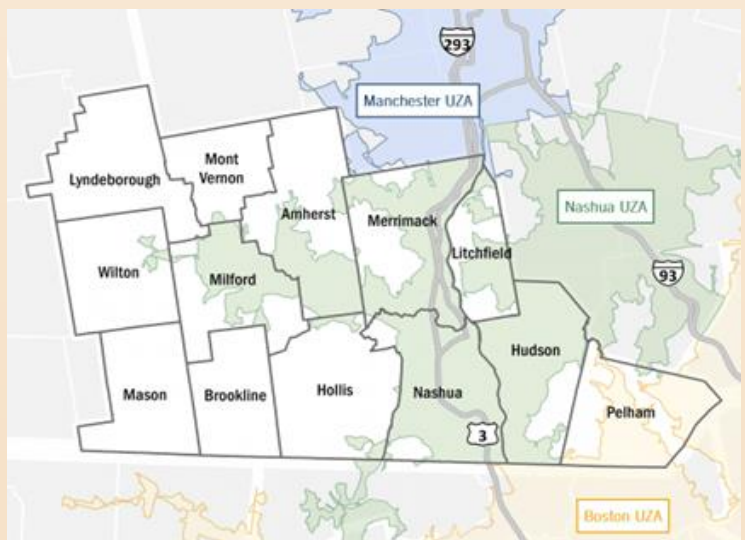




# Locally Coordinated Transportation Plan

For the Greater Nashua and Milford Region  
2020-2024

Adopted: April 15, 2020



# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## ACKNOWLEDGMENTS

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Front Door Agency  
Gentle Car Rides, LLC  
Granite State Independent Living  
Harbor Homes, Inc  
Interested Public  
Keystone Hall  
Milford Taxi  
Nashua Center  
Nashua Soup Kitchen & Shelter, Inc.  
Nashua Transit System  
Opportunity Networks  
Partnership for Successful Living  
Pelham Senior Center  
PLUS Company, Inc.  
SHARE Outreach

Servicelink  
Souhegan Valley Transportation Collaborative  
Southern NH HIV/AIDS Task Force  
Southern NH Services  
St. John Neumann Day Away  
St. Joseph's Community Services, Inc.  
Toward Independent Living and Learning, Inc.  
Town of Amherst Welfare/Human Services Department  
Town of Brookline Welfare/Human Services Department  
Town of Hollis Welfare/Human Services Department  
Town of Hudson Welfare/Human Services Department  
Town of Litchfield Welfare/Human Services Department  
Town of Mason Welfare/Human Services Department  
Town of Merrimack Welfare/Human Services Department  
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NH Department of Transportation

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## LIST OF ACRONYMS

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ACS	American Community Survey
APTA	American Public Transportation Association
CART	Derry-Salem Cooperative Alliance for Regional Transportation
CMC	Catholic Medical Center
CTS	Coordinated Transportation Solutions
CVTC	Community Volunteer Transportation Company
DAV	Disabled American Veterans
FISH	Friends in Service Helping
FTA	Federal Transit Administration
GSIL	Granite State Independent Living
LCTP	Locally Coordinated Transportation Plan
LRTA	Lowell Regional Transit Authority
MBTA	Massachusetts Bay Transit Authority
MCH	Monadnock Community Hospital
MHT	Manchester-Boston Regional Airport
MOD	Mobility on Demand
MPO	Metropolitan Planning Organization
MTA	Manchester Transit Authority
NHDHHS	NH Department of Health and Human Services
NHDOT	NH Department of Transportation
NRPC	Nashua Regional Planning Commission
NSKS	Nashua Soup Kitchen and Shelter
PCA	Personal care attendants
RCC	Regional Coordinating Council
SCC	Statewide Coordinating Council for Community Transportation
SJCS	St. Joseph's Community Services
SNHMC	Southern NH Medical Center
SNHS	Southern NH Services
STS	Easterseals Special Transit Services
SVTC	Souhegan Valley Transportation Collaborative
TNC	Transportation Network Companies
TTAC	Transportation Technical Advisory Committee
VA	Veterans Affairs

## EXECUTIVE SUMMARY

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Federal transit law requires the development of locally coordinated public transit human services transportation plans if a region intends to access the Federal Transit Administration (FTA) Section 5310 funding. These plans must be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public that utilize transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

The Locally Coordinated Transportation Plan (LCTP) for the Greater Nashua and Milford Region was initially created in 2006 by the Nashua Regional Planning Commission (NRPC), the designated Metropolitan Planning Organization (MPO) for this region. That original plan was adopted in 2008 and revised in 2016. The plan is now being updated because federal law requires coordinated plans to follow an update cycle of four years in this region.

Community transportation serves a critical need in the Greater Nashua and Milford Region. It provides access to jobs, education, healthcare, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. This is critical to the rural communities in the western reaches of our region, as well as the more urban areas in and around Nashua.

The strategic purpose of this plan is to streamline and improve the planning and coordination of transportation services for older adults, individuals with disabilities and people with low incomes, and to assist state agencies, transportation providers, transportation coordinators, and other community agencies to help individuals meet their transportation needs.

The goals of this plan are to provide strategies for meeting local and regional needs and prioritize project implementation and funding. The various objectives set forth are meant to be the means and measurements for which these goals are realized.

The community input portion of the planning effort was robust and involved numerous stakeholders including local welfare directors, human service agencies that *do* provide transportation, human service agencies that *don't* provide transportation (but frequently arrange it for clients), public transportation providers, the Regional Coordinating Council (RCC), Transportation Technical Advisory Committee (TTAC), the project steering committee and the general public.

Outreach strategies included surveys, interviews with key medical facilities and human service agencies, presentations to stakeholders such as senior citizen groups, a workshop, and various meetings. U.S. Census data was also used to inform this planning effort.

The information gathered from these various sources was distilled into the Community Analysis section of this plan, which informed identification of Community Needs, which in turn informed the selection of Strategies and Projects.

Community transportation needs were categorized based on various stakeholder perspectives including transportation users, transportation providers, and transportation arrangers (those who support or assist with the facilitation of transportation services).

**Transportation riders** are clients, patients, or members of the general public that use public and private transportation. Their needs are further subcategorized as users within the entire region, users within the NTS Service area, users within the Souhegan Valley Transportation Collaborative (SVTC) service area, and users within Merrimack or Hudson.

The needs of transportation users include:

- High priority needs for transportation to medical appointments, grocery stores, and pharmacies.
- Additional need for transportation to employment, education, job training, shopping, and after-school activities. As well as, social, cultural and other community activities.
- Need for transportation service hours to be adjusted or expanded to earlier in the day, later in the evening, and/or on weekend days, as possible.

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- Need for transportation service to key destinations outside of the NRPC, Nashua Transit System (NTS) and SVTC service areas including:
  - Manchester-Boston Regional Airport – Manchester
  - Elliot and CMC Hospitals – Manchester
  - Monadnock Community Hospital – Peterborough
  - Basic services within Merrimack and Hudson

**Transportation providers** are agencies and organizations that directly provide rides or arrange and schedule for transportation services. Some of these organizations include NTS, SVTC, Boston Express, Partnership for Successful Living, Opportunity Networks, Pelham Senior Services, Plus Company, and others.

The needs of transportation providers include:

- Ability to purchase rides for clients through a coordinated system.
- Sustained funding to maintain existing services and expand service.
- Funding sources for the local match.
- Improved communication among providers.
- Cooperative planning among agencies.
- Cooperative funding development.

**Other agencies and organizations** are those who may or may not provide some sort of transportation-related assistance, but it is not their specific mission. These agencies and organizations are specifically identified because of how significant community transportation is to their clients/patients; a majority of whom represent underserved populations (low-income, seniors and those with a disability). Some of these organizations include The Radiation Center of Greater Nashua, St. Joseph Hospital, Southern NH Medical center, SHARE, Nashua Soup Kitchen, and others.

The needs of these other organizations include:

- Easy access to comprehensive information about available transportation resources
- Funding for taxi vouchers, wheelchair rides, and other transportation modes.
- A coordinated transportation system that exclusively serves medical facilities.
- The simplified application process for determining passenger eligibility for paratransit services.

The planning process resulted in a list of strategies and projects that have been organized into categories that include, *Transportation Services, Mobility Management, Education and Outreach, Volunteer Driver Network, Transportation Resource Directory, Technology/Innovation, and Funding*. The list is intended to provide guidance for continuing efforts to improve the community transportation system in this region. The strategies and projects list also fulfills the requirement that projects selected for funding under FTA Section 5310 funding program be included in a locally developed, coordinated public transit-human services transportation plan.

This completed plan should be viewed as a constantly evolving document that will be updated at least every four years, as required under federal regulations. As regional goals change and projects are implemented or accomplished, old items will be removed, and new items will be added to the project list. In addition, as specific projects are proposed for development in the region the plan will be amended to include such projects.

The Nashua/Region 7 RCC, at its March 12, 2020 meeting, resolved that the Nashua Regional Planning Commission Executive Committee adopt this plan. *It is anticipated that the plan will be adopted at the April 15<sup>th</sup>, 2020 Executive Committee meeting.*

## INTRODUCTION

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### Project Purpose

#### Legal Purpose and Obligations

Federal transit law requires that projects selected for funding under the [Enhanced Mobility for Individuals and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

The SCC was established by the New Hampshire state legislature in 2007 and is a state-level body that was originally intended to oversee the development of a coordinated system, regional councils to design and implement coordinated services around the state, and regional transportation coordinators, which would arrange trips through a "brokerage" system of varied funding sources and a network of providers. The brokerage system did not materialize, but the SCC continues to meet regularly and focusses on providing technical assistance to the Regional Coordinating Councils and a forum for the exchange of ideas and information about community transportation.

New Hampshire is divided into nine Community Transportation Regions (see [Map of Community Transportation Regions](#)). Each region has an associated RCC, which is composed of local transportation providers, human service agencies, funding agencies and organizations, consumers, and regional planning commission staff. 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.

NRPC provides staff support for the Region 7 (Nashua) RCC. Staff regularly attends SCC meetings, statewide technical forums, and facilitates RCC meetings. NRPC is responsible for various transportation planning efforts and strategies that address a wide range of transportation issues throughout the region, one of which is the development of the Locally Coordinated Transportation Plan.

The Nashua RCC also continues to support the SVTC in its use of 5310 Purchase of Services and Formula funds. SVTC uses these funds to purchase demand response paratransit service from the Nashua Transit System (NTS) and provide mobility management and planning assistance to its passengers and member communities

NRPC also serves as the lead agency for Nashua RCC in securing federal funding through NH Department of Transportation (NHDOT). The responsibilities of the Lead Agency include the submission to NHDOT each new fiscal year of the FTA Section 5310 RCC Program application for funding, grant administration, working collaboratively with the 5310 transportation providers to ensure compliance with program requirements, and maintaining records of program financials and activities.

#### Strategic Purpose, Goals, and Objectives

The strategic purpose of the LCTP is to:

- streamline and improve the planning and coordination of transportation services for older adults, individuals with disabilities and people with low incomes; and
- assist stakeholders like NHDOT, New Hampshire Department of Health and Human Services (NHDHHS), transportation providers, transportation coordinators, and other community agencies to help individuals meet their transportation needs.

The goal of the LCTP is to create a plan that:

- provides strategies for meeting local needs; and,
- prioritizes project implementation and funding.



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Finally, the objectives of the plan are to be the means and measurements for which the plan's goal is realized. The plan objectives are listed in the following table.

Objective	Location within this document and data source
<ul style="list-style-type: none"> <li>Update and maintain an inventory of transportation providers (public, private, and human services that provide services that are available to the public);</li> </ul>	<ul style="list-style-type: none"> <li><i>Community Services and Transportation Directory</i> sections</li> <li>Collected through research and committee input</li> </ul>
<ul style="list-style-type: none"> <li>Analyze existing conditions and trends</li> </ul>	<ul style="list-style-type: none"> <li><i>Existing Conditions and Community Analysis</i> sections</li> <li>Collected from US Census data</li> </ul>
<ul style="list-style-type: none"> <li>Identify unmet transportation needs</li> </ul>	<ul style="list-style-type: none"> <li><i>Community Input and Community Needs</i> sections</li> <li>Collected from survey responses, key informant interviews, steering committee meetings, and RCC workshop</li> </ul>
<ul style="list-style-type: none"> <li>Identify gaps in available services including where coordination of transportation services could be improved</li> </ul>	<ul style="list-style-type: none"> <li><i>Community Input and Community Needs</i> section</li> <li>Collected from survey responses, key informant interviews, steering committee meetings, and RCC workshop</li> </ul>
<ul style="list-style-type: none"> <li>Identify strategies to meet identified needs</li> </ul>	<ul style="list-style-type: none"> <li><i>Strategies and Project List</i> section</li> <li>Synthesized using community conditions and input, needs and analysis, subject matter expertise and academic research</li> </ul>
<ul style="list-style-type: none"> <li>Prioritize transportation projects and services for implementation and funding</li> </ul>	<ul style="list-style-type: none"> <li><i>Strategies and Project List</i> section</li> <li>Identified and prioritized through steering committee, RCC and NRPC Executive Committee feedback</li> </ul>
<ul style="list-style-type: none"> <li>Recommend funding sources</li> </ul>	<ul style="list-style-type: none"> <li><i>Funding Sources</i> section</li> <li>Identified through subject matter expertise, academic research, and other resources</li> </ul>
<ul style="list-style-type: none"> <li>Enhance mobility between communities</li> </ul>	<ul style="list-style-type: none"> <li>Measured after the plan is complete and strategies and projects have been implemented</li> <li>To be included in annual LCTP update to RCC</li> <li>To be included in 2024 plan update</li> </ul>
<ul style="list-style-type: none"> <li>Increase access to jobs, schools, medical centers, and other essential human services</li> </ul>	<ul style="list-style-type: none"> <li>Measured after the plan is complete and strategies and projects have been implemented</li> <li>To be included in annual LCTP update to RCC</li> <li>To be included in 2024 plan update</li> </ul>
<ul style="list-style-type: none"> <li>Increase citizen awareness of public transit and human service transportation providers and programs</li> </ul>	<ul style="list-style-type: none"> <li>Measured after the plan is complete and strategies and projects have been implemented</li> <li>To be included in annual LCTP update to RCC</li> <li>To be included in 2024 plan update</li> </ul>

## Community Input

The community input portion of the LCTP was robust and involved numerous stakeholders including local welfare directors, human service agencies that *do* provide transportation, human service agencies that *don't* provide transportation (but frequently arrange it for clients), NTS, SVTC, the Nashua RCC, TTAC, the project steering committee and the general public. NRPC deployed numerous outreach and involvement strategies, on both the regional and local scale, to inform, discuss and collect feedback.

### Stakeholders

NRPC identified stakeholders at both the regional and local levels, as well as, those within both the public and private sectors. Identified stakeholders included:

- Project steering committee
- Municipal welfare directors and health officers
- Human service agencies, some who provide transportation to clients and others that sometimes arrange transportation for clients
- Community transportation providers such as NTS and SVTC
- Community transportation users
- The general public
- Community transportation advocates
- Regional transportation advisory boards such as RCC, TTAC, and MPO
- Government agencies such as NHDOT and FTA
- Other local officials.

### Outreach Strategies

Community input efforts include two specific aspects that coincide with each other; outreach and involvement. Outreach is focused on proactively getting the word out or extending subject to those who may be interested. In accordance with NRPC's 2019 [Public Involvement Process \(PIP\) for Transportation Process](#), the team deployed the following outreach strategies and identified a corresponding attribute to measure outreach:

Outreach Strategy	Outreach Measurement
<ul style="list-style-type: none"> <li>• Direct outreach for distributing information and identifying interested parties</li> </ul>	<ul style="list-style-type: none"> <li>• Send emails, make phone calls or have in-person discussions</li> <li>• Record and/or incorporate in the plan, as needed</li> </ul>
<ul style="list-style-type: none"> <li>• Indirect outreach for distributing information and identifying interested parties</li> </ul>	<ul style="list-style-type: none"> <li>• Through various websites and social media platforms                             <ul style="list-style-type: none"> <li>◦ Posts, shares, retweets, comments, likes, etc.</li> </ul> </li> <li>• Email blasts</li> </ul>
<ul style="list-style-type: none"> <li>• Organize a steering committee for plan guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Steering committee meetings</li> <li>• Meeting minutes</li> </ul>
<ul style="list-style-type: none"> <li>• Partner with other regional and local agencies and representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion of NTS, SVTC, and others in the steering committee</li> <li>• Formalize partnership/responsibilities within the plan</li> </ul>
<ul style="list-style-type: none"> <li>• Partner with organizations which advocate/provide services to underrepresented populations</li> </ul>	<ul style="list-style-type: none"> <li>• The steering committee included: SVTC, NTS, NRPC, Merrimack Welfare Department, Radiation Center of Greater Nashua &amp; Southern NH Services (SNHS)</li> <li>• Formalize partnership/responsibilities within the plan</li> </ul>
<ul style="list-style-type: none"> <li>• Organize informational meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct one meeting for each TTAC, RCC and MPO group</li> <li>• Meeting minutes</li> </ul>
<ul style="list-style-type: none"> <li>• Organize informational meetings for underrepresented populations</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings at senior centers, hospitals, and others</li> <li>• Meeting minutes</li> </ul>

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## Involvement Strategies

The proceeding step for conducting a community input campaign was to get stakeholders and other interested parties informed and involved. There were several involvement strategies deployed based on NRPC's 2019 PIP and they include the following:

Involvement Strategy	Involvement Measurement
<ul style="list-style-type: none"><li>• Provide regular updates to the steering committee</li></ul>	<ul style="list-style-type: none"><li>• Meeting invitations</li><li>• Plan updates and correspondences</li><li>• Draft surveys with required feedback</li></ul>
<ul style="list-style-type: none"><li>• Conduct formal interviews</li></ul>	<ul style="list-style-type: none"><li>• Through email, phone or in-person</li><li>• Meeting notes or documentation</li></ul>
<ul style="list-style-type: none"><li>• Provide online and hardcopy surveys, strategically created for targeted audiences</li></ul>	<ul style="list-style-type: none"><li>• Variations in surveys</li><li>• Participants and contact info</li><li>• Qualitative responses</li><li>• Qualitative comments</li></ul>
<ul style="list-style-type: none"><li>• Provide translation services for underrepresented populations</li></ul>	<ul style="list-style-type: none"><li>• All online surveys are available in over 100 languages</li></ul>
<ul style="list-style-type: none"><li>• Provide comment period after public notice and release of the draft</li></ul>	<ul style="list-style-type: none"><li>• Qualitative responses</li><li>• Incorporated into the public hearing</li></ul>

## Steering Committee Meetings

The steering committee included a broad range of community transportation stakeholders who each brought unique perspectives to the planning process. Members of the committee included the SVTC Mobility Manager, NTS General Manager, Town of Merrimack Welfare Officer, Radiation Center of Greater Nashua Executive Director, Southern NH Services Community Coordinator, NRPC Executive Director, and NRPC staff.

The steering committee provided valuable guidance during the process of scoping, facilitating, and finalizing this planning process.

The first accomplishment of the committee was the development of the project scope of work. The scope was based on experience with previous LCTP planning processes and the knowledge and insight of steering committee members.

NRPC staff then developed a public outreach strategy which the committee fine-tuned. NRPC staff facilitated the public outreach phase and reported findings to the committee. The committee provided important feedback and insight into the findings, which were incorporated into the plan document.

## RCC/TTAC Meetings

Members of the Nashua RCC attended a workshop that was intended to gather insight about members' views regarding community transportation. The group was asked to provide feedback regarding the transportation challenges their clients, or they themselves, face. They were asked what we are doing well, and not so well, to address these challenges in the region.

### What we are doing well:

- SVTC has been operating for 12 years and has provided approximately 35,500 rides during that time. SVTC provides excellent service to clients in its member towns.
- NTS fixed route and paratransit bus service is available within the City of Nashua and provides good service to those who are willing to use it and who knows about it.
- NTS listens to public input regarding service and willingly collaborates to improve service. Examples include:
  - Worked with the Radiation Center of Greater Nashua to add a bus stop that is convenient to patients of the Center.

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- Works with the public and businesses as necessary to reposition transit stops through an organic process that involves NTS staff.
- NTS staff and drivers are helpful, courteous, and caring.
- Merrimack and Hudson residents can access paratransit service to and from Nashua.
- Friends in Service Helping (FISH) has traditionally provided important volunteer driver service.

## What we could do better:

- The NTS process for determining eligibility for paratransit service is challenging. The forms that need to be filled out are a barrier for clients.
- Sunday transit service, especially to retail employment, is needed.
- Extended morning and evening hours on weekdays and Saturdays are needed.
- Transportation to key destinations (health care, grocery, other needs) outside of the region is needed. Specific destinations include Catholic Medical Center (CMC) and Eliot Health System in the Manchester area and Monadnock Community Hospital (MCH) in Peterborough.
- Transportation within Merrimack and Hudson to key destinations is needed. Regularly scheduled service one or two days per week to grocery stores within Merrimack and Hudson would be a good start.
- Requests for rides to employment are increasing but the capacity for providing trips to employment is insufficient.
- SVTC and NTS need additional funding to continue existing service and to provide additional service.
- Human service agencies and medical facilities do not always have information about available transportation services.
  - An updated Transportation Resource Directory is needed.
  - The Directory needs to be distributed in an effective way so that stakeholders know about it and use it.
- Develop a regional Volunteer Driver Program.
- Improved volunteer driver recruitment and retention.
- Boost RCC membership, identify an improved forum for meetings (maybe with the Greater Nashua Continuum of Care).

