

Advance Transit, Inc.

Transit Development Plan

Final Report - November 2023



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1. INTRODUCTION

The Upper Valley presents unique opportunities for public transportation. Although located in a predominantly rural area, the compact towns, centralized hubs, and major employment centers of the region naturally support efficient bus service. Advance Transit is committed to playing a vital role in the continued success and growth of the region by uniting these communities and institutions across municipal boundaries and state lines with safe, accessible, fare-free public transportation options.

AT's Transit Development Plan outlines a roadmap for the future development of the public transit system that prioritizes connecting residents to jobs, education, shopping, healthcare, and social and cultural opportunities. It reflects the voices of our riders, community leaders, staff and other stakeholders who contributed their ideas and time as this plan was created. AT is invested in creating a thriving Upper Valley where a strong public transportation system is not just an option, but a cornerstone.

Steadman Hill Consulting, Inc. has produced this TDP for Advance Transit. This final report builds upon the information and analysis presented in the recently published TDP interim report. The report completes the study with six additional chapters:

- Chapter 1 Introduction**
- Chapter 2 Short-term Service Improvements**
- Chapter 3 Longer-Term Service Proposals**
- Chapter 4 Summary of Other Plans**
- Chapter 5 Recommendations and Financial Plan**
- Chapter 6 Title VI Analysis**

2. SHORT-TERM SERVICE IMPROVEMENTS

During the course of this study, and in collaboration with local officials and representatives from Dartmouth College and Dartmouth Health, a set of immediate-term service improvements was developed, most of which were recommendations from the 2018 TDP. Advance Transit requested and obtained funding for these improvements from state and local partners and implemented these service changes on September 11, 2023.

Fall 2023 Improvements

Restructured Yellow Route

As discussed earlier, the Yellow Route has had, by far, the poorest performance of any AT service over the past four years. It has never developed a sustainable ridership base, as total boardings on its unique segments (on Bugbee Street and at the Upper Valley Aquatic Center) were fewer than 5 per day. The Yellow Route alternated trips with the White River Junction portion of the Orange Route during peak periods.

The new Yellow Route (which was one of the alternatives described in the 2018 TDP) operates very similarly to regular Orange Route service, and thus, for practical purposes, increases frequency on the Orange Route from one trip per hour to two. The Yellow Route is different from the Orange in that the former serves the Gilman Center and Upper Valley Aquatic Center, while the latter serves the VA Hospital. Orange Route trips depart from Kilton Library at the top of the hour, while Yellow Route trips depart at the bottom of the hour.

Later Weekday Evening Service

Responding to frequent passenger requests, AT was able to obtain funding to extend the span of service on four mainline routes (all except Brown) for two hours on weekdays. Instead of service ending at 6:30 p.m. or 7:00 p.m. (on the Blue Route), the Red, Orange/Yellow, and Green routes now operate until 8:30 p.m. and the Blue Route until 9:00 p.m.

In conjunction with that service extension, the evening service on the Dartmouth/Hanover Shuttle has been discontinued. The lightly used shuttle service would have duplicated the later evening service on the line routes. The Dartmouth/Hanover Shuttle now ends service at 7:00 p.m.

Saturday Service

For many years, one of the top requests from AT passengers has been weekend service. Beginning in September, AT operates Saturday bus service from roughly 9:30 a.m. to 6:00 p.m. with a reduced level of service (hourly trips) compared to the regular weekday routes. The Red and Blue Routes operate in their weekday configuration, but with the Red Route making all stops in the plazas on all trips. The routes are interlined, so that the Blue Route bus turns into the Red Route bus at Lebanon City Hall and vice versa. This means that Blue Route riders have a one-seat ride to the shopping opportunities along Miracle Mile and in the plazas.

The Green Route operates somewhat differently on Saturdays compared to weekdays. In Hanover, instead of running north of the Dartmouth Green to Vail, the route turns south onto South Main Street and terminates at Sachem Village. The deviation to Hartford Village on every other trip on weekdays is not operated on Saturdays.

The Orange/Yellow Route also operates with a modified alignment on Saturdays. The route serves the Aquatic Center on all trips, but does not serve the Gilman Center nor the VA Hospital. North of

Kilton Library, the route serves a stop in the Quail Hollow complex and then turns onto Gould Road and terminates at Sachem Village.

While Sachem Village has line route service for the first time, Norwich Village and the Hanover leg of the Brown Route to Kendal are not able to be served on Saturdays, given the available funds. These areas, plus Hartford Village, could potentially be served by future expansions of the Saturday route network (see below).

Adjustments to Canaan/Enfield Service

For many years, commuter and school trips to Canaan and Enfield have been considered to be part of the Blue Route. As of September, these trips are now shown as a separate route, and the Blue Route timetable shows only trips between Lebanon and Hanover. The actual operation of the service had only a minor change: the trip that formerly ran from the US 4 corridor to Dartmouth Health without stopping at Lebanon City Hall has been changed to go to City Hall as all other trips do. The buses that operate the trips to Canaan and Enfield still continue onto the Blue Route, so these passengers will still have a one-seat ride to Blue Route destinations.



1 AT's first two electric buses are shown here operating on new evening Red and Blue Route evening service, introduced in September 2023

Other Potential Improvements

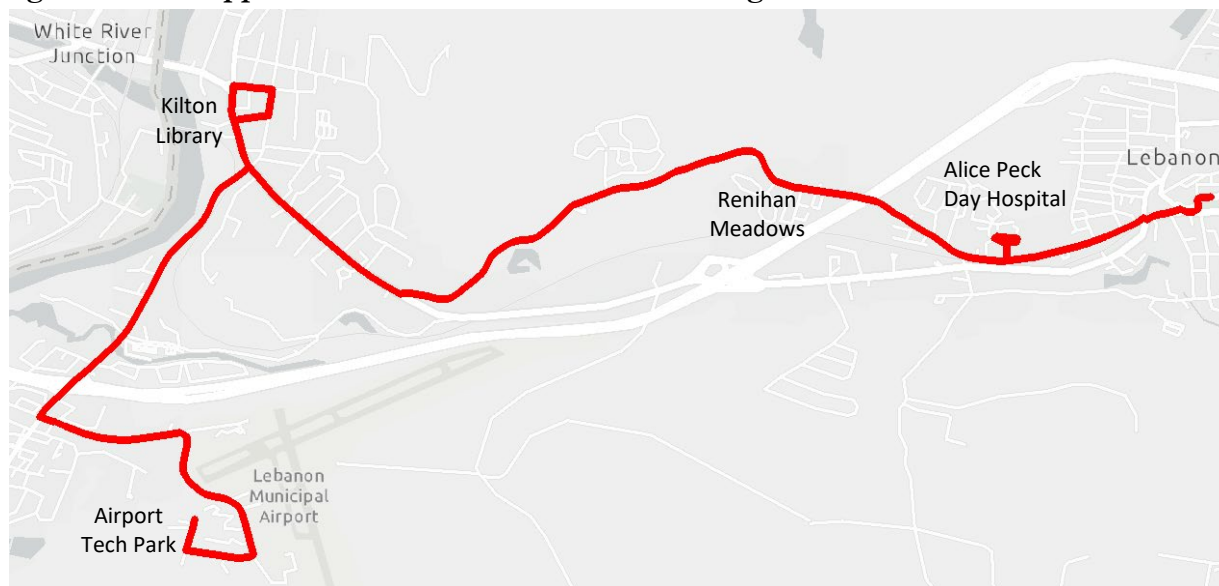
Red Route Enhancements

With the expansion of Blue Route service to a 15-minute headway in April 2022 and expansion of Orange Route service to an effective 30-minute headway in conjunction with the Yellow Route restructuring, the next route “in line” for an improvement is the Red Route. Two enhancements are possible within the next two or three years, depending on the availability of funding.

The first change is a simple expansion of morning service. The current schedule has one bus entering service at 6:00 a.m., but the second bus not entering until 8:45 a.m. Thus, the route, which has the second-highest ridership in the system, operates with an hour headway until the end of the morning peak period. The proposed change would have the second bus enter service at 6:25 a.m., so that the route operates with a 30-minute headway throughout the morning peak.

The second proposed change is more substantial. Advance Transit received a request to reinstitute service to the Airport Technology Park in West Lebanon. There have also been requests over the years to serve Alice Peck Day hospital and other destinations along Mascoma Street. In conjunction with a boost in service to a 15-minute headway all day for the Red Route, half of the peak-period service would operate via Mascoma Street and then terminate at the Technology Park. The alignment for this route is shown below in Figure 7.1.

Figure 7.1 Supplemental Peak Period Red Route Alignment



A draft timetable is shown below, demonstrating how the new alignment would dovetail with service along the existing alignment. Midday service to the plazas would double, with trips every 15 minutes. In the peaks, service to the plazas would be essentially the same as at present. The schedule could be made more complicated in order to offer some midday trips to Mascoma Street, but the complexity would probably work against the goal of building ridership.

Lebanon (Lv)	Miracle Mile Plaza	APD	West Leb	UV Plaza	BJ'S	Walmart	Airport	Shaws	West Leb (Arr)	West Leb (Lv)	Opposite MM. Plaza	APD	Lebanon (Arr)
										6:00	6:05	-	6:10
6:15	6:19	-	6:25	6:30	6:32	6:35	-	6:40	6:50	6:55	7:00	-	7:05
6:30	-	6:34	6:42	-	-	-	6:54	-	7:05	7:10	-	7:18	7:22
6:45	6:49	-	6:55	7:00	7:02	7:05	-	7:10	7:20	7:25	7:30	-	7:35
7:00	-	7:04	7:12	-	-	-	7:24	-	7:35	7:40	-	7:48	7:52
7:15	7:19	-	7:25	7:30	7:32	7:35	-	7:40	7:50	7:55	8:00	-	8:05
7:30	-	7:34	7:42	-	-	-	7:54	-	8:05	8:15	-	8:23	8:27
7:45	7:49	-	7:55	8:00	8:02	8:05	-	8:10	8:20	8:30	8:35	-	8:40
8:00	-	8:04	8:12	-	-	-	8:24	-	8:35	8:45	-	8:53	8:57
8:15	8:19	-	8:25	8:30	8:32	8:35	-	8:40	8:50	9:00	9:05	-	9:10
8:30	-	8:34	8:42	-	-	-	8:54	-	9:05	9:15	-	9:23	9:27
8:45	8:49	-	8:55	9:00	9:02	9:05	-	9:10	9:20	9:30	9:35	-	9:40
9:00	9:04	-	9:10	9:15	9:17	9:20	-	9:25	9:35	9:45	9:50	-	9:55
9:15	9:19	-	9:25	9:30	9:32	9:35	-	9:40	9:50	10:00	10:05	-	10:10
9:30	9:34	-	9:40	9:45	9:47	9:50	-	9:55	10:05	10:15	10:20	-	10:25
9:45	9:49	-	9:55	10:00	10:02	10:05	-	10:10	10:20	10:30	10:35	-	10:40
10:00	10:04	-	10:10	10:15	10:17	10:20	-	10:25	10:35	10:45	10:50	-	10:55
10:15	10:19	-	10:25	10:30	10:32	10:35	-	10:40	10:50	11:00	11:05	-	11:10
10:30	10:34	-	10:40	10:45	10:47	10:50	-	10:55	11:05	11:15	11:20	-	11:25
10:45	10:49	-	10:55	11:00	11:02	11:05	-	11:10	11:20	11:30	11:35	-	11:40
11:00	11:04	-	11:10	11:15	11:17	11:20	-	11:25	11:35	11:45	11:50	-	11:55
11:15	11:19	-	11:25	11:30	11:32	11:35	-	11:40	11:50	12:00	12:05	-	12:10
11:30	11:34	-	11:40	11:45	11:47	11:50	-	11:55	12:05	12:15	12:20	-	12:25
11:45	11:49	-	11:55	12:00	12:02	12:05	-	-	12:19	12:30	12:35	-	12:40
12:00	12:04	-	12:10	-	-	12:20	-	12:25	12:35	12:45	12:50	-	12:55
12:15	12:19	-	12:25	12:30	12:32	12:35	-	-	12:50	13:00	13:05	-	13:10
12:30	12:34	-	12:40	-	-	12:50	-	12:55	13:05	13:15	13:20	-	13:25
12:45	12:49	-	12:55	13:00	13:02	13:05	-	-	13:19	13:30	13:35	-	13:40
13:00	13:04	-	13:10	-	-	13:20	-	13:25	13:35	13:45	13:50	-	13:55
13:15	13:19	-	13:25	13:30	13:32	13:35	-	-	13:50	14:00	14:05	-	14:10
13:30	13:34	-	13:40	-	-	13:50	-	13:55	14:05	14:15	14:20	-	14:25
13:45	13:49	-	13:55	14:00	14:02	14:05	-	-	14:19	14:30	14:35	-	14:40
14:00	14:04	-	14:10	-	-	14:20	-	14:25	14:35	14:45	14:50	-	14:55
14:15	14:19	-	14:25	14:30	14:32	14:35	-	-	14:50	15:00	15:05	-	15:10
14:30	14:34	-	14:40	-	-	14:50	-	14:55	15:05	15:15	15:20	-	15:25
14:45	14:49	-	14:55	15:00	15:02	15:05	-	-	15:19	15:30	15:35	-	15:40
15:00	15:04	-	15:10	-	-	15:20	-	15:25	15:35	15:45	15:50	-	15:55
15:15	15:19	-	15:25	15:30	15:32	15:35	-	-	15:50	16:00	16:05	-	16:10
15:30	-	15:34	15:42	-	-	-	15:54	-	16:05	16:10	-	16:18	16:22
15:45	15:49	-	15:55	16:00	16:02	16:05	-	-	16:19	16:30	16:35	-	16:40
16:00	-	16:04	16:12	-	-	-	16:24	-	16:35	16:40	-	16:48	16:52
16:15	16:19	-	16:25	-	-	16:35	-	16:40	16:50	17:00	17:05	-	17:10
16:30	-	16:34	16:42	-	-	-	16:54	-	17:05	17:10	-	17:18	17:22
16:45	16:49	-	16:55	17:00	17:02	17:05	-	-	17:19	17:30	17:35	-	17:40
17:00	-	17:04	17:12	-	-	-	17:24	-	17:35	17:40	-	17:48	17:52
17:15	17:19	-	17:25	17:30	17:32	17:35	-	17:40	17:50	18:00	18:05	-	18:10
17:30	-	17:34	17:42	-	-	-	17:54	-	18:05	18:10	-	18:18	18:22
17:50	17:49	-	17:55	18:05	18:07	18:10	-	18:15	18:25	18:25	18:30	-	18:35
18:15	18:19	-	18:25	18:35	18:37	18:40	-	18:45	18:55	19:00	19:05	-	19:10
18:45	18:49	-	18:55	19:00	19:02	19:05	-	-	19:19	19:30	19:35	-	19:40
19:45	19:19	-	19:25	20:00	20:02	20:05	-	-	20:19	20:30	20:35	-	20:40
20:40	20:44	-	20:50	Discharge at opposite Hartford Town Hall and points on USS to Billings Farm Rd									

Enhanced Saturday Service

The initial implementation of Saturday service makes use of four buses in service, due to limits on the available funding. This limit and the need to provide a direct connection to Sachem Village necessitated that certain parts of the weekday service area were excluded from Saturday service, specifically the Brown Route corridor in Norwich and the area north of the Dartmouth Green, as well as Green Route service to Hartford Village. The hourly service level also makes it impossible to offer timed transfers for all routes at Kilton Library. Green Route arrivals are timed to meet Blue/Red buses heading to the plazas in the morning, and Green Route departures from Kilton are timed to meet Blue/Red buses arriving from the plazas in the afternoon. Orange Route passengers north of Kilton Library have similar connections to the Red/Blue Route, but passengers from White River Junction have to wait about 30 minutes to transfer to or from Red/Blue buses heading to or from the plazas. These passengers do have convenient transfers to Red/Blue buses heading to the Miracle Mile and downtown Lebanon.

