

COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN

For the Southern NH Planning Commission Region



ADOPTED BY SNHPC MPO
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CONTACT:
Office Administrator
Southern New Hampshire Planning Commission
(603) 669-4664/Ph.
lmoore@snhpc.org



PUBLIC NOTICE

The Southern New Hampshire Planning Commission (SNHPC) is currently updating the **Coordinated Public Transit Human Services Transportation Plan (Plan) for the SNHPC Region**. Federal transportation legislation requires that, as a condition for funding under the 5310 program of the Federal Transit Administration, proposed projects must be derived from a locally developed public transit human services transportation plan. The Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region includes 1) an assessment of transportation needs of the SNHPC region; 2) an inventory of transportation services currently available in the SNHPC region; 3) the identification of strategies to address gaps in services and 4) prioritization of strategies and statement of action items.

The draft Plan is currently available on the SNHPC website www.snhpc.org and at the SNHPC offices located at 438 Dubuque Street, Manchester, NH 03102. Interested parties are invited to review and offer comments on the draft Plan until the close of business on March 15, 2016. A public hearing to consider the changes and any comments is scheduled for March 22, 2016, beginning at 11:30 AM at the SNHPC offices in Manchester. Individuals requiring assistance or special arrangements to attend this meeting should contact Tim White, AICP, Principal Transportation Planner at (603) 669-4664 or at twhite@snhpc.org.

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Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region

LIST OF ABBREVIATIONS

ACS.....	American Community Survey
ADA.....	Americans with Disabilities Act of 1990
CART.....	Cooperative Alliance for Community Transportation
FAST.....	Fixing America’s Surface Transportation Act
FTA.....	Federal Transit Administration
MAP-21.....	Moving Ahead for Progress in the 21 st Century Act
MBRA.....	Manchester Boston Regional Airport
MTA.....	Manchester Transit Authority
NHDOT.....	New Hampshire Department of Transportation
NHRTA.....	New Hampshire Rail Transit Authority
POS.....	Purchase of Service
RNMOW.....	Rockingham Nutrition Meals on Wheels
RPC.....	Rockingham Planning Commission
RCC.....	Regional Coordinating Council for Community Transportation
SAFETEA-LU.....	The Safe, Accountable, Flexible, Efficient, Transportation Equity Act – A Legacy for Users
SNHPC.....	Southern New Hampshire Planning Commission
SNHU.....	Southern New Hampshire University
STS.....	Easter Seals New Hampshire Special Transit Services
SCC.....	Statewide Coordinating Council for Community Transportation
TANF.....	Temporary Assistance for Needy Families

A. INTRODUCTION/PURPOSE

The 2005 Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) instituted a new requirement that regions develop a Locally Coordinated Public Transit Human Service Transportation Plan in order to access funds from the FTA (Federal Transit Administration) Job Access and Reverse Commute (Section 5316), New Freedom (Section 5317) and Capital Grants for Transportation for the Elderly and Individuals with Disabilities (Section 5310) programs. Changes to these programs were brought about in 2012 with the passage of MAP-21, the Moving Ahead for Progress in the 21st Century Act. Under this legislation, the FTA 5316 and 5317 programs were both repealed and new projects designed to provide access to employment or reverse commute transportation as well as projects formerly funded under the FTA 5317 program became eligible under the Section 5310 program. The FTA Section 5310 program is now being continued under the “Fixing America’s Surface Transportation” (FAST) Act, a five year (FY 2016 – FY 2020) \$300 billion highway, transit, highway safety and rail bill providing approximately \$225 billion in contract authority over that period.



This document presents the Coordinated Public Transit-Human Services Transportation Plan for the Southern New Hampshire Planning Commission (SNHPC) Region (Plan). As a condition for funding under the Section 5310 Program of the FTA, proposed projects must continue to be derived from a locally developed public transit-human services transportation plan. The Plan must be developed through a process including representatives of public, private, and non-profit transportation and human service providers as well as the public. The FTA 5310 Program highlights the special needs of elderly individuals and individuals with disabilities. The program also provides formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient or inappropriate to meeting these needs. Funds are apportioned based on each State’s share of population for these groups of people. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements and state program administration are also eligible expenses. FTA 5310 capital projects require a twenty percent non-Federal match and operations projects require a fifty percent non-Federal match. In the SNHPC region, current FTA 5310 projects include demand response transportation, special purpose shuttle services as well as volunteer driver and recruitment programs.

Historically, the growth of the SNHPC region has been characterized by a pattern of dispersed land development resulting in increased travel on a regional scale including travel across municipal boundaries. Additionally, similar to New Hampshire as a whole, the SNHPC region is experiencing demographic changes that will provide further challenges to individual mobility. The University of New Hampshire Carsey Institute has

predicted a rapid increase in the State's senior (age 65 and over) population. It is anticipated that the age 65 and over population in New Hampshire is likely to double during the next twenty years. Innovative options and a willingness to explore new solutions to ensure mobility and accessibility on a regional scale are needed to address the effects of patterns of dispersed development and an aging population. The development of these mobility options is becoming increasingly essential not only to maintain the quality of life for those who live and work in the area but also to sustain the economic competitiveness of the region.

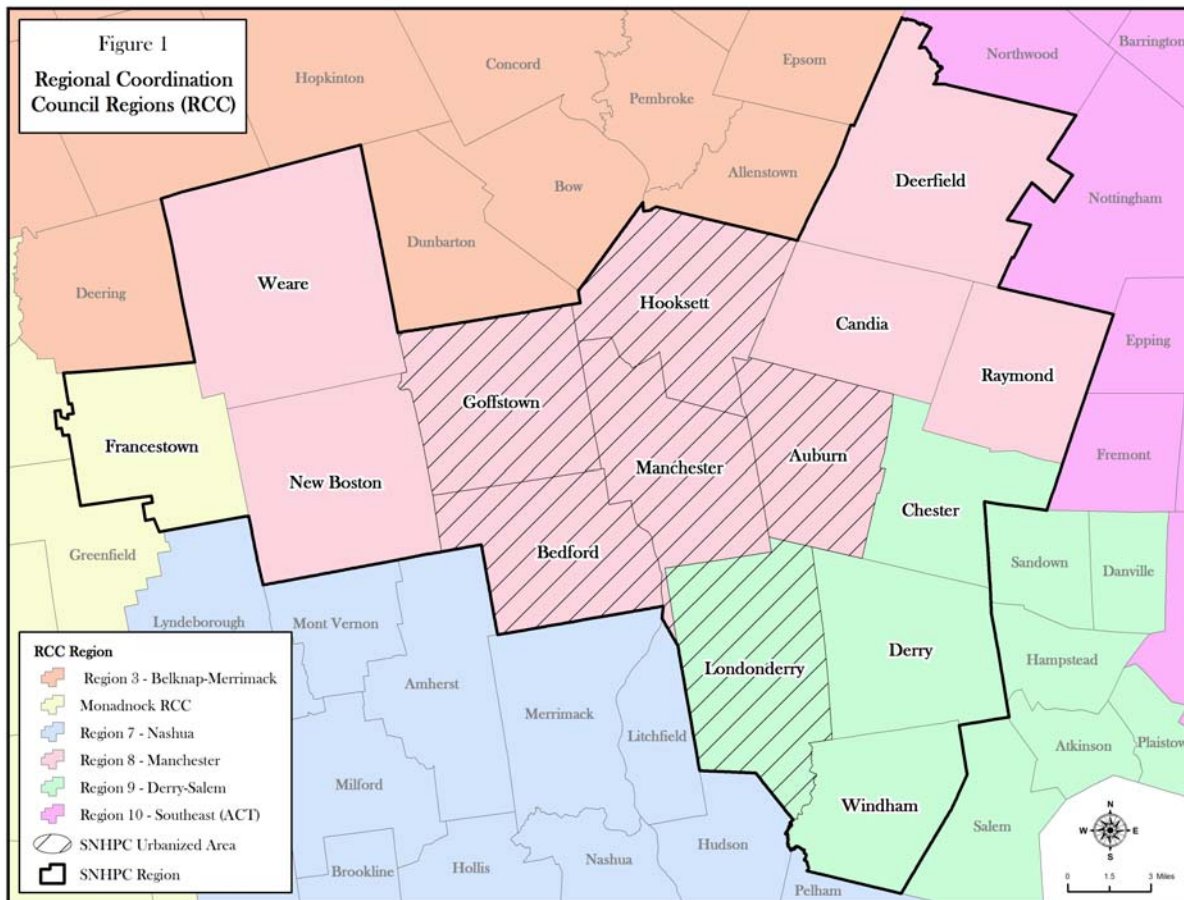
Those with special mobility needs in the region are currently served by a number of Community Transportation options. Community Transportation refers to all transportation resources in a community that are available to help meet the mobility needs of a community including groups such as the elderly, those with physical disabilities and others for whom operating private passenger vehicles is not feasible from a physical or economic standpoint. Community Transportation resources in the SNHPC region include services operated by the Manchester Transit Authority (MTA) and the Cooperative Alliance for Regional Transportation (CART). The current MTA system provides thirteen route fixed-routes with scheduled service in addition to complimentary ADA (Americans with Disabilities Act) paratransit service (StepSaver) for those unable to use the regularly scheduled fixed-route system. CART, operated by Easter Seals New Hampshire Special Transit Service (STS), provides demand response services in a five-town Greater Derry-Salem service area including the towns of Chester, Derry and Londonderry in the SNHPC region. CART also operates shuttle services serving specific origins and destinations in Derry and Londonderry as well as a taxi voucher program designed to further improve access for seniors and individuals with disabilities.



Despite the development of Community Transportation options in the region, services can often be characterized by a lack of coordination that results in inefficiencies and service duplication. SNHPC and Rockingham Planning Commission (RPC) are responding to current and future challenges in Community Transportation through continuing participation in the Region 8 (Greater Manchester) and 9 (Derry-Salem) Regional Coordinating Councils for Community Transportation (RCCs) under the direction of the State Coordinating Council for Community Transportation (SCC). The SNHPC region includes ten communities included in Region 8 (Auburn, Bedford, Candia, Deerfield, Goffstown, Hooksett, Manchester, New Boston, Raymond and Weare) as well as four communities (Chester, Derry, Londonderry and Windham) in Region 9. SNHPC also monitors the activities of the Monadnock Region Coordinating Council, which includes the Town of Franconia. The SCC is working to improve coordination of Community Transportation by reducing duplication and increasing the availability of services. The RCCs are comprised of local transportation providers, agencies that fund transportation, consumers, and agencies in need of services. The Region 8 and 9 RCCs

are currently working to improve coordination of services and increase the availability of Community Transportation in these areas through projects implemented with FTA 5310 Purchase of Service and Formula funds made available through NHDOT. These projects are designed to address the gaps in regional services identified in this Plan. Figure 1 below shows the SNHPC member communities and the location of RCCs.

Figure 1: SNHPC Regional Coordination Council Regions



The format for the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region was developed through discussions with the Region 8 and Region 9 RCCs. Additionally, the data collection for the Plan was completed as a collaborative effort between the two.

The remainder of this document presents the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region. More specifically, the Plan includes:

- An assessment of transportation needs of the SNHPC region, including the identification of those individuals with disabilities, older adults and those with limited incomes

- An inventory of transportation services currently available in the SNHPC region, focusing on the identification of areas where services overlap and where gaps in service currently exist
- The identification of strategies to address the gaps in services and actions to eliminate or reduce duplication and utilize these resources in a more efficient fashion
- Prioritization of strategies and statement of action items

The next section of the Plan will present 1) existing conditions within the SNHPC region, including a presentation of socio-economic conditions demonstrating need for Community Transportation in the region and 2) existing Community Transportation resources in the region.

B. ASSESSMENT OF NEED FOR COMMUNITY TRANSPORTATION IN THE REGION

Introduction

The Southern New Hampshire Planning Commission (SNHPC) region includes the City of Manchester and the towns of Auburn, Bedford, Candia, Chester, Deerfield, Derry, Frankestown, Goffstown, Hooksett, Londonderry, New Boston, Raymond, Weare and Windham. Based on 2010 Census data, the population for the SNHPC region is 276,416. The region, located in the southeastern portion of the state, includes portions of Hillsborough, Merrimack and Rockingham counties. The SNHPC region covers approximately 550 square miles.

The Manchester area is served by highway, air, and rail facilities. The highway system services the major portion of passenger and freight movements. Manchester-Boston Regional Airport, which is the largest commercial air traffic facility in New Hampshire and a major economic engine for the region, provides passenger service from four major carriers as well as general aviation and cargo services. Rail services presently provide bulk material transport. With the completion of the New Hampshire Capitol Corridor Rail & Transit Alternatives Analysis, the next required steps to extend passenger rail services into the SNHPC region include development of a detailed financial plan and preliminary engineering and environmental permitting to develop funding applications from the Federal Transit Administration and Federal Railroad Administration.

Interstate 93 (I-93) and the F.E. Everett Turnpike are controlled access north-south highways connecting Manchester to communities to the south including Salem and Nashua, NH as well as Lowell, Lawrence, and Boston, Massachusetts and communities to the north including Concord, Plymouth, and Littleton, NH and eventually Montreal, Canada. Interstate 293 (I-293) provides an east-west connection between I-93 and the F.E. Everett Turnpike in Manchester. U.S. 3 and New Hampshire Routes 3A and 28 also provide north-south service within the Manchester area and southern New Hampshire. New Hampshire Route 101 provides east-west service to the seacoast and the Connecticut River Valley.

Passenger transportation service is provided by automobile, taxi, bus, and airplane. In Manchester, taxi and limousine services are available while the MTA provides fixed route bus service to approximately 90¹ percent of the Manchester residents. Intercity bus travel is available through Concord Coach, Boston Express, Greyhound, Peter Pan and Flightline.

Freight moves predominantly by truck and, to a lesser extent, by air and rail. Because of Manchester's location at a junction of the interstate system, it has become the hub of the

¹ *Transit service within one-fourth mile of a residence is generally accepted as a definition of a service corridor. Upon visual inspection of the MTA routes, it was calculated that approximately 90 percent of Manchester's population lies within one-fourth mile of MTA service.*

motor freight industry in New Hampshire. Additionally, the FAST Act includes a number of provisions designed to enhance freight movement in support of national goals and also enhances many of the concepts relating to freight transportation from earlier legislation. However, despite this progress, it is becoming increasingly evident that to sustain general economic productivity and growth, funding for numerous transportation projects that would improve traffic efficiency for commercial trucking and private motorists must be increased.

Assessment of Need/Service Inventory

The next section of the Plan presents existing conditions within the SNHPC region, including a presentation of socio-economic and other data demonstrating the need for Community Transportation in the region. Documentation of this need is presented through the use of Census data and data from the 2010 – 2014 American Community Survey (ACS). The 2010 – 2014 ACS presents the average characteristics of population and housing data for the period January 1, 2010 to December 31, 2014. The Census and ACS information is supplemented by additional data gathered through surveys initiated through the collaboration of the Region 9 and Region 8 RCCs for the update of this Plan. Administration of the following surveys was initiated in November 2015:

1. Survey of Local Welfare Directors
2. Survey of Local Human Service Agencies
3. Survey of Transportation Provider Agencies
4. Survey of Clients/Riders

The surveys and summaries of the survey results are included in this Plan as Appendix B. The Client/Rider Survey was an on-board instrument administered to 215 individuals riding on Community Transportation serving Regions 8 and 9 and the three other surveys were administered on the Internet utilizing “Survey Monkey”. The final portion of this section of the Plan provides a description of existing Community Transportation resources in the region.

A total of 25 responses were received from the Local Welfare Directors, Local Human Service Agency and Transportation Provider Agency surveys. Information contained in the surveys provides general insights into the need for more and better coordinated Community Transportation in the region. As defined in the previous section of this Plan, Community Transportation can include any transportation service or program that focuses on transportation for seniors, persons with disabilities and persons with low income and others with special needs. About fifty-one percent of the

Table 1: Population Growth

Town	2000 Population	2010 Population	Percent Change (2000-2010)
Auburn	4,682	4,953	5.8
Bedford	18,274	21,230	16.2
Candia	3,911	3,909	-0.1
Chester	3,792	4,768	25.7
Deerfield	3,678	4,280	16.4
Derry	34,021	33,109	-2.7
Francestown	1,480	1,562	5.5
Goffstown	16,929	17,651	4.3
Hooksett	11,721	13,451	14.8
Londonderry	23,236	24,129	3.8
Manchester	107,006	109,565	2.4
New Boston	4,138	5,321	28.6
Raymond	9,674	10,138	4.8
Weare	7,776	8,785	13.0
Windham	10,709	13,592	26.9
Region	261,027	276,443	5.9

Source: U.S. Census Bureau from NHOEP

respondents to the Client/Rider Survey indicated that they felt that their community was somewhat or very underserved by Community Transportation. Additionally, the 215 individual responses to the Client/Rider Survey documented over 200 instances where respondents indicated that they had been unable to attend medical appointments, shop for groceries, travel to work, attend school or run errands because of a lack of reliable transportation. About 41 percent of the respondents to the November 2015 Client/Rider Survey indicated that they were over sixty years of age and 67 respondents to the Client/Rider Survey also indicated that they were retired.

There is much evidence to suggest that, despite efforts to encourage denser development and discourage sprawl, the demand for affordable housing and desire for personal space is resulting in growth outside of the urban areas of the SNHPC region. Additionally, this growth is resulting in increased regional travel and travel across municipal boundaries.

despite efforts to encourage denser

Tables 1 and 2 illustrate growth in the rural portions of the region and the resulting increases in regional travel. Table 1 presents population growth data for the communities in the SNHPC region. For the period from 2000 to 2010, these communities grew at an

Table 2: Mean Travel Time to Work (Min.)

Town	2000*	2014**
Auburn	26.7	27.2
Bedford	27.2	26.9
Candia	28.3	37.3
Chester	32.2	36.2
Deerfield	33.9	31.5
Derry	31.1	31.5
Francestown	39.3	36.2
Goffstown	26.1	26.7
Hooksett	25.7	24
Londonderry	29.7	31.3
Manchester	21.3	23.4
New Boston	32.7	30.3
Raymond	31.6	33.9
Weare	35.1	34
Windham	31.5	32.1
Region	30.2	30.8
State	25.3	26.6

*2000 Census

**2010-2014 ACS Survey 5-Year Estimates

average of about six percent. Table 1 indicates that New Boston, (approximately 29 percent), Windham (approximately 27 percent) and Chester (approximately 26 percent) experienced the highest rates of growth during this period.

Table 2 illustrates increases in regional travel reflected by the 5.9% increase in population for the region. Table 2 presents Census information on mean work trip travel times for the communities of the SNHPC region. Table 2 shows that, between 2000 and 2014, average mean work trip travel times within the region increased to approximately 31 minutes. Additionally, nine of the fifteen SNHPC communities experienced mean work travel time increases during this period. Furthermore, the mean work trip travel times for thirteen SNHPC communities exceeded the State average. The largest gain occurred in Candia where mean work trip travel times increased by nine minutes to 37.3 minutes.

Assessing the need for Community Transportation and improved service coordination in the SNHPC region involves the identification of those individuals or groups with special transportation needs. Those individuals having less than adequate access to private vehicles or those unable to operate private vehicles would likely be included in this population, along with readily identifiable groups such as the elderly, those with low-incomes, the physically disabled and children. The remainder of this section identifies the characteristics of residents of the SNHPC member communities within these groups and provides additional information designed to identify those with special needs.

The single-occupant automobile represents, by far, the primary mode of transportation for work trip travel in the SNHPC region. Table 3, which presents travel mode for work trips in the region, shows that slightly more than 83 percent of the total employed population in the region traveled to work in a single-occupant vehicle. ***Comparatively, public transportation accounted for less than one percent of work trip travel in the region.*** Based on these figures summarizing a pattern of regional dependence on the single-occupant automobile, the results of Table 3 would suggest that those individuals having less than adequate access to private vehicles or those unable to operate private vehicles would likely be included among those having special transportation needs and most dependent on Community Transportation. As highlighted earlier, those in the region with special transportation needs would likely include the elderly, those with low incomes, the disabled, and children.

