

Alliance for Community Transportation (ACT)

MEETING MINUTES

November 28, 2012

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Members Present: Linda Howard, Vice Chair (Homemakers Health Services); Carol Gulla, Secretary (Transportation Assistance for Seacoast Citizens); Heather Hesse-Stromberg (Strafford Network); Jennifer Flannery (Community Partners); Deb Bartley (Lamprey Health Care); Carol Garlough (Goodwin Community Health); Jen Hawkins (NH Association for the Blind); Theresa Jarvis (New Durham); Tory Jennison (Health & Safety Council of Strafford County), Gayle Murphy (Ready Rides); Rad Nichols (COAST); Sharon Reynolds (Citizen Member).

Others Present: Brinn Chute (City of Portsmouth Senior Services Coordinator); Dianne Smith (COAST); Jeff Donald (COAST)

- 1) **Welcome and introductions:** Meeting opened at 10:35am. Attendees introduced themselves and a welcome was extended to new ACT member "Ready Rides", represented by Rev. Gayle Murphy.
- 2) **Approval of Meeting Minutes (09-19-12 meeting)**
Rad Nichols made a motion to accept the meeting minutes from September 19, 2012. Sharon Reynolds seconded it. The motion passed with Theresa Jarvis abstaining.
- 3) **Election of Officer: ACT Secretary**
The Executive Committee met in October 2012 and nominated Sharon Reynolds as ACT Secretary. The nomination was unanimous. R.Nichols made the motion to elect Sharon Reynolds as ACT Secretary. Jennifer Flannery seconded it. The motion passed. Carol Gulla was thanked for her past efforts as ACT Secretary and Sharon welcomed.
- 4) **Preliminary FY12 ACT Financial Report**
Dianne Smith reviewed the preliminary ACT FY12 financial report distributed to members at the meeting. The report presented the actual costs and revenues compared to the adopted budget. She noted that the final amount varied only by about \$1400 from what was expected during the FY13 budget-development. She noted the large difference between planned and actual was due to the delayed implementation of a limited amount of POS work, the Call Center and "coordination".

Tory Jennison asked if the unused funds are lost. D. Smith and R. Nichols noted that the Federal funds are not expected to lapse and that the private matching funds will be available until September 2013. That there are still resources available to accomplish ACT's goals was discussed briefly by members.

5) **Purchase of Service status report**

D. Smith reviewed ACT's planned POS projects:

- Volunteer driver reimbursement
- Expanded Coastal Route
- Access for elderly & disabled to Community Health Centers
- General elderly & disabled access to health care
- Support of increased COAST ADA Paratransit services

She noted that the Coastal Route service had started in July, that a contract had been developed for "service providers" and there needs to be multiple partners under contract to begin the access to Community Health Care and subsequent general access to health care. She noted that the

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COAST Paratransit service would be the simplest and first service to start with ACT Partners. There was subsequently considerable discussion about the COAST ADA Paratransit service. D. Smith stressed that ACT partners need to become engaged and that there would be a meeting soon to discuss the contract particulars, operational relationships and the introductory use of the “coordination” software.

6) Coordination update

D. Smith reported that a “coordination assessment” tool had been developed for ACT Partners to help them gauge the benefits of becoming part of the coordination efforts.

The initial relationships with partners will be for the POS work and with an introductory level of use of the web-based “coordination” software. HBSS has indicated that it will have the introductory access available by late January; Smith noted a hope to expand to full coordination by March 2013.

There was general discussion about “show and tell sessions” to learn the details of the contracts and software, as well as a brief discussion about what is needed to begin “coordination” activities. The use of tablets (purchased through the VTCLI grant) was noted to be a cornerstone to full coordination activities.

7) Medicaid/Managed Care transportation update

D. Smith noted that NH DHHS’s planned January 1 switch to Medicaid Managed Care has been delayed. Thus far, brokers for two Managed Care Organizations (MCO) have been identified: Access2Care (Centene) and Coordinated Transportation Solutions (CTS) for Boston Medical. Access2Care representatives have indicated that it currently is not allowed to sub-broker their trips through a regional coordinator/RCC. CTS has indicated a willingness to work with regional coordinators, but has been approaching individual providers. Neither MCO broker has a clear understanding of the demand.

There was general discussion about the MCO startup, the limited understanding of Medicaid NEMT demand, and the potential future impact to various ACT members.

8) SCC report

R. Nichols provided a brief summary of the November SCC meeting. The SCC Communications/Outreach committee will develop messaging and strategy for the Legislature.

The MCO committee will convene to meet with the MCO transportation brokers. The Software Subcommittee, working with the NHDOT, still needs 4 lead agencies to sign an MOU that commits them to taking on the use of the HBSS software for their regions. The Endowment for Health has indicated its willingness to provide funding for the match to the Federal funds. COAST has agreed to serve as the conduit of those funds on behalf of the NHDOT.

Annual Report of Statewide Coordinating Council on Community Transportation is available online.

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9) Staff report

Jeff Donald briefly noted the following accomplishments:

- Ready Rides has officially formed, has a website, and hopes to begin services during this winter.
- The North Bus has increased the number of riders, including two persons who use wheelchairs
- Efforts to upgrade the ACT website have begun.
- Plans have begun to upgrade COAST's facility to accommodate the regional call center.

10) Other

R. Nichols added that COAST's BOD approved the purchase of workstations for the Call Center, and noted that COAST has upgraded its telephone service to VOIP (Voice-Over Internet Protocol). He also noted there will be schedule changes for Routes 2, 33, 41, Commuter Connector and Clipper Connection at the end of December.

The ACT Executive Committee is scheduled to meet the first Wednesday of December from 9am to 10:30am at a location other than at COAST (TBD).

11) Public comment

12) Adjournment

C. Gulla made a motion to adjourn. Carol Garlough seconded it. The motion passed.

Respectfully submitted,
Sharon Reynolds, Secretary
dms/SR