

Appendix I – Northwest Region Analysis

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TRANSIT SERVICE GAPS AND NEEDS

Transit service gaps and needs and estimates of the resources needed to improve transit services in the Northwest Region are discussed below. The region includes the 23 communities of Franklin and Grand Isle counties, which form the service area of the Northwest Regional Planning Commission (NRPC).

Overview of Existing Services

Fixed Route Services

Fixed route bus services in the Northwest Region are provided primarily by Green Mountain Transit (GMT).

As shown in Figure 1, GMT operates one local bus route, three commuter routes, and one shopping shuttle in the Northwest Region. Service is concentrated in Franklin County; Alburgh is the only community in Grand Isle County with fixed route service (the Alburgh to Georgia Commuter).

Local Service

The **St. Albans Downtown Shuttle** provides hourly service between 5:45 a.m. and 6:45 p.m. on weekday and from 9:45 a.m. to 3:30 p.m. on Saturdays. Deviations of up to $\frac{3}{4}$ of a mile from the route are available to all riders with 24 hours advance notice.

The **Price Chopper Shopping Shuttle** operates on Tuesdays in St. Albans City, St. Albans Town, and Swanton. Four stops are served before/after each of two drop-offs and two pickups at Price Chopper. Service is subsidized by Price Chopper and fare-free.

Commuter Service

The **Alburgh to Georgia Commuter** operates via St. Albans, Swanton, and Highgate. A southbound trip during morning peak hours and a northbound trip during afternoon peak hours is provided on weekdays.

The **Richford to St. Albans Shuttle** travels through Berkshire, Enosburgh, and Sheldon on weekdays, with one morning southbound and one afternoon northbound trip.

Unlike many commuter routes, deviations of up to $\frac{1}{4}$ of a mile from each route are available with 24 hours' notice.

The **St. Albans LINK Express** operates from St. Albans City through Georgia to Milton, Colchester, Winooski, and downtown Burlington in Chittenden County. Two trips are provided in each direction in the morning and afternoon peak hours on weekdays.

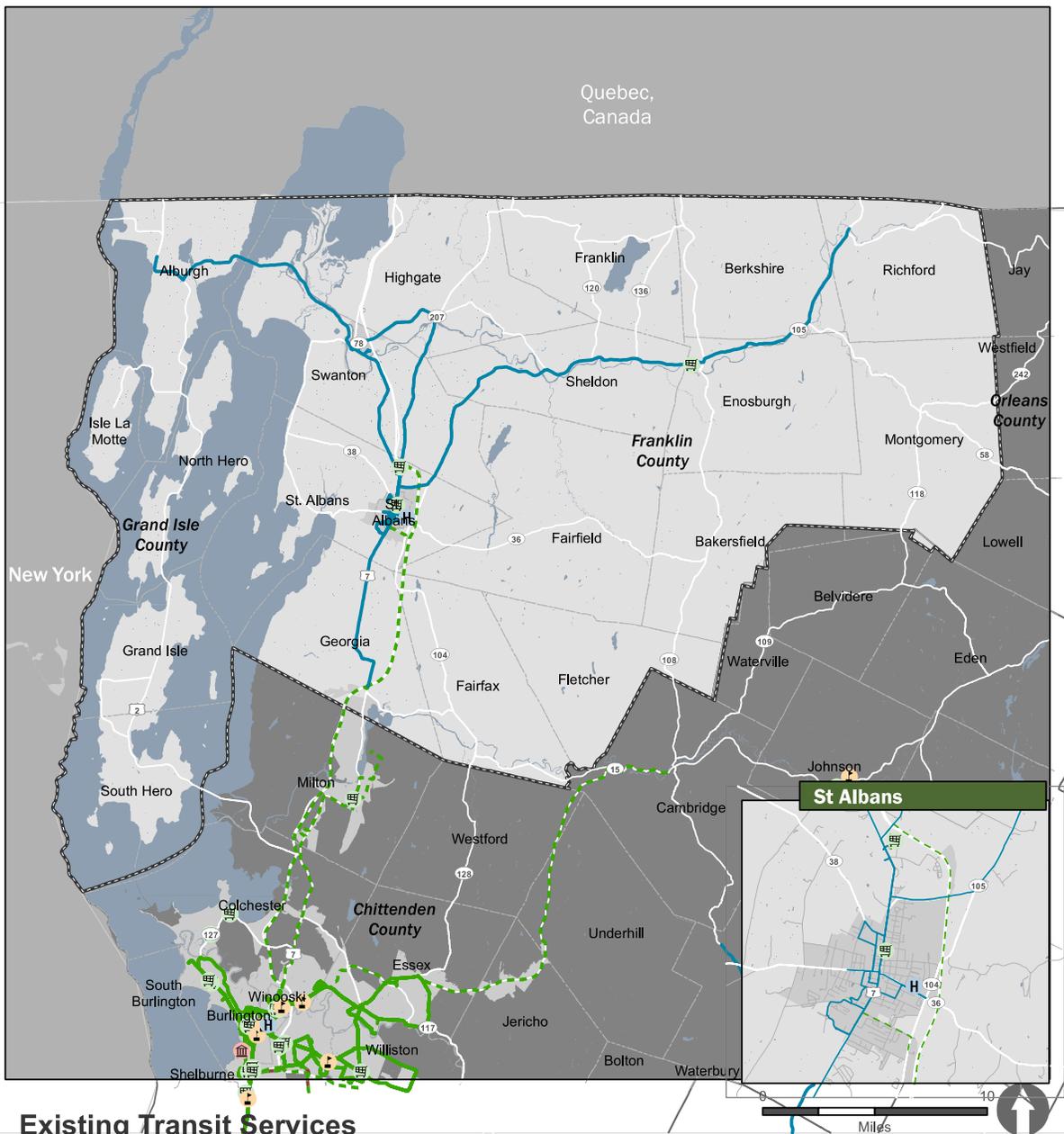
Dial-A-Ride and Other Services

GMT and its partners in the E&D transportation program provide demand response transportation for older adults, people with disabilities in Franklin and Grand Isle counties. Partner organizations include Care Partners, AgeWell (formerly Champlain Valley Area Agency on Aging), and Champlain Islanders Developing Essential Resources (CIDER). GMT and CIDER both provide trips using agency-owned vehicles (CIDER owns one vehicle and leases others from GMT) and employed drivers as well as volunteer drivers. Eligible trip types include critical care medical, non-emergency medical, adult day health, congregate meals, and essential shopping.



