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# TRANSIT SERVICE GAPS AND NEEDS

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

## Overview of Existing Services

### Fixed Route Services

Transit service in Rutland County is provided primarily by Marble Valley Regional Transit District (MVRTD). MVRTD and Addison County Transit Resources (ACTR), a division of Tri-Valley Transit, jointly operate a shared bus route between Middlebury and Rutland along US 7. Vermont Translines operates two intercity routes, along US 7 and US 4, that connect Rutland with Burlington, Albany, and White River Junction.

As shown in Figure 1, MVRTD bus routes are concentrated in the city of Rutland and provide either local service or connections to other communities within the county: Proctor, Fair Haven (via Castleton and Poultney), Killington, Manchester (via Clarendon), and Ludlow (via Clarendon). The local routes operate Monday through Saturday, offering service every half hour between 6:30 a.m. and 6:30 p.m. on weekdays and between 8:00 a.m. and 5:30 p.m. on Saturdays. Regional routes offer 4-10 round trips Monday through Saturday or Monday through Sunday; service to Killington is more frequent.

Deviations up to  $\frac{1}{4}$ - $\frac{3}{4}$  of a mile to homes or destinations may be arranged in advance on most regional fixed routes for individuals who are unable to travel to a bus stop.

### Dial-A-Ride and Other Services

MVRTD also operates ADA complementary paratransit service for individuals who are unable to use a bus route in Rutland City due to a disability, services for elders and people with disabilities who are clients of human service agency partners as part of the E&D program, and non-emergency medical transportation for eligible Medicaid recipients in Rutland County and southern Windsor County. Scheduled door-to-door service, known as subscription service, is available to residents of Rutland Town and Rutland City for trips that are needed at least twice a week. All these demand response services require reservations to be made at least the day before the trip.

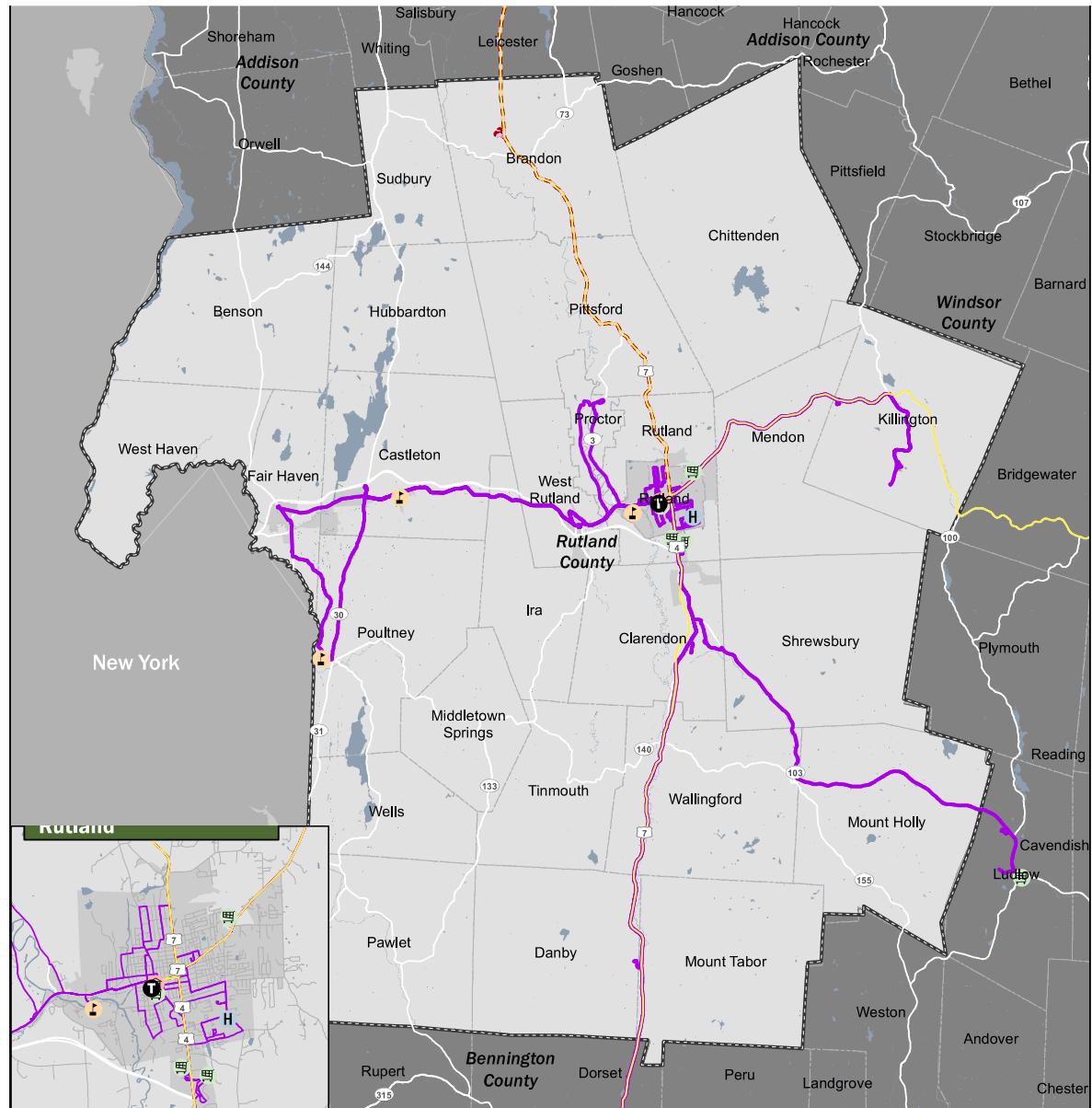
Days and hours of service for these demand response services vary. ADA paratransit service days/hours mirror those of MVRTD's Rutland City fixed bus routes. Days and hours of service for E&D clients are established by MVRTD and its partner agencies. Subscription service is provided on weekdays. Medicaid transportation may be provided at any time of day or week.

Several human service agencies provide rides with volunteer drivers, operate van, or obtain demand response service from MVRTD for their clients using funds from the E&D program and other sources. Agencies include ARC Rutland Area, Bridges & Beyond, Castleton Community Center, RSVP's One-2-One program, and Southwestern Vermont Council on Aging. Services are available to individuals age 60 and over and individuals under age 60 who have a disability. Trips to critical care treatment, non-Medicaid medical appointments, adult day services, meal sites, and essential shopping trips are priorities. Social/personal/wellness trips are provided if funding allows.

Finally, a number of taxi companies provide service in Rutland County communities.



