

NH State Coordinating Council for Community Transportation Meeting Instructions
Thursday, December 5, 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 2024 – May 2025

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 2024 – May 2025.

Join Zoom Meeting

<https://us02web.zoom.us/j/83603136945?pwd=EA5IH8ges61YGTRNPxBgHr1bwVAvEI.1>

Meeting ID: 836 0313 6945

Passcode: 060605

**NH State Coordinating Council for Community Transportation
Granite State Independent Living • 21 Chenell Drive, Concord, NH • And by Zoom
Meeting Agenda • December 5, 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.

Item
I. Call to Order, Welcome & Introductions
II. Chair’s Update
III. Meeting Minutes
A. October 3, 2024
B. November 7, 2024
IV. Standing Reports & Updates
A. NHDOT Updates – Fred
B. Outreach Activities & Keep NH Moving Website Updates - Steve
C. State Mobility Manager Report – Teri
D. Healthcare Transportation Taskforce - Steve
V. Unfinished Business
A. Governance Committee Update - SCC Membership Status
B. SCC Annual Report 2021 to 2023 – Completed!
VI. New Business
A. Statutory Changes to 91-A – Remote Meetings - Chuck
B. Community Transportation Needs Assessment Update (Standing Item)
C. SCC FY 24-25 Workplan Winter/Spring Edition (January – June)
1. SCC Annual Report FY 23-24
2. Leadership Meeting with RCC Chairs – TBA January 2025
3. Review of Community Transportation Regional Boundaries
4. SCC & Agency CCAM & Braided Funding Workshop – TBA February 2025
5. Other?
D. Next Meeting: January 2, 2025
VII. Discussion by members of the public
<i>The chair reserves the right to open, suspend or limit discussion. Two-minute limit per speaker.</i>
VIII. Adjourn



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

Voting Members Present In-Person: Rad Nichols, Sylvia Von Aulock, Chuck Saia, Gene Patnode, Terri Paige, Fred Butler, Jesse Lore
Non-voting Participants: Rebecca Sky, Louise McBride, Derek Lavoie, Donna Marceau, Ben Herbert, Kerry Miller, Teri Palmer, Candy Reed, Cindy Yanski, Bill Bolton, Sara O’Dougherty, Andrew Harmon.

I. Call to Order, Welcome & Introductions

- Chair Chuck Saia called the meeting to order at 1:32pm

II. Chair’s Update – As needed

III. Meeting Minutes October 3, 2024 – Tabled to December

IV. Discussion/Action Agenda

A. Governance and Sustainability Workgroups

1. The Nominating Committee is now part of the Governance Committee. Four nominations are ready to send to NH DOT, then onto the Governor and Executive Council for approval.
2. The Sustainability Committee is discontinued for now because its purpose was to find and apply for alternative funding sources, and the structure is not there to apply for such funds at the moment.

B. Updates

1. Keep NH Moving Website & Related Activities (Fred and Teri Palmer):

- Fred – The calendar module was updated, and the Mobility Managers have posted events to the calendar. SCC should plan on marketing the site to the general public in the coming months.
- Ben asked about including private and for-profit services on the site? Fred said the site’s focus is not for-profit/private services, but folks should know about those services and we can offer for-profit/private services the opportunity to be featured on the website, like a paid advertisement.
- Sylvia suggests vetting for-profit/private services and/or putting a disclaimer on the website regarding these services to explain we are not endorsing them. Fred is working on a disclaimer and will update the SCC.
- Region 7 (Donna Marceau) received funding for wheelchair transportation, but said doesn’t know how to vet the various programs.
- If a for-profit/private transportation service becomes a state provider, Gene said we can conduct business with them.
- Jesse suggests adding these services to the site and having a section for customer reviews, as well as letting people know they are paid services.
- Teri Palmer said when the Mobility Manager Network started, we made sure the mobility managers knew about all the transportation resources in their regions and some became key partners. Maybe this is an opportunity for partnerships in the future?
- In Region 3, Terri Paige said they’ve used 5310 funds to contract with taxi companies, and those companies are heavily vetted.
- Scott Bogle suggests adding for-profit/private providers who are in the Medicaid database. Sara O’Dougherty said those providers are in CTS system.

