



# Rural Community Transportation, Inc.

1677 Industrial Parkway • Lyndonville, Vermont 05851

Phone: (802)748-8170 • Fax: (802)748-5275 • <http://riderct.org>

*"COMMUNITY IS OUR MIDDLE NAME"*

RCT Board of Directors Meeting  
Monday, February 13, 2023, at 9:00 a.m.  
Video and Teleconference

Present: Emily Rosenbaum, Doug Morton, Tin Barton-Caplin, Kitty Toll, Judy Nommik, Dan Sherman, Jonathan Davis  
Clerk: Jessy Pelow  
Guests: Caleb Grant, Tim Bradshaw, Mike Moore

Meeting called to order at 9:01 a.m. by Emily Rosenbaum.

1. Introductions, Opportunity for Public Comment, and Modifications to the Agenda. No members of the public for comments. Emily noted a modification to the agenda under the Nominating Committee, remove "alternate member introduction" and add "alternate member vote." Judy made the motion to modify the agenda item Nominating Committee and remove "alternate member introduction" and add "alternate member vote." Kitty seconded the motion. All in favor, none opposed, approved.

Judy made a motion to approve the minutes of the December 12, 2022, and January 9, 2023, meeting. Doug seconded the motion. All in favor, none opposed, minutes approved.

2. Committee Reports and Updates:

VTrans Update: See attached VTrans report.

Tim emailed a copy of the "Zero Fare feasibility study." See attached.

Executive Director Update: See attached Executive Director report.

Caleb noted two new minivans were secured thanks to Sandy Thorpe. Sandy executed outstanding procurement for the purchase of the new vehicles.

Two transit vans are on order but are delayed with no timeline for delivery. If those two transits were shifted to fully electric, the timeline would be 6-8 weeks. Jonathan asked about the range of distance and Doug asked about capacity. Caleb said transit

vans have a 100-mile range of distance and capacity is the same as non-electric. RCT will have two level 2 electric vehicle charging stations installed in the next week. Ideally RCT would have tier-3 charging stations to decrease turnaround times.

Financial Update: No update.

Marketing Committee: No update.

Personnel Committee: No Update.

Nominating Committee: Judy introduced Frank Davis as a candidate for alternate director. He is from Derby line and has been at North Country Union High School for many years. He is involved in local politics as town moderator, notary public and has been a candidate for state congress. He is very aware of the needs of people in our area and is looking forward to the opportunity to join. Emily asked for a vote. The board agreed they would like to have Frank introduce himself at the March board meeting before voting. Judy will coordinate with Jessy to have Frank present for the March meeting.

Finance Committee: No update.

3. Financial Audit Report Acceptance: Tin made the motion to accept the Financial Audit Report as presented to the board. Dan seconded the motion. All in favor, none opposed, approved.
4. Approval of form 990: Mike presented fiscal year July 1, 2021-June 30, 2022, form 990-signature authorization page. Dan acknowledged this is standard procedure and the 990 form should be approved each year by the board. Form 990 is an IRS form that provides the public with financial information about a nonprofit organization. The board agreed they would like to see the full version of form 990. Tin made a motion to approve the July 1, 2021-June 30, 2022, form 990 contingent on board review. Judy seconded the motion. All in favor, none opposed, approved.
5. Dashboard Creation: Mike presented dashboard financial examples. He asked the board what they would like to see on a financial dashboard. The board agreed that in addition to the regular financial spreadsheet, they would like to see cash flow analysis, cash on hand, profit and loss, key financial highlights, positives and negatives and reserve information. Caleb noted that, if possible, he would like to include state level financials.
6. Calebs measurables: with the Executive Committee

7. Policy discussion- what should the board's role be regarding organizational policies: The board agreed that organizational policies should come to the board for approval and policy procedure should occur within RCT staff. This will be included in the bylaws.
8. Strategic Planning Update: waiting on the RFQ process.
9. Bylaw review update: A lawyer is reviewing the bylaws. Tin is hoping to have draft language available for the March meeting. Emily thanked Tin for all his hard work.
10. H-101 Transportation Bill: Judy asked the board for their thoughts regarding the bill, and what representatives to reach out to for discussion. Caleb said that he has reviewed the bill and it identifies structure challenges and ways to diversify. For in-depth discussion and input, board members should reach out to the chairs of the Transportation Committee.
11. Determination of Need for Executive Session per 1 VSA 313(a)(1) \* Emily suggested executive session to discuss VPTA contract and Executive Director goals. Emily moved that the board enter executive session with Caleb Grant. Kitty seconded the motion. All approved. Executive session entered at 9:53 a.m. and exited at 10:27 a.m.
12. Other Business: none.