Figure 1: Transit Services in Rutland County



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:

- ▶ Rutland City and Town
- ▶ Brandon
- ▶ Castleton
- ▶ Fair Haven
- ▶ Killington
- ▶ Poultney

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

## Employment and Commuting Patterns

### *Employers*

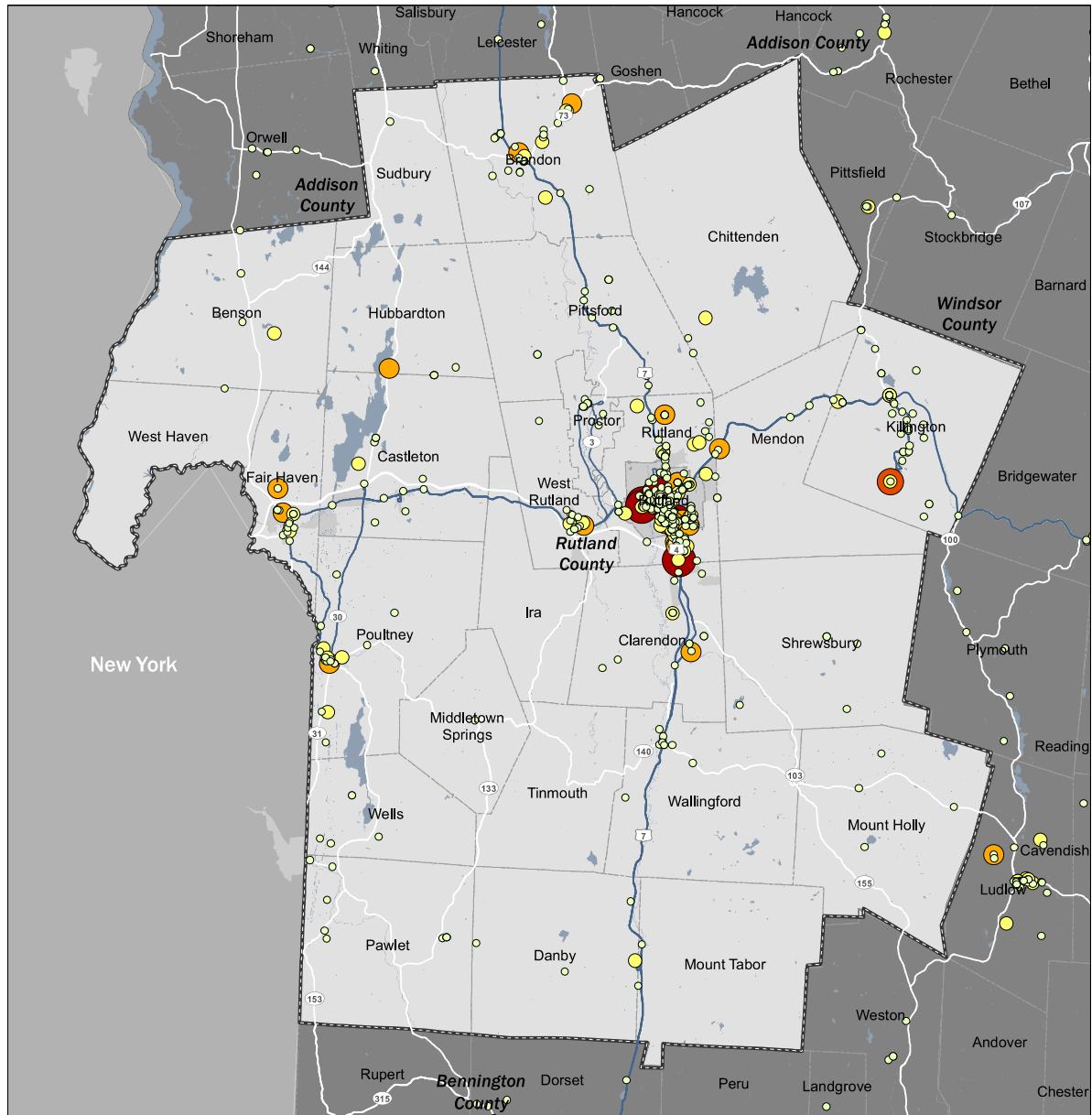
Figure 2 shows the location of employers of various sizes in the county.

The highest concentration of employers is in the City of Rutland, where the largest employers are also located. Moderate clusters of employers are found in Killington, Poultney, Fair Haven, Castleton, and Brandon. Large employers are also located in Clarendon and Hubbardton. A few small employers, with fewer than 100 employees each, are scattered in rural towns throughout the county.

The only community that contains a large employer and is not served by MVRTD fixed route bus service is Hubbardton. In Benson, Brandon, Castleton, and Poultney, relatively large employers are not served by existing bus routes.



Figure 2: Employers in Rutland County



## *Commuting Patterns*

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

*Table 1: Employment in Rutland County, 2015*

| Employment  | Number | Percent of Total Rutland County Employment | Percent of Total Employed Rutland County Residents |
|---|--------|--|--|
| <b>Workers in Rutland County</b>                    |        |  |  |
| Total Employees in Rutland County                   | 27,600 | 100%                                       |  |
| Rutland County Residents Employed in Rutland County | 19,310 | 70%  |  |
| Residents of Other Areas Working in Rutland County  | 8,290  | 30%  |  |
| Residents of Other Vermont Counties                 | 5,334  | 19%  |  |
| Residents of Other States                           | 2,956  | 11%  |  |
| <b>Residents of Rutland County</b>                  |        |  |  |
| Total Employed Rutland County Residents             | 29,927 |  | 100%   |
| Rutland County Residents Employed in Rutland County | 19,310 |  | 65%  |
| Rutland County Residents Employed in Other Areas    | 10,617 |  | 35%  |
| Working in Other Vermont Counties                   | 8,350  |  | 28%  |
| Working in Other States                             | 2,267  |  | 8%   |

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

Most individuals employed in Rutland County also live in the county. However, Rutland County draws relatively significant numbers of employees from surrounding towns in Vermont and New York. Counties sending the highest numbers of employees to Rutland County include Addison, Windsor, Chittenden, Bennington, Windham, Orange, Washington, and Franklin counties, as well as Washington County, New York. Workers also come to Rutland County from other counties in New York, as well as from New Hampshire, Massachusetts, and other states.

