Photo credit: EMF Safety Network, retrieved at http://emfsafetynetwork.org/vermont-legislature-bans-smart-meter-opt-out-fees/.

Vermont Agency of Transportation (VTrans)

Public Transit Route Performance Reviews

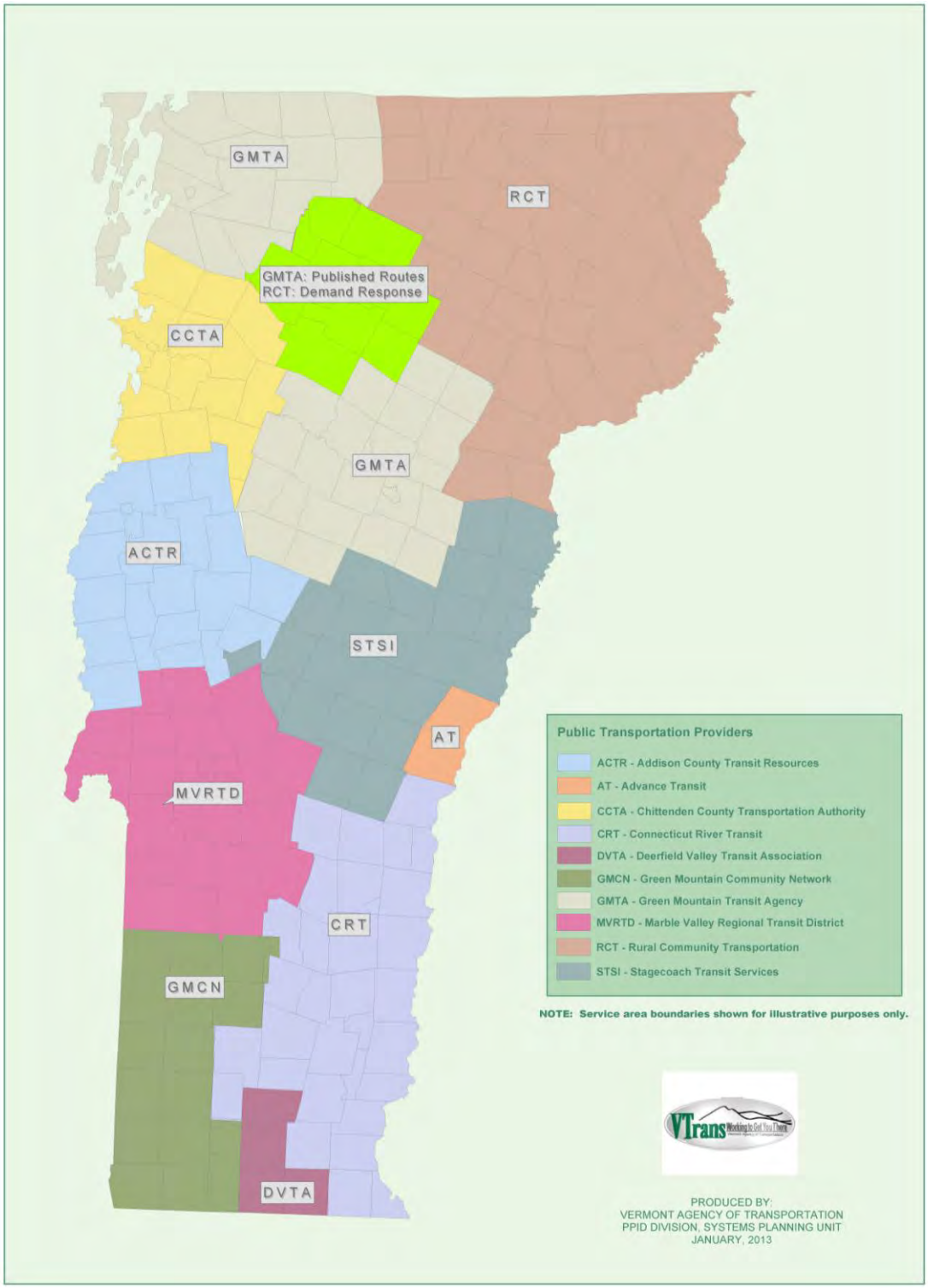
Annual Report for State Fiscal Year (SFY) 2013

To the Vermont Legislature General Assembly
Pursuant to 24 V.S.A. Section 5092

January, 2014

Shown in Figure 1, the service areas of Vermont's public transit providers remain the same as in the SFY 2012 report.

Figure 1: Service Areas of Vermont's Public Transportation Providers



KEY OF VERMONT TRANSIT SYSTEMS

ACTR	Addison County Transit Resources
AT	Advance Transit
CCTA	Chittenden County Transportation Authority
CRT	Connecticut River Transit (dba The Current)
DVTA	Deerfield Valley Transit Association
GMCN	Green Mountain Community Network, Inc.
GMTA	Green Mountain Transit Agency
MVRTD	Marble Valley Regional Transit District
RCT	Rural Community Transportation, Inc.
STSI	Stagecoach Transportation Services, Inc.
VABVI	Vermont Association for the Blind and Visually Impaired

EXECUTIVE SUMMARY

This Public Transit Route Performance Report for State Fiscal Year 2013 presents the results of VTrans' annual performance evaluations for public transit services across Vermont. VTrans manages Vermont's public transit program including monitoring transit performance. This report helps to ensure that public investment in transit is well spent by regularly conducting transit performance evaluations as required by 24 V.S.A. Section 5092.

Public transit routes from the ten public transit providers throughout the State are grouped in like categories, and peer-based performance measures are applied to assess the productivity of the routes in terms of ridership and the cost effectiveness in terms of cost per ride provided. VTrans also evaluates the percentage of local funding in transit providers' operating budgets.

Policy regarding underperforming routes is established in the most recent Vermont Public Transit Policy Plan (2012). Where routes are shown to be underperforming through the analysis in this report, VTrans works proactively with the subject public transit provider to determine what, if any, strategies may result in increased performance for the route. Strategies include adjusting run times, eliminating unproductive stops, and so forth. If the route continues to underperform for a period of six months after modifications are made, VTrans may redirect funding from that route to another more productive existing route, either within the same transit provider's system, or elsewhere in the State. Alternative approaches to providing traditional transit service on underperforming routes may also include targeted outreach through the GoVermont program and possible VTrans sponsorship of a vanpool.

Statewide transit ridership has grown in the past few years, and Vermont's public transit agencies provided nearly five million trips in SFY 2013, up 3% from last year and up 8% total in the past two years. A highlight of this year's evaluation results was the improvement of three routes that had previously underperformed for consecutive years. Significant ridership growth on these routes demonstrated the success of VTrans' policy to work with the transit providers to implement strategies to improve route performance. Many routes are showing outstanding performance, in particular some of the Commuter routes serving Burlington and Montpelier, Small Town and Demand Response services in Rutland, Small Town and Express Commuter routes in the Upper Valley region, Tourism routes in the Deerfield Valley and Mad River Valley regions, and Rural Commuter routes in the Franklin/Grand Isle and Deerfield Valley regions. Only a few routes out of the dozens statewide show sustained underperformance. Those routes include one Demand Response service, one Tourism route, two Rural Commuter routes, and one Express Commuter route.

VTrans Public Transit staff is already working with providers to address performance issues identified in this report and looks forward to continuing positive relationships with the public transit providers throughout the State, both in addressing these routes and in continuing to grow a robust, efficient statewide public transit network.

INTRODUCTION

This report is developed annually for the State Legislature and presents the results of performance evaluations for public transit services across Vermont. The Vermont Agency of Transportation's Policy, Planning, and Intermodal Development (PPAID) Division, specifically the Public Transit Section, is responsible for managing the State's Public Transit Program. Required by 24 V.S.A. Section 5092, this report documents the Public Transit Section's monitoring efforts to ensure that public investment in transit is well spent.

The SFY 2013 performance evaluation methodology did not include any significant revisions, but maintained the same changes from last year's report based on recommendations from the 2012 Vermont Public Transit Policy Plan (PTPP). These changes included 1) the introduction of a Rural Commuter service category, 2) the revision of the previous Commuter service category into Express Commuter, and 3) the assessment of local share at the statewide level.

This year's analysis also included an overview of ridership trends over the past few years. The growth of statewide transit ridership serves as an indicator of the success and effectiveness of Vermont's transit investment. The route-level performance data that populates the graphs in the second half of the report is now also available in tabular format in the appendix.

TRANSIT SERVICE CATEGORIES

The service categories are the same as in last year's report, which included a new Rural Commuter category and a revised Express Commuter category.

1) **Urban**: Routes operating primarily in an urbanized area with all-day, year-round service. The city served by the route has a population of at least 17,500 people and high-density development.
2) **Small Town**: Routes operating in towns with 7,500 to 17,500 people with all-day, year-round service. The route typically stays within one town or two adjoining towns, and does not run through long stretches of rural areas.
3) **Demand Response**: Primarily service that does not operate on a fixed schedule nor on a fixed route; also includes routes that are "rural" in nature but operate less than once a day (i.e., service operates only once a week or a few times a month).
4) **Rural**: Routes operating in towns with fewer than 7,500 people or connecting two small towns running through undeveloped areas. These routes operate year-round with all-day service, but the frequency may be low (more than one hour between trips).
5) **Rural Commuter:** Routes that are similar to the Rural category above, but operate primarily during peak commute periods. These routes usually connect several small towns or villages with intermediate stops, travel on state routes (rather than interstates),

and some provide weekend service to connect outlying areas to the nearby city or town center.

6) **Express Commuter**: Routes that operate primarily during peak commute periods and often include express segments. These routes are characterized by one-directional ridership, longer route lengths, and service to cities or towns with more than 7,500 people. These routes primarily travel on interstates and provide limited stops, often serving park and ride lots and major employers (rather than other local destinations).
7) **Tourism**: Seasonal routes that serve a specific tourist trip generator, such as a ski area.
8) **Volunteer Driver**: Services provided by volunteer drivers who use their own vehicles, donate their time to transport riders, and receive reimbursement for mileage at the federal rate.

Vermont Performance Data Sources

The data sources for Vermont's transit performance by route included Section 5311 – Rural Transit Program Monthly Service Indicator Reports (SIRs)[1] and separate data from the transit providers on volunteer driver trips. VTrans provided operating budget data by funding source (federal, state, and local) from its Grant Tracking Spreadsheets and the transit providers' SFY 2013 applications to analyze the statewide percentage of local share. CCTA and GMTA route statistics and budget data were provided directly by CCTA.

PERFORMANCE STANDARDS

The Public Transit Section evaluates Vermont's transit services by their productivity and cost-effectiveness. As recommended in the 2012 PTPP, the Public Transit Section also examines the transit providers' performance in generating local revenue, where the State's goal is 20% local funding for transit services.

Methodology for Developing Performance Standards

The approach for developing performance standards to evaluate Vermont's transit services was very similar to the last two years' reports. The most recent National Transit Database (NTD) data available were used to develop performance benchmarks for the Urban, Small Town, Demand Response, Rural, and Tourism service categories. 2012 data for both the Urban NTD and the Rural NTD were available in developing the SFY 2013 performance standards. Performance benchmarks for the Rural Commuter, Express Commuter, and Volunteer Driver categories were based on Vermont averages. The performance thresholds for Vermont's

[1] Monthly data were available for SFY 2013, July 2012 through June 2013.

Tourism services incorporated both Rural NTD data and data collected directly from Tourism peers.

The "Successful" standard for each service category was the peer average (whether based on peer data from the NTD or Vermont's internal average). The only exception was for Volunteer Trips, where 80% of the peer average was considered the Successful standard, per guidelines in the 2012 PTPP. For all the service categories, the "Acceptable" standard was set at half the Successful threshold in measuring productivity, and twice the Successful threshold in measuring cost-effectiveness.

Local share was measured only against a Successful standard – whether the transit providers collectively met the State's target of 20% local funding. Table 1 summarizes the SFY 2013 performance standards in comparison with last year's performance benchmarks.

Table 1: Comparison of SFY 2012 and SFY 2013 Performance Standards

	"Successful" Productivity Standard		*"Successful" Cost-Effectiveness Standard (cost/passenger)*		*"Successful" Local Share Standard*
Service Category	2012	2013	2012	2013	2012-13
Urban	1.45 boardings/mile	1.49 boardings/mile	$4.81	$4.79	20% (evaluated on a statewide basis)
Small Town	9.06 boardings/hour	9.26 boardings/hour	$7.80	$7.94	
Demand Response	3.81 boardings/hour	3.71 boardings/hour	$14.04	$15.51	
Tourism	16.96 boardings/hour	14.09 boardings/hour	$4.85	$5.46	
Rural	6.25 boardings/hour	7.38 boardings/hour	$14.66	$12.68	
Rural Commuter	7.48 boardings/hour	7.53 boardings/hour	$11.20	$11.21	
Express Commuter	18.12 boardings/trip	18.60 boardings/trip	$12.14	$12.47	
Volunteer Driver	n/a	n/a	$3.63	$3.65	

Though all the service categories were updated this year given the availability of new Urban and Rural NTD data, most SFY 2013 performance standards were comparable to last year's indicators. The most notable changes in productivity benchmarks were a lower Tourism standard (by 17%) and a higher Rural standard (by 18%). In measuring cost-effectiveness, the significant changes included lower Demand Response (by 10%) and Tourism (by 13%) standards and a higher Rural standard (by 14%). These changes translated to Vermont's

Tourism services facing lower performance standards this year, while the Rural services were held to higher standards than last year.

PERFORMANCE EVALUATION RESULTS

Overall, in SFY 2013, Vermont's transit services met the performance standards set by peer systems. Of the 120 transit services evaluated across the state, only 11 did not meet the Acceptable thresholds for productivity, cost-effectiveness, or both measures. Of these services, only five had been underperforming for two consecutive years and warranted a closer review by VTrans, per state policy, to determine if funding should be discontinued. While most routes met at least the Acceptable standards, it is worth noting that certain service categories performed very well in meeting the Successful standards. More than 50% of the routes in the Express Commuter, Tourism, and Urban service categories met their respective Successful standards in both productivity and cost-effectiveness.

The results of the SFY 2013 performance evaluation, including identified underperforming and improved routes, are described below. Vermont policy to address underperforming routes or services involves VTrans working with providers to develop a plan and timeline for improvements. A highlight of the SFY 2013 evaluation results was the improvement in several transit services that had previously underperformed for consecutive years, indicating the success of VTrans policy to work with public transit providers to address performance issues.

