

Consolidated Manchester/ Derry-Salem [R8] Regional Coordination Council

Tuesday, February 15, 2022

Hybrid: SNHPC/Zoom

MEETING MINUTES

ATTENDEES (* indicates attendance via Zoom, **BOLD** indicates RCC member):

Fred Roberge, Chair – Easterseals NH	John Wilson – Londonderry citizen*
Jo Ann Duffy – Goffstown	Steve Workman – Transport NH*
Peter Flynn – Hooksett	Scott Bogle – RPC
Debra Perou – RNMOV*	Carl Eppich – SNHPC*
George Sioras – Derry	Nate Miller – SNHPC
Tracey Whitehead – CART	Sylvia von Aulock – SNHPC
James Wilkie – CareGivers NH	Adam Hlasny – SNHPC

1. Call to Order

Chair Fred Roberge called the meeting to order at 2:04 PM.

2. Action on Minutes of December 7, 2021

Motion by Scott to approve December minutes as presented, seconded by George and approved unanimously with James abstaining.

3. FY 2022 Section 5310 Status Update

Nate summarized the billing status of all Section 5310 projects. He noted that ridership levels still have not recovered due to the ongoing pandemic. Jo Ann said that the Goffstown Shuttle saw a ridership uptick in January that's not yet reflected in the spreadsheet. Chair Roberge expressed interest in hearing an update from CareGivers regarding its Volunteer Driver Program (VDP) at the next RCC meeting.

4. Regional Mobility Manager: Discussion & Consideration of RFP

Steve Workman reviewed a final draft of the Regional Mobility Manager RFP template, having recently received feedback from NH DOT. He noted several areas that are customizable regionally, including any region-specific roles envisioned for the MM, as well as a submission deadline. There is also revised language about the indirect rate, and live links have been added to the Statewide MM Blueprint and SCC webpage.

In response to a question from Peter, Nate said that the RCC reserves the right to interview candidates but are not bound to do so.

In response to a question from Sylvia regarding regional priorities, Chair Roberge noted that the Statewide MM Blueprint will give some insight into priorities, as will the ongoing work on the

Coordinated Plan. He added that the Coordinated Plan's language should maintain flexibility to be widely interpreted for potentially innovative projects.

Motion by Peter to approve use of the Regional Mobility Management RFP and authorize the RFP committee to process when deemed ready, seconded by George and approved unanimously.

5. Coordinated Plan Work Session

Scott reviewed interim survey results from welfare agencies in Plaistow, Danville, and Sandown. Takeaways include:

- Transportation need varies across these three towns
- Sandown has its own VDP that meets town transportation needs well but recruiting volunteers during the pandemic has proven difficult.
- Covid has made a difference in several ways re: how folks are able to access transportation
- The federal stimulus has provided short-term benefits in terms of individuals meeting basic needs

Scott reviewed draft chapter 1, noting that he has added a section on factors influencing the transportation landscape over the last five years. Nate suggested mentioning that the spending power of our funding is being undercut by inflation, the cost of providing services is increasing, and the labor shortage forcing up labor rates.

Adam reviewed draft chapter 2, noting that updating it was primarily a straightforward exercise in downloading and processing Census data from 2019 and 2020.

In response to a question from Chair Roberge, Scott said that mobility management strategies have evolved significantly, which will be addressed in chapter 4. Much of its content had been written as early as 2003 and updated somewhat in 2006.

Sylvia suggested adding a section about future trends, including microtransit options, automated vehicles, and the proliferation of telecommuting.

Chair Roberge said that there should be concerted efforts to understand human service transportation on a regional and statewide basis. Countless other agencies are moving people in some capacity that we know very little about.

Nate added two further takeaways: the aging and diversification of New Hampshire's population. We have federally mandated responsibilities to deploy services on an equitable basis. Carl said that he, Adam, and Scott must discuss survey results in greater detail to inform new recommendations, ten of which are in draft form.

6. Other Business

Nate asked John Wilson if he would be interested in filling an open position for a citizen member of the RCC. John replied that he would consider the offer prior to the next RCC meeting.

