



**Nashua Regional Planning Commission
Region 7 - Regional Coordinating Council**

Agenda

Meeting Date: January 27, 2022 – 10:00 to 11:45AM

HYBRID MEETING!

The Nashua (Region 7) Regional Coordinating Council will meet on **Thursday, January 27**, at **10:00AM** at the **NRPC Office, 30 Temple Street, Suite 310, Nashua, NH.**

Participants may also attend the meeting via Zoom, but a majority of Council members need to be physically present to establish a quorum. Those attending the meeting via Zoom are entitled to vote on any action item but Zoom attendees do not count towards a quorum.

Please let me know if you will attend in person or remotely.

Zoom Meeting Link:

<https://us02web.zoom.us/j/89323089154?pwd=b0R5cTRNZkExbUtFcVZTK0V6RUt1QT09>

Call-in #: 929 205 6099

Meeting ID: 893 2308 9154

Passcode: 126878

1. Call to Order
2. Introductions and Community Updates
3. Review November 2021 meeting minutes (Attachment 1)
4. Regional transportation provider reports
 - NTS, SVTC, Caregivers NH, Regional Mobility Manager
5. SCC Update
6. Regional Mobility Manager discussion
 - Review and finalize Regional Mobility Manager job description (Attachment 2)
 - NHDOT 5310 contract update
7. Regional Volunteer Driver Study discussion
 - Progress report
8. Other transportation issues or concerns
9. Adjourn

BUILDING MANAGEMENT REQUESTS THAT VISITORS NOW PARK IN THE UPPER LOT



NASHUA REGIONAL PLANNING COMMISSION
METROPOLITAN PLANNING ORGANIZATION





DRAFT
Regional Coordinating Council (RCC)
Meeting Minutes
11/4/2021

Attendees:

Donna Marceau, NSKS	Nick Shelburne, Nashua
Carol Brooks, SVTC	Transit System
Julie Chizmas, City of Nashua	Matt Waitkins, NRPC
Kristen Kostecki, Hillsborough County	Mason Twombly, NRPC
Meals on Wheels	
Janet Langdell, Interim Mobility Manager	
Pat Murphy, Town of Merrimack	
John Savage, NTS/FirstTransit	

CALL TO ORDER AND INTRODUCTIONS

Langdell opened the meeting at 10:06am asking for a round of introductions.

AGENCY UPDATES ROUNDTABLE

TOWN OF MERRIMACK

Murphy expressed that she is seeing a lull in the requests for assistance. She expressed it was her opinion that the child tax credit payments and the increase in food stamp benefits during the pandemic. Langdell shared that she was hearing similar reports in Milford from SHARE.

SVTC

Brooks shared with the group that SVTC has been able to get out and do some more outreach events.

NTS

Julie Chizmas updated the group for NTS because Camille Correia could not make it. She reminded the group the transit center is being rehabbed. She mentioned that Angela Wesson has left NTS and will be replaced by Kerrie Miller, who currently works for the Mayor's Office. Nashua Community Development Director, Sarah Marchant is also moving on. Chizmas was joined by Nick Shelburne the new communications specialist for NTS.

NRPC

Waitkins gave an update about some staff change at NRPC. Andrew Smeltz, GIS specialist and Kate Lafond, Business Manager are leaving.

MEALS ON WHEELS

Kristen Kostecki from Meals on Wheels of Hillsborough County joined the meeting to get some background. She explained meals on wheels doesn't have much for transportation services at the moment but may have ability in the future.

REVIEW OF NOVEMBER 2021 MEETING MINUTES

Waitkins asked if there were any questions about the November 2021 meeting minutes. Murphy pointed out that she was in attendance at the august meeting. Langdell asked that under attendees she be listed as interim mobility manager. She also clarified a point about service to further out regions. She noted some other grammatical issues.

Motion to accept the meeting minutes of November 2021 as amended:

First: Pat Murphy

Second: Carol Brooks

All were in favor of accepting the November 2021 Meeting Minutes as amended. Marceau abstained as she was not in attendance.

REGIONAL PROVIDER UPDATES

SVTC

Langdell shared that numbers are going up slowly. Not quite at a full 2/3 of pre-covid numbers. She mentioned that local trips had increased. 67% of rides are for senior and 13% of rides for non-senior mobility impaired. These stats are in line with the 5310 funding requirements. She mentioned that in the future it would be great to explore connections between Merrimack and the SVTC service area. Langdell mentioned that there are other funding sources that could be looked into. Chizmas asked about if Hudson had had any requests.

Langdell gave an updated about the calls received and services provided.

NTS

Chizmas shared that ridership is slowly rebounding. She noted that the chip shortage is affecting the delivery of two electric hybrid vans. Main Street barriers have come down, so any pickups on Main Street should be easier. Langdell asked about the alerts for the transit routes from the city. Shelburne expressed that he would be handling those as he gets settled into the position.

Langdell mentioned that we have been referring to the RCC incorrectly and we need to update the logos to "Coordinating to Coordination".

