

Contents – Central Vermont Region

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TRANSIT SERVICE GAPS AND NEEDS

Transit service gaps and estimates of the resources needed to improve transit services in the Central Vermont region are discussed below. The region includes the 23 communities in the service area of the Central Vermont Regional Planning Commission (CVRPC). Twenty of the Central Vermont cities and towns are located in Washington County, three in Orange County.

Overview of Existing Services

Fixed Route Services

Transit service in the Central Vermont region is provided primarily by Green Mountain Transit (GMT). GMT's Capital District service includes fixed and deviated fixed route circulators for local mobility in Montpelier, Barre, and Berlin, shopper and community shuttles that operate on limited days, commuter routes for regional connections, and seasonal service in Montpelier and the Mad River Valley. GMT's Capital District routes are shown in Figure 1.

Local Routes

The routes listed below offer deviations to riders reserve a pickup or drop-off at a home or destination within $\frac{3}{4}$ of mile of the bus route in advance or while onboard the vehicle.

- ▶ City Commuter, connecting Montpelier, Berlin, and Barre City operating from 5:30 a.m. to 9:30 a.m. and 3:30 p.m. to 7:30 p.m. Monday through Saturday with a frequency of two trips per hour
- ▶ City Route Mid-Day operating in Montpelier Monday through Saturday from roughly 9:30 AM to 4:00 PM, at a frequency of about an hour and 15 minutes, to complement the peak-period only City Commuter route
- ▶ Montpelier Circulator which consists of two consecutive loops operating on weekdays with hourly service from 7:00 AM to 5:30 PM
- ▶ Montpelier Hospital Hill and Barre Hospital Hill routes, providing hourly service from those communities to Central Vermont Medical Center, other facilities on Berlin hill, and the Berlin Mall retail area Monday through Saturday from approximately 7:00 AM to 7:00 PM

Commuter Routes

The routes below offer one to three trips during morning peak hours and during afternoon peak hours on weekdays.

- ▶ Waterbury Commuter, between Montpelier and Waterbury
- ▶ Northfield Commuter, between Northfield and Montpelier
- ▶ Route 100 Commuter, between Morrisville (Lamoille County) and Waterbury
- ▶ US 2 Commuter between St. Johnsbury (Caledonia County) and Montpelier (jointly operated with Rural Community Transportation, RCT)
- ▶ Montpelier LINK Express, connecting Montpelier and Burlington
- ▶ Barre LINK Express, connecting Barre and Burlington

Also shown in Figure 1 is the 89er North commuter route operated by Stagecoach Transportation Services, part of Tri-Valley Transit, between Randolph (Upper Valley region) and Montpelier.



Local Shuttles

- ▶ The fare-free Hannaford Shopping Special, supported by Hannaford, operates on Tuesdays between 10:00 AM and 1:00 PM, offering four pickups/drop-offs at the store from a number of housing complexes.
- ▶ Northfield Community Shuttle operates on Wednesdays from 9:00 AM until 11:15 AM. Deviations are available if requested onboard or in advance.
- ▶ Health Center in Plainfield Shuttle, supported by The Health Center, offers free service on Tuesdays between 10:00 AM and 2:00 PM from Barre, on Wednesdays from 8:00 AM to 12:00 PM from Washington County towns, and on Thursdays from 10:00 AM to 2:00 PM from Washington County towns.
- ▶ Hospital Hill Demand Response service operates on Tuesdays, Wednesdays, and Thursdays from Barre to medical facilities and offices in Barre and Berlin. All trips, not only deviations, must be reserved in advance.

Seasonal Service

- ▶ Four GMT fixed routes serve Mad River Valley businesses and resorts, including Sugarbush and Mad River Glen, between mid-December and late March.
- ▶ The Capital District Shuttle offers free service between state offices and the statehouse in Montpelier on weekdays during the state legislative session. Service operates every 20 minutes between 7:30 AM and 5:30 PM; deviations of up to 1/10 of a mile are available by request onboard or calling in advance.

Private Transportation Services

Amtrak, Greyhound, Megabus services can all be accessed in Montpelier for connections to Boston, New York City, Washington, D.C., and Montreal.

Several taxi companies also serve Central Vermont communities.

