



# Sullivan

## COUNTY TRANSPORTATION

# Short Range Transit Plan



# Public Meeting

December 19<sup>th</sup>, 2018





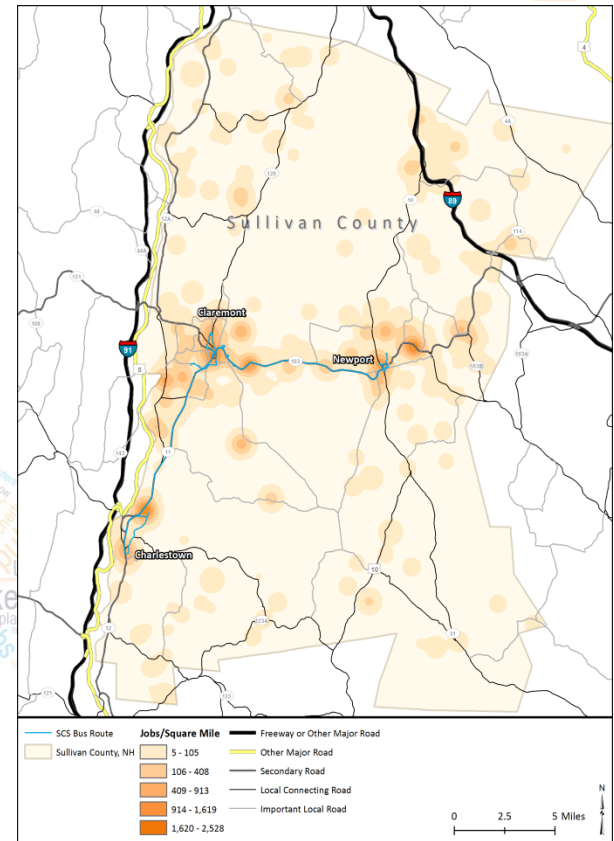




# Employment & Travel Patterns



- 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





# SCT Overview

- Sullivan County with focus in Claremont, Newport, & Charlestown
- Three deviated fixed routes, Dial-a-Ride, volunteer driver program
- Service Mon-Fri 6:30 AM to 5:00 PM
- Fare = \$1.50-\$2.50











# Peers



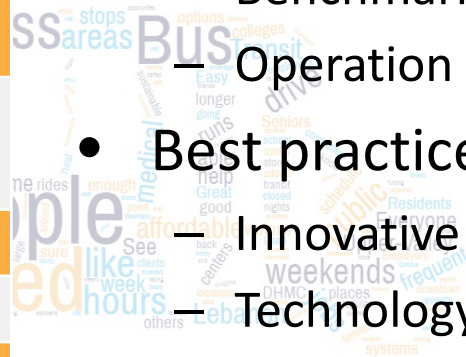
## Who

System	Town	State
New River Transit Authority	Beckley	WV
Bluefield Area Transit	Bluefield	WV
RTS Orleans	Albion	NY
Prairieland Transit	Worthington	MN
Brown Cab	Madison	WI
HCS Keene	Keene	NH
Advance Transit	Lebanon	NH/VT
The Current	Brattleboro	NH/VT

8 Peer systems

## Why

- How SCT is performing
  - Benchmark for performance
  - Operation trends
- Best practices
  - Innovative transit solutions
  - Technology ideas



# Peer- Key Findings



## SCT Comparison Performance

- Higher cost per passenger than most peers
- Slightly below average for farebox recovery and passengers per hour

## Best Practices

- Subsidized taxi program
- Medical focused trips
- Incentives for fixed route over deviations or DR trips
- Google transit

System	Other Services	Fixed Route	Demand Response	Taxi	DAR	Deviated FR
New River Transit Authority	No	No	No	No	Yes	Yes
Bluefield Area Transit	NEMT	No	No	No	No	Yes
RTS Orleans	No	No	No	No	Yes	Yes
SMOC/Prairieland Transit	Express	Yes	No	Yes	No	No
Brown Cab	No	No	No	Yes	No	NO
HCS Keene	NEMT	Yes	Yes	No	Yes	No
Advance Transit	Shuttles	Yes	Yes	No	No	No
The Current	Commuter; Volunteer drivers	Yes	Yes	Yes	Yes	No





# Outreach Events



- Mobility Visioning Workshops
- Chamber of Commerce Workshop
- Community Survey
- Rider Survey
- Driver Survey



