

# UPDATES IN MOBILITY MANAGEMENT

Region 8: Greater Manchester-Derry-Salem

December 2023



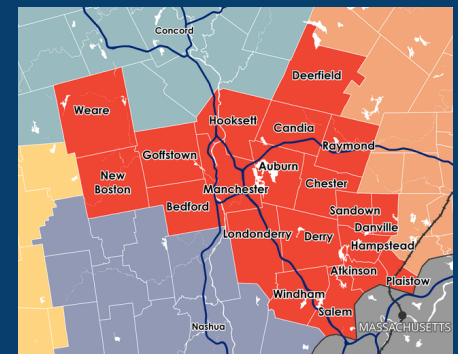
## RIDING WITH VICTORY WOMEN OF VISION

This December, [NH Alliance for Healthy Aging](#), [SNHPC](#), and I partnered with [Manchester Transit Authority](#) to offer Victory Women of Vision a tour of the Green DASH, MTA's free downtown shuttle. Victory Women of Vision (VWV) is an organization in downtown Manchester that offers community support to elderly



immigrant/refugee women. The goal of the tour was to show how participants could independently navigate the city using public transit, starting with the Green DASH. Utilizing this free service, the thought was to show community connections to potential new riders from VWV. While it was great doing the tour with staff and VWV members, there were lessons learned regarding mobility and language challenges older adults and non-English speakers face navigating transit systems. For starters, a 5 minute walk to the bus stop was 15 minutes for those with mobility issues, which was particularly difficult on a cold December day. Also, the group was a diverse mix of backgrounds, with members speaking French, Albanian, and Arabic. Translated transit information was provided, but language barriers can still be intimidating for potential riders. Thankfully, the wonderful staff at MTA took the extra steps to accommodate the riders. In short, meeting transportation needs goes beyond simply offering service, but also bridging language and mobility gaps.

## 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?

- Provider Update
- Highlighting Transportation Referrals



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## PROVIDER UPDATE

### MEET ANGELIQUE PANDOLPH, DIRECTOR OF TRANSPORTATION AT EASTERSEALS NEW HAMPSHIRE!



Angelique recently joined Easterseals New Hampshire as Director of Transportation following the retirement of prior Vice President, Fred Roberge, after over 40 years with the agency. After working as the Director of Routing at Mosquito Squad for several years and attaining her MBA in Management, Angelique looks forward to leveraging her professional logistics experience and business background to strengthen and grow the multifaceted Transportation program within Easterseals NH. **Easterseals is also looking for more drivers and**

**monitors for their transportation program. For more information, visit [easterseals.com/nh/who-we-are/careers-at-easterseals/hr-landing-pages/sts-drivers-monitors.html](https://easterseals.com/nh/who-we-are/careers-at-easterseals/hr-landing-pages/sts-drivers-monitors.html)**

### VOLUNTEER DRIVER PROGRAMS ARE ON THE RISE IN NEW HAMPSHIRE!

Volunteer driver programs play a significant roles in people’s lives throughout New Hampshire. With every passing year, we’re seeing a continuous increase in capacity and services provided by VDPs. With the start of 2024 around the corner, we expect to see another year of growth. In anticipation, here are some of the ways that VDPs have grown from 2021 to 2022. All these stats mean more people are getting to medical appointments, grocery stores, and other essential trips.



**640 Drivers**  
*11% increase*



**2,317 Riders**  
*21% increase*



**30,134 Trips**  
*10% increase*



**\$1,012,880.63 Value**  
*9% increase*



# TRANSPORTATION REFERRALS HIGHLIGHT

This page gives a highlight to all the transportation referrals made in Region 8, from August 2022 to December 2023.

