



**Regional Coordinating Council (RCC)  
Draft Meeting Minutes  
03-06-2013**

**Attendees:**

Carolyn Mitchell, SVTC - Amherst  
Beth Todgham, Southern NH Services  
Janet Langdell, SVTC-Milford  
Marcia Nelson, SVTC  
Dennie Townsend, SVTC

Bob Mack, City of Nashua Welfare Department  
Pat Murphy, Town of Merrimack Welfare  
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**

Roache opened the meeting at 12:13pm followed by introductions.

**STATEWIDE COORDINATING COUNCIL UPDATE**

Roache informed the group that the NRPC continues to monitor the progress of SCC/RCC/RTC development process. Waitkins summarized that the main issues that SCC has been focusing on are a Medicaid Managed Care Model, Software/Data Management, and Communication and Outreach.

DHHS reached out to transportation brokers across the state before selecting three Medicare Managed Care Organizations with 3 transportation brokers employed by these MMCO's. Mack felt there was a lack of clarity in the processes. Langdell commented on the many other models out there with brokerage type plans and felt it should not be too hard to do. Mitchell asked if the MMCO's were HMO's or existing companies. Waitkins said they were not from NH but were large companies that do this type of work across borders. He also commented on the providers out there and their readiness to coordinate with brokers. Langdell asked who the brokers were. Roache identified them as CTS, TMS and Access to Care. Todgham asked if a separate contract was needed for each of which Roache said "Yes". There was talk about the amount of overlap

DOT has developed a pilot Software/Data Management program with the purpose of capturing data and using it to support billing and other business related tasks. Additionally, they have contracted with a company called HBSS to use that software to support community transportation in Massachusetts. The purpose is for DOT to have 4 RCC's to participate in the pilot program. 3 RCC's committed to the pilot program with the Nashua RCC still considering whether to participate. NTS was asked but declined because they already have Route Match which does all this already.

A recommendation that came out of an SCC strategic planning session was to enhance messaging and communications regarding the benefits of community transportation to key audiences. The communications subcommittee recently met with the SCC Executive Committee to work on that recommendation. They identified 4 cornerstones for enhancing messaging for an organization as; tagline, positioning statement, talking points and elevator pitch. In order to develop these cornerstones, the committee also clarified the goals of the SCC and established their key audience. The next step is to get feedback from the full Statewide Coordinating Council, and work that into the communications framework/plan that was developed by Nelson Nygaard.

Roache added that a lot had happen in the last 2 years since the group met, but necessarily progress. Waitkins to summarized the milestones:

- DHHS Commissioner Toumpas and NHDOT Deputy Commissioner Pillsbury attended the February SCC meeting and offered their vision for community transportation.
- DHHS pivoted away from SCC in order to develop Managed Care model.
- SCC Strategic planning session held in November.
- Annual Report finalized and sent to Legislature in December.
- SCC continues to pursue coordination software and has developed a pilot program to do so.

#### **REVIEW AND APPROVAL OF FTA 5310 APPLICATIONS**

Roache reminded the group of the FTA 5310 application submitted and awarded to Souhegan Valley Transportation Collaborative (SVTC) 2 years ago and expiring on June 30<sup>th</sup>. He also informed the group that there was more money now available and referred to the email with info sent along with the RCC agenda outlining this. Roache said he had only received one application from the SVTC and this was to continue their service. He added that this pot of money was larger because other areas did not spend down.

Langdell explained what SVTC currently provided and that they were looking to expand this to a 3-5 day program with more social destinations. She explained that the original program was for just medical and some shopping rides. She added that numbers were up and they have since received formal inquiries from Mont Vernon and information from Wilton residents showing interest. Langdell also pointed out that there is only one other transportation option (Southern NH Services) in the area with its destinations limited to senior housing complexes. They were waiting for the \$ figure increase from NTS. There was discussion amongst the group regarding the NTS increase, paratransit and ADA rides, fair costs/fair box credits, cost charged by other towns, ride restrictions, priority rides, providing rides when there is no money left, number of rides in Merrimack, and leveraging the \$27,000 Merrimack cost for service against federal funds and rolling it into SVTC to potentially allow more service to Merrimack..

