

Second Annual Vermont E&D Summit



2nd Annual Vermont E&D Summit
June 18, 2021

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



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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 use the Chat feature to ask questions if possible.
- Please turn off your webcam until the Roundtable section

View participants

Chat Box on/off

Click here to get options for raise hand and other reactions (see sub-menu)

Video on/off

Mute on/off



Leave



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



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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



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Covid-related services and effects to E&D

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.

Transportation Services post-Covid

- ❑ 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.

Transportation Services post-Covid

- ❑ 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.
https://dail.vermont.gov/sites/dail/files/documents/FINAL_Adult_Day_Restart_Guidance-6-4-21.pdf

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

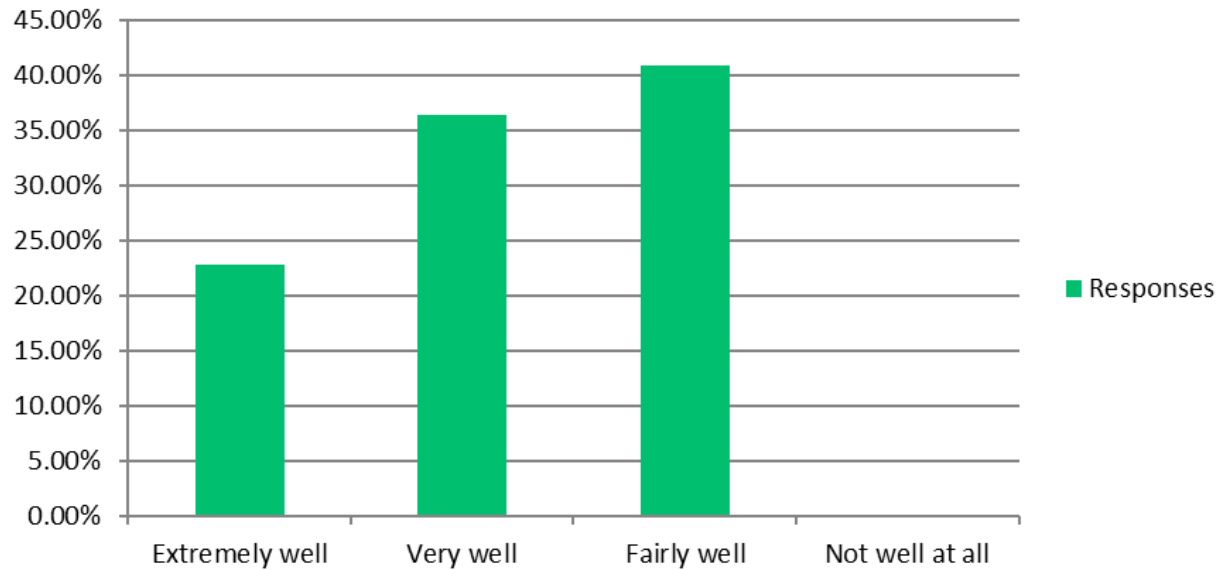
Ross MacDonald
Public Transit Program Manager
Vermont Agency of Transportation



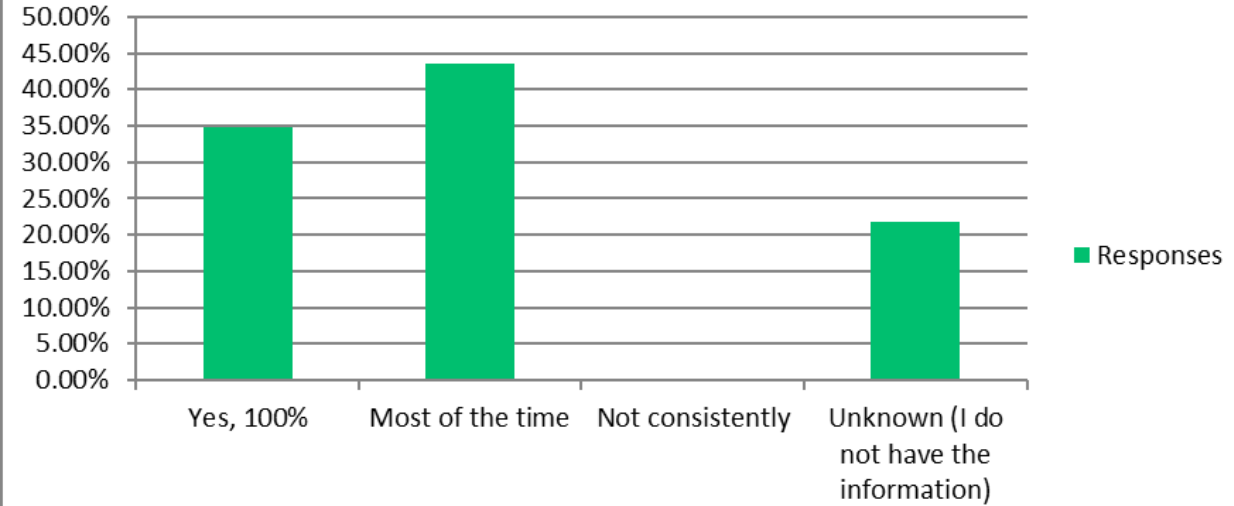
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Survey Results

