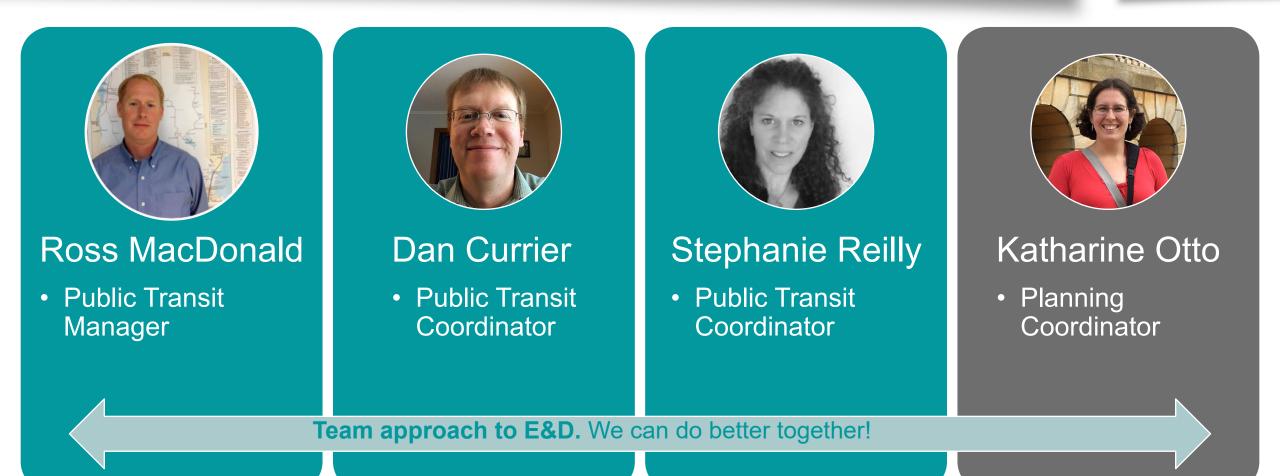
Fourth Annual Vermont E&D Summit



4th Annual Vermont E&D Summit June 9, 2023

Introductions to key VTrans E&D Staff





SFY '22 Audited Data – E&D Trips

Figure 7: Cost per Trip by Service Category \$40.00 \$37.73 \$35.00 \$31.30 \$30.06 \$30.00 \$25.00 \$22.38 \$20.00 \$14.96 \$15.00 \$11.17 \$10.00 \$6.87 \$5.98 \$5.00 \$0.00 Statewide Urban Small Town Demand Tourism Rural Rural Express Response Commuter Commuter AGENCY OF TRANSPORTATION



