

# Transit Development Plan

## Existing Transit Services

CCTA operates 13 local fixed routes, traveling within and to Burlington, South Burlington, Essex, Essex Junction, Colchester, Shelburne, Williston, and Winooski. Of these communities, only Colchester is not currently a member of CCTA. CCTA operates three inter-regional commuter routes linking downtown Burlington to St. Albans, Montpelier, and Middlebury. During the school year, CCTA operates school trippers to accommodate demand for school travel aligned with existing CCTA routes in Burlington where CCTA offers the density of service necessary to meet this need. Finally, on Tuesdays, CCTA's three shopping shuttles pick up passengers at senior apartment complexes and take them to local grocery stores such as Hannaford and Price Chopper.

### Service Summary

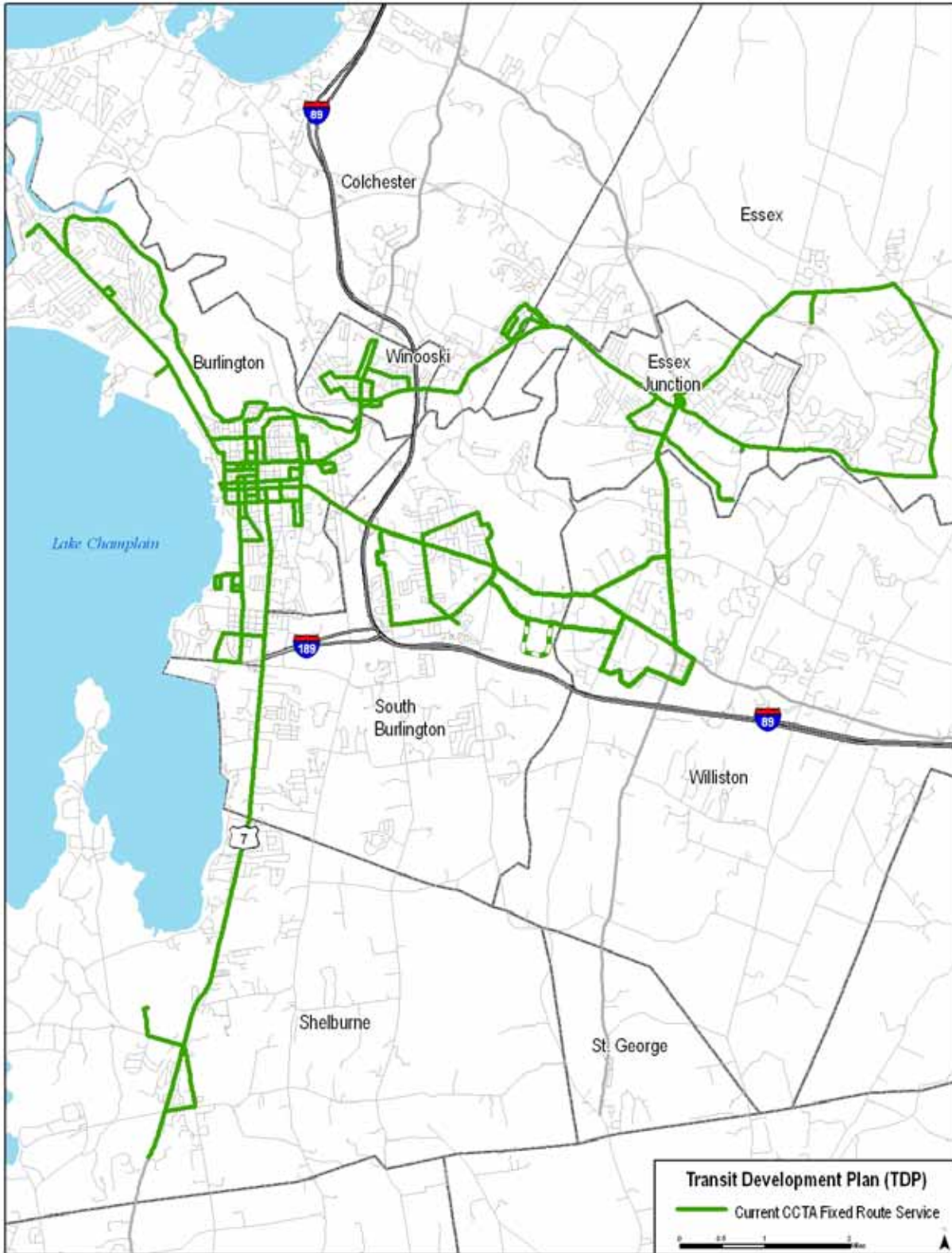
#### *Fixed Route*

CCTA's fixed-route services primarily operate six days per week. Route 1 UMall/ Airport is in service seven days per week, running later into the evening hours on weekdays. In the summer season, Route 11, the College Street Shuttle, runs seven days per week from early morning until 9 PM. In other seasons, the College Street Shuttle operates Monday through Friday from 6:15 AM until 6:15 PM. Weekday-only service is provided on Route 3 Lakeside Commuter, Route 4 Essex Center, a parking shuttle, and three inter-regional commuter (LINK) routes. The Lakeside commuter and the three LINK routes run during peak periods only. Ten of CCTA's routes operate after 7:00 p.m. and one route, Route 2 Essex Junction runs past midnight on Friday and Saturdays except between May and October.

Most CCTA routes offer trips every 30 minutes, though the Essex Junction route operates every 15 minutes during peak periods. For most routes, evening service and morning service on Saturdays is operated hourly. The College Street Shuttle and PARC shuttle operate every 15 minutes for most of their service span. Detailed service profiles by route are included as Appendix A. Figure 1 illustrates CCTA's fixed-route service.

During the spring of 2008, CCTA surveyed approximately 10% of its weekday ridership (660 riders) in an effort to learn more about their background, socioeconomic characteristics, need for transit, and overall satisfaction with the current services being offered. CCTA chose to interview passengers rather than handing out questionnaires, thereby ensuring a high response rate and a more representative sample.

