



Tri-Valley Transit
Orange/Northern Windsor
Elders and Persons with Disabilities
Transportation Program Committee
(E&D Committee)
Workplan 2020-2021



Updated: April 2, 2021

Adopted: April 2, 2021

1. COMMITTEE BACKGROUND

The E&D Committee provides oversight and guidance for Tri-Valley Transit's programs to assist elders and persons with disabilities in Orange and Northern Windsor County. Programs get users out of their homes to medical appointments, to local adult day-care, to senior meal sites, personal and social trips and for essential shopping. These services supplement regular transit services in the area, filling in gaps left by programs like Medicaid.

2. PARTNER ORGANIZATION

- **Tri-Valley Transit (TVT)** - provides a network of transportation alternatives that are safe, reliable, accessible and affordable to connect the people and places in Orange and Northern Windsor County.

Contacts: Jim Moulton, Executive Director – jim@trivalleytransit.org

Jade McClallen, Regional Manager - jmccallen@trivalleytransit.org

Mike Reiderer, Community Relations Manager – mreiderer@trivalleytransit.org

- **Central Vermont Council on Aging (CVCOA)** – CVCOA is one of five Area Agencies on Aging serving seniors and their families in Vermont. They are the leading expert and advocate in healthy aging for Central Vermonters and provide resources to age in place. CVCOA serves adults 60 and older living in Central Vermont, their caregivers, partners and families without discrimination and regardless of income.

Contact: Jeanne Kern, Co-Interim Executive Director, Director of Community and Volunteer Services - jkern@cvcoa.org

- **Senior Solutions (CVCOA SEVT)** – Senior Solutions is one of five Area Agencies on Aging serving seniors and their families the southeastern region of Vermont. They are the leading expert and advocate in healthy aging for southeast Vermonters and provide resources to age in place. Senior Solutions serves adults 60 and older living in southeastern Vermont, their caregivers, partners and families without discrimination and regardless of income.

Contact: Wendi Germain, Nutrition/Wellness Director - WGermain@seniorsolutionsvt.org

- **Gifford Adult Day** – The Gifford Adult Day program in Bethel provides care for elders, and for adults with disabilities, helping to bridge the gap between home health services and nursing home care. We have a spacious, ground-level room where our dedicated and compassionate team of nurses and nursing assistants

provide our participants comfort, socialization, and a wide variety of services and activities.

Contact: none at this time

- **Clara Martin Center** – The Clara Martin Center in Randolph provides community mental health services focused on community integration, coping, enhanced functioning and improved quality of life. Our agency is committed to providing quality services and extending its services to nearby communities to ensure a continuum of care.

Contact: Gretchen Pembroke, Director of Adult Services - gpembroke@ClaraMartin.org

- **Upper Valley Services** – Upper Valley Services is currently designated by the State of Vermont to provide services and supports for people with Developmental Disabilities in Orange County, Vermont. Upper Valley Services continues to provide services in Bradford, and through this program, provides services and supports to people who have come from various parts of Vermont.

Contacts: Kelley Wright - kwright@uvs-vt.org
Jessalyn Gustin - jgustin@uvs-vt.org

- **Thompson Senior Center** – The Thompson located in Woodstock helps seniors to age well in our rural community. We provide timely support and services, and are a resource and advocate on issues related to aging. Our programs and activities foster the physical, intellectual, and social well-being of our adult community to enhance dignity, self-worth, and independence.

Contacts: Deanna Jones, Executive Director - djones@thompsonseneiorcenter.org
Paula Audsley - paudsley@thompsonseneiorcenter.org

- **Scotland House Adult Day** – A newly formed Adult Day center in 2018, the Scotland House is a center for health and wellness. We Share The Care with families and caregivers while maximizing the health and independence of our participants.

Contacts: Gretchen Cole, Executive Director – gcole@scotlandhousevt.org
Tonya Hoyt - thoyt@scotlandhousevt.org

- **Bugbee Senior Center (aka White River Council on Aging)** – The White River Council on Aging, Inc. shall provide a variety of services to individuals over 60, predominately in the communities of Hartford, Hartland, Norwich and Thetford, Vermont to enable them to remain independent and involved members of the community. The council shall identify those needs and endeavor to establish a plan of action to meet those needs within the financial capability of the agency.

Contact: Mark Bradley, Executive Director - mark@bugbeecenter.org

- **Two Rivers-Ottawaquechee Regional Commission (TRORC)** – TRORC is an association of thirty municipalities in east-central Vermont. TRORC is governed by a Board of Representatives appointed by each of our member towns. Our primary goals are to advocate for the needs of our member towns, and to articulate a vision for building a thriving regional economy while enhancing the region's quality of life. The Commission's staff provides technical services to local, state and federal levels of government and to the Region's non-profits and businesses. Specifically, under the E&D Committee, TRORC will be the lead agency to steer the committee and coordinate logistics between TVT, VTrans and the partners to achieve workplan deliverables.

