

# REGIONAL MOBILITY MANAGEMENT UPDATE

**Region 8 – Greater Manchester-Derry-Salem Area**

Benjamin Herbert, Regional Mobility Manager

# WHAT IS MOBILITY MANAGEMENT?



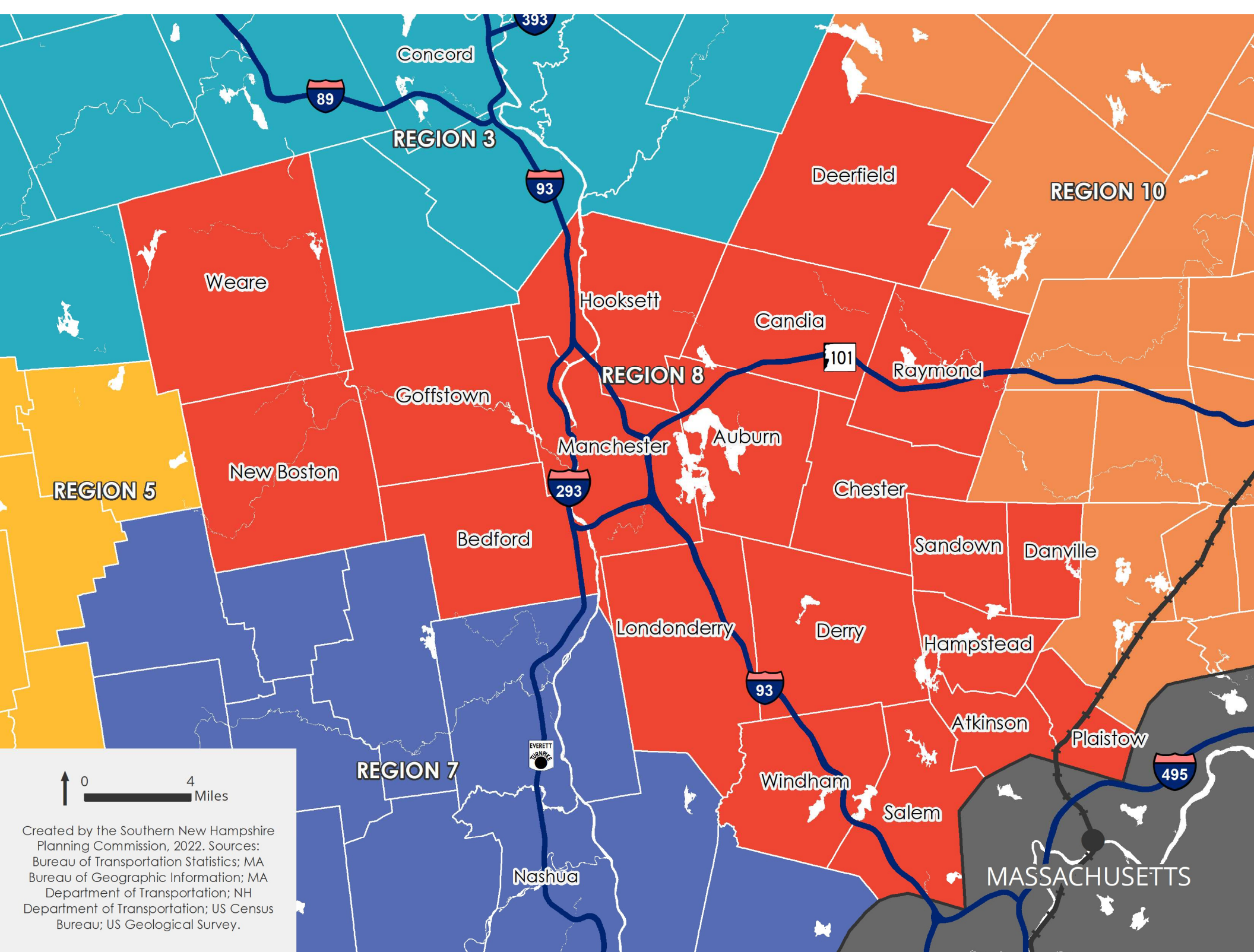
**A CUSTOMER-  
BASED  
APPROACH**



**A FACILITATOR  
FOR  
COORDINATION**



**A SOCIAL  
WORKER FOR  
TRANSPORTATION**



Created by the Southern New Hampshire Planning Commission, 2022. Sources: Bureau of Transportation Statistics; MA Bureau of Geographic Information; MA Department of Transportation; NH Department of Transportation; US Census Bureau; US Geological Survey.

