

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

**Tuesday, January 17, 2023**

Hybrid: SNHPC/Zoom

## DRAFT MEETING MINUTES

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

**Fred Roberge, Chair - Easterseals NH**

**Tim Diaz - RNMOV\***

Peter Flynn - Town of Hooksett

Benjamin Herbert - R8 Mobility Manager

Lisa Ludwigsen - Easterseals NH

**George Sioras - Derry**

**Tracey Whitehead - CART**

**Mike Whitten - MTA**

**James Wilkie - CareGivers NH**

Kelly Wood - Easterseals NH

**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 1:05 PM.

### **2. Action on Minutes of December 5, 2022**

***Motion by George to approve December minutes, seconded by Mike and approved unanimously with Tim and Peter abstaining.***

### **3. Designation of Lead Agency for FY 2024-2025 Section 5310 RCC Grant Activities**

Nate said that the 5310 lead agency is determined at the discretion of the RCC, and made an open call for any agencies interested in becoming lead agency.

Fred said that SNHPC has been a great partner for a very long time, and that it is probably the best central place in the region to maintain an objective view of resources and how they're used.

***Motion by Fred to designate SNHPC as lead agency, seconded by George and approved unanimously.***

### **4. 2024-2025 FTA 5310 Work Session**

Nate gave a summary of the FY22-23 projects, as well as service hours provided and overall budgets. Mike asked if unspent funds (i.e. since the Mobility Manager was hired late in the two-year period) carry over to the new contract period. Nate said that that will ultimately be decided by NHDOT.

NHDOT has not yet announced base 5310 allocations for this round; ordinarily the solicitation would have arrived by early January in advance of a March 1 deadline. While still uncertain, it is anticipated that there will be a funding increase of approximately 15%

Fred noted that NHDOT are looking for different ways to maintain funding for regional mobility managers.

Without knowing official allocations, RCC members discussed general service needs. Mike recommended keeping Hooksett and Goffstown Shuttle budgets steady. He said that the towns collaborated to purchase a shared vehicle, and that the services are the best performing ones operated by MTA. Both run at approximately 85-95% capacity.

The New Boston Shuttle is operated on a per-trip basis and capped at 15 trips per month. Mike said he would ask the town if it's worth programming some local match in case a new rider/riders appear. Sylvia said she would work with Tracey and Mike Sindoni of New Boston to glean further information.

There was some discussion re: Rockingham Nutrition Meals on Wheels' service. Tim's concern was that clients get the service they need. Mike expressed willingness to discuss in more detail outside the meeting. Nate suggested having this discussion as soon as possible so it can be revisited at the next RCC meeting.

The Easterseals demand-response service was discussed briefly. It was calculated that, with higher hourly rates, \$10,722 in additional federal funds would be needed to continue providing current service levels. Nate added that this service is currently performing very well is a good investment in the region's transportation network.

## **5. Updates**

Mobility Management and SCC updates were tabled due to lack of time.

## **6. Next Meeting**

The next RCC meeting will be held on **Tuesday, January 31, 2023, at 1:00 PM**. The primary purpose of the meeting will be to continue the 5310 work session. FY2024-25 subrecipient hourly rates will also be reviewed and approved at this time.

There will be a subsequent public hearing in February to finalize the program of projects.

***Motion by Peter to adjourn, seconded by George. Meeting stood adjourned at 2:33 PM.***

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

**Tuesday, February 14, 2023**

Hybrid: SNHPC/Zoom

## DRAFT MEETING MINUTES

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

**Mike Whitten, Chair - MTA**

**Tim Diaz - RNMOW**

Benjamin Herbert - R8 Mobility Manager

Lisa Ludwigsen - Easterseals NH

**George Sioras - Derry**

**Tracey Whitehead - CART**

**James Wilkie - CareGivers NH**

**John Wilson - Citizen Member**

**Kelly Wood - Easterseals NH**

**Scott Bogle - RPC**

**Nate Miller - SNHPC\***

Sylvia von Aulock - SNHPC

Adam Hlasny - SNHPC

### **1. Call to Order**

Chair Mike Whitten called the meeting to order at 11:01 AM.

### **2. Action on Minutes of January 31, 2023**

***Motion by George to approve January 31 minutes, seconded by Scott and approved unanimously.***

### **3. 2024-2025 FTA 5310 Work Session (continued from 1/31)**

Nate reviewed proposed subrecipient rates for FY 2024-25.

