

Mid-State Regional Coordinating Council Meeting
Tuesday, May 13, 2025
2-4 PM
Location:
Partnership for Public Health Conference Room
11 Academy Square, Laconia

Attendees	
Joyce Cameron, Partnership for Public Health	Glenn Trefethen, Transportation Planner, Lakes Region Planning Commission
Carrie Chandler, Helping Hands of the Lakes Region & Wesley Woods Senior Housing – via Zoom	Tom Schamberg, Board of Selectman, Town of Wilmot (Chair)
Andrew Harmon, Citizen member (Secretary)	Teri Palmer, State Mobility Manager – via Zoom
Matt Baronas, Principal Planner, CNHRPC	Cindy Yanski, Region 3 Mobility Manager (CAPBMCI)
Jane Alden, Town of Tilton	Susanne Peace, Future In Sight
Kara Koffey, Development Coordinator, Merrimack County – via Zoom	Terri Paige, CAPBM(Vice-chair)
Kathryn Nyx, Transportation Coordinator, Concord Area Transit	Rebecca Tolman, Lakes Region Community Services

1. Welcome and Introductions

Tom called the meeting to order at 2:05pm. We all introduced ourselves. We had eight (8) voting members in the room, and two (2) members were present virtually by Zoom.

2. Review and approve minutes of the February 18th, 2025, RCC meeting.

T. Schamberg noted the date was missing from the minutes for the February meeting, and A. Harmon apologized. He checked his Outlook calendar, and some discussion followed. The corrected date is February 18th, as the regularly scheduled meeting had been moved forward a week. G. Trefethen mentioned that his title was incorrect and suggested it should be changed from “Planning Manager” to “Transportation Planner”. Additionally, S. Peace said her title should be changed to “Volunteer Services Manager” to appear accurately in the minutes.

m/s/approved with corrections, J. Cameron/A. Harmon/unanimous, R. Tolman abstains.

3. Introduction to our new Complementary Transportation Coordinator at CAPBM, Kathryn Nyx

C. Yanski mentioned C. Nyx was still locating parking, so the group agreed to postpone the segment until later.

4. Mid-State Coordinated Transit & Human Services Plan update – G. Trefethen and V. Pagano

G. Trefethen began by saying that V. Pagano was no longer a member of the Central NH Regional Planning Commission and shared that M. Baronas would aid in presenting the plan.

G. Trefethen then began by handing out copies of an infographic flier and detailed that on the back of the graphic is an executive summary of the proposed current draft of the Mid-State Region coordinated Transportation plan. He added that he is looking for a vote to approve of the draft, so that he can then

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take the plan draft to the various transportation advisory councils for the different planning commissions within the region. T. Schamberg paused the presentation to ensure the virtual participants could view the draft in a digital form, which C. Yanski was able to share via Zoom after some time. G. Trefethen then went on to explain that the one-page flier that was shared was also available as a “boiled down Instagram post” and offered to make it available upon request as it is currently on the Lakes Region Planning Commission’s site. There is also a QR code provided on the flier which will take the person scanning it to the site where the user will be walked through how to access the full draft as well as the executive summary. T. Schamberg asked if virtual participants could access the information, as well as if the QR code worked, and both K. Coffey and T. Palmer agreed, with K. Coffey stating that the link works as she was able to use it.

T. Schamberg then paused the presentation as both T. Paige and K. Nyx arrived at 2:14 PM. G. Trefethen summarized his comments for their benefit, and added that the intent is to get suggestions on where to get feedback from the public on the draft, rather than expecting edits to the draft. M. Baronas added that they were very interested in any suggestions on how to get the information to the public as many members of the RCC and the various planning commissions are already aware of the draft. He would like to ensure the people impacted by the study are able to give feedback about the draft. A. Harmon asked if the draft was on the Keep NH Moving web site, which prompted some discussion as the draft had not yet been formally accepted. Once voted upon, C. Yanski, M. Baronas and G. Trefethen all agreed it could be put on the web site as it will have been voted upon by both the Mid-State RCC and the planning commissions.