Improved Routes/Services

Table 2 includes services that did not meet the Acceptable threshold in SFY 2012, but improved over the year to meet at least the Acceptable standard in SFY 2013. Several routes that had underperformed for the first time in SFY 2012 improved to meet the Acceptable thresholds this year.

Table 2: Improved Services

		Underperformed in SFY 2012 and Improved in SFY 2013:	
Service Category	**Route**	**Productivity**	**Cost-Effectiveness**
Small Town	GMCN: Blue*	X	
Tourism	GMTA: Valley Floor*	X	X
Rural Commuter	MVRTD: Ludlow Route*	X	
Rural Commuter	RCT: Jay-Lyn Express (CMAQ Y2)		X
Volunteer Driver	MVRTD	n/a	X

*The productivity of these routes did not meet the Acceptable standard for three consecutive years, but improved to meet the standard in SFY 2013.

SFY 2013 was a milestone year for three routes that had underperformed in productivity for several years, but improved to meet the Acceptable standards due to considerable ridership growth: 46% increase on GMCN's Blue route, 64% increase on GMTA's Valley Floor route, and 15% on MVRTD's Ludlow Route. The Ludlow Route even faced higher standards due to reclassification as Rural Commuter starting last year. The cost-effectiveness of RCT's Jay-Lyn Express improved considerably in its first full fiscal year of operation to meet the Acceptable threshold. MVRTD decreased the administrative costs of its volunteer driver program in SFY 2013 to improve its cost-effectiveness measure.

Underperforming Routes/Services

Table 3 outlines Vermont's underperforming services, which have not meet the Acceptable thresholds for two consecutive years.

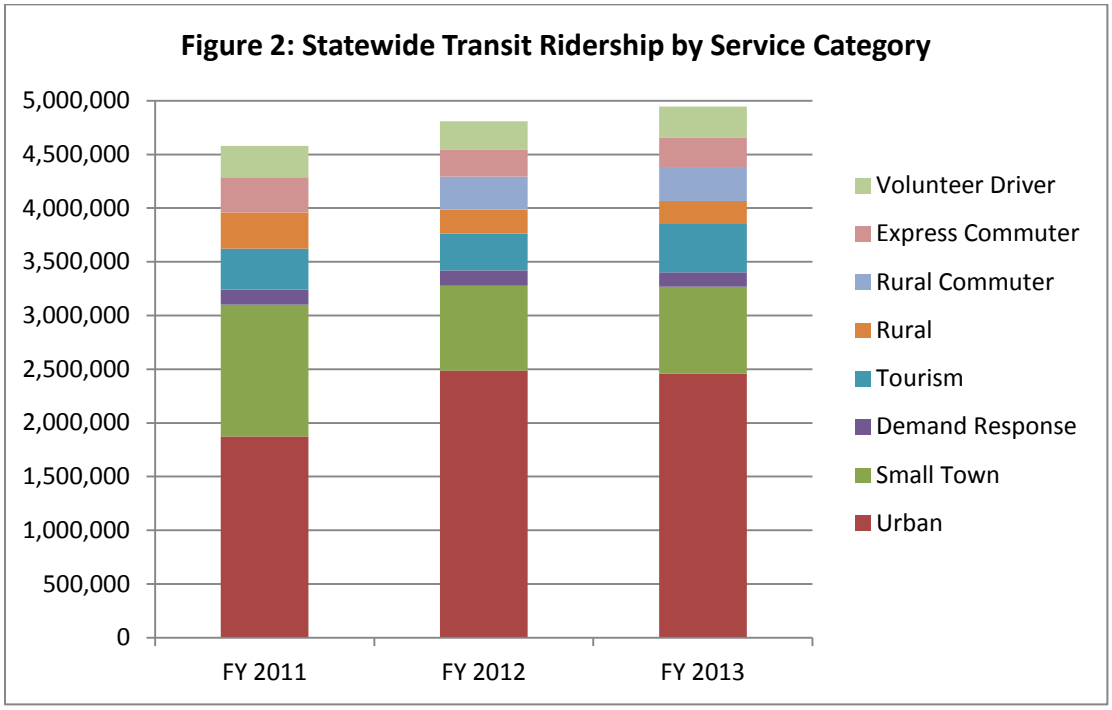
Table 3: Underperforming Services

		Underperformed in:	
Service Category	**Route**	**Productivity**	**Cost-Effectiveness**
Demand Response	ACTR		X
Tourism	GMTA: SnowCap Commuter		X
Rural Commuter	CRT: Okemo Seasonal	X	
Rural Commuter	RCT: Jay-Lyn Express (CMAQ Y2)	X	
Express Commuter	STSI: 89er North	X	X

CRT's Okemo Seasonal route and GMTA's SnowCap Commuter fell just below the Acceptable standards. RCT's Jay-Lyn Express and STSI's 89er North were funded as new services through CMAQ, and may require additional time or improvements to reach their full ridership potential. The Jay-Lyn Express was only in its second year of service in SFY 2013, and did experience improvements in productivity. The 89er North route came off CMAQ funding this year and experienced lower ridership than last year, which contributed to the decrease in both performance measures. This route was also reclassified in SFY 2012 and subject to higher performance standards. ACTR's demand response service saw a notable cost increase this year, which resulted in a lower cost-effectiveness measure.

Ridership Trends

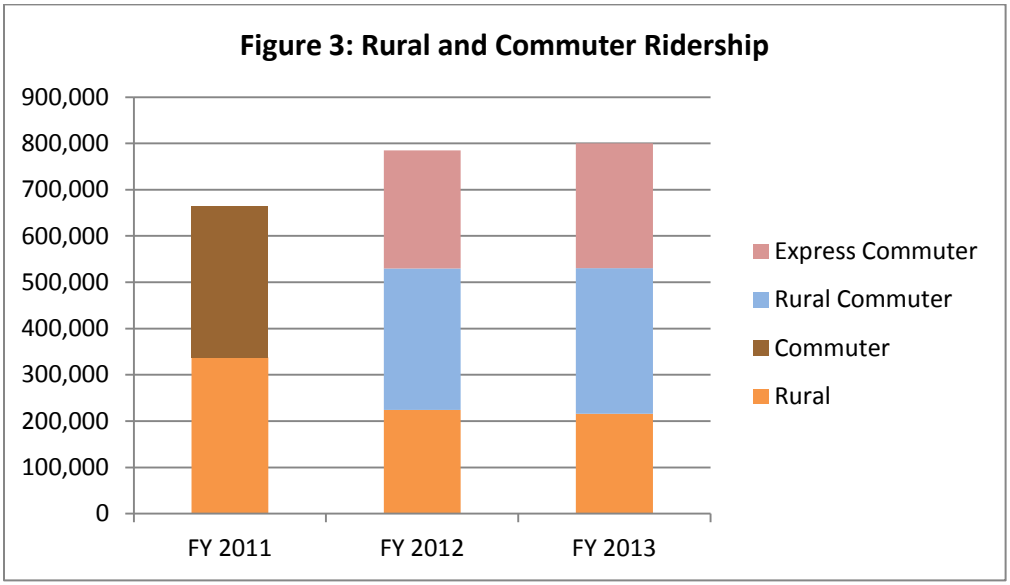
Statewide transit ridership has increased by 8%, or 370,000 trips, over the past two years. In SFY 2013, Vermont's public transit systems provided nearly five million trips. Figure 2 illustrates this transit ridership growth including ridership by service category.



When looking at ridership trends by service category, some ridership changes were due to the reclassification of routes, such as moving CCTA's Williston route from the Small Town category to the Urban category in SFY 2012. Another example was the decrease in Rural ridership between SFY 2011 and SFY 2012 due to several routes moving to the new Rural Commuter category. Ridership trends based on pure ridership changes are summarized below.

- The Tourism service category experienced the most notable changes based on pure ridership. While SFY 2012 Tourism ridership dipped by 10%, SFY 2013 saw a 31% increase over one year with significant ridership increases on several GMTA and MVRTD routes and the new reporting of three DVTA Tourism services.
    - Ridership on four GMTA routes increased by 50% to 70% in SFY 2013.
    - The Tourism category saw an 18% growth in ridership over the past two years.

- Ridership in the Rural and Commuter service categories was reviewed together, since services were reclassified to Rural, Rural Commuter, and Express Commuter in SFY 2012. Shown in Figure 3, ridership has grown by 20% over the past two years with much of the growth occurring in SFY 2012.
    - New categories in SFY 2012, the Rural Commuter and Express Commuter services had modest ridership gains of 3% to 6% in the past year.
    - The Rural category, on the other hand, experienced a 4% decrease in ridership in SFY 2013.



Note: A new Rural Commuter category was introduced in SFY 2012, and the previous Commuter category was revised to Express Commuter. Services that were Rural or Commuter in SFY 2011 were reclassified in SFY 2012 among the three categories.

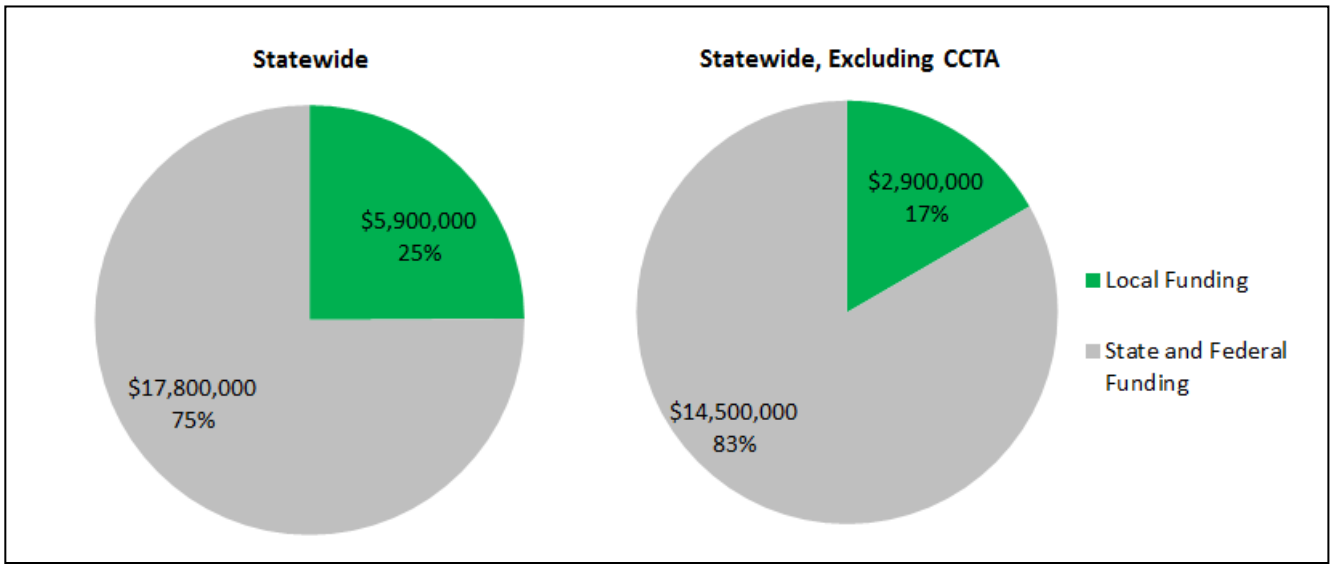
- Ridership on demand response services increased slightly in SFY 2012 but then dropped by about 7% in SFY 2013 with several transit providers reporting ridership decreases.

Local Share

This performance measure relates to the State's goal that local communities demonstrate a financial commitment to public transit. Local share refers to the percentage of transit expenses that are *not* covered by the Federal Transit Administration, the Federal Highway Administration, or the State (and excludes State funding for capital, Rideshare, RTAP, JARC, and Medicaid). Potential local sources of revenue include fares; advertising; contributions from municipalities, universities/colleges, businesses, or tourism destinations such as ski resorts; contracts for service provided to private agencies; in-kind donations; local tax revenues; sale of assets such as old buses; and the transit system's general fund.

Starting in SFY 2012 VTrans reinstituted formal evaluation of the 20% local funding target as part of this report. While this change followed a recommendation in the 2012 PTPP, VTrans acknowledged difficulties in collecting consistent local revenue data from the transit providers, as each provider maintains different budget formats. VTrans continued to evaluate local share on a statewide basis for SFY 2013, while working to collect more consistent financial data from the transit providers. Figure 4 displays the local share of transit operating budgets statewide. Vermont's transit providers are exceeding the State's 20% local funding goal.

Figure 4: Local Share



Note: Local share was calculated as a percentage of local funding divided by operating expenses. Data sources included actual expenditures from VTrans' Grant Tracking Spreadsheets, fare revenue as reported in the SFY 2013 SIRs, and for CCTA operating budget data from their SFY 2013 application to VTrans.

