

# CHAPTER 4

## SERVICE AND ORGANIZATIONAL ALTERNATIVES

This chapter presents the range of options for the Chittenden County Transportation Authority (CCTA) to improve public transit services in Chittenden County. In this process, needs were compared with the existing services in order to develop meaningful alternatives. Various scenarios are formulated, discussed, and evaluated for potential inclusion in the recommended plan. The options presented are based, in large part, on the service plan that was developed in 1999 and included in the *Operational Analysis, System Plan and Funding Alternatives for Chittenden County Transportation Authority*. This system plan has not been implemented because of the institutional and financial constraints on CCTA, as discussed below. All of the options below were presented to the CCTA study committee and the public for input. Modifications to the original service alternatives are discussed in the final plan -- Chapter 5.

The chapter begins with a summary of transit needs and an assessment of the potential for transit services in the County. The summary of transit needs presented below concludes that public transit services are needed throughout the County, but that the type of transit services should vary in different areas depending on local area needs and population densities. The selection of the preferred options is critical to the development of a recommended plan. The implementation of service improvements in future years will be dependent on the availability of increased funds.

**Organizational Options** are presented that address administrative and organizational issues. As with the service options, organizational alternatives presented are discussed in terms of their advantages and disadvantages, cost implications, and other details that are important to the decisions at hand.

**Service Options** are based on our analysis of the data in Chapter 2 and Chapter 3. Basic options that might be considered in the next five years have been developed that address the goals and concerns for public transit in the area. Alternatives address changes to existing CCTA services in response to changes in population and business development or low productivity and the feasibility and development of new services in under- or unserved areas.

Options have been examined in terms of how well they service the identified markets, the degree to which they address adopted local and Vermont state goals for transit, the service type, likely impacts on operating costs and ridership, capital requirements, and any other particular needs or requirements.

How to fund needed service improvements is the most critical issue that CCTA faces. Reliance on the local property tax is not a viable long-term source of revenue. CCTA is addressing the issue of funding. In Act 141, the general assembly created a temporary task force to produce a report that includes the following recommendations:

- ? “Alternative, sustainable, regional revenue sources to replace the local property tax to support operating expenses for public transportation.
- ? Improving the institutional relationships between public transportation providers in the region, which may include a proposal to integrate organizations or services, or both.
- ? An intermodal public transportation system in the region that optimally serves the needs of the public at large, including human service agencies, economic development, commuters, tourists and other visitors to the state.”<sup>1</sup>

The task force prepared a report to address these issues that was presented to the legislature in January 2003. The institutional and service recommendations discussed in this chapter are a critical component of the legislative analysis.

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<sup>1</sup> From H. 764.

## **SUMMARY OF TRANSIT POTENTIAL**

The potential for operating successful fixed-route services is assessed using overall population density as the primary indicator of the potential success. A general rule of thumb is that in order to support these more traditional fixed-route services, the overall population densities must be at least 2,000 persons per square mile, although areas with 1,000 - 2,000 may be considered for some non-traditional fixed-route services.

Based on this rule of thumb, there are a number of areas in the County with population concentrations (origins) or commute patterns that could be considered for some type of fixed-route services. Most of the block groups capable of supporting more traditional fixed routes can be seen in Burlington, South Burlington, Winooski, and Essex Junction. Milton, Colchester, Jericho, Richmond, Shelburne, Williston, and Charlotte would be considered for some commuter or lower frequency fixed routes. These areas have enough density or commuter patterns that indicate transit services could achieve a productivity greater than demand-responsive services. The remaining areas do have residents with travel needs, but densities are low enough that they are more likely to be candidates for demand-responsive services with advance reservations or subscription services.

## **OPTIONS TO BE CONSIDERED**

There are a number of components to be considered in planning and improving public transit in Chittenden County, including:

- ? Institutional Change Options
- ? Service Concepts
  - Commuter Services
  - Regional Line Haul Services or Trunk Routes
  - Community Connectors
    - ? Local Fixed-Route Community Connectors
    - ? Parking and Special Purpose Shuttles
    - ? Cross County Direct Connectors
    - ? Fixed-Route Deviation or Demand-Responsive Connector Services in Feeder Zones

- ? Demand-Responsive Connector Services for Americans with Disabilities Act (ADA) Eligible Persons in Fixed-Route
- ? County-Wide Demand-Responsive General Public Service in Rural Areas
- Other Specialized CCTA Services
  - ? Senior Shuttles
  - ? Neighborhood Specials
  - ? Medicaid
  - ? Ridesharing

The following sections present a number of options that CCTA might consider in each area, along with the advantages and disadvantages of each. These are modified versions of the service plan for the County that was developed in the 1999 study.