Adjourn. Tin made a motion that the meeting be adjourned; Doug seconded the motion. All approved, the meeting adjourned at 10:28 a.m.

Next Meeting: March 13, 2023.

\*Action item and/or Board Vote



---

Justin Barton-Caplin, Secretary

March 13, 2023

---

Date





**State of Vermont**  
**Policy, Planning & Intermodal Development Division**  
219 North Main Street  
Barre, VT 05641  
[Timothy.bradshaw@vermont.gov](mailto:Timothy.bradshaw@vermont.gov)

*Agency of Transportation*  
**Public Transit**  
[802-461-5310]  
[802-479-4405]

### **VTrans report for RCT Board Meeting for 02/13/2023**

HBSS scheduling and dispatch software contract is near completion. Tri-Valley Transit (TVT) is issuing a slight amendment to the contract based on HBSS responses to the compliance matrix. The compliance matrix is the detailed software functionality and capabilities where the vendor must indicate comply, comply with modifications or not comply. HBSS submitted a revised compliance matrix which raised some concerns for TVT, VTrans and our consultant. We have since met with HBSS staff and reached an agreement on the final specifications of the compliance matrix.

Several transit providers have expressed an interest in purchasing the Microtransit software off the HBSS contract. That may be a consideration, but the first step is to get the scheduling software contract fully executed and start the kick-off meetings with HBSS and the transit agencies.

VTrans and RCT have agreed upon a mid-year contract amendment that will be submitted this week. The amendment includes additional funding to support RCT recent purchase of two wheelchair accessible minivans that are desperately needed for RCT demand response services.

VTrans is in the process of presenting to the House and Senate transportation committees as part of the legislative session. Last week Steve Falbel and Ross presented on the zero-fare feasibility study.

