

**Grafton-Coos Regional Coordinating Council
At the
AHEAD Conference Room
2nd Floor
262 Cottage Street, Littleton, NH 03561
And via Zoom
November 8, 2024
10:00AM**

Agenda

1. Roll Call
2. Approve Meeting Minutes for August 8, 2024**
3. 5310 Allocation
4. 5310 10% Increase
5. Mobility Management Workplan**
6. Healthcare Transportation Taskforce
7. New Member Outreach
8. Other Business
9. Adjourn

**Indicates that a vote of the RCC membership may be required

Next Meeting:
TBD (January)

Join Zoom Meeting
<https://us02web.zoom.us/j/83963598219>

Meeting ID: 839 6359 8219

One tap mobile

+13126266799,,83963598219# US (Chicago)

+16465588656,,83963598219# US (New York)

Dial by your location

- +1 312 626 6799 US (Chicago)
- +1 646 558 8656 US (New York)
- +1 646 931 3860 US
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 669 444 9171 US
- +1 669 900 9128 US (San Jose)
- +1 689 278 1000 US
- +1 719 359 4580 US
- +1 253 205 0468 US
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 360 209 5623 US
- +1 386 347 5053 US

Meeting ID: 839 6359 8219

Find your local number: <https://us02web.zoom.us/j/kcGSHiQYSn>

Grafton-Coos Regional Coordinating Council
At the
AHEAD Conference Room
2nd Floor
262 Cottage Street, Littleton, NH 03561
And via Zoom
August 2, 2024
10:00AM

Minutes

1. Roll Call

The Chair called the Meeting was called to order at 10:02AM.

Adams Carroll, Advance Transit
Kathleen Vasconcelos, GCSCC
Bill Bolton, Transport Central
Jenny Mitchell, UCVH
John Haffner, Vital Communities
Teri Palmer, State Mobility Manager
Tala Silver, Region 1 Mobility Manager
Scott Boisvert, TCCAP, Region 2 Mobility Manager
Candy Reed, Region 4 Mobility Manager
Cindy Yanksi, Region 3 Mobility Manager
Kevin Driscoll, NCC
Nick Altonaga, NCC

2. Approve Meeting Minutes for May 10, 2024**

The Chair presented the meeting minutes and asked for discussion of the minutes.

Kathleen Motioned to approve the minutes from May 10, 2024.

Bill Seconded.

Motion Carried.

John Haffner joined the meeting at 10:05AM. He introduced himself. He is a program manager in the Upper Valley region. Vital Communities services 69 towns in VT and NH. We convene the Upper Valley Transit Management association. A collection of transit providers businesses, and municipal staff that meets and talks about the issues in the Upper Valley.

3. CDC COVID Disparity Grant Wrap-Up

Adams: Was transformational to have that amount of funding directed towards marketing.

- Day one of the expanded service saw full buses.
- Definitely helped with awareness and supporting mailers and outreach. Followed up with a survey to the public asking how.
- 2/3 of previous riders reported that they now ride MORE, with the expanded service.
- Have new bus maps and guides for the public. Have never been able to provide that level of detail in the past.
- Because of that support, those services are now firmly in place and have proved their value.

Nick asked about the Vehicle Repair program in Coos.

- Berlin City (6 months of activity): 31 folks through the program. The average cost per repair, \$885.22. Budget of \$59,000, were able to spend \$29,901.34. Average of 5 folks a month for six months.

Scott is still getting calls weekly asking how to keep the program going, or complaining about not being able to access it.

Tala: 4-5 per month in the Colebrook area served through the program. We unofficially increased the limit to try to spend down the funds towards the ends. There are still a lot of people looking for support.

- One of the biggest asks is not just during inspection time. Emergency repairs are a big talking point.
- Have been referring people to a small low interest loan program to assist with repairs.

Scott: Michelle from MWV COC was recently in DC and talked with people down there about the program Chuck Henderson from Senator Shaheens office received the information. The information is out there and people are talking about it.

Senator Shaheen's office had approved 250,000 for the bike tech program and bike co-op. yesterday the appropriations committee voted to shut it down. Had previously been told that the appropriations committee was just a formality. Carroll County also turned down a workforce development grant.

