

Draft Addison County E&D Committee Quarterly Meeting Agenda

October 18, 2022

Attendees: Tim Bradshaw (VTrans), Maureen Conrad (ACHHH), Mary Claire Crogan (TVT), Bill Cunningham (TVT), Michelle Eastman (Age Well), Erika Marks (Age Well), Jim Moulton (TVT), Lea Richards (CSAC), Stephanie Stearns (TVT), Mike Winslow (ACRPC)

Agenda:

1. Amendments to the Agenda - none
2. VTrans
 - a. E&D trip cancellation/denials - Some providers around the state have been scheduling rides, but then canceling due to lack of resources (especially volunteers). VTrans is now asking for denied trip data for trip cancellations. Tim asked if there have been any reductions in cancellation frequency at TVT. Stephanie noted a drop in cancellations from July through September. All requests are logged, but not necessarily scheduled for rides unless a driver is available. VTrans would prefer not scheduling rides over canceling them.
 - b. Community driver campaign - a VTrans led effort to reframe volunteer driving and make it more attractive to people. The campaign could involve subcontracting with drivers to allow greater reimbursement. VTrans is now trying to formalize marketing. They may change the name to "Mobility for All". Mary Claire suggested "Neighbor Rides" instead.
3. Partner Roundtable - a chance to share useful insights about the programs
 - a. TVT - new recruitment tools -
 - i. New recruitment tools - Mary Claire has met with an outreach coordinator at the armory in Vergennes who is spreading the word about the need for volunteers to veterans and retirees. TVT is also exploring some paid positions for some rides. In particular, they are eyeing college students eligible for student aid. Middlebury College is moving forward; other colleges need to develop mechanisms for reimbursement. Another potential strategy is hiring someone and having a staff vehicle. However, TVT needs to work out questions about a new position's intersection with the union and CDL labor force. TVT has seen gains and losses tied to traditional recruitment so that the overall number is about the same. The current reimbursement is \$0.625. Michelle suggested recruiting in churches. Mary Claire noted that technique hasn't been a successful tool in the past. Michelle asked about driver requirements. Drivers need 5-years experience, an inspectable car, and ability to pass a background

check. Michelle noted it may be easier to recruit drivers for TVT compared to Meals on Wheels because drivers don't need to leave the car. She will continue to cross promote. Stephanie will get Michelle pamphlets to distribute. Maureen echoed the difficulty in getting volunteers despite direct efforts in churches.

- ii. Bus Service will be improved with addition of another morning LINK service. There will soon be two AM and two PM options for trips to Burlington. Target start date is Tuesday November 1, starting with smaller buses on some runs. TVT still needs more fully-trained drivers and more buses to add a mid-day run.
 - iii. The Microtransit project being developed will look like fixed route service on Rt.7 and Dial A Ride type service for the rest of Middlebury. Internal planning is on-going. TVT hopes that, once up and running, it will provide greater access for the general public and the E&D community. Microtransit won't start until all the logistical pieces are in place. The Montpelier pilot showed that the transition can be challenging, and TVT doesn't want to leave people behind. Michelle praised TVT for their willingness to accommodate riders.
- b. Age Well has also seen more requests for volunteers than it has volunteers available. They are meeting needs the best they're able. They have been working on strengthening carpooling possibilities as well. Bill asked if there're misconceptions about the time requirements for volunteer drivers; Michelle agreed that such misconceptions exist. Bill noted that in-town route drivers are often lacking; those are sometimes the harder routes to fill.
 - c. CSAC - Lea echoed Michelle's comment about drivers and dispatchers and the need to sometimes cancel rides. Their staff get people to Robinson House. They hear about limitations on getting groceries and laundry onto buses. Clients that live close to a bus route have a challenge getting a private ride, and they mention that. Bill offered to meet with Lea about changes in transportation challenges. There may be creative ways to help CSAC clients, but TVT needs to better understand the needs.
 - d. ACHHH - Maureen isn't hearing about transportation challenges on a regular basis. She thanked everyone for their work and put in a plug for Covid and flu vaccinations, and to encourage riders and clients to get vaccinated. The clinic is open 8:30AM to 4PM. Jim recommended that ACHHH mention to potential vaccine recipients that TVT could provide transportation with no age or disability limits - all are eligible for the rides. Ride seekers should call 388-2287 to arrange rides. Rides for vaccinations are a priority for VTrans and TVT. Shots are now

available for 12+ on Covid. ACHHH has put on 35 public clinics as well. Their goal is to leave doctors' offices for sick people. High dose flu shots are not available for 65+; only regular flu shots. Michelle noted that several of her clients have had trouble making online flu shot appointments with pharmacies.

Next Meeting January 17, 2023 at 2PM

Topics to include:

- Updates on community driver campaign
- Report on TVTs trend in cancellations and denials
- Report on # of vaccination trips supplied