



**DRAFT Meeting Minutes  
8/25/2022**

**Attendees:**

In Person:

- Ashley Derr, Gateways
- Keri-Ann Hopps-Geoffroy, Gateways
- Janet Langdell, SVTC
- Donna Marceau, Mobility Manager
- Joanne Perez, City of Nashua Welfare
- Sandra Pratt, Gateways
- James Wilkie, CareGivers

Remote:

- Michael Apfelberg, United Way of Greater Nashua
- Sara Ceaser, United Way of Greater Nashua
- Camille Correa, Nashua Transit System
- Rosemary Ford, St. Joseph Hospital
- Kristin Kostecki, Meals on Wheels
- Kerry Miller, Nashua Transit System
- Iraida Muñoz, City of Nashua
- Pat Murphy, Town of Merrimack Welfare
- John Savage, Nashua Transit System

**NRPC Staff:**

- Matt Waitkins, NRPC
- Kristin Wardner, NRPC

**Residents:**

- Yvonne Goodwin, Nashua resident

**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 JULY 28, 2022, MEETING MINUTES**

Langdell asked for any corrections to July 28, 2022, minutes. Langdell provided the following changes:

- page 2, last line Caregivers section, replace with “Langdell noted that Hoyt had contacted her about this topic prior to this meeting; wearing another hat as Milford Planning Board Vice-chair, she suggested that Hoyt contact Lincoln Daley, Milford’s Director of Community Development who led the most recent initiative for the Town.”
- Page 2, agenda item 5, replace with “Langdell noted there was no SCC meeting in July, next SCC meeting is August 4th and is hybrid. She discussed the Volunteer Driver Program Network’s initiative with the NH Alliance for Healthy Aging and encouraged attendees to visit the website [www.nhvdp.org](http://www.nhvdp.org). SVTC incorporated the NHVDP information about the statewide need for volunteer drivers into their outreach materials. This has been a great discussion starter with a number of visitors copying the information and link and interested in volunteering. “
- Page 2, last paragraph after first sentence, replace with “wondering about gaps in service in the region, capacity and waiting lists. Langdell mentioned current Covid protocols. She stated the Souhegan Valley Rides program does have room for more capacity, and they do not have a waiting list. Scheduling gives priority to medical appointments over other types of rides and prioritizes rides for seniors and disabled residents. John Savage stated Blue Bus utilization is getting back to but is still lower than pre-covid numbers, but number of passengers is still lower. Demographics look

younger now than pre-covid. He said ridership in Merrimack and Hudson are up. Langdell stated the biggest gaps in service in the region seem to be in Litchfield and Lyndeborough.”

- Page 3, agenda item 7, last sentence, replace with “Langdell suggested the timing of the final report would be important relative to potential inclusion in the upcoming cycle for the FY24-25 5310 funding with NHDOT.”

***The July 28, 2022, minutes were approved with changes by consensus.***

#### **4. REGIONAL TRANSPORTATION PROVIDER UPDATES**

##### **NTS**

Kerry Miller gave the update:

- NTS has continued outreach to include travel training sessions (teaching people how to use the bus) including meeting with the Mayor’s Youth Council group.
- She has been working to connect with the contact from Merrimack Senior group.

##### **SVTC**

Langdell gave the update:

- Langdell explained that SVTC is partially funded with 5310 funds and is contracted with NTS.
- Averaging about 5 new riders and over 200 rides a month.
- SVTC will be attending some outreach events in September.
- There was discussion about the inability to give rides to those in assisted living facilities. Same as SVTC, Caregivers does not give rides to/from them.
- There was also discussion after a question by Joanne Perez about a client from Nashua needing to get to Wilton; Langdell explained that communities with service provide funding specifically for their residents so it wouldn’t be possible for a Nashua resident to get a ride to Wilton.
- Another recent challenge is driveway accessibility.

