



Greater Nashua (Region 7) Regional Coordination Council

AGENDA

**Meeting Date: Thursday, January 25th,
2024 – 10:00AM**

This will be a hybrid meeting, with in person and Zoom options.

In-Person Attendance

**NRPC Office Large Conference room
30 Temple Street, Suite 310, Nashua, NH 03060**

Virtual or Telephone Attendance

Join Zoom Meeting

<https://nashuarpc.zoom.us/j/82109127266?pwd=cWRSbkljeHlGNFh1VjN3NGRgcHJNUT09>

Meeting ID: 821 0912 7266

Passcode: 687958

Phone #: 1 929 205 6099

1. Call to Order
2. Introductions and Community Updates
3. Review/Approve October 2023 and December 2023 Meeting Minutes
4. Introduction and Importance of the Locally Coordinated Transportation Plan and NTS Project Proposal - Mary Brundage, Regional Planner @ NRPC
5. Hillsborough County Initiative Update
6. RCC7 By-laws and Member Discussion - Janet Langdell
7. Regional transportation provider updates
 - NTS, SVTC, Caregivers NH, Gate City Bike Coop
8. SCC Update
9. Regional Mobility Manager Update
10. Other Transportation Issues or Concerns



NASHUA REGIONAL PLANNING COMMISSION
METROPOLITAN PLANNING ORGANIZATION





Regional Coordination Council (RCC7)

DRAFT Meeting Minutes

Thursday, 12/28/2023

Attendees:

In Person:

Janet Langdell, SVTC Mobility & Planning Manager
Teri Palmer, Statewide Mobility Manager
Shane Adkinson, Student, NCC
Sherry Dutzy, State Representative, Nashua, NH
Don Paré, Gate City Bike Co-op
Dawn Schneider, Servicelink
Marina Vaz, Conservation Law Foundation

Remote:

Pat Murphy, Town of Merrimack Welfare Dept.
Camille Correa, Nashua Transit System
Mike Apfelberg, United Way of Greater Nashua
Janice Pack, Town of Wilton
Kerry Miller, Nashua Transit System
Maggie Hinkle, The Plus Company
Heleene Agrella, Meals on Wheels

NRPC Staff:

Donna Marceau, Mobility Manager
Matt Waitkins, MPO Coordinator
Kathy Kirby, Administrative/Communications Assistant

1. Call to Order

Marceau opened the meeting at 10:03 a.m.

2. Introductions and Community Updates

Introductions were done with in-person and remote participants.

On behalf of the United Way of Greater Nashua, Donna Marceau arranged for a donation collection box for items for the elderly at 30 Temple Street, Nashua.

Camille Correa updated everyone that the Nashua Transit Authority is currently in the process of conducting the December passenger surveys. Correa asked if they know any regular NTS users, to please ask them to fill out a survey. There will be surveys coming up for demand response. Thank you to everyone who helped us with the October Event. We look forward to doing it again in the future.

3. Review October 26, 2023 meeting minutes

Marceau asked for any corrections to the October 26, 2023, meeting minutes.

The header on page 2 – needs an updated date.

First bullet on page 2 – for two days not the entire week; substitute “days were not preannounced”.

At the section called *SCC Update*, the 4th line down – delete “with discussion,” stopping at “regarding what people thought about the bylaws and...” and add *to solicit input*. Delete the rest of the sentence. Further on, at the sentence starting with “Originally...” delete the rest of the sentence and insert: *we were instructed to start with regional bylaws*.

Page 5 – delete”10.” Change the name of the discussion to *Volunteer Driver Subcommittee Discussion*. A motion on these minutes has been held for the next meeting.

