

Coordinated Public Transit
Human Services Transportation
Plan

for the
Southern New Hampshire Planning Commission Region

**AUBURN, BEDFORD, CANDIA, CHESTER, DEERFIELD, DERRY, GOFFSTOWN,
HOOKSETT, LONDONDERRY, MANCHESTER,
NEW BOSTON, RAYMOND, WEARE**

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EXECUTIVE SUMMARY

This document presents a Coordinated Public Transit-Human Services Transportation Plan for the Southern New Hampshire Planning Commission (SNHPC) Region. Beginning in Fiscal Year 2007, the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)* requires that, as a condition for funding under three programs of the Federal Transit Administration, proposed projects must be derived from a locally developed public transit-human services transportation plan. Increasing dispersion of land development is resulting in increased trip-making and travel across municipal boundaries within the SNHPC region. Innovation and a willingness to explore new solutions to the issues of mobility and accessibility created by these increases are required to sustain our region's economic competitiveness and maintain the quality of life for those who live and work in the area.

The Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region includes:

- An assessment of transportation needs of the SNHPC region, including the identification of those individuals with disabilities, older adults and those with limited incomes
- An inventory of transportation services currently available in the SNHPC region, focusing on the identification of areas where services overlap and where gaps in service currently exist
- The identification of strategies to address gaps in services as well as actions to eliminate or reduce duplication and utilize resources in a more efficient fashion
- Prioritization of strategies to implement steps designed to achieve these goals

A principal feature of the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region is the coordination and integration of the goals and objectives of this Plan with the Regional Transit Feasibility Study currently being conducted by the SNHPC.

Assessing the need for transportation services and improved coordination of services in the SNHPC region involves the identification of those individuals or groups defined as "transportation-dependent". Those individuals having less than adequate access to private vehicles or those unable to operate private vehicles would likely be included in the transportation-dependent population, including the elderly, those with low-incomes, the disabled, and children.

Transportation services currently available within the region represent alternatives to the automobile for those individuals unable to own or operate a private vehicle. The Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region identifies specific strategies designed to address the gaps in the provision of these services.

The final portion of the Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region includes a listing of the following priorities for implementation of strategies to address the existing gaps in regional transportation services:

- Continued Funding for Replacement Vehicles and/or Other Improvements to Demand-Responsive and other Regional Transit
- Continued Participation in Statewide Coordination of Community Transportation Services
- Completion of the SNHPC Regional Transit Feasibility Study
- Continued Participation in the Cooperative Alliance for Regional Transportation
- Determining the Feasibility for the Development of a Coordinated Mobility Program for the SNHPC Region

INTRODUCTION/PURPOSE

This document presents a Coordinated Public Transit-Human Services Transportation Plan for the Southern New Hampshire Planning Commission (SNHPC) Region. Beginning in Fiscal Year 2007, the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)* requires that, as a condition for funding under three programs of the Federal Transit Administration, proposed projects must be derived from a locally developed public transit-human services transportation plan. SAFETEA-LU stipulates that the Plan must have been developed through a process including representatives of public, private, and non-profit transportation and human service providers as well as the public.

A Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region is a requirement for locally funded projects under the following Federal Transit Administration (FTA) programs:

- Special Needs of Elderly Individuals and Individuals with Disabilities – This program provides formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements and state program administration are also eligible expenses. Funding is provided based on an 80 percent Federal share and a 20 percent local match.
- Job Access and Reverse Commute – Grants under this program are intended to provide new transit services to assist welfare recipients and other low-income individuals with access to jobs, training, and child care. Reverse Commute Grants are designed to develop transit services to transport workers to suburban job sites. Eligible activities include capital and operating costs of equipment, facilities and associated capital maintenance items related to providing access to jobs. Operating costs, capital costs and other costs associated with reverse commute by bus, train, carpool, vans or other transit services are also eligible for funding.
- New Freedom – The purpose of this program is to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities (ADA) Act. Funding is provided for capital and operating costs associated with these services, and ten percent of funding may be used for planning, administration and technical assistance. Funding is allocated through a formula based on population of persons with disabilities.

As the SNHPC region grows, it is evident that the pattern of increasing dispersion of land development and socio-economic and demographic changes is resulting in increased regional trip-making and travel across municipal boundaries. The development of this pattern also illustrates a need to ensure mobility and accessibility on a regional scale. This need is becoming increasingly essential to sustain our region's economic competitiveness and maintain the quality of life for those who live and work in the area. Innovation and a willingness to explore new solutions to these issues will be required in the face of diminishing funding for transportation.

Transportation-dependent groups in the greater Manchester area are currently served by a number of public, private and social service agency-based transportation providers. However, these services are characterized by a lack of coordination that results in inefficiencies and the duplication of services. The Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region, in conjunction with other programs currently being undertaken, is designed to address this situation and assist in the achievement of the following goals as defined in the President's Executive Order on Transportation Coordination and the United We Ride Federal transportation initiative:

- Promote cooperation and the development of mechanisms to minimize duplication and overlap of programs and services so that transportation-disadvantaged persons have access to more transportation services
- To facilitate access to the most appropriate, cost-effective transportation services within existing resources
- To encourage enhanced customer access to a variety of transportation and associated resources
- To formulate and implement administrative, policy and procedural mechanisms that enhance transportation services at all levels
- To ensure comprehensive planning for the coordination of transportation for individuals with disabilities, older adults, and persons with lower incomes

The remainder of this document will present the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region. More specifically, the Plan will include:

- An assessment of transportation needs of the SNHPC region, including the identification of those individuals with disabilities, older adults and those with limited incomes
- An inventory of transportation services currently available in the SNHPC region, focusing on the identification of areas where services overlap and where gaps in service currently exist

- The identification of strategies to address the gaps in services and actions to eliminate or reduce duplication and utilize these resources in a more efficient fashion
- Prioritization of strategies to implement steps to achieve these goals

A principal feature of the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region is the coordination and integration of the goals and objectives of the Plan with the Regional Transit Feasibility Study currently being conducted by the SNHPC. The first phase of the Regional Transit Feasibility Study consisted of a Comprehensive Operations Analysis (COA) of the existing fixed-route bus services of the Manchester Transit Authority (MTA). The MTA currently provides conventional bus services on thirteen routes that serve principally the City of Manchester. The COA, which was conducted by the MTA, the SNHPC and a consultant, provided a thorough review of the MTA fixed-route system, including patronage by route, time of day and stop, transfers between routes and schedule performance. It produced recommended service modifications ensuring that the existing fixed-route system was operating as efficiently as possible. Service improvements were implemented by the MTA in July 2007.

Discussions pertaining to the coordination of transportation services in the region, human services transportation, regionalization of public transit and additional principles forming the basis for the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region and the Regional Transit Feasibility Study took place during the following public meetings:

- SNHPC Technical Advisory Committee Meeting – April 21, 2005
- SNHPC – Commission Meeting – April 26, 2005
- Manchester Transit Authority – Commissioners Meeting – August 30, 2005
- Manchester Board of Mayor and Aldermen – October 18, 2005
- SNHPC – Commission Meeting – April 25, 2006
- SNHPC Technical Advisory Committee Meeting – April 27, 2006
- SNHPC – Commission Meeting – May 23, 2006
- Public Hearing on Plan – March 27, 2007
- SNHPC TAC Meeting to Review Plan - April 19, 2007
- SNHPC MPO Approval of Plan – April 24, 2007

During these meetings, input was received on issues such as providing funding for transportation, coordination of transportation services and methods for delivering efficient transportation services within the region. These meetings formed the initial stages of the public participation process to be continued through the remainder of the Regional Transit Feasibility Study and final development of the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region.

A public meeting to discuss the draft Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region was held on March 27, 2007 and the draft Plan was subsequently revised based on feedback received during this meeting. The SNHPC Technical Advisory Committee voted on April 19, 2007 to recommend that the Metropolitan Planning Organization (MPO) approve the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region. The Plan was approved by the MPO during a meeting on April 24, 2007.

The New Hampshire Department of Health and Human Services (NHDHHS) and NHDOT are currently conducting a statewide coordination study of human services transportation. The purpose of the project is to develop an action plan to modify the organization of community transportation in the State and improve service efficiency and quality. Based on a proposed State/regional framework required for coordination of community transportation, the State would be broken down into eight to 10 Community Transportation Regions, each composed of a Regional Coordination Council (RCC) made up of funding agencies, service providers and other stakeholders. The SNHPC is currently participating in the development of the Region 8 RCC. Because of the importance of the Statewide Coordination project in addressing transportation needs in the region, the RCC stakeholders will be included in the development and review of the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region.

The remainder of this document presents the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region, including those features common to the Regional Transit Feasibility Study. This document will demonstrate how the undertaking of the Regional Transit Feasibility Study has provided the initial direction for the development of the Plan.

The next section of the Plan will present 1) existing conditions within the SNHPC region, including a presentation of socio-economic conditions demonstrating need for public transit and human services transportation in the region and 2) existing transportation resources available in the region.

ASSESSMENT OF NEED FOR PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION IN THE REGION

Introduction/Demographics

The 490-square-mile Southern New Hampshire Planning Commission (SNHPC) study area includes the City of Manchester and the towns of Auburn, Bedford, Candia, Chester, Deerfield, Derry, Goffstown, Hooksett, Londonderry, New Boston, Raymond and Weare. The 2000 area population for the SNHPC region was approximately 249,000. Manchester, the largest city in the State of New Hampshire, is located in the southeast quadrant of the state, approximately 18 miles south of the state capital at Concord, 60 miles from Boston, Massachusetts, 141 miles from Hartford, Connecticut, 252 miles from New York City, and 250 miles from Montreal, Canada. Exhibit 1 shows the SNHPC region and member communities.

