

UPDATES IN MOBILITY MANAGEMENT

Region 8: Greater Manchester-Derry-Salem

September 2023



CELEBRATING 1 YEAR OF MOBILITY MANAGEMENT

Back in August 2022, I was offered the exciting opportunity to become Region 8's first mobility manager. Offering this service to the community for the first time was certainly a challenge, but after a year in the field, I'm excited to share with you all the accomplishments made to help support community transportation and those in need of rides.



Assisted **42** individuals with finding transportation.



33 new connections made with community stakeholders.



Attended **17** outreach events promoting mobility management.



479+ new riders across 6 transit providers in the region.

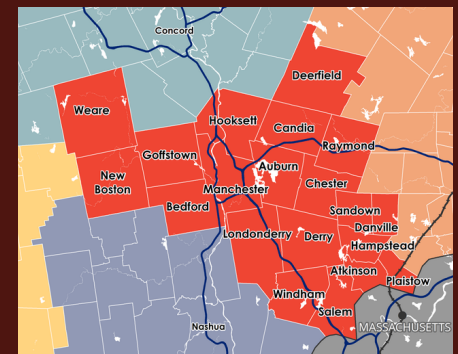


402 outreach materials distributed throughout the region.



26 transportation services highlighted in updated regional directory

COMMUNITY TRANSIT SERVICES



- [Atkinson Elder Services](#)
- [The CareGivers](#)
- [Community Caregivers of Greater Derry](#)
- [Disabled American Veterans NH](#)
- [Easterseals New Hampshire](#)
- [Future in Sight](#)
- [Granite State Independent Living](#)
- [Greater Salem Caregivers](#)
- [Meals on Wheels of Hillsborough County](#)
- [Manchester Transit Authority](#)
- [Rockingham Nutrition and Meals on Wheels](#)
- [Sandown Senior Affairs Transportation Program](#)

WHAT'S IN THIS NEWSLETTER?

- Celebrating Transportation in October
- New Bus Route to Salem
- Greetings from Killington, Vermont



OCTOBER IS ALL ABOUT CELEBRATING TRANSPORTATION!



October is Community Transportation Month for New Hampshire!

Throughout the month of October, the NH Transit Association (NHTA) is highlighting the many transportation choices across New Hampshire. You may be pleasantly surprised at the many options available in the Granite State, whether you live in a rural or more populated area. **See more information on page 3.**



Win Prizes When You Participate in CommuteSmart's Bus, Bikes, and Brooms Challenge

Throughout October, log any sustainable trip you take using a mode other than driving in a vehicle alone. Sustainable trips include walking, biking, public transit, carpooling, or working from home. Those who participate have a chance to win a \$20 gift card each week! **See more information on page 5.**



October 2-8 is NH Week Without Driving!

In 2021, the Disability Mobility Initiative launched the **#WeekWithoutDriving** to challenge our leaders and decision makers to better understand the barriers non- drivers experience in accessing our communities. **See more information on page 8.**





FOR IMMEDIATE RELEASE

Contact Information

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NEW HAMPSHIRE CELEBRATES COMMUNITY TRANSPORTATION THIS OCTOBER

(Concord, NH | September 21, 2023) The New Hampshire Transit Association (NHTA), along with support and cooperation from the State Coordinating Council for Community Transportation (SCC), New Hampshire Mobility Managers Network, and Transport NH have announced that this October they will be celebrating the first annual Community Transportation Month in and across New Hampshire.

In New Hampshire, Community Transportation, also known as public transit or local transportation, refers to a system of publicly or charitably subsidized services and infrastructure designed to provide convenient and affordable transportation options within a specific community or region. This typically includes buses, volunteer drivers, shuttles, vanpools, bicycle & pedestrian networks, and other specialized, on-demand services such as paratransit and non-emergency medical transportation. The goal of community transportation is to ensure that residents have affordable access to essential services, employment opportunities, education, and recreational activities while reducing congestion, pollution, and the reliance on private cars.

NHTA Chair and Cooperative Alliance for Seacoast Transportation (COAST) Executive Director, Rad Nichols, stated, "Community transportation plays a vital role in economic development, educational opportunity, independent living, and healthy, vibrant communities. It is long past time we celebrate the important role community transportation plays in our state."

