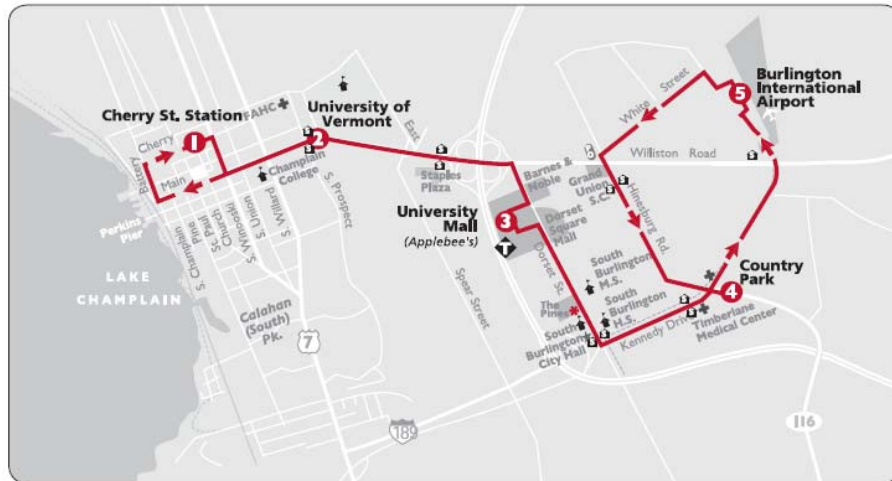


## **Appendix B – Route Profiles**

This appendix to the TDP contains route profiles of all routes in operation at the end of FY2010. Note that the restructuring of services in the US 2 corridor is presented as supplemental material to the profiles of the UMall/Airport route and the Williston route, both of which ceased to exist in June 2010.

## ROUTE PROFILE: 1 UMall/Airport

**Function:** The UMall/Airport route was a primary line-haul service connecting South Burlington and Burlington, as well as providing neighborhood coverage in South Burlington and a connection to the airport.



**Span:** Weekdays 6:15 a.m. to 10:21 p.m.  
Saturdays 6:15 a.m. to 8:06 p.m.  
Sundays 8:45 a.m. to 6:35 p.m.

**Frequency:** 30-minute headway, except 15 minutes during one hour on weekday afternoons and 60 minutes during evenings (after 6:15), Saturday morning before 9:45, and Sunday all day.

**Ridership:** Weekday (FY09 Average): 1,286  
Saturday (FY09 Average): 1,099  
Sunday (FY09 Average): 336

**Productivity:** Weekday boardings per revenue hour: 44  
Saturday boardings per revenue hour: 48  
Sunday boardings per revenue hour: 34

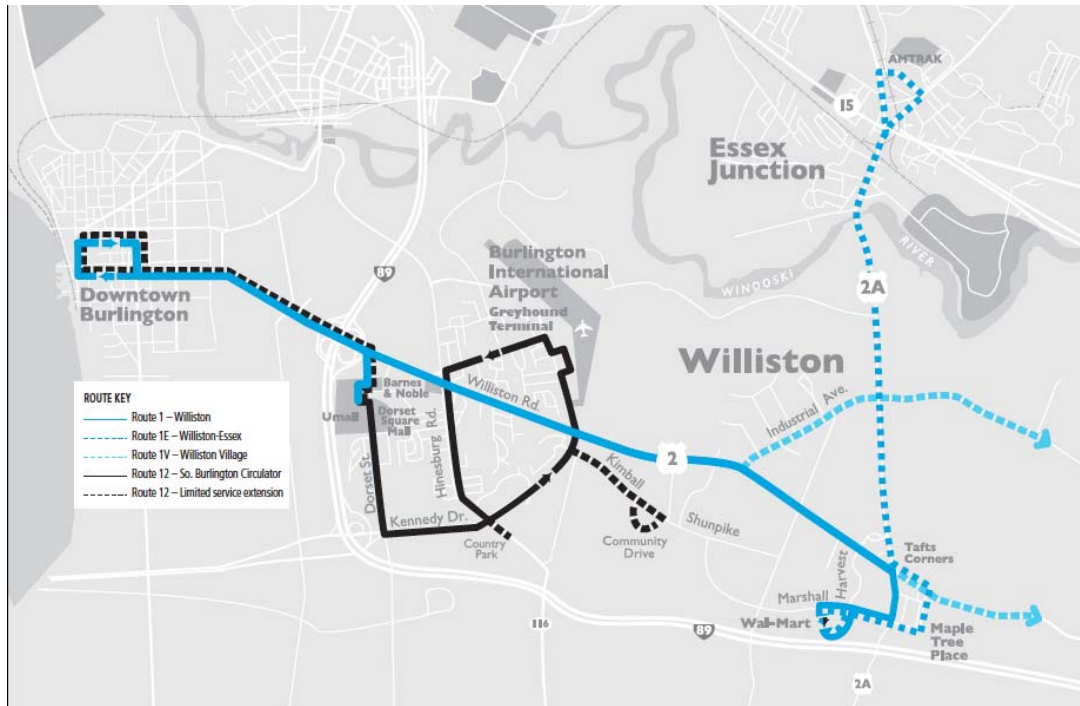
**Top stops:** Cherry Street (624 boardings)  
University Mall (256 boardings)  
Main St at University Heights (164 boardings across 2 stops)  
Barnes & Noble (76 boardings)

**Revenue:** \$342,000 (est.)

**Gross Cost:** \$758,000 (est.)

**Net Cost per passenger:** \$1.03

**Notes:** The U Mall route no longer operates as of June 2010. It is replaced by direct service along US 2 between Burlington and Williston, and a South Burlington Circulator route (see below).