A five-bus option that covers Norwich Village and Hartford Village and that provides one-seat rides for all passengers to the plazas was presented to the public at outreach meetings in May 2023. In comments at the meetings and other feedback, the public preferred this option to one that required transfers by a margin of two to one. Initial ridership figures from September 2023 shows that about half of the Green and Orange Route riders transfer to the Blue/Red Route heading to the plazas, and that loads are relatively heavy on the Blue/Red Route south of Kilton Library. The one-seat rides in this proposed option would eliminate all of the transfers and triple the amount of service in the plazas, thereby eliminating crowding. The alignments of the proposed Saturday routes in this option are shown below in Figure 7.2.

This option preserves the connection from Sachem Village to the plazas, but instead of having a shorter trip to Kilton and then a transfer to the Red/Blue route, this option provides a longer trip via Hanover and Norwich Village, but a one-seat ride to the plazas. The September 2023 Saturday configuration introduced direct service to Quail Hollow, with a stop at Building 1. If that stop proves to be well used, then the Green Route shown here terminating at Sachem Village should be extended to terminate at Quail Hollow. The route would stop at Sachem Village in both directions.

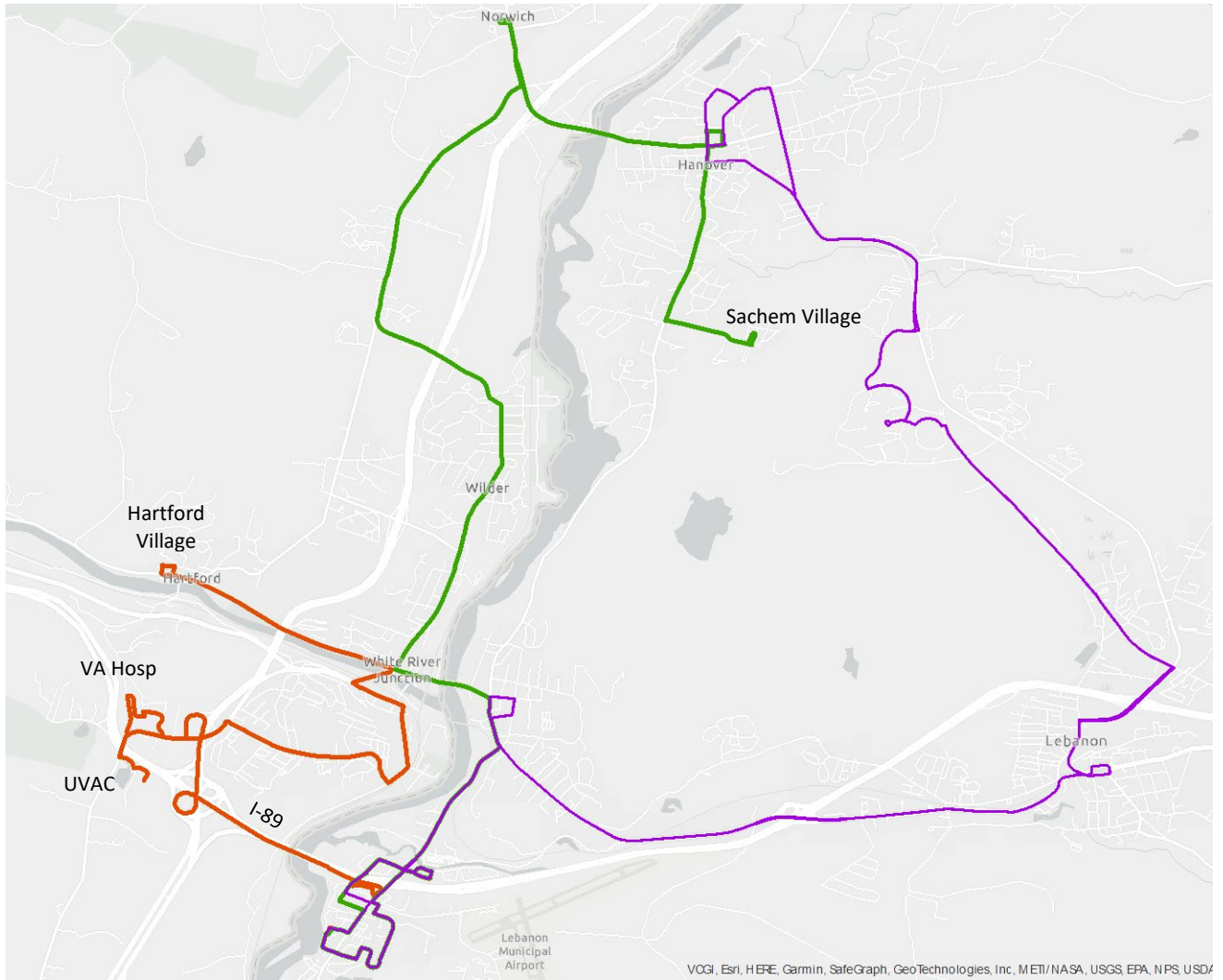
In this proposal, Hartford Village is served by a reconfigured Orange Route through White River Junction rather than by the Green Route. The Saturday Orange Route would originate at Hartford Village, serve downtown White River Junction and then serve the VA Hospital and the Upper Valley Aquatic Center. From there, it would use Interstate 89 to Exit 20 and operate a loop through the plazas, serving all stops other than Target.

The proposed service level is hourly service for each of these routes. The Red-Blue route and the Green Route would each require two buses in service, and the reconfigured Orange Route would require one bus. The one extra bus in service would allow for additional coverage and additional convenience for riders, essentially eliminating the need for transfers for most shopping-oriented trips and tripling the capacity within the plazas area.

A second enhancement to Saturday service would be to extend the span of service. The current routes operate from about 9:15 a.m. to about 6:30 p.m., with the Orange Route somewhat shorter, from 9:40 a.m. to 6:07 p.m. There have been requests to run the Orange Route at least until the Amtrak Vermonter train is due to arrive in White River Junction (at 6:18 p.m.). An extension of the span would likely necessitate breaking the service day into two driver runs, as the current runs are already longer than nine hours. For the purpose of this proposal, all of the Saturday routes would

run from 8:00 a.m. to 7:00 p.m. and there would be ten driver shifts of six hours each to accommodate this schedule.

Figure 7.2 Enhanced Saturday Service



3. LONGER-TERM SERVICE PROPOSALS

There is not a sharp dividing line between the short-term and the long-term period, but short term can generally be considered the first two years of the plan, and long term years three and beyond. The recommendations in this section involve greater dislocations to existing passengers and new types of services that will take longer to implement. They also reflect the timing of future developments coming on line (such as housing in the northern part of the Dartmouth campus).

The sections below present the basic descriptions of the proposed service improvements. The costs and ridership associated with these improvements are presented in chapter 9.

Canaan and Enfield

The service change in September 2023 made the Canaan/Enfield service seem to be a separate route from the Blue Route, even though operationally it is still run by buses that run mostly Blue Route trips. It is possible to operate the Canaan/Enfield trips as a standalone service, possibly with a smaller vehicle, as the peak passenger volume in recent counts has been 12 or below.

A standalone service could operate four round-trips per peak period at a similar cost to the three round-trips that are now operated as part of Blue Route runs. As shown in the tables in chapter 9, the annual cost of operating the additional service on the Canaan route would only be about \$69,200 if it were done with a full-size bus, but if the entire route were operated with a cutaway, the net cost increase would only be \$13,650.

The service would result in a split shift, which Advance Transit is trying to avoid whenever possible; however, it would allow AT to eliminate Run 3 on the Blue Route, which is already a split shift. Although the Blue Route public timetable has already been simplified, breaking out the Canaan/Enfield trips into a separate run would help further simplify the Blue Route runs. It would change the peak bus requirement for the Blue Route from five to four buses, and save about an hour and a half of deadhead time from the Blue Route. This savings is accounted for in the cost estimates listed above.

It would be possible to operate the Canaan/Enfield service as a full-day route, as well. A small bus would certainly be appropriate for midday trips. The midday service could be operated by keeping the peak bus in service all day, or by taking one of the peak Dartmouth/Hanover shuttle buses that goes out of service during the midday and running it between Lebanon and Canaan. To run consistent hourly service through the midday period, there would be six additional round trips. Each additional round trip operated would cost about \$34,000 annually, meaning that full midday service would add about \$204,000 to the route's cost. If it were operated with a full-size bus, the cost would be substantially higher.

Brown Route

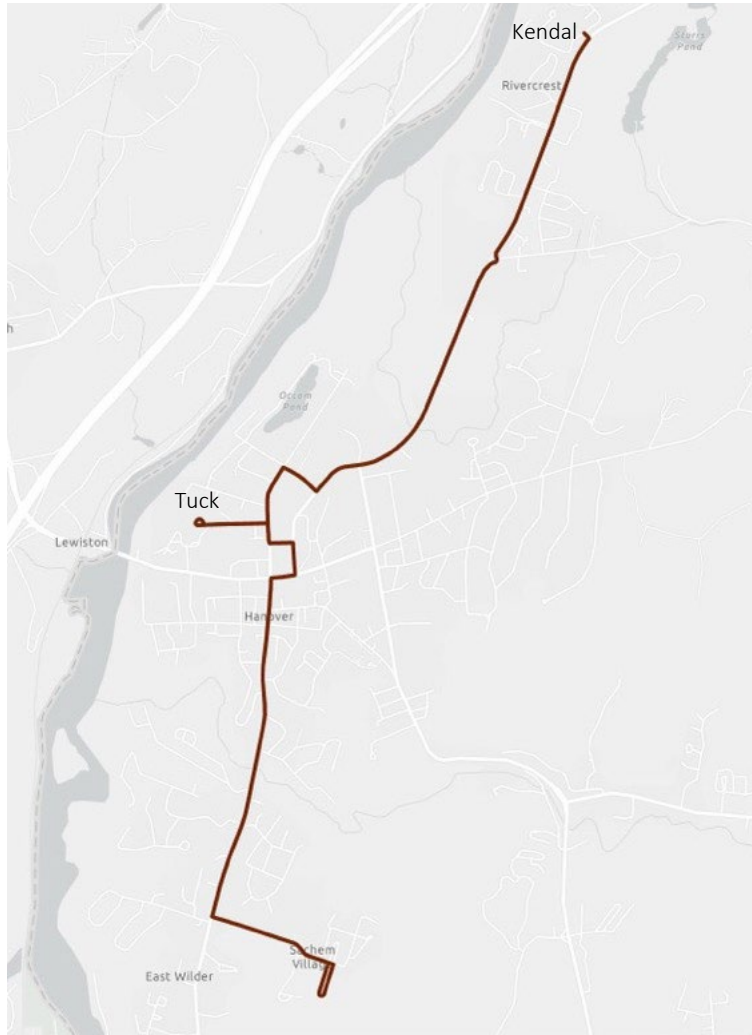
The Brown Route has for many years had the poorest performance of AT's mainline routes (until the Yellow Route was established). It operates at an awkward interval of 40 minutes while other routes operate hourly, every half hour or every 15 minutes. The loop to the Norwich Park & Ride generates about one rider per day.

The New Brown Route, shown in Figure 8.1 is proposed to improve performance and transit access for two key areas. The Lyme Road portion of the Brown Route (between the Dartmouth Green and Kendal) will be preserved, but instead of connecting to Norwich, it will continue south on NH 10 and terminate at Sachem Village. With an initial service frequency of every 30 minutes, the route will

provide a convenient connection between Sachem Village and the main campus as well as the Tuck School, and better service to the Lyme Road corridor than the present Brown Route. As Dartmouth builds additional housing in the North Campus area (including the recently announced North End housing and potential redevelopment of the Rivercrest parcel) service frequency can be improved to accommodate additional demand.

Note that the new Brown Route is linked to the restructuring of the Green Route and systemwide microtransit (see below). Because the Brown Route would no longer serve Norwich, it will be covered by a new pattern of the Green Route and the connection between Norwich and Lyme Road (for the few passengers who make this trip currently) will be preserved by microtransit.