The Manchester area is served by highway, air, and rail facilities. The highway system services the major portion of passenger and freight movements. Manchester-Boston Regional Airport, which in 2005 recorded a new annual activity level of 4.4 million passengers, provides passenger service from eight carriers as well as general aviation services and cargo services from six carriers. Rail services presently provide bulk material transport, and regional and local officials are in the initial planning stages to extend Massachusetts Bay Transportation Authority (MBTA) commuter rail services into southern New Hampshire and the SNHPC region.

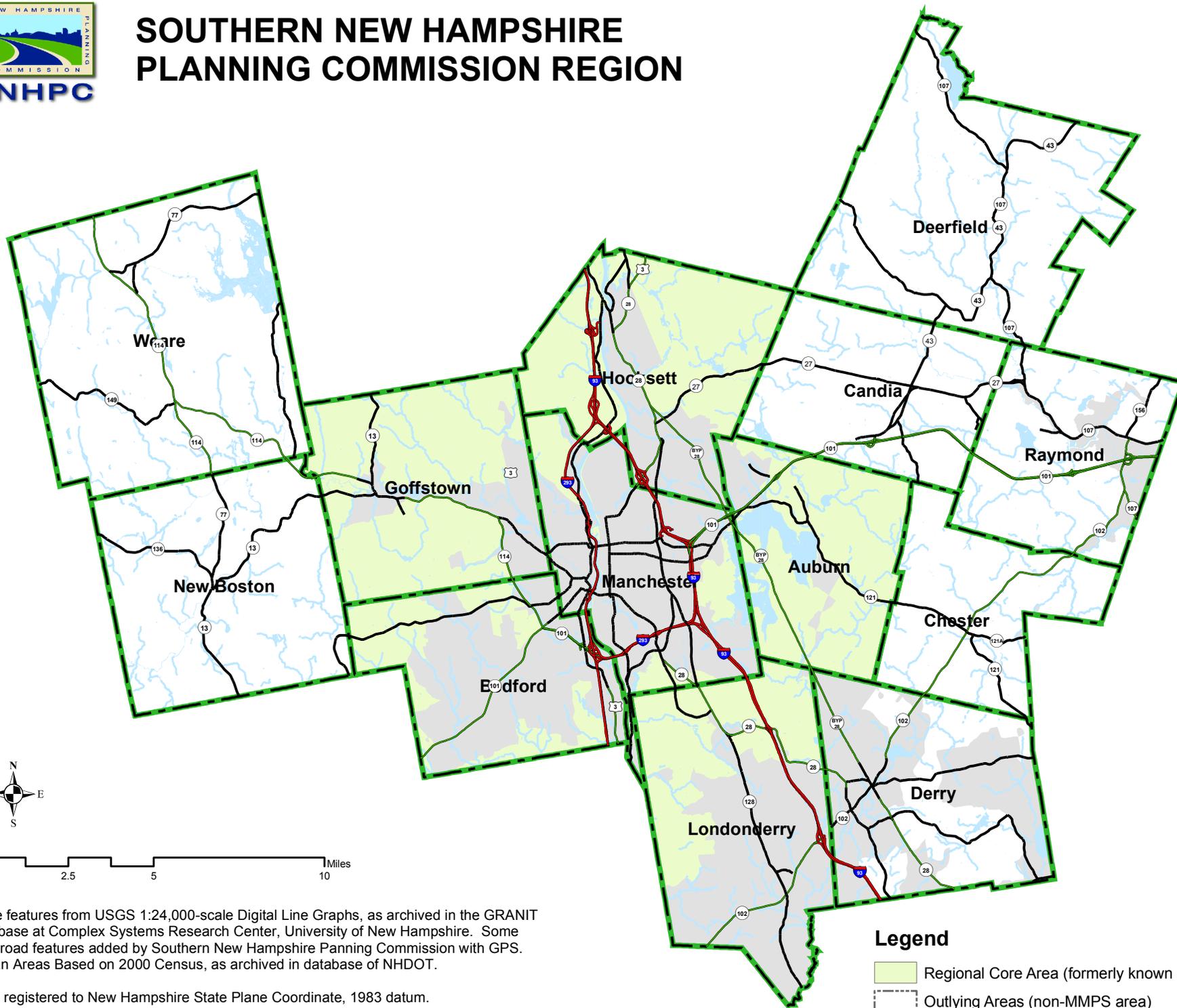
Interstate 93 (I-93) and the F.E. Everett Turnpike are controlled access north-south highways connecting Manchester to Salem and Nashua, New Hampshire, and Lowell, Lawrence, and Boston, Massachusetts to the south and to Concord and the remainder of the state to the north and Montreal, Canada. Interstate 293 (I-293) provides an east-west connection between I-93 and the F.E. Everett Turnpike in Manchester. U.S. 3 and New Hampshire Routes 3A and 28 also provide north-south service within the Manchester area and southern New Hampshire. New Hampshire Route 101 provides east-west service to the seacoast and the Connecticut River Valley.

Passenger service is provided by automobile, taxi, bus, and airplane. In Manchester, taxi and limousine services are provided by approximately seven companies while the Manchester Transit Authority provides the opportunity for fixed route service to approximately 90¹ percent of the Manchester residents. Intercity bus travel is available through Concord Trailways, Vermont Transit and Peter Pan Bus Lines and Manchester-Boston Regional Airport provides regularly scheduled passenger service as well as general aviation and cargo services. Freight moves predominantly by truck and, to a lesser extent, by air and rail. Because of Manchester's location at a junction of the interstate system, has become the hub of the motor freight industry in New Hampshire. However, it is becoming increasingly evident that, to sustain general economic

¹ *Transit service within one-fourth mile of a residence is generally accepted as a definition of a service corridor. Upon visual inspection of the MTA routes, it was calculated that approximately 90 percent of Manchester's population lies within one-fourth mile of MTA service.*



SOUTHERN NEW HAMPSHIRE PLANNING COMMISSION REGION



Base features from USGS 1:24,000-scale Digital Line Graphs, as archived in the GRANIT database at Complex Systems Research Center, University of New Hampshire. Some new road features added by Southern New Hampshire Planning Commission with GPS. Urban Areas Based on 2000 Census, as archived in database of NHDOT.

Data registered to New Hampshire State Plane Coordinate, 1983 datum.

Legend

-  Regional Core Area (formerly known as MMPS area)
-  Outlying Areas (non-MMPS area)

productivity and economic growth, funding for numerous transportation projects that would improve traffic efficiency for commercial trucking and private motorists general must be increased.

Table 1 presents data describing population growth for the communities in the SNHPC region. For the period from 1990 to 2000, the communities in the SNHPC region grew at an average of about 15 percent. Bedford experienced the highest growth of about 46 percent during this period and the City of Manchester had the smallest growth of approximately eight percent. Table 1 also presents population growth rates for the period 2000 to 2005. During this period, the Town of Chester experienced the highest growth at about 22 percent. Derry had the lowest growth for this period at less than one percent. During the period 2000 to 2005, the communities within the SNHPC region grew by about five percent.

Town	1990 Population	2000 Population	Percent Change (1990-2000)	2005 Population	Percent Change (2000-2005)
Auburn	4,085	4,682	14.6	5,122	9.4
Bedford	12,563	18,274	45.6	20,732	13.5
Candia	3,557	3,911	10.0	4,165	6.5
Chester	2,691	3,792	40.9	4,636	22.3
Deerfield	3,124	3,678	17.7	4,155	13.0
Derry	29,603	34,021	14.9	34,290	0.1
Goffstown	14,621	16,929	15.8	17,687	4.5
Hooksett	8,767	11,721	33.7	13,279	13.3
Londonderry	19,781	23,236	17.5	24,837	6.9
Manchester	99,567	107,006	7.5	109,691	2.5
New Boston	3,214	4,138	28.7	4,880	17.9
Raymond	8,713	9,674	11.0	10,122	4.6
Weare	6,193	7,776	25.6	8,730	12.3
Region	216,479	248,838	14.9	262,326	5.4

Source: Census Transportation Planning Package

There is much evidence to suggest that, despite efforts to encourage denser development and discourage sprawl, the demand for affordable housing and desire for personal space is resulting in increasing rates of growth at the fringes of urban areas. Within the SNHPC region, it is evident that increasing dispersion of land development in the area is resulting in increased regional trip-making and travel across municipal boundaries.

The increases in regional travel suggested in the previous section are illustrated in Table 2. Table 2 presents Census information on mean work trip travel times for the communities of the SNHPC region. Within the region, average mean work trip travel times increased from about 27 minutes to approximately 29 minutes between 1990 and 2000. These travel times are approximately 20 percent higher than the State averages. The longest mean work trip travel times in the region occurred Weare. During the period from 1990 to 2000, mean work trip travel times in Weare increased from 31 minutes to over 35 minutes.