- MTA: **\$52 per hour, \$54 per trip** (unchanged since FY 2022-23)
- Easterseals: **\$56.80** (18% incr. from \$48.12 in FY 2022-23)
- RNMOW: **\$56.56** (27% incr. from \$44.59 in FY 2022-23)

Kelly and Tim summarized detailed versions of their organizations' increased rates.

***Motion by George to endorse rates as amended, seconded by Scott and carried unanimously.***

There was a continued discussion around Activity 4: CART Nutrition Shuttle and demand-response service. Chair Whitten summarized the discussion from a recent subcommittee meeting to flesh out this potential project.

- The subcommittee's idea was that since both RNMOW and Easterseals currently lack driver availability to take on additional work, an expansion of Derry's CART service on both evenings and weekends would make sense.
- At MTA's hourly rates, the \$98,214 of federal funding available would buy approximately 2,360 hours of service.
- Schedule-wise, extending service by 3.5 hours per weekday (4:30-8:00pm) with two vehicles over 253 service days would consume 1,771 hours.
- Initiating 8 hours of Saturday service (including 1 hour deadhead for the driver) with one vehicle over 52 days results in 416 hours of total weekend service.

- The grand total would be 2,187 hours of new CART service in Derry. This amount leaves \$7,235 in federal funding on the table.

Scott suggested monitoring the performance of the Derry extended service pilot program in year one of the 5310 contract and potentially increase service to the Vic Geary Center in Plaistow with remaining funds in year two.

Sylvia added that she recently talked with New Boston stakeholders, who may wish to increase the 15 ride per month limitation to 20 rides per month. Nate calculated that that increase would consume approximately \$3,000 of the leftover \$7,235.

There was some uncertainty about whether \$4,500 from a CART transfer would be available to allocate. If so, both RNMOW and Easterseals expressed interest in the funding to augment their Vic Geary and dispatch/call center projects, respectively. There was some discussion regarding the percentage of funding being spent in the eastern (RPC) part of the region, including Sandown, Danville, Hampstead, and Plaistow. Sylvia emphasized that Ben has been meeting with towns and stakeholders across the region, and that those present could feed him further contacts for outreach into some of the smaller eastern towns.

There was general consensus that the \$4,500 should be allocated to Easterseals given the relative simplicity of removing it, should it not be available from CART. The remainder (\$2,736) would be used to bolster the RNMOW Vic Geary Center service.

Nate reminded the group that a formal motion to finalize the projects will come in two weeks' time, at the February 28, 2023 public hearing.

***Motion by James to refer the nine projects as outlined to the public hearing on February 28, seconded by George and carried unanimously.***

Nate briefly reviewed the public notice for the upcoming public hearing that will be run in the 2/17 Union Leader. There were no further comments from RCC members.

Sylvia noted that Ben is drafting the next Mobility Management newsletter and seeking input from RCC members. Ben added that members will hear from him soon regarding performance indicators.

#### **4. Next Meeting**

The next RCC meeting - a public hearing to officially approve the FY24-25 program of projects will be held on **Tuesday, February 28, 2023, at 1:00PM.**

***Motion by George to adjourn, seconded by Tim. Meeting stood adjourned at 12:21 PM.***

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

Tuesday, February 28, 2023

Zoom\*

## MEETING MINUTES

### ATTENDEES

Mike Whitten, Chair - MTA

Tim Diaz - RNMOV

Benjamin Herbert - R8 Mobility Manager

Lisa Ludwigsen - Easterseals NH

Donna Marceau - R7 Mobility Manager

Teri Palmer - NH Mobility Manager

Ryan Renauld-Smith - MTA

George Sioras - Derry

Tracey Whitehead - CART

James Wilkie - CareGivers NH

John Wilson - Citizen Member

Kelly Wood - Easterseals NH

Scott Bogle - RPC

Nate Miller - SNHPC

Adam Hlasny - SNHPC

*\*Due to inclement winter weather, Chair Whitten determined that the RCC would operate under emergency procedures in accordance with RSA 91-A, eliminating the need for an in-person quorum. Therefore, all participation in the meeting was virtual.*

### 1. Call to Order

Chair Mike Whitten called the meeting to order at 1:02 PM.