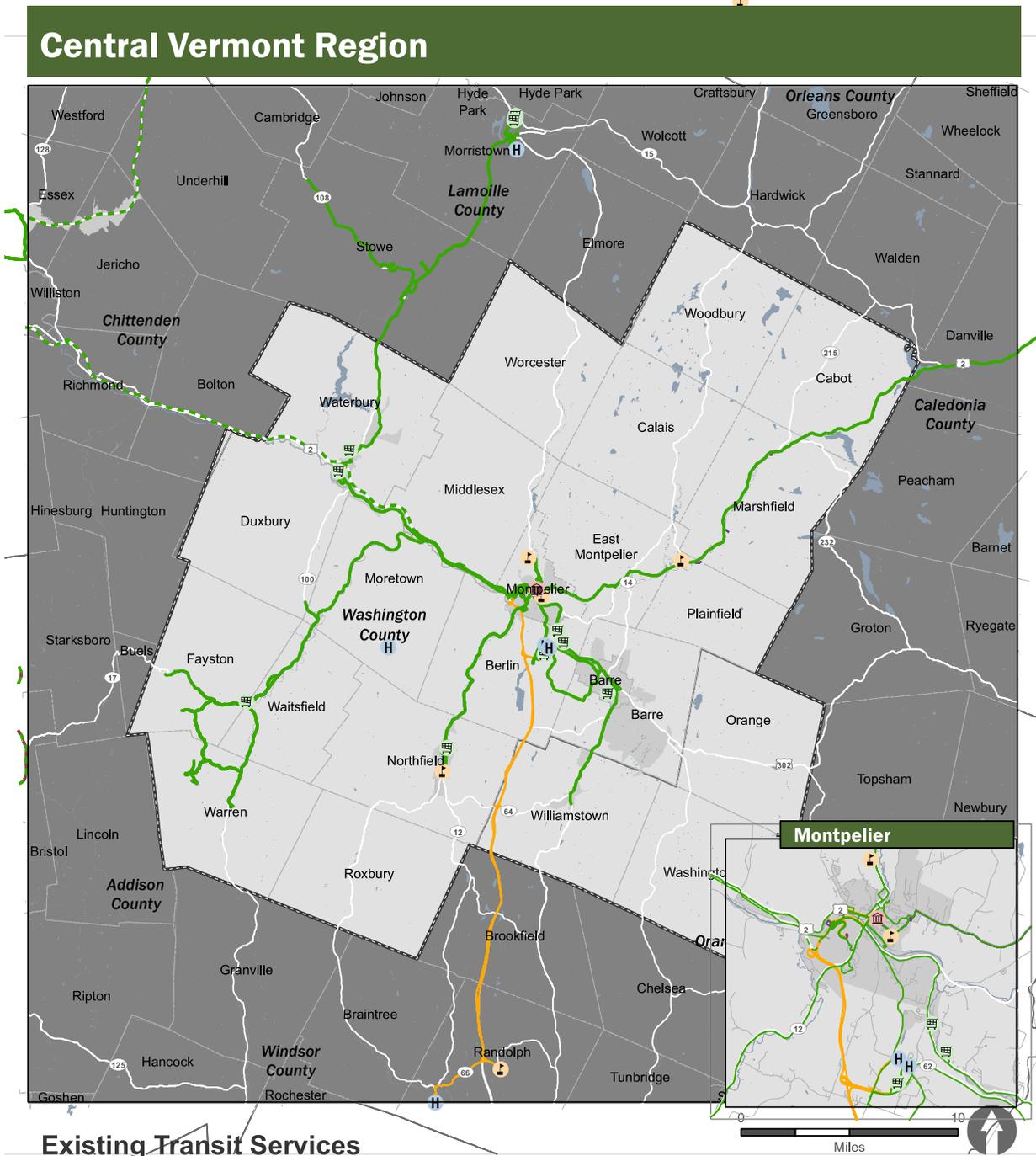
Dial-A-Ride and Other Services

GMT also operates services for older adults and people with disabilities who are clients of partner organizations through the Elders and Persons with Disabilities (E&D) transportation program. GMT's partners in the Central Vermont include Services provided by GMT on behalf of its E&D partners region include the Central Vermont Council on Aging (CVCOA), Vermont Center for Independent Living (VCIL), and Barre Project Independence. GMT provides service using volunteer drivers as well as staff and agency-owned vehicles.

Ticket to Ride (TTR) is a program funded with a portion of the region's E&D allotment to allow eligible individuals to obtain rides for purposes other than the medical, adult day, and shopping trips which are the focus of the majority of the E&D program. Older adults and people with disabilities can use the TTR program for social trips or personal business, etc. The amount of funding for TTR varies from year to year, depending on the needs of the other, higher priority trip purposes.



Figure 1: Transit Services in the Central Vermont Region



Existing Transit Services

- Green Mtn. Transit
- - - GMT Chittenden - Commuter
- Rural Community Transp.
- Stagecoach

- Veterans Affairs Center
- Social Security Office
- Hospital
- Higher Education
- Retail Center
- Regional Planning Commission Boundary
- Municipal Boundary
- Urban Areas



Key Destinations

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

Retail

- Downtown Montpelier
- Berlin Mall and area
- South Barre
- Waterbury

Health Care

- Berlin (Central Vermont Medical Center)
- Barre
- Montpelier
- Plainfield
- Waterbury

Education

- Montpelier (Community College of Vermont, Vermont College of Fine Arts, New England Culinary Institute)
- Northfield (Norwich University)
- Plainfield (Goddard College)

Human Services

- Barre
- Montpelier
- Waterbury

Some of those key destinations are shown in Figure 1 (more detail can be found on the route maps posted on the GMT website, <http://ridegmt.com/gmt-schedules/> . GMT bus routes serve many local and regional destinations.

Employment and Commuting Patterns

Employers

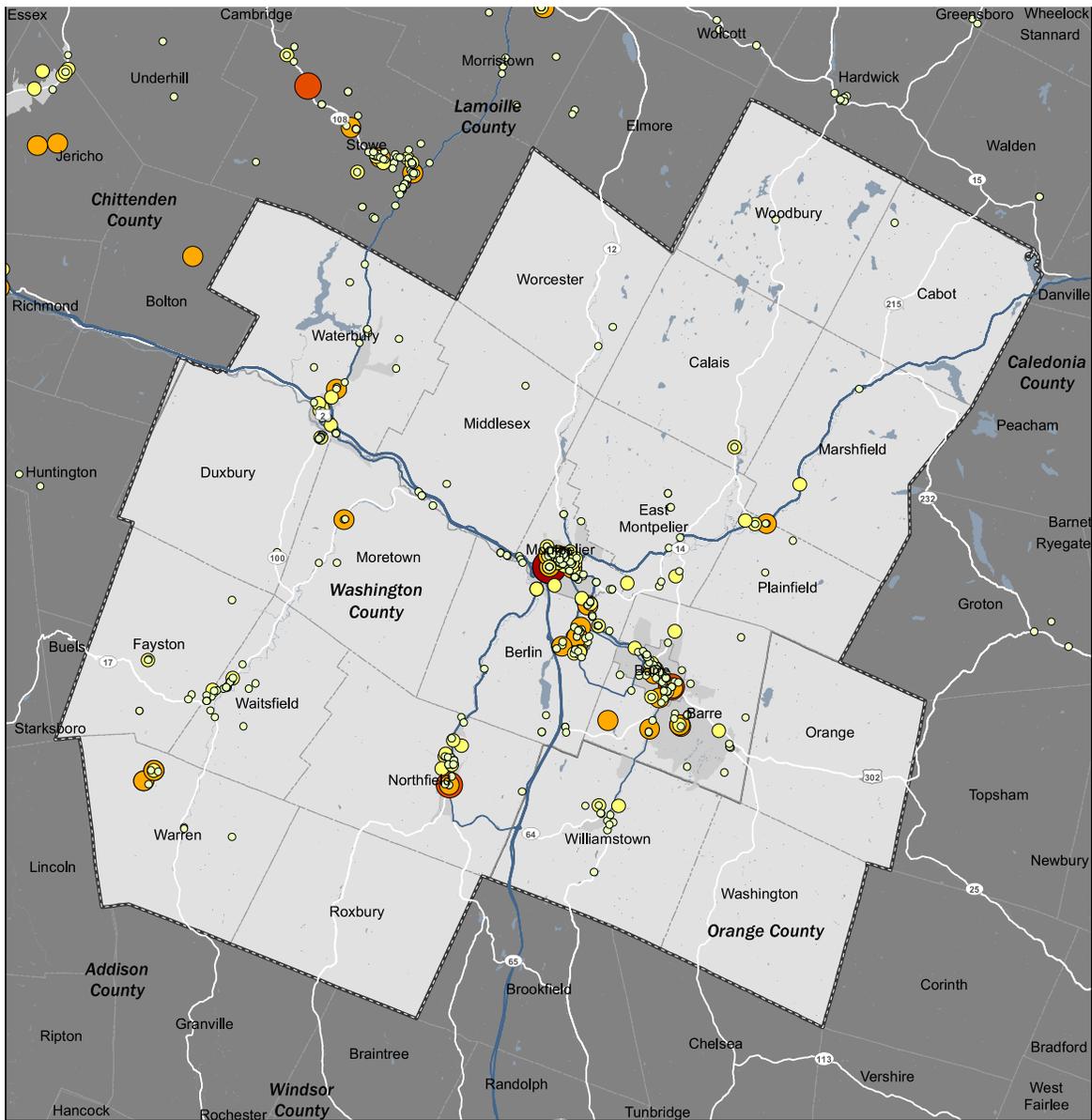
Figure 2 shows the location of employers of various sizes in the county.