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

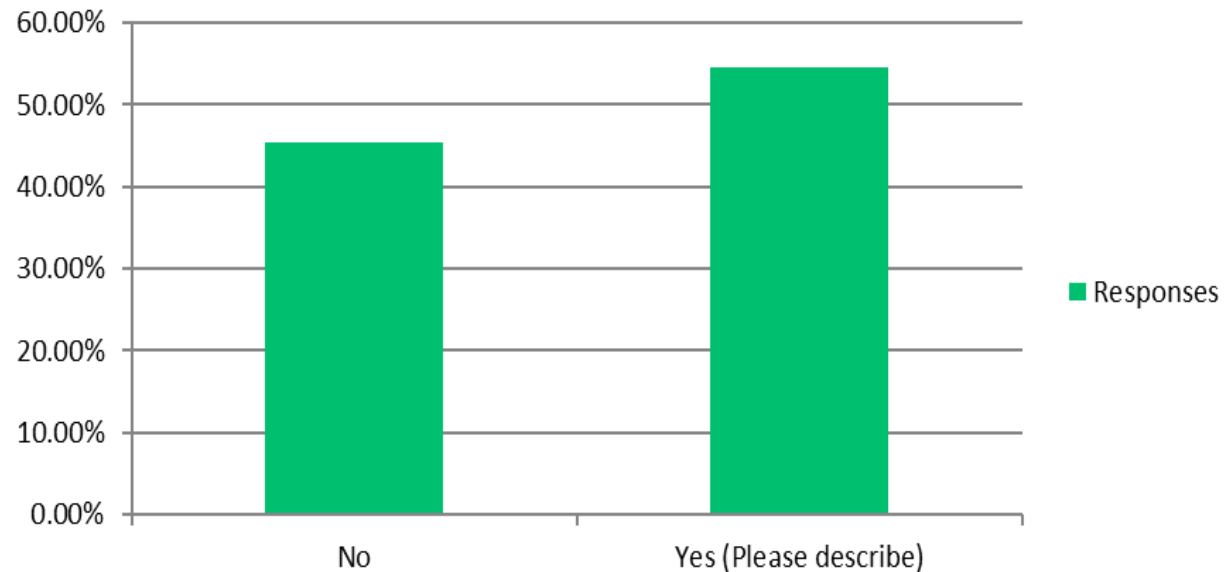


Has the Public Transit Providers been able to provide all the eligible trips requested?



Survey Results

Does the E&D Committee plan to make any changes or address any outstanding issues in the next 12 months?



