

State Coordinating Council on Community Transportation

Fifth Annual Report to the Governor and
Legislature

November 2012





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INTRODUCTION

The State Coordinating Council for Community Transportation (SCC) has been active throughout 2012, guiding coordinated transportation activity. The SCC, with the help of the 9 Regional Coordinating Councils (RCCs), is working to ensure the tasks with which it has been charged through legislation can be completed as successfully as possible.

It is important to understand the role that community transportation can play in economic development. State and local leaders throughout the nation and here in New Hampshire are seeking clear returns on public investment, and funding for community transportation is a way to generate dividends for the areas in which it operates. Research has proven that there are significant benefits to investing in both urban and rural public transit, including:

- For every \$1 invested in rural public transit, approximately \$3-\$4 is generated in economic return, and in some places, returns could be up to \$9.^{1 2}
- In a study reviewing 268 rural commuting areas, comparing counties with and without public transit, rural counties with transit had 11% greater net earnings growth over counties without transit.¹
- State and local governments can experience up to a 16% increase in revenues as a result of business profits and increased individual income generated by public transportation investment.³
- Community transportation infrastructure increases the variety of transportation choices which lowers the cost of transportation, reduces air pollution, saves people time in traffic, and makes communities more economically resilient.

The demographic shifts occurring in New Hampshire are currently affecting, and will significantly impact, the quality of life the state can offer in the future. By the year 2030 (18 years from now), the state is anticipated to have one-half million adults above the age of 65, a so-called “silver tsunami,” representing

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¹ Transit Cooperative Research Program Report 34. Assessment of the Economic Impacts of Rural Public Transportation, Washington, D.C., 1998.

² Cambridge Systematics, Inc. with Glen Weisbrod Associates, Inc., Public Transportation and the Nation's Economy: A Quantitative Analysis of Public Transportation's Economic Impact, Washington, D.C., October 1999.

³ Transportation, Economic Opportunity, + America's Future, Transportation for America Policy Brief, http://t4america.org/policybriefs/t4_policybrief_economic.pdf, Accessed 08/04/11.

nearly one-third of the state's population⁴. As this population ages, it is important that they remain engaged in the community, as they can continue to be vital resources for and contributors to the local economy. A study of rural transit systems in Wyoming found that a benefit of \$24 per trip arose from activities related to older adults living in their homes and utilizing public transit for transportation for shopping and other purpose trips. These trips fostering independent living comprised 40% of all the system's trips.⁵

For these reasons and others, New Hampshire needs a robust, coordinated community transportation system that ensures all people can fully participate in economic and community life.

MEMBERSHIP

The Statewide Coordinating Council for Community Transportation was established pursuant to RSA 239-B in 2007. The statute was amended in 2010. The SCC has 15 members. The statute calls for diverse membership, including the commissioners of Education, Transportation, and Health and Human Services. The remaining membership is appointed by the commissioners of transportation and health and human services respectively (2 members) and by the Governor and Executive Council (8 members). See Appendix A for current membership.

SCC MEETINGS AND STRUCTURE

The officers of the State Coordinating Council on Community Transportation (SCC) are: Fred Roberge, Easter Seals, chair; Kerrie Diers, Nashua Regional Planning Commission, vice chair; Ken Hazeltine, Granite State Independent Living, secretary; and Bill Finn, New Hampshire Department of Education, treasurer. The SCC meets on the first Thursday of the month. The Council generally meets in Concord, but also holds meetings in other parts of the state. Information on SCC meetings and other activities is posted on the SCC website, maintained by the New Hampshire Department of Transportation on its website. The SCC continues to use Work Groups to address specific topics, and those meetings generally occur on an as-needed basis. The activities of the Work Groups are included in the next section of this report.

Additional information about the Council is available on the DOT website at <http://www.nh.gov/dot/programs/scc/about.htm>

⁴ NH's Silver Tsunami: Aging and the Health Care System, September 2011, NH Center for Public Policy Studies.

⁵ Vander Broek, N. and Weaver, P., The Economic Impact of Public Transportation in Rural Kansas, Kansas RTAP Fact Sheet, June 2011 and Santos, N., McGuckin, H., Nakamoto, Y., Gray, D., and Liss, S., Summary of Travel Trends: 2009 National Household Travel Survey. U.S. Department of Transportation, Washington, DC, 2011.

ACCOMPLISHMENTS

The SCC is charged by law with the following duties (briefly summarized):

1. Develop and provide guidance for the coordination of community transportation options within New Hampshire so that the general public and particularly transportation-disadvantaged citizens, such as older adults, persons with disabilities, and individuals with limited income, can access local and regional transportation services.
2. Set statewide coordination policies for community transportation and monitor the results of statewide coordination.
3. Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
4. Solicit and accept donations for funding to implement and sustain a “regional transportation coordination fund” that will be a source of grants to improve community transportation.

The SCC has made significant progress on the first three out of the four responsibilities. Providing guidance, setting policies, and working with the Regional Coordinating Councils have been extremely important and active areas of SCC effort.

DEVELOP AND PROVIDE GUIDANCE FOR THE COORDINATION OF COMMUNITY TRANSPORTATION OPTIONS WITHIN NEW HAMPSHIRE

Strategic Planning

On November 3, 2011, the SCC held a facilitated strategic planning session. In preparation for the strategy session a set of questions about the future role of the SCC was developed by the SCC leadership team. The questions were posed to the commissioners of the New Hampshire Department of Health and Human Services, Department of Transportation and former SCC Chairs. The questions were also used to develop and circulate a survey to all Regional Coordinating Council Chairs and SCC members.

The UNH Institute on Disability retained a professional strategic planning consultant to facilitate the session. The facilitator met with the SCC Leadership Team in advance of the planning session to establish meeting objectives, desired outcomes and to finalize the strategic Planning Session agenda.