T. Schamberg asked if a PDF would be shared with the towns and communities, and M. Baronas agreed that once the draft was approved it would be sent out. T. Schamberg then asked about the vulnerability scores, wondering if higher or lower meant good versus bad? M. Baronas replied that the way to think of the scores was less good or bad, but rather the higher the number, the more a town is scoring within different statistical categories including percent of people over 65, aggregate of people over 65 and other categories. T. Schamberg then asked based on looking at the scores for Wilmot, where did the information come from, possibly the Census? M. Baronas agreed, adding that any demographic information not contained in the study is left out as they attempted to keep the data similar across all categories, and therefore only took from the last census data. Some further discussion followed, and T. Paige asked if the draft version the public will comment on will be made accessible to people with low vision or print disabilities. Some discussion followed, and A. Harmon was asked if he was able to access the draft. He said that he had not had the chance to review the current draft but had looked at a copy of the previous plan, which was somewhat accessible. He added that he could access the text but could not recall if there were other information he could not access. He offered to work with M. Baronas and G. Trefethen to make it more accessible, which was accepted.

T. Schamberg asked if any of the virtual attendees had a chance to review the draft, and C. Yanski added she was attempting to pull up the file on her computer to share despite some difficulties. Both T. Palmer and K. Koffey said that they were able to review the file as an attachment prior to the meeting, and K. Koffey added that the plan was really well done and wanted to thank M. Baronas and G. Trefethen for their work on the draft plan.

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Further discussion followed, and T. Paige asked if there would be some direct inventory of intra-city routes, as this would help support Mid-State Transit in their attempts to obtain funding for projects including the Concord-Laconia Connector bus. There was general agreement, though G. Trefethen noted there was not an emphasis on including references to the statewide transit plan beyond bullet points from that plan. A. Harmon asked if there was any collaboration with Jennifer Buteau, who was working on a statewide needs assessment for transportation, noting his confusion on whether there was a needs assessment piece regionally within the plan. Both G. Trefethen and M. Baronas said that they were not directly working with her, though M. Baronas said he had possibly indirectly overlapped as there was a component of assessment, though it was not a large piece. T. Palmer asked to verify the question about the possible collaboration with the statewide needs assessment, and M. Baronas repeated A. Harmon's question. T. Palmer then said she was also not aware of any collaboration, and some discussion followed. M. Baronas added that the assessment may be looked at for a future update to the draft, and T. Palmer said she would be interested in seeing how a potential state coordinated plan would dovetail with the regional plan under consideration.

T. Schamberg then asked for a motion to approve the Coordinated Transit and Human Services Transportation plan 2025 for the Mid-State Regional Coordinating Council, adding language to support the NH DOT Statewide Strategic Transit Assessment Plan as well as supporting volunteer driver programs for any organization operating within the region relying on 5310 funds.

m/s/approved T. Paige/R. Tolman/unanimous with 3 abstentions (M. Baronas, G. Trefethen, and A. Harmon)

G. Trefethen thanked everyone for their input and said he would get a copy of both the one-page flier, and the Instagram-length post sent electronically to all members for distribution.

3. Introduction to our new Complementary Transportation Coordinator at CAPBM, Kathryn Nyx

T. Schamberg returned to item 3 and asked T. Paige to handle the introduction of K. Nyx to the RCC. T. Page introduced K. Nyx and gave a history of the role she will fill, including travel training, volunteer driver coordination among other responsibilities. T. Paige added that K. Nyx is working out great in the travel training portion of that role. She then turned over the segment to K. Nyx

K. Nyx said her focus has been on several areas including fundraising, as well as increasing participation by volunteers in the CAPBM volunteer driver program (VDP). Some discussion followed, during which it was mentioned by several people that it has been difficult to recruit drivers, but a handful have begun the process for joining the program; one had thought the process was too intense, and another had had an accident so they no longer have a car. K. Nyx said that two more potential drivers had applied, and she would follow up with them within the coming weeks. She also noted that she has been attempting to leave fliers for the program at any location that seemed appropriate, and C. Yanski added she is adding a piece about needing volunteers in her outreach as well.

