

OUTCOME #1: Community Mobility Coordinator: Secure a part-time staff person to execute work of volunteer committees and establishment of RCC and RTC. This three-year project manager position would report to UVLSRPC and RCC (once established).

OUTCOME #1 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Job description is created for Community Mobility Coordinator.	CMP UVLSRPC Other regional NH areas	10/08	Peter, UVLSRPC	Job description finalized	October, 2008
Advertisement, interviews, selection of candidate completed	CMP designee UVLSRPC	10/08-11/08	Peter, UVLSRPC	Employment search begins	October, 2008
Candidate is offered three year position and begins contract	UVLSRPC	12/08-9/11	Peter, UVLSRPC	Coordinator secured.	December 2008 and joined UVLSRPC Staff on December 19, 2008

Outcome #1: Outcome Indicator(s)	Data Collection Method and Timeframe	Evaluation Results (Complete for Progress Report Only)
<ul style="list-style-type: none"> • Part time Community Mobility Coordinator is hired to act as logistical point person for creation of RCC, acquisition of RTC, and implementation of all workplan activities. • Coordinator secures additional funding and sustainability components for three-year project as well as sources of funding to maintain components beyond establishment of RTC. • Coordinator maintains CMP cohesiveness and implements best practices from prior CMP meetings – eliminating use of facilitator for meetings. • Job requires excellent organizational skills and community building. A high level understanding of the CMP and an understanding of the unmet need from the discussion and inputs from the RCC and CMP, the coordinator is ideally suited to provide outreach to organizations not participating and to encourage development of services where the demand is greatest. 	<ul style="list-style-type: none"> • Three-year position, performance evaluations conducted by UVLSRPC and the RCC once established. • 3-5 year funding/sustainability plan created. • Meeting protocols and handouts utilized. • Job description 	<p>Completed – NHDOT Funding for RCC Coordination funded 3-years of staff for establishment of RCC.</p> <p>Ongoing funds for RCC management have been incorporated into planning work plans to cover facilitation of regular RCC meetings and some technical assistance.</p> <p>Day-to-day coordination of the volunteer driver program is funded by FTA 5317 New Freedoms grants in FY 11, 12 and 13 pending.</p> <p>An ongoing, reliable source of the 20% non-DOT match is the remaining obstacle to a sustainable public transportation program.</p> <p>The Sullivan County RCC members demonstrate professionalism and teamwork as part of a community of practice.</p>

OUTCOME #2: Utilize the initial development criteria to establish a Regional Coordinating Council, as outlined during the 3rd phase planning grant, and incorporating steps from the NH Statewide Coordination Plan (referred to as “Plan” in below activities).

OUTCOME #2 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Review and confirm 3 rd stage Planning Grant activities for accuracy and completion: 1) Potential stakeholder list is created; 2) By-Law sample from “Plan” is reviewed to create governance; 3) Individual roles/responsibilities document is created for RCC members; 4) Review and customize MOU sample from “Plan”.	UVLSRPC CMP EFH Facilitator Stakeholders	11/08	Peter, UVLSRPC	Initial components reviewed and confirmed.	Completed RCC bylaws and revised MoUs. Active Governance Committee established.
Full CMP will host summit, bringing together potential stakeholders and the SCC as outlined in “Plan”. Local CMP will provide history of local initiative, current transportation options, overview of EFH grant, and seek stakeholder’s commitment to RCC.	CMP UVLSRPC Stakeholders SCC	12/08	Peter, UVLSRPC	Summit is held, resulting in stakeholder’s agreement to RCC commitment. Stakeholders gain state view from SCC as well as county needs and resources from CMP.	Completed as scheduled. Creation of RCC and stakeholder committee continues.
RCC members review MOU, which has been customized for Sullivan County, and sign agreement.	UVLSRPC SCC Stakeholders (now called RCC)	12/08	Peter, UVLSRPC Crocker, UVLSRPC	MOUs for RCC Board established.	Completed as of 6/09.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
RCC reviews, (modifies if necessary), and approves by-laws. Establishes meeting schedule and selection of officers.	UVLSRPC SCC RCC	1/09-2/09 Revised 6/09	Pat Crocker, UVLSRPC Coordinator	By-Laws are approved. RCC meeting schedule approved. Internal leadership created. Best practices for Board orientation and governance introduced and utilized.	Completed Meeting schedule established 1/09. Bylaws development Completed on Schedule.
CMP recognizes completion of reaching the 3 rd year and final meeting with a celebration event. CMP began in March 2006.	RCC CMP Facilitator	3/09 Revised to 7/09	Coordinator Pat Crocker	CMP completes an official "turning over" of the project to the RCC.	Completed on schedule. Sullivan County RCC recognized by the SCC on September 3, 2009, as they did not meet in August. A celebration of the transition was held in Claremont on September 17, 2009 and is reported at http://www.sullivancountyrcc.org/

