



# Rural Community Transportation, Inc.

1677 Industrial Parkway • Lyndonville, Vermont 05851

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*"COMMUNITY IS OUR MIDDLE NAME"*

RCT Board of Directors Regular Meeting

Monday, July 10, 2023, at 9:00 a.m.

In Person & Video and Teleconference

Present: Emily Rosenbaum, Doug Morton, Tasha Wallis, Judy Nommik, Carole O'Connell, Justin (Tin) Barton-Caplin, Kitty Toll  
Clerk: Jessy Pelow  
Guests: Caleb Grant, Mike Moore, Larry Lindquist, Ross Macdonald, Jon Mabee, Nicole Gratton

Meeting called to order at 9:02 a.m. by Emily Rosenbaum.

1. Introductions, Opportunity for Public Comment, and Modifications to the Agenda.  
Public Comment: Nicole Gratton, city planner from Derby VT introduced herself as she is interested in becoming a board member.  
Members and guests present introduced themselves.

Modifications to the Agenda: Caleb would like to add Flooding Preparation Discussion.

Judy Nommik made a motion to modify the July agenda and add Flooding Preparation Discussion. Tasha Wallis seconded the motion. All approved.

Carole O'Connell made a motion to approve the minutes of the June 13, 2023, meeting. Judy Nommik seconded the motion. All approved.

2. Committee Reports and Updates:

VTrans Update: See attached full VTrans report. Ross Macdonald welcomed Jon Mabee, new Operations Supervisor at VTrans.

Ross stated that the TBill passed, and all grants are proceeding through contracts. Up-front payments are scheduled to be made next week. He noted this is a record date for grant approval.

Ross mentioned that there was an alternative funding legislative kick-off meeting that discussed what else can be done and what that would look like moving forward.

Ross said the Tri-State Transit Conference is being held in Killington, VT on September 6<sup>th</sup> and 7<sup>th</sup> and is open to all staff and Board of Directors. Go to <http://www.tri-stateconference.com/> for more information.

Financial Update: Mike Moore shared the current financial dashboard and budget numbers. He commented that advertising revenues will be increasing due to recent promotional ads and will help towards the local match. A new procurement specialist is beginning. There will be an audit in late August.

There was much board discussion about the reimbursable grant model and the structure of the grant agreement. There is always a push to spend money towards the end of grant cycles.

Justin Barton-Caplin commented that the most recent financial spreadsheet included customer information that should be redacted for security purposes.

Executive Director Update: See attached Executive Director report. Caleb commented that the updated Executive Director report is now being shared with all RCT staff and he is happy to include more information if needed. The report includes Employee anniversaries. The board would like to reach out to Employees for their anniversaries. Caleb will bring Employee contact information to Emily at the board retreat.

The pole barn project is complete and electric charging stations will be complete this week.

Microtransit is moving forward and was initially launched with a soft opening to work out any kinks that may arise. The push for larger advertising will now begin. When Microtransit first began, the service area included Morrisville and Hyde Park. The service area now includes Elmore. Elmore was added due to a recent conversation Caleb had with a Head Director in charge of care facilities in Elmore, who mentioned the need to include Elmore for access to places like Elmore State Park and other communal locations.

Caleb shared within the first 8 days of Microtransit there were 95 boardings, 3.6 requests per rider and 1.8-mile average distance.

Marketing Committee: No update.

Personnel Committee: No update.

Nominating Committee: Dan Sherman resigned from the RCT Board of Directors making the Treasurer seat open.

Judy Nommik made a motion for Kitty Toll to serve as the RCT Board of Directors Treasurer. Tasha Wallis seconded the motion. All approved.

Finance Committee: Jessy Pelow will reschedule the monthly Finance Committee meeting to be the same day as the Executive Committee meeting.