The planning session explored three core components of the SCC's responsibilities:

1. **Defining the role of the SCC:**
 - *Current "assets" of the SCC* including the structure provided by the SCC, involvement from key State Agencies, expertise, commitment, passion and other assets.
 - *Relationship to RCCs*, including a forum for the exchange of information, guidance for establishing a community transportation framework, mission statement, goals and objectives of the RCCs,
 - *History of success*, including initiation of RCCs in each region and the fact that some resources are flowing through the structured system (i.e., 5310 funding for transportation for elders and individuals with a disability).
 - *Current Economic and Political Context*, including perceived barriers and potential opportunities.
2. **Reinforcing Vision and Mission of the RCC:**
 - The SCC mission statement is: *To foster regional and local coordination of community transportation services that directly or indirectly improve access and mobility for all New Hampshire residents, especially those in need of essential services and activities.*
 - Although it was recognized that the economic and political context has greatly shifted since the SCC was launched, it was also acknowledged that the mission statement is still relevant and adequate at this time.
3. **New Strategies and Recommendations**
 - Participants at the planning session were asked to consider the feasibility of potential new strategies. A consensus developed around two new priorities:
 - Role of Convener – SCC should provide support of RCCs through the dissemination of best practices, providing an opportunity for inter-RCC networking and communications, and work sessions on new coordination software, operating standards, and trends in securing local resources.
 - Enhancing messaging and communications about community transportation – SCC should provide guidance for enhancing the SCC message. This discussion focused on the lack of resources available to hire the necessary expertise to develop and implement a statewide communications plan.
 - Recommendations were developed to support the new strategies

SCC Work Groups

The SCC Work Groups were restructured to include updated mission statements and membership rosters. The Work Groups provide an opportunity for the SCC to address specific topics in more depth. Many work

groups include people with expertise and interest in transportation coordination, so the SCC can benefit from diverse opinions of local stakeholders. A full description of the work groups along with current membership can be found in Appendix B of this report.

Active Work Groups:

- **Statewide Data Project Work Group**
 - The purpose of this work group is to define the functionality that the SCC needs from mobility management software, develop data collection standards and business models.
- **RCC Support Work Group**
 - The purpose of this work group is to foster networking and communications among the RCCs and to develop topics and agendas for quarterly meetings of the RCCs from the various regions around the state. This work group is also engaged in activities related to the development of Regional Transportation Coordinators (RTC's). The RTC development, RCC Review and Alternative Strategies work groups have been incorporated into this work group.
- **Managed Care Work Group**
 - The purpose of this work group is to monitor the managed care landscape and respond to developments that impact the delivery of coordinated transportation.
- **Communications/Outreach Work Group**
 - The purpose of this work group is to spearhead development of the SCC Annual Report and to develop and implement a messaging and communications work plan for the SCC. The work plan will have short, medium and long term goals, objectives and actions.
- **Organization, Policy and Legislative Workgroup**
 - The purpose of this work group is to develop ideas for optimizing the organizational structure of the SCC and to clarify and shape SCC policies.

Work Groups that will continue on an “as needed” basis:

- **SCC Nomination and Governance Work Group**

Meetings with Commissioners

As part of the strategic planning process the SCC, the organization thought it important to obtain direction and feedback from the Commissioners.

Commissioner Nick Toumpas, Health and Human Services

Commissioner Toumpas thanked everyone for the time and effort that has been put into the SCC. He acknowledged that many of the barriers highlighted by the SCC are the same barriers noted when the coordination initiative began over six years ago. He stated, our health care system has an access problem and that transportation is the lifeblood of the human services delivery system.

Commissioner Toumpas suggested that transportation providers frame a value proposition that will make it more affordable to have the regional transportation organizations provide services rather than have the managed care companies duplicate existing resources by creating a separate network for the Managed Care System. The Commissioner said that with all the uncertainty comes opportunity. He recognized the issue with transportation funding is the federal program rules that continue to silo services and activities. He sees managed care moving from a fee for service model to a capitated rate in this state. He suggests that transportation providers also consider offering a similar proposition to that of a managed care organization and offer to serve an entire community at a set rate and take that risk and responsibility. The Commissioner said that when he looks at the role of the SCC, the challenge will be to work with the managed care organizations who will work with the local organizations. Commissioner Toumpas noted that citizens of NH cannot achieve a higher state of health without access to services. The social determinants of health have a large impact and the DHHS is trying to reorganize and restructure the Medicaid program to coordinate those supporting service components. The transportation service providers can play a role in helping with those efforts. Transportation providers enable individuals to achieve the goals around health and independence.

Commissioner Mike Pillsbury, NH Department of Transportation
Deputy Commissioner Pillsbury stated that the Department views the movement of people and creating livable communities as important as roads and bridges. His Department is strongly supporting the efforts to develop a global approach, but noted it is difficult to change the culture from sole focus on roads and bridges.

He explained that the role of the Deputy Commissioner was created to focus on both the business operation, as well as the non-highway modes and that is a significant change in the Department's philosophy. The Department's commitment to public transportation was evident in the creation of the 5310 Purchase of Service Program and the commitment to providing management software to help operational efficiency for transportation operators.

NHDOT believes that the role of the SCC is important and even more critical now. He thinks that the strong voice the SCC lends great support and Direction to the NHDOT as well as to the legislature in discussing transportation and is essential moving forward.

NHDOT is continuing to support public transit in its funding requests. Support of the SCC member organizations has been helpful in making those budgetary decisions. Deputy Commissioner Pillsbury applauded the work of the SCC members as well as the work of the individual organizations.

Technical Assistance to RCCs

Volunteer driver program coordinators, managers, and planners met at Granite State Independent Living on July 12, 2012, for an NHDOT-sponsored round table discussion of the progress of the FTA Section 5310 Purchase of Services activities and a variety of topics identified by the group as important. The 24 participants discussed Volunteer Qualifications; Volunteer and Organizational Insurance; Mileage Reimbursement Rules, Guidance for Prioritizing Trips; and Reporting Formats. Volunteer Coordinators reported on the success of their programs to date and the status of the activities that are underway as new programs are being organized in various regions.

