

New Hampshire Statewide

Strong networks, growing transportation insecurity

Community Transportation Needs Assessment 2025 · Impact Consulting for the NH Commission on Aging

60% of New Hampshire residents have trouble getting where they need to go, at least some of the time.

Most of the state has no general-public transit. Where the ride is missing, the need does not go away.

The headline numbers

Finding	Rate	Count
Experience some transportation insecurity	60.0%	1,201 of 2,001 scored
Missed, delayed, or avoided medical care	42.8%	884 of 2,065
Felt isolated or stuck at home in 30 days	41.5%	839 of 2,024
Working respondents who lost work or income	27.4%	124 of 453

The sharpest finding

The group carrying the heaviest burden is working-age adults with a disability, who report the highest missed-care rate in the assessment at 67.6%. They face today what a rapidly aging state will face tomorrow. A transportation system that works for them works for everyone.

“I can get a ride to Concord, but not to Boston for specialists.”

New Hampshire resident, CTNA 2025

Missed medical care, by who you are

Group	Missed care	Count
Under-65 adults with a disability	67.6%	315 of 466
People with a disability, all ages	54.7%	664 of 1,213
Veterans	42.9%	124 of 289
Adults 65 and older	36.4%	420 of 1,155

Transportation insecurity statewide

Transportation security	Share of scored residents
Moderate or high insecurity	40.4%
Marginal or low insecurity	19.6%
No insecurity or secure	40.0%

Independence here is still measured by the driver’s seat. Among residents without a disability, 77% drive themselves. Among residents with a disability, only 34% do. And 87.1% had never heard of Keep NH Moving, the state’s ride-coordination website. The clearest opportunity is to connect the pieces: one clear place to start when you need a ride, providers that share scheduling instead of working alone, and funding that follows the rider from trip to trip.

How we measured transportation insecurity

This assessment measures transportation insecurity using the Transportation Security Index, or TSI. Transportation insecurity is the everyday experience of not being able to reliably get where you need to go for lack of a workable way to travel. The TSI captures that experience by asking people about real problems, such as missing an appointment, putting off a trip, or having to depend on someone else for a ride. It measures what people live through day to day, so a high rate points to real barriers to work, healthcare, and daily errands.

The TSI was developed by researchers at the University of Michigan, led by sociologist Alexandra Murphy, and modeled on the long-established federal measure of food insecurity. New Hampshire used the six-

question short form, the TSI-6, which sorts each person into one of three groups: secure, marginal or low insecurity, and moderate or high insecurity. Of the 2,774 people surveyed, 2,001 answered enough of these questions to receive a score, and every transportation-insecurity figure in this assessment rests on those 2,001 responses.

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. All figures trace to the CTNA Data Companion (CTNA-B). The Transportation Security Index is a product of University of Michigan researchers (Gould-Werth, Griffin, and Murphy, 2018; Murphy, Gould-Werth, and Griffin, 2021), used under a Creative Commons Attribution-NonCommercial-NoDerivatives license. Cleaned analytical sample n = 2,774; 2,001 valid TSI-6 scores. Each figure carries its own base because not every respondent answered every question. Figures describe the sampled respondents, who by design centered older adults, people with disabilities, and veterans.

Coös County

Rural isolation and the state’s thinnest options

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63.8% of Coös residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Highest moderate/high insecurity in NH **Highest missed-care rate in NH**

Coös holds the state’s highest share of serious transportation insecurity and its highest missed-care rate. In the North Country, a missed ride is rarely a missed errand. It is a skipped dialysis session or a prescription left at the pharmacy.

The strain lands hardest on residents with a disability, 78.6% of whom face serious transportation insecurity, the highest county-level disability rate in the assessment. And it arrives at the moment the region’s Regional Mobility Manager seat sits empty.

