

2012

Southern Grafton County Public & Human Service Transportation Coordination



Upper Valley Lake Sunapee Regional
Planning Commission

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Southern Grafton County Public & Human Service Transportation Coordination Plan

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Grafton-Coos Regional
Coordinating Council
for
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1.0 EXECUTIVE SUMMARY

Beginning in 2005 with the establishment of a federal mandate for public transit-human service coordination planning, a regional public transit-human service coordination plan has been required by federal transportation bills. Before transportation service providers may acquire funding under any Federal Transit Administration (FTA) program, a coordination plan must be completed. The most recent transportation funding and policy bill called Moving Ahead for Progress in the 21st Century (MAP-21) continues this requirement.

The Upper Valley Lake Sunapee Regional Planning Commission (UVLSRPC) began the public transit-human services coordination planning process for southern Grafton County in November 2011. The purpose of the planning process was to provide an update to the strategies presented in the 2008 plan to assist state and local officials, human service agencies, transportation service providers, and other stakeholders in coordinating public transit and human service transportation efforts in the 16 communities of southern Grafton County. Inherent in this process was the identification of transportation needs, potential coordination strategies, and projects to implement the identified coordination strategies. Key elements of the planning process included:

- Meetings with transportation providers to review past and present coordination efforts and assessing future needs and capacity;
- Conducting a survey of citizens of the region;
- Updating a demographic profile to identify the population and location of persons with specialized transportation needs including individuals with disabilities, senior citizens, and individuals with limited income;
- Working closely with the Grafton-Coos Regional Coordination Council to hold public meetings to present the draft plan and receive public feedback.

The transportation needs and coordination strategies identified in the plan are primarily the result of geographic and economic conditions. Southern Grafton County is largely rural with few transportation services and little service overlap. While the four communities that constitute the population center of the region (Lebanon, Hanover, Enfield, and Canaan) are well-served by transit and human service transportation options, the remainder of the region is largely disconnected from this system. The plan identifies 11 of the 16 communities in southern Grafton County as “underserved.” These areas rely heavily on volunteer transportation; however, maintaining an adequate pool of volunteer drivers is a continuing challenge. Volunteer drivers are often older persons with limited incomes. Rising cost of fuel and the threat of insurance rate increases often act as a deterrent to volunteerism. Building on these concepts, the plan identifies several transportation needs and strategies to meet them:

- Enhancing Mobility for all Residents of Grafton County;
- Increasing Coordination among Medical Centers, Human Service Agencies, and Transportation Providers;
- Eliminating Federal and State Barriers to Coordination;
- Increasing Public Outreach;

- Expanding Existing Services;
- Implementing technological Improvements to Improve Service Delivery;
- Evaluating and Enhancing Service Delivery Systems;
- Evaluating the Use of Subcontracting to Deliver Paratransit and Incidental Services;
- Considering Joint Procurement of Equipment, Maintenance, and Fuel;
- Coordinating Public Outreach and Marketing Efforts;
- Considering coordinated, central, or web-based dispatching to maximize available capacity;
- Expanding Use of Volunteer Drivers to Serve the Rural Communities.

The identified coordination strategies and projects result from economic circumstances. At the state level, funding for public transportation is limited in New Hampshire. Existing transportation services are funded by a combination of federal funds and private donations, and this system heightens concerns about financial sustainability. Making use of the limited available resources is a key theme, and the plan identifies a number of strategies for transportation service providers in southern Grafton County to pool resources and coordinate efforts.

Many of the factors affecting the provision of transportation remain constant. However, the development of a Regional Coordination Council and implementation of a volunteer driver program (funded through the NHDOT with the support of Federal Transit Administration Section 5310 funding for services for elders and the disabled) has offered the first opportunity to address the needs of this population in the under-served areas within the region.

The New Hampshire State Coordinating Council for Community Transportation offered a framework for implementing coordination initiatives at the regional level along with Grafton-Coos Regional Coordinating Council (G-CRCC) which plays an important part in shaping the plan and these entities will play pivotal roles in implementing the plan's recommendations. The existence of these organizations and the work accomplished between 2008 and 2012 offers a vastly improved environment of cooperation and coordination among transportation providers and those individuals and organizations that use these services and are a testament to the results envisioned by this planning process.

2.0 INTRODUCTION

Beginning in 2005 with the establishment of a federal mandate for public transit-human service coordination planning, a regional public transit-human service coordination plan has been required in federal transportation bills. Before transportation service providers may acquire funding under any Federal Transit Administration (FTA) program, a coordination plan must be completed. The most recent transportation funding and policy bill called Moving Ahead for Progress in the 21st Century (MAP-21) continues this requirement.

The Federal Transit Administration's Transit Cooperative Research Program (TCRP) defines coordination as "*a process by which two or more organizations interact to jointly accomplish their transportation objectives*" (2004). These organizations may include public, private, and not-for-profit transportation services, human services providers, and other entities that represent citizens who have special transportation service needs. Citizens with specialized transportation needs are an important focus of the coordination planning process, as the Federal Transit Administration has provided guidance that coordination plans should "*identify the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services*".

The purpose of this plan is to create a comprehensive strategy to assist state and community agencies, transportation service providers, and other stakeholders in coordinating public transit and human service transportation efforts in southern Grafton County, New Hampshire. Specific goals for the plan include:

- Identifying unmet transportation needs;
- Identifying transportation service gaps (e.g. un-served and underserved areas) and overlaps (e.g. service redundancies);
- Identifying strategies to maximize the use of limited transportation resources through coordination ;
- Enhancing mobility within and between communities;
- Increasing access to employment, education, medical facilities and services, retail and commercial services, and other essential human services;
- Utilizing transportation investments and grant funding more efficiently;
- Increasing citizen awareness of public transit and human service transportation providers and programs.

3.0 EXISTING COORDINATION EFFORTS

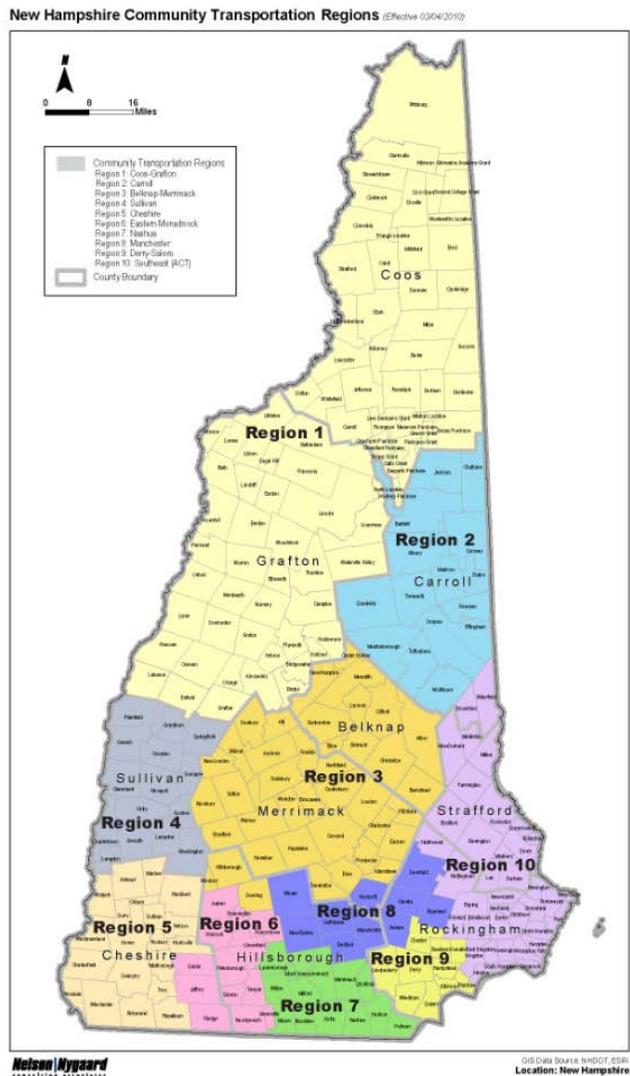
3.1 *Statewide Coordination Plan*

In 2006, a NH Governor's Task Force on Community Transportation recommended that a coordinated, interconnected, and accessible statewide transportation system be developed in New Hampshire. The findings of this work are published in the Statewide

Coordination of Community Transportation Services report. The report recommended an “institutional and geographic framework” for coordinating services. This framework called for a Statewide Coordinating Council (SCC) to oversee coordination policies and Regional Coordinating Councils (RCC) to implement coordination and to monitor providers at the regional level, and ten Regional Transportation Coordinators (RTC) to coordinate community transportation resources.

Key aspects of that plan have successfully been implemented. Each of these regions has established Regional Coordinating Councils and is implementing coordination strategies in their region. Figure 3 is a map of the Regional Coordination Councils created by the state plan as of October 2011. There are currently 9 Coordinating Councils. Region 1 combined separate councils for Coos and Grafton County and a new region was established in April 2012 with the combination of Regions 5 and 6.

MAP 3.1- Statewide Map of Regional Coordination Councils



Source: Governor’s Taskforce on Community Transportation, Statewide Coordination of Community Transportation Services, October 2006, prepared by Nelson-Nygaard Consulting Associates.

State Coordinating Council for Community Transportation (SCC)

For many years, New Hampshire transportation and human services agencies had discussed ways to coordinate the various community transportation services offered throughout the state. Their goal was to reduce duplication, increase the availability of service, and make best use of available resources as the demand for transportation increases as the population ages.

The Governor's Task Force on Community Transportation report recommended three strategies toward achieving that goal: a state-level body to oversee the development of a coordinated system, regional councils to design and implement coordinated services around the state, and regional transportation coordinators, to arrange trips through a system of varied funding sources and a network of providers.

Since 2007, the State Coordinating Council (SCC) for Community Transportation has worked with a broad range of stakeholders to craft policies and plans that will enhance coordination of transportation services in NH. The members of the Coordinating Council include the state departments of Transportation, Health and Human Services, and Education and the Governor's Commission on Disability; transit providers, the UNH Institute on Disability, AARP, Easter Seals, the community action agencies, regional planning commissions, the Coalition of Aging Services, the Endowment for Health, and Granite State Independent Living.

The SCC has established coordination regions, developed state-level coordination systems, reviewed the perceived barriers to coordination presented by insurance requirements, suggested minimum operating standards for transportation services, and procured information technologies that will support coordination statewide. The SCC is charged with implementing coordination and is overseen by the Governor and Legislature.

Regional Coordinating Council (RCC)

The Regional Coordinating Councils (RCCs) include local transportation providers, funding agencies, consumers, and agencies requiring transportation services. As of October 2011, all of the regions have Regional Coordinating Councils that have been approved by the SCC. The RCCs have developed helpful information for current and potential riders in their communities, including directories of local transportation services.

The role of the RCCs is to support coordination efforts at the local level, provide insight on local coordination needs and efforts to the SCC, participate in the development of regional coordination plans, and provide general oversight for the Regional Transportation Coordinator in their regions.

A human service referral and coordination program has been provided by "ServiceLink," a network of ten community-based Resource Centers and forty satellite offices with the common purpose of providing information and supportive referrals about resources for

older adults, adults living with disabilities, or chronic illness, and their families and caregivers. On a case-by-case basis, The *ServiceLink* system directs people to the human service or transportation resources that best meet their individual needs. There is a *ServiceLink* Resource Center in southern Grafton County, located at the Center for Elder Services in Lebanon, NH. The chief objectives of the service are to reduce duplication and enhance coordination in the delivery of human services.

Formation of Regional Coordinating Councils (RCCs) began separately in Grafton and Coos County throughout State Fiscal Year 2009. The members of the two groups whose service areas fall within overlapping planning regions began to recognize through their discussions that their mutual community needs and interests might be better served in a consolidated RCC. The State Coordinating Council on Community Transportation (SCC) considered the issues and interests of the stakeholder groups and concurred with the concept proposed by the local groups. Participants at all meetings have included a broad array of organizations and individuals interested in improving community transportation services in the Grafton-Coos Region.

The Grafton-Coos RCC's mission is the development of a diverse system of transportation options in the Grafton-Coos Region. The Grafton-Coos RCC's objectives include:

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

The Grafton-Coos Regional Coordinating Council (G-CRCC) has undertaken a comprehensive education about the logistical, financial, and regulatory aspects of coordinating public and human service transportation. They have sought the advice and counsel of professionals in government and the private sector to help form the outline for services and expectations that will best improve coordination and access to transportation services for citizens of the region.

The members of the Grafton-Coos RCC have engaged in a public process to:

- Assess the current level of coordination through collection of data that will inform their efforts and determine how they may begin to actualize coordination in daily operations;
- Gather information about transportation activity, resources and needs of the current system as well as about unmet needs;
- Review driver and operating standards and consider how they might develop consistent procedures and program guidelines including establishing procedures for recruiting, background checking, and training volunteer drivers;

- Expand existing and develop new volunteer driver programs throughout the region;
- Develop a communication strategy to inform and engage the public in the RCC's activities, goals, and plans;
- Analyze cost-allocation and program billing guidelines that must be complied with in a coordinated system;
- Address barriers to coordination;
- Work with state officials to determine contract requirements and expectations for an eventual Regional Transportation Coordinator;
- Establish measures to assess the success of each of the goals listed.

4.0 DESCRIPTION OF THE PROCESS

Grafton-Coos Regional Coordination Council Members and human service transportation providers convened a work session to review the plan process, discuss community needs, and make initial recommendations for Southern Grafton County Coordination. In addition, three public meetings were held throughout the planning process

RCC Work Group (December 9, 2011 – Littleton, NH)

The members of the Region 1 RCC met to review the purpose and scope of the plan. A preliminary review of the inventory of existing human service providers identified in the Grafton-Coos County Directory of Transportation Services was completed in effort to ensure the full scope of stakeholders will be included. An overview and assessment of the level of existing coordination efforts was completed.

Public Meeting #1- (February 15, 2012 - Lebanon, NH)

A public meeting hosted by the Grafton-Coos RCC was held at the Grafton County Senior Citizens Council to elicit community needs that should be addressed in the Plan Update.

Public Meeting # 2 - (June 5, 2012- Orford NH)

A Public Meeting was held at the Orford Senior Center in Orford, NH on June 5, 2012. UVLSRPC staff presented the findings and recommendations of the draft Southern Grafton County Public Transit Human Services Coordination Plan and solicited feedback and comments from participants.

Final Public Meeting # 3 - (June 8, 2012 – West Lebanon, NH)

A Public Meeting was held at the Lebanon Senior Center, Lebanon, NH on June 8, 2012. UVLSRPC staff presented the findings and recommendations of the draft Southern Grafton County Public Transit Human Services Coordination Plan and solicited feedback and comments from participants. The Public Presentation was a facilitated discussion of the draft Southern Grafton County Human Service-Public Transit Coordination Plan. Following this meeting and subsequent amendments, the plan was finalized and submitted to the New Hampshire Department of Transportation.

Demographic Profile

As part of the planning process, the UVLSRPC developed an updated demographic profile of southern Grafton County to identify the population and location of persons with specialized transportation needs: individuals with disabilities, senior citizens, and individuals with limited income. The demographic profile also identifies general population and employment trends, and automobile ownership rates for each town in southern Grafton County. The demographic profile is presented in Section 5 of this report.

Public Surveys

A “Survey about Transportation Services and Interest in Transportation Coordination” was distributed to the general public, human service agencies, and transportation service providers that have participated in the Regional Coordinating Council to develop information about existing transportation services and needs in Southern Grafton County. Electronic survey links were also broadly transmitted in the monthly UVLSRPC e-bulletin which is distributed to over 400 individuals throughout the region.

Description of Existing Services

An important step in the public transit-human services coordination planning process is conducting an inventory of existing transportation services. These transportation services may include public transit, carpool and vanpool services, paratransit services, and volunteer services. The inventory of transportation services is up-to-date as reflected in the Grafton-Coos Regional Transportation Service Directory that is available both on-line and in printed format. The directory/inventory of existing transportation services is presented in Section 6 of this report.

Transportation and Coordination Needs

By assessing demographics, existing services, and coordination efforts, a needs evaluation was prepared for southern Grafton County. These needs are focused on how to use existing services most efficiently to meet transportation needs. This includes an assessment of existing services, unmet needs, service duplications and obstacles to expanded coordination. The transportation needs assessment is presented in Section 7 of this report.

Coordination Strategies

A number of strategies were recommended to assist human service agencies and transportation providers address the existing needs and enhance southern Grafton County’s transportation and human service delivery system. Priorities were assigned to these strategies to help focus implementation efforts. The Coordination Strategies are presented in Section 8 of this report.

