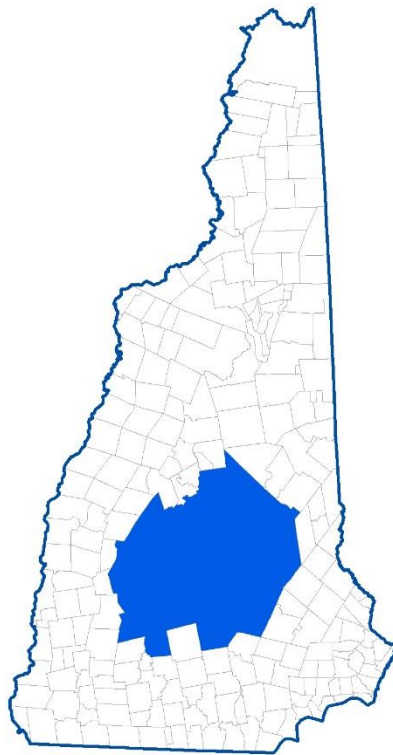


# Coordinated Transit & Human Services Transportation Plan (2019)

Mid-State Regional Coordinating Council



Developed by the Central New Hampshire Regional Planning Commission and  
Lakes Region Planning Commission on behalf of the  
Mid-State Regional Coordinating Council.

Funding for this effort was provided by the NH Department of Transportation through a  
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# Coordinated Transit & Human Services Plan: for New Hampshire’s Mid-State RCC

## Table of Contents

1.0 Introduction .....	1
1.1 Coordinated Planning Requirements .....	1
1.2 Statewide Coordinating Council (SCC) .....	2
1.3 Regional Coordinating Councils (RCCs) .....	2
1.4 Regional Coordinated Transportation Plan.....	3
1.5 Regional Planning Commission Structure and Function .....	3
2.0 Project Methodology .....	4
2.1 Demographic Profile (Section 3) .....	4
2.2 Document Existing Transportation Services (Section 4) .....	4
2.3 Stakeholder Involvement .....	4
2.4 Public Input .....	4
2.5 Needs Assessment (Section 5) .....	6
2.6 Identification of Solutions.....	7
2.7 Coordination Strategies .....	7
3.0 Region 3 Demographic Characteristics .....	8
3.1 Data Sources and Limitations .....	8
3.2 Study Area .....	8
Map 1: The Mid-State RCC area covers 40 central NH communities.....	9
3.3 Population Demographics.....	9
3.4 Population Projections .....	10
Table 1: Mid-State Region Population Profile .....	11
Map 2: 2017 Regional Population Estimates.....	12
3.5 Target Populations – Socio-Economic Indicators .....	13
3.5.1 Elderly .....	13
Table 2: Elderly Population Mid-State Region 3.....	14
Map 3: Individual 65 Years or Older in the Mid-State Region.....	15
3.5.2 Disabled.....	16
Table 3: Disabled Population Mid-State Region 3 .....	18
Map 4: 2016 Disabled Population Estimates .....	19
3.5.3 Income and Poverty.....	20
Table 4: Income and Poverty Population Mid-State Region 3 .....	21

Map 5: 2016 Median Household Income .....	22
Map 6: 2016 Municipal Estimates of Poverty.....	23
3.5.4 Auto Availability .....	24
Table 5: Households with No Vehicle Available.....	25
Map 7: 2016 Households with No Vehicle.....	26
3.6 Other Transit Dependent Populations .....	27
3.7 Commuting Data.....	27
Table 6: Commuting Data .....	27
Table 7: Means of Transportation.....	28
4.0 Existing Transit Services in the Region .....	30
4.1 Concord Area Transit (CAT).....	30
4.2 Rural Transportation System (RTS).....	31
4.3 The Winnepesaukee Transit System (WTS) .....	32
4.4 Volunteer Driver Program (VDP) .....	32
4.5 Taxi Voucher Program.....	33
4.6 Inter-city Bus Services.....	34
4.7 Tri-County (CAP) Transit .....	35
4.8 Other Transit Providers .....	35
4.9 Medicaid Fee-for-Service (FFS).....	35
4.10 Other Transportation Providers .....	35
4.11 Carpool Information and Rideshare Programs .....	36
4.12 Park & Ride Lots .....	37
Table 8: Park & Ride Lot Occupancy .....	38
5.0 Needs Assessment .....	39
5.1 Households Without Access to a Vehicle.....	39
5.2 Low Income Households.....	39
5.3 Elderly Population .....	39
5.4 People with Disabilities .....	40
5.5 Needs Analysis Franklin – Concord Transit Feasibility Study.....	40
5.6 Identified Needs.....	40
5.7 Mitigation .....	40
5.8 Summary .....	41
6.0 2010 Plan Goals and Objectives .....	43
7.0 Goals & Implementation Strategies .....	45

Appendix A – Transportation Needs Assessment

Appendix B – Public Feedback Meetings

Appendix C – Supplemental Maps

Appendix D - Mid-State Ride Resource Directory

# 1.0 Introduction

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The purpose of this report is to update the “Coordinated Transit and Human Services Transportation Plan” for the Mid-State Regional Coordinating Council (Region 3). This planning document is a joint effort between the Central New Hampshire Regional Planning Commission and the Lakes Region Planning Commission, and covers Belknap County, Merrimack County (excluding Hooksett), and Hillsborough, Deering and Windsor from Hillsborough County.

In the Mid-State Region the initial coordinated plan was adopted in June of 2008 by the Mid-State Regional Coordinating Council, as well as both the Central New Hampshire Regional Planning Commission (CNHRPC) and the Lakes Region Planning Commission (LRPC).

The original impetus for the creation of the “Coordinated Transit and Human Services Transportation Plan” was the adoption by the U.S. Congress in 2005 of the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Subsequent federal transportation legislation called the Moving Ahead for Progress in the 21<sup>st</sup> Century (Map-21) adopted in June 2012 continued the requirements of SAFETEA-LU.

The requirements of the original SAFETEA-LU program have largely been carried forward in the latest federal transportation act “Fixing America’s Surface Transportation (FAST) Act” adopted in 2015. Programs funded through the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated transit-human services transportation plan. The Federal Transportation Administration (FTA) indicates that a coordinated transit-human services transportation plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”

This plan update helps ensure that evolving transit and human service needs are addressed in the most effective manner within the limited of amount of transit funding available to the region.

## 1.1 Coordinated Planning Requirements

Federal regulations specify five required elements of a coordinated plan:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of federal programs and services so that disadvantaged persons have access to more transportation services.
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources.
- Encourage enhanced customer access to the variety of transportation resources available.
- Formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels.
- Develop and implement a method for monitoring progress on achieving the goals of this order.

## 1.2 Statewide Coordinating Council (SCC)

In order to meet the requirements of SAFETEA-LU, and subsequent federal transportation acts, the State of New Hampshire formed the Governor's Taskforce on Community Transportation. This resulted in the organization of a permanent Statewide Coordinating Council (SCC) in 2007 whose role is to set statewide coordinating policy to be implemented at the regional level, assist regional coordination efforts, and monitor the results of coordination efforts statewide. In 2006 the 'Statewide Coordination of Community Transportation Services Plan' was prepared and served as the basis to guide the work of the SCC. Under this plan ten (10) Regional Coordinating Councils (RCCs) were established as Region 3 RCC, later renamed the Mid-State Regional Coordinating Council. The SCC Statewide Coordination Plan was updated in 2016

The regional boundaries were created with the Medicaid relationship in mind and thus were developed around the location of regional hospitals. Consequently, the boundaries of the RCC regions do not coincide with any county, regional, or state agency.

## 1.3 Regional Coordinating Councils (RCCs)

The Regional Coordinating Councils (RCCs) include local transportation providers, funding agencies, consumers, and agencies requiring transportation services. There are 9 RCCs, with regional boundaries largely determined by having common human services destinations such as hospitals. The RCCs work to develop information that is helpful to transportation service users, identify opportunities for coordination between service providers, and advise the SCC as to the state of coordination in the region.

Presently, one of the primary roles of the RCCs is to distribute Section 5310 funds from the NHDOT. The RCC in each region solicits, scores, and selects projects each grant cycle for 5310 Funding. This process applies to the 5310 RCC Program and the 5310 Capital Program. The 5310 RCC Program applications are reviewed by NHDOT for eligibility before a contract for the funding is implemented between the NHDOT and one (1) lead agency within each RCC.

The RCC is also required to periodically update the region's coordinated transportation plan. The preparation of this report provides an opportunity for a diverse range of stakeholders with a common interest in human service transportation to convene and collaborate on how best to provide transportation services for these targeted populations. Specifically, the stakeholders are called upon to identify service gaps and/or barriers, identify the solutions most appropriate to meet these needs based on local circumstances, and prioritize these solutions for inclusion in the plan.

Stakeholder outreach and participation is a key element to the development of this plan. Federal guidance issued by the FTA specifically requires this participation, and recommends that it come from a broad base of groups and organizations involved in the coordinated planning process, including (but not limited to); area transportation agencies, transit users and potential users, public transportation providers, private transportation providers, non-profit transportation providers, human service agencies funding and/or supporting access for human services, advocacy organizations, community-based organizations, elected officials, and other government agencies that administer programs for targeted populations.

This plan is intended to both capture local and regional stakeholder issues, and to establish the framework for potential future planning and coordination activities.

The Mid-State RCC has successfully undertaken the following since its inception:

- The creation and maintenance of the regional “Ride Resource Directory” of transit providers, both public and private.
- The creation and continued support of a region-wide Volunteer Driver Program.
- Expanding the availability of existing Senior Bus Services to include a wider service area and to provide rides to those with disabilities under 65 years of age.
- The creation of a model taxi voucher program at the Merrimack County Correctional Institution in 2016.
- Solicited matching funds from both public and private donors needed to access section 5310 funding.
- Obtained funding for a Regional Mobility Manager to publicize the transit programs available, to assist in the training and recruitment of volunteer drivers, to maintain the regional Resource Directory, to provide individual training to elderly or disabled individuals to allow them to take advantage of the transit services available, as well as promote coordination between the various public and private transit providers in the region.

## 1.4 Regional Coordinated Transportation Plan

The Mid-State RCC adopted its original “Coordinated Transit and Human Services Transportation Plan” in June of 2007, and updated the plan in June of 2010.

The 2019 “Coordinated Transportation Plan” is intended as an update to the 2007/2010 plan. This plan identifies changes in regional demographics, changes in the availability of transit services, and changes in funding sources. Goals and Objectives stated within this plan will be based on an updated needs analysis, public and service provider input, changes in the funding sources, policy changes at the State and Federal levels, and more than a decade of experience with coordinating and implementing transit services in the Mid-State region.

## 1.5 Regional Planning Commission Structure and Function

The Mid-State RCC includes each of the 20 communities within Central New Hampshire Regional Planning Commission, more than 15 communities from the Lakes Region Planning Commission area, as well as containing three towns from the Upper Valley Lake Sunapee Regional Planning Commission and Windsor located in the Southwest Planning Commission Region. Due to the regional boundaries selected by the NH SCC, both the CNHRPC and LRPC are jointly held responsible for the development of this “Coordinated Transportation Plan.” In addition, both Regional Planning Commissions are required to develop and maintain a Long Range Transportation Plan that identifies transportation policies for their regions over a twenty-year horizon; a Transportation Improvement Program (TIP), listing prioritized projects to be implemented; and a Unified Planning Work Program, a two-year transportation planning work plan and budget for the organization.

The “Coordinated Transportation Plan” will be incorporated into each Region’s Long Range Transportation Plan and will become an integral portion of each region’s transportation planning program.



## 2.0 Project Methodology

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As mentioned in Section 1, the four required elements of a coordinated plan are:

1. An assessment of current transportation services
2. An assessment of transportation needs
3. Strategies, activities and/or projects to address the identified transportation needs (as well as ways to improve efficiency)
4. Implementation priorities based on funding, feasibility, time etc.

This chapter describes the steps that were undertaken to develop these elements of the Mid-State coordinated transit and human services transportation plan.

### 2.1 Demographic Profile (Section 3)

A demographic profile of the service area was prepared using the 2010 US Census and the Census Bureau's American Community Survey, 5-year estimates, with a focus on the specific populations subject to the goals of the plan: the elderly, persons with disabilities, and low-income individuals.

### 2.2 Document Existing Transportation Services (Section 4)

This step involved documenting the range of public transportation services that exist in the study area. These services include public fixed route and paratransit services, and transportation services provided or sponsored by other social service agencies. Most of the 50+ existing transit providers in the region are relatively small in scale and target specific geographic areas and groups, particularly the elderly and disabled populations. Providers vary in size and reach, and include small organizations with volunteers, public entities, private businesses, larger municipal efforts including Concord Area Transit (CAT), and inter-city distance service provided by Concord Coach, Manchester Transit Authority (MTA), Dartmouth Coach, and other bus and specialized services.



### 2.3 Stakeholder Involvement

Stakeholder involvement and public participation has been a part of the operations of the Mid-State RCC since its creation in 2007. The membership of Mid-State RCC as of July 2018 consisted of thirty one (31) entities including the City of Concord, several towns within the region, transit service providers, social service agencies, the Belknap Economic Development Council, the Lakes Region Chamber of Commerce, and the Merrimack County Department of Corrections.

Comments were formally solicited from members of the RCC throughout the update process, which represent the majority of all transit service providers and many of the social service agencies in the Mid-State Region.

### 2.4 Public Input

A series of transit studies were undertaken in the region and each study included a public opinion survey to gather information about the need for and the effectiveness of the existing transit services. The Concord – Franklin Transit Feasibility Study was completed in 2017. The study was undertaken

by Steadman Hill Consulting, Inc., with assistance from the CNHRPC. A stakeholder outreach program was implemented, and the following groups were surveyed Franklin City Hall (employees and visitors), Merrimack County Employees, a general residential survey (150 of the 167 respondents were from the Town of Boscawen), and the private manufacturing firm of Watts Water Technologies (Webster Valve) in Franklin.

Another recent survey was undertaken in 2017 as part of the CAT Public Transit Study. A total of 84 responses were received. 59 of the respondents indicated that they were riders or know someone who currently rides the CAT bus system, 56% or 38 of the respondents indicated that the riders used the bus on a daily or weekly basis.

Of those responding only 15% lived in a household without an available vehicle, while only 11% lived in a household which did not have an occupant with a valid driver's license.

The most common concerns listed were as follows:

- The CAT routes do not go where I need to go 58.62%
- The CAT system does not operate during the hours I need transportation 50.0%
- The CAT system does not operate on Saturday 44.1%
- The Cat System does not operate on Sunday 30.8%

58.3% of the respondents expressed a desire to use other forms of transit and 53.2% of the respondents did not either know how to best use the buses or did not know the extent of the bus routes.

In the fall of 2017, as part of the Boarding and Alighting Study undertaken by CNHRPC, riders on the fixed route CAT System were asked to complete a survey. Of the 108 responses received the respondents indicated that the best ways to improve the CAT bus service were to provide weekend service (62.7%), have the buses run more often (53.1%), and to improve the information available (65.7%). The vast majority of all respondents wanted expanded service, and/or an overall reduction in travel times. The most favorable rated aspect of the CAT Bus was its cost (fares) and the least desirable aspect of the CAT system was the quality of the bus shelters and seating.

As part of update of Coordinated Transportation Plan 2019, a survey was developed and distributed throughout the Mid-State RCC region beginning in April of 2018 and was made available until March of 2019. 123 surveys were returned utilizing either SurveyMonkey, or by returned paper copies. Copies of the survey were made available at local libraries and municipal buildings, and were routinely handed out at meetings attended by the CNHRPC and LRPC staff as well as the Mobility Manager.

The two most important destinations for travel assistance are Medical/Dental Appointments (78%) and Shopping/Grocery Store (74%).

Two public meetings were held during the plan update process, the first on February 8, 2019 in Hillsborough, the second on March 5, 2019 in Laconia. The attendees expressed the need for service to additional locations, and more flexible transit options in both Hillsborough and Laconia.

An advertising campaign was developed for these workshops using printed media, dedicated pages on both planning commission's websites, and word of mouth. Public notices were distributed in local and regional newspapers before the meetings. Meeting flyers were created and distributed across the region. Flyers were also distributed and posted at local libraries and town halls, senior center. In addition, flyers were handed out at numerous local meetings by the RCC Members, CNHRPC staff, LRPC staff, and the Mobility Manager.

The two most common sources of rides for survey respondents were: Children/relatives (44%) and Volunteers from churches, or non-profits (32%).

The results from the Coordinated Transportation Plan 2019 public survey are in Appendix A. Some highlights are also included here as sidebars and graphics.

The results of this survey were consistent in many ways with previous surveys. The respondents in this survey, in contrast with prior surveys, were predominately from the smaller communities in the region outside the central cities of Concord, Laconia and Franklin.

The primary concerns identified were the general lack of public transit services to large parts of the region, the lack of service for residents who are not disabled or elderly, the lack of evening or weekend services, and further public transit services do not serve all the destinations desired. Other significant issues have been the lack of familiarity with transit options in the region, the cost of private service providers, the reliability of the service providers, and the time it takes to access the existing services. On a positive note, the respondents concern with the safety of public transit service was relatively low, the maintenance of public transit facilities and equipment was not an issue, and also the cost and reliability of existing public transit services was not an issue with most of the respondents.

The survey results indicate the need for an ongoing information program about the availability of transit services. In common with many elderly service providers the audience is constantly changing and there is a need for a consistent and targeted program for informing clients as well as the general public.

## 2.5 Needs Assessment (Section 5)

An important step in completing the plan was to identify transportation service needs or gaps. The needs assessment provides the basis for recognizing where and how service for the population groups of concern needs to be improved.

The primary focus of the outreach meetings described above, was to collect and synthesize information about transportation gaps and barriers faced by seniors, persons with disabilities and low income individuals.

The most common request has been for transit services to be available on nights and weekends, as well as for more frequent service (shorter times between arrivals at stops). Longer service hours, both in the morning and evening, would make the use of transit service far more attractive for commuters.

The two most frequent comments about the local transportation system were: Transportation is not provided where I live (59%) and I do not have enough information about the system (53%).

## 2.6 Identification of Solutions

Coupled with the need to identify transportation gaps is the need to identify corresponding potential solutions to address them. Significant steps have been made to address the needs of the disabled population and the elderly since 2008. However, gaps in service remain, especially for those individuals younger than 65, or without an identified disability, who are not eligible for programs supported by Section 5310 funding.

## 2.7 Coordination Strategies

In addition to considering which projects or solutions could directly address identified transportation gaps, it is important to consider how best to coordinate services so that existing resources can be used as efficiently as possible. A major objective of the State Coordinating Council (SCC) and each RCC is to improve the coordination of transit services. When the SCC was created the intention was to have the New Hampshire Department of Transportation and the New Hampshire Department of Health and Human Services (NHHS) coordinate their transit related programs. The NHHS, under contract with Coordinated Transportation Services (CTS), operates the Medicaid Non-emergency Transportation Programs.

## 3.0 Region 3 Demographic Characteristics

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### 3.1 Data Sources and Limitations

Sources of demographic and socioeconomic characteristics data included in this section have been obtained from the U.S. Census Bureau, the New Hampshire Office of Strategic Initiatives (NHOSI), and other sources. Specific sources of data used in the tables and maps are listed in their respective narrative sections below.

There are many sources of potential uncertainty surrounding the data presented in the sections below, especially for data obtained from the American Community Survey due to the limited sample size in the small communities which make up most of the Mid-State Region. These uncertainties can lead to over or underestimates of present and future transit needs within the region. Some identified data limitations and sources of uncertainty include:

- The most current U.S. Census (2010) data is eight years old.
- The primary source of most of the demographic data is the U.S. Census, American Community Survey 2012-2016 Five Year Series (ACS). The small sample sizes in each of the communities results in relatively large margins of error. The actual numbers given in the report must be assumed as approximations only.
- Future population projections from the NHOSI are based on the low population growth rates. Significant changes in in-migration to the region could result in a faster growth rate.

Given these limitations and sources of uncertainty, the data presented below in the tables, maps and narrative sections can be used as a planning tool to help understand general demographic characteristics of the region; and to identify general levels and geographic concentrations of transit dependent populations.