### 2. Action on Minutes of February 14, 2023

*Motion by George to approve February 14 minutes, seconded by Tim and approved unanimously.*

### 3. Proposed FY2024-25 FTA Section 5310 Activities

Motion by George to open the public hearing, seconded by Tim. There were no members of the public who wished to comment. Motion by George to close the public hearing, seconded by Tim.

John asked if it would be possible to extend the hours of the CART shuttle that serves Manchester on Tuesdays and Thursdays to ease access to late medical appointments. Mike replied that this change could be incorporated into CART's normal budget process rather than affecting 5310 funding.

Scott said that the language in activity 4 should reflect that it is proposed as a pilot and reassessed after one year based on Derry's ability to produce local match funds. Nate said that this would be noted in the application, due on 3/7/23.

*Motion by George to adopt the program of projects as presented and authorize SNHPC as lead agency to apply for FTA 5310 funding on the RCC's behalf, seconded by Tim and carried unanimously.*

Nate noted that either Adam or himself would be reaching out to subrecipients for match commitment letters; Easterseals has already submitted theirs.

In response to a question from James, Nate replied that the match funds for SNHPC's administration of 5310 projects comes from SNHPC.

**4. Next Meeting**

The next RCC meeting will be held in late April. Adam will distribute a Doodle poll to determine specifics.

*Motion by George to adjourn, seconded by Tim. Meeting stood adjourned at 1:15 PM.*

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

Tuesday, April 18, 2023

SNHPC/Zoom

## MEETING MINUTES

### **ATTENDEES**

Mike Whitten, Chair - MTA  
Trish Caruso - Hooksett Family Services\*  
Tim Diaz - RNMOV  
Benjamin Herbert - R8 Mobility Manager  
Lisa Ludwigsen - Easterseals NH\*  
Teri Palmer - NH Mobility Manager\*  
George Sioras - Derry

Tracey Whitehead - MTA/CART  
James Wilkie - CareGivers NH  
John Wilson - Citizen Member  
Kelly Wood - Easterseals NH\*  
Scott Bogle - RPC  
Nate Miller - SNHPC\*  
Adam Hlasny - SNHPC

*\*Attended via Zoom*

### **1. Call to Order**

Chair Mike Whitten called the meeting to order at 11:03 AM.

### **2. Action on Minutes of February 28, 2023**

***Motion by George to approve February 28 minutes, seconded by Scott and approved unanimously.***

### **3. FTA Section 5310 Updates**

Nate reminded RCC members that semi-annual DBE reporting is due to NHDOT by 5/1/23.

May invoices must be submitted to NHDOT by 6/12/23.

Adam may be reaching out to providers for outstanding information (i.e. nonprofit status documentation).

### **4. SCC Performance Indicator Discussion**

Ben opened the discussion by noting that the May SCC meeting will be the last one until August, and they would like to have a solid baseline of numbers for 1) new riders, and 2) new referrals.

- In response to a question from Mike, Ben responded that SCC wants to see the number of new applications for CART service rather than how many individuals took their first trip. Mike and Tracey said that this information would be far easier to come by.
- Lisa noted that all riders are considered brand new at the beginning of each fiscal year. Scott said that this is problematic, since having a baseline of FY21-22 ridership to compare pre- and post-Mobility Management efforts would be more beneficial.

- There was some discussion around the difficulty of non-RCC participating agencies providing monthly data. In these cases, Scott suggested pursuing a quarterly or even an annual figure.
- Mike added that there could be ways to incentivize non-participating agencies from joining the RCC and better coordinating transportation. Scott said that the RCC has existed since 2007 and these agencies have been reached out to, but perhaps its time to try again.
- Teri noted that, statewide, metrics will start on 1/1/23 given the difficulty of smaller providers having reliable data from 2022. A full quarter will be presented at the May SCC meeting. Scott said that if the baseline is when the Mobility Managers were already in place, it's not a true comparison of the MMs' effectiveness.
- Ben said that MTA and CART shuttle services are missing data, as well as CareGivers February ridership.
- Scott asked Teri if there could be a different reporting standard for non-5310-receiving agencies (i.e. quarterly or annual). Teri said that's a conversation we can have with NHDOT.