Figure 1: Transit Services in the Northwest Region

Northwest Region



Existing Transit Services

- Green Mtn. Transit
- GMT Chittenden - Local
- - - GMT Chittenden - Commuter
- . . . GMT / ACTR - Commuter
- + Veterans Affairs Center
- Ⓜ Social Security Office
- H Hospital
- 🎓 Higher Education
- 🛒 Retail Center
- Regional Planning Commission Boundary
- Municipal Boundary
- Urban Areas



Outside of the E&D program, AgeWell’s volunteers also provide rides for older adults as well as many other types of assistance. AgeWell provides services in Addison and Chittenden counties as well as in Franklin and Grand Isle counties.

Intercity connections are available through Amtrak service, which stops in St. Albans.

Several taxi companies provide service in Northwest Region communities.

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 Areas

- ▶ St. Albans City
- ▶ St. Albans Town
- ▶ Enosburg Falls

Medical Facilities

- ▶ St. Albans (including Northwestern Medical Center)
- ▶ Georgia Health Center
- ▶ Swanton Health Center
- ▶ Richford Health Center

Human Services

- ▶ St. Albans
- ▶ Enosburgh/Enosburg Falls
- ▶ Richford
- ▶ Swanton

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/regions/franklingrand-isle-counties/> . GMT bus routes serve many local and regional destinations.

Employment and Commuting Patterns

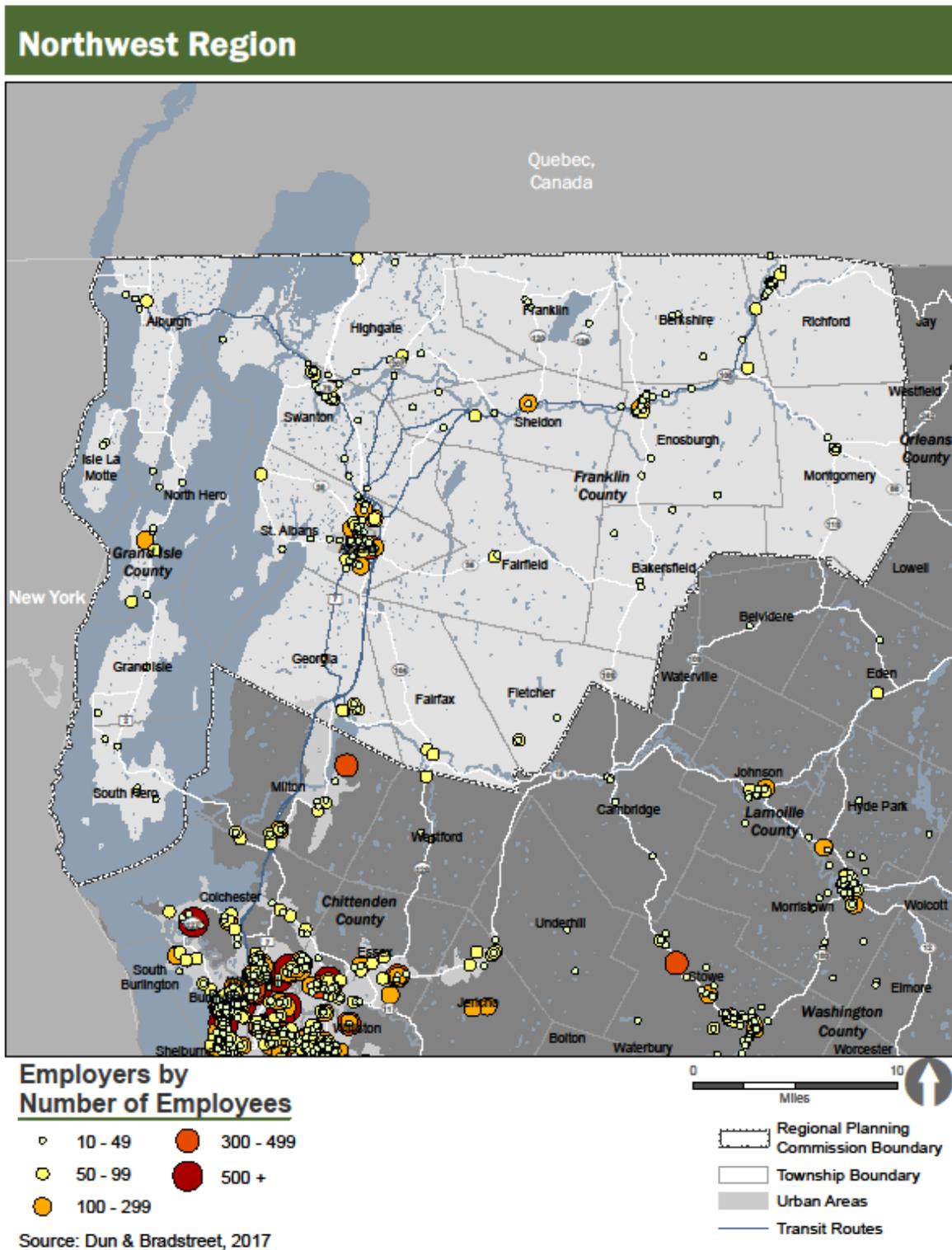
Employers

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

The largest employers in Franklin and Grand Isle counties employ between 100 and 299 individuals. The largest concentration of employers is found in St. Albans. The majority of the employers located in Franklin County are served by GMT commuter routes or the St. Albans Downtown Shuttle. There are several smaller employers in each community in Franklin County, with 50 or fewer employees each, that are not located near the GMT routes. Only employers located in Alburgh in Grand Isle County are served by bus routes. One employer with 100-299 employees and a number of smaller employers in the county are not located near bus routes.



Figure 2: Employers in the Northwest Region



Commuting Patterns

Table 1 presents an overview of where residents of the Northwest Region work and where individuals who are employed in the region live.