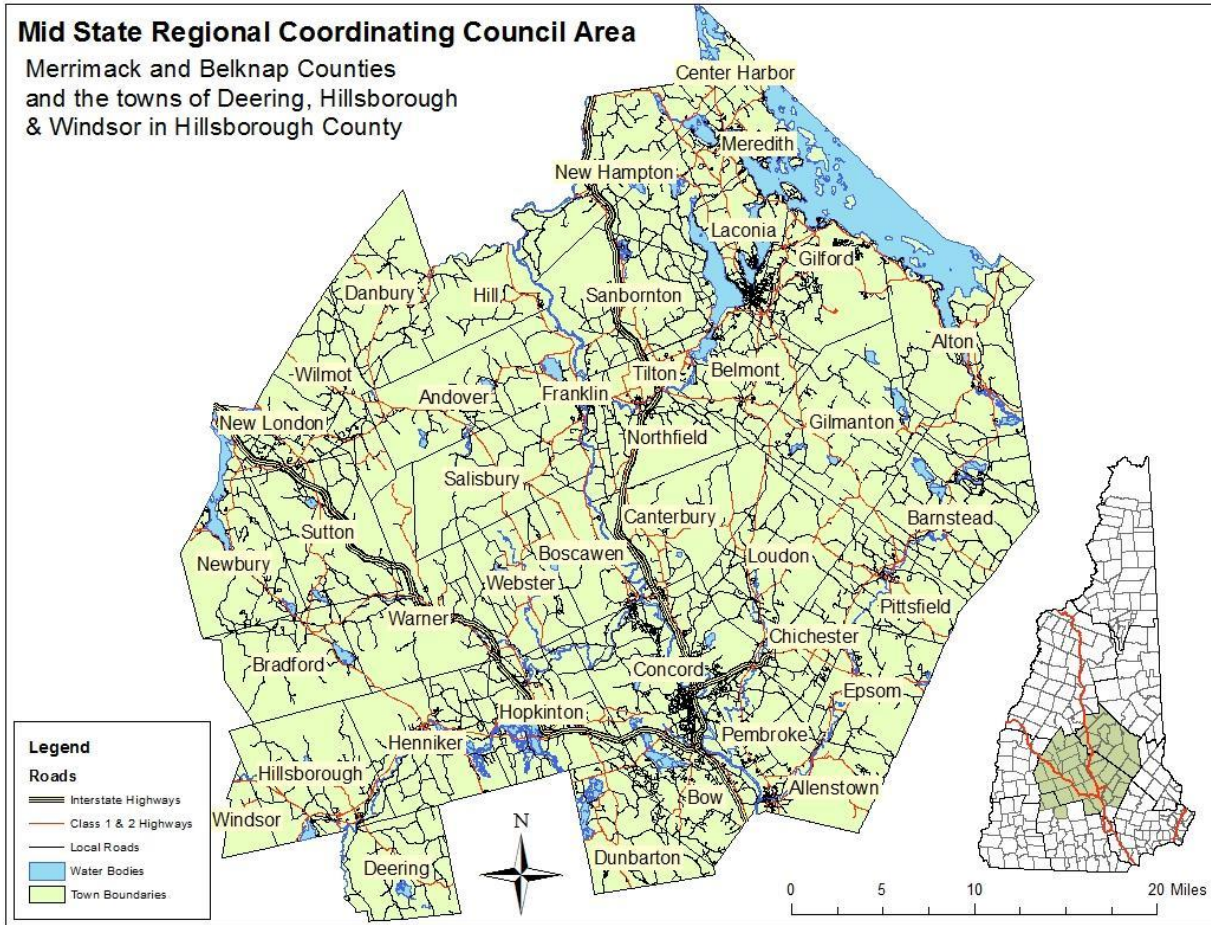
### 3.2 Study Area

The municipalities covered by this plan are distributed across Belknap, Hillsborough, and Merrimack Counties and include:

- Belknap County – Alton, Barnstead, Belmont, Center Harbor, Gilford, Gilmanton, Laconia, Meredith, New Hampton, Sanbornton, and Tilton
- Hillsborough County – Deering, Hillsborough, and Windsor
- Merrimack County – Andover, Allenstown, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Danbury, Dunbarton, Epsom, Franklin, Henniker, Hill, Hopkinton, Loudon, Newbury, New London, Northfield, Pembroke, Pittsfield, Salisbury, Sutton, Warner, Webster, and Wilmot.

The region encompasses approximately 1,464 square miles or 15.7 percent of the state's total area of 9,351 square miles.

Map 1: The Mid-State RCC area covers 40 central NH communities



### 3.3 Population Demographics

The NH Office of Strategic Initiatives (OSI) is required by law (RSA 78-A:25) to estimate the population of the State’s municipalities on an annual basis. The most current estimates are for 2017, and represent the best available representation of the Mid-State Region’s population. RSA 78-A:25, also stipulates that the definition of a resident must be the same as that of the U.S. Decennial Census to ensure conformity between both data sets.

The Mid-State region contains a total of 40 towns and cities with an estimated population in 2017 of 203,460 inhabitants as enumerated in *Table 1: Mid-State Population Profile*. Since the last coordinated plan, the Town of Windsor in Hillsborough County was added to the Mid-State Region. This added a total population of 240 individuals, according to the 2010 US Census, and increased the land area of the region by 8.3 square miles. Windsor is the furthest town to the west in the region.

Estimates from the NH OSI indicate that between 2000 and 2017, population grew over this seventeen (17) year period by 12.7% which is in line with the statewide growth rate of 12.5%. Communities within the Mid-State Region range from just over 200 inhabitants in Windsor to over 42,500 in the City of Concord. The region includes many outlying rural communities with large geographic areas and low population densities, as well as the more centralized cities of Concord and Laconia which have areas with higher population and densities. These two cities are home to 29.1% percent of the region’s total

population. A second tier of smaller communities consisting of Franklin, Alton, Belmont, Bow, Gilford, Loudon, Meredith, Pembroke, Hopkinton, and Hillsborough contain another 32.9% of the region's population. While areas of each of these communities have concentrations of higher density development, these communities can generally be characterized as consisting of disbursed low density residential development. The remaining 28 communities are more rural in nature with each having populations under 5,000 and together account for 38.0% percent of the region's population.

### 3.4 Population Projections

The NH OSI prepares projections or forecasts of future population for the state and its political subdivisions. The projections are used by a wide variety of government agencies and private interests to guide public policy and estimate future target populations. The current NH OSI population projections were published in September of 2016.

Projections from the NH OSI indicate that between 2010 and 2040, population is expected to grow an estimated 10.87 percent throughout the Mid-State Region, somewhat higher than the projected overall population growth of 8.3% for the State of New Hampshire. Table 1 shows the community, regional, and state population projections for 2040. In comparison the NH Office of Energy and Planning, the predecessor to NH Office of Strategic Initiatives, projected a 30.8% population increase in the region by 2030. Population growth slowed and even declined in some communities since the recession of 2008. Population within the region is expected to grow by just over 20,700 individuals to an estimated population of 222,847 by 2040, which is significantly lower rate than was forecast in 2008.

With the exception of Allentown and Center Harbor, communities in the Mid-State Region are expected to grow between 0.4% and 0.9% per year from 2015 to 2040. Please note that this is an average yearly growth rate. Because of the impact of compounding, the actual yearly growth rate would be slightly smaller.

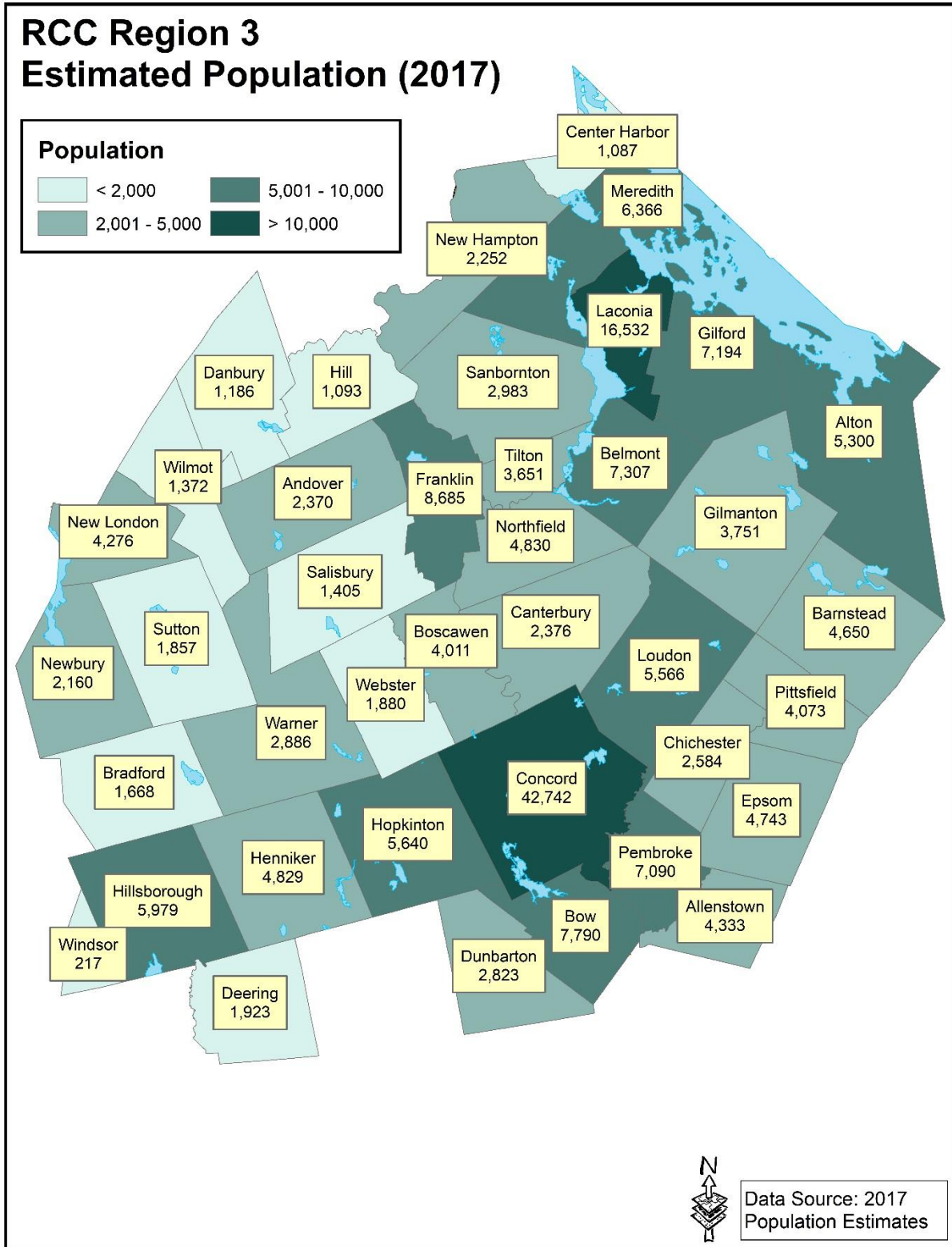
Table 1: Mid-State Region Population Profile

Municipality	Total Population U.S. Census		Total Population NH OSI Estimate	NH OSI Population Projection	Projected % Population Increase
	2000	2010	2017	2040	2010-2040
Allenstown	4,483	4,322	4,333	4,286	-0.83%
Alton	4,502	5,250	5,300	5,923	12.82%
Andover	2,109	2,371	2,370	2,693	13.58%
Barnstead	3,886	4,593	4,650	5,210	13.43%
Belmont	6,716	7,356	7,307	7,762	5.52%
Boscawen	3,672	3,965	4,011	4,407	11.15%
Bow	7,138	7,519	7,790	8,708	15.81%
Bradford	1,454	1,650	1,668	1,914	16.00%
Canterbury	1,979	2,352	2,376	2,786	18.45%
Chichester	2,236	2,523	2,584	3,000	18.91%
Concord	40,687	42,695	42,742	46,433	8.76%
Center Harbor	996	1,096	1,087	1,141	4.11%
Danbury	1,071	1,164	1,186	1,322	13.57%
Deering	1,875	1,912	1,923	2,001	4.65%
Dunbarton	2,226	2,758	2,823	3,378	22.48%
Epsom	4,021	4,566	4,743	5,499	20.43%
Franklin	8,405	8,477	8,685	9,104	7.40%
Gilford	6,803	7,126	7,194	7,621	6.95%
Gilmanton	3,060	3,777	3,751	4,257	12.71%
Henniker	4,433	4,836	4,829	5,533	14.41%
Hill	992	1,089	1,093	1,237	13.59%
Hillsborough	4,928	6,011	5,979	6,679	11.11%
Hopkinton	5,399	5,589	5,640	6,151	10.06%
Laconia	16,411	15,951	16,532	16,843	5.59%
Loudon	4,481	5,317	5,566	6,459	21.48%
Meredith	5,943	6,241	6,366	6,771	8.49%
Newbury	1,702	2,072	2,160	2,618	26.35%
New Hampton	1,950	2,165	2,252	2,478	14.46%
New London	4,116	4,397	4,276	5,115	16.33%
Northfield	4,548	4,829	4,830	5,331	10.40%
Pembroke	6,897	7,115	7,090	7,720	8.50%
Pittsfield	3,931	4,106	4,073	4,455	8.50%
Salisbury	1,137	1,382	1,405	1,663	20.33%
Sanbornton	2,581	2,966	2,983	3,329	12.24%
Sutton	1,544	1,837	1,857	2,179	18.62%
Tilton	3,477	3,567	3,651	3,885	8.92%
Warner	2,760	2,833	2,886	3,173	12.00%
Webster	1,579	1,872	1,880	2,192	17.09%
Wilmot	1,144	1,358	1,372	1,591	17.16%
Windsor	201	240	217	248	17.6%
<b>Study Area</b>	<b>187,473</b>	<b>201,229</b>	<b>203,460</b>	<b>223,095</b>	<b>10.87%</b>
<b>New Hampshire</b>	<b>1,235,550</b>	<b>1,316,200</b>	<b>1,342,612</b>	<b>1,432,700</b>	<b>8.83%</b>

Source: NHOSI Data



Map 2: 2017 Regional Population Estimates



### 3.5 Target Populations - Socio-Economic Indicators

This Coordinated Plan is primarily concerned with the transportation needs and transportation service options for specific transit-dependent populations. Target populations of interest include the elderly, disabled, low-income populations, and those without vehicles. These target populations are less likely to have their own means of transportation, and are more likely to be dependent upon public or private transit service. This section relies on the information in the 2010 US Census, the US Census American Community Survey (ACS) Five Year Data Series from 2012-2016 and the NH OSI population projections for 2040. Strict reliance on the ACS Data should be avoided due to the limited sample sizes in the smaller communities within the region which results in significant margins of error. However, no other information is publicly available.

#### 3.5.1 Elderly

The elderly population aged 65 and older generally has a higher dependence on transit, as the ability to drive tends to diminish with age. *Table 3* details the percentage of persons aged 65 and older who reside in the region by municipality. Based on 2012-2016 ACS data series, 34,666 persons age 65 and older reside in the region. This amounts to 17.2 percent of the total population, significantly higher than the 2008 estimate of 13.3% of the total population. *Map 3* illustrates the geographic distribution of the region's elderly population.

Predictably, the two largest municipalities in the region – Concord and Laconia – have 27 percent (9,499 individuals) of the total elderly population. Second tier communities including Belmont, Bow, Franklin, Gilford, Hopkinton, Meredith and New London each had over an estimated 1,000 residents over the age of 65. These seven communities combined have another 27 percent (9,341 individuals) of the elderly population.

Twelve towns in the region have an elderly population exceeding 20% of the total population. The Town of New London has the highest percentage of elderly (33.3%) relative to its total population. Of particular concern is that many of the smallest rural towns, which are far removed from any fixed transit system have more than 20% of their population over 65 years of age, including the towns of Alton, Andover, Bradford, Boscawen, Gilford, Gilmanton, Hill, New London, Sutton, Tilton and Wilmot Boscawen, Center Harbor, Gilford, Meredith, Newbury, Sutton and Tilton. Only the town of Henniker (9.7%) has an elderly population rate below 10%.

The NH OSI projects that 23.5% of New Hampshire's population will be elderly in 2040, resulting in 322,450 individuals being over the age of 65 out of a projected total New Hampshire population of 1,374,702. The Mid-State Region would likely have a comparable percentage of elderly. If 23.5% of the Mid-State Regions population were elderly this would see this population increase from an estimated 34,666 individuals in 2016 to 52,369 in 2040.

The increasing elderly population indicates the need for improving transit and human services in the region. The American Association of Retired Persons estimates that approximately 20 percent of Americans aged 65 and over do not drive.

The availability of adequate transportation enables older persons to live independently in their communities, helps to prevent isolation, and the possible need for (expensive) long-term care placement. Without an adequate transportation system many older people, who do not drive, must

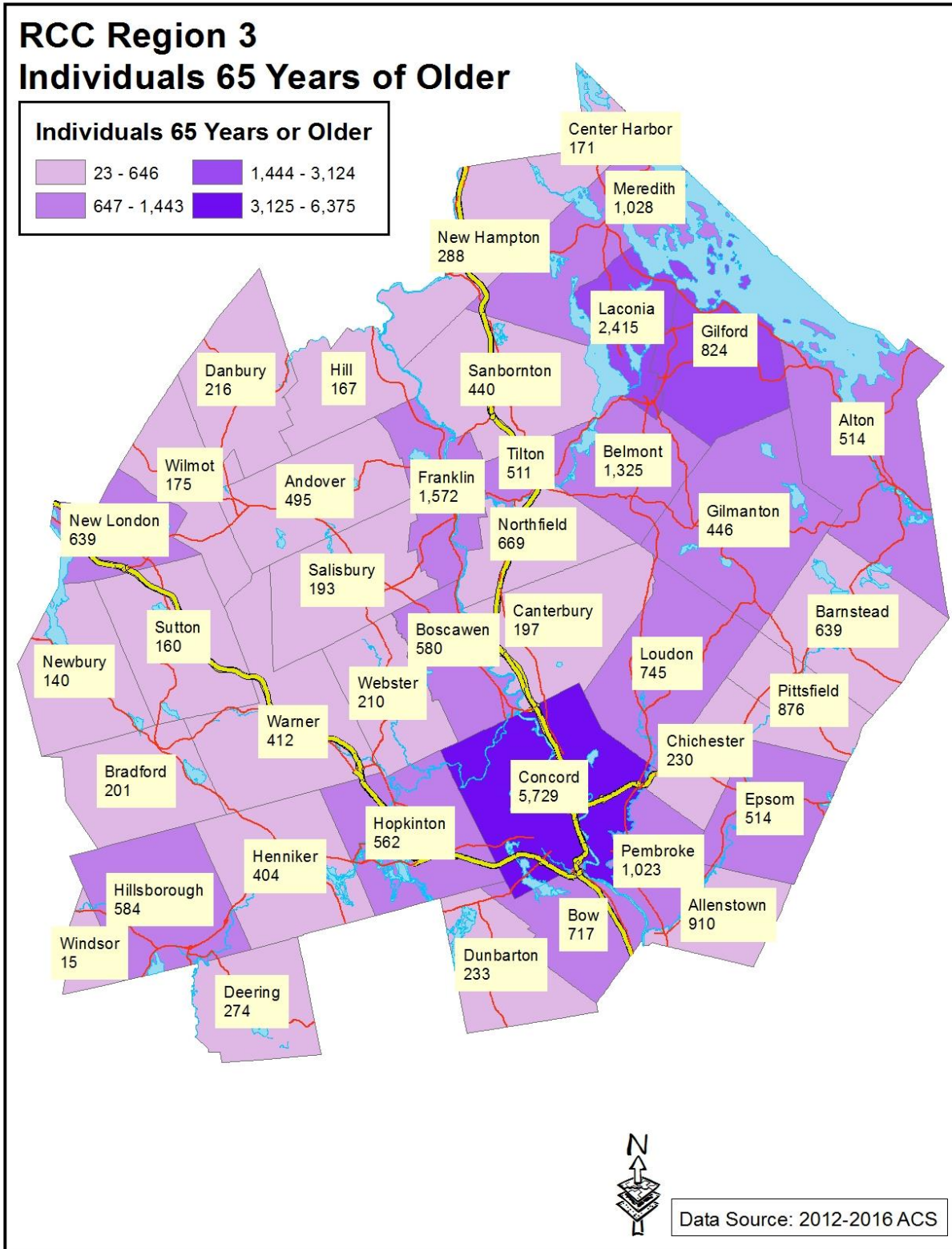
rely on family and friends to provide transportation. Improving the relationship between transit and human services in the region will benefit the elderly population to a significant degree. The alternative to easy access transport is isolation, loss of self-esteem, and potentially an increase in the cost of care.

Table 2: Elderly Population Mid-State Region 3

Municipality	Total Population U.S. Census	Total Population OSI Estimate	% 65 and Over ACS 5 year Estimate	Estimate 65 and Over
	2010	2016	2016	2016
Allenstown	4,322	4,307	13.4%	577
Alton	5,250	5,256	20.0%	1,051
Andover	2,371	2,360	22.2%	524
Barnstead	4,593	4,617	14.0%	646
Belmont	7,356	7,300	15.6%	1,139
Boscawen	3,965	3,952	20.2%	798
Bow	7,519	7,715	16.2%	1,250
Bradford	1,650	1,663	21.1%	351
Canterbury	2,352	2,366	17.9%	424
Chichester	2,523	2,573	14.7%	378
Concord	42,695	42,501	15.0%	6,375
Center Harbor	1,096	1,078	23.2%	250
Danbury	1,164	1,173	12.0%	141
Deering	1,912	1,910	16.0%	306
Dunbarton	2,758	2,800	12.0%	336
Epsom	4,566	4,702	17.7%	832
Franklin	8,477	8,533	15.1%	1,288
Gilford	7,126	7,153	24.6%	1,760
Gilmanton	3,777	3,731	21.8%	813
Henniker	4,836	4,871	9.7%	472
Hill	1,089	1,092	19.9%	217
Hillsborough	6,011	5,958	13.4%	798
Hopkinton	5,589	5,612	18.6%	1,044
Laconia	15,951	16,444	19.0%	3,124
Loudon	5,317	5,466	15.8%	864
Meredith	6,241	6,341	22.5%	1,427
Newbury	2,072	2,149	25.3%	544
New Hampton	2,165	2,233	17.5%	391
New London	4,397	4,333	33.3%	1,443
Northfield	4,829	4,814	12.1%	582
Pembroke	7,115	7,072	13.3%	941
Pittsfield	4,106	4,072	12.6%	513
Salisbury	1,382	1,399	16.2%	227
Sanbornton	2,966	2,979	17.5%	521
Sutton	1,837	1,849	21.6%	399
Tilton	3,567	3,633	21.8%	792
Warner	2,833	2,888	17.5%	505
Webster	1,872	1,877	16.4%	308
Wilmot	1,358	1,362	23.0%	313
Windsor	224	248	10.6%	23
<b>Study Area</b>	<b>201,005</b>	<b>202,134</b>	<b>17.2%</b>	<b>34,666</b>
<b>New Hampshire</b>	<b>1,316,256</b>	<b>1,334,591</b>	<b>16.5%</b>	<b>220,672</b>

Source: 2012-2016 ACS

Map 3: Individual 65 Years or Older in the Mid-State Region



### 3.5.2 Disabled

The term disability often conjures up images of the most obvious types of impairments: mobility impairments that necessitate the use of a wheelchair, visual impairments that require the use of a guide dog, and so forth. But disabilities may be physical or cognitive, may be readily observed or “hidden” (such as epilepsy, arthritis, and diabetes), and may result from a variety of causes.

Disabled individuals typically rely on a higher number of transit trips, as many disabilities prevent this population from operating a motor vehicle. Many disabled individuals require vehicles with specialized equipment such as wheelchair lifts. Some may also require door-to-door service with specialized assistance in getting on and off vehicles.

