



Rural Community Transportation, Inc.

1677 Industrial Parkway • Lyndonville, Vermont 05851

Phone: (802)748-8170 • Fax: (802)748-5275 • <http://riderct.org>

"COMMUNITY IS OUR MIDDLE NAME"

RCT Board of Directors Meeting
Monday, July 11, 2022 at 9:00 a.m.
Video and Teleconference

Present: Rob Moore, Emily Rosenbaum, Doug Morton, Carole O'Connell, Tin Barton-Caplin, Judy Nommik, Dan Sherman, Jonathan Davis
Clerk: Amy Obenauf, Jessy Pelow
Guests: Fred Saar, Tim Bradshaw, Sandy Thorpe

Meeting called to order at 9:03 a.m. by Rob Moore.

1. Introductions, Opportunity for Public Comment, and Modifications to the Agenda. No members of the public for comments. Modification requested by Amy that the minutes to be considered and approved in item 3 would be for the past meeting on June 13, 2022, as the May 9, 2022 minutes were approved at the last meeting.
2. Board retreat status, scheduling date and developing content. Rob has made contact with a consultant who is holding September 21, 2022 as a date. Please let Rob or Emily know requests for training with the consultant.
3. Approval of Board meeting minutes of June 13, 2022. Carole moved that the minutes be approved, second by Tin. No discussion or corrections, all approved, minutes approved.
4. VTrans - Questions About Update. No questions. Tim mentioned VTrans' appreciation for RCT staff willingness to attend remote site visits and contribute to review of transit software platforms. VTrans expects to award the contract this week. RouteMatch was just sold by Uber to TripSpark. Rob noted that Tim is welcoming suggestions from the Board concerning viable micro-transit site studies. Fred noted that one idea would be supplementation of the Highlander route. Discussion is slated for the next Board meeting in August.
5. Questions about Executive Director Update (see attached). Rob recognized the work Fred is doing to maintain and improve the facilities. Fred added that Shawna Marcotte-Whitcomb and Tasha Green will be meeting tomorrow to alter the

scheduler/dispatcher model in the RCT call center and the phone answering system structure. Tim noted that RCT is well-situated in terms of web-based ADA complaint process compliance.

6. Management Team Update: Operations (Sandy Thorpe). Board members introduced themselves. Sandy is the operations manager. She manages an operations support manager, a safety and training coordinator, and all drivers. She emphasized that understanding driver and fleet capabilities and client needs is a joint responsibility of drivers and dispatchers. Many vehicles have passed retirement specifications and ages, but are still needed on a daily basis. In the past eight months, RCT has required four vehicles and continues to maintain and repair fleet vehicles. Parts are affected by supply chain issues. Driver hiring has added to the staff, but new routes such as Burke have been added. Two vehicles are on order and drivers continue to be hired. Two electric buses are also on order and three vehicles will be ordered in FY23. Adding a safety and training coordinator to the staff has allowed training to be both uniform and comprehensive, and quarterly trainings are also being provided on special topics. Tim noted that the sprinter vans (Ford Transits) have AWD and offer versatility. Doug asked about RCT operating with no spare vehicles and how that compares to similar organizations in Vermont. Tim responded that some fleet vehicles at RCT should be discarded as older or irreparable assets, and that it is a work in progress to obtain new vehicles, as microchip shortages are causing shortages and higher prices. He clarified that this is not a compliance issue and that progress is being made, and RCT is not the only transit organization experiencing this issue. Jonathan thanked Sandy for over 30 years of commitment working with RCT.
7. Committee Reports and Updates

Marketing Committee: No update.

Personnel Committee: No update.

Nominating Committee: No update.
8. Finance Committee Report and Finance Update: The Finance Committee met and went through the FY23 budget. Final figures for FY22 will be available in the August meeting; in July, the committee is looking at the May financials. Dan noted that most of the loss showing is coming from the Medicaid that had to be paid back, and a true-up to restore this is expected in early FY23. VPTA is also changing its model to one more favorable to RCT in FY23. Financials will be e-mailed out following today's meeting and approval will be postponed until the next meeting.
9. Other Business. No other business introduced.

