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Greater Nashua (Region 7) Regional Coordination Council

Thursday, October 23rd, 2025 – 10:00 am

This will be a hybrid meeting, with in-person and Zoom options.

In-Person Attendance

NRPC Office Large Conference room

30 Temple Street, Suite 310, Nashua, NH 03060

Virtual or Telephone Attendance: Join Zoom Meeting

<https://nashuarpc.zoom.us/j/82109127266?pwd=cWRSbkljeHlGNFh1VjN3NGRgcHJNUT09>

Meeting ID: 821 0912 7266

Passcode: 687958

Phone: 1 929 205 6099

Agenda

1. Call to Order & Introductions
2. Chair's Update:
 - October – NH Community Transportation month
 - Greater Nashua Regional Community Transportation Hero – seeking nominations
 - RCC7 meeting calendar November and December
3. Approval of September 2025 meeting minutes (Attachment 1) – **Action Item**
4. Approval of new RCC7 member – The Conservation Law Foundation – **Action Item**
5. Approval of Community Rides Pilot Program contracted provider rates (Attachment 2) - **Action Item**
6. Locally Coordinated Transportation Plan Priorities Subcommittee (Attachment 3) – **Information Item**
7. SCC updates – Introduction to the new SCC Strategic Plan – **Information Item**
8. Nashua Transit System (NTS) Fare Modifications Survey – **Information Item**
9. Regional Mobility Management Highlights and Outcomes – **Information Item**
10. Member & Community Concerns and News – **Information Item**
11. Adjournment

*Reminder: October is the **NH Community Transportation Month**. RCC7 is soliciting nominations to recognize the **2nd annual Greater Nashua Community Transportation Hero**. We have the nominations received in May for the SCC/NHTA conference before the SCC changed their plans. Last year, Lori Lorman from NTS was recognized as our Hero for her 40 years of service!*

Simply stated - For this honor, an individual or organization can be recognized for their dedication and efforts to enhance community transportation in our region. It could be a volunteer driver, a staff person, an organization providing rides or supporting rides. The door is wide open.

The RCC7 Executive Committee would like to receive nominations by Thursday October 23rd. Please email the name of the person or organization along with a brief description of why you believe they should be honored. Email nominations to Janet Langdell (RCC7 Chair) at Langdell508@comcast.net. Thank you in advance!

**BUILDING MANAGEMENT REQUESTS THAT VISITORS NOW PARK IN THE UPPER LOT
(See the attached map)**



NASHUA REGIONAL PLANNING COMMISSION
METROPOLITAN PLANNING ORGANIZATION





Greater Nashua Regional Coordination Council (RCC7)

DRAFT Meeting Minutes

Thursday, September 25, 2025

Attendees:

In Person:

Bill Ayer, Voices of Major Drive*
Janet Langdell, SVTC*
Teri Palmer, NH Mobility Manager, RLS Associates
Angelique Pandolph, Easter Seals*
Kerry Miller, NTS*
Carol Brooks, SVTC*
Sara Ceasar, United Way of Greater Nashua*
Amy Hunt, Veteran, former resident of Nashua
James Wilkie, Caregivers*
Sandra Delosa, Town of Merrimack Welfare*
XolaRose Reddick, SSVF Harbor Care
Katie Travers, Nashua Post Acute Care

*Represents a voting member of RCC7

NRPC Staff:

Matt Waitkins, MPO Coordinator*
Donna Marceau, Regional Mobility Manager - RCC7
Salem Quinn, Admin/Communications Coordinator

Remote:

Mike Apfelberg, United Way of Greater Nashua*
Marina Vaz, Conservation Law Foundation
Camille Correa, NTS*
Deb Ritcey, GSIL*
Fred Butler, NH DOT

1. Call to Order & Introductions

Langdell opened the meeting at 10:01 AM. A round of introductions was made. New NRPC staff member Salem Quinn was introduced and enlisted to arrange for folded tent name cards with organizations listed. A point of order was made regarding whether someone needs to abstain from approving minutes if they are not present at that specific meeting. It was determined that it depends on the preference and preparedness of the organization's representative.