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Incorporate monthly training sessions into agendas for RCC members: regional best practices, current trends in transportation options, and future strategic needs.	Facilitator UVLSRPC RCC SCC	4/09 – ongoing	Coordinator	RCC will understand how transportation is currently provided and may be provided in the future with greater efficiency and coordination.	RCC Member delegates conducted a site visit to a coordinated system in July 2009. On October 28, 2009, YCCAC Executive Director Connie Garber led a seminar briefing session on volunteer driver programs and coordinated transportation in York County, Maine.
Utilize collaborative models and group activities from CMP history to create cohesive RCC Board function	RCC Members SCC UVLSRPC	4/09-ongoing	Coordinator	RCC Board becomes cohesive group with measurable effectiveness. Facilitator and Kelly Murphy give models and samples to coordinator for continued use.	Completed. The Sullivan County RCC has become a cohesive group focused on improving transportation for the region.
Conduct a yearly strategic planning session for RCC members	RCC Facilitator UVLSRPC	Yearly	UVLSRPC Facilitator Coordinator	Strategic planning session will form direction for each subsequent year.	Strategic Planning Session occurred May 13, 2010, with professional facilitation by the SCC mobility manager, Will Rodman.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Identify and create yearly minimal operating RCC budget after creation in June 2009.	RCC Coordinator	Revised 7/09 -9/09	Coordinator	Operating revenue and expenses identified for coming year.	RCC operations have been funded by NH DOT New Freedoms Funding and the on-going EFH grant. The difficult state and national economic situation has severely limited access to local funding sources beyond in-kind services of stakeholders.
RCC nominates three "chair" positions to create 3 sub-committees to 1) establish the necessary criteria for a RTC selection, 2) outline specific steps for improved volunteer services coordination, and 3) outline steps for improved human service coordination. <i>Clarification of each group to follow.</i>	RCC	6/09 – 12/09	Sub-Chairs Coordinator	Three working groups will define and clarify significant implementation areas of RTC.	Operating Standards and guidelines have been agreed upon and endorsed by the RCC. Volunteer Driver program is in operation with CATS as lead agency. Federal funds through the FTA
RCC develops 5-year business plan.	RCC Coordinator	10/09- 12/09 Revised 12/10 3/12	Coordinator RCC, Chair	Document is submitted to EFH, included with RFP, and to UVLSRPC.	A regional transportation coordinator (RTC) will not be selected; rather, the strategic plan identified a lead agency and grants for the UVLSRPC to apply. All applications have been successful.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
UVLSRPC investigates option to become supporting organization for the RCC.	RCC UVLSRPC	10/09	Christine Walker, UVLSRPC	RCC has a logistical "home" base for structure, continuity and sustainability.	RCC became an officially recognized subcommittee of the UVLSRPC in February 2010. The RPC adopted the RCC as a sub-committee through February 2013.

OUTCOME #2 EVALUATION PLAN

<p>Outcome #2: Outcome Indicator(s)</p>	<p>Data Collection Method and Timeframe</p>	<p>Evaluation Results (Complete for Progress Report Only)</p>
<ul style="list-style-type: none"> • During first year, RCC becomes fully functioning Advisory Board of Stakeholders, replacing the Community Mobility Committee. • Community Mobility Project ceases operation, marking three years of efforts to improve mobility. • RCC conducts trainings to inform members of area needs and resources. • UVLSRPC becomes parent of RCC, providing basic logistical support including annual revision and update to the Human Services Plan. • Three sub-committees of RCC define major needs and components of securing an RTC. 	<p>01/09- 06/09</p> <ul style="list-style-type: none"> • By-Laws • Role/Responsibility • MOUs • Internal leadership voted in place <p>June 2009</p> <p>7/09 - ongoing</p> <ul style="list-style-type: none"> • Surveys • Guest Speakers • Evaluations <p>10/09 one year anniversary of creation</p> <p>6/09-12/09</p> <ul style="list-style-type: none"> • Meeting Minutes • Recommendations to the full RCC body 	<p>Project task Completed. Bylaws approved 6/2009. MoUs approved and in place from 14 individuals and entities.</p> <p>RCC first officers in place on July 2009. Elections will again take place in June 2012.</p> <p>SCC has revised directives. RCCs became an official subcommittee of the UVLSRPC in February 2010. Formal MOAs with RPC directors are pending. Legislation covering liability issues is pending.</p> <p>Sullivan County application to SCC for official recognition completed and approved on September 3, 2009.</p> <p>ALL THE ITEMS OUTLINED IN THIS SECTION OF THE EVALUATION PLAN HAVE BEEN ACCOMPLISHED AS OF MARCH 31, 2010.</p> <p>The RCC's have been institutionalized in each region as of October 2011.</p>