The U.S. Census Bureau collects data on disability for non-institutionalized individuals aged five and older. However, it should be noted that disability data is self-reported by the surveyed households and does not necessarily align with eligibility requirements for state or federal human services under Americans with Disabilities (ADA) programs. Similarly, there is no clear definition within census data as to which categories of disability result in transit dependence. The Census Bureau defines disability as one or more of the following:

- a) Blindness, deafness, or a severe vision or hearing impairment;
- b) A substantial limitation in the ability to perform basic physical activities, such as walking, climbing stairs, reaching, lifting or carrying;
- c) Difficulty learning, remembering or concentrating; or
- d) Difficulty dressing, bathing, or getting around inside the home.

In addition, people 16 years old and over are considered to have a disability if they have difficulty going outside the home alone to shop or visit a doctor’s office, and people 16-64 years old are considered to have a disability if they have difficulty working at a job or business.

*Table 3* provides information on the region’s disabled individuals by municipality in 2016. Approximately 13.6 percent or 27,431 of the region’s total population over age five are reported to have some form of disability. This figure is comparable to the Estimated NH Disability Rate of 12.8 percent. Three municipalities – Concord, Franklin, and Laconia – have just over 35 percent of the region’s disabled population, or 9,716 individuals. The communities of Allenstown, Meredith, Pittsfield, and Pembroke combined account for another 3,837 individuals or 13.9 percent. Alton, Bow, Canterbury, Chichester, Dunbarton, Henniker, Hillsborough, Newbury, and Sutton have disability rates of less than 10%, while Center Harbor, Danbury, and Hill have disability rates of over 16%. Newbury had the lowest estimated disability rate in the region at 7.4%.

The following was taken from the [2017 Disability Statistics Annual Report](#) prepared by the Rehabilitation Research and Training Center on Disability Statistics and Demographics, National Institute on Disability, Independent Living, and Rehabilitation Research.

“From 2008 to 2016, the percentages of people with each type of disability have remained relatively unchanged. The percentage of people with ambulatory disabilities, cognitive disabilities, and independent living disabilities rose by 0.2 to 0.3 points over the period, while people with hearing, vision, and self-care disabilities rose 0.1 point or less.”

“The American Community Survey (ACS) estimates the overall rate of people with disabilities in the US population in 2016 was 12.8%.”

“As the US population ages, the percentage of people with disabilities increases. In the US in 2016, less than 1.0% of the under 5 years old population had a disability. For those ages 5-17, the rate was 5.6%. For ages 18-64, the rate was 10.6%. For people ages 65 and older, 35.2% had a disability.”

“In 2016, the median earnings of people with disabilities ages 16 and over in the US was \$22,047, about two-thirds of the median earnings of people without disabilities, \$32,479.”

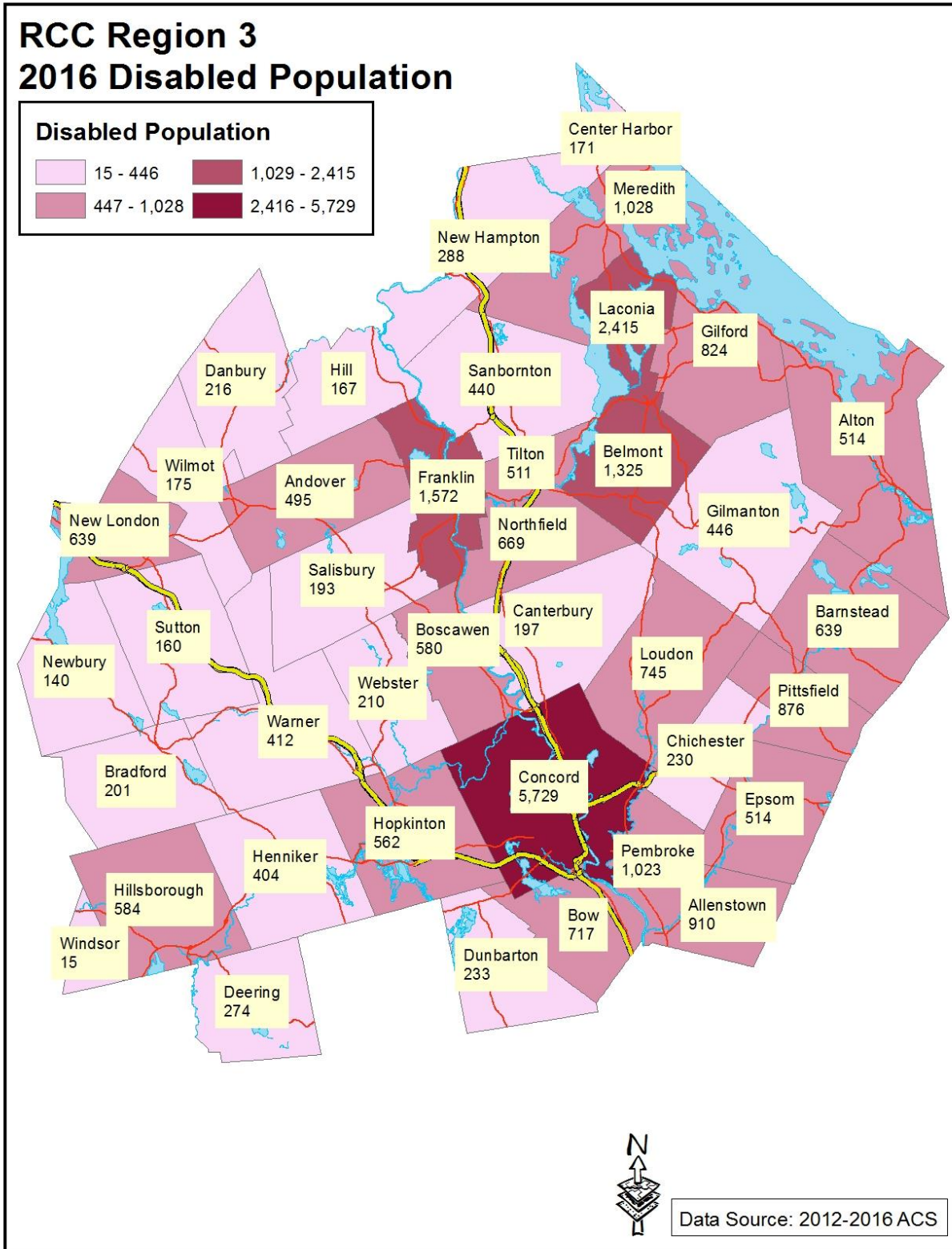
The percentage of the population with disabilities within the region is only slightly higher than the United States as a whole. Surprisingly, Concord’s rate of 14.4% was relatively low in spite of the having by far the largest number of disabled individuals (5,729) in the region, while housing the majority of the New Hampshire’s social service infrastructure.

Table 3: Disabled Population Mid-State Region 3

Municipality	Total Population U.S. Census 2010	Total Population OSI Estimate 2016	% With Disability ACS 5-Year Estimate 2016	Total Disabled ACS 5-Year Estimate 2016
Allenstown	4,322	4,307	21.3%	910
Alton	5,250	5,256	9.7%	514
Andover	2,371	2,360	18.6%	495
Barnstead	4,593	4,617	13.8%	639
Belmont	7,356	7,300	18.2%	1,325
Boscawen	3,965	3,952	17.0%	580
Bow	7,519	7,715	9.3%	717
Bradford	1,650	1,663	12.3%	201
Canterbury	2,352	2,366	8.9%	197
Chichester	2,523	2,573	8.9%	230
Concord	42,695	42,501	14.2%	5,729
Center Harbor	1,096	1,078	16.9%	171
Danbury	1,164	1,173	16.7%	216
Deering	1,912	1,910	14.2%	274
Dunbarton	2,758	2,800	8.3%	233
Epsom	4,566	4,702	11.3%	514
Franklin	8,477	8,533	19.0%	1,572
Gilford	7,126	7,153	11.6%	824
Gilmanton	3,777	3,731	11.9%	446
Henniker	4,836	4,871	8.3%	404
Hill	1,089	1,092	16.3%	167
Hillsborough	6,011	5,958	9.8%	584
Hopkinton	5,589	5,612	10.0%	562
Laconia	15,951	16,444	15.4%	2,415
Loudon	5,317	5,466	14.0%	748
Meredith	6,241	6,341	16.2%	1,028
Newbury	2,072	2,149	7.4%	140
New Hampton	2,165	2,233	12.7%	288
New London	4,397	4,333	14.2%	639
Northfield	4,829	4,814	14.0%	669
Pembroke	7,115	7,072	14.4%	1,023
Pittsfield	4,106	4,072	21.4%	876
Salisbury	1,382	1,399	14.9%	193
Sanbornton	2,966	2,979	14.8%	440
Sutton	1,837	1,849	8.2%	160
Tilton	3,567	3,633	15.4%	511
Warner	2,833	2,888	14.5%	412
Webster	1,872	1,877	11.1%	210
Wilmot	1,358	1,362	11.6%	175
Windsor	224	217	6.9%	15
<b>Study Area</b>	<b>201,005</b>	<b>202,134</b>	<b>13.6%</b>	<b>27,431</b>
<b>New Hampshire</b>	<b>1,316,256</b>	<b>1,334,591</b>	<b>12.8%</b>	<b>170,828</b>

Source: 2012-2016 ACS

Map 4: 2016 Disabled Population Estimates





### 3.5.3 Income and Poverty

Another strong indicator of transit dependency is income. Lower income households are less able to purchase, insure, and maintain a vehicle, along with other spending restrictions that they may have. In the Mid-State Region, especially in the smaller outlying towns without fixed transit services, not having a vehicle means that individuals are far more likely not to be able to readily access jobs, health care, shopping venues, and other vital community services.

*Table 4* contains both Median Household and Per-Capita Income estimates for 2016 for each of the communities within the region. This information was obtained from the American Community Survey 5-Year Average 2012-2016.

The overall median household income for Merrimack County was estimated to be \$67,181, slightly lower than the state median household income of \$68,485. Belknap County's median household income was \$61,245 or nearly 10.6% lower than the state median household income.

Eleven of the 40 communities within the region have median household incomes lower than New Hampshire's. Communities with the lowest household incomes include Allenstown, Belmont, Boscawen, Bradford, Concord, Danbury, Hillsborough, Laconia, Pittsfield, Tilton and Wilmot. The two largest municipalities have household incomes well below the State or County estimates, partially due to the large institutional populations in the community, and partially due to the availability of more affordable multi-family housing. The communities of Bow, New London, and Hopkinton have estimated median incomes well above the State or County.

The overall median per-capita income for Merrimack County was estimated to be \$34,362 in 2016, just over 7% higher than the statewide estimate of \$32,020. Belknap County's median per-capita income of \$32,502 household income was slightly higher than the state wide average.

There is a wide range of per-capita income across the region ranging from a low of \$24,443 in Boscawen to a high of \$45,936 in Newbury. This statistic highlights the vast discrepancies between municipalities in the region.

In such a diverse region, with varying levels of income from town to town, a more specific measure of transit need is reflected in the population with incomes that fall below the federal poverty level. The U.S. Census Bureau measures poverty using a complex set of thresholds that vary by family size, number of children and age of the householder. That data collected by the Census Bureau excludes some sub-populations such as those living in college dormitories, institutionalized individuals, those living in military quarters, and unrelated individuals under fifteen years of age. Therefore the poverty data presented in *Table 5* is based on a smaller subset of the total population. Even in the wealthiest communities, individuals and families are found below the Federal poverty level.

The three cities in the region (Concord, Laconia and Franklin) contain almost 47 percent of the region's poverty level population, or 8,125 individuals. *Map 6* portrays the geographic distribution of poverty level populations across the region.

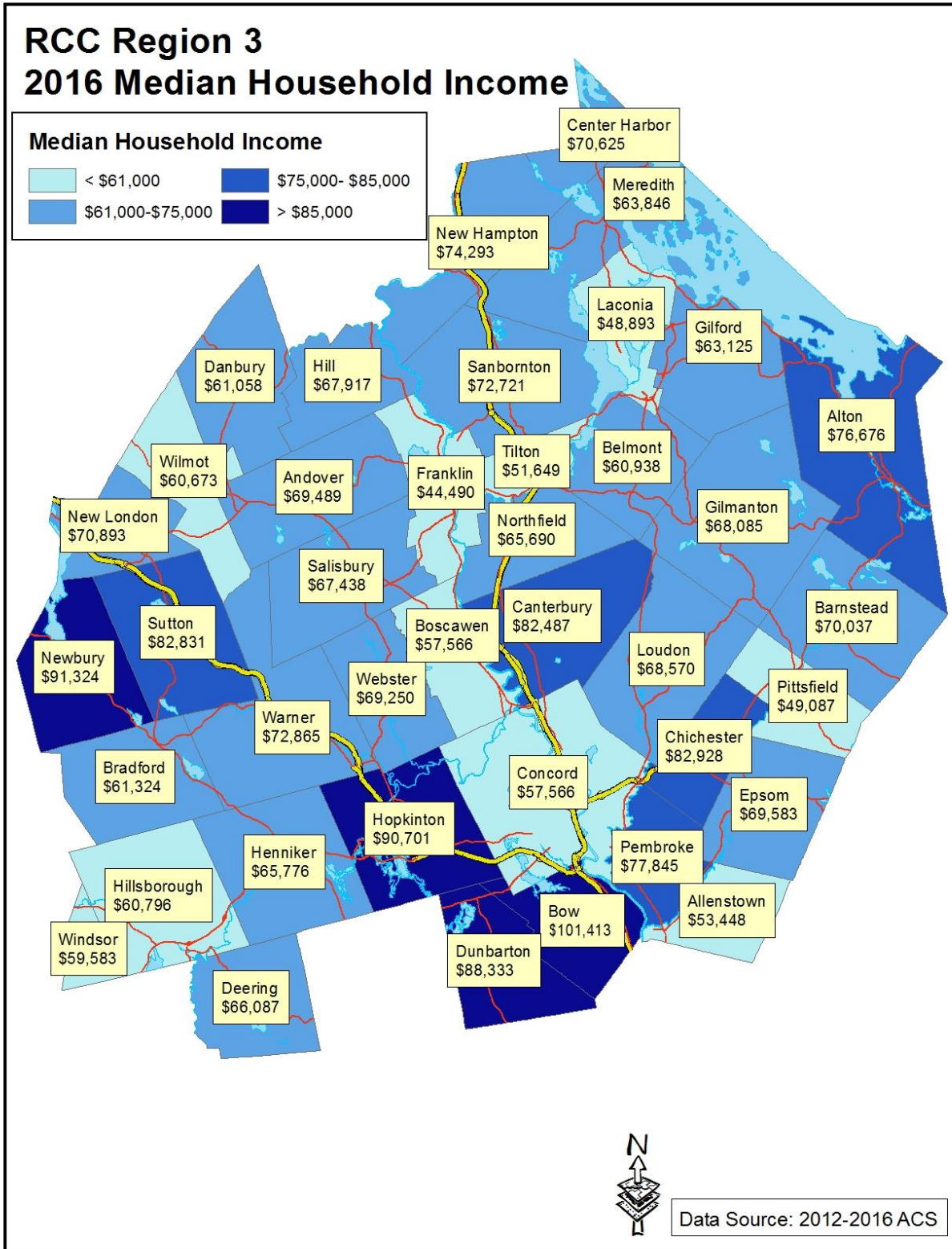
Franklin, Pittsfield, and Tilton had the highest percentage of their populations living below the poverty level, at 14.8%, 14.3% and 15.4% respectively. The towns of Bow, Epsom, Canterbury, Newbury and Salisbury all had poverty rates of less than 3.0%.

Table 4: Income and Poverty Population Mid-State Region 3

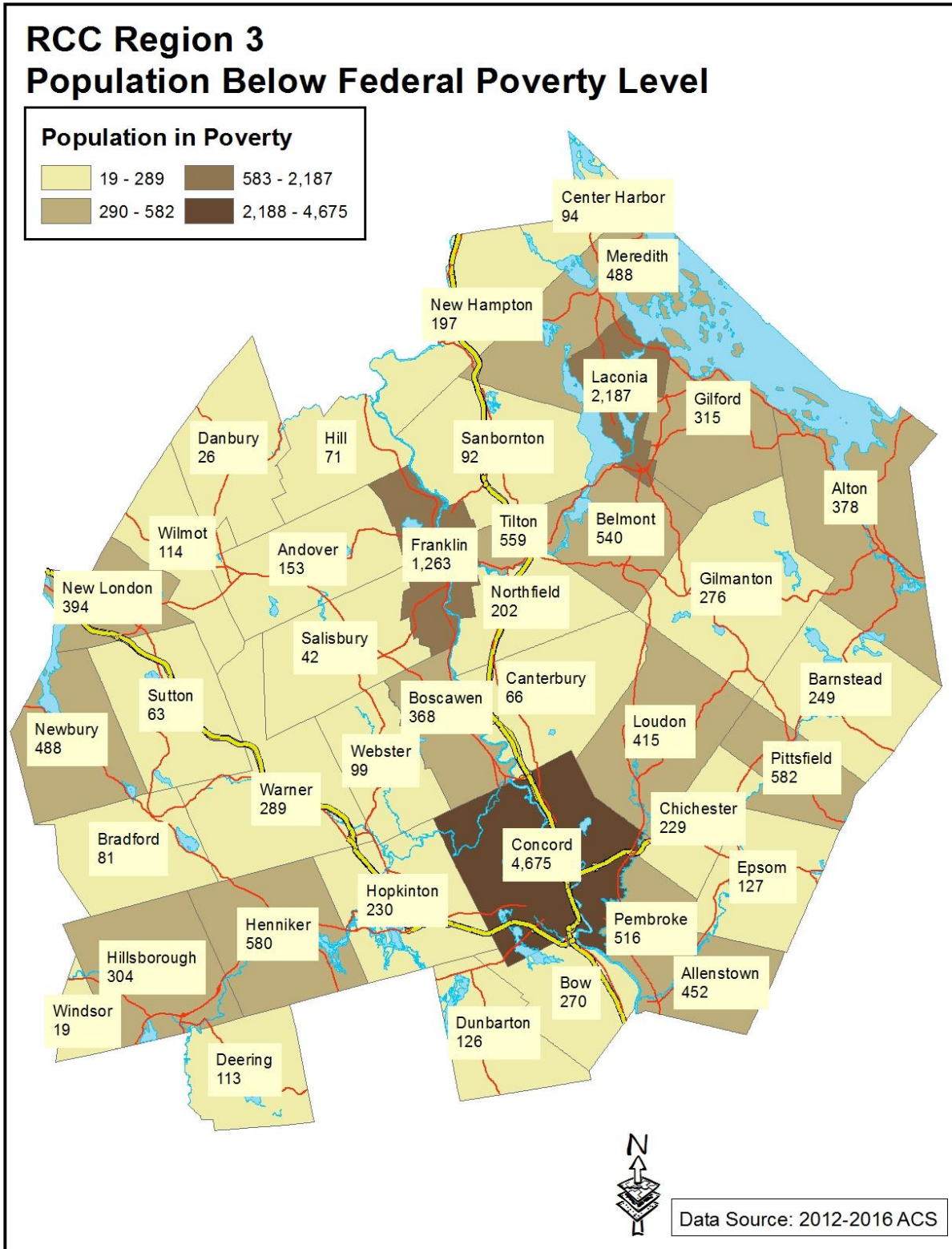
Municipality	Median Household Income	Per Capita Income	Poverty Rate (percent)	Population Below Federal Poverty Level
	2016	2016	2016	2016
Allenstown	\$53,448	\$25,829	10.5%	452
Alton	\$76,676	\$33,022	7.2%	378
Andover	\$69,489	\$31,740	6.5%	153
Barnstead	\$70,037	\$31,397	5.4%	249
Belmont	\$60,938	\$25,419	7.4%	540
Boscawen	\$57,566	\$24,443	9.3%	368
Bow	\$101,413	\$42,225	3.5%	270
Bradford	\$61,324	\$30,394	4.9%	81
Canterbury	\$82,847	\$40,029	2.8%	66
Chichester	\$82,928	\$36,264	8.9%	229
Concord	\$57,566	\$30,851	11.0%	4,675
Center Harbor	\$70,625	\$40,654	8.7%	94
Danbury	\$61,058	\$28,914	2.2%	26
Deering	\$66,087	\$32,005	5.9%	113
Dunbarton	\$88,333	\$40,808	4.5%	126
Epsom	\$69,583	\$35,624	2.7%	127
Franklin	\$44,490	\$23,527	14.8%	1,263
Gilford	\$63,125	\$42,138	4.4%	315
Gilmanton	\$68,085	\$30,232	7.4%	276
Henniker	\$65,776	\$27,926	11.9%	580
Hill	\$67,917	\$29,529	6.5%	71
Hillsborough	\$60,796	\$29,815	5.1%	304
Hopkinton	\$90,701	\$42,318	4.1%	230
Laconia	\$48,893	\$29,412	13.3%	2,187
Loudon	\$68,570	\$32,583	7.6%	415
Meredith	\$63,846	\$40,209	7.7%	488
Newbury	\$91,324	\$45,930	2.8%	60
New Hampton	\$74,293	\$30,156	8.8%	197
New London	\$70,893	\$36,427	9.1%	394
Northfield	\$65,690	\$28,977	4.2%	202
Pembroke	\$77,845	\$35,278	7.3%	516
Pittsfield	\$49,087	\$25,458	14.3%	582
Salisbury	\$67,438	\$40,417	3.0%	42
Sanbornton	\$72,721	\$35,886	3.1%	92
Sutton	\$82,831	\$37,014	3.4%	63
Tilton	\$51,649	\$27,462	15.4%	559
Warner	\$72,865	\$35,377	10.0%	289
Webster	\$69,250	\$37,044	5.3%	99
Wilmot	\$60,673	\$36,938	8.4%	114
Windsor	\$59,583	\$37,843	7.9%	19
<b>Study Area</b>			<b>9.8%</b>	<b>18,339</b>
<b>Merrimack County</b>	<b>\$67,181</b>	<b>\$34,362</b>	<b>8.6%</b>	<b>12,150</b>
<b>Belknap County</b>	<b>\$61,245</b>	<b>\$32,501</b>	<b>10.3%</b>	<b>6,189</b>
<b>New Hampshire</b>	<b>\$68,485</b>	<b>\$32,020</b>	<b>7.7%</b>	<b>109,690</b>

Source: 2012-2016 ACS

Map 5: 2016 Median Household Income



Map 6: 2016 Municipal Estimates of Poverty



### 3.5.4 Auto Availability

The greatest indicator of transit need for the general public is typically the level of auto ownership, since individuals without the use of a vehicle often have to make transit trips to access basic day to day services. Again, especially in the smaller outlying towns without fixed transit services, not having a vehicle is likely to ensure that individuals cannot effectively access jobs, education, health care, shopping venues and other vital community services. Strict reliance on the ACS Data should be avoided due to the limited sample sizes in the smaller communities which results in significant margins of error. However, no other information source is presently available.

