

# 2019

## Southern Grafton County Public & Human Service Transportation Coordination Plan



Upper Valley Lake Sunapee Regional  
Planning Commission  
10 Water Street, Lebanon, NH 03766



# Southern Grafton County Public & Human Service Transportation Coordination Plan



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## **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 21<sup>st</sup> 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 2019. The purpose of the planning process is to provide an update to the strategies presented in the 2011 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, transportation providers, human service agencies and municipal service agencies 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 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 transportation needs and strategies to meet them:

- Enhancing Mobility for all Residents of southern Grafton County;
- Improving Coordination among Medical Centers, Human Service Agencies, and Transportation Providers;
- Increasing Public Outreach;
- Expanding Existing Services;
- Implementing technological Improvements to Improve Service Delivery;
- Evaluating and Enhancing Service Delivery Systems;
- Considering Joint Procurement of Equipment, Maintenance, and Fuel;
- Coordinating Public Outreach and Marketing Efforts;
- Expanding Use of Volunteer Drivers to Serve the Rural Communities.

The identified coordination strategies and projects result from economic circumstances. 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 coordinate and efficiently deploy resources.

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 2018 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.

## **1.0 INTRODUCTION**

The 2005 Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) instituted a new requirement that regions develop a Locally Coordinated Public Transit Human Service Transportation Plan in order to access funds from the FTA (Federal Transit Administration) Job Access and Reverse Commute (Section 5316), New Freedom (Section 5317) and Capital Grants for Transportation for the Elderly and Individuals with Disabilities (Section 5310) programs. These programs were revised in 2012 with the passage of MAP-21, the Moving Ahead for Progress in the 21st Century Act.

With this legislation, the FTA 5316 and 5317 programs were both repealed and new projects designed to provide access to employment or reverse commute transportation as well as projects formerly funded under the FTA 5317 program became eligible under the Section 5310 program.

The FTA Section 5310 program has been continued under the “Fixing America’s Surface Transportation” (FAST) Act, a five year (FY 2016 – FY 2020) \$300 billion highway, transit, highway safety and rail bill providing approximately \$225 billion in contract authority over that period.

The purpose of this plan is to provide a strategy to assist state and community agencies, transportation service providers, and stakeholders for coordinating public transit and human service transportation efforts in Sullivan County, New Hampshire (See Sullivan County Base Map in Appendix A). Specific goals for the plan include:

- Identifying unmet transportation needs;
- Identifying transportation service gaps (e.g. un-served and underserved areas) and overlaps and service redundancies);
- Completing an inventory of existing public transit and human service transportation providers;
- Identifying strategies to maximize the use of transportation resources through coordination;
- Enhancing mobility within and between communities;
- Increasing access to jobs, schools, medical centers, and other essential human services;
- Utilizing transportation investments and grant funding effectively;
- Increasing citizen awareness of public transit and human service transportation providers and programs.

## 2.0 EXISTING COORDINATION EFFORTS

### 2.1 Statewide Coordination Plan

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"*.

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 8 Coordinating Councils. Region 1 combined separate councils for Coos and Grafton County. In April 2012 Regions 5 and 6 joined forces, and Regions 8 and 9 were merged in December 2019.

In 2016, the SCC concluded that all realistically implementable recommendations from the 2006 plan had come to fruition, and that to move forward, the plan would need to be reevaluated and rewritten. The 2006 plan relied heavily on funding and participation from the New Hampshire Department of Health and Human Services (DHHS), but shortly after the adoption of the plan, DHHS participation in the SCC and in statewide coordinated transportation waned.

At the onset of the plan rewrite in August of 2016, DHHS participation was mostly non-existent. With very limited public and coordinated transportation funding sources available throughout the state, the SCC needed a new plan which provided ongoing roles and responsibilities within the existing structure as well as goals and strategies to move forward in the current and realistic New Hampshire funding landscape.

The consultants identified the following as environmental factors that will impact

- The New Hampshire population is rapidly aging. The growth of the population age 65 and older will create an increased burden on already over-stretched community resources, including transportation. The aging population is expected to increase 86% by 2040.

- Common unmet needs found in the regional coordination plans include expansion of existing services to include more hours, days and service area; additional interregional and interstate transportation options for health care and employment purposes; additional funding; additional volunteer program drivers; improved policies and procedures for providers; improved technology; and increased public outreach.
- NH Medicaid seeks greater integration of services, including transportation services.
- The Fixing America's Surface Transportation (FAST) Act reauthorized Federal coordinated transportation funding sources through 2020, including gradual funding increases targeted towards State of Good Repair and vehicle purchase programs.

## **MAP 2.1- Statewide Map of Regional Coordination Councils**





## **State Coordinating Council for Community Transportation (SCC)**

Begun in 2007, the State Coordinating Council (SCC) for Community Transportation has worked with 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.

## **Regional Coordinating Council (RCC)**

The Regional Coordinating Councils (RCCs) include local transportation providers, funding agencies, consumers, and agencies requiring transportation services. All of the regions have Regional Coordinating Councils that have been working in collaboration with the SCC and each other to enhance and improve statewide coordination. The RCCs have developed helpful information for current and potential riders in their communities. 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.

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 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;
- Analyze cost-allocation and program billing guidelines for a coordinated system;
- Address barriers to coordination;

**211 NH** is the connection for New Hampshire residents to the most up to date transportation and other resources they need from trained Information and Referral Specialists. 211 NH is available 24 hours, 365 days a year. Multilingual assistance and TDD access are available. For those outside of New Hampshire, call 1.866.444.4211 or online at <https://www.211nh.org/>

### **3. 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 (October 11, 2019 – 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.

Due to the COVID-19 Pandemic beginning in March 2020, opportunities for public access, particularly among members of the community that are over age 60 and individuals with a disability has limited community outreach and comment. This plan is to be posted on the UVLSRPC Web page for information and additional public comments from July 1 through September 30, 2020.

#### *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.

#### *Description of Existing Services*

The Coordination planning process included 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.

#### *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 staffs were consulted in the development of the Southern Grafton County Public Transit-Human Services Coordination Plan:

Advance Transit, Inc.  
Dartmouth Hitchcock Medical Center  
Grafton County Senior Citizens Council  
Genesis Behavioral Health  
Governor's Council Littleton Regional Healthcare  
New Hampshire Department of Transportation  
North Country Council, Inc.  
State Committee on Aging (SCOA)  
Transport Central  
Tri-County Community Action Program/North Country Transit  
Upper Valley Lake Sunapee Regional Planning Commission

## **4.0 DEMOGRAPHIC PROFILE**

### **4.1 Study Area Overview**

Grafton County occupies the west central border of the state, halfway between north and south. It is separated from Vermont by an 89-mile stretch of the Connecticut River. Like Coos County, Grafton covers nearly one-fifth of the state. It was one of the five original counties established in 1769, and was comprised of all of the current Grafton and Coos Counties until 1803. The county, like the town, takes its name from Augustus Henry Fitzroy, Duke of Grafton, an enthusiastic supporter of the American cause prior to the Revolution. The county contains a substantial amount of inland water, most of which is Newfound Lake or part of Squam Lake, and includes half of the White Mountain National Forest.

Grafton County contains 1,790.0 square miles of land area and 40.8 square miles of inland water area. Based on the 2010 Census population, the population density is 52.2 persons per square mile. Grafton County includes one city, Lebanon, 38 towns, and one unincorporated place, Livermore. The County seat is Haverhill.

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.

### **4.2 Population Trends**

Over the last five decennial periods, Grafton County has experienced population growth above the state average rate. The county's fastest rate of growth was from 1970 to 1980, when the population increased by 19.8 percent. Grafton is the second largest county in land area, following Coos County. Population density for Grafton County is about equal to that of Carroll County, which is 778 square miles smaller. The southern part of the county has had significant population growth in several communities, notably the Town of Hanover and City of Lebanon. Population density Table 4.2 (A) below shows key population growth trends for Grafton County and communities within southern Grafton County.

**TABLE 4.2 (a): POPULATION CHANGE SOUTHERN GRAFTON COUNTY 1990-2018**

<b>Population Change Grafton County 1990 - 2018</b>							
<b>Area</b>	<b>1990 Population</b>	<b>2000 Population</b>	<b>2010 Population</b>	<b>2018 OSI Population Estimate</b>	<b>% Change 1990 to 2000</b>	<b>%Change 2000 to 2010</b>	<b>% Change 1990 to 2018</b>
<b>New Hampshire</b>	1,109,117	1,235,786	1,316,470	1,316,265	11.42%	6.53%	18.68%
<b>Grafton County</b>	74,929	81,743	89,118	91,150	9.09%	9.02%	21.65%
<b>Alexandria</b>	1,190	1,329	1,613	1,651	11.68%	21.37%	38.74%
<b>Ashland</b>	1,915	1,955	2,076	2,098	2.09%	6.19%	9.56%
<b>Bridgewater</b>	796	975	1,083	1,103	22.49%	11.08%	38.57%
<b>Bristol</b>	2,537	3,032	3,054	3,140	19.51%	0.73%	23.77%
<b>Canaan</b>	3,045	3,319	3,909	3,977	9.00%	17.78%	30.61%
<b>Dorchester</b>	392	365	355	364	-6.89%	-2.74%	-7.14%
<b>Enfield</b>	3,979	4,618	4,582	4,714	16.06%	-0.78%	18.47%
<b>Grafton</b>	923	1,133	1,340	1,373	22.75%	18.27%	48.75%
<b>Hanover</b>	9,212	10,850	11,260	11,541	17.78%	3.78%	25.28%
<b>Hebron</b>	386	497	602	630	28.76%	21.13%	63.21%
<b>Holderness</b>	1,694	1,930	2,108	2,136	13.93%	9.22%	26.09%
<b>Lebanon</b>	12,183	12,568	13,151	13,829	3.16%	4.64%	13.51%
<b>Lyme</b>	1,496	1,668	1,716	1,733	11.50%	2.88%	15.84%
<b>Orange</b>	237	304	331	336	28.27%	8.88%	41.77%
<b>Orford</b>	1,008	1,089	1,237	1,251	8.04%	13.59%	24.11%
<b>Piermont</b>	624	699	790	790	12.02%	13.02%	26.60%

*Source: 2018 Population Estimates of NH Cities and Towns, Prepared by the NH Office of Strategic Initiatives, August 2019*

Table 4.2 (a) shows that both rural and urban areas of southern Grafton County have experienced significant growth over the past 30 years. The largest community in southern Grafton County, the City of Lebanon, has grown 13.5 percent since 1990, adding approximately 1,646 new residents. Similarly, the second largest community in southern Grafton County, the Town of Hanover, grew approximately 25 percent, adding 2,329 residents over the same period. Many rural communities in southern Grafton County have grown 13.5 percent or more since 1990, and the towns of Grafton and Hebron have significant population increases at forty-eight and sixty-three percent respectively during the same period. Only the Town of Dorchester has lost population since 1990, losing approximately 7.1 percent of its residents. Table 4.2 (b) shows population projections for each community in southern Grafton County.

**TABLE 4.2 (b): POPULATION PROJECTIONS GRAFTON COUNTY**

<b>Population Projections by Community in Grafton County-2015 to 2040</b>					
	<b>NHOSI</b>	<b>Projection</b>			
<b>Area</b>	<b>2015</b>	<b>2020</b>	<b>2030</b>	<b>2040</b>	<b>% Change 2010-2040</b>
New Hampshire	1,330,501	1,349,908	1,402,878	1,432,730	7%
<b>Grafton County</b>	<b>89,421</b>	<b>91,099</b>	<b>94,829</b>	<b>99,673</b>	<b>10%</b>
Alexandria	1,638	1,752	1,880	1,939	16%
Ashland	2,076	2,236	2,365	2,293	9%
Bridgewater	1,083	1,175	1,175	1,235	12%
Bristol	3,054	3,297	3,136	3,296	7%
Canaan	3,912	4,054	4,292	4,511	13%
Dorchester	360	361	362	370	3%
Enfield	4,630	4,618	4,703	4,944	6%
Grafton	1,363	1,423	1,518	1,595	15%
Hanover	11,367	11,470	11,824	12,428	9%
Hebron	617	661	722	759	19%
Holderness	2,103	2,137	2,219	2,333	10%
Lebanon	13,618	13,948	14,596	15,342	11%
Lyme	1,706	1,701	1,731	1,820	6%
Orange	331	338	352	370	11%
Orford	1,240	1,275	1,339	1,407	12%
Piermont	784	799	831	874	10%
<u>Source:</u> NHOSI (Formerly NHOEP) Population Projections and estimates 2016					

Table 4.2 (B) shows, 12 of the 16 communities in Grafton County are projected to grow at rates higher than the county average over the next 25 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 11% over the next 25 years, a rate higher than the State and County average. Overall, the projections indicate, continued growth in rural communities in southern Grafton County.

### 4.3 Senior Citizens

According to the 2010 U.S. Census, the most current information available at this time, 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 are included. The table below presents the distribution of age cohorts including senior citizens in Southern Grafton County communities. Updated detail will be available following the 2020 census.

**TABLE 4.3 (A) SENIOR CITIZENS IN SOUTHERN GRAFTON COUNTY 2010**

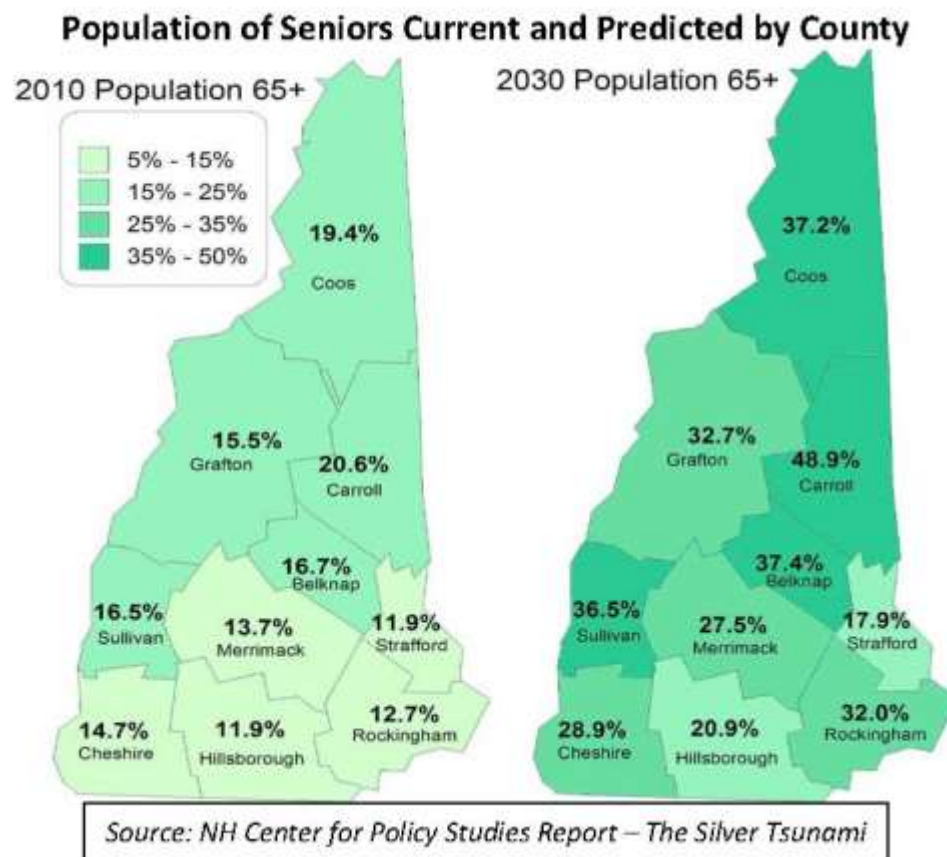
<b>Senior Citizens in Southern Grafton County 2010</b>					
	<b>Total Population</b>	<b>Age 16-64</b>	<b>Age 60-64</b>	<b>Age 65+</b>	<b>% of Total Population 65 +</b>
<b>New Hampshire</b>	1,316,470	888,009	57,176	178,268	13.5%
<b>Grafton County</b>	89,118	61,069	5,923	13,811	15.5%
<b>Alexandria</b>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

\*Source: Universe Total Population 2010 Census Summary File 1 PCT12

As Table 4.3 (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 4.3 (B)**

Population Projections by Age All NH Counties 2010 to 2030



As shown in Illustration 4.3 (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 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 6.1 below).

#### 4.4 Disabled Persons

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. .