## **INSTITUTIONAL OPTIONS**

CCTA was created by Charter in February 1973. The CCTA Charter defines CCTA’s mission, how CCTA operates, and what it can (and cannot) do. CCTA has the authority to purchase, operate, or provide for land transportation and has all the powers incident to a municipal corporation in Vermont. CCTA has the authority to operate within all of Chittenden County -- and may even operate in the municipalities in adjoining counties if those municipalities join the authority. Members include those municipalities that elect to join CCTA by a majority of voters.

CCTA is governed by a Board of Commissioners consisting of two commissioners from each member municipality. The rules governing the CCTA budget and assessments to member jurisdictions are also included in the charter. Basically, CCTA prepares an annual budget of estimated expenses (operating, capital, and debt service<sup>2</sup>) and revenues (not including member assessment) that is presented to the public by the Board. Following the meeting, the Board adopts a final budget (with or without changes). Local member municipalities rely on local property taxes for their contributions to the transit system.

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<sup>2</sup>The cost of the debt service must be included in the annual budget of the authority and allocated among member municipalities along with operating expenses.

## Financial Issues

Contributions needed from member municipalities are assessed using a fairly complicated formula,<sup>3</sup> which has a significant impact on CCTA's opportunity to create new innovative services or expand to new towns. If a town wants to implement a new service, it is allocated the total net cost of that service until the service attains an annual revenue return of 29 percent or greater -- at which time it is billed as part of the general assessment as an established service. Thus, new services do not share in the federal and state subsidies until they have been operating long enough to recover 29 percent of their cost through fares.

The cost sharing formula is a major detriment to the implementation of transit services that are being recommended in the SRPTP, especially areas outside the current CCTA member towns. For example, in Working Paper A, the analysis of transit needs identified high transit potential in Colchester and Milton. Under the current organizational structure, expansion of transit services into these areas would require those municipalities to pay the fully allocated (unsubsidized) cost of the services until they were established and meet the 29 percent farebox recovery requirement.<sup>4</sup> Even in member towns, new services must meet a 29 percent farebox recovery before they can be included in the general allocation which discourages innovation and non-traditional modes. CCTA is trying to address this issue; looking for a change from a locally funded to a regional funding mechanism.

Further thwarting efforts to expand even within its current service area, CCTA is presently experiencing resistance to an assessment increase in some of its member towns. Given the over-reliance on the property tax as a revenue source for public services, there is no doubt that further reliance on such tax is the primary barrier to non-member communities joining CCTA. Expansion of the CCTA membership, and therefore the service area, is difficult because those communities would have to commit property tax revenue to CCTA.

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<sup>3</sup> In addition, CCTA has the ability to negotiate special or one-time assessments with members or prospective members. This means that CCTA can negotiate special agreements to be paid for by a community for the purchase of equipment required for new service (could be cash, grant, or in-kind).

<sup>4</sup> Under the CCTA charter, towns do not have to become members of the transit authority to receive service.

In the Act 141 of 2002, the Vermont Legislature also recognized that local property taxes are not a viable long-term source to support transit operations. The General Assembly created a temporary task force to produce the report to contain recommendations on *alternative, sustainable, regional revenue sources to replace the local property tax to support operating expenses for public transportation, improving the institutional relationships between public transportation providers in the region, which may include a proposal to integrate organizations or services, or both, and an intermodal public transportation system in the region that optimally serves the needs of the public at large, including human service agencies, economic development, commuters, tourists, and other visitors to the state.*

While the report is still being prepared, the Task Force is proposing a phased approach to improving public transit in the region; one that establishes intermodal services and links and utilizes the strength of each mode to support the others as a whole. This option is described as Option #1 below. The Task Force vision for how this can be accomplished involves a regional transit approach, ideally under one administration. The regional multi-modal approach would be implemented in phases over the next five to ten years.