Figure 1 CCTA Fixed-Route Service



According to the survey results, the average size of households of CCTA riders was 2.6 persons, with an average of 0.85 cars per household. The percentage of households with no vehicle, 38%, a significant drop from the previous survey conducted in 2003, indicated the presence of many more choice riders on CCTA routes.

The approximate median household income of riders was \$27,000. The largest share, 32%, reported an annual household income of \$20,000 or less. Those with household income between \$20,000 and \$30,000 made up 24% of riders and those with annual household income between \$30,000 and \$40,000 made up 27%. Those with household income between \$40,000 and \$70,000 made up 19% of riders and those with household income greater than \$70,000 made up 9% of survey respondents.

Thirty-five percent of riders reported receiving some type of government assistance, including Food Stamps, or participation in Social Security, Medicaid, Temporary Assistance for Needy Families (TANF), Vermont Health Access Program (VHAP), Women, Infants, and Children (WIC), or Medicare. The largest share of assistance recipients, 18%, received Social Security, followed by 15% Medicaid participants. Only 1% of those receiving benefits participated in TANF.

About three quarters of CCTA riders were in the 19 to 55 age group. Riders age 19-25 made up 19% of those surveyed; riders age 26-35 made up 21%; riders age 36-45 made up 18%; and riders 46-55 made up 17%. Other age groups, including those 18 and under, 56-65, 65 and over, and those who declined to answer, made up no more than 10% of the total each, respectively. A small majority, 53%, of riders were female.

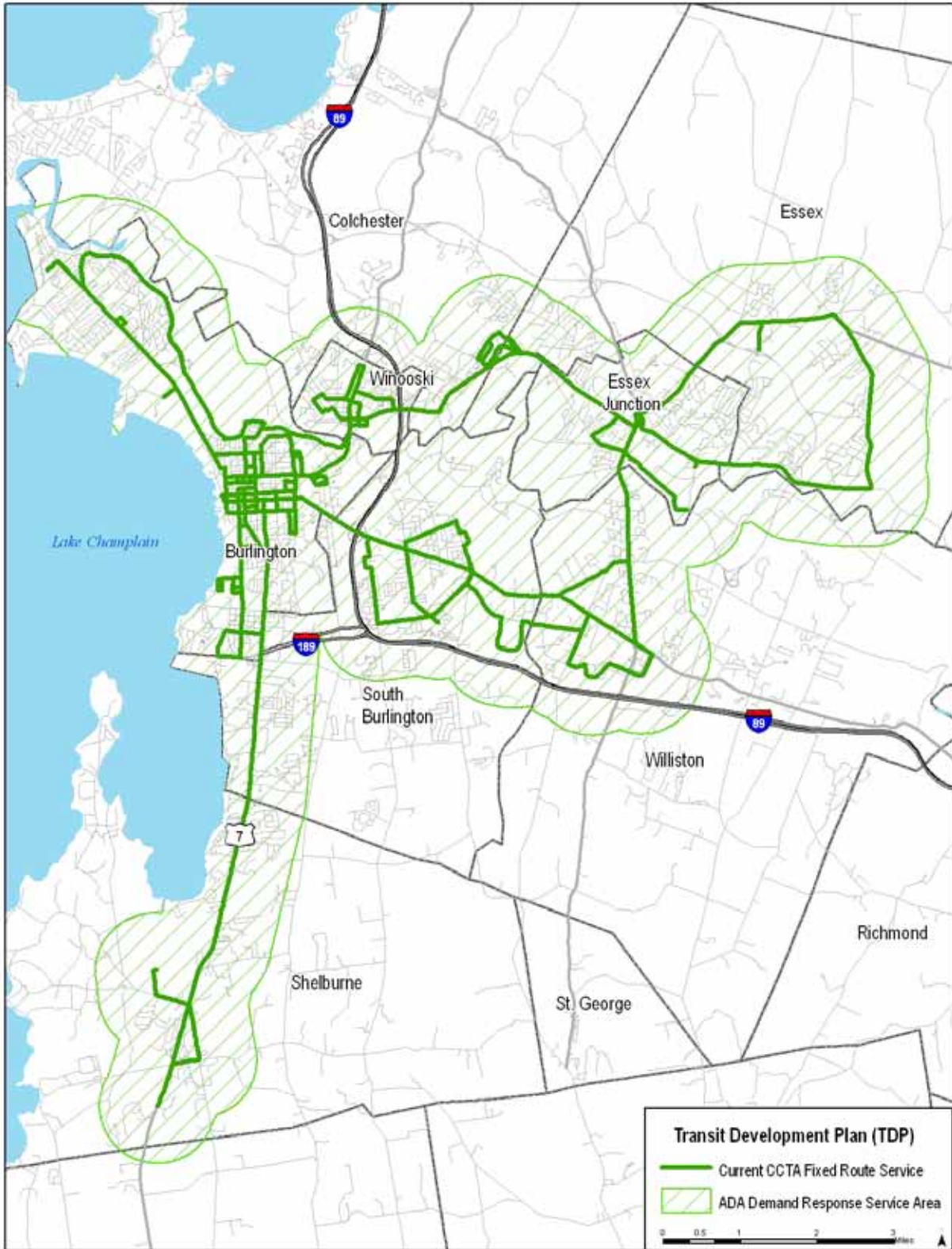
A large majority of riders, 81%, were Caucasian. Eight percent were African American, 3% were Asian, 2% were Hispanic, and 5% were another race or did not indicate race.

Employed persons made up 57% of total riders, a much greater share than any other group. Fifteen percent of riders were students and 8% were disabled. Homemakers, retirees, unemployed, and those who were both employed and students each made up no more than 6% of the total ridership.

### ***Complementary ADA Paratransit and Elderly and Disabled***

Complementary Americans with Disabilities Act (ADA) paratransit is operated by Special Services Transportation Agency (SSTA) under contract to CCTA. Paratransit service is available within ¾ mile of CCTA's fixed route service, during the same hours and days as comparable fixed-route service. Service area and hours of service vary according to the availability of similar fixed-route service. Figure 2 illustrates CCTA's ADA paratransit service area.