Table 1: Employment in the Northwest Region 2015

Employment	Number	Percent of Total Northwest Region Employment	Percent of Total Employed Northwest Region Residents
Workers in Northwest Region			
Total Employees in Northwest Region	17,546	100%	
Northwest Region Employees Residing in Northwest Region	11,915	68%	
Residents of Other Areas Working in Northwest Region	5,631	32%	
Residents of Other Vermont Counties	4,688	27%	
Residents of Other States	943	5%	
Residents of Northwest Region			
Total Employed Northwest Region Residents	26,799		100%
Northwest Region Residents Employed in Northwest Region	11,915		44%
Northwest Region Residents Employed in Other Areas	14,884		56%
Working in Other Vermont Counties	13,961		53%
Working in Other States	923		3%

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

Over two-thirds of the employed individuals in the Northwest Region also live there. Of the remaining 32% of employees, 27% live in other Vermont counties, including Chittenden, Washington, Lamoille, Orleans, Rutland, Caledonia, and Addison counties. Three percent of employees live in other states, primarily New York and New Hampshire.

Of the Northwest Region residents who are employed, 44% work in the region and 56% work elsewhere. Fifty-three percent of employed residents work in other Vermont counties. The majority of those individuals work in Chittenden County. Other counties in which Northwest Region employees live include Washington, Lamoille, Windsor, Orleans, Rutland, and Addison counties. Three percent of the region's employees live in other states, primarily New York and Massachusetts.

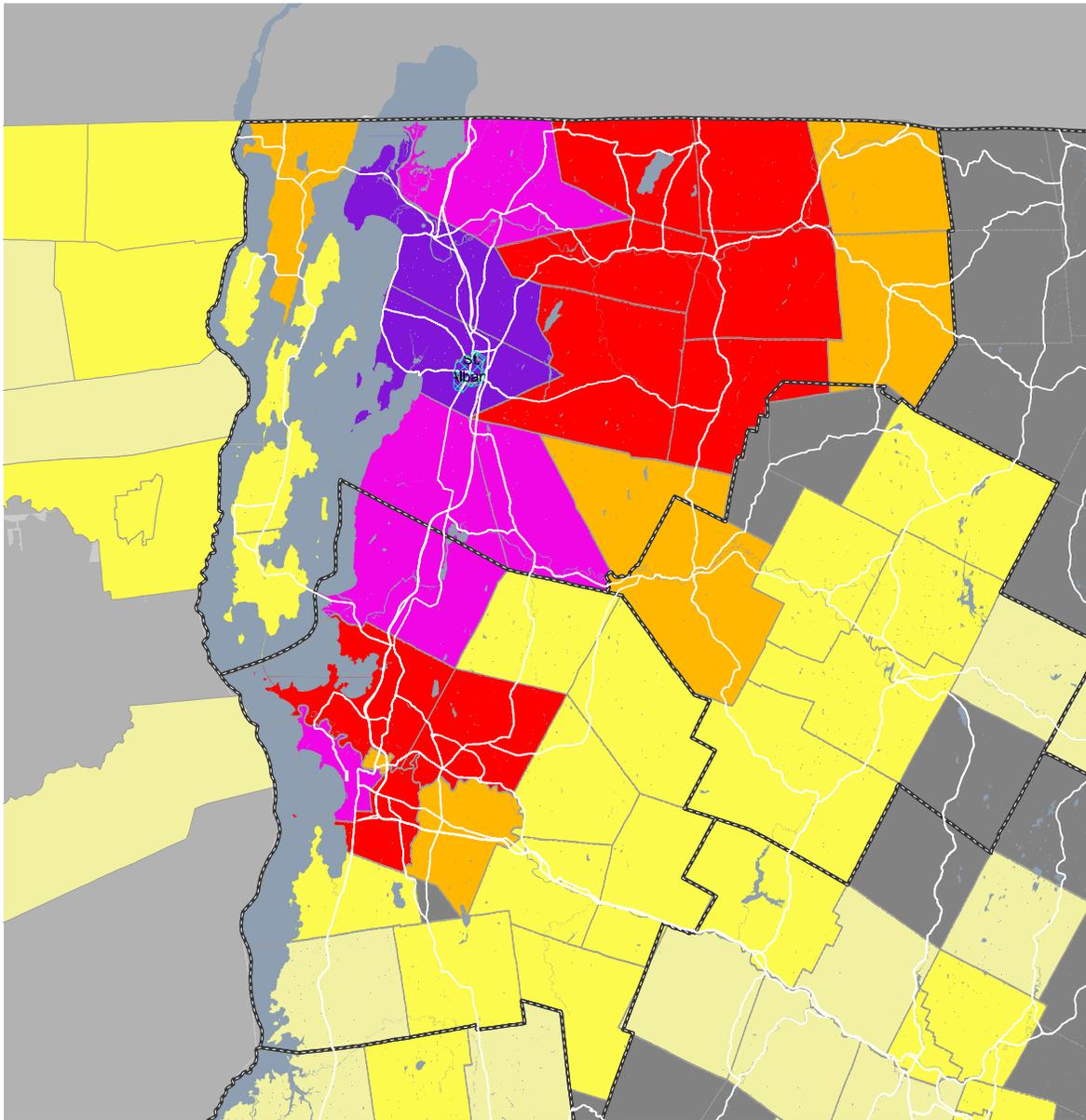
Figure 3 shows daily commuting trips to St. Albans at the town level.

Commuters travel to St. Albans from many communities in Franklin and Grand Isle counties as well as Chittenden, Lamoille, and Washington counties. The largest numbers of trips originate in St. Albans itself and Swanton (500-2,000 daily trips each), plus Highgate, Georgia, Fairfax (Franklin County), and Burlington and Milton in Chittenden County (200-499 daily trips each). A number of towns in Northern Franklin County and several Burlington suburbs also generate a significant number of commuting trips to St. Albans each day (100-199 trips).

Figure 4 shows the daily commuting trips to the Chittenden County core communities at the town level.



