



Public Transit Route Performance Report
Annual Report for State Fiscal Year (SFY) 2019

February, 2020

Prepared for VTTrans by:



in association with

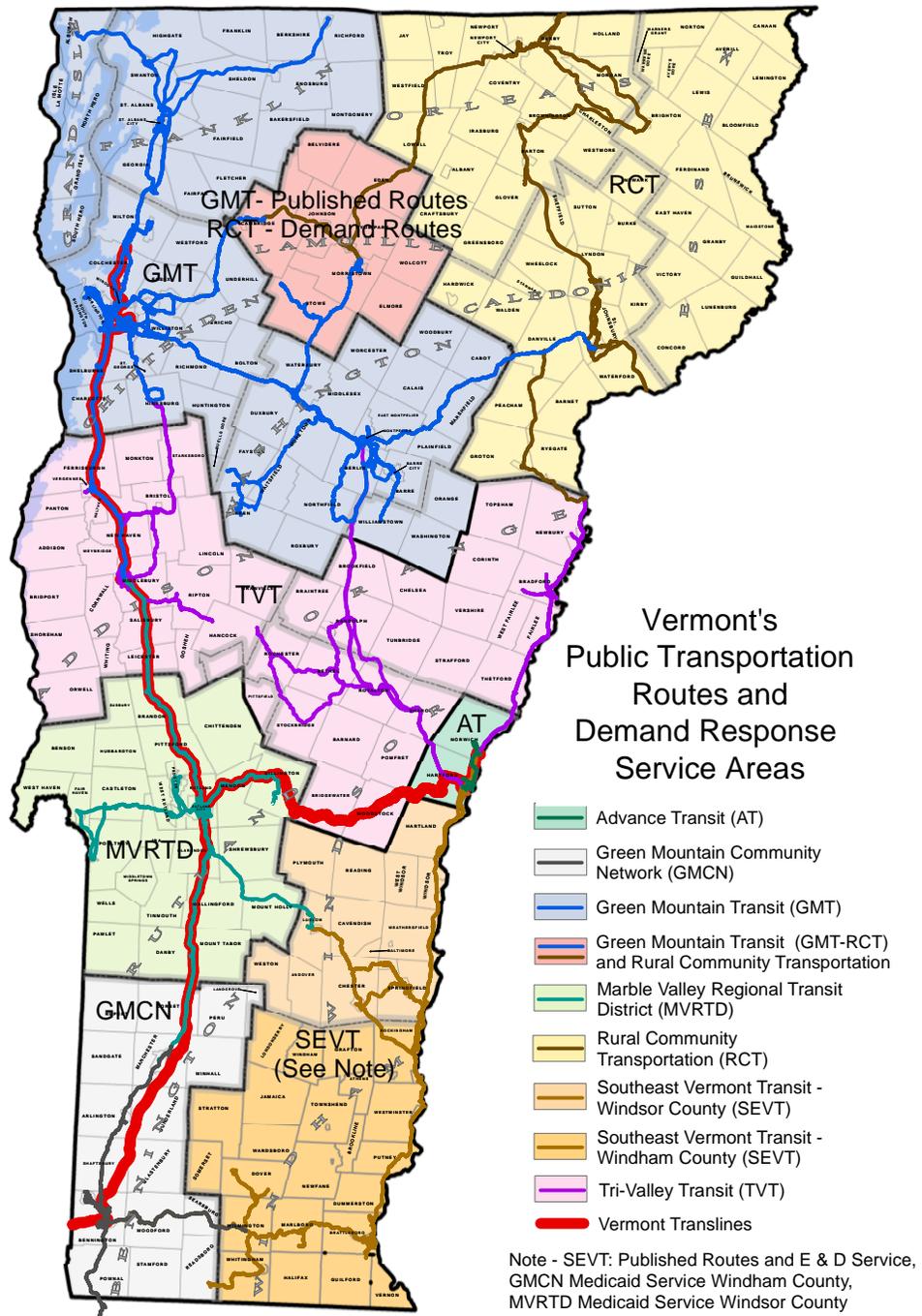


KEY OF VERMONT TRANSIT SYSTEMS AND DIVISIONS

AT	Advance Transit
GMCN	Green Mountain Community Network, Inc.
GMT-Rural	Green Mountain Transit-Rural (previously GMTA)
GMT-Urban	Green Mountain Transit-Urban (previously CCTA)
MVRTD	Marble Valley Regional Transit District
RCT	Rural Community Transportation, Inc.
SEVT-The Current	Southeast Vermont Transit-The Current (previously CRT)
SEVT-The MOOver	Southeast Vermont Transit-The MOOver (previously DVTA)
TVT-ACTR	Tri-Valley Transit, Inc. ACTR (previously ACTR)
TVT-Stagecoach	Tri-Valley Transit, Inc. Stagecoach (previously STSI)
VABVI	Vermont Association for the Blind and Visually Impaired

Figure 1 illustrates the service areas of Vermont's public transit providers. The areas previously served by ACTR and STSI are now shown as Tri-Valley Transit (TVT).

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



Map Produced by the VTrans Mapping Section - 1/23/2018

Source: VTrans, December 2017

EXECUTIVE SUMMARY

VTrans manages Vermont's public transit program, and an essential element of this management is monitoring the performance of all routes and services operated by the state's transit providers. This Public Transit Route Performance Review for state fiscal year (SFY) 2019 presents the results of this annual performance evaluation for public transit services across Vermont. This process helps to ensure that public investment in transit is well spent by comparing performance at the route level to appropriate standards and identifying routes and services that are in need of improvement.

As with past annual evaluations, VTrans grouped public transit routes and services in categories such as Urban, Small Town, and Demand Response. The productivity (riders per unit of service) and cost effectiveness (gross operating cost per passenger trip) were calculated for each route/service. Standards based on peer groups were established for each category and then the routes/services were compared to those standards. VTrans also separately evaluated the Elders and Persons with Disabilities (E&D) Transportation Program and the local share of transit operating budgets.

In SFY 2019 Vermont's public transit systems provided 5.12 million trips, a substantial increase over the 4.74 million trips in SFY 2018, and the highest total recorded since the Route Performance Report has been published. A principal reason for this increase is the inclusion of more types of demand response service than had been included in the past, specifically ADA paratransit service and Medicaid trips provided on agency vans. Nonetheless, the other categories of service experienced an aggregate 3.5% increase over the prior fiscal year. A rebound in urban ridership in Chittenden County and in Small Town ridership across the state led the way in the ridership gains, with each of those categories increasing by about 50,000 riders. Indeed, all categories saw growth with the exception of Rural, which dropped by 6%.

In SFY 2019 Vermont's public transit systems provided 5.12 million trips. This past year saw a 3.5% increase in bus ridership.

Current policy regarding underperforming routes was established in the 2012 Vermont Public Transit Policy Plan (PTPP). When 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. VTrans also uses the results of this performance evaluation to implement its Transit Incentive Program. The 2020 PTPP will result in a revised performance evaluation method.

INTRODUCTION

The Route Performance Report (RPR) is developed annually to document the results of performance evaluations for public transit services across Vermont. The results are presented to the Vermont Legislature as part of VTrans' consolidated transportation system and activities report to the House and Senate Committees on Transportation. 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. This report documents the Public Transit Section's monitoring efforts to ensure that public investment in transit is well spent.

Vermont's transit agencies have undergone some organizational changes in the last few years. On July 1, 2017, ACTR and STSI formally merged and now operate under the name Tri-Valley Transit (TVT). Services provided by ACTR are shown as TVT-ACTR and the services provided by STSI are shown as TVT-Stagecoach. In this report, SEVT continues to operate two divisions, The MOOVer and The Current. Individual bus routes continue to be labeled with their divisional names. However, demand response services and overall financial data for TVT and SEVT are considered as wholes, rather than being separated into the two divisions. Green Mountain Transit continues to be considered as two separate divisions; GMT-Urban and GMT-Rural. This distinction reflects the urban/rural split in the Federal Transit Administration (FTA) program. VTrans authorizes GMT-Urban to be a direct recipient of funds from the FTA, whereas VTrans maintains oversight responsibility for the GMT-Rural division. Finally, in January 2018, SEVT ceased operating non-emergency medical transportation (NEMT), more commonly known as Medicaid transportation. NEMT service in Windham County was taken over by GMCN and service in southern Windsor County was taken over by MVRTD. This change had more of an impact on this report than it would have in previous years because, as described below in the methodology section, this report incorporated all NEMT service into the Demand Response category.

In addition to the seven transit systems in Vermont, this performance evaluation covers the volunteer driver services provided by VABVI and the intercity bus services provided by Greyhound and Vermont Translines. Only the intercity routes that receive financial assistance from VTrans are included in this report. Other intercity services (e.g., Megabus, Yankee Trails, and Greyhound's Montreal to Boston route) operate in Vermont and cover their costs through fare revenue, arguably making them the most productive transit routes in the state. However, the private carriers do not provide data on these routes to VTrans.

METHODOLOGY OVERVIEW

VTrans conducts monitoring of transit services by evaluating statewide trends as well as route-level performance. Several data sources were used to develop this annual report:

- The transit systems provide route-level performance data to VTrans in §5311 – Rural Transit Program Monthly Service Indicator Reports (SIRs).
- VTrans collects data on the E&D programs and volunteer driver trips from the transit providers annually.

- VTrans monitors operating budget data by funding source (federal, state, and local) in its grant tracking spreadsheets, and the transit systems provide their profit and loss statements to analyze local share.
- GMT-Urban's route statistics and budget data were provided directly by GMT.

VTrans groups public transit routes and services throughout the state in eight categories, described below. In prior years, there had been nine categories, but a significant change was made for this year, merging the Volunteer Driver category into the Demand Response category. This change was made for several reasons, all related to the concept of having the data in the RPR be a comprehensive summary of all public transit activity in Vermont. In past years, the Volunteer Driver category included trips and administrative costs associated with all funding programs (of which E&D and NEMT were by far the largest), but it excluded the *mileage* costs associated with the trips and thus did not represent the full cost of providing that service. Meanwhile, the Demand Response category excluded NEMT trips provided on agency vans and taxis and also excluded all ADA complementary paratransit trips. The majority of ADA paratransit trips are provided in Chittenden County, but they also occur in Rutland, Brattleboro and the Upper Valley. The rationale for excluding ADA paratransit was that they are required to be provided by law and thus the operators should not be held to particular standards for efficiency or cost effectiveness. There was no rationale for excluding NEMT trips on vans; it was just a vestige of them not having been included when the process was developed in the early 2000s.

The productivity (riders per unit of service) and cost effectiveness (gross operating cost per passenger trip) were calculated for each route/service. For most categories, productivity is measured in riders per vehicle revenue hour of service, thus measuring the number of people who boarded during each hour that a bus, van, or car was operating in service. The exceptions to this are the Urban category, in which productivity is measured in boardings per vehicle revenue mile, and the Express Commuter and Intercity categories, in which productivity is measured in boardings per vehicle trip. Routes in urban areas tend to travel more slowly than rural or small town routes, due to higher levels of congestion, and so measuring based on miles does not "penalize" an operator for running a route in areas with more traffic. Express commuter and intercity trips tend to have little passenger turnover during the trip (in the inbound direction, people tend to get on at stops along the way and then all get off at the final terminal), and so the capacity of the vehicle limits the number of people who can board.

Cost per passenger is measured the same for all categories, except Intercity, where the measure is the subsidy per passenger, net of any fare revenue collected.

Standards based on peer groups were established for each category and then the routes/services were compared to those standards. As described in more detail below, these performance standards were based on the most recent available data from the National Transit Database (report year 2018).

Transit Service Categories

The service category descriptions below serve as guidelines; some routes or services may not fit every description perfectly. VTrans may also consider ridership and cost data to group similar services together.

- 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 might otherwise fit in the “Rural” category but operate less than once a day (i.e., shopper service operates only once a week or a few times a month). As described above, this category for the first time includes all NEMT service in Vermont, ADA complementary paratransit service, and trips operated by volunteer drivers. Volunteer drivers use their own vehicles, donate their time to transport riders, and are eligible to receive reimbursement for mileage at the IRS-approved rate (58 cents per mile in 2019).
- 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 and operate primarily on state routes in rural areas. Some routes connect outlying areas to the nearby city, with a significant portion of the mileage in rural areas.
- 6) **Express Commuter:** Routes that operate primarily during peak commute periods and often include express segments. These routes are characterized by one-directional ridership (in most cases), longer route lengths, and serve either of the two largest employment centers in the region: the core of Chittenden County or the Upper Valley area spanning Vermont and New Hampshire. These routes primarily travel on interstate highways 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) **Intercity:** Routes operating regularly scheduled, fixed route, and limited stop service that connects places not in close proximity and makes meaningful connections to the larger intercity network.

Beyond the major change in the Demand Response category, there is one change in how routes are classified in this report compared to the report from SFY 2018. In past years, TVT-Stagecoach operated a demand response service in Randolph called the Maxi-Taxi. That service has been converted to a scheduled circulator route and has therefore been changed to a Rural service. In the Demand Response category, NEMT services operated by GMCN and MVRTD to replace the former SEVT service are shown separately from service in their “home” regions.

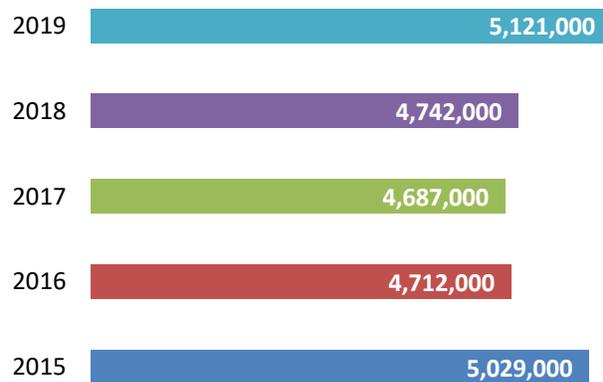
STATEWIDE TRENDS

This section describes the trends in Vermont's transit ridership and costs in recent years, before delving into route-level performance in the next section.