OUTCOME #3 Sub-Committee Volunteer Coordination Services: With the RCC fully established and functioning, this sub-committee will integrate rural transportation programs utilizing volunteer drivers with the public transportation system. Focus on providing door-to-door services to community members of all ages who do not have the ability to self-transport due to circumstances such as age, illness/disability, lack of financial resources or lack of a personal vehicle.

OUTCOME #3 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
<p>Continue collaboration work underway with the Charlestown pilot for all Sullivan County non-profits that provide transportation utilizing volunteer drivers. Assess community members in each town who are being served well and those that are not served or are under-served. Assess competencies for each collaborating agency. Determine referral and scheduling protocols to meet community member needs.</p>	<p>American Red Cross RSVP ServiceLink CMP Newport Senior Center Kearsarge Council on Aging RCC, once established</p>	<p>10/08-6/09 Revised 10/8-9/09 Revised 10/09 – 9/10</p>	<p>UVLSRPC, Coordinator</p>	<p>Committee recommitted to broadening scope of service from Charlestown to Sullivan County. Agencies work together to find creative ways to give more rides to more rural community members. More agencies working together rather than in isolation.</p>	<p>Completed. With substantial funding to reimburse volunteer drivers, protocols for formal collaboration, and standards of service in place, the coordination between the Newport Senior Center, Valley Regional Hospital, West Central Behavioral Health, Sullivan County Department of Corrections and other organization is ongoing. Volunteer drivers now serve all Sullivan County towns.</p>
<p>RCC Sub Committee forms to outline structure and criteria for Volunteer and Outreach Component of RTC.</p>	<p>Sub-Committee RCC designated Chair of Sub-Committee</p>	<p>9/09 Revised 9/10</p>	<p>Chair, Sub-Committee Coordinator</p>	<p>Sub-Committee of RCC is organized.</p>	<p>Completed January 2011.</p>

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
<p>Group designs job description for Volunteer and Outreach Coordinator, a required local component of the RTC.</p> <p>Recruit, register, train, coach, thank and schedule at least three cohesive groups of volunteer drivers who will provide rides to/from rural locations within Sullivan County and to medical appointments in other locations such as Hanover, Springfield, Keene, Boston and Manchester</p>	Sub-Committee	4/10 Revised 9/10	Chair, Sub-Committee Coordinator	RTC will include the hiring of a local Volunteer and Outreach Coordinator to recruit, schedule and nurture at volunteer drivers. At least 2206 hours of service will be donated by volunteer drivers.	Completed. The roster of drivers now includes 42 36 volunteers that have completed background checks and training and who are actively providing services.
Sub-Committee investigates collaboration potential with Bonnie Clac and Upper Valley Rideshare.	Sub-Committee	9/09-11/09	Sub-Committee Coordinator	Create opportunity of carpooling expansion and vehicle ownership opportunities for those community members, especially those that reside outside of public transit availability.	The RCC is in contact with organizations is ongoing. Both displayed materials at the RCC October 2011 event. NH Rideshare is now a statewide service.

