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TRANSIT SERVICE GAPS AND NEEDS

Transit service gaps and needs in Lamoille County are discussed below. The 15 municipalities in Lamoille County receive planning services from the Lamoille County Planning Commission (LCPC).

Overview of Existing Services

Fixed Route Services

Transit services in Lamoille County are provided by Rural Community Transportation (RCT) and Green Mountain Transit (GMT).

As shown in Figure 1, RCT operates shopper routes that provide limited options in rural Lamoille County communities and connections to Orleans County and Chittenden County communities. All RCT routes are fare-free.

GMT operates three local routes (one with seasonal service only) and two commuter routes that serve Lamoille County communities.

RCT Services

- ▶ The Johnson Shopper operates on the first and third Thursdays of the month between Morrisville and Johnson via Hyde Park.
- ▶ The Williston Shopper operates on the second and fourth Tuesdays of the month from Newport (Orleans County) to Williston (Chittenden County), serving a number of communities in Lamoille County.

Both shopper routes offer one round trip per day.

GMT Services

The Morrisville Loop provides local service within Morrisville on weekdays from 8:00 AM to 3:00 PM, at roughly half-hour intervals. Deviations of up to $\frac{3}{4}$ of a mile are available on request with 24 hours' notice.

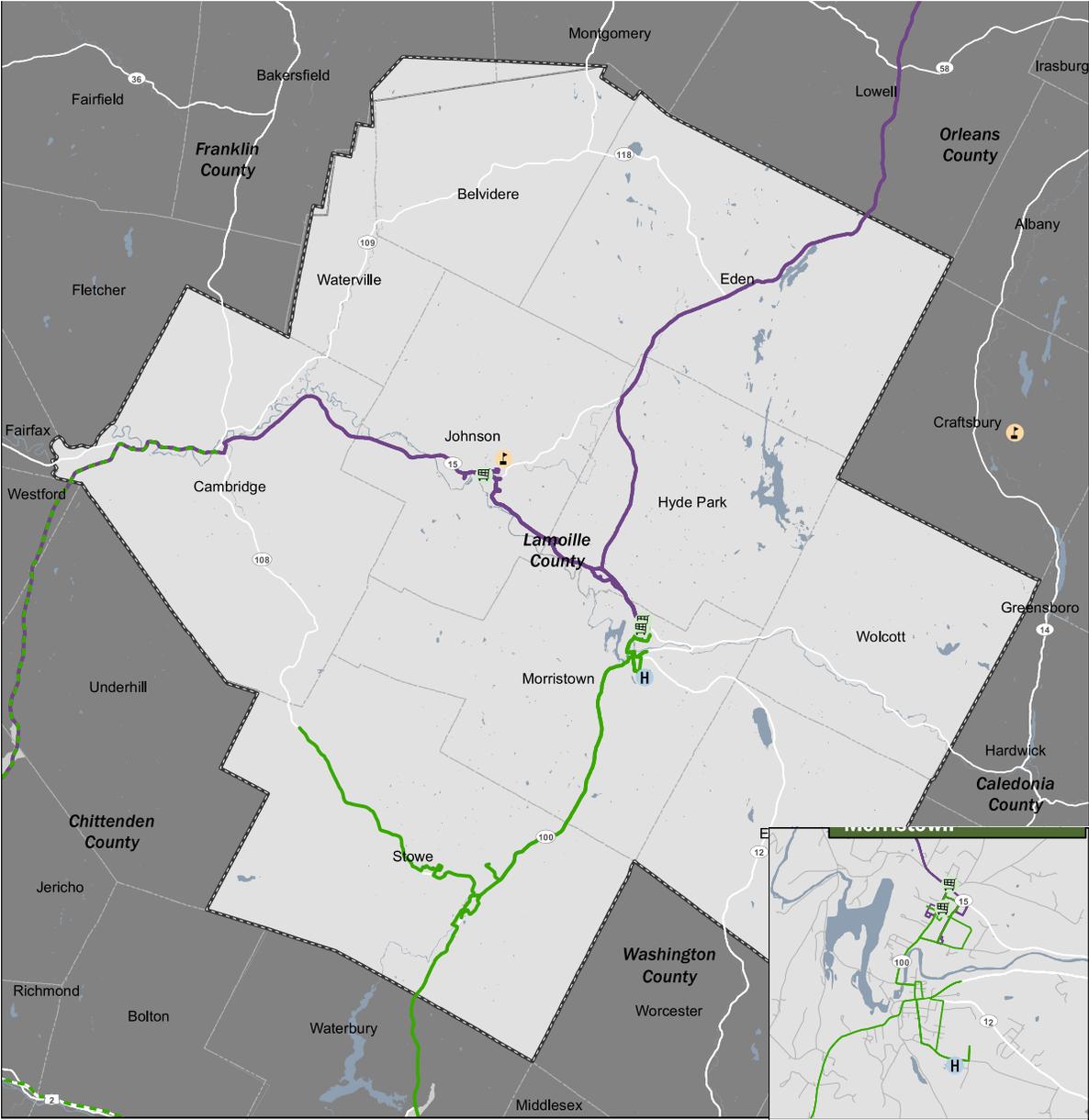
The Morrisville Shopping Shuttle operates on weekdays between Morrisville and Stowe. Connections to the Morrisville Loop offer service to additional locations. One round trip northbound to Morrisville and one round trip southbound to Stowe each day facilitate shopping trips to and from each community.

The Mountain Road Shuttle operates between late November and early April from Stowe to various tourist destinations along Route 108 plus the Stowe ski resort. The fare-free service operates seven days a week from 6:30-7:00 AM to 9:30-10:00 PM, every 15 minutes during peak morning and afternoon hours and every 30 minutes at other times. Curb-to-curb accessible van service is provided for customers with disabilities who are unable to use the fixed route shuttle.

The Route 100 Commuter travels between Morrisville and Waterbury (Washington County). Connections to GMT commuter routes to Barre, Montpelier, and Waterbury are possible using the Route 100 Commuter. Service operates Monday through Friday, with 1-2 trips in the morning peak hours and 2-3 trips in the afternoon peak hours.



Figure 1: Transit Services in Lamoille County



The Jeffersonville Commuter originates in Jeffersonville (a village in the Town of Cambridge, Lamoille County) and travels to Burlington via Underhill, Jericho and Essex on weekdays. Two trips in the morning peak hours and two trips in the afternoon peak hours are provided in each direction.