New Hampshire has a robust system of community transportation that the public is often unaware; especially when they need it most. NHTA seeks to use this month of celebration to shine a light on all types of community transportation that exists in NH. Each week in October will highlight a different type of community transportation. Agencies in New Hampshire that provide community transportation are encouraged to join the month of celebration in whatever way you are able – by sharing stories on social media, holding informational events, and promoting the work their agency does in their respective communities. More information about how to participate in the celebration and who is participating can be found online at www.commutesmartnh.org/nhcelebratestransit.

October Celebration Schedule:

October 1-7: Fixed Route Public Transit & Week Without Driving Challenge

October 8-14: Volunteer Driver Programs

October 15-21: Demand Response, Paratransit, and Veteran programs

October 22 – 27: Biking, Walking, using other Micromobility Options and Safety

Southern NH Planning Commission Executive Director and long-time community transportation advocate, Sylvia von Aulock, said about the month-long celebration, "Knowing what transportation services exist in New Hampshire is key to caregivers, isolated elders, and the many who cannot drive. I am so excited the NHTA is celebrating community transportation month to help put a spotlight on these essential but often unknown services."



“Community Transportation is vital for a healthy, livable community. Without it, workforce housing, a thriving economy through access to jobs, goods, and services, effective healthcare, cleaner air and water, and positive social determinants of health such as ending social isolation for older adults is out of reach for many Granite Staters. It is critical that we support community transportation and close the gaps in service throughout New Hampshire.” Steve Workman, Director, Transport New Hampshire.

This celebration and acknowledgement also coincides with CommuteSmart NH and CommuteSmart Seacoast’s Buses, Bikes and Brooms Commuter Challenge throughout the month of October and the National Week Without Driving Challenge, October 2-8. More information about each of these and other events can be found on the NH Celebrates Community Transportation calendar of events.



About NH Transit Association (NHTA)

The mission of the NHTA is to provide information, education, and support to transportation providers in New Hampshire and improve access to mobility for our citizens.



About State Coordinating Council for Community Transportation (SCC) & the New Hampshire Mobility Managers Network

Created by NH law, the State Coordinating Council for Community Transportation was created to coordinate and align state agencies, community planning, stakeholders, and transportation service delivery to increase affordable, reliable, and efficient transportation for all Granite Staters. The NH Mobility Management Network is an extension of the SCC and Regional Coordination Councils and is comprised of one state and eight regional mobility managers who

help Granite Staters access the transportation services they need.



About Transport NH (TNH)

Transport New Hampshire works in the space between government, providers, and stakeholders to advocate and support transportation broadly while focusing on community transportation, walking and biking. It does

this through innovation, strategic planning, project implementation and elevating the voice of Granite Staters. The work of TNH is guided by the philosophy of mobility management and the principles of the Federal Coordinating Council on Access and Mobility (CCAM).



*The State of New Hampshire
By His Excellency
Christopher T. Sununu, Governor*

A Proclamation

In the year of our Lord Two Thousand and Twenty-Three

**COMMUNITY TRANSPORTATION MONTH
OCTOBER 2023**

WHEREAS, in New Hampshire, community transportation, also known as public transit or local transportation, refers to a system of publicly and/or charitably subsidized transportation services and infrastructure designed to provide safe and reliable transportation within a community or region; and

WHEREAS, community transportation plays a crucial role ensuring that all residents have access to essential services, healthcare, employment, education, and recreational activities through a system of buses, volunteer drivers, shuttles, vanpools, commuter rail, bicycle & pedestrian networks, and other specialized, on-demand services such as paratransit and non-emergency transportation; and

WHEREAS, community transportation has significant economic, health and social benefits. It can enhance mobility for underserved populations, stimulate local economies by increasing access to businesses and jobs, reduce traffic congestion, lower greenhouse gas emissions, and improve air quality all of which help to create livable, thriving communities; and

WHEREAS, the U.S. Bureau of Labor Statistics estimates the cost of owning a car is approximately 72 cents a mile, with average household spending on transportation reaching \$10,961 a year in 2021, many people cannot afford the cost of a car, and nearly a third of the people residing in the U.S. do not have a driver's license, either because of their age or a condition that does not allow them to drive; and

WHEREAS, Community Transportation Month emphasizes the importance of mobility as a service for both non-drivers and drivers who have a choice; and