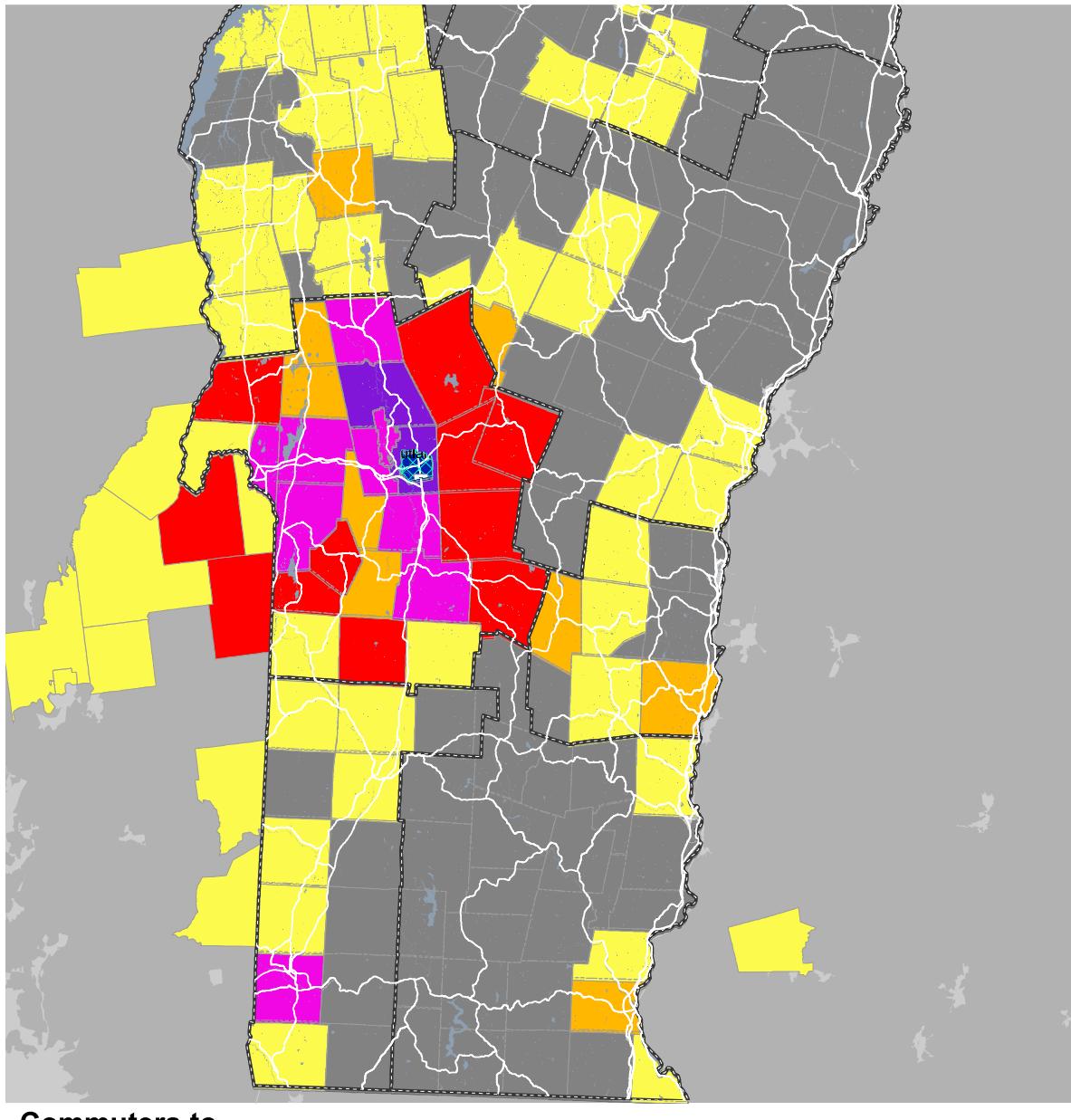
Most employed Rutland County residents work in the county. The majority of those who live in the county and are employed outside of Rutland County work in other Vermont counties, primarily Chittenden, Windsor, Addison, Bennington, Washington, Windham, and Orange counties. Rutland County residents also work in New York, Massachusetts, New Hampshire, and other locations.

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

As shown in Figure 3, the highest numbers of commuters come from within the county, mostly from Rutland City and nearby towns in New York as well as Vermont. Significant numbers of commuters (60 or more per day) from more distant towns, including Bennington, Burlington, Brattleboro, and Springfield, also travel to Rutland City to work.



Figure 3: Daily Commuters to Rutland City



**Commuters to  
Rutland**

|           |             |
|-----------|-------------|
| < 10      | 200 - 499   |
| 10 - 49   | 500 - 1,999 |
| 50 - 99   | 2,000 +     |
| 100 - 199 |             |

Boundary  
Municipal Boundary

## Demographic Overview

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

*Table 2: Demographic Characteristics of Rutland County, 2012-2016*

|                                     | Rutland County             | Vermont                    |
|-------------------------------------|----------------------------|----------------------------|
| Total population                    | 59,620                     | 626,249                    |
| Population density                  | 66 persons per square mile | 68 persons per square mile |
| Population age 60 and over          | 26.7%                      | 24%                        |
| Population age 80 and over          | 4.9%                       | 4.3%                       |
| Residents living below poverty line | 12.3%                      | 11.6%                      |

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

Rutland County was home to 9.5% of the state's population in 2016. The county is slightly less densely populated than Vermont overall, at 66 people per square mile. It has slightly higher percentages of older adults, both those age 60 and older and 80 and older, than the state as a whole, at 27% and 5%, respectively. The percentage of the county's residents living in poverty is roughly the same as the state overall, at 12%.