Dial-A-Ride and Other Services

RCT provides services for seniors, people with disabilities, and clients of human service agencies such as the Central Vermont Council on Aging, and a number of adult day health providers. Those organizations are RCT's partners in the delivery of services through the Vermont Elders and Persons with Disabilities (E&D) Transportation Program. RCT also provide non-emergency medical transportation for Medicaid recipients. RCT utilizes the services of volunteer drivers and taxi companies as well as its own vehicles and drivers to provide such trips.

Key Destinations

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

- ▶ Morrisville
- ▶ Stowe
- ▶ Johnson

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

Employment and Commuting Patterns

Employers

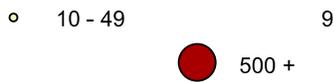
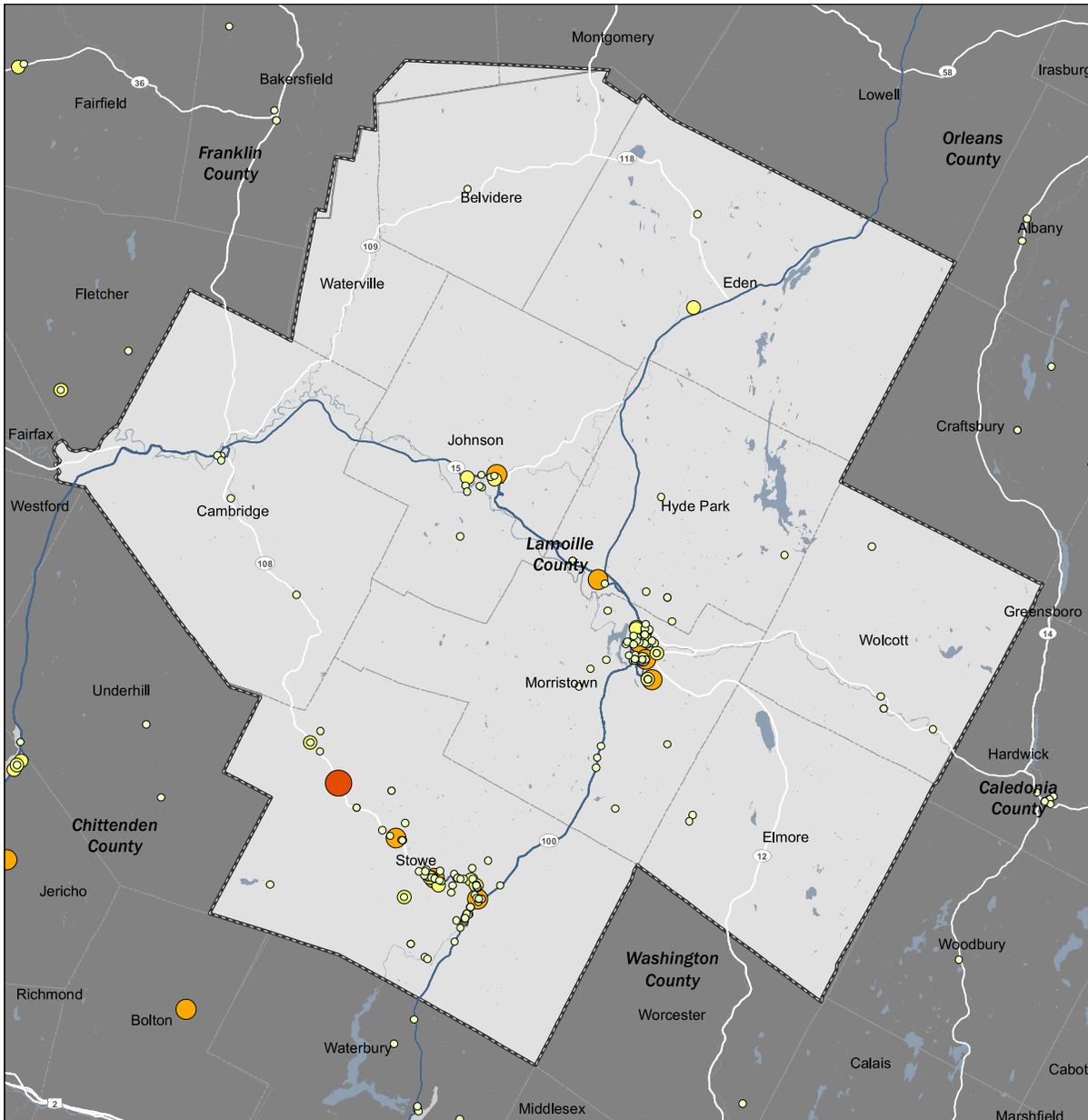
Figure 2 shows the location of employers of various sizes in the county.

The highest concentrations of employers, and most of the county's larger employers, are found in Morrisville and Stowe. Another small cluster of employers is located in Johnson. Smaller employers, with fewer than 100 employees, are scattered throughout the more rural communities.

As shown in Figure 2, many employers are located on or near bus routes. The Mountain Road Shuttle is not shown on the map because it is not a year-round route, but the large employers in Stowe along Mountain Road do receive this service during the season of greatest demand (and employment). However, employers in Stowe that are open year-round are not accessible by transit from April until late November.



Figure 2: Employers in Lamoille County



Source: Dun & Bradstreet, 2017



Commuting Patterns

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

Table 1: Employment in Lamoille County, 2015

Employment	Number	Percent of Total Lamoille County Employment	Percent of Total Employed Lamoille County Residents
Workers in Lamoille County			
Total Employees in Lamoille County	11,816	100%	
Lamoille County Residents Employed in Lamoille County	6,587	56%	
Residents of Other Areas Working in Lamoille County	5,229	44%	
Residents of Other Vermont Counties	4,651	39%	
Residents of Other States	578	5%	
Residents of Lamoille County			
Total Employed Lamoille County Residents	11,753		100%
Lamoille County Residents Employed in Lamoille County	6,587		56%
Lamoille County Residents Employed in Other Areas	5,166		44%
Working in Other Vermont Counties	4,625		39%
Working in Other States	541		5%

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

Just over half of the individuals who are employed in Lamoille County also live there (56%). The majority of those who are employed in Lamoille County but live elsewhere live in other Vermont counties, primarily Chittenden, Washington, Franklin, Caledonia, and Orleans counties. Several hundred Lamoille County workers also live in other states, primarily New York, New Hampshire, and Massachusetts.