The highest concentrations of employers are found in Montpelier and Barre City; significant clusters of employers are found in Berlin, Northfield, and Waterbury. Those five communities contain major employers and/or office/industrial parks. Employers of medium size (100 employees or more) are also located in Plainfield, Warren, Moretown, and Barre Town.

As shown in Figure 2, many employers are located on or near bus routes. Communities in which medium-large employers do not appear to be located close to bus routes include Barre Town, Moretown, and Warren.



Figure 2: Employers in the Central Vermont Region



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Source: Dun & Bradstreet, 2017



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

Downtown Montpelier draws commuters from a large radius and from towns in every direction. The highest flows of commuters come from within Montpelier and from Barre City and Town, East Montpelier, Williamstown, Northfield, Berlin, Middlesex, Waterbury, and also Burlington and South Burlington. The latter two communities send a significant number of daily commuters to Montpelier—164 and 106, respectively.

The Chittenden County core communities of Burlington, South Burlington, and Winooski attract high numbers of commuters from Central Vermont towns. As shown in Figure 4, hundreds of commuters travel to the Chittenden County core communities daily from Montpelier, Barre City and Town, and Waterbury.

Commuting Patterns

Table 1 presents an overview of where Central Vermont residents work and where individuals who are employed in Central Vermont communities live.

Table 1: Employment in the Central Vermont Region, 2015

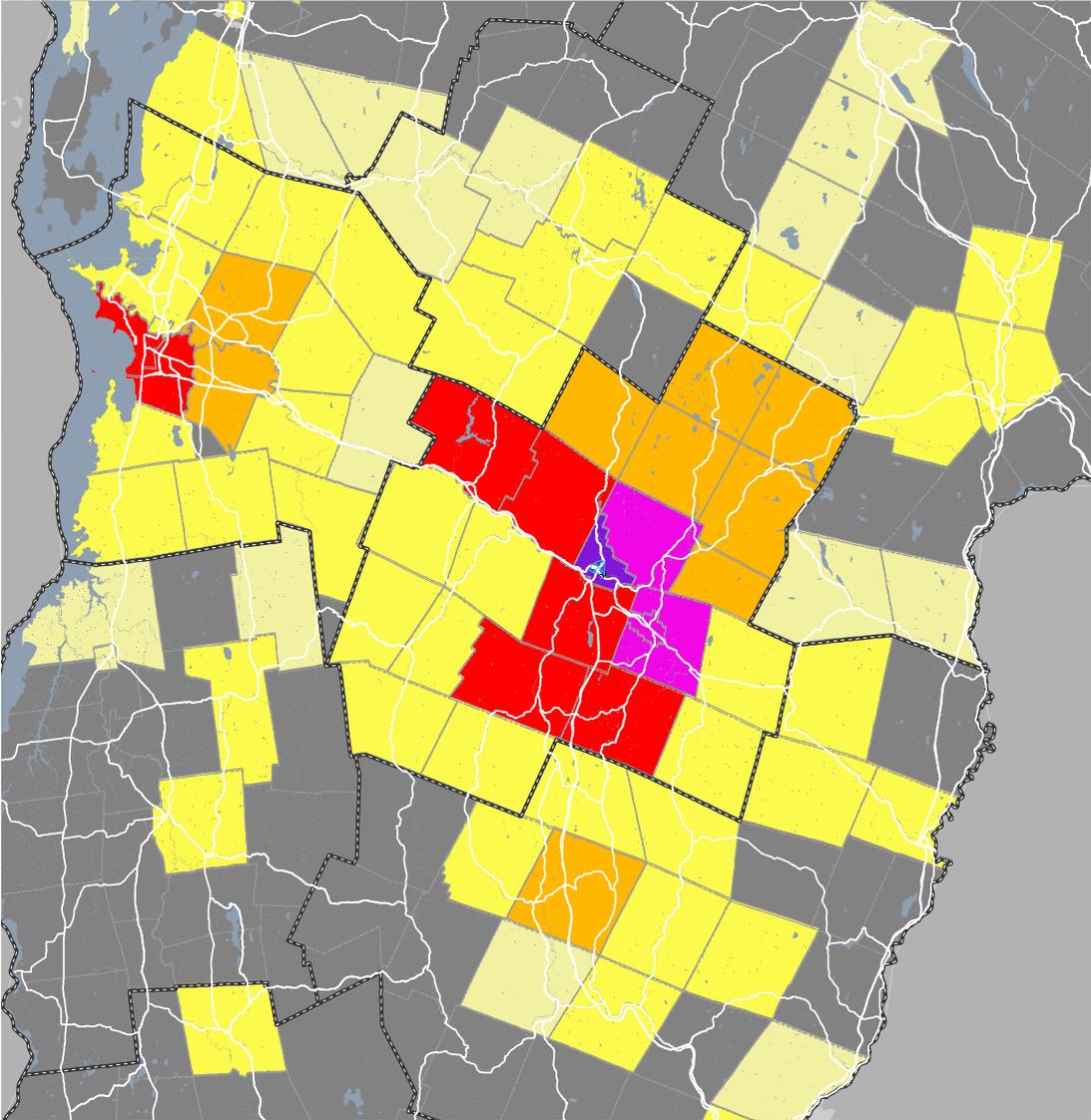
Employment	Number	Percent of Total Central Vermont Region Employment	Percent of Total Employed Central Vermont Region Residents
Workers in Central Vermont Region			
Total Employees in Central Vermont Region	32,118	100%	
Central Vermont Region Residents Employed in Central Vermont Region	20,373	63%	
Residents of Other Areas Working in Central Vermont Region	11,745	37%	
Residents of Other Vermont Counties	10,188	32%	
Residents of Other States	1,557	5%	
Residents of Central Vermont Region			
Total Employed Central Vermont Region Residents	31,449		100%
Central Vermont Region Residents Employed in Central Vermont Region	20,373		65%
Central Vermont Region Residents Employed in Other Areas	11,076		35%
Working in Other Vermont Counties	9,577		30%
Working in Other States	1,499		5%

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

Most employees who work in in the Central Vermont region also live there—63%. Of the 37% of Central Vermont employees who live elsewhere, 32% live in other Vermont counties, primarily Chittenden and Caledonia and Orange counties (outside of the towns of Orange, Washington, and Williamstown, which are part of the Central Vermont region), but also Lamoille, Rutland, Windsor, Franklin, Addison, and Orleans