## Survey Responses

In order to obtain information about transportation needs and gaps in service, it was necessary to seek input from local human service agencies, transportation provider agencies, health care providers, local welfare directors, community transportation users, and the general public in the Nashua RCC area.

The primary tools of this assessment were surveys and follow up interviews with major health care providers and human services providers. Three surveys were developed and used. The following sections summarize the themes of each survey and some general observations of the responses. Additional insights about survey responses are incorporated into the community analysis, community needs, and gap analysis matrix section of this report as well as the strategies and project list.

### Welfare Officer Survey

This survey was crafted for welfare officers in the Nashua region in order to gain insight into their unique perspective on the transportation needs of individuals they encounter on a day-to-day basis. A link to the online survey was emailed directly to the welfare director contact in each Nashua RCC community. NRPC staff followed with phone calls and additional emails to encourage participation in the survey.

The survey asked questions about the number of applications they receive for municipal welfare services, the approximate percentage of applicants that have difficulty obtaining transportation to their desired destinations, why applicants have difficulty obtaining transportation, and the destinations they are not able to get to. The welfare officers were also asked to provide general comments about transportation issues amongst their clients.

There were 14 responses to the survey from 12 communities. The following is a general summary of responses:

- Approximately 24% of welfare applicants have difficulty obtaining transportation to their desired locations.
- 83% said their clients do not have access to a personal vehicle.
- 67% said their clients do not have access to public transit.
- 50% said their clients can't drive themselves, can't rely on others to drive them, and can't afford Lyft/Uber/private taxis.

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- 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.
- Only 8% said their clients do not have difficulty obtaining transportation.
- Less than half of welfare officers said their municipality offers financial assistance for obtaining transportation services.
- Steps that have been taken by municipalities to meet the needs of an aging population include supporting SVTC, funding paratransit service with NTS, organizing interest group discussions and providing public transit and paratransit service for the elderly and disabled. A significant number of municipalities have not taken steps.
- Some welfare officers said there is a relatively low volume of clients that lack transportation, but others cited the need for the following:
  - Provide demand response service to residents within Hudson and Merrimack to grocery stores, senior centers and doctor's appointments within those towns and to Nashua,
  - Provide public transportation connections between Milford and NTS to access employment,
  - 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 and Transportation Provider Survey

This survey was directed at human service agencies and transportation providers in the Nashua region. A link to the online survey was emailed to as many human service agencies and transportation providers in the Nashua RCC region that could be identified. NRPC staff followed up with additional emails and phone calls to encourage participation. The survey was also promoted on the *Announcements* section of the NRPC homepage and the NRPC Facebook page.

The survey asked questions about the client groups each agency works with, the geographic area covered, whether or not the agency provides transportation and if so what type of transportation, funding sources, percentage of clients that have difficulty obtaining transportation to desired destinations and the reasons why, and other general comments.

Twenty-nine agencies completed the survey including the Nashua Soup Kitchen and Shelter, SHARE Outreach, Bridges Domestic, and Sexual Violence Support, St. Joseph's Community Services (SJCS), NTS, SVTC, Servicelink, Partnership for Successful Living, and others (full list in Appendix).

The following is a general summary of responses:

- 71% of clients are individuals with disabilities, 68% are low income, 61% are senior citizens, 57% are women, 50% veterans. 50% minorities, 46% homeless 36% youth, 32% have mental health issues and 32% victims of domestic abuse.
- 82% of responding agencies are private nonprofits.
- 59% of the responding agencies provide some form of transportation, 41% do not.

Responses from agencies that *do* provide transportation:

- Approximately 39% of their clients have difficulty obtaining transportation to their desired locations.
- Of the 16 agencies that do provide transportation, 11 of them provide transportation using their vehicles, 3 use third-party providers, 1 reimburses clients, and 1 uses volunteer drivers.
- Nine provide door-to-door demand response service, 7 provide deviated routes, 4 provide curb-to-curb demand response, 4 provide fixed-route, and 2 provide door-through-door.
- 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.
- Obstacles include reluctance on the part of other groups/organizations to engage in cooperative ventures that might create change or new processes. Limited volunteer and staff time to champion new initiatives. Limited funding. Limited flexibility of drop off and pick up times of NTS paratransit service.
- There is some interest among agencies to coordinate purchasing rides for clients, coordinated planning and cooperative funding development.

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Responses from agencies that *do not* provide transportation:

- Approximately 52% of their clients have difficulty obtaining transportation to desired destinations.
- Of the 11 agencies that do not provide transportation, all of them said their clients can't afford Uber/Lyft/private taxi, 10 agencies said client can't drive themselves, 10 said clients don't have access to a personal vehicle, 9 said clients can't depend on others to drive, 8 said clients don't have a driver's license, 7 said clients don't have access to fixed-route bus and 7 said clients don't have access to volunteer driver network.
- These agencies reported that access to employment, health care/counseling/mental health appointments, social services and state assistance appointments, grocery shopping, pharmacy, social or civic activities, and court appointments is a somewhat significant to a significant problem because of lack of transportation.
- Most agencies said they would be interested in being part of an ongoing planning process to improve community transportation service options.

## **General Public Survey**

This survey was directed at the general public to identify the needs of actual and potential users of community transportation. The survey was distributed to numerous agencies, senior centers, and senior housing locations. The survey was also promoted in the *announcements* section of the NRPC homepage and on the NRPC Facebook page. Staff also reached out to municipalities in the region to encourage the promotion of the survey on town websites, Facebook pages, and social media forums.

The survey asked questions about where individuals reside, how significant a problem obtaining transportation is, if individuals use some form of community transportation if they are aware of community transportation options if they would use community transportation if it were available, and the activities they would travel to.

290 individuals chose to complete a survey.

- 42% of respondents are from Nashua, 20% Milford, 19% Merrimack, 6% Wilton, 5% Brookline
- 75% were 65+ years old, 22% are between 36 -65 years old.
- A relatively large percentage of respondents said that getting to the following destinations is not a problem: school (90%) childcare (87%), court appointments (82%), employment (80%), social services (64%), social activities (62%), pharmacy (52%), grocery store (48%), health care/counseling /mental health appointments (48%).
  - This suggests that respondents are relatively well served by the available transportation options. In fact, 73% of respondents are from Nashua, Milford, Wilton or Brookline, all of which are served by either NTS or SVTC.
  - The fact that 75% of respondents are 65+ years old factors into these results because they do not have young children, have completed schooling, and are probably retired.
- Additionally, a small but significant percentage of respondents said that getting to the following destinations is big problem: health care/counseling /mental health appointments (30%), grocery shopping (30%), pharmacy (23%), social services (20%), social events (16%), employment (14%), court appointments (9%), childcare (6%), and school (6%).
  - This is probably related to the fact that older individuals are more likely to need medical attention and medications.
  - Additionally, all age groups need to go to the grocery store so a lack of transportation options would impact all age groups.
- 40% said their community is somewhat or very well served by community transportation, 10% said underserved, 20% not served at all and 30% said they didn't know.
- 32% currently use community transportation, 68% do not.
- 14% said they already use community transportation, 74% said they would probably or definitely would use community transportation if it were available, 11% said they probably or definitely would not use.
- Specific destinations cited included CMC, SNHMC, Dartmouth-Hitchcock, St. Joseph's (Milford & Nashua), Nashua Coliseum Avenue, Merrimack pain clinic, Radiation Center of Greater Nashua, Hannafords, Shaw's, Nashua Primary PCP, SHARE.

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## 2019 Nashua Transit System Rider Survey

This survey was directed at NTS riders and the general public and was intended to assess general satisfaction with the NTS service. The survey was distributed on the bus and through social media. Survey asked questions about work-related travel, how often individuals ride the bus, why they ride the bus, types of destinations, and specific destinations they want to travel to.

- The most desired destination types: Shopping, medical, employment, socializing.
- Least commonly desired destination types: School/college
- Most desired specific destinations that are not served by public transit:
  - Hudson/Route 3A Walmart
  - FEET Exits 10 & 11 (Merrimack outlets and YMCA)
  - Manchester-Boston regional airport (MHT).
  - Hudson Route 102 – Hannaford
  - Hudson town center
  - Milford Oval
- Additional gaps in service:
  - Start operating routes earlier in the morning and end later in the evening
  - Expand Saturday routes
  - Add Sunday 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**

Representatives of several key health care providers and human service agencies were interviewed by NRPC staff. The purpose of the interviews was to discuss how transportation-related issues impact different types of facilities. Each interview lasted approximately one hour.

### The Radiation Center of Greater Nashua

The Radiation Center of Greater Nashua provides local access to radiation therapy services to cancer patients in the greater Nashua area. Individual patients typically need radiation therapy treatments almost every day for several weeks. The effectiveness of the treatments builds with each successive treatment. Reliable transportation is therefore critical.

The Center's staff reported the following observations:

- Patient needs are identified during the registration/intake process and are referred to the staff social worker if needs (including transportation needs) exist.
- 10-20% of patients don't have reliable transportation, probably because they are elderly or lower income.
- There are no staff members dedicated exclusively to transportation issues.
- Patients are encouraged to advocate for their own transportation, but the staff helps when needed. Staff social worker estimates she spends 3-4 hours per week on transportation issues.
- 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.
- Medicaid-eligible patients are referred to the Medicaid transportation provider, Coordinated Transportation Solutions (CTS).
- Non-Medicaid patients are referred to the American Cancer Society volunteer driver service, NTS paratransit, SVTC, FISH, taxi's, and other providers.
- Patients often complete radiation treatments at the Center and then travel to St. Joseph's Cancer Center for chemotherapy.
- Negative impacts on patient and facility and facility:
  - If a patient misses a treatment the long-term effectiveness of treatments is diminished.
  - Missed or delayed appointments result in lower productivity of nurses and doctors.
  - Delayed start to treatment results in paying nurses overtime from an already tight budget or purchasing a taxi ride for the patient.
- Ideas for addressing the needs:

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- Increased awareness about transportation services that are available in the region.
- A shuttle that serves medical facilities in the region.
- A regional volunteer driver network could fill in gaps.
- Funding for taxi vouchers, gas cards, bus fares, etc.

## **St. Joseph's Hospital - Cancer Center**

St. Joseph's Hospital Cancer Center offers comprehensive services in the prevention, diagnosis, and treatment of all types of cancer. Their focus is on treating patients with a full continuum of cancer care and support services, including, pain and symptom management, infusion services, nutrition, spiritual care, psychiatric and social work, as well as cancer companions and support groups.

St. Joseph's patients often start their day at the Greater Nashua Radiation Center, then travel to St. Joseph's for chemotherapy or other treatments, then to the pharmacy, and finally home. There are many points at which reliable transportation is necessary. The patient intake procedure is similar in nature to the Radiation Center; patient needs are identified during registration/intake process and are referred to the staff social worker if needs (including transportation needs) exist.

The Cancer Center's staff reported the following observations:

- Transportation issues are becoming increasingly common but have not been quantified.
- Patient needs are identified during the intake process.
- There are no staff members dedicated exclusively to transportation issues. Approximately 30% of patients need transportation which translates to several hundred patients per year.
- Patients that need transportation are typically elderly and/or low income.
- The level of assistance provided to patients who need transportation is very similar to the Radiation Center; staff encourages patients to advocate for themselves but will help arrange transportation when necessary.
- St. Joseph's previously operated its own shuttle bus, but this proved too expensive to be sustainable with available funding and it was discontinued.
- St. Joseph's will occasionally pay for a taxi to get patients home because it is less expensive than paying nurses overtime.
- Negative impacts on patient and facility and facility:
  - If a patient misses a treatment the long-term effectiveness of treatments is diminished.
  - Missed or delayed appointments result in lower productivity of nurses and doctors.
- Ideas for addressing the needs:
  - Increased awareness about transportation services that are available in the region.
  - A shuttle that serves medical facilities in the region.
  - A regional volunteer driver network could fill in gaps.
  - Funding for taxi vouchers, gas cards, bus fares, etc.

## **Southern NH Health Center**

Southern New Hampshire Health Center provides several types of services:

- Southern New Hampshire Medical Center is a 188-bed acute care facility located in the heart of downtown Nashua, has a medical staff of over 500 primary and specialty care providers from Foundation Medical Partners, Dartmouth-Hitchcock Nashua, and local independent practices.
- Foundation Medical Partner is a multi-specialty provider group, including more than 300 providers in primary, specialty and immediate care serving thousands of patients in more than 70 practices across southern New Hampshire and northern Massachusetts.
- Immediate Care offers walk-in care 7 days a week at 7 locations.



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The focus at this facility is more towards the general care of patients as opposed to specialized cancer treatments and infusions. As such, patients don't necessarily need transportation as frequently as the Radiation or Cancer Center described earlier.

Southern NH Health Center staff reported the following observations:

- A significant % of patients are homeless, in poverty, lack a vehicle or are indigent.
- 45-50% have transportation issues.
- The hospital does not provide transportation with its own staff.
- Like other health care facilities, transportation issues are identified during patient intake and the patient is assigned a social worker if necessary.
- Some patients arrive for regularly scheduled appointments on a weekly or monthly schedule.
  - Sometimes patients need to be seen more immediately.
  - It is difficult to find "immediate" transportation for these situations.
- 2/3 are eligible for Medicaid
  - Transportation for Medicaid patients is provided by CTS.
- Hospitals will sometimes pay for a taxi when a patient is discharged.
- Hospitals will sometimes pay for a wheelchair van.
  - They have a contract with AMR and Lifeline for wheelchair transportation (\$40-\$50 per ride)
  - The hospital pays for the patient.
- Negative impacts on patient and facility and facility:
  - Medication and treatment compliance are compromised, for example,
    - heart medication is missed because a patient can't get to the Center
    - This means that a patient may end up having to be admitted in the future when that could have been avoided.
    - This impacts the number of beds that are available for other patients
- Ideas for addressing the needs:
  - Develop a shared van/shuttle system that would be available to transport patients' home, to the pharmacy, etc.
  - The hospital would prefer to focus on health care and partner with transportation professionals.
  - "Elder Rap" is a possible forum for conversation and collaboration.
  - The Choices for Independence Program.

## Nashua Soup Kitchen and Shelter

Nashua Soup Kitchen & Shelter (NSKS) is a private, non-profit organization providing food, emergency shelter, housing, and advocacy to poor and homeless men, women and families with children in the Nashua region. The NSKS advocates, creates, and operates various programs and services that promote dignity and self-sufficiency for those they serve. They are located at 2 Quincy Street.

- A significant % of patients are homeless or live in nearby single-room housing.
- Most of their clients are employed at jobs that pay \$9-\$12 per hour.
- Transportation to jobs and job interviews is a significant issue.
- The good economy means that clients have jobs and can afford crummy cars which break down, must be repaired which cuts into already low pay.
- NSKS does not directly provide transportation but does provide bus vouchers and they sometimes pay for car repairs.
- Ideas for addressing needs:
  - The buses that stop at Exit 8 (Boston Express, Concord coach, etc.) should also stop at the downtown transit station.
  - Extend bus service to factories in Milford, Hudson, and to the Merrimack malls for employment.
  - Substitute Monday service for Sunday. If the transit service must shut down for one day per week it should be Monday and not Sunday (Sunday is a big retail day and employees need to get to work).
  - Have the churches or nonprofits run shuttle services.

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- Have a Facebook page whereby people can post ride requests.
- Promote a diversified economy.
  - we have high tech and low tech, nothing in between
- Rail service to downtown Nashua would provide economic opportunity.

## **SHARE Outreach**

SHARE is a Milford-based community organization that helps town residents fill in the gaps for food and clothing, as well as assisting access to employment and housing resources.

- Their clients have a significant problem getting to grocery, pharmacy, court appointments
  - This applies to elderly clients but not as much to younger clients, who tend to have cars.
  - Not a significant problem getting to childcare, civic activities, school
    - The elderly do not have young children or go to school.
    - Younger clients, who may have children, are able to get to childcare and school because they tend to own a vehicle.
  - For the small % of clients that DO have difficulty obtaining transportation, it can be a crisis.
    - The towns served are rural.
    - SVTC is a good option but it isn't perfect because it isn't super convenient (wait times, for example). (also, transportation to employment is not provided by SVTC)
    - FISH is an okay option.
- Destinations include doctor's offices, including those in Peterborough and Manchester, clinics for methadone treatment, pharmacies, and the SHARE location in Milford.
- Destinations are generally focused in the direction of Nashua, however, there are a few popular destinations in Peterborough and Manchester.
  - Peterborough is a common destination for Monadnock Community Hospital.
  - Manchester is a common destination for the Elliot Hospital, Catholic Medical Center, Easter seals and other dental offices.
- SHARE pays for:
  - Car repairs, car payments, car insurance, car registration, and gas.
  - They spent approximately \$40,000 in the past year (2019) on these services.
  - SHARE does this because cars are such a necessity in a rural area.
    - That said, they don't through good money after bad, and will not repair a car once it gets to a certain point. When that happens, they find that a person who no longer has a car will figure out a way to get where they are going, make new friends, etc.

## **Public Comment Period**

- Public Comment Period
  - 30-day comment window
  - Opened: Friday, March 13, 2020
  - Closed: Tuesday, April 14, 2020
  - Public hearing: April 15, 2020
- There were no public comments received during the public comment period or during the public hearing.

## Destinations of Interest

The following destinations have been expressed as specific points of interest within the region and beyond.

### Specific Destinations

- Walmart – Amherst
- Opportunity Networks - Amherst
- Walmart - Hudson
- Dartmouth Hitchcock – Manchester
- Catholic Medical Center – Manchester
- Elliot Hospital – Manchester
- Manchester Airport – Manchester
- Granite State Pain Associates – Merrimack
- Shaw's Supermarket – Merrimack
- SHARE Outreach – Milford
- St. Joseph's Medical Services – Milford
- Dartmouth-Hitchcock – Nashua
- DaVita Dialysis – Nashua
- Harbor Care Health and Wellness Center – Nashua
- Quest Diagnostics – Nashua
- Radiation Center of Greater Nashua – Nashua
- Southern New Hampshire Medical Center – Nashua
- St. Joseph's Hospital – Nashua
- Adult Learning Center – Nashua
- Bridges – Nashua
- Front Door Agency – Nashua
- Department of Health and Human Services – Nashua
- Opportunity Networks – Nashua
- Social Security Administration – Nashua
- Workplace Success – Nashua
- Nashua Senior Activity Center – Nashua
- Main Street – Nashua
- Nashua Bank – Nashua
- Pheasant Lane Mall – Nashua
- Walmart – Nashua
- Aldi's – Nashua
- Shaw's Supermarket – Nashua
- Hannaford Supermarket – Nashua
- Market Basket Supermarket - Nashua
- Nashua Community College – Nashua
- Rivier Community College – Nashua
- YMCA – Nashua
- Monadnock Community Hospital – Peterborough

### General Destinations

- Banks
- Doctor/dentist offices
- Downtown areas
- Grocery stores
- Libraries
- Malls/shopping centers
- Mental health and recovery facilities
- Meal sites
- Pharmacies
- Post offices
- Social service offices

## REGIONAL AND TOWN PROFILE

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The Nashua/Region 7 RCC area includes all thirteen member communities of NRPC, including the City of Nashua and the towns of Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Mason, Merrimack, Milford, Mont Vernon, Pelham, and Wilton. Home to more than 200,000 residents, the Nashua Region is a dynamic and thriving part of the Southern New Hampshire landscape. Situated among the rolling foothills of the Merrimack River Valley in the eastern edge of the region and the Souhegan River Valley to the west and located just 40 miles from Downtown Boston and the Atlantic Coast, the region enjoys an enviable location that provides urban amenities while retaining the quality of life benefits of rural and suburban areas.

Residents of the Nashua Region enjoy access to an extensive and well-developed transportation network which includes the F.E. Everett Turnpike providing direct access to Manchester, Concord and other destinations to the north as well as south to Boston, NH 101, 111, 130, 13, US 3 and other major routes. Most residents of the region utilize private vehicles for all trip types and the region is well-oriented for this transportation mode. Highway networks are extensive and provide convenient access to activity centers. Traffic congestion is less severe than experienced in the nearby Boston area, however, traffic volumes do exceed capacity during peak hours along portions of the F.E. Everett Turnpike, NH 101A, the Taylor Falls Bridge between Hudson and Nashua and along other major routes. Due to the dominance of suburban development patterns, parking facilities are plentiful and low-cost throughout the region.

Pedestrian accommodations in the region are reasonably well developed in most downtown and town center areas but are limited in rural and suburban areas. Dedicated bike and bike/pedestrian paths can be found along Nashua's rail-trails, Albuquerque Avenue in Litchfield, portions of Amherst and other areas. However, dedicated bike lanes are restricted to limited sections of recently improved roads and are not sufficiently developed to the extent to form a network.

