

# Regional Elders and Persons with Disabilities Advisory Committee

## REDPAC Meeting

Friday, May 14, 2021 at 10:00 am

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

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## AGENDA

<u>Page</u>	<u>Time</u>	<u>Item</u>
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	<b>2:00</b>	<b>Introductions</b>
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**Adjustments to the Agenda**

	<b>2:05</b>	<b>Minutes</b> (enclosed; action)
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Review/accept minutes of January 13, 2021

	<b>2:10</b>	<b>Program Review and Updates, All</b>
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1. Current service levels, service quality concerns, budget balances, funding issues, and matters that will improve services to consumers.

2. FY22 Funding update

	<b>2:35</b>	<b>REDPAC Work Plan, Christian Meyer &amp; Elena Juodisius</b> (enclosed)
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1. Acceptance of Mission and Purpose, and Roles and Responsibilities.

2. Accomplishing required activities (Ride Guide; Quick Guide; Rider survey follow-up, and developing procedures for assessing unmet need)

3. Identifying optional items for FY22 REDPAC work plan

	<b>3:25</b>	<b>Next Meeting</b>
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1. Set date and initial agenda.

	<b>3:30</b>	<b>Adjourn</b>
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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.

## Meeting Minutes

January 13, 2021 at 2:00 pm

### Present:

☒ Dan Currier, VTrans      ☒ Peter Johnke, VCIL      ☒ Jordan Posner, GMT  
☒ Donna Gallagher, GMT      ☒ Jeanne Kern, CVCOA      ☒ Bonnie Waninger, CVRPC

Guests: Elena Juodisius, CVRPC

### Introductions

Hellos were shared with introductions for guests.

### Adjustments to the Agenda

None.

### Minutes

The Committee chose not to approve minutes. Minutes will be posted as taken.

### Needs Assessment of Vermonters Age 60+ and Their Family Caregivers

Jeanne presented statewide and CVCOA service area findings. DAIL, working with Area Agencies of Aging (5 in state), completed a survey. 2,600 people responded statewide; CVCOA area had 661 responses. Results were offered as statewide summary, by Agency of Aging area, and by the means by which respondent responded to survey (ex. digital vs paper).

### Highlights

- 83% of Vermonters Age 60+ drive own car and don't encounter many challenges.
- 16,000 people in Washington County are over age 60; CVCOA serves 284 of those.
- Of Washington County respondents, 9% rely on transit.
- Respondents expressed they have sufficient access to pharmacy, grocery, medical transportation. They responded it was harder to access transportation for trips involving entertainment, friends, and social events.
- Respondents suggested providing more information about transportation options and schedules.

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- Answers varied by income. Those with incomes of less than 25,000 needed more information on options and expressed needing more transportation access.

### Q&A

- Aged 85+ need? Report doesn't break out by age, other than 60+ as lump sum. GMT can break out its report by ages. Question to be resolved: Does transit work for aged 85+? Can/do they still drive?

➔ Dan will contact DAIL for breakout. Bonnie requested he share what he can about needs versus age so REDPAC can verify its assumptions.

Jeanne noted that responses varied by Agency on Aging region and digital versus paper respondents. Digital respondents were often well educated with higher incomes. Paper respondents were often Meals on Wheels participants, who have less education and lower incomes.

### Program Review and Updates

VTrans: VTrans has not requested VDH provide vaccinations to volunteers or drivers first. These individuals are essential, but drivers often fall into older age groups. Transit is 1B for vaccination order. Anticipate needing to stage vaccinations to keep driver pool. VTrans has offered its maintenance facility as vaccination site.

\$26 million in funding received through new relief funds. FY22 is 100% funded for E&D. Match can still be budgeted and collected for future years. Use \$ in FY22.

Green Mountain Transit: MyRide discussion active in Montpelier Front Porch Forum. GMT receiving 80 more calls a day; added extra call taker. Callers experiencing longer wait times. If a rider previously timed their life around a fix route bus schedule, MyRide transition proved harder. For riders who haven't, MyRide seems to work smoothly. Jordan noted it might be harder for people with mobility needs; intention was to provide better service for them.

### Questions:

- Response time: 15 vs 30 minutes? Peter's experience was longer. Discussion about the app and when rides are full. Peter suggested using "the soonest bus we can get you there is (time)" function as the app asks you to keep trying/checking back.

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Jordan advised a work around is to can keep adding a later time until the apps accepts it. Jordan using “earliest possible bus” feature for bus departure.

