

## REDPAC Meeting

Thursday, July 16, 2020 at 2:00 pm

### ***Remote Participation via GoToMeetings***

Via computer, tablet or smartphone:

<https://global.gotomeeting.com/join/378662341>

**Dial in via phone:** [+1 \(224\) 501-3412](tel:+12245013412); **Access Code:** 378-662-341

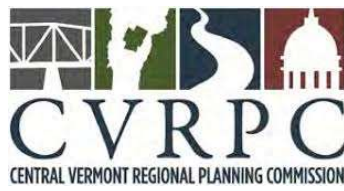
Download the app at least 5 minutes prior to joining the meeting:

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## AGENDA

<u>Page</u>	<u>Time</u>	<u>Item</u>
	<b>2:00</b>	<b>Introductions</b>
		<b>Adjustments to the Agenda</b>
2	<b>2:05</b>	<b>E &amp; D Survey Results</b> , <i>Jackie Cassino, VTrans</i> Present survey results and Q&A from REDPAC members.
21	<b>2:45</b>	<b>CVRPC Transportation Services</b> , <i>Bonnie Waninger, CVRPC</i> <ul style="list-style-type: none"><li>a. <b>REDPAC Work Plan Introduction</b> - Discuss new VTrans approach to E&amp;D Committees. Briefly review work plan elements. Q&amp;A.</li><li>b. <b>Paratransit Planning Grant</b> - Review implementation actions. Discuss areas for action.</li></ul>
	<b>3:15</b>	<b>Microtransit Update</b> , <i>Dan Currier, VTrans</i> Update on progress and current implementation schedule.
	<b>3:20</b>	<b>GMT Update</b> , <i>Jordan Posner &amp; Donna Gallagher, GMT</i> Grant adjustments, GMT ridership, etc.
	<b>3:25</b>	<b>Next Meeting</b> Set date and initial agenda.
	<b>3:30</b>	<b>Adjourn</b>

Persons with disabilities who require assistance or special arrangements to participate in programs or activities are encouraged to contact Nancy Chartrand at 802-229-0389 or [chartrand@cvregion.com](mailto:chartrand@cvregion.com) at least 3 business days prior to the meeting for which services are requested.



## Dear Washington County Green Mountain Transit (GMT) Riders,

GMT, in collaboration with the Central Vermont Regional Planning Commission (CVRPC) and VTrans, recently completed a rider survey as part of a state-wide Elders & Persons with Disabilities (E&D) Program analysis. The goal of the survey was to learn about your experience using the transportation service. We are committed to continuing to listen to your feedback so we can improve our service and better support you in getting you where you need to go.

### What We Heard:

Overall, we heard positive reviews for the service, especially highlighting positive interactions with the drivers and reliability of service. We also learned that there is room for improvement regarding scheduling, access to better information about the service, and consistent customer service. We are excited to work with riders to implement improvements over the next year.

### Highlights from Survey Results:

**95%** of respondents reported that the service is meeting their needs well.

#### Strengths:

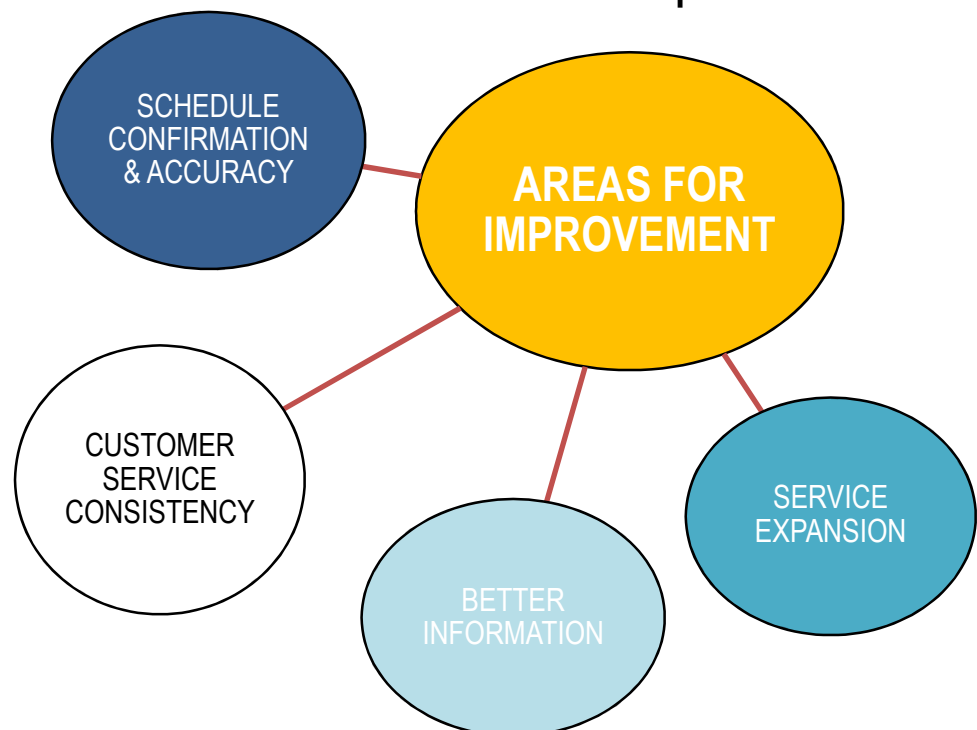


Positive Interaction  
with Drivers



Scope of Service

#### Areas for Improvement:



## How we're working to improve:



### SURVEY NEXT STEPS

GMT, working with the Central Vermont Regional Planning Commission (CVRPC) and other E&D Partners to follow up directly with riders who “opted-in” to share more of their experiences as riders. This group will work to incorporate the survey results and direct rider feedback into an annual work plan, goals, and action steps.

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### SCHEDULE CONFIRMATION & ACCURACY

GMT will continue to work to maintain a high level of on-time performance.

**Helpful hint:** The day before your ride an automated call will confirm your pick-up time, and you can expect your driver within a 10 minute range of that time. Riders are also welcomed to call the day before a requested ride to verify ride details. During the COVID crisis, riders are required to call the day before their ride for health screening”

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## Long-term improvements:



### CUSTOMER SERVICE

This is a longer-term initiative in collaboration with regional and state agencies. GMT will continue to require specific customer service-oriented trainings. GMT will also ensure the grievance process is clear, easily accessible, and will respond to all grievances within [x timeframe].



