

# Alliance for Community Transportation (ACT)

Working to expand affordable and efficient community transportation in Southeast New Hampshire

January 13, 2010

Jeanne Ryer, Chair  
NH Statewide Coordinating Council for Community Transportation (SCC)  
c/o Endowment for Health  
14 South Street  
Concord, NH 03301

Kenneth Hazeltine, Chair  
SCC Subcommittee on Regional Coordinating Councils  
c/o Granite State Independent Living  
21 Chenell Drive  
Concord, NH 03301-8539

**RE: ACT application as RCC for Region 10 – Southeast NH**

Dear Jeanne & Ken,

Please accept this packet as application of the Alliance for Community Transportation (ACT) to serve as the Regional Coordinating Council (RCC) for Region 10, newly re-identified by ACT as the "Southeast New Hampshire" region, rather than the "Greater Seacoast" region.

The application consists of this cover letter and an attached application form describing the Memorandum of Understanding (MOU) signed by participating organizations, a list of those ACT members who have signed the MOU, the Bylaws adopted by ACT, and the workplan adopted by ACT to move the transportation coordination efforts forward in our region.

In response to concerns raised by the SCC and others regarding indemnification of RCCs as advisory bodies, an MOU between ACT and COAST has been approved by ACT members relative to the position of "Manager of Coordination Planning and Operations". This MOU also includes language in support of ACT being under COAST's umbrella for indemnification. The COAST Board of Directors will consider the formal acceptance of ACT's inclusion under the COAST umbrella as an advisory group at its January 27, 2010 meeting; approval is anticipated.

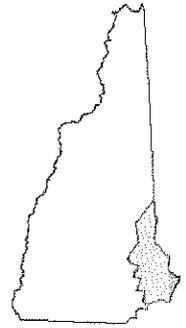
Thus, it is with pleasure and growing confidence in ACT's progress that I respectfully submit this application for your consideration.

Sincerely,



Scott Bogle, Chair  
Alliance for Community Transportation (ACT)

CC: Dianne Smith, COAST Manager of Coordination Planning & Operations

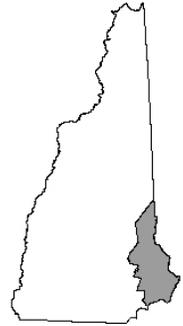


BRENTWOOD  
BROOKFIELD  
DOVER  
DURHAM  
EAST KINGSTON  
EPPING  
EXETER  
FARMINGTON  
FREMONT  
GREENLAND  
HAMPTON  
HAMPTON FALLS  
KENSINGTON  
KINGSTON  
LEE  
MADBURY  
MIDDLETON  
MILTON  
NEW CASTLE  
NEW DURHAM  
NEWFIELDS  
NEWINGTON  
NEWMARKET  
NEWTON  
NORTH HAMPTON  
NORTHWOOD  
NOTTINGHAM  
PORTSMOUTH  
ROCHESTER  
ROLLINSFORD  
RYE  
SEABROOK  
SOMERSWORTH  
SOUTH HAMPTON  
STRAFFORD  
STRATHAM  
WAKEFIELD

# Alliance for Community Transportation (ACT)

*Working to expand affordable and efficient community transportation in Southeast New Hampshire*

Submission to  
**Statewide Coordinating Council for Community Transportation**  
for consideration of  
**The Alliance for Community Transportation (ACT)**  
as the  
**Regional Coordinating Council**  
for  
**Southeast New Hampshire (Region 10)**  
**January 2010**



The Alliance for Community Transportation (ACT) respectfully submits its application as the Regional Coordinating Council for Region 10 - Southeast New Hampshire.

## **History**

For at least 10 years members of ACT have been working for improvements in the coordination of transportation services in much of the designated region. These efforts were largely undertaken on a volunteer basis through the participating organizations. With funding from the Endowment for Health to match planning funds from the Federal Transit Administration, ACT was able to engage consultants to begin the data-collection efforts necessary to formulate a plan for human service transportation coordination. The two regional planning commissions serving the area provided significant support to ACT with the development of regional data as well as the region's Coordinated Transportation Plan. Over the past several years ACT has secured additional private funding in support of its efforts, which included outreach and education. Then, with the increased Federal and State level focus on transportation coordination, ACT has been able to leverage those private resources as match to new Federal grant funds to hire a transportation professional to plan and operate coordinated transportation services. ACT is very encouraged by these recent developments, as well as the formalized relationships within the organization as recommended through and supported by the SCC.

