

# Sullivan County Regional Coordination Council

## Community Transportation Service Directory



Community Alliance of Human Services to Newport Senior Center



Volunteer Drivers at Red Cross and Community Alliance Transportation



January 2011

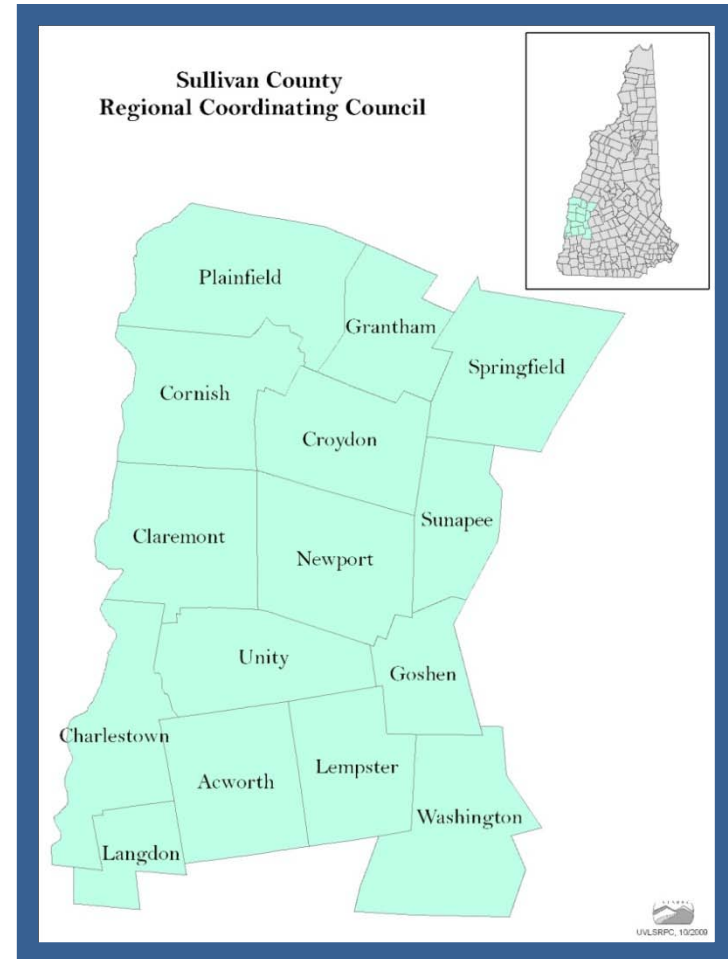
# Sullivan County Directory of Community Transportation Services

This directory is a listing of community transportation services in Sullivan County, New Hampshire including:

- Public Transit, Dial-A-Ride and Volunteer Driver Services
- Taxis & Private, For-Hire Car Services
- Non-Emergency Medical Transport Services
- Transportation by agencies that serve persons with disabilities
- Client transportation programs of human service agencies
- Transportation operated by nursing homes for their residents



*Directory by the Upper Valley Lake Sunapee Regional Planning Commission and the Sullivan County Regional Coordination Council for Community Transportation with thanks to the New Hampshire Endowment for Health.*



<b>Table of Contents</b>	<b>Page</b>
<b>Alphabetical List of Transportation Services.....</b>	<b>3-5</b>
<b>General Public Transportation.....</b>	<b>5</b>
<b>Taxi Companies.....</b>	<b>5</b>
<b>Non-Emergency Medical Transportation.....</b>	<b>6-7</b>
<b>Seniors and Persons with a Disability.....</b>	<b>7-8</b>
<b>Restricted Client Transportation.....</b>	<b>8-9</b>
<b>Information and Referral Services.....</b>	<b>9</b>
<b>Coordination Fast Facts.....</b>	<b>10-11</b>