Service that was formerly provided by the U Mall/Airport route is now provided by a combination of the Route 1 – Williston and Route 12 – South Burlington Circulator. For most of the day, passengers on Route 12 will need to transfer to Route 1 in order to reach Burlington, but weekday morning inbound trips, Mon-Sat evening service, and Sunday service will offer a one-seat ride to Cherry Street.

**ROUTE 1 – Williston**

**Span:** Weekdays 6:15 a.m. to 12:10 a.m.  
 Saturdays 6:15 a.m. to 12:10 a.m.  
 Sundays 8:15 a.m. to 6:55 p.m.

**Frequency:** 30-minute headway, except 15 minutes during peaks and alternating 30 and 40 on Sundays. Four round-trips to Williston Village offered on weekdays.

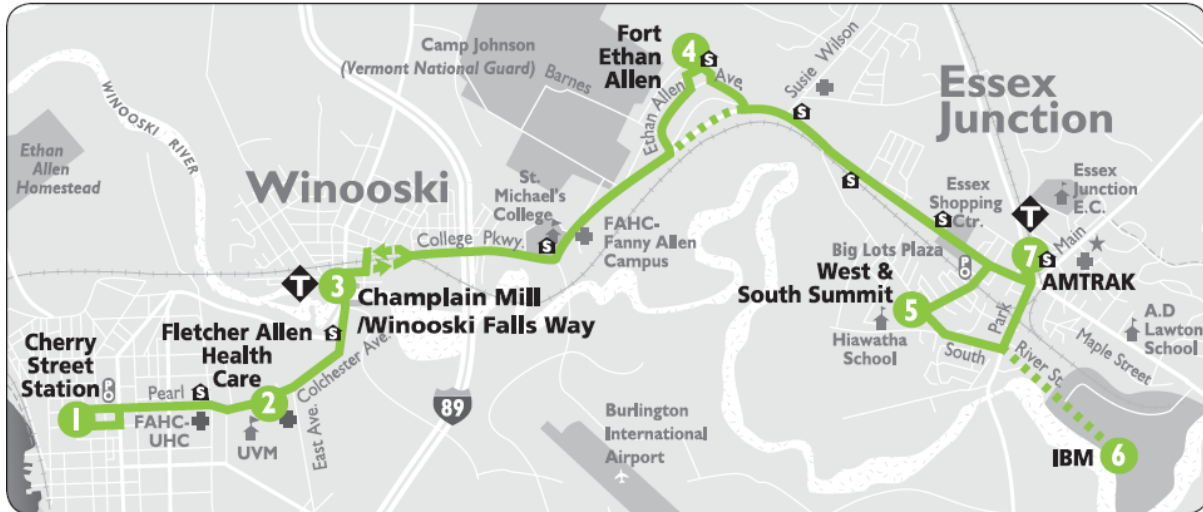
**ROUTE 12 – South Burlington Circulator**

**Span:** Weekdays 6:30 a.m. to 9:55 p.m.  
 Saturdays 6:30 a.m. to 9:50 p.m.  
 Sundays 8:45 a.m. to 6:55 p.m.

**Frequency:** 30-minute headway, except 60 minutes after 7:00 p.m. Mon-Sat and 70 minutes on Sunday all day.

## ROUTE PROFILE: 2 Essex Junction

**Function:** The Essex Junction route is a primary line-haul service connecting Essex, Winooski, Colchester and Burlington



**Span:** Weekdays 5:55 a.m. to 10:00 p.m. (plus Friday late service through May 7 until 11:50 p.m.)  
Saturdays 6:10 a.m. to 7:53 p.m. (plus late service through May 8 until 11:50 p.m.)  
No Sunday service

**Frequency:** 30-minute headway, except 15 minutes during weekday peaks and 60 minutes during evenings (after 6:15) and Saturday morning before 9:45.

**Ridership:** Weekday (FY09 Average): 1,573  
Saturday (FY09 Average): 835

**Productivity:** Weekday boardings per revenue hour: 25  
Saturday boardings per revenue hour: 24

**Top stops:** Cherry Street (481 boardings)  
Champlain Mill (289 boardings)  
Fletcher Allen main entrance (244 boardings)  
AMTRAK-Essex Junction (159 boardings)  
Fort Ethan Allen (three stops with total of 111 boardings)

**Revenue:** \$378,000 (est.)

**Gross Cost:** \$1.5 million (est.)

**Net Cost per passenger:** \$2.52

**Notes:** Ridership increased approximately 30% in response to the increase in peak period frequency from 2 trips per hour to 4 trips per hour in each direction.

### ROUTE PROFILE: 3 Lakeside Commuter

**Function:** The Lakeside Commuter route is a peak period commuter shuttle between the Lakeside Community and downtown Burlington.

**Span:** Weekdays 6:05 a.m. to 7:15 a.m. and 4:15 p.m. to 6:55 p.m.

**Frequency:** Three trips are operated in the peak direction (northbound in the morning and southbound in the afternoon) in each peak period. These are generally spaced 30 minutes apart.

**Ridership:** Weekday (FY09 Average): 23

**Productivity:** Weekday boardings per revenue hour: 23

**Top stops:** Conger Ave at Harrison (5 boardings)  
PARC lot (2 boardings)  
Cherry Street (1 boarding)

**Revenue:** \$5,000 (est.)

**Gross Cost:** \$21,000 (est.)

**Net Cost per passenger:** \$2.70

**Notes:** This route was created when the Pine Street service was restructured to allow for more direct trips on the Pine Street while maintaining a direct connection for Lakeside residents.



## ROUTE PROFILE: 4 Essex Center

**Function:** The Essex Center route is a loop route in the Town of Essex, also serving Essex Junction. It provides coverage to Essex Outlet Fair and the historic center, as well as access to the IBM facility.



