

Minutes of January 14, 2020
Mid-State Regional Coordinating Council (RCC) Meeting
Horseshoe Pond Place, 26 Commercial Street, Concord, NH

Attendees	
Terri Paige, CAPBMCI	Tom Schamberg, Town of Wilmot (Chair)
Dean Williams, CNHRPC	Cindy Yanski, Mobility Manager (CAPBMCI)
Sara O'Dougherty, GSIL	Dave Jeffers, LRPC
Roger Vachon, NH Commission on Aging	Dan Ventola, Genesis Behavioral Health
Pamela Richie, American Cancer Society	Becky Bryant, Lakes Region Community Services
Shelley Carita, Partnership for Public Health	Steven Swanson, Family Resource Center of NH
Terri Tedeschi, NH Voc Rehab	

1. Welcome and Introductions

Chair T. Schamberg called the meeting to order at 2:02pm and everyone present introduced themselves.

2. Review and approve the minutes of the October 15th RCC meeting

A motion was made to accept the minutes from the October 15th RCC meeting.

m/s/approved T. Paige/S. O'Dougherty

3. RCC Coordinated Plan Update

D. Williams recapped the discussions from the October meeting noting that the CNHRPC Full Commission had adopted the plan on October 10th after a lengthy public comment period in July and August. Since then, the Lakes Region Planning Commission (LRPC) had also formally adopted it. In October the RCC decided to have the Mid-State RCC consider the plan for adoption at the January Meeting.

A motion was made to adopt the Mid-State RCC Coordinated Transit and Human Services Transportation Plan.

There was a discussion following the motion initiated by D. Jeffers. He noted that the LRPC executive committee had commented that if the goals were prioritized, they would have Goal 7 be the number one Goal. D. Williams responded that during the process of updating the plan there were multiple conversations with the RCC regarding the goals and if they should be prioritized. As there is no need to prioritize the goals, the RCC decided not to have them in any ranked order. D. Jeffers also noted that they had recommended that the budgets be made available, with an interest to where the match comes from. D. Williams responded that the Coordinated Plan does not have a budget or costs associated with the goals/project recommendations but there are specific grants made available through FTA such as the 5310 program which require projects to be listed in some form within the regional Coordinated Plan. Chair. T. Schamberg called for a vote on the motion to approve the Mid-State RCC Coordinated Transit and Human Services Transportation Plan.

m/s/approved T. Schamberg/T. Paige

4. SFY 2020 5310 Capital Funding Update

C. Yanski gave a brief update on the 5310 Capital Funding projects that were discussed at the October meeting. She first noted that the Town of Tilton did not submit an application this Fall. There may be another round this spring though and Tilton will consider submitting a future application. T. Paige noted that Community Action Program of Belknap-Merrimack Counties (CAP) applied for a 12x2 cutaway to replace the existing one in Bradford which will be beyond its "serviceable life" by the time the new one is available.

Minutes of January 14, 2020
Mid-State Regional Coordinating Council (RCC) Meeting
Horseshoe Pond Place, 26 Commercial Street, Concord, NH

5. SFY 2019 5310 Capital Funding Update

C. Yanski gave a brief overview of the Friends Program's 2019 Capital Grant application to purchase software licenses and laptops for Dial-A-Ride programs in the region. She noted that the contract had been approved but was not sure if they had procured the laptops or software yet.

T. Paige informed the committee that CAPBMCI had not yet received the 2 cutaways that they had purchased with their 2019 5310 Capital Grant. She noted that it would likely be another six months beyond when they were originally supposed to be ready. The manufacturer's explanation for the delay was due to a large order that had come in before NH's smaller order of busses. S. O'Dougherty stated that Granite State Independent Living (GSIL) had yet to receive the vehicles that they had ordered with their SFY2 2018 5310 Capital Grant. Similarly, GSIL was told that larger orders had caused a delay for the smaller ones. T. Paige noted that NHDOT has changed the process so that organizations and transit companies are not the ones making the orders anymore. Now the NHDOT pools all of the vehicle orders together and makes one larger order in order to streamline the process.

6. FY 2020 5310 RCC Program Funded Services

a. Volunteer Driver Program

C. Yanski shared the tables and graphs displaying the most up to date VDP data, including trips provided and trips that they were unable to provide (denials). It was noted that the trips have increased significantly since CAP has been fully staffed. She also stated that the denials have gone up the last two months partially due to drivers moving south for the winter. D. Williams shared a map that displayed where the riders (customers) and drivers are located.

b. Taxi Voucher Program

C. Yanski shared the tables and graphs displaying the Taxi Voucher Program (TVP) ridership data. She provided a brief summary of the program and then noted that the transition from Merrimack County Department of Corrections (MCDOC) dispatching the rides to CAP dispatching the rides had a very slow start. The new dispatching process appears to be running smoother now although there have been some difficult to fill same day requests. As a result, there were a couple trips that they were unable to provide at such a short notice.

