

# Appendix O – Draft Workplan for Elders and Persons with Disabilities Transportation Program Committees (E&D Committees)

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

- I. Committee Background
  - a. Brief overview of committee’s purpose and scope: mission/vision, communities served, types of partner organizations, transportation services provided, leadership
- II. Partner Organizations
  - a. List of current partner organizations: Regional Planning Commission(s) (RPC), transportation provider(s), human service organizations, municipalities
- III. 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 provides 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
- IV. Meeting Schedule
  - a. Planned schedule of committee meetings: minimum of four meetings per year
- V. 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
  - g. Annual performance monitoring (additional details below)
- VI. 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. 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 VTtrans 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 1-2 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.



- i. 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.
- ii. 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.
- iii. Involve partner organizations in recruitment of volunteer drivers

## VII. Annual Reporting

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

