

Monadnock Regional Coordinating Council for Community Transportation

MINUTES

May 21, 2015

Present: Michael Acerno, *Home Healthcare, Hospice and Community Services (HCS)*; Susan Ashworth, *HCS*; Ellen Avery, *Contoocook Valley Transportation Company (CVTC)*; Suzanne Bansley, *Cheshire County*; Gary Welch, *American Red Cross – NH West Chapter (ARC)*; Bill Graf, *Monadnock at Home*; Linda Diluzio, *Diluzio's Ambulance*; Kelly Steiner, *Monadnock United Way*; Kathy Baird, *Monadnock RSVP*.

SWRPC staff present were J.B. Mack, *Principal Planner* and Tara Germond, *Senior Planner*.

I. Welcome and Introductions

Kelly Steiner called the meeting to order at 2:00 p.m. and introductions were made.

II. Minutes January 29, 2015

The minutes of January 29, 2015 were approved by unanimous vote.

III. Updates

a. 5310 Purchase of Service Grant FY 15

Suzanne Bansley provided the Lead Agency report for the 5310 Purchase of Service Grant for Fiscal Year 2015. She explained that as of the beginning of May, there are \$11,914 of funds remaining. ARC expended their allocation of \$53,979 in March 2015, HCS has approximately 16% (\$4,735) of their allocated funding remaining, and CVTC has slightly more than 50% (\$7,179) of their allocated funding remaining.

Suzanne Bansley noted that the three providers met with Cheshire County and SWRPC in April to discuss the grant funds and the ability of the providers to draw down the remaining funding prior to the end of the fiscal year. At this meeting, the providers discussed reallocating any remaining funds from CVTC, which is likely to have funding remaining by the end of June, to ARC and HCS. She noted that the County will check in with the providers closer to the end of the Grant term, which is June 30, 2015, to discuss how they intend to reallocate any remaining funds. Suzanne Bansley asked if anyone had questions or concerns about the information shared. The group members present expressed agreement with this approach.

Suzanne Bansley also noted that the grant for Fiscal Years 2016 and 2017 5310 Purchase of Service funding has been approved by Governor and Council.

b. 5310 Formula Funds Grant FY 15

Ellen Avery stated that for Fiscal Year 2016 and 2017, CVTC will receive \$6,000 for Formula Funds. Group members asked Ellen Avery to provide a financial report on the Formula Funds at future MRCC meetings. Ellen Avery noted that she would be prepared at future meeting to provide a financial report on this funding.

c. Monadnock Region Transportation Management Association (MRTMA)

Tara Germond noted that the MRTMA at their last meeting discussed ideas for a new name and brand. The group has shared a survey with various stakeholders, citizens, and organizations that contains options for names. The MRTMA will meet next on June 17, 2015.

d. FTA 5305e Grant

Tara Germond noted that SWRPC has received a grant from the NH Department of Transportation for Fiscal Years 2016 and 2017 to update the Region's Coordinated Plan for Public Transit and Human Service Transportation. A significant component of this project will be mapping volunteer driver trip information and updating the regional transportation directory. This work is expected to begin after July 1, 2015 and will be concluded in June of 2017.

JB Mack noted that there is an opportunity to offer recommendations on the types of data collected and analyzed through this process. Susan Ashworth noted that HCS does an annual self-report survey that can be used in this effort.

e. MRCC Policy Subcommittee

Kelly Steiner noted that at the last MRCC meeting there was discussion about the formation of a subcommittee to review the MRCC's bylaws, conflict of interest policy, and discuss protocol for how decisions regarding funding are made. Kelly Steiner added that this group could focus on election protocol and discuss the creation of an orientation packet as a way to expand membership. Suzanne Bansley, Michael Acerno, and Kelly Steiner expressed interest in serving on this subcommittee. Gary Welch suggested that Karen Fabis and Bob Perry might also be interested. Kelly Steiner offered to initiate the discussion.

f. System of Care Grant

JB Mack mentioned that Cheshire County and a number of stakeholders that provide human-service related activities, received a grant to do planning to help youth with severe emotional disturbances. As part of this grant, SWRPC is conducting a series of interviews with providers to develop an asset map, which would highlight the capacity of these organizations. One of the questions asked on this survey is about transportation. JB Mack noted that a copy of this survey will be shared with the MRCC when it is available.

g. CVTC Focus Group

Ellen Avery is hosting a focus group on May 28, 2015 from 4:30 p.m. - 6:00 p.m. focused on unmet need. This focus group is open to the public and will take place at the CVTC offices in Peterborough.