“I had to cancel dialysis because there was no driver that day.”
Coös County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	63.8%	40.4%
Marginal or low insecurity	8.6%	19.6%
No insecurity or secure	27.6%	40.0%
Any insecurity	72.4%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	63.8%	40.4%
Adults 65+	58.7% (46 scored)	34.8%
Residents with a disability	78.6% (70 scored)	53.0%
Veterans	66.7% (15 scored)	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	62.9%	42.8%
Kept from groceries or medication	57.4%	35.6%
Kept from other essential errands	34.8%	25.6%
Kept from social or recreational	22.6%	25.9%
Kept from work or school	10.4%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Coös County: 129 respondents, 116 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Carroll County

Rural geography, seasonal gaps, and senior demand

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60.6% of Carroll residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Highest average insecurity score in NH (6.30) **Highest any-insecurity rate in NH**

Carroll posts the highest average insecurity score in the state and the highest share of residents facing any insecurity. Long rural distances and hard winters strand residents from care in North Conway and Wolfeboro.

The county’s Regional Mobility Manager seat is vacant, which leaves it without the coordination to close these seasonal and geographic gaps. Its small sample means county rates should be read with that in mind.

“There’s no way to get to the doctor if my neighbor can’t drive me.”
Carroll County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	60.6%	40.4%
Marginal or low insecurity	12.1%	19.6%
No insecurity or secure	27.3%	40.0%
Any insecurity	72.7%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	60.6%	40.4%
Adults 65+	70.6% (17 scored)	34.8%
Residents with a disability	62.5% (16 scored)	53.0%
Veterans	Sample too small to report	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	54.5%	42.8%
Kept from groceries or medication	44.8%	35.6%
Kept from other essential errands	34.5%	25.6%
Kept from social or recreational	27.6%	25.9%
Kept from work or school	17.2%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Carroll County: 43 respondents, 33 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Belknap County

Rural challenges and a high disability rate

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53.6% of Belknap residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Second-highest missed-care rate in NH

More than half of Belknap residents face serious transportation insecurity. The gap here is as much about awareness as access. Residents miss rides, and many do not know what options exist at all. Closing that information gap, especially for older adults and residents with a disability outside Laconia, may be the county’s lowest-cost, highest-impact move.

“If my mom is not home to drive me, then I don’t go to the doctors.”

Belknap County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	53.6%	40.4%
Marginal or low insecurity	15.9%	19.6%
No insecurity or secure	30.4%	40.0%
Any insecurity	69.6%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	53.6%	40.4%
Adults 65+	54.8% (31 scored)	34.8%
Residents with a disability	64.3% (42 scored)	53.0%
Veterans	Sample too small to report	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	61.4%	42.8%
Kept from groceries or medication	53.1%	35.6%
Kept from other essential errands	28.1%	25.6%
Kept from social or recreational	34.4%	25.9%
Kept from work or school	14.1%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Belknap County: 82 respondents, 69 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Strafford County

Urban anchors, rural gaps, and limited evening service

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46.3% of Strafford residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Among the highest veteran insecurity rates in NH

Strafford’s urban anchors in Dover, Rochester, and Somersworth mask real gaps in outlying towns. Veterans face a steep disparity here, among the highest reportable veteran insecurity rates in the assessment.

Bus schedules that do not match shift work leave job seekers in surrounding communities unable to reach jobs, and outlying towns report more trouble getting to healthcare.

“I can’t take the bus to work because my shift starts before the first route runs.”

Strafford County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	46.3%	40.4%
Marginal or low insecurity	22.1%	19.6%
No insecurity or secure	31.6%	40.0%
Any insecurity	68.4%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	46.3%	40.4%
Adults 65+	38.6% (44 scored)	34.8%
Residents with a disability	55.6% (63 scored)	53.0%
Veterans	60.0% (10 scored)	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	51.5%	42.8%
Kept from groceries or medication	35.8%	35.6%
Kept from other essential errands	32.6%	25.6%
Kept from social or recreational	31.6%	25.9%
Kept from work or school	22.1%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Strafford County: 130 respondents, 95 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Sullivan County

Rural distances, limited options, and an aging workforce

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45.0% of Sullivan residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Sullivan tracks close to the statewide rate overall, but the burden concentrates sharply. Nearly two thirds of residents with a disability face serious transportation insecurity, more than double the rate among older adults.