## **5. Provider Corner - Rockingham Nutrition Meals on Wheels**

Tim gave an overview of RNMOW's services and his role within the organization. A service that was once more focused on bringing people to congregate meal sites has evolved into more demand-response service since COVID. He added that the bond between driver and client is very real - these interactions usually happen daily. RNMOW serves 3,000 clients per year in Rockingham County, but there is a possibility of expanding to 4,000-6,000 if potential new clients can be properly identified.

## **6. Mobility Manager Updates**

Ben reported that his Mobility Management Newsletter reached 52 recipients in December 2022 and 64 in March 2023. 225 brochures have been distributed at 15 locations (many of which were libraries).

A major project he is working on now is an update of the 2016-17 Community Transportation Directory. When this was last compiled, Region 8 and 9 were separate. The new directory will be organized by town as well as type of service.

Teri added that in next week's Mobility Managers meeting, there will be a discussion of where MMs should be reaching out (i.e. senior centers).

## **7. Next Meeting**

The next RCC meeting will be held on **June 20, 11am**. Teri requested a different standing meeting time be chosen given a conflict she has with two other RCC meetings on third Thursdays of the month.

***Motion by Tim to adjourn, seconded by George. Meeting stood adjourned at 12:14 PM.***



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

**Tuesday, June 20, 2023**

**SNHPC/Zoom**

## MEETING MINUTES

### ATTENDEES

Mike Whitten, Chair – MTA

Tim Diaz – RNMOV\*

Jo Ann Duffy – Goffstown\*

Benjamin Herbert – R8 Mobility Manager

Lisa Ludwigsen – Easterseals NH

Teri Palmer – NH Mobility Manager\*

Ryan Renauld-Smith – MTA

George Sioras – Derry

Tracey Whitehead – MTA/CART

James Wilkie – CareGivers NH

John Wilson – Citizen Member

Scott Bogle – RPC

Nate Miller – SNHPC

Sylvia von Aulock – SNHPC

Adam Hlasny – SNHPC

*\*Attended via Zoom*

### 1. Call to Order

Chair Mike Whitten called the meeting to order at 11:02 AM.

### 2. Action on Minutes of April 18, 2023

*Motion by George to approve April 18 minutes, seconded by John and approved unanimously.*

### 3. FTA Section 5310 Updates

Nate gave a very brief update on the 5310 financials, noting that no agency is on pace to overdraw in this contract period. He reminded those present to avoid incurring expenses after June 30, 2023 on the current contract. Nate added that the FY24-25 5310 contract was approved at Governor and Council.

### 4. FY 2024-2025 MOUs

Nate reviewed and distributed draft MOUs for Region 8 providers, covering the period from 7/1/23-6/30/25. He requested providers verify information and return to him no later than June 30, 2023.

### 5. Provider Corner – Easterseals NH

Lisa gave an overview of Easterseals' services, which range far beyond transportation. In response to a question from John, Lisa said that ESNH is looking for small (12-14-passenger) school buses with wheelchair accessibility. She also provided more information on the Catholic Medical Center (CMC) parking lot shuttle. There was some discussion about using non-school vehicles to serve as school transport.

### 6. Mobility Manager Updates

Ben reviewed the updated transportation directory, noting its traditional and town-by-town format for ease of viewing. He added that posters are available to be printed by individual communities for

display. John said that this is an excellent tool, giving a clear picture of transportation across the region. In response to a question from Ryan, Ben said that these documents could be linked to other towns'/organizations' websites.

Ben said that he received a call from the Hands in Hands Senior Center in Weare, which is probably the most underserved town in the region. They found a brochure and had reached out inquiring about potential new senior transportation.

Mike noted that MTA had talks with the town in 2015-16, but no 5310 service could get off the ground due to the lack of local match. It was noted that perhaps Weare could base a service off that of New Boston, where the town contributes approximately \$2,000 in match funds. However, Weare's rural location would require more deadhead miles on MTA's part, which would increase costs. Additionally, New Boston has recently been contributing more town funds to cover trips over and above the agreed-upon 15 per month.

Scott said that currently 5310 funding is fully programmed, and there was talk about reevaluating some projects next year. There is also the desire to balance distribution of funds between the former Region 8 communities (Greater Manchester) and Region 9 (Greater Derry-Salem). Nate added that given the net zero nature of the funding, the RCC would have to reduce funding from another activity to initiate any service in Weare.