WHEREAS, Community Transportation Month celebrates the extensive collaboration between federal, state and local governments, transportation providers and stakeholders through the State Coordinating Council for Community Transportation, Regional Coordination Councils, NH Transit Association, Departments of Transportation and Health & Human Services, Transport NH, NH Mobility Management Network, NH Regional Planning Commissions, NH Volunteer Driver Peer Network, Commute Smart NH, the NH Alliance for Healthy Aging and many more; and

WHEREAS, Community Transportation Month celebrates the dedication and commitment of the workers who keep these services running safely and efficiently for all Granite Staters;

NOW, THEREFORE, I, CHRISTOPHER T. SUNUNU, GOVERNOR of the State of New Hampshire, do hereby proclaim **OCTOBER 2023** as **COMMUNITY TRANSPORTATION MONTH** in the State of New Hampshire and call this to the attention of all citizens.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Seal of the State of New Hampshire to be affixed this 26th day of September, 2023.



Chitich T. Sununu

Christopher T. Sununu
Governor





<https://commutesmartnh.org/buses-bikes-brooms-challenge/>

Frequently Asked Questions

1. HOW DO I REGISTER?

You can sign up and opt-in to the challenge at [commutesmartnh.agilemile.com!](https://commutesmartnh.org/buses-bikes-brooms-challenge/) You can also download our mobile app on both the Apple App Store and Google Play Store.

2. WHERE DO I LOG MY TRIPS?

Once you're logged in, you can log your trips under the "Trips" tab.

3. WHERE DO I FIND MY RANKING?

If you are logging in from the desktop application, you can view the leaderboard by going to "Race" in the "Account" tab.

If you are logging in from a mobile app, you can view the leaderboard by going to the "Buses, Bikes & Brooms 2023" in the "More" tab.

4. WHY DO YOU COUNT TRIPS, NOT MILES, FOR WINNING?

The goal of the Challenge is to reduce the number of people driving along to work. Someone walking a mile to work is just as important as a carpooler who drives 25 miles.

5. DO I HAVE TO LOG MY COMMUTE TWICE A DAY?

Nope! You can log your commute trip as round trip, where you enter the total mileage for both your commute to and from work. You can set reoccurring trips so that you don't have to log the same trip each day. Also, you can also log multiple days at one time.



6. WHAT IF I CARPOOL IN AND TAKE THE BUS HOME, OR PUT MY BIKE ON THE BUS AND RIDE THE REST OF THE WAY?

You can enter the trip as “multi-modal”.

7. WHAT IF I CARPOOL TO AN ALL DAY, OFF-SITE MEETING?

For this challenge we are only counting trips to and from work. Off-site meetings do not count.

8. WHAT IF I'VE PARTICIPATED ON A TEAM IN THE PAST?

You can still encourage your past team mates to participate! You can still see how you match up against each other on the leaderboard.

9. DO WEEKEND WORK TRIPS COUNT?

Yes! We understand that not everyone works the traditional Monday-Friday schedule.

10. WHY DOES WORKING FROM HOME COUNT?

A telework is “commuting” sustainability because he or she is taking a car off the road by working from home. Teleworkers are eligible if they live within a reasonable commute to their worksite and would otherwise drive.

11. I MISSED SIGNING UP BEFORE THE START-DATE. CAN I STILL PARTICIPATE?

Absolutely! Every smart commute helps your team, your wallet, and your well-being.

12. HOW DO I LOG MY TELEWORK MILES?

Yes! When logging a trip select Telecommute as your mode.

13. PARK AND RIDES - ARE THEY OK?

Yes! Park and ride locations can be found on the [CommuterSmart NH website](#).

14. DOES CARPOOLING WITH A PERSON FROM ANOTHER COMPANY COUNT?

Yes! It takes a car off the road.

15. IS IT OK TO LOG TRIPS AHEAD OF TIME?

The trip logger allows you to log up to 30 days ahead and 30 days behind.



16. WHY ARE MY TRIPS NOT SHOWING UP IMMEDIATELY ON THE LEADERBOARD?

The leaderboard updates every night at midnight. Any trips logged during the day will appear on the leaderboard the next day.

Finally, if you have any questions feel free to reach out and ask - vpagano@cnhrpc.org! We love to help and assist in any way we can!





