

NH State Coordinating Council for Community Transportation Meeting Instructions
Thursday, April 4, 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 • April 4, 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. March 7, 2024
		IV. Discussion/Action Agenda
		Happy Spring!?!?
1:55	30	A. SCC Mobility Management Network Updates
		1. State Mobility Manager Mission Moment – Teri Palmer
		2. Key Performance Indicators update
		3. Draft NCMM Stakeholder Engagement Action Tool (SEAT)
		4. CDC Grant Project Update - Alia – As needed
		5. 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	15	D. Proposed SCC Replacement Bylaws Introduced – Deb
		1. Proposed SCC Replacement Bylaws Introduced
		2. RCC Bylaws Adoption Status Report from Regions
2:55	10	E. Annual Conference June 7, 2024 8-4pm
		1. Last Call for Educational Breakout Session Ideas
3:05	5	F. Update From Nominating Committee - Jesse
3:10	20	G. SCC Strategic Workgroup Updates – Not already on the agenda.
		1. Update from Annual Report Workgroup – Teri Palmer
		2. Governance – Deb
		3. Sustainability – Ellen/Steve
		4. Statewide Needs Assessment - Steve
		H. Next Meeting: May 2, 2024 Annual Conference: June 7, 2024 8-4pm
		V. Member Announcements/Comments
3:30		VI. Adjourn



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

Voting Members Present In-Person: Deb Ritcey, Steve Workman, Gene Patnode, Jesse Lore, Rad Nichols, Sylvia Von Aulock, Ellen Avery, Cindy Yanski (Alt) Paula Devens (Alt)

Voting Members Present via Zoom: Charlie Pratt (Alt) Melina Hill Walker

Non-voting Participants: Shawn Jones, Alia Hayes, Kerry Miller, Andrew Harmon, Jeff Donald, Ben Herbert, Candy Reed, Teri Palmer, Terry Johnson, Nick Altonaga, Jennifer Rabalais, Keith Thibodeau, Janet Langdell, Sarah O'Doherty, John Wilson, Carole Zangla, Scott Bogle, Tim Josephson

I. Call to Order, Welcome & Introductions

- Chair Jesse Lore called the meeting to order at 1:35pm

II. Chair's Update

We're coming to the end of a two-year period for the council being recognized on a national level for our coordinated transportation services. We look forward to the future of the Mobility Management Network.

III. Meeting Minutes

- **February 1, 2024:** Ellen and Deb moved to approve February 1, 2024 meeting minutes as presented.
Yes: 8 - No: 0 Abstain: 1 (Cindy Yanski) – Motion passes.

IV. Discussion/Action Agenda

A. SCC Mobility Management Network Updates

- 1. State Mobility Manager Mission Moment (Teri):** In the different regions, Mobility Managers helped people get to an AHA community meeting; The Able Transportation NH Taskforce addressed transportation challenges for people with disabilities; One region has challenges with work-related transportation and Mobility managers have asked about busses for a community center.
 - Teri and Candy are working with a provider to offer transportation for youth with disabilities. This is a huge need in the state.
 - When you leave today, ask yourself what can you do to make a difference tomorrow!
 - Teri also submitted summaries for each Mobility Manager highlighting their recent efforts in their respective regions.
 - See Attached Report
- 2. Key Performance Indicators Update (Fred Butler and Jesse Lore):**
 - Today's reporting is data for the month of January, using 2023 as a baseline.
 - **In January:**
Agencies also reported 258 new riders/applicants.
The DOT provided input to support PM 4-6. Referrals are at 38 (this coordination effort is important). There were 54 outreach events in January.
 - **PM 11: Volunteer driver programs.** The report does not currently include VDP. It should include how many programs exist in each region and participate in the VDP network.
 - Jeff Donald - The VDP network meeting is next week. He can submit which agencies attend the meeting to show which participate in the network.

- Ellen Avery – She is preparing a VDP survey for this year. Nineteen VDP participated in last year. She will incorporate questions to address John Wilson’s input regarding how many more rides are we generating through coordination and are we creating more rides, specifically for seniors. For additional context, there’s 25 on a list Jeff put together a while back. The AHA website may also be useful.
- Teri Palmer – She will review the monthly Mobility Managers’ survey for any new volunteer drivers coming out of a program. Starting in April, Mobility Managers will report on the number of VDP in each region (and name of VDP) that are available to the public. This data should be able to provide not just the number of VDP in the state/individual regions, as well as track the number of communities served by a VDP. (Andrew asks how we track non-emergency medical and social events. Jesse says they’re tracked in the report and the details of each individual program will be on the new website.)