Table 3: Mode of Work Trip Travel

Town	Total Workers 16 & Over	Mode of Travel											
		Drove Alone	% Drove Alone	Carpool	% Carpool	Public Transp.	% Public Transp.	Total Walked	% Walked	*Other	% Other	WAH^	% WAH^
Auburn	3,091	2,717	87.9%	137	4.4%	0	0.0%	34	1.1%	30	1.0%	173	5.6%
Bedford	10,457	8,730	83.5%	567	5.4%	65	0.6%	10	0.1%	96	0.9%	989	9.5%
Candia	2,141	1,743	81.4%	155	7.2%	25	1.2%	33	1.5%	35	1.6%	150	7.0%
Chester	2,453	2,051	83.6%	171	7.0%	8	0.3%	27	1.1%	46	1.9%	150	6.1%
Deerfield	2,392	1,946	81.4%	164	6.9%	13	0.5%	45	1.9%	30	1.3%	194	8.1%
Derry	17,997	15,532	86.3%	1,400	7.8%	105	0.6%	156	0.9%	114	0.6%	690	3.8%
Francestown	932	803	86.2%	20	2.1%	0	0.0%	14	1.5%	2	0.2%	93	10.0%
Goffstown	9,390	7,426	79.1%	576	6.1%	8	0.1%	300	3.2%	103	1.1%	977	10.4%
Hooksett	7,946	6,633	83.5%	566	7.1%	36	0.5%	192	2.4%	139	1.7%	380	4.8%
Londonderry	13,335	11,379	85.3%	680	5.1%	128	1.0%	125	0.9%	79	0.6%	944	7.1%
Manchester	56,542	45,414	80.3%	6,121	10.8%	745	1.3%	1,675	3.0%	564	1.0%	2,023	3.6%
New Boston	3,191	2,451	76.8%	257	8.1%	0	0.0%	52	1.6%	19	0.6%	412	12.9%
Raymond	5,245	4,579	87.3%	365	7.0%	17	0.3%	69	1.3%	54	1.0%	161	3.1%
Weare	5,339	4,551	85.2%	385	7.2%	18	0.3%	63	1.2%	0	0.0%	322	6.0%
Windham	7,142	5,953	83.4%	412	5.8%	83	1.2%	65	0.9%	11	0.2%	618	8.7%
Region	147,593	121,908	83.4%	11,976	6.5%	1,251	0.5%	2,860	1.9%	1,322	0.9%	8,276	7.1%

*Taxicab, motorcycle, bicycle or other means

^ Worked at Home

Source: ACS 2010-2014

Table 4 presents Census data describing household composition and vehicle ownership in the communities of the SNHPC region. Within these communities, approximately eighteen percent or about 26,000 employed individuals aged sixteen and over live in households with one or fewer vehicles. In the City of Manchester, which includes about 86 percent respondents to the November 2015 Client/Rider Survey, this figure represents nearly 28 percent of all workers 16 and over. Other communities with the highest percentages of workers aged 16 and over residing in households with one or fewer vehicles include Raymond (16.4%), Derry (15.8%), and Goffstown (15.1%).

Additionally, the 2006 - 2010 Census Transportation Planning Package reported that the mean number of workers per household in the SNHPC communities was about 1.5. This data suggests that there are households in the region with less than adequate access to transportation for work trip travel.

Table 4: Employed per Household and Vehicle Ownership

Town	Total Households	Total Workers Age 16 and Over	Workers 16 and over in households With 1 or Fewer Vehicles	% Workers 16 and over in Households with 1 or Fewer Vehicles
Auburn	1,830	3,091	164	5.3%
Bedford	7,188	10,457	690	6.6%
Candia	1,466	2,141	56	2.6%
Chester	1,612	2,453	184	7.5%
Deerfield	1,540	2,392	292	12.2%
Derry	12,934	17,997	2,844	15.8%
Francestown	605	932	68	7.3%
Goffstown	6,290	9,390	1,418	15.1%
Hooksett	5,216	7,946	1,009	12.7%
Londonderry	8,750	13,335	1,560	11.7%
Manchester	44,973	56,542	15,775	27.9%
New Boston	1,866	3,191	211	6.6%
Raymond	3,864	5,245	860	16.4%
Weare	3,126	5,339	251	4.7%
Windham	4,987	7,142	736	10.3%
Region	106,247	147,593	26,117	17.7%

Source: ACS 2010-2014

Table 5: Population Age 60 and Over			
Town	2000 Age 60+*	2010 Age 60+**	Percent Change
Auburn	416	790	89.9
Bedford	2,794	4,197	50.2
Candia	398	728	82.9
Chester	363	645	77.7
Deerfield	364	705	93.7
Derry	2,975	4,565	53.4
Francestown	236	372	57.6
Goffstown	2,602	3,182	22.3
Hooksett	1,471	2,332	58.5
Londonderry	1,875	3,550	89.3
Manchester	17,417	18,516	6.3
New Boston	326	736	125.8
Raymond	953	1,540	61.6
Weare	526	1,015	93.0
Windham	1,083	2,483	129.3
Region	33,799	45,356	34.2

*2000 Census

**2010 Census

Table 5 presents information from the 2000 and 2010 Census showing the significant increases in the elderly population (individuals age 60 and over) in the SNHPC member communities. Between 2000 and 2010, the population aged 60 and over increased in the region by an average of about slightly more than 34 percent. Significant differences in the growth of the elderly population in some of the region's communities existed during this period. For example, senior population growth ranged from the lowest in Manchester at 6.3% to the highest of 129.3% in Windham.

Table 5 also shows that other communities experiencing significant increases in elderly population during this period including Deerfield (94 percent), Weare (93 percent) and Auburn (90 percent). These data appear to reinforce the predictions of rapid increases in the State's senior population described earlier in this Plan. It has been estimated that the age 65 and over population in New Hampshire is likely to double during the next twenty years. One of the greatest challenges New Hampshire will face during this period will be to develop programs designed to enable this population to maintain its mobility.

The economic status of residents of the SNHPC region compared with Census poverty thresholds is presented in Table 6 on Page 11. The Census defines poverty in relation to family size. For example, the 2014 Census income poverty thresholds for single individuals (under 65 years of age) and for a single individual and three related children under eighteen years of age are \$12,316 and \$24,091, per year respectively. Table 6 indicates that, in the communities of the SNHPC region, about eight percent of the total population or about 22,400 individuals were defined by the Census as living in poverty. This figure ranged from about fourteen percent in the City of Manchester to less than two percent in New Boston and Weare. For those of age 18 to 64 years, the total population living in poverty in the region is almost eight percent or about 14,000 people. Within individual communities, this figure ranged from thirteen percent in Manchester to approximately two percent in Auburn. Approximately 55

percent of the respondents to the November 2015 Client/Rider Survey indicated that they were living in a household with a total annual income of \$19,000 or less. Approximately 28 percent of respondents to this survey indicated that the total annual income for all members of their household was less than \$10,000. Table 6 includes approximately 1,700 individuals 65 years of age and older in the region living in poverty.

Town	Population for whom Poverty Status is Determined	Total Below Poverty Line	Percent Below Poverty Line	Ages <18	Ages <18 Below Poverty Line	Ages <18 Below Poverty Line %	Ages 18-64	Ages 18-64 Below Poverty Line	18-64 Below Poverty Line %	Ages 65 and Over	Ages 65 and Over Below Poverty Line	Ages 65 and Over Below Poverty Line %
Auburn	5,077	131	2.6%	1,163	37	3.2%	3,437	67	1.9%	477	27	5.7%
Bedford	20,952	575	2.7%	5,888	156	2.6%	12,408	349	2.8%	2,656	70	2.6%
Candia	3,914	150	3.8%	773	69	8.9%	2,658	61	2.3%	483	20	4.1%
Chester	4,689	211	4.5%	1,183	41	3.5%	3,038	143	4.7%	468	27	5.8%
Deerfield	4,330	163	3.8%	1,024	34	3.3%	2,857	122	4.3%	449	7	1.6%
Derry	32,935	2,678	8.1%	7,351	897	12.2%	22,271	1,573	7.1%	3,313	208	6.3%
Francestown	1,551	76	4.9%	256	22	8.7%	1,075	54	5.0%	220	0	0.0%
Goffstown	15,365	789	5.1%	3,077	73	2.4%	10,132	639	6.3%	2,156	77	3.6%
Hooksett	12,880	382	3.0%	2,604	81	3.1%	8,497	255	3.0%	1,779	46	2.6%
Londonderry	24,185	723	3.0%	5,905	162	2.7%	15,650	444	2.8%	2,630	117	4.4%
Manchester	107,534	15,400	14.3%	21,921	4,835	22.1%	72,522	9,549	13.2%	13,091	1,016	7.8%
New Boston	5,381	89	1.7%	1,292	19	1.5%	3,680	61	1.7%	409	9	2.2%
Raymond	10,160	890	8.8%	2,431	341	14.0%	6,704	473	7.1%	1,025	76	7.4%
Weare	8,849	149	1.7%	2,406	0	0.0%	5,895	149	2.5%	548	0	0.0%
Windham	13,908	479	3.4%	3,596	85	2.4%	8,523	282	3.3%	1,789	112	6.3%
Region	271,710	22,406	8.2%	60,870	6,852	11.3%	179,347	13,939	7.8%	31,493	1,700	5.4%

Source: US Census ACS 2010-2014
 2014 Census poverty thresholds: 1) single individuals under 65 years of age - \$12,316
 2) single individual and three related children under 18 years of age - \$24,091

Data on welfare recipients residing in the region can also be used to identify groups with special transportation needs based on economic status. Recipients of public assistance may be less likely to have access to some transportation options due to economic circumstances. Table 7 presents 2015 data for Temporary Assistance for Needy Families (TANF) in the SNHPC region. A review of the data in Tables 6 and 7 appears to indicate the potential for demand for more transportation choices in the more urbanized portions of the SNHPC region.

Because of the reliance on the single-occupant automobile for travel in the region, children must also be included in the population of those with special transportation needs. Table 8 on Page 12 presents information on regional population for those five to fourteen years of age. This group comprises about thirteen percent of the total population of the region. The percentage of those five to fourteen years of age as a percentage of total regional population ranged from about ten percent in Francestown to about eighteen

Town	*Number of TANF Cases
Auburn	<10
Bedford	10
Candia	<10
Chester	<10
Deerfield	<10
Derry	51
Francestown	<10
Goffstown	14
Hooksett	17
Londonderry	39
Manchester	437
New Boston	<10
Raymond	23
Weare	12
Windham	<10

Source: NHDHHS- December 2015
 *Includes two parent cases that are funded with State only dollars

percent in Bedford.

Individuals with special transportation needs in the region also include those with disabilities. The Census definition of disability, revised in 2008 and included in the American Community Survey and 2010 Census, utilizes the following six disability types. Under the criteria, respondents reporting any one of the six disability types are considered to be disabled:

Town	Total Ages 5-14	Total Population	Percent of Total
Auburn	711	4,953	14.4
Bedford	3,790	21,230	17.9
Candia	522	3,909	13.4
Chester	795	4,768	16.7
Deerfield	564	4,280	13.2
Derry	4,516	33,109	13.6
Francestown	162	1,562	10.4
Goffstown	2,018	17,651	11.4
Hooksett	1,791	13,451	13.3
Londonderry	3,899	24,129	16.2
Manchester	12,344	109,565	11.3
New Boston	868	5,321	16.3
Raymond	1,212	10,138	12.0
Weare	1,341	8,785	15.3
Windham	2,255	13,592	16.6
Region	36,788	276,443	13.3

Source: 2010 Census

- *Hearing difficulty - deaf or having serious difficulty hearing*
- *Vision difficulty - blind or having serious difficulty seeing, even when wearing glasses*
- *Cognitive difficulty - Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions*
- *Ambulatory difficulty - Having serious difficulty walking or climbing stairs*
- *Self-care difficulty - Having difficulty bathing or dressing*
- *Independent living difficulty - Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping*

Using these criteria, Table 9 (Page 13) presents information on the region's disabled population. About ten percent of the total population of the region (approximately 28,700 people) is defined as having a disability, with figures ranging from a high of about thirteen percent Manchester to slightly over five percent in Windham. The November 2015 Client/Rider Survey summarized on Page 6 reported that 28 percent of respondents described themselves as disabled and in the Survey, respondents reported the use of mobility aids such as wheelchairs, walkers, canes, and personal attendants.

It should be noted that the segment of the total population of the region defined as disabled is actually lower than the national average as reported in the Census. As of 2012, the Census reported that approximately 56.7 million people or about nineteen

Table 9: Persons With Disabilities

Town	Total Disabled Population	Total Population	Percent of Total
Auburn	328	5,078	6.5
Bedford	1,213	20,924	5.8
Candia	284	3,920	7.2
Chester	398	4,802	8.3
Deerfield	469	4,330	10.8
Derry	3,410	33,018	10.3
Francestown	107	1,551	6.9
Goffstown	1,864	17,288	10.8
Hooksett	1,271	13,669	9.3
Londonderry	1,884	24,247	7.8
Manchester	14,547	108,437	13.4
New Boston	323	5,381	6.0
Raymond	1,229	10,202	12.0
Weare	664	8,849	7.5
Windham	731	13,908	5.3
Region	28,722	275,604	10.4

Source: ACS 2010-2014

percent of the population were defined as being disabled. Additionally, it would be misleading to define all those with a disability as having special transportation needs. Rather, these figures should be used to enable us to acknowledge the segment of our society that, because of physical or other limitations, must consider alternative modes of transportation for mobility. A key role for regional Community

Transportation is to provide convenient and affordable access to employment and employment centers. The results of the November 2015 Client/Rider Survey indicated that approximately 28 percent of the respondents felt that a lack of transportation was a significant problem for them in accessing employment. Additionally, the results of the survey also included 46 instances where respondents had indicated that they had, during the past year, been unable to get to work because they did not have reliable transportation.

Table 10 is a summary of daily origin-destination data for work trip travel in the region. It indicates that a total of about 85,000 daily work trips occur within the fifteen communities of the SNHPC region. Approximately 68 percent of these trips or about 58,000 occurred in the six communities (i.e. Auburn, Bedford, Goffstown, Hooksett, Londonderry and Manchester) generally thought to make up the urbanized area of the region (Figure 1 on Page 3). Approximately ninety-six percent of the respondents to the November 2015 Client/Rider Survey were residents of this urbanized area. These data appear to indicate the existence of a market for work trip transportation within the urbanized portion of the region. Because the majority of work trip travel occurs on a regular weekday basis during specific peak hours of the day, this travel could be accommodated effectively by an expanded regional fixed route bus service.

Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region

Table 10 Daily Work Trip Travel																
Place of Work	TOWN OF RESIDENCE															
	Auburn	Bedford	Candia	Chester	Deerfield	Derry	Francestown	Goffstown	Hooksett	Londonderry	Manchester	New Boston	Raymond	Weare	Windham	Total
Auburn	395	0	30	15	0	85	0	70	10	50	300	30	80	0	20	1,085
Bedford	80	2,355	70	20	45	275	30	730	385	355	3,250	245	85	130	95	8,150
Candia	20	0	360	10	50	65	0	10	4	0	260	4	20	0	0	803
Chester	10	0	10	280	15	50	0	0	0	0	50	0	10	0	10	435
Deerfield	0	0	15	0	475	0	0	0	0	0	90	10	15	0	15	620
Derry	115	120	65	205	35	3,955	0	105	165	475	995	10	85	0	125	6,455
Francestown	0	0	0	0	0	0	210	0	0	0	0	0	0	10	0	220
Goffstown	45	270	10	0	25	25	25	2,300	75	40	1,430	150	0	165	25	4,585
Hooksett	115	120	90	65	50	265	4	230	1,825	145	2,625	35	150	115	0	5,834
Londonderry	135	325	100	105	65	1,455	10	210	230	3,570	2,790	80	145	35	155	9,410
Manchester	690	2,360	505	270	360	1,615	110	2,905	2,075	1,775	26,585	500	495	1,285	250	41,780
New Boston	10	20	0	0	0	0	15	50	0	0	20	610	0	130	0	855
Raymond	0	70	100	10	45	45	0	50	55	15	235	0	1,000	0	0	1,625
Weare	0	30	0	0	0	0	0	65	35	20	50	130	15	865	0	1,210
Windham	65	15	10	70	4	290	0	25	4	215	90	0	50	0	1,100	1,938
SNHPC Region	1,680	5,685	1,365	1,050	1,169	8,125	404	6,750	4,863	6,660	38,770	1,804	2,150	2,735	1,795	85,005
SNHPC Urban	1,460	5,430						3,540	4,600	5,935	36,980					57,945
Concord	60	320	50	55	260	165	20	475	530	180	2,120	60	55	585	140	5,075
Nashua	250	900	40	100	15	670	65	370	330	790	3,090	175	45	320	235	7,395
Salem	85	120	160	130	100	1,360	4	45	70	610	975	25	75	35	615	4,409
Elsewhere in NH	439	1,735	477	640	558	1,980	386	1,219	1,257	1,835	9,671	650	1,788	1,120	690	24,445
Vermont	0	30	15	0	0	15	0	0	60	0	50	0	0	15	0	185
Maine	0	15	10	0	30	25	0	44	10	60	149	220	50	0	35	648
Massachusetts	275	950	130	440	151	5,435	58	693	450	2,853	3,829	0	959	205	2,740	19,168
Andover	105	40	20	45	10	435	0	10	45	330	320	10	30	30	225	1,655
Haverhill	0	0	10	20	4	440	0	0	10	155	50	0	85	0	0	774
Lawrence	25	30	10	0	4	455	0	4	0	195	175	0	65	15	185	1,163
Methuen	20	0	25	25	0	330	0	20	15	145	95	10	35	0	135	855
N. Andover	20	0	0	55	0	185	0	0	0	35	50	10	65	0	85	505
Boston	0	220	0	110	45	650	10	160	40	360	810	15	55	0	435	2,910
Total	2,959	10,045	2,312	2,670	2,346	20,270	947	9,790	7,680	14,208	60,154	2,979	5,457	5,060	7,315	154,192

MTA fixed-routes currently extend beyond Manchester providing services to portions of Bedford, Goffstown, Hooksett, Londonderry and express services are available to Concord and Nashua. Additionally, SNHPC, MTA, CART, RPC as well as the Towns of Derry and Londonderry are currently investigating options for extending the reach of fixed route transit through the establishment of connections between the MTA and CART systems. MTA is also involved with organizations such as Southern New Hampshire University, Manchester Community College, University of New Hampshire and The New Hampshire Institute of Art to promote the expansion of fixed route transit. MTA currently provides students of these schools with subsidized transportation on the MTA system. MTA, CART and SNHPC all remain committed to the expansion of regional transit in this area to improve mobility, provide access to employment, medical care and other services as well as to improve the environment and promote livable and sustainable communities. It is also important to consider the role of other transportation modes such as ridesharing in addressing the demand for peak hour work trip travel. Additionally, transportation demand management strategies such as telecommuting and variable work hours should also be promoted in an effort to reduce work trip travel.

Existing Community Transportation Services

The previous portion of the Plan presented information on populations with special transportation needs in the SNHPC region. This section presents information on available Community Transportation within the region, focusing on those services that represent alternatives to the automobile for those unable to own or operate a private vehicle.

