



**Friday, July 10, 2020**  
**9am – 11am**  
**Online**

*1<sup>st</sup> Annual*

# Vermont E&D Summit

## Discussion Questions

The following questions were the top 4 ranked questions during registration and were the focus of the discussion time.

1. **What is planned for your region?**  
 During times of direct Covid-19 impact?  
 For the new normal?
2. **What are the issues in your region?**  
 Covid-19 related  
 Issues from before Covid-19
3. **What outreach methods have you used to recruit volunteer drivers?**  
 Have you had difficulties finding volunteers?  
 What could make it easier for volunteers?
4. **What could help you and your committee to pursue the ideas you have discussed today?**

The following are notes from the ten groups. Groups included a mix of people from various organizations, regions and experience levels.

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## Discussion Notes – Group 1 – Led by Ross MacDonald

<b>Ross MacDonald (Facilitator)</b>	<b>RED PAC – GMT/ CVRPC</b>	<b>VTrans</b>	<b>State Agency (eg VTrans, DAIL)</b>
<b>Mike Reiderer (Notetaker)</b>	East – TVT/ TRORC	Tri-Valley Transit	Public Transit Provider
<b>DJ Masi</b>	I do not regularly attend a particular E&D Committee	Creative Workforce Solutions & VocRehab Vermont	State Agency (eg VTrans, DAIL)
<b>Leah Soderquist</b>	Chittenden – GMT/ CCRPC	United Way of Northwest Vermont	United Way of Northwest Vermont
<b>Lila Bennett</b>		RCT	Public Transit Provider

Others were on the call but did not introduce themselves.

**The following questions were the focus of the discussion time.**

### 1) What is planned for your region?

#### a) During times of direct Covid-19 impact?

- Highlighted statewide efforts in Vermont to increase the safety of passengers, volunteers, and bus drivers including: ensuring safety protocols are established and followed; transportation providers are stocked with a 3 month supply of PPE & cleaning supplies; barriers are in place in buses to prevent virus transmission. Safety protocols have resulted in spending more money to take fewer trips but seen as vital and essential transportation during this unprecedented emergency. This process continues as we all try to ramp up services to meet increasing demand while keeping safety at the forefront. (Ross MacDonald)
- Appreciation for flexibility in state of emergency to meet varied community needs beyond what would normally be provided. Tri-Valley Transit has been able to make food deliveries from food shelves and meals from White River Valley Supervisory Union. Have also been able to work closely with senior meal programs to be prepared to fill gaps in meals on wheels services. (Mike Reiderer)
- Focus on workforce development and training, with positive aspects coming from pandemic. State of emergency has led to greater collaboration in Morrisville and elsewhere. Lamoille Area Mutual Aid has brought together groups from across focus areas including food access and transportation. This mutual support and conversation has led to a greater awareness of needs and greater opportunity for a collaborative response. DJ hopes this discussion and response continue into the future. (DJ Masi)
  - Ross indicated interest in remaining flexible to meet needs in local communities
- Have focused on communicating with riders regarding the precautions being taken to keep them safe. They have a desire to reach out and inspire confidence while hoping that riders do not delay medical care or limit access to food, for example, out of a fear of public transportation (Leah Soderquist)

### 2) What are the issues in your region?

- Did not answer

### 3) What outreach methods have you used to recruit volunteer drivers? Have you had difficulties finding volunteers? What could make it easier for volunteers?

- Reminded us the advantage that volunteers can transport people at a significantly lower cost than bus/van trips. Mentioned partnership with Dept. of Labor and AHS who are also looking to increase volunteer workforce, looking towards the potential for collaboration among these state agencies to support transportation needs. Indicated success with Front Porch Forum as a tool for outreach that VTrans could help to support local needs. Also discussed that volunteer benefits over \$600 leads to tax implications but reverse of that is *up to* \$600 is eligible for added incentives to encourage volunteerism. Raises the possibilities of providing snow tires, oil changes or their maintenance support to volunteers with their vehicles. Provides incentive, also helps support valuable asset to the program in maintaining the vehicle used for services. (Ross MacDonald)
- Finds volunteer incentives an intriguing possibility, especially if wear and tear / maintenance expenses serve as a disincentive to potential volunteers now. (DJ Masi)
- Is there a way we could collaborate with others looking for drivers to recruit among the newly retired who are still able to and interested in driving? Meals on Wheels & car dealerships come to mind as other driving options for people with flexible hours and time on their hands. (Ross MacDonald)
- Interested in reaching out to identify new ways riders and agencies are working together to help keep volunteers engaged. (Leah Soderquist)
- Indicated success of retaining volunteers through COVID crisis through frequent communication. Providing alternative “work” in making deliveries, keeping apprised of changes in procedures and conversations about level of comfort and safety procedures to get them back on the road providing trips as need increased. (Mike Reiderer)

#### **4) What could help you and your committee to pursue the ideas you have discussed today?**

- Orange/N. Windsor region of TVT is shifting E&D program from an annual budget model to providing a set number of trips per month. Support and information from VTrans as this transition is made may be helpful. (Mike Reiderer)
  - Ross was glad to see this change being made as the rides/month model holds significant advantages including a more equitable distribution of resources in the community
- Looking for ideas on how to tap into what makes a volunteer driver position appealing to potential volunteers. Looking beyond financial incentives and benefits of social interaction and providing needed assistance to the community (Lila Bennett)
- Reported that he is most familiar with Recovery & Job Access program and didn’t even realize that regional E&D committees existed. He sees the distribution of information as critical and is interested in hearing more from local groups that tend to be very creative in figuring out how to meet needs. He was interested in the idea to incentivize volunteers that were brought up earlier and wonders about partnerships with private companies to support programs, including the potential for volunteers to use non-owned vehicles so they don’t have to use their own cars. (DJ Masi)

#### **The following additional questions might be useful if the group has additional time:**

##### **1. What is most valuable in an E&D program?**

- a. Volunteers are the greatest assets to the program, providing 1,000s of miles of transportation every year. Frequently hears from riders needing trips for medical

appointments that they would not have any way to access the care they need without this support. There is also a gap in service for more recreational trips to support access to social activities. (Mike Reiderer)

- b. Personal Mobility Accounts could provide private funding to support better access for recreational purposes, including working with event organizers to support transportation needs as part of their events. (Ross MacDonald)
- c. They put effort into raising funds for the program to support rides for individuals. Not to a specific individual's "account" but in general to fund the service that provides trips for people in need. (Leah Soderquist)

## **2. Does your region prioritize the trips it provides? If yes, how?**

- a. Would it be beneficial to have statewide consistency for prioritizing trips? (Ross)
  - i. TVT does prioritize critical care and medical trips but is unsure of a statewide baseline would be beneficial. It seems to work well locally and offers ability to be flexible to meet local needs. (Mike Reiderer)
  - ii. He is not inclined to reduce the flexibility of transportation partners and would rather encourage innovation at the local level that inspire creative solutions (Ross MacDonald)