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

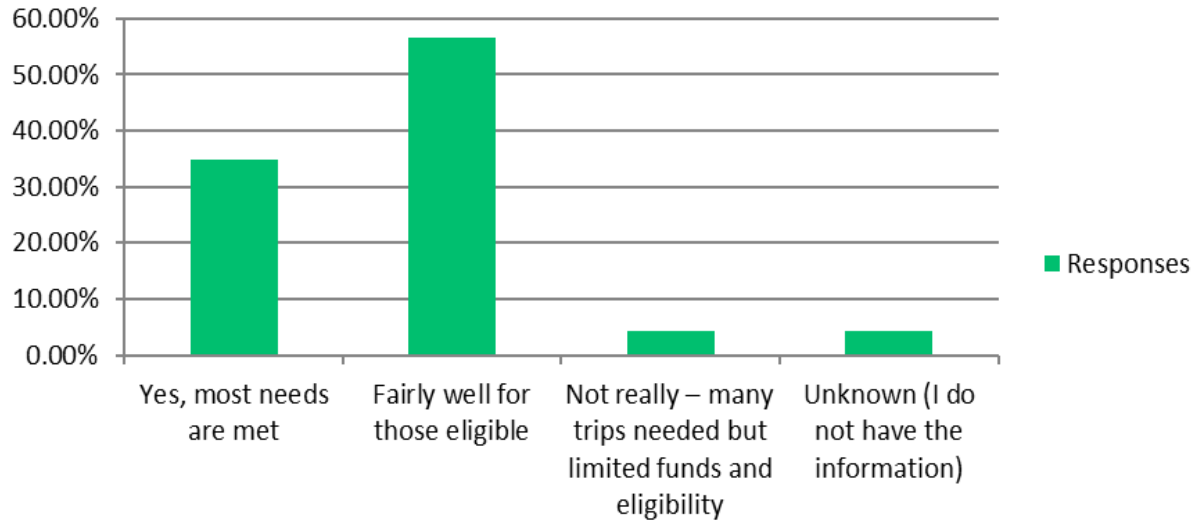
Follow open meeting law more closely

Expand committee to more members

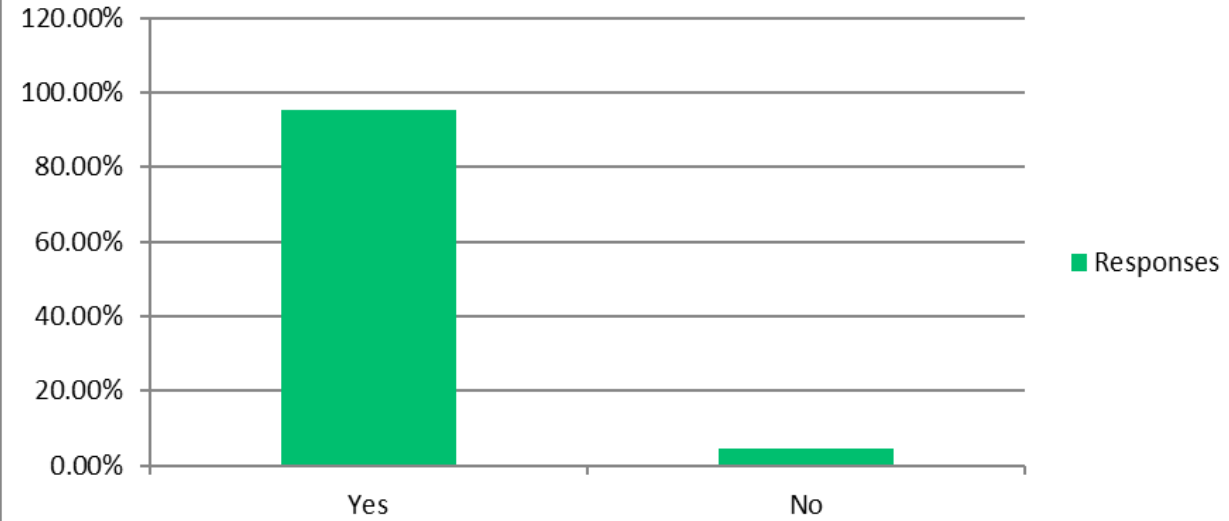
Create E&D webpage

Survey Results

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

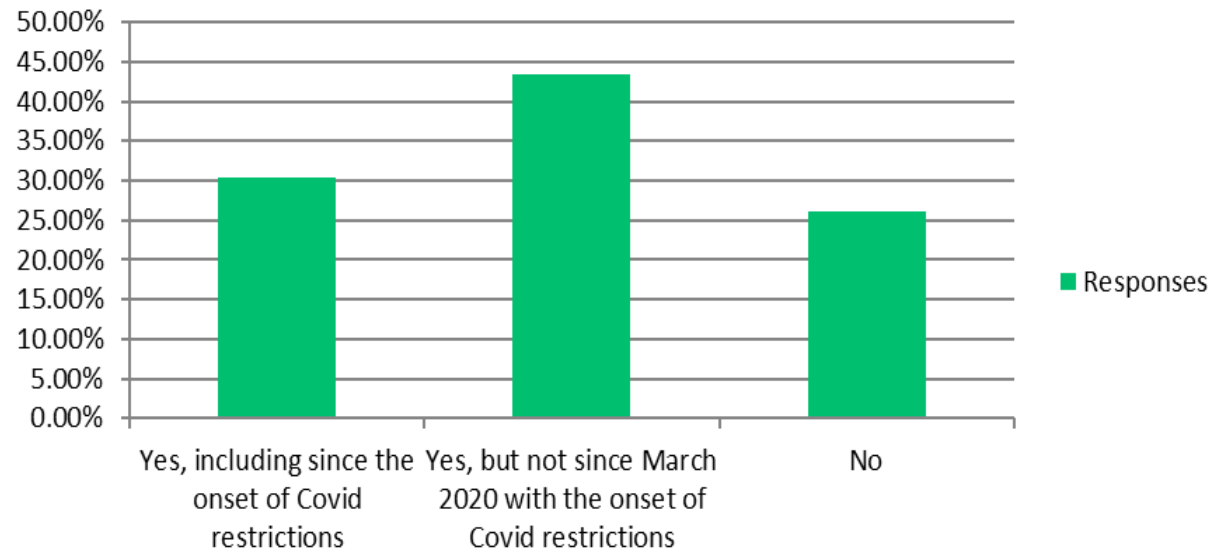


Has the updated Manual, Annual guidance and subsequent discussions helped the E&D Committee?

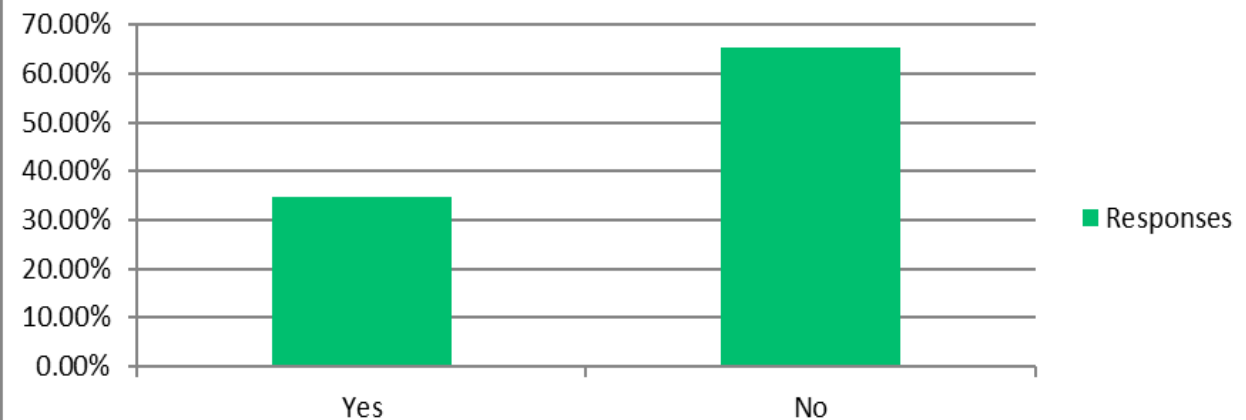


Survey Results

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



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?



Committee Best Practices

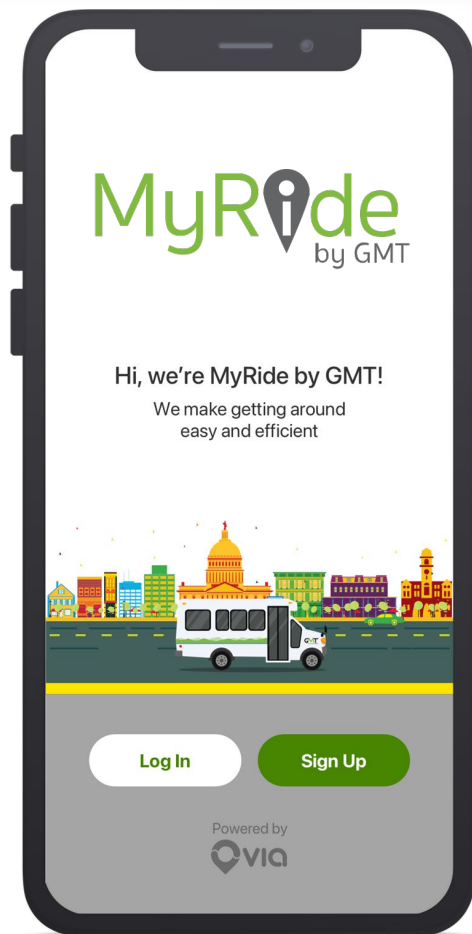


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Encouraging Participation in Committees