**TABLE 4.4 DISABLED PERSONS / DISABLE SENIORS IN GRAFTON COUNTY**

<b>Individuals with a Disability</b>				
Geography	Total; Estimate; Total civilian noninstitutional ized population	With a disability; Estimate; Total civilian noninstitutional ized population	With a disability; Estimate; AGE - 65 to 74 years	With a disability; Estimate; AGE - 75 years and over
New Hampshire	1,310,949	161,401	27,791	37,481
Grafton County	88,248	12,064	2,293	3,124
Alexandria	1,876	328	76	87
Ashland	2,159	424	95	77
Bridgewater	987	198	28	72
Bristol	3,042	379	141	90
Canaan	3,907	431	83	118
Dorchester	334	75	4	22
Enfield	4,557	494	103	76
Grafton	1,276	318	57	40
Hanover	11,220	755	46	342
Hebron	582	80	31	19
Holderness	2,376	246	38	70
City of Lebanon	13,377	2,288	202	586
Lyme	1,754	161	49	55
Orange	230	40	19	13
Orford	1,504	154	10	55
Piermont	840	114	19	28
Data Source:	ACS 5 Year Estimates, 2012-2016, Table S1810			

*Note that the likelihood of disability increases among those above the age of 65 are significantly higher.*

#### 4.5 *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 4.5 (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 4.5 (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 4.5 (B) POPULATION BELOW THE FEDERAL POVERTY LEVEL**

<b>Population in Poverty</b>			
Geography	Total; Estimate; Population for whom poverty status is determined	Population for whom poverty status is determined	Percent below poverty level; Estimate;
New Hampshire	1,285,437	109,690	8.5%
Grafton County, New Hampshire	82,517	9,687	11.7%
Alexandria	1,871	159	8.5%
Ashland	2,144	457	21.3%
Bridgewater	983	45	4.6%
Bristol	3,050	323	10.6%
Canaan	3,907	473	12.1%
Dorchester	334	16	4.8%
Enfield	4,537	214	4.7%
Grafton	1,272	155	12.2%
Hanover	7,331	831	11.3%
Hebron	582	30	5.2%
Holderness	2,347	156	6.6%
City of Lebanon	13,277	1,804	13.6%
Lyme	1,754	69	3.9%
Orange	230	20	8.7%
Orford	1,504	133	8.8%
Piermont	838	40	4.8%
<i>Data Source</i>	<i>ACS 5 Year Estimates, 2012-2016,</i>	<i>Table S1701</i>	

Table 4.5 (B) shows, the Grafton County poverty rate is 3.2 percent higher than the state average. Five communities have poverty rates higher than the county average. The aging of the population is a factor in some increased levels of poverty.

Table 4.5 (C) Medium Household Incomes

Median Household incomes in Grafton County are significantly below the state figure, but are significantly above the state median in 3 communities. These are reflections of the higher wages of medical staff and other professionals associated with Dartmouth College and Medical Center.

<b>Median Household Incomes</b>	
Geography	Estimate; Median household income 2016 inflation-adjusted dollars)
New Hampshire	\$68,485.00
Grafton County	\$58,107.00
Alexandria	\$56,597.00
Ashland	\$44,000.00
Bridgewater	\$53,958.00
Bristol	\$54,015.00
Canaan	\$61,061.00
Dorchester	\$55,250.00
Enfield	\$75,114.00
Grafton	\$50,682.00
Hanover	\$113,925.00
Hebron	\$61,875.00
Holderness	\$62,206.00
City of Lebanon	\$56,448.00
Lyme	\$121,471.00
Orange	\$57,344.00
Orford	\$76,094.00
Piermont	\$70,000.00
<i>Data Source: ACS 5 Year Estimates, 2012-2016, Table 19049</i>	

#### 4.6 Household Vehicle Ownership

Vehicle 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 households without a vehicle are elderly households. However, vehicle ownership rates can also provide important insight in determining where there are concentrations of people without reliable transportation to work. Vehicle ownership rates in Grafton County are presented in Table 4.6 below.

**TABLE 4.6 HOUSEHOLD VEHICLE OWNERSHIP IN GRAFTON COUNTY**

Grafton County Households without a Vehicle					
Geography	Estimate; Total:	Estimate; Owner occupied: - No vehicle available	Estimate; Renter occupied: - No vehicle available	Total of all Households	%
New Hampshire	521,373	6,932	20,545	27,477	5.3%
Grafton County, New Hampshire	34,903	441	1,778	2,219	6.4%
Alexandria	653	15	6	21	3.2%
Ashland	918	10	45	55	6.0%
Bridgewater	464	8	3	11	2.4%
Bristol	1,258	17	62	79	6.3%
Canaan	1,497	8	32	40	2.7%
Dorchester	132	3	-	3	2.3%
Enfield	2,036	26	159	185	9.1%
Grafton	534	10	9	19	3.6%
Hanover	2,869	39	242	281	9.8%
Hebron	263	12	-	12	4.6%
Holderness	876	9	-	9	1.0%
City of Lebanon	6,325	54	525	579	9.2%
Lyme	674	14	-	14	2.1%
Orange	115	2	-	2	1.7%
Orford	547	2	-	2	0.4%
Piermont	362	8	2	10	2.8%

Data Source: ACS 5 Year Estimates, 2012-2016, Table B25044

As Table 4.6 shows, Grafton County has a higher rate of households without a vehicle 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 SUMMARY**

### *Key findings related to general population trends in southern Grafton County*

- 12 of the 16 communities in Grafton County are projected to grow at rates higher than the county average over the next 25 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 11% over the next 25 years, a rate higher than the State and County average.
- Overall, the projections indicate, continued growth in rural communities in southern Grafton County.

### *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*

- Grafton County poverty rate is 3.2 percent higher than the state average.
- Five communities have poverty rates higher than the county average. The aging of the population is a factor in some increased levels of poverty.

- Several communities have poverty rates higher than the state and county averages. This is a reflection of a large population of senior citizens living on fixed incomes.
- 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 three communities in Grafton County, Enfield, Hanover and the City of Lebanon have the largest number of households without automobiles.
- Grafton County as a whole has a slightly higher rate of households without a vehicle than the State of New Hampshire average.

## **5. DESCRIPTION OF EXISTING SERVICES**

### **5.1 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 is the preeminent transit provider in the Upper Valley with nearly a million riders per year, over 12 million since 2000

- AT helps remove cars from the road, over 1,200,000 miles avoided per year – 46 times around the world per year
- With fewer cars AT reduces the need for parking
- AT reduces pollution, at least 31,000 pounds of carbon monoxide each year, nitrous oxides reduced by 95% and particulate matter by 90%
- Advance Transit added two electric vehicles to its 33-vehicle fleet in 2019.

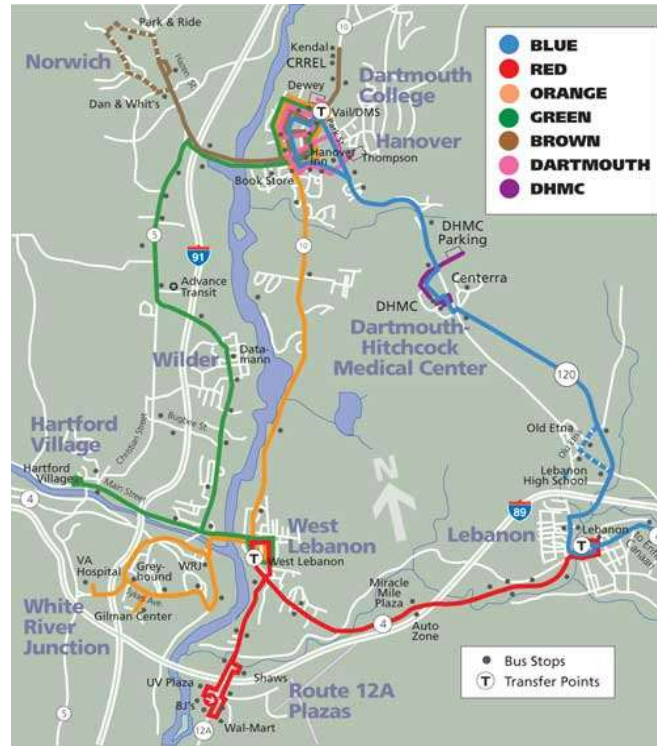
Services provided by AT: fixed route bus, shuttle buses, and ADA complementary paratransit services.



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.

In addition, AT operates Shuttles to serve Dartmouth College and Dartmouth-Hitchcock Medical Center.

## MAP 5.1 ADVANCE TRANSIT ROUTE MAP



Source: Advance Transit

As shown on Figure 5-1, Advance Transit serves the populations of Lebanon, Hanover, Enfield, Canaan, New Hampshire; and Hartford and Norwich Vermont. 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. Advance Transit's ridership exceeds that of other transit operations statewide.

AT is committed to developing a public transportation system that everyone can use. It encourages individuals with disabilities to take advantage of the independence and flexibility that is provided by their bus routes. **ACCESS AT** is an Americans with Disabilities Act (ADA) complimentary paratransit service intended to make transportation available to everyone. **ACCESS AT** operates in Hanover, Hartford, Lebanon and Norwich.

### Disability Access

Thanks to the Americans with Disabilities Act (ADA), improvements in accessibility make traveling on fixed route buses easier for all riders. We provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Advance Transit also provides ACCESS AT, a service for individuals with disabilities who are unable, because of their disability, to use fixed route buses.

If there is an accommodation we can help you with or something else we can do to help you use our service please call our office at (802) 295-1824 extension 203. TTY711

For translation assistance for this site click [Google Translate](#)



For everyone's benefit, drivers are required to announce major stops, intersections, and connecting points to help riders recognize their bus stop or point of transfer. Priority seating is available for riders who have difficulty standing while the bus is moving.

All AT buses are equipped with lifts, kneelers, or ramps to assist riders who use wheelchairs or who have difficulty getting up and down the bus steps. Spaces with securement straps are available for riders who use wheel-chairs to provide a safe and secure ride. Respirators and portable oxygen equipment are permitted on Advance Transit vehicles. A driver can assist in securing the equipment but cannot assist in the use of the equipment.

Any individual who has a disability and cannot travel on the fixed route buses may be eligible for this service. The ADA includes criteria for deciding if a person is eligible for complementary paratransit service. AT follows these criteria. We consider each person's functional ability to use fixed route bus service. We also consider if there are times when fixed route buses can be used and times when ADA complementary paratransit service is needed. Eligibility is not based solely on the type of disability or age of an applicant, or on an applicant's preference for curb-to-curb service. More information and applications can be submitted via the Internet at <https://advancetransit.com/access-at/>

### ***Bike Access***

AT buses are equipped with easy-to-use bicycle racks. Each bus can accommodate two bicycles. Riders are responsible for loading and unloading their own bicycles. If the rack is full, you will need to wait for the next bus. For safety reasons, bikes may not be brought inside buses.

## ***5.2 Grafton County Senior Citizens Council***

Grafton County Senior Citizens Council, Inc. (GCSCC) is a private 501(c)3 nonprofit organization that provides programs and services to support the health, dignity, and independence of older citizens and adults with disabilities in our communities. GCSCC uses an integrated approach to transportation across Grafton County with particular attention given to transportation efficiency, safety, decreasing social isolation and increasing social inclusion, nutrition, and access to all essential and nonessential services.



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

GCSCC manages eight program centers throughout the county. There are four program centers in Southern Grafton County included in the UVLSRPC – Lebanon, Mascoma, Orford, and Bristol. In addition, some Southern Grafton County residents may receive services from the Haverhill or Plymouth program centers. Northern Grafton County, included in the NCC Coordinated Public Transit Plan, is served by GCSCC program centers in

Littleton, Lincoln, Haverhill, and Plymouth. Lakes Region Planning Commission and its region is served by the Plymouth and Bristol program centers.

The Council's programs enable elderly individuals to remain independent in their own homes and communities for as long as possible. GCSCC provides demand-response transportation primarily to older adults and adults with disabilities for medical appointments, shopping, employment, educational / training services, senior meals and activities, and recreational trips. Transportation is also provided to GCSCC's senior centers where there is direct access to outreach workers and additional services. There is no charge for this door-to-door transportation. Donations are accepted.

GCSCC uses ADA-accessible buses to provide transportation Monday through Friday from 8 a.m. to 3 p.m. with additional hours outside of those parameters if requested and when possible. GCSCC employs 3 full time drivers, 9 part time drivers, and 12 per diem drivers in the county and provides approximately 34,000 rides a year. Services are funded by revenue from town, county, state and federal funding; private donations; private foundations; and passenger donations.

GCSCC seeks to improve access to communities through transportation. Funding for replacement vehicles in the existing fleet should be more accessible as the mileage traveled and the poor conditions of the roads in the region greatly reduces the life of the vehicles. Additionally, supplemental funding is required to expand its fleet to include the purchase of new smaller vehicles that support ADA-accessible taxi services, ride sharing, and/or carpooling programs that will increase the mobility options for seniors and adults with disabilities. Moreover, GCSCC seeks funding to expand services to include operating in the evening and/or during weekend hours, addressing gaps in current services.

GCSCC recognizes the need for a fixed route in the underserved areas of the region such as the Franconia Notch and the Plymouth area. An integral facet of this additional service could include links to existing transit services, ensuring seamless transportation across the regions for specialized medical care.

GCSCC understands there is a need for funding in order to implement a plan to encourage ride sharing options. Park and rides are a fundamental feature of ride sharing. The region lacks designated Park and Ride locations. Therefore, funding should be available to offset liability and to encourage agencies like GCSCC, that may be land owners, to develop sustainable carpooling lots.

In order to streamline reporting, coordinate rides, and plan efficient routes, GCSCC needs access to up-to-date computers, tablets, software, GPS systems, Automatic Vehicle Location (AVL) systems, and driver / dispatch communication systems. Additionally, better technology would increase opportunities for the coordination of rides between providers, strengthening interagency relationships.

GCSCC endeavors to implement policies and procedures that encourage cost-sharing across agencies, leveraging funds to address driver shortages and allowing cross utilization of drivers with partnering agencies. Funds for additional driver training for cross utilization and/or for enhanced services and safety should be available.

GCSCC aims to educate potential demand-response transit users through education, outreach, and marketing activities. Educating communities about existing services builds support for

providers and is instrumental in receiving local funds to maintain and enhance transportation services.

### *5.3 Tri-County Community Action / Tri-County Community Transit (TCCT)*

Tri-County Community Action Transit is a public transportation organization in northern New Hampshire that operates in Coos, Carroll and Northern Grafton Counties. We provide elder, disabled, low income and general public transportation through the following services:

#### **Flex Route**

TCCT flex route buses operate on a scheduled route, deviating up to a 1/4 mile. There are three flex routes, one in each county we serve. Berlin-Gorham Flex Route connects the towns of Berlin and Gorham; Tri-Town Flex Route connects the towns of Littleton; Lancaster and Whitefield; the Blue Loon Flex Route connects the towns of North Conway, West Ossipee, and Wolfeboro.

#### **Door-to-Door Pickups**

Our Door to Door service provides direct pickup and drop off at your requested times, within our hours of operation. This means there's no fitting your life around our scheduled flex routes. We will arrive at your door, take you where you're going, pick you up when you're done and take you home.

#### **LRH Care-A-Van**

The Care A Van operates similarly to the Door-2-Door service. What makes the Care A Van unique is that all fares of individuals traveling to Littleton Regional Healthcare (LRH) and LRH affiliated doctors are paid by LRH.

#### **LDM Program**

The Long-Distance Non-Emergency Medical program is a volunteer operated a program to transport elderly and disabled individuals to medical appointments throughout the tri-state area. Bus schedules and additional information about services are locate on their website:

<http://www.tccap.org/services/transportation/>.

#### **Transport Central, Inc.**

Transport Central (TC), a non-profit organization based in Plymouth. TC provides 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. TC provides volunteer driver services with FTA S. 5310 funding subcontract through Tri-County Transit.

### **5.3 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.

#### **5.4 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.

**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.

In January 2017, CTS, a non-profit transportation broker undertook the management of Medicaid transportation services. The outsourcing of Medicaid care management as well as transportation has somewhat fragmented the delivery of human services transportation but the positive effect is that the broker has worked closely with local transportation providers and the access to transportation has improved access for Medicaid beneficiaries.

**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 strict funding requirements, and do not permit human service agencies flexibility to allocate resources to best meet the needs of their clients. This can 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 can be challenging 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 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 agency roles and responsibilities and articulate a strategy to help strengthen interagency collaboration and communication; and report on progress made to develop coordinated transportation including a cost sharing policy and actions taken by member agencies to increase federal program grantee participation in locally developed, coordinated plans.

The Coordination Council on Access and Mobility has recently been reactivated in continuing efforts to advance interagency cooperation. The CCAM strategic plan, approved in October 2019, aims to improve access to jobs, health care, education and community services through better access to transportation and coordinating 130 government-wide programs. < <https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/regulations-and-guidance/ccam/about/134436/ccam-strategic-plan-2019-2022.pdf> >

**5.5 Private Services, Alternative Transportation, Taxis and Volunteer Drivers**

**Volunteer Drivers**

Volunteers are a necessary component of the transportation system in Grafton County. Volunteers provide transportation throughout the county 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 many, but it is often difficult to recruit enough volunteers to meet the high 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 some insurers have concerns about liability.

