General Membership Meeting
Minutes – May 3, 2017 - 9:00am,
McConnell Center, Dover

Members Present: Scott Bogle (RPC), Jeff Donald (COAST), Elaine Dunton (Homemakers), Carol Gulla (TASC), Tory Jennison (Region 6 Integrated Delivery Network), Colin Lentz (SRPC), Margie Longus (Ready Rides), Rad Nichols (COAST), Debra Perou (RNMoW), Sharon Reynolds (citizen member), Cheryl Robicheau (Strafford CAP), Meri Schmalz (Ready Rides), Michael Williams (COAST)

1. Welcome and Introductions
The meeting began at 9:02

2. Approval of Meeting Minutes (3-1-17 meeting) {VOTE}
S. Bogle made a motion to approve the meeting minutes from March 1st
Seconded by S. Reynolds
Vote: unanimous in favor

3. Updates
J. Donald notified meeting attendees that the applications for FTA Section 5310 funds in the next fiscal year had been submitted to the state. After approval by Governor and Council they will be transmitted to FTA to be finalized.

J. Donald explained that Strafford and Rockingham Planning Commissions had recently been approved the 2017 Coordinated Public Transit & Human Services Transportation Plan; he would be posting the final version on the ACT website soon.

J. Donald said ACT had recently been awarded a $5,000 mini grant through Exeter Hospital to complete a transportation community needs assessment in partnership with TASC and Rockingham Nutrition Meals on Wheels.

4. Service Statistics
J. Donald gave an overview of purchased transportation data and noted that Ready Rides and Community Rides had seen consistent growth over the reporting period. He also noted a low denial rate overall for providers. Ready Rides was able to fulfill all trip requests in February and March.

J. Donald reviewed TripLink statistics and noted that Rockingham Nutrition Meals on Wheels would be joining the program in June, with TASC joining in the fall.
S. Reynolds asked if it would be possible to move some of COAST's ADA riders to ACT service providers in order to reduce ADA costs for COAST. R. Nichols responded that many new clients are directed to lower-cost ACT provider services when they apply for service. He added that travel training provided by J. Donald focused on the range of services available to clients.
J. Donald reviewed the chart of trip data and explained that the data were for trip requests, not actual trips provided. S. Bogle asked about a sharp drop in Medicaid trips after high numbers of trips in the preceding months. J. Donald explained that the reasons weren't clear but that CTS may be finding lower-cost alternatives to COAST. R. Nichols added that COAST had provided many more ambulatory trips than expected. They had expected more accessible trips, which are billed at a higher rate. J. Donald reviewed the year-to-date budget, pointing out that the COAST budget was reported separately from the

Rockingham Planning Commission budget (which manages purchased transportation funding). He explained details in year-to-date budget progress reported in meeting handouts.

5. Update to Service Standards

J. Donald explained that the executive committee and provider workgroup had verbally agreed to accept the drug and alcohol policy updated in the service standards, and that COAST staff were still working on insurance standards with insurance providers from COAST, Lamprey Health Care, and Rockingham Nutrition & Meals on Wheels. He said the full membership would be voting on the updated standards at the July meeting.

6. SCC Report

J. Donald reported that there was no SCC meeting in April, but that contract transportation was going to be addressed at the May meeting the following day. He explained that the state would be providing guidance for transportation providers responding to requests from other providers to fulfill their trip requests. J. Donald said he had attended the SCC volunteer driver peer-to-peer forum the preceding Friday, that was attended by a couple of brand new providers.

7. Information Exchange

S. Bogle asked if COAST staff had looked at the state's bid for cut-away buses because CART was in need of new vehicles. R. Nichols said COAST had not used the state bidding process for some time. S. Bogle described the type of bus CART needed; M. Williams said they should talk after the meeting about the possibility of a joint procurement. R. Nichols expressed interest in being part of the state bidding process if it would be possible to be an independent applicant. S. Bogle said he would send information to COAST staff.

8. Clients in Need

M. Schmalz said she regularly gets calls from residents in Dover and Rochester for medical trip needs. S. Reynolds asked if hospital transportation services could fill some of the needs. M. Schmalz said she wasn't sure the clients could be served by hospital transportation where they lived. Other members noted the limited service area and availability of non-emergency hospital transportation. J. Donald asked if M. Schmalz knew about the clients' mobility challenges – whether they could qualify for COAST ADA service, or were otherwise unable to drive. M. Schmalz responded that it sounded like there were a range of mobility challenges – that people just couldn't get to where they needed on their own.

9. RydeLog/QRyde Demo

J. Donald provided a live demonstration of the ride scheduling and management software system that is used by COAST at TripLink. The system is built on two parts: RydeLog, which manages all clients logged in the system and creates manifests for drivers; and QRyde which is the ride-coordinating part of the system, which allows volunteer drivers to sign in and select trips.

J. Donald walked through the process of processing trip requests and demonstrated the process of managing the diverse clients and their transportation needs in the software. He noted the challenge of managing round and multi-leg trips, and said he would like to improve the built-it reporting function of the software. He said overall the system runs very smoothly and is critical for scheduling and managing large volumes of trip requests.

10. Public Comment

No public comments were brought forward

11. Adjournment

S. Bogle made a motion to adjourn
Seconded by M. Schmalz
Vote: Unanimous in favor