Locally Coordinated Transportation Plan for the Greater Nashua and Milford Region

December 20, 2006

ACKNOWLEDGEMENTS

American Cancer Society - Bedford
Amherst Welfare Office – Amherst
Area Agency for Developmental Services of Greater Nashua – Hudson
Border Limo Service – Hudson
Bridges - Nashua
Care Ride Wheelchair Transportation - Nashua
Fish Organization – Amherst
Crotched Mountain Foster Grandparent Program – Manchester
Friendship Club – Nashua
Granite State Independent Living – Concord
Harbor Homes, Inc. - Nashua
Home Health and Hospice Care – Nashua
Life Coping – Nashua
Merrimack Welfare – Merrimack
Milford Welfare – Milford
Nashua Area Health Center – Nashua
Nashua Housing Authority – Nashua
Nashua Regional Cancer Center – Nashua
Nashua Soup Kitchen and Shelter – Nashua
Greater Nashua Workforce Housing Coalition – Nashua
Nashua Transit System – Nashua
Nashua Welfare – Nashua
Neighborhood Housing Services of Greater Nashua, Inc. – Nashua
Pastoral Care – Nashua
Pillsbury Home Retirement Homes – Milford
Service Link of Hillsborough County – Manchester
S.K. Taxi, Inc. - Nashua
Southern NH Medical Center – Nashua
Southern NH Services – Manchester
St. Patrick's Share – Milford
St. Joseph's Community Services – Merrimack
YMCA of Greater Nashua – Merrimack
Pelham Senior Center – Pelham
City of Nashua – Nashua
NH Department of Transportation – Concord
Interested Public Participants

New Hampshire Department of Transportation
Kit Morgan

Nashua Regional Planning Commission

Stephen Williams, NRPC Executive Director
Tim Roach, Principal Transportation Planner
Camille Pattison, Integrated Planning Program Manager
Matt Waitkins, Transportation Planner
Karen Baker, NRPC Administrative Assistant

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I. EXECUTIVE SUMMARY

A. OVERVIEW OF PLAN

In August 2005, the President signed the Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU) to reauthorize Federal transportation programs that contained provisions to establish a coordinated human services transportation planning process. SAFETEA-LU requires that a locally-developed, coordinated public transit/human service planning process and an initial plan be developed by 2007 as a condition of receiving funding for programs directed at meeting the needs of older individuals, persons with disabilities and low-income persons. The plan must be developed through a process that includes representatives of public, private and non-profit transportation providers and public, private and non-profit human service providers and participation by the public. Complete plans, including coordination with the full range of existing human service transportation providers, are required by Fiscal Year 2008.

As the designated Metropolitan Planning Organization, the Nashua Regional Planning Commission began a human service transportation planning process in May 2006. The purpose of this process is to develop a coordinated vision for human service oriented transportation services and to develop a prioritized list of projects for the region. Projects listed in this plan will be eligible for Job Access Reverse Commute funding, New Freedoms funding and Elderly and Disabled funding. This completed plan should be viewed as a constantly evolving document that will be updated as needed in the future. As regional goals change and projects are implemented or accomplished, old items will be removed and new items will be added to the project list. In addition, as specific projects are developed in the region the plan will be amended to include such projects.

The human service transportation planning process involved development of a stakeholder group consisting of Transportation Providers, Social Service Agencies and community members. The stakeholders provided input via direct mail surveys and a series of transportation luncheons. The surveys helped identify existing services, service areas, client information, transportation provider needs and client needs.

To effectively analyze the need for human service transportation needs the LCTP utilized the 2000 census data and identified several criteria that are good indicators of human service transit needs in the region. These criteria include youth population, elderly population, disability status, median household income, poverty status, and automobile availability. The results of this analysis are displayed at the regional and community level to demonstrate the need for human service oriented transportation across the region.

As a result of this analysis and the input from the stakeholder group, a summary of existing human service transportation services and needs is provided in the plan. These needs focus on funding and increased service across the region. The stakeholders also provided input on what is working well in the region. Service within Nashua and the NTS demand response service were identified as successful.

Regional human service transportation needs were assessed and prioritized as Immediate Needs (0 to 2 years) Short Term Needs (2 to 5 years) and Long Term (5+ years). The LCTP provides three Action Plan items as an approach to address the prioritized needs assessment. Specific recommendations for the region to implement are listed under each of the three categories.

The LCTP process used a broad range of sources to ensure the human service transportation needs identified in the plan address the needs of the region. This plan represents a comprehensive approach to begin the development of cost effective coordinated services that are efficient, safe and seamless to the customer. The Nashua Regional Planning Commission is committed to working with its human service partners as we endeavor to expand the human service oriented transportation network in the region.

II. INTRODUCTION

A. WHY IS THIS PLAN BEING DEVELOPED?

Transportation is a topic that almost everyone has something to say about. People make transportation related decisions on a daily basis. How do you get from your home to work, school, daycare centers, adult day programs, medical appointments, shopping, and social service agencies? Bus service exists in Nashua, and some parts of the region have village and town centers that promote walking and bicycling, however a vast portion of the Nashua region remains accessible only by car. This poses a significant barrier for those who do not own a vehicle do not have access to reliable transportation.

Historically, transit ridership in the United States has experienced a downward trend since population centers left the inner cities and moved to the suburbs during the post WWII period. This shift in land use trends from high density compact urban development to low density development created an automobile dependent society. As automobile production and ownership increased transit ridership declined.

The last decade has seen a resurgence in transit ridership across the country. Today, public transportation is highly effective in many large metropolitan areas. This is due to the congestion and high costs of parking that often characterizes these areas. Nationwide, suburban locations have not shown the increased demand for transit services that has characterized the major metropolitan areas. Nonetheless, the NRPC region has demonstrated an increasing demand for transit services over the last ten years with fixed route transit ridership increasing at twice the rate of population growth.

On August 5, 2005 the new federal transportation reauthorization: Safe, Accountable, Flexible, Efficient, Transportation Equity Act – A Legacy for Users (SAFETEA-LU), was signed into law. One of the provisions in the transportation reauthorization requires the development of a Locally Coordinated Transportation Plan. This provision aims to improve transportation services for persons with disabilities, older Americans and individuals with lower incomes. This plan must be developed in order for agencies to apply for Job Access and Reverse Commute funding, New Freedoms funding and 5310 Elderly and Disabled funding.

The purpose of the planning process is to develop a coordinated vision for future transportation services and to develop a prioritized list of projects and/or coordinated efforts for the region. Once the projects are identified in this plan, they will be eligible to be submitted for Job Access and Reverse Commute funding, New Freedoms funding and Elderly and Disabled funding. If they are not identified in this plan then they will not be eligible for funding. The overall idea is to combine the use of federal transportation funds in an efficient manner to provide the greatest level of service at the lowest price. These three funding sources provide funding for specific transportation services and vehicles. The following paragraphs provide a brief explanation of these funding sources.

Job Access and Reverse Commute Program

Known as "JARC", this program supports the development and maintenance of transportation services so that welfare recipients and eligible low-income individuals can access jobs and job-related activities.

These are formula funded programs based on the State's population of disabled persons and eligible low-income persons. Within each state, 60% of funding will be allocated to urbanized areas with total populations over 200,000, 20% will be allocated to urbanized areas of less than 200,000 people, and 20 % will be allocated to rural areas. The Nashua area is a Small Urbanized Area (population less than 200,000). Local transportation providers will compete for funding in response to the State's solicitation for projects that have been identified in the locally developed plan.

New Freedoms Initiative Program
This *new* FTA funding program will expand the Elderly/Disabled Program by moving beyond issues of access to issues of mobility. The goal is to provide additional resources to overcome existing barriers to integration of persons with disabilities into the workforce and into daily community life. Where the Elderly/Disabled program focuses on getting individuals to the bus, the New Freedoms program will seek to provide additional alternatives to ADA services, i.e. mobility solutions when there is no bus.

Elderly Individuals and Individuals with Disabilities Program
This program addresses issues of accessibility and compliance with Federal ADA regulations as they relate to public transportation. This is not a new program; it's an existing formula program. The significant change is that only those projects that are in the Locally Coordinated Transportation Plan will be considered for funding.

The Nashua Regional Planning Commission (NRPC) is a designated Metropolitan Planning Organization (MPO) with twelve member communities including: Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Merrimack, Milford, Mont Vernon, Nashua, Pelham and Wilton. As an MPO, NRPC is responsible for transportation planning efforts and plan development for a variety of transportation issues throughout the region. One of which is the development of a Locally Coordinated Transportation Plan.

Nashua Regional Planning Commission (NRPC) staff began working on the plan in May of 2006. Initial meetings were comprised of staff from NRPC, Nashua Transit System and the City of Nashua, and were held to develop a timeframe and work plan for the coordinated planning process. Three Transportation Luncheons were held during the Fall of 2006 to obtain input from social service agencies and transportation providers.

B. COMMUNITY INPUT

One of the key requirements in plan development is community input from social service agencies and transportation providers in the region. Staff built upon an existing list of social service agencies used during the development of a Regional Transit Plan in 2003. Staff then added contacts from the Nashua Transit System and other sources to expand the list to 64 contacts throughout the region. Input was solicited through a series of transportation luncheon meetings and direct mail surveys. The purpose of the surveys was to better understand existing services and to determine how well existing needs are being met. The surveys and full results are described in Section III of this plan. Everyone on the contact list was sent copies of two surveys and were invited to participate in the three transportation luncheons. Those invited to participate were:

A Mobile Cab - Litchfield
All Generations Home Care – Nashua
All Occasions Trans LLC - Nashua
American Cancer Society - Bedford
Amherst Welfare Office – Amherst
Area Agency for Developmental Services of Greater Nashua – Hudson
Border Limo Service – Hudson
Boys and Girls Club - Nashua
Bridges - Nashua
Brookline Welfare – Brookline
Care Ride Wheelchair Transportation - Nashua
Caregivers Inc. – Manchester
Center for Life Enrichment – Milford

Classic In-Home Care – Nashua
Critical Care Systems – Nashua
Nashua Division of Health and Community Services – Nashua
Easter Seals Foundation – Manchester
Employment Security Department of NH – Nashua
Fairview Nursing Home – Hudson
Fish Organization – Amherst
Crotched Mountain Foster Grandparent Program – Manchester
Friendship Club – Nashua
Granite State Independent Living – Concord
Greater Nashua Area Committee on Aging – Pelham
Home Health and Hospice Care – Nashua
Hudson Welfare – Hudson
Interim Healthcare – Manchester
Juvenile Diabetes Research Foundation – Nashua
L.A. Limo Service – Wilton
Life Coping – Nashua
Litchfield Welfare – Litchfield
Lyndeborough Welfare – Lyndeborough
Merrimack Taxi LLC – Merrimack
Merrimack Welfare – Merrimack
Milford Welfare – Milford
Mont Vernon Welfare – Mont Vernon
NAMI NH – Concord
Nashua Area Health Center – Nashua
Nashua Housing Authority – Nashua
Nashua Regional Cancer Center – Nashua
Nashua Soup Kitchen and Shelter – Nashua
Greater Nashua Workforce Housing Coalition – Nashua
Nashua Transit System – Nashua
Nashua Welfare – Nashua
Neighborhood Housing Services of Greater Nashua, Inc. – Nashua
Pastoral Care – Nashua
Pelham Welfare – Pelham
Pillsbury Home Retirement Homes – Milford
Ride – Away Handicap Equipment Corp. – Londonderry
Volunteer NH – Concord
Service Link of Hillsborough County - Manchester
Souhegan Home and Hospice Care – Milford
Southern NH Medical Center – Nashua
Southern NH Services – Manchester
St. Patrick's Share – Milford
St. Joseph's Community Services – Merrimack
United Way of Greater Nashua – Nashua
Wilton Welfare – Wilton
YMCA of Greater Nashua – Merrimack
Youth Council – Nashua
Pelham Senior Center – Pelham
City of Nashua – Nashua
NH Department of Transportation – Concord

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III. SURVEY RESULTS

A. BACKGROUND

Two surveys were distributed to the 64 contacts throughout the region. The first survey focused on obtaining information about existing transportation services, including areas served, available vehicles, and client information. The second survey focused on client and agency needs and how well these needs were met. In addition, questions regarding funding sources were also addressed. The goal of the surveys was to identify the services that are currently in place throughout the region, client and agency needs, if the needs were currently being met, and funding information. A copy of the first survey is located on pages 7-9.

B. RESULTS OF SURVEY #1

Sixty-four surveys were distributed and twenty six responses were received for a response rate of 41% (26/64). As the total number of surveys is small we have included the number of responses as well as percentages in the summary below. Please note that the percentages listed below are based on the total number of surveys received rather than the number of responses to a particular question. For instance, the first question below asked what type of an organization they represent. Eighteen were listed as non-profits and 3 were for profit. Eighteen responses is 70% and three responses is 21% of the 26 total responses. As only 21 of the 26 respondents answered this question, the percentages do not add up to 100%. All answers are summarized below:

1. <u>Section 1: Agency or Provider Information</u>

Respondents were asked the type of organization they represented. Eighteen (70%) replied that they were non-profit organizations and 3 (12%) said they were for-profit. When asked if they were public or private agencies 10 (57%) replied public and 4 (15%) said private. Nine (35%) said their agency *provides* transportation services and 9 (36%) said they *purchase* transportation services.

Twenty one (81%) of the respondents said they would like to be notified of future coordinated planning activities.

2. <u>Section 2: Transportation Services</u>

A goal of the survey was to identify the types of transportation services provided by these agencies. Ten (38%) said they provide transportation to medical-related appointments, 4 (15%) to shopping, 4 (15%) to recreational activities and 4 (15%) to work. Eight (31%) said they provide transportation to "other" activities.

Respondents were asked to describe the type of transportation services that they typically provide. Choices included curbside pick-up/drop-off, door-to-door service, in-home pick-up/drop-off, and escort service (accompaniment or other support service provided by driver at destination). Twelve (46%) responded that they provide door-to-door service, 3 (12%) said curbside and 3 (12%) said escort service. None indicated that they provide in-home pick up and drop-off service.

When asked the type of vehicle used for transporting clients, 5 (19%) said they operate vans, 4 (15%) said automobiles and 4 (12%) said they operate busses.

An important goal of survey #1 was to identify municipalities that are provided transportation services by area agencies. Eight (31%) of respondents indicated that they provide transportation services to the City of Nashua, 4 (15%) to Hudson, 4 (15%) to

Merrimack and 3 (12%) to Milford. Eight percent of respondents said they provide transportation to Amherst, Hollis or Peterborough.

Regarding vehicle operations staff in the region, there were a total of 11 full-time bus drivers, 14 full-time van drivers, 16 full automobile drivers and 10 full-time dispatchers. There were also 25 volunteer automobile drivers and 2 volunteer dispatchers.

3. Section 3: Client Information

When asked who is eligible to receive the services of their agency, 14 (54%) said the elderly, 14 (54%) said low-income, 13 (50%) said elderly-disabled, 11 (42%) said non-elderly disabled, and 7 (27%) said youths are eligible.

Approximately 1,700 individuals are provided transportation on a daily basis in the region, 7,600 weekly, 33,000 monthly and 385,000 annually. This estimate does not necessarily include trips purchased by one agency and provided by another agency, and is therefore probably lower than the actual rate. However at 380,000 trips it is clear that NTS provides the vast majority of trips in the region.

Seventeen (65%) of the agencies responding said they have at least some clients in the above 60 years-old range, 15 (58%) said they have at least some clients in the 19-59 year-old range, 6 (23%) have clients in the less-than 6 year-old range.

Ten (38%) of the respondents said they have clients in the *very* low income range and 6 (23%) said they have clients in the low income range

4. Summary and Key Findings

The key findings of survey #1 include:

- The majority of respondents were non-profit human services agencies.
- The most common specific destination for clients is medical services, followed by shopping, recreational activities and work.
- The most common type of service provided is door-to-door.
- Vans are the most common type of vehicles used to transport clients.
- The most common destinations are in Nashua followed by Hudson, Merrimack and Milford.
- The elderly and disabled are the most typical clients of the responding agencies.
- There are approximately 385,000 trips provided annually, the vast majority of these trips are provided by Nashua Transit System.

Transportation Survey #1

Seeking input from Human Service Agencies and Transportation Providers in the greater Nashua and Milford areas of southern New Hampshire.

Section 1 – Agency or Provider Information

Name: _____
(of agency, company, participant)

Address: _____
(include zip code)

Contact: _____ email: _____ phone: _____

1. **Would you like to be notified of future planning activities?** ____Yes ____No

2. **If an organization, please check all that apply:**

   _____ non-profit _____ for profit _____ faith-based _____ public _____ private

   _____human service agency _____other organization _____ other (specify)_____

   _____My agency provides transportation services.____ My agency purchases transportation services.

3. **Purchasers of Service: From whom and what type of transportation services does you agency purchase?**

_____

If your agency does not provide transportation services please skip ahead to Section 3.

Section 2 – Transportation Services

4. **Please describe the type of transportation services your agency/company provides/purchases. My agency/organization provides rides to/from:**

   _____program(s) at my agency (for _____ services)

   _____program at another agency (for _____ services)

   _____congregate meals _____ medical appointments _____ employment

   _____recreation/cultural _____education _____shopping/personal/business

   _____other (specify)_____

   _____

NRPC Transportation Survey #1 *072406*

5. Please describe the type of TRANSPORTATION AND/OR MOBILITY SUPPORT SERVICES that your agency/company provides/purchases.

_____
_____
_____

_____curbside pickup/drop off _____door-to-door service
_____in-home pick-up/drop off _____escort, accompaniment or other support service provided by driver at destination

6. Days and Hours of Transportation services:

Day	Hours	Type of Service

7. Fare per Trip **Type of Trip**

_____ _____

(If you have a fare structure that offers different fares to different populations, please provide that detail. This is the amount charged to consumers, not the cost of service or (necessarily) the amount(s) reimbursed by funders for trips).

8. Cost per Trip **Type of Trip**

_____ _____

9. FLEET: please provide the number and type (cars, vans, buses) of vehicles your agency uses.

_____buses _____vans _____automobiles _____other (describe)_____

Of the total fleet, how many are ADA accessible?_____
Of the total fleet, how many are leased?_____ How many are owned?_____

10. Transportation services are provided to the following towns:

_____
_____

11. Personnel

Please provide the number of vehicle operations staff (full-time equivalents) you employ, by position.

____bus drivers ____van drivers ____auto drivers ____dispatchers
____other (describe) _____

Please provide the number of vehicle operations volunteers (full-time equivalents) in your agency, by position.