- 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 pilot in Montpelier



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

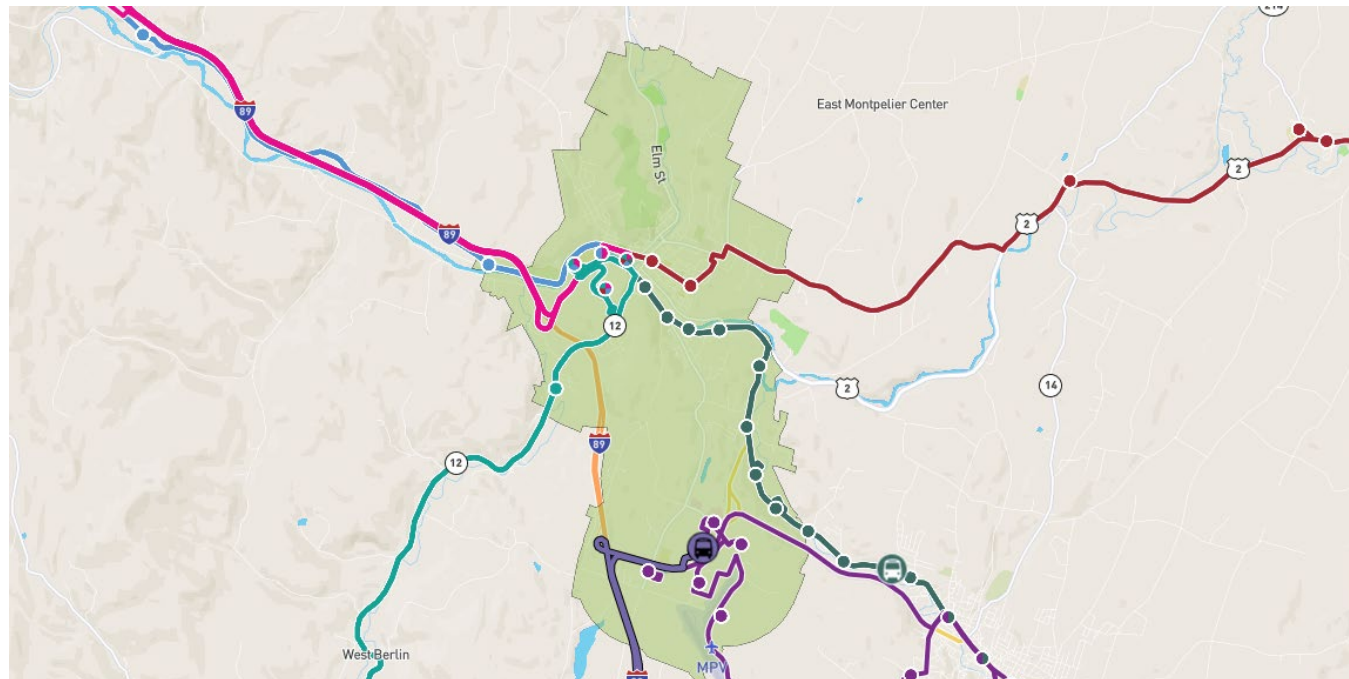
This service replaced three fixed route services:

Capitol Shuttle

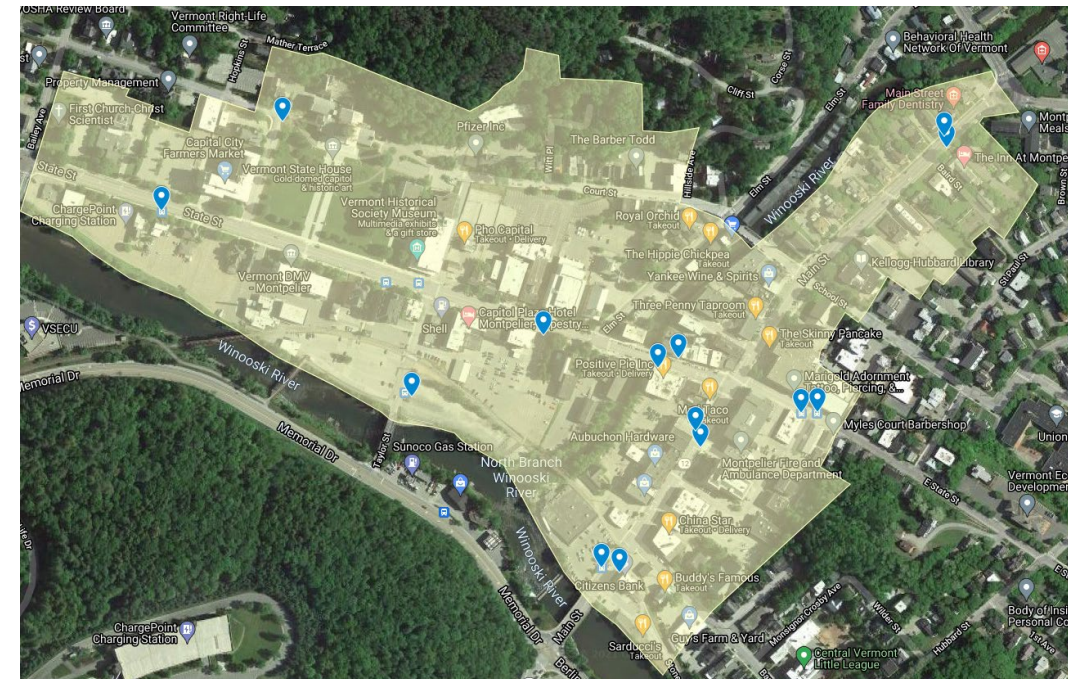
Montpelier Circulator

Montpelier Hospital Hill

Service Area / Walk Zone



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

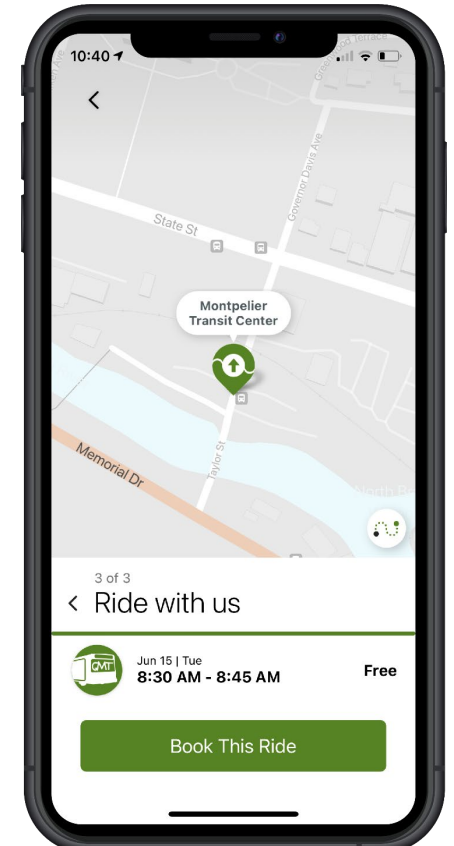
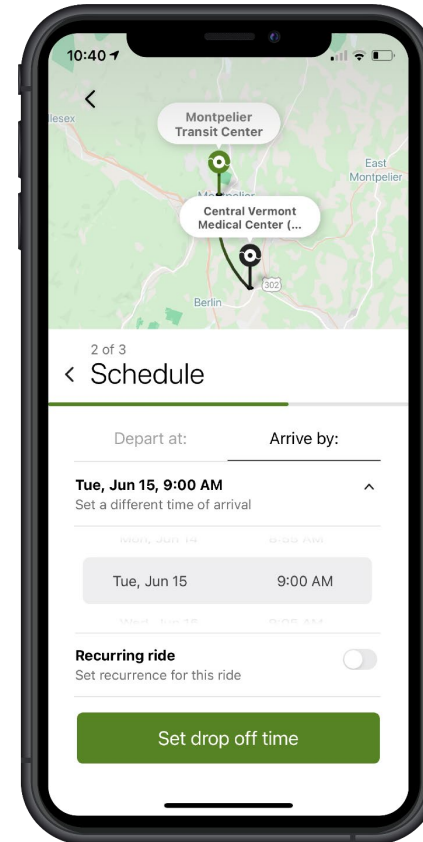
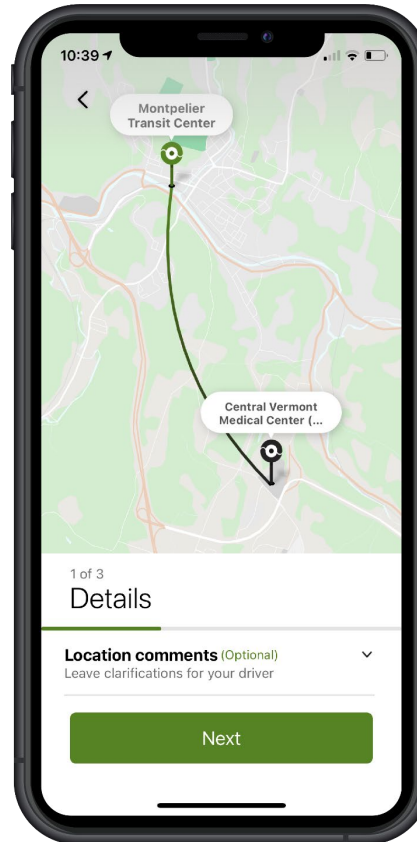
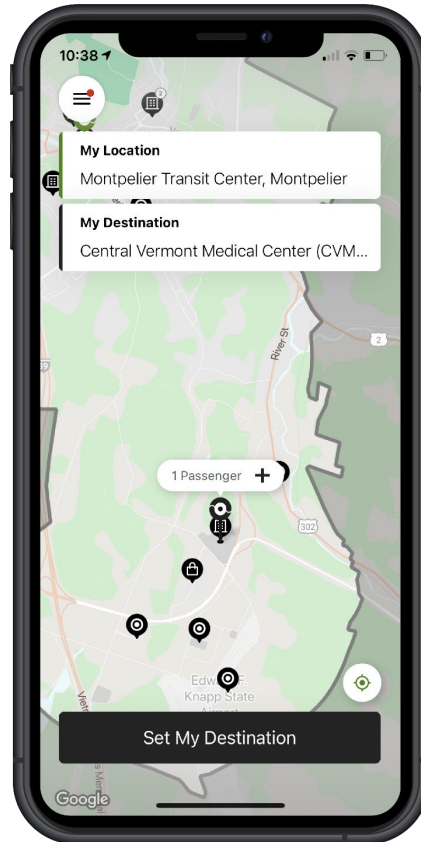
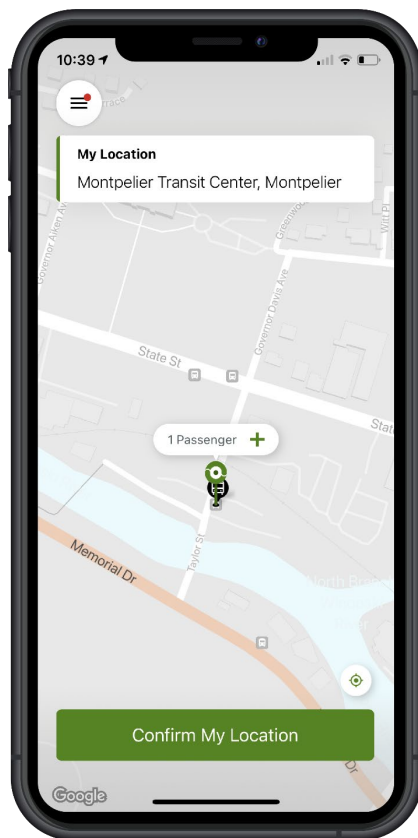


Walk Zone to cover the State and Main Street area

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

MyRide by GMT App



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)

