

Coordinated Public Transit and Human Service Transportation Plan Coos, Carroll, and Northern Grafton Counties

October 2014



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October 2014



Adopted by:

North Country Council Transportation Advisory Committee on 11/6/14
North Country Council Representatives on 11/19/14

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Acronyms

ACS = American Community Survey (US Census)
ADA = Americans with Disabilities Act
BEAS = Bureau of Elderly and Adult Services
CCRCC = Carroll County Regional Coordinating Council
DAV = Disabled American Veterans
FHWA = Federal Highways Administration
GCRCC = Grafton-Coos Regional Coordinating Council
GCSCC = Grafton County Senior Citizens Council
FTA = Federal Transit Administration
JARC = Job Access Reverse Commute
LPRC = Lakes Region Planning Commission
NCC = North Country Council
NCT = North Country Transit
NHDHHS = NH Department of Health and Human Services
NHDOT = New Hampshire Department of Transportation
MAP-21 = Moving Ahead for Progress in the 21st Century
MPO = Metropolitan Planning Organization
PPP = Public Participation Plan
RCC = Regional Coordinating Council
RCT = Rural Community Transportation
RPC = Regional Planning Commission
RSA = Revised Statutes Annotated
RTC = Regional Transportation Coordinator
SAFETEA-LU = Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
SCC = Statewide Coordinating Council
TAC = Transportation Advisory Committee
TCCAP = Tri-County CAP
USDOT = United States Department of Transportation
UVLSRPC = Upper Valley Lake Sunapee Regional Planning Commission

1.0 INTRODUCTION

North Country Council (NCC) is a nonprofit Regional Planning Commission providing services in the areas of community and regional planning, transportation planning, natural resource planning, economic development, and grant writing. The purpose of a Regional Planning Commission is to promote coordinated development through the preparation of comprehensive plans and studies. NCC also serves as the collective voice for the constituent towns in their dealings with state and federal agencies by representing and protecting regional interests.

It is the mission of North Country Council to encourage effective community and regional planning for the development of economic opportunity and the conservation of natural, cultural and economic resources. This is accomplished by providing information, regional advocacy, technical assistance, community education, and direct service to the region, its organizations, and political subdivisions.

North Country Council serves:

- 51 communities
- 25 unincorporated places
- The northern third of New Hampshire
- All of Coos County and parts of Grafton and Carroll Counties
- About 3,418 square miles
- About 90,659 people (2012 Population Estimates, NH Office of Energy and Planning)

1.1 Purpose of North Country Council

NCC is a political subdivision of the State of New Hampshire; a multi-functional agency offering assistance to governmental and non-governmental organizations in securing regional solutions to regional problems. Through an organizational structure representing towns, counties, citizens, civic and non-profit organizations, and the business community, the Council shall serve as a regional planning commission under RSA 36:45-53 and shall provide an effective link between all levels of planning and decision making. The Council shall have as its avowed purpose:

1. To maintain the identity, uniqueness, and integrity of each community in the region while promoting a spirit of regional cooperation and a sense of regional community.
2. To help solve regional issues by making policies, setting priorities, approving programs and projects, and devising the means to carry out decisions.
3. To provide a unified voice for the region's towns on regional issues in relations with the state and federal governments, and to provide assistance to meet state and federal project review and approval procedures.
4. To encourage intergovernmental policy planning and coordination, linking local, state, and federal government for effective action.

5. To promote widespread public understanding and discussion of regional issues and problems.
6. To provide a regional body for a review of the inter-relationships of the needs of the towns and counties and propose projects to satisfy such needs.
7. To provide planning assistance to local communities as requested by said communities within budget and staff resources.
8. To participate actively in the economic development of the North Country, facilitating the formulation of a Comprehensive Economic Development Strategy for Region One.

1.2 Purpose of the Coordinated Transit Plan

A large portion of the residents of New Hampshire's North Country, as well as the rest of the state, does not have access to personal automobiles. Given the rural nature of the region, there is inadequate access to public transportation and transit, making it difficult to access activities of daily living, including employment, health care, shopping and recreation. North Country Council updated the Coordinated Public Transit and Human Services Transportation Plan with the purpose of developing a comprehensive strategy to assist stakeholders like the New Hampshire Department of Transportation (NHDOT), New Hampshire Department of Health and Human Services (NHDHHS), transportation providers, transportation coordinators, and other community agencies to help affected residents meet their transportation needs.

The study area for this plan includes the North Country Council planning region (Coos County and Northern Grafton and Carroll Counties) and the additional towns in Southern Carroll County (excluding Wakefield and Brookfield) that are part of the Lakes Region Planning Commission (LRPC). The goals for this plan include:

- Developing an inventory of transportation providers (public, private, and human services);
- Identifying the unmet transportation needs for individuals with disabilities, older adults, and people with lower incomes;
- Identifying gaps in available services (unserved or underserved populations and/or areas);
- Identifying strategies to meet the identified needs and to maximize the use of limited transportation resources through coordination;
- Prioritizing transportation services for funding and implementation;
- Recommending funding sources that can be used for various transportation projects;
- Enhancing mobility between communities;
- Increasing access to jobs, schools, medical centers, and other essential human services;
- Increasing citizen awareness of public transit and human service transportation providers and programs.

As defined by FTA's 5310 Circular C 9070.1F, "A locally developed, coordinated public transit-human services transportation plan ("coordinated plan") identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for

meeting those local needs, and prioritizes transportation services for funding and implementation.”

In order for transportation providers in the North Country to be able to continue accessing some types of FTA funds, NCC is required to update the Coordinated Transit Plan every 5 years.

The 2009 Coordinated Transit Plan was developed in response to the Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), which was signed into law in August of 2005. SAFETEA-LU required that a locally developed Coordinated Human Services Transportation Plan be in place in order for transportation providers to receive funding through the Federal Transit Administration for the Elderly Individuals and Individuals with Disabilities Program (Section 5310), the Job Access and Reverse Commute Program (JARC – Section 5316), and the New Freedom Program (Section 5317).

The current transportation bill, Moving Ahead for Progress in the 21st Century (MAP-21) continues the requirement of SAFETEA-LU. The FTA Circular states that: Federal transit law, as amended by SAFETEA-LU, requires that projects selected for funding under the Section 5310, Job Access and Reverse Commute (JARC), and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”

Future Updates

North Country Council intends to evaluate the process that was used in the development of this plan, and improvements that could be made to increase public involvement prior to seeking funding for the next update of this plan. NCC is currently developing a Public Participation Plan that could aid in this effort.

NCC will also review recent reports and publications (e.g. New Hampshire’s Silver Tsunami: Aging and the Health Care System, published by the NH Center for Public Policy Studies) to see if there is data or information that should be referenced in the update.

1.3 Description of the Process

Transportation Surveys: NCC developed, distributed and analyzed the results from a Transportation Provider Survey and a Community Needs Survey. The purpose of these surveys was to gather input about transportation needs in the region, existing services, and provider needs.

Public Meetings: NCC hosted 8 public meetings in the region to gather information about the transportation and coordination needs to improve mobility for residents of Northern Grafton, Coos and Carroll Counties. These meetings were noticed in local and regional newspapers, posted on websites, and shared with an extensive email list through Constant Contact. Input gathered from the meetings is summarized in this plan and meeting notes are included in the

Appendix. Additionally, Lakes Region Planning Commission hosted 3 public meetings to gather input for this plan update and to promote the Carroll County Regional Coordinating Council.

Identification of Transportation Providers and Update of the CCRCC and GCRCC Provider Directories: Information received from the transportation provider surveys, public meetings, and interviews with transportation providers was also used to update the Transportation Provider Directories for the Grafton-Coos Regional Coordinating Council (GCRCC) and the Carroll County Regional Coordinating Council (CCRCC.) These directories list all of the transportation providers and services offered (that we currently know about) that operate in the Grafton, Coos and Carroll Counties including:

- General public transportation providers
- Private taxi/van services
- Senior and disabled transportation providers
- Non-emergency medical transportation providers
- Restricted client transportation services
- Information and referral services

Data Collection, Analysis, and Mapping: NCC collected data through the following methods:

- Reviewed other Coordinated Plans that were recently updated in surrounding rural areas;
- Researched and developed demographic profiles and maps of the following:
 - Population trends and projections
 - Senior and disabled populations
 - Income and poverty
 - Autoless households
 - Commute to work

Transportation and Coordination Needs: NCC reviewed the needs identified in the 2009 plan, those identified in the surveys, and those discussed at the public meetings held around the region. This information was used to develop a list of provider needs, mobility needs, and coordination needs.

Prioritized Transportation Services or Strategies: NCC used the same method above to develop a list of potential strategies, activities, and/or specific projects to address the identified needs.

These strategies were then prioritized in order to assist with future funding and implementation efforts. This was done through the following methods:

- Participants at the public meetings were given stickers representing their 1st, 2nd, 3rd and 4th priorities that would address the needs identified in the region. They were asked to identify their top priorities, and if they wanted to, prioritize the entire draft list of strategies.
- Information from surveys was collected and incorporated.
- Input from the GCRCC, CCRCC, and NCC TAC was also used to help prioritize the list of potential strategies.

Funding: North Country Council identified funding resources that are available to transportation providers through the New Hampshire Department of Transportation and the New Hampshire Department of Health and Human Services. The funding programs and descriptions are summarized in Chapter 6.

1.4 Statewide Coordination Efforts

The Governor's Taskforce on Community Transportation was established by a Governor's Executive Order in 2004 to create an affordable and accessible transportation infrastructure for New Hampshire citizens. This group developed recommendations and policies to guide the development of a "seamless" transportation system that connects system users from one part of the state to another. These recommendations and other findings were published in the Statewide Coordination of Community Transportation Services report that was developed by Nelson-Nygaard Consulting Services (2006). Following the recommendations of this report, a Statewide Coordinating Council (SCC) was established to oversee transportation coordination policies, assist with regional efforts, and to monitor the program statewide. To do this, the SCC will also oversee the Regional Coordinating Councils (RCC) and the Regional Transportation Coordinators (RTC), or the "regional brokers".

While many pieces of the 2006 plan have been implemented, the SCC is currently working to update that report and develop a new workplan that addresses the community transportation needs identified as they stand today in New Hampshire.

Statewide Coordinating Council (SCC): The Statewide Coordinating Council is comprised of major funding agencies, transit provider, regional planning commissions, and other stakeholders acting primarily as an advisory body. The New Hampshire State Legislature created the State Coordinating Council for Community Transportation to foster and guide the coordination of community transportation on the regional level.

Regional Coordinating Councils (RCC): New Hampshire is divided into nine Community Transportation Regions. Each region has an associated Regional Coordinating Council (RCC), which is composed of local transportation providers, human service agencies, funding agencies and organizations, consumers, and regional planning commission staff. The RCCs work to develop information that is helpful to transportation service users, identify opportunities for coordination between service providers, and advise the SCC as to the state of coordination in the region. The RCCs also work hard to bring funding into the region to expand transportation services and improve mobility for residents.

In the North Country region, there are two RCCs. Region 1 is the Grafton-Coos Regional Coordinating Council (GCRCC) and its area consists of all of Coos County and northern Grafton County. This RCC falls within the boundaries of North Country Council, Upper Valley Lake Sunapee RPC, and Lakes Region Planning Commission. Region 2 is the Carroll County Regional Coordinating Council (CCRCC.) This region is made up of all Carroll County towns with the exception of Brookfield and Wakefield. North Country Council and Lakes Region Planning Commission are the RPCs that work with this group.

The GCRCC and CCRCC missions are the development of a diverse system of transportation options in the Grafton-Coos Region and the Carroll County Region. The objectives include:

- Transportation accessible to all; inviting to all ages and all walks of life;
- Collaboration among human service agencies, municipalities, businesses, and citizens;
- Expanded public transportation services and options, including volunteers, carpooling, taxi services, and rail, bicycle and pedestrian paths;
- Transportation within the counties and connections with other regions.

2.0 DEMOGRAPHIC PROFILE

2.1 Study Area

The study area for this Coordinated Public Transit and Human Service Transportation Plan update is Coos County, Carroll County, and Northern Grafton County. The table below lists the specific towns that are included in this study. There are an additional 16 communities in southern Grafton County that are part of the Grafton-Coos RCC. Those towns are included in the Southern Grafton County Public & Human Service Transportation Plan (2012) that was developed by the Upper Valley Lake Sunapee RPC.

Table 2.1: Coordinated Transit Plan Study Area

Towns in the Study Area		
Grafton County	Coos County	Carroll County
Bath	Berlin	Albany
Benton	Carroll	Bartlett
Bethlehem	Clarksville	Chatham
Campton	Colebrook	Conway
Easton	Columbia	Eaton
Ellsworth	Dalton	Effingham
Franconia	Dummer	Freedom
Groton	Errol	Hart's Location
Haverhill	Gorham	Jackson
Landaff	Jefferson	Madison
Lincoln	Lancaster	Moultonborough
Lisbon	Milan	Ossipee
Littleton	Northumberland	Sandwich
Lyman	Pittsburg	Tamworth
Monroe	Randolph	Tuftonborough
Plymouth	Shelburne	Wolfeboro
Rumney	Stark	
Sugar Hill	Stewartstown	
Thornton	Stratford	
Warren	Whitefield	
Waterville Valley		
Wentworth		
Woodstock		

There are a number of factors that contribute to the widespread need for expanded transportation options and/or coordinated transportation in the North Country as well as the rest of the state.

Many families live below the poverty level and cannot afford the expenses of owning and operating a vehicle; there is a large population of seniors and people with a disability that cannot physically operate vehicles; and many people are commuting long distances for work and medical trips. The following tables and maps provide data related to transit needs broken down by town, county, and for the State.

2.2 Population Trends

Between 2000 and 2010, the populations of Grafton County and Carroll County have risen by nearly 10% to an estimated 89,118 in Grafton County and an estimated 47,818 in Carroll County. Coos County, on the other hand, has experienced a population decrease of .2% during that same time period, with an estimated population of 33,055 in 2010.

Table 2.2: No. Grafton County Population Change 2000-2010

Population Change: Grafton County				
	Total Population 2000	Total Population 2010	Total Change	Percent Change
New Hampshire	1,235,786	1,316,470	80,684	6.5%
Grafton County	81,743	89,118	7,375	9.0%
Bath	893	1,077	184	20.6%
Benton	314	364	50	15.9%
Bethlehem	2,199	2,526	327	14.9%
Campton	2,719	3,333	614	22.6%
Easton	256	254	-2	-0.8%
Ellsworth	87	83	-4	-4.6%
Franconia	924	1,104	180	19.5%
Groton	456	593	137	30.0%
Haverhill	4,416	4,697	281	6.4%
Landaff	378	415	37	9.8%
Lincoln	1,271	1,662	391	30.8%
Lisbon	1,587	1,595	8	0.5%
Littleton	5,845	5,928	83	1.4%
Lyman	487	533	46	9.4%
Monroe	759	788	29	3.8%
Plymouth	5,892	6,990	1,098	18.6%
Rumney	1,480	1,480	0	0.0%
Sugar Hill	563	563	0	0.0%
Thornton	1,843	2,490	647	35.1%
Warren	873	904	31	3.6%
Waterville Valley	257	247	-10	-3.9%
Wentworth	798	911	113	14.2%
Woodstock	1,139	1,374	235	20.6%

**2008-2012 ACS Estimates, US Census*

Table 2.3: Coos County Population Change 2000-2010

Population Change: Coos County				
	Total Population 2000	Total Population 2010	Total Change	Percent Change
New Hampshire	1,235,786	1,316,470	80,684	6.5%
Coos County	33,111	33,055	-56	-0.2%
Berlin	10,331	10,051	-280	-2.7%
Carroll	663	763	100	15.1%
Clarksville	294	265	-29	-9.9%
Colebrook	2,321	2,301	-20	-0.9%
Columbia	750	757	7	0.9%
Dalton	927	979	52	5.6%
Dummer	309	304	-5	-1.6%
Errol	298	291	-7	-2.3%
Gorham	2,895	2,848	-47	-1.6%
Jefferson	1,006	1,107	101	10.0%
Lancaster	3,280	3,507	227	6.9%
Milan	1,331	1,337	6	0.5%
Northumberland	2,438	2,288	-150	-6.2%
Pittsburg	867	869	2	0.2%
Randolph	339	310	-29	-8.6%
Shelburne	379	372	-7	-1.8%
Stark	516	556	40	7.8%
Stewartstown	1,012	1,004	-8	-0.8%
Stratford	942	746	-196	-20.8%
Whitefield	2,038	2,306	268	13.2%

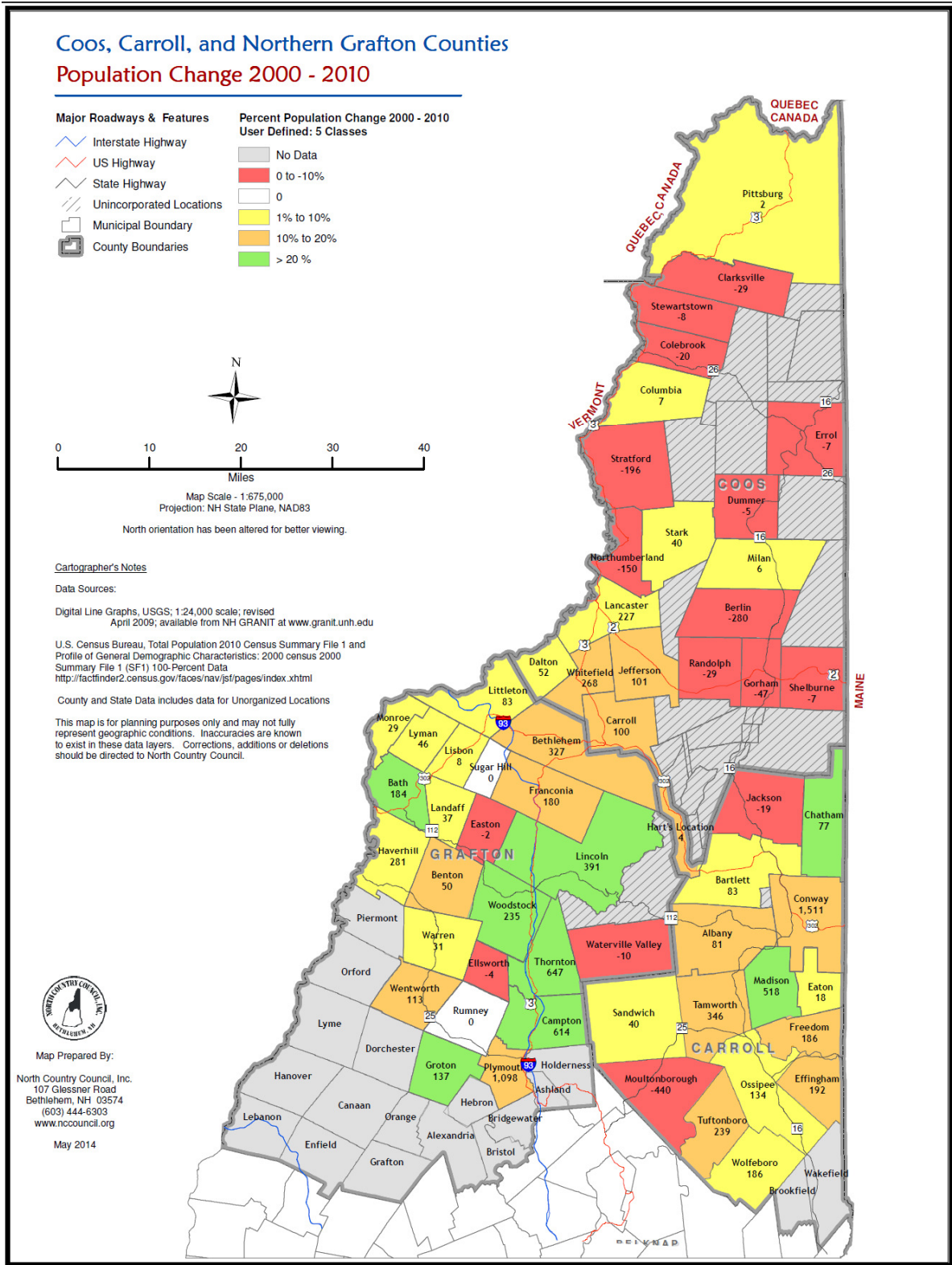
**2008-2012 ACS Estimates, US Census*

Table 2.4: Carroll County Population Change 2000-2010

Population Change: Carroll County				
	Total Population 2000	Total Population 2010	Total Change	Percent Change
New Hampshire	1,235,786	1,316,470	80,684	6.5%
Carroll County	43,666	47,818	4,152	9.5%
Albany	654	735	81	12.4%
Bartlett	2,705	2,788	83	3.1%
Chatham	260	337	77	29.6%
Conway	8,604	10,115	1,511	17.6%
Eaton	375	393	18	4.8%
Effingham	1,273	1,465	192	15.1%
Freedom	1,303	1,489	186	14.3%
Hart's Location	37	41	4	10.8%
Jackson	835	816	-19	-2.3%
Madison	1,984	2,502	518	26.1%
Moultonborough	4,484	4,044	-440	-9.8%
Ossipee	4,211	4,345	134	3.2%
Sandwich	1,286	1,326	40	3.1%
Tamworth	2,510	2,856	346	13.8%
Tuftonborough	2,148	2,387	239	11.1%
Wolfeboro	6,083	6,269	186	3.1%

**2008-2012 ACS Estimates, US Census*

Map 2.1: Study Area Population Change 2000-2010



2.3 Population Growth Trends – Tables 2.5-2.7 and Maps 2.2-2.4 depict the projected population growth in Carroll, Coos, and Grafton Counties, and the State of New Hampshire in 2020 and 2040. In Grafton and Carroll Counties, as well as the State of New Hampshire, populations are expected to continue growing. However, Coos County is expected to continue to see a decrease in population during that time period.