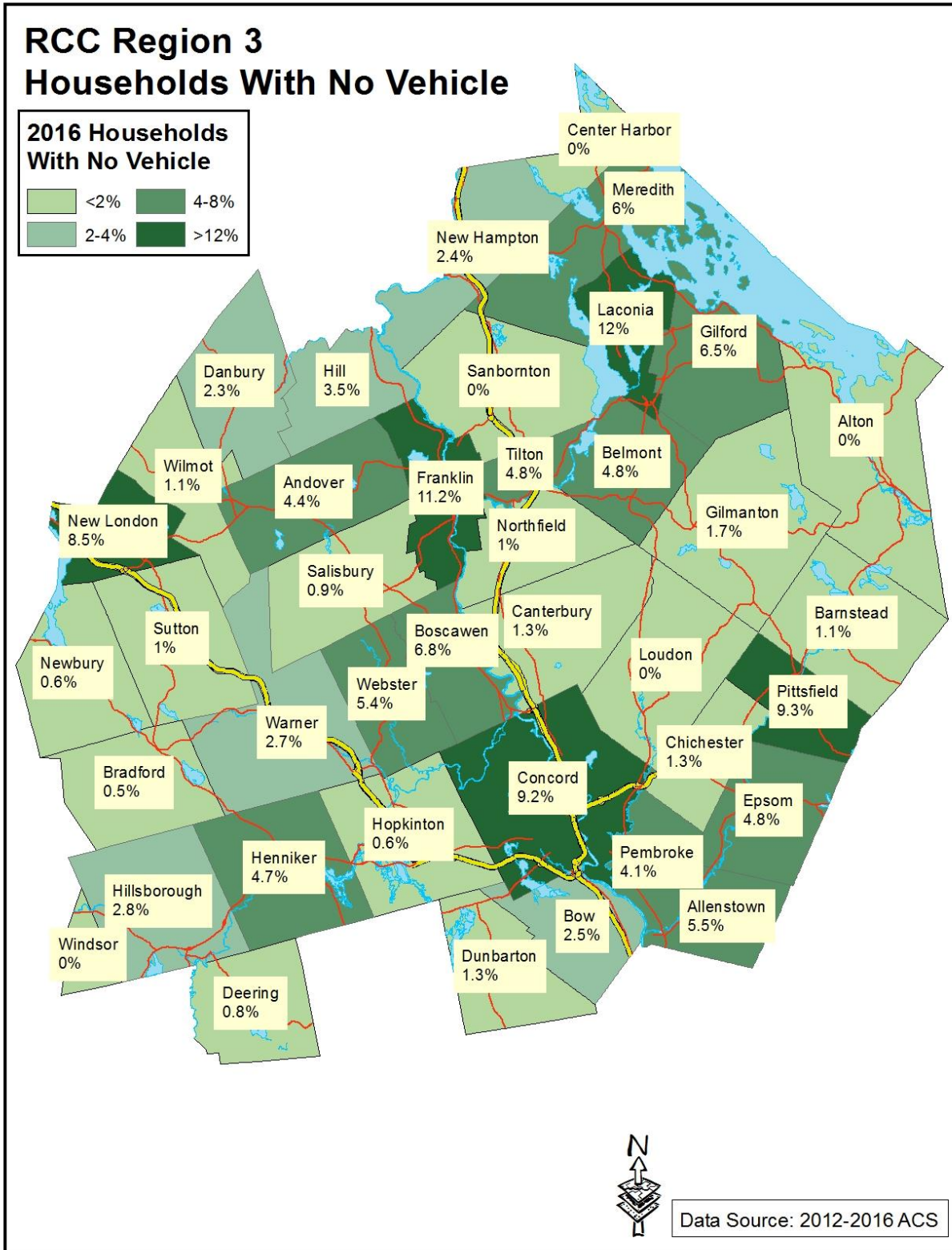
As illustrated in *Table 5* and on *Map 7*, the region had 4,511 households or 5.7 percent of all households without an available vehicle in 2016. This was slightly higher than the statewide figure of 5.3 percent. The cities of Concord, Franklin and Laconia accounted for 61.5% of the households within the region without a vehicle (2,775). This figure is clearly representative of the more urbanized land use patterns to be found in the region's most urbanized areas, the availability of fixed route transit, and almost all the social service providers in the Mid-State Region. Belmont (130) and Gilford (206) are the communities with the next highest number of households with no vehicles. Also of concern are the rural communities of Boscawen, Meredith, New Loudon and Pittsfield which have more than 6% of the households without access to an automobile. In contrast, fourteen (14) of the 39 towns within the region have auto availability rates of over 98 percent. Auto availability is an important factor for determining transit dependent need but must be used in conjunction with other factors such as disability, age, and poverty levels in the community.

Table 5: Households with No Vehicle Available

Municipality	Total Number of Occupied Households	Number of Households with No Vehicle Available	Percent of Households with No Vehicles Available
	2016	2016	2016
Allenstown	1,690	93	5.5%
Alton	2,073	-	0.0%
Andover	1,071	47	4.4%
Barnstead	1,681	18	1.1%
Belmont	2,723	130	4.8%
Boscawen	1,241	84	6.8%
Bow	2,846	72	2.5%
Bradford	646	3	0.5%
Canterbury	895	12	1.3%
Chichester	991	31	3.1%
Concord	17,011	1,572	9.2%
Center Harbor	412	-	0.0%
Danbury	568	13	2.3%
Deering	742	6	0.8%
Dunbarton	1,020	16	1.3%
Epsom	1,751	84	4.8%
Franklin	3,494	393	11.2%
Gilford	3,163	206	6.5%
Gilmanton	1,406	24	1.7%
Henniker	1,690	79	4.7%
Hill	400	14	3.5%
Hillsborough	2,376	67	2.8%
Hopkinton	2,057	10	0.6%
Laconia	6,740	810	12.0%
Loudon	2,024	-	0.0%
Meredith	2,072	124	6.0%
Newbury	822	5	0.6%
New Hampton	867	21	2.4%
New Loudon	1,678	142	8.5%
Northfield	1,770	17	1.0%
Pembroke	2,608	108	4.1%
Pittsfield	1,586	148	9.3%
Salisbury	535	5	0.9%
Sanbornton	1,194	-	0.0%
Sutton	772	8	1.0%
Tilton	1,503	72	4.8%
Warner	1,048	28	2.7%
Webster	781	42	5.4%
Wilmot	652	7	1.1%
Windsor	114	-	0.0%
<b>Study Area</b>	<b>78,599</b>	<b>4,511</b>	<b>5.7%</b>
<b>New Hampshire</b>	<b>521,373</b>	<b>27,477</b>	<b>5.3%</b>

Source: 2012-2016 ACS

Map 7: 2016 Households with No Vehicle



### 3.6 Other Transit Dependent Populations

One need identified by the Mid-State RCC early on was the lack of transportation options for individuals who have been under the care of the Merrimack County Department of Corrections (MCDOC). The MCDOC deals with a number of individuals who have either low or no income, of which many have severe disabilities, and are frequently homeless.

While not specifically evaluated in this plan, other transit dependent populations exist. These populations include individuals who have been temporarily disabled due to injury or illness; those who have lost their driving privileges; or those households with fewer vehicles who may need one at any given time. In addition, the youth population is less likely to have access to a vehicle for transportation to after school jobs, educational and extra-curricular activities, and recreational purposes. These populations are likely to be at least occasionally dependent upon public transit systems or other means of getting from place to place. Residents (over 16) in the region’s boarding schools may have their travel options severely restricted. No ready source of information is available to estimate these populations which are highly variable over time and space.

### 3.7 Commuting Data

A major part of the transportation picture in the region involves commuting to work. Commuting data is also useful in identifying heavily travelled routes in the region which could ultimately benefit from increased transportation options.

The NH Office of Strategic Initiatives (NHOSI) prepared estimated daytime population estimates for the larger communities in NH in August 2017. The NHOSI prepared estimates for Concord, Franklin, Laconia, Meredith, Tilton-Northfield CDP, and the Suncook CDP (Suncook Village in both Pembroke and Allenstown). These estimates included in *Table 6* only included employment data, and did not include estimates for school attendance, tourism, and individuals commuting for medical services, retail services, business and personal services, as well as social and recreational purposes. However, the NHOSI estimates provide a great deal of information about commuting patterns in the region.

**Table 6: Commuting Data**

Community	Resident who are Employed	Daily Commuters in	Daily Commuters Out	Employment Residence Ratio	Employment
Concord	20,045	23,525	7,683	1.79	35,887
Franklin	3,873	2,272	2,534	0.93	3,611
Laconia	7,767	7,103	3,693	1.39	10,796
Meredith CDP	939	2,115	551	2.67	2,503
Tilton – Northfield CDP	1,581	2,815	1,133	2.06	3,263
Suncook CDP	2,855	784	2,451	0.42	1,188

Source: NHOSI Data



With the exception of Concord and Laconia, most employees work outside of their community of residence. Most jobs in Meredith (84.5%) are held by commuters while only 41.3% of those residents employed work in the community. There appears to be a strong mismatch between the location where people work and live. Even Franklin which has fewer jobs in the community than workers in the labor force, has 62.9% of the community’s jobs held by non-residents. This is especially important when trying to match disabled individuals with employment opportunities, and the number of disabled individuals who are located in towns outside the employment centers in Concord, Laconia, and the rest of the state.

The private automobile is the preferred means of transportation in Belknap and Merrimack County utilized by 89.6% of employees, while only 5.8% of the total employees carpooled. This clearly indicates that the private automobile is the most prominent form of transportation in the region. With a carpooling rate of 5.8%, the region is somewhat lower than the State of NH (8.3%) and reflects the more rural characteristics of the region. The remaining employed residents are distributed between citizens that work at home (8.1%), walked (2.3%), and those who use either public transit or the bicycle at less than 0.1%. Those working at home has nearly doubled since 2008, while the percentage of those who walked to work declined from 3% to 2.3% in the same time period. Utilization of public transportation and the bicycle declined noticeably since 2008. It is clear that, public transportation is not heavily utilized by those commuting to and from work in the region. Individuals with the means to purchase and operate their own vehicle see this as a far more viable option than public transportation.

In the most urbanized community of Concord, which has the only fixed route transit service in the region, only 103 individuals reported using public transit for their commute (*Table 7*). The inter-city and inter-state bus services, such as the Boston Express and Concord Coach, probably account for most of these commuters. The means of transportation to work is available for Merrimack and Belknap Counties, the State of NH, and three of the largest communities in the region and is shown in Table 8: Means of Transportation to Work. This information was obtained from the NHOSI State Data Center using ACS Five Year series data 2012-2016.

Table 7: Means of Transportation

Community	Residents who are employed	Commute By Car	Carpool	Public Transportation	Worked at Home	Walked	Other Means
Concord	21,007	16,888	3,043	174	928	919	251
Franklin	3,734	3,138	254	-	104	97	135
Laconia	7,592	6,434	646	4	168	201	138
Merrimack County	74,864	61,242	5,658	278	4,366	2,229	1,091
Belknap County	29,941	25,310	2,393	33	1,327	555	317
State of NH	678,197	551,318	54,442	5,549	38,451	20,235	8,201

Source: 2012-2016 ACS

More than 80% of the working residents of Merrimack and Belknap Counties commuted by private vehicle, with an additional 8% carpooling. While there is some potential to increase the ridership of commuters in the future, at present public transportation in the Mid-State Region is not an important part of the transportation options for commuters traveling within the region.

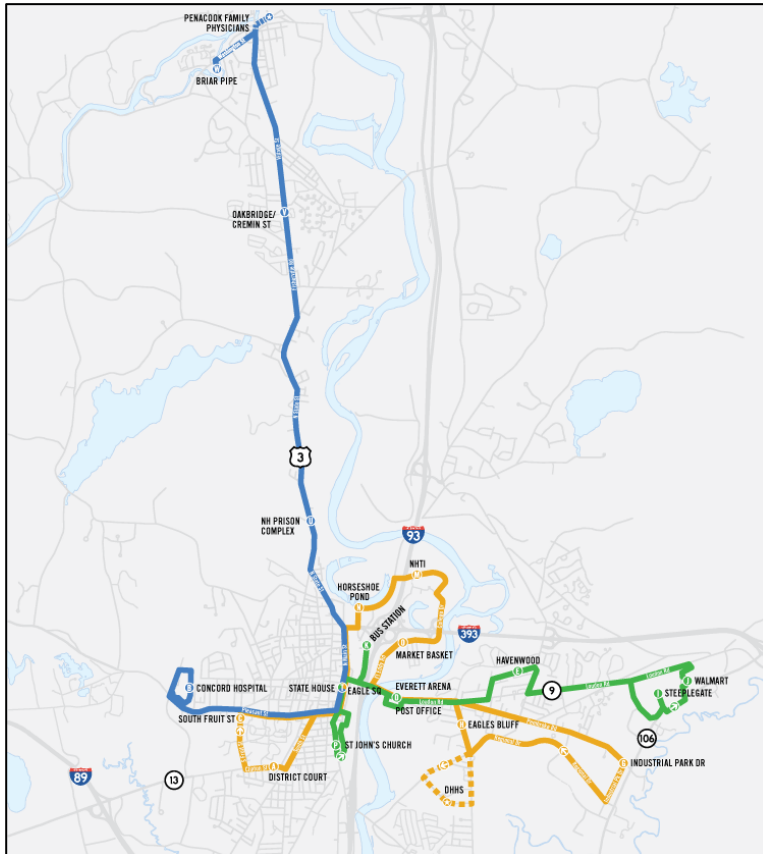
## 4.0 Existing Transit Services in the Region

Public transportation services in the region consist of local and regional public transportation services, inter-city bus, and a variety of specialized transportation options, which are available to sub-segments of the community. The largest providers and services are listed in this section. A copy of the “Mid-State Regional Ride Resource Directory” is included in the Appendix which provides information on all transit related services operating in the region in 2018.

### 4.1 Concord Area Transit (CAT)

Concord Area Transit (CAT), managed by Community Action Program Belknap – Merrimack Counties, Inc. (CAP) operates a combination of fixed- route and demand-response services locally within the City of Concord. Demand response service also extends to local communities outside of the Concord city limits. Due to funding restrictions the Downtown Trolley Route was eliminated in 2013 and incorporated into the three remaining routes.

CAT operates three fixed routes on weekdays from 6:00am to 6:30pm that are scheduled according to a loose hub and spoke model, wherein all routes intersect at the State House/Eagle Square stop in the middle of downtown. The regular adult fare for services is \$1.25 for the fixed route lines with free transfers between routes. Fares for seniors aged 60 years or more are \$0.50. Children under the age of 5 ride for free. Monthly passes and 10 ride passes are available at discounted rates. All buses are wheelchair accessible and have bike racks for patrons who can ride to the bus stops.



The three routes are:

**Penacook Route** (blue on map): This route connects Concord with Penacook to the north. It runs from Concord Hospital toward the State House/Eagle Square hub, then turns north through downtown and finally terminates at Briar Pipe in Penacook.

**Heights Route** (green on map): This route serves eastern neighborhoods of Concord, running from Wal-Mart and the Steeplegate Mall in the east to downtown, traveling southward on Main Street to Storrs Street then returning to Main Street by way of Storrs Street at Pleasant St. Ext. The route operates predominantly via Loudon Road, with a deviation to serve housing developments on Christian Avenue, as well as the Steeplegate Mall and Walmart by

way of NH 106 (Sheep Davis Road). The Heights route also serves the Post Office at the Arena shopping Center and inter-city bus terminal on Stickney Avenue.

**Crosstown Route** (orange on map): This route provides cross-town connections, linking east and west Concord between Industrial Park Drive in the east and the Concord District Court by way of South St, Clinton Street, S. Fruit Street and Pleasant Street. This route also serves the Ft. Eddy commercial area, the New Hampshire Technical Institute (NHTI), the Horseshoe Pond Area, Eagle Square/State House, regional bus terminal, the Post Office, Airport Road/Eagles Bluff, Regional Drive, the Airport Industrial Park, and Pembroke Road. It also will divert to the Department of Health and Human Services (DHHS) on Terrill Park Drive upon request.

The first arrival at each bus stop ranges from 5:50 am to 7:16 am. The last arrival at each bus stop ranges from 5:29 pm to 6:30 pm.

**Concord Senior Transit Program (CSTP)** offers origin to destination transportation for seniors age 60 or older in the greater Concord area provided by CAP. The system is partially supported by donations, \$2 per round trip is suggested. Three to five days advanced notice is required, and the drivers can only assist passengers entering and exiting the vehicles. The system operates on the following weekdays:

- Tuesday – Salisbury, Boscawen and Penacook.
- Thursday – Suncook and Bow

**ADA Complimentary Paratransit** Service provides service for people with disabilities that prevent them from using the accessible fixed-route buses. This program operates weekdays and offers a shared ride up to ¾ of a mile outside the Concord Area Transit’s fixed route. The buses are equipped with lifts and can secure walkers, wheelchairs, and other mobility devices. Customers must complete an application and be determined to be eligible to use the ADA Paratransit service. A one-way fare is \$2.50.

The CAT Transit System provided the following rides in 2017:

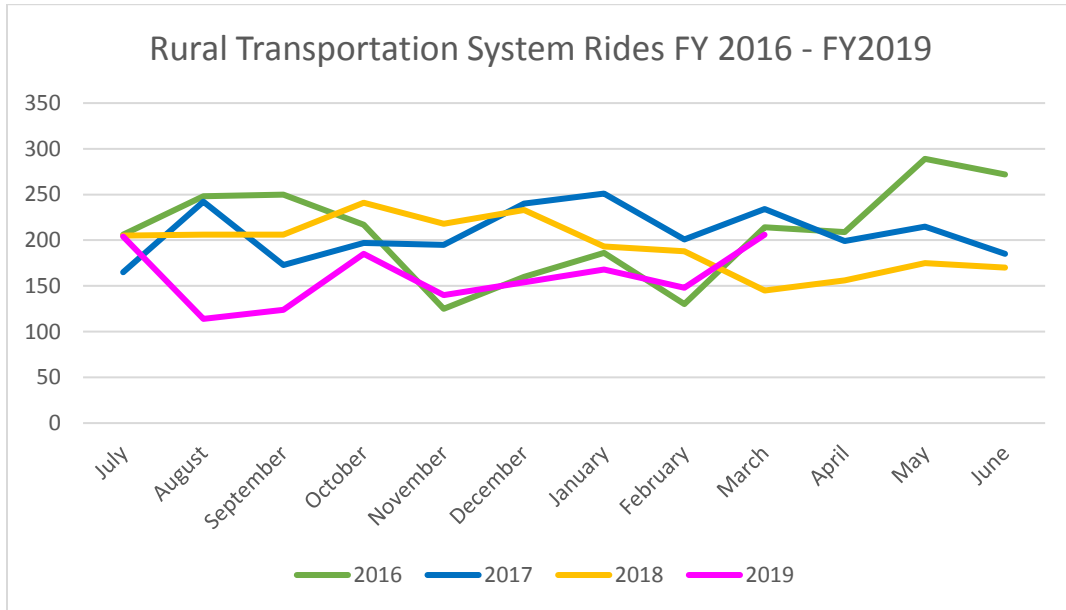
CAT Fixed Routes System	80,456 rides
CAT Senior Transit Services	3,692 rides
CAT Paratransit Services	4,954 rides

## 4.2 Rural Transportation System (RTS)

Rural Transportation System (RTS) provides door to door transport services through Senior Centers operated by the CAP. The program is for older adults (60+) and adults with disabilities. The RTS Bus system is a demand-response system requiring 24-hour advanced notice. The system is partially supported by donations, \$2 per round trip is suggested.

Originally this program served 23 communities, the RTS service was expanded in 2017 to serve eight (8) additional communities within the Mid-State Region. Thirty one (31) rural communities within the region are now served. The towns of Pembroke, Bow, Boscawen, Canterbury, Deering, Dunbarton, Hillsborough, Salisbury, and Windsor do not currently have any service through this program. Service days/hours of operation vary depending on the Senior Center building from which the bus departs. RTS operates out of CAP Senior Centers in Belmont, Franklin, Laconia, Bradford, and Pittsfield. Buses travel to locations within the region including banks, shops, doctor appointments & more. Drivers will make every effort to accommodate each participant’s needs, but must consider the needs of all passengers.

Data indicates that from 2016 -2019 the RTS program provided an average of 2,342 rides per year using FTA section 5310 funding. The RTS program also provides additional rides using different funding sources. After a slow start in FY 2019, ridership is back up to normal monthly levels.