# DEMOGRAPHICS

**Population:** 350,524

**Median Age:** 43.4 (Atkinson: 51.9)

**65 Years or older:** 15% (Atkinson: 21.6%)

**Disabled:** 12% (Manchester: 14.4%)

**Poverty:** 7% (Manchester: 13.1%)

**Veterans:** 8% (Chester: 11.1%)

**Foreign Born:** 8% (Manchester: 14.6%)

**Minority:** 14% (Manchester: 24.5%)

**LEP:** 4% (Manchester: 9.3%)







# REGION 8 RCC

NEXT MEETING: 6/20, 11:00

## 12-14 Active Members

### Planning Staff

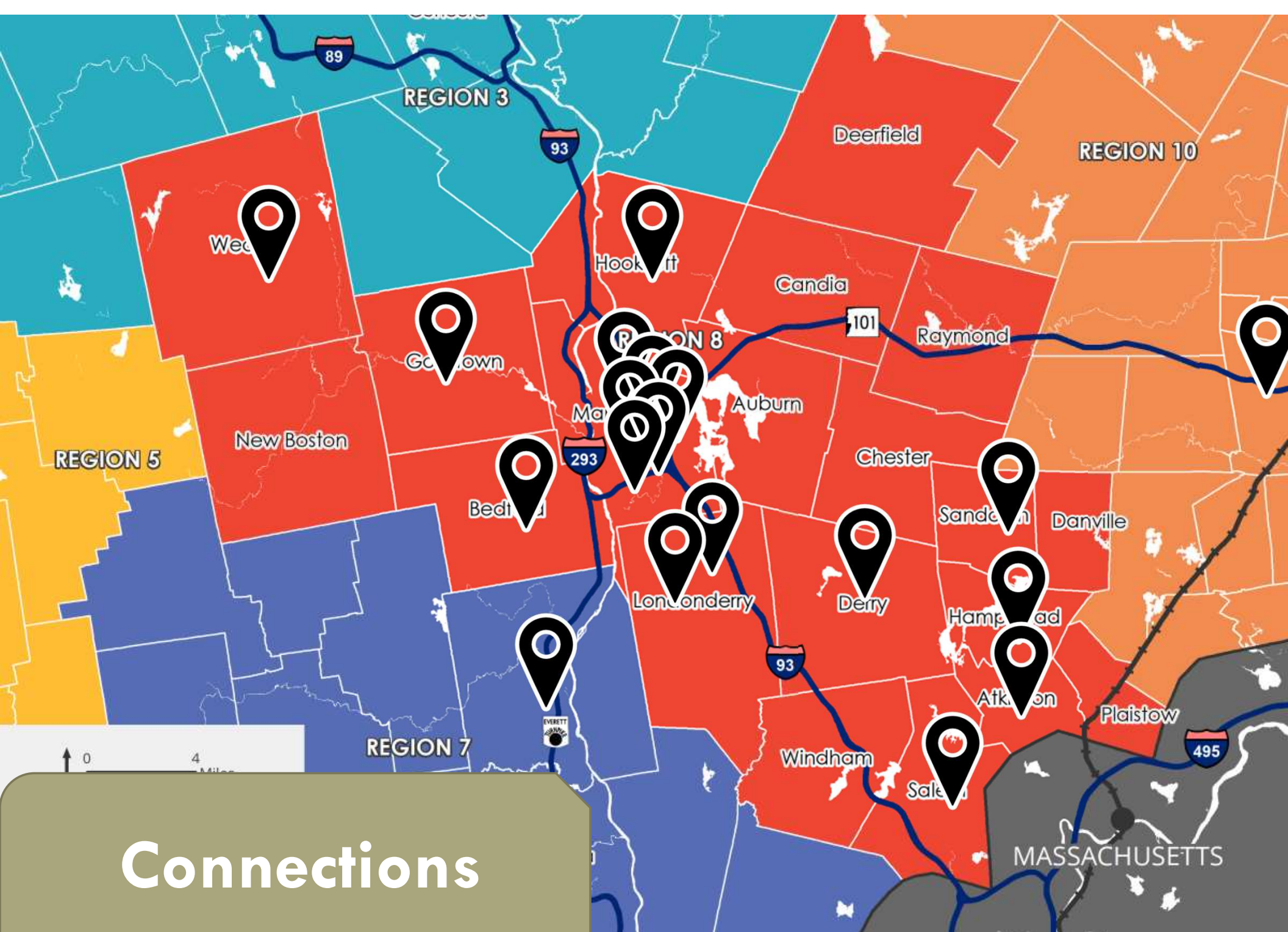
- SNHPC
- RPC

### Transit Providers

- Easterseals
- MTA
- Rockingham Meals on Wheels
