

## **Region 4 RCC meeting Oct 21**

at SCS Offices, 96 Main Street, Claremont, NH

Online: James Berquist (SCT), Miranda Dupree\* (Vital Communities), Fred Butler (NHDOT), Teri Palmer (Statewide Mobility Manager)

In person: John Haffner (UVLSRPC), Tim Josephson\* (UVLSRPC), Austin Ford\* (City of Claremont), Candy Reed (Region 4 Mobility Manager), Keith Thibault\* (Sullivan County Transit), Elyse Crossman\* (Greater Claremont Chamber of Commerce)

\*Voting member

No quorum

Minutes: tabled

### **Mobility manager update:**

In the packets there is information with the Rose, Bud, and Thorn – shared with MMs in NH on a monthly basis when we share our performance indicator surveys. This helps Teri see statewide where successes/challenges are statewide. It helps us all see where we're all at and not reinvent the wheel. Feel free to use for your own purposes!

Also the NH Performance Indicators Survey is included in your packet. Teri: This is public knowledge on the KeepNHMoving Website.

Also included in the packet is our quarterly financials.

New webpage – streamline the website for user friendliness and condense some of the regional pages to be better suited for users. All resources on one tab, all RCC info on one tab, all projects together, etc. Also, each region will get a custom page where they can put things specific to their region – things like the Sugar River Region page, Chamber of Commerce page, etc. Can also do a blog or regular updates with our partners.

Teri: See Region 7 for a good example. Projects – use this for plans that are coming or things that are going to be affecting the area. Connect to ten year plan, etc. Connect to RPCs here. Get involved – recruit volunteers here, promote events, etc. Custom tab can be anything you want.

Fred: that looks good, but the transportation directory – the KeepNHMoving site itself should be the transportation directory from now on, so that backend database should be the primary one for providers. Regions shouldn't need a separate directory for providers.

October is National Transportation Month. Candy, James, and Terry Curtis worked on thank yous for the drivers. Tomorrow 10/22 is free transit day – anyone who would like to ride the bus, it

will all be fare free tomorrow. Rider appreciation day is 10/29 and Candy will be riding SCT buses and handing out magnets. She is excited to meet people on the bus and talk to people as an ambassador that day.

SCT has two buses up for bid for sale – they have it posted in various spots (Facebook, yard sale groups, other 5307 5311 groups as well. Bids end 10/31.

Also in the electronic packet, the SCC and NHTA meetings are on the first Thursday of the month and Candy will send along the information to us all as well. It helps to understand a lot of the reasonings behind decisions.

Candy also emailed out a resource reference guide. Great opportunity to share with others and acronym lists with lots of guides. See e-packet.

### **Statewide Mobility Manager Updates:**

GACIT hearings: Tonight in Lebanon, tomorrow in Peterborough, later in the week near the Seacoast. If you haven't been able to attend, please do. In every hearing there has been mention of transportation. Most people come to these because of their local transportation project that's been cut, or highways and bridges. But as a transportation group, the little piece of the pie for transportation is very important. The ECs are extremely supportive of transit and transportation so it's been good to hear from people their stories about transportation.

We have a new mobility manager in the Monadnock Region, Lisa Steadman. She is PT due to financial constraints in the region. We have a lunch and learn with AbleNH on non-emergency medical transportation about calling 800 number, providers, etc. It will be recorded and as a one-pager. Teri will send out the link to all the RCCs when she gets it.

Community Transportation Needs Assessment is wrapping up – if you have written copies please submit them. We are hearing bits and pieces of what the plan might look like – idea is to get to communities in Dec/Jan timeframe. SCC goals, continue working on them in Nov. Important that RCCs go over these goals, understand them. This region is lucky since a lot of you attend SCC meetings so you are up to speed.

Candy: yesterday I went to the meet and greet and met the new Director Planning and Development as well as Austin Ford. Annie Steed is her name, very focused right now and still getting settled in (only 2 weeks on the job). Her major goals are housing and transportation. We are very excited to hear this!

Austin: her being here will allow me to get out of the office more and participate in more community events

Candy: I spoke with Annie last night about being a speaker at the next meeting (Dec) so that will time out well. We can talk about her local goals for transportation.

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### **Member and Partner Updates**

James: you covered transportation month: we now have 7 volunteer drivers. With tomorrow being fare-free day, we will run the dial-a-ride all day from 8-4 to help the Claremont routes

John: RPC with AT and Aging Resource Center at DH, took people in the Aging Resource Center to the Mascoma Greenway to meet the tri-shaw to get people with accessibility issues out and onto the trail. Good way to engage the senior population, promote greenways and railtrails, etc.

Vermont Adaptive Cycling also was on the rail trail in Lebanon – maybe a good opportunity to connect.

Teri – Rail Trail Rendezvous went from start of trail to Protectworth Brewery, maybe we can work with that team, it's on the bus route. It comes from Newport as well, there's a food truck or two. Elyse – we can coordinate this for sure

John – thanks for talking about the GACIT hearing, Newport and Newbury were good to hear and people were out, particularly in Newport. There's one in Lebanon so hopefully we see more of this as well.

Teri: another thing Candy and I heard, we went to the UnConference on equity. We heard that AT did a listening session at the WRJ Listen Center (gave away gift cards) with so much interest, they filled a bus and had to turn people away.

