



**Regional Coordinating Council (RCC)  
Meeting Minutes  
03-30-2015**

**Attendees:**

Chris Clow – NTS	Louise Woodworth - NTS
Tom Young, Litchfield Planning Board	Meghan Brady, SJCS – Meals on Wheels
Beth Todgham, Southern NH Services	Janet Langdell, SVTC - Milford
Marcia Nelson, SVTC - Milford	Tim Roache, NRPC
Rebecca Harris, Transport NH	Camille Pattison, NRPC
Nate Carmen, SVTC – Milford	Matt Waitkins, NRPC
Eileen Brady – Nashua Soup Kitchen	Karen Baker, NRPC

**CALL TO ORDER AND INTRODUCTIONS**

Pattison opened the meeting at 10:06 am followed by introductions.

Pattison reviewed the process started back in 2006 where Nelson Nygaard was hired to develop a plan for transportation where each region would have one transportation provider to handle all calls regarding transportation needs. Harris commented that in the original model, there was an assumption that Medicaid funding would be in the mix and this never happen. Now there are 2 transportation providers that overlap. Langdell thought that the original thought was these would be human services types of routes. Harris said the focus was on non-emergency medical because that was where the largest amount of money sources were at the time. Pattison added that because this did not come to fruition originally, that now we are looking to re-focus.

**STATE COORDINATING COUNCIL (SCC) STATUS**

Waitkins provided an update on the SCC status. A facilitated strategic planning meeting took place in February 2014. The purpose of the meeting was to review the 2006 Nelson/Nygarrrd coordination strategy and lay the groundwork for a revision of the strategy. The facilitator's final report included recommendations for updating the statewide coordination strategy. In the Fall of 2014 the following subcommittees were formed to help carry out the process of restructuring the NN Plan, to engage State agencies and departments that receive Federal and State transportation funds, and to improve partnerships between the SCC, state agencies, and other stakeholders.

- **Communications and Outreach Subcommittee:** This subcommittee will develop an outreach strategy that makes a case for Coordinated Community Transportation. This group has come up with the 4 foundation messages that are needed for an effective communications strategy, and how to use them; (1) Tag Line, (2) Positioning statement, (3) Talking Points, (4) Elevator Pitch. Each of these messages have been fine-tuned for specific audiences.

- Volunteer Driver Program Assistance Subcommittee: This subcommittee's task is to strengthen volunteer driver programs through a survey sent out to RCC liaisons to assess volunteer driver programs around the state and engage stakeholders who don't use 5310 funding, gauge interest in a statewide summit/workshop projected for June.
- Plan Rewrite Subcommittee: This subcommittee will use the information developed by other subcommittees to restructure the Nelson Nygaard Plan. This committee will begin its work after groundwork is laid by other subcommittees.

#### **TRANSPORT NH – REBECCA HARRIS**

Rebecca Harris provided a presentation on Transport NH who is leading a network of organizations to create a safe, well-maintained, integrated transportation system that will give people options for getting around. She referred to a meeting she facilitated the previous week that 50 + people attended to work on the next steps of the statewide transportation initiative. She informed the group of the network actions in progress on the topic of safe travel for all road users:

- Update to the NHDOT balances score card to include bike, pedestrian and improved transit metrics;
- Developing the first statewide transit study, identifying gaps, unmet needs and recommendations; and
- Restoration of state funding for transit.

M. Brady commented that affordable care money has already been designated as a cut in the budget. Harris said they will have experts to analyze what is feasible and doable with goals of building and strengthening the network through partnerships. Harris continued informing the group of the attendees at the meeting, the leadership team and the information gathered. She added that this will all be in the next newsletter which can be found on the website along with her presentation at [www.transportnh.org](http://www.transportnh.org). Harris said that Transport NH is there to provide independent advocacy as the backbone of that network, an initiative that came about in 2013.

A member asked how Harris saw the RCC group aligning with Transport NH. She replied that that having this network of RCC's in place is vital and RCC's are ready to respond. She emphasized the importance of community transportation and how this network of RCCs provided voices that were heard to reinstate the 5310 funding.