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
<p>Assess technology and communication infrastructure that will enable, resource sharing and in-kind donations from agencies. Examples include cell phones, vehicles, repairs, fuel, volunteer in-take/criminal and other driver "checks", insurance, billing/mileage reimbursement practices, reporting etc.</p> <p>Working closely with the public transportation provider, hospitals, clinics, employers, retailers and other collaborating agencies, assess best way to match community members with rides and to enhance coordination objectives.</p> <p>Prepare for addition of volunteer coordinator part-time beginning April 2010,</p>	Sub-Committee	9/09-11/09 Revised 10/9 – 12/10	Chair, Sub-Committee Coordinator	MOA's with all agencies that are providing resources for volunteer drivers and the infrastructure to support and thank them. Fulfilled volunteer drivers. Increased efficiency and cost saving for agencies.	All objectives in this component have been met. Volunteer Driver Coordinator hired in August 2010. Program is well known in the communities and the program of services has expanded with receipt of FTA 5310 funds beginning July 1, 2011.
Sub-Committee presents recommendations to full RCC on the local Volunteer Coordination Component that must be integrated into the RTC request for proposals.	Sub-Committee RCC	12/09 Revised 9/10	Chair, Sub-Committee Coordinator	RCC will incorporate agreed upon recommendations into the RTC request for proposal document for Sullivan County.	CATS is the lead agency. State revised plans to contract with RTC's.

Outcome #3: Outcome Indicator(s)	Data Collection Method and Timeframe	Evaluation Results <i>(Complete for Progress Report Only)</i>
<ul style="list-style-type: none"> • More people have their transportation needs met in more rural towns • Minimum volunteer drivers, 2,206 hours of service in the first 18 months, with value of \$37,500 of service time • By providing easy to use tools such as cell phones, gas cards, vehicles to drive or mileage reimbursement, -- more volunteer drivers will be recruited and retained. • Interagency coordination and communication • Community members access Bonnie Clac Services • Commuter workforce accesses the Upper Valley Rideshare's online rideshare database to carpooling opportunities. 	<ul style="list-style-type: none"> • # Trips completed (daily) • Town where rider resides (daily) • Destinations which have the most demand (daily) • # volunteers recruited and retained. Value of their service determined in dollars. (annual) • Reduction of un-met needs (quarterly) • Customer satisfaction survey (annual) • Volunteer satisfaction survey (annual) • MOA's for agencies sharing resources and/or volunteers (annual) • Bonnie Clac and Rideshare provide marketing materials to assist with efforts. 	<p>Volunteer Driver program underway. RouteMatch software has been installed at Community Alliance and provides detailed, regular monthly reports to NHDOT and RCC members. Comprehensive data reports are now routinely provided. Destination tracking using zip codes is in place.</p> <p>Volunteer Driver time tracked between July 2011 and February 2012 was 1,618 Hours valued at \$27,500.</p> <p>Volunteer drivers receive mileage reimbursement at the GSA rate permitted for business travel. Currently, that is \$0.555 per mile. Volunteers are recognized annually for their valuable service through awards and public recognition.</p> <p>Detail Report for SFY 2012 through June 30, 2012 is attached.</p>

OUTCOME #4: Sub-Committee Human Service Coordination: With the RCC fully established and functioning, this sub-committee will establish an environment within area agencies to embrace and participate in a regional coordination system and prepare for maximum coordination success with the RTC.

OUTCOME #4 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
RCC Sub Committee forms to outline steps to achieve a coordinated human service group.	Sub-Committee RCC designated Chair of Sub-Committee	9/09	Coordinator Sub-Committee Chair	Sub-Committee of RCC is organized.	Objective has been met. Coordination Sub Committee has established standards and goals.
Sub-Committee researches and identifies "incentive" program to increase success for collaboration.	Best practices from other national models Sub-Committee Area agencies	7/09-10/09 Revised 12/10	Coordinator Sub-Committee Chair		Best practices for coordination have been implemented to the greatest extent possible.
Sub-Committee will review sample MOA for Charlestown pilot and expand draft to county wide providers	Sub-Committee RCC designated Chair of Sub-Committee The "Plan"	7/09-8/09 Revised 12/10	Coordinator Sub-Committee Chair	MOA expanded to county wide service providers	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Calculate fully allocated costs, financial resources, and how area non-profits operations can collaborate more efficiently with the brokerage structure	Sub-Committee RCC designated Chair of Sub-Committee UVLSRPC	10/09 Revised 10/10- 12/10	Coordinator Sub-Committee Chair	Reimbursement rates based upon fully allocated costs per participating agency	No longer applicable as state plan is revised. Coordination occurring informally.
Sub-Committee presents final MOA draft to RCC for approval and discussion.	Sub-Committee RCC designated Chair of Sub-Committee	11/09 Revised 12/10	Coordinator Sub-Committee Chair	MOA is approved for use.	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.
Final MOA on document presented by participating executive directors to their Board of Directors	Board of Directors for participating agencies CMP/ Community Members RCC Coordinator	12/09-2/10	Coordinator Sub-Committee Chair	RCC members will understand the benefits of coordinated services and effects on their individual agencies	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.
MOAs are signed by stakeholder Board's of Directors	Coordinator Human Service Agency Directors	1/10-3/10	Coordinator	MOA lay foundation of trust and collaboration for coordinated system	16 MoUs signed by organization members as of September 2009. Agreements to work together are occurring informally as RTC's will not be procured.