DOT staff provided a briefing on the need to comply with ADA requirements within a volunteer driver program as it differs from the complementary paratransit requirements for scheduled fixed-route services. Section 5310 uses a broad definition of both permanent and temporary disabilities which can be found in FTA Circular 9070.1F.

A broad discussion of volunteer qualifications covered the various background checks and/or orientation used by organizations. Most of the organizations completed criminal background checks, DHHS elder and child abuse registry checks, DMV driving records, and requirement and confirmation of volunteer auto liability insurance coverage at various minimum or insurance industry standards. Some organizations believe it is prudent for volunteer drivers to advise their insurer of their participation.

Federal law provides liability protection for volunteers, but excludes volunteering that involves driving a motor vehicle of any type. The current state law offers volunteers some protection against arbitrary policy changes by insurers solely because they are volunteer drivers. HB 0767 was passed by the New Hampshire House, and signed by Governor John Lynch. The law, provides some assurance that volunteer drivers will not be refused issue of a policy of automobile insurance, as defined in RSA 417-A, to an applicant solely because the applicant is a volunteer driver. An insurer may not impose a surcharge or otherwise increase the rate for a policy of automobile insurance solely on the basis that the named insured, a member of the insured's household, or a person who customarily operates the insured's vehicle is a volunteer driver. But this does not protect the volunteer from rate increases and it does not prohibit an insurer from refusing to renew, imposing a surcharge, or otherwise raising the rate for a policy of automobile insurance based upon factors other than the volunteer status of the insured driver, nor provide any other protection for volunteer liability.

State Data Management System Implementation Project

In partnership with the Montachusett Area Regional Transit Authority (MART) in Fitchburg, Massachusetts, and HB Software Solutions, the SCC and the New Hampshire DOT continue to move forward in MART's United We Ride project as a formal stakeholder. Collaboration with MART offers the opportunity to:

- Integrate third party software systems (RouteMatch, Trapeze, etc.)⁶
- Assure secure communications across regional boundaries
- Provide a single point access for information sharing
- Effective trip coordination
- Web based scalability
- Low cost operations and maintenance
- The opportunity to leverage Federal and State resources already invested

Most important, the MART partnership offers NH access to the guidance and support of experienced transportation professionals in an adjacent state that has a successful record of accomplishment over more than a decade.

The New Hampshire DOT is negotiating a contract with HB Software Solutions and identifying at least four RCCs as pilot sites. A Memorandum of Understanding has been drafted and distributed to all of the RCCs for review and approval. A new SCC Statewide Data Project Workgroup has been established to recruit the four RCC pilot sites, identify the required 20% matching funds, and establish overarching business rules for software implementation.

SET STATEWIDE POLICIES AND MONITOR RESULTS

Section 5310 Purchase of Service Program

The New Hampshire Department of Transportation decision to fund a 5310 Purchase of Service program has enhanced services for seniors and individuals with a disability. This FTA program allows "Purchase of Services", permitting regions to purchase vouchers for taxi service or to reimburse mileage expenses for volunteer drivers. The SCC served as a resource to NHDOT in implementing this initiative. To date, 8 regions are recipients of 5310 purchase of service funding. This approach to service has demonstrated that it is a cost-effective and efficient way to deliver rural transportation services.

⁶ Several transportation providers are currently using these other (third party) scheduling software programs.

Potential Reintegration of Medicaid/Care Management

The predicted growth in those eligible for Medicaid as a result of the recent recession, aging of the state's population now eligible for both Medicare and Medicaid in long-term care and individuals with disabilities has caused many state governments to develop strategies to constrain the program's costs. During 2013, it is anticipated that three private companies will undertake the management of Medicaid services in NH. This will include transportation for those that have no other means of access to medical services. Because the outsourcing of Medicaid transportation has the potential to fragment the delivery of human services transportation, the SCC offered a plan to have community transportation services become providers of Medicaid non-emergency medical transportation working within the new system. The SCC is undertaking research to examine the state of readiness for regional providers to serve as transportation resources for the managed care transportation brokers.

Cost-Sharing Policy

Agencies are supported by a host of resources. One of the challenges of such a system is that funding requirements, billing, and contracting procedures are complex. Funding is limited and intergovernmental and public/private partnerships are difficult as a result of restrictions that limit flexible use of the funds. 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 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. 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 Government Accountability Office (GAO) report has recommended that the Secretary of Transportation, as chair of the Coordinating Council on Access and Mobility, and the Secretaries of the Departments of Agriculture, Education, Health and Human Services, Housing and Urban Development, Interior, Labor, and Veterans Affairs should meet and complete a 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 since the 2005 Executive Order to develop coordination including a cost sharing policy and actions taken by member agencies to increase federal program grantee participation in locally developed, coordinated plans.

The SCC has considered various cost-sharing approaches and is planning to incorporate such a strategy into future coordinated service delivery. One of the elements important in considering software acquisition is the calculation of

cost sharing among different sponsoring agencies. The software utilized by the United We Ride pilot with MART will make it possible to equitably allocate the costs of a shared ride, and this feature will greatly enhance the coordination of transportation.

APPROVE THE FORMATION OF RCCS AND THE SELECTION OF RTCs

New Hampshire Coordination Plan originally divided the state into ten Community Transportation Regions. By the end of FY 2011, the SCC had approved Regional Coordinating Council's (RCC) for all ten regions. Regions 5 & 6 have since been consolidated into one region that is now referred to as the Monadnock Regional Coordinating Council. As a result there are now nine Regional Coordinating Councils.

The RCCs are charged with facilitating the implementation of coordinated community transportation and encouraging the development of improved and expanded services. The activities in each region are described below.

Regional Transportation Coordinators (RTCs) have not been identified for all of the RCC regions. The RCC Support Work Group has been tasked with helping to identify Regional Transportation Coordinators for each of the nine Community Transportation regions.

