other

Of the 82 responses to this question from Addison County, 76% were in the top four categories: more service near my home (17%), more service to my destinations (16%), more frequent service (24%) and service in the evenings and/or weekends (20%).

## Summary of Transit Service Gaps and Needs

The information presented above about Addison County's demographic characteristics, location of employers and key destinations, existing transit services, and comments from residents and stakeholders point to the following transit service gaps and needs for the Addison County region.

### Geographic Service Gaps

ACTR fixed route service provides extensive coverage in the towns of Middlebury, Vergennes, and Bristol. It also connects the communities of Middlebury, Vergennes, Ferrisburgh, Bristol, Starksboro, New Haven, Brandon, Salisbury, and Leicester with Rutland City and/or Burlington with limited trips during peak hours.



Seasonal service is provided between Middlebury, East Middlebury, and Ripton. Most of the county's population, including concentrations of likely transit users, and key destinations are served by ACTR's fixed routes. Deviations of up ½ mile (1/4 mile on some routes) from fixed routes provide coverage for people with disabilities and others who need or desire a door-to-door trip.

Communities within Addison County that are not covered by ACTR fixed routes include most of those on the eastern and western edges of the county:

- Much of Starksboro
- Lincoln
- Much of Ripton
- Goshen
- Granville
- Whiting
- Cornwall
- Waybridge
- Waltham
- Panton
- Addison
- Bridport
- Shoreham
- Orwell

Residents of those communities, while relatively few in number, have limited public transit service options, if any, available to them. Survey responses identified “more service near my home” and “service to my desired destinations” as transit improvements that would make the respondents more willing to use public transportation.

While many employers are located on or near fixed routes, there are a number of smaller employers, with fewer than 100 employees, scattered throughout the county.

The only large employer that may not be served by an ACTR route is located in New Haven. The 116 Commuter seems to operate close to that location but may not provide direct service.

### **Temporal Service Gaps**

ACTR's Middlebury and Tri-Town Shuttle buses provide most of the local transit service in the county. ACTR reports that later evening service has not been well utilized in the past. Service frequencies on those routes of 30 minutes peak/60 minutes off-peak in Middlebury and 70 minutes all day on the Tri-Town Shuttle are reasonable. ACTR has received requests for Sunday service, and Saturday service on the Tri-Town Shuttle.

Commuter routes—the 116 Commuter and the Burlington LINK—offer very limited trips during peak hours only. Comments from regional forum participants and MetroQuest survey respondents note that schedules are not useful for employees with 12-hour shifts. Lack of mid-day service on the Burlington LINK makes travel to Burlington for appointments very inconvenient, as riders must spend the entire day in Burlington before the trip home.

### **Gaps for Specific Rider Groups/Trip Types**

Access to jobs has been identified as an important issue for Addison County. Employment opportunities for those who seek them are available in Chittenden County, but include 2<sup>nd</sup> and 3<sup>rd</sup> shift jobs. This presents both a geographic and temporal transportation challenge for job-seekers.

### **Other Gaps**

The success of ACTR's Dial-A-Ride service is dependent on having a sufficient number of volunteer drivers to provide rides. Currently, the number of active volunteers is below comfortable levels.



## Transit Market Segments

### Size of Market Segments

For the purposes of developing public transit policies that focus transit investments on the markets that will most benefit from those policies, the number of individuals in Addison County in each of seven sub-markets has been estimated. Market segments are mainly related to age but are also subdivided by income. Automobile availability is treated as a secondary characteristic, related to the age and income of each particular group. The results are shown in Table 3.

Table 3: Estimated Transit Market Segments, Addison County, 2017

| Market Segment                          | Likely Low-Auto Access | Estimated Number in Region, 2017 |
|-----------------------------------------|------------------------|----------------------------------|
| Youth (under 18)                        | X                      | 6,094                            |
| Young adult (18-24), employed/student   | X (by choice)          | 4,735                            |
| Adult (25-64)                           |                        | 15,262                           |
| Adult (25-64), below poverty line       | X                      | 694                              |
| People with disabilities (under age 80) | X                      | 4,278                            |
| Younger seniors (65-79)                 |                        | 3,705                            |
| Older seniors (80+)                     | X                      | 1,447                            |
| <b>Total</b>                            |                        | <b>36,215</b>                    |

Source: U.S. Census, American Community Survey (ACS) 5-Year Estimates

Youth and young adults, adults living in poverty, people with disabilities, and older seniors—those age 80 and older—are likely to have less access to a car for personal travel than adults with higher incomes and “newer” seniors, who typically continue to drive. Young adults, for reasons having to do with a number of generational trends, may prefer not to drive or own a car. For members of the other market segments, however, lack of access to a car is likely due more to an inability to drive or afford a car than to a choice. In Addison County, market segments that are likely to have limited or no access to a car make up 48% of the population.