### SERVICE EXPANSION

This is a longer-term initiative in collaboration with regional and state agencies. GMT and our community partners will continue to work to identify creative ways to meet your needs now and in the future

# 2020 CVRPC - E&D Rider Survey



**United Way of  
Northwest Vermont**



A collaboration by Central Vermont Regional Planning Commission | Green Mountain Transit | Vermont Agency of Transportation | United Way of Northwest Vermont |

# Why Survey E&D Riders?

*A safe, reliable, and multimodal transportation system that grows the economy, is affordable to use and operate, and serves vulnerable populations.*

*-VTrans Vision Statement*



# Survey Team

## Project Leads:



## Transit Partners:

Green Mountain Transit (GMT)

## E&D Partners:

Central Vermont Council on Aging (COA)

Project Independence

Ticket to Ride Program

# Methodology Highlights

## **Statewide Proposed Methodology:** *Recap & Lessons Learned*

### **E&D Partners, Unique Clients, & Completed Surveys**

- Central Vermont Council on Aging: 303 clients and 100 completed surveys (33%)
- Project Independence: 27 clients and 2 completed surveys (7%)
- Ticket to Ride Program: 339 clients and 47 completed surveys (14%)

### **Which partner you were able to mail surveys directly to their clients?**

- All

### **Partners who opted out of the survey & Reason; N/A**

### **Regional Survey deployment**

- Total potential client list: 669 or 591
- Total mailed from RPC: 669
- Total distributed through E&D Partners (direct mail): 0
- Total completed surveys: 154
- Percent completed (out of 669 total unique clients): 23%
- Returned / undeliverable: 150

# Here's what we asked...

## Benchmarked Questions:

- How likely are you to recommend GMT to a friend or family member? (scale of 1-10)
- What does GMT do well? *open response*
- What could GMT do better? *open response*
- Overall, how well has GMT met your needs?
- How often staff at this organization treat you with respect?
- How easy it is for you to get services at GMT?

## Custom questions:

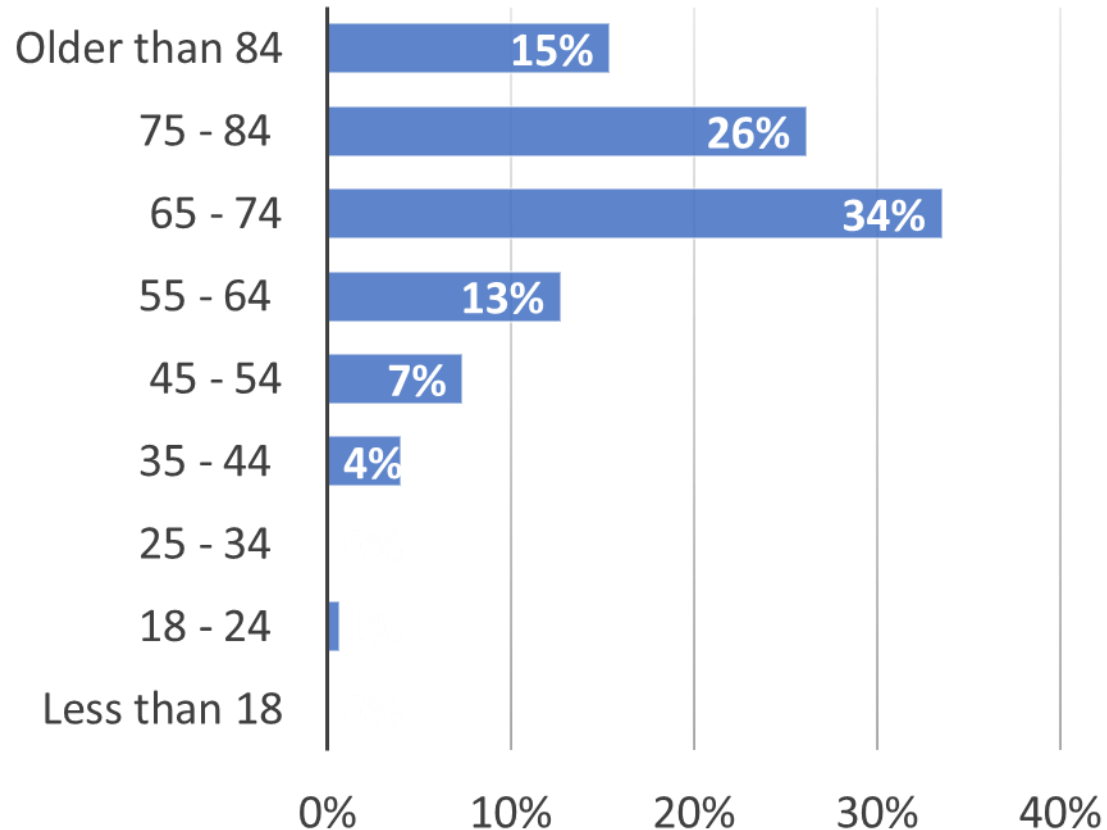
- What would make it easier for you to utilize GMT transportation services?
- What type of vehicle do you prefer to use when utilizing GMT transportation services?
- The transportation GMT provides is important to maintain my health and well-being. (scale)



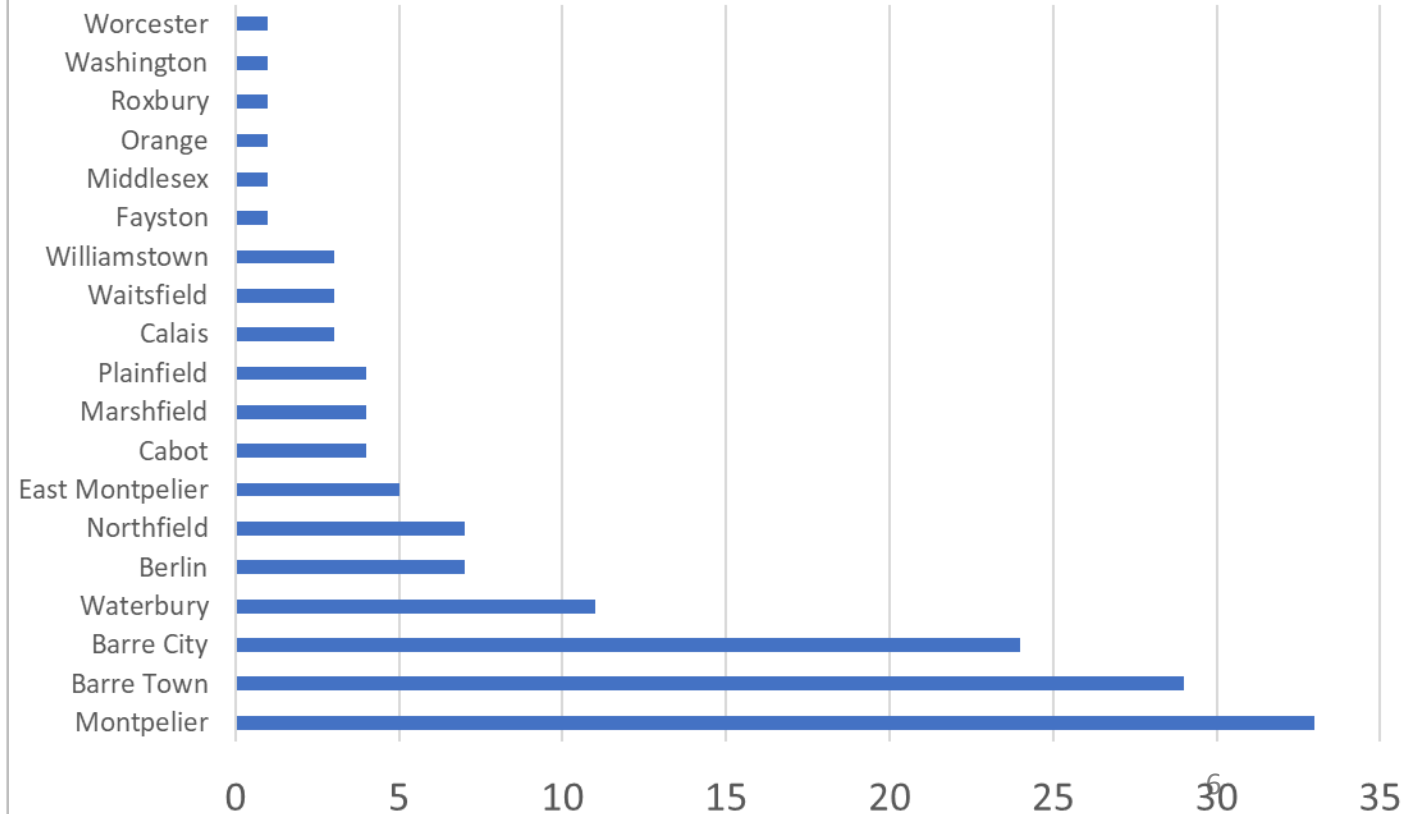
# Demographics

154 completed surveys across our **669** unique riders (23%)

What is your age?