Source: CAP

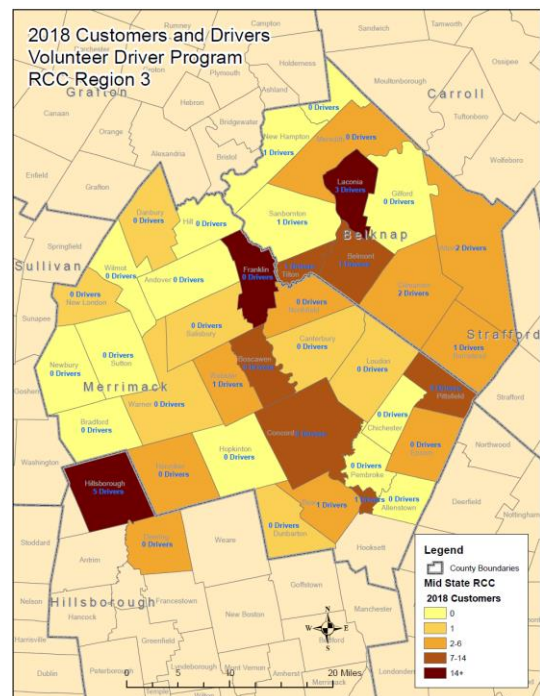
### 4.3 The Winnepesaukee Transit System (WTS)

The Winnepesaukee Transit System (WTS) provided fixed route services to five municipalities in the region: Belmont, Franklin, Gilford, Laconia, and Tilton. The WTS ended its regularly scheduled bus service as of July 1, 2017, due to the lack of matching funds from the communities it served. The ridership at the time of its termination amounted to 20-25 riders per day and most of these riders are eligible for rides from the Rural Transportation System (RTS) also operated by the CAP.

### 4.4 Volunteer Driver Program (VDP)

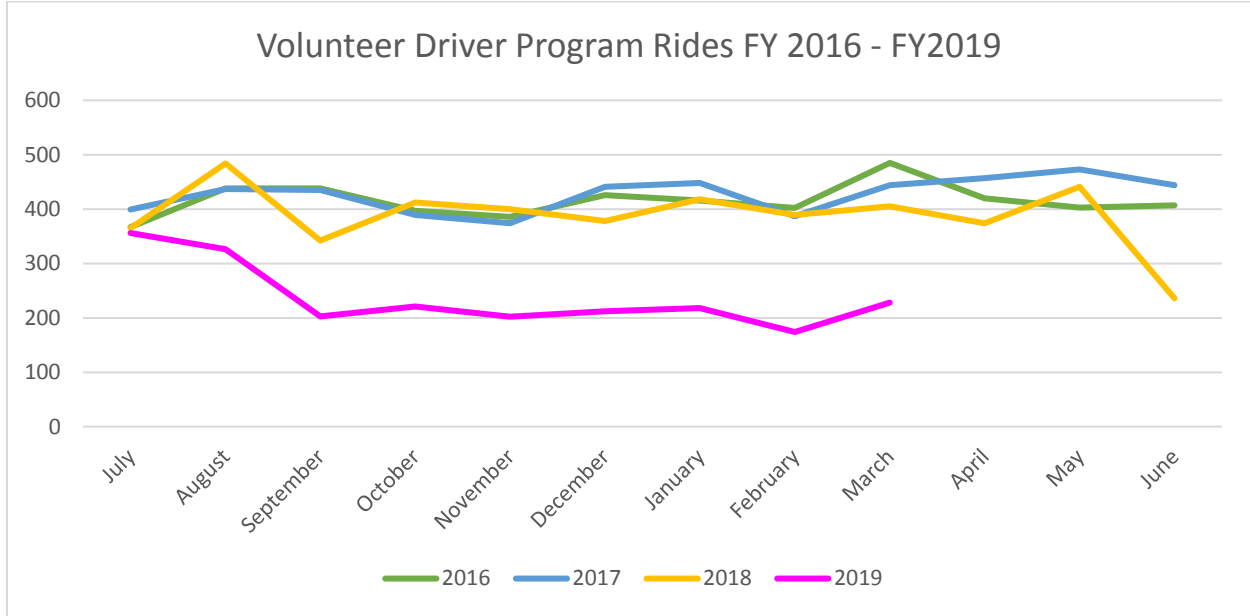
This volunteer driver program was established in 2012 by the Mid-State RCC with Section 5310 funding has been operated since then by the CAP.

The CAP Volunteer Driver Program (VDP) augments and works with existing VDPs operating in and through Belknap and Merrimack counties to provide more extensive access to transportation. Volunteer drivers provide door-to-door service as well as feeder service to public transportation services and routes in the region including to the Rural Transportation System (RTS), Concord Area Transit (CAT), as well as inter-city bus terminal on Stickney Avenue in Concord. The program



has a VDP coordinator, who has recruited and trained volunteer drivers and assisted riders in making the most efficient use of transit services. Over 50% of rides are for medical services. This program has grown to be one of the most successful in the state and has provided service to the most rural communities in the region which have been the most underserved.

From 2016 – 2018 the Volunteer Driver Program provided an average of 4,919 rides per year. There was a drop in ridership in FY 2019, in part due to staff vacancies.

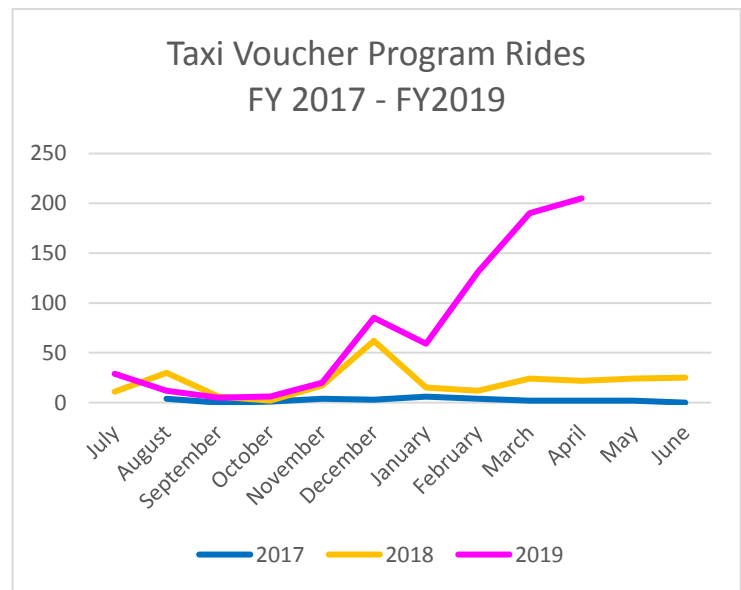


Source: CAP

### 4.5 Taxi Voucher Program

The RCC, in cooperation with the Merrimack County Department of Corrections (MCDOC), established a Taxi Voucher Program as a pilot program using Section 5310 funding in 2017. The program was set up to provide transportation services to those at the facility who need to access work-release opportunities or those outside the facility who need to get back to the facility for specific services. This program is designed to provide rides in situations that cannot be served by other means of transportation. By providing the local matching funds, the MCDOC is better able to stretch the county funds for transportation services.

After a slow start for its first 15 months, utilization of the Taxi Voucher Program has grown and in 2019 began to take off. In FY2020 the Mid-State RCC will begin



Source: CNHRPC

expansion beyond the pilot phase to assist other riders whose transportation needs cannot easily be met.

## 4.6 Inter-city Bus Services

Concord Coach Lines is the largest inter-city bus service in the region. The following bus companies also provide service to the region including Dartmouth Coach, Manchester Transit Authority, and Greyhound.

**Concord Coach Lines** operates daily service between Concord and Boston (including South Station and Logan Airport), arriving/departing roughly every hour. The first bus departs at 3:15am and the last bus leaves at 7:00pm from the Stickney Avenue bus station in Concord. Parking at the Stickney Avenue bus station in Concord is free. This bus station is accessible via the CAT system fixed route bus (Heights Route). As of May 24, 2018, a one way ticket costs \$17.00 and a round trip ticket is \$32.00.

Concord Coach Lines operates two buses daily from Littleton, NH to Boston with daily stops in the Mid-State Region in both Concord and Tilton. Concord Coach Lines also operates two buses daily from North Conway to Boston with daily stops in Concord. Each day one of the routes begins and ends in Berlin, NH. On Friday and Sundays, one of these routes has additional stops within the Mid-State Region in Center Harbor, Meredith, and Tilton. Concord Coach also offers a single daily bus from Concord to New York City with a stop in Nashua.

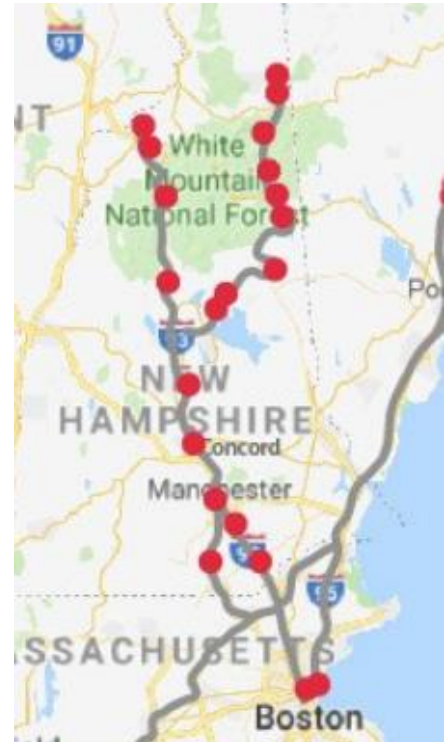
Buses that travel during peak hours are regularly filled to capacity by the time they reach the Londonderry, NH I-93 Exit 4, Park and Ride facility/Bus Stop.

**Dartmouth Coach** provides hourly service from Hanover, NH/Dartmouth College to Boston with a stop in New London, NH. This serves the far western portion of the Mid-State Region.

**The Manchester Transit Authority (MTA)** initiated the Concord Express – Zipline (Route 21) in 2014 offering round-trip weekday service six times a day from Downtown Manchester to Concord, with stops in Concord at the Stickney Avenue Bus Station and NH State House. Four trips are offered on Saturday while no service is provided on Sunday. The posted ticket price is \$5.00. This service allows riders to transfer in Downtown Manchester for the Manchester-Boston Regional Airport, Downtown Nashua, and to various other routes serving the greater Manchester area.

**Boston Express** is a commuter bus service from Concord to Boston & Manchester which was established as part of the environmental mitigation for the I-93 Concord to Salem improvement project. This service has been able to attract a significant number of commuters along the I-93 and US 3 corridors and has been a significant addition to the region's transit service.

**Greyhound** operates a single daily round trip bus from Concord to Boston.



**Peter Pan** as of July 23, 2017, no longer provides bus service to Concord or any other community in New Hampshire.

Most bus companies have stops at the Logan Airport and **South Station in Boston**, which allows for transfers to inter-state and Boston area bus services, as well as Amtrak and other passenger rail services.

#### 4.7 Tri-County (CAP) Transit

Tri-County CAP operates a volunteer driver program known as the Long Distance Non-Emergency Medical Program (LDM). The LDM Program provides non-emergency medical transportation throughout the Tri-County area (Grafton, Coos, and Carroll Counties) and does provide rides to medical services in the Mid-State Region, as well as to other medical providers in NH and further afield. Funding is provided from a variety of sources supplemented by pay for service from riders.

#### 4.8 Other Transit Providers

Comprehensive transit services are located to the east of the Mid-State Region by COAST serving Portsmouth, NH, Dover/Rochester, Durham/UNH (Wildcat Transit), New Market/Exeter, the Pease Trade Port, as well as Kittery and Berwick, Maine. To the west along the Vermont border Advance Transit (AT) serves Hanover, Dartmouth, West Lebanon, Lebanon, and the Dartmouth Hitchcock Medical Center. Currently, there are no direct connections between the CAT System and either the COAST system, or the AT system. In 2014, a formal proposal was made to provide a direct connection between the COAST System to either the Manchester (MTA) and Concord (CAT) systems. However, sufficient resources to maintain and operate this service have yet to be identified.

#### 4.9 Medicaid Fee-for-Service (FFS)

The New Hampshire Department of Health and Human Services (NHHS), under contract with Coordinated Transportation Services (CTS), operates the Medicaid Non-emergency Transportation Programs.

Under the CTS Friends and Family Mileage Reimbursement Program, the Medicaid recipient or volunteer drivers can be reimbursed for their mileage for covered trips.

Medicaid recipients who do not have a vehicle or a friend/family member who can drive them, can request a ride by calling CTS. CTS will arrange the ride using public transportation, various transportation service providers, a wheelchair van or non-emergency ambulance service. 48 hours' notice to CTS is required for all non-emergency medical transportation.

#### 4.10 Other Transportation Providers

A number of fee for service providers are available within the region including, cabs and ride sourcing agencies such as UBER. Vans are operated by various housing developments and assorted social service agencies. One way trips provided by UBER around Concord generally run from \$20 to \$40 per ride, and will be more for longer rides, especially those who have an origin or destination outside the region and those which require specialized services, such as wheelchair accessible transport. The CNHRPC, the Merrimack County Department of Corrections and the Concord Cab Company in 2018 established a uniform fair schedule for the Taxi Voucher program from the Merrimack County Department of Corrections. One way rides are \$24 to/from Concord, \$37 to/from Franklin (and Tilton),



and a \$1.75 per mile to other locations. Any additional trips in Concord would be \$10 one-way. Please see the list of providers in the RCC's Resource Directory in the Appendix.

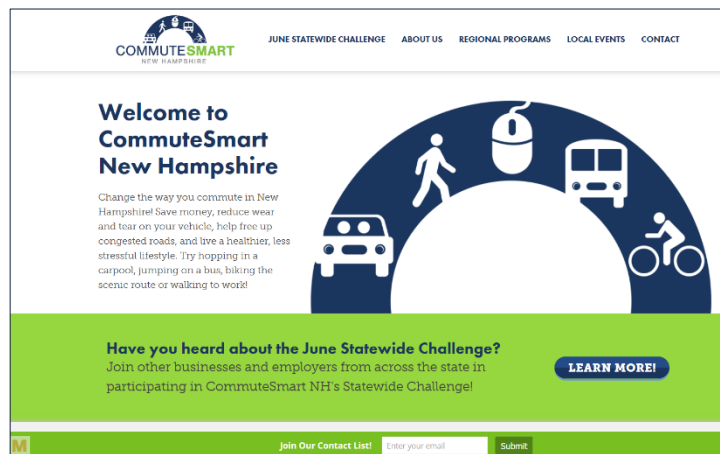
## 4.11 Carpool Information and Rideshare Programs

The use of private, single occupancy automobile is the most common mode of transportation in the study area. In 2010, 91.4% of the people in Merrimack and Belknap Counties drove alone when commuting to work. The rate for carpooling in this region in 2010 amounted to 8.6 percent of all commuting trips which is lower than the state average of 9.6%, and represents decline in the rate of carpooling since 2010.

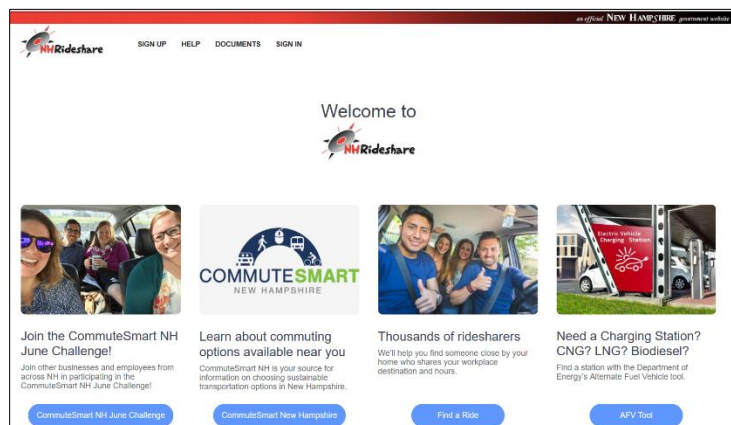
Rideshare programs throughout the state can play an important role in minimizing traffic congestion, promoting a better environment and producing more opportunities for people to get to and from their places of employment.

### CommuteSmart New Hampshire (CSNH)

is a partnership between the state's nine regional planning commissions and specific transit agencies (partners), working in collaboration with other transit providers, state agencies, municipalities, businesses, and public health organizations. CSNH is dedicated to encouraging and assisting people to choose sustainable transportation options in place of driving single occupancy vehicles. Partners actively support the development and provision of strategies and policies to reduce travel demand across the state including walking, bicycling, carpooling, and using public transportation.



**CommuteSmart Central New Hampshire and CommuteSmart Lakes Region** offer commuting planning services for both residents and employers. Residents can utilize the CommuteSmart Rideshare Portal to find carpool matches. Participants who registered within the Central NH Rideshare Portal are also able to participate in the program's Emergency Ride Home so that they never have to worry about getting stuck somewhere without a ride. Participants can also log their walking, biking, carpooling, telecommuting and public transit trips in the CommuteSmart Trip Logger. Commuters can create an office team or compete with other teams and individuals throughout the State with real-time leader boards. Employers can participate by creating an office pool of rideshare matches, hosting office commuting challenges, and by administering a commuting survey to gain valuable information on commuting patterns of employees [www.CommuteSmartNH.org](http://www.CommuteSmartNH.org).



## 4.12 Park & Ride Lots

There are currently thirty four (34) Park & Ride Lots statewide many of which are maintained by the NHDOT. Eleven Park and Rides are located within the Mid-State Region including the municipally managed Belmont Park and Ride. CNHRPC staff conducts regular surveys of the utilization at six of these lots within the Mid-State area.

Table 8 shows the highest observed counts from the fall of 2016 to May of 2018 for each lot in the Mid-State Region. Counts were not available for the New Hampton Park and Ride Lot.

The occupancy rate at each of the Park and Ride lot can vary significantly from month to month. All of the Park & Ride lots within the CNHRPC region have often been observed to be nearly full and even overflowing, except for the Hillsborough lot. In 2017, the Park and Ride Lot at the Concord Bus Station on Stickney Avenue was expanded from 340 spaces to 580 spaces. The overall usage of the Park & Ride Lots in the region was approximately 80% in 2008. The occupancy rate

dropped in 2017 to 72.0% largely due an expansion at the New London park and Ride as well as the addition of 240 new spaces (an increase of 26%) at the Concord Bus Station Lot on Stickney Avenue. On Friday, April 5, 2019, this lot was filled to overflowing.

A large majority of vacant spaces in the region are found in the Tilton and Hillsborough lots. If these lots are removed from the calculations the occupancy rate jumped to 81.7% in 2017 and 88.8% by the end of 2018.



Table 8: Park & Ride Lot Occupancy

Park & Ride Location	Lot Size	Date	Vehicles	Percent Occupied
Boscawen	42	8/17/2016	27	57.4%
Belmont	42	2017	22	52.4%
Bow	60	5/16/2018	60	100.0%
Canterbury	10	5/16/2018	5	50.0%
Concord Bus Station - Stickney Ave	580	4/5/2019	550/540*	102.0%
Concord NH 13 Clinton St. -I-89	100	5/16/2018	103 **	103.0%
Hillsborough	106	8/17/2016	9 ***	8.5%
New Hampton	111	n/a	n/a	n/a
New London	132	2017	116	87.9%
Tilton	63	9/15/2016	16	25.4%
Warner	23	2017	13	56.5%
<b>Total</b>	<b>1,269</b>		<b>921</b>	<b>79.5%</b>

Source: CNHRPC

\*145 cars were counted in the overflow lot across Stickney Avenue in 2017 by April of 2019 the entire lot was full with 10 overflow parkers.

\*\*Construction vehicles were parked in this lot.

\*\*\*Since this lot is significantly underutilized it has not been counted regularly, the number shown is from the last visit in the summer of 2016.

The CNHRPC staff in September 2009 administered a survey to Park & Ride users to better understand what type of facilities were needed at the existing lots. Just over half of respondents said they would like additional parking spaces. Approximately 10 percent of those surveyed were in favor of shelters, and just over 12% requested the posting of more information on commuting opportunities at the lots.

The Concord Bus Station Park & Ride Lot on Stickney Avenue has evolved into a sophisticated multi-modal facility connecting intercity transit services to the local fixed route system (CAT), as well as providing access by pedestrians, cyclists, cab companies, ride sourcing companies such as UBER, and other transit providers to intercity carriers. This station serves all the target populations, especially those lacking access to an automobile, the elderly, disabled, and low-income individuals.

The existing Park & Ride Lots in the region are an important component of the transportation infrastructure and with the exception of the Hillsborough, Tilton, and New Hampton lots are considered to be operating at full capacity.

## 5.0 Needs Assessment

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Unmet public transit needs have been, and will continue to be reflected in the inability of individuals within our communities to consistently use transit for everyday tasks such as getting to and from medical appointments, places of employment, social service facilities, shopping and social events, educational opportunities, and religious services.

This plan identifies unmet needs within the region and attempts to quantify the number of individuals who need transit services. The key target populations are the elderly, the disabled, low income households, and those without regular access to an automobile.

However, not all of these target populations need access to transit services, while many of the general population would also benefit if transit service was more available. Many individuals within the target populations have transportation access through the generosity of friends and family. Individuals in the targeted populations are served by the Concord Area Transit (CAT) fixed route bus system, along with Paratransit Services and Senior Transit Services operated by the CAP. Volunteer Driver Programs (VDP) along with other public and private transportation service providers, also provide direct and tangible assistance to transit dependent populations.

The Medicaid Non-emergency Transportation Program operated by the Coordinated Transportation Services (CTS), under contract with the NH Department of Health and Human Services (NH HHS) provides significant assistance to low income individuals needing non-emergency medical care.

### 5.1 Households Without Access to a Vehicle

One fixed route transit system (CAT) operates within the region, and this service only covers a portion of the City of Concord. Given the rural low density nature of most of the other forty (40) communities in the region, it is a reasonable to assume that the most significant unmet transportation need in the Mid-State Region is for those households which do not have access to an automobile.

In 2016, there were 4,510 households identified by the ACS within the Mid-State Region that did not have access to a vehicle, with nearly a third of those households located in the City of Concord. Concord contains a significant number of single person households in a variety of institutions including residential colleges and secondary schools, two State Prisons, the State Psychiatric Hospital, a Rehabilitation Hospital, a 250 bed general hospital, as well as numerous nursing homes, assisted living facilities, halfway houses and residential treatment facilities. A significant portion of these institutional populations either have their transportation needs provided by the institution, or their ability to travel is severely restricted.

### 5.2 Low Income Households

In 2016, there were 17,228 low income households identified within the Mid-State Region. At least two-thirds of these households have at least one vehicle available

### 5.3 Elderly Population

In 2016, there were 34,666 individuals who were 65 years of age or older in the Mid-State Region. The American Association of Retired Persons estimates that approximately 20 percent of Americans aged

65 and over do not drive. If this estimate is applicable to the Mid-State Region, the estimated amount of elderly individuals who could benefit from transit service would amount to nearly 6,400 individuals.

