

DRAFT
Regional Coordinating Council (RCC)
Meeting Minutes
05/9/18

Attendees:

Camille Pattison, NTS
John Savage, NTS
Janet Langdell, SVTC-MIL
Carolyn Mitchell, SVTC-AMH
Susan Pendleton, SVTC
Eloise Carlton, SVTC
Rebecca Crowther, SVTC

Dennie Townsend, SVTC
Carol Brooks, STVC
Stephen Genest, SNHS
Matt Waitkins, NRPC
Karen Baker, NRPC
Nate Miller, SNHPC
James Holcomb, Transport NH

CALL TO ORDER AND INTRODUCTIONS

Waitkins opened the meeting at 10:08 am with a brief overview of the agenda and then asked for introductions.

REVIEW OF MINUTES FROM JANUARY 29, 2018

Waitkins referred to the minutes of January 29, 2018 included in the agenda packet and asked if there were any comments, corrections or changes. There were minor grammatical errors pointed out by Langdell. Langdell motioned to approve the minutes as amended with a second from Crowther. All were in favor.

STATEWIDE COORDINATING COUNCIL (SCC) ACTIVITIES UPDATE

Waitkins provided a brief update on the SCC activities. He noted that there would be an RCC Statewide Summit August 2 from 1:30-3:30pm at the Horseshoe Pond Conference Center in Concord with final details to come. Waitkins added that a survey would be distributed for the conference for ideas and the theme to get input on what the conference should cover. He also noted that implementation of the Statewide Coordinating Plan and mobility management were suggestions from the SCC chair. Miller stated that the SCC did not want to set the agenda for the summit.

Waitkins referred to the HBSS presentation and asked who will do the rides to wellness. Miller stated that there are three providers as part of this pilot project; Tri County Transit, Easter Seals and COAST. He added that the purpose was to see if info could be sent back and forth using the HBSS software with the CTS software related to trip info and handling for integration and streamline of the packages. Miller noted that Tri County Transit had issues and backed out of the program. COAST and Easter Seals were able to work out everything. Miller added that he felt COAST does so few trips with CTS (about 1%) that they will not move to phase 2; Easter Seals does about 20% of trips with CTS. Langdell asked what phase 2 is. Waitkins said it is finding existing capacity to coordinate trips. Miller stated that they are looking to get an average number of vehicles up with passengers and integrate those schedules. He added that this will be happening in the next 6-12 months. Miller pointed out that this works well in MA with coordination for rides. Langdell felt this was due to the long standing dynamic system in MA.

Waitkins stated that the SCC is also looking to fill some vacancies. Langdell asked if there were any updates in relation to the status of mobility management. Miller stated that the contract structure will change with the Formula program changing to an every two year program and structure to eliminate the need for a lead agency. He added that they had assurances from FTA that this is okay. Miller noted that he was unaware of the intent of use is unknown on the Formula Funds. He added that FY19 will be status quo.

MANCHESTER – REGION 8 RCC UPDATE

Miller stated he would like to have conversations on how to coordinate between regions. He passed around a map of the RCC regions and summarized each of the regions. He also passed around a summary page with Region 8 RCC activities for FY 2018 with information on how they use the 5310 funds. Miller stated the Southern NH Planning Commission (SNHPC) is the lead agency for Region 8 RCC with Manchester Transit Authority and Easter Seals NH (ESNH) providing the rides. 5310 Purchase of Service total funding for FY18-19 is \$133,995 and is utilized in 4 activities:

- Shopper Shuttle (grocery store runs - 5 days/week) matched by grocery stores.
- Goffstown Shuttle
- Hooksett Shuttle
- Demand Response Services

Miller also noted the \$94,241 in 5310 Formula Funding for FY2018 with SNHPC as the lead agency and utilized for 2 activities:

- Volunteer Driver Recruitment oversight and management through Caregivers; and
- Mobility Manager for coordination and dispatch through ESNH

There was discussion from the Townsend and Langdell on information related to recruitment for drivers and driver pools. Miller reminded the group that Caregivers does not have drivers; this is for recruitment. He added that he would have Bedford Caregivers come and talk to the group on capabilities and what they can and cannot do.

Miller noted that there is not enough POS funding to provide rides to Hooksett, but the Town provides \$10,000 to help with that. Townsend asked what the population is in Hooksett. Miller stated it is 14,000-15,000. Pattison asked if there was discussion prior on the need for rides in Goffstown. Miller said yes, before his time. Langdell stated that prior to service, only ESNH provided rides. She added that SVTC assisted Goffstown with the grant and mirrored what SVTC does for the grant. Langdell also noted that Joanne Duffy, Town Planner for Goffstown was instrumental in the implementation of rides for Goffstown. Miller stated that ESNH helps fill the number of gaps in towns with out service. He added that there are gaps and still 5 communities that have no service. Langdell asked if this was for non-emergency transportation across the region. Miller said yes, and they are looking to supplement an additional day in Goffstown.

Miller noted that RCC Region 8 is working with RCC Region 9 on a joint mobility management position. He added that they will be meeting with Region 9 to demonstrate their good will to Region 9 noting that contributions from Region 8 would be \$8,500 and \$16,000 from Region 9 for this joint initiative. This part-time contract person for the position of mobility manager would include specific tasks:

1. Target outreach to get more participation of providers (ex. human services providers) in Region 8 & 9.
2. Community Outreach related to coordinated transportation.
3. Coordination of a regional transportation summit for RCC Regions 7, 8, and 9 (TBD after Statewide Summit in August).