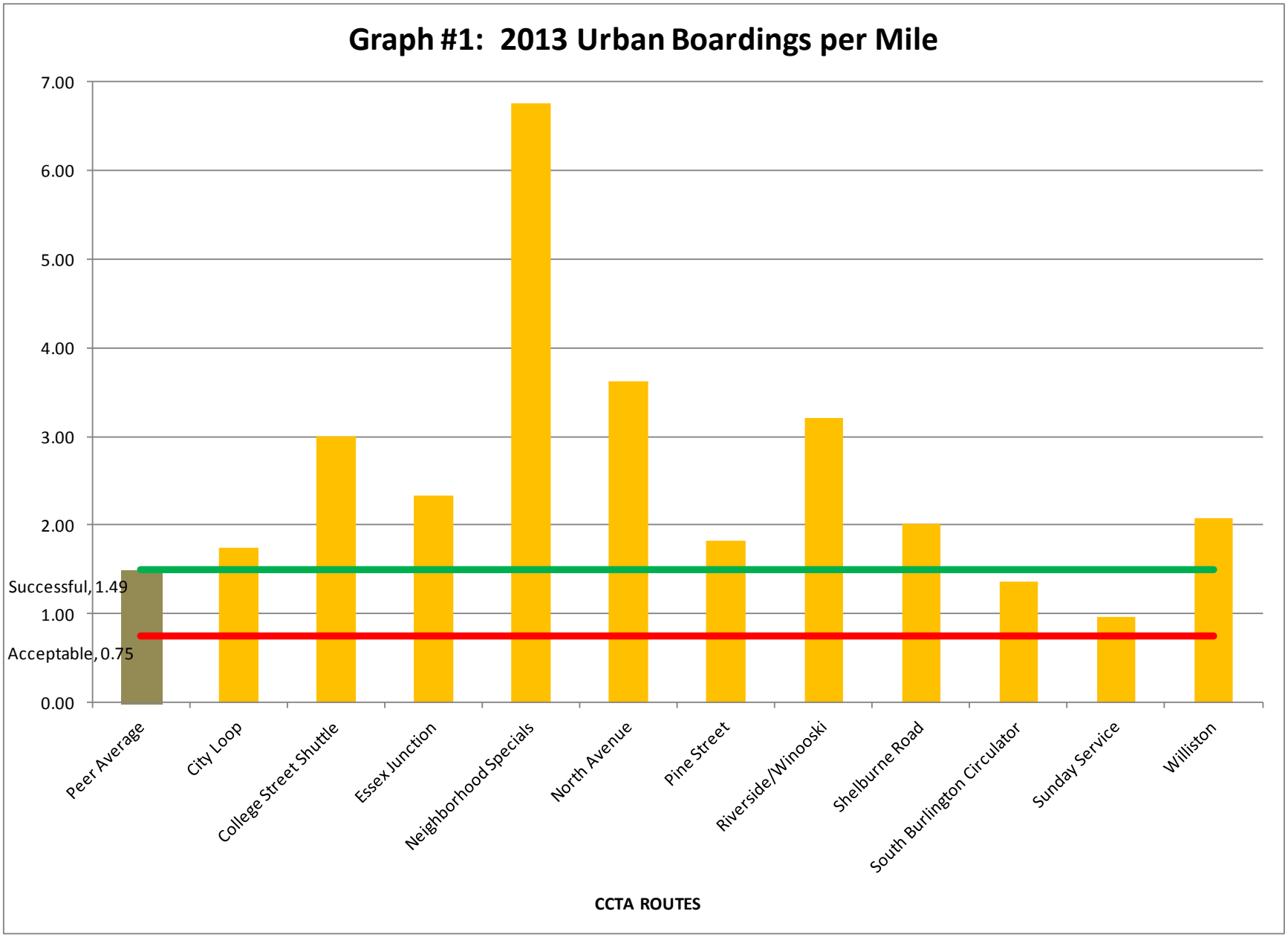
The local share analysis found that 25% of transit funding statewide comes from local sources including fares. Even when excluding CCTA, the largest generator of fare revenue, the local share of transit budgets outside of Chittenden County nearly meets the State's 20% target.

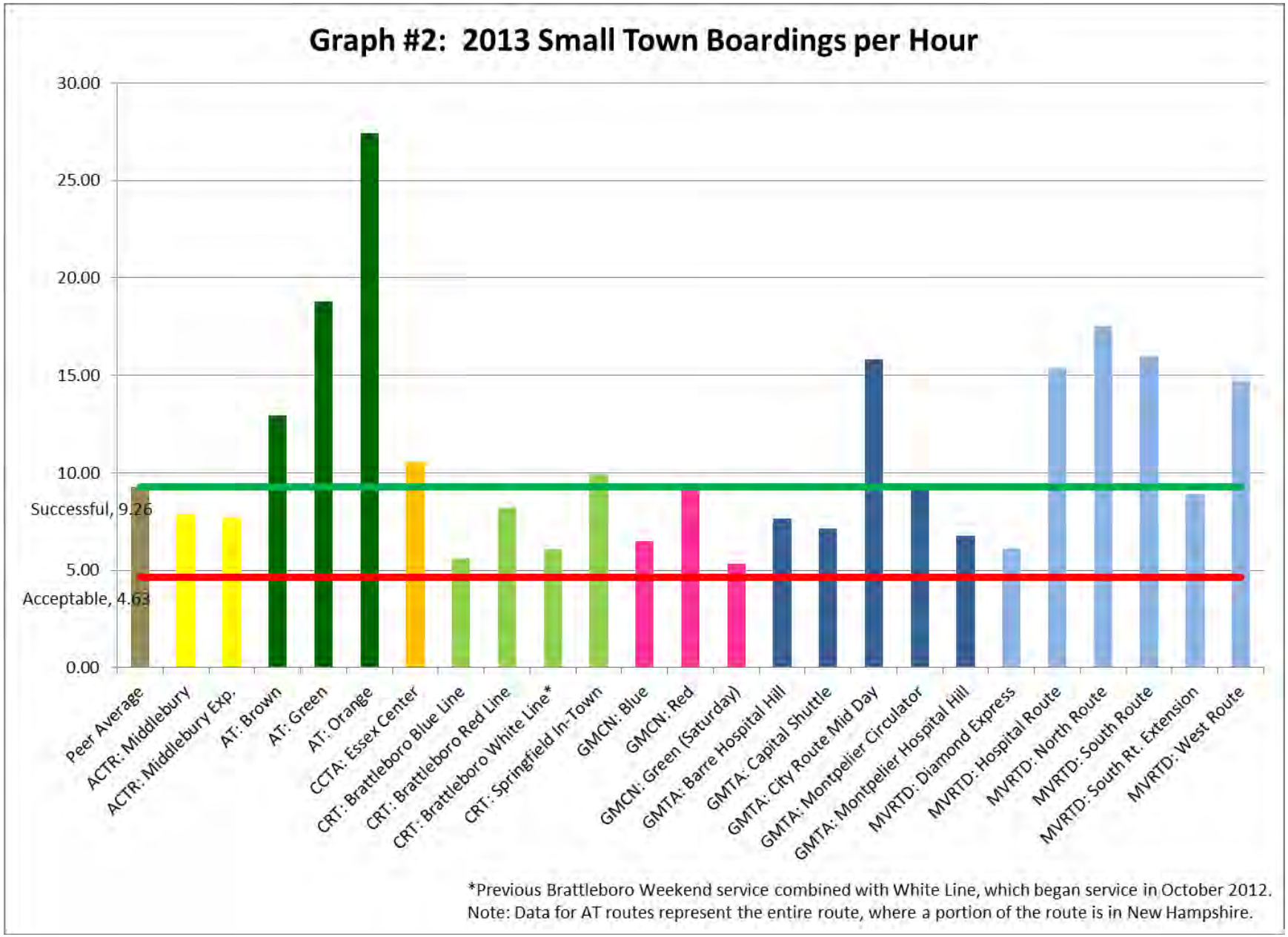
Performance Graphs

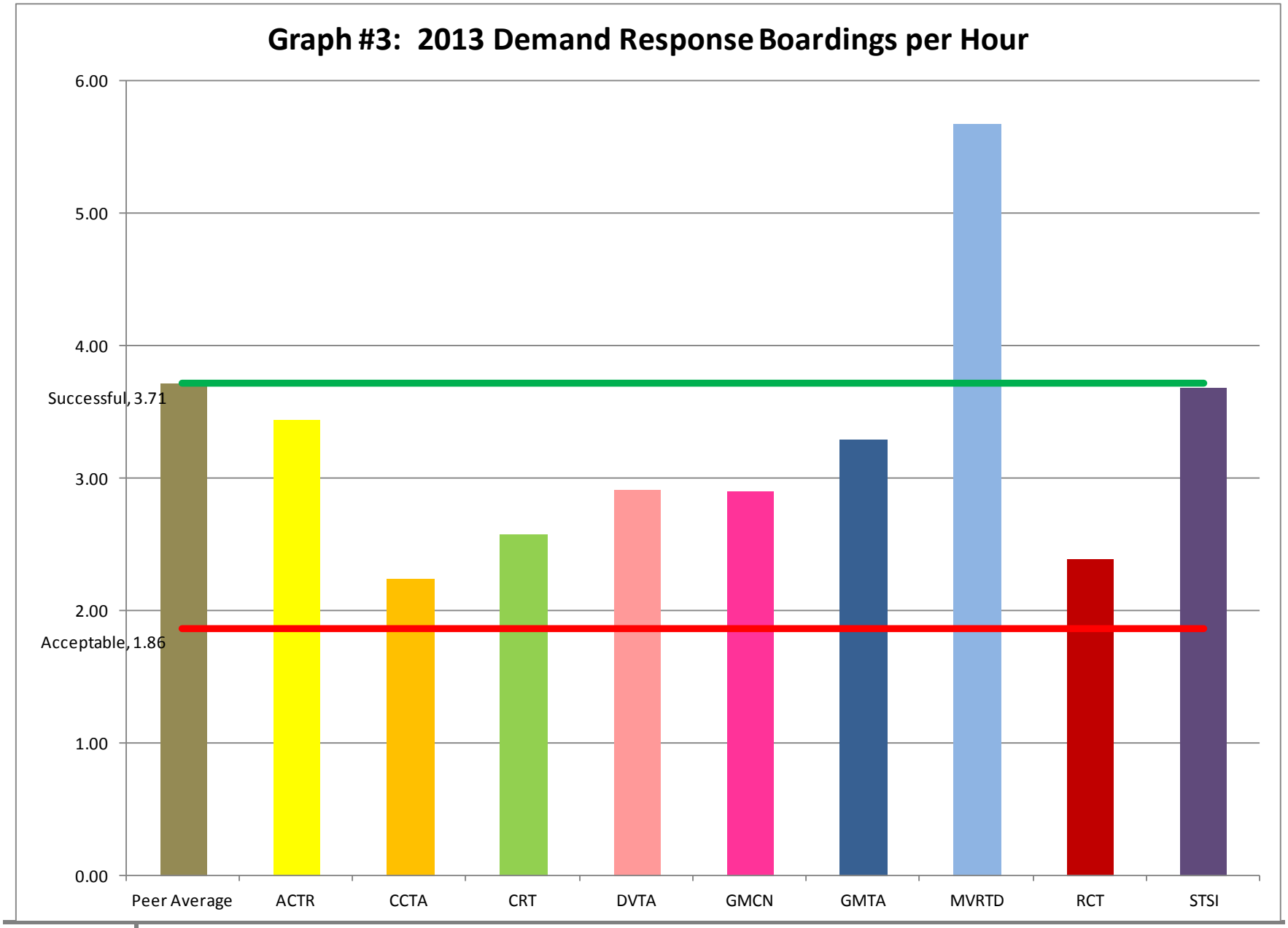
The next section of the report includes graphs depicting the performance data for all transit services in Vermont. Graphs 1 – 7 depict the SFY 2013 productivity data per service category, and Graphs 8 – 15 display the SFY 2013 cost-effectiveness data per service category. The standard for Successful services, defined for each service category, is shown on each graph as a green line, while the standard for Acceptable services is shown as a red line. New transit services, which are still being funded through the Congestion Mitigation and Air Quality Improvement (CMAQ) program, are distinguished by hash-marked fill in the graphs. The transit services are also shown in colors differentiated by transit provider.

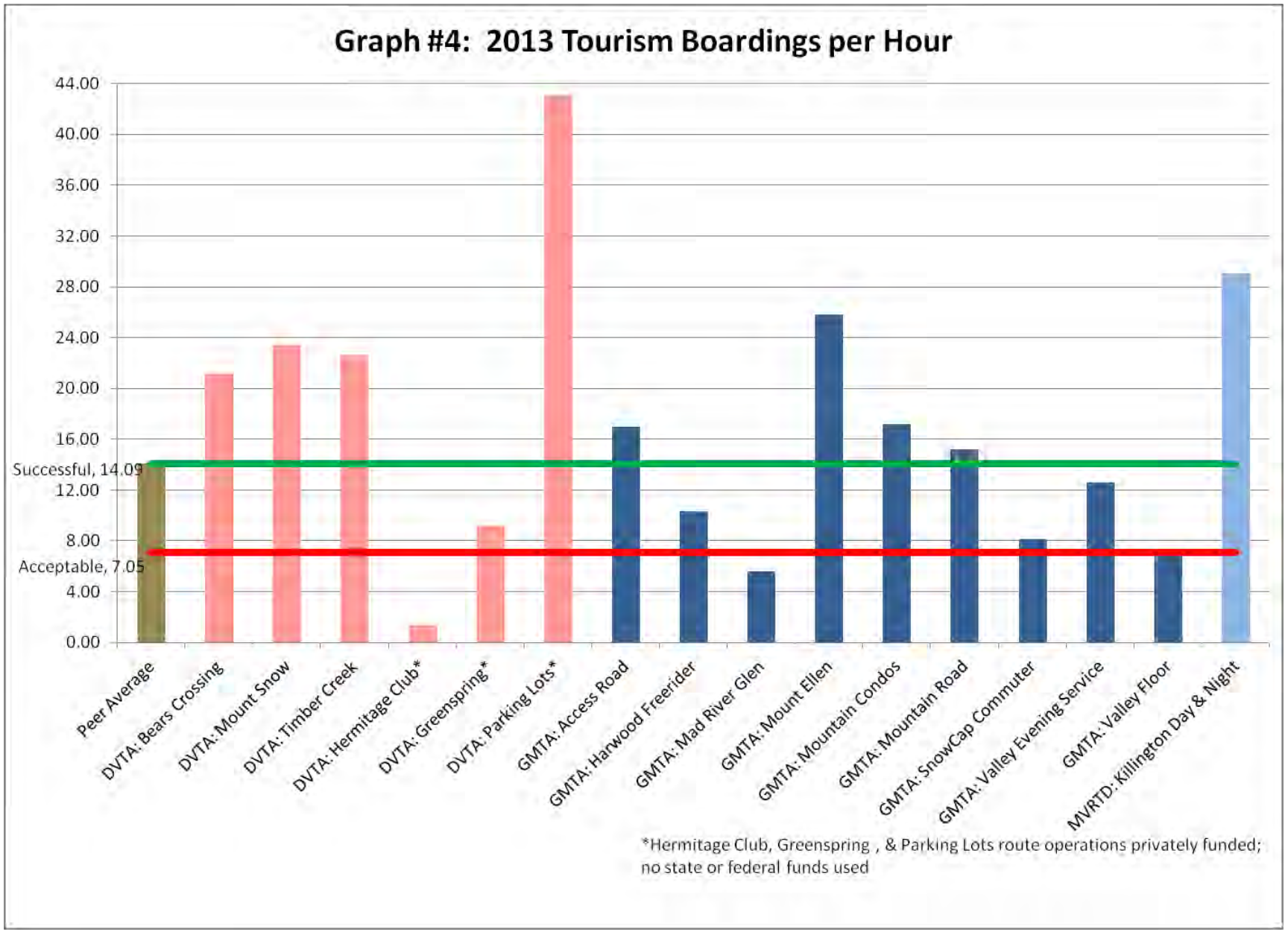
The Appendix includes the same performance data, for each route by service category, shown in the graphs but in a tabular format for easy reference.

