



**DRAFT**  
**Regional Coordinating Council (RCC)**  
**Meeting Minutes**  
**7/22/2021**

**Attendees:**

Camille Correa, NTS	Sara O’Neil, NTS (via zoom)
Donna Marceau, NSKS	Matt Waitkins, NRPC
Angela Wesson, NTS (via zoom)	Mason Twombly, NRPC
Carol Brooks, SVTC	Marsha Nelson, SVTC
Janet Langdell, SVTC	
John Savage, NTS/FirstTransit (via zoom)	
James Wilkie- Caregivers Inc.	

**CALL TO ORDER AND INTRODUCTIONS**

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

**AGENCY UPDATES ROUNDTABLE**

**TOWN OF MERRIMACK**

Pat Murphy shared that homelessness has increased dramatically. Noting that she used to deal with 1 or 2 cases a year and she dealt with 47 cases in the past year. Being with the town of Merrimack since 1995, she shared this is the worst she has ever seen it. She shared that many of these cases are not residents of Merrimack, they come to stay in the hotels in Merrimack and are sometimes directed there by 211. She expressed her concern about how much money they are charged to rent rooms weekly from these hotels.

**NASHUA SOUP KITCHEN & SHELTER (NSKS)**

Marceau pointed out that when the initial eviction moratorium began people believed they could not be evicted, but in reality, it only applied to certain types of properties. The transportation piece she mentioned that many people cannot get to job centers in Hudson, Milford. She shared that these factories call and ask to be connected with workers but with no effective transportation to these job centers the workers cannot make it work. She noted that many times when rents rise in bordering areas, an influx of people end up in Nashua. The services in Nashua are greater than in many other areas of NH leading to more people migrating to get help.

**NTS**

Camille Correa gave an introduction of herself and background. Correa shared that the ridership numbers from last year had been finalized. She noted that all routes are operating, and that NTS is fully staffed unless anything had changed on the First Transit side, noting that Savage could speak to that. For last year NTS has approximately 230,000 boardings, as compared to the 440,000 boardings in 2019.

## **SVTC**

Brooks shared that SVTC ridership numbers are creeping back up. Langdell reintroduced Marsha Nelson to the RCC. Nelson explained she had previously participated in the RCC and is a founding partner at SVTC. She was involved with FISH before its closing and noted that she may have some information as the group moves into the volunteer driver study. Langdell shared that in fiscal 2021 SVTC provided 2,016 rides which is down from the yearly average of around 3,600. This is primarily due to Covid. Langdell also noted they are keeping close eye on more requests coming from Mont Vernon and Wilton because of additional distance and those associated costs.

## **CAREGIVER'S**

Waitkins shared an update for Caregiver's as James Wilkie was unable to attend. Waitkins pointed out that Caregiver's primary goal is actually to deliver groceries and that they are looking to expand. Expansion is being eyed in Plaistow area and north of Manchester. Caregivers also manages a volunteer driver program and he highlighted the driver program and its eligibility requirements. In 2019 Caregiver's provided 299 one-way trips in the Nashua region, and in 2020 they provided 391 in the Nashua region. Year to date they have provided 455 trips in the Nashua region. They have been adding more drivers. There is a good system of reminders for the riders and drivers in place. Langdell noted that there is a non-profit providing grocery delivery in our area that began as a collaboration with St. Joseph.

## **REVIEW OF MAY 2021 MEETING MINUTES**

Langdell asked if there were any questions about the May 2021 meeting minutes. She noted that a clarification of "full time" mobility manager position would be important in the minutes.

Motion to accept the meeting minutes of May 2021 as drafted:

First: Carol Brooks

Second: Pat Murphy

*All were in favor of accepting the May 2021 Meeting Minutes as amended.*

## **NASHUA RCC LOGO DEVELOPMENT AND MARKETING DISCUSSION**

Sara O'Neil shared 5 different iterations of a proposed logo for the RCC group. There was much discussion about the different aspects of the logos. Nelson noted she liked option 1 because it seemed a bit less busy. Murphy shared she preferred option 3. There were comments regarding adding "Nashua Region" somewhere. O'Neil took the comments made and will make some changes to present at the next meeting. The group thanked O'Neil for her work. O'Neil exited the meeting at this point.

## **FY22/23 5310 & REGIONAL MOBILITY MANAGER POSITION**

Langdell and Waitkins explained the current status for the 5310 Contract which will be brought to Governor & Council in late June.

Langdell continued by highlighting the Regional Mobility Manager Position and that plan for our region was to use the bridge plan in which she through SVTC would provide the mobility

management services. Langdell noted that her concern was how long the hiring process was going to take and when the position would come online.

The conversation was focused on reaffirming Langdell's role as Mobility Manager in the interim as the full time position details get flushed out.

Savage asked for clarification about how this money moves and who distributes it. Langdell clarified that any money that the SCC goes through NRPC as the designated lead agency.

***Motion to reaffirm the bridge plan for Janet Langdell of SVTC to continue providing part-time mobility management services until the full-time position comes online. Additionally, to approve payment for Langdell's services beginning retroactively as of July 1<sup>st</sup>, 2021.***

First: Pat Murphy

Second: Carol Brooks

All were in favor of this motion.

#### **REGIONAL VOLUNTEER DRIVER PROGRAM STUDY**

Waitkins explained the background and purpose of the study. This includes evaluating the current level of volunteer driver services, analyzing gaps, and providing recommendations for service improvements. He went on to explain that the RCC would be the steering committee for this project and this study would be a standing agenda item moving forward.

Waitkins highlight the initial Public Outreach Tasks of outreach to VDPs in the region, human services agencies, and target populations.

Waitkins and Langdell highlight how the group could help with this process. The RCC contact list was provided and Waitkins asked for members to review it and to think about what groups we should be involving in this process.

There was much discussion about specific groups on the list and specific populations they serve. Waitkins noted these suggestions and information.

Waitkins reiterated that if members would review the list and think of other groups to reach out to as well as questions we want to ask on the survey to bring these thoughts to the next meeting. A draft survey will be brought by NRPC for review.

#### **ADJOURN:**

The meeting adjourned at 11:45 pm.

#### **NEXT MEETING:**

THURSDAY AUGUST 26 AT 10AM