Transit Ridership

In SFY 2019 Vermont's public transit systems provided 5.12 million trips. Almost half of those rides were provided in the Chittenden County region. Figure 2 presents Vermont's transit ridership over the past five years. Statewide public transit ridership increased by 8% over last year, but more than half of that increase is due to the expanded scope of the Demand Response category. Excluding

Figure 2: Total Ridership



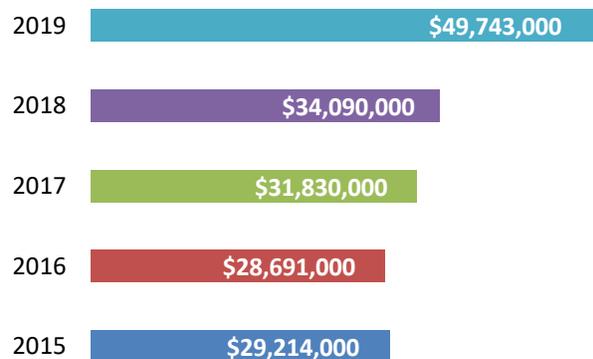
Demand Response, ridership increased by about 3.5% compared to SFY 2018.

In SFY 2019 all systems saw ridership growth, even when the effect of the change in Demand Response scope is discounted. GMCN and GMT-Rural experienced ridership gains of more than 7%, while TVT and RCT had gains of about 5%. Vermont Translines' ridership continuously increased since the Intercity category was introduced in 2015, with a 20% gain in SFY 19. Greyhound's ridership fell by 20%, continuing a loss seen in SFY 2018. Ridership in the Chittenden

County urban area, which had dropped sharply in FY 2016 and 2017, rose by 3.5% in FY 2019.

More information on service category trends is available in the Trends by Service Category section of the report.

Figure 3: Total Operating Costs



Transit Costs

In SFY 2019, transit operating costs totaled \$49.7 million. As with the ridership figures, this number is not directly comparable to previous years because of the major change in the definition of the Demand Response category (see p. 6). The Chittenden County region accounted for one third of the total costs. Figure 3 presents Vermont's total operating costs from SFY 2015 through SFY 2019.

Cost per Trip

In SFY 2019 the average cost for a transit trip in Vermont was \$9.71. Figure 4 illustrates the historical average cost per transit trip, which shows a large jump from last year after significant increases in previous years. The upward trend in prior years was largely due to the increasing amount of intercity bus service in Vermont, which has a high cost per passenger. The major jump in SFY 2019 is due to the expansion of the Demand Response category to include all NEMT trips and ADA paratransit, as well as the inclusion of mileage reimbursement costs for the first time. Demand response trips, even those provided by volunteer drivers, are much more expensive per trip than rides taken on bus routes.

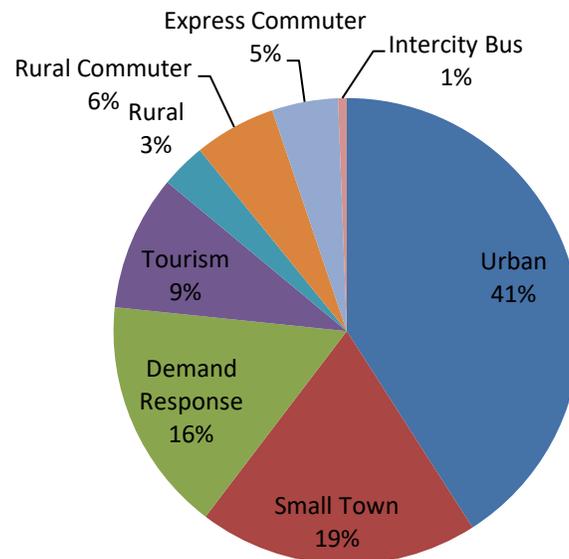
Figure 4: Cost per Trip



TRENDS BY SERVICE CATEGORY

Vermont's transit systems provide an array of transit services to meet various markets and needs. The Urban service category generates the highest share of ridership statewide. Figure 5 illustrates FY 2019 ridership by service category.

Figure 5: Transit Ridership by Service Category

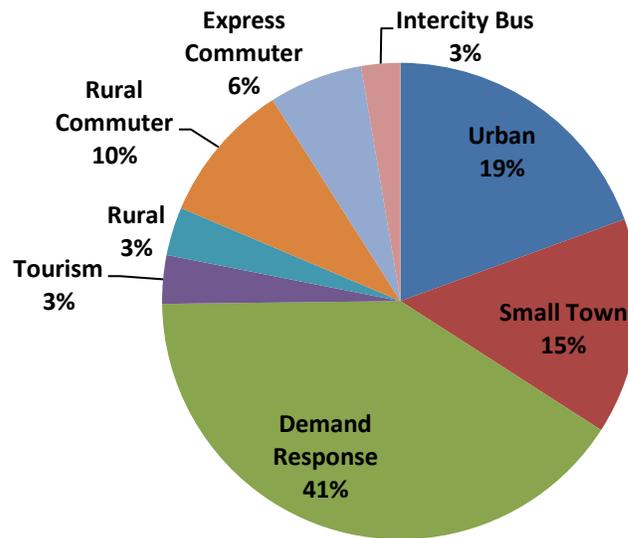


In SFY 2019 Small Town, Tourism and Express Commuter services experienced ridership gains ranging from 5% to 7%. Urban and Rural Commuter services saw ridership increases of about 3%, though the Urban increase represents the largest absolute gain of any category. Intercity bus

ridership was essentially stable while Rural routes dropped by 6% overall.¹ Over the past five years, the Small Town and Tourism categories have shown gains, while the Urban category and the two commuter categories have shown relatively large declines (11% to 14%). Much of this drop can be attributed to lower gasoline prices. As described above, the Demand Response category (including volunteer drivers) has shown significant growth over the last five years but, to a large extent, that is because new groups of riders have been included in the reporting (such as Medicaid and ADA riders) rather than actual total ridership increasing.

Figure 6 shows the operating costs per service category as a percentage of statewide costs in SFY 2019.

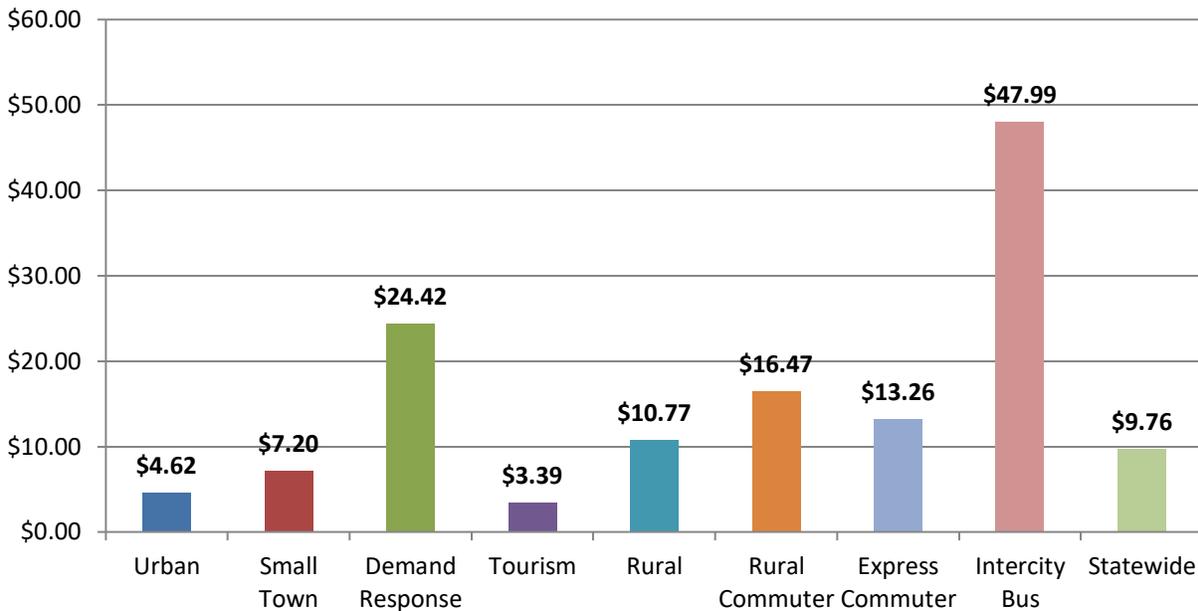
Figure 6: Operating Costs by Service Category in SFY 2019



Not surprisingly, Urban service consumes a smaller percentage of the total cost compared to its share of the total ridership, because urban bus routes, which can carry 40 people or more on some trips, are more cost-effective on a per passenger basis. In contrast, Demand Response service consumes 41% of the total cost but only accounts for 16% of the total riders. This reflects the fact that many demand response trips are carrying one person, or at most a few people, at a time. Rural Commuter, Express Commuter and Intercity Bus all consume greater shares of the cost than of the ridership because these trips are generally longer and thus more costly than local trips in an urban or small town area.

These differences in the cost per trip by mode are shown more explicitly in Figure 7. Urban and Tourism had a cost per trip that was lower than the statewide average. Over the past year, the cost per trip decreased for Urban, Small Town, and Tourism, but it increased for all other categories. In reviewing five-year trends, every service category saw an increase in its cost per trip but the smallest increase was in the Small Town and Tourism categories, which both increased only 8% compared to SFY 2015.

¹ Among routes that were in the Rural category in both FY18 and FY19, there was a 6% drop in ridership. However, with the addition of the Randolph Circulator in FY19, the category total actually increased by 1%.

Figure 7: Cost per Trip by Service Category in SFY 2019

Local Share

The Public Transit Section also examines the transit providers' performance in generating local revenue. The Vermont Public Transit Policy Plan establishes a statewide goal that 20% of the funds for public transportation should be generated locally. This is a broad interpretation of local funding to include fare revenue, contributions from individuals, contracts with outside agencies, and payments from cities and towns.² In other words, 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).

Figure 8 displays the local share of transit operating budgets statewide in SFY 2019, based on actual operating expenses from VTTrans' grant tracking spreadsheets. The local share analysis found that 25% of transit funding statewide comes from local sources including fares. Excluding GMT-Urban, the largest generator of fare revenue, the local share of transit budgets outside of Chittenden County was under the 20% target, holding steady from last year at 17%.

The available resources and partnerships that transit providers rely on for public transportation funding vary widely and include municipal contributions, business sponsors, institutional partners, contracts with human service agencies, in-kind match from volunteer driver programs, advertising, donations, and fares. VTTrans provides flexibility to the transit providers in using various sources of local revenue to complement state and federal funding.

² The federal definition of local match for FTA funds removes fare revenue from the calculation and includes state operating assistance.

Figure 8: Local Share in SFY 2019

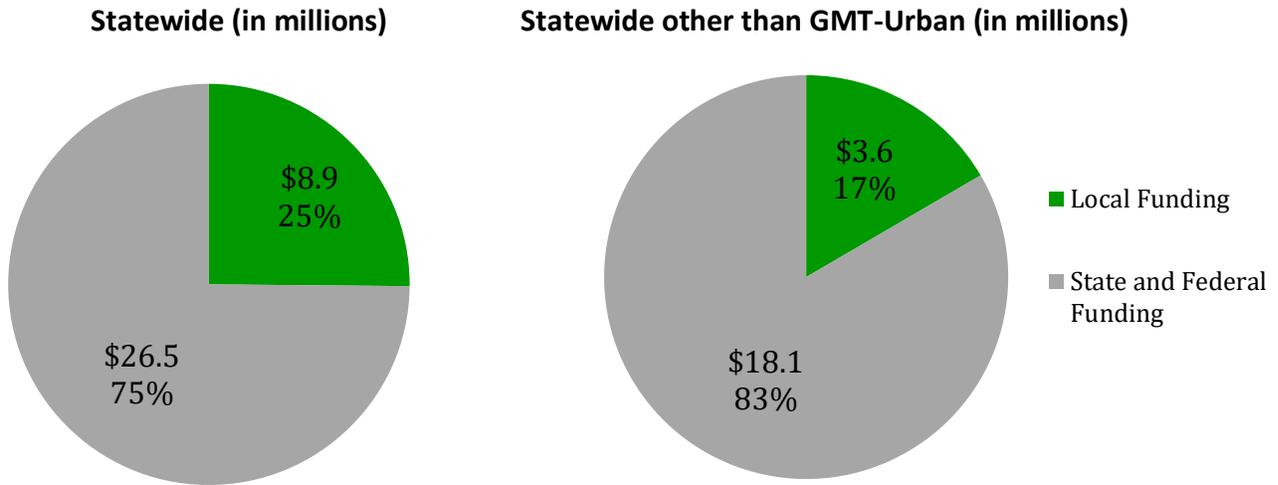
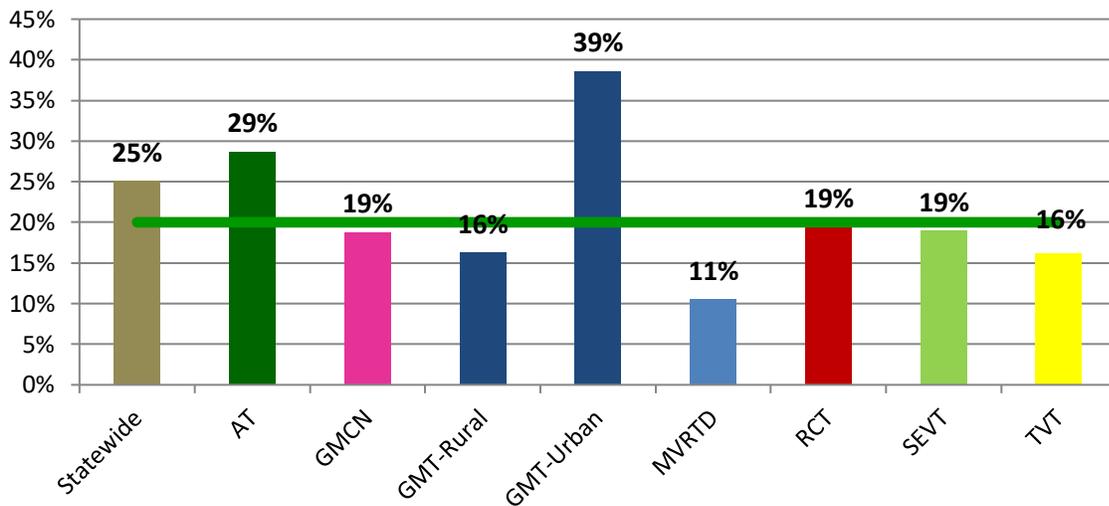


Figure 9 illustrates the local share percentage by transit system in SFY 2019, in comparison with the state’s 20% goal. Local share was calculated as total non-state and non-federal funding divided by total operating expense. Advance Transit and GMT-Urban exceeded the 20% local share target. GMCN, RCT and SEVT were just shy of the 20% target. The local share for the other transit systems ranged from 11% to 16%.