Table-2 Mean Travel Time to Work (Min.)		
Town	1990	2000
Auburn	25.6	26.7
Bedford	21.4	27.2
Candia	25.8	28.3
Chester	32.2	32.2
Deerfield	33.6	33.9
Derry	29.6	31.1
Goffstown	22.6	26.1
Hooksett	20.7	25.7
Londonderry	28.3	29.7
Manchester	18.8	21.3
New Boston	29.3	32.7
Raymond	31.2	31.6
Weare	31	35.1
Region	26.9	29.3
State	21.9	25.3

Source: CTPP 2000

Assessing the need for transportation services and improved coordination of services in the SNHPC region involves the identification of those individuals or groups defined as “transportation-dependent”. This group generally includes those who, because of certain circumstances, are limited in their access to or forced to rely on alternatives to the single-occupant automobile to sustain their mobility. The remainder of this section presents socio-economic characteristics of the population of the SNHPC towns and additional information designed to identify “transportation-dependent” populations within the region.

The single-occupant automobile is the primary mode of transportation for work trip travel in the SNHPC region. Table 3 presents mode split data for work-trip travel in area. Table 3 shows that 83 percent of the total employed population in the region traveled to work in a single-occupant vehicle. Public transportation accounted for less one percent of all work trip travel. The results of Table 3 suggest that those individuals having less than adequate access to private vehicles or those unable to operate private vehicles would likely be included in the transportation-dependent population. Considering this fact, the transportation-dependent population in the region would likely also include groups such as the elderly, those with low-income, the disabled, and children. The next portion of this chapter provides information identifying the extent to which these groups exist in the SNHPC region.

Table 3- Mode of Work Trip Travel											
Towns	Total Workers 16 and Over	Mode of Travel									
		Drove Alone	Percent Drove Alone	Carpooled	Percent Carpooled	Total Using Public Transportation	Percent Using Public Transportation	Total Bicycle/Walked	Percent Bicycle/Walked	Other *	Percent Other
Auburn	2,644	2,324	87.9	180	6.8	11	0.42	7	0.3	122	4.6
Bedford	9,066	7,798	86.0	486	5.4	26	0.29	49	0.5	707	7.8
Candia	2,196	1,899	86.5	206	9.4	12	0.55	12	0.5	67	3.1
Chester	2,013	1,695	84.2	136	6.8	25	1.24	13	0.6	144	7.2
Deerfield	1,897	1,653	87.1	148	7.8	0	0.00	20	1.1	88	4.6
Derry	18,251	15,493	84.9	1,778	9.7	137	0.75	252	1.4	591	3.2
Goffstown	8,912	7,284	81.7	756	8.5	7	0.08	454	5.1	411	4.6
Hooksett	6,285	5,153	82.0	553	8.8	103	1.64	226	3.6	250	4.0
Londonderry	12,516	10,803	86.3	988	7.9	160	1.28	90	0.7	475	3.8
Manchester	54,808	44,394	81.0	6,497	11.9	746	1.36	1,722	3.1	1,449	2.6
New Boston	2,311	1,905	82.4	242	10.5	12	0.52	30	1.3	122	5.3
Raymond	5,279	4,419	83.7	651	12.3	13	0.25	81	1.5	115	2.2
Weare	4,120	3,362	81.6	475	11.5	18	0.44	87	2.1	178	4.3
Region	130,298	108,182	83.0	13,096	10.1	1,270	0.97	3,043	2.3	4,719	3.6

* Motorcycle, worked from home or other means

Source: CTPP 2000

Table 4 presents Census data describing household composition and vehicle ownership in the SNHPC region. In the communities of the region, less than 25 percent of households had access to one or fewer vehicles. Additionally, the mean number of workers per household for the communities in the region was about two. In the City of Manchester, approximately 51 percent of households had access to one or fewer vehicles. These data appear to suggest that those households in the region with less than two vehicles may also have less than adequate access to transportation.

Table 4 - Employed per Household and Vehicle Ownership

Town	Total Households	Total Workers Age 16 and over	Households With 1 or Fewer Vehicles	Mean Workers per Household	Percent Households 1 or Fewer Vehicles
Auburn	1,573	2,645	220	1.68	14.0
Bedford	6,269	9,066	1,302	1.45	20.8
Candia	1,360	2,195	229	1.61	16.8
Chester	1,212	2,015	219	1.66	18.1
Deerfield	1,229	1,910	185	1.55	15.1
Derry	12,340	18,250	4,187	1.48	33.9
Goffstown	5,630	8,910	1,868	1.58	33.2
Hooksett	4,140	6,285	1,128	1.52	27.2
Londonderry	7,635	12,515	1,647	1.64	21.6
Manchester	44,254	54,810	22,649	1.24	51.2
New Boston	1,441	2,310	260	1.60	18.0
Raymond	3,481	5,280	1,052	1.52	30.2
Weare	2,630	4,120	501	1.57	19.0
Region				1.55	24.5

source:CTPP 2000

Table 5 presents information suggesting that the elderly population (individuals age 60 and over) within the SNHPC region is increasing. During the period 1990 to 2000, those aged 60 and over in the communities of the SNHPC region increased by an average of about ten percent. There were significant differences in the growth of the elderly population in some of the region's the communities during this period. In Bedford, there was an increase in the elderly population of about 71 percent during this period while the elderly population in the City of Manchester decreased by approximately three percent Other communities in the SNHPC region such as Londonderry (51 percent) and Chester (49 percent) also experienced significant increases in elderly population during this period.

Table 5- Population Age 60 and Over			
Town	1990 Age 60+	2000 Age 60+	Percent Change
Auburn	359	416	15.9
Bedford	1,632	2,794	71.2
Candia	352	398	13.1
Chester	244	363	48.8
Deerfield	336	364	8.3
Derry	2,409	2,975	23.5
Goffstown	2,246	2,602	15.9
Hooksett	1,208	1,471	21.8
Londonderry	1,241	1,875	51.1
Manchester	17,867	17,417	-2.5
New Boston	286	326	14.0
Raymond	878	953	8.5
Weare	517	526	1.7
Region	29,575	32,480	9.8

Source: US Census Data 1990, 2000

Information on the income of residents of the SNHPC region in relation to the Census-defined income poverty threshold is presented in Table 6. The Census defines poverty in relation to various family sizes. For example, the income poverty thresholds for single individuals and for a single individual and three related children are \$9,359 per year and \$18,307, respectively. Table 6 indicates that, for the communities of the region, about seven percent of the total population was defined as living in poverty. These figures ranged from about 11 percent in the City of Manchester to less than two percent in Auburn. For those aged 18 to 64, the average total population living in poverty for the region was about 4 percent. For the individual communities, this figure ranged from about six percent in Manchester to less than one percent in Auburn. Table 6 also shows that about one percent of those residents in the region aged 65 and older were living in poverty.

Town	Total Population	Total Below Poverty Line	Percent Below Poverty Line	Ages 18- 64 Below Poverty Line	Percent Below Poverty Line 18- 64	Ages 65 and Over Below Poverty Line	Ages 65 and Over Below Poverty Line Percent
Auburn	4,665	83	1.8	41	0.9	32	0.7
Bedford	17,851	384	2.2	174	1.0	112	0.6
Candia	3,890	103	2.6	57	1.5	15	0.4
Chester	3,745	188	5.0	104	2.8	12	0.3
Deerfield	3,652	117	3.2	69	1.9	26	0.7
Derry	33,737	1,564	4.6	868	2.6	141	0.4
Goffstown	14,973	636	4.2	337	2.3	171	1.1
Hooksett	10,849	437	4.0	186	1.7	81	0.7
Londonderry	23,197	483	2.1	300	1.3	77	0.3
Manchester	104,398	11,103	10.6	5,862	5.6	1,533	1.5
New Boston	4,107	178	4.3	90	2.2	0	0.0
Raymond	9,645	582	6.0	255	2.6	105	1.1
Weare	7,763	196	2.5	134	1.7	30	0.4
Region	242,472	16,054	6.6	8,477	3.5	2,335	1.0

Source: US Census Data 2000

Because of the reliance on the single-occupant automobile for travel in the region, children must also be included in the transportation-dependent population. Table 7 presents information on the population aged 5 to 14 in the region. Children aged 5 to 14 comprise represented about 15 percent of the total population of the communities of the SNHPC region. These figures ranged from less than 13 percent in the Town of Hooksett to almost 19 percent in the Town of Londonderry.

Town	Total Ages 5-14	Total Population	Percent of Total
Auburn	703	5,122	13.7
Bedford	3,144	20,732	15.2
Candia	610	4,165	14.6
Chester	678	4,636	14.6
Deerfield	655	4,155	15.8
Derry	6,132	34,290	17.9
Goffstown	2,318	17,687	13.1
Hooksett	1,679	13,279	12.6
Londonderry	4,619	24,837	18.6
Manchester	14,235	109,691	13.0
New Boston	743	4,880	15.2
Raymond	1,610	10,122	15.9
Weare	1,485	8,730	17.0
Region	38,611	262,362	14.7

Source: US Census Data 2005

Individuals with certain disabilities also comprise a segment of the transportation-dependent population of the region. The Census defines this group as the civilian non-institutionalized individuals aged five and older with certain defined sensory, mobility-related or cognitive conditions. Individuals with the following types of conditions are represented in this population:

- Sensory disabilities involving sight or hearing
- Conditions limiting basic physical activities such as walking, climbing stairs, reaching, lifting or carrying
- Physical, mental or emotional conditions causing difficulty in learning, remembering or concentrating
- Physical, mental or emotional conditions causing difficulty in dressing, bathing or getting around inside the home
- Conditions making it difficult to go outside the home to shop or to visit a doctor
- Conditions affecting ability to work at a job or business

Table 8 presents information on the region's disabled population as defined by the Census. About 15 percent of the total population of the region, or about 40,000 people, are defined as disabled, with individual towns ranging from a high of almost 20 percent in the City of Manchester to slightly less than ten percent in Bedford.