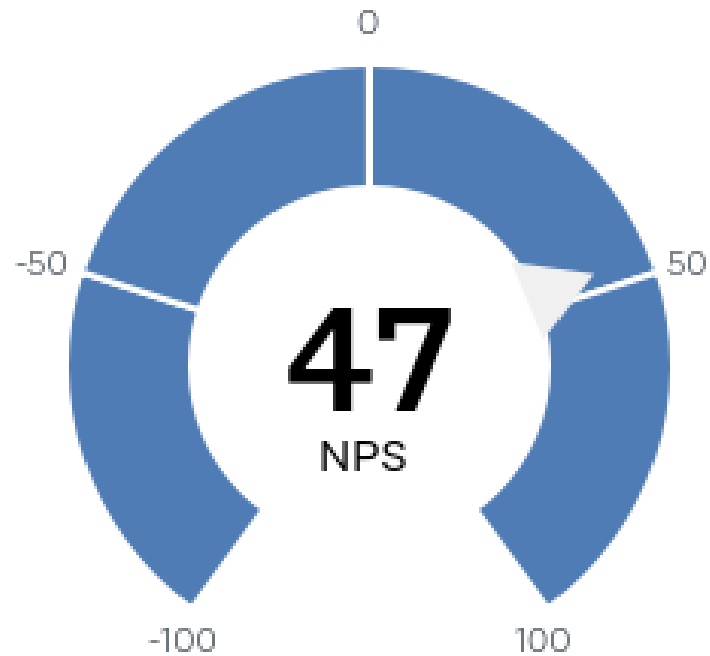


What town do you live in?

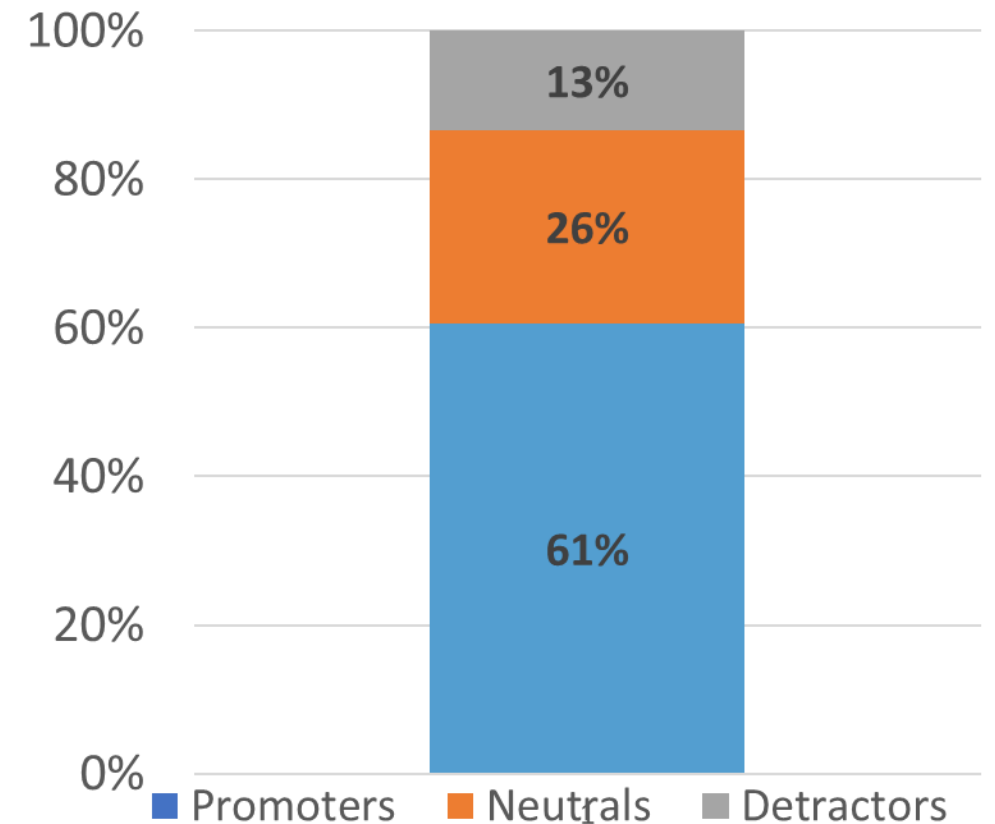


# Here's what we heard...

How likely is it that you would recommend GMT to friends/family?



Net Promoter Score



# Here's what we heard...

In response to "what does GMT do well?"

*"Always on time,  
courteous, clean and  
friendly."*  
Drivers

*"Always on time."*  
Schedule

*"Convenience of  
scheduling, courtesy or  
drivers, on time, door to  
door scheduling ."*  
Scope of Service

*"Providing safe rides and  
making a difference in  
my life! "*  
Value of Service

# Here's what we heard...

In response to “what could GMT do better?”