As described below, the region is proposing the creation of a regional transit authority (RTA) to cover all of Chittenden County. The new type of RTA being proposed is not confined by the characteristics in the current state enabling legislation. The key difference in the new type of authority being explored by the Task Force would be that the new RTA would have taxing authority (to eliminate reliance on the property tax). Three additional options were explored within the context of the current state enabling legislation for transit authorities (similar to the one creating the current CCTA). Two changes possible under the existing or similar enabling legislation (Title 24, Chapter 127) include the merging of all public transit modes in Chittenden County under one entity and 2) the creation of a RTA for all of Northwest Vermont, including Chittenden, Franklin, Grand Isle, and possibly Addison Counties. A third option combines these two concepts – the creation of a single multi-modal authority for the four-county area.

Decisions regarding changes in the organizational and institutional structure of transit in the region will be dependent on the outcome of the Task Force created by the Vermont Legislature.

## **Institutional Option #1: Merging of All Modes under a New RTA for Chittenden County with Taxing Authority**

Currently, three different agencies are responsible for the various public transit modes in the County. CCTA is responsible for bus services as well as ADA and Medicaid paratransit and ridesharing services. Special Service Transportation Agency (SSTA) operates a portion of the ADA and Medicaid paratransit as well as providing paratransit to other elderly and persons with disabilities outside the CCTA service area. The Vermont Transportation Authority (VTA) administers the commuter rail program.

Under this option, the state Legislature would create a new kind of regional transit authority for all of Chittenden County. Initially, this RTA would be responsible for preserving and expanding bus and paratransit services in the County. Future bus and paratransit service expansions would include moderate service improvements to address needs identified through the regional planning process; including services throughout the County.

The Legislature will give the RTA the authority to levy taxes to the level required as a substitute for the current CCTA portion of the property tax revenue (without voter approval). The legislature would give the RTA the authority to levy taxes needed to expand services and create an *optimal* bus and paratransit system, but only with voter approval. Thus, services beyond the current system would be expanded incrementally upon voter approval.

There are a number of issues involved in merging the two CCTA and SSTA organizations. Individual modes/systems could lose some of the individual identities; if the new RTA can retain the positive images of both, than all parties benefit from this effort. As a transit authority, the new entity would have to get a waiver to participate in the S. 5310 program (although this does not appear to be a problem). Finally, merging CCTA and SSTA would mean SSTA employees would be covered by 13© labor protections (regardless of whether they elect to join the union). Following is a review of the advantages and disadvantages of creating such an authority.

### **Advantages**

- ? Combining the organizations may result in some economies of scale for planning and administration of transportation services.

- ? The new authority would have the responsibility to coordinate bus, rail, and paratransit modes, increasing user convenience with schedules and fare media.
- ? Creation of a new multi-modal authority with taxing authority would eliminate dependence on the property tax for their local contribution to the system.
- ? The new RTA would not have to bid out the ADA service, since SSTA services would be in-house.
- ? The new RTA would have a built-in ability to provide non traditional services to lower density areas (through the expertise of SSTA) – creating a seamless multimodal system that would be easier throughout the County.
- ? Some paratransit expenses could be lowered because, as a private-non-profit agency, SSTA pays state and federal fuel taxes and has higher insurance costs.

**Disadvantages**

- ? Paratransit costs of the new RTA may increase because labor rates and benefits are higher at CCTA than SSTA. The new RTA could have a different wage scale for fixed-route and paratransit drivers, but the cost of benefits would probably increase regardless. On the other hand, these increases in benefit costs could be offset by the savings on taxes and insurance costs mentioned above.

**Institutional Option #2: Merging of All Modes under One Title 24-Type Transit Authority for Chittenden County**

The various transit modes in Chittenden County could be combined under one transit authority under the current or similar state enabling legislation. This approach has many of the same advantages and disadvantages as Option #1.

However, while creation of a multi-modal authority similar to those possible under the existing 24 V.S.A. 127 could provide a broader regional funding base for the local share, local communities would still be dependent on the property tax for their local contribution to the system.

Another major disadvantage to working within the current enabling legislation is the requirement that towns approve membership in the Authority (because they are committing local property tax dollars). All towns in the Counties may not elect to become members of the regional transit authority and a regional transit authority may not expressly have the power to provide service in a municipality that is not a member.