____bus drivers ____van drivers ____auto drivers ____dispatchers
____other (describe) _____

2

NRPC Transportation Survey #1 *072406*

Section 3 – Client Information

12. Who is eligible for transportation service with your organization?

_____Elderly _____Elderly Disabled _____Non-Elderly Disabled _____Low Income
_____Youth _____General Public _____Other

13. How many people do you serve?

_____Daily _____Weekly _____Monthly _____Annually

14. Please estimate the age distribution of your clients with transportation needs (as a % of 100).

_____< 6 years _____6-18 years _____19-59 years _____60 years +

15. Please estimate the income distribution of your clients with transportation needs:
******Please note that these limits are based on the Nashua, NH HUD Metro FMR Area from the US Department of Housing and Urban Development in March of 2006.*

_____ 50 % limit of Annual Median Family Income (very low income)
_____ 80% limits of Annual Median Family Income (low income)
_____ Not Low-Income

Income Level	1 person	2 People	3 People	4 People	5 People	6 People
50 % AMFI	29,300	33,500	37,650	41,850	45,200	48,550
80%AMFI	41,700	47,700	53,650	59,600	64,350	69,150

We invite all comments. Please feel free to share this survey with others in your community who may not be on our mailing list. Thank you in advance for you time and effort in responding to this survey.

Please return this survey, in the self-addressed stamped envelope to Camille Pattison, Senior Transportation Planner by Wednesday, August 9th, 2006. If you have any questions or need additional information do not hesitate to contact Camille Pattison via phone at (603) 883-0366 ext. 14, or via e-mail at camillep@nashuarpc.org.

CP/kmb
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C. RESULTS OF SURVEY #2

Surveys were mailed out to the same 64 contacts as survey #1 and eighteen responses were received. The response rate was therefore 28% (18/64). As the total number of surveys is small we have included the number of responses as well as percentages in the summary below. A copy of the second survey is located on pages 13-15.

1. Section 1: Agency or Provider Information

Respondents were asked about the type of organization they represented. Eleven (61%) replied that they were non-profit organizations. When asked if they were public or private agencies 6 (33%) replied public and 1 (5%) said private. Seven (39%) said their agency *provides* transportation services and 7 (39%) said they *purchase* transportation services.

2. Section 2: Client/Agency Transportation Needs

When asked about their clients' greatest transportation need 14 (78%) said that getting to medical appointments was their clients' greatest need. This was followed by 9 (50%) who said transportation to shopping was their greatest need, 7 (39%) who said transportation to work and 5 (28%) who said transportation to social services.

An important goal of this survey was to determine if agencies are able to meet the transportation needs of their clients. When asked if they are able to serve their clients' transportation needs in terms of various criteria, the responses were as follows:

- Time of Day: 8 (44%) said that they can meet time of day needs, and 6 (28%) said they could not.
- Service Cost: 6 (28%) said that they can meet cost needs, 6 (28%) said those needs are not met.
- Destinations: 7 (39%) said that destinations needs are met, 6 (33%) said those needs are not being met.
- Accessibility: 7 (39%) said that accessibility needs are met, 6 (33%) said those needs are not met.
- Range of Access (work, appointments, shopping etc.): 4 (22%) said those needs are met, 9 (50%) said those needs are not met.
- Range of Clients Served: 7 (39%) say they can serve range of clients, 7 (39%) said they can't.

Respondents also noted that it is difficult to meet clients' needs in terms of transportation to locations outside of Nashua.

Another important aspect of this survey was to determine the destinations that are most important to the clients of these agencies. When asked what the most common destinations for their clients are 14 (78%) said medical appointments, 10 (71%) said daycare, 11 (64%) said shopping, 9 (50%) said social services, 8 (43%) said work and 6 (36%) said religious activities.

3. Section 3: Future Transportation Services

Stakeholders were asked what type of transportation services they would like to see implemented or made available to their clients in the future. They were asked to think about short term and long term scenarios.

Short Term
The most common suggestion regarding the short term was for increased frequency of service and an increased number of destinations served by transit. Other short term needs include increased demand response, access to medical appointments, door to door service for frail clients and service outside of Nashua.

Long Term
The most common suggestion regarding long-term improvements was for increased service to destinations outside of Nashua, followed by increased frequency of service.
Other issues include connections to Boston, more transit service for youths, increased service for non-elderly and non-disabled, and door-to-door service for those who are frail.

When asked what type of transportation services that respondents would like to provide to there clients in the future the most common response was increased transportation to destinations outside of Nashua.

When asked which characteristics would make public transit an attractive choice in Greater Nashua the most common responses were increased frequency of service, earlier start times, user-friendliness, cost effectiveness, and increased visibility of bus stops.

4. <u>Section 4: Funding</u>

Respondents were asked about the annual cost of vehicle insurance for their service fleet as well as level of coverage. There were very few responses to this question. Since there were very few responses to the question of insurance, the follow-up question about participating in insurance "pooling" received a poor response rate.

There was also a poor response to the question about funding sources. The answers that were given indicated an even distribution between Town Warrant, FTA, City and State funding sources

When asked if funding sources would be available to help support a coordinated transportation effort 3 (17%) said that it was likely they would support the idea, 4 (22%) said it was unlikely they would support the idea and 11 (61%) gave no response.

Stakeholders were asked if they currently participate in a cooperative transportation program with another transportation agency. Two (11%) said they do, 11 (61%) said they do not and 5 (27%) gave no response.

Stakeholders were asked if they had any interest in participating in a coordinated transportation system. Three (17%) said yes, 2 (11%) said no and 9 (50%) said they need more information.

A final question asked about the most important transportation issues not addressed in this survey. The most common responses were more fixed route bus service, more destinations served (especially outside of Nashua), and cost issues.

5. Summary and Key Findings

The key findings of survey #2 include:

- The majority of respondents were non-profit human services agencies.
- The most common transportation need for clients is transportation to medical services, followed by shopping, work and social services.
- An equal number of agencies provided transportation services as purchased transportation services.
- 8 (44%) respondents said they can meet their clients' needs regarding time of day.
- 6 (28%) said they meet clients cost needs.
- 7 (39%) said that clients' destination needs are met.
- 7 (39%) said accessibility needs are met.
- Short-term improvements include increased frequency of service and a greater number of destinations served, especially outside of Nashua.
- Long-term improvements also stressed increased destinations served outside of Nashua.
- Most respondents do not currently participate in a coordinated transportation system with another agency.
- Stakeholders were asked if they had any interest in participating in a coordinated transportation system most said they need more information in order to decide.

Transportation Survey #2

Seeking input from Human Service Agencies and Transportation Providers in the greater Nashua and Milford areas of southern New Hampshire.

Section 1 – Agency or Provider Information

Agency or Organization: _____

Address: _____ City: _____ State: _____ Zip: _____

Contact: _____ Email: _____ Phone: _____

1. Would you like to be notified of future planning activities? ____Yes ____No

2. Please check all that apply to your organization:

   _____ Non-profit _____ For Profit _____ Faith-based

   _____ Public _____ Private _____ Human Service Agency

   _____ Other (specify): _____

   _____ My agency provides transportation services

   _____ My agency purchases transportation services

Section 2 – Client/Agency Transportation Needs

3. What are YOUR CLIENTS' greatest transportation needs?

   _____

   _____

   _____

4. Are you able to serve YOUR CLIENTS' transportation needs in terms of:

   ___ Yes ___ No Time of day/week scheduling
   ___ Yes ___ No Cost of Service
   ___ Yes ___ No Pick-up or drop-off destinations or locations
   ___ Yes ___ No Accessibility/ADA compliance
   ___ Yes ___ No Range of transportation access (work, appointments, shopping, school, etc.)
   ___ Yes ___ No Range of clients served (elderly, disabled, youth, low income, etc.)

   Please describe any "No" answers in detail below, or other areas where your clients are currently underserved:

   _____

   _____

   _____

5. What destinations do your clients need transportation access to?

_____ Work	_____ Retail	_____ Daycare
_____ School / Training	_____ Social Services	_____ Religious Activities
_____ Medical Appointments	_____ Other (describe):	_____

6. What challenges does YOUR AGENCY experience in providing or securing transportation programs for your clients?

_____

_____

_____

Section 3 - Future Transportation Services

7. What types of transportation services would you like to see implemented or made available to YOUR CLIENTS in the future (both short term and long term)?
Short Term: _____

_____

Long Term: _____

_____

8. What services or projects would YOUR AGENCY like to provide in the future?

_____

_____

_____

9. What services would YOUR AGENCY like to see implemented in the greater Nashua region?

_____

_____

_____

10. What characteristics would make PUBLIC TRANSIT an attractive choice for your clients?

_____

_____

_____

11. What new or additional features would motivate your clients to consider public transportation?

_____

_____

_____

Section 4 – Funding

12. What is the annual cost for automobile liability insurance for your service fleet? $_____
What are the limits of coverage? _____

13. Would you be interested in participating in an insurance scenario that essentially "pooled" local community transportation service vehicles for purposes of achieving greater purchasing power and lower premiums?
_____Yes _____No _____Maybe

Please describe your point of view.

_____

_____

_____

2

NRPC Transportation Survey #2 *August 2006*

14. When you need to purchase vehicles which funding sources will be used?

_____
_____
_____

15. Please indicate your annual sources of funding for the transportation/mobility related services, that you provided or purchased, for your most recent fiscal year:

_____
_____
_____

16. Would these funding sources be available to support a coordinated transportation effort?
____Likely ____ Unlikely

17. Do you currently participate in any cooperative transportation program with another transportation agency or provider?

_____Yes _____No

If yes, please list the agency, describe the arrangement and specify the type of trip and number of clients and any other cooperative activities, such as joint training, joint funding applications, etc:

_____
_____
_____

18. Does your agency have any interest in joining a coordinated transportation system?

____Yes ____ No ____ Don't know _____Need more information

Please describe your point of view:

_____
_____
_____

19. From your perspective, what are the most important community transportation service questions/issues (including any not addressed by this survey)?

_____
_____
_____

We invite all comments! Please feel free to share this survey with others in your community who may not be on our mailing list.

Please return this survey to: Camille Pattison
Senior Transportation Planner
Nashua Regional Planning Commission
PO Box 847, Nashua NH 03061

by Wednesday September 13th, 2006. Thank you very much for your time and thoughtful comment!

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IV. REGIONAL AND TOWN PROFILE

A. INTRODUCTION

In addition to the need for fixed route transit serving the general population of the Nashua region, the need to provide services for the elderly, disabled, impoverished, and youth populations is paramount. It is becoming increasingly evident that the human service transit needs of the region extend beyond the city limits of Nashua. The growth in the elderly and disabled population of the 12 towns of the region indicates that new areas needing transit service exist outside Nashua. The focus of this chapter is to summarize United States Census 2000 demographic data and assess the areas of greatest human service transit need. This information will provide essential data for formulating proposed future transit services.

This section will summarize several criteria determined to be the good indicators of human service transit needs in the region. These criteria include youth population, elderly population, disability status, median household income, poverty status and automobile availability. High concentrations of youth, elderly and disabled populations are good indicators of human service transit needs because a high percentage of these populations do not drive private automobiles and in many cases are transit dependent. Low median household incomes are often directly linked to automobile availability. Automobile ownership is extremely expensive and for many low income and poverty status individuals, private vehicle costs are prohibitive and force them to be transit dependent.

B. 2000 CENSUS DATA

United States Census data is collected once every decade with the most recent collection year in 2000. Data is presented at both the census tract level and town level. In more rural locations one census tract may cover more than one town, which is the case with census tract 34 covering both Lyndeborough and Mont Vernon. In comparison one community may be comprised of numerous census tracts such as Nashua which is comprised of 17 tracts. Table 1 (page 18) lists census data by tract and Table 2 (page 28) lists census data by town.

i. Youth Population

The youth population (ages 12-19) of New Hampshire comprised 11.4% of the total state population, while the NRPC Region was almost equal to the state with a rate of 11.6%. Figure 1 represents the percentage of the total population ages 12-19 by census tract. The highest percentage of youth, at rates of approximately 13%-15% occurred in a number of areas throughout the region, including census tracts in Brookline, Amherst, Hudson Merrimack, Litchfield, Nashua and Pelham. Areas with higher percentages of youth correlate with a high concentration of relatively new housing units. Families with children have been attracted to these areas and therefore increased the youth population.

ii. Elderly Population

The elderly population of New Hampshire comprises 12% of the total state population, while the region is slightly below the state rate with 9% of the population over age 65. Figure 2 represents the percentage of the total population ages 65 and above by census tract. Census tracts within Nashua, Milford and along the Merrimack River had the highest percentages of elderly as a percentage of the total population. The elderly population in these block groups exceeded 11% of the total population and in a few locations in Nashua accounted for up to 28% of the total population. High rates of 11% - 20% also occurred throughout Nashua, and in census tracts located in downtown Milford and along the Merrimack River in Merrimack. This is likely due to the type of housing developments located in these areas, which greatly increased the overall percentage of the elderly population.

Table 1: 2000 Census Data by Census Tract

ID	TRACT Identification	% Below Poverty	% of Households with no vehicle	% Disabled	Household Income	Per Capita Income	% Population ages 12-19	% Population 65+
1	101	1.4	3.6	17.3	$68,344	30,432	11.2	13
2	102	5.4	4.9	22.4	$52,238	27,975	8.7	6.4
3	103.01	3.8	4.1	20.9	$70,697	31,224	9.2	11.3
4	103.02	4.7	7.6	25.8	$55,273	24,126	9.5	15.8
5	104	5.2	6	32.8	$55,000	23,764	13.3	12.9
6	105	13.8	13	41.8	$31,525	16,475	10.9	7.2
7	106	14.2	16.1	41.4	$34,282	17,439	10.4	12.1
8	107	28.3	39.6	78.9	$20,141	16,908	11.2	28.1
9	108	18.1	20.9	44.7	$29,258	16,805	10.9	7.3
10	109	4.4	7.4	28.9	$48,263	20,432	11.3	17.4
11	110	4.7	2.9	28.3	$61,321	24,098	12	14.2
12	111	6.1	6.6	21.9	$52,126	31,430	5.1	9.7
13	112	2.8	3.4	20.2	$93,362	36,184	10.6	11
14	113	1.5	0.9	22.6	$72,443	25,615	13.6	11.2
15	114.01	2.9	5.5	35.5	$65,028	29,581	9.6	14
16	114.02	2.2	0.4	21.9	$65,363	25,309	10.9	4.8
17	115	3.6	5.1	47.2	$47,550	25,473	9.3	19.9
18	121	1.9	1.9	17.8	$75,994	27,804	11.9	5.6
19	122	3.8	6.2	28.6	$49,753	22,324	9.8	10.9
20	123	1.3	1.8	18.1	$73,371	27,068	8.4	7.5
21	131	2.1	3.4	12.6	$73,302	25,203	13.1	3.2
22	141	4.3	2.4	31.9	$51,430	27,926	9	12.1
23	142.01	0.2	0.8	18.7	$87,251	29,164	15	5.1
24	142.02	2.3	1.2	18.7	$68,023	26,331	12	3.6
25	143	1.3	1.4	20.2	$73,852	27,802	12.5	4.5
26	151	2.7	2	15.4	$95,716	37,998	15.1	8.6
27	152	1.1	2.6	15.6	$80,889	33,400	14.2	6
28	161	6.2	5.5	23.8	$55,867	24,256	12.5	10.2
29	162.01	4.9	6.3	28.6	$46,324	23,216	11.9	11.1
30	162.02	5.1	0.5	24.8	$63,712	26,468	11.5	6.3
31	171	2.6	4.3	15.0	$92,847	44,936	10.9	8.4
32	180	0.8	0.7	21.4	$77,075	29,272	12.1	5
33	190	4.2	3.4	31.9	$54,276	26,618	11.2	10.7
34	195	2.6	2.4	22.9	$65,337	29,194	11.7	8.1
35	2001	2.8	2.6	27.2	$76,902	24,778	11.5	6.6
36	2002	2.1	2.5	26.1	$64,906	25,381	12	8.6
37	2003	4.4	4.4	25.9	$64,111	25,365	12.6	8.2

