
NH State Coordinating Council for Community Transportation Meeting Instructions
Thursday, March 7, 2024 • 1:30-3:30pm • Hybrid Meeting

The SCC is required to meet at a physical location with a quorum of voting-members physically present. The SCC has determined that continuing to provide a Zoom component will help to maintain the high level of statewide participation achieved when meetings were completely virtual. In summary, all are welcome to attend the meeting in-person. Voting members are required to meet in-person unless excused by the Chair. Non-voting members, other stakeholders and members of the public may participate by Zoom. All Zoom participants will be listed as meeting attendees. The meeting will be recorded.

Physical Location

Granite State Independent Living (GSIL)
21 Chenell Drive, Concord NH

Zoom Instructions SCC Hybrid Meetings August 2023 – May 2024

Steve Workman will moderate Zoom during the meeting. Participants will arrive in the waiting room and are asked to wait patiently to be let in. Make sure you have your full name on your Zoom profile so we can identify who you are before we allow you access to the meeting. Always remain muted unless you are speaking. If you wish to speak, please use the “Raise Hand” button located under the “Reactions” tab and when done speaking please lower hand.

Please note that the Chair may limit discussion to voting members and/or impose a time limit on members of the public wishing to address the council.

A reminder to let Steve Workman know if you are a voting member and will be attending in-person so that we can ensure a quorum.

Join SCC Meeting by Zoom

Please note that this is a series Zoom link that is good for regular SCC meetings August 2023 – May 2024. Also, this link is active for the 12:30pm SCC Leadership meetings. All regular attendees will be let in at the end of the leadership meeting, but prior to the regular SCC meeting which starts at 1:30pm.

<https://us02web.zoom.us/j/85923893248>

Meeting ID: 859 2389 3248

Find your local number: <https://us02web.zoom.us/j/85923893248>

**NH State Coordinating Council for Community Transportation
 Granite State Independent Living • 21 Chenell Drive, Concord, NH • And by Zoom
 Meeting Agenda • March 7, 2024**

Proposed motions are offered for convenience and accuracy. They do not necessarily reflect the opinion of the Chair or members and can be used, ignored, or amended as needed.

Time	Mins	Item
1:30	15	I. Call to Order, Welcome & Introductions
1:45	5	II. Chairs Update – As needed
1:50	5	III. Meeting Minutes
		1. February 1, 2024
		IV. Discussion/Action Agenda
1:55	30	A. SCC Mobility Management Network Updates
		1. State Mobility Manager Mission Moment – Teri Palmer
		2. Key Performance Indicators update
		3. CDC Grant Project Update - Alia – As needed
		4. Keep NH Moving Website Update – Steve
2:25	5	B. Ten Year Plan Legislative Update – Steve
2:30	10	C. NHDOT Updates – As Needed - Fred B
2:40	10	D. Sustaining Mobility Management
		E. Joint Annual Conference – Save the date June 7, 2024 8-4pm
2:50	15	F. Update Nominating Committee - Jesse
3:05	10	G. SCC Annual Report
		1. Update from Annual Report Workgroup – Teri Palmer
3:15	10	H. SCC Strategic Workgroup Updates – Not already on the agenda.
		1. Sustainability – Ellen
		2. Governance – Deb
		3. Statewide Needs Assessment - Steve
3:25		I. Next Meeting: April 4, 2024
		V. Member Announcements/Comments
3:30		VI. Adjourn



**NH State Coordinating Council for Community Transportation
Meeting Minutes • February 1, 2024
Granite State Independent Living • 21 Chenell Drive, Concord, NH • And by Zoom**

Voting Members Present In-Person: Steve Workman, Mike Whitten, Gene Patnode, Fred Butler, Jesse Lore, Rad Nichols, Chuck Saia, Melina Hill Walker, Derek Lavoy Alt).