Figure 9: SFY 2019 Local Share by Transit System



Note: SEVT-The MOOver's local share percentage includes some

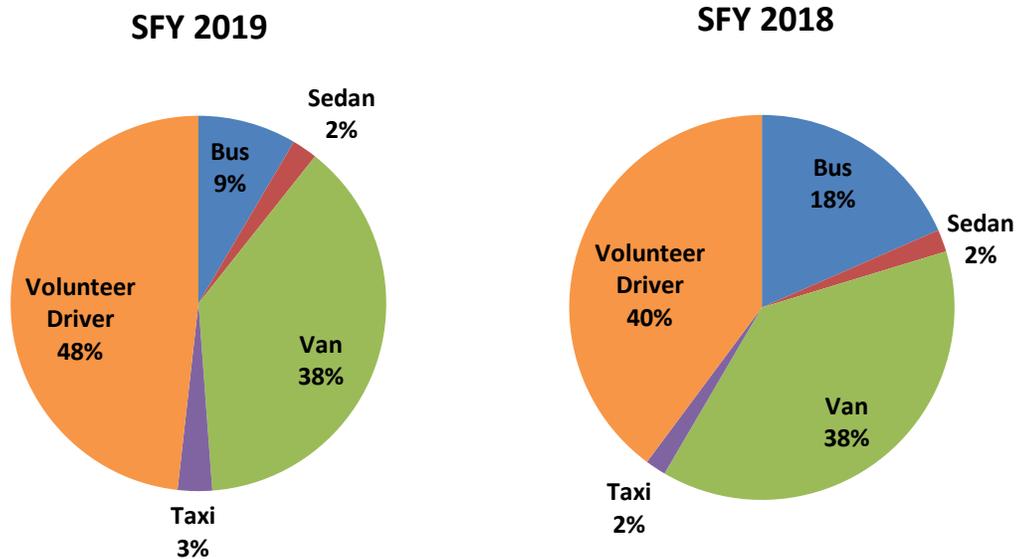
Elders and Persons with Disabilities (E&D) Transportation Program

FTA's §5310 program is targeted toward seniors (people 60 and older) and people with disabilities. The E&D Program, as it is commonly known, is used in most parts of the country to finance the purchase of accessible vans and buses. In Vermont the scope of the E&D Program has been expanded incorporating funds from the §5311 (non-urban) program to help pay for administrative and preventive maintenance costs.

In SFY19, the total amount spent on the E&D program in Vermont was \$5.27 million, 80% of which (\$4.2 million) was federal money. Overall, E&D ridership was mostly unchanged from last year, with about 200,000 trips carried. Green Mountain Transit (GMT) with its partners Special Services Transportation Agency in Chittenden County and CIDER in Grand Isle County accounted for the largest share at about 30% of the total. Tri-Valley Transit (TVT), with its partner Elderly Services, Inc. accounted for the second largest share at 25%. The cost per passenger trip ranged from about \$23 at Marble Valley in Rutland to about \$35 at Southeast Vermont Transit.

Trips funded through the E&D Program are provided across many modes as shown in Figure 10. In SFY 2019, 9% of E&D trips were provided on regular bus routes, 38% in vans, 3% in taxicabs and, most importantly, 48% in private cars operated by volunteer drivers. These figures represent a significant shift from buses to volunteer drivers compared to last year. This shift was most prominent in southern Vermont, where SEVT had 4,000 fewer bus trips and 1,900 additional volunteer trips, and where GMCN had 1,500 fewer bus trips and nearly 300 additional volunteer trips.

Figure 10: E&D Trips by Mode

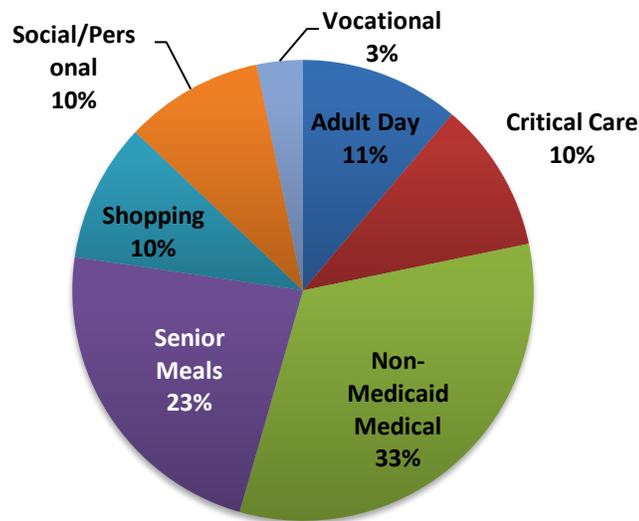


Over the past decade, the transit providers, which also serve as E&D brokers, have increasingly used volunteer drivers to transport riders under the E&D Program. Volunteer driver trips cost less per passenger trip than vans and can provide a more personalized service to seniors and persons with disabilities, some of whom are traveling long distances (including to neighboring states) for medical

services and other needs. Volunteer drivers are especially important to mobility in large rural areas, where the population is thinly distributed, such as the Northeast Kingdom. However, in places where bus service is available, having E&D passengers use the bus routes is the most cost-effective means of travel.

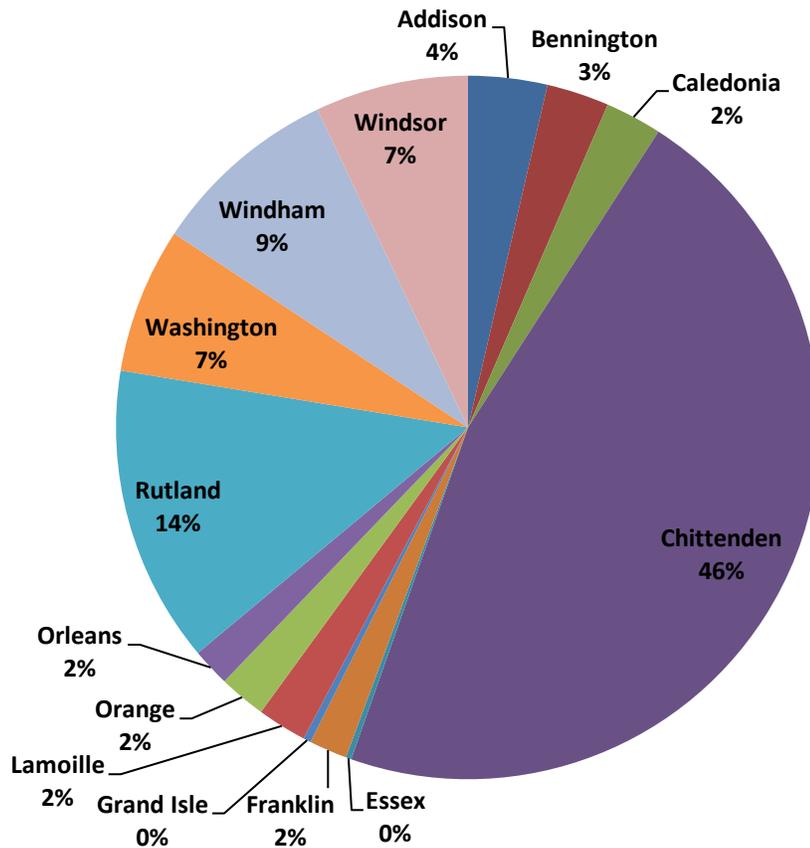
Figure 11 displays the percentages of E&D trips by trip purpose in SFY 2019. Some 43% of E&D trips transport people to medical appointments and critical care services such as dialysis and cancer treatments. Thirty-four percent of E&D trips are used to access adult day programs and senior meals. Compared to the prior year, the portion of E&D trips for medical trips increased, while the portion for adult day/meals decreased. The percentage of shopping and vocational trips stayed about the same, but social/personal trips dropped from 15% to 10% of the total.

Figure 11: E&D Trips by Purpose in SFY 2019



COUNTY-LEVEL STATISTICS

Reflecting overall population by county, public transit boardings by county show one large county (Chittenden), accounting for nearly half of transit trips, four medium-size counties accounting for between 7% and 14% of trips, seven small counties with between 2% and 4% of trips, and two tiny counties with less than 1% of of the statewide total. The breakdown of public transit trips by county of origin in SFY 2019 is presented in Figure 12.

Figure 12: Public Transit Trips by County of Origin in SFY 2019

ROUTE-LEVEL PERFORMANCE

The Public Transit Section evaluates Vermont's transit services by their productivity and cost-effectiveness. All transit services in the state are grouped by service category and evaluated against peer-based performance standards.

Methodology for Developing Performance Standards

National Transit Database (NTD) data (Report Year 2018) were used to develop performance benchmarks for all categories except for Intercity. The performance standards for Intercity service were based on the performance metrics included in VTrans' intercity bus program solicitation document. The performance thresholds for Vermont's Tourism services incorporated both NTD data and data collected directly from selected Tourism peers.

Because entirely new sets of peers were developed in the SFY 2018 report, the peer averages were updated by gathering new data from the NTD for those sets of peers rather than selecting new peers. A small number of peers in each category (5 or fewer) were deleted from the peer groups if data were unavailable for FY 2018 or if the character of the peer operation had changed significantly.

The “Successful” standard for most service categories was the peer average. For Intercity Bus, the “Successful” standard was the measure set out in the solicitation for bus service in 2014.

Table 1 summarizes the SFY 2019 performance standards for “Successful” services by category. The “Acceptable” standard was set at half the Successful threshold in measuring productivity, and twice the Successful threshold in measuring cost-effectiveness. The standards from SFY 2018 are shown for reference.

Table 1: SFY 2019 Performance Standards Compared to SFY 2018

Service Category	"Successful" Productivity Standard		"Successful" Cost-Effectiveness Standard (cost/passenger) ¹	
	2019	2018	2019	2018
Urban	1.68 boardings/mile	1.74 boardings/mile	\$5.56	\$5.14
Small Town	8.68 boardings/hour	8.94 boardings/hour	\$9.73	\$9.02
Demand Response	2.62 boardings/hour	2.66 boardings/hour	\$20.41	\$19.15
Tourism	13.74 boardings/hour	13.87 boardings/hour	\$6.90	\$6.27
Rural	6.15 boardings/hour	6.29 boardings/hour	\$14.62	\$13.56
Rural Commuter	5.57 boardings/hour	5.73 boardings/hour	\$20.14	\$19.85
Express Commuter	17.20 boardings/trip	17.76 boardings/trip	\$13.40	\$12.07
Intercity	3.28 boardings/trip	3.28 boardings/trip	\$30.00	\$30.00

¹ Except Intercity standard is subsidy per passenger-trip (net of fare revenue)

Route Evaluation Results

Overall, in SFY 2019, Vermont’s transit services met the performance standards set by peer systems. The vast majority (85%) of the 123 transit services evaluated across the state met the Acceptable standards for both productivity and cost-effectiveness. Thirty-seven percent of the state’s transit routes were considered Successful in both measures compared to their peers.

The Tourism category had the highest rate of success with over 61% of its services meeting both Successful standards. The Small Town category also performed well, with 50% of its services meeting the Successful standards for both productivity and cost-effectiveness. The Urban and Rural Commuter categories each had more than 35% of their routes achieve Successful standards in both measures.

Improved Transit Routes

Three routes moved from underperforming to acceptable performance in productivity and/or cost-effectiveness since SFY 2018:

- In the Tourism category, GMT-Rural’s Valley Floor service improved to meet the acceptable thresholds for productivity and cost-effectiveness after a restructuring that made the route more direct.

- In the Rural Commuter category, TVT's 89er North and MVRTD's Fair Haven Expansion both improved productivity to achieve the Acceptable standard and the 89er North also improved its cost effectiveness to achieve the standard.
- Several other services that had underperformed for only one year returned to acceptable performance in FY19 including the Middlebury LINK Express route as well as demand response services operated by RCT, SEVT and TVT.

Underperforming Transit Services

Statewide, 19 transit services did not meet the Acceptable thresholds for productivity, cost-effectiveness, or both measures. Eight of these services³ underperformed for the first time:

- GMT-Urban: Williston Village
- SEVT-Current: Brattleboro Blue Line
- VABVI: Demand response
- SEVT-MOOver: Readsboro – West Wilmington
- TVT: 89er Barre Express
- TVT 89er South Expansion
- GMT-Urban: Barre LINK Express
- Vermont Translines: Route 4

Several of these services were new in FY19 including the two express routes to Barre and the 89er South Expansion. The Brattleboro Blue Line underwent a major restructuring in October 2018 and ridership may not have fully responded yet to the new route structure. The Williston Village route was eliminated in June 2019 as part of GMT's NextGen plan. Finally, the volunteer driver service that constitutes nearly 100% of the VABVI's Demand Response service includes time spent by volunteer drivers waiting for clients to shop or complete their medical appointments. Most other Demand Response service does not include such waiting time. The inclusion of that waiting time greatly increases the denominator in the productivity calculation, thereby reducing the ratio of passengers to revenue hours.