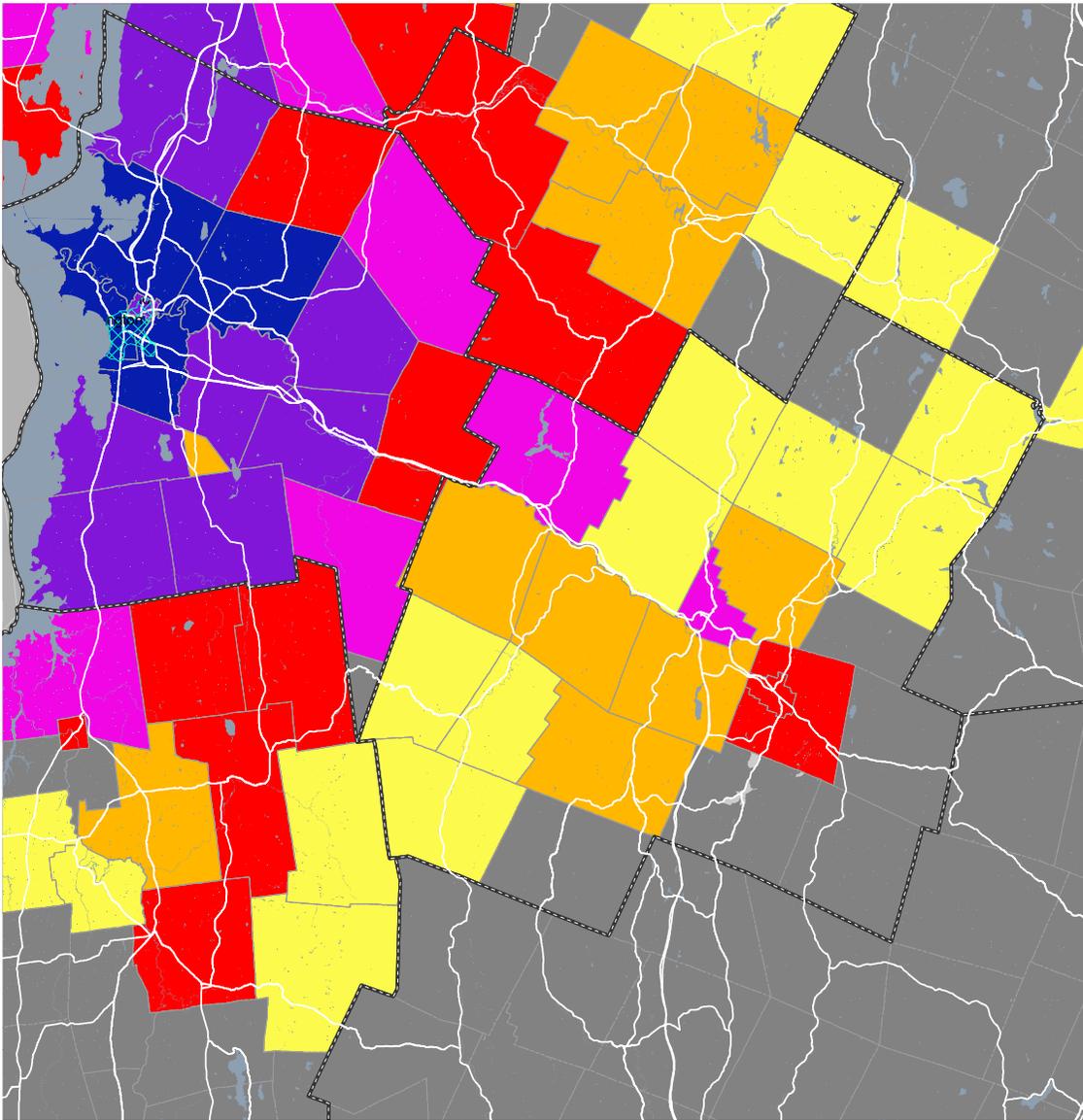
Figure 3: Daily Commuters to Montpelier



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Figure 4: Daily Commuters from the Central Vermont Region to Chittenden County Core Communities



500 - 1,999
+



counties. Another 5% of the Central Vermont region’s workers live in other states—New Hampshire, New York, and Massachusetts.

Similarly, 65% of the employed residents of the Central Vermont region work there as well. Thirty percent of employed residents of the region work in other counties—primarily Chittenden, Orange (apart from the Orange County towns mentioned above), Lamoille, and Windsor counties. Five percent of those who live in the region and work elsewhere work in other states, such as New Hampshire, New York, and Massachusetts.

Demographic Overview

This section presents an overview of the demographic characteristics of the Central Vermont Region 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 Central Vermont communities as of 2016, as compared to Vermont as a whole.

Table 2: Demographic Characteristics of Central Vermont Communities, 2012-2016

	Central Vermont Region	Vermont
Total population	64,567	626,249
Population density	80 persons per square mile	68 persons per square mile
Population age 60 and over	25%	24%
Population age 80 and over	4.1%	4.3%
Residents living below poverty line	11.3%	11.6%

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

The region contains over 10% of the state’s population. At 80 people per square mile, its population density exceeds that of the state as a whole. The region is fairly similar to the state averages in terms of the percentages of younger seniors, older seniors, and those living in poverty among its residents.

