

APPENDIX C: SUMMARY OF RPC OUTREACH

MEMORANDUM

To: Frederick Butler
From: Stephen Falbel
Re: Summary of RPC Outreach
Date: March 27, 2018

During the summer and fall of 2017, the Steadman Hill Consulting team conducted a series of meetings with each of the regional planning commissions in New Hampshire. These meetings were attended by the project manager and usually another member of the team, plus a representative from New Hampshire DOT. In addition to the transportation planner and often the executive director from each RPC, most meetings included representatives from the local transit agency and other organizations involved in demand response transportation.

This memorandum presents a summary of the findings from these outreach meetings. The body of the memorandum is followed by an appendix showing the attendance at each meeting and the notes that were recorded by the consultant team. The agenda for all of the meetings was essentially the same, including the following topics:

1. Overview of the Strategic Statewide Transit Assessment Study
2. Review of existing transit services for local, regional and intercity transportation
3. Discussion of unmet needs for local, regional and intercity transportation
4. Available data (in terms of surveys, prior studies or other information)
5. Demand response service in the region
6. Park & Ride resources, needs, and potential locations
7. Discussion of public outreach

The schedule of meetings was as follows:

- June 9 – Nashua Regional Coordinating Committee at Nashua RPC office
- July 7 – North Country Council
- July 11 – Upper Valley Lake Sunapee RPC
- July 25 – Rockingham Planning Commission
- July 26 – Southwest RPC
- July 26 – Central New Hampshire RPC
- September 6 – Lakes Region Planning Commission
- September 6 – Southern New Hampshire Planning Commission
- October 4 – Strafford RPC

Summary of Findings

Needs

In each region of New Hampshire, the transit agency and other organizations providing public transportation service all work to meet the needs of their community with limited resources. No agency feels that it has sufficient resources to address the needs it knows about, much less expand its role in the community so that it can serve as an attractive mobility option for all people. Common themes expressed by the regions included the following:

- **Local fixed route/flex route service**
 - Longer hours needed on weekday evenings
 - More service/some service needed on Saturdays and Sundays
 - Higher frequency of service would be of benefit to existing riders and help to attract new ones
 - Many towns have no service at all; need connections to nearby cities, shopping, and medical facilities
- **Regional service**
 - Commuter connections needed from towns 10-40 miles from major employment centers, such as Manchester, Concord, and Lebanon/Hanover
 - Better intra-state connections needed for other occasional trips, such as medical, court-related, social/recreational
 - East-west connections needed to cities and universities, plus Manchester airport
- **Intercity service**
 - Portions of the state have little or no access to the intercity network
 - North-south connections along the east side of the state—to Dover/Durham—are poor or non-existent
 - Access to intercity service at Portsmouth difficult because of lack of parking capacity
 - Current intercity service not well-suited to intra-state travel, especially on I-89 corridor

Available Data

All regions had at least some recent studies to offer as background for the SSTA, including passenger surveys, transit development plans, or broader transportation studies. These documents include the following:

- Transit Feasibility Study (North Country Council)
- Long Rang Transportation Plan (Rockingham Planning Commission)
- Coordinated Public Transit and Human Services Transportation Plan for the Southeast NH Region (RPC and SRPC)
- Coordinated Public Transit and Human Services Transportation Plan for the Greater Derry-Salem Region (RPC and SNHPC)
- I-89 Commuter Transit Service Feasibility Study (UVLSRPC)
- I-93 Corridor Multi-modal Transit Investment Study (NHDOT)
- NH 120 Claremont-Lebanon/Hanover Transit Planning Services (UVLSRPC)

- Nashua Transit System Comprehensive Plan 2016-2025
- Nashua Transit Survey Results
- University Transportation Campus Connection Survey (UNH)
- CAT Boarding and Alighting Study (CNHRPC)

Demand Response Service

Although the focus of the SSTA is on bus services in New Hampshire, demand response service forms an integral part of the public transportation system. In rural areas, demand response may be the only form of transit available, but it plays a major role in urbanized areas as well. Every RPC meeting included at least one representative from an organization involved with demand response service, many of which are non-profit or volunteer-driven agencies.

A common theme across all regions was the difficulty in finding enough volunteer drivers to satisfy the demand for trips. All regions are forced to prioritize medical trips, and even though there are not enough resources to meet all of that demand, the providers recognize the lack of service to address their clients' other needs, such as for shopping and occasional social interactions and entertainment.

Most regions make efforts at coordinating rides, but they all recognize the challenges in doing so, including dealing with restrictions associated with siloed funding, the need to provide individual rides for some clients, and the high degree of communication necessary to achieve the coordination. Many programs prefer to have transportation services tailored to their constituents, rather than sharing resources with other programs.

Demand response service is not yet available in all New Hampshire communities. In some regions, the transit provider covers a whole county or several counties, but in other regions, service is more of a patchwork, with several organizations and town-based services combining to offer partial coverage.

Scheduling and dispatch varies across the state. In some regions it is centrally organized by the transit provider. In the southwest region, there is an innovative online tool called Triplist that allows volunteer drivers to choose which trips they will operate.

Park & Ride

All of the meetings devoted part of the time to discussing existing and potential park & ride lots in the region. The Park & Ride Report, part of phase 4 of the SSTA, presents these findings in more detail, but most regions expressed a need for additional park and ride capacity and new lots in strategic locations. The most significant capacity issue occurs at the Portsmouth bus terminal where most of the C&J Trailways service originates. Several regions cited difficulties in siting and constructing new lots because of local opposition or ownership issues.

Public Outreach

The discussion of public outreach consisted mainly of a description of the outreach strategies and confirmation that the RPCs will be involved in spreading the word about outreach and helping to encourage participation.

