

## Public Transit Service Categories

The service category descriptions below serve as guidelines; some routes or services may not fit every description perfectly.

- 1) **Urban:** Routes operating primarily in an urbanized area with all-day, year-round service. The city served by the route has a population of at least 17,500 people and high-density development. The only part of Vermont fitting this definition is the urban core of Chittenden County.
- 2) **Small Town:** Routes operating in towns with 7,500 to 17,500 people with all-day, year-round service. The route typically stays within one town or two adjoining towns and does not run through long stretches of rural areas.
- 3) **Demand Response:** Primarily service that does not operate on a fixed schedule nor on a fixed route; also includes routes that might otherwise fit in the “Rural” category but operate less than once a day (i.e., shopper service operates only once a week or a few times a month). This category includes all Medicaid transportation service in Vermont, ADA complementary paratransit service, trips brokered to taxi services, and trips operated by volunteer drivers. Volunteer drivers use their own vehicles, donate their time to transport riders, and are eligible to receive reimbursement for mileage at the IRS-approved rate.
- 4) **Microtransit:** This is a new service category in SFY 2024. In prior years, microtransit services had been part of the demand response category. Most Vermont microtransit services operate in small towns with daytime service, though future implementations could include urban service or evening-only service to complement fixed route systems.
- 5) **Rural:** Routes operating in towns with fewer than 7,500 people or connecting two small towns running through undeveloped areas. These routes operate year-round with daily service, but the frequency may be low (more than one hour between trips).
- 6) **Commuter: Routes** that operate primarily during peak commute periods and are intended to serve work trips. Rural examples of these routes usually connect several small towns or villages with intermediate stops and operate primarily on state routes in rural areas. Some routes connect outlying areas to the nearby city, with a significant portion of the mileage in rural areas. A few commuter routes operate on express highways and serve the Burlington metropolitan area or the Upper Valley.
- 7) **Tourism:** Seasonal routes that serve a specific tourist trip generator, such as a ski area.
- 8) **Vanpool:** The Go Vermont vanpool program, operated through a contract with Enterprise, covers subsidized vanpools anywhere in Vermont.
- 9) **Intercity:** Routes operating regularly scheduled, fixed route, and limited stop service that connects places not in close proximity and that make meaningful connections to the national intercity network.