

Addison County Older Adults and People with Disabilities (O&D) Committee Quarterly Meeting Agenda

April 16, 2024

The Addison County O&D Committee provides oversight and guidance for Tri-Valley Transit's programs to assist older adults and persons with disabilities in Addison County. Programs supported by the committee get users out of their homes to medical appointments, to local adult day-care, 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.

Attendees:

Mary Claire Crogan (TVT), Maureen Conrad (ACHHH), Bill Cunningham (TVT), Dan Currier (VTrans), Michelle Eastman (Age Well), Lauren Hemond (Age Well), Jim Moulton (TVT), Ingrid Pixley (CSAC), Stephanie Reilly (VTrans), Stephanie Stearns (TVT), Mike Winslow (ACRPC)

Agenda:

1. Amendments to the Agenda
2. Partner Roundtable - a chance to share useful insights about the programs
 - a. VTrans
 - i. Grant Season - VTrans is working with transit agencies on FY25 grants which are due Friday. No numbers to share yet, but anticipating level funding.
 - ii. Rider Survey - close to being ready. The FAQs have been posted on the VTrans website. VTrans is asking for assistance in distribution. Both digital and hard copy versions are available. There's a call-in option directed to a VTrans supported line. The survey will run for two months and VTrans hopes to share preliminary results at the summit in June.
 - iii. 2024 O&D Summit - registration opened today. Mike will forward the announcement. The Summit is June 7th at the VT Tech Campus in Randolph. To register, visit <https://forms.gle/yFMgeySbR82Vtxz6A>
 - b. TVT
 - i. Bill gave a rundown on dial-a-ride numbers. They are up slightly year over year. There has been a considerable increase due to Elderly Services Inc. (ESI), now being a full partner. TVT is working on capacity issues. Bill asked that, if partners are having issues, they should reach out as the issues arise, and not wait for meetings. Early awareness helps TVT with grant planning.

- ii. Stephanie reported that TVT has two new volunteers, and four more in the pipeline awaiting background checks. The new volunteers add to the stable of 20 volunteers. There are also a few volunteers returning. TVT is in better shape than a year ago. Jim reported that they are working on ways to recruit and maintain volunteers. TVT will be part of a panel discussion on the topic at the Summit. Posts on Front Porch Forum from current volunteers have been helpful. Michelle asked if there are regional bare spots. Mary Claire suggested that it is still difficult to get drivers along the 22A corridor.
 - iii. TVT has been tracking all rides in the region. Sometime in February or March, they provided their 5-millionth ride.
 - iv. Stephanie reported on denials. The number dropped from 90 in December to 46 in January. It was back up in February due to sicknesses, but overall the number is trending in a positive direction. That's out of 700-800 total rides. Michelle asked about which rides were being denied. Critical care rides are always covered. Denials are usually late requests or social visits. Ingrid asked if no shows would be denied future services. Stephanie said no, but after three no shows in six months TVT asks the rider to contact them 24 hours in advance of the ride to confirm the ride is still needed.
 - v. Mary Claire reported that TVT has a tentative May 8 roll out date for microtransit. Two new electric vans arrived yesterday. She has been meeting with groups to coach them on microtransit use. TVT hopes microtransit will free volunteer drivers for trips outside Middlebury. CSAC has people who have bus exemptions from riding fixed routes and don't want to lose their fixed route exemption if they used microtransit. TVT has heard those clients will be able to participate in microtransit without losing that exemption.
- c. Age Well
- i. Michelle reported that Age Well is migrating back to in-person meals. Meal site twice per month in Bristol at the Legion in addition to the one at Pleasant Hills. At least one and soon another client will be requesting rides to these meals. Stephanie S. suggested those clients might be accommodated under Dial A Ride.
 - ii. Michelle is looking to grow the meals program in Middlebury
 - iii. Summer trips are coming up. Michelle will share her events list with TVT. Requests will go in for the last Friday in June and in July which are her largest trips on the Spirit of Ethan Allan. Their picnic is July 18th at St.

Peters, which sometimes has increased demand. Senior Day at the Fair is up in the air.

- iv. Bill asked how people were getting to meals sites. Michelle reported that many drive, and that they're coming from all around the county. Pleasant Hills hosts many residents that walk to the event.

d. CSAC

- i. Excited about expanding transit availability up to Hill House.
- ii. Would TVT pick up someone who's obviously intoxicated? Bill reported if they're a harm to themselves or other passengers, TVT would have to evaluate. It depends on the degree of intoxication and demeanor. There is no blanket answer. Jim emphasized that safety is the number one priority but safety includes the rider and other passengers. Drivers are trained to communicate with dispatch if they face difficult situations.

e. ACHHH

- i. ACHHH now owns a single family house in Middlebury on Cottage Lane. This will be rented to ACHHH employees or other health care workers in the community
- ii. They have moved their durable medical equipment store (formerly the Medicine Chest) to 1197 Exchange St. Curbside pickup is available.
- iii. Their outpatient PT practice on Meigs Rd. in Vergennes is open. They are still working on getting licensed by all entities to which they bill, but all clients are being served in the meantime.

3. Other Business

- a. Mike reported that he participated in a [webinar on transportation and aging, with attention to challenges and opportunities in rural areas](#), featuring Dr. Lisa D'Ambrosio, a Research Scientist at MIT Age Lab, and three panelists of diverse professional backgrounds from MN who shared experiences and recommendations regarding transportation for older adults in rural areas.
- b. Bill noted that TVT will be arranging a carpool/vanpool from Addison County to the summit if anyone is interested in joining them.

Next Meeting

June 7, 2024 O&D Summit from 10 AM to 3 PM at Vermont State University in Randolph

July 16, 2024 regularly scheduled meeting