Figure 3: Daily Commuters to St. Albans



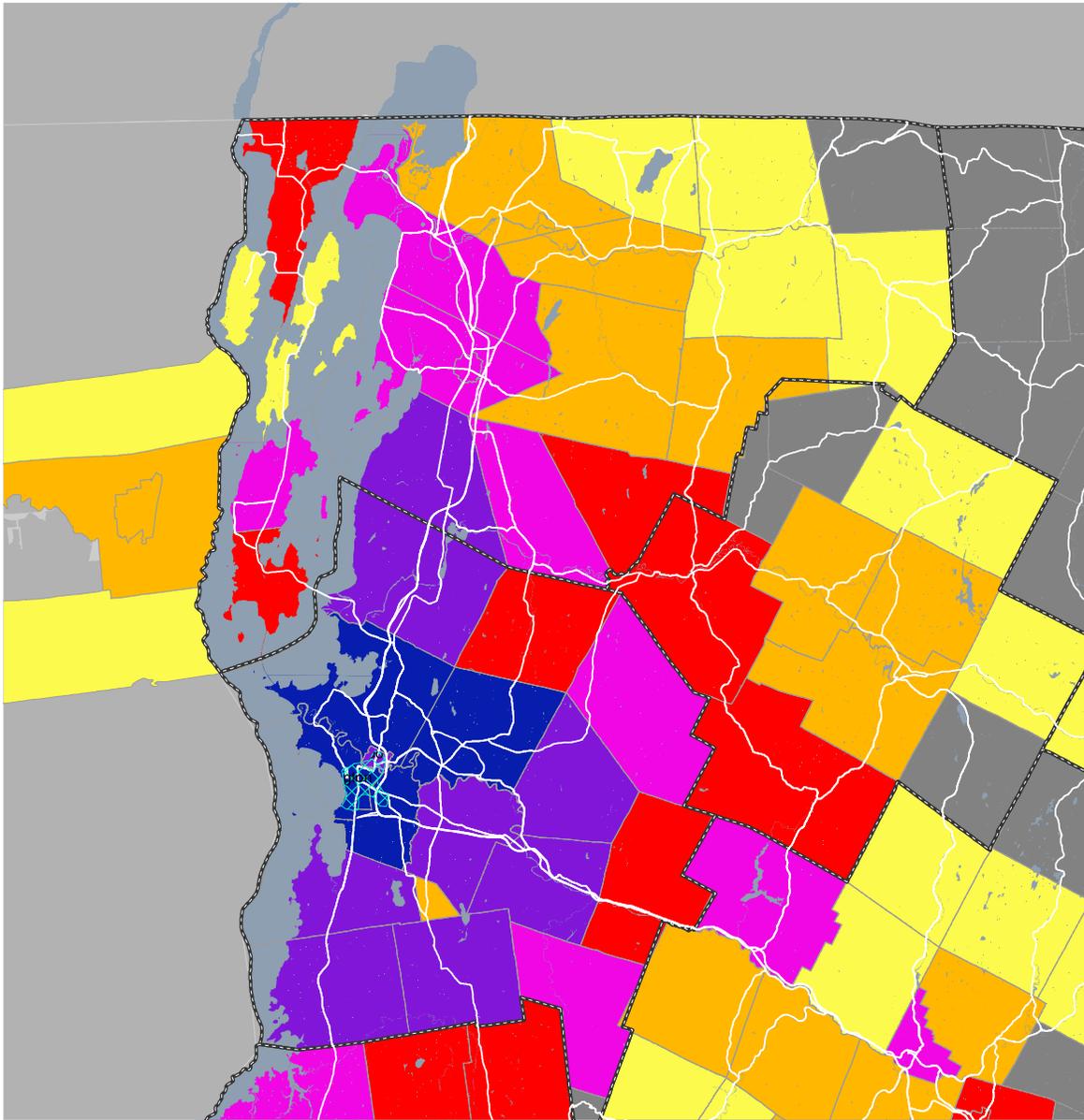
Commuters to St Albans

	< 10		200 - 499
	10 - 49		500 - 2,000
	50 - 99		2,000 +
	100 - 199		

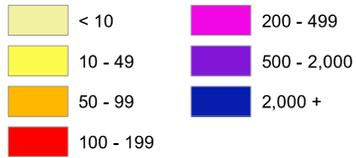
tion Zone



Figure 4: Daily Commuting Trips to Chittenden County Core Communities



**Commuters to
Chittenden County Core**



tion Zone



As shown in Figure 4, many Northwest region residents commute to these Chittenden County communities. Georgia generates 500-2,000 commuting trip per day to that area; St. Albans City and Town, Swanton, and Fairfax each generate 200-499 daily trips. The Chittenden County core is a more significant work trip destination for Grand Isle County residents than St. Albans, with 100-499 trips per day to those communities from Grand Isle, South Hero, and Allburgh.

Demographic Overview

This section presents an overview of the demographic characteristics of the Northwest Region and summarizes the location and density of the general population of the region 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 the Northwest Region as of 2016, as compared to Vermont as a whole.

Table 2: Demographic Characteristics of the Northwest Region, 2012-2016

	Northwest Region	Vermont
Total population	55,570	626,249
Population density	78 persons per square mile	68 persons per square mile
Population age 60 and over	24%	24%
Population age 80 and over	3.5%	4.3%
Residents living below poverty line	8.5%	11.6%

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

In 2016, approximately 9% of the state’s population lived in the Northwest Region. The region is more densely populated than the state as a whole, with 78 people per square mile. The percentages of adults age 60 and over is the same as the state average; the region’s population includes a slightly lower percentage of individuals age 80 than the state average. While over 11% of the state’s population is living in poverty, less than 9% of the Northwest Region’s population lives below the poverty line.

Population Density

Figure 5 shows the concentration of the population in Northwest Region communities. 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.