Figure 2 CCTA ADA Complementary Paratransit Service Area



Riders schedule paratransit trips by contacting SSTA directly, Monday through Friday, from 8:00 a.m. until 5:00 p.m. During other hours, riders are able to leave a message requesting a ride. Reservations can be made up to seven days in advance of a desired trip, but not later than 5 PM the previous business day. A one-hour pick-up window is negotiated with the rider.

The vehicles used by SSTA to provide ADA paratransit service are owned by CCTA; 22 lift-equipped vehicles in all. Twelve, 10-passenger vans, purchased with federal Section 5307 funds make up the dedicated ADA fleet, while ten, 4-passenger vehicles provide additional paratransit service. All of the vehicles are gasoline powered.

During fiscal year 2008, CCTA's ADA service provided 36,663 paratransit rides during 19,063 revenue hours of service and 261,992 revenue miles of service; equal to 1.92 boardings per hour and 0.14 boardings per mile. The gross cost for providing this service was \$841,551, or \$22.95 per passenger.

SSTA also operates transportation services for local human service agencies as well as the Elderly and Disabled Transportation (E&D) program for rural areas of Chittenden County, under contract to Green Mountain Transit Agency (GMTA), a partner agency of CCTA. E&D service is provided for eligible residents or clients of municipalities and human service agencies that partner with CCTA in the program, providing the local match to the federal funds that support it.

## **Fares**

The regular one-way fare for CCTA fixed-route service is \$1.25. A ten-ride ticket can be purchased for \$10 and a monthly pass is \$42. One child under the age of 6 may ride free with an adult's full fare. Youth between the ages of 6 and 18, adults over 60 years of age, and Medicaid card holders ride at discounted rates: \$0.60 one-way, \$5 for a ten-ride ticket, and \$21 for a monthly pass.

The one-way fare for paratransit service is \$2.50.

The College Street Shuttle is a fare-free shuttle service linking Hill institutions to the Waterfront area. The PARC Shuttle operates between the General Dynamics lot in the South End and downtown Burlington, charging a \$1.25 fare each way. A monthly pass for the PARC Shuttle is \$18.

The one-way cash fare for LINK Express service is \$4. A ten-ride ticket is \$40 and a monthly pass, which also provides access to all GMTA and CCTA local routes is \$125. Passengers using LINK routes from Burlington to locations within Chittenden County (Richmond, Chimney Corners, Charlotte, Shelburne, and Burlington) pay a reduced fare: \$3 for a one-way ticket, \$30 for a ten-ride ticket, and \$99 for a monthly pass that also provides access to all CCTA and GMTA service.

CCTA's Unlimited Access Program allows students, faculty, and staff of participating institutions to ride CCTA's fixed routes for free with valid identification. Participating institutions include the University of Vermont, Champlain College, Saint Michael's College, and Middlebury College (faculty and staff only). Member institutions cover the cost of the ride through an agreement with CCTA.

The Smart Business Program is a way for local business to provide transit passes to their employees, or for employees to purchase transit passes, on a pre-tax basis. Participants of CCTA's smart business program are also eligible for Sure Ride, which reimburses participants for the cost of a taxi ride home in emergency situations.

## **Fleet and Facility**

CCTA's system is operated out of its facility located on Industrial Parkway, in Burlington. The facility houses CCTA's administrative offices, maintenance facilities, and a fueling station. The facility was recently expanded in 2007-2008 to provide more indoor storage for buses.

As of July 1, 2009, CCTA's bus fleet consisted of 59 active vehicles and 6 contingency vehicles; all of which are lift equipped, with the exception of newer, low floor buses (negating the need for a lift). All buses use diesel fuel; CCTA currently uses a mix of ultra-low-sulfur diesel and biodiesel. In the summer months, up to 20% of the fuel consists of biodiesel. The oldest vehicles in the fleet, six 35-foot buses, were manufactured in 1989. CCTA is in the midst of a major fleet replacement effort, phasing out use of its oldest buses and replacing them with new, much cleaner and more efficient buses. Approximately half of the fleet (buses twelve or more years old) is still in need of replacement. A vehicle inventory is provided as Table 2.1.

All buses are equipped with bicycle racks that can accommodate two bicycles. CCTA is also in the midst of a study to upgrade its radio system, which can lead to further upgrades in technology to track the location of buses in real time.

CCTA's vehicles are generally purchased through a combination of funding from federal Section 5309 earmarks and STP transfers. State and local sources usually split evenly the cost of the required 20% match.

## **CCTA Service Statistics and Performance**

### ***Ridership and Productivity***

Ridership, vehicle miles, and revenue hours of service, by route, for fiscal year 2009 are presented in Table 2.2. As shown, CCTA's fixed-routes provided over 2.5 million passenger trips during 95,700 revenue hours of service, or an average of 26 boardings per hour per bus. During these hours, buses traveled over 1.3 million miles. For each mile that a bus traveled, there was an average of 2.0 passenger boardings. UMass/Airport and Essex Junction were CCTA's

highest ridership routes during fiscal year 2009, each serving over 400,000 passenger trips. South End/ Shelburne and North Avenue were also heavily used routes, with over 250,000 passenger trips each. Among regular local routes, the UMall and North Ave routes had the highest number of boardings per vehicle revenue hour, in the range of 37 to 44, with most of the rest of the local routes in the mid to upper 20s.

### ***Costs and Revenues***

In fiscal year 2009, the total operating cost (including maintenance and administration) for fixed routes buses was nearly \$8.0 million. The total operating budget for the agency was approximately \$10.3 million. Farebox revenue covers roughly 27% of the cost of operating the CCTA bus routes. The net cost per passenger trip (accounting for fare revenue) was approximately \$2.32 in FY09. In addition to farebox revenue, services are funded through federal and state grants, assessments from member municipalities, advertising revenue, and other sources. The budget for fiscal year 2010 is presented in Table 2.3.