4th Annual VT E&D

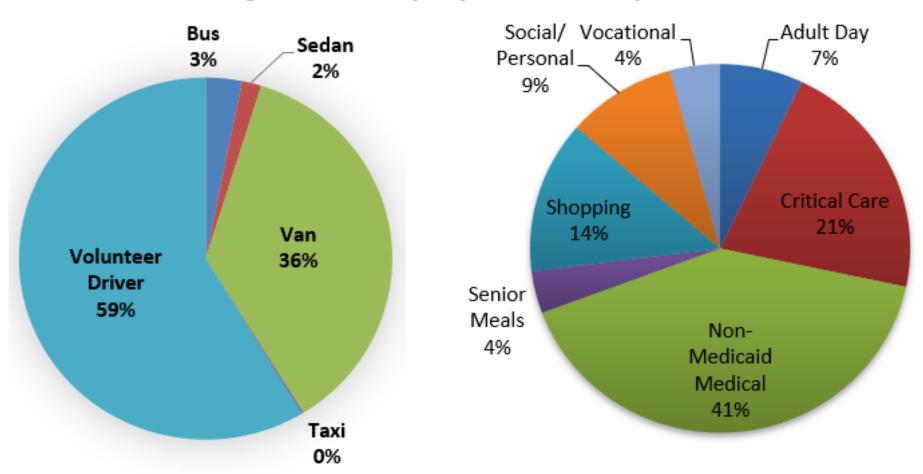
Summit June 9, 2023

SFY '22 Audited Data

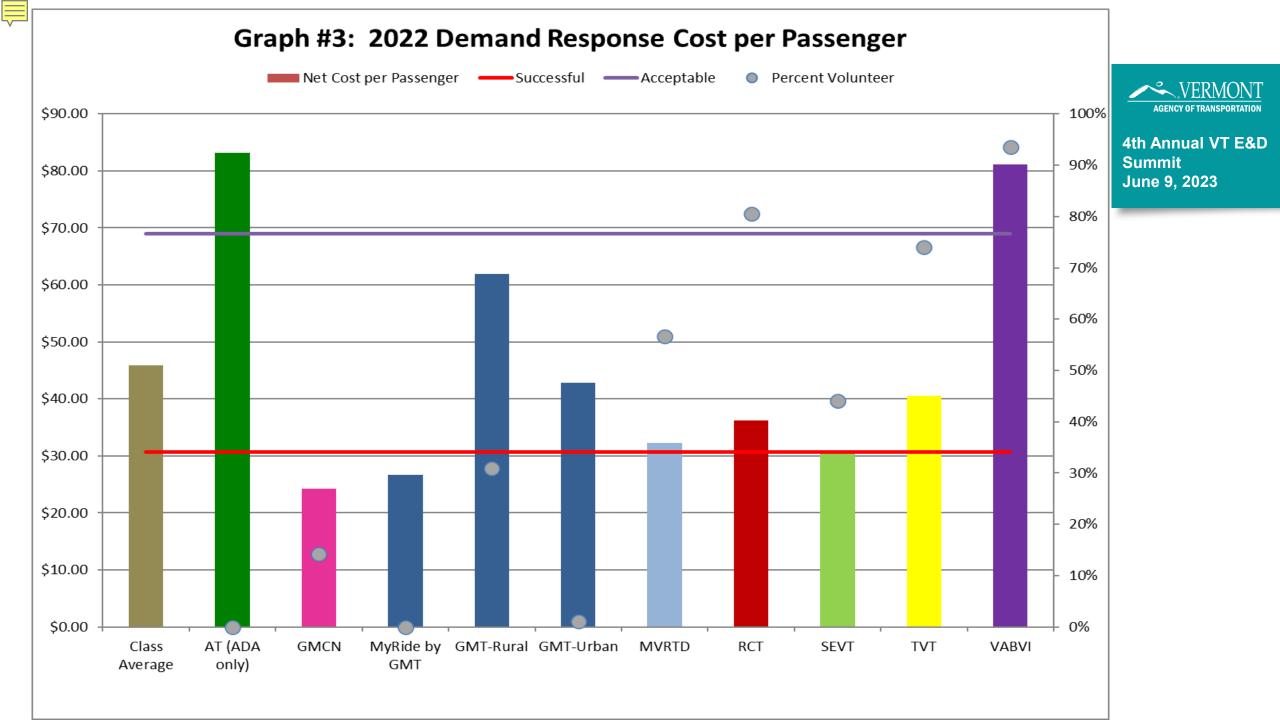
- In SFY22, the total amount spent on the E&D program in Vermont was \$5.12 million, 93% of which (\$4.75 million) was federal money.
- This federal percentage is higher than in prior years because coronavirus relief funds did not require the 20% match that regular formula funds do.
- Some of the local match for the federal funds consisted of in-kind contributions from the volunteer drivers who provide E&D service for the transit agencies.
- Overall, E&D ridership was continued to be negatively affected by the pandemic, with about 107,000 trips carried compared to 200,000 in SFY 19. The SFY 22 figure was 30% higher than the SFY 21 figure of 90,000 trips.

SFY '22 Audited Data

Figure 9: E&D Trips by Mode and Purpose



AGENCY OF TRANSPORTATION



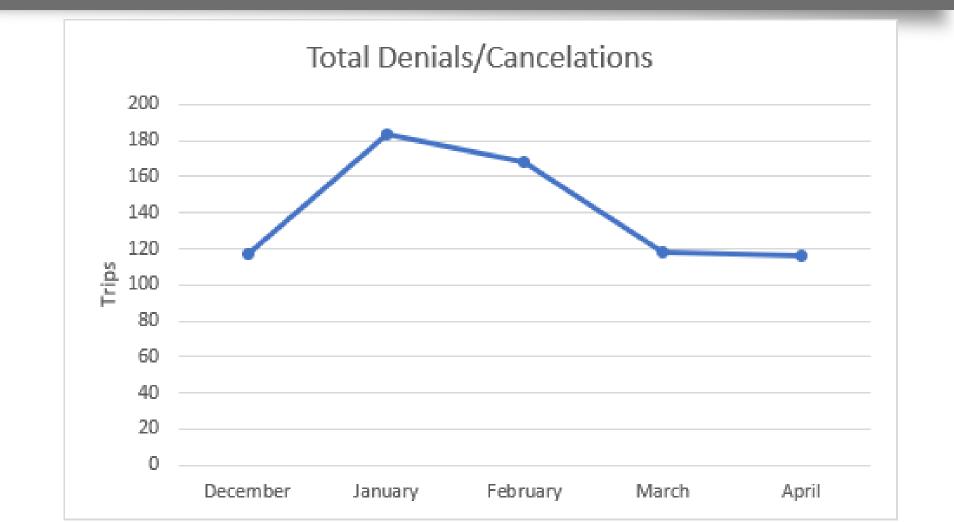
E&D Program Updates

- Recovery and Job Access Program. \$400k per year (\$200k Fed / \$100k each from VTrans and AHS)
 - We need to ensure all regional Mobility Committees include those recovery houses, job access programs (Hireability), etc.
 - Constrained trips to a new job and access to recovery services not otherwise eligible through E&D and NEMT.
- Ridership continues to trend upward 80-90% of pre-pandemic levels.
- More volunteers providing trips and regional recruiting efforts persist.
- E&D Committees continue to evolve into "Mobility Committees"
- Capacity issues have resulted in denials and cancellations next page



Trip Denials and Cancelations

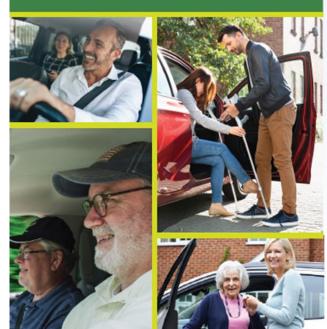
Ę



AGENCY OF TRANSPORTATION

Keeping You Connected

Vermont has many options for mobility if you don't have access to a car or have a condition that can impair your ability to safely operate a motor vehicle. Whether you need a ride to doctor's appointments, work, or for personal errands, there's public transportation options available in cities and towns throughout Vermont. There are many programs that fill gaps in existing transportation services for certain groups like older Vermonters, as well as individuals with disabilities.