NTS provides bus service throughout the City of Nashua. No fixed-route transit service is currently provided in the region's other twelve communities, except for a pilot-study fixed route along NH101A between the western edge of Nashua and the Walmart in Amherst. Notably, NTS is one of the few operators in the state to provide nighttime service. Outside of the City of Nashua, human service providers help fill the gaps in service for populations in need of transit alternatives. Of note, Souhegan Valley Rides has provided over 35,500 rides since its inception in 2008 and is invaluable. FISH is a volunteer driver network that serves the Town of Milford. The region also benefits from inter-city bus service including Boston Express which provides daily commuter service between Manchester, NH and Boston with a stop at the F.E. Everett Turnpike Exit 8 Park & Ride lot and limited weekly Greyhound service between Keene, NH, and Boston, also with a stop at the Exit 8 Park & Ride lot. Additionally, the Manchester Transit Authority provides bus service between Manchester and the Nashua Mall near F.E. Everett Turnpike Interchange 6. Despite its proximity to Boston, the Nashua Region has no access to passenger rail. Limited freight rail service is provided on the north-south New Hampshire and Maine line through Nashua and Merrimack to Manchester and Concord and over an east-west line between Nashua and Wilton.

## Existing Conditions

The American Public Transportation Association (APTA) defines the transit-dependent population as people who have no personal transportation, no access to such transportation, or are unable to drive, included are those with low incomes, the disabled, elderly, children, families whose travel needs cannot be met with only one car, and those who opt not to own personal transportation.

The purpose of this section is to provide an analysis of existing conditions in the region as they relate to the transit-dependent characteristics that are collected by the US Census. Those characteristics include the youth population, elderly population, disabled populations, the population in poverty, households with no vehicle, and household/per capita income.

The 2020 LCTP utilizes the most up-to-date American Community Survey (ACS) data reported by the US Census Bureau. The survey compiles a vast collection of data over a 5-year period and then estimates the projection for the most recent year based on historical information, sampling, and recent trends. In this case and for this report, the 2014-2018 survey was the most recent report available. According to the US Census (US Census, 2019):

“The 5-year estimates from the ACS are ‘period’ estimates that represent data collected over a period of time. The primary advantage of using multiyear estimates is the increased statistical reliability of the data for less populated areas and small population subgroups.”

For some population analyses below, a comparison of data from the 2010 and 2018 releases have been provided. It is important to note that the 2010 data was from the ACS survey, not the 10-year Decennial Census. In comparison, the 2010 ACS estimates are relatively like the 2010 Decennial Census.

A town-by-town comparison table can be found on the next page, followed by a population analysis of selected characteristics relevant to the LCTP. The data has been presented in several ways including a percentage of the total characteristic, a corresponding numeric measurement and a spatial reference by census tract. A more detailed of each characteristic can be found in the *Appendices*, under *Tract Level Existing Conditions*.

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## Existing Conditions by Community, 2018

	Total Pop.	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled*	%	Poverty**	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
Amherst	11,310	4,012	2,810	24.8	1,946	17.2	653	5.8	899	7.9	153	1.4	84	2.1	\$135,234	\$60,938
Brookline	5,298	1,715	1,522	28.7	578	10.9	154	2.9	307	5.8	56	1.1	44	2.6	\$138,092	\$50,185
Hollis	7,880	2,954	1,844	23.4	1,255	15.9	506	6.4	441	5.6	95	1.2	21	0.7	\$132,500	\$62,329
Hudson	25,185	9,018	5,281	21.0	3,993	15.9	1,586	6.3	2,709	10.8	1,178	4.7	247	2.7	\$96,224	\$42,146
Litchfield	8,538	3,019	2,015	23.6	1,183	13.8	1,183	13.9	711	8.3	286	3.3	0	0.0	\$97,051	\$41,622
Lyndeborough	1,703	655	296	17.4	316	18.6	92	5.4	159	9.3	61	3.6	20	3.1	\$90,938	\$45,137
Mason	1,540	578	312	20.3	230	14.9	62	4.0	174	11.3	65	4.2	6	1.0	\$106,833	\$42,926
Merrimack	25,815	10,034	5,497	21.3	3,547	13.7	1,302	5.0	2,671	10.4	953	3.7	277	2.8	\$103,043	\$45,836
Milford	15,569	6,268	3,482	22.4	2,492	16.0	1,039	6.7	1,528	9.9	545	3.5	343	5.5	\$77,813	\$37,438
Mont Vernon	2,553	864	539	21.1	370	14.5	133	5.2	201	7.9	109	4.3	23	2.7	\$113,125	\$44,911
Nashua	88,606	36,274	17,170	19.4	13,397	15.1	5,875	6.6	11,422	13.0	8,620	9.9	2,903	8.0	\$73,022	\$38,435
Pelham	13,596	4,631	3,033	22.3	2,129	15.7	857	6.3	1,181	8.7	526	3.9	72	1.6	\$103,940	\$42,718
Wilton	3,731	1,629	609	16.3	751	20.1	231	6.2	411	11.0	87	2.3	32	2.0	\$76,395	\$42,008
Region	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
State	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

\*Disabled populations derived from the total civilian noninstitutionalized population; this population represents 210,191 persons in the NRPC Region.

\*\*Poverty populations derived from the population for whom poverty status is determined; this population represents 208,959 persons in the NRPC Region.

Source: US Census, 2019

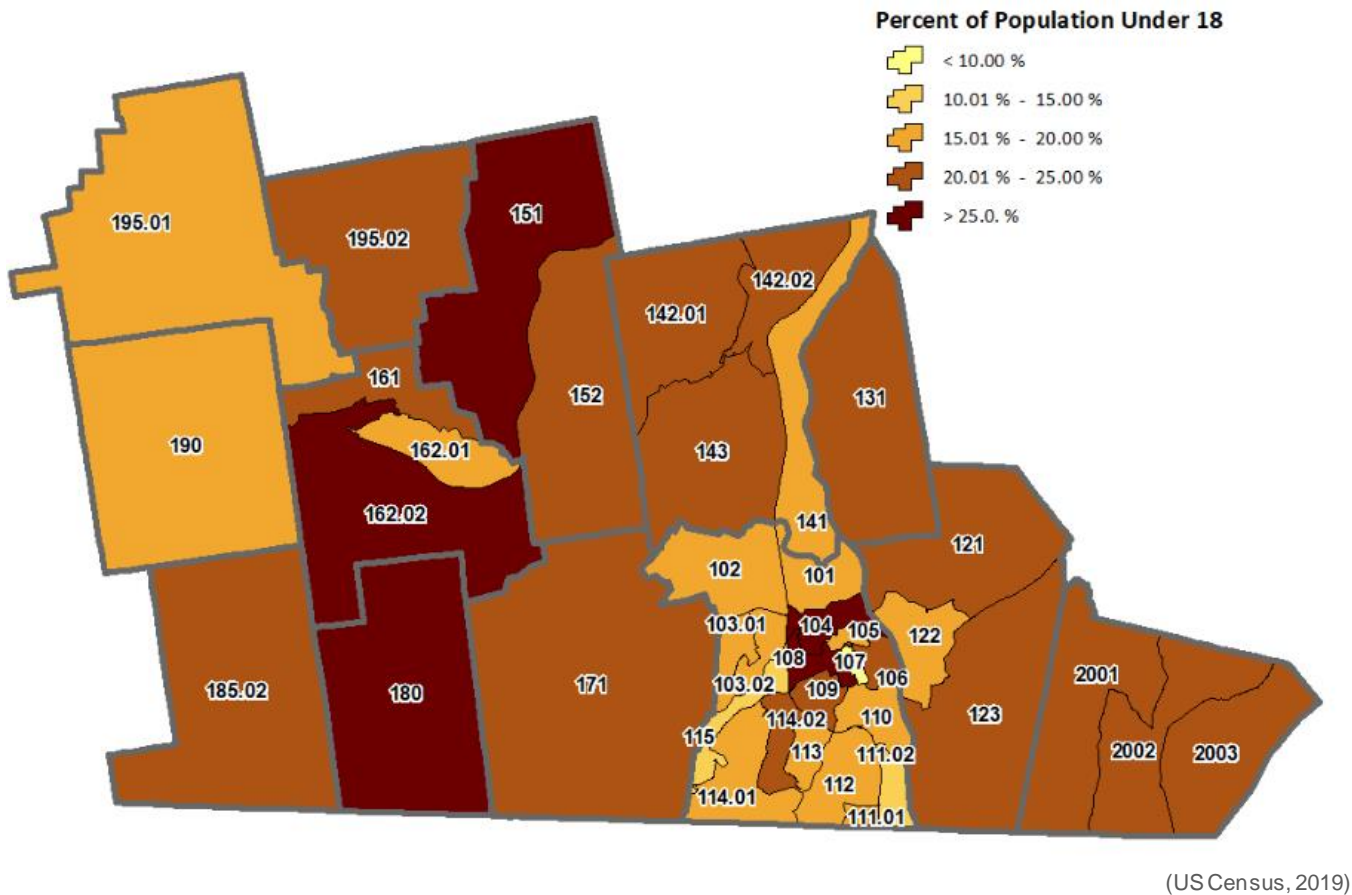
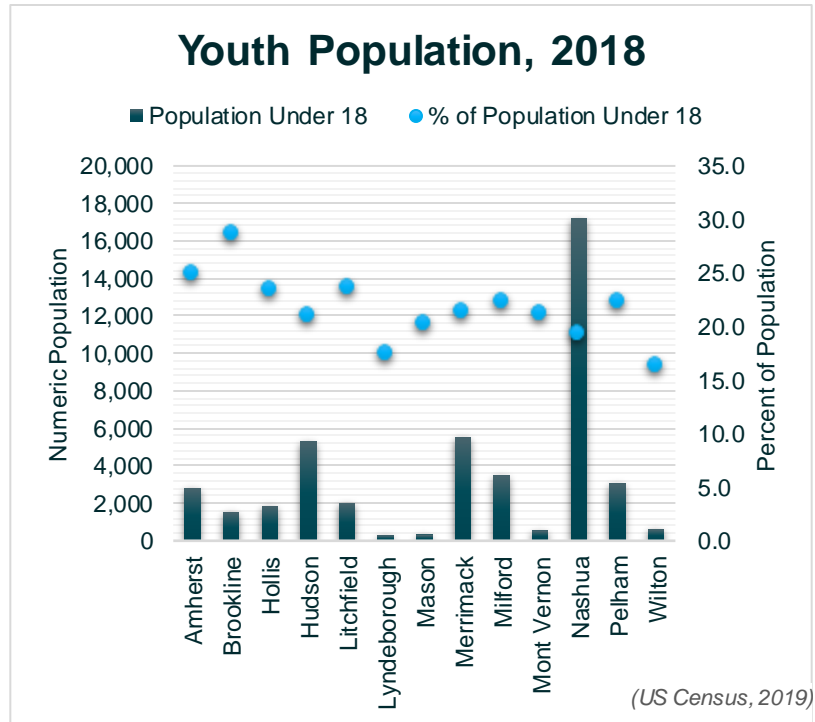
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## Youth Population

Even though the region has seen slight increases in the young adult populations, the youth population (under the age of 18) has continued to be lagging for the past few decades. The region's youth population currently accounts for about 21% of the total population while the State average is near 19.5%.

The top 5 communities with the lowest percentage of youth populations include those in the more rural areas and those with the most amenities: Lyndeborough, Mason, Wilton, Hudson, and Nashua. Conversely, the highest percentage of youth populations tend to be in suburban areas like Amherst, Brookline, Hollis, and Litchfield. An exception to this would be several tracts in north Nashua.



# LOCALLY COORDINATED TRANSPORTATION PLAN

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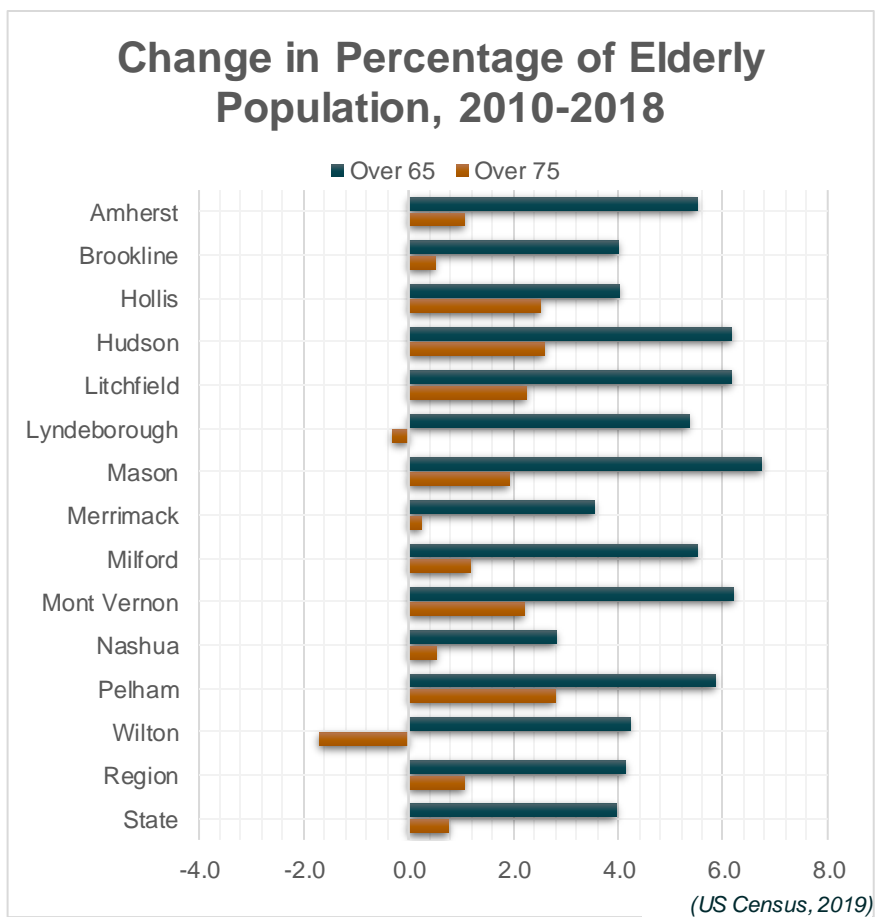
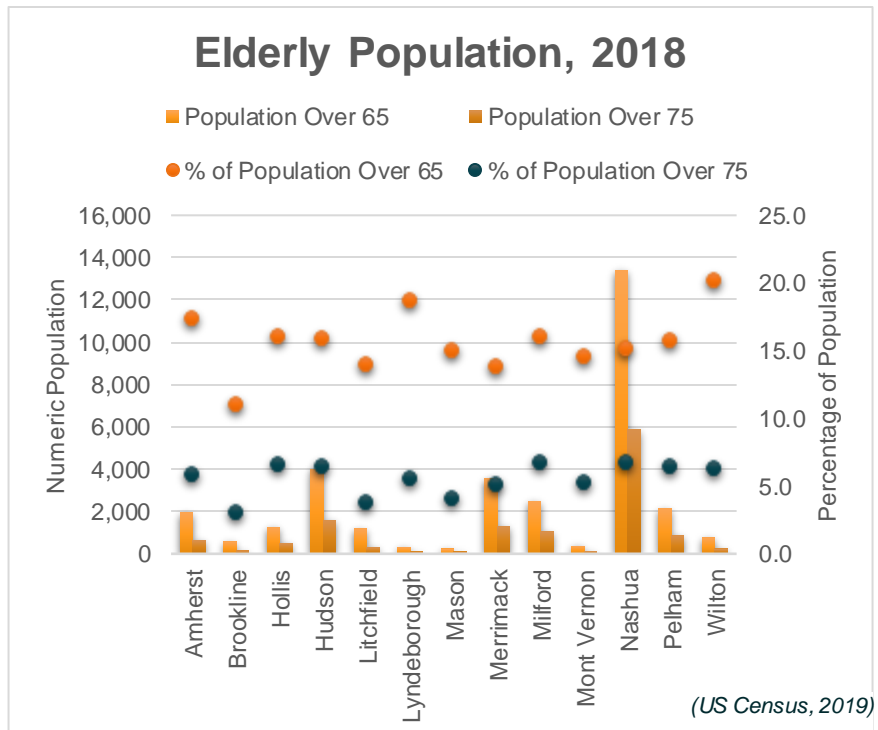
## Elderly Population

The threshold for the elderly has historically been 65 years old, however, for various reasons, NRPC found it beneficial to also include those 75 years and older. The region's elder population currently accounts for about 15% and 6% for those 65 and older, and those 75 and older. The State average is near 17% and 7%, respectfully.

While all the communities in the region have less than 7% of their population which is 75 or older, Litchfield stands out with nearly 14%.

In addition, it is interesting to note the gaps between 65-plus and 75-plus. For the most part, this gap ranges from 8-10% for each community – similar to the result for the region (9.2%) and the State (10.1%). However, there are a selected few – Amherst, Lyndeborough, Mason, and Wilton – which have larger gaps in the range of 11-14%. The difference meaning that a larger portion of residents may be in their early retirement and still productive years (volunteering, assisting others) versus those who may be more likely in need of living and transport assistance.

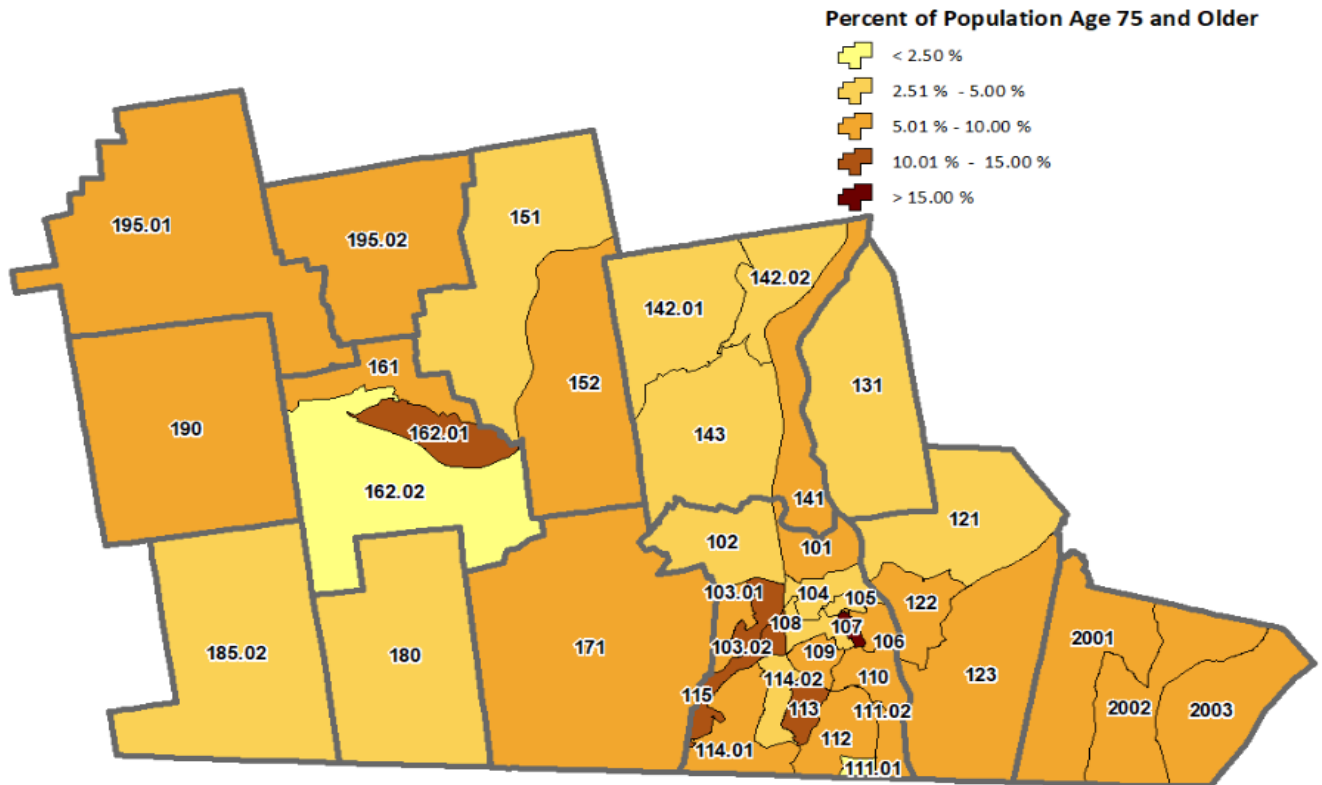
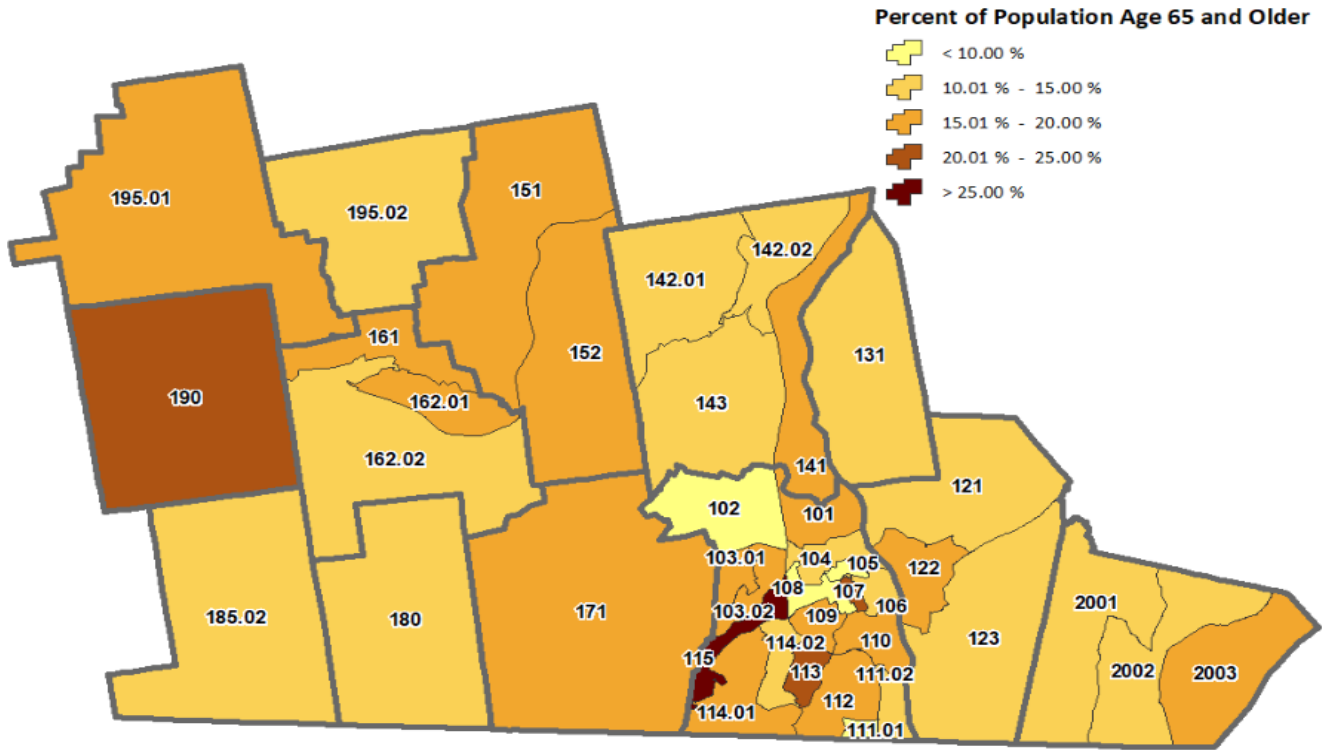
The spatial distribution of elderly populations varies across the region, only a few tracts are heavily concentrated either way – specifically tracts within Milford, Nashua, and Wilton.





# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region



(US Census, 2019)

# LOCALLY COORDINATED TRANSPORTATION PLAN

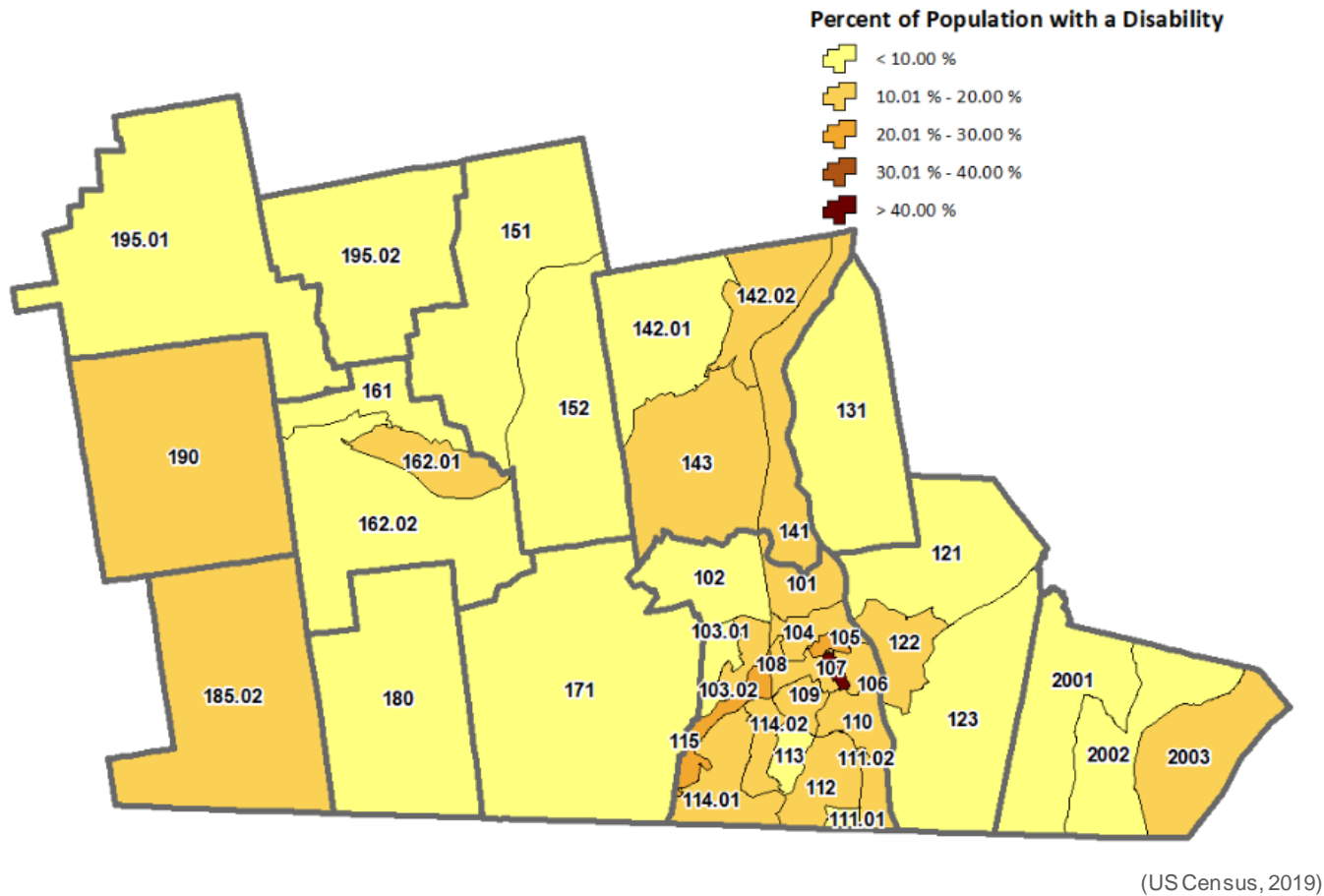
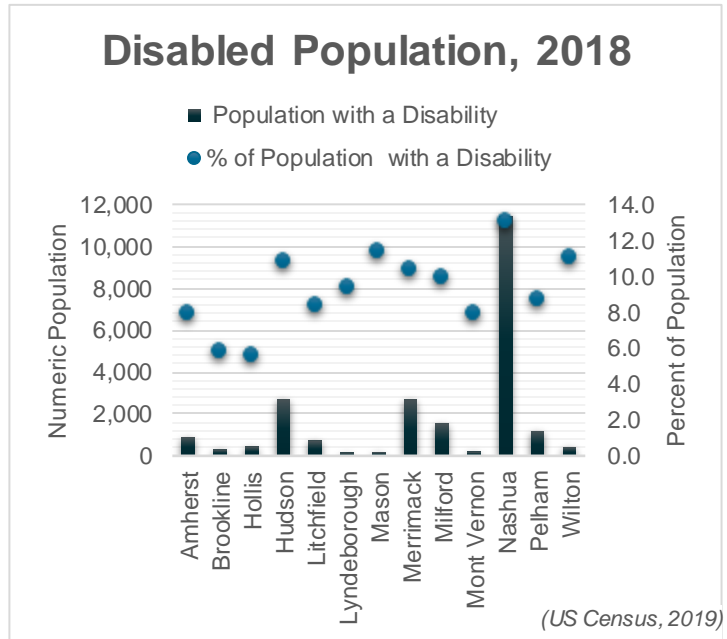
For the Greater Nashua and Milford Region

## Disabled Population

According to the ACS, respondents who report any one of the following six disability types are considered to have a disability.

- Hearing: deaf or serious difficulty.
- Vision: blind or serious difficulty.
- Cognitive: physical, mental, emotional, memory, concentration, or decision-making difficulty.
- Ambulatory: walking or climbing stairs difficulty.
- Self-care: Bathing or dressing difficulty.
- Independent living: difficulty doing errands alone such as visiting a doctor's office or shopping.

Across the region, 10.8% of the population has at least one disability; the State average is 12.6%. In some cases, those with a disability may be further challenged by living with multiple disabilities – all of which affect a person's ability to access to employment and earn an income, shop groceries and other essential items, have social interactions and go to necessary medical appointments.



# LOCALLY COORDINATED TRANSPORTATION PLAN

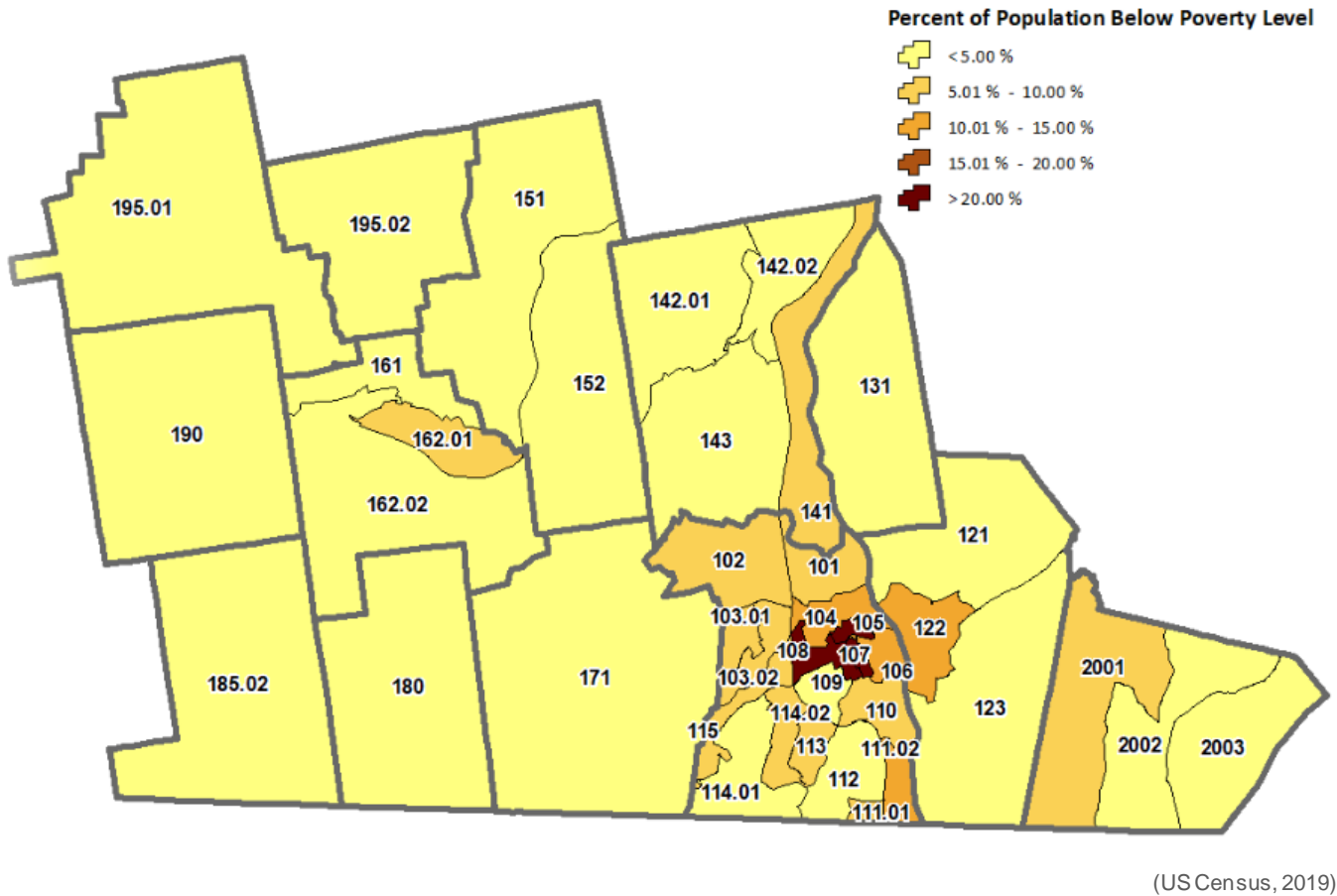
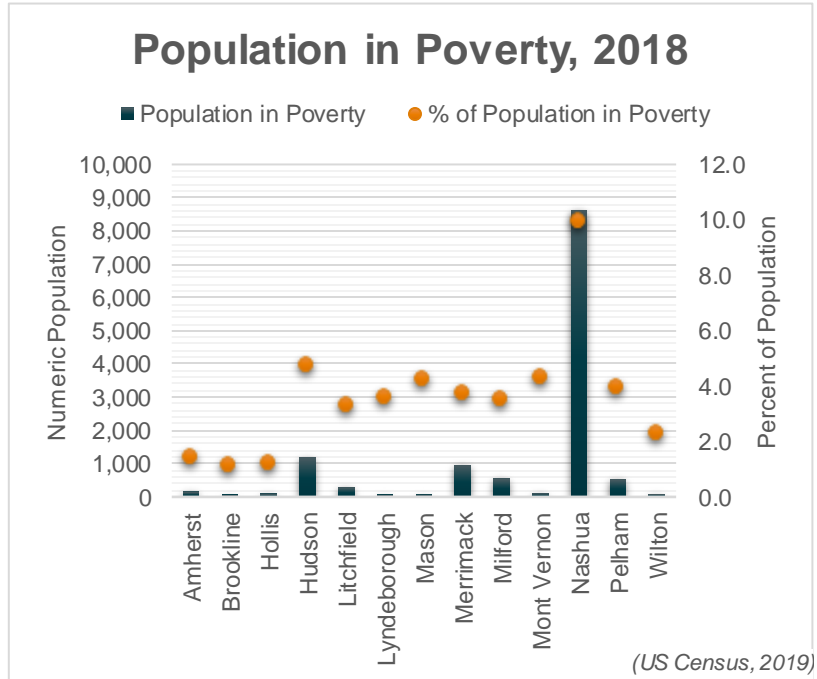
For the Greater Nashua and Milford Region

## Population in Poverty

Poverty status is determined by the US Census Bureau as follows (US Census, 2019):

“... The Census Bureau uses a set of money income thresholds that vary by family size and composition to detect who is poor. If the total income for a family, or unrelated individual, falls below the relevant poverty threshold, then the family or unrelated individual is classified as being ‘below the poverty level’.”

Regionally, about 6.1% of the population falls below the poverty line; this equates to about 12,700 people. Across the State, this percentage is closer to 8% and equates to about 102,000 people. Significant concentrations of poverty are in the downtown core of Nashua where three tracts have near or above 25% of their population below the poverty line.



# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Households with No Vehicle

Another important measurement when considering the need for transportation services lies in the ability of households to have access to a vehicle.

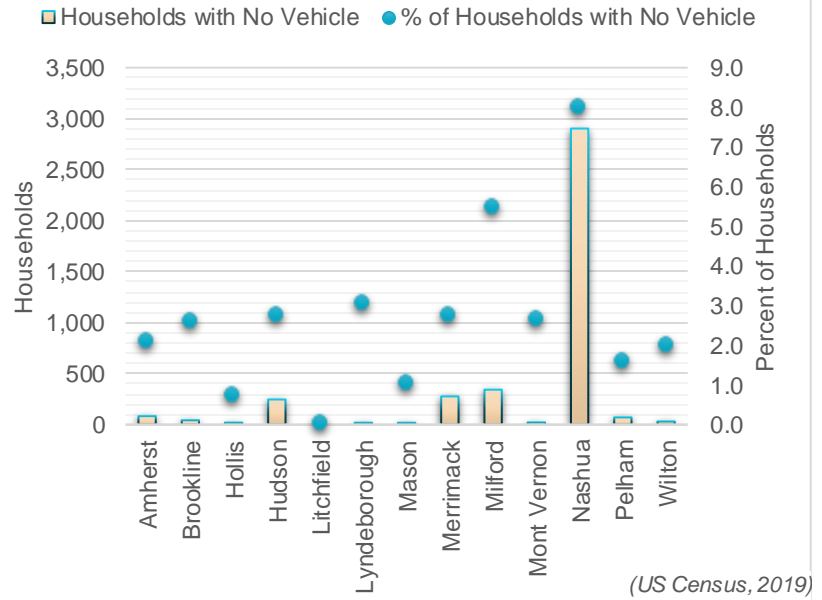
Regionally and statewide, about 5% of households do not have access to a vehicle. About 71% (2,903) of the 4,071 households that do not have a vehicle in the region are in Nashua. Communities that are further from major transportation networks tend to have greater access to vehicles.

Since 2010, communities like Hollis, Litchfield, Pelham, and Wilton have all improved their access to vehicles (results from a negative percentage change). However, these small percentage changes only equated to 138 new households with access to a vehicle.

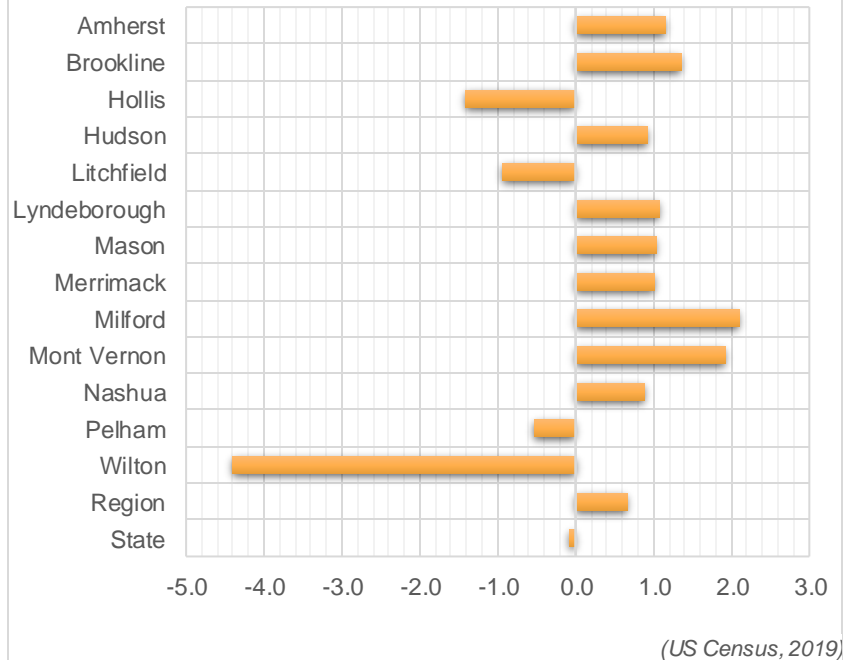
Communities which experienced percentage increases, all saw growth in the number of households which did not have access. For reference, Milford's 2.1% increase equated to an additional 156 households who did not have access to a vehicle; and Nashua's 1.9% increase equated to an additional 405 households. Increases in the number of households without access to a vehicle are however not always solely indicative of a household's ability to afford a vehicle, it may also be a result of improved public transportation, preference or the growing trend of people working remotely from their homes.

Spatially, the observation is that the most densely packed tracts along major transportation networks with access to public transportation and other services, tend to have higher percentages of households without access to a vehicle. The other tracts with lower percentages could be categorized as rural and suburban areas that would reasonable dependent on access to a vehicle.