2. Approval of June 2025 meeting minutes.

Langdell asked if there were any corrections or edits to the minutes; none were brought forth.

Pandolph motioned to approve the minutes, with a second by Brooks.

THAT the June 25, 2025, draft meeting minutes be approved as submitted to the Council.

Ceasar and Miller abstained. Motion passed.

3. Approval of August 2025 meeting minutes.

Langdell asked if there were any corrections or edits to the minutes; none were brought forth.

Pandolph motioned to approve the minutes, with a second by Brooks.

THAT the August 28, 2025, draft meeting minutes be approved as submitted to the Council.

4. SCC – NHDOT – NHTA updates

The SCC Strategic Plan update will come at October meeting. Hoping SCC will be able to finalize Pandolph's appointment with the Governor & Council soon. October is Community Transportation Month in New Hampshire, so it is very fitting to have those updates come then. NHTA/SCC/NHDOT: GACIT public hearings are occurring now. These hearings help develop the 10-Year Transportation Plan. We will send NHDOT 10-Year Plan website out to the group. Discussion regarding attending meetings and representing NRPC and/or RCC. Counciller Wheeler does not want NRPC to present at meeting. We will revisit this issue with Jay Minkarah. Many want Marceau to make a public comment representing RCC (not NRPC) in her capacity as the RCC7 Regional Mobility Manager. If not Marceau or in addition to Marceau, other members can always provide testimony in support of community transportation funding from their perspectives. Written testimony is also an option.

5. October – NH Community Transportation month & Regional Community Transportation Hero

Will send out Region 7 Community Transportation Hero criteria and nomination process. The award will be presented at the meeting in October, which will be more celebratory in nature. There is the 'Week of No Driving' and CommuteSmart challenges. If there are any events, let Palmer know so that they can go up on the Keep NH Moving website. Stickers and buttons available. RFP will come out for Keene to Nashua transportation. The NHTA marketing committee is working on things. Community Transportation Needs Assessment Surveys are closing on September 30th. Focus groups are still ongoing. Around 2,000 surveys have come in so far, but there are still a lot of paper surveys that need to be processed. The Greater Nashua Cultural Connections Committee meeting will have transportation presentations. Caregivers, SVTC and RCC7/RMM will have booths at the Milford Pumpkin Festival Community House venue Columbus Day weekend.

6. Regional Mobility Management Monthly Highlights

Marceau shared that Greater Salem Caregivers is looking for volunteer drivers; they might also be expanding and are looking for software. Wilkie and Connie Young will follow up offline about software needs. Marceau has visited the Nashua Senior Center to advertise Kerry Miller's event on Friday, 9/26. She also attended the NH Alliance for Health Aging, the Veterans Stand Down, and referred people to Region 3, Region 5, and Region 8. Also attended St Joe's fall prevention fair and met Katie Travers of Marquis Health Consulting Services, and gave out a lot of brochures, even ran out of brochures, which has never happened. Marceau contacted Meals on Wheels and is attending upcoming community dining events to promote Community Transportation Month: Monday, 9/29, Hudson Senior Center; Wednesday, 10/1, Buck Meadow in Amherst; Tuesday, 10/7, Hobbs Community Center in Pelham; Wednesday, 10/8, Nashua Senior Center; Thursday, 10/9, Lawrence Barn Community Center in Hollis. Langdell clarifies that at the last meeting the request to contact Jon Eriquezzo of MOW was in response to Palmer's request to have paper copies of the Community Needs Assessment surveys to go with Meals on Wheels meals delivered to people who are homebound and do not attend events. It was noted that attending events is still effective but captures a different audience for assessments. Marceau does have a lot of paper assessments and will send them in. Marceau has had 30 requests for information since the last meeting. In total, the GNCRP totals 10 wheelchair rides and 16 taxi rides. Also, a request for a back-to-home ride, which was a United Way referral. Maybe the NRPC Foundation could help with back-to-home funding. Langdell stated that it could be presented to the NRPC

Foundation and that they will want to know specific numbers and stats. Marceau also updated Keep NH Moving and has asked the group to review it.

