



Board Meeting

**Minutes – March 4, 2020 - 9:00am,
McConnell Center room 305
Dover, NH**

The meeting was called to order at 9:05

1) Introductions

Members Present: Colin Lentz (SRPC), Rad Nichols (COAST), Debbie Perou (Rockingham Nutrition MoW), Fred Roberge (Easter Seals and State Coordinating Council), Tahja Fulwider (Ready Rides), Scott Bogle (Rockingham RPC), Margi Longus (Ready Rides), Betty Smith (Ready Rides), Cheryl Robicheau (Strafford CAP), Tory Jennison (Connections for Health),

Others Present: Jeff Donald (COAST), Sandi Denoncour (Connections for Health)

2) Approval of Meeting Minutes from January 8th, 2020 {VOTE}

B. Smith made a motion to approve the minutes as written.

Seconded by F. Roberge

J. Donald noted a couple of typographic changes he needed to make.

Vote: unanimous in favor (with identified changes)

3) Updates & Statistics

J. Donald present monthly budget reports. He noted that January appears to be an expensive month because of the high number of service days. “Contract services” expenses are much higher than previous months. This is because COAST is being more detailed about how it breaks out expenses among departments, so ACT will have to be more careful and specific about that item. J. Donald noted that purchased transportation providers are on budget or slightly under. Non-cash match is slightly low but this is only charged to match purchased transportation exactly.

J. Donald gave an overview on ridership and service updates shown on the ridership dashboard at the meeting. The dashboard showed a rise in ridership overall, but there are more service days in January.

J. Donald explained that the effort to update the website and develop the universal service application is going well. He’s having regular check-ins with web developers and they’re showing good progress. J. Donald will be meeting with providers about ideal questions and format for the universal application. He noted that he’s making sure the application won’t conflict with HIPPA. Even though transportation service isn’t under HIPPA, it might change in the future and he wants to be prepared. The website and application development are on schedule for launch in July 2020.

4) SFY21 5310 RCC Grant Application {VOTE}

J. Donald described the draft 5310 RCC grant application and noted that Strafford CAP is listed in partner support in the draft budget because they’re moving their call-taking to TripLink. He explained that \$325,384 is the official amount available to the region so the application is for the whole amount. If funds from SFY20 are unspent they will carry over into SFY21 because this is technically a contract extension.

J. Donald said COAST will be dedicating \$80,000 from FTA 5307 mobility management to support ACT. Expecting \$5,000 from WD and Exeter hospital Tufts Foundation grant in year two

J. Donald reminded members that the 2020 and 2021 state budget included funding for transit. COAST opted to dedicate its regional share to support ACT and off-set what would be required from its federal operating funds.

J. Donald described items in the expenses category. The wages line increased because Rad and Linda (a new TriPLink call taker) are now included. He noted that it looks like Ready Rides increased from \$60,000 to \$75,000 but the change is actually flat because of adjustments made during the middle of the previous fiscal year. J. Donald said it looks like Strafford CAP costs were \$94,000 but this was just a placeholder from the previous budget for potential Volunteer Driver Programs.

S. Bogle made a motion to approve the draft SFY21 5310 RCC Grant Application

Seconded by C. Robicheau

Vote: Unanimous in favor

R. Nichols abstained

5) Information Exchange

D. Perou announced that the state had issued a request for applications for funding through the Bureau of Elderly Adult Services (BEAS). Applications Due March 31st.

D. Perou explained that the application had maintained the "people days" cost calculation, it focused on number of people per county that could be served but shifted funding allocations a bit to more populous counties. If an applicant provides service across county lines, they have to submit multiple applications. If multiple providers operate in one county, it is unclear how the funds will be divided up. Applicants providing nutrition and home delivery services in a county will also have to serve all towns in that county regardless of funds set aside for that county and regardless of whether towns provide matching funds.

R. Nichols asked if there is a meeting to go over questions? D. Perou said she wasn't sure but questions need to be submitted by March 15th. She noted that the rates (per unit) had not changed.

J. Donald said he thought there was a state bill regarding funding for services like Rockingham Nutrition MOW. D. Perou said she and other providers had asked the state for additional funding in January and found out that \$780,000 was available unbeknownst to the legislature. Providers asked for \$450,000 and the state agreed to \$350,000.

Members discussed various implications of the new BEAS request for applications.

S. Bogle explained that the NH Transit Association would be meeting this week to discuss and finalize recommendations for how the state should invest \$2.2 million (per year) that is being flexed from the Congestion Mitigation Air Quality (CMAQ) program to support public transit statewide. The funding flex was recommended by NHDOT as part of the draft Ten Year Transportation Plan. NHDOT will ultimately have to decide how the funds are allocated to providers.

S. Bogle explained that NHTA members had developed a potential proposal at a recent meeting that would divide the funding into four parts: urban transit, rural transit, RCCs, and implementation of priority recommendations from the statewide transit assessment. F. Roberge added that the NHTA draft recommendation included a statewide mobility manager position. It's unclear where that position would

be housed, but the Governor's Commission on Disability has said in the past that such a position might be with the Governor's office.

F. Roberge explained that the SCC was going to be holding a technical session with Judy Shanley (regional director with the National Center for Mobility Management) as a guest speaker to four to five specific topic areas.

S. Bogle asked if members had heard about a meeting coming up regarding interstate transportation service and funding for medical trips to northern Massachusetts. It conflicts with the NHTA meeting about CMAQ flex funding. J. Donald and F. Roberge confirmed that it was at the same time as the NHTA meeting.

S. Denoncour (IDN Director of care coordination) introduced herself and her role, and the challenges and priorities she was focused on. Members discussed general requirements, service rates, and reimbursement challenges. They also discussed ongoing conflicts with private transportation providers contracted with CTS. Several clients have called ACT providers with complaints about CTS providers (they accidentally call ACT because the name of the transportation service they were expecting has a very similar name to ACT). Members discussed the possibility of addressing observed issues and unsatisfactory service through CTS through other state agencies such as DHHS.

S. Bogle asked if anyone could clarify whether CTS's contract required them to provide any requested trip regardless of cost, or whether they were allowed to only provide a trip if it's within CTS's pre-agreed-upon rate. T. Jennison said she wasn't sure, but she new CTS was required to provide a certain percentage or number of trips. She explained that CTS is currently conforming to their contract with the state and she wasn't sure when the contract would be up for re-negotiation (this would be an optimal time to engage with CTS and agencies to discuss the observed service issues).

J. Donald explained that Strafford County Public Health Network is meeting this week as well. They're focusing on transportation issues around homelessness.

6) Public Comment

No public comments were brought forward at the meeting.

7) Adjournment

B. Smith made a motion to adjourn

Seconded by T. Jennison

The meeting was adjourned at 10:20