**Span:** Weekdays 6:00 a.m. to 6:38 p.m.

**Frequency:** 30-minute headway, except for a 3-hour break in service in the midday from 10:00 a.m. to 1:00 p.m.

**Ridership:** Weekday (FY09 Average): 108

**Productivity:** Weekday boardings per revenue hour: 12

**Top stops:** Amtrak station (39 boardings)  
Essex Outlet Fair (12 boardings over 3 stops)  
Sand Hill Rd (12 boardings over 2 stops)  
River Rd at Greenfield Rd (9 boardings)

**Revenue:** \$23,000 (est.)

**Gross Cost:** \$190,000 (est.)

**Net Cost per passenger:** \$6.04

**Notes:**

## ROUTE PROFILE: 5 Pine Street

**Function:** The Pine Street route is a line-haul service connecting the Pine Street corridor and Lakeside community to downtown Burlington.

**Span:** Weekdays 6:15 a.m. to 6:40 p.m.  
Saturdays 6:15 a.m. to 6:40 p.m.  
No service on Sundays

**Frequency:** 30-minute headway at all times

**Ridership:** Weekday (FY09 Average) 439  
Saturday (FY09 Average) 206

**Productivity:** Weekday boardings per revenue hour: 35  
Saturday boardings per revenue hour: 16

**Top stops:** Cherry Street (180 boardings)  
230 St. Paul (28 boardings)  
Howard Center (27 boardings)  
CCTA (24 boardings)  
Champlain School (23 boardings)

**Revenue:** \$104,000 (est.)

**Gross Cost:** \$317,000 (est.)

**Net Cost per passenger:** \$1.74

**Notes:** Additional evening southbound service is operated on this route as buses head back to the CCTA garage after finishing runs on other routes



## ROUTE PROFILE: 6 Shelburne Road

**Function:** The Shelburne Road route is the primary line-haul service to the south of Burlington, connecting Burlington to South Burlington and Shelburne.

**Span:** Weekdays 6:10 a.m. to 8:28 p.m., with a late trip from 10:30 p.m. to 11:13 p.m.  
Saturdays 6:15 a.m. to 8:23 p.m.  
No service on Sundays

**Frequency:** 30-minute headway, except evenings after 6:15 p.m. and Saturday mornings before 9:45 a.m.

**Ridership:** Weekday (FY09 Average): 876  
Saturday (FY09 Average): 572

**Productivity:** Weekday boardings per revenue hour: 31  
Saturday boardings per revenue hour: 25

**Top stops:** Cherry Street (330 boardings)  
Farrell St/Price Chopper (96 boardings)  
Baldwin Ave (35 boardings)  
Winooski Ave at King St (26 boardings)

**Revenue:** \$215,000 (est.)

**Gross Cost:** \$701,000 (est.)

**Net Cost per passenger:** \$1.92

**Notes:** Service was increased in 2007 to extend to Shelburne all trips that had previously ended at the Short Stop.



## ROUTE PROFILE: 7 North Avenue

**Function:** The North Avenue route is the primary line-haul service to the north of downtown Burlington, connecting the new North End to the old North End and the downtown area.

**Span:** Weekdays 5:45 a.m. to 10:05 p.m.  
Saturdays 6:15 a.m. to 7:55 p.m.  
No service on Sundays

**Frequency:** 30-minute headway, except evenings after 6:15 p.m. and Saturday mornings before 9:45 a.m.

**Ridership:** Weekday (FY09 Average) 1,125  
Saturday (FY09 Average) 602

**Productivity:** Weekday boardings per revenue hour: 39  
Saturday boardings per revenue hour: 26

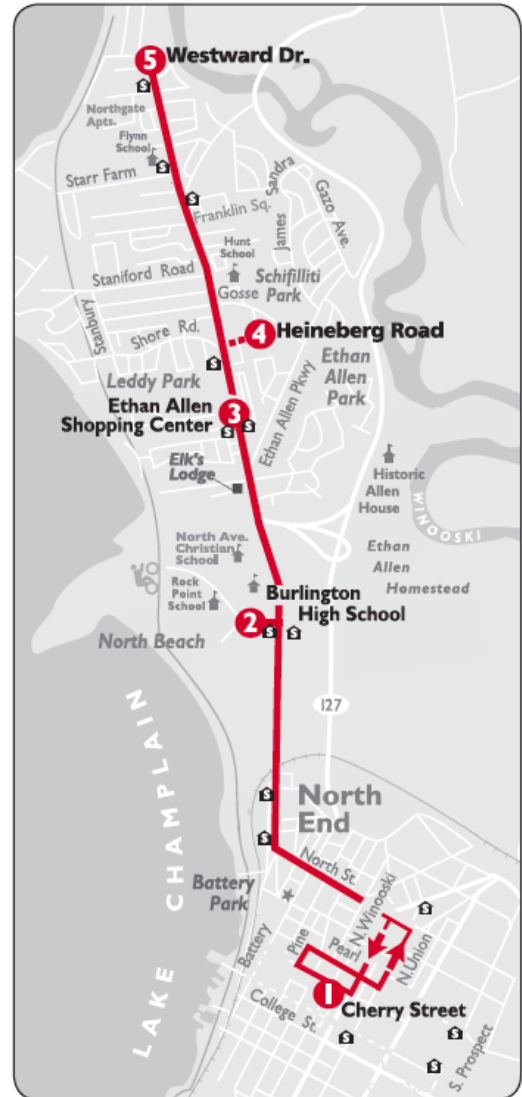
**Top stops:** Cherry Street (369 boardings)  
Burlington High School (144 boardings)  
Ethan Allen Shop Ctr (63 boardings)  
Northgate Apts (53 boardings)

**Revenue:** \$270,000 (est.)

**Gross Cost:** \$710,000 (est.)

**Net Cost per passenger:** \$1.38

**Notes:** The gross cost and net cost per passenger are relatively low on this route because it has a short running time compared to the allowed time for a round trip (40 minutes running time compared to one hour allowed). The calculation of cost considers only time in actual revenue service, not layover time at the end of the trip.



