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DEPARTMENT OF TRANSPORTATION*



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Date: February 27, 2025

**SFY2024 Addendum to State Coordinating Council (SCC) Annual Report**

**Purpose:**

Per [RSA 239 – B:4](#), “The SCC shall annually report its findings, progress, and any recommendations for proposed legislation to the governor, the speaker of the house of representatives, and the president of the senate by November 1 of each year. The report shall cover the state fiscal year ending June 30 of the same year.” It is acknowledged that the report is late, but this is meant to augment the SFY2021-SFY2023 “Annual” Report to bring the reporting timeline back in line in preparation for a report in SFY2025 that will be planned for delivery in fall 2025.

**Findings:**

*Website:* The creation of the [www.KeepNHMoving.com](http://www.KeepNHMoving.com) website, which went live in May 2024, is seen as a huge step in NH’s attempt to have a “one stop shop” for the travelling public who need any manner of rides. Initial feedback has been very positive, with regions working to ensure all provider partners are engaged and accurately listed prior to advancing with planned outreach efforts in SFY2025.

*Healthcare:* The issue of transportation as it relates to healthcare has risen as a priority issue. The SCC’s Healthcare Taskforce took shape in SFY2024 with the purpose of bringing high-level stakeholders together to look at the intersection of public health, healthcare and transportation. This will be a long-term effort that will ideally help improve health outcomes and reduce costs associated with missed appointments.

*Medicaid:* While NH DHHS has been a valuable partner at the Healthcare Taskforce table, SCC remains concerned that the disconnected administration of funding, e.g., Medicaid vs Federal Transit Administration (FTA) create barriers to efficiency within the state. While the federal government encourages coordination in terms of service delivery, it defers to the states to determine how, or if, that is done.

**Recommendations for Proposed Legislation:**

The SCC recommends that the legislature/governor funds/conducts a study to determine how state agencies can coordinate service delivery in NH to ensure efficiency and ease of access for customers. For example, currently, Medicaid-eligible customers must book rides with one of two Medicaid brokers in NH. Non-Medicaid-eligible passengers, including seniors and individuals with disabilities, can often book rides with their local transit agency, senior center, or volunteer driver program. Often, customers eligible for Medicaid simply prefer to avoid the brokerage system and instead book rides via those other means. That places an administrative and financial

burden on those non-Medicaid transportation providers. Ideally, a study will eventually lead to a coordinated system of delivery that will allow for a seamless “braiding” of funding sources.

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Thank you for the opportunity to present this (addendum to the) annual report.

# **2021 - 2023 ANNUAL REPORT**

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NEW HAMPSHIRE  
**STATE COORDINATING COUNCIL**  
FOR COMMUNITY TRANSPORTATION

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# INTRODUCTION

## Message from Our Chair, Jesse Lore

Transportation is the lifeblood of our communities and our economy. It connects us to our friends and family, our jobs and our doctors, and to the cities, towns, and rural areas that make the Granite State such a wonderful place to live, work and play. And yet many of our citizens struggle to access reliable transportation options in and across their communities.



As we began to emerge from the COVID-19 pandemic at this time in 2021, disparities in transportation access for people with disabilities, seniors, veterans, Black and Indigenous People of Color, and other disadvantaged and underserved populations came more clearly into view. It was around this time that New Hampshire adopted the Blueprint for Mobility Management, and implemented an innovative approach to solving transportation challenges across the state. Mobility management focuses on meeting people's transportation needs through a wide range of options and service providers. The Blueprint created a network and system to operationalize this approach, and federal pandemic relief funds helped to support and grow it.

The State Coordinating Council (SCC) has long convened dedicated transportation professionals from the DOT, the regional transit agencies, the planning commissions and the community action programs. One of the lessons of the pandemic was the importance of the concept of social determinants of health (SDOH); transportation access means health care access. This provided the opportunity to more deeply engage with the Department of Health and Human Services to increase coordination, share resources, and increase transportation options for

## *Introduction*

people in need. This collaboration has yielded greater efficiencies across state programs, and ultimately it has provided better transportation and health care services for the people in our state.

At the heart of this new system is the tireless efforts of the Mobility Managers themselves. These transportation professionals not only connected people with rides, they also built new programs, secured new funding sources, performed extensive outreach, and collaborated to break down barriers to transportation within and across regions. This exciting and important work is documented here in this report.

Jesse Lore

Chair, New Hampshire State Coordinating Council

## **Duties of the State Coordinating Council (SCC)**

### *239-B:3 Duties*

The SCC shall:

1. Develop, implement, and provide guidance for the coordination of community transportation options within New Hampshire so that the general public, in particular citizens in need of access to essential services and activities, can access local and regional transportation services and municipalities, human service agencies, and other organizations can purchase shared ride coordinated transportation services for their citizens, clients, and customers.
2. Set statewide coordination policies for community transportation, establish community transportation regions, encourage the development of regional coordination councils, assist other regional efforts as needed, and monitor the results of statewide coordination.
3. Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
4. Solicit and accept donations for funding to implement and sustain community transportation.

### *Section 239-B:4 - Reports*

The SCC shall annually report its findings, progress, and any recommendations for proposed legislation to the governor, the speaker of the house of representatives, and the president of the senate by November 1 of each year. The report shall cover the state fiscal year ending June 30 of the same year.

**The capstone achievement of these last two years of work to implement Mobility Management in New Hampshire is the creation of a website,**

**[www.KeepNHMoving.com](http://www.KeepNHMoving.com).** This incredible resource brings together all of the community transportation resources in our state in a beautiful, easy to use platform that integrates

trip planning, service descriptions, transportation system overviews, and points of access for consumers, transit professionals, case managers, and the general public. Transport NH, a key leader and stakeholder in this project, led the effort to create this powerful tool, and was assisted by the Mobility Managers, Transit Agencies, Regional Lead Agencies and other SCC stakeholders in these efforts.

As long as there are people in our state who cannot access their communities because of barriers to transportation, there will be more work to do. But the achievements of the SCC in the last three years demonstrate that we can provide better, more accessible, more coordinated transportation options. New Hampshire's Mobility Management Network, in partnership with health and transportation stakeholders throughout the state, holds great promise for our people, our communities, and our economy.





# MOBILITY MANAGEMENT NETWORK

Another accomplishment that was funded from the Covid-19 Disparities Grant during this time period was the creation and implementation of the **Statewide Mobility Manager Network**.

## What is Mobility Management?

The FTA (Federal Transit Administration) explains that mobility management is “an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and people with low incomes. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system.”

This approach to service design and delivery is both customer centric and customizable to meet the specific needs of the agency and community.

Mobility managers also work across sectors with partners to understand people’s transportation needs, and together expand, discover, then assist in the creation of the new or expanded services that respond to those needs.

It begins with a community vision in which the entire transportation network- public transit, private operators, cycling and walking, volunteer driver programs, and others works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community’s needs.

## **So what does a mobility manager do?**

- Mobility managers serve as a regional travel navigator, they produce materials about all of the transportation options available in their communities.
- Participating in the coordinated transportation plan process and other planning efforts (for example: health needs, education, workforce and job development, etc.).
- Attending community meetings to discuss transportation options
- Meeting with decision makers to educate and inform about transportation needs and resources.
- Coordinating with local stakeholder groups including hospitals and medical centers, local school systems, real-estate developers, major employers, etc., on gaps in transportation services and resources to address.
- Establishing and/or participating in data collection activities to understand transportation needs/resources/impact of public transportation within the community.