**#WEEK
WITHOUT
DRIVING**

**WHAT IF YOU
COULDN'T DRIVE?**

OCTOBER 2-8, 2023

**WHAT IF TAKING THE BUS, RIDING A BIKE, WALKING
OR ASKING FOR RIDES WEREN'T A CHOICE YOU
COULD MAKE, BUT A NECESSITY?**

If you can drive, and can afford a car, this isn't something you think about. But for nearly a quarter of people in our country- people with disabilities, young people, seniors and people who can't afford cars or gas- this is our every day.

JOIN THE CHALLENGE

HOW DOES IT WORK?

Participants can get around however they want, but can't drive themselves. This applies to *all* activities. You can ask someone else to drive you or pay for rides, but note how much this costs you, both financially or in favors. We know that it is easier to give up your keys if you can afford to live in a walkable area well served by public transit, or can outsource your driving to other people. **Try it for a day, or the whole week!**

Having to drive during the challenge does not signify failure, the goal is to consider how someone without that option would have coped, and what choices they might have made.



Challenge Sign Up

In 2021, the Disability Mobility Initiative launched the **#WeekWithoutDriving** to challenge our leaders and decision makers to better understand the barriers non-drivers experience in accessing our communities.

Learn more about the challenge:

AMERICAWALKS.ORG/CAMPAIGNS/NATIONAL-WEEK-WITHOUT-DRIVING/





OCTOBER 2-8, 2023



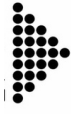
Challenge Sign Up

**NOT POSSIBLE TO GET AROUND WITHOUT A CAR?
TRY ONE OF THESE ALTERNATIVE ACTIVITIES.**

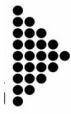
**YOU CAN STILL JOIN THE CHALLENGE AND SHARE YOUR
EXPERIENCE WITH US.**



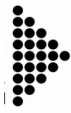
Walk, bike, or scoot to the nearest school to see how students might get there independently. Many schools will be participating in *Walk & Roll to School Day* on October 4- look for events near you!



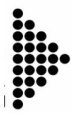
Reflect on how your ability to drive impacts your freedom to choose where you live. If you couldn't drive, how would this affect your opportunities for work and civic engagement?



Take a walk or bike ride around your neighborhood to get some exercise. How does it feel? Do you see any obstacles that would make it difficult for someone with a mobility challenge to get around? How do conditions change after dark?



Would it be possible for someone in your neighborhood to "age in place"? Would they be able to remain independent if they could no longer drive?



Did you know many communities in the Granite State offer on-demand transit services? Check nh.gov/dot/programs/scc/rcc.htm and request a ride to run an errand, such as grocery shopping or going to the bank.

Share your reflections on social media using **#WeekWithoutDriving**

Learn more about the challenge: AMERICAWALKS.ORG/CAMPAIGNS/NATIONAL-WEEK-WITHOUT-DRIVING/

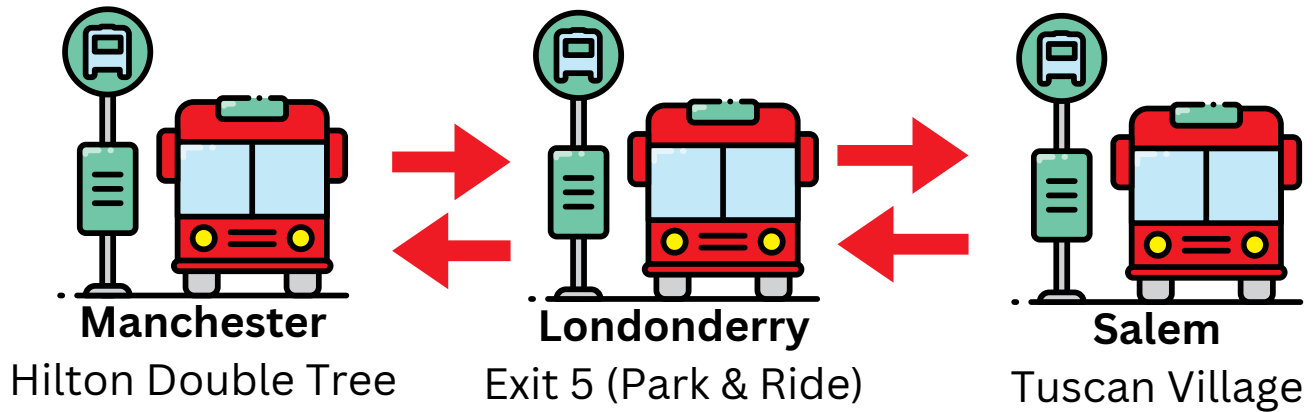


NEW ROUTES AND UPDATES FROM MTA!