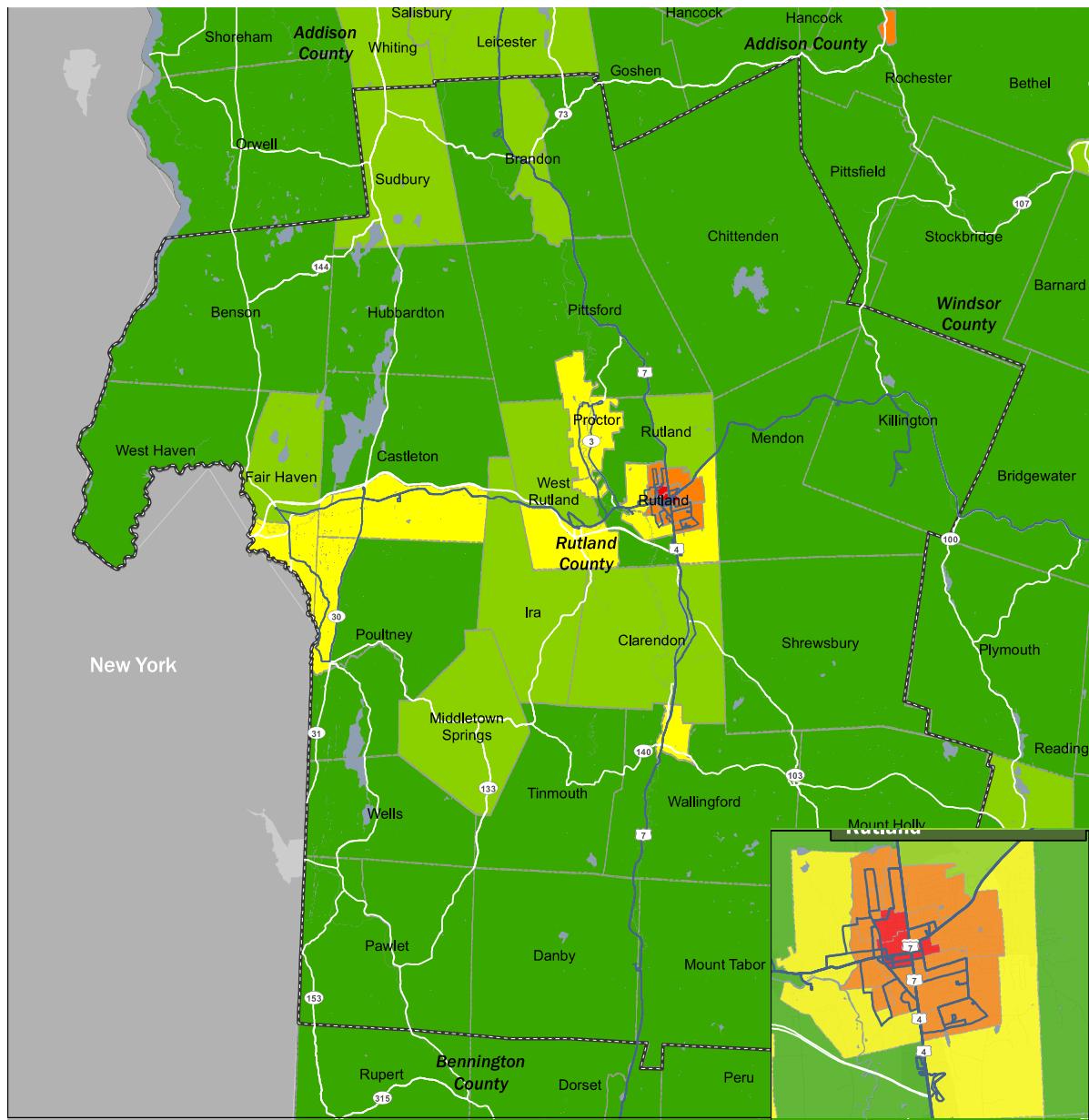
## Population Density

Figure 4 shows the concentration of the population in Rutland County. Density is a helpful characteristic to consider in the context of public transportation services because it is one measure of where service, particularly fixed route service, is likely to be needed and cost-effective.

The highest number of residents per square mile is found in Rutland City, especially in the downtown area. Moderate levels of density are in Rutland Town, West Rutland, Castleton, Wallingford, and Fair Haven. The rest of the county has a population density that can be considered rural.



Figure 4: Population Density in Rutland County, 2017



## Market Segments and Transit Propensity

Groups that are likely to need transit services because they do not drive include older adults, people with disabilities, individuals with limited or no access to a car, and younger adults. Figure 5 through Figure 7 show the number and percentage (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 5 shows the number and percentage of adults age 80 and over in 2012-2016, as compared to the statewide average, in Rutland County communities. The focus in Figure 5 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 adults live in Rutland City—between 750 and 1,000 individuals. Many of the smaller Rutland County towns have more than twice the state average of older residents in this category, although the numbers of such individuals are often low. Rutland City is both above the Vermont average and has a significant population of those 80 and older.

### *People with Disabilities*

Figure 6 shows the number and percentage of people with disabilities, compared to the statewide average, in Rutland County communities. Four types of disabilities are included: those associated with hearing, vision, cognition, and working.

The highest number of people with disabilities is found in Rutland City—approximately 2,250 individuals. Towns on the eastern edge of the county have a percentage of residents with disabilities that is lower than the state average, but most other towns are home to a higher percentage of residents with disabilities than the state as a whole.

### *Auto Ownership*

The number and percentage of households in Rutland County towns with limited access to an auto in 2012-2016 are shown in Figure 7. Households with one resident and no vehicle and those with two or more members but only one vehicle or no vehicle are included.

The largest number of households with limited auto access are located in Rutland City—about 2,000 households. Most towns are below the state average in terms of auto ownership, but there are exceptions: Benson, Fair Haven, and Poultney.



Figure 5: Number and Percentage of Adults Age 80 and Over in Rutland County Communities, 2012-2016