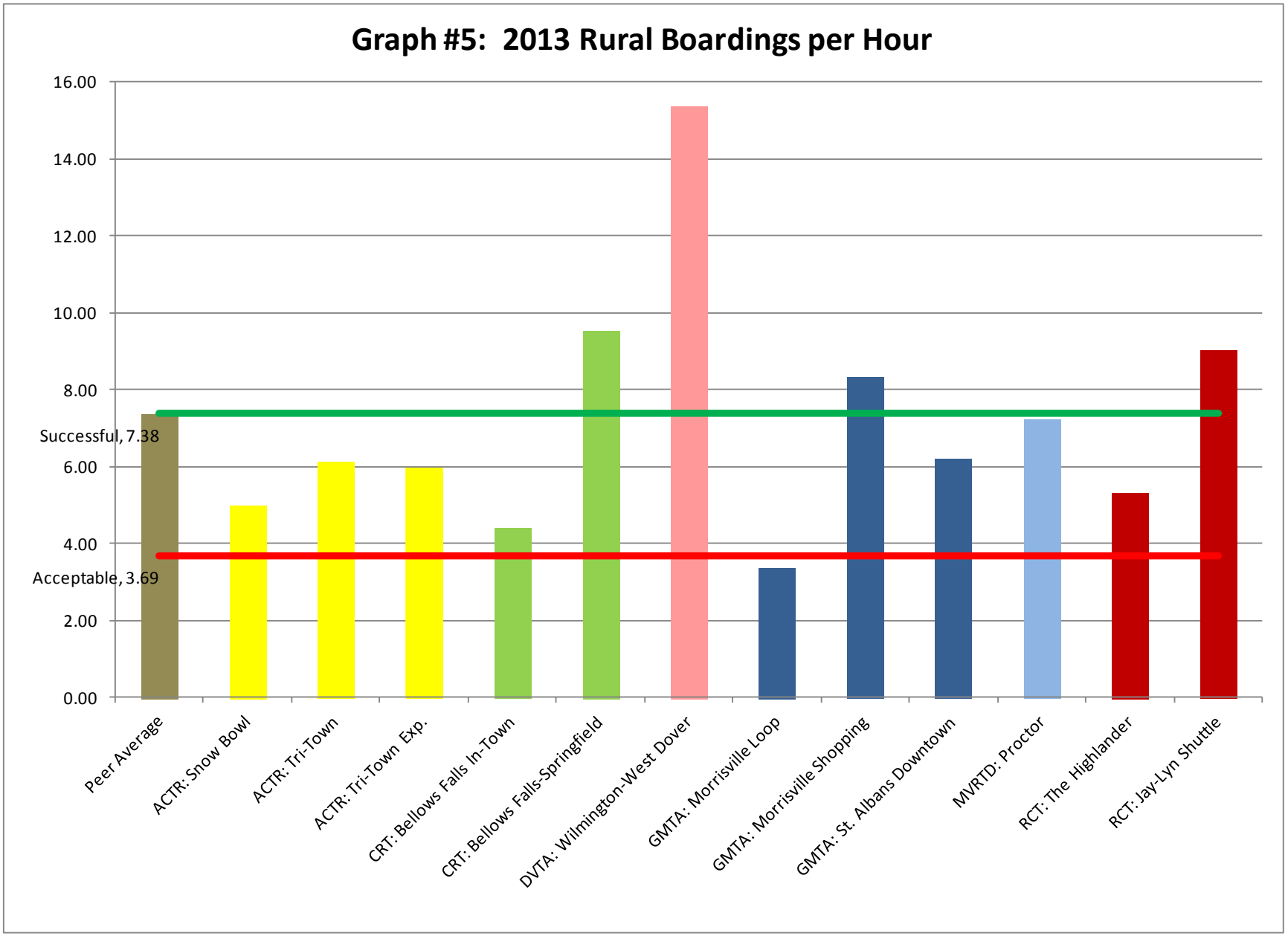
PRODUCTIVITY PERFORMANCE BY SERVICE CATEGORY

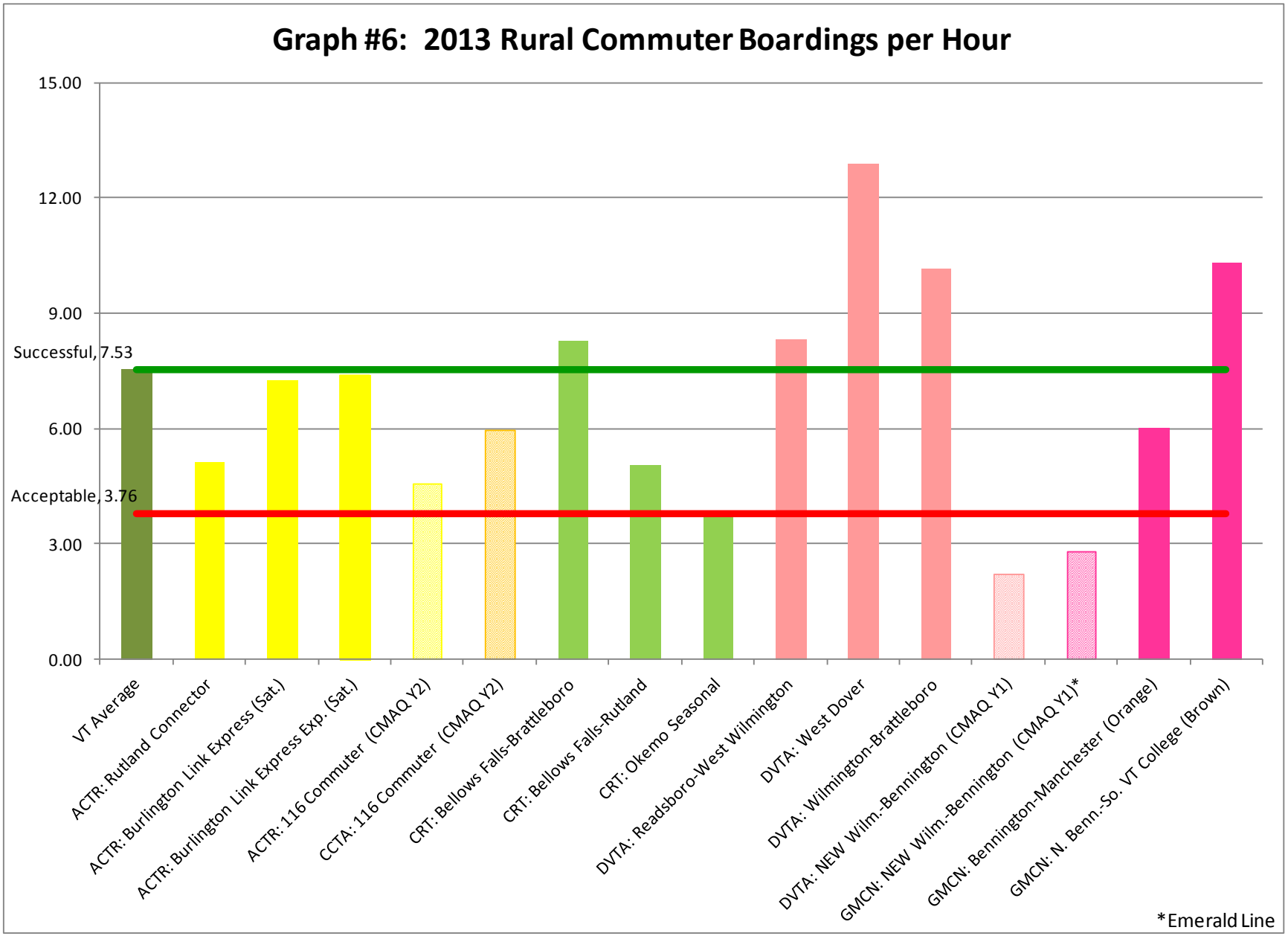

Graph #1: 2013 Urban Boardings per Mile
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
Successful, 1.49
Acceptable, 0.75
Peer Average
City Loop
College Street Shuttle
Essex Junction
Neighborhood Specials
North Avenue
Pine Street
Riverside/Winooski
Shelburne Road
South Burlington Circulator
Sunday Service
Williston
CCTA ROUTES


Graph #2: 2013 Small Town Boardings per Hour
30.00
25.00
20.00
15.00
10.00
5.00
0.00
Successful, 9.26
Acceptable, 4.63
Peer Average
ACTR: Middlebury
ACTR: Middlebury Exp.
AT: Brown
AT: Green
AT: Orange
CCTA: Essex Center
CRT: Brattleboro Blue Line
CRT: Brattleboro Red Line
CRT: Brattleboro White Line*
CRT: Springfield In-Town
GMCN: Blue
GMCN: Red
GMCN: Green (Saturday)
GMTA: Barre Hospital Hill
GMTA: Capital Shuttle
GMTA: City Route Mid Day
GMTA: Montpelier Circulator
GMTA: Montpelier Hospital Hill
MVRTD: Diamond Express
MVRTD: Hospital Route
MVRTD: North Route
MVRTD: South Route
MVRTD: South Rt. Extension
MVRTD: West Route
*Previous Brattleboro Weekend service combined with White Line, which began service in October 2012.
Note: Data for AT routes represent the entire route, where a portion of the route is in New Hampshire.

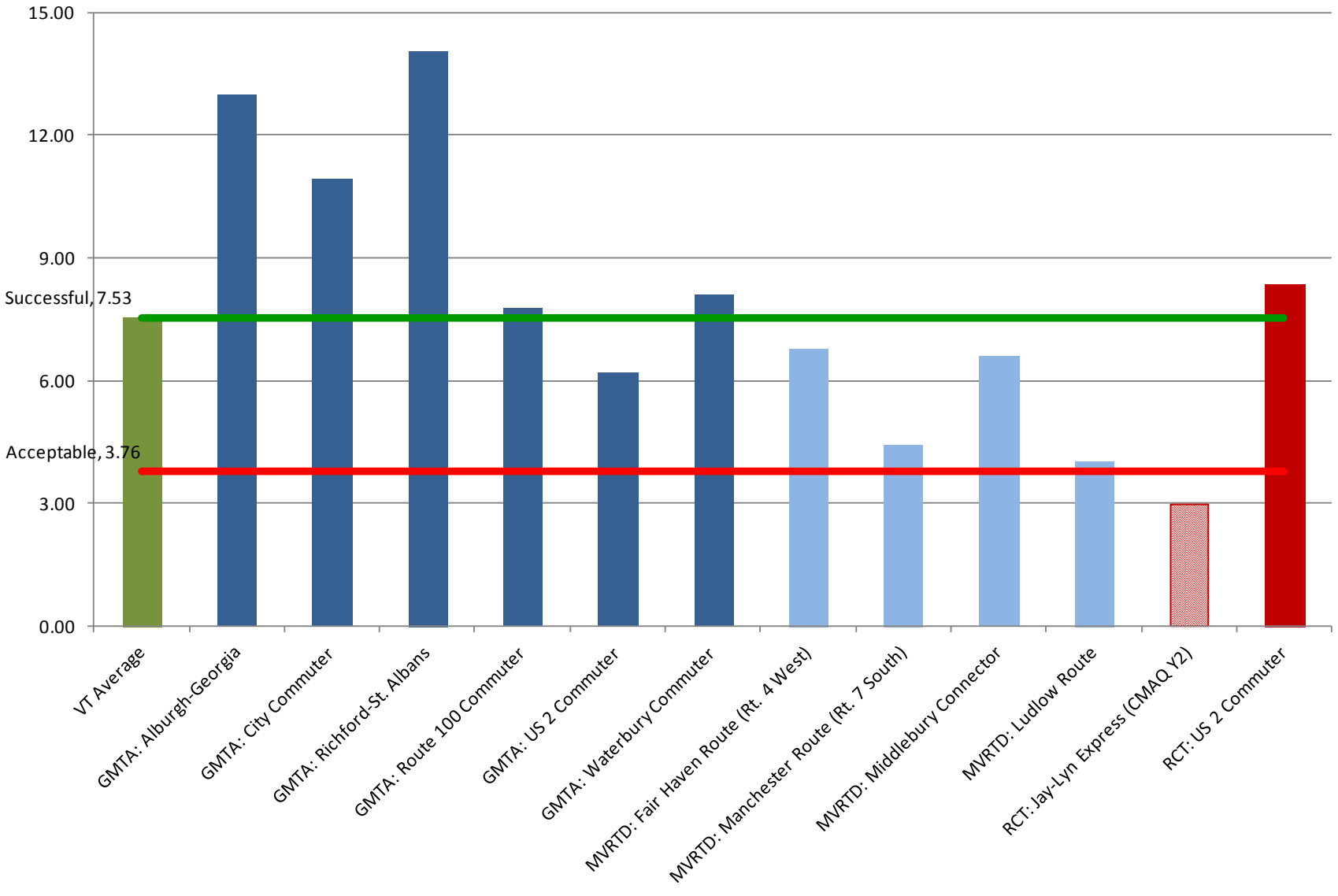

Graph #3: 2013 Demand Response Boardings per Hour
6.00
5.00
4.00
3.00
2.00
1.00
0.00
Successful, 3.71
Acceptable, 1.86
Peer Average
ACTR
CCTA
CRT
DVTA
GMCN
GMTA
MVRTD
RCT
STSI


Graph #4: 2013 Tourism Boardings per Hour
44.00
40.00
36.00
32.00
28.00
24.00
20.00
16.00
Successful, 14.09
12.00
8.00
Acceptable, 7.05
4.00
0.00
Peer Average
DVTA: Bears Crossing
DVTA: Mount Snow
DVTA: Timber Creek
DVTA: Hermitage Club*
DVTA: Greenspring*
DVTA: Parking Lots*
GMTA: Access Road
GMTA: Harwood Freerider
GMTA: Mad River Glen
GMTA: Mount Ellen
GMTA: Mountain Condos
GMTA: Mountain Road
GMTA: SnowCap Commuter
GMTA: Valley Evening Service
GMTA: Valley Floor
MVRTD: Killington Day & Night
*Hermitage Club, Greenspring , & Parking Lots route operations privately funded; no state or federal funds used