Table 2 lists the services that have been underperforming for at least two consecutive years. Eight of the routes have underperformed for three or more consecutive years. Three of the services were within 10% of the Acceptable standards for productivity.

³ Technically, the ADA paratransit service operated by Advance Transit also underperformed with regard to cost effectiveness. Because of the change in the scope of the Demand Response category, this service is being included in the Route Performance Report for the first time. Unlike other agencies that have a mix of demand response data, ADA paratransit is the only type of demand response service operated by AT. The regulations regarding ADA service limit the ability of AT to schedule these trips in a cost-efficient way, and AT does not have the possibility of coordinating ADA trips with other demand response service, as other agencies do, since it does not operate E&D or Medicaid service.

Table 2: Underperforming Services

Service Category	Route	Years Underperformed in:	
		Productivity	Cost-Effectiveness
Urban	GMT-Urban: Williston/Essex	4	4
Urban	GMT-Urban: Sunday Service	3	
Small Town	GMT-Rural: Capital Shuttle	2	2
Rural	SEVT-The Current: Bellows Falls-Springfield	5	
Rural Commuter	SEVT-The Current: Bellows Falls-Rutland	5	
Rural Commuter	MVRTD: Bellows Falls-Rutland (Ludlow Rt.)	5	
Rural Commuter	SEVT: Okemo Seasonal	2	
Rural Commuter	RCT: Twin City (CMAQ Y3)	3	
Express Commuter	TVT-Stagecoach: 89er	4	6
Intercity	Vermont Shires Connector		2

Performance Graphs

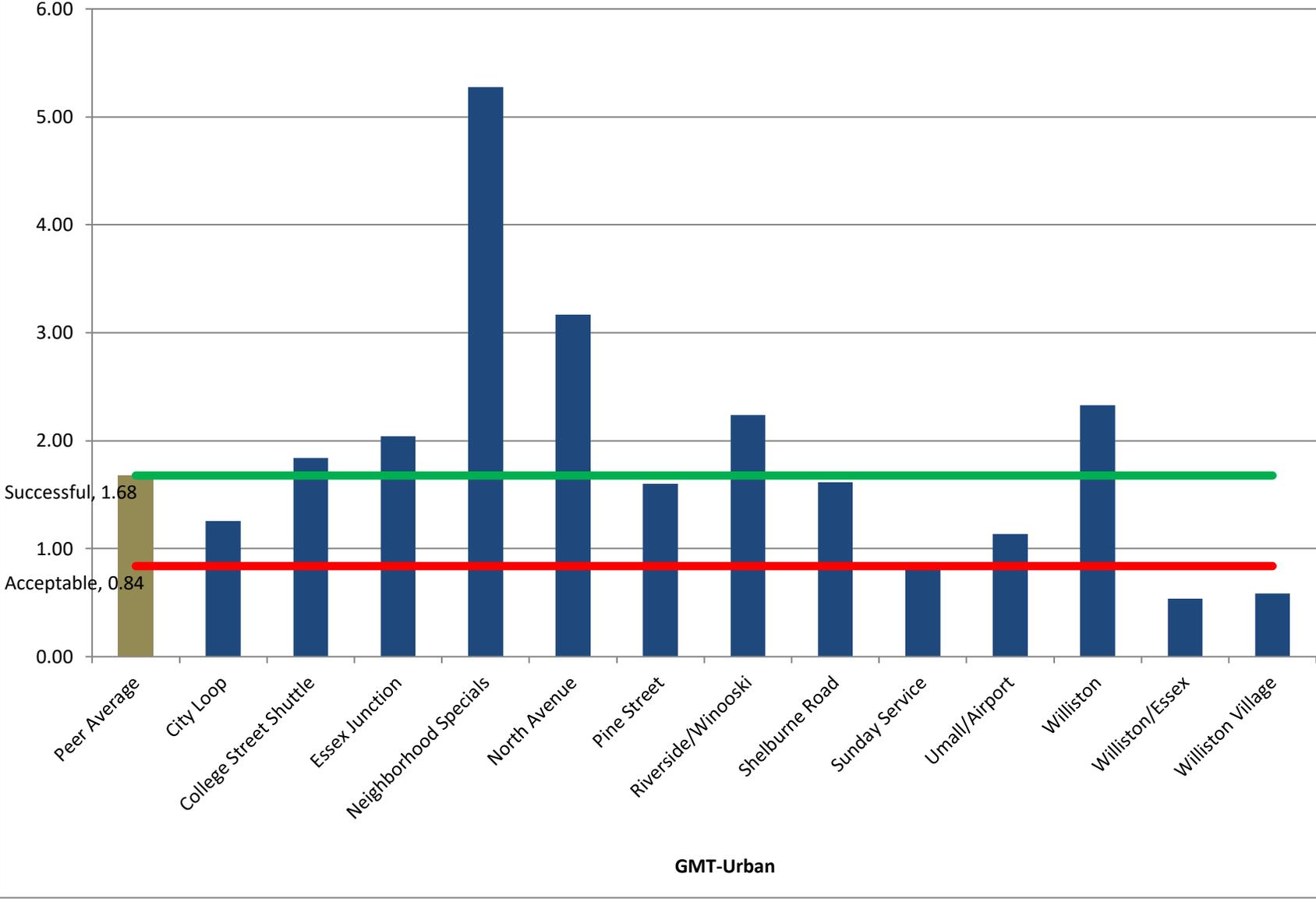
The next section of the report includes graphs depicting the performance data for all transit services in Vermont. Graphs 1–8 depict the SFY 2019 productivity data per service category, and Graphs 9–16 display the SFY 2019 cost-effectiveness data per service category. The standard for Successful performance, equal to the peer average, is shown on each graph as a green line, while the standard for Acceptable performance is shown as a red line.

New transit services, or portions of existing services, which are funded through the CMAQ Program are distinguished by a diagonal line fill in the graphs. Each provider has a specific and consistent color used throughout all of the graphs.

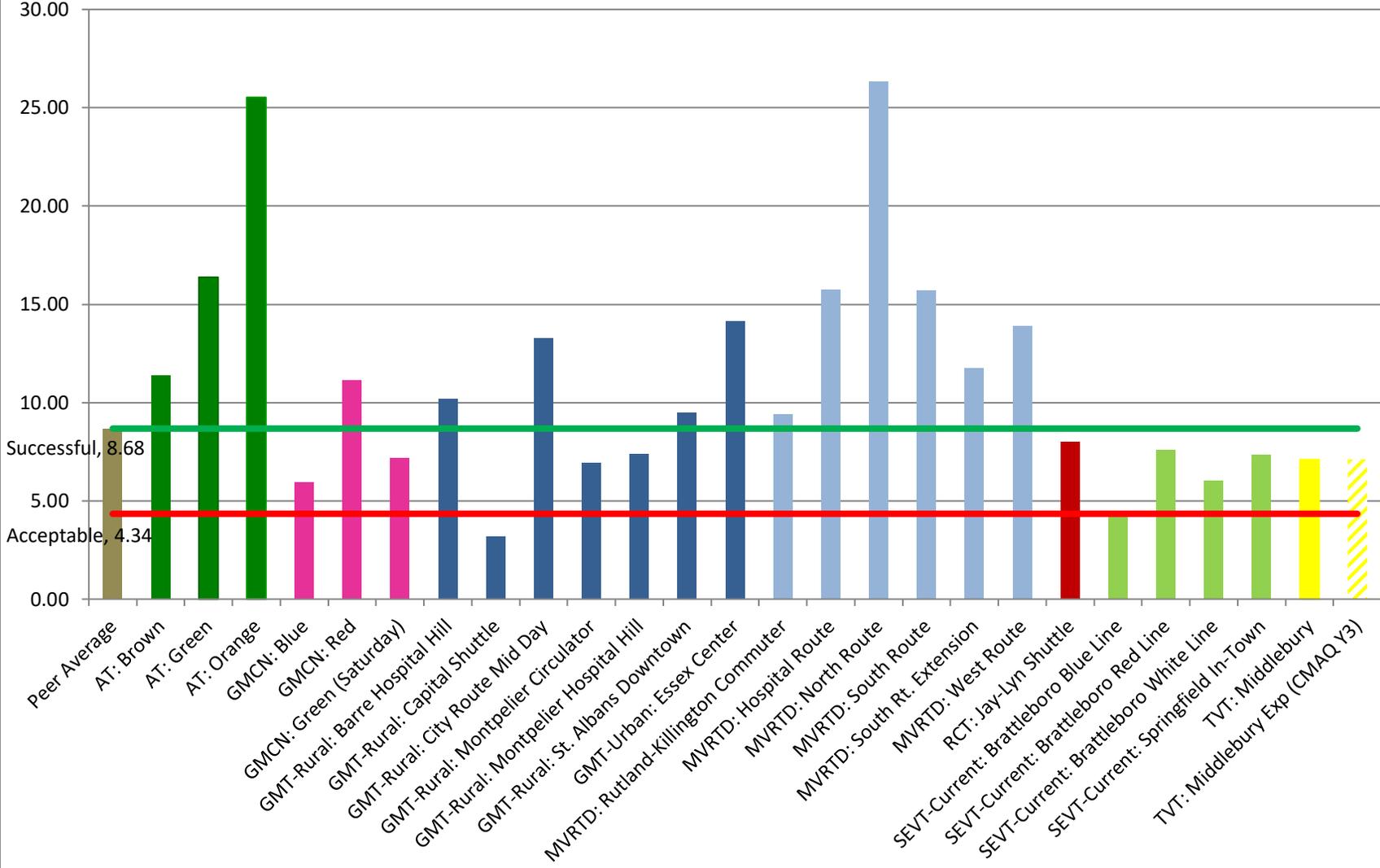
Appendix A includes the same performance data, for each route by service category, in a tabular format for easy reference. Appendix B includes charts that portray historical ridership, total operating cost, and cost per trip by transit system/division from SFY 2015 through SFY 2019. Appendix C presents the historical performance for every route or service in Vermont from SFY 2015 through SFY 2019, showing the trends in productivity and cost-effectiveness.