7. Community Rides Pilot Program contracted ride provider rates.

Looking for approval on contracted rates. Everyone wanted clarification on what waiting time meant, because it could be interpreted in many ways. For example, if it includes a round-trip or separate legs of a trip. Another example of where clarification needed - Does the \$4 per trip mean per mile or is this a booking fee? Tabling until the next meeting. Langdell will get together with Marceau, Waitkins, and Kate Lafond to clarify language. Confirmed with Butler that NHDOT can wait until next month.

8. Locally Coordinated Transportation Plan Project Prioritization

Waitkins and Pandolph collaborated on this memo, and it is based on surveys of RCC members. Pandolph went above and beyond what was asked and did further research. Waitkins also has additional math. Top 10 strategies are things that come up often in RCC. Probably some similarities with results from the community need assessment surveys. Pandolph found the relevant places in the coordinated plan and included that research. Waitkins suggests that we can use the memo as an appendix to the locally coordinated plan and have these as our list of top 10 priorities. Langdell suggests adding it after the recommendation section, so it does not get lost in the appendix. So, what's the plan? How do we move this forward and keep it front and center? Reddick suggests starting with just one item until the ball is rolling and then starting a second item. Break it down little by little. Langdell mentions specifically coordinating this into the regional coordination plan. The Executive Committee can look at these and come up with suggestions. Ritcey wants to know what would measure success. It would depend on the strategy for each specific item. Either RCC or a subcommittee should identify data points for measuring success. Waitkins will add significance to color in the chart. VDP, for example, has data that can be measured. Multiple people like the idea of a subcommittee for measuring success for each strategy. Marceau sees it broken down into two parts: the superstructure and direct services to people. Direct service to people should take priority. Superstructure can be dealt with later. Langdell wants to hear what everyone's top two are. People can give their top two now or send later. The Executive Committee will work with Marceau and Waitkins to come up with a game plan. Ritcey's top two: 2. Support and expand VDP, and 10. Promote ADA accessibility. Langdell agrees that # 10 jumps out at her, especially for transportation for employment. There are probably nuances below each title. Especially with the new Big Beautiful Bill requirements of 10-20 hours of work/volunteering for people with disabilities, the infrastructure isn't there to support. Langdell noted that a number of outreach events in the past few years people have asked about how to start a transportation and/or ride share company or service. There is a need for a place with resources and information for starting a company. We do not have enough wheelchair transportation providers.

Ritcey motioned to adopt the general strategies outlined as discussed, with a second by Miller.

THAT the Locally Coordinated Transportation Plan Project Prioritization general strategies be adopted by Greater Nashua RCC7 as discussed.

Motion passed.

It was noted to hold off on sharing this Prioritization Plan news at least until there is a next steps plan. All RCCs have coordinated plans, but not as extensive as ours. Each RCC is different and based on historic planning commissions. Trying to roll into the community assessment needs.

9. Member & Community Concerns and News

Next RCC EC Meeting: 10/15 at 10am at NTS

NTS: October is Community Transportation Month and will send information out shortly. There are lots of events in October and will be sent out to RCC. Correa is excited about prioritization strategies and wants to be involved.

GSIL: The last transportation ride is on Tuesday 9/30. They have liquidated the fleet and were able to donate a few vans to consumers that needed accessible transportation. Hoping to approve annual budget.

United Way: Holding Memory Cafes: Tuesday 10/7 at St. Joe's, Wednesday 10/8 at the Nashua Senior Activity Center, and Saturday 10/11 at the Nashua YMCA. Will send a flyer. Travers is willing to be an extra location and possibilities for rides. All United Ways in NH coordinated to do a coat drive through October to give before Thanksgiving.

Town of Merrimack Welfare: Getting ready to start all holiday assistance programs, also looking at budget.

Nashua Post Acute Care: October Community Event on October 19th: Fall Festival with face painting and farm animals. Also starting senior bingo with breakfast starting October 22nd. Is struggling with needing transportation drivers but struggling to afford.