How to Schedule a Ride:

- 1. Contact the Local Transit Provider (listed in this guide).
- Provide your name, trip origin and destination, travel day and time of appointment, and name of anyone accompanying you.
- Receive confirmation from Local Transit Provider and you are ready to ride!

FAQs:

Who is eligible?

Adults who are 60+ and/or persons with disabilities.

Do you need advanced notice before scheduling a ride?

Yes, advance notice is required for most rides, but check with your local transit providers. Call ahead to determine the appropriate notice. For Medicaid Ride eligible riders please call VPTA at 833-387-7200.

Is priority given based on trip type?

Medical and critical care appointments are prioritized first. See other side for all possible trip types. Check with your local provider for more details.

Who are the Community Drivers?

Community Drivers are verified by background checks, have a clean driving record, and complete a vehicle safety inspection.

Older Adults & Persons with Disabilities

MOBILITY PROGRAM







www.ConnectingCommuters.org





4th Annual VT E&D Summit June 9, 2023

Formerly Elders & Persons with Disabilities Program (E&D)

Guidance for FY24



4th Annual Vermont E&D Summit June 9, 2023

Katharine Otto Planning Coordinator Vermont Agency of Transportation

Where do I find things?

E&D webpage https://vtrans.vermont.gov/public-transit/E-and-D

- Full FY24 Guidance
- E&D Manual (last revised 2020)
- Lots of examples and useful links

Your grant/ contract documents (including TPI guidance and the Transit Provider contracts)

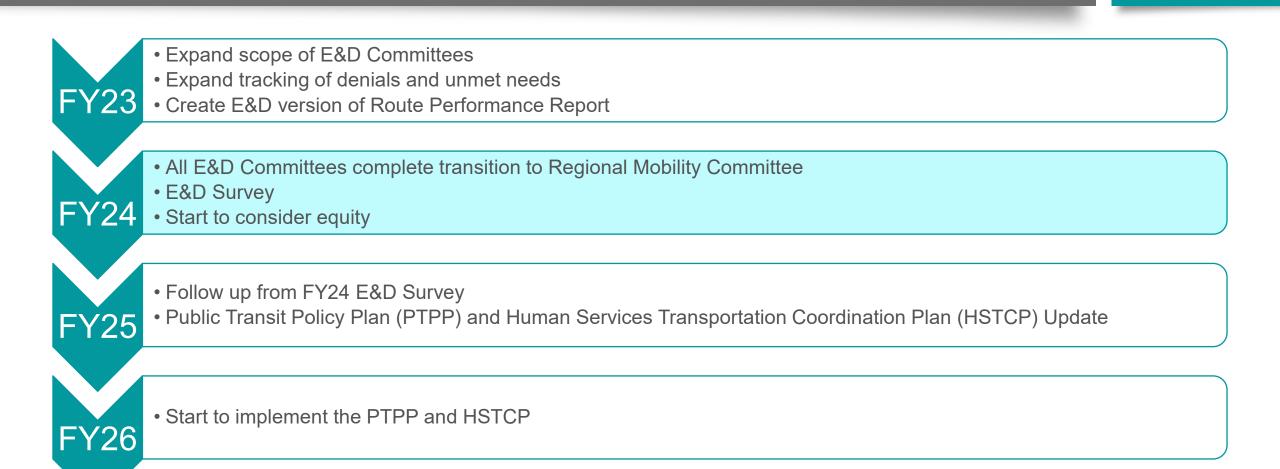
• Abbreviated version of the FY24 Guidance

TPI Team > E&D Channel (For TPI planners only)

• Example docs which can't be shared online



A vision for the future





Looking at FY24

Same

- Meet 4+ times
- Open Meeting Law
- Track denials and other metrics
- Attend E&D Summit
- Annual workplans
- Expand committee to more than just E&D

Added

- Complete process of evolving into a Regional Mobility Committee concept in FY24
- E&D Survey
- Consider equity



2020 Survey – Why did we do it?

- Helped us to
- know the needs of those we serve
- prioritize what to improve
- Learned from Chittenden County 2018 survey



2020 Survey – What did we do and learn?



4th Annual VT E&D Summit June 9, 2023

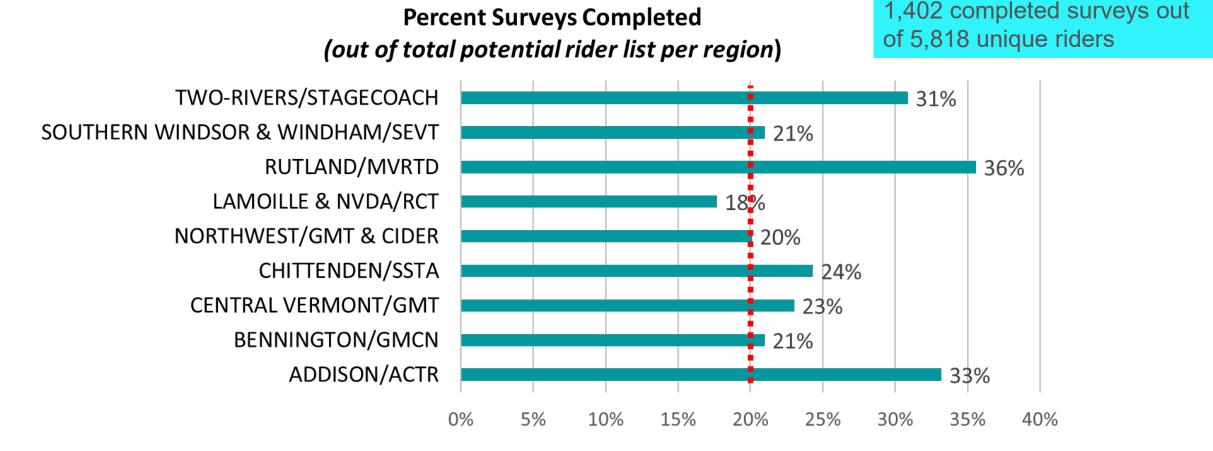
What did we do?

