

State Coordinating Council on Community Transportation

Fourth Annual Report to the Governor and Legislature

November 2011





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Introduction

The State Coordinating Council for Community Transportation (SCC) has been active throughout 2011, guiding coordinated transportation activity. Finishing the year with all Regional Coordinating Councils (RCCs) approved and at work, the SCC now has established a comprehensive infrastructure to ensure the tasks with which it has been charged through legislation can be completed as successfully as possible.

As the nation struggles with financial challenges, 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 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}*

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- 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

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. In 20 years, the state is anticipated to have 130% more adults above the age of 65. 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 a rural transit system 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 composed 40% of all the system's trips.⁴

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.

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, listed in Appendix A.

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.

⁴ 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.



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.

Accomplishments - November 2010-October 2011

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

United We Ride MART Pilot

For the past several years, the SCC has recognized the important role that software to assist scheduling and coordinating rides can play in effective community transportation, facilitating high quality service for riders and efficient use of vehicles. During this time, the SCC weighed pursuing a competitive procurement or becoming part of Federal Transit Authority pilot project funded through the United We Ride program, a federal inter-agency initiative dedicated to improving transportation options for older adults, persons with disabilities, and people with low incomes. The SCC leadership charged one of its Work Groups, the Alternative Strategies Work Group, with an environmental evaluation and with determining an appropriate approach. This Work Group led an exhaustive inventory of the needs of local and regional providers, gaining an understanding of their current ride-scheduling activities and their goals for any future software product. At the same time, the Work Group also learned more about a United We Ride-funded pilot, in place at the Montachusett Area Regional Transit Authority (MART) in Fitchburg, Massachusetts, which supported the development of mobility management software by HB Software Solutions. Ultimately, after



a complete review of needs and a consideration of the benefits and drawbacks of the alternative approaches, the SCC recommended that the New Hampshire DOT move forward with its discussions with MART on joining its United We Ride project as a formal stakeholder. Collaboration with MART offers the opportunity to:

- Integrate third party software systems (RouteMatch, Trapeze, etc.)⁵
- 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.

Insurance Issues

A roadblock to coordination has been related to insurance coverage for transportation providers, relating to both appropriate coverage for vehicles and consideration of liability issues for volunteer drivers. In order to address these challenges, the SCC convened the Insurance Issues Work Group to research insurance and liability opportunities and generate guidance that can be helpful to transportation providers and RCCs looking to institute volunteer drivers to supplement existing services. The Work Group completed its work in early January 2011, and created a variety of helpful resources and checklists, including:

- A risk management profile checklist for service providers and volunteer drivers which includes recommended liability limits;
- A sample certificate of insurance and a definition list for it;
- A sample motor vehicle control program;
- Sample volunteer driver applications; and
- A Checklist to assess the loss history of potential providers in a coordinated system.

Guidance to RCCs on the Selection of Regional Transportation Coordinators

One of the key components of the state infrastructure to support coordination is the Regional Transportation Coordinator (RTC), or the lead agency responsible for regional transportation coordination. The RTC can be a transportation provider, a regional planning commission, or another entity with an interest in coordinating community transportation. At this point, this final component of the SCC-RCC-RTC architecture is not in place.

2010 Community Transportation Summit

The 2010 Community Transportation Summit was held on November 18, 2010 at the Grappone Conference Center in Concord, with more than 160 registrants. Governor Lynch recognized the event by issuing a proclamation, declaring the day to be Community Transportation Day. The Summit also marked the launch of the “Granite State Mobility: Getting There Together” campaign for the SCC to highlight the connection

⁵ Several transportation providers are currently using these other (third party) scheduling software programs.



between transportation and many other aspects of life. A Fact Sheet from the event, entitled "Coordination: Fast Facts" is included as Appendix B to this Report. Attendees at the Summit included legislators, transportation providers, nonprofit and charitable organizations' staff members, representatives of government on the state and local level, as well as members of the general public.

Commissioners Virginia Barry and Tom Burack, of the Departments of Education and Environmental Services respectively, as well as leaders from the Departments of Transportation and Health and Human Services, greeted the attendees and talked about the importance of transportation to their work. An internationally-known transportation expert, Todd Litman, of the Victoria Transport Policy Institute, provided a broad perspective on transportation issues, and spoke about the importance of a quality pedestrian environment to support community transportation. Representatives of the Federal Transit Administration's United We Ride Program and the National Conference of State Legislatures also provided updates to the attendees. Outstanding leaders, organizations, and projects in community transportation were showcased during a recognition program, and attendees participated in breakout sessions on volunteer driver programs, organizational development, and the linkage between land use and transportation.