***IN A MEDICAL EMERGENCY CALL 911 FOR ASSISTANCE***

***E-mail comments or suggestions to [info@sullivancountyrcc.org](mailto:info@sullivancountyrcc.org)***

<b>Provider Name</b>	<b>Service Area</b>	<b>SERVICE DESCRIPTION</b>	<b>Contact</b>	<b>Fees &amp; Fares</b>
<b>American Red Cross</b>	Charlestown and Route 12 corridor between Keene, Lebanon, White River Junction	Rides to medical appointments throughout New England. Open to the General Public. Special services for veterans and military families. Volunteer drivers. Call at least 24-hours in advance. <a href="http://www.newhampshirewest.redcross.org/Rural_Rides_Program.php">http://www.newhampshirewest.redcross.org/Rural_Rides_Program.php</a>	<b>603-352-3210</b> <b>ext 120 or</b> <b>800-244-2214</b> <b>ext 120,</b> between 9 AM and 3PM.	Donations Accepted.
<b>CATS Community Alliance of Human Services Transportation</b>	Claremont, Newport, Charlestown  Sullivan County	Public Transportation Demand Response - Accessible – Dial-a -Ride 6:40 AM – 5:00 PM Monday-Friday Except major holidays. Dial-a-Ride – Call to schedule one day in advance. Volunteer Drivers – Free Service. Call to schedule a minimum 48 hours in advance. <a href="http://www.communityalliance.net/">http://www.communityalliance.net/</a>	<b>603-863-0003</b> <b>603-863-2772</b>  <b>Toll Free</b> <b>877-418-0118</b>	Town-Town - \$2 one way. In-Town - \$1 one way. 10 Punch Ticket \$8. Claremont - Newport \$35/month. Within Newport or Claremont - \$20/month.
<b>Charlestown Ambulance Service</b>	Charlestown Residents Only	Ambulance, non-emergency medical trips from hospital to hospital to nursing facility or home. <a href="http://www.charlestown-nh.gov/Public_Documents/index">http://www.charlestown-nh.gov/Public_Documents/index</a>	<b>603-826-5747</b> Call to check availability.	Charges vary depending on distance and level of care required.
<b>CNC Cab Company</b>	Claremont Long Distance	Traditional Taxi Service (non-accessible)	<b>603-542-2280</b>	\$5 one-way in town. Varied by destination.
<b>Connecticut Valley Home Care &amp; Hospice</b>	Sullivan County	Transportation to medical appointments and grocery shopping or errands for Homecare clients receiving Companion/Personal Services	<b>603-543-6800</b>	No additional charge for eligible clients.
<b>Easter Seals</b>	Statewide	Services for individuals with a disability including students and elders. <a href="http://nh.easterseals.com">http://nh.easterseals.com</a>	<b>603-668-8603</b>	Fares or charges vary by destination.

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
<b>Granite State Independent Living</b>	Statewide	Person with disabilities when public transportation is unavailable. <a href="http://www.gsil.org/">http://www.gsil.org/</a>	<b>800-826-3700</b>	Fee-for-Service and Reimbursement if qualified Financial assistance available.
<b>Kearsarge Area Council on Aging</b>	Andover, Danbury, Grantham, Newbury, New London, Sunapee, Springfield, Sutton, Wilmot	No-cost local and long-distance (Concord, Hanover, Claremont) transportation to residents living within the nine towns served by COA and who are 55 years old and older. Call to schedule at least 4 days in advance. <a href="http://www.kearsargecoa.com/">http://www.kearsargecoa.com/</a>	<b>603-526-6368</b>	None required
<b>Golden Cross Ambulance</b>	Claremont Local or Long Distance	Emergency & Routine Medical Transports Wheel Chair Vans or Ambulance Services Available 24-Hours a Day <a href="http://www.goldencrossamb.com">http://www.goldencrossamb.com</a>	<b>603-542-6660</b>	Fares or charges vary by destination.
<b>Newport Senior Center</b>	Newport with limited services to Kellyville, Guild	Individuals Age 60 or Older. Car Service & Volunteers 9:00 AM to 2:45 PM Monday-Friday, except on holidays and snow days. Medical trips a priority. <a href="http://www.newportrec.com/locations-senior-center.htm">http://www.newportrec.com/locations-senior-center.htm</a>	<b>603-863-3177</b> Call 24-hours in advance.	\$1 Donations requested, but not required.
<b>Pathways of the River Valley</b>	Sullivan & Southern Grafton Counties	Services for people with developmental disabilities, brain injuries and their families. <a href="http://www.pathwaysnh.org">http://www.pathwaysnh.org</a>	Sullivan County <b>603-542-8706</b> Grafton County <b>603-448-2077</b>	Transportation service is provided at no extra charge for participants.
<b>Sullivan County Healthcare</b>	Sullivan County	Services for residents of the County Nursing Home and Rehabilitation Center <a href="http://www.sullivancountynh.gov/">http://www.sullivancountynh.gov/</a>	<b>603-542-9511</b>	Transportation service is provided at no extra charge for residents.