### **Additional questions raised by the group:**

- Is there was a state-wide committee to focus on volunteer recruitment, retention, and participation and offered her willingness to serve on one? (Lila Bennett)
  - o Ross – offered to follow up on pursuing this issue and appreciates the idea as an outcome of the discussion

## Discussion Notes - Group 2 – Led by Tim Bradshaw

Timothy Bradshaw (Facilitator)	NEK and Lamoille – RCT/ LCPC/ NVDA, East – TVT/ TRORC, Southeast – SEVT/ SWCRPC/ WRC	VTrans	State Agency (eg VTrans, DAIL)
Adam Lawrence (Notetaker)	Chittenden – GMT/ CCRPC	Special Services Transportation Agency	Group who provides transportation for the E&D program (but not a Public Transit Provider)
Chris Campany	Southeast – SEVT/ SWCRPC/ WRC	Windham Regional Commission	Regional Planning Commission (RPC)
Mollie Burke	I do not regularly attend a particular E&D Committee	Vermont Legislature	Legislative member of Public Transit Advisory Council
Randy Schoonmaker	Southeast – SEVT/ SWCRPC/ WRC	Southeast Vermont Transit	Public Transit Provider
Andrea Stauffeneker	NEK and Lamoille – RCT/ LCPC/ NVDA	Riverside Life Enrichment Center, Lamoille Day Health Services	Adult Day Center
Heather Filonow	Chittenden – GMT/ CCRPC	UVMHN Home Health & Hospice Adult Day Programs	Adult Day Center
Doug Morton	NEK and Lamoille – RCT/ LCPC/ NVDA	NVDA	Regional Planning Commission (RPC)

The following questions were the focus of the discussion time.

### 1) What is planned for your region? During times of direct Covid-19 impact? For the new normal?

- Adam explained in detail everything that SSTA is doing during the pandemic to meet the new normal and ridership demand while maintaining social distancing. E&D ridership is being dictated by the medical facilities and their ability to safely open health services. Meeting ridership is challenging with the new norm but SSTA is meeting the demand. Many safety protocols implemented in coordination with state agencies and other stakeholders. (Adam Lawrence)
- SEVT ridership is off by 60 percent. However, those that need essential services are being accommodated. Biggest trepidation is the transportation services to the major ski resorts and whether they will even be able to open this winter. Randy concurred on COVID-19 topics Adam already covered. (Randy Schoonmaker)
- What is going to happen when winter weather hits and the pandemic potentially has a second wave in Vermont? Second homeowners are making Vermont their primary home because of Vermont's low infection rate. (Chris Campany)
- Adult days are still closed and looking at September at the earliest for reopening. Tim mentioned he heard the Adult Days are weighing the cost/benefit of opening at reduced capacity. Andrea mentioned the guidelines for 1 person per 200 square feet not going to work for the smaller adult day centers that have limited square footage. Heather agreed with Andrea that there are several challenges the adult days are facing leading up to reopening and the new norm. (Andrea Stauffeneker\_)
- Microtransit might be a great opportunity to deal with the new norm in the delivery of transportation services. Tim agreed that VTrans is very interested in exploring the next phase

of the Microtransit model in Montpelier to replace some conventional underperforming fixed route services with more flexible and efficient Microtransit. (Mollie Burke)

- RPC continues to work closely with the E&D committees. He mentioned a person that wanted to move to a very isolated rural area in Norton Vermont. Seems to be the trend as we enter the new norm. People looking for cheap housing in rural areas not supported by conventional public transit. This could create an additional burden on the E&D program. (Doug Morton)

## **2) What are the issues in your region? Covid-19 related and issues from before Covid-19**

- The vast majority of rides were being booked on E&D outside those covered under Medicaid NEMT services and ADA. Working to increase volunteer coordination and have been working with the adult days and previously Leah from Chittenden County United Way. Adam said that we need to do a better job of marketing and outreach for volunteers. (Adam Lawrence)
- As an RPC we anticipate another shutdown when colder climate hits in the late fall or early winter. Reduced ability to adequately ventilate public transit vehicles and other environments is concerning. RPC's have planning grant funds that assist with free WIFI access and alternative options to transportation such as Telemedicine. (Chris Company)
- While not related to transit unemployment access to business grants is challenging in the current DOL system. Tim mentioned the Job Access pilot has been very successful for getting people to job interviews, job training and job access. Mollie said that this will very helpful in the current climate and new norm. (Mollie Burke)
- We are struggling to attract new drivers and asked how do we get people back to work in general? What happens to the labor market in the new norm? (Randy Schoonmaker)

## **3) What outreach methods have you used to recruit volunteer drivers? Have you had difficulties finding volunteers? What could make it easier for volunteers?**

- There is a challenge finding adequate number of volunteer drivers to provide shorter trips from a cost/benefit perspective. Said that increased outreach and recruiting is on his to do list, but he is very new to his position. He recognized the benefit of the volunteer program from a customer and cost perspective. (Adam Lawrence)
- The volunteer program used to be more "Volunteer" centric but now many volunteers look at it from a money-making perspective. He mentioned volunteers that made \$70,000 annually when SEVT was doing Medicaid NEMT services. He did point out that the best recruitment tool is through word of mouth and pointed out that volunteers are not employees. Tim made a point of mentioning there are still several volunteers that perceive volunteer driving as an opportunity to assist others within their communities. They only get a mileage reimbursement and endure wear and tear on their vehicles and gas and other costs. (Randy Schoonmaker)
- drivers have a huge impact on the E&D program. They provide that personal touch for clients and are basically social workers and close friends to their riders. Doug concurred the E&D surveys indicated how much the riders appreciate the volunteers. Tim mentioned Mary Grant and her efforts to build up a huge volunteer network in the Northeast Kingdom. Mollie and others agreed that her community driven approach has been essential to the success of RCT's huge demand response system in a large geographic service area. (Doug Morton)

**4) What could help you and your committee to pursue the ideas you have discussed today?**

- We ran out of time for this question but the group was very well engaged and Tim encouraged them to reach out to Public Transit or the Planning department if they had additional feedback or suggestions on how we can help you and your committees to pursue the ideas discussed today during the summit or the break out groups.