Table 2.5: Population Projections for No. Grafton County

Population Projections: Grafton County			
	Total Population 2010	Projected Population 2020	Projected Population 2040
New Hampshire	1,316,470	1,359,836	1,427,098
Grafton County	89,118	91,614	95,275
Bath	1,077	1,213	1,262
Benton	364	396	412
Bethlehem	2,526	2,729	2,838
Campton	3,333	3,805	3,957
Easton	254	235	245
Ellsworth	83	73	76
Franconia	1,104	1,234	1,284
Groton	593	708	736
Haverhill	4,697	4,708	4,896
Landaff	415	430	447
Lincoln	1,662	1,993	2,072
Lisbon	1,595	1,501	1,561
Littleton	5,928	5,637	5,862
Lyman	533	550	572
Monroe	788	769	800
Plymouth	6,990	7,768	8,078
Rumney	1,480	1,384	1,439
Sugar Hill	563	527	548
Thornton	2,490	3,054	3,176
Warren	904	880	915
Waterville Valley	247	220	229
Wentworth	911	979	1,018
Woodstock	1,374	1,548	1,610

**2008-2012 ACS Estimates, US Census*

Table 2.6: Population Projections for Coos County

Population Projections: Coos County			
	Total Population 2010	Projected Population 2020	Projected Population 2040
New Hampshire	1,316,470	1,359,836	1,427,098
Coos County	33,055	31,791	28,209
Berlin	10,051	9,417	8,356
Carroll	763	832	738
Clarksville	265	227	202
Colebrook	2,301	2,198	1,951
Columbia	757	736	653
Dalton	979	994	882
Dummer	304	288	256
Errol	291	274	243
Gorham	2,848	2,699	2,395
Jefferson	1,107	1,164	1,033
Lancaster	3,507	3,599	3,194
Milan	1,337	1,294	1,149
Northumberland	2,288	2,060	1,828
Pittsburg	869	839	745
Randolph	310	271	240
Shelburne	372	352	312
Stark	556	574	510
Stewartstown	1,004	960	852
Stratford	746	530	470
Whitefield	2,306	2,481	2,202

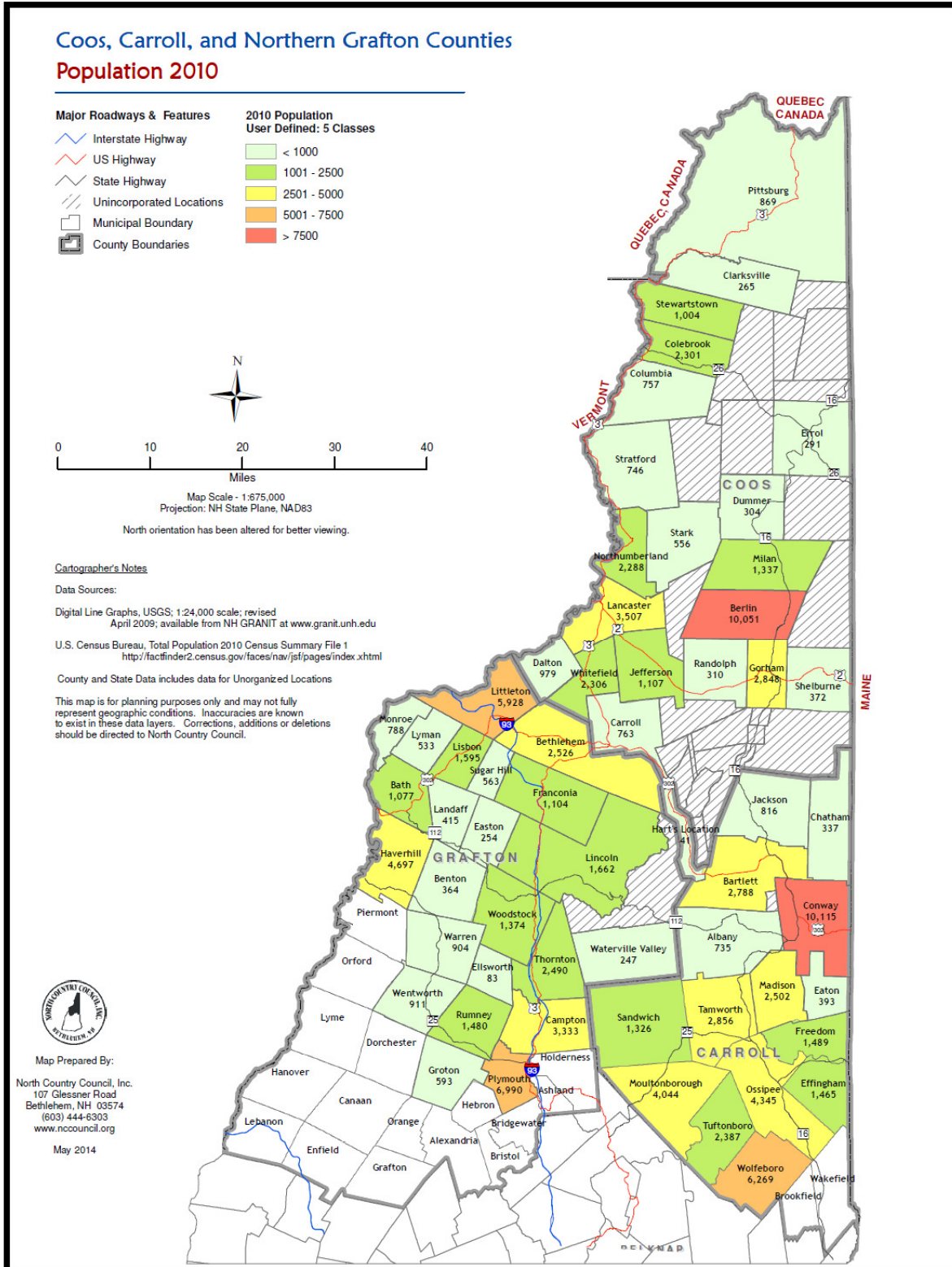
**2008-2012 ACS Estimates, US Census*

Table 2.7: Population Projections for Carroll County

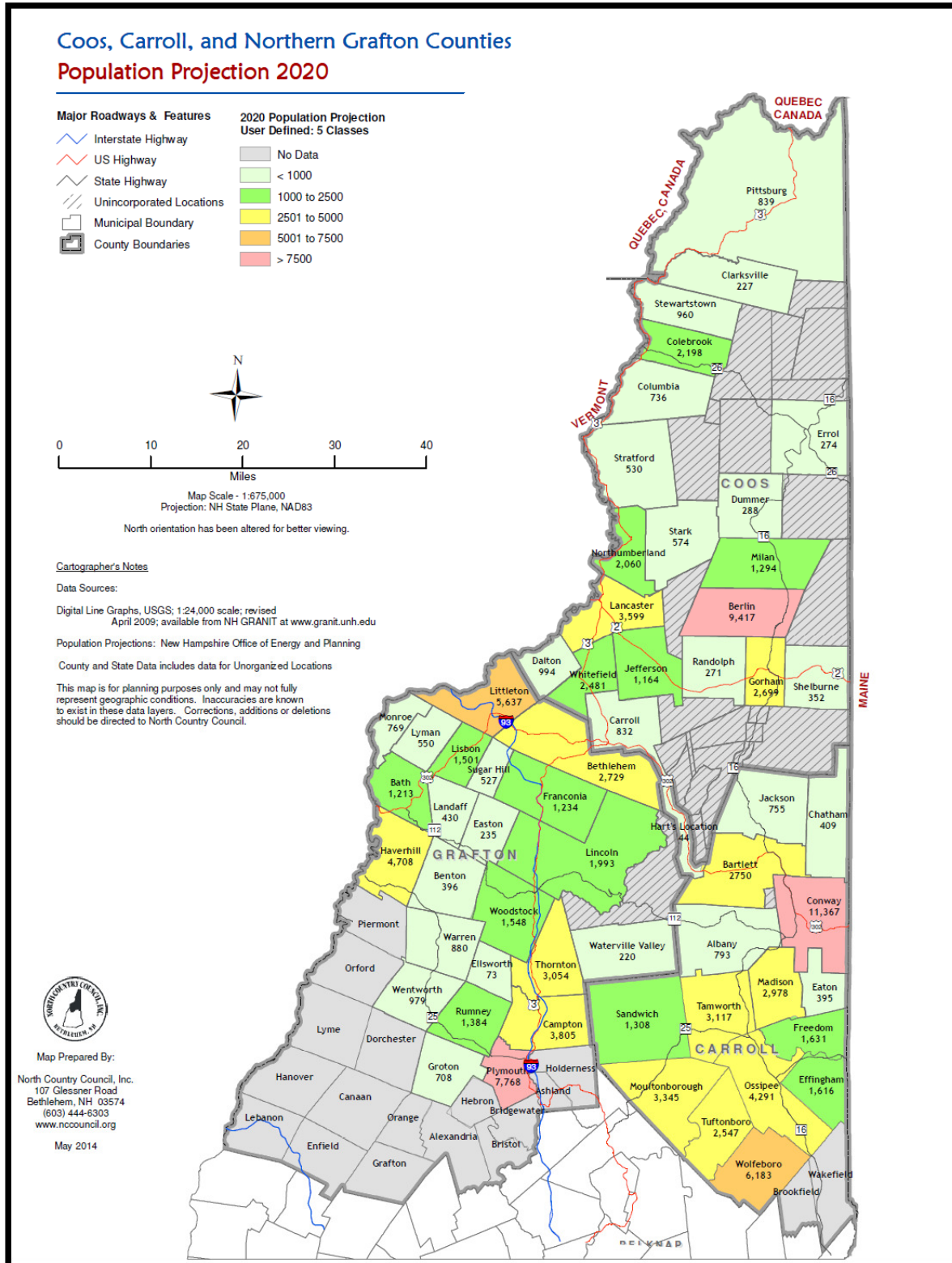
Population Projections: Carroll County			
	Total Population 2010	Projected Population 2020	Projected Population 2040
New Hampshire	1,316,470	1,359,836	1,427,098
Carroll County	47,818	50,115	54,997
Albany	735	793	870
Bartlett	2,788	2,750	3,018
Chatham	337	409	449
Conway	10,115	11,367	12,475
Eaton	393	395	433
Effingham	1,344	1,616	1,773
Freedom	1,489	1,631	1,790
Hart's Location	41	44	48
Jackson	816	755	829
Madison	2,502	2,978	3,268
Moultonborough	4,044	3,345	3,671
Ossipee	4,345	4,291	4,709
Sandwich	1,326	1,308	1,436
Tamworth	2,856	3,117	3,421
Tuftonborough	2,387	2,547	2,796
Wolfeboro	6,269	6,183	6,785

**2008-2012 ACS Estimates, US Census*

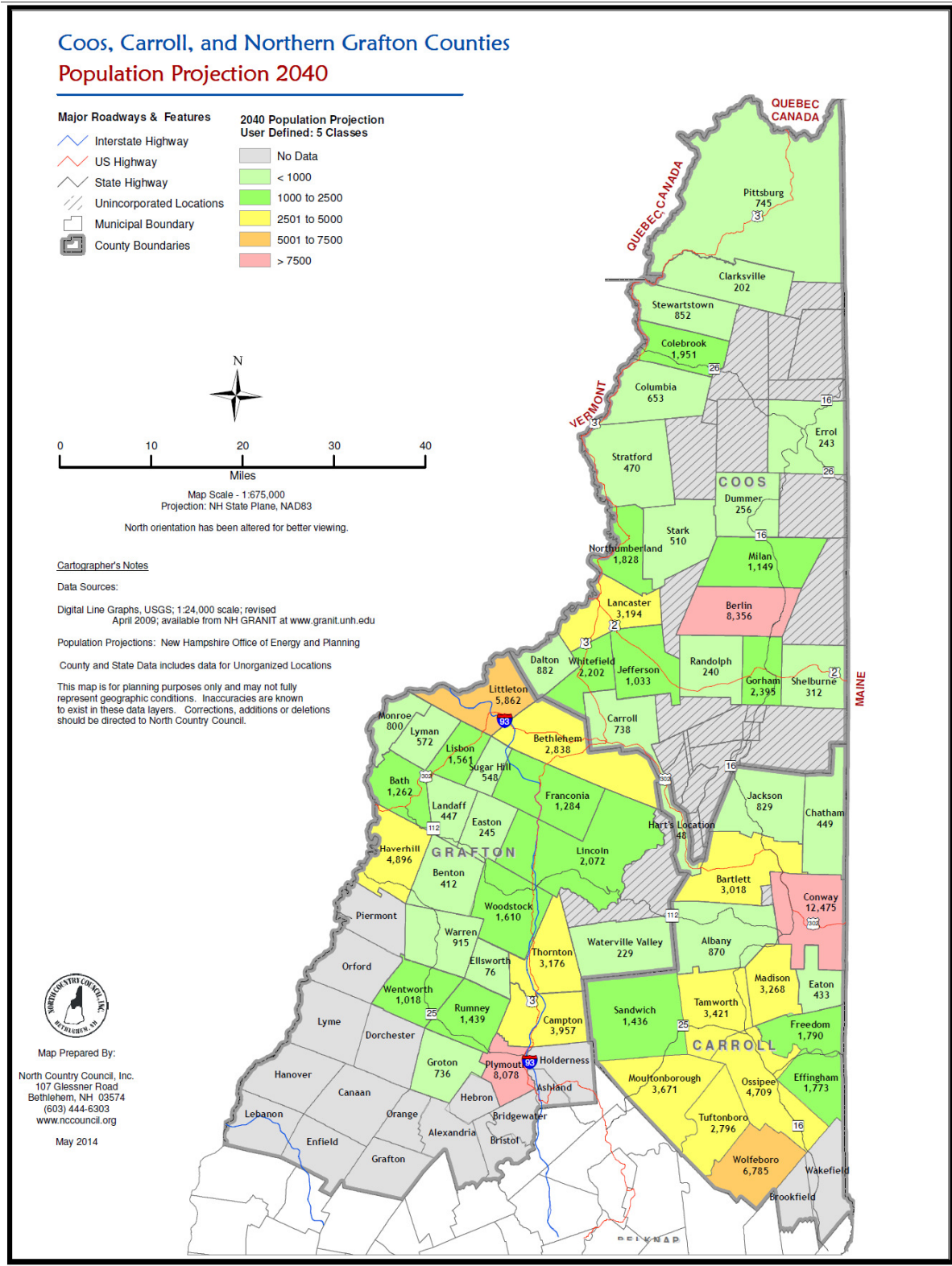
Map 2.2: Population of Study Area – 2010



Map 2.3: Population Projection of Study Area – 2020



Map 2.4: Population Projection of Study Area – 2040



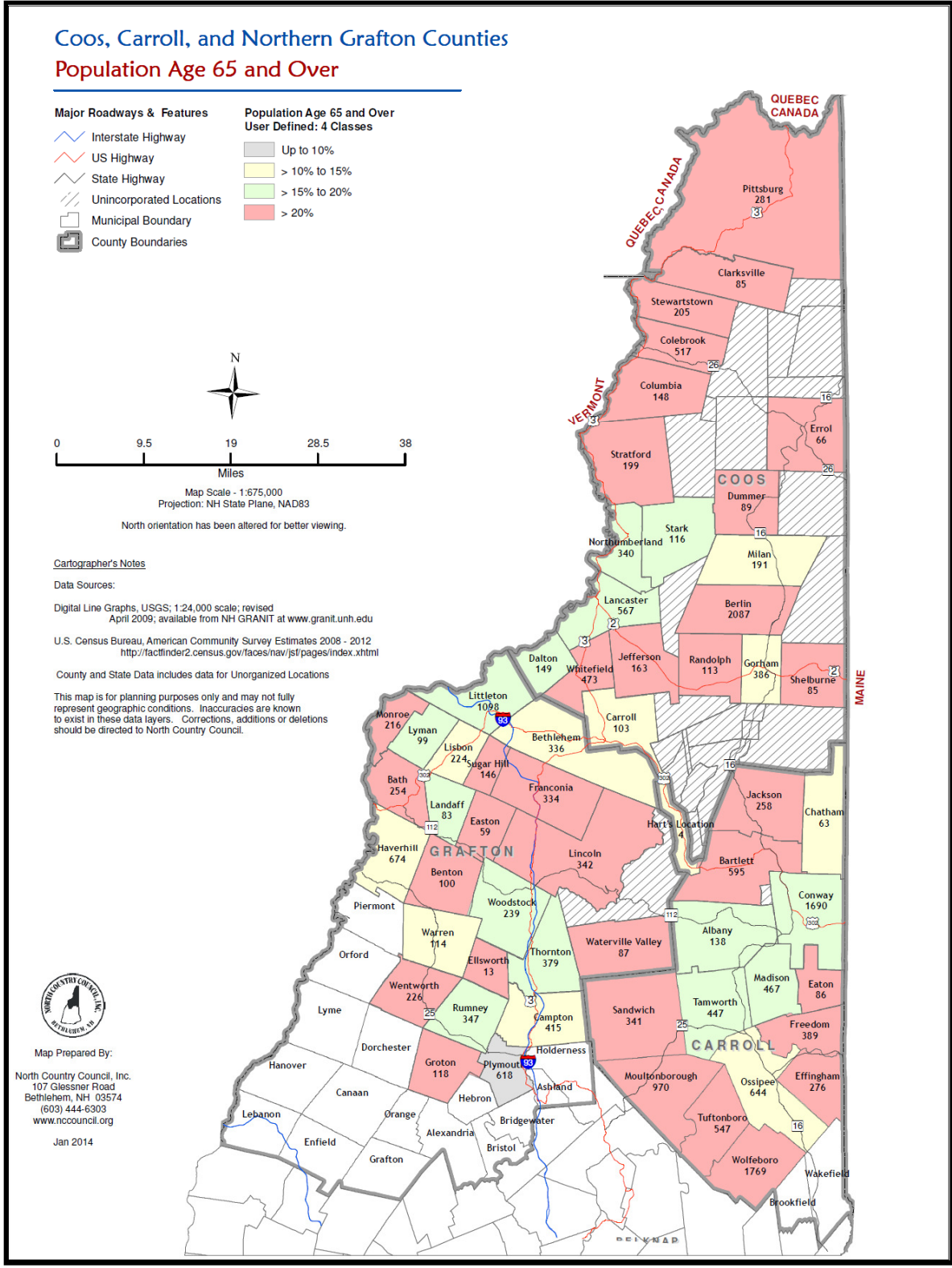
2.4 Senior Population – Table 2.8 and Map 2.5 shows the number and percent of individuals over the age of 65 in Grafton, Coos and Carroll Counties. Based on the 2008-2012 ACS estimates done by the US Census, in the State of New Hampshire, there were 180,503 individuals (13.7%) above the age of 65. In the North Country, those figures are much higher. The highest percentage of individuals over the age of 65 was found in Carroll County (20.8%), followed by Coos County (19.5%) and Grafton County (15.6%).

Table 2.8: Total Estimated Population 65+ in Study Area

Total Estimated Population Age 65 and Over: 2008 - 2012 ACS Estimates								
	Total Estimated Population 65+	Percent		Total Estimated Population 65+	Percent		Total Estimated Population 65+	Percent
Grafton County	13,903	15.6%	Coos County	6,412	19.5%	Carroll County	9,951	20.8%
Bath	254	29.2%	Berlin	2,087	20.9%	Albany	138	15.8%
Benton	100	22.6%	Carroll	103	12.7%	Bartlett	595	21.3%
Bethlehem	336	13.4%	Clarksville	85	25.3%	Chatham	63	14.1%
Campton	415	12.6%	Colebrook	517	23.8%	Conway	1,690	16.8%
Easton	59	20.8%	Columbia	148	21.3%	Eaton	86	21.9%
Ellsworth	13	21.0%	Dalton	149	15.7%	Effingham	276	20.5%
Franconia	334	27.3%	Dummer	89	20.1%	Freedom	389	32.5%
Groton	118	22.6%	Errol	66	22.3%	Hart's Location	4	12.1%
Haverhill	674	14.4%	Gorham	386	13.6%	Jackson	258	26.1%
Landaff	83	17.5%	Jefferson	163	20.1%	Madison	467	18.7%
Lincoln	342	26.8%	Lancaster	567	16.3%	Moultonborough	970	23.8%
Lisbon	224	13.5%	Milan	191	14.4%	Ossipee	644	14.8%
Littleton	1098	18.5%	Northumberland	340	15.1%	Sandwich	341	27.9%
Lyman	99	17.9%	Pittsburg	281	28.2%	Tamworth	447	15.7%
Monroe	216	22.8%	Randolph	113	27.0%	Tuftonborough	547	21.8%
Plymouth	618	8.9%	Shelburne	85	22.8%	Wolfeboro	1769	28.1%
Rumney	347	19.7%	Stark	116	19.1%			
Sugar Hill	146	24.7%	Stewartstown	205	20.2%			
Thornton	379	16.5%	Stratford	199	24.4%			
Warren	114	14.8%	Whitefield	473	22.4%			
Waterville Valley	87	27.4%						
Wentworth	226	24.7%						
Woodstock	239	19.0%						
							Total Estimated Population 65+	Percent
							180,503	13.7%

**2008-2012 ACS Estimates, US Census*

Map 2.5: Total Estimated Population 65+ in Study Area



2.5 Disabled Population – Tables 2.9-2.11 and Map 2.6 show the civilian non-institutionalized population with physical and/or mental disabilities in Grafton, Coos and Carroll Counties. The 2008-2012 American Community Survey shows that 11.3% of the total civilian non-institutionalized population of New Hampshire has a disability. Grafton County (12%) and Carroll County (14.6%) show slightly higher rates of disability, while Coos County (10.9%) is below the state average.

