

**Carroll County Regional Coordinating Council**  
**Conway Tech Village**  
**September 4, 2018**  
**1:30 – 3:30 PM**

**Meeting Minutes**

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Catalina Kirsch (C3PH)  
Brenda Gagne (TCCAP)  
Jeanene McDonald (TCCAP)  
Crystal Sawyer (Carroll County Adult Education)  
George Cleveland (Gibson Center)  
Doris Dreyer (CCRSVP)  
Mary Seavey (CCRSVP)  
Meghan Croce (CCRSVP)  
Nate Laverriere (Manchester VA)  
Nick Altonaga (NCC)

1) Welcome & Introductions

Participants went around the table and made introductions.

2) Ridership update from Providers

CCRSVP – June 160, July 210

Gibson - 200 riders on the nose

TCCAP –

- July/August Senior Trips: 674
- July/August Non-Senior Trips: 124
- July/August Medicaid Trips: 227

Catalina made a motion to approve the minutes from June 12, 2018

- Mary Seconded
- Unanimous vote in favor
- Meeting minutes from June 12<sup>th</sup> Approved

3) Discussion with Nate Laverriere (VA Mobility Manager)

Transportation Department currently only has 3 vans and 3 shuttles. The VA contracts with CarePlus ambulance services. They are currently working on bettering their North Country footprint.

- Looking to have some type of partnership and expand work.
- Have not been able to have volunteers in the North Country for some time.

How are you meeting demand at the moment? (George)

We are currently able to pick up veterans and operate.

Are there any gaps in services?

- Not all veterans travel through the VA currently - Riders need to meet administrative criteria
- Service connected 30% or more & Travel assisted disability
- Someone to vouch that the individual needs the service.

Non-eligible individuals' needs are not met.

The NoCo is a grey area for services due to lack of eligibility and availability of volunteers

Mary contacted Nate because of lack of knowledge of services and eligibility.

- A Rider was able to get into a car, but could not get into wheelchair at hospital, needed lift assist at days end
- Volunteer driver put in bad spot due to lack of preparation for regulations at the hospital.

RCC members can possibly get something set up with volunteers and a van.

VA can work on getting better at connecting with local groups

- Work better on connections to figure out eligibility
- Willing to work on wheelchair accessible activities

We want to move people, and if we can find someone who CAN, that is great.

Nate currently working on grant to VA national office to put a full-time driver based in Conway.

- Once a week trips down to Manchester, rest of week would be local runs.
- Manchester VA is transitioning to a full-care service location - Looking at ways to increase transportation

Discussion of logistics and how to best utilize the VA services and have the VA deliver services.

- Loss of Stan and Conway shuttle was a big hit to services.
- How can we create a cost effective service in-region?

Questions were asked on eligibility and certain current riders and if they could qualify for VA services.

Difficult and impossible to create magic-bullet days to schedule services and clinics, etc. (can't aggregate the trips down easily).

#### 4) SCC Update

Nick gave a quick update on the SCC Unconference. The SCC is working to do a better job and better communicate with the regions and be more active.

Tri-State Transit Conference is taking place.

Taking place next week (Wednesday, Thursday, Friday).

If you go to the Tri-State Conference website there is a lot of trainings and classes.

The FTA will have a representative there at the conference.

There is a new process to bus procurement in new Fiscal Year.

#### 5) Review of 2018 Directory Updates

American Cancer Society – Does not work statewide. Southern part of the state, not very active.

C&J Bus has discussed opening up a station near Conway (trips down to Boston).

West Ossipee has been the location for a C&J Bus Lines in the past(Rt 16 and I-95).

A study has been ongoing **for Intercity Connections in Rural** areas of the state.

One of the routes from Berlin-Conway-Dover/Portsmouth.

Discussion of transportation hubs in Conway/Berlin

For use by Medical Appointments, Service access.

Discussion has been going on to build a hub specifically in Conway for transit connections.

Brenda will send along the information to Nick.

Mark Picante has sought to build a transport hub somewhere in the region.

A few Uber/Lyft drivers are now active in the area.

Discussion of Why TCCAP has a driver shortage. TCCAP is in desperate need for volunteer drivers.

- Currently 1 LDM driver in area.
- She is very busy everyday

VA has also had difficult time finding drivers due to shortages

Some strategies to attract volunteers:

- Press release through Conway Daily Sun, Laconia Daily Sun,
- Radio Ads,
- Facebook Page additions

CCRSVP – Meghan did very successful outreach in local paper that brought in drivers.

- 8 new drivers, (local, LDM, etc).
- Many drivers from Freedom/Ossipee going to Memorial Hospital.

### **Is there a volunteer appreciation week?**

A great opportunity to get highlights out there

Have a march, luncheons, outreach efforts

Many volunteers have long number of years of volunteering behind them.

There are generational difference in volunteering attitudes (Specific efforts, ideas, everything. )

### 6) Review of Website Changes

Presented the pages of new website. Nick would like everyone to review it and email any additions.

### 7) Other Business

**Whitehorse Updates:** Actively working on shuttling people from County Jail.

- This is a great connection between incarcerated populations and substance abuse treatment
- Whitehorse has opened a second treatment center in North Conway.
- Juvenile rehabilitation and diversion programs are also active in the area.

### **Angel Networks**

- Planning to visit the RCC at the next meeting. Want to work with us in the area (RSVP etc).
- Provides medical transportation and connections to where they have to go.
- Voluntary services and free of charge. Lifesaving medical trips (Burn victims, etc.).

**Gibson Center has partnered with AARP** and 10 communities in Mt Washington Valley.

- All No. Carroll County Towns have been involved
- Have established them as Age Friendly communities

- Forming working groups to decide what we need in the towns to support an aging population.
  - First meeting on 9/20<sup>th</sup>.
- AARP has great Rural Peer Network we can tap into.
  - Transferable issues across the country. (Wyoming and NH and other places similar
  - Utilizing the 8 domains of healthy living by the World Health Organization.
- George will report back because Transportation is a big part of this effort.

**Meeting Change:** It is difficult for TCCAP to make meetings right now due to budgetary constraints. It was decided that the RCC will move to quarterly meetings in 2019.

#### **RCC Vehicle Sizing**

- DOT asking again for how this affects SERVICE DELIVERY and COORDINATION.
- TCCAP had started bugging them
- Coordinating is coordinating, vehicle sizing efficiency will help.
- Life expectancy of Ford Transit is the same as 8 passenger van. Transit has 6, 8, 10 seat options.
- How will this impact services?
- 12 passenger vans are the standard.
- It is much easier to come up with the match on \$43,000 Transit than a 12 passenger vehicle

8) Adjourn

George makes motion to adjourn

Brenda Seconds

Unanimous vote in favor

Meeting adjourned

**Next Meeting (tentative):**

**October 2, 2018**

**1:30-3:30PM**

***Tech Village, Conway, NH***