Voices of Major Drive: Salvation Army putting on an Applefest on October 4th and 5th! There will be an auction, raffles, and plenty of food.

SVTC: Blue Bus is busy with fall events. Gearing up for the Milford Pumpkin Festival.

Easter Seals: working with MTA to create a bus buddy program. Used focus groups to determine needs.

Caregivers: no updates, short staffed.

Harbor Care: 10/4 Seacoast Veterans Conference. 11/7-9 Vet fest at Anheuser Busch.

NRPC: no new updates.

Meeting adjourned at 11:34 AM

The next meeting will be on Thursday, October 23, 2025

Respectfully submitted by:

Salem Quinn

Administrative/Communications Coordinator, NRPC



Greater Nashua Regional Coordination Council ~ RCC7	
To:	RCC Members and Attendees
From:	NRPC Staff
Date:	10/17/2025
Re:	Community Transportation Pilot Program – Provider Rates

Community Transportation Pilot Program – Provider Rates

The NRPC (RCC7 Lead Agency) has agreements in place with vendors that participate in the Community Rides Pilot Program. Each of the vendors has a negotiated per-trip rate for providing the trips.

The NH Department of Transportation has requested that the Greater Nashua RCC7 discuss and approve the contracted provider rates at the next RCC7 meeting.

NRPC staff will lead a discussion and facilitate a vote at next week's meeting.

The following table includes the contracted providers and their per-trip rate*.

Community Transportation Providers & Trip rates	
Provider	Rate-per-Trip
Gentle Care Rides	\$180 per round-trip ride when the ride is in Nashua (there is no wait time charged when the trip is in Nashua); trips outside of Nashua are \$4 per mile plus \$40 per hour if waiting time is required.
S & K Taxi	\$3 per mile + \$40 per hour (if waiting time is required).
Granite State Taxi & Transportation	\$3 per mile + \$40 per hour (if waiting time is required).



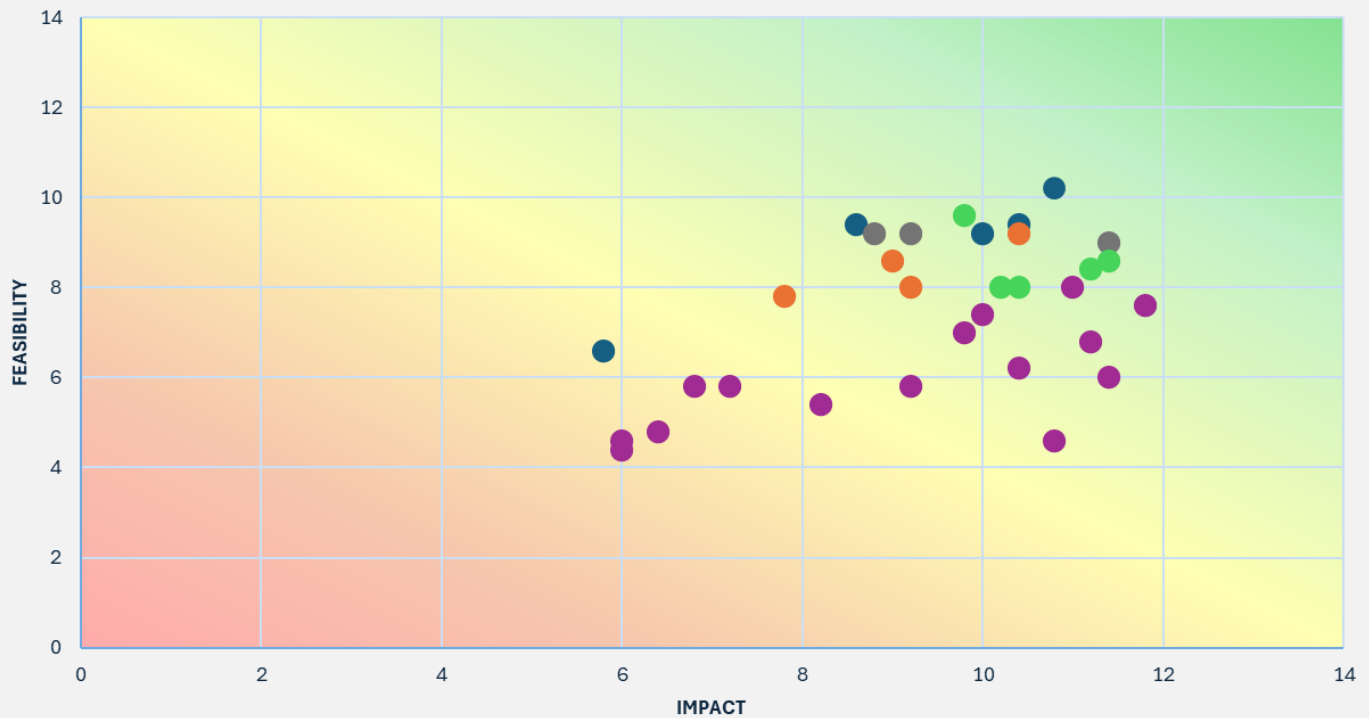
Greater Nashua Regional Coordination Council ~ RCC7	
To:	RCC Members and Attendees
From:	NRPC & Easter Seals, NH Staff
Date:	10/23/2025
Re:	LCTP Strategies & Project Prioritization - Continued

