

Minutes of May 9, 2023
Mid-State Regional Coordinating Council (RCC) Meeting
Lakes Region Mental Health Center
40 Beacon St E, Laconia

Attendees	
Jane Alden, Town of Tilton	Andrew Harmon, resident of New Hampton
Matthew Baronas, CNHRPC	Pamela Joyal, Interlakes Community Caregivers
Becky Bryant, Lakes Region Community Services	Terri Page, CAPBMCI
Scott Boisvert, Region 2 Mobility Manager	Terri Palmer, Statewide Mobility Manager
Frank Caron, Merrimack County Department of Corrections	Tom Schamberg, Town of Wilmot (Chair)
Carrie Chandler, Wesley Woods Gilford	Kara Wyman, Merrimack County
Ed Drury, Lakes Region Mental Health Center	Cindy Yanski, Region 3 Mobility Manager (CAPBMCI)

1. Welcome and Introductions

Chair T. Schamberg called the meeting to order at 2:07pm and everyone present introduced themselves.

2. Review and approve minutes of the February 21st RCC meeting

A motion was made to accept the minutes from the February 21st RCC meeting.

m/s/approved A. Harmon/J. Alden/unanimous
1 abstain (B. Bryant)

3. Vote for Mid-State RCC Secretary\Treasurer

There were no new nominations for the Secretary\Treasurer position for the Mid-State RCC. C. Yanski nominated M. Baronas for the position at the previous RCC meeting. A motion was made to elect M. Baronas as the Secretary\Treasurer.

m/s/approved J. Alden/ A. Harmon/unanimous

4. FY 2024-2025 FTA Section 5310 Grant - Final

C. Yanski provided an overview of the final application submitted to NHDOT for the 2024-2025 FTA Section 5310 Grant. The final programs and requested funds included \$97,400 for CAPBM’s Volunteer Driver Program and \$12,000 for the program’s paratransit specific services, \$86,400 for CAPBM MST-POS, \$4,281.60 for CAPBM’s Taxi Voucher Program and \$2,560 for the programs paratransit specific services, and \$31,800 for Future in Sight. Other uses for the requested funds include \$103,478 for the regional mobility manager position and budget, \$13,600 to the lead agency for administration support and volunteer driver appreciation/recognition. The total request for funds was \$352,259.60. This funding request was approved at the previous meeting.

T. Paige shared that CAPBM is putting together a funding drive for both FTA Section 5310 and 5311 projects to help support the match funding required. The Volunteer Driver Program will be the largest cash match required due to fewer driver hours which previously could cover the full match. Part of the funding drive will be requests to large businesses that CAPBM supports through transportation of employees and customers. T. Palmer suggested CAPBM connect with Tri-County who recently held successful fundraising events.

5. Mobility Manager Report

C. Yanski presented an update on 5310 funded programs for the Mid-State region. The numbers of trips for Mid-State Transit in FY 2023 have already exceeded the previous high set in FY 2020, with time still left in the year it will be the best year so far for the service. There are fewer trips this year in the Volunteer

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Driver Program and slightly more denials than the year previous. The cumulative Mid-State Transit trips including BEAS and 5310 Funded Trips have exceeded last year's total each month so far this year.

K. Wyman asked why there has been a decrease in trips in the Volunteer Driver Program. C. Yanski explained that the number of volunteers has been lower ever since the pandemic and the expansion of the Mid-State Transit bus service have taken away the need for the Volunteer Driver Program in some areas. T. Paige added that it also is a data management issue. The ride management software that was used to manage drivers and their assignments can no longer be used so management has to be done using email. The lack of an online portal makes management more cumbersome and limits the number of drivers that can be included in the program. However, CAPBM has been chosen as the lead agency to procure a new statewide ride management software provider.

a. **Taxi Voucher Program expansion update**

C. Yanski shared that the Taxi Voucher Program has expanded to include the Merrimack County Navigator Program. The number of trips in the program has been low this year, but is expected to increase. The County Navigator Program is relatively new but should be increasing and the Merrimack County Department of Corrections SOAR program is also expected to increase.