### ***Coverage***

Within Chittenden County, the following communities are served by CCTA fixed route service: Burlington, South Burlington, Colchester, Essex (including Essex Junction), Shelburne, Williston, and Winooski. Taken together, these cities/towns had an estimated population of 123,624 in 2007, making up almost 81% of the county's total population, but only about 17% of the county's land mass.

U.S. Census data for the year 2000 at the block level was used to determine the approximate number of persons within easy walking distance of CCTA fixed route service (not including the LINK Express routes). Assuming an even population distribution within individual Census blocks, nearly 65,000 persons, or 44% of the county population, live within a ¼ mile radius of CCTA's fixed-route services (equivalent to a 5-minute walk). Another 21,000 people (15% of the total) live within ¾ of mile from a CCTA local bus route (equivalent to a 15-minute walk).

By town, 88% of Burlington residents, 93% of Winooski residents, and 58% of South Burlington residents are within ¼ mile of a bus route. For the ¾ mile buffer, the figures are 97%, 99% and 86%, respectively. Though only one route travels into Shelburne, about 35% of the town's population is within ¼ mile of that route and 73% is within ¾ of a mile. The percentage for Essex, including Essex Junction, is 47% with ¼ mile (85% within ¾ mile) and for Williston, it is 22% within ¼ mile and 38% within ¾ mile.

**Table 2.1 Vehicle Inventory**

<b>Bus Number</b>	<b>Year</b>	<b>Model</b>	<b>Length (ft)</b>	<b>Bus Number</b>	<b>Year</b>	<b>Model</b>	<b>Length (ft)</b>
104	2003	Eldorado	25	901	2003	Opus	29
420	1989	TMC RTS	35	902	2003	Opus	29
421	1989	TMC RTS	35	903	2003	Opus	29
422	1989	TMC RTS	35	904	2003	Opus	29
423	1989	TMC RTS	35	910	2007	Gillig	35
424	1989	TMC RTS	35	912	2007	Gillig	35
425	1989	TMC RTS	35	913	2007	Gillig	35
426	1989	TMC RTS	35	914	2007	Gillig	35
501	1998	Nova RTS	30	915	2007	Gillig	35
502	1998	Nova RTS	30	916	2007	Gillig	35
503	1998	Nova RTS	30	920	2007	Gillig	40
504	1998	Nova RTS	30	921	2007	Gillig	40
505	1998	Nova RTS	30	922	2007	Gillig	40
506	1998	Nova RTS	30	923	2007	Gillig	40
507	1998	Nova RTS	30	924	2007	Gillig	40
601	1999	Nova RTS	40	926	2009	Gillig	40
602	1999	Nova RTS	40	927	2009	Gillig	40
603	1999	Nova RTS	40	928	2009	Gillig	40
604	1999	Nova RTS	40	940	2008	Gillig	40
701	2000	Nova RTS	40	941	2008	Gillig	40
702	2000	Nova RTS	40	942	2009	Gillig	40
703	2000	Nova RTS	40	943	2009	Gillig	40
704	2000	Nova RTS	40	944	2009	Gillig	40
705	2000	Nova RTS	40	945	2009	Gillig	40
706	2000	Nova RTS	40	946	2009	Gillig	40
801	2001	Nova RTS	35	947	2009	Gillig	40
802	2001	Nova RTS	35	948	2009	Gillig	40
803	2001	Nova RTS	35	949	2009	Gillig	40
804	2001	Nova RTS	35				
805	2001	Nova RTS	35				
806	2001	Nova RTS	35				

**Table 2.2 CCTA Ridership Statistics for Fiscal Year 2009**

Route Name	Ridership	Revenue		Riders/		Est. Fare		Net Cost/	
		Hours	Hour	Gross Cost	Revenue	Passenger			
1 U Mall/Airport	402,495	9,175	43.9	\$ 758,204	\$ 342,000	\$	1.03		
2 Essex Junction	444,784	18,117	24.6	\$ 1,497,208	\$ 378,000	\$	2.52		
3 Lakeside Commuter	5,957	255	23.4	\$ 21,073	\$ 5,000	\$	2.70		
4 Essex Center	27,611	2,295	12.0	\$ 189,660	\$ 23,000	\$	6.04		
5 Pine Street	122,636	3,838	32.0	\$ 317,132	\$ 104,000	\$	1.74		
6 South End/Shelburne	253,282	8,484	29.9	\$ 701,134	\$ 215,000	\$	1.92		
7 North Avenue	318,181	8,591	37.0	\$ 709,963	\$ 270,000	\$	1.38		
8 City Loop	96,475	4,959	19.5	\$ 409,813	\$ 82,000	\$	3.40		
9 Riverside/Winooski	140,561	4,957	28.4	\$ 409,607	\$ 119,000	\$	2.07		
11 College Street Shuttle	193,531	6,701	28.9	\$ 553,773	\$ -	\$	2.86		
13 PARC Shuttle	25,500	1,021	25.0	\$ 84,396	\$ 32,000	\$	2.05		
23 Williston	81,850	7,349	11.1	\$ 607,331	\$ 70,000	\$	6.56		
30 CATMA Shuttle	83,166	7,843	10.6	\$ 648,148	\$ 71,000	\$	6.94		
18 Sunday Service	6,427	455	14.1	\$ 37,601	\$ 5,000	\$	5.07		
76 Middlebury LINK	22,835	2,718	8.4	\$ 237,970	\$ 75,400	\$	7.12		
86 Montpelier LINK	75,248	3,784	19.9	\$ 351,715	\$ 176,300	\$	2.33		
96 St. Albans LINK	19,292	2,154	9.0	\$ 186,802	\$ 68,200	\$	6.15		
Shoppers	5,968	481	12.4	\$ 39,750	\$ 4,000	\$	5.99		
Neighborhood Specials	180,240	2,554	70.6	\$ 211,063	\$ 108,000	\$	0.57		
<b>TOTALS</b>	<b>2,506,039</b>	<b>95,731</b>	<b>26.2</b>	<b>\$ 7,972,346</b>	<b>\$ 2,147,900</b>	<b>\$</b>	<b>2.32</b>		

