



Regional Coordination Council (RCC7)



APPROVED Meeting Minutes 9/22/2022

Attendees:

In Person:

Carol Brooks, SVTC
Donna Marceau, Mobility Manager
Pat Murphy, Town of Merrimack Welfare
Teri Palmer, Statewide Mobility Manager
Don Pare, Gate City Bike Co-op
Sandra Pratt, Gateways Community Services/NH
Brazilian Council
Dennie Townsend, SVTC
James Wilkie, CareGivers
Yvonne Goodwin, Greater NAACP
Janet Woodard, Nashua resident

Remote:

Michael Apfelberg, United Way of Greater
Nashua
Sara Ceaser, United Way of Greater Nashua
Maggie Hinkle, PLUS Company
Nick Schelberg, Nashua Transit System

NRPC Staff:

Vince Noga, Transportation/Planning Analyst
Matt Waitkins, MPO Coordinator
Kristin Wardner, Administrative Assistant

1. CALL TO ORDER

Donna Marceau opened the meeting at 10:05am.

2. INTRODUCTIONS AND COMMUNITY UPDATES

Introductions were done with in-person and remote participants.

3. REVIEW AUGUST 25, 2022, MEETING MINUTES

The August 25, 2022, minutes were approved as presented by consensus.

4. REGIONAL TRANSPORTATION PROVIDER UPDATES

NTS

Nick Schelberg gave the update:

- The Transit Center is nearing completion and all buses are now running.

SVTC

Dennie Townsend and Carol Brookes gave the update:

- They have had more people signing up and becoming aware of the program.
- They are continuing with community outreach at local events.

CAREGIVERS

James Wilkie gave the update:

- He stated September has been slower than expected – ride requests are down about 15-20% compared to last year.
- They are looking to start taking clients in Wolfeboro in mid-October.
- He said they are continuing to recruit volunteers and show appreciation to them the best they can to help with retention.

Don Pare gave an update on **Gate City Bike Co-op**:

- He co-founded the Co-op 6 years ago with John Burkett and they have donated 2,500 bikes in that time. He said Goodale's Bike Shop has been a big supporter and Nashua Soup Kitchen & Shelter is their fiscal agent.
- 80% of bikes are given to adults.
- He explained the process to get a bike, which is done through a voucher system and local social agencies.
- He said they are looking to get bikes to the immigrant population that are in need.
- They give out about 10-12 bikes a week and receive 15-20 bikes donated a week.

Vince Noga introduced himself and discussed a bike safety conference he had just attended which discussed how roads can be designed and made safer for bicyclists. There was a discussion about bike/pedestrian as modes of community transportation. Waitkins stated the RCC has not discussed the role of bike/ped in that regard much before Donna started in her role.

Sandra Pratt, **Gateways Community Services**, stated that she uses the co-op often for her clients. She said many of them are without a phone and/or internet so the RCC brochure with transportation options is helpful.

Yvonne Goodwin expressed that not all those in need of transportation assistance are considered lower income. She gave the example of someone losing their license.

Mike Apfelberg gave an update on **United Way of Greater Nashua**:

- He talked about programs that United Way national has been running throughout the pandemic: a partnership with Lyft to provide transportation service and a partnership with Doordash to transport from food pantries and banks to individuals. The latter potentially works best in a high-density area like Boston. They are looking at whether these would be feasible for this region.

Maggie Hinkley from **PLUS Company** said they struggle to get clients to and from employment.

5. SCC UPDATE

Marceau stated she attended the September 1st SCC meeting. The Volunteer Driver initiative (public ad campaign for www.nhvdp.org) ended in September and the results were not what was expected. Teri Palmer said they are looking to continue the initiative with external funding. There are funds available for translation services and NH Listens. The next meeting is October 6th.

6. REGIONAL MOBILITY MANAGER UPDATE

Marceau discussed the draft brochure she has been working on; she thanked Janet Langdell and Kristin Wardner for their assistance. Marceau and Palmer stated the purpose of the brochure is to provide outreach about available transportation options and to get the word out about mobility managers. Goodwin thought it should be added who Manchester Transit serves. Pat Murphy stated she likes that it

lists the areas served and thinks it would be helpful for providers and residents. Palmer reiterated that there are funds that can be used to translate the brochure to other languages.

Marceau mentioned several programs:

- Commute with Enterprise in which they provide ride share rentals for commuting to employment. Palmer stated there are grey areas in the program as to whether it would work with volunteer drivers. It is being researched further.
- CommuteSmartNH, which is a resource for finding sustainable travel options like carpool, vanpool, transit, bike, or telecommute.
- Unite Us, which Palmer explained is a statewide coordinated care network of health and social service providers. The state put the mobility manager network on it and providers/agencies can do referral requests which will be coordinated through the mobility managers. Releases between agencies are handled through the service.

Marceau surveyed senior citizen agencies (groups and senior housing facilities) and found that many have vans and informal networks for transportation. About half expressed interest in a formal VDP. She also discussed the outreach she has done since the last meeting.

7. REGIONAL VOLUNTEER DRIVER PROGRAM STUDY

Marceau stated that she attended 3 Zoom meetings regarding volunteer drivers. She feels that the lack of volunteer drivers and the current economic conditions may prevent the creation of a new program. Apfelberg does see a need – transportation resources in the community are a challenge for some people, especially for point-to-point specific timeframe needs. Palmer explained microtransit – an on demand service like Uber or Lyft run by an agency. Apfelberg explained United Way’s program with Lyft called Ride United Transportation Assistance (RUTA) which funds discounted rides with a coupon code for riders to use with the Lyft system. It can be a one-time code or a declining balance “gift card”. He stated it is being adopted by United Way on a local basis for each area.

8. OTHER TRANSPORTATION ISSUES OR CONCERNS

Murphy stated that Merrimack’s Senior Information Fair is scheduled for October 26th from 9am-12pm and she is still looking for agencies to attend.

Palmer gave an update on the SCC: she mentioned the statewide diversity equity inclusion initiative; they are working on updating the SCC website; the Mobility Manager Network is being recognized nationally.

Palmer stated in response to Waitkins that the RCC should move forward with updating its bylaws and not wait for the state. Amendments can be made later if necessary. She also mentioned that there will be a statewide needs assessment coming soon, so regions should not spend their money to do that now.

Pare mentioned the Continuum of Care has a toolkit available with nonprofit information (<http://nashua-coc.org/wp-content/uploads/GNCOC-Toolkit-2022.pdf>).

9. ADJOURN:

The meeting adjourned at 11:40am.

NEXT MEETING:

THURSDAY, OCTOBER 27, 2022, AT 10AM

RESPECTFULLY SUBMITTED BY KRISTIN WARDNER, ADMINISTRATIVE ASSISTANT