In 2010, the Region 8 RCC completed an update of a directory of transportation providers in the SNHPC region and this directory is included both in this report as Appendix A and on the Region 8 RCC website <http://www.greatermanchesterrcc.com/>. The following section provides brief descriptions of other Region 8 stakeholders providing transportation in the region:

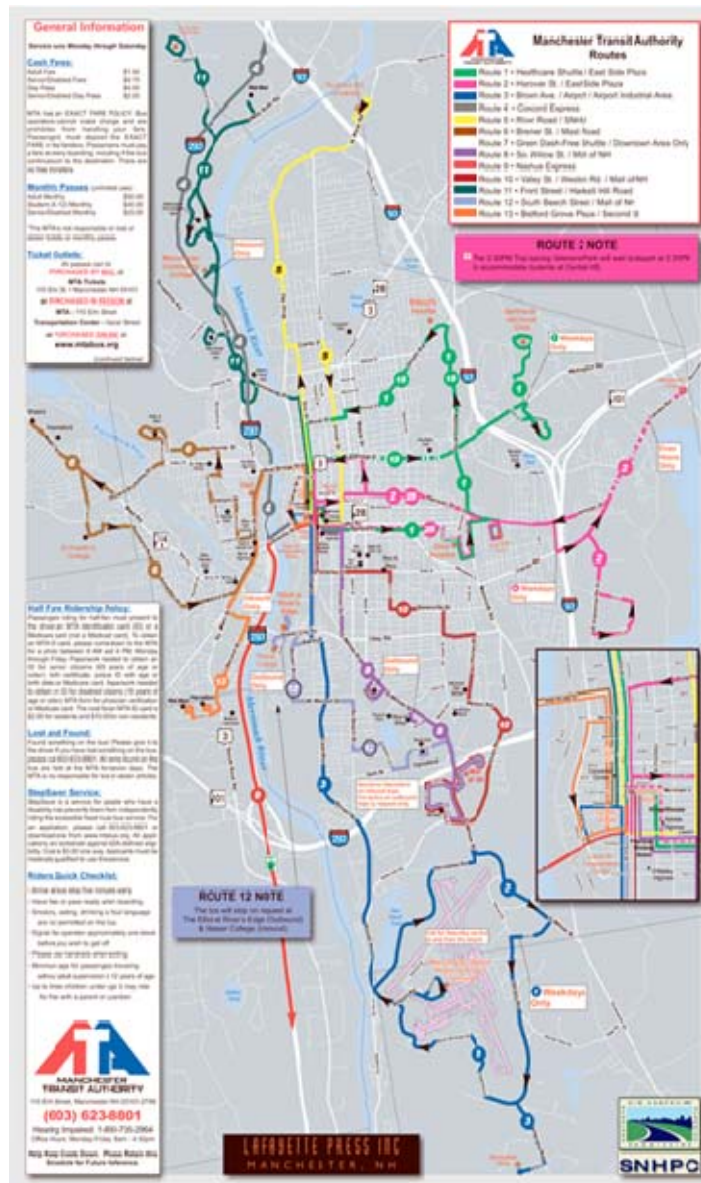
Manchester Transit Authority <http://www.mtabus.org/>

The current MTA fixed-route system, shown on Page 16, consists of thirteen routes providing scheduled service Monday through Friday. Saturday service is provided on eleven of these routes. Hours of operation on weekdays are 5:25 AM to 6:25 PM while on Saturdays service is provided between 9:30 AM and 5:25 PM including express service to Nashua and Concord. The regular fare for a one-way trip is \$2.00 with half fare discounts available for senior citizens and handicapped passengers. Weekly and monthly passes providing unlimited use of the system for seven and 31 day periods are also available. Travel between Manchester, Concord and Nashua is available on the MTA with the purchase of a \$5.00 day pass.

MTA service is provided to the central business district, and routes extend outward to serve most areas of the City and limited portions of four other communities. Route 1 (Healthcare Shuttle/East Side Plaza) provides service to many of the principal medical facilities in the City including Elliot Hospital, Dartmouth-Hitchcock Clinic and the Veterans Administration Clinic. Route 5 (River Road/SNHU) provides service to Southern New Hampshire University near the Hooksett town line and Route 11 (Front Street/Hackett Hill Road) provides service to the northern portion of the City including Manchester Community College and the Hooksett Wal-Mart store. Route 6 (Bremer St./Mast Road) and Route 13 (Bedford Grove Plaza/Second Street) provide service to the west side of Manchester as well as to principal shopping areas in the neighboring towns of Goffstown and Bedford. The Mall of New Hampshire is served by Route 8 (South Willow St./Mall of NH), Route 10 (Valley St./Mall of NH) and Route 12 (South Beech St./Mall of NH) while service to MBRA is provided on Route 3 (Brown Ave./Airport). All MTA routes provide a connection to downtown Manchester and the Canal Street Transportation Center is directly served by Route 3. Weekday frequency of service (headway) on most routes is sixty minutes. Five weekday express round trips to Nashua (Route 9) and six weekday express round trips to Concord (Route 4) are also available.

The MTA also provides demand response service on StepSaver, a transportation program offered under ADA (Americans with Disabilities Act of 1990), to individuals unable to use fixed route buses. The service is provided on an advanced reservation basis from 5:30 AM to 7:00 PM Monday through Friday and from 9:30 AM to 5:30 PM on Saturday. StepSaver service covers most of Manchester and the fare for StepSaver service is \$4.00 per one-way trip.

The “Green Dash” downtown area shuttle (Route 7) provides transportation to downtown and the Millyard within an area bounded by West Brook Street to the north, Summer Street to the south, Commercial Street to the west and Elm Street to the east. The service runs continuously between 7:00 AM and 7:00 PM Monday through Friday and is free to the public. Those with special transportation needs in Manchester are currently served by the MTA’s fixed route and StepSaver services. Additionally, other Community Transportation resources available in the area provide mobility options for those with special needs. Because there are additional Community Transportation services also available, those with special transportation needs have options for mobility in this portion of the region.



Cooperative Alliance for Regional Transportation (CART) www.cart-rides.org

CART is a demand response transportation system serving a five-town Greater Derry/Salem area including Hampstead and Salem as well as Chester, Derry and Londonderry in the SNHPC region. CART, which was established by the New Hampshire legislature to meet a well-recognized need for reliable public transportation in the community, initiated service in October 2006. The service operates principally on a combination of FTA 5307 funding and local funding provided by the service area communities. As a 501(c)3 non-profit organization, CART also relies on donations to help defray the cost of operations.



CART is open to the public for a fee of \$3 per one-way ride within one service area community. Rides between the five service area communities and to out-of-region medical destinations are provided for a fee of \$4.00 and \$5.00, respectively. Half fares are available for eligible individuals and riders can also purchase passes good for ten rides.

CART has also developed fixed-route services to improve system cost-effectiveness and efficiency. In 2012, CART expanded services to provide a shopping, nutrition and medical transportation shuttle/route deviation service which operates in Derry and Londonderry. The Derry/Londonderry Shuttle, which operates five days per week, is a collaborative effort of CART, Rockingham Nutrition Meals on Wheels and Easter Seals NH. In 2012, a fixed route shopping shuttle service operating on Mondays, Wednesdays and Fridays was initiated in Salem to provide transportation between residential areas and retail locations. Route deviations on this service, are available by advance reservation. CART initiated a Hampstead Shuttle service in 2014 to provide transportation to an adult day care facility in the town. The Derry/Londonderry, Salem and Hampstead shuttle services are free to the public. CART supplements its regular demand response transportation services by contracting with Green Cab of Londonderry to provide a half fare taxi voucher service for seniors and disabled individuals.

ESNH/Special Transit Services <http://www.easterseals.com/nh/our-programs/special-transit-service/?referrer=https://www.google.com/>



Easter Seals NH STS has been a provider of transportation services since 1980 and is the largest provider of specialized Community Transportation in New Hampshire. Since its inception, STS has developed partnerships with human service and municipal agencies benefiting communities within the SNHPC region that strive to coordinate and consolidate specialized transportation in the area. STS provides transportation with an operational fleet of more than 100

specialty-equipped vehicles and serves over 2,000 individuals annually with 300,000 trips covering over two million miles. STS is certified and licensed by the NH Department of Safety, Health and Human Services, American Red Cross, National Safety Council and NHDOT. STS serves the Greater Manchester area.

Services provided by STS include door-to-door demand response transportation and transportation for special education students. STS currently serves as the Manager for operations of CART. Other current and past clients of STS include St. Joseph Community Services, Rockingham Nutrition Meals on Wheels, the NH Bureau of Elderly & Adult Services, the Manchester Housing Authority, Catholic Medical Center, Elliot Hospital, the State of NH Administrative Services and the NH Division of Children Youth and Families. ESNH is an active participant in the Statewide Coordination of Community Transportation Services Project and serves as a principal stakeholder in RCCs throughout the State. STS is also currently involved in the provision of Community Transportation services in RCC Regions 8 and 9 through the FTA Section 5310 Purchase of Service program administered by NHDOT.

The CareGivers, Inc. <http://www.caregiversnh.org/>

The mission of The CareGivers, Inc. is to help the frail, elderly and disabled maintain their independence and dignity through the spirit of volunteerism. They recruit, screen, train and coordinate volunteers to offer presence and assistance to those in need through transportation, food, and companionship programs. The most requested service is Rides for Healthy Living which links clients with much needed transportation to doctors' offices, medical appointments, and other health services to ensure that medical needs are being met. They help vulnerable individuals remain independent in their homes and connected to their communities, avoiding the harsh reality of premature institutionalization. Since 2012, The CareGivers, Inc. has been a participant of the Region 8 RCC and has provided Community Transportation services through the FTA 5310 program administered by NHDOT. The CareGiver, Inc. serves the Greater Manchester and Nashua areas.



Granite State Independent Living <https://www.gsil.org/>



GSIL is a non-profit organization providing a range of services, including evaluation, skills training and on-going support to enable eligible consumers to pursue independent lives. Granite State Independent Living offers a variety of services geared to helping people with disabilities access their community-based transportation options throughout the State of New Hampshire. Transportation services include i) Wheelchair Van Transportation; ii) Local Transit Travel Training; iii) Travel Reimbursement; iv) Non-emergency Medical Transportation and v) ADA Paratransit Application Assistance.

St. Joseph Community Services Inc. <http://mealsonwheelsnh.org/>

St. Joseph Community Services Inc. is a nonprofit 501(c)(3) organization that has provided meals to the elderly and homebound disabled throughout Hillsborough County since 1977. In addition to its Meals on Wheels program, St. Joseph Community Services also provides transportation to individuals age 60 and older who are socially isolated due to a lack of transportation. Transportation services are offered at locations within Hillsborough County and are primarily directed at nutrition sites. Additional transportation is provided according to availability of funding and service hours.



Rockingham Nutrition Meals on Wheels <http://rockinghammealsonwheels.org/>



RNMOW has a primary mission to provide nutritious meals and beneficial support services to older and disabled residents of Rockingham County who need assistance to help them preserve long term health, well-being, and independence. RNMOW is a registered 501(3)(c) private, nonprofit agency that was established in 1978. The organization also operates Senior Shuttles for shopping and medical trips five days per week in Exeter, Raymond, Plaistow, Derry and Londonderry. RNMOW is also involved in the provision of Community Transportation in the Region 9 RCC area through the FTA Section 5310 Purchase of Service program administered by NHDOT. Enhanced transportation to the Vic Geary Senior Drop-In Center in Plaistow is included in the services provided by RNMOW through this program.

Community Caregivers of Greater Derry <http://comcaregivers.org/>

Community Caregivers of Greater Derry is a non-profit organization providing supportive services, including transportation, to elderly and disabled residents located in the seven-town area of Derry, Londonderry, Chester, Sandown, Danville, Hampstead and Windham. Transportation services are provided by a corps of volunteers using their own personal vehicles, so vehicles are generally not handicapped accessible. Rides are free for those individuals registered in the program. A week's notice to provide a ride is usually required.



Greater Salem Caregivers <http://salemcare.org/>



Greater Salem Caregivers is a non-profit agency providing supportive services, including transportation, mainly to elderly residents located in the Greater Salem area. Transportation represents the organization's most requested service and rides are

provided on weekdays by a corps of volunteers who use their own personal vehicles. Greater Salem Caregivers receives funds from local congregations, area businesses and individual donors, grants, local municipal funding and a wide variety of civic organizations. Since 2014, Greater Salem Caregivers has participated in projects to involving volunteer recruitment and marketing through the use of FTA 5310 Formula Funding administered by NHDOT.

The Town of Windham <http://www.windhamnewhampshire.com/>



Windham owns and operates one handicapped accessible van which provides medically related transportation for town residents. In addition, a group shopping trip is provided every Wednesday to Wal-Mart in Salem. Services are scheduled by contacting the Town Hall. The van service is mostly used by seniors and residents with disabilities.

C. PRIORITIZED STRATEGIES TO ADDRESS IDENTIFIED GAPS IN COMMUNITY TRANSPORTATION SERVICE

This section of the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region identifies prioritized Community Transportation strategies. The strategies have been developed to address the gaps in the provision of Community Transportation service identified and discussed in Section B of this Plan. Implementation of the strategies identified in the Plan will be the responsibility of this agency as well as the Region 8 and 9 RCCs, NHDOT, FTA and other regional stakeholders.

This section of the report presents a discussion of the prioritized strategies to address the service gaps. Each strategy discussion includes individual prioritized action items to be undertaken in conjunction with local, regional and State agencies and stakeholders.

A. Strategy:

“Continue Support/Funding for Replacement Vehicles and/or Other Improvements to Demand-Responsive and other Community Transportation Services”

Prioritized action items:

- 1. Develop Community Transportation options to medical facilities and senior centers designed to meet the needs of the demand identified in Section B of the Plan.**
- 2. Facilitate the grant application process for providers in the region and ensure that specific grant applications are consistent with the goals and objectives of the Plan.**
- 3. Develop Community Transportation options for travel during weekends and evenings designed to meet the needs of the demand identified in Section B of the Plan.**
- 4. Continue to develop Community Transportation public/private partnerships such as taxi voucher programs and volunteer driver programs designed to meet the needs of the demand identified in Section B of the Plan.**

1. Develop Community Transportation options to medical facilities and senior centers designed to meet the needs of the demand identified in Section B of the Plan.

Projects designed to improve demand-response Community Transportation options in Regions 8 and 9 have been included in the FTA 5310 program since the original SFY 2012 – SFY 2013 contracts were awarded by NHDOT. The FTA 5310 initiative expands the availability of transportation services in New Hampshire, supports the goals of the 2006 “Statewide Coordination of Community Transportation Services” plan, and maintains and expands regional services funded for the past several years. Through this program, Section 5310 “Enhanced Mobility of Seniors & Individuals with Disabilities” funds were made available to the nine New Hampshire RCCs to support coordinated Community Transportation services in these regions. Available funds are allocated by region according to a formula based on regional populations of residents over 65 and those between the ages of 0-64 with disabilities.

The FTA 5310 programs are instrumental in addressing the need for development of transportation options for travel to medical facilities and senior centers. Medical appointments were the most frequently chosen destination selected by respondents to the November 2015 Client/Rider Survey question “*In the past 12 months, have you been unable to get to any of the following destinations because you did not have reliable transportation?*” and approximately twenty-nine percent of the respondents considered lack of transportation to be a significant problem in accessing health care. Additionally, many of the respondents to the November 2015 Transportation Provider Agency, Local Human Service Agency and Local Welfare Director Surveys indicated that access to health care is an issue for their clients.



In addressing this need for travel options to medical facilities and senior centers, the SFY 2012 – SFY 2013 Region 9 5310 POS contract included new demand response services in the towns of Londonderry, Derry, Hampstead and Danville that were designed to reduce costs and increase efficiency by shifting trips away from CART’s demand response service. These services are still in operation as part of the current SFY 2016 – SFY 2017 Region 9 5310 POS (Purchase of Service)

program. ESNH STS has operated demand response Community Transportation services in the Greater Manchester area as part of the Region 8 5310 POS program since 2013. This service has been instrumental in providing participants with the access to daily living needs such as access to health care required to maintain independence and daily living. ESNH STS continues to provide call center and scheduling services to augment these transportation services. In 2015, MTA in collaboration with the Town of Goffstown, began providing demand response transportation three days per week for residents with preference given to seniors and residents traveling for medical purposes. Transportation is provided to and from any address in Goffstown as well as to medical locations in

Manchester or Bedford. Planning for this service began through discussions facilitated through the Region 8 RCC. The SFY 2016 – SFY 2017 Region 9 5310 Formula Funding program includes expanded transportation service to the Vic Geary Senior Drop-In Center in Plaistow provided by Rockingham Nutrition Meals on Wheels.

2. Facilitate the grant application process for providers in the Region and ensure that specific grant applications are consistent with the goals and objectives of the Plan.

The purpose of this strategy is to 1) address the gaps in service identified in Section B by facilitating grant applications for Community Transportation improvements including replacement vehicles and 2) ensure that specific grant applications are consistent with the goals and objectives of the Plan. Federal Transportation legislation requires that, as a condition for funding under the 5310 program of the Federal Transit Administration, proposed projects must be derived from a locally developed public transit-human services transportation plan. This Plan has been developed according to Federal guidelines, through a process including representatives of public, private, and non-profit transportation and human service providers as well as the public. Based on the information presented in Section B, it appears that demand for Community Transportation in the SNHPC region has continued since the last update of this Plan.

During the Fall of 2011, in an effort to continue support for Community Transportation in the region, the Region 8 RCC selected SNHPC as the Lead Agency for projects funded through grants provided by the FTA 5310 POS program administered through NHDOT. SNHPC collaborates with MTA on the Shopper Shuttle project as part of the Region 8 FTA 5310 POS program. The MTA Shopper Shuttle program focuses on connecting seniors and other limited mobility residents with grocery shopping locations in their community. The November 2015 Client/Rider Survey indicates continuing demand for this type of Community Transportation in the region. Grocery Shopping represented the most common response to the question “*To what activities would you travel using Community Transportation if it were more readily available?*” Additionally, respondents to the survey selected grocery shopping 39 times in response to the question, “*In the past 12 months, have you been unable to get to any of the following destinations because you did not have reliable transportation?*” Additionally, many of the respondents to the November 2015 Surveys of Transportation Provider Agencies, Local Human Service Agencies and Local Welfare Directors indicated that access to grocery shopping is an issue for their clients. MTA currently operates five Shopper Shuttles serving Manchester, Bedford, Hooksett and Goffstown.



Hooksett Market Basket Thursday	
Pick-up Time	Pick-up Location
9:00 AM	Windsor Terrace (mailboxes)
9:08 AM	Webster Woods (mail boxes)
9:20 AM	River Village (mailboxes-Laford)
9:25 AM	Brook Ridge (visitor center)
9:35 AM	Westview Terrace (stops on Lindsay Ave)
9:45 AM	Berry Hill Estates (mail houses)
9:55 AM	Carrington Farm (#128 AND #124)
10:00 AM	Market Basket

Times are approximate. Please be ready five minutes prior to scheduled time. The bus will remain at Market Basket while passengers shop.

Departure time will be approximately 1 hour after arrival.
Return trips will follow reverse order.

To continue the implementation of this Plan strategy, SNHPC, in collaboration with the Region 8 and 9 RCCs, NHDOT, FTA and other regional stakeholders, will continue to provide support for agencies requesting funding for new proposals for regional Community Transportation services, replacement vehicles, and other activities designed to improve the coordination of Community Transportation.

3. Develop Community Transportation options for travel during weekends and evenings designed to meet the needs of the demand identified in Section B of the Plan.

Development of transportation options for travel during weekends and evenings was identified as a priority during the 2010 Region 8 Strategic Planning Session. The FTA 5310 program has also been instrumental in addressing the demand for travel during weekends and evenings through the “Early Bird/Night Owl” Taxi Voucher Program initiated as part of the SFY 2012 – SFY 2013 Region 9 POS program. The Early Bird/Night Owl Taxi Voucher Program is designed to improve transportation access for seniors and individuals with disabilities during those hours when regular services are not available, including early mornings, evenings and weekends. Taxis were reported as the second most popular type of Community Transportation utilized by the respondents to the November 2015 Client/Rider Survey. Also, the responses in the November 2015 Client/Rider Survey to the question “*What other comments would you like to make regarding community transportation in your area?*” contained numerous comments concerning the need for transportation options for travel during early mornings, evenings and weekends.