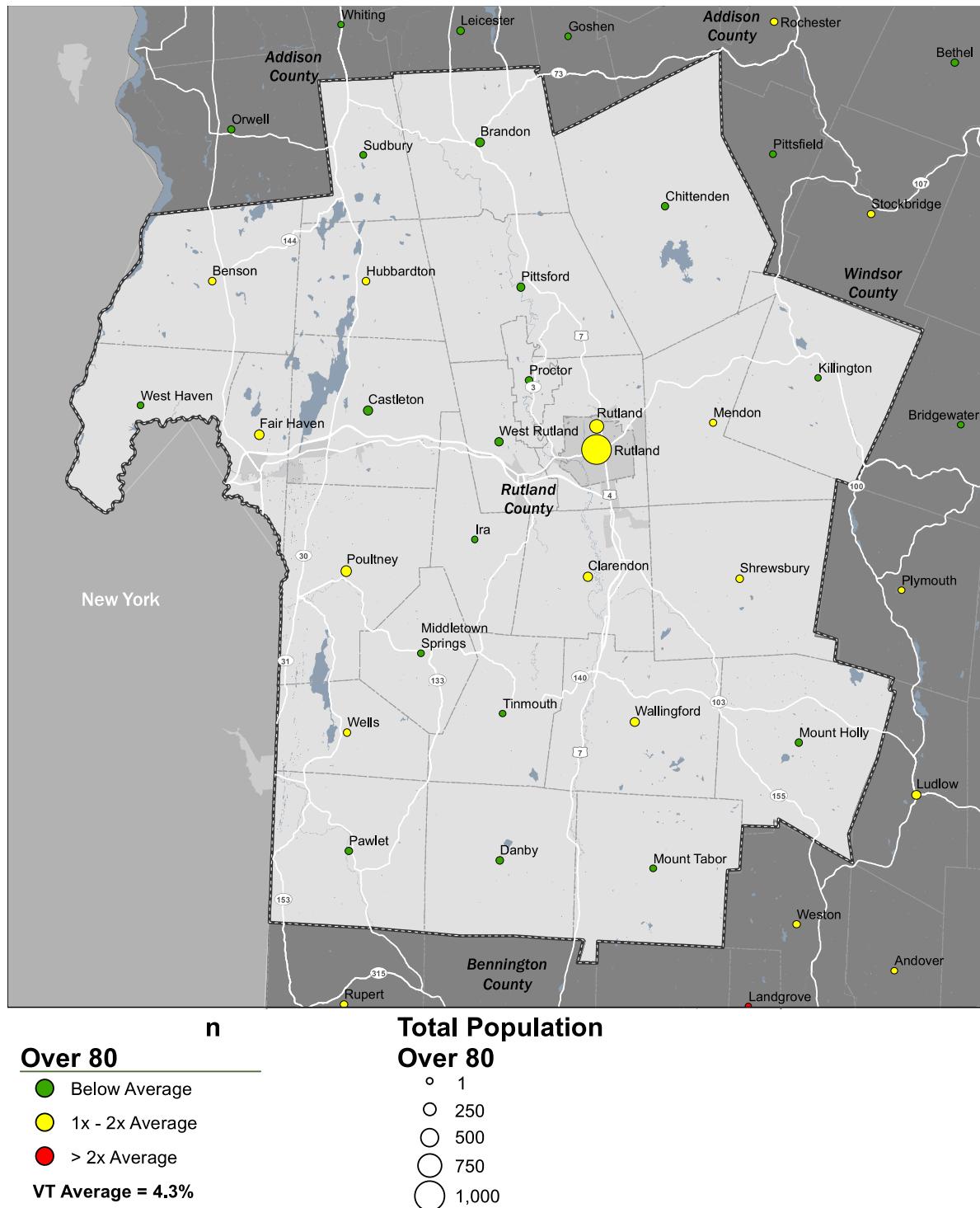
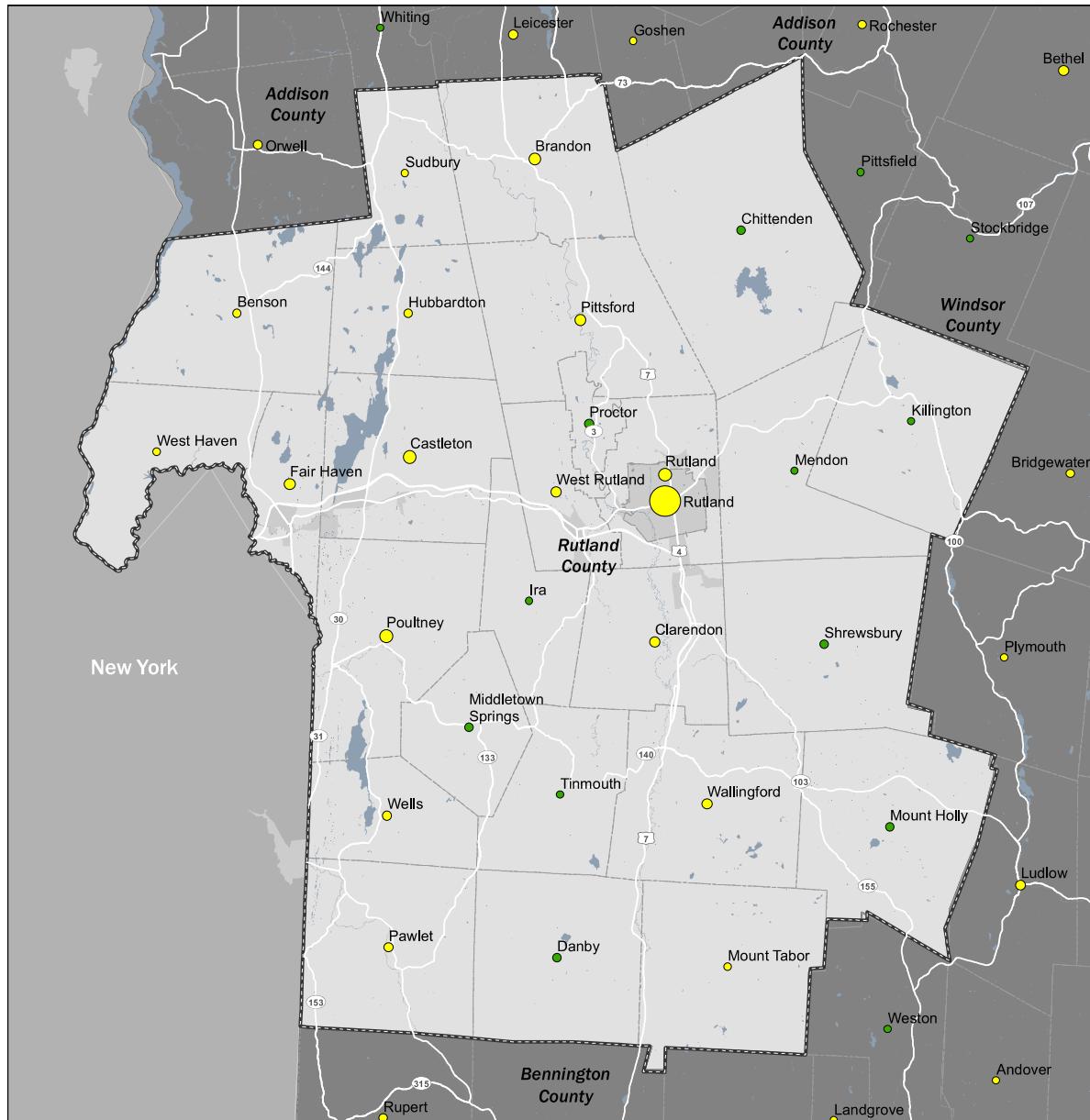
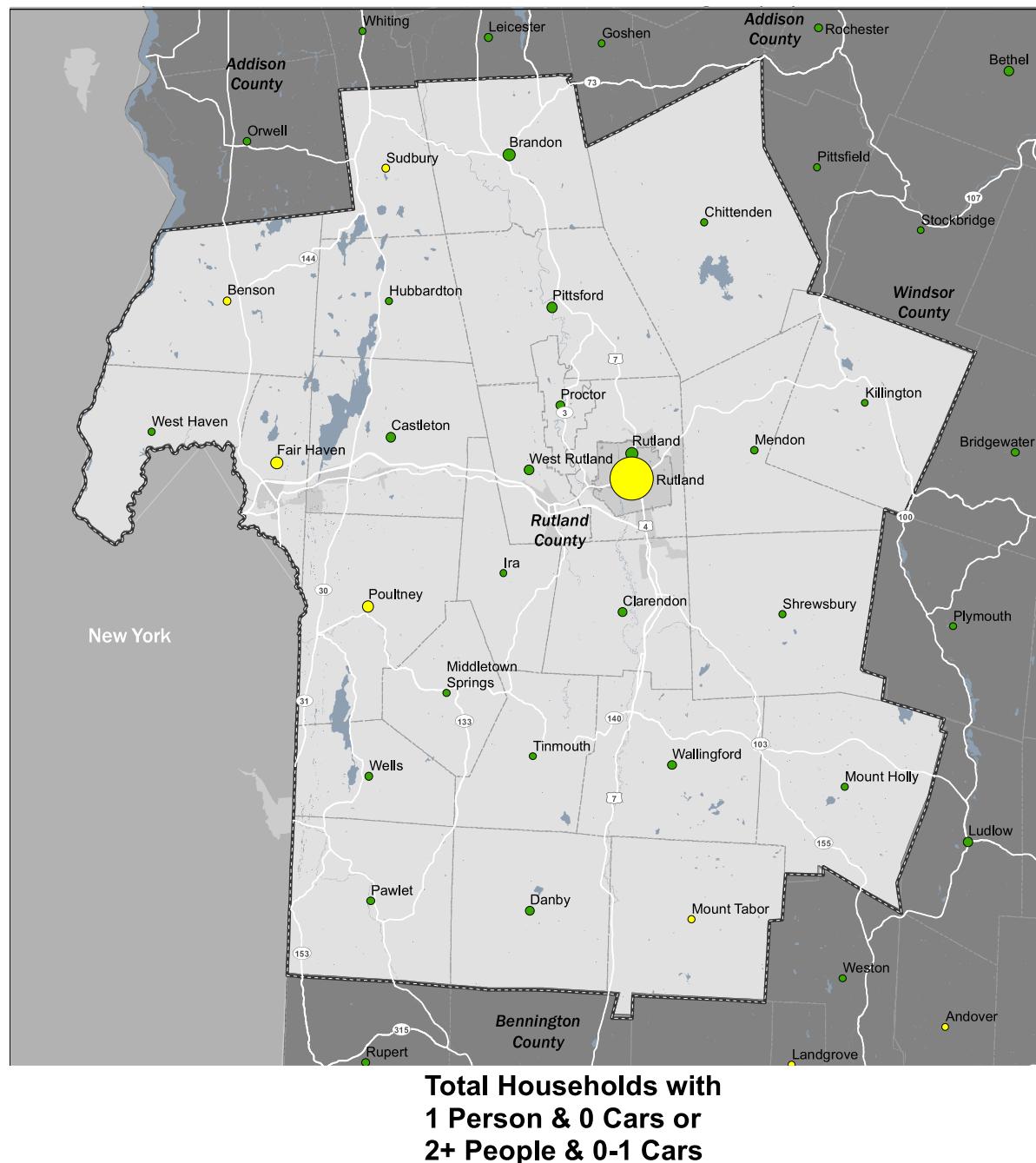