A. Harmon asked what area the VDP covered, and K. Nyx said the entire Mid-State region. S. Peace mentioned that some of the Future in Sight drivers may be a good fit for covering some of the needs, as they must undergo similar requirements to be able to drive. Some discussion followed, during which K. Nyx agreed to follow up directly.

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Further discussion ensued, during which T. Paige asked why drivers found the process so intense. K. Nyx shared that many of the volunteers are older and found the technology skills involved in completing the process were daunting, as well as the certification required to serve as a VDP driver. Further discussion followed, during which several suggestions for how to overcome the technological aspect as a barrier to VDP participation. K. Koffey praised T. Paige's suggestion that more experienced drivers be paired as mentors in some form of a program with newer drivers to assist with learning the platform used by Mid-State Transit (MST). T. Paige also suggested that K. Nyx may have to investigate reaching out to drivers to coordinate "soft assignments", to alert drivers who are struggling to use the system where a particular rider is requesting a trip and may pair well with that driver's abilities and preferences. S. Peace said she will pair new drivers with easy rides and added that during orientation for new drivers she will put up a display of the ride request system used by Future in Sight. K. Nyx asked if this was a good idea to automatically try this system, and T. Schamberg echoed the question. T. Paige responded by outlining a process where K. Nyx would email individual drivers that a ride request was outstanding and then ask the drivers to email her back the ride information so the platform could be properly updated for them. Some discussion followed, during which S. Peace said as an initial approach this would work well; she added that it would become a problem when scaling up the number of ride requests as such a system could rapidly become a full-time process where K. Nyx might be doing nothing but uploading information for the drivers in her role as coordinator. G. Trefethen suggested a solution to that problem would be to keep a note of how often rides are taken on and what type of assistance is required by the driver over time so as to assist them in becoming more comfortable with the systems over time.

5. Mobility Manager Update

- a. C. Yanski noted that the 5310 funds application had been submitted on time, and that the only real changes were the addition of a new member organization in the Lakes Region Mental Health center. She added she had emailed the numbers to the RCC, and that Lakes Region Mental Health would be entering into a project to coordinate their accessible ride services through T. Paige at MST as they lack the software necessary to coordinate rides between the available vehicles. C. Yanski further noted there was a capacity issue as there was initially one full bus route and a half route operating on Mondays and Thursdays in the greater Laconia area, this project would improve efficiency and coordination by adding a new bus on Mondays and Thursdays. S. Peace asked if Lakes Region Mental Health used regular vans or buses, and T. Paige replied that they were using 12-passenger buses. T. Paige further added that while the initial service was connecting Lakes Regional Mental Health clients with their appointments in the center and a return trip, there is a need for other locations for their clients, including job sites. She further added that there are areas that are covered by the LRMHC bus that go further than MST such as Meredith or Belmont. Some discussion followed, during which T. Paige noted that priority in the new coordinated system would be given to current Lakes Region Mental Health clients, and open seats afterwards would be available to non-clients. K. Nyx asked how that would be verified, and T. Paige responded that it would be similar to how the rides are currently registered, including a phone call and a list that the bus driver would operate off of.

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b. Vote for lead agency

C. Yanski noted that as part of the 5310 funds application, Mid-State RCC needed to reflect a vote on the lead agency in its minutes. She further noted that the last time she was able to locate such a vote was in 2003. Some discussion followed, and a motion was made to retain CAPBM as the lead agency.

m/s/approved, J. Alden/R. Tolman/Unanimous, 9 Yays, 1 Abstention (T. Paige)

c. Nominations for Mid-State RCC Leadership:

C. Yanski asked the current leadership if they would like to remain in their positions, noting that the slate would consist of T. Schamberg as Chair, T. Paige as Vice-Chair, and A. Harmon as Secretary. All members of the slate of officers agreed to remain on for another one (1) year term. A motion was asked to accept the slate as suggested by C. Yanski.

