



**Regional Coordinating Council (RCC)
Draft Meeting Minutes
02-23-2011**

Attendees:

Carolyn Mitchell, SVTC - Amherst
Beth Todgham, Southern NH Services
Ellen Groh, Granite State Organizing Project
Andy Seremeth, Hollis Trans Committee
Janet Langdell, SVTC-Milford
Marcia Nelson, SVTC
Mark Sousa, Nashua Transit Systems

Louise Woodworth, Nashua Transit Systems
Meghan Brady, St. Joseph's Community Services
Bernie Cameron, Nashua Healthy Comm. Collab
Alan Cohen, AARP
Kerrie Diers, Nashua Regional Planning Comm.
Tim Roache, Nashua Regional Planning Comm.
Matt Waitkins, Nashua Regional Planning Comm.
Karen Baker, Nashua Regional Planning Comm.

CALL TO ORDER/INTRODUCTIONS

Matt Waitkins opened the meeting at 10:10am followed by introductions. He summarized the agenda. He also reminded the group of the MOU and its goal and purpose. Langdell asked how many at the table had signed the MOU. Waitkins verbally provided that list. Roache said the group needed to be re-invigorated. Langdell asked if there was a way to re-entice folks to come back to the table and sign the MOU. Roache said that staff is developing an RCC educational Power Point presentation that will be designed to educate stakeholders about the statewide and regional coordination effort. The presentation will be filmed and initially put on local cable access channels. The presentation would also be available for other venues. Waitkins briefly reviewed the minutes of October 27th meeting.

UPDATE OF THE STATEWIDE COORDINATING COUNCIL (SCC) AND DHHS EFFORTS

Waitkins provided SCC and DHHS update: On the SCC front, Waitkins informed the group of the insurance/risk issues that the SCC was trying to solve and the work group that was created to address this. He informed the RCC that the work group had developed the following risk management documents: A reference guide outlining all the documents and their purpose, a sample insurance certificate and recommended limits, definition of the certificate components, a basic review of loss history by lead agency of potential providers, Risk Management checklists for provider and volunteer driver oversight, a sample motor vehicle control program, a volunteer driver application, a volunteer driver service agreement, and a document outlining laws protecting volunteers with regard to insurance coverage and IRS policy on reimbursement for volunteer drivers, all available on the SCC website. Sousa asked if the documents were signed off on by the Attorney General. Waitkins said no. The documents produced by the insurance subcommittee are intended to be used as guidance for any entity that may be involved with coordinated transportation. The documents are also intended to be used as guidance by NHDOT and DHHS in the event that they become involved with Regional Transportation Coordinators.

Waitkins also referred to the situation regarding the Mobility Management contract with Nelson Nygard. The original task-based contract between N/N and NHDOT called for coordination of 2 summits, staffing of SCC meetings, attendance by Will Rodman (of Nelson/Nygard) at 4 RCC meetings in each region, and other tasks. We are 1 year into the contract and there is not much money left to complete the remaining tasks. A bulk of the money was spent on the summit and the

associated time arranging it. NH DOT is negotiating with the mobility manager in an effort to identify how the tasks defined in the contract could be completed (with input from the SCC). Diers explained that the SCC has encouraged Kit Morgan (NH DOT) to insist that Nelson/Nygaard complete the tasks that were described the contract.

Sousa expressed concerns and frustration about the way things have been done at the state level regarding coordinated transportation. He further said that he has limited faith in the SCC moving forward as opposed to the RCC who was trying to move forward. He added that it feels like the State is spinning its wheels and suggested letting the RCC's handle coordinated transportation.

Roache said that it could be difficult for some agencies to buy into a system in which one entity would be responsible for coordinating community transportation throughout the state. Langdell said that incorporating volunteer groups from rural areas into a future coordinated community transportation system could also be tough if that were to be a goal.

Sousa suggested that the RCC should come up with its own plan for coordinating community transportation at the regional level. He said that transit agencies throughout the region (and nearby regions) should meet and begin developing a plan. He said he would be willing to participate. Roche said he would follow up with Sousa regarding setting up the meeting. The idea will be for NRPC and NTS to host a meeting of regional transit providers and NH MPOs to discuss the future of coordinated community transportation. The objective of the meeting will be for NTS to lead a discussion on alternative models for coordinating transportation utilizing existing resources. The meeting will be to bring together MPO staff and transit provider staff to discuss the issue, share information and coordinate potential strategies.

Todgham suggested that a meeting such as this could re-energize regional stakeholders. Langdell said that if the RCC came up with an outline for how community transportation would be coordinated at the regional level it would be helpful in drawing other stakeholders back into the process.

Waitkins referred to the DHHS software issue that is still ongoing. The main issue is how to design a software system that could tie all the RTC's into one system. Sousa suggested that this may not be necessary. He said that requiring printed reports from RTC's instead of spending lots of money on software may be just as effective.

SVTC EXPANSION OF SERVICE PROPOSAL (5310 APPLICATION)

Waitkins informed the group that the 5310 Application had been awarded to the SVTC but is not "official" because it still needed to go through Executive Council. Roache informed that \$101,638 would be awarded instead of the \$99,000 asked for because DOT did not want to carry \$2,000 on their books. Groh asked if a May 1st start would be possible money wise. Roache felt that this was not unreasonable. There was some question on whether there would be any issues at the Executive Council level in regards to the awarding of the grant to SVTC.