Table 8- Persons With Disabilities			
Town	Total Disabled Population	Total Population	Percent of Total
Auburn	623	5,122	12.2
Bedford	1,985	20,732	9.6
Candia	465	4,165	11.2
Chester	545	4,636	11.8
Deerfield	445	4,155	10.7
Derry	4,364	34,290	12.7
Goffstown	2,545	17,687	14.4
Hooksett	1,673	13,279	12.6
Londonderry	2,778	24,837	11.2
Manchester	21,384	109,691	19.5
New Boston	540	4,880	11.1
Raymond	1,634	10,122	16.1
Weare	998	8,730	11.4
Region	39,979	262,326	15.2

Source: US Census Data 2005- Ages 5 and Older

It should be noted that the segment of the total population of the region defined as disabled is actually lower than the national average of 19.3 percent as reported in the Census. Additionally, it would be misleading to define the total portion of the regional

“disabled” population as transportation-dependant. Rather, the figures presented in this portion of the report should be used to reinforce that there is a substantial segment of our society that, because of physical or other limitations, must consider alternative modes of transportation for mobility.

Existing Transportation Services

The previous portion of the Plan presented information on transportation-dependent populations within the SNHPC region. This section presents information on available transportation services within the region, focusing on those services that represent alternatives to the automobile for those unable to own or operate a private vehicle.

Manchester Transit Authority

The current MTA fixed-route system, shown in Exhibit 2, consists of thirteen (13) routes providing scheduled service Monday through Friday. Saturday service is provided on eleven (11) of these routes while no Sunday service is provided. Hours of operation on weekdays are 5:30 AM to 6:30 PM while on Saturdays service is provided on a reduced schedule between 8:00 AM and 6:00 PM. The regular fare for a one-way trip is \$1.25. Discounts are available for senior citizens and handicapped passengers at 50 percent off the regular fare. Ten-ride tickets are \$11.00 for adults, \$9.00 for students and \$6.00 for senior citizens and disabled passengers. StepSaver ADA paratransit service costs \$2.50 per one-way trip.

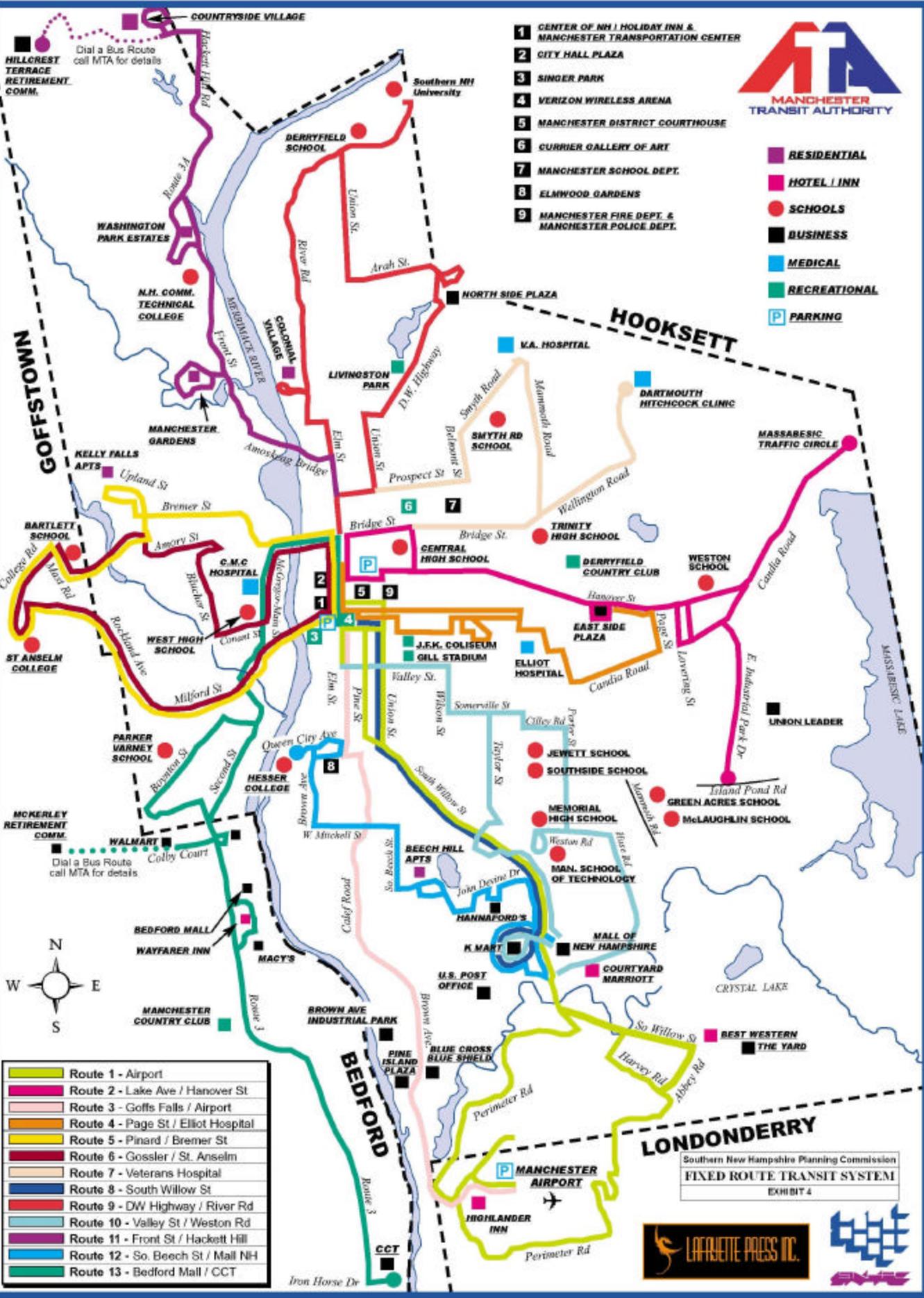
Comprehensive service is provided to the central business district, and routes extend outward to serve most areas of the City. The fixed-route system is limited to the boundaries of the City of Manchester, with the exception of five routes. The #13 - South River Road - Bedford Highland route extends approximately 1.5 miles into the adjacent Town of Bedford, serving mainly commercial activities. The #6 - Bremer St. – Mast Road route extends one mile into Goffstown, serving the Goffstown Plaza, and the #3 - Brown Ave - Airport route extends approximately one mile into Londonderry on land owned by the Manchester Airport Authority. Three routes touch the Hooksett – Manchester boundary. The #5 - River Road – SNHU route extends into Hooksett when entering the campus of Southern New Hampshire University, and the #9 – DW Highway – North Side Plaza route enters Hooksett in the area surrounding the North Side Plaza Shopping Center. Additionally, the #12 - Front Street – Hackett Hill route touches the Hooksett line on Hackett Hill Road and Countryside Boulevard near the Countryside Village apartment complex in Manchester.

Frequency of service (headway) on all routes is one hour. Round trip running times on nine routes are one hour and on four routes are 30 minutes. Peak hours are defined as before 9:30 AM (morning) and after 2:30 PM (evening). The midday period is defined as 9:30 AM to 2:30 PM. The one hour headway is operated all day weekdays and Saturdays, with 11 buses in operation all day weekdays and 9 buses all day Saturday.



- 1 CENTER OF NH / HOLIDAY INN & MANCHESTER TRANSPORTATION CENTER
- 2 CITY HALL PLAZA
- 3 SINGER PARK
- 4 VERIZON WIRELESS ARENA
- 5 MANCHESTER DISTRICT COURTHOUSE
- 6 CURRIER GALLERY OF ART
- 7 MANCHESTER SCHOOL DEPT.
- 8 ELMWOOD GARDENS
- 9 MANCHESTER FIRE DEPT. & MANCHESTER POLICE DEPT.

- RESIDENTIAL
- HOTEL / INN
- SCHOOLS
- BUSINESS
- MEDICAL
- RECREATIONAL
- P PARKING



- | | |
|--|-------------------------------------|
| — | Route 1 - Airport |
| — | Route 2 - Lake Ave / Hanover St |
| — | Route 3 - Goffs Falls / Airport |
| — | Route 4 - Page St / Elliot Hospital |
| — | Route 5 - Pinard / Bremer St |
| — | Route 6 - Gossler / St. Anselm |
| — | Route 7 - Veterans Hospital |
| — | Route 8 - South Willow St |
| — | Route 9 - DW Highway / River Rd |
| — | Route 10 - Valley St / Weston Rd |
| — | Route 11 - Front St / Hackett Hill |
| — | Route 12 - So. Beech St / Mall NH |
| — | Route 13 - Bedford Mall / CCT |

Southern New Hampshire Planning Commission
FIXED ROUTE TRANSIT SYSTEM
 EXHIBIT 4



StepSaver is a transportation program offered as required under the ADA Act of 1990, which requires the MTA to provide a “complimentary paratransit program” to individuals who are prevented from using the traditional fixed route bus service. StepSaver is a curb-to-curb transportation service that provides assistance to these individuals. Registered Personal Care Assistants can ride the service for free to provide assistance for disabled Stepsaver passengers. The service is provided on an advanced reservation basis from 5:30 AM to 7:00 PM Monday through Friday and from 7:30 AM to 6:00 PM on Saturday. The service, which is limited to the current fixed route service area with a 0.75 mile extension beyond the current routes, provides transportation in the City of Manchester, and the portion of the Bedford currently served by Route 13 and the portion of Goffstown served by Route 6. The fare for StepSaver service is \$2.50 per one-way trip.

