



**Nashua Regional Planning Commission  
Region 7 - Regional Coordinating Council**

**Agenda**

**Thursday, March 25, 2021, at 10:00AM – 12:00PM**

**Location: Virtual/Zoom**

**Zoom meeting link:**

<https://us02web.zoom.us/j/89571425879?pwd=cFhGUDRCZE9TTU9VQUxQS3czODRnQT09>

Phone #: 1 929 205 6099

Meeting ID: 895 7142 5879

Passcode: 781867

1. Call to Order
2. Introductions and Community/Agency Updates
3. Review February 2021 meeting minutes (Attached)
4. NRPC update – Volunteer Driver Feasibility Study
5. NTS transit service update
6. SVTC transit service update
7. SCC activities & SFY 2022-2023 5310 & CMAQ funding updates (Slide handout attached)
8. Discussion - RCC 7 Regional Mobility Management priorities
9. Other Business
10. Adjourn



**DRAFT**  
**Regional Coordinating Council (RCC)**  
**Meeting Minutes**  
**2/25/2021**

**Attendees:**

Camille Pattison, NTS  
Carol Brooks, SVTC  
Janet Langdell, SVTC  
John Savage, NTS  
Lisa Emerson, Milford Welfare  
Dennie Townsend, SVTC

Angela Wesson, NTS  
Pat Murphy, Town of Merrimack  
Henry Harris, Southern NH Services  
Matt Waitkins, NRPC  
Mason Twombly, NRPC  
Jay Minkarah, NRPC

**CALL TO ORDER AND INTRODUCTIONS**

Matt Waitkins opened the meeting at 10:05am asking for a round of introductions. Mentioning that we have a couple of new faces joining us.

**REVIEW OF JANUARY 2021 MEETING MINUTES**

Waitkins asked if there were any questions about the January 2021 meeting minutes. There were no questions on the minutes.

*All were in favor of accepting the January 2021 Meeting Minutes.*

**NHDOT/FTA SECTION 5310 PROGRAM SFY 2022-2023 FUNDING APPLICATION**

Waitkins and Langdell gave a brief overview of the FTA 5310 Program. Langdell shared a presentation outlining how the program operates. She noted that NHDOT is flat funding the next two-year cycle. That said, NHDOT has identified an additional funding source that will be folded into this funding cycle. The additional funding is coming from the Congestion Mitigation Air Quality (CMAQ) program and will may only be used to fund Mobility Management projects. The NHDOT has not yet determined how much CMAQ funding will be apportioned to each region in this funding round. The proposal for this round of funding in the Nashua RCC region is for 3 projects:

- FTA 5310 funded projects:
  - Purchase of Service: Continue SVTC demand response service which is contracted from NTS.
    - Project Cost (SFY 2022-2023):
      - FTA: \$294,461
      - Local Match: \$73,615
  - Mobility Management: Continued administrative services provided by NRPC.
    - Project Cost (SFY 2022-2023):
      - FTA: \$9,600
      - Local match: \$2,400

- Total Section 5310 Program funds requested:
  - o FTA: \$304,061
  - o Local Match: \$76,015
- CMAQ funded projects:
  - Mobility Management: Regional Mobility Manager
    - o Project Cost: TBD

Since the contracted services are calculated using the NTS hourly rate and specific minimum number of service hours, there is an estimated \$3,600 left over after funding the SVTC program that could be used for projects other than specifically defined in the POS project description. Providing trips for homebound seniors to Covid-19 vaccination location was cited as an example of trips that may be provided during the contract period. Wilkie asked about the current funding situation and asked for clarification that all of this funding is going to one activity. Langdell and Pattison gave an explanation about how it came to be that SVTC was the only player in requesting this funding. Noting that historically Nashua, Merrimack, and Hudson were already well served, and the major gap was around Greater Milford. There was continued discussion around how the funding is allocated, how the matching funds are obtained, and fundraising. There was additional clarification that there has never been a request from RCC stakeholders to fund additional projects beyond the SVTC demand response service and that the RCC would welcome proposals to fund additional services and to increase coordination.

The volunteer driver network feasibility study was discussed regarding identifying the gaps in the region. Langdell noted that no one here wants to reinvent the wheel, we want to try to fill the gaps in service in our region the best way we can. That may entail using an existing organization or having a new service.

There was continued discussion around the level of funding for 5310 in our region and why the amounts are smaller than in some of our neighboring regions.

Waitkins noted that we are looking for a motion to support the 5310-funding application.

