



Carroll County Regional Coordinating Council
September 26th, 2019, 10:00 AM – 12:00 PM
Tech Village, Conway, NH 03818
Meeting Minutes

Attendees (Members):

Attendees (Non-Members):

Name	Organization	Name	Organization
Doris Dreyer	Carroll County RSVP (CCRSVP)	Betty Coolidge	Caregivers of Carroll County & Vicinity
George Cleveland	Gibson Center	Dawn Childers	Caregivers of Carroll County & Vicinity
Brenda Gagne	Tri-County Transit	Kristen Gunn	Workplace Success
Crystal Sawyer	Carroll County Adult Education	Carole Zangla	Grafton County Senior Citizens Council
Catalina Kirsch	Carroll County Coalition for Public Health (C3PH)		

Attendees (Staff):

Name	Organization
Alex Belenz	North Country Council Regional Planning Commission (NCC)
Dave Jeffers	Lakes Region Planning Commission (LRPC)

1. Call to Order & Introductions

Chair Cleveland called the meeting to order at 10:03 AM. A round of introductions was done.

2. Approval of 6/4/19 Meeting Minutes

The minutes of 6/4/19 were unanimously approved via motion of Kirsch/Gagne.

3. Updates from Providers and Members

Chair Cleveland invited all attendees to share information and updates from their organizations.

- **Gibson Center** (George Cleveland): Gibson Center has had a busy summer, and are anticipating a slowdown as they enter fall. August was busy with 330 trips. The state budget stalemate has caused challenges with reimbursements. They are fine for now, but will become an issue if not resolved. Brenda noted that they have had a similar issue.
- **Tri-Country Transit** (Brenda Gagne): Tri-Country Transit has seen a large increase in ridership, with 812 trips in August. Some of the increase is a result of more collaboration with adult

education and the opening of Conway Adult Daycare. Crystal noted the impact that these transportation services have had on her students with Carroll County Adult Education. In the past year, TCT has provided over 10,000 trips in Carroll County. TCT will be applying for FTA 5310 Capital funds to fund the purchase of a new bus. Brenda distributed copies of Tri-County CAP's annual report. TCCAP is also conducting a Community Needs Assessment. Catalina noted that this would be a good project to review as part of the Coordinated Plan update.

- **Caregivers of Southern Carroll County & Vicinity** (Betty Coolidge and Dawn Childers): Caregivers has given around 1,600 medical trips in the past year, primarily serving Alton, Ossipee, Tuftonboro, and Wolfeboro. They will occasionally take patients as far as Maine or Dartmouth-Hitchcock in Lebanon. They are 100% funded by towns in the area. Ridership depends on patient needs, and varies a lot. Recruiting drivers is an ongoing challenge. Crystal suggested contacting White Horse Addiction Center, and utilizing social media. George recommended that they perform background checks. Dave noted that he thinks 5310 funds can cover background checks for the providers already receiving those funds. Brenda noted that they use PeopleFinders, which can be done online and usually takes less than a day.
- **Grafton County Senior Citizens Council** (Carole Zangla): GCSCC has been very busy, like everyone else. GCSCC operates 8 senior centers throughout Grafton County and provides transportation services.
- **Carroll County Adult Education** (Crystal Sawyer): Crystal noted that TCT now picks several students from White Horse Addiction Center and brings them to Tamworth for HiSET classes, including one student who otherwise would not be able to get there. This has made a huge difference for those students. Catalina noted that this is a huge return on investment.
- **Workplace Success** (Kristen Gunn): Workplace Success is a program operated by TCCAP that aims to make workers and families self-supporting by providing both financial assistance and job readiness training. Part of the program is volunteer work assignments. Participants used to do volunteer driving, but the supervision requirements are challenging. Participants are often in need of transportation services.
- **Carroll County Coalition for Public Health** (Catalina Kirsch): C3PH is kicking off its new fiscal year. Catalina leads the Continuum of Care program for Substance Abuse Disorders. The goals of the program are to increase access and awareness of services, promote communication and collaboration between service providers, and expand service delivery in the region.
- **Lakes Region Planning Commission** (Dave Jeffers): LRPC is the regional planning commission for the Lakes Region, providing an array of local and regional technical assistance and support across a variety of areas, including transportation. LRPC, like all RPCs, maintains a Transportation Advisory Committee which includes representatives all municipalities in the region.
- **Carroll County Retired and Senior Volunteer Program (RSVP)** (Doris Dreyer): CCRSVP had a key staff person leave over the summer, but are on the verge of hiring a replacement. CCRSVP provided 65 trips in July and 81 in August. They are having challenges with having people reserve ahead of time – typically need 48 hours notice. Dave suggested that they look into RideMatch software which can help expedite the process.

- **North Country Council** (Alex Belenz): NCC is the equivalent RPC to LRPC for northern Grafton, northern Carroll, and Coos Counties. NCC (and LRPC) is in the process of updating its Regional Transportation Plan, a comprehensive plan covering all modes of transportation in the region. This effort is being done in tandem with the Coordinated Plan update and both efforts will inform each other.

4. CCRCC Transportation Services Directory Update

Alex reported that NCC staff recently updated the draft. George will share his most recent draft with Alex to make sure everything is up to date.

5. Coordinated Public Transit and Human Services Transportation Plan

Alex passed around the scope of work for NCC & LRPC's work on the Coordinated Plan update. The Coordinated Plan is required by FTA – projects/purchase supported by FTA grants (e.g., 5310) must be included in the Coordinated Plan. The process will include a study of current service availability, a needs assessment, and the identification of implementation strategies and projects for the various service providers in the region.

Dave shared a draft map of service availability. The map is an initial attempt to catalogue all transportation services in the region, including transportation for clients of specific health/human services. Dave and Alex will be working to refine the map to better display the different types of services available. The updated RCC directory will directly inform what is displayed on the map.

Alex led the group through the draft public engagement strategy (see attached). The goal is to strategically engage with key regional partners and stakeholders who can help connect us to different resident populations. There will be a survey component; however, they will be waiting until the current NHDOT surveys are completed in order to limit duplication and ensure good participation. Carole asked if there will be paper surveys available as not all residents have access to a computer. Alex replied that no decisions had been made yet but they have to consider the fairly limited budget, as the data entry for paper surveys can get expensive. One idea is to have an online survey and print postcards with the link and contact information to request a paper survey. It was suggested that volunteers or staff at senior centers could administer surveys orally and input the results. Alex indicated that him and Dave would discuss these ideas further. Drafts of the surveys will be shared with the RCC. Alex asked members to share any thoughts on key survey questions/topics.

Members suggested numerous networks and organizations consisting of health and human services, veteran's groups, law enforcement, chambers of commerce, religious organizations, and others that would be good to connect with. Alex noted that they will need to select a targeted subset of organizations to meet with in order to maximize budget. Alex and Dave will develop a prioritized list and present it back to the RCC.

6. Other Business

Brenda stated that TCCAP is applying for FTA 5310 Capital grant funds to support the purchase of an 8-passenger wheelchair-accessible vehicle. The cost would be \$55,000 total with \$46,750 in federal funds. Brenda asked for a vote of support from the RCC. The RCC voted unanimously to support TCCAP's application via motion of Kirsch/Sawyer.

It was agreed that the next meeting of the RCC would be on November 5th at the regular time (1:30 PM).

Members unanimously agreed to adjourn at 12:02 PM.

Respectfully submitted by Alex Belenz.