- Jesse asks about website analytics. Rad said 6% of users of the NHTA website come from the Keep NH Moving site and that the site has received 19 total emails since it went live. This data can be formalized and sent to SCC members (Teri will add these numbers to the next Mobility Managers Report).

2. State Mobility Manager Report (Teri Palmer):

- The Mobility Managers can work on a video about the importance of statewide transportation.
- Please inform Teri of any funding opportunities, trainings, money available for voucher programs, bus passes, etc., and she will share that information.
- In December, Teri will share all performance measure/indicator information from beginning of this year through October/November.
- The new survey questions for the Mobility Managers Report are asking mobility managers and providers to provide better data. The response rate is 70% of transportation providers and under 30% for mobility managers.
- Region 1 is without a mobility manager and there is a part-time mobility manager in Region 2. Region 2 funding allows for up to 16 hours of mobility management work. Tri County Cap should track this and would have to invoice it on a 5310 invoice. Both regions will discuss the mobility manager position at their upcoming RCC meetings.

3. Annual Report: SCC Leadership will receive a final copy by the end of next week. The SCC will present the Annual Report at the December meeting.

4. Healthcare Taskforce: Fred

- This group meets monthly and additional members are being sought. Current members are: DHHS rep, Teri Palmer, Sylvia Von Aulock, Fred Butler, Steve Workman and Sara O'Dougherty. Other tasks include defining the core purpose of the group and whether it will be a subcommittee of the SCC. The taskforce also seeks to determine gaps between health care and transportation.
- Can the taskforce be an element of the Statewide Needs Assessment? How can mobility managers and transportation providers work with health care providers? Jesse suggests determining a key metric that connects health care and transportation, and to track it. Donna Marceau gets many requests for transportation to Boston for medical appointments. A subcommittee of Region 7 RCC is working on partnering with Boston Express. If Boston Express is funded with state funds, can we change some of the pick-up and drop-off locations to benefit these passengers?
- Teri says the Claremont to Lebanon bus route provides rides for folks going to medical appointments and combines it with housing for the workers who use the bus. Perhaps this program can be duplicated in other areas?
- Terri Paige adds that Health care workers can ride the fixed route bus to get to work. People going to medical appointments may be able to ride the bus to their appointment, but not for the way home. The biggest problem in her region is picking up people who need a medical escort – they need help in and out of a medical facility or in and out of their homes. The public bus doesn't provide that type of assistance; sometimes the timing doesn't work; people need to be signed out of the hospital, which can be an issue, too.
- Teri Palmer is working with Ken Gordon from the North Country and putting a dollar amount on medical transportation, what's the return on investment? If people are saving on ER visits, that's something to bring to the taskforce.

C. Distribution Method for NHDOT-FTA 5310 funds for SF26-27 (Fred):

- \$550K of CMAQ funds has been approved for four years. We're trying to make four years of funding last for eight.

- Good news for most regions, except Regions 7 and 8, which are taking the biggest hits. Any regions with unspent/extra funds can transfer to Regions 7 and 8.
- These are preliminary numbers. The official solicitation will go out in January 2025

D. Deerfield – A Coordination Success Story. Jesse relayed the story of how Jack Hutchinson started a VDP in Deerfield. Years ago, Jack called Jesse and asked how set up transportation in Deerfield. Jesse introduced Jack to Teri Palmer and Ben Herbert, both of whom gave him advice, resources and connected Jack with others who could help, including Jeff Donald. Ready Rides eventually worked and brought in several drivers, but because Ready Rides was a sub recipient under Region 10 and Deerfield is in Region 8, money needed to be moved to fund the program. Region 8 and 10 signed an MOU to move money from Region 10 to Region 8 to operate the VDP in Deerfield. Jack also found a wheelchair accessible vehicle.

E. Next Meeting: December 5, 2024.

V. Member announcements/comments

- Rebecca Sky announced she is leaving her position as Executive Director of the NH State Commission on Aging. A new person is coming in and they will regularly attend the SCC meetings. The NH Community Transportation Needs Assessment with a Focus on Older Adults, People Living with Disabilities and Veterans Project was approved by the Governor and Executive Council. It is an ARPA funded project.