4. Hillsborough County – State Representative Sherry Dutzy (10:12)

There was supposed to be a meeting with NTS, MTS, the Superintendent of Corrections, and the Director of the Nursing Home, to come up with a plan regarding: how we can provide transportation for workforce development, and more specifically for the nursing home. Correa stated Donna (Marceau) and I spoke with some of the people at the Hillsborough House of Corrections and they are looking for transportation to Nashua for people when they are released so that they can access the Nashua Transit System (NTS). They should receive some NTS bus tickets and a copy of the Community Transportation directory as a head start on finding support. There was a caseworker there that was awesome. We did not meet with David Ross from the Hillsborough County Nursing Home. That (discussion) would be about establishing bus transportation from Manchester out to Goffstown. Most people go to Manchester, Nashua, or Hudson. Bus service to Londonderry is not a good option because there are no services there for job searching. We tried to impress upon them to give some money to NTS to support the Hudson line. Shane Adkinson agreed that it is important to have access to transportation that offers access to services. Lockers would be great to have at the transit center. Correa stated they said they were going to follow up with MTA about the nursing home. They felt it may be an option but they need to understand exactly what is needed. Correa provided feedback to them regarding how to use the service, especially since the NTS has ride guides. But it is important to train people who can train the people being released. There are some areas further out areas where people may be landing (couch surfing) that should be addressed. Joe Costanza, Superintendent of Corrections, is going to follow up with Kerry Miller to discuss the option. Palmer asked if NTS goes to Hudson and Marceau stated that it can be arranged on demand. Riders need to call the dispatch and set it up for the rider. Adkinson stated that many young people are on a waiting list for on-demand rides. Correa stated that she was not aware of a waiting list for people who wanted to go to NCC. NTS can go to NCC and educate the staff on how the system works so that the correct information is imparted. Correa was made aware by her NCC contacts that there were issues for some students – that it was taking too long to transfer from one bus to another. Adkinson stated that if people released from correctional facilities have access to transit to NCC, that would help decrease the recidivism rate. Adkinson stated that he had to fill out a form stating where he lives in Hudson and was told that there was a waiting list to get the bus to NCC. Correa asked that Adkinson speak further about this experience and Correa will review the issue. Miller stated that it is all about getting out there and educating people about what is available. Langdell stated people at the correctional facility know that they can purchase bus passes. The issue is about the coordination – how we fund and have a process for the bulk of the people that need to get places, and another system for the outliers. Dutzy stated there is a nursing program at NCC. The nursing home needs those people. There is a need to get employees to Market Basket, so that brings up a bigger conversation. She stated she would follow up with Kerry, Superintendent Costanza, and Director Ross and see how we might be able to connect. In four or five months the budgeting process starts again so at that point Dutzy stated she needs everyone to think about having her bring forth a proposal for small revenue (a grant) to a special projects subcommittee. Dutzy asked if we should be funding an additional \$100K for workforce transportation or something like that. There might be ARPA funds left over that we can use. Since Nashua chairs Hillsborough County, it might be a good option to get some new ideas pushed through. The three county commissioners are all going to be up for election this year and transportation and housing are key for representatives up for re-election. They are reactive so we need to provide these requests. Waitkins stated the funding should be a combination of specific projects but also the county should budget “X” amount of dollars for community transportation, there needs to be a match at the local level. That is how it works. The state is not good at community transportation. Dutzy stated that you need to present that to the people who make the decisions, specifically what your transportation needs are and the kind of funding you need. Present that to the

county commissioners, and I am involved in it, I will work with the County Commissioners and Executive Committee to see what we may be able to do. Teri Palmer requested that she include Correa, Langdell, and anybody else that's in the county who is in the process. Teri Palmer explained that we just got done with the GACIT process so we know what our 10-year plans are. We can determine what amount of match money we need, and ask for it. Langdell stated if you never ask for it, they will never give it.

5. Regional Transportation Provider Updates

NTS: Correa gave the update for NTS. There is nothing new from last month. We are still running the same number of fixed routes. If there are any questions about Hudson or Merrimack transportation, please give Correa a call. NTS is trying to get feedback moving forward on the Long Range Plan, and Local Coordinator's Plan on unmet needs and coordinate those together with Marceau and Waitkins so we don't miss anything. The Metropolitan Transportation Plan is going to come to fruition. Please read your section and make sure it is accurate for Matt. Thank you for helping with the NTS Rider surveys. NTS exceeded the number they thought they would receive. NTS is always looking for grant and match funding and looking to expand. Correa read the minutes and saw there was a discussion on gaps and would like to get together and fill those gaps. Correa stated they will be releasing an RFP for the tech enhancement grant which includes new software including micro transit with expansion possibilities throughout the area. Microtransit is an on-demand service, or you could take a fixed route with fewer people riding, and therefore a smaller vehicle is used to pick up people on an existing route. It would depend upon the software we get. If the software includes drop & drag capability, that's not a problem. If there is an area that we are serving that we need to get expand a boundary by three or four streets, then people would be able to know the pick-ups from one area to the next area, similar to a Hudson to Nashua or Merrimack to Hudson, then people would be able to, for example, in Hudson would have a boundary area, and we could get people to Nashua. Unlike Uber, we would define that area in the beginning and then we would expand based on what Hudson would provide. It's a shared ride service. It is not an individualized service that requires additional funding. Correa is aware a balance is needed as not everyone fits into one type of transportation. Miller mentioned that Upper Valley acquired the software. Advanced Transit includes the re-zoning capability. Correa stated they are looking into software that will help riders so they can track the bus and be more interactive with the transit system. We are trying to write the specs so that the software can meet future requirements. Adkinson stated that he already pays an additional \$5 for on-demand rides, and gave some ideas needed to increase transit riders' safety and comfort. Miller stated the local internet provider was recently awarded funding to expand the number of hot spots in many areas where people gather. Waitkins commented if there was an option for a rider to go from Merrimack or Milford to Nashua, as part of our service area that would be good. Langdell stated if we had a plan to grade the funding, then we could integrate the on-demand services we already have in place.