# Workshops - 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

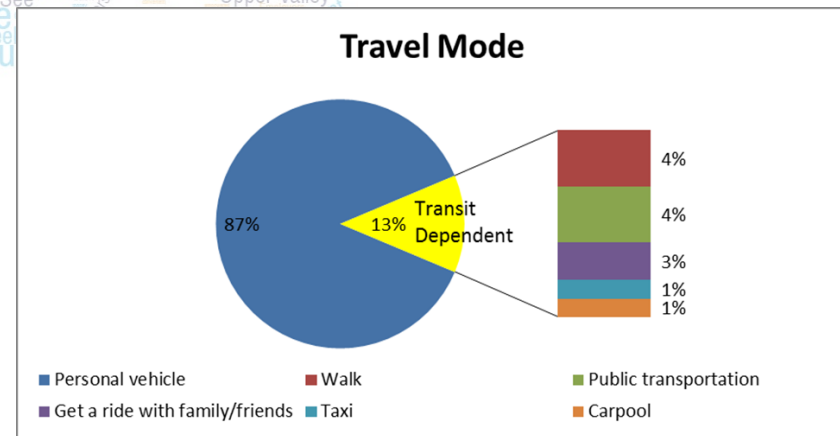
- Lebanon/Upper Valley
- Keene, Concord, New London, Sunapee
- Brattleboro, Springfield, Vermont
- Inter-modal
- Other communities in Sullivan county

# Survey – Travel Patterns



- Claremont is the top destination
- Shopping is most frequent trip purpose
  - Walmart is the most frequent destination
- 57% trips take less than 30 minutes

79 community respondents  
11 passenger  
5 driver

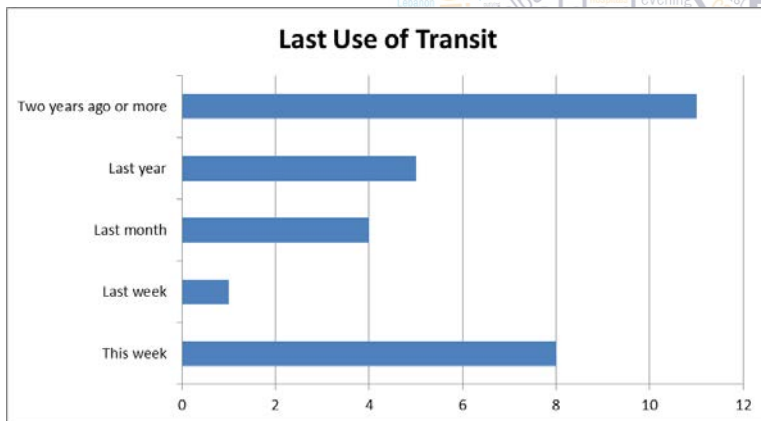


# Survey - Transit Use



93% said they would use SCT if improvements were made

- 71% community has familiarity with SCT
- 11% of community has used transit within the last week
- Cost savings and convenience are top reasons to use a bus
- Over  $\frac{3}{4}$  of passengers have been using SCT for a year+ and take it at least once a week







# Community Survey – Future Transit

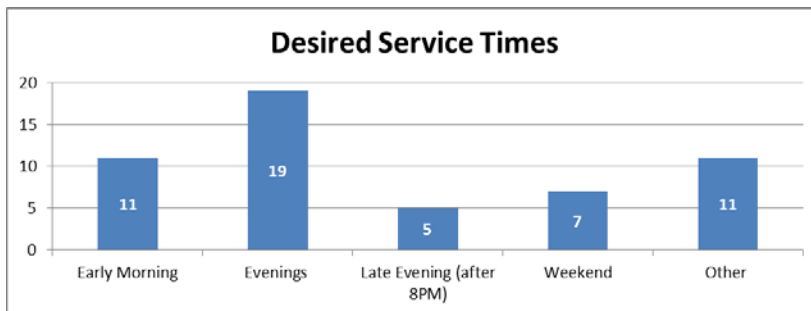


## Service

- Evening service, early morning and weekends
- Service to the Upper Valley
  - DHMC
- Increased intermodal connectivity