Salem Express - Salem's New Public Bus Line

MTA recently announced a new bus line that will connect Manchester and Londonderry to Salem. The bus will stop at Tuscan Village, which has become a big economic driver for Salem. It will also stop at the Exit 5 Park & Ride location in Londonderry, connecting riders to the Boston Express. The Manchester stop is at the Hilton Double Tree Hotel, in the heart of downtown Manchester.



Nashua Express - Now Connecting Nashua to Manchester Airport

The Nashua Express will now have inbound and outbound stops at the Manchester Airport. Also, the express will no longer stop at Christmas Tree Shop in Nashua, and instead stop at the Nashua Transit Center.





GREETINGS FROM KILLINGTON, VERMONT



Earlier this month, I had the opportunity to spend two days in Killington, Vermont to attend the 2023 Tri-State Transportation Conference. Here, I met lots of individuals from Vermont, Maine, and New Hampshire who share an interest in community transportation. Now that I'm back in the Granite State, I figured I would share with you all the exciting information I learned in Killington.





Tools and Approaches for Effective Workforce Recruitment and Retention



The Transit Workforce Center shared a toolkit they developed that helps transit providers with workforce recruitment and retention. This toolkit includes:

- Tips and strategies from TWC’s research on building and effective local recruitment campaign.
- Advertisement templates.
- Transit agency recruitment videos.
- Transit agency print and digital advertising materials.
- TWC mini-case studies.
- Reports and resources on hiring and recruitment.

The toolkit also highlights benefits used by various transit agencies to support workforce recruitment and retention, including:

Compensation	Career-specific benefits	Other benefits offered by some agencies
Attractive starting salary	Paid training	Streamlined initial application process
Signing bonuses	Agency-provided CDL training	Part-time options
Pay increase after six months	Opportunities for advancement	Housing-related options
Scheduled pay increases	Tuition reimbursement	Childcare assistance
Medical, vision, and dental care, family healthcare plans	Continuing Education	Retailer and gym discounts
Free transit pass		Mentorship
Retirement/pension plan		

You can view the toolkit here: <https://www.transitworkforce.org/twc-launches-national-frontline-worker-recruitment-campaign/>



Mobility for All: Community Rides Vermont



In the summer of 2021, Capstone Community Action surveyed the Central Vermont region to better understand transportation needs. From 420 respondents, they found that:

- **35%** have unmet transportation needs.
- **21%** live in single-parent households.
- **15%** live in 0-vehicle households.
 - No driver's license and vehicle costs were the top reasons.
- **48%** were interested in ride-hailing services.

This led to the creation of Community Rides Vermont, a new transportation service developed through the coordination of nonprofit, government, private ride-hailing services, and private businesses to solve the transportation needs of rural Vermonters.