K. Wyman provided insight on the Navigator Program. The program has five navigators and experienced a slow start that began in January of 2022. K. Wyman took the lead the program in June and since then there has been a 50% increase in the number of referrals into the program. Members of the program do not have to be criminal justice involved. The program is expected to continue to expand and rely on the Taxi Voucher Program.

b. **CDC Equity Grant update**

The CDC Equity Grant is still in effect and will end May 31st, 2024. C. Yanski presented the projects the grant will cover in the Mid-State Region which includes:

- Driver Differentials which will enhance transportation staff wages at CAPBMCI and Granite State Independent Living.
- Passenger Enhancements which will add real time bus location, stop announcements, and an information system mobile app for riders.
- Rideshare Software which is funding to support CommuteSmart NH and its tool to find public transportation, bike paths, car and van pools, and other transportation related information.
- Advertising which will involve radio, print, and TV ads to promote regional transportation options.
- Elimination of Bus Fares to remove the barrier of cost to transportation.

c. **Municipal Website Assessment Update**

C. Yanski shared that she expects to be making more visits to town office this summer where she will be using the Municipal Website Assessment to request towns to include their transportation options on their official Town website.

d. **Title VI NHDOT Workshop**

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The CAPBM anti-discriminatory Title VI plan is due to be renewed. C. Yanski recently attended a required workshop which outlined the requirements for the plan and the update is now underway. There will be a survey disseminated to all CAPBM board and RCC members to garner demographic information required for the plan.

e. RFQ for TVP and VDP for FY 2024-2025

C. Yanski provided an update on the request for qualifications to provide taxis services and or wheelchair accessible rides as part of the CAPBM taxi voucher program and volunteer driver program. C. Yanski requested the group provide any feedback during the meeting so the RFQ can be released before the end of the week (5/12) to provide time for the June 15 deadline. An invitation to apply will be sent to the known service providers in the region. There is a particular need for service provider in the Lakes Region Area. There is a scoring subcommittee already established which will be responsible for reviewing the qualifications of the providers who respond.

6. Any other business

M. Baronas noted the CommuteSmart NH Spring Statewide Challenge is happening through the month of May. Participants can compete with their business or organization to collectively reduce the most single occupancy car trips. Active participants will earn rewards and be eligible for weekly raffles.

E. Drury noted that the Lakes Region Mental Health Center has gotten their driver program running again. E. Drury also announced it would likely be the last meeting he attends as he is retiring. The group congratulated him and thanked him for his service to the council.

T. Paige and A. Harmon noted that the NHTA and SCC annual meeting will be taking place on June 8th at the Grappone Center in Concord. There will be an array of available workshops.

T. Paige shared that the transit agencies throughout New Hampshire have formed a coalition in order to advocate for more operation funds for transit in the State Budget. In the past there has been an earmark of \$200,000 that has typically not been funded. This year through a partnership with NHDOT and advocacy with representatives and senators an increase in funds has been added to the Budget. The goal of the coalition is to eventually have \$2.5million added each biennium. T. Paige urged anyone who is interested to reach out to their local representatives to support the coalition's mission to increase transit funding in the state. C. Yanski noted the importance of the mission citing that New Hampshire is currently the 49th state in its level of funding for transit.

C. Yanski highlighted the results of the annual CAPBM user survey. Respondents were overwhelmingly satisfied by the services provided by CAPBM and a large majority rated the service highly. C. Yanski further highlighted the satisfaction of customers by reading a number of "thank you" cards received.

B. Bryant announced the completion of the State Health Improvement Plan which and noted its significant amount of overlap with the challenges faced by the RCC.

C. Yanski noted the Lakes Region Planning Commission and Central NH Regional Planning Commission will be updating the Region 3 Coordinated Transportation Plan. The plan will state the goals for transportation in the region, which the RCC will have an opportunity to help establish.

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7. Future Meeting Schedule

The next meeting is scheduled for August 8, 2023, in the Concord area, the location is TBD.

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

m/s/approved

E. Drury/ J. Alden/Unanimous