Figure 8.1 Restructured Brown Route

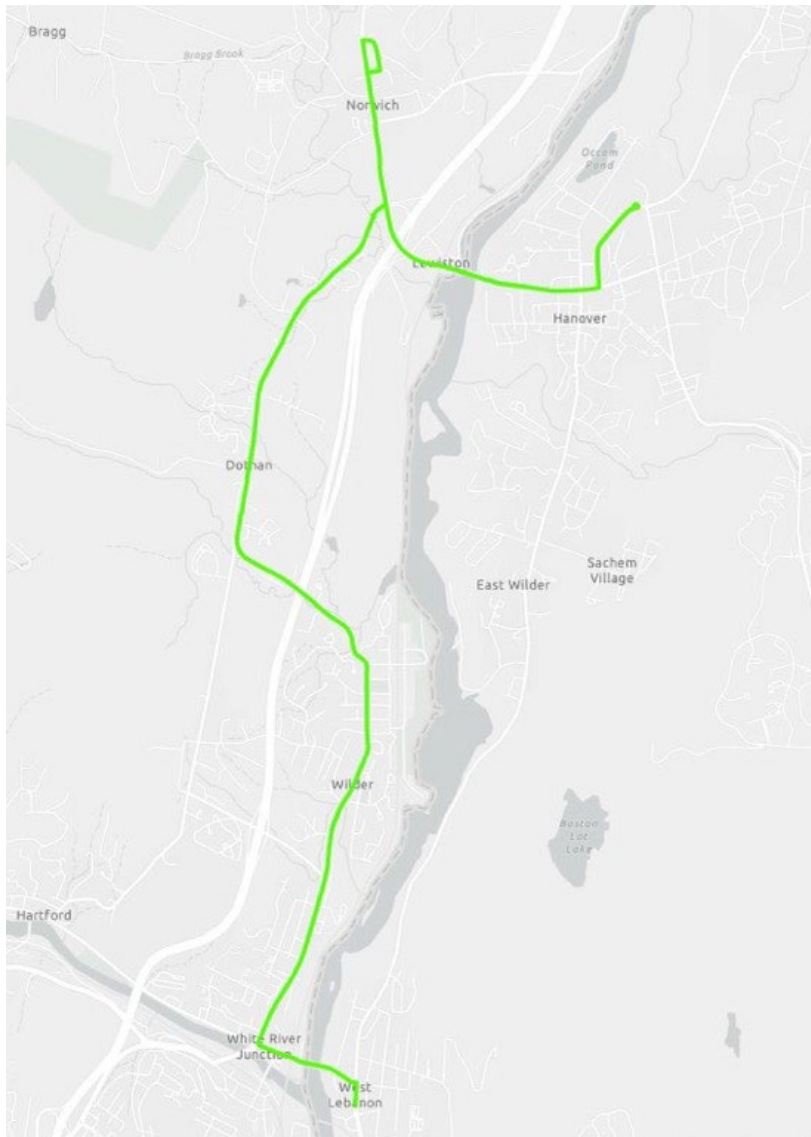


Restructured Green Route

The Green Route currently has two patterns: one travels to Hartford Village, and the other does not. The reason the route was designed this way was a concern about schedule reliability, for if the bus went to Hartford Village on every trip in both directions, it might take more than an hour to run the round-trip at certain times of day, resulting in poor reliability. With the Green Route having lost a substantial number of riders during the pandemic, and with an excess of running time data available, it appears that the route could serve Hartford Village in both directions and still be reliable.

There is not enough demand in Hartford Village to justify service there every 30 minutes, and so trips that do not go there have some available time to serve another location. With the conversion of the Brown Route from its current form to a Sachem-to-Kendal route as discussed above, service to Norwich Village needs to be replaced. The restructured Green Route would include a diversion to Norwich Village, using the Hazen Street turnaround, on the way from Wilder to Hanover as shown in Figure 8.2. This pattern would run once per hour, opposite the pattern that runs to Hartford Village. Together, the two patterns would maintain 30-minute service for the great majority of the Green Route. Hartford Village would receive service that is essentially the same as the current schedule. Norwich Village service would be downgraded from every 40 minutes to every hour, but there are fewer than 15 passengers per day at those Brown Route stops. However, the Green Route operates later than the Brown Route currently does, and it offers a one-seat ride to Kilton Library and coordinated connections to the Red Route. Transfers in Hanover would also be better coordinated than they are currently, given the awkward 40-minute headway on the existing Brown Route. The peak-period loop to the Park & Ride would be eliminated entirely, as it generates only one passenger per day.

Figure 8.2 New Green Route Pattern via Norwich Village



Systemwide Microtransit

Microtransit is a relatively new form of public transportation. In some ways, it is similar to a traditional general public dial-a-ride service, but because of technological advancement, it is much more convenient and efficient. For the rider, it works similar to an Uber or Lyft ride, where a person, using a smartphone app, requests a ride from where they are to where they want to go, and then the app tells them when the vehicle will be there and what time they will arrive at their destination. Because it is public transit, it is a shared ride, and the vehicle may pick up or drop off other passengers during the trip. It is also accessible to people without smartphones through a call center. Unlike traditional dial-a-ride, when one had to reserve a trip a day or two in advance, microtransit can respond to trip requests in real time, and the pick up time could be within a few minutes of the request, or perhaps longer (up to 30 minutes or more) depending on how many vehicles are in service and the level of demand at that time.

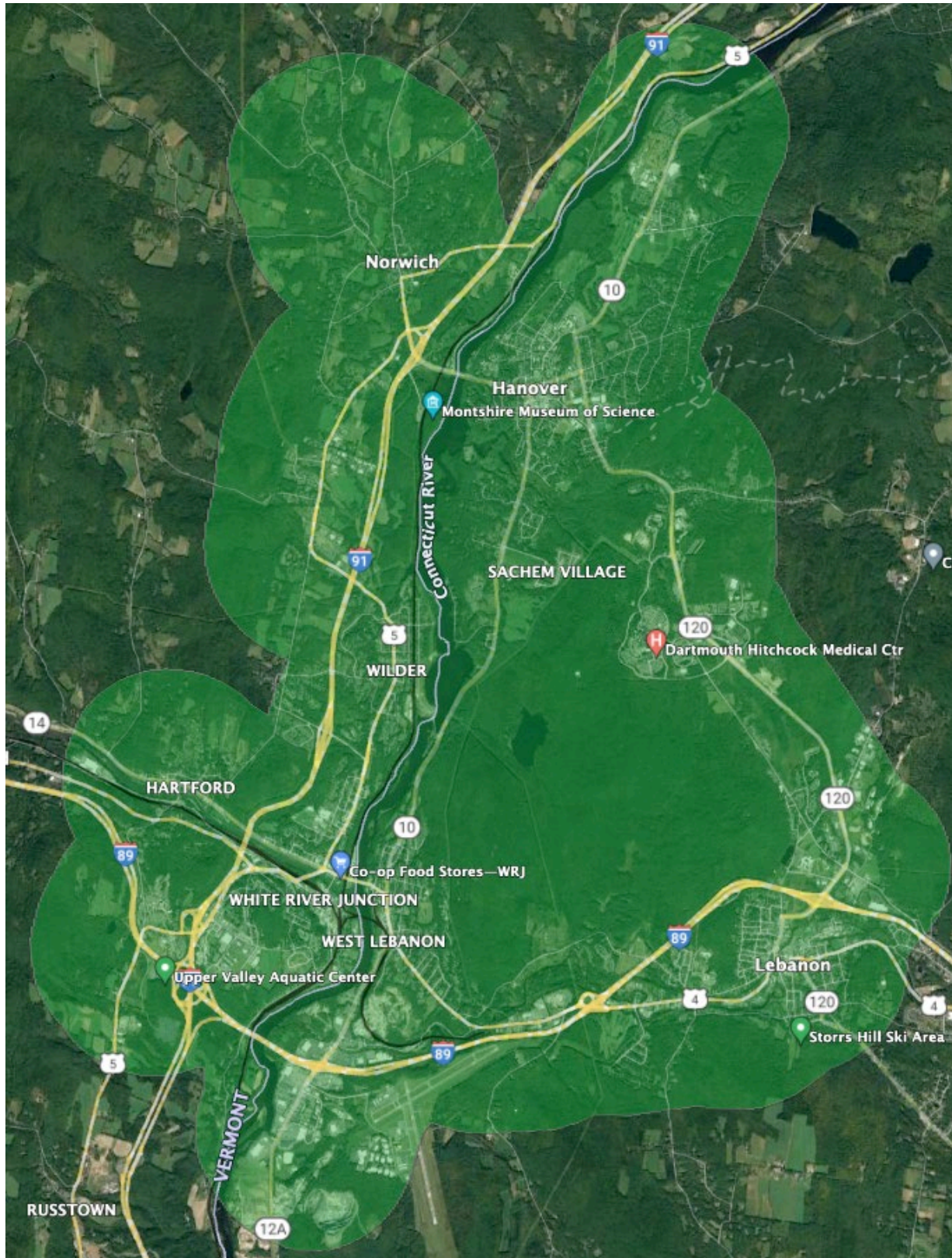
Advance Transit already operates Access AT demand response service for people with disabilities. That service requires day-in-advance reservations, but AT can occasionally handle same-day requests. AT typically has two vans in service to carry about 20 to 25 passenger trips per day.

The proposal here is to incorporate the existing Access AT service into a microtransit service that is open to the general public, perhaps called AT Flex. The microtransit service would have additional vehicles in service since there would be increased demand for service, both from passengers with disabilities, who would find the on-demand service to be much more convenient than one that has to be reserved a day in advance, and from the general public. Two potential service levels are proposed: a “low” service level with five vans in operation, and a “high” service level with ten vans in operation. The response time to a trip request would likely be in the range of 30 minutes for the low service level, but perhaps only 15 minutes for the high service level. It is recommended that a microtransit simulation be conducted before implementation to refine these figures and determine an appropriate level of service. Various service models could be considered, including a focus on areas not well served by the existing fixed route structure. Fortunately, microtransit service is easily scaled and the service zone is easily adjusted, so that as long as there is some flexibility in the budget, AT could start with one service level or area and then adjust as the actual level of demand reveals itself.

The microtransit service zone, which would be essentially the same as the ADA paratransit service zone shown in Figure 8.3, covers all of the populated areas in AT’s core communities, and thus covers destinations, such as Centerra, Alice Peck Day Hospital, the Route 120 corridor, and others, that have not been served by AT’s fixed routes in the past. The zone covers about 35 square miles, but the effective size of the zone is closer to 25 square miles due to the large forested area in the middle and several other unpopulated areas along the fringes.

It is suggested that passengers who are not eligible for ADA paratransit be charged a fare for AT Flex (up to \$2), since it a premium door-to-door service compared to regular bus routes, and experience elsewhere suggests that not charging a fare results in many no-shows and late cancellations of trips that waste system resources. Charging a fare would also make it less likely that the microtransit service would “cannibalize” regular bus riders. It is far more cost effective for AT if everyone who is able to use regular bus routes does so rather than requesting trips on a microtransit service.

Figure 8.3 Potential Microtransit Service Zone



4. SUMMARY OF OTHER PLANS

Advance Transit works with six municipalities, two regional planning commissions, two state departments of transportation, as well as major institutions and community partners. Many of these entities engage in their own strategic planning efforts. Often the plans they produce include recommendations related to Advance Transit services. This chapter summarizes recommendations from plans that have been completed by third parties since the release of the last version of the TDP. Although AT has not formally studied the proposals from these plans, it remains committed to working closely with community partners to help solve transportation challenges.

2019

Hartford Town Plan

Recommendations:

- "Support the expansion of bus routes, including ... a Quechee regional bus route, and more village stops." ([Appendix A, pg. 22](#))

Master Plan for Canaan, NH

Recommendations:

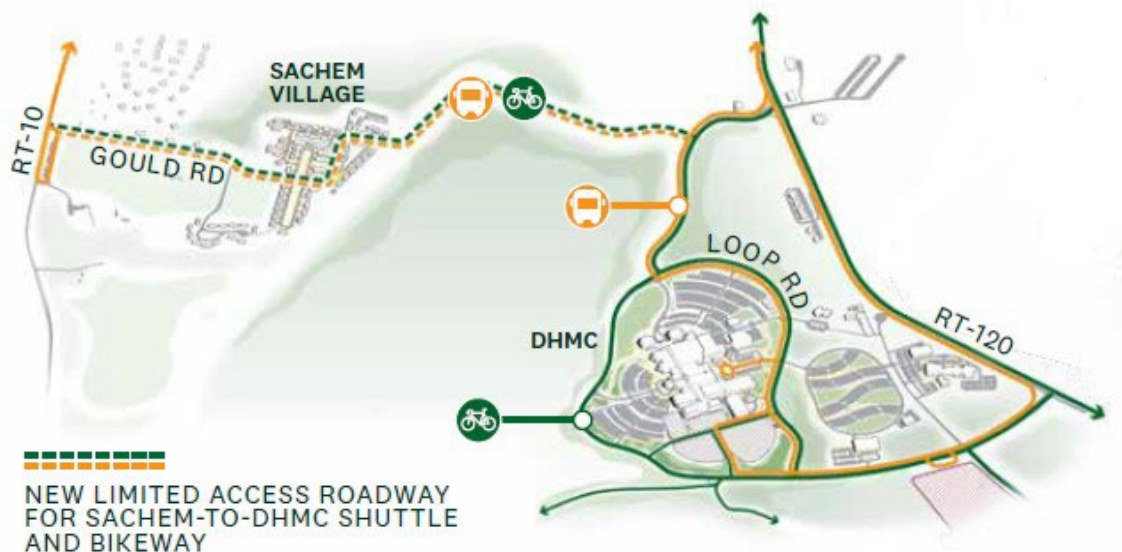
- "Support continuation and expansion of public transportation between Canaan Village, shopping and medical facilities in Lebanon and West Lebanon." ([pg. 11](#))

2020

Dartmouth College Strategic Master Plan

Recommendations:

- "New intercept [parking] lots served by transit." ([pg. 22-23](#))
- "New Limited Access Roadway for Sachem to DHMC Shuttle and Bikeway." ([pg. 56-57](#))



- “Expand Transit and Bicycle Corridor to the Organic Farm.” ([pg. 58-59](#))

Norwich 2020 Town Plan

Recommendations:

- “Support Advance Transit in providing a range of commuter services to Norwich, providing connections with locations where residents attend school, work and shop. (pg. 22)
- “Provide for safe, convenient, economic, and energy efficient transportation systems that respect the integrity of the natural environment, including public transit options and paths for pedestrians and bicyclers.” (pg. 40)
- “Reduce Greenhouse Gas Emissions (GGE) by encouraging access to mass transit, ride-sharing, and EV use.” (pg. 40)

Two-Rivers Ottauquechee Regional Commission Regional Plan

Recommendations:

- "Support the development of the Upper Valley U.S. Route 4 commuter bus service." ([Chapter 4, pg. 97](#))
- "US 4 Transit Service: Support the start of the Bridgewater to the Upper Valley US 4 commuter bus service." ([Appendix C, pg. 71](#))

New Hampshire Department of Transportation Statewide Strategic Transit Assessment

Recommendations:

- “Longer hours needed on weekday evenings” ([Executive Summary, ES-2](#))
- “More service/some service needed on Saturdays and Sundays” ([Executive Summary, ES-2](#))
- “Higher frequency of service would be of benefit to existing riders and help attract new ones” ([Executive Summary, ES-2](#))

Vermont Agency of Transportation Public Transit Policy Plan 2020

Recommendations:

2022

The Master Plan for the Town of Enfield, New Hampshire

Recommendations:

- "More frequent service and weekend [Enfield-Canaan Commuter] service would likely expand ridership." ([pg. 36](#))
- "Sheltered stops and commuter parking are needed to attract and serve transit riders" ([pg. 36](#))
- "Promote the availability of free public transit to Enfield residents and actively work with the Regional Planning Commission and Advance Transit to expand service to our community." ([pg. 56](#))

Upper Valley Lake Sunapee Regional Corridor Transportation Plan

Recommendations:

- "Improve pedestrian access to Advance Transit bus stops along NH Route 10 from Quail Hollow Rd to Sachem Village" ([pg. 32](#))
- "Add bus shelters to Advance Transit bus stops in NH 12A commercial area." ([pg. 55](#))
- "Improve pedestrian access to Advance Transit stop at Glen Rd Plaza. Consider potential stop relocation/improvement." ([pg. 55](#))
- "Add Advance Transit bus stop and service to Centerra Park." ([pg. 85](#))
- "Add Advance Transit bus stop and service to Dartmouth Coach." ([pg. 85](#))
- "Provide fixed-route bus service to Alice Peck Day Hospital." ([pg. 113](#))
- "Add bus pull-off and pedestrian access along US Route 4 at Daniel's Mobile Home Park." ([pg. 114](#))

2023

Walk-Bike Ride Leb Plan

Recommendations:

- "Mechanic Street/Slayton Hill Road: The RR pass would be raised with sidewalks and a roundabout on Mechanic. Also improve bus stop locations, including crosswalk just east of Slayton." ([pg. 51](#))
- "Mechanic Street - Miracle Mile Corridor: update/relocate AT bus stops ... including new crosswalk." ([pg. 51](#))

2024

Hanover Sustainability Master Plan (Draft)

- "Work with Advance Transit to identify opportunities to expand their service with respect to duration and frequency. Align service availability with local employment patterns by engaging local and regional employers and their employees." ([pg. 6-6](#))
- "Implement ITS technology to coordinate all signalized intersections and to provide transit signal prioritization." ([pg. 6-10](#))
- "Establish peripheral parking and supporting shuttle service to locations in the downtown area." ([pg. 6-10](#))

5. RECOMMENDATIONS AND FINANCIAL PLAN

Advance Transit has made significant changes to its service since the last TDP was completed in 2018. The establishment of the Yellow Route in 2019, the improvement of the Blue Route to 15-minute headways in April 2022, and the series of changes in September 2023, including evening and Saturday service all were recommended in the prior TDP. This chapter organizes the recommendations of this TDP into an implementation plan and presents a five-year financial plan for Advance Transit. It includes operating cost projections for the period FY 2025 through 2029 as well as ridership estimates by route for each of the years.

Recommended Implementation Plan

The recommended implementation plan focuses on improvements to Advance Transit's core services. At the time of this writing, budget process for FY 2025 was just beginning, and thus it represents the first year of the plan. The near term and longer term improvements described in chapters 8 and 9 are recommended to be implemented as follows:

- ▶ Increase in AM Peak Red Route service in FY 2025
- ▶ Enhancement of Saturday service in FY 2025 (especially if crowding on the plazas segment of the Red/Blue route is a recurring issue)
- ▶ Increase in Red Route service including new peak alignment in FY 2026
- ▶ Separation of Enfield/Canaan Route from Blue Route operations in FY 2027
- ▶ Extension of Saturday span of service in FY 2028
- ▶ Restructuring of Brown Route, Green Route and systemwide microtransit in FY 2028

To some extent, the recommended plan reflects what *should* happen with public transportation in the Upper Valley. This is not necessarily what is likely to happen. Advance Transit and its partners need to remember that future service expansion depends on federal and state funding decisions that have not yet been made. Many recommendations from the 2018 TDP were not implemented due to a lack of new funding. Service additions for the coming years may need to be postponed until the required funding becomes available from federal, state, and local sources.

On the other hand, some recommendations could be advanced due to external factors and input from community partners. The pace of residential development on the north side of the Dartmouth Campus is not precisely known. If substantial new demand is generated prior to FY 2028 because of new residential buildings, the restructuring of the Brown Route, and the related restructuring of the Green Route may need to happen sooner.

Not included in these recommendations is any reworking of service in West Lebanon related to the development of River Park. This long-delayed project could include space for a new bus hub to replace the constrained facility at Kilton Library. Rather than continuing to wait to see how the situation evolves, it is recommended that Advance Transit seeks planning funds to conduct a detailed and focused study of the major transfer hubs in the system. This study would include an assessment of current and potential transfer locations, feedback from riders about facility needs and a detailed evaluation of the River Park concept in comparison to any other available alternatives in the West Lebanon area. Factors to be considered would include the ability to charge electric buses during layovers at hubs, improving driver restroom and break facilities, and operational impacts. The study would include creating conceptual site plans and high level cost estimates for enhanced passenger amenities at the preferred major hubs.

Operating Cost Projections

Projected operating costs for Advance Transit, assuming that the recommended new services are funded and implemented as listed in section 9.1 above, are shown on the tables on the following pages. The first table breaks down the costs by route: existing services are shown in first 11 rows, and recommended services are shown the rows below that. The costs shown for the recommended services represent the incremental cost above the existing service, including microtransit, where the future cost of ADA service is assumed to be folded into the overall microtransit cost. The microtransit cost for FY 2028 is assumed to be the “low” level of service and the cost for FY 2029 is assumed to be the “high” level of service. AT is unlikely to boost service by that much within one year unless demand is very strong. It must also be noted that the microtransit costs are net of expected fare revenue, assuming a \$2 fare for non-ADA-eligible passengers.

The cost forecasts encompass all of AT’s operations, including regular routes, shuttle services, and ADA paratransit service. The administrative costs associated with philanthropy are not included in these forecasts. Saturday service is listed as its own type rather than as part of the regular routes. Capital and depreciation costs for vehicles and facilities are not included. Operating cost projections are based on Advance Transit’s budgeted average unit costs for fixed route bus service in FY 2024. Unit cost measures include average cost per hour (for labor and administrative expenses) and average cost per mile (for fuel, parts and maintenance).

PROJECTED COSTS BY SERVICE COMPONENT

Route	Service	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Blue	Regular Weekday	\$1,804,624	\$1,885,832	\$1,961,265	\$2,029,910	\$2,100,957	\$2,174,490
Red	Regular Weekday	\$841,065	\$878,912	\$914,069	\$946,061	\$979,174	\$1,013,445
Green	Regular Weekday	\$931,920	\$973,857	\$1,012,811	\$1,048,259	\$1,084,948	\$1,122,922
Brown	Regular Weekday	\$384,457	\$401,757	\$417,828	\$432,452	\$447,588	\$463,253
Yellow	Regular Weekday	\$493,400	\$515,603	\$536,228	\$554,996	\$574,420	\$594,525
Orange	Regular Weekday	\$423,454	\$442,510	\$460,210	\$476,317	\$492,988	\$510,243
Canaan	Regular Weekday	\$229,987	\$240,336	\$249,950	\$258,698	\$267,752	\$277,124
Lot 20	Regular Weekday	\$335,604	\$350,706	\$364,734	\$377,500	\$390,713	\$404,388
Dart./Han.	Regular Weekday	\$729,397	\$762,220	\$792,709	\$820,454	\$849,169	\$878,890
Saturday	Sept 2023 service	\$229,612	\$239,945	\$249,542	\$258,276	\$267,316	\$276,672
System	ADA paratransit	\$646,400	\$675,488	\$702,508	\$727,095	\$752,544	\$778,883
Red	Earlier 2nd bus		\$79,293	\$82,465	\$85,351	\$88,339	\$91,430
System	Enhanced Saturday		\$76,249	\$79,298	\$82,074	\$84,946	\$87,920
Red	15-min hw plus alt peak			\$926,852	\$959,292	\$992,867	\$1,027,617
Canaan	Improved service				\$16,618	\$17,199	\$17,801
Brown	Restructured route					\$645,390	\$667,978
Green	Restructured route					\$30,222	\$31,280
System	Extended Saturday span					\$93,631	\$96,908
System	Microtransit - low					\$2,069,837	
System	Microtransit - high						\$5,041,250
	Total Fall 2023 service		\$7,367,167	\$7,661,853	\$7,930,018	\$8,207,569	\$8,494,834
	Total enhanced service		\$7,522,708	\$8,750,469	\$9,073,353	\$12,230,000	\$15,460,110

These cost factors are adjusted for anticipated inflation in future years. Inflation rates utilized by the cost model can be adjusted separately for each year. The model is currently set to reflect the following inflation rates per year, respectively: 4.5%, 4.0%, 3.5%, 3.5% and 3.5%.

The cost model uses fully allocated costs. This means that the average cost per hour includes all administrative costs associated with Advance Transit’s regular bus operations. Separate cost models were developed for fixed route bus and ADA paratransit. The ADA paratransit model was used to estimate the costs for microtransit. Advance Transit’s philanthropic fund raising efforts are not included in any of the costs. Mileage and service hour calculations for individual service components include miles and hours associated with moving buses to and from Advance Transit’s bus garage in Wilder. Again, capital costs and depreciation are not included.

Using fully allocated costs results in conservative budget estimates. Support expenses are unlikely to increase proportionally with the growth of service hours and service miles. The cost models do not account for nuances such as the cost of increased overtime for existing drivers vs. the cost of hiring new drivers.

The table below summarizes the costs by category from the table above.

SUMMARY OF COSTS

Service Category	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Regular	\$5,108,907	\$5,418,101	\$6,561,677	\$6,807,953	\$7,721,844	\$7,992,109
Saturday	\$229,612	\$316,193	\$328,841	\$340,350	\$445,893	\$461,499
Shuttle	\$1,065,001	\$1,112,926	\$1,157,443	\$1,197,954	\$1,239,882	\$1,283,278
ADA	\$646,400	\$675,488	\$702,508	\$727,095	-	-
Microtransit	-	-	-	-	\$2,822,380	\$5,820,132
Grand Total	\$7,049,920	\$7,522,708	\$8,750,469	\$9,073,353	\$12,230,000	\$15,557,018

Ridership Projections

Total ridership in FY 2023 was 524,934 (including ADA paratransit). During the five-year planning horizon, if all of the recommended improvements are implemented, combined Advance Transit ridership is projected to increase by 77%, from 616,000 in FY 2024 to 1.06 million in FY 2029. This increase assumes some “background growth” in demand as the region continues to recover from the effects of the pandemic. The background growth assumption is about 18% over the five-year span. The most significant changes include:

- ▶ A boost of about 73,000 annual riders due to Red Route improvements in FY25 and FY26.
- ▶ Continued growth of Saturday ridership, reaching nearly 65,000 annual riders (over 1,200 per Saturday) by FY29, compared to about 31,000 expected in FY24.
- ▶ A significant increase in Brown Route ridership with restructured service to Sachem Village and the planned North End housing on the Dartmouth Campus, raising the total from about 19,000 in FY24 to over 75,000 in FY29.
- ▶ Between 85,000 and 170,000 new riders when microtransit service is introduced beginning in FY28, depending on the level of service operated.

Note that the largest cost impacts and the largest ridership impacts are both associated with the proposed microtransit service. The service described is robust, especially the “high” level of service shown for FY 2029. As discussed earlier, the AT Flex service would be a major boon to current

ADA riders and it would provide convenient transit access to anyone in the Upper Valley region who does not live within a short walk of a bus route. Bus trips that now involve transfers can be done more conveniently with microtransit. This technology-enabled service will also be appealing to the large student and young professional population in the area who are very comfortable with technology. In sum, microtransit will be a significant investment of resources, but it will be very important in keeping AT relevant to younger generations and people who don't find the fixed route structure to be convenient.

Ridership projections by route by year are shown in the table below. Service enhancements, shown below the solid line in the table, represent incremental ridership increases to the regular service, with the exception of the Green and Brown routes in FY28 and FY29, which replace the existing Green and Brown service in the upper part of the table.