The 2010 Community Transportation Summit was sponsored by AARP, the Endowment for Health, the University of New Hampshire Institute on Disability, the Anna Harrington Boardman Fund of the New Hampshire Charitable Foundation, New Hampshire Council on Developmental Disabilities, and the New Hampshire Department of Transportation.

Set Statewide Policies and Monitor Results

Section 5310 Purchase of Service Program

A federal transportation funding source was recently opened to new uses by the New Hampshire Department of Transportation (NHDOT). The Federal Transit Administration's (FTA) Section 5310 program provides capital funds to support transportation for older adults and persons with disabilities. The FTA allows "Purchase of Service" in the 5310 program, permitting regions to purchase vouchers for taxi service, for example, or to reimburse mileage expenses for volunteer drivers. The SCC served as a resource to NHDOT in this initiative. To date, eight regions are recipients of 5310 purchase of service funding, and new and expanded transportation services have been created as a result.

Potential Reintegration of Medicaid/Care Management

Recognizing the growth in Medicaid transportation in recent years and the fact that there will be many new people eligible for Medicaid services under the Affordable Care Act, the SCC offered a plan to have community transportation services become providers of Medicaid non-emergency medical transportation. Legislation has instead created a managed care program for Medicaid, with two managed care providers, which will be arranging the vast majority of Medicaid trips. The SCC will explore ways in which the regions can serve as transportation resources for the managed care providers.

Cost-Sharing Policy

One of the elements important in considering software acquisition is the calculation of cost sharing among different sponsoring agencies. Participating agencies do not want to subsidize the trips of other agencies; each agency or department can only pay the costs of the trip associated with its clients, and not other riders who might be on the vehicle at the same time. The SCC has considered various cost-sharing approaches and is planning to incorporate such a strategy into future coordinated service delivery. The software utilized by the United We Ride pilot with MART makes it possible to fairly and equitably split 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

The SCC approved the tenth and final regional coordinating council, in Carroll County. The SCC has formed a Work Group to begin activities related to the approval of Regional Transportation Coordinators.

Solicit and Accept Donations for Regional Transportation Coordination Fund

Generating money to support community transportation is a high priority for the SCC, but in these difficult economic times, it can be challenging to find 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. A new funding resource may also become eligible through the Bureau of Elderly and Adult Services (BEAS) Title III (b) funding, which supports transportation for older adults, which could be contracted, starting in 2012, directly to the regions. This transition is currently undergoing review. Additionally, the Region 10 - Southeast/ Alliance for Community Transportation RCC recently submitted an application for FTA funding for transportation to serve veterans, which may provide another financial resource for community transportation in that region.

SCC Work Groups

The SCC Work Groups provide an opportunity for the SCC to address specific topics in more depth. Additionally, many work groups include people interested in transportation coordination, so the SCC can benefit from diverse opinions of local stakeholders. The SCC Work Groups are:

Alternative Strategies

Communications/Outreach

Insurance Issues

Legislative

Regional Coordinating Council Formation and Review

Regional Transportation Coordinator Selection

Regional Coordinating Councils

As of September 2011, Regional Coordinating Councils were in place in all 10 regions, 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.

Region 1: Grafton-Coös Counties

The Grafton-Coös RCC held ten open meetings during the year and shared a display at the 2010 SCC Summit. They supported the expansion of the volunteer driver program and van services by the Grafton County Senior Citizens Council and the Tri-County Community Action Program. The RCC also produced a printed service directory that was distributed throughout the region. Finally, they supported Transport Central in its efforts to create additional demand response services in 19 towns in the Plymouth area. This service has a particular focus on providing after-school and recreational transportation to children and other adults in the communities not served by senior programs.

Region 2: Carroll County

Carroll County was the only region to begin 2011 without an approved Regional Coordinating Council in place, but finishes the year with SCC approval, which was given in September 2011. The group that became the approved RCC has been active bringing in stakeholders, putting together organizational



documents, and working on their application and work plan. They anticipate holding a strategic planning session in October 2011.