Figure 1: Youth Population (Age 12-19), 2000 Census Data

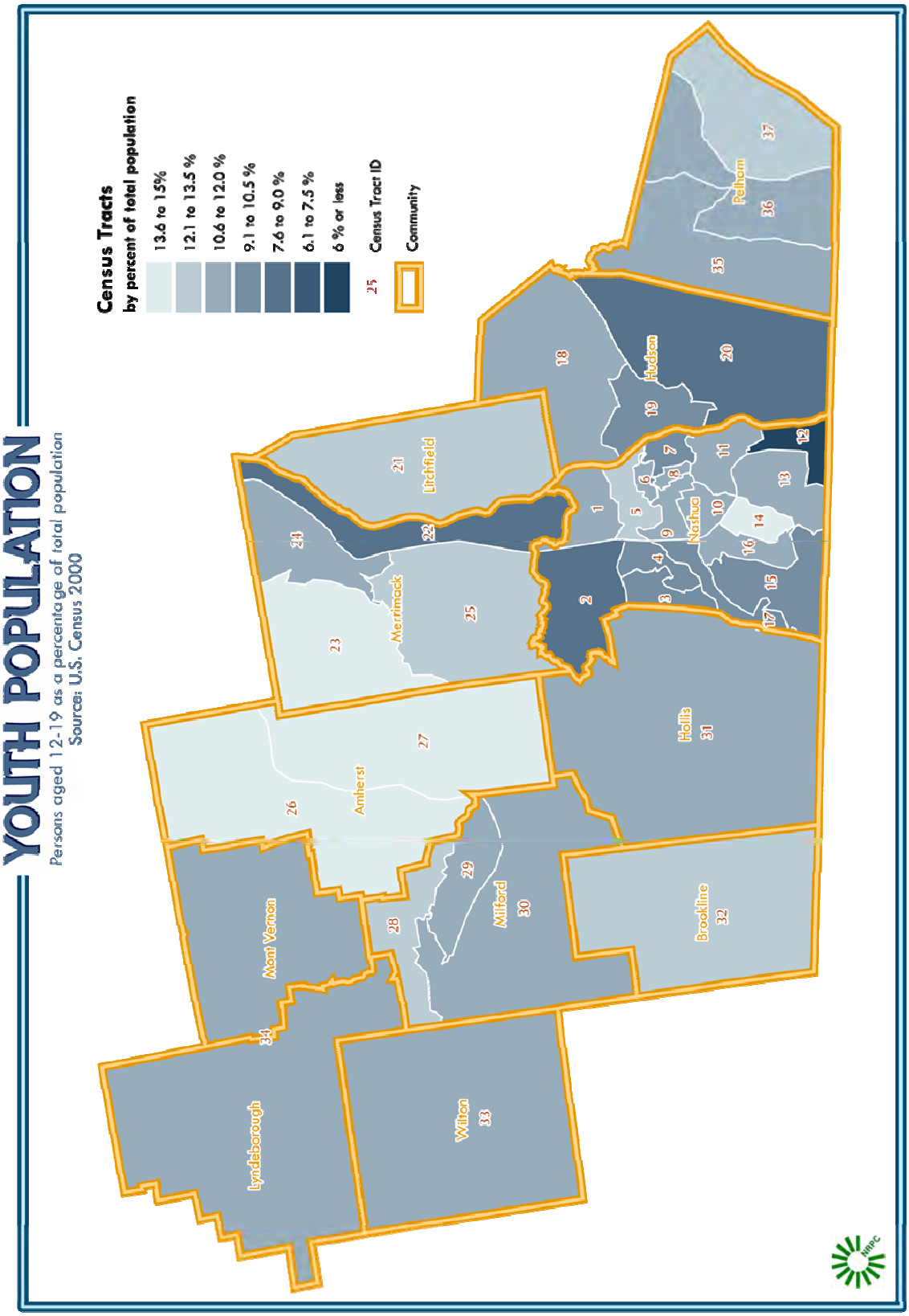
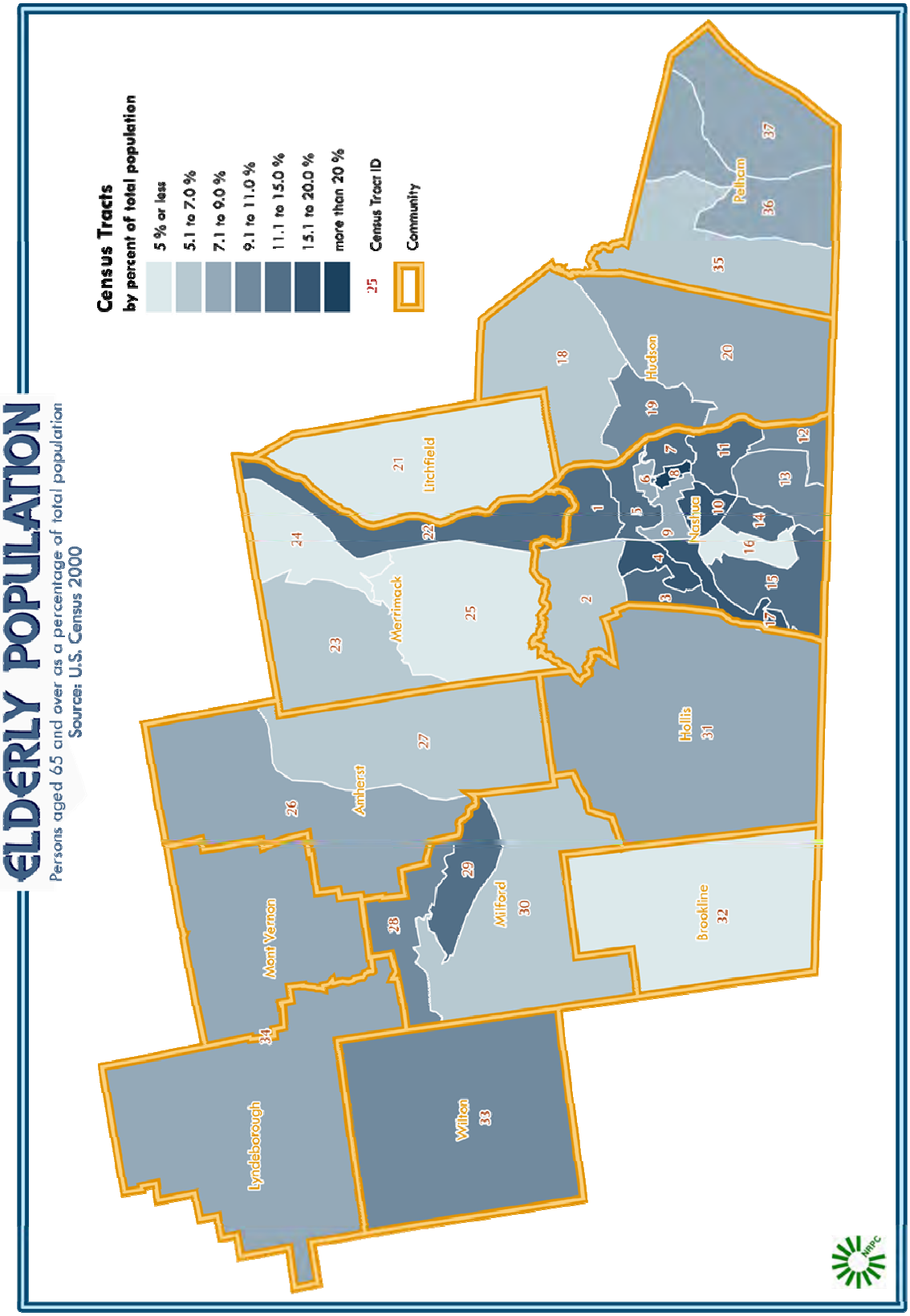


Figure 2: Elderly Population (Age 65 and Over) 2000 Census Data



iii. Disabled Status

According to the 2000 Census of Housing and Population, a person was considered disabled if one of the following was applicable:

1. *5 years old and over with a sensory, physical, mental or self-care disability*
2. *16 years old and over with a going outside the home disability*
3. *between 16 and 64 years of age with an employment disability*
   Source: http://factfinder.census.gov

Table 1 identifies the number of disabled persons as a percentage of the total population, at the census tract level. At the state level, 28.9% of the total population was considered disabled, while the region was slightly below that at 25.1%. At the town level, Milford, Nashua, Pelham and Wilton had the highest percentage of disabled persons with rates of 26% and above, while the lowest rates were found in Hollis and Litchfield at less than 15% and 12.6%. At first glance, these numbers may seem extremely high; however this is likely due to the US Census definition of disabled. The 2000 Census provides the following definition:

> *The data on disability status were derived from answers to long-form questionnaire Items 16 and 17. Item 16 was a two-part question that asked about the existence of the following long-lasting conditions: (a) blindness, deafness, or a severe vision or hearing impairment (sensory disability) and (b) a condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, reaching, lifting, or carrying (physical disability). Item 16 was asked of a sample of the population 5 years old and over.*
>
> *Item 17 was a four-part question that asked if the individual had a physical, mental, or emotional condition lasting 6 months or more that made it difficult to perform certain activities. The four activity categories were: (a) learning, remembering, or concentrating (mental disability); (b) dressing, bathing, or getting around inside the home (self-care disability); (c) going outside the home alone to shop or visit a doctor's office (going outside the home disability); and (d) working at a job or business (employment disability). Categories 17a and 17b were asked of a sample of the population 5 years old and over; 17c and 17d were asked of a sample of the population 16 years old and over.*
>
> *For data products that use a disability status indicator,* ***individuals were classified as having a disability if any of the following three conditions were true:*** *(1) they were 5 years old and over and had a response of "yes" to a sensory, physical, mental or self-care disability; (2) they were 16 years old and over and had a response of "yes" to going outside the home disability; or (3) they were 16 to 64 years old and had a response of "yes" to employment disability.*

Figure 3 illustrates the census tracts with the highest concentrations of disabled individuals, located in downtown Milford, along the Merrimack River in Merrimack, downtown Hudson and throughout Nashua, Pelham and Wilton. These areas have disabled populations in excess of 25% of the total population with some as high as 78% of the total population.

iv. Income

The following definition of Income is from the glossary section of the United States Census Bureau American Fact Finder;

> "Total income" is the sum of the amounts reported separately for wages, salary, commissions, bonuses, or tips; self-employment income from own nonfarm or farm business, including proprietorships and partnerships; interest, dividends,

net rental income, royalty income, or income from estates and trusts; Social Security or Railroad Retirement income; Supplemental Security Income (SSI); any public assistance or welfare payments from the state or local welfare office; retirement, survivor, or disability pensions; and any other sources of income received regularly such as Veterans' (VA) payments, unemployment compensation, child support, or alimony. Source: http://factfinder.census.gov

According to the United States Census 2000 information, the median income has an equal number of incomes above and below the median figure. Source: http://factfinder.census.gov

Figure 3: Disability Status, 2000 Census Data

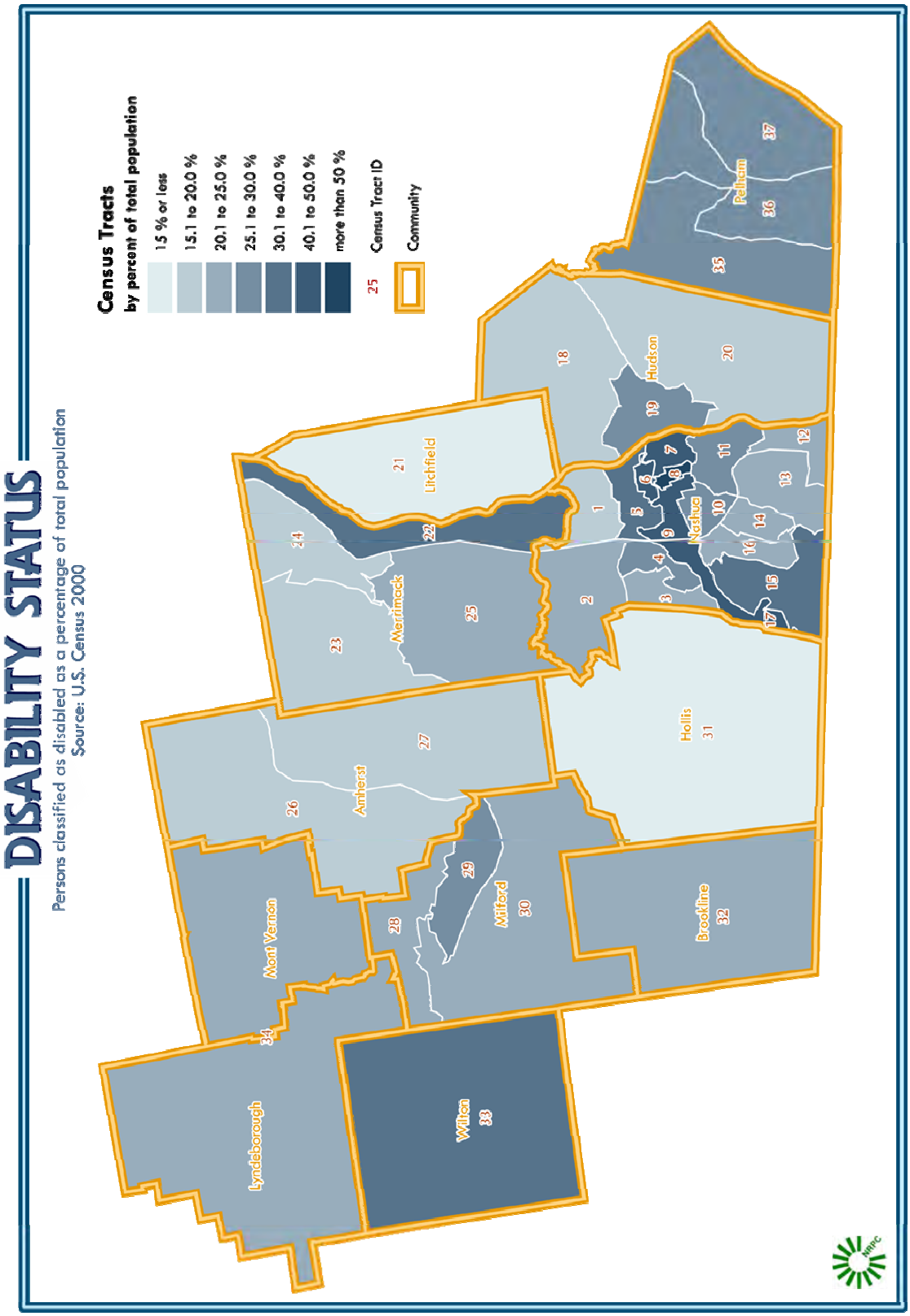
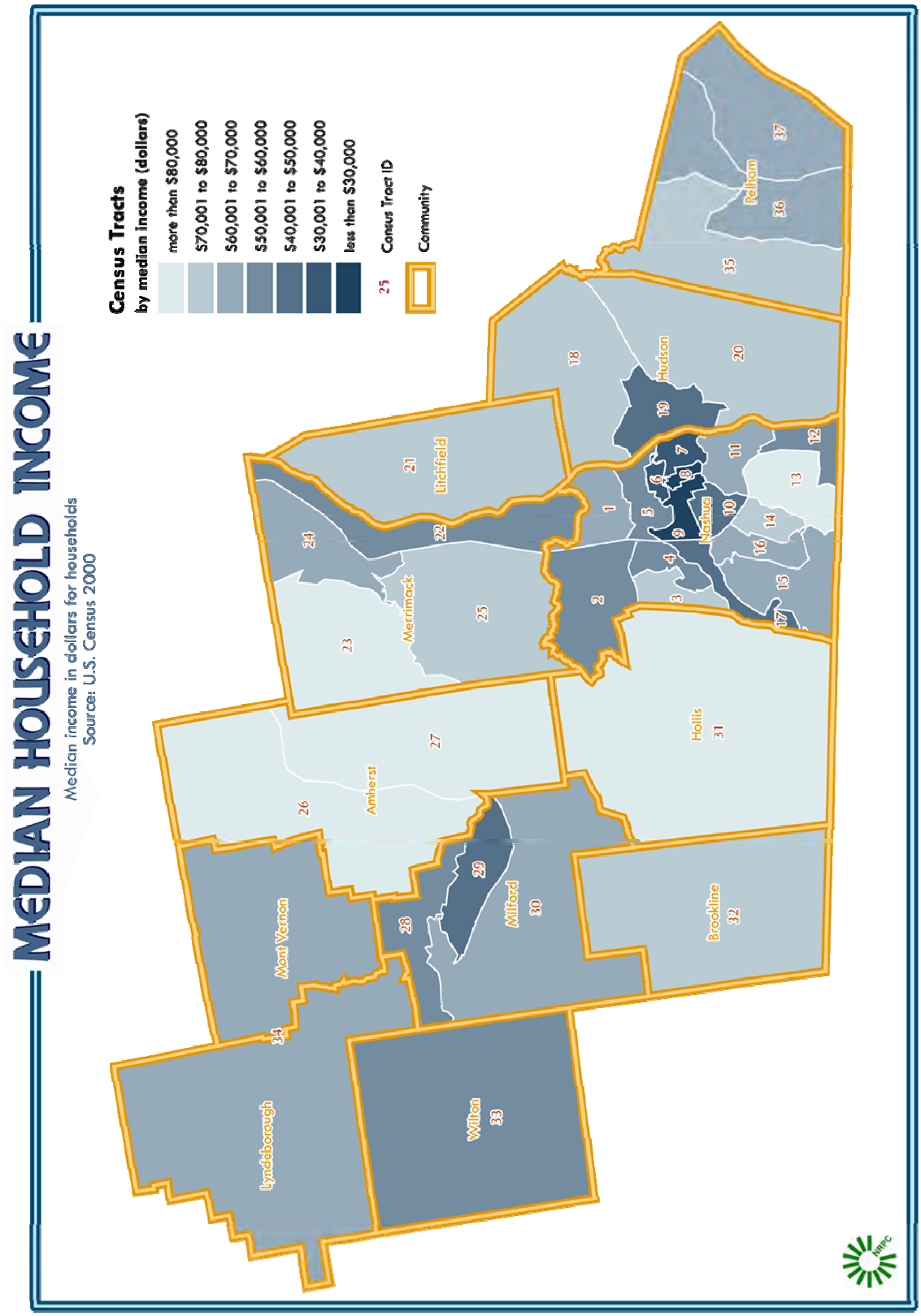


Figure 4: Medium Household Income, 2000 Census Data



v. Poverty Status

Poverty Status is determined by the United States Census Bureau as follows:

> " . . . the Census Bureau uses a set of money income thresholds that vary by family size and composition to detect who is poor. If the total income for a family or unrelated individual falls below the relevant poverty threshold, then the family or unrelated individual is classified as being "below the poverty level"."
> Source: http://factfinder.census.gov

Table 2 indicates that 6.4 percent of the overall state population is in a state of poverty, while only 4.4% of the region is in a state of poverty.

vi. Automobiles

According to an on-board transit survey (May 2002) of Nashua Transit System, lack of vehicle availability was the number one reason people used Citybus in Nashua. Table 1 and 2, and Figure 6 show the percentage of households with no vehicles available, based on 2000 US Census data. Hollis, Milford and Nashua had the highest percentages of households with no vehicles available at 4.3%, 4.5% and 8.3% respectively, however tracts in downtown Nashua had much higher rates of 16%-39%. Brookline and Merrimack had the lowest percentages of households without vehicles.

