



**General Membership Meeting
Minutes – March 1, 2017 - 9:00am,
McConnell Center, Dover**

Members Present: Debbie Bartley (Lamprey Health), Scott Blair (TASC), Scott Bogle (RPC), Carol Gulla (TASC), Tory Jennison (Region 6 Integrated Delivery Network), Colin Lentz (SRPC), Margie Longus (Ready Rides), Karen Morton Clark (Seacoast Public Health Network), Rich Niemczyk (TASC), Rad Nichols (COAST), Debra Perou (RNMOW), Cheryl Robicheau (Strafford CAP), Meri Schmalz (Ready Rides), Pamela Thyng (Community Partners)

Others Present: Jeff Donald (COAST),

1. Welcome and Introductions

The meeting began at 9:02

2. Approval of Meeting Minutes (2-15-17 meeting) {VOTE}

S. Bogle made a motion to approve the meeting minutes from February 15th

Seconded by C. Gulla

Vote: unanimous in favor, with D. Bartley abstaining

3. 5310 Grant Applications Update

J. Donald explained that the POS grant application was submitted on-time the previous Thursday [March 23rd], and the Formula Funding application was submitted the day before [March 28th]. He said he hadn't heard back from NHDOT about any issues with the applications and expected acceptance following review by Governor and Council.

4. Coordinated Plan {VOTE}

S. Bogle explained that the 2012 plan was being updated and reviewed the overall goals of the Coordinated Plan, specifying that the plan is critical for ACT when applying for federal funding. He noted that most chapters of the plan are in final development and editing, but said he was still working on maps in chapter 4. S. Bogle reviewed the chapters and some of the data in the plan.

D. Perou asked if there had been any unexpected changes in analysis of the demographic data used in the plan. S. Bogle said they had noticed a continued rise in aging populations, and a rise in individuals with significant need in areas of both counties.

S. Bogle reviewed specific content in chapter 8 of the draft plan which contained progress since the 2012 plan and overall recommendations for the future. He reviewed several examples of progress in the RCC:

- Expansion of RCC membership
- Adopting Rockingham Planning Commission as the Lead agency for management of POS funding
- Hiring of Jeff Donald as the RCC coordination manager
- Development of service standards for coordinated transportation
- COAST Clipper Connection
- Compiling a transportation directory
- Implementation of the Community Rides program
- Development of ride scheduling software

S. Bogle reviewed several short- and long-term recommendations and the specific action plan:

Short-term

- Maintain the RCC
- Finalize service agreements
- Add more agencies to the call center
- Continue to provide travel training
- Continuing to implement ride coordination scheduling software
- Investigate shared purchasing for provider insurance and other costs

Long-term

- Ensure continued availability of FTA 5310 funds
- Maintain existing services and build services to fill unmet need
- Need for community transportation services for individuals in poverty or without access to reliable transportation (individuals other than seniors and folks with disabilities)
- Employment transportation is an unmet need
- Expansion of volunteer driver programs in specific municipalities
- Ensure funding sustainability for services

S. Bogle noted that the southeast RCC has a great record of achieving goals set in their coordinated plan. He explained that the next steps are for the ACT board to approve the draft plan and then the RPC committees will review it in accordance with federal public comment procedures.

P. Thyng asked if any other large employers in the region provide funding support for community transportation in addition to the shipyard. S. Bogle responded that the trend over the past decade is in opposite direction. He cited the example of the Newington mall which used to provide matching funds to COAST but stopped when they were taken over by a national management corporation.

R. Nichols said UNH (which is one of the largest employers in the region) provides support in the form of reciprocity between COAST and UNH Wildcat – UNH students can ride COAST buses for free and COAST passes are honored on Wildcat routes. J. Donald noted that the shipyard started supporting the public transportation system because they had a specific problem with gridlock and parking.

C. Gulla asked if UNH Wildcat contributes funds directly to COAST. R. Nichols responded that – other than pass reciprocity – they don't provide direct support.

K. Morton Clark asked if there were any transportation services that would support people who have lost their license but are not otherwise disabled. C. Gulla responded that TASC can provide rides for such people as long as they are eligible for TASC services, but most people do not.

R. Nichols said that COAST works with the Dept. of Health and Human Services to get passes and tickets for people in rehabilitation, and that Strafford County partners with COAST to provide fixed route service to the county complex.

J. Donald said service provided is based on available funding and the service requirements that go with it. He noted that some providers can do shared rides for elderly/disabled and someone in recovery as long as it doesn't affect the elderly/disabled rider.

M. Schmalz noted a minor revision in chapter eight. S. Bogle acknowledged the change and said it would be fixed.

R. Nichols said he would be going through the plan to work on editing. He noted that in section 8.1, the plan doesn't talk specifically about the challenge about providers acquiring vehicles. He also noted that the plan needs more specific content about TripLink besides a description of progress on its implementation.