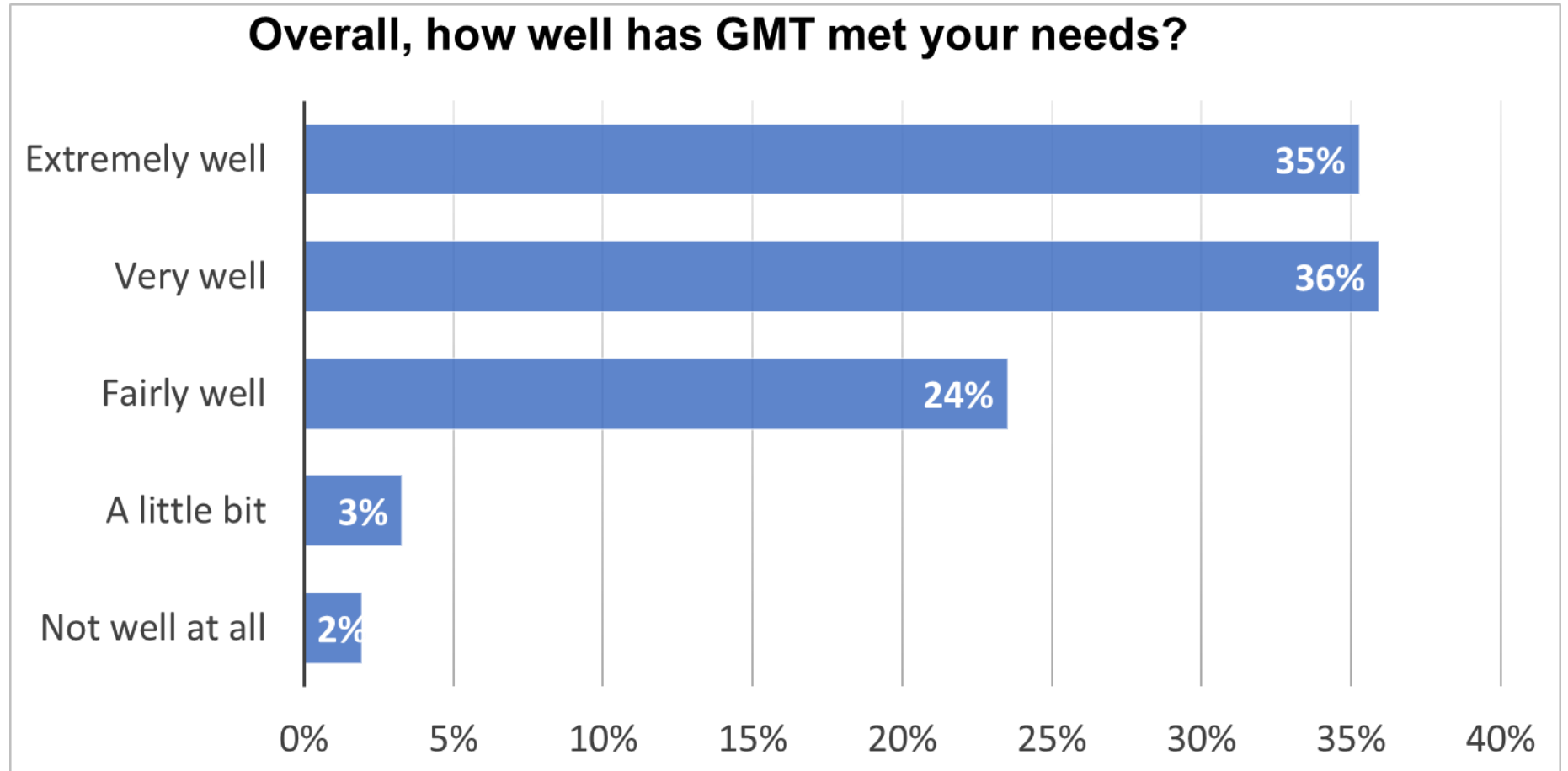
*“The system of confirming E&D rides using volunteers needs improvement. You actually don't know until the night before the ride, if you actually have a ride. This creates some anxiety especially since some of the appointments are difficult to reschedule.”*

*“Have more stops for buses in Montpelier. Quite a walk for people to meet bus at the Transit Center .”*

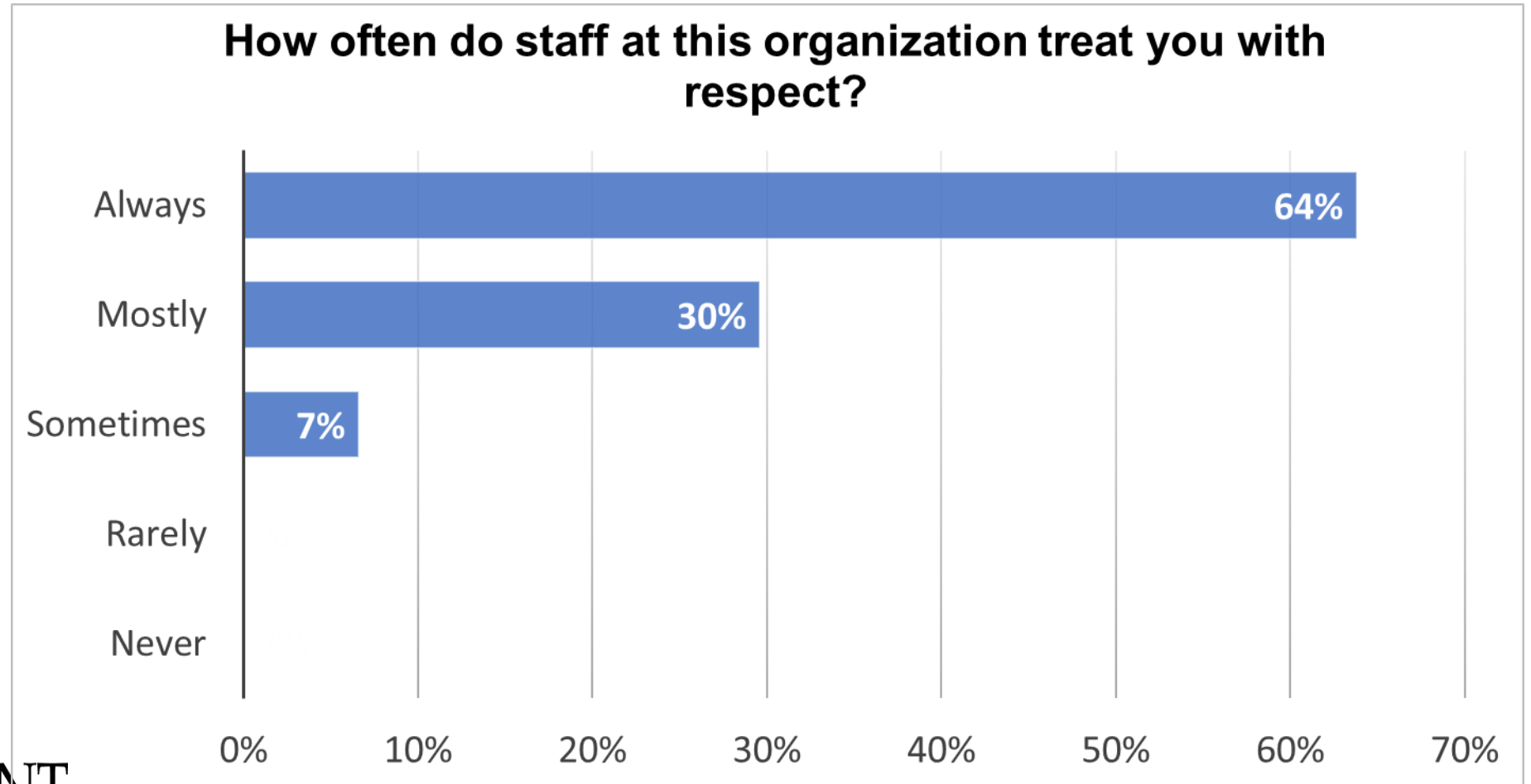
*“My main issue falls under the heading of DRIVERS attitudes, behavior, inability to enforce rules! “*

*“More offerings of services on Sunday, even if it's limited to a few times on Sunday.”*

