

# Windham/Southern Windsor Elders and Persons with Disabilities Transportation Program Committee (E&D Committee) Workplan 2020-2021

Adopted May 14, 2021

## I. Committee Background

The Windham/Southern Windsor Elders and Persons with Disabilities (E&D) Committee provides oversight and guidance for Southeast Vermont Transit's (SEVT) programs to assist elders and persons with disabilities in Southern Windsor and Windham Counties. Programs supported by the Committee provide trips to medical appointments, adult day centers, congregate meal sites, group shopping trips, and personal care trips. The mission of the E&D Committee is to complement and fill gaps in existing transportation services for older adults age 60 and above and individuals with disabilities.

## II. Partner Organizations

- a. **Southeast Vermont Transit (SEVT)** – Operates the Rockingham and Wilmington MOOver, providing a network of transportation alternatives that are safe, reliable, accessible and affordable to connect the people and places in Southern Windsor and Windham Counties.

Contacts: - Randy Schoonmaker, CEO – [RandyS@moover.com](mailto:RandyS@moover.com)  
- Christine Howe, General Manager – [christine@moover.com](mailto:christine@moover.com)

- b. **Council on Aging for Southeastern Vermont (COASEV)/Senior Solutions** – Senior Solutions is one of five Area Agencies on Aging serving seniors and their families in Vermont. They provide a wide variety of services to older adults within a 46-town service area, giving priority to those with the greatest social and economic needs. This is attained through a comprehensive and coordinated system of information and referral, home-based assistance, case management, nutrition services and many community partners.

Contact: - Wendi Germaine, Nutrition/Wellness Director - [wgermain@seniorsolutionsvt.org](mailto:wgermain@seniorsolutionsvt.org)

- c. **Springfield Area Adult Day** - Springfield Area Adult Day Service offers an affordable program which participants refer to as “A Home Away from Home.” They help adults, over the age of 18, facing the challenges associated with aging and disability, frailty, isolation, and physical or cognitive impairment. They offer a cost-effective program that includes a variety of health, social and supportive services to help participants enhance wellness and maintain independence.

Contact: - Sue Pollard, RN, Director - [spollard@springfieldmed.org](mailto:spollard@springfieldmed.org)

- d. **The Gathering Place** - The Gathering Place provides adult day and home care to promote empowerment, independence and quality of life for elders, adults with disabilities and their caregivers. They are dedicated to fostering collaborative community partnerships.

Contact: - Maggie Lewis, Executive Director - [mlewis@gatheringplacevt.org](mailto:mlewis@gatheringplacevt.org)

- e. **Bellows Falls Area Senior Center** – The Bellows Falls Senior Center is a non-profit Senior Center located in Bellows Falls, Vermont and serving the seniors of Rockingham, Athens, Grafton, Westminster, and Walpole, New Hampshire.

Contact: Teagan Kosut, Director - [bfasc@sover.net](mailto:bfasc@sover.net)

- f. **Mount Ascutney Regional Commission (MARC)** - MARC is a compact of ten municipalities in southeastern Vermont, founded in the late 1960s. MARC is governed by a Board appointed by each member town. Their primary goals are to advocate for the needs of their 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 governments and to the Region's non-profits and businesses.

Contacts: - Otis Munroe, Planner - [omunroe@marcvt.org](mailto:omunroe@marcvt.org)  
- Jason Rasmussen, Director of Planning - [jasmussen@marcvt.org](mailto:jasmussen@marcvt.org)

- g. **Windham Regional Commission (WRC)** – WRC provides the essential link between local, state and federal government. They are a public entity, constituted by law and required to meet statutory obligations. They are an important resource to the 27 towns of the Windham Region in Windham, Windsor, and Bennington counties. Their mission is to assist towns in Southeastern Vermont to provide effective local governance and work collaboratively with them to address regional issues. Towns choose to be members of the WRC.

Contacts: - Colin Bratton, Transportation Planner - [cbratton@windhamregional.org](mailto:cbratton@windhamregional.org)  
- Chris Campany, Executive Director - [ccampany@windhamregional.org](mailto:ccampany@windhamregional.org)  
- Lisa Donnelly, GIS and Transportation Tech - [ldonnelly@windhamregional.org](mailto:ldonnelly@windhamregional.org)

- h. **Vermont Agency of Transportation (VTrans)** - 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.