**Additional questions raised by the group:**

**a) Is there funding available to the Adult Day Centers to help keep them viable while shut down? (Chris Campany)**

- The state has helped fund these services via CARES Act funds during the mandated shut down but there is concern about how long that will last. (Heather Filonow)
- They are grateful for the assistance in staying afloat and eager to get open soon! (Andrea Stauffeneker)

## Discussion Notes - Group 3 – Led by Stephanie Reilly

Stephanie Reilly (Facilitator)	I do not regularly attend a particular E&D Committee	AOT	State Agency (eg VTrans, DAIL)
Devon Neary (Notetaker)	Rutland – MVRTD/ RRPC	RRPC	Regional Planning Commission (RPC)
Nat Piper	I do not regularly attend a particular E&D Committee	State of Vermont - Division of Vocational Rehabilitation	State Agency (eg VTrans, DAIL)
Bonnie Waninger	RED PAC – GMT/ CVRPC	CVRPC	Regional Planning Commission (RPC)
Shawn Garland	Southeast – SEVT/ SWCRPC/ WRC	VABIR	State Agency (eg VTrans, DAIL)
Amanda Young	NEK and Lamoille – RCT/ LCPC/ NVDA	Northeast Kingdom Human Services	Someone who uses the E&D service
Maggie Lewis	Bennington – GMCN/ BCRC	The Gathering Place TBA Brattleboro Adult Day Services	Adult Day Center
Maddie Ruth	I do not regularly attend a particular E&D Committee	University of Vermont Health Network Home Health & Hospice	Medical center (Primary care, hospital, etc)

The following questions were the focus of the discussion time.

### 1) What is planned for your region? During times of direct Covid-19 impact? For the new normal?

- CVRPC reported that in the new E&D workplan the E&D Program is going to shift from a certain number of trips to a certain number of dollars and will allow for better flexibility. Family members can often bring to medical trips but often not for social or wellness. CVRPC has developed a pilot. (Bonnie Waninger)
- At the RRPC we are developing a formal workplan and a ride guide to make more formal roles and responsibilities and processes, especially allocating funds to the E&D partners. (Devon Neary)
- Adult Day Center it is unknown when it will reopen and what it will look like when it reopens. We are in a “wait and see approach”. We are wondering the logistics of transportation such as, how many riders will be allowed on different types of transportation, will there be formal processes to evaluate riders? (Maggie Lewis)

### 2) What are the issues in your region? Covid-19 related and issues from before Covid-19

- Prior to COVID-19 the time of day was an issue for scheduling rides. Very interested to see how micro-transit will work especially for individuals with transportation barriers to work. (Nat Piper)
- Prior to COVID-19 we had issues with the demand on the budget for expensive trips for urgent medical trips such as dialysis. We want to be able to fund social and wellness in addition to medical trips. We want to find ways to evenly distribute funds while still providing for the most urgent medical trips. (Devon Neary)
- We have issues with retaining volunteer drivers and we are looking into ideas on how to recruit drivers that will stick with the program and how to “on-board” drivers. We have issues with complaints about drivers being irritable. (What do you think is the commonality for drivers quitting after a month?) I have not asked the question to drivers why they are not sticking with the program. We need to surround the drivers with ownership and a sense of belonging. We

are going to look at how we on-board this year and social determinants for health. Hoping to bring on new partners and new ideas and how they retain volunteers. (Bonnie Waninger)

- I work with chronic health issues that live at home independently and folks I work with are unable to access or utilize technology to find transportation resources. I am working with a team to find and develop a list of resources. Second – since we are in COVID-19 a lot of our clients are using “tele-health” and our transportation needs have dropped dramatically. This has helped our patients get health services when they may not be able to physically make an appointment otherwise. (Maddie Ruth)

**3) What outreach methods have you used to recruit volunteer drivers? Have you had difficulties finding volunteers? What could make it easier for volunteers?**

Question not answered

**4) What could help you and your committee to pursue the ideas you have discussed today?**

- Moving forward, I am not sure. For workforce development, just having a seat at the table to help link services and help increase awareness of services for employers. We want to keep workforce development on transportation professionals radar. Having a member on the board for micro-transit provides valuable information to our group. (Nat Piper)
- I am most excited today’s summit to figure out our next steps with home health. I am shocked we did not have a representative on this group, and after this summit I think it is important to be involved. Excited at the potential for collaboration. (Maddie Ruth)

**Open Discussion/Questions:**

**1. What creative ways have you allowed for more non-medical or social/ quality of life trips?**

- a. We partnered with a group “free wheelin” that is in the Mad River Valley and they received funding to get a vehicle which has taken on more social trips. (Bonnie Waninger)

**2. What is most valuable in an E&D program?**

- a. The fact that E&D is provided by one vendor to provide rides for Adult Day and combining both E&D and Medicaid makes it much more efficient. (Maggie Lewis)

## Discussion Notes - Group 4 – Led by Dan Currier

Daniel Currier (Facilitator)	RED PAC – GMT/ CVRPC, Rutland – MVRTD/ RRPC, Bennington – GMCN/ BCRC	VT Agency of Transportation	State Agency (eg VTrans, DAIL)
Otis Munroe (Notetaker)	Southeast – SEVT/ SWCRPC/ WRC	SWCRPC	Regional Planning Commission (RPC)
Jim Moulton	Addison - TVT/ ACRPC, East – TVT/ TRORC	Tri-Valley Transit	Public Transit Provider
Sue Chase	Northwest - GMT/ NRPC	CarePartners Adult Day Center	Adult Day Center
Sam Liss	I do not regularly attend a particular E&D Committee	VT Statewide Independent Living Council (SILC)	Statewide Independent Living Council (SILC)
Todd Gratton	I do not regularly attend a particular E&D Committee	CWS/VABIR	CWS workforce Development

The following questions were the focus of the discussion time.

### 1) What is planned for your region?

- Ticket to Ride Program – Middlebury College study found it is more cost effective to provide riders with a ride budget (# of rides) than a cost budget (\$). Will replace existing cost budget programs with ride budget programs. (Jim Moulton)
- Ticket to Ride also moving to ride budget in Central VT (Dan Currier)

#### a) During times of direct Covid-19 impact? For the new normal?

- Priority is to maximize safety - rider screenings, call-in ride reservation program on fixed routes (limited seats to allow social distancing), new protocols (providing hand sanitizer & masks to riders, installing seat/row barriers and limiting people to window seats on vans, 50% capacity limits, windows open when possible, full PPE when assisting wheelchair riders, constant sanitizing) (Jim Moulton)
- Focus on providing most essential rides - cancer, dialysis, and methadone treatments; transporting essential workers to and from work (Jim Moulton)
- Temporary shutdown of volunteer driver program earlier on (Jim Moulton)
- No immediate plan to reopen the adult day center until sometime next year (Sue Chase)
- Adult day is working with GMT and CIDER to establish transportation protocols - sanitizing, masks (Sue Chase)
- Concerned about social isolation with adult days closed (Sue Chase)

### 2) What are the issues in your region?

#### a) Covid-19 related

- Safely maximize capacity and cost effectiveness – led to protocols listed in 1.a (Jim Moulton)
- Costs: PPE, staff time, volunteers can only drive 1 passenger at a time, modifying vehicles (barriers between rows of seats), sanitizing (Jim Moulton)

