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For Immediate Release

May 3, 2010

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Improved Safety Procedures at Cherry Street Transit Station

(Burlington)— The Chittenden County Transportation Authority will begin operating in May with a revised boarding procedure at their Cherry Street Station in efforts to improve passenger and pedestrian safety.

The new boarding policy, effective May 15th, will prohibit boarding the buses after the bus has pulled away from the curb. Buses will no longer be able to open their doors to passengers while waiting for pedestrians to cross the street.

CCTA will still provide reasonable accommodations for passengers who, because of a disabling condition, need to board at the kiosk or platform.

Currently, passengers arriving late to the platform are able to board their bus after it has pulled away from the curb, while it is stopped for pedestrian traffic at Church Street. However, officials at CCTA have become increasingly concerned with the safety of bus passengers, pedestrians and other motorists as this behavior increases.

“In the interest of customer service, we’ve always tried to do everything we could to make sure our passengers were able to catch their bus,” said CCTA General Manager Chris Cole. “However, safety comes first and this policy will create a safer environment at Cherry Street for everyone.”

CCTA has begun an educational campaign for passengers at Cherry Street and will be available to address any concerns during the weeks leading up to the policy change. Passengers with questions can speak with a CCTA representative at Cherry Street, at the Cherry Street Kiosk (corner of Church Street and Cherry Street) or by calling 864-CCTA (2282). Information can also be found on the CCTA website at cctaride.org.

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