



**Annual Membership Meeting
Minutes – November 6, 2019 - 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 (Easterseals NH and State Coordinating Council), Pam Becker (Community Partners), Tahja Fulwilder (Ready Rides), Scott Bogle (Rockingham Planning Commission), Betty Smith (Ready Rides), Margie Longus (Ready Rides), Cathryn Conway-Dorr (Dover Housing Authority)

Staff Present: Jeff Donald (COAST)

2) Executive Committee Member Change

R. Nichols noted that Pam Becker has stepped off the ACT Executive Committee and Cheryl Robicheau from Strafford CAP will be filling her seat. P. Becker said a potential replacement for a representative from Community Partners is still to be determined.

3) Election of Chair and Secretary {VOTE}

J. Donald said Rad and Colin had been nominated to renew their respective roles as chair and secretary

S. Bogle moved to renew and thank

B. Smith second

Vote: unanimous in favor (Colin and Rad abstaining)

4) Approval of Meeting Minutes (9/4/19 meeting) {VOTE}

B. Smith made a motion to approve the minutes from September 4th.

Seconded by S. Bogle

Vote: all in favor

5) Updates & Statistics

J. Donald provided updated statistics for the TripLink dashboard. He noted that it's too early for October numbers to be finalized. Generally, ridership is up with more trips booked in Triplink and a rise in unduplicated riders. The ridership patterns are not totally clear with the length of data collection. R. Nichols noted that October seems to be the biggest ridership month.

F. Roberge asked the COAST numbers on the dashboard include fixed route ridership. J. Donald said the dashboard only shows demand response trips provided by COAST booked through Triplink

R. Nichols noted that COAST fixed route averages 32,000 – 38-39,000 riders per month.

J. Donald provided a review of the ACT budget. He noted that the overall budget looks lopsided because of the mid-year switch from federal to state funds. TripLink services appear underspent, but this is fine and expected. J. Donald noted that ACT did not receive foundation grants in time for the current budget so COAST has filled the gap. Overall revenues are down 4% to match same drop in expenses.

Paid time off appears to drop but that's because it was moved to the fringe line. Materials and supplies are down 30% but a new computer and radios for TripLink call center are needed in the next couple of months. Planning and marketing are under budget by 60% because Donald hasn't attended any conferences etc. Overall 5% under for expenses
For purchased transportation, everything is slightly under budget but providers have been spending hours as expected.

J. Donald noted that as of SFY20 (beginning on July 1, 2019), all invoicing and billing changed to monthly reporting. In the past formula fund expenses were invoiced monthly and purchased transportation was invoiced quarterly, but the NHDOT now requires that they are invoiced at the same time. Pam asked why foundation grants didn't come in? J. Donald explained that some grant applications were not approved, but then the Tufts grant was accepted which made a big difference. J. Donald noted that the State approved a budget with \$200,000 for each of next two years to be divided among transit providers to support rural transportation – scaled to size of agency. COAST had supported the bill saying it would use the funds as local match for the ACT budget. COAST's share of the \$200,000 amounted to \$34,783 to support ACT. R. Nichols noted that this was the first time in ten years that state funds had been dedicated for public transit service.

S. Bogle explained that he had developed a snapshot for the State Executive Council showing states' contributions to public transit across the U.S. The national average for state funds for transit is \$54 per person, the median state is North Dakota at \$5.45 (this filters out large states with large passenger rail systems), NH is 44th out of 50 but 4 of the states that contribute no funds have strong county systems that make up for the difference. S. Bogle said Massachusetts contributes \$215 per capita, Vermont is at \$8, Maine provides \$0.91 per person, and NH provides \$0.51 per person but \$0 toward transit operating. The \$200,000 in the recently approved budget put NH at \$0.15 per person for public transit operating support.

6) FY2020 Workplan {VOTE}

J. Donald – provided copies of the draft workplan for fiscal year 2020 that had been reviewed at the September meeting. He noted some changes to the funding section in reference to changes in the national healthcare framework that D. Perou had been tracking. She had described a proposed shift in the healthcare industry from a fee-for-service model to a value-based approach. This change has implications for transportation service providers because of the importance of transportation in health outcomes. It would shift the incentives for healthcare providers; hospitals could be more accountable for the transportation challenges of their patients, or insurance providers who would theoretically incentivize healthier clients if they were required to reimburse more transportation costs. J. Donald noted new language that he had incorporated on page 3 of the workplan.