Participating Organizations

The following organizations or their staff were consulted in the development of the Southern Grafton County Public Transit-Human Services Coordination Plan:

Advance Transit, Inc.
City of Lebanon, NH
Cornish Energy Committee
Creare, Inc.
Dartmouth Hitchcock Medical Center

Golden Cross Ambulance
Grafton County Senior Citizens Council
Granite State Independent Living
Easters Seals of NH
Hypertherm, Inc.
New Hampshire Department of Transportation
North Country Council, Inc.
Pathways of the River Valley
People Movers, Inc.
Transport Central
United Valley Interfaith Project
Upper Valley Lake Sunapee Regional Planning Commission
Vital Communities/Upper Valley TMA
West Central Behavioral Health

5.0 DEMOGRAPHIC PROFILE

5.1 Study Area Overview

Grafton County is located in western New Hampshire along the Connecticut River and adjacent to the New Hampshire/Vermont border. The 1,747 square mile county is home to 38 towns, one city, and one unincorporated area. The largest community in Grafton County is the City of Lebanon, which had a population of 13,151 as of the 2010 Census.

This plan includes 16 communities in southern Grafton County (See Map 1). The remaining Grafton County communities have already participated in a public transit-human services coordination planning process via the recent completion of the “Regional Coordinated Transit Plan for the North Country Council Planning Region”, which covered 23 communities in central and northern Grafton County. The 16 communities covered under the southern Grafton County coordination planning effort include:

Town of Alexandria	Town of Hanover
Town of Ashland	Town of Hebron
Town of Bridgewater	Town of Holderness
Town of Bristol	City of Lebanon
Town of Canaan	Town of Lyme
Town of Dorchester	Town of Orange
Town of Enfield	Town of Orford
Town of Grafton	Town of Piermont

The following demographic profile was developed to document important socio-economic characteristics regarding southern Grafton County that impact the delivery and coordination of public transit and human service transportation. Specifically, this demographic profile documents the locations of senior citizens, persons with disabilities, and low-income persons within southern Grafton County. The profile also documents the locations of key employers, which helps in identifying underserved areas and transportation service gaps within the county. This assessment will help evaluate current, and determine potential new coordination strategies.

5.2 Population Trends

Since 2000, the population of Grafton County has grown nine percent to an estimated population of 89,118 residents in 2010. Table 5.2 (A) below shows key population growth trends for Grafton County and communities within southern Grafton County.

TABLE 5.2 (A): POPULATION CHANGE SOUTHERN GRAFTON COUNTY 1990-2010

Population Change Southern Grafton County 1990 - 2010						
Area	1990 Population	2000 Population	2010 Population	% Change 1990 to 2000	%Change 2000 to 2010	% Change 1990 to 2010
New Hampshire	1,109,117	1,235,786	1,316,470	11.42%	6.53%	18.70%
Grafton County	74,929	81,743	89,118	9.09%	9.02%	18.94%
Alexandria	1,190	1,329	1,613	11.68%	21.37%	35.55%
Ashland	1,915	1,955	2,076	2.09%	6.19%	8.41%
Bridgewater	796	975	1,083	22.49%	11.08%	36.06%
Bristol	2,537	3,032	3,054	19.51%	0.73%	20.38%
Canaan	3,045	3,319	3,909	9.00%	17.78%	28.37%
Dorchester	392	365	355	-6.89%	-2.74%	-9.44%
Enfield	3,979	4,618	4,582	16.06%	-0.78%	15.15%
Grafton	923	1,133	1,340	22.75%	18.27%	45.18%
Hanover	9,212	10,850	11,260	17.78%	3.78%	22.23%
Hebron	386	497	602	28.76%	21.13%	55.96%
Holderness	1,694	1,930	2,108	13.93%	9.22%	24.44%
Lebanon	12,183	12,568	13,151	3.16%	4.64%	7.95%
Lyme	1,496	1,668	1,716	11.50%	2.88%	14.71%
Orange	237	304	331	28.27%	8.88%	39.66%
Orford	1,008	1,089	1,237	8.04%	13.59%	22.72%
Piermont	624	699	790	12.02%	13.02%	26.60%

Source: 2010 Census Summary File 1, Table P1 Total Population

Table 5.2 (A) shows that both rural and urban areas of southern Grafton County have experienced significant growth over the past 20 years. The largest community in southern Grafton County, the City of Lebanon, has grown eight percent since 1990, adding approximately 968 new residents. Similarly, the second largest community in southern Grafton County, the Town of Hanover, grew approximately 22 percent, adding 2,048 residents over the same period. Many rural communities in southern Grafton County have grown 20 percent or more since 1990, and the towns of Grafton and Hebron have significant population increases at forty-five and fifty-five percent respectively during the same period. Only the Town of Dorchester has lost population since 1990, losing nearly ten percent of its residents. Table 5.2 (B) shows population projections for each community in southern Grafton County.

TABLE 5.2 (B): POPULATION PROJECTIONS SO. GRAFTON COUNTY

Population Projections by Community in Southern Grafton County-2010 to 2030				
Area	US Census	Projection		
	2010	2020	2030	% Change 2010-2030
New Hampshire	1,316,470	1,417,601	1,509,243	15%
Grafton County	89,118	95,386	100,922	13%
Alexandria	1,613	1,752	1,880	17%
Ashland	2,076	2,236	2,365	14%
Bridgewater	1,083	1,175	1,267	17%
Bristol	3,054	3,297	3,530	16%
Canaan	3,909	4,126	4,332	11%
Dorchester	355	382	410	15%
Enfield	4,582	4,987	5,336	16%
Grafton	1,340	1,460	1,569	17%
Hanover	11,260	12,185	13,001	15%
Hebron	602	646	679	13%
Holderness	2,108	2,280	2,422	15%
Lebanon	13,151	13,472	13,783	5%
Lyme	1,716	1,861	1,987	16%
Orange	331	362	393	19%
Orford	1,237	1,329	1,401	13%
Piermont	790	865	929	18%
<u>Source:</u> US Census Summary File 1; Population Projections and estimates based on NHOEP 2007 Formula				

Source: US Census Summary File 1; Population Projections Based on NHOEP 2007 Estimate

As Table 5.2 (B) shows, 13 of the 16 communities in southern Grafton County are projected to grow at rates higher than the county average over the next 20 years. Most communities within southern Grafton County are projected to grow at rates comparable to the State of New Hampshire average. However, the largest community in southern Grafton County, the City of Lebanon, is projected to grow by 5% over the next 20 years—a rate significantly lower than the State and County average. Overall, the projections indicate significant, continued growth in rural communities in southern Grafton County.

5.3 Senior Citizens

According to the 2010 U.S. Census, 13.5 percent of New Hampshire citizens were 65 years of age or older. In Grafton County, the proportion of senior citizens is slightly higher as 15.5 percent of the population is 65 years or older. For the purpose of identifying the potential population eligible for services under the FTA 5310 program, those aged 60 or older, the age 60 to 64 cohorts was also included. The table below presents the distribution of age cohorts including senior citizens in Southern Grafton County communities.

TABLE 5.3 (A) SENIOR CITIZENS IN SOUTHERN GRAFTON COUNTY 2010

Senior Citizens in Southern Grafton County 2010					
	Total Population	Age 16-64	Age 60-64	Age 65+	% of Total Population 65 +
New Hampshire	1,316,470	888,009	57,176	178,268	13.5%
Grafton County	89,118	61,069	5,923	13,811	15.5%
Alexandria	1,613	1,096	116	222	13.8%
Ashland	2,076	1,414	146	349	16.8%
Bridgewater	1,083	685	112	241	22.3%
Bristol	3,054	2,021	218	474	15.5%
Canaan	3,909	2,686	259	504	12.9%
Dorchester	355	261	44	48	13.5%
Enfield	4,582	3,164	353	639	13.9%
Grafton	1,340	937	26	195	14.6%
Hanover	11,260	8,365	445	1,540	13.7%
Hebron	602	348	81	168	27.9%
Holderness	2,108	1,363	185	388	18.4%
Lebanon	13,151	8,919	763	2,008	15.3%
Lyme	1,716	1,069	162	305	17.8%
Orange	331	226	17	45	13.6%
Orford	1,237	809	98	198	16.0%
Piermont	790	537	62	133	16.8%

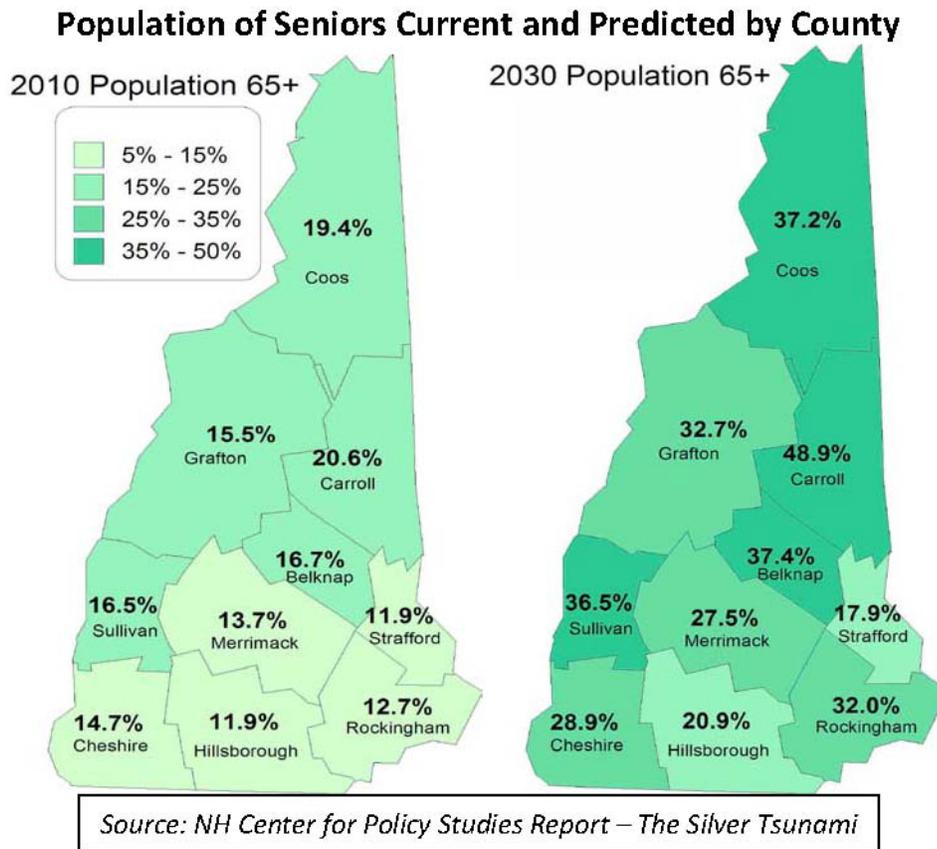
Source: Universe Total Population 2010 Census Summary File 1 PCT12

As Table 5.3 (A) shows, the proportion of senior citizens in Grafton County is slightly higher than the state average. In southern Grafton County, the Town of Hebron has the highest concentration of senior citizens, with 27.9% of the population over 65 years of age followed by Bridgewater at 22.3% and Holderness at 18.4%. However, rural communities in southern Grafton County have senior citizen populations generally

consistent with the state average. Illustration 5.3 (B) shows population projections for Senior Citizens in all NH Counties between 2010 and 2030.

Illustration 5.3 (B)

Population Projections by Age All NH Counties 2010 to 2030



As shown in Illustration 5.3 (B), the population of persons over 65 years of age in Grafton County is projected to more than double over the next 20 years due to the aging of the post war “baby boom” generation. This will have a considerable impact on human service transportation providers in Grafton County. The overall demand for transportation services will increase significantly, as will demand for services in rural areas of the county that are currently un-served or underserved (see Section 7.1 below).

5.4 Disabled Persons

The definition of disability varies. In this plan, data presented are consistent with the American Community Survey (ACS) definition of a disability defined as a long-lasting physical, mental, or emotional condition. This condition can make it difficult for a person to do activities such as walking, climbing stairs, dressing, bathing, learning, or remembering. This condition can also impede a person from being able to go outside the home alone or to work at a job or business. It should be noted that this definition

differs from that used to determine eligibility for services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent him or her from independently being able to use the fixed route transit service, even if the vehicle itself is accessible to persons with disabilities. Table 5.4 shows the distribution of disabled persons in southern Grafton County. Estimates were made using 2010 Census Data for Population and percentages based on ACS national estimates as Census data collection for 2010 does include this detail.

TABLE 5.4 DISABLED PERSONS / DISABLE SENIORS IN GRAFTON COUNTY

2010 Disabled Persons in Grafton County			2010 Disabled Seniors in Grafton County		
Area	2010 Population	11.9% Disabled Persons General Population	Area	2010 Population of Seniors	36.7% Over 65 Seniors with Disability
New Hampshire	1,316,470	156,660	New Hampshire	178,268	65,424
Grafton County	89,118	10,605	Grafton County	13,811	5,069
Alexandria	1,613	192	Alexandria	222	81
Ashland	2,076	247	Ashland	349	128
Bridgewater	1,083	129	Bridgewater	241	88
Bristol	3,054	363	Bristol	474	174
Canaan	3,909	465	Canaan	504	185
Dorchester	355	42	Dorchester	48	18
Enfield	4,582	545	Enfield	639	235
Grafton	1,340	159	Grafton	195	72
Hanover	11,260	1,340	Hanover	1,540	565
Hebron	602	72	Hebron	168	62
Holderness	2,108	251	Holderness	388	142
Lebanon	13,151	1,565	Lebanon	2,008	737
Lyme	1,716	204	Lyme	305	112
Orange	331	39	Orange	45	17
Orford	1,237	147	Orford	198	73
Piermont	790	94	Piermont	133	49

Population data US Census: Table P1 Total Population, 2010 Census Summary File 1

As Table 5.4 shows, 11.9% of the civilian, non institutionalized population has a disability, but the rate for individuals over age 65 is 36.7 percent of the population, roughly three times that of the general population based on 2010 U.S ACS sampling estimates.

5.5 Employment and Income

Linking southern Grafton County’s coordinated transportation system to the region’s major employment centers will be crucial to its ultimate success. The first step in this

process is identifying the region’s largest employers and their locations. Professional services are the largest sector of the local economy, followed by retail/wholesale, and then manufacturing. The City of Lebanon is the retail shopping center for the region with eleven shopping plazas. The 10 largest employers in southern Grafton County are shown in Table 5.5 (A) below.

TABLE 5.5 (A) MAJOR EMPLOYERS IN SOUTHERN GRAFTON COUNTY

Major Employers in Southern Grafton County, NH				
Employer	Product/Service	# of Employees	City/Town	AT Service Area
Dartmouth Hitchcock Medical Center/Hitchcock Clinic	Health Care	6,247	Lebanon	Yes
Dartmouth College	Education	3,200	Hanover	Yes
Freudenberg-NOK	Industrial Seals	300	Bristol	No
Freudenberg-NOK	Injection Molding	120	Ashland	No
Timken	Ball and Roller Bearings	750	Lebanon	Yes
Tele Atlas	GIS Mapping	562	Lebanon	Yes
Alice Peck Day Memorial Hospital	Health Care	480	Lebanon	Yes
Hypertherm	Plasma Cutting	1000	Hanover/Lebanon	No
Lebanon School District	Education	386	Lebanon	Yes
Thermal Dynamics	Plasma Cutting Torches	292	Lebanon	No
Spectra /Dimatix	Inkjet Printing /Digital Imaging	247	Hanover	Yes
City of Lebanon	Government	208	Lebanon	Yes

Sources: UVLSRPC, City of Lebanon, NH ELMI.

As Table 5.5 (A) shows, seven of the largest employers in Southern Grafton County are located in the Lebanon-Hanover employment center. The economy of southern Grafton County is anchored by Health Care and Education industries in the Lebanon-Hanover employment center. With approximately 6,247 employees, the Dartmouth Hitchcock Medical Center is now the second largest employer in the State of New Hampshire. The economy of southern Grafton County might be characterized as “stable”, with health care and education anchors that are resistant to recession and economic downturns.

Eight of the largest employers in southern Grafton County are served directly or indirectly by Advance Transit.

Table 5.5 (B) shows the poverty status of individuals in southern Grafton County.