## Amenities

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





# Recommendations



## 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 funding

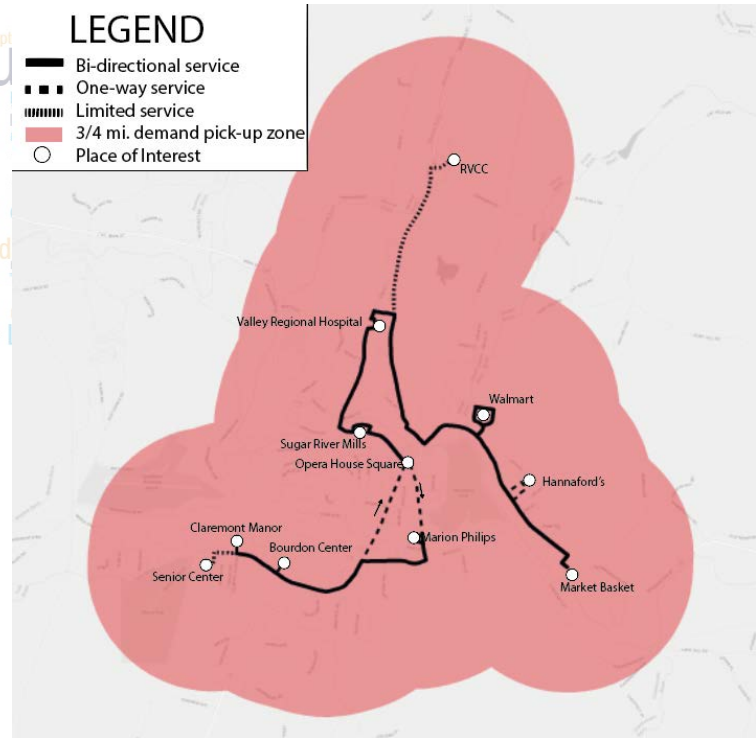
# Short-Term Claremont Route

## Improvements

- Service later in the day
- Bi-directional service
- Clockface service every 90 minutes
- Scheduled service to RVCC
- Improved timing between stops
- Route deviation extended to 3/4 mile