Appendix: Detailed Meeting Notes

The following pages contain notes of the meetings, including a list of attendees and the key points they brought up. They are presented in the chronological order in which the meetings were held.

Nashua RPC (part of a regular Regional Coordinating Council meeting) – June 9, 2017

Attendees:

Carol Brooks, SVTC
Camille Pattison, NTS
Tom Young, Town of Litchfield
Rebecca Harris, Transport NH
Dennie Townsend, SVTC
Rebecca Crowther, SVTC
Beth Todgham, SNHS
Janet Langdell, SVTC
Eloise Carleton, SVTC
Matt Waitkins, NRPC
Karen Baker, NRPC
Stephen Falbel, Steadman Hill Consulting
Jennifer Zorn, McFarland Johnson

Recently completed Nashua Transit System (NTS) Comprehensive Plan outlined the needs most recognized through public outreach to the general public. The needs that came from that were bus service earlier on Saturdays, Sunday service, and Walmart trips. NTS is not a transit authority so they can't use Nashua taxpayer money for transportation to other communities, but they are looking into a pilot program and dovetailing it with the SVTC. Additionally, a big need was fixed routes to Merrimack and Hudson.

SVTC noted that a bus to work comes up a lot as an important transportation need as well as connections to Manchester, Exit 6 in Nashua and connections with commuter rail and bus service. There are requests for Nashua to Boston, Peterborough and some healthcare facilities in Wilton and some requests for SVTC to go to Keene. NRPC added that there are requests for service from Keene to Nashua for Boston Express.

Getting clients from Nashua to Lebanon for services that can't be done anywhere else is also a challenge. There is a need for services to the VA in Manchester and services of the VA in Hooksett.

Exit 8 Park n Ride would be expanded to include 25 extra spaces due to an upcoming repaving and re-aligning of the parking spots. The Flatley Company is paying for a van service from Alewife in MA up to Tara Heights Commons in NH. Alene Candles does something similar for workers from Lowell.

There are issues with transportation from Nashua to the Manchester Airport. NTS is operating new bus summer trips to the seacoast and looking into Canobie Lake trips for next year if this is

successful. She added that the first bus trip was this past Saturday. Merrimack has concerns on transportation issues as connections to Manchester and Route 3 Daniel Webster Highway for shopping and medical trips. Currently they have paratransit services with NTS. That was a need for Litchfield as well.

There is currently no service at all in Pelham, Mason, Lyndeborough, and Litchfield, adding that Lyndeborough does have access to FISH only for non-emergency medical and there is a limitation do to the availability of volunteers.

SVTC provides about 300 trips a month, Monday through Friday from 8:30-6:00ish. There have been requests for same day dial a ride services. Currently, the advance notice requirement is 2 days and the scheduling is done by NTS for SVTC.

With regard to park & ride needs, a member noted that she had heard that folks use the Kohl's off Exit 6 as one and there is a vanpool park n ride of Exit 5, which is on the DOT list.

North Country Council – July 7, 2017

Attendees:

Patsy Kendall, Transport Central
 Doug Grant, Transport Central
 Carole Zangla, Littleton Senior Center
 Nick Altonaga, NCC
 Fred Butler, NHDOT
 Stephen Falbel, Steadman Hill Consulting
 Follow-up discussion with Brenda Gagne, TCC

- 1) Existing transit in NCC region
 - a. Local
 - i. Senior Wheels – 5310 – senior demand response
 - ii. Freedom Express (4 hrs/day) (0.6 riders/hour) 3% FRR – non-senior transportation door to door, comes through 5311, general public DAR; fare structure set up, distance based
 - iii. LRH (Littleton Regional Healthcare) (11 hrs/day, 1.1 riders/hr) get \$100K/yr (double the cost)
 - iv. Berlin-Gorham (every 2 hours M-Sat 5 trips ends at 4:45) \$2 (4 riders/hr) 10% FRR \$11K/yr
 - v. Tri-Town (3 trips M-F) ends at 3:45 – Littleton, Whitefield, Lancaster \$3 (4.6 riders/hr) 6% FRR \$8K/yr
 - vi. GCSCC – d2d transport at 8 senior centers in Grafton County (total of 10 or 11 vehicles; 5310 funding) 40K rides per year; each center has a dispatcher
 - vii. Plymouth State University bus system – open to everyone but it doesn't go very many places; need a PSU password to get information
 - viii. TCC service areas:
 - Colebrook area (Pittsburg to North Stratford)
 - Berlin-Gorham area (Mylan to Randolph, Jefferson)

- Lancaster, Jefferson, Whitefield
 - Lancaster to Littleton
 - Littleton Hospital bus Franconia, Lyman other towns
 - Carroll County , three separate service areas, connected by Blue Loon
 - Blue Loon since 2010, d2d and flex route runs once/week. Talk about what to do with the flex routes. Was more productive when it first started.
 - Carroll County is seasonal people. Need has switched to d2d service.
- b. Regional connections – American Transport in Lancaster does a lot of Medicaid transport
 - c. Intercity 1 trip from Berlin and 2 trips from Littleton daily
 - i. Run more when PSU is starting or ending sessions
 - ii. TCC has had requests from people along flex route to connect to Concord Coach (works in the morning but not in the evening)
- 2) Perceived needs
- a. Local
 - i. Transport to PSU
 - ii. No weekend local service – churches want transportation
 - iii. Seasonal needs in Conway for summer (Lakes Region)
 - iv. Mt. Washington Omni has their own service for workers (seasonal)
 - v. Long distance medical trips for seniors. Starting to work with VA. Upper Valley, Maine. Run out of money in 6 months. Use volunteer drivers. Separate pool from Transport Central. Have about 26 volunteers.
 - vi. Opioid, mainly Medicaid, daily trip. A lot for the volunteers. Portsmouth and Rochester. Hoping for a treatment center in Lancaster.
 - vii. Get requests from Woodsville and Haverhill for flex route into Littleton. Mainly medical trips. Had talks 6 or 7 years ago about setting up service. Fell apart when started Carroll County. Started talks again this year.
 - viii. TCC has had requests about connecting to the RCT route to get to Lancaster; big disconnect to other services because of the distances.
 - b. Regional connections
 - i. Trips to Dartmouth for medical appts
 - ii. Littleton to Concord (medical, shopping, recreation)
 - iii. Seasonal (summer) service to Franconia Notch trailheads (reduce parking demand for hikers)
 - iv. Have not heard of demand to Colebrook (VA there?)
 - v. Berlin-Gorham to North Conway for commuting as well as medical and shopping; year round
 - vi. Berlin-Gorham to Lancaster, work, shopping, medical
 - vii. Theme parks in Glen, Conway area May through October; teens need to get to work
 - c. Intercity
 - i. Getting to dialysis center in St J (Norris Cotton)
 - ii. Try to connect to Concord Coach.
- 3) Available data