Cooperative Alliance for Regional Transportation (CART)

The Cooperative Alliance for Regional Transportation (CART) is a curb-to-curb transportation system serving a nine-town Greater Derry – Salem service area that includes the towns of Chester, Derry and Londonderry in the SNHPC region. Legislation creating CART was passed by the New Hampshire Legislature in June 2005 following a study that identified human service demand-response transportation was identified a critical transit need.

CART works with multiple agencies in the Greater Derry-Salem region to coordinate scheduling and dispatching of rides, pooling of transportation resources and accessing Federal transportation funding. The service is open to the public for a fee of \$2 per one-way ride. A 10-ride pass can be purchased for \$20. CART began services in October 2006.

Other Transportation Services

Other transportation services provided by local public, private and social service agency based providers are available in the SNHPC region. Approximately 43 of these providers have been identified as part of the SNHPC Regional Transit Feasibility Study. The providers were originally identified through a telephone survey conducted in the Spring of 2006. This work was completed as an initial task designed to develop a comprehensive database of providers in the SNHPC region. The results of this portion of the Regional Transit Feasibility Study were presented to the SNHPC Commissioners during a public meeting held on May 23, 2006. The database of transportation providers is included in this report as Appendix A.

The transportation providers initially identified were surveyed a second time during late 2006 and early 2007. The second survey was administered by phone using the questionnaire included in Appendix B. This survey was designed to gather additional information pertaining to the services provided. The survey results provided information about the type of transportation services provided, the different groups that services are provided for as well as extent to which the agencies perceived they would benefit from

improved regional coordination of transportation services. Approximately 65 percent of the transportation providers identified as part of the SNHPC Regional Transit Feasibility Study responded to the telephone survey.

Approximately 94 percent of the agencies responding to the survey indicated that they were involved in providing transportation services to at least one of the transportation dependent groups (i.e. elderly, handicapped, low-income, youth) identified in this Plan. About 75 percent of the agencies responding to the survey felt that they would benefit from improved coordination with other agencies providing similar services in the region. Finally, about 90 percent of the agencies responding to the survey indicated an interest in becoming involved in subsequent planning efforts related to the Coordinated Public Transit-Human Services Transportation Plan and the SNHPC Regional Transit Feasibility Study. The development of this database of transportation providers is continuing as part of these projects as well as the NHDHHS/NHDOT Statewide Coordination of Community Transportation Services project. The remainder of this section presents a detailed description of the results of the survey:

1. Which of the following best describes your agency?

- a. **Public/Governmental**
- b. **Private (not for profit)**
- c. **Private (for profit)**
- d. **Human Service**
- e. **Faith-Based**
- f. **Other (specify) _____**

Approximately 43 percent of the transportation providers responding to the survey described themselves as private-not for profit agencies (i.e. Boys and Girls Club of Greater Derry, Granite State Independent Living, American Cancer Society). About 18 percent of the respondents classified themselves as private-for profit agencies (i.e. Rockingham Ambulance Company, Trilogy Wheelchair Transport, Parkland Medical Center). Approximately 29 percent of the survey respondents described themselves as public/governmental agencies (i.e. Manchester Transit Authority, Manchester Community Health Center, UNH Institute on Disability).

2. Which of the following best describes how your agency provides transportation services for your clients (circle one only)?

- a. **Operate transportation system with own vehicles**
- b. **Purchase third party transportation services from other provider(s)**
- c. **Reimburse clients for transportation services provided by others**
- d. **Coordinate volunteers who provide services with private vehicles**
- e. **Other (specify) _____**

The results indicated that approximately 43 percent of the providers responding to the survey currently provide transportation services using their own vehicles. Approximately 25 percent of the providers currently purchase transportation services from a third party and about 11 percent provide transportation services by coordinating volunteers who use

their own vehicles. Six of the survey respondents indicated that they provided transportation services using more than one of the options listed.

3. *If your agency directly provides transportation services, please describe the type of services provided (circle all that apply)*
 - a. **Fixed-route services**
 - b. **Demand-response in-home pick-up/drop-off**
 - c. **Demand-response door-to-door service**
 - d. **Demand-response curbside pick-up**
 - e. **Demand-response pick-up/drop off and escort or other services provided by driver at destination**
 - f. **Other (specify) _____**

Many of the providers who responded to the survey provide more than one type of transportation service for their clients. Approximately 43 percent of the respondents provide fixed-route services (i.e. Manchester Transit Authority/fixed-route public transit, YMCA, Girls, Inc/regularly scheduled route). About 29 percent of the providers responding to the survey currently provide some type of demand-responsive transportation services for their clients (i.e. Manchester Community Health Center, Granite State Independent Living). The results of the survey indicated that these demand-responsive services can include features such as pick-up and drop-off in the client's home, door-to-door service or curbside pick-up and drop-off. Approximately 21 percent of the providers responding to the survey indicated that they include escort or other related services provided by the driver (i.e. Manchester School District, Easter Seals New Hampshire STS, Quality Care Partners). Ten of the survey respondents indicated that they provided more than one of the services listed and five of the respondents indicated that they provided all of the services listed.

4. *What are the days and hours during which you offer transportation services to your clients?*

The results indicated that approximately 57 percent of the providers responding to the survey currently offer transportation to their clients only during weekdays. Approximately 32 percent of the respondents specifically indicated that, in addition to weekday service, they also provide transportation services on the weekend.

5. *What type of vehicles does your agency use to provide transportation services (circle all that apply)?*
 - a. **Van**
 - b. **Specially-Equipped (i.e. wheelchair lift) Van**
 - c. **Bus**
 - d. **Automobile**
 - e. **Other (specify) _____**

Many of the respondents to the survey currently utilize different types of vehicles to provide transportation services for their clients. About 43 percent of the respondents currently use automobiles to provide transportation services while approximately 39 percent indicated that they utilize vans. Buses are used to provide transportation services

by about 36 percent of the organizations surveyed while about 25 percent of the respondents indicated that they used specially-equipped vans for transportation. Approximately 50 percent of the respondents indicated that they used at least two of the vehicle types listed or utilized other vehicles through volunteer or contract arrangements.

6. *Describe the groups that you provide transportation services for (circle all that apply).*
- a. *Elderly*
 - b. *Handicapped*
 - c. *Low-Income*
 - d. *Youth*
 - e. *General Public*
 - f. *Other (specify)* _____

The transportation providers responding to the survey report providing services to various transportation-dependent populations within the region. Over half (57%) of the survey respondents indicated that they currently provide transportation to youth population. Approximately 39 percent of the organizations in the survey provide transportation to the handicapped while 36 percent of the survey respondents indicated that they provide services to the elderly. Twenty-nine percent of the organizations responding to the survey are involved in providing transportation to low-income groups while approximately 39 percent indicated that they provide services to the general public. Eight survey respondents indicated that they provided services to all of the listed groups.

7. *Does your agency charge a fare for providing transportation services?*
- g. *Yes*
 - h. *No*

The results of the survey indicated that approximately 50 percent of the respondents reported that they currently charge a fare for providing transportation services.

8. *Please describe the service area that your agency covers in providing transportation to your clients?*

The organizations responding to the survey currently provide transportation services within a wide variety of service areas. Many of the organizations provide service to multiple towns and counties. Some of the organizations surveyed provide services only to certain regions or counties and many of the respondents defined their service area as the Greater Manchester area including communities such as Goffstown, Bedford, Londonderry and Hooksett. Nine of the organizations responding to the survey indicated that they were willing to provide transportation services anywhere in the State. Approximately 64 percent of the survey respondents indicated that they currently provide services to communities outside the SNHPC region.

9. *Within the constraints of your current resources, how well do you feel that your agency is capable of fully meeting all the transportation needs of its client base?*
- a. *very well*
 - b. *somewhat*
 - c. *not at all*

In response to Question 9, about 32 percent of the organizations surveyed responded “very well” to this question concerning their perceived capability to fully meet all of the transportation needs of their client base. About 54 percent of the respondents answered “somewhat” to this question.

10. *Do you feel that your agency and its clients would benefit from improved coordination with other agencies in this region who currently provide similar transportation services?*
- a. *Yes*
 - b. *No*

Approximately 75 percent of the respondents to the survey indicated that they felt that they would benefit from improved coordination with other agencies providing transportation in this region.

11. If your answer to Question 10 was yes, please identify which of the following activities your agency is now responsible for would benefit from this improved coordination:
- a. *coordinating use of vehicles/vehicle scheduling*
 - b. *shared responsibility for vehicle maintenance (i.e. materials (i.e. gas, oil, etc.), insurance, licensing, etc.)*
 - c. *centralized dispatching*
 - d. *identifying/pursuing opportunities for funding*
 - e. *shared use of office space or garage facilities*
 - f. *shared operations/general planning*
 - g. *others (specify)* _____

The majority of agencies responding to this question felt that they would benefit from improved coordination in at least two of the activities listed in Question 11. About 21 percent of the agencies responding to this question indicated that they would benefit from improved coordination in all the listed activities. The three activities that respondents felt would most often benefit from improved coordination were scheduling (39 percent), pursuing funding (39 percent) and centralized dispatching (36 percent).