Langdell said she would like to figure out how to best utilize the money by finding out what is provided now and how to better the service and try to capture all communities. She added it would also be good to coordinate with volunteer drivers. She added that the challenge is to set up service that is not dependent on ADA.

Roache said that ADA Funds are through FTA in response to Mitchell question. After review, Roache said he would need a consensus from the group on the SVTC application for purchase of service and if this is the way to go, adding there is good potential to increase service.

**There was consensus from the group for the SVTC FTA 5310 application for SVTC to continue the Purchase of Service. Roache said this would be submitted to DOT.**

Roache reviewed Formula Funding, adding that there was \$30,000 over the next 2 years (\$15,000 a year) available to the region. The group discussed the possibility of hiring a mobility manager to support SVTC and the RCC. Diers explained that the grant is to NRPC and SVTC provides the match. There was a question on 501C3 status, NRPC, SVTC & NTS. Diers said in her

experience working with other groups, this is doable. There was further discussion amongst the group on eligibility of which Roache said they received a subtly answer from DOT on this. He added that details could be worked out later.

Diers asked what a mobility manager would do for SVTC. Langdell said better communication and networking and additional assistance to SVTC down the road for expansion or wheels on the road. Townsend added for reporting to towns or data management. Roache said this had the potential to reinvigorate the RCC also. Langdell added that we need the RCC to continue what we are doing and to coordinate with other RCC's. There was question on if any other area had currently had a mobility manager and how they were funded. There were 2 that Waitkins was aware of and he thought funded through Rideshare.

There was consensus from the group for the FTA 5310 Formula Funds application to support a mobility manager position. Roache said this would be submitted to DOT.

### **REGIONAL PLAN TRANSPORTATION FOCUS GROUP**

Roache informed the group of the Transportation Workshop held on February 12<sup>th</sup> and its purpose to gather information as part of the Regional Plan Process. He referred to the goals identified in the Nashua Region MTP as Mobility, Quality of Life, System Sustainability, and Implementation and the task of identifying *What is good about transportation in the region?*; *What are the challenges?*; and *What are the regional needs?* for each of these goals. He summarized the results of the workshop and asked the RCC to provide their input on the same (provided below):

### **QUALITY OF LIFE**

#### **Good:**

- Transportation for adult center
- Needs being met through SVTC services
- Merrimack – increase in sidewalks

#### **Needs:**

- Infrastructure improvements to provide access in rural areas
- Disability and aging in place to be able to access care & services
- Sense of independence, social community
- Rail project and spur to Wilton
- Sidewalks, safe walking and amenities

#### **Challenge:**

- Some community services have decreased in the last 5 years in Merrimack and Hudson

### **SYSTEM SUSTAINABILITY**

#### **Good:**

- Funding for SVTC to increase service
- To have a resource to refer people to
- Volunteer drivers

#### **Needs:**

- To keep the conversation a priority to provide transportation services
- Funding source

- Volunteer drivers and to continue with shared rides and connect volunteers with agencies
- Support for fuel/assistance
- Coordinate with transportation services
- Coordinate funding sources, efficient use of dollars
- People need to be present to coordinate

## **MOBILITY**

### **Good:**

- Coordination between volunteer providers and service that is available

### **Need:**

- Public transportation coordinated between Nashua and Manchester and stops in between – DW Highway and other locations outside of the region – East/West
- Adequate funding/dedicated funding source
- Transportation for work – regular schedule, coordinate with Boston Express
- Demand system to meet individual needs

## **PRIORITY NEEDS**

- Sustainable funding
- Public transportation that is coordinated between Nashua and Manchester and Nashua and Wilton and stops in between in Merrimack and beyond
- Employer/worker flexibility to use available transit

## **OTHER BUSINESS**

Roache said the RCC needs to be re-invigorated and he did not want to meet if they had nothing to meet about, but would work on providing quarterly updates at the state level. Waitkins said he would draft a memo together with links to provide to the RCC.

## **ADJOURN**

**The meeting ended at 2:10.**