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
<b>Veterans Administration</b>	Northeastern New Hampshire	VA general and medical services for disabled veterans. <a href="http://www.va.gov/">http://www.va.gov/</a>	<b>802-295-9363</b>	Free services for veterans to medical services at VA health facilities.
<b>West Central Behavioral Health</b>	Sullivan & Grafton Counties	Community Mental Health Services for Adults & Children. Transports available for program participants only. <a href="http://www.wcbh.org">http://www.wcbh.org</a>	<b>603-542-5128</b>	Charges vary by destination and programs

Provider Name	Service Area	<i>PUBLIC TRANSPORTATION</i>	<i>Contact Info</i>	<i>Fees &amp; Fares</i>
<b>CATS Community Alliance of Human Services Transportation</b>	Claremont, Newport, Charlestown  Sullivan County	Public Transportation Demand Response - Accessible – Dial-a -Ride 6:40 AM – 5:00 PM Monday-Friday Except major holidays. Dial-a-Ride – Call to schedule one day in advance. Volunteer Drivers – Free Service. Call to schedule a minimum 48 hours in advance. <a href="http://www.communityalliance.net/">http://www.communityalliance.net/</a>	<b>603-863-0003</b> <b>603-863-2772</b>  <b>Toll Free</b> <b>877-418-0118</b>	Town-Town - \$2 one way. In-Town - \$1 one way. 10 Punch Ticket \$8. Claremont - Newport \$35/month. Within Newport or Claremont - \$20/month.

Provider Name	Service Area	TAXI SERVICES	Contact Info	Fees & Fares
<b>CNC Cab Company</b>	Claremont Local and Long Distance	Traditional Taxi Service (non-accessible)	<b>603-542-2280</b>	\$5 one-way in Claremont Charges vary by destination and distance.

**IN A MEDICAL EMERGENCY PLEASE DIAL 911 FOR ASSISTANCE**

Provider Name	Service Area	NON EMERGENCY MEDICAL TRANSPORTATION	Contact Info	Fees & Fares
<b>American Red Cross</b>	Charlestown and Route 12 corridor between Keene, Lebanon, White River Junction	Rides to medical appointments throughout New England. Open to the General Public. Special services for veterans and military families. Volunteer drivers. Call at least 24-hours in advance. <a href="http://www.newhampshirewest.redcross.org/RuralRidesProgram.php">http://www.newhampshirewest.redcross.org/RuralRidesProgram.php</a>	<b>603-352-3210 ext 120</b> or <b>800-244-2214 ext 120</b> , between 9 AM and 3PM.	Donations Accepted.
<b>CATS Community Alliance of Human Services Transportation</b>	Claremont, Newport, Charlestown  Sullivan County	Public Transportation - Demand Response Accessible and Dial-a -Ride 6:40 AM – 5:00 PM Monday-Friday Except major holidays. Dial-a-Ride – Call to schedule one day in advance. Volunteer Drivers – Free Service. Call to schedule a minimum 48 hours in advance. <a href="http://www.communityalliance.net/">http://www.communityalliance.net/</a>	<b>603-863-0003</b> <b>603-863-2772</b>  <b>Toll Free</b> <b>877-418-0118</b>	Town-Town - \$2 one way. In-Town - \$1 one way. 10 Punch Ticket \$8. Claremont - Newport \$35/month. Within Newport or Claremont - \$20/month.
<b>Charlestown Ambulance Service</b>	Charlestown Residents Only	Emergency or non-emergency medical trips from hospital to hospital or to nursing facility or home. <a href="http://www.charlestown-nh.gov/Public_Documents/index">http://www.charlestown-nh.gov/Public_Documents/index</a>	<b>603-826-5747</b> Call to check availability.	Charges vary depending on distance and level of care required.
<b>Golden Cross Ambulance</b>	Claremont and Long Distance	Emergency & Routine Medical Transports. Wheelchair Vans or Ambulance Services available 24-Hours. <a href="http://www.goldencrossamb.com">http://www.goldencrossamb.com</a>	<b>603-542-6660</b>	Charges vary by destination.
<b>Veterans Administration</b>	Northeastern New Hampshire	VA general and medical services for disabled veterans. <a href="http://www.va.gov">http://www.va.gov</a>	<b>802-295-9363</b>	Free Services for veterans to medical services at VA health facilities.

Provider Name	Service Area	NON EMERGENCY MEDICAL TRANSPORTATION	Contact Info	Fees & Fares
<b>Newport Senior Center</b>	Newport with limited services to Kellyville, Guild.	Individuals Age 60 or older. Car Service & Volunteers 9:00 AM to 2:45PM Monday-Friday except on holidays and snow days. Medical trips a priority. <a href="http://www.newportrec.com/locations-senior-center.htm">http://www.newportrec.com/locations-senior-center.htm</a>	<b>603-863-3177</b> Call 24-hours in advance.	\$1 Donations Requested, but not required.