### **Institutional Option #3: Creation of a New Title 24-Type Multi-County Transit Authority for all of Northwest Vermont**

One option that might be considered is for CCTA to become part of a multi-county transit authority created similar to those possible under Title 24. This authority could cover Chittenden County, Franklin County, Grand Isle County, and possibly a portion of Addison County. This could involve Network and Addison County Transportation Resources (ACTR) becoming part of CCTA or possibly the creation of a new RTA; again using a model possible under the existing state enabling legislation.

Based on land use and regional trip patterns, there is a need to develop transit services to connect residents of Franklin, Grand Isle, and Addison Counties with employment, medical services and shopping in the greater Burlington area. A multi-county transit authority would make regional services easier to implement and fund.

#### **Advantages**

- ? Again, this approach has many of the same advantages and disadvantages as the previous two options. It also has the advantage that many of the travel needs in the region are inter-county. Planning and implementation of transit services to meet those needs would be facilitated if an authority covered multiple counties.

#### **Disadvantages**

- ? It is possible that a new multi-county transit authority could increase labor costs for Network and ACTR, since CCTA's pay rates are higher. However, the new authority may have a cost structure that is fairly comparable to the cost of Network and ACTR's contracted service (the fixed routes).
- ? As with any option utilizing the current enabling legislation, creation of a multi-county transit authority could provide a broader funding base for the local share. However, local jurisdictions would still be depending on the property tax for their local contributions. Further, all towns in the region may not elect to become members of the new transit authority. Finally, creation of a RTA would invoke the ADA complementary paratransit requirement in the adjoining counties; neither Network nor ACTR currently have this requirement since they are private non-profit agencies.

## **Institutional Option #4: Creation of a Single Multi-Modal Title 24-Type Authority for the Northwest Region**

This option combines the concepts in the two previous options. Under this option, a new multi-modal, multi-county transit authority would be created under the existing enabling legislation to cover all transit modes, bus, rail, paratransit, and ridesharing, in the four counties of northwest Vermont.

This option has all the advantages and disadvantages expressed above. One additional advantage would be improved coordination among modes throughout the four county area. One additional disadvantage is the complexity of creating such an entity.

### **Summary of Institutional Options**

Table 4-1 presents a summary of the strengths and weaknesses of the four proposed institutional options, as compared to the local issues and state goals for public transit that were identified during this study. Any change would help in meeting many of the local or state goals but it appears the only option that would solve the problems caused by reliance on local property taxes is the creation of a new type of RTA for Chittenden County (Option #1).

### **SERVICE OPTIONS**

There are two basic considerations in designing an effective and efficient transit system in the area. The system is *effective* if it meets the travel needs of the residents. This means identifying the markets for transit and determining if those markets are served. A system is *efficient* if it meets those needs in a manner that maximizes travel while minimizing resources expended. This means providing a mix of services that is appropriate to the situation. The most challenging aspect of being efficient is to use less expensive fixed-route services in areas which can sustain those services, and then fill in with more expensive demand-responsive services in areas without sufficient densities or for persons unable to use fixed-route services.

Given the analysis of transit needs, it is clear that one type of transit service is not appropriate throughout the region and that optimizing the use of resources will involve CCTA providing a mix of service types (levels and frequency) tailored to the demand and need for

**Table 4-1 - RELATIVE STRENGTHS AND WEAKNESSES  
OF INSTITUTIONAL OPTIONS**

<b>Goals</b>	<b>Institutional Alternatives</b>			
	<b>New Multi-Modal Regional Transit Authority for Chittenden County with Taxing Authority</b>	<b>Title 24-Type Transit Authority for all Modes in Chittenden County</b>	<b>Title 24-Type Multi-County Transit Authority for Northwest Vermont</b>	<b>Title 24-Type Multi-County Transit Authority for All Modes in the Northwest</b>
<i>Local Issues</i>				
Expand transit services to areas outside CCTA member towns	+	+	+	+
Development of a broad-based source of local funding – decrease reliance on property taxes	+	+	+	+
Expansion of commuter rail to new markets	o	o	+	+
Re-routing in downtown through the new multimodal center	o	o	o	o
Meet transit needs of suburban growth areas	+	o	+	+
Assist in decreasing traffic congestion and parking problems in downtown and on the hill	+	o	+	+
<i>State Goals</i>				
Provision for basic mobility for transit-dependent persons	+	o	+	+
Access to employment	+	o	+	+
Congestion mitigation	+	o	+	+
Advancement of economic development	+	o	+	+

- + Improvement over Existing Conditions
- Detrimental to Existing Conditions
- o Neutral compared to Existing Conditions

service in various subareas. For this reason, the overall service concept provides a mix of services that are appropriate to the needs and conditions in subareas of the CCTA service area (and the County) where:

- ? Services are keyed to trip purposes -- work trips versus shopping or medical trips.
- ? Services are keyed to trip lengths and destinations -- whether local or regional trips are needed to reach key destinations.
- ? Services are keyed to the density of trip demand based on population density, user characteristics, and travel patterns (as identified through the regional model).