### **b) Issues from before Covid-19**

- Need to provide better handouts/documentation (riders guide) (Dan Currier)
- Rising costs per trip, running low on funds prior to year end (Dan Currier, Sue Chase)
- E&D works best when there are a range of modes available (volunteers, vans, taxis) that allows for more flexibility depending on needs of the rider (Sue Chase)
- Better marketing: getting information out to consumers on available programs/rides; finding transportation is especially an issue for those working 2<sup>nd</sup> or 3<sup>rd</sup> shifts and/or living in rural areas; most people aren't aware of the new trip planner app – would work great for rural transportation but employers are hesitant to try it (Todd Gratton)
- Need to prioritize wellness rides along with critical care where possible; allow for greater flexibility (Sam Liss)

### **3) What outreach methods have you used to recruit volunteer drivers?**

- Have not yet fully returned to pre-Covid recruiting efforts (Jim Moulton)
- Many towns have been developing volunteer Covid response groups – working on developing relationships with these groups as potential sources of volunteers (Jim Moulton)
- Planned to do additional marketing and talk to family members of riders to gauge interest in volunteering – put on hold by Covid (Dan Currier)
- Transit providers could have someone dedicated to recruitment. It often takes a regular, personal contact to encourage volunteers (Sue Chase)
- Local CWS organization is a good resource - often know people looking for something to do that isn't behind a desk (Todd Gratton)
- CWS doesn't use volunteer drivers but relies on transit provider for drivers. More volunteers at transit provider level would be helpful (Todd Gratton)

### **a) Have you had difficulties finding volunteers?**

- Many volunteers have wanted to return but some are not comfortable doing so yet; many volunteers are themselves in high-risk groups (Jim Moulton)
- Volunteer driving is a continual commitment unlike other forms of volunteering that are more one-off in nature, which can be a hurdle for recruitment (Jim Moulton)
- Very reliant on volunteer drivers here in Franklin County to fill service gaps in fixed routes (Sue Chase)
- Many GMT volunteers in at-risk groups (Sue Chase)
- Have new Covid-related requirements to clean vehicles between clients and take OSHA trainings been a barrier to recruiting or retaining volunteers? (Dan Currier)
  - No if volunteers have stepped away it's due to concern of personal risk; have asked drivers to sanitize in front of riders so that the rider knows sanitizing is taking place; quality control calls to riders after rides now include questions about whether drivers are following Covid protocols; many riders feel very vulnerable and at-risk of losing their ride if they speak out – regular follow up calls to riders have helped to make them more comfortable in speaking out (Jim Moulton)

**b) What could make it easier for volunteers?**

Not discussed

**4) What could help you and your committee to pursue the ideas you have discussed today?**

- Survey follow up being mailed to riders is a good start; will continue to work on getting word out about available services (Dan Carrier)
- The new E&D guidance will be very helpful, it provides more clarity around roles and responsibilities; recent efforts will lead to more coherency in the E&D program statewide – this summit, the survey, and again the guidance (Jim Moulton)

## Discussion Notes - Group 5 – Led by Erica Marks

Erica Marks (Facilitator)	Northwest - GMT/ NRPC, Chittenden – GMT/ CCRPC	Age Well	Area Agency of Aging
Jackie Cassino	I do not regularly attend a particular E&D Committee	VTrans	State Agency (eg VTrans, DAIL)
Jason Rasmussen	Southeast – SEVT/ SWCRPC/ WRC	SWCRPC	Regional Planning Commission (RPC)
Nick D'Agostino	NEK and Lamoille – RCT/ LCPC/ NVDA	RCT	Public Transit Provider
Wendy Callaert	I do not regularly attend a particular E&D Committee	VABIR	Partner of VR services
Ross Almo	Rutland – MVRTD/ RRPC	ARC Rutland Area	Advocacy Group (eg COVE, VCIL)

The following questions were the focus of the discussion time.

1) What is planned for your region? Did not answer.

2) What are the issues in your region?

- 85-90 volunteer drivers, pre-Covid; always scrambling for more; now have 30 volunteers and are able to complete services as needed due to less rides provided overall; Once service levels return to normal, we will need 3-4x number of drivers we had pre-Covid and to share cost amongst partners to keep riders safe and follow protocol; currently, struggling to get seriousness of this event across and ensure social distancing is being followed- this is a challenge and will continue to be a challenge to ensure protocols/policies are being followed, E&D Portion of portions of programs have not really opened up, we anticipate running out of vehicles and staff as other services/programs open up (Nick D'Agostino, RCT)
- In SEVT region, similar issue with lack of volunteers, specific issues in resort areas during peak times of years (i.e. Okemo)- discussions around how to pay for this and support regional economic engines (Jason Rasmussen, SWCRPC)
- Also echo the challenge of our reach into rural communities (i.e. Fair Haven, Castleton, etc.); half of my client population lives in surrounding communities and getting them into Rutland where services are- can be a challenge. During Covid, limited to 6 folks in the bus and this is killing the budget, can't afford to use the bus as much as would like. (Ross Almo, ARC)
- In Bennington – also issues regarding rural service (i.e. Pownall)- how to we get folks to work with the services we have (Wendy Callaert, Bennington)
- Also issues with cultural aspect of getting folks to even ride the bus. (Ross Almo, Rutland)

3) What outreach methods have you used to recruit volunteer drivers?

a) Have you had difficulties finding volunteers?

- Volunteer recruitment is on hold- which is a major challenge. (Erica Marks, Age Well)
- Word of mouth through other volunteers (i.e. friends and family). Also have used Indeed for volunteer ads. When staff are out and about for work related events, always make a plug for need of volunteers. (Nick D'Agostino, RCT)
- Front Porch Forum (Erica Marks Age Well)

- Consumers- mature workers- looking for something to do. These group has been successful volunteer drivers. (Wendy Callaert, Bennington)

**4) What could help you and your committee to pursue the ideas you have discussed today?** Did not answer.

**The following additional questions might be useful if the group has additional time:**

**1. What creative ways have you allowed for more non-medical or social/ quality of life trips?**

- Public, open door bus routes, for shopping trips, paid for through E&D funds. Other Partners will dedicate funds per month for social/personal trips- trying to get clients to use the service for more than just critical care/medical trips. This can be for meal sites, senior center outings, family visits, salon visits, etc. These are published routes- not restricted to those just qualifying for E&D Program- so anyone can get on the bus- but the typical passenger cross-section was those that qualify for E&D. (Nick D’Agostino, RCT)
- Offer monthly bus passes to members (\$7.50/month)- not a lot of users of this service. (Ross Almo, ARC).

**2. What works well with your region's E&D program?**

- Due to drop in ridership due to COVID, those that need extra rides beyond what parameters allow- we can now give those rides as there is money in the budget (Erica Marks, Age Well).
- RCT is increasing the rides that are allocated towards shopping/socialization as there is money in the budget (Nick D’Agostino ,RCT).

