



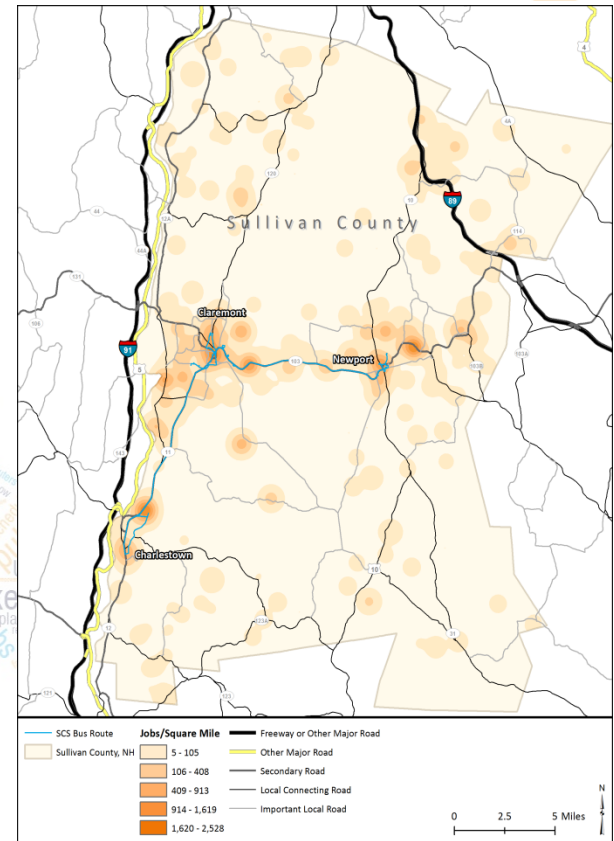




# Employment & Travel Patterns



- Net exporter of workforce
- Job clusters (79% jobs) in Claremont, Newport and Charlestown
- 10 Employers with 100+ employees



Live outside the county but work in it = 5,475



Live and work in Sullivan County = 8,030



Live inside the county but work outside = 11,916





# Outreach Events

- Mobility Visioning Workshops – **13 attendees**
- Chamber of Commerce Workshop – **8 attendees**
- Community Survey – **79 responses**
- Rider Survey – **11 responses**
- Driver Survey – **5 responses**

# Desired Improvements



## Local Improvements

- Expanded service hours
- Weekend service
- More efficient route design & timing
- Easy to read and color coded schedules
- Route maps

## Regional Connections

- Lebanon/Upper Valley
- Keene, Concord, New London, Sunapee
- Vermont
- Amtrak
- Other communities in Sullivan County

## Amenities

- Benches at bus stops
- Bus stop sign visibility from distance
- Improved lighting
- “Next Bus” arrival signs at stops
- Mobile fare payment



# Alternative Development



## Short-Term

Implement immediately

## Mid-Term

Build partnerships to acquire additional funding for implementation

## Long-Term

Ideal level-of service, requires additional vehicles and significant annual funding support

# Short-Term Alternatives



## Developed 3 “packages” of short-term options

### Option 1

- Bi-directional service with clockface schedules
- Extended hours
- Combine the Newport and Charlestown Routes and reduce Newport to five trips daily
- Convert Newport to on-demand zone
- Limited medical trips to VA and DHMC

### Option 2

- Bi-directional service with clockface schedules
- Extended hours
- Additional Newport and Charlestown service
- Timed transfers

### Option 3

- Loop service
- Increase trips to Charlestown
- Service Rutgers
- Scheduled service to Claremont Arms
- Clockface schedules
- Add additional Charlestown trip