- Develop survey
 - 10 customer service specific questions
 - 5 general/ demographic questions
- Collate client lists to enable hard copy mail surveys to clients
- Collect completed surveys and input them into Survey Monkey
- Review results and develop next steps for each region

Challenges encountered

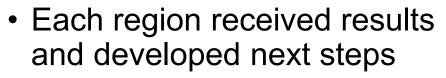
- Privacy concerns
- Low response rate from some client types
- Mailing surveys versus working one-onone with clients
- Partners who "opted out" of the survey

How many people did we hear from?





What happened after the survey?



- Committee pursued a regionally specific follow up
 - Mail results
 - Interviews with people who were interested to share more
 - Made changes to services as relevant

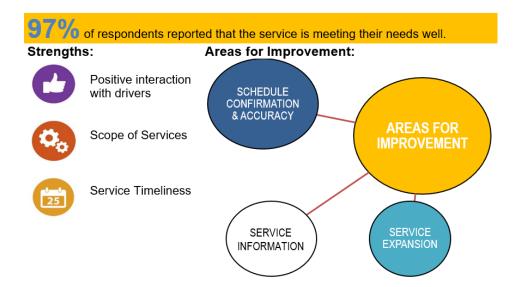
Unfortunately Covid-19 interfered or delayed some next steps

• Example

What We Heard:

Overall, we heard positive reviews for the service, especially highlighting positive interactions with the drivers and overall value of service provided to the community. We also learned that there is room for improvement regarding scheduling confirmation and access to better information about the service. We are excited to work with riders to implement improvements over the next year.

Highlights from Survey Results:





2024 Survey

What do we know so far?

- All E&D groups will complete one
- Summer 2023 prep work
- Timeline and deadlines TBD
- We will learn from last time ③

Who will do what?

- Lead VTrans staff with consultant
- Working group help guide process include one RPC planner, one PT provider and others
- All PT providers and RPCs assist with development and distribution



4th Annual VT E&D Summit June 9, 2023

More details to come!

Considering equity

- Vermont Transportation Equity Framework due to be completed in next few months
- Dave Pelletier's presentation later today
- How do we do this?
 - Still to be defined!





4th Annual VT E&D Summit June 9, 2023

More details to come!

Questions?





community ticles vennont

In partnership with Green Mountain Transit

Presented by: Amanda Carlson

A NEW NONPROFIT DEVELOPED BY CAPSTONE COMMUNITY ACTION



Community Rides Vermont

Incubated by Capstone Community Action, an anti-poverty organization that has long seen the challenges posed by transportation for those overcoming poverty.

Established in 1965, Capstone has a successful history of launching nonprofits, social enterprise initiatives, and innovative social justice programs, most recently **Community Rides Vermont**, a 501(c)(3) established in September 2022.

Our Mission:

Meeting Vermonter's every day needs through convenient, shared mobility, in a zero emissions fleet. **Our Vision:**

People going where they need, when they want, at an affordable price, while reducing pollution and building community.



A new transportation solution tailored to meet individual needs

Community Rides Vermont's goal is to provide ondemand rides using electric vehicles to address unmet transportation needs along the back roads and between the small villages of Central Vermont.

We are actively working to expand the types of rides beyond medical and food trips to the more quality of life impacting, social, recreational and employmentoriented trips.

the problem

In the summer of 2021, with funding from a VTrans MTI grant, Capstone conducted a research study to better understand the unmet transportation needs in Central Vermont.

We heard from 420 survey respondents.

- •35% of respondents have unmet transportation needs
- •21% of respondents live in single parent households
- •15% of respondents are in 0 vehicle households
 - Top reasons:
 - **1** No driver's license
 - **2** Vehicle costs
- •48% of respondents are interested in ride-hailing services.

the problem

Quality of life is impacted by limited transportation options.



The bus only runs from 10:30 to 2:30, so that doesn't give you a lot of hours Monday through Friday... so I can't go to church, I can't go to a movie, I can't go to dinner or a community dinner... I can't go any place. My whole life is basically just going to the doctor and going food shopping. I feel like my life is very limited because of the limited amount of transportation there is in Vermont."

