

Employer Resource Guide: Transportation



This resource is designed for employers in Windham and Southern Windsor Counties seeking to offer optional, reliable, and accessible transportation for employees commuting to work, appointments, as well as other daily needs. By serving as a centralized reference, it supports workforce access, helps reduce commuting barriers, and enhances regional connectivity.

Types of Transportation Options

Fixed Bus Routes / Public Transit

Scheduled routes that follow fixed stops and times. In Windham & southern Windsor, these routes are fare-free under SEVT / MOOVer.



Demand-Response / Microtransit (e.g. MicroMoo)

Flexible, reservation-based service within a town (e.g. Springfield) or smaller area.

Volunteer Driver Programs

Community volunteers provide rides for medical, shopping, or personal needs, often for seniors or people with mobility constraints.



Paratransit / ADA / Senior & Disability Transportation

Specialized services for individuals 60+, or those with ADA-defined disability. Rides to medical, shopping, personal care, congregate meals.

Medicaid Non-Emergency Medical Transportation (NEMT)

For eligible Medicaid recipients needing transportation to medical appointments, adult day services, etc.

Rideshare, Carpool, Vanpool, Guaranteed Ride Home

Programs like Go Vermont connect commuters with carpooling, vanpooling, and backup ride services.



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Employer-Provided Transit / Shuttles

Employers may run shuttles between transit hubs and workplaces, or coordinate shared vehicle programs.



How to Use or Access Transportation Services

Step 1: Gather Key Information

- Your home address / town
- Work or regular destination
- Hours / shift times
- Mobility / accessibility needs
- Preference for fixed route vs. flexible service



Step 2: Explore Your Options

- Review the route map and service area
- Check which services cover your town or corridor
- Identify which require reservations or specific eligibility



Step 3: Contact / Enroll / Request Rides

- For fixed bus: use app (Transit) or call main number for schedules.
- For demand-response: reserve ahead by phone or app (QRyde).
- For paratransit / volunteer: inquire with provider about eligibility and booking process.
- For Medicaid NEMT: call SEVT at 1-888-869-6287 (or 802-460-7433) for eligibility and to schedule.

Tips & FAQs

- Many services require advance reservations (often hours or days ahead).
- Cancellation policies vary - be sure to check.
- Some services are fare-free; others may charge modest fees.
- For real-time bus arrivals, use Transit app.



Cost, Subsidies and Funding Support

A variety of funding sources and cost-saving programs are available to help reduce the financial burden of transportation for both riders and employers. These resources make transit more accessible and affordable, while also supporting the long-term sustainability and expansion of regional services:

- Many fixed routes are under SEVT / MOOVer are fare-free in the region.
- Medicaid NEMT is covered for eligible Medicaid recipients.
- Senior, ADA, and community programs may offer subsidized or free rides.
- Employers can offer pre-tax transit benefits or directly subsidize passes.
- Grants and public funding (state / federal) support transit operations and expansion.

Regional Transportation Providers & Programs

Provider / Program	Town(s) Served / Region	Type of Service	Eligibility / Requirements	How to Access / Contact
MicroMoo	Springfield	In-town rides within Springfield	Rider must be 12+ to ride independently (younger with adult)	Reservations via SEVT (1-888-869-6287) or QRYde app
Medicaid NEMT (SEVT)	Entire region	Medical & adult day service rides	For Medicaid-eligible individuals	Call SEVT (1-888-869-6287 or 802-460-7433)
Olders & Disabled (O&D) Transportation	Region	Medical, personal, shopping	Age ≥ 60 or ADA disability	Call SEVT or volunteer driver program
Fixed Bus Routes (SEVT / MOOver)	Region	Scheduled transit along defined routes	Open to all	Use Transit app, call SEVT, view schedules
Volunteer Driver Programs	Region	Community volunteer rides	Varies	Contact local volunteer organizations (e.g. Senior Solutions, Volunteers in Action)
Rideshare / Carpool (Go Vermont)	Statewide	Commuter ridesharing, vanpool, backup ride	All commuter eligible	Connect through Go Vermont / ConnectingCommuters.org
Other Partners	Bellows Falls Senior Center, regional commissions, etc.	Planning, coordination, transportation support	—	See contact info.

Employer Strategies for Supporting Employees' Transportation

To support employees' access to reliable transportation and reduce barriers to commuting, employers can implement a variety of strategies that complement and enhance existing transit options. These approaches not only improve workforce stability and retention but also demonstrate a commitment to regional mobility and sustainability. Strategies include:

- **Offering** employer-sponsored shuttles or vanpools from central transit hubs to workplaces
- **Providing** transit pass subsidies or fully covering bus passes
- **Creating** an internal ride-sharing or carpool matching program
- **Offering** flexible working hours to align with transit schedules
- **Guaranteeing** an emergency ride home fund or policy
- **Collaborating** with regional transit agencies to improve routes and stops near workplaces

Additional Resources & Tools

In addition to employer-led strategies, a range of local and regional resources are available to support commuter transportation planning, coordination, and access. These tools and organizations can assist with real-time transit information, ride-matching, microtransit booking, and long-term transit planning, offering valuable support for both employers and employees:

- Transit App - real-time tracking for bus routes in the region
- QRyde - platform for microtransit / demand-response booking
- SEVT / MOOver - transit operator & contact (1-888-869-6287)
- Go Vermont / Connecting Commuters - carpool, vanpool, guaranteed ride home info
- Vermont Public Transit Association (VPTA) - statewide transit support
- Regional Planning Commissions (MARC, Windham RPC) - transit planning support
- Local Community Organizations (e.g. senior centers, volunteer driver networks)

Questions?

Springfield Regional Development Cooperation

Amanda Sidler, WCC Coordinator

Phone: 802-885-3061

Email: amanda@springfielddevelopment.org

Website: <https://www.springfielddevelopment.org/>