## **Membership/Memoranda of Understanding (MOU)**

The membership of ACT has remained relatively constant throughout its history, with the inclusion of many health advocacy organizations, organizations representing a range of constituents, including elderly, disabled and economically-disadvantaged populations, as well as providers of transportation. While there were twenty-eight organizations and two consumers participating in ACT just prior to the formalization of ACT's organization, at this date the following fifteen organizations have signed MOUs as members:

- Avis Goodwin Community Health Center, Dover
- COAST, Dover
- Community Partners, Dover
- Easter Seals of NH, Special Transit Service, Manchester
- Granite State Independent Living, Concord
- The Homemakers Health Services, Rochester

BARRINGTON  
BRENTWOOD  
BROOKFIELD  
DOVER  
DURHAM  
EAST KINGSTON  
EPPING  
EXETER  
FARMINGTON  
FREMONT  
GREENLAND  
HAMPTON  
HAMPTON FALLS  
KENSINGTON  
KINGSTON  
LEE  
MADBURY  
MIDDLETON  
MILTON  
NEW CASTLE  
NEW DURHAM  
NEWFIELDS  
NEWINGTON  
NEWMARKET  
NEWTON  
NORTH HAMPTON  
NORTHWOOD  
NOTTINGHAM  
PORTSMOUTH  
ROCHESTER  
ROLLINSFORD  
RYE  
SEABROOK  
SOMERSWORTH  
SOUTH HAMPTON  
STRAFFORD  
STRATHAM  
WAKEFIELD

**Statewide Coordination Council for Community Transportation** for consideration of  
**The Alliance for Community Transportation (ACT)** as the  
**Regional Coordinating Council for**  
**Southeast New Hampshire (Region 10)**  
January 2010

- NH Association for the Blind, Portsmouth
- Rockingham Nutrition/Meal on Wheels, Brentwood
- Rockingham Planning Commission, Exeter
- Strafford Network, Rochester
- Strafford Regional Planning Commission, Dover
- Transportation Assistance for Seacoast Citizens (TASC), Hampton
- Town of Wakefield
- Wentworth Connections, Portsmouth

Additional MOUs are yet anticipated from long-standing ACT members. The MOU form is attached as **Appendix A**.

### **Bylaws**

In conformance with the SCC guidance for RCCs, ACT adopted bylaws at its December 2009 meeting, following a long collaborative process. Those bylaws are attached as **Appendix B**.

### **Work Plan**

ACT has had the good fortune to have been awarded private grant funds from the Endowment for Health and the United Way of the Greater Seacoast, in addition to Federal Transit Administration (FTA) New Freedom funds. Drawing upon the history and work plans associated with the private grants, ACT reconciled the goals and objectives of those efforts and developed an updated work plan, approved at its January 2010 meeting, to guide the organization's future efforts toward coordinated transportation service in Southeast New Hampshire. The work plan is in the form of a timeline table and is attached as **Appendix C**.

# Greater Seacoast Regional Coordination Council for Community Transportation: Memorandum of Understanding

*WHEREAS* there are several different transportation programs currently providing service within the Greater Seacoast region to seniors, persons with disabilities, and human service agency clients;

*WHEREAS* there are significant unmet needs for individuals requiring such transportation services;

*WHEREAS* this service gap is anticipated to grow significantly in the next twenty years due to demographic trends in this region;

*WHEREAS* coordination efforts have been shown to result in increased service through improved cost efficiency, elimination of duplication, and access to additional funding; and

*WHEREAS* there is a need – and an opportunity -- to create a balanced network of diverse transportation services and options by coordinating transportation in this region,

*WHEREAS* the Alliance for Community Transportation (ACT) is a partnership of health and human service agencies, municipalities, and regional planning agencies from Strafford, Rockingham and Carroll Counties, formed with the purpose of removing geographical barriers to transportation, improving access to transportation services and coordinating community transportation services in the region, and will serve as the foundation for the Greater Seacoast Regional Coordination Council.

*BE IT KNOWN THAT*

\_\_\_\_\_ intends to participate in the establishment and functioning of the Greater Seacoast Regional Coordination Council for Community Transportation. This Memorandum of Understanding documents this intent and the organization's commitment to the primary mission of the Council.

The Greater Seacoast region includes Strafford, Eastern Rockingham and Southern Carroll counties.