- Peter noted riders have to pay attention to side of street for bus pick up location.
- Peter suggested riders be advised to use the predicted time for bus arrival versus “real-time location of bus” on screen as the predicted time is more realistic.
- Texting function has been useful for riders and GMT.
- People can use the GMT call center if they can’t use app. Menu for call center has changed (ex. “press 2 for MyRide). No longer have to speak with dispatch on day of services.
- Curb-to-curb service means individual must come to the curb in front of their home. If bus can’t reach home curb, GMT suggests alternates for pickup or can use a different bus.
- CVMC has alternate pickup locations (front vs south entrance). Peter requested GMT note that CVMC’s front entrance is closed.
- Service is fare free currently. Ticket to Ride is not being charged for rides.
- If hear an address is not serviceable, please let GMT know the address.
- May need to use virtual bus stops in downtown/State Street because bus can’t double park when parking spaces are full.

Ridership is increasing slowly. GMT is recruiting volunteer drivers; it only has 11 volunteers now. Operating at 50-60% from pre-COVID; anticipate challenges once ridership increases.

Jordan reported 15% of the budget has been spent, and he has no concerns about overspending.

VT Center for Independent Living: Transportation advocates delivering food from food shelves where transit is not available and a person is at risk.

Central VT Council on Aging: Meal sites closed to congregate meals. Uptick in people using the transportation for medical appointments. People asking about vaccinations. Are volunteers or transit providers on vaccination list? Transportation to vaccination?

Central VT Regional Planning Commission: Hiring transportation planner; appear to have a good pool of candidates from a paper perspective. Elena will discuss the mobility project. RFP for “studies and special projects” being issues; REDPAC partners will receive a copy.

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## Draft Ride Guide

REDPAC members offered comments on the draft Guide:

- Update phone numbers for local numbers.
- Central Vermont does do Age Well meal program
- Do we want to put in number of rides or say there are limited number of rides and the rider chooses?
- Remove Neighbor Rides, which doesn't operation in Washington County
- Town-by-town contact list not applicable in Central Vermont
- Remove "We need your help" text. Call for assistance and donation on page 2/3 is sufficient. Included suggested donation of \$1 but note that there is no charge for service and people are eligible for services without donation. Do not use "service is free" as the service is paid by others. Give address to mail in the donation.
- Appeal – broaden if someone not appealing due to eligibility based on no shows to include concern/complaint for process – encourage them to call GMT about the issue. This assists riders to understand their rights.
- REDPAC service area is the same as CVRPC service area.

➔ Email comments to Bonnie by January 20<sup>th</sup>.

➔ Jeanne will send Bonnie Tri Valley Transit Ride Guide.

## REDPAC Workplan

REDPAC discussed key words to use for its mission and purpose. Draft mission: REDPAC expands transportation choices to help elders and people with disabilities remain connected with their communities. Draft purpose: REDPAC aims to ensure people remain engaged with their communities by meeting their social and physical well-being needs.

## Mobility Project

Elena reported she is assessing what others organizations and groups are doing in relation to transportation. She is calling contacts on the list REDPAC developed last month to gather information about transportation services and programs. She asks each entity what other entities provide transportation services and programs.

REDPAC members reviewed a spreadsheet about transportation providers and services borrowed from the Southern Windsor area. Discussion included:

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- What is the purpose of the spreadsheet? To gather information about who is doing what and where so we can identify gaps in service. REDPAC expressed this would be useful for case managers and GMT's call center as a mobility management tool for call center. REDPAC requested contact information be provided for each service/program.
- Peter expressed that the gap in transportation is door-through-door service...people's ability to get from the bus through a door on their own.
- Peter noted the region needs a bus/transit navigator program (like bus buddy) to help people know what's available and how to use it, whether service or app.

### Next Steps

The REDPAC scheduled its next meeting for April 14, 2021 at 2 pm. The agenda will include REDPAC member updates and continued discussion of workplan development.

### Adjourn

The meeting adjourned at 3:40 pm.



## MEMO

Date: April 7, 2021

To: Central Vermont REDPAC

From: Christian Meyer, Senior Planner and Elena Juodisius, Assistant Planner; CVRPC

Subject: E&D Committee Annual Work plan for SFY2021 and FFY2021

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In accordance with the Human Service Transportation Coordination Guidance for Public Transit Providers for SFY2021, E&D committees and partners are required to create a regionally specific E&D Committee Annual Work Plan. Utilizing the work plan template provided by the VTrans Public Transit section, CVRPC has developed a draft work plan and is requesting partners and committee members review the document in preparation for discussion and consideration for approval in the April REDPAC meeting. A final work plan must be accepted by the committee before June 30, 2021.