Table 2.9: Civilian Population with a Disability in No. Grafton County

Total Civilian Non-Institutionalized Population with a Disability: 2008 - 2012 ACS Estimates		
	Total Civilian, Non-institutionalized Population w/ a Disability	Percent
New Hampshire	147,099	11.3%
Grafton County	10,619	12.0%
Bath	117	13.4%
Benton	64	16.3%
Bethlehem	487	19.4%
Campton	529	16.0%
Easton	43	15.2%
Ellsworth	7	11.3%
Franconia	122	10.5%
Groton	103	19.7%
Haverhill	721	15.8%
Landaff	47	9.9%
Lincoln	325	25.4%
Lisbon	343	20.6%
Littleton	742	12.5%
Lyman	55	9.9%
Monroe	125	13.2%
Plymouth	662	9.5%
Rumney	248	14.4%
Sugar Hill	54	9.1%
Thornton	276	12.0%
Warren	142	18.6%
Waterville Valley	32	10.1%
Wentworth	182	19.9%
Woodstock	183	14.6%

**2008-2012 ACS Estimates, US Census*

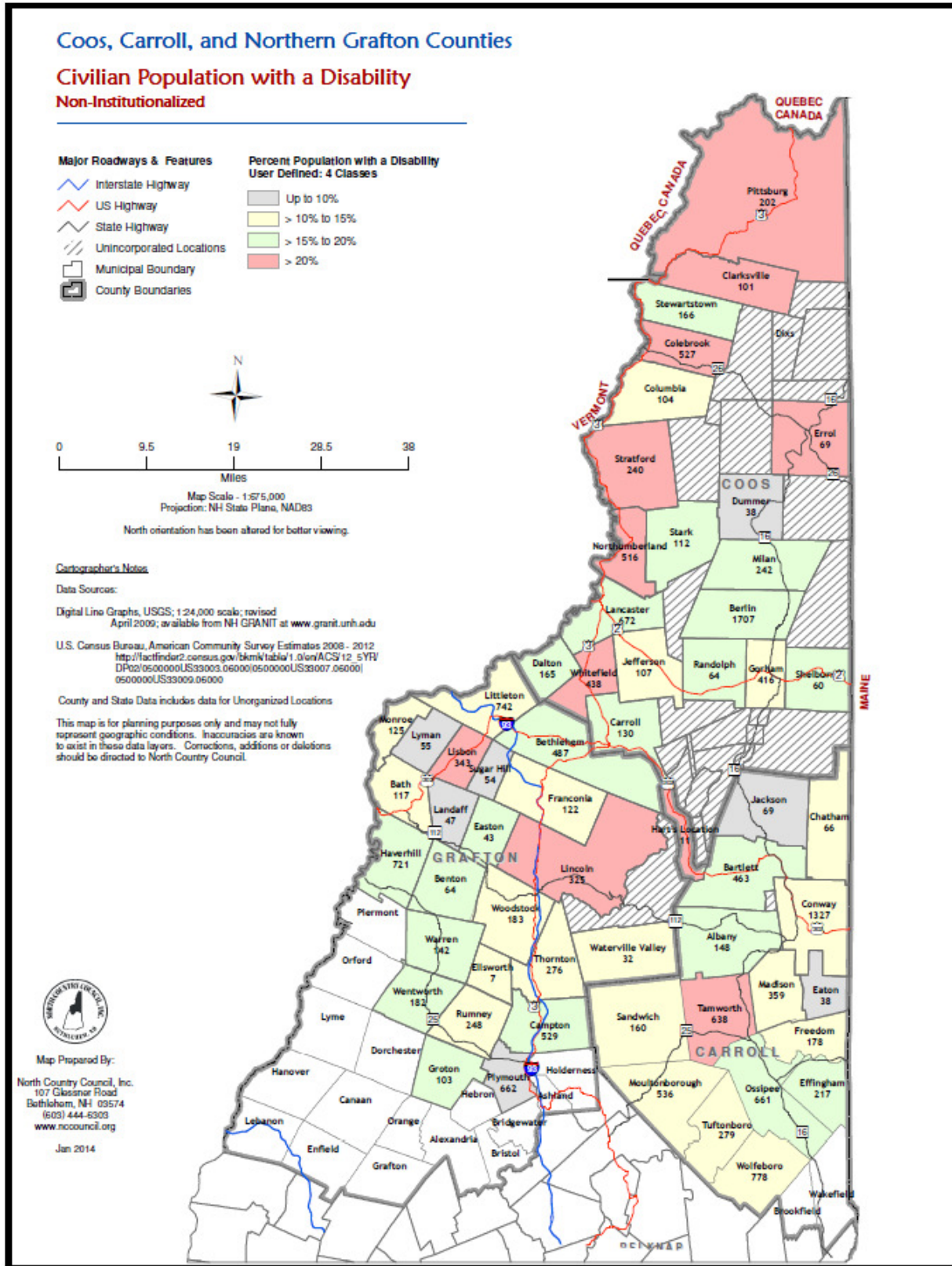
Table 2.10: Civilian Population with a Disability in Coos County

Total Civilian Non-Institutionalized Population with a Disability: 2008 - 2012 ACS Estimates		
	Total Civilian, Non-institutionalized Population w/ a Disability	Percent
New Hampshire	147,099	11.3%
Coos County	6,111	10.9%
Berlin	1,707	18.7%
Carroll	130	16.0%
Clarksville	101	30.1%
Colebrook	527	24.3%
Columbia	104	15.0%
Dalton	165	17.4%
Dummer	38	8.6%
Errol	69	23.3%
Gorham	416	14.7%
Jefferson	107	13.2%
Lancaster	672	19.8%
Milan	242	18.3%
Northumberland	516	23.0%
Pittsburg	202	20.2%
Randolph	64	15.3%
Shelburne	60	16.1%
Stark	112	18.5%
Stewartstown	166	17.3%
Stratford	240	29.6%
Whitefield	438	21.2%
<i>*2008-2012 ACS Estimates, US Census</i>		

Table 2.11: Civilian Population with a Disability in Carroll County

Total Civilian Non-Institutionalized Population with a Disability: 2008 - 2012 ACS Estimates		
	Total Civilian, Non-institutionalized Population w/ a Disability	Percent
New Hampshire	147,099	11.3%
Carroll County	6,916	14.6%
Albany	148	16.9%
Bartlett	463	16.6%
Chatham	66	14.8%
Conway	1327	13.3%
Eaton	38	9.7%
Effingham	217	16.1%
Freedom	178	14.9%
Hart's Location	11	33.3%
Jackson	69	7.0%
Madison	359	14.4%
Moultonborough	536	13.1%
Ossipee	661	15.8%
Sandwich	160	13.1%
Tamworth	638	22.4%
Tuftonborough	279	11.1%
Wolfeboro	778	12.6%
<i>*2008-2012 ACS Estimates, US Census</i>		

Map 2.6: Civilian Population with a Disability in Study Area

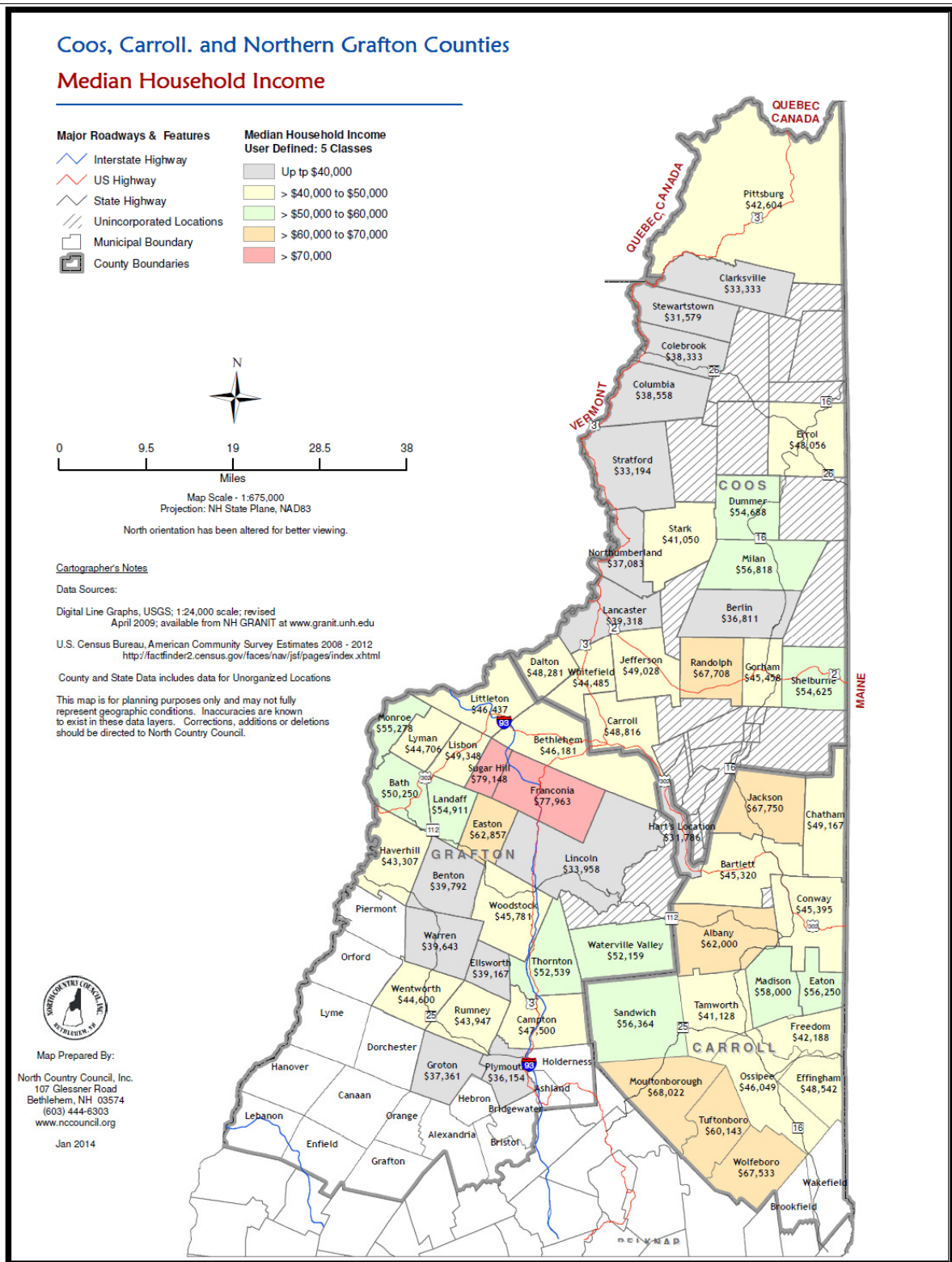


2.6 Median Household Income – Table 2.12 and Map 2.7 show the median household income in the study area. Compared to the estimated median household income for the State of New Hampshire (\$64,925), the estimates are significantly lower for Grafton County (\$53,386), Carroll County (\$50,865), and Coos County (\$41,774). In Coos County, this could be a factor contributing to the current and projected population decline.

Table 2.12: Median Household Income in Study Area

Median Household Income: 2008 - 2012 ACS Estimates					
	Median Household Income		Median Household Income		Median Household Income
Grafton County	\$53,386	Coos County	\$41,774	Carroll County	\$50,865
Bath	\$50,250	Berlin	\$36,811	Albany	\$62,000
Benton	\$39,792	Carroll	\$48,816	Bartlett	\$45,320
Bethlehem	\$46,181	Clarksville	\$33,333	Chatham	\$49,167
Campton	\$47,500	Colebrook	\$38,333	Conway	\$45,395
Easton	\$62,857	Columbia	\$38,558	Eaton	\$56,250
Ellsworth	\$39,167	Dalton	\$48,281	Effingham	\$48,542
Franconia	\$77,963	Dummer	\$54,688	Freedom	\$42,188
Groton	\$37,361	Errol	\$48,056	Hart's Location	\$31,786
Haverhill	\$43,307	Gorham	\$45,458	Jackson	\$67,750
Landaff	\$54,911	Jefferson	\$49,028	Madison	\$58,000
Lincoln	\$33,958	Lancaster	\$39,318	Moultonborough	\$68,022
Lisbon	\$49,348	Milan	\$56,818	Ossipee	\$46,049
Littleton	\$46,437	Northumberland	\$37,083	Sandwich	\$56,364
Lyman	\$44,706	Pittsburg	\$42,604	Tamworth	\$41,128
Monroe	\$55,278	Randolph	\$67,708	Tuftonborough	\$60,143
Plymouth	\$36,154	Shelburne	\$54,625	Wolfeboro	\$67,533
Rumney	\$43,947	Stark	\$41,050		
Sugar Hill	\$79,148	Stewartstown	\$31,579		Median Household Income
Thornton	\$52,539	Stratford	\$33,194		
Warren	\$39,643	Whitefield	\$44,485		
Waterville Valley	\$52,159			New Hampshire	\$64,925
Wentworth	\$44,600				
Woodstock	\$45,781				
					<i>*2008-2012 ACS Estimates, US Census</i>

Map 2.7: Median Household Income in Study Area



2.7 Below Poverty Level – Table 2.13 and Map 2.8 display the number/percentage of individuals living below the poverty level in Grafton, Coos and Carroll Counties. Based on the 2008-2012 ACS Survey, an estimated 8.5% of the population of the State of New Hampshire was living below the poverty level. In the North Country, the highest percentage of individuals living below the poverty level was found in Coos County (13%), followed by Grafton County (11%) and Carroll County (10.3%).

All of these figures have increased since the 2000 US Census. At that time, in the North Country the percent of individuals living below the poverty level was estimated to be 10% in Coos County, 8.6% in Grafton County, 7.9% in Carroll County, and 6.5% in the entire State of New Hampshire.

Table 2.13: Percent of People Living Below the Poverty Level

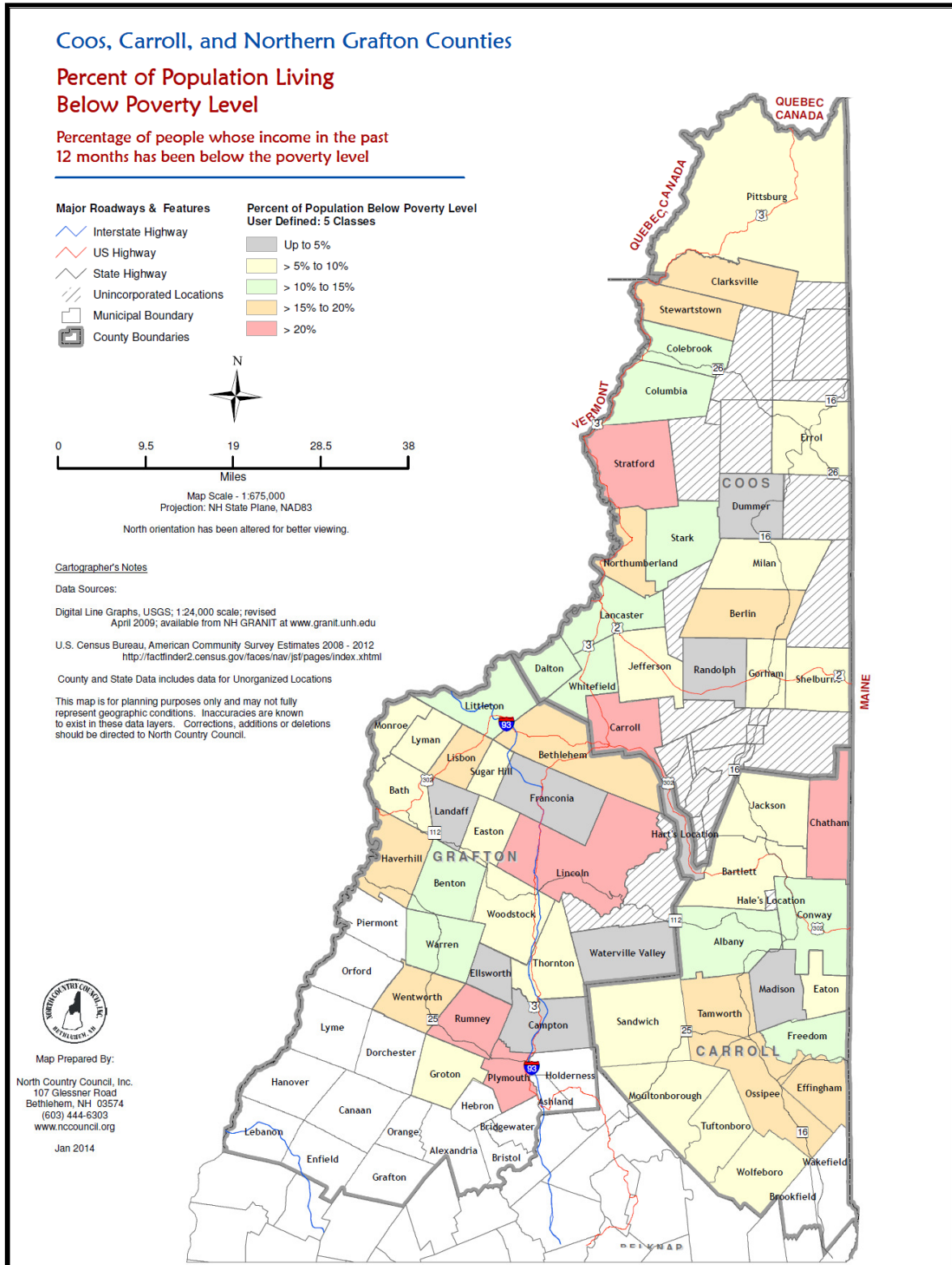
Percent of People Living Below the Poverty Level: 2008 - 2012 ACS Estimates					
	Percent of People Living Below the Poverty Level *		Percent of People Living Below the Poverty Level *		Percent of People Living Below the Poverty Level *
Grafton County	11.0%	Coos County	13.0%	Carroll County	10.3%
Bath	9.0%	Berlin	15.6%	Albany	14.2%
Benton	12.7%	Carroll	21.4%	Bartlett	9.0%
Bethlehem	18.7%	Clarksville	15.8%	Chatham	28.6%
Campton	4.4%	Colebrook	10.2%	Conway	12.1%
Easton	5.7%	Columbia	14.4%	Eaton	5.6%
Ellsworth	4.8%	Dalton	11.8%	Effingham	19.0%
Franconia	2.8%	Dummer	1.8%	Freedom	14.5%
Groton	9.6%	Errol	9.5%	Hart's Location	0.0%
Haverhill	18.7%	Gorham	9.7%	Jackson	6.5%
Landaff	2.7%	Jefferson	9.7%	Madison	3.3%
Lincoln	23.6%	Lancaster	10.7%	Moultonborough	5.1%
Lisbon	15.4%	Milan	8.7%	Ossipee	16.3%
Littleton	10.8%	Northumberland	17.6%	Sandwich	6.8%
Lyman	7.8%	Pittsburg	9.3%	Tamworth	18.6%
Monroe	8.7%	Randolph	0.5%	Tuftonborough	8.1%
Plymouth	21.6%	Shelburne	5.6%	Wolfeboro	7.9%
Rumney	20.2%	Stark	14.0%		
Sugar Hill	8.7%	Stewartstown	16.3%		
Thornton	5.1%	Stratford	24.3%		
Warren	14.6%	Whitefield	10.1%		
Waterville Valley	3.5%				
Wentworth	15.7%				
Woodstock	7.6%				
				New Hampshire	8.4%

Percent of People Living Below the Poverty Level*

***2008-2012 ACS Estimates, US Census**

** percentage of people whose income in the past 12 months has been below the poverty level*







Map 2.8: Percent of People Living Below the Poverty Level







Map 2.9: Households with no Vehicles Available

Coos, Carroll, and Northern Grafton Counties Estimated Households with No Vehicles Available

Major Roadways & Features

-  Interstate Highway
-  US Highway
-  State Highway
-  Unincorporated Locations
-  Municipal Boundary
-  County Boundaries

Estimated Households with No Vehicle Available User Defined: 4 Classes

-  Vehicle Available
-  > 0% up to 2.5%
-  > 2.5% up to 5.0%
-  > 5.0%



Map Scale - 1:575,000
Projection: NH State Plane, NAD83

North orientation has been altered for better viewing.

Cartographer's Notes

Data Sources:

Digital Line Graphs, USGS; 1:24,000 scale; revised April 2009; available from NH GRANIT at www.granit.unh.edu

U.S. Census Bureau, Selected Housing Characteristics 2008-2012 American Community Survey 5-Year Estimates, DP04 <http://factfinder2.census.gov>

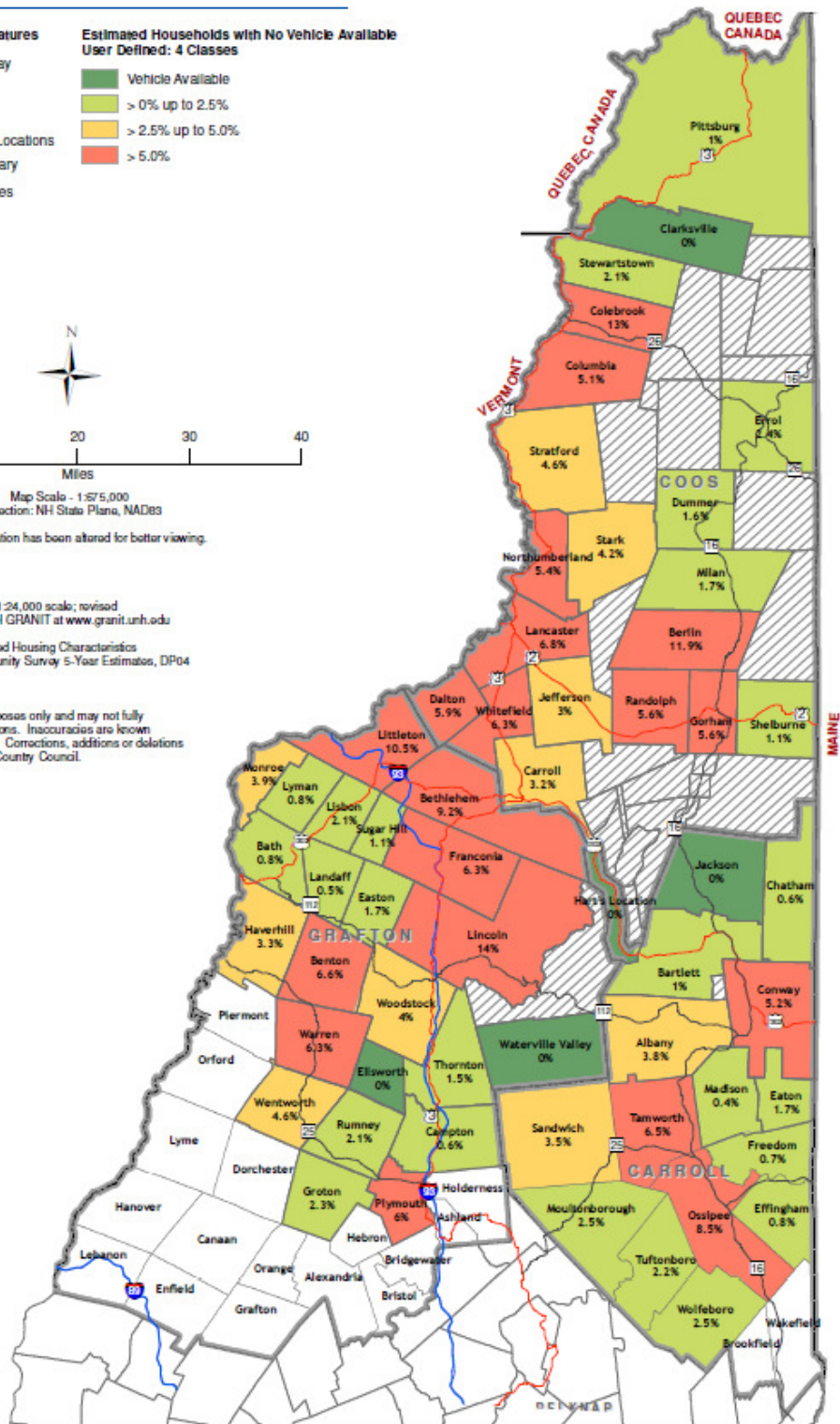
This map is for planning purposes only and may not fully represent geographic conditions. Inaccuracies are known to exist in these data layers. Corrections, additions or deletions should be directed to North Country Council.



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July 2014

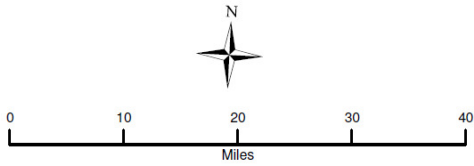


2.9 Travel Time – Table 2.15 and Map 2.10 show the average travel time to work for residents of Grafton, Carroll, and Coos Counties and for the State of New Hampshire. The county averages,

Coos, Carroll, and Northern Grafton Counties

Mean Travel Time to Work (Minutes)

- | | |
|--------------------------------------|---|
| Major Roadways & Features | Mean Travel Time to Work
User Defined: 4 Classes |
| Interstate Highway | No Data |
| US Highway | < 10 Minutes |
| State Highway | 10 to 20 Minutes |
| Unincorporated Locations | 20 to 30 Minutes |
| Municipal Boundary | > 30 Minutes |
| County Boundaries | |



Map Scale - 1:675,000
Projection: NH State Plane, NAD83
North orientation has been altered for better viewing.