Just over half of employed Lamoille County residents work as well as live in the county (56%). Most of the other 44% of employed county residents work in other Vermont counties—notably Chittenden and Washington counties, but a number of others as well—and other states (New Hampshire, Massachusetts, New York, and others).

Figure 3 illustrates the daily commuting travel flows into Stowe, the county’s largest job center, at the town level.

As shown in Figure 3, Stowe draws a significant number of daily commuters from most Lamoille County communities and from Waterbury, in Washington County. Stowe and Morristown generate the highest number of daily trips—500 to 1,999 trips each. Hyde Park and Waterbury each generate 200-499 daily trips to Stowe, followed by Johnson and Wolcott at 100-199 daily trips each. Burlington, South Burlington, and Montpelier also send significant numbers of daily commuters to Stowe (50-200 commuters from each community).



Figure 3: Daily Commuters to Stowe

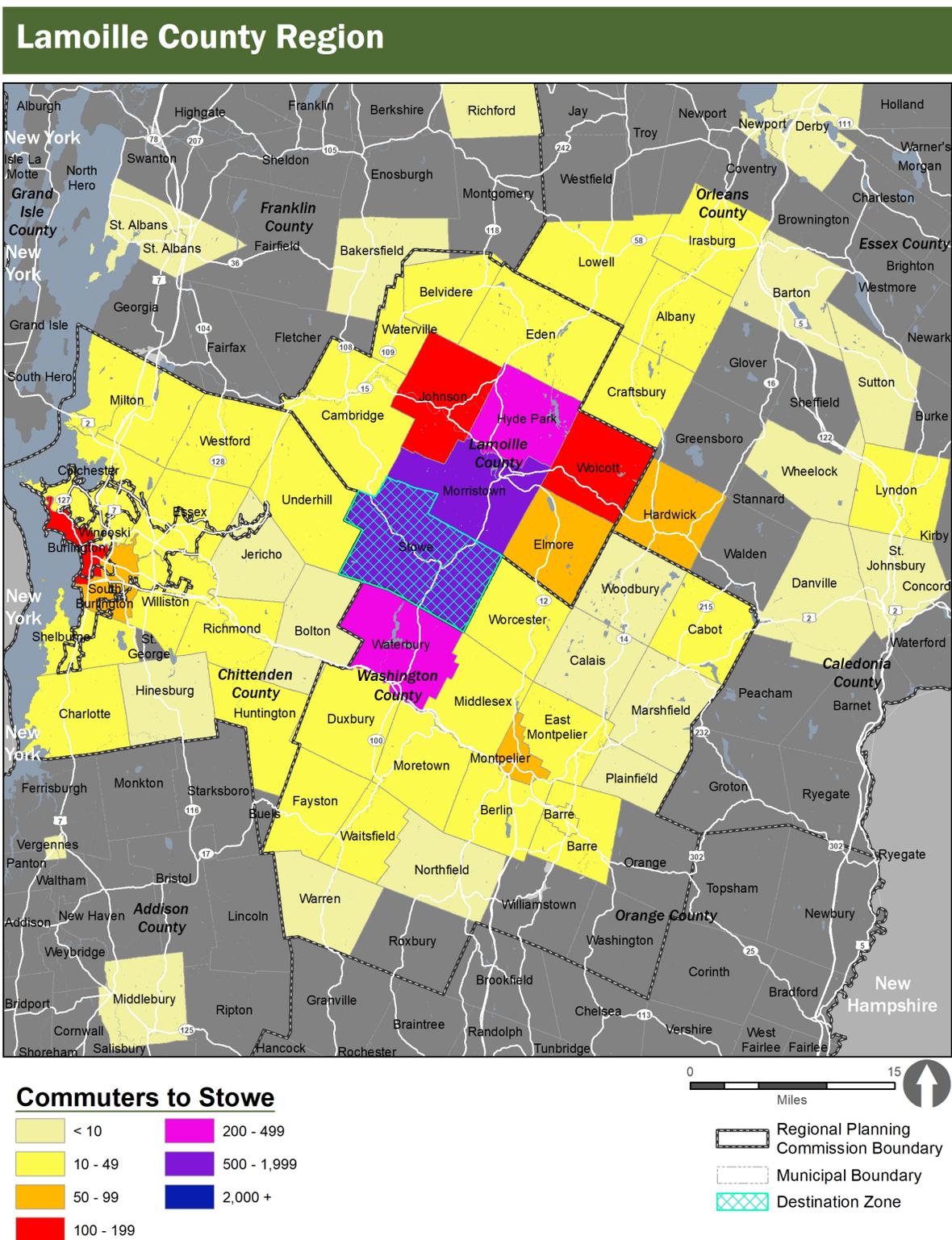


Figure 4 shows the daily commute trips into the core Chittenden County communities (Burlington, South Burlington, and Winooski). Those communities are the most important job destination for Lamoille County residents outside of the county. As shown in Figure 4, over 100 commuters from Stowe and Cambridge travel to the Chittenden County core daily. Central Lamoille County communities each generate over 50 daily commute trips to that area.

Demographic Overview

This section presents an overview of the demographic characteristics of Lamoille 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 Lamoille County as of 2016, as compared to Vermont as a whole.

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

	Lamoille County	Vermont
Total population	25,136	626,249
Population density	58 persons per square mile	68 persons per square mile
Population age 60 and over	21.5%	24%
Population age 80 and over	3.6%	4.3%
Residents living below poverty line	13%	11.6%

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

The total population of the county in 2016 was 25,136, or 4% of the state’s population. At 58 residents per square mile, the county is less densely populated than the state as a whole. The percentage of older adults among Lamoille County’s population is slightly lower than the state average—22% of county residents are age 60 and over, and nearly 4% are age 80 and over. Those percentages of older adults are the third lowest and second lowest among all eleven regions of the state, respectively. A higher percentage of the county’s population lives below the federal poverty line than in the state as a whole; 13% compared to 11.6%.

