



Short Range Transit Plan

Public Meeting

December 19th, 2018





AGENDA



- Welcome
- Market Analysis
- **Existing Services** access
- Peer Evaluation
- Outreach Summary
- Recommendations
- Discussion
- **Next Steps**









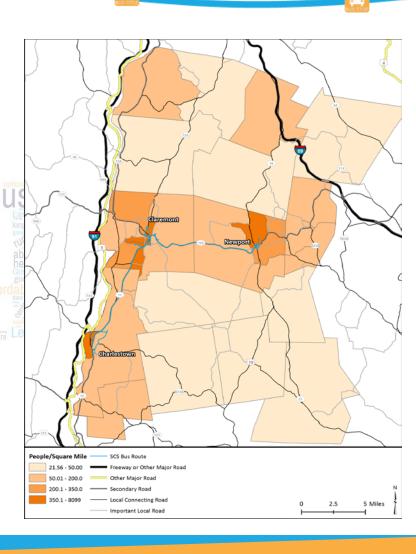




MARKET ANALYSIS

Demographics

- 50% of population live in Claremont, Newport or Charlestown
- 10.3% households in Claremont have 0 vehicles available
- Claremont & Charlestown have higher poverty levels
- Newport has a higher percent of disabled persons





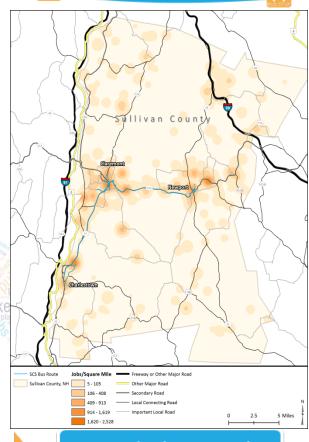
Employment & Travel Patterns

- 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









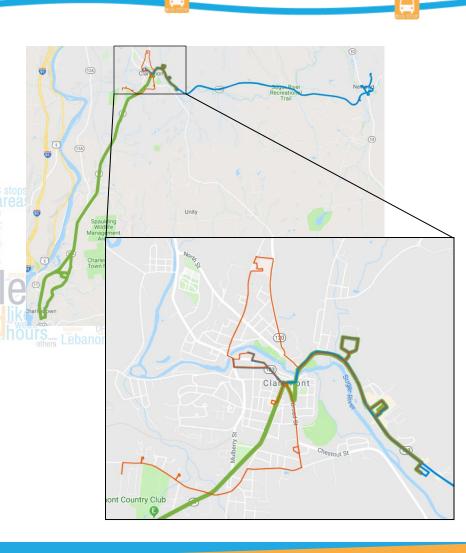




EXISTING SERVICES

SCT Overview

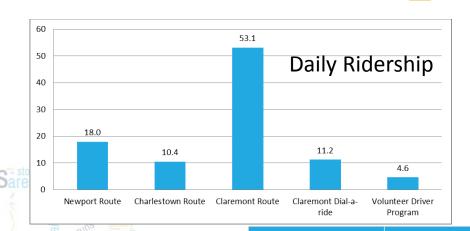
- Sullivan County with focus in Claremont, Newport, & Charlestown
- Three deviated fixed routes, Dial-a-Ride, volunteer driver program
- Service Mon-Fri 6:30
 AM to 5:00 PM
- Fare = \$1.50-\$2.50





Ridership & Route Diagnostics

- 22,984 passengers per year, nearly 100 daily
- Top destinations:
 - Walmart
 - Market Basket
 - Sugar River Mills
 - Marion Philipselderly
 - Opera House Square
- Claremont Route is the most efficient
- The Charlestown and Newport Routes are underutilized



		Route		Rev. Mille		
fordable various Everyone Unner-Valley			rt Route	0.14		
			town Route	0.16		
locations DHMC places downtown regular regular		Clarem	ont Route	0.53		
thers Lebanon			ont Dial-a-ride	0.33		
Route	Cost/ Pax.		TOTAL	0.29		
Newport Route	\$28.88					
Charlestown Route	\$37.34					
Claremont Route	\$9.47	D		Farebox		
Claremont Dial-a-ride	\$15.44	Rout		Recovery		
Average	\$17.08		oort Route	4.3%		
Aveluge	Ç17.00	Charlestown Route		3.0%		
		Claremont Route		9.5%		
			mont Dial-a-ride	6.4%		
			Average	5.9%		

Passengers/



Other Regional Transportation Providers

- Newport Senior Center vans
- Several NEMT providers
- 2 taxi companies
- No intercity bus
- Vermonter Train service in Claremont
- Upper Valley Transportation Management Area











10



PEER EVALUATION

Peers

Γ





<u>Who</u>

System	Town	State	
New River Transit	Beckley	WV	
Authority	Deckiey		
Bluefield Area	Bluefield	WV	
Transit	Бійенеій		
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
- SSareas Bus Operation trends
 - Best practices
 - Innovative transit solutions
 - Technology ideas

Peer- Key Findings

 Higher cost per passenger than most peers

SCT Comparison Performance

 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











13



OUTREACH SUMMARY

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

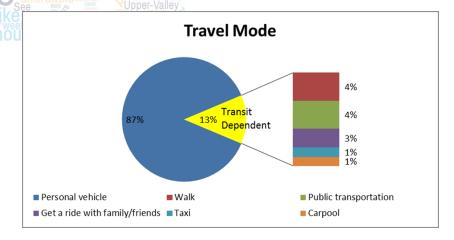
- Inter-modal
- Other communities in Sullivan county