10. Executive Director Search Committee. Emily noted that 28 applications were submitted for the Executive Director position, and the committee is now moving on to first-round interviews, conducted virtually this week. Candidates selected for a second interview will visit in-person in the later part of July, with board members and VTrans and VPTA representatives to attend as able. The full board is asked to attend during the in-person interviews during the 8:30 a.m. to 9:30 a.m. window. Rob will work to find times that work for the most board members possible. Board members are also asked to participate in the informal lunch for those candidates. Tin noted that if a quorum is present for the interviews, those need to go into executive session and be warned publicly.

11. Determination of Need for Executive Session per 1 VSA 313(a)(1)* Emily moved that there is a need to enter executive session at this time. Second by Carole, all approved, need established. Emily made a motion to enter executive session, second by Tin, all approved. Executive session entered at 9:47 a.m. Executive session exited at 10:29 a.m.

Judy moved that the board authorize the executive committee to take action on behalf of the Board regarding the end date of service for the temporary executive director. Second by Tin, motion passed.

Adjourn. Tin made a motion that the meeting be adjourned; Jonathan seconded the motion. All approved, meeting adjourned at 10:32 a.m.

Next Meeting: August 8, 2022.

*Action item and/or Board Vote



Karen Desrochers, Secretary

August 8, 2022

Date



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Executive Director's Report July 11, 2022

During April RCT participated in the Federal Transit Administration's four-year review of VTrans oversight of the individual provider programs. TVT and RCT were selected by the FTA for more focused reviews. Review activities included providing documentation and participating in a virtual site visit.

In April the fiscal year 2023 budget was developed, reviewed and submitted to VTrans. Highlights of the budget include:

- A significant increase in the funding request for the E&D program
- Six new vehicles ordered under the FY23 budget
- Five new vehicles carried over from the FY22 budget (all have been ordered)
- \$192,000 requested for FY23 non-vehicle capital projects
- \$223,000 carried over from the FY22 budget for non-vehicle capital projects

Operations

We continue to be successful fulfilling our scheduled routes with no cancellations during April. The driver pool has stabilized, and we are discussing the need to address "spare" drivers. Sandy continues to do an excellent job developing the weekly schedule and adjusting when unexpected events occur.

There were no significant vehicle maintenance issues during the month.

Operations has started their driver refresher training with classes in St. Johnsbury and Morrisville, with Newport to be scheduled. The training is mandatory for all drivers. This course meets the FTA requirement for quarterly driver training.

Call Center

RCT's call statistics showed significant improvement in April with Shawna reviewing how calls are being handled within the system and working with the vendor on "tweaks" to the system. All of the statistics appear to be more reasonable and accurate.

Procurement

We are working to finalize a pilot of Wi-Fi equipment on the RCT buses.

Volunteer Drivers

Efforts continue to recruit new Volunteer Drivers. Jessy posted flyers in several location is St. Johnsbury and Lyndonville and posted an entry on Front Page Forum. VPTA will be running radio and TV ads and will be planning to emphasize volunteer programs across Vermont.

Financial Management

Larry reviewed the history of “finance managers” at RCT with the following results:

Denisha Burns	Temporary	Tenure undetermined
Larry Monseratte	Temporary	Tenure undetermined
Cheryl Bunnell	March 2001 – July 2019	
Jeff Mealey	September 2019 – November 2020	(14 months)
Sharon Kincaid	November 2020 – April 2021	(6 months)
Brian Picard	April 2021 – August 2021	(5 months)
Sharon Kincaid	August 2021 – September 2021	(2 months)
Michael Waterhouse	September 2021 - Present	

Given the turnover in RCT’s financial management in the 2½ years preceding Michael employment, we are discussing the possibility of retaining our current auditor for several additional years. We believe this would provide a solid base of reviews and reliable information for the future.

Summer Transportation Requests

We have started receiving requests to support summer activities. So far we have been contacted by the following:

June 9th -Town of St. Johnsbury – Downtown & Historic Preservation Conference – Breakout session in multiple locations with 200 – 300 participants expected.

June 27th – August 5th – Hire Ability Vermont annual training

July 10th – August 28th – Eight Sunday concerts at Dog Mountain

TBD – Town of Newport summer activities. Interested in transportation from remote parking lots to event site and back.

IRS Late Filing Penalty

We have not received and correspondence from the IRS regarding the late filing penalty.