



# community rides vermont

A NEW NONPROFIT DEVELOPED BY  
CAPSTONE COMMUNITY ACTION

**who  
we are**

# Community Rides Vermont

**Incubated by Capstone Community Action, an anti-poverty organization that has long seen the challenges posed by transportation for those overcoming poverty .**

Established in 1965, Capstone has a successful history of launching nonprofits, social enterprise initiatives, and innovative social justice programs, most recently **Community Rides Vermont**, a 501(c)(3) established in September 2022.

## **Our Mission:**

Meeting Vermonter's every day needs through convenient, shared mobility, in a zero emissions fleet.

## **Our Vision:**

People going where they need, when they want, at an affordable price, while reducing pollution and building community.



## **A new transportation solution tailored to meet individual needs**

Community Rides Vermont's goal is to provide on-demand rides using electric vehicles to address unmet transportation in Central Vermont. We were granted pilot funds from VTrans for a new program called Mobility For All.

We are actively working to expand the types of rides beyond medical and food trips to the more quality of life impacting, social, recreational and employment-oriented trips.



**unmet transportation  
needs**

## the problem

**Low income Vermonters struggle to afford a reliable vehicle, or fix a vehicle in disrepair.**

**Without a vehicle it is hard to retain employment, access child care and basic needs such as food and medical care**

Vehicle ownership comes with its own set of challenges:



