

FY22 Annual Workplan Guidance for Human Service Transportation Coordination (including Regional E&D Committees) ¹

Last revised 4/9/2021

Starting in 2019, the role the Regional E&D Committees started to shift, due to recommendations identified in the Vermont Public Transit Policy Plan. The need for more comprehensive data tracking, including customer service satisfaction levels was one recommendation. A rider satisfaction survey was implemented statewide in 2020. Going forwards it is anticipated that the E&D Committees will continue to evolve to improve efficiencies, address deficiencies identified in previous Program assessments, and to move towards best practices.

Since FY21, two primary documents have defined expectations for both RPCs and Public Transit Providers:

- *E&D Transportation Program Manual* (2020 update to the 2004 E&D Guidance). This manual provides the framework for the Program and focuses on operational level details. As a foundational document, it will be updated periodically as needed.
- *E&D Annual Workplan Guidance*. This guidance outlines specific roles, responsibilities, and tasks that are to be completed during the Federal Fiscal Year (FFY) contract cycle. RPC staff develop their annual workplan based on the TPI Guidance requirements (Task 4.1.8 for FY22). Public Transit Providers are also expected to follow this guidance for their FY22 contracts.

Both documents are available on the [VTrans E&D Transportation Program webpage](#).

FY22 Tasks and Deliverables

Deadline	Continue the FFY20 Rider Survey Follow up- June 30, 2022 Regional E&D Committee Workplan Annual Update - June 30, 2022 Four quarterly regional E&D Committee Meetings – September 30, 2022 Attending Statewide E&D Summit – Date to be determined
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RPCs shall work with the regional transit agency to organize and facilitate Regional E&D (Elderly and persons with Disabilities) Committees. These committees shall meet at least quarterly. All RPCs shall be the lead agency for these meetings. RPCs are responsible for ensuring these meetings take place and engage the full spectrum of providers of services and representatives of those needing rides.

An important consideration at these meetings shall be to identify gaps in the availability and connectivity of the transportation systems. Additionally, these meetings should provide the opportunity to facilitate discussions amongst public transit providers and their partners to develop infrastructure

¹ This document corresponds with Task 4.1.8 in FY22 TPI Annual Workplan Guidance for RPCs. This document was also distributed to Public Transit Providers as guidance for their FY22 Contracts.

and operational solutions to provide the public and underserved populations (including elderly and disabled) with adequate access to essential services.

Continuing work from FFY2021, the RPCs will continue to work with the regional transit providers and E&D partners to develop and/or update a regionally specific E&D Committee annual workplan and associated goals and objectives, utilizing the workplan template provided by the VTrans Public Transit section. Workplan items could include:

- Defining the roles and responsibilities of the committee
- Developing a “How to add a new partner 101”
- Developing a mission statement
- Developing a “Welcome packet” or Ride Guide for new riders/clients
- Evaluating existing membership and identifying opportunities to add riders or local groups
- Developing an E&D service area map

RPCs will also help VTrans to track some basic information about the E&D Program. This will build upon work carried out during the FFY20 E&D survey. More details will follow, but example tracking topics include:

- Following up with clients who completed the FFY20 Rider Survey and “opted in” to provide additional information regarding their experience. This could be through additional survey, direct interviews, focus groups, etc.
- List of current participating E&D partners
- Collating client lists and reconciling between multiple providers if needed
- Developing methods to track unmet needs

Additionally, the RPCs will assist VTrans with the annual E&D summit. They will assist with outreach and be a liaison to the E&D committees. An RPC planner must attend the E&D summit.

VTrans Role

- Maintain and update as needed the E&D Committee Guidance and relevant documents.
- Continue to support E&D Committees with the E&D Ridership Survey follow up.
- Provide information about what basic E&D information needs to be tracked centrally
- Attend E&D Committee meetings to assist with E&D tasks as needed.
- Organize an annual E&D summit
- Maintain and update the [E&D webpage](#) and Teams TPI E&D Channel

RPC Role

- Organize and facilitate regular E&D Committee meetings quarterly (at a minimum).
- Continue to develop and maintain the Regional E&D Committee work plans, goals and objectives.
- Help VTrans with centralized tracking of some E&D basic information
- Continue to facilitate E&D Ridership Survey follow up- method will vary by region but could include interviews, focus groups, etc.
- Ensure compliance with the Vermont Open Meeting Law for meeting announcements, minutes, etc
- Assist VTrans with organizing the annual E&D Summit
- Include your Planning Coordinator and Public Transit Coordinator in E&D related emails, including meeting notices

Public Transit Provider Role

- Provide transportation and track participation per the 2020 E&D Guidance (an update to the 2004 E&D Guidance which is due to be released summer 2020).
- Assist RPCs with regular E&D Committee meetings quarterly (at a minimum). Provide relevant information needed by the committee, such as updates on usage of the E&D program funds to date.
- Assist RPCs with the development of Regional E&D Committee work plans, goals and objectives.
- Assist RPCs with ensuring compliance with the Vermont Open Meeting Law.
- Assist VTrans with centralized tracking of E&D data, including, but not limited to:
 - Number of riders broken up by E&D Partners
 - Number of trips based on trip purpose and trip mode
 - Number of denied rides and reason and/or trip purpose constraints
 - Cost per trip, mile, hour by trip purpose and trip mode
 - Rider complaints with subset of driving or customer service related
 - Number of regionally coordinated trips with other Vermont transit providers
 - Number of trips provided with multiple funding sources i.e. Medicaid and E&D
- Assist RPCs with E&D Ridership Survey follow up - method will vary by region but could include interviews, focus groups, etc.
- Increase community outreach and marketing efforts to better educate the public on the E&D program. Invite community members to E&D committee meetings to better understand the transportation needs within the community
- Increase volunteer recruitment efforts to reduce trip costs
- Maximize regional trip coordination through Paratransit Dispatch software technology and statewide shared scheduling databases
- Maximize vehicle ridership capacity through more efficient Mobility Management tools

Deliverables

- RPCs will organize and facilitate a minimum of four (4) E&D Committee meetings by September 30, 2022
- Attend the Annual E&D Summit [DATE TBD] (Public Transit Providers and RPCs)
- RPCs will continue to work with E&D Committee members to facilitate the develop and maintain an annual work plan, goals and objectives by June 30, 2022
- RPCs will continue to work with E&D Committee members to facilitate follow up with FFY20 E&D Rider Survey respondents who opted-in/volunteered to provide additional information on their experience by June 30, 2022.
- Continue to comply with the Vermont Open Meeting Law for all E&D Committee meetings.