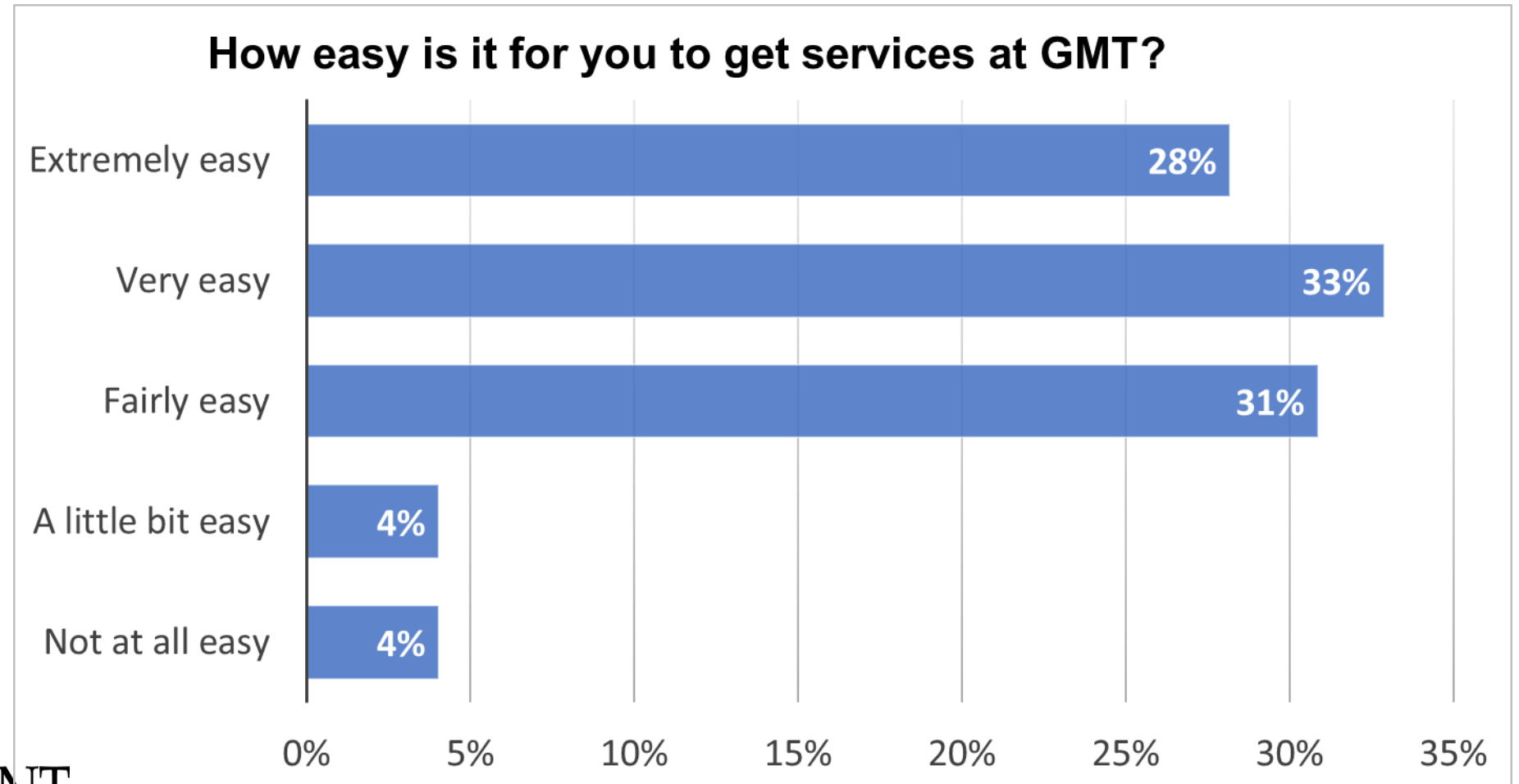
# Here's what we heard...



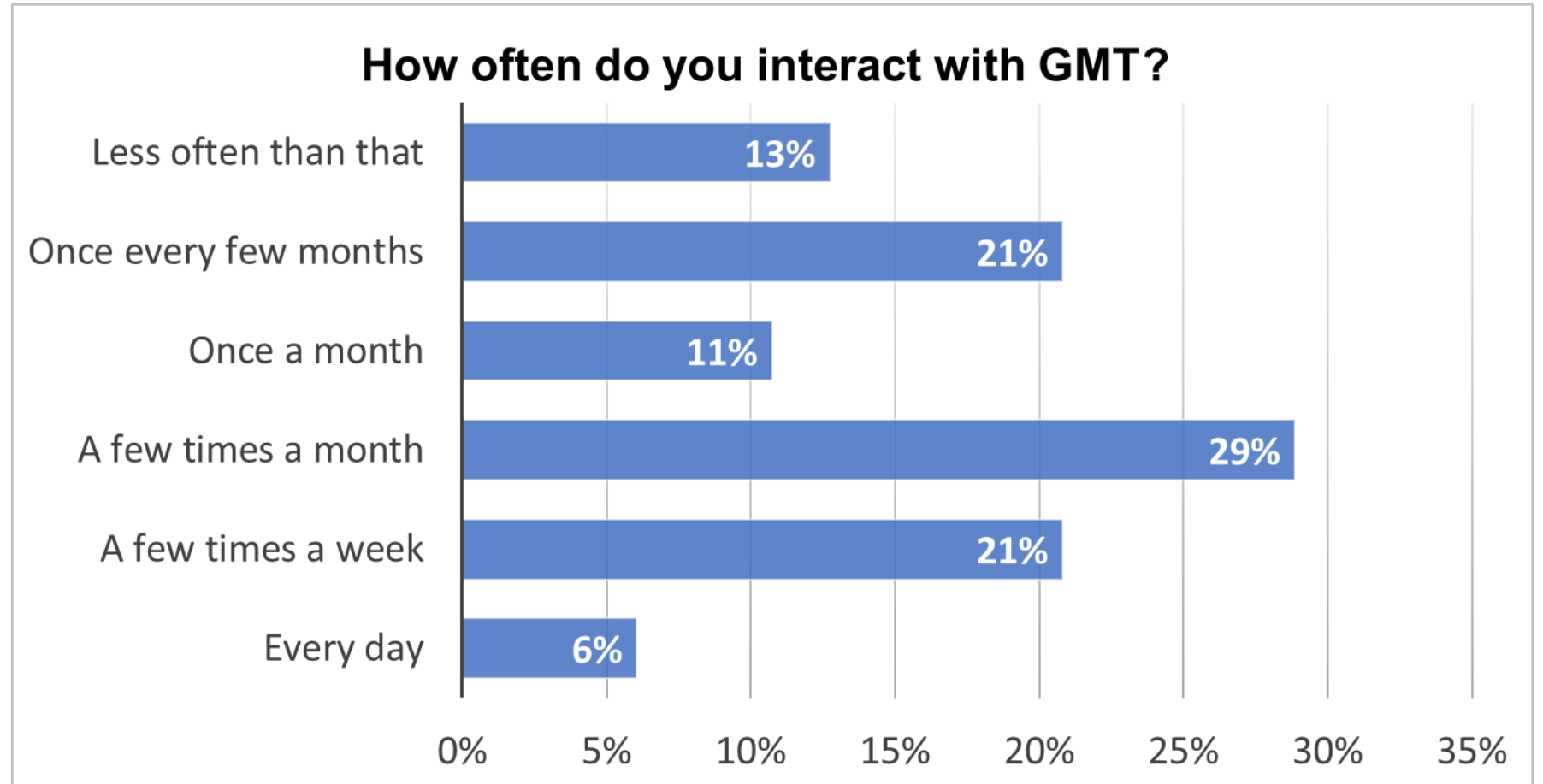
# Here's what we heard...