VI. Adjourn: Meeting adjourned at 3:08 p.m.

Respectfully Submitted, Kerry Miller, Nashua Transit
Chuck Sai, SCC Chair

Mobility Manager Update for November:

The 21st Spirit of NH Awards were held at the Capital Center for the Arts in Concord on October 21st. So many amazing volunteers received awards for their commitment to making NH a better place to live. Our Volunteer Driver Programs received the Volunteer Champion Award for exemplary contributions to volunteerism and to the betterment of life in NH.

Other transportation related winners were:

The Carroll County Retired & Senior Volunteer Program and Lions Lift: A Partnership with Future in Sight. Lions Lift also received an Outstanding Volunteer Service/Champion Award for their work!

The following is the program information and the video submitted for the group category.

Future in Sight's Lions Lift Program partners with Lions Clubs chapters across New Hampshire, utilizing Lions and Leos to provide transportation to individuals living with visual impairment and blindness. To date, 52 volunteers from 19 Lions Clubs serve as volunteer drivers to ensure that transportation is not a barrier to health and wellness. Having a program that provides vital transportation, as well as friendly calls and visits, is crucial for advancing the independence of the individuals they serve.

Here is the link for the video

<https://youtu.be/9IOepF-8zxo>

The Commission on Aging Annual Report was presented to the Governor, members of the legislature, and other stakeholders on November 1st. The report lays out recommendations to reform our systems of care, expand the direct care workforce, create age-friendly workforce norms and supports, and improve housing and transportation options.

Did you know that by 2030, the number of adults over age 65 in the state is expected to be larger than the number of children, according to the New Hampshire Department of Business and Economic Affairs.

Additional information on the annual report can be found on the Commission on Aging website:

<https://www.nhcoa.nh.gov/>

November is National Family Caregivers Month.

Anyone can now complete an online report for concerns of abuse, neglect, exploitation, or self-neglect of a vulnerable adult. This can be accessed on the

[DHHS NH EASY – Gateway to Services Portal.](#)

Mobility Manager News:

The mobility managers held their quarterly in-person mobility manager meeting this month. Some of the items covered were:

How a logic model could be used to assist with regional transportation options.

The new performance measure survey link, and how referral follow up is very important.

Here is the link that all 5310 providers should have and be using:

<https://www.surveymonkey.com/r/NHPMSFY24>

If anyone has any questions on the new link, please let me know.

The NH Volunteer Driver Peer to Peer Network held its in person meeting in October. 8 representatives from across the state attended and sparked up great conversation to include volunteer driver retention/recruitment. Other topics included challenges, successes they are seeing within their programs.

Regional Updates:

Work continues with the communities of Weare with their potential volunteer driver program, and the Kearsarge transportation committee (New London area) regarding expanding transportation in their area.

Region #1-Grafton/Coos County-Tala Silver has resigned as the mobility manager for the region. At the next RCC meeting for the region there will be a discussion to fill that position.

In Region #5-the Monadnock Region, Terry met with the new executive director for the Keene Senior Center (Kim Rumrill) to share information about the MRCC and orient her to public transportation improvement activities happening in the Monadnock Region. One of Kim's first projects has been to increase volunteer driver capacity for KSC's Cheshire Village at Home Program (CVAH). As a result of her efforts, two new volunteer drivers have been recruited to date and the number of households served with VDP services has increased to 44.

Region #8-Greater Manchester Area-Ben has finished the long awaited Victory Women of Vision/MTA Video!

Here is the link to that powerful video:

<https://www.dropbox.com/scl/fi/nblyycscvb87gl6yjsiu6/VWV-Video-FINAL-3.mp4?rlkey=a56t6i71mrkg1sqtqfx48oavc&st=nm8q0u56&dl=0>

Great job Ben!

Potential funding opportunities:

[Ben & Jerry's Foundation](#)

This grant requires you to have an operating budget of under \$350,000 a year. If you know of a non-profit agency that could benefit from a \$20,000 to \$30,000 a year grant for operating, outreach, campaign development, education etc. this grant may be a good fit.

Volunteer Engagement Mini-Grants:

Smaller grants \$1,000 to \$4,000 are for a specific, one time need and can be used for categories like volunteer training, purchasing of volunteer management technology, and volunteer program development. Applications open Monday, November 18th. NOFO coming soon.

