

APPROVED
Regional Coordination Council (RCC)
Meeting Minutes
5/26/2022

Attendees:In Person:

Carol Brooks, SVTC
Keri-Ann Hopps-Geoffroy, Gateways
Janet Langdell, Interim Reg. Mobility Manager
Donna Marceau, Nashua Soup Kitchen & Shelter
Kerry Miller, NTS
Pat Murphy, Town of Merrimack
Mark Thornton, Gateways
Matt Waitkins, NRPC
Kristin Wardner, NRPC

Remote:

Lisa Emerson, Town of Milford
Brad Kent, Gateways
Kristin Kostecki, Meals on Wheels
Teri Palmer, Statewide Mobility Manager
Sandy Pelletier, Gateways
Chase Roeper, Lyndeborough resident
Kim Schottes, Gateways

1. CALL TO ORDER

Janet Langdell opened the meeting at 10:05am.

2. INTRODUCTIONS AND COMMUNITY UPDATES

Introductions were done with in-person and remote participants.

3. REVIEW MARCH 2022 MEETING MINUTES

Langdell asked for any corrections to March 2022 minutes. Pat Murphy noted some edits:

- page 3, top line, word should be “trip”
- page 3, line 32, add word “negotiated” to end of sentence. Strike next line.
- page 5, line 30, capitalize “Matt”
- page 5, line 32, correct spelling of “bus”

The March 2022 minutes were accepted with a motion by Murphy, seconded by Langdell. There were no objections.

4. TRANSPORTATION PROVIDER UPDATES**SVTC**

Langdell gave the update:

- Have been doing public outreach, to include attending local events.
- Ridership is up about 26% from the same period last year. Still down about 38% compared to pre-covid numbers.
- Have been getting about 5 or 6 new passengers signing up every month. They do believe they have permanently lost some of their more frequent riders from pre-covid.
- They are under budget in terms of 5310 funding, so there may be additional funds for next fiscal year. If it goes back to the RCC for another use, they would have to go

through the process and get NH DOT approval because it would be a change in the contract that NRPC has with the state.

- Carol Brooks stated they are looking for volunteers.

CAREGIVERS

James Wilkie gave the update:

- Last year was busiest year they ever had, almost double the previous year. March was their busiest month ever with 500 rides. Biggest increase has been for dialysis appointments.
- Service in Plaistow has been scrapped due to lack of interest/volunteers. The Catholic Church in Alton stated they are going to supply volunteers – there are many that need to go from that area (Alton/Wolfeboro) to Rochester for dialysis. Carroll County Community Care Givers (not affiliated) has been dormant so they are trying to fill that need.
- Recruitment of volunteer drivers is their biggest effort and challenge.
- Would like to get more clients in Merrimack.
- Caregivers covers communities that touch Manchester, Merrimack, and Nashua.
- Eligibility for rides is 130% of poverty level and over age 62 unless they have a doctor verified disability. They do make exceptions if necessary.
- Teri Palmer stated if anyone has an idle vehicle/bus, they may be able to used for rides but insurance would have to be checked.
- Kristin Kosteki stated that Meals on Wheels uses Sterling Volunteers for background checks and they say 3-14 day turnaround, although they have been getting them back within a week. They do national checks, to include counties the person has lived in, as well as driver record check. The cost is \$60.

NTS

Kerry Miller gave the update:

- NTS has some outreach planned at: Hunt Community, Coliseum Senior Residence, Nashua Soup Kitchen, and the Merrimack Senior Citizens Club. They are trying to get back out there and make connections.
- Langdell asked if ridership for NTS for Hudson and Merrimack can be included in the future to learn demand and current use.

REGIONAL MOBILITY MANAGER

Langdell gave the update:

- NRPC has hired Donna Marceau as a full-time Regional Mobility Manager. She will be starting July 1st.

Mark Thornton asked Langdell in ridership reporting if individuals are distinguished from the aggregate number. Janet said it depends on the agency and how they do their reporting. Langdell confirmed to Palmer that they can break down ridership by town but they do not have the ability to drill down to the individual level.

