

# **General Membership Meeting**

## **Minutes – November 7<sup>th</sup> 2018 - 9:00am,**

### **McConnell Center, Dover**

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**Members Present:** Pamela Becker (Community Partners), Scott Bogle (RPC), Tory Jennison (Reg. 6 Integrated Delivery Network), Colin Lentz (SRPC), Margie Longus (Ready Rides), Rad Nichols (COAST) Meri Schmalz (Ready Rides), Sharon Reynolds (Citizen Member)

**Staff Present:** Jeff Donald (COAST)

The meeting was called to order at 9:15

#### **1) Introductions**

#### **2) Minutes from September**

S. Reynolds made a motion to approve the minutes from September 19, 2018

Seconded by M. Schmalz

Vote: unanimous in favor

#### **3) Election Vice Chair**

J. Donald explained that the term of the Vice Chair position had expired and nominations had been solicited at the previous meeting. S. Bogle was the only member nominated and he had accepted the nomination. Members discussed the provision in the bylaws that limited officer position to two terms. They discussed the possibility of eliminating the provision. R. Nichols explained that any change to the bylaws would have to be noticed as part of a future ACT board meeting.

T. Jennison moved to vote on the nomination of S. Bogle for Vice Chair and include an amendment to the bylaws in the agenda for the January 2019 ACT meeting.

Seconded by S. Reynolds

Vote: unanimous in favor (S. Bogle abstaining)

J. Donald said he would prepare an amended set of bylaws with the sentence setting term limits removed.

#### **4) Selection of Single Lead Agency**

Rad recused himself from the conversation since the discussion would involve COAST.

J. Donald reminded members that COAST had been operating as the lead agency for FTA 5310 formula funds, while Rockingham RPC had been operating as the lead agency for FTA 5310 POS funds. He explained that this was done under previous rules to avoid the conflict of COAST essentially purchasing 5310 POS from itself for the community rides program. J. Donald explained that NHDOT was requesting RCCs to switch back to single lead agency beginning in July 2019 because FTA and NHDOT had agreed that NHDOT was technically the recipient of POS funds – and therefore not a conflict for sub-recipients such as COAST to be the lead agency. He said the matter had been discussed by the ACT Executive Committee and COAST and RPC were in agreement that COAST should be the single lead agency.

S. Bogle made a motion to accept COAST as lead agency.

S. Reynolds seconded.

Vote Unanimous in favor, with R. Nichols abstaining.

## 5) Annual Meeting

J. Donald highlighted some of ACT's accomplishments over the past five years that would be noted in an annual report at the annual meeting:

- Ready Rides launched 5 ½ years ago and has expanded from 4 to 9 towns
- The COAST call center was launched and took its first call for Community Rides in October 2014
  - In 2016 the COAST call center was rebranded as TripLink and began consolidating providers under one call center. It now includes Rockingham Nutrition MoW, Ready Rides, Community Rides, Portsmouth Senior Transportation, and COAST's Route 7 On Demand and ADA paratransit
- In 2015, ACT helped TASC purchase an accessible minivan
- In 2016 ACT helped Rockingham Nutrition MoW purchase 2 cutaways
- Travel training for community members has been provided since 2015
- ACT is an active participation with SCC activities – including the development of a statewide plan and several peer to peer forums
- ACT recently hosted a roundtable for medical and transportation providers to discuss non-emergency medical transportation challenges and opportunities

R. Nichols noted that none of the agencies progress would have been possible without Jeff's leadership. J. Donald noted that S. Bogle was a consistent stakeholder and active partner in ACT programs and progress.

J. Donald noted that he had requested ideas for annual meeting topics from ACT members. He said C. Lentz had suggested a discussion about policy goals and other ACT-related issues that should be communicated to state and federal decision-makers.

C. Lentz explained that MPOs (which he and S. Bogle both worked for) were designed as bottom-up forums for regional decision-making for transportation improvements. He said he was working with the Strafford MPO board and committee members to develop a set of policy resolutions and project priorities to be communicated to state and federal decision-makers. He noted the need to communicate with the NH congressional delegation about a replacement for the current federal transportation authorization (which will expire in 2020), and state budgeting issues for transportation. C. Lentz said he and Strafford MPO member community representatives would be communicating directly with decision-makers and he wanted to ensure the needs of ACT members and transportation providers were included in the conversation.

S. Reynolds said that public transit services needed to be funded, but they also needed funding sustainability. Services need to be reliable so it's challenging when funding runs out and services are discontinued after a few years.

M. Schmalz said state decision-makers need to look carefully at statewide population demographics and the 2010 census to see the need for better funding for senior transportation.

Members discussed community involvement requirements for eligibility under Medicaid expansion, and whether Medicaid transportation funding would be involved.

S. Bogle said it was critical to get community members to communicate their needs directly to decision-makers. They need to hear directly from constituents because their voices carry more weight than staff from agencies like Strafford and Rockingham MPOs.

S. Reynolds asked if the regional IDN's would be interested in holding a transit-oriented conference that includes decision-makers.

T. Jennison responded that decision-makers have heard about these issues. Such a meeting might be unproductive because the ideas are out there but no one has funding or capacity to implement solutions.