Upcoming conferences/Statewide meetings:

November 18th Annual NH Caregiver's Conference at the Grappone Center in Concord.

For more information and registration details:

<https://coalitionofcaring.org/register>

NH Alliance for Healthy Aging will take place on December 18th, save the date!

It will take place at Northeast Delta Dental in Concord from 9:00-11:30 am with an optional lunch to follow. Details to come!


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Item	
I. Call to Order, Welcome & Introductions	
II. Chair’s Update	
III. Meeting Minutes	
1. To be introduced/voted on in December	
IV. Discussion/Action Agenda	
A. Governance Committee - SCC Membership	
B. Updates	
1. Keep NH Moving Website & Related Activities – Fred & Teri	
2. State Mobility Manager Report – Teri	
3. Annual Report – Teri & Co	
4. Healthcare Taskforce - Fred	
C. Distribution Method for NHDOT-FTA 5310 Funds for SF26-27 (Fred Butler)	
D. Deerfield – A Coordination Success Story	
E. Next Meeting: December 5, 2024	
V. Discussion by members of the public	
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VI. Adjourn	

Mobility Manager update for SCC December 2025

Season's Greetings!

Updates:

- The SCC Annual Report has been finalized and has been sent to the leadership team for distribution.
- The performance measure survey is live! See how the regions are doing by following this link:
- https://www.surveymonkey.com/stories/SM-HNrqSDdMJPnd4Hep_2FQV_2Fuw_3D_3D/
- The regions now have their individual links so they are able to present the data at their RCC meetings.
- Vincent with CommuteSmart NH held the wrap up meeting for the Buses/Bikes/Brooms challenge in October. Here are the results:
- 36 new members, 2,213 total members, 3,035 recorded trips, and much more information! I have added the documents to my update. How can we connect with more residents? There are more than a million residents in NH. Suggestions needed!! Anyone have questions, please reach out!
- The mobility managers have come up with some great ideas already for the Spring Challenge in 2025. Thank you to Vincent, and his team for listening to our suggestions, and assisting with these challenges!

Meet our partner, The Alliance for Healthy Aging Advocacy Group:

There have been recent conversations within advocacy groups to support the upcoming budget priorities. One of the advocacy groups that I participate in is the NH Alliance for Healthy Aging Advocacy Group.

NHAHA Advocacy partners with New Futures to advance healthy aging policy in NH.

A conversation that arose in our latest meeting is how the NHAHA Advocacy group can support transportation when it relates to Legislative Service Requests. If there are any requests that would support, or even hinder our efforts to provide the best transportation options for our residents, the advocacy group could assist us. Something else we should think about is how some of these requests, while they may not be transportation specific, they may still affect transportation. Housing bills, funding for Medicaid programs, funding for Meals on Wheels programs just to name a few.

The advocacy group is also looking for items that they can support. For instance, they are assisting with awareness when it comes to the H.R. 3032 Volunteer Driver Appreciation Act.

Other groups/meetings that mobility managers attend with our partner NHAHA are the Transportation meetings, Volunteer Driver Initiative, Measurement Committee, and the quarterly meetings. To learn more about the Alliance for Healthy Aging visit their website:

<https://nhaha.info/>

Mobility Manager Updates:

Mobility managers had their virtual meeting last month. We discussed the following:

- Mobility manager workplan-adding their workplan information to a template showing RCC goals and the activities, and RCC members that will be key to accomplishing the goals.
- Updates to the KeepNHMoving website-If there need to be any updates, to include blogs that you would like to see highlighted, let your mobility manager know. Also, keep an eye out for new pictures that could be uploaded!
- Performance measure survey links have been sent out for the regions. If anyone has questions as to the information needed for the survey, please let me know. Providers not answering the survey are being noted.

Other Updates:

In November I was able to join other New England Mobility Managers, Judy Shanley, Brandon Burns (FTA Region #1) for a forum to discuss our challenges, successes, what is to come when it relates to FTA and Mobility Management to include the new CCAM Technical Center. We also had a presentation from Jana Lynot on Transactional Data Specification. If you would like more information on TDS read the following AARP blog:

<https://blog.aarp.org/the-transactional-data-specification>

Another highlight of last month is being invited to join meetings with Enjoli Dixon, Olivia Hook, and others with the new Association of Mobility Managers. The mission of this Association is to empower members with the resources, connections, and knowledge needed to champion innovative, flexible, and sustainable mobility solutions. Members will gain exclusive access to industry insights, best practices, and a collaborative network dedicated to connecting communities and enhancing transportation options tailored to local needs.