Voting Members Present via Zoom: Charlie Pratt (Alt) Sylvia Von Aulock, Ellen Avery, Terri Paige (2pm)

Non-voting Participants: Shawn Jones, Alia Hayes, Kerry Miller, Andrew Harmon, Jeff Donald, Ben Herbert, Candy Reed, Teri Palmer, Terry Johnson, Donna Marceau, Brenda Gagne, Nick Altonaga, Jennifer Rabalais, Keith Thibodeau, Janet Langdell, Sarah O’Doherty, John Wilson, Carole Zangla, Creighton Ward (Able NH)

I. Call to Order, Welcome & Introductions

- Chair Jesse Lore called the meeting to order at 1:30pm

II. Chair’s Update

Over the next several meetings, our focus will be on having new consistently coordinated bylaws among the RCCs and the SCC; the Mobility Management Blueprint included in our SCC Annual Report and the launching of a new comprehensive website.

III. Meeting Minutes

- **January 4, 2024: Steve and Gene moved to approve January 4, 2024 meeting minutes as presented.**

Roll Call Vote on proposed Amendment - Steve Workman called the roll:

Councilor	Vote	Councilor	Vote
Acerno, Michael	Absent	Saia, Charles	Yes
Avery, Ellen	Absent	Vinter, Scott	Absent
Butler, Fred	Yes	Von Aulock, Sylvia	Abstain
Hill Walker, Melina	Abstain	Whitten, Mike	Yes
Lore, Jesse T	Yes	Workman, Steve	Yes
Nichols, Rad	Yes	Pratt, Charlie (Alt)	Yes
Paige, Terri	Absent	Yanski, Cindy (Alt)	Absent
Patnode, Gene	Yes	Lavoy, Derek (Alt)	Abstain
Ritcey, Deborah	Absent		

Yes: 8 - No: 0 – Abstain: 3 – Motion passes.

IV. Discussion/Action Agenda

A. SCC Mobility Management Network Updates

- 1. State Mobility Manager Mission Moment (Teri):** The Mobility Management Network mission is to improve coordination, capacity, accessibility, quality and sustainability of mobility services statewide. The latest on how that mission is being carried out:
 - Performance Measures show in the past six months, mobility managers have attended 125 events in their respective communities and there are more than 1,000 new riders/new applicants.
 - Monadnock Region (Region 5): The Transit Advisory Task Force met on Jan. 25, discussing SWRPC research on transit operations and governance models.
 - In Region 3 and part of 4, work continues with the Kearsarge Transportation Committee to improve transportation for youth and senior citizens. They are working with community centers and YMCAs.

- Dartmouth Hitchcock/New London Hospital want to start a pilot project with Uber Health. The goal is to get residents to medical appointments using drivers vetted by Uber Health. This should free up area volunteer drivers to transport seniors for social trips.
- Concord Area Transit (Region 3) had a soft launch of their Concord Laconia Commuter Route.
- See Attached Report

2. Key Performance Indicators Update (Fred Butler and Jesse Lore):

- Jesse – We’re hearing amazing stories of transportation improvements in every region. Now, we need to see baseline numbers that reflect these improvements, which will tell us how to expand the Mobility Management Network. That’s what the Key Performance Indicators are for.
- Fred – FY23 compiles all capital quarterly reports for 5310 funds. There is some overlap with RCC subrecipients, but it’s an accurate baseline. 5307 agencies are missing, but can be added later and, moving forward, we’ll get quarterly updates from them. The measures combined tell the story of the broader picture.
- Jesse – Despite gaps with some numbers (there are no numbers of PM 4, 5 and 6 for December 2023) the reporting can continue. Getting consistency in this reporting is an important way to determine these system wide improvements, understand resource allocation and this is the data we share with stakeholders. February marks the 2-year anniversary of adopting the Mobility Management Network, and the hope is to have 2023 as baseline numbers.