ADVANCE TRANSIT RIDERSHIP PROJECTIONS

Route	Service	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Blue	Regular Weekday	104,555	148,685	162,587	170,716	175,838	181,113	186,546	192,143
Red	Regular Weekday	121,380	133,686	146,186	153,495	158,100	162,843	167,728	172,760
Green	Regular Weekday	59,049	63,725	60,487	63,511	65,416	67,379		
Brown	Regular Weekday	16,742	17,582	19,226	20,187	20,793	21,417		
Yellow	Regular Weekday	1,214	1,437	30,776	38,779	41,939	45,254	48,731	52,375
Orange	Regular Weekday	59,138	64,907	61,553	58,168	57,916	57,596	57,205	56,739
Canaan	Regular Weekday	9,000	10,254	11,213	11,773	12,127	12,490	12,865	13,251
Lot 20	Regular Weekday	26,018	50,701	55,442	58,214	59,960	61,759	63,612	65,520
Dartmouth/Hanover	Regular Weekday	19,010	27,496	30,067	31,570	32,517	33,493	34,498	35,533
Saturday	Sept 2023 service			31,500	39,000	40,950	42,998	45,147	47,405
System	ADA paratransit	5,574	6,461	7,065	7,726	8,448	9,238		
Red	Earlier 2nd bus				10,200	10,506	10,821	11,146	11,480
System	Enhanced Saturday				5,200	5,460	5,733	6,020	6,321
Red	15-min service plus alt peak					56,100	57,783	59,516	61,302
Canaan	Separated + improved service						1,874	1,930	1,988
Brown	Restructured route 6A-830P at 30 min							73,480	75,684
Green	Restructured route							78,570	80,927
System	Extended Saturday span							10,400	10,920
System	Microtransit - low level of service							85,960	
System	Microtransit - high level of service								171,920
	REGULAR ROUTES	371,078	440,276	492,028	526,829	542,634	618,570	697,717	718,648
	SATURDAY ROUTES	0	0	31,500	44,200	46,410	48,731	61,567	64,645
	SHUTTLE	45,028	78,197	85,508	89,784	92,477	95,252	98,109	101,053
	ADA/MICROTRANSIT	5,574	6,461	7,065	7,726	8,448	9,238	85,960	171,920
	TOTAL	421,680	524,934	616,101	668,539	746,070	771,790	943,353	1,056,266

When considering the value of proposed improvements, it is useful to consider the cost and benefit (ridership increase) together. The upper section of the table below shows these figures for each of the recommendations in the year of proposed implementation as well as the cost per new rider. The lower section shows the FY24 estimated costs and ridership, as well as the cost per rider for all services in operation as of Fall 2023.

ADVANCE TRANSIT COST AND RIDERSHIP PROJECTIONS

Route	Recommended Service	Annual Net Cost Change	Annual Net Ridership Change	Cost/New Rider
Red	Earlier 2nd bus	\$79,583	10,200	\$7.80
System	Enhanced Saturday	\$76,528	5,200	\$14.72
Red	15-min service plus alt peak	\$930,257	56,100	\$16.58
Canaan	Separated + improved service	\$15,349	1,874	\$8.19
Brown	Restructured route 6A-830P at 30 min	\$647,670	51,420	\$12.60
Green	Restructured route	\$30,378	9,170	\$3.31
System	Extended Saturday sap	\$93,631	10,400	\$9.00
System	Microtransit - low level of service	\$2,069,837	85,960	\$24.08
System	Microtransit - high level of service	\$5,041,250	171,920	\$29.32

Route	Existing Service	Annual Cost	Annual Ridership	Cost per Rider
Blue	Regular Weekday	\$1,811,313	162,587	\$11.14
Red	Regular Weekday	\$844,152	146,186	\$5.77
Green	Regular Weekday	\$935,427	60,487	\$15.46
Brown	Regular Weekday	\$385,859	19,226	\$20.07
Yellow	Regular Weekday	\$495,249	30,776	\$16.09
Orange	Regular Weekday	\$425,029	61,553	\$6.91
Canaan	Regular Weekday	\$202,074	11,213	\$18.02
Lot 20	Regular Weekday	\$336,806	55,442	\$6.07
Dartmouth/Hanover	Regular Weekday	\$731,986	30,067	\$24.35
Saturday	Sept 2023 service	\$230,465	31,500	\$7.32
System	ADA paratransit	\$646,400	7,065	\$91.49

It can be seen that the cost per new rider for all of the line route recommendations are in line with existing cost ratios, or are better in several cases. This indicates that the recommendation will make the route more cost effective than it currently is.

The recommendations with the highest cost ratios are microtransit service, but it should be noted that the cost per rider for microtransit is less than a third of current ADA paratransit. Demand response services are almost always more costly than fixed route service on a per rider basis, but a microtransit service that is open to the general public will be much more cost effective than existing ADA service and also be more convenient for current ADA-eligible riders.

6. TITLE VI ANALYSIS

Advance Transit updated its Title VI program in the summer of 2023. The program includes a policy statement that the agency “operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.” It also includes a demographic profile of AT’s service area, describing the distribution of minority, foreign-born and low-income individuals by census tract. The demographic table from the program is shown below. Cells shaded in red indicate a concentration of individuals for that characteristic (i.e. a percentage higher than the area average).

DEMOGRAPHIC CHARACTERISTICS OF AT SERVICE AREA

County	Tract	Town	Total Pop.	Non-White or Hispanic Population	Pct.	Foreign Born	Pct.	Below Poverty Line	Pct.
Windsor, VT	9650	Norwich	3,584	286	8.0%	130	3.6%	198	5.5%
Windsor, VT	9655.01	South Hartford	3,516	299	8.5%	74	2.1%	286	8.1%
Windsor, VT	9655.02	North Hartford	2,655	255	9.6%	306	11.5%	306	11.5%
Windsor, VT	9656	White Riv. Jct./Wilder	4,433	403	9.1%	264	6.0%	284	6.4%
Grafton, NH	9614	Canaan	3,806	288	7.6%	74	1.9%	335	8.8%
Grafton, NH	9615	Enfield	4,496	90	2.0%	180	4.0%	548	12.2%
Grafton, NH	9616.01	Hanover East	2,799	397	14.2%	177	6.3%	51	1.8%
Grafton, NH	9616.03	Hanover N. Campus	5,801	1,826	31.5%	1,100	19.0%	187	3.2%
Grafton, NH	9616.04	Hanover Downtown	3,012	826	27.4%	418	13.9%	303	10.1%
Grafton, NH	9617.01	Lebanon North	4,660	798	17.1%	605	13.0%	240	5.2%
Grafton, NH	9617.02	West Lebanon	3,451	757	21.9%	389	11.3%	276	8.0%
Grafton, NH	9618.01	Lebanon South including Plazas	2,585	112	4.3%	45	1.7%	177	6.8%
Grafton, NH	9618.02	Downtown Lebanon	3,620	445	12.3%	110	3.0%	410	11.3%
TOTALS			48,418	6,782	14.0%	3,872	8.0%	3,601	7.4%

There are a total of 13 census tracts that make up the AT service area. Three of them are whole towns (Canaan, Enfield, and Norwich), and the others are portions of towns: three in Hartford, three in Hanover, and four in Lebanon. Only one of the 13 tracts has no fixed route service: tract 9616.01 which covers the northern and eastern part of Hanover. This tract has the fewest low-income residents of any of the tracts and a moderate number of foreign-born individuals. It has 397 minority individuals, which represents a concentration, since that is 14.2% of the population in the tract, while the area average is 14.0%. Nonetheless, the small number of low-income residents indicates that this tract has the lowest need for public transit service among all of the tracts in the area.

Rules from the Federal Transit Administration regarding Title VI compliance state that large transit agencies (with more than 50 peak buses in service) or those in more populous areas (with over 200,000 people) must produce a formal service equity analysis when making significant service changes. Such an analysis examines whether minority or low-income populations face disparate impacts or disproportionate burdens from the proposed service changes. These analyses are usually concerned with cuts in service, to ensure that vulnerable populations do not experience cuts in service while more affluent areas have better service, but they can also examine service improvements. The concern for a service improvement would be to ensure that more affluent or lower-minority areas do not receive improved service while poorer or minority areas

see no improvements. As a small agency in a rural area, Advance Transit is not required to prepare a service equity analysis. Nevertheless, the rest of this chapter describes the Title VI impacts of the recent and proposed changes and summarizes the findings with regard to Title VI.

The service changes implemented in September 2023 mainly affected the service area as a whole, with expanded evening service on all routes other than the Brown Route, and new Saturday service. The community that saw the smallest share of these improvements was Norwich, which had among the fewest minority, foreign-born, and low-income individuals of any of the tracts in the service area. The other important change was restructuring the Yellow Route, which provided more service to White River Junction and the NH 10 corridor between West Lebanon and Hanover. West Lebanon and Downtown Hanover have concentrations of all three protected groups, though the tract containing White River Junction and Wilder does not have a concentration in any of the three. Based on these observations, to the extent that the September changes had any disparate impacts on communities based on race, nativity or income, they were beneficial to the protected groups.

The recommended changes for the coming five years would affect the AT service area as follows:

- ▶ Red Route improvements would affect three tracts in West Lebanon, South Lebanon (Plazas), and Downtown Lebanon.
- ▶ Enhanced Saturday service would affect the whole area but improve access in Norwich and Hartford Village compared to the current Saturday service.
- ▶ Separating Canaan/Enfield operations from the Blue Route would have a marginal positive impact on Canaan and Enfield.
- ▶ Restructuring the Green and Brown routes would have a positive impact on Sachem Village and the Lyme Road corridor north of the Dartmouth Campus, and a slight negative impact on Norwich in terms of frequency, but a positive impact in terms of span of service and available connections.
- ▶ Microtransit would have a broad impact over the entire service area, but no disparate impacts on any parts thereof.

The three tracts that would see enhanced service if the Red Route recommendations are implemented include 9617.02, 9618.01 and 9618.02. As shown in the table above, 9617.02 has concentrations in all three characteristics, while 9618.02 (Downtown Lebanon) has the second largest number of low-income individuals in the area. The plazas area itself has almost no residents, as it is primarily a destination for shopping and other commercial trips. (The figures for this tract reflect the rest of the southern part of Lebanon outside of the plazas.)

Enhanced Saturday service would expand coverage to Norwich and Hartford Village. One could argue that this expansion eliminates a disparate impact that was established in September 2023 with the initial implementation of Saturday service as those areas were among the few that receive weekday service but were not covered by the Saturday route structure. While Norwich does not have concentrations of any protected groups, the tract containing Hartford Village does have a concentration both of foreign-born and low-income individuals. On balance, an expansion of Saturday coverage is beneficial in terms of Title VI.

Canaan and Enfield have concentrations of low-income individuals. The service change recommended here would result in one additional morning peak trip. Because the change in service is relatively small, there are no significant impacts on Title VI populations.

Finally, the restructuring the Green and Brown routes would result in better service in the Lebanon North tract (9617.01) and in the Hanover North Campus tract (9616.03) and slightly degraded service in Norwich. Both 9617.01 and 9616.03 have concentrations of minority and foreign-born individuals. Indeed, 9616.03 has by far the greatest number of minority individuals of any tract in the region, and the highest percentage as well. While these tracts have few low-income individuals, the improvement of service on the new Brown

Route would have a significant positive impact on these protected populations. As mentioned earlier, Norwich has no concentrations of protected populations.

The conclusion of this analysis is that the recently implemented changes and the recommended changes in this TDP have positive impacts for Title VI populations when there are any disparate impacts at all. Advance Transit's current service and the recommended future service area focus resources on the parts of the region where the greatest numbers and concentrations of Title VI protected populations live and where they need to go.

APPENDIX A – VERBATIM COMMENTS FROM OUTREACH

Comments on priority issues to address
Please discuss instating a route between Lyme and Hanover with the possibility for riders to flag down the bus along the route so as to serve the many adjoining neighborhoods along Lyme Road/ Rt 10
We desperately need weeknights and weekends service! Just make sure that all these new routes and schedules are uploaded to mapping services like the Transit app and Apple Maps so that customers can conveniently find them.
Greater frequency on all lines so they are convenient, priority signals or dedicated bus lanes so busses don't get stuck by in traffic.
I would really just like to emphasize the importance of weekday evening and weekend transit
The key issue that needs to be addressed is that reliable transportation should be available whenever customers need it, so that people do not think about using a car at all as they know they can rely on the public transport whenever needed. Without Sunday service this is not going to work at all. Without late night coverage it is probably going to work for some customers, but not everybody. I would suggest to analyse introducing hourly Sunday service together with hourly service until midnight on blue route. Dartmouth can chip in some money as Dartmouth connector shuttle could then be scrapped. 15-minute service is good but not as important as introducing hourly late night or weekend service. 30-minute service until 9pm is essential to make sure people never have to wait long enough for a bus
Evening hours and weekend service could benefit you if you don't have a car
Weekday evening and late night service and weekend for Dartmouth students who have night classes until 10pm or work in research labs until 2am. weekend service to go to campus for activities, work, library and grocery shopping to live and eat
Comments on proposed Brown Route
Please continue Brown Route out to Lyme!
Seems good for new north end housing residents, and good to have a sachem connection
I'm also concerned that the new routes don't serve (non sachem) athletic fields that many kids use for as late as they need, such as the huntley and Dresden fields... (As well as the public docks in Hanover at Kendal riverfront and Wilson's landing, but maybe this is something microwave could handle? There is currently no safe way for non drivers to reach these popular destinations) I'm also concerned about losing the few middle school riders on the brown route as when people ride the bus young, they more easily become life long riders rather than never riders.
Less frequent service to Norwich village is a bit inconvenient, but the longer stretch from sachem to Kendal is probably good for some folks. I am sort of neutral
This is a very good route. Must be available until at least 10pm daily to make sure it is attractive for customers
The brown line's new route seems to be nicer. making any route longer lets a larger mass of people to be able to access it.