SVTC: it is running fine. Still getting new applications from new individuals every month. There was a nice article in the Telegraph in which she was mentioned, but she was misquoted. Langdell clarified she did not say that SVTC was expanding service to Lyndeborough. Rather, what she said was that we are looking for champions to help us design a volunteer driver program to incorporate Lyndeborough to Peterborough – go west because not everyone wants to go east.

Gate City Bike Co-op (Don Paré): The Co-op has had a few individuals who have just arrived from correctional facilities to get a bike because they cannot get a license to drive a car. There have been half a dozen people in the last two years who are living in rehabilitation homes that need independent transportation. It is very rewarding to see these people get a bike, helmet, etc. The Co-op is trying to make it safe for those people – if they did not get the bike, they would be driving a car without a license. Then if they get caught they would be back in jail in 6 months. The Co-op takes the vouchers from non-profit service providers that state the person who comes for a bike is entitled to a good working bike. Paré explained that they don't label people. The Co-op has bikes they cannibalize and those they fix up that are road-worthy. Adkinson stated in such cases Paré mentioned, the bike is a privilege and needs lights. Those people who have experience working on bikes and

who have come up in the correctional system know that chains, tubes, etc. are necessary. If such individuals could be allowed to learn from the Co-op, that would go a long way. Dutzy thanked Don Paré and the Bike Co-op: "Because of you, we were able to start a bike program." They have 3 individuals who will be graduating soon because there are employers who are willing to hire them afterward. Carroll County is looking to make the program sustainable beyond the next five years. Paré stated that the Co-op has been operating for just over six years and has given out just over 3,000 bikes. The Co-op is beneficial for both clients, workers, and volunteers. Dutzy asked if there was an education program on how to ride a bike and if not, would he consider one. She gave an example of a biker going the wrong way that she almost hit. Paré stated that Rivier University asked the Co-op to do a maintenance/repair program that will be on Zoom. It is for individuals in the RISE program. Waitkins added that the Bike/Walk Alliance of NH and the Safe Routes to School program has hosted safe biking events. Many stated that it would be great to expand the program to adults. Miller said she has a contact she can reach out to that may help to make it happen.

Marceau gave a State Coordinating Council (SCC) update. She had a meeting with them on December 7, and there was an update from the DOT who reported they realize the value of the mobility management network thanks to everyone here. They are going forward with the RLS contract again. It may have to be braided funding. Palmer stated as of June 2024, the Mobility Manager network will fall under the NHDOT umbrella and it will be funding the NH Mobility Management Network, including the eight regional mobility managers and the state mobility manager. Presently, the State Mobility Manager funding comes out of the RTAP (training) funding. So now they are separating the State Mobility Manager (as a standalone from the NHDOT) from the training program funding. Waitkins asked if she knew the funding source. Palmer stated she thinks it is the 5310, but not sure. She stated that Dutzy was asking for toll credits for the match. \$1.2 million will be going toward Mobility Managers' salaries and fringe so she needs to determine what we really need. She will be coming up with a mobility manager salary matrix because the costs differ for managers. The matrix will guide her as to what the funding request should be going forward. She does not know how the urbans are going to be paid. Waitkins stated the current RCC 5310 contract goes through a year from June 2024. Palmer responded that they don't get enough 5310 funding from that source for trips, and they have looked at other sources. Some states use 5311 funds for mobility management. There are options on the table and we have six months to look into additional funding sources.

Marceau reported she discussed Transport NH, the statewide website. It will be standardized and all the RCCs will get their information to Transport NH. Langdell commented there will be three separate websites. Waitkins said RCC will still have its page on the NRPC website. Marceau stated that it did not sound that way. It sounds like it will be moving over. Langdell stated that it is a decision for the region and for us to have a conversation about it.

Marceau stated that the SCC annual report needs to be written; they were looking for volunteers. So she is going to be working on it. It's to be completed by June 30, 2024.

The Sustainable Subcommittee meeting was supposed to be held on December 15, but it was canceled.

There was a proposal for a Healthcare Transportation Task Force meeting. She has more information about it in her report.