3. Keep NH Moving Website (Steve):

- Representatives from Millennium will meet with Mobility Managers at 11 a.m. on Friday, Feb. 9. If you can’t attend, you can submit questions in advance and there will be a follow-up afterward.
- Content deadline for Millennium is Feb. 23, with site is expected to go live around March 14. Steve forwarded concerns/issues to Millennium that they can address for individual pages. In response to Sylvia’s question about beta testing, Jesse says it is happening currently with the Mobility Managers and project team. The site will “go live” prior to any public announcement and that is also a form of beta testing.

B. Ten Year Plan Legislative Update (Steve):

A hearing is scheduled on the plan (HB 2024) at 10 a.m. on Feb. 14 with the House Public Works and Highways Committee in LOB Room 201. This is an opportunity to advocate for transit for now and for the future. SCC members and Mobility Managers should reach out now to local representatives if they wish to support the TYP. To submit a written LOS, do so by/before Feb. 14.

C. NHDOT Updates (Fred Butler):

5310 Capital Solicitation & RCC Support: Regional proposals must include a vote and letter of support for any proposal submitted by Feb. 14. DOT received three inquiries from agencies that weren’t aware of the SCC/RCC structure and didn’t know how to get a LOS. Region 8 met with one of the agencies (Town of Atherton). Money not claimed for work solicitation purposes (software, for example) that goes to the RCCs. It’s in the state management plan more clearly now.

D. Update on SCC Bylaws (Proposed Motion)

Jeff Donald reminded regions that they should be working on the adoption of the new RCC Bylaws approved by SCC in January 2024. Any feedback from regions should be directed to Deb Ritcey and the Governance Workgroup. Nick Altonaga has joined the workgroup. Work has begun on the new SCC Bylaws, which should be ready for adoption in May.

E. SCC Nominating Committee

- Chair Lore asked for three voting members of the SCC to form the FY 24-25 Nominating Committee. The committee will present a proposed slate of officers (Chair, Vice Chair, Secretary and Treasurer) at the May SCC meeting. Officers will be voted in at the annual SCC meeting in June to service a one-year term. Officers must be voting members of the SCC, but certain officer responsibilities can be delegated to non-voting members, for example a note taker who is not the secretary.
- Mike Whitten and Rad Nichols will join the Nominating Committee, Jesse will find a third person.
- The Nominating Committee will also assist with filling SCC voting member vacancies. These are the council positions that are confirmed by the Governor and Executive Council for three-year terms.
- Chair Lore reminded that this was the end of his two-year commitment as chair and would not be running again.

F. SCC Annual Report

- The workgroup – Steve, Teri and Donna – is creating the new annual report. The new report will feature current/updated information, including a new logo, adding the new website, new photos, information on the Mobility Management Network, SCC, RCCs and more. Jesse will write the executive summary section. He suggests adding an accomplishments section for the Mobility Managers and asking commissioner designees if commissioners want to contribute to the report.
- RCCs have until Feb. 9 to submit updated information and should be using a standardized template.

G. Strategic Workgroup Updates

1. **Sustainability (Ellen)** – Next meeting is Feb. 16 at 1 p.m., at which Steve will present overview of projects and funding. The committee will look for gaps in sustaining those projects, such as the website, Statewide Needs Assessment, DEI outreach and health-related transportation.
2. **Governance (Jesse)** - If RCCs have any specific questions or have developed concrete adjustments to the bylaws, those comments/feedback/changes are welcome to be forwarded to the governance committee. No feedback yet.
3. **Statewide Needs Assessment (Steve)** - Rebecca Sky, of the State Commission on Aging, and Shelley Winters are working on continuing to advance the Needs Assessment Proposal through GOFER. Rebecca was asked to begin working with the fiscal committee as the next step in the process. Steve reported that our team is feeling optimistic that the process is moving in the right direction.