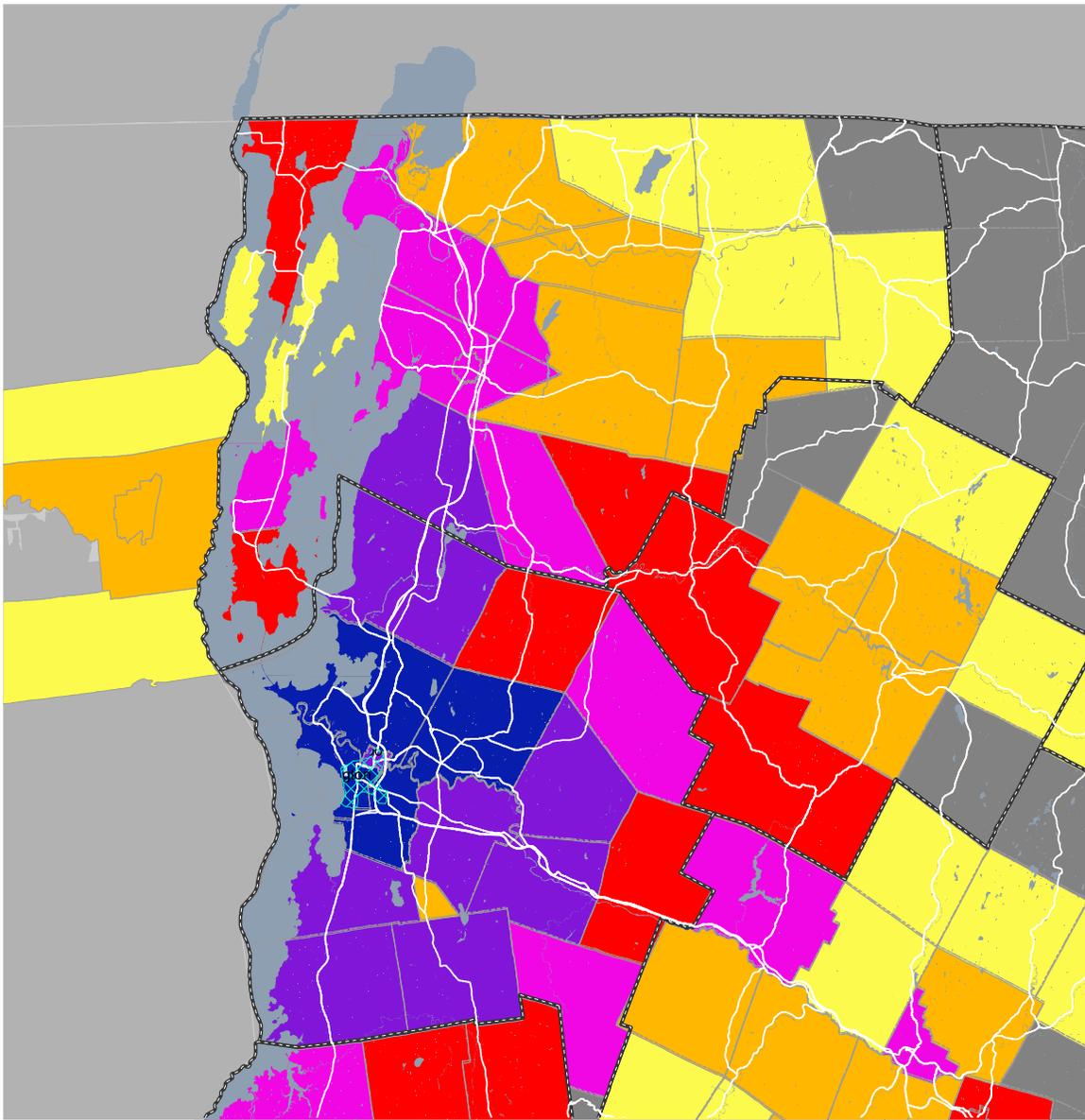
Population Density

Figure 5 shows the concentration of the population in Lamoille 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.

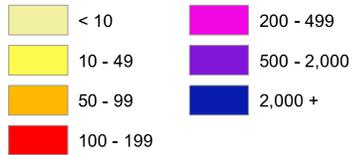
The only area of even moderate density (500-999 people per square mile) is Hyde Park. The more developed part of Morrisville, which has moderate to high density, is part of a block group that has a lot of rural territory, and thus does not show up on the map as a dense cluster. All other communities show a rural density of 499 or less residents per square mile.