**3. Does your region prioritize the trips it provides? If yes, how?**

- Critical Care comes first. Then Adult Day and other medical appointment. Shopping and socialization is the last tier. (Nick D’Agostino, RCT)
- SEVT is the same as RCT. (Jason Rasmussen, SWCRPC)

**Additional questions raised by the group**

**1. Getting program and service information out to the masses- how can we do a better job advertising/promoting this “unseen” service? (Jason Rasmussen, SWCRPC)**

- As we heard about with the Rider Survey results, riders are “happy” with the services, but the challenge is that more people do not realize this service is available. Want to highlight the survey result of “better information” and that this service is a “secret” (Jason, SWCRPC)
- Brought up ideas from survey responses (i.e. advertising on volunteer vehicles that it is a volunteer vehicle while in service; continue to explore the concept brought up by Representative Dan Noyes re: volunteer check box on vehicle registration form, utilizing local connections/groups better; Front Porch Forum). Emphasize that there is a real need to increase use of the Program- and to quantify unmet need- in order to make a case for increased service funding- especially for social/personal/wellness trips. (Jackie Cassino, AOT)
- We take the opportunity to run the budget out- continuing to provide service when need is identified. (Nick, RCT)

## Discussion Notes - Group 6 – Led by Jordan Posner

Jordan Posner (Facilitator)	Northwest - GMT/ NRPC, Chittenden – GMT/ CCRPC, RED PAC – GMT/ CVRPC	GMT	Public Transit Provider
Rita Seto (Notetaker)	East – TVT/ TRORC	Two Rivers-Ottawaquechee Regional Commission	Regional Planning Commission (RPC)
Bill Cunningham	Addison - TVT/ ACRPC	Tri Valley Transit	Public Transit Provider
Robin Way	Northwest - GMT/ NRPC	Champlain Islanders Developing Essential Resources, Inc. (CIDER)	Group who provides transportation for the E&D program (but not a Public Transit Provider)
Mark Kenney	Chittenden – GMT/ CCRPC	VABIR	State Agency (eg VTrans, DAIL)
Tasha Green	NEK and Lamoille – RCT/ LCPC/ NVDA	RCT	Public Transit Provider

The following questions were the focus of the discussion time.

### 1) What is planned for your region?

- Responding to everyone’s similar situation of the new normal – organizations modifying policies to reflect lessons learned and improving protocols to move forward. (Jordan Posner)
- Ticket to ride update on Stagecoach – used to be budget cap per client, recently converted to # of trips per client and the trip use is more flexible – lets the rider decide what is most important to them. Jordan noted there were only 2 ticket to ride programs in the State that were budget based – now no longer exist. (Rita Seto)
- TVT/ACTR moved all Critical Care rides onto the busses from volunteer cars to ensure physical distancing. They are slowly transitioning back to E&D rides with volunteer participation is currently at 50%. Trips are picking back up following safety protocol criteria with 1 rider per car – this puts more demand on system. Consumers still afraid to ride in buses. Overall feedback from riders and volunteer drivers are feeling safe with current protocols. (Bill Cunningham)
- CIDER demand response got down to nothing including group van trips (shopping to St. Albans and Chittenden County), meal sites to South Hero, adult day trips to St Albans – used to have 6 vehicles (first month of the year gas bill \$1700, now it’s under \$100). Starting to pick up on the volunteer trips and medical appointments. CIDER will begin limited group shopping next week using limited capacity in vehicles. CIDER is concentrating on individual appointments and grocery shopping. Farmers market shuttle starting next week with 4-5 max capacity. Lessons learned to adopt new policies to be safer. (Robin Way)
- VABIR – consumers are afraid to travel on public transportation or on their own. VABIR is waiting patiently. The last 2 weeks of orientation have gotten more people involved. We need to continue educating and assuring riders for combating fears. Jordan asked if VABIR has anything planned to bridge the gap? Not at the moment. (Mark Kenney)
- Transportation has always a significant issue pre-Covid...now it’s even harder. We need to get people comfortable enough to get back on the bus.
- At RCT, E&D rides have cut way down with adult day closings and being unsure when they will reopen. Rides are starting to pick up a little. Pre-Covid there were 700 daily trips, now up to 150-200 trips a day. (Tasha Green)

## **2) What are the issues in your region? Covid-19 related? Issues from before Covid-19?**

- Entire Washington county without adult day (closed permanently) is a major issue to address long term. (Jordan Posner)
- ACTR committee adjusted number of E&D trips per month – 6 trips (shopping or other) per client, been high as 8. (Bill Cunningham)
- RCT TTR – allowed so many trips per week and then capped unless it's critical care. Funding limited to shopping/social...focused on medical and critical care. (Tasha Green)

## **3) What outreach methods have you used to recruit volunteer drivers? Have you had difficulties finding volunteers? What could make it easier for volunteers?**

- CIDER has advantage being a community-based service not a public transit service. If you want to volunteer – you come to us. CIDER has had adequate volunteer numbers in the past. Effective means of recruitment – word of mouth is critical. CIDER doesn't do much mass marketing. We occasionally have newspaper ads, newsletters get mailed out to residents, and Frontporch forum. "geez my driver is older than I am, the rider". There are surprising number of volunteer drivers that are anxious to return. (Robin Way)
- RCT volunteer drivers were cut back in the beginning, now anxious to return to employment. RCT running into problems and concerns with drivers not following safety protocols (e.g. wearing masks). We need more information/training. The barrier is making them understand that they need to follow protocols and why it's so important to abide by. (Tasha Green)

## **4) What could help you and your committee to pursue the ideas you have discussed today?**

- Survey data next steps – Washington county for improvement score wise on NPS (Jordan Posner)
- Ticket to Rider user guide and E&D annual work plan (Rita Seto)

### **The following additional questions were discussed:**

#### **1. Are there good examples of transportation options to/from employment for seniors?**

- Mark – VABIR– he hasn't been involved as much

#### **2. Does your region prioritize the trips it provides? If yes, how?**

- E&D historically dis-incentive social trips... now it's becoming more flexible
- RCT prioritized critical care, then medical, and any leftover funding is divvied to clients. (Tasha Green)
- CIDER has not had to limit trips with group shopping in vans, volunteers who do not ask for mileage reimbursement so that helps. (Robin Way)

#### **3. How do you allocate grant funding to new partners to the E&D Committee? (Rita Seto)**

Tasha – based on partner need, if a partner has money on the table, they will shift it around to another who needs it. If there's a new participant, they get allocated a smaller portion and monitor how that is getting spent.

**4. Has anyone gone through the process of adding a new partner? (Jordan Posner)**

Tasha (RCT) has. Jordan has yet to add a new partner but have gotten requests. There was no formal process – especially in the middle of the year. Jordan formalized process to add new partners. Dan Currier wrote process (CVRPC). Rita asked about the experience – Jordan had extra money allocation to new partner with VTrans but when asked about including local match, they balked and did not join.

