



State Coordinating Council for Community Transportation

September 1, 2016 – 1:30 to 3:30 p.m.

NH DOT, 7 Hazen Drive, Room 114, Concord, NH

Minutes

Present:

Members:

1. Fred Roberge
2. Chuck Saia
3. Patrick Herlihy
4. Bill Finn
5. Van Chesnut
6. Rebecca Harris
7. Debbie Krider, GSIL

Others:

1. Shelley Winters
2. Fred Butler
3. Pat Crocker
4. Jeff Donald
5. Matt Waitkins
6. Steve Fittante, RLS
7. Claire Oswald

Introductions – Chair Roberge called the meeting to order at 1:45 p.m. and proceeded with introductions.

Approval Minutes of August 4, 2016. Van Chesnut moved and Rebecca Harris seconded motion to approve the minutes. Vote: Unanimous.

Officer Elections – Nominating committee presented the slate of officers moved at the August meeting, Chair Fred Roberge, Vice Chair Pam Jolivette, Treasurer Bill Finn and Secretary Pat Crocker. Nominations from the floor were requested. Hearing none, the vote to elect the slate of officers moved at the previous meeting. Vote: Unanimous.

Committee Reports

- Agency Partnerships activity were reported by Chair Roberge. The Title IIIB funding issues were discussed with DHHS and following a long negotiation trying to go back to the earlier trip rate, the agency decided against that and released an RFA at the rates that have been problematic. The conversations are continuing about the RFA which is due September 28, 2016. Follow up reports will be forthcoming.
- Software – Four pilot sites are up and running. Next steps will be to bring the use of the software from a scheduling tool, but bring it to the next level to use it as a coordination tool. Discussion took place about how this might be helpful in collecting common data

to facilitate coordination. Roberge reported that the ESNE software implementation is going well and they have integrated GPS into the software. The NCT is moving towards requesting tablets. DOT is still waiting to hear on the R2W grant. This is expected no later than the end of the year.

- VDP – Date of Forum is September 30. Sixteen individuals have been signed up so far and a second invitation will be going out to the non-responders in next several days.
- Communications Committee – Rebecca Harris asked permission to redraft a mission for the subcommittee and also to add communications between RCCs via a newsletter. Shelley Winters also asked for some advice on how to up-date the SCC website structure and information from the Communications Subcommittee.

State Plan Rewrite – The State Plan rewrite is underway and consultants Steve Fittante and Claire Oswald from RLS & Associates were here to obtain stake-holder input from the members of the SCC as they draft the plan. They had previously met with DOT staff and the SCC Leadership. Claire Oswald asked for the thoughts of the members of the SCC members and other stakeholders present.

Rebecca Harris stated that setting up the SCC and RCCs has been successful, but that implementing the Regional Transportation Coordinators has not occurred. Patrick Herlihy noted that lead agencies have been identified. The question is whether the traditional call center model is the best way to implement coordination in each region.

That the regional boundaries for the RCCs do not align with either the public health regions or the planning regions was discussed. The old regional boundaries were determined by the hospital catchment areas, but since the model is no longer based on Medicaid being a major player in the coordination system might they be reconsidered.

Harris asked whether the statewide transit study would look at origin and destination of trip activity. The consultants stated that their study had a demographic component to it that they would be looking at.

Jeff Donald suggested they look at cross RCC service provision. RCC's are divided up by origins of trips, but destinations have been shifting to regional special health service issues.

Chair Roberge stated that this brings us to the direction of inter-regional collaboration to provide services and the software that may be deployed to help with some of that.

Van Chesnut stated that the basis for the plan originally was based on Medicaid as a major player. There is still a lack of data about who had been providing Medicaid trips in the past. The current system of a single broker may now be able to provide some of that data. CTS will soon be required to offer a capitated rate for transportation services which may lead to more coordination with community transportation providers.

Jeff Donald discussed the issue of the inability to modify pick-up times for Medicaid clientele, but stated that in order for coordination to be effective there has to be more flexibility.

One of the common themes of the plan rewrite is declining attendance at the RCC meetings. How do we get people back to the table to identify the transportation issues in their regions?

Matt Waitkins suggested that we attempt to better define of what is successful coordination. How can you measure whether it is effective? Van Chesnut noted that RCC participation needs to be measured by a return on the investment of the time to attend and what can be accomplished.

Shelley Winters stated that defining the facilitation mandate and role of the RCCs may have to change from one of a general and broad definition, to one that is more prescriptive and identified goals for RCCs to achieve.

Matt Waitkins and Rebecca Harris will be to ask what the regions' goals are and how the SCC can be helpful.

Patrick Herlihy asked whether an increase in service coordination or getting more people into fewer vehicles to save funding the ideal for coordination. The reason to coordinate is to address to needs for services in the most effective and efficient way.

Discussion followed on the problems of local administrative authority.

Some of the items to identify in the course of the study: What are gaps and unmet needs in each of the areas? Stakeholder development in each region i.e. creating a forum about transportation for the RCC for the transportation in general, analysis, and development of a wide range of transportation services, and find a common goal to work on among both public and private transportation providers. Lack of information on transportation needs among all the state agencies should be reviewed.

Rebecca Harris reported on Liberty Transportation which started a service in Nebraska that is somewhat like an Uber service and instead of coming in and disrupting the systems in place they try to identify those needs. The concern is that these Uber services are fishing from the same pool of drivers with Liberty system and the reimbursements are quite different.

Among the goals of NH are how to get greatest number of rides for those that need them; identify what would a coordination model coordinating everything that runs through HHS. Several states have looked at how all the agencies are spending their money on mobility. In NH, the answers are not clear and there seems to be little data to inform the analysis.

Public Comments – Announcements

Complete Streets Forum Next Wednesday TNH is hosting a complete streets forum in Concord.

October Meeting Agenda

Standing Committees

Plan Rewrite Report from Consultants

Discuss Liberty Transportation

Adjourn

Van Chesnut moved, Patrick Herlihy seconded a motion to adjourn at 3:30 pm.