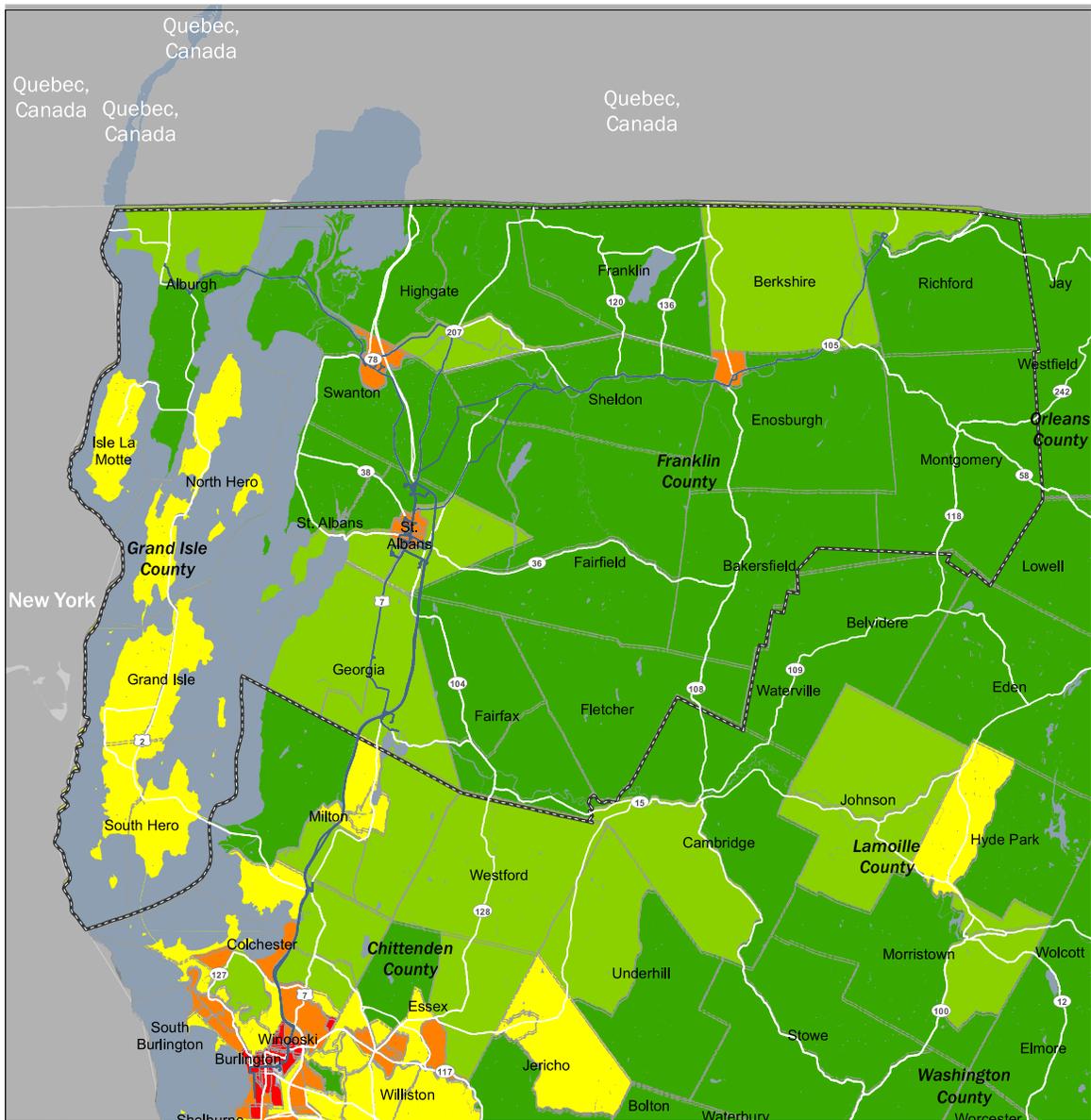
The highest concentrations of population—between 1,000 and 4,999 residents per square mile—are found in St. Albans City, Enosburg Falls, and Swanton Village. Areas of low density, with 500-999 residents per square mile, are found in some Grand Isle County communities. The rest of the region shows a population density that can be considered rural.

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



Figure 5: Population Density in Northwest Region Communities, 2017



ansit Routes



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 Upper Valley 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.

The highest numbers of older seniors—approximately 250 or more—are seen in St. Albans Town and Swanton. The percentage of older seniors in those communities is 1-2 times the state average. In other communities, the percentage of older seniors is below the state average and the number of individuals per community is below 250.

People with Disabilities

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

The communities with the highest numbers of people with disabilities, approximately 750 each, include St. Albans City and Town, Swanton, and Fairfax. In those communities, the percentage of people with disabilities is below the state average. In other communities, numbers of people with disabilities are lower and the percentage of those individuals among the total population ranges from below to twice the state average.

Auto Ownership

The number and percentage of households in Northwest County cities and 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.

St. Albans City, St. Albans Town, and Swanton each contain approximately 500 to 1,000 households with limited auto ownership. In St. Albans City and Swanton, the percentage of such populations is 1-2 times the state average; St. Albans Town is below the state average. In the other Northwest Region communities, the numbers of households with limited access to an auto are lower. The percentage of such households in most communities is below the state average.