Long trips to providers in Lebanon, Keene, and Concord are a recurring source of missed or delayed care for non-drivers, with limited rural grocery access compounding the strain.

“I can’t get to my appointments in Lebanon unless my daughter takes the day off.”

Sullivan County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	45.0%	40.4%
Marginal or low insecurity	25.0%	19.6%
No insecurity or secure	30.0%	40.0%
Any insecurity	70.0%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	45.0%	40.4%
Adults 65+	27.3% (22 scored)	34.8%
Residents with a disability	64.9% (37 scored)	53.0%
Veterans	Sample too small to report	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	50.8%	42.8%
Kept from groceries or medication	42.9%	35.6%
Kept from other essential errands	28.6%	25.6%
Kept from social or recreational	28.6%	25.9%
Kept from work or school	7.9%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Sullivan County: 75 respondents, 60 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Cheshire County

Rural distances, a Keene hub, and limited rural options

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41.3% of Cheshire residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Cheshire’s transportation options center on Keene, leaving rural towns like Hinsdale and Stoddard disconnected from jobs, care, and shopping. Three in five residents with a disability face serious transportation insecurity, more than double the county’s older-adult rate.

Workforce and healthcare providers report that this disconnect costs the county filled positions and completed appointments.

“Everything’s in Keene, but Troy and Stoddard residents have no easy way in.”
Cheshire County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	41.3%	40.4%
Marginal or low insecurity	13.8%	19.6%
No insecurity or secure	45.0%	40.0%
Any insecurity	55.0%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	41.3%	40.4%
Adults 65+	27.3% (55 scored)	34.8%
Residents with a disability	59.3% (54 scored)	53.0%
Veterans	Sample too small to report	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	42.3%	42.8%
Kept from groceries or medication	29.6%	35.6%
Kept from other essential errands	29.6%	25.6%
Kept from social or recreational	23.1%	25.9%
Kept from work or school	11.1%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Cheshire County: 137 respondents, 109 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Merrimack County

A central crossroads with rural disconnects

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41.2% of Merrimack residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Sitting at the center of the state, Merrimack carries both urban and rural gaps at once. Concord’s regular bus service does not run evenings or weekends in the outlying towns.

Residents with a disability face a notably steeper burden than the county’s general population, and shift workers report missed healthcare and limited job access tied to inconsistent transportation.

“The bus is fine if you’re downtown, but most people don’t live near a stop.”

Merrimack County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	41.2%	40.4%
Marginal or low insecurity	19.8%	19.6%
No insecurity or secure	38.9%	40.0%
Any insecurity	61.1%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	41.2%	40.4%
Adults 65+	32.1% (53 scored)	34.8%
Residents with a disability	47.8% (69 scored)	53.0%
Veterans	27.3% (11 scored)	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	41.7%	42.8%
Kept from groceries or medication	30.5%	35.6%
Kept from other essential errands	29.7%	25.6%
Kept from social or recreational	30.5%	25.9%
Kept from work or school	17.8%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Merrimack County: 188 respondents, 131 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Grafton County

Mountain gaps, student travel, and regional spread

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41.1% of Grafton residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Lowest any-insecurity rate in NH (52.4%)

Grafton’s mountain geography spreads jobs, education, and care across long distances. The county’s overall rate is the lowest for any insecurity in the state, but that masks sharper gaps for veterans and residents with a disability.

Students and healthcare workers commuting between Littleton, Hanover, and Lebanon carry the heaviest burden, often relying on friends for rides to dialysis in neighboring towns.

“The bus to Hanover doesn’t line up with my shift at the hospital.”