## **How did the mobility management network get started in New Hampshire?**

Building off of the 2016 NHDOT State Coordination Plan, and working with partners from the NH Department of Transportation, (NHDOT) State Coordinating Council (SCC) NH Department of Health and Human Services (DHHS) and many other key stakeholders, partners [a Blueprint for Implementation for the NH Statewide Mobility Management Network](#) was formed and adopted in 2022. This blueprint is a living document that will periodically be updated by the SCC as work advances and the network matures. Woven through the document is guidance and requirements for implementing the network at the state and regional levels.

## *Mobility Management Network*

The mobility manager network blueprint is intended to deliver improved result on concrete performance measures and build program sustainability into every phase of development. This network has been transforming transportation systems in NH, building networks, collaboration and partnerships that create better outcomes for all people in the state.

### Activities:

Since the Mobility Manager Network implementation, there have been thousands of outreach events attended by the mobility manager network, that have not only assisted with bringing awareness to the transportation options in each region, but also advocating for transportation providers has allowed the transit providers/agencies to focus on operations.

# COMMUNITY TRANSPORTATION

## About Community Transportation

Community transportation is about creating inclusive, accessible, and sustainable options that benefit everyone. Whether it is enhancing social connections, reducing traffic congestion, promoting environmental friendly communities, community-based solutions play a vital role in shaping our transportation landscape.

Public transportation for instance is more than just buses that people see in their communities and assume they are for older adults. These vehicles provide transportation to health care, education and jobs for all residents.

The work accomplished from 2021 to 2023 has shown just how community transportation and the coordination with partners has started to benefit residents reliant on other forms of transportation in New Hampshire.

One of the many partnerships that has been prospering is the work with the [NH Alliance for Healthy Aging \(NHAHA\)](#).

The NHAHA team with the assistance of Volunteer Driver Programs (VDP) from across the state initiated a statewide volunteer driver recruitment effort. The volunteer driver programs saw a decline in drivers coming out of COVID. During this effort video's were produced and aired on WMUR, and on the AHA website.



Stay active and give back | NHAHA  
Transportation Volunteer Driver Initiative

30K views • 1 year ago



People helping the community | NHAHA  
Transportation Volunteer Driver Initiative

56K views • 1 year ago



Nice people, making a difference | NHAHA  
Transportation Volunteer Driver Initiative

37K views • 1 year ago

## **Funding Challenges**

When we discuss public transportation and the need to expand public transportation the discussion always turns to the funding gap within New Hampshire for transit systems.

Promoting stability and further development of support and resources for New Hampshire's public transit systems is crucial for ensuring accessible and reliable transportation services for residents across the state. Let's delve into some key aspects:

### **1. Funding Challenges**

- Public transit in New Hampshire serves as a lifeline for people of all ages and demographics. However, the federal funding that these transit systems heavily rely upon is not keeping pace with the growing demand and rising service costs.
- To maintain and enhance public transit services, significant increases in public funding are critically needed.
- Currently, over 50% of the states population live in the 42 communities served by public transportation.
- Demand for improved public transit options, especially for older adults and individuals with disabilities, is a common theme in public input sessions and survey results.
- Improving transportation access enables older adults to age in place with dignity as well as maintaining their independence which aligns with the current New Hampshire Plan on Aging recommendations.

### **2. ADA Mandated Service**

- New Hampshire transit agencies face a rapidly increasing demand for federally mandated complimentary Americans with Disabilities ACT (ADA) paratransit service, particularly as our state continues to age rapidly and the need for trips to/from dialysis treatments grows.
- This specific on-demand service is for individuals with disabilities who cannot use regular fixed route bus service. It is to be provided as a compliment to fixed-route bus services, as required under the ADA.

- For example, COAST (the public transit agency serving the New Hampshire Seacoast) has seen an 880% growth in demand for mandated ADA services from 2008 to 2018, with a corresponding 744% increase in costs.
- Unfortunately, federal allocations of transit funds have not risen accordingly, placing the burden on transit agencies to raise other funding to support the rising demand, or cut fixed route services to reduce exposure to costly complementary ADA service.

### **3. Economic Development and Land Use**

- When New Hampshire residents can access jobs, education, and the services they need to succeed, they make a positive contribution to their communities and the the state economy.
- Yet transportation is often the missing link. Public & Community Transportation providers are vital partners for business, education, healthcare, and social services across the state.
- Businesses considering relocating to New Hampshire often inquire about public transit accessibility as that is frequently how their employees commute to work.
- By in large, fixed-route bus services in New Hampshire are limited to hourly frequencies or more, even during peak commuting periods.

**In summary, investing in public transit stability, funding, and accessibility is essential for New Hampshire's future generations and overall community well-being.**

# VOLUNTEER DRIVER PROGRAMS

NH Volunteer Driver Programs (VDP) are becoming well-known and appreciated for their work, primarily in the smaller communities where other public transportation is unavailable. Thanks to the coalition activity of the Volunteer Driver Program Network, administered by Jeff Donald, Regional Mobility Manager for Region #10, the Seacoast area, and the NH Alliance for Healthy Aging (NHAHA) Transportation Workgroup.

The VDP Network has been meeting quarterly since 2021 to discuss issues of importance. Again and again, the greatest need for all programs was attracting more volunteer drivers. On the heels of Covid-19 years, some VDP's unfortunately closed while many more were rebuilding their rosters of drivers, and staff. Jeff shared these issues with the NH Alliance for Health Transportation Workgroup. The conclusion was to devote time and funding to a statewide marketing initiative with one focus, volunteer driver recruitment.

Millennium Agency worked with a team of volunteer driver providers, regional mobility managers, and staff of NHAHA to develop a marketing plan through radio, print, social media, and television. The plan launched in the summer of 2022. VDP's were able to use the videos of TV commercials on their own websites, as well as print advertising. Millennium created a new section on the NHAHA website specifically for VDP's with an interactive map of the State of NH where people could go to find volunteer driver opportunities.

## 2022 Numbers



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**640** Active Drivers  
**162** New Drivers  
**30,124** Requested Trips  
**620,006** Miles Traveled  
**35,432** Volunteer Hours  
Donated

# PUBLIC TRANSPORTATION IN NEW HAMPSHIRE

In the State of New Hampshire there are 5 rural, 2 small urban, and 1 large urban transit agencies. Rural is defined as areas with populations under 50,000, small urban between 50,000 and 200,000, and large urban as over 200,000.

The last three years have seen a near complete recovery from the pandemic induced system closures that New Hampshire's transit systems experienced in 2020. At the time of this report most systems are seeing pre-pandemic ridership numbers, and some are experiencing better than expected ridership due to expansions and routes changes.

As the pandemic impacts lessened, it seemed that they were replaced with labor shortages, rolling stock supply chain disruptions, price escalations, and rising inflation. In some cases the results were disruptions in service. Fortunately, most of the service disruptions were temporary and now in the past.

Through coordinated efforts and the support of both the state and our local communities in addition to strong funding provided by FTA and our Congressional representatives, we were able to tackle each of these in turn. That is not to say that challenges do not remain. But I think it's fair to say that public transit is in a stronger position as we entered 2024 than it has been in many years.