B. Smith Made a motion to approve the FY2020 workplan
Seconded by P. Becker
Unanimous

7) New Website & Multi-Service Application

J. Donald reviewed the process for updating the ACT website. A request for proposals had been sent out on September 23rd, he had received some follow-up emails and questions from potential bidders and proposals are due on November 15th. The project is slated to be completed in July of 2020. J. Donald said the RFP had emphasized the importance of accessibility for the website so a range of clients and stakeholders can use it. It also specified the inclusion of an online multi-service application so

potential clients can apply for all eligible services with one process. J. Donald noted that he wanted the multi-service application to be HIPAA compliant. Currently, transportation is not covered under HIPAA, but he wants to be ready if changes in the future require providers and groups like ACT are required to HIPAA compliant. A universal application like this would require sharing client information among ACT providers, so clients would be notified and asked for their consent.

S. Bogle noted that the website and multi-service application would require a database of clients and their eligibility information. He asked if the database of client eligibility would be shared with or be available to outside agencies. J. Donald said that it would not be available and noted that even TriLink staff don't have direct access to the current database of client information.

P. Becker asked if J. Donald had reached out for specific assistance with website accessibility. He said he had done some research but ultimately put specific language in the website RFP regarding accessibility.

R. Nichols added that COAST purchases a service that monitors their website to catch accessibility issues. He noted that regularly, the accessibility issues are related to Adobe PDFs uploaded to the website, but Adobe also has a tool for accessibility checks. J. Donald said there will be a process for ensuring that the website and multi-service application are compatible with area hospital systems and protocols.

F. Roberge asked if R. Nichols was happy with recently updated COAST website. R. Nichols said he was happy with the website. There is one issue with slow loading speeds because the website is data-heavy because it has a constant feed on COAST buses and routes. J. Donald noted that there will have to be a print version of the multi-service application, and it will need to include a way to get documents from clients whether they can scan or have to mail a hard copy. P. Becker asked if there were any examples of a similar universal application. J. Donald said he hadn't seen similar concepts for the transportation sector.

8) Information Exchange

J. Donald said a couple ACT members are missing from the meeting because they are at the Center on Aging and Community Living's conference in Meredith.

F. Roberge provided brief updates on the DHHS State Plan on Aging. He noted that DHHS would also be coming back to the SCC meetings. There are SCC trainings upcoming in January, March, and May focused on technical issues and the sessions are open to all RCCs.

F. Roberge noted a potential funding opportunity through the FTA under the auspices of CCAM. \$3.5 million is available to direct recipients. He said he was hoping the SCC would develop a statewide project to apply for funding. S. Bogle asked if F. Roberge had any details about what projects/programs are eligible for funding. J. Donald provided some examples. He added that the timing could be an issue, but ideally this grant could be an opportunity to pay for website updates rather than use COAST's 5307 capital funds.

S. Bogle said he had an upcoming event with Taylor Clock from Community Transportation Association of America (CTAA). S. Bogle and R. Nichols are presenting at the RPC legislative forum next Wednesday (November 13th from 6-9pm), and Taylor Clock will be doing a separate presentation at a meeting on Thursday November 14th from 10am – 12pm in Concord.

R. Nichols explained that the Governor's Advisory Council on Intermodal (GACIT) was in the process of discussing the draft Ten Year Plan. He said COAST and staff from the RPCs had been providing input at regional public hearings, and the chief issue for COAST was that the Ten Year Plan presentation and information provided was only focused on bridge and highway paving needs, essentially ignoring all other modes. It had included no information about transit need. R. Nichols said S. Bogle had developed a snapshot about unmet transit need in NH to provide to GACIT members, the Governor, and Legislators

as they review and vote on the draft Ten Year Plan. The snapshot highlighted the differences in state funding between states (some of which S. Bogle had explained earlier in the meeting).

J. Donald said he had attended a recent GACIT hearing where Nottingham resident commented that they couldn't get simple, short range trips and tasks done on their bike because can't safely cross NH125.

R. Nichols said COAST was finishing up their second round of public forums to present the proposed service redesign. He said they had received great comments and were able to incorporate many requests for changes. There is still a lot of work to be completed to implement the new service by June 29, 2020.

9) Public Comment

No public comments were brought forward.

10) Adjournment

B. Smith made a motion to adjourn

Seconded by T. Fulwilder

The meeting was adjourned at 10:20