

Monadnock Regional Coordinating Council For Community Transportation

*Southwest Region Planning Commission
37 Ashuelot Street, Keene, NH 03431*

September 18, 2018

9:00 a.m.

AGENDA

- I. Minutes of June 19, 2018
- II. Co-Treasurer and Mobility Manager Reports
- III. Proposed Changes to MRCC Bylaws*
- IV. Discussion: National Center for Mobility Management Training
- V. Partner Updates
- VI. Public Comment
- VII. Next Meeting
- VIII. Adjourn

* Proposed changes to bylaws are available upon request by contacting J. B. Mack at (603) 357-0557 or jbmack@swrpc.org

**Monadnock Regional Coordinating Council
For Community Transportation**

MINUTES

June 19, 2018

9:00 a.m.

Present: Michael Acerno, *Home, Healthcare, Hospice and Community Services (HCS)*; Ellen Avery, *Community Volunteer Transportation Company (CVTC)*; Kathy Baird, *Monadnock RSVP*; Suzanne Bansley, *Cheshire County*; Karen Brook, *Big Brothers Big Sisters of NH*; April Buzby, *Keene Housing*; Jim Duffy, *Cheshire Medical Center/Dartmouth Hitchcock Center for Population Health*; Bob Perry, *Volunteers Enabling Transportation (VET)*; Dylana Shreckengost, *Cheshire County*; Meg Whittle, *Cheshire Village at Home*.

SWRPC staff present was J. B. Mack, *Principal Planner*.

I. Minutes of March 15, 2018

Kathy Baird noted that her name was missing from the draft minutes. With this correction, the minutes of March 15, 2018 were approved by unanimous vote.

II. Co-Treasurer and Mobility Manager Reports

Ellen Avery presented the Section 5310 Formula report. She pointed out that a small amount of mobility management funding will be left over for fiscal year 2018.

Suzanne Bansley presented the Section 5310 Purchase of Service report. She noted that CVTC just sent some invoices recently and based on those invoices it appears that the rest of the unmet need fund for fiscal year 2018 will fund accessible rides only. Suzanne went on to state that the unmet need data collection really started in the middle of the fiscal year so the data is incomplete. Fiscal Year 2019 will have complete data.

Ellen Avery asked what kind of rides that VET provides are labeled "social/family". Meg Whittle gave an example of a woman she refers to VET to visit her husband in a nursing home that would fall under the "social/family" category. Bob Perry answered that VET provides very few of those types of rides.

Ellen Avery announced that CVTC is in the process of finishing up their strategic plan. She wants to convene a group at the MRCC after the strategic planning effort is completed to explain some of the issues CVTC faces in serving as mobility manager. She thinks eventually she would like to get an independent facilitator to work with MRCC and CVTC to go over these issues. She said that she intends for CVTC to use the unmet need fund for 100% accessible trips.

Ellen Avery announced that she is working with the Public Health Network to develop a \$15,000 proposal that would potentially provide funds to HCS, VET and CVTC to improve health access with added

transportation service. She is working with the MRCC Outreach Subcommittee to put that proposal together.

Ellen Avery announced that she expects Meg Whittle and Dave Meader to join as new MRCC members. Both individuals were recruited during the recent "Community Conversations" about transit in Peterborough and Keene.

Suzanne Bansley mentioned that she is willing to work on a Tufts HealthPlan Foundation Momentum Fund grant application for the MRCC. She stated that \$10,000 is eligible for recipients in New Hampshire, Massachusetts and Maine. She noted that she would send an e-mail out after the meeting to see if anyone wants to meet on this opportunity.

III. Proposed Changes to MRCC Bylaws

J. B. Mack stated that at previous meetings there were calls by the MRCC to update the bylaws. He presented the following potential changes:

Article II: Purpose

J. B. Mack recommended replacing the existing language in this section with new language that represents the MRCC's recently updated mission and vision statements. He said that he has been in touch with Nate Miller at Southern New Hampshire Planning Commission (SNHPC) about Frankestown being in the Monadnock Region Coordinating Council district, despite it changing its affiliation with regional planning commissions and they both agreed to approach their respective regional coordinating councils to see if Frankestown should be shifted to the neighboring regional coordinating council that works with SNHPC. Ellen Avery suggested that Frankestown should stay in the MRCC since she works more with Frankestown than any provider in the neighboring regional coordinating council. There was consensus that the MRCC recommends Frankestown remain in the MRCC district.

Article III: Membership of the MRCC

J. B. Mack recommended replacing "Memorandum of Understanding" with "Policy Governing Conflict of Interest" in Section 3.02 to reflect the actual document that members are required to sign to become MRCC members.