6. SCC Update - RCC By-laws Discussion – Janet Langdell

Langdell has been working with the SCC Governance Committee, which has been charged with looking at the SCC and RCC bylaws for updating. They were going to start with the SCC bylaws but were redirected to create a template that is uniform to all RCCs. They have been working on it for a year. They held a listening session and are now on draft version 21. It will be reviewed by the SCC at their January meeting. A copy will be sent to all present after the meeting. She requested everyone review the document. Depending on the outcome, she

along with Waitkins and Marceau will be taking a look at this to see how they can craft the bylaws for Region 7. It is an amalgam of examples from all regions across the state, also taking into consideration the pieces that are in the RSAs, including Right to Know laws which are constraints, because not being a 501c3 non-profit which would not have any of those rules attached to them. Langdell stated that this was an introduction and you will be hearing more about this at the next meeting.

Palmer asked for confirmation regarding the amendment process. From what she understands, the SCC has already adopted the bylaws, and that they can be amended. But if you want to amend bylaws to make it region-specific, those amendments would have to be sent to the Governance Committee which would vote on them, sending them on to the SCC, where they would be accepted or denied. Langdell stated that she anticipates the process will be discussed at the January meeting. The next to the last page of the document explains the process and we need to review the document. Langdell does not think the document is incorrect for the region. She reviewed it with Jay Minkarah, NRPC Executive Director, and he didn't have any pushback. Some pushback came from other RCCs, but that was before version 21. But there has been a change in position on how strongly the current chair at the state level feels about these and now he questions the SCC's ability to enforce the by-laws. Langdell thinks this would be a good template that will help us update our MOU. There are only six organizations that come to the meetings regularly out of the original thirteen that indicated interest in becoming members from back in 2008. So we need to revise and re-invite organizations to come to our meetings. If you have any questions about the document, contact me and Donna Marceau. Marceau thanked Langdell for all her work on it. The RCC bylaws need to be on next month's agenda. Marceau stated all the organizations we work with, i.e. ServiceLink, can be part of the discussion too.

Dawn Schneider, the ServiceLink representative, gave an overview of her organization. They are an aging and disability resource center. They provide education and information to navigate available services. They provide people with long-term care options and counseling for people that are needed to place a loved one in a nursing facility. They have contracts with the State of NH to be the official "ship" office, and because of this, they have the State health insurance program. They help a lot of people with their Medicare and the state Medicaid program.

7. Regional Mobility Manager Update

Marceau gave the monthly update. At the last statewide meeting, they focused on performance measurements, number of rides, referrals, number of trips, missed trips – they are tracking what is being missed out there. After COVID, it is difficult to recruit volunteer drivers. It has been difficult getting transportation outside cities so that brings up how housing and transportation are intertwined. Marceau went to the Hillsborough County Nursing Home and Department of Correction with Correa. Her focus was on senior events. There has been a lot of senior fraud – it's happening a lot in NH. She went to the NH Alliance for Healthy Aging meeting. They are going through a 10-year plan which includes transportation. She also went to the listening sessions conducted by the Cambridge-based Human Services Research Institute which wants to know what is going on with the seniors in the state. She had a good conversation with a woman there and they are planning to do something about the increased need for senior services due to the expanding senior population.

Marceau went to libraries including Hudson, Pelham, and Merrimack, as well as Amherst for a veterans event. Nashua stated they were too busy. She will do more in the western part of the region. The point is to connect with younger seniors who don't feel old. Since the last RCC meeting, there have been 25 requests for help including medical and adult day care. She spent time on the Merrimack/Hudson situation. The funding is not there. She stated Adkinson mentioned a waiting list and she has taken phone calls about the situation in Hudson. What is happening is that they do not get enough funding to cover everything so they have set up a waiting list. There seems there is a gap in funding - \$9,909, according to Pat Murphy, Town of Merrimack. Murphy stated that NTS hadn't informed them that they were going to be running out of money (\$24,904) to operate through June 30, 2024. She stated they need \$9,909, to get through our fiscal year on June 30. They sat down with NTS to go over why the shortfall. Camille gave them the statistics. Merrimack's town manager went

back to try to find more money and gave them an additional \$15,000, but Murphy stated she was not sure it would be enough. She stated they need \$50,000 - \$60,000 to finish off the fiscal year. They created a waitlist for riders with non-medical reasons for rides. They are prioritizing people who need medical rides. Marceau stated she called Hudson many times but her contact has not called her back. She senses that NTS has a waiting list for Hudson. Langdell stated there has been an increase in NTS rates which was not budgeted for by towns and that is why there is a shortfall in towns. NTS is challenged by trying to figure out what the budget should be nine months in advance due to a difference in the budget cycles/fiscal year. Langdell stated that we all have to deal with our revenue on a month-to-month basis and budget accordingly. Post-pandemic, NTS costs have gone up and they have to pass it on because their funding is in part from the federal government. The latest census numbers have shown growth in our region and throughout the state. Marceau presented at the Federal Transportation Administration site visit last month. They seemed happy. She made some quick calls for the Gate City Bike Co-op and compiled the annual report draft. Please read it and get back to Marceau with comments. Marceau distributed the Annual Report.