More information on this exciting new association to come!

Funding opportunities:

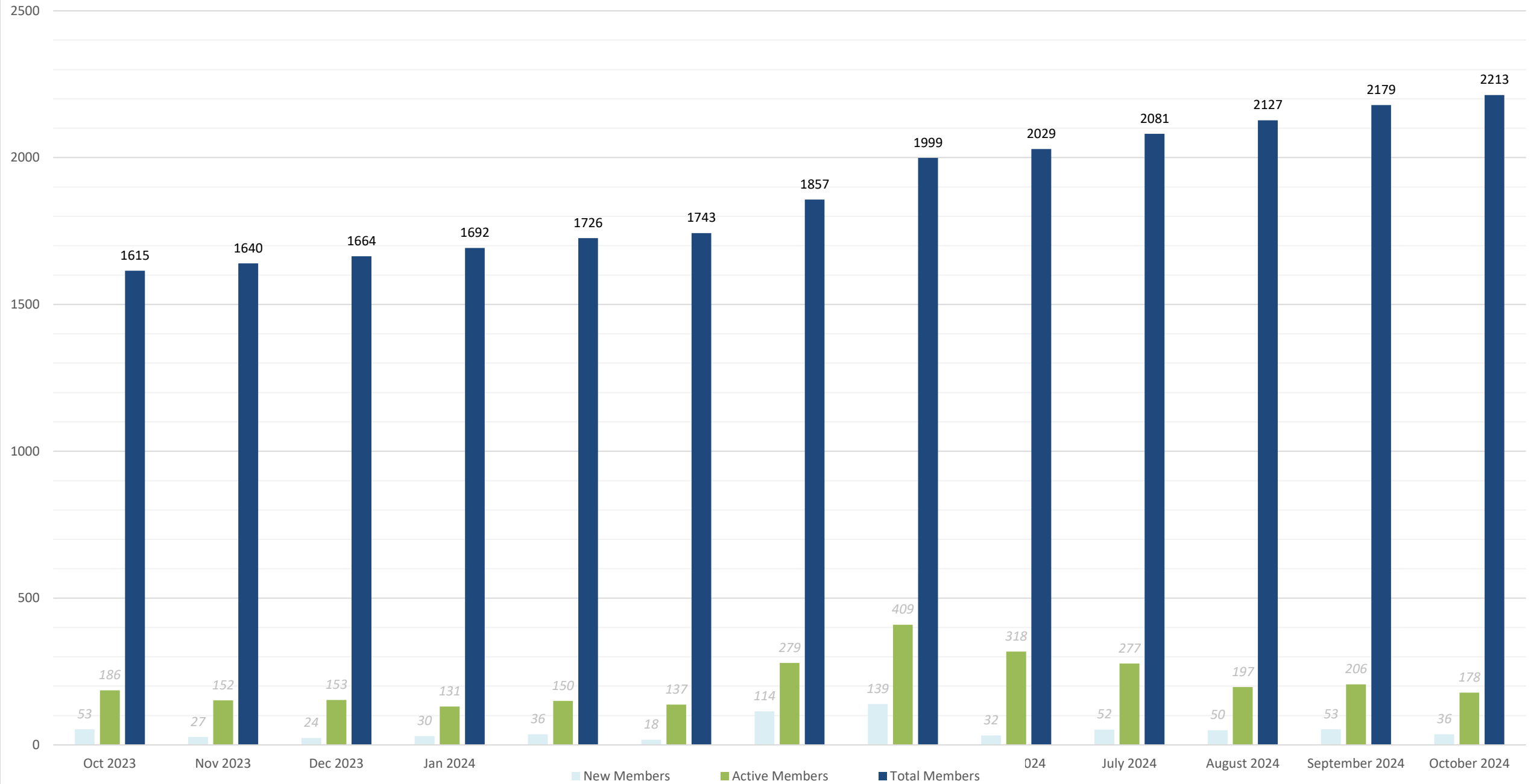
RAISE grant-National Infrastructure Investments

