

Minutes of November 10, 2020
Mid-State Regional Coordinating Council (RCC) Meeting
 Zoom

Attendees	
Terri Paige, CAPBMCI	Tom Schamberg, Town of Wilmot (Chair)
Dean Williams, CNHRPC	Cindy Yanski, Mobility Manager (CAPBMCI)
Sara O'Dougherty, GSIL	David Jeffers, LRPC
Molly Notkin, Gilford Senior Resource Team	Steven Swanson, Family Resource Center of NH
Tamera Carmichael, Partnership for Public Health	Jane Alden, Town of Tilton
Dan Ventola, Genesis Behavioral Health	

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 August 11th RCC meeting

A motion was made to accept the minutes from the August 11th RCC meeting.

m/s/approved D. Williams/S. O'Dougherty

3. Funding Updates

C. Yanski reported CAPBMCI submitted an application for SFY 2021 5310 Capital funds for CAPBMCI Transportation Services to purchase the Safe Fleet Vehicle Inspection Tool and Route Match Notification Module. Safe Fleet Inspection Tool will be used with the entire fleet allowing bus inspections to be completed online giving real-time data to both the Transportation Director and the Service Technician. This is especially useful since a majority of the RTS' fleet is housed off-site. Routematch add-on tool Notification Module™ (NM), will be used to help communicate with the demand-response services; RTS, Concord Senior Transit, CAT Paratransit service and possibly the VDP. It is an automated, telephone and texting-based system that sends customers trip reminders, late arrival notification and 'just-in-time' alerts when the vehicle is just minutes from a pick-up stop. The Notification Module™ also has a Floodgate Messaging capability to inform groups of customers about any disruption of service, especially in severe weather or other emergency conditions involving the relaying of important evacuation or other information. The total application is for \$31,274 with 80% requested from 5310 funds and 20% match by CAPBMCI agency.

A motion was made to support CAPBMCI's request for capital funds.

m/s/approved M. Notkin/S. O'Dougherty
 abstentions: T. Paige and D. Jeffers

4. FY 2020 5310 RCC Program Funded Services

a. Rural Transit Service

Ridership is still down from previous years due to the pandemic but we've seen a slight uptick compared to the beginning of the pandemic in March. Some may not be aware that the rides are available.

b. 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). Ridership is picking up. There have been some uptick in denials due to driver availability. Over 9,000 miles were driven in September.

c. Taxi Voucher Program

C. Yanski shared the tables and graphs displaying the Taxi Voucher Program (TVP) ridership data. It is off to a slow start, again probably due to the pandemic with no rides at all in July and August. Rides have begun to pick up in October. Cindy will track and report on the balance of this fund going forward. She noted it is very easy to track this particular fund because it is used 100% for

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direct service with no administrative costs coming from this fund. We're currently serving two clients in the SOAR program.

5. Regional Mobility Manager Update

C. Yanski updated the Council on conversations with Belknap Co. Dept. of Corrections. They have a program similar to SOAR. They are interested in setting up a similar arrangement with the RCC to assist eligible participants with the TVP. Discussion regarding the need, potential providers (already working with Mr. C's Taxi), and dealing with budgeting of funds. The Council agreed to extend the program to BCDOC. Using the existing MCDOC contract, Cindy will put together a contract for BCDOC. UPDATE: it was confirmed this will require a formal vote and will be added to the agenda for the next meeting.

Our conversation continued into possibly exploring opening the Taxi Voucher program to the wider public community potentially with other agencies, volunteer driver programs or the community at large. By doing so would provide flexibility. There is concern over record-keeping and administrative challenges. The Council also discussed differing levels of match and the various administrative challenges. It decided to table until next fiscal year.

Innovations in Accessible Mobility (\$28,525) to rebrand the CAPBMCI Transportation Services help the RTS System update logo, rebranding. Possibly in conjunction with the CAT system, clean up bus shelters, driver uniforms, and advertising. Also need map and schedule update. Six months turnaround. A press release will be send out.

The RCC 2019-2020 Annual Report was completed since our last meeting and was attached to the meeting notice along with other meeting documents. It was well received. C. Yanski asked corrections or revisions and received none.

C. Yanski shared that CAPBMCI is surveying all RTS riders with the RTS annual survey. In years past this survey was available on buses and at the BMCAP senior centers. Since the centers are closed due to the pandemic, they have RSVP volunteers through the Friends Program making personal phone calls to each of the 450 riders on list of riders. This will serve not only to complete the survey over the phone but also as a check in with the individual. The survey will be completed by Thanksgiving.

6. Any other business

T. Paige shared information that has been brewing for about a year now. NHDOT has decided it will reallocate approximately \$2 million FTA Roads and Bridges funding dollars to FTA public transportation. The funding will use the same allocation method as 5310 funding to determine the amount for each community transportation region in the state. \$550,000 of this funding will be used for mobility management statewide with \$120,000 dedicated to create a state-wide Mobility Manager and the remaining \$430,000 to be used for mobility management activities.

J. Alden gave a short update on the new Town of Tilton bus which is run the by Tilton Senior Center Executive Committee. Since starting in June, they have made some trips. She also noted they are having difficulty getting volunteer bus drivers. They are reaching out to neighboring communities to see if there is interest in collaborating with them.

T. Schamberg asked Cindy if there would be a press release submitted to the paper concerning the Innovations in Accessible Mobility Grant. Cindy said she would submit it to the local papers.

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7. Future Meeting Schedule

The next meeting is scheduled for Feb. 9th at 2:00pm via Zoom.

A motion was made to adjourn the meeting at 3:24pm.

m/s/approved

T. Paige/M. Notkin