

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

TUESDAY, MAY 6, 2025

SOUTHERN NH PLANNING COMMISSION/ZOOM

DRAFT MINUTES

ATTENDEES

Mike Whitten, Chair – MTA	Nate Miller – SNHPC
Scott Bogle – RPC	Ashley O’Donnell – CareGivers
Tim Diaz – RNMOW*	Teri Palmer – State Mobility Manager*
Jeff Donald – COAST*	Angelique Pandolph – Easterseals
Jo Ann Duffy – Goffstown	Susanne Peace – Future In Sight
Ben Herbert – R8 Mobility Manager	Elizabeth Robidoux – Derry*
Adam Hlasny – SNHPC	Sylvia von Aulock – SNHPC
Ted Houlihan – Atkinson*	Tracey Whitehead – MTA/CART
Jack Hutchinson – Deerfield*	John Wilson – Citizen Member (Londonderry)
Heleen Kurk – Weare*	Noriko Yoshida-Travers – Atkinson*
Lisa Ludwigsen – Easterseals NH*	

**attended virtually*

1. Call to Order

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

2. Action on Minutes of February 26, 2025

Motion by Elizabeth to approve February 26 minutes, seconded by Jo Ann. Motion carried unanimously.

3. Updates

Nate summarized ridership trends among FY25 5310 recipients, which included the following highlights:

- Goffstown Shuttle ridership is down significantly. Chair Whitten said that three regulars have stopped riding, which has thrown off the numbers. Jo Ann expressed willingness to get word out anew about the service; Sylvia offered SNHPC’s assistance with an outreach strategy.
- Hooksett Shuttle ridership has remained steady despite less service hours than Goffstown.
- CART Derry service has plateaued; changes to this service begin on 7/1/25.
- Overall, approximately \$388,000 of \$571,000 has been drawn down, with one quarter remaining in the fiscal year.

Nate gave a brief presentation on compliance, reminding 5310 subrecipients of several requirements:

- The end of the fiscal year is June 30. All costs related to the current contract period must be incurred on or before then.

- SNHPC is required to maintain documentation of the following items for each subrecipient agency in Region 8:
 - 501(c)(3) Nonprofit Status Documentation
 - Most Recent Financial Audit (and Single Audit)
 - NH Secretary of State Certificate of Good Standing
 - Certificate of Insurance
 - Title VI Plan
 - Equal Employment Opportunity Plan (if applicable)
- The funding received from the SNHPC through the RCC process is from the FTA Section 5310 program. This funding must be appropriately reported in agencies' respective audit reports as FTA Section 5310 funding passing through the SNHPC to each agency.
- The RCC's approved program of projects is on its way to Governor and Council in June.
- For the FY26-27 funding round, new MOUs will be needed as the RCC is transferring funding to RCC Regions 5 and 10.

Sylvia noted that Region 8 is the only RCC region to coordinate inter-regionally, thanking all involved in these cooperative efforts. Teri added that Region 8 is paving the way for more cross-regional transportation in New Hampshire.

4. Mobility Management

Ben said that the SCC is currently working to reconsider performance metrics. Mobility Managers are weighing in on what metrics would be most valuable to track going forward. Ben will be in touch with Region 8 providers to seek further input and provide updates.

Ben shared a new Story Map summarizing 2024 ridership data among Region 8 communities. Takeaways included:

- MTA StepSaver and CareGivers data are included in 2024 but were not in 2023
- Medical and shopping (including Parkland Medical Center) are major destinations in Derry
- Corridors in Derry and Salem (see map) saw some of the highest ridership in the region
- Plaistow was a popular destination in the region, largely due to the draw of the Vic Geary Senior Center. Plaistow is also a regional shopping destination for outlying communities

Elizabeth noted that the Baldwin retirement community (part of Woodmont Commons in Londonderry) has its own dedicated shuttle, and asked if that will affect public transportation ridership.

Scott said that it might be worth approaching Silverthorne Adult Day Care in Salem to inquire about supporting CART, as Silverthorne used to run their own shuttle about 20 years ago.

John expressed appreciation for Ben's map but said that there is too much data to absorb and that it may be beneficial to have a more focused follow-up discussion, including whether any coordination strategies could be gleaned from ridership numbers.

5. Provider Corner

Susanne Peace gave an overview of Future In Sight (formerly known as NH Association for the Blind), a nonprofit that has been serving visually impaired individuals since 1912. Most of its transportation services are related to medical appointments, errands, peer support groups, etc. FIS currently has 24 active passengers and 20 drivers in the Region 8 area, with many clients in the Exeter/Seacoast areas. FIS drivers go through an orientation/screening process that includes special techniques for dealing with clients with poor/no vision.

6. Next Meeting

The next RCC meeting will be held on **Tuesday, July 15, at 12:30**. Subsequent meetings will be held bi-monthly on third Tuesdays (September 16, November 18).

Motion by Scott to adjourn, seconded by John. Meeting stood adjourned at 2:05 PM.