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 throughout the County.

### **Local Private Transit**

#### **North Country Auto & Shuttle**

Lebanon, VT  
603-448-0538

#### **Big Yellow Taxi**

Hanover, NH & Vermont.  
(802) 281-8294

#### **Four Aces Taxi**

Claremont, NH.  
(603) 558-3116.

#### **JT's Taxi**

Randolph, VT.  
(802) 728-6209.

#### **Uber and Lyft**

These alternative transportation networks are available on a limited basis in the Hanover and City of Lebanon area.

#### **Intercity Services**

##### **Dartmouth Coach**

Concord, NH  
(800) 637-0123

##### **Greyhound Lines**

White River Junction, VT  
(802) 295-3011

##### **Amtrak**

White River Junction, VT  
(800) 872-7245

##### **New Hampshire Rideshare**

Concord, NH  
Free carpool and ride-matching service.

### ***5.6 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 in its service area 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.

There are also several providers in Sullivan County that serve client trips to the Dartmouth Hitchcock Medical Center. These providers include the Sullivan County Transportation/Southwestern Community Services Volunteer Driver Program based in Claremont, the Retired and Senior Volunteer Program (RSVP), the NH Association of the Blind, and Granite State Independent Living.

## **5.7 Other Public Transportation Providers**

Regional Transit Options

### **Stagecoach**

Randolph, VT  
(802) 728-3773

Stagecoach operates commuter bus service to Hanover and DHMC from Wells River / Bradford and Randolph / Bethel.

### **SCS Transportation Program**

Claremont, New Hampshire  
(603) 542-9609

Southwestern Community Services Transportation Program (SCS) is a public bus service and is open to everyone in Charlestown, Claremont and Newport, NH. Dial-A-Ride demand response service is available in Claremont; and the Volunteer Driver Program operates throughout Sullivan County.

### **Connecticut River Transit**

Rockingham, VT  
(888) 869-6287  
(802) 460-1004

In addition to local transportation in Sullivan County, CRT provides bus service between Springfield / Ascutney and White River Junction / Hanover.

## **6.0 TRANSPORTATION NEEDS**

### ***6.1 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. These communities include:



Town of Dorchester  
Town of Orange  
Town of Piermont  
Town of Grafton  
Town of Alexandria  
Town of Ashland

Town of Bridgewater  
Town of Holderness  
Town of Hebron  
Town of Lyme  
Town of Orford

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. Transport Central, provides volunteer driver transportation service to the 19-town area around Plymouth including the towns of Alexandria, Ashland, Bridgewater, Bristol, Hebron, Holderness and Dorchester. Transport Central provides volunteer driver services subcontracted through the Tri-County Community Action/North Country Transit through the Enhanced Mobility of Seniors and Individuals with Disabilities program FTA Section 5310. Transport Central also provides long distance Medicaid transportation through the state's Medicaid brokerage.

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. Surveys of both human service providers and households throughout the bi-state region by UVLSRPC, Advance Transit, and the Upper Valley Transportation Management Association indicate that extended service in the evening and on weekends is a high priority among respondents. It is clear that a significant number of workers in the Upper Valley are working 2<sup>nd</sup> and 3<sup>rd</sup> shifts, and need transportation to and from key employment centers.

## **6.2     *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.

Previous studies have determined that there is a need for regular door-to-door service to Alice Peck Day Hospital and nearby senior housing facilities yet these have not yet been implemented. Transportation to dialysis at the Fresenius Medical Care Dialysis Center in Lebanon is also a regular need, yet it remains 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.

### **6.3    *Elimination of Federal and State Barriers to Coordination***

Despite more than a decade of efforts to improve interagency coordination, 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 are again under review by the Federal Coordination Council on Access and Mobility (CCAM) among Federal Human Services and Public Transportation Programs.

### **6.4    *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 also an effective measure to help users become efficient in utilizing the existing services.

### **6.5    *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 collaboration 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. Continue travel training to maximize the use of the AT fixed route service.
5. Provide later service on weekdays and the development of a weekend service, specifically service on Saturdays.
6. Provide additional peak-hour commuter services, especially service along the U.S. Route 4 Corridor from Canaan to Lebanon.
7. 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.

2. Continue to replace vehicles on a regular schedule as they reach the end of their useful life to reduce operating and maintenance costs.
3. Continue to maintain network infrastructure, computer replacements and software updates in order to maintain scheduling and administrative efficiencies.
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.

Transport Central indicated the need to:

1. Transport Central, working in close coordination with contracted planners, Plymouth State University, and the appropriate RPCs, will initially plan and ultimately work towards execution of a full transit schedule for the town of Plymouth.
2. This includes expanding the PSU bus system to include 7 days a week, 365 days a year, 6AM to 9PM.
3. It will necessarily include a major planning component as well as the purchase of at least 2 more vehicles, at least one of which will be handicapped accessible.
4. Other components include a major mobility management investment, as well as extensive public education and awareness.

## **6.6    *Technology to Improve Service Delivery***

Technology can address many coordination needs in southern Grafton County. 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 assist in optimizing route timing and scheduling. Although these improvements are highly dependent on funding, technology could significantly enhance coordination efforts between service providers in southern Grafton County.

## **7.0    POTENTIAL COORDINATION STRATEGIES**

### **7.1    *Continue Regional Coordinating Council***

Under the New Hampshire “Statewide Coordination of Community Transportation Services Plan”, a Regional Coordination Council has been operating for nearly a decade. 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.

## **7.2 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:**

- 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.
- All agencies in the region should take advantage of opportunities to move forward with technological upgrades.

### **7.3    *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 unserved 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.

#### **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.
- 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 explore establishment of a commuter service between the newly developed Park-and-Ride at Exit 13 in Grantham to the Lebanon-Hanover employment center guided by the recently completed feasibility study.

### **7.4    *Consider Joint Procurements***

With the volatility in the fuel markets, 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 may also hold promise for cost savings. According to the Transit Cooperative Research

Program, maintenance typically comprises approximately 8 percent of the total cost of providing a transportation service. Only one provider in Southern Grafton County, Advance Transit, performs their own vehicle maintenance. A joint maintenance program would eliminate duplication or underutilization of tools, equipment, and maintenance personnel. In a coordinated system, a 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. 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 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.
- 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.

**7.5 *Coordinate Public Outreach and Marketing Efforts***

Continuing to increase ridership and develop transportation alternatives in southern Grafton County may benefit from 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 may benefit by 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 revised web and 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.

There are tools that can be utilized by individual agencies or the Regional Coordinating Council to enhance coordinated public outreach. 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 NH Rideshare program. NH Rideshare is a free carpooling program for commuters. 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. 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.

### **7.6 Overcome Barriers to Volunteerism**

Southern Grafton County is fortunate to have a pool of dedicated volunteers that provide mobility to many residents in need. Continuing to support and expansion of 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 in 2008. The law, provides some reassurance 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.

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. Work cooperatively with local employers to develop programs that provide incentives for their employees to volunteer. Continue the reimbursement of mileage expenses for volunteer drivers. 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.

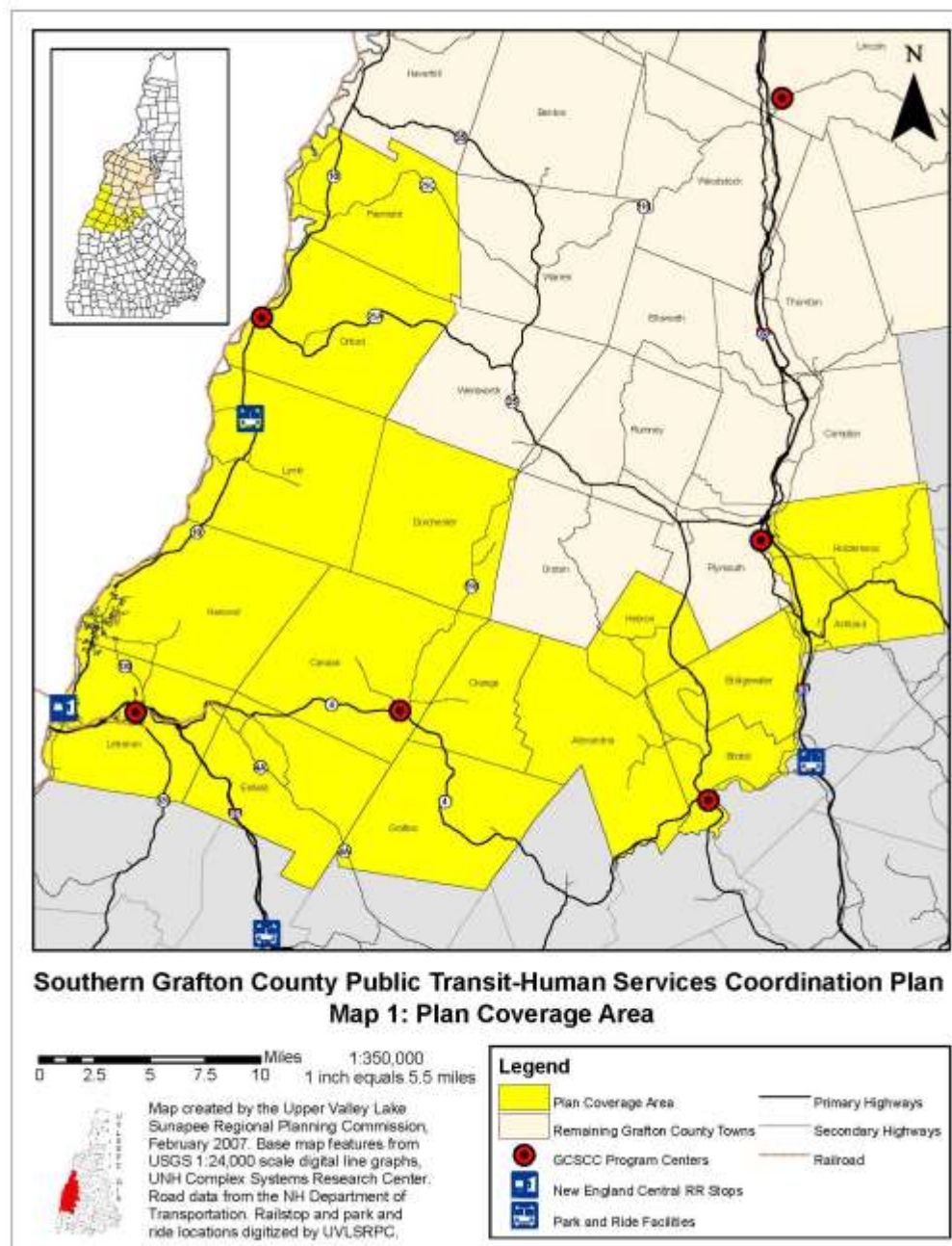
**Projects/Tasks:**

- 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.

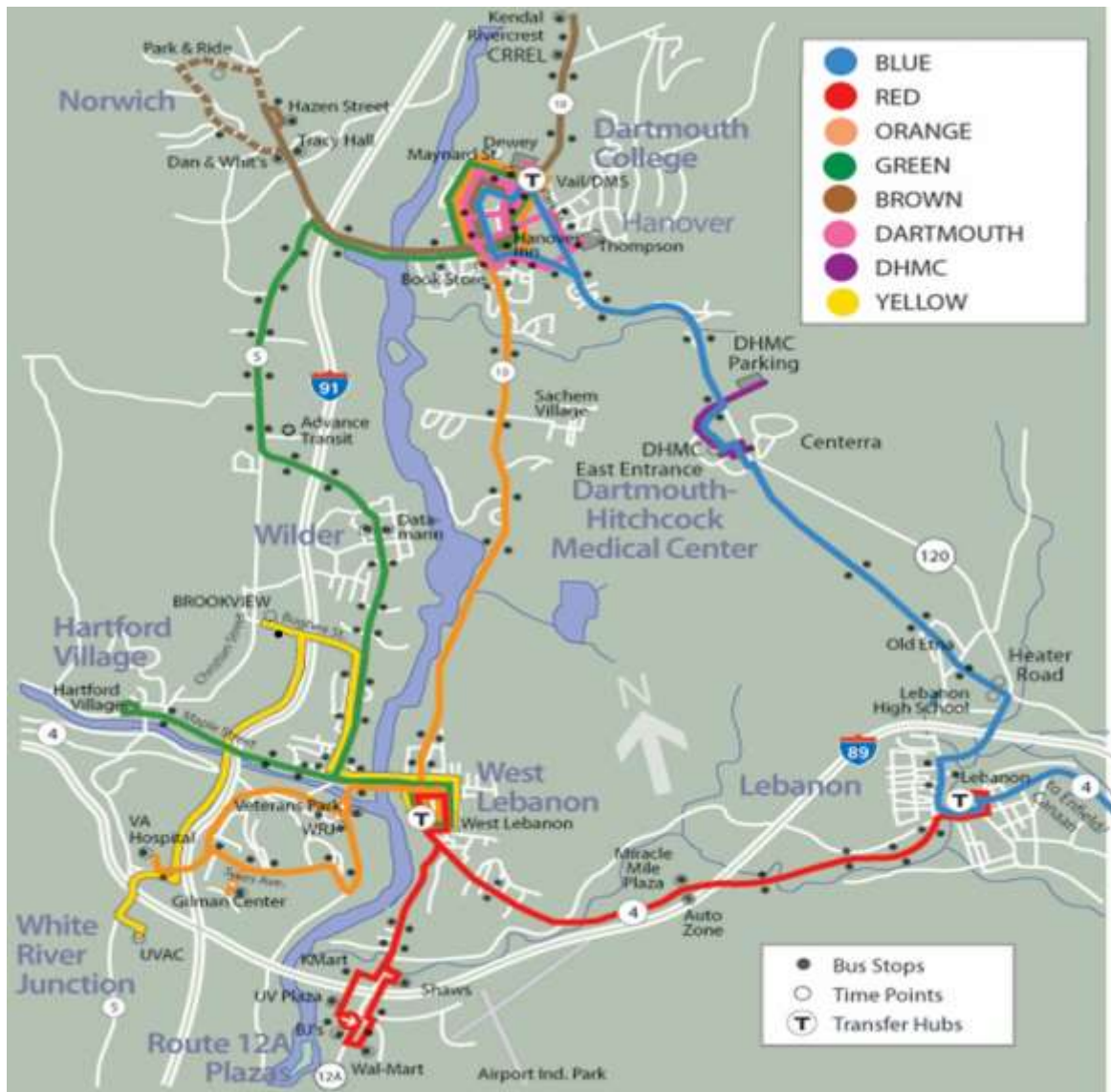


## ***APPENDIX A- Project Maps***

### Map #1- Plan Coverage Area



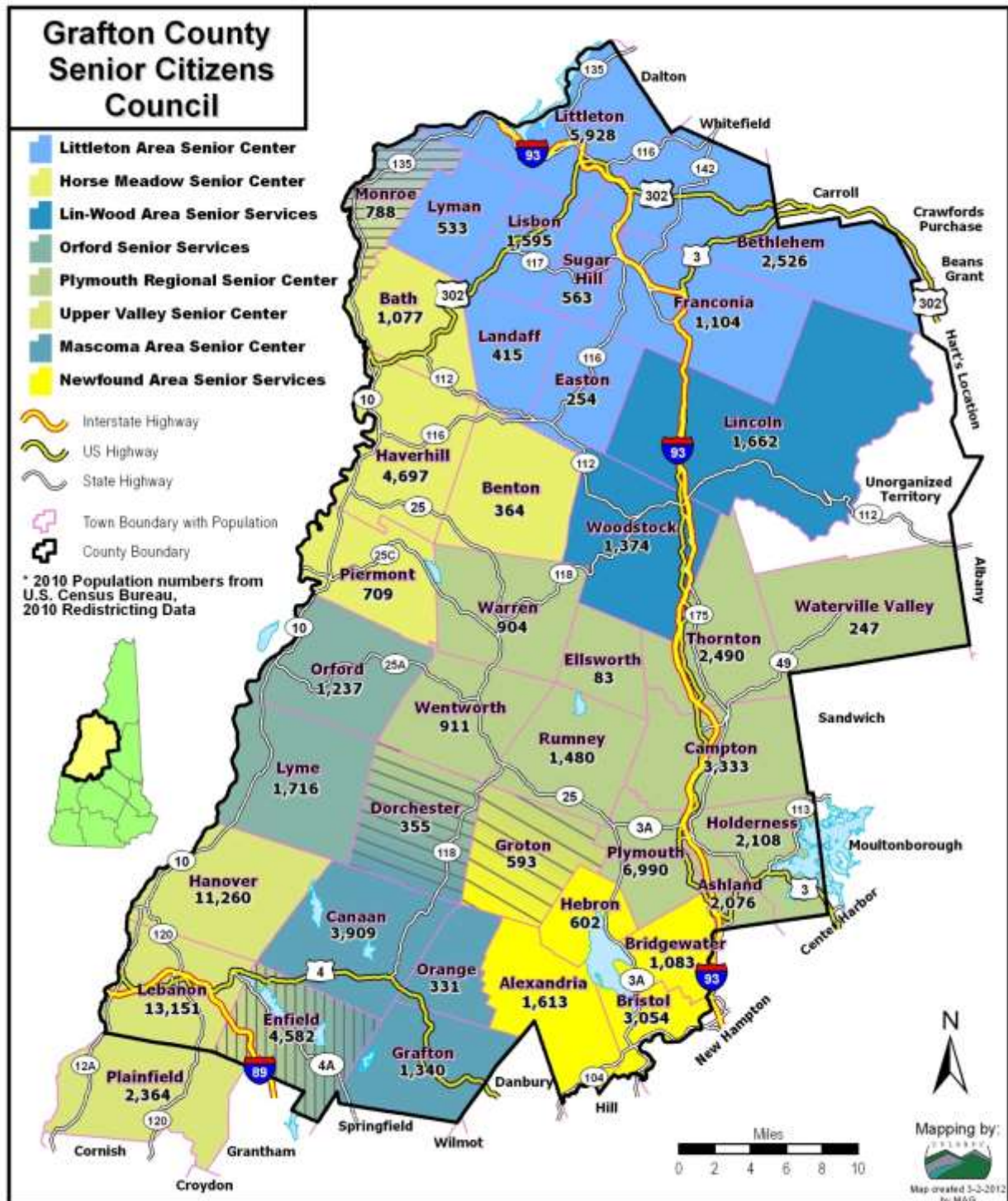
**Map #2- Advance Transit Routes System**