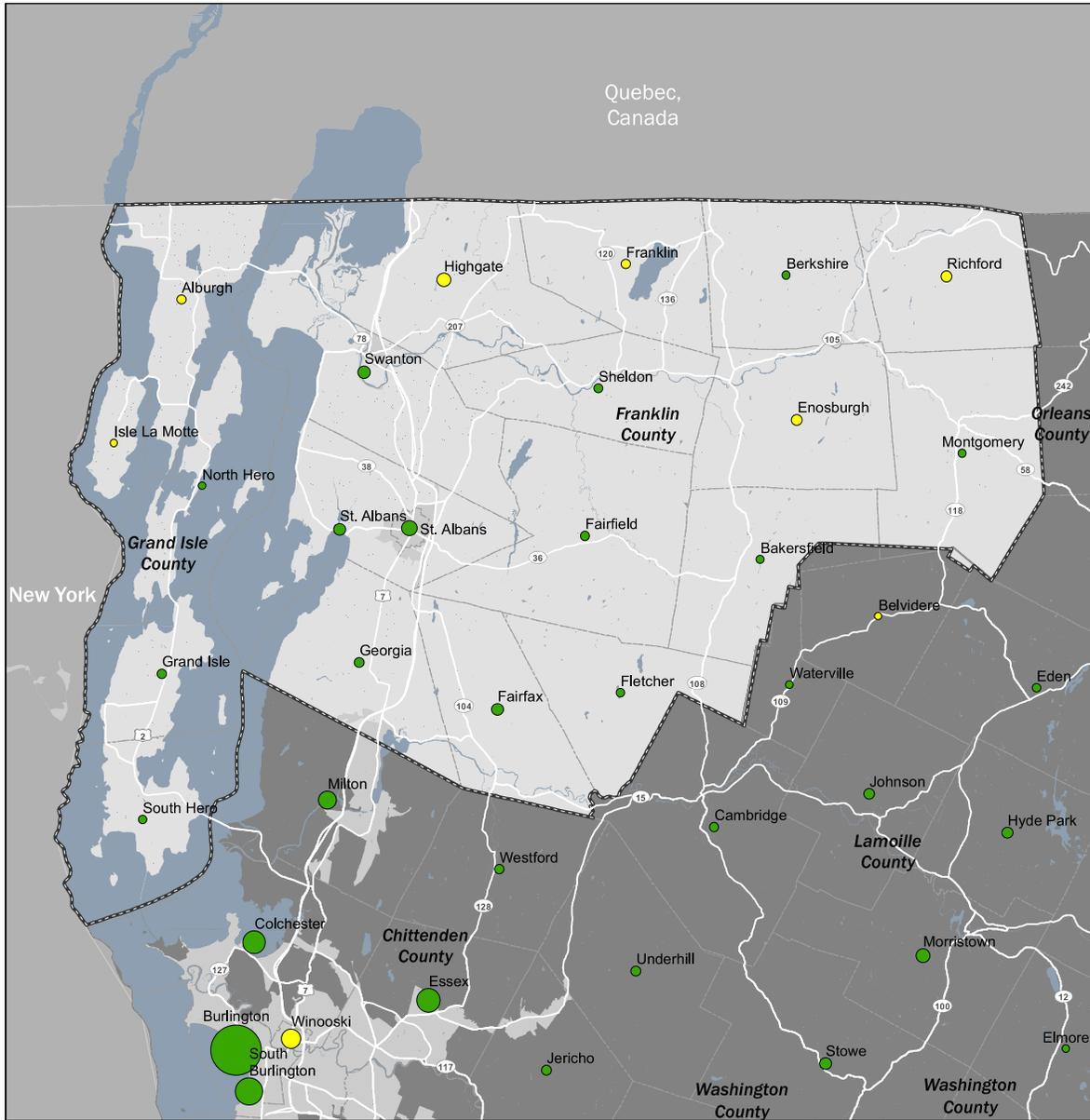
Transit Propensity

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 region'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.

Only St. Albans City includes areas with moderate to high levels of transit propensity. All other communities show low or low to moderate levels of transit propensity.



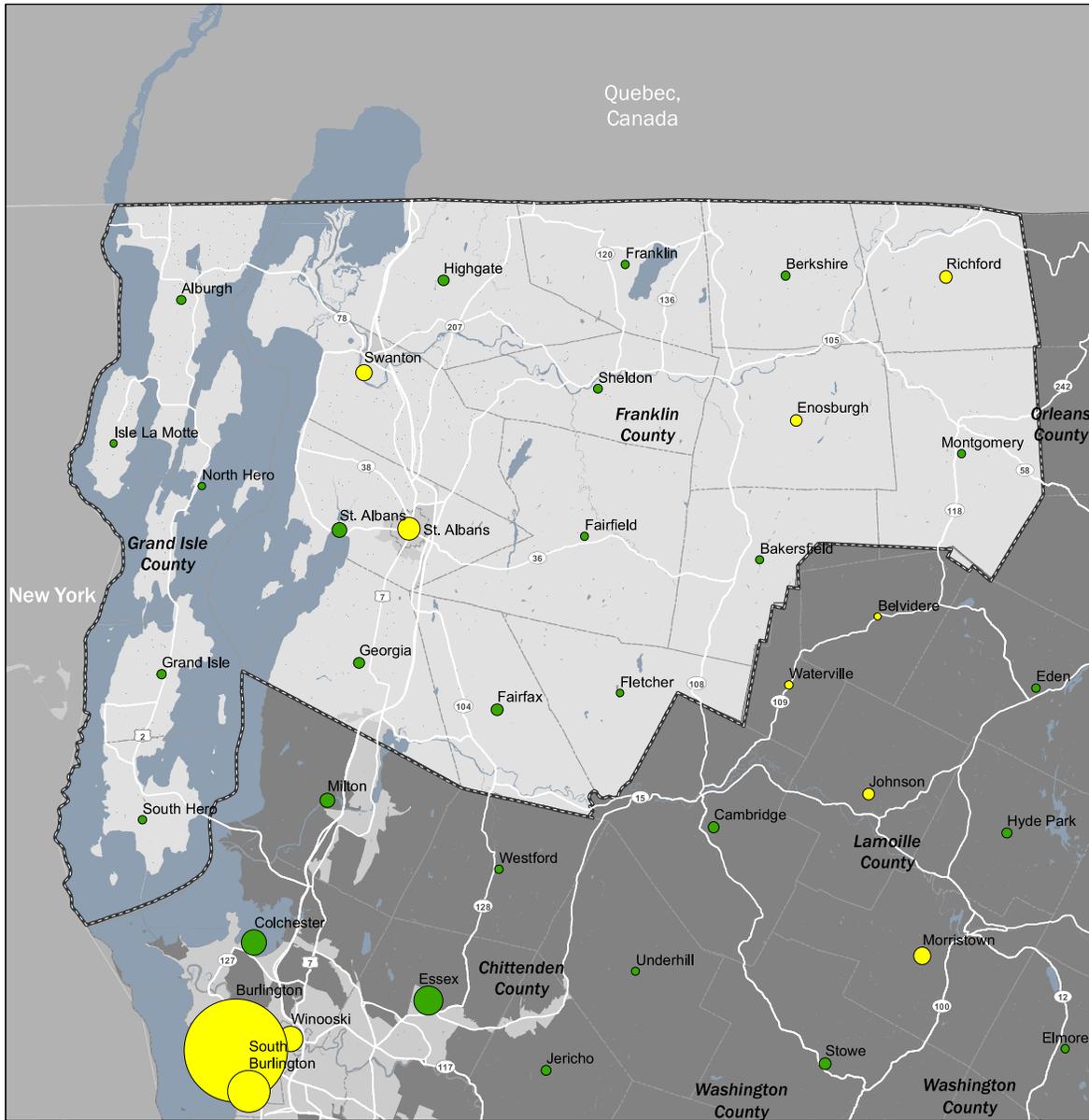
Figure 7: Number and Percentage of People with Disabilities in Northwest Region Communities, 2012-2016



- Below Average
- 1x - 2x Average
- 2x - 3x Average
- VT Average = 14.0%
- 750
- 1,500
- 2,250
- 3,000