3. CDC Grant Project Update – Alia Hayes

- Alia reviewed her spreadsheet for the CDC Grant for rural regions that qualify the CDC funds. The spreadsheet breaks down the following: Budgets for each regional mobility manager; their respective projects; percentage spent for each project (and actual dollar figure); total budgeted; which projects are close to completion and administrative fees.
- Teri Palmer - Regions will spend very close to what they have budgeted, and will spend almost all their funds. The numbers shown in the spreadsheet are spent, although checks have not gone out yet.

4. Keep NH Moving Website (Steve):

- Soft launch is scheduled for March 14. A tab system will ensure important information on regional pages will not be buried with endless scrolling. Public launch will happen at a later date.
- Agile Mile has more work to do on accessibility, particularly on-screen readers. Andrew said this was a huge barrier for him to use the system.

B. Ten Year Plan Legislative Update (Steve):

On Feb. 14, several folks testified before the Public Works and Highways Committee in support of the 10-year plan. Steve said everyone did a great job testifying and the committee was engaged

C. NHDOT Updates (Paula Devens):

- Solicitation concluded for 5310 capital funding and we got two new potential providers. In addition to letters of support, cost analysis should be provided by RCCs. This is part of the expectation for when new providers are coming onboard. One applicant was denied because they did not coordinate with the RCCs. Some agencies only want transportation for their clientele and not to fill in a community gap for seniors and/or persons with disabilities. So, they don’t qualify for 5310 funding.
- In response to Rad’s question about cost analysis, Paula says it means with a new provider, can they fill a gap, what are they providing, how much will it cost, is it cost effective, is another entity already filling that need? It’s part of the 5310 application. Fred can follow up with Rad on this.
- Steve – For state transportation block grant funds, we get \$2M flex funds, \$1M scheduled for mobility managers. That process is delayed until Congress can pass a budget. In the meantime, the

FTA has issued three months' worth of funding. The money is not necessarily in danger, but the process is slowed.

- Paula needs responses back ASAP on her email regarding red line changes for certifications and assurances for all who receive direct funding from NH DOT.

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. Joint Annual Conference

- Friday, June 7, 2024, 8 a.m.-4 p.m., Grappone Center Concord. More details next month.
- Suggestions for award categories due to Teri Palmer by March 15.

F. SCC Nominating Committee

The committee has met once and will continue its work to finalize a slate of potential officers by the May meeting.

G. SCC Annual Report

- Jesse - Projects need to deliver results for funding to continue. The Annual Report and Mobility Management reporting are key to this.
- Teri, Donna and Steve are working on the annual report, with the goal of having a final draft by May 1. Regions are contributing feedback, pictures, graphs. SCC leadership will review final drafts of sections. Looking forward, it's recommended this be a bi-annual report.

H. Strategic Workgroup Updates

1. **Sustainability (Ellen)** – Next meeting is March 15. The committee is looking at next year's budget. Ellen may apply for funding through Sen. Shaheen's Office for her region. Terry Johnson may apply for this funding, as well. He has the elements in place for a good project and a transit study detailing expanded service in his region.
2. **Governance (Deb)** - A draft version of SCC bylaws should go out on March 22. Deb expects to have discussion at the April SCC meeting and a vote in May.
3. **Statewide Needs Assessment (Steve)** - Nothing to report from the Governor's Office. During the 10-year plan hearing, Steve and Teri explained to the Public Works & Highways Committee the Statewide Needs Assessment, asked the committee to consider the assessment. Deb will contribute data from the GSIL needs assessment to bolster the discussion for the Statewide Needs Assessment. In addition, the group would like to gather input from the healthcare professionals/hospitals. Perhaps members of a hospital association can attend SCC meetings? Steve said there's a March meeting of hospital leadership. Gene mentions the DHHS closed loop referral process. He wants to get those in charge of that to incorporate transportation.

I. Next Meeting: April 4, 2024

V. Member announcements/comments

- Ellen – The Monadnock Regional Coordinating Council for Community Transportation supports the Volunteer Driver Appreciation Act. The council got its name on the website for the act, for free. A link is in the NHTA packet for anyone wanting to do the same.

VI. Adjourn: Meeting adjourned at 3:30 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 from 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	

Mobility Manager update for SCC meeting-April 2024

Performance Measures-Reporting Period: February 2024

At the meeting in March a few performance measures were discussed.

Performance Measure #9, and #11. This month's report will show the number of active RCC members in the region for Performance Measure #9, and the number of Volunteer Driver Programs for Performance Measure #11 for all of the regions. Work will continue with adding new RCC members throughout the State, and will be represented in the spreadsheet. I am continuing my work with Ellen Avery to provide the additional information regarding the volunteer driver programs that receive 5310 funding, and their qualifications for riders. There is also a request for baseline data on how many drivers that volunteer driver programs around the State currently have. All of this information will be provided to Ellen in her data update for 2023.