**High vehicle miles traveled**



**Winding, steep, rough roads**



**Vehicle maintenance and fuel costs**

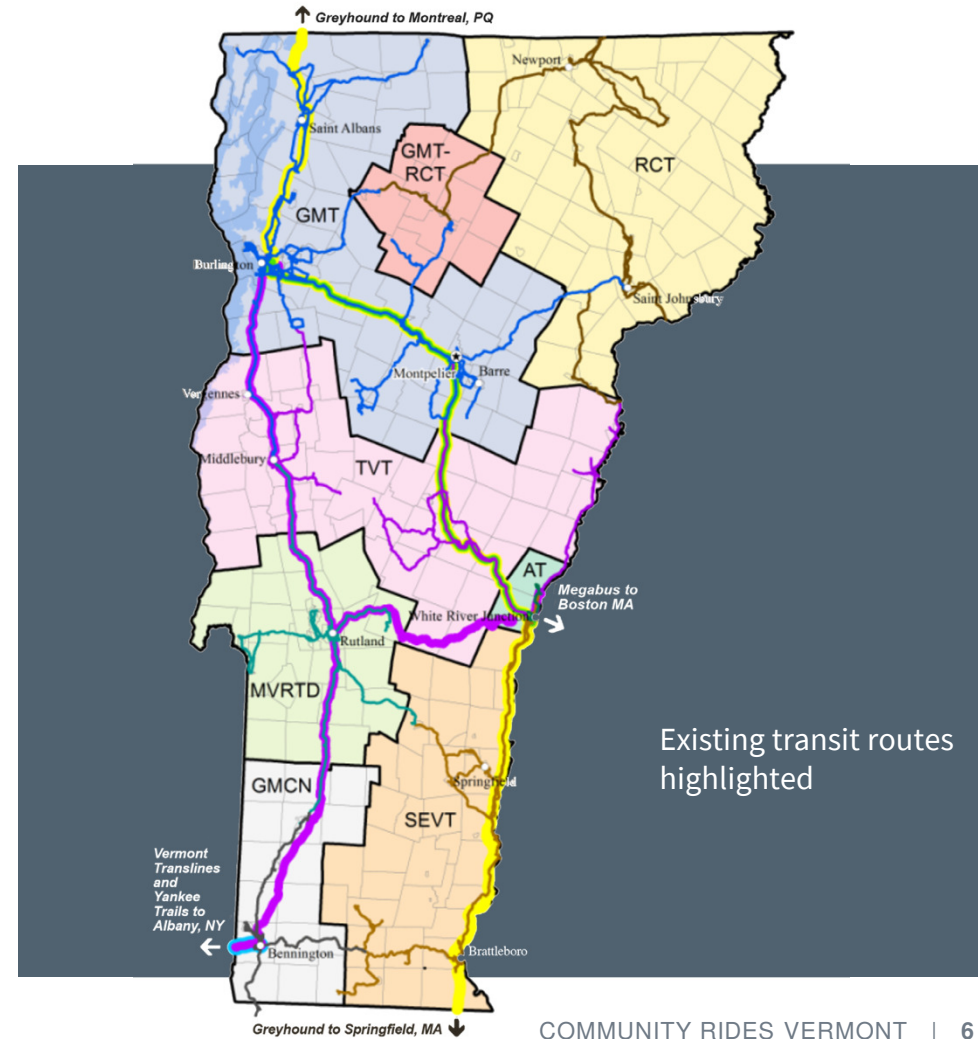


**Salt and snow deterioration of vehicles**

## the problem

# Low population density makes traditional transit inefficient and expensive in rural America.

Low-income Vermonters struggle to access basic needs such as healthcare, jobs, and educational opportunities compared to those with adequate, reliable transportation.





## the problem

**In the summer of 2021, with funding from a VTrans MTI grant, Capstone conducted a research study to better understand the unmet transportation needs in Central Vermont.**

We heard from 420 survey respondents.

- **35%** of respondents have unmet transportation needs
- **21%** of respondents live in single parent households
- **15%** of respondents are in 0 vehicle households
  - Top reasons:
    - 1-** No driver's license
    - 2 -** Vehicle costs
- **48%** of respondents are interested in ride-hailing services.

## the problem

### Quality of life is impacted by limited transportation options.



“The bus only runs from 10:30 to 2:30, so that doesn’t give you a lot of hours Monday through Friday... so I can’t go to church, I can’t go to a movie, I can’t go to dinner or a community dinner... I can’t go any place. My whole life is basically just going to the doctor and going food shopping. I feel like my life is very limited because of the limited amount of transportation there is in Vermont.”