m/s/approved, J. Alden/G. Trefethen/Unanimous
10 yays, 1 abstention (A. Harmon)

6. FTA 5310 service #s

C. Yanski shared the numbers for the various 5310-funded organizations, including all MST trips (both 5310 funded and BEAS funded), Future in Sight (for rides within the Mid-State region), and the newly added project for the Lakes Region Mental Health Center. She noted that the March and April trips for MST had climbed to over 2,000 rides requested, which was celebrated by all present. T. Paige noted that the reason the numbers for the under 60 riders within the extension towns was because many of them aged out of this demographic. K. Nyx mentioned during the discussion of the number of denials that there were fewer volunteer drivers available as one driver had car issues, and another had medical problems that interfered. T. Schamberg asked if the drivers in the VDP were reimbursed for mileage, and some discussion followed. T. Paige responded that the drivers were reimbursed. Unfortunately, DOT clarified that volunteer drivers would have to provide tax forms 1099 if they received over \$600, when the drivers had not had to do so for over ten years. This had caused several drivers to leave the program, as they had gone over the \$600 mark and were not aware of the rules prior. Further discussion followed, and it was mentioned that the root problem is that the volunteer rate is fixed at \$0.14 per mile, while employee rates are going to increase to \$0.70 a mile, which causes volunteers to have to seek out more trips to cover their costs. There is legislation pending on a federal level that could assist with this problem, but it is still in process. Further discussion followed, during which R. Tolman expressed surprise about the position of IRS regarding the rules on volunteer mileage reimbursement. It was suggested that someone reach out to DOT to ask about a written interpretation of the rules, and further discussion followed as to whom to approach.

K. Koffey and T. Palmer left the Zoom meeting at 3:12 PM.

C. Yanski mentioned that while the taxi voucher program is included in the numbers, the contracts have not been renewed due to another legal complication involving DOT. The rules as interpreted require that since CAPBM is receiving 5311 funds, which includes a fixed route, the taxi drivers would need to fulfill testing for drug and alcohol under the FTA regulations. She noted that she spoke with both taxi companies,

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and they are already complying with those tests as they receive funding through Medicaid, but due to the interpretations they would have to be included in the pool T. Paige manages as part of CAPBM. This would be cost prohibitive, and also cause potential conflicts wherein taxi drivers might get assigned regular rides for the other programs managed by CAPBM. If this problem is resolved, the contracts can be renewed, but until then the program is on hold. C. Yanski asked for clarification on if another organization that received only 5310 funding could take over administration of the taxi voucher program, would that void the issue of the different pools? T. Paige said as far as she was aware, it should, as it is the funding source and not the testing that is causing this issue.

D. Invitation to State Coordinating Council (SCC) and NH Transit Association (NHTA) Joint Conference

C. Yanski mentioned the SCC and NHTA joint conference will be held next month at the Grappone Conference Center in Concord, on Friday June 13, 2025. The conference will run from 9 AM to roughly 4 PM, though the main events will be in the morning with the afternoon portion consisting of break-out sessions. Some discussion followed of the agenda and different activities, including an awards luncheon, CDL training, and a “Disability Lab”, and Travel training. T. Schamberg asked if the agenda could be sent out, and A. Harmon promised to send the agenda as he had multiple emails containing the information.

7. Other or New Business

G. Trefethen mentioned that during the February meeting he had mentioned that the Lakes Region Planning Commission had applied for 5305E funds for a Laconia fixed-route feasibility study. He further mentioned that at the time they had not yet received any confirmation of the funds, but now their proposal has been awarded the funds. The study will begin July 1, and a consultant should be brought on some time shortly thereafter. A steering committee including stakeholders will be formed after obtaining the consultant to begin the work for the study.

