

Existing Conditions

Existing Services

SCT operates 3 deviated fixed routes, Dial-a-Ride (DAR), and a Volunteer Driver Program. Service operates on non-holiday weekdays from approximately 6:30 AM to 5:00 PM. Route deviation is available within 1/4 mile of a fixed route and to guarantee a pick-up, it must be requested by noon the business day before. DAR is available for trips beyond the ¼ mile of a route and operates in Claremont only.

Route	Annual Ridership	Annual Hrs.
Newport	4,452	2,234
Charlestown	2,585	841
Claremont	13,170	2,160
Claremont DAR	2,777	620
TOTAL	22,984	5,855

Charlestown Route

3 trips/day 7:10AM-3:40PM, routing in Charlestown varies

Claremont Route

8 trips/day 8:00 AM – 4:25PM, approximately every hour, service is a loop

Newport Route

6 trips/day 6:25AM-4:45PM, loop service in Newport with connecting service to Claremont

DAR

9:00-10:30 AM & 12:30 PM-2:30PM, Claremont only

Outreach and Survey

- Mobility Visioning Workshops – 13 attendees
- Chamber of Commerce Workshop – 8 attendees
- Community Survey – 79 Responses
- Rider Survey – 11 Responses
- Driver Survey – 5 Responses

Ninety-six percent of respondents feel that public transportation in Sullivan County is a valuable resource even if they do not ride and likely will not ride in the future



Transit Market

Demographic and socioeconomic statistics are important in transit planning to understand the potential transit markets that exist in an area.

Region	Population	% in Poverty	Median Income	% Disabled under Age 6
Sullivan County	43,051	9.0%	\$58,454	8.3%
Claremont	13,022	13.3%	\$47,555	9.4%
Newport	6,507	8.2%	\$52,486	11.8%
Charlestown	5,001	13.1%	\$50,568	7.5%

Region	0- car household	1- car household
Sullivan County	6.1%	32.0%
Claremont	10.3%	39.3%
Newport	9.9%	34.0%
Charlestown	5.5%	26.5%

The trip to work is often the most frequent trip taken by many people. Therefore, employment characteristics are important factors in the discussion of public transportation. Claremont, Newport, and Charlestown combined are home to 50% of all employers in Sullivan County, but employ 79% of all employees; indicating that the more rural areas tend to have numerous small employers and the urban areas have more large employers. Overall, though, the county is a net exporter of workers.

Live outside the county but work in it = 5,475

Live and work in Sullivan County = 8,030

Live inside the county but work outside = 11,916

Findings/Needs

Listed below are all of the findings and needs from the results of the outreach effort, existing services assessment and market analysis:

- Evening service
- Weekend service
- Early morning service
- Service to the Upper Valley
- Routes that are not circular but bi-directional
- Improved timing between stops
- Service to other communities in Sullivan County
- Service to Vermont
- Service to communities south and east of Sullivan county
- Increased intermodal connectivity
- Benches and shelters at bus stops
- Bus stop signs
- Route maps
- Easy to read and color-coded schedules
- Improved lighting
- "Next Bus" arrival signs at stops
- Mobile fare payment



Sullivan County Transportation is a proud program of Southwestern Community Services

Sullivan County Transportation
People moving people in Sullivan County since 2016



Recommendations



Short-Term/Immediate

System-Wide Recommendations

- Improve the timing between bus stops so the routes run on time and the timing is consistent
- Extend route deviations to ¾ mile
- Create easy-to-read color-coded schedules
- Develop route maps
- Change Dial-A-Ride hours

Bus stop relocations for safety and ease of operation:

- Shaw's – move to Ocean State Job Lot
- Walmart – move to garden center
- DMV – move to N. Main St by Library
- Market Basket – Move to far east entrance
- Valley Regional Hospital – move to Dunning St. Entrance

Bus Stop Location Changes

Bus Stop Improvements

- Install signs at 17 bus stops
- Bring 4 stops up to ADA compliance
- Install seven benches
- Install three shelters
- Create a sidewalk along the south side of Church Street in front of the Newport Senior Center connecting to South Main Street and install a bench
- Create an enhanced stop at RVCC front entrance with bench and shelter

Route-Specific Recommendations

Claremont Route

- Extend service to 6:40 PM
- Service every 90 minutes
- Five scheduled trips to River Valley Community College
- Convert loops to bi-directional service, which is more direct

Newport Route

- Bi-directional service along Washington St. on all trips
- Extend route to Ruger on select trips
- Serve Summer Crest on-demand only
- Service every 2 hours

Charlestown Route

- One additional trip daily
- Old Claremont Rd. and Lovers Lane on-demand only
- Scheduled transfers with the Newport and Claremont bus to access Washington St.

Additional Annual Operating Cost = \$19,000

One-Time Capital Cost = \$125,750

Mid-Term

Mid-term recommendations would further expand service hours and locations but require additional vehicles and funds to operate. They should be implemented as partnerships are developed and funding becomes available. Mid-term options are listed here in no particular order.

Operating – \$408,000 additional annually

- Taxi subsidy for after hours or weekends if scheduled in advance through dispatch
- Begin service on the Claremont Route at 7:00 AM
- Extend service on Claremont Route to 8:00 PM
- Extend service on Newport Route to 7:30 PM
- Extend service to River Road
- Extend Dial-A-Ride to 8 hours daily in Claremont

Capital Cost - \$1,827,700

- Install signs at 9 bus stops
- Bring 5 stops up to ADA compliance
- Install one bench
- Two new vehicles
- New facility for SCT
- Reevaluate fare structure and technology options

Long-Term

Long-term recommendations would provide service seven days a week that is more frequent and operated later into the evening. Implementing these recommendations would require additional vehicles and have a significant cost associated with them. They should be implemented after the mid-term recommendations and as funding becomes available. Longer-term options are listed here in no particular order.

Operating – \$667,000 additional annually

- Add weekend service
- Operate service every 45 minutes on Claremont Route
- Extend Dial-a-Ride to all of Sullivan County where the bus routes do not operate
- Provide trips once a week to Keene and Concord
- Add an evening trip to the Charlestown Route
- Extend Newport service to Sunapee on select trips

Capital Cost - \$379,700

- Install signs at eleven bus stops
- Bring 9 stops up to ADA compliance
- Four new vehicles
- Study for extension of service to Mount Sunapee