- a. Feasibility studies for Carroll County and Tri-town route; 2010 from Nelson\Nygaard
- 4) Demand response
 - a. Service
 - i. Transport Central; volunteer driver org. Staff of 2; 20-25 volunteers; 5310 used to be only source, now Medicaid; CTS is the broker (non-profit); almost all medical trips; a few shopping trips; they have their own dispatcher for Medicaid, 5310 and VA
 - 25% of rides to Concord; most of those drug related
 - 12% of rides to Dartmouth
 - Big change from 4 years ago because took on Medicaid
 - Dialysis trip rationed; 3 one-way trips
 - ii. TCC coordinates with Littleton Senior Center; has helped VT passengers get to Colebrook hospital
- 5) Park & Ride
 - a. Unmet needs
 - i. Location in Plymouth invites people to park (paid) with 24-hour meters
 - ii. Littleton is doing a parking study/some talk of a P&R perhaps create terminal for Concord Coach – Brenda thinks this is the best
 - iii. Parking congestion at PSU in Plymouth
 - iv. Berlin and Gorham a lot of summer traffic for ATV riders; trails
- 6) Means of public engagement
 - a. Local, in cooperation with NCC
 - i. Had a well attended meeting for N/N study, held at senior center; 14-member advisory council who helped generate publicity and attendance
 - ii. Local access channel in Plymouth Pease Public Library
 - b. Mobility Manager is a designer, uses Facebook and other social media
 - c. Regional/statewide

Upper Valley Lake Sunapee RPC – July 11, 2017

Attendees:

Fred Butler, NHDOT
 Pat Crocker, UVLSRPC
 Steven Schneider, UVLSRPC
 Van Chesnut, Advance Transit
 Stephen Falbel, Steadman Hill Consulting
 Terri Paige, SCST (by phone)

- 1) Existing transit in UVLSRPC region
 - a. Local
 - i. AT
 - 1. Updating TDP this year

2. Housing crunch at Dartmouth College – building on existing parking lots
 3. Sachem Village shuttle – hoping Dartmouth will fund this, connecting grad student housing to the campus
 4. List of improvements in last TDP not yet implemented
 5. Only change was to double service on the Green Line
 6. Orange Line under pressure
 7. Grad students reliant on transit—more experienced with transit
 8. Fledgling Uber service in town; may alleviate some pressure for weekend and evening service
 9. Priority to increase frequency on Blue Line
 10. 15-minute midday service thanks to contributions between Lebanon and Hanover medical campuses
 11. Expect big increase in ridership if offer 15-min service
 12. Route 120 group concerned about congestion on Rt 120 corridor, backs up on I-89 in the morning
 13. Hubs are limited – no room to add more buses; library and city hall in Lebanon
 14. Intention is to keep it fare free; contributions from institutions and private donors
- ii. SCST
1. Claremont – 8 trips, sort of hourly 8 to 4
 2. Newport – 3 or 4 trips?
 3. Charlestown – 2 trips then demand response in lull
 4. Volunteer driver program
 5. Working with CTAA and UVLSRPC to create a short term transit plan; marketing and branding process
 6. Has been run as human service transit; municipalities and funders want to focus on commuter market; will need to look at creative ways to grow the system and partner with surrounding agencies
- b. Regional connections
- i. Stagecoach and The Current; a lot of service coming into the east entrance at the hospital; need to develop more capacity for buses
 - ii. Claremont to Lebanon study (commuter plus midday)
 1. People didn't want to ride to P&R in Ascutney
 - iii. New London to Lebanon study
 1. Nursing school in New London
 2. P&R maxed out in New London (potential to expand it)
 - iv. Desire to have a route to Concord (especially for people in New London); commuting and other purposes; go to a hearing; governmental business; medical purposes
 - v. Dartmouth Coach not interested in running a commuter service (want consistent equipment)
 - vi. Claremont to Keene; HCS runs a bus from Keene to Lebanon every Monday. Would like to connect to that in Charlestown. Bus to VA in WRJ.
 - vii. Current sends a bus into Claremont once per week.

