Call to Order
Chair Fred Roberge called the meeting to order at 2:06 PM. He read a statement pursuant to Executive Order 2020-04 authorizing the RCC to meet electronically.

Action on Minutes of April 28, 2020
Motion by Scott to approve April minutes, seconded by Richard and approved unanimously.

Coordinated Plan Update for Joint R8-R9 RCC
Scott summarized the need to update and consolidate the 2016 Locally Coordinated Human Services Transportation Plans for the new joint RCC. Main elements of the updated plan will include:

- Surveys (providers, human service agencies, etc.)
- Maps/Demographics of consolidated R8-R9 region
- Strategies to close transportation gaps in the region
- Directory of providers
- Section on adapting transportation in a post-COVID environment

Fred noted that he will work on updating the directory as part of the 5310 mobility management project. Debra thought it might be worthwhile to rank communities on how well-served they are (i.e. service hours available per week). Nate added that service hours per week per capita could be a useful metric; the plan could also identify a baseline level to strive for, especially in more rural communities.

Fred said that wording should be somewhat broad to allow for flexibility in providing service that best meets the needs of clients.

Updates
Providers present gave status updates, including the following:

- CART ridership has been very slow (10-15 riders/day, demand-response only)
MTA fixed-route service began with five buses a couple weeks back; full service begins 7/1/20. The five fixed routes are seeing approximately 380 passengers/day.

Salem Caregivers have seen a drop-off in volunteers, but never stopped providing service. Funding has dropped off considerably, and they are still running at a deficit.

Rockingham Nutrition Meals on Wheels (RNMOW) is finding it difficult to plan and figure out budgets. There will be a different paradigm of how to run service going forward.

Easterseals has seen an uptick in rides provided; demand is related to the transit-dependent population seeing their destinations reopening.

Nate added that Advance Transit in the Hanover area provides an interesting case study, as they never reduced service. In late March–early April, ridership was down 78% from normal; since then, it has doubled, but remains 54% down from pre-COVID times.

Nate gave a brief GOFERR update. As requested by Fred Butler of NH DOT, the RCC provided a response to a request for funding needs, specifically referencing RNMOW and Salem Caregivers. Within the last week, a second request went out for more specific information and an application directly to GOFERR that can be found on its website. The deadline for these applications is 6/25/20; Nate and Scott volunteered to help either agency if needed.

Sylvia gave a brief rundown of the Volunteer Driver Program (VDP) survey results, noting that 18 responses have been received thus far. A lack of drivers has been organizations’ biggest reason for refusing rides.

Fred said that the SCC Mobility Management Committee has been working to categorize ride denials by system. The SCC also continues to promote collaboration between DHHS and NH DOT.

5. Discussion with Greater Nashua (R7) RCC about potential interregional services
Matt noted that the Greater Nashua RCC has just updated its coordinated plan. One of its strategies is to strengthen coordination with Regions 8&9, as well as Regions 5&6; specifically, non-emergency medical transportation that transcends regions and has destination points at Manchester and Derry medical facilities.

Nate said that Manchester Caregivers (Catholic Charities) provides transportation beyond the boundaries of the R8-9 region and could be a natural way for the regions to collaborate.

The next step will be to lay out a workplan and potentially create a workgroup to discuss interregional collaboration in more detail.

Sylvia noted that the New Boston, Goffstown, and Hooksett demand-response services are changing on July 1, 2020 as part of the new 5310 contract. She highlighted the importance of outreach and suggested a continuing conversation about how the RCC might develop a strategy for improved outreach. Fred added that there could be a 30-minute agenda item at the next RCC meeting; it will be important to ensure the New Boston representatives participate in this discussion.

7. Next Meeting
The next regularly scheduled meeting will take place on August 25, 2020, 2:00pm.

Meeting stood adjourned at 3:51 PM.