4. Continue to develop Community Transportation public/private partnerships such as taxi voucher programs and volunteer driver programs designed to meet the meet the needs of the demand identified in Section B of the Plan.



The CareGivers, Inc. “Drive to Care” Volunteer Recruitment Project has been successful in addressing the demand for volunteer driver programs originally identified during the 2010 Region 8 Strategic Planning Session. The project consists of a comprehensive multimedia marketing campaign designed to recruit new volunteers to The CareGivers, Inc. existing well-established and supported volunteer transportation program. New transportation services provided through the expanded volunteer base created through the project enable client waiting lists to be shortened, services to be made available to clients with greater frequency and unforeseeable transportation needs to be addressed. This project has also continued to be funded since the original SFY 2012 – 2013 5310 Region 8 POS program and is currently being funded through the FTA 5310 Region 8 Formula Funding program. The SFY 2016 – 2017 Region 9 5310 Formula Funding program has also included volunteer recruitment and marketing efforts designed to expand the volunteer driver base corps for the Greater Salem Caregivers. The Region 9 RCC 5310 program has also addressed the

demand for development of taxi voucher programs through the “Early Bird/Night Owl” project described in the previous section.

B. Strategy:

“Continue Collaboration with Regional Providers on Proposals for Coordinated Community Transportation”

Prioritized action items:

1. **Support regional providers on proposals for improvements to coordinated Community Transportation.**
2. **Provide support for development of CART fixed route services.**
3. **Continue to participate in the activities of the NHRTA.**

1. Support regional providers on proposals for improvements to coordinated Community Transportation

As part of its strategy to improve the coordination of Community Transportation in the region, SNHPC and the Region 8 and Region 9 RCCs will continue to work with existing public transit and Community Transportation providers in the region, including MTA, CART and ESNH STS.

SNHPC’s UPWP (Unified Planning Work Program) specifies that the Commission will undertake numerous activities related to the support of MTA and CART planning and operations. Activities will include system monitoring and evaluation, updating of the MTA Short Range Transit Plan, production of system maps and related materials, documenting and coordinating FTA Section 5307 capital and operating funding requests, analysis of ridership data, compilation of transit operating data and general and comprehensive transit planning. Staff will also continue to participate in MTA Board of Commissioners meetings as well as the CART Board of Directors and Executive Committee.

These tasks will continue to be undertaken in part to ensure that existing and planned MTA and CART services can be coordinated most effectively along with other Community Transportation services. To facilitate this coordination, CART, MTA and other providers such as ESNH STS will remain, along with SNHPC, as principal stakeholders in the Statewide Coordination of Community Transportation Services Project.



In addition to general coordination, SNHPC will continue to support regional providers on proposals for improvements to Community Transportation. In February 2010, MTA and SNHPC collaborated on a successful FTA Section 5309 Bus and Bus Facilities Livability Initiative Program Grant Application to fund the MTA Health Care Circulator that became the Healthcare Shuttle/East Side Plaza Route 1 service. The service was designed to 1) provide improved access to medical facilities such as the Elliot Hospital, Doctors Park on Tarrytown Road, Dartmouth Hitchcock Clinic, Veterans Administration Hospital, and the Manchester Mental Health Facility and 2) connect these locations with Veterans' Park, which is the MTA main transfer point for fixed route service.

In May of 2012, SNHPC collaborated with MTA on the completion of an FTA grant to provide an additional two years of funding for the MTA Mobility Manager. MTA originally hired a Mobility Manager in 2010 in an effort to improve transportation access for its clients beyond the requirements of the ADA. The accomplishments of the MTA Mobility Manager program include greatly improved coordination with other area providers of MTA's StepSaver demand response transportation including ESNH. Travel Training has also been implemented to remove knowledge barriers preventing individuals from using both fixed route and StepSaver transportation. Travel training is now included in the process of enrolling StepSaver riders in an effort to determine the best travel solution for each individual. Also, MTA has established a presence in the disabled community through many public events such as large scale travel training sessions that have been featured on local TV.

SNHPC also collaborated with MTA on the development of the Shopper Shuttle program described in the previous section of this Plan. The MTA Shopper Shuttle project continues to be funded through the FTA 5310 POS program and MTA currently operates five Shuttles in Manchester, Bedford, Hooksett and Goffstown.

2. Provide support for development of CART fixed route services



As a member of the Region 9 RCC and CART Board of Directors and Executive Committee, SNHPC will continue to provide support for development of CART fixed route services. Since the inception of service in 2006, CART has developed fixed-route services to improve system cost-effectiveness and efficiency. In 2012, CART expanded services to provide a shopping, nutrition and medical transportation shuttle/route deviation service which operates in Derry and Londonderry. The Derry/Londonderry Shuttle, which operates five days per week, is a collaborative effort of CART, Rockingham Nutrition Meals on Wheels and ESNH STS. In 2012, a fixed route shopping shuttle service operating on Mondays, Wednesdays and Fridays was initiated in Salem to provide transportation between residential areas and retail locations. CART initiated a Hampstead Shuttle in 2014 to

provide transportation to an adult day care facility in the town. The Salem and Hampstead Shuttles are also operated for CART by ESNH STS.

In 2014, through collaboration with RPC (Rockingham Planning Commission), CART, MTA and the towns of Derry and Londonderry, SNHPC completed an MTA/CART System Connection Study to evaluate the feasibility of establishing a connection between existing MTA fixed-route services and CART. A connection between the MTA system and transit services to the south was originally proposed in the 2003 Greater Derry-Greater Salem Regional Transit Plan developed by RPC and SNHPC. The 2014 System Connection Study included the results of surveys of current MTA and CART riders indicating that nearly 69 percent of the respondents said that they would be at least somewhat likely to utilize new services enabling them to connect to the other system and 39 percent of the survey respondents reported being very likely to use these new services.

In December 2013, a subsequent meeting with representatives of MTA and SNHPC was held to refine the design of the conceptual service alternative. Based on information received from NHDOT, it was assumed that funding from the FTA Section 5339 Bus and Bus Facilities Program could be used to fund the purchase of vehicles for this new service. During the drafting of the report, NHDOT also indicated that that assistance in the form of a State capital match could be available for purchase of a vehicle to provide this service. The CART Board of Directors is scheduled to discuss the development of service proposals for an MTA/CART connection during 2016.

3. Continue to Participate in the Activities of the NHRTA

SNHPC will continue to participate in the activities of the NHRTA (New Hampshire Rail Transit Authority) created by the State Legislature in 2007. The mission of the NHRTA is to “[d]evelop and provide commuter and passenger rail and related public rail transportation services in New Hampshire”. The NHRTA is pursuing the implementation of passenger rail service on the New Hampshire Main Line (NH Capitol Corridor) extending from North Station in Boston to Concord including station stops in downtown Manchester and at MBRA.



The Capitol Corridor Rail Alternatives Analysis and Development Plan, completed in December 2014, utilized a multimodal and systems-wide approach for the development of transportation improvement alternatives. In addition to the existing rail lines, the F.E. Everett Turnpike/U.S. Route 3 and I-93 highway corridors were both considered for investments in commuter service. The Preferred Manchester Regional Commuter Rail alternative would include service to South Nashua, downtown Nashua, downtown Manchester and a station serving MBRA near the interchange of the F.E. Everett Turnpike and Ray Wieczorek Drive.

Future steps in the development of passenger rail service include preliminary engineering, finalizing required operating agreements, securing capital and operating funding and pursuing public-private partnerships for station development. The NHRTA is also committed to continuing to work with State and Federal legislators and local businesses and residents to discuss the economic and quality of life benefits of passenger rail. The successful implementation of passenger rail service in the region will require close coordination of other Community Transportation services that will improve the efficiency and accessibility of the system. These services would include inter-city buses, fixed-route transit buses and special feeder buses providing service to the passenger rail stations. The success of passenger rail service in the region will also be measured by the extent to which the service is accessible to the special transportation needs groups identified in Section B of this Plan.

C. Strategy:

“Continue Support for the Statewide Coordination of Community Transportation Services Project”

Prioritized action items:

- 1. Continue participation in the State Coordinating Council for Community Transportation.**
- 2. Maintain a dialogue with member communities to stress the importance of expanding Community Transportation on a regional basis.**

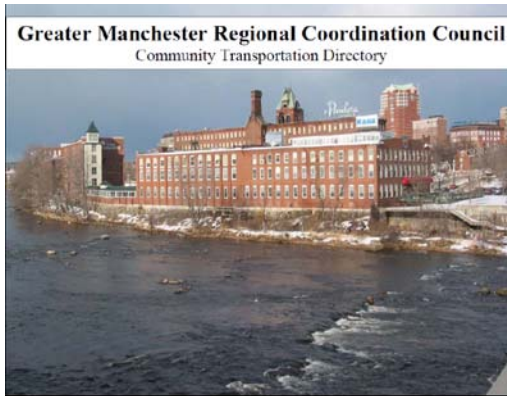
1. Continue Participation in the State Coordinating Council for Community Transportation

In addition to the initiatives described in the previous paragraph, SNHPC, in collaboration with regional Community Transportation providers and other stakeholders, will continue participation in the SCC (State Coordinating Council for Community Transportation). There is general agreement on the part of the RCCs that coordination of Community Transportation has progressed within the regions. However, most regions have suffered from a lack of public awareness of the RCCs and many of the RCCs have decreased in membership since their establishment. New Community Transportation services have been established through the RCCs but many other coordination efforts were unsuccessful due to issues such as insurance and regulatory barriers, driver shortages and the lack of public awareness of the RCCs.

In 2006, the State of New Hampshire developed the *Statewide Coordination of Community Transportation Services Plan* to implement statewide coordination of human service and Community Transportation. Significant portions of the statewide plan have been

implemented, including formation of the SCC and RCCs, development of regional coordination plans, and implementation of new services and coordination efforts at the regional level using funding committed by the NHDOT. Other elements of the statewide plan have not been implemented because of existing fiscal and policy environments. The Statewide Coordination Plan for human and public transportation services will be updated in 2016 and the new Plan will include a strategy for implementation.

2. Maintain a Dialogue with member communities to Street the importance of expanding Community Transportation on a regional basis



SNHPC, in conjunction with the SCC and Region 8 and Region 9 RCCs, will strive to maintain a dialogue with member communities to stress the importance of expanding Community Transportation on a regional basis. This dialogue will include 1) investigating opportunities for and promoting the expansion of Community Transportation services to provide mobility for those with special needs on a regional basis; 2) stressing the importance of establishing and maintaining mobility and quality of life for

transportation-dependent populations in the region such as the handicapped, low-income populations, elderly and youth populations; and 3) identifying adequate sources of funding for Community Transportation and assisting in the establishment of dedicated sources of funding for public transit in this region.

Frequent discussions have been held by the Region 8 RCC on the importance of maintaining the participation of current RCC members and expanding the membership of the Region 8 RCC. Involving increasing numbers of regional stakeholders in the RCCs is viewed as critical for the process of improving the coordination of Community Transportation. Proposals for expanding the membership of and interest in the Region 8 RCC have included 1) organizing future Region 8 RCC meetings on specific topics of interest to regional stakeholders; 2) utilizing mass media to inform the public about the Region 8 RCC and 3) hiring a Mobility Manager to increase awareness of the Region 8 RCC and its mission. Discussions have been held regarding the feasibility of the use of FTA 5310 Formula funding to hire a Region 8 Mobility Manager. The Region 8 RCC website can be found at <http://www.greatermanchesterrcc.com/>.

APPENDIX A

STATE COORDINATING COUNCIL FOR COMMUNITY TRANSPORTATION/ REGIONAL COORDINATING COUNCIL BACKGROUND

State Coordinating Council for Community Transportation/Regional Coordinating Council Background

Prior to formation of the Region 8 and Region 9 RCCs in August 2009 and May, 2010, respectively, SNHPC provided assistance to regional providers of Community Transportation to obtain funding for improvements such as capital funding for replacement vehicles, operating assistance for new Community Transportation services, expansion of existing services and social services funding in support of the provision of new services. Funding for such improvements has been provided to stakeholders such as Easter Seals Special Transit Services, Granite State Independent Living, St. Joseph Community Services and the MTA.

The Statewide Coordination of Community Transportation Services project is the result of a Statewide Transit Coordination Study was completed by the New Hampshire Office of State Planning in 1995. The study was designed to determine 1) the needs of the agencies which fund transportation 2) the capabilities of the service providers and 3) the coordination model that would be best for the State. In 2006, the NHDOT, under the guidance of the Governor's Task Force on Community Transportation, began a statewide coordination study of human services transportation. The study grew from the results of the Statewide Transit Coordination Study. The Task Force was developed to carry on the work originally begun in the Coordination Study and develop an action plan to modify the organization of Community Transportation in the State and improve service efficiency and quality. A final report for the study, which was completed in October 2006, defined the framework at the State and regional levels required for coordination of Community Transportation. Based on the recommendations of the study, the State would be broken down into eight to ten Community Transportation Regions, each composed of a Regional Coordination Council (RCC).

In 2007, the New Hampshire State Legislature established the State Coordination Council (SCC). Represented on the SCC are the State Departments of Transportation, Health and Human Services, and Education and the Governor's Commission on Disability, transit providers, the UNH Institute on Disability, ARRP, Easter Seals, community action agencies, regional planning commissions, the Coalition of Aging Services, the Endowment for Health, and Granite State Independent Living. Since this time, the SCC has been working to develop state-level coordination systems including information technologies and working with regional groups to establish regional councils.

The RCCs include local transportation providers, funding agencies, consumers, agencies requiring transportation services and other stakeholders. The formation of the Region 8 RCC began in May 2008 with stakeholder meetings utilizing contacts developed through the completion of the original Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region. The Region 8 RCC stakeholders, who have

been holding regular meetings since August 2008, have accomplished the following to date:

- Conducted an open development process including a diverse group of regional stakeholders developed through the Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region;
- Identified the Composition of the Region 8 RCC;
- Completed updates of the “Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region”;
- Developed and Approved By-Laws for the Region 8 RCC;
- Developed and Approved an MOU for the Region 8 RCC;
- Recruited a Citizen Member for the Region 8 RCC;
- Received 17 Signed Region 8 RCC MOU’s from Stakeholders;
- Provided assistance to regional stakeholders for the development of Community Transportation; and
- Administered FTA 5310 Purchase of Service and Formula Funding provided through NHDOT for Community Transportation projects in the Greater Manchester area since 2012.

A Region 8 RCC Strategic Planning Session was held on September 21, 2010 to address the Community Transportation needs of Region 8. Discussion during the Strategic Planning Session included topics such as 1) using Community Transportation to enable organizations to work together to share information and resources; 2) key transportation resources in Region 8; and 3) the type of services provided by public, private non-profit and for-profit providers in the region. Perceived transportation needs in the region as expressed by the stakeholders in attendance included 1) possible service to area senior centers; 2) expansion of service to provide transportation after hours and on weekends and 3) transportation to medical facilities in the region, specifically outside of Manchester.

APPENDIX B

**DATABASE OF TRANSPORTATION PROVIDERS
IN THE
SNHPC REGION**

Greater Manchester Regional Coordination Council

Community Transportation Directory



Greater Manchester Regional Coordination Council Community Transportation Services

- Introduction.....1
- Regional Coordination Councils for Community Transportation.....2
- Community Transportation Defined.....3
- Map of the Region.....5

Transportation Service Listing by Service Type

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- Non-Emergency Medical Transportation.....10
- Seniors and Persons with Disabilities Transportation.....11

INTRODUCTION

The need for coordinated transportation services for people without convenient access to transportation continues to be an issue in Southern New Hampshire and in the greater Manchester area. New Hampshire is currently the State with the sixth oldest population in the country and as a result, the number of residents requiring transportation options will continue to increase over time. New Hampshire residents in need include those unable to drive for physical or economic reasons, youth and elderly populations and the disabled.

For several years, New Hampshire transportation providers, human service agencies and other stakeholders have discussed ways to increase and improve transportation coordination Statewide. The primary goal of transportation coordination is to reduce duplication of services, maximize scarce resources and increase availability of services. In 2007, the New Hampshire legislature took the first step toward improving coordination of transportation services with the establishment of the State Coordinating Council (SCC) for Community Transportation. The SCC consists of representatives of state departments of Transportation, Health and Human Services, Education and the Governors' Commission on Disability, transit providers, the UNH Institute on Disability, AARP, Easter Seals, community action agencies, New Hampshire regional planning commissions, the Coalition of Aging Services, the Endowment for Health, and Granite State Independent Living. The SCC is developing a statewide coordination system based on the establishment of regional coordinating councils and regional transportation coordinators. The SCC is responsible to the Governor and Legislature for implementing coordination in New Hampshire.

REGIONAL COORDINATION COUNCILS FOR COMMUNITY TRANSPORTATION

The Greater-Manchester Region 8 Regional Coordination Council (Region 8 RCC) has created this Community Transportation Directory in an effort to make information related to transportation services in the region more accessible. The Region 8 RCC, one of ten planned New Hampshire Regional Coordination Councils, includes the communities of Auburn, Bedford, Candia, Deerfield, Goffstown, Hooksett, Manchester, New Boston, Raymond and Weare.

New Hampshire's Regional Coordination Councils are represented by local transportation providers, funding agencies, consumers, and agencies providing and requiring transportation services. As of September 2010, nine of ten planned RCCs have been approved by the SCC. One of the primary roles of the RCC is to select and oversee Regional Transportation Coordinators (RTCs) for their regions. The RTC will be responsible for providing coordinated transportation through activities such as arranging rides through a network of providers, managing a call center and completing administrative activities such as data collection, billing and reporting. The RTC selection process will be monitored and approved by the SCC.

COMMUNITY TRANSPORTATION DEFINED

Within the Region 8 RCC area, there are a number of different types of transportation services and providers. Below you will find definitions related to community transportation and the information contained in this directory.