Comments on restructured Green Route
I agree with the alternation between the two patterns (one as it is, one into Norwich); clarifying which pattern is being run on the buses would be appreciated (i.e., "Green Hartford" "Green Norwich").
I appreciate that Norwich Village is still accessible but only once per hour is a little infrequent.
Once an hour for Norwich is not sufficient to make people use bus instead of cars
May be confusing for some people but i havent taken the buses in a while unfortunately
Service to Dan and Whits is the area I work in, if that can be maintained it would be highly appreciated!!!
Comments on systemwide microtransit
I don't love that it would maybe cost money per ride.
I think the Systemwide Microtransit (including ADA paratransit into general service) is an excellent idea in terms of ADA passenger integration and coverage.
Seems to make sense- or at least much more sense than park and rides, as once people get on their cars they rarely get out to ride the bus
I can imagine how helpful this would be to certain folks even if I may not need it. would be curious to see how it plays out
No thoughts as unlikely to use it myself, but suggest to investigate how Helsinki is operating their system and what works and what not
I like it for when the wait for the bus it too long
Seems like an interesting concept that im not fully understanding of
Comments on other improvements
Hoping these changes are implemented since this would make it much easier to not own a car here and hopefully stay here longer
I really like the evening service.
Convenience will drive use. I worry that the surveys did not get representation from younger would be riders if they could get to and from after school activities on an AT bus. In my family's experience it was closer to impossible to get to practices on time without an hour wait, and usually service would end before their practice was over
Weekend service should happen specifically beachside we have students in the Juniper Circle who need access to food.
Having weekend and weekday evening routes is extremely extremely beneficial for students who don't have a car as it allows us to explore town during times and periods where we don't have class or other academic commitments

Saturday service and evening service would be incredible! It would definitely make many parts of my life much easier, especially by allowing me to go grocery shopping after work. Saturday service to Norwich would also make accessing the Farmers Market so much easier, especially for Dartmouth students!
It will be a good improvement.
Cannan enfield shuttle is a great change to not only increase the efficiency of the blue line, but to have a shuttle that could be run more often or less often separate from the blue line.
Other comments
A possible shuttle that goes from Lebanon to the Dartmouth shuttle in Lebanon may make sense. Also, like i said earlier about non adequate services to suburban places like daisy hill and or poverty lane, a small shuttle could be added to fit those certain routes that don't get covered by busses. Also, a more easier way of showing plans such as this on the home page as well as other ones. I had to go fish through the website to even find this forum.
Ease of access from Lebanon to Norwich is my main concern
Everything looks great! We desperately need service on weekends and weeknights, so keep it up!
It would be nice if a bus stopped at Storrs Pond in Hanover NH
Make Dartmouth scrap all their useless parking lot and Sachem shuttles and instead give more money for improvements in your service
Smoother rides, maybe updating the routes names.
Thank you for doing this survey!
Advance Transit is the only reason I was able to afford to stay and work in the Upper Valley. Thank you for all that you do and for continuously improving this essential service.
Weekend service is my highest priority, followed by evening service, particularly for students with classes in the day unable to visit during normal operating hours
Would be helpful if a stop to Tuck circle is added, but I believe that's covered if the new Brown Route is implemented.

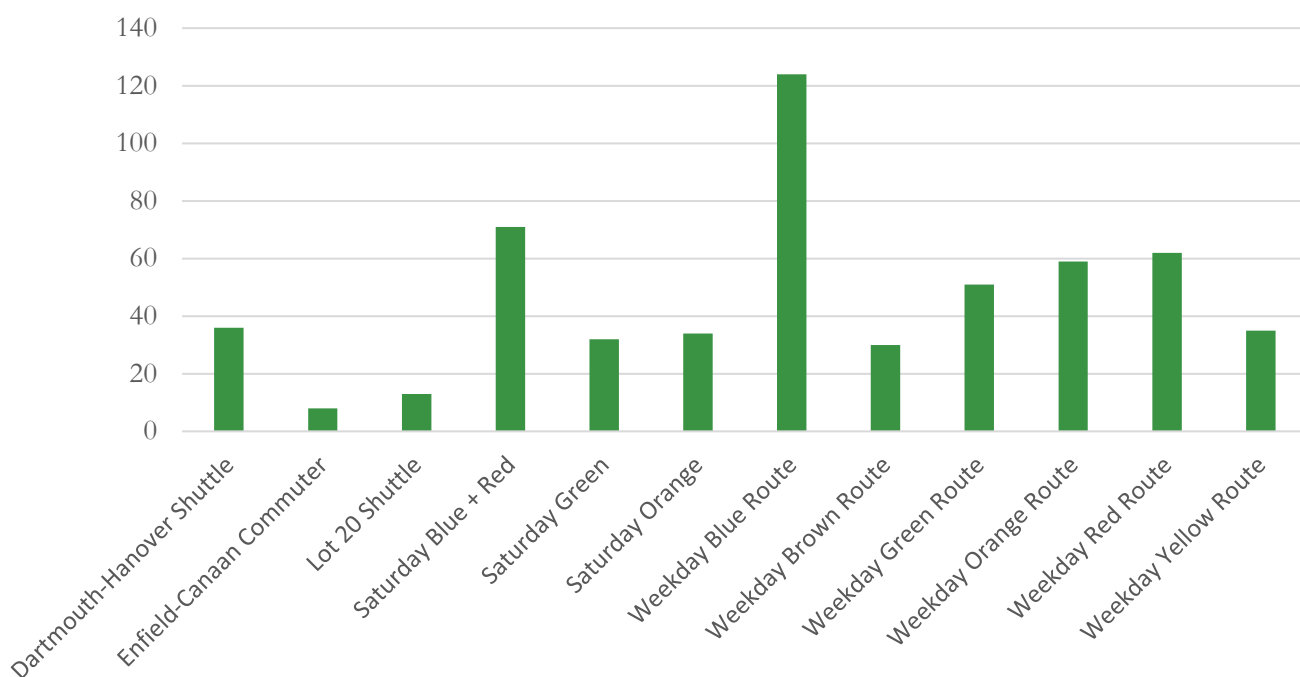
APPENDIX B – POST-EXPANSION SURVEY RESULTS

Following the expansion of service in September 2023, which extended service two hours later on weekday evenings and established Saturday service for most of the fixed-route system, as well as restructuring the Yellow Route, AT conducted a survey of its passengers and other Upper Valley residents in early 2024 to gauge the impacts of the new service. The survey included ten questions, some of which were oriented to current riders and others oriented to former riders or people who had never used the bus system. The survey data were gathered through an online platform and 285 responses were received in total. Of these, 198 responses (69%) were from people who had ridden AT buses within the past six months and the other 87 (31%) were from people who were not current riders. These latter respondents were split evenly between people who used to ride AT buses (51%) and those who had never used AT services (49%).

Current Rider Responses

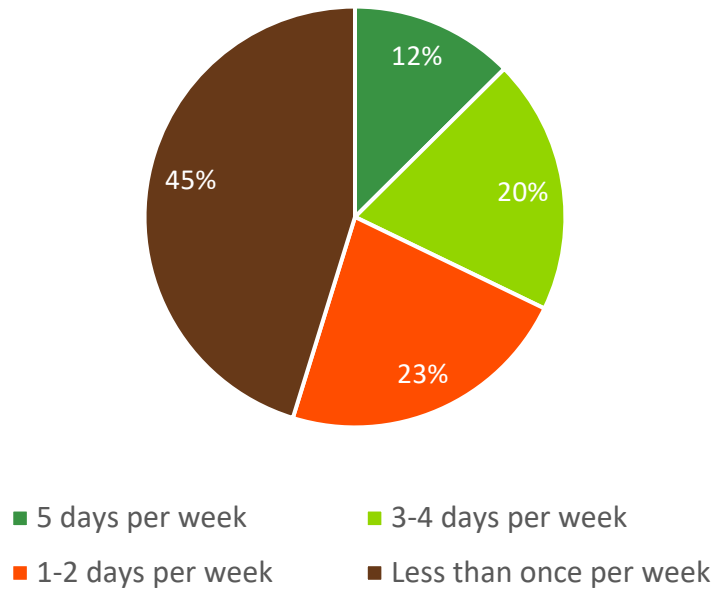
Rider responses represented all bus services that AT operates. As shown in Figure D-1 below, the weekday Blue Route is the most heavily represented, which is not unexpected given that it carries many more riders than the other routes in the system. The Enfield-Canaan Commuter has the fewest responses, again as expected, given its ridership. Many respondents said they used several routes in the system.

Figure D-1 Routes Used by Survey Respondents



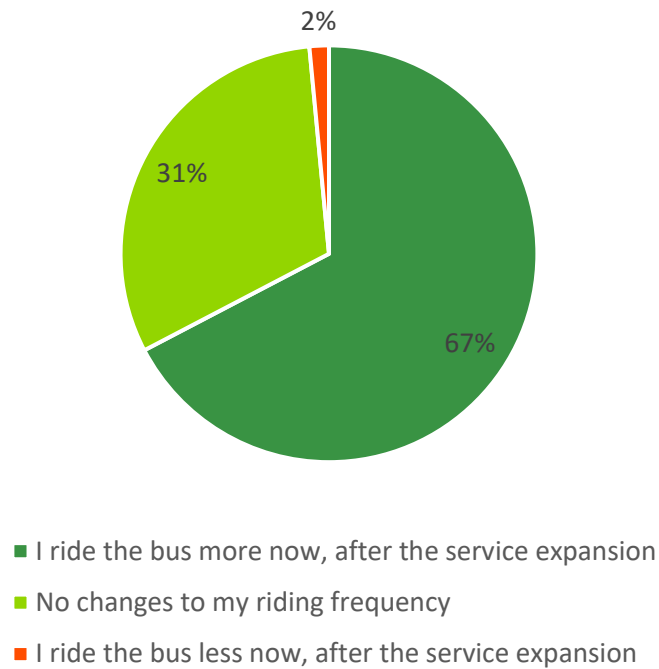
Because the survey was not conducted on board the buses, this survey of riders does not exhibit the typical bias toward frequent riders (see page 23 in the main body of the report). As shown in Figure D-2, nearly half of the respondents who have ridden in the last six months are people who ride less than once per week. Only about a third of respondents are regular riders, using the bus at least three days per week. These results, therefore, are a good representation of the population of people who use AT buses over the course of several months, rather than a snapshot of the people riding on any given day (when frequent riders would dominate the sample).

Figure D-2 Frequency of Bus Use by Survey Respondents



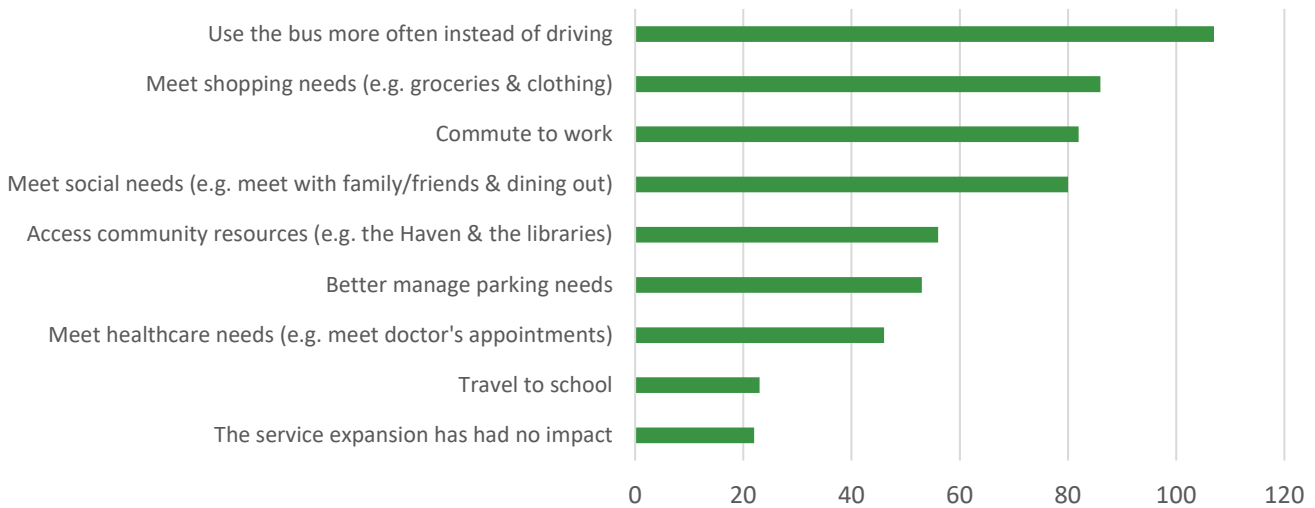
The next two questions on the survey concerned how the service expansions have affected these riders. The first of these focused on whether the service changes affected how frequently they ride the bus. The result, which is also reflected in AT’s growing ridership totals, is shown in Figure D-3. Two thirds of respondents said they used the bus system more since the expansion, while 31% said it had no impact on their usage and a few people said they used it less, likely for unrelated reasons.

Figure D-3 Impact of Service Expansion on Usage Rates



The second question asked, “What are you able to do now because of the service expansion that was previously not possible?” The survey offered nine possible responses, plus a write-in option. The results for the nine options are shown below in Figure D-4. It is apparent that the service expansion has allowed riders to meet a wide range of needs and allowed them to drive less. Only about 13% of riders said the expansion has not had an impact on their travel.