Palmer stated on January 17 from 1 -3 p.m. a NHDOT required agency training session for agencies that provide performance measurement numbers to Marceau. There will be an email coming. Documents will be sent out next Tuesday before the January 17 meeting. There will be a virtual Mobility Manager meeting after that training to work on a mobility manager blueprint update.

Langdell stated we did have a meeting of our Mobility Gap subcommittee at the end of this RCC7 monthly meeting (December). It was not on the December meeting agenda, but it should be recognized so we do not lose sight of it in 2024.

Correa asked Palmer to help with the coordination of the next step for the transportation meeting so that we can discuss funding – how we will apply (as a group or separately) and our goals. Palmer agreed and stated Mike should be part of the discussion as it is countywide.

8. Other Transportation Issues or Concerns

Marceau asked the attendees if they had any and there were none.

9. Holiday Raffles

Vaz pulled names. Attendees picked out what they wanted from the collection of prizes.

The meeting adjourned at 11:51 a.m. Next meeting: January 25, 2024

Respectfully submitted by Kathy Kirby, Administrative Assistant/Communication



**DRAFT Meeting Minutes
Thursday, 10/26/2023**

Attendees:

In Person:

Apfelberg Apfelberg, United Way of Greater Nashua (late arrival)
Sara Ceaser, United Way of Greater Nashua
Carol Brooks, SVTC Board Chair
Langdell Langdell, SVTC Mobility & Planning Manager

Remote:

Kerry Miller, NTS Mobility Manager
Pat Murphy, Town of Merrimack Welfare Dept.
Teri Palmer (late)

NRPC Staff:

Marceau Marceau, Mobility Manager
Matt Waitkins, MPO Coordinator
Kathy Kirby, Administrative/Communications Assistant

1. Call to Order

Marceau Marceau opened the meeting at 10:04 a.m.

2. Introductions

Introductions were done with in-person and remote participants.

3. Review August 24, 2023 meeting minutes

Marceau asked for any corrections to the August 24, 2023, meeting minutes.

Langdell: bottom of p. 1, first bullet, change "Nashua Transit Authority" to Nashua Transit System.

On p. 2, Item 5, bottom, the last sentence should say, *Working with Nashua Transit System on these efforts.*

MINUTES ARE ADOPTED BY CONSENSUS.

4. Regional Transportation Provider Updates

- NTS, Miller – Comm. Transportation Month celebrated the month with a free ride day; free reusable grocery bags were given away to on-demand and paratransit riders, and had some giveaways at the Transit Center, it worked out very well so we will continue next year. Applications are pouring in for on-demand rides and paratransit riders so we have a lot of new riders; we have had some training sessions as more people would like to ride the city bus. We met with folks from the city health dept regarding better outreach to non-English language-speaking people and connecting and communicating with them – it was a very productive discussion. I made a presentation to the Cultural Connections Committee about what we have in place to reach out to refugees and newcomers and let them know what is available to them already, including what we have in place for language interpretation. It was a good meeting.

- SVTC, Langdell: as part of Community Transportation Month, SVTC decided to give free rides to our residents for one week, concurrently with Nashua's free bag giveaway. The free ride week was not preannounced. Everyone got an envelope for two free tickets for another roundtrip. Everyone liked it – that is the feedback we received. Donations and fundraising support the free fare passes. Ridership has been steady. We are now averaging over 200 riders and five to seven new registrations per month.
- Caregivers NH: no one was in attendance from Caregivers.
- Gate City Bike Coop – no one was in attendance from GCBS

5. SCC Update

Marceau stated that at the last meeting, there was a discussion about the bylaws. The SCC and the Bylaw Committee thought that the process would go smoothly and that everyone would just accept it, but there was some pushback (or conflict) about accepting them without having the bylaws go to Regions and having some discussion. Last Monday there was a call with discussion – Waitkins and Langdell were on – regarding what people thought about the bylaws and comments, so it won't be until November 2 that the bylaws will be adopted...