C. Gulla moved to accept the draft plan with the understanding that further editing will be completed.

Seconded by M. Schmalz

Vote: all in favor

S. Bogle requested that members send requested edits to himself, J. Donald, and C. Lentz.

5. FY16 Budget Report

J. Donald explained the separate budgets for POS, Formula funds, and 5317. He presented overall points of the report, described the reimbursement process, and explained the organization of funds.

P. Thyng asked why the actual expended dollars were lower than the requested dollars. J. Donald responded that it was primarily due to a slow start to the Community Rides program. Now that it has grown, with more agencies participating, expenses will match requested funds more accurately. J. Donald explained that the "left-over" funds will go back into the state funding pool to be re-distributed to other community transportation agencies during the next POS funding round, not back to the federal level.

C. Lentz asked if having lower actual expenses than requested funds at the end of the fiscal year impacts ACT's ability to apply for the same amount the next year. J. Donald said funding is not based on usage or performance, but on demographics.

D. Perou commented that she had attended an SCC meeting where DHHS discussed the difference between providing transportation service in the rural North Country vs. the more developed southern regions. She described the state's proposed 3-tiered approach to trip reimbursement (10.40\$ for southern regions, \$23.00 for middle regions, and \$37.00 for the North Country) and suggested that ACT members stay active in discussions about how to develop a fair trip reimbursement model.

S. Bogle asked who the main target of advocacy for the issue should be (e.g. a legislative committee?).

D. Perou said there were new staff at DHHS who were more open to discuss the issue. She said she would contact ACT members if she heard about opportunities to advocate about the issue.

S. Bogle noted that this issue came up during discussion about the development of the statewide Coordinated Plan.

R. Nichols asked D. Perou if she would keep in touch about continuing discussion about the issue and contact J. Donald at COAST if there were upcoming opportunities for ACT members to engage with state staff and legislators.

6. TripLink Statistics

J. Donald said TripLink is growing steadily, noting that 16,600 trips were scheduled through the system in FY2015 and an estimated 39,000 trips are expected to be processed through the system in the next state fiscal year.

7. Membership Update

No membership updates

8. Purchased Transportation Update (Jan - Feb)

No POS updates [due to meeting schedules]. May meeting will include new POS numbers.

9. Update to Service Standards & Contract

J. Donald explained that updates to the service standards do require a vote by the membership. He said the official vote was scheduled for the May meeting, but he wanted to get a draft of the updated service standards for providers and volunteer driver programs to members for their review prior to voting. The primary update was regarding drug and alcohol testing. J. Donald reminded members that they had voted in favor of requiring a standardized drug and alcohol testing protocol for ACT members that was equivalent to federal requirements, regardless of whether they were required to use federal drug and alcohol testing protocol or another non-federal protocol. He directed members to language (that had been updated in consultation with COAST's broker) in the draft standards that were handed out at the meeting. R. Nichols noted that the intention was to provide members a set of standards that would make sense to any of their insurance carriers.

P. Thyng asked who COAST's broker was. J. Donald responded that they worked with Cross insurance agency.

J. Donald suggested that each agency to review the draft standards with their brokers in time to make adjustments before voting on them at the May meeting, so they can be referenced in the July POS contract application. He pointed out specific language about drug and alcohol testing language on page nine of the draft standards which said agencies shall comply with all FTA and FMCSA (Federal Motor Carrier Safety Administration) regulations. J. Donald pointed out that drug and alcohol testing is required by FMCSA for any company that operates vehicles large enough to require CDL-certified drivers. He reviewed some of the detailed language and asked for initial thoughts and comments.

D. Perou said she needed time to review the draft and think about it.

R. Nichols explained that the standards were meant to support risk management procedures for ACT members, and be used as a marketing tool to negotiate better insurance rates.

10. SCC Report

J. Donald explained that the statewide coordinated plan had been approved at the most recent SCC meeting. He noted that the SCC was discussing overarching questions about how to improve coordination across the state. He noted that it was difficult to have well-rounded discussions at the state level without DHHS in attendance at the meetings.

R. Nichols suggested that it would be timely to raise the issue of how Medicaid block grant funding will affect transportation at the upcoming SCC meeting.

11. Information Exchange

None

12. Clients in Need

None

13. Other

J. Donald said the software updates were moving forward. He asked if members would be interested to see a live demonstration of the software at the July ACT meeting. He also noted that he had recently purchased the web address "triplink.org" to ensure people searching for TripLink would find it more easily.

J. Donald explained that he had recently been discussing Exeter Hospital's recent community needs assessment with Carol Gulla. He said the hospital had instituted a mini-grant program that could support agencies like TASC, and be used for local match for ACT.

14. Public Comment

No public comments were brought forward

15. Adjournment

Meeting was adjourned at 10:40am