IV. Community Transportation Advocacy Brainstorm and Discussion

Tara Germond explained that this agenda item is a continuation of a discussion that occurred at the February 2015 meeting of the MRCC. At the February meeting, the group discussed the importance of developing outreach materials and enhancing its advocacy efforts. Tara Germond listed ideas shared at previous meetings on activities and projects the MRCC could pursue related to outreach and advocacy. Group members shared their thoughts on which activities they thought the group should pursue in the next fiscal year.

Ellen Avery noted that she likes the idea of holding a legislative breakfast this fall as it is not an election year. Kelly Steiner noted that SPARK NH, the Early Childhood Advisory Council for New Hampshire,

has developed a public awareness toolkit that anyone can use and modify for their geographic area. She suggested that the group look to this organization and their materials as an example for developing MRCC specific outreach materials. She asked if the MRMTA has developed any materials similar to SPARK NH. JB Mack responded that they have some outreach materials available, but nothing that lends itself as a toolkit.

Kelly Steiner noted that she has heard many individuals address transportation need in meetings that she attends across the Region; however, she finds that they are often unaware of the transportation resources that are currently available. She suggested that the RCC develop a PowerPoint presentation that provides an overview of the resources available and the services provided by the RCC. In addition to the PowerPoint presentation, she suggested that the group develop a brochure and shared talking points. The group discussed working with Cheshire TV to develop short video narratives that describes the services of each partner organization.

Ellen Avery and Susan Ashworth both stated that their respective organizations have PowerPoint presentations available on their current services. Kathy Baird stated that she could help share information that could be woven in an RCC presentation. Susan Ashworth expressed the importance of having a clear call to action in the presentation. This call to action could be to recruit new volunteer drivers, write a letter to a legislator in support of community transportation, fund a month of service on the Friendly Bus, etc. She encouraged the group to think about what the call to action would be.

JB Mack noted that identifying and allocating funding has been a persistent issue for the RCC. He suggested that the group identify a communication plan that addresses the need to financially support community transportation services in the Region. Kelly Steiner stated that the RCC also needs to be able to educate and communicate about the policy barriers and limitations to increased coordination of transportation services in the Region.

Ellen Avery stated that she has spoken with SWRPC staff about holding a session to develop a vision for a regional transportation network. She noted that a vision does not currently exist for what a transportation network could look like in the Region. Without this aim, it is difficult to develop an effective action plan.

The group discussed partnering with Healthy Monadnock 2020 in an effort to raise awareness of community transportation as an important health objective. It was noted that community transportation, which is a vital means for accessing health care, is not being adequately addressed. Ellen Avery suggested that the MRCC become more involved with the ReThink Health Initiative, which is a partnership between the Cheshire Medical Center/Dartmouth-Hitchcock Keene, ReThink Health and the Robert Wood Johnson Foundation to develop assessment tools, simulation resources, and convening processes to help the region construct and align with a business case for improving health and health care and to identify strategies to fund these improvements.

Kelly Steiner noted that MUW is continuing to promote and pursue a collective impact approach to meeting the Region's needs. MUW staff will be meeting with groups and organizations from across the Region to identify opportunities for connections between programs and activities.

Group members discussed the importance of establishing a vision for transportation as part of the MRCC's outreach and advocacy efforts. Bill Graf asked if there is a way to demonstrate that increased community transportation services are cost effective. For example, is there a way to enumerate the costs associated with every individual that cannot access transportation service. Susan Ashworth noted that there is data available on the costs associated with missed medical appointments. Bill Graf noted that there might be

data available for other missed services due to lack of transportation. JB Mack mentioned that SWRPC has some data on costs associated with transportation services that could be shared with the RCC.

JB Mack noted that if the group decides to pursue a visioning effort that has a scope greater than community transportation, it might be possible to involve the MRTMA. Susan Ashworth stated that it is important to capture the voice of the more vulnerable populations in a visioning effort.

The group decided to form a subcommittee that will further discuss visioning and outreach efforts. This subcommittee will develop a proposal for related activities that will be reviewed and discussed with the full MRCC at a future meeting. Individuals interested in serving on this subcommittee included Ellen Avery, Susan Ashworth, and JB Mack. Others suggested inviting Frank Dobisky and Chuck Weed to serve on this subcommittee.

V. Next Meeting

Tara Germond will send out dates for next MRCC meeting via email. She encouraged group members to share information about the next meeting with others that might be interested in attending. Tara Germond will also work to schedule dates for the Policy Subcommittee and the Outreach Subcommittee.

VI. Adjourn

The meeting adjourned at 3:22 p.m.