At the next mobility manager meeting we will be discussing performance measure #8, for a better subset of metrics to showcase the work of the mobility manager network.

- Performance Measure #1 -Percent Change in Number of New Individuals Served Per Month
- Performance Measure #2-Percent Change in Number of Referrals Made to Another Agency
- Performance Measure #3-No-Shows
- Performance Measure #4 through #6 will be provide quarterly from NHDOT
- Performance Measure #7-If there has been additional funding for Mobility Manager/Transportation Services-If Mobility Managers have partnered with agencies to obtain funding.
- Performance Measure #8-Number of Completed Outreach Activities/Meetings/and Events including Media
- Performance Measure #9-Number of Service Providers and Stakeholders Working Collaboratively and Engaged in the RCC.
- Performance Measure #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 Measure #11-Number of Volunteer Driver Programs in the Region and their participation in the VDP Network.
- Performance Measure #12-Transportation Services Customer Survey Results and Satisfaction Ratings.

Feb	1	2	3	4	5	6	7	8	9	10	11	12	13	Comments:
1	0	0	0	0	0	0	0	0	6	0	2	0	0	
2	0	9	0	0	0	0	0	0	13	0	4	0	0	
3	31	0	0	0	0	0	Y	14	18	0	8	Y	0	Received \$140 from private donations-All towns in Region 3 have VDP offered-Receives appreciation regularly
4	5	5	0	0	0	0	0	4	17	0	1	0	0	Community is very happy that Candy is there to find options when public transportation isn't an option, or available.
5	27	5	0	0	0	0	0	2	16	0	1	0	0	3 new volunteer drivers have been recruited-
7	11	19	9	0	0	0	Y	12	32	0	2	0	0	Potential of \$2500 funding from 1908 Foundation-Member from Servicelink now attending RCC meetings-Clients are very happy that Donna is in her position.
8	0	7	0	0	0	0	0	6	11	0	4	0	0	
10	41	13	0	0	0	0	0	2	21	0	2	Y	0	2 additional drivers recruited in Exeter-Flowers were sent to the staff of Triplink-
Total:	115	58	9	0	0	0	0	40	134	0	24	0	0	

Updates from the Mobility Manager Network:

In general the mobility managers have been continuing their outreach work. A few of them have been working on cross regional referrals. There have been multiple referrals not only being sent to me via email, but with others. Work also continues in communities that have residents that are willing to become volunteer drivers! This will be great news for multiple volunteer driver programs.

We had our quarterly mobility manager meeting with special guest Judy Shanley.

Our meeting started with Steve Workman updating the mobility managers on the Keep NH Moving Website. Discussion was had regarding some of the content, modes of travel descriptions, what other transportation providers are still missing, and other miscellaneous items.

We then moved into the conversation of Regional Coordinating Council Members, and how we have the perfect opportunity to build a great network now. With the 'new' by-laws and many regions updating their membership lists we discussed how important it is to have the right members at the table discussing community transportation. We are hoping to have members that will not only help us find the gaps in each community but, also help to find solutions. The discussion turned to funding, and innovative transportation.

I asked the mobility managers to bring 5 motivators to join the RCC's to the meeting. Here are some answers:

Can accomplish more with partners/stakeholders. Fresh ideas may come to the RCC meetings, funding opportunities for everyone participating. With more community partners discussing transportation, more options may become available.

Judy shared with the group her draft of the SEAT-Stakeholder Engagement Action Tool. She asked for feedback on this tool as she will be sharing with others as another resource for mobility managers. She discussed how some members may not be engaged in every meeting and that is ok. We need to understand the 'why' of our RCC meetings. Once we understand why we are there then we can ask ourselves if we have the right members at the table. They want to know what is the return on their investment of time. If it's the same discussions every meeting without action, we will lose member engagement. We need to find the community stories and share them. Show the members that the work that we are doing makes a difference. Maybe recognize RCC members for their work at the meetings. What does that look like? Every region might be different. Now that the website is live, maybe highlighting members on the regional pages. Moving forward we want to create the solutions within our regions. So stay tuned!

Here are a few highlights from around the State:

In Region #2-Carroll County, Scott has been working closely with Crystal Sawyer (NH Adult Education) to find sustainable funding for the Carroll County Correctional Facility Bike Rehabilitation/Training project. Crystal will be applying for the Congressional Funding available through Sen. Shaheen's office. Scott is also starting conversations regarding community transportation in the southern part of his county.

In Region #4-Sullivan County, Candy has been working with a few gentlemen that are interested in starting a transportation company that will focus on transportation for disabled children. At this time they have registered with State of NH as Comfort Wheels. In the future they are hoping to become providers for CTS, and provide transportation for children, once they gain the certificates and licenses that are needed. Until then they will provide much needed transportation for residents in the Sullivan County and the Upper Valley.