Candy: Will agree that the vehicle repair program was a huge success in Sullivan County. 52 cars, \$62,000. Used the entire project budget. Still receiving 2-3 emails per week asking about the program.

Scott: Taking all the regions into account. 150+ people serviced.

Cindy: Wanted to congratulate Candy, Scott, and Tala for helping so many people. I still receive calls as well.

Teri: Reminder to everyone that if someone is a TANF recipient, they are able to get additional support.

Bill: Garage plan going forward in Meredith (charitable service).

Adams: I take it that all invoices have been submitted?

- Teri: Yes, everything was due by the end of July

Adams: At a certain funding level, you need to include the funding information on disclosure information to the FHWA.

4. Transport Central Bus Acquisition**

Bill presented the item: Noted the information from Fred Butler regarding the required RCC 1 vote to approve. Have worked out a specific price with LRMHC. It will supplement current activities. Will have the bus on standby for any trips.

Teri: How are you going to sustain the operations?

- Bill: We have funds available to sustain it.

Teri: Tala and I will be working with Bill to better coordinate service in the Plymouth area.

Nick: Clarification: This will be used for 5310 service but long term you will start a 5311 service?

- Bill: Yes, that is the goal.

Nick: Want to remind you that this bus will need to only be used for 5310 services. 5311 services will require another level of compliance to the 5311 program.

Teri: Be important to work with local institutions (PSU, Speare, etc.)

Cindy: Does PSU get any federal funds?

- Bill: No they do not. They currently do not want to get involved.

Kathleen: We want to sell/give away a bus. What has the process been?

- Bill: This has been a transfer between two 5310 providers. NHDOT will still hold the lien.
- Adams: Yes, it does not involve any disposal of assets.

Members discussed the specifics of the transfer, as well as match requirements for purchases.

Bill: We want to make sure that NHDOT is happy with the transfer of assets.

Kathleen Motioned to approve the request by Transport Central for RCC 1 to consider and to vote on such transfer, with the focus that the vehicle is a regional asset, staying within RCC 1, and that a 5310-related gap is being addressed by transferring this vehicle.

- Adams Seconded.
- Motion Carried.

In favor:

- Adams
- Nick
- Kathleen
- Jenny

Abstain:

- Bill

Opposed:

- None

Cindy: Very happy to see this bus being used, as it was just sitting idle in a parking lot.

5. Section 5310 RCC
 - a. Funding**

Nick presented the item and related information.

Teri: this is one of the regions where the Regional Mobility Manager may not have a job soon, as \$50,000 will not fully cover the RMM position. Conversation yesterday

The RMMs do a great job, but the transit providers need the 5310 funds to get people in seats. Eventually we have to find funding for the Mobility manger network. The Blueprint does put it on the Regions to find funding for the network. This will obviously be a statewide conversation. Need to start thinking outside the box in regards to funding.

Nick: I have had conversations with both Scott and Tala about the gap in funding \$50,000 vs \$120,000 under the CDC grant.

Teri: Does the \$273,100 include the 10% increase from NHDOT?

- Nick: No, it does not. I have not received any information from TCCAP or NHDOT on the 10% for region 1 (officially).

Adams: June 10th email from Fred Butler regarding the 10% flex of funds. The 10% will require a vote from the RCCs on how the funds will be applied. There is time to decide how these funds are applied, but suggest not delaying the decision.

Adams: Should we make this an agenda item for next meeting to discuss the current funds and the allocation of the 10% funds.

Nick will add this as an agenda item for next meeting.

Teri: From what was reported yesterday, the 5310 allocation may not change from FY26 to FY27. Other questions were brought up that will need follow-up. Discussions of \$550,000 that was discussed at the agency level. We are asking where this funding went.

b. Ridership

Nick added this to the agenda from conversations with Teri about performance measures.

Teri: It is important to show the activity to regularly to track where the funds are and reallocate them if needed. What we found (when talking with Fred) is that when the contracts go in, people are asking for the same exact thing from FY to FY. We have some providers very actively trying to expand but only receive the same amount every year. People want to know how the will use the funding.