Figure 5: People in Poverty, 2000 Census Data

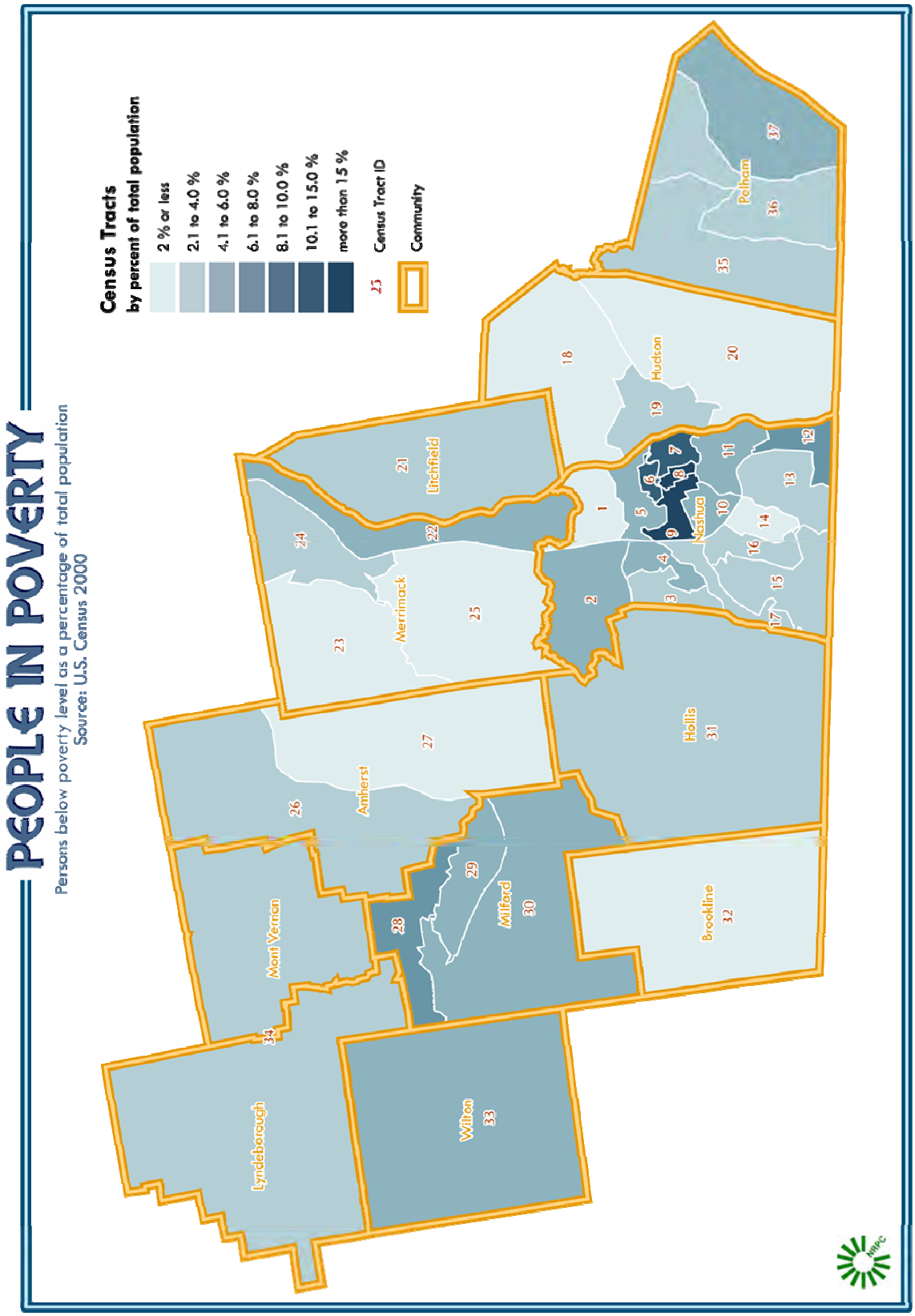


Figure 6: No Vehicles Available, 2000 Census Data

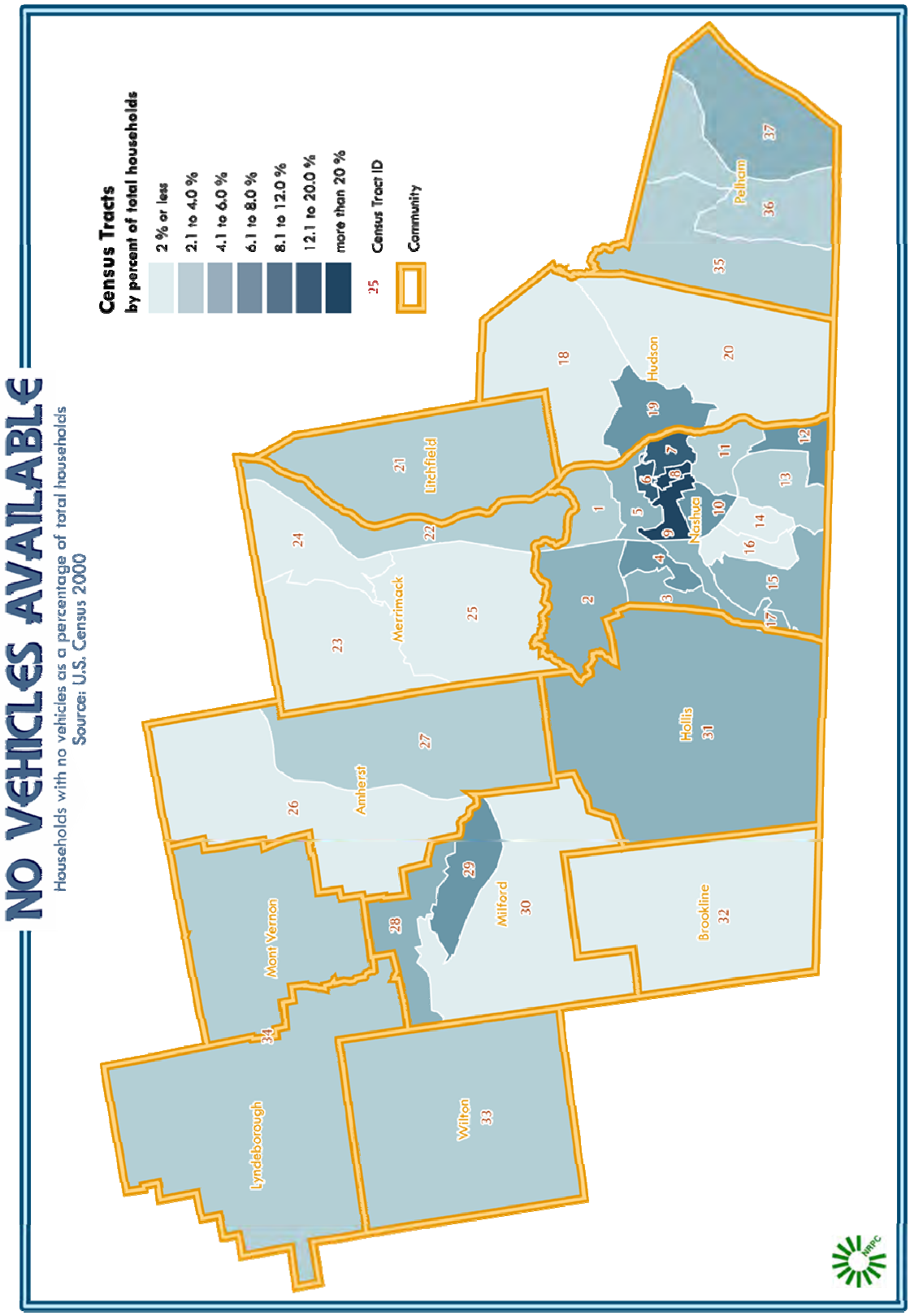


Table 2: Town Wide 2000 Census Data

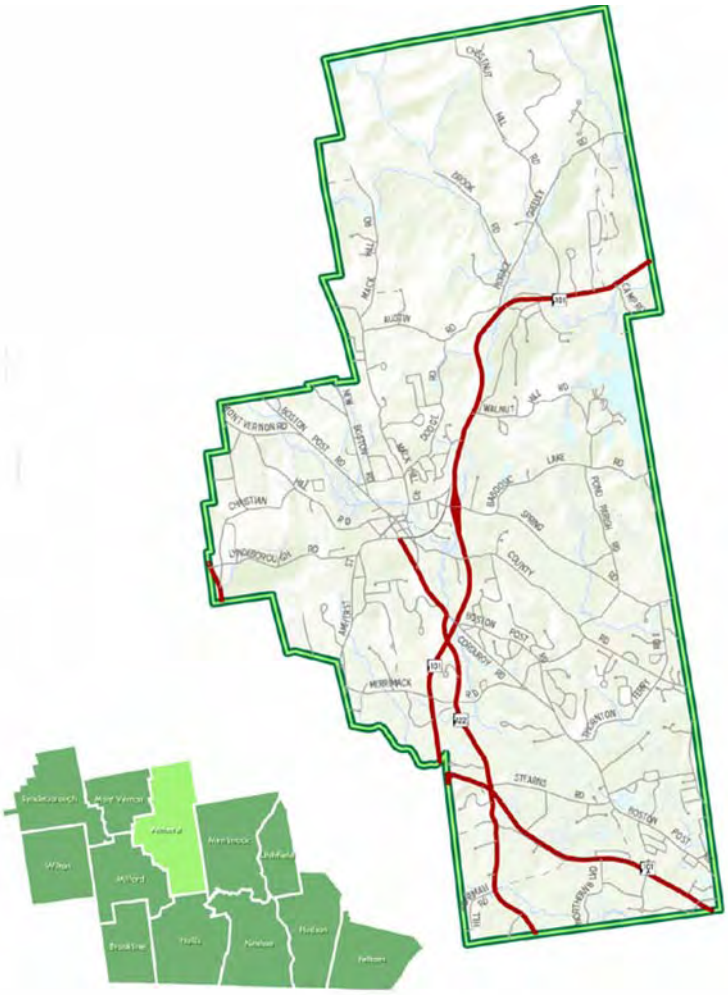
	2000 Population	Households	Population age 65 and Over	%	Population Ages 12-19	%	Disabled	%	Median HH Income	Per Capita Income	Poverty	%	No Vehicles per Household	%
Amherst	10,769	3,590	774	7.2	1,586	14.7	1,567	15.5	$89,384	$ 35,531	201	1.9	82	2.3
Brookline	4,181	1,343	210	5.0	515	12.3	811	21.4	$77,075	$29,272	33	0.8	9	0.7
Hollis	7,015	2,440	586	8.4	771	11.0	984	15.0	$92,847	$44,936	184	2.6	105	4.3
Hudson	22,928	8,034	1,845	8.0	2,410	10.5	4,571	21.5	$64,169	$25,696	534	2.3	282	3.5
Litchfield	7,360	2,357	239	3.2	1,021	13.9	841	12.6	$73,302	$25,203	153	2.1	81	3.4
Lyndeborough	1,585	560	119	7.5	194	12.2	326	22.0	$59,688	$27,169	52	3.3	11	2.0
Merrimack	25,119	8,832	1,485	5.9	3,108	12.4	5,111	21.8	$ 68,817	$27,748	479	1.9	128	1.4
Milford	13,535	5,201	1,276	9.4	1,634	12.1	3,294	26.2	$52,343	$24,425	698	5.2	236	4.5
Mont Vernon	2,034	693	174	8.6	245	12.0	451	23.6	$71,250	$30,772	40	2.0	19	2.7
Nashua	86,605	34,614	10,069	11.6	9,359	10.8	24,155	29.8	$51,969	$25,209	5,743	6.8	2,877	8.3
Pelham	10,914	3,606	847	7.8	1,351	12.4	2,675	26.5	$68,608	$25,158	331	3.0	112	3.1
Wilton	3,743	1,410	402	10.7	434	11.6	1,112	31.9	$54,276	$26,618	157	4.2	48	3.4
Region	195,788	72,680	18,026	9.2	22,628	11.6	45,898	25.1	n/a	$26,996	8,605	4.4	3,990	5.5
State	1,235,786	547,024	148,039	12.0	141,197	11.4	330,915	28.9	$49,467	$23,844	78,530	6.4	27,360	5.0

C. COMMUNITY ANALYSIS

1. Amherst

Amherst had the highest percentage of youth in the region, comprising 14.7% of the total population, while the elderly comprised only 7.2% of the total population. This is below both the region and state figures for the elderly population of 9% and 12% respectfully. Amherst also has a low percentage of residents with disabilities, or in poverty. The Town does have a high automobile availability and high median incomes.

The 2003 Regional Transit Plan determined that general public transit needs in Amherst are not significant enough to warrant fixed route service. This is primarily due to the fact that land uses in the Town exist at relatively low density. Human service transit needs that exist in the Town on the basis of the demographic analysis are primarily senior citizens needing regular transit service to access Milford and Nashua for personal needs and medical trips. Amherst is currently served by Friends in Service Helping (FISH). FISH provides automobile services to anyone in need of transportation. The YMCA also provides transportation services in Amherst. Transportation by bus for children from local schools and neighborhoods to the YMCA is available as well as transportation by bus from the agency to field trips.



2. Brookline

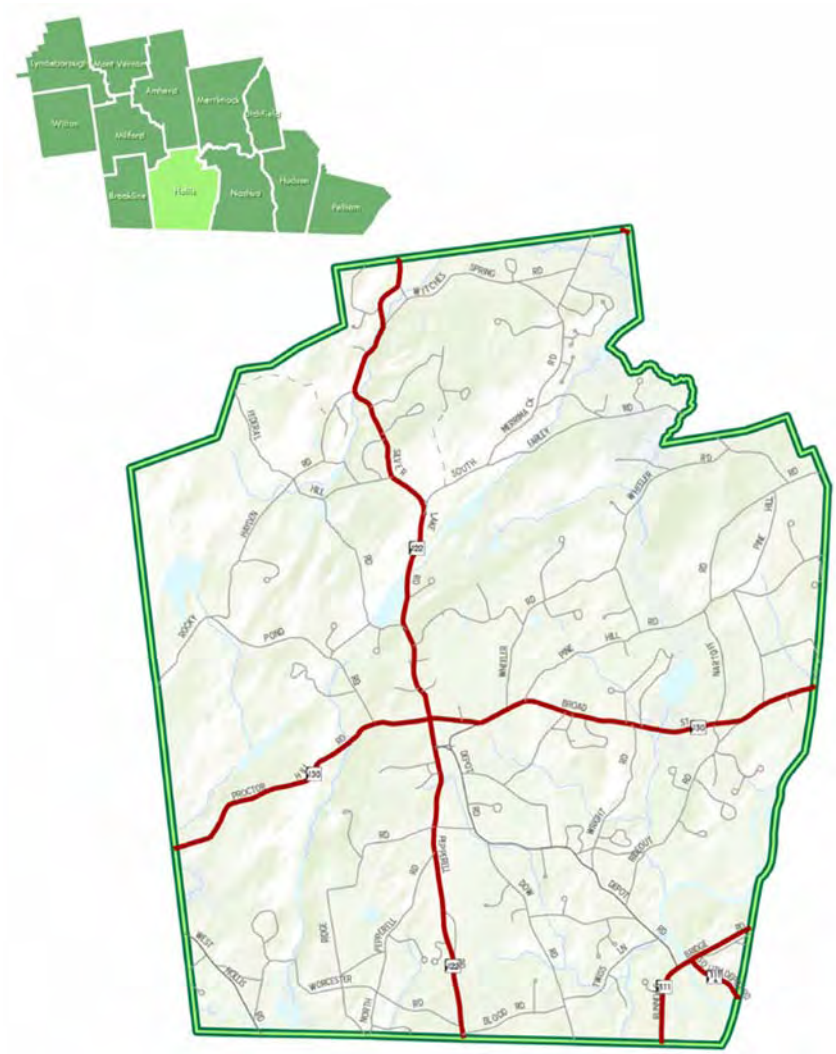
Its proximity to employment opportunities within the region and the state of Massachusetts as well as its school system has attracted families. Brookline's transit needs are similar to Amherst's. Poverty rates and lack of vehicle availability are very low in the town. The elderly population comprised 5% of the population, well below the state rate of 12%, while the youth population comprised 12.3% of the population, slightly higher than the state rate of 11.4%. The disabled population rate is moderate at 21.4% of the population; however this is still well below the region and state rates of 25.1% and 28.9%. The Town is not developed at sufficient density to support fixed route transit services at this point in time. The transit needs that exist in the Town on the basis of the demographic analysis are primarily senior citizens and people with disabilities needing regular transit service to access Nashua for personal needs and medical trips and potentially after school transportation options for youth.

Currently there are no human service transportation agencies serving Brookline.

3. Hollis

Hollis has a youth and elderly population just below the regional average, a low percentage of residents with disabilities, and in a state of poverty, and a moderate rate of automobile availability, with 4.3% of households without a vehicle. Residents also have an extremely high median income contribute to a relatively low general transit need town wide. Again, the primary transit need in Hollis is for regular service to Nashua to allow elderly residents to make trips for personal or medical purposes.

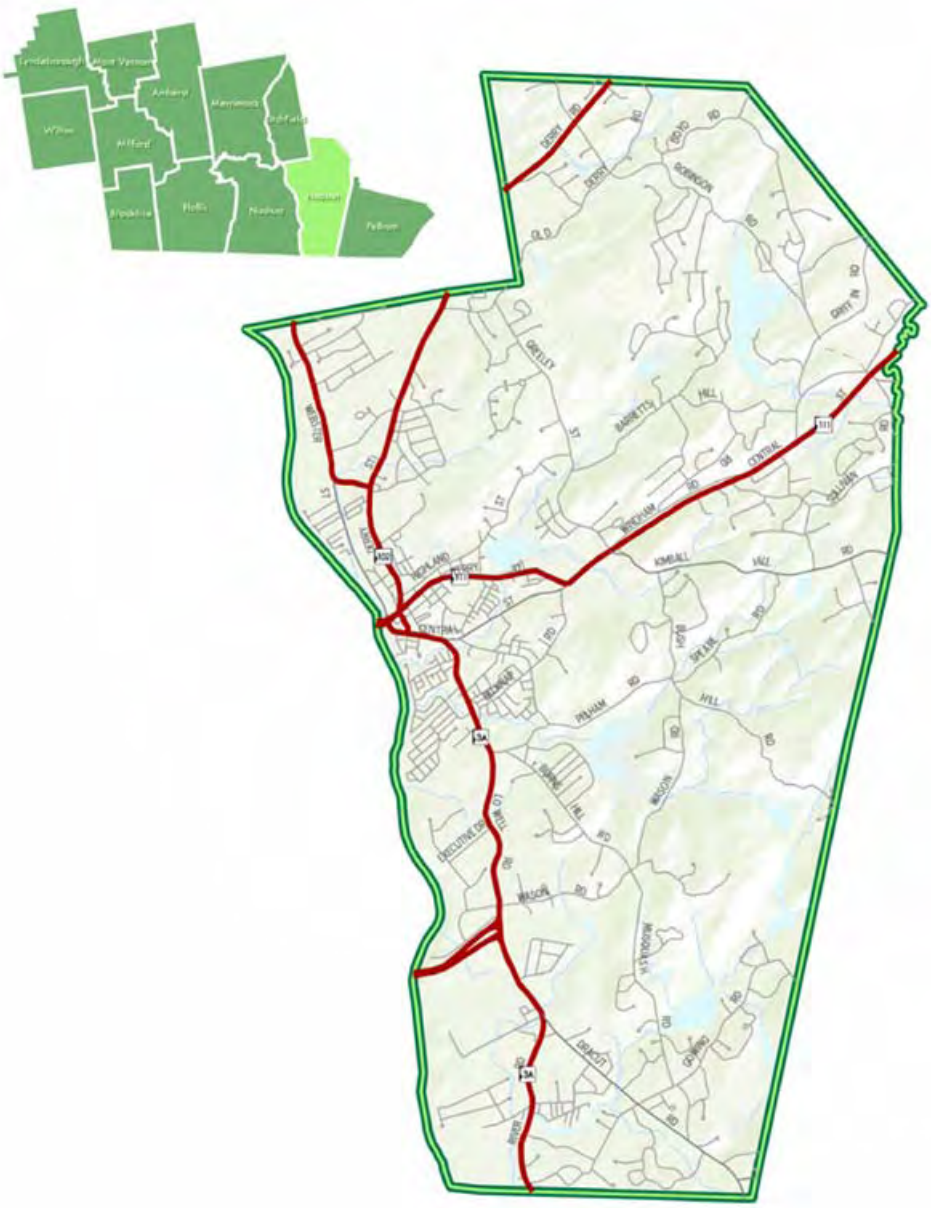
At this time there are no human service transit providers serving the elderly population of Hollis. The youth population is served via the YMCA transportation services. Transportation by bus for children from local schools and neighborhoods to the YMCA is available as well as transportation by bus from the agency to field trips.