E. Brady asked if Harris saw rail rolling in and vying for the same funds. Harris said these are separate buckets and that economic development is the main interest for rail, more from the business community. Langdell felt there was an overlap and there should be a connection. Roache commented that rail is not going to impact funds for community transportation, adding that federal funds increase with additional bus service.

### **LOCALLY COORDINATED TRANSPORTATION PLAN (LCTP) UPDATE**

Pattison referred to the adopted 2006 LCTP which had a small amendment in 2008. She came up with some key elements to have in the update adding that some of the content was just not relevant. She referred to the existing 2004 Transit Plan done by NRPC and that an update to the Transit Plan would be done with Nashua Transit System beginning in July. She also referred to the survey results and the regional and town profiles in the plan adding that we now have Mason so we will need to update that information in house. In addition the date included was based on the 2000 Census which will also be updated using the 2010 Census.

Pattison passed out pages 40, 43-46, 52 & 53 from the current LCTP as areas that needed to be updated and reviewed with the group. Below is a list of areas that would need updating.

- Identify which service providers are relevant and currently providing service.
- Agencies defined preferred destinations:
  - Education
  - M Brady added transportation to community services (social & human).
  - M. Brady suggested adding community to community/cross regional and inter community.
- Nelson said there needs to be a better description of FISH and clarification that it is not for residents of Nashua but Service to Nashua.
- Young added the isolation of Litchfield from the rest of the region.
- Langdell suggested adding church rides and to take info out of the regional directory and redefine the services town by town and have it as a separate document.
- E. Brady suggested finding out how many calls 211 has been getting.
- Langdell asked if licensed assisted living facilities are going to be included and if not to remove them. Pattison said they would be removed.
- M. Brady asked that Meals on Wheels and Community Dining be added as one entity for funding reasons and to also add Saint Joseph's Community Services (SJCS) in front of that.

There was further discussion between M. Brady, Langdell and Nelson on what areas were once covered by SJCS MOW/CD, how much was covered by volunteer drivers, and funding reimbursement rules.

Pattison asked the group what has been done well and what can be improved. M. Brady felt the tremendous volunteer support is done well but not documented. E. Brady commented that the non-tax support is huge which includes volunteerism and she predicted that there will be a huge increase in fundraisers as funding goes down. M. Brady said she has noticed donor exhaustion. A member of the group added that Medicaid transportation should be included if it was not in the old plan and who is using it. M. Brady said that a level of urgency has not been achieved and that should be added as what could be done better. Harris suggested connecting with something that is already on the radar if you want them to listen. Pattison said she would

revise and incorporate the information gathered today and the group could talk more at the next meeting.

**NASHUA REGIONAL COORDINATING COUNCIL (RCC)**

Pattison said the RCC mission is not in the RCC Bylaws but is included in the MOU, but as a description, not a statement. She added that there is no separate mission statement but this is a good place to start. She reviewed the MOU with the group and said the funding sources need to be updated and there should be something in there about SVTC being the biggest success. Also, she suggested removing what is not going to happen. Langdell felt the best thing that came from the RCC is the group getting together to speak about the needs and keep the conversation above the waterline. Pattison said this was very valid and asked the group what they could do to draw people to the table. M. Brady said they needed a tagline, mission statement, or elevator pitch. Harris said that using access to transportation is too narrow and more needs to be added to it, but keep community transportation in the forefront. Langdell asked what community transportation means. M. Brady said a statement as well as a mission might be needed. Pattison suggested having all three; vision, mission and tagline. M. Brady asked how this would be advertised. Langdell asked who is not at the table and the need for an updated list and the need to invite them personally.

There was further discussion between the group on outreach mechanisms, developing a survey to send out to agencies and establish the transportation needs of their clients and the need to have something meaningful to bring people to the table. E. Brady suggested inviting some people who use the transportation services.

Pattison said she would send an email with the minutes and homework. Todgham asked if they knew someone with interest could she bring them to the table for next meeting. Pattison said yes to bring them. Langdell said if they are new, add them to the list. Pattison would send the current excel spreadsheet of RCC contacts to the group.

**ADJOURN**

The next meeting will be on May 18<sup>th</sup> from 9:00-11:00am. The meeting ended at 11:33am.