The primary mission of the Council is to:

- Help develop, implement, and provide guidance to the coordination of shared ride transportation options within the region so that (1) seniors, low-income and persons with disabilities can access local and regional transportation services to get to locations within the regions and between regions; and (2) municipalities, human service agencies and other organizations can purchase such shared ride coordinated transportation services for their citizens, clients, and customers.
- To recruit, select (with approval from the SCC), guide/direct, assist, monitor, and if necessary replace the Regional Transportation Coordinator, an organization which will be responsible for the day-to-day coordination of community transportation in the region.
- Provide feedback and reports to the State Coordination Council for Community Transportation relative to the policies that this Council has established.

In addition to actual service delivery options, the focus of the Council's mission will encompass transportation options such as mileage reimbursement, subsidy programs, volunteer driver programs, and vehicle sharing, as well as related functions such as travel training, information referral, call center functions, vehicle procurement, insurance and maintenance, training, and technological support.

In signifying this intention and commitment,

\_\_\_\_\_ pledges to:

- Designate one representative (and/or up to two alternate representatives) to the Council, and ensure that the representative attends regularly scheduled meetings of the Council and is active in the functioning of the Council and Committees.
- Provide meeting space for the Council and/or Committees, as needed

Signing this Memorandum of Understanding does not signify a commitment of funding at this time.

Either party may cancel this Memorandum of Understanding with 30 days written notice.

*IN WITNESS WHEREOF*, indicates its support and intent:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*ACCEPTANCE BY:*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# *ACT: The Alliance for Community Transportation: Bylaws*

## **Article I: Name**

The name of the **Regional Coordinating Council** (hereinafter called the RCC) shall be **The Alliance for Community Transportation** (hereinafter called ACT). These bylaws shall provide the procedures for conduct of business of the ACT.

## **Article II: Purpose**

ACT's service area includes the municipalities comprising Region 10: Barrington, Brentwood, Brookfield, Dover, Durham, East Kingston, Epping, Exeter, Farmington, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, Lee, Madbury, Middleton, Milton, New Castle, New Durham, Newfields, Newington, Newmarket, Newton, North Hampton, Northwood, Nottingham, Portsmouth, Rochester, Rollinsford, Rye, Seabrook, Somersworth, South Hampton, Strafford, Stratham and Wakefield.

Established by its founding members, ACT is organized to:

- Help develop, implement, and provide guidance for the coordination of shared ride transportation options within the region so that (1) seniors, low-income and persons with disabilities can access local and regional transportation services to get to locations within the regions and between regions; and (2) municipalities, human service agencies and other organizations can purchase such shared ride coordinated transportation services for their citizens, clients, and customers.
- Recruit, select [with approval from the State Coordination Council for Community Transportation (hereinafter called the SCC)], guide, direct, assist, monitor, and if necessary replace the Regional Transportation Coordinator (hereinafter called the RTC), an organization which will be responsible for the day-to-day coordination of community transportation in the region.
- Provide feedback and reports to the SCC relative to the policies that ACT has established.

- Periodically measure and assess the effectiveness of the program with appropriately determined indicators and consider means by which to continue to improve the program.

In addition to actual service delivery options, the focus of ACT's mission may encompass, but not be limited to, transportation planning and resource development as well as administrative functions.

## **Article III: Membership of the Council**

### **III.1 Membership Eligibility Criteria**

ACT shall be composed of organizational and citizen members as follows:

- **Organizational members** – Any of the following organizations are automatically a member of ACT upon formal adoption of ACT's Memorandum of Understanding by that governmental unit or organization, and formal acceptance by the ACT:
  - Any public, private non-profit, or for-profit organization based in the region which currently funds, arranges or provides such transportation services for its citizens, clients or customers;
  - Any regional public transportation agency or state or regional agency involved in the planning or provision of public transportation in the region;
  - Organizations representing groups of consumers and constituents that would be positively affected by such mobility and access improvements in the region.

Each organizational member shall designate one (1) representative and up to two (2) alternate representatives to ACT.

- **Citizen members** – Citizen members must be residents of *the service area* and take an active interest in improving mobility for seniors and persons with disabilities. There shall be at least one (1) citizen member on ACT. The maximum number of citizen members on ACT shall equate to no more than 10% of the total organizational members. The term of each citizen member shall be two years. Citizen members may serve multiple terms, but must submit an application at the end of each term. Applications to be a citizen member must be submitted to the Secretary no later than 10 days prior to ACT's regular monthly meeting. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the membership at ACT's regular monthly

meeting. Citizen members have voting rights but do not have the right to designate an alternate.

- **State & Federal agency members** – State and federal agency members associated with the work of ACT are automatically ex-officio members of the RCC. A letter of commitment to serve in this capacity (so as to help determine the quorum for meetings) must be submitted to the Chair, and renewed on an annual basis.