4. Hudson

Hudson's downtown is located just on the other side of the Merrimack River from downtown Nashua, and is relatively dense compared with the region. Census tracts 19, including the downtown area, are home to a high concentration of disabled persons with median incomes of less than $50,000, and a moderate percentage of households with no vehicle available. These factors in Hudson necessitate a high level of human service transit service.

The Nashua Transit System is providing limited demand response services to the Town of Hudson. In addition, the youth population is served via the YMCA transportation services. Transportation by bus for children from local schools, and neighborhoods to the YMCA is available as well as transportation by bus from the agency to field trips.

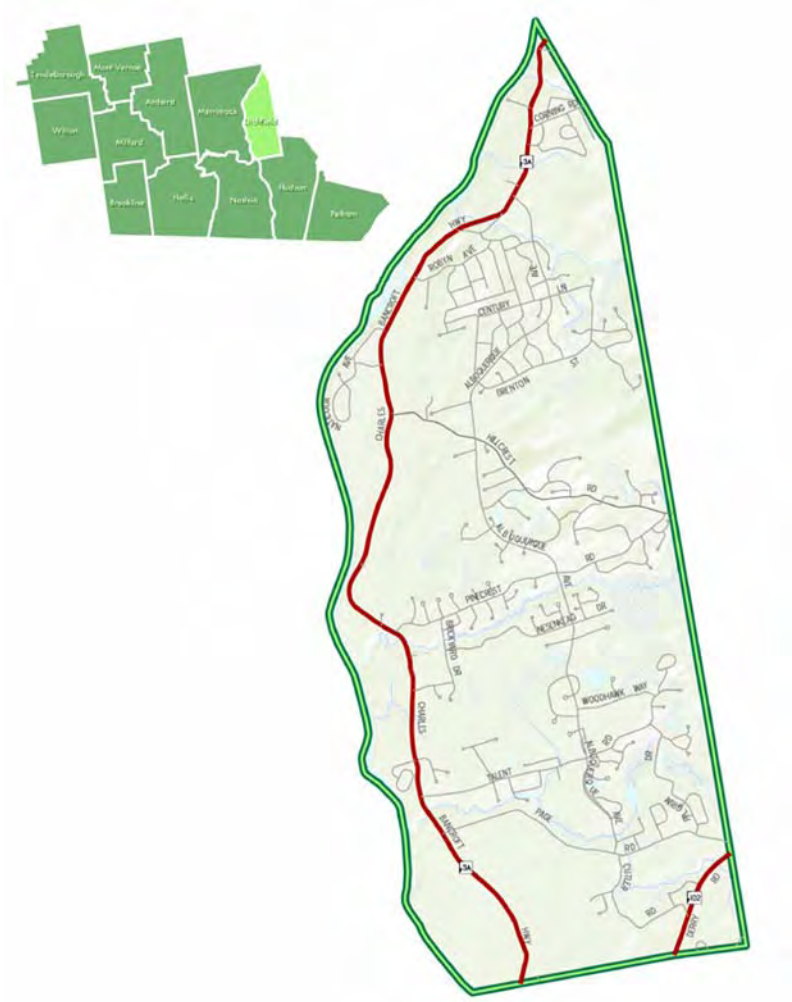


5. Litchfield

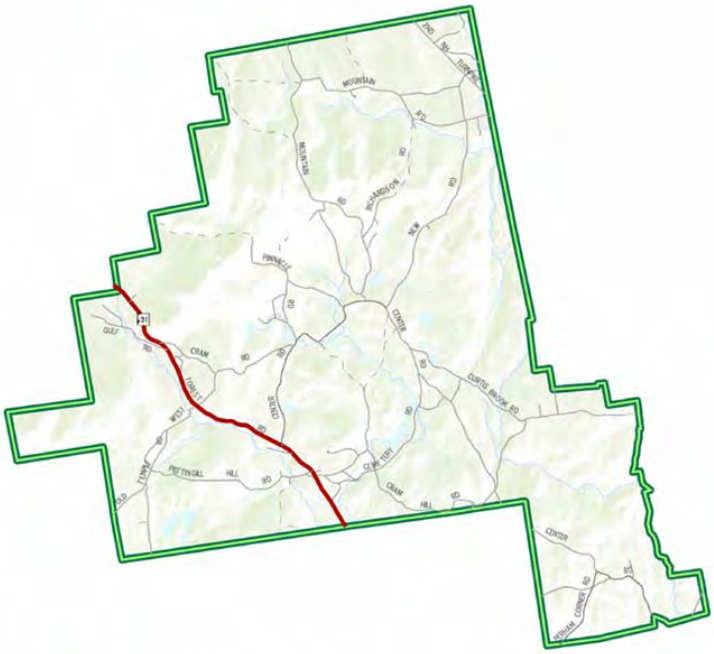
At 3.2%, Litchfield has the lowest percentage of elderly residents in the region, and the second highest rate of youth at 13.9%. Litchfield has the lowest rate of residents with disabilities, and low overall poverty rates, a relatively high median income and a moderate rate of households without automobiles at 3.4%.

Although the population of elderly residents in Litchfield is relatively low the transportation needs of Litchfield's elderly is unique due to the geography and land development patterns of the Town. The lack of crossings of the Merrimack River combine with the rural nature of the Town require the elderly population to travel often and longer distances to meet their basic needs. Currently there are no human services agencies providing transportation in Litchfield.

The youth population faces similar obstacles as the elderly population. However the YMCA does provide transportation services to Litchfield. Transportation by bus for children from local schools, and neighborhoods to the YMCA is available as well as transportation by bus from the agency to field trips.



6. **Mont Vernon and Lyndeborough**
   Lyndeborough and Mont Vernon are located in the northwestern corner of the region. These two towns have a youth population just above the regional average and an elderly population just below the regional average. The percentage of residents with disabled status is slightly lower than the regional total, and the poverty rate is well below the regional rate. Lack of services in the immediate communities emphasizes the need for human service oriented transit. Human service transportation needs in Lyndeborough and Mont Vernon are currently being served by FISH.

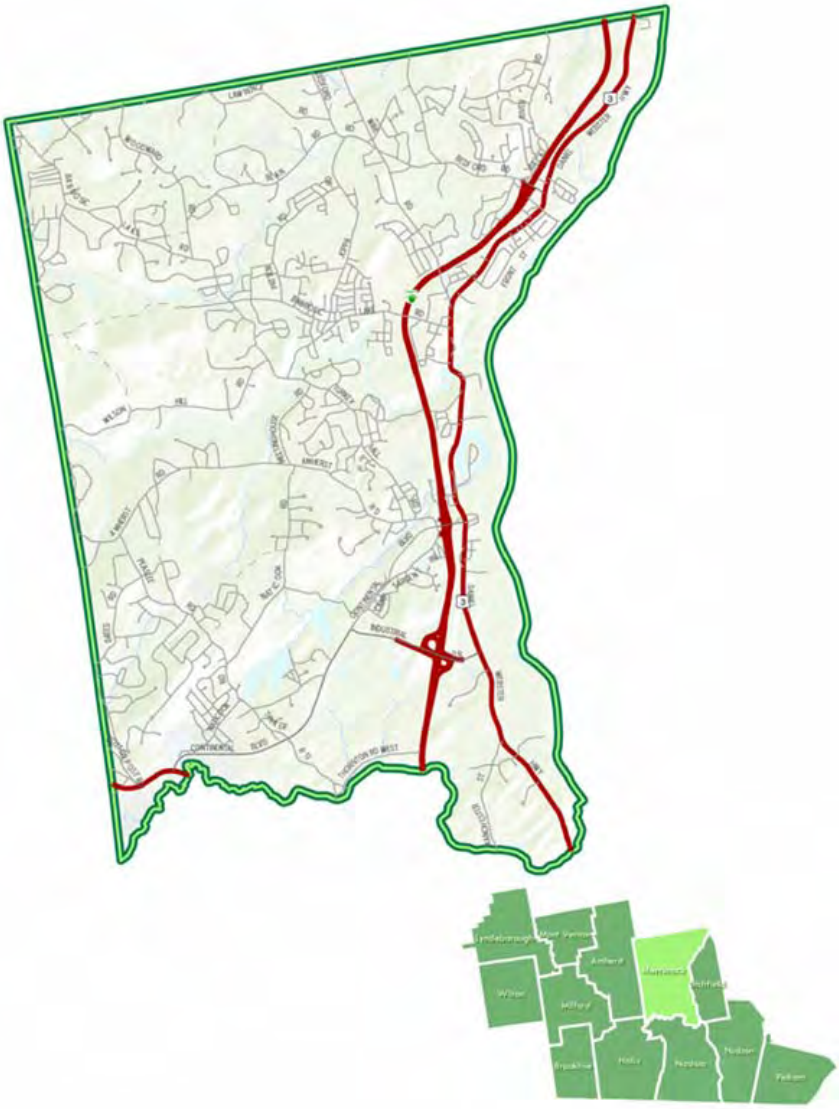


7. Merrimack

The eastern most portion of Merrimack on either side of Daniel Webster Highway, bounded on the east by the Merrimack River, is home to a population with transit need. This area contains a significant number of apartments and has a higher density than the region. The area has a low percentage of youth and a high percentage of elderly residents with a moderate rate of residents in poverty and with disabilities. Median household incomes are lower than other areas in the region. Merrimack's proximity to downtown Nashua and direct access along Concord Street and US 3 make this an ideal location for future fixed route transit service as well as expanded human service transportation services.

Merrimack is currently being served by Nashua Transit Service through a limited demand response service. In addition Harbor Homes provides transportation for the elderly and disabled. Meals on Wheels primarily provides transportation to the nutrition programs and provides limited transportation (if program allows) to shopping and medical destinations in Merrimack.

The youth population is served by the YMCA through transportation by bus for children from local schools and neighborhoods to the YMCA as well as transportation by bus from the agency to field trips.

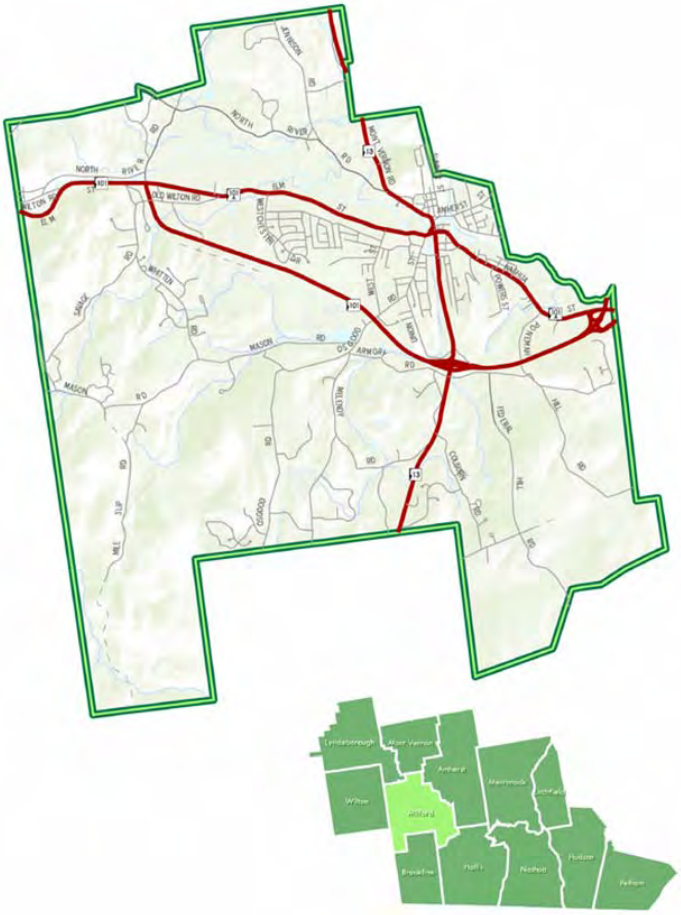


8. Milford

Milford has a relatively large population and serves as a sub-regional center for the western part of the region with a diverse population facing a variety of transit needs. The area surrounding the Oval (tract 29) has a high concentration of apartments and rental properties and has a correspondingly high disabled population and persons in poverty status. Median household income is very low with a median household average of $46,324 and 6.3% of households who do not have vehicle availability. Transit needs also exist to a lesser degree west of the Oval.

Milford's elderly and disabled population are currently being served by FISH, Care Ride Wheel Chair Transportation and Pillsbury Homes. Each of these services is providing transportation to elderly and disabled individuals to and from medical appointments. Care Ride Wheelchair transportation provides door to door services for its clients. Meals on Wheels provides transportation to their nutrition programs in Milford.

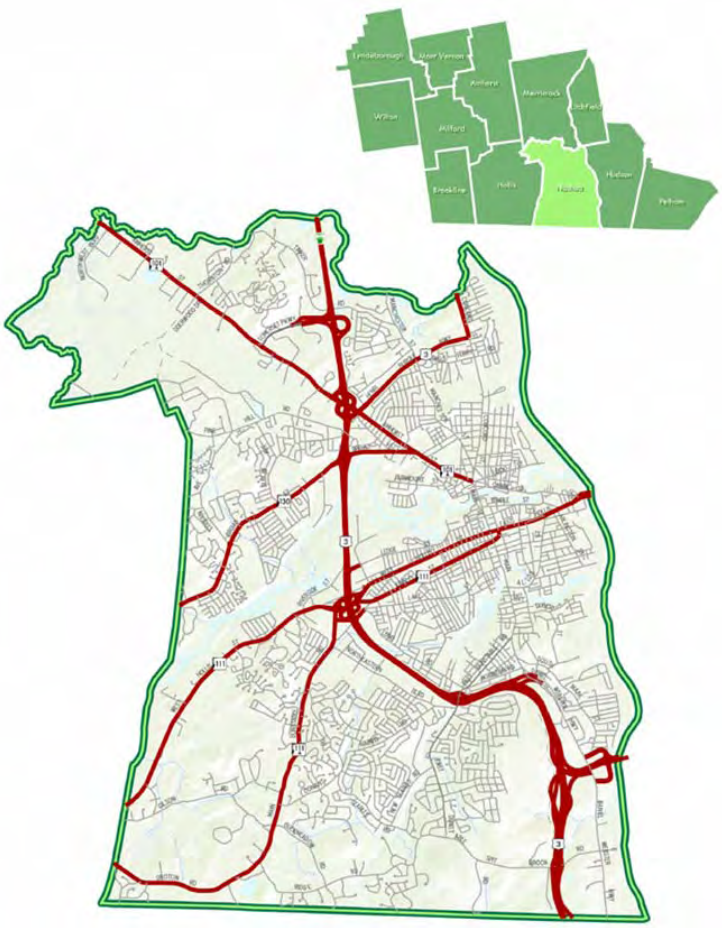
Establishing a full day fixed route service would assist this community in best meeting the needs of households with limited incomes, limited vehicle availability and the disabled population.



9. Nashua

Nashua is the urban core of the region and home to the largest and most diverse population within central southern New Hampshire. As with most urban areas, some portions of the City have a higher concentration of low income, elderly and disabled residents and thus a greater need for public transit and human services transit, such as in the urban core found in the downtown. The 2003 Regional Transit Plan identified the highest need in a rectangular area straddling the north and south side of NH 111 and the east and west sides of Main Street. Other areas ranking high for transit needs include the southeast corner of the City, along Amherst Street east of the F.E. Everett Turnpike, and areas along NH 130 and NH 111. Citybus currently operates fixed route service in close proximity to these areas.

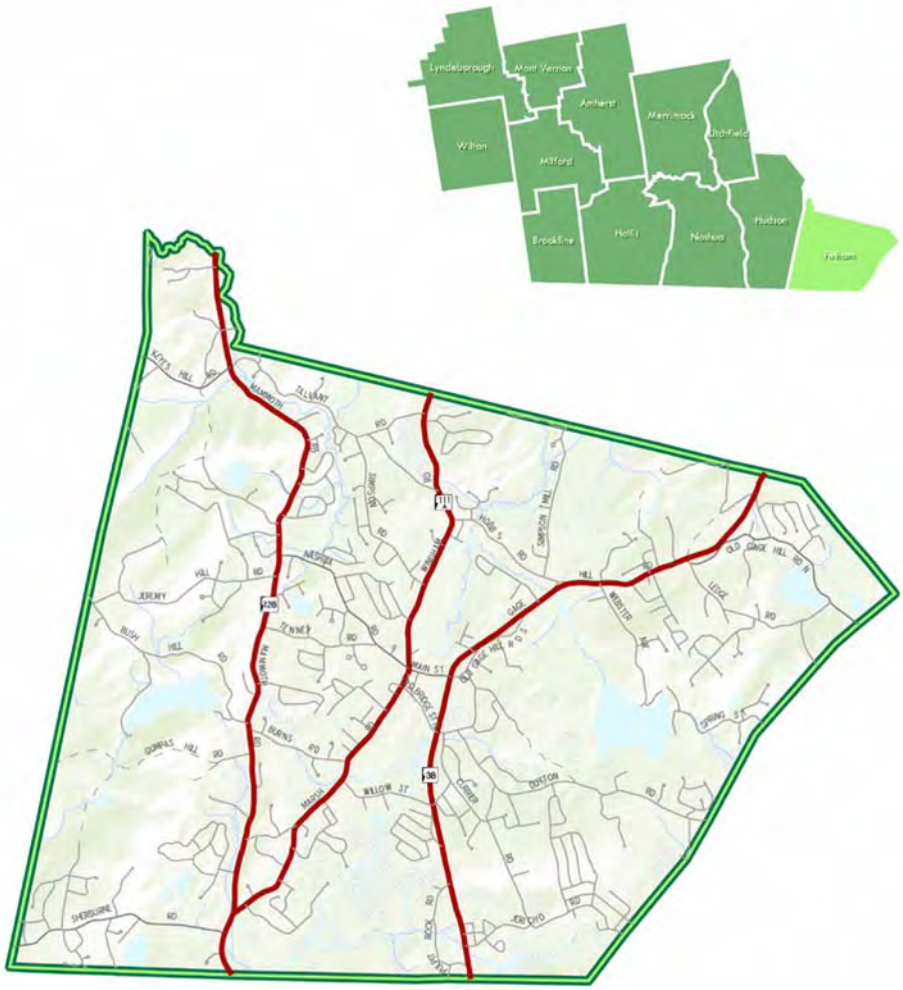
In addition to the Nashua Transit System, human service transportation services are provided by FISH, the YMCA, Harbor Homes and the Care Wheelchair Transportation.