- c. Intercity
 - i. Dartmouth Coach
 - ii. Greyhound
 - iii. Amtrak
 - iv. Vermont Translines goes from Hanover to Rutland
- 2) Perceived needs
 - a. Local
 - i. Weekend and evening service for AT
 - ii. Claremont/Newport to New London for medical trips
 - iii. Sunapee to more populated areas; vacationers in the summer (recreational connections)
 - iv. Commuters include choice riders; also trying to fill jobs for second and third shifts
 - v. Route 120 rezoning to allow for housing development in Centerra Park area; 5,000 employees in that area; close to DHMC
 - vi. Blue Route not on 120, new convention center being built, Alteria will have several thousand employees there
 - b. Regional connections
 - i. Connections to Plymouth; 118 to US 4 very congested
 - 1. People from there parking at Methodist church at end of the Blue Line
 - ii. Manchester airport
 - c. Intercity
 - i. Poor pedestrian connection between Blue Line and Dartmouth Coach terminal; but convention center development will help
- 3) Available data
 - a. Various studies on RPC website
 - b. Development proposals
 - i. River Park Route 10 north of West Leb – mixed use, lab space, residential, retail (on Orange Line) 800K sq ft
 - 1. Potential spot for a new bus hub (to replace library, but library likes hub)
 - ii. WRJ multi family and apt complexes Sykes Ave, new assisted living
 - iii. Iron Horse park in Lebanon (big box stores) may not happen; might be an industrial park instead
 - iv. Route 12A; cycle of redevelopment
 - v. Claremont industrial park
- 4) Demand response
 - a. Service
 - i. 11 vehicles for DR service
 - ii. 3 vehicles and a spare at Senior Center in Lebanon, others spread at various towns
 - 1. trying to coordinate with AT's ADA service
 - 2. seeking tech service to coordinate
 - 3. AT bending the curve on ADA demand
 - a. Prob 27K rides mostly in Lebanon

- iii. 40K rides per year; dispatch decentralized; volunteer dispatchers; 40% medical, 25% shopping, rest nursing home and senior center
 - iv. Below 50 vol drivers
 - v. SCST has 11 drivers and adding 3 more; majority from Newport/Claremont area; 80% of the rides going to Dartmouth; dialysis and cancer treatments
 - b. Needs
 - i. Many human service agencies are along the bus routes
- 5) Park & Ride
 - a. Unmet needs
 - i. Intermodal Study on RPC website
 - b. Potential locations
 - i. There was a proposed lot at exit 17, Lebanon said no
 - ii. Exit 17 (different parcel)
 - iii. Exit 16 – money was in the DOT budget to develop a property police chief in Enfield didn't like it – costs for policing it. Took money for developing Exit 13 instead. There's an unofficial lot at exit 16 used by legislators
 - iv. Exit 13 now at capacity
- 6) Means of public engagement
 - a. Local, in cooperation with UVLSRPC
 - i. Coordinate with TDP outreach for AT and short range plan for Claremont
- 7) Now legal to use TSP for transit buses; doing a study on that

Rockingham Planning Commission – July 25, 2017

Attendees:

Rad Nichols, COAST
 Patricia Quinn, NNEPRA,
 Cliff Sinnott, RPC Director
 Scott Bogle, RPC
 Fred Butler, NHDOT
 Jennifer Zorn, McFarland-Johnson
 Stephen Falbel, Steadman Hill Consulting

- 1) Existing transit in RPC region
 - a. Local
 - i. COAST; tries to focus on NE corner of the region; would like to connect to others; frequent opportunities rather than timed transfers; not looking at connections to MA or ME
 - ii. CART – no fixed route service
 - iii. UNH Wildcat (Portsmouth and Newington)
 - b. Regional connections
 - i. Tried East-West, built around the airport but then enplanements dropped
 - ii. Used to be far more connections to MA; 3 rail connections; eastern, main line and Lawrence-Salem

- iii. MVRTA does a little service into Plaistow; has talked about coming to mall in Salem; the mall didn't support it
- iv. Redevelopment of Rockingham Park (Tuscan Village); 2-3M sq ft, mixed use; rail line goes through the property
- v. Health care access into MA a problem
- vi. CART used to provide access to three hospitals in MA, still provide some DR
- c. Intercity
 - i. Plenty of access to Boston
- 2) Perceived needs
 - a. Local
 - i. COAST
 - 1. Connect downtowns and main corridors; don't serve internally in many communities
 - 2. Serve Portsmouth pretty well but still large swaths without coverage.
 - 3. At best every 30 min (CMAQ funded) probably going back to hourly after 3 years. Saw a big jump when went to 30 minutes. Would like to maintain 30-min peak service and expand coverage.
 - 4. Want to have seasonal service Portsmouth to Hampton and Seabrook, then Exeter to Hampton/Seabrook;
 - 5. Commuter services Epping to Portsmouth and Pease;
 - 6. Route 1 corridor commuter and other needs
 - ii. Need for maintenance and administrative facility at COAST; can only garage 6 vehicles currently
 - iii. New medical facilities in Seabrook; there was a medical bus on Friday in conjunction with Lamprey to hospital; they do shopping shuttles (Lamprey Senior Center)
 - b. Regional connections
 - i. Commuters on the Downeaster; want more frequency
 - ii. Parking a challenge especially in Exeter
 - iii. Dover has available capacity but Durham is full; hard to use the parking for train
 - iv. Reliability is an issue; infrastructure needs; NNEPRA funds the maintenance in NH
 - v. Last mile issue; especially in Exeter. Need wayfinding. COAST connects to rail well in Dover.
 - vi. Peak hour trains are full; 5 cars on trains; have plans to add a 6th round trip
 - vii. Have multi-ride passes; to \$319 from \$299 (cheaper than MBTA)
 - viii. COAST-Wildcat fare reciprocity
 - ix. Concord and C&J have ticket agreements with Amtrak
 - x. Derry-Salem connection to Manchester
 - xi. I-93 Study – Feeder service from towns to major corridors (TDM coalition); plan called for BOS on I-93 (2012)
- c. Intercity
 - i. A stop for IC service on I-95, a stop between Portsmouth and Newburyport;

