The Summit is due to start at 9 am.

You should be able to hear people talking if you are seeing this slide.

If you are having any technical issues that you cannot solve, please contact Stephanie stephanie.reilly@vermont.gov or 802-595-9138
Second Annual Vermont E&D Summit

Ross MacDonald, Tim Bradshaw - Public Transit
Katharine Otto - Planning
Meeting tips – Sound and questions

- Controls are on the top right of your screen
- Everyone will be muted at the start of the meeting.

- Please the Chat feature to ask questions if possible.
- Please turn off your webcam until the Roundtable section
Meeting tips – Video and tech support

Videos/ webcams
• Presenters will use powerpoint slides during their presentations
• Given the number of participants, we request that everyone else does not turn on their webcam

Having technical issues?
• You can download the presentation from https://vtrans.vermont.gov/public-transit/E-and-D and try to call by phone
• If you need assistance with technical issues during the meeting, please reach out to 802-595-9138 or stephanie.reilly@vermont.gov
Additional resources

• Contact information for today's presenters is included within the agenda
• All presentations and additional resources are uploaded on the E&D Website - https://vtrans.vermont.gov/public-transit/E-and-D
Welcome

Michele Boomhower
Director of Planning, Policy and Intermodal Development
Vermont Agency of Transportation
2nd Annual Vermont E&D Summit – Welcome!

The Importance of Today’s Summit

To recognize and learn from the good work and changes at the Vermont Elderly and Persons with Disabilities (E&D) program Committees.

Goal for Today:
To share approaches, lessons learned, and some insights to get everyone up-to-date as we enter the next State fiscal year.

Goal for the Program:
To institute improved coordination, reporting, communication and processes to expand modes, improve service, and reduce the costs per trip.

There’s much to do and let’s get started – Thank You!
Introductions to key VTrans E&D staff

Ross MacDonald
- Public Transit Manager

Tim Bradshaw
- Public Transit Coordinator

Dan Currier
- Public Transit Coordinator

Stephanie Reilly
- Public Transit Coordinator

Katharine Otto
- Planning Coordinator

Jackie Cassino
- Planning Coordinator

Team approach to E&D. We can do better together!
Program Overview

Tim Bradshaw
Public Transit Coordinator
Vermont Agency of Transportation
The Vermont Department of Health Department of Disabilities, Aging and Independent Living issued the following guidance for Adult Day Centers that serve Vermonters who are at high risk during COVID-19 pandemic. The guidance is designed to maintain health and safety standards requirements and physical distancing directives while providing much-needed services.

Adult Day Centers will exclude the following participants and staff from sites:

- Anyone showing any symptoms of COVID-19.
- Anyone who is awaiting results from a COVID-19 test.
- Unvaccinated individuals who are required to quarantine.
- Fully vaccinated staff with known high-risk exposure as staffing capacity allows.

Note: The Department of Disabilities, Aging, and Independent Living takes no position as to whether a service provider may mandate vaccinations, authorized pursuant to an Emergency Use Authorization (EUA), as a condition of employment. As with any business decision that involves risk, an employer may choose to consult with its own legal counsel before implementing such a requirement.
Vermont public transit providers and Adult Day Centers that provide transportation for participants follow guidance on the ACCD website and current distancing standards. They comply with CDC cleaning and disinfecting transport vehicles guidance. Additional resources can be found on the National Aging and Disabilities Transportation Center (NADTC) COVID-19 resource page.

Each Vermont public transit provider complies with federal and state infection control guidance including the current Federal mask mandate in effect until September 13, 2021.

NOTE: Dedicated transportation is available for people who are suspected COVID-19 positive. You can refer to the AHS Transportation for Individuals with Confirmed or Suspected COVID-19 Guide if a person at the center develops symptoms and needs to be transported to a testing or recovery site.
Positive COVID exposures of transit workers and passengers directly related to public transit in Vermont is extremely low in the single digits statewide. This is a testament to the extensive safety protocols being maintained on public transit vehicles, facilities and volunteer vehicles.

Ridership has started to increase and transit providers are monitoring the Vermont Forward Plan and increasing passengers per vehicle based on the latest guidance.

Here is the link to the adult day restart guidance that includes the links mentioned.  
E&D Program Update

- All Committee’s have completed or finishing the E&D workplans
- All Committee’s are following transparent and inclusive meeting practices.
- Trips are increasing and pre-COVID demand is expected by Fall 2021.
- Safety and sanitization measures remain in place.
E&D Committee Workplans

• Thank you for creating these!
• We are seeing improved organization, processes, considerations, and ideas.
  • For Example:
    • Two-Rivers has improved it’s “Committee Building” efforts.
    • TVT is Studying food and nutrition gaps in their region
    • Regularly scheduled meeting and transparent
    • Clearly defined RPC and Provider Roles
• Please let us know if you are interested in reviewing others or suggested workplans
2021 Survey and Discussion

Ross MacDonald
Public Transit Program Manager
Vermont Agency of Transportation
Survey Results

Overall, how has the E&D committee functioned since August 2020?

Has the Public Transit Providers been able to provide all the eligible trips requested?
Survey Results

Key items mentioned:

- Becoming a "mobility committee"
- Unify region to offer similar services
- Reopening of Adult Days and Senior Centers
- Rebuilding ridership
- Create ride guide
- Create service area map
- Increase service (more rides)
- Get more input from riders and stakeholders
- Follow open meeting law more closely
- Expand committee to more members
- Create E&D webpage
Survey Results

Overall, does the E&D Committee and Regional Transit organization meet the mobility needs in your region?

