State Coordinating Council for Community Transportation

October 6, 2016 – 1:30 to 3:30 p.m.

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

Minutes

Present:

Members:

1. Fred Roberge
2. Patrick Herlihy
3. Bill Finn
4. Van Chesnut
5. Rebecca Harris
6. Beverly Raymond
7. Mike Whitten
8. Mike Tardiff
9. Pam Jolivette

Others:

1. Shelley Winters
2. Pat Crocker
3. Jeff Donald
4. Matt Waitkins
5. Michael Acerno
6. Claire Oswald, RLS

Introductions – Chair Roberge called the meeting to order at 1:30 p.m. and proceeded with introductions.

Approval Minutes of September 1, 2016. Patrick Herlihy moved to approve minutes as presented and Van Chesnut seconded. Vote: Unanimous.

State Plan Rewrite – This topic was moved to the top of the list to allow for adequate time to discuss the results to date. Claire Oswald, RLS provided an update on the status of the work plan. Her presentation provided background on the various studies that had been done in the past on client transportation provided by DHHS. The regional coordination plans for 9 regions reviewed and specifically looked at the unmet needs that had been identified. A brief overview of the FAST Act was provided. A summary of the RCC 2015 Survey was reviewed and key comments were discussed.

Their review also included review of a UNH Report produced by the Center on Aging and Community Living on providing for Senior Friendly Communities.

Demographic Challenges and the Role of State Government, 2016 by the NH Center for Public Policy studies warned of the loss of working age adults and impact on state revenues in the future.

NH Medicaid 115 Waiver was also reviewed. Additional documents from the SCC were reviewed and will be referenced in a Tech Memo.

Demographic Review identified densities of populations with high need for transportation due to disability, age and income.

State Agencies Interviewed and Surveyed – see list in attached presentation.

Common Themes

- Funding levels have not risen to meet the growing needs.
- Agencies general give responsibilities to contractors.
- Agencies are not aware of policies or incentives to integrate services.
- Transportation is a growing need.
- Turf-ism is a barrier to coordination.
- Staffing is a barrier to coordination in other agencies. (BEAS)
- Do not understand coordination.
- Data collection is weak and not consolidated.
- Agencies contract with providers require background checks.
- Medicaid broker was interviewed 50 Providers, 50% of trips are mileage reimbursement, primary needs is methadone clinics, over 700,000 trips. Ridesharing needs to be explored.
- Roles of the SCC and RCC – in general structure is successful, but interest waned since its inception.
- SCC setting measurable goals and providing guidance and TA. Role in resolving vehicle sharing issue.
- Best Practices and Performance Measures and what looks like coordination are successful.
- RCCs Ensure true coordination, provide oversight of 5310 subrecipients.
- Regions with RTCs seem to be more active.

RCC Interviews

- Gaps/Needs in Coordination were discussed. Obstacles and barriers at the local level.
- The RCCs see a statewide disconnect from the need for transportation with an aging population.
- Inter regional services are needed but met barriers.
- Funding Silos and inability to find local match to draw down funds are barriers.
- Not all RCCs are tracking same information and difficult to used data as a benchmark.
- Those not receiving funding have not been participating at the RCC level.
- The SCC could take the lead role in advocating at the legislative level as TNH taking a

lead role in changing the funding structure through legislators.

- Study overlap in trip origins within Medicaid.
- Data helps mobility managers strengthen local interest and local match needs.
- RCCs and RPCs should be strengthened in some organizations with planning and support outside monthly meetings and coordination plans
- Analyze funding to consider trips that are longer and more expensive trips in rural areas.
- Data to define local demand, not just need in quantifiable terms for potential local funding.

SCC Role

- Non DOT participation encouraged, barriers at the regional level. Raise the profile of the demographic issues in the future
- Information with information about changes at the State-level, more communication from SCC to RCCs.

NHDOT Role

- Integrate Transit into all DOT activities.
- Analyze and ensure funding.

Public Meetings

Input from Public and SWOT analysis – Guidance on successful coordination – Info on Funding – Lobby for state-level funding.

Foster relationships within regions, Guidelines for driver programs, and taxi voucher programs, including safety and training as well as for taxi voucher programs, Local needs and collect Data. Secure Match funds from NH Legislation. SCC should have a staff member to advocate for funding. Public not unclear on the role of the SCC.