4.7

Average rider rating

2.3

Utilization¹

28%

Aggregation²

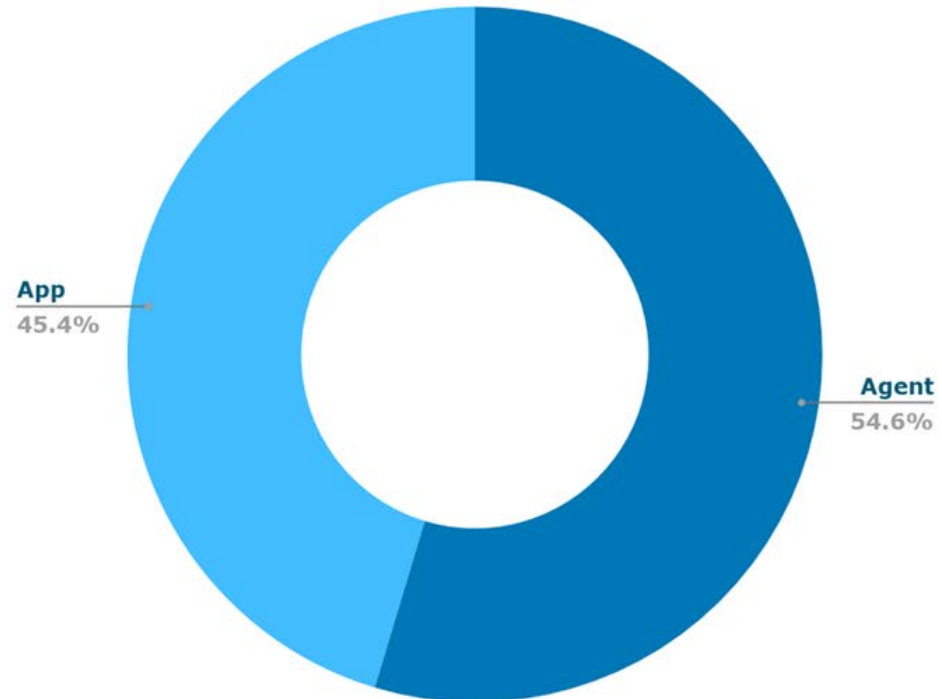
3.5k

lbs. of CO2 saved

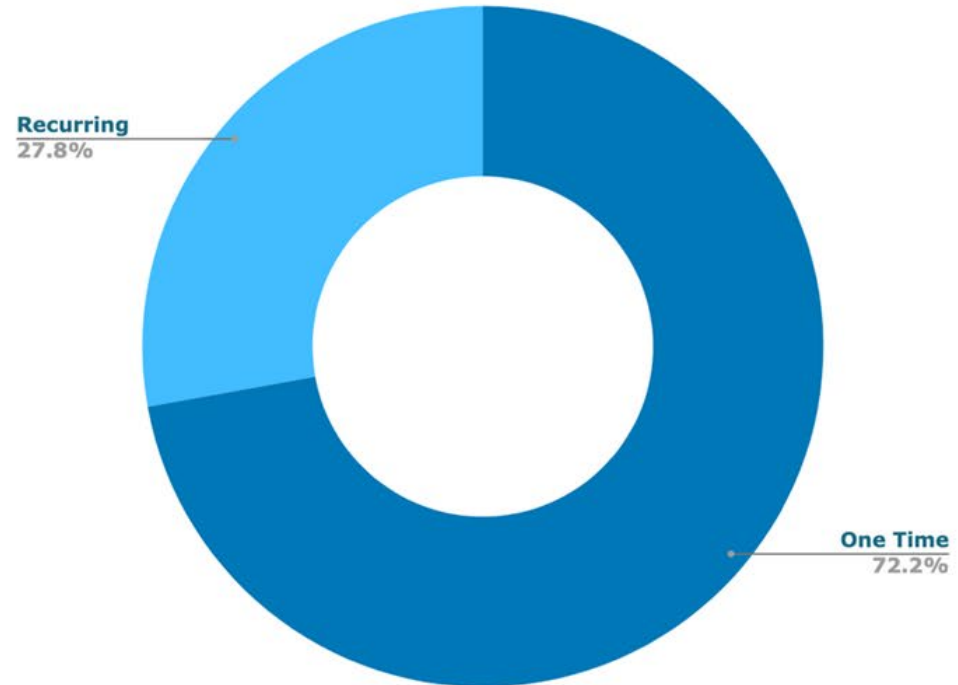
* Note: Analysis period from 1/4/21 - 5/4/21; (1) Utilisation = # rides / vehicle hours; (2) Aggregation = % of time rides are shared