Cartographer's Notes

Data Sources:

Digital Line Graphs, USGS; 1:24,000 scale; revised April 2009; available from NH GRANIT at www.granit.unh.edu

U.S. Census Bureau, Selected Economic Characteristics 2008-2012 American Community Survey 5-Year Estimates <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

County and State Data includes data for Unorganized Locations

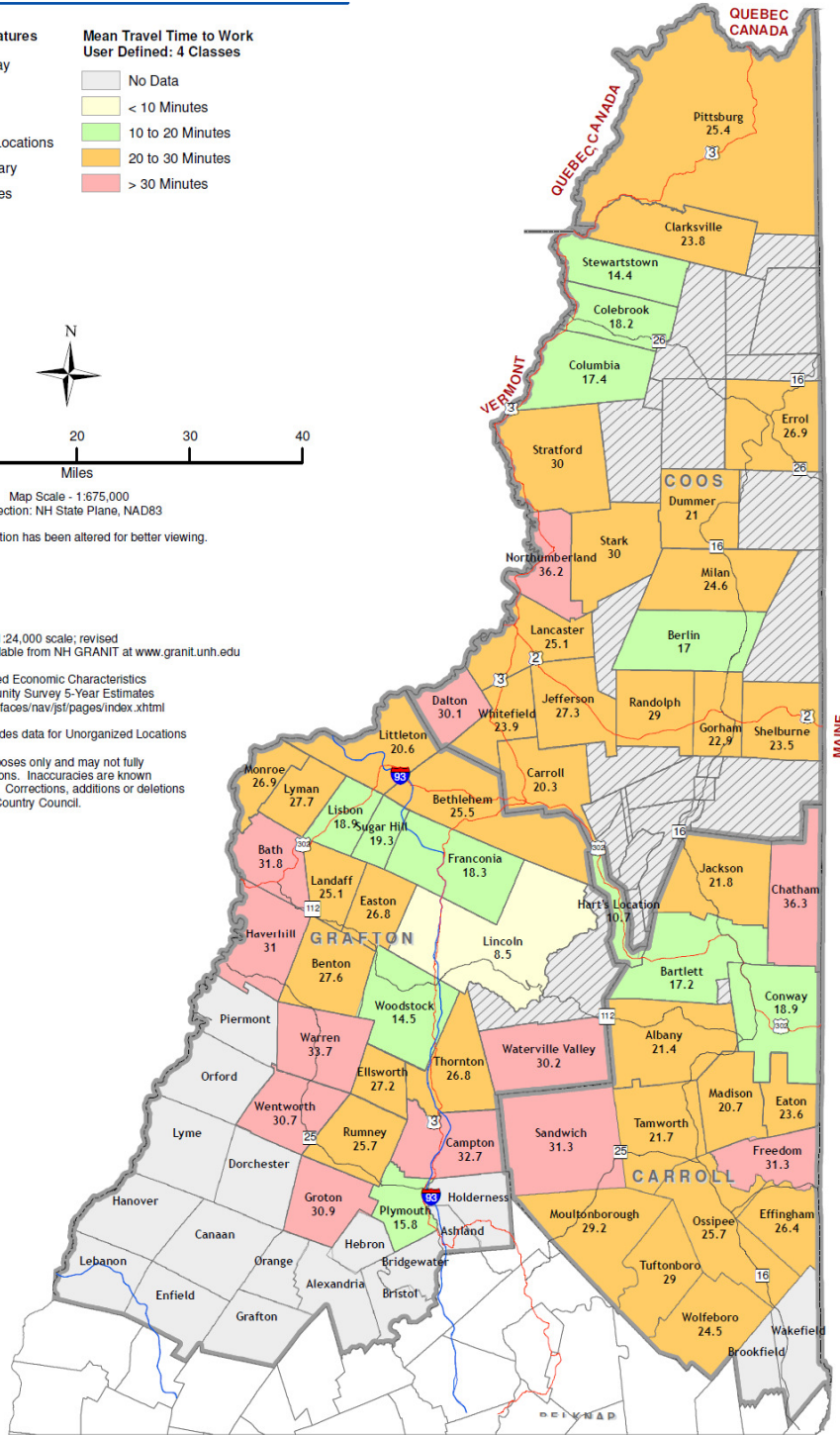
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May 2014



3.0 DESCRIPTION OF EXISTING SERVICES

This chapter describes some of the major transportation providers in the region and details some important information about their services. A more comprehensive list of all of the transportation providers in the region are identified in the Community Transportation Services Directories for the Carroll County Regional Coordinating Council and the Grafton-Coos Regional Coordinating Council (found in the appendix of this document). These directories have been recently updated to provide the following information:

- List of transportation providers in the region
- Where services are offered
- Who the providers serve
- Fare/rate information
- Contact information and websites

These directories can also be found on the CCRCC and GCRCC websites:

www.carrollcountytransit.com

www.grafton-coosrcc.org

3.1 General Public Transportation

With the exception of the communities served by North Country Transit and Carroll County Transit, most communities in Carroll County, Coos County and Northern Grafton County are unserved by general public transportation. While these services attempt to connect with other public transportation systems like RCT in Vermont and Winnepesaukee Transit System in Laconia, gaps in service remain throughout most of the region. The public transportation routes in the region are highlighted on Map 3.1.

Tri-County CAP – Tri-County Community Action Program (TCCAP) operates North Country Transit (NCT) and Carroll County Transit (Blue Loon). These systems primarily serve the general public, seniors, persons with disabilities, and low-income people within Carroll County, Coos County and northern Grafton County. Both services operate deviated route and dial-a-ride services. TCCAP’s transportation program is financed through Federal Transit Administration (FTA), New Hampshire Department of Transportation (NHDOT), Department of Health and Human Services (DHHS), town funding, county funding, private donations and grants. TCCAP provides approximately 400 rides per week through the North Country Transit and Carroll County Transit services. TCCAP employs 2 full-time drivers, 17 part-time drivers, and 15 volunteer drivers.

North Country Transit – NCT operates two deviated route systems; one is the Berlin-Gorham Trolley (Map 3.2) that runs between the towns of Berlin and Gorham in Coos County (Monday-Friday) and the other is the Tri-Town Bus Route (Map 3.3) that runs between Lancaster, Whitefield, and Littleton in both Coos and Grafton Counties (Monday-

Friday). The most recent schedule can be found at TCCAP's website: <http://tricountycaptransit.weebly.com/>

NCT also operates a dial-a-ride* service for the elderly, the disabled, and the general public throughout all of Coos County and Northern Grafton County. This service requires a 24-hour advance notice and operates Monday-Friday from 8 a.m.-4 p.m.

Dial-a-ride or demand response service, is a public transportation service in which individual passengers can request a ride within a service area to go from one location to another at a specific time. In most cases, at least 24 hour advanced trip scheduling is required.

Carroll County Transit – Carroll County Transit operates the “Blue Loon”, a deviated route system with scheduled stops (Map 3.4). This service operates throughout North Conway, West Ossipee, Wolfeboro, Laconia, Conway, Albany, Madison, Tamworth, Chocorua, Moultonborough, Sandwich (Monday-Friday). The most recent schedule can be found at TCCAP's website: <http://tricountycaptransit.weebly.com/>

Carroll County Transit also operates a dial-a-ride service for the elderly, the disabled, and the general public throughout most of Carroll County. This service requires a 24-hour advance notice and operates Monday-Friday from 8 a.m.-4 p.m.

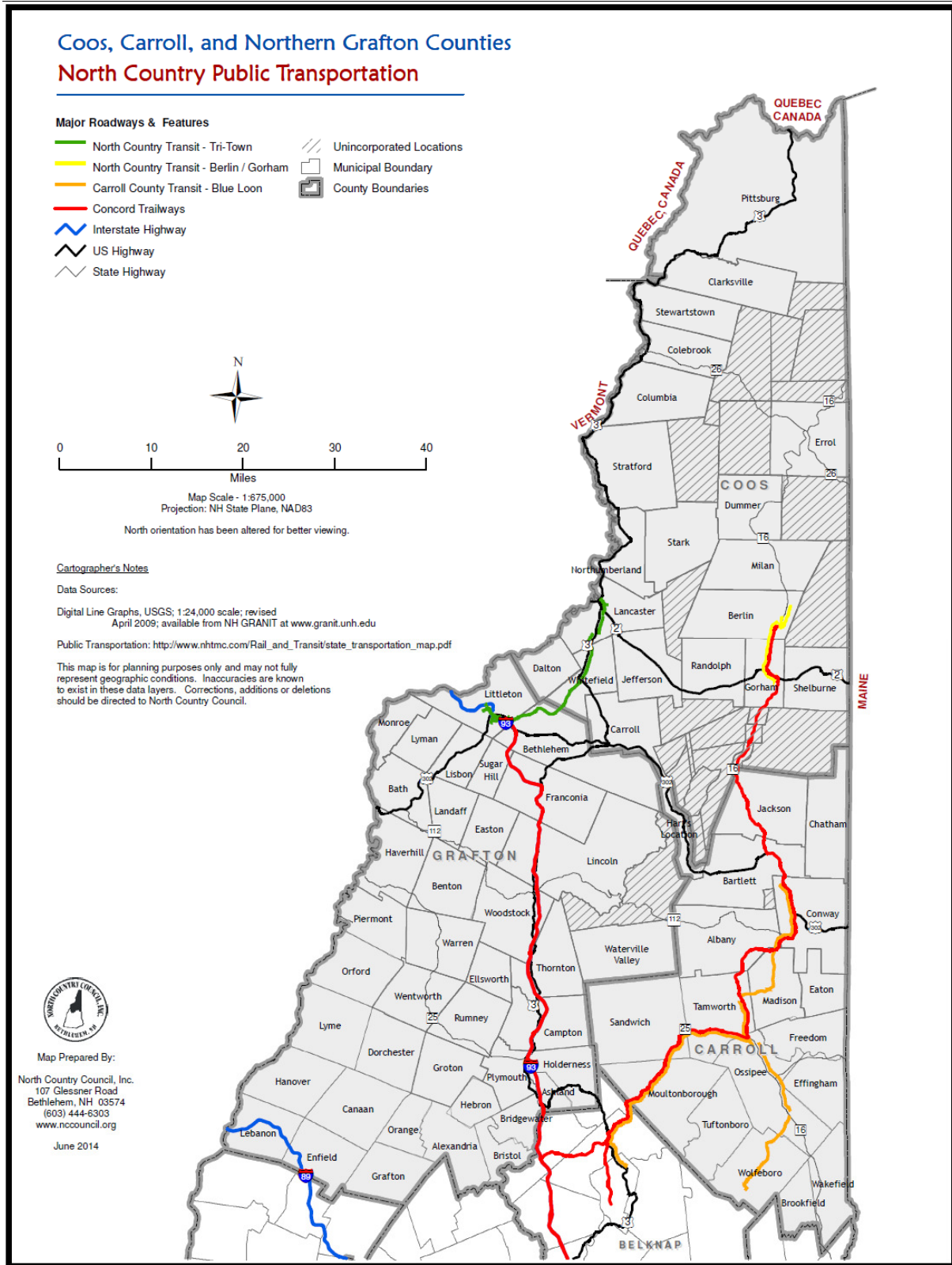
Concord Coach Lines – Concord Coach Lines provides intercity scheduled bus service 7 days/week to/from communities in New Hampshire to Boston South Station and Logan Airport. Bus stops in the study area include: West Ossipee, Berlin, Gorham, Pinkham Notch AMC, Conway, North Conway, Jackson, Littleton, Franconia, Lincoln, and Plymouth. Fares and schedules are available on the following website: www.concordcoachlines.com.

Appalachian Mountain Club (AMC) – The AMC operates a seasonal fixed route shuttle system for hikers to designated stops surrounding the major trailheads and AMC destinations in the White Mountain National Forest (Map 3.5). Shuttles operate 7 days a week, June through October and provide approximately 150-200 rides per week. More information about the schedule and rates can be found at: www.outdoors.org/lodging/lodging-shuttle.cfm.

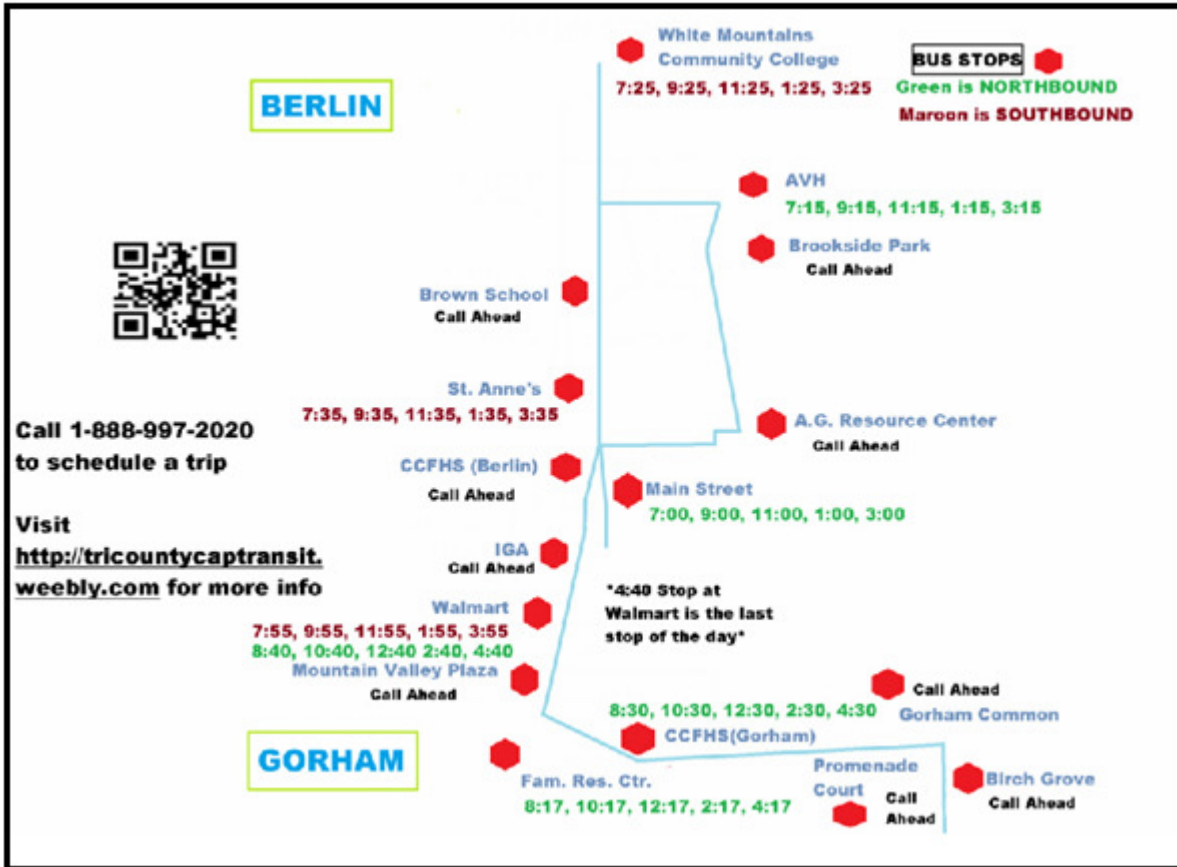
Plymouth State University Shuttle (PSU) – PSU provides fixed route shuttle services around the Town of Plymouth to the public, students, faculty, staff, and event customers of the University. Service is seasonal (during the school year), all day (8 a.m.-4 p.m. or longer), 7 days a week.

Rural Community Transportation (RCT) – RCT is a non-profit transportation brokerage that uses all modes of transportation including buses, ADA-accessible vans, taxis, and volunteer drivers. While this service largely operates in Vermont, it does offer two free shopping routes into the North Country. The Greenleaf brings shoppers to Wal-Mart in the Woodsville area and the Kingdom Shopper brings riders into the Wal-Mart area of Littleton.

Map 3.1: Public Transportation Routes

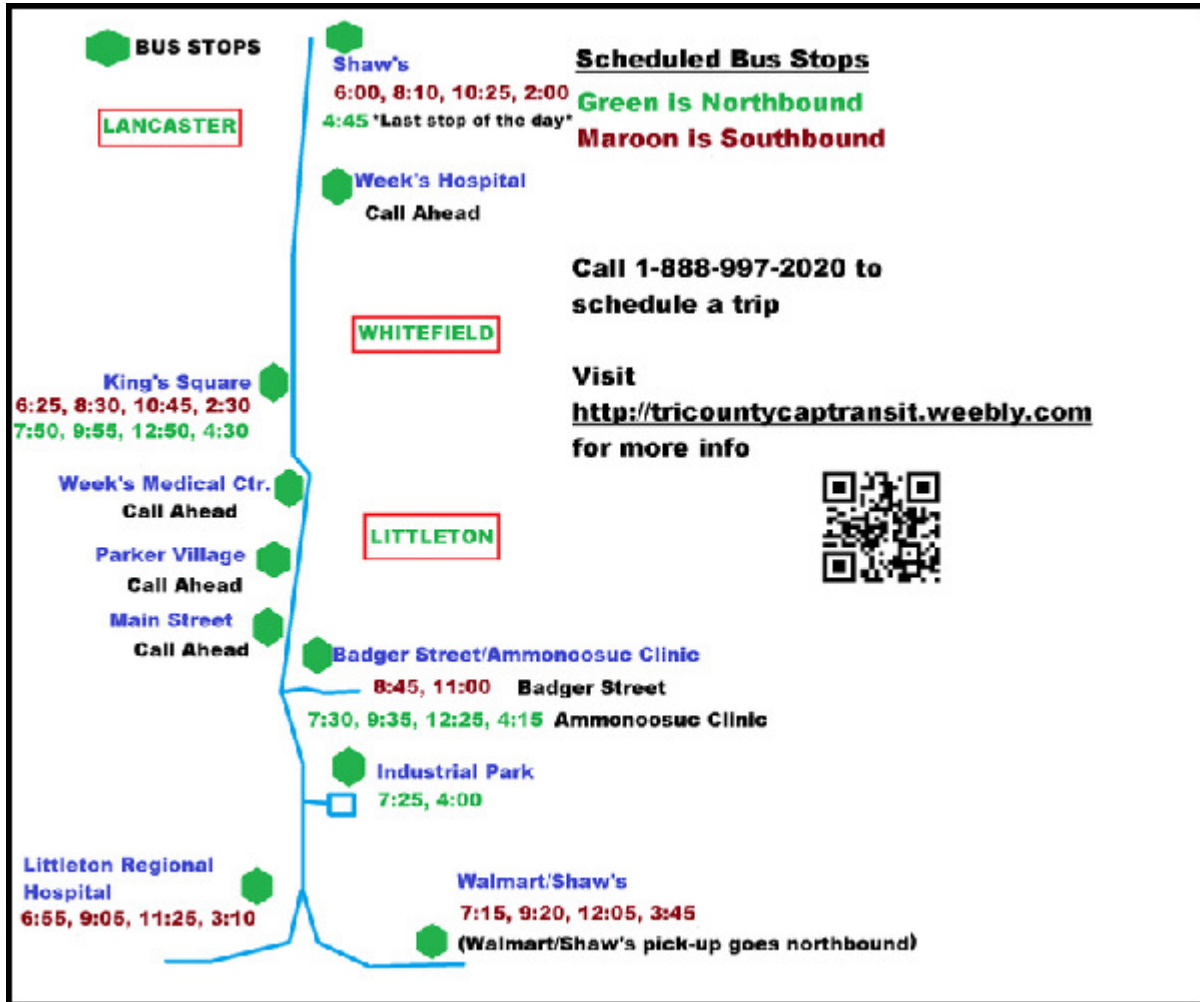


Map 3.2: North Country Transit – Berlin-Gorham Trolley



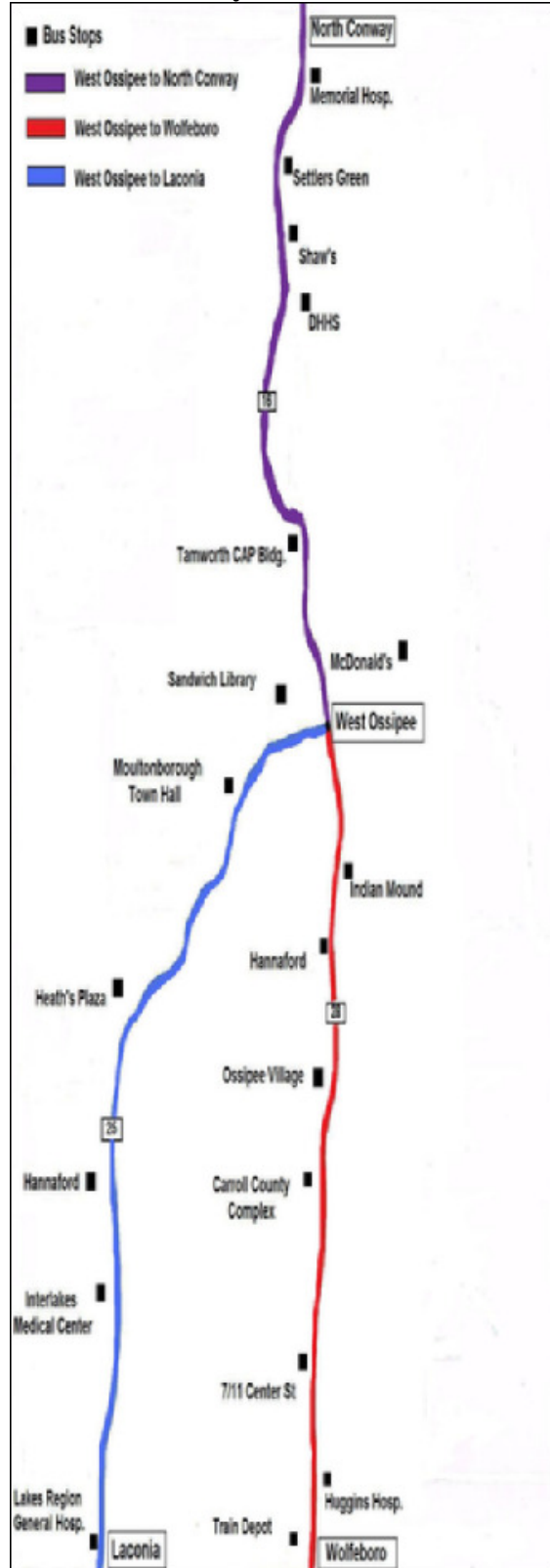
Source: Tri-County CAP, <http://tricountycaptransit.weebly.com/>

Map 3.3: North Country Transit – Tri-Town Bus Route



Source: Tri-County CAP, <http://tricountycaptransit.weebly.com/>

Map 3.4: Carroll County Transit – Blue Loon Bus Route



Source: Tri-County CAP, <http://tricountycaptransit.weebly.com/>

Map 3.5: AMC Hiker Shuttle Route



Source: Appalachian Mountain Club, <http://www.outdoors.org/lodging/lodging-shuttle.cfm>

3.2 Elderly, Disabled, Non-Emergency Medical, and Restricted Client Transportation

The transportation providers described below provide transportation to the elderly and disabled, and/or for non-emergency medical transportation and restricted client transportation.

Gibson Center for Senior Services – The Gibson Center for Senior Services is a nonprofit organization that provides year-round demand-response services for seniors and persons with a disability in Conway, North Conway, Albany, Bartlett, Chatham, Eaton, Jackson and Madison. Services are provided Monday through Friday, from 7 a.m.-2 p.m. for trips to the senior center for meals and activities; for medical appointments; and for shopping and recreational outings. The Gibson Center employs four part-time drivers and one full-time driver that provide approximately 15,000 rides per year. Fares are not charged, however, donations are accepted. Transportation services are funded through revenues from town, state, and federal resources, donated fares, and private donations.

Carroll County Retired & Senior Volunteer Programs (CCRSVP) – This is a volunteer program that serves seniors and persons with a disability by providing rides to medical appointments,

grocery shopping, and other errands. CCRSVP provides transportation for both local and long-distance medical trips Monday-Friday, from 8 a.m.-4 p.m. It is requested that 48 hours advance notice be given so that volunteer drivers can be located. There are approximately 30-35 volunteer drivers that use their own vehicles to provide an estimated 25 rides per week. CCRSVP services are provided through county, state and federal funding and through private donations.