### **Service Types Proposed**

The primary service types proposed for Chittenden County consist of commuter services, line haul services on trunk lines, a variety of community connector services, and demand-responsive services, ridesharing, vanpools, and other specialized services.

The SRPTP has identified CCTA's largest challenge as making the institutional and funding changes needed to effectively meet the needs of communities it serves now as well as those it may serve in the future. To support the proposed CCTA structural and financial changes, this SRPTP includes illustrative rather than recommended service changes and expansions. At the time the agency secures the resources required to implement new services, CCTA will determine how well these illustrative and other possible changes meet its organizational goals. Prior to implementation, service improvements will be assessed further by CCTA's management staff, Board, and the public.

### **Commuter Services**

Commuter services would primarily serve long distance work trips for riders traveling on interstates and have limited stops. Secondary markets that could improve route productivity such as seasonal travel to ski areas, education, shopping, and medical trips would be considered. When viable, secondary markets would be included also with the appropriate service alterations

such as weekend and mid-day services. Fares would be higher than the base fare to account for the longer distances and premium/express nature of the service.

Two types of commuter services are envisioned: inter-regional (multi-county routes) and regional routes. Regional and Inter-regional routes could be combined, although since these would be marketed as premium express route, stops would be limited so that services are more competitive with the automobile.

### **Inter-Regional Routes**

The new inter-regional routes would provide weekday peak hour express service tailored to employment trips from other counties to and from Chittenden County. Such routes may start off as carpools, grow to vanpools, then eventually warrant small bus service during peak commuting hours. Inter-regional routes would be express from park-and-ride lots but may also link up with community connectors and other services offered by other (local) transit providers.

Illustrations of inter-regional routes include:

- ? Georgia/St. Albans (link to Network)
- ? Waterbury/Waitfield/Sugarbush
- ? Montpelier (link to Wheels)
- ? Vergennes/Middlebury (link to ACTR)

### **Regional Routes**

The new regional commuter routes would provide weekday peak hour express service oriented toward employment and school trips, from outlying areas into downtown Burlington and the university/college areas, and other major employment areas with parking issues. Service would likely be express with limited stops. The frequency could be one to three morning runs inbound (during the morning peak) and one to three evening outbound runs (during the evening peak) on each weekday. Mid-day trips may also be included as indicated by the primary trip generator's hours, although such trips may also allow for medical and shopping trips and lessen the need for some costly, long distance demand-responsive trips.

The regional commuter routes could initially use a cutaway with high-back seats (smaller vehicles), but eventually, as demand increases, utilize standard vehicles. The end of the routes could be served by community connectors and the routes will serve park-and-ride lots. Regional commuter routes could serve outlying towns such as:

- ? Colchester/Milton
- ? Underhill Flats/Jericho/Essex Center
- ? Richmond/Williston
- ? Hinesburg
- ? Charlotte<sup>5</sup>

### **Regional Line Haul Service or Trunk Routes**

Regional trunk routes are the backbone of a transit system and provide a long span of frequent, fixed schedule service in highly traveled corridors with higher population and trip densities. Many of CCTA's existing routes such as North Avenue, Essex, U-Mall/Airport, and South End/Shelburne are considered trunk routes. These services connect local residential areas with high densities to downtown (at a standard base fare). Along with the community connectors described below, the trunk routes also function as the basis for neighborhood specials serving school children.

The trunk routes have high potential for investment in Bus Rapid Transit-type improvements -- including signal priority, que-jumping, or other priority improvements. Increased frequency on trunk routes can improve ridership. Straightening (shortening) trunk routes can encourage more choice ridership. Sometimes a new area such as Colchester's Malletts Bay (near the P&C shopping center) can be served by extending an existing trunk route on some or all runs.