Adams: How does the reporting work? Is there a quarterly report or invoicing process that has the information?

- Kathleen: we report ridership and all the important metrics.

Adams: Does that go into the NTD?

- Teri: No 5310 does not go in as they are sub-recipients.

Teri: Suggest that the providers send the information to Nick to have them included in the packets. One thing we can do is to ask for quarterly updates.

6. Mobility Manager Workplan**

Tala: This is the same workplan that I presented a few months ago. The NHDOT and SCC want to see the RCCs officially approve a workplan for the RMM for the fiscal year.

Adams: Would you say this is an accurate assessment of what you have been doing so far?

- Tala: Not really, a lot of my time goes to Coos and Northern Coos tri-county transit provider meetings. Have not given focus on Grafton providers. This would be a good workplan if I was supported better.

Kathleen: Are we not reaching out to you enough?

- Tala: Currently not a ton of direction. If we follow the workplan, The Chair would be my boss. I am willing to help in any way. Just have been focusing on TCCAP transit issues as that has been front and center.

Kathleen: Good to know that you are that kind of support.

- Tala: Definitely could assist with starting programs from the ground up, driver recruitment, marketing, and other things.

Adams: Was in a meeting yesterday with John Haffner about mobility management. The idea of mobility management of the need to cross the border to VT communities. We have been talking about it quite a bit in Vermont. But NH is way ahead of the game compared to VT. VTrans has gone back and forth about if they will include a line item regarding mobility management. There is a grant program coming out in VT called the Mobility and Transportation innovations Grant Program. Was talking about if there could be a mobility management application to support a position.

Teri: We know that VT services cross the border to pick people up and drop off.

Kathleen: How can we get over there?

- Tala: Problem in Upper Coos is that the VT providers can go to and from NH, but NH providers are not able to go into VT.

Adams: have talked about micro mobility and other innovations. Have discussed cost sharing and other agreements to fund services and reimburse costs. Could be really beneficial to riders if there were more opportunities: Example:

- Someone attending the senior center in VT, but lives 10 minutes up the road in NH. This is a simple thing, but complicated by the state border and requirements.
- This could be a way to get more transit in NH easily. Also, a way for NH providers to get a whole other source of reimbursement and funds.

Tala: This region is mostly covered by VA services, but they only serve vets, and very limited pool of drivers.

Kathleen: We would be happy to start with a waiver for Orford, as the bus is just sitting there. People want to go to the store across the border, but due to regulations, cannot get a driver and make the trips. Would have huge demand to use the bus.

Adams: We have a longstanding MOU between VT and NH. Has details on different types of trips and how reimbursement is made. Covers 5310, transit, and others. It is unnatural to stop at the border.

- Kathleen: Where is that MOU?
- Adams: Somewhere in Fred's files at NHDOT.
- Teri: I could send an email to Fred and Shelley Winters requesting a copy of the MOU, and note the demand from transit providers.

Adams: Could be a real tangible way of keeping the momentum going from the Tri-State Transit Conference. It WOULD increase complexity for reimbursement and bookkeeping work for the providers. This is not nothing, but it seems like the right thing to do from a rider perspective.

Teri: It all comes from FTA, so it ends up in the same place.

Adams: the state agencies VTrans and NHDOT have different processes to provide funding. VTrans is a more direct process.

Nick: I see it as a no brainer. It has been mentioned before and would really help everyone out. We have seriously rural pockets and it would make a huge impact.

Tala: I know that TCCAP transit has an agreement with Canaan for cross-state trips.

Adams: Let's take a look at the workplan draft before the next meeting and send comments and ideas to Nick to present at next meeting.

Nick will add the Workplan item to the next agenda.

7. New Member Outreach

Tala: People are meeting'ed out. No luck from the many meetings I attended recently.

Teri: We have all been in meetings where transportation is listed as an issue, but there is a need to then get information on solutions and ideas. We have the Statewide Needs Assessment coming out. RFP just closed. Will have a lot of meetings and conversations about that.

8. Other Business

Nick: Suggest we do partner updates to see what is going on.