- The Caregivers

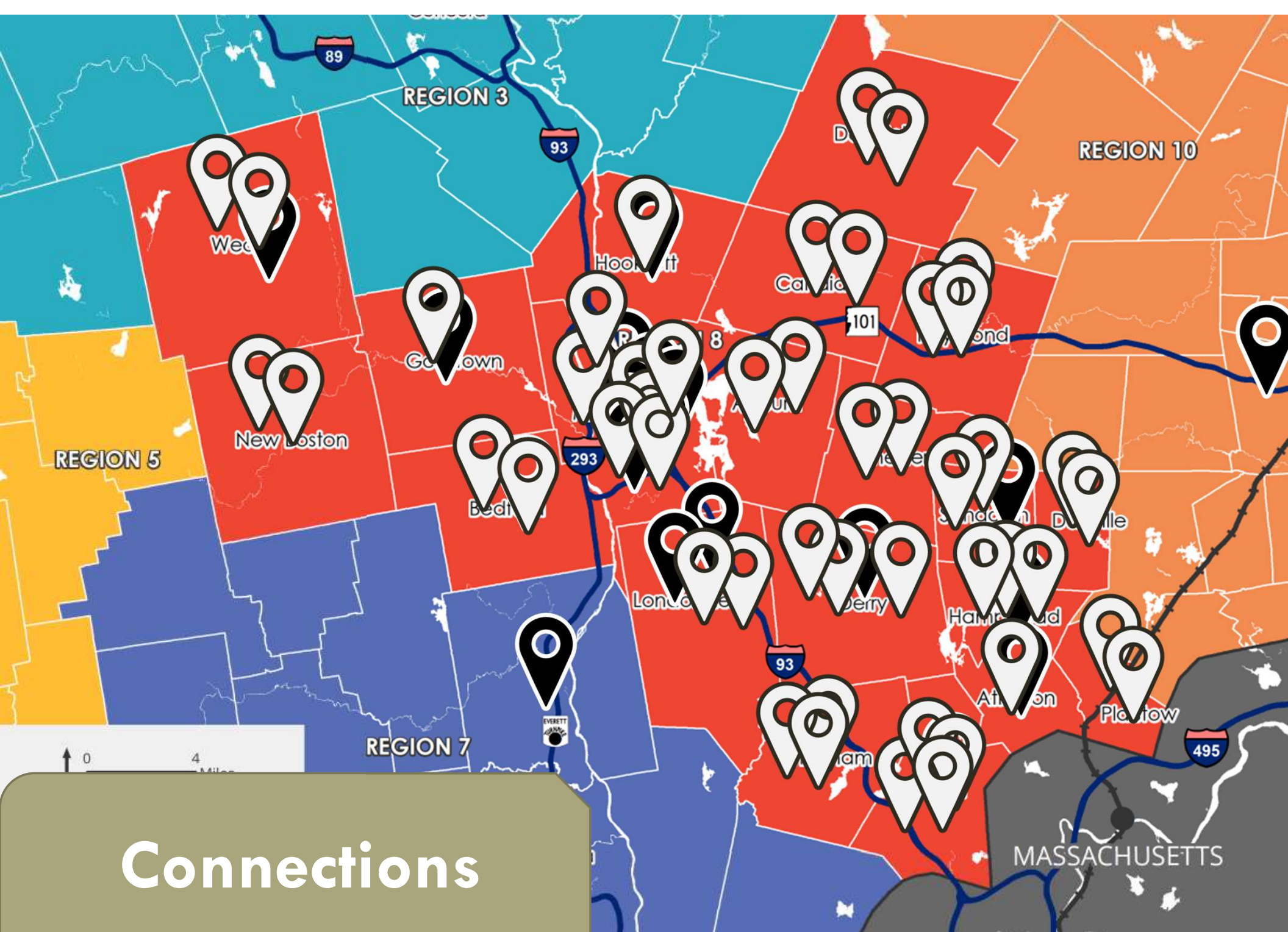
### Town Citizens and Reps

- Londonderry
- Derry



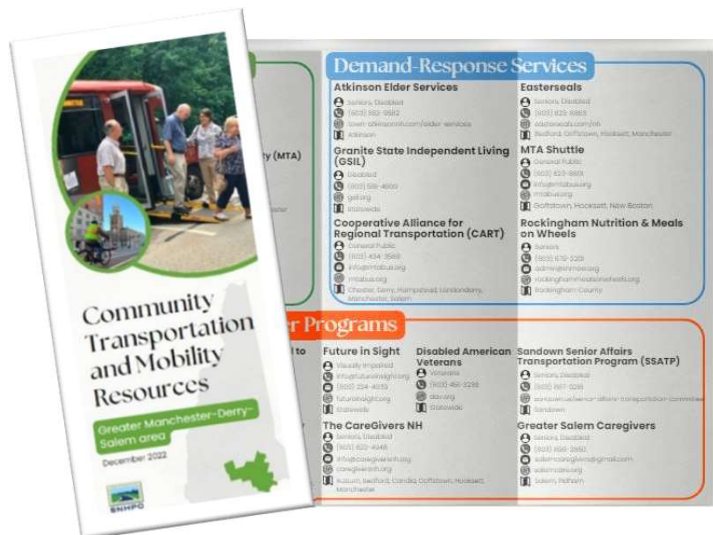
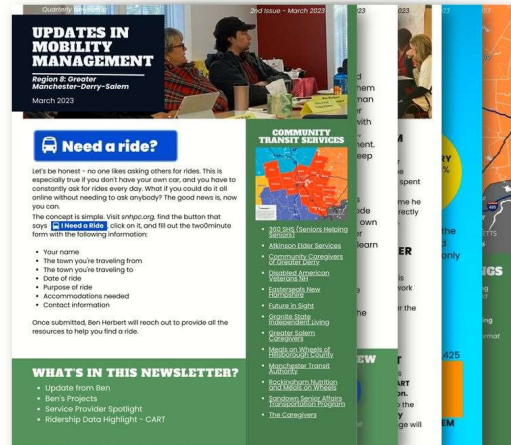
# Connections





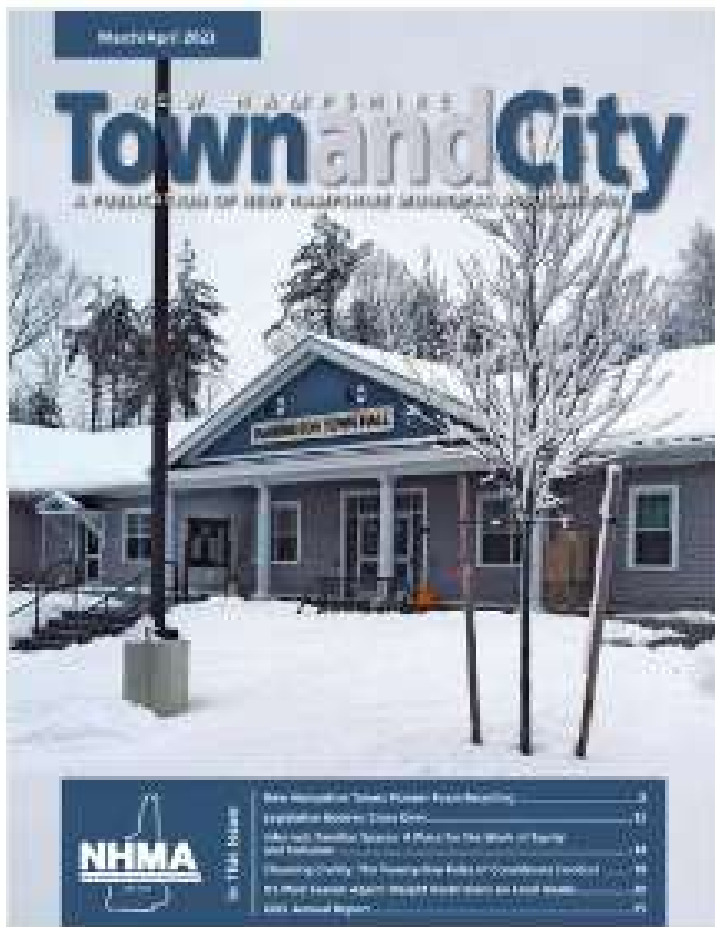
# Connections

# OUTREACH WORK





# OUTREACH WORK — NH TOWN AND CITY MAGAZINE ARTICLE



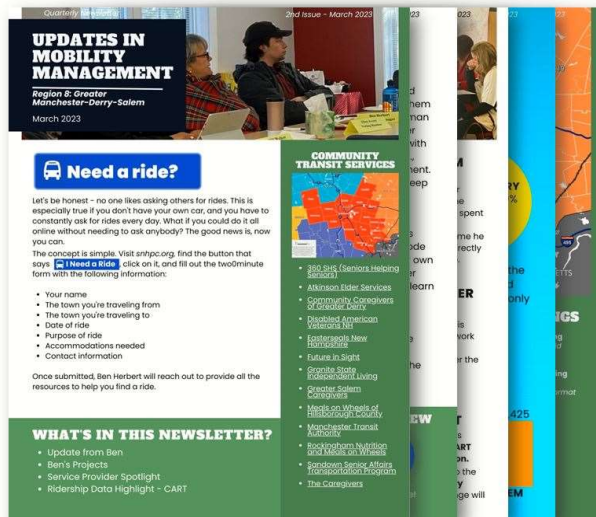
## *The Challenges to Community Transportation in New Hampshire*

- ❖ Scott Bogle, RPC
- ❖ Ben Herbert, SNHPC
- ❖ Terry Johnson, SWRPC
- ❖ Donna Marceau, NRPC
- ❖ Sylvia von Aulock, SNHPC