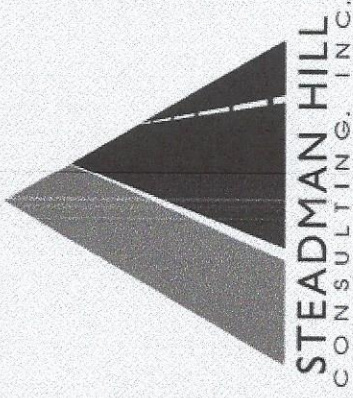




# Zero-fare Study

House Transportation Committee

February 2, 2023



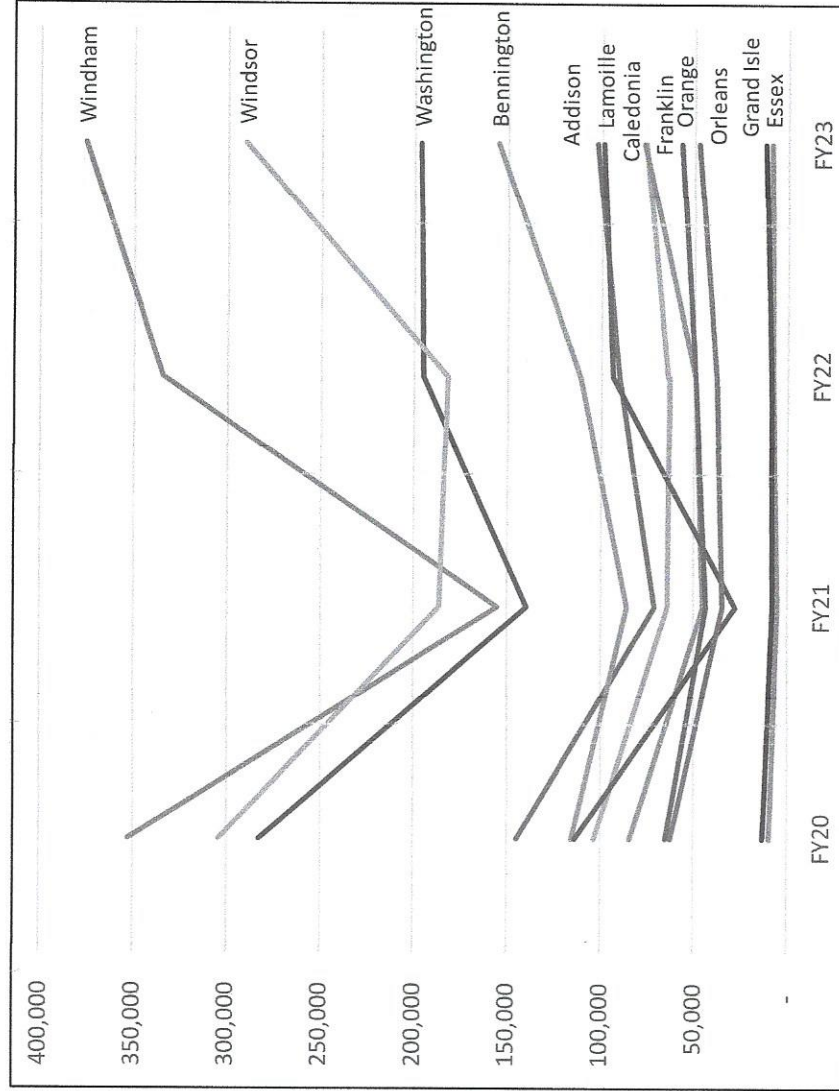


---

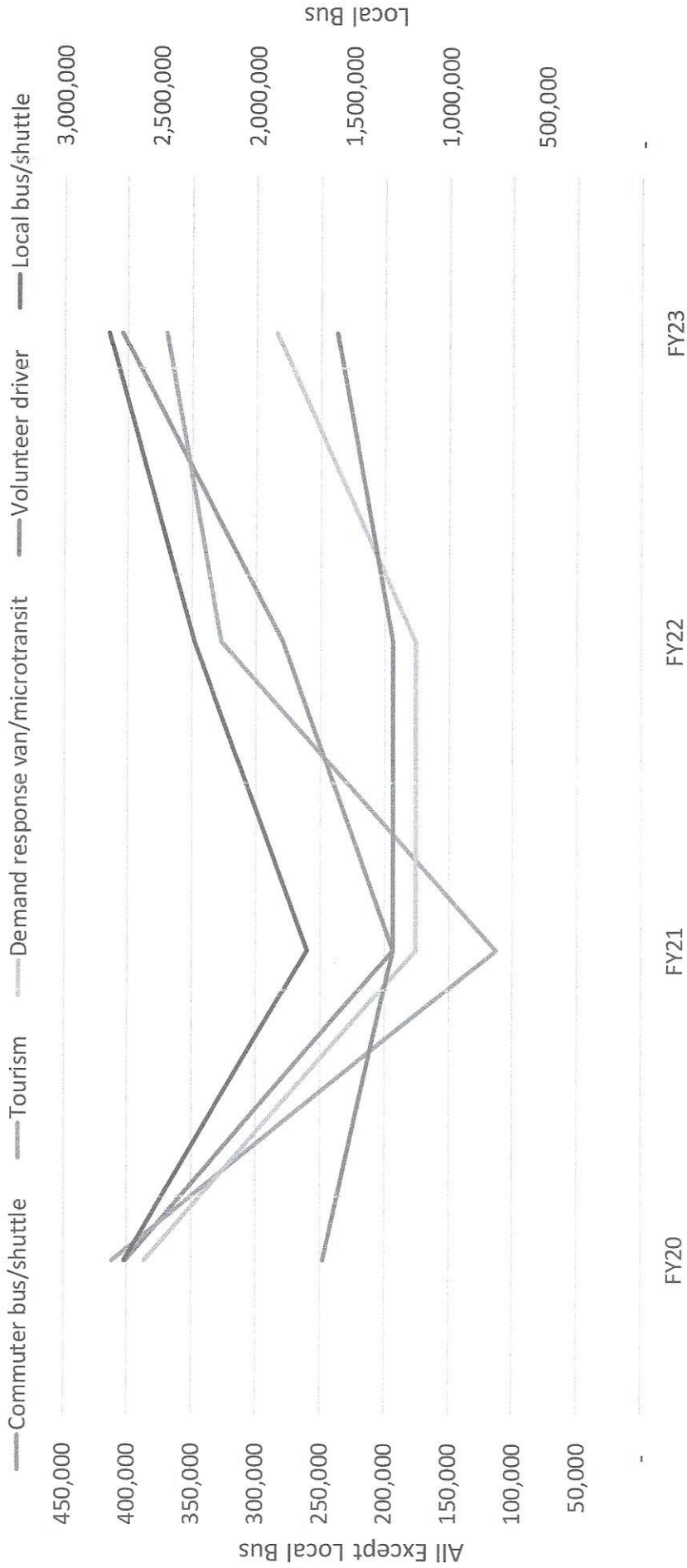
## Zero-Fare Study Scope

- Assess impacts of extending zero-fare policy through SFY 2024
- Study ridership trends from FY20 through Q1 FY23
  - By county
  - By type of service
- Forecast ridership and revenue impacts
- Consider impacts on ADA and NEMT service and finances