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<sup>5</sup>Commuters along the Charlotte to Burlington corridor were served by the Champlain Flyer commuter train; this service was discontinued March 1, 2003.

## Community Connectors

Local fixed-route community connectors focus on areas with high density/high levels of transit dependence, need, and/or use. Connectors operate at high frequencies (10-30 minutes), on relatively short fixed routes, fixed schedules, and at a standard or lower fare. Community connectors are often shorter routes that typically provide intra-community local service in local towns and connect to inter-regional, regional, and trunk routes. Community connectors can serve residential, commercial, educational, shopping, and work locations in a small area. Service types vary with local density and needs.

- ? **Local Fixed-Route Community Connectors** -- serve areas with high density/high levels of transit dependence, need, or use. Fixed-route connectors work best when they serve high density areas near or in an urban core or a less dense areas with easily identifiable trip generators. The Riverside/Winooski, Essex Center, Old North End Loop, and Lakeside routes could be considered local fixed-route community connectors.
- ? **Parking and Special Purpose Shuttles** – typically connect choice riders to employment via remote parking for a cost much less than at the employment sites. This is a growing market and locating parking outside the downtown area helps to free up more space for development, open space, and people in highly developed areas. CCTA’s PARC North and PARC South routes fit this description, as does the shuttle route from the PARC South lot to destinations on the Hill (operated as a public transit route by CCTA with funding from CATMA). The College Street Shuttle is similar but may be able to avoid even more car trips since riders do not have to access the route using their auto and it provides convenient connections to and from the hill and downtown.
- ? **Local Fixed-Route/Fixed Schedule Cross County Direct Connectors** -- serve high travel corridors going from suburb-to-suburb. The Williston Route could also be considered a cross county direct connector since it connects Essex to South Burlington via Williston. It also serves a major and growing travel and commercial development corridor and so was categorized with the trunk routes.
- ? **Fixed-Route Deviation or Demand-Responsive Connector Services in Feeder Zones** -- serve lower-density areas surrounding and connecting to trunk route or commuter routes. This service is appropriate in less dense areas with less distinct trip generators or trip generators that will change from one run to the next. Zones may be defined by a certain geographic area and often are 1-3 square miles with 15-60 minute frequencies. Feeder services are often provided at the ends of routes and at time point along the routes for ease of transfer. Service hours can mirror those of the route

being fed or be less, based on the needs of the community being served. The Essex Center route could be altered to a route deviation or demand-responsive feeder which may expand its coverable service area slightly.

- ? **Demand-Responsive Connector Services** -- for ADA eligible persons in fixed-route service areas or in the lowest density rural areas. ADA paratransit service is provided to ADA-eligible riders who are unable to use CCTA's fixed-route system. The service is operated curb-to-curb in the CCTA fixed-route services area on the same days and times. The ADA service area is three quarters of a mile on either side of the fixed routes (excluding the commuter routes to Milton, Underhill, and Richmond). Users request service by close of business the day before. Service operation is currently contracted but could be operated in-house if the new RTA successfully merges CCTA with SSTA. The ADA service will continue to use smaller vehicles (cutaways) and will continue to have a fare twice the CCTA base fare.
- ? **County-Wide Demand-Responsive General Public Service in Rural Areas.** General public demand-responsive services could be provided in low-density rural areas on Monday through Friday to provide basic mobility for medical or local shopping trips. Users would request service in advance. Rural demand-responsive service vehicles could connect to trunk routes or regional commuter routes, but because of their limited nature, are only likely to provide basic mobility for medical or local shopping. Efforts would be made to ensure that these services to not supplant existing agency services.

Illustration of new community connectors include

- ? A Colchester/Essex route serving the Fort Ethan Allen/Suzie Wilson Road/Kellogg Road neighborhoods and meeting up with an enhanced Essex trunk route (running every 15 minutes during peak hours) to the Winooski Mille, Fanny Allen, or Ethan Allen Avenue for an easy transfer and trip into Burlington or out to Essex.
- ? Colchester route to Malletts Bay.
- ? Williston Tafts corners connector that would provide coverage in Williston so that the Williston route could be more direct and attractive to choice riders traveling from Williston to Essex, South Burlington, or Burlington.
- ? Williston Village in-town circulator route.
- ? A South Burlington route to serve the airport and the White Street neighborhood.
- ? A South Burlington route to serve Dorset Street, Kennedy Drive, Timberlane, and Country Park.
- ? A route serving the Shelburne Bay area.