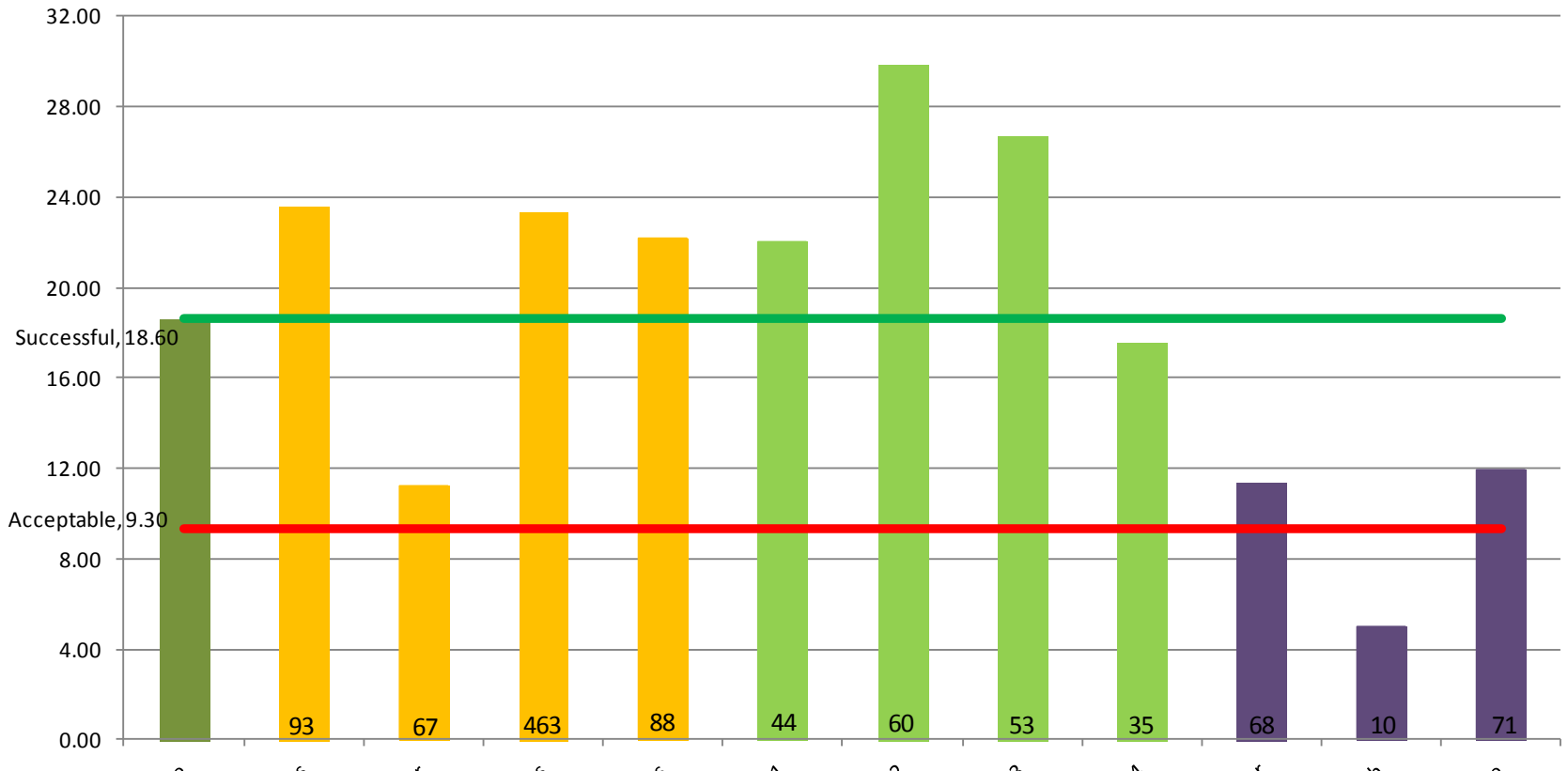

Graph #5: 2013 Rural Boardings per Hour
16.00
14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
Successful, 7.38
Acceptable, 3.69
Peer Average
ACTR: Snow Bowl
ACTR: Tri-Town
ACTR: Tri-Town Exp.
CRT: Bellows Falls In-Town
CRT: Bellows Falls-Springfield
DVTA: Wilmington-West Dover
GMTA: Morrisville Loop
GMTA: Morrisville Shopping
GMTA: St. Albans Downtown
MVRTD: Proctor
RCT: The Highlander
RCT: Jay-Lyn Shuttle


Graph #6: 2013 Rural Commuter Boardings per Hour
15.00
12.00
9.00
6.00
3.00
0.00
Successful, 7.53
Acceptable, 3.76
VT Average
ACTR: Rutland Connector
ACTR: Burlington Link Express (Sat.)
ACTR: Burlington Link Express Exp. (Sat.)
ACTR: 116 Commuter (CMAQ Y2)
CCTA: 116 Commuter (CMAQ Y2)
CRT: Bellows Falls-Brattleboro
CRT: Bellows Falls-Rutland
CRT: Okemo Seasonal
DVTA: Readsboro-West Wilmington
DVTA: West Dover
DVTA: Wilmington-Brattleboro
DVTA: NEW Wilm.-Bennington (CMAQ Y1)
DVTA: NEW Wilm.-Bennington (CMAQ Y1)*
GMCN: Bennington-Manchester (Orange)
GMCN: N. Benn.-So. VT College (Brown)
*Emerald Line

Graph #6: 2013 Rural Commuter Boardings per Hour (continued)

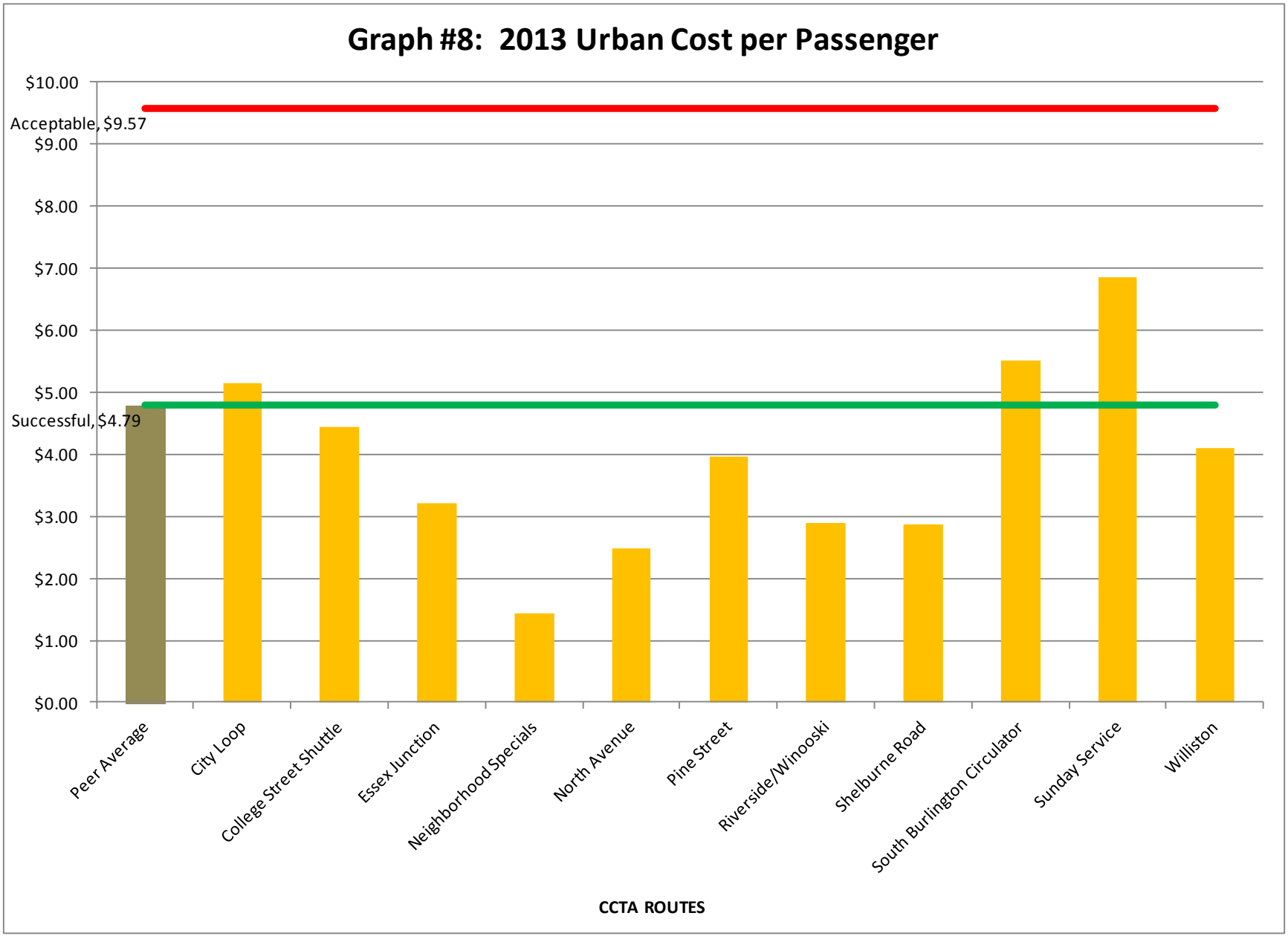


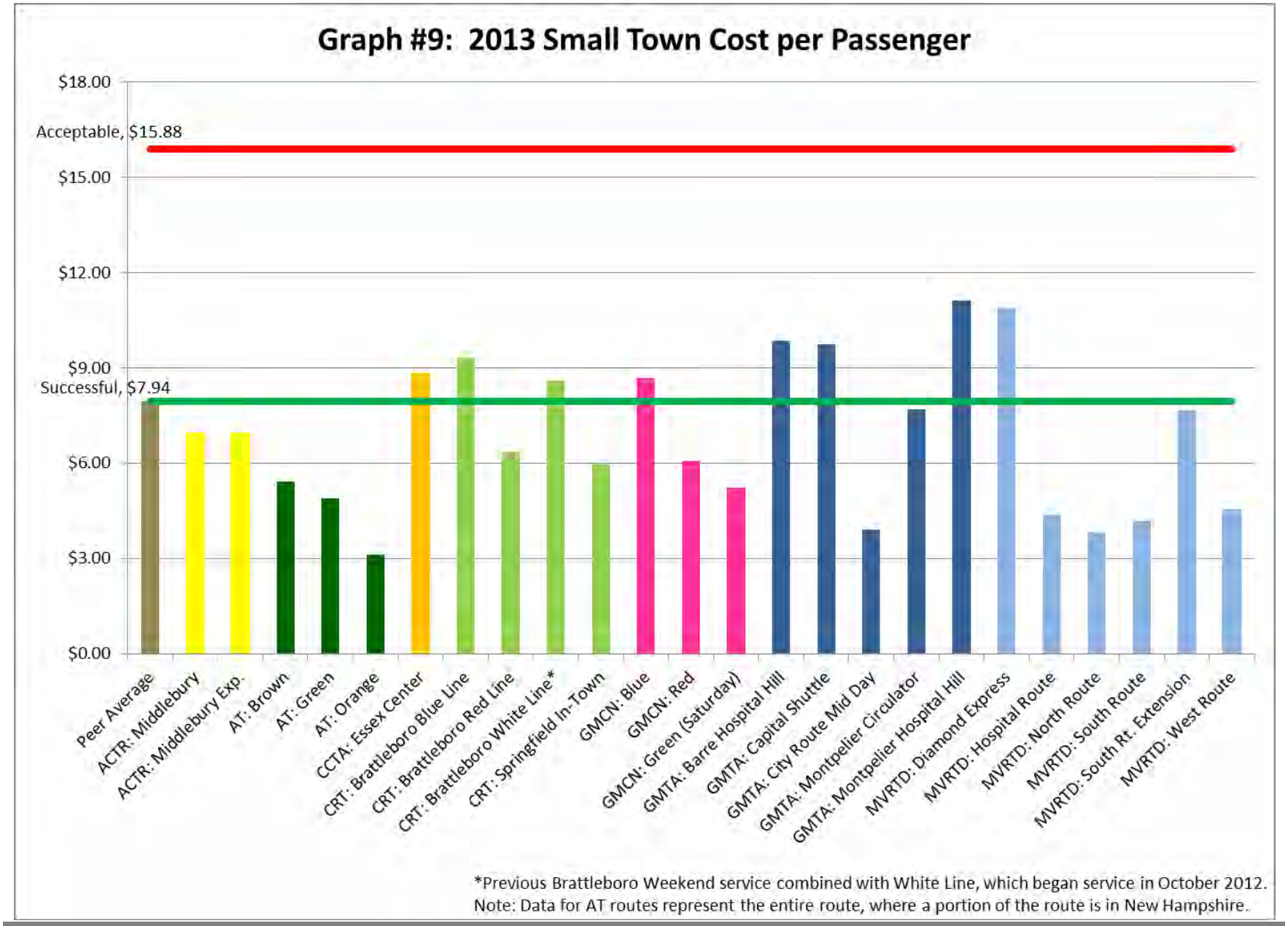
Graph #7: 2013 Express Commuter Boardings per Trip