Booking Behavior

Bookings by Platform

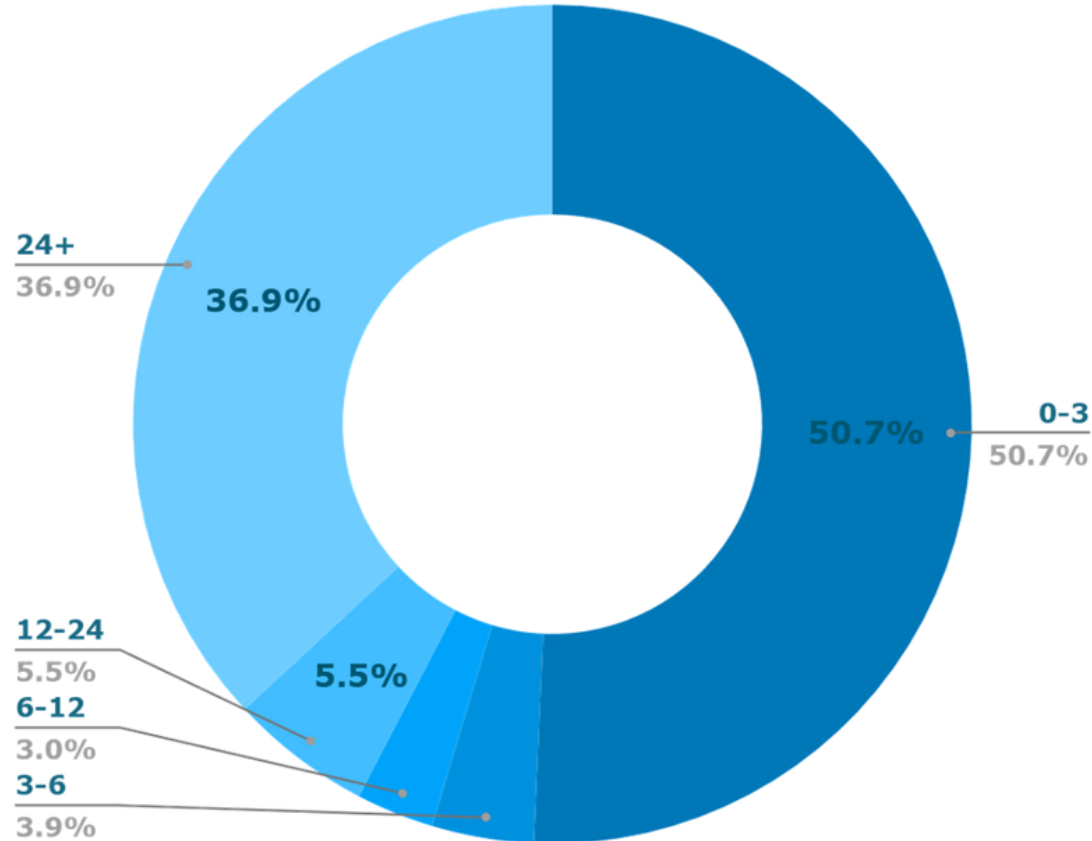


Bookings by Type



(continued)