While causing significant challenges, the pandemic also provided the opportunity for the transit systems to adapt and adjust both service provision and vehicle maintenance procedures which have resulted in a cleaner, safer fleet and more flexible and accommodating service models deployed across the state. Agencies installed physical barriers and have permanently improved their cleaning procedures, which not only mitigates transmission of viruses/bacteria, but also simply provides a better quality passenger experience. Based on passenger feedback from surveys these efforts have been greatly appreciated by passengers and have significantly enhanced passenger satisfaction.

All systems are operating full service with no route suspensions caused by a driver shortage in place as of this update. systems have been able to hire and train new drivers and restore the dependability and reliability we were known for. You can now once again trust that the bus will come for your trip to work, school, food shopping, doctor, etc. that allows our passengers to fully embrace transportation independence.

By utilizing recent funding increases received from Federal Transit Administration and the State of NH and coordinating with local partners through the Regional Coordinating Council network, the five rural providers have not only been able to stabilize and improve existing services, additional strategically important service expansions have been implemented. These service expansions have happened in key areas of the state like

- The business hub of the Upper Valley in the greater Lebanon area,
- The commuter corridor in Central NH between Concord and Laconia,
- Improved connections for residents in Sullivan County to Dartmouth Hitchcock, and Dartmouth Coach,
- Increased shopping shuttles for rural housing facilities in Cheshire County and,
- Vital medical facilities in the Great North Woods in the Colebrook area.

# NH STATE COORDINATING COUNCIL

The New Hampshire State Coordinating Council has identified the following recommendations as crucial to the goal of coordinated community transportation within the State of NH.

Work in partnership with the Coordinating Council on Access and Mobility (CCAM) notes the below goals should be implemented in our state plan:

**Goal #1:** Improve access to community through transportation

**Goal #2:** Enhance cost-effectiveness of coordinated transportation

**Goal #3:** Strengthen interagency partnerships and collaboration with state, local, and industry groups

**Goal #4:** Demonstrate innovative coordinated transportation

# REGION 1

## GRAFTON-COOS COUNTY REGIONAL COORDINATING COUNCIL

The mission of the Grafton-Coos County Regional Coordinating Council (GCRCC) is the development of a diverse system of transportation options in the Grafton-Coos Region.

The GCRCC's objectives include:

- Transportation accessible to all; inviting to all ages and all walks of life;
- Collaboration among human service agencies, municipalities, businesses, and citizens;
- Expanded public transportation services and options, including volunteers, carpooling, taxi services, and rail, bicycle and pedestrian paths; and
- Transportation within the counties and connections with other regions.

### **GCRCC Highlights**

Following the launch of the Mobility Management Network and the receipt of a \$300,000 Covid Disparities Grant aimed at addressing transportation challenges, the GCRCC promptly initiated actions. This involved identifying gaps in transportation and strategizing ways to utilize the funding to expand available services and develop new sustainable means of transportation. As a result, several initiatives have been introduced into Coos and Grafton County, which are highlighted below.

## **Vehicle Repair Program**

The Subsidized Vehicle Inspection and Repair Program has been devised and implemented to cater to the needs of the workforce and students. In collaboration with the North Country Chamber of Commerce, the program aims to ensure that individuals can maintain their employment or education by safely and legally driving their vehicles, while also facilitating access to essential services necessary for daily living. Pre-qualified individuals are entitled to a complimentary inspection valued at \$45. If their vehicles do not pass inspection, they are eligible for financial assistance of up to \$1000.00 in repairs to ensure compliance and keep them on the road. Participating service centers in Coos County include C4 Automotive, Northern Tire, and Berlin City Auto Group.

This project represents an extension of the collaboration between the North Country Chamber of Commerce, Tri-County Community Action Program, and the GCRCC. It specifically targets the population of Coos County, encompassing those who are employed and enrolled in school within Coos County. Through this initiative, the availability of the program is expanded to better serve the needs of the community.

## **Volunteer Driver Program (VDP)**

Tri-County Transit is set to reintroduce a Volunteer Driver Program (VDP) in Coos County, offering an array of services such as door-to-door assistance, feeder services, and general transportation services to the public. Volunteer drivers will facilitate trips to non-emergency local and long distance medical appointments, shopping outings, and other errands. This program caters to individuals who lack access to transportation due to factors such as age, ability, economic circumstances, or other limitations. By availing themselves of this service, riders will experience reduced reliance on family and friends, maintain their independence, and exhibit less hesitation in scheduling vital

## *Region 1: Grafton-Coos County*

medical or social service appointments. Moreover, they will have the opportunity to access healthier meal options and experience decreased anxiety surrounding their transportation needs.

In close collaboration with North Country Healthcare, local senior communities, low-income housing initiatives, and other local Employment Security Offices, Tri-County Transit is committed to meeting the transportation needs of individuals seeking transportation to work or classes. Transportation services are viewed as a collaborative effort involving all members of the community. Anticipating requests from local communities for trips to destinations such as grocery stores, libraries employment offices, and social service appointments, Tri-County Transit emphasizes that these trips extend beyond purely medical purposes. Efforts will be made to coordinate these trips with the existing Public Transit Service to ensure comprehensive coverage. Due to increased demand, there is a pressing need for volunteers who can accommodate ore local and long-distance trips currently not adequately served by exiting transportation services.

### **Expansion of Services from Grafton County Senior Citizens Council (GCSCC)**

The Grafton County Senior Citizens Council (GCSCC) offers free, accessible, on-demand transportation services at seven of the eight senior centers in Grafton County. The senior center in Orford does not provide transportation yet. The people that GCSCC serves reside in some of the most rural and remote areas of the region. Transportation service would help those residents access their local senior center for social interaction; medical appointments to access care for physical and mental health; grocery stores; pharmacies; libraries; and other essential destinations.

GCSCC is planning a pilot program to offer transportation at no cost for residents of Orford and the neighboring town of Lyme (the two towns served by the Orford senior center). We anticipate that will lead to a permanent transportation program in this region.

## **Advance Transit (AT) Expansion of Services**

In Fall of 2023, Advance Transit (AT) took a significant step forward by expanding its public bus services to include later evening and Saturday service. This expansion was a strategic move aimed at enhancing access to public transportation and better meeting the transit needs of the community. AT remains committed to providing a fare-free resource that not only expands mobility but also grants access to essential health and community services.

The impact of these service expansion was evident through the increased ridership observed during the initial months. In September 2023, the extended schedule accounted for 10.3% of the total ridership, indicating a notable demand for the

evening and Saturday services. furthermore, compared to the previous year, ridership during September and October 2023 witnessed an impressive 8.2% increase, highlighting the effectiveness of the expanded service in meeting the community's transportation needs.

Advance Transit's outreach and engagement efforts have also yielded positive results, particularly in the realm of social media. Engaging content related to the evening and Saturday service has garnered significant attention, as evidenced by a recent boosted social media post attracting over 400 reactions to a paid advertisement, not to mention organic engagement with the post.

## **GCRCC Goals**

The primary focus of the GCRCC's overarching goals is the expansion of transportation services and partnerships, alongside fostering positive collaborations among service providers. The recruitment of new and engaged members is crucial for the sustained success of the GCRCC. Given the limited number of transportation providers in the region, the target audience for membership outreach will include community members and organizations affected by the existing gaps in our transportation system within Region #1. Establishing compelling reasons for increased membership and active participation will be a collaborative endeavor.