# OUTREACH WORK — REGIONAL MM NEWSLETTER

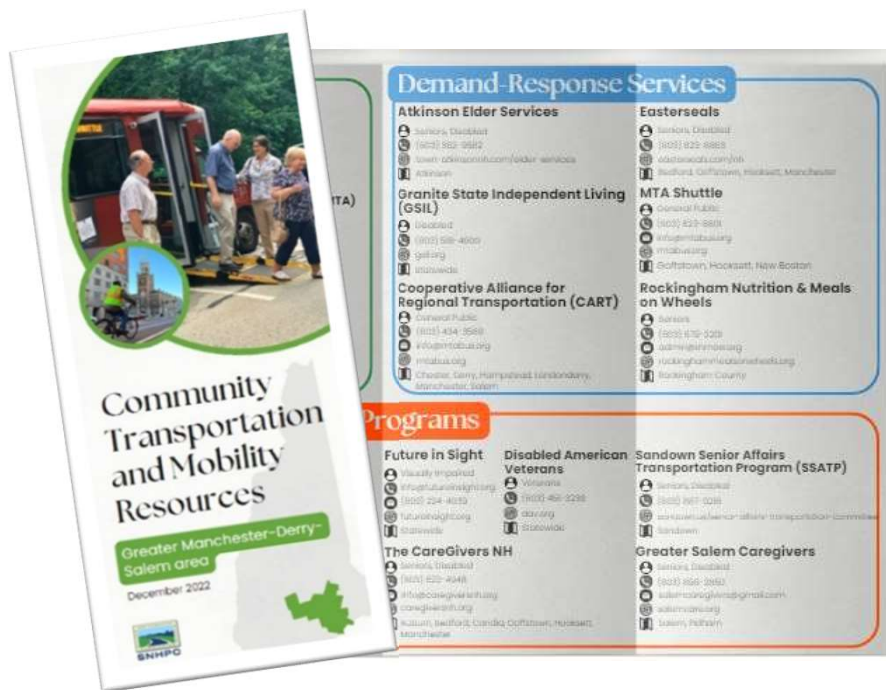


December 2022: 52 Recipients



March 2023: 64 Recipients

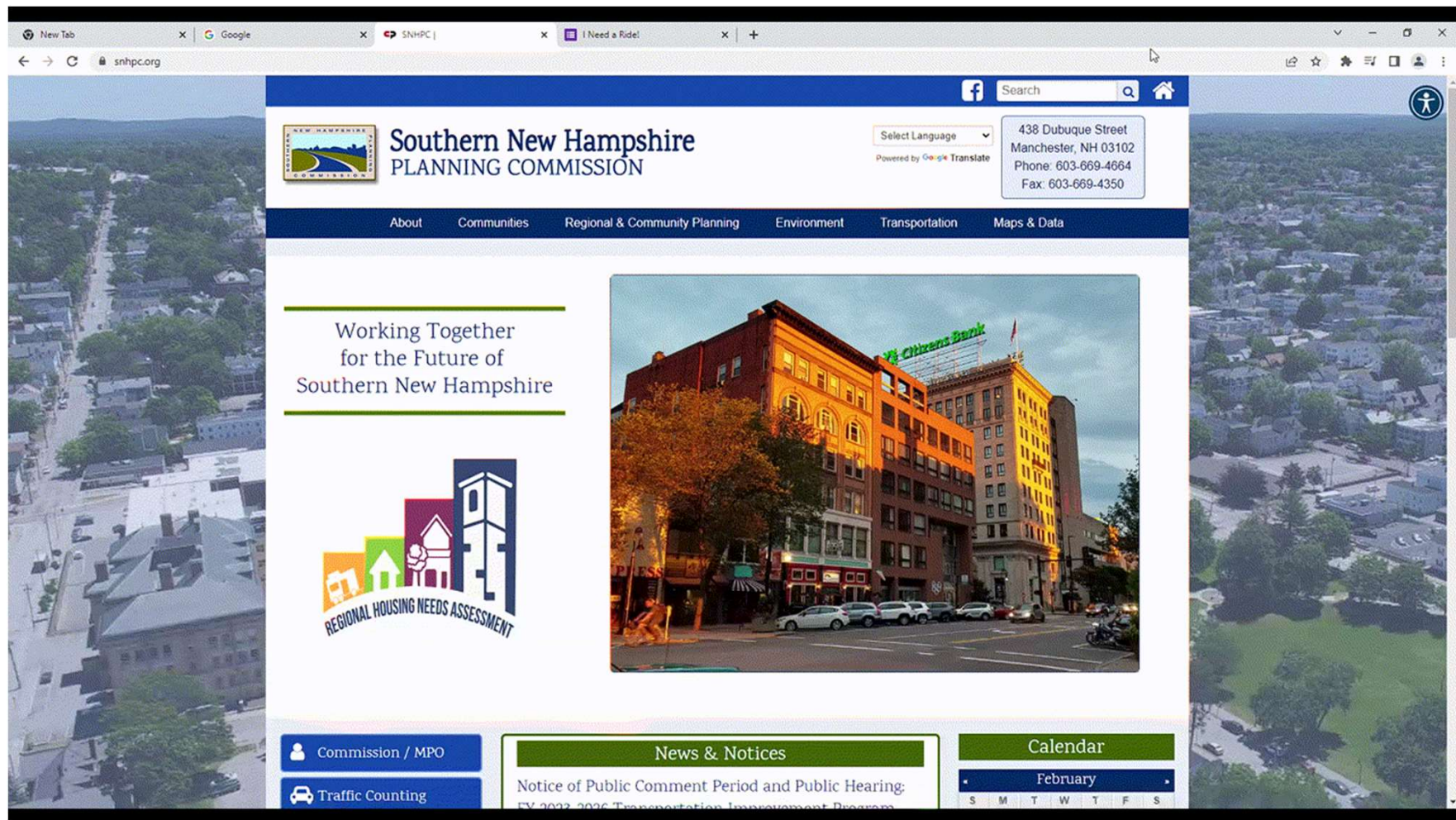
# OUTREACH WORK – COMMUNITY TRANSPORTATION BROCHURE



