



# **2010 Community Transportation Summit**

Thursday, November 18, 2010

Grappone Conference Center  
Concord, NH

# Why?



- Nearly 50,000 NH residents lost or turned down a job because they didn't have a reliable ride, BEFORE the Recession
- Transportation costs can take up more than 30% of the income of lower income working households
- Up to 80,000 NH residents missed or chose not to schedule a medical appointment because they didn't know if they could get a ride
- Up to 19,000 people in New Hampshire said they missed 4 or more medical appointments because they didn't have a reliable ride

# Why?

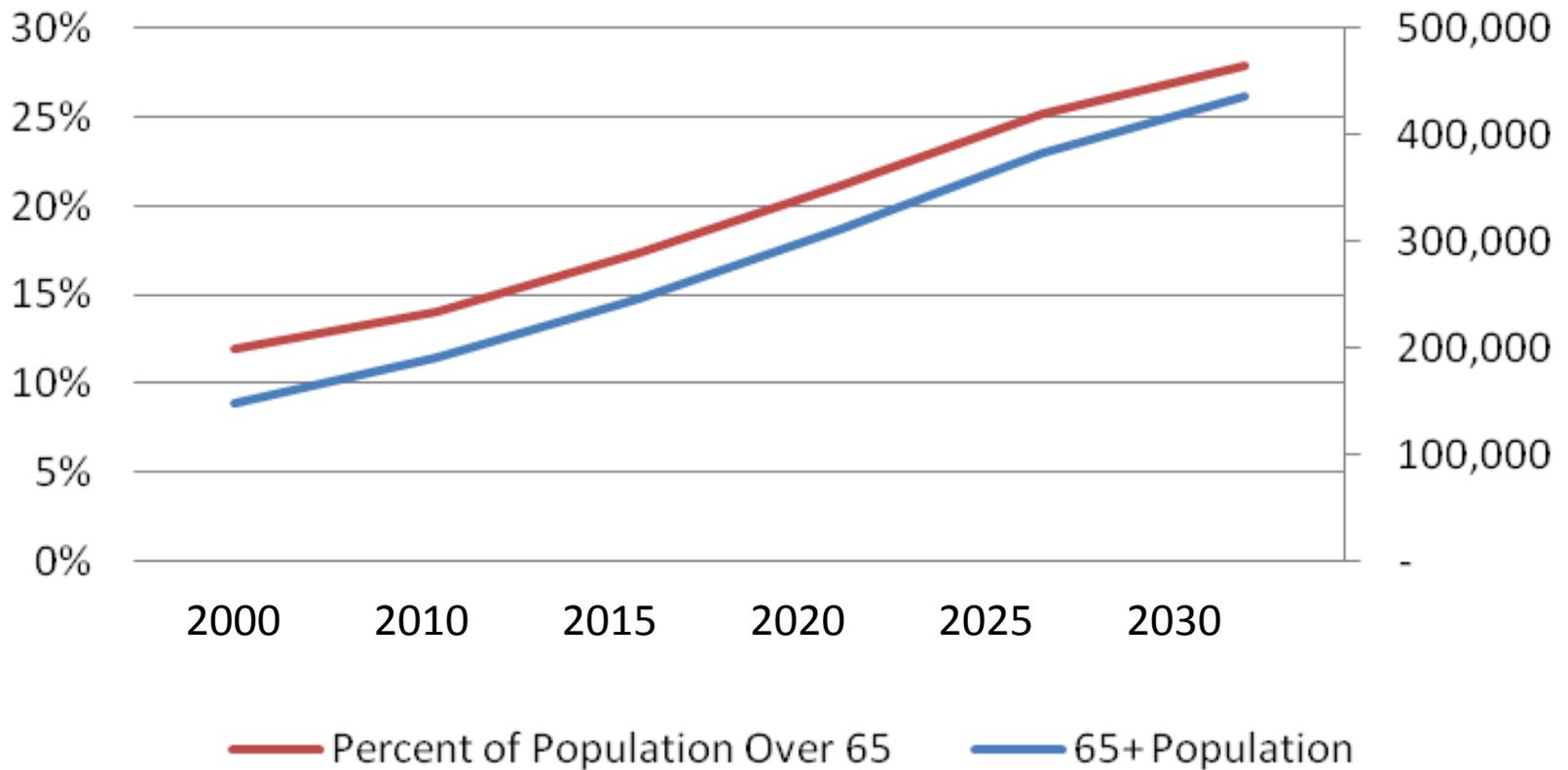