Langdell updated the group on the SVTC. She informed that they had hit 3,000 rides in January and they were down maybe 10 or so rides from last January, but they continue to register about 4.5 riders each month from all 4 communities. She added that Amherst doubled their ridership and that most riders were female and seniors for healthcare. Also, they have picked up a lot of young riders lately. Wednesday was their lowest day with 27% usage.

Going forward Langdell said they were looking to go to 5 days with 2 days for shopping. Rides would also include municipal offices, libraries, senior centers, meal sites, Nashua YMCA, the court system and Hannaford on Coliseum Avenue in Nashua; a request from the folks in Hollis who could do their pharmacy run and shop at the same time. Other destinations such as Market Basket, Community Council, Southern New Hampshire Medical Center, Saint Joseph's would be included.

Nelson said going to 5 days would help FISH's dialysis patients who could take the bus 5 days and only need pickup at 4:30. Langdell said they would be watching to see how this goes to maybe expand hours later. Cameron said the dialysis center was a large destination in Nashua due to the lack of any facilities in Milford. Langdell concluded that they would be working on the marketing to get the word out.

ITN (INDEPENDENT TRANSPORTATION NETWORK)

Waitkins provided an update to the group on the effort to implement an ITN affiliate in Nashua. He introduced Alan Cohen who explained the concept. He said ITN is an initiative that started in Portland Maine 16 years ago which provides door to door, arm to arm in a car transportation for 65 + and disabled person of any age. He added that public funding would not be accepted after startup and that currently they have found a non-profit partner in Nashua with the Senior Center as the fiscal agent. The Nashua Senior Center formed a steering committee to collect money and they are looking to get to the pre-affiliate stage. Some other aspects of the program are listed below:

- Rolled out to 18 states
- DOT endorsement
- Trips for anywhere, anytime w/in 15 miles of the center of the service area
- Profile travels with client state to state
- Average cost for trip is \$9.54 with monthly billing statements
- Average age of clients is 85 with 85% being female
- Average trips are 4.7 miles with average time spent in car of 19 minutes
- Stumbling block is the cost, but most surveyed said it is a valued service
- Merchants are pitched for donations
- Mostly volunteer drivers

Nelson asked why they needed so much money if they were not paying the drivers. Cohen answered for software, training, logo, website, finding money, etc. Nelson felt that \$18 to \$20 for a round trip is pricey. Cohen said this service is not for everyone. Cameron felt it was an important component of the whole pie adding that they should continue to work for low income folks, but there are also folks out there with money who want transportation options. Langdell said that being a volunteer driver for ITN would enable you to rack up credits that can be used in the future by the volunteer driver or could be transferred to an elderly aunt or mother to use for rides. Cohen added that it was good for people who drive, but not at night or on highways. Groh asked if each affiliate had an Executive Director and a Dispatcher. Cohen said yes. Cohen said if they can find the funds, they will make this happen in Nashua.

REGIONAL COMMUNITY TRANSPORTATION NEEDS SURVEY

Waitkins provided a Power Point Presentation to review the results of the Phase I of the Regional Community Transportation Needs Survey. He added that he would explain the need for Phase II

after review of the results of Phase I. Questions, concern and input from the group are provided below:

Langdell: Where did the 177 surveys from Southern New Hampshire Services (SNHS) come from? Todgham responded that SNHS provided surveys to all of their clients including Senior Housing Residents, WIC, EOC Clients, Mary's House and any other program through SNHS.

Suggestion: Add bullet for number of surveys gathered online.

Some other questions or suggestions for future and more detailed analysis on the survey results were to identify where the survey was handed out, where the percentages of "not served by community transportation" live, and description of independent shuttle bus.

Waitkins explained that the reason there needed to be a Phase II of the survey was because of the lack of response from the western portion of the region and to also reach boomers and those who have elderly parents.

Cameron felt we needed to be clear on our goal and who we are looking for input from (seniors, low income, boomers, etc.).

Additionally it was suggested that we hone in on what is the biggest need in this Region. Cameron cautioned the group to set goals before doing another survey. Langdell felt that there were good responses in the context of where it was distributed for the first Phase.

OTHER BUSINESS

There were discussions on when the next meeting should be held. Waitkins suggested every other month. Roache said he wanted to see what comes out of Mark going to the SCC meeting. A meeting date was set for Wednesday, April 20th from 9:00 to 11:00am.

NEXT STEPS

Waitkins informed that he has been working on Transportation Resource Directory. He has received information from NH 211 and was currently sifting through the information. He added that transportation providers such as ambulances and apartment vans were not included in the list. Langdell suggested he get info from South West Region Planning Commission (SWPC) when creating the directory. Waitkins said he has spoken with staff at SWPC and has incorporated their format into the draft Resource Directory. Waitkins said he also spoken several times to Service Link about getting information from them. They have promised to supply information but have not as of yet.

Waitkins asked for volunteers/assistance with developing the resource directory.

Motion to adjourn came from Langdell. The meeting ended at 12:00 Noon.