M. Baronas asked for any members to please circulate the flier for the coordinated plan.

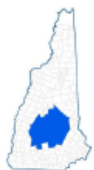
T. Schamberg thanked J. Cameron and the Partnership for Public Health for hosting the meeting. He also thanked A. Harmon for his presentation before the state Senate Finance committee to defend funding for transportation match dollars within the proposed budget. He noted that A. Harmon had appeared in the Monitor as well.

C. Yanski mentioned that the next meeting would be the second Tuesday in August, and some discussion followed about where the meeting would be held. C. Yanski shared that the meetings rotated between locations in Merrimack and Belknap counties. The location is yet to be determined.

Adjourn

J. Alden made the motion to adjourn at 3:20 PM.

m/s/approved, J. Alden/J. Cameron/Unanimous



MID-STATE RCC

Coordinated Transportation Plan

The 2025 Coordinated Transit and Human Services Transportation Plan for the Mid-State Regional Coordinating Council (RCC) serves as a strategic update to guide the enhancement of mobility and transportation coordination across a 40-community region encompassing Belknap County, most of Merrimack County and parts of Hillsborough County in New Hampshire.

THE PLAN...

- Assesses available transportation services
- Identifies needs and service gaps for elderly disabled, and low-income populations
- Proposes strategies to address these needs
- Sets implementation priorities



50+

Transit Providers

Have been identified in the plan that work toward providing services to the regions' population of over 211,000, but more specifically to those target populations.



Populations

65 Years & Older

Disability

Living Below Poverty Line

Households without a vehicle



Goals & Strategies

- Increasing public awareness and education around transit services.
- Expanding service availability and hours
- Strengthening coordination among public, private and nonprofit providers
- Prioritizing funding toward high-impact, inclusive mobility projects

View & Comment
on the full draft
Plan here:



The **2025 Coordinated Transit and Human Services Transportation Plan** for the **Mid-State Regional Coordinating Council (RCC)** serves as a strategic update to guide the enhancement of mobility and transportation coordination across a 40-community region encompassing Belknap County, most of Merrimack County and parts of Hillsborough County in New Hampshire. This plan was developed jointly by the **Central New Hampshire Regional Planning Commission (CNHRPC)** and the **Lakes Region Planning Commission (LRPC)** in compliance with federal transportation legislation, including the **Infrastructure Investment and Jobs Act (IIJA)**.

Purpose and Background

This plan ensures compliance with **Federal Transit Administration (FTA)** requirements, specifically for projects funded under Section 5310—Enhanced Mobility of Seniors and Individuals with Disabilities. The plan:

- Assesses available transportation services
- Identifies needs and service gaps for elderly, disabled, and low-income populations
- Proposes strategies to address these needs
- Sets implementation priorities

Key Findings

- **Demographics:** The region has a population of over 211,000, with significant growth expected by 2050. Approximately 20% of residents are aged 65 or older, with a rising elderly population anticipated.
- **Target Populations:** About 15% of residents report disabilities, and 7.6% live below the federal poverty line. Roughly 5% of households lack access to a vehicle, signaling potential mobility barriers.
- **Existing Services:** The region hosts over 50 transit providers, including public buses, community transportation, inter-city services, and volunteer driver programs. However, coverage is uneven, especially in rural areas.

Identified Needs

Surveys and stakeholder input highlighted critical gaps:

- Inadequate evening and weekend transit service
- Limited transportation for individuals under 65 without disabilities
- Public unawareness of available services
- Geographic areas with no transit access, particularly for medical and shopping trips

Goals and Strategies

The plan outlines strategic goals including:

- Increasing public awareness and education around transit services
- Expanding service availability and hours
- Strengthening coordination among public, private, and nonprofit providers
- Prioritizing funding toward high-impact, inclusive mobility projects

Conclusion

The Mid-State RCC Coordinated Plan 2025 is a crucial tool for aligning regional transit services with the mobility needs of vulnerable populations. It reflects a commitment to strategic investment, inter-agency collaboration, and continuous stakeholder engagement to ensure efficient and equitable transportation solutions.