# Ridership by County

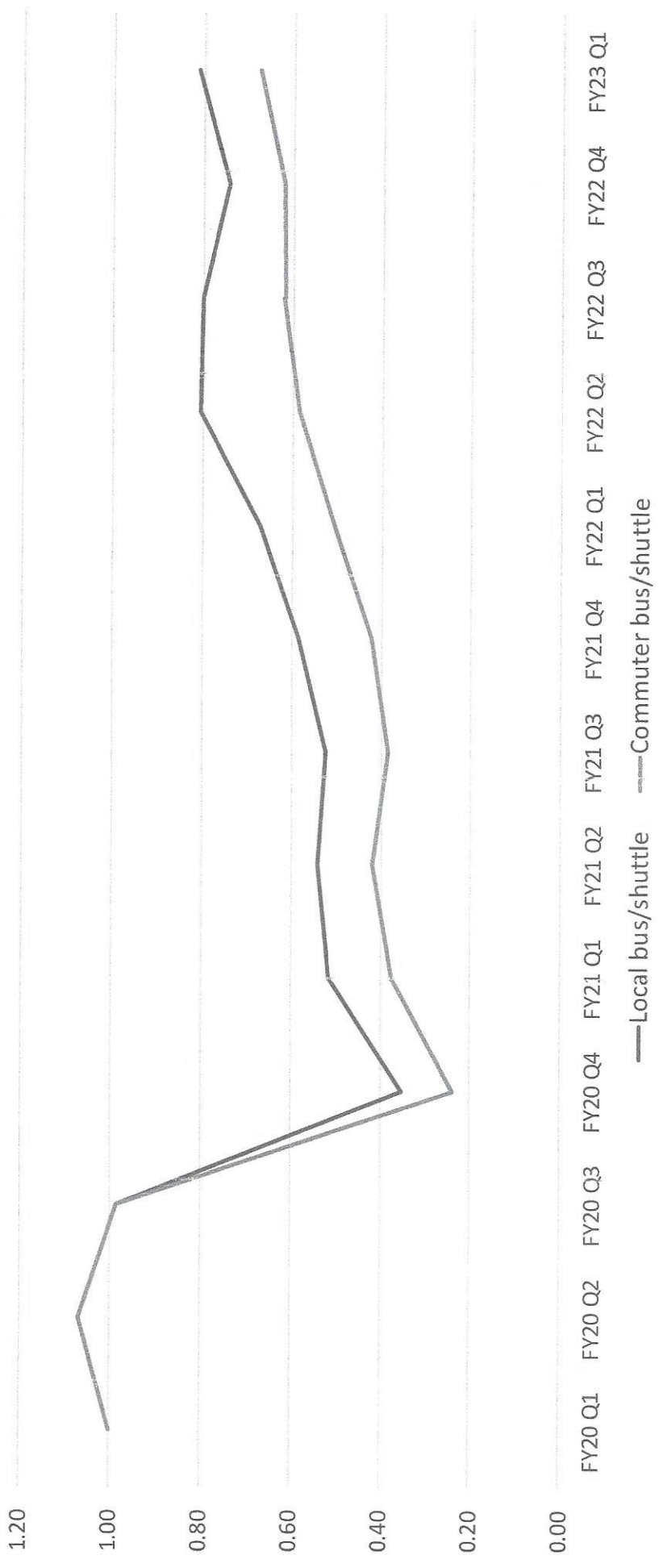


# Ridership by Type of Service

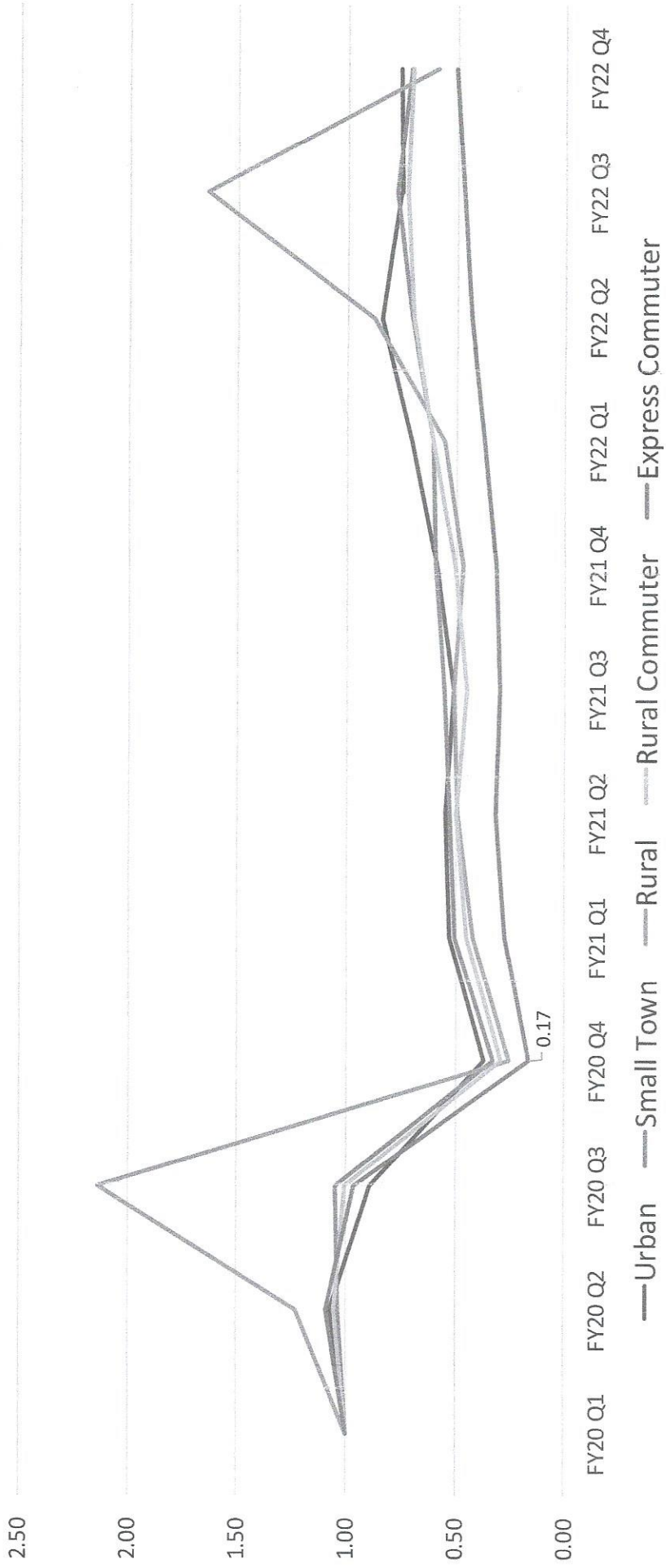




# Quarterly Ridership Index for Local and Commuter Routes



# Quarterly Index by Route Class



---

## Forecasting Process

- Exclusions
  - All demand response (E&D, NEMT) other than MyRide by GMT
  - All Tourism services (all fare free)
- Forecast FY23 ridership based on Q1 results
  - Compare Q1 of FY23 to Q1 of FY22
  - Extrapolate results to other quarters
- Forecast FY24 ridership based on FY23 forecast
  - Divide routes into fare-free and former fare
  - Compare ridership level to pre-pandemic
  - Apply variable growth rates
    - Higher growth rates for routes that were still well below pre-pandemic levels
    - Greater losses from reimposition of fares on routes with faster growth



# Ridership Forecasts

Agency	FY22 Actual	FY23 Forecast	FY24 with fares	FY24 without fares	Ridership Loss from fares
AT (always fare free)	136,177	153,000	172,000	172,000	-
GMCN	73,013	108,000	103,000	115,000	(13,000)
GMT-Rural	140,775	164,000	159,000	183,000	(25,000)
GMT-Urban	1,725,475	2,018,000	1,826,000	2,167,000	(340,000)
MVRTD	299,465	368,000	366,000	405,000	(39,000)
RCT (always fare free)	50,289	59,000	67,000	67,000	-
SEVT	194,405	301,000	267,000	320,000	(53,000)
TVT	99,637	119,000	127,000	142,000	(15,000)
Statewide	2,719,236	3,288,000	3,086,000	3,571,000	(485,000)
Statewide Non-Urban	993,761	1,271,000	1,260,000	1,405,000	(145,000)

# Foregone Fare Revenue

Agency	FY24 Fare Revenue
AT	\$0
GMCN	\$34,000
GMT-Rural	\$117,000
GMT-Urban	\$1,920,000
MVRTD	\$131,000
RCT	\$0
SEVT	\$108,000
TVT	\$63,000
Statewide	\$2,371,000
Statewide Non-Urban	\$453,000





---

## Costs of Fare Collection

- GMT estimates annual urban cost of \$36,000 exclusive of staff time
- Rural providers collectively (MVRTD, SEVT, TVT, GMCN, GMT) estimate annual cost of \$150,000 (29% of total revenue collected in FY19)