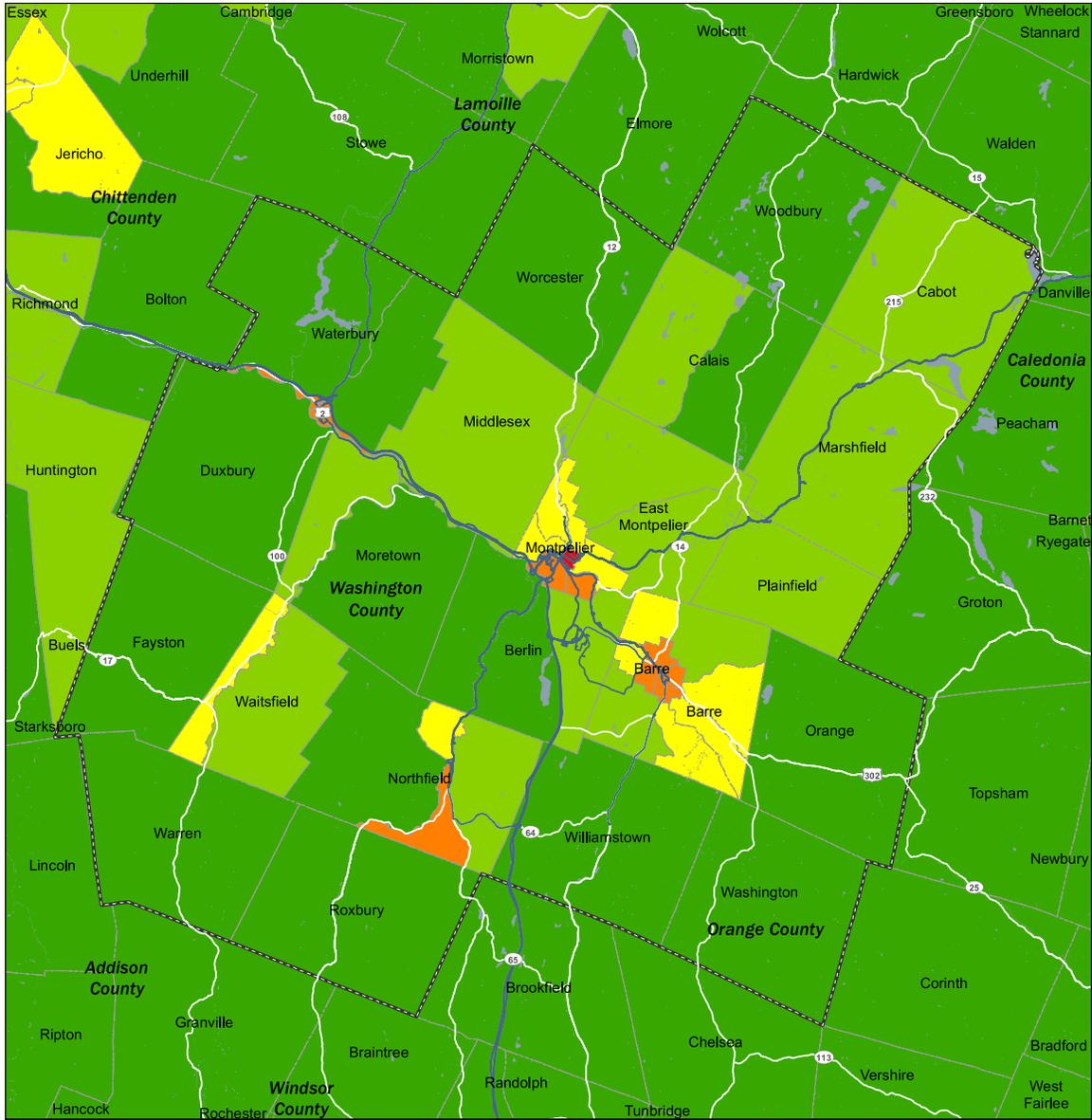
Population Density

Figure 5 shows the concentration of the population in the Central Vermont region. 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 density in the region, of 1,000 to 4,999 people per square mile in each community, is located in downtown Montpelier, Barre City, and downtown Northfield. Moderate levels of density, between 500 and 999 people per square mile, are found in Barre Town, the rest of Montpelier, Northfield Falls, and Waitsfield. The other communities in the region exhibit a level of density that can be considered rural.



Figure 5: Population Density in the Central Vermont Region, 2017



Block Group
 Transit Routes

y



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 the Central Vermont region. 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.

A high percentage of older seniors live in Berlin—two times the state average. The percentages of older seniors in Montpelier and Barre City are between one and two times the state average. In other communities, both the percentage and number of older seniors is relatively low.

People with Disabilities

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

The percentage of people with disabilities in Barre City, Berlin, and other small towns on the southern edge of the region are between one and two times the state average, but numbers are small. In other communities, including Montpelier, the number and/or percentage of older seniors is small.

Auto Ownership

The number and percentage of households in Central Vermont 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.

Significant numbers of households with limited auto ownership are located in Montpelier and Barre City, which are also 1-2 times the state average in terms of percentage of such households in the community. In most towns, the number and/or percentage of such households is low.

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.

The highest levels of transit propensity—Moderate and Moderate/High—are seen in downtown Montpelier and Barre City. Most of the region shows a low level of transit propensity.



Figure 6: Number and Percentage of Older Adults in Central Vermont Communities, 2012-2016