Langdell offered that the Committee had questions themselves about whether the process was getting pushed a little too fast. However, the SCC leadership wanted to get this moving forward. She was not surprised that there were questions about the final step of bringing them up to the Regions before a final vote was missing. But the bylaws are meant to be a template, with companion documentation to help explain or add that policy jump that does not need to be in the bylaws but needs to be written down somewhere. The input we have has been great. The subcommittee started at 8 a.m. yesterday and we reviewed one-third of the comments – a lot were repetitive. It looks like Regions may have had a meeting, members may have written down the same thing, and everyone submitted their comments. Many are productive, but some reflect a misunderstanding of what has already been agreed upon so there needs to be some re-education. At this point, it is doubtful that there will be a "final". There are a couple of regions that thought that voting by email would be acceptable for them when they could not meet, but the RCC is covered by the RSA that covers this is 91A and we have to follow it – it requires public participation. Marceau thanked Langdell for the update and stated that we would not be doing anything on the bylaws during the meeting today.

Waitkins stated that he and Langdell got together and went through the bylaws with comments. There are some relatively minor comments. The part about the RCC duties is quite extensive in the bylaws. We just proposed that the language needs to be clarified. Langdell requested Waitkins send his questions to her, to respond, and to help out for this region. Matt stated that with bylaws review takes a lot of work and time. Langdell reviewed the process, stating it starts with taking an existing set that serves as a good template. Originally, we were supposed to start with the SCC bylaws, but we didn't – we took the Region's bylaws. Maybe this will work. What needs to be understood is that the government sector's documentation process is different from the corporate sector. Marceau thanked Langdell for her service and stated the SCC meeting was about getting good performance measures. They are still trying to straighten out what they are asking for and how to get it to people. Langdell asked the question because the last SCC meeting was not recorded so updates were not available by the recording.

6. Regional Mobility Manager Update

Marceau had her busiest months yet.

- Visited businesses and asked for items for the Nashua Transit raffles, and received items
- Online outreach to human resources departments in the state. Labornet and Atty. Jim Reidy were very helpful here.
- Attended the Walk to School event that included students, parents, district personnel, teachers, the mayor, and other community human services organizations including the United Way. The event has great participation.
- Attended the Continuation Of Care announcement for Commute Smart for NH and helped spread the word about the program.
- NTS Transit Center Remodel Open House – many attended, including representatives from the NTS and FTA. They distributed a new bus route (distributed at this meeting by Marceau and included in these minutes). No stop at the former Christmas Tree Shop. A new route was added to ride to the Manchester Airport. Tickets are cash fare on the bus or tickets in advance are purchased through the MTA. Ticket prices are \$5. Nashua Transit Center does not sell tickets or have information regarding the airport service.
- Leadership Academy For Public Health Transportation Forum - the next step is to try to get them to do something with the RCC which Marceau keeps advocating. Langdell stated the forum's purpose was to seek information at the event and wanted to review the outcome to see where they are going next before doing anything with RCC. Jane Goodman is pulling the information together. Langdell stated it is very city-focused – not a lot of emphasis on the greater Nashua public health area. Marceau stated that she hopes they will come to an upcoming RCC meeting. Langdell stated the notes and all the information gathered at the forum can help with the upcoming locally coordinated transportation plan at a minimum or a list of contacts to follow up with.
- Attended the Public Equity Meeting at Nashua City Hall. She gave them a report of her activity.
- Secured a speaker from the NH DMV for immigrants and newcomers to the Nashua region. The topic was how to get a driver's license. Miller did an excellent job. Marceau asked Don Pare from the Gate City Bike Coop to speak but has not heard from him.
- Area Libraries Tour – went to Hudson to recruit more volunteer drivers. Made a good connection there.
- Trying to go to more elderly events. Went to the Coliseum on Coliseum Drive to distribute information about transportation services. There were people there who really needed the paratransit service. Miller was praised. Went to the Adult Learning Center. The Hillsborough transportation model is being discussed and tomorrow we will have a Zoom about it too.
- GACIT – did not attend as it was discussed with Waitkins stated it was not appropriate for me to go. Waitkins gave an update on the highlights of the GACIT meeting: NRPC was given five minutes to speak, thus NRPC advocated for the air quality projects, and the projects that were not adopted in the first round. Camille Corea (NTS) was there to talk about transit and CMAQ funding. Langdell stated we should rethink that. There is no reason why Moreau should not have gone and advocated for senior funding transit. Langdell could not attend that night. That is where we need to make sure that our leadership in Concord knows the success we have had, that the funding is helpful, and should continue to fund it. This reflects the need to do some work around the regional ability manager's role. NRPC is the lead agency, but that role should be a bit more separate from that umbrella. Waitkins agreed with Langdell and said he should have offered earlier to bring something forward for the GACIT meeting. Langdell that this should be August 2024 work for the RCC mobility manager (presently Marceau). Teri Palmer stated that many mobility managers were