Region 3: Mid-State RCC

The Mid-State RCC, which includes Belknap County, Merrimack County (excluding Hooksett), and the towns of Deering and Hillsborough from Hillsborough County, was formally approved by the SCC in September 2010, and since that time has made great progress in efforts to improve transportation options in the region. Membership of the RCC continues to grow and currently stands at 22 member organizations, comprised of a broad mix of nonprofit agencies, municipal members, local businesses and transportation and human service organizations. In the past year, the Mid-State RCC has published a comprehensive Regional Ride-Resource Directory, which can be found on the RCC's recently launched website: <http://midstatercc.org/>. The Mid-State RCC members are currently utilizing 5310 funds from the NHDOT to roll out an enhanced volunteer driver program in the region. Matching funds for the project were contributed by Laconia Savings Bank and Community Action Program Belknap-Merrimack Counties, Inc. Staff members from the Central and Lakes Region Planning Commission provide ongoing assistance to the RCC.

Region 4: Sullivan County

The Sullivan County RCC held ten open meetings during the year, and has developed a printed edition of their web-based directory. They began a new regional volunteer driver program in July 2011 and developed Service Standards for Volunteer and Community Transportation, to provide guidance for that process. For the SCC 2010 Summit, they had a display about their activities. They issued an RFP for marketing assistance, but received no responses. The RCC Marketing Committee decided to dedicate that funding towards a local conference, planning a Community Forum to be held on October 26, 2011, titled Moving Forward Together: Sullivan County Mobility Conference. The event will be designed to update the community on the work of the RCC following up on the Community Mobility Project that had begun in 2005.

Region 5: Cheshire County

The Cheshire County RCC, approved in September of 2010, is composed of seventeen diverse public and private members. In addition to a number of nonprofit agencies as members, there are three private for-profit transportation providers, one fixed route public transit provider, one volunteer driver service, one County Government, and three health facilities, including a major hospital. In June of 2011, the CCRCC, in conjunction with its lead agency, Cheshire County, received \$53,502 of Federal Transit Administration Section 5310 Purchase of Service funding. This funding will support increased volunteer driver service in the region and one day a week bus service from Keene to destinations in the Upper Valley. Increased service began in early September of 2011. Additionally, the group has worked with the Eastern Monadnock RCC to prepare a draft set of standard operating procedures. New officers were elected in July of 2011 and have begun developing the 2012 work plan.

Region 6: Eastern Monadnock

The Eastern Monadnock RCC has been meeting since June of 2009, following a kickoff summit that involved over fifty participants. Of these members, there are three private for-profit transportation providers, one town, two volunteer driver services, one hospital, four human service agencies, one citizen stakeholder and many nonprofit agencies. The EMRCC and its lead agency, Hillsborough County, have applied for \$34,000 of Federal Transit Administration Section 5310 Purchase of Service funding to increase volunteer driver service in the region. The group elected new officers in July of 2011 and is beginning to develop a work plan for 2012.



Region 7: Nashua

The Nashua RCC recommended and the Nashua Regional Planning Commission (NRPC) was designated as the lead agency for the purposes of managing 5310 funds in Region 7. The RCC also conducted a regional community transportation needs survey in two phases, with one in fall 2010 and the second in early spring 2011. The results of the survey were presented at the April RCC meeting. A Regional Transportation Resource Directory was developed by NRPC staff with feedback from the RCC. The Directory and materials about the survey are available on the NRPC website. The Souhegan Valley Transportation Collaborative (SVTC), a demand response transportation service, with the assistance of the RCC, applied for and received 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 first annual review of the SVTC strategic plan was completed in July 2011.

Region 8: Manchester

During 2011, the Region 8 RCC completed a Community Transportation Services Directory and will be updating it as needed. In an effort to better understand the transportation needs of the region, the Region 8 RCC, with the assistance of regional stakeholders, administered Community Transportation Consumer and Provider surveys. Initially, the survey results are being used to identify the demand for potential FTA 5310 Purchase of Service projects discussed during the Region 8 Strategic Planning Session held in the Fall of 2010. Lastly, the Region 8 RCC has been providing input to Southern New Hampshire Planning Commission's update of the Coordinated Public Transit Human Service Transportation Plan for the region.

Region 9: Derry-Salem

During spring 2011 the Greater Derry-Salem RCC, with support from Rockingham Planning Commission and Southern New Hampshire Planning Commission, completed an update to the *Locally Coordinated Public Transit/Human Service Transportation Plan* for the region. Assessment work has included surveys of providers and local welfare officers, and analysis and mapping of current trip patterns to determine key transportation needs and how best to meet them. The plan prioritizes transportation for medical appointments, employment transportation, grocery shopping, and social opportunities. The RCC has identified the CART public transit system as its designated Regional Transportation Coordinator, working in collaboration with Easter Seals NH, which operates CART's call center and much of its service. The RCC is working with CART to identify routes and demand for new flex-route services and a soon to be launched Derry-Salem fixed route service; modify existing demand response service levels to make best use of available resources; and pursue new funding to address other prioritized needs. FTA Section 5310 Purchase of Service funds were secured in Spring 2011 to partially support new pilot services including a senior shopping shuttle in Derry & Londonderry; flex route service between Hampstead, Derry and Londonderry; and a taxi voucher program to supplement options outside of typical agency transportation service hours.