Regional Coordinating Councils

The following are brief summary reports from each of the RCCs. More information about the RCCs can be found on the NHDOT website using the following link: <http://www.nh.gov/dot/programs/scc/rcc.htm>

Region 1: Grafton–Coös Counties

The Grafton-Coos RCC met on six occasions during the year. The RCC members contributed their insights to the Southern Grafton County Coordination Plan 2012 update. They continued to support the expansion of the volunteer driver program and van services by the Grafton County Senior Citizens Council, Tri-County Community Action Program, and through the addition of volunteer services provided through Transport Central in the Plymouth area that began in July of 2012. This service has a particular focus on providing after-school and recreational transportation to children and other adults in the communities, as well as seniors and individuals with a disability. The Grafton-Coos RCC has supported the development of a statewide data management system and one of its member organizations, North Country Transit, has volunteered to participate as a pilot site for the project.

Region 2: Carroll County

Carroll County was the final region in New Hampshire to be approved as a Regional Coordinating Council. The CCRCC held ten open meetings during the year, including a strategic planning session facilitated by Will Rodman in October of 2011. During this year the group worked on encouraging new membership; developed a “leave-behind” brochure to help generate financial support from the region to match future grants; and submitted a successful 5310 Purchase of Service Application to NHDOT. The

Mount Washington Valley Economic Council was the lead agency for this grant and the funding will expand services for the Gibson Center for Senior Services, Carroll County RSVP, and Carroll County Transit (operated by Tri-County CAP.)

Region 3: Mid-State RCC

The Mid-State RCC spent the majority of 2011 focusing on managing the 5310 Purchase of Service grant, which provided funding to support increased volunteer driver services for the elderly and persons with disabilities in the region. A Volunteer Driver Network subcommittee was established composed of agencies in the region already providing volunteer transportation. The Mid-State RCC worked with the subcommittee to create a set of Volunteer Driver Standards which will be a requirement for any volunteer driver agency who wishes to contract through the RCC to receive 5310 funding. The Mid-State RCC also worked with Merrimack County Administration which serves as the lead agency for the Mid-State RCC. Members from both the Central and Lakes Regional Planning Commissions provide staff support for the Mid-State RCC.

Region 4: Sullivan County

The Sullivan County RCC held eight open meetings during the year and participated in an information forum sponsored by the Cornish Town Energy Committee to discuss transportation options, including a commuter service along the Route 120 corridor. The RCC members participated in the up-date of the Coordinated Public Transit-Human Services Transportation Plan for Sullivan County and adopted the plan in June 2012.



The RCC held a Community Forum on October 26, 2011, titled Moving Forward Together: Sullivan County Mobility. The event was very well attended and successful at informing community members of the work on transportation coordination that had taken place and the many improvements in service and transportation options available.

A door-to-door volunteer driver service has been established by Community Alliance of Human Services Transportation for individuals of all ages throughout Sullivan County. Expanded services to seniors over age 60 and individuals with a disability are provided by a special grant from the FTA NHDOT 5310 program. Paratransit van services are available to those who cannot be accommodated in private autos.

The volunteer driver program began in FY 2011 (July 1, 2010 thru June 30, 2011) with the support of FTA New Freedoms and Job Access Reserve Commute (JARC) funding. Services provided to seniors and individuals with a disability are funded through a Purchase of Service Agreement under the FTA Section 5310 program. In its first year, the program logged 5,429 miles, provided 1,610 hours and 148 one-way trips. The program growth has been impressive. During FY 12 (July 1, 2011 thru June 30, 2012), volunteer drivers traveled 68,737 miles, provided 4,893 hours serving seniors and individuals with a disability, and provided 2,448 one-way trips.

Region 5: Monadnock Regional Coordinating Council (combined 5 & 6)

In March of 2012, the Eastern Monadnock (Region 6) and Cheshire County (Region 5) Regional Coordinating Councils voted to merge into one region called the Monadnock Regional Coordinating Council (MRCC). Following the SCC's approval of this merger, the MRCC elected new officers, developed and approved new Bylaws, and prepared a work plan for 2012-2013. The MRCC spent the majority of 2011 focused on managing the 5310 Purchase of Service grant, which provided funding to support increased volunteer driver services for elderly and persons with disabilities in the Region and the creation of a new demand response route from Keene to the Upper Valley. Cheshire County government agreed to serve as lead agency for the MRCC in its successful application to NHDOT for a second year of 5310 Purchase of Service funding in May of 2011. Southwest Region Planning Commission (SWRPC) continues to provide staff support to the MRCC.

In January of 2012, SWRPC staff updated the Monadnock Region Community Transportation Directory. The MRCC is working to procure private grant funds to print and distribute copies of this Directory throughout the Region and neighboring areas. SWRPC staff recently developed a website for the MRCC, which it hopes to make publically available by the end of the year.

Region 7: Nashua

The Souhegan Valley Transportation Collaborative (SVTC), a demand response transportation service, is in the second year of 5310 funding. SVTC provides rides to non-emergency health care, social service appointments, and for other essential errands. The funding is being used to provide expanded service. The Nashua Regional Planning Commission (NRPC) acts as the lead agency for the purposes of managing 5310 funds in Region 7. The Region 7 RCC did not meet in the past year.

Region 8: Manchester

The Greater Manchester Region 8 RCC held regular bi-monthly meetings during this period and continued work on a number of activities, including attendance at SCC meetings. An update to the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region was completed by the Region 8 RCC in late 2011. A thirty-day public comment period for the document was successfully completed and the SNHPC Technical Advisory Committee passed a motion to recommend MPO approval of the Plan. The document was subsequently approved by the SNHPC MPO in November 2011. Region 8 RCC members also attended a February 2012 RCC Information-Sharing session with NHDOT and a Volunteer Driver Roundtable held in July 2012. Members of the RCC are also currently active in the "A Granite State Futures" projects being conducted by New Hampshire's nine regional planning commissions.

SNHPC is currently acting as Lead Agency on behalf of the Region 8 RCC for two projects funded with FTA Section 5310 Purchase of Service (POS) funds

through NHDOT. The Region 8 RCC passed a motion at their September 20, 2011 meeting authorizing SNHPC to act as Lead Agency for the projects being conducted by the Manchester Transit Authority and The CareGivers, Inc. of Bedford. The projects, approved by Governor and Council in April, 2012, involve new Shopper Shuttle services operated by the MTA and a “Drive to Care” volunteer recruitment program conducted by The CareGivers, Inc. Prior to the start of the projects, the Region 8 RCC completed various tasks including project design, drafting a grant application and budget and assisting NHDOT in the development of contract documents. The POS projects are scheduled to run through June 2013.