CVRPC is requesting each committee member review the work plan with particular consideration of how it impacts your organization. Discussion at the April 14 meeting will be broken into three parts:

1. **Acceptance of Mission and Purpose, and required roles and responsibilities.** Please review Section I to confirm the Mission and Purpose statements. Additionally, please review each of the following sections, with the exception of Section VI, to identify any changes or additions needed before the document can be approved. This includes reviewing the contact information for your organization, the described roles and responsibilities, the meeting outline, the annual agenda, and annual reporting requirements.
2. **Accomplishing required activities.** Section VI.1 outlines the tasks that are required be accomplished during FY21 as well as other ongoing task that

will be required of the REDPAC. These include approving the two-page Ride Guide (item G) and Quick Guide to REDPAC (item F), which CVRPC has been working on. They also include follow-up on the E&D Rider Survey with those who volunteered their contact information (item C); and assessing and developing methods to track unmet needs going forward (item D and E).

Please consider what the goals are for the Rider Survey follow-up. What methods are appropriate, and who can help accomplish them? We will also discuss how to assess unmet need currently as well as developing procedures to monitor and recommendations of what will be useful, informative, feasible and appreciated.

3. **Identifying optional items for FY22 REDPAC work plan.** Finally, please consider which, if any, optional activities are priorities for the REDPAC to engage in in FY22. These can include those listed in the work plan template or other ideas you have identified through your work and experience.



# Central Vermont Elders and Persons with Disabilities Committee Work Plan

DRAFT as of 04/07/2021

## I. COMMITTEE BACKGROUND

Central Vermont Elders and Persons with Disabilities Committee (REDPAC) provides oversight and guidance for Green Mountain Transit's programs to assist elders and persons with disabilities. The E&D committee serves Washington County and the Towns of Orange, Washington, and Williamstown in Orange County. The program gets users out of their homes to medical appointments, to local senior centers, to senior meal sites and for essential shopping. These services supplement regular transit services in the area, filling in gaps left by programs like Medicaid. The Federal Transit Administration (FTA) provides grant funding through the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program to support the program.

Mission: REDPAC expands transportation choices to help elders and people with disabilities remain connected with their communities.

Purpose: REDPAC aims to ensure people remain engaged with their communities by meeting their social and physical well-being needs.

## II. PARTNER ORGANIZATIONS

Current partner organizations for REDPAC are:

### 1) Green Mountain Transit (GMT)

a) Green Mountain Transit provides safe, convenient, accessible, innovative and sustainable public transportation services in the northwest and central Vermont region, to enhance the quality of life for all. GMT provides a variety of public transportation services including local routes, commuter routes, demand response medical shuttles, and service to elders and persons with disabilities.

b) Contacts: Donna Gallagher, Broker Services Manager, Berlin -  
dgallagher@ridegmt.com

- 1 c) Jordan Posner, Paratransit and Broker Services Manager -  
2 jposner@ridegmt.com

3 **2) Central Vermont Regional Planning Commission (CVRPC)**

- 4 a) Central Vermont Regional Planning commission assists member  
5 municipalities with providing effective local government and working  
6 cooperatively to address regional issues. As part of the E&D Committee,  
7 CVRPC will be the lead agency to steer the committee and coordinate  
8 logistics between GMT, VTrans, CVCOA and other partners to achieve  
9 deliverables.

- 10 b) Contacts: Bonnie Waninger, Executive Director – waninger@cvregion.com

11 **3) Central Vermont Agency on Aging (CVCOA)**

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

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

19 **4) Vermont Center for Independent Living (VCIL)**

- 20 a) VCIL is an organization of people with disabilities working together for  
21 dignity, independence, and civil rights.

- 22 b) Contact: Peter Johnke, Deputy Director – peter@cvil.org

23 **5) Vermont Agency of Transportation (VTRANS) – Public Transit Division**

- 24 a) VTrans is the oversight and fiscal agent for the Elders and Persons with  
25 Disabilities (E&D) Transportation Program. Vermont's E&D Transportation  
26 Program plays an important role filling gaps in existing transportation  
27 services for older adults age 60 and above as well as individuals with  
28 disabilities as defined by the Americans with Disabilities Act (ADA).

29 Vermont's public transit providers serve as regional transportation brokers  
30 and work with human service agency partners to coordinate E&D trips  
31 together with Non-Emergency Medical Transportation (NEMT) provided  
32 through Medicaid, contracted service with community organizations and  
33 institutions, and transportation for the general public.