**Table 2.3 CCTA Fiscal Year 2010 Budget**

<b>Revenues</b>		<b>Expenses (Continued)</b>	
Passenger Revenue	\$ 1,993,905	5310 Employee Testing	\$ 6,780
Paratransit Passenge Revenue	\$ 93,894	5400 Drivers' Uniforms	\$ 17,000
Advertising Revenue	\$ 90,000	5610 Communications (Repeater Fee)	\$ 7,440
Planning Revenue	\$ 307,251	5565 Misc. Operating Expenses	\$ 8,000
Interest Earnings	\$ 10,000	<b>Operating Expenses</b>	\$ 39,220
Miscellaneous Revenue	\$ 10,000	5550 Parts Exp Non Rev Veh	\$ 10,000
Sales of Equipment	\$ 15,000	<b>Service Vehicle Maint</b>	\$ 10,000
Medicaid	\$ 42,000	5520 Facility Maintenance	\$ 35,112
Labor Warranty Reimbursement	\$ 10,000	5415 Park/Ride Lease payment	\$ 15,350
Purchase of Service	\$ 835,430	5770 Kiosk & Shelter Expense	\$ 9,095
GMTA - Reimb - Maint Wages	\$ 25,396	<b>Facilities &amp; Kiosk Maintenance</b>	\$ 59,557
GMTA - Reimb - Maint Parts	\$ -	5480 Fuel Revenue Vehicles	\$ 1,402,281
<b>Operating Revenues</b>	\$ 3,432,875	<b>Fuel Rev Vehicles</b>	\$ 1,402,281
Local subsidy - formula, shuttle, bond	\$ 1,845,365	5390 Maintenance Uniforms	\$ 18,232
Local subsidy - paratransit	\$ 447,901	5530 Small Tools Expense	\$ 5,000
Federal Formula	\$ 1,500,000	5570 Maint Supplies	\$ 20,000
State Regular Subsidy	\$ 1,438,034	<b>Supplies</b>	\$ 43,232
Federal Grants	\$ 2,129,502	5410 Tool Allowance	\$ 9,000
<b>Subsidies</b>	\$ 7,360,802	<b>Tool Allowance</b>	\$ 9,000
<b>Total Revenues</b>	\$ 10,793,677	5590 Radio Maintenance	\$ 10,000
<b>Expenses</b>		<b>Radio Maintenance</b>	\$ 10,000
5000 Payroll Wages	\$ 1,348,577	5460 Tires	\$ 60,825
5010 Revenue Vehicle Oper (ST)	\$ 2,337,130	<b>Tires</b>	\$ 60,825
5015 Revenue Vehicle Oper (OT)	\$ 233,713	5630 Vehicle Reg & Fees	\$ 1,400
5020 Vehicle Repair (ST)	\$ 620,038	<b>Vehicle Registration &amp; Fees</b>	\$ 1,400
5025 Vehicle Repair (OT)	\$ 60,228	5680 Contractor Exp - ADA	\$ 93,894
<b>Payroll Wages</b>	\$ 4,599,686	<b>Contractor Expenses</b>	\$ 93,894
5420 Legal Fees	\$ 16,000	5650 ADA/SSTA	\$ 874,311
<b>Legal Expenses</b>	\$ 16,000	GMTA Link	\$ 113,491
5580 Office Supplies	\$ 18,000	5730 Other Medicaid Reimb	\$ -
5585 Postage & Freight	\$ 7,000	<b>Purchase of Service</b>	\$ 987,802
5850 Recruiting	\$ 16,000	5450 Cleaning	\$ 48,292
5740 Dues & Subscriptions	\$ 21,500	<b>Cleaning</b>	\$ 48,292
5750 Travel & Meetings	\$ 20,000	5600 Light, Heat & Water	\$ 151,738
5890 Computer Services	\$ 47,800	<b>Utilities</b>	\$ 151,738
5455 Cash Counting Expense	\$ 3,750	5500 Hardware	\$ 23,734
5900 Bank Charges	\$ 5,000	5540 Parts Exp Rev Vehicles	\$ 291,164
<b>Admin.Exp./Supplies</b>	\$ 139,050	4336 Parts Warranty Reimbursements	\$ (10,000)
5860 Employee Dev	\$ 25,000	<b>Parts (Rev Vehicles)</b>	\$ 304,898
<b>Employee Dev/Training</b>	\$ 25,000	5582 Bus Tickets/Fare Media	\$ 15,000
5610 Communications	\$ 18,000	5780 Marketing Exp	\$ 65,000
<b>Communications</b>	\$ 18,000	5830 Rideshare	\$ -
5120 Payroll Tax Expense	\$ 351,876	5950 CMAQ Marketing Grant	\$ 10,000
5150 Pension Plan Expense	\$ 183,000	5800 Bus Advertising	\$ 2,000
5190 CCTA Disab Plan Exp	\$ 48,000	5810 Public Information	\$ 41,500
5200 CCTA Life Ins Exp	\$ 10,300	<b>Marketing</b>	\$ 133,500
5210 Medical Ins Pymt	\$ 975,000	Allowance for Doubtful Accounts	\$ 5,000
5250 Vision Reimb	\$ 4,000	Repayment of Debt Service	\$ 45,000
5270 Vision Service Plan	\$ 15,000	Capital Match Fund	\$ 200,000
5280 Delta Dental Plan	\$ 75,000	<b>Other Expenses</b>	\$ 250,000
5320 Unemployment	\$ 37,000	5920 Bond Interest	\$ 3,348
5330/5880 Other Employee Benefits	\$ 26,200	<b>Capital Debt Service</b>	\$ 3,348
5425 Payroll Services	\$ 17,500	<b>Total Expenses</b>	\$ 10,787,735
<b>Employee Benefits</b>	\$ 1,742,876	<b>Balance</b>	\$ 5,942
5430 Accounting Consultants	\$ 5,000		
5430 Audit Fees	\$ 20,465		
5970 Consulting Fees	\$ 5,000		
<b>Auditing/Consulting</b>	\$ 30,465		
5445 CVRPC Expenses	\$ 8,000		
5440 CCTA Planning	\$ 100,000		
<b>MPO Planning</b>	\$ 108,000		
5620 Insurance Premiums	\$ 499,671		
<b>Insurance</b>	\$ 499,671		

## ***Performance***

While CCTA continuously monitors its own performance, the Vermont Agency of Transportation (VTrans) developed a performance framework to allow for comparisons among similar services and to provide a means to track how well services are doing in meeting the needs of the public. As part of the 2007 Public Transportation Policy Plan (PTPP), VTrans revised the Performance Framework to allow for a more accurate picture of transit system performance.