Contact: Rita Seto, Senior Planner – rseto@trorc.org

- **Vermont Agency of Transportation (VTrans) Public Transit Division** – VTrans is the oversight and fiscal agent for the Elders and Persons with Disabilities (E&D) Transportation Program. Vermont's E&D Transportation Program plays an important role filling gaps in existing transportation services for older adults age 60 and above as well as individuals with disabilities as defined by the Americans with Disabilities Act (ADA). Vermont's public transit providers serve as regional transportation brokers and work with human service agency partners to coordinate E&D trips together with Non-Emergency Medical Transportation (NEMT) provided through Medicaid, contracted service with community organizations and institutions, and transportation for the general public.

Contacts: Ross MacDonald, Public Transit Program Manager –

ross.macdonald@vermont.gov

Tim Bradshaw, Public Transit Coordinator – timothy.bradshaw@vermont.gov

Dan Currier, Public Transit Coordinator – dan.j.currier@vermont.gov

3. ROLES AND RESPONSIBILITIES

- a) Committee leadership – TRORC shall be the lead agency for these meetings. RPCs are responsible for ensuring these meetings take place and engage the full spectrum of providers of services and representatives of those needing rides.
- b) Meeting logistics – in-person meetings will be held at the TVT office on 1 Depot St. in Randolph, unless otherwise noted. Virtual meetings will be held via the Zoom platform and will be organized by TRORC.
- c) Meeting participation – all meetings are open to the public. E&D meetings are to be held in accordance with Vermont Open Meeting Law effective January 1, 2021.
- TRORC will prepare meeting agenda soliciting topics from the E&D group. Some agenda topics will remain constant (e.g. ridership and service status).
 - TRORC will email the E&D group with the agenda, previous meeting minutes as well as a calendar invite for the meeting.
 - The meeting will be posted on TRORC’s Event Calendar:
<https://www.trorc.org/calendar/>
 - Information about the E&D committee are found here:
<https://www.trorc.org/programs/transportation/transit/>
 - Post meeting, meeting minutes will be emailed to the E&D committee and posted on the TRORC transit page noted above.
- d) Reporting requirements – at each meeting, TVT will report on service usage since the previous meeting and status for the fiscal year. The report will include statewide data for comparison and assist with future evaluation in programming/planning at the public transit partners level, regional and state level. TVT will include updates on ridership and fiscal status via email to partners during off months so partners can continue staying informed.
- e) Committee Partners Roles and Responsibilities (see also Attachment A):

Regional Planning Commission (RPC): TRORC will organize and facilitate the E&D partnership and ensure the workplan guides the group.

VTrans: VTrans will provide E&D program funding and guidance, ensuring compliance and performance measures.

Public Transit Provider: TVT will implement the E&D program and report on ridership and budget data.

Committee partners: Partners will advocate for the program's budget and clients.

- f) Allocation of funds - Allocation of funds between partners are currently assessed based on the level of demand by partner. There is transparency of funding allocations between partners as well as a collaborative nature to the committee. If a partner's needs require increased allocation, this request will be discussed at a meeting where all partners are at the table for decision making. The committee will continue to find ways to streamline the process.
- g) Contracts, MOUS or other formal agreements between partners. TVT has a standard platform for partner agreements. After discussion between partners and TVT, TVT will draft up agreement with updated needs and will send to partners for review and execution.
- h) Transportation service delivery, including coordination with other transportation programs, such as Medicaid and Ticket to Ride. TVT staff continues to coordinate with partners and clients on a daily basis to be most efficient and cost effective. If a more significant issue arises, the committee will discuss and come to consensus on modifications to policies or procedures.

4. MEETING SCHEDULE

The E&D Committee shall meet at least 3 times per year with any additional meetings as needed. Approximate meeting months are February, May, September and December.

5. ANNUAL AGENDA

- a) Assist TVT with preparation of their grant application to VTrans for June submission. The grant fiscal year starts July 1 and ends June 30.
- b) Adjust allocations among partners throughout the year as needed at a committee meeting for partner consensus.
- c) Oversee adjustments to priorities among eligible trip types (critical care, medical, non-emergency medical, adult day, health, congregate meals, shopping, social/personal/wellness, other) and adjustments to trip limits at a committee meeting for partner consensus.
- d) Compile and review annual performance measures (details below).

