



Chittenden County E&D Advisory Committee Wednesday, September 14th 10:00am Meeting Minutes

Participants: Marshall Distel (CCRPC), Chris Damiani (GMT), Nick Foss (GMT), Pam McDonald (GMT), Adam Lawrence (SSTA), Erin Dickinson (Williston), Erica Marks (AgeWell), Cari Kelley (United Way), Kathryn Titus (Cathedral Square), Donna LaFromboise-Perretta (UVM Home Health & Hospice).

1. Introductions

Marshall Distel welcomed partners to the quarterly meeting. Brief introductions were then made.

2. GMT Updates

Chris Damiani started out with an E&D ridership update and described how ridership has remained relatively flat over the previous few months. On the fixed-route transit side in Chittenden County, ridership still remains about 10% lower than pre-COVID ridership. The LINK ridership remains 40-50% below previous levels. Chris also provided an overview of GMT's MyRide service and some service cuts due to lower levels of staffing.

Nick Foss shared E&D budget updates with the partners. \$1.38 million has been allocated to GMT for E&D funding. Chittenden County received a little over \$633,000. After the administrative fee, Chittenden County was left with \$583,000 to deliver service. Mid-year amendments are also possible to ensure that service is not disrupted. The 20% non-federal match has been reinstated, which can be cash or in-kind hours.

Erika Marks asked that CVAA be changed to AgeWell in all E&D documentation.

Erin Dickinson had a question about the billing process. SSTA sends out the 20% match bills to the partners.

Erika asked about extra rides and the process for managing these requests, which was previously handled by Jordan Posner. Nick will follow up directly with Erika to address this issue.

3. SSTA Updates

Adam Lawrence highlighted that ridership has returned to about 80% of pre-COVID levels for the E&D program. SSTA continues manage challenges with staffing and volunteer driver recruitment. SSTA has remained insulated from some of the other statewide challenges since their drivers are not required to have CDLs. Service has not yet been impacted by the staffing levels, though SSTA needs about four additional drivers. There are currently 5 active volunteer drivers, while pre-COVID there fluctuated between 10 and 15 volunteer drivers.

Adam also provided a call center study update. The study showed that all of the options that were explored and researched did not provide significant opportunities for cost savings. The overall recommendation from the consultant was to stick with the current model. See the final report here:

<https://studiesandreports.ccrpcvt.org/wp-content/uploads/2022/08/GMT-SSTA-Call-Center-Draft-Final-Report.pdf>



4. Other Updates

Marshall will plan to meet with Leah Soderquist of United Way to discuss marketing and outreach strategies for volunteer driver recruitment. Erika mentioned that she would like to be involved in the discussions due to vacancies for the Meals on Wheels Program and an increase in the call-out rate.

Adam suggested that VTrans staff also be involved in the recruitment discussions as they are in the process of exploring a number of volunteer recruitment options as well.

The meeting adjourned shortly after 10:30AM.

Next Meeting: Wednesday, December 14th