



Date: May 16, 2016

To: Board Chair Chapin Kaynor and the GMT Board of Commissioners

From: David Armstrong, Planning Manager

Re: Montpelier Link PM Trip Times

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### **Existing conditions**

The Montpelier Link is GMT's most productive route, accounting for nearly 500 boardings on four-AM and five-PM round trips per day, or about 130,000 rides annually. Currently, the trip departing the Burlington DTC at 4:10 PM arrives at Montpelier Shaw's at 5:15 PM. Rather than returning promptly to Burlington via National Life, this bus loops around Montpelier for an additional 15 minutes in order to achieve a 5:35 PM pick-up at National Life (private and State employees). This has caused passenger and Operator confusion: If the Link is late to Montpelier for any reason, the bus may layover along State St, precluding this loop, which has led to passengers missing the bus. Or, an inexperienced Operator may not understand the nature of the loop and neglect to run it, or even run it later than necessary. Regardless of the circumstance, this loop is a potential source of confusion.

Additionally, there is an hour gap between the 4 PM and 5 PM northbound trips from Montpelier, precisely when many passengers are leaving work. This causes recurrent overcrowding, (standees), on both the 4 PM and 5 PM Link trips.

### **Studies and Surveys**

This April, an online survey was open to both Link passengers and non-passengers, aiming to understand PM travel patterns. The survey was publicized on Link buses, the GMT website, at CATMA institutions (UVMMC), and through State offices. Over 500 people completed the survey, which asked where people departed from, the time they left work, how often they rode the Link in the PM, whether or not they transferred, and if a proposed schedule would cause changes to their riding habits.

While northbound passengers were generally in favor of the proposed PM schedule, (attached), there has been greater negative feedback from southbound passengers.

### **Recommendation**

Staff proposes adoption of the following changes to the PM Montpelier Link trips:

- Eliminate 5:15 PM loop in Montpelier
  - With no change to southbound departure time, this bus will pick-up at National Life at 5:20
- Trip spacing
  - The 4:02 PM northbound trip will remain
  - 5:02 PM northbound trip moves to 4:30 PM
    - 4:40 PM National Life pick-up
- NO CHANGES TO SOUTHBOUND DEPARTURE TIMES

If the CCTA Board of Commissioners is in favor of Staff following this recommendation, it will be implemented in the mid-June Bus Map & Guide, (both Urban and Rural).

**Montpelier Link, Proposed PM Schedule**  
**GMT Board of Commissioners, 5/16/17**

**PM Burlington to Montpelier**

<u>Pine St.</u>	<u>DTC</u>	<u>Parc Lot</u>	<u>UVM</u>	<u>Richmond</u> <u>P&amp;R</u>	<u>Waterbury</u> <u>SC</u>	<u>Waterbury</u> <u>P&amp;R</u>	<u>D.O.L.</u>	<u>National</u> <u>Life</u>	<u>State St.</u>	<u>Shaws</u>
3:53	4:10	–	4:20	–	–	–	5:05	–	5:10	5:15
4:28	4:45	–	4:55	5:15	–	5:35	5:55	–	5:58	6:00
5:00	5:20	–	5:30	5:50	–	6:10	6:30	–	6:35	6:40
5:30	6:15	–	6:25	6:45	–	7:05	7:25	–	7:28	7:30

**PM Montpelier to Burlington**

<u>State St.</u>	<u>Shaws</u>	<u>D.O.L.</u>	<u>National</u> <u>life</u>	<u>Waterbury</u> <u>P&amp;R</u>	<u>Waterbury</u> <u>SC</u>	<u>Richmond</u> <u>P&amp;R</u>	<u>UVM</u> <u>MMC</u>	<u>Parc Lot</u>	<u>DTC</u>	<u>Pine St.</u>
4:02	4:05	–	4:10	–	–	4:45	–	5:00	5:20	–
4:30	4:35	–	4:40	–	–	5:15	–	5:30	6:15	–
5:10	5:15	–	5:20	–	–	5:55	–	6:10	6:20	–
5:58	6:00	–	6:07	–	–	R	–	6:55	7:05	–

times in red denote changes