- Yes, most needs are met: 30.00%
- Fairly well for those eligible: 60.00%
- Not really – many trips needed but limited funds and eligibility: 10.00%
- Unknown (I do not have the information): 0.00%

Has the updated Manual, Annual guidance and subsequent discussions helped the E&D Committee?

- Yes: 120.00%
- No: 0.00%
Survey Results

Has the E&D committee discussed steps to improve coordination of services (shared rides)?

- Yes, including since the onset of Covid restrictions: 30.00%
- Yes, but not since March 2020 with the onset of Covid restrictions: 50.00%
- No: 20.00%

Has the E&D committee discussed exploring or implementing advances in mobility management such as MicroTransit or real time customer access to demand response vehicles?

- Yes: 60.00%
- No: 40.00%
Encouraging Participation in Committees

• TVT Lessons Learned: Bringing new partner representatives on board.
  
  • No Partner Representative
    • Reach-Out to Leader of HSA Partner (persist until response).
    • Educate Partner Leader re Historical E&D Services and Value to Partner (connect missions).
    • Follow-up with Partner Leader until Representative is designated.

  • New Partner Representative
    • Invite. Invite. Invite.
    • Ensure Introductions.
    • Actively educate & train with materials re program (to improve participation confidence).
    • Actively engage in discussions.

• Overall Structure
  • Involve multiple Transit Staff in meetings to build multiple contacts and relationships.
  • Minimize barriers (allow funds to flow easily between Partners).
  • Encourage regular communication between Transit Staff and Partner Staff.
MyRide by GMT is a new flexible-route, flexible-schedule service in Montpelier. Operated by GMT, MyRide features technology-enabled vehicles that provide curb-to-curb service, when and where you need it.

**Hours of Operation:**
Monday – Friday: 7:00AM – 6:00PM
Saturdays: 8:00AM – 6:00PM

**Service Began:** January 4, 2021

This service replaced three fixed route services:
Capitol Shuttle
Montpelier Circulator
Montpelier Hospital Hill
Service Area / Walk Zone

13.6 square mile service area the covers Downtown Montpelier, CVMC, Berlin Mall, etc.

Walk Zone to cover the State and Main Street area
Benefits for E&D Passengers

- A benefit of the no fare service has been the ability for the E&D grant to offer more service to individuals living outside of the bus area, evident by the strong performance of GMT’s Ticket To Ride program, even in FY21
- MyRide has resulted in expanded access for individuals within the zone, and those outside, by creating more capacity to serve those who live outside
- The option for same day scheduling and flexibility has been noted by passengers who would have otherwise been service by TTR/E&D
High early engagement and consistent ridership has created an efficient service for riders and operators.

- 5.7k Rides completed
- 10.1 Avg. ride duration (min)
- 2.3 Utilization¹
- 28% Aggregation²
- 4.7 Average rider rating
- 3.5k lbs. of CO2 saved

*Note: Analysis period from 1/4/21 - 5/4/21; (1) Utilisation = # rides / vehicle hours; (2) Aggregation = % of time rides are shared
Booking Behavior

**Bookings by Platform**
- App: 45.4%
- Agent: 54.6%

**Bookings by Type**
- Recurring: 27.8%
- One Time: 72.2%
Majority of rides tend to be booked “on-demand” for a single occurrence. However, there is still a relatively high demand for pre-booked rides.

Majority of riders are booked using agents rather than the app. Community engagement and training can help with this.
Since launch weekly ridership has fluctuated but overall demand has continued to grow.

Despite Covid-19 and a new mode of service riders have continued to stay engaged. 45% of active riders have completed >5 bookings.

High percentage of cancelations and no-shows should be monitored as it negatively affects efficiency and quality of service.
Utilization

- On average as demand increases so does overall efficiency. More bookings means more opportunities to aggregate rides.

- Continuing to engage new riders and improving overall access to the service will increase efficiency.

- Monitor impacts from service design adjustments on overall utilization.
Upcoming

• GMT and Sustainable Montpelier Coalition will be conducting a re-education outreach campaign.

• GMT is in the process of issuing a non-rider survey to gather information on potential new riders.

• When GMT comes out of COVID restriction, we will be launching a full-scale marketing campaign and launch event!
Meeting tips – Sound and questions

- Controls are on the top right of your screen
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- Everyone was muted at the start of the meeting, so will need to unmute.
- Feel free to turn on webcam if you wish
Roundtable discussion

- What issues are you currently facing with your E&D Committee?
- What opportunities have you found with your E&D Committee?
- What ideas do you have for the future of the E&D Program?
- Any other questions or comments?
Wrap up and next steps

Ross MacDonald
Public Transit Manager
Vermont Agency of Transportation
From the Organizers

A big thank you for everyone’s attendance and participation today!

Thank you also for all your hard work for the E&D program!
Next Steps

Visit the E&D website

- Presentations and additional resources are already uploaded
- Videos of the presentations will be uploaded soon
Questions

If there are any questions we have not had time to answer during today’s summit, we will reach out to you in the next few weeks.

If you have any additional questions, please contact:
- **Ross MacDonald**, VTrans Public Transit Manager
  [Ross.macdonald@vermont.org](mailto:Ross.macdonald@vermont.org)

AND

- **Katharine Otto**, VTrans Planning Coordinator
  [Katharine.otto@vermont.gov](mailto:Katharine.otto@vermont.gov)