## 5.4 People with Disabilities

In 2016, there were an estimated 27,431 individuals with a disability within the Mid-State Region.

## 5.5 Needs Analysis Franklin - Concord Transit Feasibility Study

A 2017 study of transit needs between Franklin and Concord through Boscawen calculated a potential ridership of 20 commuters per day, or 40 trips per day. The midday users were estimated to add approximately 25-30 riders per day, or 50-60 trips per day. The study indicated that if federal funds were available the 20% local share would amount to \$81,000 annually for eight (8) one way trips for the full service option, and \$38,000 for midday service only.

## 5.6 Identified Needs

The primary public transit system need has been, and continues to be, the inability to consistently use transit for everyday tasks such as getting to and from medical appointments, places of employment, social service facilities, shopping and social events, educational opportunities, and religious services. In this region, the availability of an automobile within a household is the primary factor in determining need for transportation services. This issue affects not only the elderly, the disabled, and low income households but the general population as well.

**The population in most in need of transit services are those individuals who do not have access to a vehicle in their household.** A total of 4,150 households were estimated not to have an available automobile within their household in 2016. The estimated 20 percent of the elderly population that may not be able to drive is also a population that also may be in need of transit services. Contributing factors such as disabilities and poverty can combine to create an additional need for transit services. The region, except for the area surrounding the fixed route Concord bus service, is entirely motor vehicle dependent.

Additionally, in single car households the ability for the non-driving population may be restricted due to the need for individuals in the household to utilize the vehicle for commuting.

The largest demand for transit service is for door to door service in the rural areas to allow non-drivers to undertake everyday tasks. Even in Concord, which has the only fixed route transit system in the region the bus routes only cover a portion of the community.

In each survey for the CAT fixed route system a strong desire has been expressed to operate in the evenings and on the weekends. The number of bus routes and the frequency of service does not support ease of use, especially for commuters. The need for expanded services to additional locations was also identified.

**A primary transit candidate would be a low income individual without access to an automobile, or an individual who either because of age or disability, cannot operate a motor vehicle.**

## 5.7 Mitigation

The CAT fixed route bus system and para-transit service in Concord along with the regionwide RTS, the Volunteer Driver Programs (VDP), and the Taxi Voucher Program, have been established to meet

the transit needs of transit dependent populations within the region. In addition, a number of non-profit organizations operate to assist transit dependent population.

The Medicaid Fee-for-Service (FFS) provides assistance to individuals needing transportation for covered medical services. Non-governmental agencies (NGOs) such as The Friends Program and Future in Sight also provide limited transportation services for their clients.

Transit Service providers in the Mid-State Region are listed in the “Mid-State Regional Ride Resource Directory” in the Appendix,

The potential demand for transit service is partially mitigated by friends and family who provide transportation services to individuals who can’t drive or do not have access to a motor vehicle. Those with sufficient income can take advantage of private for fee taxi services and ride sourcing programs to meet their transit needs.

A number of households without access to a motor vehicle are incarcerated in a number of penal institutions where travel is prohibited or severely curtailed, or are students over 16 who are residents at boarding schools where their travel is restricted, or are residents of psychiatric or rehabilitation hospitals, or halfway houses where travel is also restricted. The elderly or disabled who reside in nursing homes and assisted living facilities often have their travel needs partially provided by the institutions in which they reside.

## 5.8 Summary

While there is not a specific data set identifying the number of individuals who do not have their travel needs met, survey results from existing riders and general population indicate that many transportation needs are still not being met. This information is supported from comments provided by both RCC members and transit providers in the Mid-State Region.

While the existing programs target the disabled and elderly populations, many do not provide ride services on nights, weekends, and for non-medical appointments. In addition, the general population that are not either elderly or disabled, are not served by many of these programs.

According to the National Transportation Survey undertaken by the Federal Highway Administration in 2009, less than 10% of all trips are medically related, and less than 25% are for commuting to employment. Social, shopping and recreational trips make up the majority of all trip purposes in the United States. This implies that there are many unmet needs for social, shopping, and recreational trips even for the elderly, disabled and low-income individuals who are presently being served by the existing transit programs.

The need for increased education and training, for both users and drivers, continues to be expressed by transit users, commuters, and the general population. The transit systems are in a position analogous to the assisted living industry where new clients must continually be recruited as the populations they serve ages.

Improvements have been made in this area, including a website and the posting of schedules at many CAT Bus stops. The Mobility Manager has continually promoted all available services within the communities through direct outreach to Boards and Committees, Senior Centers, and social service providers. The Mobility Manager, CAT Travel Trainer, and VDP Coordinator have provided training to transit users to allow them to access services available to them. In the surveys undertaken since

2016, a significant number of riders, social service providers, and community leaders still expressed concern that they did not know about all the transit options available to them. This issue appears to be due to a constantly shifting pool of transit riders, including foreign immigrants, as well as turnover in social service agencies and town boards and committees. It is clear that the promotion, education and training of riders must be a continuous process and be fully integrated into the operations of all transit services.

Coordinating the use of vehicles, shared vehicle scheduling, and identifying and pursuing opportunities for shared funding emerged as the most favored coordination activities among transit providers in the region. These three coordination themes have been echoed throughout the plan update process. Specifically, during the needs assessment identifying and pursuing opportunities for shared funding and the coordination of vehicles emerged as a prominent theme to better increase coordination between service providers in the region.

## 6.0 2010 Plan Goals and Objectives

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When the original Mid-State (Region 3) RCC Coordinated Transportation Plan was developed one key concern was the lack of coordination among transit providers. Difficulties with obtaining funding from a combination of federal, state and local resources and lack of coordination between service providers dominated the discussion. Insufficient funding, stovepipe funding and difficulties in obtaining local matching funds were identified as major barriers to coordination in the region. Comments can be found below regarding the status of the previous 2007 and 2010 Plans' Goals.

The following vision statement was adopted.

*Transportation providers, purchasers, riders, and the community at large in the Region 3 area will work together for mutual benefit to gain economies of scale, eliminate duplication, and expand and improve the quality of service to address the transportation needs of people with transportation challenges.*

**Goal 1:** Establish the Region 3 Regional Coordinating Council.

**Completed.** A Regional Coordinating Council for the Region 3 area was established in 2007 and soon changed its official name to the Mid-State Regional Coordinating Council and continues to assist transportation providers to provide transit services in a coordinated and cost effective manner.

**Goal 2:** Increase coordination between transportation providers, users, and other interested agencies in the Region 3 area.

A Coordinated Regional Transportation Program with a Regional Call Center **has not been implemented.** It is suggested that a common call center be established for general information/scheduling rides. This call center should be multi-lingual such as the model in use at Concord Hospital. Call center should be automated in order to run 24 hours and staffed during normal business hours.

**Goal 3:** Pursue a funding strategy that leverages local, state, federal, and private resources.

The plan noted that major barriers to coordination was the difficulty with obtaining funding from a combination of federal, state and local resources, stovepipe funding, and the lack of coordination between service providers. This has proven to be an insurmountable obstacle both within the region and statewide.

**Implemented in Part.** 5310 Federal Funding has been obtained to implement a successful volunteer driver program and a pilot taxi voucher program in the Mid-State Region. Matching funding sources have been obtained from several financial institutions, non-governmental agencies, as well as some corporate funding. Volunteer driver time has also been leveraged as match. Obtaining a local match to fund these programs and the position of a Mobility Manager continues to be an obstacle.



**Goal 4:** Enhance the existing transportation facilities in the Region 3 area and on specific routes that lead to and from the region to ensure that existing capacity is improved.

**Partially Implemented.** Transit services between Concord – Manchester – Boston have been significantly improved as well as Transit Service implemented from Manchester to the Seacoast. Transit services along other corridors have remained unchanged or have declined with the elimination of the Peter Pan Bus Company’s service in NH, and the termination of the Winnepesaukee Transit’s fixed route bus service, although steps are being taken in FY 2020 to re-establish some service between the Lakes Region and Concord.

The Mid-State RCC has successfully implemented a region-wide Volunteer Driver Program to supplement existing programs. Liability and training issues have been satisfactorily addressed and the Mid-State RCC has successfully implemented a pilot Taxi Voucher program in coordination with the Merrimack County Department of Corrections.

**Goal 5:** Establish a clear and effective education and training program for transit users and providers.

**Significant Progress.** Concord Area Transit’s Travel Trainer works with potential CAT riders to teach them how to use the CAT services.

In addition the Mobility Manager continues to provide outreach services to target populations, such as the elderly, ESL populations, and disabled individuals as well as meeting with community leaders and civic groups to advertise the broad range of transit services available within the region.

A Regional Resource Directory of transportation service providers is routinely updated and provided on-line as well as at Town Halls, municipal libraries, as well as medical clinics and hospitals.

Medicare/Medicaid funded travel services are not coordinated with other transit providers.

**Goal 6:** Encourage local land use planning policies that promote effective and sustainable transit planning.

**Ongoing.** The CNHRPC and the Lakes Region RPC continue to encourage “sustainable development,” the preservation of natural resources, and economic development that addresses the needs of the entire community. Through master plan development, CNHRPC and LRPC also encourage local communities to promote and support transportation services such as the VDP.

## 7.0 Goals & Implementation Strategies

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The following section of the plan sets out a series of goals and accompanying implementation objectives to improve coordination between human services and transportation in the Mid-State Region. The previous plan contained an overall vision which still remains relevant.

### **Vision Statement: Increased Coordination between Transit and Human Services in the Region**

*Transportation providers, purchasers, riders, and the community at large in the Mid-State Region will work together for mutual benefit to gain economies of scale, eliminate duplication, and expand and improve the quality of service to address the transportation needs of people with transportation challenges.*

### **Goal 1: Coordination Efforts by the Mid-State Regional Coordinating Council.**

#### **Implementation Strategies**

1. Maintain the Regional “Ride Resource Directory,” post online and link to other community websites, and provide paper copies to libraries, municipal buildings, and senior centers.
2. Fund and support the “Mobility Manager.” This position is currently housed in the CAP.
3. Promote transit services in the region. The Mobility Manager is a key part of this effort by making direct contact with communities in the region. Groups to target include Select Boards, City Councils, and Planning Boards, transit providers, service organizations serving refugee, disabled, low income and elderly populations, and community organizations such as local Chambers of Commerce, financial institutions, and granting agencies.
4. Educate riders and potential riders about how to best make use of the region’s transit services. The Mobility Manager is a key component of this outreach program especially in assisting refugees, the disabled, and elderly populations.
5. Update the Coordinated Transportation Plan regularly.
6. Participate in the State Coordination Council.
7. Coordinate on transit matters with the NH Department of Transportation, NH Department of Health and Human Services (and their contractors for Medicaid transportation services), the City of Concord Transportation Advisory Committee, the Merrimack County Department of Corrections, the CNHRPC, and the LRPC.
8. Coordinate with regional and statewide rideshare programs, including CommuteSmart New Hampshire. Support the operation and expansion of park and ride lots within the region.
9. Support bicycle and pedestrian use and infrastructure improvements.
10. Support the expansion of inter-city bus and rail service, including the future expansion of commuter rail service north to Concord.

### **Goal 2: Obtain and Distribute Grant Funds**

The NH Statewide Coordination of Community Services Plan – January 2017 states that main responsibility of the RCCs is to distribute Section 5310 funds from the NHDOT. After the NHDOT reviews the regional applications for eligibility, a contract for the funding is implemented between the NHDOT and one (1) lead agency within each RCC.

### **Implementation Strategies**

1. The Mid-State RCC shall solicit, score, and select projects each cycle and presents a regional application to NHDOT for review.
2. Most grant funds require a local match. The Mid-State RCC is committed to raising sufficient matching funds to take full advantage of available grant funds.
3. The Mid-State RCC will support and assist any existing or proposed transit provider by helping to prepare grant applications and providing letters of support where appropriate.
4. The Mid-State RCC will maintain an up-to-date budget for all revenues and expenditures and will comply with all budgetary requirements of the granting agencies.

### **Goal 3: Support the Mobility Manager**

#### **Implementation Strategies**

1. Continue to fund the position of “Mobility Manger” at the Belknap-Merrimack County CAP with Section 5310 grant funding.
2. The Mobility Manager will continue the rider education program, a volunteer driver training program, and assist the Concord Area Transit (CAT) system in providing additional training for bus drivers. The Mobility Manager will continue to provide outreach services to target populations, such as the elderly, ESL populations, and disabled individuals as well as meeting with community leaders and civic groups to advertise the broad range of transit services available within the region.
3. A public information process should be formalized that routinely targets transit dependent populations, recognizing both the turnover in transit dependent populations, and their lower access to social media.

### **Goal 4: Support the Volunteer Driver Program**

#### **Implementation Strategies**

1. Support and provide funding for the Mid-State Region’s Volunteer Driver Program with Section 5310 grant funding.
2. Utilize the Mobility Manager and Volunteer Driver Coordinator to recruit drivers and riders, as well as to train both drivers and riders to ensure that rides are safe and pleasurable.
3. Maintain, and upgrade where required, the ride matching software.
4. Coordinate the Mid-States Volunteer ride sharing program with the CAT Fixed Route System, Senior Center Buses, other volunteer ride share programs in the region, and private vans operated by institutions and developments within the region.
5. Collect and make available ridership data.

### **Goal 5: Expand the Taxi Voucher Program**

#### **Implementation Strategies**

1. Implement the Taxi Voucher program in cooperation with the Merrimack County Department of Corrections in Boscawen.
2. Consider expanding the Taxi Voucher program in cooperation with Concord Area Transit or CAP's Volunteer Driver Program to extend the use of the system to nights and weekends. This would be particularly useful for making the system feasible for commuters.
3. Explore opportunities to implement additional taxi voucher programs across the region and implement new programs where feasible.
4. Additional taxi voucher programs will need to be predicated on obtaining sufficient funding to defray the cost of vouchers in whole or in part for the riders.

### **Goal 6: Support the Creation of a Region Wide Transportation Brokerage – Common Call System**

When the original Mid-State RCC Coordinated Transportation Plan was developed one key concern was the lack of coordination among transit providers. The development of a common call center /regional transportation brokerage was identified as a key step in improving coordination in the region. The problems associated with multiple carriers serving the same population, the lack of a central point of contact, and the lack of an integrated ticketing service were identified as obstacles to improved service to transit dependent populations. Difficulties with obtaining funding from a combination of federal, state and local resources and lack of coordination between service providers dominated the discussion.

Multiple transit providers serving specialized population, with targeted funding from a variety of government programs, continues to dominate the transit service environment in the Mid-State region and the State of NH. The current funding environment has resulted in what has been called “stovepipe funding,” while agencies involved have responded that this type of funding should be called “towers of excellence.”

#### **Implementation Strategy**

1. If and when feasible, the Mid-State RCC should support the creation of a Region Wide Transportation Brokerage with a Common Call System. This would address many of the issues associated with multiple carriers serving the same populations, the lack of a central point of contact, and the lack of an integrated ticketing service.

### **Goal 7: Improve Information about Transit Dependent Populations**

The identified transit dependent target populations are a significant percentage of the entire population whether they be disabled, elderly, low income, or are located in households without access to a motor vehicle. It is clear that these target populations are at best surrogates for a “transit dependent population” that is most in need of transportation services.

With over 95% of transportation trips in the region being made by personal automobile, it would appear that individuals living in households without access to an automobile would be the most significant contributor to a “transit dependent population.” However, even within this group a number

of non-family households in the region are made up of those incarcerated, or are located in nursing homes, assisted living facilities, group care facilities, and dormitories where the need to travel is either restricted, limited, or transportation is available through the facility. Also a certain percentage of this category either live in central Concord or other town centers, where walking is a feasible mode of transportation and transit services may already be available. In addition many of those without access to a motor vehicle have friends and/or family who can provide rides. Those with sufficient income are not hampered by the need to hire private for fee transportation services.

A need exists to directly identify the transit dependent population, and how they currently travel and what is the unmet travel demand within this population. A small organization like the Mid-State RCC does not have the resources to collect, interpret and disseminate this complex demographic data. It appears that this is an issue in many areas of the United States.

### **Implementation Strategy**

1. It is suggested that much better information on transit dependent populations be developed under the auspices of the US Department of Transportation with the assistance of the US Census Bureau.

## **Goal 8: Support Enhanced Intra-state Transit Services**

### **Implementation Strategies:**

Support efforts to improve/establish transit services along the following regional corridors (or any potential combinations of these corridors):

- Concord – Manchester – Boston
- Seacoast – Laconia
- Seacoast – Manchester (NH Route 101)
- Seacoast – Concord (NH Route 4)
- Dartmouth – New London – Concord
- Keene – Peterborough – Hillsborough – Hopkinton – Concord
- Laconia – Tilton – Boscawen – Concord
- Alton – Allenstown
- Wolfeboro – Alton – Pittsfield
- Conway – Laconia
- Littleton – Lincoln – Plymouth – Tilton – Concord

## **Goal 9: Encourage local land use planning policies that promote effective and sustainable transit planning.**

The Mid-State RCC should support communities in the region that may be amending their master plans, zoning and land development regulations to promote development patterns which would facilitate the use of alternative means of transportation including, biking, walking and transit use.

**Goal 10: Assist municipalities, transportation providers and other agencies develop innovative coordinative transportation options for all residents.**

**Implementation Strategies:**

1. Encourage and assist municipalities to purchase vehicles, provide transportation services for all residents and coordinate with each other and other providers.
2. While prioritizing rides for seniors and people with disabilities, also encourage providers to expand services to those under 60 without disabilities.
3. Promote car share programs as a realistic option for low income populations.
4. Promote, encourage and support new and evolving technologies that provide transportation services to those individuals in our communities which do not currently have their transportation needs met.

## Appendix A – Transportation Needs Assessment

[Insert Survey Questions]

### Survey Results

- 54% of the respondents owned their own vehicles.
- 17% of the respondents were between the ages of 19-39
- 14% of the respondents were between the ages of 40-55
- 69% of the respondents were between the ages of 56-85
- 98% of the respondents indicated that English was their primary language at home, while 1.64% spoke Spanish. No other language was listed.
  
- 102 of the respondents drove to the following principal locations:
  - Shopping/Grocery Store 72%
  - Bank 61%
  - Medical/Dental Appointments 69%
  - Social Outings 52%
  - Religious Services 26%
  - School 14%
  - Work 45%
  - 29% of the respondents did not drive to any destination.
  
- 90 respondents said that they would not prefer to drive:
  - At night time 56%
  - To destinations > 3 miles 10%
  - To medical appointments when ill 38%
  - On high speed highways 23%
  - To an area that I do not very well 23%
  - I do not drive 40%
  
- 87 of the respondents indicated that they were unable to drive to any of the following locations in the last 3 months because you did not have access to an automobile:
  - Shopping/Grocery Store 54%
  - Bank 33%
  - Medical/Dental Appointments 42%
  - Social Outings 43%
  - Religious Services 27%
  - School 7%
  - Work 16%
  
- 87 of the respondents indicated that the following factors prevented them from taking trips outside the home in the last 3 months:

- Not comfortable driving/can't drive 26%
- Do not have a reliable vehicle 30%
- Can't afford transportation 57%
- Do not feel safe 5%
- Not familiar with travel options 18%
- Do not know who to call for help 22%
- Do not have someone to drive me 41%
- Do not have bus services in my area 48%
- Health Reasons 31%
- Other 12%
  
- 117 of the respondents indicated the frequency they relied on others in the last 3 months:
  - All my trips 42%
  - 75% of my trips 3%
  - 50% of my trips 4%
  - 25% of my trips 16%
  - None of my trips 34%
  
- 88 respondents indicate who they depended on any of their trips:
  - Spouse 22%
  - Children/Relatives 44%
  - Private services, such as taxis 20%
  - Public services, such as buses 9%
  - Volunteers from churches, etc. 32%
  - Other 26%
  
- 116 respondents commented about the local transportation system:
  - Not provided where I live 59%
  - Does not go to destinations I want 32%
  - Does operate at the times I want 28%
  - Lack Information 53%
  - Travel takes too long 16%
  - Cannot afford to pay for public trans 17%
  - Do not wish to use 10%
  - Do not feel safe 8%
  
- 77 respondents answered questions about door-to-door van or bus services:
  - Not eligible to use these services 23%
  - Not provided where I live 40%
  - Not familiar to these services 30%
  - Need to schedule too far in advance 17%
  - It takes too long to use these services 12%
  - Services too expensive 8%
  - Don't feel safe 3%
  - Services full when I call for ride 8%



- 88 respondents commented on private transportations services, such as taxis, ride sourcing (Uber), or other private sources:
  - Not familiar with who provides services 49%
  - Services do not feel safe: 14%
  - Services are too expensive 44%
  - Services are not provide where I live 15%
  - Services do not operate at times I need 9%
  - Services are not reliable 10%
  
- 76 respondents indicate to which destinations they made need travel assistance in the next 1-3 years:
  - Shopping/Grocery Store 74%
  - Medical/Dental Appointments 78%
  - Social Outings 43%
  - Religious Services 38%
  - School 14%
  - Work 29%
  - 23% of the respondents did not drive to any destination.
  
- Of the 118 respondents:
  - 10% were from Concord
  - 6% were from Boscawen/Webster
  - 9% were from Laconia
  - 0% were from Franklin
  - 8% were from Meredith
  - 67% were from the other towns in the region

## Appendix B: Public Feedback Meetings

**Friday, Feb. 8<sup>th</sup> @  
Fuller Public Library  
29 School Street  
Hillsboro, NH 03244  
1:00 pm  
Light refreshments provided.**



**The Mid-State Regional Coordinating Council is seeking the public's input regarding access to transportation across the region.**

**Please contact the Regional Mobility Manager with any questions or comments at (603) 225 – 3295 ext. 1210.**

February 8, 2019  
Fuller Library  
Hillsborough, NH

|

## **2019 Mid State RCC Coordinated Plan Update Public Feedback Session**

1. **Introductions** – Steve and Erin (organization, position, affiliation to Mid State RCC)
  - a. Background on Mid State RCC and Coordinated Plan
  - b. Mission Statement – *To improve mobility and access for all by coordinating regional and local community transportation services and information*
  - c. Guest introductions reason for attending/personal barriers to transportation
  
2. **Existing Services/information**
  - a. Ride Resource Directory
  - b. Background on VDP and RTS
  - c. FTA 5310 funding background and availability (requirements/match)
    - i. \$261,746 in Mid State for Services and Mobility management
  - d. **What services do guests already use?** How did they find out about them?
  