Currently, the performance framework consists of two measures:

- Productivity: measurements vary depending on service type
- Cost-effectiveness: measured by the cost per passenger trip, except for volunteer driver trips, which is measured by administrative cost per trip

For each measure and for each type of route, a group of peers was selected from among comparable agencies nationwide. The average performance of the peers for each route type is used as the “successful” standard, and 50% of the standard is used as the “acceptable” standard. For cost measures, the acceptable standard is twice the peer average.

Each measure is applied to each of seven service types:

- Urban
- Small Town
- Rural
- Commuter
- Demand Response
- Tourism
- Volunteer Driver

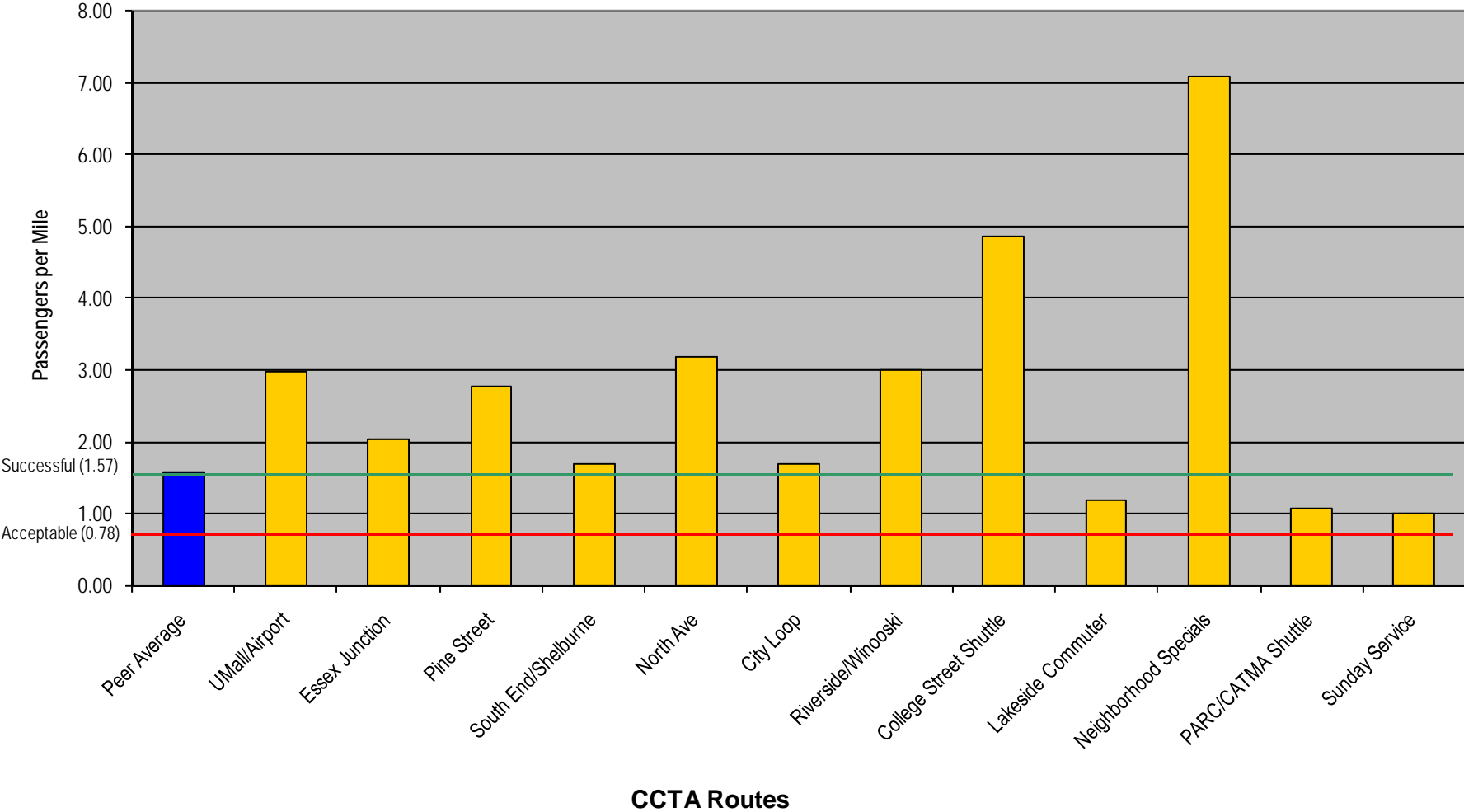
### **Productivity**

Figure 3 shows the productivity, measured by boardings per mile, for CCTA’s urban routes during 2008. As shown, seven of CCTA’s 12 urban routes exceeded the threshold for successful routes, which was 1.57 boardings per mile. Three routes operated above the acceptable level of 0.78 boardings per mile, and two routes, a parking shuttle and one Sunday-only service, operated below the acceptable range.

Small town route productivity is measured in boardings per hour. Two of CCTA’s routes are categorized as small town: Essex Center and Williston. In 2008, the Essex Center route achieved 13.5 boardings per hour, above the successful standard of 11 boardings per hour. The Williston route, with 10.77 boardings per hour, met the acceptable standard of 5 boardings per hour.