OUTCOME #4 EVALUATION PLAN

Outcome #4: Outcome Indicator(s)	Data Collection Method and Timeframe	Evaluation Results (Complete for Progress Report Only)
<ul style="list-style-type: none"> • MOAs with area non profits providing transportation services are signed • Identified incentive program establishes enthusiasm for agencies to participate in the coordination process • Completed Board informational sessions will continue to lay foundation of education to the community 	<ul style="list-style-type: none"> • MOAs signed by area non- profit providers by 6/10 	<p>This activity is completed in part, but is not being pursued due to the change in direction by the state putting all Medicaid services including transportation into Managed Care organizations. The RCC is working with the state agencies on alternative strategies to implement coordination despite adverse economic conditions and revised state agency plans.</p>

OUTCOME #5: Sub-Committee Regional Transportation Coordinator: With the RCC fully established and functioning, this sub-committee will formulate recommended criteria and outcomes for releasing a Request for Proposals to secure a Regional Transportation Coordinator (RTC) as outlined in the “Plan”.

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting (Complete for Progress Report Only)
RCC Sub Committee reviews technical assistance information received from CTAA.	Sub-Committee RCC designated Chair of Sub-Committee	10/09 Revised	Chair, Sub-Committee Coordinator	Sub-Committee of RCC is organized.	Not Proceeding due to change in state course.
Sub-Committee hears recommendations from other sub-committees	Sub-Committee RCC designated Chair of Sub-Committee	12/09	Chair, Sub-Committee Coordinator	Sub-Committee of RCC has information on volunteer and human service coordination to include in RFP.	Not Proceeding due to change in state course.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
<p>Sub-Committee travels to Fitchburg, MA to view Montachusett Area Transit program and other regions to assess best practices, observe, and assess veteran process.</p>	<p>Sub-Committee RCC designated Chair of Sub-Committee Montachusett Area Transit</p>	<p>6/09-9/09</p>	<p>Chair, Sub-Committee Coordinator</p>	<p>Task Force sees system and collects information. Reports back to full RCC.</p>	<p>This is now a State initiative of the SCC. Software procurement is in process.</p> <p>The statewide software and data management project is proceeding and Sullivan County RCC member CATS has volunteered to be a pilot site to test the connectivity with their existing Routematch sytem.</p>
<p>Sub-Committee formulates a recommendation to the RCC for RFP guidelines and suggested components.</p>	<p>Sub-Committee RCC designated Chair of Sub-Committee</p>	<p>1/10-3/10</p>	<p>Chair, Sub-Committee Coordinator</p>	<p>Requirements created for: Anticipated ridership, general pattern of trips, service quality standards, rate structure, human service coordination, local volunteer coordination, infrastructure, software, scheduling, etc.</p>	<p>No Longer applicable as formal RTC procurement will not occur for the foreseeable future.</p>

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
RCC incorporates sub-committee and "Plan" recommendations into one RFP document.	RCC DHHS	4/10	Coordinator	RCC approves RFP document.	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.
RCC releases RFP to public	RCC DHHS	5/10	Coordinator, UVLSRPC	Potential applicants have until July 1 to respond	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.
RCC reviews replies, conducts interviews and negotiates RTC.	RCC UVLSRPC DHHS RPC	7/10-8/10	Coordinator RCC Sub Committee UVLSRRPC Community	RTC selected	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.
RCC and RTC contract begins.	RCC RTC DHHS EFH RPC	9/10 – 12/10	Coordinator, RCC Sub Committee, UVLSRPC	Contract formalized.	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.
RCC and RPC closely monitor, oversee and support first stages of contract implementation with new RTC. Conduct evaluation process with RCC and RPC to assure consumer satisfaction.	RCC RPC DHHS NHDOT	10/10-9/11	Coordinator RCC Sub Committee UVLSRRPC Community	Successful Launch of RTC. Enhanced and expanded community transportation through coordination.	No Longer applicable as formal RTC procurement will not occur for the foreseeable future.