TABLE 5.5 (B) POPULATION BELOW THE FEDERAL POVERTY LEVEL

Area	Population for whom Poverty Status is Determined (2010)	Population Living Below Federal Poverty Level (2010)	% of Population (2010)
New Hampshire	1,316,470	99,527	7.56%
Grafton County	89,118	8,068	9.05%
Alexandria	1,613	105	6.51%
Ashland	2,076	275	13.25%
Bridgewater	1,083	89	8.22%
Bristol	3,054	404	13.23%
Canaan	3,909	122	3.12%
Dorchester	355	20	5.63%
Enfield	4,582	316	6.90%
Grafton	1,340	185	13.81%
Hanover	11,260	834	7.41%
Hebron	602	-	0.00%
Holderness	2,108	130	6.17%
Lebanon	13,151	1,177	8.95%
Lyme	1,716	44	2.56%
Orange	331	20	6.04%
Orford	1,237	81	6.55%
Piermont	790	34	4.30%

Source: 2006-2010 ACS 5 Year Estimates Poverty Status in the Past 12 Months S1701

**Population Data: 2010 Census Summary File 1, Table P1 Total Population

As Table 5.5 (B) shows, the Grafton County poverty rate is 1.5 percent higher than the state average. Only 3 of the 16 communities in southern Grafton County, Ashland, Bristol, and Grafton have poverty rates higher than the county average. The largest community in southern Grafton County, Lebanon has a poverty rate higher than the state average.

5.6 Autoless Households

Automobile ownership rates also play an important role in determining public transit demand and in identifying unmet needs. Automobile ownership is generally considered a proxy variable for senior citizens, with some national estimates proposing that 65% of autoless households are elderly households. However, automobile ownership rates can also provide important insight in determining where there are concentrations of people without reliable transportation to work. Automobile ownership rates in southern Grafton County are presented in Table 5.6 below.

TABLE 5.6 AUTOLESS HOUSEHOLDS IN SOUTHERN GRAFTON COUNTY

Autoless Households in Southern Grafton County			
Area	Total Households (2010)	Households Without Automobiles (2010)	% of Households (2010)
New Hampshire	518,973	28,809	5.55%
Grafton County	35,986	1,907	5.30%
Alexandria	634	9	1.42%
Ashland	980	76	7.76%
Bridgewater	471	13	2.76%
Bristol	1,283	110	8.57%
Canaan	1,588	29	1.83%
Dorchester	148	4	2.70%
Enfield	2,044	90	4.40%
Grafton	564	92	16.31%
Hanover	3,119	162	5.19%
Hebron	268	6	2.24%
Holderness	860	20	2.33%
Lebanon	6,186	442	7.15%
Lyme	705	13	1.84%
Orange	132	0	0.00%
Orford	535	14	2.62%
Piermont	334	0	0.00%
<i>Source: ACS 5 Year Estimates, 2006-2010, Tenure by Vehicles Available B25044</i>			

As Table 5.6 shows, Grafton County as a whole has a slightly lower rate of autoless households than the State of New Hampshire average. The level of households without autos tracks with the level of poverty in the three communities of Ashland, Bristol, and Grafton.

DEMOGRAPHIC PROFILE FINDINGS

Key findings related to general population trends in southern Grafton County

- The population in Grafton County has grown at the state average.
- In general, rural communities in southern Grafton County are growing at higher rates than urban communities.
- Between 2000 and 2010 the rate of population growth has moderated. In the towns of Dorchester and Enfield, the rates of growth declined slightly.
- The towns of Alexandria and Hebron grew more than 20% over the last decade.
- Only the Town of Dorchester has shown a population decrease since 1990.
- The largest community in southern Grafton County, the City of Lebanon, is growing at a rate lower than the state and county averages.

Key findings related to the senior citizen population in southern Grafton County

- In Grafton County, the proportion of senior citizens is higher than the state average.
- In general, the rural communities in southern Grafton County have senior citizen populations consistent with the state and county averages.
- The Town of Hebron has a concentration of senior citizens nearly twice the state and county averages. Twenty-eight percent of Hebron's population is 65 years of age or older.
- The population of persons 70 to 85 years of age in Grafton County is projected to more than double over the next 20 years with the aging of the post war "baby boom" generation.

Key findings related to the population of disabled persons in southern Grafton County

- Census counts of persons with a disability currently rely on statistical estimates determined periodically by the ACS. Non-military populations are estimated to include 11.9% of individuals with a disability.
- More significant is the impact of both an aging population and the estimated rate of disability of the population over age 65 – 36.7% – will place great demands on the region to provide services for those individuals within the communities, and transportation alternatives will become a necessity.

Key findings related to major employers in southern Grafton County

- Ten of the largest employers in southern Grafton County are located in the Lebanon-Hanover employment center.
- Eight of the largest employers in southern Grafton County are served directly or indirectly by Advance Transit.
- The economy of southern Grafton County is anchored by health care, education and professional services in the Lebanon-Hanover employment center.

Key findings related to poverty in southern Grafton County

- In Grafton County, the poverty rate is 1.5% above the state average.
- The largest communities in southern Grafton County, Lebanon and Hanover have poverty rates higher than the state and county averages. This may be the result of the large population of senior citizens living on fixed incomes.
- The towns of Hebron, Lyme, Piermont, and Canaan have the lowest poverty rates in southern Grafton County. In the four towns, impoverished citizens constitute less than 5% of the population.
- The highest poverty rates are found in the towns of Ashland, Lebanon, and Grafton. The two communities each have poverty rates greater than 10 percent.

Key findings related to autoless households in southern Grafton County

- The two largest communities in southern Grafton County, Lebanon and Hanover have the largest number of households without automobiles.
- Grafton County as a whole has a slightly lower rate of autoless households than the State of New Hampshire average.
- The level of households without autos tracks with the level of poverty in the three communities of Ashland, Bristol, and Grafton.

6.0 DESCRIPTION OF EXISTING SERVICES

6.1 Advance Transit

Advance Transit (AT) is a private nonprofit organization that provides transit services to four New Hampshire Communities and two Vermont communities in the Upper Valley. AT operates a fleet of 30 diesel buses and 3 small passenger vans. Table 6.1 provides details of Advance Transit’s existing transportation fleet. Four services are provided by AT: fixed route bus, rideshare matching services, shuttle buses, and ADA complementary paratransit services.

TABLE 6.1 ADVANCE TRANSIT FLEET

Advance Transit Fleet			
Year	Vehicle	Quantity	# of Passengers
2011	Gillig Diesel Hybrid Bus	2	33/2
2004	Gillig Low Floor Bus	8	33/2
2006	Ford El Dorado Aerolite	3	8/2
2007	Gillig Low Floor Bus	3	33/2
2009	International Aero Elite Bus	11	27
2010	International Aero Elite Bus	3	27
Total	Vehicles	30	

Source: Advance Transit

AT operates five fixed routes, Monday through Friday, according to a published schedule. Service on all five fixed routes commences between 6 AM and 7 AM and ceases between 6 PM and 7 PM. There are three critical transfer points that provide structure for the fixed route system: Downtown Lebanon, West Lebanon, and Hanover. Advance Transit's route network is shown on Map 2. Advance Transit's fixed-route ridership numbers for the most recent reporting year (FY 2012) are shown in MAP 6.2 on the following page.

MAP 6.1 ADVANCE TRANSIT ROUTE MAP

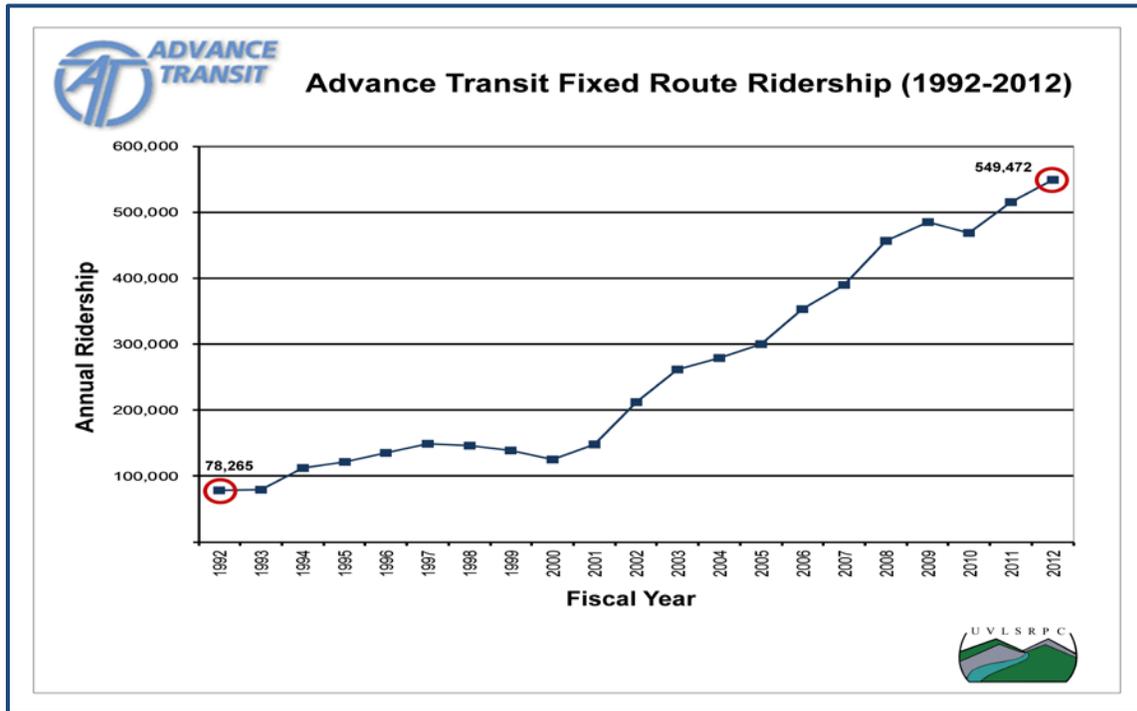


Source: Advance Transit

As shown on Figure 6-1, Advance Transit serves the populations of Lebanon, Hanover, Enfield, Canaan, New Hampshire; and Hartford and Norwich Vermont. In 2002, a free-fare was established along the entire Advance Transit's network. Thanks to an innovative public-private partnership in the Upper Valley, rides on all Advance Transit bus routes in Vermont and New Hampshire are free.

Commuters, shoppers, and anyone else who wants to ride can board Advance Transit buses without paying a fare. System-wide free-fare service has been made possible by special increased financial contributions from Upper Valley towns, the City of Lebanon, Town of Hanover, Dartmouth College, and the Dartmouth-Hitchcock Medical Center. Since the introduction of the free-fare service, ridership has increased dramatically. In FY 2001, before the introduction of free-fare service, Advance Transit had approximately 174,000 total boardings across its transit network. In FY 2012, Advance Transit had 549,472 boardings more than doubling its ridership over the decade depicted in the chart in Figure 6.2.

FIGURE 6.2 ADVANCE TRANSIT RIDERSHIP 1992 - 2012



In addition to its fixed-route and complimentary paratransit services, Advance Transit provides a carpool and ride matching service, via the Upper Valley/NH Rideshare Program. The program participates in a tri-state service among New Hampshire, Vermont, and Maine to facilitate carpooling. When commuters enroll in the program, they receive a "match list" of others who have similar commuting patterns. Members may then contact each other directly to set up a carpool or can coordinate with each other via an on-line "rideboard". The Rideshare Program has hundreds of registered clients; many are commuting to Lebanon from points throughout central Vermont, and Grafton and Sullivan County, New Hampshire.



Passengers Board an Advance Transit Bus along the Blue Route in Enfield.

Advance Transit also provides shuttle services for Dartmouth College, Downtown Hanover, and the Dartmouth-Hitchcock Medical Center. The Dartmouth/Downtown shuttle operates between 7:00 AM and 9:00 PM and serves key locations on the Dartmouth College Campus and in downtown Hanover, including the Dartmouth Bookstore, Tuck School, and Hanover Park. The Dartmouth-Hitchcock Medical Center shuttle serves two large parking facilities on the Medical Center Campus: Lot 9 and Lot 20. The Lot 9 shuttle offers

continuous service every 5 minutes between 6:25 AM and 6:00 PM. The Lot 20 shuttle offers continuous service every 5 minutes between 6:00 AM and 5:55PM.

Advance transit offers complementary paratransit service as required by the Americans with Disabilities Act (ADA) called *ACCESS AT*. It offers curb-to-curb service to persons with disabilities that prevent them from using Advance Transit's fixed-route service. Eligibility is determined by the criteria set forth in the Americans with Disabilities Act. To be eligible for the service, an application, in-person interview, and possibly, a functional assessment must be completed. The *ACCESS AT* service is provided to any area within ¾ mile of any of Advance Transit's fixed service routes, except a segment of the Blue Route. As a commuter route, the Blue Route east of the Lebanon downtown is not included in the *ACCESS AT* program. The downtown Hanover shuttle has been expanded to provide deviated service to any person within ½ mile of the route.

6.2 Grafton County Senior Citizens Council

The Grafton County Senior Citizens Council (GCSCC) is an organization that works throughout Grafton County to ensure that senior citizens "receive services that help them remain independent in their own homes for as long as possible." In 2011, the Council provided services to over 8,000 people, nearly half of Grafton County residents over 60 years of age. The GCSCC manages 8 program centers throughout the county, and four program centers in Southern Grafton County: Upper Valley (Lebanon), Mascoma (Canaan), Orford, and Bristol. However, some Southern Grafton County residents may receive services from GCSCC's Haverhill or Plymouth program centers.



The Grafton County Senior Citizens Council maintains a fleet of 10 "mini-buses" for transportation throughout Grafton County.

The Grafton County Senior Citizens Council provides door-to-door transportation to medical appointments, shopping centers, senior centers, and other human services. In 2011, the GCSCC provided 42,860 rides to 967 passengers; 39,528 were on agency mini-buses and 3,332 in private vehicles, primarily through a network of 60 volunteer drivers.

GCSCC operates a fleet of 11 wheelchair-lift equipped mini-buses that logged 173,324 miles last year. GCSCC has been approved by the NH-DOT for two bus replacements, and has applications pending to replace two additional buses. GCSCC-owned vehicles are replaced when they are eligible for replacement according to NH-DOT and FTA standards.

In many rural communities in southern Grafton County, the GCSCC is the only available transportation service. Thus, GCSCC services have become a vital link between rural communities in southern Grafton County and the service centers of Lebanon and Hanover. Because GCSCC is the only service provider for southern Grafton County's rural communities, they have experienced demand not only from senior citizens, but low-income and autoless households throughout Grafton County and northern Sullivan County as well. In response, GCSCC has adapted its service to provide trips to anyone in need to the extent that resources allow. However, their ability to provide additional services is severely limited by available financial resources.

6.3 Human Service Providers

Beyond the services provided by Advance Transit and GCSCC, there are limited transportation options available to Grafton County residents. This is common for a rural area. Most social service agencies do not provide transportation, instead focusing on a wide range of other primary services including health care, family safety, protective housing, and education/training programs. Human service providers have cited that the most prominent transportation limitations among clients are financial, disability, and age related. These constraints prevent many clients from using the fixed-route bus system.

Aside from Advance Transit and to some degree GCSCC, many transportation services in Grafton County operate to meet the needs of specific client groups such as religious congregations, assisted living facilities, and developmentally disabled individuals. Examples of these providers include:

- **Veterans Administration-** Provides veterans with transportation to VA hospitals for medical needs
- **Pathways of the River Valley-** Provides local transportation to people with developmental disabilities and brain injuries
- **Kendal at Hanover-** A private assisted living facility that provides local transportation to residents

This has resulted in a complex system where different providers are frequently needed to service specific needs. For example, the Veterans Administration could provide a veteran transportation to one of the Administration's hospitals for medical needs; however, the same person would need to seek other means of transportation for shopping and recreational trips. Most providers serve a group of clients where needs have been most apparent.

The *ServiceLink* system has provided people with a means of navigating through this relatively complex network of human service transportation providers by directing people to the existing human service or transportation resources that best meets their individual needs. There is a *ServiceLink* Resource Center in southern Grafton County, located at the Center for Elder Services in Lebanon, NH.

6.4 Funding Sources and Grant Programs

The New Hampshire Department of Transportation receives funds from the Federal Transit Administration (FTA) which are distributed to transportation providers statewide as part of a grant process. There are three sources of funding used in Grafton County, including Section 5309, 5310, and 5311.

1. **Section 5309- Capital Investment Program**

Section 5309- Capital Investment Program funding is administered by the Federal Transit Administration and provides funding for bus and rail transit projects, purchase of vehicles, and facility construction and upgrades. Program areas applicable to Grafton County include:

Bus/Bus Facilities

Funding under the Bus/Bus facilities program can be used for capital projects such as replacement or expansion of buses or bus facilities.

New Starts

Funding under the New Starts program is used to finance the construction of new rail, bus rapid transit, and ferry systems, or extensions to existing systems.