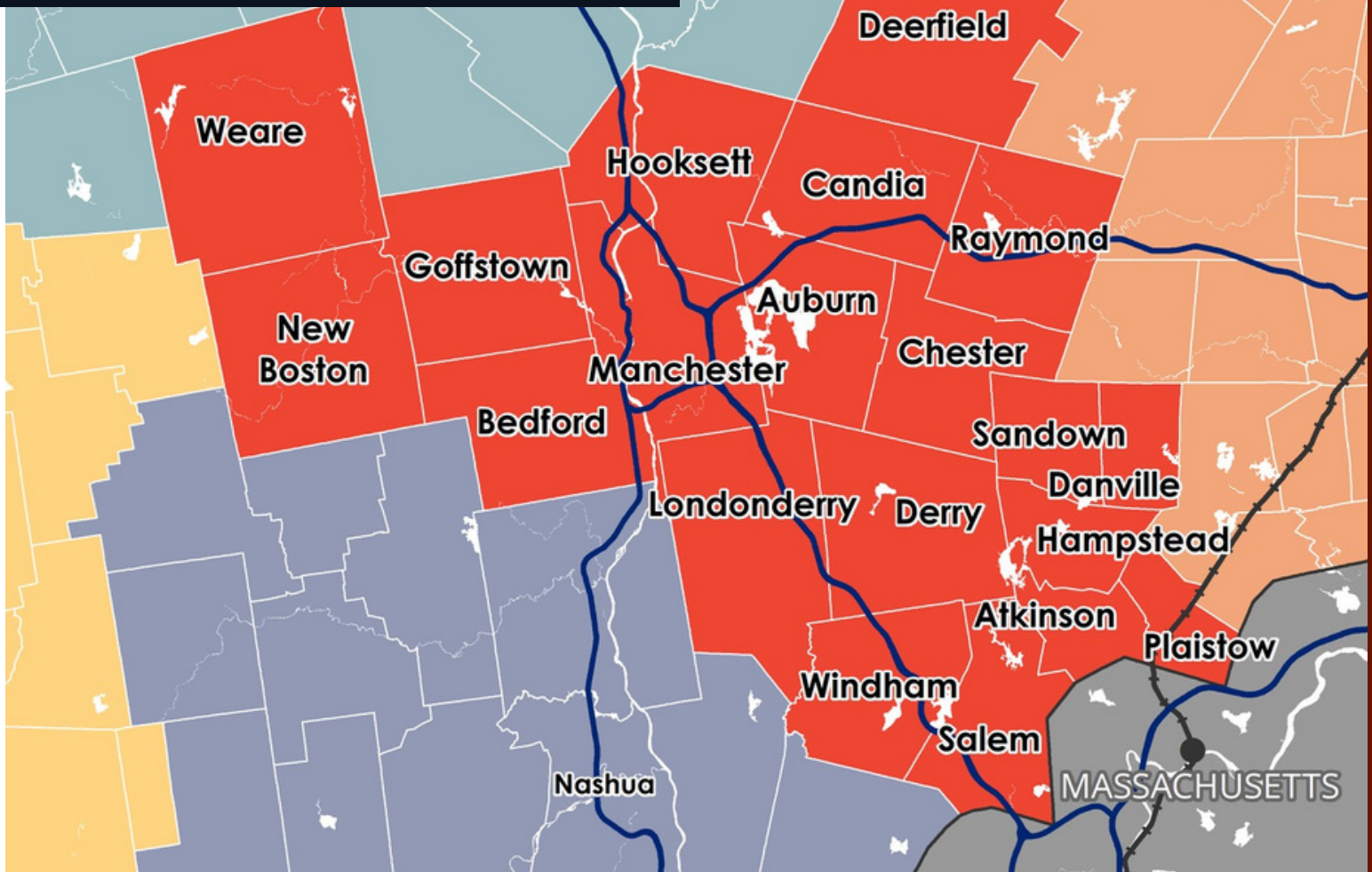
One of CRV's success stories dates back to June 2023, where they helped an unhoused family move out of a hotel into permanent housing. They then helped transport the mother to and from a job interview on short notice. She was able to get the job, thanks to CRV's transportation, and she now gets daily rides to work since June. The father was also provided with last-minute transportation to the courthouse in the neighboring county that is completely inaccessible by public transit.

The long-term goals of Community Rides Vermont is to provide on-demand rides 7 days a week with evening service, which can be booked through a mobile app or phone call.



Concord

ABOUT THE REGION



The Region 8 Coordinating Council serves 350,000+ New Hampshire residents throughout areas of Hillsborough, Rockingham, and Merrimack Counties. Municipalities in this region include: **Atkinson, Auburn, Bedford, Candia, Chester, Danville, Deerfield, Derry, Goffstown, Hampstead, Hooksett, Londonderry, Manchester, New Boston, Plaistow, Raymond, Salem, Sandown, Weare, and Windham.**

The RCC meets at SNHPC in the William G. Herman Conference Room. These meetings are open to the public and you can attend in-person or virtually. Visit snhpc.org for more information.

UPCOMING MEETINGS

Regional Coordinating Council Meeting
10/31/23 12:30pm-2:30pm, SNHPC/Hybrid
 Format

Statewide Coordinating Council Meeting
10/5/23, 1:30-3:30pm, Granite State
 Independent Living, Concord/Hybrid Format

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