Female resident of Randolph, VT

the solution

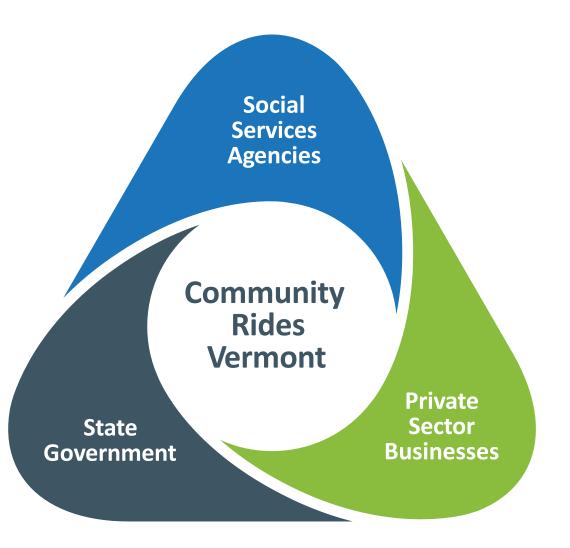
COMMUNITY RIDES VERMON

the

solution

We're bridging public and private sectors to solve public transportation needs.

Community Rides Vermont is a new service at the intersection of nonprofit, government, private pay ride hail and private businesses, merging resources across sectors with emerging technologies to solve the transportation needs of rural Vermonters.











Growing through Partnerships

- Transit Providers
- Social Service Organizations
- Workforce Development Programs

- Medical Providers
- Mental Health Providers
- Housing Providers





OUR PLAN

Our long-term goals are to provide an on-demand ride service, 7-days a week, with evening service. Book rides with a mobile app or by phone.



Fast, easy, reliable



Zero emissions



Subsidies for low-income riders



Ability to make multiple stops



Car seats in vehicles



Paid, trained drivers



Launch with a fleet of 3 electric vehicles

- Phase 1- Start by providing additional capacity to existing GMT programs: Medicaid, Elderly and Disabled, Recovery and Job Access, Monday Friday service
- Phase 2 Start 'Mobility For All' pilot, service 7 days a week
- Phase 3 Roll out market rate 'taxi-like' services, start on-call schedule to accommodate late night rides





Thank you!

Amanda Carlson

amanda@communityridesvt.org

Application of Volunteer in-kind hours both Medicaid and E&D

4th Annual VT E&D

Summit June 9. 2023

- There have been questions raised about the application of volunteer in-kind hours and the FTA and VTrans policies and procedures.
- Questions include applying in-kind toward the 20% local match requirement essentially treating the in-kind as cash.
- VTrans traditionally awards E&D funds at 80/20 Fed/Local except for Fiscal Year 2022 where VTrans provided 100% COVID funding with no local match requirement.
- VTrans in-kind policy does allow the application of in-kind as "soft match" which accelerates Federal spending which will be explained further in subsequent slides. However, VTrans does not allow inkind to be treated as a cash match.

Application of Volunteer in-kind hours both Medicaid and E&D

4th Annual VT E&D

Summit June 9. 2023

- The Federal Transit Administration controlling provisions for the application of volunteer in-kind hours are referenced in the SuperCircular and FTA Circular 9070.1E.
- The Circulars define that volunteer services can be used as local match.
- However, VTrans is not barred from placing more stringent limits on subrecipients for the application of in-kind.
- Vtrans in-kind policy is well defined in their statewide E&D template. The calculation of in-kind is formula driven within the template, and all Vermont transit providers are required to use the template for their monthly E&D billings

Application of Volunteer in-kind hours both Medicaid and E&D

4th Annual VT E&D

Summit June 9. 2023

The SuperCircular states in part:

For all Federal awards, any shared costs or matching funds and all contributions, including cash and third party in-kind contributions, must be accepted as part of the non-Federal entity's cost sharing or matching when such contributions meet all of the following criteria:

- (1) Are verifiable from the non-Federal entity's records;
- (2) Are not included as contributions for any other Federal award;
- (3) Are necessary and reasonable for accomplishment of project or program objectives;

4th Annual VT E&D

Summit June 9, 2023

SuperCircular continued:

(4) Are allowable under Subpart E—Cost Principles of this part;

(5) Are not paid by the Federal Government under another Federal award, except where the Federal statute authorizing a program specifically provides that Federal funds made available for such program can be applied to matching or cost sharing requirements of other Federal programs;

4th Annual VT E&D

Summit June 9. 2023

FTA Circular 9070.1F on page III-6 states in part:

Non-cash share such as donations, *volunteered services*, or in-kind contributions is eligible to be counted toward the local match if the value of each is documented and supported...

As stated previously, VTrans policy and E&D template does not allow in-kind to be counted as cash toward local match. VTrans treats inkind as "soft match" that can be applied toward the 20% local match requirement but results in increasing the Federal expense in the transit providers monthly billings.

5. What are some in-kind basics?

In-kind contributions come from the recipient or a third party. In-kind is typically in the form of the value of personnel, goods, and services, including direct and indirect costs. Recipients and third parties simply need to document the value of the contributed resource. Here are some of the basics surrounding in-kind match:

In-kind must be an eligible cost. For example, in-kind capital asset (such as donated land) can only match capital assistance; in-kind operating resource (such as donated time of volunteer drivers) can only match operating assistance.



4th Annual VT E&D Summit June 9, 2023

4th Annual VT E&D

Summit June 9. 2023

5. What are some in-kind basics?

In-kind must be fully documented, in accordance with 2 CFR 200.403(g). For example, providers must have documentation showing the hours volunteer drivers work.