Grafton County Senior Citizens Council, Inc. (GCSCC) – Grafton County Senior Citizens Council, Inc. is a private nonprofit organization that provides programs and services to support the health and well-being of our older citizens. The Council's programs enable elderly individuals to remain independent in their own homes and communities for as long as possible. GCSCC provides demand-response transportation primarily to older adults and adults with disabilities for medical appointments, shopping, employment, educational/training services, senior meals and activities, and other recreational trips. Transportation is also provided to GCSCC's senior centers, which include locations in the study area in Plymouth, Littleton, Haverhill, and Lincoln.

GCSCC uses ADA-accessible mini-buses as well as volunteer drivers to augment the service. Transportation is available Monday-Friday from (8 a.m-3 p.m.) and as needed for users (volunteer-based). GCSCC employs 6 full-time and 6 part-time drivers that operate the ADA-accessible mini-buses, augmented by 30+ volunteer drivers. GCSCC provides an estimated 865 rides per week. Services are funded by revenues from town, county, state and federal funding; private donations; private foundations; and passenger donations.

Transport Central (TC) – Transport Central provides no-cost transportation to seniors, individuals with a disability, Medicaid clients, Vocational Rehabilitation clients, and veterans through a network of volunteer drivers. The service area includes the 19-town region of Central NH centered around Plymouth, including: Woodstock, Warren, Wentworth, Lincoln, Thornton, Campton, Ellsworth, Waterville Valley, Rumney, Plymouth, Holderness, Ashland, Dorchester, Groton, Hebron, Alexandria, Bristol, New Hampton and Bridgewater. Trips are primarily for local and long-distance medical appointments and are available Monday-Friday, from 8 a.m.-4 p.m. Transport Central has 25 volunteer drivers and provides approximately 25-30 trips per week. This service is supported with federal funds, private donations, and other sources as they become available. Transport Central has a full-time Mobility Manager that leads transportation coordination efforts in the service area and develops a comprehensive one-stop center for regional mobility needs.

In October, 2010, North Country Council and Transport Central hired consultant Nelson/Nygaard to do a study on the feasibility of a transit system around the Plymouth area. While this study is very comprehensive, the options that were ultimately decided by the steering committee include the list below. Transport Central intends to continue working to implement some of these plans and strategies when possible.

- **Full Build Out** – includes mobility management services, plus two commuter routes, Dial-A-Ride service (north and south zone) and expanded seasonal service.
- **Commuters and Coordination** – includes mobility management services, plus two commuter routes, mid-day Flex service (north and south zone) and expanded seasonal service.
- **Transit Dependent** – includes mobility management and volunteer services.

Littleton Regional Hospital Care-a-Van – TCCAP’s North Country Transit also operates the Littleton Care-a-Van, a patient transportation system for the Littleton Regional Hospital (LRH). This service runs Monday through Friday, all day for medical trips within the LRH service area, mostly for patients in the areas of Northern Grafton County and Southern Coos County. Transportation is available for medical office visits and LRH services (including limited support services such as stopping at a pharmacy). LRH coordinates services with other providers such as the Littleton Senior Center and the Tri-Town Bus. This service is paid for by LRH.

“Caregivers” or Caregivers of Southern Carroll County & Vicinity – Transportation for medical appointments and support services to residents of Alton, Ossipee, Tuftonboro, and Wolfeboro.

Interlakes Community Caregivers – Volunteer drivers provide local transportation for medical appointments, shopping, and other support services in the areas of Center Harbor, Meredith, Moultonborough, and Sandwich to residents that are pre-registered. Long distance medical trips are accommodated if possible.

Lifestar EMS – Ossipee Valley EMS – Non-emergency local and long-distance ambulance and wheelchair van transport. Located in Albany and Ossipee. Provides services in Carroll County area and statewide.

Neighbors Helping Neighbors – Provides short and long-distance rides to Madison residents for shopping, recreation, and medical appointments through a network of volunteer drivers.

North Conway Ambulance Service/Valley Transfer Service – Emergency and non-emergency ambulance services in the Mount Washington Valley area for healthcare facilities, including critical care ambulances, bariatric transfers and long distance transports. There is local wheelchair van transit as part of services for people requiring transport for local medical appointments.

Tamworth Caregivers - Transportation for Tamworth residents to appointments and shopping and for the delivery of prescriptions and library books. This service is based on availability of volunteers.

Caleb Interfaith Volunteer Caregivers – Uses a network of volunteer drivers to provide local/long distance medical and recreational trips for senior citizen clients (60+) from Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield.

Caring Hands Transportation – Based out of Lancaster, provides local and long-distance door-to-door transportation for medical and social trips. ADA-accessible. Available 24 hours a day.

Coos County Nursing Home - Provides rides to elderly disabled and non-elderly disabled home residents for medical appointments, shopping trips, and recreational outings from the nursing home in Berlin. ADA-accessible.

Coos County Nursing Hospital - Transports elderly and/or disabled home residents to medical appointments, shopping trips, and recreational outings from the nursing hospital in West Stewartstown. ADA-accessible.

Genesis Behavioral Health – Transportation for clients receiving behavioral health treatment.

The Holiday Center - Daily local trips and monthly long-distance trips for seniors provided for clients through a network of volunteers and part-time staff in the Berlin, Gorham, and Milan area.

The Morrison - Rides for nursing home and assisted living residents in Whitefield (elderly non-disabled, elderly disabled, and low income persons) for medical, recreational, and social trips.

New England Disabled Sports - Provides rides as needed for disabled (all ages) and caregivers to the Highland Games at Loon Mountain from the Lincoln-Woodstock area. Also provides transportation to the New England Disabled Sports Race Team to various races/events throughout New England.

Northern Family Home Care & Transportation – Provides local and long distance non-emergency medical transportation to the elderly and disabled and for recreational outings within a 30-mile radius of Littleton. ADA-accessible. Available 24/7. Call at least 24 hours in advance to schedule.

Ross Ambulance Service – Provides medically necessary ambulance services in the Littleton area.

Serenity Steps - Transportation service for members and participants only to and from the center for mental health peer support center in the Berlin area.

Veterans Administration - Non-emergency medical transportation for any American Veteran. VA Travel provides wheelchair transportation to/from VA homes. The DAV provides transportation through volunteer drivers.

American Cancer Society – Rides to and from cancer treatment centers using a network of volunteer drivers operating their own vehicles.

CarePlus – Provides local and long-distance medical transportation and support services through ambulance and chair car.

Easter Seals – Provides transportation services for individuals with a disability including students and the elderly. ADA-accessible.

Granite State Independent Living – Provides transportation services to individuals with disabilities when public transportation is unavailable. ADA-accessible.

Med Coach – A nation-wide luxury coach for long distance patient transfer or travel with a medical companion such as a nurse or caregiver.

Northern Human Services (NHS) - Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips and transportation for recreational and social activities. ADA-accessible. NHS has locations throughout the North Country including: Berlin, Colebrook, Whitefield, Littleton, Conway and Wolfeboro.

3.3 Taxi/Limo Companies

Northern Grafton and Coos Counties

Abby Limousine – Based in Rumney. Provides local and long-distance luxury sedan and limo service to airports, events, etc.

Dave's Taxi – Based in Littleton. Provides 24-hour local and long-distance trips.

Diamond Limousine – Based in Thornton. Provides local and long-distance luxury sedan and limo service to airports, events, etc.

KM Town Taxi – Based in the Plymouth-Holderness area. Provides taxi and charter transportation services to individuals and groups.

Mountain View Shuttle – Based in Plymouth. Serves all airports, train and bus stations, schools and colleges, ski and vacation resorts and medical facilities.

Prestige Limousine – Based out of Plymouth. Provides local and long-distance luxury sedan and limo service to airports, events, etc.

Red Eye Taxi – Based out of Plymouth. Provides taxi and charter transportation services to individuals and groups

The Shuttle Connection – Based out of the Lincoln-Woodstock area. Provides local and long-distance trips and charters; 24-hour service. ADA-accessible.

Carroll County

AJ's Taxi – Local and regional taxi services based out of Meredith.

Big Lake Taxi and Limo Service, LLC – Full service taxi and limo service based in Alton. Local and long distance trips to events, airports, etc.

Fast Taxi – Based in the Conway area and provides local and long distance trips and delivery services.

I-Ride NH – Taxi services, tours and sightseeing in and around Wolfeboro, Tuftonboro, and Southern Carroll County.

Northeast Livery LLC – Based in Center Ossipee and provides local and long distance trips to events, airports, etc.

Steven's Taxi and Delivery Service - Based in Meredith and provides delivery services and local and long-distance trips to events, airports, etc.

Winnepesaukee Livery – Located in Wolfeboro. Provides local and regional service; airport services; special events and functions; and serves all major medical centers and doctor's appointments (including Boston, Maine, and NH.)

3.4 Information and Referral Services

Medicaid Transportation – Volunteer driver and service referrals provided by the Medicaid Division of NH Department of Health Human Services.

North Country RideShare – North Country Council received Federal Transit Administration funds through NHDOT to develop, launch and promote "North Country RideShare": an initiative to promote NH RideShare, a free carpool matching service, and provide public education to increase participation in the program in the North Country. NH RideShare offers some residents an alternative to single occupancy vehicle commutes, and, for others who have no vehicle at all, a means to travel to employment where none now exists. Finding an alternative means to and from employment or appointments will reduce commuting costs for community members, saving money in the long run.

ServiceLink – ServiceLink is a statewide network of community-based connections that provides information and referrals about resources for older adults, adults living with disabilities or chronic illness, and their families and caregivers.

United Way – Free information and referral services to connect people with important community services.

3.5 Transportation Provider Survey Results

The following information was gathered about the transportation providers that completed the transportation provider survey in the spring of 2014. All known providers in the region were asked to participate.

What populations do you provide transportation services to? (Select all that apply.)		
Answer Options	Response Percent	Response Count
General Public	36.4%	8
Elderly (60+)	72.7%	16
Adults (15-59)	40.9%	9
Disabled	50.0%	11
Low-Income	40.9%	9
Youth	31.8%	7
Private/Clients Only	31.8%	7
Other (please specify)		7
	<i>answered question</i>	22
	<i>skipped question</i>	0

To what activities do you provide transportation services? (Select all that apply.)		
Answer Options	Response Percent	Response Count
Medical Appointments	81.8%	18
Shopping Trips (grocery and other)	68.2%	15
Employment	27.3%	6
Educational/Training	22.7%	5
Social/Recreation	72.7%	16
Senior Meals/Activities	40.9%	9
Other (please specify)		7
	<i>answered question</i>	22
	<i>skipped question</i>	0

What type(s) of transportation services does your organization/agency provide?		
Answer Options	Response Percent	Response Count
General Public Transportation	22.7%	5
Fixed route	18.2%	4
Demand response	40.9%	9
Senior and Persons with a Disability	50.0%	11
Taxi	9.1%	2
Shuttle	31.8%	7
Restricted Client Transportation	27.3%	6
Non-Emergency Medical	36.4%	8
Other (please specify)		6
<i>answered question</i>		22
<i>skipped question</i>		0

If your agency provides demand-response services, how far in advance must a client make the request?		
Answer Options	Response Percent	Response Count
24 Hours	50.0%	11
48 Hours	50.0%	11
Other (please specify)		13
<i>answered question</i>		22
<i>skipped question</i>		0

Does your organization/agency charge a fare for transportation services?		
Answer Options	Response Percent	Response Count
Yes	31.8%	7
No	45.5%	10
Donation suggested	22.7%	5
<i>answered question</i>		22
<i>skipped question</i>		0

Which of the following best describes your organization or agency?

Answer Options	Response Percent	Response Count
Public	9.5%	2
Private	38.1%	8
Human Service	14.3%	3
Senior Service	42.9%	9
Medical Service	9.5%	2
Other (please specify)		6
	<i>answered question</i>	21
	<i>skipped question</i>	1

4.0 TRANSPORTATION AND COORDINATION NEEDS

Between January and August, 2014, 11 public meetings were held in the study area. 7 meetings were held in the North Country Council planning region and 4 in the Lakes Region Planning Commission region in the towns of Plymouth, Colebrook, Haverhill, Littleton, Berlin, Conway, Jackson, Tamworth, Moultonborough, Ossipee and Wolfeboro. The goal of these meetings was to gather input on transportation needs and potential strategies to meet the needs in each area from the perspective of the users and potential users of public transportation and transportation providers. Attendance varied at each meeting, with the largest turnout of 24 people gathering in Plymouth. There were a total of 72 participants at the public meetings throughout the region.

The set of transportation needs listed below was developed based on the 2009 Coordinated Transit Plan, public meeting input, GCRCC and CCRCC input, and survey responses from the community needs and provider needs surveys. This list highlights if they are community needs, provider needs, and/or coordination needs.

4.1 List of Community, Provider and Coordination Needs

1) Mobility for all Residents of Coos, Grafton and Carroll Counties

Type of Need: Community

In order for residents (elderly, disabled, low-income, and general public) of Coos, Grafton, and Carroll Counties to be able to access essential services, a transportation system must exist to provide them mobility within and between communities. Currently, the only public bus systems that exist in the region are located in the Berlin-Gorham area; the tri-town area of Littleton, Lancaster, and Whitefield; and the communities in Carroll County served by the Blue Loon bus system. This leaves most of the North Country region unserved or underserved by existing transportation services.

There is a need to maintain and expand Intercity bus services throughout the state. There is currently excellent service that operates frequently throughout the day between Concord and Boston and a twice daily service between Concord and the North Country and Carroll County. Services in the North Country and Carroll County should be considered for expansion.

There is also a need for transportation for the youth in the region to be able to access summer and after-school activities and community services. While there are many programs like affordable child-care, Boys & Girls Clubs, music lessons, after-school sports, etc., it is difficult for many children to access them because of the lack of available transportation.

All residents of the region should have access to basic human needs, such as delivered and community meals; medical care and prescriptions; and interactions with other people (social and recreational). Funding should be available for transportation providers and other agencies that support these basic mobility needs and activities of daily living.

2) Access to Medical Care and Employment

Type of Need: Community

Although there are eight hospitals in Carroll, Coos and northern Grafton Counties, many residents need access to other hospitals and clinics providing cancer treatment, dialysis, and specialty services and to VA Clinics that are located as far as Lebanon, Manchester, Boston, Portland, and White River Junction. In some cases, people in need of these services require more care than the typical public transit user, as some of these medical treatments are very taxing and leave patients weak and feeling ill. In many cases door-to-door service is required. There are currently no scheduled services for long-distance medical trips; however, many transportation providers, including public, private, human services, and volunteers, provide these trips as needed for clients and others. (Map 4.1 shows the locations of NH Hospitals.)

There is a considerable need for transportation services for Grafton, Carroll, and Coos County residents to access employment. With the mill closures and the decline of the economy and other business closures, people in the region are travelling long distances to find employment. Many people are having a hard time affording personal vehicles, and with the lack of public transportation and/or other affordable transportation options in most of the region, this could be the difference between being employed and unemployed. There is a need to tie transportation services into existing economic and job center areas in order to increase employment options. Many participants of the public meetings felt that large employers throughout the region should support agencies that could provide public transportation for employees.

3) *Expansion and Development of Deviated Route and Demand Response Services*

Type of Need: Community

There is a need to expand the public transportation that exists in the region by extending hours of operation (nights), service areas, days of operation (weekend service), etc. There is also a need for the development of new deviated route systems and demand response services where none currently exist. The Plymouth area would greatly benefit from a transit system and a feasibility study has been done for Transport Central with various options outlined in detail. This was discussed in chapter 3. Addressing these needs would help to close the gap in service in the area and provide transportation to those that are unserved and underserved.

4) *Replacement Vehicles*

Type of Need: Transportation Provider

At most of the public meetings, transportation providers that use federal funding to purchase vehicles relayed the need for replacement vehicles. The mileage travelled by providers and the poor condition of roads in the region greatly reduces the life of the vehicles. Funding should be easily accessible in order for providers to be able to continue providing service to those in need.

5) *Coordination with Existing Transit Providers*

Type of Need: Transportation Provider and Coordination

At many of the public meetings, there was discussion about providing links to existing transit services. For instance, Stagecoach Transportation Services, Inc. (STSI) provides transportation services to the elderly, persons with disabilities, and the general public in Vermont. The

Stagecoach “River Route” stops in Newbury, Vermont, just over the state line from Haverhill, and travels south to the VA Hospital in White River Junction, Vermont and to Dartmouth Hitchcock Medical Center in Lebanon. There are many residents of Haverhill and the surrounding area that would use this service if they had access to it. There was also a lot of discussion about providing links to Concord Coach Lines Inc., which makes stops in Berlin, Gorham, Conway, North Conway, Jackson, Pinkham Notch (AMC), Littleton, Franconia, Lincoln, and Plymouth. If North Country residents had access to these stops, with parking areas and shelter from the elements while they are waiting, it would allow for travel to other areas of the state, as well as links to other states from Concord.

A common thread discussed at many of the public meetings was the need for medical appointments to be scheduled in coordination with transportation providers. Appointments should be scheduled during the times when transportation is available to patients.

At the public meeting in Berlin, there was a discussion about the Medicaid Managed Care brokers and some of the issues that exist with how they are coordinating rides. A significant amount of money and time is being wasted by having providers or drivers come from as far as Massachusetts to provide a ride that is only a few miles away from the client’s home, when there are other providers that could be contacted in the area.

6) *Transportation Accommodating Persons with Disabilities*

Type of Need: Community and Transportation Provider

There is a need in the region for private taxis and shuttle services to have ADA-accessible vehicles. Very few, if any, of the private providers in the region can accommodate people in wheelchairs at the current time.

7) *Park and Ride Facilities*

Type of Need: Community and Transportation Provider

There are no NHDOT designated Park & Ride locations in the North Country. Communities should work with NHDOT and land-owners to identify locations for Park & Rides and to work through the liability issues in order to designate some lots in the region. This will improve connections between transportation providers as well as parking for the RideShare program and carpooling. At the Littleton public meeting a representative from Concord Coach Lines stated that identifying a few locations and creating Park & Rides in areas with large populations like Conway, Plymouth and Littleton could be very beneficial for users of public transportation as well as the transportation providers.

8) *RideShare Program*

Type of Need: Community and Coordination

"North Country RideShare" is an initiative to promote the NH RideShare matching service and to provide public education to increase success of the program in the North Country. North Country RideShare offers some residents an alternative to single occupancy vehicle commutes.

For some residents who have no vehicle at all, North Country RideShare provides a means to travel to employment where none now exists.

North Country Council has worked with other RideShare groups and Commute Green NH to develop a strategic plan for NH RideShare programs. There is a need for funding in order to implement this plan and to continue promoting RideShare program throughout the region and the state.

9) *Identification and Use of Existing Funding Sources*

Type of Need: Transportation Provider

Many transportation providers are not aware of the potential funding sources that are available through the NHDOT, NHDHHS, and/or other sources. In order to afford each provider a chance to pursue funding for transportation services, the information about the funding programs must be easily accessible. Information about funders, eligible applicants, eligible activities, funding amounts, timelines, and reporting criteria should be compiled in one place so that each provider is getting the same information. If the transportation providers have more knowledge of what types of funding are available and how to access them, then there is a greater probability of bringing money into the region to support existing and new transportation services. Chapter 6 describes the funding sources that are available in New Hampshire for transportation services.

10) *Public Education and Outreach*

Type of Need: Community and Transportation Provider

In order for transportation systems to work, the potential users must know that they exist and how to use them. In addition, if they own their own vehicles, they must be educated on the benefits of using a public transit system. The public needs easy access to information about who the providers are, where they operate, how to access the service, etc. The Transportation Directories for the Carroll County RCC and the Grafton-Coos RCC provide this information, but it is difficult to get the directory into the hands of those that need it. There has been excellent feedback from many people that have used the directories, but there remains a need to have a wider distribution of the directories or to make sure that people know that this information is available.

11) *Continued Support for Regional Coordinating Councils (RCC)*

Type of Need: Community, Transportation Provider, and Coordination

The CCRCC and GCRCC have been developed and are working to implement work plans, coordinate transportation services in their regions, and to expand transportation services for the elderly and disabled through the use of 5310 funding. NHDOT should continue making resources available to Regional Planning Commissions and other groups to continue facilitating the RCCs.

12) *Volunteer Drivers*

Type of Need: Community and Transportation Provider

In the North Country, volunteer drivers provide thousands of rides every year to people that need them. Some of the drivers volunteer through human service agencies, nursing homes, and other programs. Others have set up their own network of volunteers like Neighbors-Helping-Neighbors in Madison. At most of the public meetings, there were discussions about volunteer drivers, insurance restrictions, and reimbursement rates.

There was also a need for prompt reimbursements to volunteer drivers. This is critical to driver retention because many drivers are retirees on a fixed income, providing expensive long distance medical trips.

13) Identification and Elimination of Barriers to Coordination

Type of Need: Coordination

Many providers see the benefits of coordinating services (66% of those that responded to the surveys said they would be interested in coordinating with other providers), but there are a lot of barriers that are preventing it from happening. Federal funding often has restrictions which prevent the flexible use of vehicles and other transportation-related resources, making it seemingly impossible for providers to share resources and vehicles. There are also insurance/liability issues that make providers uneasy about coordinating resources.

14) Improved Technology

Type of Need: Community, Transportation Provider, and Coordination

In order to streamline reporting, coordinate rides, and plan trips/routes, transportation providers need access to improved technology like better dispatching software, Global Positioning System (GPS), and/or Automatic Vehicle Location (AVL) systems.

15) Centralized Dispatch

Type of Need: Transportation Provider

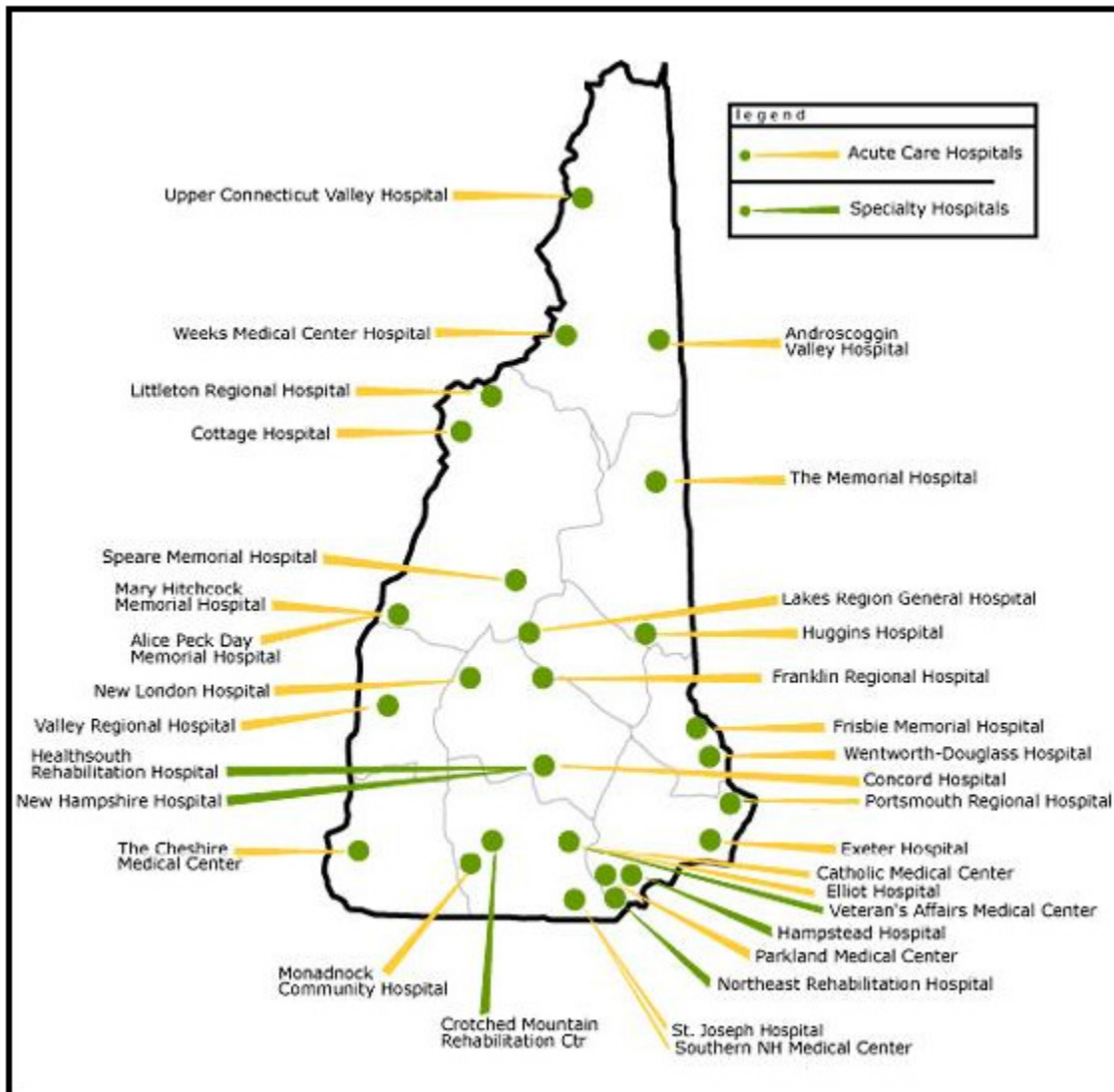
Having one phone number for people to call to schedule a ride would greatly improve access to transportation services in the region. Having access to a centralized dispatch would reduce the occurrence of unnecessary rides, maximize the benefit of funding and resources for providers, and make accessing rides for the user considerably less problematic.