R. Nichols emphasized the need to focus discussion with decision-makers on moving people and goods, not just cars.

J. Donald made a policy suggestion Title IIIB requires that clients be 60 and older. He would prefer that transportation providers had the flexibility to transport someone younger than 60 if they had a qualifying disability.

C. Lentz asked if it would be helpful to break out the various issues discussed so that state-specific issues are brought to state decision-makers and federal issues to federal decision-makers.

S. Bogle said it would be helpful and one of the priorities for state-level discussions was to have discussions with decision-makers before and while they're developing plans and budgets. This includes meeting with the Governor and GACIT members (Governor's Advisory Commission on Intermodal Transportation) before they see the draft Ten Year Plan and hold regional public hearings.

S. Bogle mentioned the call-in day he helped organize to encourage people to call the governor's office in support of the seacoast greenway alliance. He said it ended up being fairly easy to get 400 people to call into the Governor about the project. Legislators respond well to direct contact because they don't hear from people often.

R. Nichols mentioned a comment from the recent NEMT roundtable: that it was more cost effective to purchase public transit passes for Medicaid eligible people than coordinating door-door rides through CTS or a similar provider. He suggested that this should be spelled out in contracts more explicitly.

T. Jennison suggested that it might be a challenge to implement that approach on an individual basis instead of applying a block of funds specifically for purchasing passes for eligible clients. R. Nichols said it shouldn't just be for bus tickets [single-ride tickets], but for multi-ride passes. This should be discussed with Dave from CTS.

S. Reynolds asked if it would be worth developing an public transit advocacy group of citizens and transit users that could contact decision-makers with strategic messages at opportune moments. R. Nichols said that might be a result of COAST's ongoing strategic planning process.

## **6) Updates and Stats**

J. Donald provided handouts with updated statistics. He noted an increase in activity at TripLink and that a recent software update changed how trips display in the chart. He said he would work with the software contractor to improve how the trip data displayed.

J. Donald noted some spikes in trip scheduling are due to new services (e.g. Portsmouth senior transportation starting). He noted some other POS trip statistics for individual providers.

J. Donald provided a year-end budget update and income statement. He noted the budget is only off by 1% for the year.

- Under in partner/foundation support because grants didn't come through.
- Wages were over budget due to the addition of one part-time staff person in TripLink.

S. Reynolds asked if there were any opportunities for grants in the near-term.

J. Donald said he's always keeping his eyes open for opportunities but nothing is immediately available.

S. Bogle mentioned that he had spoken to planning students at UNH and the professor had asked about capstone planning projects? He said he would work with C. Lentz and others to develop potential projects, but initially thought about students developing analysis tools that could be used to demonstrate the need for services such as the Tri-City volunteer driver program. T. Jennison suggested

that such tools should not just be focused on senior transportation – there are public transit needs for many other users. S. Bogle agreed and suggested that the analysis could focus on transportation that could be provided by volunteers, not focused on seniors.

#### **7) Quorum requirements**

J. Donald noted that the May and July ACT meetings had not had quorums, so it would be worth reviewing quorum requirements in the bylaws due to several members that count towards the quorum rarely come to meetings (such as state agency reps). He noted that currently the quorum is determined by a percentage of members, making it 7. The typical quorum requirement for similar agencies is 51%, but based on active member attendance the current ACT quorum is about 70%. J. Donald asked for suggestions for improving attendance. S. Bogle suggested that since the next meeting included a planned amendment of the bylaws for officer term limits, they could add an amendment for quorum requirements that simply reduced quorum to 5.

#### **8) Non-Emergency Medical Transportation roundtable**

J. Donald provided some notes from the recent roundtable. He said that 35 people attended: all four regional hospitals, Fresenius dialysis, and numerous transportation providers. He said he would be following up with attendees about the right contacts for specific issues. He said there would continue discussion around the issues from the roundtable at the January ACT meeting.

#### **9) SCC report**

J. Donald said the FTA5310 capital grants were supposed to be announced the prior week, but NHDOT was still working on programming. He said the SCC was going to be focused on skill-building for the next few upcoming meetings: mobility management competency, integrating mobility management in a statewide network, risk management, celebrating successes, etc.

J. Donald noted that an SCC member had drafted a letter that admonished the state Dept. of Health and Human Services for not participating on the SCC. The language got push-back from several SCC members (including NHDOT), but the issue still exists that DHHS does not attend SCC meetings.

#### **10) Info exchange**

S. Bogle provided an update on a potential meeting with the president of the Endowment for Health (Yvonne Goldsberry). He said she was doing site visits round the state and there would be a seacoast roundtable on November 14<sup>th</sup> at Lamprey Healthcare. He asked if members would be available to participate in the session from 9-11am. He said the ultimate goal was to show her major initiatives and demonstrate challenges in the region.

J. Donald noted that COAST was finishing their first round of public meetings for their comprehensive operations analysis.

S. Reynolds noted that the Dover Public Library was having their annual book sale that coming weekend. M. Schmalz said that Dave White from CTS was coming to speak with the Ready Rides board about possibly becoming a CTS vendor. She wasn't sure how the board would react, but the goal was to discuss how to help clients take better advantage of their transportation options.

#### **11) Clients in need**

No members brought forward clients in need.

**12) Public Comment**

No public comments were brought before the board.

**13) Adjournment**

P. Becker made a motion to adjourn

Seconded by S. Reynolds

The meeting was adjourned at 10:50