- ii. COAST fixed route down Route 1, not cost effective because of local match; Hampton selectmen decided they didn't want a P&R in downtown (bus fumes); not much land at I-95/101 interchange.
 - iii. C&J looking at P&R at exit 57 in Newburyport
- 3) Available data
 - a. 2013 Telephone survey had some broad questions on transportation needs; redoing the survey this summer
 - b. Development proposals
 - i. Woodmont Commons at Exit 4
 - ii. Rockingham Park – near to Exit 2 ; shopper shuttle by CART (deviated fixed route)
 - iii. 7-8K employed at Pease
- 4) Demand response
 - a. Service – in home aging elderly- highlighted in long range plan, medical appts
 - i. Insufficient funds to start any comprehensive programs
 - ii. Volunteer driver programs most cost effective; challenge for accessible vehicles through vol drivers; have one minivan
 - iii. Not a lot of van providers in eastern Rockingham county
 - iv. CART covers Salem and Hampstead
 - v. RCC tries to coordinate, but a lot of players; DHHS is not at the table
 - vi. COAST does 5310 and Medicaid service as part of RCC; does not have an internal volunteer driver program
 - vii. TASC based in Hampton; ride scheduling through COAST (45-50 volunteers, 30 active)
 - viii. Ready Rides (southern Strafford) (about the same size)
 - ix. Dialysis in Exeter (most of TASC trips go there), also Londonderry, Salem and Portsmouth
- 5) Park & Ride
 - a. Unmet needs
 - i. Exeter train station – capacity constraint
 - ii. Portsmouth transportation center (used as a remote airport parking lot for Logan); free parking there; used by locals during winter ban; study of pricing ongoing; Jim Jalbert talking about P3 there to charge for parking
 - iii. New P&R in Hampton, Route 1 and 101 for intercity
 - b. Commute Smart Seacoast – ridesharing initiative TMA; 40-50 firms (covering 11K employees); get participation during challenges; over 400 carpools established

Southwest RPC – July 26, 2017

Attendees:

Ellen Avery, CVTC – mobility manager and volunteer driver coordinator

JB Mack, SWRPC

Mike Acerno – manager for City Express

Mari Brunner, SWRPC

Stephen Falbel, Steadman Hill Consulting

Erica Wygonik, RSG

- 1) Existing transit in SWRPC region
 - a. Local
 - i. City Express
 1. Ridership down because of Keene State; enrollment down, Keene state offers parking; Pumpkin Fest disaster; trying to educate students, Go Green use the bus; try to make it easier for them to ride. KSC now allows freshmen to park
 2. Get zero money from the hospital
 3. Get zero money from municipal \$5 fee on registrations
 4. Complete streets in Keene, Hinsdale, Walpole, Swanzey
 5. Buses are 16 pass + 2 wc
 - ii. Brattleboro Blue route to Hinsdale; Winchester and Hinsdale the neediest communities; seems to be sustainable; ridership increasing
 - iii. Monadnock Alliance for Sustainable Transportation (advocacy group) college and hospital participate
 - iv. Healthy Monadnock; money that used to go to transit went to this initiative
 - v. A few Hinsdale people/day, Walmart gets decent numbers
 - b. Regional connections
 - i. Hard to get anywhere in NH from SWRPC region
 - c. Intercity
 - i. Friday and Sunday Greyhound service from Boston through Keene to Brattleboro (funded by MA); was interest in Peterborough; tried to establish a P&R there; owner of plaza not interested
 - ii. Struggled with trying to get people to Boston; now have to go through Springfield. Getting home you have to sleep in WRJ or Springfield
 - iii. Local Time Exchange; requests to get a ride to Manchester airport, Logan or Brattleboro
- 2) Perceived needs
 - a. Local
 - i. Hospital in Peterborough
 - ii. Winchester to Keene (cheaper to live there); commuter connection needed. Route 10 study done 8-9 years ago; a lot of subsidized and senior housing in Winchester; town doesn't have a lot of money. West Swanzey-low income area
 - iii. Town Rec departments have vans
 - iv. Transportation Center; used to have one Gilbo Ave (still used), converted to restaurants; interest in a new one with waiting area, rest room, parking; trying to make it functional for local transit; services are currently disjointed; study just starting; local bus, intercity, bike/ped, carsharing; no long-term parking to use intercity bus service; looking at airport in Swanzey or downtown
 - v. Methadone clinic in Swanzey. Looked at running service there, not enough numbers
 - vi. Info in Google maps, but not yet live feed due to cost for GPS in busses
 - vii. City, college interested in helping with technology
 - b. Regional connections
 - i. Keene-Brattleboro

- ii. Keene-Peterborough (Ringe, Jaffrey 202 spine)
 - iii. Connections to Fitchburg/Gardner
 - c. Intercity
 - i. People use Rt 9 to get to Manchester, Concord and Portsmouth (rather than 101). Access point at intersection of Rt 9 and I-89 P&R and/or transit service (suggested Dartmouth Coach stop). Underused lot in Hillsborough.
 - ii. Feeder connection?
 - iii. Nashua region wanted Greyhound but wanted bus stop in Milford
 - iv. Coordination with MA and VT with regard to intercity service; looking for support, routes through region funded by MA & VT
 - v. Hard to get to Manchester Airport
 - vi. Need long term parking to be able to use intercity service
- 3) Demand response
 - a. Service; CVTC has 80 active drivers, avg number driving per month is 52; would like to have a pot in each town. Of 33 towns, 22 towns have drivers; two coordinators in Peterborough. plus online trip mgmt system called Triplist – riders call, no online system; 5310 POS, non-emergency medical and social service appts are primary purposes, but not Medicaid (refer trips out to Medicaid provider). Also do shopping and pharmacy and personal business; started in 2008. Drivers select from Triplist rather than being dispatched. 90% take reimbursement. Absorbed Red Cross program (these didn't take reimbursement). 41 cents/mile
 - b. Take non E&D. Only 7% are younger than 60. Do fundraising to carry those riders. Do solicitations among riders
 - c. Served 291 individuals in 2016; avg monthly around 600
 - d. Will go as far as Boston and Lebanon, but most go to Monadnock Hospital and Cheshire. Dialysis patients in Keene, some trips to Nashua, Greenfield. 2 hour max
 - e. Needs
 - i. Any trip that was not selected by a driver; under 8%
- 4) Park & Ride
 - a. Unmet needs
 - i. Only 1 location in region, Chesterfield Rt 9 @ state park Gorge, no intercity bus service
 - ii. Greyhound passes by it Keene → Brattleboro
 - iii. 10-hour limit at Transportation Center, no long term parking to support intercity bus
 - b. Potential locations
 - i. was interest in Peterborough; tried to establish a P&R there; owner of plaza not interested
 - ii. Access point at intersection of Rt 9 and I-89 P&R and/or transit service.
 - iii. Reviewed in PnR toolkit
 - 1. On Keene Bypass System (ideally intercity bus & local)
 - 2. Peterborough 202 & 101, got funds to develop
 - iv. Looked at community center
 - v. Not in region but something in Hopkinton Rt 9 @ 89 would serve the region
 - vi. VT has covered the 91 corridor (Brattleboro, Westminster, Rockingham), what's lacking is to the west.