16) Policies for Participants

Type of Need: Transportation Provider and Coordination

If transportation providers were to coordinate services and share vehicles, there would need to be discussions about developing standards to address insurance/liability, vehicle maintenance and cleaning, driver hiring/training, record keeping, and confidentiality of riders.

Map 4.1: Map of NH Hospitals



Source: NH Hospital Association

4.2 Community Needs Survey - Key Points:

The Community Needs Survey was distributed to all NCC contacts, promoted at public meetings, and shared by various committee members of NCC. There were 133 responses. One interesting fact realized was that 97% of people surveyed own their own vehicles. The rest of the survey questions and responses are listed below.

How do you get to work, school, or other places? (Select all that apply.)		
Answer Options	Response Percent	Response Count
Personal Vehicle	91.5%	118
Public Transportation	3.1%	4
Carpool/RideShare	3.9%	5
Taxi/shuttle	0.0%	0
Bike/walk	13.2%	17
Other (please specify)	6.2%	8
<i>answered question</i>		129
<i>skipped question</i>		12

*Other includes working from home, being retired, etc.

On average, how far is your daily commute (round-trip)?		
Answer Options	Response Percent	Response Count
1-25 miles	55.0%	71
25-50 miles	19.4%	25
50-75 miles	9.3%	12
100-150 miles	3.9%	5
150-200 miles	0.8%	1
Other (please specify)	11.6%	15
<i>answered question</i>		129
<i>skipped question</i>		12

*Other includes under a mile, home office, and don't commute.

What time of day do you generally work or attend school? (Select the option that is closest to your schedule or write in your hours in the		
Answer Options	Response Percent	Response Count
4 AM - 12 PM	3.1%	4
8 AM - 4 PM	41.9%	54
9 AM - 5 PM	19.4%	25
5 PM - 12 AM	2.3%	3
8 PM - 4 AM	0.0%	0
Other (please specify)	33.3%	43
<i>answered question</i>		129
<i>skipped question</i>		12

*Other includes no regular schedule, retired/don't work, and 7 AM – 5 PM

Which days of the week do you typically work?		
Answer Options	Response Percent	Response Count
Monday - Friday	49.6%	64
Weekends	0.0%	0
Some weekdays and some weekend days	24.0%	31
N/A	12.4%	16
Other (please specify)	14.0%	18
<i>answered question</i>		129
<i>skipped question</i>		12

*Other includes some weekdays but not M-F, retired, and student.

Do you carpool or share rides?		
Answer Options	Response Percent	Response Count
Yes	13.2%	17
No	86.8%	112
<i>answered question</i>		129
<i>skipped question</i>		12

What prevents you from carpooling or sharing rides? (Select all that apply.)		
Answer Options	Response Percent	Response Count
I do carpool	11.6%	15
I have to run errands after work	13.2%	17
I don't know anyone that I can carpool with	21.7%	28
My schedule is not flexible	17.8%	23
I'm uncomfortable with riding with someone I don't	2.3%	3
I'm not interested in carpooling	10.9%	14
I need to pick up children	10.1%	13
Other (please specify)	37.2%	48
<i>answered question</i>		129
<i>skipped question</i>		12

*Other includes I need my car, I walk/bike, too rural, etc.

Do you use public transportation to get to work or other places?		
Answer Options	Response Percent	Response Count
Yes	5.3%	6
No	78.9%	90
Sometimes	15.8%	18
If yes, then what type? (bus, taxi, shuttle, etc.)		18
<i>answered question</i>		114
<i>skipped question</i>		27

Why don't you use public transportation? (Select all that apply.)		
Answer Options	Response Percent	Response Count
I do use public transportation	11.4%	13
It's not available where I live	58.8%	67
It doesn't operate where I need it to	25.4%	29
It doesn't operate when I need it to	27.2%	31
It's too expensive	2.6%	3
I don't know the stops and schedule	7.0%	8
I don't know how to use it	3.5%	4
Other (please specify)	19.3%	22
<i>answered question</i>		114
<i>skipped question</i>		27

*Other includes multiple places to go during the day; don't need it/not interested; and need a car for work.

Would you use public transportation if was available where you live?		
Answer Options	Response Percent	Response Count
Yes	37.7%	43
No	16.7%	19
Maybe	45.6%	52
<i>answered question</i>		114
<i>skipped question</i>		27

Do you have any special needs for assistance when using transportation services? (Select all that apply.)		
Answer Options	Response Percent	Response Count
Wheelchair	0.9%	1
Visual Aid	0.9%	1
Hearing Aid	0.0%	0
Electronic Mobility Device (scooter)	0.0%	0
Oxygen	0.0%	0
No, I don't have any special assistance needs	96.5%	110
Other (please specify)	1.8%	2
<i>answered question</i>		114
<i>skipped question</i>		27

Do you use public transportation services to shop, go to medical appointments, etc?		
Answer Options	Response Percent	Response Count
Yes	4.4%	5
No	95.6%	109
<i>answered question</i>		114
<i>skipped question</i>		27

What times of the day do you need or want transportation services to be available to you?		
Answer Options	Response Percent	Response Count
Weekdays	67.5%	77
Weekends	31.6%	36
Nights	18.4%	21
Other (please specify)	14.0%	16
<i>answered question</i>		114
<i>skipped question</i>		27

*Other includes don't want or need it; my schedule varies)

How much would you be willing to pay for transportation services?		
Answer Options	Response Percent	Response Count
\$1 - \$3 per trip	50.9%	58
\$4 - \$5 per trip	27.2%	31
More than \$5	10.5%	12
I would not be willing to pay	5.3%	6
Other (please specify)	16.7%	19
<i>answered question</i>		114
<i>skipped question</i>		27

*Other (depends on time and distance).

Which of the following reasons might influence your decision to use public transportation in the future? (Select all that apply.)		
Answer Options	Response Percent	Response Count
Rising gas prices	55.3%	63
Costs of vehicle ownership	36.0%	41
I may no longer be able to physically drive myself	35.1%	40
I do not have a driver's license	3.5%	4
Other (please specify)	22.8%	26
<i>answered question</i>		114
<i>skipped question</i>		27

*Other includes if it was more convenient; when my kids are older and I don't have to drive them; if my schedule or the bus schedule changed; don't need or want; and if it were more reliable or had a better schedule.)

How do you think transportation services could be improved in the region? (Select all that apply.)		
Answer Options	Response Percent	Response Count
More funding	54.4%	62
More local and regional support for transportation	68.4%	78
Centralized dispatch center	27.2%	31
Vehicle upgrades (wheelchair lifts, etc.)	7.0%	8
More volunteer drivers	20.2%	23
Better informed public about existing services and	63.2%	72
Other (please specify)	15.8%	18
<i>answered question</i>		114
<i>skipped question</i>		27

*Other includes better medical transportation, more locations and stops, stops in other towns, coordinate scheduling with doctors and employers.

4.3 Transportation Provider Needs Survey - Key Points:

While there were 47 transportation providers identified in the region, the transportation provider survey results represent responses from only 22 providers. Below are some of the key points regarding transportation provider needs and how coordinating with other providers could be a benefit and what the perceived drawbacks are.

How do you think transportation services could be improved in the region?		
Answer Options	Response Percent	Response Count
More funding	47.6%	10
More local and regional support for transportation	52.4%	11
Centralized dispatch center	14.3%	3
Vehicle upgrades (wheelchair lifts, etc.)	14.3%	3
More volunteer drivers	42.9%	9
Better informed public about existing services and	85.7%	18
Other (please specify)		1
<i>answered question</i>		21
<i>skipped question</i>		1

Which of the following coordination activities would your organization benefit from? (Select all that apply.)		
Answer Options	Response Percent	Response Count
Sharing unused vehicles	9.5%	2
Sharing responsibility of vehicle maintenance (gas,	19.0%	4
Centralized dispatch	14.3%	3
Identifying/pursuing funding	42.9%	9
Shared space (garage, office, etc.)	19.0%	4
None	52.4%	11
Other (please specify)		2
<i>answered question</i>		21
<i>skipped question</i>		1

How do you think coordinating transportation services could benefit your organization?

Answer Options	Response Percent	Response Count
Cost efficiency	28.6%	6
Consumer satisfaction	28.6%	6
Better means of keeping data	14.3%	3
Better links to get people places	42.9%	9
Increased revenue	33.3%	7
Opportunities to expand services (services offered,	52.4%	11
None	23.8%	5
Other (please specify)		1
<i>answered question</i>		21
<i>skipped question</i>		1

Do you consider any of the following to be potential drawbacks to coordinating transportation services?

Answer Options	Response Percent	Response Count
Clients would lose the personal assistance provided	38.1%	8
Loss of transportation funding (Local, State, Federal,	9.5%	2
Loss of ability to provide rides	28.6%	6
Loss of staff or volunteer positions	14.3%	3
There are no drawbacks	47.6%	10
Other (please specify)		1
<i>answered question</i>		21
<i>skipped question</i>		1

Would you be interested in coordinating services with other transportation providers in the area?

Answer Options	Response Percent	Response Count
Yes	66.7%	14
No	33.3%	7
Why? (please specify)		8
<i>answered question</i>		21
<i>skipped question</i>		1

5.0 PRIORITIZED STRATEGIES TO MEET TRANSPORTATION COORDINATION NEEDS

The following strategies, activities, and projects have been identified in order to meet the transportation and coordination needs in the North Country and to fill the gaps between existing services and needs. These strategies have been prioritized based on feedback from the 11 public meetings, RCC feedback, and the transportation provider and community needs survey responses.

1) Evaluate and Enhance Existing Transportation Services – Transportation providers should work with state agencies, private and nonprofit agencies, employers, and communities to identify and apply to appropriate funding sources that will enable them to make improvements or expansions to meet the transportation needs of North Country and Carroll County residents.

Projects/Tasks:

- Meeting Basic Mobility Needs and Activities of Daily Living: All people should have access to basic human needs, such as delivered and community meals, medical care and prescriptions, and interaction with other people. Funding should be available to transit providers and other agencies that support these basic mobility needs and activities of daily living.
- Replacement Vehicles: There is a need to maintain current service as provided in the region, thus providers should seek funding for the replacement of all existing federally funded vehicles for continuing transportation services.
- Purchasing ADA-accessible Vehicles: Most taxi services and private for-profit shuttle/van services are not ADA-accessible and are therefore not an option for individuals with disabilities. Purchasing new vehicles that support ADA-accessible taxi services, ride sharing and/or carpooling programs will increase the mobility options for individuals with disabilities. Private transportation providers should seek funding to add accessible vehicles to their fleets.
- Expanding Existing Deviated Route and Demand Response Systems: In the North Country, there are currently 3 deviated route systems in operation: the Tri-Town (serving Littleton, Whitefield, and Lancaster), the Berlin-Gorham Trolley, and the Blue Loon Bus (serving Conway, North Conway, Albany, Madison, Tamworth, Ossipee, Wolfeboro, Laconia, Chocorua, Moultonborough and Wolfeboro). Additionally, there are multiple transportation providers in the region that provide demand-response or dial-a-ride transportation services. Providers should evaluate the feasibility of and seek funding to expand services to include operating in the evenings or on weekends and/or expanding service areas to include additional towns.
- Developing Park and Ride Facilities: The development of park and ride facilities in Grafton, Carroll, and Coos Counties, specifically where there can be connections with existing or potential new transit services (like North Country Transit, the Blue Loon, Concord Coach Lines, etc.) would improve access to public transit to get to work, medical appointments, shopping, etc. Park and ride facilities would also make RideShare and carpooling programs more accessible and attractive.

- Developing New Deviated Route Transit Systems and Demand Response Systems: In Plymouth, the only access to transportation is through Grafton County Senior Citizen's Council, the Plymouth State University Shuttle, the Transport Central volunteer driver program, and private taxi companies. Many residents of the area find it difficult to access medical appointments, employment, shopping, and other essential services. A feasibility study was done by Nelson/Nygaard in October 2010, focusing on developing a transportation system around the 19-town Plymouth area. The goal of Transport Central is not to duplicate services, but rather to develop a "hospital-based system" that would provide people with rides to medical appointments, employment, and other places of need. This system would supplement services that are already provided by the Plymouth Senior Center and Grafton County Senior Citizens Council. The Feasibility Study recommends various forms of future service development in the area. Phase I, which is having a Mobility Manager coordinate rides through volunteer drivers has been funded by 5310 POS funds and has been underway for the past 2 years. Transport Central should seek funding to implement additional recommendations of this study.
- Identifying Transit Stops that May Need Accessibility Improvements: Transportation providers should investigate whether or not accessibility improvements are needed at bus stops, and if needed, seek funding to make improvements. This will remove barriers to transportation for individuals with disabilities. Some activities that remove barriers could include: building an accessibility path to a bus stop that is currently inaccessible (i.e., curbcuts, sidewalks, accessible pedestrian signal, etc.) and improving signage.
- Making Vehicle and/or Bus Stop Improvements for Bicycling: Adding bike racks to vehicles or bike storage racks at bus stops will allow people that live and work near transit routes to access the services more efficiently. Currently, all vehicles owned by North Country Transit and Carroll County Transit are equipped with bike racks and plans are to continue to purchase those for new vehicles. Not all bus stops in the region have bike storage racks or lockers. Municipalities should consider supporting this multi-modal transportation.
- Maintaining and Expanding Intercity Bus Service: Maintaining services between Concord and Boston and expanding and expanding services in the North Country and Carroll County to Concord is important to the region and allows for easy and affordable travel for residents and visitors to the region.

2) ***Technology Improvements to Enhance Transportation Provider Services & Efficiency***

Transportation providers throughout the region share a need for access to dispatching software, Global Positioning System (GPS), Automatic Vehicle Location (AVL) systems, etc. to be able to better coordinate rides between providers; plan trips or routes; streamline reporting; and to track costs and billing. While these technologies have numerous benefits, they are expensive for providers to procure and use.

NHDOT has contracted with HB Software Solutions and is currently implementing statewide coordination software, which is referred to as the NH Transportation Coordination Software. This is funded with FTA Section 5310 funds. In 2012, Tri-County CAP signed an MOU through as the Transportation Coordinator for Region I, thus making Region I one of five pilot sites currently implementing this coordination software in the state. Through Tri-County CAP's

Region I representation, other transportation providers in the region will have access to the software.

Projects/Tasks:

- Transportation providers like North Country Transit, Carroll County Transit, and Grafton County Senior Citizens Council should seek funding for the procurement of new technologies.
- SCC/DOT should continue to explore software packages and pilot projects.

3) *Support Mobility Management and Coordination Activities* – Supporting new or existing mobility management and coordination programs for transportation and human services providers will allow for the improvement of transportation options.

Projects/Tasks:

- Administration and continuation of Regional Coordinating Councils (RCC) work plan implementation.
- RCCs should continue the promotion, enhancement, and facilitation of access to transportation services, especially for individuals with disabilities, older adults, and low income individuals.
- RCCs should continue to seek funding to support short term management activities to plan and implement coordination services.
- DHHS should continue funding the Medicaid Managed brokerage and identify ways to improve the operation of transportation brokerages to coordinate providers, funding agencies, and customers.
- The SCC, RCCs, DOT and transportation providers should work towards developing a centralized dispatch center to coordinate rides.

4) *Education, Outreach, and Marketing Activities* – In order for transportation systems to work, the potential users must know that they exist and how to use them. Additionally, private vehicle owners must be educated on the benefits of using a public transit system. Educating communities about existing and new transportation services can help build support for transportation providers and can be instrumental in helping providers receive commitments of local funds to maintain and enhance transportation services.

Projects/Tasks:

- Promoting and Distributing Directories: RCCs should continue to update, promote and distribute the Transportation Provider Directories.
- Promoting and Hosting Public Meetings: RCCs should promote and host public meetings to inform the public about public transportation options/benefits and to educate providers about the benefits of coordinating services.
- Supporting and Maintaining Rideshare Programs: Supplementing the existing transportation systems with a RideShare program will improve mobility for Grafton, Carroll, and Coos County residents. North Country RideShare offers some residents an alternative to single occupancy vehicle commutes. For some residents who have no vehicle at all, North

Country RideShare provides a means to travel to employment where none now exists. A strategic plan to coordinate the regional RideShare programs through Commute Green New Hampshire and the regional RideShare programs has been developed. DOT should find funding to support the implementation of this plan.

- Supporting Travel Training Programs: Providers should seek support for new training programs for individual users to increase awareness of transportation options that are available and how to use them. This will enhance mobility for individuals with disabilities, older adults, people with low incomes, and the general public.

5) ***Supporting Volunteer Programs*** – Supporting new and existing volunteer driver programs will allow human service agencies to continue to help meet the transportation needs of their clients. Many human service transportation providers utilize and depend on volunteer drivers to provide much needed rides to medical appointments, to pick up prescriptions, and for shopping. Many drivers are retirees on a fixed income, providing expensive long distance medical trips. Making improvements to accommodate prompt reimbursements to volunteer drivers will greatly help with driver retention.

Projects/Tasks:

- Providers should continue to seek funding that is available to reimburse volunteer drivers for mileage. This will improve the ability of agencies find, retain and train volunteer drivers.
- Providers should consider developing incentive programs to reward volunteers for their services (e.g. Prizes like gas cards, free car wash vouchers, coffee shop gift cards, etc.)
- The SCC should continue to review how volunteer driver insurance coverage could be improved.
- Human service agencies, NHDOT, NHDHHS, and other funders should explore ways to increase the speed at which reimbursements are made to volunteer drivers.
- Human service agencies should have policies regarding volunteer driver background checks.

6) ***Exploring Alternate Ways to Improve Access to Transportation*** – DOT, the SCC and RCCs should identify creative ways of improving access to transportation. Some of the following activities have been successful in other regions and could be something that could be taken on by private businesses and employers.

Projects/Tasks:

- Developing and Supporting Car Loan Programs: Car loan programs are another mobility option for residents of the Grafton, Carroll, and Coos Counties. Developing and supporting local and regional car loan programs for shared rides and carpooling programs will supplement transportation services that currently exist. An example of a program that North Country residents have benefited from is the Good News Garage in Manchester, NH. This organization obtains old vehicles, fixes them up, and then supplies those to people that are in need of a vehicle. Providers should consider developing incentive programs to reward volunteers for their services.
- Developing and Supporting Voucher Programs: Support for the administration and expenses of new and existing voucher programs for transportation services will create more options for people in need of transportation. Vouchers could be for bus tickets on the deviated route

systems in the region, for taxi rides, etc. This idea should be discussed by employers, human service agencies, and transportation providers to see if this is feasible and if there is a funding mechanism to support such programs.

6.0 FUNDING SOURCES

6.1 New Hampshire Department of Transportation/Federal Transit Administration Funding

The New Hampshire Department of Transportation (NHDOT) administers funding from the Federal Transit Administration (FTA) and distributes it to transportation providers throughout the state. These funding sources are listed in Table 6.1 below.

Table 6.1: NHDOT – FTA Funding Sources

NHDOT - FTA Funding Sources				
FTA Program	Purpose of Program	Eligible Recipients	Eligible Activities	Match Ratio
5310: Capital: Enhanced Mobility of Seniors and Individuals with Disabilities*	This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.	Private non-profit organizations or a State or local governmental authority that is a designated coordinated service provider.	Accessible vehicles and other capital equipment (e.g. radio systems).	ADA-accessible vehicles: 85% Federal*, 7.5% State & 7.5% Local match. Other capital equipment: 80% Federal and 20% Local match.
5310 Purchase of Service (POS)	Federal funds to support coordinated transportation services for elderly persons and persons with disabilities.	Funds have been allocated by RCC region and distributed to a single lead agency or designated regional transportation coordinator in each region.	To maintain and expand regional transportation services for elderly persons and persons with disabilities. Operating Costs.	Funds are considered capital funds and require a 20% non-federal match. Properly documented in-kind match is permitted consistent with Federal guidelines. Operating costs require a 50% match.

NHDOT - FTA Funding Sources (continued)

FTA Program	Purpose of Program	Eligible Recipients	Eligible Activities	Match Ratio
5310 Formula Funds	RCC distributed Formula Funding for enhanced mobility of seniors and individuals with disabilities	Funds specifically made available to the nine NH Regional Coordinating Councils to support coordinated transportation services in their regions.	Funds for the Section 5310 program are available for capital expenses to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. Operating costs are eligible. *See excerpt from the FTA 5310 Circular (C9070.1F) for a list of some of the eligible activities.	5310 Formula Funds are eligible for capital projects (requiring a 20% non-federal match) and operating expenses (requiring a 50% non-federal match). Properly documented in-kind match is permitted consistent with Federal guidelines and accompanying NHDOT guidance. Operating costs require a 50/50 match.
5311 Rural (Non-urbanized) Transit	This program provides capital, planning, and operating assistance. The 5316 JARC program was consolidated into 5311 Rural under MAP-21.	State or local government authorities, nonprofit organizations, and operators of public transportation systems in rural areas with populations less than 50,000.	Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.	Federal share is 80% for capital projects and 50% for operating assistance.
5305 Statewide Planning and Research Program	This program's purpose is to fund planning and technical studies of public transportation systems.	Operators of public transportation systems and Regional Planning Commissions	Planning and technical studies of public transportation systems. These may include feasibility studies for projected system expansions or new transit systems.	20% local matching funds

NHDOT - FTA Funding Sources (continued)				
FTA Program	Purpose of Program	Eligible Recipients	Eligible Activities	Match Ratio
5339 Bus and Facilities Capital*	Provides capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. Replaces the 5309 program.	Public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.	Capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities.	Federal share is 80% with a required 20% local match.*

**Note: for the 5310 Capital Program and the 5339 Bus and Facilities Capital Program, 85% is the maximum FTA participation; however DOT has the discretion to award at 80% and depending on the volume of requests, may continue to do so. Also, DOT provides up to half of the non-federal match, contingent upon State Capital Budget funds being provided.*

6.2 New Hampshire Department of Health and Human Services Funding

The New Hampshire Department of Health and Human Services (NHDHHS) provides funding for health and human service providers. These funds are available for providers that own and operate vehicles and are also available to fund rides that are provided through volunteer drivers and other transportation providers that perform trips through contracted services.