### Impacts of Service Gaps on Market Segments

Table 4 summarizes the effect of the service gaps identified for Addison County on the various transit sub-markets in the region.

Many gaps are broad enough to affect all market segments. These include travel challenges or needs related to:

- ▶ Geographic coverage
- ▶ Accessibility, which can include access to bus stops for all potential riders, not just those with disabilities
- ▶ Information about transit options
- ▶ Technology to make use of transit service more convenient

Other gaps are applicable to all but the youngest and oldest market segments because they deal with access to jobs or other types of trips those segments are not likely to make.

Finally, some gaps are specific to certain market segments. For example, only older adults and people with disabilities are affected by funding constraints in the E&D transportation program that can limit numbers or trip types.



Table 4: Gap Analysis by Transit Market Segment

| Market Segment                                                                                                             | Youth (under 18) | Young Adult (18-24), Employed or Student | Adult (25-64) | Adult (25-64), Below Poverty Line | People with Disabilities | Younger Seniors (65-79) | Older Seniors (80+) |
|----------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------|---------------|-----------------------------------|--------------------------|-------------------------|---------------------|
| <b>Likely Low Auto Access</b>                                                                                              | X                | X (by choice)                            |               | X                                 | X                        |                         | X                   |
| <b>Geographic Gaps</b>                                                                                                     |                  |                                          |               |                                   |                          |                         |                     |
| Rural communities on the eastern and western sides of the county lack transit options                                      | X                | X                                        | X             | X                                 | X                        | X                       | X                   |
| Employers in some communities are not served by transit                                                                    |                  | X                                        | X             | X                                 | X                        |                         |                     |
| <b>Temporal Gaps</b>                                                                                                       |                  |                                          |               |                                   |                          |                         |                     |
| Saturday service is available only on Middlebury Shuttle Bus routes.                                                       |                  | X                                        | X             | X                                 | X                        | X                       |                     |
| Regional routes operate more limited hours. Midday service to Burlington identified as a need.                             |                  | X                                        | X             | X                                 | X                        | X                       | X                   |
| No Sunday service is available.                                                                                            |                  | X                                        | X             | X                                 | X                        | X                       |                     |
| <b>Trip Type Gaps</b>                                                                                                      |                  |                                          |               |                                   |                          |                         |                     |
| Access to jobs identified as a need. Opportunities are located outside of Addison County and/or during 2nd and 3rd shifts. |                  | X                                        | X             | X                                 | X                        | X                       |                     |
| ACTR's Dial-A-Ride service needs more volunteer drivers for E&D and other types of trips.                                  | X                |                                          |               | X                                 | X                        | X                       | X                   |
| <b>Accessibility Needs</b>                                                                                                 |                  |                                          |               |                                   |                          |                         |                     |
| Sidewalks, curb cuts, or bus shelters may be lacking.                                                                      | X                | X                                        | X             | X                                 | X                        | X                       | X                   |
| <b>Technology Challenges</b>                                                                                               |                  |                                          |               |                                   |                          |                         |                     |
| "Where's my bus" app is a high priority for riders.                                                                        | X                | X                                        | X             | X                                 | X                        | X                       |                     |
| <b>Information Gaps</b>                                                                                                    |                  |                                          |               |                                   |                          |                         |                     |
| Individuals may not be aware of the service options that are available to them                                             | X                | X                                        | X             | X                                 | X                        | X                       | X                   |
| <b>Affordability Issues</b>                                                                                                |                  |                                          |               |                                   |                          |                         |                     |
| Not identified as an issue in this region.                                                                                 |                  |                                          |               |                                   |                          |                         |                     |