Productivity on commuter service is measured in terms of boardings per trip, since these routes tend to run express over many miles and have little passenger turnover during the trip. In 2008, the successful benchmark for commuter routes was 10.77 boardings per trip; acceptable was 5.38

### 2008 Urban Boardings per Mile



boardings per trip. All three of CCTA's LINK Express routes were above the acceptable threshold and the Montpelier LINK performed above the successful benchmark.

General public and elderly and disabled demand response service productivity is measured in boardings per hour. CCTA's demand response service is operated by SSTA, under contract to GMATA. In 2008, the service exceeded the acceptable threshold of 1.25 boarding per hour.

### **Cost-effectiveness**

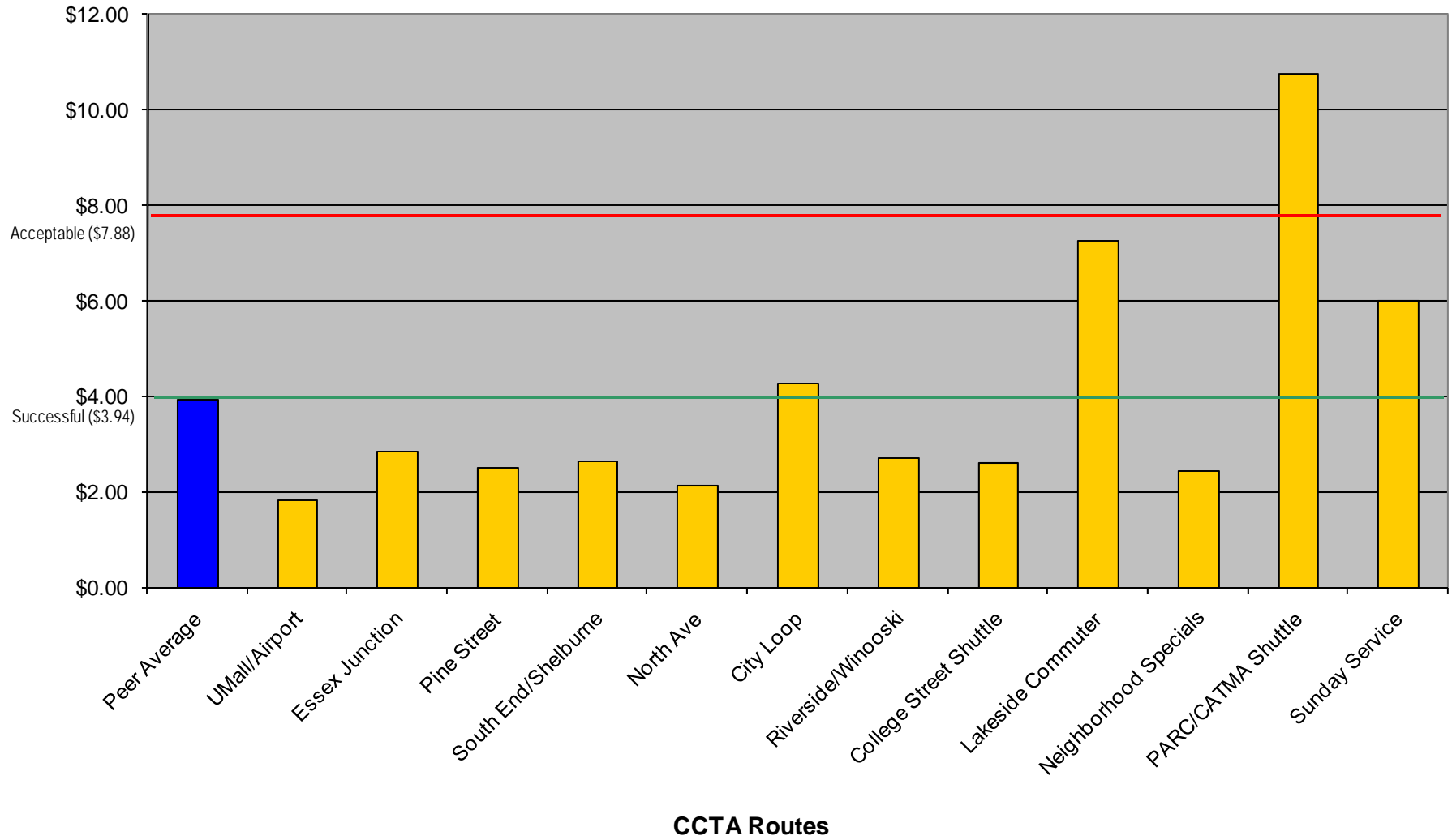
Figure 4 shows the cost per passenger for CCTA's urban routes in 2008. Routes with a gross cost (not including fare revenue) less than \$3.94 per passenger were considered successful; and under \$7.88 was acceptable. Nine routes fell with the successful range and two routes were within the acceptable range. The PARC/ CATMA Shuttle, a parking shuttle, was the only route where costs per passenger exceeded the acceptable threshold.

In 2008, small town routes with gross costs of less than \$5.56 per passenger were successful; \$11.11 was the acceptable standard. The Essex Center route surpassed the successful standard and the Williston route was very close, costing \$6.64 per passenger.

As of 2008, a cost effective commuter route was one that cost less than \$17.80 (acceptable) or \$8.90 (successful) per passenger. The Middlebury LINK performed significantly better than the successful benchmark, costing \$4.80 per passenger. The Montpelier LINK was also within the successful range while the St. Albans LINK was acceptable.

Cost per passenger on general public and elderly and disabled demand response service was successful at \$17.50 per passenger and acceptable at \$35.00 per passenger. In 2008, CCTA's demand response service was very nearly successful, costing \$17.87 per passenger.