Multiple members agreed that having a representative from Weare attend RCC meetings would be a useful first step.

## **7. SCC-Requested Performance Indicator Discussion**

There was some discussion regarding reporting of ridership statistics across 5310 and non-5310 providers. Teri said that this is still a work in progress, noting that she will bring up with Fred Butler of NHDOT the possibility of quarterly rather than monthly reporting. This could make requests for data more palatable for non-5310 providers. Teri added that Fred is working one-on-one with providers to ensure they have the tools to report metrics accurately and on time.

## **8. Other Business**

John brought up the Mobility Management (MM) blueprint, and the RCC's adherence to its original role in the MM process. Teri noted that the blueprint is a living document and can be adapted to fit regional needs.

A follow-up conversation was suggested to address the following questions:

- What is the RCC's purpose in the blueprint?
- What is it the RCC wants Ben to focus on?
- In terms of policy choices, does the RCC want to focus on establishing service in underserved areas, improving service in areas with existing service, or some combination?
- Does the RCC desire more municipal representatives at the table?
- If so, what are some enticing agenda items other than 5310?
- How might we attract more medical providers to the RCC table?
- Who are other key stakeholders we'd like at the RCC table?
- How might we target inactive members to return to the RCC table?

**9. Next Meeting**

The next RCC meeting will be held on **August 29 at 12:30pm**, with a pizza lunch provided.

Teri requested a different standing meeting time be chosen given a conflict she has with two other RCC meetings on third Thursdays of the month.

*Motion by George to adjourn, seconded by Lisa. Meeting stood adjourned at 12:42 PM.*

# CONSOLIDATED MANCHESTER/ DERRY-SALEM [R8] REGIONAL COORDINATION COUNCIL

**TUESDAY, AUGUST 29, 2023**

MTA/Zoom

## DRAFT MEETING MINUTES

### ATTENDEES

Mike Whitten, Chair – MTA

Jo Ann Duffy – Goffstown

Benjamin Herbert – R8 Mobility Manager

Adam Hlasny – SNHPC

Lisa Ludwigsen – Easterseals NH

Teri Palmer – NH Mobility Manager

George Sioras – Derry

Tracey Whitehead – MTA/CART

James Wilkie – CareGivers NH

John Wilson – Citizen Member (Londonderry)

Kelly Wood – Easterseals NH

Scott Bogle – RPC\*

Nate Miller – SNHPC\*

Sylvia von Aulock – SNHPC\*

*\*Attended via Zoom*

### 1. Call to Order

Chair Mike Whitten called the meeting to order at 12:34 PM.

### 2. Action on Minutes of June 20, 2023

*Motion by George to approve June 20 minutes, seconded by Lisa and approved unanimously.*

### 3. FTA Section 5310 Updates

Nate gave a brief update on the 5310 financials, noting that he has inquired with Travis Toner at NHDOT re: June payments.

### 4. Mobility Manager Updates

Ben gave an update on his progress during his first year as Mobility Manager, including the growth of the quarterly newsletter, outreach successes, and “coming attractions”. The latter includes:

- Videos to explain CART services to potential clients
- Outreach events including the Londonderry Senior Expo and Veterans Resource Fair in Manchester
- Getting more involved in the regional health network
- Finding transportation solutions for seniors in Weare
- Boosting CART ridership in Salem and Hampstead

Ben also reviewed four logo options for the RCC. Those present generally preferred Option #2 (pictured). Some thought the three arrows in a circle were reminiscent of the recycling logo; Ben noted that this pattern of arrows came from the idea of coordination. Jim said that the coverage area (i.e. Southern NH) should be more specifically defined.



## **5. Mobility Manager Workplan**

Ben said that this topic came about through side conversations over the last few months re: what is the RCC's role in developing a workplan for the Mobility Manager?

Teri said that what Ben does will be different than what's done at COAST or in Nashua. The SCC Blueprint left it up to RCCs for workplans to be region-specific. She said she's been advising all other RCC regions to do this as well.

Scott added that he is happy to see healthcare provider outreach as a next step, referencing the roundtable discussion with medical schedulers, case workers, etc., organized by Jeff Donald approximately 5 years ago.