Figure 4: Daily Commuters to Chittenden County Core Communities



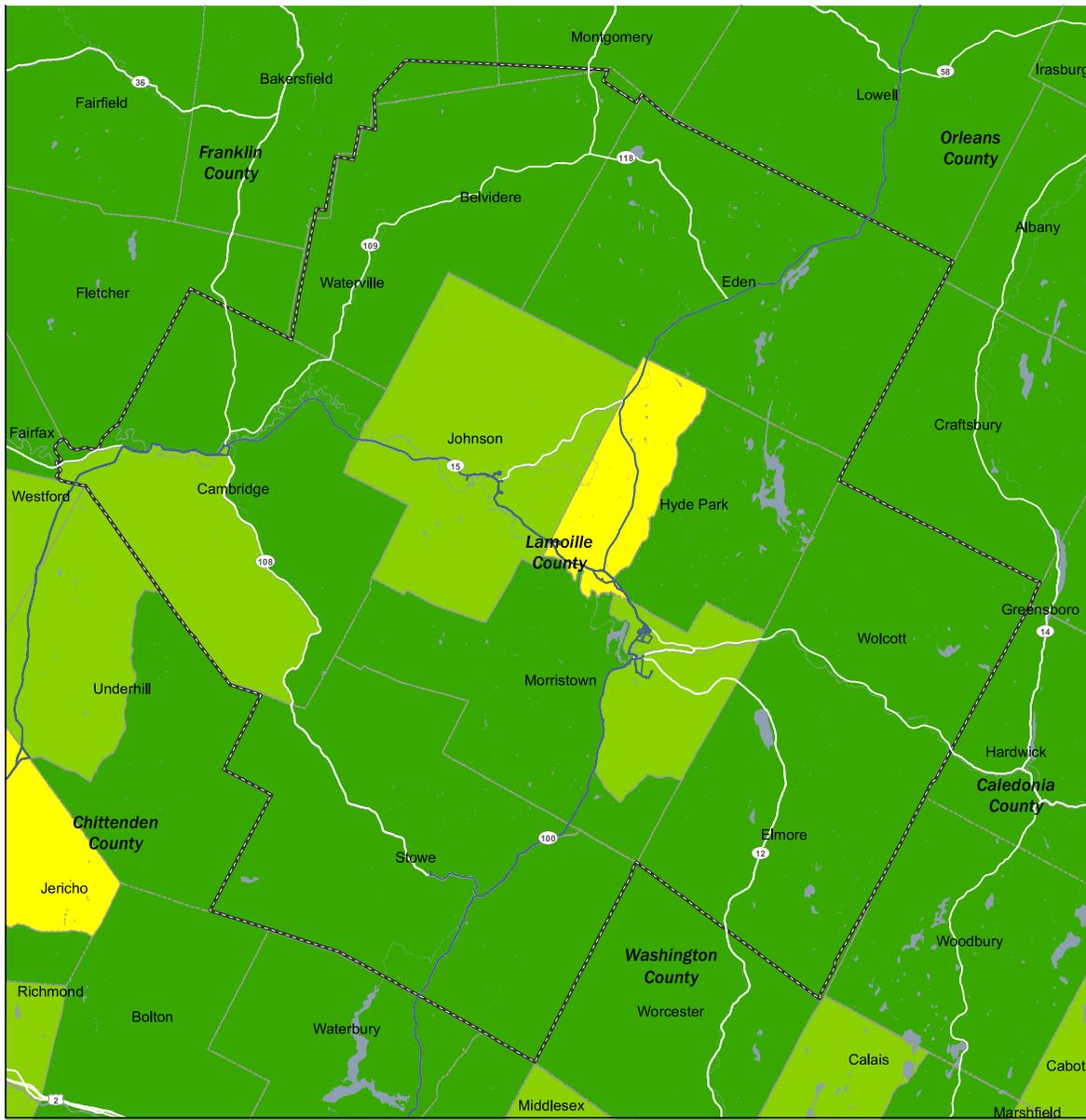
**Commuters to
Chittenden County Core**



tion Zone



Figure 5: Population Density in Lamoille County, 2017



- Regional Planning Commission Boundary
- Block Group
- Transit Routes



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 Lamoille County 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.

As shown in Figure 6, the percentage of older seniors in Stowe, Morristown, and Eden is above the state average, but the number of individuals in each community is small (250 or less).

People with Disabilities

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

The highest numbers of people with disabilities—up to 750 per community—live in Morristown, Stowe, Johnson, and Hyde Park. In those towns, and most others, the percentage of residents with a disability is lower than the state average. Only Wolcott and Belvidere are above the state average with regard to percentage of residents with a disability, but the numbers of individuals in those towns is very small.

Auto Ownership

The number and percentage of households in Lamoille 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.

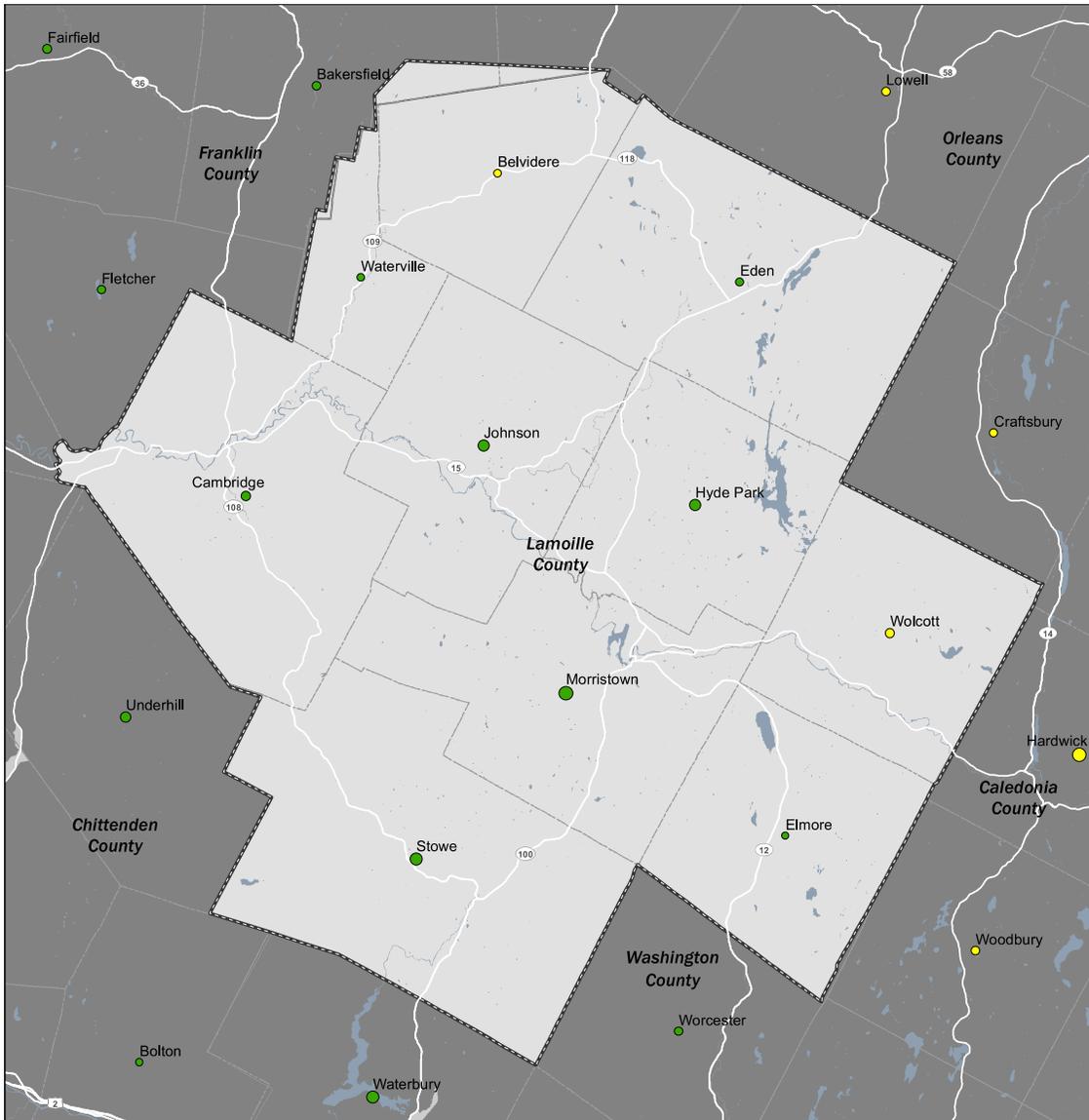
The highest numbers of households with limited access to a vehicle are found in Morristown and Johnson—up to 500 or so households in each town. In those communities and Belvidere and Waterville, the percentage of such households exceeds the state average. The number of households in Belvidere and Waterville with limited auto access is small, however. In Stowe, Elmore, Wolcott, Hyde Park, Cambridge, and Eden, the percentage of households with limited auto access is below the state average.