1) Medicaid Administration – Non-Emergency Medical

The Medical Transportation Program provides funding for non-emergency medical transportation to individuals enrolled in Medicaid. Trips are provided through volunteer and recipient drivers and through providers with ADA-accessible vehicles. The DHHS may reimburse drivers for trips for Medicaid recipients to and from Medicaid Covered medical and dental appointments (both service and provider must be Medicaid reimbursable). Drivers need to apply for and be accepted as drivers for the Medicaid Program. Individuals may enroll as one of two types of drivers; a recipient driver, or a volunteer driver, or in some cases as both.

DHHS has contracted with two private companies, CTS and Access to Care, to be brokers for the Medicaid Managed transportation. These brokers coordinate trips for Medicaid clients by using transportation providers or volunteers that have enrolled in the program.

2) Bureau of Elderly and Adult Services (BEAS)

BEAS provides funding for transportation to people 60 years of age or older, people with physical disabilities, long-term healthcare residents, and adult Medicaid recipients. These trips are made for the purpose of medical appointments and shopping. The two main sources of

funding for this program include the Retired and Senior Volunteer Program (RSVP) and Title III-B.

3) *Bureau of Behavioral Health*

The Bureau of Behavioral Health provides funding for transportation services to individuals that have mental illness and are in residential programs. Funding is also available for transportation services to and from medical appointments and to children for various programs.

4) *Division for Children, Youth and Families/Division of Juvenile Justice Services*

This program provides funding for transportation services to children, youth, and families for the purpose of going to and returning from appointments for medical, mental health, social services, court and visitations.

5) *Division for Family Assistance*

This program provides reimbursements through the Temporary Assistance for Needy Families (TANF) program to participate in the NH Employment Program (NHEP). Reimbursements are available to eligible persons in the amount of \$160/month (maximum).

6.3 Disabled American Veterans Funding

Disabled American Veterans (DAV) Charitable Service Trust – The DAV Charitable Service Trust is a not-for-profit charitable organization that was organized in 1986. The Trust is dedicated to “building better lives for our nation’s disabled veterans and their families.” The goals of this organization are to:

- Make sure sick and disabled veterans have transportation to VA medical facilities for treatment.
- Provide food and shelter and medical aid to homeless and needy veterans.
- Meet the special needs of veterans faced with such specific disabilities as paralysis, amputation and brain injuries.
- Support physical and psychological rehabilitation projects aimed at some of America’s most profoundly disabled veterans.
- Bring hope to the forgotten and suffering families of disabled veterans.

Information regarding eligibility, guidelines, criteria and deadlines can be found at www.cst.dav.org.

APPENDIX A

GCRCC TRANSPORTATION PROVIDER
DIRECTORY

The 2014 update is available at:
<https://sites.google.com/a/grafon-coosrcc.org/grafon-coos-regional-coordination-council/home>

APPENDIX B

CCRCC TRANSPORTATION PROVIDER
DIRECTORY

The 2014 update is available at:
www.carrollcountyrcc.com

APPENDIX C

PUBLIC MEETING NOTES



North Country Council, Inc.

Regional Planning Commission & Economic Development District
The Cottage at the Rocks
107 Glessner Road
Bethlehem, New Hampshire 03574
(603) 444-6303 FAX: (603) 444-7588
E-mail: nccinc@nccouncil.org

North Country Council Representatives Meeting and Discussion with the Public on the Transportation Needs of the North Country

Wednesday, January 29, 2014

Plymouth Senior Center

Meeting Summary

NCC Representatives Present

Doug Grant, Randolph
Ben Gaetjens-Oleson, Lancaster
Sherry Nelson, Groton Planning Board

Others Present

Tara Bamford, staff
Mary Poesse, staff
Eileen Sipple, staff
Van Chesnut, NHTA, guest speaker
Bev Raymond, Chair NCC TAC, guest speaker
Patsy Kendall, Vice-Chair, Grafton-Coos RCC, guest speaker
Jack Rose, Chair, Carroll County RCC, guest speaker
Kenyon Karl, volunteer videographer
Michael Jarvis, PSU Student and Intern at Comfort Keepers
Teirrah Hussey, Transport Central
Dave Swanberg, Transport Central
Roberta Berner, Grafton County Senior Citizens Council
Margaret Salt, Plymouth
Barbara Spike, Transport Central
Chuck Henderson, Senator Shaheen's Office
Mickey McIver, Danbury
Cindy Swart, Grafton County
Bill Duer, US Forest Service
Camille Rose, Albany
Joseph Kenney, Executive Council District 1 Candidate
Chris Desjardins, Wakefield
Gail Shaw, Grafton County Senior Citizens Council
Martha Swats, Comfort Keepers
Chuck Engborg, Grafton County Senior Citizens Council

The meeting opened at 5:37 PM. By motion of Gaetjens-Oleson/Grant, Doug Grant was appointed chair pro temps for the meeting. By motion of Grant/Gaetjens-Oleson, Ben Gaetjens-Oleson was appointed secretary pro temps for the meeting.

By motion of Gaetjens-Oleson/Grant, the minutes of December 11, 2013 were approved as presented.

NCC Planning Coordinator Tara Bamford introduced the goal of the meeting to discuss transportation-related strategies for inclusion in the new comprehensive North Country Regional Plan being funded by the federal Sustainable Communities Initiative regional planning program, as well as needs to address in the updated Coordinated Transit Plan.

What we've done

NCC Transportation Planner Mary Poesse reviewed some of the priorities included in the 2009 Regional Transportation Plan and Coordinated Transit Plan as well as activities NCC has undertaken to address them. She explained that while the next plan may be organized according to subregions or corridors, the existing plan is organized by topic as follows:

Highways & Bridges

Implement local road standards – has been done through local technical assistance to planning boards.

Preserve and maintain highway system – NCC role includes regular updates of the regional transportation improvement program and the state's Ten Year Plan.

Corridor and access management – currently working on Tenney Mtn corridor plan.

Road Surface Management Systems – working with DOT to obtain the training needed to resume this service.

Road Safety Audits – two of these have been done each year, recently Lancaster, Woodsville, Jefferson, and Bretton Woods, next locations in Franconia and Albany.

Transportation Alternatives – work closely with the Regional Coordinating Councils and transit providers.

Scenic Byways – grant funding was secured for management plans for the 4 scenic byway loops building on the Kanc/White Mtn Trail.

Transit

Focus on basic needs, work with the RCCs and help get and administer 5310 purchase of service grants to reimburse volunteer drivers.

Develop fixed route systems – Carroll County system has been launched, Transport Central feasibility study and first steps – mobility manager and volunteer drivers, 5310 POS grant.

Rideshare – Launched North Country Rideshare and conducted outreach at fairs, towns, business groups, employers etc. NHDOT put program on hold statewide in mid-FY2013. Working with others to try to get it going again.

Volunteer and Driver Aid Programs/ Mobility Management and Coordination – assistance to RCCs, Transportation Provider Directories – being updated, surveys.

Aeronautics

Priorities are linkage between airports and other modes of transportation, and balance with environmental protection.

Railroads

Priorities are rail connections between NH, other states and Canada, focusing on freight, incl. upgrades of St Lawrence & Atlantic, to reduce currently high freight costs by offering alternative to trucking for region's industries. DOT tried to get TIGER grant for this work. State rail plan is being updated and NCC will again provide a mechanism for member towns to have input into priorities through the TAC.

Bicycles & Pedestrians

Safe linkages for bike/ped to schools and other important community destinations – NCC has assisted with numerous applications for TE and Safe Routes to School grants and developed a SRTS Travel Plan for the Town of Northumberland. Funding for these projects is expected to be available through the new Transportation Alternatives program but details are not yet available.

Transit providers have been installing bike racks on vehicles.

NCC provided assistance with plans for the planned bike trail from Franconia to Twin.

Land Use and Transportation

Tara Bamford added that augmenting the many things Mary covered that relate to the relationship between land use and transportation, day to day assistance to member planning boards is another way that NCC furthers access management and other tools for reducing conflicts between land use and transportation. NCC staff also provides outreach and education on smart growth tools available to communities through planning board training and assistance with master plans, zoning, subdivision regulations and site plan review regulations.

What we've heard-

Next, Tara Bamford reviewed the transportation-related highlights of the year of public engagement conducted for the regional plan. Tara explained that this was done through a variety of mechanisms, including public meetings, comment cards, on-line survey, phone survey, NH Listens sessions and UNH Extension focus groups.

Public meetings were held in Albany, Littleton, Plymouth, Berlin, Haverhill, and Colebrook.

Transportation-related concerns heard frequently included;

-Need for more public transportation, including Rideshare park & rides; transportation costs as related

to livable wage & housing.

-Road impacts needs to be managed – re habitat connectivity, visual and stormwater impacts, logging and wind farm roads, dirt back roads as part of country feel, unplanned growth a threat to natural beauty.

-Region is centrally located re many major US and Canadian cities, but there are infrastructure challenges esp. re east-west corridor.

-Traffic increases affect visitor experience and bike/ped safety.

Comments from Individuals

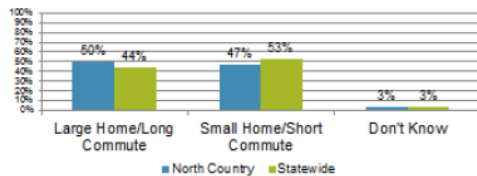
172 people submitted responses to the questions in the comment boxes that were in town offices, Laundromats, and the Lancaster Fair, as well as on-line. The questions were what is best about the region and what could be even better. Several people said scenic, wooded country roads and lack of traffic were best. Several people said we need more public transportation, including intercity bus service and multimodal.

Next Tara presented the following transportation-related results from the UNH Survey. She explained that the phone survey was conducted at levels to be statistically significant not only for the region but also for the 3 county-based subregions. Where the results were different than statewide results, both were shown in the slides presented at the meeting;

Housing

"Assuming choices were equally safe and affordable, would you choose to live in a small home with a small backyard, if it means you have a short trip to work, school or shopping, OR would you choose to live in a large home with a large backyard, with a long trip to work, school or shopping?"

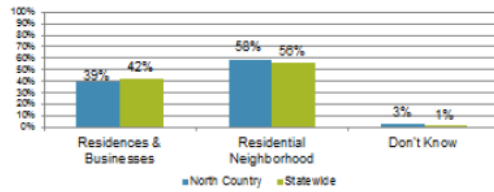
Large Home with Long Commute or Small Home with Short Commute?



Housing

"Assuming choices were equally safe and affordable, would you choose to live in a neighborhood with a mix of residences and businesses where you can walk to stores, schools, and services, OR would you choose to live in a residential-only neighborhood where you needed to drive a car to get to stores, schools, and services?"

Mixed Neighborhood with Stores or Residential Only Neighborhood?

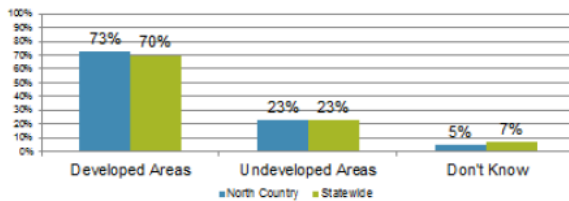


Housing

Small home/yard & short trip to work, school, stores OR large home/yard & long trip to work, school, stores?	Neighborhood with a mix of residences and businesses & can walk to stores, schools, and services, OR a residential-only neighborhood where you needed to drive a car to get to stores, schools and services?		
	Mix of residences and businesses - walk	Residential neighborhood - drive	Total
Small home, yard, & commute	73% (171)	32%(108)	49% (278)
Large home, yard, & commute	27% (62)	68% (228)	51% (290)
Total	41% (233)	59% (336)	100%

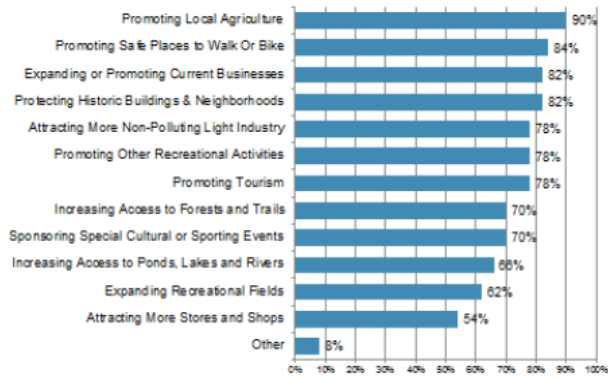
Community Development

Where should future development occur in your part of the state?



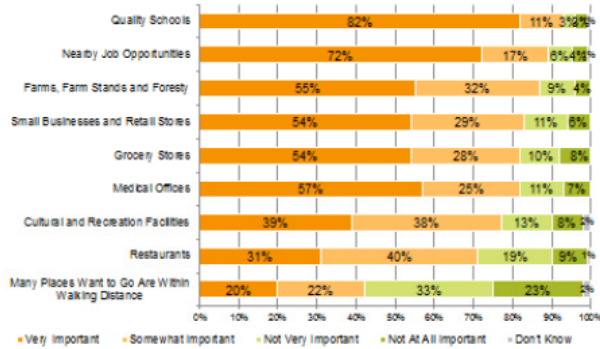
Environmental Protection

What should be actively encouraged in your community?

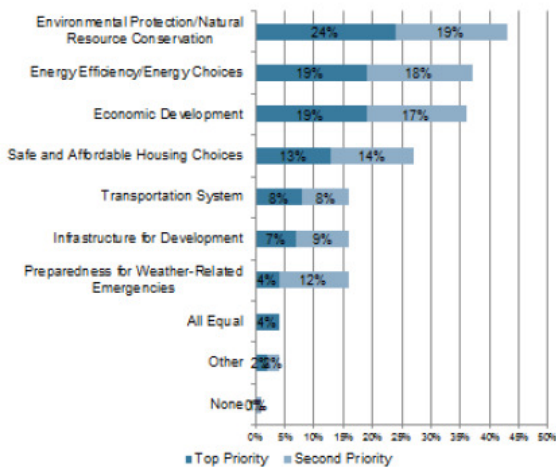


Community Development

How Important Is It To Have In Your Community...

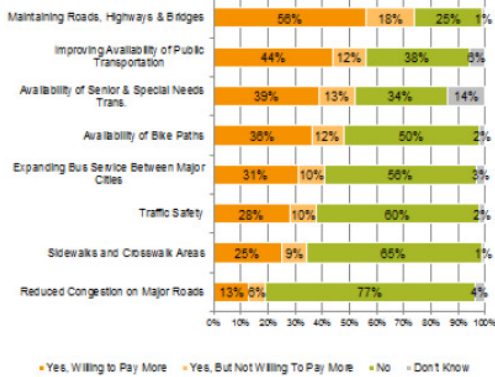


Priorities for Investing Public Dollars



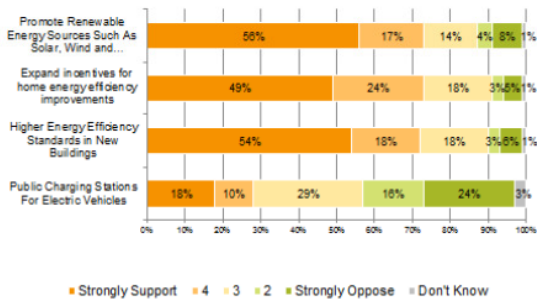
Transportation

Should Policy Makers Invest More Money in Transportation



Energy Policies

"Which, if any, of the following policy changes would you support to improve energy efficiency and energy choices?"



Next, Tara reviewed the results of the NH Listens listening sessions and UNH Extension focus groups. Listening sessions were held around the state. Two sessions were held in the NCC region – Plymouth and Berlin. These were group discussions for the general public organized around NH's livability principles:

- Traditional Settlement Patterns and Development Design
- Housing Choices
- Transportation Choices
- Natural Resource Functions and Quality
- Community and Economic Vitality
- Climate Change and Energy Efficiency

The focus groups were organized around “communities of interest” such as seniors, youth, disabled, low income. For both the listening sessions and the focus groups the need for more public transportation was one of the top few priorities. It was broadly recognized that housing and jobs need to be connected by transportation.

Tara wrapped up by summarizing what she sees as direction for the regional plan relative to transportation based on all of these sources of public input:

- Increase access to transportation alternatives to increase opportunity.
- Plan growth/development and transportation infrastructure improvements with regard for the high value residents and visitors place on scenic beauty and natural resources.
- Manage peak traffic periods.
- Plan economic development that is consistent with existing transportation infrastructure.

What should we focus on next?

Next, guest speakers were asked to provide input into NCC’s transportation planning by addressing priority needs, and specifically suggestions for NCC role, needs from state and federal agencies, and recommendations for towns.

Van Chesnut, NH Transit Association and Advance Transit

Van discussed the disconnect between paying for and using public transportation, and the different set of standards for public transit vs. roads. People understand that they pay for roads through the gas tax and tolls but many have the attitude that the public shouldn’t pay for public transportation. He reported that the good news is that transit has gotten level funded in the federal budget. However ridership has increased for the last 10 years.

Van recommendations to others are to not try to be all things to all people, but instead prioritize needs. Support maintaining services that we have been able to get going in the North Country, not take for granted that support will continue. He also emphasized the importance of planning for the future and have plans that are ready to go if funding should become available. He pointed out that there is more bipartisan support for transportation in Washington than there is for a lot of other things. At the state level more support is needed for raising the gas tax to maintain highways and bridges.

Patsy Kendall, Grafton-Coos RCC & Transport Central

Patsy spoke about how Plymouth Transport Central is starting from scratch with some great examples to follow in the work of Van Chesnut in the Upper Valley and Bev Raymond in the North Country. Transport Central completed a feasibility study and now has a mobility manager and 25 volunteer drivers serving elderly and disabled clients. More funding is needed to meet increasing demand and to provide transportation for young and low income people to get to jobs; the existing grant can’t be used for that. Needs are expected to increase as the population ages. People need transportation to meet all of their basic needs like work, school, medical appointments, and shopping. Patsy emphasized the need for more coordination of resources as a community. For example, there is a local van that is only being used for 2 hours a week. She is going to set up an advisory council from the area communities to get them more engaged in planning.

Bev Raymond, NCC Transportation Advisory Committee and North Country Transit

Bev reported that Northern New Hampshire residents are concerned about the condition of their roads and bridges. NCT provides transportation for medical appointments for residents all the way up to Pittsburg. She said "Better maintenance of the roads and bridges would decrease public transportation costs" because of the additional maintenance needed on the vehicles and the time vehicles spend in the shop. Increasing rail service would also reduce wear and tear on the roads because it would reduce the number of trucks on the road. Transportation connections with airports are also needed. This is an issue the SCC and NHTA are working on.

Bev also mentioned the aging population and how active many of them are. She said "that is why I installed bike racks on all my buses, so when they ride their bike into town and the weather turns bad, they can take the bus back." She said many seniors want to be able to stay where they have lived their whole lives, not move somewhere with more services. Bev also emphasized that public transportation is about everybody, access to jobs and schools.

Jack Rose, Carroll County RCC

Jack reported that the greatest need is to keep the busses they have running. Road conditions are damaging the buses. Four busses are for on demand service and four are running fixed route. Ridership on the fixed routes is not what was expected. Jack feels there are drivers who are not safe anymore but can't afford a taxi.

Jack reported that when they ask towns for \$3,000 toward the services and there were only 100 rides provided to that community, decision-makers don't understand that there is no alternative for those who need transportation. Riders can't be the only source of support. Need to look at increased ridership and to get towns to see that it is valuable so they continue to support the service financially.

What we should focus on next

Discussion followed on needs, strategies, and things NCC can do to help. The following points were made:

- Need to make the point to towns and other funders that the cost of not providing transportation is much higher, for example health care costs from missed medical appointment or lack of contact with others.
- There is a statute that allows towns to charge up to \$5 on the registration fee for any transportation need in the community. About 31 towns in the state are using this – e.g. Lebanon for public transportation, Hanover for bike/ped, Concord for building roads.
- Federal money all needs local match – from 20% to 50%.
- Educating towns and the public about the need for and benefits of public transportation is something NCC could help with. One way would be through guidance to advisory councils.

- It was suggested that NCC could organize the requests so each provider isn't asking each town for support. It also pointed out that that might put NCC in a difficult position since we are supported by town dues.
- Large employers could organize van pools and then let smaller businesses participate to enable them to recruit employees from rural areas. There has also been some experience that van pools up here don't work even for large employers unless more of a disincentive to driving.
- There is concern about the work force decreasing as the population ages.
- It was pointed out that the term "buses" in a rural area might mean 8 passenger van, or 16, or 24 after demand increased.
- Some felt volunteer drivers are the most appropriate approach for our rural area. Others pointed out that the Carroll County buses for example all have lifts for those who can't walk or do stairs.
- Those providers with vans dispatch them to pick up the riders along the way who are going in same direction vs if relying on volunteer drivers only it is usually wasteful with very often several following the same path.
- Plymouth State University could operate like Wildcat Transit (UNH bus service) on a schedule that meets commuter needs as well as student needs like it is done in Durham and the Upper Valley. Right now the schedule changes when classes end.
- Grafton County Senior Citizens Council provides 45,000 rides per year with the 10 senior center vans for medical appointments and shopping. The 3 vans in Plymouth provide 14,000 rides per year to area towns. They were purchased through DOT with 80% federal funds and 20% state and local fundraising. Some of the funding is from DHHS Bureau of Elderly and Adult Services. NHDOT 5310 Purchase of Service funding has enabled them to serve disabled residents who are not over 65. The senior centers also have volunteer drivers for medical appointments.
- The state's rideshare programs are working together to try to get DOT to restart funding for the on-line ride matching service.
- NH provides less funding for public transportation than most states.
- There is concern about gas tax money going to other agencies.
- Planning ahead is important; we should all continue to work toward getting needs on the 10 year plan.
- The safety community should be involved in our discussions since they also have to respond to emergencies on the roads.
- A donor program could be set up like the organ donor one to establish an endowment for transportation.
- There is discussion of an overnight train from Portland to Montreal that would stop in Berlin or Gorham and connect to Boston or the Downeaster.

The meeting adjourned at 7:20.

North Country Council Regional Coordinated Transit Plan Update



Meeting Minutes
Littleton Senior Center
Thursday, June 5, 2014
5:00 – 7:00 PM

Present: Mark Frank (SCOA COOS/Lancaster), Carole Zangla (Littleton Senior Center), and Mark Sanborn (Concord Coach Lines)

NCC Staff: Mary Poesse

Mary Poesse welcomed the group and introductions were done. Mary explained that a series of public meetings are being held to gather input for the update of the Coordinated Transit Plan. A “coordinated plan” identifies transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting the needs; and prioritizes transportation services for funding”. It is also a requirement for some FTA funds that a provider be included in a coordinated plan in order to be eligible for that funding. Some of these funds are 5310 Purchase of Service Funds, which the Grafton County Senior Citizens Council and Tri-County CAP use to expand services for the elderly and disabled.