Figure 6: Number and Percentage of People with Disabilities in Rutland County Communities, 2012-2016



750

Figure 7: Number and Percentage of Households with Limited Auto Ownership in Rutland County Communities, 2012-2016



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## *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 8 combines information about the location and weighted size of the county's total population and of various populations that are typically dependent on transit services—youth, older adults, people with disabilities, people living in poverty, and households with one car or less.

As shown in Figure 8, the highest propensity—in the Moderate and Moderate-High ranges—is found in Rutland City. A number of towns show values of transit propensity in the Low/Moderate range, shown in light green, but most communities outside of Rutland City have propensity index values in the Low range.

## **Regional Forum Comments**

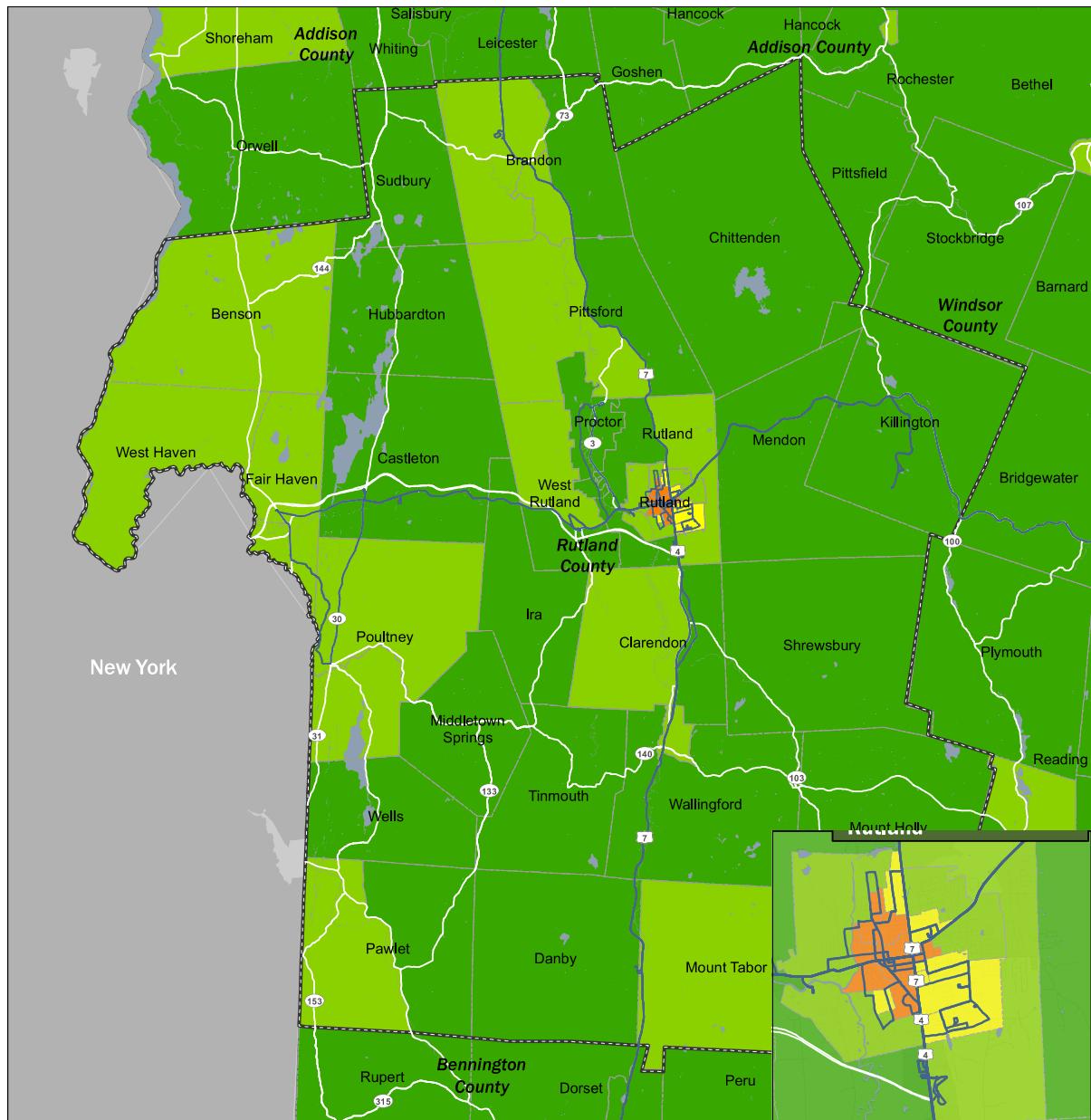
Stakeholders and members of the public who participated in the regional forum held in Rutland at the Rutland Regional Planning Commission office on December 14, 2018 made comments regarding service gaps, travel challenges, and unmet transportation needs, as summarized below.