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



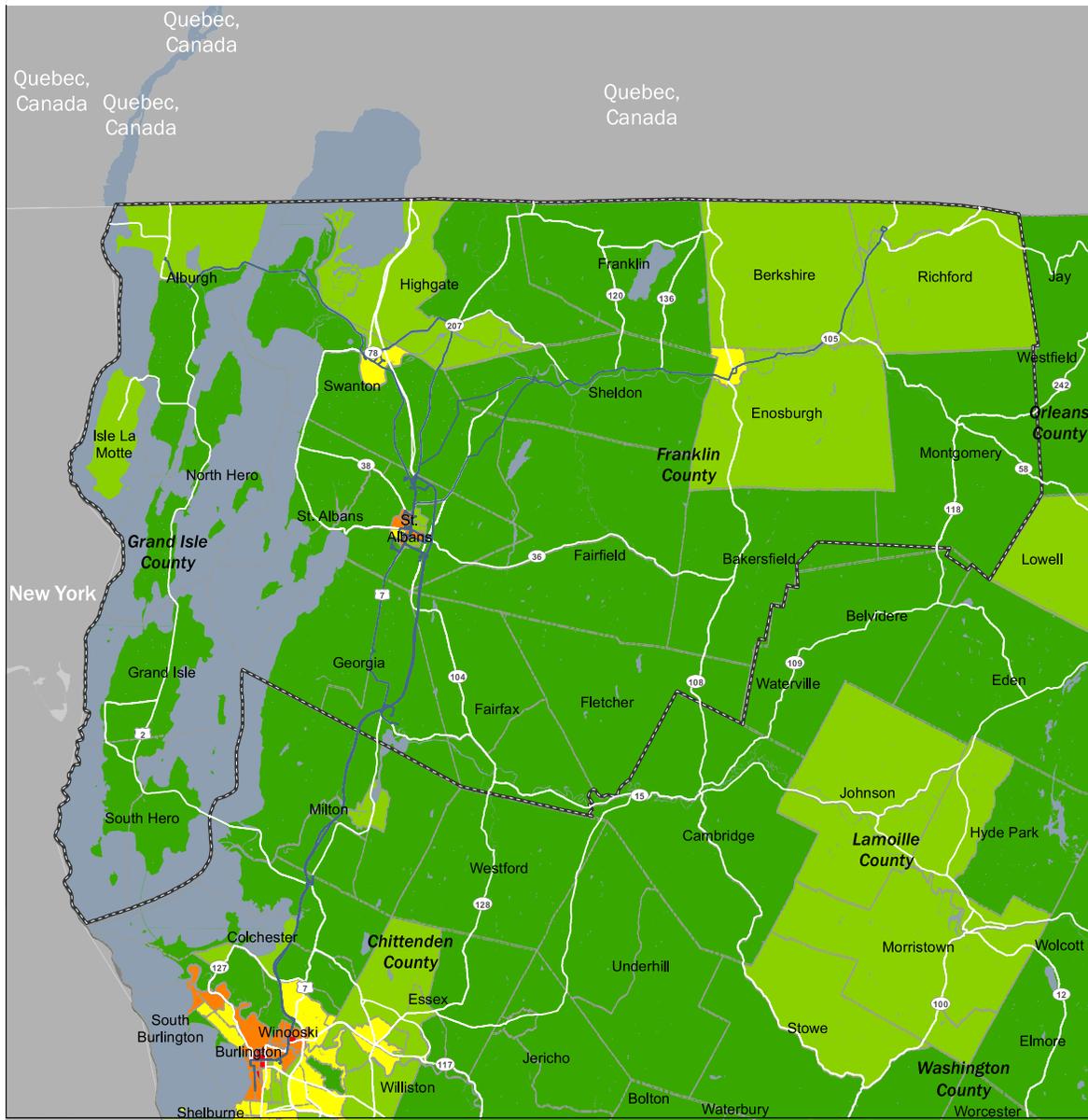
**Total Households with
1 Person & 0 Cars or
2+ People & 0-1 Cars**

- Below Average
 - 1x - 2x Average
 - > 2x Average
- VT Average = 20.6%**

- 500
- 1,000
- 1,500
- 00



Figure 9: Transit Propensity Index, Northwest Region



sit Routes



Regional Forum Comments

Stakeholders and members of the public who participated in the regional forum held at the offices of Northwestern Counseling & Support Services on October 24, 2018 made comments regarding service gaps, travel challenges, unmet transportation needs, and potential solutions, as summarized below.

Service Gaps and Challenges

Geographic Gaps

- ▶ Travel across county lines, particularly for E&D trips

Temporal Gaps

- ▶ People can get to some locations, but not back from them, because of bus schedules
- ▶ Service for people who work in the service industry
- ▶ Shift workers
- ▶ Many residents are 12 hour commuters

Trip Type Gaps

- ▶ Lack of service to clinics (Medical Assisted Treatment – MAT—for opioid addiction) in St. Albans:
 - If someone is not qualified for Medicaid but doesn't have a car how can they get there?
 - Once they are out of treatment how do they get to appointments for their recovery program? After recovery people need transportation to jobs. Program appointments are often last minute.
 - Education is a big need
- ▶ Students can get to school by bus but then have activities and have to get a ride home
- ▶ Employment for non-traditional jobs (also a temporal gap)
- ▶ Commuter van funding
 - Difficult to get critical mass with route, timing, etc.

Accessibility Needs

- ▶ In St. Albans path of travel is an issue.
- ▶ Out of “urban” areas service is provided door-to-door, so not typically an issue.

Technology Challenges

- ▶ Many people don't own smart phones (low-income), or have poor service

Affordability Gaps

- ▶ In Franklin County this is generally not a problem
- ▶ E&D funding not seen as an issue
- ▶ Other services like fixed route/deviated are costlier and thus a bigger challenge

Other Gaps

Information Gaps

- ▶ CIDER did focus groups and found that a lot of people lack knowledge of their services
 - People need better access to information on rules/regulations regarding services (website is not always the best)
 - There are fears about using transit service due to lack of knowledge



Other Comments

- ▶ State funding is bringing money into towns/villages, for example as part of Downtown Designation, that could then be used to offer basic services locally so people don't have to make longer trips. There are also grants for transit amenities.
- ▶ Grand Isle volunteer service is a strength
- ▶ Funding models for microtransit service would be informative
- ▶ Look at national models for volunteer drivers
 - Recruiting and managing is an issue
 - Non-ambulatory needs impacts driver need, vehicle need, and lift needs
- ▶ With better information some existing drivers (e.g., elderly), may add transit for some trips
- ▶ Townships need to have a relationship with service providers
- ▶ Town clerks, libraries, and AARP are opportunities to increase information dissemination
- ▶ VTrans is leveraging \$200k in the FY 2020 budget to expand services.
- ▶ Private dollars can be used for local match
- ▶ Internal trips within the Northwest Region are difficult. Could TNCs fill this gap, or something similar?
 - Do we have a policy for subsidy? Are TNC's compatible with state law in this role?
 - Could TNC drivers become volunteer drivers? Need to think about insurance and background checks. We should look at national models for volunteers.
 - What about services based on a schedule (like shopper shuttles), or a zonal system (serve different section of county on different days)?
- ▶ Private dollars can be used to reimburse volunteer drivers
- ▶ Can use open seats for other trips types?
- ▶ Community Wi-Fi is part of the solution
- ▶ Scheduling software is helpful and could be expanded

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

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
One-call/one-click system	6
Go! Vermont Website	5
Expand service areas	5
Expand hours	3
More eligible trip types	5
Vol. driver prog. enhancements	2
Use of available seats	4
Rider trip banks	6
Sidewalks/curb cuts	2
Bus shelters	3
Mobile information	4
AVL on buses	2
Tablets on buses	1

Comments from the Northwest Region 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 Northwest 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.