An interactive map and trip planning tool are available on the AT Website:

<https://advancetransit.com/>

Map# 3 - GCSCC Service Areas - Population





## ***APPENDIX B – 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.

Q1 I am currently a resident of (town/city):

Answered: 48   Skipped: 0

# Upper Valley Regional Planning Commission - Rider Survey

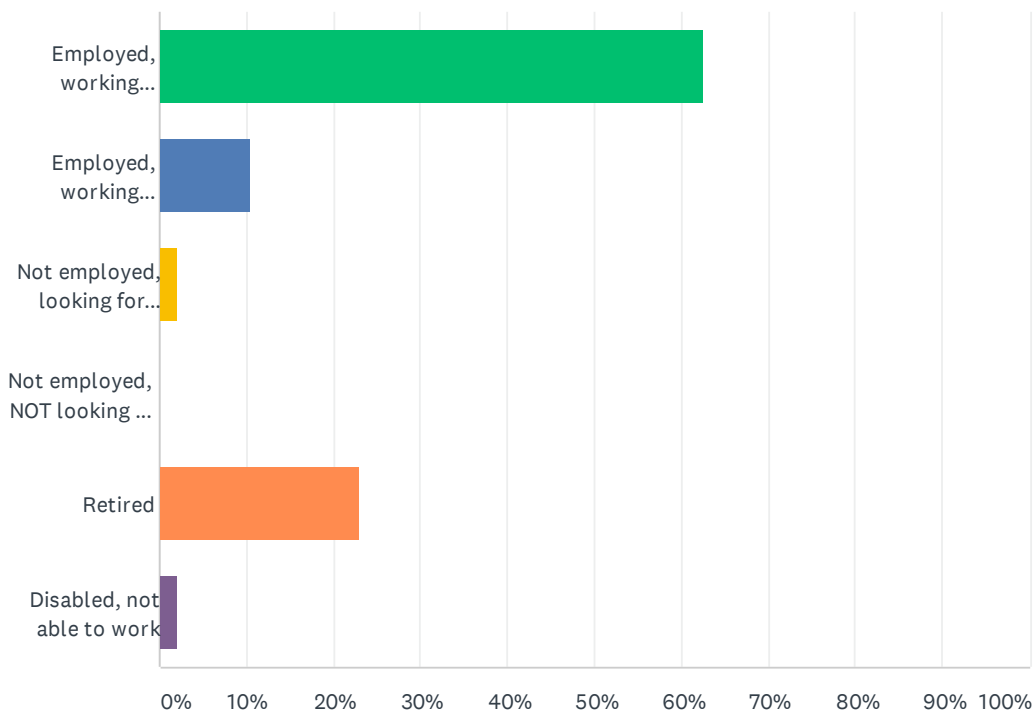
#	RESPONSES	DATE
1	Grantham	12/13/2019 4:15 PM
2	Claremont	12/13/2019 2:12 PM
3	Lebanon	12/12/2019 3:22 PM
4	Claremont	12/10/2019 2:14 PM
5	Claremont	12/9/2019 6:03 PM
6	Claremont	11/21/2019 10:49 AM
7	claremont nh	11/21/2019 10:48 AM
8	Unity	11/20/2019 8:29 PM
9	Charlestown	11/18/2019 7:48 AM
10	Claremont	11/15/2019 8:24 PM
11	Claremont	11/8/2019 8:44 AM
12	Claremont	11/7/2019 11:12 PM
13	Claremont	11/7/2019 12:01 PM
14	CLAREMONT	11/7/2019 11:06 AM
15	Claremont	11/7/2019 11:02 AM
16	Claremont	11/7/2019 10:48 AM
17	Claremont	11/3/2019 6:58 PM
18	Meriden	11/2/2019 2:34 PM
19	Enfield	11/1/2019 5:54 PM
20	CLAREMONT	10/31/2019 3:41 PM
21	LEBANON	10/31/2019 2:52 PM
22	Cornish	10/31/2019 2:37 PM
23	Claremont	10/31/2019 1:04 PM
24	Claremont	10/31/2019 12:53 PM
25	Claremont	10/29/2019 10:17 AM
26	Claremont	10/18/2019 7:29 PM
27	New London	10/7/2019 7:12 PM
28	grantham	10/2/2019 2:04 PM
29	Hanover	10/2/2019 11:26 AM
30	Charlestown	10/1/2019 2:40 PM
31	Acworth	10/1/2019 9:58 AM
32	Charlestown NH	10/1/2019 9:04 AM
33	Canaan	10/1/2019 8:17 AM
34	Milan	10/1/2019 7:10 AM
35	Hanover	9/30/2019 11:49 AM
36	New London	9/30/2019 11:47 AM
37	lyme	9/30/2019 11:29 AM

# Upper Valley Regional Planning Commission - Rider Survey

38	Lebanon	9/30/2019 9:24 AM
39	Lebanon, NH	9/29/2019 9:00 PM
40	norwich, VT	9/29/2019 5:05 PM
41	Plainfield	9/28/2019 7:14 PM
42	New London	9/28/2019 1:01 PM
43	Dorchester	9/28/2019 11:00 AM
44	New London, NH	9/27/2019 4:40 PM
45	HANOVER	9/27/2019 4:19 PM
46	Enfield	9/27/2019 3:59 PM
47	Lebanon	9/27/2019 3:33 PM
48	Lebanon	9/23/2019 9:26 AM

## Q2 Which of the following categories best describes your employment status?

Answered: 48 Skipped: 0

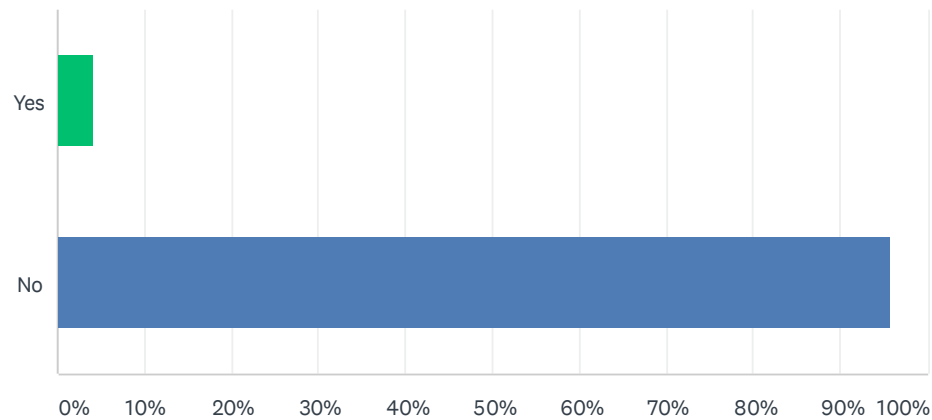


## Upper Valley Regional Planning Commission - Rider Survey

ANSWER CHOICES	RESPONSES	
Employed, working full-time	62.50%	30
Employed, working part-time	10.42%	5
Not employed, looking for work	2.08%	1
Not employed, NOT looking for work	0.00%	0
Retired	22.92%	11
Disabled, not able to work	2.08%	1
TOTAL		48

### Q3 Do you have a disability that impacts your ability to travel?

Answered: 48 Skipped: 0



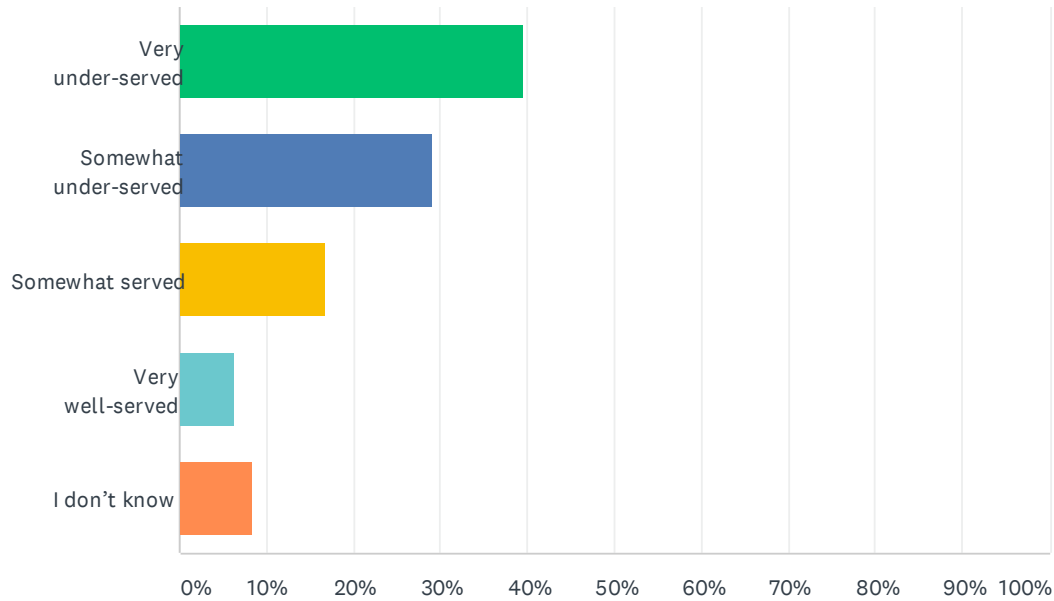
ANSWER CHOICES	RESPONSES	
Yes	4.17%	2
No	95.83%	46
TOTAL		48

### Q4 Do you feel that your community is under-served by community transportation?

Answered: 48 Skipped: 0



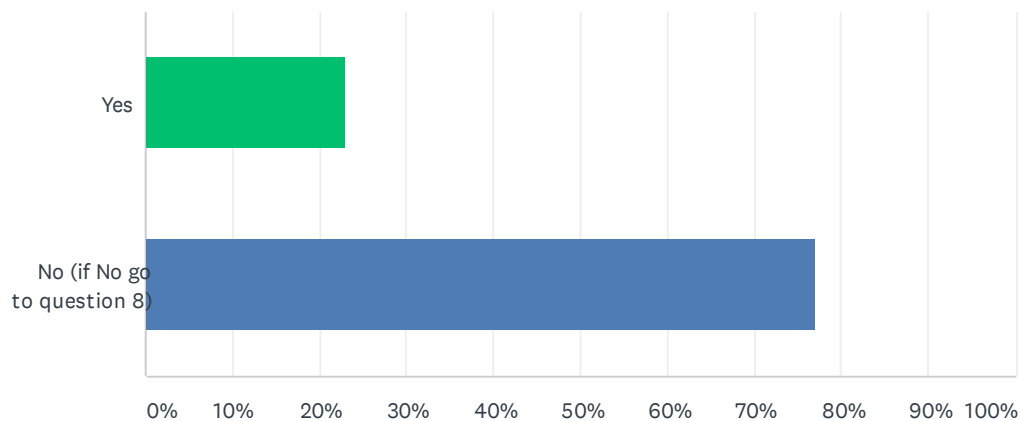
## Upper Valley Regional Planning Commission - Rider Survey



ANSWER CHOICES	RESPONSES	
Very under-served	39.58%	19
Somewhat under-served	29.17%	14
Somewhat served	16.67%	8
Very well-served	6.25%	3
I don't know	8.33%	4
TOTAL		48

## Q5 Do you currently use community transportation?

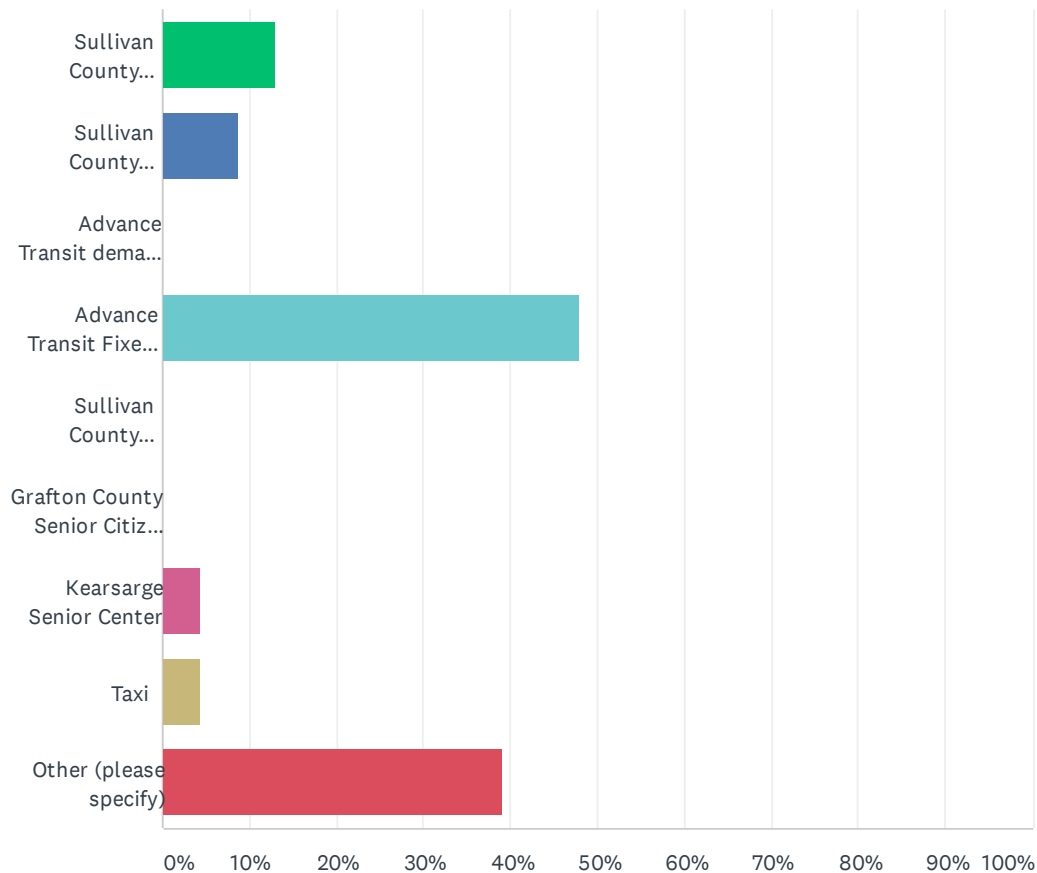
Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	22.92%	11
No (if No go to question 8)	77.08%	37
TOTAL		48

**Q6 What types of community transportation do you use? (Fixed Route Service operates on a regular schedule) (Demand Response - Service requires a call and/or a reservation.) Check all that apply:**