Teri suggested working with Ben to draft a workplan to discuss at the next RCC meeting. Sylvia expressed interest in being part of this initiative.

## **6. NH AHA Transportation Workgroup One-Pager**

Sylvia gave some background on this project, noting that it came out of an AHA Transportation Workgroup subcommittee back in June. It began as an internal document to better understand each transportation organization and allow for the subcommittee to ID unmet needs. As discussion evolved, a public-facing document was suggested.

After Sylvia shared the draft one-pager, Scott questioned what audience wants this information. As written, he found it difficult to compare what each group is doing/not doing. He suggested organizing as a matrix with a different set of functions in the first column to allow for easier comparison and identification of gaps/duplication. In short, how effectively are the groups working together?

Sylvia said that the matrix would be a great tool for internal use but would like something for external use to help educate a whole host of different entities.

Mike cautioned care when sharing that many transportation groups are working on coordination without providing any transportation. He suggested that community leaders might push back with "how does this help anyone in my community get from A to B?" He added that membership in some organizations (i.e. NHTA) include providers, but that didn't come across in the first draft. Emphasizing the nexus with provision of services may help show these groups' value to the community.

Kelly said that visuals/maps are really effective vs. a text-heavy one-pager.

## **7. Provider Corner (MTA/CART)**

Mike provided updates on MTA/CART happenings, including the following:

- The driver shortage is over; for the first time since February 2018, both transit and school operations are fully staffed.

- The relationship with Manchester school district has changed; half of the school bus fleet is gone, and service for much of the city's schools has been contracted to STA. This is a short-term contract, and future school service will be reassessed in one year.
- Overall ridership is over 300,000, back to pre-COVID levels.
- Fleet replacement is complete, including a new propane cutaway Green DASH. MTA is the first system in New England to run propane in both school and transit. Mike spoke on this at recent conferences in Oklahoma City and Gulfport, MS.
- There is a public hearing this evening on service changes, including:
  - A new route to begin in October connecting Tuscan Village (Salem), I-93 Exit 5 (Londonderry), and Manchester.
  - The Nashua Express route will trade the Christmas Tree Shop stop with one in Downtown Nashua.
  - The Concord Express will no longer go to the State House.
  - Route 11 (Front Street) will be extended north to Target. This will allow people to access Home Depot/Amazon for employment purposes. A trip from affordable housing complexes on Front Street to Walmart will now take 12 minutes instead of the former 80, which should help with the attraction of choice riders.
  - MTA will now run four trips to Manchester airport on Saturdays, starting in October.

New services will launch in the fall at the peak of ridership as opposed to previous summer launches.

A new transit center is in the works; the City of Manchester has provided \$1 million in local match to leverage \$4 million in federal funds. FTA Region 1 has asked MTA to work closely with SNHPC on the planning process.

## **8. Other Business**

- Scott noted that he and Tim Diaz met with Plaistow Human Services Director Lori Sadewicz, who plans to attend the next RCC meeting. Lori said that the Plaistow Selectboard is reluctant to approve funding at the level Atkinson puts into its program.
- Sylvia noted that a Weare resident has requested assistance regarding senior transportation options in that town. SNHPC hopes to assist in a survey that IDs options, likely in the next six months.
- There was some discussion about \$5 million available under the IJJA/BIL, state match, and the availability of local match (or lack thereof) to leverage these funds. Scott noted that despite an increase in state funds to leverage these federal dollars (NH investment increased from approximately \$.60 to \$1.25 per capita), this is still significantly lower than Maine, Vermont, and the national median per capita investment.
- Teri noted that yesterday was the first meeting of the SCC Healthcare Subcommittee, a group that also includes Scott and Sylvia. The subcommittee is working on a celebration of community transportation in October, to dovetail with CommuteSmart NH's fall challenge. Mobility Managers will be reaching out to businesses, encouraging

them to join the challenge, and making them aware of transportation options in the region.

- Sylvia lauded the ridership increases on the Goffstown Shuttle, and steady ridership on the Hooksett Shuttle, CART Nutrition Shuttle, and Easterseals' 5310 services.
- Jo Ann said that a new affordable housing project is coming on board in Goffstown over the next few months; she sent them Goffstown Shuttle information yesterday.