- 240 Distributed
- 17 locations
- Highlights 16 Transportation services



# OUTREACH WORK — I NEED A RIDE



# THESE CAN ALL BE FOUND ONLINE!

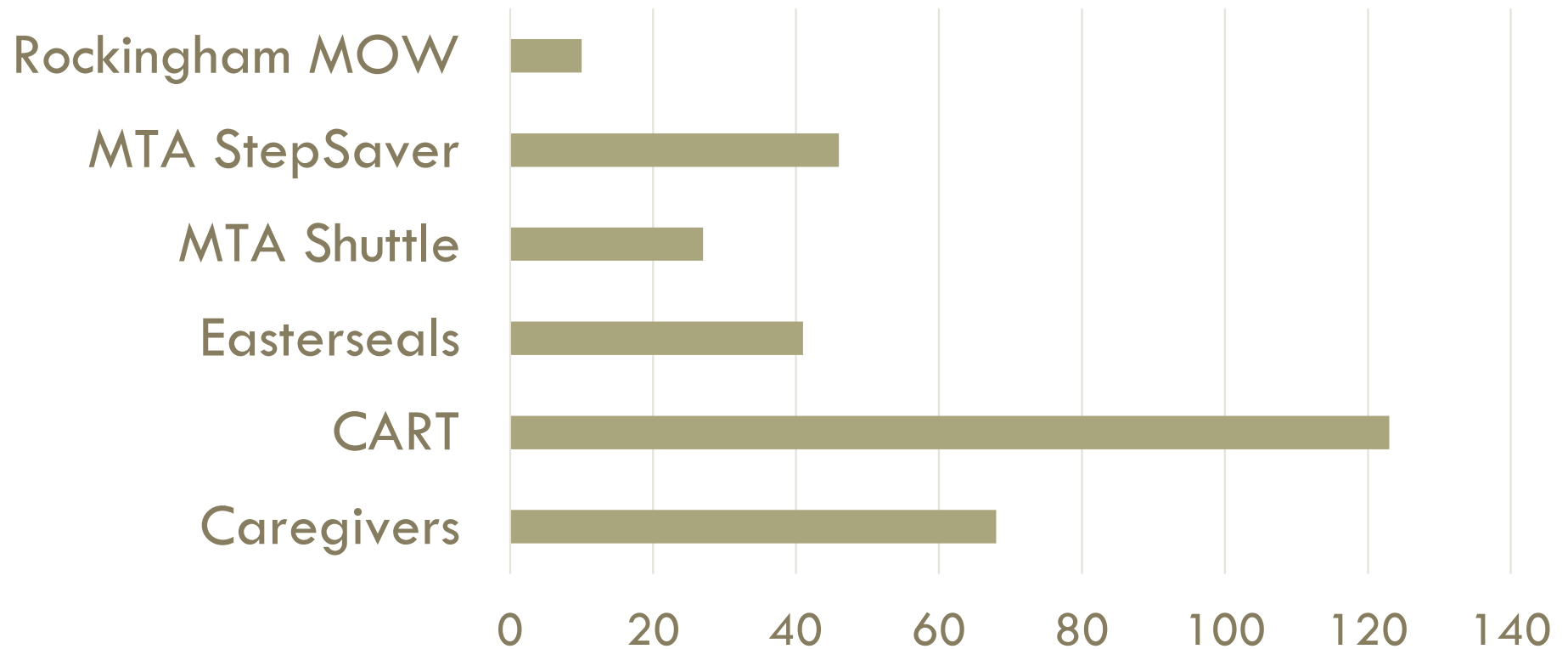


SNHPC.org

- Transportation
- Regional Mobility Coordination
- Mobility Management

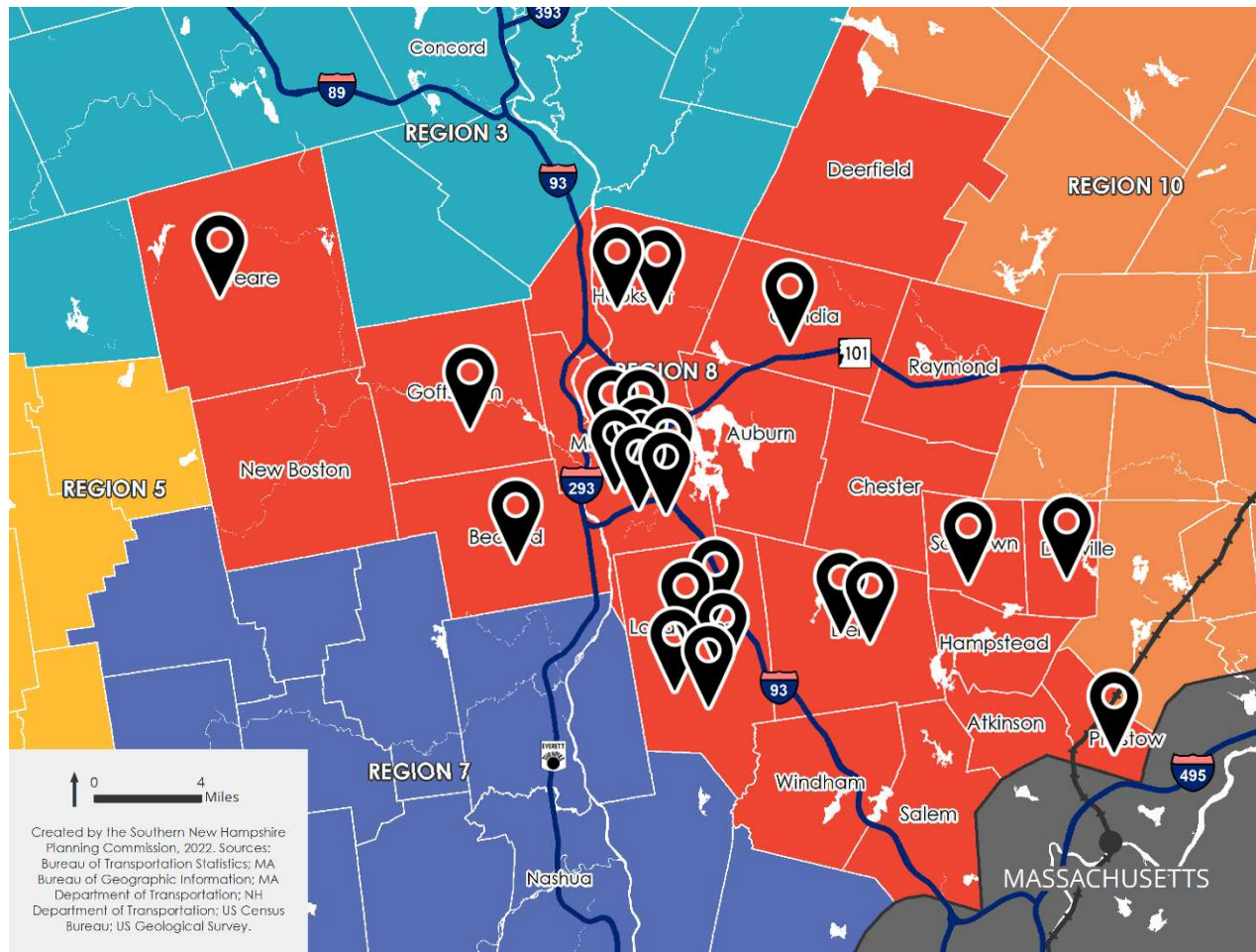
# PERFORMANCE INDICATORS — NEW CLIENTS SERVED