LCTP 2025-2030 Strategies and Project Prioritization

At the September meeting we asked everyone to do a little homework. We wanted you to review the priorities list and select the two items that are most relevant for your organizations and/or clients. A few people shared their ideas at the September meeting. We will continue the conversation at the October meeting so please be prepared to discuss the strategies that are the most relevant to you. A new subcommittee that Kerry Miller is pulling together will then draft measurable action items and next steps for each of the priorities.

Staff have also color-coded the prioritized strategies, as requested by the committee at the September meeting. The prioritized strategies are listed below.

All Strategies



- Service to Boston & Burlington
- Service to Manchester & Bedford
- Increase 5310 service for Lyndeborough
- Increase range of transit system
- Increase transit between Nashua & Milford
- Transit & rail between cities
- Transit connection to LRTA in Hudson
- Promote ADA accessibility
- Enhance collaboration between RCC&, NRPC, RMM
- Consolidation of assistance
- Youth Outreach
- Collaborate w/211
- Collaborate w/ministries & civic groups
- Support/expand VDP network
- Implement innovations to reduce wait times
- Mobile apps for real time bus info
- Service to Peterborough
- Increase/enhance 5310
- Increase 5310 service for Litchfield
- Improve paratransit system
- Improved access to intermodal system
- Youth pathways to driving
- Transit connection to Lowell
- RCC7 Subcommittees
- Dept of Health and Human services patient release data
- Engage w/neighboring RCCs
- Collaborate w/local & statewide groups
- Monitor Medicaid Transport
- Collaborate with CVTC to provide trips in Region 5.
- Stay informed about technology
- Mobile apps for ride hailing
- Real time ride boards at bus stops/transit ctr

Legend	
Blue	Mobility Management
Orange	Education & Outreach
Grey	Volunteer Driving Program Network
Green	Technology & Innovation
Purple	Transportation Services

Top 10 Strategies	Average	Impact	Feasibility
Enhance collaboration between RCC&, NRPC, RMM	10.5	10.8	10.2
Support/expand VDP network	10.2	11.4	9
Mobile apps for real time bus info	10	11.4	8.6
Consolidation of assistance	9.9	10.4	9.4
Collaborate w/local & statewide groups	9.8	10.4	9.2
Real time ride boards at bus stops/transit ctr	9.8	11.2	8.4
Service to Manchester & Bedford	9.7	11.8	7.6
Stay informed about technology	9.7	9.8	9.6
Engage w/neighboring RCCs	9.6	10	9.2
Promote ADA accessibility	9.5	11	8

Above are the top 10 strategies, prioritized by impact and feasibility based on results from a survey distributed to members of the Region 7 Regional Coordination Council. These strategies are supported by feedback collected during the development process used to craft the Locally Coordinated Transportation Plan. While all strategies proposed are important and will be included in the plan, these top 10 strategies will guide the NRPC in its planning efforts and give precedence to funding applications that capitalize on these strategies.