3. **What destinations do people have difficulties getting to?**
  - a. Medical, employment, social, etc?
  
4. **What factors prevent you from taking trips outside your home?**
  - a. No vehicle, no services, costs, etc?
  
5. **Are there services you are aware of but ineligible for?**
  
6. **How do you typically find out about local services?**
  - a. Are there recommendations for how Mid State RCC can get the word out?
  
7. **How else can we address the concerns you have about the coordination of transit and human services in the region?**

Mid-State Regional Coordinating Council (RCC)  
Coordinated Plan Update Listening Session  
March 5, 2019  
Laconia Public Library, Laconia, NH

Attendance: Dean Trefethen (Laconia Planning Department), Pat Gould (Laconia Citizen), Karin Curry (Laconia Citizen), David Jeffers (LRPC)

After Introductions, D. Jeffers described the Mid-State RCC and its purpose. Each attendee described their transportation needs, experiences, and offered thoughts on solutions. They also explained the experiences of some of their friends. Ms. Gould and Ms. Curry are active seniors who sometimes provide rides for friends, including some with limits on their mobility. Ms. Curry also has had experience with public transportation in Europe.

**Services**

Participants were aware that there used to be regular bus service around Laconia. They knew of and one utilizes the Concord Coach to reach Logan Airport but the stops in the region are not very convenient. There is an existing pick-up at Exit 20 along I-93 but there are no facilities at the waiting area.

Some people in wheelchairs utilize the Lifeline bus to go from the County Nursing Home to doctor's appointments (paid for by MediCare) and dialysis treatment at Lakes Region General Hospital 85 Spring Street. It was stated that this can be unreliable.

**Destinations & Difficulties**

Difficult to get from Lakeview Apartments to downtown Laconia for prescriptions, grocery, social services. Difficult to get from Laconia to Walmart in Gilford. Destinations to see friends and do shopping include Golden View Home (Meredith), Belknap Co. Nursing Home, Gilford (shopping)

**Obstacles**

Cost  
Need a comfortable place to wait for a ride  
Lifeline doesn't go to private homes

**Suggestions**

It was suggested that there was a need for some sort of shuttle service around Laconia. It was pointed out that sometimes the schedules of individuals can be modified to adapt to transportation schedules (for example, "I can only make an appointment on Tuesdays or Fridays due to the shuttle schedule...").

It was suggested that Taxi Vouchers might be useful for getting to medical appointments.

It was noted that the Seniors Helping Seniors program might be able to provide transportation services – the fact that they get some small pay for their time might help in recruiting drivers.

It was suggested that there needs to be outreach to immigrant communities in Laconia.

Mid-State Regional Coordinating Council (RCC)  
Coordinated Plan Update Listening Session  
March 5, 2019  
Laconia Public Library, Laconia, NH

It was noted that the Taylor Home (Laconia) has busses that may have excess capacity. Could part of their non-profit status include an arrangement to provide public transportation when they do have room on the bus?

It was suggested that a "shuttle bus" might have stops along the WOW (Trail (Bike/Ped)) so people can be dropped off or picked up along the trail. Likewise, take into account trailheads for hiking.

There should be more van busses – variations in vehicle type to adapt to the needs of the area.

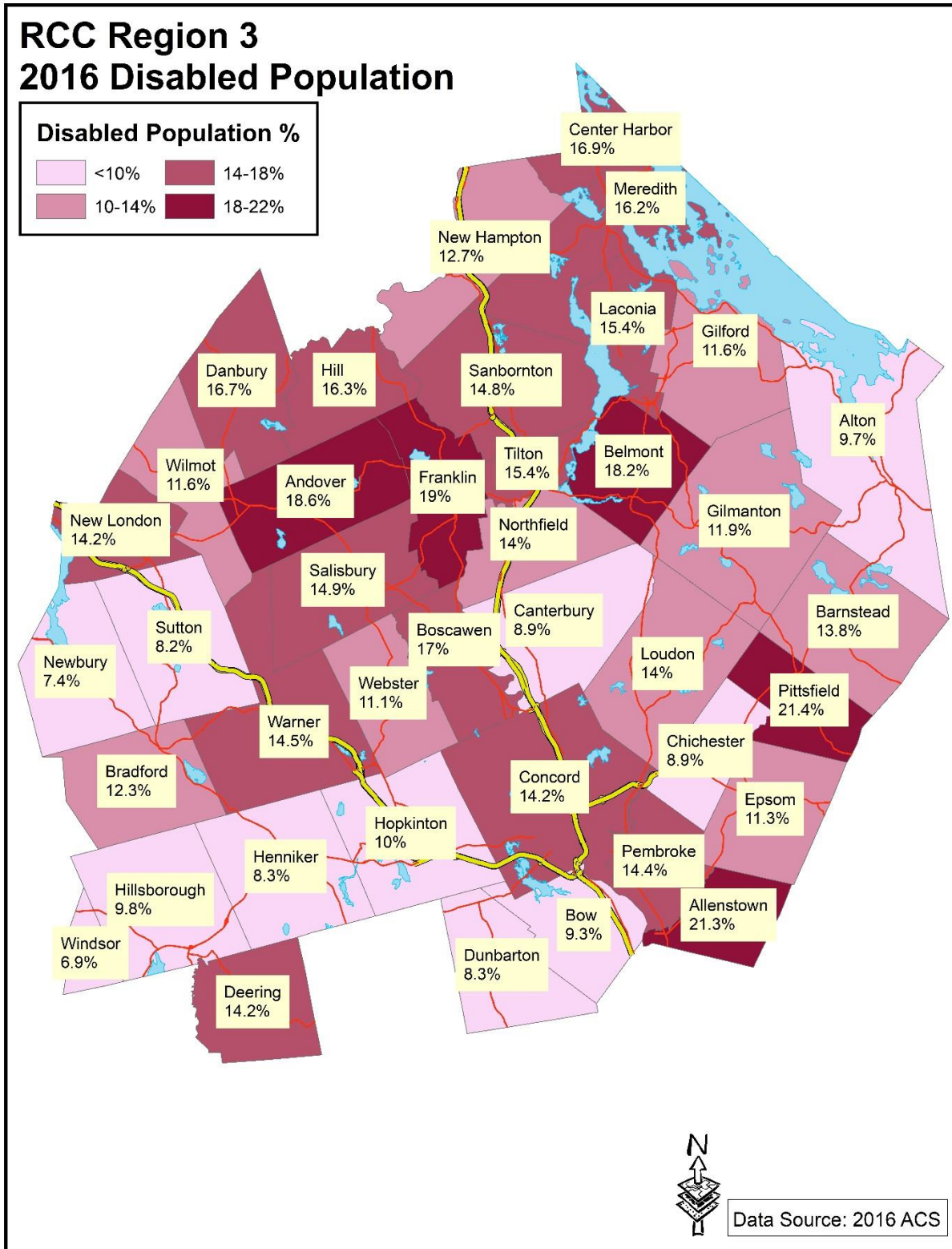
**Other**

The participants were very appreciative of the *Mid-State Regional Ride Resource Directory*.

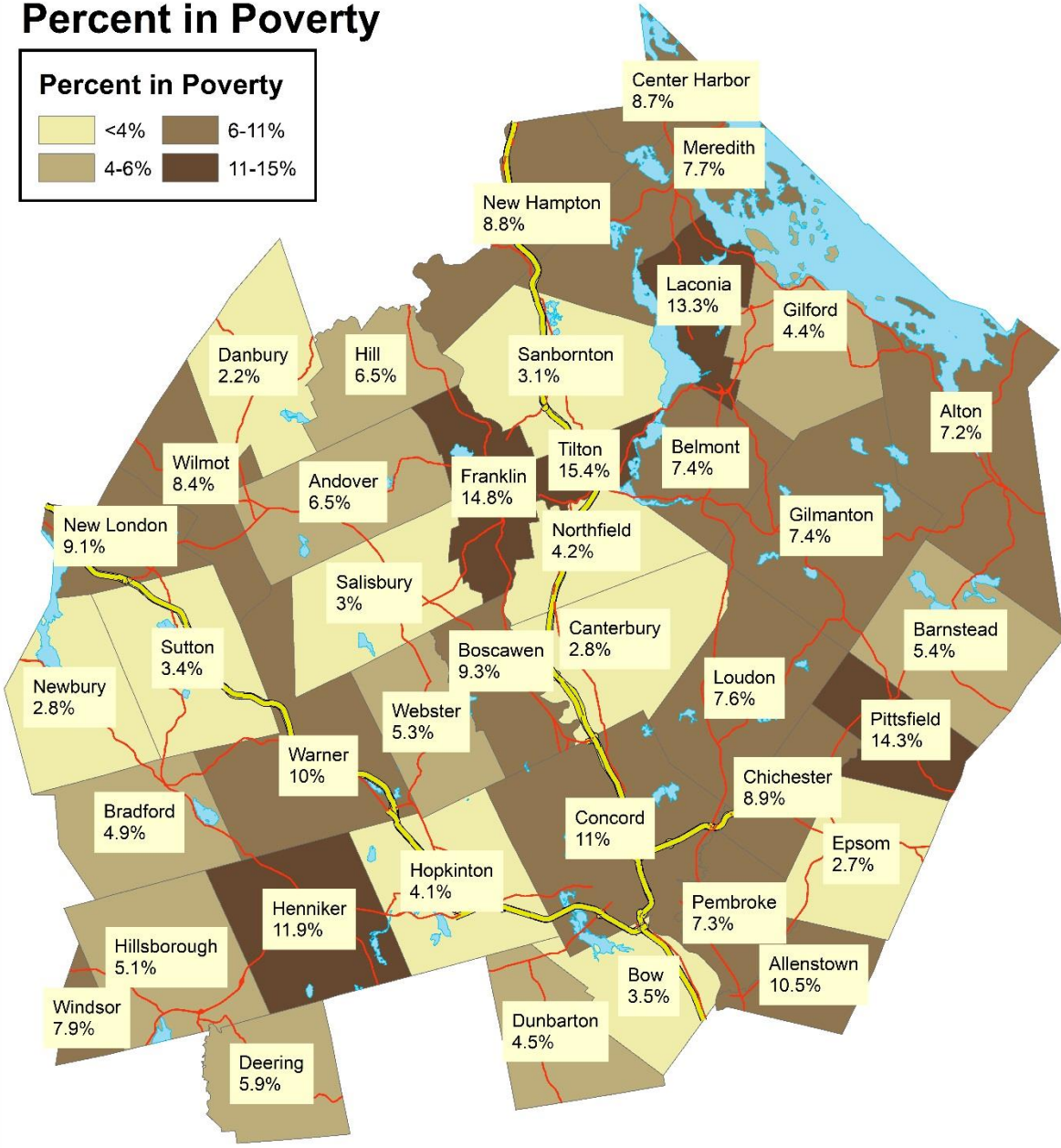
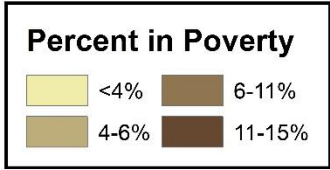
All took copies of the survey to complete.

Two emails were received from residents of the region who were unable to attend the meeting (one who did not have transportation to get to the meeting). Both were sent copies of the survey and asked to complete and submit.

## Appendix C: Supplemental Maps



### RCC Region 3 Percent in Poverty



Data Source: 2016 ACS

## Appendix D: Mid-State Ride Resource Directory

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# Mid-State Regional Ride Resource Directory



[www.midstatercc.org](http://www.midstatercc.org)

May 2019

# **Mid-State Regional Coordinating Council for Community Transportation**

## **Mission**

**To improve mobility and access for all by coordinating regional and local community transportation services and information in the Mid-State RCC region.**

**The mid-state region includes Belknap & Merrimack Counties (excluding Hooksett) & the Towns of Deering, Hillsborough & Windsor (Hillsborough County).**

## **Contact Information**

### **Regional Mobility Manager Mid-State RCC**

Community Action Program,  
Belknap-Merrimack Counties, Inc.  
P.O. Box. 1016  
Concord, NH 03302-1016  
Phone: 603.225.3295  
Fax: 603.228.1898  
[mobilitymanager@bm-cap.org](mailto:mobilitymanager@bm-cap.org)

### **Cover Page Photo Credits:**

Top: Interlakes Community Caregivers, Inc.  
Left: Rural Transit System, CAPBMCI  
Right: The Friends Program



## **Community Transportation Regions & Coordinating Councils**

### **Region 1:**

Grafton-Coös Counties RCC

### **Region 2:**

Carroll County RCC

### **Region 3:**

Mid-State RCC

### **Region 4:**

Sullivan County RCC

### **Region 5:**

Monadnock RCC

### **Region 6:**

Nashua RCC

### **Region 7:**

Manchester RCC

### **Region 8:**

Derry-Salem RCC

### **Region 9:**

Alliance For  
Community Transportation (ACT)

## Mid-State RCC Member Organizations

<p style="text-align: center;"><b>Age At Home</b></p> 	<p style="text-align: center;"><b>Ascentria In-Home Care</b></p> 	<p style="text-align: center;"><b>Bank of New Hampshire</b></p> 	<p style="text-align: center;"><b>Belknap Economic Development Council</b></p> 
<p style="text-align: center;"><b>Central NH Regional Planning Commission</b></p> 	<p style="text-align: center;"><b>City of Concord</b></p> 	<p style="text-align: center;"><b>Community Action Program Belknap Merrimack Counties</b></p> 	<p style="text-align: center;"><b>Community Bridges NH</b></p> 
<p style="text-align: center;"><b>Council on Aging-Chapin Senior Center -Kearsarge</b></p> 	<p style="text-align: center;"><b>Town of Tilton</b></p> 	<p style="text-align: center;"><b>Department of Corrections Merrimack County</b></p> 	<p style="text-align: center;"><b>EngAgingNH</b></p> 
<p style="text-align: center;"><b>Friends Program-RSVP</b></p> 	<p style="text-align: center;"><b>Future in Sight</b></p> 	<p style="text-align: center;"><b>Granite State Independent Living</b></p> 	<p style="text-align: center;"><b>Genesis Behavioral Health</b></p> 
<p style="text-align: center;"><b>Granite United Way</b></p> 	<p style="text-align: center;"><b>Interlakes Community Caregivers, Inc.</b></p> 	<p style="text-align: center;"><b>Lakes Region Community Services</b></p> 	<p style="text-align: center;"><b>Lakes Region Chamber of Commerce</b></p> 

## Mid-State RCC Member Organizations

<p style="text-align: center;"><b>Lakes Region Planning Commission</b></p> 	<p style="text-align: center;"><b>New Hampshire Catholic Charities</b></p> 	<p style="text-align: center;"><b>Pembroke Academy</b></p> 	<p style="text-align: center;"><b>Partnership for Public Health</b></p> 
<p style="text-align: center;"><b>Pembroke Academy</b></p> 	<p style="text-align: center;"><b>Riverbend Community Mental Health</b></p> 	<p style="text-align: center;"><b>St. Joseph's Community Services, Inc.</b></p> 	<p style="text-align: center;"><b>Town of Hillsborough</b></p> 
<p>Would you like to become a member of the Mid-State RCC?</p> <p>Call 603.225.3295 and ask for the Regional Mobility Manager</p>	<p>Would you like to become a member of the Mid-State RCC?</p> <p>Call 603.225.3295 and ask for the Regional Mobility Manager</p>	<p>Would you like to become a member of the Mid-State RCC?</p> <p>Call 603.225.3295 and ask for the Regional Mobility Manager</p>	<p>Would you like to become a member of the Mid-State RCC?</p> <p>Call 603.225.3295 and ask for the Regional Mobility Manager</p>
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# **Mid-State Regional Coordinating Council (RCC) for Community Transportation**

## **Community Transportation Services in Belknap & Merrimack Counties (excluding Hooksett) & including the Towns of Deering, Hillsborough & Windsor (Hillsborough County)**

### **About this directory**

The Mid-State Regional Coordinating Council (RCC) produces this annual Ride Resource Directory as a reference tool for community transportation services in the Mid-State region. The goal of this directory is to connect people to the transportation resources that already exist in their communities. Transportation options included in this directory are:

- Private and Publicly-Funded Bus Services
- Taxis & Private, For-Hire Services
- Medical Transportation Services
- Client transportation programs of agencies that serve persons with disabilities
- Client transportation programs of other human service agencies
- Transportation operated by nursing homes for their residents

This information is published on the Mid-State RCC website at  
[www.midstatercc.org](http://www.midstatercc.org)

NOTICE: Any listing or service provided about particular service or provider listed this directory, with the exception of the Mid-State RCC Member organizations and their services, does not in any way constitute a referral or endorsement by the Mid-State RCC. To revise listings, please e-mail the Regional Mobility Manager at [mobilitymanager@bm-cap.org](mailto:mobilitymanager@bm-cap.org) or call 603.225.3295.

### **Alternate Format Information**

This material can be made available in an alternate format by emailing the Regional Mobility Manager at [mobilitymanager@bm-cap.org](mailto:mobilitymanager@bm-cap.org), or by calling 603.225.3295 or TDD/TTY RELAY NH 1.800.735.2964.

# Mid-State Regional Coordinating Council for Community Transportation

## Table of Contents

About Mid-State RCC.....	2
Community Transportation Regions & Regional Councils.....	3
Mid-State RCC Member Organizations.....	4-5
About the Directory.....	6
Public Transportation .....	8-9
Senior Transportation.....	10-17
Disability Transportation.....	18-25
Taxi/Livery Service.....	26-28
Emergency Ride Home Program.....	29
Community Transportation Fast Facts.....	30

***IN A MEDICAL EMERGENCY  
CALL 911 FOR ASSISTANCE***

## Public Transportation

PROVIDER NAME	SERVICE AREA	PUBLIC TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Boston Express	Concord- Manchester– Nashua-N. Londonderry- Londonderry-Salem- Tyngsboro, MA-Boston	General public <a href="http://www.bostonexpressbus.com">www.bostonexpressbus.com</a>	800.639.8080 603.845.1999 TTY: 711 or 800.735.2964	Vary by Destination
Concord Area Transit (CAT)	Concord & Penacook (demand response: Concord, Penacook, Boscawen, Salisbury, Bow, Pembroke, limited rides to/from Canterbury & Allenstown)	Fixed-route & demand-response, wheelchair accessible Monday – Friday; 6:00 am–6:30 pm <a href="http://www.concordareatransit.org">www.concordareatransit.org</a> Other: \$1 suggested donation—\$2.50 ADA Paratransit (one way)	CAT Office 603.225.1989 TTY:800.735.2964	Seniors \$0.50* Adults \$1.25* *Fixed-Route
Concord Coach Lines	Tilton, Center Harbor, Meredith, Concord, Manchester, North Londonderry, Salem, Boston & other locations	General public <a href="http://www.concordcoachlines.com">www.concordcoachlines.com</a> <a href="mailto:info@concordcoachlines.com">info@concordcoachlines.com</a>	800.639.3317 603.228.3300	Vary by Destination
Dartmouth Coach	Hannover, Lebanon, New London, Boston	General public; scheduled coach bus services to Boston (Logan Airport) & New York; <a href="http://www.dartmouthcoach.com">www.dartmouthcoach.com</a> <a href="mailto:info@dartmouthcoach.com">info@dartmouthcoach.com</a>	800.637.0123 603.448.2800	Vary by Destination



## Public Transportation

PROVIDER NAME	SERVICE AREA	PUBLIC TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Greyhound	Regional & National	Intercity coach transportation; wheelchair accessible transportation; connecting carriers may need 48 hour notice to accommodate wheelchairs; <a href="http://www.greyhound.com">www.greyhound.com</a>	800.231.2222 TTY 800.345.3109 Spanish Language 800.531.5332	Vary by Destination
Manchester Transit Authority (MTA)	Concord, Manchester, Nashua	Fixed-route; Weekdays & Saturdays; 5:30 am-5:30 pm; <a href="http://www.mtabus.org">www.mtabus.org</a>	603.623.8801 TTY 800.735.2964 <a href="mailto:info@mtabus.org">info@mtabus.org</a>	Vary by Destination
NH Rideshare	Statewide	Commuter matching service; carpool matches, transit options, park & ride lots, biking & walking routes; <a href="mailto:rideshare@dot.nh.gov">rideshare@dot.nh.gov</a>	<a href="mailto:rideshare@dot.nh.gov">rideshare@dot.nh.gov</a> To register go to: <a href="http://www.nh.gov/dot/programs/rideshare/">www.nh.gov/dot/programs/rideshare/</a>	For more information contact <a href="mailto:rideshare@dot.nh.gov">rideshare@dot.nh.gov</a>
Peter Pan	Concord, Manchester-Nashua, Boston; & other locations	Intercity and interstate transportation; wheelchair accessible service; <a href="http://www.peterpanbus.com">www.peterpanbus.com</a>	800.343.9999	Vary by destination

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Age At Home	Belknap-Merrimack Counties	Transportation for clients (adults over the age of 18) advanced registration and reservations required but emergency transportation is available sometimes; no wheelchair transportation; www.ageathomenh.com	603.224.6100	Monday-Friday \$21Weekends \$23Private pay; LTS insurance, or the caregivers grant
Ascentria In Home Care	All Counties except Coos County	Transportation for clients over 18 based on personal care service providers' availability; no wheelchair accessible transportation; www.ascentria.org/in-home-care-nh	603.224.3010	For information call 603.224.3010
Belmont Senior Center CAPBMCI-Rural transit System (RTS)	Belmont, Gilmanston, Tilton*	Serves people 60 years and older; Limited transportation for adults with disabilities; Tuesdays, Wednesdays and Thursdays 8:30 am – 1:30 pm; *limited service	603.267.9867	\$2.00 suggested donation for a round trip ride
Bradford-Mountain View Senior Center CAPBMCI –Rural Transit System (RTS)	Bradford, Contoocook*, Henniker, Hopkinton,* Newbury, New London, Sutton, Warner, Webster, Wilmot	Serves people 60 years and older; Limited transportation for adults with disabilities Monday - Friday; 8:30 am –2:30 pm; *limited service	603.938.2104	\$2.00 suggested donation for a round trip ride