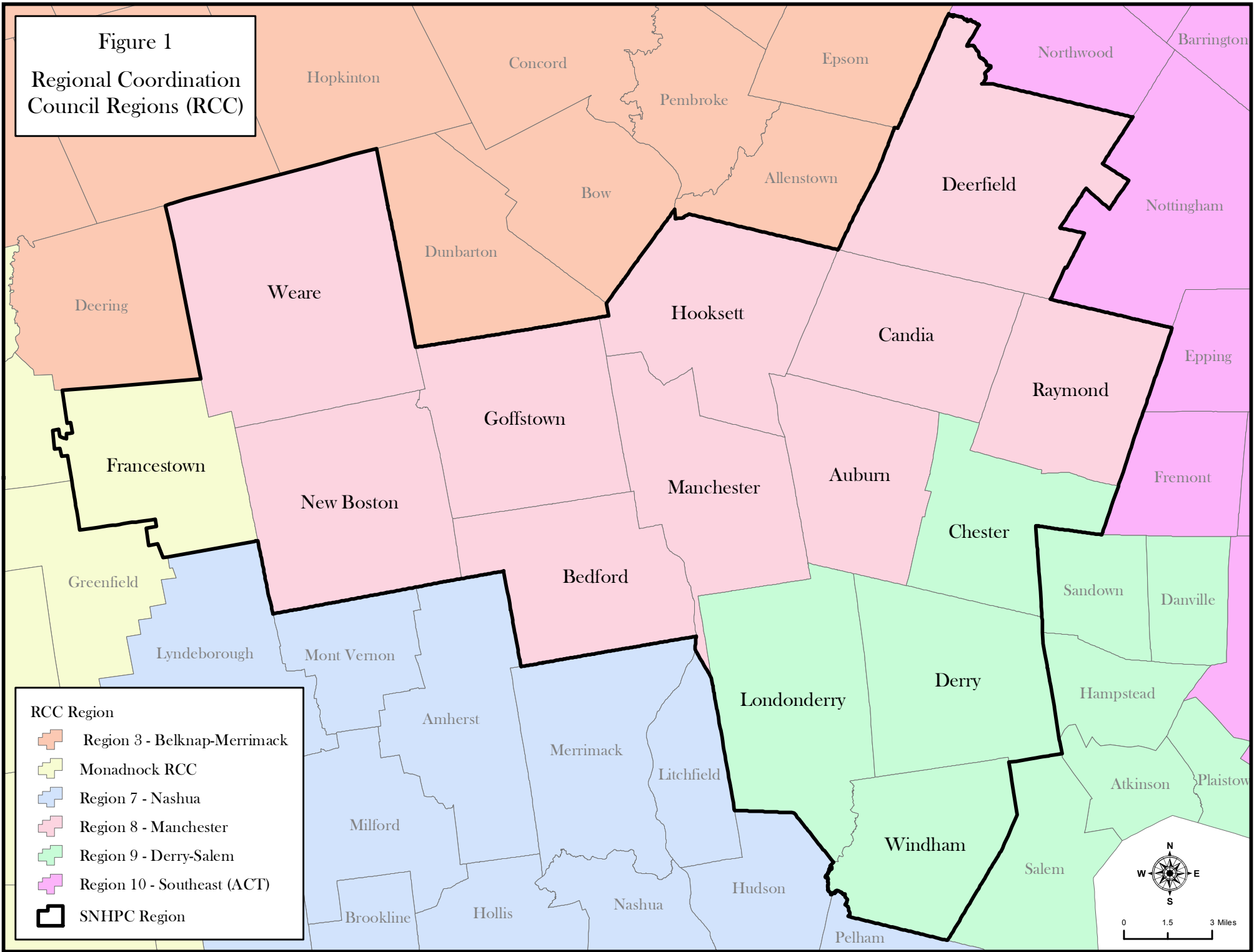
- **Community Transportation** is a term used to describe public transportation or human service agency transportation services or programs, provided by a public or private entity, that focus on transportation for, but not limited to, seniors, persons with disabilities and persons with low income.
- **Dial-A-Ride** is a demand-responsive service where customers are picked up and dropped off, usually door-to-door, within a relatively short period of time in response to a trip request. Volunteers who have undergone training sometimes provide these rides. Rides are generally scheduled in advance and riders often share vehicles with other customers.
- **Human Service Agency Service Providers** are organizations that provide specialized transportation services to a select group of people based on need. Transportation is often provided only to those individuals enrolled in an agency's program(s). Services are often of a demand responsive nature and door-to-door service is often provided. Clients of Human Service Transportation Providers area often required to submit an advance request for a ride. Services can be provided free of charge or through reimbursement from federal and state programs.
- **Medical Transportation Providers** are organizations and companies that provide non-emergency medical transportation and/or emergency medical transportation services. The types of medical transportation providers can range from wheelchair transport services, which have vehicles with specialized lifts to take patients to and from doctor's appointments, treatment, and therapy appointments, to ambulance transportation for emergency and non-emergency situations.
- **Paratransit** is a term used to describe a range of transportation options falling between the private automobile and conventional fixed-route bus services. Paratransit includes a mix of service types, configurations and passenger-carrying levels. Complimentary paratransit service, which is mandated under the American with Disabilities Act (ADA) for all public transit systems, must be provided with $\frac{3}{4}$ of a mile of existing public transit routes for people with disabilities.








- **Private/For Hire/Taxi** describes a wide range of transportation services and vehicles for hire with prior booking for a set rate. Services include intercity and charter bus, limousine, private sedan, and/or shuttle transportation for hire to special events and airports. Taxis convey passengers between locations of their choice, without prior booking utilizing a mix of vehicle types, methods of regulation, hiring, dispatching, and payment.
- **Public Transit Authorities** provide bus services on fixed routes with fixed schedules. Public transit is open to the general public, including those with special needs. Public transit authorities in the Region 8 RCC area include Manchester Transit Authority and CART.
- **Ridesharing** is service where individuals use methods such as a toll free number, web based rideboard or social network to arrange a rides with another individual or group of individuals. Ridesharing can be used for commuting to work, school, grocery shopping, social events, etc.

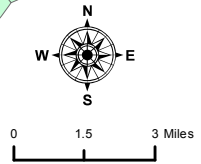
For more information on community transportation, visit the following resources below:

- Community Transportation of America: <http://www.ctaa.org>
- .State Coordinating Council for Community Transportation: www.nh.gov/dot/programs/scc/
- Greater-Manchester Regional Coordination Council: www.greatermanchesterrcc.com

Figure 1
Regional Coordination
Council Regions (RCC)



- RCC Region**
-  Region 3 - Belknap-Merrimack
 -  Monadnock RCC
 -  Region 7 - Nashua
 -  Region 8 - Manchester
 -  Region 9 - Derry-Salem
 -  Region 10 - Southeast (ACT)
 -  SNHPC Region



Alphabetical Order

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
American Cancer Society	New Hampshire		Demand-response in-home pick-up/drop-off, demand-response door-to-door service, demand-response curbside pick-up	1-800-227-2345	Free, only for transportation to and from medical treatments.
American Cancer Society- Road to Recovery	Auburn, Bedford, Candia, Deerfield, Goffstown, New Boston, Manchester, Weare		Demand-response in-home pick-up/drop-off, demand-response door-to-door service, demand-response curbside pick-up	1-800-227-2345	Free, only for transportation to and from medical treatments.
Boston Express	Southern New Hampshire, Boston South Station and Logan Airport	http://www.bostonexpressbus.com/	Public Transportation operating along the I-93 corridor serving Manchester, Londonderry and Salem	845-1999	\$17- \$85 depending on location and number of trips
Boys and Girls Club of Greater Derry	Derry Public Elementary and Middle Schools	http://www.derrybgclub.org/	Provides limited after-school transportation services	434-6695	Monthly- \$50, Daily- \$4
Care Plus Ambulance	Throughout New Hampshire	http://www.careplus.org/	Wide range of medical transportation and support services throughout the New Hampshire area.	424-8910	Wheelchair service: facility-to-facility is \$27.35 base plus \$2.51/mi. home-to facility is \$45.00 base plus \$3.00/mi. Ambulance service starts at a base of \$330.00 plus \$11.50/mi and goes up from there.
Caregivers, Inc.	Throughout the region	http://www.caregiversnh.org/	A free service for the elderly (must qualify). Offers rides mainly for medical visits.	1-877-278-0237	Free for those in the program, rides are given by volunteers. However, advanced notice is required (about 2 weeks). About 95% of requested rides are fulfilled.
CART	Chester, Derry, Hampstead, Londonderry, and Salem	http://www.cart-rides.org/	It is a shared-ride service that is available to any resident of the seven service town.	437-9999	\$3- \$5 one way depending on trip zone
Catholic Medical Center	Manchester, Goffstown, Hooksett, Bedford	http://www.catholicmedicalcenter.org/	Offered to patients who do not have access to transportation.	668-3545	Free
Community Caregivers of Greater Derry	Travel Anywhere, but depends on volunteer driver's discretion.	http://www.comcaregivers.org/	Door-through-door transportation services for registered and vetted clients (elderly or disabled, chronically or temporarily ill) will travel to any destination.	432-0877	Free for those in the program, rides are given by volunteers. Adequate notice or as much notice as possible.
Fish Organization	Amherst, Milford, Wilton, Lyndenboro, Mont Vernon		Demand-response in-home pick-up/drop-off	673-7372	Free, volunteer service
Flight Line	Northeast, MA and Southern NH	http://www.flightlineinc.com/	Ground transportation that serves Logan Airport, Manchester Boston Regional Airport, Black Falcon Pier Terminal and South Station. Service ranges from group rides from park and ride spots throughout southern NH to private door-to-door service similar to that of a taxi. Offers one way and roundtrip service to both Logan and Manchester airports.	1-800-245-2525	Various, starting at \$19.00 and going up from there.
Girls, Inc.	Manchester, Goffstown, Bedford	http://www.girlsincnewhampshire.org/	After-school programs for youth girls	625-1296	No Fee
Granite State Independent Living	Areas where public transportation is not available	http://www.gsil.org/	Transportation options to eligible people with disabilities	228-9680	\$1.75/mile \$20/hour
Green Cab Company		http://greencabnh.com/	24 Hour- 7 Day a week Service taxi service. Airport Service	432-7800	\$3.20/mile
Juvenile Probation and Parole Offices	New Hampshire	http://www.dhhs.nh.gov/djis/probation/index.htm	Demand-response pick-up/drop-off and escort or other services provided by driver at destination. This service is very limited, offered in instances where, parents may not have access to transportation to attend a meeting for their child in a group home and situations similar to that. Not for the general public.	626-7734	The first trip is paid for by the State of NH
Lamprey Health Care Center	Rockingham County and Parts of Strafford County	http://www.lampreyhealth.org/	Transportation services for elderly (55+) and disabled residents of Rockingham County and parts of Strafford County	1-800-582-7214	A \$3.00 donation is suggested but not required.
Londonderry School System	Londonderry only	http://www.londonderry.org/	Fixed-route service (only school bus routes)	432-6920	N/A
Londonderry Senior Center	Londonderry and Derry	http://www.londonderryrh.org/	Transportation for Londonderry and Derry residents 55 and older	432-8554	\$2.00 donation per one-way or two-way
Manchester Boys and Girls Club		http://www.mbgcnh.org/	Offers rides from school to Boys Club and from Boys Club to school	625-5982	\$15.00/week before financial aid.
Manchester Community Health Center	Primarily Manchester with some surrounding towns	http://www.mchc-nh.org/	Demand-response door-to-door service	626-9500	N/A

Alphabetical Order

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
Manchester School System	City of Manchester, some special needs buses go out of town/state. Students attending school in Manchester from outside the city are provided for by their own town.	http://www.manchesternh.gov/website/Departments/PublicSchools/Administration/tabid/1705/Default.aspx/	For students living 1.4 miles or more from their districted school	624-6300	Free for students in grades 1-8. High school students can use either the city system at a discounted rate (\$1.50/ride, \$11.00 for a 10 ride ticket or \$ 50.00 for an unlimited month pass). High school students can also use the school bus system for \$8.50 per 10 rides.
Manchester Transit Authority	Manchester, parts of Goffstown, Bedford and Hooksett	http://www.mtabus.org/	Provides public transportation for Manchester, parts of Goffstown, Bedford and Hooksett	623-8801	Adults- \$1.50/way, Students- \$1.50/way, Senior Citizens- \$0.75/way, Disabled- \$0.75/way
New Hampshire Catholic Charities	New Hampshire	http://www.nh-cc.org/	Occasional rides for clients to appointments. Nothing that is open to the public or regularly scheduled	669-3030	N/A
NH Department of Health and Human Services	State of NH	http://www.dhhs.state.nh.us/	Medicaid program from families who meet financial and other eligibility requirements and certain other individuals who lack adequate resources to pay for medical care	271-8166	Varies
Quality Care Partners	Greater Manchester, Nashua and Concord areas	http://www.qualitycarenh.com/	Demand-response door-to-door service	627-2100	\$23.00/hour plus mileage
Queen City Taxi	Everywhere		Demand-response door-to-door service	622-0008	\$3.00 flat rate to get in the cab, \$5.40 for the first mile, \$2.40 each additional mile. Flat rate to the airport.
Rockingham Regional Ambulance	Hillsborough County	http://www.rockingham.org/	Demand-response service	800-634-6247	\$30.00 flat rate plus \$2.40 per mile.
Special Transit Services	Only within Manchester	http://nh.easterseals.com/site/PageServer?pagename=NHDR_Special_Transit_Service	STS provides door-to-door transportation with passenger assistance available for the frail and isolated elderly, as well as individuals with special needs and disabilities.	668-8603	No fee, donation requested
St. Joseph Community Services, Inc.	Due to limited funds, transportation services are offered at only a few locations in the county and are primarily directed at bringing eligible individuals to to and from our nutrition sites	http://www.mealsonwheelsnh.org/	Transportation for individuals 60 and over primarily to and from nutrition sites	669-1699	No fee, donation requested
The Elliot Hospital	Manchester, Hooksett, Goffstown, Bedford and Londonderry	http://www.ellihothospital.org/newsite/	Demand-response door-to-door service	663-2429	N/A
Trilogy Wheelchair Transport and Eldercare Services, LLC	Greater Manchester and beyond		Demand-response door-to-door service	656-9715	\$35.00 each direction plus \$3.00 per mile. Higher at night and on weekends.
UNH Institute on Disability	Durham, New Madbury, Madbury, Dover, Portsmouth, Newington	http://www.ioid.unh.edu/Home.aspx	Fixed-route service, some demand-response	862-4320	N/A
YMCA	Manchester and Goffstown	http://www.gmlymca.org/index.php	Fixed-route service	623-3558	N/A

Public Transit Agencies

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
CART	Chester, Danville, Derry, Hampstead, Londonderry, Salem and Windham	http://www.cart-rides.org/	It is a shared-ride service that is available to any resident of the seven service town	437-9999	\$3- \$5 one way depending on trip zone
Manchester Transit Authority	Manchester, parts of Goffstown, Bedford and Hooksett	http://www.mtabus.org/	Provides public transportation for Manchester, parts of Goffstown, Bedford and Hooksett	623-8801	Adults- \$1.50/way, Students- \$1.50/way, Senior Citizens- \$0.75/way, Disabled- \$0.75/way

Intercity/For Hire/Taxi

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
Boston Express	Southern New Hampshire, Boston South Station and Logan Airport	http://www.bostonexpressbus.com	Public Transportation operating along the I-93 corridor serving Manchester, Londonderry and Salem	845-1999	\$17-\$85 depending on location and number of trips
Green Cab Company		http://greencabnh.com/	24 Hour- 7 Day a week Service taxi service. Airport Service	432-7800	\$3.20/mile
Queen City Taxi	Everywhere		Demand-response door-to-door service	622-0008	\$3.00 flat rate to get in the cab, \$5.40 for the first mile, \$2.40 each additional mile. Flat rate to the airport.
SK Taxi	Bedford and Surrounding Areas		Van transportation, airport transportation, local and long distance service available	(800) 829-4222	
Alter-Ride Van Services		http://www.alter-ride.com/index.html	Shopping, personal care, special occasions, medical appointments, family visits, religious services, airport service	(978) 758-9490	\$18.00/pick-up within local service area with additional \$1.30/mile; \$20.00- 25.00/pick-up out of local service area with additional \$1.30/mile; Logan Airport \$65.00 one-way, Manchester Airport \$55.00 one-way
Flight Line	Northeast, MA and Southern NH	http://www.flightlineinc.com/	Ground transportation that serves Logan Airport, Manchester Boston Regional Airport, Black Falcon Pier Terminal and South Station. Service ranges from group rides from park and ride spots throughout southern NH to private door-to-door service similar to that of a taxi. Offers one way and roundtrip service to both Logan and Manchester airports.	1-800-245-2525	Various, starting at \$19.00 and going up from there.
Grace Limousine LCC	Greater Boston and all of Northern New England	http://www.gracelimo.com/AirportInformation.html	Airport service, Prom Service, Wedding Service	1-800-328-4544	

Medical Transportation

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
American Cancer Society	New Hampshire		Demand-response in-home pick-up/drop-off, demand-response door-to-door service, demand-response curbside pick-up	1-800-227-2345	Free, only for transportation to and from medical treatments.
American Cancer Society- Road to Recovery	Auburn, Bedford, Candia, Deerfield, Goffstown, New Boston, Manchester, Weare		Demand-response in-home pick-up/drop-off, demand-response door-to-door service, demand-response curbside pick-up	1-800-227-2345	Free, only for transportation to and from medical treatments.
Care Plus Ambulance	Throughout New Hampshire	http://www.careplus.org/	Wide range of medical transportation and support services throughout the New Hampshire area.	424-8910	Wheelchair service: facility-to-facility is \$27.35 base plus \$2.51/mi. home-to facility is \$45.00 base plus \$3.00/mi. Ambulance service starts at a base of \$330.00 plus \$11.50/mi and goes up from there.
Caregivers, Inc.	Throughout the region	http://www.caregiversnh.org/	A free service for the elderly (must qualify). Offers rides mainly for medical visits.	1-877-278-0237	Free for those in the program, rides are given by volunteers. However, advanced notice is required (about 2 weeks). About 95% of requested rides are fulfilled.
Catholic Medical Center	Manchester, Goffstown, Hookset, Bedford	http://www.catholicmedicalcenter.org/	Offered to patients who do not have access to transportation.	668-3545	Free
Lamprey Health Care Center	Rockingham County and Parts of Strafford County	http://www.lampreyhealth.org/	Transportation services for elderly (55+) and disabled residents of Rockingham County and parts of Strafford County	1-800-582-7214	A \$3.00 donation is suggested but not required.
Manchester Community Health Center	Primarily Manchester with some surrounding towns	http://www.mchc-nh.org/	Demand-response door-to-door service	626-9500	N/A
New Hampshire Catholic Charities	New Hampshire	http://www.nh-cc.org/	Occasional rides for clients to appointments. Nothing that is open to the public or regularly scheduled	669-3030	N/A
NH Department of Health and Human Services	State of NH	http://www.dhhs.state.nh.us/	Medicaid program from families who meet financial and other eligibility requirements and certain other individuals who lack adequate resources to pay for medical care	271-8166	Varies
St. Joseph Community Services, Inc.	Due to limited funds, transportation services are offered at only a few locations in the county and are primarily directed at bringing eligible individuals to and from our nutrition sites	http://www.mealsonwheelsnh.org/	Transportation for individuals 60 and over primarily to and from nutrition sites	669-1699	No fee, donation requested
The Elliot Hospital	Manchester, Hooksett, Goffstown, Bedford and Londonderry	http://www.elliophospital.org/newsite/	Demand-response door-to-door service	663-2429	N/A