*Region 1: Grafton-Coos County*

Effective collaboration ensures the efficient pooling of resources, minimizes duplication of efforts, and ensures that transportation services are delivered in a coordinated and efficient manner to address the diverse needs of the population. While collaboration is often promoted, it sometimes amounts to mere words or gestures with minimal tangible effort from involved parties. Therefore, securing the involvement of organizations that genuinely espouse the “community” ideology will be crucial for the GCRCC.

Building upon the positive momentum gained by the council this year, we eagerly anticipate seeking additional funding to support ongoing innovative transportation projects and any future endeavors.

# REGION 2

## CARROLL COUNTY REGIONAL COORDINATING COUNCIL

The Carroll County Regional Coordinating Council is made up of a network of transportation providers and stakeholders tasked with addressing and solving transportation challenges within Carroll County. The Council has had many guests over the past 2 years and all meetings are always open to the public. Members and partners include but are not limited to the North Country Regional Planning Commission, Mount Washington Valley Chamber of Commerce, and many others.

### **CRCC Goals**

The CCRCC is committed to expanding membership further into Southern Carroll County as well as continuing to encourage positive collaborations amongst providers to help increase ridership. With the positive momentum the council has gained this year, we look forward to sourcing additional funding for the innovative transportation projects that have been introduced into Carroll County.

### **Growth in Transportation Services and Partners**

Following the launch of the Mobility Manager Network and the \$300,000 received as part of a COVID Disparities Grant to address transportation challenges, the CRCC quickly went to work. Part of this work was to identifying gaps in transportation and ways to utilize the funding that would help expand



## *Region 2: Carroll County*

existing services, and develop new sustainable means of transportation throughout the region. A number of initiatives have been introduced into Carroll County as a result of these conversations.

### **CCRCC highlights**

A Subsidized Vehicle Inspection Program was born through a partnership with the Mount Washington Valley Chamber of Commerce. Often times a barrier to employment or schooling can be vehicle repairs, in an effort to keep folks on the road and employed we made this program a priority. This program allows those employed or enrolled in school to qualify for a free vehicle inspection as well as up to \$1000 in repairs to meet inspection. Since int's inception the program has been able complete and schedule to keep 86 residents of Carroll County on the road when they otherwise wouldn't have been able to continue driving their vehicles. This program should be able to assist a total of 100 people served by the end of May 2024. For more information:

<https://www.visitmwv.com/chamber/subsidized-low-income-vehicle-repair-program>.

Carroll County ReCycled which is a bicycle co-op also came to fruition; partnering with the Gibson Senior Center, Project Bike Tech in the local High School and several local bike shops. CCRCC aims to provide an alternate means of transportation by taking in used bikes, having them serviced and re-distributing them community for free. Whether it be children learning to ride, everyday transportation or seniors looking to improve quality of life through recreation, there have been over 100 bikes donated back out to the communities in Carroll County. For more information: Check out the Carroll County ReCycled Facebook Page.

Also identified was a lack of transportation contributing to the recidivism rate in Carroll County Correctional Facility. Another partnership born. Carroll County

## *Region 2: Carroll County*

Adult Education, Carroll County Dept. of Corrections, Project Bike Tech, and our previously developed bike co-op working together to bring a certified bike technician class into the correctional facility for eligible inmates to participate in. These students are provided an opportunity to learn the trade, provide serviced bikes to inmates and community members. Another perk of this program is after the student graduates they continue work with Carroll County Adult Education with resume writing, as well as ensuring employment upon release. CCRCC is celebrating 4 students so far graduating from this program. There are already additional classes scheduled for the future.

Carroll County RSVP was a sub recipient of funding from this grant as well to use for Volunteer Driver recruitment, and increase their mileage reimbursement. They were also able to hire an additional staff member to assist with increased ridership. With the recruitment efforts they are able to provide transportation options for residents in southern Carroll County.

Tri-County Transit is also working on a media campaign to help recruit, and train additional volunteer drivers for areas, and riders that RSVP is not able to accommodate.

# REGION 3

## MID-STATE REGIONAL COORDINATING COUNCIL

The Mid-State Regional Coordinating Council (Mid-State RCC) which includes Belknap and Merrimack Counties (excluding Hooksett) and including the towns of Deering, Windsor, and Hillsborough in Hillsborough County, held thirteen committee meetings during FYS 2021 through 2023, all of which were open to the public. Meeting locations varied between Concord and the Lakes Region and typically include a virtual option using Zoom meeting platform. The Mid-State RCC membership is currently at eighteen member organizations and one citizen member. CAPBM continues to serve as Lead Agency for the Mid-State Region.

The RCC continues to support and advise four programs supported with the FTA Section 5310 funding. These four programs are the Volunteer Driver Program which serves the entire region, the Rural Transit Service Expansion Program which provides demand-response, shared-ride service to disabled under 60, the Taxi Voucher Program and the Mobility Manager's position.

Region 3 is also home to Concord Area Transit, an FTA Section 5311 funded program, providing fixed-route public bus service in the Concord area, the complimentary ADA bus serving individuals with disabilities  $\frac{3}{4}$  mile around the fixed-route service and Concord Senior Transit demand-response serving residents 60 years or older in Bow, Boscawen, Concord, Pembroke and Suncook.

## **Innovations in Transportation NADTC Grant Award**

In 2020, Community Action Program Belknap Merrimack Counties Inc. was chosen as one of just ten grantees nationwide to be awarded a grant through the National Aging and Disability Transportation Center Innovations in Accessible Mobility grant program. The funds provided CAPBM Transportation Services the opportunity to develop a cohesive marketing and rebrand following the merger of Concord Area Transit, and the Rural Transportation Service into a cohesive transit system. During this rebranding, the Rural Transportation Service was renamed Mid-State Transit (MST) after the advisory committee for these services, the Mid-State Regional Coordinating Council. Also, part of this makeover was wrapping the buses in their new brand to advertise and help identify them as they move through their communities, creating two new brochures/riders guides and installing route maps at the bus shelters.

## **DHHS Health Disparities Grant**

Region 3 was one of the 5 of the rural regions in NH that received a grant award in FY22. The projects supported by this grant are listed.

### **1. Driver retention differential pay.**

- At the onset of the pandemic, CAPBM lost several employees and others expressed concern about continuing employment as a “front-line employee.” CARES funds provided differential pay during the pandemic, which proved extremely helpful in retaining staff. Hourly labor rates have increased significantly leaving our driver pay rates below par making it exceedingly difficult to compete with other driver opportunities. This funding will be used to enhance transportation staff wages at CAPBM and Granite State Independent Living with the objective of retaining staff. Once these funds were exhausted, CAPBM secured a permanent driver wage increase.

## **2. Transit Passenger Technology Enhancements**

- Original Request and scope: Today's public transit riders and potential riders are looking for technology enhancements when using public transit services such as "find my bus" and infotainment systems. In addition to real-time bus location and auto-generated stop announcements, this system will also allow essential information to be shared with the public via tv-type screens on the buses. Rapidly changing information, such as we witnessed throughout the pandemic, can be updated immediately reaching the population faster and in real-time.

## **3. Enhance existing rideshare software.**

- Original Request and scope: In partnership with NH's planning commissions, NH through CommuteSmartSeacoast and CommuteSmartNH, invested in ridesharing matching and reward software tool to encourage "greener" commuting through rewards. It provides one online location for transportation resources for commuters or other professionals working with vulnerable populations, to find alternative transportation options such as public transportation, bike paths, car and van pools, EV station locations, park and rides, and tips for working from home and more. Many lost their jobs due to the pandemic and are looking for employment. This software is one more tool in the toolbox to assist not only commuters but anyone, including vulnerable populations, find transportation options. This funding will allow additional flexibility to the tools offered, improvements to the site and/or extended access to the tools.

