

CONSOLIDATED MANCHESTER/ DERRY-SALEM [R8] REGIONAL COORDINATION COUNCIL

TUESDAY, AUGUST 29, 2023

MTA/Zoom

DRAFT MEETING MINUTES

ATTENDEES

Mike Whitten, Chair – MTA

Jo Ann Duffy – Goffstown

Benjamin Herbert – R8 Mobility Manager

Adam Hlasny – SNHPC

Lisa Ludwigsen – Easterseals NH

Teri Palmer – NH Mobility Manager

George Sioras – Derry

Tracey Whitehead – MTA/CART

James Wilkie – CareGivers NH

John Wilson – Citizen Member (Londonderry)

Kelly Wood – Easterseals NH

Scott Bogle – RPC*

Nate Miller – SNHPC*

Sylvia von Aulock – SNHPC*

**Attended via Zoom*

1. Call to Order

Chair Mike Whitten called the meeting to order at 12:34 PM.

2. Action on Minutes of June 20, 2023

Motion by George to approve June 20 minutes, seconded by Lisa and approved unanimously.

3. FTA Section 5310 Updates

Nate gave a brief update on the 5310 financials, noting that he has inquired with Travis Toner at NHDOT re: June payments.

4. Mobility Manager Updates

Ben gave an update on his progress during his first year as Mobility Manager, including the growth of the quarterly newsletter, outreach successes, and “coming attractions”. The latter includes:

- Videos to explain CART services to potential clients
- Outreach events including the Londonderry Senior Expo and Veterans Resource Fair in Manchester
- Getting more involved in the regional health network
- Finding transportation solutions for seniors in Weare
- Boosting CART ridership in Salem and Hampstead

Ben also reviewed four logo options for the RCC. Those present generally preferred Option #2 (pictured). Some thought the three arrows in a circle were reminiscent of the recycling logo; Ben noted that this pattern of arrows came from the idea of coordination. Jim said that the coverage area (i.e. Southern NH) should be more specifically defined.



5. Mobility Manager Workplan

Ben said that this topic came about through side conversations over the last few months re: what is the RCC's role in developing a workplan for the Mobility Manager?

Teri said that what Ben does will be different than what's done at COAST or in Nashua. The SCC Blueprint left it up to RCCs for workplans to be region-specific. She said she's been advising all other RCC regions to do this as well.

Scott added that he is happy to see healthcare provider outreach as a next step, referencing the roundtable discussion with medical schedulers, case workers, etc., organized by Jeff Donald approximately 5 years ago.

Teri suggested working with Ben to draft a workplan to discuss at the next RCC meeting. Sylvia expressed interest in being part of this initiative.

6. NH AHA Transportation Workgroup One-Pager

Sylvia gave some background on this project, noting that it came out of an AHA Transportation Workgroup subcommittee back in June. It began as an internal document to better understand each transportation organization and allow for the subcommittee to ID unmet needs. As discussion evolved, a public-facing document was suggested.

After Sylvia shared the draft one-pager, Scott questioned what audience wants this information. As written, he found it difficult to compare what each group is doing/not doing. He suggested organizing as a matrix with a different set of functions in the first column to allow for easier comparison and identification of gaps/duplication. In short, how effectively are the groups working together?

Sylvia said that the matrix would be a great tool for internal use but would like something for external use to help educate a whole host of different entities.

Mike cautioned care when sharing that many transportation groups are working on coordination without providing any transportation. He suggested that community leaders might push back with "how does this help anyone in my community get from A to B?" He added that membership in some organizations (i.e. NHTA) include providers, but that didn't come across in the first draft. Emphasizing the nexus with provision of services may help show these groups' value to the community.

Kelly said that visuals/maps are really effective vs. a text-heavy one-pager.

7. Provider Corner (MTA/CART)

Mike provided updates on MTA/CART happenings, including the following:

- The driver shortage is over; for the first time since February 2018, both transit and school operations are fully staffed.

- The relationship with Manchester school district has changed; half of the school bus fleet is gone, and service for much of the city's schools has been contracted to STA. This is a short-term contract, and future school service will be reassessed in one year.
- Overall ridership is over 300,000, back to pre-COVID levels.
- Fleet replacement is complete, including a new propane cutaway Green DASH. MTA is the first system in New England to run propane in both school and transit. Mike spoke on this at recent conferences in Oklahoma City and Gulfport, MS.
- There is a public hearing this evening on service changes, including:
 - A new route to begin in October connecting Tuscan Village (Salem), I-93 Exit 5 (Londonderry), and Manchester.
 - The Nashua Express route will trade the Christmas Tree Shop stop with one in Downtown Nashua.
 - The Concord Express will no longer go to the State House.
 - Route 11 (Front Street) will be extended north to Target. This will allow people to access Home Depot/Amazon for employment purposes. A trip from affordable housing complexes on Front Street to Walmart will now take 12 minutes instead of the former 80, which should help with the attraction of choice riders.
 - MTA will now run four trips to Manchester airport on Saturdays, starting in October.

New services will launch in the fall at the peak of ridership as opposed to previous summer launches.

A new transit center is in the works; the City of Manchester has provided \$1 million in local match to leverage \$4 million in federal funds. FTA Region 1 has asked MTA to work closely with SNHPC on the planning process.

8. Other Business

- Scott noted that he and Tim Diaz met with Plaistow Human Services Director Lori Sadewicz, who plans to attend the next RCC meeting. Lori said that the Plaistow Selectboard is reluctant to approve funding at the level Atkinson puts into its program.
- Sylvia noted that a Weare resident has requested assistance regarding senior transportation options in that town. SNHPC hopes to assist in a survey that IDs options, likely in the next six months.
- There was some discussion about \$5 million available under the IJJA/BIL, state match, and the availability of local match (or lack thereof) to leverage these funds. Scott noted that despite an increase in state funds to leverage these federal dollars (NH investment increased from approximately \$.60 to \$1.25 per capita), this is still significantly lower than Maine, Vermont, and the national median per capita investment.
- Teri noted that yesterday was the first meeting of the SCC Healthcare Subcommittee, a group that also includes Scott and Sylvia. The subcommittee is working on a celebration of community transportation in October, to dovetail with CommuteSmart NH's fall challenge. Mobility Managers will be reaching out to businesses, encouraging

them to join the challenge, and making them aware of transportation options in the region.

- Sylvia lauded the ridership increases on the Goffstown Shuttle, and steady ridership on the Hooksett Shuttle, CART Nutrition Shuttle, and Easterseals' 5310 services.
- Jo Ann said that a new affordable housing project is coming on board in Goffstown over the next few months; she sent them Goffstown Shuttle information yesterday.

9. Next Meeting

The next RCC meeting will be held on **October 31 at 12:30pm.**

Motion by George to adjourn, seconded by Adam. Meeting stood adjourned at 2:05 PM.