

Date: June 23, 2026

To: Monadnock Regional Coordinating Council for Community Transportation

From: Staff

RE: Quantifying Stopgap Rides

Background

In last month's MRCC meeting, a question arose "How can we capture unmet need being fulfilled by organizations not designed to provide transportation, but are picking up the slack nonetheless?"

To explore this further, Lisa Steadman met with Sally Malay and Erika Alusic-Bingham. In that meeting the need to start to collect quietly filled rides became more apparent. Having this data will benefit the region by spotlighting ride needs that the system is failing to meet and the opportunity cost of nonprofits and social service agencies providing transportation rather than pursuing their core missions.

A stopgap is a temporary measure, substitute, or expedient used to fulfill a need or solve a problem until a permanent solution is available. It is meant to "stop" a "gap" (or bridge a hole) in time, process, or function.

Based on the meeting described above, it is anticipated that this information is collected or documented in different ways, so an arrangement on data sharing will need to be customized for each MRCC partner. For instance, Sally is expected to provide a ride log, while Erika and Jolymn could review expense reports. This information can be scrubbed for personal information and passed on to Lisa periodically.

Recommendation

Initiate a pilot limited to MRCC partners that elect to opt in and evaluate the pilot after three months, since the effort is not funded. Present data from Sally, Erica, and other participating agencies to MRCC periodically throughout the pilot. If successful, encourage the State Coordinating Council to recognize the metric as a significant measure for unmet need.