Seniors and Persons With Disabilities

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
American Cancer Society	New Hampshire		Demand-response in-home pick-up/drop-off, demand-response door-to-door service, demand-response curbside pick-up	1-800-227-2345	Free, only for transportation to and from medical treatments.
American Cancer Society- Road to Recovery	Auburn, Bedford, Candia, Deerfield, Goffstown, New Boston, Manchester, Weare		Demand-response in-home pick-up/drop-off, demand-response door-to-door service, demand-response curbside pick-up	1-800-227-2345	Free, only for transportation to and from medical treatments.
Care Plus Ambulance	Throughout New Hampshire	http://www.careplus.org/	Wide range of medical transportation and support services throughout the New Hampshire area.	424-8910	Wheelchair service: facility-to-facility is \$27.35 base plus \$2.51/mi. home-to facility is \$45.00 base plus \$3.00/mi. Ambulance service starts at a base of \$330.00 plus \$11.50/mi and goes up from there.
Caregivers, Inc.	Throughout the region	http://www.caregiversnh.org/	A free service for the elderly (must qualify). Offers rides mainly for medical visits.	1-877-278-0237	Free for those in the program, rides are given by volunteers. However, advanced notice is required (about 2 weeks). About 95% of requested rides are fulfilled.
CART	Chester, Danville, Derry, Hampstead, Londonderry, Salem and Windham	http://www.cart-rides.org/	It is a shared-ride service that is available to any resident of the seven service town	437-9999	\$3- \$5 one way depending on trip zone
Catholic Medical Center	Manchester, Goffstown, Hookset, Bedford	http://www.catholicmedicalcenter.org/	Offered to patients who do not have access to transportation.	668-3545	Free
Community Caregivers of Greater Derry	Travel Anywhere, but depends on volunteer driver's discretion.	http://www.comcaregivers.org/	For residents of Derry, Londonderry, Hampstead, Chester, Sandown, Windham- everything but wheelchairs	432-0877	Free for those in the program, rides are given by volunteers. 1 week's notice is required.
Fish Organization	Amherst, Milford, Wilton, Lyndenboro, Mont Vernon		Demand-response in-home pick-up/drop-off	673-7372	Free, volunteer service
Granite State Independent Living	Areas where public transportation is not available	http://www.gsil.org/	Transportation options to eligible people with disabilities	228-9680	\$1.75/mile \$20/hour
Lamprey Health Care Center	Rockingham County and Parts of Strafford County	http://www.lampreyhealth.org/	Transportation services for elderly (55+) and disabled residents of Rockingham County and parts of Strafford County	1-800-582-7214	A \$3.00 donation is suggested but not required.
Londonderry Senior Center	Londonderry and Derry	http://www.londonderrynh.org/	Transportation for Londonderry and Derry residents 55 and older	432-8554	\$2.00 donation per one-way or two-way
Manchester Community Health Center	Primarily Manchester with some surrounding towns	http://www.mchc-nh.org/	Demand-response door-to-door service	626-9500	N/A
NH Department of Health and Human Services	State of NH	http://www.dhhs.state.nh.us/	Medicaid program from families who meet financial and other eligibility requirements and certain other individuals who lack adequate resources to pay for medical care	271-8166	Varies
Quality Care Partners	Greater Manchester, Nashua and Concord areas	http://www.qualitycarenh.com/	Demand-response door-to-door service	627-2100	\$23.00/hour plus mileage
Queen City Taxi	Everywhere		Demand-response door-to-door service	622-0008	\$3.00 flat rate to get in the cab, \$5.40 for the first mile, \$2.40 each additional mile. Flat rate to the airport.
Rockingham Regional Ambulance	Hillsborough County	http://www.rockingham.org/	Demand-response service	800-634-6247	\$30.00 flat rate plus \$2.40 per mile.
Special Transit Services	Only within Manchester	http://nh.easterseals.com/site/PageServer?pagename=NHDR_Special_Transit_Service	STS provides door-to-door transportation with passenger assistance available for the frail and isolated elderly, as well as individuals with special needs and disabilities.	668-8603	No fee, donation requested
St. Joseph Community Services, Inc.	Due to limited funds, transportation services are offered at only a few locations in the county and are primarily directed at bringing eligible individuals to to and from our nutrition sites	http://www.mealsonwheelsnh.org/	Transportation for individuals 60 and over primarily to and from nutrition sites	669-1699	No fee, donation requested

Seniors and Persons With Disabilities

Provider Name	Service Area	Web Address	Service Description	Contact Info	Fees & Fares
The Elliot Hospital	Manchester, Hooksett, Goffstown, Bedford and Londonderry	http://www.elliethospital.org/newsite/	Demand-response door-to-door service	663-2429	N/A
Trilogy Wheelchair Transport and Eldercare Services, LLC	Greater Manchester and beyond		Demand-response door-to-door service	656-9715	\$35.00 each direction plus \$3.00 per mile. Higher at night and on weekends.
UNH Institute on Disability	Durham, New Madbury, Madbury, Dover, Portsmouth, Newington	http://www.iod.unh.edu/Home.aspx	Fixed-route service, some demand-response	862-4320	N/A
YMCA	Manchester and Goffstown	http://www.qmfymca.org/index.php	Fixed-route service	623-3558	N/A

APPENDIX C

COMMUNITY TRANSPORTATION SURVEYS RESULTS

Greater Manchester & Greater Derry-Salem Transportation Needs Assessment

Community Transportation User Survey – Fall 2015

The Rockingham Planning Commission and Southern New Hampshire Planning Commission are jointly conducting a transportation needs assessment for the Greater Manchester and Greater Derry-Salem regions. We are asking for your help to determine how community transportation can more effectively meet the needs of those who live in these regions. “Community transportation” is a blanket term that refers to a range of services that help people get where they need to go, including public bus services, senior shuttles, hospital vans, volunteer driver programs, or taxi services.

By answering this survey you will provide us with information that can be used to help improve transportation service options and better meet your mobility needs.

*Please note that the information you provide will not be shared with anyone else and will only be used to identify the community transportation needs of the region.

1. I am currently a resident of (town/city): _____

2. Are you (check all that apply)

- Employed full time
- Employed part time
- Not employed but seeking employment
- Not employed & not seeking employment
- Student in college or technical program
- Student in grades K-12
- Retired
- Other (please specify) _____

3. Do you have a disability that impacts your ability to travel?

- Yes
- No

4. Do you feel that your community is under-served by community transportation?

- Very under-served
- Somewhat under-served
- Somewhat served
- Very well-served
- I don't know

5. Do you currently use community transportation?

- Yes
- No (if no, go to Question 8)

6. What types of community transportation do you use? (Check all that apply)

- CART demand response transit service
- CART shuttle service
- CART Early Bird/Night Owl taxi voucher program
- The CareGivers, Inc. (Bedford)
- Greater Salem CareGivers
- Center for Life Management
- Community Caregivers of Greater Derry
- Easter Seals/Special Transit Service
- Lamprey Health Care
- Manchester Transit Authority (MTA) Fixed Route Bus
- Manchester Transit Authority (MTA) Step Saver Van
- Rockingham Nutrition Meals on Wheels
- Windham Senior Van
- Taxi (which company/companies?) _____
- Other

If you selected Other, please specify:

7. On average, how often do you use community transportation?

- Less than once per month
- Once per month
- 1-2 times per week
- 3-5 times per week
- Everyday

8. How significant a problem is lack of transportation for you in accessing health care on a scale of 1-10 where 1 = *not a problem* and 10 = *major problem*

Not a Problem
1 2 3 4 5 6 7 8 9 10
Major Problem

Not applicable/Don't Know

9. How significant a problem is lack of transportation for you in accessing child care on a scale of 1-10 where 1 = *not a problem* and 10 = *major problem*

Not a Problem
1 2 3 4 5 6 7 8 9 10
Major Problem

Not applicable/Don't Know

10. How significant a problem is lack of transportation for you in accessing employment on a scale of 1-10 where 1 = *not a problem* and 10 = *major problem*

Not a Problem
1 2 3 4 5 6 7 8 9 10
Major Problem

Not applicable/Don't Know

11. How significant a problem is lack of transportation for you in accessing social or civic activities on a scale of 1-10 where 1 = *not a problem* and 10 = *major problem*

Not a Problem
1 2 3 4 5 6 7 8 9 10
Major Problem

Not applicable/Don't Know

12. How willing would you be to use community transportation if it met your needs?

- I would never use
- I probably would not use
- I probably would use
- I definitely would use

13. To what activities would you travel using community transportation if it were more readily available? (Check all that apply)

- My job
- Volunteer/recreational/social activities
- Errands (other than grocery shopping)
- Grocery Shopping
- Meal sites
- Medical appointments
- Place of worship
- School/vocational training
- Senior center
- Library
- Other (please specify) _____

14. Do you need physical assistance with any of the following? (check all that apply)

- Getting in/out of your home
- Getting in/out of a car or van
- Getting on/off of a bus
- I have a Personal Care Attendant
- I don't need assistance
- Other (please specify) _____

15. When you go out, do you have any of the following with you? (check all that apply)

- Wheelchair
- Guide dog or service animal
- Walker or cane
- Crutches
- Someone to accompany you
- Small children

- None of the above
- Other (please specify) _____

16. In the past 12 months, have you been unable to get to any of the following destinations because you did not have reliable transportation? (Check all that apply)

- Medical appointments
- Errands (other than grocery shopping)
- Grocery shopping
- Social activities/recreational activities/entertainment
- Work
- School
- Other (please specify) _____

17. What is the most you would be willing to pay to use community transportation?

- \$1-\$2 per one-way trip
- \$2-\$3 per one-way trip
- \$3-\$4 per one-way trip
- \$4-\$5 per one-way trip
- I am unable to pay a fee of \$1 or less
- I don't know
- I am not willing to pay a fee
- Other (please specify) _____

18. What is your gender?

- Male
- Female

19. How old are you?

- Under 18 years
- 18-24
- 25-44
- 45-59
- 60-64
- 65-74
- 75-84
- 85+

20. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4 or more

21. What is the total annual income for all members of your household?

- Less than \$10,000
- \$10,000-\$19,000
- \$20,000-\$39,000
- \$40,000-\$59,000

- \$60,000-\$89,000
- \$90,000 or more
- I prefer not to answer

22. Are there particular destinations in your town or the surrounding regions where you or people you know need to get to, but can't currently, that would be important destinations for a transit service or other alternative transportation service. Please be as specific as possible with actual locations (i.e. "Parkland Hospital", or "Market Basket on South Broadway").

23. What other comments would you like to make regarding community transportation in your area?

Thank you for completing this survey. Your input will be extremely valuable in planning for improving access to transportation in the Greater Manchester and Greater Derry-Salem regions.

With any questions please contact Scott Bogle, Rockingham Planning Commission, 156 Water Street, Exeter, NH, 03833; or sbogle@rpc-nh.org. With questions please call 778-0885.

Question 1: Residency

Town/City	Count
Auburn	1
Bedford	5
Candia	1
Concord	4
Goffstown	8
Hooksett	8
Hudson	1
Litchfield	1
Manchester	184
North Attleboro	1
Raymond	1

Question 2: Employment Status

Status	Count
Employed full time	51
Employed part time	43
Not employed but seeking employment	15
Not employed & not seeking employment	24
Student in college or technical program	24
Student in grades K-12	2
Retired	67
Other	28

Question 3: Disability Status

Status	Count
Disability	61
None Disability	160

Question 4: Perception of Community Transportation Service

Perception Level	Count
Very under-served	50
Somewhat under-served	63
Somewhat served	28
Very well-served	49
I don't know	31

Question 5: Current Use of Community Transportation

Current Use of Community Transportation	Count
Use community transportation	207
Not use community transportation	13

Question 6: Type of Community Transportation by Use

Type of Community Transportation	Count
CART demand response transit service	1
CART shuttle service	6
Cart Early Bird/Night Owl taxi voucher program	0
The CareGivers, Inc. (Bedford)	2
Greater Salem CareGivers	0
Center for Life Management	2
Community Caregivers of Greater Derry	0
Easter Seals/Special Transit Service	34
Lamprey Health Care	1
Manchester Transit Authority (MTA) Fixed Route Bus	166
Manchester Transit Authority (MTA) Step Saver Van	17
Rockingham Nutrition Meals on Wheels	1
Windham Senior Van	0
Taxi	42
Other	18

Question 7: Community Transportation Frequency of Use

Frequency	Count
Less than once per month	6
Once per month	4
1-2 times per week	36
3-5 times per week	100
Everyday	62

Question 8: How significant a Problem is Lack of Transportation for You in Accessing Health Care (Scale of 1-10 where 1= not a problem and 10= major problem)

Significance of Problem	Count
1	61
2	8
3	18
4	7
5	17
6	11
7	12
8	18
9	11
10	23
Not applicable/Don't know	32

Question 9: How Significant a Problem is Lack of Transportation for You in Accessing Child Care (Scale of 1-10 where 1= not a problem and 10= major problem)

Significance of Problem	Count
1	65
2	3
3	4
4	3
5	4
6	0
7	2
8	3
9	4
10	5
Not applicable/Don't know	120

Question 10: How Significant a Problem is Lack of Transportation for You in Accessing Employment (Scale of 1-10 where 1= not a problem and 10= major problem)

Significance of Problem	Count
1	57
2	4
3	10
4	6
5	11
6	5
7	12
8	15
9	9
10	15
Not applicable/Don't know	69

Question 11: How Significant a problem is Lack of Transportation for You in Accessing Social or Civic Activities (Scale of 1-10 where 1= not a problem and 10= major problem)

Significance of Problem	Count
1	52
2	7
3	6
4	7
5	15
6	13
7	18
8	20
9	7
10	25
Not applicable/Don't know	45

Question 12: Willingness to Use Community Transportation if Met Rider's Needs

Willingness Level	Count
I would never use	5
I would probably not use	4
I would probably use	36
I would definitely use	170

Question 13: Traveling to Activities Using Community Transportation

Activity Type	Count
My job	104
Volunteer/recreation/social activities	64
Errands (other than grocery shopping)	100
Grocery Shopping	125
Meal sites	40
Medical Appointments	105
Place of worship	35
School/vocational training	45
Senior Center	41
Library	56
Other	16

Question 14: Need for Physical Assistance

Type of Assistance	Count
Getting in/out of your home	12
Getting in/out of a car or van	16
Getting on/off of a bus	21
I have a Personal Care Attendant	10
I don't need assistance	165
Other	6

Question 15: When You Go Out, Do You Have Any of the Following With You?

Type	Count
Wheelchair	8
Guide dog or service animal	1
Walker or cane	36
Crutches	1
Someone to accompany you	29
Small children	16
None of the above	112
Other	3

Question 16: Inaccessible Destinations Due to Unreliable Transportation

Type of Destination	Count
Medical appointments	63
Errands (other than grocery shopping)	49
Grocery shopping	41
Social activities/recreational activities/entertainment	42
Work	48
School	22
Other	15

Question 17: Maximum amount (\$) Willing to Pay for Community Transportation

Amount	Count
\$1-\$2 per one-way trip	101
\$2-\$3 per one-way trip	33
\$3-\$4 per one-way trip	11
\$4-\$5 per one-way trip	8
I am unable to pay a fee of \$1 or less	12
I don't know	26
I am not willing to pay a fee	8
Other	6

Question 18: Gender

Gender	Count
Male	103
Female	111

Question 19: Age

Age	Count
Under 18 years	2
18-24	29
25-44	43
45-59	52
60-64	29
65-74	30
75-84	19
85+	10

Question 20: Household Size

Household Size	Count
1	86
2	53
3	32
4 or more	38

Question 21: Annual Household Income

Total Annual Income	Count
Less than \$10,000	57
\$10,000-\$19,000	56
\$20,000-\$39,000	37
\$40,000-\$59,000	18
\$60,000-\$89,000	5
\$90,000 or more	4
I prefer not to answer	29

[Exit this survey](#)

Greater Manchester & Greater Derry-Salem Transportation Needs Assessment

Transportation Provider Agency Survey

2.

40%

1. What is the name of your agency or company?

2. Contact Name:

3. Contact Phone:

4. Contact Email:

5. Which of the following best describes your agency or company?

- Public agency (state, county, local)
- Private non-profit organization
- Private for-profit business
- Other

If you checked Other please describe

6. Which of the following best describes how your agency provides transportation services to your clients?

- Operate transportation system with own vehicles
- Purchase third party transportation services from other provider(s)
- Reimburse clients for transportation services provided by others
- Coordinate volunteers who provide services with private vehicles
- We do not provide or purchase transportation
- Other

If you checked Other please describe

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Greater Manchester & Greater Derry-Salem
Transportation Needs Assessment

Transportation Provider Agency Survey

3. Description of Transportation Services



The following questions address the specifics of transportation services provided by agencies in the Greater Manchester and Greater Derry-Salem areas, whether directly, by volunteers, or on a contracted basis.

The ten town Greater Derry-Salem transit coordination study area includes: Atkinson, Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown, and Windham.

The Greater Manchester regional transit coordination study area includes: Auburn, Bedford, Candia, Deerfield, Francestown, Goffstown, Hooksett, Manchester, New Boston, Raymond, Weare.

If your organization does not provide transportation services in one of the ways described above, please SKIP to QUESTION 31.

7. What geographic area does your agency/company serve? Please check all appropriate boxes in the list of municipalities below.

- | | | |
|-----------------------------------|--------------------------------------|----------------------------------|
| <input type="checkbox"/> Atkinson | <input type="checkbox"/> Francestown | <input type="checkbox"/> Raymond |
| <input type="checkbox"/> Auburn | <input type="checkbox"/> Goffstown | <input type="checkbox"/> Salem |
| <input type="checkbox"/> Bedford | <input type="checkbox"/> Hampstead | <input type="checkbox"/> Sandown |
| <input type="checkbox"/> Candia | <input type="checkbox"/> Hooksett | <input type="checkbox"/> Weare |
| <input type="checkbox"/> Chester | <input type="checkbox"/> Londonderry | <input type="checkbox"/> Windham |

- Danville
- Manchester
- Statewide
- Deerfield
- New Boston
- Other
- Derry
- Plaistow

If you checked Other please describe:

8. Please review the following list of vehicle types. If your agency/company owns and operates vehicles to transport clients, please click all vehicle types that you own and operate.

- Vans (wheelchair accessible)
- Vans (non-accessible)
- Buses (wheelchair accessible)
- Buses (non-accessible)
- Regular passenger automobiles
- Other

If you checked Other, please list and describe:

9. Please provide more details about your agency-owned vehicles including type, year, seating capacity and odometer reading (example: "van, 1994, seats 8, 198,000 miles"). If your service area extends beyond the Greater Derry-Salem and Greater Manchester study areas please just identify vehicles used in this area.

If your agency owns more than 10 vehicles, please email your list to sbogle@rpc-nh.org.

10. If your agency contracts for service, or pays for rides on an as-needed basis with taxi or lift-equipped van companies, please provide information about the contractor/vendor (name and address).

11. On average, how many total one-way passenger trips does your agency provide per WEEK in the study area? Please include Personal Care Attendants (PCAs) in your total.

12. On average, how many passenger trips do you provide in the study area on each of the following days? (Note: A trip is counted as one passenger going only in one direction. A return trip by the same passenger counts as a second trip)

Average # of trips on Weekdays:

Average # of trips on Saturdays:

Average # of trips on Sundays:

13. On average, what percentage of trips in the study area are provided for individuals requiring lift-equipped vehicles? (please include PCAs in your total)

14. Of the clients you serve, please indicate approximately what percentage fall into the following categories? (We understand that there may be overlap in these categories please note where this exists)

Elderly (Age 60+)

Persons with Disabilities

Preschool Age Children

School Age Children (Grades K-12)

Low Income

General Public

Other

15. If particular geographic areas are served on specific days of the week, please specify (example: "Derry & Londonderry on Weds", or "Manchester on Tues & Thurs"):

16. Are there predictable blocks of time during which one or more of your vehicles is not in use? If yes, please describe the days of the week and the times of the day (typically).

17. Please indicate the approximate total # of miles your agency/company drives providing client transportation in the study area annually. If you track revenue miles (when the vehicle is carrying passengers) separately from total mileage, please provide both figures.

18. If your agency/company must refuse a client ride request, please review the list of possible reasons and indicate the approximate percent of ride refusals corresponding to each reason. We recognize that there may be overlap and percentages may not total 100%.

Request for geographic destinations we don't serve

Request for a time we don't operate (i.e. weekends)

Rider did not meet client eligibility (i.e. non-elderly)

Request was made with inadequate notice (i.e. less than 24 hours)

Lack of capacity

Not Applicable

Other

19. On average, how many client ride requests are refused per WEEK?

20. Which of the following types of service does your agency provide (please check all that apply)?

- Curb-to-curb demand response (rider must get from building to vehicle without assistance)
- Door-to-door demand response (driver may assist rider in getting from building to vehicle)
- Door-through-door demand response (driver may enter residence to assist client)
- Route deviation service (home pickup but with defined destinations and schedule)
- Fixed route bus service
- Charter bus service
- Other

If you checked Other, please describe

21. What is the earliest morning pick-up time that you provide for clients?

22. What time in the afternoon have you completed all returns of passengers to their residences?

23. If your hours of operation vary on different days of the week, please describe:

24. What fares, if any, does your agency/company charge clients for transportation? Please list and describe.

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Greater Manchester & Greater Derry-Salem
Transportation Needs Assessment

Transportation Provider Agency Survey

4. Staffing & Funding



The following questions address how agencies in the region staff and fund their transportation programs.

25. What is your agency's total annual expenditure for direct services and administrative costs for your transportation program?