10. Pelham

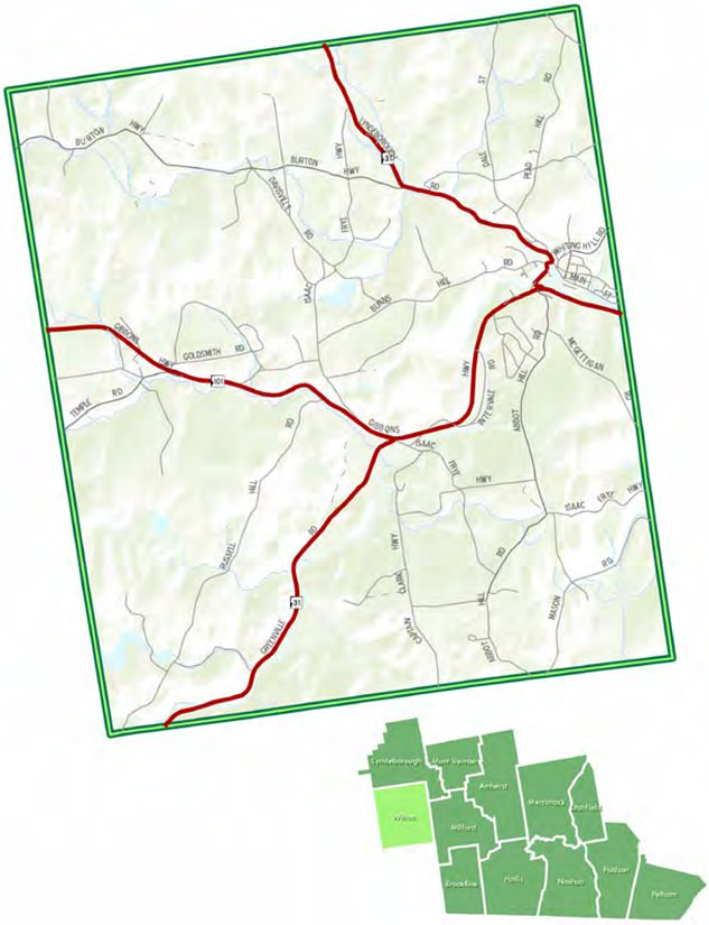
Pelham has a slightly higher percentage of youth and a slightly lower percentage of elderly residents than the regional averages. The percentage of disabled persons is slightly higher than the regional average, median household incomes are relatively high, poverty is low and vehicle availability is good.

Pelham is now being served by the Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART). CART is a regional transit brokerage. In brokerage system, the broker serves as the single point of contact where individuals needing rides can call. The broker coordinates scheduling for multiple agency vehicles that operate in the region, and assigns the ride to the most appropriate vehicle based on cost, geography, and other factors.



11. Wilton

Downtown Wilton shows a need for human service transit services. Wilton has the second highest elderly population and the highest percentage of disable residents at 31.9%. Median incomes are low, and 3.4% of households do not have vehicle availability. Public transit needs exist in Wilton, however the significant distance and time to travel to Nashua may limit ridership and cost effectiveness on a fixed route. Therefore human service oriented transit service may be a more effective way to mobilize the elderly and disabled population in Wilton. FISH is currently the only human service transit provider serving Wilton.



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V. TAKING STOCK OF COMMUNITY NEEDS

This chapter provides a summary of the September Transportation Luncheon, the results of the Community Self Assessments (completed at the September meeting), identifies existing transportation services, and areas of the region in greatest need of public transportation. At the September Luncheon, participants discussed existing transportation needs including destinations, funding, interagency coordination, and other needs. Participants also identified what the region currently does well and what could be done better.

United We Ride has developed a series of guides to assist in the development of the Locally Coordinated Transportation Plan. The Community Self Assessment is intended to be used as a first step in getting participants to think about the existing transportation system in the region. Time was allotted at the September meeting for participants to complete the survey. The survey was broken into five categories including: 1) Making Things Happen by Working Together; 2) Taking Stock of Community Needs and Moving Forward; 3) Putting Customers First; 4) Adapting Funding for Greater Mobility; and 5) Moving People Efficiently. The Self Assessment helps the group identify what measures are in place and what needs to be implemented to improve the existing system. The results have been summarized below.

As part of the initial assessment, all of the existing transportation services have been identified below. Nashua Transit System provides the vast majority of trips in the region; however, their fixed route service is only available in Nashua with limited demand response service in Hudson and Merrimack. A number of smaller services also provide a vital link in the regional transportation system, providing trips to adult day programs, the youth population, and residents of various facilities. However the regional transportation network does not cover all the needs in the region.

In 2003 the Nashua Regional Planning Commission developed a Transit Plan for the Nashua Region. As part of the planning process, a detailed analysis was conducted and specific recommendations were identified to meet the greatest transportation needs in the region. This chapter provides a detailed summary of existing needs, what the region is doing to provide an effective transportation network, what could be done better, an inventory of existing services and future recommendations.

A. INPUT FROM THE SEPTEMBER TRANSPORTATION LUNCHEON

At the September Luncheon a roundtable discussion was conducted to identify existing transportation needs throughout the region as well as what the region currently does well and what they could do better.

1. EXISTING NEEDS

Destinations

- The most common need expressed by agency representatives is the need to transport their clients to medical services, followed by the need for transportation to childcare, work and shopping activities.
- There is a need to increase the range and frequency of service of the public transportation network in the region. More specifically, there is a need for transportation to and from destinations outside the City of Nashua. Additionally, there is a need for increased transportation connections between rural towns in the region. Transportation also needs to be made available for longer hours during the day; service needs to begin earlier in the day and continue later into the evening.

Funding

- Additional sources of funding need to be identified. Most funding for public transportation is from federal sources and therefore state and local funding needs to be increased.
- There also needs to be more flexibility in the allowable uses of the available funding.
- Agencies can't always afford the cost of programs that they would like to provide.

Interagency Coordination

- Even though there is coordination in some cases between agencies, there is a need for increased and better coordination.

Other Existing Needs

- There needs to be more access, in general, to modes of alternative transportation (something other than private vehicles).
- Children need transportation to destinations such as the YMCA as well as other destinations.
- Local medical facilities have a need to provide transportation for discharged patients that cannot drive due to medical treatments.
- There is a need for more volunteer drivers to fill existing gaps.

2. WHAT DO WE DO WELL?

- Human services providers do a good job tailoring their services to client needs.
- There is good "pooling" of services which has created a good social services network.
- The Nashua demand response system provides excellent service to its clients.
- The Nashua Transit System (NTS) communicates well with its clients.

3. WHAT COULD WE DO BETTER?

- Regional communications should be improved.
- Transportation services beyond the City of Nashua need to be increased. The need is for transportation to medical services, employment, shopping and social services.
- Improve transportation between rural communities. Not all individuals in need of transportation services need to go to Nashua.

B. COMMUNITY ASSESSMENTS

At the September Transportation Luncheon, meeting attendees completed the United We Ride Community Self Assessment. This assessment assists participants in identifying how the region works together to provide transportation services and where gaps exist.

The following are key points from the assessment:

1. The community self-assessment survey has 5 components. Section 1 is called *Making Things Happen by Working Together*. The driving factor underlying this section is the notion that individuals and organizations are the catalysts for envisioning, organizing, and sustaining a coordinated system that provides mobility and access to transportation for all. Respondents were asked 5 questions in this section of the survey. The first question asked if leaders and organizations have defined the need for change and identified a vision to deliver coordinated transportation services. Most (9) respondents said that this concept needs either some action or significant action and 1 said this notion needs to begin, meaning that no action has yet to take place at all.

The remaining questions in Section 1 where about whether the framework and guidelines exist for bringing together transportation providers, agencies and consumers; whether there is sustained support for coordinated transportation planning; and whether there is growing interest and commitment to coordinating human service transportation trips and maximizing resources. The general consensus on these issues was that at least some action needs to be taken to develop each of these concepts.

When respondents were asked to summarize their attitudes regarding the issues in Section 1, Making Things Happen by Working Together, 5 said this concept needs significant action, 3 said at least some action and 1 said it is done well.

2. Section 2 is called *Taking Stock of Community Needs and Moving Forward*. The driving factor underlying this section is the notion that there needs to be an established assessment process that identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the targeted populations and opportunities for improvement. Respondents were asked 10 questions in this section. The first question asked if there is an inventory of community transportation resources and programs that fund transportation services. Five respondents said this concept needs action and 3 said it is already done well. When asked if there is a process for identifying duplication of services, underused assets and service gaps 9 of 10 said this process needs significant action or at least some action. When asked if the specific transportation needs of various target populations are well documented 8 of 10 said this needs some or significant action. When asked if transportation line items are included in the annual budgets for all human service agencies that provide transportation services 6 of 8 respondents said some or significant action needs to take place. Regarding the notion of transportation users participating in the community transportation assessment process, 2 said this needs significant action, 2 said at least some action and 3 said this is done well.

When respondents were asked to summarize their attitudes regarding the issues in Section 2, Taking Stock of Community Needs and Moving Forward, 4 said this concept needs significant action, 3 said at least some action and 1 said it is done well.

3. Section 3 is called *Putting Customers First*. The driving factor underlying this section is the notion that customers, including people with disabilities, older adults, and low-income riders, have a convenient and accessible means of accessing information about transportation services. Respondents were asked 5 question sin this section. The first question asked if the transportation system has an array of user-friendly and accessible information sources. Six of 11 respondents said that this issue needs some or significant attention, and 3 said this issue "needs to begin" meaning it hasn't been addressed at all. When asked if travel training and consumer education programs are available on an ongoing basis, 3 said this needs some attention 1 said significant action and 3 said the issue hasn't been addressed. When asked if there is a seamless payment system that supports user-friendly services and promotes customer choice, 2 said this issues needs some action, 3 said it needs significant action and 3 said it needs to be begun. When asked if marketing and communications programs are used to build awareness and encourage greater use of the services, 2 said this issue needed some attention 3 said significant attention and 3 said this issue is well done.

When respondents were asked to summarize their attitudes regarding the issues in Section 3, Putting Customers First, 5 of 8 said this needs some or significant action and 2 said this is done well.

4. Section 4 is called *Adapting Funding for Greater Mobility*. The driving factor underlying this section was about whether innovative accounting procedures are employed to support transportation services. The first question in this section asked if there is a strategy for systematic tracking of financial data across programs. Three of 6 respondents said that this issue needs significant action and 3 said this issue needs to begin to be addressed (implying that nothing is being done at this time).

When respondents were asked to summarize their attitudes regarding the issues in Section 4, *Adapting funding for Greater Mobility*, 4 said action needs to be begun on this issue, 2 said significant action needs to be taken and 1 said at least some action needs to be taken.

5. Section 5 is called *Moving People Efficiently*. The driving factor underlying this section was the notion of whether multimodal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers. The first question in this section is about whether arrangements had been made among diverse providers to offer flexible services that are seamless to customers. Five respondents said that this issue needs to be begun, 1 said that this issue needs significant action and 2 said it needs at least some action. The second question asked if support services are coordinated to lower costs and ease management burdens. Three respondents said this issue needs to be begun, 3 said significant action needs to be taken and 1 said at least some action should be taken. When asked if there is a centralized dispatch system 5 said this needs to be begun and 3 said at least some action should be taken. When asked if facilities have been located to promote safe, seamless and cost-effective transportation services 2 respondents said that this issued needs significant action 4 said at least some action.

When respondents were asked to summarize their attitudes regarding the issues in Section 5, *Moving People Efficiently*, 2 said action needs to be begun, 2 said significant action needs to be taken, and 3 said at least some action needs to be taken.

C. EXISTING TRANSPORTATION SERVICES

Transportation Services in the Greater Nashua-Milford Area are largely provided by Nashua Transit System (NTS). NTS provides both fixed route and demand response service throughout the City of Nashua and limited demand response to Hudson and Merrimack. The following is a list of transportation services available in the region:

1. Friends in Service Helping (FISH)

- Automobile transportation provided to anyone who needs it – this is a volunteer service
- Towns served: Amherst, Lyndeborough, Milford, Mont Vernon, Nashua, Wilton,

2. Nashua Transit System (NTS)

- Fixed Route Service, Demand Response,
- Towns served: Nashua – (Fixed Route and Demand Response)
  Merrimack and Hudson – Demand Response

3. YMCA

- Transportation by bus for children from local schools, neighborhoods to the YMCA.
- Transportation by bus from agency to field trips
- Towns served: Amherst, Hollis, Hudson, Litchfield, Merrimack, and Nashua.

4. Pillsbury Homes
- Automobile service for housed clients to medical appointments.
- Towns served: Milford, Peterborough

5. Harbor Homes
- Automobile service for housed clients.
- Towns served: Hudson, Milford, Merrimack, and Nashua.

6. Care Ride Wheelchair Transportation
- Wheelchair transportation (door-to-door and escort service)
- Towns served: southern NH including Amherst, Nashua, Hollis, Milford, and Pelham.

7. Caregivers
- Provide mostly medical related transportation services to the frail, elderly and disabled.
- Towns served: greater Nashua and greater Manchester.

8. Care Plus
- Provides non-emergency wheelchair and ambulance transportation services to medical appointments and medical facilities.
- Towns served: Entire State of New Hampshire.

9. Rockingham Ambulance
- Provides non-emergency wheelchair and ambulance transportation services to medical appointments and medical facilities.

10. Meals on Wheels
- Primarily provides transportation services to their nutrition programs in Merrimack and Milford.
- Provides limited transportation services via van to shopping and medical destinations in Merrimack.
- Towns served: Merrimack and Milford

11. Derry-Salem Cooperative Alliance for Regional Transportation (CART)
- New brokerage transportation service in the greater Derry-Salem area.
- Towns served in our region: Pelham.

D. TRANSIT PLAN FOR THE NASHUA REGION

NRPC completed the Transit Plan for the Nashua Region in 2003. This planning process identified transit needs for Nashua and the surrounding region through an on-board ridership survey and a detailed demographic analysis. Following are three lists. The first list includes goals to expand transit service in the region, the second list identifies transit needs on a town by town basis and the third list identifies proposed service improvements.

1. In the development of the Transit Plan for the Nashua Region, the following transit system **goals** were identified:
   - Expand service hours.
   - Increase frequency of service.
   - Improve the efficiency, security and rider amenity of the transit vehicles by implementing on-board passenger information systems, automatic vehicle location/mobile data systems, on-board security systems and "clean diesel" engine technology.

- Provide passenger information at bus stops.
- Provide shelters at the highest use bus stops.
- Build a permanent headquarters/garage for the transit system.
- Shift ambulatory riders from paratransit to fixed route service.
- Develop on-going funding sources for the JARC service between Westside Plaza in Nashua and the Milford Oval.
- Expand the transit service outside of Nashua based on the increasingly regionalized federal funding streams.

2. The Regional Transit Plan identifies areas of the region that have the highest potential transit **needs** based on the presence of demographic characteristics that are good indicators of transit need. Seven criteria were determined to be the best indicators of transit need in the region. These criteria were population density, youth population, elderly population, disabled status, median household income, poverty status and automobile availability. High concentrations of youth, elderly and disabled populations are good indicators of transit need because a high percentage of these populations do not drive private automobiles and in many cases are transit dependent. Low median household incomes are often directly linked to automobile availability. Automobile ownership is extremely expensive, and for many low income and poverty status individuals, private vehicle costs are prohibitive, and force them to be transit dependent. The following list identifies specific towns within the NRPC region and their corresponding transit needs.

- **Expansion within Nashua –** Nashua remains the area of the region with the highest concentration of transit need. Most of the areas of the region with the highest potential levels of transit need are in the downtown area of Nashua. As a result, expansion of service by extending service hours and by increasing service frequency would seem the highest priorities for better meeting transit needs.

- **Hudson –** Hudson seems to have the second highest overall level of transit need. In addition, due to the proximity of the highest transit need areas in Hudson with the highest transit need areas in Nashua, it may also be the easiest community to which to extend transit service.

- **Milford –** Although Milford is rather remote from the highest transit need areas in Nashua, it also has a high level of transit need. In addition, through the JARC program described in Chapter Three Milford already has some level of regularly scheduled transit service.

- **Merrimack –** Merrimack has an area of concentrated transit need in the northern section of the town along US 3.

- **Amherst and Wilton** – These communities have some level of transit need, but clearly not to the extent of the foregoing. Nonetheless, both these towns depend on Milford to some extent as a sub-regional center for shopping and services. Connection of these communities to Milford with a low level of service should be considered.

- **Hollis and Brookline** – These communities have a relatively low need for transit services compared with other areas in the region. But from the data it appears likely that a small resident population of elderly individuals could benefit from regularly scheduled service from both towns to Nashua and back to provide access to shopping and medical services.

3. Proposed **service improvements** for the region include the following items:
   - Decrease headways on City of Nashua routes.
   - Extend morning and evening service hours on City of Nashua routes.
   - Establish a Daniel Webster Highway Circulator in southern Nashua's retail area.
   - Provide limited fixed route service to Daniel Webster College and Nashua North High School.
   - Provide fixed route and demand response service between Nashua and Milford.
   - Establish a shared deviated fixed route service between Amherst, Milford and Wilton.
   - Establish a shared deviated fixed route service between Brookline, Hollis and Nashua.
   - Provide fixed route and demand response service between Merrimack and Nashua.
   - Provide fixed route and demand response service between Hudson and Nashua.
   - Enhance passenger amenities through additional bus shelters, updated bus stop signs with schedule information and lighting, and an on-board voice annunciation system.
   - Improve system security through the installation of video security cameras.
   - Develop a Transportation Demand Management/Vanpooling plan for the region.
   - Enhance Intelligent Transportation System technologies through traffic signal priority, transit vehicle tracking and electronic fare boxes.
   - Improve connections outside the region with access to Boston, Derry-Salem, Keene, Lowell, and Manchester.
   - Continue to develop the extension of the commuter rail from Lowell to Nashua.
   - Begin the development process for extending commuter rail from Nashua to Manchester.
   - Analyze the benefits and impacts of the regionalization of the existing transit system.
   - Develop a plan for addressing potential funding changes due to anticipated United States Census 2010 findings.