### **III.2 Rights and Responsibilities of Membership**

Each member is afforded one (1) full vote on any decision put to a vote. Each organizational member's vote can be cast by his/her representative or alternate representative.

To be in "good standing," a member or alternate must (1) attend at least 75% of the **regularly scheduled meetings in a year**, and (2) must participate in some facet of the RCC's work program.

### **III.3 Annual Membership Dues**

There may be annual membership dues to cover the administrative costs and other business of the RCC, the amount to be determined annually. Membership dues for any citizen member may be waived per the vote of ACT.

## **Article IV: Officers of the Council**

### **IV.1 Officers and Terms of Office**

The Officers of ACT shall be as follows:

- Chair (***Initial term to run 2010-2011***)
- Vice Chair (***Initial term to run 2010-2011***)
- Secretary (***Initial term to run 2010***)

***An individual must be a member of good standing for a minimum of one year to be elected as an officer. Except for the Secretary's initial term, a term is to be for a two (2) year period. Officers may serve up to two (2) consecutive terms.***

### **IV.2 Election of Officers and Operating Year**

The RCC's operating year shall begin at the annual January meeting.

Officers will be elected by majority vote on an annual basis at the RCC's **annual** meeting.

Nominations for officers must be given to the Secretary no later than **thirty (30) days prior to the Annual Meeting.**

#### **IV.3 Responsibilities of the Officers**

The Chair, or in the event of his/her absence, the Vice Chair, shall preside at all meetings of the RCC; but neither shall be deprived of his/her right to vote.

The Chair or Vice Chair shall have such other powers and perform such other duties as may from time to time be voted by ACT, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the business of the RCC.

The Secretary shall be responsible for attending all meetings and keeping accurate records thereof.

Collectively, the Chair, Vice Chair, Secretary and two (2) at-large members appointed by the Chair shall comprise the Executive Committee. The at-large member appointees must be members in good standing.

#### **IV.4 Vacancies**

If an officer vacates an office for any reason the Chair (or Vice Chair if the vacancy is the Chair) shall declare the vacancy at the next regularly scheduled meeting. The Chair (or Vice Chair if the vacancy is the Chair) may accept nominations from the floor at the meeting at which the vacancy has been declared. If nominations from the floor are accepted, voting will take place at the next scheduled meeting.

#### **IV.5 Removal of Officers**

An officer under consideration for removal should have the opportunity to be advised and be able to speak to the concerns of the membership. Such matters and discussions should take place in an executive session of the general membership. The officer under consideration for

removal may be given a 30-day period to correct any deficiencies before the vote is taken. Members, by 2/3 ballot vote of members present, may remove an officer at the next meeting.

## **Article V: Meetings of the Council**

### **V.1 Regular Meetings**

ACT shall meet monthly, or at the call of the Chair. The RCC may vote at a prior meeting not to hold the next regular monthly meeting. The Chair may also cancel a regular monthly meeting. Should the regular monthly meeting be cancelled by the Chair, the reason(s) for that decision will be provided along with the notice of the cancellation.

At the regular meetings, ACT may take such actions, pass such resolutions, or conduct such other business as are on the agenda or may otherwise be properly brought before it.

### **V.2 Special Meetings**

The Chair, or in the event of his/her absence, the Vice Chair may call a special meeting of the RCC as required and shall call a special meeting at the request of one-third (1/3) of the members. Business at special meetings shall be limited to the subjects stated in the call for them.

### **V.3 Information Meetings**

The Chair may call an informational meeting as may be required for the presentation and dissemination of reports, analyses, or other data, and for the informal discussion thereof by the RCC. No formal action by ACT shall be taken at such meetings. Resolutions may be introduced and discussed at such meetings, but formal debate and action on such resolutions may take place only at future regular or special meetings.

### **V.4 Meeting Notice and Agenda; Open Meetings**

Not less than seven days advance notice in writing of regular or informational meetings shall be given to all members. Not less than three business days advance notice in writing of special meetings shall be given to all members. Such notices, for a regular, informational or special meetings, shall contain the time, place and proposed agenda.

All meetings of the Executive Committee shall be noticed three business days in advance.

The form of the meeting notices shall follow the notice requirements of RSA 91-A:2.  
All meetings of ACT shall be subject to the New Hampshire's Right to Know laws (RSA 91-A).  
All regular meetings shall be open to the general public.

### **V.5 Quorum**

Fifty (50%) of the membership constitutes a quorum.

### **V.6 Structure and Conduct of Meetings**

Parliamentary procedures for the conduct of meetings shall be vested with the Chair. ACT procedures shall provide an opportunity for all members to be heard on any given issue and for the efficient conduct of business.