## Discussion Notes - Group 7 – Led by Mike Winslow

Mike Winslow (Facilitator)	Addison - TVT/ ACRPC	ACRPC	Regional Planning Commission (RPC)
Rob Moore (Notetaker)	NEK and Lamoille – RCT/ LCPC/ NVDA	LCPC	Regional Planning Commission (RPC)
Mary Woodruff	I do not regularly attend a particular E&D Committee	Vermont Department of Disabilities, Aging and Independent Living, State Unit on Aging	State Agency (eg VTrans, DAIL)
Mary Ellen Giglio	I do not regularly attend a particular E&D Committee	VABIR (Middlebury Creative workforce solutions)	Nonprofit that assists individuals with barriers to employment
Laurie Knauer	Rutland – MVRTD/ RRPC	Castleton Community Seniors, Inc.	Senior Center
Katharine Otto	I do not regularly attend a particular E&D Committee	VTrans	State Agency (eg VTrans, DAIL)
Peter Johnke	RED PAC – GMT/ CVRPC	Vermont Center For independent Living	Advocacy Group (eg COVE, VCIL)

The following questions were the focus of the discussion time.

### 1) What is planned for your region?

- DAIL has recently provided guidance to senior centers for reopening. Her region is putting an assessment tool in place to help identify issues and understand how to safely reopen in accordance with DAIL guidance. (Laurie)
- ACTR has cleaning protocols before/after each ride. (Mike)
- Providers in the regions have similar protocols in place and distancing (i.e. some closed seats) in multi passenger vehicles. (Rob and Mary)

#### a) During times of direct Covid-19 impact?

- GMT reports they have been providing services, for the most part normal ops but some reductions in route schedules. (Peter)
- Would be good to know many people needed services but did not use them because not comfortable using during pandemic? (Peter)
- Addison rides are way down due to guidance for folks to stay home, but starting to increase a little. (Mike)
- Rides down in her area, additionally critical care continued strong and made some additional rides to fill the gap on the services that were shut down. Some shopping services returning soon. (Laurie)
- Rides down in her area and a little activity starting to increase. (Mary)
- Telehealth option has been very important and expansion of delivery services too. Senior centers very slowly opening to limited services. Peter-some adult day centers have closed with no plans to reopen which will need to be considered by E&D moving forward. (Laurie)

#### b) For the new normal?

- Outdoor or physical distancing in locations that happen to have large indoor spaces. (Laurie)

- Peter- many people won't be comfortable until there is a vaccine, so helping people overcome fear will be biggest challenge for transit providers.

**2) What are the issues in your region? Covid-19 related? Issues from before Covid-19?**

Not discussed

**3) What outreach methods have you used to recruit volunteer drivers?**

- RCT is just beginning to discuss strategy on volunteer recruitment, may result in request to VTrans/VPTA/others for statewide coordinated effort. (Rob)
- A statewide central clearinghouse for volunteer background checks etc managed by VPTA or someone would be very efficient, also statewide incentive of some kind would be a good motivator for new volunteers. (Peter)

**a) Have you had difficulties finding volunteers?**

- Addison county has had trouble, but efforts underway to capture new potential drivers with many people working from home and/or unemployed now (Mike)

**b) What could make it easier for volunteers?**

**4) What could help you and your committee to pursue the ideas you have discussed today?**

- Statewide incentive and working with statewide partners for example subsidizing cost for a class at CCV could be an incentive for someone to volunteer, probably should go through E&D committee to the local provider who in turn brings it to VPTA to explore the possibility, will bring it up at next meeting. (Peter)
- DAIL should start participating more in regional E&D committees to keep closer tabs on needs and issues (Mary)

**The following additional questions might be useful if the group has additional time:**

**5) Does your region prioritize the trips it provides? If yes, how?**

- Middlebury college students compared two service models within TVT – Trip Budget (Ticket to Ride) vs. Trip Count; found Trip Count not more expensive, but more equitable in terms of # served and distances travelled, and; Ticket to Ride has waiting lists for enrollment, but ACTR model does not. (Mike)
- His region moving toward distributing based on ridership numbers, and is not very concerned that social and other trips will displace getting to medical services. (Peter)

**Additional questions raised by the group:**

- **What can your groups work on moving forward? (Mike)**
  - Coordinating between partners (i.e. providing a ride for other partner if they can't do it for some reason) is done well in her region and could be an example for other regions. (Laurie)

- Keeping an ear to the ground for current and salient issues/challenges that the group can strategize for addressing as a team; also keep in mind an awareness of other programs outside of E&D can be valuable, don't need to be experts in everything but awareness of how the programs relate to each other. (Katharine)
- This summit has inspired him to work with others and identify specific strategies for moving forward toward solutions i.e. statewide volunteer driver recruitment; without them the whole system will collapse. (Peter)
- Importance of volunteer recruitment, training and ongoing retention; COVID food delivery etc shows how important this is; DAIL starting a needs assessment later this year and will look at the E&D survey to inform the work; looking forward to building synergy with other partners. (Mary)
- Looking forward to continuing (and renewing) work with various local and state partners. (Mary Ellen)

## Discussion Notes - Group 8 – Led by Jeanne Kern

Jeanne Kern (Facilitator)	NEK and Lamoille – RCT/ LCPC/ NVDA, RED PAC – GMT/ CVRPC, East – TVT/ TRORC	Central Vermont Council on Aging (CVCOA)	Area Agency of Aging
Marshall Distel (Notetaker)	Chittenden – GMT/ CCRPC	CCRPC	Regional Planning Commission (RPC)
Jenn Wood	I do not regularly attend a particular E&D Committee	GMT	Public Transit Provider
Brenda Siegel	I do not regularly attend a particular E&D Committee	PTAC COVE's Seat	PTAC as Community Of Vermont Elder's Representative
Melissa Hoellerich	I do not regularly attend a particular E&D Committee	Vermont Division for the Blind	State Agency (eg VTrans, DAIL)
Neil Morrissette	NEK and Lamoille – RCT/ LCPC/ NVDA	CWS/Vabir	State Agency (eg VTrans, DAIL)

The following questions were the the focus of the discussion time.