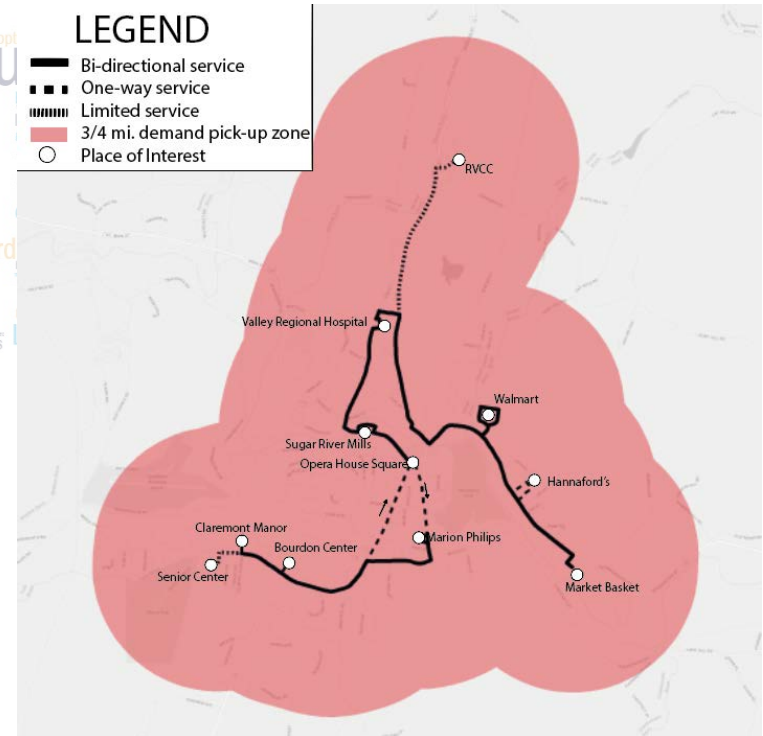
1. Developed packages of options
2. Scored packages based on outreach findings/priorities
3. Pulled the best elements of each to create the preferred alternative



# Claremont Route

## Improvements

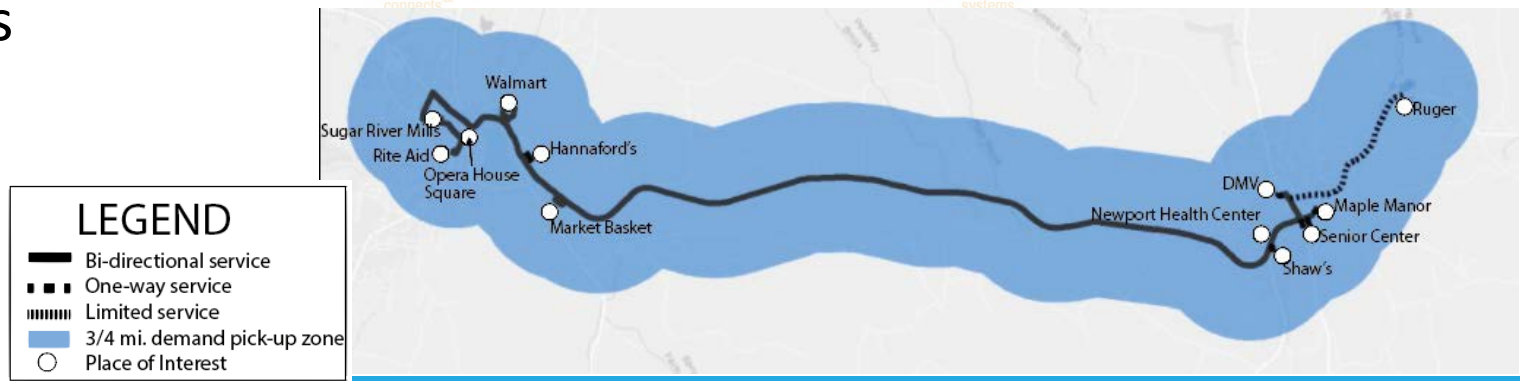
- Service extended to 6:40 PM
- Bi-directional service
- Clockface service every 90 minutes (7 trips daily)
- 5 trips to RVCC daily
- Improved timing between stops
- Route deviation extended to 3/4 mile



# Newport Route

## Improvements

- Service along Washington St. on all trips
- Bi-directional service
- Service extended to Ruger on select trips
- 6 trips daily, service every 2 hours
- Connections with the Charlestown Bus
- Improved timing between stops
- Route deviation extended to 3/4 mile