Survey – Travel Patterns

- Claremont is the top destination
- Shopping is most leavess frequent trip purpose
 - Walmart is the most of frequent destination
- 57% trips take less than30 minutes

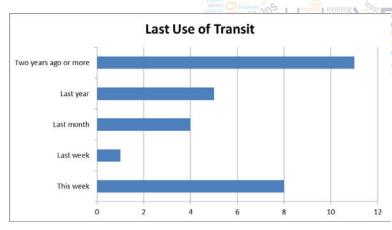
79 community respondents
11 passenger
5 driver





Survey -Transit Use

93% said they would use SCT if improvements were made



- 71% community has familiarity with SCT
- 11% of community has used eacctransit within the last week
 - Cost savings and convenience are top reasons to use a bus
 - Over ¾ of passengers have been using SCT for a year+ and take it at least once a week



Survey - Satisfaction

bleaccessare

(L) 510

100% of SCT passengers would recommend it to family and friends

90% of riders rated SCT as good or very good

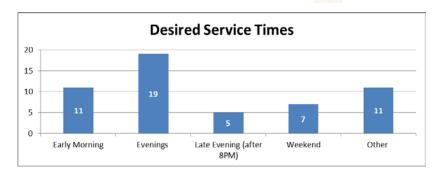
96% of the community
feels that public
transportation in
Sullivan County is a
valuable resource even
if they do not ride and
likely will not ride in the
future



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

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

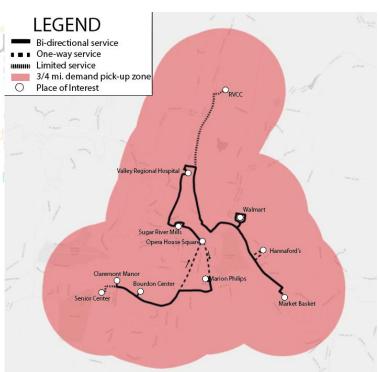


Short-Term Claremont Route

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





Short-Term Newport Route

Improvements

- Service along Washington
 St. on all trips
- Bi-directional service ableaccess
- Service extended to Ruger on select trips
- Clockface service every two

hours

Bi-directional service
One-way service
Limited service
3/4 mi. demand pick-up zone
Place of Interest

- Connections with the Charlestown Bus
- Improved timing between stops
- Route deviation extended to



Short-Term Charlestown



12/19/2018



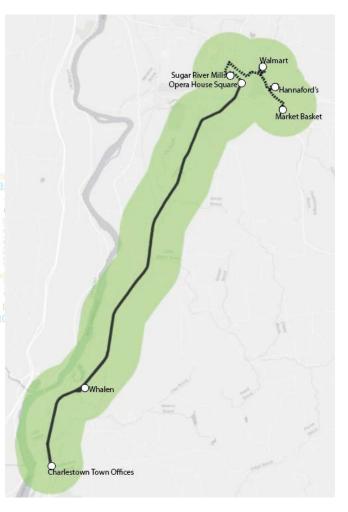




24

Improvement

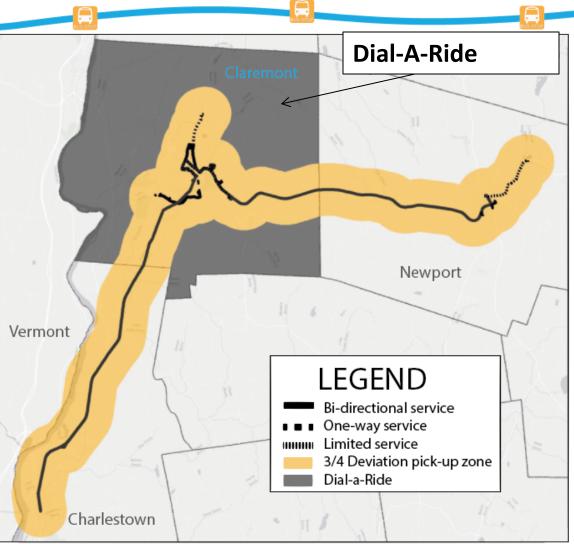
- Bi-directional service
- An additional trip added daily
- Scheduled transfers with the Newport and Claremont bus to access Washington Street
- Only serve Old Claremont Rd. in Charlestown on-demand
- Improved timing between stops
- Route deviation extended to 3/4 mile



Dial-A-Ride

Anywhere in Claremont outside of 34 mile of a bus route





Short-Term +



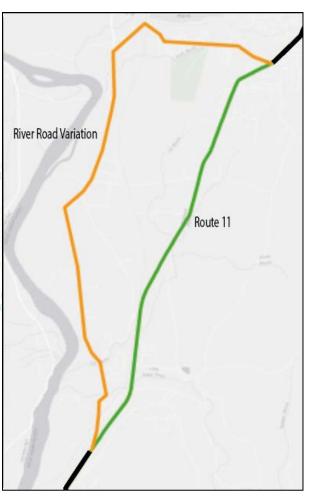




Service to River Road three times a day on the Charlestown Route



Annual cost = \$28,000



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

Lus ator

- 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



12/19/2018









30



DISCUSSION









34



NEXT STEPS

Next Steps

- Analyze feedback on alternatives
- Refine preferred alternative
- Develop schedules, routes & stops
- Create financial and operational plan

Thank you!