New Clients Served by Transit Providers Aug. 22 - March 23





# PERFORMANCE INDICATORS — CLIENT REFERRALS



# PERFORMANCE INDICATORS — OUTREACH ACTIVITIES

- 25 Stakeholder Meetings
- 10 Press/Media Distributions
- 9 Educational Events



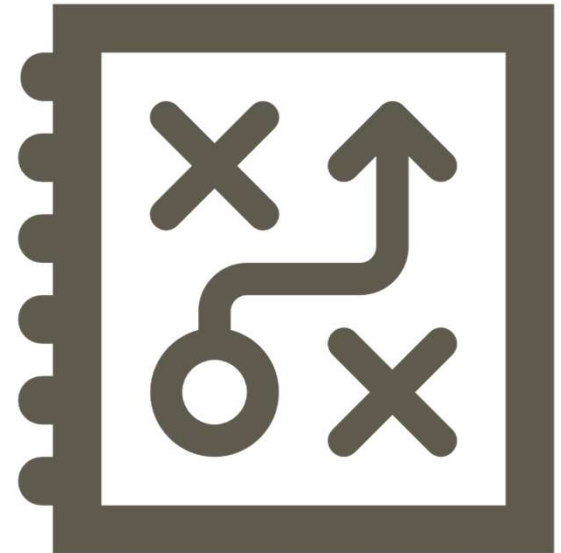
# THE GAMEPLAN

## Keep making connections

- ☐ Librarians
- ☐ Welfare Offices
- ☐ Transit Providers
- ☐ Planners, community leaders
- ☐ Medical Centers

## Explore new outreach avenues

- ☐ Local Newsletters
- ☐ Town website assessments
- ☐ Videos
- ☐ Website/social media content





# 2023 COMMUNITY TRANSPORTATION DIRECTORY

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## Community Transportation Directory

### Greater Manchester-Derry-Salem Region

**Southern New Hampshire Planning Commission**

**Region 8 Coordinating Council**

438 Dubuque Street  
Manchester, NH 03101  
(603) 669-4664

**APRIL 2023**

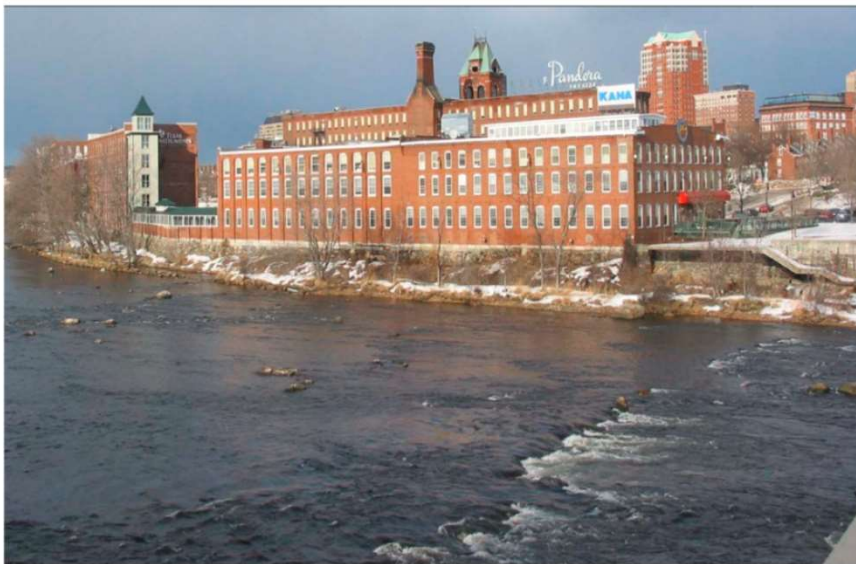


# AN UPDATE WAS LONG OVERDUE

2016

2017

## Greater Manchester Regional Coordination Council Community Transportation Directory



## The Greater Derry-Salem Transit Coordination Region



The Greater Derry-Salem Regional Coordinating Council for Community Transportation (RCC) is a partnership of the Greater Derry-Salem CART transit system, the Rockingham Planning Commission, Southern New Hampshire Planning Commission, the region's ten towns, multiple non-profit human service agencies, and non-profit and for profit transportation providers.

The role of the RCC is to help expand, coordinate and improve transportation options within the Greater Derry-Salem region so that seniors, individuals with disabilities, low income residents and others can get where they need to go and live with independence and dignity. The work of the RCC is also designed to help municipalities, human service agencies and other organizations purchase shared ride coordinated transportation services for their citizens, clients, and customers.

With questions about the Greater Derry-Salem RCC or transit coordination planning, contact the Rockingham Planning Commission at 603-778-0885 or southern New Hampshire Planning Commission at 603-669-4664.

## Greater Derry-Salem Community Transportation Directory



*A guide for getting where you need to go in  
and beyond Southern New Hampshire*



Published by the Greater Derry-Salem Regional  
Coordinating Council for Community Transportation

# WHAT HAS CHANGED?

- COVID-19
- RCCs 8 and 9 Merged
- New Coordinated Plan
  - “Develop and refine sustained outreach strategies across media channels to provide awareness of regional transportation options.”

