

**Carroll County Regional Coordinating Council
At the
Tech Village
53 Technology Way, Conway, NH 03818
And Via Zoom
February 25, 2025
10:00AM to 12:00PM
Minutes**

1. Roll Call

The Chair called the meeting to order at 10:05AM.

Catalina Kirsch, C3PH
Teri Palmer, SMM
Scott Boisvert, TCCAP, RMM 2
Nick Altonaga, NCC, Secretary
Jeanene McDonald, TCCAP
Susan Junkins, CCRSVP,
Mary Seavey, RSVP
David Smolen, Gibson Center
Courtney Bowler, NCC
Fred Butler, NHDOT
Lynn Coyle, CC Adult Day Center
Renee Wheaton, Freedom
Brenda Gagne, TCCAP
Taylor Roy, NCC

2. Approve Meeting Minutes: January 21, 2025**

Mary Motioned to approve the minutes as presented.

Jeanene Seconded.

- Teri: If you could remind me what I was talking about when I was talking to Jeanene about end of FY24 reporting.

Members reviewed the minutes and tried to think on what that was in regard to.

- Catalina: Nick will strike that entry from the official minutes.

The Chair called for any additional comments.

Mary updated her motion to accept the minutes with amendments.

Jeanene Seconded.

Lynn abstained as she was not at the last meeting.
Motion Carried.

3. Section 5310 RCC Funding**
 - a. Application Form
 - b. Funding Requests

Fred shared that there has been an increase of \$34/hour in-kind match rate.

Mary: In the volunteer drivers Q&A it mentions that non-loaded miles can be considered as part of a trip. As a volunteer driver, they can deny driving an unvaccinated individual (COVID). (RSVP does ask if riders have been vaccinated, and have the drivers reserve the right to not take that trip.)

- Fred: I am actually not familiar with that on our website. If an individual volunteer driver, they can choose to deny someone a ride based on COVID vaccination status.

Mary: We do not deny coverage, but I want to mention that we do not say we refuse the trip, just that it will be up to the individual drivers. Some do not care about the vaccination status. Does not impact protected status and is standard policy across the organization.

Additionally: "Each region should develop a policy on the reimbursement of riders for dead head miles. It is recommended to reimburse mileage to encourage participation. "

- Renee: I still struggle with the covid vaccination. There are some people who cannot get the vaccine.

Mary: I agree. We don't refuse anybody. We just want to keep our drivers safe and want to be honest with our drivers. We would lose drivers if we all of a sudden could not pay them for mileage.

Catalina: David you had your hand up earlier.

- David: Fred mentioned that the in-kind changed. Does the \$34 change the total available?

Teri: It increases the value of the volunteer hours.

Brenda: I want to get clarification from Fred regarding unloaded miles.

- Mary read out the passage from the [FAQ](#).

Teri: So if I were the client the segments of the billable miles:

Driver Origin to my house

My house to location

Location to my house

Driver back to origin?

- Mary: We look to get the closest person to take them.

Nick: To clarify, TCCAP also bills for unloaded miles?

- Jeanene: Yes we do. The confusion comes from if the driver goes somewhere else DURING the appointment, and if that is covered, which it is not.

Brenda: What Mary is asking for is not a per mileage, but per trip? The question is if we should be paying per trip.

- Mary: If they go home to wait for the client, we do not consider that part of the mileage and part of the trip.

Brenda: Yes, that is right but last time you were stating per trip.

- Mary: Yes, that was what I was saying. But this information is more accurate. We are concerned with them getting to the appointment and home, nothing outside of that.

Brenda: I want to make sure you want the PER TRIP rate, versus mileage reimbursement.

Susan: I want to clarify that we get permission to disclose covid vaccination status, so we are able to disclose that to the drivers. We do this in order to keep the volunteers safe.

- Mary: It is a little bit different when we have volunteer drivers. The paid drivers at least are getting something for it. It is harder with volunteer drivers to make sure we do not lose it.

Catalina: Where does that leave us?

David: So the total pie is \$233,000?

- Jeanene: Yes.

David: So, we are looking at \$50,000 for mobility manager. How much for the lead agency?

\$50,000 Regional Mobility Manager
\$24,000 TCCAP Lead Agency
\$32,000 TCCAP Mobility Management
\$32,000 CCRSVP Mobility Management
\$160,000 Contracted Services

\$298,000 Total requested
\$233,000 Total available
(\$65,000) Over requested

David: We have more funding going to management activities than to the contracted services?