26. Please note the number of staff positions, both paid and volunteer, devoted to:

Providing transportation services at your agency/company:

Paid staff positions whose sole job is driving clients:

Paid staff positions whose sole job scheduling/dispatching:

Paid staff positions who both drive and serve other roles:

Volunteers with time dedicated to providing transportation:

27. Please list the amounts of funding from each of the following categories used to support your agency's transportation program. Please show amounts for the last full fiscal year.

Federal

State of New Hampshire

Municipal

Foundation Grants

General Fundraising

User fees (fares or donations directly associated with rides)

Other program income (such as advertising revenue)

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[Exit this survey](#)



Greater Manchester & Greater Derry-Salem
Transportation Needs Assessment

Transportation Provider Agency Survey

5. Agency Goals, Observed Needs & Coordination Opportunities



28. What are your agency's long-term goals (5-10 years) regarding transportation?

29. What are the most pressing transportation needs that you see in the Greater Derry-Salem and/or the Greater Manchester region, whether for your clients or other residents?

30. What are the top 5-10 trip destinations that the clients you work with need to get to but currently have difficulty accessing?

31. In what ways, if any, have your agency's transportation services changed in the past five years?

32. How would you rate your agency's interest in coordinating transportation services with other agencies on a scale of 1-10 where 1 = Not interested and 10 = Highly Interested

- 1 2 3 4 5 6 7 8 9 10
-

33. Are there any obstacles or concerns that you see relative to your agency participating in a coordinated regional transportation service? If so, what suggestions do you have for how those concerns or obstacles can be addressed:

34. Please identify which, if any, of the following activities your agency would be interested in coordinating with other agencies (please click all that apply):

- Coordinating client visits
- Coordinating vehicle schedules
- Joint purchasing of insurance, gas, maintenance, etc.
- Centralized scheduling & dispatching
- Purchasing rides for clients through a coordinated system
- Joint use of office space or garage
- Cooperative planning
- Cooperative funding development
- Making vehicles/drivers available for emergencies
- Other

None of the Above

If you checked Other please describe

35. Would you like to be kept informed of regional planning activities related to this survey and explaining/coordinating transportation services in the Greater Manchester and Greater Derry-Salem regions?

Yes

No

36. If you have any other comments regarding regional transportation need, coordination issues or suggestions for this planning process, please let us know:

THANK YOU FOR YOUR HELP!

If you have any questions about this survey, or the work of the Regional Coordinating Councils for Community Transportation (RCCs), please contact:

Scott Bogle, Rockingham Planning Commission, sbogle@rpc-nh.org, 778-0885 x103

Adam Hlasny, Southern New Hampshire Planning Commission, ahlasny@snhpc.org, 669-4664 x305

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**Greater Derry-Salem & Greater Manchester Regions Transportation Needs Assessment
Interim Results from Survey of Agencies Providing Transportation Services (Draft 12/15/15)**

Surveys completed by 9 agencies:

1. CART
2. Center for Life Management
3. Community Caregivers of Greater Derry
4. Easter Seals Special Transit Service
5. Granite State Independent Living
6. Greater Salem Caregivers
7. Rockingham Nutrition Meals on Wheels
8. Seniors Helping Seniors
9. Town of Atkinson Elder Services
10. Veteran's Administration Medical Center Manchester

Of these agencies:

- 3 public agencies, 6 Private non-profit agencies, 1 private for-profit business
- 5 provide rides directly with own vehicles; 2 provides rides through volunteers; 3 purchase service through contracts with other agencies; 2 purchase rides on as-needed basis; 1 reimburses clients for transportation services provided by others; and 1 had employees provide rides in their private automobiles

Service Area (# of agencies serving each town)

Derry-Salem RCC (Region 9)

- | | |
|----------------|---|
| 1. Atkinson | 3 |
| 2. Chester | 4 |
| 3. Danville | 3 |
| 4. Derry | 4 |
| 5. Hampstead | 4 |
| 6. Londonderry | 5 |
| 7. Plaistow | 2 |
| 8. Salem | 4 |
| 9. Sandown | 3 |
| 10. Windham | 3 |

Greater Manchester RCC (Region 8)

- | | |
|---------------|---|
| 11. Auburn | 3 |
| 12. Bedford | 2 |
| 13. Candia | 3 |
| 14. Deerfield | 1 |

15. Francestown	1
16. Goffstown	2
17. Hooksett	2
18. Manchester2	
19. New Boston	1
20. Raymond	2
21. Weare	1

Statewide 1 (VA Medical Center)

Other Responses

Easter Seals Special Transit Service	Provide shuttle in Concord for State of NH and some transportation services in the North Country at our Lancaster facility
Granite State Independent Living	GSIL is a state wide agency. We could potentially provide transportation throughout the entire state.
Greater Salem Caregivers	Pelham. Starting in 2016, we will no longer serve Plaistow and Atkinson
VA Medical Center Manchester	Boston Mass
Rockingham Nutrition & Meals on Wheels Program	Remaining towns and cities of Rockingham County
Seniors Helping Seniors	Nashua region, Exeter and Portsmouth region

Weekly Trip Volume in Region

- CART - 261
- CLM - No Answer
- Community Caregivers - 125
- ESNH - About 10,000 p wk. when school is in session. About 1,000 p wk when school is on vacation
- GSIL - 0-10; the majority of our trips are round trip rides for medical appointments with several round trip ride that are considered "Social" such as shopping, restaurant., etc.
- Salem Caregivers - 60
- VA Manchester - 32
- RNMOW – 191 (does this include Vic Geary, or just Derry/Londonderry?)
- Seniors Helping Seniors - 75-100
- Atkinson Elder Services – No Answer
- VAMC Manchester – No Answer

- Two providers noted regularly providing service on weekends. Seniors Helping Seniors noted averaging 30 trips on Saturdays, and 6-10 trips on Sundays. GSIL noted averaging 5-10 trips on Saturdays and 0-5 trips on Sundays. ESNH noted occasionally providing weekend service by special arrangement.
- Average Percent of Service requiring lift: CART (15%), ESNH (5%), GSIL (100%), VA (76%)

Of the clients you serve, please indicate approximately what percentage fall into the following categories?

	Elderly	Persons with Disabilities	Pre-School Kids	K-12 Kids	Low Income	General Public
CART	75%	40%	0%		25%	7%
Center for Life Management						
Community Caregivers of Greater Derry	75%	25%			100%	
Easter Seals Special Transit Service	44%	95%	14%	43%	44%	25%
Granite State Independent Living	60%	100%	0%		99%	<1%
Greater Salem Caregivers	90%	10%			50%	
Manchester Veteran health care facility	100%	100%			100%	
Rockingham Nutrition & Meals on Wheels	100%					
Seniors Helping Seniors Southern NH & ME	100%					
Town of Atkinson - Elder Services						
VAMC Manchester NH						

Are there predictable blocks of time during which one or more of your vehicles is not in use? If yes, please describe the days of the week and the times of the day (typically).

- CART - No
- ESNH - Vehicles are utilized to meet a variety of developed and contracted programs. Yellow school buses are only used for school transportation. Idle when school is not in session. Multipurpose school buses provide community service when needed between school runs and after.
- GSIL - There is no set pattern of days or times. Our services are available Sun-Mon including nights & weekends. We are mainly asked to provide a ride Mon-Fri 8am - 6pm.
- Greater Salem Caregivers - Saturday, Sunday evenings
- RNMOW - Our vehicle in the greater Plaistow area does not have much down time between.

If your agency/company must refuse a client ride request, please review the list of possible reasons and indicate the approximate percent of ride refusals corresponding to each reason. We recognize that there may be overlap and percentages may not total 100%.

	Outside Service Area	Outside Service Hours	Rider Not Eligible	Too Short Notice	Lack of Capacity	Other
CART	1%	4%		5%	90%	
Center for Life Management						
Community Caregivers of Greater Derry		50%		50%		
Easter Seals Special Transit Service	5%	10%	25%	25%	75%	
Granite State Independent Living			90%	<1%		
Greater Salem Caregivers	2%	1%	2%	7%		
Manchester Veteran health care facility			100%			
Rockingham Nutrition & Meals on Wheels						
Seniors Helping Seniors Southern NH & ME			100%			50%
Town of Atkinson - Elder Services						
VAMC Manchester NH						

Which of the following types of service does your agency provide (please check all that apply)?

	Curb to Curb	Door to Door	Door Through Door	Route Deviation	Fixed Route	Other
CART	X			X	X	
Center for Life Management						
Community Caregivers of Greater Derry			X			
Easter Seals Special Transit Service	X	X				X
Granite State Independent Living	X					X
Greater Salem Caregivers		X	X			
Manchester Veteran health care facility		X				
Rockingham Nutrition & Meals on Wheels			X	X		
Seniors Helping Seniors Southern NH & ME			X			
Town of Atkinson - Elder Services						
VAMC Manchester NH						

What are your agency's long-term goals (5-10 years) regarding transportation?

- CART - Replace fleet of vehicles. Expand to serve more towns. Get business support to service either by funding or running a commuting shuttle. .
- Derry Caregivers - Reduce waitlist. Increase staff hours.
- ESNH - To stabilize our workforce to meet our contractual obligations with the advent of new cost associated with increasing wages for labor and new eligibility for employees access to agency health care. To be able to continue to operate and provide vital community transportation services, focused on not duplicating public transit in our service area. Promote

the development of fully funded transit resources to provide specialized transit services for elderly and disabled as this population continues to grow larger into the future.

- Salem Caregivers - More availability for wheel chair services
- RMNOW - Our mission is to provide nutritious meals and beneficial support services to older and disabled residents of Rockingham County who need assistance to help them preserve long term health, well-being, and independence. We would like to see our clientele having improved mobility .
- Seniors Helping Seniors - No change-commonly offered service but all receiving transportation assistance are also generally engaging SHS for other services. we have a 4 visit minimum. On occasion this will include rides to eye surgery, follow - up appointment, and then 2 more eye appointments for other eye and then no longer needs SHS, on occasion rides are provided on a weekly basis to therapy appointments that are ongoing and then , when discharged, SHS no longer needed. Most of the time SHS provides rides as needed to clients who are receiving meal prep, medication reminder, housekeeping, companionship, personal care assist.

What are the most pressing transportation needs that you see in the Greater Derry-Salem and/or the Greater Manchester region, whether for your clients or other residents?

Demand is high; supply (assets) are limited.

- CART - Lack of affordable accommodating services
- Derry Caregivers - Most pressing need is regular dedicated funding for transit services and development. Public and private transit agencies need more resources in order to develop services that are focussed on the general public, seniors and people with disabilities. Service needs are projected to grow as we move into the future.
- Salem Caregivers - In a Town like Salem, If you do not have a car you are out of luck.
- Seniors Helping Seniors - Low income seniors need transportation for medical visits as well as errands such as groceries and pharmacy.

What are the top 5-10 trip destinations that the clients you work with need to get to but currently have difficulty accessing?

- CART - Connections to Manchester MTA and Nashua MTA
- ESNH - Medical appointments, shopping, personal care destinations, volunteer destinations, other
- Greater Salem Caregivers - Going to Boston can be a problem
- RMNOW - probably medical, grocery shopping, specific medical treatments, senior services centers,
- Seniors Helping Seniors - We don't have any difficulty transporting to local and long distance destinations

In what ways, if any, have your agency's transportation services changed in the past five years?

- CART - Some towns that were served ceased to fund; one town cut its funding significantly. Services were curtailed to those towns.
- ESNH - We have grown by 40 employees and 1.5 in revenue (mostly student transportation)
- Salem Caregivers - More weekly services for dialysis, radiation, physical therapy, pain management, and infusion.
- RMNOW - Expanded in area service, and clients served. Have not really expanded in technology used. Have raised standards of operations. Having systems whereby we are stand-alone operators, and systems whereby we are second party payers for someone else to operate the system, the transportation services as second party payers is much less focused on our client services than if we run it ourselves.
- Seniors Helping Seniors - We used to fill one time transportation needs however now only provide transportation to clients of SHS with ongoing services.

How would you rate your agency's interest in coordinating transportation services with other agencies on a scale of 1-10 where 1 = Not interested and 10 = Highly Interested

- CART - 8
- Derry Caregivers - 1
- ESNH - 10
- Salem Caregivers - 10
- Seniors Helping Seniors - 7

Are there any obstacles or concerns that you see relative to your agency participating in a coordinated regional transportation service? If so, what suggestions do you have for how those concerns or obstacles can be addressed:

- CART - Staffing time
- Salem Caregivers - No
- RMNOW - With STS, the Londonderry clients use it for nutrition services, and other services. In that community our service results are good. In Derry, one client uses the STS service for nutrition services. We currently pay between \$15,000 to \$20,000 for transportation services in this area.
- Seniors Helping Seniors - Private pay obstacle as well as requirement to be a regular customer of SHS.

Please identify which, if any, of the following activities your agency would be interested in coordinating with other agencies (please click all that apply):

- CART - Other
- Derry Caregivers - None of the Above
- ESNH - Other
- Salem Caregivers - Joint purchasing of insurance, gas, maintenance, etc.
- RNMOW - Joint purchasing of insurance, gas, maintenance, etc.

If you have any other comments regarding regional transportation need, coordination issues or suggestions for this planning process, please let us know:

- Seniors Helping Seniors - We frequently get calls for transportation from low income seniors. We are developing a resource manual so that we can refer them to free or low cost services if available, such as FISH in Milford/Nashua region. I would like to stay informed so that we can be a resource for information when necessary.

[Exit this survey](#)



Greater Manchester & Greater Derry-Salem
Transportation Needs Assessment

Municipal Human Services Directors Survey

2. LOCAL HUMAN SERVICE TRANSPORTATION NEEDS

100%

1. For what Town or City do you work?

2. Human Services Office Address:

3. Contact Name:

4. Contact Phone:

5. Contact Email:

6. How many clients did your town or city human services office serve in the past fiscal year?

7. In the last month, how many applicants were approved for welfare assistance from your

town or city?

8. How do these numbers compare with the past two years? (if you have data from the previous two years available please note these. If data aren't available, a qualitative comparison is still helpful)

9. Do you keep records of whether clients have access to an automobile? If so, please indicate the approximate percentage of clients that are transit dependent (i.e. they do not have access to an automobile, do not have the ability to drive, or otherwise must rely on alternative forms of transportation). If you don't have specific data, please provide your best estimate.

10. For what sorts of trip purposes do you see clients having difficulty finding rides? (i.e. employment, medical care, human service agency appointments, etc.)

11. How significant a problem is lack of transportation for your clients in accessing health care on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not											10 =
a											Major
Problem	2	3	4	5	6	7	8	9			Problem

For our clients transportation to access

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

healthcare is:

12. How significant a problem is lack of transportation for your clients in accessing childcare on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients transportation to access **childcare** is:

13. How significant a problem is lack of transportation for your clients in accessing employment on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients transportation to access **employment** is:

14. How significant a problem is lack of transportation for your clients in accessing social or civic activities on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients transportation to access **social or civic activities** is:

15. Are there particular areas in your community with high populations of residents that may be more likely to be transit dependent (elderly, low-income, or folks with disabilities) where you think transit service or other transportation assistance would be most needed? For example public housing or senior housing facilities? If so, please identify these.

16. Please identify the top destinations in your community or the surrounding region where

you know your clients need to get to that would be important destinations for a transit service or other initiative like a ride-sharing program. Please be as specific as possible with actual locations (i.e. “Catholic Medical Center”, or “Market Basket in Londonderry”).

17. How much does your municipality currently spend on transportation services for transit dependent residents (seniors, individuals with disabilities, low income individuals or families)? If possible please divide this among support for particular agencies (i.e. meals on wheels, community action program) vs. direct assistance such as taxi fares.

18. Rockingham and Hillsborough Counties have among the most rapidly growing senior populations in the state. What if any steps has your city or town taken to better meet the needs of an aging population?

19. Please include any other comments you have on unmet transportation needs in your community and ways to address these needs.

20. Of the individuals and families you've worked with, are there any whose story especially illustrates the transportation challenges faced by citizens in New Hampshire who are unable to drive (permanently or temporarily) or lack access to a private automobile? If so, would you briefly share that story below? (In order to protect privacy please do not identify people by actual name)



THANK YOU FOR YOUR HELP!

If you have any questions about this survey, or the work of the Regional Coordinating Councils for Community Transportation (RCCs), please contact:

Scott Bogle, Rockingham Planning Commission, sbogle@rpc-nh.org, 778-0885 x103

Adam Hlasny, Southern New Hampshire Planning Commission, ahlasny@snhpc.org, 669-4664 x305

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Greater Derry-Salem & Greater Manchester Regions Transportation Needs Assessment

Municipal Welfare Officer Survey Results (Draft 1/21/16)

1. For what Town or City do you work?

- Atkinson
- Derry
- Hampstead
- Londonderry
- Salem
- Sandown
- Francestown
- Goffstown
- Hooksett
- Manchester
- Raymond

2. Contact Name

- Atkinson - Bill Innes
- Derry - Jill Jamro
- Hampstead - Donna Tighe
- Londonderry - Donna Tighe
- Salem - Kathleen Walton
- Sandown - Lynne Blaisdell
- Francestown – T.P. Anderson, Jr.
- Goffstown - Evelyn Redmond
- Hooksett – Joy Buzzell
- Manchester - Commissioner Paul R.R. Martineau
- Raymond - Denise O’Grady

3. How many clients did your town or city human services office serve in the past fiscal year?

- Atkinson - 10
- Derry - FY15 - 117 unduplicated households were served consisting of 160 adults and 96 children. Some households were assisted more than once during the year, depending on needs.
- Hampstead - 25
- Londonderry - 321
- Salem - 800
- Sandown - 18
- Francestown - 4
- Goffstown – 36
- Hooksett - 262
- Manchester - We saw 3,367 clients in our office during FY 2015
- Raymond - 74

4. In the last month, how many applicants were approved for welfare assistance by your town/city?

- Atkinson - 1
- Derry - In September 2015 - 14 applications were received, 13 applicants were eligible and qualified for general assistance and one applicant withdrew their application.
- Hampstead - 1
- Londonderry - 19
- Salem - 20-30
- Sandown - 2
- Francestown - 1
- Goffstown - 4 applicants were approved for assistance in October 2015
- Hooksett - 31
- Manchester - In FY 2015 there were 790 households approved for assistance. This number represents a minimum of 3,160 individuals who benefitted from the assistance provided.
- Raymond - 7

5. How do these numbers compare with the past two years? (if you have data from the previous two years available please note these. If data aren't available, a qualitative comparison is still helpful)

- Atkinson - About average
- Derry - FY 14 - 136 unduplicated households were served consisting of 184 adults and 112 children. Some households were assisted more than once during the year, depending on their needs. FY 13 - 120 unduplicated households were served consisting of 177 adults and 125 children. Some households were assisted more than once during the year, depending on their needs.
- Hampstead - Virtually unchanged last two years
- Londonderry - The last three years have been almost identical in terms of numbers served.
- Salem - same
- Sandown - In 2015 we received 18 applications for assistance, 13 of those applicants were assisted financially in some capacity. In 2014 we received 18 applications, 10 were assisted. In 2013 we received 32 applications and assisted 22 applicants.
- Francestown - The Same
- Goffstown - 5 applicants were approved for assistance in October 2014
- Hooksett - This was a decrease from the previous fiscal year by 115
- Manchester - In FY 2014 we saw 4,582 people that came to our office. In FY 2013 we saw 4,965 people that came to our office.
- Raymond - In 2014 we assisted 74 So far in 2015 46

6. Do you keep records of whether clients have access to an automobile? If so, please indicate the approximate percentage of clients that are transit dependent (i.e. they do not have access to an automobile, do not have the ability to drive, or otherwise must rely on alternative forms of transportation). If you don't have specific data, please provide your best estimate.