Grafton County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	41.1%	40.4%
Marginal or low insecurity	11.3%	19.6%
No insecurity or secure	47.6%	40.0%
Any insecurity	52.4%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	41.1%	40.4%
Adults 65+	30.7% (75 scored)	34.8%
Residents with a disability	56.1% (66 scored)	53.0%
Veterans	45.5% (11 scored)	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	39.9%	42.8%
Kept from groceries or medication	27.9%	35.6%
Kept from other essential errands	21.3%	25.6%
Kept from social or recreational	25.4%	25.9%
Kept from work or school	13.1%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Grafton County: 161 respondents, 124 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Hillsborough County

Urban access, rural gaps, and shifting commuter needs

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34.8% of Hillsborough residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Despite hosting two of the state’s strongest transit systems, Hillsborough’s western and rural towns remain cut off from the urban core. Its overall insecurity is among the lowest in the state.

That advantage does not reach every group. Nearly three in five residents with a disability still face serious transportation insecurity, and a growing share of residents report being unable to reach Boston-area specialists.

“I have cancer treatment in Boston, but no ride program will take me that far.”
Hillsborough County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	34.8%	40.4%
Marginal or low insecurity	20.1%	19.6%
No insecurity or secure	45.1%	40.0%
Any insecurity	54.9%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	34.8%	40.4%
Adults 65+	29.1% (254 scored)	34.8%
Residents with a disability	57.6% (257 scored)	53.0%
Veterans	30.4% (56 scored)	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	37.2%	42.8%
Kept from groceries or medication	28.8%	35.6%
Kept from other essential errands	20.3%	25.6%
Kept from social or recreational	25.6%	25.9%
Kept from work or school	12.4%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Hillsborough County: 682 respondents, 532 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.

Rockingham County

Suburban advantage with rural pockets of need

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34.5% of Rockingham residents regularly struggle to get where they need to go.

The survey calls this moderate or high transportation insecurity. Statewide, the rate is 40.4%.

Lowest moderate/high insecurity in NH **Only region with shared ride scheduling**

Rockingham records the lowest overall moderate or high insecurity rate in the state, and its disability rate sits below the statewide disability rate. This is the payoff of years of coordinated investment through its Alliance for Community Transportation, led by COAST, the only Regional Coordinating Council in the state with shared ride scheduling and trip tracking across providers.

One gap coordination has not fully closed is disability. Residents with a disability still face insecurity above the county’s overall rate. Even so, the Rockingham model is the most valuable thing the state can copy.

“Outside of Portsmouth, there’s no way to get to appointments without a car.”
Rockingham County resident, CTNA 2025

Transportation insecurity, this county vs. New Hampshire

Transportation security	This county	New Hampshire
Moderate or high insecurity	34.5%	40.4%
Marginal or low insecurity	24.5%	19.6%
No insecurity or secure	41.0%	40.0%
Any insecurity	59.0%	60.0%

Who feels it most

Share in moderate or high insecurity	This county	New Hampshire
County overall	34.5%	40.4%
Adults 65+	34.0% (476 scored)	34.8%
Residents with a disability	41.9% (473 scored)	53.0%
Veterans	30.1% (136 scored)	35.5%

What transportation cost people, past 30 days

What transportation cost people	This county	New Hampshire
Missed or delayed medical care	39.2%	42.8%
Kept from groceries or medication	35.6%	35.6%
Kept from other essential errands	26.7%	25.6%
Kept from social or recreational	25.8%	25.9%
Kept from work or school	4.6%	10.3%

Source: NH Commission on Aging, Community Transportation Needs Assessment (CTNA), 2025. County figures computed directly from the cleaned survey source; statewide and subgroup figures trace to the CTNA Data Companion (CTNA-B). Rockingham County: 776 respondents, 652 with a valid TSI-6 score. Subgroups under 10 respondents are not reported. Kept-from rates use one base: all respondents who answered that question. Figures describe the sampled respondents.