*Female resident of Randolph, VT*



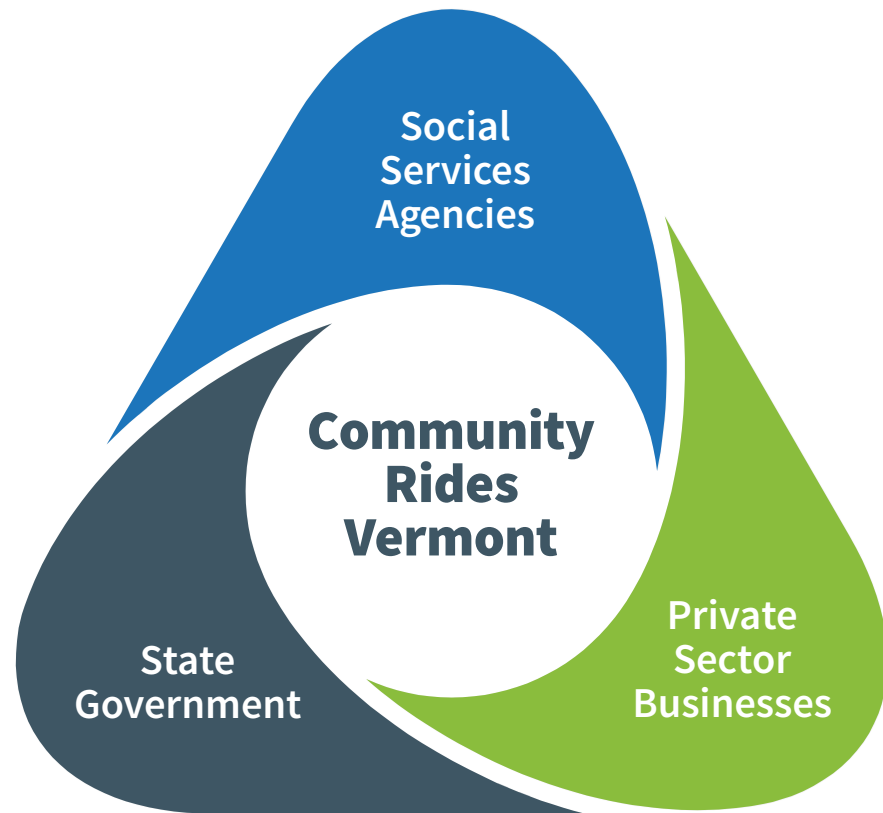


# the solution

## the solution

### We're bridging public and private sectors to solve public transportation needs.

Community Rides Vermont is a new service at the intersection of nonprofit, government, private pay ride hail and private businesses, merging resources across sectors with emerging technologies to solve the transportation needs of rural Vermonters.



the  
brand



Need a ride...Gopher it!

## MOBILITY FOR ALL PROGRAM

**Our goal this year is to provide on-demand ride service, 7-days a week, with evening service.**

**Book rides with a mobile app or by phone.**



**Fast, easy,  
reliable**



**Subsidies for  
low-income riders**



**Car seats in  
vehicles**



**Zero  
emissions**



**Ability to make  
multiple stops**



**Paid, trained  
drivers**

## Current fleet is 4 electric vehicles and five drivers

- **Phase 1- Currently providing additional capacity to existing GMT programs: Medicaid, Elderly and Disabled, Recovery and Job Access, Monday – Friday service**
- **Phase 2 – Start ‘Mobility For All’ pilot, service 7 days a week – May 24’**
- **Phase 3 – Roll out market rate ‘taxi-like’ services, start on-call schedule to accommodate late night rides**



# performance metrics

GMT Demand Response Programs												
Funding Source	Mobility For All		Medicaid		E&D		R&J		Unbillable		Total Trips By Month	
	Hours	# Trips	Hours	# Trips	Hours	# Trips	Hours	# Trips	Hours	# Trips		
May 8 2023 start		0	14	14	49	49	4.4	3		0	66	May
June	53	45	5	4	85	86	11.4	12		0	147	June
July	45	49	2	1	81	71	13	13	5	2	136	July
August	82	126	6	1	80	66	10	15	3	1	209	August
September	136	170	7	9	22	15	4	8	22	28	230	September
October	182	261	20	13	26	25		0	17	45	344	October
November	152	214	23	25	41	57	4	7	16	33	336	November
December	192	311	13	12	26	25	5	10	18	36	394	December
		1176		79		394		68		145	1862	


## Pilot Funding

To expend annual MFA total program of \$365K, we would need to bill 442 hours a month over the course of 12 months.

December 23' billed 192 hours towards grant and this is without any public marketing of the program this far.

We anticipate operating a capitated program once we begin marketing our service.

We are also soliciting funds for the **Gopher-It-Fund** which provides rides to low-income individuals for free when non-reimbursable by the government.



## who we serve

The nature of CRVT trips:

1. People conducting State business
  - a. Rides to courthouses
  - b. Rides to child visitation
  - c. Ride to social security office or DMV for folks who have disability and trouble accessing the bus
  
2. Medical access
  - a. Older adults accessing medical care
  - b. Accessing substance misuse treatment
  - c. Last minute appointments that come up





## who we serve

3. Food access
  - a. Rides to grocery shopping so folks without a car don't have to carry many bags on the bus
  - b. Bringing people to the food pantry
  - c. Delivering food to people
4. Rides to childcare
5. Rides to work
  - a. People who work in service industry – don't follow typical commuting hours pattern
  - b. Job training programs
6. Filling in the gap for bus routes that have been discontinued that a small amount of folks relied on. E.g. GMT/RCT midday US-2 commuter.