58

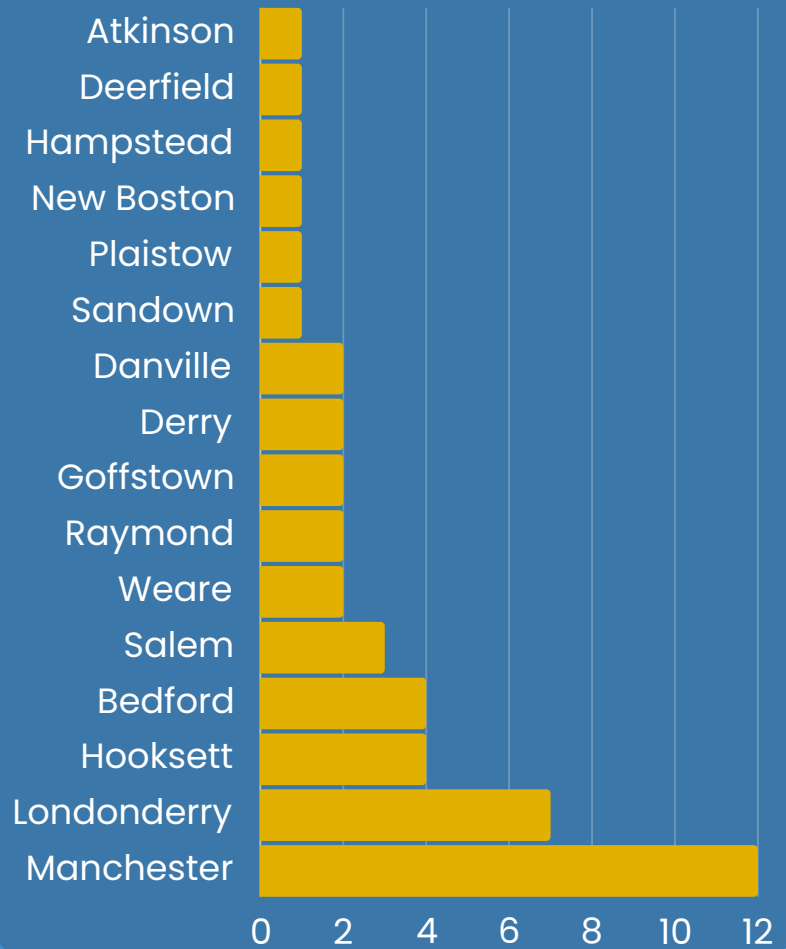
individuals assisted with finding transportation