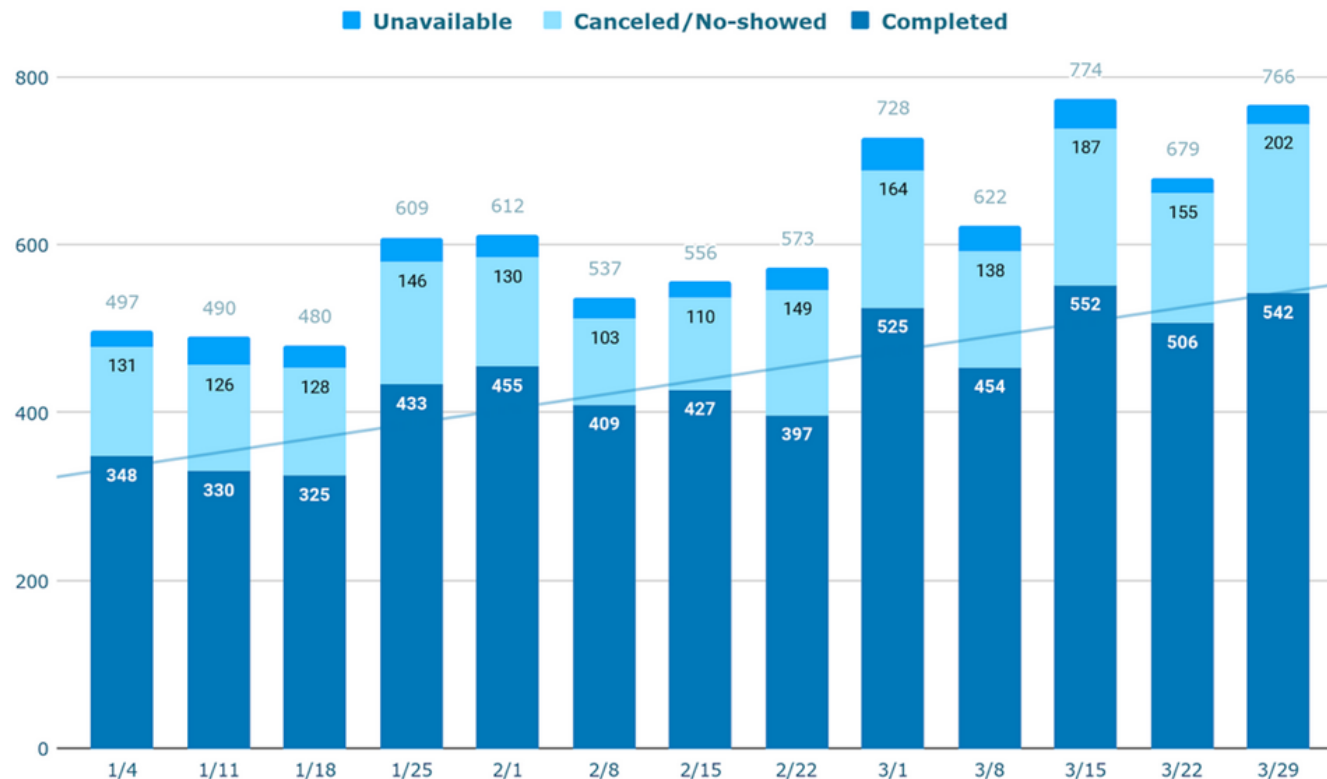
Hours Booked in Advance



- 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

Ridership

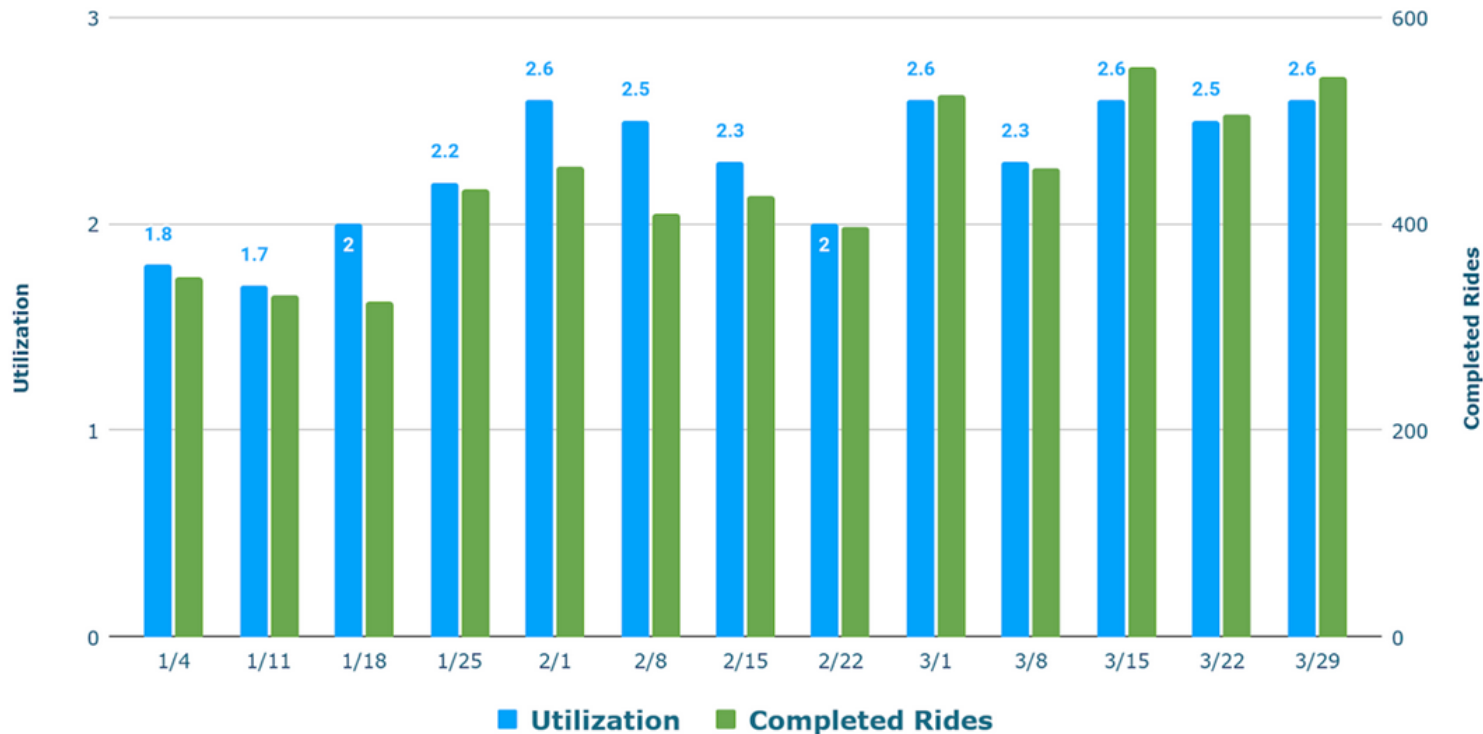
Ride Requests



- 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 cancellations and no-shows should be monitored as it **negatively affects efficiency and quality of service.**

Utilization

Weekly Rides and 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!

Roundtable Discussion

Katharine Otto
Planning Coordinator
Vermont Agency of Transportation



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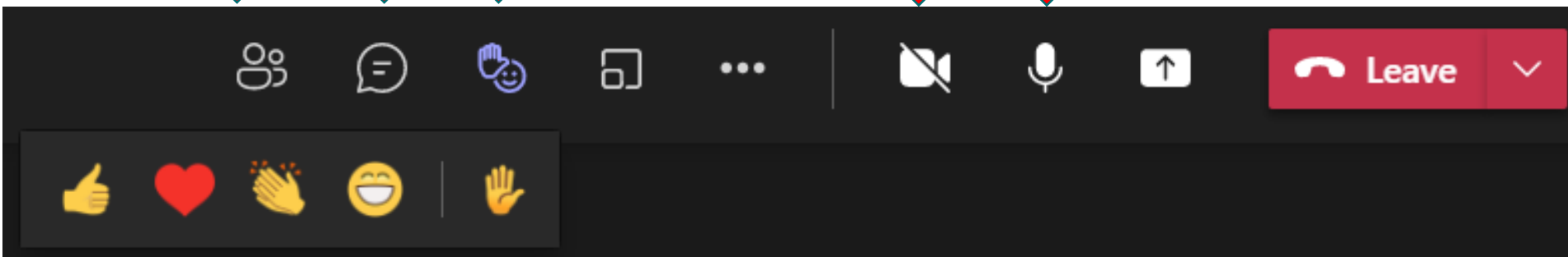
View participants

Chat Box on/off

Click here to get options for raise hand and other reactions (see sub-menu)

Video on/off

Mute on/off



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

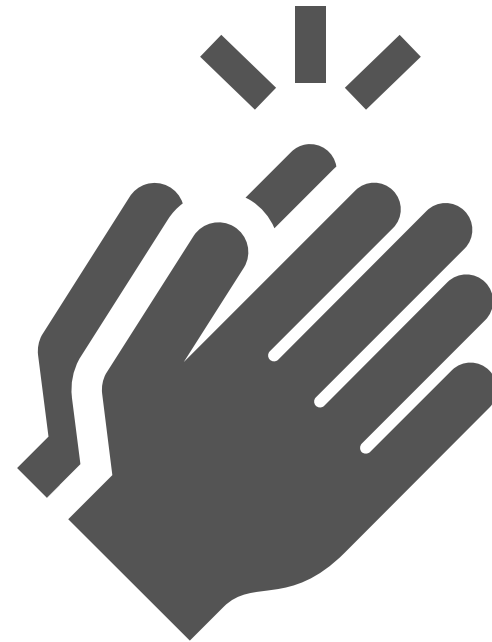


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From the Organizers

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

<https://vtrans.vermont.gov/public-transit/E-and-D>

- 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

AND

- **Katharine Otto**, VTrans Planning Coordinator
Katharine.otto@vermont.gov