1. Enhance collaboration between RCC &, NRPC, RMM

- *What we could do better: Pg 12* “Boost RCC membership, identify an improved forum for meetings (maybe with the Greater Nashua Continuum of Care).”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “Obstacles include reluctance on the part of other groups/organizations to engage in cooperative ventures that might create change or new processes”
- *Human Service Agency & Transportation Provider Survey: Pg 13* “Most agencies said they would be interested in being part of an ongoing planning process to improve community transportation service options.
- *Key Informant Interviews, The Radiation Center of Greater Nashua: Pg 14-15* “Ideas for addressing the [transportation] needs: Increased awareness about transportation services that are available in the region.”
- *Key Informant Interviews, St. Joseph’s Hospital – Cancer Center: Pg 15* “Ideas for addressing the [transportation] needs: Increased awareness about transportation services that are available in the region.”
- *Community Needs, Regional Needs: Pg 48* “Need for local and regional coordination that includes all relevant stakeholders.”

- *Community Needs, Regional Needs: Pg 49* “Need to work with SCC and NHDOT to ensure coordinated efforts and build upon services like 211, etc”

2. Support/expand VDP network

- *Welfare Officer Survey: Pg 11* “25% said their clients don’t have access to a volunteer driver network, don’t have a driver’s license, and aren’t aware of any volunteer driver network”
- *What we could do better: Pg 12* “Develop a regional Volunteer Driver Program. • Improved volunteer driver recruitment and retention.”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “Limited volunteer and staff time to champion new initiatives. Limited funding.”
- *Key Informant Interviews, The Radiation Center of Greater Nashua: Pg 14-15* “Ideas for addressing the [transportation] needs: A regional volunteer driver network could fill in gaps.”
- *Key Informant Interviews, St. Joseph’s Hospital – Cancer Center: Pg 15* “Ideas for addressing the [transportation] needs: A regional volunteer driver network could fill in gaps.”
- *Community Needs, Agencies & Organizations: Pg 49* “Develop a volunteer driver network. Recruit and retain volunteer drivers”

3. Mobile apps for real time bus info

- *2019 Nashua Transit System Rider Survey: Pg 14* “Additional gaps in service: Allow online purchase of bus passes, Electronic boards at bus stops that say when the next bus will arrive.”
- *Innovations, Nashua Transit System: Pg 47* “The NTS grant is intended to reduce wait times by providing mobile demand services and a passenger facing application with real-time bus information.”
- *Community Needs, Within NTS Service Area: Pg 49* “Access to mobile platform options or integration with Uber, Lyft, taxis and other on-demand ridehailing services, using a smartphone, tablet or other technologies. Access to real-time bus information using a smartphone, tablet, electronic ride boards or other technologies.”

4. Consolidation of assistance

- *Welfare Officer Survey: Pg 12* “Less than half of welfare officers said their municipality offers financial assistance for obtaining transportation services”
- *Key Informant Interviews, The Radiation Center of Greater Nashua: Pg 14* “Staff sometimes arranges transportation for a patient, using Servicelink, NTS website, and accumulated knowledge about available services in the region. They were not aware of the RCC transportation resource directory.”
- *Key Informant Interviews, The Radiation Center of Greater Nashua: Pg 14-15* “A shuttle that serves medical facilities in the region.”
- *Key Informant Interviews, St. Joseph’s Hospital – Cancer Center: Pg 15* “St. Joseph’s previously operated its own shuttle bus, but this proved too expensive to be sustainable with available funding and it was discontinued.”