SCC

Langdell shared that at the SCC the mobility manager blueprint was reviewed and approved. Statewide mobility management position would be filled by RLS Associates.

Langdell and Waitkins explained the background between the CDC grant and impact on the discussion for regional mobility managers.

REGIONAL MOBILITY MANAGER POSITION

Langdell shared the job description that Waitkins, Minkarah, and she had worked to develop. She asked for any feedback. Marceau shared that she felt it was well done and thought out. Murphy asked about the driver's license and transportation requirement and making sure it they wouldn't be expected to drive people. Brooks asked about whether that would be a barrier. Langdell explained that this person would need to be able to get out there and attend different meetings and networking. This was the thought behind having that requirement. There was discussion around the housing mobility manager with NRPC, salary, and benefits.

Chizmas inquired about whether there was any mention of cultural competency that could be inserted. She offered to see if the city has any boiler plate language for job ads. Marceau said she would also look at the language they use in job ads. She also shared that maybe this job advertisement should be shared on Stay, Work, Play NH.

Motion to move forward with the Mobility Manager Job Description with amendments.

First: Pat Murphy

Second: Carol Brooks

All were in favor.

VOLUNTEER DRIVER STUDY

Waitkins gave an overview of the volunteer driver study for the group. He opened today's discussion regarding the Initial Public Outreach. Waitkins was looking for feedback on the two surveys one for program operation and one for drivers.

The group reviewed the program operation survey first. There was much discussion over clarity of some questions and consistent use of the abbreviation VDP. The group did not finish reviewing both surveys, as several members had a meeting to attend at 12:00pm following this meeting. The group was asked to review both surveys in the interim and bring any comments to the next meeting.

OTHER BUSINESS

ADJOURN:

The meeting adjourned at 11:46 am.

NEXT MEETING:

THURSDAY DECEMBER 9 AT 10AM

Twombly Needs to return earring found in conference room to Pat Murphy

Position Title:	Regional Mobility Manager
Reports To:	NRPC Executive Director and Greater Nashua Regional Coordination Council (RCC7)
Supervises:	N/A at this time
Status:	Exempt

The numbers in (red) are intended to cross reference to the 13 items from “The Blueprint”

Position Summary:

The Regional Mobility Manager (RMM) will work with private, public and non-profit community transportation providers; state, local and regional planning agencies; as well as local and regional human service agencies to develop and coordinate transportation services to improve overall mobility for the general public, with an emphasis on the elderly, low-income persons, and/or persons with disabilities. This position will focus on the movement of people rather than vehicles to ensure choices for the consumer. This position is under the general supervision of the Greater Nashua Regional Coordination Council for Community Transportation (RCC7) and the direct supervision of the Nashua Regional Planning Commission (NRPC.) and the Principal Transportation Planner/MPO Coordinator.

The overall goal is to support and expand a coordinated client-centered regional community transportation network in an effort to meet the current and evolving transportation needs of all transit-dependent individuals living within the region. This work is done within the context of the Metropolitan Planning Organization initiatives defined by the Nashua Regional Planning Commission and the statewide initiatives defined by the State Coordinating Council for Community Transportation in collaboration with the NH Department of Transportation. (1)

Essential Duties and Responsibilities:

1. Leads in the research, development, and implementation of coordinated client-centered regional community transportation services, in close collaboration with and under the guidance of the Greater Nashua Regional Coordination Council (RCC7). (1)
2. Promotes, facilitates and enhances transportation access for the residents of the thirteen (13) communities that comprise the greater Nashua region; develops new opportunities for coordination and/or expansion of transportation options across municipal and regional boundaries; and facilitates ride referrals and partnerships among public, private and volunteer transit providers and human service organizations and other stakeholders. (3.4)
3. Develops and maintains online and other outreach and marketing resources and information materials to advance coordinated regional community transportation including the regional transportation directory. (6)
4. Acts as a central resource providing information and referral services to seniors, individuals with disabilities, other vulnerable populations, health and human service providers, businesses and the general public in the greater Nashua region. Maintains adequate knowledge of all local community transportation programs in order to make referrals to programs beneficial to individuals, their families or caregivers, and the specific inquiry.