Services in Franklin and Grand Isle counties that are supported with E&D program funds are provided by GMT and one of its three partner organizations. They include demand response services and rides provided by volunteer drivers for older adults, people with disabilities, and individuals participating in programs and services offered by the partners. Partners include AgeWell, Care Partners, and CIDER; the latter serves Grand Isle County and operates E&D service. Eligible trip types include critical care medical, non-emergency medical, adult day health, congregate meals, and essential shopping.

Comments regarding transportation needs and service gaps include the following:

- ▶ AgeWell and Care Partners currently limit trips to six one-way trips per person per month
- ▶ Social/wellness trips are not specifically offered
- ▶ CIDER’s riders are shifting from individuals who have multiple disabilities and/or use wheelchairs to school-age children with cognitive disabilities and opioid recovery patients



- ▶ Adult day health programs are seeing decreases in participation, likely due to factors such as movement of older adults into non-subsidized senior housing where services are available or adult children caring for aging parents at home

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.

Only nine residents of the Northwest Region commented on their desired trips. Respondents identified the Burlington Airport and Rutland as destinations outside of the region to which they would like transit access. Residents of St. Albans, Enosburg Falls, and Grand Isle identified home or work (in their communities) 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

Of the 34 responses to this question from the Northwest Region, 79% were in the top four categories: more service near my home (32%), more frequent service (24%) more service to my destinations (18%), and service in the evenings and/or weekends (6%).

Summary of Transit Service Gaps and Needs

The information presented above about the Northwest 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 region.

Geographic Service Gaps

Fixed route bus service in the region includes only one local route and one shopping shuttle in addition to three commuter routes. While those routes cover areas with relatively high population and serve a number of key destinations, including many employers, and make connections to destinations outside of the region, many communities are not served. Only one community in Grand Isle County, Alburgh, receives fixed route service—as one end of a commuter route. In addition, residents who live beyond the reach of bus routes and the 1/4 - 3/4 mile deviations that are available on most routes have no transit options apart from the services for older adults and people with disabilities that are provided as part of the E&D Transportation program.

Regional forum residents also identified the ability to make trips between counties as a service gap.



Temporal Service Gaps

GMT's local St. Albans Downtown Shuttle operates for 13 hours a day on weekdays and 5.5 hours on Saturdays, offering hourly service. That span and frequency represents a basic level of fixed route service for a small urban area.

The Price Chopper Shopping Shuttle operates only on Tuesdays.

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. Indeed, the timing of these commuter routes is set to meet shift times at specific large employers.

Regional forum comments about temporal gaps noted that schedules allow trips to some destinations but do not accommodate a return trip. Students who can get to school but not home following after-school activities was one specific example cited.

Gaps for Specific Rider Groups/Trip Types

Trips for E&D transportation users are limited to six one-way trips per month by two of the three E&D partner organizations. Those limits likely leave needs for additional medical, adult day health, congregate meals, shopping, and social/wellness trips unmet.

Specific groups with travel challenges that were mentioned by regional forum participants include individuals receiving treatment for opioid addiction and employees with non-traditional work schedules, including those who work in service industries and shift workers.

Other Gaps

Information

Regional forum participants and MetroQuest responses indicated that more information or education about transportation options is needed in this region.

Accessibility

Difficulties with path of travel to bus stops in St. Albans was noted in regional forum comments. Desired solutions include sidewalks, curb cuts, and bus shelters.

Technology

While regional forum participants indicated that mobile apps for trip reservations and real-time vehicle location information, they also noted that cell phone use is challenging for those who cannot afford homes or do not get good service coverage where they live/work.

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 Northwest 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 2.



Table 3: Estimated Transit Market Segments, Northwest Region 2017

Market Segment	Likely Low-Auto Access	Estimated Number in Region, 2017
Youth (under 18)	X	11,925
Young adult (18-24), employed/student	X (by choice)	3,941
Adult (25-64)		25,927
Adult (25-64), below poverty line	X	1,456
People with disabilities (under age 80)	X	5,551
Younger seniors (65-79)		5,027
Older seniors (80+)	X	1,831
Total		55,658

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 Northwest Region, market segments that are likely to have limited or no access to a car make up 44% of the population.

Impacts of Service Gaps on Market Segments

Table 3 summarizes the effect of the service gaps identified for Northwest Region communities 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 geographic coverage of fixed route services. Regional commuter routes and the shopping shuttle serve specific needs by operate limited hours.
- ▶ **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; this affects a number of Northwest Region communities	X	X	X	X	X	X	X
Temporal Gaps							
Shopping shuttle operates only on Tuesdays				X	X	X	X
Peak-only schedules of commuter routes do not help those with non-traditional work hours		X	X	X	X	X	
Trip Type Gaps							
E&D funding constraints limit trips for older adults and people with disabilities					X	X	X
Social/personal trips are at lower end of E&D eligible trip priorities					X	X	X
Individuals who work non-traditional hours lack transit options		X	X	X	X	X	
Individuals receiving treatment for opioid addiction lack transit options		X	X	X	X		
Accessibility Needs							
More bus shelters and sidewalks/curb cuts would encourage fixed route use, especially in St. Albans	X	X	X	X	X	X	X
Technology Challenges							
Mobile apps for trip reservations and/or real-time vehicle location information are desirable		X	X	X	X	X	
Mobile phone use is challenging for those who cannot afford phone or have poor service coverage		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							
Not an issue for riders	X	X	X	X	X	X	X