Article V: Meetings of the MRCC

J. B. Mack recommended clarifying Section 5.01 by labeling it as "Full Membership Meetings" rather than "Meetings" and proposed a rewrite of Section 5.02 by labeling it "Executive Committee Meetings". Section 5.02 would read as follows:

The Chair, or in the event of his/her absence, the Vice Chair may call a MRCC Executive Committee meeting as needed. Business at Executive Committee meetings shall be limited to the subjects stated in the notice for the meeting.

The MRCC Executive Committee may take such actions, or conduct such other business as are on the agenda or may otherwise be properly brought before it. However, the MRCC Executive Committee may not take any actions that change the MRCC bylaws, the MRCC Policy Governing Conflict of Interest, the MRCC Coordinated Plan, or any other official written MRCC policy documents, nor may it submit grant proposals without prior consent from the MRCC's full membership at a full membership meeting (See Article 5, Section 1).

J. B. Mack proposed rewording Section 5.05 as the following:

Five members of the MRCC must be physically present to constitute a quorum for conducting business at a full membership meeting. Three officers must be physically present to constitute a quorum for conducting business at an Executive Committee meeting. For subcommittee meetings, a simple majority of the subcommittee must be physically present to constitute a quorum for conducting business.

No other changes were recommended. J. B. Mack noted that he was advised by staff at SWRPC that the amended bylaws technically need to be posted publicly before an MRCC meeting before the MRCC can vote on them. April Buzby said that Keene Housing handles this issue by noting at the bottom of a notice that the bylaws are available for viewing upon request and leaves contact information.

IV. Discussion: MRCC Mobility Management Model

J. B. Mack explained that the MRCC has suggested at previous meetings that it should develop its own mobility management model. The idea is that the MRCC could outline the kinds of mobility management services that they want to receive so that when a future round of Section 5310 formula funding is made available the MRCC can more easily implement a request for proposals process to agencies that might be interested in providing mobility management services. He said that this is complicated somewhat, however, in that NHDOT may provide additional guidance about what mobility management services it would like to see in New Hampshire.

Ellen Avery stated that she thought it would be important for the MRCC to go to “mobility management school,” learn about different models, and plan to educate ourselves. Michael Acerno suggested that the MRCC could potentially ask Terri Paige of Southwester Community Services to provide some training. Ellen Avery and Michael Acerno volunteered to contact Terri Paige and discuss the possibility of a mobility management training retreat.

V. Partner Updates

Suzanne Bansley stated that since the MRCC is coming up on the second fiscal year of the Section 5310 Purchase of Service contract, there is an opportunity to change the budgets for HCS, VET and CVTC. J. B. Mack said that if there is a proposed change, then the MRCC would need to post it clearly on an agenda. Ideally a vote would need to be put forward to the full MRCC. If a vote was delegated to the MRCC Executive Committee, the full MRCC should delegate that vote to the MRCC at one of its meetings. Bob Perry said that any budgets should be based on an agency’s record of actual service and performance if the budgets are to be modified. It was suggested that the MRCC Executive Committee could take up a discussion about the possibility of modifying the budget at its next meeting.

VI. Public Comment

There were no public comments.

VIII. Next Meeting

J. B. Mack affirmed that the next meeting of the MRCC Executive Committee is scheduled for July 17, 2018.

IX. Adjourn

The meeting adjourned at 10:00 a.m.

Respectfully submitted,

J. B. Mack
Principal Planner

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Monadnock Regional Coordinating Council for Community Transportation

BYLAWS

(Adopted June 2012, Updated August 2015, September 2018)

Article I: Name

The name of this Regional Coordinating Council shall be the Monadnock Regional Coordinating Council for Community Transportation (hereinafter called the MRCC). These bylaws shall provide the procedures for conduct of business of the MRCC.

Article II: Purpose

The MRCC's mission is to actively lead and engage the Monadnock Region in building an innovative, coordinated and resilient transportation network. Its vision is a regional transportation network for everyone. serves to establish a framework for community transportation coordination in the Region that raises awareness of local and rural transportation needs; increases knowledge of existing transportation services; encourages involvement from the entire community; and, facilitates the creation of inter- and intra-regional services to benefit users, providers and purchasers of transportation. The MRCC is guided by a vision to create a sustainable community transportation network that provides all community members, specifically those most in need of transportation, access to services and opportunities inside the Region and to neighboring regions.