##### **CAREGIVERS**

James Wilkie gave the update:

- He stated they have started interviewing volunteers for Wolfeboro and they continue to experience long delays with background checks.
- Michael Apfelberg asked about the number of active rides/clients in the greater Nashua area. Wilkie stated that for the period January 1 – July 30, they had 739 one-way trips, with 51 unique clients.
- Yvonne Goodwin asked about services provided by Caregivers. Wilkie explained their criteria.
- Wilkie stated that Caregivers tries to fill all ride requests, but it is dependent on volunteer availability. Apfelberg asked what scheduling program they use – Wilkie replied that they use RideScheduler. Langdell said she can get a list of scheduling platforms to Apfelberg, and it was confirmed that information would be part of the volunteer driver feasibility study.
- Apfelberg discussed how transportation has become more and more transporting stuff to people (such as food from food pantries) and would like this addressed in the feasibility study. A challenge has been addressing those with same day emergency needs. Wilkie stated that Caregivers has done about 35 emergency deliveries this year, but they are one-time occurrences – they give an application with the delivery to see if the person qualifies for the program for ongoing services. The Caregivers program is called Caring Cupboard.

John Savage from NTS and Sandra Pratt from Gateways Community Services joined the meeting.

## 5. SCC UPDATE

Donna Marceau stated she attended the August 4<sup>th</sup> SCC meeting. She stated they are seeking performance indicators from mobility managers: how many partnerships, websites, transit provider database. She said they are looking for public health involvement. The SCC is hoping to contract with NH Listens. She found out there were funds available for translation services for agencies. Langdell mentioned Transport NH, an advocacy group whose director is a member of the SCC. Their involvement will allow development of new statewide websites to include a statewide transportation directory. Those at the RCC level will be asked to provide information about regional resources.

## 6. REGIONAL MOBILITY MANAGER UPDATE

Donna Marceau gave an update:

- She has gotten some calls from residents for assistance finding transportation services and has referred people accordingly.
- She has been working on the Volunteer Driver Program study and hasn't reached any conclusions yet but has a lot of ideas.
- Marceau stated the mobility management network is looking for baseline performance measures from area programs and she has been reaching out for that. They also are looking for municipalities with demand response services (10 out of 13 NRPC communities); the number of volunteer driver programs (there are 3); and the number of service providers (she believes there around 23) and stakeholders. Waitkins clarified that the providers are part of the transportation resource directory that will be updated. The RCC page on the NRPC website does have a regional transit directory but it is not complete.  
([https://www.nashuarpc.org/transportation/public\\_transportation/regional\\_transit\\_organizations.php](https://www.nashuarpc.org/transportation/public_transportation/regional_transit_organizations.php)).
- Langdell stated that the SCC is looking to see the impact the regional mobility manager has on the availability of service in the region and expressed the challenge of regional crossover. In response to Wilkie who questioned the basis of the mobility manager's performance indicators, Langdell stated that the regional mobility managers will be evaluated based on the performance measures in the NH Statewide Mobility Management Network Blueprint document (available on the RCC website at: [www.nashuarpc.org/scbblueprint](http://www.nashuarpc.org/scbblueprint) ).
- Nhvd.org is the volunteer driver initiative of NH Alliance for Healthy Aging that has been advertising throughout the state.
- Yvonne Goodwin asked if any organizations pay or reimburse volunteer drivers and Langdell responded that it depended on the organization, but not always. Goodwin expressed how challenging it is to learn all the different programs available and criteria.
- Marceau discussed her ongoing outreach to regional stakeholders.
- She has also started surveying Continuum of Care members (social service agencies) and the preliminary results show that out of 4 agencies 3 provide bus passes and/or have staff drive clients and 1 agency provides Uber/Lyft. Also, no agency had a volunteer driver program. The most requested transportation services are rides to medical appointments, groceries, and essential services. She asked about their wish lists and items mentioned were a van, rides to job interviews, court hearings, recovery appointments. She stated one agency required transportation for their clients. The survey process is ongoing.
- Joanne Perez stated the city of Nashua provides bus passes to clients, mostly for job interviews and employment. Gateways has an Uber account, but it is used sparingly; it is costly. Perez stated they do try to encourage local employment to clients, ideally within walking distance.
- Iraida Muñoz explained programs such as NH Works, NH Employment program, Workforce Innovation & Opportunity Act (WIOA), Southern NH Services, and others that provide reimbursement for mileage and transportation related expenses. She will get the contact

information to Donna. Muñoz circled back to Donna's comment about translation services and said she could pass the information to community health workers.