2. **Section 5311- Non-Urbanized Area Formula Program**

The Section 5311 Program provides funding for planning, capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofit operators of public transportation in non-urbanized areas with populations less than 50,000.

The Section 5316 Job Access and Reverse Commute (JARC) Program provided funding “to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. The JARC program has been eliminated in MAP-21 but funding for these activities will be consolidated into the Rural 5311 and Urban 5307 Programs. A regional public transit-human service coordination plan is in place before providers may obtain funding under the Section 5311 Program.

3. **Section 5310- Elderly Individuals and Individuals with Disabilities**

The Section 5310 Program provides funding to public and nonprofit agencies for the purchase of services, accessible vehicles and other equipment to serve elderly persons and persons with disabilities where existing transportation is unavailable or insufficient. The program has been consolidated with the Section 5317 Program which was designed to “encourage services and facility improvements to address the transportation

needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act.” MAP-21 requires that a regional public transit-human service coordination plan be in place before providers may obtain funding under the Section 5310 Program.

All Federal Transit Administration funding programs require a local match ranging from 20 to 50 percent.

One of the most notable funding sources for human service providers is the New Hampshire Department of Health and Human Services. DHHS operates several transportation funding programs. While many of these programs have their own vehicles, many of the services they provide are in the form of outsourcing trips to other providers and the utilization of volunteers. Divisions include:

- 1. Medicaid Administration – Non-Emergency Medical Transportation**
Provides funds for two types of transportation services that are not reimbursed or purchased through DHHS Medicaid client services, these include: 1) Adult Medical Day Care (ADMC), and 2) Non-emergency Medical Transportation trips that are made by Medicaid recipients who require wheelchair-accessible vehicles (NEMT/WC). Service for non-emergency medical transportation for ambulatory Medicaid beneficiaries is accomplished by reimbursing volunteer drivers or family members for driving.

Beginning in January 2013, three private companies will undertake the management of Medicaid services. The outsourcing of Medicaid care management as well as transportation has the potential for further fragmenting the delivery of human services transportation in direct conflict with the United We Ride Principles.

- 2. Bureau of Elderly and Adult Services**
BEAS provides funding for transportation to all residents 60 years old and older, people with physical disabilities, long-term healthcare facility residents, and adult Medicaid recipients. Trips are frequently to medical appointments and shopping. The two primary sources of funding for this program include Title III-B and Retired and Senior Volunteer Program (RSVP).
- 3. Bureau of Behavioral Health**
The Bureau provides funding for transportation service for individuals with mental illness who are in residential programs. Also provides funding for trips to doctor appointments and transportation for children to clinical programs.
- 4. Division for Children, Youth and Families/Division for Juvenile Justice Services**
DCYF funds transportation services for children, youth, and families to medical, mental health, social services, court appointments, and visitation.
- 5. Division of Family Assistance**

Families may receive reimbursements for mileage or bus passes of up to \$160 per month to participants in the NH Employment Program (NHEP). Reimbursements are provided through the Temporary Assistance for Needy Families (TANF) program and are only available for those who have work requirements no other transportation options.

Agencies are supported by a host of resources, many of which are programs that have rigid funding requirements, and don't allow human service agencies flexibility to allocate resources to best meet the needs of their clients. This could mean prohibiting the use of funds unless the client is part of a certain population, e.g. elderly or disabled (client-based), or restricting the service to certain trips such as a medical appointment. Another common requirement is that service will only be provided if the client has no other means of transportation. One of the problems with such a system is that funding requirements, billing, and contracting procedures are complex. Funding is limited, and due to many of the restrictions, intergovernmental and public/private partnerships are difficult due to the lack of flexibility with funding sources. This has resulted in a fragmented system of many independent providers using the limited resources inefficiently.

It is difficult to disaggregate the funds used for human service transportation by each of these agencies, as funding is frequently bundled with the provision of other human services. One of the challenges with the existing funding system is that many trips provided by human service providers are not fully reimbursable. This is because overhead costs cannot be included in the cost of a trip. The barriers to coordination among multiple human service agencies stem from systemic policy conflicts that must be addressed at the federal executive staff level.

A June 2012 GAO report has recommended that the Secretary of Transportation, as chair of the Coordinating Council on Access and Mobility, and the Secretaries of the Departments of Agriculture, Education, Health and Human Services, Housing and Urban Development, Interior, Labor, and Veterans Affairs should meet and complete and strategic plan that clearly outlines s agency roles and responsibilities and articulate a strategy to help strengthen interagency collaboration and communication; and report on progress made since the 2005 Executive Order to develop coordination including a cost sharing policy and actions taken by member agencies to increase federal program grantee participation in locally developed, coordinated plans.

6.5 Private buses, taxis and volunteers

People Movers, Inc.

People Movers, Inc. (formerly Big Yellow Taxi) is the largest for-profit transportation service provider serving Grafton and Sullivan County, New Hampshire, and Orange and Windsor County, Vermont. People Movers, Inc. provides four types of transportation

service: 1) Paratransit service via wheelchair equipped lift vans; 2) Taxi service; 3) Livery service; and 4) School-related transportation service.

People Movers, Inc. (PMI) is a certified Vermont Medicaid transportation provider, and provides patient transportation services in Orange and Windsor County, Vermont. PMI provides paratransit services via wheelchair-equipped lift vans (Paratransit, in this case, is defined as, “any non-emergency medically-related transportation that does not require an attendant”). For Medicaid clients, PMI operates under the Vermont Coordinated Service Delivery System, with Stagecoach Transportation Services, Inc. (see Section 6.7 below) acting as the Regional Transportation Coordinator. In addition to their paratransit, taxi, and livery service, People Movers, Inc. provides school-related transportation services to a number of communities in the State of Vermont with certified school bus drivers and vehicles.

In total, People Movers, Inc. operates a fleet of 21 vehicles, and serves approximately 500 people per day. In 2011, the PMI fleet logged approximately 900,000 miles. PMI vehicles operate 24 hours per day, with approximately 20 percent of their business coming at night when public transportation providers do not provide services.

Volunteer Drivers

Volunteers are an important component of the transportation system in Grafton County. Hundreds of volunteers throughout the county provide transportation via formalized services administered by the Grafton County Senior Citizens Council, NH Association of the Blind, and Retired Senior Volunteer Program (RSVP). This is a time-honored New England tradition of helping neighbors, family, and friends with rides in personal vehicles. This is likely a preferred method of transportation for most, but it is often difficult to recruit enough volunteers to meet the large demand. Those with the time and resources to volunteer are often retired, and in many instances age out of the pool becoming unable to drive themselves. Younger volunteer availability is influenced by income, which unless meeting their own needs, will restrict their ability to volunteer. Insurance coverage for volunteers and the organizations that deploy them also have an effect on the pool of volunteers, as many insurers have concerns about liability.

In June 2007, the New Hampshire Legislature adopted a bill addressing the insurance liability barrier, and was signed into law by New Hampshire Governor John Lynch in August 2007. This bill is based upon successfully enacted legislation in Maine, which prohibits insurance companies from raising rates, canceling insurance, or rejecting coverage solely based upon the insured being a volunteer driver. Although this was an important step forward, insurance remains a perennial concern as policies and rate setting are inconsistent around the state. Despite the obstacles cited, volunteer recruitment has been fairly successful in the region. This is especially true when programs are at least able to provide mileage reimbursement to help offset the significant expense of auto fuel.

As successful as the region's volunteer programs have been to date, it is important to note that although volunteers are an important part of the overall transportation system, they cannot be relied upon to alleviate heavy or complex travel demands in the County.

6.6 Service providers outside Grafton County

Many peripheral Grafton County towns have strong ties to communities outside the County and vice versa. A strong social and economic connection with Sullivan and Merrimack counties provides an overlap of services and necessitates coordination among providers.

Kearsarge Area Council on Aging

The Kearsarge Area Council on Aging (COA Chapin Senior Center), based in New London, operates a group of over 200 volunteers providing rides to seniors throughout Merrimack County and numerous hospital trips to the Dartmouth Hitchcock Medical Center located in Southern Grafton County. The KACOA seeks to improve general mobility for seniors by providing trips not only for medical appointments, but "also such diverse places as church, the beauty parlor, and grocery store". The KACOA has a large corps of volunteers that provide rides in the Lake Sunapee area; however, the council also covers the Sullivan County Towns of Sunapee, Grantham, and Springfield. A total of 52,000 miles of trips to necessary appointments were provided to seniors in 2011.

There are also several providers in Sullivan County that serve client trips to the Dartmouth Hitchcock Medical Center. These providers include the Community Alliance Transportation Services Volunteer Driver Program, the Retired and Senior Volunteer Program (RSVP), the NH Association of the Blind, and Sunapee Cove Assisted Living. For more information about transportation providers in Sullivan County, consult the Sullivan County Transportation Service directory prepared by UVLSRPC in January 2011.

6.7 Other Transportation Providers

In addition to Advance Transit there are a small number of transit providers in Vermont that indirectly affect public transit-human service coordination in New Hampshire. It is important to consider these transportation providers as part of the southern Grafton County coordination planning process.

Community Alliance Transportation Services

Newport-based Community Alliance of Human Services Transportation (CATS) operates deviated route services in the Sullivan County Towns of Claremont, Charlestown, and Newport. In July 2010, a volunteer driver component was added. The service has grown exponentially since its inception. Over 90% of their trips originating in Sullivan County have a Grafton County destination – primarily Dartmouth Hitchcock

Medical Center. In its first year of operation, SFY 11, 908 trips were provided. As of June 2012, SFY 12, the program provided over 2,300 trips – roughly 2,000 to Grafton County destinations.

Stagecoach Transportation Services

Stagecoach Transportation Services is a private non-profit transportation service provider based in Randolph, Vermont. Stagecoach has two transit routes that serve New Hampshire destinations: The 89er and the River Route. The 89er runs along Interstate-89 between Randolph, Vermont and Hanover, New Hampshire. Stagecoach operates two buses from Randolph to Hanover in the morning and two buses from Hanover to Randolph in the evening. The 89er serves three large employment destinations: the Veterans Administration Hospital (Vermont), Dartmouth Hitchcock Medical Center, and Dartmouth College. Connections with Advance Transit's service are provided at all three locations.

The River Route runs along Interstate-91 from Wells River to White River Junction (VT), with stops in Downtown Hanover and the Dartmouth-Hitchcock Medical Center. Stagecoach operates three buses from Wells River to White River Junction in the morning and three buses from White River Junction to Wells River in the evening. The River Route provides connections to Advance Transit's service at its stop on Main Street in Hanover.

The State of Vermont has established a brokerage system for transportation coordination similar to the system envisioned in New Hampshire. In addition to the transportation services Stagecoach provides, they also serve as the Regional Broker for much of Orange and Windsor County, Vermont. Under the Vermont system, Stagecoach serves many of the same functions as the "Regional Transportation Coordinator" would under the proposed New Hampshire model.

Connecticut River Transit

Connecticut River Transit (CRT) is the designated transit provider for southern Windsor and Windham County, Vermont. CRT operates a very popular commuter bus route, the "Upper Valley Route", from Bellows Falls, Vermont to Lebanon and Hanover, New Hampshire. CRT operates four buses from Bellows Falls to Lebanon in the Morning and four buses from Lebanon to Bellows Falls in the evening. The Upper Valley Route serves five employment destinations in New Hampshire, including Dartmouth College, the Dartmouth-Hitchcock Medical Center, and Centerra Park. As of March 2012 a fare of \$2.00 per ride is required on all commuter services. In town and between town services in Springfield and Bellows Falls suggest a \$1 or \$2 donation, and within the Town of Brattleboro fares vary with adults at \$1, students 50¢ and 25¢ for children under 13, but transfers on free. Connecticut River Transit's service between southern Windsor County and the Upper Valley is very popular, with anecdotal evidence suggesting that all four daily buses are routinely filled to capacity.

Transport Central

Transport Central, a new non-profit organization based in Plymouth will begin to implement a volunteer driver program beginning the summer 2012. They will work with other transportation providers to provide service if they are unable to do so with their own volunteer corps or when accessible service is needed. TC will eventually provide volunteer driver services for individuals with a disability and seniors over age 60 in 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. The initial funding for TC has been provided through NHDOT New Freedoms funds and FTA 5310 purchase of service funds allocated to the region. It is estimated that TC, Inc. will initially provide for forty (40) volunteer trips per month on average. MAP 21 consolidates the 5317 New Freedom program with the 5310 Transportation for Senior Citizens (over age 60) and Persons with a Disability program. Going forward, activities eligible under New Freedom are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program FTA 5310.

7.0 TRANSPORTATION NEEDS

7.1 Mobility for all Residents of Grafton County

A transportation system that provides mobility to all residents of Grafton County will be crucial moving forward. Currently, services are concentrated in the Lebanon-Hanover population center of the county. However, 11 communities in southern Grafton County can be classified as underserved by existing transportation services (see Map 3). These communities include:

Town of Dorchester	Town of Bridgewater
Town of Orange	Town of Holderness
Town of Piermont	Town of Hebron
Town of Grafton	Town of Lyme
Town of Alexandria	Town of Orford
Town of Ashland	

Although the Grafton County Senior Citizens Council serves all of the towns listed above, many of these towns (including Grafton, Hebron, Holderness, Orange, Piermont, and Orford) are served in a limited capacity or through volunteer transportation. A new organization, called Transport Central, completed a feasibility analysis in SFY 11 and will begin implementation of new volunteer driver transportation service that will the 19 town area around Plymouth including the towns of Alexandria, Ashland, Bridgewater, Bristol, Hebron, Holderness and Dorchester. The group will receive FTA 5317 New Freedoms Funds and FTA 5310 Purchase of Service funds to serve individuals with a disability and those over age 60 beginning in July 2012. The initial implementation will

be modest, but if experience of other volunteer program is any measure of the potential, the program will grow exponentially going forward. MAP 21 consolidates the 5317 New Freedom program with the 5310 Transportation for Senior Citizens (over age 60) and Persons with a Disability program. Going forward, activities eligible under New Freedom are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program FTA 5310.

It is important to note that providing mobility to all Grafton County residents also includes providing mobility during evenings and weekends. Community needs assessments and consumer surveys continue to site “transportation for non-traditional shifts and weekend employees” as a basic community need. Through surveys of both human service providers and households throughout the bi-state region by Advance Transit and the Upper Valley TMA indicate that extended service in the evening and on weekends is a high priority among respondents. It is clear that a significant numbers of workers in the Upper Valley are working 2nd and 3rd shifts, and are in need of transportation to and from key employment centers.

7.2 Increased Cooperation between Medical Facilities and Transportation Providers

The location of a number of hospitals and clinics in the Upper Valley, including the Alice Peck Day Memorial Hospital (Lebanon), Dartmouth-Hitchcock Medical Center (Lebanon), Fresenius Medical Care Dialysis Center (Lebanon) and the Veterans Administration Hospital (White River Junction) has resulted in a large demand for health care-related trips from points throughout the states of Vermont and New Hampshire. Significant discussions between transportation providers and medical service providers have yielded some progress in the effort to raise the awareness of transportation as an obstacle to receiving appropriate care, but coordinating the scheduling of medical appointments with transportation remains a challenge.

For example, a recent study by Tom Crikelair Associates for Advance Transit determined that there is a need for regular door-to-door service to Alice Peck Day Hospital and nearby senior housing facilities and often there are residents in need of dialysis who travel to the Fresenius Medical Care Dialysis Center in Lebanon, yet it is challenging to schedule these trips to facilitate coordination because of the nature of dialysis treatment timing.

If it were possible to coordinate appointment scheduling with transportation availability for any number of medical procedures, it could greatly improve both access to care and efficiency of transportation services. This, however, remains a worthy goal to achieve.

7.3 Improvement of Insurance Options for Volunteer Drivers

In Southern Grafton County, the lack of transportation services in rural communities is a reality that, barring a large influx of new funding, is not likely to change dramatically in the near future. But, implementation of Volunteer Driver Programs holds promise. Providing mobility to people *throughout* Southern Grafton County will require a

continued spirit of volunteerism among residents. Southern Grafton County has a significant pool of dedicated citizens who volunteer their time and vehicles to transport people in need to medical appointments throughout the Upper Valley. Legislation passed in 2007 keeps insurers from raising rates, dropping, or denying insurance coverage solely on the insured's service as a volunteer driver; however, insurance and liability issues among both the pool of volunteers and the organizations that deploy them are a perennial concern. The SCC has engaged in discussions with representatives of the insurance industry and regulators that have reduced some of the concerns, but risk management and rate setting are inconsistent around the state. To maintain this important volunteer resource, insurance options for volunteer drivers should be improved.