- **Nearly 10% NH residents are concerned about losing the ability to drive in the next few years**
  - **75% of them also provide rides to family friends and neighbors**
  - **Net loss of up to 100,000 drivers**
  - **Net gain of up to 175,000 people needing rides**

# Why?



## NH Residents Population Projections



# Why?



**Older adults who don't drive are making:**

- 15% fewer trips to the doctor**
- 59% fewer trips for shopping and other activities**
- 65% fewer trips for social/community activities**

# Who?



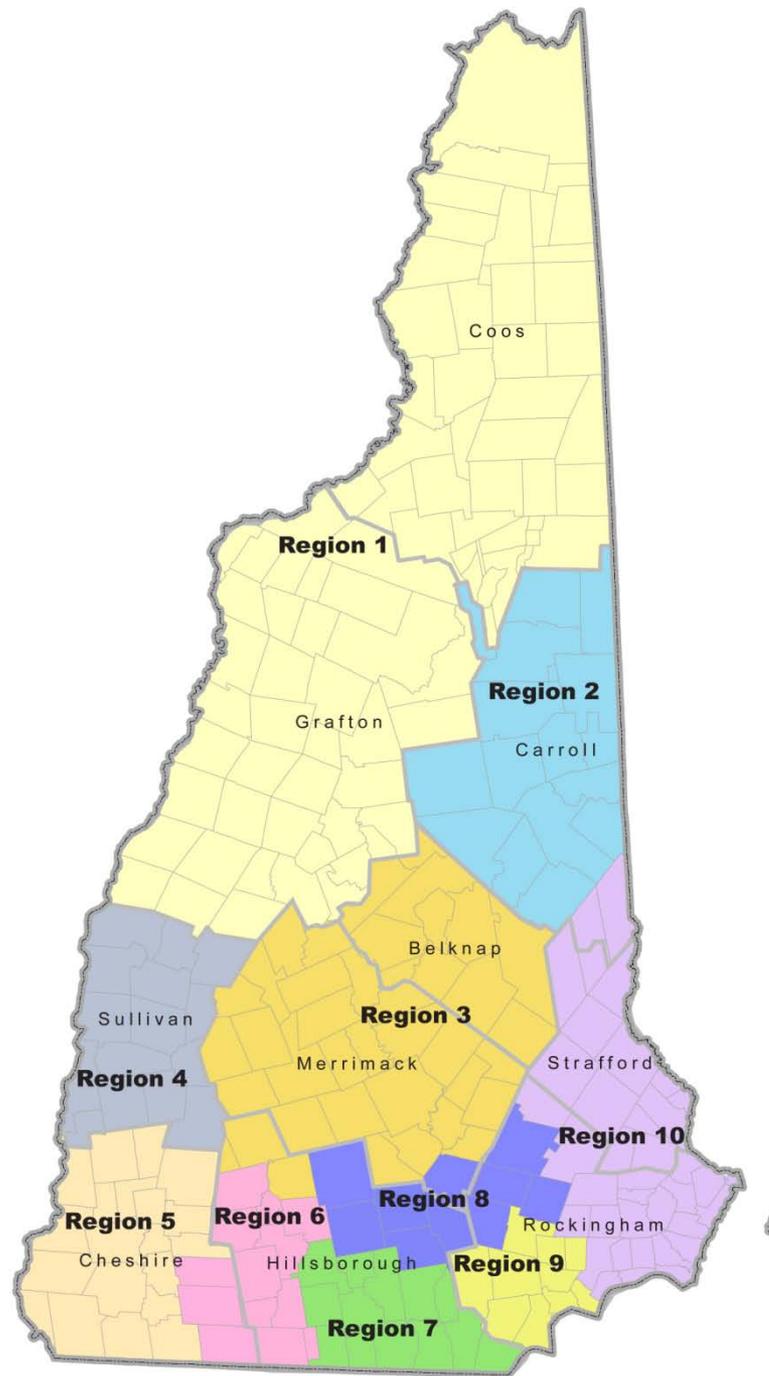
## **The State Coordinating Council for Community Transportation (SCC):**