## **4. Radio, Print, and TV Ads.**

- Original request and scope: This funding will be used to help us reach Region 3's most vulnerable populations through advertising.

## 5. Elimination of Bus Fares

- Original request and scope: We eliminated bus fares at the beginning of the pandemic allowing more separation between drivers and passengers. This
- proved beneficial as we did not have any outbreaks among staff or ridership that were related back to the buses. Fare-free transportation will allow continued distancing keeping our drivers safe from hand-to-hand contact with riders. In addition, this removes the cost barrier to transportation for those financially impacted by the pandemic. All CAPBM transportation services remain fare-free.

### Volunteer Driver Program:

This program has a part-time coordinator, funded through Section 5310 funds. Drivers received training on Defensive Driving, and how to utilize scheduling software to effectively match available drivers with those needing rides. Since the program started in late 2011, the volunteer driver program has provided over 50,000 rides to medical appointments. Ridership for the last three years is as follows:

VDP Program Year	# of One-Way Trips	# of Paratransit VDP Trips
2021	3321	111
2022	2285	121
2023	1787	54

## **Mobility Manager**

Mid-State RCC continues to support the regional Mobility Manager position. The Mobility Manager is a key part of the coordination and community outreach efforts by Mid-State RCC. Utilizing and supporting a regional mobility manager has been a priority for the Mid-State RCC Region 3 for years and is listed specifically in the most recent Regional Coordinated Transportation Plan (2019); Goals 1, 3 and 4. It is also recommended in the 2016 NH Statewide Coordination of Community Transportation Service Plan Final Report published January 2017, pg. 100-102. In FY22, the Statewide Coordinating Council for Community Transportation established the statewide Mobility Management Network.

Mobility management is a transportation strategy that prioritizes customer needs, and the meeting of these needs through the coordinated use of a variety of providers. Example of the positive impact a mobility manager can have in a region is showcased in the following example: At the onset of NH's Stay at Home order during the COVID-19 pandemic, the mobility manger was able to execute a "Shopping For Seniors" program using volunteer shoppers and senior transit buses to bring groceries to public transportation dependent senior & disabled riders, allowing this most vulnerable population to stay safely at home. This program ran April 1 – June 30, 2020.

With the advent of the statewide Mobility Manager Network in FY22, the VDP Peer-to-Peer Network expanded to include all the VDPs across the state and continues to meet quarterly. The Mobility Manager maintains the Mid-State RCC website at [www.midstatercc.org](http://www.midstatercc.org), and its Facebook page. Concord Area Transit's website is [www.ConcordAreaTransit.com](http://www.ConcordAreaTransit.com) and its Facebook page at <https://www.facebook.com/concordareatransit>.

### Mid-State Transit Program

Mid-State Transit (aka Rural Transportation Service) is Region 3's fully assessable demand response transit system providing transit service to residents 60 years of age or older and adults with disabilities under the age of 60. Before moving this service to the transportation services program, this service was run out of the 5 CAPCM senior centers. Transportation Services took responsibility for this program at the end of calendar year 2019 to improve efficiency and expand transit access. Since taking over this program, MST has provided more than 60,000 trips. The service saw a 46% increase in trips from FY21 to FY22 and a 32% increase from FY22 to FY23. The program continues to grow ridership year after year. FY 2023 saw trip numbers at a 5-year high and so far, FY24 is looking like it will surpass the FY23 numbers.

Year	MST # of Trips
2021	8352
2022	12185
2023	16073

### Taxi Voucher Program

In July 2016 Mid-State RCC launched a pilot Taxi Voucher program for the Merrimack County Department of Corrections (MCDOC) Successful Offender Adjustment and Reentry (SOAR) Program. The intent of the MCDOC SOAR is to provide support during this period so that individuals who are 60 years and older or with disabilities can successfully complete the program and



### Region 3: Mid-State

reintegrate into society. Without transportation, individuals remain disconnected from society, which forces them to return to MCDOC after release for failing to meet the programs expectations. Starting in FY22, the Taxi Voucher Program expanded the program to include Merrimack County Human Services allowing clients of the County Navigators program and MC Mental Health Court access to the taxi services. TVP provided 263 taxi rides in FY 2021, 286 taxi rides in FY 2022 and 57 rides in FY23

Year	Taxi Voucher Program # of Trips
2021	263
2022	286
2023	53

### Current RCC Membership

- Vincent Pagano, Central NH Regional Planning Commission
- Terri Paige, Vice-chair, Community Action Program Belknap-Merrimack Counties, Inc.
- Toni Marshall, Concord Cab Company, LLC
- Frank Caron, Department of Corrections, Merrimack County
- Roger Vachon, EngAgingNH
- Laura Rundell, Friends Program-RSVP
- Susanne Peace, Future in Sight (fka NH Association for Blind)
- Travis Colby, Lakes Region Mental Health Center
- Carrie Chandler, Helping Hands of the Lakes Region, and Wesley Woods Senior Living
- Derek Lavoy, Granite State Independent Living

### *Region 3: Mid-State*

- TBD, Interlakes Community Caregivers, Inc.
- Rebecca Bryant, Lakes Region Community Services
- Sean Chamberlain, Lakes Region Planning Commission
- Jessica Riendeau, Merrimack County Human Services
- Tammy Carmichael, Partnership for Public Health
- Jane Alden, Town of Tilton
- Tom Schamberg, Chair, Town of Wilmot
- Andrew Harmon, Resident of New Hampton
- Regional Mobility Manager: Cindy Yanski (CAPBM)

# REGION 4

## SULLIVAN COUNTY REGIONAL COORDINATING COUNCIL

Over the last year and a half, Region 4 received a 2019 Covid-Disparities Grant of \$250,000.00. These funds are being used for the purpose of transportation and meeting the needs of those that have been dramatically impacted. Area businesses and organizations were able to reach out to me and discuss their needs for funding. They then went through a process of documentation needed to be submitted to the RCC and then final approval thru DHHS. Once submitted and approved or denied we were able to move forward with their proposals and funding.

Sullivan County now has 3 public EV Charging Stations and soon to be more!

- Claremont @ Barn Cafe
- Newport @ Key Chevrolet
- Grantham @ The Mossy Lodge

*“As the Regional Mobility Manager for Region 4 Sullivan County, I help with an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. I focus on meeting individual customer needs through a wide range of transportation options and service providers as well as coordinating services and providers to achieve a more efficient transportation service delivery system.*

*You may ask “How can I help support this role?” It would be by interacting in Regional Coordinating Council Meetings and events related to transportation in Sullivan County as well as sharing any information that you may feel can help add mobility to our neighbors who may be limited in how they can get around town. Transportation is in very high demand and that comes with challenges – however, as a team we can collaboratively work on solutions.”*

Candy Reed, Region 4 Mobility Manager

### **Sullivan County Regional Coordinating Council (SCRCC)**

We currently have 24 members and representatives representing 18 organizations. We are always looking for more to join our team. We have met 7 times within the last year and look forward to our meetings in 2024.