Strengths

RPCs provide tremendous support

Park and Rides

Increased coordination between organizations

Increased interregional transportation

Volunteer Driver Program has increased service

Improvement in Medicaid reimbursement – easier to work with current broker.

Weaknesses

- Lack of funding and local match
- Don't have ability to meet all demands
- Coordination not a priority at the state level
- Insurance issues
- Lak of data collection
- Revenue variability makes budgeting difficult

Opportunities

- Technology new software
- Coordination with Uber etc.
- Bring more private providers
- New Shopping and Tourist attractions.
- Coordination with the VA

Threats

- Ridership is low
- Needs outside of 5310 and 5311 funding
- Aging drivers and aging population.

Follow up Questions

VDP Insurance Issues

Presentation to help them get local funding and grant applications.

Regions with Mobility Managers are more active.

Definition of Coordination has to be clarified and sharing rides.

Statewide performance measures are being evaluated for transit at the federal level.

Next Steps: Two Tech Memos covering Literature#1/Document Review and Demographics#2 will be published. The Tech Report #3 will summarize public input.

Nate Miller reiterated the importance that the SCC formulates its thoughts on performance measures. Herlihy state that RLS will be making recommendations for performance measures providing emphasis on what things could/should be measured. Chair Roberge asked whether there might be some analysis of the funding that makes coordination successful in other areas. This will be discussed further with consultants.

Committee Reports

Agency Partnerships – Committee has not yet met. A doodle poll on date is in process. BEAS is contracting with nutrition providers. BEAS has put out an RFA for the transportation services are now going to a billing system of client days, but they have eliminated the mileage portion from the equation. The activity will be based on production history for each agency. The current arrangement is not a cost reimbursement system; agencies still heavily subsidize the BEAS transportation and will continue under this new scheme as well. Meeting with the DHHS Commissioner was productive.

Software – The (Rides to Wellness) R2W grant was awarded $180,000 from FTA and this is hoped to be an opportunity to advance further coordination with Medicaid. Word has not yet been received on when the award will be finalized and work can begin.

VDP – September 30 Forum had 28 individuals attended. Speakers were excellent.

Communications Committee should note the Excellent Volunteer Driver Technical Assistance Program that the SCC sponsored. Two paragraph summary and copy of the power point should be published on the SCC website.

Next meeting we will have evaluation survey results for the SCC. About 1/3 of participants had responded to date and the comments were all very favorable so far.

The next event is planned for April 2017 during National Volunteer Recognition week with content in part requested by the respondents to the survey.

Communications – RCC newsletter is in process and Rebecca Harris asked for topics. VDP Forum and Plan Rewrite were recommended topics. TNH received a grant to help promote complete streets as a campaign and transit has been brought into the picture as the Commissioner testified at the legislature how it plays a part in complete streets plans.

Liberty Transportation – This For- Profit in Nebraska is attempting to create an Uber type program in rural areas. It is mostly a software projects but is more than that. Rebecca Harris stated that it sounded interesting and might suggest bringing the director here in the spring. Chair Roberge has asked for more information before we have her present to the SCC but it will be something to follow up on as it develops.

New Business

Alliance for Healthy Aging met and discussed the activities upon which they can focus. One suggestion was the development of an economic impact study for transportation that shows the revenue and cost savings that transit brings to communities. The information would be extremely valuable. The first thing would be to have a stakeholder meeting to determine the value of the economic analysis to the state and local communities. An inventory of the various transportation initiatives around the state will be a part of the statewide transit study that will begin soon.

The suggestion was made to move transportation match funds in communities that provide local match from their health and welfare line items to community and economic development budgets which would help avoid cuts that are so frequently imposed on H&W, but also because transit is an investment, not merely an expense.

Some RCC's are beginning to look at bylaws revisions. The SCC encourage they take a look at by laws, but wait until after the new coordination plan is complete and work with the SCC for communication and oversight of the revisions. The SCC requests that they await the outcome of the state plan study before changing plans outright.

Public Comments – Announcements

TNH will hold its Annual Meeting of TNH Network in December; they will be working to create an action plan, and voting on agenda for the coming year. There will be a stakeholders meeting on the economic impact study.

November Meeting Agenda

Plan Rewrite Report from Consultant
Standing Committees
Draft Newsletter – Communications Committee
Annual Report (Matt Waitkins and Pat Crocker)

Adjourn

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

Adopted: November 3, 2016