D. Jeffers questioned whether the program may expand to the Belknap County Department of Corrections (BCDOC). D. Williams responded that the MCDOC had been a member of the RCC for a long time due to their location being in such a rural area and transportation being an issue. BCDOC is located close to downtown Laconia and biking and walking are feasible transportation options. He also noted that the TVP was developed to expand the number of individuals who can participate in MCDOC's Successful Offender Adjustment and Reentry (SOAR) program. T. Paige added that individuals with substance abuse issues are eligible for 5310 subsidized rides if they are using it to access treatment. If BCDOC has a similar program to MCDOC's SOAR program, then there may be an ability to expand the TVP to that region.

c. Rural Transit Service

T. Paige provided an update on the 5310 funded RTS routes and their ridership. She reported that effective 12/9/2019 all of the rides for the six RTS buses have been dispatched and coordinated through the CAT dispatch office. She noted that there has been a significant increase in the number of rides recorded for three of the routes, Bradford; Belmont and Pittsfield since the change occurred. In addition there has been much better utilization of all the buses. For example, the second bus located in Laconia which in the past has primarily been used only for trips made in the

Minutes of January 14, 2020
Mid-State Regional Coordinating Council (RCC) Meeting
Horseshoe Pond Place, 26 Commercial Street, Concord, NH

expansion areas of Alton and Meredith has been pressed into service in the greater Laconia area which has eased the strain on the regular Laconia bus and allowed more passengers to ride in the Laconia area. The second bus is still serving the expansion areas, but is also being used when available in the Laconia area. The combined ride total of these two buses also increased for the month of December.

D. Williams shared a map displaying the senior centers and the towns that the busses at each center cover. The map also displayed the 5310 funded expansion areas of RTS. T. Paige noted that the Belmont Senior Center will be closing and the RTS bus located at that center will continue serving the same area, but it will now be parked in Laconia.

S. Swanson questioned about if families, who do not fit the eligibility criteria by being either over 60 or disabled, may be able to use the service. T. Paige responded that CAP can does allow people under 60 and not disabled to use the service also, but they pay a premium rate. Seniors and people with disabilities will also get priority over others. She added that because of the way RTS works, it's catered to seniors who have time to spend as the bus drives around the community picking people up and bringing them to a variety of places. This doesn't always work well for a family just trying to go to the grocery store. B. Bryan stated that Lakes Region Community Services tried to run a shuttle but had low ridership and it was unsuccessful. T. Paige added that CAP took over that service and changed it to Winnepesaukee Transit System. Ultimately neither service generated enough ridership to warrant continuing.

T. Paige informed the group that CAP had consolidated all of the RTS program dispatching to be performed by CAP's dispatch which also takes calls for Concord Area Transit, the VDP and the TVP. The change has been received mix feedback but ultimately CAP feels this will be better for everyone. The change from having each individual senior center act as the dispatch, ride scheduler and route planner has resulted in one common call center who can more effectively consolidate rides and reduce redundancy. The coordination has made the system more efficient but it was noted that CAP has been fairly overwhelmed with all of the calls in addition to their regular dispatch duties.

7. SFY 2021 FTA Section 5310 RCC Program Applications

C. Yanski informed the Council that NHDOT had sent out a funding notice for the SFY 2021 FTA Section 5310 RCC Program Applications. T. Paige stated that since NHDOT changed the 5310 program last fiscal year from mostly Regional Planning Commissions as lead agencies, to using actual service providers as lead agencies, the contracts were only for one year. This was to allow RCC's to evaluate if any changes were needed after the first year. T. Paige stated that CAP intended to continue to be the lead agency and apply for the full regional allocation of \$261,746 for SFY 2021. She added that because of the additional demand on CAP's dispatchers, CAP will also ask for additional funding for a new part time dispatcher.

A motion was made to designate BMCAP as the Mid-State RCC Lead Agency for SFY 2021 RCC Program grant.

m/s/approved D. Williams/P. Richie
abstentions: T. Paige

A motion was made for BMCAP to apply for the full regional allocation of \$261,746 for the SFY 2021 RCC Program grant.

Minutes of January 14, 2020
Mid-State Regional Coordinating Council (RCC) Meeting
Horseshoe Pond Place, 26 Commercial Street, Concord, NH

m/s/approved D. Williams/R. Vachon
abstentions: T. Paige

8. Regional Mobility Manager Update

C. Yanski updated the Council on her activities since October noting that she had organized and held a regional VDP network meeting where 5 of the region's 11 separate VDPs attended. She's also been busy traveling around the region changing flyers and brochures with new ones that have the CAP dispatch number on them. She has worked with the statewide Regional Mobility Manager group to develop a resource guide that the Mobility Managers use to know where to direct people when they get calls outside of their region.

9. Future Meeting Schedule

The next meeting is scheduled for April 14th and will be held in the Lakes Region.

10. Any other business

S. O'Dougherty mentioned that GSIL often gets calls from people who were directed there from 211 when they should have been directed somewhere else. C. Yanski added that she has been working with 211 and ServiceLink to improve their search results for transportation. Currently if you search for transportation in Concord the results do not show any of the services that are available and will sometimes show results in other parts of the state or in Massachusetts. T. Paige noted that NHDOT had received a grant to help 211 improve their information and overall usefulness for people calling in need for transportation. She had also heard that 211 hasn't been very proactive in working with NHDOT on that effort.

R. Vachon informed the Council that the NH Commission on Aging is going to be soliciting nominations for the new senior volunteer recognition awards. C. Yanski will send the information out to the RCC. The award is for a person over 60 who is volunteering their time to the benefit of seniors.

A motion was made to adjourn the meeting at 3:28pm.

m/s/approved T. Paige/S. O'Dougherty