The car repair program that has been in place thanks to the CDC/DHHS grant has been able to help 41 Sullivan County residents with repairs to their vehicles so they would pass inspection. They are hoping to be able to assist at least 19 more individuals by the end of May. Work continues to find a sustainable funding source for this project, as well as the car repair program in Coos, and Carroll counties.

Region #5-Monadnock Region, Terry has mentioned that with the assistance of a subcommittee of the Southwest Regional Transit Project Advisory Task Force, (ATF) a consultant was selected to collaborate with the ATF and SWRPC to identify a new transit operating and governance model for the region. Steadman Hill Consulting brings considerable experience implementing transit projects in Vermont, for the NHDOT and in the Monadnock Region, including conducting microtransit service analysis and planning in the Greater Keene area and scenario planning and ridership forecasts for potential sites for a proposed Intermodal Transportation Center in Keene. The firm will kick off its work in April of 2024.

There is also a challenge in the Monadnock Region. With the NHDHHS/CDC grant funding coming to an end in May 2024, the Keene Housing Kids Collaborative has been exploring funding options to sustain its youth transportation program for the long term. Since January 2023, KHKC youth transportation has provided nearly 2500 trips that enable children from low-income households to participate in after school programs and summer camps. Unfortunately, the KHKC youth transportation program is not eligible for Section 5310 funding as are other MRCC-affiliated transportation providers. In addition to searching for other sources of funding, KHKC has submitted requests for Congressional Directed

Spending through both Senator Shaheen's and Representative Kuster's offices in support of the services it provides, a portion of which would support transportation services.

Region #7-Nashua area, Donna has been trying to find options for NH residents trying to get to Boston for medical treatments. She also ensures that everyone in the State knows about the AXUDA program that is available for all NH residents. The AXUDA program can be accessed by anyone with financial difficulties to apply for. Here is the link for more information:

<https://www.axuda.org/>

Funding opportunities:

Endowment for Health Opportunity Grants:

Grant range is typically between \$1,000 and \$20,000

Term is typically one year or less and one time funding

A final report is required at the end of the grant period

For more information:

<https://endowmentforhealth.org/target-initiatives/opportunity-grants>

Thank you,
Teri Palmer
State of NH Mobility Manager

Stakeholder Engagement Action Tool (SEAT)

It is sometimes the case that in our planning work, that we have difficulty attracting and retaining key community informants to the planning table. For a variety of reasons, it may be difficult to engage the perspectives and participation of colleagues whose voice can add value to the purposes of the planning effort. In these cases, it is important to understand the reasons why participation may be difficult and suggest and implement strategies to address these challenges.

We developed this stakeholder engagement action tool (SEAT) as a way for planning leaders to identify critical participants to the work, and to understand the reasons why engagement may be difficult. Finally, this SEAT tool can be used to document the process to consider strategies to enhance participation. Ultimately, the objective of leaders using this tool is to ensure that key participants come to the table – and remain at the table. They have a seat!

Let's work on this tool together. If you have any questions or comments, please share with Judy Shanley at jshanley@easterseals.com

Key Participant	Level of Engagement	Reason for Engagement Level	Engagement Strategy	How will you Implement this Strategy?

Key to Level of Engagement

- 1 – No participation
- 2 – Participates in meetings inconsistently and little to no follow-up activities
- 3 – Highly participatory. Contributes to content and activities to further the work.

Reason for Engagement Level

It is important for planning leaders to understand the “why” an individual does or does not participate in the work of a committee or planning activity. For instance, if individuals are active contributors, is the work directly related to the purposes and outcomes of their organization – does the work of the group affect the audiences that the individual and their organization is most concerned about? Conversely, if an individual has a low level of engagement, do they see the value or the ROI of their contribution to the purposes of the work? Or is time and/or capacity the reasons why participation may be low?

Engagement Strategies

Planning leaders can consider the following strategies if engagement is low.

- Is this the right person to represent the interests of a specific constituency or stakeholder perspective?
- Would a focus on revisiting the objectives and intended outcomes of the work be important to reaffirm the value for a particular perspective?
- Do you have examples of how community engagement has influenced the process and outcomes of your work?
- Can examples from other states or working groups help to clarify the importance of the objectives for a particular audience?
- Do participants have roles and tangible activities they are responsible for that would facilitate their engagement?
- Consider the format of the meetings and work activities. Are the number of meetings the right number? Are there alternate ways that the voices of a specific audience can contribute to the work?
- During meetings, are attendees empowered and feel comfortable to share and highlight work? Do they feel involved in the meetings?
- What incentives are important to the organization and individual to engage them in this work?
- Is the individual's participation in the work valued and understood by their host organization?
- Are there opportunities to acknowledge the participation of these organizations and individual representatives publicly – in newsletters or other forums?