The Region includes the following towns:

Town of Alstead	Town of Jaffrey
Town of Antrim	City of Keene
Town of Bennington	Town of Marlborough
Town of Chesterfield	Town of Marlow
Town of Dublin	Town of Nelson
Town of Fitzwilliam	Town of New Ipswich
Town of Frankestown	Town of Peterborough
Town of Gilsum	Town of Richmond
Town of Greenfield	Town of Rindge
Town of Greenville	Town of Roxbury
Town of Harrisville	Town of Sharon
Town of Hancock	Town of Temple
Town of Hinsdale	Town of Troy
Town of Stoddard	Town of Walpole
Town of Sullivan	Town of Westmoreland
Town of Surry	Town of Winchester
Town of Swanzey	

The MRCC has been established to act as an advisory committee of the State Coordinating Council for Community Transportation (SCC) to:

- Help develop and guide the coordination of shared ride and public transportation options within the Region.
- Assist in the selection, guidance, and monitoring of a Regional Transportation Coordinator, an organization that will be responsible for the day-to-day coordination of community transportation.

- Review and make recommendations for transportation options such as mileage reimbursement, rider subsidy programs, volunteer driver programs, and vehicle sharing¹, as well as related functions such as travel training, information referral, call-center functions, vehicle procurement, insurance and maintenance, training, technological support and other related services.
- Provide comment and recommendations to the SCC Transportation relative to the policies that the SCC has established.

Article III: Membership of the MRCC

Section 3.01 Membership Eligibility Criteria

The MRCC shall be composed of organizational and citizen members. The MRCC shall strive for broad representation from among the following categories.

(a) Organizational Members - Any of the following organizations may be members of the MRCC upon formal adoption of the MRCC's Memorandum of Understanding Policy Governing Conflict of Interest by that governmental unit or organization and formal acceptance by the MRCC.

- i. Any county, municipality, private non-profit or for-profit organization based in the Region that funds or purchases transportation services
- ii. Public or private transportation organizations that arrange and/or provide transportation services for the general public or human service agency clientele either incidentally or under contract
- iii. Any regional agency involved in the planning of public/passenger transportation in the Region
- iv. Any state agency involved in the planning of public/passenger transportation in the Region
- v. Organizations representing groups of consumers that would be positively affected by such mobility and access improvements in the Region including the elderly and persons with disabilities
- vi. Medical Centers, hospitals and rural healthcare providers
- vii. Organizations representing the needs of low income citizens
- viii. Institutions providing adult and post-secondary education
- ix. Employers in the public and private sectors

Each Organizational Member shall designate one (1) representative and one (1) alternate representative to the MRCC to serve in the absence of the other representative.

(b) Citizen Members - Citizen Members must be residents of the Monadnock Region and take an active interest in improving mobility for seniors and persons with disabilities. There shall be no more than three (3) citizen members on the MRCC. The term of each citizen member shall be two years. Citizen members may serve multiple terms. Citizen members shall have voting rights. The MRCC, at its discretion, may designate alternates for appointed citizen members.

¹ In this context, the term vehicle sharing is the act of sharing or using a vehicle(s) acquired by one program with other Federal programs and/or community organizations to provide transportation services, if permitted by the program's policy.

Section 3.02 Rights and Responsibilities of Membership

To maintain "good standing," a member shall have signed a conflict of interest statement, attend at least 75% of the meetings in the previous 12 months, miss no more than two unexcused consecutive meetings; and is encouraged to serve as a member of at least one of the MRCC's subcommittees.

Article IV: Officers of the MRCC

Section 4.01 Officers and Terms of Office

The Officers of the MRCC shall be:

- Chair
- Vice Chair
- Secretary
- Treasurer

If co-chairs exist, all references to Chair apply equally to Co-Chairs. The term of each officer shall be two years. Officers may serve multiple terms but no officer may serve more than two (2) successive terms in any single office.

Section 4.02 Election of Officers and Operating Year

The MRCC's operating year shall begin on July 1. The MRCC will elect officers by majority vote at a regularly scheduled meeting prior to the start of the operating year. Officers shall assume office on July 1.

Section 4.03 Responsibilities of the Officers

The Chair, or in the event of his/her absence, the Vice Chair, shall preside at all meetings of the MRCC; 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 the members of MRCC, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the business of the MRCC.

The Secretary shall oversee the keeping of the minutes of meetings.

The Treasurer shall oversee the financial records of the MRCC.

Collectively, the Chair, Vice-Chair, Secretary, and Treasurer shall comprise the Executive Committee. The Chair, Vice-Chair, Secretary, and Treasurer must be members in good standing.

Section 4.04 Vacancies

If an officer vacates an office for any reason (non-attendance, resignation), the Chair (or Vice-Chair if the vacancy is the Chair) shall declare the vacancy at the next regularly scheduled meeting. A vacancy in any office may be filled by majority vote of the members present for the remainder of the unexpired portion of the term.

Section 4.05 Removal of Officers

Members, by majority vote of all members present, may remove an officer with cause. An officer under consideration for removal will have the opportunity to be advised of the reason for removal and be given the opportunity to speak to the concerns of the membership in an Executive Session. The officer under consideration for removal may be given a thirty-day (30) period to correct any deficiencies before the vote is taken.