PRODUCTIVITY PERFORMANCE BY SERVICE CATEGORY

Graph #1: 2019 Urban Boardings per Mile

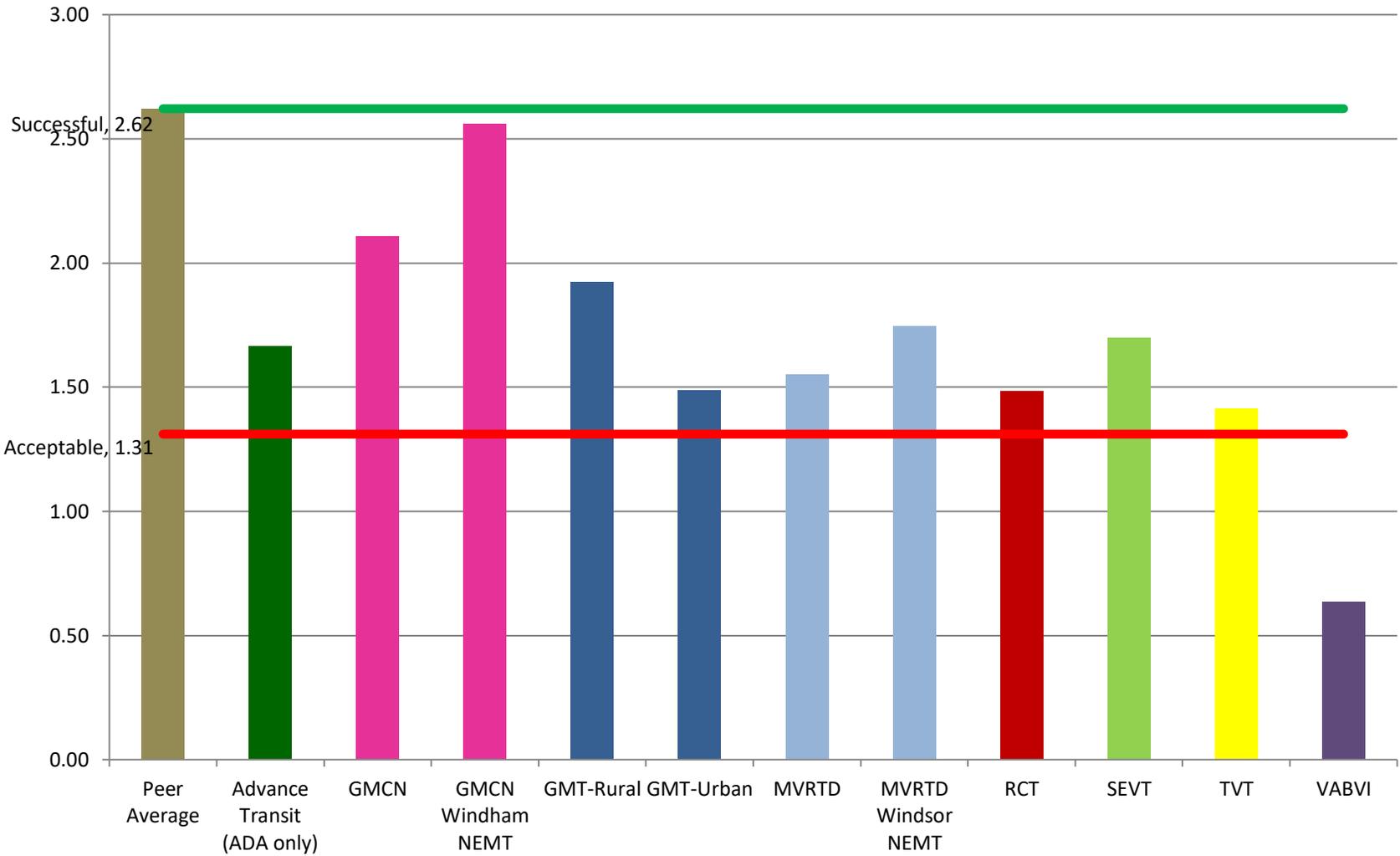


Graph #2: 2019 Small Town Boardings per Hour



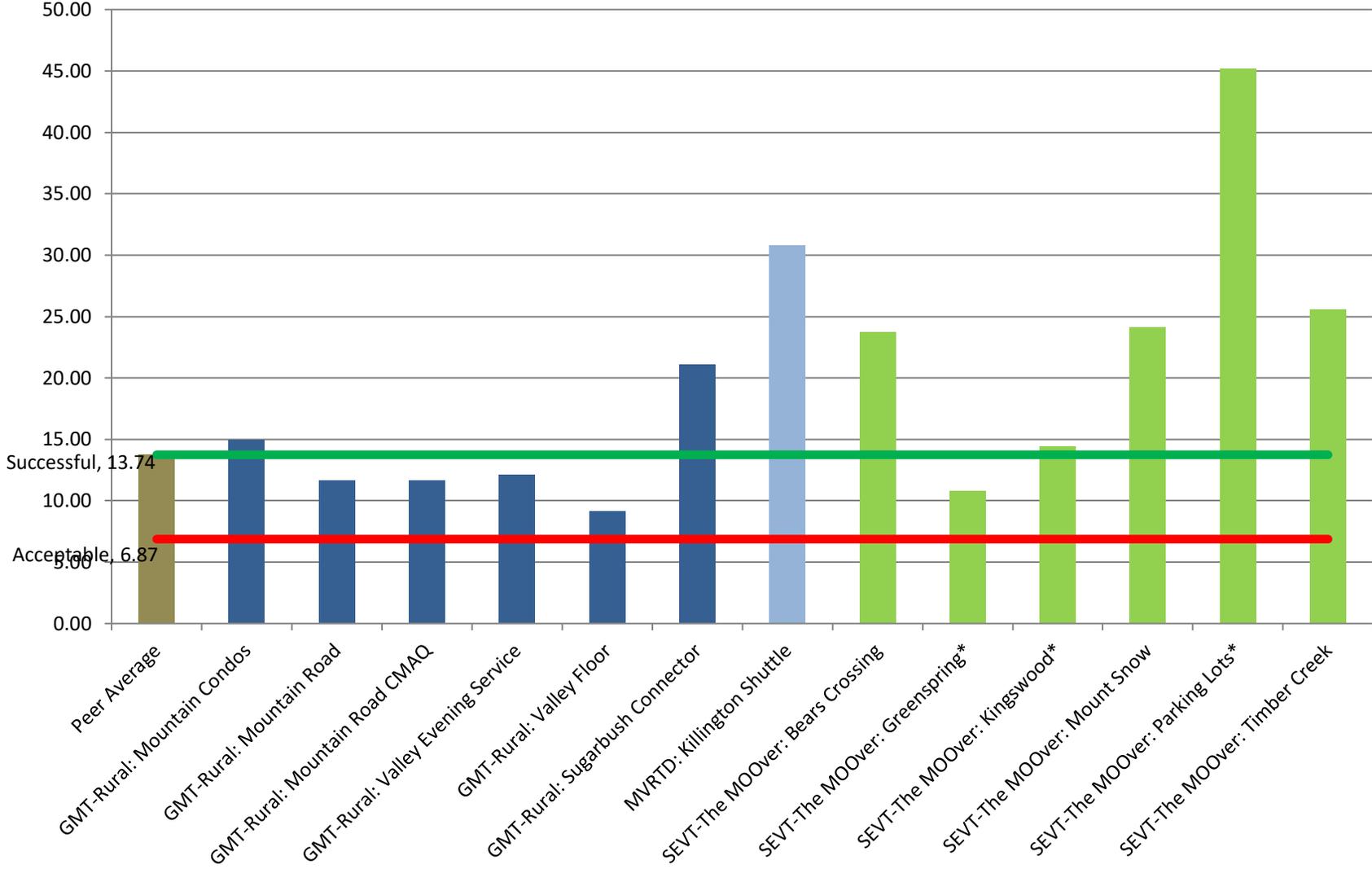
Note: Data for AT routes represent the entire route, even though a portion of the route is in New Hampshire.

Graph #3: 2019 Demand Response Boardings per Hour



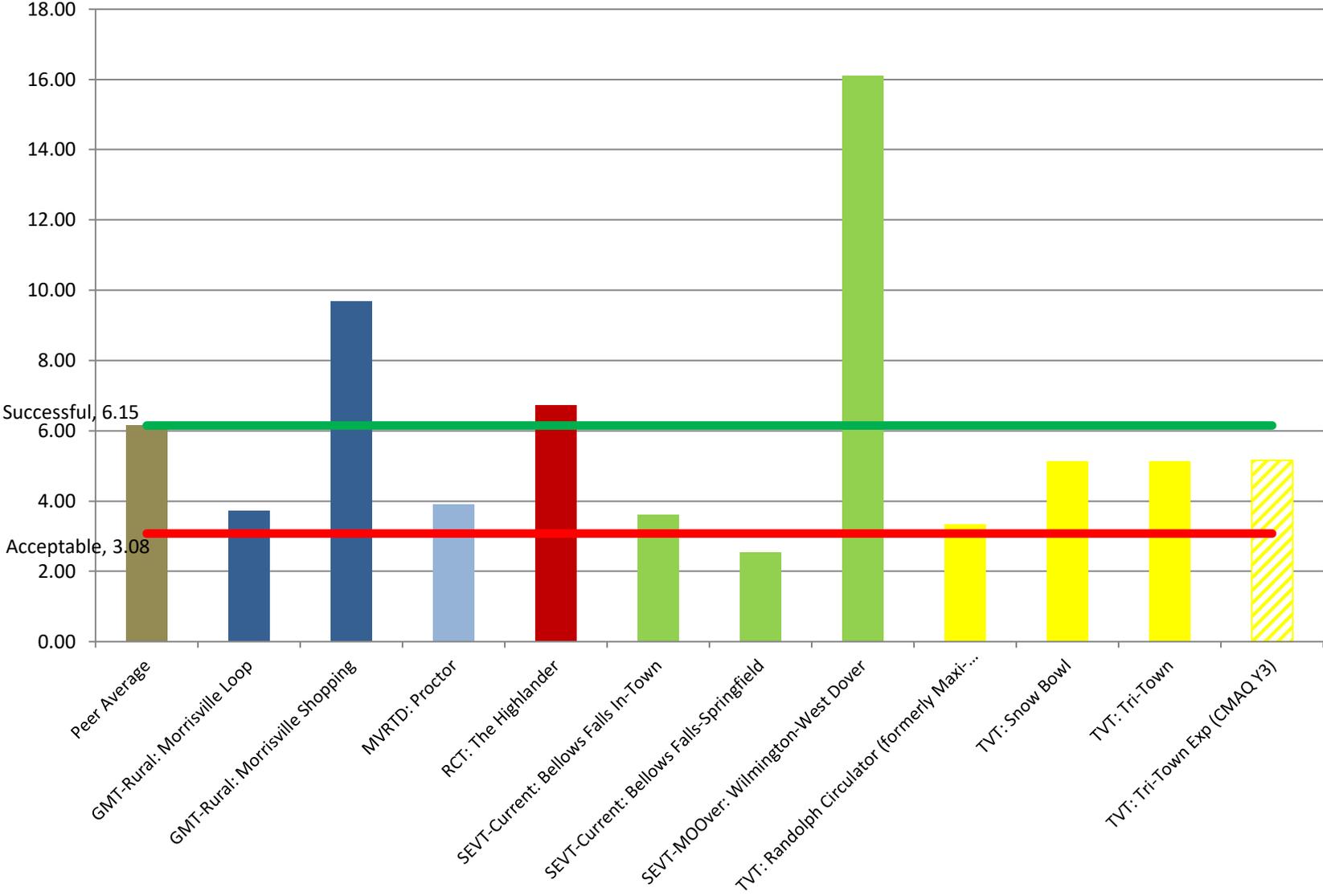
Note: TVT-ACTR's demand response data includes 16,121 E&D eligible trips provided by Elderly Services, Inc. for free with vehicles leased from TVT-ACTR.