The Region 8 RCC is also currently completing draft service standards for providers and volunteers. Discussions involving the appointment of a Regional Transportation Coordinator for Region 8 will be initiated during the summer of 2012.

Region 9: Derry–Salem

The work of the RCC has been focused in the past year on implementing several new services supported with FTA Section 5310 Purchase of Service funding from NHDOT. These include a senior shopper shuttle in Derry known as the Sun Bus, developed cooperatively by the Derry-Salem CART transit system (Lead Agency for the region), Easter Seals NH, and the Rockingham Nutrition Meals on Wheels Program (RNMoW). The Sun Bus service was implemented in February 2012, and builds on service already offered by RNMoW, using agency funds to match FTA dollars. It aims to transition shopping trips away the CART demand response system and to a lower-cost scheduled shuttle service.

In September 2012 CART launched a new Early Bird/Nite Owl Taxi Voucher program in collaboration with Green Cab of Derry. The service is intended to fill gaps outside of regular service hours for CART and other providers in the region. Vouchers provide a 50% discount on cab fares for senior citizens and individuals with disabilities; and may be used Monday-Friday from 5:00-8:00am and 5:00-8:00pm, as well as Saturdays from 8:00am-Noon. A goal is to expand the number of cab companies participating in the program to improve geographic access. The third new service under development is a scheduled shuttle service connecting Hampstead, Londonderry and Derry; with launch targeted for late 2012.

Region 10: Southeast / Alliance for Community Transportation (ACT)

The Alliance for Community Transportation (ACT) has a long history of collaboration to improve community transportation services in southeast New Hampshire. Named as the RCC for the region in January 2010, ACT's membership grew to 21 members in 2012. The Cooperative Alliance for Seacoast Transportation (COAST), which operates public bus service in the Seacoast area, is the lead agency for the RCC. COAST staff supports ACT and

its goals to expand affordable and efficient community transportation and the use of coordinated services as a component of that goal.

ACT's first "The Community Rides" project, the North Bus service, operated by volunteer drivers in a COAST minibus in the communities of New Durham, Brookfield, Wakefield, Middleton and Milton targeting transportation disadvantaged individuals with disabilities and the elderly for access to grocery stores and pharmacies, was expanded in 2012. Service adjustments included expanded multi-day weekly service in select communities, expanded destinations in Rochester, and the addition of Farmington as a new community being served.

ACT's website, launched in 2012, provides an online searchable database from its directory of all community transportation services in the southeast NH region, in addition to information and data regarding ACT's efforts, at www.southeastNHrides.org. Additionally, an abbreviated paper version of the transportation resources from the website directory was created for distribution to human service agencies and the general public.

Using available FTA 5310 Purchase of Service funds passed through the NHDOT, "flexible" route service between Seabrook and Portsmouth/Newington, known as the Coastal Route, was significantly expanded. A tripling of previous service levels, the Friday-only service was enhanced to include three round trips, expanding opportunities for riders to travel either in the southbound or northbound direction. The Coastal Route, operated for many years by Lamprey Health Care and supported, in part, by COAST, retained its "flexible route" status, with some modifications. So that three (3) round trips can be provided along the US Route 1 corridor, the basic route and the number of scheduled bus stops were streamlined and any diversions from the route for requested drop-offs or pick-ups were reduced to $\frac{3}{4}$ -mile.

Development of new volunteer driver programs (VDPs) or expansion of existing VDPs in the more rural areas of the region was a focus during 2012. Extensive outreach by staff has resulted in two (2) new grass-roots groups: one in central Rockingham County and another in northern Rockingham/western Strafford Counties. The latter quickly developed a formal structure and expects to begin volunteer-driven service in early 2013 as "Ready Rides" in Northwood, Nottingham, Barrington, and Strafford.

In late 2011, the SE NH region made progress toward achieving coordination on two fronts: coordination software and capital funding to support the coordination/call center for the region. COAST bought Android-based tablets for its own paratransit fleet to be used as state-of-the-art "mobile data terminals" so as to obtain early access to the "coordination software" expected to be distributed throughout the regions by NHDOT. Throughout 2012, COAST implemented and tested the "coordination software" in concert with

the tablet MDTs to ascertain the applicability to the regional coordination efforts. Coordinated transportation services are expected to commence in early 2013.

In late 2011, COAST learned its proposal for a competitive capital grant for \$324,000 from the Federal Transit Administration (FTA) for infrastructure support of a “one click/one call” center” was approved. This “Veterans Transportation Community Living Initiative” (VTCLI) grant opportunity will benefit active military personnel, veterans and their families, in addition to the community at large. COAST continued outreach to the military/veterans’ community for input and support. The VTCLI grant will support more robust communications and information management capabilities, including deployment of MDT tablets to coordination partners for real-time service information exchange.

FUNDING FOR REGIONAL TRANSPORTATION COORDINATION

Raising funds to support community transportation is a high priority for the SCC, but difficult economic conditions present a challenge to finding such funding. The Section 5310 Purchase of Service funding has been helpful in encouraging coordination, and it is hoped that additional funding can be provided to continue the expansion of coordinated services. As it is currently structured, the SCC has no ability to accept grants or charitable contributions to fund its administration or to support the advancement of its mission.

CHALLENGES

PROGRESS AND CONTINUING CHALLENGES

Lack of Participation by NH DHHS in the SCC Process

The Commissioner of the NH Department of Health and Human Services has not responded to several requests for representation on the SCC. The future of coordinated transportation requires all stakeholders committed and working towards common goals.

