



## Greater Nashua (Region 7) Regional Coordination Council

### AGENDA

**Meeting Date: Thursday, September 28th, 2023–  
10:00AM**

This will be a hybrid meeting, with in person and Zoom options.

#### In-Person Attendance

**NRPC Office Large Conference room  
30 Temple Street, Suite 310, Nashua, NH 03060**

#### Virtual or Telephone Attendance

Join Zoom Meeting

<https://nashuarpc.zoom.us/j/82109127266?pwd=cWRSbkljeHlGNFh1VjN3NGRgcHJNUT09>

Meeting ID: 821 0912 7266

Passcode: 687958

Phone #: 1 929 205 6099

1. Call to Order
2. Introductions and Community Updates
3. Review August 2023 Meeting Minutes
4. Hillsborough County Update – Sherry Dutzy
5. Regional transportation provider updates
  - NTS, SVTC, Caregivers NH, Gate City Bike Coop
6. SCC update – New Google Docs Reporting Required
7. Regional Mobility Manager Update
8. **October as Community Transportation Month**
9. Volunteer Driver Feasibility Study
10. Other transportation issues or concerns
11. Adjourn



NASHUA REGIONAL PLANNING COMMISSION  
METROPOLITAN PLANNING ORGANIZATION





**DRAFT Meeting Minutes  
Thursday, 8/24/2023**

**Attendees:**

In Person:

Mike Apfelberg, United Way of Greater Nashua  
Kelly Bruce, Bridges  
Representative Sherry Dutzy, Nashua Ward 3  
Hillsborough County  
Janet Langdell, SVTC  
Carol Brooks, SVTC  
Teri Palmer, Statewide Mobility Manager  
Camille Correa, NTS  
James Wilkie, Caregivers  
Don Pare, Gate City Bike Coop, Nashua

Remote:

Ellen Sears, International Institute of New England  
Sara Ceaser, United Way of Greater Nashua  
Iraida Munoz, DPHCS Public Health Equity Officer  
Julian Long, City of Nashua Urban Programs

**NRPC Staff:**

Ned Connell, Senior Regional Planner  
Donna Marceau, Mobility Manager  
Vince Noga, Transportation/Planning Analyst  
Matt Waitkins, MPO Coordinator

**1. Call to Order**

Donna Marceau opened the meeting at 10:00 am.

**2. Introductions**

Introductions were done with in-person and remote participants.

**3. Review June 22, 2023 meeting minutes (July 27, 2023 meeting was cancelled)**

Marceau asked for any corrections to the June 22, 2023, meeting minutes.

***Dutzy motioned, with a second from Pare, to accept the June 22, 2023 minutes with no changes.  
Motion passed by consensus.***

**4. Regional Provider Updates**

**NTS**

Correa gave the update:

- Kerry Miller is away temporarily and inquiries should be directed to Lori Lorman at extension 2031
- NTS brought back routes 3 & 5 which allows interconnection to other routes

- Most routes are back in place except for Central and on-demand services
- Van service is running 5 vans per day

Pare asked about a voucher system for Manchester Transportation Authority

- Correa will look into it

### **SVTC**

Langdell gave the update:

- Rides are steady
- Anticipated uptick as winter approaches
- 3 new applications processed in July, with some more that have already come in for August so numbers are going up
- Side reference about a Meals on Wheels event in Amherst attended by Langdell and Marceau. Langdell pointed out that a majority of people were from Merrimack and Nashua during the second seating.

### **Caregivers**

Wilkie gave the update:

- 37 new clients since the beginning of the year
- Rides fairly steady with slight drop in June, but July picked back up

Apfelberg asked a question about qualification criteria for clients and nature of the rides offered:

- Must be 62 or over for Caregivers rides and at 130% of the poverty level, which is about \$1600-\$2000
- Doctor verified disability with Doctor's letterhead and number ID
- Financial limitations
- 10 day lead time requirement
- Email scheduling updates sent to volunteers 3 times per week and shows appointments scheduled for 4 months in advance

Palmer asked if rides are provided for folks with temporary disabilities or substance abuse appointments:

- If they qualify financially, yes

Palmer asked about recruitment

- After high involvement during COVID things have slowed with recruitment despite aggressive advertisement efforts

Langdell added:

- SVTC eligibility is primarily based on residency
- Help folks that are homeless
- Priority due to funding is given to seniors
- Do not require medically certified disability information
- Trying to keep services as accessible as possible at \$2.00 each way for fares with a voucher program and work through town welfare program
- Majority of rides are for health care appointments
- 48 hour lead time on business days

### **Gate City Bike Co-op (GCBC)**

Pare gave the update:

- Busy as ever
- 40+ volunteers throughout the week doing a terrific job
- 20+ bikes available per week to donate along with lights, locks, and helmets
- Clientele has shifted from homeless/poor to immigrants and those lacking a license or vehicle for transportation
- Conway, Claremont, and Keene have been helped by GCBC to start their own similar program with around 25 bikes donated to each from GCBC to get started. Conway is doing terrific
- Helped with a donation of 2 bikes in Concord
- Bike thefts more prevalent in Concord
- No age restrictions for clients requesting bikes
- Bike is tagged for ID and photo taken of client with their bike for ID and theft reporting purposes

### **Apfelberg started a new topic of conversation asking if there is a program to assist for folks who need help with auto repairs:**

- Marceau gave information about the Axuda loan and will email details to the group
- Palmer working with DHHS to help facilitate car repairs for those in need. Gene Patenaude is also a contact for this

### **Langdell started a new conversation asking Apfelberg and Ceaser about the status of a Microsoft planning grant**

- Apfelberg stated that they will work with Microsoft as a funder to pilot a volunteer driver program in the community. Much research is needed first to avoid redundancy.

Palmer: Interested in offline conversation with Apfelberg regarding this pilot program

### **Update from Dutzy:**

- Working to become eligible for ARPA (American Rescue Plan Act) funds to build a website to bring siloed information together for residents who need transportation. Should include software package, integration, marketing, etc. to meet clients' needs
- Encouraging RCC members to pursue county dollars

Discussion ensues

Langdell asked if funding can be used for transportation

- Dutzy stated that she doesn't see why not

## **5. SCC Update**

Marceau provided the following update:

- They're following the blueprint for mobility management
- Focus on performance measures
- Concrete deliverables
- How to increase capacity and close gaps
- Looking at data points, including negative data to improve on
- Resources from GSIL

Palmer added:

- Focus on performance indicators, except #13, which they're asking to be removed
- DOT has asked that Palmer to express to all RCC members that if you are reporting on performance indicators #1 and #2, new ridership, applications, and referrals, needs to show that

there's a need for more funding in NH. There's a need to show a need for more funding, through referrals

- Indicator #3, "no-shows", may change to "denials"
- A lot of the mobility managers are awesome because they give all the information about referrals

## **6. Volunteer Driver Feasibility Study Discussion**

Connell provided the update:

- Key factors identified in the study:
  - Host organization
  - Vehicle ownership
  - Insurance and liability
  - Program cost
  - Sources of funding
  - Recruiting volunteers
  - Mileage reimbursement
  - Program marketing
  - Scheduling rides
- Conclusion: Not enough money

Apfelberg: Please expand on bullets 2 and 4

- Volunteer driver service will never replace NTS. Apfelberg recommends re-wording this bullet in the document
- Clarification on the wording and details about not guaranteeing rides

## **7. Statewide Mobility Manager/RCC update**

Palmer gave the following update:

- State Coordinating Council Committee Bylaw Committee is working on bylaws update.
- Mobility Manager belongs to the RCC, not the lead agency (NRPC). RCC should be providing work plan for Mobility Managers
- October Celebration: Commute Smart NH and Commute Smart Seacoast discussion and rundown

## **8. Adjourn**

**Camille makes a motion to adjourn and Waitkins seconds at 11:59 am**

**The meeting adjourned by consensus.**

### **From Zoom chat:**

00:51:13        Bruce: Where do people go to sign up for the ride program in Nashua  
01:58:50        Munoz: Thank you all. I have to go to another meeting

### **Next Meeting:**

Thursday, September 28, 2023

Respectfully submitted by Vincent Noga, Transportation/Planning Analyst.