7. Next Meeting

There will be a Coordinated Plan working group meeting on **Wednesday, March 9, 3-5pm.**

Adam will send a Doodle for an RFP committee meeting ASAP.

The next full RCC meeting will be held on **Tuesday, April 19, 2022, 2:00pm.**

Motion by Peter to adjourn, seconded by George. Meeting stood adjourned at 3:39 PM.

Consolidated Manchester/ Derry-Salem [R8] Regional Coordination Council

Tuesday, April 19, 2022

Hybrid: SNHPC/Zoom

MEETING NOTES

ATTENDEES (** indicates attendance via Zoom, BOLD indicates RCC member*):

Fred Roberge, Chair – Easterseals NH

George Sioras – Derry

Tracey Whitehead – CART

James Wilkie – CareGivers NH

John Wilson – Londonderry citizen*

Steve Workman – Transport NH*

Scott Bogle – RPC*

Carl Eppich – SNHPC*

Nate Miller – SNHPC

Sylvia von Aulock – SNHPC

Adam Hlasny – SNHPC

1. Call to Order

In the absence of a quorum, Chair Fred Roberge began the meeting at 2:09 PM.

2. Action on Minutes of February 15, 2022

The minutes were tabled.

3. Approval of new RCC Citizen Member

This item was tabled.

4. FY 2022 Section 5310 Status Update

Nate summarized the billing status of all Section 5310 projects. He noted that ridership levels are beginning to trend upwards, especially on the Goffstown Shuttle and Easterseals' demand-response service.

James then gave a presentation highlighting the history, present, and plans of the CareGivers, focusing on its volunteer driver program. Demand for rides continues to grow, as 1,241 rides have already been provided in 2022, with 500 in the last month alone. Facebook advertising seems to offer the best “bang for the buck”, whereas print advertising has been far less successful.

Future plans include potential expansion into the Alton/Ossipee area. Chair Roberge invited James to coordinate with RCC regions 2 (Carroll County) and 3 (Mid-State). Within Region 8, James said that efforts are underway to increase both the client and volunteer bases in Greater Manchester, and potentially expand into New Boston. Nate mentioned that Auburn and Candia could be relatively low-hanging fruit for expansion.

Steve mentioned the potential for cooperation/partnerships across RCC boundaries to leverage surplus CDC rural regional funding. Chair Roberge suggested connecting CareGivers to Terri Paige and Cindy Yanski of the Region 3 RCC.

Scott mentioned the goal to ensure funds that would have gone to the old Region 9 continue to flow to the Derry-Salem subregion of R8. Nate said that now is the time to make any adjustments to the regional allocation, prior to year two of the current 5310 contract.

5. Regional Mobility Manager: RFP Status Update

Nate summarized the status of the RFP: it was posted and shared widely for approximately three weeks in March, but as of the April 1 deadline had no respondents. He reminded the RCC that the contract expires on 6/30/23, but an extension is a real possibility. Options going forward are as follows:

- Readvertise RFP (not seen as a good option)
- As lead agency, SNHPC hires someone on a temporary or contract basis
- Find an existing subrecipient agency under the RCC umbrella who could perform MM services

Chair Roberge noted his preference to move things along as quickly as possible, adding that SNHPC would be the best way forward. Nate said that hiring a MM on a contract employee basis would be preferable, and called for any names that come to RCC members' minds. George added that sometimes shorter contracts fit retired consultants well. Scott mentioned the possibility of contacting the Endowment for Health, Charitable Foundation, United Way, or solicit candidates with a healthcare sector background.

In response to a question from Sylvia, Nate said that the duties and responsibilities of the MM position are outlined in the SCC MM Blueprint.

6. 2022 Coordinated Plan Update

Scott and Carl noted that progress is being made but that several chapters (including goals and recommendations) are still in draft format. Due to the lack of time, it was decided to hold another work session prior to the next full RCC meeting.

7. Other Business

Steve gave an update on the Statewide Transportation Needs Assessment being proposed by the Statewide Committee on Aging (SCOA). Rebecca Sky submitted a letter to the Governor's office seeking GOFERR funding to pay for this study. There seems to be support for such an endeavor thus far. Steve suggested a small steering group including himself, Fred, Sylvia, Scott, Rebecca, and Nate meet over the next week to get moving and put forward a proposal.

