

# UPDATES IN MOBILITY MANAGEMENT

## Region 8: Greater Manchester-Derry-Salem

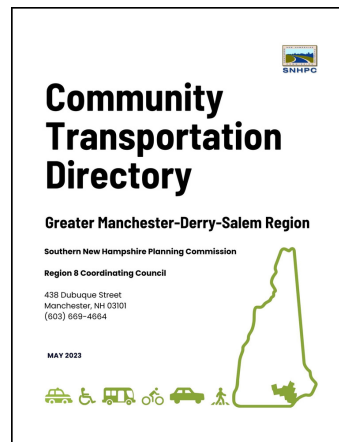
June 2023

### LEARN MORE ABOUT TRANSPORTATION OPTIONS USING OUR REGIONAL DIRECTORY

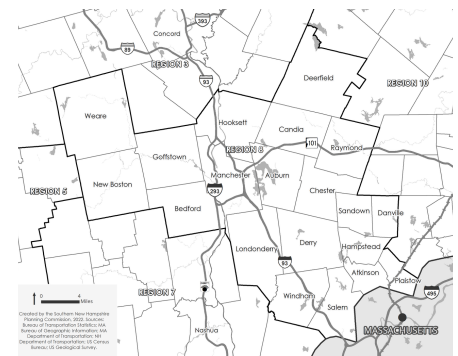
Do you think you can name every transportation service available in the region?

It's challenging, right? There's dozens of services available throughout the region, many of which provide rides for medical appointments, grocery shopping, and other essential errands.

Information on this needs to be easily accessible to those who depend on community transportation. That is why I've updated our Community Transportation Directory for the region. Did you know that there are 26 transportation services available to the public? You can learn about the services available where you live, their cost (many are free, by the way), wheelchair accessibility, and if they provide rides to medical appointments. **Visit [snhpc.org/transportation/community-transportation](https://snhpc.org/transportation/community-transportation) to view the 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?

- New Regional Directory of Community Transportation Services
- Greetings from Oklahoma City
- An Afternoon with Victory Women of Vision

# GREETINGS FROM OKLAHOMA CITY

This past May, I had the opportunity to spend four days in Oklahoma City to attend the 2023 Community Transportation

Association of America Expo. At the expo, I met lots of mobility managers from around the country and learned about the work they're doing to help their community. Now that I'm back in the Granite State, I figured I would share with you all the exciting programs happening around the county.



## COMMUNITY TRANSPORTATION NAVIGATORS IN KING COUNTY, WA



The King County Mobility Coalition (KCMC) developed the Community Transportation Navigators (CTN) project to help provide transportation information to hard-to-reach communities. The first CTN program is heavily involved with the region's Filipino community. People who have limited English-speaking abilities often struggle to navigate transportation services. In response to this, community

transportation navigators built connections with members of the Filipino community. Navigators host outreach events to directly engage community members. They provide a variety of support and creative solutions to meet the needs of their represented communities.

<https://www.kcmobility.org/community-transportation-navigators>

## KANSAS MOBILITY WEEK



The state of Kansas recently launched Mobility Week to celebrate making smart, efficient, and safe multimodal community transportation choices. Cities, counties, and providers promote transportation, highlight achievements, and introduce new initiatives and policies. In 2022, 37 counties participated in Mobility Week with 55 events throughout the state. These included free rides to events, such as to and from voting sites as well as free rides for veterans on Veteran's Day. Mobility Week also featured a selfie challenge. Participants took photos of themselves using community transportation, then posted them to social media using the hashtag #KansasRides2022. Six winners were chosen at random and received \$25 gift cards.

<https://ksrides.org/mobility-week/>

## SCHUYLER COUNTY TRANSIT LINK-LINE



Schuyler county is a rural county located in central New York. They have their own transit service which provides fixed-route, demand-response, and paratransit services. Schuyler County Transit also provides a service called Transportation Link-Line.

This is a free information and assistance service that connects people in Schuyler County and neighboring communities with transportation options. They also provide public outreach, transit orientation and answers questions regarding transportation options. These options include public transit, volunteer driver programs, car pool options, and trip planning.

<https://www.schuylercountytransit.org/>

# AN AFTERNOON WITH VICTORY WOMEN OF VISION



This past month, I had the opportunity to participate in a listening session to learn about elders' experiences growing older in New Hampshire. The event was organized by the NH Alliance for Healthy Aging, and hosted by Victory Women of Vision in Manchester. The event was jam-packed with dancing, delicious food, and most importantly, insights on the experience of aging in New Hampshire. Below are the five questions we asked them, and the responses they gave.

## WHAT IS WORKING WELL IN YOUR COMMUNITY AS IT RELATES TO AGING?

- Help and support from neighbors and family members.
- Community organizations like Meals on Wheels and Victory Women of Vision
- "Nothing" was the overwhelming response.

## WHAT IS NOT WORKING WELL IN YOUR COMMUNITY AS IT RELATES TO AGING?

- The lack of healthcare services checking in on those in need. Some participants emphasized that an initial attempt was made to service providers and it didn't not go well. They lost confidence in the system and no further contact was attempted.
- Elders are unaware of the services provided or the resources that are available, like assistance with walkers or wheelchairs, transportation programs, and other services.
- Getting to know about services seemed overwhelming, too complicated, or just not worth the effort. They also feel embarrassed asking for help.
- Getting to know neighbors seemed to be a struggle for some. Their neighborhoods are lacking a sense of community.