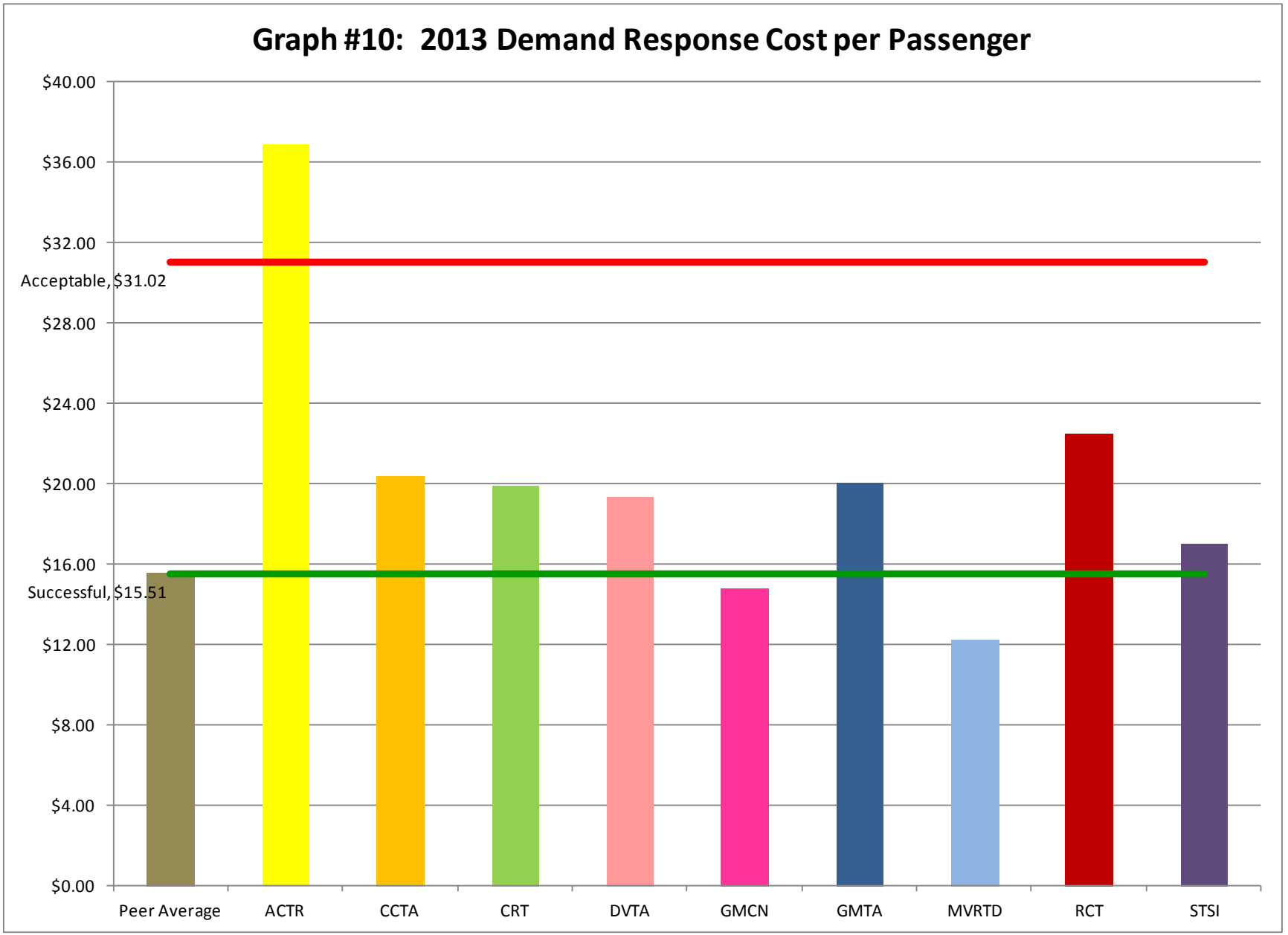


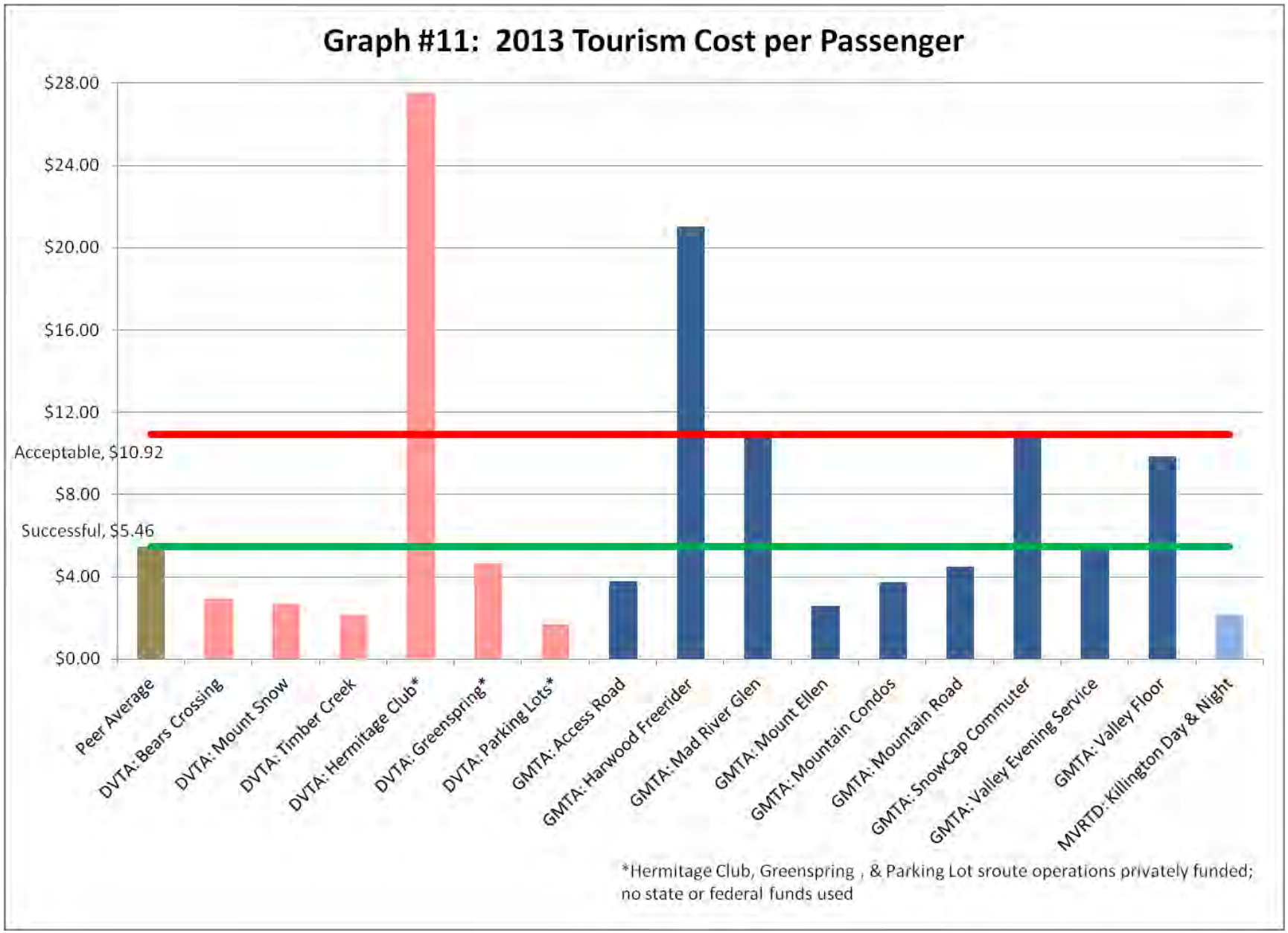
Note: The numbers at the bottom of the bars indicate the routes' FY 2013 average daily ridership.

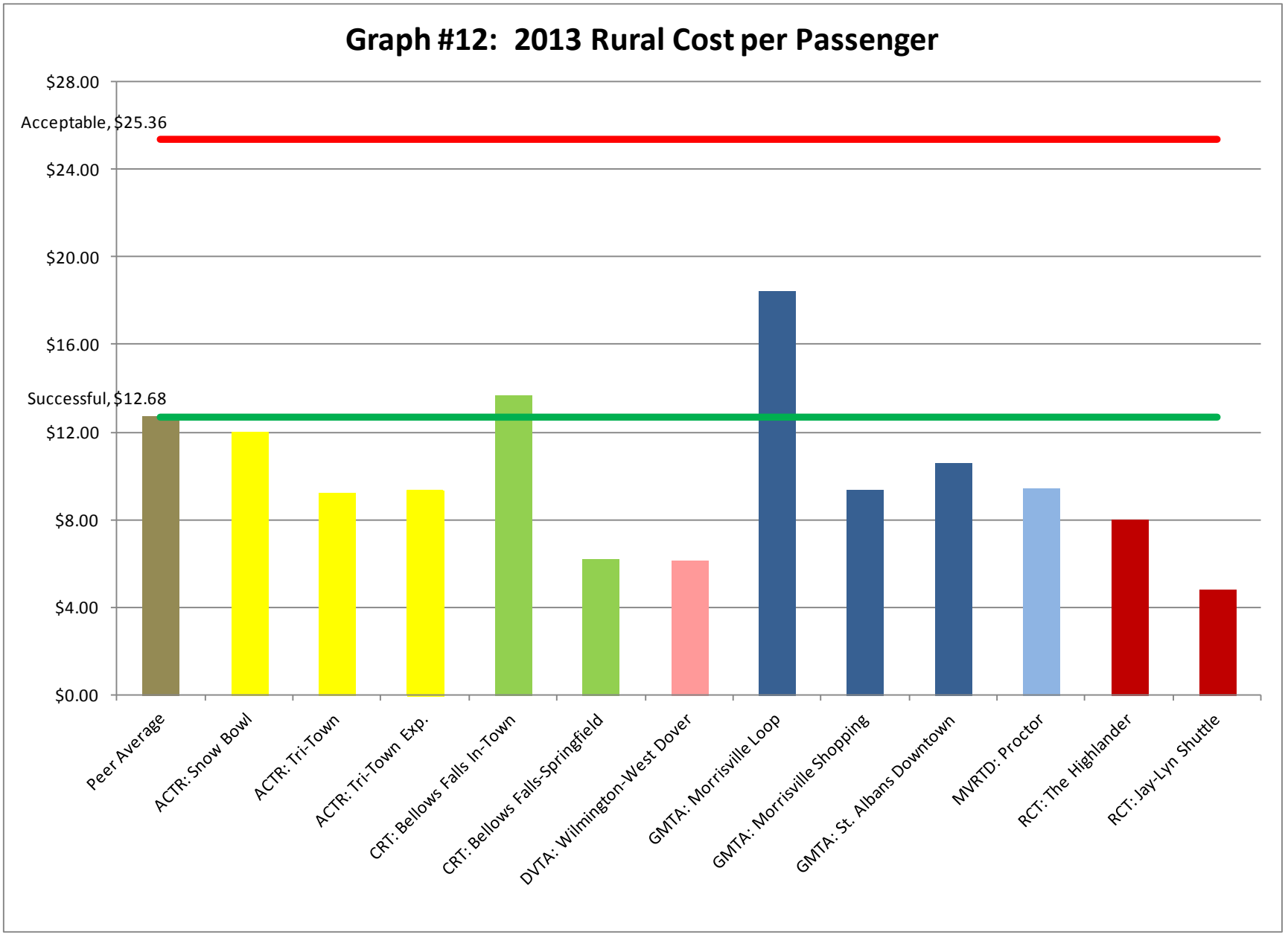
COST-EFFECTIVENESS PERFORMANCE BY SERVICE CATEGORY

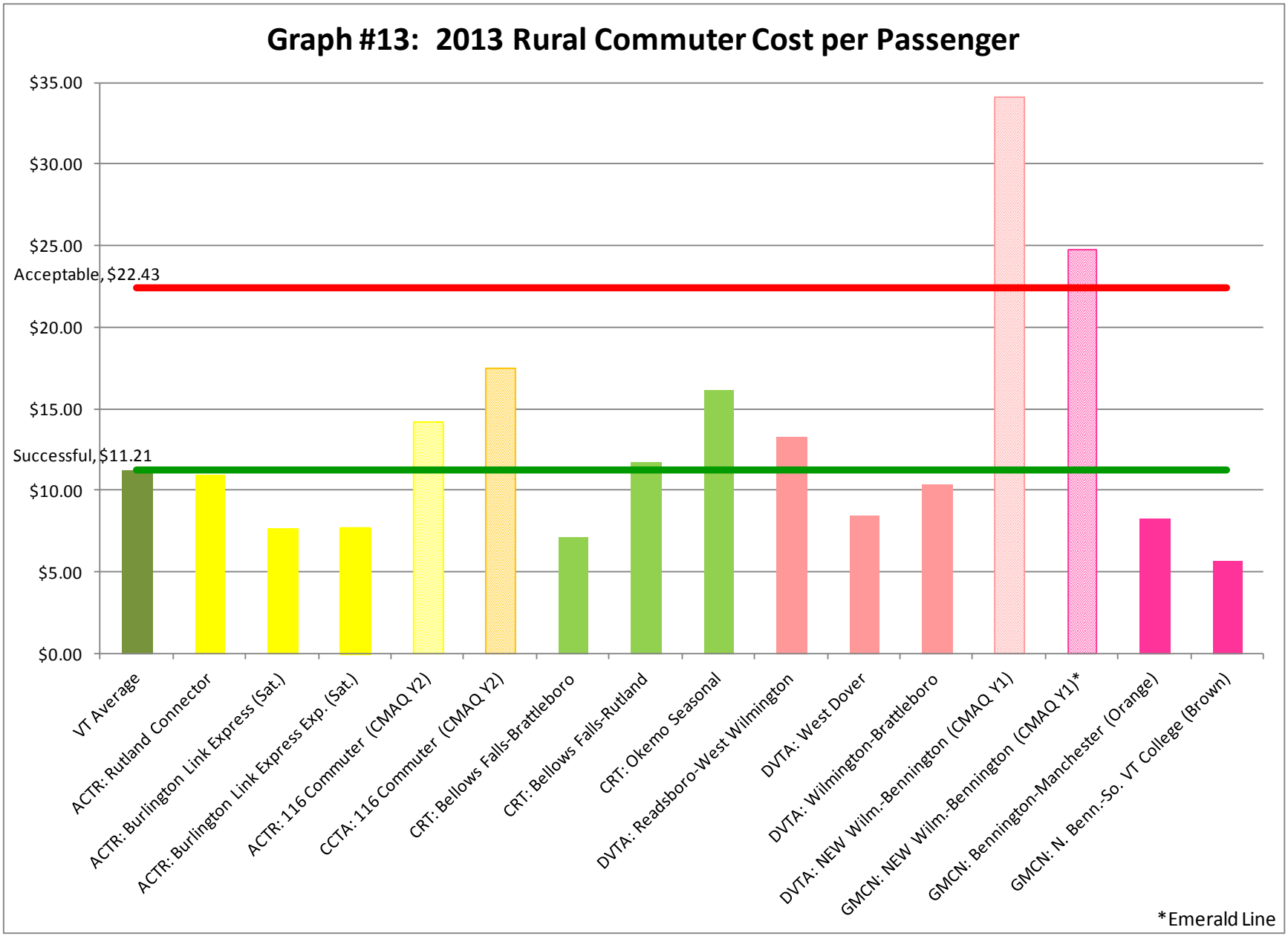

Graph #8: 2013 Urban Cost per Passenger
$10.00
Acceptable, $9.57
$9.00
$8.00
$7.00
$6.00
$5.00
Successful, $4.79
$4.00
$3.00
$2.00
$1.00
$0.00
Peer Average
City Loop
College Street Shuttle
Essex Junction
Neighborhood Specials
North Avenue
Pine Street
Riverside/Winooski
Shelburne Road
South Burlington Circulator
Sunday Service
Williston
CCTA ROUTES


Graph #9: 2013 Small Town Cost per Passenger
$18.00
Acceptable, $15.88
$15.00
$12.00
$9.00
Successful, $7.94
$6.00
$3.00
$0.00
Peer Average
ACTR: Middlebury
ACTR: Middlebury Exp.
AT: Brown
AT: Green
AT: Orange
CCTA: Essex Center
CRT: Brattleboro Blue Line
CRT: Brattleboro Red Line
CRT: Brattleboro White Line*
CRT: Springfield In-Town
GMCN: Blue
GMCN: Red
GMCN: Green (Saturday)
GMTA: Barre Hospital Hill
GMTA: Capital Shuttle
GMTA: City Route Mid Day
GMTA: Montpelier Circulator
GMTA: Montpelier Hospital Hill
MVRTD: Diamond Express
MVRTD: Hospital Route
MVRTD: North Route
MVRTD: South Route
MVRTD: South Rt. Extension
MVRTD: West Route
*Previous Brattleboro Weekend service combined with White Line, which began service in October 2012.
Note: Data for AT routes represent the entire route, where a portion of the route is in New Hampshire.