## COORDINATED PUBLIC TRANSIT/ HUMAN SERVICES TRANSPORTATION PLAN



FOR THE GREATER  
MANCHESTER-DERRY-SALEM REGION

**ADOPTED BY SNHPC MPO: SEPTEMBER 27, 2022**  
**ADOPTED BY RPC MPO:**

### PREPARED BY:

Rockingham Planning Commission  
156 Water Street  
Exeter, NH 03833  
(603) 778-0885




Southern NH Planning Commission  
438 Dubuque Street  
Manchester, NH 03102  
(603) 669-4664












# THE DIRECTORY

- Highlights
  - Community Transportation
  - NH Mobility Management Network
- 26 Transportation Services
  - Fixed-route bus services
  - Demand-response services
  - Volunteer driver programs
  - Youth transportation services

# “SHOW ME ALL SERVICES IN THE REGION!”










Fixed-Route Bus Service					
Service Information		Service Description	Service Area	Ridership Eligibility	Advance Notice?
	<b>Boston Express</b> (603) 845-1999 <a href="http://bostonexpressbus.com">bostonexpressbus.com</a>	Bus service to downtown Boston and Logan Airport.  Contact for fares.	Londonderry, Manchester, Nashua, Salem	General Public	Yes, Ticket purchase required. Call ahead for wheelchair accommodation.
	<b>Concord Coach Lines</b> (603) 228-3300 <a href="mailto:info@concordcoachlines.com">info@concordcoachlines.com</a> <a href="http://concordcoachlines.com">concordcoachlines.com</a>	Bus service to downtown Boston, Logan Airport, New York City, and Maine.  Contact for fares.	Berlin, Center Harbor, Concord, Conway, Franconia, Gorham, Jackson, Lincoln, Littleton, Londonderry, Meredith, Nashua, North Conway, Pinkham Notch, Plymouth, Salem, Tilton, West Ossipee	General Public	Yes, Ticket purchase required. Call ahead for wheelchair accommodation.
	<b>Manchester Transit Authority</b> (603) 623-8801 <a href="mailto:info@mtabus.org">info@mtabus.org</a> <a href="http://mtabus.org">mtabus.org</a>	Local bus service. provides paratransit.  \$2 fare. \$4 for StepSaver, \$5 for Nashua/Concord lines.	Bedford, Concord, Goffstown, Hooksett, Londonderry, Manchester, Nashua	General Public	None (except for StepSaver - 1-7 days)

# “SHOW ME ALL SERVICES IN THE REGION!”

Demand-Response Services					
Service Information		Service Description	Service Area	Ridership Eligibility	Advance Notice?
  	<b>Atkinson Elder Services</b> (603) 362-9582 <a href="http://town-atkinsonnh.com/elder-services">town-atkinsonnh.com/elder-services</a>	Town-owned transportation service for medical appointments, errands, and other essential trips.	Atkinson	Senior (60+) and Disabled (22+) residents of Atkinson	1 week
 	<b>CART - Community Alliance for Regional Transportation</b> (603) 434-3569 <a href="mailto:info@mtabus.org">info@mtabus.org</a> <a href="http://mtabus.org">mtabus.org</a>	Shared-ride service available to any resident of the five-town area.  \$3 for rides within town, \$4 for rides between towns.	Chester, Derry, Hampstead, Londonderry, and Salem	General Public	1 - 7 days prior
  	<b>Easterseals NH</b> (603) 668-8603 <a href="http://easterseals.com/nh/">easterseals.com/nh/</a>	Provides door-to-door transportation with passenger assistance available for the frail and isolated elderly, as well as individuals with special needs and disabilities.	Manchester, Bedford, Goffstown, Hooksett	Seniors (60+) and individuals with disabilities	1-3 days after application submitted
	<b>GSIL - Granite State Independent Living</b> (603) 410-6504 <a href="http://gsil.org">gsil.org</a>	Transportation for eligible persons with disabilities. Rides for social, recreational, and errand purposes.  \$2 per mile, \$22 per hour	Statewide (depends on driver availability)	Individuals with disabilities - must be enrolled as a client	Minimum 2 weeks