Mary explained at this point in the project, census research and mapping has been done, as well as a survey of community transportation needs and a survey of providers’ services and needs. Mary summarized some of the survey results and explained that they will be detailed in the final plan. Carole suggested that paper copies of surveys should be printed and brought to senior centers to be filled out, as many seniors do not have access to or knowledge of how to use computers. Mary was not sure if they survey could be opened again, since it was already closed, however of the total 133 community surveys submitted, about 46% of the responses were from people ages 60 and up (34% of the total from ages 65 and up.)

The group reviewed this list of transportation providers in the Littleton area and agreed that they could see no edits or changes needed.

Mary reviewed the list of transportation “needs” that was identified for the 2009 Coordinated Transit Plan and a short list of other new needs that had been suggested and asked the group to discuss and to identify any other needs not listed.

There was some discussion about the need for park & rides in the region that could be tied to transit areas and/or areas where ridesharing is or could be popular. There would need to be a study done to justify the need and the best location.

Mark Sanborn added that there has been no real “assessment” of transit system in New Hampshire. There is a push to have this done, but the NHDOT would need toll credits to match the funds for the project. If this did pass, then there would be an assessment of existing transit routes, Park & Rides, RideSharing, etc. Mark also added that Concord Coach Lines is joining the New Hampshire Transit Authority to be able to contribute to the conversations going on in the state about transit.

There was some discussion about 5310 funds and if the funds can go to an out of state provider like the American Cancer Society as long as the ride originates in New Hampshire. Mary was not sure of the answer to that and would look into it.

There was some discussion about how more education is needed about the transportation services available and how to use them. There was also a discussion about how reimbursement rates for volunteer drivers should be increased. And further discussion about the increasing number of seniors in New Hampshire and the increasing need for more transportation services.

Mary reviewed the list of potential strategies to meet the transportation needs and asked the group to place stickers next to their top priorities for the region to help determine what types of projects are most important in the region or those that should happen first.

Meeting ended at 7:30.

North Country Council Regional Coordinated Transit Plan Update



Meeting Minutes
Colebrook Courthouse
Monday, June 9th, 2014
5:30 PM

There was a busy selectboard meeting at the courthouse this night, so there were in fact no attendees to this meeting. I did however have the opportunity to speak to a Colebrook police officer and two other Colebrook residents that were present to attend that selectboard meeting. They expressed the following concerns:

- There is no transportation for Colebrook residents that do not have vehicles
- Some people have to travel long distances for medical appointments and have a very difficult time getting there, and often have to cancel appointments
- Many residents call police officers for rides to appointments
 - They occasionally give rides, but try not to because then they will get calls constantly and will have to refuse most of them
- Concord Coach Line (formerly Concord Trailways) used to have a stop in Colebrook
 - Residents often speak of this and wish there were still a stop in town
 - People have to be driven to Berlin to be able to connect with Concord Coach Line now
- They agreed that a volunteer network could be helpful in the area as a way to get people to medical appointments.

North Country Council

Regional Coordinated Transit Plan Update



Meeting Minutes
Haverhill Town Hall
Tuesday, June 10, 2014
3:00 – 5:00 PM

Present: Robert Roudebush, Haverhill Selectboard and Trendy Times newspaper
Roberta Berner, Grafton County Senior Citizens Council
Deb Foster, Grafton County Senior Citizens Council
Glenn English, Haverhill Town Manager
Lynn Wheeler, Haverhill Selectboard
George Mertz, Piermont

NCC Staff: Mary Poesse

Mary Poesse welcomed the group and introductions were done. Mary explained that a series of public meetings are being held to gather input for the update of the Coordinated Transit Plan. A “coordinated plan” identifies transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting the needs; and prioritizes transportation services for funding”. It is also a requirement for some FTA funds that a provider be included in a coordinated plan in order to be eligible for that funding. Some of these funds are 5310 Purchase of Service Funds, which the Grafton County Senior Citizens Council uses to expand services for the elderly and disabled. Roberta Berner added that it is GCSCC’s only funding for transportation for disabled people under the age of 60. They have provided these rides in the past, but now they are able to get reimbursed for it.

Mary explained at this point in the project, census research and mapping has been done, as well as a survey of community transportation needs and a survey of providers’ services and needs. Mary summarized some of the survey results and explained that they will be detailed in the final plan.

The group reviewed this list of transportation providers in the Haverhill area. It was noted that in the past, Stagecoach used to bring specific clients to the Haverhill Senior Center for meals. It was also noted that there is a volunteer group that provides rides for veterans and it is

facilitated by Dave Pruitt. Glenn English offered to provide Mary with contact information to find more about this service.

Mary reviewed the list of transportation “needs” that was identified for the 2009 Coordinated Transit Plan and a short list of other new needs that had been suggested and asked the group to discuss and to identify any other needs not listed.

The following needs in the Haverhill area were discussed:

- Since the White Mountain Community College closed, there are many students that have a need for transportation to the Littleton area for school.
- The only transportation for seniors is through Grafton County Senior Citizens Council.
- There is no transportation available for low-income people.
- There is no transportation service downtown. This area would be a good place for seniors and people without vehicles to live, but they have no transportation to shopping, employment, medical appointments, etc.
- There is no grocery store downtown.
- There is a need for transportation to medical facilities for people needing dialysis and cancer treatment. Dialysis patients need treatment 3 days per week, which takes a driver out of rotation for the entire day.
- More funding. GCSCC could provide more trips and expand service more with additional funding. The trend over the past few years has been that funding has been cut. (In FY10, 70% of GCSCC’s revenue was from the state, in FY13 it was reduced to 51%. It is expected to continue to fall.)
- George Mertz explained that there is a need for services in the Orford and Piermont areas. There are a lot of elderly people that can no longer driver that need rides to medical appointments, shopping, etc.

There was some discussion about the services provided by GCSCC. There are paid drivers that operate the senior center buses, but they also have volunteer drivers that provide longer distance medical trips to Dartmouth, Littleton, etc. The phone number to schedule a trip or to find out about services is 603-787-2539. There was also a discussion about the age groups served, service area, vehicles, insurance, operating & maintenance costs.

There was a discussion about the Transportation Provider Directory and the need to keep that updated and to get it into the hands of people that need it. There was some discussion about how more education is needed about the transportation services available and how to use them. There was also a discussion about how reimbursement rates for volunteer drivers should be increased.

Mary reviewed the list of potential strategies to meet the transportation needs and asked the group to place stickers next to their top priorities for the region to help determine was types of projects are most important in the region or those that should happen first.

Meeting ended at 5:00.

North Country Council Regional Coordinated Transit Plan Update



Meeting Minutes
Berlin City Hall
Thursday, June 12, 2014
5:00 – 7:00 PM

Present: Julie Vitko (TCCAP)
Beverly Hibbard (Berlin resident)
Beverly Raymond (TCCAP)
Chuck Henderson (North Conway – Senator Shaheen’s office)

NCC Staff: Mary Poesse

Mary Poesse welcomed the group and introductions were done. Mary explained that a series of public meetings are being held to gather input for the update of the Coordinated Transit Plan. A “coordinated plan” identifies transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting the needs; and prioritizes transportation services for funding”. It is also a requirement for some FTA funds that a provider be included in a coordinated plan in order to be eligible for that funding. Some of these funds are 5310 Purchase of Service Funds, which Tri-County CAP uses to expand services for the elderly and disabled.

Mary explained at this point in the project, census research and mapping has been done, as well as a survey of community transportation needs and a survey of providers’ services and needs. Mary summarized some of the survey results and explained that they will be detailed in the final plan.

The group reviewed this list of transportation providers in the Berlin area. The group agreed that the list seemed to be accurate.

Mary reviewed the list of transportation “needs” that was identified for the 2009 Coordinated Transit Plan and a short list of other new needs that had been suggested and asked the group to discuss and to identify any other needs not listed.

The following needs in the Berlin area were discussed:

- Rides for patients for Dialysis and Cancer treatment. Tri-County CAP currently has to limit these types of rides for patients to 6 times per year. Otherwise they would run out of funding for the year in 3 months.
- Rides for veterans. There is one VA van in the region and it is not ADA-accessible. The van is seldom used because they can't find drivers. It also leaves very early (around 4:30 AM) and returns around 6:30-8:30 in the evening, so it is a very long day for riders/patients. Also, veterans from Pittsburg and other areas have to meet the van in Lancaster to be able to get a ride on it.
- The Medicaid Managed Care brokers are not doing well coordinating rides. A significant amount of money and time is being wasted by having providers or drivers come from as far as Massachusetts to provide a ride 5 miles down the road, when there are providers that could be contacted in the area.
- The brokers (CTS and Access to Care) have been rude to clients, and some of the drivers that are contracting with them are competitive and unreasonable with clients regarding rides in order to meet what they need to do to get reimbursed.
- Reimbursements to volunteer drivers need to happen faster.

There was some discussion about the brokerage and some of the flaws with it. Some of the attendees shared stories and experiences about the brokerage and how some people are getting rides in the Berlin area that are originating in Plymouth, St. Johnsbury, and even as far as Massachusetts. There was also a situation where an elderly woman was dropped off an appointment and no one was sure if the driver stayed in the area to bring her home, or if she was still at the hospital.

There was a discussion about car loan programs. Bev Raymond stated that the Good News Garage in Manchester has provided people in the North Country with vehicles. This organization gets old vehicles; fixes them up and then supplies those to people that are in need of cars.

Beverly also added that she is going to be approaching hospitals for financial contributions for transportation services for patients.

Mary reviewed the list of potential strategies to meet the transportation needs and asked the group to place stickers next to their top priorities for the region to help determine what types of projects are most important in the region or those that should happen first.

Meeting ended at 6:30.

CCRCC Public Outreach and NCC Coordinated Transit Plan Public Input Sessions



Gibson Center for Senior Services
Conway, NH
July 24th, 2014
12:30 – 2 PM

Present: George Cleveland (Gibson Center)
Francine Lampidis (N. Conway)
Jim Arnold (N. Conway)

Representative)

Mary Carey Seavey (Conway Select Board)
Ralph Cronin (N. Conway, MWV Trails Assoc.)
George Weblanc (Intervale)

Dorothy Solomon (Albany/CCRCC)
Greta Caulhus (Center Conway)
Karen Umberger (State

Miles Waltz (N. Conway)
Dick Cooke (Conway/Gibson Center)
Claire Messier (N. Conway)

CCRCC Staff: Mary Poesse (North Country Council)

Mary Poesse welcomed the group and introductions were done. Mary explained that a series of public meetings are being held to share information about the Carroll County Regional Coordinating Council (CCRCC) and to gather input for the update of the Coordinated Transit Plan. A “coordinated plan” identifies transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting the needs; and prioritizes transportation services for funding”. It is also a requirement for some FTA funds that a provider be included in a coordinated plan in order to be eligible for that funding. Some of these funds are 5310 Purchase of Service Funds, which Tri-County CAP uses to expand services for the elderly and disabled.

CCRCC Public Outreach Session

Mary went through the PowerPoint that was developed by Lakes Region Planning Commission and the CCRCC and covered the following information:

- Overview/Purpose of meeting
 - Transportation is available in Carroll County
 - What is the CCRCC and what does it do?
 - Future CCRCC work

Mary reviewed the amount of funding that has been brought into the region to expand services for the elderly and disabled; reviewed the Transportation Provider Directory, the marketing brochure and the CCRCC work plan. Dorothy Solomon stated that her husband has been providing non-emergency medical trips for veterans, but is no longer able to continue providing that service. She added that there is some legislation in Congress that would allow veterans to go to other clinics and hospitals besides just veterans' clinics, which are not located close to the area.

Coordinated Public Transit Plan

Mary explained at this point in the project, census research and mapping has been done, as well as a survey of community transportation needs and a survey of providers' services and needs. The group reviewed the draft set of Transportation and Coordination Needs in the region and asked the group for input to these needs. Some of the following things were mentioned:

- There is a facility in Conway that does dialysis treatments 5 days per week. It opened in 2012
- The hospital provides some cancer treatment (chemotherapy, not radiation.)
- Most cancer patients in the area travel to Portland or Scarborough, ME for specialty treatment.
 - Some felt that accessing special treatment was the biggest gap in the region for transportation services.
- There is a Veterans' Clinic in Conway now.
- The Gibson Center talks to doctor's offices and has them plan medical appointments in the morning for people that rely on the Gibson Center for transportation. Those clients are aware that they have to request AM appointments from their medical provider.
- Someone suggested that transportation providers should write letters or call the hospitals to suggest days and times when transportation is available for clients/patients.
- Another suggestion was the providers could make up appointment style cards that clients/patients could give to receptionist when arriving to a medical appointment. The receptionist could call the provider when the client is ready for their return trip home.
- It was also suggested that there should be signs in doctor's offices reminding patients to tell the receptionist of transportation needs when signing in for their appointments.

- There needs to be a reliable way to get be that live in Southern and Western Carroll County to Conway to access the VA Clinic and other appointments.
- There is a need for a recreational path or non-motorized path to get to school or around the area without being in the road. This would safely keep kids active.
- There needs to be passenger rail again.
- Medicare won't pay for all of a patient's appointments if they have them on the same day. 3 appointments need to be booked on 3 separate days. This is a challenge for people that do not have many transportation options.
- In the downtown business areas there should be free transportation routes where people can hop on and off. Maybe this could be supported by the business through advertisements and other means.
- There should be a large, central public parking area where people could park and take a bus to the shopping areas.

There was some discussion about the Blue Loon deviated route. Some people felt that it wasn't working and that people in Carroll County aren't convinced that they want to ride the buses. Also, seeing empty buses all of the time is not helping. There was discussion about how people are not used to this type of service in the area, they don't know how to use it and they don't see it as a transportation alternative. People generally agreed that the demand response system seems to be working though.

Mary asked the group what could be done to change the public's perception of the Blue Loon. Some of the following were suggested:

- Teaching people how to use it
- Not changing the schedules so frequently
- Making info about the schedule and stops available in paper and not just online
- Having the bus run every hour so it seems more reliable
- More frequent stops and routes would allow for people to not waste their entire day on the bus
- If there were hourly stops visitors and residents would probably use it
- Need bus stops with shelter

There was some discussion about ADA-accessible taxis. Some of the participants thought that Fast Taxi has accessible vehicles, but they were not sure.

Mary reviewed the draft list of potential strategies to meet the transportation needs and asked the group to comment on the draft. Karen Umberger, State Representative, requested that the draft needs and strategies be sent to the selectboards to review and comment on. Mary said that she will be edits and share them with towns for comment.

The meeting ended at 2pm.

**Carroll County RCC Meetings – Held by LRPC
Feedback on Draft Coordinated Transit Plan
August 2014**

1. Held meetings in Ossipee, Moultonborough, and Wolfeboro. Two in the evening, one in the early afternoon. Transportation was available for two of them (not utilized). A total of twelve participants, from Albany, Moultonborough (both year-round and seasonal), Ossipee, Sandwich, Tuftonboro, and Wolfeboro. There was a Selectman, Planning Department staff, a couple of CareGivers drivers, hospital staff, a retired nurse, and concerned citizen.
2. Ideas associated with the Blue Loon
 - a. Need greater recognition and familiarity
 - i. Work with restaurants to hold “Dinner Out” runs from time to time (no worries about designated drivers)
 - ii. Work with businesses to sponsor “Shopping Runs”
 - iii. Tap in to the advertising strengths of local businesses for publicizing
 - iv. In Carroll Co. it is difficult to find information of value to the wider (resident) population.
 1. Newspapers are not reliable for reaching the broad public (yet most noted that they had learned of the meeting through the newspaper)
 2. Include information along with the tax bill and utility bills (could have rotating topics)
 3. Have active links on all town websites
 - v. Need greater visibility
 1. Post the schedule and destinations prominently
 2. Operate when people are likely to see it, including weekends
 - vi. The scheduling “seems very foggy and vague”
 - vii. The Blue Loon schedule and pamphlet are way too complicated; they need to be simplified.
 - viii. Need to find the funding to commit to the service so people will get used to it and use it. This may take a long time.
 - b. One group said they could see how the Blue Loon works better with Door-to-door than flex route, simply because there are not the concentrations of people to warrant a regular route.
 - c. Others suggested that CAP look into using accessible vans for door-to-door and regular vans for aggregating riders at pick-up areas.
3. Ideas associated with Volunteer Drivers
 - a. InterLakes Community CareGivers is now much more efficient in its system of matching drivers with riders by using email instead of Telephone Tree.
 - b. Volunteer drivers are recruited by personal contact, not a lot of turnover.
 - c. Insurance – Some CareGiver groups require certain levels of insurance, while others do not. This has proven to be an obstacle in coordinating/consolidating rides between CareGiver groups.

- d. One person suggested that if the state had some sort of “Good Samaritan” insurance to cover Volunteer Drivers, then it might remove one barrier to driver participation and group coordination.
 - e. Most CareGiver groups will make reimbursement funds available, if the driver requests it. One group restricts this to rides over 50 miles. Reimbursement funds are from donations. Example: CareGivers of So. Carroll Co. and Vicinity have reimbursed 267 trips this year for over \$10,000 yet they have provided 1,057 rides (75% are unreimbursed).
4. Coordination
- a. Get doctors involved so that rides to medical appointments can be scheduled for particular days, especially with Blue Loon.
 - b. There was recognition that transportation needs include not just the elderly and disabled but also the young and workers.
 - i. Obstacles
 - 1. For the young – the perception of what is “cool” (not the Blue Loon)
 - 2. For workers – not only are residents scattered but so are destinations (Rochester, Dover, Concord) so even if you have a central pick-up (workforce housing, town center, park and ride), getting people to destinations is cumbersome.
 - 3. Elderly and disabled – the idea of a pick-up area is an obstacle. If they get in a car to go to the pick-up area, then they might as well do the whole trip (especially in inclement weather).
 - c. It was stated that with adequate funding it (establishing a reliable transportation system) can be done. Private companies can do it and school buses can do it.
 - d. It was noted that funding for rides seems to be tied to number of rides given and especially those who are elderly or with disabilities (MediCare), which tends to get in the way of a big picture view of providing reliable transportation for all.
 - e. There seem to be a large number of volunteer groups that overlap and some cases compete for resources and possibly don’t communicate well with each other. The groups are admirable and well suited to a rural society but can they be better coordinated, perhaps in terms of dispatching?
5. The Draft Plan materials
- a. One person suggested that the “Needs” outline be restructured to better meet his way of thinking about the issues
 - i. Physical Needs – Items #2 and 6
 - ii. Resources – Items #4, 9, 12, 14
 - iii. Special Services – Items #3, 7, 8
 - iv. Coordination – Items #5, 10, 11, 13, 15, 16
6. Other
- a. The low population density and scattered destination points are major factors in the Carroll County Transportation landscape.
 - b. It was noted that many doctor’s offices have materials about transportation

- c. Many commented positively about the Provider Directory (with a few comments – inside map of county is not the RCC area, change of Veteran’s service). The Huggins Hospital marketing director noted that her supply of Ride Directories was gone within an hour of getting them. She would like to get more.
- d. It was recommended that the next printing of the Transportation Directory be a simple version in black & white that can be included with the town’s quarterly newsletter sent to all local mailing addresses (Tuftonboro). It was thought that other communities might do a similar inclusion if the material is provided.
- e. Huggins’ Health Needs Assessment noted that lack of transportation was an obstacle to good service and that it was likely going to grow as an obstacle <https://www.hugginshospital.org/About-Us/Community-Health-Needs-Assessment.aspx> (especially pp. 10, 45, 48, and 54)

APPENDIX D

PUBLIC COMMENTS AND RESPONSES

Coordinated Transit Plan Comments and Responses:

1.) Under Introduction, description of NCC: What kind of community education and how will it be provided (class room, website etc.)?

Answer: Meetings, brochures, presentations, speakers, reports, trainings, etc.

2.) Any future plan/update should consider legitimate projected changes (like the Silver Tsunami report.)

Answer: Chapter 2 – Demographic Profile, looks at population changes, population projections, etc. that are based on the US Census. We can look at the Silver Tsunami report and consider referencing it and/or including some information that is not already in the draft.

3.) Explain what dial-a-ride/demand response is.

Answer: Great suggestion. Will do.

4.) Volunteer Drivers are not mentioned.

Answer: A number of volunteer driver groups are mentioned throughout the report as well as in the Directories in the appendix.

5.) Who pays for the various transportation providers?

Answer: The Community Transportation Provider Directories in the appendix detail if providers charge a fare, if it is a free service, who their clients are, etc.)

6.) Under Medicaid Transportation: Are these volunteers for Medicaid only? Do they have a dispatcher? If someone is a Medicaid patient, and there is no driver available, what do they do?

Answer: DHHS and the Medicaid Managed Care brokers have contracts with a number of providers and coordinate Medicaid trips. If there are no drivers available, then the appointment would most likely have to be rescheduled to when a driver is available.

7.) The Medicaid Transportation sounds like “waste, fraud and abuse.”

Answer: That was not the intent of the comment from the first round of public hearings. This is a new program and there are clearly some kinks that need to be worked out. It is important to share information with the state about how the system is working and they need to follow up and make appropriate changes.

8.) Was driver training, to include helping people in and out of vehicles and background checks, mentioned under volunteer drivers?

Answer: Not under “Description of Services”. But it was mentioned under both chapters 4 and 5.

9.) Under barriers to volunteering and developing incentive programs for volunteer drivers, should list some ideas of incentives.

Answer: Good suggestion. Will recommend that examples are included. Will also recommend that stressing the need to speed up the volunteer driver reimbursement process should be included in chapters 4 and 5.

Recommended by NCC. Approved by TAC 11/6/14

10.) I'd like to see creative, cooperative, after-school intercommunity transportation moved up in importance. Education and Transportation are in the top ranks of the Focus Group and Listening Session topics. However, I think the Plan's Implementation Matrix focuses transportation needs too narrowly on seniors. Lack of access for ALL age groups is what bedevils the North Country. There is a desperate need to transport our youth to after-school community services (affordable child care, Boys & Girls Club, music lessons, craft centers, etc.). Most of these services are stronger when regionalized for neighboring communities. They are essential components of a good education, safeguarding children who would otherwise be hanging out on their own. All children don't play an after-school sport for which buses are provided. And schools can't afford to transport the non-sports children to adjacent communities for equally beneficial activities. I strongly feel that after-school intercommunity transportation is a priority, so the needs of the entire communities are met.

Answer: Good suggestion. NCC will recommend that this be included under the "Needs" chapter.

Recommended by NCC. Approved by TAC 11/6/14

11.) Intercity Bus (I didn't find any reference to intercity bus): The transportation section should mention intercity bus. The state already provides some subsidies to the excellent bus services that operate almost hourly between Concord and Boston and the twice-daily services between the North Country and Concord. Maintaining the Concord services and expanding the No. Country services are as important for the North Country as extension of passenger rail is to southern NH.

Answer: Concord Coach Lines (an intercity bus service) was discussed in Chapter 3. I agree that this should be included more in the plan. NCC will recommend to the TAC that this is added in Chapter 3 (need #1) and Chapter 4 (priority #1.)

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