8. Next Meeting

There will be a Coordinated Plan working group meeting on **Tuesday, May 17, 10:00-noon.**

The next full RCC meeting is TBD.

Meeting stood adjourned at 4:07 PM.

Consolidated Manchester/ Derry-Salem [R8] Regional Coordination Council

Thursday, June 2, 2022

Hybrid: SNHPC/Zoom

MEETING MINUTES

ATTENDEES (* indicates attendance via Zoom, **BOLD** indicates RCC member):

Fred Roberge, Chair - Easterseals NH

Peter Flynn - Hooksett

Kristin KostECKI - HCMOW*

Teri Palmer - State Mobility Manager*

Debra Perou - RNMOW

Candy Reed - Region 3 RCC*

George Sioras - Derry*

Tracey Whitehead - CART

Mike Whitten - MTA

James Wilkie - CareGivers NH*

John Wilson - Londonderry citizen*

Cindy Yanski - Region 3 RCC*

Scott Bogle - RPC

Nate Miller - SNHPC

Sylvia von Aulock - SNHPC

Adam Hlasny - SNHPC

1. Call to Order

Chair Fred Roberge called the meeting to order at 10:04 AM.

2. Action on Minutes of February 15, 2022, Meeting Notes of April 19, 2022

Motion by Scott to approve minutes/meeting notes as presented, seconded by Peter and approved unanimously.

3. Approval of new RCC Citizen Member

Chair Roberge noted that Londonderry resident John Wilson had been nominated as a new citizen member of the RCC at the February 2022 meeting. His nomination was approved unanimously.

4. FY 2022 Section 5310 Status Update

Nate summarized the billing status of all Section 5310 projects, noting that ridership levels are trending upwards on the Goffstown and Hooksett Shuttles.

James shared some statistics on the CareGivers Volunteer Driver Program, including the fact that 23 new volunteers have been added in the Manchester area in 2022. He said that volunteer retention is the biggest obstacle for the program, noting that high fuel prices are causing hesitation among volunteers to take on additional rides.

5. Regional Mobility Manager: Discussion & Consideration of RFP

Nate summarized the process by which the RCC attempted to solicit a Regional MM but did not receive any applicants. The position was recently posted as an SNHPC employee, and one individual has applied. Sylvia has the final authority to hire but would like assistance from a subcommittee consisting of Chair Roberge, Deb, Scott, and Mike. A virtual interview has been scheduled for Monday, 6/13/22. If the candidate shows potential, an in-person interview could be arranged for an early-mid July timeframe.

Sylvia asked for assistance in producing a list of questions for the upcoming interview(s).

Nate said that, given the limited response rate, it would be prudent to continue promoting the job ad as far and wide as possible. Any ideas for other venues to spread the word would be helpful.

Scott mentioned sending the job announcement to the UNH Planning and Social Work programs, the former headed up by Mary Friedman. George added that the UNH Cooperative Extension has been a helpful agency to work with for the Town of Derry. Peter said that the NH Municipal Association classifieds are seen by hundreds of towns, cities, and organizations statewide.

6. 2022 Coordinated Plan Update

Scott said that there are now pretty good drafts of each of the six Coordinated Plan chapters. A subcommittee consisting of Scott, Fred, Sylvia, Carl, and Adam have been working through the findings and recommendations chapter over the last few weeks and will solidify this chapter prior to the next RCC meeting.

Scott very briefly reviewed the chapters with those present. Fred said that the labor crisis is nothing short of an emergency across the transportation world as well as society in general. Rapidly rising fuel prices will also affect the provision of transportation across the region and beyond.

Deb said that climate adaptation could be added to the plan, with potential strategies to include the electrification of fleets/conversion to propane.

7. Other Business

Chair Roberge reminded RCC members that it is again time for officer nominations and elections. He appointed James and George to serve on a nominations subcommittee.