Answered: 23 Skipped: 25



## Upper Valley Regional Planning Commission - Rider Survey

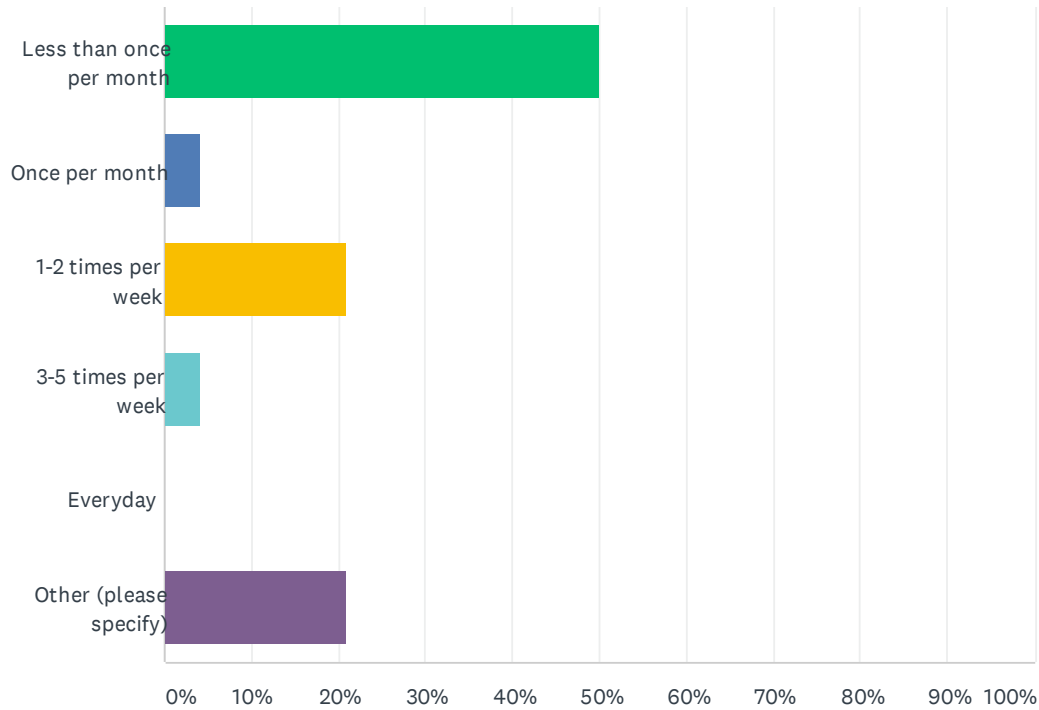
ANSWER CHOICES	RESPONSES	
Sullivan County Transportation demand response transit service	13.04%	3
Sullivan County Transportation volunteer driver service	8.70%	2
Advance Transit demand response transit service	0.00%	0
Advance Transit Fixed Route Bus	47.83%	11
Sullivan County Nutrition Services	0.00%	0
Grafton County Senior Citizens Council/Senior Centers	0.00%	0
Kearsarge Senior Center	4.35%	1
Taxi	4.35%	1
Other (please specify)	39.13%	9
Total Respondents: 23		

#	OTHER (PLEASE SPECIFY)	DATE
1	none	11/2/2019 2:34 PM
2	Friend or relative	10/31/2019 1:04 PM
3	None. Your branching logic is not working.	10/31/2019 12:53 PM
4	Current (Vermont)	10/1/2019 2:40 PM
5	Current Bus	10/1/2019 9:58 AM
6	Not needed	10/1/2019 9:04 AM
7	I use Dartmouth Coach to get to Boston.	9/30/2019 11:47 AM
8	occasionally, once I am at work.	9/30/2019 11:29 AM
9	Dartmouth Coach to Boston / Logan Airport	9/28/2019 1:01 PM

## Q7 How often do you use community transportation?

Answered: 24   Skipped: 24

## Upper Valley Regional Planning Commission - Rider Survey



ANSWER CHOICES	RESPONSES
Less than once per month	50.00% 12
Once per month	4.17% 1
1-2 times per week	20.83% 5
3-5 times per week	4.17% 1
Everyday	0.00% 0
Other (please specify)	20.83% 5
<b>TOTAL</b>	<b>24</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Never, not available in any meaningful way to me	11/20/2019 8:29 PM
2	never	11/2/2019 2:34 PM
3	Several times per month	10/1/2019 2:40 PM
4	4-5 times a year to Boston	9/30/2019 11:47 AM
5	None	9/28/2019 1:01 PM

**Q8 Consider the important destinations or services for residents in your community and region, are there important destinations or services that you cannot access using existing public transit or transportation services and that can only be accessed using a personal vehicle? Please list those destinations below (be as specific as possible with actual locations.)**

Answered: 48 Skipped: 0

# Upper Valley Regional Planning Commission - Rider Survey

ANSWER CHOICES	RESPONSES	
Destination 1	97.92%	47
Destination 2	66.67%	32
Destination 3	45.83%	22
Destination 4	29.17%	14
Destination 5	20.83%	10
Destination 6	14.58%	7

# Upper Valley Regional Planning Commission - Rider Survey

#	DESTINATION 1	DATE
1	West Lebanon	12/13/2019 4:15 PM
2	Dartmouth Hitchcock	12/13/2019 2:12 PM
3	Centerra (Coop Food Store, aging resource center, etc)	12/12/2019 3:22 PM
4	Upper Valley	12/10/2019 2:14 PM
5	hospital	12/9/2019 6:03 PM
6	Mt Ascutney Hospital	11/21/2019 10:49 AM
7	clinics not hospitals	11/21/2019 10:48 AM
8	Dartmouth Hitchcock Lebanon	11/20/2019 8:29 PM
9	West Lebanon	11/18/2019 7:48 AM
10	Work (Operhouse Square Claremont)	11/15/2019 8:24 PM
11	Valley Regional Hospital after hours and weekend	11/8/2019 8:44 AM
12	DHMC, Lebanon	11/7/2019 11:12 PM
13	West Lebanon, NH shopping district	11/7/2019 12:01 PM
14	DHMC	11/7/2019 11:06 AM
15	New London Park & Ride to get Dartmouth Coach to Boston	11/7/2019 11:02 AM
16	DHMC - Leb	11/7/2019 10:48 AM
17	MT Ascutney Hospital	11/3/2019 6:58 PM
18	Lebanon - everything	11/2/2019 2:34 PM
19	Dartmouth Hitchcock	11/1/2019 5:54 PM
20	Lebanon DHMC	10/31/2019 3:41 PM
21	CLAREMONT NH	10/31/2019 2:52 PM
22	DHMC	10/31/2019 2:37 PM
23	Newport heath center	10/31/2019 1:04 PM
24	Route 12a, West Lebanon	10/31/2019 12:53 PM
25	Medical appointments	10/29/2019 10:17 AM
26	Cheshire Medical Center, Keene, NH	10/18/2019 7:29 PM
27	Upper Valley	10/7/2019 7:12 PM
28	Hypertherm	10/2/2019 2:04 PM
29	Downtown Hanover	10/2/2019 11:26 AM
30	Springfield (Hospital)	10/1/2019 2:40 PM
31	na	10/1/2019 9:58 AM
32	Veterans Hospital	10/1/2019 9:04 AM
33	West Canaan from Hanover/Lebanon at mid-day	10/1/2019 8:17 AM
34	Dartmouth Hospital	10/1/2019 7:10 AM
35	Lyme	9/30/2019 11:49 AM
36	I think people get to places using COA	9/30/2019 11:47 AM
37	Hanover- work, grocery shopping, entertainment	9/30/2019 11:29 AM

## Upper Valley Regional Planning Commission - Rider Survey

38	Alice Peck Day Memorial Hospital (APD)	9/30/2019 9:24 AM
39	Hanover, NH	9/29/2019 9:00 PM
40	evening and weekend service is missing	9/29/2019 5:05 PM
41	Lebanon, NH	9/28/2019 7:14 PM
42	Plymouth - downtown and Hatch Plaza and Walmart/Boulder Point	9/28/2019 11:00 AM
43	Medical facilities	9/27/2019 4:40 PM
44	my house	9/27/2019 4:19 PM
45	Any area of Enfield outside the immediate village area	9/27/2019 3:59 PM
46	Destinations are good, need better hours.	9/27/2019 3:33 PM
47	Centerra Parkway	9/23/2019 9:26 AM

# Upper Valley Regional Planning Commission - Rider Survey

#	DESTINATION 2	DATE
1	New London	12/13/2019 4:15 PM
2	Fresenius Kidney Care Lebanon; 56 Etna Rd, Lebanon, NH 03766	12/13/2019 2:12 PM
3	Major employers on Etna and Great Hollow Roads (Creare, Hypertherm, Fujifilm/Dymatix, etc))	12/12/2019 3:22 PM
4	doctor's offices	12/9/2019 6:03 PM
5	Lebanon from Unity/Claremont area	11/20/2019 8:29 PM
6	Keene	11/18/2019 7:48 AM
7	Home (Bible Hill Claremont)	11/15/2019 8:24 PM
8	DHMC	11/8/2019 8:44 AM
9	Centerra Parkway in Lebanon, NH	11/7/2019 12:01 PM
10	ALICE PECK DAY	11/7/2019 11:06 AM
11	Alice Peck Day - Leb	11/7/2019 10:48 AM
12	DHMC	11/3/2019 6:58 PM
13	Claremont - everything	11/2/2019 2:34 PM
14	Thompsons arena downtown Hanover route	11/1/2019 5:54 PM
15	Lebanon APD	10/31/2019 3:41 PM
16	ENFIELD NH	10/31/2019 2:52 PM
17	DHMC	10/31/2019 1:04 PM
18	My house - no way to get to the transportation unless I drive	10/31/2019 12:53 PM
19	Work	10/29/2019 10:17 AM
20	West Lebanon Shopping Plazas, West Lebanon	10/18/2019 7:29 PM
21	Hanover	10/7/2019 7:12 PM
22	West Lebanon	10/2/2019 2:04 PM
23	Dartmouth Hitchcock Medical Center	10/2/2019 11:26 AM
24	Bellows Falls (Amtrak)	10/1/2019 2:40 PM
25	Dartmouth Hitchcock	10/1/2019 9:04 AM
26	Concord Hospital	10/1/2019 7:10 AM
27	WRJ- restaurants, entertainment	9/30/2019 11:29 AM
28	Dartmouth Coach terminal in Lebanon	9/30/2019 9:24 AM
29	Claremont, NH	9/28/2019 7:14 PM
30	Speare memorial hospital	9/28/2019 11:00 AM
31	Food shopping	9/27/2019 4:40 PM
32	APD/ Dr Offices	9/23/2019 9:26 AM



# Upper Valley Regional Planning Commission - Rider Survey

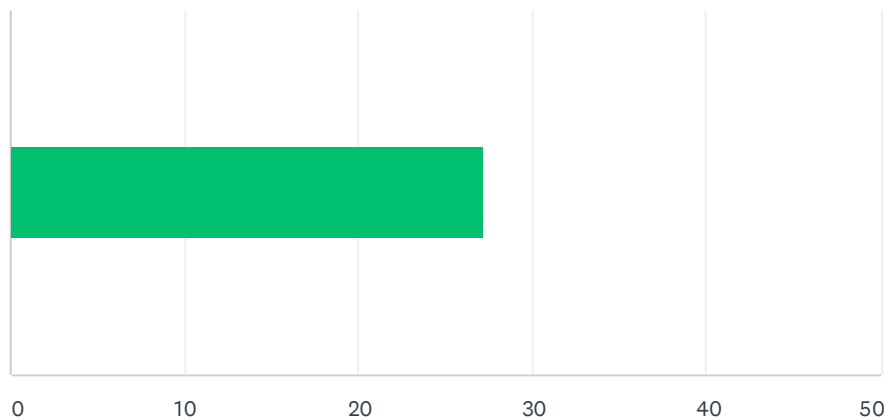
#	DESTINATION 3	DATE
1	Hanover	12/13/2019 4:15 PM
2	Dartmouth Coach station	12/12/2019 3:22 PM
3	grocery stores	12/9/2019 6:03 PM
4	West Lebanon from Unity/Claremont Area	11/20/2019 8:29 PM
5	Ascutney	11/18/2019 7:48 AM
6	Downtown Claremont Reatil (Pleasant Street, Tremont St, Main st.)	11/15/2019 8:24 PM
7	DHMC in Lebanon, NH	11/7/2019 12:01 PM
8	MOUNT ASCUTNEY HOSPITAL	11/7/2019 11:06 AM
9	Downtown Leb	11/7/2019 10:48 AM
10	Shopping anywhere	10/31/2019 3:41 PM
11	Dartmouth Hitchcock Hospital, Lebanon	10/18/2019 7:29 PM
12	Lebanon	10/7/2019 7:12 PM
13	Downtown Hanover	10/2/2019 2:04 PM
14	Dartmouth Coach Lebanon bus station	10/2/2019 11:26 AM
15	Lebanon (DHMC)	10/1/2019 2:40 PM
16	Shopping in Lebanon	10/1/2019 9:04 AM
17	White River Junction VA	10/1/2019 7:10 AM
18	West Lebanon- feed store, pet store	9/30/2019 11:29 AM
19	DHMC Lebanon, NH	9/28/2019 7:14 PM
20	Dartmouth-Hitchcock medical center	9/28/2019 11:00 AM
21	Library	9/27/2019 4:40 PM
22	Ray School in Hanover	9/23/2019 9:26 AM
#	DESTINATION 4	DATE
1	Newport	12/13/2019 4:15 PM
2	ANY non-walkable destination on weekends or late evenings	12/12/2019 3:22 PM
3	shopping centers	12/9/2019 6:03 PM
4	Claremont/Unity from Lebanon/West Lebanon	11/20/2019 8:29 PM
5	Valley Regional Hospital	11/15/2019 8:24 PM
6	DMV - Newport	11/7/2019 10:48 AM
7	Keene State College, Keene	10/18/2019 7:29 PM
8	Concord	10/7/2019 7:12 PM
9	DHMC	10/2/2019 2:04 PM
10	Keene	10/1/2019 2:40 PM
11	Shopping in Keene	10/1/2019 9:04 AM
12	lebanon/Hanover	9/28/2019 11:00 AM
13	Other shops	9/27/2019 4:40 PM
14	Lebanon Middle School	9/23/2019 9:26 AM

# Upper Valley Regional Planning Commission - Rider Survey

#	DESTINATION 5	DATE
1	Claremont	12/13/2019 4:15 PM
2	senior centers	12/9/2019 6:03 PM
3	Hanover/Dartmouth College Area from Claremont/Unity	11/20/2019 8:29 PM
4	Shopping Centers (Washington Street, Charlestown rd)	11/15/2019 8:24 PM
5	Veterans' Administration Hospital, White River Jct., Vt.	10/18/2019 7:29 PM
6	Tilton	10/7/2019 7:12 PM
7	Centerra	10/2/2019 2:04 PM
8	Concord	10/1/2019 2:40 PM
9	Access to other forms of travel, airports	9/27/2019 4:40 PM
10	Claremont	9/23/2019 9:26 AM
#	DESTINATION 6	DATE
1	city services	12/9/2019 6:03 PM
2	Claremont/Unity from Hanover Dartmouth College area	11/20/2019 8:29 PM
3	Other Towns, Newport, Sunapee, Lebanon, Charlestown. Areas that connect to other bus routes	11/15/2019 8:24 PM
4	Newport/Claremont	10/7/2019 7:12 PM
5	None	9/28/2019 1:01 PM
6	Cultural activities	9/27/2019 4:40 PM
7	Manchester Airport	9/23/2019 9:26 AM

**Q9 How significant a problem is a lack of transportation for you in accessing health care on a scale of 1-10 where 1= not a problem and 10 = major problem.**

Answered: 48 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	27	1,303	48
Total Respondents: 48			