- 34 b) Contact: Dan Currier, Public Transit Coordinator –  
35 dan.j.currier@vermont.gov

36 **6) Add: other human services organizations/entities, municipalities, interfaith**  
37 **community? E.g., adult day centers, senior centers**

### III. ROLES AND RESPONSIBILITIES

#### COMMITTEE FUNCTION AND RESPONSIBILITIES

- 1) Assist transit provider with preparation of grant applications for submission to the Agency of Transportation (VTrans). Prior to grant submission, discussion between GMT and partners agreeing on funding needs will occur.
- 2) Allocation of funds - Allocations are currently assessed based on the level of demand by a partner. The E&D committee will ensure 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.
- 3) *Development of contracts, MOUs, or other agreements with partner organizations.*
  - a) *GMT has a standard platform for partner agreements. After discussion between partners and GMT, GMT will draft an agreement with updated needs and will send it to partners for review and execution annually.*
- 4) *Transportation service delivery, including coordination with other transportation programs, such as Medicaid.*
  - a) *GMT staff continues to coordinate with partners and clients on a regular basis to be most efficient and cost effective. If a more significant issue arises, the committee will discuss and strive for consensus on modifications to policies or procedures.*

#### PARTNER RESPONSIBILITIES

##### **1) CVRPC Role**

- a) Organize and facilitate regular E&D Committee meetings quarterly (at a minimum).
- b) Committee leadership: Meeting facilitation and communication with partners will be completed by CVRPC. RPCs are responsible for ensuring these meetings take place and engage the full spectrum of providers of services and representatives of those needing rides.
- c) Facilitate the development of Regional E&D Committee work plans, goals and objectives.
- d) Help VTrans with centralized tracking of some E&D basic information.
- e) Facilitate E&D Ridership Survey follow up- method will vary by region but could include interviews, focus groups, etc.

- f) Ensure compliance with the Vermont Open Meeting Law for meeting announcements, minutes, etc.
- g) Assist VTrans with organizing the annual E&D Summit, as requested.

## **2) VTrans Role**

- a) Update E&D Committee Guidance and relevant documents.
- b) Develop E&D Committee work plan template, inclusive of sample goals and objectives.
- c) Develop guidance for E&D Ridership Survey follow up.
- d) Distribute and review guidance document, and sample work plan at a regularly scheduled TPI meeting.
- e) Provide information about what basic E&D information needs to be tracked centrally.
- f) Attend E&D Committee meetings to assist with E&D tasks as needed.
- g) Organize an annual E&D summit.

## **3) Public Transit Provider (GMT) role**

- a) Provide transportation.
- b) Attend and participate in the regular E&D Committee meetings quarterly (at a minimum). Provide relevant information needed by the committee.
- c) Assist the RPC in developing and implementing the REDPAC work plans, goals and objectives.
- d) Periodic reporting to partners on ridership, budget status, and other topics. At each meeting, GMT 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.
- e) Assist VTrans with centralized tracking of E&D data, including but not limited to:
  - i) Number of riders broken up by E&D Partners
  - ii) Number of trips based on trip purpose and trip mode
  - iii) Number of denied rides and reason and/or trip purpose constraints
  - iv) Cost per trip, mile, hour by trip purpose and trip mode
  - v) Rider complaints with subset of driving or customer service related
  - vi) Number of regionally coordinated trips with other Vermont transit providers
  - vii) Number of trips provided with multiple funding sources i.e. Medicaid and E&D

- f) Assist RPC with E&D ridership survey which includes interviews, focus groups.
- g) 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.
- h) Increase volunteer recruitment efforts to reduce trip costs.
- i) Maximize regional trip coordination through Paratransit Dispatch software technology and statewide shared scheduling databases.
- j) Maximize vehicle ridership capacity through more efficient Mobility Management tools.

#### **4) Partner Role – CVCOA and VCIL**

- a) Assist GMT with preparation of grant applications for submission to the Vermont Agency of Transportation (VTrans) by providing necessary data upon request.
- b) Discuss funding needs with GMT and other partners at REDPAC meeting prior to grant submission. 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.
- c) Participate and engage with the E&D committee.

## **IV. COMMITTEE MEETINGS**

### **1) Meeting Schedule**

- a) The E&D committee meets quarterly, with any additional meetings as needed. Meetings are usually held on Wednesdays at 2 pm. Meeting dates are scheduled via email or at the previous meeting. Recent meeting agendas and minutes are available at <https://centralvtplanning.org/about/minutes-agendas-staff-reports/> or from the Central Vermont Regional Planning Commission, [cvrpc@cvregion.com](mailto:cvrpc@cvregion.com).