### **Service Gaps and Challenges**

- ▶ Challenges associated with medical transportation—coordinating among transportation providers, among health care facilities, and between providers and health care facilities; transporting psychiatric patients home; transporting outpatient; definitions of “necessary service” that exclude important trips (such as addiction recovery); lack of service for East Dorset satellite office of Rutland Regional Medical Center; transportation for patients who are discharged in off hours
- ▶ City routes end service at 6:30 p.m. and do not run on Sunday. Affects Castleton University students and others who want to go downtown or attend community meetings, hospital discharges, individuals participating in opioid treatment, and those working second and third shifts.
- ▶ Challenges persist in rural areas
- ▶ Castleton University students—limited intercity bus transportation makes it difficult to get to Boston for vacations (connections to Albany and NYC are good)
- ▶ Homeless families have difficulty getting children to school/day care. Foster care children and youth also lack options.
- ▶ Connections to communities in the western section of the county could be improved
- ▶ Taxi service is not available in the evening hours and is not accessible for individuals who use wheelchairs.
- ▶ Trips that fall outside of priority categories—for example, veteran wheelchair user who wanted to visit new housing before moving and was not eligible for a ride
- ▶ Inadequate snow removal prohibits access or safe access to transit stops
- ▶ Inadequate sidewalk maintenance year-round affected wheelchair users and others, such as parents with strollers
- ▶ Residents, especially outside the City core, need education about transit benefits, costs, etc. Full value is not appreciated.



Figure 8: Transit Propensity Index, Rutland County



## Potential Solutions

When asked to rank potential service improvements, forum participants chose the following most often:

- ▶ Extend service hours
- ▶ Expand eligible trip purposes
- ▶ Add/improve sidewalks
- ▶ Offer mobile trip information, reservations, and real-time vehicle location
- ▶ Develop centralized directory of transportation services/one-call, one-click system
- ▶ Enhance volunteer driver programs
- ▶ Use of Uber/Lyft services for Medicaid recipients, transportation to the airport, events, and colleges to enhance economic development
- ▶ General outreach/education regarding transit services with testimonials from riders

## Comments from the Rutland County E&D Committee

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

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

Services in Rutland County that are supported with E&D program funds are provided by MVRTD and three of the five partner organizations. They include demand response services and rides provided by volunteer drivers.

Comments regarding transportation needs and service gaps include the following:

- ▶ The Rutland County program has experienced an increase in demand for non-Medicaid medical trips, with the result that spending is ahead of projections for this point in the year. Critical care and other medical trips continue to be provided, but shopping trips have been cut back to twice a month per rider and social/personal/wellness trips have dropped lower on the list of eligible trip priorities. One partner has cut dialysis trips from 3/week/rider to 2/week.
- ▶ Clients' doctors have noted the benefits that come from attendance at the variety of exercise programs for older adults offered at the Castleton Community Center (one of the E&D partner organizations). Individuals who would benefit from those programs are often without transportation. Such trips fall into the social/wellness category and are hard to provide with limited funding. As a result, people are unable to participate in programs that not only improve the health of individuals but reduce overall health care costs in the community. (Programs include Better Balance, Bone Builders, Tai Chi, and a class for people who suffer from Parkinson's disease.)
- ▶ Staff of partner organizations as well as individuals needing transportation are sometimes unaware of the transportation resources that are available in the county.



- ▶ Partners' attempts to coordinate scheduling medical appointments and transportation with health care facilities have been unsuccessful.
- ▶ Rutland Regional Medical Center's dialysis clinic is at capacity. It may open an additional shift, but it would be during later evening hours when transportation is not in operation. Opioid treatment centers are taking a similar approach to expansion. Addition of new facilities with standard shifts would make transporting individuals to treatment more feasible.
- ▶ A centralized call center serving all demand response trips across agencies in Rutland County would help to improve coordination and efficiency.

## 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-three residents of Rutland County commented on their desired trips. Several identified Boston and Albany as destinations to which they would like to travel. More often, respondents from Rutland City, Brandon, Castleton, Fair Haven, Poultney, and Proctor identified Burlington, Middlebury, Rutland, Brandon, White River Junction, and Fair Haven 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 69 responses to this question from Rutland County, 77% were in the top four categories: more service near my home (16%), more service to my destinations (10%), 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 Rutland County's demographic characteristics, location of employers and key destinations, existing transit services, and comments from residents and stakeholders point to the following transit service gaps and needs for the Rutland County region.

## Geographic Service Gaps

MVRTD fixed bus routes, and the associated ADA paratransit service and deviations that are available for people with disabilities, provide service in the communities that contain most of Rutland County's population, including concentrations of likely transit users, and key destinations. Those communities include:

- ▶ Rutland City
- ▶ Rutland Town
- ▶ Brandon
- ▶ Castleton
- ▶ Fair Haven
- ▶ Killington
- ▶ Poultney

Deviations of up to  $\frac{1}{4}$  mile from fixed routes provide coverage for people with disabilities and others who need or desire a door-to-door trip.