**Motion: The Nashua RCC supports the project descriptions and associated budget in the NRPC application for SFY 2022-2023 FTA Section 5310 RCC Program funding.**

***Motion by Murphy, seconded by Townsend. All were in favor.***

## **LOCAL, REGIONAL, STATEWIDE UPDATES**

### **NTS**

Pattison gave an update of ridership numbers for Nashua Transit System (NTS). She is hopefully that the improving weather may help to boost numbers. She noted that it would be ideal to see a rebound of near 75% of ridership pre-COVID-19. She also mentioned that the improvement for the transit center is moving along, and that the next major project would be live tracking of vehicles. Langdell questioned whether the Token application was able to be used for the para transit buses. Savage mentioned that it is possible but difficult because they cannot charge a variable amount to paratransit riders accounts.

**SVTC UPDATE**

Langdell gave a presentation comparing the 2019 and 2020 ridership for SVTC. She noted that ridership overall was down by 44%. Major destinations have of course changed drastically due to what has remained open during the pandemic. She also stressed that SVTC is providing rides to Covid-19 vaccinations.

**SCC**

Bulk of meeting was taken up by the conversation around mobility manger positions. This revolve around full vs part time, job descriptions etc. The SCC Annual report has been completed and adopted. Matt noted he would send that out to the group He noted DHHS is back at the table and participating at SCC.

Langdell asked the Welfare administrators if they have seen a demand from Temporary Assistance for Needy Families (TANF) recipients for transportation. Murphy and Emerson explained that they have not because usually they have to live with other family members because TANF is such little money.

**SNHS**

Harris noted that if anyone needs any help getting residents assistance to reach out to him.

**ADJOURN:**

The meeting adjourned at 11:13 am.

**NEXT MEETING:**

THURSDAY, MARCH 25TH, 2021 (10:00AM-12:00PM)



## Regional Coordinating Council #7

# Updates - SCC, FTA 5310 & more.....



**NTS**  
Nashua Transit System



**TOWN OF MERRIMACK**  
NEW HAMPSHIRE





**RADIATION CENTER**  
OF GREATER NASHUA



**SJCS**



**Nashua Soup Kitchen & Shelter, Inc.**



**GATE CITY BIKE CO-OP**



**SNHS**  
The Community's Active Partnership serving Middleborough and Rockingham Counties



**Souhegan Valley Riders**  
It's all in the name and more...



**Southern New Hampshire Health System**




**The CareGivers**  
A Program of Catholic Charities NH



**NRPC**

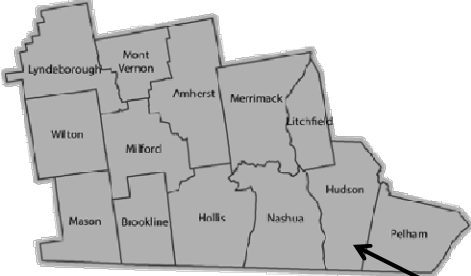
**March 25, 2021**

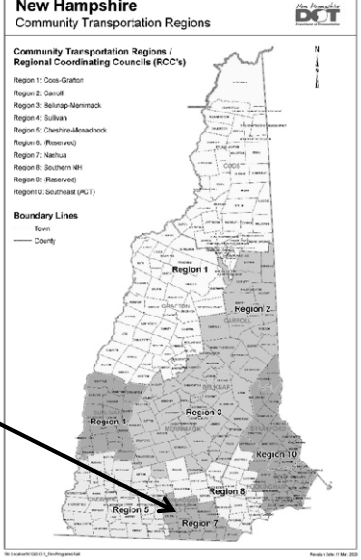
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## Regional Coordinating Council #7

### Small but mighty!





**New Hampshire**  
Community Transportation Regions

**Community Transportation Regions / Regional Coordinating Council (RCC's)**

- Region 1: Coos-Grafton
- Region 2: Carroll
- Region 3: Belknap-Merrimack
- Region 4: Sullivan
- Region 5: Cheshire-Monmouth
- Region 6: Plummer
- Region 7: Nashua
- Region 8: Southern NH
- Region 9: Rockingham
- Region 10: Seaboard (MCT)

**Boundary Lines**

- Town
- County

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## Regional Coordinating Council #7

**NHDOT allotment of 5310 funds based on regional populations of seniors (65+) and those between the ages of 0-64 with disabilities**  
 (with an adjustment for the direct FTA apportionment to the Nashua UZA)