- Teri: How would Jeanene and Mary pay their dispatchers to do the work?

David: I see what this is, but I feel like the people doing the real work is the stuff to focus on. We do all that management too.

- Nick: That has always been the balance of what works between mobility management and ride coverage.

Mary: We work to raise a lot of funding. What we get from NHDOT does not even begin to cover the work we are doing.

- Susan: Without my position, which is also taking care of the volunteer drivers and recruiting the drivers, we wouldn't have a program. But our program is all volunteer drivers, and so we need to manage and encourage them.

Fred: Looking at the difference between the 2025 and 2026 requests. There are going to be significant cuts. There would be no way unless we have had several meetings in the next couple of weeks. I am guessing we start on the basis of what 2025 is. And any increases would need to be the focus as opposed to trying to get down. Better to start with the flat numbers and go from there.

David: I just noticed a significant disparity between the rates of providers. Gibson at 21.09 and TCCAP at 30. How does one account for that disparity?

- Catalina: restated the question at hand

Teri: How many days do you run your bus?

- Jeanene: 6 days
- Gibson: 5 days, 7 hours

Catalina: These trip rates are predetermined or submitted by the organizations?

- Jeanene: Submitted.
- Mary: Yes, we calculate it. And we run out of money.

Catalina: What do we need to do at this meeting?

Nick: We normally would vote on the funding amounts, then be able to finalize the application and allow the Lead Agency to submit everything. The question is whether to start with 2025 and increase, or to cut back from the current requests.

- Brenda: We have seen a major increase in services. We used to be supported by BEA funding which allowed us to request a lesser amount, but that funding is gone. It takes a lot of funding to support and operate these services and TCCAP do not want to take a lesser amount.

Mary: Do you take Medicaid trips?

- Brenda: Yes.

Mary: All of a sudden Medicaid reported that they were maxed out.

Model Motion:

_____ made the motion to approve the (x number) of projects and the budget for contracted services totaling for the requested amount of funding (80% total project cost) \$_____ and additionally \$_____ of requested funds (80% total project cost) for TCCAP as LEAD Agency, and for the three agencies mobility management activities the requested amount of \$_____ for TCCAP, \$_____, for CCRSVP, \$_____ for Gibson Center, and lastly \$50,000 (at least) for the RMM.

Fred: TCCAP is also eligible for 5311 funding. Do that, and maybe we can kick this can down the road. This application is due March 6th. This is in order to get it to Governor & Executive Council (G&C). We can work to make sure there is wiggle room on the 5311 side to allow for more movement on the 5310. The March 6th date is not an official RFP date, We can allow you to go for example with march 15th. What is different for TCCAP that you bill differently on CC Transit versus what these rides are?

- Brenda: For the 5310 we are billing elderly and disabled. For 5311 we are billing the general public/non-senior.

Fred: With that, it is like the square and rectangle situation. I don't know what everyone will come in for. Not sure what the other regions will come in for at 5311, we can make sure to prioritize.

- Brenda: I will need to talk with Jeanene about this.

Fred: There is a good chunk that could be offset by the 5311.

- Brenda: The 5311 requires a 50/50 match, which needs more fundraising to support it. That is a big thing to consider for budgeting and costs.

Fred: That is why TCCAP is taking the lead agency funds.

- David: So, 5311 is for public transit funds? If you apply for 5311, you have to take people below 60?

Teri: Yes.

Nick: This is just the starting budget. We can always shift funding.

Jeanene: We are looking at a cut of our services, but no one has said anything about cutting their requests.

- Catalina: We are asking all providers to cut down their requested amounts.

Mary: We want to be very considerate of their position and how they have been taking on many clients and taking care of the region.

Teri: I want to ask about actual trips recently and what is being requested.

- Mary: Last year we totaled 1,014 trips.

Scott: What about the last few months?

- Mary: but you can't go by that because service drops off depending on the different times of the year. We did: 120 Oct, 130 Nov, and 120 December.

Brenda: I'm a bit confused because when you billed TCCAP for November it was 41 trips.

- Mary: 41 should be the number of clients. October 40 clients, Nov 41 clients, December 39 clients.

Brenda: You are billing trips but then reporting legs.

- Mary: I thought what it comes down to miles.

Catalina: TCCAP has the expertise to handle the specifics on the trip billing. The point of this meeting is to ensure that we all understand that there is a cut needed.

Nick: Fred, how much time do we have to have a vote on this?