- vii. Informal lots
 1. 202 & 101 Peterborough plaza, Job Lot
 2. Keene so many places they can park
 3. Antioch commute in cluster, classes in 2 days
 4. Peterborough 202 up to 9, complex Brady's, Dunkin Donuts
 5. On bypass 9, 12, 101
 6. PnR limited access highway on/off visible
 7. large workforce going elsewhere, highest concentration?
 8. Around gas station on 9? Hillsboroguh small
- 5) Available data
 - a. Can provide links to studies, surveys to assess need.
 - b. No phone studies.
 - c. UNH did a statewide study (Rebecca Harris Scott Bogle) regional glimpse of attitudes, priorities, spend \$
 - d. MM: ridership counts, customer satisfaction surveys, can send most recent.
- 6) Public engagement
 - a. For MRCC mtgs: town reps/leadership, state reps, 4 areas.
 - b. Don't use Facebook, hear about, use to get the word out
 - c. 3 committees: regional coordinating council, TAC, MAST. All would take interest, could bring together, or help with messaging, materials, collect info send on.
 - d. CCP committee.
 - e. intermodal trans center, overlap future of transportation in the region
 - f. Facebook: City Express, MAST, Friendly bus: send certi, gold stars.

Central New Hampshire RPC – July 26, 2017

Attendees:

Michael Tardiff, CNHRPC
 Dean Williams, CNHRPC
 Jim Sudak, CAT
 Erica Wygonik, RSG
 Sam Durfee, CNHRPC
 Stephen Falbel, Steadman Hill Consulting
 Fred Butler, NHDOT

- 1) Existing transit in CNHRPC region
 - a. Local
 - i. CAT
 - ii. Trying to take care of WTS riders with other services
- 2) Perceived needs
 - a. Local
 - i. Ran Saturday service in November (5 weeks) started strong the first year; 2011-2013, then declined
 - ii. People want weekend service and later hours
 - iii. Manchester St

- iv. NHTI donation of \$2700 annually
 - b. Regional connections
 - i. Franklin-Concord
 - ii. Hillsborough-Concord
 - iii. Henniker
 - iv. Tilton (prep school) buses into Concord
 - v. Pittsfield (low income) – some large employers there, a farm there, van brings people out
 - vi. Chichester (seniors)
 - vii. Durham-Concord, workers and students Rte 4
 - viii. Pembroke/Allenstown to Hooksett; informal P&R at Sully's 28/3 (part of Manch UZA now); Allenstown low income elderly got into Concord; have looked at corridors
 - ix. I-89 corridor: Warner (has Market Basket, Liquor store and P&R) Exit 2 P&R, Market Basket is informal lot
 - x. Loudon Route 106 (not much of a market)
 - c. Intercity
 - i. Feeder service I-89; how connect Lebanon-Concord-Manchester, Franklin
 - ii. Littleton some get off in Concord, Tilton PnR
 - iii. Montreal is desired destination
- 3) Development
 - a. Walmart planned for Hillsborough on 202
- 4) Demand response
 - a. Service
 - i. Volunteer program in Hillsborough, 50/50 going to Concord and Manchester, run by CAP, a few hundred/year
 - ii. Covers the entire region: Concord #1, Hillsborough #2; mostly medical and food. Only available weekdays
 - iii. 46 in the region; 10 in Hillsborough, rest in Laconia, Franklin, Concord
 - iv. Other volunteer driver program in Contoocook and Hopkinton (Dial a Ride)
 - v. Another in Henniker White Birch
 - vi. RSVP in Merrimack County
 - vii. Friends
 - viii. American Cancer Society
 - ix. Future in Sight (for the blind)
 - x. Senior Bus into Suncook 1/wk, Salisbury 1/wk, ADA service in town
 - xi. Other 5310: Bradford, Alton, Laconia, Pittsfield, Meredith, Franklin (all come out of senior)
 - xii. Call center tracks ridership in Excel
 - b. Needs
 - i. Biggest problem is finding drivers
 - ii. Dunbarton has low ridership and no drivers
- 5) Park & Ride
 - a. Unmet needs
 - i. Keene to Concord/Manchester
 - ii. Hillsborough – informal one at the Shaws, more use than official one

