

# 2015 RCC Survey

*Administered in the fall of 2015 by the  
SCC Agency Partnership Subcommittee*

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## Why do a survey?

- *Learn the state of coordination across the regions*
- *Share each region's successes and challenges*
- *Find out how the SCC can better support the RCCs*
- *Update contact information*

## WHAT IS THE BEST WAY TO USE THIS DATA?

- Report back to SCC
- Provide data to consultant chosen to help rewrite coordination plan
- Distill into executive summary for external uses, such as annual report
- Engage agencies on the state and regional levels by demonstrating what coordinating looks like
- Engage the RCCs in a dialogue initiated by the survey responses

*Your thoughts?*



### QUESTION 1

*Do you think coordination has progressed within your region?*

***Nine regions say yes, one says no.***

**3** regions use the RCC as a forum to communicate and learn about others

**1** region has a shared vehicle maintenance agreement

**1** region has a taxi vehicle voucher program

**2** regions share call dispatching

**2** regions share vehicles between providers

**2** regions coordinate volunteer driver programs



QUESTION 2

*Has your RCC membership increased or decreased since it was established?*

**1** region increased its membership

**3** regions stayed level

**5** regions decreased in membership

**1** region is seeing a recent increase after the initial decrease



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QUESTION 3

*In what ways have you encouraged participation?*



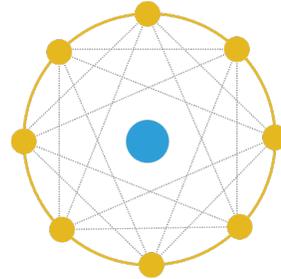
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QUESTION 4

*What is the makeup of your RCC?*

Over the past year, all regions have seen participation beyond just 5310 recipients and the regional planning commissions, although some have broader membership than others.

*See the compilation tables for more details.*

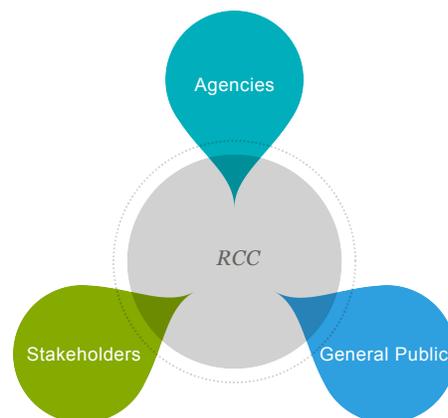


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QUESTION 5

*Has your RCC found that agencies and the general public located in your service area are aware of your RCC's existence and mission?*

Most regions have seen little awareness among the public of the RCC itself, although some have had success in publicizing their transportation services through their directory and other means.



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QUESTION 6

*What outreach methods have you utilized to inform others about your RCC and the SCC?*



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QUESTION 7

*Please summarize the top two positive and top two negative coordination outcomes over the past 3 years.*

<i>Positive</i>	<i>Negative</i>
New services funded by 5310	Conflict over funding
Information sharing	Inadequate funding
Learning how other providers & regions operate	Lack of interest
Awareness of the region's needs	Limited capacity
Establishment of call centers	Lack of clear purpose

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QUESTION 8

*Are there coordination efforts you tried which were unsuccessful because you met with barriers?*

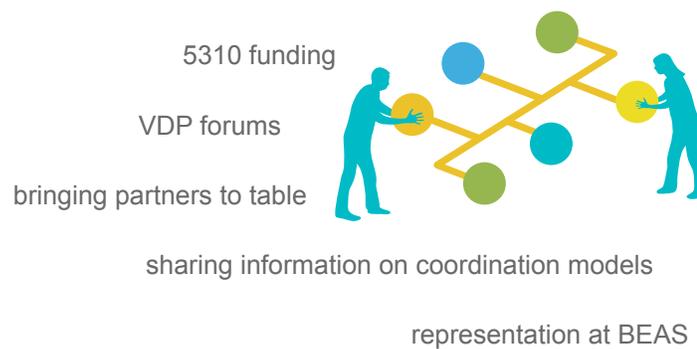
- lack of shared scheduling software
- lack of awareness of transportation needs in towns
- lack of capacity to implement project ideas
- insurance and regulatory barriers especially for vehicle sharing
- lack of interest among smaller VDPs
- smaller VDPs unable to meet minimum standards
- prohibition against provider being RTC slowed coordination
- shortage of paid and volunteer drivers



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QUESTION 9

*What has the SCC done to support your RCC's coordination efforts?*



...more in tabulated results

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QUESTION 10

*What can the SCC do to support your coordination efforts in the future?*

**TECHNICAL ASSISTANCE:**

- information sharing forums
- data collection and common metrics
- inter-regional coordination
- vision setting
- strategic planning
- advertising/marketing

**OTHER:**

- clarify SCC's vision and role and communicate it to stakeholders
- resolve outstanding issues such as role of Regional Planning Commission
- increase state agency participation

**ADVOCACY:**

- make the case for community transpo.
- help locate funding for equipment
- help create partnerships with stakeholders, politicians & organizations
- work with state and federal officials to remove funding silos and restrictive rules
- create a toolkit for awareness

**TECHNOLOGY:**

- provide free computerized scheduling system to work with Trapeze

**FUNDING:**

- continued access to FTW 5310 funds
- help locate non-traditional sources of funding for technical assistance & other

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QUESTION 11

*Has your region been able to utilize nontraditional sources of funding?*

- pooling in-kind match
- finance subcommittee
- bank funding
- appeals to towns and county
- volunteer driver time as soft match
- Monadnock United Way funding
- reducing indirect expenses to send more funds to services
- large private contributions
- innovative scope of work
- contributions from grocery store destinations
- vehicle advertising wraps
- subsidy as match for taxi voucher program

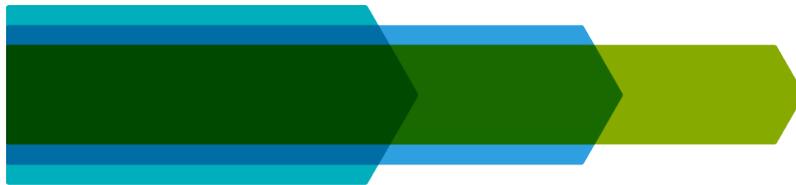


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QUESTION 12

*How have changes in sources besides 5310 Purchase of Service and Formula Funds affected your ability to provide transportation in your region, e.g. BEAS Title IIIb?*

Most regions are seeing reduced funding, and many are cutting back on service.



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QUESTION 13

*What lessons have you learned through providing services funded by 5310 Purchase of Service and/or Formula Funds?*

- great way to fund transportation for seniors and people with disabilities, but need goes beyond those groups
- rural programs get less money but have greater cost per trip because of distances and population density
- groups not receiving 5310 funds tend to drop out of RCC
- real coordination will take more than a pot of money to share



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QUESTION 14

*What do you consider best practices for 5310 POS and/or Formula funds?*

- Don't use 5310 funds for those covered by another program (e.g. Medicaid).
- Watch expenditures and have a triage policy so funds don't run out early.
- Engage a broad spectrum of people and groups.
- Keeping good data will help with funders.
- Reach out to RPC staff.



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QUESTION 15

*What hurdles or barriers to success have you encountered providing services funded by 5310 funds (POS/Formula)?*

- late reimbursements
- silos
- demand exceeds funding and capacity
- need goes beyond seniors and people with disabilities
- need more alternative service models
- municipalities struggle to provide matching funds
- providing accessible transportation as part of VDP
- small VDPs have trouble meeting service standards



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# Thank you!

*SCC Agency Partnership Subcommittee*