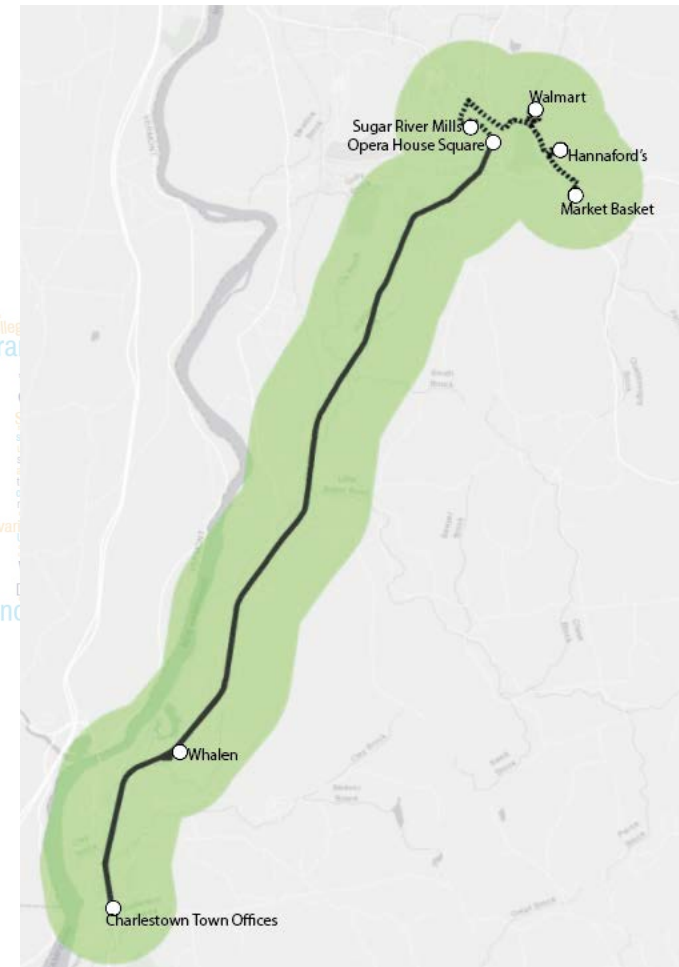


# Charlestown Route



## Improvement

- Bi-directional service
- Expanded to 4 trips daily
- Scheduled transfers with the Newport and Claremont bus to access Washington Street
- Only serve Old Claremont Rd. and Lovers Lane in Charlestown on-demand
- Improved timing between stops
- Route deviation extended to 3/4 mile