Consolidated Vision for Community Transportation

The efforts of the SCC and the RCCs have done much to increase awareness of the benefits of community transportation. The SCC believes the Governor and Legislature should commit to supporting a coordinated community transportation system throughout the state. The Granite State Mobility campaign and Transportation Solutions New Hampshire, a coalition dedicated to educating the public about the need for a multi-modal approach to transportation challenges in the state, have taken initial steps to further increase awareness and a common public understanding of community transportation.

Predictable Funding Streams for RCCs and Regional Transportation Coordinators

A first step in developing predictable funding sources for the RCCs and RTCs was taken with the NH DOT's Section 5310 Purchase of Service initiative. However, additional support for a Regional Transportation Coordination Fund would begin to address the goal of a cost-effective, efficient community transportation system, and could allow the state to access all the Federal funds available to New Hampshire.

In the new Federal highway legislation (MAP 21), Section 5310 (Capital Grants for transportation services for Seniors and Individuals with Disabilities) and Section 5317 (New Freedoms: Services Beyond the ADA) programs are combined into a new program called *Enhanced Mobility of Seniors and Individuals with Disabilities* (new Section 5310) with increased funding. It is unclear how this will affect New Hampshire, but this may represent an opportunity for improved service coordination.

Capacity and Staffing

The SCC is engaged in a high level of activity covering a myriad of topics related to transportation coordination. The consultant contract that provided staff support (and was funded by the NH Department of Transportation) expired in early 2012.

The addition of permanent staff support would greatly improve the effectiveness and efficiency of the Council.

Policy and Regulatory Barriers to Coordination

A continuing challenge in coordination is overcoming barriers at the federal, state, and local levels. The SCC and Regional Councils have made progress on several barriers. In the regions, providers of human and transportation services and other stakeholders have greatly increased levels of trust and reduced the tendency to guard agency "turf." Agencies are more aware of the benefits of coordination and willing to participate in regional work. The SCC's insurance work group developed model standards and guidance for participating agencies working with both regulators and the industry.

Federal law provides protection for volunteers, but excludes volunteering that involves driving a motor vehicle of any type. The current state law offers volunteers some protection against arbitrary policy changes by insurers solely because they are volunteer drivers. HB 0767 was passed by the New Hampshire House, and signed by Governor John Lynch. The law, provides some assurance that volunteer drivers will not be refused issue of a policy of automobile insurance, as defined in RSA 417-A, to an applicant solely because the applicant is a volunteer driver. An insurer may not impose a surcharge or otherwise increase the

rate for a policy of automobile insurance solely on the basis that the named insured, a member of the insured's household, or a person who customarily operates the insured's vehicle is a volunteer driver. But this does not protect the volunteer from rate increases and it does not prohibit an insurer from refusing to renew, imposing a surcharge, or otherwise raising the rate for a policy of automobile insurance based upon factors other than the volunteer status of the insured driver, nor provide any other protection for volunteer liability.

Program and reporting differences between the various DHHS administered programs that fund or pay for transportation services, as well as daily Medicaid eligibility determinations and some payment delays continue to present a challenging operating environment to community providers.

DHHS Integration of Transportation into Medicaid Managed Care

Demographic changes and economic circumstances have caused many state governments to develop strategies to constrain the Medicaid program costs. During 2013, it is anticipated that three private companies will undertake the management of Medicaid services in NH. This will include transportation for those that have no other means of access to medical services.

The outsourcing of Medicaid transportation has the potential to fragment the delivery of transportation, but also the potential to improve both services to those receiving them and cost savings through the efficiency of a coordinated system.

RECOMMENDATIONS

Statutory Direction

The Governor and Legislature can assist the SCC in reaching its goals by supporting and approving legislation that directs State departments and agencies to utilize the coordinated community transportation system and its regional coordinators.

The Council anticipates that coordinated transportation services have the potential to respond to financial constraints with cost-effective solutions and more efficient use of existing resources through a coordinated system.

The SCC recommends development of a plan to have community transportation services become providers of Medicaid non-emergency medical transportation working within the new system.

Predictable Funding Source

As in 2009 through 2012, the State Coordinating Council for Community Transportation recommends the Legislature and the Governor provide a

reliable base funding source for community transportation. These funds can serve in full or in part as the match to receive federal transportation funding and to realize service efficiencies. Affordable community transportation is an essential infrastructure investment necessary to support healthy communities, economic vitality, and mobility for all Granite State citizens that is worthy of financial support.

Encourage Volunteerism

Human service transportation providers that depend on volunteer drivers should work to maintain funding resources and programs that reimburse drivers for their mileage expenses, as well as consider incentives to boost volunteerism, including volunteer recognition by state and local organizations. Working with the RCCC's, the SCC could provide leadership in the enhancement of volunteer driver liability protection.

Appendix A. Membership

Statutory Members (5)

Nicholas Toumpas, Commissioner of Health & Human Services
Open, Designee,

Christopher D. Clement, Sr., Commissioner of Transportation
Patrick Herlihy, Designee

Virginia Barry, Commissioner of Education
Bill Finn, Designee, Treasurer

John Richards, Executive Director, Governor's Commission on Disability
Van Chesnut, Chair of the NH Transit Association

Commissioners' Appointees (2)

Kerrie Diers, Representing Regional Planning Commissions, Appointed
by Commissioner of Transportation, Vice Chair

Open Position, Representing Charitable Organizations, Appointed by
the Commissioner of Health and Human Services

Governor and Council Appointees (8)

Representing Transportation Providers:

Rad Nichols, Representing Urban Transit Systems
Beverly Raymond, Representing CAP Agencies

Representing Statewide Organizations:

Roberta Berner, Representing Nutrition Groups
Kelly A. Clark, AARP New Hampshire
Sönke Dornblut, UNH Institute on Disability
Fred Roberge, Easter Seals NH – Special Transit Services, Chair
Clyde Terry, Granite State Independent Living
Ken Hazeltine, Designee, Secretary

Appendix B. Work Groups

State Coordinating Council for Community Transportation Work Group Membership List and Work Group Mission Statement

STATEWIDE DATA PROJECT WORK GROUP

The purpose of this work group is to define the functionality that the SCC needs from mobility management software including statewide data definitions, integration, and management.