Graph #4: 2019 Tourism Boardings per Hour

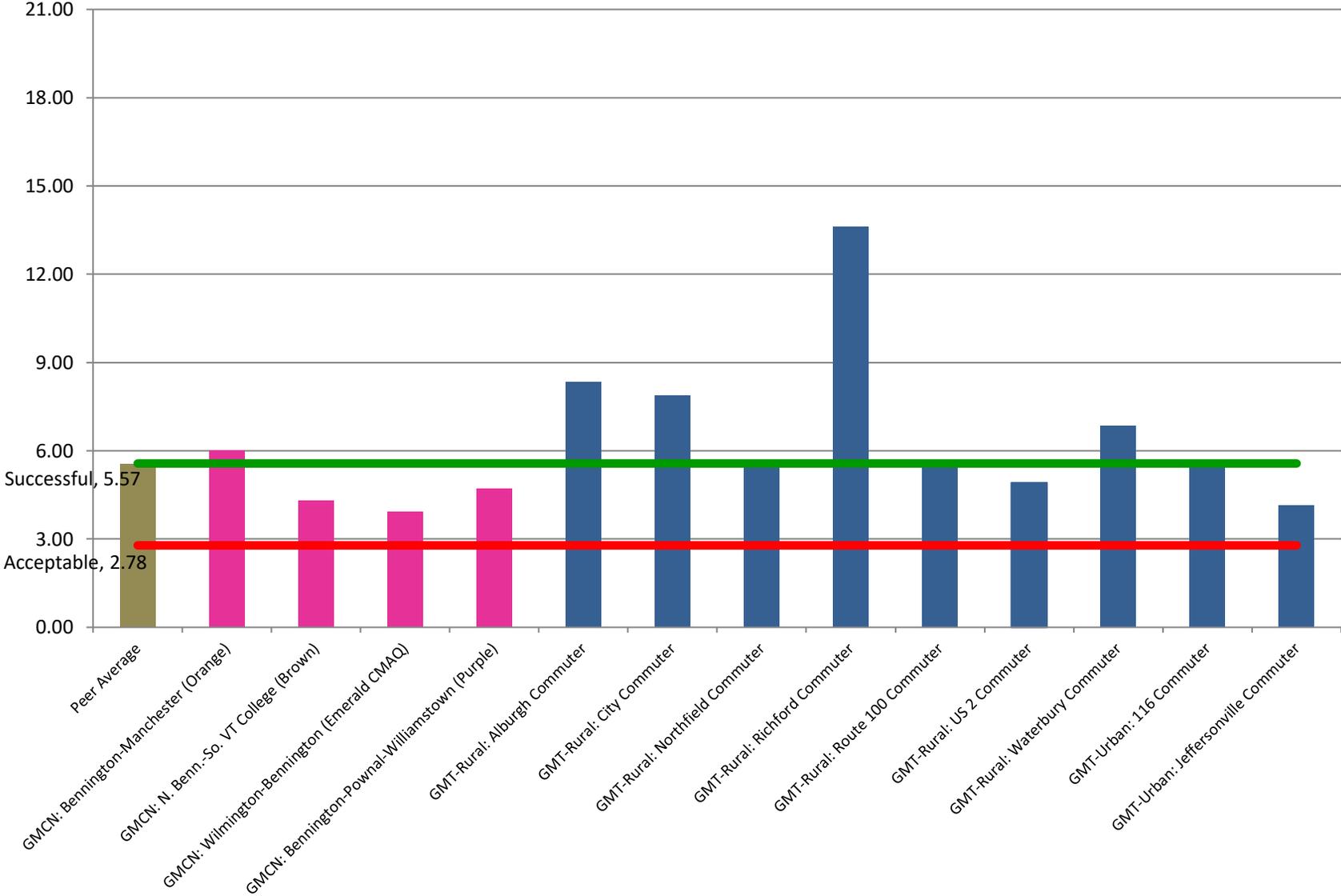


*Privately funded operations; no state or federal funds

Graph #5: 2019 Rural Boardings per Hour

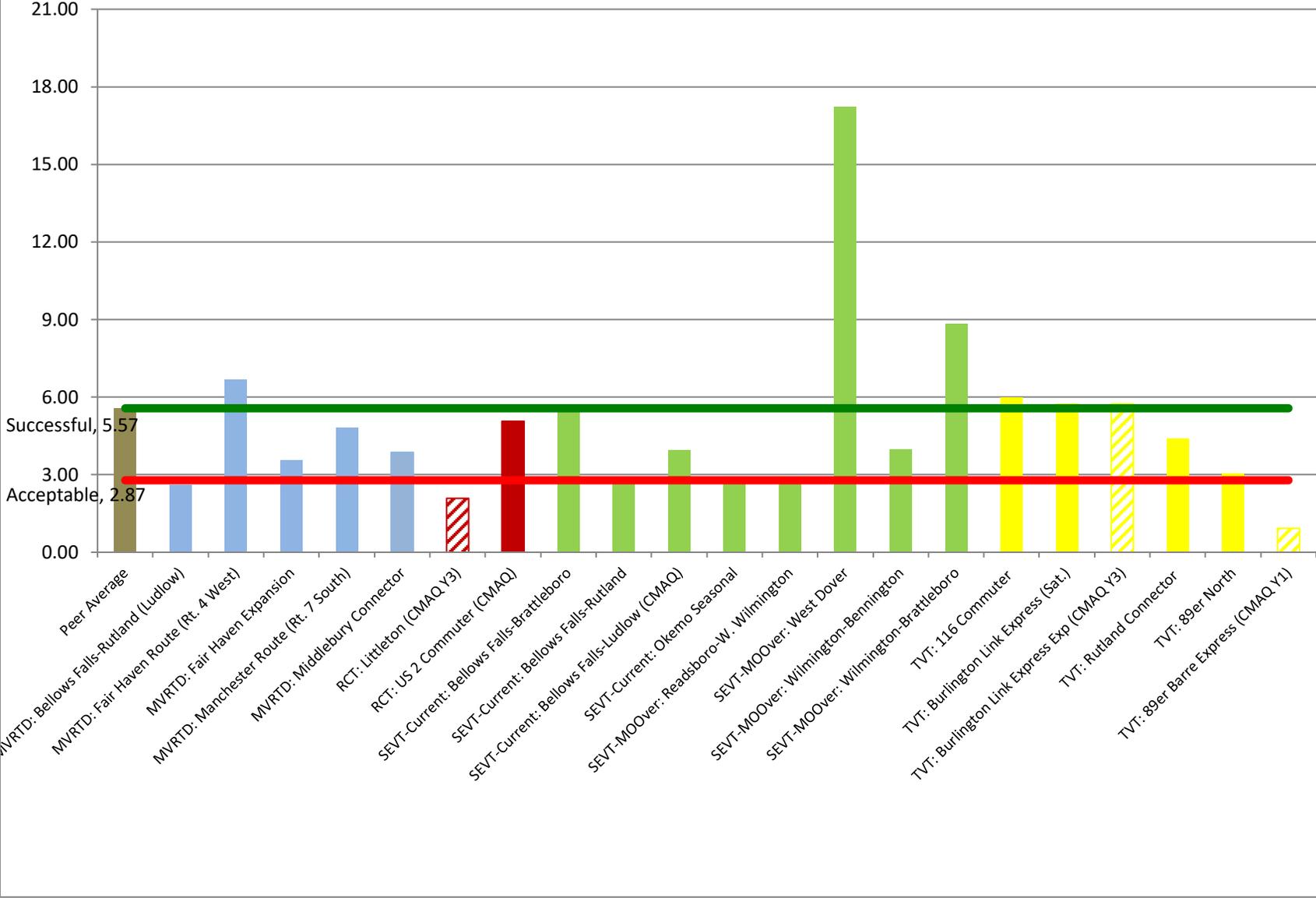


Graph #6: 2019 Rural Commuter Boardings per Hour

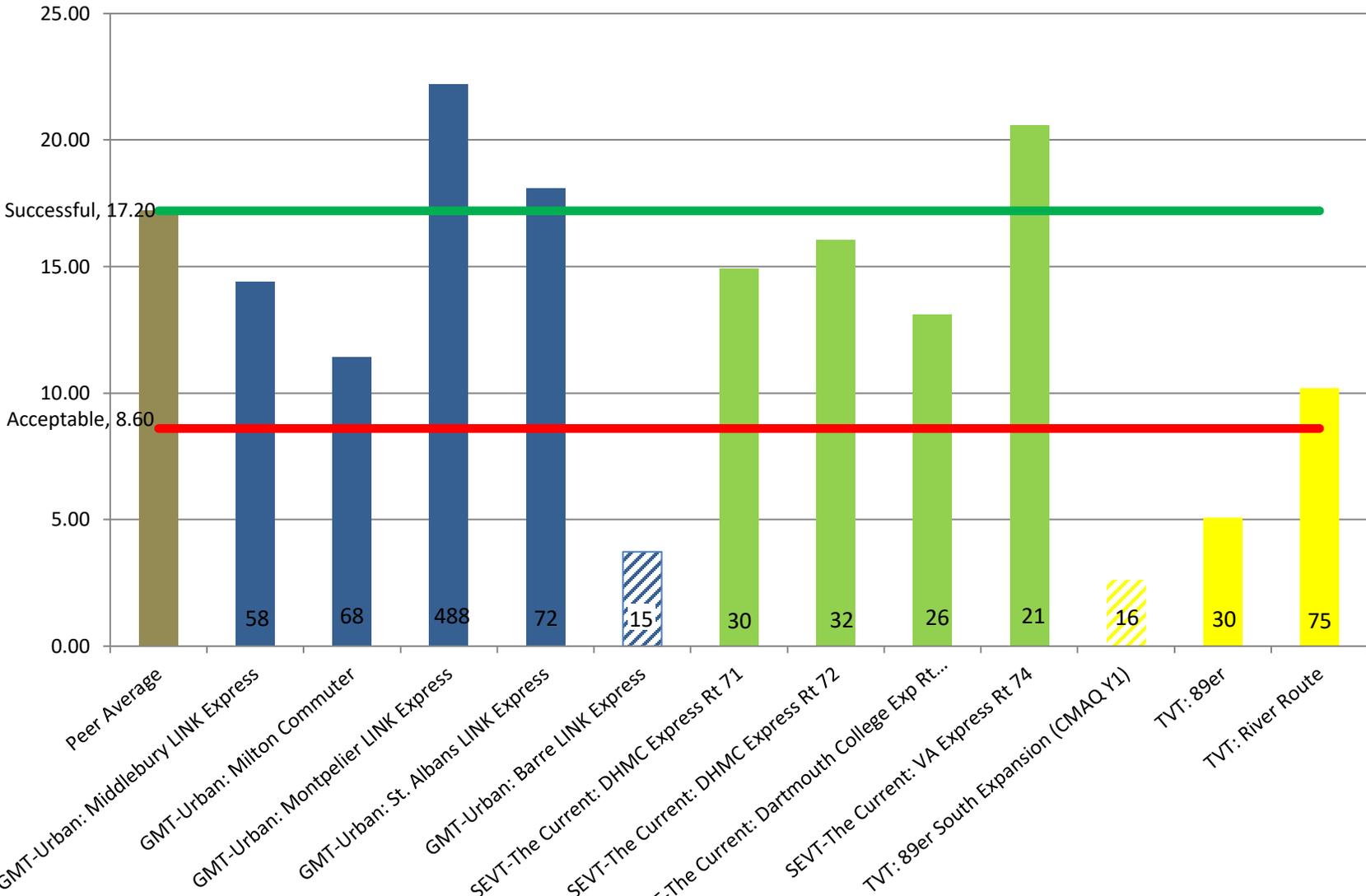


*Emerald Line

Graph #6: 2019 Rural Commuter Boardings per Hour (continued)

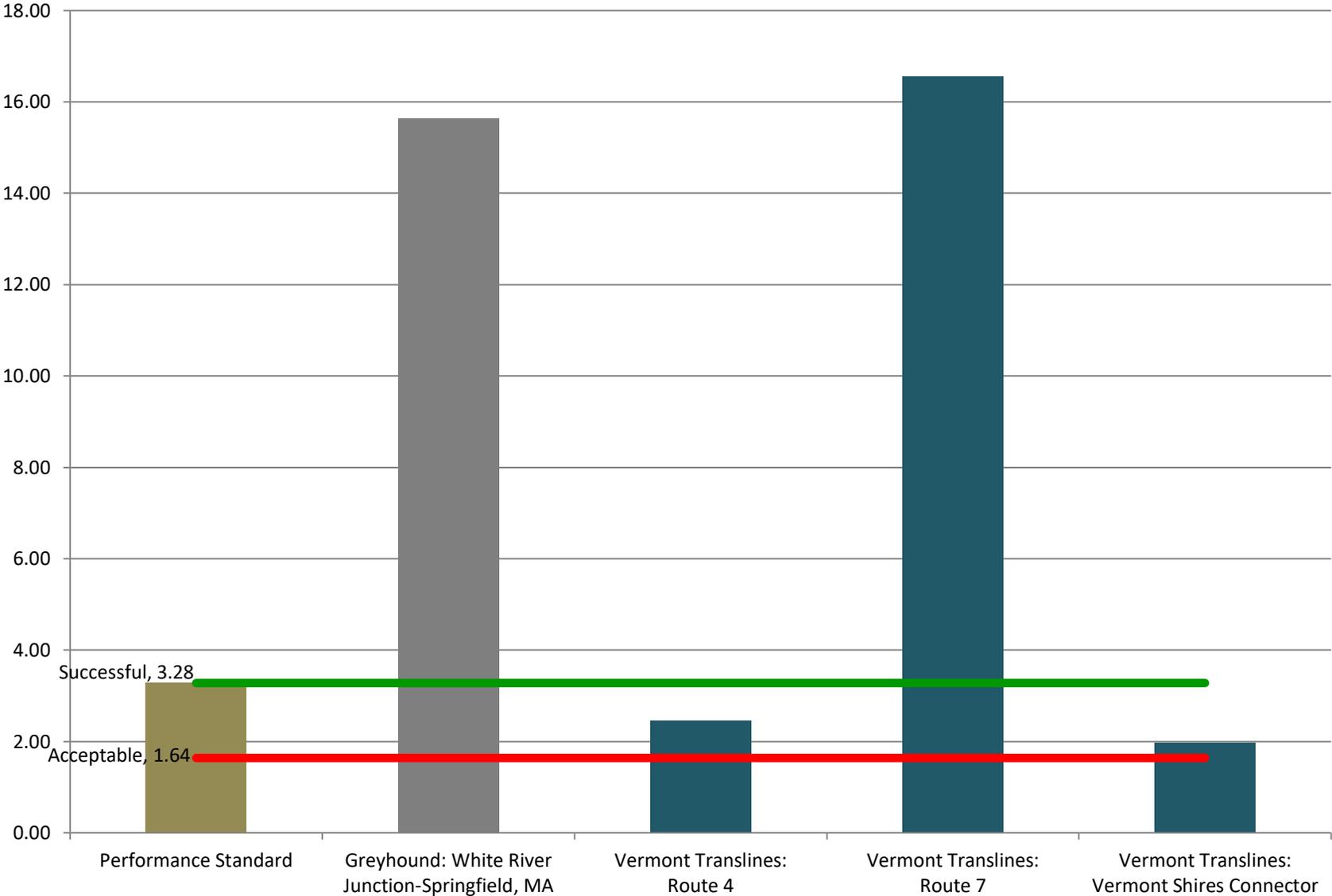


Graph #7: 2019 Express Commuter Boardings per Trip



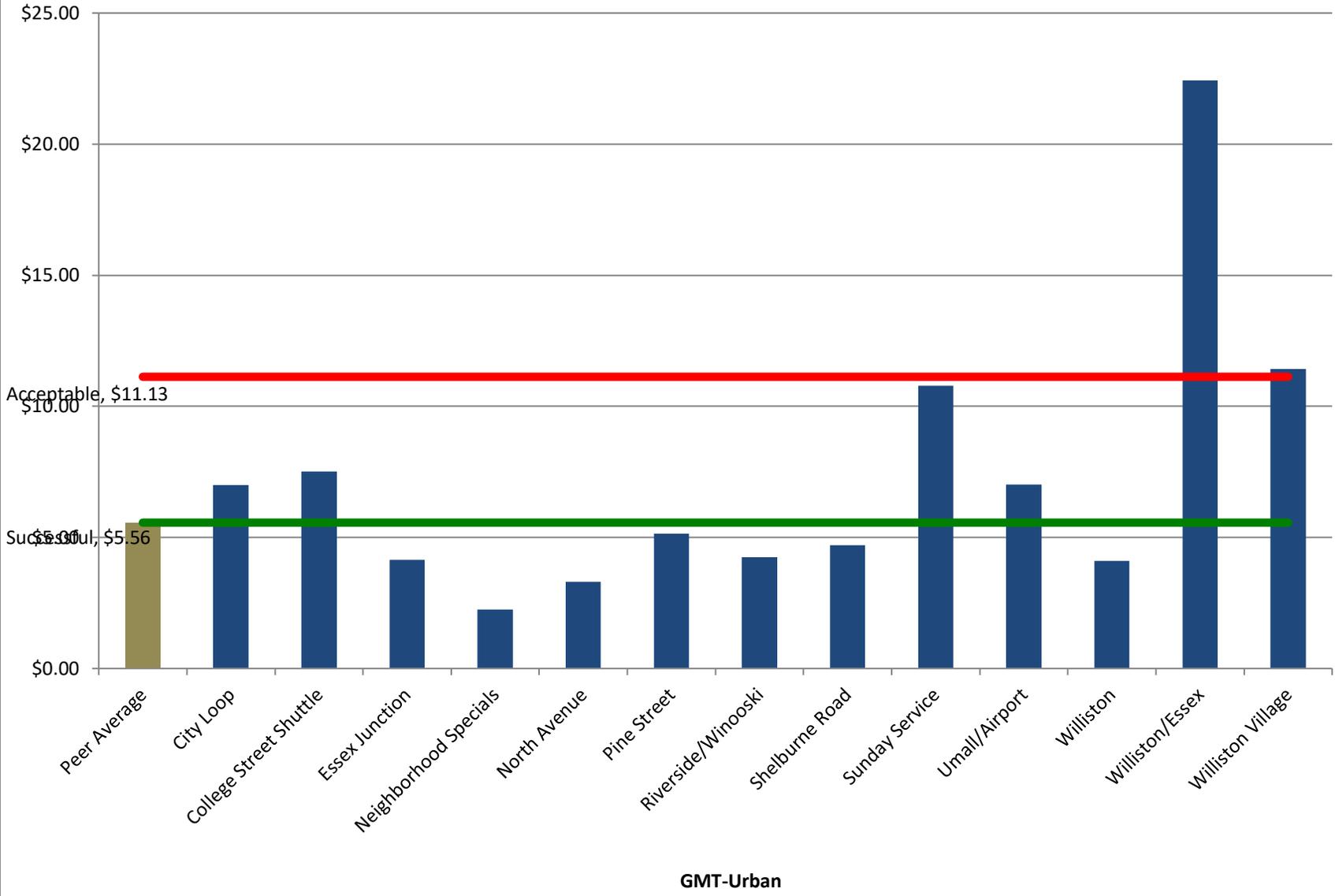
Note: The numbers at the bottom of the bars indicate the routes' FY 2019 average daily ridership.