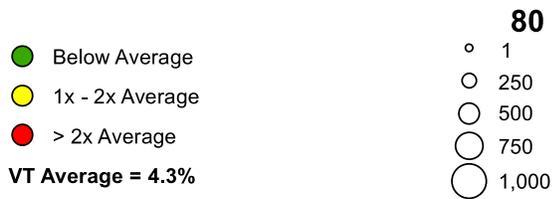
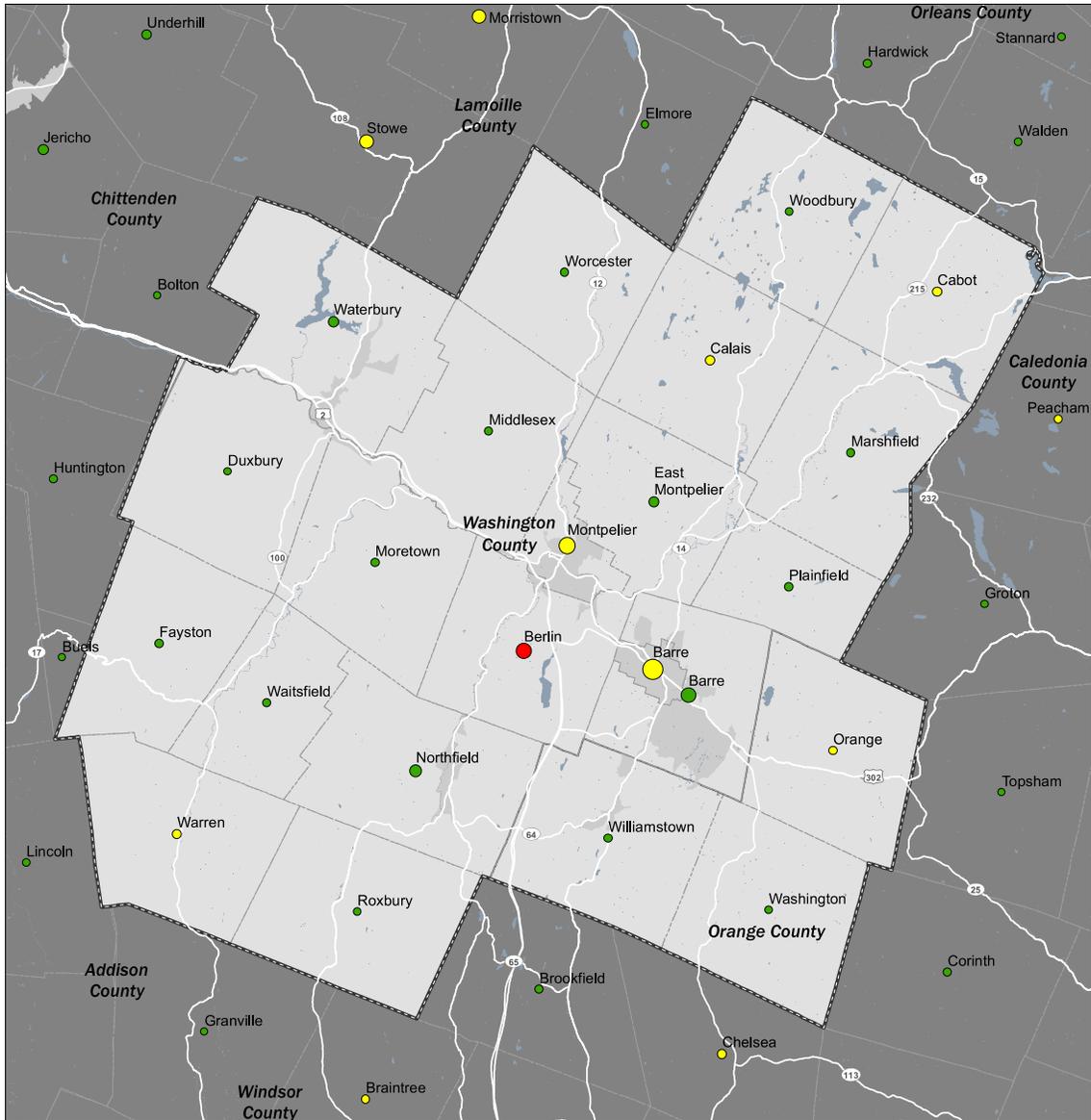
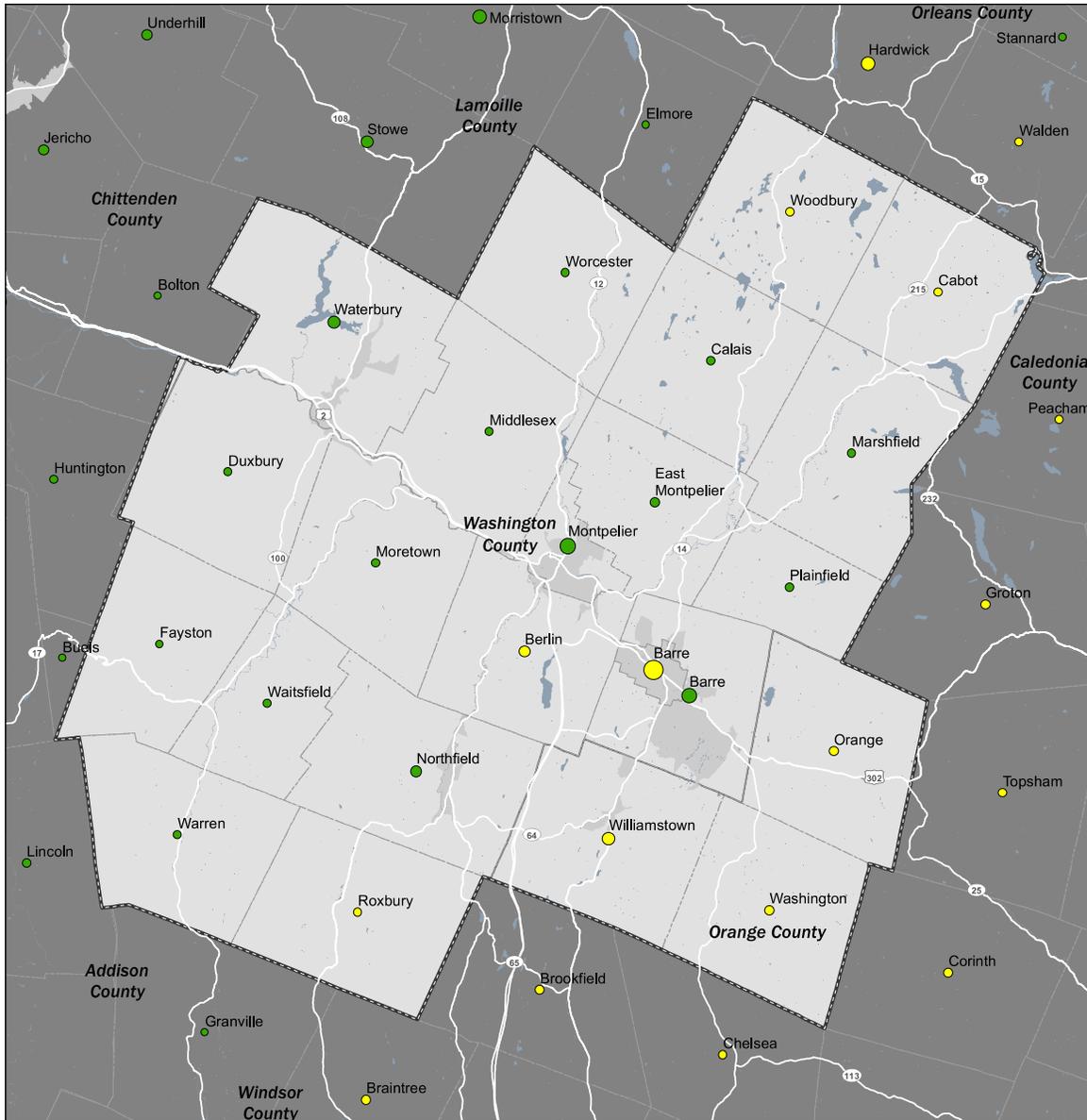


Figure 7: Number and Percentage of People with Disabilities in Central Vermont Communities, 2012-2016