- Atkinson - No

- Derry - There are no records kept regarding the amount of clients that have access to a vehicle. My best guess would be about 75% have access to a vehicle. However, there are many residents in Derry that we know have no access to a vehicle and they do not apply for local welfare services. This is mostly the elderly in which we receive calls from, and we refer to CART and Community Caregivers for transportation.
- Hampstead - We do not track access to an automobile and have not experienced any applicants being unable to attend a meeting due to a lack of transportation.
- Londonderry - While not tracked, we have only been asked to assist in facilitating transportation 1 time and that was because a vehicle was being worked on.
- Salem - Yes- 50% have access to transportation but do not always have gas money
- Sandown - We ask during the intake process if they have transportation but it's not recorded on any application. If I were to take a rough guess I would say approximately 2% don't have transportation. Many times this is due to inability to pay for car repairs.
- Fracestown - All have access to automobiles. There are no alternative forms of transportation
- Goffstown - no, but I would estimate 30% of my clients have transportation needs
- Hooksett - Yes we do keep a record if clients have an automobile. 75 % of the Family services clients have old or unreliable cars.
- Manchester - No
- Raymond - its half and half

7. For what sorts of trip purposes do you see clients having difficulty finding rides? (i.e. employment, medical care, human service agency appointments, etc.)

- Atkinson - Typically our clients have access to rides
- Derry - Clients have difficulty getting anywhere. Derry is pretty rural. Downtown Derry residents have an easier time as they can at least walk to a corner store within reason. We receive the most calls regarding transportation needs around medical care. If the doctor is out of the area, or the client needs to see a specialist it is very difficult for the client to get there. Sometimes advanced notice is not always possible depending on the health needs.
- Hampstead - In general we do not find that clients have any trouble getting to our offices.
- Londonderry - None of which we are aware.
- Salem - Human service agency appointments in Nashua at the DHHS District office...
- Sandown - Employment is the most difficult.
- Fracestown - None
- Goffstown - Medical care, other appointments, grocery shopping, but the Town has implemented a test transportation program in conjunction with Manchester Transit Authority. Priority rides for age 62+, reservations required, curb to curb service M-F 9 am -2 pm
- Hooksett – All of the above
- Manchester - Most of our clients have the means to get to the services they need. We provide bus tickets for those who are without transportation.
- Raymond – Medical care and food shopping

8. How significant a problem is lack of transportation for your clients in accessing health care on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access healthcare is:

- Atkinson - 1 = Not a Problem
- Derry - 6
- Hampstead - 1 = Not a Problem
- Londonderry - 1 = Not a Problem
- Salem - 8
- Sandown - 5
- Francestown – 1 = Not a Problem
- Goffstown - 5
- Hooksett - 10
- Manchester - 2
- Raymond – 7

9. How significant a problem is lack of transportation for your clients in accessing childcare on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access childcare is:

- Atkinson - 1 = Not a Problem
- Derry - 6
- Hampstead - 1 = Not a Problem
- Londonderry - 1 = Not a Problem
- Salem - 4
- Sandown - 6
- Francestown – 1 = Not a Problem
- Goffstown - 1 = Not a Problem
- Hooksett - 9
- Manchester - 2
- Raymond - 1 = Not a Problem

10. How significant a problem is lack of transportation for your clients in accessing employment on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access employment is:

- Atkinson - 1 = Not a Problem
- Derry - 6
- Hampstead - 1 = Not a Problem
- Londonderry - 1 = Not a Problem
- Salem - 7

- Sandown - 9
- Fracestown – 1 = Not a Problem
- Goffstown - 3
- Hooksett - 10
- Manchester - 2
- Raymond – 5

11. How significant a problem is lack of transportation for your clients in accessing social or civic activities on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access social or civic activities is:

- Atkinson - 1 = Not a Problem
- Derry - 3
- Hampstead - 1 = Not a Problem
- Londonderry - 1 = Not a Problem
- Salem - 8
- Sandown - 1 = Not a Problem
- Fracestown – 1 = Not a Problem
- Goffstown - 1 = Not a Problem
- Hooksett - 9
- Manchester - 2
- Raymond – 5

12. Are there particular areas in your community with high populations of residents that may be more likely to be transit dependent (elderly, low-income, or folks with disabilities) where you think transit service or other transportation assistance would be most needed? For example public housing or senior housing facilities? If so, please identify these.

- Atkinson - No
- Derry - I would contact Derry Housing at 434-8717, for a list of their elderly housing locations, there are a few in Derry. Fairways, Derry Country Club Estates and Franklin Village Apartments all have low-income housing. Whispering Pines residents on the Londonderry/Derry line have a very hard time obtaining transportation through CART.
- Hampstead - None of which we are aware.
- Londonderry - None of which we are aware
- Salem -
- Sandown - We have 2 55+ communities in Sandown; Little Mill Woods off Little Mill Rd and Mill Pine Village off North Rd.
- Fracestown – N/A
- Goffstown - Goffstown has 2 55+ communities and multiple private elderly housing/nursing home sites throughout the town. We also have many rental units where tenants may not have personal transportation.

- Hooksett - Yes, low-income apartment complexes (Merrimack Heights, Birchwood Apartments, Carrington Farms, Mallard Place). Also, the elderly/disabled housing complex, Holly Berry.
- Manchester - Your questions answers itself in identifying those populations which need transportation assistance.
- Raymond - downtown residents

13. Please identify the top destinations in your community or the surrounding region where you know your clients need to get to that would be important destinations for a transit service or other initiative like a ride-sharing program. Please be as specific as possible with actual locations (i.e. "Catholic Medical Center", or "Market Basket in Londonderry").

- Atkinson - None
- Derry - Upper Room - for youth to finish high school equivalency. Market Basket - Londonderry Derry Medical Center Center for Life Management Dialysis in Londonderry Elliot Hospital in Manchester CMC in Manchester Whispering Pines - Londonderry/Derry line
- Hampstead - Hannafords, Town Hall/Senior Services, Parkland Medical Center, Derry Medical Center (if transit dependent at some point)
- Londonderry - Some seniors may need rides to Market Basket or medical appointments from time to time. Many appear to rely on friends and family
- Salem - Holy Family Hosp, Southern NH Hosp, Parkland Hospital, DHHS office in Nashua, Community Health Services and Center for Life Management Derry
- Sandown - Hannaford East Hampstead NH; Exeter Hospital, Parkland Medical Center
- Fracestown - N/A
- Goffstown - Shopping locations in the Pinarville sector of Goffstown; Market Basket, Bedford; Catholic Medical Center, Manchester & Bedford; NH Dept of Health & Human Services, Manchester; NH Employment Security Office, Manchester; Hillsborough County Family Court, Manchester
- Hooksett - Market Basket and Walmart in Hooksett. Hospitals in Manchester and Concord.
- Manchester - The top destination for our clients to get to is State Welfare.
- Raymond - Shopping center in town and hannafords

14. How much does your municipality currently spend on transportation services for transit dependent residents (seniors, individuals with disabilities, low income individuals or families)? If possible please divide this among support for particular agencies (i.e. meals on wheels, community action program) vs. direct assistance such as taxi fares.

- Atkinson - \$87,000 on senior/disabled transportation (Town Elder Services program). another \$3,300 meals on wheels.
- Derry - CART - \$30,000 Community Caregivers - \$19,000 Meals on Wheels - \$11,900 Car gas/taxi assistance granted in FY 2015 totaled \$1,317.
- Hampstead - This agency does not have information on funds granted to other agencies. CHS does not spend any Town resources on transportation related to Human Services assistance.
- Londonderry - CHS does not have access to that information.
- Salem - 8000

- Sandown - Lamprey Healthcare - \$1,200; Meals on Wheels - \$1,370; Community Care Givers of Greater Derry; \$2,500; Sandown Senior Affairs Transportation Program - \$1,000
- Francestown - None
- Goffstown - Current Transportation pilot program-6 months \$ 14,774 General Assistance Transportation assistance provided YTD \$620
- Hooksett - The Town contributes \$12,217 per year to the Suncook Community Action Program.
- Manchester - This question would be better directed to the City of Manchester Planning Department.
- Raymond – Zero

15. Rockingham and Hillsborough Counties have among the most rapidly growing senior populations in the state. What if any steps has your city or town taken to better meet the needs of an aging population?

- Atkinson - Elder services ride program - 5 vehicles/10 drivers to transport seniors/disabled to doctors/shopping, etc.
- Derry - We have given people's names to Community Caregivers who developed a frail list of people that may need to be checked in on during a state of emergency. The list is updated a couple of times per year.
- Hampstead - CHS is not involved in any Town decision making around senior needs.
- Londonderry - CHS does not have access to that information.
- Salem - CART program
- Sandown - Volunteers from our community developed a transportation program to assist those needing transportation. This program has now become a town sanctioned committee funded by donations from the community. Last year was the first year any money was appropriated for this program. The amount appropriated was \$1,000.
- Francestown - Nothing
- Goffstown - mainly this transportation pilot program as reservation priority is for 62+ and for medical appointments
- Hooksett - Not many. There is a senior citizen group called the Hooksettites that meet once a week at the Hooksett Library.
- Manchester - This question would be better directed to the City of Manchester Planning Department
- Raymond – None

16. Please include any other comments you have on unmet transportation needs in your community and ways to address these needs.

- Atkinson - None
- Derry - Transportation is a necessity that many residents unfortunately cannot afford. We try to be as creative as possible. If residents can obtain a ride from a family member or friend, we issue emergency car gas vouchers to applicants so that they can keep their appointments. However, all residents must complete an application and provide proof of income and this is sometimes a deterrent, because if they cannot get to an appointment, most likely they cannot

get to the town to apply.

- Hampstead -
- Londonderry -
- Salem -
- Sandown - Our biggest transportation needs are those individuals who can't drive but need dialysis treatments. Because these treatments require transportation to doctors or hospitals several times a week for several hours per treatment, it's difficult to find enough volunteers to help this often.
- Francestown – N/A
- Goffstown -
- Hooksett -
- Manchester - The Manchester Transit Authority provides needed public transportation to meet the needs of the aging population
- Raymond –

17. Of the individuals and families you've worked with, are there any whose story especially illustrates the transportation challenges faced by citizens in New Hampshire who are unable to drive (permanently or temporarily) or lack access to a private automobile? If so, would you briefly share that story below? (In order to protect privacy please do not identify people by actual name)

- Atkinson - No
- Derry - There are many people in this situation. One elderly woman in particular came to mind whose spouse recently passed. She does not drive and is now completely dependent on relatives that live over an hour away and some relatives are even out of state. Not only suffering from the loss of her husband, she now feels that she has become a burden to others, and some of her adult children make her feel that she is inconveniencing them. She is contemplating selling her home that she has lived in for many years as she is now completely isolated from everyone. She is not in good health and may either move in with out of state family members or may need to enter a nursing home as she is unable to take care of herself as well as her spouse took care of her.
- Hampstead -
- Londonderry -
- Salem -
- Sandown -
- Francestown - None
- Goffstown -
- Hooksett - Every year there are several low-income children that are unable to attend the Town's summer recreation program due to lack of transportation. These children are identified by the school as high-risk and in need of positive summer activities. Sadly, they would be able to attend the program for free on a scholarship, but instead are unable to participate due to lack of transportation.
- Manchester - We do not track transportation data
- Raymond -

[Exit this survey](#)



Greater Manchester & Greater Derry-Salem Transportation Needs Assessment

Human Service Agency Survey

2.



1. On behalf of what Organization are you completing this survey?

2. Organization Address:

3. Contact Name:

4. Contact Phone:

5. Contact Email:

6. What client groups does your agency work with? (i.e. senior citizens, individuals with disabilities, youth, low income families, etc)

7. Do you keep records of whether clients have access to an automobile? If so, please indicate the approximate percentage of clients that are transit dependent (i.e. they do not have access to an automobile, do not have the ability to drive, or otherwise must rely on alternative forms of transportation). If you don't have specific data, please provide your best estimate.

8. For what sorts of trip purposes do you see clients having difficulty finding rides? (i.e. employment, medical care, human service agency appointments, etc.)

9. How significant a problem is lack of transportation for your clients in accessing health care, on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients
lack of
transportation to
access health
care is:

10. How significant a problem is lack of transportation for your clients in accessing child care on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients
lack of
transportation to
access child care
is:

11. How significant a problem is lack of transportation for your clients in accessing employment on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients
 lack of
 transportation to
 access
employment is:

12. How significant a problem is lack of transportation for your clients in accessing social or civic activities on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

1 = Not a Problem 2 3 4 5 6 7 8 9 10 = Major Problem

For our clients
 lack of
 transportation to
 access social or civic activities is:

13. Are there particular locations in your community with high populations of residents that may be more likely to be transit dependent (elderly, low-income, or folks with disabilities) where you think transit service or other alternative transportation services would be most needed? For example public housing or senior housing facilities? If so, please identify these.

14. Please identify the top destinations in your community or the surrounding region where you know your clients need to get to that would be important destinations for a transit service or other alternative transportation service. Please be as specific as possible with actual locations (i.e. "Elliot at Rivers Edge", or "Market Basket on South Broadway").

15. Does your agency pay for transportation for any clients? If yes, who is eligible, and approximately how much does your agency spend annually for transportation assistance?

16. Rockingham County and Hillsborough County have among the fastest growing senior populations in the state. What sorts of steps has your agency begun to take, if any, to adapt to an aging population in the communities you serve?

17. Please include any other comments you have on unmet transportation needs in your community and ways to address these needs.

18. Of the individuals and families you've worked with, are there any whose story especially illustrates the transportation challenges faced by citizens in New Hampshire who are unable to drive (permanently or temporarily) or lack access to a private automobile? If so, would you briefly share that story below? (to protect privacy please do not use actual names)

THANK YOU FOR YOUR HELP!

If you have any questions about this survey, or the work of the Regional Coordinating Councils for Community Transportation (RCCs), please contact:

Scott Bogle, Rockingham Planning Commission, sbogle@rpc-nh.org, 778-0885 x103

Adam Hlasny, Southern New Hampshire Planning Commission, ahlasny@snhpc.org, 669-4664 x305

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Done

Greater Derry-Salem & Greater Manchester Regions Transportation Needs Assessment

Interim Results from Survey of Agencies Not Providing Transportation Services (Draft 12/15/15)

1. On behalf of what Organization are you completing this survey?

- Derry Medical Center
- ServiceLink Resource Center of Rockingham County
- Sunshine Soup Kitchen
- The Upper Room, A Family Resource Center
- Vintage Grace

2. Contact Name:

- Mariellen Durso
- Connie Young
- Christine Fudala
- Brenda Guggisberg
- Amy Bizeur

3. What client groups does your agency work with? (i.e. senior citizens, individuals with disabilities, youth, low income families, etc)

- Family practice
- All ages looking for information about long term supports and services (all mentioned above)
- all of the above
- Children, youth, families, elderly. All ages from birth to death.
- senior citizens, individuals with disability, low income, adults, mentally ill

4. Do you keep records of whether clients have access to an automobile? If so, please indicate the approximate percentage of clients that are transit dependent (i.e. they do not have access to an automobile, do not have the ability to drive, or otherwise must rely on alternative forms of transportation). If you don't have specific data, please provide your best estimate.

- No
- We do not keep those records. I would estimate 40%
- No
- Some of our programs ask if transportation is needed to attend, but most will let us know if transportation will be a problem during an initial call or intake.
- 1%

5. For what sorts of trip purposes do you see clients having difficulty finding rides? (i.e. employment, medical care, human service agency appointments, etc.)

- Medical visits
- Primarily we see those who need transportation to: medical appt's - regular doctor appt's and other out patient treatments, dialysis, etc; human service appt's - local agencies, social security offices
- Medical care, shopping
- Classes, school, Medical Appointments, work, treatment, human service appts.
- medical appointments, employment, prescription pickup

6. How significant a problem is lack of transportation for your clients in accessing health care on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access healthcare is:

- 3
- 7
- 10 = Major Problem
- 5
- 9

7. How significant a problem is lack of transportation for your clients in accessing childcare on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access childcare is:

- 1 = Not a Problem
- No Answer
- 1 = Not a Problem
- 7
- 1 = Not a Problem

8. How significant a problem is lack of transportation for your clients in accessing employment on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access employment is:

- 1 = Not a Problem
- 4
- 1 = Not a Problem
- 9
- 2

9. How significant a problem is lack of transportation for your clients in accessing social or civic activities on a scale of 1-10? (where 1 = not a problem and 10 = major problem)

For our clients transportation to access social or civic activities is:

- 3
- 7
- 1 = Not a Problem
- 8
- 4

10. Are there particular locations in your community with high populations of residents that may be more likely to be transit dependent (elderly, low-income, or folks with disabilities) where you think transit service or other alternative transportation services would be most needed? For example public housing or senior housing facilities? If so, please identify these.

- Elderly low income Senior housing
- Most of Rockingham County is transit dependent. Some of the more populated have some services. The center of the county has little and often what does exist does not go to where individuals need to travel to.
- Transit for the elderly in down town Derry would be great.
- Young adults who do not have transportation, young parents, elderly seeking services. Those with Mental health needs who may need to access treatment, services or medical care. For anyone needing transportation the act of daily living, banking, shopping, going to school appts, etc.
- Vintage Grace has residents that are transit dependent (elderly, low-income, disabled, mentally ill population).

11. Please identify the top destinations in your community or the surrounding region where you know your clients need to get to that would be important destinations for a transit service or other alternative transportation service. Please be as specific as possible with actual locations (i.e. "Elliot at Rivers Edge", or "Market Basket on South Broadway").

- Medical facilities Pharmacies
- Holy Family Hospital, Lawrence general hospital, Parkland Medical Center, Exeter Hospital, Portsmouth Hospital Market Basket- Salem, Epping, L'derry, Plaistow Walmarts - all of them
- Parkland, CLM, Grocery Stores
- CLM, and Medical Buildings on Tsienneto, Upper Room on Tsienneto, Walmart /Hannaford and Good Will on Manchester Road, Aldi's and Job Lot on Manchester Road. Parkland on Birch Street. CVS RiteAide and Walgreens on Crystal. Movie Theatre Ashley Drive. Pinkerton Academy on Pinkerton Street. Banks on Crystal Ave.
- Residents use CART but it only travels to Manchester for appts to Elliot certain days in the week causing a few residents to pay out of pocket fees for cabs and others having to tailor appointments around transportation scheduling.

12. Does your agency pay for transportation for any clients? If yes, who is eligible, and approximately how much does your agency spend annually for transportation assistance?

- no
- No
- no
- We do not pay for transportation for our clients, but sometimes get donations in which we purchase CART cards, or we sometimes get gas cards from donor to help.
- No

13. Rockingham County and Hillsborough County have among the fastest growing senior populations in the state. What sorts of steps has your agency begun to take, if any, to adapt to an aging population in the communities you serve?

- Hours of availability Open evenings and Saturdays
- No Answer
- n/a
- Our food pantry has added additional volunteers to assist with taking food out for seniors if needed. Our building is accessible.
- We serve these aging population so no new steps to be taken

14. Please include any other comments you have on unmet transportation needs in your community and ways to address these needs.

- Patient information on CART
- No Answer
- n/a
- We have relied heavily on CART and local transportation through CABS for individuals in need. I was sad to see the Sun Cart Ride System depart due to lack of use. That was a great way to access places and services for people.
- No Answer

15. Of the individuals and families you've worked with, are there any whose story especially illustrates the transportation challenges faced by citizens in New Hampshire who are unable to drive (permanently or temporarily) or lack access to a private automobile? If so, would you briefly share that story below? (to protect privacy please do not use actual names)

- Elderly, disabled , Low income
- No Answer
- No Answer
- When a family is in stress already and they are then faced with the need to be at an appointment or school meeting, legal meeting or something that is already creating stress, and then a transportation need arises, it can be the detail that finally breaks them.
- Nothing significant to mention; we have had more issues with the MCO's transportation pool.