Pat Murphy asked if people can apply to ride with NTS with a hotel address. Langdell said they have assisted homeless by providing a physical address of where the person's mail goes or where they will be picked up.

5. TOUR OF NEW NRPC WEBSITE

Langdell explained that NRPC is transitioning to a new website. RCC materials and information are housed there. Kristin Wardner joined to review the new site layout and more specifically the RCC page and the Regional Transit Organization page. Langdell mentioned that a statewide transit directory is in the works. The goal for the regional transit page would be for people to easily find what is available to them in their town. Palmer mentioned that she would like to implement travel training (region specific) which ultimately would provide a tool to communicate to town leadership what transportation options are available for their residents. Langdell asked that any website feedback be sent to the group and/or NRPC.

6. SCC UPDATE

Langdell gave the update:

- SCC is working on a strategic planning program that all will have a chance to participate in. They are currently in the RFP process for a consultant.
- The CDC covid relief grant, being used by the rural regions, is moving forward. Langdell noted the SCC & NHTA Annual Conference is being held on June 9th.

7. STATEWIDE MOBILITY MANAGEMENT NETWORK UPDATE

Langdell explained that for many years the State has been concerned with accessibility of transportation resources within the state given our geography and populations. The push has been from NH DOT and the SCC to implement a statewide system of mobility management to better serve folks in need in the state. Langdell introduced Teri Palmer, the statewide mobility manager and reviewed the organizational structure of the NH Mobility Management Network. Palmer went over her background and explained her position is funded through NH DOT but she is an employee of RLS & Associates, a consulting firm for the state of NH. They are currently working on performance measures and goals. Will be working with Steve Workman, liaison for SCC. The best way to contact her is via email. Murphy asked if 211 and ServiceLink will be updated moving forward and Palmer confirmed they would be. Miller offered her assistance with travel training.

8. REGIONAL MOBILITY MANAGER

Langdell opened the discussion on the following RMM:

- General on-boarding
- Regional Volunteer Driver Feasibility Study
- Outreach to underrepresented municipalities and groups
- Public- Provider Awareness
- Statewide initiatives.

Palmer stated she does not think funding for the regional mobility managers will run out at any time. While the CDC grant was earmarked for rural regions only, the state felt that having urban

mobility managers was important. She believes the mobility management network will continue to grow.

9. OTHER BUSINESS

Keri-Ann Hopps-Geoffroy stated that for Gateways one of their biggest obstacles is transportation for their clients, more specifically paratransit. A lot of it is due to staffing issues. Langdell stated she does not believe 5310 funds can be used to subsidize fares directly; generally they can be used to purchase service from NTS (rides, hours) and to reimburse volunteer drivers. Palmer thought she heard that DHHS has funding for those going to day-out programs. Hopps-Geoffroy said she has been accessing that but the predictability of it has been hard. Thornton said Gateways has been working on aggregating data on where and what the specific needs are. Palmer stated she would like to expand the conversation with Gateways offline.

Chase Roeper asked what has been done in Lyndeborough and what the problems are. Langdell stated that FISH, which served that area, closed due to Covid. RCC has been looking at alternatives and hoping the feasibility study could be used as a platform to see if there was interest among residents and organizations for volunteer drivers. Availability of volunteer drivers is the biggest challenge. Roeper thanked Langdell for her efforts.

10. ADJOURN:

The meeting adjourned at 12:00pm.

From Zoom chat:

- 01:21:27 Teri Palmer: tpalmer@rlsandassoc.com
- 01:40:24 Teri Palmer: That is a goal of mine as well! One-click call center-24-7
- 01:55:09 Teri Palmer: Maybe Donna can work on travel benefits with employers to assist with travel costs. Possibly a taxi voucher to get them to public transportation, first mile last mile is an opportunity statewide

NEXT MEETING:

THURSDAY, JUNE 23, 2022, AT 10AM

RESPECTFULLY SUBMITTED BY KRISTIN WARDNER, ADMINISTRATIVE ASSISTANT