Both Chair Roberge and Vice Chair Whitten expressed willingness to continue in their current roles for the coming year.

8. Next Meeting

The next full RCC meeting is TBD.

Motion by Peter to adjourn, seconded by Scott. Meeting stood adjourned at 11:33 AM.

Consolidated Manchester/ Derry-Salem [R8] Regional Coordination Council

Thursday, August 16, 2022

Hybrid: SNHPC/Zoom

MEETING MINUTES

ATTENDEES (* indicates attendance via Zoom, BOLD indicates RCC member):

Fred Roberge, Chair - Easterseals NH

Peter Flynn - Hooksett

Jocelyn Gallant - Citizen Member*

Benjamin Herbert - R8 Mobility Manager

Kristin KostECKi - HCMOW*

Teri Palmer - State Mobility Manager*

Debra Perou - RNMOW*

George Sioras - Derry

Mike Whitten - MTA

James Wilkie - CareGivers NH

John Wilson - Citizen Member

Nate Miller - SNHPC

Carl Eppich - SNHPC

Sylvia von Aulock - SNHPC

Adam Hlasny - SNHPC

1. Call to Order

Chair Fred Roberge called the meeting to order at 2:05 PM.

2. Action on Minutes of June 2, 2022

Motion by George to approve minutes/meeting notes as presented, seconded by Mike and approved unanimously.

3. Election of Officers

Chair Roberge expressed willingness to serve another term as chair, with the caveat that he may leave the council during the middle of the fiscal year due to retirement.

Motion by Peter to nominate Fred as Chair, and Mike as Vice Chair, seconded by George and approved unanimously.

4. FY 2022 Section 5310 Status Update

Nate handed out the monthly status update for all Section 5310 projects, noting that projects are tracking appropriately. Mobility Management funding will begin to be drawn down, now that the Region 8 Mobility Manager has begun his work. In the interest of time, he offered to follow up after the meeting regarding any questions from RCC members.

5. Review of 2022 Coordinated Plan Update

Adam gave a brief, high-level summary of the Coordinated Plan update, noting that much has changed in the transportation landscape since the plan was last completed in 2016. Carl reviewed Chapter 6 (Findings and Recommendations). John presented a series of comments that were noted and will be addressed in the plan as needed. Sylvia said that she will have comments forthcoming as well.

Motion by Mike to approve the Coordinated Plan subject to revision and final review by SNHPC/RPC staff and potentially an RCC subcommittee. Motion seconded by George and carried unanimously.

6. Regional Mobility Manager Update

Benjamin Herbert was introduced as the new Region 8 Mobility Manager. He gave a presentation outlining his background and initial goals. He has already met with Fred and Mike and is planning to meet with other providers/stakeholders in the region to establish relationships and assist as needed. Chair Roberge suggested Ben utilize the National Center for Mobility Management as a valuable resource.

7. Discussion of SCC Metrics

Teri Palmer led a discussion of Mobility Manager performance indicators as outlined on pp. 22-23 of the SCC Mobility Management Blueprint. After collaboration amongst regional mobility managers, it was decided that the initial metrics would be #9-11:

- Number of service providers and stakeholders working collaboratively and engaged in the RCC.
- Number and percentage of municipalities in the RCC region with demand-response service for older adults and individuals with disabilities operating at least three days per week.
- Number of volunteer driver programs in the region and their participation in the VDP network.

Nate questioned the wording “participation in the VDP network” vs. “participation in the RCC.” Teri noted that getting a baseline of all VDPs is a starting point, after which point participation in the RCC and VDP networks can be better understood.

Nate said that metric #4 (passenger trips per revenue mile) and #12 (transportation services customer survey results and satisfaction ratings) were not particularly beneficial. The former is not useful to measure trips other than fixed-route, and the latter, while well-intentioned, is not objective.

Ben said he is comfortable reporting on metrics #9-11.

8. Other Business

There was no other business.

9. Next Meeting

The next full RCC meeting will be held on **Tuesday, October 11, 2022, at 1:00 PM.** Agenda items will include a Coordinated Plan check in, and review of potential bylaw revisions. Adam will send bylaws to the full RCC in advance of the meeting.