7.4 Elimination of Federal and State Barriers to Coordination

In February 2004, President Bush signed Executive Order #13330, which began the process of eliminating inter-agency Federal barriers to coordination. However, many barriers to coordination still exist. Federal and State grant funding often prevent the flexible use of vehicles or other transportation-related resources. To effectively implement coordination strategies, these governmental restrictions need to be reviewed in the context of Executive Order #13330, found in Appendix B of this report.

7.5 Public Outreach

Increasing ridership and service efficiency will require considerable public education and outreach. First, the public must be aware of existing services in Grafton County and view them as viable alternatives to single occupant vehicle travel. Next, to use the existing services to their potential requires users to understand the existing systems that are available and to realize the most effective ways to use the services to meet their needs. A coordinated marketing campaign for transportation services in Grafton County is needed to end confusion and increase public awareness of services. Travel training is an effective measure to help users become efficient in utilizing the existing services.

7.6 Expansion of Existing Services

Although a primary need is to continue existing services, many transportation service providers noted that their existing services are at capacity or approaching capacity. Although, expansions of existing services are largely dependent on increased funding at the state and local levels, it is important to document the need for additional services as part of the coordination planning process.

Advance Transit Indicated The Need To:

1. Continue exploration of opportunities to coordinate GCSCC demand response transportation with AT ADA service in Lebanon and Hanover

2. Explore opportunities to coordinate demand response services targeted toward Alice Peck Day Hospital and nearby senior housing in The Woodlands, Harvest Hill, and Quail Hollow.
3. Develop a coordinated service marketing effort with GCSCC and the housing and health care organizations.
4. Explore opportunities to increase shared dispatch capacity between AT and GCSCC, including a web based trip reservations system at multiple locations.
5. Continue travel training to maximize the use of the AT fixed route service.
6. Explore joint vehicle procurement and delivery between AT and GCSCC.
7. Provide later service on weekdays and the development of a weekend service, specifically service on Saturdays.
8. Provide additional peak-hour commuter services, especially service along the U.S. Route 4 Corridor from Canaan to Lebanon.
9. Establish a commuter service between the Park-and-Ride at Exit 13 in Grantham to Lebanon-Hanover.
10. Provide evening/second –shift services.

Grafton County Senior Citizens Council Indicated the Need to:

1. Maintain existing services between the Mascoma Senior Center in Canaan and the Upper Valley Senior Center in Lebanon. This route is a crucial link to services in Lebanon for seniors in Canaan, Dorchester, Grafton, and other communities in the Baker River Valley. Specifically, this would begin with the procurement of a replacement bus to serve the existing demand.
2. Replace vehicles (3: Upper Valley; 1: Mascoma Area; 1: Newfound area; 1 Plymouth area; 1: Haverhill area)
3. Replace computers (purchased through 5310 funding in connection with a wide area network project) to be prepared for eventual coordination software and to continue to build efficiencies with a wide area network
4. Receive technical assistance to provide advice and guidance to optimize transportation choices and coordination for older adults and adults with disabilities.
5. Continue the 5310 purchase of service program to enable use of all vehicles at full capacity and to utilize volunteers and staff to provide some client transportation in their private vehicles (with appropriate vetting, insurance, in place), including some transportation for long-distance medical needs.

7.7 Technology to Improve Service Delivery

Technology can address many coordination needs in southern Grafton County. First, the centralized dispatch center mentioned above could be equipped with *RouteMatch* or HBSS or similar software package. This will not only assist with route planning and coordination between transportation service providers, but would also streamline the reporting process. Second, Global Positioning Systems (GPS) and Automatic Vehicle Locating (AVL) systems could assist in optimizing route timing and scheduling. Third, improved mobility devices (e.g. wheelchair lifts, etc.) could be installed on additional

vehicles, thus, expanding the capability and flexibility of transportation service vehicles. Although these improvements are highly dependent on funding, technology could significantly enhance coordination efforts between service providers in southern Grafton County.

8.0 POTENTIAL COORDINATION STRATEGIES

8.1 Continue Regional Coordinating Council

Under the New Hampshire “Statewide Coordination of Community Transportation Services Plan”, a Regional Coordination Council has been formed. This Council includes regional representatives of funding agencies and service providers, and works with providers to create local service designs, implement coordination policies, and provide feedback to the Statewide Coordinating Council relative to policies.

Projects/Tasks:

- Continue to work with all providers in the region to identify strategies leading to centralization of dispatching and administrative services and eventual establishment of a regional coordinated system.
- Ensure that RCC members will continue to provide advice on local service policies, needs and design and provide feedback to the State Coordinating Council on statewide policies.
- Ensure the RCC will continue to support coordination as the link between the local communities’ needs and public transportation planning initiatives.

8.2 Consider Technological Improvements to Improve Service Delivery

The Grafton County Senior Citizens Council has developed a Wide Area Network (WAN) to link their 8 program centers. The Wide Area Network and other technological applications have many uses in transportation coordination, including assisting in scheduling, managing vehicle fleets, and traveler information. Larger transportation providers should consider making investments in three technologies as a starting point:

- a. Geographic Information Systems (GIS): monitor vehicle location, itinerary planning and customer information
- b. Global Positioning Systems (GPS)/Automatic Vehicle Location Systems: assist drivers with navigation. (**Note: this is already in use by AT.*)
- c. Scheduling, Reporting, and Dispatch Software: automate day-to-day activities and reports

These technologies have many benefits but are expensive to procure and implement. However, these tools can complement coordination efforts among dispatchers, drivers, and passengers by enhancing services and reducing costs. Specifics should be considered with the help of information technology professionals.

Technology can also assist in developing a uniform reporting system among human service agencies and transportation providers in efforts to track services and more efficiently report to funders. The lack of uniform reporting makes it difficult to understand existing services and to properly plan strategies for improving service. For instance, not all agencies provide a line item in their budget for transportation. This makes it difficult

to identify the cost of transportation services. Also, if uniform reporting information is gathered electronically, substantial cost savings could be realized. Larger providers such as Advance Transit and Grafton County Senior Citizens Council should consider using software packages such as RouteMatch to automate reporting in addition to scheduling and dispatching. However, purchases of new technologies should be coordinated with the New Hampshire Department of Transportation to ensure compatibility with existing funding agency systems and requirements.

Projects/Tasks:

- Advance Transit, Grafton County Senior Citizens Council should consider the procurement of technologies such as GIS, GPS/Automatic Vehicle Location Systems, and Scheduling/Reporting/Dispatch software to enhance coordination and services.
- Assuming that the planned phased implementation of the DOT procured software package proceeds, agencies in the region should take advantage of the opportunities that this presents and move forward with technological improvements.

8.3 *Develop a Centralized Dispatch Center*

During the coordination planning process, transportation service providers in Southern Grafton County unanimously stressed the importance of developing a coordinated dispatch center or method. Implementation of a web-based, dispatch system that will provide economies of scale and more efficient use of the fleet of vehicles and volunteers would have two key advantages. First, it would save overhead costs and resources, and potentially make data collection and reporting efforts more efficient. Second, oversight by the State's software contractor would ensure that dispatch centers around the state would operate using the same software and protocol and would set the stage for implementation of an integrated statewide system.

Projects/Tasks:

- Advance Transit, the Grafton County Senior Citizens Council, and other public and private transportation providers should take the first steps toward a central dispatch center for Southern Grafton County as a component of the statewide coordination initiative and become pilot sites for the implementation of the DOT procured software system.

8.4 *Evaluate and Enhance Existing Service Delivery Systems*

Regional services could be vastly improved when resources become available. Connections are needed between the Lebanon-Hanover employment center and the new Park-and-Ride facility at I-89 Exit 13 in Grantham, as well as between the Town of New London and the I-89 Exit 12 Park-and-Ride facility and the City of Claremont. Additionally, services are needed in other un-served and underserved communities in rural areas of the county (see Section 7.1 above). Transportation providers, including

Advance Transit, should seek funding to provide weekend and evening services and improve commuter transportation services along crucial travel corridors in Southern Grafton County.

It is recognized that the existing transportation services in southern Grafton County will form the basis of the fully coordinated system, and that maintaining these existing services is essential. It is also recognized that the needs for service enhancements will change over time. The projects listed below detail the service enhancement needs at the time of publication of this document. Transportation service providers should work cooperatively with the Regional Coordinating Council to periodically reevaluate the region's transportation services and identify necessary improvements to those services.

Advance Transit is in the process of conducting three additional studies of existing operations. These studies are reviewing the process for allocating operating costs among towns it serves; conducting a transit development plan that will recommend a framework for its operations for the next 5 years; and evaluating the merits of the current fare-free system to determine the impact of a fare on net revenues and ridership.

Projects/Tasks:

- The Grafton County Senior Citizens Council should seek funding to procure additional and/or replacement buses to serve increasing demands, such as the transportation needs between the Upper Valley Senior Center (Lebanon) and Mascoma Senior Center (Canaan).
- The Grafton County Senior Citizens Council should seek funding to procure replacement buses in all GCSCC locations on the basis of FTA's useful vehicle life standards.
- Advance Transit should seek funding to continue the service of the second bus on the "Red Route" to replace CMAQ funds for this important transit link to services along NH Route 12A in Lebanon where ridership exceeded 150,000 passengers during SFY 2012.
- Advance Transit should seek funding to provide additional peak-hour commuter services, especially service along the U.S. Route 4 Corridor from Canaan to Lebanon.
- Advance Transit should seek funding to improve the frequency of service on its Orange and Green Routes.
- The establishment of a commuter service between the newly developed Park-and-Ride at Exit 13 in Grantham to the Lebanon-Hanover employment center.
- The Regional Coordinating Council should encourage the continued development of Transport Central, a new organization that will begin implementation of volunteer services to the 19 town region around Plymouth in the summer of 2012.

8.5 Consider Joint Procurements

During the coordination planning process, there was widespread support for joint purchasing initiatives. In Southern Grafton County joint procurement would be most feasible for software, vehicles, fuel, and maintenance, insurance, and/or personnel.

With the continually rising cost of fuel, a joint fuel purchasing initiative holds much promise, but presents a number of challenges. Some Southern Grafton County transportation providers already use NHDOT fueling facilities (including the District II garage in Enfield), which does provide tax savings. Many providers noted that because of the relatively large geographical area of Southern Grafton County, more than one fueling station would be needed. Thus, if a centralized fueling initiative were to be developed under the coordinated system, NHDOT garages with fueling stations (located throughout Southern Grafton County) would be the logical choice to act as fueling centers.

Southern Grafton County transportation providers also agreed that a joint maintenance program would also hold promise for cost savings. According to the Transit Cooperative Research Program Reports (2004), maintenance typically comprises approximately 8 percent of the total cost of providing a transportation service. Only one provider in Southern Grafton County, Advance Transit, indicated that they perform their own vehicle maintenance. A joint maintenance program would eliminate duplication or underutilization of tools, equipment, and maintenance personnel. In a coordinated system, the Southern Grafton County Regional Transportation Coordinator could have responsibility for administering a joint maintenance program.

Lastly, there is potential for joint procurement of personnel. The joint procurement of personnel would likely be an initiative of Advance Transit and the Grafton County Senior Citizens Council, the two largest transportation providers in Southern Grafton County. One concept would be to cooperatively hire a staff person to provide passenger assistance and mobility training beyond the requirements of the Americans with Disabilities Act (ADA) for both organizations. There is also new potential to share dispatching services and deploy coordination software region-wide.

It is recognized that, over time, other initiatives for the joint procurement of equipment, maintenance, insurance, fuel, and personnel may arise. The Regional Coordinating Council should investigate and encourage such initiatives as they are essential to the ultimate development of a fully coordinated transportation system in southern Grafton County.

Projects/Tasks:

- Consider working with NHDOT to allow state garages throughout southern Grafton County to act as central fueling locations for public transit and human service transportation providers.

- The Grafton County Senior Citizens Council and other transportation providers in Southern Grafton County should consider developing agreements with Advance Transit for centralized vehicle maintenance. Because Advance Transit has maintenance tools, equipment, personnel, and expertise in-house, providers may be able to maximize existing resources by using Advance Transit's maintenance facility and personnel on an "at cost" basis.
- Advance Transit and the Grafton County Senior Citizens Council should investigate the potential for cooperatively hiring a staff person to provide passenger assistance and mobility training beyond the requirements of the Americans with Disabilities Act (ADA) for both organizations.
- Joint dispatching staff and software should also be considered.
- Advance Transit and Grafton County Senior Citizens Council should also explore the potential for contracting together to provide coordinated complementary paratransit services and additional services to APD Hospital and Senior Living facilities in and around Lebanon.
- Contracting with existing private sector providers such as People Movers, Inc. should also be evaluated.

8.6 Coordinate Public Outreach and Marketing Efforts

Continuing to increase ridership and develop transportation alternatives in southern Grafton County will require a coordinated public outreach effort. First, the public must be aware of the existing transportation services in southern Grafton County and view them as viable alternatives to single occupant vehicle travel. This will require a coordinated marketing campaign for transportation services in southern Grafton County to eliminate confusion and increase public awareness of services. A primary product of this marketing campaign may be a print directory of existing services that not only educates the public about existing services, but also demonstrates the benefits of transit to the larger community. Building support from the larger community helps protect and maintain current levels of services and funding.

Using a professional for marketing services can be expensive but there are things that can be done by individual agencies or the Regional Coordinating Council. These include promotion of the website, <http://www.grafton-coosrcc.org> consistent advertising and press releases to retirement communities, churches, stores, gas stations, schools, parents, and doctor's offices, and town halls. Community Access Television is also an effective means of communication that is essentially free.

Marketing and outreach efforts should not be limited to existing transit and transportation services, but ridesharing programs as well. Specifically, there should be an increased public outreach effort to educate citizens about the Upper Valley/NH Rideshare program. Rideshare is a free carpooling program for commuters facilitated by Advance Transit and is part of a tri-state network with Maine and Vermont. When commuters enroll in the program, they receive a "match list" of others who have similar

commuting patterns. Members may then contact each other directly to set up a carpool or can coordinate with each other via an on-line “rideboard”.

Many people living outside of Southern Grafton County may not be fully aware of the services that the Rideshare program provides. For instance, there is a growing travel demand between the Lebanon and Claremont employment centers that is not yet served by transit. The Upper Valley Rideshare program can serve an important role in increasing ridesharing between the two communities. However, many neighboring county residents are simply not aware of the services that Rideshare provides.

Projects/Tasks:

- Public transit and human service transportation providers in Southern Grafton County should pursue low-cost marketing efforts such as advertising, press releases, and use of Community Access Television.
- Increase awareness of the Upper Valley/NH Rideshare Program to areas outside of Southern Grafton County, including Sullivan and Merrimack County.
- Public transit and human service transportation providers in Southern Grafton County should cooperatively develop a comprehensive marketing strategy.

8.7 Overcome Barriers to Volunteerism

Southern Grafton County is very fortunate to have a pool of dedicated volunteers that provide mobility to many residents in need. Continuing to support volunteer transportation services is an essential part of the solution to the County’s transportation needs. HB 0767 was passed by the New Hampshire House Legislature, and signed by Governor John Lynch. The law, provides some assurance that volunteer drivers will not be refused issue of a policy of automobile insurance, as defined in RSA 417-A, to an applicant solely because the applicant is a volunteer driver. An insurer may not impose a surcharge or otherwise increase the rate for a policy of automobile insurance solely on the basis that the named insured, a member of the insured’s household, or a person who customarily operates the insured’s vehicle is a volunteer driver. But this does not protect the volunteer from rate increases and it does not prohibit an insurer from refusing to renew, imposing a surcharge, or otherwise raising the rate for a policy of automobile insurance based upon factors other than the volunteer status of the insured driver, nor provide any other protection for volunteers such as those generally found in Good Samaritan laws. The full text of the legislation can be found below:

STATE OF NEW HAMPSHIRE
In the Year of Our Lord Two Thousand Seven
AN ACT relative to insurance for volunteer drivers:
Be it Enacted by the Senate and House of Representatives in General Court convened:
1 New Section; Rate Regulation, Motor Vehicle Insurance; Volunteer Drivers. Amend RSA 412 by inserting after section 17 the following new section:
412:17-a Volunteer Drivers. An insurer may not refuse to issue a policy of automobile insurance, as defined in RSA 417-A, to an applicant solely because the applicant is a volunteer driver. An insurer

may not impose a surcharge or otherwise increase the rate for a policy of automobile insurance solely on the basis that the named insured, a member of the insured's household, or a person who customarily operates the insured's vehicle is a volunteer driver. For purposes of this section, "volunteer driver" means a person who provides services, including transporting individuals or goods, without compensation above expenses to a charitable organization as defined in RSA 7:21. This section does not prohibit an insurer from refusing to renew, imposing a surcharge, or otherwise raising the rate for a policy of automobile insurance based upon factors other than the volunteer status of the insured driver.