H. Next Meeting: March 7, 2024

V. Member announcements/comments

- Shawn Jones shared that NH Department of Military Affairs & Veterans Services was relaunching its “Ask the Question” Campaign and would be holding two trainings over the month. He encouraged anyone providing services to consider attending so that we can connect more veterans with the services that they need.
- Steve Workman serves on the NH Complete Streets Advisory Committee and at the last meeting DOT released a draft Complete Streets Policy for future adoption by the legislature. Committee members were asked to review and provide feedback. Steve request that the policy explicit include language about access by people living with disabilities and the role/needs of public transit within a complete street system. He will update as needed.
- Ellen wants a report regarding the volunteer appreciation act and the mileage reimbursement issue on the agenda at some point. There is much statewide advocacy surrounding this.
- Ben Herbert reminds that Winter Bike To Work Day is Friday, Feb. 9. There’s a lot of events happening statewide to promote it. REI in Bedford is offering prizes.

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- Teri Palmer, along with colleagues, Carly and Olivia, will present about creating mobility management networks at an upcoming transit retreat.
 - Jesse announced that there's a new tax credit on electric vehicles and there are a lot of bills in the NH House advancing climate action.

VI. Adjourn: Meeting adjourned at 3:25 p.m.

Respectfully Submitted, Kerry Miller, Nashua Transit

DRAFT

Update for SCC meeting March 2024

Regional Mobility Managers participated in a virtual mobility manager on February 12th, 2024. On the agenda was the performance measure link, what they would like to see for training in the upcoming year, the SCC annual report content, and we finished up with a discussion regarding next steps for the Keep NH Moving website.

Many of the regions have uploaded their RCC meeting minutes to the shared dropbox to have them added to RCC pages, and they have given drafts for the SCC annual report. Regions #3 ,4, 5, and 7 held their regional coordinating council meetings. Region #2 held a work session as well and started to talk about their goals for the future.

Statewide updates:

On the state level, I have attended RCC meetings, the monthly Commission on Aging meeting, many other partner meetings and new meetings like the new Able NH transportation task force kickoff meeting. I have learned of new funding opportunities that you will see at the end of this report, met with the SCC Annual Report subcommittee group (Steve Workman, and Donna Marceau) and we have started to put together draft sections for this report.

I also participated in the public hearing of the 10 year transportation plan on February 14th. I gave testimony, answered questions and was asked by the chair of the committee to provide written testimony.

Many transportation projects are being discussed within the state as well. After participating in the TSLCA meeting I met with some wonderful ladies inquiring on how to start a volunteer driver program in Kingston, and possibly Atkinson area. Work continues with the Plymouth area, Weare residents, and the Kearsarge (New London) area to provide or expand additional transportation.

There have been very informative webinars this past month. One I attended was through National Rural Transit Assistance Program. The topic was updated Medicaid Transportation Guidance and What it Means for Transit Agencies and State Dot's.

The webinar and slides will be made available on the National RTAP website soon.

Interested in learning more? The following is the link to the Medicaid page that explains the Assurance of Transportation, and the Transportation guide.

<https://www.medicaid.gov/medicaid/benefits/assurance-of-transportation/index.html>

Regional updates:

Region #1-Tala Silver

Tala has continued building relationships in his region. While working with his public health network they determined a need for additional transportation from hospitals. He is now working on a voucher program with a local taxi company, and hospital to coordinate transportation home for folks when Tri-County Transit is not available.

Region #2-Scott Boisvert

Scott continues to advance the Carroll County ReCylced program in his region. Follow them on Facebook!

They have started their second class at the Carroll County Correctional Facility. The first set of students have worked on their resume's since graduating and Scott will keep us updated on their job search. As of Feb. 29th they have donated back to their community 100 bicycles!! Congratulations to Scott and the team responsible for this milestone!

Region #2 is very hopeful that they will find sustainable funding for their projects that they started with the Covid-19 disparities grant.

The RCC held a work session and are going to be working on their regional goals. Nick has started a funding worksheet for their region to add on to as well. Check out this great information:



Project Sustainability
Funding Sources.pdf

Region #3-Cindy Yanski

Cindy has been busy with outreach promoting the new Concord to Laconia Commuter Connector route. Work is also continuing on gaining information on her regions Coordinated Human Services and Transportation plan. Working with her regional planning commissions to get the survey out to residents will hopefully get valuable feedback for their plan.