John Haffner: UVLSRPC and Thriving Communities have a significant amount of funding to do listening sessions about transportation. Have been planning sessions for towns in lower Grafton County. Tala, this could involve you in attending those meetings. Want to use this as a way to gauge needs and wants for transportation options. Could include E bikes, electrifying transit services, EV Charging stations, and the whole array of mobility options.

- Listening sessions are currently offering \$150 to offer their feedback. A great opportunity to get involved directly with the public.

There is a lot of federal funding for rural and mobility topics. Department of Energy is trying to get the funding out there. NEEP program. Total project manager Northeastern Energy Efficiency Partnership is receiving DOE funding to provide with state partners (VT, NH, CT). (Vehicle Technologies Office is the source of the funding).

Kathleen: Heard yesterday that RTAP training is still going on. Where can we get the information for those?

- Teri: Contact Kathy Cormier, she will have more information for group trainings.

Bill: had conversations with CTS regarding Medicaid trips and eligible agencies. Heard trips were falling by the wayside. His contact reported that he hasn't seen that and there is a waiting list

for providers to get into the program. Have had many trainings available for drivers. Have had drivers getting trained on all required trainings. Certifications and trainings are now a cost to register. These are new hoops we have to go through. Our drivers are keeping up with it and putting up with it. Have had more and more drivers lately.

Teri: Are you reimbursing your drivers?

- Bill: \$0.67. Congress has several more months. Upsetting to see that we lost the \$250,000. The volunteer driver bills in congress have been sitting out there. Medicaid is still a money maker for us, and we do go across state boundaries. CTS software is non-compliant for ADA services. They have been hard to get a hold of; no stable contact person.

Teri: There should be a statewide contract to be approved to have HBSS services. If/when that comes into play, providers will be able to access. TCCAP is not a Medicaid provider anymore

Bill: Janie and Brenda came down to do a modified inspection. At that time, they reported they rejected CTS/Medicaid, but later were reinstated.

Teri: Want to follow up with you after the meeting to go over these issues to report up to the state agencies.

Jenny: The bus service running on the CDC funds ended at the end of May. Ken Gordon managed to get \$50,000 in his budget to support the service. UCVH is putting in \$50,000 for the next year. I have applied to the Tillotson large grant fund. Heard back from a foundation contact that it was a strong proposal. The aim is to find more partners to put it in their budgets long term. Hoping to have funding for at least two years, and in the meantime look for other sources to maintain the program. Slowly working it into our budgets anyways to not have any gaps in service. Hopefully by September and October we will have it funded for two years.

- \$50,000 UCVH
- \$50,000 CCFMS
- + funds from TCCAP

Tala: And that scope of services is business hours rides for CNET? For the whole scope of services?

- Jenny: Yes.

Teri: is TCCAP still providing the bus and driver?

- Jenny: Yes, they are providing that portion. Still working with them. Have thought about partnering with TCCAP on a RAISE grant or other option. Talked about Medicaid and Medicare options for transportation support.

Teri: Looking at if public transportation could provide Medicaid trips. Medicaid is concerned about providing funding for bus passes that could be used to go anywhere, not just the Medicaid-eligible trips. We see Essential trips are more than just medical trips. The problem is

that this could take the broker out of the conversation. Funds would go directly to the public transit providers.

Jenny: Our bus is only for medical appointments. There is another bus in the area for other appointments and locations. Willing to give any information they need.

- We have been paying out of petty cash to support clients who didn't have the funds or were off-hours. Would be nice to have some money diverted to this purpose.
- We spent down almost all of the funds for the CDC grant. Almost down to last \$10. Was a big help with direct mailers and magnets and ads in the local paper.
- The last trip report was 160 riders in June. We are still paying the invoices and everything.

Teri: What were the operating days?

- Jenny: M-F during business hours. TCCAP was planning for expanded hours but has not happened yet.

Teri: October is community transportation month. A lot of events and activity.

- Bill: Wasn't this just last year?
 - Teri: October is now officially community transportation month. Coincides with Week Without Driving and other events. Commute Smart NH and Commute Smart Seacoast host the Spring and Fall challenges.