Contact: - Tim Bradshaw, Public Transit Program Coordinator - [timothy.bradshaw@vermont.gov](mailto:timothy.bradshaw@vermont.gov)

### III. Roles and Responsibilities

- a. Committee leadership - MARC and WRC shall be the lead agencies for Committee meetings. RPCs are responsible for ensuring Committee meetings take place at least once every quarter and engage the full spectrum of providers of services and representatives of those needing rides.
- b. Meeting logistics - The RPCs are responsible for organizing Committee meetings, including setting schedules and locations; development of the agenda with input from the partner organizations; and warning meetings and publishing meeting minutes in accordance with Vermont Open Meeting Law (1 V.S.A. §§ 310–314).
- c. Meeting participation - all meetings are open to the public and held in accordance with Vermont Open Meeting Law.
- The RPCs will prepare meeting agendas, soliciting topics from the E&D group. Some agenda topics will remain constant (e.g. ridership and service status).
  - The RPCs will email the E&D group with the agenda and previous meeting minutes.
  - The meeting date, time and location will be posted on the Committee's webpages at <https://marcvt.org/southeast-vermont-elders-and-persons-with-disabilities-ed-transportation-program/> and <http://windhamregional.org/committees/elders-disabilities-transportation>
  - Post meeting, meeting minutes will be emailed to the E&D Committee and posted on the webpages noted above.

- d. Reporting: requirements: At each regular meeting, SEVT will report on service usage and budget status to the Committee. Additional project-specific reporting may be required periodically from RPCs or other partner organizations.
- e. Committee Partners Roles and Responsibilities:

**Regional Planning Commissions (RPCs):** MARC and WRC will

- Organize and facilitate regular E&D Committee meetings quarterly (at a minimum).
- Facilitate the development of Committee work plans, goals and objectives.
- Help VTrans with centralized tracking of some E&D basic information
- Facilitate E&D Ridership Survey follow up in the form of phone interviews.
- Ensure compliance with the Vermont Open Meeting Law for meeting announcements, minutes, etc
- Assist VTrans with organizing the annual E&D Summit
- Invite community members to E&D committee meetings to better understand the transportation needs within the community.

**VTrans:** VTrans will

- Update E&D Committee Guidance and relevant documents
- Provide guidance and direction for specific tasks outlined in the E&D Annual Guidance
- Provide information on basic E&D information that needs to be tracked centrally
- Attend E&D Committee meetings to assist with E&D tasks as needed.
- Organize an annual E&D summit

**Public Transit Provider:** SEVT 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
  - Number of individual clients served
- Assist RPCs with E&D Ridership Survey follow up.
- 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
- Implement a Travel Training program to encourage potential new riders to use Public Transit
- Provide recurring training for drivers and staff on assisting individuals with a disability and working with E&D partner agencies on educating and training staff and drivers on assisting

individuals suffering from Dementia or Alzheimer's

**Committee Partners:** Partners will

- Assist SEVT 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 SEVT and partners agreeing on funding needs will occur.
- Participate and engage with the E&D committee.
- 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
- Contracts, MOUS or other formal agreements between partners. SEVT has a standard platform for partner agreements. After discussion between partners and SEVT, SEVT will draft up agreements with updated needs and will send to partners for review and execution.
- Transportation service delivery, including coordination with other transportation programs, such as Medicaid. SEVT 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.
- Work with SEVT on driver training opportunities including better awareness of the transportation needs of individuals suffering from Dementia or Alzheimer's
- Invite community members to E&D committee meetings to better understand the transportation needs within the community.

**IV. Meeting Schedule**

The Committee meets regularly four times a year, once per quarter, usually on the third Friday of January, April, July, and October from 10:00am – 12:00pm. Additional special meetings may be scheduled as needed. Notices and agendas for regular and special meetings appear on the Committee webpages at least 24 hours before the meeting.

**V. Annual Agenda:**

- a. Assist SEVT 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).

**VI. Annual Performance:**

- a. RPCs will organize and facilitate a minimum of four (4) E&D Committee meetings by September 30, 2021
- b. Attend the Annual E&D Summit (Public Transit Providers and RPCs)
- c. RPCs will work with E&D Committee members to facilitate the creation of an annual work plan,

goals and objectives by June 30, 2021.

- d. RPCs will work with E&D Committee members 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, 2022.
- e. All Regional E&D meetings will be compliant with Vermont Open Meeting Law by January 1, 2021.
- f. 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.
- g. Develop a Ride Guide for new riders.
- h. Select workplan tasks for upcoming year:
  - Develop a “How to add a new partner 101”
  - Develop a mission statement
  - Prepare a rider travel training program to help maximize riders use of the service
  - Develop an E&D service area map

## **VII Annual Reporting**

- a. Number of one-way trips provided by mode, trip purpose, and funding source as requested by VTrans with the monthly invoice reporting and VTrans consultant for the Annual Route Performance Report.
- b. Number of individual clients served.
- c. Number of shared one-way trips provided with both Medicaid and E&D clients demonstrating efficient use of funding resources.