## Households with No Vehicle, 2018

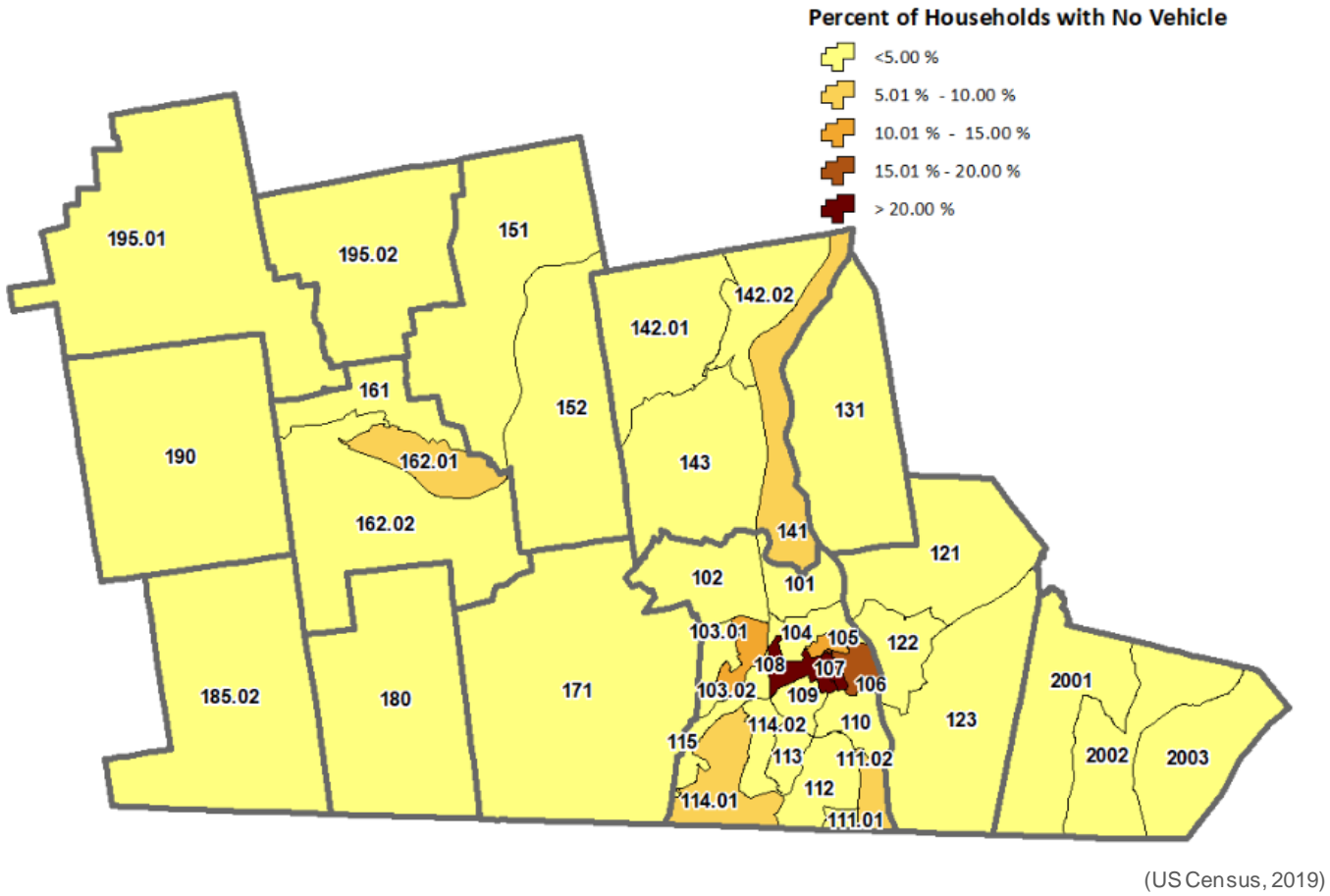


## Change in Percent of Households with No Vehicle, 2010-2018



# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region



# LOCALLY COORDINATED TRANSPORTATION PLAN

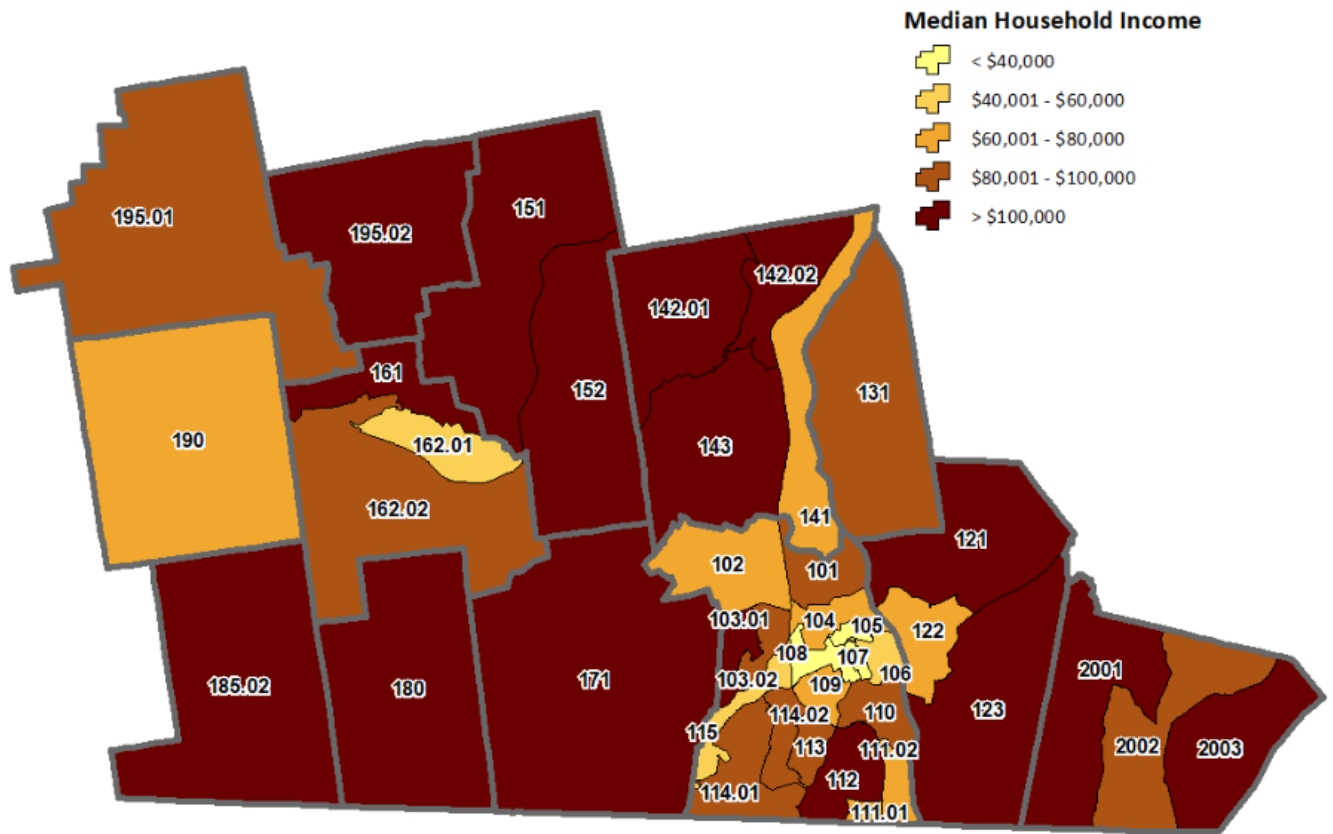
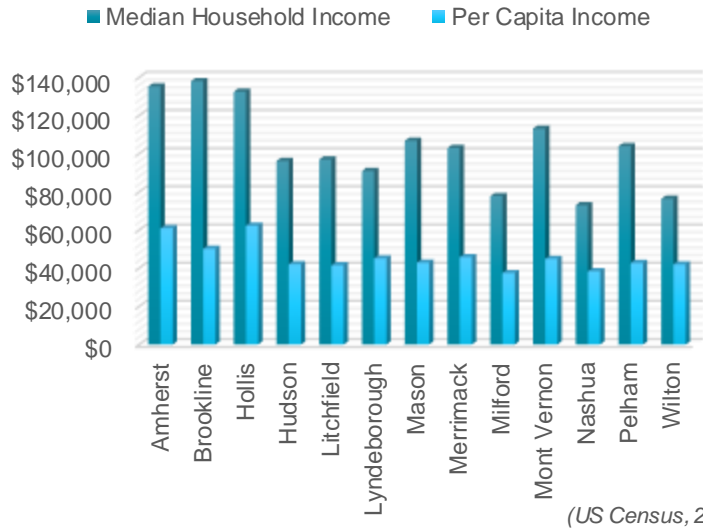
For the Greater Nashua and Milford Region

## Household and Per Capita Income

In 2018, the median household income for Hillsborough County was \$78,655 while the State median was \$74,057. Across the region, there is a high variation ranging from about \$73,000 (Nashua) up to \$138,000 (Brookline). The households within the three communities of Amherst, Brookline, and Hollis earn considerably more than the rest of the region, especially Milford, Nashua, and Wilton.

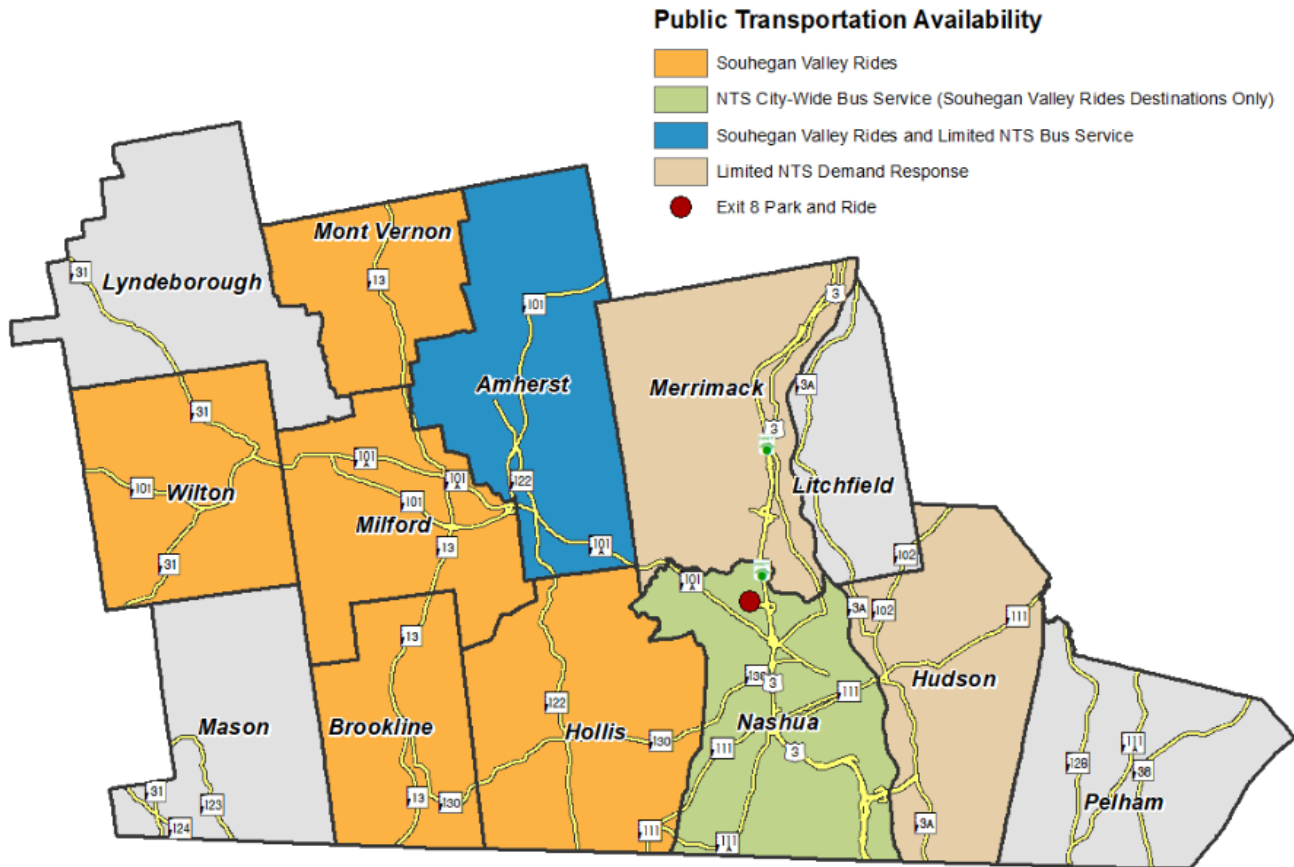
Spatially, most tracts challenged by lower incomes are ideally located near readily accessible transportation networks. This is important as it spurs the opportunity to most easily serve the most households who are in the most need. Additionally, this also resembles the beforementioned maps which identified those living with a disability, in poverty or lack access to a vehicle.

### Median Household and Per Capita Income, 2018



## Community Services

Public transportation providers, and agencies that provide at least some transportation to their clients, are addressing these difficulties in several ways such as providing financial assistance or establishing regional service to meet essential needs. This remainder section details several of the organizations that provide a range of transportation services in the region. A complete list of these organizations has been consolidated in the *Transportation Resource Directory* located in the *Appendices*.



(NRPC, 2019)

### Boston Express

Boston Express is a subsidiary of Concord Coach Lines that operates in southern New Hampshire and Boston. Service location within New Hampshire includes Concord, Manchester, North Londonderry (Exit 5 on I-93), Londonderry (Exit 4 on I-93), Salem (Exit 2 on I-93) and Nashua (Exit 8 on F.E. Everett Turnpike). Service locations with Massachusetts include Tyngsborough (Exit 35 on Northwest Turnpike/Route 3), Boston South Station and Boston Logan International Airport. The first departure from the Nashua station going southbound leaves at 5:20 a.m. while the last one leaves at 8:30 p.m. on weekdays (6:00 a.m./8:30 p.m. first/last departures on the weekends). Arrivals into the Nashua station are between 9:45 a.m. to 12 a.m. (midnight) on both weekdays and weekends.

All Boston Express coaches are wheelchair lift equipped. If persons with disabilities require personal care attendants (PCA), the PCA's may be eligible for 50% discounts on tickets. Boston Express also provides reasonable accommodations for storing and handling mobility aids, oxygen, respirators, etc. In addition, customers with disabilities accompanied by a service animal are welcome.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## The Caregivers

The CareGivers is a non-profit organization that assists the frail, elderly and disabled with non-medical support in the Greater Manchester and Nashua areas. The support includes several services and programs to individuals who may not receive aid through the human service system and do not qualify for government-assisted programs or sliding fees. In addition, they also provide service to those individuals who may be receiving assistance from other agencies but have additional needs that have gone unmet.

In addition to providing educational outreach to its clients, the CareGivers also provide two specialty programs: Caring Rides and Food for the Homebound. The most requested service, Caring Rides, provides transportation assistance to physicians, dentists, podiatry and therapy appointments among others. The Food for the Homebound program is a similar program that helps with grocery needs including transportation, shopping, reading labels, carrying bags and putting groceries away. These programs allow individuals to practice preventive health care, obtain nutrition, and overcome the cost of transportation or physical barriers that would make such visits prohibitive.

Volunteers are crucial to the CareGivers' operations and continual existence; they are the "backbone" of the organization. It is only through the effort of volunteers that The CareGivers can offer services to those in need.

## Community Volunteer Transportation Company (CVTC)

CVTC is a non-profit organization that provides transportation in the Monadnock Region to those who do not have access because of age, ability, economic situation or other limiting circumstances. A part of their service area includes the Town of Mason, an NRPC member community. Trip purposes include non-emergency medical and social service appointments, as well as, trips to the grocery store and the pharmacy. CVTC provides these services through its Volunteer Driver Program. The program works with a network of volunteer drivers in each town and is coordinated through CVTC's toll-free telephone number. Volunteer drivers use their own personal vehicles, or they may be trained to drive small wheelchair-accessible vans and buses. A [Community Transportation Directory](#) can be found on CVTC's [website](#) and includes a list of services in the Monadnock Region.

## Derry-Salem Cooperative Alliance for Regional Transportation (CART)

CART is a public transportation system serving the towns of Chester, Derry, Hampstead, Londonderry, and Salem (with limited service to Plaistow and Windham also available). Their transportation services include a curb-to-curb, shared-ride service that is available to any resident of the five service towns, especially seniors and others in the community who need transportation. Wheelchair lift-equipped vehicles are available to accommodate the needs of individuals with disabilities. Curb-to-Curb rides must be scheduled several days in advance. There is a minimum fare for the curb-to-curb service that ranges from \$3-5 per one-way ride depending on destination with discounted half-fare rates available for those who qualify.

In addition, they also offer several shuttles with route deviation service. The shuttles will pick up riders and run to regularly scheduled destinations and will also "deviate" to pick-up and drop-off riders within a quarter-mile radius of the route. Riders must call ahead to schedule a shuttle ride. CART provides fixed-route bus service in Salem. The Salem Shopping Shuttle makes regularly scheduled stops in the Town, running between senior housing complexes and retail shopping centers. Shuttle rides are provided free of charge.

Finally, in order to accommodate transportation for medical appointments outside of the region, CART may provide curb-to-curb service rides to Catholic Medical Center, Elliot Hospital, The Elliot at River's Edge and Elliot Outpatient Services, Dartmouth-Hitchcock Manchester, VA (Veterans Affairs) Hospital Manchester, NH and limited service to Plaistow, NH. Even though CART may not serve any NRPC member communities, they do provide fixed-route and demand response services to communities that abut the region's boundaries and may serve as a model for service or recognize the potential for expansion.

## Friends in Service Helping (FISH)

FISH is a non-profit organization that provides demand-response transportation services to the residents of Amherst, Mont Vernon, Lyndeborough, and Wilton. The volunteer-based organization offers rides to and from healthcare appointments that may be within Nashua, Manchester, Bedford, Merrimack, Peterborough, as well as, the five service towns. Rides with FISH are free of charge and are available Monday through Friday, 9:00 am to 4:30 pm. Volunteers use their own vehicles and typically are not wheelchair accessible.



# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Lowell Regional Transit Authority (LRTA)

The LRTA is a political subdivision of the Commonwealth of Massachusetts funded by federal, state and local monies, as well as farebox and advertising revenues. The Authority provides both fixed-route and demand-response paratransit services to northern Massachusetts. In addition, LRTA also offers a daily stop on Route 3A in Hudson, New Hampshire at a local market and a seasonal stop at the Pheasant Lane Mall during the holidays.

## Manchester Transit Authority (MTA)

The MTA public transportation provider with fixed route, route deviation and demand response services in the Greater Manchester area. Some routes that go beyond the Greater Manchester area include frequent service to Concord and Nashua (Nashua Mall/ F.E.Trpke Exit 6) and seasonal service to Hampton. Their fixed-route services are offered to the general public; however, they do provide deviated route service options through their StepSaver program. This program is for individuals with disabilities who are unable to use the fixed-route option and covers areas of Manchester that are  $\frac{3}{4}$  of a mile from the fixed route. This StepSaver program requires an application process.

## Nashua Transit System (NTS)

NTS is a fixed route, public transportation system that serves the city of Nashua. Three types of transit are offered, CityBus, which is a fixed daytime route, running on thirteen different routes; After 7, which is an evening service, running on four routes; and CityLift, a demand response paratransit and senior citizen service, which runs within  $\frac{3}{4}$  of mile on either side of the same routes as CityBus and also offering additional service areas.

In 2018, NTS welcomed six new Low-Floor Champion cutaway vans into the fleet. These vehicles, primarily used for the CityLift service, are equipped with an automatic ramp deployment system to make it easier for wheelchairs to get on and off and include a wide-body design for wheelchair movement and securement within the cabin.

## Souhegan Valley Transportation Collaborative (SVTC)

SVTC is a non-profit organization that provides demand-response transportation called Souhegan Valley Rides. The vehicles, drivers and call center services are subcontracted from the Nashua Transit System. The 14 person buses are wheelchair accessible and operate Monday through Friday from 8:00 am to 6:00 pm including travel time to and from Nashua. This service is available to residents of Amherst, Brookline, Hollis, Milford, Mont Vernon, Nashua, and Wilton. Rides are provided within these towns, as well as, to and from Nashua.

Ride priority is given to senior citizens and those living with a disability to non-emergency healthcare appointments (doctor visits, outpatient services, counseling laboratory visits, pharmacies, dialysis, etc.). However, SVTC also provides transportation for several other reasons including trips to social service appointments, municipal offices, local courts, community dining, senior activities, and selected shopping locations. Non-seniors and able-bodied individuals are eligible to ride along as they don't displace priority riders.

## Others

In addition to the organizations noted above, the list below includes several other transportation providers within southern New Hampshire. The organizations within this chapter, their eligibility requirements, service areas, fares, contact information and more can be found in the *Appendices*, under *Transportation Directory*.

- American Cancer Society
- American Medical Response
- Armistead Home Care
- Ascentria Care Alliance
- Care Plus
- Caring Hands
- Disabled American Veterans (DAV)
- Easterseals, Special Transit Service (STS)
- Gentle Car Rides
- Granite State Independent Living (GSIL)
- Milford Taxi
- Nashua Express Transportation
- NH Dept. of Health and Human Services (NHDHHS)
- NH Dept. of Transportation (NHDOT)
- SHARE Outreach
- SK Taxi
- Southern NH Services (SNHS)
- St. Joseph's Community Services, Inc (SJCS)
- Transportation Network Companies (TNCs) such as Uber/Lyft

## Community Analysis

### Amherst

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Amherst</b>	11,310	4,012	2,810	24.8	1,946	17.2	653	5.8	899	7.9	153	1.4	84	2.1	\$135,234	\$60,938
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

(Source: US Census, 2019)

Highlights in comparison to the region:

- 2<sup>nd</sup> highest percentage of youth population
- 4<sup>th</sup> highest percentage of population 65 and older
- 7<sup>th</sup> highest percentage of population 75 and older
- 3<sup>rd</sup> lowest percentage of population which is disabled
- 3<sup>rd</sup> lowest percentage of population which is below poverty
- 6<sup>th</sup> lowest percentage of population without access to a vehicle
- 2<sup>nd</sup> highest median household income

Demographic factors that impact transit dependency are not significant enough to warrant a fixed-route bus service in Amherst. This is due to a variety of factors such as low rates of disability, low poverty rates and a low percentage of households without access to personal vehicles. Additionally, the land uses in town exist at a relatively low density which limits the viability of fixed-route public transportation.

Transportation needs that do exist in Amherst are primarily for senior citizens needing regular transit service to Milford, Nashua, and Manchester for essential needs and errands. Senior citizens are more likely to need alternative modes of transportation than the general public because they are less likely to have the ability or willingness to drive. Those younger than 25 years old, but old enough to be students, are also more likely to need transportation options as well.