- Most providers indicated no near-term capital cost (adequate fareboxes available), but SEVT estimates \$37,000 near-term cost
- Impacts on revenue
  - GMT Urban net revenue of \$1.88 million
  - Rural net revenue of \$303,000



---

## Cost per Trip

- In rural areas, \$303,000 in net lost fare revenue results in 145,000 more trips
  - Effective cost per trip of \$2.09
  - Compares very favorably to cost of service for any route in Vermont, even urban routes
- In the urban area, \$1.88 million in net lost fare revenue results in 340,000 more trips
  - Effective cost per trip of \$5.55
  - Similar to the average cost per trip for urban routes



---

## ADA and NEMT Impacts

- ADA ridership low outside of Chittenden County and still below FY20
- ADA trips in Chittenden have surged; nearly back to pre-pandemic levels
  - Lack of \$3 fare likely resulting in more trips
  - Fewer riders had other travel options
- FY24 foregone fare revenue for SSTA would be about \$140,000
- Total for others (MVRTD and SEVT) likely around \$6,000
- Lack of fare is contributing factor to loss of NEMT “members”
  - Medicaid recipient who accomplishes all trips by (fare-free) bus will drop off roster after 52 weeks
  - Drop in membership figures causing financial stress for VPTA contract

---

## Conclusions

- Strong case for continuing zero-fare service outside of the urban area
  - Very low cost per trip
  - Impact on NEMT finances can be mitigated through higher PMPW rate
- Less justification for zero-fare service in Chittenden County
  - Very large budget hole to fill (\$1.9 million for fixed routes)
  - Cost per trip is much higher, similar to urban average cost per trip
  - ADA implications are significant
    - Additional lost revenue
    - Increased demand (at \$40 per trip)
- Rural microtransit should be exempted from zero-fare policy
  - Fare is only effective tool to reduce no-shows and late cancellations