Motion by George to adjourn, seconded by Mike. Meeting stood adjourned at 3:43 PM.

Consolidated Manchester/ Derry-Salem [R8] Regional Coordination Council

Thursday, October 11, 2022

Hybrid: SNHPC/Zoom

MEETING NOTES

ATTENDEES (* indicates attendance via Zoom, **BOLD** indicates RCC member):

Fred Roberge, Chair - Easterseals NH
Benjamin Herbert - R8 Mobility Manager
Lisa Ludwigsen - Easterseals NH*
Teri Palmer - State Mobility Manager
George Sioras - Derry
Tracey Whitehead - CART
Mike Whitten - MTA

John Wilson - Citizen Member
Scott Bogle - RPC*
Nate Miller - SNHPC
Carl Eppich - SNHPC
Sylvia von Aulock - SNHPC
Adam Hlasny - SNHPC

1. Call to Order

Absent a quorum, Chair Fred Roberge began the gathering of those present at 1:07 PM.

2. Action on Minutes of August 16, 2022

The minutes were tabled.

3. FY 2022 Section 5310 Status Update

Nate noted that there will be a new spreadsheet for FY23. He also reminded those present that semiannual DBE reporting from April 1-September 30, 2022, is due by November 1, 2022. Adam agreed to forward Nate's slides to the RCC membership.

4. Mobility Manager Update

Ben updated those present with a list of his tasks/accomplishments during the last two months of mobility management, which has included attending the CTAA Small Urban Network Conference, conducting stakeholder meetings, DEI training, creating a new page on the SNHPC website, and drafting a Region 8 RCC newsletter.

There was a discussion about the newsletter, with RCC members providing feedback:

- Provide snapshots of data from different transit agencies
- Show the COVID recovery period (FY20-present) rather than including pre-COVID ridership decline
- Include the Statewide Mobility Manager as a resource
- Note what MTA and other providers are doing to respond to language interpretation needs among clients
- Include video content (i.e. interviews) from riders/clients, as long as they give consent
- Profiles of riders or would-be riders could also be useful to humanize newsletter content
- Highlight ServiceLink/NH 211

5. 2022 Coordinated Plan Update

Carl asked if RCC members had any specific questions/comments on the plan. It was adopted by the SNHPC MPO on 9/27/22 and will be brought before the RPC MPO on 10/12/22.

Scott and Carl pointed out that recommendations were written broadly to keep options open for potential projects moving forward. The next step will be to take a closer look at recommendations and prioritize how Ben's Mobility Manager workplan develops over the next 6 months to a year.

6. Potential Revisions to RCC Bylaws

There was a discussion around Ben's status on the RCC, and whether a Mobility Manager could/should become a voting member. The fact that he is employed by the SNHPC could make such an arrangement a conflict of interest. Despite this, he represents a broader group of communities beyond SNHPC boundaries. Teri said there have been questions about this very issue statewide, and Fred added that this is a valid discussion to bring to the SCC for guidance/oversight.

Quorum size was also discussed. Scott said that it makes sense to reduce the in-person quorum from seven to five. This is another topic that can be brought up at SCC.

Finally, adding language about the roles/duties of the Mobility Manager was suggested.

7. Other Business

Scott said that the Statewide Committee on Aging (SCOA) is recruiting agencies to write letters of support to GOFERR for the Statewide Transportation Needs Assessment. In the absence of a quorum, there was consensus among those present to support a letter from the RCC, which will be drafted by Scott and Sylvia. Fred suggested that if it must be sent immediately, councilmembers who are not present could be contacted via email to gauge further support.

8. Next Meeting

The next full RCC meeting will be held sometime in December. Given the forthcoming FTA 5310 contract cycle, there will likely be a need for three meetings prior to February 2023. The February meeting will be advertised as a public hearing for the proposed new program of projects.

Gathering of those members present concluded at 2:43 PM.