Cindy also worked with Granite State Independent Living, and others to provide transportation for 2 individuals to participate in a Bureau of Adult Services focus group on homebased services and resources.

For more information on the new Concord to Laconia route:

<https://concordareatransit.com/maps-schedules/>

Region #4-Candy Reed

In Sullivan County work continues looking for sustainable funding for the car repair program. In the last quarter 15 individuals were able to get their car repaired and passed inspection. Volunteer Driver stipends continue, as well as eligible Medicaid public transit riders riding fare free. By working with Claremont Parks and Recreation, 4 of the 6 planned trips were completed. So many people were thankful for the opportunity to see the Boston Celtics game, and visit NYC. 2 were not completed due to weather. The Newport Meals on Wheels program can now say they are fully staffed with drivers and office/kitchen support. All of these amazing accomplishments have led to many new partnerships, and members to the regional coordinating council.

Region #5-Terry Johnson

City Express ridership increased by 19% during the month of January following the launch of HCS' updated Red and Black Line Routes. A highlight of the changed routes is a new stop at Monadnock

Family Services new location on Avon Street in Keene. The stop provides improved transportation access for those who rely on MFS, the region's Community Mental Health Center, for behavioral health services.

SWRPC convened the Transit Project advisory task force for the first time on January 25th. The heavy turnout of 19 individuals representing municipalities, transportation providers and multi-sector organizations demonstrates there is strong support for transforming the Monadnock Region's transit system. The City of Keene; Towns of Marlborough, Jaffrey, Swanzey, and Winchester; and Cheshire County represented the municipal sector. Organizations representing multiple sectors included Cheshire Medical Center, Monadnock Community Hospital, Monadnock United Way, Keene Housing Kids Collaborative, HCS, CVTC, Thomas Transportation, Monadnock Alliance for Sustainable Transportation, and the Statewide Mobility Manager. State level organizations included NHDOT, and NHDHHS.

A Keene City Councilor, who cannot drive due to a disability, reached out in frustration one morning after her co-worker ride to work did not show up. He had called out of work but forgot to let her know. By the time she found out, it was too late to arrange alternate transportation to get to work on time. All of her other ride options were unavailable, primarily because they were already at work. She called a taxi service, but they were booked until 10:00 am. She ended up being 1 ½ hours late. This is a scenario that likely plays out all over the state on a weekly basis. I (Terry Johnson) will be meeting with her to discuss potential options. I will also recommend she join our transit project advisory task force. Of course, she will not benefit from any project outcomes until the Monadnock Region can implement solutions.

Region #7-Donna Marceau

Donna has continued with outreach efforts in her region. The referrals in her area continue to accumulate and her desire to find transportation for all of the referrals never goes unnoticed. She has attended 10 outreach events, and has partnered with United Way for "Lets Talk". This is an ongoing series of Zoom conversations for homebound older adults and others that is supported by amazing resources like Greater Nashua Mental Health, Nashua Senior Activity Center, and Meals on Wheels to name a few. These conversations are to bring people together who may not otherwise have a connection to a community.

All are welcome to join! This is the link for all sessions: <https://tinyurl.com/LetsTalkNH>

Region #8-Ben Herbert

Atkinson Elder Services reached out to the regional coordinating council about seeking help getting 5310 funding for a new wheelchair accessible van. While Atkinson has not been an active participant in the RCC, the RCC agreed to submit a letter of recommendation with an agreement that Atkinson actively participates in future RCC meetings.

After working with SNHPC, Hand-in-Hand Senior Center, and Weare town staff, a workplan and schedule was created for the creation and distribution of a survey on transportation needs for Weare residents. The survey will go live February 28th and run until May 1st. It will be promoted through various outreach events, including a table at town hall during election day and a lunch event at the senior center.