Provider Name	Service Area	SENIORS OR PERSONS WITH A DISABILITY	Contact Info	Fees & Fares
<b>American Red Cross</b>	Charlestown and Route 12 corridor between Keene, Lebanon, White River Junction	Rides to medical appointments throughout New England. Open to the Public. Special services for veterans and military families. Volunteer drivers. Call at least 24-hours in advance. <a href="http://www.newhampshirewest.redcross.org/Rural_Rides_Program.php">http://www.newhampshirewest.redcross.org/Rural_Rides_Program.php</a>	<b>603-352-3210 ext 120</b> or <b>800-244-2214 ext 120</b> , between 9 AM and 3PM.	Donations Accepted.
<b>CATS Community Alliance of Human Services Transportation</b>	Claremont, Newport, Charlestown  Sullivan County	Public and Demand-Response Transportation - Accessible – Dial-a -Ride 6:40 AM – 5:00 PM Mon.-Fri. Except holidays. Dial-a-Ride – Call to schedule one day in advance. Volunteer Drivers – Free Service. Call to schedule a minimum 48 hours in advance. <a href="http://www.communityalliance.net/">http://www.communityalliance.net/</a>	<b>603-863-0003</b> <b>603-863-2772</b>  <b>Toll Free 877-418-0118</b>	Town-Town - \$2 one way. In-Town - \$1 one way. 10 Punch Ticket \$8. Claremont - Newport \$35/month. Within Newport or Claremont - \$20/month.
<b>Easter Seals</b>	Statewide	Services for individuals with a disability including students and the elderly. <a href="http://www.easterseals.org">www.easterseals.org</a>	<b>603-668-8603</b>	Fares or charges vary by destination.



Provider Name	Service Area	SENIORS OR PERSONS WITH A DISABILITY	Contact Info	Fees & Fares
<b>Granite State Independent Living</b>	Statewide	Persons with disabilities when public transportation is unavailable. <a href="http://www.gsil.org">http://www.gsil.org</a>	<b>800-826-3700</b>	Fee-for-Service Reimbursement if qualified. Financial assistance available.
<b>Kearsarge Area Council on Aging</b>	Andover, Danbury, Grantham, Newbury, New London, Sunapee, Springfield, Sutton, Wilmot	No-cost local or long-distance (Concord, Hanover, Claremont) transportation to residents living within the nine towns served by COA and who are 55 years old and older. Call to schedule at least 4 days in advance. <a href="http://www.kearsargecoa.com">http://www.kearsargecoa.com</a>	<b>603-526-6368</b>	None required
<b>Newport Senior Center</b>	Newport with limited services to Kellyville, Guild	Individuals Age 60 or Older. Car Service & Volunteers 9:00 AM to 2:45 PM Monday-Friday, except on holidays and snow days. Medical trips a priority. <a href="http://www.newportrec.com/locations-senior-center.htm">http://www.newportrec.com/locations-senior-center.htm</a>	<b>603-863-3177</b> Call 24-hours in advance.	\$1 Donations requested, but not required.

Provider Name	Service Area	RESTRICTED CLIENT TRANSPORTATION	Contact Info	Fees & Fares
<b>Connecticut Valley Home Care &amp; Hospice</b>	Sullivan County	Transportation to medical appointments and grocery shopping or errands for Homecare clients receiving Companion/Personal Services.	<b>603-543-6800</b>	No additional charge for eligible clients.
<b>Pathways of the River Valley</b>	Sullivan & Southern Grafton Counties	Community-based non-profit agency for people with developmental disabilities and brain injuries and their families. Transportation is for participants. <a href="http://www.pathwaysnh.org/index.html">http://www.pathwaysnh.org/index.html</a>	Sullivan County <b>603-542-8706</b> Grafton County <b>603-448-2077</b>	Transportation service is provided at no extra charge for participants.

Provider Name	Service Area	RESTRICTED CLIENT TRANSPORTATION	Contact Info	Fees & Fares
<b>Sullivan County Health Care</b>	Sullivan County	Services for residents of the County Nursing Home and Rehabilitation Center <a href="http://www.sullivancountynh.gov/">http://www.sullivancountynh.gov/</a>	<b>603-542-9511</b>	Transportation available for eligible residents.
<b>Veterans Administration</b>	Northeastern New Hampshire	VA general and medical services for disabled veterans. <a href="http://www.va.gov/">http://www.va.gov/</a>	<b>802-295-9363</b>	Free services for veterans to medical services at VA health facilities.
<b>West Central Behavioral Services</b>	Sullivan & Grafton Counties	Community Mental Health Services for Adults & Children. Transports available for program participants only. <a href="http://www.wcbh.org">http://www.wcbh.org</a>	<b>603-542-5128</b>	Charges vary by destination and programs.