Figure 6: Number and Percentage of Adults Age 80 and Over in Lamoille County Communities, 2012-2016



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



n
with a Disability

- Below Average
- 1x - 2x Average
- 2x - 3x Average

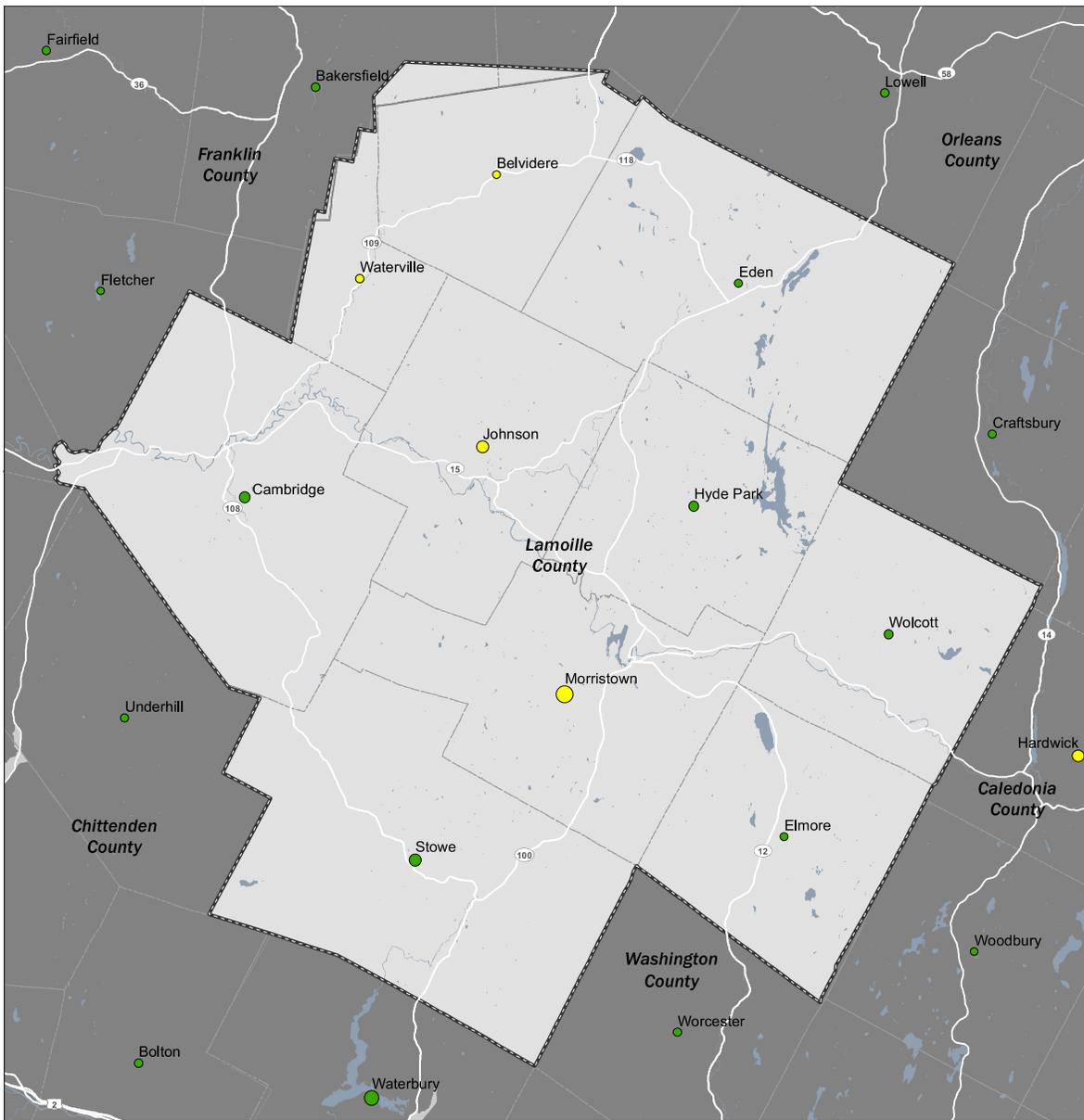
VT Average = 14.0%

Total Population
with a Disability

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



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



**erson & 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.

All of Lamoille County's towns show Low to Low/Moderate propensity for transit use. Some of the villages, such as Morrisville, likely have higher levels of propensity, but census geography limits calculation of the propensity index at that level.

Regional Forum Comments

Stakeholders and members of the public who participated in the regional forum held at the Hyde Park Town Office on November 14, 2018 made comments regarding service gaps, travel challenges, unmet transportation needs, and potential solutions, as summarized below.

Service Gaps and Challenges

Geographic Gaps

- ▶ Areas with no service like Route 15/100
 - RCT TDP had recommendations for this but it needs funding
 - Rural trips (non-qualifying)
 - Johnson: Access to health care, and to Morrisville for shopping and services
- ▶ Need to connect campuses

Temporal Gaps

- ▶ Hospitality industry
 - Shifts and weekend work
- ▶ Quality of life trips (midday, evening, weekend)
- ▶ Some medical trips are difficult timing wise
- ▶ Shopping could drop due to lack of funding

