

FY23 Annual Workplan Guidance for Human Service Transportation Coordination (including formerly named Regional E&D Committees) ¹

Last revised 3/30/2022

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](#).

Multi-Year Plan

Looking forwards, this document implements one year of a multi-year plan to build Human Service Transportation Coordination. The following information is being shared so you can understand where we hope to head, although details and timing may be changed according to a variety of factors.

- SFY23
 - Expand scope of E&D Committees to include Medicaid, Recovery & Job Access, and other client based transportation services, with the view of evolving the committee into a Regional Mobility Committee concept in FY24
 - Follow Central Vermont's pilot process to become a Regional Mobility Committee
 - Expand tracking of denials and unmet needs. RPCs assist Committees with evaluating the data and potential need – with oversight from VTrans staff and a consultant
 - Move towards creating E&D equivalent of Transit Route Performance Report (including trip costs, purpose, denials, etc)
- SFY24
 - All E&D Committee's complete transition to become Regional Mobility Committees
 - New round of the now-expanded E&D Survey (follow up from FY20 Survey)
 - Evaluate efficiency and effectiveness of E&D service delivery across all providers, all regions, modes, trip purposes, dispatching method etc. Move towards setting a minimum level of service and sharing best practices.

¹ This document corresponds with Task 3.1.6 in FY23 TPI Annual Workplan Guidance for RPCs. This document was also distributed to Public Transit Providers as guidance for their FY23 Contracts.

- SFY25
 - Follow up from the FY24 survey
 - Participate in the combined Public Transit Policy Plan and Human Services Transportation Coordination Plan Update

FY23 Tasks and Deliverables

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RPCs shall work with the regional transit provider to organize and facilitate Regional E&D (elders and persons with disabilities) Committees. These committees shall meet at least 4 times a year. 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 and operational solutions to provide the public and underserved populations (including elders and persons with disabilities) with adequate access to essential services.

Continuing work from 2021 and 2022, the RPCs will continue to work with the regional transit providers and E&D partners to 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

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. Someone from each RPC and Regional Transit Provider must attend the E&D Summit each year.

VTrans Role

- Review and approve E&D local grant agreements with the Public Transit Providers and Partners
- 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 with assistance of one lead RPC
- Maintain and update the [E&D webpage](#) and Teams TPI E&D Channel
- Provide guidance on potential ways to expand scope of E&D Committees to include Medicaid, Recovery & Job Access, and other client based transportation services, with the view of evolving the committee into a Regional Mobility Committee concept in FY24. This can include helping the committees to make connections with other programs within the region

- Share information about Central Vermont’s pilot process to become a Regional Mobility Committee
- With assistance from a consultant, provide oversight and guidance on expanding tracking of denials and unmet needs
- Oversee creation of E&D equivalent of Transit Route Performance Report (including trip costs, purpose, denials, etc)

RPC Role

- Organize and facilitate regular E&D Committee meetings at least 4 times a year.
- Continue to develop and maintain the Regional E&D Committee work plans, goals and objectives.
- Start to expand scope of Regional E&D Committee to include Medicaid, Recovery & Job Access, and other client based transportation services, with the view of evolving the committee into a Regional Mobility Committee concept in FY24
- Follow Central Vermont’s pilot process to become a Regional Mobility Committee
- Work with VTrans and Public Transit Provider to expand tracking of denials and unmet needs. RPCs assist Committees with evaluating the data and potential need – with oversight from VTrans staff and a consultant
- Help VTrans with centralized tracking of some E&D basic information
- 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 (and any E&D partner who directly provides transportation)

- Provide transportation and track participation per the 2020 E&D Program Manual
- Assist RPCs with regular E&D Committee meetings at least 4 times a year. 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 (Further guidance to be including Attachment E within the Public Transit Provider Grant Agreement):
 - 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
- 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
- Work with RPCs to start expanding the scope of Regional E&D Committees to include Medicaid, Recovery & Job Access, and other client based transportation services, with the view of evolving the committee into a Regional Mobility Committee concept in FY24
- Follow Central Vermont’s pilot process to become a Regional Mobility Committee
- Collect denials and unmet need information per guidance from VTrans. Work with VTrans and RPC to expand tracking of denials and unmet needs, and evaluate the data and potential need
- Assist with creation of E&D equivalent of Transit Route Performance Report (including trip costs, purpose, denials, etc)

Deliverables

- RPCs will organize and facilitate a minimum of four (4) E&D Committee meetings by September 30, 2023
- Attend the Annual E&D Summit [DATE TBD] (Required for Public Transit Providers and RPCs)
- RPCs will submit updated Regional Annual work plan, goals and objectives by June 30, 2023
- Public transit providers will submit the “Demand response Data Form” by September 30 for the previous fiscal year. Details about what needs to be tracked will be in attachment E of the Public Transit Grant Agreements and will apply to all partners providing rides under the program