Souhegan Valley Rides offers demand response service in Amherst which helps meet the needs of senior citizens and those with disabilities.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Brookline

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Brookline</b>	5,298	1,715	1,522	28.7	578	10.9	154	2.9	307	5.8	56	1.1	44	2.6	\$138,092	\$50,185
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- Highest percentage of youth population
- Lowest percentage of population 65 and older
- Lowest percentage of population 75 and older
- 2<sup>nd</sup> lowest percentage of population which is disabled
- Lowest percentage of population which is below poverty
- 7<sup>th</sup> highest percentage of population without access to a vehicle
- Highest median household income

Demographic factors that impact transit dependency in Brookline are not significant enough to warrant fixed-route bus service. The transit needs that do exist are primarily senior citizens and people with disabilities needing access to Nashua for personal needs and medical trips and potentially after school transportation options for youth.

Souhegan Valley Rides offers demand response service in Brookline which helps meet the needs of senior citizens and those with disabilities.

The Town may want to consider after-school transportation options for the youth, possibly in conjunction with Hollis. NRPC and the Town of Brookline may consider deploying fact sheets and conducting limited outreach and educational events at targeted locations like age-restricted developments, senior centers, and schools.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Hollis

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Hollis</b>	7,880	2,954	1,844	23.4	1,255	15.9	506	6.4	441	5.6	95	1.2	21	0.7	\$132,500	\$62,329
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 4<sup>th</sup> highest percentage of youth population
- 6<sup>th</sup> highest percentage of population 65 and older
- 4<sup>th</sup> highest percentage of population 75 and older
- Lowest percentage of population which is disabled
- 2<sup>nd</sup> lowest percentage of population which is below poverty
- 2<sup>nd</sup> lowest percentage of population without access to a vehicle
- 3<sup>rd</sup> highest median household income

Demographic factors that impact transit dependency in Hollis are not significant enough to warrant fixed-route bus service. However, Hollis does have a higher percentage of its population which is over 65 as compared to Amherst and Brookline. The primary transit need in Hollis is for regular service to Nashua and Milford to allow older residents to make the essential trips for personal or medical purposes. In addition, its large percentage of youth population may benefit from after-school transportation options

Souhegan Valley Rides offers demand response service in Hollis which helps meet the needs of senior citizens and those with disabilities.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Hudson

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Hudson</b>	25,185	9,018	5,281	21.0	3,993	15.9	1,586	6.3	2,709	10.8	1,178	4.7	247	2.7	\$96,224	\$42,146
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 5<sup>th</sup> lowest percentage of youth population
- 6<sup>th</sup> highest percentage of population 65 and older
- 5<sup>th</sup> highest percentage of population 75 and older
- 4<sup>th</sup> highest percentage of population which is disabled
- 2<sup>nd</sup> highest percentage of population which is below poverty
- 5<sup>th</sup> highest percentage of population without access to a vehicle
- 5<sup>th</sup> lowest median household income

With a moderate percentage and a significant number of persons who are 65 and older, regular and potentially fixed-route service would be recommended. Whereas limited demand response paratransit service exists in Hudson, population density and proximity to Nashua's transportation services make it more reasonable to suggest an expansion of fixed-route services into Town. Tract 122 in the Hudson core ranks very high in need across all attributes, the limited expansion into this specific area may have considerable results. With low scoring financial conditions (poverty and household income), subsidies or reduced transit fares may be necessary to offset what may be the challenges of attracting riders.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Litchfield

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Litchfield</b>	8,538	3,019	2,015	23.6	1,183	13.8	312	3.7	711	8.3	286	3.3	0	0.0	\$97,051	\$41,622
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 3<sup>rd</sup> highest percentage of youth population
- Highest percentage of population 65 and older
- Highest percentage of population 75 and older
- 5<sup>th</sup> highest percentage of population which is disabled
- 3<sup>rd</sup> lowest percentage of population which is below poverty
- 5<sup>th</sup> highest percentage of population without access to a vehicle
- 6<sup>th</sup> highest median household income

Litchfield scores high in the percentage of youth population while also having the highest percentage of persons 65 and older. The remaining attributes score closer to the region’s median. Litchfield has an ideal location near the Route 3A corridor; however, the transportation needs are unique due to the geography and land development patterns of the Town. The lack of crossings of the Merrimack River combined with the rural nature of the Town requires the population to travel often and longer distances to meet their basic needs. Given the low population density, extending fixed-route transit service is not viable. However, demand response paratransit service transportation should be considered that serves destinations in Manchester (especially for residents in northern Litchfield) as well as to Nashua.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Lyndeborough

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Lyndeborough</b>	1,703	655	296	17.4	316	18.6	92	5.4	159	9.3	61	3.6	20	3.1	\$90,938	\$45,137
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 2<sup>nd</sup> lowest percentage of youth population
- 3<sup>rd</sup> highest percentage of population 65 and older
- 5<sup>th</sup> lowest percentage of population 75 and older
- 7<sup>th</sup> highest percentage of population which is disabled
- 7<sup>th</sup> highest percentage of population which is below poverty
- 3<sup>rd</sup> highest percentage of population without access to a vehicle
- 4<sup>th</sup> lowest median household income

Lyndeborough’s geographical location at the northwestern edge of the region and lack of direct access to major transportation networks pose a unique challenge to the community. Common destinations include Peterborough, as well as the Milford area and Nashua. With a considerable percentage of their population 65 and older and a high percentage lacking access to a vehicle, there is a potential need for on-demand transportation services for essential destinations such as medical appointments and grocery shopping.

Lyndeborough’s low population density and rural location do not warrant a fixed route service. Given the Town’s low density, lack of centralized population and activity, the coordination of transportation services may be reasonably challenging. Grouped services with other towns or scheduled transportation on a weekly or bi-weekly schedule may be potential solutions. There is also a potential need for reduced fares or subsidies to help support future transit. The distribution of fact sheets and other transportation information may be the first step to identifying the appropriate solution for Lyndeborough.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Mason

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Mason</b>	1,540	578	312	20.3	230	14.9	62	4.0	174	11.3	65	4.2	6	1.0	\$106,833	\$42,926
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 4<sup>th</sup> lowest percentage of youth population
- 4<sup>th</sup> lowest percentage of population 65 and older
- 2<sup>nd</sup> lowest percentage of population 75 and older
- 2<sup>nd</sup> highest percentage of population which is disabled
- 4<sup>th</sup> highest percentage of population which is below poverty
- 3<sup>rd</sup> lowest percentage of population without access to a vehicle
- 5<sup>th</sup> highest median household income

Mason is in the southwestern corner of the region and has the smallest population of 13 towns. Its geographical location and low-density levels also pose a challenge for public transportation services. The Town is near the bottom for the percentage of population 65 and older, however, there is a high percentage of people who are disabled. With a considerable percentage of people below the poverty line, reduced fares may be a necessity for the small number of people most in need.

Mason’s low population density and rural location do not warrant a fixed route service. Common destinations include Peterborough, as well as the Milford area and Nashua. Some transportation needs are being met by the Contoocook Valley Transportation Company (CVTC) which is a volunteer driver network in the Monadnock region. A limited on-demand or sub-regional transportation service with neighboring towns like Wilton, Lyndeborough, and Milford may be viable.



# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Merrimack

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Merrimack</b>	25,815	10,034	5,497	21.3	3,547	13.7	1,302	5.0	2,671	10.4	953	3.7	277	2.8	\$103,043	\$45,836
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 7<sup>th</sup> highest percentage of youth population
- 2<sup>nd</sup> lowest percentage of population 65 and older
- 3<sup>rd</sup> lowest percentage of population 75 and older
- 5<sup>th</sup> highest percentage of population which is disabled
- 6<sup>th</sup> highest percentage of population which is below poverty
- 4<sup>th</sup> highest percentage of population without access to a vehicle
- 7<sup>th</sup> highest median household income

Demographic factors that impact transit dependency are not significant enough to warrant fixed route bus service in Merrimack. This is related to a variety of factors such as low rates of disability, low poverty rates and a low percentage of households without access to personal vehicles. Additionally, the land uses in town exist at a relatively low density which limits the viability of fixed-route public transportation. That said, the easternmost portion of Merrimack on either side of Route 3, bounded on the east by the Merrimack River, is home to a population with transit needs. This area contains a significant number of apartments and has a higher density than the region.

Demand response paratransit service to Nashua is available to eligible residents. The service, however, does not provide service within the Town.

Merrimack’s proximity to downtown Nashua and direct access along Concord Street and US 3 would seemingly make this an ideal location for future fixed-route transit service. However, the 2019 Nashua Region Transit Expansion study indicated that fixed-route service is not viable in that corridor. A more viable alternative would be to implement services like the Souhegan Valley rides model.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Milford

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Milford</b>	15,569	6,268	3,482	22.4	2,492	16.0	1,039	6.7	1,528	9.9	545	3.5	343	5.5	\$77,813	\$37,438
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 5<sup>th</sup> highest percentage of youth population
- 5<sup>th</sup> highest percentage of population 65 and older
- 2<sup>nd</sup> highest percentage of population 75 and older
- 6<sup>th</sup> highest percentage of population which is disabled
- 6<sup>th</sup> lowest percentage of population which is below poverty
- 2<sup>nd</sup> lowest percentage of population without access to a vehicle
- 3<sup>rd</sup> lowest median household income

Milford has a relatively large population and serves as a sub-regional center for the region. The Town provides a variety of services and amenities which can be easily be accessed by those in the surrounding rural areas. The area surrounding the Oval (tract 162.01) has a high concentration of apartments and rental properties and has a correspondingly high disabled population and persons in poverty status.

Souhegan Valley Rides offers demand response service in Milford which significantly helps meet the transportation needs of senior citizens and those with disabilities. Friends in Service Helping (FISH) is a volunteer driver network that also helps meet transportation needs, as does the Milford Taxi service.

Establishing a full day fixed-route service would assist this community in best meeting the needs of households with limited incomes, limited vehicle availability, and the disabled population. The 2019 Nashua Region Transit Expansion study indicated that fixed-route service is potentially viable along the NH101A corridor that connects the Milford area with Nashua.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Mont Vernon

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Mont Vernon</b>	2,553	864	539	21.1	370	14.5	133	5.2	201	7.9	109	4.3	23	2.7	\$113,125	\$44,911
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 6<sup>th</sup> lowest percentage of youth population
- 3<sup>rd</sup> lowest percentage of population 65 and older
- 4<sup>th</sup> lowest percentage of population 75 and older
- 3<sup>rd</sup> lowest percentage of population which is disabled
- 3<sup>rd</sup> highest percentage of population which is below poverty
- 5<sup>th</sup> highest percentage of population without access to a vehicle
- 4<sup>th</sup> highest median household income

Mont Vernon’s geographical location in the northwest area of the region poses similar challenges that Lyndeborough and Mason encounter. However, Mont Vernon does have a distinct advantage in that Route 13 is a 4.5-mile direct route to downtown Milford.

Souhegan Valley Rides offers demand response service in Brookline which helps meet the needs of senior citizens and those with disabilities.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Nashua

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Nashua</b>	88,606	36,274	17,170	19.4	13,397	15.1	5,875	6.6	11,422	13.0	8,620	9.9	2,903	8.0	\$73,022	\$38,435
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 3<sup>rd</sup> lowest percentage of youth population
- 5<sup>th</sup> lowest highest percentage of population 65 and older
- 3<sup>rd</sup> highest percentage of population 75 and older
- 3<sup>rd</sup> lowest percentage of population which is disabled
- Highest percentage of population which is below poverty
- Highest percentage of population without access to a vehicle
- 2<sup>nd</sup> lowest median household income

Nashua is the urban core of the region and home to the most diverse population within southern New Hampshire. As with most urban areas, some portions of the city have a higher concentration of low income, elderly and disabled residents and thus a greater need for public transit and human services transit, such as in the urban core found in the downtown. The tracts straddling the north and south side of NH 111 and the east and west sides of Main Street are in the highest need for transportation services. Other areas ranking high for transit needs include the southeast corner of the City, along Amherst Street east of the F.E. Everett Turnpike and areas along NH 111.

The City is well served by the Nashua Transit System fixed route bus and associated demand response paratransit system. Additional transportation services are provided by human service agencies to their clients. Gaps do exist, however, especially for vulnerable individuals who need transportation to cancer, dialysis, and other important medical treatments.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## Pelham

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Pelham</b>	13,596	4,631	3,033	22.3	2,129	15.7	857	6.3	1,181	8.7	526	3.9	72	1.6	\$103,940	\$42,718
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- 6<sup>th</sup> highest percentage of youth population
- 6<sup>th</sup> lowest percentage of population 65 and older
- 5<sup>th</sup> highest percentage of population 75 and older
- 6<sup>th</sup> lowest percentage of population which is disabled
- 5<sup>th</sup> highest percentage of population which is below poverty
- 4<sup>th</sup> lowest percentage of population without access to a vehicle
- 6<sup>th</sup> highest median household income

Pelham is the most easterly community in the region and ranks in the middle of the pack for most existing conditions. The town is currently not served by public transportation. Pelham Senior Services provides a shuttle service for seniors to essential services. Fixed-Route transit service is not viable currently in Pelham.

However, with a reasonable number of persons 65-plus and several senior-restricted housing developments, it may be beneficial to provide on-demand services to the community for essential tasks and needs. Near future actions may include educational events at strategic locations which increase awareness of available services and organizations the Town could be involved with.

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## Wilton

	Total	Households	Under 18	%	65 and Over	%	75 and Over	%	Disabled	%	Poverty	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
<b>Wilton</b>	3,731	1,629	609	16.3	751	20.1	231	6.2	411	11.0	87	2.3	32	2.0	\$76,395	\$42,008
<b>Region</b>	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
<b>State</b>	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

*Source: US Census, 2019*

Highlights in comparison to the region:

- Lowest percentage of youth population
- 2<sup>nd</sup> highest percentage of population 65 and older
- 6<sup>th</sup> highest percentage of population 75 and older
- 3<sup>rd</sup> highest percentage of population which is disabled
- 4<sup>th</sup> lowest percentage of population which is below poverty
- 5<sup>th</sup> lowest percentage of population without access to a vehicle
- Lowest median household income

Wilton’s geographical location at the northwestern edge of the region and lack of direct access to major transportation networks pose a unique challenge to the community. Common destinations include Peterborough, as well as the Milford area and Nashua. Significant distance and time to travel to Nashua may limit ridership and cost-effectiveness of a fixed route. In fact, the 2019 Nashua Region Transit Expansion Study indicated that fixed-route service is not viable beyond the intersection of NH101A/101 in western Milford.

With a considerable percentage of their population 65 and older and a high percentage lacking access to a vehicle, there is a potential need for on-demand transportation services for essential destinations such as medical appointments and grocery shopping.

Souhegan Valley Rides offers demand response service in Wilton which helps meet the needs of senior citizens and those with disabilities.

## MEASURING PROGRESS

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The 2016 LCTP did not identify specific performance measures for tracking the progress of recommendations. An effort was made during this current planning process to ask providers, agencies, and municipalities about the progress they have made in the past 5 years towards providing transportation services to individuals in this region:

- Pelham Senior Services – Hired a fulltime driver in September 2016. Their ridership has continued to grow each year.
- SVTC – Has modified service delivery to provide additional desired destinations.
- Partnership for Successful Living – has added new vehicles and developed additional programs.
- Keystone hall – Hired an additional driver.
- NTS System - Replaced nearly their entire fleet of vehicles and started offering service to Walmart in Amherst, Hampton Beach, and the Polar Express.
- GSIL – Added more vehicles to their fleet.
- Opportunity Networks - Tripled the number of clients they serve, and they now provide 95% of their client's transportation. The remaining 5% are dropped off by providers or family members.
- Town of Amherst – Continues to support SVTC and subsidizes Souhegan Valley Rides bus pass.
- Town of Mason – has increased the number of volunteers that assist with transportation.
- Town of Milford – Continues to support SVTC and aids with SVTC passes, NTS passes, car repairs, taxi vouchers.

## INNOVATIONS

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Technological innovation is dramatically changing how transportation services are delivered in cities, towns and in rural areas. Smartphone mobility apps that passengers can use to access mobile coordination with Uber, Lyft, taxis and other on-demand and ride-hailing services and to access real-time bus information are a reality. For example, these technologies are allowing large providers of public transportation, such as the Massachusetts Bay Transit Authority (MBTA) to expand customer service options and reduce overall costs. A service in northern California for elderly individuals with mobility issues allows clients to use an online reservation system or call directly to schedule a ride in private vehicles driven by fully vetted drivers. In this region, NTS is hoping to begin a pilot study this year that will provide on-demand mobility services to seniors who currently drive, but in the near future may not have access to a personal vehicle and therefore could increase their risk of being homebound.

Moving forward, it will be important for the Nashua RCC to investigate emerging technologies, stay informed about advances in technology, and look for opportunities to incorporate innovations into the transportation system in this region.

The remainder of this section provides additional detail about the innovations mentioned above.

### **MBTA On-Demand Paratransit Pilot**

An FTA New Freedom grant provided funding in 2012 for the MBTA that led to a pilot program that began in 2016 in which MBTA began a rideshare pilot in partnership with Uber and Lyft. The purpose of the pilot is to both expand customer options and reduce overall program costs.

Pilot goals:

- Improve flexibility and mobility for paratransit customers
- Provide equal or better levels of service at a lower cost
- Identify the financial and operational feasibility of the new model
- Identify customers that could be more effectively served by on-demand transit options
- Test how trips can be converted from the RIDE to on-demand options on a longer-term basis

Innovative elements of the pilot:

- Pricing: Customer pays first \$2, the MBTA pays next \$13, and the customer pays the remainder of the trip's cost
- Ride ordering options:

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- Lyft allows for call-in ordering (speak to a human)
- Uber provided smartphones to customers

NRPC was not able to access precise data regarding how service has improved as a result of this pilot program for clients, but anecdotal information suggests the following:

- 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.

Important take-aways:

- The pilot program was able to create a direct connection between the rider and the provider. This kept MBTA's essential functions in the background and therefore reduced the number of "hoops" or obstacles a potential rider may have to go through.
- 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

## **SilverRide**

SilverRide is located in northern California. It is a concierge service that provides transportation to elderly clients who have mobility issues. Clients can use an online reservation or call SilverRide directly. Drivers use both SilverRide vehicles and their own personal vehicles to help provide the most appropriate vehicle and service to clients.

Clients are provided door-through-door service; meaning the drivers can help passengers through the doors of their residents and destinations, as needed. Rides are also provided to and from social and leisure activities like ballgames, museums, restaurant lunches, shopping, and walks in the park.

This service uses fully vetted drivers (fingerprinted, drug tested, background check). The drivers are trained to handle riders with dementia, blindness, essential tremors, Parkinson's, Alzheimer's and other conditions. It is reported that most rides take place in passenger vehicles because drivers are trained to assist with the transferring of clients from a wheelchair to the vehicle, as needed.

## **Nashua Transit System**

NTS has applied for FTA funding through the FTA Mobility on Demand (MOD) Sandbox grant program. The program recognizes the market for personal mobility is adjusting rapidly due to changing social and cultural trends, as well as technological advances such as smartphones, information processing, and widespread data connectivity. New mobility concepts and solutions like bike and car-sharing systems and demand-responsive bus services are providing travelers with flexible and convenient transportation options. These developments are impacting the traditional transit market and could also disrupt current business and funding models.

The NTS grant is intended to reduce wait times by providing mobile demand services and a passenger facing application with real-time bus information. The NTS administration recognizes that the key to its continued success is adapting to the future and offering comprehensive mobility solutions.

The grant will focus on providing on-demand mobility services to seniors who currently drive, but in the next 5-10 years may not have access to a personal vehicle and therefore could increase their risk of being homebound in the future.

The service is intended to roll out with 30 participants willing to collaborate with NTS on improved mobility options. Once established, NTS will increase the total number of participants to determine the maximum capacity of the service. The pilot service will use two small, low-floor cutaway buses to provide trips originating at the passenger's location. Then, depending on the passenger's destination and scheduling constraints, the trip will either connect to NTS fixed-route service at a hub or bus stop along a route or transport the passenger directly to their destination. NTS will produce a custom itinerary for every passenger. This itinerary will detail his or her connections and the fare required. The door-to-door nature of the service will overcome the first and last-mile challenges encountered by many elective and transit-dependent passengers.

NTS hopes to be rewarded this grant funding during the Spring of 2020 and the pilot service will begin sometime later in the year.



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Additional innovations by NTS have been to upgrade its fleet to include two hybrid diesel/electric buses and 10 compressed natural buses. Funding for these environmentally friendly and technologically advanced buses was provided primarily by the Federal Transportation Authority with additional contributions coming from the New Hampshire Department of Transportation and the City of Nashua.

## COMMUNITY NEEDS

Community needs could be defined as the gap between the transportation services currently being provided in the region and the additional services that are needed. An obvious example might be the need for public transportation in a community where older adults or disabled individuals have no means of getting around town. The purpose of the public outreach and community analysis components of this planning process has been to gather the information necessary to identify gaps in transportation service and therefore the specific transportation needs in our region.

### Existing Needs

To better clarify the findings from the planning process, identified needs were categorized based on the various stakeholders' perspectives, including transportation users, transportation providers, and those who support or assist with the facilitation of transportation services.