Miranda: I was there and it was great to hear all the different stories from people with examples of best practices from other areas, problematic bus stops, suggested improvements for routes, etc. Really good community turnout and feedback.

Teri: Region 1 and 2 still need a MM, if you know someone, go to NCC's website or ask Teri

Miranda: Vital Communities is also hiring for a transportation coordinator

Jen Buteau joined online.

New Business:

Discuss Volunteer Driver Initiatives: How can we as a group promote this to bring more drivers on board?

See packet for the volunteer driver numbers

Jen called Candy about a homebound woman in Charlestown. She had to give up her license due to medical issues. She reached out to a person for a volunteer ride, but many of the folks requiring volunteer driver rides now need assistance getting in and out of the vehicle which the volunteer driver program does not allow. This woman has a condition like this. We also have a lot of client who call that have wheelchairs, like the larger ones you can't fold up but you can't get in and out of it by yourself. There's a huge need for a volunteer driver vehicle with a lift on it – this would help solve a lot of calls where someone has this type of wheelchair and just needs a ride. Uber, taxi – no one has vehicles to accommodate these folks. How do we work through this?

Teri: Question for Fred or James: Could the minivan SCT has (with proper training) be used for this? James: I would have to look at this, but I don't know, it was intended as a Dial-A-Ride service. Candy: if they were to use our vehicle, they would have to be trained as a regular driver.

Tim: why not Dial-A-Ride for these people? James: Dial-A-Ride is in town only, volunteer drivers covers a larger area

Elise: if things are paid for, what needs to happen to train the driver of these vehicles?

Fred: SCS, as a 5311 provider, they could train the driver at their location for this as in-house training

Fred: Passenger Assistance Training on Dec 6 is upcoming. Get passengers on/off vehicle, secure wheelchairs on vehicle, etc.

Teri: one thing we're focused on now, if there are vehicles that are idle that can transport wheelchair users, how do we get these connected? (senior buses, YMCA buses, etc during off days). For example, Keene Senior Center would love to have a wheelchair accessible vehicle. YMCA has one there – how do they get to share it?

James: staffing is the issue, but we are up to 7 drivers now. One person is up to 250 rides

Teri: How many trips are originating in Claremont and going to DHMC where they maybe just don't want to use the bus?

James: I'm not going to say that's *not* happening, but some occasions where volunteers can't fill the ride and people take the bus instead.

Candy: when the ride requests comes in can we schedule that for the bus instead of a volunteer driver?

James: we try to schedule that, but if a volunteer driver takes it then they take it.

Candy: how can we free up these drivers?

James: another challenge is that passengers who have set rides every week and some of these volunteer drivers are committed to taking these rides every week.

Elyse: so I fully understand, so volunteer drivers cannot assist passengers, but if they were operating a handicapped bus with a lift, and took the training, does that allow them to assist people on/off? Candy: yes, James: yes, we are curb to curb, we don't push people into their house, we don't get them from inside the hospital, etc.

Jen: If Volunteer Drivers had PAT training, could they assist?

Teri: maybe, we are working with Transport Central on that, people just have to be able to GET TO the vehicle

Candy: but an aide or caregiver could ride with them and help get in/out of the vehicle?

Teri: Yes. DHMC has people who help you from drop-off into the hospital

James had to leave at 2:01pm

Elyse: is there a ballpark figure of what a lift vehicle would cost?

Keith: between \$80-90k and they take time to make. Only the Chrysler Pacifica and the Toyota Sienna.

Teri: there might be another option, Model1 has one

Fred: being AWD was a requirement for other ones, but if it doesn't have to be AWD that should make it faster.

Teri: Fred, would a 5310 program be eligible?

Fred: 5310 is irrelevant, it's because they're 5311

Teri: if there was a volunteer driver program that wanted to buy a Model1 lift van, would that be eligible as well?

Fred: yes, if the RCC controls what the minimum standards are for a volunteer driver (background checks, inspections, etc). Longer term, if SCS wanted another minivan for that separate program to coincide with additional funding for volunteer driver improvements, you can use 5339 funding (capital formula program for agencies like SCS). We would rather have that than a different provider as part of the 5310 funding to have more oversight of

In the packet is the info on how to become a volunteer driver. How can we make this catchier?

Teri: Free marketing materials on RTAP website, she will send them along. Tim: we can give this to our interns next summer. John: we can share current stories of volunteer drivers, quotes, etc.

Elyse: more visuals? Candy shared a sample image – catchy phrase like “neighbors helping neighbors” etc. Kind of needs a jazzing up to get it promoted. Tim – this would be a good use of a hundred dollars on social media ads. Drive your Car – Be a Star, etc

Teri: Follow facebook posts from ReadyRides

Candy: one of my goals is to send it to businesses to see if they offer volunteer opportunities for their employees. Claremont Savings Bank, Whelan, North Country Smokehouse all do

I’ve reached out to businesses because she’s been able to connect them with CommuteSmart to get employees to work together because employees don’t have reliable cars and have been able to connect that way. Wants to work on a project to promote that as well. Big to get businesses to get their employees to volunteer. Elyse will connect her with Micros

Next meeting is Dec 16, we will reach out to Annie and Austin to make sure they can be here.

Meeting adjourned at 2:19