# Upper Valley Regional Planning Commission - Rider Survey

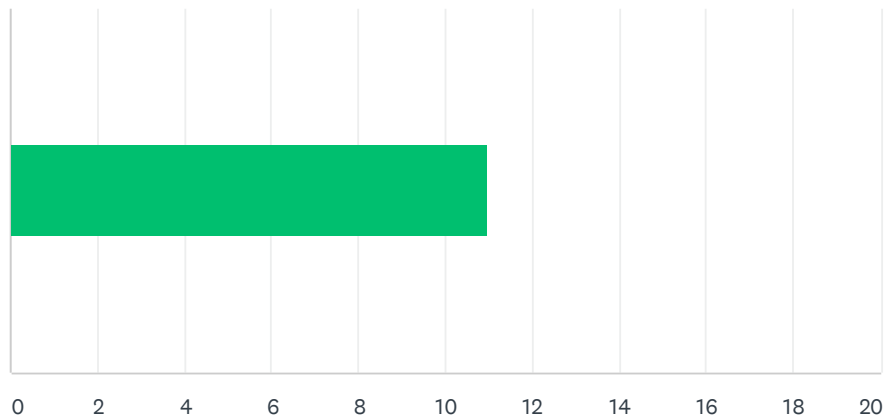
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5	65	12/9/2019 6:03 PM
6	96	11/21/2019 10:49 AM
7	2	11/21/2019 10:48 AM
8	23	11/20/2019 8:29 PM
9	50	11/18/2019 7:48 AM
10	100	11/15/2019 8:24 PM
11	0	11/8/2019 8:44 AM
12	0	11/7/2019 11:12 PM
13	1	11/7/2019 12:01 PM
14	82	11/7/2019 11:06 AM
15	0	11/7/2019 11:02 AM
16	15	11/7/2019 10:48 AM
17	0	11/3/2019 6:58 PM
18	1	11/2/2019 2:34 PM
19	30	11/1/2019 5:54 PM
20	59	10/31/2019 3:41 PM
21	50	10/31/2019 2:52 PM
22	88	10/31/2019 2:37 PM
23	70	10/31/2019 1:04 PM
24	0	10/31/2019 12:53 PM
25	2	10/29/2019 10:17 AM
26	26	10/18/2019 7:29 PM
27	58	10/7/2019 7:12 PM
28	1	10/2/2019 2:04 PM
29	0	10/2/2019 11:26 AM
30	65	10/1/2019 2:40 PM
31	0	10/1/2019 9:58 AM
32	0	10/1/2019 9:04 AM
33	6	10/1/2019 8:17 AM
34	70	10/1/2019 7:10 AM
35	0	9/30/2019 11:49 AM
36	1	9/30/2019 11:47 AM
37	28	9/30/2019 11:29 AM

# Upper Valley Regional Planning Commission - Rider Survey

38	1	9/30/2019 9:24 AM
39	77	9/29/2019 9:00 PM
40	1	9/29/2019 5:05 PM
41	0	9/28/2019 7:14 PM
42	2	9/28/2019 1:01 PM
43	90	9/28/2019 11:00 AM
44	72	9/27/2019 4:40 PM
45	0	9/27/2019 4:19 PM
46	0	9/27/2019 3:59 PM
47	0	9/27/2019 3:33 PM
48	50	9/23/2019 9:26 AM

**Q10 How significant a problem is a lack of transportation for you in accessing childcare on a scale of 1-10 where 1= not a problem and 10 = major problem.**

Answered: 48 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	11	526	48
Total Respondents: 48			

# Upper Valley Regional Planning Commission - Rider Survey

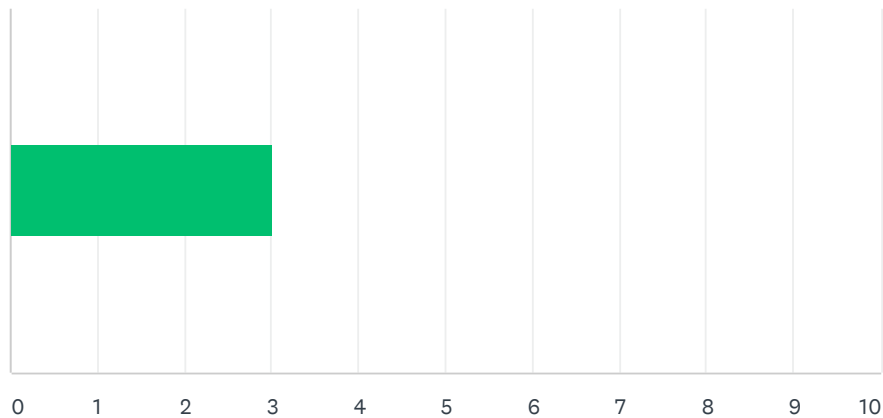
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5	0	12/9/2019 6:03 PM
6	0	11/21/2019 10:49 AM
7	2	11/21/2019 10:48 AM
8	0	11/20/2019 8:29 PM
9	0	11/18/2019 7:48 AM
10	100	11/15/2019 8:24 PM
11	0	11/8/2019 8:44 AM
12	0	11/7/2019 11:12 PM
13	1	11/7/2019 12:01 PM
14	77	11/7/2019 11:06 AM
15	0	11/7/2019 11:02 AM
16	10	11/7/2019 10:48 AM
17	0	11/3/2019 6:58 PM
18	1	11/2/2019 2:34 PM
19	0	11/1/2019 5:54 PM
20	0	10/31/2019 3:41 PM
21	1	10/31/2019 2:52 PM
22	88	10/31/2019 2:37 PM
23	11	10/31/2019 1:04 PM
24	0	10/31/2019 12:53 PM
25	1	10/29/2019 10:17 AM
26	0	10/18/2019 7:29 PM
27	59	10/7/2019 7:12 PM
28	0	10/2/2019 2:04 PM
29	0	10/2/2019 11:26 AM
30	1	10/1/2019 2:40 PM
31	0	10/1/2019 9:58 AM
32	0	10/1/2019 9:04 AM
33	0	10/1/2019 8:17 AM
34	0	10/1/2019 7:10 AM
35	0	9/30/2019 11:49 AM
36	2	9/30/2019 11:47 AM
37	0	9/30/2019 11:29 AM

# Upper Valley Regional Planning Commission - Rider Survey

38	30	9/30/2019 9:24 AM
39	0	9/29/2019 9:00 PM
40	0	9/29/2019 5:05 PM
41	0	9/28/2019 7:14 PM
42	1	9/28/2019 1:01 PM
43	90	9/28/2019 11:00 AM
44	0	9/27/2019 4:40 PM
45	0	9/27/2019 4:19 PM
46	0	9/27/2019 3:59 PM
47	0	9/27/2019 3:33 PM
48	50	9/23/2019 9:26 AM

**Q11 How significant a problem is lack of transportation for you in accessing employment on a scale of 1-10 where 1 = not a problem and 10 = major problem.**

Answered: 48 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	145	48
Total Respondents: 48			

# Upper Valley Regional Planning Commission - Rider Survey

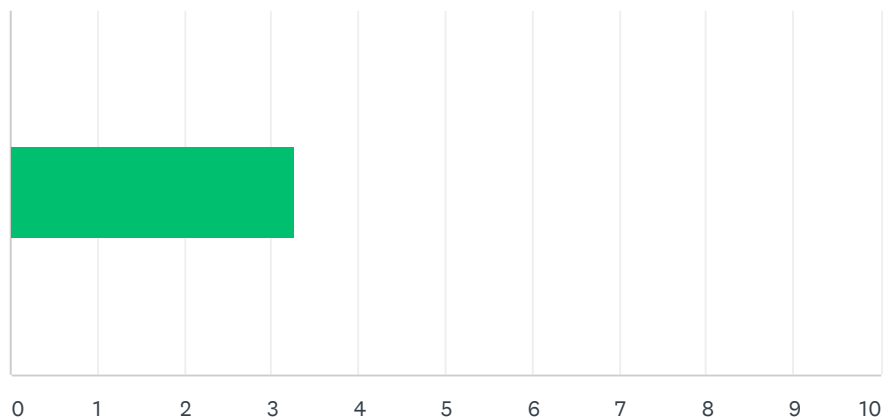
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4	1	12/10/2019 2:14 PM
5	1	12/9/2019 6:03 PM
6	1	11/21/2019 10:49 AM
7	2	11/21/2019 10:48 AM
8	6	11/20/2019 8:29 PM
9	1	11/18/2019 7:48 AM
10	10	11/15/2019 8:24 PM
11	1	11/8/2019 8:44 AM
12	1	11/7/2019 11:12 PM
13	2	11/7/2019 12:01 PM
14	8	11/7/2019 11:06 AM
15	1	11/7/2019 11:02 AM
16	3	11/7/2019 10:48 AM
17	6	11/3/2019 6:58 PM
18	1	11/2/2019 2:34 PM
19	1	11/1/2019 5:54 PM
20	6	10/31/2019 3:41 PM
21	10	10/31/2019 2:52 PM
22	9	10/31/2019 2:37 PM
23	8	10/31/2019 1:04 PM
24	1	10/31/2019 12:53 PM
25	1	10/29/2019 10:17 AM
26	1	10/18/2019 7:29 PM
27	7	10/7/2019 7:12 PM
28	1	10/2/2019 2:04 PM
29	1	10/2/2019 11:26 AM
30	1	10/1/2019 2:40 PM
31	3	10/1/2019 9:58 AM
32	1	10/1/2019 9:04 AM
33	1	10/1/2019 8:17 AM
34	5	10/1/2019 7:10 AM
35	1	9/30/2019 11:49 AM
36	1	9/30/2019 11:47 AM
37	6	9/30/2019 11:29 AM

# Upper Valley Regional Planning Commission - Rider Survey

38	1	9/30/2019 9:24 AM
39	3	9/29/2019 9:00 PM
40	1	9/29/2019 5:05 PM
41	1	9/28/2019 7:14 PM
42	1	9/28/2019 1:01 PM
43	6	9/28/2019 11:00 AM
44	1	9/27/2019 4:40 PM
45	1	9/27/2019 4:19 PM
46	1	9/27/2019 3:59 PM
47	10	9/27/2019 3:33 PM
48	1	9/23/2019 9:26 AM

**Q12 How significant a problem is a lack of transportation for you in accessing social or civic activities on a scale of 1-10 where 1 = not a problem and 10 = major problem.**

Answered: 48 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	157	48
Total Respondents: 48			



# Upper Valley Regional Planning Commission - Rider Survey

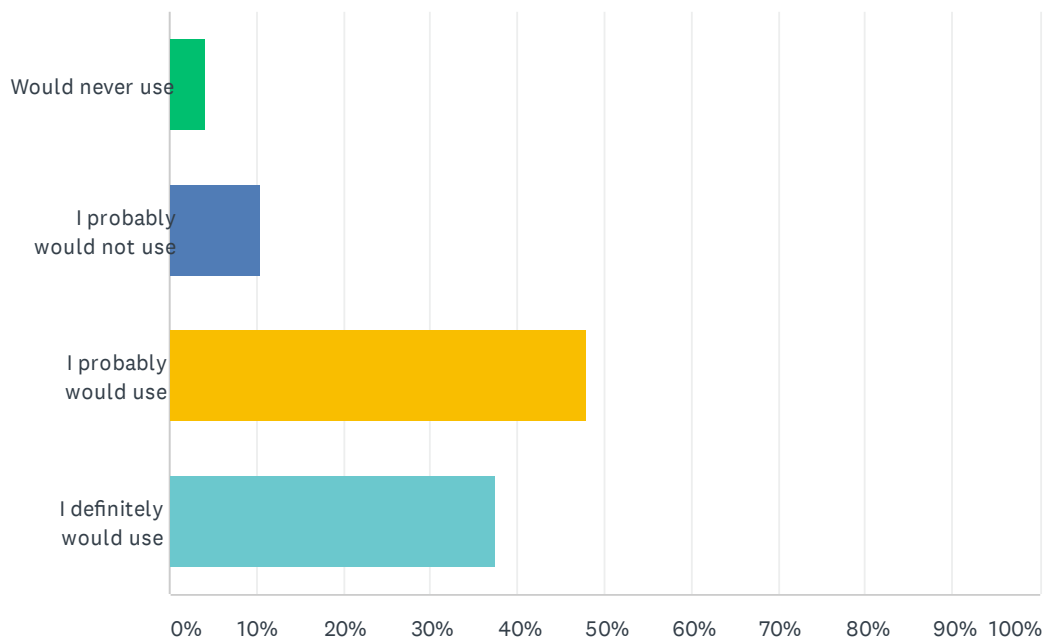
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2	1	12/13/2019 2:12 PM
3	1	12/12/2019 3:22 PM
4	1	12/10/2019 2:14 PM
5	1	12/9/2019 6:03 PM
6	1	11/21/2019 10:49 AM
7	2	11/21/2019 10:48 AM
8	6	11/20/2019 8:29 PM
9	5	11/18/2019 7:48 AM
10	10	11/15/2019 8:24 PM
11	1	11/8/2019 8:44 AM
12	5	11/7/2019 11:12 PM
13	1	11/7/2019 12:01 PM
14	9	11/7/2019 11:06 AM
15	1	11/7/2019 11:02 AM
16	3	11/7/2019 10:48 AM
17	1	11/3/2019 6:58 PM
18	1	11/2/2019 2:34 PM
19	5	11/1/2019 5:54 PM
20	4	10/31/2019 3:41 PM
21	3	10/31/2019 2:52 PM
22	9	10/31/2019 2:37 PM
23	2	10/31/2019 1:04 PM
24	1	10/31/2019 12:53 PM
25	1	10/29/2019 10:17 AM
26	1	10/18/2019 7:29 PM
27	7	10/7/2019 7:12 PM
28	1	10/2/2019 2:04 PM
29	4	10/2/2019 11:26 AM
30	4	10/1/2019 2:40 PM
31	2	10/1/2019 9:58 AM
32	1	10/1/2019 9:04 AM
33	2	10/1/2019 8:17 AM
34	6	10/1/2019 7:10 AM
35	3	9/30/2019 11:49 AM
36	1	9/30/2019 11:47 AM
37	3	9/30/2019 11:29 AM

# Upper Valley Regional Planning Commission - Rider Survey

38	3	9/30/2019 9:24 AM
39	8	9/29/2019 9:00 PM
40	1	9/29/2019 5:05 PM
41	1	9/28/2019 7:14 PM
42	3	9/28/2019 1:01 PM
43	9	9/28/2019 11:00 AM
44	8	9/27/2019 4:40 PM
45	1	9/27/2019 4:19 PM
46	1	9/27/2019 3:59 PM
47	1	9/27/2019 3:33 PM
48	8	9/23/2019 9:26 AM

## Q13 How willing would you be to use community transportation if it met your needs?

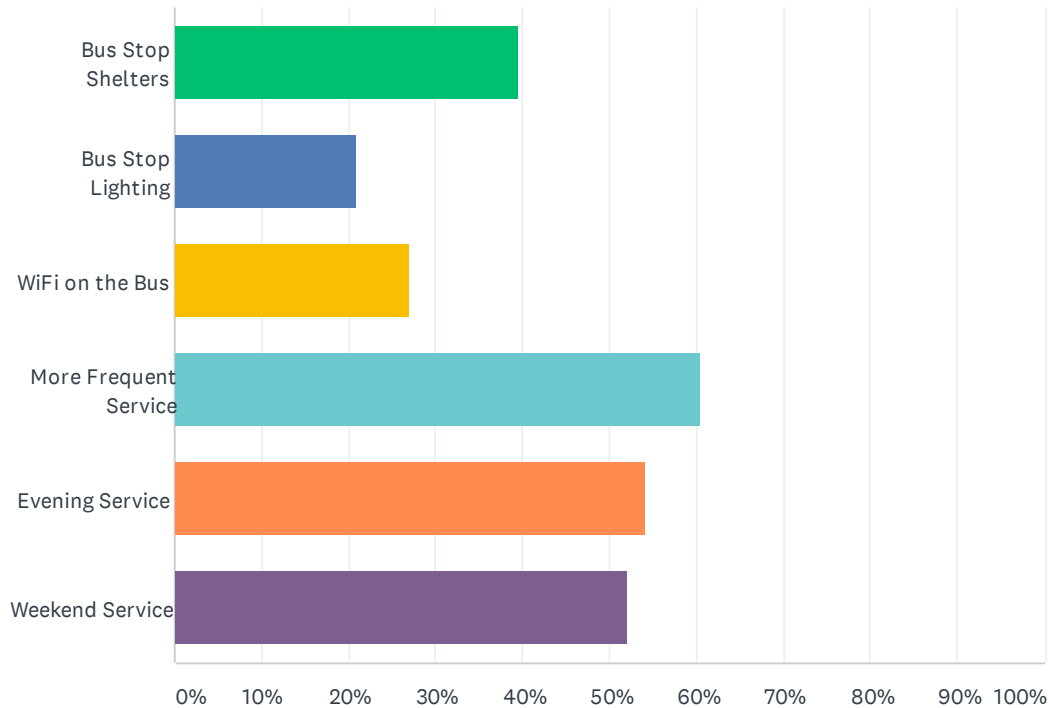
Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Would never use	4.17%	2
I probably would not use	10.42%	5
I probably would use	47.92%	23
I definitely would use	37.50%	18
TOTAL		48

## Q14 What types of service or amenities would improve your experience of community transportation or make you more likely to use public transportation? Add all or one of the suggested options

Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bus Stop Shelters	39.58%	19
Bus Stop Lighting	20.83%	10
WiFi on the Bus	27.08%	13
More Frequent Service	60.42%	29
Evening Service	54.17%	26
Weekend Service	52.08%	25
Total Respondents: 48		