### 1) What is planned for your region?

- As I outlined in my brief presentation with Jordan Posner, we've been working on a variety of items in Chittenden County, particularly with regards to making our E&D service easy to use for riders, easier to track/document from an admin perspective, and more equitable in terms of countywide access. (Marshall Distel)

#### a) During times of direct Covid-19 impact?

- Does Chittenden County provide masks for Riders? (Neil Morrissette)
- SSTA does have some extra masks if riders lack them. I'm not sure if they have had to distribute any though (Marshall Distel)

#### b) For the new normal?

- I participate in the Lamoille County E&D committee with RCT. One of the things that we were working on prior to COVID, was looking at the ticket to ride allocation. For many riders, this been challenging to understand. There has been an attempt to make this a bit more intuitive for riders by switching to a new trip allocation model determined by the number of rides that are eligible per month. We are also looking forward to having a new work plan for the coming year (Jeanne Kern)
- I worry about asking riders to decide on priorities between medical and nonmedical trips, with the potential run out of trips in the event of a medical need (Brenda Siegel)
- As a rider, we would like to offer them more flexibility and more choice (Jeanne Kern)

### 2) What are the issues in your region? Covid-19 related? Issues from before Covid-19?

- Our issues in Chittenden County have revolved around the rising cost of E&D transportation, as well as confusion on how to use the system. But we are continuously working on these issues, and we're confident that we are on our way to a more intuitive and accessible program for all of our region's residents (Marshall Distel)

- The Ride Guide is something that we would like to take on. Many of our riders underestimate the actual cost of a ride in the program. It's a shock to many of our riders when the true cost is revealed (Jeanne Kern)
- I think we're finding the same thing, with people not understanding the true cost. (Neil Morrissette)
- I work with people who are visually impaired. Transit is always at the forefront of our mind. It has become a significant barrier for folks. We have volunteer drivers, but it has been challenging to recruit more drivers (Melissa Hoellerich)

### **3) What outreach methods have you used to recruit volunteer drivers?**

- United Way has really been influential in our E&D program for recruiting volunteer drivers. With funding from the CCRPC, United Way had developed the Neighbor Rides Program to develop a collaborative volunteer management system. They recruit volunteer drivers and work with SSTA on scheduling to have them fill in some of our E&D rides with volunteers. In terms of outreach methods, there have been efforts made through social media, as well as coordination with other agencies and community partners like Age Well. (Marshall Distel)
- Just before things were upended, I was going to start working with Jordan Posner on volunteer driver recruitment. We are looking forward to getting back into it (Jenn Wood)

#### **a) Have you had difficulties finding volunteers?**

- This has been a perennial issue for most E&D committees (Jeanne Kern)
- We have had difficulties finding volunteers in Chittenden County. This coming year, we are planning to work with United Way on some enhanced outreach initiatives to identify new opportunities to improve the current volunteer driver system. (Marshall Distel)

#### **b) What could make it easier for volunteers?**

- Is there a way to pay volunteers, or offer incentives? (Melissa Hoellerich)
- As part of a series of rural transit roundtable meetings held in Chittenden County, a number of folks talked about how developing some extra incentives may be able to entice more volunteers. This is sort of a challenging topic though, because of the employee/volunteer threshold that could be impacted through financial incentives. I believe that VTrans is looking into this (Marshall Distel)

### **4) What could help you and your committee to pursue the ideas you have discussed today?**

- What is discussed at E&D committee meetings and how often do they meet (Melissa Hoellerich)
- It has varied greatly by region. New guidance from VTrans should make the meetings/priorities more uniform across the state (Jeanne Kern)
- I hope to continuously be informed about creative ideas that are being explored by regions across the state (Jeanne Kern)
- The need is the same across the state, whether Chittenden County or Northeast Kingdom. We are all trying to serve the same population (Neil Morrissette)

## Discussion Notes - Group 9 – Led by Brian Maroney

Brian Maroney (Facilitator)	Bennington – GMCN/ BCRC	Green Mountain Community Network	Public Transit Provider
Amanda Holland (Notetaker)	Northwest - GMT/ NRPC	NRPC	Regional Planning Commission (RPC)
Tonya Hoyt	I do not regularly attend a particular E&D Committee	The Scotland House	Adult Day Center
Eleni Churchill	I do not regularly attend a particular E&D Committee	CCRPC	Regional Planning Commission (RPC)
Paul Putnam	I do not regularly attend a particular E&D Committee	Division for the Blind and Visually Impaired	State Agency (eg VTrans, DAIL)
Jim Ware	Bennington – GMCN/ BCRC	Green Mountain Express	Public Transit Provider
Erica Campbell	I do not regularly attend a particular E&D Committee	Office of Senator Sanders	US Senator
Jo Ann Riley	Rutland – MVRTD/ RRPC	Castleton Community Seniors, Inc.	Senior Center

The following questions were the focus of the discussion time.

### 1) What is planned for your region? During times of direct Covid-19 impact? For the new normal?

- To get better info out on services available as mentioned in survey; would like to see Chittenden County guide as a resource. It was noted that guide is available online. (Jo Ann Riley)
- Region has completed survey and is currently utilizing the data to complete next steps as discussed in presentation. (Eleni Churchill)
- Anyone using survey to take action such as opening up committee to other organizations? (Eleni Churchill)
- Group is looking at how they could expand the Committee. (Brian Maroney)
- Northwest region is also looking at Committee makeup to pull in some voices such as rides, social services, wellness and hospital representatives. (Amanda Holland)
- Noted he is not part of a committee but would be interested in being on one for the Northeast Region. Paul was directed to contact Ross McDonald as a starting point. (Paul Putnam)
- Region is still working on how they will deal with providing service under Covid measures – distancing and timelines. (Brian Maroney)

### 2) What are the issues in your region? Covid-19 related? Issues from before Covid-19

- Do not have enough volunteer drivers; major challenge – amplified by Covid. Not sure what this will be post Covid (Eleni Churchill)
- Prior to Covid usually give rides with a full-time driver. Since a 12-passenger van can now only hold 3 passengers; need to identify how will handle the distancing and accommodating the same number of passengers. (Jo Ann Riley)
- Covid distancing rides; prior to Covid, partners wanted to connect with the area hospital to coordinate on when they release patients as current practice was resulting in late night rides and long-distance taxi service. (Amanda Holland)

- Volunteer drivers #, getting folks to medical appointments is challenging due to rural area. Trying to use Uber expensive; cab service minimal. These other options are nonexistent under Covid. (Paul Putnam)
- Same issues; demand will exceed capacity as move forward. Biggest factor is social distancing. Looking at putting more barriers in places on larger buses but this may not be enough. May need to prioritize rides if demand issues occur. How they will potentially move forward. Volunteers have always been a challenge and distancing deals with this too – tough as then further limits # of people can transport. (Jim Ware)

### **3) What outreach methods have you used to recruit volunteer drivers?**

- Job fair opportunities, word of mouth with current clients/volunteers, incentive of minimum wage along with mileage for select volunteers. (Paul Putnam)
- GMT marketing in newspaper and FPF. (Amanda Holland)
- Took a strategy recently when post in paper and use term ‘per diem’ rather than ‘volunteer’ and this does result in more applicants. (Jim Ware)

#### **a) Have you had difficulties finding volunteers?**

- No responses specifically to this but overall response was “yes”.