By definition, in-kind contributions do not have a cash inflow or outflow impact for the recipient or subrecipient receiving the donated item. Thus, for documentation purposes, the recipient or subrecipient may choose to record the value of the in-kind expense/asset and corresponding revenue within or outside of its automated accounting system. Either way, the in-kind value should be tracked and incorporated in a recipient's or subrecipient's award records, which should also include support for the determination of the value of the in-kind.

4th Annual VT E&D

Summit June 9, 2023

There is also an in-kind guidebook that was prepared for the Transportation Research Board in February 2020

The document is available online at: https://onlinepubs.trb.org/onlinepubs/nchrp/2065/Task75InKindGuideb ook.pdf

2. When should in-kind match be used?

When cash match is limited or is not enough to meet federal funding requirements, in-kind match offers FTA recipients and subrecipients, such as transit providers, metropolitan planning organizations (MPOs), and state departments of transportation (DOTs), a way of providing and meeting requirements with local resources other than a cash match. Using in-kind match could also free up cash for other federally funded projects or conserve cash in reserves. Below presents an example of how in-kind can help provide local resources.



4th Annual VT E&D Summit June 9, 2023

With Cash Match Only

As shown below, an applicant is eligible to receive \$50,000 in FTA operating assistance and this would require the recipient to provide \$50,000 in local cash match. The FTA funds pay for half of the net operating expenses. Therefore, the recipient has \$100,000 cash available for operating expenses.

FTA operating assistance	\$ 50,000
Local cash match	\$ 50,000
Net operating expenses in cash	\$ 100,000

With Cash and In-Kind Match

If in addition to the \$50,000 local cash match the recipient identifies \$10,000 in inkind, the recipient is eligible for \$60,000 in FTA operating assistance. Therefore, the recipient has \$110,000 cash available for operating expenses, including the additional \$10,000 cash from FTA for claiming the \$10,000 in-kind.

FTA operating assistance	\$ 60,000
Local cash match	\$ 50,000
In-kind match	\$ <u>10,000</u>
Net operating expenses of \$110,000 cash and \$10,000 in-kind	\$ 120,000



4th Annual VT E&D Summit June 9, 2023

4th Annual VT E&D

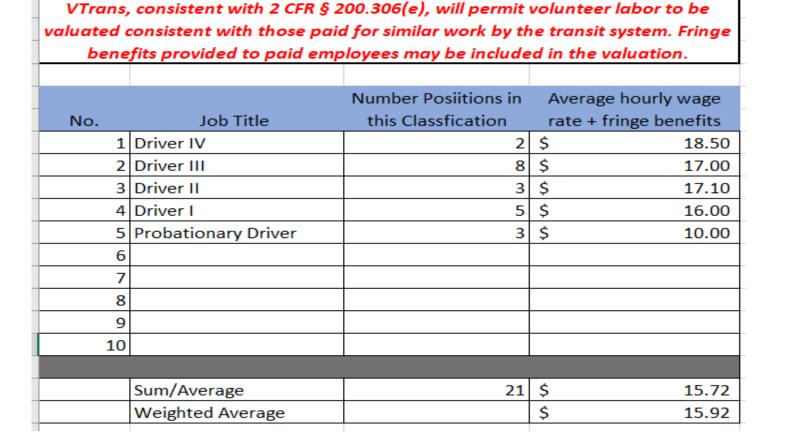
Summit June 9. 2023

While the guidelines described in the TRB guidebook are assuming a 50/50 Operating split the methodology is applied similarly under VTrans requirements for the 80/20 Fed/Local E&D funding awards. In-kind can be applied net of partner contributions in order to reduce the local match burden and maximize the Federal payment. The following slide is a screenshot of the VTrans E&D template and reflects the application of in-kind netting out the partner cash contribution.



4th Annual VT E&D Summit June 9, 2023

All Cash Local Match		Cash & Inkind		Inkind Only	
\$242,601.01		\$242,601.01		\$242,601.01	
\$0.00		\$0.00		\$0.00	
\$258,445.29		\$258,445.29		\$258,445.29	
\$57,560.99		\$57,560.99		\$57,560.99	
\$558,607.29		\$558,607.29		\$558,607.29	
\$111,721.46		\$617.25		\$0.00	
\$0.00		\$139,497.51		\$139,651.82	
\$446,885.83		\$557,990.04		\$558,607.29	1
					-
8000	×	\$ 19.34	equals	\$ 154	4,720.00
0.00	×	\$ 19.34	equals	\$	-
Total Available In-Kind: 5 154,720.00 In-Kind applied cannot exceed available In-Kind					
		<u>All Cash Local</u> <u>Match</u>		Cash & Inkind	Inkind Only
ice Net Total* (100%))=	\$558,607.29		\$697,487.55	\$698,259.11
Local Match (20%)	12	\$111,721.46		\$139,497.51	\$139,651.82
rom VTrans (80%)	=	\$446,885.83		\$557,990.04	\$558,607.29



VTrans Volunteer Wage Rate Computation



4th Annual VT E&D Summit June 9, 2023

Transportation Equity Framework

VT AGENCY OF TRANSPORTATION

ELDERS AND PERSONS WITH DISABILITIES SUMMIT

JUNE 9, 2023

Ę





Equity



The assumption is that everyone benefits from the same supports. This is equal treatment.

Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity. Justice



All 3 can see the game without supports or accommodations because the cause(s) of the inequity was addressed. The systemic barrier has been removed.