Our goals for 2024 include:

- Increase ridership on local transit, i.e. potential expanding of the hours for the Lebanon Bus
- More publicity for Volunteer Driver Programs in Sullivan County
- Recruit from other communities not currently members
- Expand engagement with communities that have high transit needs that are not being met currently
- Explore collaboration between RCC and local schools to support transportation needs of youth & families experiencing homelessness.

**Successful programs in Sullivan County:**

Bike/Pedestrian/Rail Trails are becoming very popular in Sullivan County. Rob Walker and many others have been huge advocates for all things bike ped and rail trails. They have a following and bike events are put on that bring many people to our region which helps create revenue for Sullivan County. The Region 4 advocates have spent many hours on the trails as well as working with the county to gain access from one town/city to another with the hope of connecting a trail system throughout Sullivan County.

**Feel good stories: JS Automotive Car Repair Program:**

Region 4 initiated a program to help with car repairs by partnering with JS Automotive. JS has 3 locations across the county and people can apply for up to \$1000 worth of automotive work to bring their car into compliance with state inspections. Applicants must be employed/have a job offer or be enrolled in school, and the car must be within 3 months of the inspection expiration. JS works with each client to maximize the dollars and fix the car to make it road ready. One of the first clients to be helped by this program needed his car repaired so that he could gain employment. He sent an email to JS Automotive stating, "There are no words to express my gratitude. I thank you all from the bottom of my heart." He was able to secure a job!!!

# REGION 5

## MONADNOCK REGIONAL COORDINATING COUNCIL

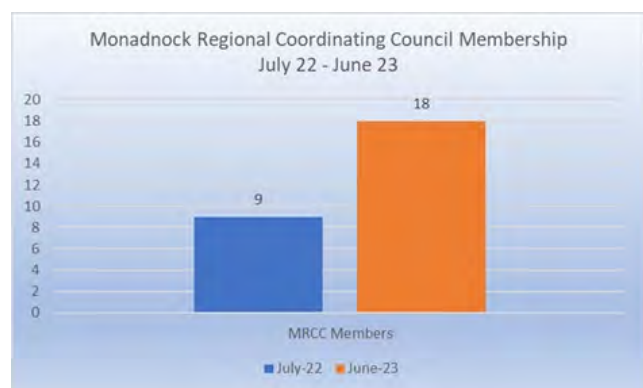
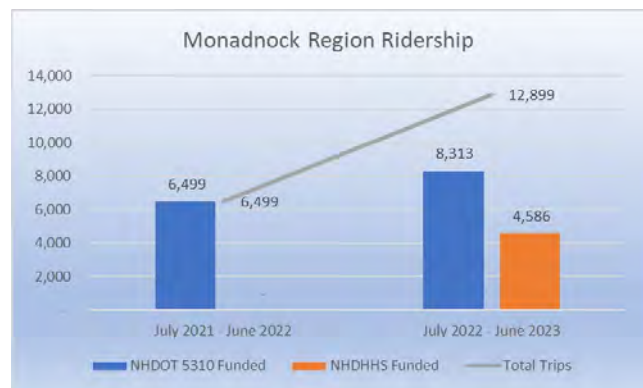
### Growth in Transportation Services, Growth in Partnerships

In December 2021, following the launch of the Statewide Mobility Management Network, the MRCC conducted a Rural Transportation Equity Forum to gather input on potential community transportation improvement projects and identify opportunities for improved

collaboration. 34 stakeholders from across the region participated in the forum. One aim of the Forum was to encourage stakeholders to respond to a Solicitation for Project Proposals, making available \$390,000 in funding to implement MRCC project priorities and address COVID-19 disparities.

The MRCC utilized \$390,000 and additional resources offered through the Statewide Mobility Management Network to significantly expand both membership and community transportation services in the

Monadnock Region. Along the way, the MRCC produced many landmark accomplishments. Most significant among them was an increase of nearly 100% in the number of public transportation trips



provided during FY 2023 as compared to FY 2022. Efforts were strengthened through the MRCC's community engagement activities which went well beyond recruiting new members, rallying 19 new community partners to support transportation improvements and develop a roadmap for expanding public transportation services to currently unserved populations and areas of the vastly rural Monadnock Region.

### **MRCC Highlights**

In addition to establishing new and expanding existing transportation services, the MRCC's accomplishments included:

- New and expanded transportation services – Expanded both frequency of services and service area of HCS shopping shuttle; established youth transportation program to enable children from low-income households to participate in after school programs offered by Keene Housing Kids Collaborative partners; and in the wake of the COVID pandemic, substantially increased the Region's volunteer driver corps through Community Volunteer Transportation Company (CVTC) and Keene Senior Center (KSC) outreach campaigns.
- Conducted and published the Microtransit Feasibility and Fixed Route Transit Service Plan Design Assistance Study (Transit Study). The Transit Study examined population and transit system needs and established a framework for expanding transit and community transportation services to better serve communities beyond the greater Keene area. Funding was secured to implement a follow up transit project to evaluate and identify an appropriate transit operating and governance model to implement the route alternatives specified in the Transit Study. The project was launched in July 2023.

## Region 5: Monadnock Area

- In unison with the Transit Study, completed and published a volunteer driver program (VDP) study focused on identifying strategies related to two objectives: 1) identify strategies for VDPs to expand transportation services to a broader cross section of the Monadnock Region population (youth, low-income families, adults under age 60, traditionally marginalized ethnic and racial groups), and 2) reduce the number of unmet need rides caused by unavailability of volunteer drivers.

*“With additional financial and operational resources from the SCC and its partners, the MRCC experienced a doubling of both ridership and membership during the past two years. This shows that when additional resources are brought to bear, more partners are willing to come to the MRCC table in the interest of creating a more robust community transportation network for the region’s residents.”*

Frank Dobisky, MRCC Chair, Thomas  
Transportation

## Members

MRCC members and partners demonstrated their commitment to collaboration through strong attendance and robust discussion at 21 full council meetings and seven subcommittee meetings during the two-year period. All meetings were open to the public.

- Frank Dobisky, Thomas Transportation (Chair)
- Charlie Pratt, HCS (Vice Chair)
- Mary Jensen, Keene Senior Center (Secretary)
- Jennifer Robinson, Cheshire County (Treasurer)
- Ellen Avery, Community Volunteer Transportation Company
- Suzanne Bansley, Cheshire County
- Kathy Baird, RSVP Volunteer Center
- Erica Alusic-Bingham, Southern New Hampshire Services
- Alberta Bronson, The Lukas Community
- Alice Cable, SAU 60
- Kristin Kostecki, Meals on Wheels of Hillsborough County
- Sally Malay, Keene Housing Kids Collaborative
- Meghan Marcucci, Keene Family YMCA
- David Meader, Citizen Member
- Jennifer Robinson, Cheshire County
- Daniel Smith, Keene Family YMCA
- Lisa Steadman, Liberty Mutual
- Charles Weed, Keene State College



## Region 5: Monadnock Area

Keene Housing Kids Collaborative (KHKC) shows appreciation for Thomas Transportation driver, Mark Healey. Healey is pictured with Anna Crosby, KHKC Youth Services Administrator. He is also pictured with one of KHKC's kids, Dalton (12) who is able to go to weekly lessons at Monadnock Jiu Jitsu thanks to KHKC's youth transportation program made possible by the



Monadnock Regional Coordinating Council and Thomas Transportation.