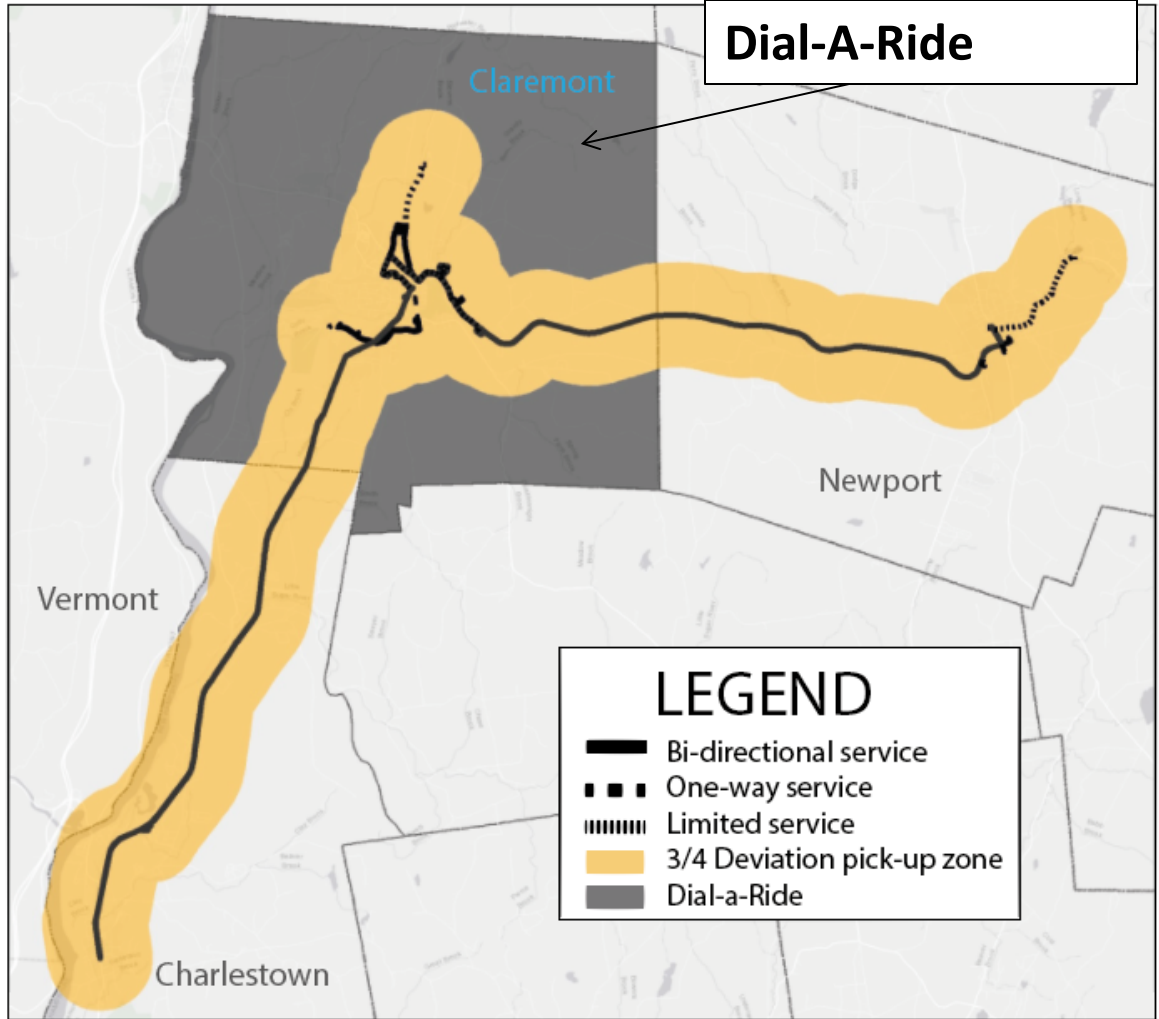


# Dial-A-Ride



Anywhere in  
Claremont outside of  
 $\frac{3}{4}$  mile of a bus route

New Hours:  
10:15 AM- Noon  
1:30 PM- 3:00 PM



# Mid-Term Options



- Taxi subsidy for after-hours or weekends if scheduled in advance through dispatch
- Begin service on the Claremont Route at 7 AM
- Extend service on the Claremont Route to 8 PM
- Extend service on the Newport Route to 7:30 PM
- Implement the Route 120 Bus Service to Lebanon/Dartmouth-Hitchcock (3 trips daily)
- Extend service to River Road
- Expand Dial-A-Ride to 8 hours daily in Claremont



# Long-Term Options



- Add weekend service: 6 trips on the Claremont Route, 5 on the Newport Route, 4 on the Charlestown Route
- Improve Claremont Route between 8 AM and 4 PM by operating service every 45 minutes
- Extend Dial-a-Ride to all of Sullivan County where the bus routes do not operate
- Provide trips once a week to Keene and Concord
- Add an evening trip to the Charlestown Route
- Extend Newport service to Sunapee on select trips

# Amenities



## Short-Term

- Route maps
- Bus stop signs
- Easy to read color-coded schedules
- Formal bus stops with signs
- Shelters and benches where warranted

## Mid-Term

- Work with municipalities to improve lighting at stops
- Look into mobile fare payment

## Long-Term

- Install “Next Bus” arrival signs at major stops
- Develop a real-time bus location app

# Bus Stop Improvement



## Process

Determine ADA Compliance

All stops are required to be ADA compliant per federal law



Obtain Permits & Permissions

Process depends on who owns the land and the community in which the stop is located



Installation

Obtain contractor - call Dig Safe - perform work - inspect work



Maintenance

Outlines roles and responsibilities

- Three phases for installation (short-, mid-, and long-range)
- 37 stops, 3 new shelters, 8 new benches
- 1,282 square feet of concrete needed
- Hub at RVCC and the Newport Senior Center

# Other Capital Items



- 6 new vehicles to support service improvements in mid- and long-term phases
- New facility with covered storage and more office space
- Study to evaluate fare structure
- Study to determine feasibility of service to Sunapee

# Operating and Capital Costs by Phase



	Short-Term	Mid-Term	Long-Term
Additional Annual Operations Cost	\$19,000	\$408,000	\$667,000
	Short-Term	Mid-Term	Long-Term
One-Time Capital Cost	\$125,750	\$1,827,700	\$379,700



# Funding Sources



## Federal

- FTA 5310 – enhanced mobility (C&O)
- FTA 5311- rural transit (C&O)
- FTA 5339 – bus & facilities (C)
- BUILD Grant (C)
- Access & Mobility Partnership Grants (C)

## State

- Community Development Block Grants – Low Income Areas(C)
- State AID Highway – Class III roads (C)
- Transportation Alternative Program (C)

## Non-Traditional

- Safe Routes to School – within 2 miles of a K-8 school (C)
- AARP Community Grant Challenge (C)
- Northern Border Grant (C)

C = Capital funds

O= Operating funds

# Next Steps

## Service Changes

- Create public schedules and maps
- Get the word out about the changes
- Train drivers on new schedules
- Start operating improved service

## Infrastructure Improvements

- Finalize bus stop sign design
- Obtain stop permissions and install signs
- Pour concrete and install shelters and benches

**Identify partners and additional sources of funding to continue improvements**