



**Tri-Valley Transit
Orange/N. Windsor E&D Partner Meeting
July 14, 2021 – 1pm to 3pm via Zoom
DRAFT MINUTES**

Attendees – Jim Moulton, Tri-Valley Transit, Jade McClallen, Tri-Valley Transit; Mike Reiderer, Tri-Valley Transit; Rita Seto, Two Rivers-Ottawaquechee Regional Commission; Jeanne Kern, Central Vermont Council on Aging; Tim Bradshaw, VTrans.

Regrets – Gifford Adult Day; Upper Valley Services; Scotland House Adult Day, Wendi Germain, Senior Solutions, Mark Bradley, Bugbee Senior Center, Deanna Jones, Thompson Senior Center; Gretchen Pembroke, Clara Martin Center.

Meeting Minutes

1. Introductions

Rita called meeting at 1:30pm and roll called those present.

2. E&D Summit Feedback – Tim Bradshaw

Tim reported there was good interest in the summit regarding travel training and transitioning out of Covid. The focus on travel training and education has generated statewide interest. Jeanne reported in last 2 days, there's a case in Bradford who needed to get to DHMC appt. Transportation is available but DHMC required a ride along to accompany client to permit the appointment. Sometimes transportation is available and not the main issue, but rather additional layers to the trip that make it more challenging. Case workers do not ride along as it's not part of their scope which can be challenging for those who do not have family or friends support. Jim noted that someone who volunteers to ride along may typically have their own vehicle – so why would they ride along on the bus when they could be a volunteer driver instead. It's challenging to mix and match where a volunteer needs to commit 4-5hrs. We will keep monitoring to see if this is a 1 unique scenario or a more systemic issue.

3. TVT Ridership update – Mike Reiderer

Mike reported that all routes are still closed but meal delivery remains active, particularly Chelsea and South Royalton sites. Bradford Circulator is down 55% but it's starting to pick back up. Ticket To Ride is up 75% in ridership! TVT has increased from 4 to 6 riders per month. Gifford Adult Day is starting to reopen and began requesting transportation.

4. Volunteer Drivers and Vaccination Rates – Jade McClallen



Jade reported that of the 27 volunteer drivers, 16 are vaccinated. Not all 27 are on service. Between vacation time, TVT is strapped on drivers. TVT has asked drivers who want to get vaccinated to inform them and so TVT can coordinate more riders to be transported by those drivers (increased capacity).

5. TVT Plans reopening buses back to 100%

Jim reported TVT has reopened buses back to 100% capacity since Governor's lifting Covid restrictions. TVT still following federal guidance on masking and hand sanitizer on board. Masks are available for those who forgot. The River Route has taken off on ridership. The Randolph Circulator is nearing pre-Covid levels.

Jeanne discussed pre-Covid, the cash match for CVCOA for senior centers was costly. We are looking to re-evaluate the service efficiency and what does the new service look like to sites. Ticket to Ride has become extremely robust.

Jim also noted 3 other initiatives TVT is working on:

- VTrans awarded planning funds to TVT to explore microtransit in the region.
- 89er North to Barre service route is going to be reassessed as well as working with Thompson Senior Center for the Woodstock area.
- TVT working on an RFP to solicit a transit consultant to assess those service routes.

6. Wheelchair Transportation – Jim Moulton

Jim reported that it currently is more evident in Addison County than Orange/N. Windsor that there recently are more wheelchair transportation needs. Most of the time it's when riders arrive home and the ADA infrastructure/ramp is inadequate for them and drivers to get them safely back into the house. In the past the drivers have been asked to do that. TVT is identifying resources for riders to get ramps as well as funding sources (a support system). Mike is currently finalizing for Orange/N. Windsor region. TVT looks to have the drivers hand off to the users once they arrive home.

7. Updates from VTrans – Tim Bradshaw

Time reported that the Elderly Services Incorporated have expressed concern regarding the buses that have been purchased by the joint procurement. These buses leased from TVT that are "turtle tops" have extra steps and narrower treads, making it more challenging for riders. Jim and Tim will be discussing Thursday at VPTA for the next round of joint procurement, will adjust the bus specifications. The ADA specs in the RFP are fairly robust. VPTA is looking to improve the vehicle type being procured statewide.



Tim also noted that VPTA also has concerns about the current RouteMatch paratransit route matching software. The technical support and customer service support has been lacking, and taking a long time to resolve open tickets. RouteMatch was recently bought out by Uber. There is a Request for Information out to other software vendors and have specifically inquired how submittals for Medicaid payment are handled through the software.

TVT received FTA's grant for LONO electric buses and are under contract with VTrans for fleet electrification.

This year's E&D grant agreement with TVT will be executed shortly.

8. E&D Workplan additions – Rita Seto

Rita reviewed 2 items in the workplan to be added to TVT and Partner's responsibilities:

- Rider training
- Driver training (dementia & Alzheimers)

Rita also reported that she's working with TVT to send out the E&D survey results from last year as well as the new Ticket to Ride Rider Guide. They will go out in early August. Rita will also mail hardcopies to each of the partners sites so they can distribute to clients.

9. Bradford Bus Barn

Jim reported that the construction of the bus barn is nearly complete! They should have their Certificate of Occupancy August 1. The buses are on site and it's a working facility. They are wrapping up landscaping, still need to install solar array and wood pellet stove. The grand opening is planned for September 21 in person.

10. Next Meetings

September 2021 – Rita will send Doodle poll for September.

The meeting adjourned at 2:46pm.

Submitted by: Rita Seto, TRORC