- iii. Henniker 202-127 intersection Old Concord Road informal PnR lot behind Dunkin Donuts
- iv. Expanding Bow P&R
- v. 129 & 106 informal PnR
- b. Potential locations
 - i. Pittsfield, was going to be developed, 107/28 (not developed yet) using CMAQ funds
 - ii. 6 or 7 locations
 - iii. Exit 18 in Canterbury (10 spots)
 - iv. Epsom traffic circle, informal parking at Care pharmacy, open asphalt, but no obvious bus terminal
 - v. No good options in Chichester
 - vi. Old rest area Northwood town border, former rest area goes to surplus
 - vii. Informal PnR at Sullys (28 & 3 in Pembroke)
 - viii. Tilton PnR underused, informal at McDonalds, Outlets

Lakes Region Planning Commission – September 6, 2017

Attendees:

David Jeffers, LRPC
 Ann Sprague, Interlakes Community Caregivers
 Larisa Djuvelek-Ruggiero, BMCAP
 Jeff Hayes, LRPC
 Doris Dryer, Carroll County RSVP
 Mary Carey Seavey, Carroll County RSVP

- 1) Existing transit in LRPC region
 - a. Local
 - i. Former WTS
 - ii. Blue Loon Flex route
 1. Very complicated – deviations, fees; doesn't seem to serve needs – does it really work?
 2. Used to run Ossipee to Laconia for commuting
 3. Focus was senior housing, grocery, hospitals
 - iii. TCC effective in Conway
 - b. Regional connections
 - c. Intercity
 - i. People drive to Concord to get to Boston
- 2) Perceived needs
 - a. Local
 - i. Needs among people who don't qualify for other programs
 - ii. Employment/jobs access – volunteer drivers can help for a few days but not indefinitely
 - iii. “public transit does not exist in Carroll County” – Blue Loon is good intention but not functional; it could serve a great function

- iv. No place for people to live in Conway – all of that mall development; have to live in surrounding towns but they don't have transportation
- v. Needs increasing because of aging population
- vi. Needs to get to court
- vii. Access into and out of Laconia for work and classes
- b. Regional connections
 - i. From Conway to get to Dover, Portsmouth and seacoast area; a lot of that is medical related
 - ii. Franklin-Concord (parallel study)
 - iii. Larisa provided a log of trip needs for the mid-state region
- c. Intercity
 - i. Route 16 to Dover and coast
- 3) Available data
 - a. Coordinated HSTP (2010):
<http://www.lakesrpc.org/ckfinder/userfiles/files/Misc/2010%20coordinated%20plan.pdf>
- 4) Demand response
 - a. Service
 - i. RSVP
 - ii. Caregivers
 - b. Needs
- 5) Park & Ride
 - a. Potential locations
 - i. West Ossipee (unofficial McDonalds parking lot)
 - ii. Town of Warner
 - iii. 16/28
 - iv. 28/140/11 (Alton)
 - v. Meredith has public lot behind Aubuchon

Southern New Hampshire Planning Commission – September 6, 2017

Attendees:

Mike Whitten, MTA
 Adam Hlasny, SNHPC
 Sylvia von Aulock, Director, SNHPC
 Nate Miller, SNHPC
 Fred Roberge, CART
 Fred Butler, NHDOT
 Stephen Falbel, Steadman Hill Consulting
 Erica Wygonik, RSG

- 1) Existing transit in SNHPC region
 - a. Local
 - i. MTA

- ii. CART
 - b. Regional connections
 - i. Seasonal service to the beach
 - ii. Concord more of a terminal
 - iii. MTA has Concord Express & Nashua Express
 - c. Intercity
 - i. Limited Greyhound through Manchester
 - ii. Concord Coach and Boston Express at P&R lots
- 2) Perceived needs
 - a. Local
 - i. Evening service in Manchester – two routes now going to 9:30
 - ii. Higher frequency (South Willow) – time to start enhancing the core
 - iii. More specialized services to deal with aging population (D2D)
 - iv. Making it easier to work with specialized services (MTA with CART, for example)
 - v. Can get to medical but not food shopping, recreation
 - vi. Derry and Londonderry fast growing – CART provides DR service there and route deviation service (Derry-Londonderry Shuttle); will need a fixed route service connecting to Manchester – Woodmont Commons at exit 4 – retail, housing, assisted living; one of the largest development proposals in NH. (Another large dev't in Salem Tuscan Village)
 - b. Regional connections
 - i. Nothing up the 93 corridor connecting to Manchester from Salem and Windham
 - ii. Nashua to 93 corridor via 111
 - iii. Have CART do excursion type trips to avoid charter issues for MTA
 - iv. Link to rail trails
 - v. Better enforcement of charter rule to avoid frivolous claims to block MTA from running shuttles for excursions
 - c. Intercity
 - i. Connectivity to Manchester airport
 - ii. East-West service weak because transit systems weak on either side
 - iii. Concord-Maine-Portsmouth big draw Christmas
 - iv. Docking fee at Stickney Avenue even though state-owned facility
- 3) Demand response
 - a. Service
 - i. CART in 5 towns; demographics pointing to additional needs; Londonderry has approved funding for additional service; have not been using all of the 5310 funds because of lack of match; expand membership (Windham and Plaistow), get more match
 - ii. Northern area fund service provided by Easter Seals; Goffstown/Hooksett share a vehicle
 - iii. MTA provides shopper shuttles; match by grocery stores
 - iv. Eastern and western areas have only volunteer service
 - v. HHS Title IIIB money funds \$10/trip, but a lot of restrictions; no one-way trips

- vi. Do a lot of adult day
- vii. Need a lot more coordination; consolidation of funding sources
- viii. CART participates in Medicaid; causes a loss; but not MTA
- b. Needs
 - i. Only have DR service in 7 of 14 communities
 - ii. Nate thinks DR service should be rated as to service hours per month or per community rather than based on ridership
 - iii. Look at State Coordination Plan
- 4) Park & Ride
 - a. Unmet needs
 - i. Exit 3 P&R as connection point between NTS and I-93 corridor
 - b. Potential locations
 - i. Manchester satellite lots.
 - 1. PnR for transit into town. Mill Buildings parking. Private company PnR off highway, trolley system;
 - 2. Coordinate off exits with community college
 - 3. Queen City/Elm, realistic location, limited passenger rail
 - ii. Derry very popular area, Windham Boston Express