E. SUMMARY OF KEY ISSUES AND NEEDS

The vast majority of transportation trips are provided by Nashua Transit System (NTS). NTS provides fixed route and accompanying ADA demand response service within the City of Nashua. Limited demand response service is also provided to the Towns of Hudson and Merrimack. A number of other smaller services are available in some of the surrounding towns. Overall, agencies and transportation providers felt that many areas of Nashua were currently well served and most agencies were able to meet a large portion of their clients needs. However, additional services are needed to meet the transportation needs of the region, especially outside of Nashua.

A variety of people are in need of greater transportation services. People are in need of transportation services to access medical appointments, childcare facilities, employments sites, adult day programs, shopping destinations and social service agencies. Many people are transit dependent such as the youth, elderly, and disabled populations. It is very difficult for transit dependent people to reach social service agencies in Nashua when they live in outlying communities. Some agencies also noted that trying to provide people with reliable vehicles was very difficult. Older vehicles were more affordable; however they tend to have costly repairs and are less reliable. In addition some agencies raised concerns about the difficulty in finding and providing adequate transportation to adult day program clients. Service needs to be expanded within the surrounding communities with connections between these towns and Nashua.

The Transit Plan for the Nashua Region identified a number of areas with high transit needs. These areas included: downtown Nashua, NH 101 A and Exit 1 in Nashua, NH 3 along the Merrimack River in Merrimack, downtown Hudson, along NH 101 A and downtown in Milford, and downtown Wilton. Expanding transportation services beyond Nashua would be a step towards meeting these needs. This plan also developed a detailed list of recommended transportation services for the region.

Social service agencies throughout the region may benefit from coordinating transportation services to provide a higher level of service at a lower cost to more clients. The Federal government and the State of New Hampshire are supporting these efforts to combat the increasing costs of providing transportation services. As the existing population continues to age, there will be an increased demand to provide trips to medical, shopping, and adult programs destinations throughout the region. Transportation users and providers will need to collaborate and find ways to serve more clients at lower costs.

VI. MOVING FORWARD

A. INPUT FROM THE OCTOBER LUNCHEON

The second luncheon meeting was held to identify a list of potential future services, issues and needs currently facing the greater Nashua region. NRPC staff summarized the results from both surveys and recapped the input received at the September luncheon. The group brainstormed a list of transportation issues and needs to be addressed throughout the regions. The list was further broken down into three categories: 1) immediate; 2) short term; and 3) long term. Three immediate needs have been identified, Public Outreach, Funding and Coordination with State Coordinated Plan, and each of these has a corresponding action plan below. Immediate issues should be addressed over the next 1-2 years; short term needs over the next 2 to 5 years; and long term needs are identified as greater than 5 years into the future.

1. General Transportation Needs

Input from both surveys, social service agency staff and transportation providers at the luncheons held a common theme. Additional transportation options, beyond the automobile, need to be increased throughout the region. It was generally agreed upon, that although many service needs in Nashua are currently met, an increase in the frequency of service, hours of operation and destinations would greatly enhance service. Transportation needs to expand beyond the City of Nashua and preferably provide direct connections between the suburban and rural communities, without necessarily connecting with Nashua.

2. Immediate Transportation Issues/Needs (1-2 years)

- **Public Outreach** - Educate towns on the need for public transportation services. Education should include outreach to all members of the communities in the NRPC region including elected officials, town board members, potential clients, and the general public.

- **Funding** - Identify funding sources and coordinate funding opportunities amongst agencies if possible.

- **Implementation of State Coordinated Transportation Plan** – The State of New Hampshire is currently finalizing the draft State Coordinated Transportation Plan that encourages regional brokerage services as a means to pool existing transportation resources and provide the greatest level of service at the least cost. The NRPC region needs to align its efforts to be consistent with the state plan.

3. Short Term Transportation Issues/Needs (2-5 years)

- Identify duplication of services and underused assets.
- Identify transportation needs of various target populations.
- Develop a better system of transporting children to medical and dental appointments without parents.
- Utilize school buses during off peak times.
- Develop a dial-a-ride transportation program.
- Research insurance requirements and determine if more purchase power would be achieved through a group purchase.
- Pursue a statewide volunteer driver insurance policy, similar to what is implemented in Vermont.

- Expand existing transportation services outside of Nashua to provide service throughout the region.
- Increase transportation services for the elderly and disabled, including access to adult day programs.
- Provide direct connections between towns outside of Nashua.
- Educate towns, community members and elected officials on all funding opportunities (such as TANF).
- Address opportunities for coordination between providers.
- Increase the frequency of existing transportation services.
- Increased destinations within the region and beyond.
- Increased demand response service.
- Increased access to medical appointments.
- Provide expanded home to home service (frail clients and those who need a little extra assistance) and access to adult day service programs.

4. **Long Term Transportation Issues/Needs (5+ years)**
   - Service beyond the existing 12 member region with destinations to Manchester, Keene, Lowell and Boston.
   - Increase headways to reduce wait times between fixed route transit runs.
   - Increase service to meet the specific needs of the youth population.
   - Increase overall transportation services throughout the region.
   - Provide expanded home to home service.

5. **Action Plan #1 – Public Outreach**
   - **Who –** Outreach should be conducted to the entire community, public officials, clients, business owners, chambers of commerce, municipal conferences and at town meeting.
   - **What –** Outreach should include data supporting the cost benefit of supporting public transportation, the need for public transportation services, and a clear message.
   - **When –** Beginning of 2007 (could develop the committee as soon as possible).
   - **Where –** Throughout the entire region.
   - **Why (Goal) –** Support the expansion of transportation services throughout the region

6. **Action Plan #2 Funding**
   - **Who –** Pursue developments and funding opportunities at the federal, state, and local level as well as transportation providers and social service agencies.
   - **What –** Identify the available funding opportunities and sources and determine how we as a region can leverage these funds.
   - **Where –** Federal, state, regional, local and private funding sources.
   - **When –** Early 2007,
   - **Why (Goal) –** Utilize existing and new funding sources to their fullest extent.

7. **Action Plan #3 – State Coordinated Plan**
   - **Who –** Local providers and agencies in the region need to coordinate with the State Coordinated Transportation plan and outlined process for implementation.
   - **What –** Pool regional resources and coordinate with state's initiative.
   - **Where –** Communities within the greater Nashua and Milford region (NRPC region).
   - **When –** Spring of 2007
   - **Why (Goal) –** To increase the effective delivery of transportation services throughout the region and beyond.

B. STATEWIDE COORDINATION OF COMMUNITY TRANSPORTATION SERVICES

The state of New Hampshire and consultant Nelson/Nygaard have recently released the final draft Statewide Coordination of Community Transportation Services Plan. This plan outlines a system of developing of statewide brokerage system that aims to reduce overall costs while improving quality of service. The plan proposes the development of a number of councils: the State Coordination Council (SCC) and 8 – 10 Regional Coordinating Councils (RCC). Each council will be responsible for implementing transportation coordination for their jurisdiction. Each RCC would then direct a Regional Transportation Council (RTC) to serve as a brokerage and provide transportation services to the region.

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VII. CONCLUSIONS AND RECOMMENDATIONS

This planning process was conducted to ensure that input was received from a wide range of sources. In addition to contacting a large number of organizations, input and summaries were obtained via surveys, community assessments, transit luncheons, the Transit Plan for the Nashua Region (NRPC, 2003) and the Statewide Coordination of Community Transportation Services (Nelson/Nygaard and the State of NH – Draft September 2006). A number of themes were common to all these sources. It is clear that some needs are being met, but service needs to be expanded to fully meet the needs of the region. Public transit is readily available in the denser areas of Nashua; however service frequency, service hours and destinations could be expanded within the City. In addition a strong need for transportation services exists throughout the greater region as well, with connections between some of the outlying communities.

People from all demographic groups are in need of greater transportation services. In general, the youth, elderly and disabled populations have a higher percentage of transit dependency than the general population. Throughout the region, people need greater access to medical appointments; this is especially true for the elderly and disabled populations, as well as access to employment sites, child care facilities, adult day programs, shopping destinations, social service agencies and for general errands.

Through the transportation luncheons we were able to refine the survey data and identify three high priority issues that need to be addressed as a region over the next year and a half. These issues include: 1) Public Outreach and Education; 2) Funding and 3) Implementation of the State Coordinated Transportation Plan. The general consensus amongst the group was that funding and support of local, regional and state transportation services needed to be increased. Support for transportation services could be increased through a strong public outreach effort to all NRPC communities by educating elected officials, town board members, potential clients and the general public. All funding sources need to be identified and if possible coordinated amongst agencies to maximize benefits while keeping costs to a minimum.

The State of NH and Nelson/Nygaard has recently released a draft version of the Statewide Coordination of Community Transportation Services plan. This plan encourages regional brokerage services as a means to pool existing transportation resources to provide expanded services at a low cost. The group felt it was vital that the efforts of the Nashua region be consistent with and implement the statewide plan.

Once these key initial steps have taken place, it will be time for the region to begin looking at administrative issues, such as insurance needs and requirements, and expanding existing services or establishing new services throughout the region. Providing transportation options beyond Nashua will become increasingly necessary as the region's population continues to rise. Additional services will allow people to access medical appointments, employment sites, adult day programs, child care centers and social service agencies in Nashua and the region.

The greater Nashua and Milford region has a number of transportation services in place providing 385,000 trips annually. With the continued support of elected officials, board members, social service agencies, transportation providers and the general public, the region can continue to work together and bring greater mobility options to those who need them. The state's recent release of their draft Coordination Plan provides an excellent opportunity to begin an outreach and education effort on transportation issues in the region. We anticipate that this plan will form a basis for expanding the existing transportation network in greater Nashua.

The following is a list of recommendations to improve the existing transportation system in the greater Nashua and Milford region. They are broken down into three categories, Immediate (0-2 years), Short Term (2-5 years), and Long Term (5 + years).

A. RECOMMENDATIONS TO IMPROVE THE EXISTING TRANSPORTATION SYSTEM

Immediate (0 – 2 Years)

- Conduct public outreach and educate community members and elected officials about the need for public transportation.
- Identify funding sources and coordinate funding opportunities amongst agencies where possible.
- Implementation of State Coordinated Transportation Plan.

Short Term (2 - 5 years)

- Identify duplication of services and underused assets.
- Identify transportation needs of various target populations.
- Develop a better system of transporting children to medical and dental appointments without parents.
- Develop a Transportation Resource Guide available for distribution and posting on the web.
- Utilize school buses during off peak times.
- Develop a dial-a-ride transportation program.
- Research insurance requirements and determine if more purchase power would be achieved through a group purchase.
- Pursue a statewide volunteer driver insurance policy, similar to what is implemented in Vermont.
- Expand existing transportation services outside of Nashua to provide service throughout the region.
- Increase transportation services for the elderly and disabled, including access to adult day programs.
- Provide direct connections between towns outside of Nashua.
- Educate towns, community members and elected officials on all funding opportunities (such as TANF).
- Address opportunities for coordination between providers.
- Increase the frequency of existing transportation services.
- Increased destinations within the region and beyond.
- Increased demand response service.
- Increased access to medical appointments.
- Provide expanded home to home service (frail clients and those who need a little extra assistance) and access to adult day service programs.

Long Term (5 + years)

- Provide service beyond the existing 12 member region with destinations to Manchester, Keene, Lowell and Boston.
- Increase headways to reduce wait times between fixed route transit runs.
- Increase service to meet the specific needs of the youth population.
- Increase overall transportation services throughout the region.
- Provide expanded home to home service.

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APPENDIX A – MAY 11, 2006 MEETING

Locally Coordinated Meeting Minutes

05-11-06

Attendees:

Mark Sousa
Bob Jeniski
Lori Lorman
Kristi Gillette
Jenn Reale
Camille Pattison
Bernie Yacobucci

Ms. Pattison began the meeting by briefly describing that the development of the Locally Coordinated Plan by new Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) legislation. Mr. Yacobucci distributed the March 15, 2006 Federal Register notice which is the part of the SAFETEA-LU legislation for transit requirements.

Mr. Yacobucci distributed a summary of the Federal Register notice and explained the provisions of it as:

- For the New Freedom and Elderly Individuals and Individuals with Disabilities programs, SAFETEA-LU requires that projects selected be derived from a coordinated plan beginning in FY 2007.

- For JARC programs, however, there is no delay in the requirement that projects be derived from a coordinated plan, since a similar requirement was in place for JARC under TEA-21.

- Beginning in FY 2007, the requirement for a coordinated plan will apply fully to all three programs, requiring that projects selected for funding under the Elderly Individuals and Individuals with Disabilities, JARC, and New Freedom programs be ``derived from a locally developed, coordinated public transit-human services transportation plan'' and that the plan be ``developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.''

He went on to explain that the key elements of the plan are:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes.

- An inventory of available services that identifies areas of redundant service and gaps in service.

- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources.

- Prioritization of implementation strategies.

Discussion ensued among the group about some of the transit services the local hospitals provided and member organizations which should be contacted.

Ms. Pattison then distributed the State's Draft Technical Memorandum regarding its institutional and geographic framework recommended for the coordination of "community transportation."

She explained that the state has developed a statewide plan for coordinating human service agency transportation and publicly-sponsored transit services. Ms. Pattison said the statewide plan would set up a State Coordinating Council (SCC) which would oversee 9 Regional Coordinating Councils (RCC). Each RCC would then oversee a Regional Transit Coordinator (RTC). The proposed RTC for our region would be the City of Nashua.

She handed out the Locally Coordinated Public Transit Plan Summary which will be used as a framework for developing the Coordinated Transit Plan and discussed the seven specific tasks of the plan as:

- Identify stakeholders
- Create town profiles
- Identify community concerns
- Provide a detailed profile of existing services and users
- Develop a four year regional transit plan
- Plan documentation
- Final document

A *Framework for Action* guide was then handed out. It was explained that the *Framework for Action* guide would be used to help develop the plan. The group reviewed the assessment tools contained in the guide and discussed what elements were contained in the Locally Coordinated Public Transit Plan Summary. The group also identified some services which could be included in the Locally Coordinated Public Transit Plan.

Meeting adjourned at 2:20.

CP/kmb
#410-18

APPENDIX B – JUNE 1, 2006 MEETING

Locally Coordinated Meeting Minutes

06-01-06

Attendees:

Mark Sousa
Lori Lorman
Kristi Gillette
Jenn Reale
Camille Pattison
Sheila O'Riordan
Matt Waitkins
Bernie Yacobucci

The meeting began at 1:05.

Ms. Pattison reviewed the timeline for finishing the Locally Coordinated Transit Plan.

Some discussion revolved around where the public meetings should be held.

Mr. Waitkins distributed a draft list of approximately 60 organizations of potential stakeholders. The group reviewed the potential stakeholder list and updated the contact names, phone numbers. The group also identified the organizations which no longer existed or were reforming and identified additional stakeholder which should be included.

The group discussed various avenues to announce the formation of the stakeholders group. Some of the possible avenues included posting it on Nashua Regional Planning Commission's web site, newspaper ads, public access channel, and phone calling. The group also decided that once a stakeholder list had been finalized a mailing packet would be mailed to each organization. The packet would contain a description of why the plan would be written and description of the eligible programs which would be contained in the plan.

Mr. Waitkins distributed a draft stakeholder survey to the group. The group reviewed the survey and Ms. O'Riordan volunteered to help develop it further.

The group wanted clarification from the State regarding the Coordinated Transportation Planning Process. Some of the questions which arose included:

- What type of recommended goals should be in the final plan?
- Can all 12 towns in the NRPC region be included in the Locally Coordinated Transportation Plan instead of 9 which is in the statewide plan?
- Should the plan have general projects or be project specific.

Next meeting was set for June 22, 2006.

Meeting adjourned at 2:47.

CP/kmb
#410-19

APPENDIX C – JUNE 29TH, 2006 MEETING

NRPC **Locally Coordinated Meeting Minutes**

06-29-06

Attendees:

Kristi Gillette
Jenn Reale
Camille Pattison
Bob Jeniski
Bernie Yacobucci
Matt Waitkins

The meeting called to order at 1:45 pm.

The group reviewed that draft cover letter and draft survey that would be mailed out to social service agencies and transportation providers. It was discussed that the revised draft survey was too long and needed to be condensed prior to being mailed out. Ms. Pattison stated that she needed to add the description of funding options from Ms. O'Riordan into the cover letter and then it would be all set for the mailing.

Mr. Waitkins distributed the draft stakeholders list and the group commented and made final changes to the contact information.

Ms. Pattison also distributed a memo she developed, regarding the planning process for the Locally Coordinated Transportation Plan and how it related to the State of New Hampshire Coordinated Plan. The memo listed a number of questions with corresponding answers from Kit Morgan, with NH DOT.

Ms. Pattison reviewed the draft timeline for completing the Locally Coordinated Transportation Plan with the group.

The meeting adjourned at 2:30 pm.

CP/kmb
#410-20

APPENDIX D – September 13, 2006 Meeting

Locally Coordinated Meeting Minutes

09-13-06

Attendees:
Mark Sousa, NTS
Lori Lorman, NTS
Bob Jeniski, NTS
Janice Hill, NHSGN
Betsy Portash, Nashua Pastoral Care
Bob Mack, Nashua City Welfare
Lara Rice, Greater Nashua Workforce Housing Coalition
Mary Beth Smaha, Area Agency
Meghan Brady, St. Joseph's Comm. Serv.
Klass Nijhuis, Harbor Homes
Kit Morgan, NH DOT
Deborah Gosselin, So. NH Services
Donnalee Lozeau, So. NH Services
Suzanne Keller, So. NH Medical Center
Sue Hovling, Pelham Senior Center
Mike LaChance, YMCA
Pat Murphy, Town of Merrimack Welfare
Camille Pattison, NRPC
Steve Williams, NRPC
Matt Waitkins, NRPC
Bernie Yacobucci, NRPC

The meeting began at 12:07.

Camille Pattison opened the meeting with introductions and proceeded to go over the agenda item by item giving a brief explanation of each. Steve Williams introduced himself and explained to the group who NRPC is and what we do for the region (i.e., MPO explanation, types of planning). He informed the group of the concerns of the State in regards to basic transportation needs. Under SAFETEA-LU, the transportation reauthorization signed into law in 2005, NRPC is required perform specific transportation planning activities. Development of a Locally Coordinated Transportation Plan is one of these tasks. He explained how State and Federal government look at the same transportation issues, but are not coordinated and that by making the 2 processes compatible will help in changes to come.

