



REGIONAL COORDINATING COUNCIL

MAY 26TH 2021

1:00PM - 2:30PM

CALL TO MEETING & ROLL CALL

AGENDA

1. REVIEW AND VOTE ON MINUTES*
2. 2021 COORDINATED PLAN*
3. MOBILITY MANAGERS
4. ADJOURN

COORDINATED PLAN

- **Federal Transit Administration (FTA) funding requirement**
- **Plan covers all of Coos and Carroll*, as well as northern Grafton**
- **Plan development included:**
 - **Data Collection & Analysis**
 - **Survey**
 - **Interviews**
 - **Directories**



*excluding Brookfield and Wakefield

COORDINATED PLAN DATA SUMMARY

Population

- NH – 17.5%
- Carroll – 28.0%
- Coos – 23.0%
- Grafton – 21.3%

Poverty

- NH – 7.6%
- Carroll – 9.4%
- Coos – 12.4%
- Grafton – 10.2%

People with a Disability

- NH – 12.8%
- Carroll – 15.6%
- Coos – 20.8%
- Grafton – 16.8%

Household Income

- NH – \$78k
- Carroll – \$65k
- Coos – \$51k
- Grafton – \$57k

No Vehicle

- NH – 5.0%
- Carroll – 5.0%
- Coos – 9.0%
- Grafton – 7.0%

COORDINATED PLAN SURVEY SUMMARY

Respondent Characteristics

- 217 responses
- 51% aged 60 or older
- 6% household incomes under \$20k
- 4% with a disability

Open-ended Question

- 14% mentioned need for expanded or improved public transit options

Respondents with a Disability

- 78% “some” or “significant” difficulty accessing grocery & social activities
- 88% “some” or “significant” difficulty accessing healthcare

COORDINATED PLAN INTERVIEWS

Services Provided

- **medical**
- **nutrition**
- **daily living**
- **social**

Needs

- **incentive for drivers (stay & join)**
- **accessible information**
- **extended service (routes & hours)**

Challenges

- **driver pool (paid & volunteer)**
- **information inaccessible/confusing**
- **providing non-medical trips/service**

Opportunities

- **new connections/coordination**
- **centralized information**

COORDINATED PLAN NEEDS ASSESSMENT

Clients

- **expanded services**

(more routes/coverage and more hours)

- **support for providing non-medical rides**

(such as employment/volunteering, grocery, retail, and social activities)

- **clientless trips**

(delivery of groceries and prescriptions)

- **greater support for lower income households and the general public**

(more services for those who are ineligible for rides through volunteer driver programs)

COORDINATED PLAN NEEDS ASSESSMENT

Providers

- **strengthen driver pool**

(many drivers are older and/or are not paid enough)

- **equipment upgrades**

(more/new accessible buses)

- **smart solutions**

(leverage technology and innovation to improve efficiency)

COORDINATED PLAN NEEDS ASSESSMENT

Partners

- **relationship building**

(build trust and connections between drivers/providers and those with transportation challenges)

All

- **accessible service information**

(provide easy to understand information about transportation options and scheduling)

COORDINATED PLAN STRATEGIES & GOALS

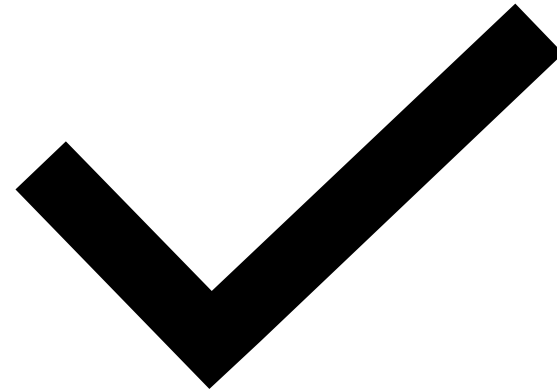
1 Services

2 Information & Outreach

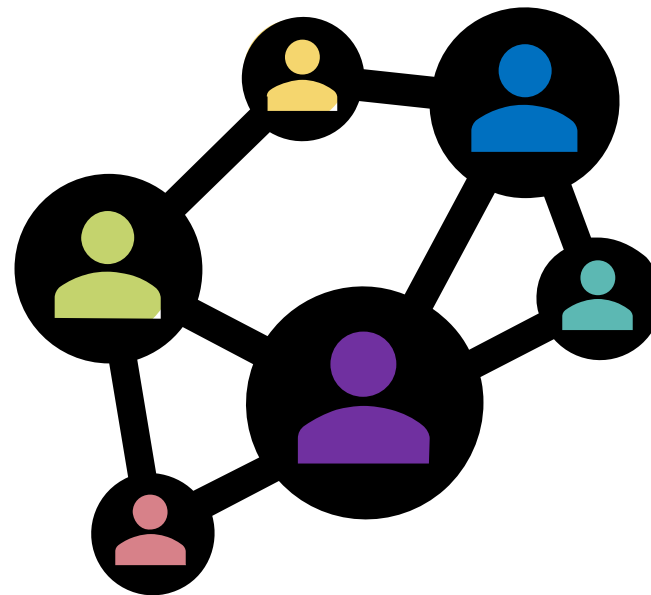
3 Coordination



2021 COORDINATED PUBLIC TRANSIT & HUMAN RESOURCES PLAN



MOBILITY MANAGEMENT UPDATE



FINAL THOUGHTS/COMMENTS