Source: www.healthvermont.gov

Act No. 55 of 2021 Legislative Assembly

The Agency of Transportation, in consultation with the State's 11 Regional Planning Commissions (RPCs), shall undertake a comprehensive analysis of the State's existing transportation programs and develop a recommendation on a transportation equity framework to advance mobility equity, which is a transportation system that increases access to mobility options, reduces air pollution, and enhances economic opportunity for Vermonters in communities that have been underserved by the State's transportation system.



Federal Actions

Links are live – go ahead, click on them!

2021 <u>Executive</u> <u>Order 13895</u> (Advancing Racial Equity and support for Underserved Communities Through the Federal Government) Justice40 Initiative goal that at least 40 percent of the benefits of Federal infrastructure investments (clean energy/efficiency, transit, housing) are distributed to disadvantaged communities

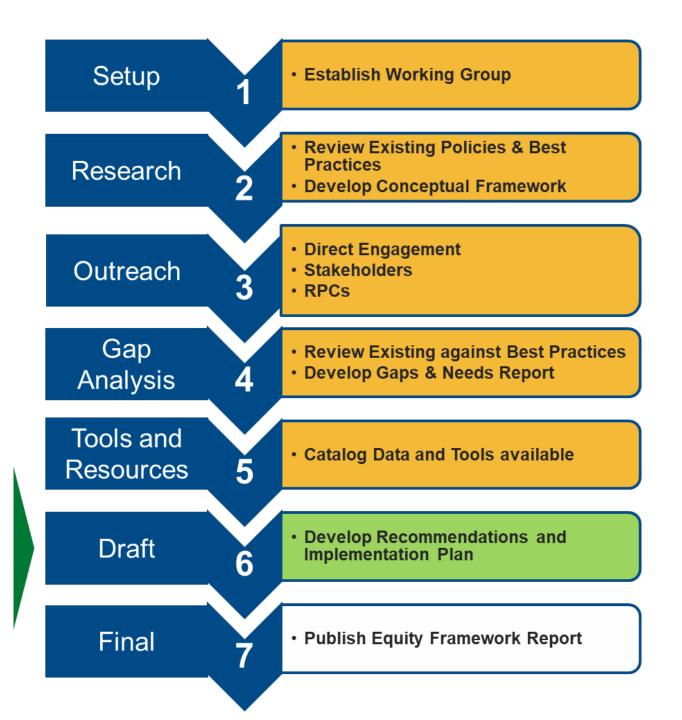
Infrastructure Investment and Jobs Act (IIJA) (also known as the "Bipartisan Infrastructure Law") (BIL) November 15, 2021 US DOT <u>Equity</u> <u>Action Plan</u> was released in January 2022

US DOT Strategic Plan released in March 2022

Executive Order 13895

<u>Equity</u>: the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to **underserved communities** that have been denied such treatment, such as and not limited to: Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders and other persons of color; members of religious minorities; lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons; persons with disabilities; persons who live in rural areas; and persons otherwise adversely affected by persistent poverty or inequality. Advancing Racial Equity and Support for Underserved Communities through the Federal Government

Underserved communities: populations sharing a particular characteristic, as well as geographic communities, that have been systematically denied a full opportunity to participate in aspects of economic, social, and civic life, as exemplified by the list in the preceding definition of "equity."



Transportation Equity Framework Tasks

Working Group

Working Group Member	Organization	Title
Nancy Prescott	Dept. of Motor Vehicles	Motor Vehicle Operations Director
Mike Winslow	Addison County RPC	Transportation Planner
Meghan Brunk	VTrans	District 2 Tech
Lori Valburn / Colleen Montague	VTrans	Civil Rights Program Manager
Patricia Martin	VTrans	Title VI and ADA Coordinator
Erin Sisson	VTrans	Deputy Chief Engineer
Charlie Baker	CCRPC	Executive Director
Carey Hengstenberg	Agency of Natural Resources	Environmental Analyst
Andrea Wright	VTrans	Environmental Policy Manager
Amy Tatko	VTrans	Director of Comm. and Public Outreach
Katharine Otto	VTrans	Planning Coordinator

iiiii		Contextual		Corrective Equity	
Distributive	Procedural				
Accurate Population Representation	Equitable Access to Decision-Making	Needs Analysis	Service Provision (e.g., Transit, DMV, Maintenance, Paving)	Prioritization Process	Ongoing Performance Management

Account for all members of the population and the many defining characteristics using both quantitative and qualitative data. Ensure that all community members can participate and bring their voices to the decision-making process. Identify policies, investments, and services to meet the needs to address current inequities and historical harms. Incorporate solutions into project selection and prioritization activities to address inequities and track progress over time to achieve equitable outcomes.

Conceptual Framework – Pillars of Equity

Outreach and Stakeholder Engagement

Direct Engagement

Deep-dive engagement in 4 locations around the state, with low-income, elders, BIPOC, and un/under-housed communities

Stakeholder Interviews

In-depth interviews with 8 AOT managers and 4 community organizations focused on equity

Regional Meetings with RPCs

Meetings with 11 RPC Transportation Advisory Committees and guests to discuss regional equity perspectives and needs

Key Outreach Findings

Direct Engagement

- we need to vary our approach to outreach and engagement; meetings are only one means and tend to miss many of the underserved populations we want to hear from.

- remove barriers to participation = diverse feedback = more equitable outcomes.