Graph #8: 2019 Intercity Boardings per Trip

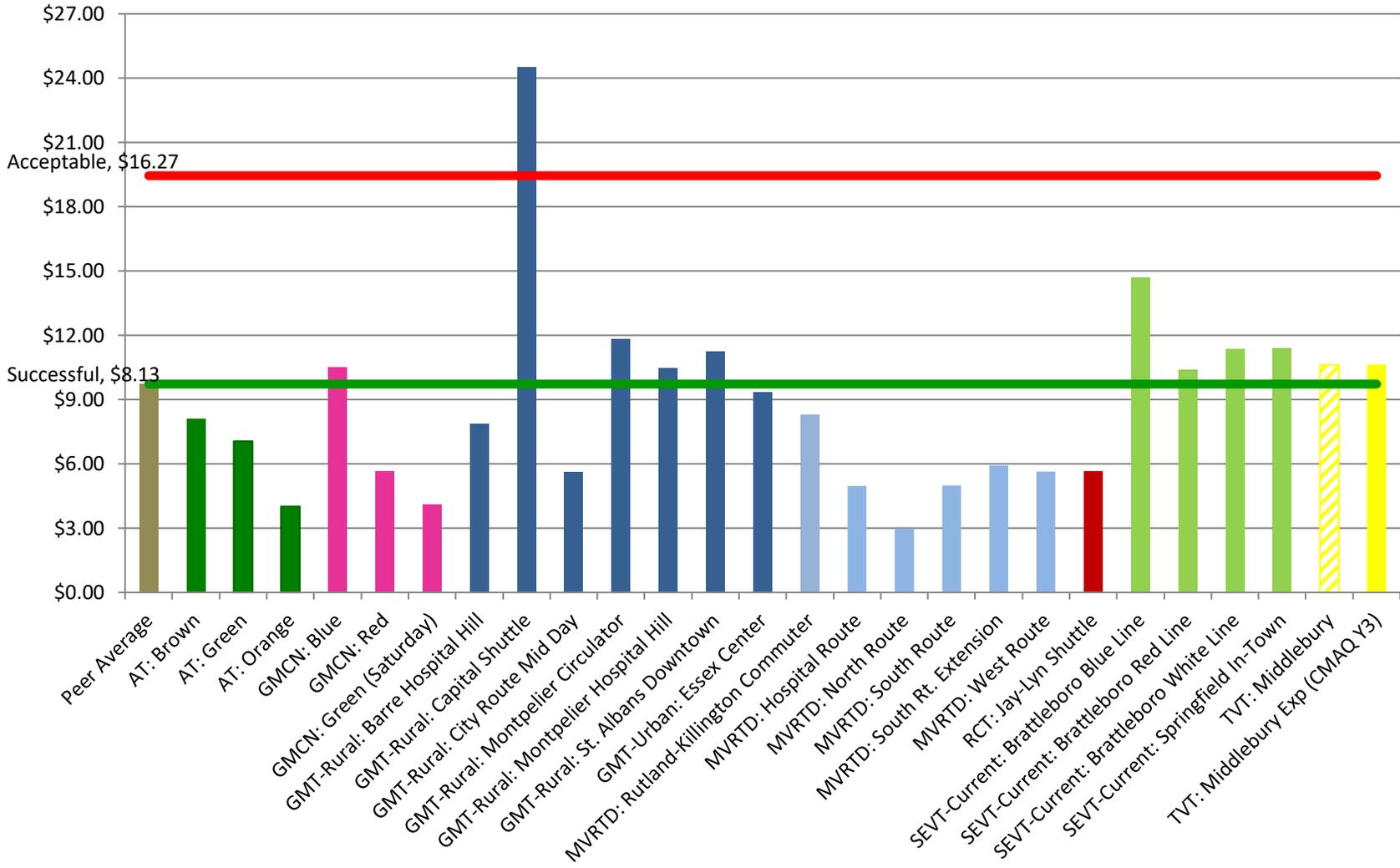


COST-EFFECTIVENESS PERFORMANCE BY SERVICE CATEGORY

Graph #9: 2019 Urban Cost per Passenger

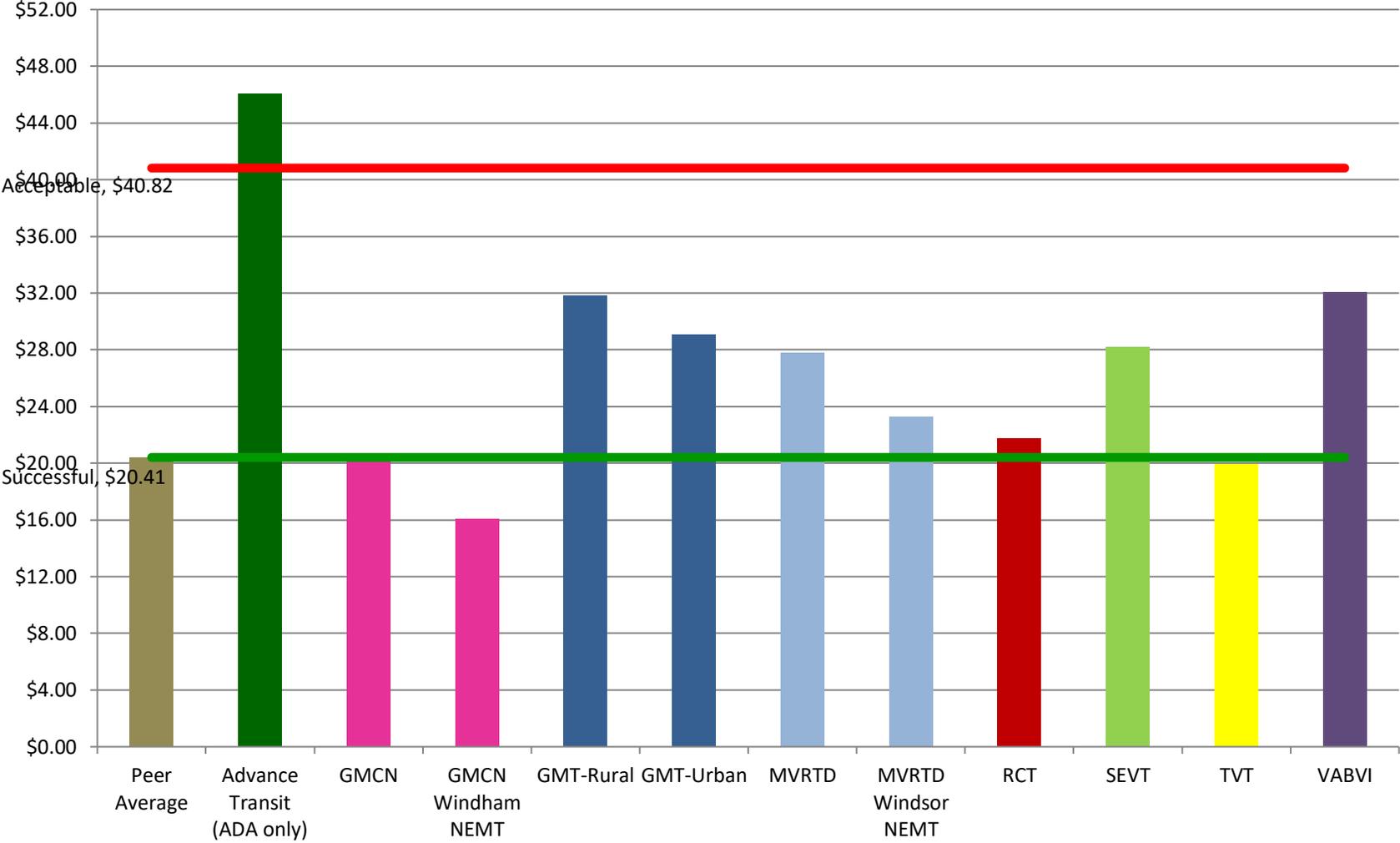


Graph #10: 2019 Small Town Cost per Passenger



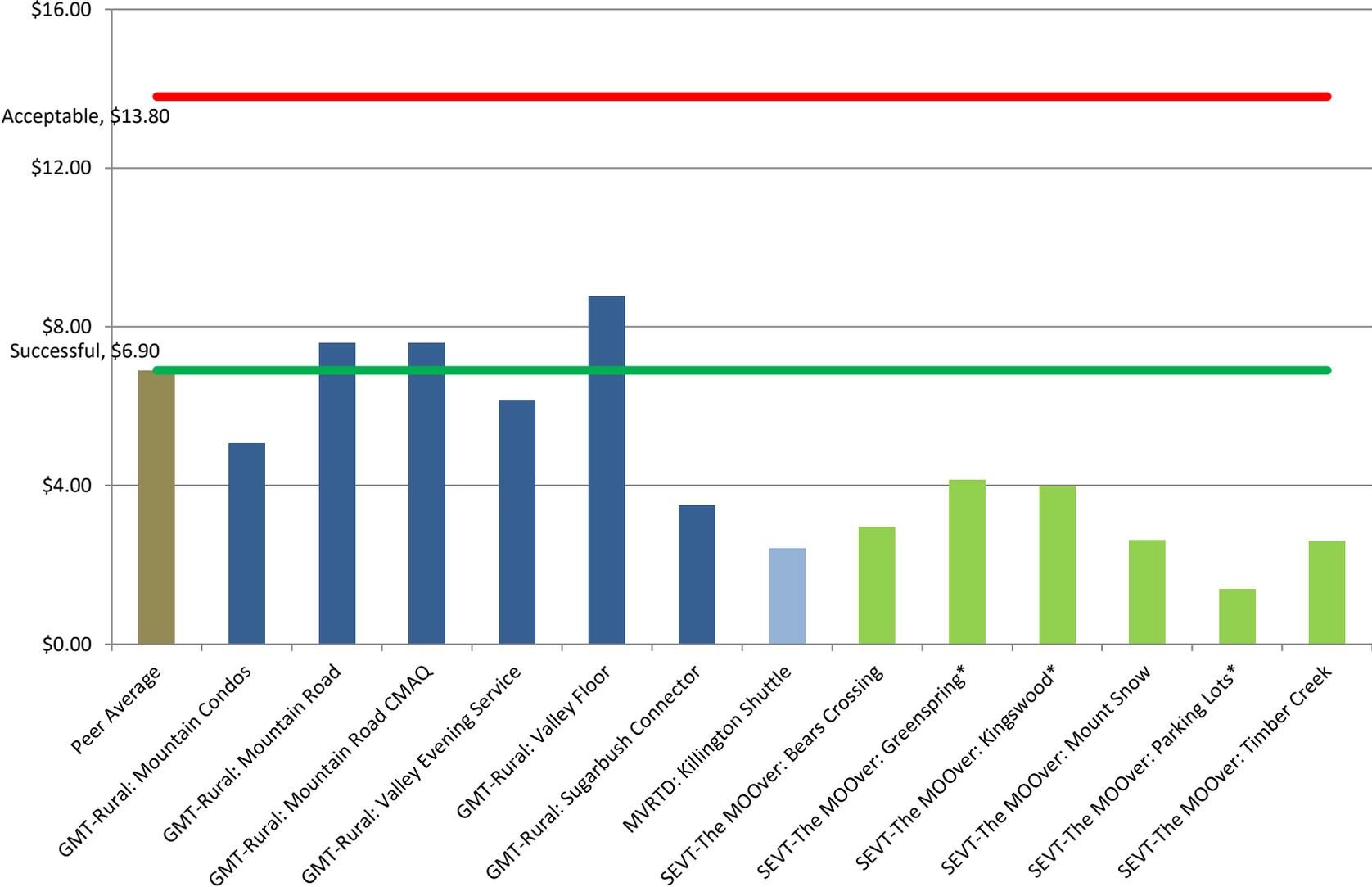
Note: Data for AT routes represent the entire route, even though a portion of the route is in New Hampshire.

Graph #11: 2019 Demand Response Cost per Passenger



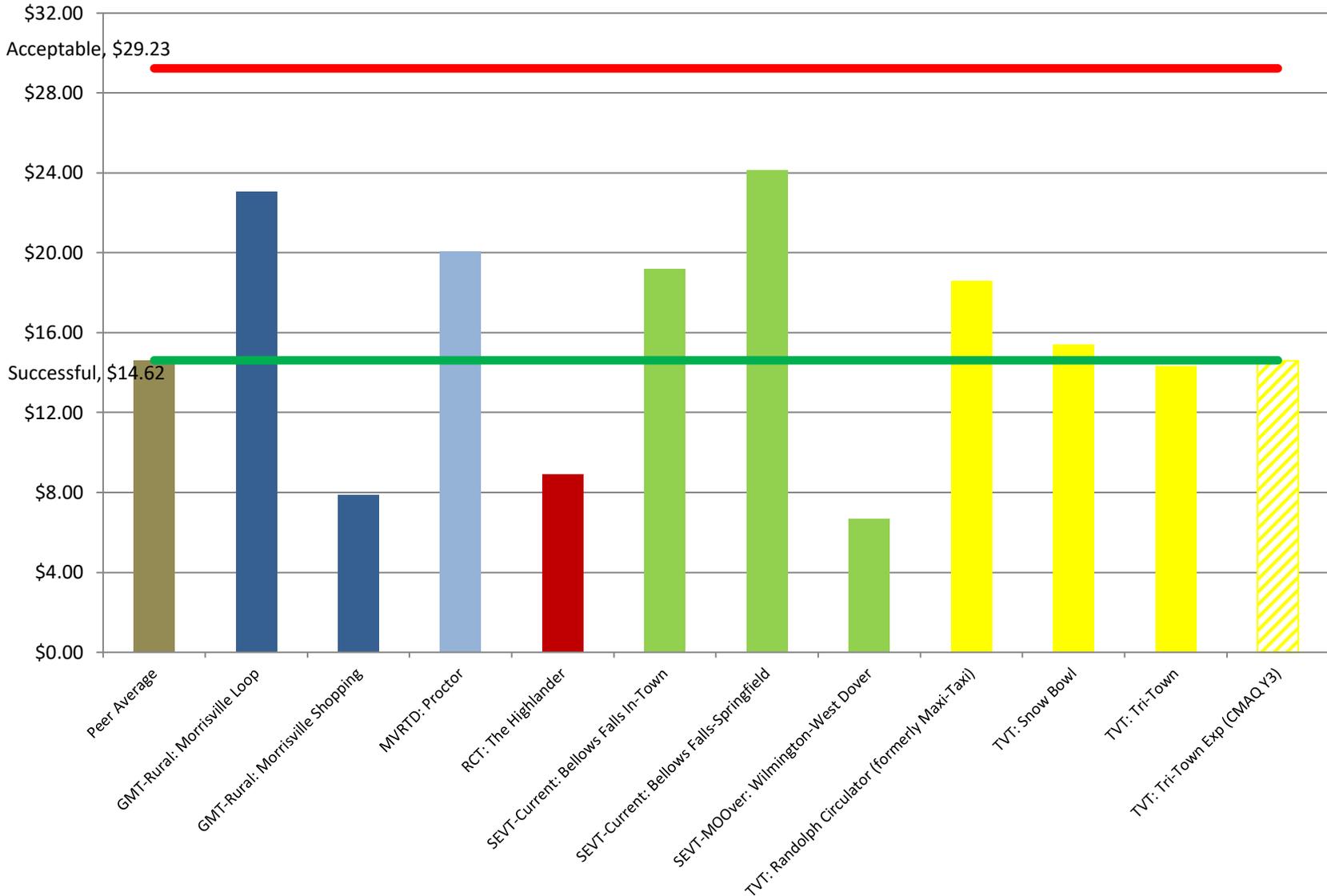
Note: TVT's E&D demand response data includes 16,121 E&D eligible trips provided by Elderly Services, Inc. for free with vehicles leased from TVT.