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. ACT was named as the RCC for the region in January 2010. In 2011, ACT's membership grew to 21 members, including human service organizations, regional planning agencies, transportation providers, rural communities, and a citizen advocate. ACT has identified the Cooperative Alliance for Seacoast Transportation (COAST), which operates public bus service in the Seacoast area, as 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.



In 2011, a pilot project for the region with volunteer drivers operating a COAST minibus was begun through which rural elders and residents with disabilities are provided service once a week to the nearest urban center for shopping and pharmacy trips. Additional transportation projects, including more community-based services, improved access to health care, support of a volunteer driver program and increased service along the coastal communities will begin in 2011 with funds from NHDOT. ACT finalized its service standards for service providers, which will be incorporated into contracts for service delivery and coordination. COAST upgraded its call-taking capability with the onset of the pilot project and is poised to further expand that capability and acquire technology to implement coordinated transportation services before the end of 2011.

Challenges

Making Progress/Addressing Ongoing Challenges

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 increasing awareness and a common public understanding of community transportation.

Sustainable Funding Streams for RCCs and Regional Transportation Coordinators

A first step in developing sustainable 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 Federal funds not currently available to New Hampshire.

Capacity and Staffing

The high level of activity and the depth of topics being addressed by the SCC would benefit significantly from permanent staff support. The NH Department of Transportation, on behalf of the SCC, has provided consultant support for the SCC, but this cannot provide a long term solution to the great need and high level of work the SCC is currently generating. The consultant contract is due to expire on February 29, 2012.

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 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 standards and other guidance for participating agencies.

Program and reporting differences between the various DHHS administered programs that fund or pay for transportation services, as well as other Medicaid eligibility determination and billing challenges continue to be experienced by community providers.



Recommendations

Statutory Mandate

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

While a lack of enough providers has been a problem for the state, the Council anticipates that coordinated transportation services have the potential to address the provider shortage in the short and long term. The SCC expects that with more efficient and effective use of existing resources through a coordinated system, the limited number of providers in New Hampshire will be less of a concern.

Sustainable Funding Source

As in 2009 and 2010, the State Coordinating Council for Community Transportation recommends the Legislature and the Governor provide a sustainable base funding source for community transportation. These funds can serve in full or in part as the local match to receive federal transportation funding. Such capital is needed to realize the service efficiencies as outlined above. Since the return generated by community transportation can be significantly larger than the amount expended, providing financial support is both an economic development and a mobility investment for the Granite State.



Appendix A. Membership

Statutory Members (5)

Nicholas Toumpas, Commissioner of Health & Human Services

Patrick Herlihy, Designee, Vice Chair

Christopher D. Clement, Sr., Commissioner of Transportation

Christopher “Kit” Morgan, Designee

Virginia Barry, Commissioner of Education

Bill Finn, Designee

John Richards, Executive Director, Governor’s Commission on Disability

Van Chesnut, Chair of the NH Transit Association

Commissioners’ Appointees (2)

Kerrie Diers, Nashua Regional Planning Commission, Appointed by Commissioner of Transportation

Jeanne Ryer, Endowment for Health, Chair, Appointed by Commissioner of Health & Human Services

Governor and Council Appointees (8)

Representing Transportation Providers:

Rad Nichols, Cooperative Alliance for Seacoast Transportation

Beverly Raymond, Tri-County CAP, North Country Transit

Representing Statewide Organizations:

Roberta Berner, NH Coalition of Aging Services

Kelly A. Clark, AARP New Hampshire

Sönke Dornblut, UNH Institute on Disability

Fred Roberge, Easter Seals NH - Special Transit Services, Secretary

Clyde Terry, Granite State Independent Living

Ken Hazeltine, Designee



Appendix B. 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:

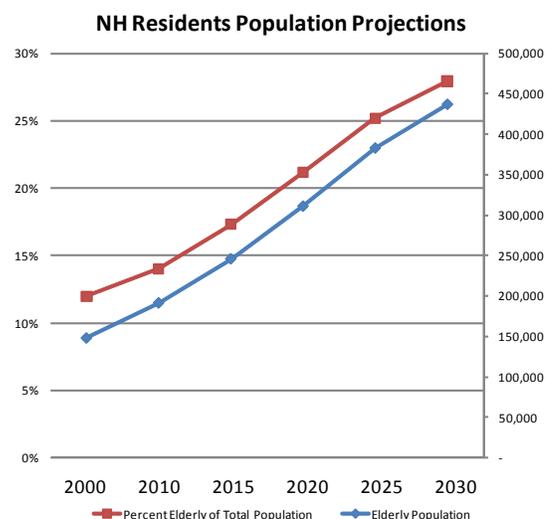
1. Increased productivity
2. Improved cost efficiency

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.