3. Leadership Team Update: Larry Lindquist- Larry reported that there are a lot of good candidates for open call center positions and driver positions, some of which include CDLs.  
Larry said since adding extra staff at the Morrisville office, there is more of a presence.
4. Procurement Policy Update: Mike Moore discussed updating the RCT Procurement Policy to match the FTA guidelines, specifically small purchases limitations being \$250,000. Mike screen shared the current RCT Procurement Policy that shows the \$100,000 small purchase limitation and where it would change to \$250,000. Justin Barton-Caplin made a motion to update the RCT Procurement Policy with the small purchase limitation of \$250,000 contingent on ratified vote at the next regular board meeting in September. Judy Nommik seconded the motion. All approved.
5. Board Retreat Location & Details: The initial August 14<sup>th</sup> board retreat date will not work. Emily Rosenbaum would like 3 possible dates. Jessy Pelow will first consult with Caleb about his availability, then the Executive Committee and report to Emily.
6. Annual Budget Review: Mike Moore will discuss the annual budget at the next Finance Committee Meeting and then hopefully move for approval at the next regular board meeting in September.
7. Strategic Planning Update: The Procurement Specialist who just came on board will begin with Strategic Planning. Caleb Grant hopes to have updated information at the board retreat.
8. Bylaw Review Update: Justin Barton-Caplin will present the proposed bylaw revisions to the Executive Committee and invite the Lawyer to attend. Bylaw revisions will then be brought to the September board meeting.
9. Flooding Preparation Discussion: no discussion was had.
10. Determination of Need for Executive Session per 1 VSA 313(a)(1) \* No need for executive session.
11. Other: August 14<sup>th</sup> regular board meeting is canceled.  
Caleb Grant said the Employee appreciation coolers were greatly appreciated. Caleb Grant mentioned that one RCT lawsuit is in mediation, and he is hopeful for a resolution soon.

Emily Rosenbaum will follow up with Nicole Gratton to determine her interest in being a board member and if still interested, she will be voted in at the next board meeting.

Adjourn. Emily Rosenbaum made a motion that the meeting be adjourned; Judy Nommik seconded the motion. All approved, the meeting adjourned at 10:00 a.m.

Next Meeting: September 11, 2023.

\*Action item and/or Board Vote



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Justin Barton-Caplin, Secretary

September 13, 2023

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Date



# Rural Community Transportation, Inc.

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## RCT Newsletter

July 2023

### Mission Moment

Below is a scan of a note received by a client after the actions of a driver compelled her to reach out.

Hi, my name is Nicole Stone and on Friday June 16, 2023, I had an appointment at Northern Physical Therapy. When I was done, and my driver was parked between the road and the second entrance to the driveway. There was a black truck parked in the first parking spot by the door, so when the driver put the ramp down, I had to be right behind the truck. The truck started to back up before the ramp was down so thank God to an amazing driver who waved his hands up and down and yelled STOP, STOP, STOP, but they were still backing up, so he had to go ahead and push up against the truck to get them to realize we were there.

*Nicole Stone*  
*June 26<sup>th</sup> 2023*

### Operations

- New Assistant Operations Manager-Fleet starting on Monday July 3, 2023. His name is Robert Leham and I am very excited to have him a part of this team!
- "I want to thank each of you that work in and with this department. I know things can get very hectic at times, but without each of you, things would just fall apart." - Sandy
- During the week of June 18-24 RCT
  - Demand response vehicles/Drivers provided 416 trips.
  - Shuttles provided 1033 rides.
  - Only having 20 out of 27 vehicles in service (some days even less!)
  - Staffing:

- Currently in all the offices we have 23 drivers, this includes one driver for Microtransit and one driver that is the scheduler/dispatcher for Microtransit and does also drive some.
- This week Sandy has interviews for 3, possibly 4 new van/bus drivers. This will still not bring us up to the desired 30 drivers.
- The biggest challenge in operations is getting the vehicles in and out for service. Several still don't have the Air Conditioning fixed. Sandy has worked with one of the local garages in Lyndonville this week to do after-hours service to try to get things caught up. So many of our riders require large vehicles and they are the oldest ones in the fleet, and break down the most, currently of the 7, 3-4 Wheelchair placement vehicles, we have 2 in service, one in Lyndonville one in Morrisville.
- There is light in the future. We have confirmation at 3 of the vehicles ordered in 2022 should arrive in Mid October!! We are working on procuring a total of 22 vehicles in this next fiscal year!

### Call Center

Month Of May Snapshot	
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Total Calls Completed	5586
Total Abandon Calls	705
Average Talk Time	0:01:30
Total Time Talking on Phone	214 hrs

Medicaid Calls Taken	5076
Total Medicaid Calls Abandoned	59

Medicaid rides Scheduled	7640
Medicaid rides Provided	6239
Total No Show Trips	279

Percentage of Calls that are Medicaid	91%
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### Finance