- Fred: We have the difference between the top and bottom tables. How it is split between the providers for contracted services is not vital. If there is a way to vote on just the set-aside for the top-table, if that is the variable. DOT would need to have it by Mid-March. We align the MM with the RCC funding to keep things simplified. We do not delineate between administration and mobility management because it is interconnected.

David: If the MM money pays for dispatchers, the Gibson Center could request MM funding? Is there any limit to those funds?

Actions:

- **Schedule meeting for the next few weeks (3/4/2025) 11AM.**
- **TCCAP/NHDOT Conversation**
- **Providers determine any cuts needed to total funding request is \$233,000**

David: Why is the 50,000 not able to be touched?

- Fred: It is a specific set aside by FTA to augment the regional mobility manager position. This funding would be absorbed by other regions and uses if not allocated.

4. Section 5310 RCC 10% Reallocation**

\$16,900 available.

\$5,233.33.

Mary: Can this be drawn down for Contracted services or MM? One or the other?

- Fred: Either way, it is flexible.

Teri: IF you are billing for MM services just make sure to document it as normal. Be sure to document what additional activities you are able to do with these funds.

Catalina: Do we need a motion?

Jeanene Motioned to split the 5310 RCCC 10% reallocation of \$16,900 by 3 to provide \$5,633.33 to each provider of RCC Services.

Mary Seconded.

Motion Carried.

5. 5310 Capital Application

Nick: I would like to address the CCRSVP application for the 5310 Capital Grant. I did not have enough time to add it to the agenda before the meeting.

Fred: Extensions can be granted depending on the situation.

Mary Summarized their grant application: They are applying for new computers, networking system, to provide our own network and take on tracking software for rides. Basically, software and hardware. Approximately \$21,273 grant cost.

- Fred: This is not tied to the regional allocation. This would be an 80/20 split of funds.

Mary: I did not quote it out at 80/20.

- Fred: Okay, I didn't realize you would use in-kind match for that as well. That should work.

Mary: Yes that was my plan. The issue is that the cost estimates will probably change due to market issues.

- Fred: You don't need a formal motion. The primary rationale is to present it to the RCC and to show the RCC support for the project. Some groups come in for the Capital grant funding and have no idea of the RCC functioning at all.

Catalina opened the floor for a motion:

David Motioned to support the CCRSVP application to the Section 5310 Capital Application for the procurement of software and hardware and to provide a letter of support from the CCRCC to submit with the application.

Jeanene Seconded.

Mary Abstained.

Motion Carried.

Teri: Would it be good to vote on the Lead Agency? This is to reaffirm the Lead Agency or to take on a new one. The minutes will be provided with the 5310 Applications.

- Catalina: We need a motion to accept TCCAP to serve as Lead Agency for the next contract period (FY26-FY27)

David Motioned to accept TCCAP to serve as the Lead Agency for the Carroll County RCC for the next contract period (FY26-27).

Mary Seconded.

Motion Carried.

Jeanene Abstained.

~~6. Ridership Update~~

~~7. Mobility Manager Update~~

8. Membership / Outreach Discussion

Mary: I spoke to a woman named Rose.

- Catalina: That would be great. She is the director of MWV Supports Recovery and is now leading CC Peer Support.

Catalina: Nick has sent off the Bylaws and MOU and roles and responsibilities to Interlakes Community Caregivers. We are excited that they are interested in joining.

Conway Peer Support Center is conducting a homeless service event. Looking for transit services to support the event.

Thanks to TCCAP for supporting the Holiday Meals. We are looking for ways to collaborate with Transportation providers on projects. Also, congrats to the Gibson Center on the CSFP grant from USDA to increase food security.

Details to be sent to Nick.

Renee: I believe the Commodities program is for those 60+.

- Catalina: That lines up well with food access and trying to connect transportation with food security.

Scott: The population of folks needing transportation is growing exponentially. It is all age groups.

Catalina: I saw the TCCAP Rides for Teens program to help families. I hope people took advantage of that during the school vacation weeks.

~~9. Other Business~~

- ~~a. USDOT Funding Prioritization Discussion~~
- ~~b. Community Transportation Needs Assessment (CTNA)~~
- ~~c. Transportation Safety Action Plan (SAP) Survey~~

10. Adjourn

Meeting Adjourned 12:00 pm

Next Meeting: March 4th, 2025 at 11AM

Next Meeting: April 22nd (Regular Schedule)

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