Graph #12: 2019 Tourism Cost per Passenger

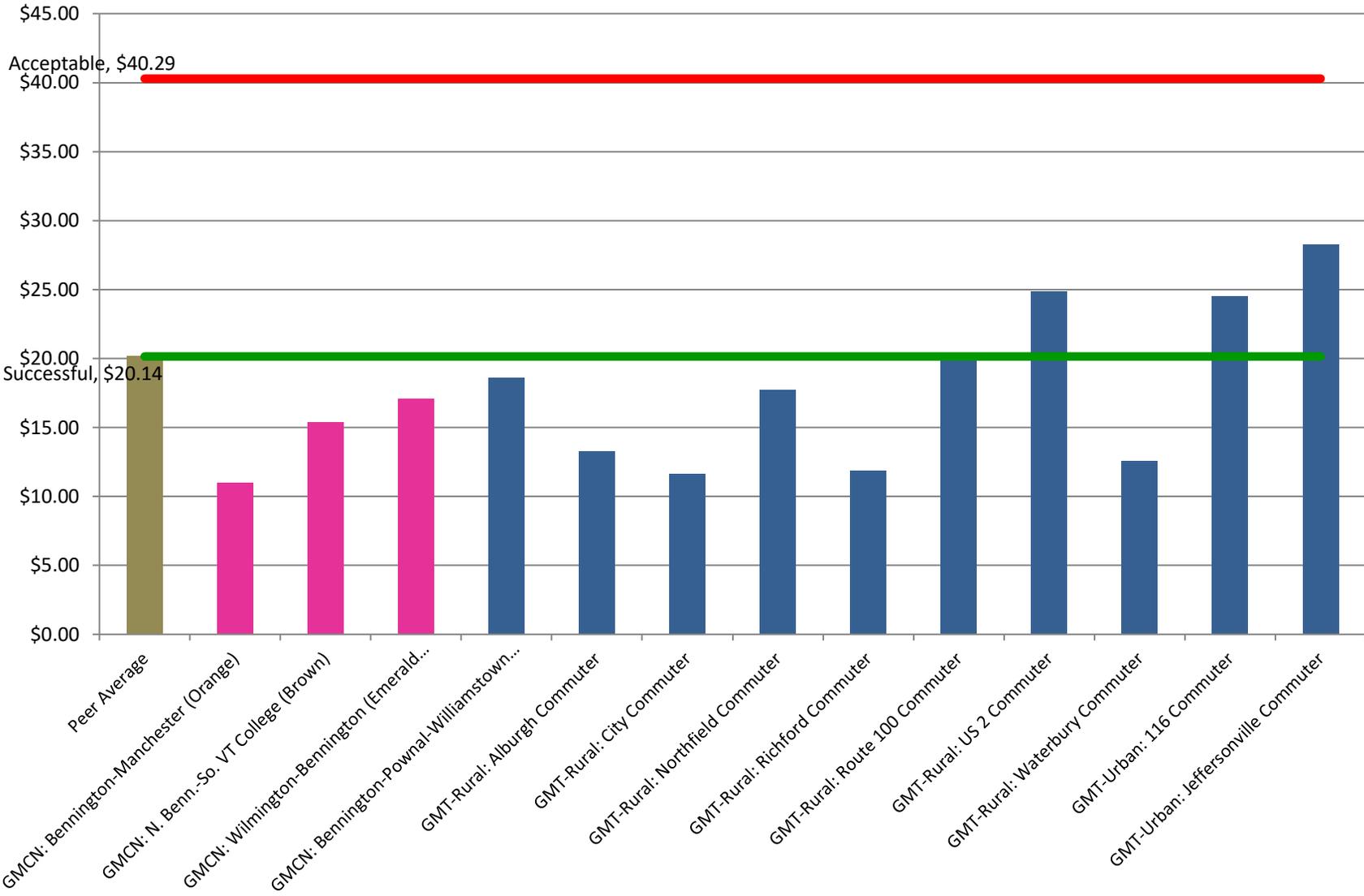


*Privately funded operations; no state or federal funds

Graph #13: 2019 Rural Cost per Passenger

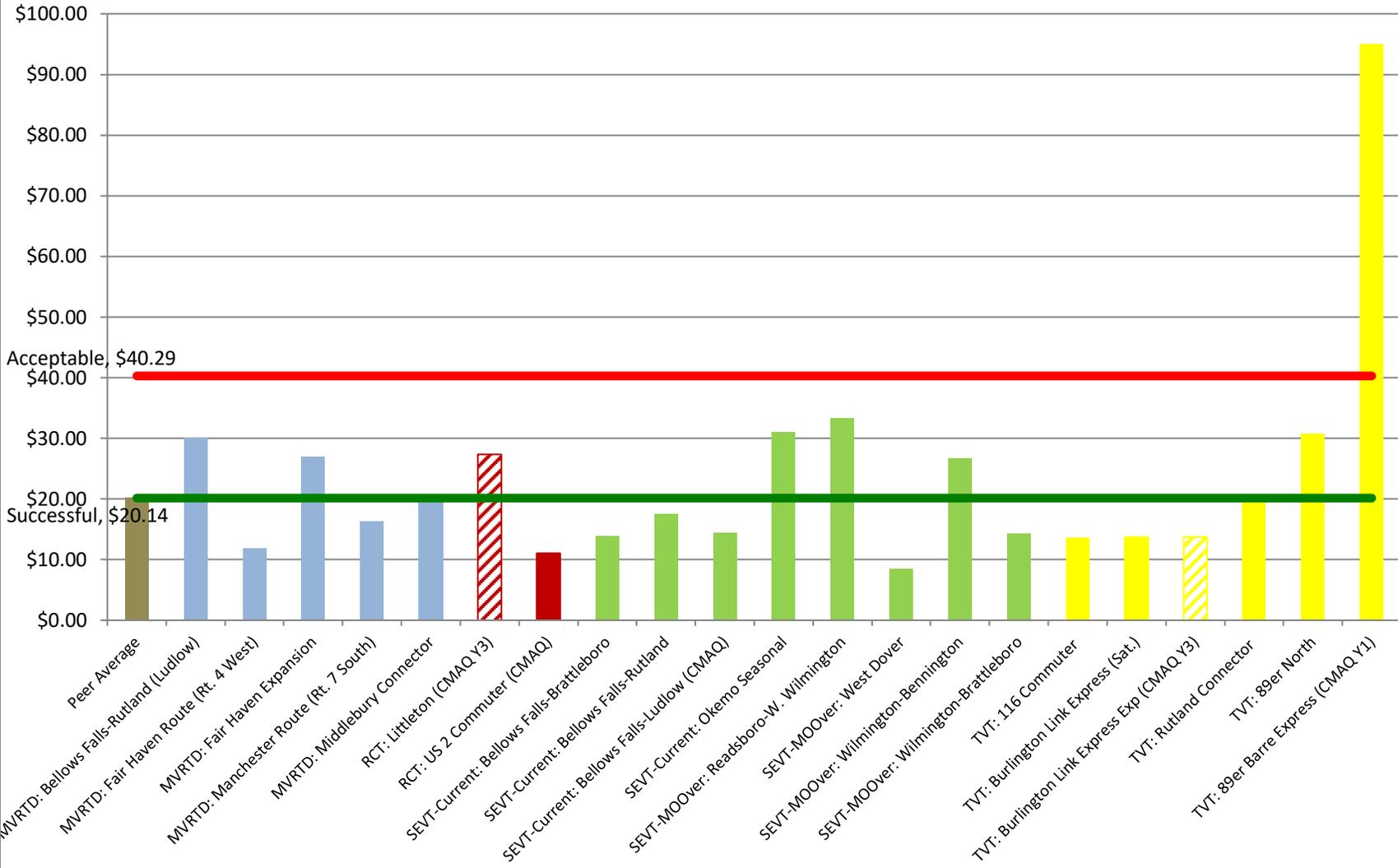


Graph #14: 2019 Rural Commuter Cost per Passenger



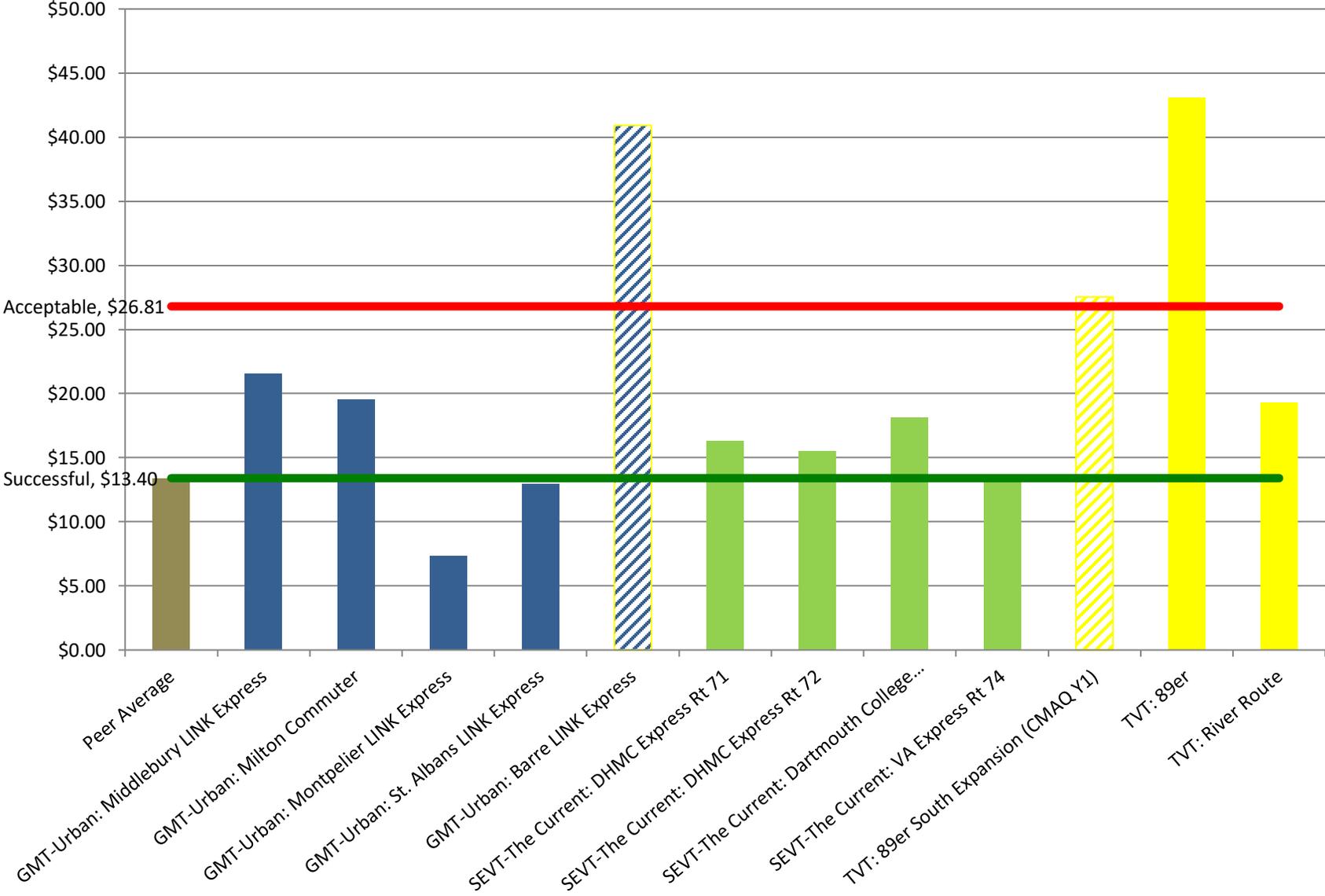
*Emerald Line

Graph #14: 2019 Rural Commuter Cost per Passenger (continued)



*Ludlow Route

Graph #15: 2019 Express Commuter Cost per Passenger



Graph #16: 2019 Intercity Subsidy per Passenger