STRATEGIES TO ADDRESS IDENTIFIED GAPS IN TRANSPORTATION

SERVICE

This section of the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region identifies strategies designed to address the gaps in the provision of transportation services identified in earlier portions of this report. Some of the strategies identified in this section will be undertaken principally by the SNHPC. The SNHPC will also cooperate with other Federal, State and regional agencies in the implementation of other strategies identified in this section. The following strategies to address gaps in services have been identified:

Implementation of SNHPC Regional Transit Feasibility Study

The initial phase of the SNHPC Regional Transit Feasibility Study consisted of a Comprehensive Operations Analysis (COA) of the existing fixed-route bus services of the MTA. The COA was designed to produce recommended service modifications to ensure that, before work begins on expanding the public transit on a regional basis, the existing fixed-route system was operating as efficiently as possible. The MTA, with the cooperation of the SNHPC, evaluated the service recommendations from the COA and service changes were subsequently implemented in July 2007. The service improvements were developed according the following guidelines:

- The elimination of poorly utilized services
- Service adjustments on other routes to provide the resources necessary to address reliability problems and to improve service in higher demand areas.
- Improving reliability by setting cycle times for all routes at 60 minutes and interlining routes with short recovery times with other routes with longer recovery times to ensure that delays do not spread through the schedule.
- Restructuring all routes to begin and end at a single downtown terminal at Veterans Park.
- Operating all routes every 60 minutes and coordinate schedules so that most routes depart from Veterans Park at the same time, minimizing transfer times for most passengers.
- Making service faster and more direct, convenient and understandable by converting loop routes to line-haul service and reduce the number of route deviations.
- Providing more one-seat service to more locations and to make service more understandable, service should be scheduled so that most routes operate as pairs.

- Providing service every 30 minutes between Downtown and the Mall of New Hampshire
- Improving coordination and providing the resources to extend cycle times to improve reliability by scheduling a weekday span of service for MTA routes so that service begins between 5:30 AM and 6:30 AM and ends at approximately 6:30 PM.

Subsequent portions of the Regional Transit Feasibility Study will continue to develop other strategies to address gaps in the provision of transportation service within the region. As mentioned earlier, the study will include also include:

- An assessment of the demand for expansion of conventional transit services in the region. The goals of this task will be to identify those areas within the region without transit services where demand for services appears to exist and identify the type of transit service appropriate for these areas.
- Development of a comprehensive inventory of transportation services in the SNHPC region. The inventory will be documented and used to improve the coordination of the transportation services in the region. The results will form a database for the use of those acting as a clearinghouse for information on available transportation services.
- Identify the institutional, administrative and operational features of an organization to develop and more effectively coordinate regional transit services for this area. This task will include consideration of the features such as Governance (i.e State, local, private, public), organizational structure, service area (incorporating other towns, other transit providers), marketing functions, and personnel (labor, union, etc., issues)
- Identifying options for funding for regional transit service and coordination.

Continue Support/Funding for Replacement Vehicles and/or Other Improvements to Demand-Responsive and Other Regional Transit and Transportation Services

The purpose of this strategy is to facilitate the grant application process for providers in the region and ensure that specific grant applications are consistent with the goals and objectives of the Plan. A request was made by the NHDOT Bureau of Rail and Transit to add this strategy as an Addendum to the Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region. The proposed Addendum was presented to the SNHPC Technical Advisory Committee (TAC) during a meeting held on October 18, 2007. Based on a recommendation made by the TAC, the Addendum to Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region was subsequently approved by the SNHPC MPO at a meeting on October 23, 2007.

Continue Participation in the Cooperative Alliance for Regional Transportation (CART)

CART began providing transportation services within a nine-town service area including Chester, Derry, and Londonderry in the SNHPC region in October 2006. CART also currently provides service to the following out-of-region destinations:

- Caritas Holy Family Hospital – Lawrence, MA
- Lawrence General Hospital – Lawrence, MA
- Catholic Medical Center – Manchester, NH
- Elliot Hospital – Manchester, NH
- Dartmouth-Hitchcock Clinic – Bedford, NH
- Dartmouth-Hitchcock Clinic – Manchester, NH

A representative of the SNHPC presently serves on the CART Board of Directors and Executive Committee. SNHPC staff will also continue to be active in future efforts related to the administration and operation of the service. Some of these tasks will include work required to secure FTA certification of CART, further development of service policies, supervision of CART operations and continued pursuit of private and public sources of funding for CART.

Participate in the Statewide Coordination of Community Transportation Services Project

The Statewide Transit Coordination Study was completed by the New Hampshire Office of State Planning in 1995. The study was designed to determine 1) the needs of the agencies which fund transportation 2) the capabilities of the service providers and 3) the coordination model that would be best for the State. One of the principal recommendations of the study was the establishment of a State Coordinating Council (SCC) and Regional Coordination Councils (RCC). The primary role of the SCC would be to set coordination policies, assist regional efforts and monitor coordination efforts. The role of the RCC would be to 1) implement coordination 2) choose, guide, assist and monitor regional transportation coordinators 3) develop designs for local services and 4) coordinate with the SCC.

In 2006, the NHDOT, under the guidance of the Governor's Task Force on Community Transportation, began a statewide coordination study of human services transportation. The study grew from the results of the Statewide Transit Coordination Study. The Task Force was developed to carry on the work originally begun in the Coordination Study and develop an action plan to modify the organization of community transportation in the State and improve service efficiency and quality.

On behalf of the Task Force, the NHDOT held a series of stakeholder meetings during the Summer of 2006 to gain input from communities on the draft recommendations of the study. A final report, which was completed in October 2006, defined the framework at the State and regional levels required for coordination of community transportation. Based on the recommendations of the study, the State would be broken down into eight to

10 Community Transportation Regions, each composed of a Regional Transportation Council made up of funding agencies, service providers and other stakeholders.

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PRIORITIZATION OF IMPLEMENTATION STRATEGIES

The previous sections of this report have outlined the Coordinated Public Transit Human Services Transportation Plan for the SNHPC Region in terms of assessing need for public and human services transportation in the region and identifying strategies to address gaps in transportation service. This section of the report will present a listing of the priorities for implementation of strategies to address the service gaps. These strategies will include actions to be undertaken along with other State agencies including the NHDOT, regional agencies such as other New Hampshire regional planning commissions as well as the SNHPC member communities and regional providers.

The following listing represents the priorities that the SNHPC has identified to address the existing service gaps in the provision of public transit and human services transportation in the region:

1. Continue Support/Funding for Replacement Vehicles and/or Other Improvements to Demand-Responsive and Other Regional Transit and Transportation Services

The purpose of this strategy is to facilitate the grant application process for providers in the region and ensure that specific grant applications are consistent with the goals and objectives of the Plan. The SNHPC regularly assists various transportation providers in the region with grant applications and will continue this policy. SNHPC assists Easter Seals New Hampshire Special Transit Services with FTA Section 5310 applications and has also provided assistance to MTA with various grant applications including those for FTA Section 5316 (Job Access-Reverse Commute Program), FTA Section 5317 (New Freedom Program) assistance. SNHPC is currently also providing follow-on assistance to the MTA related to a CMAQ grant awarded in 2007 for a downtown Manchester Circulator bus service.

On-going assistance and support will also be provided to various transportation initiatives that are on-going in the region. Examples of these initiatives are the “Getting There Manchester” and “Seniors Count” programs. Getting There Manchester is a community-wide planning and action collaborative begun in 2005 by Easter Seals New Hampshire to address the lack of transportation alternatives for transportation-dependent populations in the region. The project is intended to address this issue for groups such as those with disabilities, seniors, those living in poverty and individuals transitioning from welfare to work. The purpose of the project is to develop an effective planning process designed to enhance access to transportation services for those within the region. The Seniors Count program is a citywide collaborative community initiative designed to raise awareness, leverage resources and coordinate services including transportation for the at-risk elderly members of our community. The program will strive to create positive, systemic change for seniors by bringing together stakeholders to initiate and guide the transformation process.

2. Continued Participation in Statewide Coordination of Community Transportation Services

Under the direction of the Governor's Taskforce on Community Transportation, the NHDHHS, the NHDOT and the SCC, the SNHPC is participating, along with other regional stakeholders, in the development of the Region 8 RCC. It is anticipated that the SNHPC will also participate in the development of the Region 9 RCC that includes Derry, Chester and Londonderry in the CART service area.

In addition to participation in the development of RCCs, it is anticipated that the SNHPC will provide assistance to complete other tasks related to the coordination of community transportation services. Efforts will involve participation in the SCC and various SCC Committees, assisting in obtaining funding for the initial pilot coordination programs and participating in the implementation of the pilot coordination demonstration project.

3. Completion of Regional Transit Feasibility Study

The SNHPC will complete the remaining phases of the Regional Transit Feasibility Study which began in the summer of 2005 with the MTA COA. The following implementation strategies for transportation services in the region will be carried through the completion of the Regional Transit Feasibility Study:

- Development of Recommendations for Expansion of Bus Service in the Region – The completion of a demand estimation evaluation will could in recommendations for the expansion of fixed route bus service in the region. One of the initial phases in the implementation of services would be the identification of funding sources. The results of the study will also identify the organizational requirements for the agency providing and coordinating regional transit in this area.
- Maintenance of the Comprehensive Database of Regional Transportation Providers – The database will be used to facilitate the dissemination of information on transportation resources available to the public and to those transportation-dependent populations in the region.