able to participate in the prior GACIT meetings and reminded everyone that written comments are being accepted by the GACIT committee into November. It has been a learning curve. Waitkins stated we should task Marceau with putting together some comments. Langdell asked if there is a boilerplate for the GACIT meeting that came out of this. Palmer stated if she had the same panel, she changed my message a bit, as most likely others did as well. She is going to provide written comments that summarize everything she said at the meeting. The message from just about everyone was, "Thank you for the funding you provided, but we need more." Waitkins agreed that we should provide written comments.

- Since the last RCC meeting, Marceau has had seven new requests for help.
- Meeting in Milford in November and the FTA review (Department of Transportation/Federal Highway Administration certification review of NRPA).
- Went to the "Healthy Aging" event hosted by the United Way. She brought up vulnerability management and appreciated it.

7. Community Transportation App by Sara Siskavich (NRPC)

(Note: a short discussion ensued before the presentation about the duplication of apps various area agencies have created, and how their work could possibly be leveraged among themselves to create an optimized app.)

Siskavitch gave a demo of the app she and Tyrell Borowitz created. The origins came from the Volunteer Driver Study from last fiscal year. It was in the scope of work to put together something for driver resources. It evolved into a more complex exercise. We took the directory information that is on the NRPC website in PDF format and culled from it the core elements that are offered across the board and tried to make it into something more interactive and easier to traverse. The outcome is not a trip planner, unlike other state apps. Langdell commented that this is similar to the NH Alliance for Healthy Aging website and the Southern NH Planning website about other services that are available through the towns. Siskavich agreed, but stated it is through the lens of where you are coming from (origin) and what are our region's resources. Sara explained in her demo it is a one-page dashboard instead of searching through more than one. It contains the map of the regional towns so a user can click on the town of origin. Then select from a list of organizations that are service providers that appear in the middle column. The third column provides the details of the organization's specific services. The bottom left corner of the third column has additional resources. Langdell asked if a disclaimer can be added that says that this is not an exhaustive list. Sara said it can be included and she would be interested in knowing what else is missing from the RCC. Langdell asked about phone app access. Sara says that it is not optimal, but accessible. Langdell asked about updating. Sara said that if the updates to the data can be presented in an Excel document, that would be appreciated as it is labor intensive. Apfelberg thinks the app is great and asked if it is possible to add a user opt-in to be a volunteer driver. Langdell stated we should look at the work that is being done by the NH Alliance for Healthy Aging on their volunteer driver recruitment page and perhaps incorporate it. Sara stated that can be looked into as a link. Palmer stated this is amazing and will assist transportation managers during a phone conversation at their fingertips, and agreed with the comment to put the NH AHA resources in the NRPC app. Sara stated the link is public-facing, is live now, and can be circulated. Sara will give it to Donna to circulate. Palmer asked if it is possible to add or separate Mobility Management from Transportation. Palmer suggested that the Community Transportation page on the NRPC website include the work or replace the NRPC's Community Transportation Resources page. Langdell mentioned that the Greater Nashua Region Coordinating Council (RCC7) page needs to be updated as it is outdated. Sara agreed to circulate the link to Marceau to distribute it to her connections. Langdell asked it to be circulated to all NRPC members to ask who is not on this list that needs to be, via Donna.

8. Other Transportation Issues or Concerns

Pat Murphy, Merrimack reported homelessness is on the increase and the cases are complex. Doing some case management for housing, but there are special concerns with the elderly and mental health. There is a lot of demand for and concern around requesting on-demand rides exceeding the budget, especially the next fiscal year budget. She has been talking to Camille Correa about this.

9. Adjournment

At 11:13 a.m., a motion to adjourn by consensus.