5310 RCC FUNDS		Available FTA Funds SFY2022	Available FTA Funds SFY2023
Region 1	Grafton-Coos	\$ 187,535	\$ 187,535
Region 2	Carroll County	\$ 97,134	\$ 97,134
Region 3	Mid-State	\$ 261,746	\$ 261,746
Region 4	Sullivan County	\$ 82,260	\$ 82,260
Region 5	Southwest/Monadnock Region	\$ 163,333	\$ 163,333
Region 7	Nashua Region	\$ 152,031	\$ 152,031
Region 8	Southern NH Region	\$ 364,463	\$ 364,463
Region 10	ACT (Seacoast) Region	\$ 325,384	\$ 325,384
<b>Total</b>		<b>\$ 1,633,886</b>	<b>\$ 1,633,886</b>

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## Regional Coordinating Council #7

### The FY22-FY23 5310 proposal (2 years)

5310 RCC funds	Federal 80%	Local 20%	Total
Purchase of Services – Souhegan Valley Rides/NTS	\$294,461	\$73,615	\$368,076
Mobility Management (contract) NRPC – lead agency	\$9,600	\$2,400	\$12,000
<b>Total</b>	<b>\$304,061</b>	<b>\$76,015</b>	<b>\$380,076</b>

- ❖ SVTC provides the local match
- ❖ Based on \$53/hr, max. 13 hours/day, 5 days/week
- ❖ Budget includes a small amount of “extra” federal funds each year approx. \$3,900 (not including 20% required match) in Purchase of Services

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## Regional Coordinating Council #7

In addition to 5310 funding .....

NHDOT is requesting to transfer funds from the CMAQ program to support a statewide mobility management initiative (\$500K/year)

Background Information	Regional Mobility Manager	# Municipalities & Population (est. 2019)		Amount based on usual allotment %	Amount per year – SCC 3/4/21
Region 1 – Grafton-Coos	No	76	167,535	\$49,355	\$50,000
Region 2 – Carroll County	No			\$25,563	\$50,000
Region 3 – Mid-State	Yes	40	205,182	\$68,885	\$50,000
Region 4 – Sullivan County	Yes	15	43,990	\$21,649	\$50,000
Region 5/6 – Monadnock	Partial	33	102,937	\$42,985	\$50,000
Region 7 – Greater Nashua	Partial	13	213,742	\$40,011	\$50,000
Region 8/9 – Manchester	Partial	20	350,080	\$95,918	\$65,000
Region 10 – ACT (Seacoast)	Yes	38	275,052	\$85,633	\$65,000
<b>\$ Totals</b>				\$430,000	\$430,000

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## Regional Coordinating Council #7

### The FY22-FY23 “CMAQ” proposal (2 years)

RCC CMAQ funds for Regional Mobility Management		Federal 80%	Match 20%
Year 1	SVTC – Independent Contractor up to 20 hours/week or equivalent	\$37,440	NHDOT Toll Credits
Year 2	NRPC – Staff position + indirect expenses up to 20 hours/week or equivalent	\$53,867	NHDOT Toll Credits
Years 1 & 2	Additional items to support regional mobility management program (i.e. outreach, website, printing etc etc)	\$8,693	NHDOT Toll Credits
Total		\$100,000	

- ❖ Evolving process for role development – state & local levels
- ❖ Volunteer Driver Feasibility study will be informative around regional needs!

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## ***Regional Coordinating Council #7***

### **SCC Update**

- ❖ **SCC By-Laws**
- ❖ **DHHS – Regional TANF Counselors In-service**
  - ❖ **Opportunity to educate, promote and build awareness around community transportation & the RCCs**
- ❖ **Statewide Mobility Management Program**
  - ❖ **State Mobility Manager**
  - ❖ **Regional Mobility Managers**
  - ❖ **Competencies, Roles, Funding & Performance Measures**

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## ***Regional Coordinating Council #7***

### ***Regional Mobility Management***

- ❖ Opportunity to promote a sustainable coordinated customer-centered community transportation network that is accessible to all and is responsive to evolving community needs and enhances the livability of our region
- ❖ Short-range planning & management activities
- ❖ Intended to build coordination among existing transportation providers and with referral sources
- ❖ Foster the expansion of service availability
- ❖ Increase public awareness of available resources
- ❖ Support the SCC-RCC system

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## Regional Coordinating Council #7

### SCC defining Mobility Management in NH

❖ Goals

- Improve Coordination of Community Transportation
- Focus on the individual – “client-centered”
- Promote accessibility & livability
- Diversity in products & services
- Foster broad base education & awareness
- Promote financial sustainability