4. Continued Participation in CART

The SNHPC will continue its participation in CART as a member of the Board of Directors and Executive Committee. SNHPC staff will also remain active in the on-going process of assisting CART obtain status as a direct recipient of FTA funding. Tasks involved in this process include obtaining the necessary sign-offs from the Governor's Office, State MPOs and transit agencies and continued coordination with the FTA. It is anticipated that the initial success of CART will result the service area being expanded to other SNHPC communities. CART is presently providing out-of-region service to Catholic Medical Center, Elliot Hospital, and Dartmouth Hitchcock Medical Center in Manchester and further expansion will be an important step in providing

additional transportation alternatives for the region. Ultimately, it is hoped that increasing demand for CART services in the Greater Derry-Salem urbanized area will result in the development of fixed-route transit services in this portion of the State. It is anticipated that the SE-TRIP project (Salem Employee Trip Reduction and Integration Project) currently being conducted by the town of Salem will be instrumental in the development of CART fixed-route services.

4. Determine the Feasibility of Developing a Coordinated Mobility Program for the SNHPC Region

It is anticipated that the findings of the Regional Transit Feasibility Study will support the observations suggesting that existing or expanded fixed-route bus services and other transportation services available in the region do not fully meet the needs of all of the transportation-dependent populations in the SNHPC region. Another anticipated finding is that funding is likely not available to provide the services required to fully meet these remaining needs. These findings could suggest that 1) transportation programs in addition to those identified earlier in this Plan and in the Regional Transit Feasibility Study may be required to fully address regional demand and 2) these additional programs may need to be implemented and sustained with a minimum of funding. Based on the anticipated levels of existing and anticipated funding, these programs would be required to make efficient use of existing resources and become operational in the absence of significant sources of capital and operating funds. A Coordinated Mobility Program would be designed to:

- Understand the individualized needs of the transportation markets in the SNHPC region and design service strategies to effectively meet these needs
- Develop a network of diverse multiple transportation services capable of serving a variety of needs
- Create advocacy for improved management practices, regulatory reform, and land use policies to support public mobility
- Act as a clearinghouse for information pertaining to the transportation services available in the region

APPENDIX A
DATABASE OF TRANSPORTATION PROVIDERS
IN THE
SNHPC REGION

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Title	First Name	Last Name	Company Name	Address Line 1	City	State	ZIP Code	Work Phone	E-mail Address
Region Manager	Percy	Abbott	First Student	22 Greeley Street	Merrimack	NH	03054	(603) 424-5377	
	Cynthia	Alley	Londonderry School System	54 Wenworth Avenue	Manchester	NH	03101	(603)432-6920	
	Natalie	Avila	Green Cab	33 Londonderry Road unit 8	Londonderry	NH	03053	(603) 432-7800	natalie@greencabnh.com
CFO	Janet	Bamberg	Child Development Center of Moore Center Services, Inc.	1 Elliot Way	Manchester	NH	03103	(603) 206- 2736	janet.bamberg@moorcenter.org
	Patricia	Barss	Girls, Inc.	340 Varney Street	Manchester	NH	03104	(603) 623-1117	patbarss@girlsincnewhampshire.org
	Claude	Bissonnette	Trilogy Wheelchair Transport and Eldercare Services LLC	39 Brown Avenue	Manchester	NH	03103	(603)656-9715	biss2852@verizon.net
	Tom	Blonski	NH Catholic Charities	215 Myrtle Street	Manchester	NH	03104	(603) 669-3030	tblonski@nh-cc.org
	Scott	Bogle	Rockingham Planning Commission	156 Water Street	Exeter	NH	03833	(603)778-0885	sbogle@rpc.org
Executive Dir.	Paul	Boynton	The Moore Center	195 McGregor Street, Unit 400	Manchester	NH	03102	(603)668-5423	paul.boynton@moorecenter.org
Executive Director	Mark	Brewer	Manchester-Boston Regional Airport	1 Airport Road	Manchester	NH	03103	(603) 624-6539	mbrewer@flymanchester.com
	Meghan	Brody	St. Joseph Community Services	P.O. Box 910	Merrimack	NH	03054	(603) 424-9967	mbrody@sjcsmc.org
Assistant Superintendent	Karen	Burkush	Manchester School District	196 Bridge Street	Manchester	NH	03104	(603)624-6300	kburkush@mansd.org
Commissioner	George	Campbell	NH Department of Transportation	1 Hazen Drive	Concord	NH	03101	(603)	gcampbell@dot.state.nh.us
Transportation Planner	Matthew	Caron	Southern New Hampshire Planning Commission	438 Dubuque Street	Manchester	NH	03102-354	(603)669-4664	mcaron@snhpc.org
President	Patricia	Chandler, RN,BS	Quality Care Partners	1361 Elm Street	Manchester	NH	03101	(603)627-2100	trish@qualitycarenh.com
	Anne	Phillips	NH Charitable Foundation	37 Pleasant Street	Concord	NH	03101		ap@nhcf.org
	Liz	Cosline	Catholic Medical Center	100 McGregor Sreet	Manchester	NH	03102	(603) 663-6200	licosline@cmc-nh.org
	Debbie	Curtis	Care Plus Ambulance	1501 Columbia Circle	Merrimack	NH	03054	(603) 424-8910 ext. 30	deb.careplus@verizon.net
	Chris	Dail	Dail Transportation	103 NH Rout 107	Epsom	NH		(603) 736-9682	
	Eric	Damon	NH Association of Aging and Nutrition Services	P.O. Box 685	Merrimack	NH	03054	(603)424-8331	
	Sonke	Dornblut	UNH Institute on Disability	180 Zachary Road	Manchester	NH	03109	(603)862-4064	sonke.dornblut@unh.edu
General Manager	Jim	Eichhorst	First Student	153 Burke Street	Nashua	NH		(603) 883-0251	
Manager	Ellen	Estabrooks	Student Transportation of America/Goffstown Truck Center					(603) 668- 6651	
	Sue	Fisher	Manchester Housing and Redevelopment Authority	198 Hanover Street	Manchester	NH	03103	(603) 624-2100	sfisher@manchester.nh.us
	Ben	Gamache	Gamache Enterprises	16 Lowell Street	Manchester	NH	03101	(603)623-4956	bengamache@gamache.biz
Owner/Manager	Sonja	Gaylon-Kamonika	4-A Transportation Services	P.O. Box 140	Derry	NH	03038-014	(603)275-5816	sonjagaylonkamonika@4atransportationservices.com
Community Relations Specialist	Carlos	Gonzales	Members First Credit Union	44 Bridge Street	Manchester	NH	03101	(603)622-8781 ext.482	
Executive Director	Donny	Guillemette	Cargivers, Inc.	19 Harvey Road	Bedford	NH	03110	(603)622-4948	don@caregiversnh.org
	Meena	Gyawali	Manchester Planning and Community Development	1 City Hall Plaza	Manchester	NH	03101	(603) 624-6450	mgyawali@manchester.nh.us
	Kenneth	Hazeltine	Granite State Independent Living Foundation	21 Chenell Drive	Concord	NH	03301	(603) 410-6534	ken.hazeltine@gsil.org
	Patrick	Herlihy	DHHS	129 Pleasant Street	Concord	NH		(603) 271-7273	patrick.c.herlihy@dhhs.state.nh.us
	Debra	Hermans	Rockingham Nutrition Meals on Wheels	106 North Road	Brentwood	NH	03833	(603)679-2201	dperou@mmow.org
Program Manager	Booke	Holton	St. Joseph Community Service, Inc.	395 D.W.Hwy P.O. Box 910	Merrimack	NH	03054	(603) 424-9967	bholton@sjcsin.org
CEO/President	Peter	Janelle	Mental Health Center of Greater Manchester	401 Cypress Street	Manchester	NH	03103	(603)668-4111	janellep@mhcgm.org
		Johnson	Planned Parenthood of North NE	24 Pennacook Street	Manchester	NH	03104	(603) 669-7321	annej@ppne.org
Region Manager	Mike	Kennedy	Student Transportation of America	P.O Box 92	Goffstown	NH	03045	(603) 497-3111	
Property Manager	Bonnie	King	Nutfield Heights Senior Citizen Center	3 Hood Road	Derry	NH	03038	(603) 432-7557	
Seniors Affairs Coordinator	Sarah	Landry	Londonderry Senior Affairs	268-B Mammoth Road	Londonderry	NH	03053	(603) 432-7509	slandry@londonderrynh.org
	Sarah	Landry	Londonderry Senior Center	535 Mammoth Road	Londonderry	NH	03035	(603) 432-8554	
Office Manager	Julie	Levesque	Community Caregivers of Greater Derry	58 East Broadway	Derry	NH	03038	(603) 432- 0877	julie@caregivers.org
	Mark	Lore	RideAway/STS Board	54 Wentworth Avenue	Londonderry	NH	03053	(603)437-4444	mlore@mtabus.org
	Michael	Luba	Catholic Medical Center	100 McGregor Street	Manchester	NH	03102	(603) 663-6609	mluba@cmc-nh.org
	Kris	McCracken	Manchester Community Health Center	41 Birch Street	Derry	NH	03038	(603)626-9500	
Director	Mickey	McIver	Easter Seals	180 Zachary Road	Manchester	NH	03104	(603) 606-3111	mmciver@eastersealsnh.org
Human Service Administrator	Jill	McLaughlin	Derry Human Services	14 Manning Street	Derry	NH	03038	(603) 432-6753	
Executive Director	Art	McLean	Boys and Girls Club of Greater Derry	P.O. Box 140	Derry	NH	03041	(603)434-6695	artm@derrybgclub.org
	Bonnie	McMahon	Holy Cross Health Center	132 Titus Avenue	Manchester	NH	03103	(603) 628-3550	bonnie@holycrosshc.org
Manager	Terri	Modesto	Student Transportation of America/Goffstown Truck Center	62 E. Union Street	Goffstown	NH	03045	(603) 497-3111	
	Christopher	Morgan	NH DOT - Bureau of Rail and Transit	P.O. Box 483	Concord	NH	03302-048	(603) 271-2468	cmorgan@dot.state.nh.us
	Gail	Mortermor	First Student	33 Chester Rd	Derry	NH		(603) 432-7417	
Vice President	Raymond	Moss	Enterprise Car Rental	6 Perimeter Road	Londonderry	NH	03053	(603) 666-6487	raymond.m.moss@erac.com
	Maureen	Nagle	MTA Commissioner	110 Elm Street	Manchester	NH	03101		mairine@earthlink.net
Director of Operations	Kenneth	Neil	Manchester Boy's and Girl's Club	555 Union Street	Manchester	NH	03104	(603) 625-5031	kneil@mbqcnh.org
	Bill	Norton	Manchester Chamber of Commerce	889 Elm Street	Manchester	NH	03101	(603) 625-9628 ext. 16	wbn@nortonnewengland.com
	Frank	Nugent	Juvenile Probation and Parole Offices	30 Mechanic Street	Manchester	NH	03101	(603) 626-7734	
	Patty	Pappas	Goffstown Truck Inc.	30 King St.	Auburn	NH		(603) 222-2248	
	Sonia	Parra	NH Minority Health Coalition	25 Lowell Street	Manchester	NH	03101	(603)627-7703	
	Beth	Perry	Care Plus Ambulance	1501 Columbia Circle	Merrimack	NH	03054	(603) 424-8910	bethcareplusambulance@verizon.net
Executive Director	David	Preece	Southern New Hampshire Planning Commission	438 Dubuque Street	Manchester	NH	03102-354	(603)669-4664	dpreece@snhpc.org