6. ANNUAL PERFORMANCE

- a) Attend the Annual E&D Summit June 18, 2021 (Public Transit Providers and RPCs)
- b) RPCs will work with E&D Committee members to facilitate the creation of an annual; work plan, goals and objectives by June 30, 2021.
- c) RPCs will work with E&D Committee member to facilitate follow up with FFY20 E&D Rider Survey respondents who opted-in/volunteered to provide additional information on their experience by June 30, 2021.
- d) All Regional E&D meetings will be compliant with Vermont Open Meeting Law by January 1, 2021.
- e) E&D Committee will develop annual goals/objectives and other activities that will be implemented to achieve them, and anticipated schedule for activities. The committee will annually review service segments on effectiveness.
- f) Develop a "Welcome packet" or Ride Guide for new riders/clients for Ticket to Ride.
- g) Select workplan tasks for next year:
 - Developing a "How to add a new partner 101"
 - Developing a mission statement
 - Evaluating existing membership and identifying opportunities to add riders or local groups
 - Developing an E&D service area map

7. ANNUAL REPORTING

- a) Number of trips and number of unduplicated riders provided for each partner three (3) times a year to coincide with committee meetings.
- b) Assessment of rides tracking spreadsheet that collects (by town, trip purpose, etc) three (3) times a year to coincide with committee meetings.

Attachment A: E&D Committee Member Duties

Regional Planning Commission (RPC): TRORC will

- Organize and facilitate regular E&D Committee meetings quarterly (at a minimum).
- Facilitate the development of Regional E&D Committee work plans, goals and objectives.
- Help VTrans with centralized tracking of some E&D basic information
- Facilitate E&D Ridership Survey follow up- method will vary by region but could include interviews, focus groups, etc.
- Ensure compliance with the Vermont Open Meeting Law for meeting announcements, minutes, etc
- Assist VTrans with organizing the annual E&D Summit

VTrans: VTrans will

- Update E&D Committee Guidance and relevant documents.
- Develop E&D Committee workplan template, inclusive of sample goals and objectives.
- Develop guidance for E&D Ridership Survey follow up.
- Distribute and review guidance document, and sample work plan at a regularly scheduled TPI meeting.
- Provide information about what basic E&D information needs to be tracked centrally
- Attend E&D Committee meetings to assist with E&D tasks as needed.
- Organize an annual E&D summit
- Release an update to the 2004 E&D Guidance (Expected summer 2020)

Public Transit Provider: TVT will

- Provide transportation and track participation per the 2020 E&D Guidance.
- Assist RPCs with regular E&D Committee meetings quarterly (at a minimum). Provide relevant information needed by the committee, such as updates on usage of the E&D program funds to date.
- Assist RPCs with the development of Regional E&D Committee work plans, goals and objectives.
- Assist RPCs with ensuring compliance with the Vermont Open Meeting Law.
- Assist VTrans with centralized tracking of E&D data, including, but not limited to:
 - Number of riders broken up by E&D Partners
 - Number of trips based on trip purpose and trip mode
 - Number of denied rides and reason and/or trip purpose constraints
 - Cost per trip, mile, hour by trip purpose and trip mode

- Rider complaints with subset of driving or customer service related
- Number of regionally coordinated trips with other Vermont transit providers
- Number of trips provided with multiple funding sources i.e. Medicaid and E&D
- Assist RPCs with E&D Ridership Survey follow up- method will vary by region but could include interviews, focus groups, etc.
- Increase community outreach and marketing efforts to better educate the public on the E&D program. Invite community members to E&D committee meetings to better understand the transportation needs within the community.
- Increase volunteer recruitment efforts to reduce trip costs
- Maximize regional trip coordination through Paratransit Dispatch software technology and statewide shared scheduling databases
- Maximize vehicle ridership capacity through more efficient Mobility Management tools

Committee partners: Partners will

- Assist TVT with preparation of grant applications for submission to the Vermont Agency of Transportation (VTrans) by providing necessary data upon request.
- Prior to grant submission, discussion between TVT and partners agreeing on funding needs will occur.
- Participate and engage with the E&D committee.
- i) Allocation of funds between partners are currently assessed based on the level of demand by partner. There is transparency of funding allocations between partners as well as a collaborative nature to the committee. If a partner's needs require increased allocation, this request will be discussed at a meeting where all partners are at the table for decision making. The committee will continue to find ways to streamline the process
- j) Contracts, MOUS or other formal agreements between partners. TVT has a standard platform for partner agreements. After discussion between partners and TVT, TVT will draft up agreement with updated needs and will send to partners for review and execution.
- k) Transportation service delivery, including coordination with other transportation programs, such as Medicaid and Ticket to Ride. TVT staff continues to coordinate with partners and clients on a daily basis to be most efficient and cost effective. If a more significant issue arises, the committee will discuss and come to consensus on modifications to policies or procedures.