Stakeholder Interviews

- there is a clear need to increase our efforts to educate and inform outside the Agency on how investments are chosen and prioritized.

- focus on cultural growth inside VTrans to develop a truly diverse, equitable, and inclusive workforce; also identify and emphasize policies that can help increase equitable outcomes.

RPC Regional Meeting feedback



Ę

Different regional understandings of inequity, why it is important, and how outcomes are shaped by inequities.



Sentiment that nonauto travel is not an *alternative* mode of travel.

Funding bicycle, pedestrian, and transit infrastructure modes are key for those without private vehicles.



Desire for increased funding transparency.



Data, Tools, and other Resources (abridged)

<u>SOV Teams Equity Group</u> – frequent posts, directory of organizations, educational resources

<u>Vermont Office of Racial Equity</u> – part of Agency of Administration, central to all SOV policy

<u>USDOT Promising Practices</u> – meaningful public involvement in transportation decision making

<u>USDOT Equitable Transportation Community Explorer</u> – focus on transportation disadvantaged

AOT Equity Framework Map – American Community Survey (ACS) for 2016 – 2020 at Tract level

<u>Council on Environmental Quality (CEQ) Climate & Economic</u> <u>Justice Screening Tool (CEJST)</u> - Census tracts that are overburdened and underserved

Next Steps

DRAFT REPORT DUE JUNE

RECOMMENDATIONS TO THE WORKING GROUP IN JULY FOR FINAL MEETING

REPORT TO EXECUTIVE STAFF

CONTINUE WITH THE LEARNING AND EDUCATION PROCESS (NEVER ENDS!)

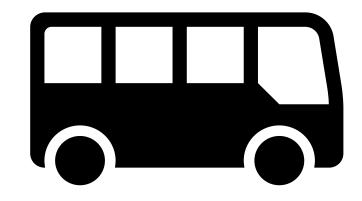
BEGIN IMPLEMENTATION OF RECOMMENDED ACTIONS

Last Slide!

Project Webpage – expanded summary reports of work described above and more resources to dig into

https://vtrans.vermont.gov/equity

Dave Pelletier, Policy & Planning dave.pelletier@vermont.gov 802-595-9675



Alzheimer's Association Vermont Chapter





NUMBER OF PEOPLE AGED 65 AND OLDER WITH ALZHEIMER'S					
YEAR	TOTAL				
2020	13,000				
2025	17,000				
ESTIMATED % INCREASE 30.8%					
PREVALENCE					

ALZHEIMER'S R ASSOCIATION

Policy



Walk to End Alzheimer's



CHAMPLAIN VALLEY September 17



NORTHEAST KINGDOM September 24



RUTLAND September 23



UPPER VALLEY September 30

24/7 live Helpline 800-272-3900



Programs

- Education Programs
 - Awareness Presentation 20 minutes
 - Know the 10 Signs 30 or 60 minutes
 - Effective Communication 60 minutes
 - Healthy Living for Your Brain and Body 60 minutes
- Support Groups for Caregivers in Rutland, Williston, Brattleboro, Newport, Townshend, Woodstock, Ludlow, (plus Telephone and Zoom)

Programs

- Support Groups for individuals with Alzheimer's Disease
- -Middlebury Support Group
- -Shelburne Support Group

Virtual Support Groups for Individuals with Younger Onset Alzheimer's Disease



TYPES OF DEMENTIA

Dementia is an umbrella term for loss of memory and other thinking abilities severe enough to interfere with daily life. Alzheimer's

Vascular

Lewy body

Frontotemporal

Other, including Huntington's

 Mixed dementia: Dementia from more than one cause

ALZHEIMER'S R ASSOCIATION

10 Warning Signs of Alzheimer's

1	2	3	4	
Memory loss that disrupts daily life	Challenges in planning or solving problems	Difficulty completing familiar tasks	Confusion with time or place	
5	6	7	8	
Trouble understanding visual images and spatial relationships	New problems with words in speaking or writing	Misplacing things and losing the ability to retrace steps	Decreased or poor judgment	
9	10			
Withdrawal from work or social activities	Changes in mood and personality		E	

Communication in All Stages of the Disease

- Join the person's reality to connect.
- Understand and accept what you can and cannot change.
- Remember that the person retains a sense of self despite the losses of the disease.
- Demonstrate respect and connect through feelings.
- Always treat the person as the adult he or she is.
- Try to decode the person's communications.
- Recognize the effects of your mood and actions.
- Try to understand the source of reactions.
- Help meet the needs while soothing and calming the person.



alzheimer's $\ref{eq:second}$ association[®]

We look forward to working with you!

Jo Cotto, Program Manager 206-276-7172 jtcotto@alz.org

> Meg Polyte, Policy Director 802-343-2604 mmpolyte@alz.org



Scheduling and Dispatch Software

- Vermont Public Transit Providers new Paratransit Scheduling and Dispatch Software provider is HBSS.
- HBSS's QRyde software is a cloud-based system that offers automation tools for paratransit, dial-aride, demand-response NEMT brokerage, shared-ride, deviated fixed-route, micro-transit, regional coordination, fixed route, and volunteer transportation management.







4th Annual VT E&D Summit June 9, 2023

Closing Remarks



4th Annual VT E&D Summit June 9, 2023

Thank you for Participating!

➤Survey forthcoming

Please contact us any time to share ideas or issues: <u>ross.macdonald@vermont.gov</u>

802-522-7120