#### **b) What could make it easier for volunteers?**

- Works in areas like nutrition and thinking about other programs like Meals on Wheels, making it as easy as possible is important; being able to provide financial support; using drivers for multiple purposes. Micro transit/neighborhood level. Does not see the word of this call for drivers out there in the Central VT area compared to the call for Meals on Wheels volunteers. (Erica Campbell)

### **4) What could help you and your committee to pursue the ideas you have discussed today?**

- Better understanding of the impact that COVID is having, most current information available and procedures available. The changing standards; before can pursue any ideas. (Paul Putnam)
  - Think tank discussions on how could do outreach more effectively on what can entice people. TV ads, facebook, more and what type of advertising.
- Biggest change Covid, adult day, as they open it will require a great line of communication between these facilities and providers. Deal with complex rides and flexibility. Will communicate more than have in the past. Unique challenges with this piece. (Brian Maroney)
- In Quechee do not have transportation right now and have relied on families. A huge challenge as most families are working. Even before Covid it was difficult and given current restrictions we are already finding that struggling with how they will give rides when green light to open. Lot of concern and worry from community on how will get clients to facilities when they open. (Tonya Hoyt)
- Expanding Committee more voices such as riders to provide their experiences; Closer relationship with hospitals and health providers to communicate and collaborate more. (Eleni Churchill)
- Having a platform to see the innovative actions being taken by other regions (Amanda Holland)

- Perhaps having a 2x a year presentation at PTAC to share innovative ideas that can disseminate down. (Eleni Churchill)
- Montpelier mentioned as a location for on demand transportation. Wonders what this could look like if the program is successful. Will it expand to rural areas or be focused on areas with dense population? (Paul Putnam)
  - Noted piloting micro-transit; hope may be that if successful it could be rolled out to a rural model. We will have VTrans follow-up with an answer. (Brian Maroney)

**The following additional questions might be useful if the group has additional time:**

- 1. What creative ways have you allowed for more non-medical or social/ quality of life trips?**
  - a. Shoppers Express (M/W/F) it does flex a bit, efficient cost and way to get shoppers out on a regular basis. Good ridership and successful. (Jim Ware)
- 2. What is most valuable in an E&D program?**
  - a. In rural area having E&D service that can pick up folks at their homes important as they can not access fixed route transportation. (Jo Ann Riley)
  - b. Same and more advertising and communication about the programs. In upper valley do not hear much about E&D until started at current employer. More communication to general public. (Tonya Hoyt)
- 3. What works well with your region's E&D program?**
  - a. Having shopping days has worked well. Not as efficient under Covid but it still allows folks to plan out their needs for food/clothing around those services. (Jo Ann Riley)
- 4. Are there good examples of transportation options to/from employment for seniors?**
  - a. Self example. Uses Go Vermont app and has found it very useful. Clients have also used app for scheduling trips to identify bus service. Experimenting with it to help clients find van pools. Many of clients can not drive. App is a great resource and once folks catch on to it, it is very helpful. (Paul Putnam)
- 5. Does your region prioritize the trips it provides? If yes, how?**
  - a. Priority trips are medical appts (mostly eye doctor), finds a way to make it happen via transit providers. (Paul Putnam)
  - b. Prioritize medical trips with 24-hour notice to know a day ahead. Work around doctor appointments as first priority. (Jo Ann Riley)

**Additional questions raised by the group:**

- An issue that's been discussed at E&D committee in Rutland; Why are wellness classes offered as a "social" trip; this category does not give them the credence that they deserve. Brought up many times in discussion and would like it to be explored. (Jo Ann Riley)

## Discussion Notes - Group 10 – Led by Elaine Hayko

Elaine Hayko (Facilitator)	I do not regularly attend a particular E&D Committee	Vermont Public Transportation Association	Public Transportation Association
Matthew Langham (Notetaker)	I do not regularly attend a particular E&D Committee	VTrans	State Agency (eg VTrans, DAIL)
Yvonne Traverse	Rutland – MVRTD/ RRPC	MVRTD	Public Transit Provider
Kris Bascue	Rutland – MVRTD/ RRPC, I do not regularly attend a particular E&D Committee	CWS	State Agency (eg VTrans, DAIL)
Linda Wichlac	Bennington – GMCN/ BCRC	Bennington Project Independence	Adult Day Center
Meg Burmeister	NEK and Lamoille – RCT/ LCPC/ NVDA	Northeast Kingdom Council on Aging	Area Agency of Aging
Julie O'Donnell	East – TVT/ TRORC	OSIP Adult Day Services	Adult Day Center

The following questions were the focus of the discussion time.

### 1) What is planned for your region?

#### a) During times of direct Covid-19 impact?

- RCT is doing individual rides, wearing masks (Meg)
- Strictly volunteer drivers, some doing one passenger some just meals MVRTD covering for shortfall. Wearing masks mandatory (Yvonne)
- Currently closed, working on a safe plan to open. Not to the point of opening yet, will be one rider per vehicle. Will put strain on capacity on PT vehicles. (Julie)
- PTP are doing the verbal screenings at home, issue with temperature taking at adult day, will transit provider be able to take person home if temp is high. Need to take the temperatures at home. (Linda)
- Concern about transferring responsibility of screening to volunteer drivers, and risk.
- Is there a list of approved cleaning solutions?
  - Elaine – All providers following CDC guidelines for cleaning solutions.

#### b) For the new normal?

- We have a lot of work to do to make sure we have enough volunteers. (Elaine)
- We have a strong volunteer network, agencies are putting the word out (Meg)
- Most of our volunteers stayed on. (Yvonne)

### 2) What are the issues in your region?

#### a) Covid-19 related

- Transit Provider need a month notice to plan for their re-opening. Is this normal? (Linda)
  - Elaine – This varies region to region.
- We have a partner that caters to the disabled that do group trips. They have not been able to go. May need to use two buses. This is hard for the clients. Usually 8 to 10 people on a trip. (Yvonne)

- Our adult day may not be re-opening. (Yvonne)
- Meg – Adults days are vulnerable for programming. Creates problems for social distancing, limited capacity makes it financially not viable. (Meg)
- May be looking at next winter/spring for adult day also shift opening.
- Many questions around policies and procedures.
- Disconnect between age ranges, younger are more willing to get out there. We are being cautious. (Chris)
- Is there a monitoring system for checking volunteer driver cars for condition (cleanliness). (Julie)
  - Each vehicle is sanitized each day. (Elaine)

**b) Issues from before Covid-19**

- Lack of volunteers (Julie)
- Have to cut back to make sure we have enough money for medically necessary trans. Wish critical care funding wasn't capped. (Yvonne)

**3) What outreach methods have you used to recruit volunteer drivers? Have you had difficulties finding volunteers? What could make it easier for volunteers?**

- 99% by word of mouth, we run some adds but we don't have a campaign (Yvonne)
- Do some recruiting behind the scenes (Chris)
- Often times volunteers are the recruiters. We have a solid RSVP program (retired senior volunteer program) (Meg)
- How can we make it easier for you? (Elaine)
  - Doing a really large campaign for volunteers (Meg)

**4) What could help you and your committee to pursue the ideas you have discussed today?**

- Did not discuss