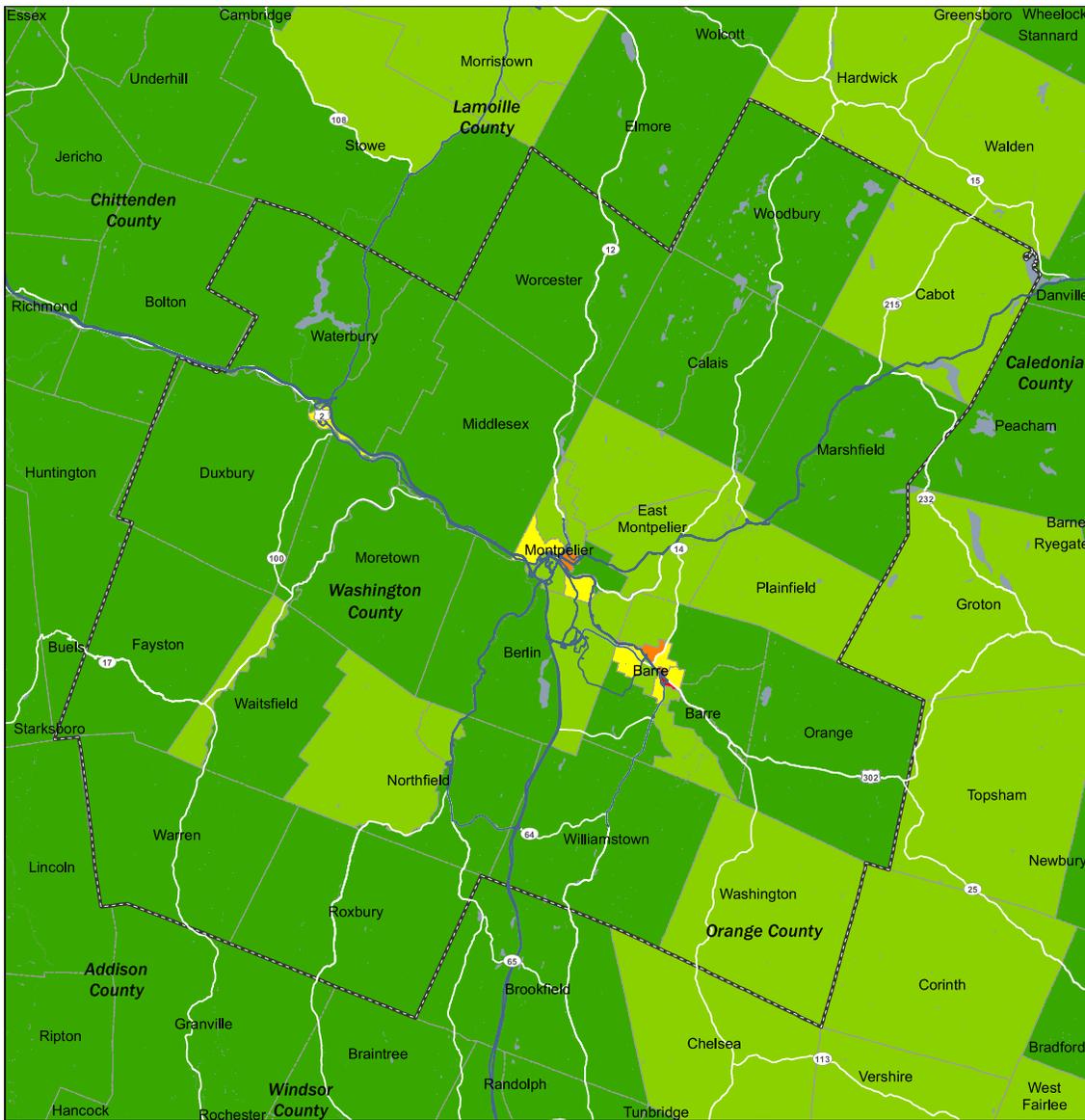
on
with a Disability

- Below Average
 - 1x - 2x Average
 - 2x - 3x Average
- VT Average = 14.0%

- 1
- 750
- 1,500
- 2,250
- 3,000



Figure 9: Transit Propensity Index, Central Vermont Region



Block Group
Transit Routes



Regional Forum Comments

Stakeholders and members of the public who participated in the regional forum held at the Waterbury Town Office on November 28, 2018 made comments regarding service gaps, travel challenges, unmet transportation needs, and potential solutions, as summarized below.

Service Gaps and Challenges

Geographic Gaps

- ▶ Between Waterbury and Wakefield
- ▶ Route 14 Hardwick
- ▶ Direct service to Rutland
- ▶ Mad River Valley to Montpelier
- ▶ Commuter service to/from Middlesex
- ▶ Wrightsville Beach / Hannaford and East Barre

Temporal Gaps

- ▶ Evening service for:
 - Community College of Vermont
 - Employment
 - ▶ Restaurant workers
 - Medical appointments
 - Capstone / Job Training
- ▶ Weekend service for socialization

Trip Type Gaps

- ▶ Education related
 - Access to schools is a gap
- ▶ Career training
- ▶ Recreation/sports (evenings, weekends)
- ▶ Socializing (non-peak, evening, weekend)
- ▶ Civic engagement (evening)
- ▶ Dialysis (varies by region)

Accessibility Needs

- ▶ Crosswalk visibility is an issue, particularly when there is snow
- ▶ The following items are potential barriers:
 - Distance to the bus stop; a lack of benches; lack of snow maintenance (sidewalks, crosswalks); a lack of shelters (snow removal at shelters); and poor maintenance of shelters
- ▶ Some users have difficulty getting from to/from the bus, especially when they have goods to carry. Things to consider related to this include:
 - Driver rules
 - Having a bus buddy
 - High floor buses



Technology Challenges

- ▶ Intermodal connectivity is an issue including:
 - Coordinating of schedules, vehicle types, and span
- ▶ Information for intercity travelers is lacking
- ▶ Technology is a barrier for many users, particularly seniors
- ▶ Lack of cell service is a barrier for some

Affordability Gaps

- ▶ What can we do to increase funding and funding sources? Leverage existing programs:
 - Community transportation
 - “Adopt-a-shelter”
- ▶ GMT sees lack of funding from lower density communities
- ▶ Lower income residents are under-served but low density is a challenge to serve
- ▶ Need to encourage Community/Business “ownership” of local transit
- ▶ Need more education on fare structure
- ▶ Rural access vs. school service
 - Potential to use open seats

Other Gaps

- ▶ It was noted that disability and aging in place are not static issues. People are often stuck where they are or are forced to move to be nearer to services and/or transit.
- ▶ Volunteer drivers are great but locally we need more

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

- ▶ More eligible trip types
- ▶ Extended service hours
- ▶ Volunteer driver program enhancements
- ▶ Use of available demand-response vehicle seats

Accessibility Improvements

- ▶ Sidewalks or curb cuts
- ▶ Bus shelters

Technology

- ▶ Mobile information, reservations, real-time vehicle location (apps)
- ▶ Automatic Vehicle Location (AVL) systems



When asked to indicate their interest in the options noted above by “voting” with sticky dots, forum participants ranked potential improvements as follows:

Recommendation	Votes
GO!Vermont	5
One call/one-click	0
Trip types	2
Extended service hours	3
Vol driver program	8
Use available DR seats	4
Sidewalks	6
Bus shelters	1
AVL	3
Mobile information	2

Comments from the Central Vermont 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 the Central Vermont region. 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.

GMT’s partners in the Central Vermont include the Central Vermont Council on Aging (CVCOA), Vermont Center for Independent Living (VCIL), and Barre Project Independence.

Trip priorities are: critical care medical trips, non-Medicaid medical trips, congregate meals, shopping, and personal business. Generally, funding is sufficient to enable individuals to make personal business trips. Demand for dialysis trips is once again increasing in this region.

Informal procedures rather than limits on numbers of trips are used to ensure that priority trips are provided. Partners have the ability to manage their funds to address priorities. Individuals are informed of a dollar amount to cover their anticipated trips for a year; those living outside the area and those who use wheelchairs (and therefore need to travel by accessible van) are given higher limits. GMT informs riders when they are getting close to their limits and lets them know how to access more funding if necessary. If additional needs come up during the year, funds are reallocated among partners to accommodate priority trips.

