



**Regional Coordinating Council (RCC)  
Meeting Minutes  
06-08-2015**

**Attendees:**

|                                     |                         |
|-------------------------------------|-------------------------|
| Beth Todgham – S. NH Services       | Martha Greene           |
| Marcia Nelson – SVTC, FISH          | Chris Clow - NTS        |
| Pat Murphy – Merrimack Town Welfare | Louise Woodworth - NTS  |
| Janet Langdell - SVTC               | Rebecca Crowther - SVTC |
| Alan Cohen - NH House of Reps       | Carolyn Mitchell - SVTC |
| Dennie Townsend - SVTC              | Camille Pattison - NRPC |
| Carol Brooks - SVTC                 | Cassie Mullen - NRPC    |
| Meghan Brady - SJCS                 |                         |

**CALL TO ORDER AND INTRODUCTIONS**

Pattison opened the meeting at 9:06 am followed by introductions.

**TRANSPORTATION DIRECTORY**

The NRPC created a draft of an updated transportation directory. It was presented to the RCC for the first time during this meeting. The following are suggested changes:

- Each of the agencies should be called to verify information, as websites are not always up to date. In doing so, a staff member in the program department must be spoken to in order to ensure that the information received is correct. If NRPC staff cannot contact a staff person at an agency, Janet should be notified.
- Advanced notice should be clarified on the directory to only include numerical values.
- Clarify if pre-registration is a requirement.
- It should be noted if there are any limitations based on resources available.
- YMCA transportation should be removed.
- Southern NH Medical Services DAV may need to be removed because morning appointments are heavily prioritized.
- Taxi companies should be kept in the directory.

It was determined that the audience for the directory is doctors' offices, welfare offices, visiting nurse associations etc. A press release or outreach effort should be conducted to contact additional organizations such as churches, discharge nurses, and rehab facilities. The NRPC will look into plotting the directory on a map as well. One board member suggested to plot by areas served and color code based on certain populations.

Some members mentioned that the following providers were left out of the draft and should be added:

- AMR – Chair Car
- Seniors Helping Seniors
- CVTC (Contoocook)

- Southern NH Services
- Manchester Transit
- Uber
- Town of Merrimack and Town of Hudson – NTS Managed Medicaid
- The NRPC will reach out to other ambulance services to inquire if they provide chair car service. If added into the directory it must be noted that there is a fee for service.

Additional information:

- A reference to Service Link and 211 will be added
- A note should be added describing how some churches may offer assistance
- A disclaimer will be added stating that the directory is not vetted
- A definition of community transportation should be created and added

It was debated that funding sources should be included in the directory, but the final decision was to not include it. One member brought up social isolation and social exclusion. She was wondering what the focus is; whether it is to bring people into the community or just provide them services.

A hardcopy and electronic copy will be provided. A PDF by alphabetical listing and by towns served will be emailed out to everyone.

**SUMMARY OF TRANSPORTATION NEEDS IN THE REGION**

A summary sheet was provided by NRPC staff of transportation access related findings from the Regional Plan, the Nashua Community Health Assessment (CHA), and the SHARE Needs Assessment. There was nothing added and all members agreed with the findings.

**NASHUA REGIONAL COORDINATING COUNCIL (RCC)**

It was discussed that so far community transportation has been successful but it is expensive and has limited flexibility. For the future, the RCC would like to incorporate job commute options, increased access in general, and advocacy for increased services in the region. Their goals are information, education, and advocacy. The RCC realizes that more people would be able to work if they had access to transportation, so they want to focus on lower income (not below poverty) and expand in the future to focus on general transportation. Some short term goals covered were work related and secondary transportation, getting to exit 8, and connecting to the Nashua Transit System. For survey data, the RCC would like to add in the St. Joseph's Survey.

The RCC needs to update their vision and mission statement. For the vision statement, the goal is to educate people on knowing what to do and how they can access the guide. Adding public-private partnerships as a main item on the bylaws is still up in the air. For the mission statement they want to keep it short. A rough statement was developed: "Champion

Community Transportation for All” as well as a rough tagline: Getting People Where They Need to Go.

The larger issue is isolation. It was suggested that in the vision of the RCC there should be something about what they are trying to accomplish and maybe they should develop a guide of other services besides community transportation. The RCC clarified that they want to strive to champion the needs of the entire population while prioritizing the needs of seniors and the disabled along with lower income.

To accomplish for the next meeting (NRPC):

- Determine where to SCC is in their messaging.
- Find out how limited is the RCC in keeping the focus on elderly and disabled.

**ADJOURN**

Items for the next meeting:

- Review the draft update of the RCC
- Review updated Directory
- Follow up on the SCC status of their mission and how our goals fit in
- Refine the mission statement and description, tagline, and vision, and also identify action items/steps.

Tina Ricketts (211) will also be invited. Future meetings will be held the first and third Tuesdays of the month from 9:00am to 11:00am. Contact will be made to determine when the next meeting is. This meeting was adjourned at 10:43am.