## 2008 Urban Cost per Passenger



## Other Transportation Providers

### *Human Service Transportation Providers*

Numerous human service agencies in Chittenden County provide transportation assistance of some kind. A number of agencies directly operate service, while others either purchase service or utilize a combination of service types. A summary is provided below:

#### ***Special Service Transportation Agency (SSTA)***

- Service area: Chittenden County
- Operates ADA Paratransit service under contract to CCTA
- Directly operates county-wide Medicaid transportation service (previously operated under contract to CCTA)
- Operates E&D transportation under contract to GMTA for Chittenden County partner agencies
- Other contractual services are provided for:
  - Committee on Temporary Shelter (COTS)
  - Fletcher Allen Health Care
  - Vermont Kidney Association
  - Agency for Human Services day care van service, service for Reach Up clients
  - PACE service for seniors as of May 1, 2007 (Chittenden is one of three counties served)
    - Contract is with the Vermont Department of Disabilities, Aging, and Independent Living

#### ***E&D Partner Agencies***

The following partner entities provide local matching funds to make service available to eligible residents and clients through the E&D program:

- **Town of Colchester** – Critical Care Non-Medicaid, Non-Medicaid Medical, Senior Meals, Shopping, Vocational, Social/Personnel
  - 4 one-way trips per rider per week for any purpose; unlimited Critical Care Non-Medicaid, Non-Medicaid Medical trips (over 4 trips per month, medical trips only)
- **Town of Huntington** – Critical Care Non-Medicaid, Non-Medicaid Medical, Shopping, Vocational, Social/Personnel
  - 8 trips per month (medical trips only)
- **Town of Richmond** – Critical Care Non-Medicaid, Non-Medicaid Medical, Shopping, Vocational, Social/Personnel
  - 8 one-way trips per month

- **Town of South Burlington** – Shopping trips UMass / Hannafords Shopping Special every Tuesday
- **Town of Williston** – Critical Care Non-Medicaid , Non-Medicaid Medical, Shopping, Vocational, Social/Personnel
  - No restrictions on purpose or number of trips
- **Town of Winooski** – Critical Care Non-Medicaid , Non-Medicaid Medical, Shopping, Vocational, Social/Personnel
  - Trips limited by monthly budget only
- **Cathedral Square** – Shopping, Social/Personnel; service to senior meal sites for residents of Jericho, Richmond, and Hinesburg
- **Champlain Valley Agency on Aging** – Critical Care Non-Medicaid , Non-Medicaid Medical, Senior Meals,
  - Eight one-way trips per month for non- Medicaid medical
  - Up to sixteen critical care trips per month
  - Makes funding available for individuals who are not sponsored by another agency or program
- **Champlain Valley Senior Center** – Senior Meals
- **Milton Family Community Center** – Critical Care Non-Medicaid , Non-Medicaid Medical, Shopping, Vocational, Social/Personnel
  - Provides transportation only on Tuesdays and Fridays and limits to one day a week for each non-medical trip
- **Visiting Nurses Association** – Adult Day Services
- **Town of Hinesburg** – Critical Care Non-Medicaid, Non-Medicaid Medical, Shopping, Vocational, Social/Personnel
  - No restrictions

Because E&D funding is limited, some partners restrict the types of trips that are eligible and/or the number of trips an individual may make in a month.

***Economic Services Division, Department for Children and Families***

- Service area: Chittenden County
- Reimbursement of CCTA or Vermont Transit fare, mileage, car insurance

***Vermont Refugee Resettlement Program***

- Service area: Burlington, Winooski, Colchester, Essex, So. Burlington, Shelburne, Milton, Waterbury, Montpelier, Barre

- Staff uses privately owned vehicles to transport clients

### ***Town of Essex, Parks and Recreation Department***

- Service area: Essex town and village
- Direct operation of two, 12- passenger, lift- equipped vans

### ***Milton Family Services***

- Service area: Milton
- Direct operation of one, 15- passenger van used to transport pre-school-aged children
- CCTA E&D partner agency

### ***Spectrum Youth and Family Services***

- Service area: Burlington
- Direct operation of a 15- passenger van

### ***Howard Center***

- Reimburses case managers for transporting clients

### ***Cathedral Square***

- Recently purchased a van, but has no plans yet for its use

### ***Good News Garage***

- Repairs donated vehicles for purchase by eligible clients of Department for Children and Families' Reach Up program
- Provides rides to jobs and job-related destinations for eligible clients of Department for Children and Families, Economic Services Division

### ***Vermont Association for the Blind and Visually Impaired (VABVI)***

- Service area: Statewide
- Utilizes volunteer and paid drivers, taxi services, and paratransit services to provide rides for adults with vision impairments

### ***Other***

- Two grocery stores in the Burlington area fund one CCTA shopping bus each
- United Way reimburses volunteer drivers participating in the RSVP program
- King Street Youth Center owns one vehicle

- Burlington Parks and Recreation owns a bus and a van
- American Cancer Society reimburses volunteer drivers
- Senior residential and medical facilities that operate vehicles: Wake Robin, Shelburne Bay, Burlington Health and Rehabilitation, and St. Joseph's

### ***Intercity Operators***

There are two options for surface intercity transportation in Chittenden County. Service is limited to only a few trips per day on these providers.

#### ***Amtrak***

- Vermonter line from Washington, DC to St. Albans
  - One daily stop in each direction at Essex Junction

#### ***Vermont Transit***

- Inter-city bus service
- Montreal- Burlington- Boston route
  - Serving Burlington, White River Junction, Springfield, New York, Boston

### ***Private Operators***

Chittenden County, especially in Burlington and the surrounding area, has greater private transportation options than other counties in Vermont. A summary of available service is provided below:

#### ***Campus Area Transportation Management Association (CATMA)/ UVM Campus Area Transportation Systems (CATS)***

- Shuttles and Commuter Services- centered around the University of Vermont, Fletcher Allen Healthcare, and Champlain College

#### ***Burlington Taxi Companies***

- Everywhere Taxi of Vermont
- Friendly Fare Taxi
- Leo Cab/ Yellow Cab (L&L)
  - Have lift-equipped vehicles
- Solo Taxi
- Quick Cab
- Morf Transit/ Benways Taxi

- Have lift-equipped vehicles

***On-the-Go Transit***

- Hinesburg

***Mountain Transit***

- Milton

***Premier Coach, Inc.***

- Colchester

***Adam's Taxi***

- Richmond