#### **9. Next Meeting**

The next RCC meeting will be held on **October 31 at 12:30pm.**

*Motion by George to adjourn, seconded by Adam. Meeting stood adjourned at 2:05 PM.*

# CONSOLIDATED MANCHESTER/ DERRY-SALEM [R8] REGIONAL COORDINATION COUNCIL

**TUESDAY, OCTOBER 31, 2023**

SNHPC/ZOOM

## DRAFT MEETING MINUTES

### ATTENDEES

Mike Whitten, Chair – MTA	James Wilkie – CareGivers NH*
Ben Bennett – Londonderry*	John Wilson – Citizen Member (Londonderry)
Tim Diaz – Rock. Nutrition Meals on Wheels	Kelly Wood – Easterseals NH
Ben Herbert – R8 Mobility Manager	Scott Bogle – RPC*
Lisa Ludwigsen – Easterseals NH	Nate Miller – SNHPC
Teri Palmer – NH Mobility Manager*	Sylvia von Aulock – SNHPC
George Sioras – Derry*	Adam Hlasny – SNHPC

*\*Attended via Zoom*

### 1. Call to Order

Chair Mike Whitten called the meeting to order at 12:34 PM.

### 2. Action on Minutes of August 29, 2023

Action on minutes was tabled due to lack of a quorum.

### 3. FTA Section 5310 Updates

Nate gave a brief update on the 5310 financials, noting that there is a new subrecipient requirement for reporting mileage, retroactive to July 2023. Nate added that the August invoice is submitted, and he is currently working through September.

### 4. Mobility Manager Updates

Ben H. gave an update on his progress, including reviewing the outreach materials he has generated (480 distributions over the last two months). He also shared two new draft logo designs. RCC members expressed a preference for design #1, noting that it might be beneficial to either color the regional outline green or trace the remainder of the NH border to prevent it looking like a bite was taken out of the state.



### 5. Mobility Manager Workplan

Ben H. discussed a draft workplan, which distills the Mobility Management Blueprint's 13 defining roles into five main categories:

- Familiarization with Transit Agencies and Key Materials
- Regional Service Delivery (Customers)
- Regional Coordination (Providers)
- Capacity Building (System)
- Statewide Planning, Coordination, and Capacity Building (Connecting the Regions)



George and John complimented Ben on this workplan. Chair Whitten suggested adding the recently completed (2022) Locally Coordinated Human Services Transportation Plan to the list.

John said this is a very ambitious plan that can generally be broken down into “back-office work” and “field work”. He asked RCC members how these tasks should be prioritized. This led to a group discussion about regional priorities, especially concerning providing new service in areas that don’t have it vs. enhancing existing services/increasing ridership. John referenced NHDOT’s Ten-Year Plan as an example of a clear pipeline of priorities that might be emulated at the RCC level. He added that building up the RCC with new members would enhance the group’s ability to prioritize and perform these tasks.

Scott added that many RCCs have become gatherings of providers involved in 5310 funding. The RCC should think about what incentive there is for non-5310 organizations to participate and stay at the table. Healthcare providers are another potential source of increased membership and private funding.

Getting consensus on regional priorities remains an important topic that will be prioritized for the next meeting agenda.

## **6. RCC Bylaws Discussion**

Sylvia gave some background on the process by which the SCC is attempting to standardize bylaws for all RCCs. Given a tight timeframe for RCC feedback, a small working group composed of Chair Whitten and RPC staff met to provide initial feedback prior to the 10/23/23 SCC listening session.

Scott added that there is a possibility the SCC will incorporate comments and present a revised draft at its 11/2/23 meeting. Sylvia said that we can use the SCC suggested bylaws as a guideline for Region 8’s bylaws.

## **7. Other Business**

- Teri said that a 5310 Capital RFP will be appearing in the next couple weeks. Tim said that Rockingham Nutrition Meals on Wheels may be applying. It was noted that 5310 Capital funds may be used to purchase new software as well.
- Nate said that if there is an application from Region 8, the RCC must meet, consider, and potentially endorse the application. If this were to happen, a Doodle poll could be used to schedule an additional meeting prior to the next regularly scheduled meeting.

## **8. Next Meeting**

The next RCC meeting will be held on **January 16, 2024, at 12:30pm**. Agenda items will include a bylaws update, continued regional priorities discussion, and Mobility Manager Workplan update.

