

MEMORANDUM

To: Meredith Birkett
From: Stephen Falbel
Re: Summary of Vision Elements from Stakeholders
Date: December 31, 2009

On December 15, 2009, the TDP Stakeholders Committee met to discuss their vision of the future CCTA system and review an initial set of potential improvement strategies. The majority of the meeting was spent “fleshing out” the details of what a future CCTA system that met the needs of Chittenden County residents and workers and was competitive with automobile travel would look like.

The overall description of the desired future system included such words as convenient, safe, affordable, clean, and time competitive. It would feature frequent service and automated information about bus schedules so that riders would know how long until the next bus arrived. The system would continue to provide needed access for transit-dependent populations and new links to other transportation modes, such as intercity rail and ferries. Future development in Chittenden County would be coordinated with public transportation service, so that land use would become more conducive to riding the bus.

The meeting went on to consider eight components of the future CCTA system and develop specific goals for service, facilities, and technology.

- **Frequency of service** – A higher level of service was recommended, with 10-minute peak headways on trunk routes and 15-minute peak headways on other routes. Midday and Saturday peak headways would be 5 minutes longer, and evening, Saturday, and Sunday peak headways would be 30 minutes.
- **Span of service** – Routes would run later in the evening (until midnight on trunk routes) and all routes would run on Sunday. Late night service would be provided in Burlington on Friday and Saturday nights.
- **Places served** – Hinesburg, Colchester, Richmond, Jericho, Underhill Flats, Cambridge, Grand Isle, and northern Franklin County were highlighted as areas needing new service, as well as greater coverage within South Burlington, Essex, and Williston.
- **New connections** – Improved connections to Essex and cross-town links (South Burlington, Essex-Williston) were highlighted to improve convenience in suburban areas.
- **Vehicles** – Future vehicles would run cleaner, with a goal of zero emissions. They would accommodate more bikes, offer wi-fi and have a more child-friendly design. Branding and new paint schemes, or possibly additional advertising could be used to either improve visibility or increase revenue.
- **Facilities** – A number of new park-and-ride and passenger facilities were listed, as well as new features such as bike lockers/racks, lighting, heat lamps, solar panels, vending machines, and emergency phones. It was suggested that benches be placed at every stop.

- **Roadway treatments** – Ways to improve bus operations and passenger safety include transit signal priority, queue jumpers, improvements to the pedestrian environment, and new traffic laws and enforcement to give priority to buses.
- **Technology** – Real-time passenger information is clearly the most important technology investment CCTA can make, allowing access to information via the Web and handheld devices. Better trip planning software and smartcards are other possible investments. In the short term, CCTA can issue a pocket system map to better inform the public about its services.