# Here's what we heard...



# Here's what we heard...





# Here's what we heard...

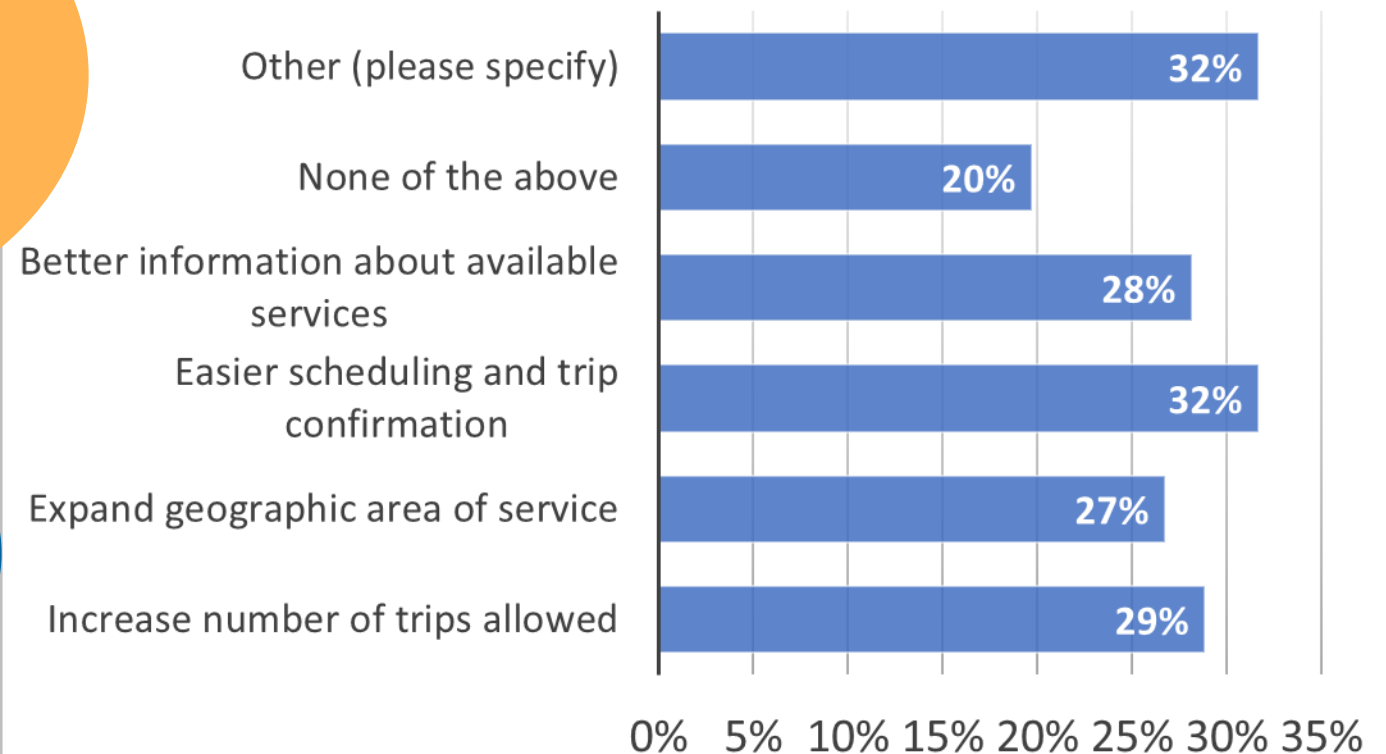
*"If my Dr. needs more time for me but the volunteer needs to leave!"*

*"Being able to call the day before a ride is needed."*

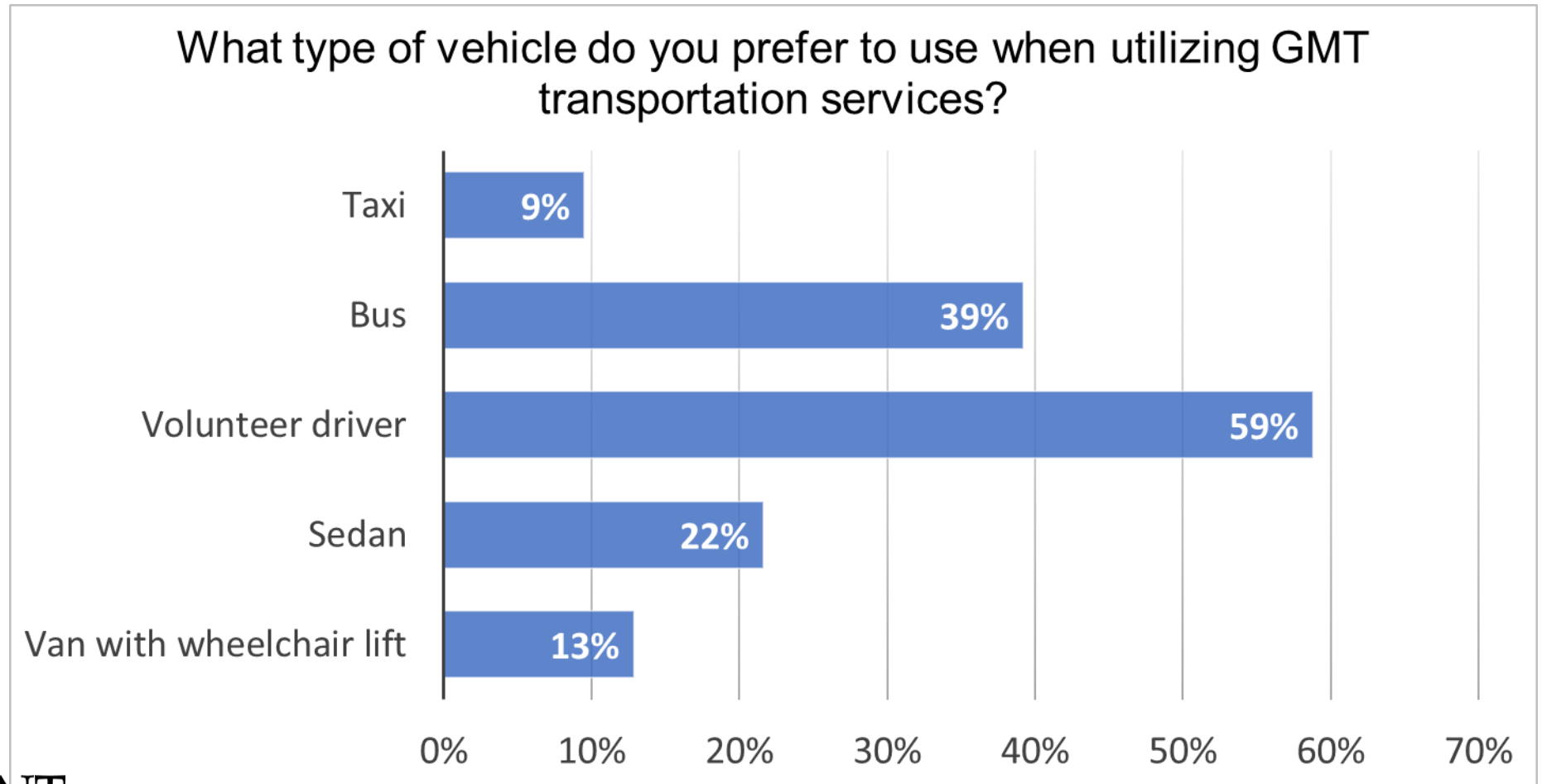
*"Allow me to get my mail and do my banking & grocery shopping when out for a health appointment."*