Consolidated Manchester/ Derry-Salem [R8] Regional Coordination Council

Monday, December 5, 2022

Hybrid: SNHPC/Zoom

DRAFT MEETING MINUTES

ATTENDEES (* indicates attendance via Zoom, BOLD indicates RCC member):

Fred Roberge, Chair - Easterseals NH
Benjamin Herbert - R8 Mobility Manager
Teri Palmer - State Mobility Manager

George Sioras - Derry
Tracey Whitehead - CART
Mike Whitten - MTA
James Wilkie - CareGivers NH

John Wilson - Citizen Member
Scott Bogle - RPC
Nate Miller - SNHPC
Carl Eppich - SNHPC*
Sylvia von Aulock - SNHPC
Adam Hlasny - SNHPC

1. Call to Order

Chair Fred Roberge called the meeting to order at 11:03 AM.

2. Action on Minutes of August 16, October 11, 2022

Motion by Scott to approve August minutes, seconded by George and approved unanimously. Motion by George to approve October meeting notes, seconded by Scott and approved unanimously.

3. FTA 2024-25 FTA 5310 Work Session

Nate said that the RCC should be thinking about the next two years of FTA 5310 funding (7/1/23 - 6/30/25). NHDOT solicitations usually appear around the holidays or in early January, with typical due dates in late February/early March. The base state allocation for Region 8 is \$364,464 per year. That amount is expected to stay level, and there is a chance it might increase. The biggest question mark is the \$55,000 in supplemental regional mobility manager funding. The RCC did not draw down any of this funding in the current fiscal year, so there may be a possibility of carrying it over to the first year of the new contract. This can be discussed further with NHDOT in the coming weeks upon announcement of the new 5310 round.

John noted that even if funding amounts increase, this may be used solely by existing subrecipients to maintain current services with increased hourly rates.

Activities 1-3 (Goffstown, Hooksett, New Boston Shuttles) are expected to carry on unchanged, other than the expected hourly rate increase.

Some changes will be proposed for Activity 4 (CART Nutrition Shuttle and Demand-Response). A redesigned service could take the form of late afternoon-early evening demand-response, limited Saturday service, or some combination. The original intent of this activity was to transport clients to meal centers, a service that was profoundly

affected by Covid. The RCC must collaborate with Rockingham Nutrition Meals on Wheels to discern the best use of these funds in FY24-25.

No changes are anticipated to Activity 5 (Easterseals Demand-Response service), but additional funding for Activity 7 (ES mobility management) would be welcomed.

In terms of Activity 8 (CareGivers Volunteer Driver Recruitment), James said that one of the program's biggest expenses is background checks, which can take 6-7 weeks. There is another service whose checks only take 1-2 weeks but cost \$60-130 per check. Recruitment and software are other major expenses. Nate said that we will need to continue the background check discussion with NHDOT. James added that CareGivers is currently recruiting 15-20 new volunteer drivers per month, but often loses the same amount. There are 169 active clients as of this month, but numbers are fluid.

4. Updates

Teri reported that she is currently speaking to VDPs around the state - three of the four she has talked with are interested in expanding. Another activity is working with senior and recreational centers throughout the state, trying to find accessible vehicles that are currently underutilized. A statewide website update is imminent as well.

Ben reported on his progress in region 8, noting that the first mobility management newsletter is nearly ready for distribution. He has also been working with Manchester grassroots group Victory Women of Vision, who are looking to implement a travel training program to assist new immigrants with limited English proficiency navigate the MTA system

Fred reported that there will be an SCC Strategic Planning Summit on December 14.

5. Other Business

Nate said that today is the deadline for the FTA 5310 Capital program solicitation. There was no indication any providers from Region 8 would be applying, and therefore no action to be taken on a letter of support.

Nate also mentioned the 5305(e) transit planning program, which requires a 20% match. The application deadline is January 18, 2023.

6. Next Meeting

The next full RCC meeting will be held on **Tuesday, January 17, 2023, at 1:00 PM**. The bulk of the meeting will be devoted to refining a program of FY24-25 5310 projects. A follow-up public hearing will be scheduled, likely in mid-February, to approve this program in advance of the deadline.

Motion by Mike to adjourn, seconded by George. Meeting stood adjourned at 12:44 PM.