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.



Seventy-five residents of the Central Vermont region commented on their desired trips. Several identified locations out of state to which they would like to travel, including Portland, Albany, Boston, New York City, and Montreal. More often, respondents identified the towns and destinations listed below as locations to which they would like to take transit services.

- Downtown Montpelier
- Specific destinations or addresses in Montpelier
- Barre
- Waterbury
- Downtown Waitsfield
- Plainfield
- Burlington: downtown, UVM, and Burlington International Airport
- Williston
- Winooski
- Essex Village
- Richmond (Chittenden County)
- Bennington
- Randolph, including Vermont Technical College
- Downtown Middlebury
- Downtown Rutland

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

The first four categories had notably more responses than the remaining six: more service near my home (24%), more frequent service (24%) more service to my destinations (18%), and service in the evenings and/or weekends (20%).

Summary of Transit Service Gaps and Needs

The information presented above about the Central Vermont region'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 Central Vermont region.

Geographic Service Gaps

GMT fixed and deviated fixed bus routes, with the deviations that extend the reach of those services, provide service in in the communities that contain most of the Central Vermont region's population, including concentrations of likely transit users, and key destinations. Those communities include:

- ▶ Montpelier
- ▶ Berlin
- ▶ Barre
- ▶ Northfield
- ▶ Plainfield
- ▶ Waterbury



Residents of those communities who live beyond the fixed route service area, and residents of other towns in the county, have limited if any public transit service options available to them.

Many employers in the region are located on or near bus routes. However, there are medium-large employers in Barre Town, Moretown, and Warren that are not located close to bus routes.

Temporal Service Gaps

GMT's local bus routes in the Central Vermont region offer 7-12 hours of service on weekdays; three routes also operate on Saturdays. Service frequency ranges from hourly to slightly longer other than the City commuter which runs every half hour. This level of service is good for small urban and rural communities that do not have the density needed to support longer or more frequent service. However, service hours do not accommodate people whose work schedules extend into the early morning or evening hours or Sundays. Students and those wishing to make social/recreational trips in the evenings are also unable to do so using transit.

Service on commuter routes operate during morning and afternoon peak hours only, appropriate for riders with traditional work schedules, but not useful for those with longer or more varied hours, or individuals who would like access to the regional destinations served by these routes for non-work trips or during the mid-day hours.

GMT's shuttle services operate on specific days that vary by community and during limited hours, providing a basic level of service in more rural communities for shopping, medical appointments, and other personal business trips.

Gaps for Specific Rider Groups/Trip Types

Regional forum participants commented on the need for transit options for the following types of trips. These trip type gaps mostly echo the need for services that operate during evening hours and on weekends.

- ▶ Education related
- ▶ Career training
- ▶ Recreation/sports (evenings, weekends)
- ▶ Socializing (non-peak, evening, weekend)
- ▶ Civic engagement (evening)
- ▶ Dialysis (varies by region)

E&D partner organizations noted that resources are generally sufficient to enable individuals to make social/personal trips, which are of a lower priority than critical care medical, non-Medicaid medical, congregate meals, and shopping trips. However, limits to the dollar amount allocated to each rider are in place to help partners manage their E&D budgets.

Other Gaps

Comments made during the Central Valley regional forum and MetroQuest survey responses seem to indicate that information about transit options may be incomplete among the region's residents.



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 the Central Vermont region 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, Central Vermont Region, 2017

Market Segment	Likely Low-Auto Access	Estimated Number in Region, 2017
Youth (under 18)	X	27,894
Young adult (18-24), employed/student	X (by choice)	25,068
Adult (25-64)		70,456
Adult (25-64), below poverty line	X	4,007
People with disabilities (under age 80)	X	15,341
Younger seniors (65-79)		12,364
Older seniors (80+)	X	6,047
Total		161,177

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 the Central Vermont region, market segments that are likely to have limited or no access to a car make up nearly 49% of the population.

Impacts of Service Gaps on Market Segments

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

Several gaps are broad enough to affect all market segments. These include:

- ▶ **Geographic Coverage:** Rural communities lack transit options, making transportation an issue for all types of trips for those without access to a car or other means of a ride. In communities with transit service, difficulty making first/last-mile connections to bus stops or destinations further limits transit use.
- ▶ **Accessibility:** Sidewalks and paths to bus stops may not be safely accessible, especially during winter months. If fixed route service is available, it may not be usable or convenient.
- ▶ **Information:** Individuals and agency staff members may not be aware of the service options available. Service gaps and needs may be perceived rather than actual.

Other gaps are specific to certain market segments. For example:



- ▶ **All adult market segments**, who may need to travel to work or school, are affected by limited fixed route span of service. GMT local service operates from 6:00 AM to 7:00 PM, Monday through Saturday on most routes.
- ▶ **People with disabilities** are affected by limitations in E&D program funding. Dollar amounts are allocated to riders to help partners manage budgets.
- ▶ **Older adults, especially those over age 80**, are also affected by limits on trips provided with E&D program funding.
- ▶ **Individuals living in poverty** may have Medicaid transportation to eligible medical appointments but may have no other options for other types of trips.



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+)
Likely Low Auto Access	X	X (by choice)		X	X		X
Geographic Gaps							
Need for first/last mile options limits fixed route use	X	X	X	X	X	X	X
Residents beyond the fixed route service area and in towns without fixed route bus service have limited options	X	X	X	X	X	X	X
Moderate to large employers are not served by bus routes in Barre, Moretown, and Warren		X	X	X	X		
Temporal Gaps							
Local routes do not offer early morning or evening hours of service	X	X	X	X	X	X	X
Peak-only schedules of commuter routes do not help those with non-traditional work hours		X	X	X	X	X	
Local shopping and medical shuttles operate on designated days and during limited hours				X	X		X
Trip Type Gaps							
Social/personal trips are at lower end of E&D eligible trip priorities					X	X	X
E&D funding constraints limit trips for older adults and people with disabilities					X	X	XX
Accessibility Needs							
More bus shelters and sidewalks/curb cuts would encourage fixed route use	X	X	X	X	X	X	X
Technology Challenges							
Mobile apps for reservations and real-time vehicle location, supported by Automatic Vehicle Location (AVL) systems, are desirable	X	X	X	X	X	X	X
Information Gaps							
Forum comments and survey responses indicate some lack of knowledge of available transportation options	X	X	X	X	X	X	X
Affordability Issues							
Funding constraints identified as an issue for providers, which limits services for harder to serve communities and individuals				X	X	X	X

Note: X indicates that a service gap is relevant to that demographic market segment