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
British Charitable Society Mattapoisett, MA	New England	For British citizens holding a passport from the UK or their dependencies who may be in need of crisis transportation such as airfare to the UK for emergencies or permanent resettlement, or to cover car repairs if needed for work <a href="http://www.britcharity.org">www.britcharity.org</a>	888.808.4895	For more information call 888.808.4895
Caring Hands Assisting Tilton	Tilton	Senior citizens or people with disabilities; no wheelchair transportation	603.286.4521 ext. 100	Donations Accepted
Caregivers of Southern Carroll County & Vicinity	Alton & Wolfeboro (also Tuftonboro)	Volunteer transportation service for medical appointments only; ambulatory individuals, no wheelchair transportation	603.569.6780	Donations Accepted
Chapin Senior Center - The Kearsarge Area Council on Aging	New London, Sunapee, Wilmot, Andover, Springfield, Grantham, Danbury, Newbury and Sutton	Door to door service for people over 55 or other individuals who qualify for transportation services. <a href="http://www.coachapincenter.org">www.coachapincenter.org</a>	603.526.6368	Donations Accepted

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Central New Hampshire Transportation (CNHT)	Laconia, Plymouth, Meredith, Moultonborough, Holderness, Center Harbor, Franklin, Ashland, Gifford, Belmont, and other	Wheelchair, Taxi/Livery for Medical Appointments for adults and Medicaid. Advance reservations are strongly suggested	603.412.2122	Medicaid reservations through CTS. Private pay rate: \$30 pickup fee and \$3.25 per mile for wheelchair transportation
Comfort Keepers	Belknap County, Hill, Franklin & Northfield	Transportation and other services for adults 18 and up; no wheelchair transportation;	603.536.6060 available 24/7	Vary
Community Action Program Belknap - Merrimack Counties, Inc Rural Transportation System (RTS)	Belknap & Merrimack Counties	Serves people 60 years and older; Limited transportation for adults with disabilities	RTS Director 603.225.3295	\$2.00 suggested donation for a round trip ride
Concord Senior Transit (CST) Concord Area Transit (CAT) CAPBMCI	CST: Concord, Boscawen, Bow, Pembroke, Penacook, & Salisbury *Limited Rides to Suncook & Canterbury	For Seniors 60 years and older Monday – Friday 8:00 am – 3:00* pm; \$1 suggested donation <a href="http://www.concordareatransit.org">www.concordareatransit.org</a> *Transportation between 3:00 pm-6:30 pm available (but seating is not guaranteed) for \$2.50 each one way ride. Wheelchair accessible vehicles available	CAT Office 603.225.1989	\$1.00 suggested donation each one way ride; \$2.50 3-6pm

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Dial a Ride	Hopkinton & Contoocook	Volunteer transportation for seniors to Concord, Manchester & Hanover Mondays, Wednesdays and Fridays 10:00 am—12:30 pm	603.746.4357	None Required
Forest View Manor Assisted Living	Meredith	Transportation for residents <a href="http://www.forestviewmanor.com">www.forestviewmanor.com</a>	603.279.3121	Call 603.279.3121
Franklin Senior Center TRIP CAPBMCI –Rural Transit System (RTS)	Franklin, Tilton, Danbury*, Northfield, Andover*, Hill*	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday-Friday: 8:00 am – 3:00 pm; *limited service	603.934.4151	\$2.00 suggested donation for a round trip ride
Friends Program RSVP	Merrimack, Belknap, Rockingham & Strafford Counties	Volunteer transportation for seniors 60 years and older and individuals with disabilities; <a href="http://www.friendsprogram.org">www.friendsprogram.org</a>	603.228.7615 For Merrimack & Belknap Counties	Donations Accepted

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Future in Sight	Statewide	Volunteer transportation for clients of the agency depending on availability <a href="http://www.sightcenter.org">www.sightcenter.org</a>	603.224.4039 800.464.3075	Free
Granite State Independent Living (GSIL)	Statewide	Medicaid Non-Emergency Medical Transportation (NEMT), Wheelchair Accessible Transportation, Income based transportation (find your own driver- reimbursement program); <a href="http://www.gsil.org">www.gsil.org</a>	603.228.9680 TTY Relay: 800.826.3700	For more information call 603.410.6504
Havenwood Heritage Heights A Continuing Care Retirement Community	Concord	Transportation for residents. <a href="http://www.hhinfo.com">www.hhinfo.com</a>	603.229.1163	Free & for a Fee Services
Interlakes Community Caregivers, Inc.	Center Harbor, Meredith, Moultonborough, Sandwich	Volunteer transportation for residents; must be registered with Caregivers. <a href="http://www.InterlakesCommunityCaregivers.org">www.InterlakesCommunityCaregivers.org</a>	603.253.9275 603.253.9100	None Required

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
John O. Cate Memorial Van	Loudon	FREE transport for Loudon residents to medical appointments, pharmacies, and adult day care in the Concord area. Limited transportation for adults with disabilities Weekdays from 7:30 AM to 5:00 PM	603.783.9502	Free
Laconia Senior Center CAPBMCI—Rural Transit System (RTS)	Alton,* Center Harbor, Gilford, Laconia, Meredith, New Hampton, Tilton	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday—Friday; 8:30 am – 3:30 pm; *limited service	603.524.7689	\$2.00 suggested donation for a round trip ride
Medicaid Non-Emergency Transportation (NEMT)	Statewide	For NH Medicaid recipients who need a ride to, or help paying for gasoline to travel to, a Medicaid-covered service; wheelchair accessible rides available with 48 hour notice. <a href="http://www.dhhs.nh.gov/ombp/medicaid/transportation/">www.dhhs.nh.gov/ombp/medicaid/transportation/</a>	To enroll: 800.852.3345 Ext. 9700 To schedule a ride —CTS: 844.259.4780	For more information call Client Services at 800.352.3345 Ext. 4344 or 603.271.4344
NH Veterans Home	Tilton, Franklin, Laconia, & Concord	Transportation for residents of NH Veterans Home for medical appointments to in-network doctor appointments only. <a href="http://www.nh.gov/veterans">www.nh.gov/veterans</a>	603.527.4400	For more information call 603.527.4400

## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Peabody Home	Franklin & surrounding areas	Transportation for residents 55+ of Peabody Home depending on staff and vehicle availability; no wheelchair transportation; arranged through a different provider if necessary; <a href="http://www.peabodyhome.org">www.peabodyhome.org</a>	603.934.3718	For more information call 603.934.3718
Pittsfield Senior Center CAPBMCI -Rural Transit System (RTS)	Loudon*, Barnstead, Chichester, Epsom, Pittsfield	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday-Thursday; 8:00 am – 3:00 pm; *limited service	603.435.8482	\$2.00 suggested donation for a round trip ride
Presidential Oaks	Concord	Transportation for residents <a href="http://www.presidentialoaks.org">www.presidentialoaks.org</a>	800.678.1333	For more information call 800.678.1333
St. Joseph Community Services, Inc.	Hillsborough, Milford, Manchester & Merrimack	Transportation for clients over 60 to and from nutrition sites; limited wheelchair transportation in Manchester; <a href="http://www.mealsonwheelsnh.org">www.mealsonwheelsnh.org</a>	603.424.9967	Donations accepted



## Senior Transportation

PROVIDER NAME	SERVICE AREA	SENIOR TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
<p>Volunteer Driver Program (VDP) CAPBMC</p>	<p>Mid-State RCC Region (Belknap &amp; Merrimack Counties (excluding Hooksett &amp; including the towns of Deering, Hillsborough &amp; Windsor)</p>	<p>Transportation for individuals 60 years and older and adult individuals with disabilities under the age of 60; limited wheelchair accessible rides</p>	<p>603.224.8043 603.225.1989 603.225.3295 TTY/TDD Relay 800.735.2964</p>	<p>\$1 suggested donation each one way</p>
<p>White Birch Center</p>	<p>Henniker</p>	<p>Transportation for Henniker residents 55 years and older; no wheelchair transportation available Monday—Friday; 8:30 am -5:30 pm <a href="http://www.whitebirchcommunitycenter.org">www.whitebirchcommunitycenter.org</a></p>	<p>603.428.3077</p>	<p>For more information call 603.428.7860</p>

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
ADA Paratransit Concord Area Transit (CAT)	Concord	For eligible individuals with disabilities in Concord within 3/4 of a mile of the CAT fixed route system; wheelchair accessible vehicles available; application & reservations required Monday – Friday; 6:00 am—6:30 pm <a href="http://www.concordareatransit.org">www.concordareatransit.org</a>	CAT Office 603.225.1989 TTY/TDD Relay 800.735.2964.	\$2.50 One-way ride
Age At Home	Belknap- Merrimack Counties	Transportation for clients (adults over the age of 18) advanced registration and reservations required; emergency transportation is available sometimes; no wheelchair transportation; <a href="http://www.ageathomenh.com">www.ageathomenh.com</a>	603.224.6100	Monday-Friday \$21 Weekends \$23 Private pay; LTS insurance, or the caregivers grant
American Cancer Society Road to Recovery Program	Statewide	Rides to and from cancer treatments using a network of volunteer drivers; no wheelchair transportation; <a href="http://www.cancer.org">www.cancer.org</a>	800.227.2345	None Required
Angel Flight, NE	Northeastern U.S.	Based on financial need; Air and ground medical transportation (limited ground transportation in NH may be available)	978.794.6868 800.549.9980	None

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Ascentria In Home Care	All Counties except Coos County	Transportation for clients over 18 based on personal care service providers' availability; no wheelchair accessible transportation; <a href="http://www.ascentria.org/in-home-care-nh">www.ascentria.org/in-home-care-nh</a>	603.224.3010	For information call 603.224.3010
Belmont Senior Center CAPBMCI -Rural transit System (RTS)	Belmont, Gilmanton Tilton*	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday-Friday 8:30 am – 3:30 pm; * limited service	603.267.9867	\$2.00 suggested donation for a round trip ride
Bradford-Mountain View Senior Center CAPBMCI -Rural Transit System (RTS)	Bradford, Contoocook*, Henniker, Hopkinton,* Newbury, New London, Sutton, Warner, Webster, Wilmot	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday - Fridays 8:30 am –2:30 pm; *limited service	603.938.2104	\$2.00 suggested donation for a round trip ride
British Charitable Society Mattapoisett, MA	New England	For British citizens holding a passport from the UK or their dependencies who may be in need of crisis transportation such as airfare to the UK for emergencies or permanent resettlement, or to cover car repairs if needed for work <a href="http://www.britcharity.org">www.britcharity.org</a>	888.808.4895	For more information call 888.808.4895

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Care Plus Ambulance Service, Inc.	New Hampshire	Provides a wide range of Emergency, Urgent Care and Non-Emergent Ambulance transportation services; contracted wheelchair transportation; <a href="http://www.careplus.org">www.careplus.org</a>	603.424.8910 800.899.8331	Medicaid/ Medicare & Private Health Insurance accepted
Central New Hampshire Transportation (CNHT)	Laconia, Plymouth, Meredith, Moultonborough, Holderness, Center Harbor, Franklin, Ashland, Gilford, Belmont, and other	Wheelchair, Taxi/Livery for Medical Appointments for adults and Medicaid. Advance reservations are strongly suggested.	603.412.2122	Medicaid reservations through CTS. Private pay rate: \$30 pickup fee and \$3.25 per mile for wheelchair transportation
Century Ambulance Service	Belknap & Merrimack Counties	Wheelchair transportation only	603.369.3034	Vary—Medicaid/ Private Health Insurance/Private Pay accepted
Comfort Keepers	Belknap County, Hill, Franklin & Northfield	Transportation and other services for adults 18 and up; no wheelchair transportation;	603.536.6060 available 24/7	Vary

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Community Bridges Inc.	Greater Merrimack County & Central NH	Volunteer, disability related transportation for clients <a href="http://www.communitybridgesnh.org">www.communitybridgesnh.org</a>	603.225.4153	For more information call 603.225.4153
Disabled American Veterans (DAV)	Varies, call for details	Free transportation to VA medical facilities for injured and ill veterans; accessible van available; <a href="http://www.dav.org">www.dav.org</a>	VA Coordinator 603.624.4366 Ext. 6776	None Required
Franklin Senior Center -TRIP CAPMCI -Rural Transit System (RTS)	Franklin, Tilton, Danbury*, Northfield, Andover*, Hill*	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday-Friday: 8:00 am – 3:00 pm; *limited service	603.934.4151	\$2.00 suggested donation for a round trip ride

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Genesis Behavioral Health	Belknap and Southern Grafton	Offers limited, demand-response transportation to its patients; wheelchair accessible vehicles available; <a href="http://www.genesisbh.org">www.genesisbh.org</a>	603.524.1100	Call 603.524.1100 for more information
Granite State Independent Living (GSIL)	Statewide	Medicaid Non-Emergency Medical Transportation (NEMT), Wheelchair Accessible Transportation, Income based transportation (find your own driver-reimbursement program); <a href="http://www.gsil.org">www.gsil.org</a>	603.228.9680 TTY Relay: 800.826.3700	For more information call 603.410.6504
CornerBridge	Laconia	Transportation for peer group members who are 18 years of age or older and who are consumers of mental health services; wheelchair transportation available <a href="http://www.nhcornerbridge.org">www.nhcornerbridge.org</a>	603.528.7742	None Required
Concord Peer Support	Concord	Transportation for peer group members who are 18 years of age or older and who are consumers of mental health services; wheelchair transportation available. <a href="http://www.nhcornerbridge.org">www.nhcornerbridge.org</a>	603.224.0894 603.224.0083	None Required

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Forest View Manor Assisted Living	Meredith	Transportation for residents. www.forestviewmanor.com	603.279.3121	For more information call 603.279.3121
Future in Sight	Statewide	Volunteer transportation for clients of the agency depending on availability www.sightcenter.org	603.224.4039 800.464.3075	Free
John O. Cate Memorial Van	Loudon	FREE transport for Loudon residents to medical appointments, pharmacies, and adult day care in the Concord area. Limited transportation for adults with disabilities Weekdays from 7:30 AM to 5:00 PM	603.783.9502	Free
Laconia Senior Center CAPBMCI –Rural Transit System (RTS)	Alton*, Center Harbor, Gilford, Laconia, Meredith, New Hampton, Tilton	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday—Friday; 8:30 am – 3:30 pm; *limited service	603.524.7689	\$2.00 suggested donation for a round trip ride

## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Med Coach	Nationwide	Air or ground transportation for long distance patient transfer who require non-emergency medical attention <a href="http://www.usamedcoach.com">www.usamedcoach.com</a>	888.979.4424	Vary by destination & services required
Medicaid Non-Emergency Transportation (NEMT)	Statewide	For NH Medicaid recipients who need a ride to, or help paying for gasoline to travel to, a Medicaid-covered service; wheelchair accessible rides available with 48 hour notice. <a href="http://www.dhhs.nh.gov/ombp/medicaid/transportation/">www.dhhs.nh.gov/ombp/medicaid/transportation/</a>	To enroll: 800.852.3345 Ext. 9700 To schedule a ride –CTS: 844.259.4780	For more information call Client Services at 800.352.3345 Ext. 4344 or 603.271.4344
NH Veterans Home	Tilton, Franklin, Laconia, & Concord	Transportation for residents of NH Veterans Home for medical appointments to in-network doctor appointments only. <a href="http://www.nh.gov/veterans">www.nh.gov/veterans</a>	603.527.4400	For more information call 603.527.4400
Pittsfield Senior Center CAPBMCI-Rural Transit System (RTS)	Loudon*, Barnstead, Chichester, Epsom, Pittsfield	Serves people 60 years and older; Limited transportation for adults with disabilities; Monday-Thursday; 8:00 am – 3:00 pm; *limited service	603.435.8482	\$2.00 suggested donation for a round trip ride



## Disability Transportation

PROVIDER NAME	SERVICE AREA	DISABILITY TRANSPORTATION SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Ride-Away Mobility Works	Statewide	Wheelchair Accessible Van Rentals; 2-3 weeks advanced notice; vehicle delivery if unable to pick up from Londonderry Location; <a href="http://www.ride-away.com">www.ride-away.com</a>	603.437.4444 855.694.7323	Vary
Volunteer Driver Program (VDP) CAPBMCI	Mid-State RCC Region (Belknap & Merrimack Counties (excluding Hooksett & including the towns of Deering, Hillsborough & Windsor)	Transportation for individuals 60 years and older and adult individuals with disabilities under the age of 60; limited wheelchair accessible rides	603.224.8043 603.225.1989 603.225.3295 TTY/TDD Relay 800.735.2964	\$1 suggested donation each one way

## Taxi/Livery Service

PROVIDER NAME	SERVICE AREA	TAXI/LIVERY SERVICE SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Big Lake Taxi & Limousine Service, LLC	Alton, & Lakes Region	Taxi service, airport service, special events charter; no wheelchair accessibility <a href="http://www.biglaketaxiandlimo.com">www.biglaketaxiandlimo.com</a>	603.875.3365	Vary
Concord Cab Company	Greater Concord & Lakes Region	Taxi Service; Delivery Service; Medication pick up and delivery; Coordinated Transportation Solutions Medicaid Provider; no wheelchair accessibility : Sunday-Thursday; 5 am-1 am & Friday-Saturday; 5 am-2 am	603.225.4222	Vary
Craig's Taxi	Lakes Region	Taxi Service; no wheelchair accessible vehicles	603.630.1799	Vary
Dave's Taxi	Laconia & Lakes Region	Taxi Service; no wheelchair accessible vehicles <a href="http://www.taxicablaconia.com">www.taxicablaconia.com</a>	603.455.8087	Vary

## Taxi/Livery Service

PROVIDER NAME	SERVICE AREA	TAXI/LIVERY SERVICE SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
DK Airport Service, LLC	Statewide	Airport shuttle, limousine, town car service www.dkairportservice.com	866.958.3983 603.682.6997	Vary
Group Transportation Services	Laconia, Meredith Belknap County; Lakes Region	Taxi Service & Delivery Service; no wheelchair accessible vehicles	603.279.3437	Vary
Lakes Region Airport Shuttle	Statewide	Hourly Charters Available for Special Occasions, Events, Corporate Travel, Weddings and More also Available; www.lrairportshuttle.com	888.386.8181	Vary
Main St. Taxi	Greater Concord & Lakes Region	Taxi Service. Delivery Service. Accepts Debit and Credit Cards 24/7; no wheelchair accessible vehicles	603.226.8888	Vary

## Taxi/Livery Service

PROVIDER NAME	SERVICE AREA	TAXI/LIVERY SERVICE SERVICE DESCRIPTION	CONTACT INFO	FEES & FARES
Maggie's Taxi	Laconia & Lakes Region	Local & long distance service; no wheelchair accessible vehicles	603.528.3488	Vary
Mr. C's Taxi	Belmont, Laconia & Lakes Region	Taxi Service. Medicaid approved provider; Hours: 5am-11pm Sunday-Thursday; 5am-1am Friday-Monday	603.267.7134	Vary
R&E Taxi	Franklin & other locations	Taxi service Monday-Friday	603.934.4414	Vary
Transportation for You	Franklin & Central NH & Lakes Region	Ride to work/work shuttle, auto rentals, airport shuttle, sightseeing tours; 24-hour service	603.393.9408 603.393.9406	Vary

# Emergency Ride Home Program



Worried that you'll get stuck somewhere without a ride? CommuteSmart Central NH offers an emergency ride home program to ensure access to transportation in case of an emergency. All you have to do is take a taxi or rental car in an emergency, and then submit your receipt and ERH form for reimbursement.

You may submit up to six (6) request per 12 month period, no more than two (2) days in any month, for a maximum reimbursement of \$70 per occurrence.

## Who is eligible?

To be eligible for an emergency ride home, you must be registered within the NH Rideshare Portal.

## What are qualified emergencies?

### Qualified Emergencies:

- Unexpected personal or family illness or emergency
- Carpool driver has illness, emergency, or unscheduled overtime
- You work unscheduled overtime
- Weather related events (Bicyclist & Walkers only)

## NOT Included as an Emergency:

- Personal errands
- Business-related travel
- Pre-planned appointments
- Scheduled overtime at work
- Transportation system delays
- General rides to work
- On-the job injury
- Vehicle failure

## What are eligible destinations?

- Home
- Park and Ride lot where car is parked
- Child's day care or school
- Medical facility
- Interim stops if part of the emergency

FOR MORE INFORMATION CONTACT  
CNHRPC –Kate Nelson at:  
knelson@cnhrpc.org or call 603.226.6020



## COMMUNITY TRANSPORTATION FAST FACTS

### § What is Community Transportation?

Any type of transportation in a community that is available to meet community mobility needs to access employment, health care, education, community services, and other activities.

### § What is Coordination of Community Transportation?

It is ways in which organizations, including local and state governments, can work together to share information and resources to improve access to transportation.

### § What is the New Hampshire Coordination Strategy?

The State Coordinating Council (SCC) for Community Transportation is leading a coordination effort in New Hampshire to reduce duplications, increase the availability of transportation services, and make scarce resources go further as the need for transportation increases with an aging and growing population.

New Hampshire has a two-level strategy: a state-level coordinating council and nine regional coordinating councils (RCCs). The SCC is responsible for developing policy, funding, and other strategies that foster coordination, while RCCs are responsible for implementing coordinated transportation programs, advising community transportation service providers, and providing feedback to the SCC.

### § How will Coordination Strategies Improve Community Transportation?

Coordination Strategies help expansion of available transportation options in communities, increased service efficiency, as well as increased customer mobility and satisfaction which lead to better quality of life.

**To Learn More About the Mid-State RCC  
contact the Regional Mobility Manager  
at 603.225.3295 or e-mail:  
mobilitymanager@bm-cap.org.**

[www.midstatercc.org](http://www.midstatercc.org)