*"Saturday Circulator please, and diversions are nuts!"*

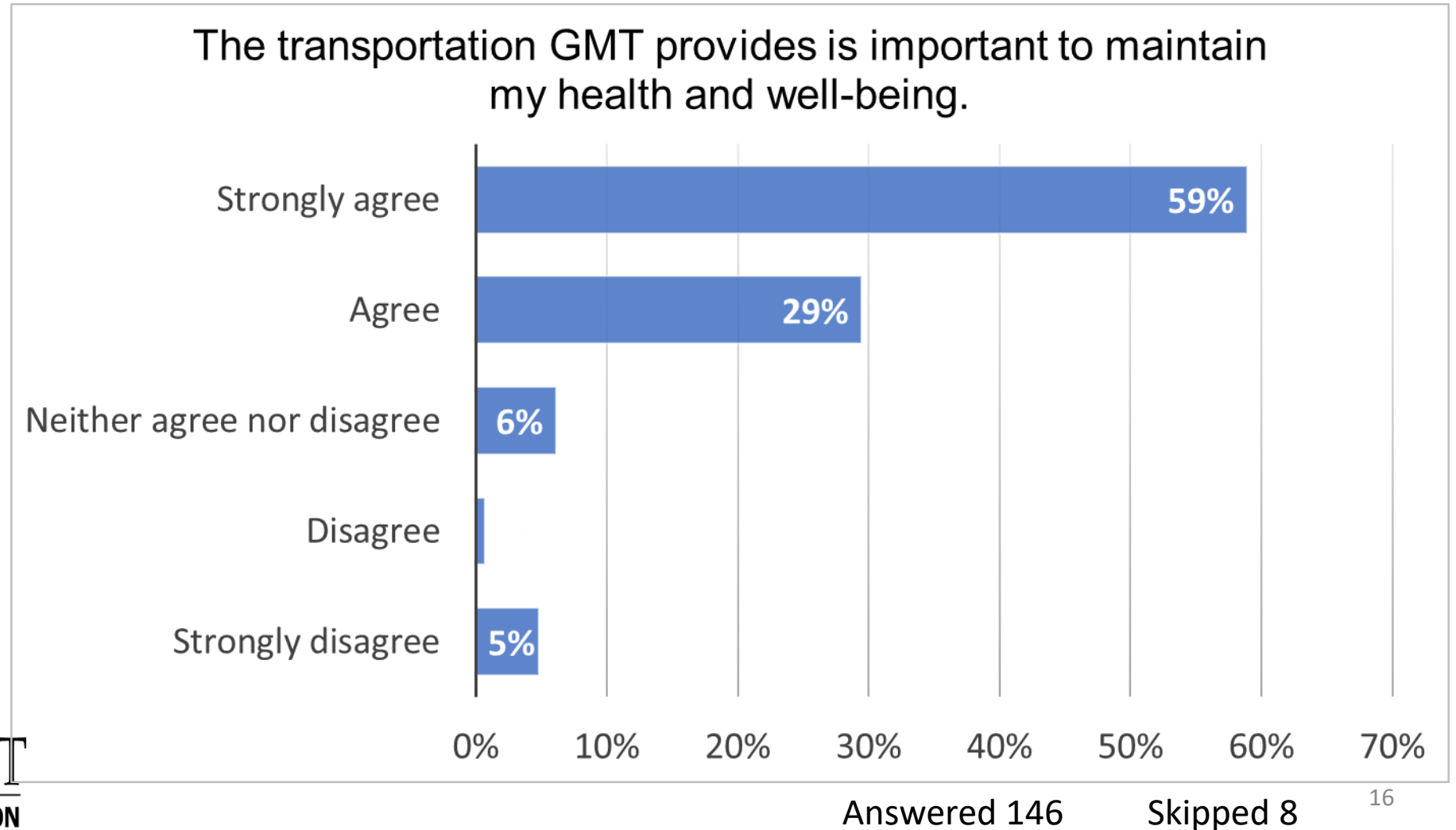
What would make it easier for you to utilize GMT transportation services? .



# Here's what we heard...



# Here's what we heard...



# Next Steps

The Agency of Transportation (VTrans) will work with Regional Planning Commissions, E&D Committees, and Transit Providers to continue the survey analysis and follow up.

- **Goal:** To foster the inclusion of older adults and persons with disabilities in transportation planning and design.
- **Vision:** By listening to E&D Riders about the quality of their experience, we believe that together we can better meet the needs of our constituents and get more impact from the state and local transit investment.
- **Desired Outcomes:**
  - Data on E&D program performance and E&D rider experience.
  - Support collaboration between RPC, E&D Committees, and transit providers.



## **MEMO TO REDPAC**

July 13, 2020

In the upcoming year, CVRPC will be dedicating resources to assist REDPAC to strengthen transportation services in Central Vermont.

### **Transportation Planning**

Using its Agency of Transportation funding, CVRPC will be working with GMT and REDPAC to:

- Conduct follow up on the FY20 Rider Survey,
- Assist REDPAC to develop an annual work plan, and
- Organize four quarterly REDPAC meetings.

### **Rider Survey Follow Up**

The Rider Survey offered survey participants the opportunity to “opt in” to provide additional information regarding their experience. Follow up could be through additional survey, direct interviews, focus groups, etc. VTrans will be forwarding additional guidance regarding this activity.

### **Work Plan**

VTrans provided a Work Plan template (attached) to guide development of the work plan and its associated goals and objectives. Work plan items could include (more items in template):

- Defining the roles and responsibilities of the committee
- Developing a “How to add a new partner 101” (REDPAC has a draft!)
- Developing a mission statement
- Developing a “Welcome packet” or Ride Guide for new riders/clients
- Evaluating existing membership and identifying opportunities to add riders or local groups
- Developing an E&D service area map
- Enhancing E&D committee participation with riders, caregivers, social services providers, and other organizations
- Collating client lists and reconciling between multiple providers as needed
- Developing methods to track unmet needs

### **Quarterly Meetings**

VTrans has noted that an important consideration at E&D committee meetings should be to identify gaps in the availability and connectivity of the transportation system. Meetings should provide the opportunity to facilitate discussions amongst public transit providers and their partners to develop infrastructure and operational solutions to provide the public and underserved populations (including elderly and disabled) with adequate access to essential services.

THRIVE, Central Vermont's Accountable Community for Health organization, gathered social service providers together to discuss transportation using a Collaborative Action Network model. Inviting THRIVE members to discuss needs with REDPAC is one idea for "facilitating discussions" as noted above.