## ROUTE PROFILE: 8 City Loop

**Function:** The City Loop is a circulator service in Burlington serving downtown, the old North End, the western edge of the UVM campus and the waterfront.

**Span:** Weekdays 6:45 a.m. to 9:50 p.m.  
Saturdays 6:45 a.m. to 6:40 p.m.  
No service on Sundays

**Frequency:** 30-minute headway at all times, except for 15-minute service between 7:30 a.m. and 9:00 a.m. on weekdays

**Ridership:** Weekday (FY09 Average): 346  
Saturday (FY09 Average): 159

**Productivity:** Weekday boardings per revenue hour: 20  
Saturday boardings per revenue hour: 13

**Top stops:** Cherry Street (141 boardings)  
N. Union at N. Winooski (31 boardings)  
N. Winooski at Archibald (20 boardings)  
North St at Front (16 boardings)  
North St at Murray (16 boardings)

**Revenue:** \$82,000 (est.)

**Gross Cost:** \$410,000 (est.)

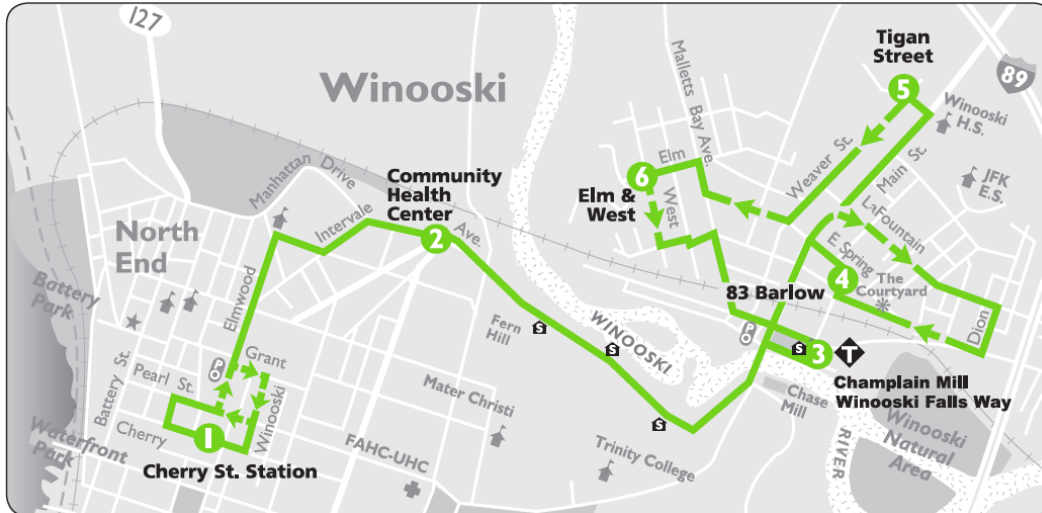
**Net Cost per passenger:** \$3.40

**Notes:** The gross cost and the net cost per passenger on this route are relatively high because almost all of the service time consists of running time in revenue service. This route used to be known as the Old North End Loop.



## ROUTE PROFILE: 9 Riverside/Winooski

**Function:** The Riverside/Winooski route provides coverage and circulation through most of Winooski, connects it to Burlington and also serves the Riverside corridor and Intervale section of Burlington.



**Span:** Weekdays 6:45 a.m. to 7:04 p.m. with a late trip in the 11:00 hour  
Saturdays 6:15 a.m. to 6:38 p.m.  
No service on Sundays

**Frequency:** 30-minute headway during peak periods, 60 minutes at other times

**Ridership:** Weekday (FY09 Average): 501  
Saturday (FY09 Average): 245

**Productivity:** Weekday boardings per revenue hour : 29  
Saturday boardings per revenue hour: 26

**Top stops:** Cherry Street (229 boardings)  
Champlain Mill (83 boardings)  
Weaver St at Tigan St (19 boardings)  
Elmwood at North St (16 boardings)  
West Lane at Malletts Bay Ave (15 boardings)

**Revenue:** \$119,000 (est.)

**Gross Cost:** \$410,000 (est.)

**Net Cost per passenger:** \$2.07

**Notes:** Some trips in the midday and all Saturday morning trips run only as far as Champlain Mill.  
The late night trip serves workers in Winooski.

## ROUTE PROFILE: 11 College Street Shuttle

**Function:** The College Street Shuttle connects the waterfront to the Church Street Marketplace and the Fletcher Allen/MCHV campus.



**Span:** Memorial Day to mid October: Weekdays 6:15 a.m. to 9:00 p.m. and weekend days 8:45 a.m. to 9:00 p.m.  
Rest of year: Weekdays only from 6:15 a.m. to 7:15 p.m.

**Frequency:** 15-minute headway from 7:15 a.m. to 6:15 p.m. weekdays and 11:00 a.m. to 6:00 p.m. weekends, with 30 minutes at other times

**Ridership:** Weekday (FY09 Average): 702  
Saturday (FY09 Average): 432  
Sunday (FY09 Average): 209

**Productivity:** Weekday boardings per revenue hour: 29  
Saturday boardings per revenue hour: 22  
Sunday boardings per revenue hour: 11

**Top stops:** Church Street (144 boardings)  
Fletcher Allen Main Entrance (136 boardings)  
Fletcher Free Library (122 boardings)  
Union Station (61 boardings)  
Waterman Building (32 boardings)

**Revenue:** \$0

**Gross Cost:** \$554,000 (est.)

**Net Cost per passenger:** \$2.86

**Notes:** The City of Burlington reimburses CCTA for the forgone revenue on this fare-free route.

## ROUTE PROFILE: 13 PARC Shuttle

**Function:** The PARC Shuttle route connects a parking lot in the South End (the General Dynamics/Gilbane lot) with downtown Burlington allowing downtown employees to avoid downtown traffic and parking charges.