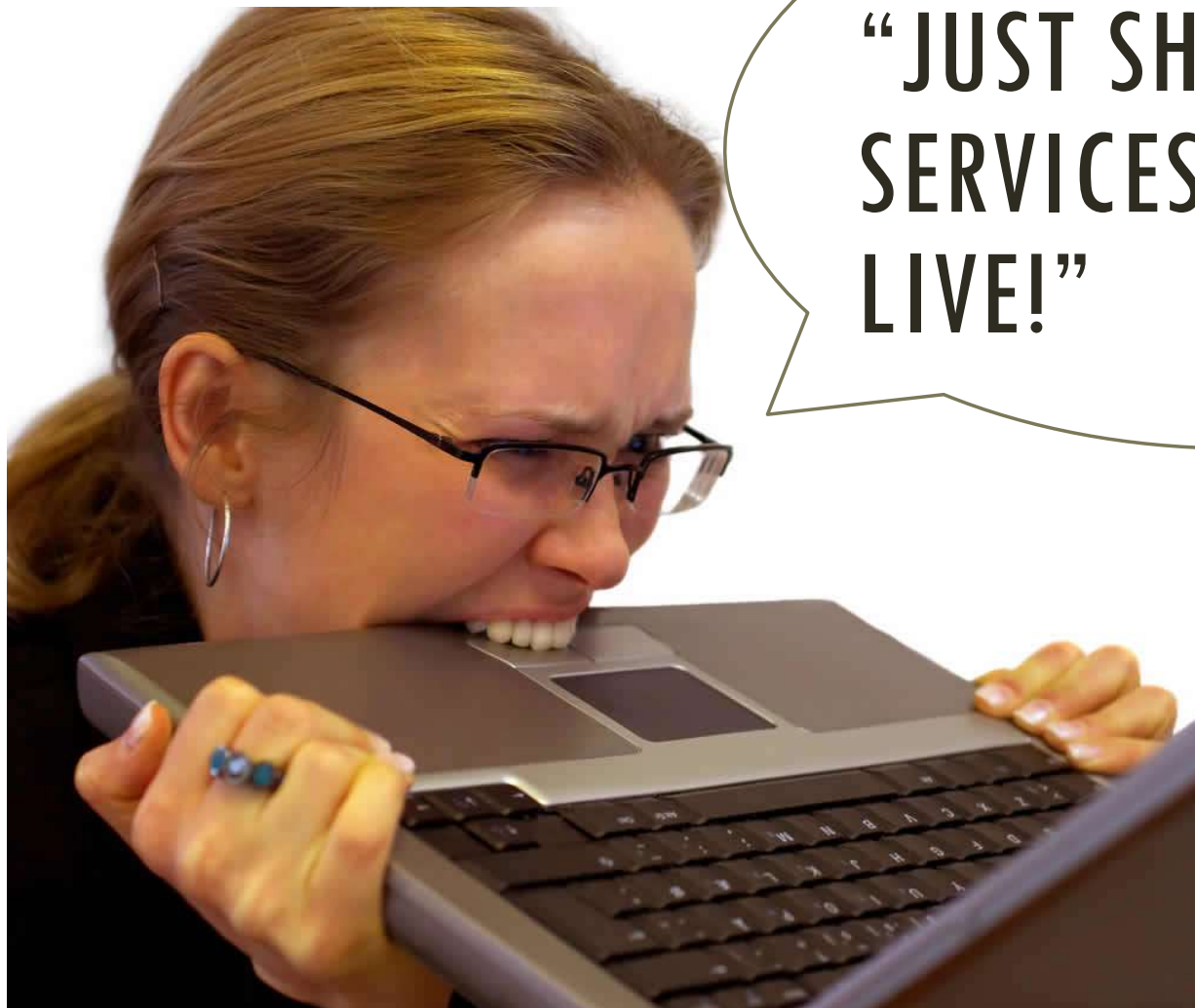


# “SHOW ME ALL SERVICES IN THE REGION!”

Volunteer Driver Programs					
Service Information		Service Description	Service Area	Ridership Eligibility	Advance Notice?
 	<b>American Cancer Society - Road to Recovery</b>  1-800-227-2345 <a href="https://cancer.org">cancer.org</a>	Volunteer driver program for individuals that need transportation to cancer treatment appointments.	Statewide	Individuals with cancer	3 days
 	<b>CareGivers NH</b>  (603) 622-4948 <a href="mailto:info@caregiversnh.org">info@caregiversnh.org</a> <a href="https://caregiversnh.org">caregiversnh.org</a>	Volunteer driver program. Rides for medical appointments, grocery shopping and essential errands. Service for seniors and disabled individuals. Apply to become a client before booking rides.	Alton, Amherst, Auburn, Bedford, Candia, Goffstown, Hooksett, Hollis, Hudson, Litchfield, Manchester, Merrimack, Milford, Nashua	Seniors and disabled. Must apply as a client before requesting rides	10 days
 	<b>Community Caregivers of Greater Derry</b>  (603) 432-0877 <a href="mailto:office@comcaregivers.org">office@comcaregivers.org</a> <a href="https://comcaregivers.org">comcaregivers.org</a>	Rides primarily for routine medical appointments.	Chester, Danville, Derry, Hampstead, Londonderry, Sandown, and Windham	Seniors and disabled. Must apply as a client before requesting rides	10 days
  	<b>DAV - Disabled American Veterans</b>  (603) 624-4366 <a href="https://dav.org">dav.org</a>	Provide free transportation to VA medical facilities for injured and ill veterans. Works in coordination with Manchester VA facility.	Statewide	Veterans with VA appointments	As much as possible.

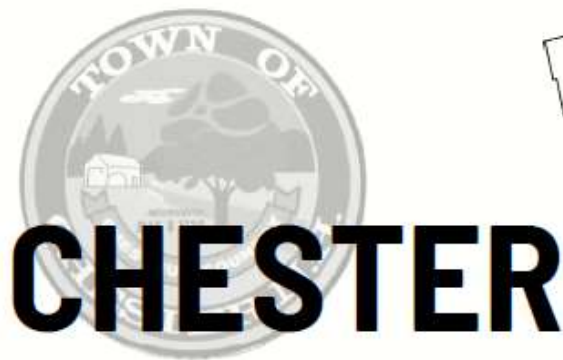
# “SHOW ME ALL SERVICES IN THE REGION!”

Youth Transportation Services					
Service Information		Description	Service Area	Rider Eligibility	Advance Notice?
	<b>Boys and Girls Club of Greater Derry</b>  (603) 434-6695 <a href="http://derrybgclub.org">derrybgclub.org</a>	Provides limited after-school transportation services from all of the public elementary and middle schools in Derry.  Transportation + Membership Fees	Derry	Children 6-18 years old	Application Required
	<b>Girls, Inc.</b>  (603) 623-1117 <a href="http://girlsincnewhampshire.org">girlsincnewhampshire.org</a>	Girls are picked up every day after school and brought to the center.  \$75/week	Manchester, Nashua	Girls 5-18 years old	Application Required
	<b>Manchester Boys and Girls Club</b>  (603) 625-5031 <a href="http://mbgcnh.org">mbgcnh.org</a>	Club provides transportation from school to clubhouse.  Transportation + Membership Fees	Manchester	Children grades K-12	Application Required
	<b>Safewheels</b>  (844) 342-0339 <a href="http://safewheels.com">safewheels.com</a>	Private-owned transportation service for school children.  Call for quote	Bedford, Hooksett, Manchester, Nashua, Pembroke	Children	Application required. Provide 1-3 days' notice before ride.



**“JUST SHOW ME THE  
SERVICES WHERE I  
LIVE!”**





# CHESTER

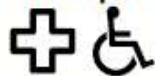
## American Cancer Society - Road to Recovery



Volunteer driver program for individuals that need transportation to cancer treatment appointments. Free of charge. 3 days notice before ride.

1-800-227-2345 | [cancer.org](https://cancer.org)

## CART - Community Alliance for Regional Transportation



Shared-ride service available to any resident in CART service area. Fares range \$3 to \$5 depending on destination. Must schedule 1-7 days in advance.

(603) 434-3569 | [info@mtabus.org](mailto:info@mtabus.org) | [mtabus.org](https://mtabus.org)

## Community Caregivers of Greater Derry



Rides primarily for routine medical appointments. Serves seniors and individuals with disabilities. Apply to become a client before booking rides. Must schedule at least 10 days in advance.

(603) 432-0877 | [office@comcaregiver.org](mailto:office@comcaregiver.org) | [comcaregivers.org](https://comcaregivers.org)

## DAV - Disabled American Veterans



Provide free transportation to VA medical facilities for injured and ill veterans. Works in coordination with Manchester VA facility.

(603) 624-4366 | [dav.org](https://dav.org)

## Future in Sight



Volunteer driver program for visually impaired individuals. Provides rides for medical appointments, grocery shopping, and peer support groups. Must apply as a client before requesting a ride. Schedule at least 1 week in advance.

(603) 224-3049 | [clientrides@futureinsight.org](mailto:clientrides@futureinsight.org) | [futureinsight.org](https://futureinsight.org)

# WHERE CAN I FIND IT?

SNHPC.org

- Transportation
- Regional Mobility Coordination
- **Community Transportation**  
or
- **Mobility Management**



## Community Transportation Directory

**Greater Manchester-Derry-Salem Region**

Southern New Hampshire Planning Commission

Region 8 Coordinating Council

438 Dubuque Street  
Manchester, NH 03101  
(603) 669-4664

APRIL 2023



# QUESTIONS / DISCUSSION



Benjamin Herbert  
Regional Mobility Manager  
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