### **V.7 Public Participation at Meetings**

Any person is welcome to attend all regular and special meetings of the RCC, excluding any required executive sessions, and be permitted to address ACT under direction from the Chair. There shall be two separate opportunities for public comment in these meetings – the first shall be specific to other business, the second specific agenda items. The Chair shall establish when these opportunities shall occur in the agenda. Each public comment shall be limited to 3 minutes. This limit may be extended at the discretion of the Chair.

Any person wishing to comment at the meeting must first provide his/her name and address, and to the Secretary.

## **Article VI: Voting**

No vote on a substantive matter shall be taken unless the issue to be voted on has been listed in the proposed agenda, and timely notice (see Article V.4) has been given to all members. Election of Officers and Citizen Members are considered to be substantive issues. Financial commitments of the RCC and its members are also considered substantive issues. A quorum must exist before any formal vote is taken (see Article V.5).

Each member is afforded one (1) vote on any decision put to a vote and must be present to vote. In the absence of a voting organizational member representative, a designated alternative may cast the vote if present at the meeting. Otherwise, no proxy voting is permitted.

All decisions put to a vote, with the following exceptions, require a majority vote of all members present to pass. The exceptions, which require a 2/3 vote of all members present to pass, include changes or amendments to these by-laws (see Article VIII) and officer removals (see Article IV.4).

## **Article VII: Committees of the RCC**

On an annual basis, ACT shall establish or continue standing committees as may be necessary or convenient for carrying out the business of the RCC. Standing committees will be chaired by members of ACT but may include non-ACT members.

In addition to the Executive Committee, standing committees may include:

- Marketing/Public Information Committee
- Membership Committee

Additional standing committees can be established if deemed necessary or convenient to conduct the business of the RCC. These committees can be established upon the affirmative vote of the majority of the ACT members present at a regular or special meeting.

The Chair, or in his/her absence, the Vice Chair, shall establish ad-hoc committees and appoint committee members as may be necessary or convenient for carrying out the business of the RCC. Non-members, because of their special expertise or association with particular issues, and at the discretion of the Chair, may be appointed to ad-hoc committees.

## **Article VIII: Amendments**

These by-laws may be amended by the affirmative vote of 2/3 vote of the RCC present at a regular meeting thereof, if the notice of such meeting has contained a copy of the proposed amendment. Amendments are considered a substantive issue.

## **Article IX: Effective Date**

These by-laws will become effective upon adoption by 2/3 vote of the ACT members present.

from WorkPlanForSCCDraftB091215  
 ACT Workplan Draft C - 12-28-09

## Alliance for Community Transportation (ACT)

Advocacy/Outreach  
 Business/Program  
 Development &  
 Data Management  
 Marketing

### Workplan - Updated December 2009

**Appendix C**  
 ACT application as  
 Southeast NH RCC

Present

Service Startup

Future

X			Expand number organizations, service providers, communities and key stakeholders in ACT	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
X			Advocate for and seek funds to support community transportation	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
X			Participate in the State Coordinating Council	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
X			Advocate with statewide coalition for adequate community transportation funding	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
	X		Monitor national Best Practices for coordination of community transportation; apply applicable models	O	O													
		X	Update baseline service data of current services in region, including customer satisfaction		O	O												
	X	X	Establish baseline of true fully-allocated transportation costs of current service providers in region				O	O										
X	X		Recruit additional agencies that provide or purchase transportation				O	O	O	O	O	O	O	O	O	O	O	O
	X		Develop and adopt Business Plan for coordinated community transportation in region, including budget of expense and income/funding as well as a plan for transition to the new service delivery system					O	O	O	O							
	X		Establish standards of operation for all participating service providers						O	O	O	O						
		X	Develop detailed marketing plan							O	O	O						
	X		Execute MOUs with service providers and customer organizations							O	O							
	X		Develop Scope of Work for Service Broker							O	O							
	X		Issue RFP for Broker									O						
	X		Execute contract with Broker									O	O					
	X		Broker to establish contracts with participating organizations									O	O	O				
		X	Establish system of tracking service parameters, including hours, miles, trips by type, expenses									O	O	O	O	O	O	O
		X	Customer & community marketing effort for transition of service									O	O	O	O	O	O	O
	X		Begin coordinated service delivery										O	O	O	O	O	O
		X	Survey customer satisfaction										O	O	O	O	O	O
	X		Consider service expansion															O

Note: Workplan is a dynamic document that may necessarily change with changing circumstances