## Detail for GMT Urban Local Routes

Route	FY22 Actual	FY23 Projected	FY24 No Fare	FY24 With Fare	Lost Riders	Foregone Revenue
City Loop	47,465	63,000	66,000	54,000	13,000	\$51,000
Airport	69,501	108,000	127,000	97,000	29,000	\$93,000
Essex Junction	369,906	404,000	439,000	404,000	34,000	\$384,000
Neighborhood Specials	41,406	32,000	38,000	34,000	4,000	\$20,000
North Avenue	228,747	265,000	278,000	225,000	53,000	\$214,000
Pine Street	79,414	95,000	103,000	95,000	8,000	\$91,000
Riverside/Winooski	147,222	185,000	194,000	157,000	37,000	\$149,000
Shelburne Road	248,459	249,000	261,000	211,000	50,000	\$201,000
Williston	400,511	490,000	514,000	416,000	98,000	\$396,000
Williston/Essex Center	27,168	29,000	33,000	30,000	3,000	\$29,000
<b>Total</b>	<b>1,659,799</b>	<b>1,920,000</b>	<b>2,053,000</b>	<b>1,723,000</b>	<b>329,000</b>	<b>\$1,628,000</b>





## Detail for GMT Urban Commuter Routes

Route	FY22 Actual	FY23 Projected	FY24 No Fare	FY24 With Fare	Lost Riders	Foregone Revenue
116 Commuter	1,782	2,600	3,000	2,700	300	\$5,000
Jeffersonville Commuter	5,729	7,000	8,000	7,000	1,000	\$14,000
Milton Commuter	11,390	15,000	16,000	15,000	1,000	\$23,000
Montpelier LINK Express	39,603	62,000	72,000	65,000	7,000	\$205,000
St. Albans LINK Express	7,172	12,000	14,000	12,000	1,000	\$46,000
<b>Total</b>	<b>65,676</b>	<b>98,600</b>	<b>113,000</b>	<b>101,700</b>	<b>10,300</b>	<b>293,000</b>



Nominating committee

We have a candidate for alternate director, Frank Davis, from Derby line, for you to consider. He is planning to be at our February meeting.

Frank has been a successful history and government teacher at North Country Union High School for many years.

Frank is involved in local politics as town moderator, as notary public, and has been a candidate for state congress. He is quite aware of the needs of our people in the Kingdom and is looking forward to joining us.

Judy

For the Nominating Committee





# Rural Community Transportation, Inc.

---

## Executive Report

February 2023

We survived the cold snap with minimal disruptions. We lost one phone to a burst pipe in Newport, but we were fortunate to be a resource to our community in that historic challenge. A good amount of my time recently has been spent advocating for our organization in Montpelier and the communities that will determine our viability moving forward. I continue to be encouraged by the response from individuals and groups who see the value of our work, and I look forward to translating that enthusiasm into opportunities for RCT. Microtransit is gaining steam, and as its vision clarifies, I am increasingly encouraged by the potential impact a service like this could have in our communities.

### Rolling Stock

- 2 NEW MINI VANS have been added to our fleet!
- We lost one of our 4 wheelchair capacity buses

### Fiscal Health

- Midyear adjustments are waiting to be finalized with VTRANS
- The 1.7 million in 22-23 adjustments has made it out of the house and will now go to the senate
- We provided data to VPTA and DVHA for Covid relief fund grant applications

### Initiatives

- Micro-transit
  - RFP is out
  - Two new public comment sessions have been added in collaboration with Rob Moore and DJ Masi
- Pending Grant Applications
  - AARP- in collaboration with Kingdom Trails we applied for \$18k to promote and improve the crown
- Low/No
  - Charging station wiring is complete
  - We finally got a formal bid for the pole barn.
- HBSS
  - HBSS is the replacement software for routematch
  - The contract is finalized and a timeline for implementation is pending