**Span:** Weekdays 7:00 a.m. to 9:00 a.m. and 3:30 p.m. to 6:17 p.m. with additional trip between Bank St. and Pine & Howard at 6:30 p.m. No midday service.

**Frequency:** Every 15 minutes from 7:00 a.m. to 9:00 a.m.; 20-minute headway from 3:30 p.m. until 5:57 p.m.

**Ridership:** Weekday (FY09 Average): 100

**Productivity:** Weekday boardings per revenue hour: 25

**Top stops:** Bank at Pine St (45 boardings)  
PARC Lot (40 boardings)  
Bank at St. Paul (8 boardings)

**Revenue:** \$32,000 (est.)

**Gross Cost:** \$84,000 (est.)

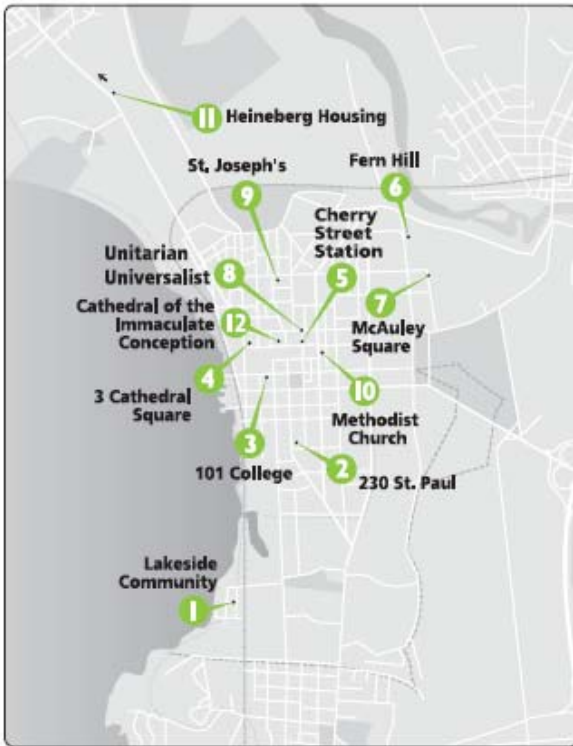
**Net Cost per passenger:** \$2.05

**Notes:** The CATMA shuttle, discontinued at the end of FY09 formerly provided midday service along the PARC shuttle alignment.



## ROUTE PROFILE: 18 Sunday Service

**Function:** The Sunday Service operates as a fixed route in the late morning and afternoon hours and as a point deviation service in the early morning. It connects neighborhoods of Burlington to serve church and shopping trips, primarily for seniors.



**Early morning service**



**Late morning and afternoon service**

**Span:** Sundays 8:25 a.m. to 5:20 p.m.

**Frequency:** The late morning and afternoon service runs hourly

**Ridership:** Sunday (FY09 Average): 124

**Productivity:** Sunday boardings per revenue hour: 14

**Top stops:** Cherry St (33 boardings)  
Price Chopper (21 boardings)  
City Market (6 boardings)  
Northgate Apartments (6 boardings)  
Ethan Allen Shop Ctr (5 boardings)

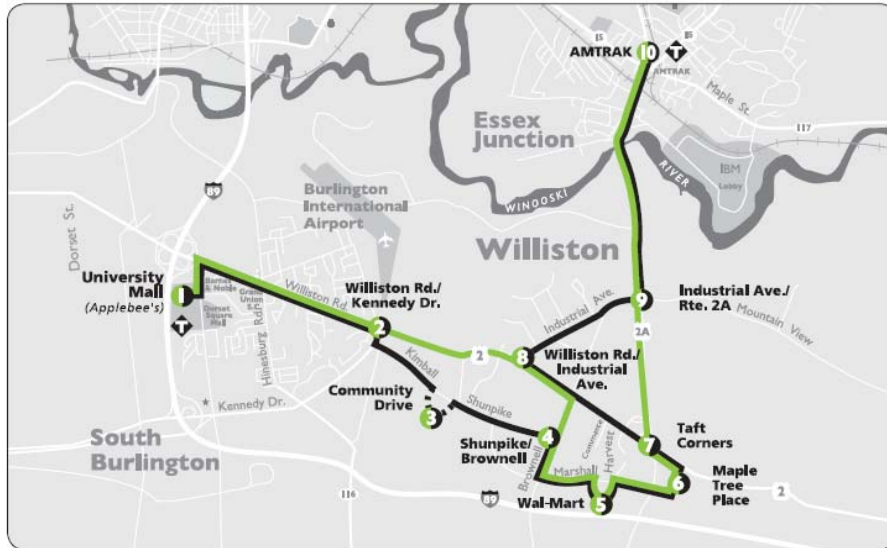
**Revenue:** \$5,000 (est.)

**Gross Cost:** \$38,000 (est.)

**Net Cost per passenger:** \$5.07

## ROUTE PROFILE: 23 Williston

**Function:** The Williston route connects South Burlington, Williston, and Essex Junction, serving major retail areas and other employment. The Saturday pattern is more focused on retail areas, bypassing Kimball, Shunpike and Industrial Avenue.