Community transportation riders are clients, patients, or members of the general public that use public and private transportation. Their needs are further subcategorized as users within the entire region, users within the NTS Service area, users within the SVTC service area, and users within Merrimack or Hudson. These geographic subcategories were chosen due to their unique challenges and needs like those including existing service, proximity to other transportation services or networks, and demographic composition.

Community transportation providers are agencies and organizations that directly provide rides or arrange and schedule transportation services. Some of these organizations include Partnership for Successful Living, Opportunity Networks, Pelham Senior Services, Plus Company, SVTC, NTS, and others.

Other agencies and organizations are those who may or may not provide some sort of transportation-related assistance, but it is not their mission. These agencies and organizations are specifically called out due to how significant community transportation is to their clients/patients; a majority of whom represent underserved populations (low-income, seniors and those with a disability). Some of these organizations include The Radiation Center of Greater Nashua, St. Joseph Hospital, Southern NH Medical center, SHARE, Nashua Soup Kitchen, and others.

The following is a list of unique community transportation needs that have been identified through this planning process. The needs are categorized by groups including users, providers and facilitators, and other organizations and medical facilities.

### Community Transportation User Needs

#### Regional Needs

- High priority needs for transportation to medical appointments, grocery stores, and pharmacies.
- Additional need for transportation to employment, education, job training, shopping, and after-school activities. As well as, social, cultural and other community activities.
- Need for transportation service hours to be adjusted or expanded to earlier in the day, later in the evening, and/or on weekend days, as possible.
- 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
  - Monadnock Community Hospital (MCH) – Peterborough
- Need for regularly scheduled service to destinations such as grocery stores, shopping and entertainment centers, and/or places with social interactions for those located outside of the NTS area.
- Need for local and regional coordination that includes all relevant stakeholders.
- Need for a centralized location and convenient access to comprehensive information about available transportation services and resources for riders, providers, facilitators, and relevant groups.

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- Need for increased outreach and awareness of the unique transportation needs of high school, college, and generally younger populations.
- Need to work with SCC and NHDOT to ensure coordinated efforts and build upon services like 211, etc.
- Improve and simplify application process for determining passenger eligibility for paratransit services.

## Within NTS Service Area

- Reduced wait times at fixed route bus stops.
- Reduced wait times between paratransit passenger drop off and pick up.
- Access to mobile platform options or integration with Uber, Lyft, taxis and other on-demand ride-hailing services, using a smartphone, tablet or other technologies.
- Access to real-time bus information using a smartphone, tablet, electronic ride boards or other technologies.
- Earlier start time for morning service and later service into the evening on weekdays and Saturday.
- Weekend service (especially to retail employment centers).

## Within SVTC Service Area

- Expanded public transportation service along the Route 101A corridor that connects employment centers within the greater Milford area with transit-dependent populations along the corridor and into Nashua.
  - Maintain the existing service to the Amherst Walmart
- Establish service to key destinations in Peterborough, the Monadnock Region, and Manchester.
- Reduce wait times between paratransit passenger drop off and pickup

## Within Merrimack and Hudson

- Need to evaluate and adjust paratransit services for destinations within each community and not just to and from Nashua.
- Daily or weekly service for Merrimack residents to destinations within Merrimack and to Nashua. Destinations may include locations that cater to grocery, shopping, entertainment, etc.
- Daily or weekly service for Hudson residents to destinations within Hudson and to Nashua. Destinations may include locations that cater to grocery, shopping, entertainment, etc.

## Community Transportation Provider Needs

### Agencies and Organizations

- 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.
- Develop a volunteer driver network.
- Recruit and retain volunteer drivers
  - Fostering private-public partnerships
  - Trip reduction through coordination of human services, travel training, and or intake procedures.

## Needs for Other Agencies and Organizations

### Agencies and Medical Facilities

- Easy access to comprehensive information about available transportation resources
- Funding for taxi vouchers, wheelchair rides, and other transportation modes.
- Coordinated transportation system that exclusively serves medical facilities.
- Simplified application process for determining passenger eligibility for paratransit services.

## STRATEGIES AND PROJECT LIST

This section provides strategies and a prioritized project list for addressing the community transportation needs that have been identified through input received from stakeholders through surveys, key informant interviews, project steering committee, Regional Coordinating Council (RCC) members, TTAC and NRPC Commissioners. The strategies and projects address the gaps in Community Transportation services that have been identified in this document.

The result of this planning process is a list of strategies and projects that are intended to provide guidance when applying for future funding. An outline of the resulting planning guidance is presented in the remaining part of this chapter.

### Transportation Services

- Increase access to transportation services for the elderly, disabled and other transit-dependent individuals to nonemergency medical appointments, pharmacies, grocery stores, adult daycare, employment, social services and activities, education and other important destinations.
  - Including fixed route, deviated fixed route, demand response, taxi and ride-hailing (Uber & Lyft).
  - Including curb-to-curb, door-to-door, door-through-door, and wheelchair assist services.
- Continue to support and grow the existing SVTC service within Amherst, Wilton, Milford, Mont Vernon, Hollis and Brookline and continue to offer service to Nashua.
- Increase the range and frequency of service of the public transportation network in the region beyond what already exists within the NTS and SVTC service areas.
- Improve paratransit service through innovative schedule adjustments.
- Adjust paratransit services to include regular weekly trips to grocery stores and pharmacies.
- Develop a service model along the Route 101A corridor in order to connect employment centers in the greater Milford area and Nashua.
- Establish regularly scheduled, and/or demand response service for residents of Merrimack and Hudson, to destinations within those communities, and to destinations in Nashua.
- Develop service options to critical destinations in Peterborough, including but not limited to, Monadnock Community Hospital, the future Nashua Community College satellite campus, and other destinations.
- Develop service options to critical destinations in Manchester, including, but not limited to, Elliot Hospital, Catholic Medical Center, and other destinations.
- Support Nashua Transit System capital projects that are planned, designed and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Projects could include vehicle procurement, vehicle rehabilitation (repairs), preventive maintenance, parts, radios and communication equipment, vehicle wheelchair lifts, ramps and securement devices, computer hardware and software, dispatch systems (Routematch), passenger facilities, enhancements and contracted services including ADA-complimentary paratransit services.
- Assist transit riders with improved access to both local and distant destinations through the development of an intermodal transportation network including demand management measures, access to park and ride lots, bike racks on busses and connections to future commuter rail stations.
- Expand public bus and rail service between cities.
- Continue to align NTS and MTA service stops along routes that overlap (i.e. Nashua Mall).
- Encourage the addition of meaningful connections between NTS and MTA where possible.
- Provide a transit connection from Nashua to the Lowell Regional Transit Authority bus stop in Hudson.

### Mobility Management

- Increase and enhance Nashua Regional Coordinating Council (RCC) activities by increasing membership and reevaluating RCC mission and goals.
- Establish regularly scheduled RCC meetings with updated stakeholders and definitive objectives.
- RCC to evaluate the existing framework and operations of human service agencies and medical facilities that already provide or assist with transportation-related services in an attempt to identify gaps, points of improvement and collaborative opportunities.
- Establish a coordinated system or designate an organization to manage and maintain community transportation information, communications among relevant stakeholders, and promote awareness.

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- Create a staff position within an agency or other entity whose responsibility is to facilitate access to transportation services by providing individual support to prospective and current passengers through application assistance, issue resolution, information & referral assistance, and related mobility management and coordination activities.
- Establish a coordinated system or designate an organization to explore the possibility of consolidating existing transportation-related assistance such as the purchasing of rides, funding, insurance, etc.
- Work with communities and individuals to create and manage their mobility options.
- Coordinate with medical facilities to provide information about transportation services that are available to their clients.
- Encourage the utilization of fixed-route services wherever reasonably possible.
- Cultivate partnerships with and between the local town welfare officers, SHARE Outreach Inc., other human services organizations, life skills training programs, local transportation providers and volunteer driver programs.
- Analyze utilization trends and community needs as the basis for developing service delivery modifications to improve access and availability.
- Research and planning related to the sustainability of the current transportation model (i.e. future integration and coordination of volunteer driver programs, need for cross-regional services, and potential non-Federal funding sources).
- Strengthen local and regional partnerships, and participate in the Nashua/Region 7 RCC in order to enhance communication and expand services available to senior citizens, residents living with a disability, and individuals with lower incomes.
- Strengthen participation with adjoining regions (RCC 5/6 and RCC 8/9) and with Northern Middlesex Council of Governments (NMCOG).
- Address opportunities for coordination between providers.
- Improve coordination with Servicelink and 211 about available transportation services and the updating of any resource materials, directories, or relevant transportation information.
- Lead Agency administrative support for Purchase of Service, Mobility Management, and associated compliance needs.
- Collect and analyze NHDHHS patient release data and integrate into future updates and plans.

## Education and Outreach

- Take advantage of the technical expertise and guidance of the Statewide Coordinating Council (SCC) to advance the coordination of available transportation services.
- Assist with general public education and outreach to transit-dependent populations and other stakeholders.
- Provide continuous education to existing and potential riders using marketing and public outreach regarding the benefits of using public transportation.
- Educate towns on the need for public transportation services and funding options. Education should include outreach to all members of the communities in the NRPC region including elected officials, town board members, potential clients, and the general public.
- Improve outreach efforts to the aging population, including those who can drive but may need community transportation services in the future.
- Improve outreach and surveying of younger populations so plans can better reflect the representative regional population.
- Engage youth in a discussion about transportation challenges facing youth in the Nashua Region, learn about different approaches to improving youth mobility, and brainstorm actionable strategies for addressing current shortcomings in youth transportation services.
- Engage medical facilities in a discussion about the unique challenges they face when patients are late or miss treatments, or face mobility difficulties upon being discharged.
- Publicize the Transportation Resource Directory and distribute it to medical facilities, agencies, town websites, and other locations.
- Regularly distribute transportation service information to relevant human service and medical organizations.
- Evaluate the use of Medicaid transportation and who is using it to determine what could be done better.

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## Volunteer Driver Network

- Support the continued development of a regional volunteer driver network.
- Develop a volunteer driver network for the greater Nashua area.
- Identify strategies and/or programs to improve volunteer driver recruitment and retention.
- Develop a streamlined process for vetting drivers and riders.

## Transportation Resource Directory

- Update the Transportation Resource Directory.
- Format for electronic and hard copy distribution.
- Providers should be vetted in order to ensure safety and reliability.

## Technology and Innovation

- Stay informed about advances in technology and look for opportunities to incorporate innovations into the transportation system in this region.
- Research and implement innovations in technology and equipment to reduce wait times.
- Provide mobile applications that passengers can use to access mobile coordination (smartphone, tablet, other technologies) with Uber, Lyft, taxis and other on-demand and ride-hailing services.
- Provide mobile applications (smartphones, tablets, other technologies) that passengers can use to access real-time bus information.
- Provide passenger access to real-time bus information using electronic ride boards and other technologies at transit centers and bus stops.

## Funding

- Work with local, regional, and other stakeholders to encourage the State of New Hampshire to provide transit funding.
- Continue to participate in the FTA Section 5310 Purchase of Service and Mobility management funding program.
- Build upon public-private partnerships such as the one between NTS and BAE that subsidized the NTS downtown loop between the High Street parking garage and BAE on Canal Street.
- Investigate the local viability of the Advance Transit/Dartmouth-Hitchcock/Dartmouth College funding model.
- Explore projects that could meet the eligibility requirements of the FTA - Public Transportation Innovation funding program (5312) that supports research, development, demonstration and deployment projects, and evaluation of technology of national significance to public transportation.

## FUNDING SOURCES

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Financing the construction, operation, and maintenance of public transportation systems involves many different types of funding sources, including federal and non-federal grants, cooperative agreements, loans, and revenue sources. Different types of financing arrangements such as leases and public-private partnerships have been used to fund the procurement of materials and activities.

The Fixing America's Surface Transportation (FAST) Act was signed into law in December 2015. The act, which supports transit funding through the fiscal year 2020, reauthorized FTA programs and included changes to improve mobility, streamline capital project construction and acquisition, and increase the safety of public transportation systems across the country.

This section outlines funding from a variety of sources, including the Federal Transit Administration (FTA), the NH Department of Transportation (NHDOT), local sources and private sources.

An important factor common to nearly all the federal funding programs listed below is that they require non-federal (local, state, or private) matching dollars. Securing adequate matching funding is a challenge for all transit systems in New Hampshire.

Municipal contributions are the foundation of the non-federal funding that public transit agencies rely on to match FTA dollars and other federal funding streams. Maintaining municipal contributions and growing them to keep pace with increasing costs of providing service is an ongoing challenge.

The following pages summarize funding sources that could potentially be used to support community transportation services in the Greater Nashua/ Souhegan Valley region.

### **United States Department of Transportation**

#### Federal Transit Administration (FTA) Urbanized Area Formula Program (Section 5307)

In Large Urbanized Areas with populations over 200,000, transit agencies are designated recipients of Section 5307 funding and receive funds directly from FTA. Apportionment of funding in Large UZAs is based on a combination of population, population density, and route miles of service. Until recently, in urbanized areas with populations greater than 200,000 could be used only for eligible capital and preventative maintenance expenses. However, beginning with MAP-21 in 2012, small transit agencies in Large UZAs have the flexibility to use up to 75% of their Section 5307 apportionment for transit operation.

This was a critical fix for NTS; Following the 2010 Census the Nashua NH-MA Urbanized Area crossed the 200,000-population threshold, and prior to the change in MAP-21, NTS would have lost access to FTA operating funding. Funds for the Nashua Urbanized Area are now divided up among NTS, CART (absorbed by MTA in 2019), and the Lowell Regional Transit Authority (LRTA) every year based on negotiation among the three transit agencies.

The Greater Nashua region is also potentially eligible to receive a limited amount of Boston Urbanized Area (UZA) transit funding because the Town of Pelham is within the Boston UZA. The funding would need to be spent on transit service in Pelham.

#### FTA Bus & Bus Facilities Program Grants (Section 5339, 5339B, 5339C)

The Bus and Bus Facilities grant program provides capital assistance for transit agencies to purchase new or used buses, as well as construct bus-related maintenance or passenger facilities. Section 5339 funding is available directly to the region through the Nashua Urbanized Area, while another pool of Section 5339 funding accrues to the State and is available annually through a competitive grant process. NTS is using this funding source to upgrade the Transit Center near Nashua City Hall and to purchase one CNG bus.

#### FTA Capital Assistance Program for Elderly & Disabled Persons (Section 5310)

This program provides formula funding directly to transit agencies (in areas over 200,000 in population), and to states for rural and small urban areas. The purpose of the program is to assist private-nonprofit groups and certain public bodies in meeting the transportation needs of elders and persons with disabilities when transit services are unavailable, insufficient, or inappropriate to meeting these needs.

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NHDOT manages a pool of Section 5310 funding used only for vehicle replacement and requires that applicants participate in regional coordination efforts where they exist. NTS participates in the Nashua Region Coordinating Council (RCC) and has used Section 5310 capital grants to purchase one paratransit van.

NHDOT allocates two additional amounts of funding that are tied to participation in the Nashua RCC:

1. Section 5310 Purchase of Service funding that is used to support the Souhegan Valley Rides Blue Bus demand-response service; and,
2. Section 5310 Formula Funding that supports mobility management priorities identified through the RCC.

The following table shows the trend in FTA funding available for NTS. A significant reduction in urbanized area formula funding occurred when the Nashua, NH region was designated as a large urbanized area (200,000 population) based on the 2010 Census. From a level of \$2.32 million across all funding categories in 2012, a reduction by 37% to \$1.45 million in 2015 had to be absorbed by NTS. Federal funding has drifted somewhat higher to a level of \$1.58 million in 2019, but this is still 32% off the peak level from seven years ago. Unless urbanized federal funding levels can be restored to previous levels through the next re-authorization of funding by Congress, maintaining present service levels will become increasingly difficult and the prospects for extending service to new areas will be limited. NTS is projecting a shortfall of funding in excess of \$400,000 in FY 2022.

Nashua Transit Annual Allocation of FTA Funds				
FY	FTA 5307	FTA 5310	FTA 5339	Total
2010	\$2,308,820	\$0	\$0	\$2,308,820
2011	\$2,313,797	\$0	\$0	\$2,313,797
2012	\$2,317,819	\$0	\$0	\$2,317,819
2013	\$1,487,477	\$129,659	\$159,093	\$1,776,229
2014	\$1,286,185	\$42,372	\$134,167	\$1,462,724
2015	\$1,273,139	\$41,813	\$132,628	\$1,447,580
2016	\$1,300,137	\$43,601	\$122,055	\$1,465,793
2017	\$1,297,250	\$69,615	\$125,337	\$1,492,202
2018	\$1,328,255	\$70,953	\$171,311	\$1,570,519
2019	\$1,419,563	\$0	\$159,926	\$1,579,489

## Federal Highway Administration (FHWA) Surface Transportation Program (STP)

Among the many USDOT funding streams, the Surface Transportation Program (STP) provides the greatest flexibility in potential uses. These funds are typically used for highway construction and are managed by the NHDOT. However, they may be used for any capital project, including transit vehicles and facilities, bicycle and pedestrian facilities. Nationally, 4%- 5% of STP funds are used for transit projects such as bus procurement or transit facilities, while the vast majority are used for highway projects. States or MPOs may elect to transfer (or "flex") a portion of STP funding for any projects eligible for funds under FTA programs except urbanized area formula (Section 5307) operating assistance. The program requires a non-federal share of 20%.

While the New Hampshire Department of Transportation has not frequently flexed FHWA funds for transit use, the supplemental pool of FTA Section 5310 funding for Purchase of Service described above was flexed from the Surface Transportation Program.

## Congestion Mitigation and Air Quality (CMAQ) Program

These funds are available to states for programs that reduce traffic congestion and improve air quality. All states receive CMAQ funds and since New Hampshire is in attainment for transportation-related air pollutants, the state's CMAQ allocation has been transferred to the Surface Transportation Program fund allotment.

CMAQ funding for transit can be used to purchase buses, vans or rail equipment; for transit passenger facilities; or for operating support for pilot transit services. Funding may be used for all projects eligible under FTA programs including operating assistance for up to five years. A non-federal match of 20% is required. New Hampshire CMAQ funds are typically available on a two-year cycle.

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Because of the requirement to demonstrate air quality benefits, when CMAQ funds are used for transit it is typically for fixed-route commuter transit, where it can be demonstrated that the bus is taking cars off the road. The NTS fixed-route service to the Walmart in Amherst is being funded through the CMAQ program. The route will be sustained for three years under this funding source but must then be funded through conventional FTA urban formula funds for service to be continued.

## Rural Transit Assistance Program (RTAP) (Section 5311(b)(3))

The Rural Transit Assistance Program (RTAP) provides funding to State Departments of Transportation through the Federal Transit Administration's 49 U.S.C Section 5311 Formula Grants for Other than Urbanized Areas (CFDA 20). Program funds are used to assist in the design and implementation of training and technical assistance projects and other support services tailored to meet the needs of transit operators in nonurbanized areas. The program does not fund operational or capital expenditures. There is no local match requirement.

In New Hampshire, the RTAP training program is administered by RLS & Associates, Inc. (RLS) under a contract with the New Hampshire Department of Transportation (NHDOT). Portions of several communities along the corridors that are being studied for expansion are outside of the Nashua UZA and therefore possibly eligible for projects that could be funded through the RTAP program.

## State of New Hampshire Funding

The State of New Hampshire contributes very little to support public transportation. According to the US Department of Transportation statistics for FY2016, New Hampshire ranks 49<sup>th</sup> in total public transportation funding for all states, including federal and state allocation. Public transit funds that are allocated the State of New Hampshire amount to only \$0.51 per capita, the lowest of the 6 New England states. The state has also historically contributed a 10% match toward capital bus purchases by public transit agencies. However, none of the state funding for public transit is used for operating expenses.

The table below compares New Hampshire's state funding levels with the other New England states. While it is not reasonable to make comparisons with the three states whose transit systems (including bus, light rail, and heavy rail) serve in large part either the Boston or New York City metro areas, the data shows New Hampshire lagging considerably behind the similar states of Vermont and Maine. Matching Maine's state funding for operating assistance level would help reduce one hurdle in transit expansion, the provision of 50% local match against federal operating assistance.

State	2017 Population	2017 State Funding	2017 Per Capita Funding	2017 State Funding for Operating	Per Capita Funding for Operating
Massachusetts	6,859,819	\$2,005,445,417	\$292.35	\$1,955,368,899	\$285.05
Connecticut	3,588,184	\$632,110,145	\$176.16	\$364,010,145	\$101.45
Rhode Island	1,059,639	\$57,309,695	\$54.08	\$48,420,242	\$45.70
Vermont	623,657	\$7,928,915	\$12.71	\$6,745,749	\$10.82
Maine	1,335,907	\$1,263,595	\$0.95	\$1,147,845	\$0.86
New Hampshire	1,342,795	\$679,318	\$0.51	\$0	\$0.00

Developing a dedicated source of state funding for public transportation has been a longstanding goal of the NH Transit Association, the state's regional planning commissions, and other organizations. Building support for increased State investment among policymakers will be key to any transit expansion in the Greater Nashua region.