### **2) Meeting logistics:**

- a) Meetings are held at Project Independence, unless otherwise noted. Virtual meetings are held over GoToMeeting platform. All meetings are organized by CVRPC.
- b) E&D meetings are to be held in accordance with Vermont Open Meeting Law.
- c) CVRPC will prepare meeting agenda soliciting topics from the E&D group. Some agenda topics will remain constant (e.g. ridership and service status).

- d) CVRPC will email the E&D group with the agenda, previous meeting minutes as well as a calendar invite for the meeting.
  - e) The meeting will be posted on CVRPC's Event Calendar:  
<https://centralvtplanning.org/meeting-and-events-landing-page/calendar/>
  - f) Information about the E&D committee are found here:  
<https://centralvtplanning.org/about/minutes-agendas-staff-reports/>
  - g) Post meeting, meeting minutes will be emailed to the E&D committee and posted on the CVRPC transit page noted above.
- 3) Meeting participation:
- a) All E&D meetings are open to the public.
  - b) Participation of E&D partners is required
  - c) General public, current riders and interested parties will be actively invited to participate as part of work plan.

## V. ANNUAL AGENDA

- 1) Assistance with transit provider's preparation of grant application to VTrans at end of fiscal year. The grant fiscal year starts July 1 and ends June 30.
- 2) Allocation of funds to partner organizations.
- 3) Adjust allocations among partners throughout or toward the end of the year as needed. Allocation changes are discussed at a committee meeting for partner consensus.
- 4) 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, if applicable. Adjustments to trip limits are determined at a committee meeting with partner consensus.
- 5) *Description of and schedule for reporting to partner organizations*
- 6) *Description of plan for communicating with partner organizations*

## VI. ANNUAL PERFORMANCE

### 1) Required items

- a) Maintain and amend as needed mission and purpose statements.
- b) CVRPC will work with REDPAC members to update the annual workplan, including goals and objectives and the actions required to achieve them, and anticipated schedule for activities for the coming year.

- c) Work with CVRPC to distribute customer satisfaction survey to current riders of E&D services in FFY20. RPCs will work with the REDPAC to facilitate follow-up with FFY20 E&D Rider Survey respondents who opted-in to provide additional information on their experience by June 30, 2021. Conduct survey update annually thereafter using a smaller sample of riders.
- d) Assess unmet need among E&D target populations in the region (Sources: 2018-19 Transit 4 All project, 2019-20 E&D rider survey results, 2020 DAIL Needs Assessment of Vermonters Age 60+ and Their Family Caregivers regional data, 2020-21 Mobility interviews, REDPAC knowledge)
- e) Develop and implement procedures for monitoring how needs are being addressed, and needs that are currently unmet
- f) Prepare an overview of the regional E&D committee for use in bringing in new partners (Quick Guide to REDPAC).
- g) Create a 2-page Ride Guide brochure on E&D transportation in the region, along with a longer document with information for community partners and case managers with who to call, what to expect, etc.
- h) Participate in biennial statewide E&D meeting.

## **2) Optional Activities**

- a) Work with VTrans to prepare short video documentation of E&D riders' stories.
- b) Identify existing alternative transportation services for planning and care coordination as part of Mobility Assessment.
- c) Convene mobility partners for gap analysis and planning workshop
- d) 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.
- e) Implement travel training for E&D riders to encourage use of fixed route services where appropriate
- f) Involve partner organizations in recruitment of volunteer drivers
- g) Develop measures in addition to currently required statistics to track progress towards accomplishment of committee's agenda items and achievement of its stated goals and objectives for the year

## VII. ANNUAL REPORTING

- 1) In addition to currently required statistics that are identified in annual grant agreements between transit providers and VTrans (unduplicated riders, unduplicated riders traveling to dialysis appointments, one-way trips by service category and mode, and unit costs), the committee will use the following measures to track progress toward accomplishment of committee's agenda items and achievement of its stated goals and objectives for the year.
  - a) Number of trips and number of unduplicated riders provided for each partner four (4) times a year to coincide with committee meetings.
  - b) Assessment of rides tracking spreadsheet that collects (by town, trip purpose, etc) four (4) times a year to coincide with committee meetings.
- 2) Work with CVRPC to report measures to VTrans, following procedures and schedules that will be developed by VTrans