Trip Type Gaps

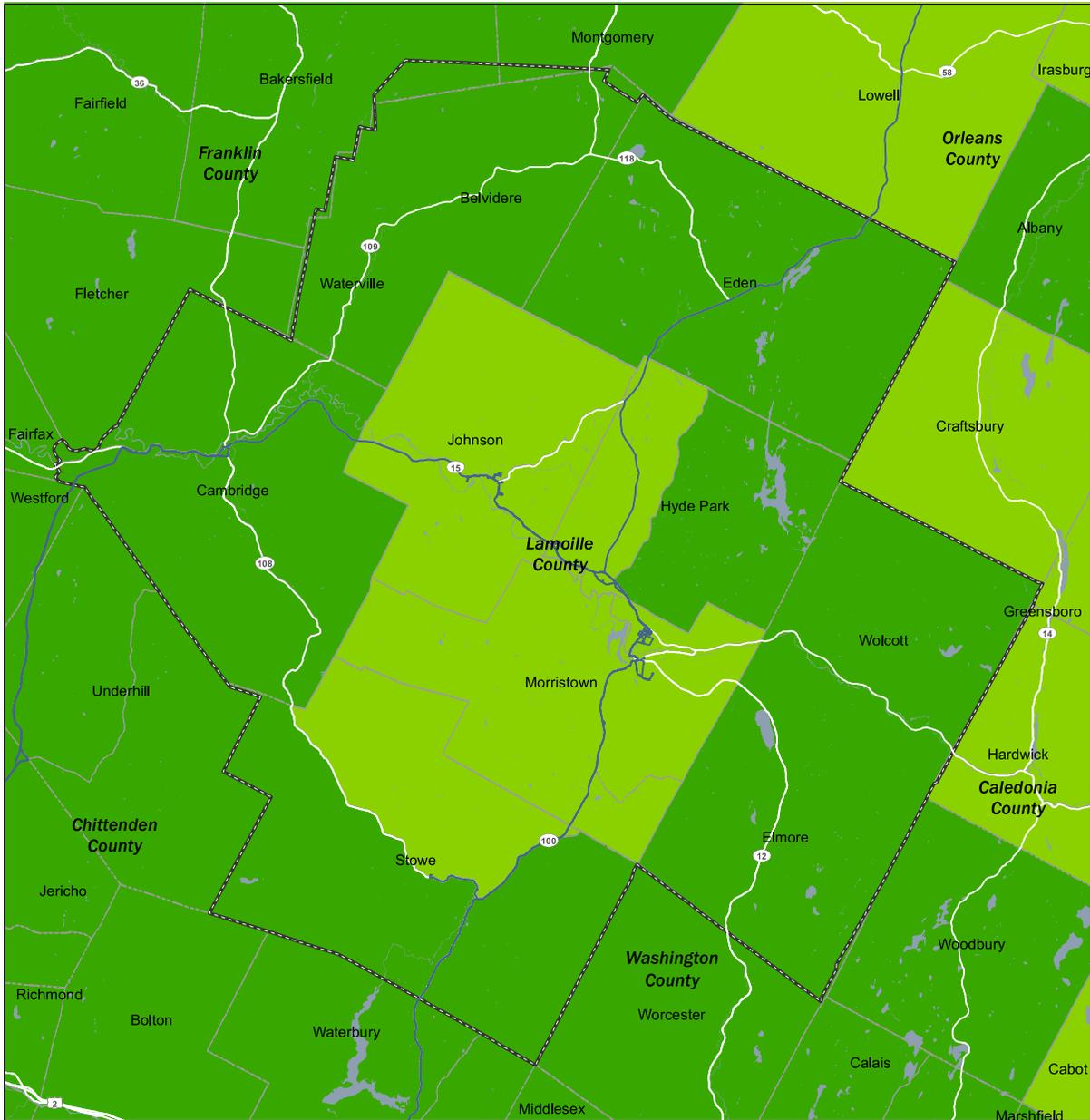
- ▶ No dialysis/treatment center in Lamoille County (nearest is 1 hour away)
- ▶ Small/medium employers that are remote
- ▶ Long-distance trips are inconvenient
 - Hard to access intercity
- ▶ Getting rural users to fixed route, if they were available
- ▶ Treatment for substance abuse to hubs outside Lamoille County
 - Daily, for months or years
- ▶ Access to jobs

Accessibility Needs

- ▶ P&R availability, convenience for buses
- ▶ Bus stops safe and walkable?
 - Results in underutilization



Figure 9: Transit Propensity Index, Lamoille County



Moderate / High
 High

Regional Planning Commission Boundary
 Block Group
 Transit Routes

ate



Affordability Gaps

- ▶ Non-drivers seek to leave due to inability to drive and lack of transit
- ▶ Affordable and available transit is an E&D issue (car ownership cost)
- ▶ Difficult to fill jobs (transportation is one aspect of this)
- ▶ Transit provides life-style choice
- ▶ Transportation funding in Lamoille County is limited
 - Could consider E&D funding pools?
- ▶ Affordable housing
- ▶ Eligibility, funding, and lack of access for employment and E&D are all related
- ▶ Some counties are providing opioid/employment trips

Information Gaps

- ▶ We need to connect the community to GO! Vermont

Other Comments

- ▶ Taxi service can be difficult (getting to airport)
- ▶ RCT/GMT are doing a good job of supporting the community. How can we expand eligibility for employment related trips? How can we enhance what we have (access to jobs)?
- ▶ We need funding beyond the short term
- ▶ Serving young people
- ▶ Missing destinations:
 - Attendees noted that there are some satellite human services in Hyde Park.
 - Veteran housing was mentioned.
 - The Smuggs ski resort is a large employer (350 employees) that may not be adequately represented on maps.
 - MSI in Morrisville may not be adequately represented on maps, as it houses multiple employers. They are a contract assembler with 225 employees. They run their own vans from Burlington.
- ▶ Existing service:
 - Hardwick, though included in the Northeast Kingdom region, is a crossroads, and is served by services in Morrisville.
- ▶ Funding for microtransit pilot
- ▶ View public transit as a public good
 - Need more funding, and this would also help overcome transit stigma
- ▶ Partnership w/hospital to reduce transportation costs

Potential Solutions

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

Information

- ▶ Trip planning assistance



- ▶ Trip reservations assistance

Other comments:

- ▶ Municipalities can help communicate services
- ▶ Handouts for seniors & local events
 - How to make case for local funding
 - Distribute through common destinations
- ▶ Take advantage of VTrans marketing support

Service Enhancements

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

Accessibility Improvements

- ▶ Sidewalks or curb cuts
- ▶ Accessible signals or signage

Technology

- ▶ Scheduling/dispatching software 1st
- ▶ Mobile information, reservations, real-time vehicle location (apps)

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
Trip planning assistance	4
Trip reservation assistance	0
More eligible trip types	8
Expanded service areas	2
Vol. driver program	7
Use of DR seats	0
Sidewalks/curb cuts	2
Accessible signage	0
Scheduling software	2
Real time info	2
Fare free	1

Comments from the Lamoille County/Northeast Kingdom 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 combination of Lamoille County and the Northeast Kingdom. 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.

RCT provides services for seniors, people with disabilities, and clients of its E&D partners such as the Northeast Vermont Area Agency on Aging, the Central Vermont Council on Aging, Northeast Kingdom Community Action, Northeast Kingdom Human Services and a number of adult day health providers. RCT utilizes the services of volunteer drivers and taxi companies as well as its own vehicles and drivers to provide such trips.