2 Effective Date. This act shall take effect January 1, 2008.

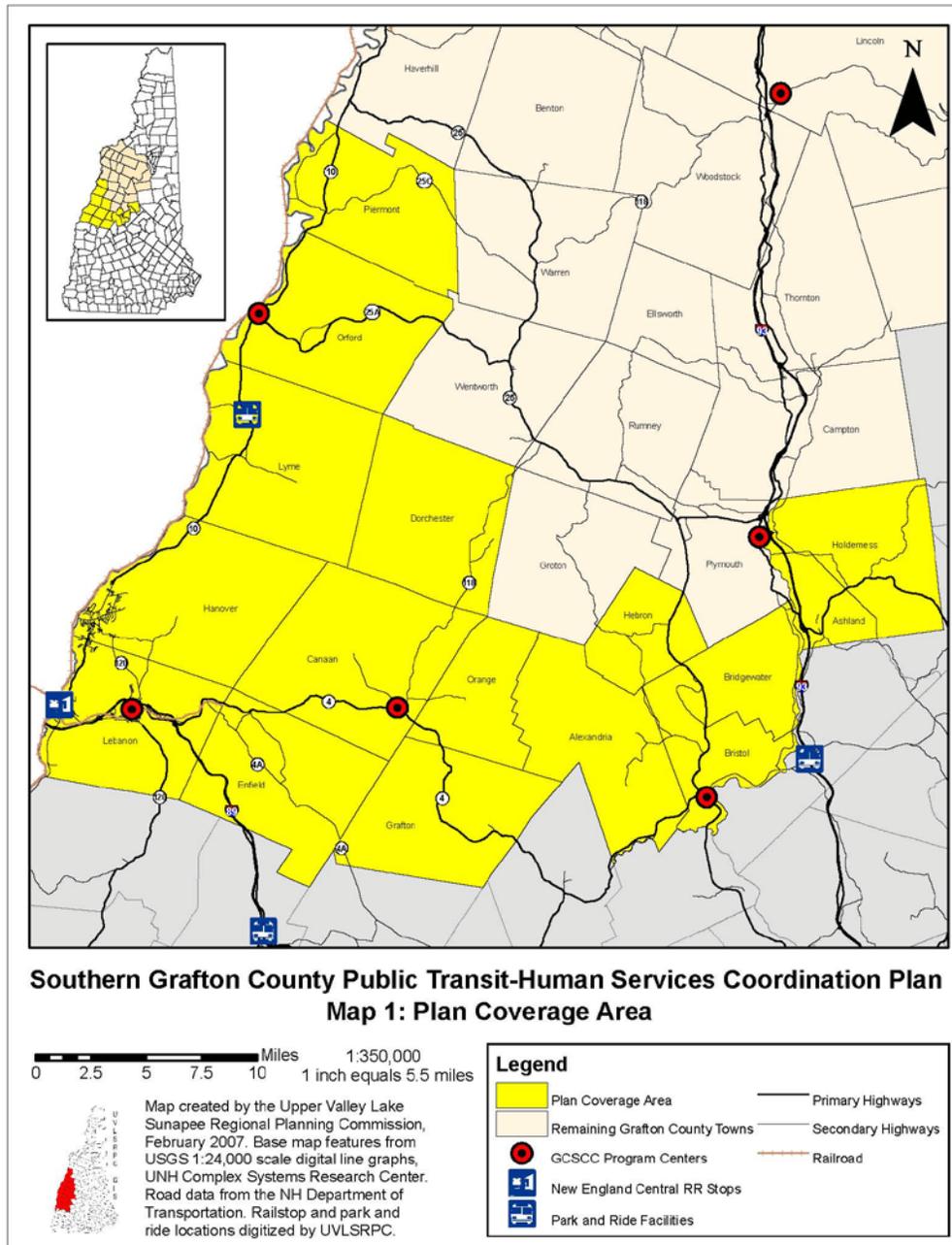
Developing incentives for volunteerism will also be important. There are a number of ways of providing incentives such as sponsoring a recognition dinner for volunteer drivers. These efforts help to let volunteer drivers know that their services are important and appreciated. Second, work cooperatively with local employers to develop programs that provide incentives for their employees to volunteer. Third, develop a program that reimburses volunteer drivers for their mileage expenses. Because many volunteer drivers in Southern Grafton County are elderly citizens with limited incomes, a program that would reimburse those drivers for their vehicle mileage would be a key aspect of maintaining the existing pool of volunteers. The Grafton County Senior Citizens Council currently reimburses volunteer drivers at the federal mileage rate (currently \$.555 cents per mile) through the FTA 5310 Purchase of Service Program for those age 60 or over and persons with a disability. This program has allowed the GCSCC to maintain its existing pool of volunteer drivers despite fuel price volatility.

Projects/Tasks:

- Human service transportation providers that depend on volunteer drivers should work to maintain funding resources and programs that reimburse drivers for their mileage expenses.
- Consider incentives to boost volunteerism, including volunteer recognition dinners and employer-based volunteering programs.
- Work with the SCC on volunteer driver programs and to enhance volunteer insurance coverage.

APPENDIX A- Project Maps

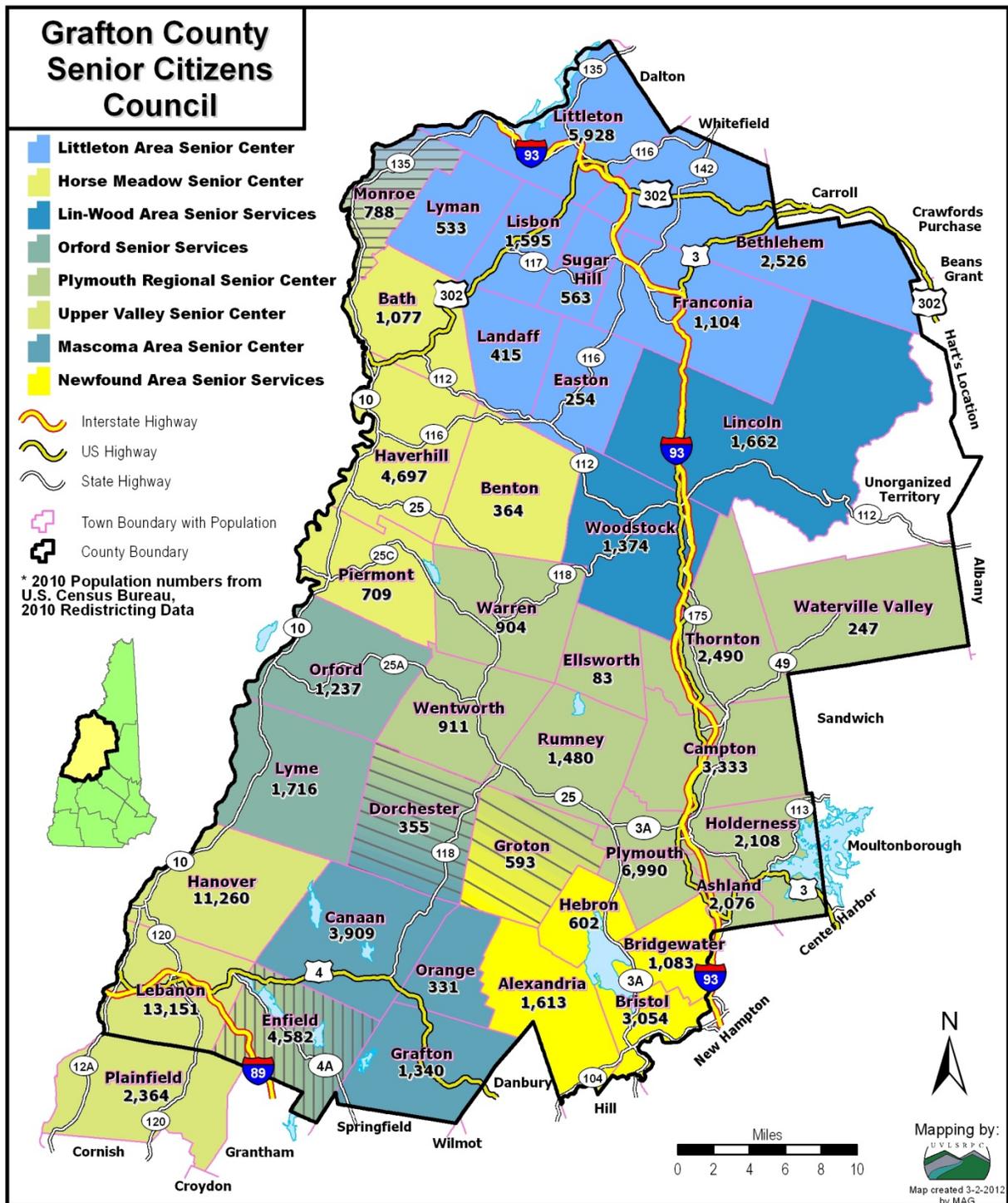
Map #1- Plan Coverage Area



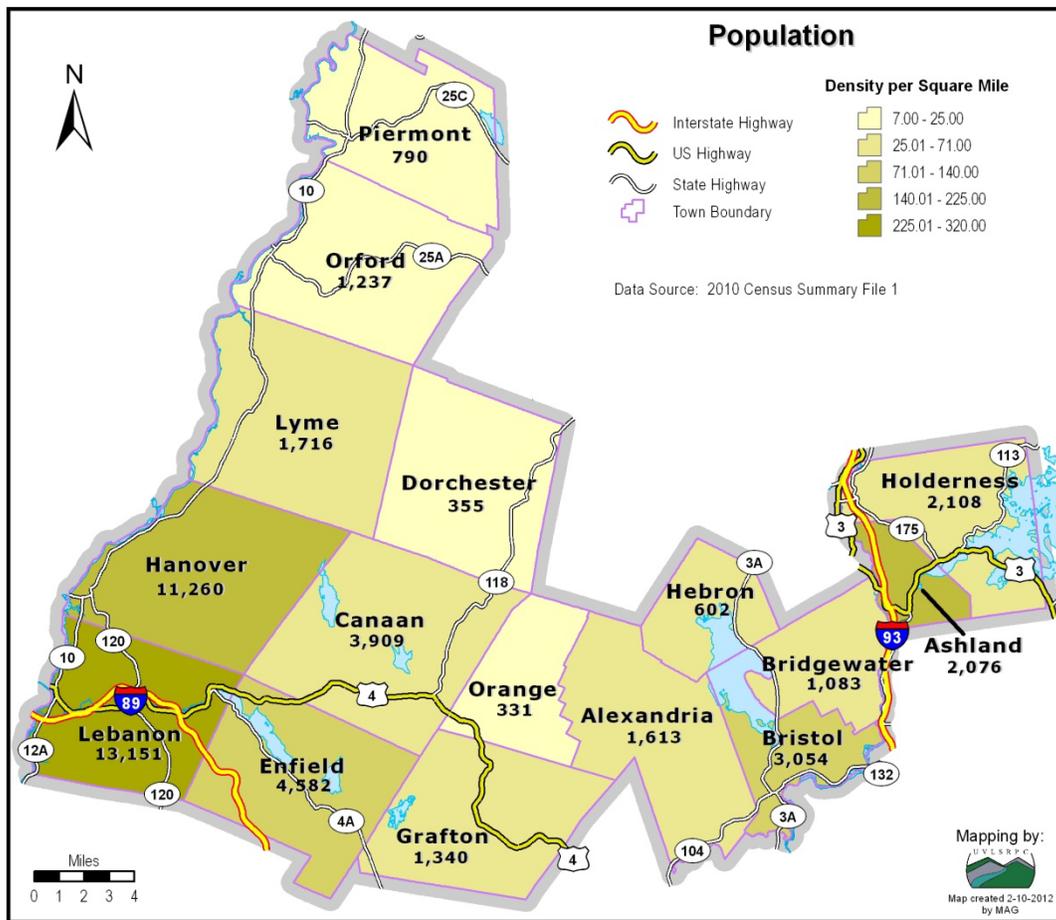
Map #2- Advance Transit Routes System



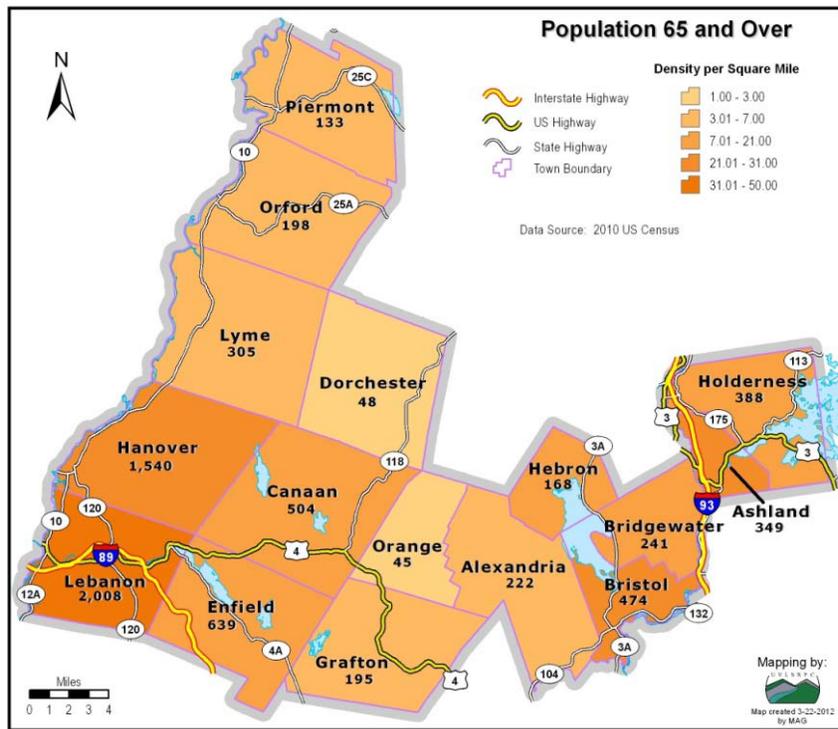
Map# 3 - GCSCC Service Areas - Population