## LEGEND





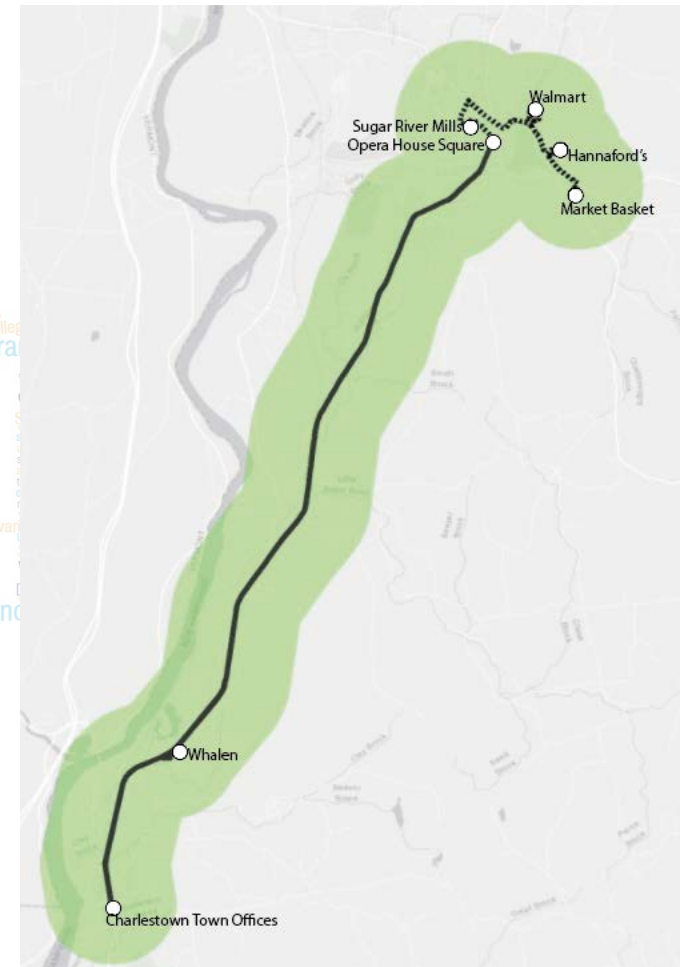


# Short-Term Charlestown



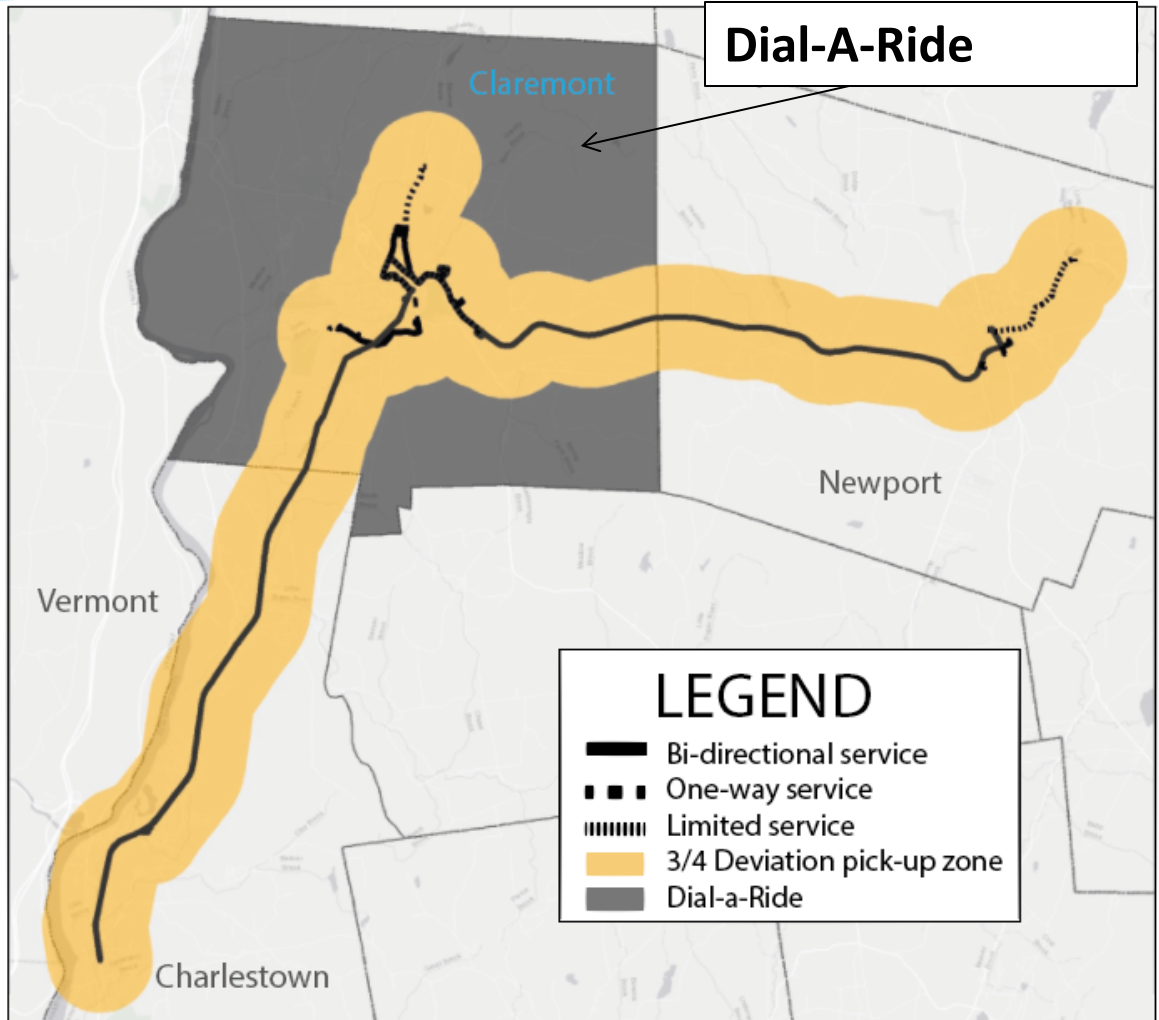
## Improvement

- Bi-directional service
- An additional trip added daily
- Scheduled transfers with the Newport and Claremont bus to access Washington Street
- Only serve Old Claremont Rd. 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





# Mid-Term



- Taxi subsidy for after hours or weekends if scheduled in advance through dispatch
- Begin service earlier on the Claremont Route
- Extend service on Claremont Route to 8 PM
- Add an additional trip on the Newport Route in the evening
- Implement the Route 120 Bus Service
- Evaluate fare structure
- Extend service to River Road

# Long-Term



- Add weekend service
- Add another bus to the Claremont Route between 8 AM and 4 PM to operate service every 45 minutes
- Extend Dial-a-Ride to all of Sullivan County where the bus routes do not serve
- 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
- Approach town and property owners about installing shelters and benches

## Mid-Term

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

## Long-Term

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