Provider Name	Service Area	INFORMATION & REFERRAL SERVICES	Contact Info	Fees & Fares
<b>Medicaid Transportation</b>	Statewide	Volunteer Driver and Service Referrals provided by Medicaid Division of NH Department of Health Human Services. <a href="http://www.dhhs.state.nh.us/DHHS/MEDICAIDPROGRAM/">http://www.dhhs.state.nh.us/DHHS/MEDICAIDPROGRAM/</a>	<b>800-852-3345 Ext. 3770</b>	No charge for those eligible for transport to covered medical services.
<b>Service Link Resource Center</b>	Claremont, Lebanon	A statewide network of community-based resources for seniors, adults with disabilities and their families. Monday-Friday 8AM to 4PM <a href="http://www.nh.gov/servicelink/index.html">http://www.nh.gov/servicelink/index.html</a>	<b>603-542-5177 603-448-1835 866-634-9412</b>	Free referral and information for services for healthy and independent living.
<b>United Way</b>	Statewide	Free information that connects people with important community services. <a href="http://www.scunitedway.org">http://www.scunitedway.org</a>	<b>211</b>	Free Information and Referrals



## COORDINATION: FAST FACTS

### WHAT DOES COORDINATION LOOK LIKE IN NEW HAMPSHIRE?

The State Coordinating Council for Community Transportation (SCC) is leading a coordination effort in New Hampshire to reduce duplication, increase the availability of transportation services, and make scarce resources go further as the need for transportation increases with an aging and growing population. New Hampshire has a two-level strategy: a state-level coordinating council (the SCC) and ten regional

coordinating councils (RCCs). The SCC is responsible for developing policy, funding, and other strategies that foster coordination, while RCCs are responsible for implementing coordinated transportation programs, advising community transportation service providers, and providing feedback to the SCC. In Sullivan County the RCC has designated Community Alliance of Human Services Transportation to lead the coordination efforts for the region.

### WHY NOW?

In 20 years, New Hampshire will have 130% more residents aged 65 and older than today according to the NH Office of Energy and Planning (NHOEP). Many residents of all ages are disabled and/or have limited incomes. As our population ages and becomes less mobile, the number of people dependent upon community transportation services is increasing.

In addition, many people with disabilities and limited incomes are unable to access employment if they live in areas not served by transit. Seniors who do not drive are significantly less active in their communities and take:

- 15% fewer trips to the doctor
- 59% fewer trips for shopping or other activities
- 65% fewer trips for social activities. *-Source: NHOEP*

### WHAT ARE THE BENEFITS?

The coordination of community transportation is an important and proven way to cost-effectively improve mobility and access.

- Successful programs could generate combined economic savings of about \$700 million per year to human service and transit agencies nation-wide (Transit Cooperative Research Report 91).



## COORDINATION: FAST FACTS

- Removing barriers to coordination improves efficiency by allowing agencies to share trips.
- This would help to make services available to more people and expand services to new areas and destinations, new service days and hours, and/or new trip purposes.
- Enhancing mobility and quality of life for people also provides economic benefits to their communities; plus, reducing total vehicle trips enhances air quality and makes other positive environmental contributions.
- Supporting coordinated community transportation networks that serve all citizens is the focus of the SCC. Thousands of hours have been invested moving towards a

coordinated system and expanding mobility options on the local, regional, and statewide levels.

### Community transportation **expands opportunities and transportation choices.**

- The mobility created by community transportation provides opportunities for people from all walks of life.
- Community transportation provides access to job opportunities for millions of Americans.
- Eighty-three 83 percent of older Americans say public transit provides easy access to the things they need in everyday life.
- Public transportation is a vital link for the more than 51 million Americans with disabilities.

### Community transportation **results in cost saving and benefits for families and businesses.**

- An average \$9,000 can be saved annually by taking public and community transportation instead of driving or by living with one less car.
- For every \$1 invested in public and community transportation, \$4 is generated in economic returns. *-Source: APTA's Telling Our Story Toolkit and Mobility Management Resources*

### Community transportation is the **responsible transportation choice.**

- Greenhouse gases from transportation represent 28% of US emissions.
- Community transportation offers an alternative for individuals to reduce their energy use.

For More Information, visit [www.nh.gov/dot/programs/scc/](http://www.nh.gov/dot/programs/scc/) or [www.sullivancountyrrc.org](http://www.sullivancountyrrc.org)