Residents of those communities who live beyond the fixed route service area, and residents of the other towns in the county, have limited public transit service options, if any, available to them. Survey responses identified "more service near my home" and "service to my desired destinations" as transit improvements that would make the respondents more willing to use public transportation.

Relatively large employers located in Benson, Brandon, Castleton, Hubbardton, and Poultney are not located near fixed bus routes.

## Temporal Service Gaps

Twelve hours of service on weekdays and 9.5 hours of service on Saturdays is a good level of service for small urban and rural communities. Service frequency of 30 minutes between trips is also good. However, service hours do not accommodate people whose work schedules extend into the early morning or evening hours or Sundays. University students and others who would like to go downtown or attend community meetings and events in the evening are also affected.

Service hours and frequency on regional routes are more limited and may not meet the needs of all travelers—particularly those who would like to take a bus to work—but are still reasonable for that type of route.

Intercity bus service that can be used to connect to Boston is very limited—one Vermont Translines trip per day to the Upper Valley area that connects to Greyhound and Dartmouth Coach.

Hospital discharges can happen at all times of day, including hours during which transportation services are not in operation.

## Gaps for Specific Rider Groups/Trip Types

- ▶ Commuters who work 2<sup>nd</sup> or 3<sup>rd</sup> shifts or weekends
- ▶ Castleton University students—evening service in Rutland, connections to Boston



- ▶ Individuals/trips that fall outside eligibility requirements for demand response service—homeless families with children and foster care children/youth; non-recurring, non-medical/shopping/adult day trips, and social/personal/wellness trips for older adults, for example
- ▶ Additional trips for those who use E&D service for critical care medical appointments
- ▶ Coordination between health care and transportation providers for hospital discharges and transportation for specific patient groups, such as psychiatric patients and outpatients, is challenging.

## Other Gaps

Information about transit services, regarding both the availability and nature of existing services and the value of transit services to the community, appears to be incomplete among Rutland County residents and human service agency staffs.

## 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 Rutland 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, Rutland County, 2017*

| Market Segment                          | Likely Low-Auto Access | Estimated Number in Region, 2017 |
|---|------------------------|----------------------------------|
| Youth (under 18)                        | X                      | 10,329                           |
| Young adult (18-24), employed/student   | X (by choice)          | 5,228                            |
| Adult (25-64)                           |                        | 24,353                           |
| Adult (25-64), below poverty line       | X                      | 2,257                            |
| People with disabilities (under age 80) | X                      | 7,229                            |
| Younger seniors (65-79)                 |                        | 7,066                            |
| Older seniors (80+)                     | X                      | 2,776                            |
| <b>Total</b>                            |                        | <b>59,147</b>                    |

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

Youth and young adults, adults living in poverty, people with disabilities, and older seniors—those age 80 and older—are likely to have less access to a car for personal travel than adults with higher incomes and “newer” seniors, who typically continue to drive. Young adults, for reasons having to do with a number of generational trends, may prefer not to drive or own a car. For members of the other market segments, however, lack of access to a car is likely due more to an inability to drive or afford a car than to a choice. In Rutland County, market segments that are likely to have limited or no access to a car make up nearly 47% of the population.

### Impacts of Service Gaps on Market Segments

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

Table 4: Gap Analysis by Transit Market Segment

| Market Segment  | Youth<br>(under 18) | Young Adult<br>(18-24),<br>Employed or<br>Student | Adult<br>(25-64) | Adult (25-<br>64), Below<br>Poverty<br>Line | People with<br>Disabilities | Younger<br>Seniors<br>(65-79) | Older<br>Seniors<br>(80+) |
|---|---------------------|---|------------------|---|-----------------------------|-------------------------------|---------------------------|
| <b>Likely Low Auto Access</b>   | X                   | X (by choice)                                     |                  | X   | X                           |                               | X                         |
| <b>Geographic Gaps</b>  |                     |   |                  |   |                             |                               |                           |
| 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                         |
| Rural communities lack transit options  | X                   | X   | X                | X   | X                           | X                             | X                         |
| Employers in some communities are not served by transit   |                     | X   | X                | X   | X                           |                               |                           |
| <b>Temporal Gaps</b>  |                     |   |                  |   |                             |                               |                           |
| Fixed route and ADA paratransit services in Rutland end at 6:30 pm on weekdays and 5:30 pm on Saturdays   |                     | X   | X                | X   | X                           | X                             |                           |
| No Sunday service is available on most routes/ADA paratransit   |                     | X   | X                | X   | X                           | X                             | X                         |
| Regional routes with deviations operate more limited hours  |                     | X   | X                | X   | X                           | X                             |                           |
| Hospital discharges can occur when transit services are not in operation  |                     | X   | X                | X   | X                           | X                             | X                         |
| <b>Trip Type Gaps</b>   |                     |   |                  |   |                             |                               |                           |
| Children of homeless families and foster care children/youth need transit options   | X                   |   |                  |   |                             |                               |                           |
| Employers in some communities are not served by transit   |                     | X   | X                | X   | X                           |                               |                           |
| Service for some critical care medical, non-essential shopping, social/personal, and wellness trips may not be available for those outside of fixed route areas |                     |   |                  | X   | X                           | X                             | X                         |
| <b>Accessibility Needs</b>  |                     |   |                  |   |                             |                               |                           |
| Sidewalks and paths to bus stops may not be accessible during winter months   | X                   | X   | X                | X   | X                           | X                             | X                         |
| Taxi and volunteer driver services, which could provide service during non-transit hours, are not accessible  |                     |   |                  |   | X                           |                               | X                         |
| <b>Technology Challenges</b>  |                     |   |                  |   |                             |                               |                           |
| Mobile apps for reservations and real-time vehicle location are desirable   | X                   | X   | X                | X   | X                           | X                             | X                         |
| <b>Information Gaps</b>   |                     |   |                  |   |                             |                               |                           |
| Individuals may not be aware of the service options that are available to them  | X                   | X   | X                | X   | X                           | X                             | X                         |
| <b>Affordability Issues</b>   |                     |   |                  |   |                             |                               |                           |
| Not an issue for riders in this 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. Service in Rutland City ends at 6:30 PM on weekdays and 5:30 PM on Saturdays. No service is available on Sundays on most routes. 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 temporal gaps in ADA paratransit service, which mirror limitations in fixed route service hours. For those traveling outside of the fixed route/ADA paratransit service area (i.e., outside of Rutland City), options for some critical care medical, non-essential shopping, social/personal, and wellness trips may not be available due to limitations in E&D program funding.
- ▶ **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.