Figure D-4 Impact of Service Expansion on Travel Options and Needs



The write-in comments included the following:

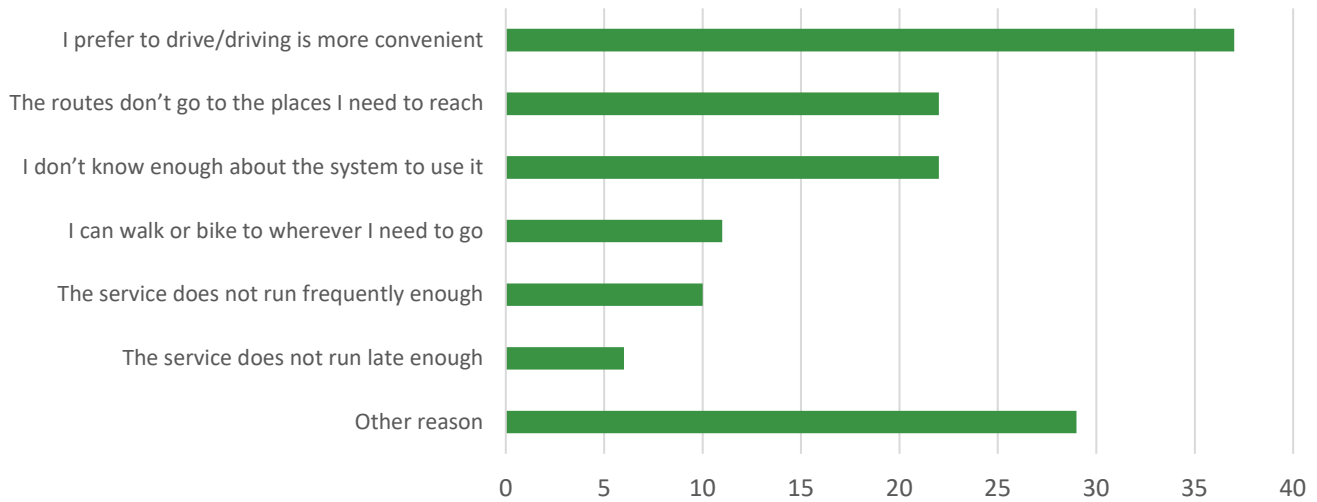
- ▶ Great to watch a movie and not leave before the end of the movie
- ▶ Work more hours later into the evening
- ▶ I'm happy that I can see HOP movies and take the bus home.
- ▶ Depend on others less (I don't drive)
- ▶ The types of my activities haven't changed and all were doable before the augmentations but evening and weekend service allows much greater flexibility for how I pursue them.
- ▶ It is flipping awesome.

The final question for current riders was an open-ended opportunity to share other comments. These responses are presented at the end of this appendix.

Non-Rider Responses

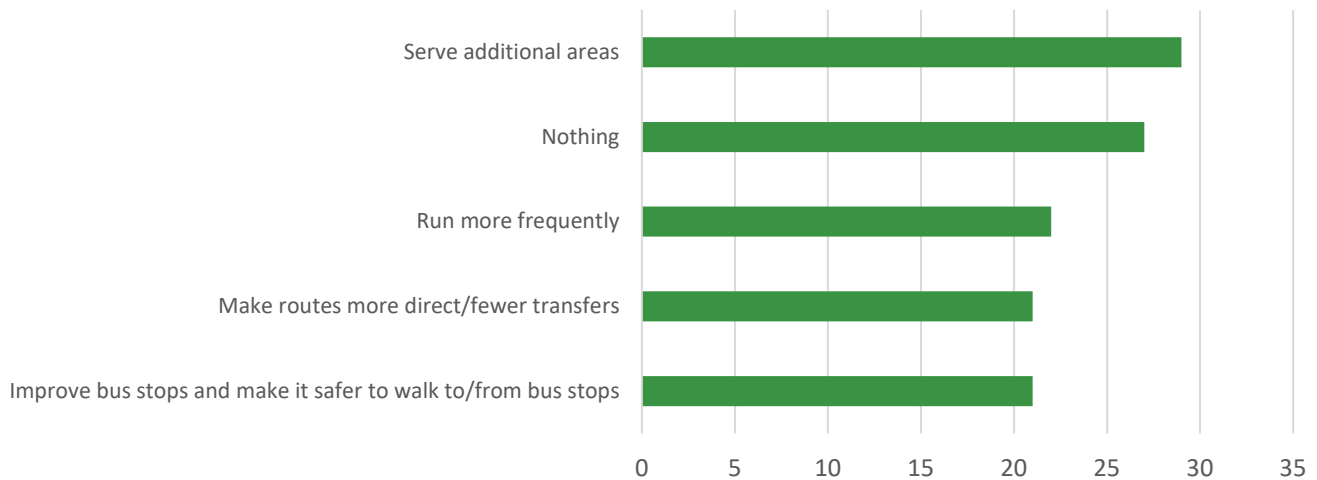
People who are not current riders (87 respondents split evenly between former riders and people who have never used the system) were asked why they do not currently ride AT buses. They were offered six possible reasons plus a write-in option. The number of votes for the six options are shown below in Figure D-5. These responses indicate that many of the non-riders just prefer to drive or travel to places that are not served by the bus system. The third most-common response was that a lack of knowledge of how to use the system was a hindrance, which is a hopeful sign that this segment of the non-rider population could be drawn to the bus with more outreach and education. Fewer people blamed a lack of service frequency or late evening service. There were 29 write-in responses which mostly revolve around needing to drive for various reasons or living in places without bus service. Several people noted that they had retired and no longer need to travel as frequently.

Figure D-5 Reasons for Not Riding Advance Transit



The only other substantive question asked of the non-riders was, “What improvements to service could Advance Transit make that would make you more likely to use it (or to use it more often)?” They were offered five options plus the opportunity to suggest other potential improvements. As shown in Figure D-6, the most common choice was to expand the service area, but the second most common choice was “nothing,” which indicates that a portion of the public has no interest in riding the bus. Many of the respondents choosing this option were the same ones who said they just preferred driving in the prior question.

Figure D-6 Suggested Improvements to Advance Transit Service



The other three options garnered similar numbers of responses, each endorsed by about a quarter of the non-rider population. None of the write-in options contained any specific proposals but were rather explanations of why they didn't need to use AT service.

Comments

Just over 60% of respondents offered comments on AT service when prompted to at the end of the survey. The first listing below shows the comments of current riders, followed by those from non-riders.

Rider Comments

Requests for More Service
Add an early morning weekday route to heater road truck stop
Add more time during the weekends
Adding earlier departure times for Saturday service
Earlier buses on Saturday or opening up Sunday service
Every 30 minutes for yellow and orange or don't go past 6 pm
Expand hours and keep it regular. Not a different set of hours for the weekends. It's hard to remember those details.
Expanding to having more service during the weekends would be super helpful!
Expanding weekday start and end times. Possibly expanding service to other towns/areas in New Hampshire and Vermont.
I don't like taking the bus but if my daughter needs to she does and it's good for the people who doesn't have a car or transportation but they need to expand all weekend cause some people do work on Sundays too. Also needs to go to Woodstock
I think a couple of deadhead schedules should be converted into passenger runs: the return move of the third Canaan trip at 1825, and the last Green service that departs West Lebanon at 2050, currently "discharge only". I realize the Canaan trip returns to the garage via the Interstates, but with new ability to connect with later Red and Blue runs at Lebanon, might now draw more passengers (delay the Canaan departure a bit to reach Lebanon in time to meet the 1945 Red and Blue). In the case of the latter, the bus is required to follow the same roads whether carrying passengers or not, so why not pick up at Hartford Town Hall and along Route 5, if anyone happens to be wanting to use it? Also, establishing a stop on the Yellow Route at the bottom of the VA Hospital driveway would give greater flexibility for riders who don't mind walking the short distance to the VA entrance, but do not want to circle around via the Aquatic Center to deboard at Dunkin Donuts: quicker, and safer than having to cross the highway, while effectively doubling service frequency to the VA for ambulatory people.
I work Sundays so it would be helpful if the bus ran on Sundays as well, and run as long & frequent as during the week. I also think more people would use this if it went on longer/frequently for all lines so people could use this to see family/friends in a different town, shop, etc. I know several individuals with no car like myself that are unable to participate in community events because he has to leave Hanover by 8pm - the last Blue bus. I personally would like to get involved with community sports teams or volunteer gigs but cant because of the limited bus schedule. There are several other examples, but I can see people using this more if the bus can meet all the time needs.
I would love if Saturday evening service could be extended to the weekday evening service ending time so that I can catch the bus after disembarking the Amtrak Vermonter train, which arrives every day at 6:25 PM
I would really appreciate if the busses worked on sundays!
I'd LOVE to have you come to Kendal, as you do weekdays
If hours could be expanded to included really late nights that would be great. many events happen at night around here and not everyone feels comfortable driving at night in the area.
If the bus came more often, I would take it more often.
In my opinion, I find the Orange bus redundant instead, I would like if the frequency of the buses can be worked out!
Include schedules for Sunday, please!
Is it possible to include Sundays?

It would be great if you could cover even more of the upper valley!
It would be great to have even more extended evening service on Fridays and Saturdays. Could be only one bus around 10pm.
It would be very nice for the brown rout to have more frequent and for it to be extended to also go the Storrs Pond Recreation Area.
It would be wonderful to have service on Sunday too if possible!
Just that I'm so grateful for the expansion. Living in the UV without a car is challenging and a large part of why I've been happy since moving here has been AT. I'd love for there to be a further service expansion offering Sunday routes and one more red bus Saturday/Sunday mornings, that could get me into WRJ from Lebanon by 9am.
Later weekday Brown buses would be great!
Longer operation time on evening
Miss bugbee route
More frequent buses on weekends (including Sundays)
Please add more frequency of buses on the blue stop after 6:30pm
Please keep expanding service and especially frequency if you can!
Provide service to Grantham 4 times daily. Kids cannot even compete in sports at their highschool in Lebanon unless they are old enough to drive or live in a household where a parent can drop everything to pick them up. Offering Grantham to Lebanon City Hall 4 times a day would allow many people to commute to work or shopping, especially senior citizens who can no longer drive.
Saturday and evening service is game-changing!
Saturday service would be useful to us if there were a connection from Quail Hollow / Indian Ridge to Hanover. Currently we can -walk- in more quickly.
Strong hope for a.m. and p.m. service to Lyme park'n'ride; like for high school hours and commuter hours. Starting from Lyme 7:30a, then again at ~ 8:30a; return to Lyme ~ 3:30a, then again ~ 5p
Sundays! :)
Thank you for expanding. Saturday service to Kendal would be helpful
The gap between 730pm and 830pm pick up at DH is too long. I often miss the bus by a few minutes and waiting an hour isn't practical, despite the desire to use the service. It's the choice between seeing my kids before bed or getting home after they're asleep.
The timings could be extended to 10 pm if possible please
This service is important for people who have financial difficulties and need help. This is a great help for poor people. I would like to suggest putting a light on the bus stops when it's dark because sometimes the driver won't stop because they don't see the person. Maybe a blinking light could be installed on the bus stop sign.
Would be great if route extended to Lyme NH
Yes. I still struggle to have somewhat social life on the weekends because the service is limited on Saturday and it doesn't exist on Sundays. I would appreciate it even more so if the buses ran everyday with the same schedule.
Yes. OK what I would like to see next is a stop on Elm Street (blue route). I am a pregnant lady and I would like cushioned seats to make my riding experience more comfortable. Advance Transit is my favorite service in Upper Valley. The drivers are very kind and know the riders by name which gives the feeling of community and belonging. Also if you could provide an expedited bus between the college and Lebanon that would be wonderful.

Impacts of the Service Expansion
As part of service expansion I was made aware of the fact that there was a bus I could take to work, and I started doing that
Even though I haven't used the evening buses yet, it's reassuring to know they are there. Once things warm up (soon) I should be able to stay and be social after work more often, and still get the bus home.
For some years I used the Advance Transit system 5 days per week, and then I started using it 1-2 times per week when my work commute situation changed. THANK YOU for expanding Advance Transit service! I wish this expanded service had been available sooner! There were many times, over multiple years, when I did not have a car and had difficulty making it to medical appointments, engaging in necessary shopping activities, and building social connection because the bus service ended so early in the evening and wasn't available at all on the weekends. Sometimes I took risks walking that made me feel unsafe, because there weren't good walking paths available and there also weren't any options by vehicle. I seriously considered finding a new job in another city or state where public transit is available 7 days/week, and I wouldn't have to afford to buy and maintain a car in order to both be at work all day, full-time and have a social life on the evenings and weekends outside of work. Now, with the expanded evening and weekend transportation -- weekend transportation especially! -- I don't have to worry about how I'm going to meet my basic needs. Even though I have a car now, I still use the buses whenever I can.
I hear people talk about how they used to not be able to get to weekend work without paying for a taxi, which cost them a couple hours of work worth of wages.
I love seeing the bus running extended hours. I recently saw a group of young teens waiting for the bus outside of Listen. They were independent and not relying on parents to drive them and their parents obviously felt safe with this option. I used the bus in southern Maine when I was a preteen/teen and loved the independence. I'd encourage better advertising to other groups that might use this bus service. Thank you for this amazing bus line!!
I live in Lebanon and working in Hanover. The extended evening Blue Route service makes it possible for me to now ride the bus to and from work.
I love that the expansion allows for later services and weekend travel, I have noticed that it provides alot of great opportunities for friends to have more flexible hours at work. The only reason I don't benefit from it is because the main route I travel (enfield-canaan, then blue to hanover and back) hasn't been expanded- though if it did I'd be riding every Saturday and would feel less pressure to hurry to catch the last the bus out which is very close to the end of my shift.
I really appreciate the later hours on weekdays and the in-season Sat stop at the Norwich Farmers Market
I see your expanded service as a great benefit to the community.
I very much appreciate the later evening hours of the blue line! It allows me to take the bus to and from evening events. Previously, I had to drive to these events or scramble to find a ride, especially if an event unexpectedly went later than the last bus. Now with the later bus service, my life is so much easier!
I'm just very glad that service times have been extended during the week and it's so helpful to have the bus on Saturdays to get back and forth to work only thing I suggest is an earlier bus than 9am on Saturdays if possible
I've ridden the Saturday bus and it seems well-used! Thank you for expanding the days to include it.
It's very helpful to have a bus beyond 7pm for people who have 7-7 shifts. I don't find 9pm bus useful
My kids now use the bus on Saturdays to shop and to meet up with friends.