**Span:** Weekdays 6:30 a.m. to 7:41 p.m.  
Saturdays 6:25 a.m. to 7:49 p.m.  
No service on Sundays

**Frequency:** Alternating 30-and 60 minute headway on weekdays; 70-minute (irregular) headway on Saturdays

**Ridership:** Weekday (FY09 Average): 280  
Saturday (FY09 Average): 199

**Productivity:** Weekday boardings per revenue hour: 11  
Saturday boardings per revenue hour: 15

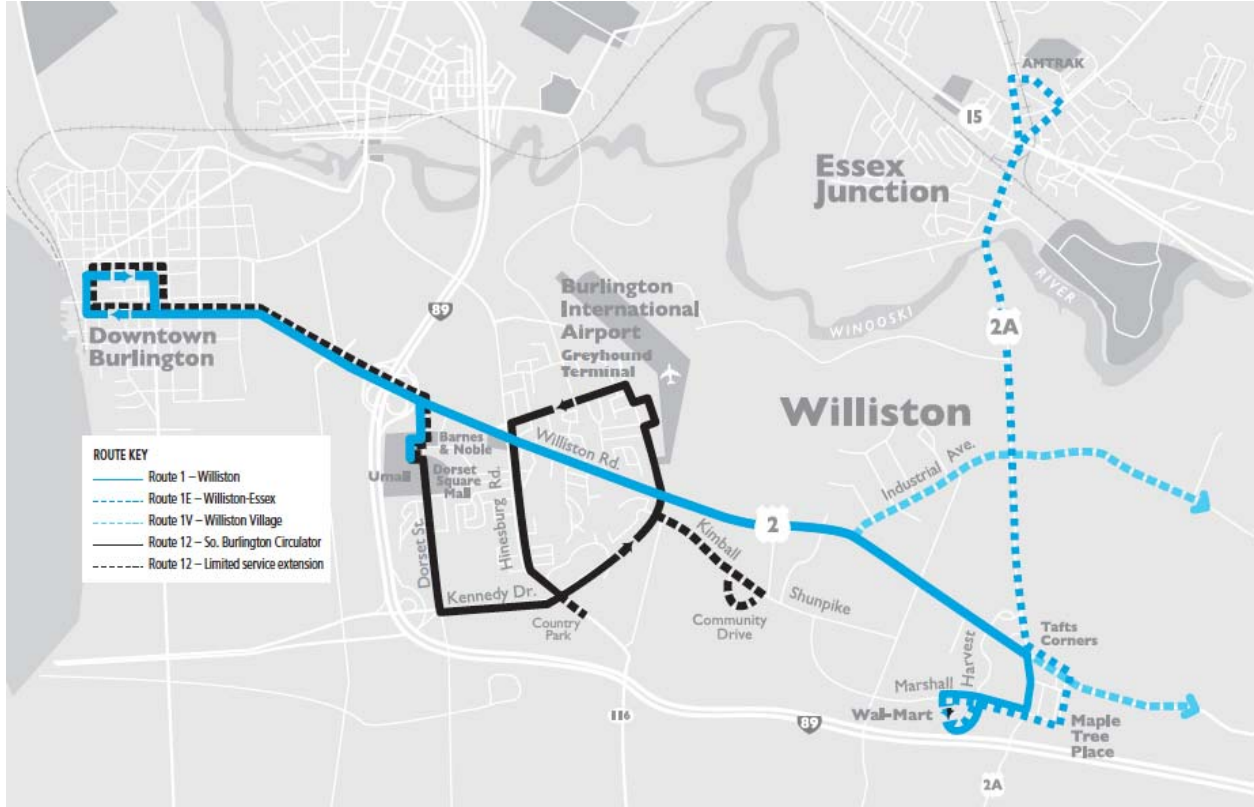
**Top 5 stops:** University Mall (91 boardings)  
Amtrak (40 boardings)  
Wal-Mart (14 boardings)  
Park Terrace (11 boardings)  
Maple Tree Place at Juniper Place (10 boardings)

**Revenue:** \$70,000 (est.)

**Gross Cost:** \$607,000 (est.)

**Net Cost per passenger:** \$6.56

**Notes:** The Williston route no longer operates as of June 2010. It is replaced by direct service along US 2 between Burlington and Williston, and by a route between Williston and Essex Junction via VT 2A. Service along Industrial Ave is preserved for selected peak period trips, and certain trips extend east on US 2 to Williston Village (see below).



**ROUTE 1 – Williston**

**Span:** Weekdays 6:15 a.m. to 12:10 a.m.  
 Saturdays 6:15 a.m. to 12:10 a.m.  
 Sundays 8:15 a.m. to 6:55 p.m.

**Frequency:** 30-minute headway, except 15 minutes during peaks and alternating 30 and 40 on Sundays. Four round-trips to Williston Village offered on weekdays.