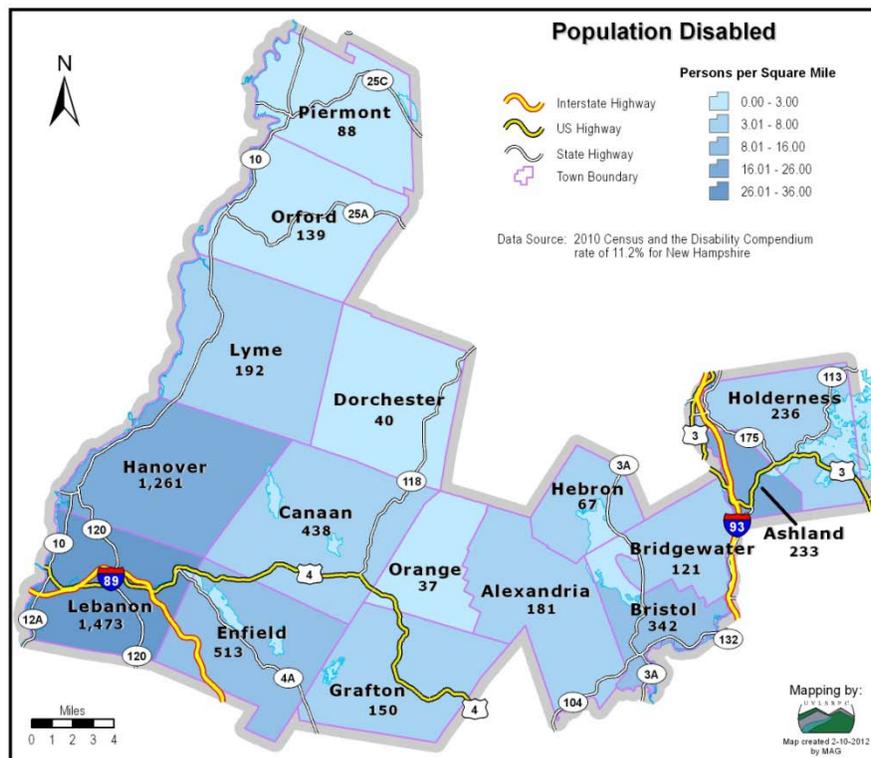
Map# 4 – Population Density



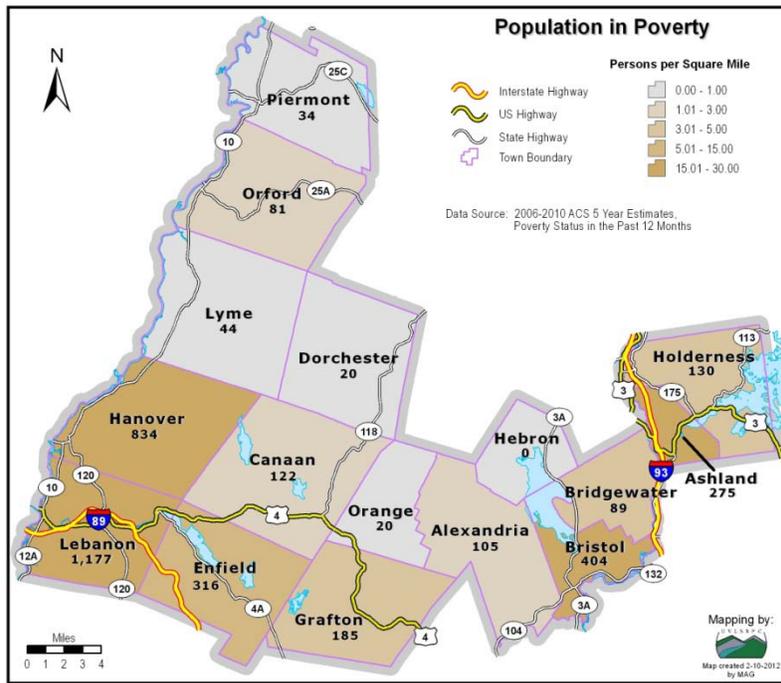
Map # 5 - Population over 65



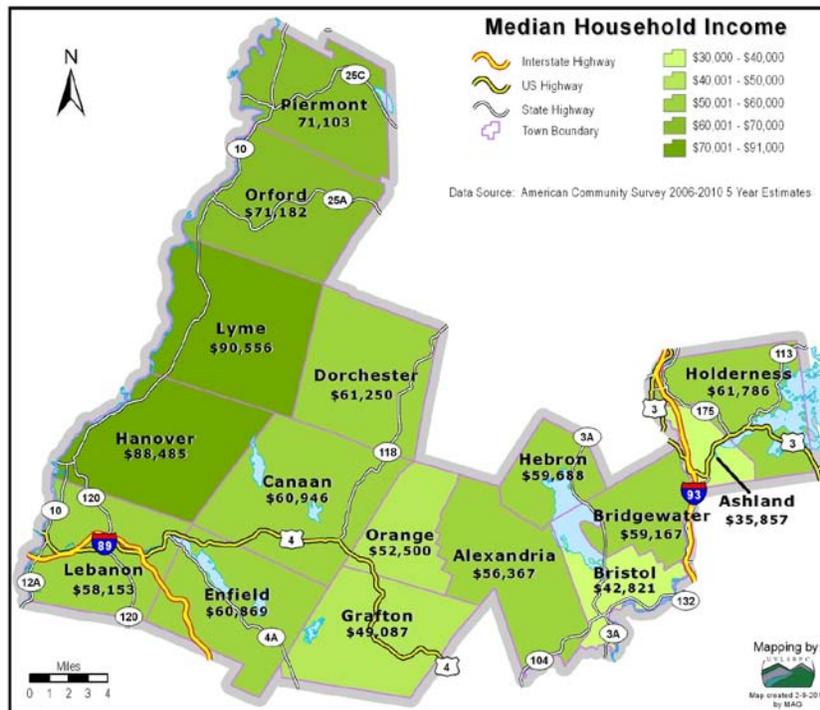
Map # 6 - Population with a Disability



Map # 7 - Population in Poverty



Map # 8 - Median Household Income



APPENDIX B -- REGIONAL TRANSPORTATION DIRECTORY

Grafton-Coos Regional Coordination Council

Community Transportation Services Directory



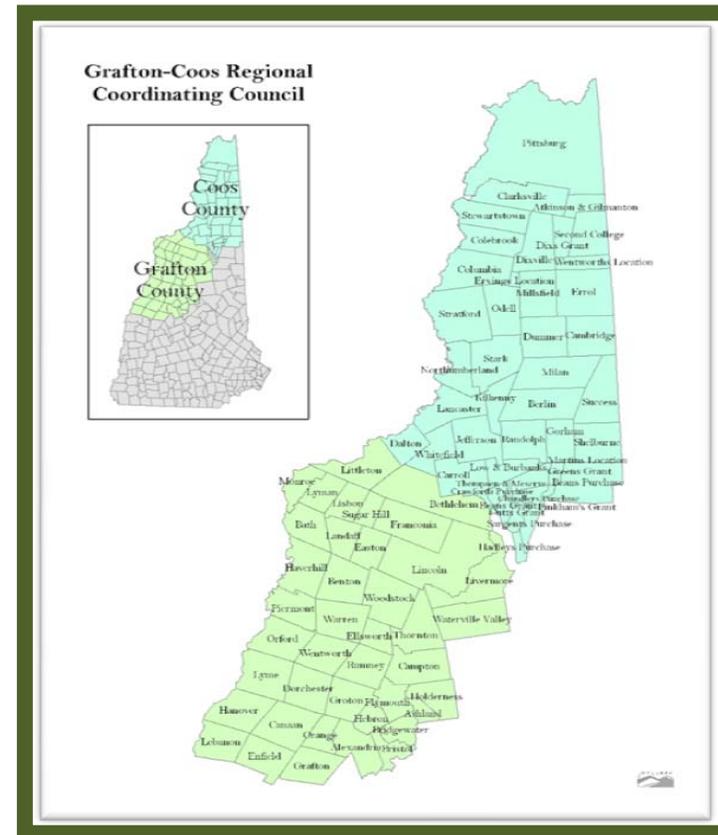
<http://www.grafton-coosrcc.org>

July 2010

Community Transportation Services in Grafton and Coos County, NH

This directory lists community transportation services in Grafton and Coos County. Services included in this directory are:

- All publicly-funded Dial-A-Ride Services
- Taxis & Private, For-Hire Car Services
- Medical Transportation Services
- Client transportation programs of agencies that serve persons with disabilities
- Client transportation programs of other human service agencies
- Transportation operated by nursing homes for their residents



Grafton-Coos Region

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IN A MEDICAL EMERGENCY CALL 911 FOR ASSISTANCE

E-mail comments or suggestions to: info@grafton-coosrcc.org

Alphabetical List of Transportation Services

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
Advance Transit	Lebanon, Hanover, Enfield, Canaan , NH; Hartford and Norwich, VT	General Public, Fixed Route and ADA Para-transit Service. Wheelchair accessible. advancetransit.com	802-295-1824	Fare Free
American Cancer Society	Statewide	Rides to and from cancer treatment cancer using a network of volunteer drivers operating their own vehicles. <i>Based upon available volunteers.</i> http://www.cancer.org	603-472-8899	None required
Apex Car Service	Hanover, Lebanon , Upper Valley	Town Car and Courier Services. Tour groups, sightseeing charters. www.apexcarservice.com	603-252-8294	Varies by service and destination
Appalachian Mountain Club (AMC)	White Mountains	Seasonal fixed-route system for hikers to stops surrounding major trailheads and AMC destinations in the White Mountain National Forest. Shuttles operate 7 days a week, June through October. http://www.outdoors.org/lodging/lodging-shuttle.cfm	603-466-2727 For additional information on routes, policies, etc., visit our website.	Flat fare is \$17 for AMC members, \$19 for non-members reserved or walk-on ride of any length one-way. Ten-minute ride is \$10.
Caleb Interfaith Volunteer Caregivers	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield	Volunteer drivers to provide local/long distance medical trips and recreational / social trips for senior citizen clients (60+). <i>Based upon available volunteers.</i> http://www.caleb-interfaith.org/	603-837-9179 Call 2 to 3 days in advance to schedule.	None required

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
Canaan First Aid & Safety	Canaan Area	Ambulance and Wheelchair Services. http://www.townofcanaannah.us	603-523-8808	Varies by service and destination
Caring Hands Transportation	Lancaster, NH Local and long distance.	Door-to-Door medical and social transportation. Wheelchair accessible. Available 24/7.	603-348-0042	\$25 plus \$2.00 per mile
Concord Coach Lines	Littleton- Concord Berlin-Conway, Boston	General Public – wheelchair accessible transportation upon reservation. http://www.concordcoachlines.com	800-464-7731	Fares or charges vary by destination
Coos County Nursing Home	Berlin	Provides rides to elderly disabled and non-elderly disabled home residents for medical appointments for creational outings. Wheelchair accessible. http://www.cooscountynh.us	603-752-2343	None required
Coos County Nursing Hospital	West Stewartstown	Transports elderly disabled home residents to medical appointments and recreational outings. Wheelchair accessible. http://www.cooscountynh.us	603-246-3321	None Required
Country Village Center (Genesis Health Care)	Lancaster	Demand-response services, long distance medical trips, and recreational/social trips for residents of the facility. Wheelchair accessible.	603-788-4735	None Required

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
Dartmouth Coach	Hanover, Lebanon, New London, NH	Scheduled Coach Bus services to Boston, Logan Airport; Stamford, CT and New York, NY www.dartmouthcoach.com	1-800-637-0123	Fares Vary by destination. Children half price
Dave's Taxi	Littleton Area	Taxi and charter transportation service to individuals and groups.	603-444-0402	Charges vary by destination
Dependable Taxi	Berlin-Gorham Area	Taxi and charter transportation service to individuals and groups.	603-752-8294	Charges vary by destination
Easter Seals	Statewide	Services for individuals with a disability including students and the elderly. Wheelchair accessible. http://nh.easterseals.com	603-668-8603	Fares or charges vary by destination
Town of Franconia	Franconia Area	Ambulance and Wheelchair Services http://www.franconianh.org	603-823-7752	Varies by service and destination
Golden Cross Ambulance	Lower Grafton County	Emergency & Routine Medical Transports Local or Long Distance, Ambulance or Wheel chair accessible; available 24/7. http://www.goldencrossamb.com	603-542-6660	Fares or charges vary by destination
Grafton Ambulance	Grafton Area	Ambulance and Wheelchair Services http://townofgrafton.com	603-523-7500	Varies by service and destination

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
Grafton County Senior Citizens Council	Grafton County	Door-to-Door Transportation for Individuals Age 60 or Older and Adults with Disabilities. 8:00 AM to 4:00PM Monday-Friday Call to schedule 24 hours in advance. Wheelchair accessible. http://www.gcsc.org/	Administrative Office 603-448-4897 Senior Center Locations Bristol – 744-8395 N. Haverhill–787-2539 Lincoln – 745-4705 Littleton – 444-6050 Canaan – 523-4333 Orford – 353—9107 Plymouth – 536-1204 Lebanon – 448-4213	Donations accepted
Granite State Independent Living	Statewide	Persons with disabilities when public transportation is unavailable. Wheelchair accessible. http://www.gsil.org	800-826-3700	Fee-for-Service or reimbursement for qualified beneficiaries
Greyhound	Regional and National	Inter-city Coach Transportation Individuals with Disabilities served with 48 hours notice. http://www.greyhound.com	802-295-3011 800-752-4841 for Accessible Service	Varies by destination
The Holiday Center	Berlin, Gorham, and Milan	Daily local trips and monthly long-distance trips for seniors provided for clients through a network of volunteers and part-time staff.	603-752-1413	Donations accepted

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
KM Town Taxi	Plymouth Area	Taxi and charter transportation services to individuals and groups	603-536-8294	Fares or charges vary by destination
The Linwood Express	Lincoln-Woodstock Area	Taxi and Take-Out Delivery service as well as charter transportation for individuals or groups. www.linwoodexpress.com	603-348-7238	Fares or charges vary by destination
Littleton Regional Hospital Care-a-Van	Special service for LRH Physician Appointments	Care-A-Van Demand-Response Call to schedule 24 hours in advance. Wheelchair accessible. (Service provided by North Country Transit) http://www.tccap.org/	800-454-7731 603-444-9000	Donations Accepted
Med Coach	Nationwide	MED COACH is a luxury coach for long distance patient transfer or travel with a medical companion such as a nurse or caregiver. http://www.usamedcoach.com	1-800-311-3412	Varies by destination and services required.
The Morrison	Whitefield	Rides for nursing home and assisted living residents (elderly non-disabled, elderly disabled, and low income persons) for medical, recreational, and social trips.	603-837-2541	None required
North Country Medi-Van	NH, VT, ME, and MA	Medical and non-medical transport for disabled individuals. Services available 24/7. Local and long distance services. Wheelchair accessible.	603-838-2266 603-728-5053	Rate is \$2/mile. Sliding scale and contract rates available

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
North Country Ride Share	North Country	Carpool matching program. Outreach and hands-on assistance provided to communities and businesses. <i>Program under development.</i>	603-444-6303	No cost to register
North Country Transit	Berlin-Gorham	Flex-route and Door-to-Door Services. Wheelchair accessible.	888-997-2020 603-752-1741	\$2 Ride all Day
	Lancaster, Whitefield, Littleton,	Flex-route and deviated ¼ mile.		\$3 Ride all Day \$30 -15 day pass \$60 – 30 day pass
	Coos –Northern Grafton County	Door-to-door for elderly or disabled. http://www.tccap.org/ Call to schedule 24 hours in advance.		Varies by service and destination.
Northern Human Services (NHS)	Throughout Northern New Hampshire	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. Wheelchair accessible. http://www.northernhs.org/	Berlin - Mental Health Ctr. 603-752-7404 Community Services 603-752-1005 Colebrook - Mental Health 603-237-4955 Littleton - White Mt. Mental Health 603-444-0145 Whitefield Common Ground 603-837-9547	None required

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
Pathways of River Valley	Lower Grafton County	Community non-profit agency supporting people with developmental disabilities and brain injuries and their families. Wheelchair accessible. http://www.pathwaysnh.org/	603-448-2077	Transportation service is provided at no extra charge for participants
People Movers/Big Yellow Taxi	Upper Valley, Local or Long Distance	Taxi Services, Non-Emergency Medical Transports, Executive Sedans, Airport Services. Wheelchair accessible; Available 24/7. http://www.bigyellowtaxi.com/home	603-643-8294	Fares or charges vary by destination
Plymouth State University Shuttle	Plymouth	Fixed Route shuttle services around Plymouth for students, faculty, staff, event customers, and general public. Operates from September through June from 7:30 AM – 12:00 AM. plymouth.edu/fsb/shuttle/Shuttle.htm	603-535-5000	Free Shuttle
P & P Twin State Taxi	Lebanon, NH Local or Long Distance	Sedan Taxi Services	802-295-7878 603-252-7878	Charges \$2.75 per mile
Ross Ambulance Service	Littleton Area	Medically necessary ambulance services.	603-444-5377	Varies by service and destination
Rural Community Transportation	St. Johnsbury, Vermont Littleton Area	Door-to-Door and volunteer driver services when available. http://www.riderct.org/	802-748-8170	Varies by service and destination

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
Serenity Steps	Berlin Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-752-8111	None required
The Shuttle Connection	Lincoln-Woodstock	Local and long-distance trips and charters; 24-hour service. Wheelchair accessible. http://www.shuttleconnection.com	603-745-3140	Fares or charges vary by destination. Hiker rates.
Stagecoach Transportation	Wells River, VT - Lebanon, NH	Operating the River Route from Wells River to Lebanon; Monday – Friday http://stagecoach-rides.org/newbury	(802) 728-3773 (800) 427-3553	One-way \$3.50; Ten ticket pass \$30.00
Upper Valley Ride Share	Grafton County	Carpool Matching Program www.uppervalleyrideshare.com	802-295-1824	No cost to register
Veterans Administration	Northeastern New Hampshire	Non-Emergency Medical Transportation for Disabled American Veterans. http://www.va.gov/	802-295-9363	Free for veterans to medical services at VA Facilities
Waterville Cab Company	Campton, Waterville Valley, Thornton, Plymouth, Lincoln-Woodstock	Provides taxi and charter transportation service to individuals and groups. Shuttle service to Manchester and Logan airports available. www.wvcabco.com	603-726-6536	Fares or charges vary by destination
Waterville Valley Transit Authority	Waterville Valley Area	Seasonal shuttle bus service, 7 days a week in winter-summer seasons. http://www.watervillevalley.org	603-236-4730	None required. Available for Charter

Provider Name	Service Area	SERVICE DESCRIPTION	Contact Info	Fees & Fares
West Central Behavioral Health	So. Grafton County	Community Mental Health Services for Adults & Children. Transports available for program participants only. http://www.wcbh.org/	603-542-5128	Charges vary by destination and programs.