- 15 members from around the state**
- Representing government,  
transportation providers, advocates,  
business, philanthropy**
- Leadership Team**
- Mobility Manager**

# Who?



- **9 of 10 RCCs officially approved by the SCC**
  - By-laws, MOUs, Work Plans
- **Membership includes:**
  - Regional Planning Commissions
  - Public Transit Agencies
  - Human Service Agencies
  - Private Providers (taxis, wheelchair vans, livery)
  - Senior Programs (senior centers, meals on wheels providers, senior advocates)
  - Town Officials
  - Citizen Members



# How?



## YOUR time and energy!

### Not quite countless hours:

- SCC ~1200 person hours
- RCCs ~6500 person hours
- Mobility Manager and team 1000+ hours

**Nearly 9000 hours in total!**

# What?



## **The SCC has:**

- Approved 5 new RCCs this year**
- Worked to update our authorizing legislation**
- Increased our profile with policy makers and other stakeholders**
- Developed a communication plan/campaign**
- Developed a business case for coordination**
- Worked to advance key issues of infrastructure and reduce barriers to coordination**

# What?



## Phase 1

- **Establishing Lead Agencies  
(Regional Transportation Coordinators)**
- **Data Collection:**
  - **Providers**
  - **Unmet Needs Analysis**
  - **Operating Standards**
- **Training Curricula, Marketing Strategies,  
Web Sites**

# What?



## Phase 2

- **New Volunteer Driver Programs**
- **DOT Pilot Funding for Additional Service for the Elderly and Disabled:**
  - **Volunteer Driver Programs for Rural Areas**
  - **User Subsidy Programs**
  - **Beyond Hours Service**

# What?



## Other Regional Initiatives

- **Carroll County Transit System**
- **Transport Central – Plymouth Area**
- **Transportation Management Associations**
- **Route 120 Connection Study (Claremont to Lebanon)**
- **Souhegan Valley Rides**
- **Exeter Region Transportation Committee – Local Option Supplemental Vehicle Registration Fee**
- **Community Alliance of Human Services – Coordination Activities**
- **Transportation Assistance for Seacoast Citizens – COAST/ACT Call Center**
- **Contoocook Valley Transportation Company – TripList software**

# What's Next?



- **Developing a shared vision for coordination**
- **Communicating it well**
- **Developing sustainable funding streams for the SCC and RCCs**
- **Resolving regulatory, procedural, and contracting barriers**
- **Developing infrastructure for coordination**
- **Assisting the RCCs in implementing coordination**

# What's Next?



**GRANITE STATE MOBILITY**  
→ getting there **together**

# What's Next?

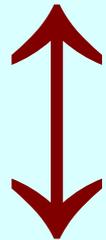
Moving, step by step, region by region up the:

## The Coordination Continuum

- Providing information and referrals
- Sharing policies and practices
- Sharing staff resources
- Sharing vehicles, software
- Joint procurement and co-sponsorship
- Allowing a common contractor to co-mingle trips
- Informally swapping trips
- Purchasing service from another operator
- Consolidating functions and/or operations into one coordinated system



**Simple**



**Complex**

# Thank You to Our Sponsors!



NEW HAMPSHIRE  
CHARITABLE FOUNDATION



New Hampshire  
Council on Developmental Disabilities