**ROUTE 1E – Williston-Essex**

**Span:** Weekdays 6:50 a.m. to 7:38 p.m.  
 Saturdays 6:50 a.m. to 7:28 p.m.

**Frequency:** 30-minute headway during peaks and 60-minute headway at other times.

**ROUTE PROFILE: 56 Milton Commuter**

**Function:** The Milton Commuter provides commuter service between Milton and Burlington via I-89 and US 7.

**Span:** Weekdays 5:55 a.m. to 10:40 p.m. with no service in the late morning, mid-afternoon, or early evening.

**Frequency:** 2 round-trips in each peak period (an hour apart) plus one midday round-trip and one evening round-trip

**Ridership:** Weekday (FY10 Average): 41

**Productivity:** Weekday boardings per trip: 7

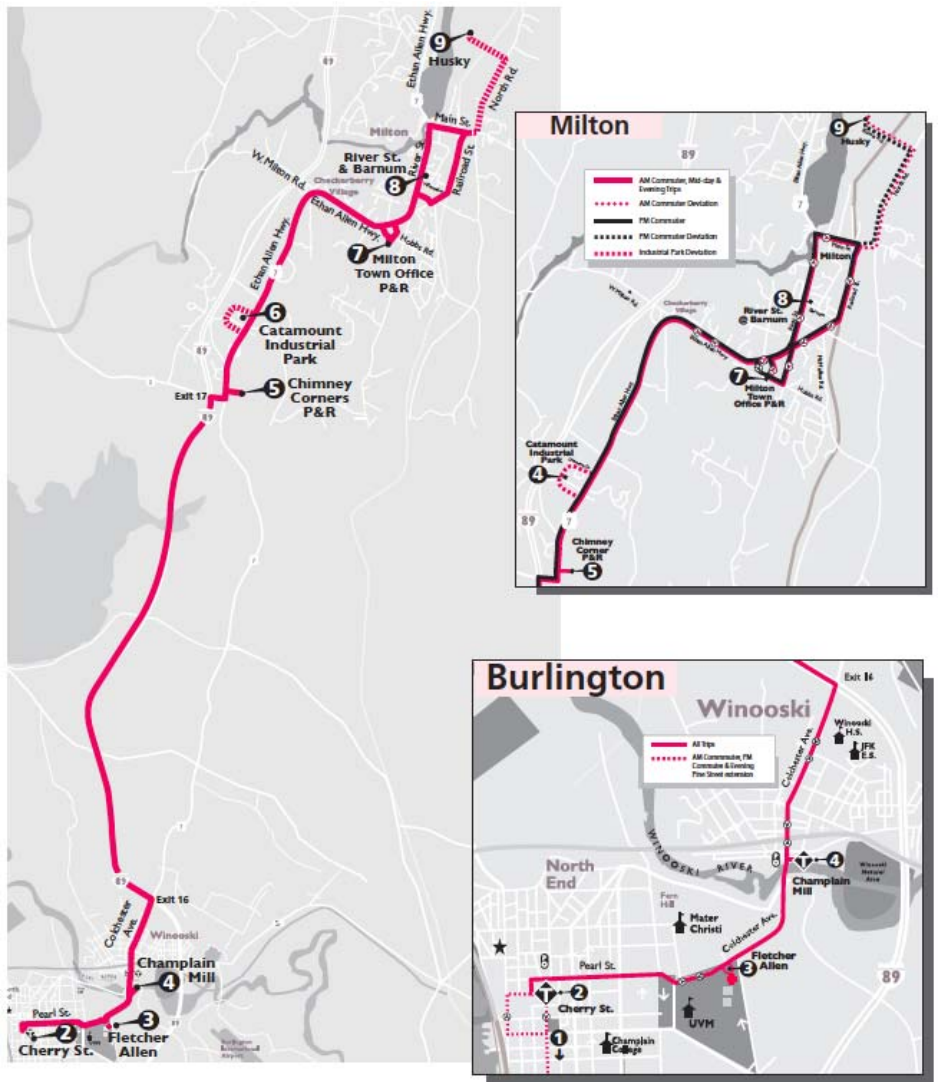
**Top stops:** Milton Town Office (12 boardings)  
 Cherry Street (10 boardings)  
 Fletcher Allen (6 boardings)  
 Chimney Corners (4 boardings)

**Revenue:** N/A

**Gross Cost:** N/A

**Net Cost per passenger:** N/A

**Notes:** This route was initiated in February 2010.



## ROUTE PROFILE: 76 Middlebury LINK Express

**Function:** The Middlebury LINK provides commuter service along the US 7 corridor between Middlebury and Burlington.

**Span:** Weekdays 5:05 a.m. to 8:50 a.m. and 4:40 p.m. to 7:55 p.m.

**Frequency:** 2 trips in each direction in each peak period (an hour apart in the morning and 40 minutes apart in the afternoon)

**Ridership:** Weekday (FY09 Average): 90

**Productivity:** Weekday boardings per trip: 8

**Top stops:** Cherry Street (23 boardings)  
Merchants Row (18 boardings)  
Fletcher Allen (13 boardings)  
Vergennes (9 boardings)  
Ferrisburgh (8 boardings)

**Revenue:** \$75,000 (est.)

**Gross Cost:** \$238,000 (est.)

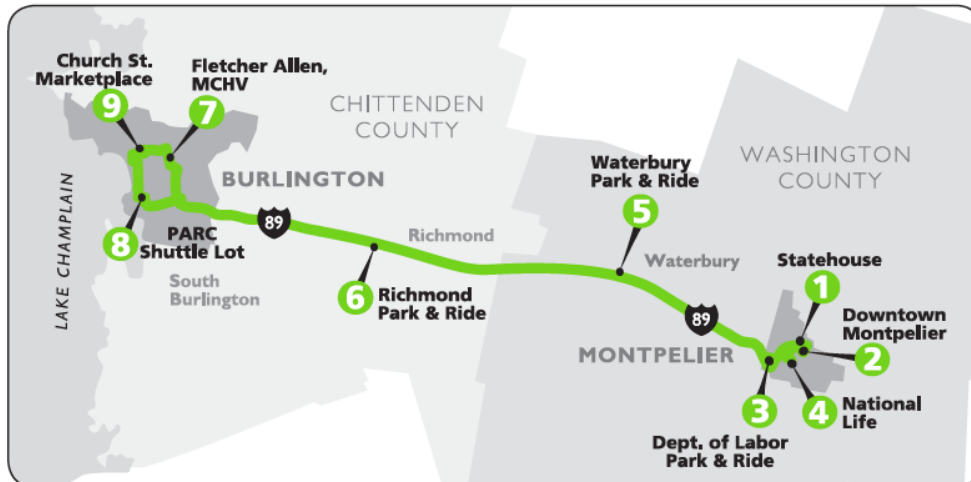
**Net Cost per passenger:** \$7.12

**Notes:** Addison County Transit Resources operates trips on Saturday on this route



## ROUTE PROFILE: 86 Montpelier LINK Express

**Function:** The Montpelier LINK provides commuter service along the I-89 corridor between Montpelier and Burlington.



**Span:** Weekdays 5:42 a.m. to 8:55 a.m. and 4:02 p.m. to 7:30 p.m.

**Frequency:** 4 trips in each direction in each peak period (10-45 minutes apart in the morning and 30 minutes to an hour apart in the afternoon)