*Meeting stood adjourned at 1:58 PM.*

# CONSOLIDATED MANCHESTER/ DERRY-SALEM [R8] REGIONAL COORDINATION COUNCIL

TUESDAY, JANUARY 16, 2024

Zoom\*

## DRAFT MEETING MINUTES

### ATTENDEES

Mike Whitten, Chair – MTA	James Wilkie – CareGivers NH
Tim Diaz – Rock. Nutrition Meals on Wheels	John Wilson – Citizen Member (Londonderry)
Ben Herbert – R8 Mobility Manager	Cindy Yanski – Region __ Mobility Manager
Lisa Ludwigsen – Easterseals NH	Scott Bogle – RPC
Donna Marceau – Region 7 Mobility Manager	Nate Miller – SNHPC
Teri Palmer – NH Mobility Manager	Sylvia von Aulock – SNHPC
Angelique Pandolph – Easterseals NH	Adam Hlasny – SNHPC
George Sioras – Derry	

*\*Due to inclement winter weather, Chair Whitten determined that the RCC would operate under emergency procedures in accordance with RSA 91-A, eliminating the need for an in-person quorum. Therefore, all participation in the meeting was virtual.*

### 1. Call to Order

Chair Mike Whitten called the meeting to order at 12:30 PM.

### 2. Action on Minutes of August 29 and October 31, 2023

*Motion by George to approve minutes, seconded by Tim and carried unanimously.*

### 3. FTA Section 5310 Updates

Nate gave a brief administrative update, noting that all monies have been received/disbursed through November 2023. He has received a 4<sup>th</sup> quarter invoice from RNMOV, Easterseals, and MTA, and will be processing this week and getting out to NHDOT.

Scott noted that Ken Grant of Atkinson Elder Services might be submitting a 5310 Capital application (due 2/14/23).

### 4. RCC Bylaws Update

Sylvia gave an update on the RCC bylaw template that was approved by the SCC at its January 4, 2024 meeting. She briefly reviewed the Region 8 RCC's current bylaws (adopted January 2020), noting that the SCC went from "the RCCs must adopt these" to "the RCCs can use and customize this template." Since there are elements of each set of bylaws that could be useful, she suggested the formation of an RCC subcommittee to review and recommend new bylaws. John and Jim volunteered for this subcommittee. Particular sections of the SCC template to review are 5.3, and 5.5-5.7. Sylvia said she will cc Scott and Nate on these discussions.

## **5. Mobility Manager Updates/Workplan**

Ben gave an update on his progress, including the following:

- He has worked with 14 individuals since the 10/31/23 RCC meeting.
- There have been 36 referrals thus far in FY24, as opposed to 26 in the entirety of FY23.
- He has worked with Sylvia and the Weare Senior Center director to draft a survey (to be distributed in March) that will highlight transportation need in Weare and hopefully lead to solutions in that town.

John noticed that Item #5 has been added since last time. He said it is a good workplan but that 50% or more of the emphasis should be on items #4 and #5; Tim agreed.

Scott said that there should be something in the workplan regarding the pursuit of new funding sources. Emphasis to date has been apprising folks of existing services, but relationship building with healthcare organizations as potential funding sources is also important. He added that Exeter and Wentworth-Douglass Hospitals provide small amounts of funding in Region 10.

Teri added that outside-the-box thinking is necessary when it comes to collaboration with medical facilities. There are potential community health grants that could help, especially in rural areas.

## **6. RCC Regional Priorities Discussion**

Nate reviewed the last meeting discussion, including whether the RCC deems it more effective to expand services to new geographic areas (social safety net method) or improve the level of service/ridership in existing areas. Scott said we should be looking to ensure basic VDP service throughout the region, but also ensuring municipalities come to the table and are significant funding partners.

Sylvia said that she'd love feedback from the region's service providers: what are the challenges, expectations for the coming year, and how might the RCC and Mobility Manager best serve them?

## **7. Other Business**

- Donna noted that the bylaws discussion was her principal reason for attending. She also thanked Mike for extending an MTA bus line to Nashua.

## **8. Next Meeting**

The next RCC meeting will be held on **March 19, 2024, at 12:30pm**. The highest-priority agenda item will be a more robust regional priorities discussion.

*Meeting stood adjourned at 1:51 PM.*