Closing date for applications-January 30th 2025

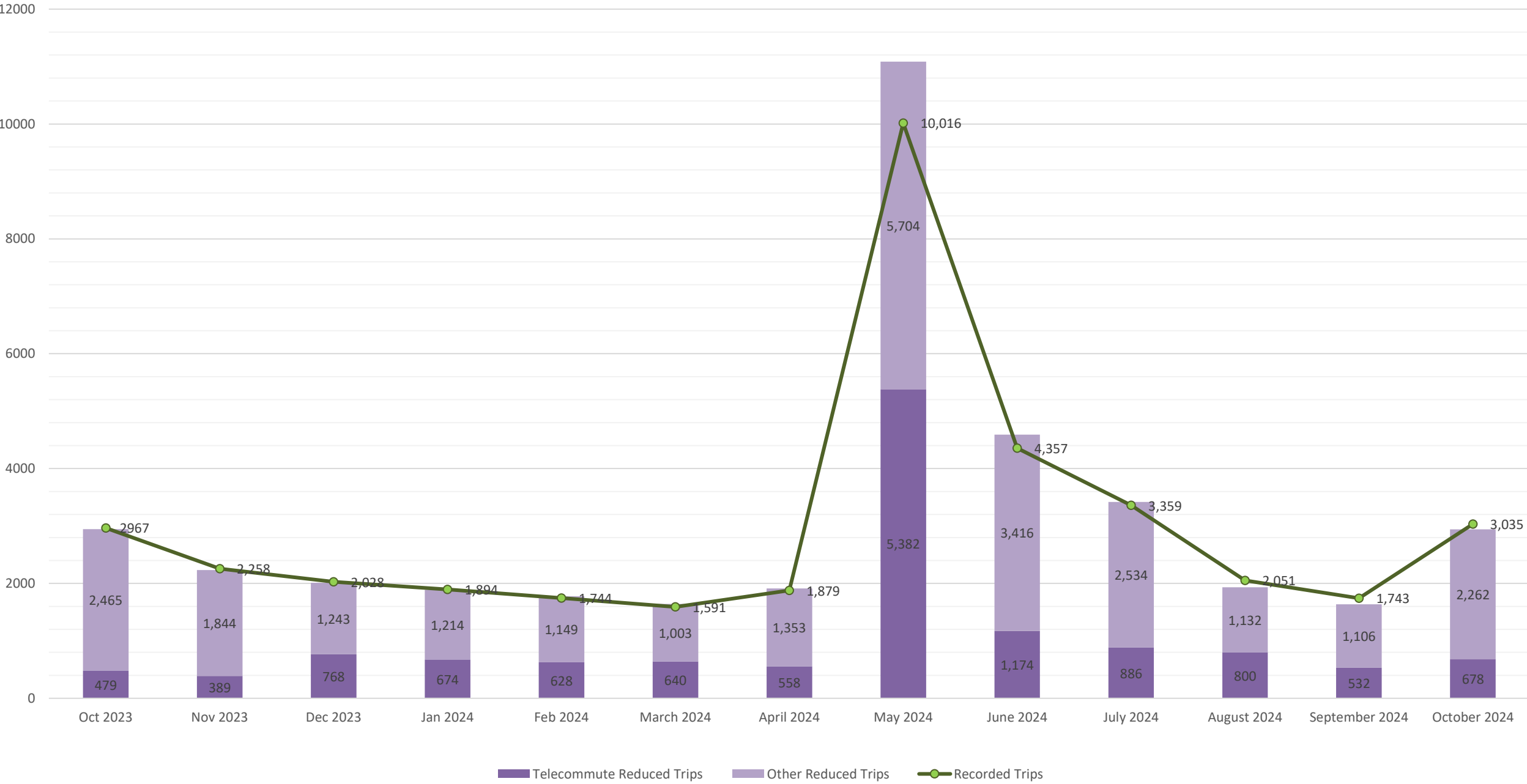
For more information:

<https://www.transportation.gov/RAISEgrants>

Membership



Trip Logging



Ridesharing