Section 4.06 Compensation of Officers

The Officers of the MRCC shall serve without compensation from the MRCC.

Article V: Meetings of the MRCC

Section 5.01 Full Membership Meetings

There may be no less than one (1) ~~regular full membership~~ meeting of the MRCC in each fiscal calendar quarter. However, based on the level of workload and/or need for attention of the full committee, the MRCC may meet more frequently as needed. The MRCC may vote at a prior meeting not to hold the next meeting, even if it is a quarterly meeting. For good cause, the Chair may also cancel a meeting. At the meetings, the MRCC 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.

Section 5.02 Special Executive Committee Meetings

The Chair, or in the event of his/her absence, the Vice Chair may call a ~~special meeting of the MRCC Executive Committee meeting as needed as required and shall call a special meeting at the written, verbal or electronic request of one third (1/3) of the members.~~ Business at special Executive Committee meetings shall be limited to the subjects stated in the notice for the meeting.

The MRCC Executive Committee may take such actions, or conduct such other business as are on the agenda or may otherwise be properly brought before it. However, the MRCC Executive Committee may not take any actions that change the MRCC bylaws, the MRCC Policy Governing Conflict of Interest, the MRCC Coordinated Plan, or any other official written MRCC policy documents, nor may it submit grant proposals without prior consent from the MRCC's full membership at a full membership meeting (See Article 5, Section 1).

Section 5.03 Information Meetings

The Executive Committee 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 MRCC. No formal action by the MRCC shall be taken at such meetings.

Section 5.04 Meeting Notice and Agenda; Open Meetings

At a minimum, all meetings of the MRCC shall be governed by New Hampshire RSA Chapter 91-A, Access to Governmental Records and Meetings.

Section 5.05 Quorum

~~A majority of the membership in good standing~~ Five members of the MRCC must be physically present to constitute a quorum for conducting business at a full membership meeting. Three officers must be physically present to constitute a quorum for conducting business at an Executive Committee meeting. For subcommittee meetings, a simple majority of the subcommittee must ~~also~~ be physically present to constitute a quorum for conducting business.

Section 5.06 Structure and Conduct of Meetings

- The Chairperson shall preside at each meeting of the members of the MRCC.
- In the absence of the Chairperson, the Vice Chairperson shall preside.
- In the absence of both the Chairperson and the Vice Chairperson, a chairperson chosen by a majority of

the members present shall preside.

Section 5.07 Public Participation at Meetings

Any person is welcome to attend all regular and special meetings of the MRCC, excluding any legally exempt executive sessions, and there will be time allotted on each agenda for public comment. The length of each public comment may be limited at the discretion of the Chair.

Article VI: Voting

It is the intent of the MRCC that no vote on a substantive matter be taken unless the issue to be voted on has been listed in the proposed agenda and timely notice (see Article V, Section 4) has been given to all members. Election of Officers, and contractual commitments of the MRCC or its members are considered substantive issues. A quorum must exist before any formal vote is taken (see Article V, Section 5).

Each member shall have one 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.

All decisions put to a vote require a majority vote of all members present to pass.

Article VII: Committees of the MRCC

On an annual basis, the MRCC may establish or continue subcommittees as may be necessary or convenient for carrying out the business of the MRCC. Subcommittees are intended to be advisory and will be chaired by members of the MRCC, but non-members may also be included.

Subcommittees shall be established upon the affirmative vote of the majority of the MRCC members present at a regular or special meeting. Non-members may be appointed to serve on MRCC subcommittees because of their special expertise or association with particular issues.

Article VIII: Discrimination

The MRCC shall not, in any of its activities, policies or programs, discriminate against any person on the basis of race, age, religion, national origin, sexual orientation, gender or any other status covered in the laws of the State of New Hampshire or the United States Code.

Article IX: Conflicts of Interest Disclosure

Any duality of interest or possible conflict of interest on the part of any MRCC member shall be disclosed to the members of the MRCC and made a matter of record when the interest becomes a matter of MRCC action. Any MRCC member having a duality of interest or possible conflict of interest on any matter will physically absent himself/herself when the subject is being discussed and abstain from voting when a conflict of interest is determined by the MRCC.

Article X: Amendments

These By-laws may be amended or repealed by the affirmative vote of a majority vote of the MRCC members present at a regular meeting thereof, if the notice of such meeting has contained a copy of the proposed amendment or repeal.

Article XI: Effective Date

These By-laws became effective upon adoption by 2/3 vote of the MRCC members present on June 28, 2012. These bylaws were amended by MRCC members on August 18, 2015.

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