# REGION 7

## GREATER NASHUA REGIONAL COORDINATING COUNCIL

### **Your Greater Nashua Regional Coordination Council for Community Transportation**

The Greater Nashua Regional Coordination Council for Community Transportation (RCC7) is pleased to submit a summary annual report to the State Coordinating Council (SCC) covering State Fiscal Years of 2021, 2022 and 2023.

RCC7 met eight times during SFY21, six times in SFY22 and ten times in SFY23. Currently, this council meets on the fourth Thursday of the month at 10 AM using a hybrid format to facilitate member and public participation. All meetings are open to the public. We appreciate the meeting facilities and resources provided by the Nashua Regional Planning Commission as a member agency and the lead agency for RCC7.

RCC7 focus areas have included:

- Remaining informed about SCC efforts to provide technical assistance and guidance to the regional councils through active participation in SCC meetings and initiatives,
- Supporting the SCC and NH DOT's collaboration to design and implement a Statewide Mobility Management Network;

## *Region 7: Greater Nashua*

- Supporting existing community transportation services while exploring opportunities for improved regional and interregional transit connections based on community needs,
- Exploring funding opportunities to support regional and interregional community transportation services including funding for operating costs and volunteer recruitment;
- Strengthening the regional council by increasing the number and diversity of participating organizations and individuals, and improving public awareness of the organization and its mission; and
- Advancing the public's awareness and understanding of the need to support and invest in community transportation resources that enhance the overall quality of life within the region and contribute to the region's economic well-being.

To those ends, the RCC7 actively supported or championed the following initiatives:

- RCC7 members collaborated to design and implement a unique logo for the organization highlighting the regional character of the council's work and rebranding the name from the Nashua Regional Coordination Council to the Greater Nashua Regional Coordination Council.
- In 2020, the RCC7 initiated the development of a transition plan to move from a part-time to a full-time regional mobility manager model compliant with the New Hampshire Statewide Mobility Management Network: A Blueprint for Implementation (1 st Ed. adopted 10/7/21; 2 nd Ed. Adopted 2/3/22). This plan was developed in collaboration with our lead agency; and a new full-time Regional Mobility Manager (RMM) joined the team in July 2022.
- The RCC7's new RMM, Donna Marceau, brought with her a wide network of contacts which helped to significantly increase the number and diversity of participating organizations at the RCC7 table.

## *Region 7: Greater Nashua*

- RCC7 continued to support FTA 5310 (RCC) funding to purchase services from the Nashua Transit System (NTS) to provide demand response transit services to six Souhegan Valley communities – Amherst, Brookline, Hollis, Milford, Mont Vernon, and Wilton.
- The Souhegan Valley Transportation Collaborative (SVTC) received RCC7 encouragement for their efforts to raise funds for the federally required local match and any additional costs to provide handicapped accessible demand response service to residents of those six Souhegan Valley towns. SVTC provided its 40,000 th ride in March 2022.
- More recently, the RCC7 supported a request for 5310 (RCC) funding from Caregivers NH to help fund their initiative to rebuild their services and volunteer driver base in the Greater Nashua area.
- RCC7 members continue to encourage increased volunteer driver participation by referring potential volunteers to Caregivers NH as well as to the NHAHA Volunteer Driver statewide initiative.
- The RMM completed an update to the regional transportation directory in the first quarter of 2023. Updating the directory will be an ongoing project as information changes and new providers are identified.
- RCC7 supported NRPC's application to the Statewide Transportation Planning and Research Program for SFY 2022-2023 FTA Section 5305(e) funding to conduct the Greater Nashua Region Volunteer Driver Feasibility Study. This application was prompted by a request from the RCC7, and members assisted NRPC with the study design, implementation, and final report. NRPC concluded that the most viable approach to expanding VDP services in the region would be to work with existing VDPs to expand their service areas and hours/days of operation.

Additional regional highlights from this reporting period include:

- NTS continues to work with the Towns of Merrimack and Hudson to provide demand response service to residents of those communities.
- NTS initiated a major renovation of the Nashua Transit Center in July 2021 and completed the project “on time and on budget” in September 2022. The renovations included many elements designed to improve pedestrian safety, enhance passenger experience, and improve the building’s energy efficiency.
- NTS developed an extensive post-Covid plan to restart its full complement of services with a new set of routes and schedules designed to enhance passenger experience. Alas due to the driver shortage, NTS had to reduce its fixed route and demand response services for several months in 2022. By August 2023, the majority of the regular fixed route and demand response services were restored. The service restoration resulted in an increase in both ridership and rides per hour surpassing the prior year’s statistics.
- SVTC’s Souhegan Valley Rides service celebrated its 14th year of service in 2023, and as of June 30, 2023, had provided 43,699 rides to Souhegan Valley residents. SVTC looks forward to continuing its partnership with NTS and exploring the possibilities for interconnected routes and services
- The GateCity Bike Co-op continued to distribute 6-10 bikes a week and was active throughout the spring and into the early fall providing bike safety and repair clinics
- at organizations such as the Boys & Girls Club of Greater Nashua, Nashua Public Library, Pelham Public Library, and Nashua PAL.

- Dating back to renewed discussions in 2020, the Town of Milford, NTS and NRPC, with RCC7 representation, collaborated on developing a private-public partnership with leading manufacturing organizations in Milford to expand transit from Nashua along Route 101-A. The goal of this proposed pilot project was to enhance employment related transportation benefiting residents and businesses in Milford and Nashua. Although NHDOT approved the Congestion Mitigation & Air Quality (CMAQ) application for this project, the Governor's Council did not include this project in the current proposed Ten Year Transportation Plan.
- NRPC completed the Nashua Inter-Regional Transit Expansion Study (2021) designed to evaluate the feasibility of providing shuttle bus service to major transit hubs and other key destinations in Massachusetts' Middlesex County. The study found that forecasted ridership to these destinations was notable but limited and that political challenges would limit the allocation of local resources to this service. Therefore subsidies or contributions would be essential to sustain operations. Potential synergy for public-private and interagency partnerships existed, but political boundaries were deemed a barrier to funding and cost-sharing.

### **Participating Organizations (\* designates MOU)**

- Catholic Charities NH / Caregivers
- City of Nashua - Cultural Connections Committee
- City of Nashua - Nashua Transit System\*
- City of Nashua - Public Health Community Services
- City of Nashua - Urban Programs
- Conservation Law Foundation
- Easter Seals of NH, Inc.\*
- Gate City Bike Co-op
- Gateways Community Services\*
- Granite State Independent Living\*

## *Region 7: Greater Nashua*

- Granite State Organizing Project\*
- Greater Nashua NAACP
- International Institute of New England
- Meals On Wheels of Hillsborough County\*
- Nashua Regional Planning Commission\*
- Nashua Soup Kitchen
- NH Employment Program
- Opportunity Networks
- ServiceLink
- Souhegan Valley Transportation Collaborative\*
- Southern New Hampshire Services, Inc.\*
- St Joseph Hospital
- Stepping Stones
- The Emmaus Institute
- The Plus Company\*
- Town of Merrimack\*
- Town of Wilton
- United Way of Greater Nashua
- Various Citizens and State Representative

# REGION 8

## SOUTHERN NEW HAMPSHIRE REGIONAL COORDINATING COUNCIL

The Southern New Hampshire Regional Coordinating Council, also referred to as the Region 8 RCC, serves 350,000+ New Hampshirites from twenty municipalities throughout the Greater Manchester-Derry-Salem area. Since 2021, the longstanding coordination efforts of the Region 8 RCC continued to accelerate making the highest and best use of available transit funding throughout the region by achieving economies of scale.