10. Volunteer Driver Program (VDP) Feasibility Study Discussion

Matt stated the VDP Feasibility study was funded through 5305E DOT funding through Fred Butler's group and was pleased with the study. Butler mentioned that the 5339 funding (to be confirmed by Waitkin) is for van funding and it is out there if needed. Palmer stated that the 5310 Capital Contract should be hitting the streets in the next couple of weeks for van funding and **stated that if the volunteer driver programs receive 5310 funding, they should apply for 5359 match funding.**

Apfelberg stated medical and specialized elderly transport is available, but broad community funding that is available on demand or short notice does not exist and there is a real need. A more flexible taxi service, Uber, or Lyft service scheduled on an as-needed basis (perhaps even same day), in conjunction with a ready pool of volunteer drivers who can take the call and drive. There is a lot of complexity to this and it is not easy. Palmer asked Apfelberg if he is set in stone on a *volunteer* provider program. But Apfelberg stated he is looking to fill transportation gaps and is not married to anything or anything at all. Teri was thinking if all regional transportation providers could partner, and talk about funding for micro transit (what Apfelberg described, but in zones across a region), and take someone to jump in with both feet and take the program and run with. A zone is set up, drivers are hired, pick up people at their door, bring people into where transit systems exist, and transit systems can finish the ride. Wheelchair-accessible vans are used in most microtransits. It is cheaper than buying a cutaway. It operates like an Uber – a single trip, multi-stop trip, and a regularly scheduled trip can be requested. Palmer explained the growth of a pilot project in Windsor, VT as an example. Transit vans were used. Since everyone has a little bit of funding, the money can be directed to this system. Langdell stated Nashua Transit applied for a sandlot grant for a pilot program but they did not get the funding. Nevertheless, Nashua may be a resource regarding federal grant funding and technology (central dispatch). Palmer stated sustainability funding has to be considered as well, including at the state level. Langdell stated Southwest just finished a look at micro transit in that area and they would be a good contact. Also, taxi services may be an option for filling the ride gaps. Apfelberg brought up Ride United, the model being agencies provide clients with a code for payment (like a debit card) for a Lyft ride. Can be single-use or multi-use. United Way's Microsoft grant is used to do some research on options to fill the gap. A discussion ensued about the intricate challenges that need to be considered in filling the ride gaps, i.e., trip length of time, street/road conditions, i.e. width, surface, etc. Palmer stated Ellen Avery in Keene gave an excellent presentation on this issue at GACIT. Volunteer driver programs are trying to fill the gaps and don't have enough funding. All states around us are trying to fix this too, but instead, more funding is going towards community transit. Apfelberg offered to name a new committee the Mobility Gap Subcommittee. Available resources include VIA. They did the Monadnock transit study and did an incredible job. When it came to the nuts and bolts and the money, VIA stated over a million dollars and Monadnock had only a few hundred thousand dollars in their operating budget. Just remember, that most

of these models are about technology. Waitkins stated VIA came in and presented to NRPC. They also stated the cost would be \$1.2 million per year to fund a volunteer, on-demand driver program. Langdell stated we should have a conversation with Nashua Transit which has some wheels on the ground to offer, that might help, but it may be going into the weeds. Apfelberg stated he thinks from the perspective of the need that citizens have and fix the unmet need. Langdell suggested the members keep a log of unmet needs by municipalities, including looking at past logs. Apfelberg stated there are sometimes barriers to using existing resources that should be investigated like the two grocery bag limit that exists in Nashua. It was fixed by distributing compliant grocery bags to riders who needed them. Palmer stated that zones can be set up based on the user's needs, i.e., hospitals. It does need to start with NTS and see what they are planning and the potential to collaborate. Apfelberg stated he would like to know what NTS is not doing too. He has tried to work with NTS on discounted bus passes and got nowhere. Apfelberg would like to see a white paper on anecdotal experiences. He gave an example of a young man who has a job and needs to get back and forth to work every day. Marceau stated that NH does not have sufficient funds to pay for microtransit. Most agreed that you don't need a big organization that will spearhead this. Palmer stated that the funding is needed for existing transit systems.

NEXT STEP: Apfelberg asked if we could continue the discussion after our upcoming meetings. In the meantime, he suggested that all collect stories, i.e. what the needs are, and what was done or not done to provide the caller with a ride. Apfelberg offered to collect the stories. The stories can be woven into a narrative about what is being done and how the current needs are met. Langdell offered to touch base with Terry Johnson, get his information, and look for a report from NTS. Apfelberg asked Langdell to reach out to NTS to participate in committee discussions. Palmer will connect with Camille Correa at NTS and discuss where NTS is with their investigation in micro transit. Subcommittee meetings will be held immediately after the monthly RCC meetings.

From Zoom chat:

37:41 Miller: Tell Janet thanks for clarifying whether the October SCC meeting was recorded or not. I appreciate that, since I was asked and wasn't sure whether it was. It normally is recorded, I think.

39:09 Miller: The Zoom is frozen.

39:17 Palmer: did we just lose them? They are back!

1:16:50 Palmer: I love it! The more information and resources out there for our regions the better!!

Next Meeting:

Thursday, November XX, 2023 (or December?)

Respectfully submitted by Kathy Kirby, Transportation/Planning Analyst.