## HOW CAN NH BETTER SERVE AND SUPPORT ITS AGING POPULATION TODAY AND IN THE FUTURE?

- Agencies need to understand the needs of elders, and they need to listen to elders when they share their needs.
- More informative events to better learn about available resources.
- Providers, senior centers, and agencies need to have creative outreach opportunities for elders.
- More assistance with transportation is needed. One woman admitted she could still drive but knew the time was coming when she would no longer be able to drive and wasn't sure what would happen then.
- More senior housing is needed.
- Better in-home assistance for elders is needed so that they can age in place.

## WHAT DO YOU NEED TO CONTINUE LIVING IN YOUR HOME AS YOU GET OLDER?

- Adult day care center. One participant is a caretaker for her elderly mother who needs round the clock supervision. She wants her mother to be able to stay home while she works or go to an adult day care center. The care needed for her mother was at times overwhelming, and she was unaware of many of the services available including 211, Service link, transportation services, Cashin Center's programs, etc.
- In-home services including Meals-on-Wheels and information on how to sign up for services.
- More security for multi-family senior housing.

## WHAT CAN WE DO TO REDUCE ISOLATION FOR OLDER ADULTS IN NH?

- More translation for informational resources.
- More events like this listening session.
- More transportation. All participants knew someone who couldn't attend this event due to transportation.
- More support programs.



Victory Women of Vision is a nonprofit dedicated to helping immigrants and refugees resettle in their new home in Manchester, NH.

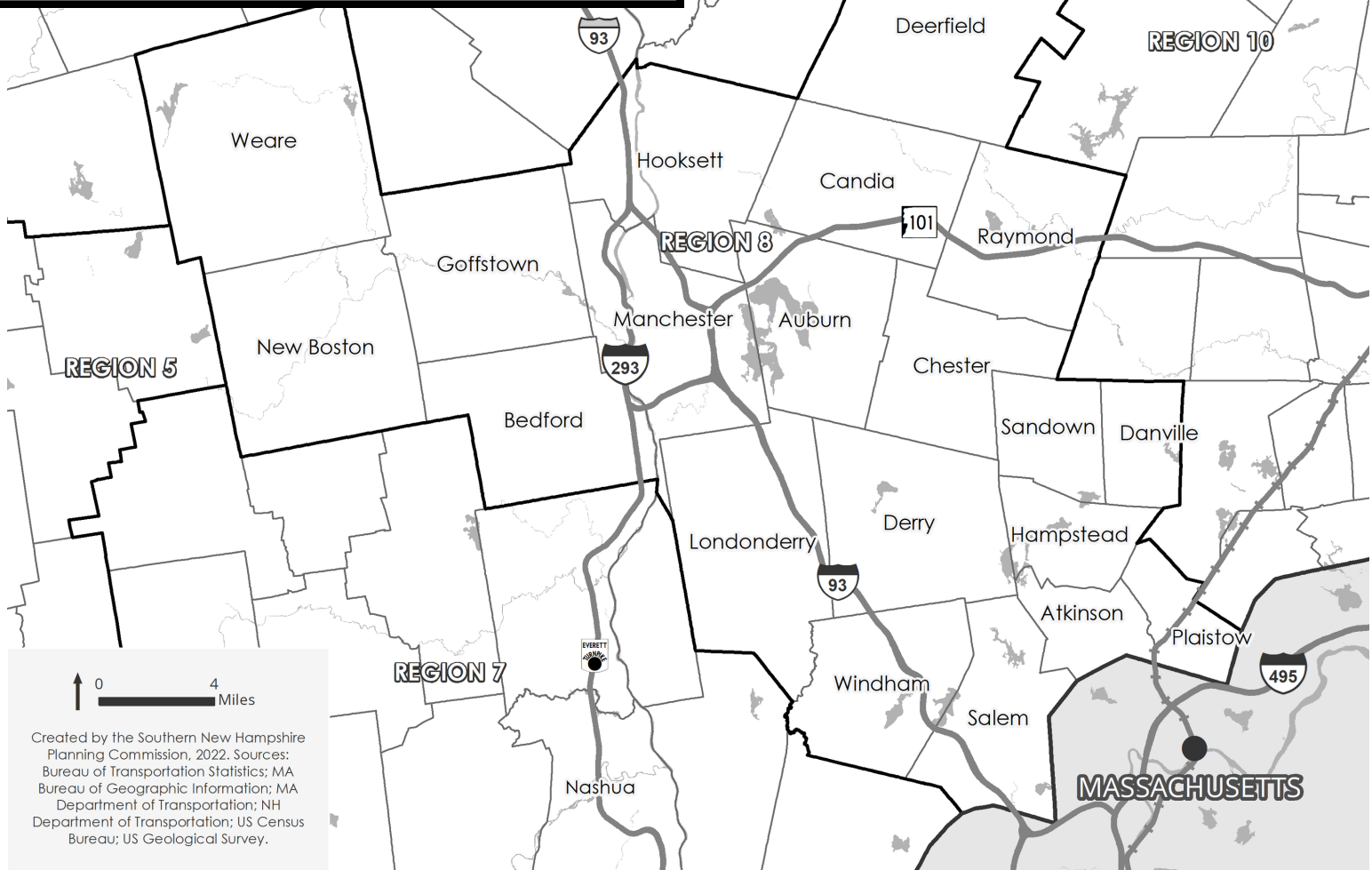
<https://victorywomenofvision.org/>



NH Alliance for Healthy Aging is a statewide coalition of stakeholders focused on the health and well-being of older adults in New Hampshire.

<https://nhaha.info/>

# 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](http://snhpc.org) for more information.

## UPCOMING MEETINGS

**Regional Coordinating Council Meeting**  
**8/29/23 12:30pm-2:30pm, SNHPC/Hybrid**  
 Format

**Statewide Coordinating Council Meeting**  
**8/3/23, 1:30-3:30pm, Granite State**  
*Independent Living, Concord/Hybrid Format*

## CONTACT

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