Since 2021, the Region 8 RCC has updated the Coordinated Public Transit/ Human Services Transportation Plan, recruited a Regional Mobility Manager to serve Region 8, and adopted consolidated programs of Federal Transit Administration (FTA) Section 5310 projects for FY 2021-2025.

Recruited in August 2022, the Regional Mobility Manager has assisted 58 individuals with finding transportation, made connections and built partnerships with 34 stakeholders, participated in 25 outreach events, and did 821 distributions of various mobility management and transportation-related resources.



## *Region 8: Southern New Hampshire*

The Regional Mobility Manager has also updated various web resources, including:

- The lead agency's webpage on transportation services available to the public.
- The lead agency's webpage on mobility management.
- A regional directory of community transportation services throughout Region 8, which was published in May 2023 and last updated in January 2024.

Utilizing FTA Section 5310 funding, the following services operated between 2021 and 2023 in Region 8:

- CART Demand-Response Service
  - Regional "Nutrition Shuttle" demand-response service operating approx. 45 service hours each week in Chester, Derry, Hampstead, Londonderry, and Salem (ended in June 2023).
  - Provided expanded hours of CART service in Derry beginning in July 2023 by 5 service hours each weekday and 9 service hours on Saturday.
- Catholic Charities (d/b/a CareGivers) Drive to Care Program
  - Volunteer driver recruitment and oversight in the Greater Manchester Area.
- Easterseals Call Center
  - Partial funding support for schedule coordinator and dispatcher positions at Easterseals regional call center.
- Easterseals Regional Demand-Response Service
  - Regional demand-response service operating at approx. 30 hours a week in Greater Manchester.
- MTA Goffstown Shuttle
  - Demand-response shuttle service in the town of Goffstown operating at approx. 25 hours a week.

## Region 8: Southern New Hampshire

- MTA Hooksett Shuttle
  - Demand-response shuttle in the town of Hooksett operating at approx. 25 hours a week.
- MTA New Boston Shuttle
  - Demand-response shuttle service in the town of New Boston providing 15 rides per month.
- Regional Mobility Management Initiative
  - Recruited Regional Mobility Manager to serve Region 8.
- Rockingham Nutrition Meals on Wheels Plaistow Shuttle
  - Shuttle service to medical appointments, grocery shopping, the Vic Geary Center congregate meal site in Plaistow operating at approx. 17 hours a week for residents of Atkinson, Danville, Deerfield, Hampstead, Plaistow, Raymond, and Sandown.

*“The Region 8 RCC has seen continued success in expanding transportation access throughout the region with funding provided to multiple providers and service operated across many member communities. Looking ahead, Region 8 hopes to continue to build active participation and is encouraged by the recent capital application from the Town of Atkinson which the RCC was proud to support. We believe this to be a strong indicator that the town will become an active member of the RCC. This could serve as a blueprint for engaging more communities within the region.”*

Mike Whitten, RCC8 Chair, Manchester Transit Authority

**Members:**

- Mike Whitten (Chair) – Manchester Transit Authority
- Tim Diaz – Rockingham Nutrition Meals on Wheels
- Debra Perou – Rockingham Nutrition Meals on Wheels (Retired)
- Angelique Pandolph – Easterseals NH
- Lisa Ludwigsen – Easterseals NH (Alternate)
- Fred Roberge – Easterseals NH (Retired)
- George Sioras – Town of Derry
- James Wilke – CareGivers NH
- John Wilson – Citizen Member
- Scott Bogle – Rockingham Planning Commission
- Nate Miller – Southern New Hampshire Planning Commission
- Jo Ann Duffy – Town of Goffstown
- Tracey Whitehead – Cooperative Alliance for Regional Transportation
- Jocelyn Gallant – Citizen Member

# REGION 10

## ALLIANCE FOR COMMUNITY TRANSPORTATION

In October 2021 the Alliance for Community Transportation (ACT) welcomed the Community Action Partnership for Stafford County's Senior Transportation Program into TripLink, the region's coordinated transportation call center. In addition to the CAP Senior Transportation Program, TripLink also provided ride booking, scheduling, and dispatching for Community Rides, Ready Rides, Rockingham Nutrition & Meals on Wheels Senior Shuttles, and COAST's ADA Paratransit, Portsmouth Senior Transportation, and Route 7 On Demand.

The following month ACT relaunched its website, [CommunityRides.org](https://CommunityRides.org). The website was updated to be more client focused and user friendly. The most important addition to the site was the TripLink Common Application. The Common Application allows users to apply for multiple services at the same time, including services provided by COAST, RNMOW, CAP of Strafford County, Ready Rides, Community Rides, and Transportation Assistance for Seacoast Citizens (TASC). The Application can be completed entirely online and is designed to make it easier for family members or support services staff to complete the form on someone else's behalf. Applicants may also apply by mail or phone.

## *Region 10: Alliance for Community Transportation*

ACT's goal in launching the Common Application was to remove unnecessary obstacles to registering for transportation services, and therefore removing obstacles to accessing health care, grocery shopping, congregate meals, and social and civic activities. Many agencies are limited in the types of trips they can provide or destinations that they can serve. With the Common Application, riders more quickly and easily gain access to services that will enable them to continue living in their homes. Rad Nichols, ACT Chair and COAST Executive Director reiterated, "The Common Application exemplifies ACT's commitment to strengthening the region's transportation network. ACT members will continue to work together to remove obstacles in providing our customers with the services that they need."

Like providers throughout the country, ACT's transportation partners saw reduced ridership during the COVID-19 pandemic. Agencies struggled with staffing shortages while the riders, primarily older adults and people with disabilities, traveled less to reduce their risk of exposure. For many of the region's services, the number of unduplicated riders each month has returned to pre-pandemic levels, but sometimes with fewer trips per rider. As ridership patterns continue to shift, transportation providers will continue to analyze how best to serve their clients and their communities.

In SFY23 TripLink and its partners provided 37,140 trips to 781 people, traveling 217,528 miles. TripLink answered 22,053 phone calls and signed up 527 people for transportation services. In its first full year, TripLink received an average of 38.9 Common Applications per month. The second-year average increased to 52.6 applications per month. ACT is pleased with the improved ridership its partners are experiencing and in the marked increase in the number of Common Applications completed. TripLink has become a vital resource for those needing transportation services.

**Lead Agency: COAST**

5310 Operating funds Recipients: Community Action Partnership of Strafford County, Ready Rides, Rockingham Nutrition & Meals on Wheels, and Community Rides (COAST and RNMOW)

<http://CommunityRides.org>

**Members**

- Community Action Partnership of Strafford County
- Community Partners
- Cooperative Alliance for Seacoast Transportation
- Easterseals Homemakers & Health Services
- Future In Sight
- Goodwin Community Health
- Granite State Independent Living
- Great Bay Services
- Indonesian Community Connect
- Lamprey Health Care
- Liberty Livery & Road Nannys
- NH Disability and Health Program
- One Sky Community Services
- Ready Rides
- Rockingham Nutrition & Meals on Wheels
- Rockingham Planning Commission
- Seacoast Public Health Network
- Strafford Regional Planning Commission
- Transportation Assistance for Seacoast Citizens