Miller noted that he asked DOT for leeway to be able to do the above items and that he is not sure where the match will come from yet, but the contracts with the plan are making their way to the Governor and Council.

Miller noted that he does keep up on the SCC efforts and to update their RCC. He added that they have the same struggles getting people to the table as the other RCCs but are making an effort to get more people to the table and municipalities to sign the MOU. Langdell asked what Miller sees as a benefit to having a Boys & Girls club come to the table when they already have their own van/bus. Miller said to save money by using their providers (MTA & ESNH) is the case they will try to make. Langdell noted that they are in a more rural area, so the enticement would not be the same. Miller noted that their new method is to target demand response service to areas not served (areas that are outside of that ring around Manchester). He added that the need for Easter Seals is in that next ring of towns and the goal is to have some level of service in all of the RCC Region 8 towns. Langdell commented that they are fortunate to have FISH for those not served in Region 7.

Miller explained that DOT feels that assisted living facilities are a missed opportunity and that it would be great if they did not have to buy their own vehicles. Miller stated that he has tried several times to get through to assisted living facilities. He added that there is a stigma to senior center busses. They want to create an atmosphere for their clients. There was further discussion on the feelings of the Region 7 related to the bus.

Brooks thought that ESNH served just a certain population. Langdell stated that they are open to the public but prioritize elderly and disabled. Brooks asked if the public uses them. Miller said yes, but not as much and most fall into the elderly or disabled category. There was discussion between Langdell and Miller on reporting of rides with the 5310 funds. Miller stated that SNHPC does report rides and includes an accompanying sheet with details. Langdell said they have not and so have been under-reporting and did not think they could report certain rides. There was discussion on trip classification being the issue.

UPDATE ON NASHUA TRANSIT SYSTEM (NTS) ACTIVITIES UPDATE

Pattison informed the group of the 1.2m in 5339-funding that NTS has been awarded to rehab the Transit Center. She noted the rutted bad pavement around the center and that engineering would be in FY19 with reconstruction after. Additionally, they are looking at extending the roof line beginning in 2020. Lastly, they are putting out an RFP to use the rest of the funds to pursue a diesel electric hybrid bus.

Pattison noted the VW Settlement and LONO grants that NTS will applying for as well as a soft rollout on using tokens for transit for bus rides. Pattison stated that they will be doing the Hampton Beach runs again this summer and tickets go on sale May 21st. Townsend asked if there is Wi-Fi on the busses. Pattison said no. Savage commented that the passes can be pre-loaded to your phone at home prior to taking the bus for those who don't have data plans or

don't want to use their data. Langdell asked where else this system is used. Pattison replied that Worcester and Green Mountain are using this system and there have been no complaints or calls.

SOUHEGAN VALLEY TRANSPORTATION COLLABORATIVE (SVTC) ACTIVITIES UPDATE

Langdell provided an update on SVTC activities stating that they are rolling out updates to service via a 400-piece mailing. A soft rollout for rides to elections is amongst some of the new rides. Also, senior BBQ event rides, a Moving Wall trip, and collaboration with NTS and Pattison on some other initiatives. Langdell noted that she received a Mass General call for folks needing rides. Lastly, she stated that there are a lot of destination rides currently around shopping and that everyone seems to be happy.

NASHUA – REGION 7 RCC FY17-18 SUMMARY OF ACTIVITIES

Waitkins referred to the handout included in the agenda packet which provided a summary of activities on the Region 7-Greater Nashua Regional Coordinating Council. He proceeded to review with the group noting that he and Langdell worked on this together. Langdell asked Pattison comments related to NTS were good. Pattison suggested adding Walmart and Hampton Beach trips to the summary as well as the successful rollout of the new NTS fleet line of 8 CNG busses.

NRPC TRANSIT EXPANSION FEASIBILITY STUDY UPDATE

Waitkins passed around the NTS Expansion Feasibility Study Outreach Strategy and proceeded to explain the purpose of the study and public outreach that will be part of the process. He stated the first part of the outreach is the onboard passenger survey. Langdell and Townsend asked if this was for fixed route service. Waitkins said yes and that both English and Spanish surveys are available and that NRPC staff are handing out the surveys and they are being tabulated as we go. Brooks asked how many he plans to get. Waitkins stated that we are surveying on every timeslot of every route.

Waitkins also noted that there will be an online survey distributed to residents, businesses, and stakeholders outside of Nashua in both English and Spanish to measure perceptions of transit. He added that he is looking for input from the RCC on how to get this survey out there. Langdell suggested local access channels in the towns and doing an interview piece rather than just a PowerPoint. Waitkins said they anticipate the outreach surveys going from June through August and finalize the results of the surveys by September. He added that the results will inform how we structure the charettes that will be targeted to local elected officials, business leaders, social service agencies and the public in the communities of Nashua, Merrimack, Hudson, Amherst and Milford. Waitkins noted that there will be 4 charettes held on Thursdays in September and October and to present information gathered from both surveys. Langdell said to make sure to target Hudson, Merrimack and maybe Amherst. Townsend suggested targeting high school offices. Waitkins concluded by stating that there will also be 4 workshops/1-hour conversations and more targeted towards the transit dependent.

ADJOURN

The group scheduled the next meeting for September 19 at 10:00AM. Townsend motioned to adjourn with a second from Langdell. The meeting ended at 11:42am.