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	Marcia	Price	Lamprey Health Care Center	10 West Edge Drive, Suite 101	Durham	NH	03824	(603) 895-3351	
Education Coordinator	Lara	Quiroga	VNA Child Care & Family Resource Center	435 S. Main Street	Manchester	NH	03102	(603) 666-5982	lquiroga@elliott-hs.org
	Marc	Richard	Elliot Hospital	1 Elliot Way	Manchester	NH	03103	(603) 669-5300	mrichard@elliott-hs.org
	Beth	Robbins	Division of Family Assistance	180 Zachary Road, Unit #6	Manchester	NH	03109	(603) 271-4444	
Vice President	Fred	Roberge	Special Transit Services, Inc.	180 Zachary Road	Manchester	NH	03104	(603)668-8603	froberge@eastersealsnh.org
Human Resources	Lisa	Ryan	Hampstead Hospital	218 East Road	Hampstead	NH	03841	(603) 329-5311	
Executive Director	Cliff	Sinnott	Rockingham Planning Commission	156 Water Street	Exeter	NH	03833	(603)778-0885	csinnott@rpc-nh.org
Education Coordinator	Sally	Small	VNA of Manchester and Southern NH	435 South Main Street	Manchester	NH	03102	(603)666-5982	lquiroga@elliott-hs.org
Executive Director	David	Smith	Manchester Transit Authority	110 Elm Street	Manchester	NH	03101	(603)623-8801	dsmith@mtabus.org
V-President of Community Relations	Kenneth	Snow	Mental Health Center of Greater Manchester	401 Cypress Street	Manchester	NH	03103	(603)668-4111	snowken@mhcgcm.org
Owner	Dennis	Spnard	Executive Sedan and Limo	42 Cody Street	Manchester	NH	03109-471	(603) 625-2999	execeo@comcast.net
	Chris	Stawasz	Rockingham Regional Ambulance	172 Kinsley Street	Nashua	NH	03060	(800)634-6247	cstawasz@sjh-nh.org
	Shelly	Swanson	Youth Development Center	1056 North River Road	Manchester	NH	03104	(603) 625-5471	
Director	Christina	Tarness	VNA of Manchester and Southern NH	435 South Main Street	Manchester	NH	03102	(603)666-5982	ctarness@elliott-hs.org
Commissioner	Nick	Toumpas	Department of Health and Human Services	129 Pleasant Street	Concord	NH	03101	(603) 271-4331	ntoumpas@dhhs.state.nh.us
	Kellie	Wardman	YMCA/YWCA	30 Mechanic Street	Manchester	NH	03101	(603)623-3558	kwardman@gmfymca.org
Senior Transportation Planner	Timothy H.	White	Southern New Hampshire Planning Commission	438 Dubuque Street	Manchester	NH	03102-354	(603)669-4664	twhite@snhpc.org
	Shelly	Winters	NH DOT - Bureau of Rail and Transit	P.O. Box 483	Concord	NH	03302-048	(603)271-2564	swinters@dot.state.nh.us
			Green Cab Company	26 Scobie Pond Road	Derry	NH	03038	(603) 432-7800	
			Cardinal Care Transportation	573 Hanover Street	Manchester	NH	03104	(603)668-1011	
			American Cancer Society- Road to Recovery	2 Commerce Drive, Suite 110	Bedford	NH	03110	(800)ACS-2345	
			Queen City Taxi	146 Londonderry Turnpike	Hooksett	NH	03106	(603) 622-0008	
	Ken		Student Transportation	5 Hudson Park Dr.	Hudston	NH		(603) 668-2878	

APPENDIX B

**SNHPC REGIONAL TRANSIT
FEASIBILITY STUDY
FOLLOW-UP PROVIDERS SURVEY**

DRAFT

SNHPC Regional Transit Feasibility Study Providers' Follow-Up Survey

The Southern New Hampshire Planning Commission is currently conducting a Regional Transit Feasibility Study. This survey is being administered to the transportation providers originally contacted in the Spring of 2006 during our initial efforts to develop a comprehensive database of transportation providers in the region. The purpose of this survey is to obtain additional information on the services currently offered by these providers. The information gathered will be used in subsequent portions of the Regional Transit Feasibility Study and in the development of a Coordinated Public Transit-Human Services Transportation Plan for the SNHPC Region.

Agency/Company _____

Address _____

Contact Person _____

Telephone _____

- 1. Which of the following best describes your agency?**
 - a. Public/Governmental
 - b. Private (not for profit)
 - c. Private (for profit)
 - d. Human Service
 - e. Faith-Based
 - f. Other (specify) _____

- 2. Which of the following best describes how your agency provides transportation services for your clients (circle one only)?**
 - a. Operate transportation system with own vehicles
 - b. Purchase third party transportation services from other provider(s)
 - c. Reimburse clients for transportation services provided by others
 - d. Coordinate volunteers who provide services with private vehicles
 - e. Other (specify) _____

OVER

- 3. If your agency directly provides transportation services, please describe the type of services provided (circle all that apply)**
- a. Fixed-route services
 - b. Demand-response in-home pick-up/drop-off
 - c. Demand-response door-to-door service
 - d. Demand-response curbside pick-up
 - e. Demand-response pick-up/drop off and escort or other services provided by driver at destination
 - f. Other (specify) _____
- 4. What are the days and hours during which you offer transportation services to your clients?**
- 5. What type of vehicles does your agency use to provide transportation services (circle all that apply)?**
- a. Van
 - b. Specially-Equipped (i.e. wheelchair lift) Van
 - c. Bus
 - d. Automobile
 - e. Other (specify) _____
- 6. Describe the groups that you provide transportation services for (circle all that apply).**
- a. Elderly
 - b. Handicapped
 - c. Low-Income
 - d. Youth
 - e. General Public
 - f. Other (specify) _____
- 7. Does your agency charge a fare for providing transportation services?**
- g. Yes
 - h. No
- 8. Please describe the service area that your agency covers in providing transportation to your clients?**

OVER

- 9. Within the constraints of your current resources, how well do you feel that your agency is capable of fully meeting all the transportation needs of its client base?**
- a. very well
 - b. somewhat
 - c. not at all
- 10. Do you feel that your agency and its clients would benefit from improved coordination with other agencies in this region who currently provide similar transportation services?**
- a. Yes
 - b. No
- 11. If your answer to Question 10 was yes, please identify which of the following activities your agency is now responsible for would benefit from this improved coordination:**
- a. coordinating use of vehicles/vehicle scheduling
 - b. shared responsibility for vehicle maintenance (i.e. materials (i.e. gas, oil, etc.), insurance, licensing, etc.)
 - c. centralized dispatching
 - d. identifying/pursuing opportunities for funding
 - e. shared use of office space or garage facilities
 - f. shared operations/general planning
 - g. others (specify)_____
- 12. Would your agency like to be informed of subsequent planning activities related to this survey?**
- a. Yes
 - b. No

Thank you for your time and efforts in providing this information to the Southern New Hampshire Planning Commission.