## who we serve

7. Filling in the gap for bus routes that have been discontinued that a small amount of folks relied on. E.g. GMT/RCT midday US-2 commuter.
8. Cross county travel, for example Washington to Addison County trips are very hard to conduct with public transit.
9. Personal business
  - a. Laundry
  - b. Visiting family
10. Assisting a local nursing home when their van was in disrepair – we provided rides to ambulatory residents to/from medical appointments for three weeks

## Service Delivery

### Key Service Components:

- Last minute rides
- Flexibility to make multiple stops – convenience of personal vehicle ownership for those that don't own vehicles. Trips would otherwise be extremely difficult or impossible to carry out with traditional fixed route public transit.
- We are focused on service delivery to fill in the gaps **when** and **where** public transit doesn't operate, and to provide **last minute** rides for people for life sustaining services such as medical appointments, drug misuse treatment, job interviews, child visitation and court appointments.



## Service Stories

This past summer we provided daily rides to a young mother who was finishing her high school diploma, whose children were getting childcare in the same building that she was receiving her schooling at. After dropping her children off at daycare, we would bring her to substance misuse treatment, and then bring her to school. And then transport the whole family home in the afternoon. Once she graduated, we provided rides for this family to childcare, treatment and then brought Mom to work, and then transported the family home in the afternoon.

## Service Stories

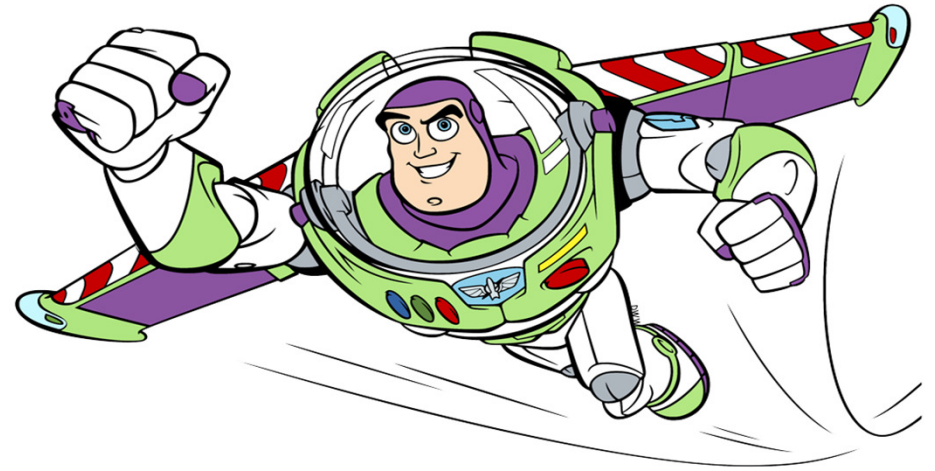
Additionally, there is a cohort of folks, many of whom are young families, residing at the Hollow Inn. The Hollow is more than  $\frac{3}{4}$  of a mile off an existing bus line. Many of the individuals and families have last-minute needs that pop up (such as a young child that got sick and their parent had to bring them up to their doctor's for a same day appointment. We were able to help them with this trip.) Another young family at the Hollow was utilizing our service to access childcare in Barre. Occasionally, after dropping their child off at daycare, we'd help them with trips to Capstone / MacFarland building so that they could connect with case managers and additional services. They've since been able to move from the Hollow to an apartment in Montpelier and have been able to secure a job.

## Service Stories

Late this fall and into the winter we've been serving a young family in East Barre with limited public transit access who lost access to their car. One parent needed to go to substance misuse treatment and it took them a bit of time to get signed up into the corresponding public transit program. Over the course of a few days while they got signed up, we were able to provide a few rides for them to access their treatment as well as pick their child up from daycare. Unfortunately, they've recently lost their housing however we've been able to continue to provide them rides from Randolph to Barre while they've been figuring out their next steps.



## Where We Are Heading Next With Your Support



- Market Based Service
- Micro-Transit Operations with Electric Vans
- Car Sharing
- Electric Vehicle Commuter Car Pools
- Electric Bicycle Mobility
- Service Expansion





**Thank you!**

**Chris Cole**  
**chris@communityridesvt.org**

## Support

- 3 Additional Cars
- Electric Van with Wheelchair Lift
- 15 Additional Hours for Mobility Manager
- Supercharger for CRVT and Public Use
- Administrative Assistant 1 FTE
- Weekend Operations Supervisor .5 FTE