Provider Name	Service Area	GENERAL PUBLIC TRANSPORTATION	Contact Info	Fees & Fares
Advance Transit	Lebanon, Hanover, Enfield, Canaan Hartford, Norwich	General Public Fixed Route and ADA Para-transit Service. Wheelchair accessible. advancetransit.com	802-295-1824	Free
Appalachian Mountain Club (AMC)	White Mountains	Seasonal fixed-route system for hikers to designated stops surrounding the major trailheads and AMC destinations in the White Mountain National Forest. Hiker shuttles operate daily from June through October. http://www.outdoors.org/lodging/lodging-shuttle.cfm	For additional information on routes, policies use website link at left.	Flat fare is \$17 for AMC members, \$19 for non-members reserved or walk-on ride of any length one-way. Ten-minute ride is \$10.
Concord Coach Lines	Littleton- Concord Berlin-Conway, Boston	General Public Services Wheelchair access made available with reservation. http://www.concordcoachlines.com	800-464-7731	Varies by destination.
Dartmouth Coach	Hanover, Lebanon, New London, NH	Scheduled Coach Bus services to Boston, Logan Airport; Stamford, CT and New York, NY dartmouthcoach.com	1-800-637-0123	Fares Vary by destination. Children half price
Greyhound	Regional and National	Inter-city Coach Transportation Individuals with disabilities served with 48 hours notice. http://www.greyhound.com	802-295-3011 1-800-752-4841 for wheelchair service.	Varies by destination

Provider Name	Service Area	GENERAL PUBLIC TRANSPORTATION	Contact Info	Fees & Fares
North Country Transit	Berlin-Gorham _____ Lancaster, Whitefield, Littleton _____ Coos –Northern Grafton County	Flex-Route and Demand Response, Deviated ¼ of a mile. Wheelchair accessible. Door-to-door for elderly or disabled. http://www.tccap.org/	888-997-2020 603-752-1741 24-hour advance schedules.	\$2 Ride all Day _____ \$3 Ride all Day \$30 -15 day pass \$60 – 30 day pass _____ Varies by service and destination.
Plymouth State University Shuttle	Plymouth	Fixed Route shuttle around Plymouth for students, faculty, staff, customers, and general public. Operates from September –June, 7:30 AM-12:00 AM plymouth.edu/fsb/shuttle/Shuttle.htm	603-535-5000	Free Shuttle
Rural Community Transportation	St. Johnsbury, Vermont Littleton Area	Door-to-Door and volunteer driver services when available. Wheelchair accessible. http://www.riderct.org	802-748-8170	Varies by service and destination
Stagecoach Transportation	Wells River, VT - Lebanon, NH	Operating the River Route from Wells River to Lebanon; Monday – Friday http://stagecoach-rides.org/newbury	(802) 728-3773 (800) 427-3553	One-way \$3.50; Ten ticket pass \$30.00
Waterville Valley Transit Authority	Waterville Valley Area	Seasonal shuttle bus service, 7 days a week during winter-summer seasons. http://www.watervillevalley.org	603-236-4730	None required. Contract service available.

Provider Name	Service Area	TAXI COMPANIES	Contact Info	Fees & Fares
Apex Car Service	Hanover, Lebanon , Upper Valley	Town Car and Courier Services. Tour groups, sightseeing charters. http://www.apexcarservice.com/	603-252-8294	Varies by service and destination
Dave's Taxi	Littleton Area	Taxi and charter transportation service to individuals and groups.	603-444-0402	Charges vary by destination
Dependable Taxi	Berlin-Gorham Area	Taxi and charter transportation service to individuals and groups.	603-752-8294	Charges vary by destination
KM Town Taxi	Plymouth Area	Taxi and charter transportation services to individuals and groups	603-536-8294	Charges vary by destination
The Linwood Express	Lincoln-Woodstock Area	Taxi and Take-Out Delivery service. Charter transportation for individuals or groups. www.linwoodexpress.com	603-348-7238	Fares or charges vary by destination.
P & P Twin State Taxi	Lebanon, NH	Sedan Taxi Services. Local and long distance.	802-295-7878 603-252-7878	Charges \$2.75 per mile
Big Yellow Taxi	Local or Long Distance	Taxi Services, Non-Emergency Medical Transports, Executive Sedans, Airport Services. Wheelchair accessible, 24/7. http://www.bigyellowtaxis.com	603-643-8294	Varies by service and destination
The Shuttle Connection	Lincoln-Woodstock	Local and long-distance trips and charters; wheelchair accessible, 24/7. http://www.shuttleconnection.com	603-745-3140	Fares or charges vary by destination. Hiker rates

Provider Name	Service Area	TAXI COMPANIES	Contact Info	Fees & Fares
Waterville Cab Company	Campton, Waterville Valley, Thornton, Plymouth, Lincoln-Woodstock	Provides taxi and charter transportation service to individuals and groups. Shuttle service to Manchester and Logan airports available. www.wvcabco.com	603-726-6536	Fares or charges vary by destination

Provider Name	Service Area	NON EMERGENCY MEDICAL TRANSPORTATION	Contact Info	Fees & Fares
American Cancer Society	Statewide	Rides to and from treatment for cancer using a network of volunteer drivers operating their own vehicles. <i>*Based upon availability of volunteer drivers.</i> http://www.cancer.org	603-472-8899	None required
Caleb Interfaith Volunteer Caregivers	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield	Volunteer drivers to provide local/long distance medical trips and recreational / social trips for senior citizen clients (60+). <i>*Based on availability of volunteer drivers.</i> http://www.calebinterfaith.org	603-837-9179 Call 2 to 3 days in advance to schedule.	None required
Canaan First Aid & Safety	Canaan Area	Ambulance and Wheelchair Services http://www.townofcanaan.org	603-523-8808	Varies by service and destination
Caring Hands Transportation	Lancaster, NH Local and long distance	Door-to-Door medical and social transportation. Wheelchair accessible Available 24 hours a day.	603-348-0042	\$25 plus \$2.00 per mile
Town of Franconia	Franconia Area	Ambulance and Wheelchair Services http://www.townoffranconianh.org	603-823-7752	Varies by service and destination
Golden Cross Ambulance	Lower Grafton County	Medical transports 24/7; local or long distance; wheelchair van or ambulance. http://www.goldencrossamb.com	603-542-6660	Fares or charges vary by destination

Provider Name	Service Area	NON EMERGENCY MEDICAL TRANSPORTATION	Contact Info	Fees & Fares
Grafton Ambulance	Grafton Area	Ambulance and Wheelchair Services http://www.townofgraffton.com	603-523-7500	Varies by service and destination
Littleton Regional Hospital Care-a-Van	Special service for LRH Physician Appointments	Care-A-Van Demand-Response Call to schedule 24 hours in advance. Wheelchair accessible. (Service provided by North Country Transit) http://www.tccap.org	800-454-7731 603-444-9000	Donations Accepted
North Country Medi-Van	NH, VT, ME, and MA	Medical and non-medical transport services for disabled individuals. Services available 24/7. Local and long distance services available. Wheelchair accessible.	603-838-2266 603-728-5053	Rate is \$2/mile. Sliding scale and contract rates available
North Country Transit	Coos and Northern Grafton County	Elderly and disabled to appointments local and long distance. Wheelchair accessible. http://www.tccap.org/	888-997-2020 603-752-1741 24 hour advance scheduling.	Varies by service and destination.
People Movers	Local or Long Distance	Non-Emergency Medical Transports, Sedans, Airport Services. Wheelchair accessible. Available 24/7. http://www.peoplemoversinc.net	603-643-8294	Varies by service and destination

Provider Name	Service Area	NON EMERGENCY MEDICAL TRANSPORTATION	Contact Info	Fees & Fares
Ross Ambulance Service	Littleton Area	Medically necessary non-emergency and ambulance services. Available 24/7. Wheelchair accessible.	603-643-8294	Varies by service and destination
Veterans Administration	Northeastern New Hampshire	VA general and medical services for disabled veterans. Wheelchair accessible. http://www.va.gov	802-295-9363	Free services for veterans to medical services at VA health facilities.

Provider Name	Service Area	SENIORS & PERSONS WITH A DISABILITY	Contact Info	Fees & Fares
Caleb Interfaith Volunteer Caregivers	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, Whitefield	Volunteer drivers to provide local/long distance medical and recreational trips for senior citizen clients (60+). <i>*Based upon availability of volunteers.</i> http://www.caleb-interfaith.org	603-837-9179 Call 2 to 3 days in advance to schedule.	None required
Easter Seals	Statewide	Services for individuals with a disability, students and the elderly. Wheelchair accessible. http://nh.easterseals.com	603-668-8603	Fares or charges vary by destination
Granite State Independent Living	Statewide	Persons with disabilities when public transportation is unavailable. Wheelchair accessible. http://www.gsil.org	800-826-3700	Fee-for-Service and Transportation Reimbursement for qualified beneficiaries. Financial assistance available

Provider Name	Service Area	SENIORS & PERSONS WITH A DISABILITY	Contact Info	Fees & Fares
Grafton County Senior Citizens Council	Grafton County	Door-to-Door Transportation for Individuals Age 60 or Older and Adults with Disabilities 8:00 AM to 4:00 PM Monday-Friday Call to schedule 24 hours in advance. Wheelchair accessible. http://www.gcsc.org	Administrative Office 603-448-4897 Senior Centers Bristol – 744-8395 N. Haverhill – 787-2539 Lincoln – 745-4705 Littleton– 444-6050 Canaan – 523-4333 Orford – 353-9107 Plymouth- 536-1204 Lebanon - 448-4213	Donations Accepted
North Country Transit	Coos and Northern Grafton County	Door-to-Door Transportation for Individuals Age 60 or Older and individuals with a disability. Wheelchair accessible. http://www.tccap.org/	888-997-2020 603-752-1741 24 hour advance scheduling.	Donations Accepted

Provider Name	Service Area	RESTRICTED CLIENT TRANSPORTATION	Contact Info	Fees & Fares
Coos County Nursing Hospital	West Stewartstown	Transports elderly disabled home residents to medical appointments and recreational outings. Accessible vehicle. http://www.cooscountynh.us	603-246-3321	None Required
Country Village Center (Genesis Health Care)	Lancaster	Door-to-Door services, long distance medical trips, and recreational/social trips for residents of the facility. Accessible vehicle.	603-788-4735	None Required
The Morrison	Whitefield	For nursing home and assisted living residents (elderly non-disabled, elderly disabled, and low income persons) for medical, recreational, and social trips.	603-837-2541	None required
The Holiday Center	Berlin, Gorham, and Milan	Daily local trips and monthly long-distance trips for seniors provided as need for clients through a network of volunteers and part-time staff.	603-752-1413	Donations accepted
Pathways of River Valley	Southern Grafton County	Community-based non-profit agency for people with developmental disabilities and brain injuries and their families. http://www.pathwaysnh.org	603-448-2077	Transportation service is provided at no extra charge for participants
Serenity Steps	Berlin Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-752-8111	None required

Provider Name	Service Area	RESTRICTED CLIENT TRANSPORTATION	Contact Info	Fees & Fares
Northern Human Services (NHS)	Throughout Northern New Hampshire	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. Wheelchair accessible. http://www.northernhs.org	Berlin - Mental Health Center 603-752-7404 Community Services 603-752-1005 Colebrook - Mental Health Center 603-237-4955 Littleton - White Mt. Mental Health 603-444-0145 Whitefield Common Ground 603-837-9547	None required
Veterans Administration	Northeastern New Hampshire	VA general and medical services for disabled veterans. http://www.va.gov	802-295-9363	Free services for veterans to medical services at VA health facilities.
West Central Behavioral Health	So. Grafton County	Community Mental Health Services for Adults & Children. Transports available for program participants only. http://www.wcbh.org/	603-542-5128	Charges vary by destination and programs.

Provider Name	Service Area	INFORMATION & REFERRAL	Contact Info	Fees & Fares
Medicaid Transportation	Statewide	Volunteer Driver and Service Referrals provided by the Medicaid Division of NH Department of Health Human Services. http://www.dhhs.nh.gov/ombp/medicaid/index.htm	1-800-852-3345 Ext. 3770	No additional charges for eligible beneficiaries to covered medical services.
North Country Ride Share	North Country	Carpool matching program <i>currently being developed</i> . Outreach and hands-on assistance to communities. Program under development.	603-444-6303	No cost to register
Service Link Resource Center	Statewide	A statewide network of community-based resources for seniors, adults with disabilities and their families. Monday-Friday 8:00 AM to 4:00 PM http://www.nh.gov/servicelink/index.html	866-634-9412 – Toll Free	Free referral and information about services that support healthy and independent living.
United Way	Statewide	Free information that connects people with important community services. http://www.unitedway.org/	211 603-448-2766 - Lebanon 603-752-6540 - Berlin	Free Information and Referrals
Upper Valley Ride Share	Grafton County	Carpool Matching Program www.uppervalleyrideshare.com	802-295-1824	No cost to register

APPENDIX C – SURVEY AND PUBLIC COMMENTS

Survey Responses and Public Comment

An electronic survey of community needs was distributed using links to the Grafton-Coos RCC website, distributed to a stakeholder list of consumers and employers of 75 individuals representing various organizations, and using the UVLSRPC monthly E-Bulletin which is distributed to nearly 500 and includes key officials in local and regional government, business leaders, as well as members of the general public and news media.

Respondents were from the Grafton County Communities of Cornish, Hanover, Lebanon, Lyme, Meriden, Plymouth and Norwich, Vermont.

Respondents were all currently employed and 66% worked in Lebanon; 11% worked in Hanover or Canaan; one individual, a consultant, frequently traveled to Boston and Cambridge, MA; 11.1 % were retired. Respondents were 67% female and 33% male.

A large majority of respondents (89%) owned a vehicle; 11% did not own a vehicle. Most of those working reported their working days from 8AM- 5PM, Monday through Friday. Among those that commuted to work, 75% were in a single occupant auto; 12.5% carpooled and 12.5% worked from home. A large majority of respondents required the use of the auto to run errands during or after the work day and this similarly was the single reason that prevented them from considering a carpool. Just 22% of respondents reported carpooling regularly.

The length of commutes from home to work ranged from 40 miles to just one mile and averaged 20 miles each way.

In response to questions about gas mileage of their vehicles, 44% of respondents got 21-25 miles per gallon; 34% reported they got between 26 and 30 miles per gallon and 22% reported an average 31-40 mpg.

When asked about carpooling 71.4% said the need to use their vehicle for errands at the beginning and end of the day prevented them from carpooling; 42% did not know anyone they could carpool with; 28.5% cited an inflexible schedule or that it took too much effort to organize a carpool and 14% said they needed to drop off or pick up children. More than 57% of respondents suggested a central website linking carpoolers confirming the need to promote Upper Valley/NH Rideshare in Sullivan County.

Response to awareness of public transportation in the region were mixed: 100% were aware Advance Transit Services, but only 66% reported awareness of Upper Valley Rideshare; 78% were aware of the services provided by Grafton County Senior Citizens Council, but only 55.5% said they were aware of Senior Center Transportation.

Dartmouth Coach was known to 100% of respondents; Greyhound was known to 89% but only 66% were aware of The Current from Bellows Falls and Amtrak Services.

When asked whether they had ever used any of the public transit services, 25% reported they had used Advance Transit and 75% reported having taken the Dartmouth Coach and 50% reported having used Greyhound. One third of respondents indicated they did not use public transportation because the schedules were not convenient and had long wait times or that the bus stop was not near their home. Another third indicated the buses did not run during the hours they needed to get to work.

All respondents indicated they would use public transportation if it were available; although respondents that indicated the need to use a car said they would use it when possible. When asked if they would be willing to pay for public transportation services, 22% said no; 55% said from \$1-\$3 per trip, 22% said it would depend on the length of the trip.

None of the respondents said they currently needed public transportation to access medical or dental care, but 11% said that the costs of owning and operating a vehicle and rising fuel prices might make them more likely to use public transportation in the foreseeable future; 22% of the respondents envisioned a future need for public transportation due to physical inability to drive; 44% did not respond.

Several respondents indicated the needs for transportation during evenings and weekends, 22%; 44% did not respond.

Comments from respondents suggested that there is interest in public transportation overall. Several commented that there was “a divide between the transportation needs of economically stable and economically unstable households;” “Existing transit is wonderful for those with economic means, but for low income people with part time and weekend jobs it was very inadequate.” Several respondents cited the lack of service to rural towns and the lack of proximity to bus stops. Rail service was mentioned and it was suggested that express service with fewer stops on the New York City Amtrak train was desirable.