Patrick Herlihy, Chair pherlihy@dot.state.nh.us 603-271-2449

Patricia Crocker – pcrocker@uvlsrpc.org 603-448-1680

Fred Roberge, froberge@eastersealsnh.org 603-606-3111

Dianne Smith, dsmith@coastbus.org 603-743-5777

Dane Prescott, dprescott@dot.state.nh.us 603-271-7559

Shelley Winters, swinters@dot.state.nh.us 603-271-2468

Sarah Porter, sarahcporter@gmail.com

RCC SUPPORT WORK GROUP

The purpose of this work group is to encourage networking and communications between RCCs and to develop topics and agendas for quarterly meetings with RCCs. This work group is also responsible for activities related to the development of Regional Transportation Coordinators (RTC's).

Bill Finn, Chair Bill.Finn@doe.nh.gov, 603-271-3814

Barbara Brill, bbrill@communityalliance.net, 603-863-7708

Bev Raymond, braymond@tccap.org 603-752-1741

Scott Bogle, sbogle@rpc-nh.org, 603-778-0885 x 103

Shelley Winters, swinters@dot.state.nh.us 603-271-2468

Matt Waitkins, mattw@nashuarpc.org, 603-424-2240

MANAGED CARE WORK GROUP

The purpose of this work group is to monitor the managed care landscape and respond to changes that impact coordinated transportation.

Sönke Dornblut – Chair, sonke.dornblut@unh.edu, 603-862-4320

Michael Olender molender@aarp.org, 603-621-1001

Roberta Berner, rberner@gcsc.org, 603-448-4897
John Richards, john.richards@nh.gov 603-271-2773
Rad Nichols, rnichols@coastbus.org, 603-743-5777 x 100
Mike Whitten, mwhitten@mtabus.org 603-623-8801 x 100
Adam Hlasny, AHlasny@snhpc.org 603-669-4664
Patrick Herlihy, pherlihy@dot.state.nh.us 603-271-2449

COMMUNICATIONS/OUTREACH WORK GROUP

This work group will develop consistent and concise messaging for SCC members to use in promoting the work of the SCC. These messages will also be available to the RCCs for use in communicating the value of coordination to statewide agencies/organizations, local agencies/organizations, and the general public in their regions. This work group is also responsible for working with the executive committee to create the SCC annual report to the legislature.

Rebecca Harris – acting Chair, rlharris@cvtc-nh.org, 877-428-2882
Matt Waitkins, mattw@nashuarpc.org, 603-424-2240 x 18
Mike Whitten, mwhitten@mtabus.org 603-623-8801 x 100
Dianne Smith, dsmith@coastbus.org 603-743-5777 x 112

ORGANIZATION, POLICY AND LEGISLATIVE WORK GROUP

The purpose of this work group is to develop ideas for optimizing the organizational structure of the SCC and to clarify and shape SCC policies.

Ken Hazeltine – Chair ken.Hazeltine@gsil.org, 800-826-3700
Carla Skinder, Carla.skinder@vrh.org
Scott Bogle, sbogle@rpc-nh.org, 603-778-0885 x 103
Michael Olender molender@aarp.org, 603-621-1001
Bill Finn, Bill.Finn@doe.nh.gov, 603-271-3814
Patrick Herlihy – pherlihy@dot.state.nh.us (603) 271-2449
Rad Nichols, rnichols@coastbus.org, 603-743-5777 x 100
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Sönke Dornblut, sonke.dornblut@unh.edu, 603-862-4320
Roberta Berner, rberner@gcsc.org, 603-448-4897

Appendix C. Coordination Fast Facts



COORDINATION: FAST FACTS

WHAT DOES COORDINATION LOOK LIKE IN NEW HAMPSHIRE?

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

coordinating council (the SCC) and ten regional coordinating councils (RCCs). The SCC is responsible for developing policy changes, funding, and other strategies that foster coordination, while RCCs are responsible for implementing coordinated transportation programs, advising community transportation service providers, and providing feedback to the SCC.

Nine out of ten RCCs have been approved by the SCC, and it is expected that by the end of 2011, all will be approved. Many of the nine RCCs have already designated organizations to lead the coordination efforts in their region or developed a vision statement that identifies who that lead agency will be.

WHAT ARE THE BENEFITS?

The coordination of community transportation is an important and proven way to improve mobility and access in a cost-effective manner. Successful programs could generate combined economic impacts of about \$700 million per year to human service and transit agencies nation-wide (TCRP Report 91). Significant economic benefits include:

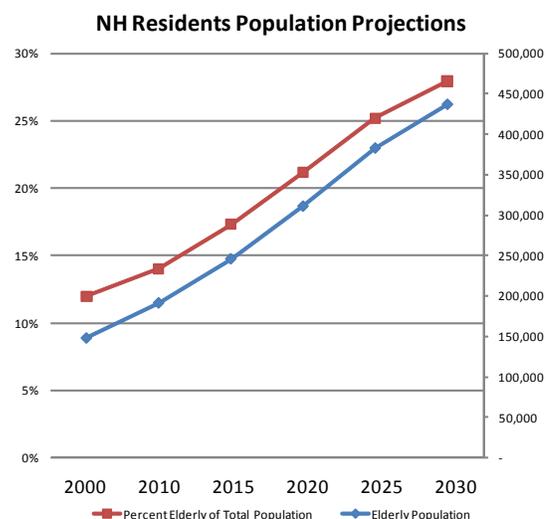
1. Increased productivity
2. Improved cost efficiency

3. Reduced redundancy
4. Ability to leverage new funding

Removing barriers to coordination will improve efficiency by allowing agencies to share trips. This would help to 1) make services available to more people and and 2) expand services to new areas and destinations, new service days and hours, and/or new trip purposes. Enhancing mobility and quality of life for people also provides economic

benefits to their communities; plus, reducing total vehicle trips enhances air quality and makes other positive environmental contributions.