**Ridership:** Weekday (FY09 Average): 295

**Productivity:** Weekday boardings per trip: 20

**Top stops:**

- Fletcher Allen main entrance (70 boardings)
- Cherry Street (61 boardings)
- Waterbury Park & Ride (50 boardings)
- Richmond Park & Ride (38 boardings)
- Montpelier DET Lot (21 boardings)

**Revenue:** \$176,000 (est.)

**Gross Cost:** \$352,000 (est.)

**Net Cost per passenger:** \$2.33

**Notes:** Service has been increased three times due to growing demand

## ROUTE PROFILE: 96 St. Albans LINK Express

**Function:** The St. Albans LINK provides commuter service along the I-89 corridor between St. Albans and Burlington.

**Span:** Weekdays 5:45 a.m. to 8:35 a.m. and 4:50 p.m. to 7:20 p.m.

**Frequency:** 2 trips in each direction in each peak period (60 minutes apart in the morning and 40 minutes apart in the afternoon)

**Ridership:** Weekday (FY09 Average): 76

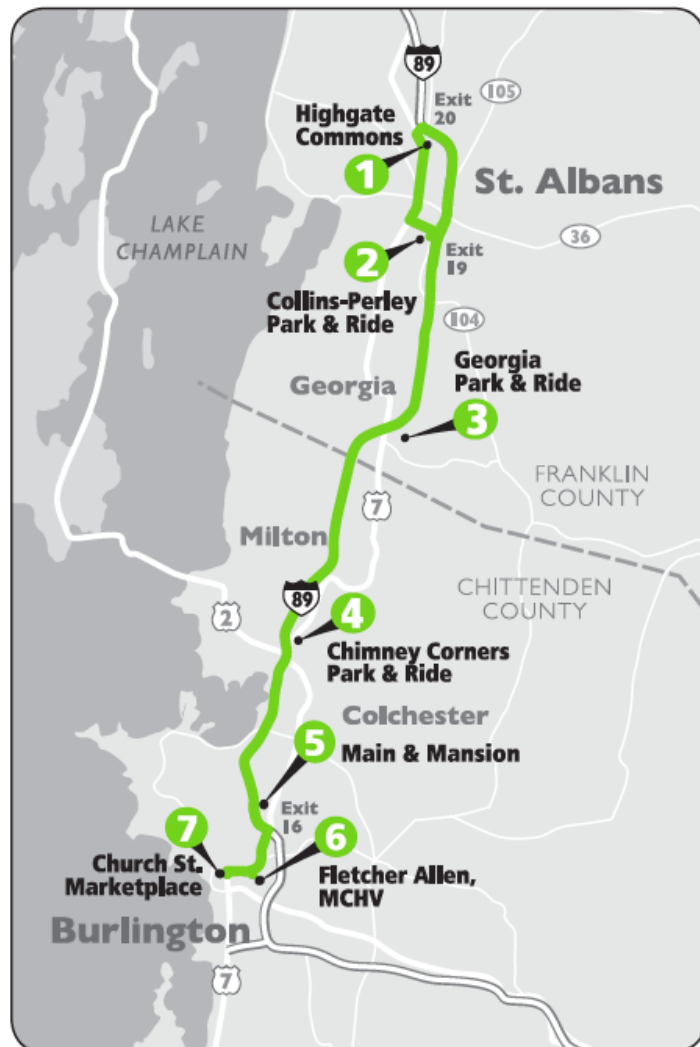
**Productivity:** Weekday boardings per trip: 9

**Top stops:** Cherry Street (18 boardings)  
Fletcher Allen (17 boardings)  
Collins-Perley Park & Ride (16 boardings)  
Georgia Park & Ride (9 boardings)  
Highgate Commons (8 boardings)

**Revenue:** \$68,000 (est.)

**Gross Cost:** \$187,000 (est.)

**Net Cost per passenger:** \$6.15



## **ROUTE PROFILE: Neighborhood Specials**

**Function:** CCTA operates a series of Neighborhood Special routes to transport students to and from school within its service area. These routes are also open to the general public.

**Span:** Weekday morning runs between 7:00 a.m. and 8:00 a.m. and afternoon runs between 2:00 p.m. and 3:30 p.m.

**Frequency:** One trip per Special in each direction

**Ridership:** All routes combined (FY09 Average) 707

**Productivity:** Boardings per revenue hour : 71

**Top stops:** n/a

**Revenue:** \$108,000 (est.)

**Gross Cost:** \$211,000 (est.)

**Net Cost per passenger:** \$0.57

**Notes:**

## **ROUTE PROFILE: Shopping Shuttles**

**Function:** CCTA operates three shopping shuttles on Tuesdays. These provide access to the Price Chopper to residents of Burlington and Winooski, and to the Hannaford for residents of South Burlington. This service is primarily intended for seniors.

**Span:** Tuesdays approximately 9:00 a.m. to 12:00 p.m.

**Frequency:** One round trip for each shuttle

**Ridership:** Price Chopper Burlington (FY09 Average): 64  
Price Chopper Winooski (FY09 Average): 40  
Hannafords (FY09 Average): 44

**Productivity:** Tuesday boardings per revenue hour : 48

**Top stops:** n/a

**Revenue:** \$4,000 (est.)

**Gross Cost:** \$40,000 (est.)

**Net Cost per passenger:** \$5.99

**Notes:** Hannaford pays for 20% of its route cost with the rest paid for by federal E&D funds. Price Chopper pays for the cost of its shuttle.