

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

TUESDAY, NOVEMBER 18, 2025
SOUTHERN NH PLANNING COMMISSION/ZOOM

DRAFT MINUTES

ATTENDEES

Mike Whitten, Chair – MTA	Nate Miller – SNHPC
Tricia Adams – CareGivers of Greater Derry*	Teri Palmer – State Mobility Manager
Scott Bickford – Sandown*	Angelique Pandolph – Easterseals
Scott Bogle – RPC*	Susanne Peace – Future In Sight*
Tim Diaz – RNMOW*	Elizabeth Robidoux – Derry*
Bev Donovan – Derry*	Sylvia von Aulock – SNHPC
Kristan Farr – Londonderry*	Liliana Vornehm – SNHPC
Ben Herbert – R8 Mobility Manager	Courtney Webster – Compassionate Care Transport
Adam Hlasny – SNHPC	Tracey Whitehead – MTA/CART
Jack Hutchinson – Deerfield	James Wilkie – CareGivers
Lisa Ludwigsen – Easterseals NH*	John Wilson – Citizen Member (Londonderry)
Elaine Michaud – Manchester Health Dept.*	Connie Young – Salem CareGivers*

**attended virtually*

1. Call to Order

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

2. Action on Minutes of September 8, 2025

Motion by Angelique to approve September 8 minutes, seconded by James. Motion carried unanimously.

3. Updates

FY 2026-27 Section 5310 Activities

Nate reported that through the first quarter, all activities are drawing down funds as expected. The Goffstown Shuttle stands out as its ridership is lowest in the region. Bolstering ridership might be a good future discussion topic at the town and/or RCC levels.

There was a follow up discussion on the Ready Rides/Deerfield VDP program. Jack noted that the program is growing fast, and there is a chance the initial \$10,000 in funding will be exhausted prior to the end of the fiscal year. Most trips are provided to Concord, Dover, Exeter, and Manchester with the occasional request for Hanover or Boston.

SFY 2026 5310 Capital Solicitation (due 1/22/26)

Angelique noted that Easterseals plans to apply for a replacement vehicle per the TAM plan. This vehicle is currently used for Activity 4 of the 5310 program of projects. Chair Whitten requested that they get materials to Adam by 1/9/26 so it can be placed on the agenda for the next RCC meeting in time.

Weare-New Boston Volunteer Driver Programs

Ben reported that the programs have seen seven new riders in the first three months. Weare has four volunteer drivers, and New Boston has one. There has been staff transition in both towns, which has made finding community champions more difficult.

Nate mentioned that Peter Flynn, former New Boston Town Administrator, Hooksett Social Services Director, and RCC participant, has passed away.

Mobility Management

Ben shared new quarterly ridership data broken down by service providers. The Hooksett Shuttle and Deerfield VDP run by ReadyRides are seeing continued strong ridership, whereas the Goffstown Shuttle has seen declining numbers as mentioned earlier.

Ben and Liliana have participated in multiple outreach events this fall, including a community forum held at the Manchester Health Department on 10/24. Chair Whitten reported that this outreach has made a difference, as there has been a noticeable increase in ridership on routes 6 and 7 in direct correlation with the outreach events. Feedback from these events has led to route tweaks including four added midday trips to the Eastside Plaza for food shopping/pharmacy visits.

There was some discussion of a map or matrix detailing service levels by town. Chair Whitten cautioned that simplifying nuanced services into a map may be difficult. For example, Deerfield could appear as “covered” since there is a VDP, but we know there is more demand than capacity. Funding VDP recruitment and educating lawmakers is a huge need. Nate said that Activity 7 (CareGivers) is largely VDP recruitment, which has included print, television, radio, and Facebook advertisements. This could be a topic for continued policy discussion at the January 2026 meeting.

4. Extended Derry Service Discussion

Chair Whitten reported that this issue has largely resolved itself. Derry has stepped up and provided a cash match to keep the extended service running for the rest of the year. John mentioned that he would like to get Londonderry to approve a local vehicle registration fee to duplicate Derry’s extended service.

5. Other Business

At the suggestion of Sylvia, new attendees introduced themselves. Courtney Webster heard about the meeting from James and has just started up a new Non-Emergency Medical Transportation (NEMT) company called Compassionate Care Transport.

Elaine Michaud has worked with the Manchester Health Department (MHD) for the last 3.5 years, focusing on Community Outreach. MHD took over Manchester Senior Services in 2023 and recently gathered transportation info from 260 surveys. MHD has connections with many different populations in the city and would be glad to share information on Age-Friendly efforts.

Chair Whitten added that MTA is rethinking how overwhelming it might be for many residents to discover and navigate the transportation options in Greater Manchester. For instance, few realized that many of the options are arms of MTA (StepSaver, Green Dash, CART, etc.).

Teri noted that there will be a meeting among SCC leadership and RCC chairs/vice-chairs on 12/15/25. The Statewide Community Transportation Needs Assessment is wrapping up, with Impact Consulting working on draft reports.

6. Next Meeting

The next RCC meeting will be held on **Tuesday, January 20, 2026 at 12:30**.

Motion by Angelique to adjourn, seconded by John. Meeting stood adjourned at 2:07 PM.