- ? Feeder services to line haul or rail services -- the Shelburne, Essex, South Burlington or Charlotte rail stations or to the University Mall, Malletts Bay area Wal-Mart/Tafts Corners or intermediate hubs.
- ? Feeder service in zones around the Milton, Jericho/Underhill, Richmond, and Hinesburg commuter bus routes

### **Other Specialized CCTA Services**

- ? **Senior Shuttles** - CCTA would continue to operate several specialized services to provide shopping opportunities for seniors and the general public. On Sunday mornings, the Sunday Morning Special connects senior housing with area churches and on Sunday afternoons CCTA operates limited service connecting the senior centers and other apartments with shopping locations. The service is funded by the City of Burlington and there is utilization, though productivity is below system averages. On Tuesdays, the “University Mall Special” connects senior housing to the University Mall and Hannafords and the Price Chopper takes seniors from Burlington and Winooski to and from the Shelburne Road Price Chopper. These services are funded by the University Mall and Price Chopper. All shopper shuttles are open to the general public.
- ? **Neighborhood Specials** - These are extra bus routes operated in the City of Burlington during the morning and mid-afternoon periods. They operate on school days only, and are open to the general public. Nine routes operate in the morning and eight in the afternoon. Most operate similar to the regular fixed routes, but deviate to serve specific neighborhoods and schools. Burlington students can ride these routes or the regularly scheduled services -- the City does not operate a school bus system. As might be expected, these routes serve Burlington students, and are among the more productive routes.
- ? **Medicaid** - CCTA is Vermont Public Transportation Association’s (VPTA) Medicaid broker for all of Chittenden County (including those areas outside the CCTA service area). For Medicaid clients able to take the fixed routes, CCTA provides passes, and for those unable to use the fixed routes, CCTA uses volunteers, taxi operators, and SSTA. CCTA also leases vehicles to the Town of Essex and Village of Essex Junction to allow those municipalities to directly provide door-to-door services for seniors and persons with disabilities.
- ? **Ridesharing** - CCTA would continue to administer the Statewide Vermont Ridesharing Program for Chittenden County. CCTA maintains a database of commuters traveling within and to/from the county and advertises its ridematch services extensively. CCTA also has been assisting groups of commuters who are interested in setting up private vanpools by helping with vehicle leasing options, compiling lists of vanpool candidates, or helping organize and promote the vanpool. CCTA offers a “Guaranteed Ride Home” program for carpool and vanpool

participants. The program covers cab fare home in the event of a personal emergency (up to \$50).

### **Relationship of Bus Service to New Commuter Rail**

The potential for creation of new commuter rail service in the region is being explored. If new commuter rail services are implemented, it could affect CCTA bus service.

- ? New feeder bus to rail stations - There are plans for CCTA to provide feeder bus services to the rail station along the Route 15-Essex Corridor.
- ? Additional stops on existing bus lines -- If the new commuter rail service is implemented, CCTA should make sure its current routes service the rail stations so commuters can make connections.
- ? Potential reductions in bus service to avoid duplication -- Also if commuter rail service is implemented, CCTA may be able to reduce bus service in that corridor.

### **Role of Park and Ride Lots**

Park and ride lots can be an integral part of a successful commuter transit service in the region, especially since parking and traffic congestion are an issue in downtown Burlington and on the Hill. As mentioned above, one concept being proposed in the region is the creation of park and ride shuttle services to connect remote parking with employment locations. In order for this concept to work, the services need to be attractive enough to lure drivers out of their cars, with park and ride facilities in convenient, accessible locations.

The 1999 park and ride study conducted by CCMPO, *Chittenden County Park and Ride Lots Prioritization: Interim Report*, identified and prioritized 22 potential park and ride locations. Park and ride locations were prioritized based on 12 criteria generally covering demand, location, and readiness. The plan was approved by the Technical Advisory Committee of the CCMPO.

One recommendation of the SRPTP is that the 1999 park and ride study be updated and priorities for the location and construction of park and ride lots be re-visited in light of recent changes in land use and travel patterns. The RTA needs to work with the State to facilitate construction of park and ride facilities that support transit initiatives.