### **VISTA Service Activities**

CVRPC will host a VISTA member from August 31, 2020 through August 30, 2021. VISTA service focuses on indirect service and capacity building projects, such as fundraising, volunteer management, increasing collaboration and community participation, and increasing efficiency and effectiveness of programs that alleviate poverty. CVRPC included transportation-related service in the VISTA member's assignment description. Two activities have been confirmed:

- Work with GMT to conduct a bus stop facilities inventory in Central Vermont in September and October 2020.
- Assist the GMT Fairness and Inclusion Committee Chair with research and engagement activity packaging for FY21.

➡ Are there other transit-related activities would benefit from the VISTA member's service? Activities highlighted in REDPAC's Transit 4 All application are included for consideration.

# Elders and Persons with Disabilities Committee

## Work Plan Template

This draft template is intended to assist the nine regional E&D committees with development of annual work plans that include some standard elements for more statewide consistency, but also allow for local flexibility in the operational procedures and agendas of each committee.

### Committee Background

- a. Brief overview of committee's purpose and scope: mission/vision, communities served, types of partner organizations, transportation services provided, leadership

### Partner Organizations

List of current partner organizations: Regional Planning Commission(s) (RPC), transportation provider(s), human service organizations, municipalities

### Roles and Responsibilities

- a. Committee leadership: meeting facilitation, communication with partners
- b. Meeting logistics: setting schedules and locations, development of agenda, preparation of meeting notes, meeting announcement/warning, publishing meeting notes
- c. Meeting participation: expectations for participation by partner organizations, interested parties, general public, and current riders in scheduled committee meetings
- d. Periodic reporting to partners on ridership, budget status, and other topics
- e. Assist transit providers with preparation of grant applications for submission to the Agency of Transportation (AOT)
- f. Allocation of funds among partner organizations
- g. Development of contracts, MOUs, or other agreements with partner organizations
- h. Transportation service delivery, including coordination with other transportation programs, such as Medicaid

### Meeting Schedule

- a. Planned schedule of committee meetings: minimum of four meetings per year

### Annual Agenda

Description of and anticipated schedule for ongoing activities that the committee will pursue during the coming year

- a. Assistance with transit provider's preparation of grant application to AOT
- b. Allocation of funds to partner organizations
- c. Adjustment to allocations among partners throughout or toward the end of the year
- d. 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, if applicable

- e. Description of and schedule for reporting to partner organizations
- f. Description of plan for communicating with partner organizations

### Annual Performance Monitoring (additional details below)

- a. Required items
  - i. Develop mission and vision statement
  - ii. Develop annual goals/objectives and other activities that will be implemented to achieve them, and anticipated schedule for activities
  - iii. Work with RPC(s) to distribute customer satisfaction survey to current riders of E&D services in FFY20, following model of Chittenden County E&D committee and United Way of Northwest Vermont. Conduct survey update annually thereafter using a smaller sample of riders.
  - iv. Assessment of unmet need among E&D target populations in the region following methodology developed by VTrans and E&D committees
  - v. Develop and implement procedures for monitoring how needs are being addressed, and needs that are currently unmet
  - vi. Prepare 1-2-page overview of regional E&D program for use in new partner (Southeast Vermont committee example)
  - vii. Create 1 or 2-page Rider's Guide, and a longer one as necessary / time allows, for riders to understand who to call, what to expect, etc.
  - viii. Work with AOT to prepare short video documentation of E&D riders' stories.
  - ix. Participate in biennial statewide E&D meeting
- b. Optional items: examples of activities that could address local issues or move local goals/objectives forward are listed below. Other activities may be planned and implemented by individual E&D committees.

### Annual Performance

Description of goals and objectives and other activities that the committee will pursue during the year to address local E&D transportation issues and needs.

- a. Plan and implement events, activities to increase awareness of transportation options other than E&D services in the region. Examples include talks at senior centers, attendance at a caregivers training, talks at high school with classroom of people with disabilities, and participation in events sponsored by partners and other local organizations for older adults and people with disabilities to share transportation information.
- b. Implement travel training for E&D riders to encourage use of fixed route services where appropriate. The Bennington E&D committee program or resources available from the Kennedy Center in Connecticut or the National Aging and Disability Transportation Center could provide program models and best practices.
- c. Involve partner organizations in recruitment of volunteer drivers
- d. Description of measures that the committee will use, in addition to currently required statistics that are identified in annual grant agreements between transit providers and AOT (unduplicated riders, unduplicated riders traveling to dialysis appointments, one-



way trips by service category and mode, and unit costs) to track progress toward accomplishment of committee's agenda items and achievement of its stated goals and objectives for the year.

- e. Work with RPC(s) to report measures to AOT, following procedures and schedules that will be developed by AOT

### Annual Reporting

- a. Description of measures that the committee will use, in addition to currently required statistics that are identified in annual grant agreements between transit providers and AOT (unduplicated riders, unduplicated riders traveling to dialysis appointments, one-way trips by service category and mode, and unit costs) to track progress toward accomplishment of committee's agenda items and achievement of its stated goals and objectives for the year.
- b. Work with RPC(s) to report measures to AOT, following procedures and schedules that will be developed by AOT



***Strengthening Coordinated Transportation  
Systems  
For People with Disabilities and Older Adults***

## Central Vermont Action Plan

### Transportation Service Delivery Improvements Goals

- Improve infrastructure
- Create predictable experience for all riders

### Activities Identified in Second Transit 4 All Application

- Facilitate Focus Groups to address defined needs.
  - a. Transit Services (existing service and how to access it)
  - b. Infrastructure (existing infrastructure and what improvements are needed)
- Conduct bus stop level analysis on facility and ridership needs.
- Hold Community Meetings to inform participants and the public.
- Create a series of training videos to help both the transit rider and transit operator to ensure a more predictable rider experience.
- Create and fill a short term position (6-months) to assist riders as an ambassador (Bus Buddy) for model transit service.
- Utilize social media and other relevant communication strategies to facilitate ongoing engagement.
- Rural participation in GMT ADA Committee.
- Identifying volunteers for continuation of Bus Buddy program.
- Conduct periodic ridership surveys to identify barriers/solutions.
- Updated Bus Map and Guide information.

### Activities Prioritized for Second Grant Application

INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES
Hire one Planning Technician	Train them to be a GMT bus buddy in Central Vermont	Improve participant knowledge on taking the bus and how it is an affordable, safe, reliable, stress-free, and convenient way to access destinations	Increase in participant ridership along the transit routes in Central Vermont

<b>INPUTS</b>	<b>ACTIVITES</b>	<b>OUTPUTS</b>	<b>OUTCOMES</b>
\$20,000	Training Videos	Creation of two training videos to help educate the transit operator and rider on expectations so that a more predictable experience can be provided.	10 transit drivers in Central VT trained using the operators video  20 transit participant riders in Central VT trained using the rider video
40 hours	Focus Meeting addressing infrastructure	Gather rider input into bus stop level improvement from transit participants	Identify 5 bus stops to improve and the list of infrastructure improvements for each stop and provide that list to GMT