Cash Balance	
<b>\$986,099</b>	
prior month	+\$162,736 vs. prior period

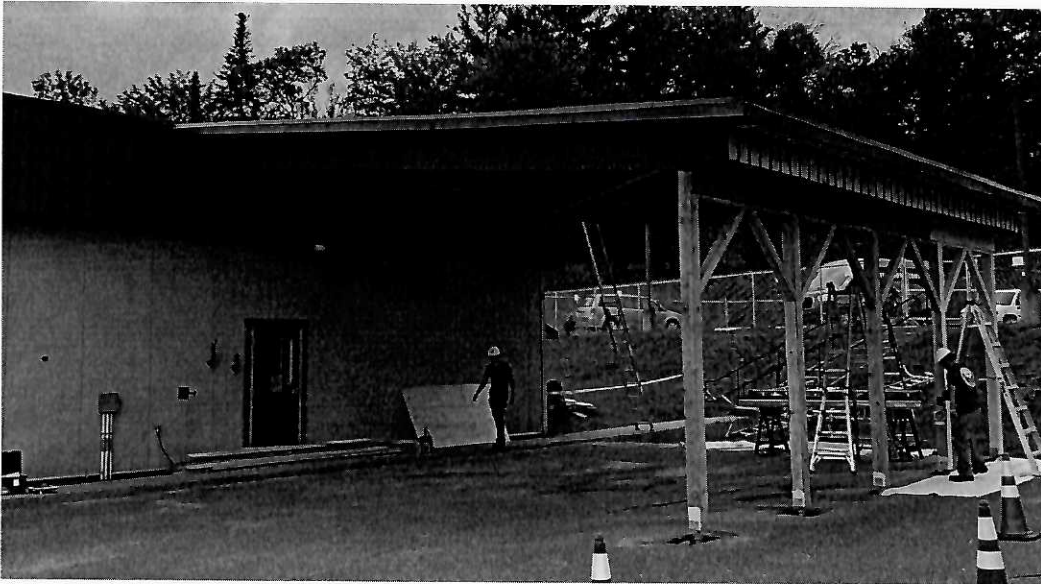
Operating Cash Flow	
<b>\$139,639</b>	
prior month	+\$50,496 vs. prior period

## Human Resources

- Please join us in welcoming Robert Lehman, RCT's Assistant Operations Manager - Fleet, who will be starting Monday, July 3<sup>rd</sup>. Robert is an Air Force veteran and brings a wealth of mechanical and vehicle experience to RCT. Robert's previous position was with Stowe Mountain Resort in a similar capacity.
- Janice Lawson has accepted a new position working with our Microtransit lead, Tasha Green! Janice will be managing the software, scheduling, promoting the new service, training community members, and making sure everything goes smoothly for our clients.
- Thank you to the following individuals as they pursue other opportunities. We appreciate their contributions to our mission and wish them best of luck in their next adventure.
  - Bidget Vantour
  - Gidget Boutah Lyon
  - Brooke Lacey
  - Dan Kehoe
- July RCT Anniversaries
  - July 7<sup>th</sup>, Janice Lawson, **11 YEARS!**
  - July 21, Jenn Boutin, **15 YEARS!**
  - July 23, Christy Tanner, **5 YEARS!**
  - July 31, Tasha Green, **23 YEARS!!!!**

## Initiatives

- Microtransit
  - RCT's Microtransit the HyMor started on Tuesday June 27th
  - The RCT Microtransit App is now available on IOS and Android
    - Please take a moment and download the "RCT microtransit" app. Give it a look and leave us a 5-star review on your app store of choosing.
  - We added Elmore to our service area.
  - 44 Trips have been scheduled and 19 trips have been provided
- Pending Grant Applications
  - Catamount Arts joint Grant
- Remaining VTRANS capital projects
  - ***\*\*A procurement consultant has been retained to complete the procurement process for all the items below.***
  - Planning
    - Rank order retainer consulting contract
      - Transit development plan
      - Johnson study
    - Architectural and environmental design for bus barn
    - Strategic Planning
    - Rebrand Planning
      - Transitioning to marketing rank order
  - HVAC
  - Pole Barn



- Generator
- Solar Panels
- Bike racks
- New onboard camera systems
- Morrisville office improvements
- Lyndonville office improvements
- Yestermorrow bus shelter
- Rebrand capital items
  - Will include new website and **new signage for all bus stops** determined in statewide bus stop inventory and condition report.





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### **VTrans report for RCT Board Meeting for 07/10/2023**

- T-bill is passed and all grants are proceeding through Contract Admin. Up-front payments are scheduled to go out next week.
- Kick-off meeting held for Alt. Funding Legislative Report - initial update
- Kick-off scheduled for Braided Service Assessment Legislative Report. Scope available for review
- Recover and Job Access program continues to evolve and RCT is the leader in coordinating these essential trips. AHS is reviewing monthly reports and PT is addressing individual issues or scenarios
- UVM Research in NEK - a few recommendations and RCT is considering
- Tri-State Transit Conference - open to all staff and Board of Directors. 9/6-9/7.  
<http://www.tri-stateconference.com/>