Supporting regional, coordinated community transportation networks that serve all citizens is the primary focus of the SCC. Thousands of hours have been spent to date moving towards a coordinated system and expanding mobility options on the local, regional, and statewide levels.



Source: New Hampshire Office of Energy and Planning

WHY NOW?

In 20 years, New Hampshire will have 130% more residents aged 65 and older than it does today (NH Office of Energy and Planning). Many residents of all ages are disabled and/or have limited incomes. As our population ages and becomes less mobile, the number of people dependent upon community transportation services is increasing. In addition, many people with disabilities and limited incomes are unable to access employment if they live in areas not served by transit. Older adults who do not drive are significantly less likely to be active in their communities and take:

- 15% fewer trips to the doctor
- 59% fewer trips for shopping or other activities
- 65% fewer trips for social activities

For more information, visit www.nh.gov/dot/programs/scc/

Community transportation expands opportunities and transportation choices

The mobility created by community transportation provides important opportunities for people from all walks of life.

- Community transportation provides access to job opportunities for millions of Americans as well as a transportation option to access groceries, go to school, visit friends, or go to a doctor's office.
- 83 percent of older Americans say that public transit provides easy access to the things they need in everyday life.
- Public transportation is a vital link for the more than 51 million Americans with disabilities.

The coordination of community transportation results in cost savings

- Portland's TriMet reports saving nearly \$2 million through efficiencies in coordinated service.
- SMART in Southeastern Michigan saved \$2.7 million in its community programs.
- RTD in Denver reports \$700,000 in savings in its vanpool programs and \$1.5 million in taxi user-side subsidies.

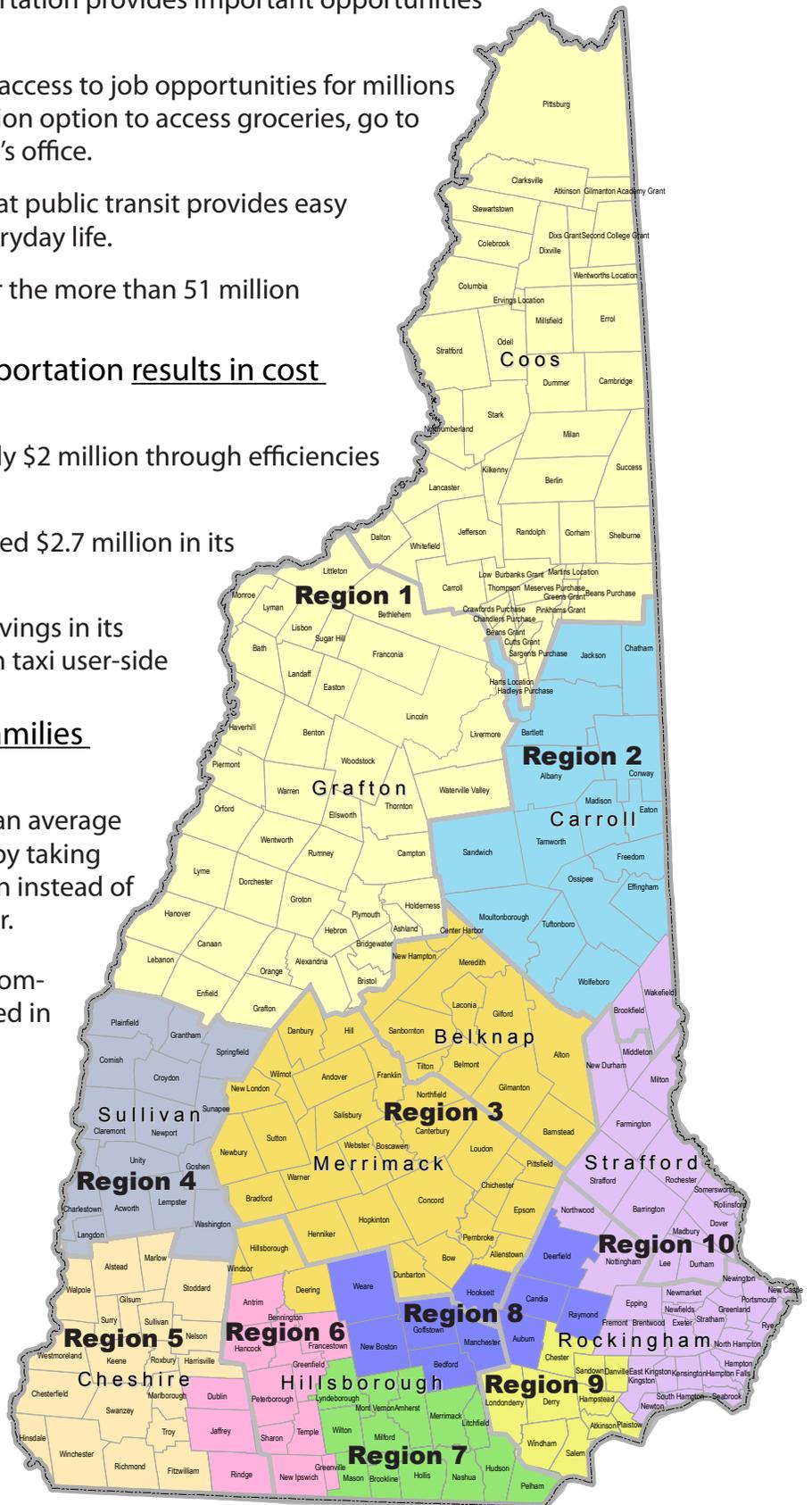
Community transportation benefits families and businesses

- Each year, an individual can achieve an average annual savings of more than \$9,000 by taking public and community transportation instead of driving and by living with one less car.
- For every \$1 invested in public and community transportation, \$4 is generated in economic returns.

Community transportation is the responsible transportation choice

- Greenhouse gases from transportation represent 28 percent of total US emissions.
- Community transportation offers an alternative for individuals seeking to reduce their energy use and carbon footprints.

Adapted from APTA's Telling Our Story Toolkit and APTA's Mobility Management Resources



For more information, visit www.nh.gov/dot/programs/scc/