- *Key Informant Interviews, Southern NH Health Center: Pg 15-16* “Ideas for addressing the [transportation] needs: Develop a shared van/shuttle system that would be available to transport patients’ home, to the pharmacy, etc.”
- *Innovations, MBTA On-Demand Paratransit Pilot: Pg 46* “MBTA was able to tap into an already vast and established network of drivers and in-turn, it significantly expanded the number of transportation providers it could deploy to its target audience. The service is less expensive to operate than if MBTA used its own dedicated vehicles to provide the same service. is not losing money with these services
- *Community Needs, Regional Needs: Pg 48* “Need for local and regional coordination that includes all relevant stakeholders.”
- *Community Needs, Regional Needs: Pg 48* “Need for a centralized location and convenient access to comprehensive information about available transportation services and resources for riders, providers, facilitators, and relevant groups.”
- *Community Needs, Regional Needs: Pg 49* “Need to work with SCC and NHDOT to ensure coordinated efforts and build upon services like 211, etc”
- *Community Needs, Agencies & Organizations: Pg 49* “Ability to purchase rides for clients through a coordinated system. Improved communication among providers. Cooperative planning among agencies. Cooperative funding development. Sustained funding to maintain existing services and expand service. Funding sources for local matches. Joint purchasing of insurance, gas, maintenance. Centralized scheduling and dispatch. Fostering private-public partnerships. Trip reduction through coordination of human services, travel training, and or intake procedures.”
- *Community Needs, Agencies & Medical Facilities: Pg 49* “Easy access to comprehensive information about available transportation resources, Coordinated transportation system that exclusively serves medical facilities”

5. Collaborate w/local & statewide groups

- *What we could do better: Pg 12* “Boost RCC membership, identify an improved forum for meetings (maybe with the Greater Nashua Continuum of Care).”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “The most pressing needs cited are transportation to medical appointments within and outside the region, grocery shopping, employment, and basic needs in general. Specific destinations cited include Southern New Hampshire Medical Center (SNHMC) in Nashua & Milford, Opportunity Networks programs, medical facilities outside the area such as Massachusetts General Hospital, Brigham and Women’s, Beth Israel Deaconess, Holy Family Hospital, St. Joseph’s in Nashua, and Derry Medical Center”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “Obstacles include reluctance on the part of other groups/organizations to engage in cooperative ventures that might create change or new processes”
- *Human Service Agency & Transportation Provider Survey: Pg 13* “Most agencies said they would be interested in being part of an ongoing planning process to improve community transportation service options.

- *Key Informant Interviews, Southern NH Health Center: Pg 16* “Ideas for addressing the [transportation] needs: The hospital would prefer to focus on health care and partner with transportation professionals, “Elder Rap” is a possible forum for conversation and collaboration.”
- *Key Informant Interviews, Nashua Soup Kitchen and Shelter: Pg 16* “Ideas for addressing the [transportation] needs: Have the churches or nonprofits run shuttle services.”
- *Community Needs, Regional Needs: Pg 48* “Need for local and regional coordination that includes all relevant stakeholders.”
- *Community Needs, Regional Needs: Pg 48* “Need for a centralized location and convenient access to comprehensive information about available transportation services and resources for riders, providers, facilitators, and relevant groups.”
- *Community Needs, Regional Needs: Pg 49* “Need to work with SCC and NHDOT to ensure coordinated efforts and build upon services like 211, etc”

6. Real time ride boards at bus stops/transit ctr

- *2019 Nashua Transit System Rider Survey: Pg 14* “Additional gaps in service: Electronic boards at bus stops that say when the next bus will arrive.”
- *Innovations, Nashua Transit System: Pg 47* “The NTS grant is intended to reduce wait times by providing mobile demand services and a passenger facing application with real-time bus information.”
- *Community Needs, Within NTS Service Area: Pg 49* “Access to real-time bus information using a smartphone, tablet, electronic ride boards or other technologies.”