Adams: AT update: We started a new route yesterday: the Pink Route. We had a full bus at 6:15 in the morning with other people throughout the day. Expect ridership to increase when school gets back into session. This route accesses the courthouse and other institutions. Bus supported by Dartmouth.

Tala: Is the access to the courthouse new?

- Adams: We used to have it 10 years ago.

<https://vitalcommunities.org/community-transportation-transitions/>

Nick will plan to reach out for a September meeting, it can include funding, the workplan, and other items.

9. Adjourn

Meeting adjourned at 11:55AM.

******Indicates that a vote of the RCC membership may be required

Next Meeting:

TBD (September)

FY24-25 Section 5310 Breakdown				
Organization	Type of Funding	FY24	FY25	Totals
TCCAP	Regional Mobility MGMT	\$ 50,000	\$ 50,000	\$ 100,000
TCCAP	Lead Agency	\$ 16,257	\$ 16,257	\$ 32,514
TCCAP	Mobility Management	\$ 13,532	\$ 13,532	\$ 27,064
TCCAP	Contracted Services	\$ 27,492	\$ 27,492	\$ 54,984
Grafton County Senior Citizens Council	Mobility Management	\$ 9,581	\$ 9,581	\$ 19,162
Grafton County Senior Citizens Council	Contracted Services	\$ 44,156	\$ 44,156	\$ 88,312
Transport Central	Mobility Management	\$ 52,245	\$ 52,245	\$ 104,490
Transport Central	Contracted Services	\$ 28,820	\$ 28,820	\$ 57,640
		\$ 242,083	\$ 242,083	\$ 484,166

Work Plan for Mobility Manager for Region 1

Mission Statement: To enhance transportation accessibility and coordination for residents of Coos and Grafton County, New Hampshire, with a focus on older adults, individuals with disabilities, veterans, and low-income populations.

Objective: To effectively manage and coordinate mobility services in Region 1, ensuring equitable access to transportation options and fostering collaboration among stakeholders.

1. Familiarization with Transportation Services and Unmet Needs (15%)

- Meet with organizations providing/purchasing transportation services.
- Review key documents such as the Coordinated Public Transit/Human Services Transportation Plan and regional transportation plans.

2. Customer-Centered Approach Development (10%)

- Collaborate with RCC and local providers to develop a customer-centered approach.
- Address access, diversity, equity, and inclusion (DEI) issues in transportation services.

3. Inventory Management (10%)

- Create and maintain an inventory of available transportation services.
- Market services to the public and non-transportation providers through outreach.

4. Outreach and Education (20%)

- Organize outreach activities to educate groups and individuals on transportation access.
- Conduct training sessions for organizations on transportation services.

5. Coordination and Expansion Opportunities (20%)

- Identify and develop opportunities for coordination and expansion of transportation options.
- Foster multi-agency partnerships to enhance transportation coordination.

6. Organizational Infrastructure Support (5%)

- Assist RCC in strengthening organizational infrastructure and capacity.
- Conduct needs assessments to identify mobility barriers and propose solutions.

7. Statewide Planning and Coordination (5%)

- Coordinate with statewide mobility management network, SCC, and NHDOT.
- Participate in transportation planning activities and implement strategic initiatives.

8. Lead Agency Specific Roles/Tasks (5%)

- Perform additional roles or tasks specific to the lead agency in Region 1.

9. Adaptation to Evolving Roles/Tasks (10%)

- Flexibly adapt to evolving roles and tasks as the network matures.

Timeline: The work plan will be implemented over a quarterly period, with ongoing monitoring and adjustments as necessary.

Resource Allocation:

- Budget for outreach materials, training sessions, and coordination efforts.
- Collaboration with RCC and other regional stakeholders.

Evaluation: Regular assessments of progress and outcomes will be conducted to ensure alignment with project objectives and to make necessary adjustments.

Reporting: Monthly progress reports will be submitted to the State Mobility Manager and the Lead Agency, outlining achievements, challenges, and proposed actions.

Conclusion: The work plan outlines a comprehensive approach to improving transportation accessibility and coordination in Region 1, emphasizing collaboration, outreach, and strategic planning.