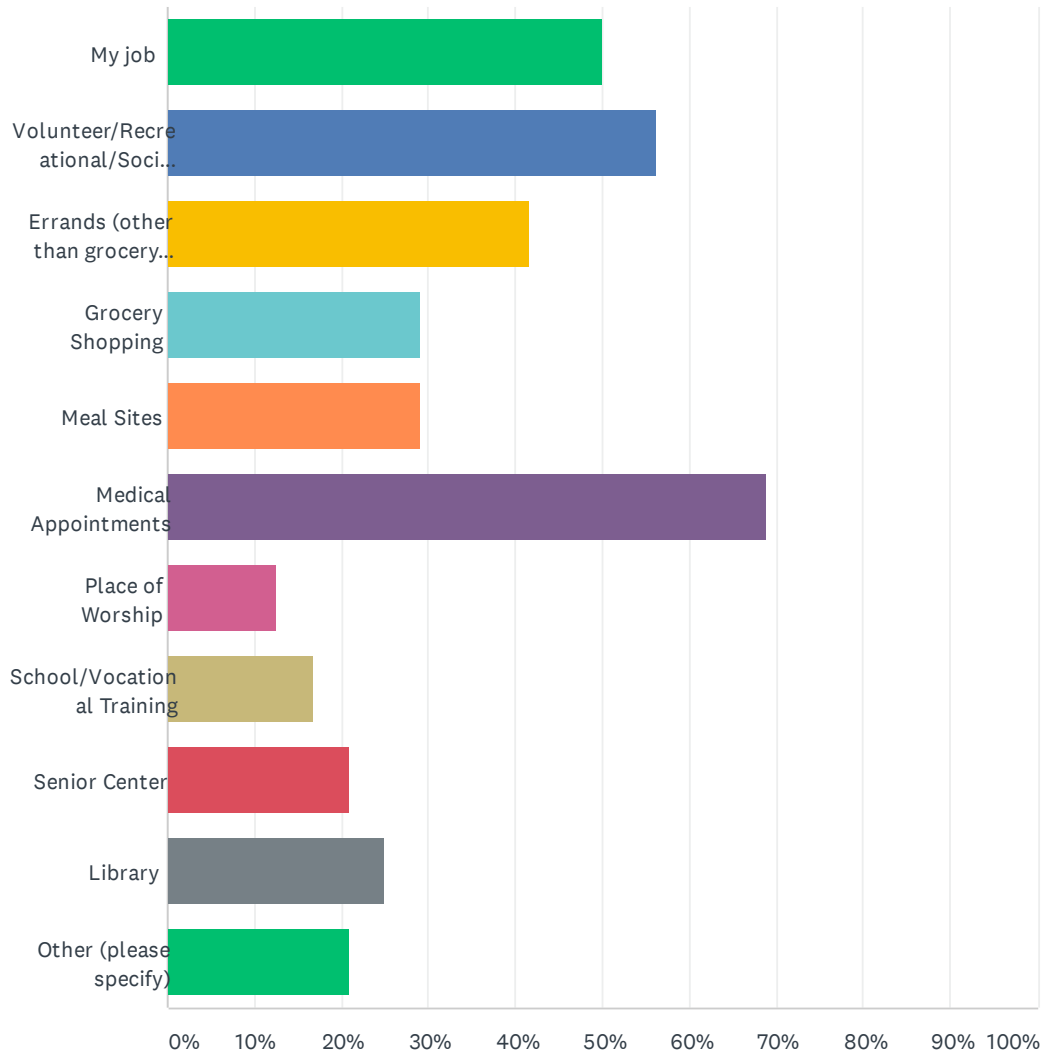
# Upper Valley Regional Planning Commission - Rider Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Have elderly parent who needs transportation	12/13/2019 2:12 PM
2	Not having to give 2 day notice for a pickup!	11/21/2019 10:49 AM
3	Uber and Lyft instead of buses. Allow private shelter construction for anyone	11/21/2019 10:48 AM
4	More stops in Rural areas. More frequent Busing to allow people to just use public transportation	11/15/2019 8:24 PM
5	Times that coordinate with my work hours	11/3/2019 6:58 PM
6	Park and ride stop in rural Hanover	10/2/2019 11:26 AM
7	none	10/1/2019 9:58 AM
8	Probably won't use in this tservice	9/30/2019 11:47 AM
9	More scheduled times (4x an hour)	9/29/2019 9:00 PM
10	sidewalks or walking paths to Bus Stops	9/23/2019 9:26 AM

**Q15 To what activities would you travel using community transportation if it were more readily available? (check all that apply)**

Answered: 48 Skipped: 0

## Upper Valley Regional Planning Commission - Rider Survey



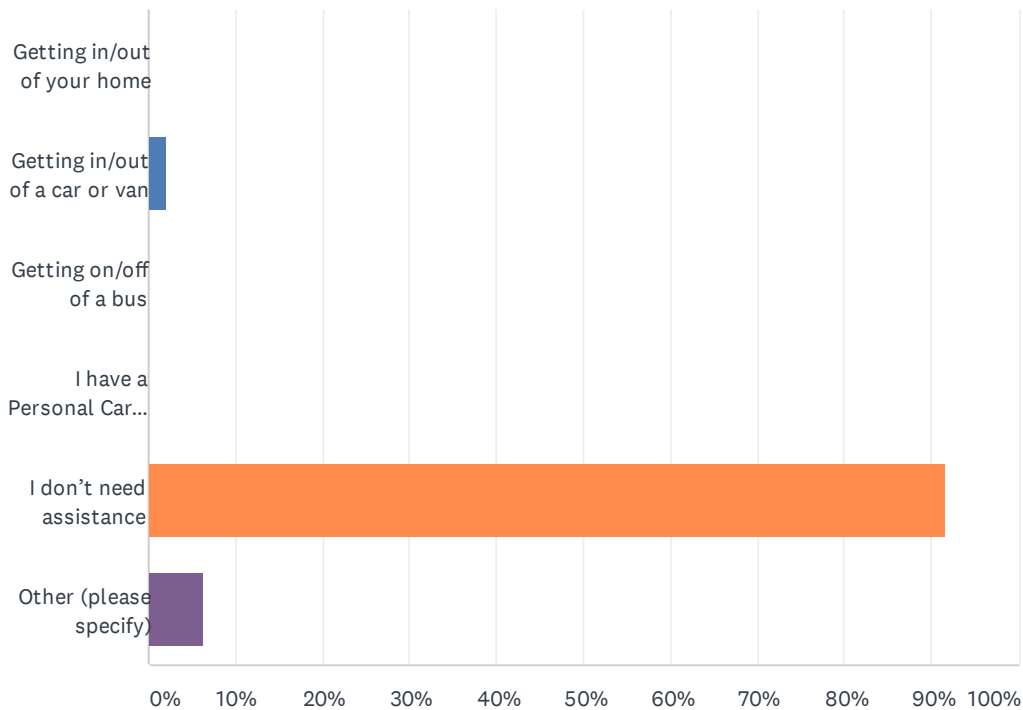
ANSWER CHOICES	RESPONSES	
My job	50.00%	24
Volunteer/Recreational/Social Activities	56.25%	27
Errands (other than grocery shopping)	41.67%	20
Grocery Shopping	29.17%	14
Meal Sites	29.17%	14
Medical Appointments	68.75%	33
Place of Worship	12.50%	6
School/Vocational Training	16.67%	8
Senior Center	20.83%	10
Library	25.00%	12
Other (please specify)	20.83%	10
Total Respondents: 48		

## Upper Valley Regional Planning Commission - Rider Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	transportation needed for elderly parent	12/13/2019 2:12 PM
2	Emergency Room ride home	11/21/2019 10:49 AM
3	ditch school buses also. overpriced subsidy for concentrated overpriced schools decentralize	11/21/2019 10:48 AM
4	If a bus was avaiable I would be able to go places when my wife has a car. Otherwise I'm on foot or with a bike. I would use public transportation for all of the above	11/15/2019 8:24 PM
5	Evening socials	11/7/2019 11:12 PM
6	Visit Family	11/7/2019 12:01 PM
7	connection to transportation to Boston or NYC	11/7/2019 11:02 AM
8	probably none	11/2/2019 2:34 PM
9	movies	9/30/2019 11:49 AM
10	None	9/30/2019 11:47 AM

### Q16 Do you need physical assistance with any of the following? (check all that apply)

Answered: 48 Skipped: 0



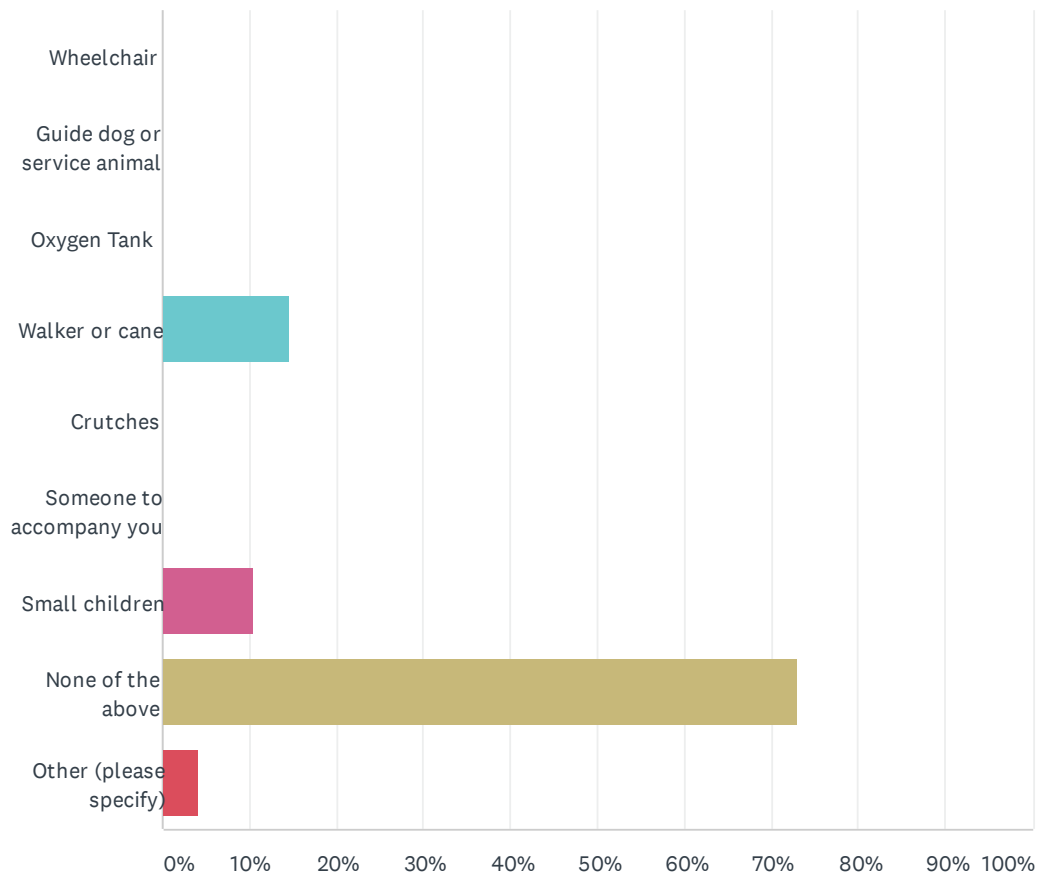
# Upper Valley Regional Planning Commission - Rider Survey

ANSWER CHOICES	RESPONSES	
Getting in/out of your home	0.00%	0
Getting in/out of a car or van	2.08%	1
Getting on/off of a bus	0.00%	0
I have a Personal Care Attendant	0.00%	0
I don't need assistance	91.67%	44
Other (please specify)	6.25%	3
Total Respondents: 48		

#	OTHER (PLEASE SPECIFY)	DATE
1	elderly parent is legally blind and has walking issues	12/13/2019 2:12 PM
2	na	10/1/2019 9:58 AM
3	Likely within the near future	9/27/2019 4:40 PM

## Q17 When you go out, do you have any of the following with you? (check all that apply)

Answered: 48 Skipped: 0



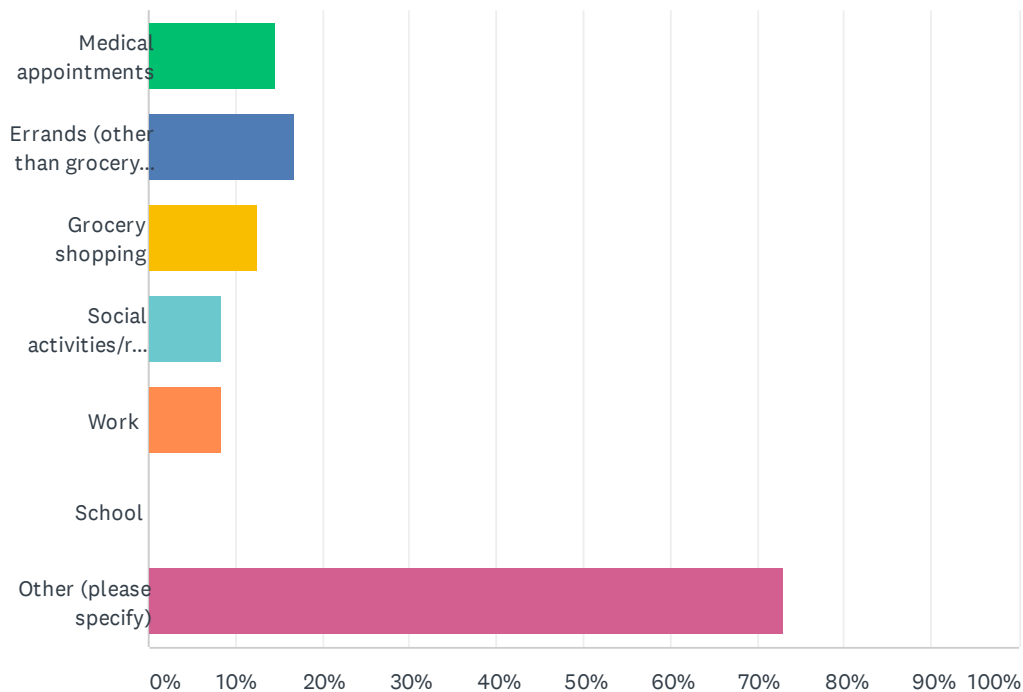
# Upper Valley Regional Planning Commission - Rider Survey

ANSWER CHOICES	RESPONSES	
Wheelchair	0.00%	0
Guide dog or service animal	0.00%	0
Oxygen Tank	0.00%	0
Walker or cane	14.58%	7
Crutches	0.00%	0
Someone to accompany you	0.00%	0
Small children	10.42%	5
None of the above	72.92%	35
Other (please specify)	4.17%	2
Total Respondents: 48		

#	OTHER (PLEASE SPECIFY)	DATE
1	elderly parent does	12/13/2019 2:12 PM
2	Noned	9/28/2019 1:01 PM

**Q18 In the past 12 months, have you been unable to get to any of the following destinations because you did not have reliable transportation?  
(check all that apply)**

Answered: 48 Skipped: 0





# Upper Valley Regional Planning Commission - Rider Survey

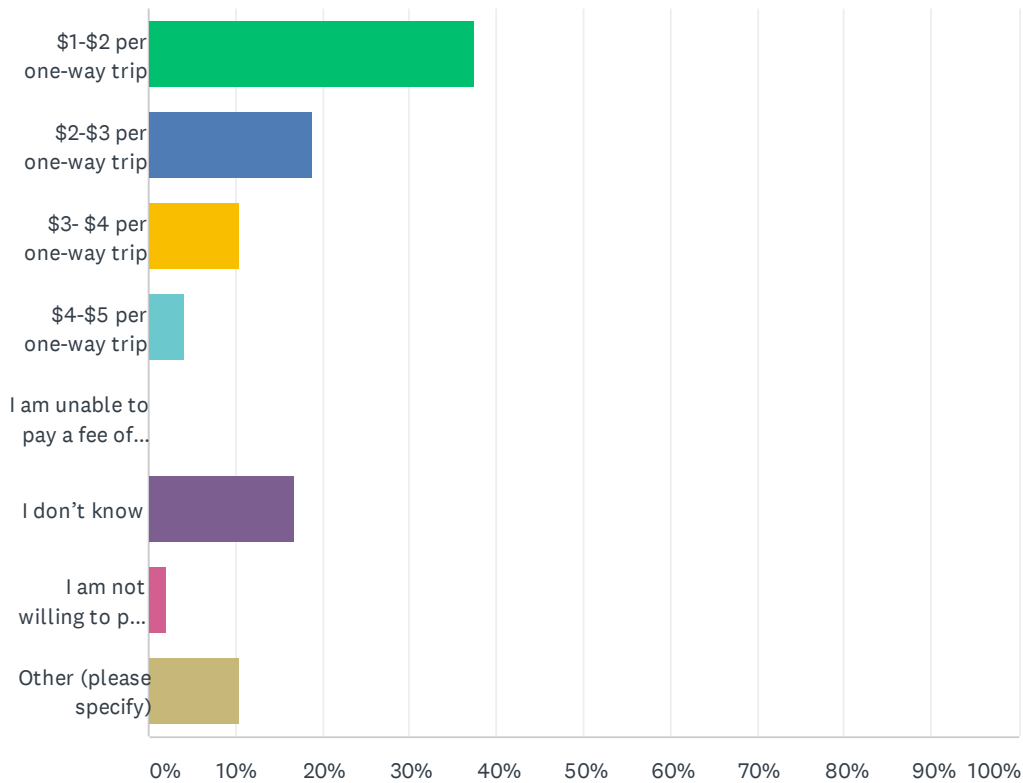
ANSWER CHOICES	RESPONSES	
Medical appointments	14.58%	7
Errands (other than grocery shopping)	16.67%	8
Grocery shopping	12.50%	6
Social activities/recreational activities/entertainment	8.33%	4
Work	8.33%	4
School	0.00%	0
Other (please specify)	72.92%	35
Total Respondents: 48		