7. Service to Manchester & Bedford

- *What we could do better: Pg 12* “Transportation to key destinations (health care, grocery, other needs) outside of the region is needed.”
- *2019 Nashua Transit System Rider Survey: Pg 14* “Most desired specific destinations that are not served by public transit: Manchester-Boston regional airport (MHT).”
- *Destinations of Interest: Pg 18* - 4 of the 38 destinations of interest are in Manchester.
- *Community Needs, Regional Needs: Pg 48* “Need for transportation service to key destinations outside of the NRPC, NTS and SVTC service areas including: Manchester-Boston Regional Airport (MHT) – Manchester, Elliot and CMC Hospitals – Manchester”
- *Community Needs, Within SVTC Service Area: Pg 49* “Establish service to key destinations in Peterborough, the Monadnock Region, and Manchester.”

8. Stay informed about technology

- *2019 Nashua Transit System Rider Survey: Pg 14* “Additional gaps in service: Accept debit cards as onboard payment, Allow online purchase of bus passes, Provide phone apps that access real-time bus information, Electronic boards at bus stops that say when the next bus will arrive.”
- *Key Informant Interviews, Nashua Soup Kitchen and Shelter: Pg 16* “Ideas for addressing the [transportation] needs: Have a Facebook page whereby people can post ride requests.”

- *Innovations, MBTA On-Demand Paratransit Pilot: Pg 46* “MBTA was able to tap into an already vast and established network of drivers and in-turn, it significantly expanded the number of transportation providers it could deploy to its target audience. The service is less expensive to operate than if MBTA used its own dedicated vehicles to provide the same service. is not losing money with these services.”
- *Innovations, SilverRide: Pg 47* “Clients can use an online reservation or call SilverRide directly.”
- *Innovations, Nashua Transit System: Pg 47* “The NTS grant is intended to reduce wait times by providing mobile demand services and a passenger facing application with real-time bus information.”
- *Community Needs, Within NTS Service Area: Pg 49* “Access to mobile platform options or integration with Uber, Lyft, taxis and other on-demand ridehailing services, using a smartphone, tablet or other technologies. Access to real-time bus information using a smartphone, tablet, electronic ride boards or other technologies.”

9. Engage w/neighborhood RCCs

- *What we could do better: Pg 12* “Provide fixed-route public transportation between Nashua and Manchester on Route 3 going through Merrimack that would provide a connection to the two major cities and additional connections to public transportation that will take riders to destinations outside of the region.”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “The most pressing needs cited are transportation to medical appointments within and outside the region, grocery shopping, employment, and basic needs in general. Specific destinations cited include Southern New Hampshire Medical Center (SNHMC) in Nashua & Milford, Opportunity Networks programs, medical facilities outside the area such as Massachusetts General Hospital, Brigham and Women’s, Beth Israel Deaconess, Holy Family Hospital, St. Joseph’s in Nashua, and Derry Medical Center”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “There is some interest among agencies to coordinate purchasing rides for clients, coordinated planning and cooperative funding development.”

10. Promote ADA accessibility

- *What we could do better: Pg 11* “The NTS process for determining eligibility for paratransit service is challenging. The forms that need to be filled out are a barrier for clients.”
- *Human Service Agency & Transportation Provider Survey: Pg 12* “Limited flexibility of drop off and pick up times of NTS paratransit service.”
- *Existing Conditions, Disabled Population: Pg 25* “Across the region, 10.8% of the population has at least one disability”
- *Innovations, MBTA On-Demand Paratransit Pilot: Pg 46* “Access to wheelchair accessible vehicles has improved for non-smartphone users who may have not otherwise utilized the paratransit services, the service area has been increased, the signup process for clients has been streamlined, and the process for contacting Uber and Lyft has been improved.”

- *Community Needs, Regional Needs: Pg 48* “Improve and simplify application process for determining passenger eligibility for paratransit services.”
- *Community Needs, Within NTS Service Area: Pg 49* “Reduced wait times between paratransit passenger drop off and pick up”
- *Community Needs, Within Merrimack and Hudson: Pg 49* “Need to evaluate and adjust paratransit services for destinations within each community and not just to and from Nashua.
- *Community Needs, Agencies & Medical Facilities: Pg 49* “Simplified application process for determining passenger eligibility for paratransit services.”