OUTCOME #5 EVALUATION PLAN

<p>Outcome #5: Outcome Indicator(s)</p>	<p>Data Collection Method and Timeframe</p>	<p>Evaluation Results <i>(Complete for Progress Report Only)</i></p>
<ul style="list-style-type: none"> Because the RCC is a newly established entity, the task force will include CMP (community) members familiar with the transportation needs of Sullivan County. 	<ul style="list-style-type: none"> Interviews Sample RFP's 	<p>No Longer applicable as formal RTC procurement will not occur for the foreseeable future.</p>

OUTCOME #6: RCC Subcommittee focuses on financial sustainability. As part of the CTAA technical assistance grant secured in October 2007, the national organization will assist the CMP, and subsequent RCC, in identifying a funding mix to alleviate reliance on any one source, including the EFH.

OUTCOME #6 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
CTAA completes technical assistance grant with CMP and provides list of potential funding sources to pursue	CTAA LSC, Inc. CMP	10/08 Completed	UVLSRPC Coordinator	Identified list of resources to create begin augmenting EFH implementation funding	NH DOT/FTA Funds have virtually replaced EFH funds, but for ongoing need for local match.
RCC sub-committee will focus on establishing sustainability options for long-term coordination prior to establishment of the RTC.	LSC, Inc. CTAA CMP RCC Sub-committee, once established	3/09-9/09 Revised 1/09-12/09	RCC Sub-committee Coordinator CMP participants.	Funding plan created EFH Grant Application Submitted.	NHDOT New Freedom and Planning grants augment EFH funding. Applications for SFY 2013 are in process.
Sub-Committee provides regular reports to each Sullivan County town describing # of successful rides and purpose, as well as identified unmet needs.	Sub-Committee Town Officials	5/09 –ongoing	Coordinator	Towns begin to recognize and understand their own communities' transportation needs.	Year-end report will be prepared using common criteria.
Sub-Committee uses RSA 261:153, Section VI to begin dialogue with communities currently receiving transportation services about supporting vehicle registration fees or other funding mechanisms.	Town officials CMP LSC, Inc CTAA UVLSRPC RCC	6/010- 1/11 prep for 3/11 town meeting	Coordinator UVLSRPC	Towns secure warrant article. If passed, percentage of matching funds secured.	Not feasible for the foreseeable future due to economic climate.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Sub-Committee creates plan to expand warrant article success to underserved communities.	Town officials CMP LSC, Inc CTAA UVLSRPC RCC	4/10-4/11	Coordinator RCC Community Members	Towns secure warrant article. If passed, percentage of matching funds secured.	Warrant articles were successful in several communities for SFY '10, '11, and '12. However, local match is an ongoing obstacle to sustainability.
Sub-Committee analysis revenue projections from other sources – state match, Medicaid, fee for service, private pay, IIB, etc.	RCC Public Transit Provider	7/09-12/09 Revised 1/11-6/11	Coordinator Sub Committee	Diverse revenue streams identified through educational activities.	Creative use of FTA funds is occurring but local match remains a challenge.
Sub-Committee seeks support from area businesses to obtain federal tax credit for establishing transit options as an employee benefit.	RCC Area businesses	12/09 Revised 12/10	Coordinator	Ridership and revenues increase.	Feasibility study for commuter service completed, but federal funding needed for resources to implement a service from Lebanon yet. Charlestown Route ridership is growing each year.

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Sub-Committee seeks Sullivan County funding to support the countywide coordinator role. Presented as limited 3-year funding request.	Sub-Committee County Delegation	7/09-9/09	Coordinator Sub Committee	Individual meetings with Delegation members re: project goals. Delegation presentation.	County funding for this activity was not feasible. Regional Planning Commission has been funded to support the RCCs in Sullivan and Grafton-Coos Counties through FTA grants and Unified Planning Work Program.

OUTCOME #6 EVALUATION PLAN

Outcome #6: Outcome Indicator(s)	Data Collection Method and Timeframe	Evaluation Results <i>(Complete for Progress Report Only)</i>
<ul style="list-style-type: none"> Potential revenue sources plan created Identify applicable DOT funding DHHS reallocating transportation dollars through goal of brokerage model 	6/09 Revised — 12/09 Revised – 3/12	Creative Use of FTA grants have provided for the implementation of a volunteer driver program to serve the entire county. Grants have come from FTA programs for the elderly, disabled, and planning programs. DHHS funding for non-emergency Medicaid transportation will not be implemented. All Medicaid services have been put out to bid for a Managed Care Organization.

