



## ANNUAL MEETING | June 9, 2016

### OPENING RECEPTION & CTANW Business

- Welcome from CTANW – **President Colleen Kuhn called the meeting to order at 9:15 am.**
- Highlights & Celebrations – President Kuhn reviewed highlights from the 2015-2016 year.
- The Year Ahead – Our Goals – Ryan Acker discussed the goals for the next year based on the strategic plan. He also encouraged members to send in any suggestions or ideas they have for improving CTANW.
- Minutes – **It was moved, second, passed unanimously to approve the minutes as presented.**
- Financial Report – Tom Dietz presented the financial report for review. **It was moved, second, passed unanimously to approve the financials as presented.**
- 2016-2017 Budget – Tom Dietz presented the 2016-2017 budget for review. **It was moved, second, passed unanimously to approve the 2016-2017 budget as presented.**

**PROFESSIONAL & COLLABORATIVE GROUPS** – The membership divided into small workgroups to discuss their questions with other organizations.

- Brokers (Medicaid)
  - Where is NEMT going in the future?
  - Technology to meet increasing demands
  - Rate structure options
  - Industry standard for background checks
  - How do rideshare companies fit in?
  - Urban housing costs
  - Resource availability/creative solutions
  - Cost sharing for NEMT/Medicaid/etc.
  - Annual meeting with more frequent meetings with funders rotating location across organizations
  - Audience: providers, HCA, CTANW, WSDOT
  - Facilitator: Ryan Acker
- For-Profit Transportation Owners & Operators
  - Change is inevitable in NEMT. We need to prepare & participate.
  - Cost escalators
  - Pay to play
  - Centralized Driver Pool
    - Certification Clearing House
  - Consistency between contractors
  - Non-emergent stretcher transport
    - Mental health
  - Proposed standards and best practices
  - Get legislative approval and regulatory enforcement
  - Meet every 30 days

- Audience: all providers, CTANW members, brokers, contract holders, supported mobility population.
- Mobility Management & Travel Training Providers
  - Ability to provide training in different languages
  - Providing varied abilities training
  - Providing additional support to seniors
  - NWTT partnering with CTANW (certification program through Easter Seals)
  - Frequency: 2<sup>nd</sup> Monday of the 2<sup>nd</sup> month of the quarter, potential for email communication between meetings
  - CTANW Support
    - Continued conferences and resources
    - Compile list of available mentors for new MM/TT programs (match.com for MM/TT)
    - Create library of available information (templates, resources)
    - Finding state level contacts
- Social Service Providers & Advocates
  - Focus on individualized needs when considering system solutions
  - Professional personal development and ongoing support for providers (grief, boundaries, etc)
  - Partnerships between providers/systems/boundaries (transit, volunteers, users)
  - Need for immediate emergency services
  - Work on Human Services Transportation Planning to ensure active participation
  - Transportation is a social service
  - Find a way for real people to tell the stories
  - Consider how to report and what “language” is used (avoiding “government speak”)
  - Audience: users, decision makers, providers
- Transportation Managers & Directors (Nonprofit, Social Services, Public Transits)
  - Retention/recruitment
  - Paying living wage
  - Balance customer needs with ability to provide resources (equipment/staff)
    - Solutions to fill gaps in service
    - Partnerships/creative collaboration
  - Balancing ADA regulations with the needs of the riders (length of boarding time)
  - Productivity vs good customer service vs cost
  - Value in meeting, potentially with WSTA Ops meetings.
  - Suggested being able to filter membership list on website by type of service (broker, provider, etc)

**SHOWCASE PRESENTATION 1:** Complete Streets – Updates on the Complete Streets program were presented to the membership by Steve Gorcester. Qualifications for nomination eligibility were reviewed.

**SHOWCASE PRESENTATION 2:** Dispatch Software – TransPro’s Steve and Mike presented information on a new dispatch software they’ve been developing.

## **LUNCH W/PRESENTATIONS**

- CTANW – Thank You! – CTANW thanked the 2016 Mobility Management/Travel Training Summit Committee and NWTT, as well as the Industry Standards and Legislative Committees for their great efforts over the past year.
- WSDOT – Provided updates regarding the Washington State Public Transportation Conference and 2016 Wall of Fame
- Open Mic (Members Announcements)

## **IDEA CAFÉ – What’s Going On in Our Industry, in Our Communities?**

- Members reiterated conversations from the breakout sessions, and emphasized issues in the community that impact passengers and clients with specialized transportation needs.

## **INDUSTRY STANDARDS PROPOSAL – Specialized Transportation**

- Ryan Acker presented the Industry Standards Committee Proposal Draft. Members provided input, and identified there may still be issues with the definition and standardization that could raise concerns among Public Transit providers and Brokers. Members indicated positive input for the project overall, but asked that it be referred back to committee for more assessment. Members asked to see the proposal again.
- No motions were seconded. Ryan Acker reported the Industry Standards Draft would be brought back to the Membership once adjusted with Member input.

## **ADJOURN CTANW**