Strafford RPC – October 4, 2017

Attendees:

Rad Nichols, COAST
 Michael Williams, COAST
 Dirk Timmons, UNH Wildcat (by phone)
 Steve Pesci, UNH Wildcat (by phone)
 Colin Lentz, SRPC
 Stephen Falbel, Steadman Hill Consulting
 Jennifer Zorn, McFarland Johnson
 Erica Wygonik, RSG

- 1) Existing transit in Strafford region
 - a. Local
 - i. New GTFS for COAST
 - ii. Some parallel service Newington to Portsmouth between COAST and UNH
 - iii. The agencies split in 1998, then flourished
 - iv. Wildcat – last 5 years there have been changes in the housing market; increase in student housing in Durham; students moved in from surrounding communities; Campus Connector has grown while other Wildcat routes have dropped; 100% of operating money comes from University; much of capital fleet from CMAQ and ARRA, university pays the match
 - 1. Little Bay Bridge project
 - 2. Service to Rochester, some money from CMAQ, plans to terminate Rochester 125 service in May
 - v. Wildcat has had Nextbus for three years
 - b. Regional connections

- i. Greatest mix of modes in the state
 - ii. Room for improving the intermodal connections
 - iii. Talk of ferry service in and out of Portsmouth
 - iv. Connections for Wildcat
 - 1. Degraded with intercity service over the years because intercity providers have changed service
 - 2. Intercity providers left downtown Dover to go to Exit 9
 - 3. Do not connect with intercity service at Pease – have to transfer to COAST to get to intercity
 - 4. Have connections to Greyhound in downtown Portsmouth
 - v. COAST connects with Amtrak, Greyhound, Wildcat, Pease, but few customers make those transfers; schedules set for local needs rather than connections
 - vi. COAST/Wildcat serve different markets; have fare reciprocity
 - c. Intercity
 - i. COAST connects to C&J terminals; hourly service, but not trying to make a tight connection.
 - ii. No sharing of data from the intercity side to the local providers
 - iii. Exit 9 connection on the way to County Complex
 - iv. C&J has sporadically served Durham, but not for a few years
 - 1. But Durham is served by Amtrak
- 2) Perceived needs
- a. Local
 - i. COAST – run later at night; most end between 6 and 9:30 p.m.; not studied yet to determine how much later things would need to run to serve service sector employees
 - ii. Some requests for Sunday service
 - iii. Rt 7 goes between Newmarket and Exeter (separate from rest of COAST, but can connect to Wildcat). Hard to get from Exeter to Portsmouth
 - iv. Do a good job connecting communities, but only serve the main streets; there's a lot of Rochester, say, that is not covered; want more intracity service within some of the communities
 - v. Significant capital needs; ITS and fleet; inadequate federal funding and inadequate local match
 - 1. TSP was enabled this summer; COAST looking to incorporate TSP for transit
 - 2. Want real-time info for passengers
 - vi. Wildcat – do productivity studies; biggest need is capital fleet replacement
 - b. Regional connections
 - i. Hear from parents because Freshman can't have cars; need East-West service; connection to Manchester (downtown and the campus)
 - ii. University would like to connect to Manchester and Concord (other campuses)
 - iii. Connectivity to beaches from Portsmouth or out of Exeter; not just in summer; transient population in the winter

- iv. Have looked into going into Alton and New Durham; hard to build something new
- c. Intercity
 - i. C&J growing like crazy; parking is their major issue. Portsmouth and Dover
 - ii. Built in conflict at general state P&R that also have intercity service; the operator doesn't want to see non-riders there. Some Portsmouth residents use the P&R lots for their garage
- d. Rail
 - i. Exeter train station issue same as C&J
- 3) Available data
 - a. Transit surveys
 - i. COAST has 2015 survey
 - ii. UNH has plenty of surveys
 - 1. Transit user survey in Spring 2014
 - 2. Macro survey every 6 years; a number of transit questions
 - iii. SRPC did a survey in 2015 for regional plan; support for public transit expansion in top 3
- 4) Demand response
 - a. Service
 - i. Recently updated HSTCP for RCC region (along with RPC)
 - b. Needs
 - i. Hear a lot of needs from E&D and people from outside ADA service area; there are some providers in rural areas 5310; Ready Rides, large volunteer driver org
 - ii. COAST has regional call center; book rides for three agencies (adding a fourth)
- 5) Park & Ride
 - a. Unmet needs
 - i. Land use issues about P&R lots using land at primary sites (33&I-95)
 - ii. What is the purpose of the lots, for commuters? For airline passengers?
 - b. Potential locations
 - i. Lee traffic circle; which leg of the intersection? Transit service ending in May
 - ii. 108 South of Durham to serve route 5
 - iii. Route 4 in Northwood (small) at US 202
 - iv. Route 2, 3, 101 deal with Care Pharmacy/CVS in Dover near exit 8
 - v. Something in Somersworth along High Street
 - vi. New Durham Route 11, some unofficial spots used by ATVs and snowmobilers, see a need for a future P&R there
 - 1. COAST route 6 has no logical terminus; a P&R would be a good terminal
 - vii. Issue of free parking at all of the park & ride lots
 - viii. On route to shipyard, could be in Maine to relieve pressure: Berwick, Somersworth
 - ix. Exeter PnR capacity, lots at rail overcapacity, alternatives
 - x. Fox Run Mall (informal)
 - xi. Newmarket library