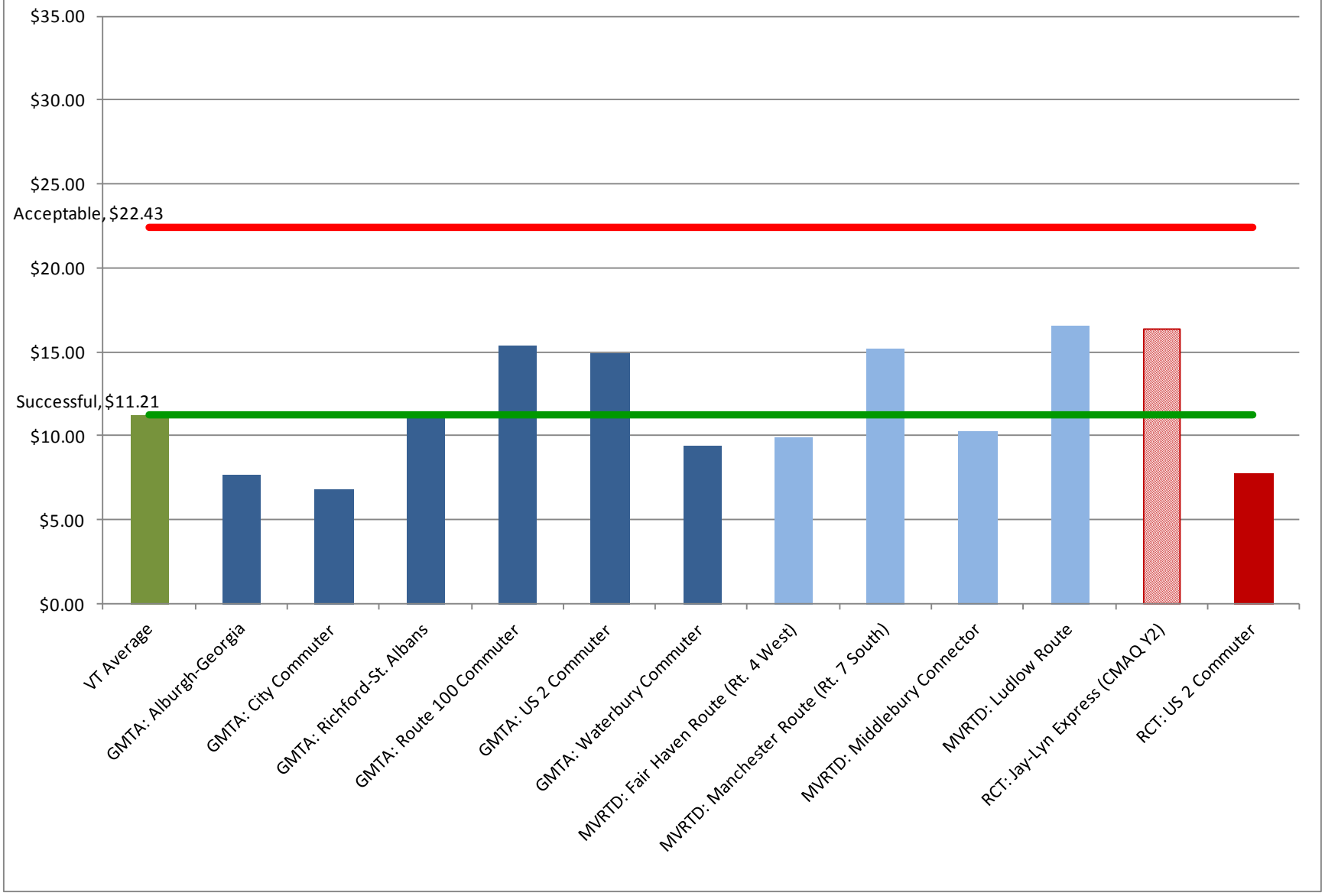

Graph #10: 2013 Demand Response Cost per Passenger
$40.00
$36.00
$32.00
Acceptable, $31.02
$28.00
$24.00
$20.00
$16.00
Successful, $15.51
$12.00
$8.00
$4.00
$0.00
Peer Average
ACTR
CCTA
CRT
DVTA
GMCN
GMTA
MVRTD
RCT
STSI

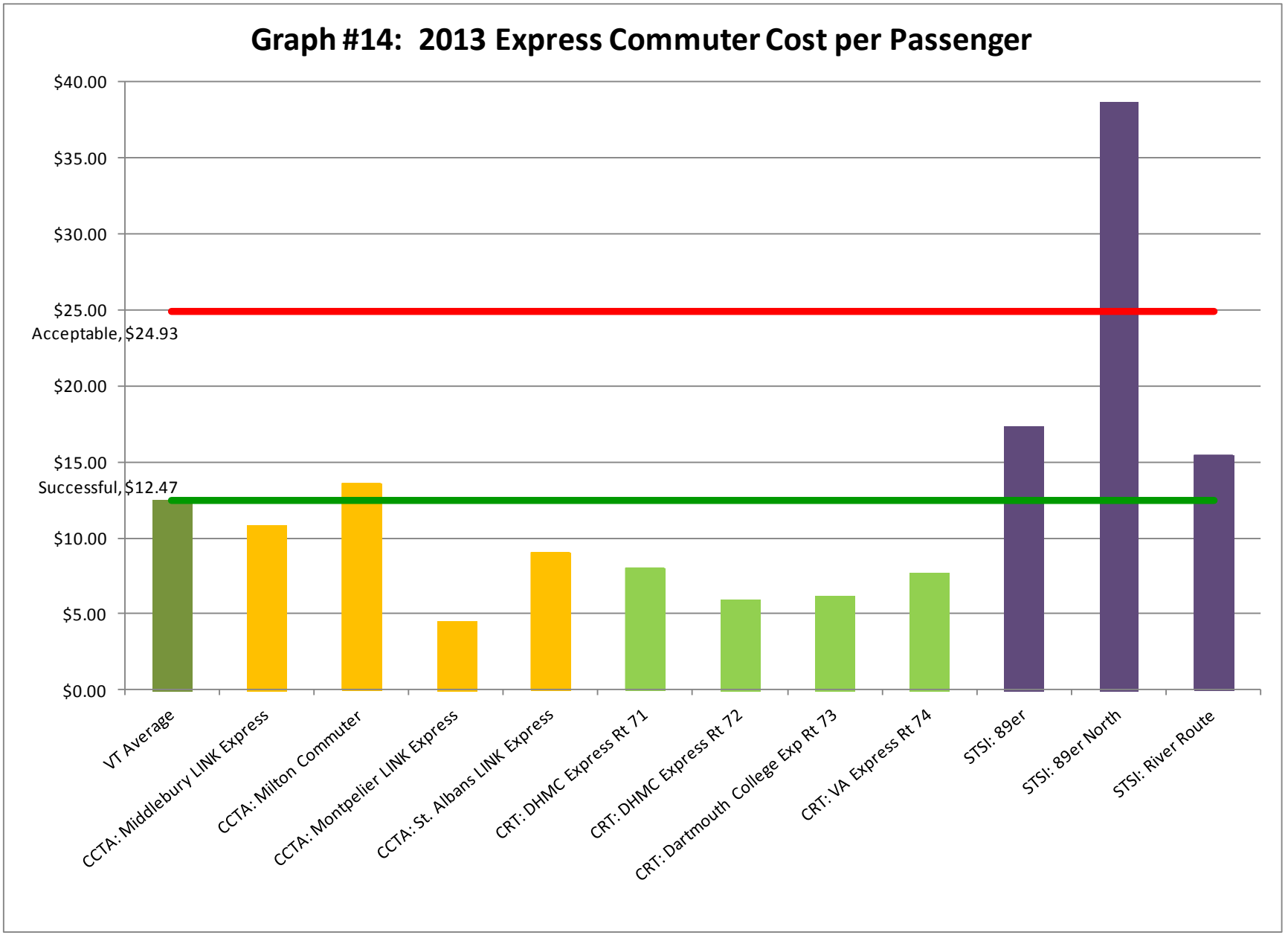

Graph #11: 2013 Tourism Cost per Passenger
$28.00
$24.00
$20.00
$16.00
$12.00
Acceptable, $10.92
$8.00
Successful, $5.46
$4.00
$0.00
Peer Average
DVTA: Bears Crossing
DVTA: Mount Snow
DVTA: Timber Creek
DVTA: Hermitage Club*
DVTA: Greenspring*
DVTA: Parking Lots*
GMTA: Access Road
GMTA: Harwood Freerider
GMTA: Mad River Glen
GMTA: Mount Ellen
GMTA: Mountain Condos
GMTA: Mountain Road
GMTA: SnowCap Commuter
GMTA: Valley Evening Service
GMTA: Valley Floor
MVRTD: Killington Day & Night
*Hermitage Club, Greenspring , & Parking Lot sroute operations privately funded; no state or federal funds used


Graph #12: 2013 Rural Cost per Passenger
$28.00
Acceptable, $25.36
$24.00
$20.00
$16.00
Successful, $12.68
$12.00
$8.00
$4.00
$0.00
Peer Average
ACTR: Snow Bowl
ACTR: Tri-Town
ACTR: Tri-Town Exp.
CRT: Bellows Falls In-Town
CRT: Bellows Falls-Springfield
DVTA: Wilmington-West Dover
GMTA: Morrisville Loop
GMTA: Morrisville Shopping
GMTA: St. Albans Downtown
MVRTD: Proctor
RCT: The Highlander
RCT: Jay-Lyn Shuttle

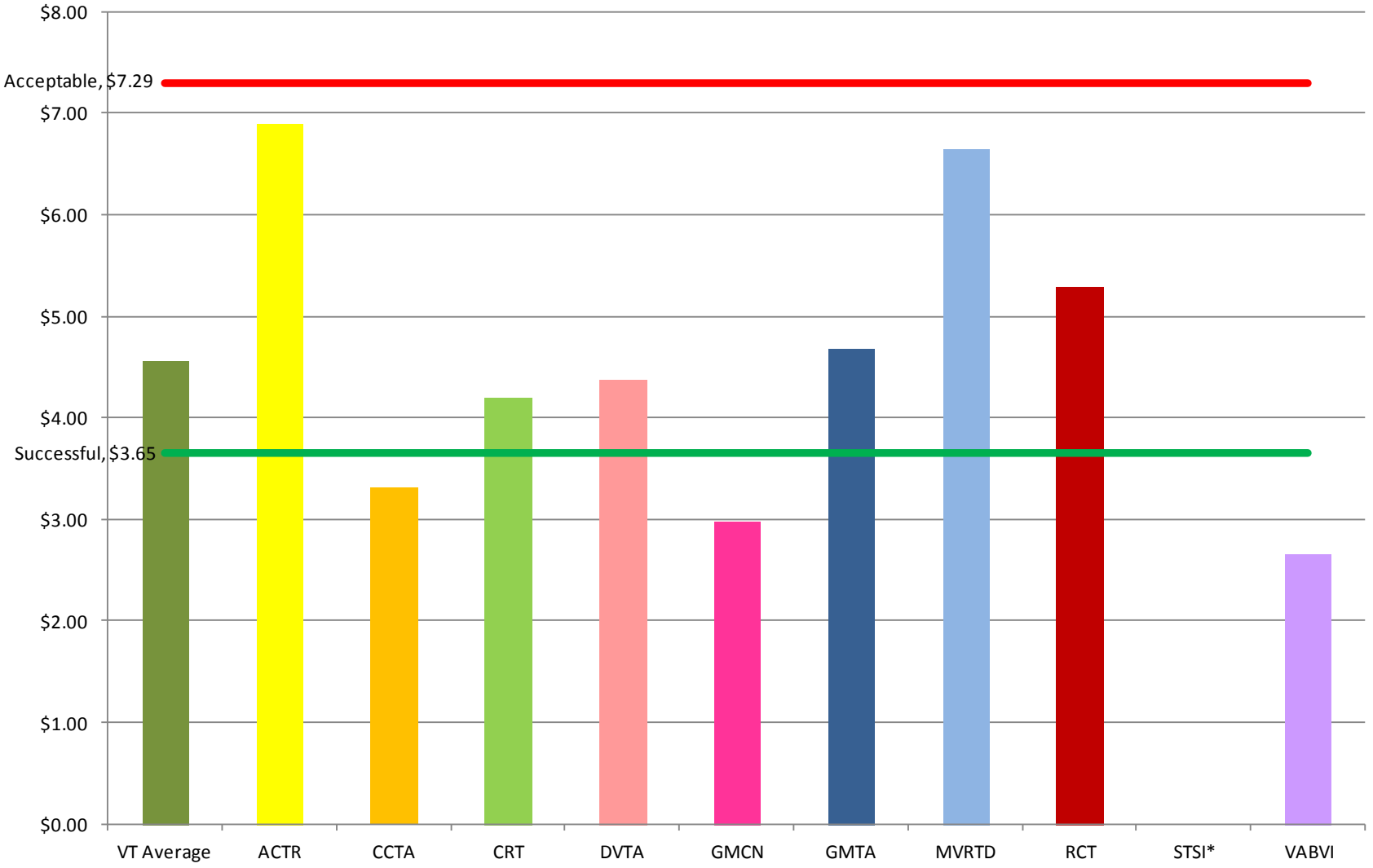

Graph #13: 2013 Rural Commuter Cost per Passenger
$35.00
$30.00
$25.00
$20.00
$15.00
$10.00
$5.00
$0.00
Acceptable, $22.43
Successful, $11.21
VT Average
ACTR: Rutland Connector
ACTR: Burlington Link Express (Sat.)
ACTR: Burlington Link Express Exp. (Sat.)
ACTR: 116 Commuter (CMAQ Y2)
CCTA: 116 Commuter (CMAQ Y2)
CRT: Bellows Falls-Brattleboro
CRT: Bellows Falls-Rutland
CRT: Okemo Seasonal
DVTA: Readsboro-West Wilmington
DVTA: West Dover
DVTA: Wilmington-Brattleboro
DVTA: NEW Wilm.-Bennington (CMAQ Y1)
DVTA: NEW Wilm.-Bennington (CMAQ Y1)*
GMCN: Bennington-Manchester (Orange)
GMCN: N. Benn.-So. VT College (Brown)
*Emerald Line

Graph #13: 2013 Rural Commuter Cost per Passenger (continued)




Graph #14: 2013 Express Commuter Cost per Passenger
$40.00
$35.00
$30.00
$25.00
Acceptable, $24.93
$20.00
$15.00
Successful, $12.47
$10.00
$5.00
$0.00
VT Average
CCTA: Middlebury LINK Express
CCTA: Milton Commuter
CCTA: Montpelier LINK Express
CCTA: St. Albans LINK Express
CRT: DHMC Express Rt 71
CRT: DHMC Express Rt 72
CRT: Dartmouth College Exp Rt 73
CRT: VA Express Rt 74
STSI: 89er
STSI: 89er North
STSI: River Route

Graph #15: 2013 Administrative Cost per Volunteer Trip



*STSI data was not available at the time of the report.