Region #10-Jeff Donald

Jeff has been working with St. Vincent de Paul and Exeter's media department to begin planning the videos that Exeter will be making to promote a new route for COAST. The new route will be Route 7 on demand.

He also completed the transition of requesting demographic information form everyone who uses the common application and backfilling some data that was needed to complete CDBG invoices for the Cities of Dover and Rochester.

Recently he has worked with Janet Langdell, and Laura Rundell on the next volunteer driver network peer-to-peer meeting. This meeting will be virtual, and the next one will be in person. We are hopeful that all volunteer driver programs will have a representative at this meeting.

Funding opportunities:

Federal funding:

Safe Streets and Roads for All (SS4A) Grant Program is Now Accepting Applications!

The [Safe Streets and Roads for All \(SS4A\) Grant Program](#) funds regional, local, and Tribal initiatives through grants to prevent roadway deaths and serious injuries. Funds for the fiscal year (FY) 2024 SS4A grant program are to be awarded on a competitive basis to support planning, infrastructural, behavioral, and operational initiatives to prevent death and serious injury on roads and streets involving all roadway users, including pedestrians; bicyclists; public transportation, personal conveyance, and micro-mobility users; motorists; and commercial vehicle operators.

USAging Announces Opening of Applications for Grants to Support Community Care Hubs

USAging's [Center of Excellence to Align Health and Social Care](#) (COE) is now accepting applications for grants to support innovation and infrastructure costs for up to 20 community care hubs (CCHs). The grants are intended to bolster CCH partnerships with health care organizations for coordinated access to and delivery of social care programs and services. They are part of the COE's effort to develop, expand, and support sustainable, high-functioning aging and disability CCHs and their networks of social care programs and service providers.

Northern Borders Regional Commission pushed back the open date for the Spring Round of pre-applications.

Grants Management System open date is now March 11th

Spring Round for all programs now March 22nd

Responses to all applicants no later than April 5th.

More information here:

<https://www.nbrc.gov/>

Performance Measures for the month of January. On the right side is the region number. The top is the performance measure.

Performance indicator #1- New riders/applicants

Performance indicator #2-Number of Referrals to another agency

Performance indicator #3-No shows

Performance indicators #4 through #6 are quarterly reports from NHDOT

Performance indicator #7-If mobility managers have partnered with agencies to obtain funding.

Performance indicator #8-Number of completed outreach activities and events including media.

Performance indicator #9-Number of service providers and stakeholders working collaboratively and engaged in the RCC.

Performance indicator #10-Number and percentage of municipalities in RCC region with demand response service for older adults and individuals with disabilities operating at least three days per week.

Performance indicator #11-Number of volunteer driver programs in the region and their participation in the VDP network.

Performance indicator #12-Transportation services customer survey results and satisfaction ratings

Performance Indicators														
Jan	1	2	3	4	5	6	7	8	9	10	11	12	13	Comments: Performance Measures 4 through 6 are quarterly.
1	36	2	0	0	0	0	0	12	0	0	0	0	0	
2	60	3	0	0	0	0	0	4	0	1	0	0	0	New demand response service-Bartlett to Ossippee
3	32	0	0	0	0	0	0	0	0	0	0	0	0	
4	2	2	0	0	0	0	0	8	0	0	0	1	0	Client was very thankful that Candy could find ambulance transp. to 2 same day appts for rider in motorized wheelchair
5	32	0	0	0	0	0	0	14	0	0	Y	0	0	Additional drivers added to VDP 34 towns now covered in region
7	11	16	0	0	0	0	1	5	1	0	0	1	0	Potentially receiving \$2500 grant-1 new member added to RCC
8	40	7	0	0	0	0	0	5	0	0	0	0	0	
10	45	8	0	0	0	0	0	6	0	0	0	0	0	Press release- https://www.fosters.com/story/news/2024/01/12/coast-bus-full-saturday-service/72201506007/
Total:	258	38	0	0	0	0	1	54	1	1	0	2	0	