Comments regarding transportation needs and service gaps include the following:

- ▶ There is a huge demand for rides. Although significant resources have been put into the volunteer driver program and there are 85-90 active drivers at any given time, recruiting and retention are still difficult. Sickness and unavailability for other reasons cannot be covered. A 50% increase in the number of available drivers would be helpful.
- ▶ Demand for non-Medicaid medical trips, including adult day health trips, has really grown.
- ▶ No formal trip limits are in place; it is up to the partner organizations to balance trip priorities and funding constraints. Partners typically work with RCT to mitigate overspending by additional funds, utilizing E&D funding from a partner that is underspending, and/or limiting trips. In the past there have been years in which funds were depleted before the end of the year and service was suspended temporarily.
- ▶ Trip priorities, in order, are:
 - Critical care
 - Non-Medicaid medical, including adult day health
 - Social/personal or shopping. Social/personal is the last priority, along with wellness trips, including trips to meal sites. Funding limits don't really allow these types of trips to be provided.
- ▶ Unmet needs cannot be examined too closely, because of a lack of funding and volunteer drivers to address them.

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.

Forty-seven residents of Lamoille County commented on their desired trips. Several identified locations out of state to which they would like to travel, including Boston and Montreal. More often, respondents identified the following as locations to which they would like to take transit services.

- | | |
|------------------|---|
| ■ Cambridge | ■ Jeffersonville to Morrisville (Northern Vermont University) |
| ■ Elmore Village | ■ Johnson |
| ■ GMT bus stop | ■ Morrisville |
| ■ Hardwick | ■ Newport |
| ■ Hyde Park | |



- Richmond (Park & Ride)
- Stowe
- Wolcott
- Burlington
- Middlebury
- Montpelier
- Vergennes
- Williston (shopping)
- Winooski

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 74 responses to this question from Lamoille County, 89% were in the top four categories: more service near my home (28%), more service to my destinations (22%), more frequent service (20%) and service in the evenings and/or weekends (19%).

Summary of Transit Service Gaps and Needs

The information presented above about Lamoille County 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 Lamoille County.

Geographic Service Gaps

GMT and RCT bus routes provide service in the towns that contain most of Lamoille County's population, including concentrations of likely transit users and key destinations. Those towns include:

- ▶ Eden
- ▶ Hyde Park
- ▶ Morristown
- ▶ Johnson
- ▶ Cambridge
- ▶ Stowe

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 county are located on or near bus routes. However, employers in Stowe that are open year-round are not accessible by transit from April until late November when the seasonal Mountain Road Shuttle is not in operation.



Temporal Service Gaps

GMT's Morrisville Shuttle in Lamoille County operates for seven hours a day, Monday through Friday. Customers wishing to travel in the early morning, late afternoon/evening hours, or on weekends, do not have transit options for those trips. The Morrisville Shopper operates Monday through Friday, providing one trip in each direction. A very high level of service is provided on the Mountain Road Shuttle in Stowe, but that route operates only during the winter and early spring months.

GMT's commuter routes operate on weekdays, providing a limited number of trips during morning and afternoon peak hours. The commuter routes offer connections to other routes for access to a number of communities, but schedules do not accommodate individuals who would like to have access to those areas during mid-day hours.

RCT's bus service in the county consists of shopper shuttles that operate only two days a month.

Gaps for Specific Rider Groups/Trip Types

Regional forum participants and E&D partner organizations commented on the need for additional resources so that more social/wellness, shopping, and congregate meal trips can be provided for older adults and people with disabilities. Funding constraints mean that higher priority types of trips—critical medical care and adult day health trips are served first.

Other trip types that are difficult or impossible to make using transit include:

- ▶ Dialysis/treatment trips
- ▶ Work trips to small/medium employers that are remotely located
- ▶ Access to jobs in general
- ▶ Long-distance trips are inconvenient
- ▶ Treatment for substance abuse to hubs outside Lamoille County

Other Gaps

MetroQuest survey responses and comments from regional forum participants indicate that there is a need for more education and marketing about transportation options in Lamoille County.

Affordability issues were also identified for Lamoille County, not only for providers who must deal with funding constraints, but also individuals who may not be able to afford car ownership or get to a job and therefore need to have transit service available.

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 Lamoille 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, Lamoille County, 2017

Market Segment	Likely Low-Auto Access	Estimated Number in Region, 2017
Youth (under 18)	X	11,853
Young adult (18-24), employed/student	X (by choice)	4,613
Adult (25-64)		25,013
Adult (25-64), below poverty line	X	2,479
People with disabilities (under age 80)	X	9,311
Younger seniors (65-79)		7,050
Older seniors (80+)	X	2,980
Total		63,299

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 Lamoille County, market segments that are likely to have limited or no access to a car make up nearly 43% of the population.

Impacts of Service Gaps on Market Segments

Table 4 summarizes the effect of the service gaps identified for Lamoille County 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 8:00 AM to 3:00 PM on weekdays. No service is available on weekends. Regional routes operate more limited hours. Making work trips more difficult is the fact that not all employers are served by existing routes.
- ▶ **People with disabilities** are affected by limitations in E&D program funding. Options for shopping, social/personal, and wellness trips may not be available.
- ▶ **Older adults, especially those over age 80**, are also affected by limits on trips provided with E&D program funding and may be unable to make all but the most critical medical or adult day service trips.
- ▶ **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
Year-round employers along the Mountain Road Shuttle are not served by transit from April until late November							
Temporal Gaps							
Peak-only schedules of commuter routes do not help those with non-traditional work hours		X	X	X	X	X	
GMT shopper shuttle offer limited numbers of round trips; RCT shoppers operate only two days per month			X	X	X	X	X
Trip Type Gaps							
Social/wellness/shopping/congregate meals 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	X
Dialysis and substance abuse treatment trips are long due to a lack of local facilities		X	X	X	X	X	X
Access to jobs		X	X	X	X	X	
Accessibility Needs							
More bus shelters, sidewalks/curb cuts and accessible signage or signals would encourage fixed route use	X	X	X	X	X	X	X
Technology Challenges							
Reservations/scheduling software and mobile apps for reservations and real-time vehicle location 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							
Affordable transit is needed for those who do not own cars and need transportation to get to work		X		X	X	X	