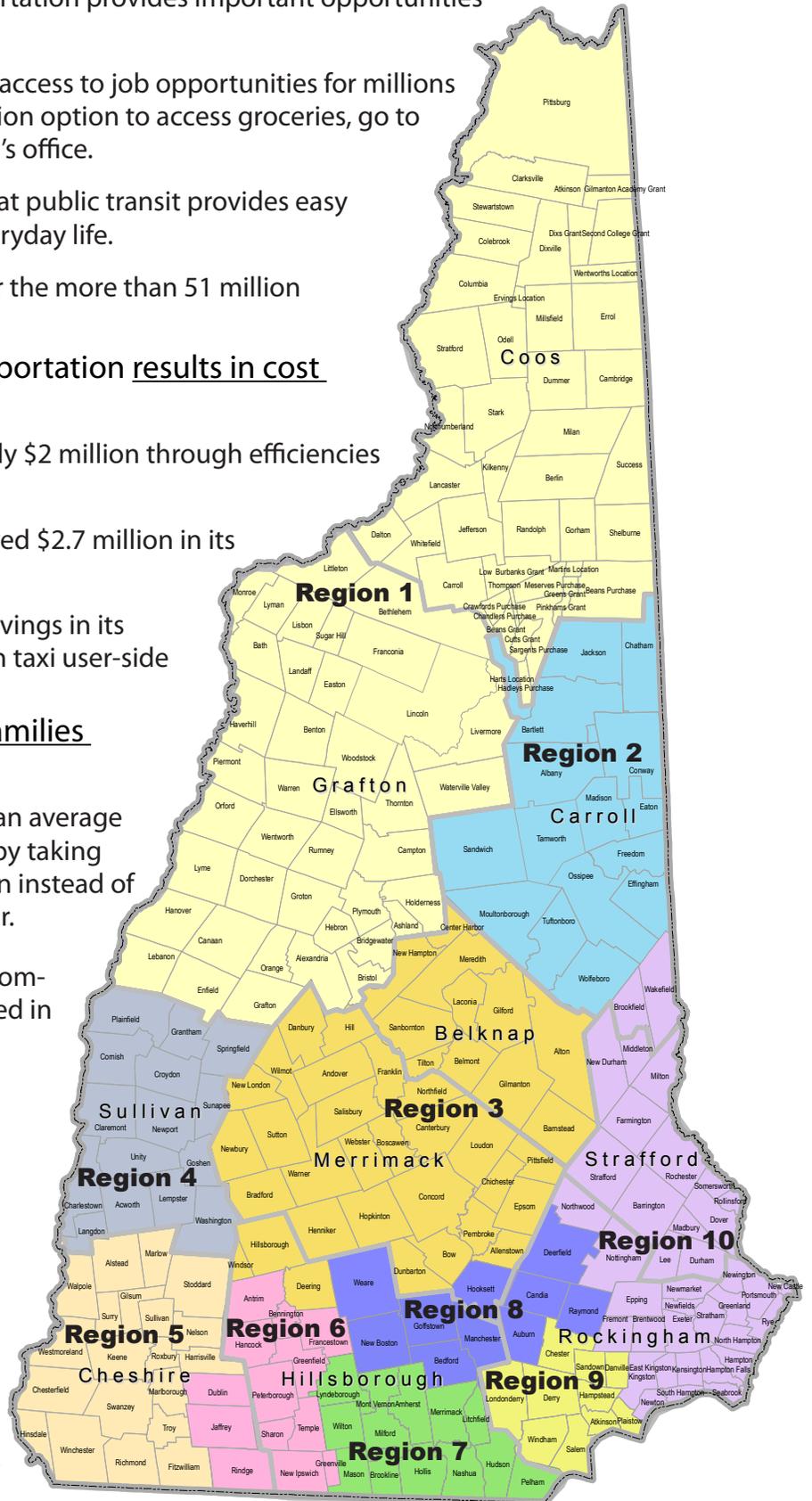
Community transportation benefits families and businesses

- 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/