



**DRAFT**  
**Regional Coordinating Council (RCC)**  
**Meeting Minutes**  
**8/26/2021**

**Attendees:**

Donna Marceau, NSKS	
Angela Wesson, NTS (via zoom)	Matt Waitkins, NRPC
Sara O’Neil, NTS (via zoom)	Mason Twombly, NRPC
Carol Brooks, SVTC	
Janet Langdell, SVTC	
John Savage, NTS/FirstTransit	

**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**

Murphy shared that budget season is approaching and she is preparing for that.

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

**NTS**

Savage shared a short update about NTS. Ridership is continuing to slowly rebound. The mask mandate for NTS will remain in effect through January.

**SVTC**

Langdell shared that SVTC had recently attended the Mont Vernon Gala and the Hollis Old Home Day to do public outreach and had received a good response. She noted that ridership has been increasing slowly but surely. She noted that they are monitoring a couple of specific rides from Wilton and Mont Vernon because increases in rides from the communities further away may become costly.

**CAREGIVER’S**

No update

**REVIEW OF AUGUST 2021 MEETING MINUTES**

Waitkins asked if there were any questions about the August 2021 meeting minutes. Langdell made three clarifications. No other comments on the minutes were received.

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

First: Carol Brooks

Second: Pat Murphy

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

### **SCC**

Langdell gave an update about the SCC meeting held August 5. She shared that much discussion happened around the funding of full-time mobility management positions and the staffing of the statewide mobility management position. She noted that the state had introduced the idea of using an Ohio based company by the name of RLM for the statewide position, while others had shared interest in hiring a candidate with more local knowledge. She concluded that there would be more discussion at the September 2 SCC Meeting.

### **VOLUNTEER DRIVER STUDY**

Waitkins gave a brief overview of the project and what it aims to do. He noted that initial outreach would be around an inventory of existing volunteer driver programs in the region and statewide, and how a VDP's could potentially fill gaps in community transportation services. There would be interviews of human services agencies, municipal welfare officers, social services agencies, and other stakeholders.

Waitkins shared with the group that there is a draft survey that he would like to get feedback on. He shared that he wanted to do telephone surveys with stakeholders. Murphy mentioned that it may be easier to send out a survey monkey and then follow up with phone call if they do not answer the survey. Langdell shared that it depends on the audience what may be best. Murphy noted that if we are trying to build more of a reputation with them and get more information then verbally would be great. Brooks pointed out that making sure to capture contact information would be important so that we can follow up with them.

The group continued by reviewing the existing questions. There was discussion about the difference between gas vouchers or gas cards. Another discussion about transportation vouchers and payment. Waitkins noted suggestions for clarifications on the questions

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

Langdell presented logo options and variations that Sara O'Neil from NTS had provided the group. Savage shared that he thought use of Logo 1 and 2 as a combination for different situations. There was continued discussion around the use of the different logos on different surfaces. Savage noted that any of the logos can actually be used they are all so similar.

The consensus of the group was that all of the logos could be used, and all were similar enough to not cause confusion. Langdell reiterated that all the logos will be in our repertoire. She also noted that number 1 should be a focus for Facebook and outreach.

### **OTHER BUSINESS**

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Savage Shared that overall trips provided by SVTC are increasing in length and that will be important to keep an eye on that. Langdell noted that she agrees and she mentioned that earlier with the addition of some trips in Wilton and Mont Vernon.

Langdell asked if the group would be interested in having a presentation about collaboration between fixed route and senior services. Savage said if someone else is doing it that would be of interest.

**ADJOURN:**

The meeting adjourned at 11:38 am.

**NEXT MEETING:**

THURSDAY NOVEMBER 4 AT 10AM