## Local Funding Sources

Municipal contributions form the core of the non-federal funding that NTS relies on to match FTA dollars and other federal funding streams. The majority of the NTS fixed-route transit system operates within the City of Nashua and therefore contributions by the City are an important component of the non-federal funding match.

If transit service were to be expanded along the corridors analyzed in this study, multiple municipalities would be expected to provide some portion of the non-federal match for capital and operating expenses of the system.



# LOCALLY COORDINATED TRANSPORTATION PLAN

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Developing relationships and funding commitments with those communities, maintaining municipal contributions and growing them to keep pace with increasing costs of providing service will be necessary and challenging.

One means of generating local funding is local vehicle registration fees. Beginning on July 1, 1997, in addition to the motor vehicle registration fee collected, the legislative body of a municipality may vote to collect an additional fee for the purpose of supporting a municipal and transportation improvement fund. The additional fee collected can be up to \$5.00. Of the amount collected, up to 10 percent, but not more than \$0.50 of each fee paid, may be retained for administrative costs. The remaining amount will be deposited into the municipal transportation improvement fund to support improvements in the local or regional transportation system including roads, bridges, bicycle and pedestrian facilities, parking and intermodal facilities and public transportation.

Use of the local option fee has several advantages as a local funding source for public transportation; it is established as a dedicated source of funds for transportation, it is stable from year to year and not subject to an annual appropriations process, and, it has the capacity to raise sufficient amounts of money to fund the local match obligation of an expanded fixed-route transit service.

## Business Support

There are examples nationally, and some in New Hampshire, of businesses supporting transit systems. In Nashua, for example, BAE Systems provided support for the Route 11/Downtown Connector. There is a clear incentive for BAE to provide this support because it allows employees to park in downtown Nashua parking garages, travel the rest of the way to the BAE downtown facility, and therefore reduce the need to build expensive additional employee parking on site. Ridership on this route has not met expectations and BAE is no longer providing a share of the funding. NTS intends to discontinue this route.

In the Upper Valley of New Hampshire, Dartmouth Hitchcock Hospital and Dartmouth College are major supporters of Advance Transit, the regional public transportation system. Other businesses in the Upper Valley have contributed funds toward a capital fund drive to obtain a local match for federal funds. In Manchester, the Manchester Transit Authority has generated matching support from supermarkets for weekly shopping shuttle services. If a transit system significantly improves access for its clientele, then a business may choose to support that transit system.

Many transit systems bring in additional dollars through the sale of products and services. One of the most common sources of such income is the sale of advertising space inside or outside the vehicles. NTS generates revenue in this way which is then used to partially fund the non-federal funding match requirement.

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

## APPENDICES

### Tract Level Existing Conditions, 2018

Tract Number	Tract Location	Total Pop.	Households	Under 18	%	Over 65	%	Over 75	%	Disabled*	%	Poverty**	%	Households with No Vehicle	%	Median Household Income	Per Capita Income
101	Nashua	5,038	2,025	903	17.9	970	19.3	375	7.4	588	11.7	271	5.4	37	1.8	\$93,194	\$45,634
102	Nashua	7,808	3,259	1,423	18.2	687	8.8	202	2.6	546	7.0	532	7.2	78	2.4	\$76,191	\$41,292
103.01	Nashua	4,691	1,928	927	19.8	884	18.8	344	7.3	285	6.1	260	5.5	15	0.8	\$106,744	\$51,652
103.02	Nashua	4,282	1,788	776	18.1	848	19.8	505	11.8	633	14.8	287	6.8	240	13.4	\$80,291	\$37,935
104	Nashua	5,233	2,015	1,345	25.7	720	13.8	246	4.7	552	10.6	729	14.2	93	4.6	\$66,277	\$37,822
105	Nashua	4,030	1,764	733	18.2	277	6.9	139	3.4	811	20.2	951	23.7	240	13.6	\$39,444	\$24,116
106	Nashua	5,690	2,492	1,196	21.0	681	12.0	304	5.3	869	15.3	701	12.3	408	16.4	\$47,283	\$26,782
107	Nashua	1,507	858	145	9.6	324	21.5	248	16.5	621	42.8	385	26.5	386	45.0	\$21,585	\$22,137
108	Nashua	7,679	2,962	1,975	25.7	728	9.5	215	2.8	1,375	17.9	2,152	28.0	685	23.1	\$35,654	\$23,763
109	Nashua	6,486	2,298	1,505	23.2	977	15.1	490	7.6	786	12.5	313	5.0	84	3.7	\$68,795	\$27,697
110	Nashua	4,990	1,787	812	16.3	866	17.4	385	7.7	694	13.9	234	5.1	64	3.6	\$81,943	\$39,165
111.01	Nashua	3,459	1,791	543	15.7	252	7.3	86	2.5	262	7.6	290	8.4	36	2.0	\$70,295	\$41,049
111.02	Nashua	3,234	1,758	370	11.4	410	12.7	166	5.1	341	10.5	463	14.3	185	10.5	\$65,370	\$36,346
112	Nashua	7,055	2,878	1,264	17.9	1,387	19.7	649	9.2	859	12.2	178	2.6	14	0.5	\$119,601	\$60,479
113	Nashua	4,633	1,519	869	18.8	1,050	22.7	524	11.3	404	9.4	267	6.2	36	2.4	\$98,646	\$35,979
114.01	Nashua	5,307	2,130	938	17.7	1,060	20.0	465	8.8	618	11.6	136	2.6	181	8.5	\$98,438	\$47,472
114.02	Nashua	5,182	1,938	1,176	22.7	630	12.2	224	4.3	677	13.1	310	6.0	68	3.5	\$88,851	\$43,362
115	Nashua	2,302	1,084	270	11.7	646	28.1	308	13.4	501	21.8	161	7.0	53	4.9	\$59,730	\$35,006
121	Hudson	8,414	3,002	1,835	21.8	1,224	14.5	360	4.3	753	8.9	119	1.4	72	2.4	\$110,142	\$46,215
122	Hudson	7,591	2,962	1,448	19.1	1,421	18.7	578	7.6	1,151	15.2	857	11.3	65	2.2	\$70,455	\$34,623
123	Hudson	9,180	3,054	1,998	21.8	1,348	14.7	648	7.1	805	8.9	202	2.2	110	3.6	\$110,885	\$44,639
131	Litchfield	8,538	3,019	2,015	23.6	1,183	13.9	312	3.7	711	8.3	286	3.3	0	0.0	\$97,051	\$41,622
141	Merrimack	5,829	2,721	1,074	18.4	1,080	18.5	543	9.3	739	12.8	426	7.4	226	8.3	\$66,573	\$42,958

# LOCALLY COORDINATED TRANSPORTATION PLAN

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Tract	Tract Location	Total Pop.	Households	Under 18	%	Over 65	%	Over 75	%	Disabled*	%	Poverty**	%	Households with No Vehicle	%	Median HH Income	Per Capita Income
142.01	Merrimack	5,994	2,112	1,256	21.0	641	10.7	217	3.6	460	7.7	218	3.7	22	1.0	\$123,421	\$50,912
142.02	Merrimack	6,267	2,319	1,520	24.3	788	12.6	207	3.3	649	10.4	125	2.0	0	0.0	\$103,308	\$43,862
143	Merrimack	7,725	2,882	1,647	21.3	1,038	13.4	335	4.3	823	10.7	184	2.4	29	1.0	\$111,241	\$45,670
151	Amherst	5,191	1,885	1,367	26.3	848	16.3	232	4.5	355	6.8	75	1.4	56	3.0	\$135,195	\$63,374
152	Amherst	6,119	2,127	1,443	23.6	1,098	17.9	421	6.9	544	8.9	78	1.3	28	1.3	\$147,522	\$58,871
161	Milford	3,388	1,272	843	24.9	526	15.5	222	6.6	332	9.8	111	3.3	30	2.4	\$101,471	\$38,325
162.01	Milford	6,953	3,122	1,202	17.3	1,301	18.7	724	10.4	822	12.1	346	5.1	279	8.9	\$59,107	\$32,732
162.02	Milford	5,228	1,874	1,437	27.5	665	12.7	93	1.8	374	7.2	88	1.7	34	1.8	\$97,303	\$43,121
171	Hollis	7,880	2,954	1,844	23.4	1,255	15.9	506	6.4	441	5.6	95	1.2	21	0.7	\$132,500	\$62,329
180	Brookline	5,298	1,715	1,522	28.7	578	10.9	154	2.9	307	5.8	56	1.1	44	2.6	\$138,092	\$50,185
185.02	Mason	1,540	578	312	20.3	230	14.9	62	4.0	174	11.3	65	4.2	6	1.0	\$106,833	\$42,926
190	Wilton	3,731	1,629	609	16.3	751	20.1	231	6.2	411	11.0	87	2.3	32	2.0	\$76,395	\$42,008
195.01	Lyndeborough	1,703	655	296	17.4	316	18.6	92	5.4	159	9.3	61	3.6	20	3.1	\$90,938	\$45,137
195.02	Mont Vernon	2,533	864	539	21.3	370	14.6	133	5.3	201	7.9	109	4.3	23	2.7	\$113,125	\$44,911
2001	Pelham	4,857	1,668	1,101	22.7	715	14.7	311	6.4	334	6.9	279	5.8	38	2.3	\$106,184	\$42,775
2002	Pelham	4,412	1,466	1,021	23.1	642	14.6	251	5.7	311	7.0	127	2.9	0	0.0	\$90,081	\$39,788
2003	Pelham	4,327	1,497	911	21.1	772	17.8	295	6.8	536	12.4	120	2.8	34	2.3	\$118,090	\$45,643
Region	-	211,304	81,651	44,410	21.0	32,187	15.2	12,802	6.1	22,814	10.8	12,734	6.1	4,072	5.0	-	-
State	-	1,343,622	531,212	262,563	19.5	227,984	17.0	92,269	6.9	167,644	12.6	102,352	7.9	27,300	5.1	\$74,057	\$38,548

\*Disabled populations derived from the total civilian noninstitutionalized population; this population represents 210,191 persons in the NRPC Region.

\*\*Poverty populations derived from the population for whom poverty status is determined; this population represents 208,959 persons in the NRPC Region.

Source: US Census, 2019

# LOCALLY COORDINATED TRANSPORTATION PLAN

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## Transportation Directory

Provider Name	Description	Eligibility	Areas Serviced	Hours of Operation	Trip Types	Adv. Notice	Fare	ADA Vehicle	Address	Phone
American Cancer Society	Volunteer drivers provide transportation for cancer patients to their treatments and home again.	Cancer Patients	Statewide	9:00am - 5:00pm	Door-to-door transportation for cancer treatments	48 Hours	No Fee	No	2 Commerce Drive, Suite 110, Bedford, NH 03110	(603) 472 - 8899
American Medical Response (AMR)	Non-emergency medical transportation.	No Restrictions	Statewide	Mon - Sun Open 24 Hours	Demand Response	24 - 48 hours	Varies with insurance	Yes	380 West Hollis Street, Nashua, NH 03060	(603) 641 - 1800
Armistead Home Care	Transportation services for seniors and people with disabilities for groceries and other errands.	Elderly or People with Disabilities	TBD	TBD	Demand Response	Varies	Contact Provider	TBD	10 Northern Blvd. #18 Amherst, NH 03031	(866) 284-1912
Ascentria Care Alliance	Home care that also provides transportation to appointments as part of the program.	Elderly or People with Disabilities	Merrimack County	M-F 8:30am to 5:00pm	Demand Response	Must Enroll First	Contact Provider	Yes	261 Sheep Davis Road, A-1, Concord, NH 03301	(603) 224-8111
Boston Express	Transportation services for the general public with handicap accessible vehicles.	No Restrictions	Central NH to and from Boston, MA	Sun-Fri: 4:30am - 10:00pm, Sat: 4:30am - 8:00pm	Fixed Route	Same day scheduling available	Varies	Yes	7 Langdon Avenue, Concord, NH 03301	(603) 845-1999
CareGivers, Inc.	Volunteer driver network provides transportation to medical appointments for elderly or disabled.	62+ and/or disabled	Hillsborough County	M-F 9:00am to 2:00pm	Disability Related Transportation, Medical Appointments Transportation, Senior Rides Programs	2 weeks	No Fee	Yes	Main Office: 19 Harvey Road, Bedford, NH 03110 Nashua Satellite Off: 491 Amherst St., Nashua, NH 03064	Main Office: (603) 622 - 4948 Nashua Satellite Office: (603) 595 - 4502
Care Plus	Medical transportation services to healthcare facilities and New Hampshire communities	Nursing program oriented?	Statewide	Mon - Sun Open 24 Hours	Demand Response	Varies	Set Fee	Yes	1502 Columbia Circle, Merrimack, NH 03054	Dispatch: (800) 899 - 8331 Business Phone: (603) 424 - 8910

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

Caring Hands	Provides transportation services for school-aged children with disabilities.	School-aged children with a disability				Must sign up first	Varies	Yes	614 N Mast St, New Boston, NH 03070	(603) 487-2768
Contoocook Valley Transportation Company	Volunteer drivers that provide transportation for people who do not have access to transportation because of age, ability, economic situation, or other limiting circumstances. Trips include non-emergency medical, social service appointments, and trips to the grocery store and pharmacy.	Elderly, disabled, low income	Antrim, Bennington, Dublin, Frankestown, Greenfield, Greenville, Hancock, Jaffrey, New Ipswich, Peterborough, Rindge, Sharon and Temple.	Varies	Demand Response	Must sign up first	No Fee	No	375 Jaffrey Road, Suite 3, Peterborough, NH 03458	(877) 428 - 2882
Derry-Salem Cooperative Alliance for Regional Transportation (CART)	Brokerage transportation service in the greater Derry-Salem area.	No Restrictions	Chester, Derry, Hampstead, Londonderry, and Salem	M - F 8:00am - 4:30pm *Service not available on weekends or holidays	Fixed route and Curb-to-Curb demand-response transportation	Shuttle: none Curb-to Curb: several days, no more than 14	Curb-to-curb ranges from \$3.00 to \$5.00 one way. Shuttle rides are free.	Yes	50 Nashua Road, Suite 102, Londonderry, NH 03053	Administration: (603) 623-8801 Schedule a Ride: (603) 434 - 3569
Disabled American Veterans	Transportation for medical services only through the Manchester VA Medical Center.	NH Veterans	Statewide	M-F 8:00am to 4:00pm	Demand Response	As much as possible	No Fee	Yes	VARO-Norris Cotton Fed. Building, 275 Chestnut Street, Room 515, Manchester, NH 03101	(603) 624 - 4366 Ext. 6427
Easter Seals NH Special Transit Service (STS)	Door-to-door transportation with passenger assistance available	The frail and isolated elderly and individuals with special needs or disabilities.	Greater Manchester Area	M-F 10:00am to 2:00pm	Demand Response	Minimum of 3 days, can call months in advance	No Fee	Yes	555 Auburn Street, Manchester, NH 03103	Schedule a Ride/Info: (603) 668 - 8603 Administration: (603) 623 - 8863
Eastern Ambulance Service	Non-emergency medical transport and wheelchair transportation.	No Restrictions	Merrimack Valley	M-F times vary with availability	Demand response	3-5 days	\$70 each way for up to 10 miles. \$5/mi	Yes	12 Walnut Hill Park, Woburn, MA 01801	(781) 246 - 5223

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

							for additional miles			
Elliot Hospital	Medical appointment transportation, medical transportation for the elderly, and disability related transportation.	Membership	Hillsborough County	M-F 8:00am to 5:00pm	Demand Response	Call well in advance, first come first serve basis	\$7.50 one-way	Yes	1070 Holt Ave Manchester, NH 03109	(603) 663 - 2405
FISH	Volunteer driver service	Residents of Amherst, Milford, Wilton, Lyndeborough, or Mont Vernon	Amherst, Milford, Wilton, Lyndeborough, Mont Vernon, Nashua, Manchester, Merrimack, and Peterborough	M-F 9:00am to 4:30pm	Must be medical related	4 business days	No Fee	No	Milford, NH 03055?	(603) 673 - 7372
Gentle Care Ride	Transportation for seniors, medical patients, and the disabled to medical appointments. Some forms of non-medical transportation provided as well.	No Restrictions	Greater Manchester and Nashua areas	M-Sat 9:00am to 5:00pm, Sunday by appt.	Demand Response, Door-to-Door	24 hours, can do emergency 12-hour notice	Varies with Service	Yes	379 Amherst Street, Nashua, NH 03063	(423) 541-5450
Granite State Independent Living	Non-emergency medical transportation and wheelchair van transportation.	Adults with disabilities	Southern NH	7 days a week	Demand Response	3 Days to Two Weeks	No Fee	Yes	14 Celina Ave, Unit 14, Nashua NH 03065	(603) 228 - 9680
Living at Home Senior Care	Home services for seniors.	Elderly	Anywhere client is willing to pay for	Up to 24 Hours a Day	Demand Response	Several days	\$32/hour and \$1.00/mi for wheelchair van; \$22/hour and \$0.60/mi otherwise. Minimum of 2-hour trip. \$22/hour for wait time	Yes	10 Northern Bld. Unit 18, Amherst, NH 03031	(603) 546 - 6060

# LOCALLY COORDINATED TRANSPORTATION PLAN

For the Greater Nashua and Milford Region

Manchester Transit Authority	Fixed route bus system with associated ADA demand response.	No restrictions for public bus, must apply for paratransit	Manchester and parts of Nashua, Concord, Goffstown, Bedford, and Hooksett	M-F 5:30am - 7:30pm, Sat 9:30am - 6:00pm	City Bus and Paratransit/Senior Demand Response	At least 24 hours, service provided on advanced reservation basis	Varies, senior and disability discounts	Yes	110 Elm Street, Manchester, NH 03101	Main: (603) 623 - 8801 Hearing Impaired: (800) 735 - 2964
Milford Taxi	A taxi service company based in Milford, NH	No Restrictions	Hillsborough County	Varies	Taxicab	No	Varies	No	4 West Street, Milford, NH 03055	(603) 672 - 3344
Nashua Express Transportation	Non-emergency medical and personal transportation.	No Restrictions	Southern NH and Northeastern Mass	7 days a week	Demand Response	Must Join the Program	Varies	Yes	17 Long Ave, Nashua, NH 03064	(508) 840-1820
Nashua Transit System	Fixed route bus system with associated ADA demand response.	No restrictions for public bus, must apply for paratransit	Nashua, NH	M -F: 6:00am - 11:00pm Sat: 9:00am - 11:00pm	City Bus, Paratransit and Senior Services	2 days to two weeks for demand response	\$1.25 for Adult, discounts for children, veterans and individuals with a disability	Yes	11 Riverside Street, Nashua, NH 03062	(603) 880 - 0100
New Hampshire Department of Health and Human Services	Transportation to dental and medical services for Medicaid recipients	Medicaid Recipients	Statewide	M-F 9:00am - 5:00pm	Demand Response	Must Enroll First	Wellsense and NH Healthy Families plan members fee is covered	Yes	129 Pleasant Street, Concord, NH 03301	(603) 271 - 3770
New Hampshire Department of Transportation	Rideshare Program - carpool matching to identify possible rideshare opportunities to work only.	No Restrictions	Statewide	N/A	Carpool	Must Join the Program	No Fee	No	7 Hazen Drive, Concord, NH 03301	(603) 271 - 3734
S.K. Taxi	A taxi service company that provides local transportation via taxicab in Nashua, NH. Also provide airport transportation.	No Restrictions	Greater Milford and Nashua areas	Mon - Sun Open 24 Hours	Taxicab	No	Varies	No	14 High Street, Nashua, NH 03060	(603) 882 - 5155

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Souhegan Valley Transportation Collaborative	Wheelchair accessible rides for non-emergency healthcare and social service appointments, and for fundamental activities, such as grocery shopping and pharmacy errands.	Must be a resident of Amherst, Brookline, Hollis, Milford, Mont Vernon, or Wilton	Amherst, Brookline, Hollis, Milford, Mont Vernon, Wilton	M-F 8:00am to 6:00pm	Demand Response	48 Hours	\$2.00 each way. Vouchers Available.	Yes	P.O. Box 753 Hollis, NH 03049	880 - 0100 Ext. 1
Southern New Hampshire Services	Service provides much-needed transportation in rural Greenville. The service does not go door-to-door. Those requesting transportation must come to Greenville Falls Senior Housing. 9-passenger van. Drivers are volunteers.	Elderly and disabled	Greenville / Greenville Falls Senior Housing	Monday-Friday, hours vary depending on availability of volunteer drivers	Grocery shopping, medical appointments, social services and social events	Sign-ups up to one month in advance; dependent on space available at time of sign-up	\$0.40 per mile	Yes	56 Main St., #33, Greenville, NH 03038	Leta Markham (603) 878-1964
St. Joseph Community Services, Inc.	Transportation services that are primarily directed at bringing eligible individuals to and from their nutrition sites. Additional transportation needs as funding and service hours permit.	Individuals over 60, homebound, or disabled	Manchester, Merrimack, and Hillsborough locations	Varies with funding	Demand Response	Must Enroll First	No Fee	Yes	390 Daniel Webster Hwy, PO Box 910, Merrimack, NH 03054	(603) 424 - 9967



## Record of Public Comments

## REFERENCES

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