Appendix: SFY 2013 Performance Data by Route and Service Category

KEY

123 Performance measures in green did not meet the Acceptable threshold last year, but improved so they did this year.

123 Performance measures in red did not meet the Acceptable threshold this year.

URBAN	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per Mile	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
Peer Average	1.49	1.49	0.75	$4.79	$4.79	$9.57
City Loop	1.75	1.49	0.75	$5.16	$4.79	$9.57
College Street Shuttle	3.00	1.49	0.75	$4.44	$4.79	$9.57
Essex Junction	2.33	1.49	0.75	$3.22	$4.79	$9.57
Neighborhood Specials	6.77	1.49	0.75	$1.43	$4.79	$9.57
North Avenue	3.62	1.49	0.75	$2.48	$4.79	$9.57
Pine Street	1.83	1.49	0.75	$3.96	$4.79	$9.57
Riverside/Winooski	3.21	1.49	0.75	$2.90	$4.79	$9.57
Shelburne Road	2.02	1.49	0.75	$2.87	$4.79	$9.57
South Burlington Circulator	1.36	1.49	0.75	$5.52	$4.79	$9.57
Sunday Service	0.97	1.49	0.75	$6.86	$4.79	$9.57
Williston	2.08	1.49	0.75	$4.09	$4.79	$9.57

SMALL TOWN	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per Hour	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
Peer Average	9.26	9.26	4.63	$7.94	$7.94	$15.88
ACTR: Middlebury	7.88	9.26	4.63	$6.96	$7.94	$15.88
ACTR: Middlebury Exp.	7.71	9.26	4.63	$6.95	$7.94	$15.88
AT: Brown	12.95	9.26	4.63	$5.42	$7.94	$15.88
AT: Green	18.77	9.26	4.63	$4.88	$7.94	$15.88
AT: Orange	27.41	9.26	4.63	$3.11	$7.94	$15.88
CCTA: Essex Center	10.59	9.26	4.63	$8.83	$7.94	$15.88
CRT: Brattleboro Blue Line	5.59	9.26	4.63	$9.33	$7.94	$15.88
CRT: Brattleboro Red Line	8.21	9.26	4.63	$6.35	$7.94	$15.88
CRT: Brattleboro White Line*	6.08	9.26	4.63	$8.59	$7.94	$15.88
CRT: Springfield In-Town	9.93	9.26	4.63	$5.95	$7.94	$15.88
GMCN: Blue	6.51	9.26	4.63	$8.68	$7.94	$15.88
GMCN: Red	9.12	9.26	4.63	$6.07	$7.94	$15.88
GMCN: Green (Saturday)	5.35	9.26	4.63	$5.22	$7.94	$15.88
GMTA: Barre Hospital Hill	7.67	9.26	4.63	$9.86	$7.94	$15.88
GMTA: Capital Shuttle	7.13	9.26	4.63	$9.74	$7.94	$15.88
GMTA: City Route Mid Day	15.84	9.26	4.63	$3.91	$7.94	$15.88
GMTA: Montpelier Circulator	9.12	9.26	4.63	$7.70	$7.94	$15.88
GMTA: Montpelier Hospital Hill	6.79	9.26	4.63	$11.11	$7.94	$15.88
MVRTD: Diamond Express	6.10	9.26	4.63	$10.88	$7.94	$15.88
MVRTD: Hospital Route	15.34	9.26	4.63	$4.37	$7.94	$15.88
MVRTD: North Route	17.56	9.26	4.63	$3.82	$7.94	$15.88
MVRTD: South Route	15.98	9.26	4.63	$4.18	$7.94	$15.88
MVRTD: South Rt. Extension	8.87	9.26	4.63	$7.66	$7.94	$15.88
MVRTD: West Route	14.78	9.26	4.63	$4.54	$7.94	$15.88

*Previous Brattleboro Weekend service combined with White Line, which began service in October 2012.
Note: Data for AT routes represent the entire route, where a portion of the route is in New Hampshire.

DEMAND RESPONSE	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per Hour	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
Peer Average	3.71	3.71	1.86	$15.51	$15.51	$31.02
ACTR	3.44	3.71	1.86	$36.89	$15.51	$31.02
CCTA	2.24	3.71	1.86	$20.37	$15.51	$31.02
CRT	2.58	3.71	1.86	$19.87	$15.51	$31.02
DVTA	2.91	3.71	1.86	$19.31	$15.51	$31.02
GMCN	2.90	3.71	1.86	$14.73	$15.51	$31.02
GMTA	3.29	3.71	1.86	$20.04	$15.51	$31.02
MVRTD	5.67	3.71	1.86	$12.24	$15.51	$31.02
RCT	2.39	3.71	1.86	$22.46	$15.51	$31.02
STSI	3.68	3.71	1.86	$17.00	$15.51	$31.02

TOURISM	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per Hour	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
Peer Average	14.09	14.09	7.05	$5.46	$5.46	$10.92
DVTA: Bears Crossing	21.13	14.09	7.05	$2.93	$5.46	$10.92
DVTA: Mount Snow	23.38	14.09	7.05	$2.67	$5.46	$10.92
DVTA: Timber Creek	22.64	14.09	7.05	$2.14	$5.46	$10.92
DVTA: Hermitage Club	1.37	14.09	7.05	$27.53	$5.46	$10.92
DVTA: Greenspring	9.20	14.09	7.05	$4.67	$5.46	$10.92
DVTA: Parking Lots	43.03	14.09	7.05	$1.70	$5.46	$10.92
GMTA: Access Road	17.00	14.09	7.05	$3.78	$5.46	$10.92
GMTA: Harwood Freerider	10.33	14.09	7.05	$21.02	$5.46	$10.92
GMTA: Mad River Glen	5.58	14.09	7.05	$11.09	$5.46	$10.92
GMTA: Mount Ellen	25.83	14.09	7.05	$2.56	$5.46	$10.92
GMTA: Mountain Condos	17.17	14.09	7.05	$3.75	$5.46	$10.92
GMTA: Mountain Road	15.20	14.09	7.05	$4.51	$5.46	$10.92
GMTA: SnowCap Commuter	8.12	14.09	7.05	$11.08	$5.46	$10.92
GMTA: Valley Evening Service	12.62	14.09	7.05	$5.29	$5.46	$10.92
GMTA: Valley Floor	7.30	14.09	7.05	$9.85	$5.46	$10.92
MVRTD: Killington Day & Night	29.06	14.09	7.05	$2.15	$5.46	$10.92

RURAL	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per Hour	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
Peer Average	7.38	7.38	3.69	$12.68	$12.68	$25.36
ACTR: Snow Bowl	4.98	7.38	3.69	$12.01	$12.68	$25.36
ACTR: Tri-Town	6.12	7.38	3.69	$9.26	$12.68	$25.36
ACTR: Tri-Town Exp.	5.94	7.38	3.69	$9.31	$12.68	$25.36
CRT: Bellows Falls In-Town	4.38	7.38	3.69	$13.68	$12.68	$25.36
CRT: Bellows Falls-Springfield	9.54	7.38	3.69	$6.20	$12.68	$25.36
DVTA: Wilmington-West Dover	15.37	7.38	3.69	$6.14	$12.68	$25.36
GMTA: Morrisville Loop	3.36	7.38	3.69	$18.46	$12.68	$25.36
GMTA: Morrisville Shopping	8.32	7.38	3.69	$9.33	$12.68	$25.36
GMTA: St. Albans Downtown	6.19	7.38	3.69	$10.58	$12.68	$25.36
MVRTD: Proctor	7.20	7.38	3.69	$9.41	$12.68	$25.36
RCT: The Highlander	5.31	7.38	3.69	$8.02	$12.68	$25.36
RCT: Jay-Lyn Shuttle	9.02	7.38	3.69	$4.80	$12.68	$25.36

RURAL COMMUTER	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per Hour	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
VT Average	7.53	7.53	3.76	$11.21	$11.21	$22.43
ACTR: Rutland Connector	5.14	7.53	3.76	$10.91	$11.21	$22.43
ACTR: Burlington Link Express (Sat.)	7.27	7.53	3.76	$7.67	$11.21	$22.43
ACTR: Burlington Link Express Exp. (Sat.)	7.38	7.53	3.76	$7.66	$11.21	$22.43
ACTR: 116 Commuter (CMAQ Y2)	4.58	7.53	3.76	$14.24	$11.21	$22.43
CCTA: 116 Commuter (CMAQ Y2)	5.98	7.53	3.76	$17.50	$11.21	$22.43
CRT: Bellows Falls-Brattleboro	8.27	7.53	3.76	$7.14	$11.21	$22.43
CRT: Bellows Falls-Rutland	5.04	7.53	3.76	$11.71	$11.21	$22.43
CRT: Okemo Seasonal	3.74	7.53	3.76	$16.15	$11.21	$22.43
DVTA: Readsboro-West Wilmington	8.33	7.53	3.76	$13.27	$11.21	$22.43
DVTA: West Dover	12.89	7.53	3.76	$8.42	$11.21	$22.43
DVTA: Wilmington-Brattleboro	10.15	7.53	3.76	$10.36	$11.21	$22.43
DVTA: NEW Wilm.-Bennington (CMAQ Y1)	2.20	7.53	3.76	$34.13	$11.21	$22.43
GMCN: NEW Wilm.-Bennington/ Emerald Line (CMAQ Y1)	2.81	7.53	3.76	$24.80	$11.21	$22.43
GMCN: Bennington-Manchester (Orange)	6.00	7.53	3.76	$8.24	$11.21	$22.43
GMCN: N. Benn.-So. VT College (Brown)	10.31	7.53	3.76	$5.66	$11.21	$22.43
GMTA: Alburgh-Georgia	12.97	7.53	3.76	$7.66	$11.21	$22.43
GMTA: City Commuter	10.92	7.53	3.76	$6.81	$11.21	$22.43
GMTA: Richford-St. Albans	14.04	7.53	3.76	$11.25	$11.21	$22.43
GMTA: Route 100 Commuter	7.76	7.53	3.76	$15.32	$11.21	$22.43
GMTA: US 2 Commuter	6.17	7.53	3.76	$14.94	$11.21	$22.43
GMTA: Waterbury Commuter	8.09	7.53	3.76	$9.39	$11.21	$22.43
MVRTD: Fair Haven Route (Rt. 4 West)	6.79	7.53	3.76	$9.90	$11.21	$22.43
MVRTD: Manchester Route (Rt. 7 South)	4.41	7.53	3.76	$15.21	$11.21	$22.43
MVRTD: Middlebury Connector	6.57	7.53	3.76	$10.22	$11.21	$22.43
MVRTD: Ludlow Route	4.02	7.53	3.76	$16.54	$11.21	$22.43
RCT: Jay-Lyn Express (CMAQ Y2)	3.00	7.53	3.76	$16.42	$11.21	$22.43
RCT: US 2 Commuter	8.36	7.53	3.76	$7.74	$11.21	$22.43

EXPRESS COMMUTER	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Boardings per One-Way Trip	Successful	Acceptable	Cost per Passenger	Successful	Acceptable
VT Average	18.60	18.60	9.30	$12.47	$12.47	$24.93
CCTA: Middlebury LINK Express	23.52	18.60	9.30	$10.84	$12.47	$24.93
CCTA: Milton Commuter	11.23	18.60	9.30	$13.55	$12.47	$24.93
CCTA: Montpelier LINK Express	23.32	18.60	9.30	$4.53	$12.47	$24.93
CCTA: St. Albans LINK Express	22.16	18.60	9.30	$9.03	$12.47	$24.93
CRT: DHMC Express Rt 71	22.00	18.60	9.30	$7.98	$12.47	$24.93
CRT: DHMC Express Rt 72	29.90	18.60	9.30	$5.92	$12.47	$24.93
CRT: Dartmouth College Exp Rt 73	26.74	18.60	9.30	$6.18	$12.47	$24.93
CRT: VA Express Rt 74	17.55	18.60	9.30	$7.69	$12.47	$24.93
STSI: 89er	11.30	18.60	9.30	$17.30	$12.47	$24.93
STSI: 89er North	5.03	18.60	9.30	$38.72	$12.47	$24.93
STSI: River Route	11.90	18.60	9.30	$15.40	$12.47	$24.93

VOLUNTEER	Productivity Measure	Performance Standards		Cost-Effectiveness Measure	Performance Standards	
	Not Applicable			Admin Cost per Trip	Successful	Acceptable
VT Average				$4.56	$3.65	$7.29
ACTR				$6.89	$3.65	$7.29
CCTA				$3.31	$3.65	$7.29
CRT				$4.20	$3.65	$7.29
DVTA				$4.37	$3.65	$7.29
GMCN				$2.98	$3.65	$7.29
GMTA				$4.68	$3.65	$7.29
MVRTD				$6.64	$3.65	$7.29
RCT				$5.30	$3.65	$7.29
STSI*				--	$3.65	$7.29
VABVI				$2.65	$3.65	$7.29

*STSI data was not available at the time of the report.