5. Conducts outreach activities, educational workshops, community planning and listening sessions with community groups and individuals, including prospective/current passengers, referral sources and other stakeholders, to share information about the availability and use of community transportation resources, and to solicit input on current unmet transportation needs and barriers to service access. (2, 7)
6. Meets with state, regional, and local officials and leaders to discuss and market the role and benefits of regional community transportation services/concepts, and engender the active participation and support of those same officials. (14)
7. Collects and analyzes essential operational data from RCC7 supported programs and builds relationships with other area transportation providers in part to successfully solicit pertinent program data from these regional resources. (12)
8. Develops incentives to encourage regional providers and stakeholders to participate in the RCC7. (12)
9. Assists the RCC7 with local and regional needs assessments to identify unmet mobility needs throughout the greater Nashua region and participates in opportunities to explore technology enhancements to service delivery as they arise. Documents and reports findings to the RCC7 and NRPC members, and the community at-large. (5, 9)
10. Reviews barriers to transportation in the greater Nashua region and across regional boundaries, and makes recommendations to resolve issues. (3, 5)
11. Researches funding and grant opportunities that support the provision of community transportation and mobility management services. (12, 5, 8)
12. Participates in local, regional and state transportation meetings and initiatives, and collaborates with the statewide mobility management network representing the RCC7 and NRPC. Reports on the agenda and minutes of such meetings and on progress of initiatives to appropriate management staff and RCC membership. (14, 10, 11, 13)
13. Assists with organizing and carrying out the activities of the RCC7 sub-committees, as directed by the RCC7. Assists with the facilitation of RCC7 meetings as assigned. (12)
14. Promotes transit services in compliance with Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act of 1964 rules and regulations, and develops new ways to remove mobility barriers for individuals with disabilities.
15. Serves as customer service representative for the RCC7 and assists member organizations with the implementation of internal capacity building measures and service quality standards such as service reliability and customer satisfaction as opportunities arise. (12)
16. Regularly reports on role activities and on regional, statewide or national developments to the RCC7 members and other key stakeholders.

Other Responsibilities:

1. Establishes relationships with staff and volunteers engaging in similar efforts within New Hampshire and the tri-state area in part to foster inter-regional transportation collaboration.
2. Remains informed about state, federal and national trends and developments in mobility management and regional community transportation coordination through active engagement as relevant and necessary.



3. Prepares, distributes, and presents necessary reports.
4. Attends public meetings as necessary as a representative of the regional community transportation network.
5. Performs additional duties as assigned.

Salary:

This grant funded position is full-time with benefits and a salary range between \$50,000 to \$56,000 depending on qualifications and experience.

General Expectations

1. Be committed to the agency's Mission, Vision and Values, and those of the RCC7.
2. Collaborates with the Statewide Mobility Manager and other Regional Mobility Managers.
3. Maintains professional boundaries with all current, past, and prospective clients, and maintain the confidentiality of clients and staff, in accordance with HIPPA policy and procedures. Adheres strictly to confidentiality of client, co-worker, and internal business information.
4. Presents professional and positive image as a representative of NRPC and the RCC7.
5. Follows established policies and procedures and complies with all safety requirements.
6. Communicates proactively with the supervisor regarding work flow, problems, suggestions, etc.
7. Attends team and staff meetings and RCC7 meetings as scheduled.
8. Contributes to a positive, team-oriented work environment.
9. Is punctual for scheduled work and uses time appropriately.
10. Performs required amount of work in a timely fashion with a minimum of errors.

Qualifications Needed for Position:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least 2 to 4 years of experience in community based service, transportation, planning, marketing and community outreach, or some combination thereof, including experience in customer service.
- Familiarity with the community transportation services available in southern New Hampshire.
- Familiarity with the role that community transportation plays in accomplishing activities related to daily living and the unique challenges faced by the diverse populations that rely on these services, including at least basic knowledge of ADA rules and regulations, Title VI of the Civil Rights Act of 1964, Medicare, Medicaid, and the Affordable Care Act (ACA).
- Understands, communicates and works effectively and respectfully across the demographic, socioeconomic, language and other components representing the cultural diversity within the communities served in the greater Nashua region.

- The Mobility Manager must be comfortable working with persons representing a wide variety of disciplines and with lay persons
- Excellent written and oral communication skills, to include organization skills, group facilitation, public speaking and conflict resolution.
- Experience in development of public awareness and education resources to include brochures, signage, schedules, posters, online and social media, and individual or group training programs.
- Ability to coordinate numerous and diverse activities with creativity and out-of-the box thinking.
- Demonstrated leadership and relationship building skills that promote effective community coalitions with solution focused results.
- Ability to work independently and also be a team player.
- Proficient computer skills including Microsoft Office and basic familiarity with social media platforms and websites.
- Strong project management, organizational and presentation skills.
- Bilingual or multi-lingual fluency (i.e. Spanish, Portuguese, French, and Chinese etc) is an asset
- Ability to lift up to 45 pounds if needed. (*place in any "Physical Requirements" section*)

Education Requirements: The following education requirements are considered essential:

- Bachelor's Degree in Human Services, Healthcare Profession, Transportation/Transit Services, Community Planning or related field required.
- Consideration may be given for extensive work experience in lieu of the formal education requirement.
- Consideration may be given for a combination of education, training and experience that results in demonstrated competency to perform the work in lieu of the formal education requirement.

Job Requirements:

- Criminal background check with the Bureau of Elder and Adult Services and NH Department of Safety Division of State Police.
- ~~Must have a valid driver's license and a reliable source of transportation to be used in fulfilling the responsibilities of the position, and meet insurance requirements.~~
- As part of community engagement and relationship building initiatives, this position will require attendance at off-site meetings, occasional night meetings, and events. Possession of a valid driver's license and access to a reliable insured vehicle for work-related travel is a necessity. Alternative transportation arrangements that enable individuals with disabilities to perform these essential functions may be substituted.