## Most Common Trip Purposes

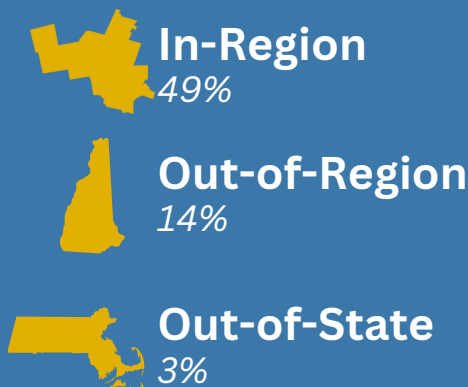


16% did not give a reason

## Where People are Asking for Help

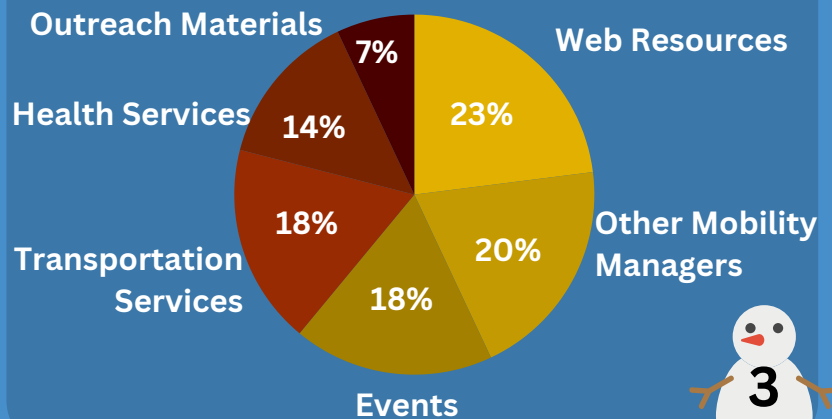


## Where People Need to Go



34% did not give a location

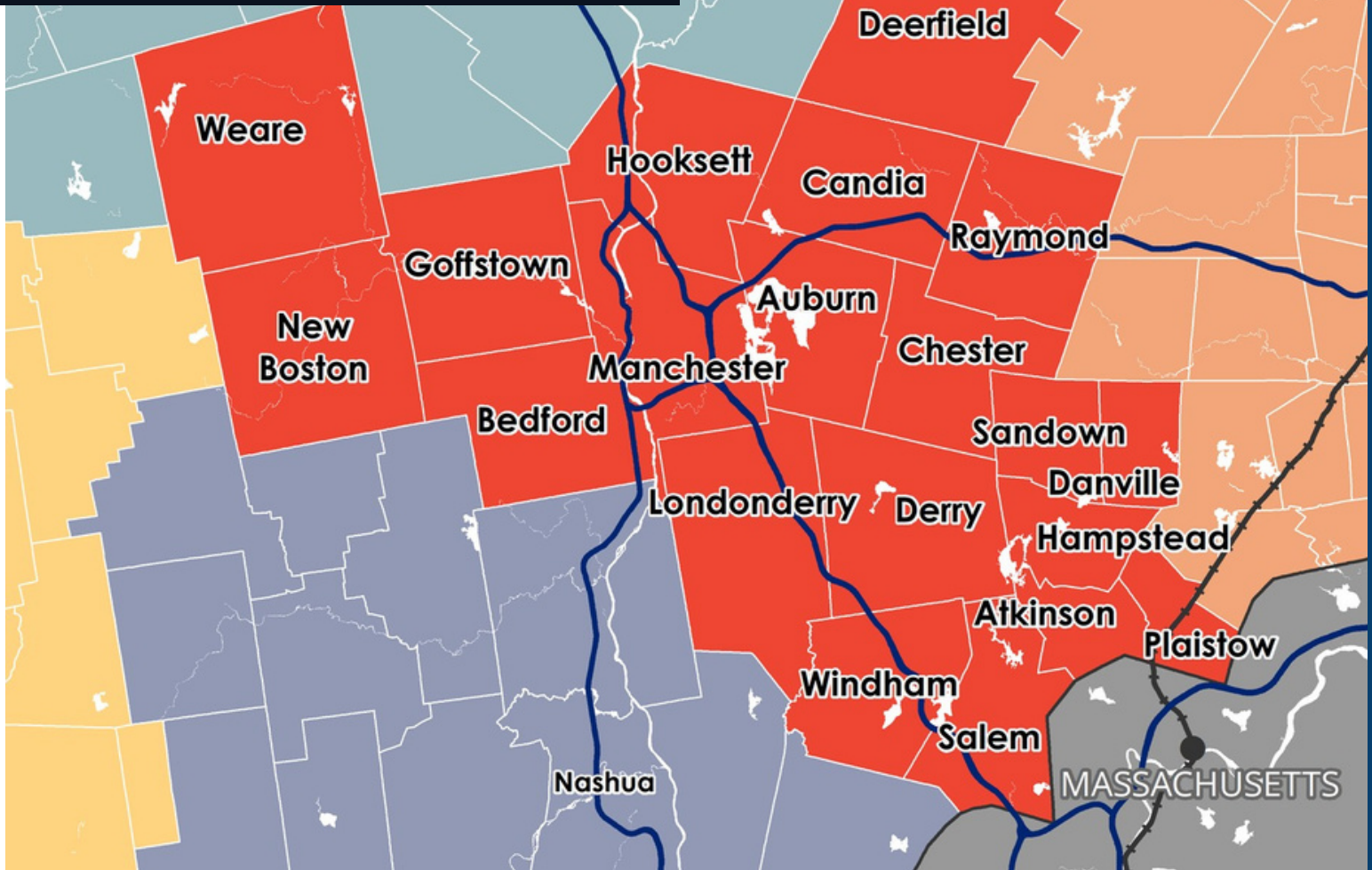
## How People Get In Touch With Me





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](https://www.snhpc.org) for more information.

Need a ride? Click below!



I Need a Ride

## UPCOMING MEETINGS

**Regional Coordinating Council Meeting**  
**1/16/24 12:30pm-2:30pm, SNHPC/Hybrid**  
*Format*

**Statewide Coordinating Council Meeting**  
**1/4/24, 1:30-3:30pm, Granite State**  
*Independent Living, Concord/Hybrid Format*

## CONTACT

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**For more information, visit:**

<https://www.snhpc.org/transportation/transportation-coordination/pages/mobility-management>

