

# New Community Partners Guidance:

## I. Purpose:

The purpose of this document is to guide the Central Vermont Regional Elders and Persons with Disabilities Advisory Committee (REDPAC) through a process of evaluating the incorporation of new community partners onto the committee and the fiscal requirements that the new community partner will be operating under.

## II. Background:

The REDPAC includes representation from Central Vermont Regional Planning Commission, Central Vermont Council on Aging (CVCOA), Vermont Center for Independent Living, Barre Project Independence, and Green Mountain Transit (GMT). The Committee meets quarterly to review the grant spending of all trips under its control. CVCOA and GMT are responsible for the grant to the region for proving qualified trips and services. The Committee has identified the need to set-up a defined framework for decision-making processes involving new community partners. The guide allows for an objective and transparent decision-making process; allowing REDPAC to explore and recommend partners that meet the needs of the region and create an equitable service for our entire Region.

## III. Guide Outline:

- A. Reporting and Evaluating New Community Services
  - Report on existing/potential riders
  - Evaluating of currently level of service in Community
  - Working with partners
- B. Planning and Designing New Community Service
  - Designing service
  - Restructuring existing services
  - Planning and community engagement
- C. Operating Requirement
  - Partner Level
  - Funding Obligations
  - Pilot Year

## IV. Details:

### A. Reporting and Evaluating New Community Services

**Report on existing/potential riders:** Community Partners need to demonstrate that they are or could provide qualified trips in their community.

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2 The following factors should be reported on by the Community Partner:

- 3 • Point of contact/s?
- 4 • Current spending and need?
- 5 • Restriction on community service?
- 6 • Service area (specify towns)?
- 7 • Ownership of handicap accessible vehicle/s?
- 8 • Types of trips being made?
- 9 • Current number of unique trips?
- 10 • Number of passengers 60 and over or have a disability?
- 11 • Means by which the trips are being provided?
- 12 • Number of drivers (volunteer and/or paid)?

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14 If this is a new community service please report the project values for each of the  
15 factors above.

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17 **Evaluating of currently level of service in Community:** The following factors will be  
18 considered when evaluating of currently level of service in a community.

- 19 • Increase in unique trips being provided currently.
- 20 • Does not duplicate other services being provided.
- 21 • Is in an underserved area of the Region.
- 22 • Easy to understand, appropriate services.
- 23 • Directness of service for the user.
- 24 • Operating paths and appropriate vehicles.
- 25 • Source of data used to report on existing or new service

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27 **Working with partners:** REDPAC will work with local communities and private  
28 businesses to explore partnership agreements that:

- 29 • Are mutually beneficial to REDPAC and the partner.
- 30 • Help facilitate complimentary services to current service (if applicable).
- 31 • Extend mobility benefits in a community within REDPAC's service structure.
- 32 • Enable more service hours, or service efficiencies.
- 33 • Prioritize transit options for vulnerable populations.

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35 REDPAC will work to add new community partners that participate in fund transit  
36 services. See "Operating Requirement" section for a list of options for joining REDPAC.

## 37 38 **B. Planning and Designing New Community Service**

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40 **Designing Service:** The following factors will be considered when designing new service.

- 41 • Network connections
- 42 • Multiple purposes and destinations
- 43 • Easy to understand, appropriate services

- Route spacing/duplicative services
- Directness
- Service locations/amenities
- Route length and attractiveness of the route
- Operating paths and appropriate vehicles
- Route terminals (Medical Facility, Meal Site, etc.)
- Fixed and variable routing, as determined by service area/need

**Restructuring Existing Service:** Changing services or multiple services in a community to improve efficiency and effectiveness, to better integrate into the regional service network, or to reduce REDPAC operating costs due to budget constraints.

When one or more factors triggers REDPAC to consider restructuring service, the committee will specifically focus on:

- Impacts on current and future travel patterns and needs
- Passenger load as relative to the consolidation of service (will other services be able to accommodate the passengers?)
- The cost of adding service in the community to meet the projected ridership demand relative to the cost savings
- Combination of trips being provided by various partners.

**Planning and Community Engagement:** Community engagement is key to the success of any new service change. During the review process please provide us with a list of outreach and engagement that has been conducted.

Outreach efforts to date:

- Outreach should be transparent, accessible, welcoming, and easy to understand.
- The process should be meaningful. Communities and passengers should see that public input shaped the outcome, regardless of how they feel about the outcome.
- Outreach efforts should be scaled to the magnitude of the change(s) being presented.

### C. Operating Requirement

**Partner Level:** REDPAC has two partner levels for communities to select from Full Partner and Community Partner.

Full Partner: The following factors will be required for full partners.

- Service is operated by GMT or with GMT qualified volunteers.
- Partner is covering the 20% grant match.
- GMT will track qualified trips.
- Partner will be reimbursed for at least 80% of the cost of their qualified trips.

- GMT will manage scheduling of trips.
- Partner attends the quarterly REDPAC meeting.

Community Partner: The following factors will be required for community partners.

- Subset of service is operated by Community Partner.
- Partner will track all qualified trips and provide report to GMT who will provide to REDPAC.
- Partner is covering 20% grant match.
- Partner will be reimbursed for at least 80% of the cost of their qualified trips.
- Partner will manage scheduling of trips.
- Partner will follow GMT service guidelines for billing of qualified trips.
- Partner will cover all trips in their service territory.
- GMT will be contacted to provide any client trips that cannot be provided by the partner.
- Partner volunteer drivers will be background checked by GMT.
- Partner attends the quarterly REDPAC meeting.

**Funding Obligations:** The following factors will be applied to all community partners.

- REDPAC will be reimbursed for at least 80% of the cost of all qualified trips provided by the partner.
- Partner will cover the remaining 20% and provide documentation to CVCOA and GMT on this match.
- REDPAC will calculate a partner's reimbursement rate using the partner's operating costs and the types of trips provided. This rate will be capped at the current GMT reimbursement rate for similar trips.

**Pilot Year:** The first service year of a new community partner joining REDPAC will be considered its pilot year. At the end of the pilot year the service will be reviewed to make sure it's meeting the needs of the community partner and REDPAC.

When making changes, REDPAC will be sure to work with local communities and VTrans to consider future long-range plans, geographic value, social equity impacts, and productivity.