Outcome #6: Outcome Indicator(s)	Data Collection Method and Timeframe	Evaluation Results (Complete for Progress Report Only)
<ul style="list-style-type: none"> Several Revenue Sources Realized 	<p>Revised – 3/12</p>	<p>NHDOT has stepped in to enhance service and coordination with creative use of FTA 5310 funding for volunteer driver reimbursements and New Freedoms 5317 funding to support Mobility Management.</p> <p>The FTA Section 5310 program has been an enormous success. The first full fiscal year result of the purchase of service funding (July 1, 2011- June 30, 2012) provided increased mobility to the rural reaches of Sullivan County. (A spread sheet is attached to this report.)</p> <p>In summary, Volunteer Drivers donated 3,257 hours of service; drove 62,163 miles and provided 2, 127 rides for the 5310 program alone. The Endowment’s funding for the local match to provide this service made it possible. The coming fiscal year the project will continue with match provided by local volunteer driver time. This DOT policy change has allowed the project to move forward.</p> <p>Sources of local and municipal revenue remain strained by both economic conditions and political conditions in NH and no change is expected within the foreseeable future.</p>

OUTCOME #7: Evaluation methods within each component of brokerage and call center to insure level of service and cost effectiveness is maintained.

OUTCOME #7 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Once RTC is selected a formal outcomes evaluation plan is created that includes indicators, data collection, methods and time frames.	RTC/Broker Coordinator RCC	9/09 Revised 6/11	UVLSRPC Coordinator	EFH accepts the outcomes evaluation plan	RTCs are not feasible options without state contracting.
Track efficiency of service using performance measures, including total trips, passenger miles, clients served, cost/trip, trips/hour, service refusal as a percentage of total trips, trip distribution by geography and funding source, number of agencies participating.	Broker Coordinator Provider agencies Consumers	9/09 ongoing Revised 6/11	UVLSRPC Coordinator	Annual report identifying total trips, passenger miles, clients served, cost/trip, trips/hour, service refusals as a percentage of total trips, trip distribution by geography and funding source, and number of agencies and vehicles participating in coordinated system	The CATS, as lead agency, performs these tasks and reports to NHDOT. Electronic Data collection began in January 2011 with installation of RouteMatch software.
Track quality of service through improvement measures, including surveys, phone interviews, random driver satisfaction surveys	RTC/Broker Coordinator Provider agencies Consumers Volunteer Drivers	9/09 ongoing Revised 10/10-9/11	UVLSRPC Coordinator	Bi-annual driver and rider satisfaction measures collected	Rider satisfaction surveys conducted annually. Comment cards are presented to all riders in volunteer autos.
Seek best practice models and establish ongoing method of evaluating RCC.	State and National Input	Ongoing	UVLSRPC Coordinator	Secure evaluation tool for RCC use.	Ongoing.

OUTCOME #7 EVALUATION PLAN

<p>Outcome #7: Outcome Indicator(s)</p>	<p>Data Collection Method and Timeframe</p>	<p>Evaluation Results (Complete for Progress Report Only)</p>
<ul style="list-style-type: none"> • Improved Management Information Systems for tracking activity and costs. • Increase of total transportation capacity in Sullivan County region • Increased availability of service in 15 rural communities • Cost per trip reduced by calculated percentage by end of three year period • Number of agencies participating in the brokerage • 89% of clients are satisfied with scope of service provided • 100% of partner agencies are satisfied with operation of brokerage system by end of three year period 	<ul style="list-style-type: none"> • Miles, time, number rides • Tracking of trip statistics through brokerage/RTC • Tracking of each trip expenses through scheduling/software • Signed MOA with agencies • Client surveys • Partner agency surveys 	<p>The coordination plans now call for creating models for operations and training best practices to begin a less formal, non-contractual model of coordination among agencies.</p> <p>Community Alliance Transportation Services is ramping up services through the volunteer driver program that will serve all 15 rural communities in Sullivan County. Comprehensive Data Collection and Client Service Satisfaction will be a requirement of this FTA program. The UVLSRPC will submit reports monthly to DOT. Comprehensive reporting will be required.</p> <p>A brokerage operation is not the current model for regional coordination, but agencies are working together to expand service options.</p> <p>RouteMatch Scheduling Software is in use and detailed reports are now available.</p>

OUTCOME #8: Sullivan County residents will gain awareness of mobility services available to them and general understanding of the required resources and long-term value of coordinated transit services via outreach/awareness efforts. Request for Proposal tool, designed during third Stage Planning Grant, will be utilized to secure a marketing consultant.

