



# Rural Community Transportation, Inc.

1677 Industrial Parkway • Lyndonville, Vermont 05851

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*"COMMUNITY IS OUR MIDDLE NAME"*

RCT Board of Directors Meeting  
Monday, May 8, 2023, at 9:00 a.m.  
Video and Teleconference

Present: Emily Rosenbaum, Dan Sherman, Jonathan Davis, Doug Morton, Kitty Toll  
Clerk: Jessy Pelow  
Guests: Caleb Grant, Ross Macdonald, Mike Moore, Melissa Seymour, Larry Lindquist

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

1. Introductions, Opportunity for Public Comment, and Modifications to the Agenda. Introductions were made. No members of the public for comments. No modifications to the agenda requested.  
Jonathan made a motion to approve the minutes of the March 13, 2023, meeting and April 10, 2023, meeting. Dan seconded the motion. All approved.

2. Committee Reports and Updates:

VTrans Update: See attached full VTrans report.

Ross shared that he is working with the VTRANS finance committee on the final budget and shared with the board how the process works. He noted that he will coordinate with Caleb and Mike regarding RCT planning and rebranding. Emily asked how the board can best support the process. Ross explained the best support is continuous communication with the staff at RCT and VTRANS.

Financial Update: Mike shared the current financial dashboard and budget numbers.

Executive Director Update: See attached Executive Director report.

Caleb thanked VTRANS for their support during the grant process. The RCT grant is submitted and has great focus on new vehicle additions.

Caleb explained due to the underperformance of the 14-15 and Littleton routes, they are discontinued effective July 1, 2023. The Burke route will continue for this year and then be reevaluated.

He shared that RCT is working on building out the Morrisville office and adding staff.

Marketing Committee: No update.

Personnel Committee: No update.

Nominating Committee: No update.

Finance Committee: No update.

3. Leadership Team Update: Melissa Seymour: Melissa introduced herself and shared that she has 20 years of experience in the customer service/call center field. She expressed her gratitude to the call center staff for their kindness and dedication. She noted the ongoing challenges for recruiting experienced call center staff in the Caledonia County area. There has been greater experience and interest in the Morrisville area. She shared that she and her call center staff continuously work at checking for and correcting errors. She noted the difficulty in covering every requested trip.  
  
The board expressed their gratitude for the staff's hard work and dedication. Caleb commented that Melissa shows great leadership and professionalism and RCT is lucky to have her.
4. Annual Budget Review: Annual budget will not be set until VTRANS grant approval is received.
5. Schedule Annual Meeting: The board decided to have their annual meeting before their regularly scheduled June meeting. The meeting will be in person and by ZOOM. Jonathan made a motion to have the RCT board of directors annual meeting on June 12, 2023, beginning at 9AM. Dan seconded the motion. All approved.
6. Motion for Resolution to authorize Caleb Grant to enter into contract and grant proposal: Kitty made the motion to authorize Caleb Grant to enter into contract and grant proposal. Dan seconded the motion. All approved.
7. Term Limit Discussion Update: nothing currently.
8. New Board Member Recruitment: Emily encouraged the board to think outside the box about recruitment.
9. Strategic Planning Update: Caleb stated that he is still working on filling a procurement position but has not had much interest. He is working to shift the position to a leadership role as procurement/grants hoping it will draw greater interest.

10. Climate Survey: Larry communicated that we would use the previous survey version for the Executive Director evaluation. He commented that there are quarterly surveys, and the most recent survey feedback has shown lack of communication and compensation as two items for improvement.
11. Bylaw Review Update: Moved to June.
12. Determination of Need for Executive Session per 1 VSA 313(a)(1) \* No need for executive session.
13. Other: No other business.

Adjourn. Jonathan made a motion that the meeting be adjourned; Dan seconded the motion. All approved, the meeting adjourned at 10:01 a.m.

Next Meeting: June 12, 2023.

\*Action item and/or Board Vote



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Justin Barton-Caplin, Secretary

June 12, 2023

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Date



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### **VTrans report for RCT Board Meeting for 05/08/2023**

- VTrans has received all SFY '24 grant applications. We are seeking more State funds but will not be able to meet all requests, as per usual. Thanks to the RCT staff for putting together the application, narrative, and materials.
- The 4th Annual E&D Summit will be held on June 9th at 9am. This virtual meeting will review the current demand response programs and offer guidance on the RPC's work plan, discuss the pilots for improved service, and learn from those involved on what's working and what isn't.







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## Executive Report

May 2023

May was a difficult month in the RCT world. We continue to deal with the lawsuits stemming from the Newport accidents, and no matter how minor fault we have, depositions are mentally taxing. We are struggling to keep our vehicles on the road. Even our new vehicles have been in the shop multiple times for electrical issues. With Vehicles in disrepair and driver health issues, it has been a challenge, but we still provided 31,871 rides in our first three and a half months, which we should all be very proud of under the circumstances. Our grant application is submitted, and it brings the hope of brighter days, and even more community members served. Thank you all for your continued support of this critical organization.

### Rolling Stock

- 7 of the available 27 vehicles in our rolling stock are in the shop with no projected repair date.

### Fiscal Health

- Appropriations and budget adjustment act funds have both began distribution.

### Staffing

- 2 new driver offers, one Morrisville, one Lyndonville
- 2 new call center representatives

### Routes

- We have decided to discontinue two routes in addition to the Morrisville shopper.
  - 15/14
  - Twin city

### Initiatives

- Micro-transit
  - SPARE software development has launched.
- Pending Grant Applications
  - AARP- in collaboration with Kingdom Trails we applied for \$18k to promote and improve the crown.
  - Application for St. Johnsbury microgrants is being developed for a LVRT terminal shuttle.
- Remaining VTRANS capital projects
  - Rank order retainer consulting contract
    - Transit development plan

- Johnson study
- Strategic Planning
- Rebrand Planning
  - Transitioning to marketing rank order
- HVAC
- Pole Barn
  - Building permit is with the Lyndonville town offices.
- Generator