TOPICS

What is your/your organization’s interest in public transit?

Which GMT services do you consider to be the most effective and why?

Which GMT services do you consider to be the least effective and why?

What are the greatest transit issues and challenges?

What are the greatest transit issues and challenges facing your organization/customers/clients?

Are there things transit should be doing beyond what it does now?

Are there geographic areas where transit should be improved?

When making changes, what should major considerations be?
STAKEHOLDER INTERVIEWS

Conducted to ensure understanding of key issues and concerns

12 interviews with organizations throughout GMT’s service area

- 8 represented rural areas and social service agencies
- 3 represented Chittenden County interests
- 1 (VTrans) represented state transportation interests
KEY THEMES FROM INTERVIEWS

- All want better transit
- Urban and rural interests are very different
- Local funding process must be fixed
- Urban and LINK services are most effective
- Strong desire for more social service transportation in rural areas
- Many want fares changed – no consensus on how
- GMT’s public information is poor
- Expand service to new areas and improve existing services
INTEREST IN TRANSIT

RPCs -

All want greater role for transit
In Chittenden County, desire for better transit for all (for many reasons)
Elsewhere, major interest is transit for disadvantaged residents

Social service agencies desire new or better service for those who are socially, economically or physically disadvantaged

State desires best transit possible within acceptable levels of productivity and cost-effectiveness

Important dynamics:
Better Service for All <-> Focus on Disadvantaged <-> Acceptable Costs
Differences between urban desires versus rural desires
MOST EFFECTIVE SERVICES/ASPECTS OF SERVICES

LINK express routes

Urban local services, especially those that are frequent

Unlimited Access Program

Services to some social service programs

The overall range of services that GMT provides

**Important dynamic**

*Stakeholders representing rural and social service interests are most concerned with service for the disadvantaged – but – most point to services for “choice” riders as the most effective*
GREEN MOUNTAIN TRANSIT

LEAST EFFECTIVE SERVICES/ASPECTS OF SERVICE

Quality of transit information, which many consider to be poor
Commuter routes (take too long, too many stops)
Limited schedules don’t match non-traditional or shift work hours
Inadequate weekend service
Service is too slow (too many stops; too many deviations)
Cutaway buses are much less comfortable than standard transit buses
Inadequate service to social service agencies and medical care

Important questions:

Social service agency clients often struggle with transportation
Many want GMT to provide specialized transportation
When should GMT provide that transportation?
When are other options more appropriate?
GREEN MOUNTAIN TRANSIT

GREATEST ISSUES AND CHALLENGES

Local match requirements – broken in many respects
Perception by rural interests of an overemphasis on urban routes
Rural services for disadvantaged are very expensive to provide
Disconnect between siting of housing and services, and transit availability

Important questions:

How can the local funding process be fixed?
What is the proper balance between urban and rural services?
What is the proper balance between serving higher demand markets and lower demand markets (where individual needs may be great)?
GREEN MOUNTAIN TRANSIT

GREATEST ISSUES AND CHALLENGES

Public information on available services is poor
Bus schedules often don’t match work schedules
Healthcare facilities can be difficult to reach
Walks to bus stops can be poor – particularly in rural areas
There is a stigma to using transit – GMT viewed as mostly serving the disadvantaged, especially in rural areas

Important questions:

* How can information be improved?
* What is the proper balance between service for work trips and other trips?
* How much emphasis should GMT place on providing transit for all?
* How much emphasis should GMT place on providing transit for those who are disadvantaged?
GREEN MOUNTAIN TRANSIT

CHANGES/IMPROVEMENTS

Revise fare policy – many potential changes, including free
Cultivate sustainable and collaborative partnerships
Coordinate more with RPCs to plan service
Provide more service to meet social service needs
Use emerging technologies to improve and expand service

Important questions:

What is GMT’s role in the overall transportation picture?
Which needs are most important?
Should it try to provide all/most transportation not being provided by others?
Should it expand beyond traditional transit?
What partners are needed to increase reach of services?
What new technologies would provide the most benefit?
Many areas identified for new/improved service, including:

Better service on all rural routes
Direct service between Downtown Transit Center and airport
Morrisville – Burlington via VT 15
VT 7 western corridor

Important questions:

How should GMT prioritize service to new areas?
What is the proper balance between expanding to new areas and making existing services more convenient?
MAJOR CONSIDERATIONS WHEN MAKING CHANGES

Improve job access, including for non-traditional work hours
Provide better service to meet social service needs
Increase ridership
Increase service frequencies
“Best service to greatest number of people”
And many more…

Important question:

How do we decide what’s most important?