OUTCOME #8 WORKPLAN

Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Review Charlestown planning outcomes for countywide scope. Brainstorm initial marketing outcomes for each system segment (public, volunteer, etc) Marketing plan back-loaded to last quarter of FY10 to prepare for RTC implementation.	UVLSRPC RTC RCC	10/09 Revised 3/10 Revised 3/11 Revised – 3/12	Coordinator UVLSRPC Sub Committee	Preliminary basis for RFP outcomes to secure marketing firm	Marketing of the Volunteer Driver Program has increased. Strategies pursued locally to reach out via print, cable access TV, speaking engagements and creation in-house publications. RCC is using SCC materials for branding and marketing. A number of publications and a distinct Sullivan County Logo was developed in-house by UVLSRPC.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Identify small potential components of "blitzing" efforts that could be expanded to other towns around Sullivan County.	CATS CMP RCC	12/09 Revised 12/10 Revised 3/11	Coordinator UVLSRPC Sub Committee	Using Charlestown success ridership and awareness can begin to increase while coordination efforts underway.	Volunteer Coordinator has been speaking to numerous community and religious groups and garnering excellent media coverage.
CMP progress and information is transferred from UWSC to UVLSRPC website, allowing for continual updating in house.	UVLSRPC Kelly Murphy RCC	9/09	Coordinator UVLSRPC	Website is functional and informative for each phase of work.	Transfer of management to UVLSRPC Accomplished Website functional as of 9/09 utilizing Google Sites and unique domain name.
Create outreach/awareness committee to steer process. Broken into 2 components – external for community and internal with providers	RCC UVLSRPC	10/09	Coordinator Committee Members	Committee created and volunteer chair designated	Marketing committee created. Work plan includes a summit in Fall 2011. Completed.

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Activity	Inputs	Timeframe	Responsible Person	Anticipated Outputs	Progress Reporting <i>(Complete for Progress Report Only)</i>
Committee reviews RFP for potential use. Seeks statewide best practices and useful materials to be integrated. Committee makes recommendation to RCC.	UVLSRPC EFH RCC	1/10 Revised 3/11	Coordinator Committee Members	Potential Marketing Plan RFP is developed. Statewide and local resources are used.	However, an RFP issued received no response. Strategies are being pursued locally to reach out via print, cable access TV, speaking engagements and creation in-house publications.
Draft RFP concepts to RCC. Plan prepared for implementation as RTC procurement is in process.	UVLSRPC RCC	3/10 Revised 3/11	Coordinator	RCC adopts marketing plan concepts planning for RTC implementation.	See above
Marketing plan is implemented	UVLSRPC CMP/ Community Members RCC RTC	6/10-10/11 Revised 3/12	Coordinator	During final year, materials/messaging disseminated, all media sources have tools to increase awareness	Ongoing. Business cards and magnets promoting the volunteer driver services are on order.

OUTCOME #8 EVALUATION PLAN

<p>Outcome #8: Outcome Indicator(s)</p>	<p>Data Collection Method and Timeframe</p>	<p>Evaluation Results (Complete for Progress Report Only)</p>
<ul style="list-style-type: none"> • Employees, employers, social service agencies, municipalities, legislators and the community-at-large have a greater awareness of and need for mobility options in Sullivan County. • UVLSRPC maintains a website with status information. • Specific small towns are “blitzed” and can identify mobility options and have been informally trained on use. 	<ul style="list-style-type: none"> • Baseline survey of awareness from each segment of population, and 2nd survey following one year of marketing efforts • Minutes, pictures, calendar of progress • Handouts, surveys, printed materials, outreach trainings 	<p>Towns and employers are aware of the efforts of the Sullivan County Regional Coordination Council through regular e-mail correspondence, information about transportation coordination, promotion and recruiting in the volunteer driver program and the use of a web site at http://www.sullivancountryrcc.org</p> <p>Towns are aware of the work of the RCC. As an official subcommittee of the regional planning commission, the work of the RCC has become better understood by municipal leaders. Press coverage on print, radio and CATV has been very successful.</p> <p>The RCC was invited to join a new Sullivan County Commission on Wellness as an advisor on County transportation policy that will serve to improve and enhance good health and quality of life. This may translate into an improved level of financial support for transportation services.</p>