❖ Competencies

❖ Role

❖ Performance Measures



## Regional Coordinating Council #7

### SCC defining Mobility Management in NH

❖ Competencies (work in progress)

- A. Core Competencies:** Applicable across mobility management settings
- B. Transportation Competencies:** Knowledge and skill in understanding transportation, mobility systems and services
- C. Management Leadership Competencies:** Program and project oversight or authority
- D. Coordination Competencies:** Knowledge and skill in building and sustaining relationships and/or bringing people, organizations, and systems together
- E. Outreach and Marketing Competencies:** Communications using various modalities to advance, or inform diverse audiences
- F. Program/Financial Administration Competencies:** Fiscal, organizational, and managerial skill in processes and procedures important to mobility management
- G. Technology Competencies:** Understanding, assessing, and utilizing varying technologies to facilitate mobility management services and systems



## ***Regional Coordinating Council #7***

### ***SCC defining Mobility Management in NH***

❖ **Role** (paraphrasing the work in progress)

- 1. Assist the SCC, State MM and RCC's to develop and implement, a customer centered approach to transportation access and coordination for vulnerable populations.**
- 2. Participate in and coordinate with the SCC, local RCC and statewide mobility management network (State MM and Regional MMs)**
- 3. Participate in transportation planning activities (state, regional and local as appropriate) i.e. conduct needs assessment, identify barriers to mobility, propose recommendations to resolve issues**



## ***Regional Coordinating Council #7***

❖ **Role** (paraphrasing the work in progress) continued.....

- 4. Assist the RCC with organizational and administrative support (i.e. capacity building, recruitment, strategic planning, fundraising, communication, incentives to participate beyond direct funding)**
- 5. Create and update annually a publically available inventory of regional community transportation services**
- 6. Conducts outreach activities to educate and train groups and individuals on how to use the regional community transportation network**
- 7. Develop new opportunities for coordination and/or expansion of transportation options across municipal and regional boundaries**



## Regional Coordinating Council #7

❖ Role (paraphrasing the work in progress) continued.....

8. Cultivate multi-agency partnerships which reduce costs through increased efficiency and effective transportation coordination
9. Communicate with state, regional, and local officials and leaders to discuss and market the role and benefits of regional community transportation concepts/services, and engender the active participation, support and funding of those same officials.
10. Identify and research corporate, foundation, and government sources of funding for matching funds and opportunities to use “braided” funding streams.
11. Evaluate existing and new opportunities for technology integration (i.e. scalability, platform accessibility, ease of implementation, relative affordability, product maturity and generalizability).



## Regional Coordinating Council #7

### SCC defining Mobility Management in NH

❖ Performance Measures (work in progress)

As suggested in the RLS report (2017)

Coordinated Service Performance Category	Needs improvement	Satisfactory	Excellent
Percent change in number of new individuals served per month	0% to 1%	1.1% to 3%	3.1% or higher
Percent change in number of referrals made to/received from another agency	0% to 1%	1.1% to 3%	3.1% or higher
Percent change in the number of No-Shows per month	0% to 1%	1.1% to 3%	3.1% or higher
Operating cost per revenue vehicle mile	>\$3.50	\$1.80 to \$3.50	<\$1.80
Passenger trips per revenue vehicle mile	<0.10	0.10 to 0.34	>0.35
Operating cost per one-way passenger trip	>\$13.00	\$9.00 to \$13.00	<\$9.00



## **Regional Coordinating Council #7**

### **SCC defining Mobility Management in NH**

❖ **Performance Measures** (work in progress)

An example of an alternate approach from Region #3

1. # of completed outreach activities and events
2. # of meetings with municipalities and other stakeholders
3. Transportation Services annual survey results and satisfaction rates
4. # of press releases and advertisements published in the service area
5. # of service brochures, schedules and flyers distributed
6. # of increase of new riders and trips provided
7. Annually update the Regional Ride Resource Directory
8. Recruit members to serve on the RCC3 to maintain a healthy and active council



## **Regional Coordinating Council #7**

### **What next?**

### **What should be the RCC7 RMM priorities?**

- ❖ By-Laws & MOU updates
- ❖ Update Directory database
- ❖ Improve Directory availability
- ❖ Build connections with stakeholders & invite to the table!
- ❖ Volunteer Driver Feasibility Study
- ❖ Branding RCC7 – Logo, website, social media
- ❖ ..... (add your ideas here !)

RCC7.org GNRCC.org GreaterNashuaRCC.org GreaterNashuaRides.org





# Regional Coordinating Council #7

## Discussion