# Upper Valley Regional Planning Commission - Rider Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	none	12/13/2019 4:15 PM
2	elderly parent needs transportation	12/13/2019 2:12 PM
3	None	12/12/2019 3:22 PM
4	n/a	12/10/2019 2:14 PM
5	none	12/9/2019 6:03 PM
6	Home from Emergency	11/21/2019 10:49 AM
7	I can get where I need to go, but I would use public transportation if it were available.	11/20/2019 8:29 PM
8	None	11/18/2019 7:48 AM
9	Getting on Dartmouth Coach to go to Boston or New York is hard. Just getting to or from the Train Station in Claremont is hard without a car	11/15/2019 8:24 PM
10	does not apply to me	11/8/2019 8:44 AM
11	Not a problem.	11/7/2019 11:12 PM
12	No	11/7/2019 12:01 PM
13	no	11/7/2019 11:02 AM
14	N/A	11/3/2019 6:58 PM
15	No	11/2/2019 2:34 PM
16	no	10/31/2019 12:53 PM
17	None	10/18/2019 7:29 PM
18	being able to commute to and from work several days would be great.	10/7/2019 7:12 PM
19	none	10/2/2019 2:04 PM
20	None	10/2/2019 11:26 AM
21	I have a car that I use when needed.	10/1/2019 2:40 PM
22	na	10/1/2019 9:58 AM
23	Not needed	10/1/2019 9:04 AM
24	none	10/1/2019 8:17 AM
25	N/A	9/30/2019 11:47 AM
26	None	9/30/2019 11:29 AM
27	I have reliable transport	9/29/2019 9:00 PM
28	none of the above	9/29/2019 5:05 PM
29	None of the above	9/28/2019 7:14 PM
30	No	9/28/2019 1:01 PM
31	N/A	9/28/2019 11:00 AM
32	no	9/27/2019 4:19 PM
33	No	9/27/2019 3:59 PM
34	None	9/27/2019 3:33 PM
35	N/A we have 1 car so sometimes that makes it difficult to make appointments at APD	9/23/2019 9:26 AM

## Q19 What is the most you would be willing to pay to use community transportation?

Answered: 48 Skipped: 0



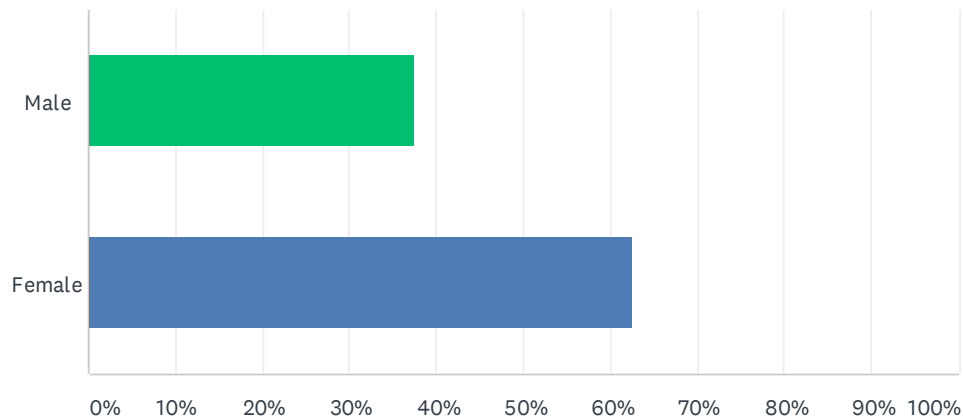
ANSWER CHOICES	RESPONSES	
\$1-\$2 per one-way trip	37.50%	18
\$2-\$3 per one-way trip	18.75%	9
\$3-\$4 per one-way trip	10.42%	5
\$4-\$5 per one-way trip	4.17%	2
I am unable to pay a fee of \$1 or less	0.00%	0
I don't know	16.67%	8
I am not willing to pay a fee	2.08%	1
Other (please specify)	10.42%	5
TOTAL		48

## Upper Valley Regional Planning Commission - Rider Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	I would like monthly passes that would allow riders to access a greater network of bussing	11/15/2019 8:24 PM
2	I can pay a standard fee.	11/7/2019 11:02 AM
3	Has to be more cost-effective than cost of gas pus parking	10/2/2019 11:26 AM
4	Depending on distance, up to \$ 10	10/1/2019 2:40 PM
5	Fare should link too distance. OK to pay!	9/30/2019 11:49 AM

### Q20 What is your gender?

Answered: 48 Skipped: 0

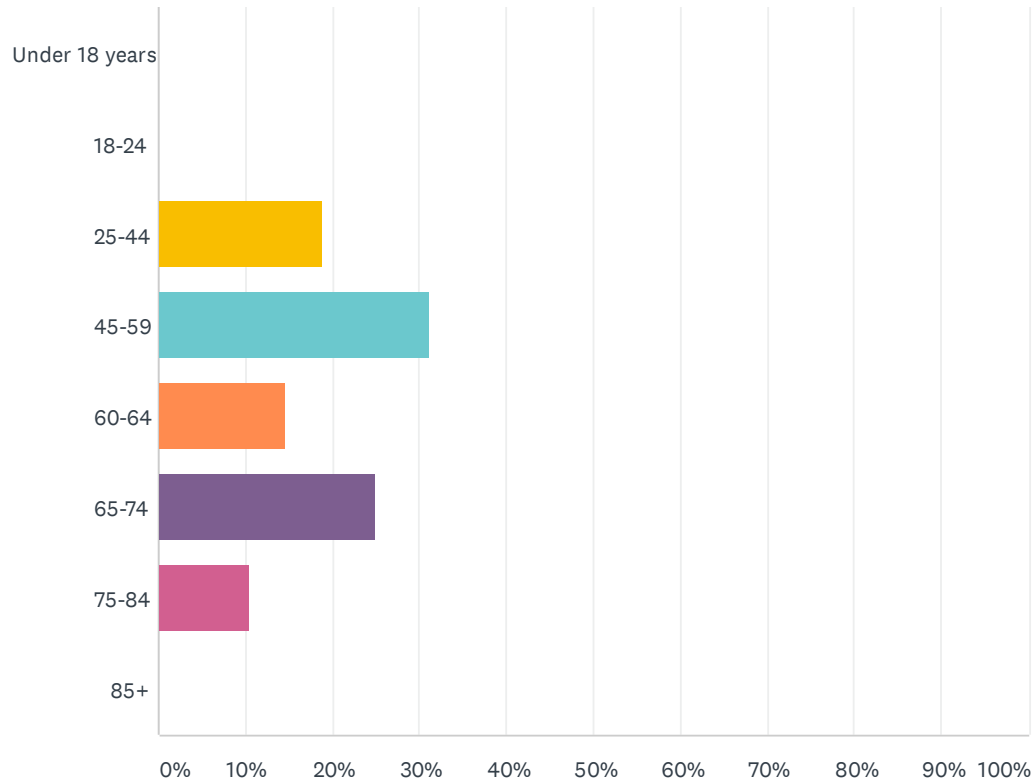


ANSWER CHOICES	RESPONSES	
Male	37.50%	18
Female	62.50%	30
TOTAL		48

### Q21 How old are you?

Answered: 48 Skipped: 0

## Upper Valley Regional Planning Commission - Rider Survey

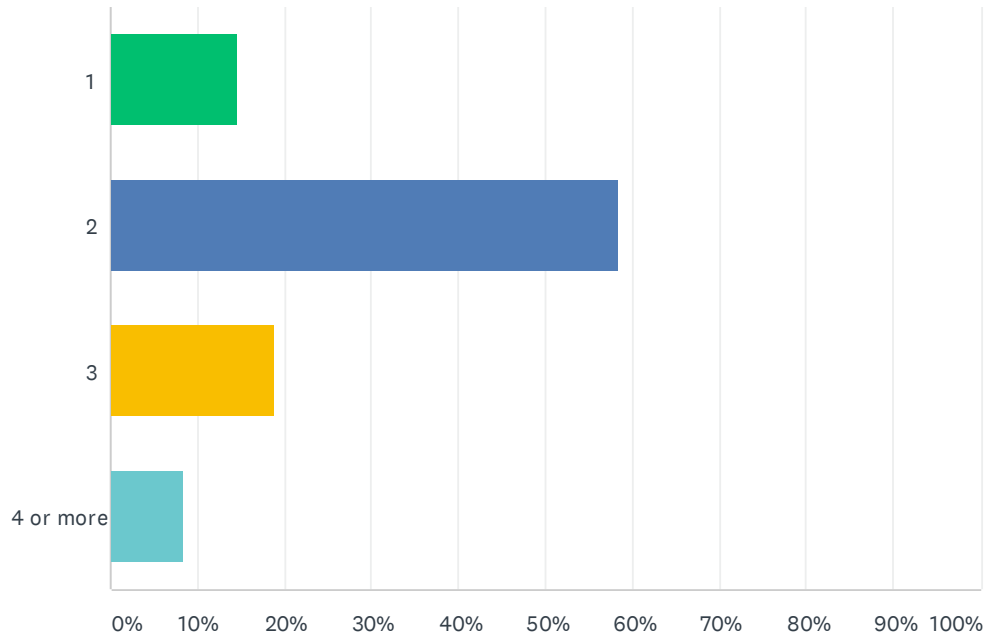


ANSWER CHOICES	RESPONSES	
Under 18 years	0.00%	0
18-24	0.00%	0
25-44	18.75%	9
45-59	31.25%	15
60-64	14.58%	7
65-74	25.00%	12
75-84	10.42%	5
85+	0.00%	0
TOTAL		48

Q22 Including yourself, how many people live in your household?

Answered: 48 Skipped: 0

## Upper Valley Regional Planning Commission - Rider Survey

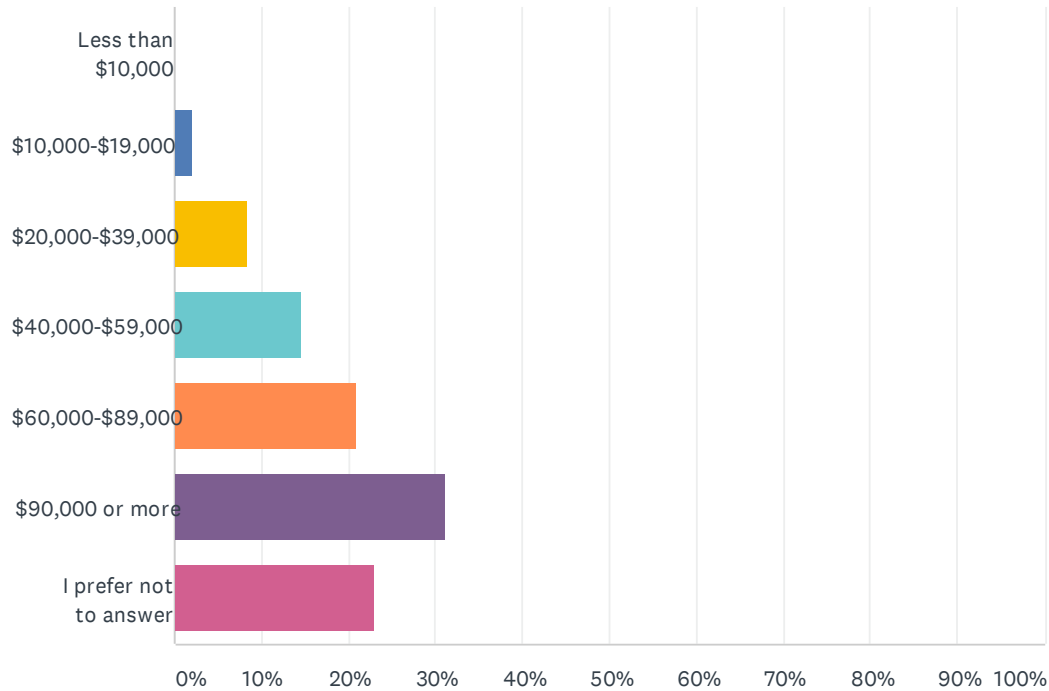


ANSWER CHOICES	RESPONSES	
1	14.58%	7
2	58.33%	28
3	18.75%	9
4 or more	8.33%	4
TOTAL		48

Q23 What is the total annual income for all members of your household?

Answered: 48 Skipped: 0

## Upper Valley Regional Planning Commission - Rider Survey



ANSWER CHOICES	RESPONSES	
Less than \$10,000	0.00%	0
\$10,000-\$19,000	2.08%	1
\$20,000-\$39,000	8.33%	4
\$40,000-\$59,000	14.58%	7
\$60,000-\$89,000	20.83%	10
\$90,000 or more	31.25%	15
I prefer not to answer	22.92%	11
TOTAL		48

## Q24 What other comments would you like to make regarding community transportation in your area?

Answered: 24 Skipped: 24

## Upper Valley Regional Planning Commission - Rider Survey

#	RESPONSES	DATE
1	transportation may be needed for elderly parent	12/13/2019 2:12 PM
2	I rode the bus more when my son was younger and not in school all day, but we sometimes ran into problems because we wanted to carry his balance bike with us - it could not go on the rack and the drivers would not allow us to bring it on the bus.	12/12/2019 3:22 PM
3	current service is poor and not at all user friendly	12/9/2019 6:03 PM
4	Na	11/21/2019 10:49 AM
5	Subsidizing the past. If self driving cars are viable, entire government bus scheme becomes irrelevant expense to prevent future	11/21/2019 10:48 AM
6	Many people in Claremont could work in the upper valley if transportation was available and reliable but different work schedules would need to be available. Many of the low income employees would need to work evenings, nights and weekends.	11/20/2019 8:29 PM
7	Frequent bussing to remote areas is key to making public transportation work. Buses need to reliably get people from their home to where they need to be and back consistently for wide scale adoption over cars..	11/15/2019 8:24 PM
8	Although I do not have to use it presently, I think it is very important.	11/7/2019 11:12 PM
9	It would be good community building to ride the bus to work from Claremont to Lebanon because I would get to know more people from my community while riding the bus.	11/7/2019 12:01 PM
10	I've tried taking local taxi to New London Park & Ride but the service was terrible.	11/7/2019 11:02 AM
11	I would use the Current to get back and forth to my job in Lebanon if the times worked. Maintaining a vehicle to commute to Lebanon is very expensive and bad for the environment. I work downtown, not at DHMC.....everything caters to them!	11/3/2019 6:58 PM
12	Very Needed	10/31/2019 3:41 PM
13	Claremont & Lebanon need regular bus service between the two communities at least Mon-Fri. 5 am-Midnight.	10/18/2019 7:29 PM
14	It would be a great benefit for people of all ages.	10/7/2019 7:12 PM
15	It's good for a rural area, but needs to be expanded.	10/1/2019 2:40 PM
16	I currently do not need transportation, however many others do. And it seems we need more routes to bigger areas	10/1/2019 9:04 AM
17	A mid-day trip on Advance Transit's Canaan route would make it possible to go to morning or afternoon appointments and avoid auto use.	10/1/2019 8:17 AM
18	With most people's lives in Lyme focused south, community transportation makes sense for commuters, high school kids and folks needing to shop and access health services.	9/30/2019 11:29 AM
19	I love Advanced Transit. Add more hours and times per route as funding allows.	9/29/2019 9:00 PM
20	Need a bus from New London, NH to the Upper Valley for residents of the Kearsarge; need to expand the Exit 12 Park n Ride facility.	9/28/2019 1:01 PM
21	There is a dire need in Dorchester.	9/28/2019 11:00 AM
22	We need it.	9/27/2019 4:40 PM
23	As a manager of many low income employees they all ask if we can provide weekend and night time transportation for their jobs. Many employers in the Upper Valley are now open outside of M-F, 8am-5pm.	9/27/2019 3:33 PM
24	What we have is great for commuting to work but not much else!	9/23/2019 9:26 AM