- John Savage stated regarding traveling for employment that we should be encouraging people to look for sustainable employment, for example on public bus routes. There was discussion about NTS not having a stop at Hudson Walmart and only the Amherst location. He said it is important to get the information about transit needs in Hudson (or other communities) to those in the towns who make funding decisions. Muñoz said some staffing agencies that refugee populations use provide and charge for transportation services and many find that easier than looking for their own transportation. Waitkins stated NRPC did a regional transit expansion study several years ago and one of the fixed routes studied was going over Sagamore Bridge into Hudson.
- Langdell suggested Donna add to her survey the agency referred to, not just the number of referrals.

James Wilkie left the meeting.

#### **7. REGIONAL VOLUNTEER DRIVER PROGRAM STUDY**

Marceau gave highlights from her work on the volunteer driver study. Every program seems to be having issues getting volunteers and, in her sense, starting a new program may be problematic because of that issue. Langdell asked if she sorted the responses by those that provide a stipend and/or mileage reimbursement and those that don't, and Donna stated she has and one of her recommendations if there is a new program will be to provide a stipend. Inflation and high gas prices are impacting the ability to recruit new volunteers. Langdell mentioned before Donna started her role, there was discussion about reaching out to senior groups, active 55+ communities, retired volunteers, faith communities, etc. to inquire about past involvement with VDPs and potential future interest and what they see as barriers or enticements to becoming a volunteer. Waitkins clarified that the study is not complete, and they are trying to get it completed by the end of the calendar year and hoping to have a draft for the October meeting. Perez stated it makes sense to her to spend resources to enhance current programs rather than starting a new program.

Muñoz stated she is on the Nashua Soup Kitchen board and remembers United Way mentioning liability issues with drivers. She wondered if there were any resources or assistance to help cover insurance or liability issues. Langdell stated some agencies do have an umbrella policy and it can be different depending on whether volunteers use their own vehicles or not. Langdell stated the insurance part is a concern for most agencies. Waitkins added that is a barrier that can be surmounted - parent organizations can get liability insurance or can require drivers themselves to have their own basic policy.

#### **8. OTHER TRANSPORTATION ISSUES OR CONCERNS**

None

#### **9. ADJOURN:**

The meeting adjourned at 11:49am.

#### **From Zoom chat:**

01:10:56 Mike (he/him) Apfelberg United Way: bye!

01:23:24 Camille Correa: I have a meeting at 11 to attend. Kerry and John will remain on the call. Thank you.

01:25:45 Pat Murphy, Merrimack Welfare: I need to leave in a couple of minutes for another meeting at 11am. Thanks everyone.

**Regional Coordination Council Minutes**  
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01:38:36 Iraida Muñoz- Public Health Equity Officer: Hello all: I would like to help promoting the volunteer program and all these wonderful services by asking our Community Health Workers to promote this initiative. Here is my contact information. Thank you! Iraida Muñoz- Public Health Equity Officer

City of Nashua Division of Public Health & Community Services

18 Mulberry St. Nashua, NH 03060

(603) 589-4566

Muñoz@nashuanh.gov

01:59:51 John Savage: I'm sorry everyone we have a situation here and I have to run. Thanks to each of you for your willingness to help and be part of the solution!

02:05:42 Iraida Muñoz- Public Health Equity Officer: I heard from another meeting Liability issue played a big factor for the United Way volunteer program.

02:18:43 Kristin Kostecki, Meals on Wheels of Hillsborough County:           Agreed

**NEXT MEETING:**

THURSDAY, SEPTEMBER 22, 2022, AT 10AM

RESPECTFULLY SUBMITTED BY KRISTIN WARDNER, ADMINISTRATIVE ASSISTANT