<p>Service expansion is fantastic. Previously, I would have to run from work to catch the last bus back to West Leb. Before the expansion, there were definitely times that I was late and got stranded at work until I was able to call a friend for a ride.</p> <p>Saturday routes are also super convenient as it is the only time that I am able to go food shopping. Please keep the expanded hours going!</p>
<p>Service expansions are proven to work better if they are permanent. It takes time for habits to change. Please keep this expansion!</p>
<p>Technically my commute to work was possible on the AT before the expansion, but the peace of mind knowing that the last bus is later in the evening makes it much easier for me to take the bus knowing that if something comes up and I need to work late I can take it!</p>
<p>Thank you for expanding the bus service</p>
<p>The evening and weekend hours are very helpful to me, please do not make any changes.</p>
<p>The expansion in hours covers the time where I'm more likely to be using the bus</p>
<p>The extended after 5 hours are convenient</p>
<p>The increased frequency on rt 10 with yellow plus orange has made a huge difference in how useful the bus is to me. And I hadn't heard about it until I started riding the bus more for other reasons. More people should know about that opportunity.</p>
<p>The service expansion really meets a need. The bus last Saturday was full with people standing.</p>
<p>The service expansion was very good for the community. For summer and spring will be better</p>
<p>While i don't use the Saturday or evening hours, i know of many graduate students who do, and rely upon this as their primary mode of transportation. Given our remote location and the high number of international students and graduate students without direct car or parking access, it is an essential service. The lack of parking at the medical center and in town Hanover are especially compelling issues that this service helps mitigate. The College and the Medical Center should be relying upon this service.</p>
<p>General Praise and Support for AT</p>
<p>We have two employees who count on the AT bus from Wilder, VT, and Enfield, NH. My husband and I support AT as much as we can and think it is a great service for the Upper Valley.</p>
<p>Advanced Transit is fantastic!</p>
<p>Bus used is WRJ to Sharon Academy, Sharon Vt by my granddaughter</p>
<p>Excellent work. The bus service is one of the reasons I choose to live and work here.</p>
<p>Great 🇺🇸</p>
<p>Great service to the Upper Valley!</p>
<p>Great Service, Convenience, Great Drivers. Thanks!!</p>
<p>Great service! Thank you!!</p>
<p>I am grateful for such a convenient, free service in the upper valley</p>
<p>I am less stressed about my car suddenly breaking now that there are more bus times.</p>
<p>I am super grateful to Advance Transit. I no longer have to ask for a ride from a neighbor/friend when I get my car serviced in White River because I can use the bus. The person answering the phone at Advance Transit is consequently kind and helpful. Thank you, Advance Transit!</p>
<p>I appreciate the great community builder AT is, and the expansion is great!</p>
<p>I love the service expansion, and feel so appreciative of Advance Transit in general. I haven't yet taken the bus on weekends, but I use it often during my work week and look forward to taking it during the weekend as needed.</p>
<p>I think it is a huge benefit to living here and I anticipate using it more in the future</p>

I think that the expansion is very important for people without cars - for work, shopping, etc. Please continue it. Thank you.
I used to love using AT busses for commuting to work. I can't anymore because of current daycare dropoff logistics, but it's fantastic to be able to ride the bus as a family on weekends, and foster a love of public transportation! We'll use the bus more to meet daily needs when the kids are older
it is fantastic!
Keep it up!
Thank you for your great service to our region!
Thank you!
Thank you!!!
Thanks for all the great work! Advance Transit is an asset to the community.
Thanks for the expanded service. I hope it continues and look forward to using it more.
Thank you for adding the extended service.
Though I've not yet used the expanded service I know it is meeting an important need for those without their own transportation
Though we don't use it as much now, this would have been a game changer when we first moved to the area 6 years ago! Hope it stays - it will catch on!
We needed this expansion. Thank you!
While I do not personally use the expanded service, I am very glad to know that it is available.
You're on the right path. Personally, when testing says I should no longer drive, I shall be much more often on the bus!
Concerns/Questions
I don't have a good sense of new hours/routes, so I have not used the expanded service yet
I noticed that A LOT, and I mean A LOT of students on campus have NO IDEA that your service is FREE!!! I did not even know this. It wasn't until I stepped on board to ask the price, and was shocked to learn this FREE. Such a wonderful perk living here and so many do not take advantage of this. I really think Advance Transit and Dartmouth College should team up for a marketing campaign to get the word out more effectively.
I really only ride the Brown line regularly and don't believe that service was expanded...
I'm new to the area so I don't know landmarks when it comes to where to get on and off so I wonder if there is an app that tells me when to get off and then on to another bus according to my destination because I was treated so poorly when I asked, then I got lost, and I want to avoid that happening again - otherwise I appreciate the service (also I'm just learning the bus because I avoided the bus under doctor's suggestion during a long medical treatment) Thank you!
It may just be me, but I have been a little confused with the later buses that say they will go to Wilder/norwich on request-- do they still go back to Lebanon? It didn't seem like, so perhaps making the schedule clearer on that detail would help.
It's a bit hard to tell weekend schedule for Blue route. I used to use Google maps/transit option, (but it doesn't seem to be updated with weekend bus times).
The Blue line bus that comes from the hospital through Hanover at around 6:30 or so and continues on to Wilder is helpful to me personally, but I rarely see other riders on this bus; sometimes there are one or two people who ride it to Norwich, almost never in my experience to Wilder. My point: you may not need this bus to go as far as Wilder since there is now a Green line bus running about 20 minutes later. One other item: I really appreciate the Advance Transit service! Your work makes big difference in the quality of life in our community. Your work makes the Upper Valley a better place to live and work.

The bus drivers are assholes
Why has frequency increased to every 15 min? Is there really a demand this often?
Would like to ask that drivers scan the surroundings to see if anyone is running to a stop or trying to cross the street at a light to get to a stop. Specifically the Blue bus as it turns left in front of Molly's for the stop just pass the Post Office. I was trying to catch the driver's eye as she was at the light (before turning), but couldn't and when the walk sign was on, she had just passed. Not a big deal, but would be nice to suggest to drivers. I like how you are cross promoting bus service with local activities. Great marketing! Videos are also helpful.
Yes. The Advance Transit bus schedule, dated 9/11/23 is impossible to understand. The website needs work: quite often information provided for planning a trip is inaccurate. I am new to the area: I need a list of all the stops on all the routes in order to plan any trips I want to take.

Non-Rider Comments

Requests for More Service
Although it's probably not economically viable, the service would need to expand to in and around my home town to even be a viable option for our family. We also don't necessarily have a safe means of getting to a local bus station (with younger kids), and juggling a busy family schedule around limited bus routes feels like a huge mental load. We're willing to try for the sake of the environment, but the infrastructure would need to change.
Connections to Etna rd/Great Hollow Road businesses would be nice. More frequent options from Enfield to Lebanon on weekends
I would LOVE to see service between Claremont/Plainfield/Lebanon!!!! The 12A corridor is JAMMED with people who would be happy to take the bus. I live in Plainfield and would happily ride the bus in both directions.
I'd love a shuttle to link etna village to the hospital and downtown Hanover. (And therefore link to other AT routes)
If there can be a Shopping bus line between campus and shopping malls will be great
No service to Quechee or West Hartford but y'all go to Enfield and Canaan (I believe)
I would like to see a covered bus stop shelter at the stop in front of Valley Terrace. The riders many times have to wait in snow or rainy weather. And hot sunshine! Many Letters in the past have been written concerning this issue with not action. Thank you.
Impacts of the Service Expansion
Although I currently do not rely on AT, I know many do and they would not be able to function in their lives without it. For those who depend upon AT's services the expansion of hours is a godsend. Not everyone works 9 to 5 Monday through Friday and this expansion recognizes this need in the Upper Valley. I am thrilled this change has been made.
Good to have evening and weekends, just learned
I am so glad for other people that you have expanded the service. Graduate students who do not have a car can now go shopping for food on the weekends as well as many others who work during the weekdays can go down to 12A to shop
I like the expanded hours. It was good when working and having appts off site

I think it's so great that the service has been expanded. I was under the impression that buses still didn't run on weekends. The need for reliable public transportation is only going to increase as more dense development continues in Lebanon with limited parking available to residents. We deserve to have access to reliable transportation with actual bus stops that protect people from the elements.
I think that the expansion is a great idea. I haven't used Advance Transit recently, because I haven't needed it, but it's a great resource that plan to use as it becomes more feasible to do so.
General Praise and Support for AT
Great progress!
Although I use it rarely myself, I consider Advance Transit to be a very valuable service!!
AT is an excellent service and a great benefit to the community
AT is an important part of the upper valley
Do thank you for your services
Even though I do not use the service I think it is wonderful for those who need it. The recent changes provide so much more flexibility for those who need it. Thank you and please keep the additional services coming.
Even through I haven't used AT in the last six months, I'm glad that service was expanded.
For others who need service, you are invaluable and I feel the expanded services are very important. You are doing a great job!
I am glad my community has free bus service. It is an important service in a rural area. Even though I don't use it now, I may use it in the future when I am retired.
I am interested in increasing my use of AT
I am the assistant director at the HACTC. I wanted to share an anecdote from two students who were going on an early morning field trip yesterday: "At 6:35 a.m. this morning, 2 students walked in the door with a plastic bag of clothes and two empty coffee cups. They were all smiles, but I was confused. "Good morning! You do know your bus doesn't leave until 8:00 a.m.?" "We know, Mr. Farnsworth....we got up at 4:00 a.m., went to Lebanon City Hall to catch the Advanced Transit ...we switched at Kimball Library..got dropped off at The Haven and then walked up Saunders Avenue to here!" WOW. As they started to walk past me in the lobby, I asked, "where are you off to now?" We're going to change and do our hair. We can't go like THIS!" Commitment, Resiliency, Determination, Grit...making it happen.
It's obvious to me that if AT wasn't running at the early hours and if students didn't feel comfortable and confident in riding it...these two students would not have been able to make the all day field trip. Students attend the HACTC from all around the region. This is a perfect example of how important a regional transportation system is to our youth and the many opportunities that arise for them...like an all day leadership conference in Burlington, VT! Thank you for providing a safe and reliable service that builds confidence in our youth and allows them to navigate the area, and life, in ways that we can't otherwise imagine.
I am thrilled that advance transit comes to Quail Hollow. I need to take the time to ride and see where the bus goes when I have extra time to wait or make mistakes. Having the advance transit is one of the reasons we moved to this area.
I appreciate the improvements!
I do believe it is a valuable service and I used to use it to get to work every day as did several of our children. I am just too old now and don't go enough to need it. I do think the expansion is a very good idea and will be very helpful to many. I do believe it is a very needed service in this area.

I love public transportation! Thank you Advance Transit. The more the better for the normal working people of the country. Busses are an affordable and sustainable option!
I think it's a wonderful service, my mother in law used it extensively before she passed and I hope you can continue to offer free travel for locals for many years to come. Thank you!
I think the bus service is wonderful it helps so many people
I think the service expansion is a great idea. As a donor to AT I like the idea that people can work late or shop after work and still catch a bus home.
I think this is a great service that is provided and hope it will always continue to be available for everyone.
I use Access and am very happy with it.
I'm glad it's available
Improving transit service in our area provides safety, shelter, and accessible, reliable transportation to medical appointments, jobs, school, shopping, and recreation for our underserved neighbors. Accessible transportation for all strengthens our economy, and is the mark of an enlightened community.
Location near transit was a *major* factor in our selection of a home to buy for our relocation.
My granddaughter, who lives in Bradford and has been taking a course at Dartmouth as a high school student, has been using Advance Transit around Lebanon , Norwich, and WRJ. She loves it, combined with Tri-Valley Transit
My job requires me to drive a service truck, but every day I see passengers waiting or getting on and off the bus. And each time I am grateful that those who need or want to use this service are able to do so here in the Upper Valley. I am especially grateful that Advance Transit provides a safe way for for those who are in the service industry to travel back and forth to work. Thanks for extending the hours.
No. We have and continue to support AT. For those commuting to work, or without alternative transportation, it is vital to our area. Previously, when I lived in a residential area and worked in one location in a city center, I rode the bus daily. In recent years, I live less proximate to an AT stop and my destinations and schedule are irregular.
No. I think you are doing great. Having longer hours of service and weekend service will really help the people who need it most.
Seems like a good service. I just don't personally use it.
So great! I'm so glad these changes have been made for our community.
Thank you for expanded the free service. Though I use it infrequently, it is important to have alternatives to driving. I plan to use it more in the future.
Thanks for expanding hours. Public transport is so important!
This is a great service for the Upper Valley! The expanded hours are helpful for many.
We will soon stop driving, as we are elderly, and we are very grateful that we will be able to use Advance Transit. Thank you.
When I needed to get to a procedure that I could not drive from afterwards and when I was in between cars from an accident, Advance Transit was there for me to be a successful as an independent single woman.
While I do not use the bus, I know others that do use Advance transit and find it beneficial.
While I haven't used the service myself yet, I support the expanded hours because many of my students and colleagues at dartmouth have benefited from the service expansion.
Your increased service motivated me to increase my monthly donation.

Concerns/Questions
Buses hold up traffic at multiple locations. Creating bus stop pull-offs similar to that by the Westboro Woods Lane would be better than the multiple locations that grind traffic to a halt (e.g. Price Chopper, Hannaford, top of Seminary Hill - bad stops that not only stop through traffic, but then back up traffic at the intersecting streets and parking lots). This will be especially important if as a result of this survey there are more buses or more frequent runs.
I did not know that service was expanded until I received this survey in my mail. Please update the website with the new route information, this would help!
I grew up in a city where the bus would stop before any intersection to drop or pick up passengers. The streets being on a grid made it work smoothly.
I live >1 mile from Dan& Whit's. To take a bus I have to drive into town anyway. From there, easier to just keep driving.
I would love to commute via the AT but does not come early enough to the Thetford Park and Ride
I'd like to be able to plug in where I am and where I want to go and actually SEE how the connections are made. I live at Kendal and frequent WRJ, Norwich and Lebanon, and at the moment do my own driving.
In regards to providing safer access to bus stop. I live near APD on Mascoma Street. I believe the nearest bus stop is accessed from Mechanic Street. Very difficult to walk safely through the underpass especially in winter. Perhaps add another stop at APD?
Not sure if you can carry bikes.
Perhaps you could begin to charge a low fee for riding the bus to help our tax payers from having to subsidize.
Please consider creating pull offs—off the traveled roadways to allow traffic to continue while the bus attends to passengers. Traffic often gets horribly backed up (in Hanover, especially Main Street and west wheelock) when the bus simply stops in the road.
There is a bus stop somewhat near my home but well over 1 mile. One on my street or closer would facilitate me using this service.



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