Sue Hovling questioned if there was any federal bill in legislature currently that is in need of support. Steve Williams responded with a further explanation of the process and informed Sue that there was nothing that he was aware of. Kit Morgan spoke up saying there were 62 programs funding transportation but knew of nothing pending. Sue wanted to know if there was anything she could bring to a meeting she would be attending with her focus being transportation, with the National Council on Aging on funding for the elderly.

Kit explained that you have to have a list of prioritized projects to apply for 3 different types of transportation funding. Camille let the group know of the 3 types and gave a brief explanation of each.

New Freedoms (a new funding source) is for new service, beyond what is already required by law; JARC is for providing job access between urban and suburban areas; and Elderly and Disabled funding general provides capital to purchase vehicles.

Camille explained that agencies were contacted and received a Transportation Surveys was to collect information needed and required to develop the Locally Coordinated Transportation Plan. She then passed around a "United We Ride" survey for the group to complete during the meeting. For questions on the survey that did not apply, she asked that they leave them blank. She asked them to answer the questions with the Nashua Region in mind and gave everyone 15 minutes to complete the survey. Once the 15 minutes had passed, Camille moved on to the next item on the agenda: a roundtable discussion based on two questions. Below are the results of the discussion:

WHAT DOES THE GREATER NASHUA REGION DO WELL REGARDING PUBLIC TRANSPORTATION?

- Communication with Clients (NTS)
- Demand Response within the City of Nashua
- Tailoring to Clients Needs (by human service providers)
- "Pockets" of Needs are Met
- Good social Service Network
- Pooling Resources

Mark Sousa wanted clarification between regional and city. A member of the group spoke up saying that travel beyond Nashua is virtually impossible.

WHAT DOES THE REGION NEED TO DO BETTER REGARDING PUBLIC TRANSPORTATION?

- Regional Communications
- Regional Services
- Rural Transportation
- Beyond Nashua Providing Access to:
  - Work
  - Medical
  - Childcare
- Connect the "Pockets" Where Transportation is Well Provided

Camille moved onto #5 of the agenda, identifying the transportation needs of each agency and some barriers to transportation.

Nashua Care Center (transitional housing)

- Women need to get to school and work outside of Nashua.

Area Agency for Developmental Services

- Transportation from outside towns.
- Can't afford "care program".

Pelham Senior Center

No transportation services except:

- Issue: Driver availability/time frame/time conflicts.
- Need: Coordinate with other transportation systems.

YMCA

- Child transportation to the "Y".
- Getting kids home and other places.

Southern New Hampshire Services (SNHS)

- Children to childcare for working parents.
- Federal funding (federal funds gone).

Saint Josephs Community Services

- Patients to appointments outside Nashua.
- Discharged patient transportation.

Harbor Homes

- Need to avoid difficult logistics between other agencies.

- Restrictions around transportation due to medications (challenging clients).

Nashua Welfare

- Transportation to work, childcare, appointments (nothing outside Nashua).
- Time of day issues.

Nashua Workforce Housing Authority

- Living outside Nashua needs (transportation to work/school/medical appointments/court, etc.).

Saint Joseph's

- Funding
- Perceptions of Safety
- Can't charge a fee for transportation due to federal requirements.
- Connections to other agencies.

Town of Merrimack Welfare

- Limitations of transportation to grocery store, medical appointments (all age groups)
- Need to make up for lack of access to private vehicles.

NTS

- Funding and how it can be used and what for.

Neighborhood Housing Services

- More access to alternate transportation
- Awareness of what is available regarding public transportation

This concluded # 5 of the agenda. Based on the information collected at the meeting, any parts of a written report would be provided to the group at the next meeting. In addition, she hoped to have a draft plan for the group for comments by November, and a completed plan ready for adoption at the NRPC Commission meeting in December. Camille informed the group that **the next meeting was set for October 11, 2006 at Noon.** The goal for that meeting would be to find out what transportation services they would like to see in the region in the future.

Meeting adjourned at 1:27pm

CP/kmb
#410-

Locally Coordinated Transportation Plan
Sign-In Sheet, September ~~20th~~ 13th, 2006

	Name	Agency	Phone Number	E-Mail
1	MATT WATKINS ✓	NRPC	883-0366 x18	MATTW@NASHUARPC.ORG
2	SUE HOVLING ✓	PELHAM SR. CENTER	603-635-3800	seniors@pelhamweb.com
3	Mike LaChance ✓	YMCA	598-1533	MLachance@NHYMCA.org
4	Pat Murphy ✓	Town of Merrimack	423-8535	welfare@ci.merrimack.nh.us
5	Mary Beth Smaha ✓	Area Agency	883-0994	mbsmaha@areaagencynh.com
6	Debbie Roselin ✓	Southern NH Services	668-8010	debbie@snhs.org
7	Donnalee Lozeau ✓	SNHS	595-9261	donnaleelozeau@comcast.net
8	Meghan Brady ✓	SJCS	424-9967	mbrady@sjcsinc.org
9	Kit Morgan ✓	NH DOT	271-2565	cmorgan@dot.state.nh.us
10	Haas Vijhuis ✓	HHI	882-3616	k.nighuis@harborhomes.org

Locally Coordinated Transportation Plan
Sign-In Sheet, September ~~20th~~ 13th, 2006

	Name	Agency	Phone Number	E-Mail
11	JANICE HILL ✓	NHSGN	882-2077	jhill@nhsgn.org
12	Mark Sousa ✓	Nashua Transit	589-3264	SousaM@ci.nashua.nh.us
13	BETSY PORTASH ✓	Nashua Pastoral Care	595-5454 EXT 11	bportash@nashuanpc.org
14	Bob Mack ✓	Nashua City Welfare	589 4555 p 4528	mackb@ci.nashua.nh.us
15	Bob Jenisicki ✓	Nashua Transit	880-0100	jenisickir@ci.nashua.nh.us
16	Lori Lormer ✓	Nashua Transit	880-0100	lormerl@ci.nashua.nh.us
17	Lara Rice ✓	Greater Nashua Workforce Housing Coalition	459-0086	Lrice@gnwhc.org
18	Suzanne Keller ✓	Southern NH Medical Center	577-2335	Suzanne.Keller@snhmc.org
19	Camille Pettigrew ✓			
20	Stan Leitkiewicz ✓			

APPENDIX E – October 11, 2006 Meeting

Locally Coordinated Meeting Minutes
10-11-06

Attendees:
Shayana Owen, Nashua Area Health Ctr.
Lori Lorman, NTS
Bob Jeniski, NTS
Pat Schoch, Service Link
Betsy Portash, Nashua Pastoral Care
Bob Mack, Nashua City Welfare
Ellen Groh, Granite State Organizing Proj.
Mary Beth Smaha, Area Agency
Jebb Curelop, Life Coping
Marcia Nelson, FISH
Joan Darragh, St. Joseph's Community Serv.
Terry Crotty, GSIL
Lance Forrester,
Suzanne Keller, So. NH Medical Center
Mike LaChance, YMCA
Pat Murphy, Town of Merrimack Welfare
Camille Pattison, NRPC
Steve Williams, NRPC
Matt Waitkins, NRPC

The meeting began at 12:04.

Camille Pattison opened the meeting with introductions due to some new faces since the last meeting and an overview of who we are, what we do (i.e., MPO explanation, types of planning) and the goal of the Locally Coordinated Transportation meetings. She went on to discuss what was accomplished during the last meeting what she would like to accomplish during the meeting today and a brief rundown of what was on the agenda for the days meeting. She proceeded by introducing Matt Waitkins to summarize the results from the Transportation Survey #1 and #2. Matt explained the response results using percentages to the group for both Transportation Surveys (see Summary Handouts). Some of the questions posed and comments made during the review of results are listed below.

Questions/Comments from Survey Summary #2:

1. Lance Forrester wanted to know the difference between in-home pickup and door to door. Camille responded that it would be dropping at the door vs. going in.
2. Steve Williams questioned if the numbers provided included rides provided by Nashua Transit. Matt responded "Yes".
3. Bob Jeniski questioned whether the numbers included fixed passenger routes. Matt responded that it depended on how the survey was filled out by Nashua Transit.
4. Lori Lorman felt that based upon the numbers that Bus trips were probably not included in the results and would check the number of total individuals served.

Questions/Comments from Survey Summary #2:

1. Matt pointed out the major issue in regards to future transportation services was the need for increased frequency or service out of the Nashua area.
2. Camille provided some information on a survey returned by SHARE of Milford. She explained how they felt there was a need to provide affordable monthly car payments, help in maintaining a vehicle, and help with purchasing one.

Camille went over the Summary of Findings (information provided at the last meeting [see handout]). She pointed out that one of the key issues was Funding due to the fact that most of it comes from the Federal Government. She proceeded to summarize "what we do well" and "what we could do better" from the findings summary highlighting common themes. Lance felt was important to clarify that the

"daycare" references include adults as well as children (see Survey #2). Marcia Nelson, representative from FISH questioned whether surveys where returned from FISH. Matt believed both surveys were returned.

Camille moved on to #4 of the agenda. She was looking to get suggestions from the group on how to meet short-term goals that would be beneficial to their agency and clients. She felt working together and collaborating on key issues would be a first step. Steve Williams further asked the group to give suggestions on what needs to be done to accomplish this. Suggestions and of comments are listed below:

- Bob Jeniski suggested trying to figure out how to use what you have to facilitate transportation for a kid from school to a medical or dental appointment.
- Mike LaChance, representing the YMCA spoke of how they purchase rides from Girls Inc. for transportation of kids.
- Lori Lorman informed the group that kids 6 years and older are permitted to ride the bus without an adult is the rule.
- Transportation of children to a medical or dental appointment is possible through Care Ride, but only if accompanied by an adult or caregiver. He also pointed out that Care Ride uses flexible time to coordinate on taking care of other needs (utilizing school busses during downtime).
- A member of the group brought up a service currently provided in California called "Dial a Ride", which anybody could use with same day service and not just for disabled and elderly. In cases with elderly or disabled, companions or caregivers accompanying the elderly or disabled would not have to pay for the ride.
- Terry Crotty from Granite State Independent Living suggested collaborating with insurance companies to help in addressing or meeting the requirements. He added how the insurance companies have a lot of influence on what transportation service providers can and can't do.
- Steve Williams suggested coming together as one big group or government model to face the insurance companies head on. The Easter Seals was used as and example.
- Legislation current or upcoming in VT and NH was referred to regarding liability with volunteer drivers.
- Pat Murphy from Merrimack Welfare relayed the need for increased service to elderly in disabled stating that most people need to get to Nashua.
- Lance informed the group of the calls he gets from New Ipswich, Brookline and other surrounding towns for transportation service. He added that there are sometimes issues with insurance when service is beyond "door-to-door" and sometimes service is refused due to unreasonable access (goes beyond door-to-door).
- A member of the group questioned whether there are groups with access to funds for elderly in reference to the "Older Americans Act" and suggested a workshop or educational series be set up to look at funding issues and needs for the towns.
- Another group member asked for clarification between towns and outlining areas.
- Bob Jeniski responded to Bob Mack regarding NTS feasibility for service to the outlining areas saying give us the money and we will go anywhere. Pat responded that money is the issue and felt there should be a coordinated transportation effort.
- On the short-term, many felt there was a need to find an alternate source of funding.
- Steve Williams felt that the first step would be to build awareness through public perception and political issues before you could see money from local governments. He referred to the NTS service to Milford which they used to have and the cost of 300,000 of which Milford would have to pay only $5,000 for to continue providing service, but did not want to pay. It was on the Milford Ballot and passed by 70%, but was never put on the next ballot and the Selectmen voted it down. Camille spoke of the on-board survey conducted by NRPC, which was done to determine how often the service was being used in Milford, which was requested by the Milford BOS and funded by JARC.

- A member of the group spoke of creating a brokerage where several agencies come together to provide rides to any type client on an as needed basis.
- Terry Crotty felt the brokerage idea was good or a Regional Transportation Coordinator as a way to make it work. Someone to help spend the money you have more wisely. Bob Mack felt the brokerage idea could result in people stealing business from others. Terry concluded by saying there were inherent inefficiencies in NH when it came to providing transportation to elderly, disabled and younger clients.

Camille concluded the discussion and asked the group to pick out 3 or 4 issues from the short-term list shown on the easel that the group felt needed to be addressed in the next 2 to 3 years or more immediately, based on information gathered at the last meeting. Upon deciding this, they would then determine the "who, what, where, when, & why" factors of each. Below are the 3 short-term issues decided by the group to be addressed along with the "w" inputs:

ACTION PLAN

Public Outreach

Who:	All Communities/Public Officials/Town Meetings/Clients/Businesses/Chamber of Commerce's/Municipal Conferences
What:	Cost Benefit of Services
Where:	Regional (12 Towns)
When:	2007/January – Committee could be set up prior to or now
Why:	Access to Transportation/Support

Funding

Who:	State/Federal/Local/Agencies (Transportation Services and Local Services)
What:	Identify Funding Opportunity and How to Leverage it (some issue if all inter-related)
Where:	Region/State/Federal/Private
When:	Start After Christmas (January)
Why:	What It Is and How to Use It More Effectively

Brokerage/State Plan (Coordinated)

Who:	Local Providers and Agencies/Coordinate with State Plan
What:	Pool Resources/Coordinate with State
Where:	Greater Nashua (Regional)
When:	Spring 2007
Why:	Effective Efficient Transportation Services in Region and Beyond

This concluded the meeting and Camille thanked everyone for a very productive meeting. She let the group know she would have a Locally Coordinated Transportation Draft to the group before the next meeting for their review through a link on the NRPC website. **The next meeting was scheduled for Tuesday, November 14th, 2006 at Noon in the NRPC Conference Room.**

Meeting adjourned at 1:39pm

CP/kmb
#410-

Locally Coordinated Transportation Plan
Sign-In Sheet, October 11th, 2006

	Name	Agency	Phone Number	E-Mail
1	Marcia Nelson	FISH	673-8482	fishemn@yahoo.com
2	Bob Mack	Nashua City Welfare	589-4555 x: 4528	mackb@ci.nashua.nh.us
3	Lori Lorman	Nashua Transit	880-0100	LormanL@ci.nashua.nh.us
4	Bob Jeriski	" "	" "	JeriskiR@ci.nashua.nh.us
5	Pat Murphy	Town of Merrimack	423-8535	welfare@ci.merrimack.nh.us
6	Shayana Owen	Nashua Area Health Center	883-1626	gowen@lampreyhealth.org
7	Betsy Portash	Nashua Pastoral Care	595-5494 EXT "	bportash@nashuanpcc.org
8	Pat Schoch	ServiceLink	8644-2240	Pschoch@easterseals nh.org
9	Terry Crotty	GSIL	228-9680	Terry.crotty@GSIC.ORG
10	Suzanne Keller	Southern NH Medical Center	577-2338	Suzanne.Keller@SNHMC.org

Locally Coordinated Transportation Plan
Sign-In Sheet, October 11th, 2006

	Name	Agency	Phone Number	E-Mail
11	Ellen Groh	Granite State Organizing Project	465-3947	ellengroh@aol.com
12	Mary Beth Smaha	Area Agency Adult Day Program	883-0994	mbsmaha@areaagencynh.com
13	Lance Forrester	Cal Ride w/c TRANS Inc	897-0556	LforrE4476@Verizon.net
14	Mike LaChance	YMCA of Greater Nashua	598-1533	MLachance@NMYMCA.org
15	Joan Darragh	St. Joseph Comm. Svcs	424-9967	jdarragh@sjcsinc.org
16	MATT Waitkins	NRPC	883-0366	MATTW@NASHUARPC.US
17	Jebb Curelop	Life Coping	888 3588	JCurelop@Lifecoping.org
18	Karen Baker	NRPC		
19	Steve Williams	NRPC		
20				

APPENDIX F – November 14, 2006 Meeting

Locally Coordinated Meeting Minutes
11-14-06

Attendees:
Lori Lorman, NTS
Bob Jeniski, NTS
Pat Schoch, Service Link
Bob Mack, Nashua City Welfare
Ellen Groh, Granite State Organizing Proj.
Mary Beth Smaha, Area Agency
Terry Crotty, GSIL
Camille Pattison, NRPC
Tim Roache, NRPC
Matt Waitkins, NRPC
Karen Baker, NRPC
Mark Sousa, City of Nashua
Lance Forrester, Care Ride
Sheila O'Riordan, City of Nashua
Ruth Haden, Granite State Organizing Proj.
Suzanne Keller, So. NH Medical Center
Bridgett Belton-Jette, Neighborhood Housing Services of Greater Nashua
Meghan Brady, St. Joseph's Comm. Serv.
Pat Murphy, Town of Merrimack Welfare

The meeting began at 12:05.

Camille Pattison passed around the sign in sheet and opened the meeting with introductions. She informed the group that the Transportation Technical Advisory Group (TTAC) would review the LCTP and a vote would be necessary to recommend approval of the plan to the Commission for their December 20th meeting. Tim briefly explained the process, federal requirements as an MPO, and the need for the LCTP to be in place in order to get federal funding (JARC, New Freedoms, and 5310 Elderly and Disabled).

Camille let the group know that this was the final meeting for the LCTP and asked if there were any questions. Sheila O'Riordan questioned this being the final meeting since the RCC has yet to be established. Camille explained that the plans were the products of two separate planning processes, that but should ideally coordinate.

Camille briefly went through the LCTP and information provided in the plan generated from Survey #1 and #2. In addition, she reviewed the regional and town profile section, tables and corresponding maps, the community analysis summary, action plans, short-term and long-term transportation needs, and recommendations to improve the existing transportation system. She recognized the 2003 Regional Transit Plan as a source for some of the information provided in the plan.

A member suggested covering areas not covered by NTS (transportation back and forth to site). Camille added that some areas of the plans were general and that more information could be added as needed. Comments on the plan will be accepted through December 1st.

In response to a question on whether Care Plus was the same as Care Ride; it was identified that they were two different entities providing non-emergency transportation services. In addition, there is also Caregivers, providing transportation for the greater Nashua/Manchester area.

Sheila suggested that in addition to the list of key players already identified in the plan and as an ongoing task, that a more comprehensive list be created. Megan Brady suggested that descriptions of services and what is paid for from disability funds also be included. Terry Crotty suggested looking further into non-emergency transportation services (ex. Rockingham/Caregivers). The group suggested calling the list, once completed, the Transportation Resource Guide, and that available to others by posting it on the website for distribution.

Ruth Haden mentioned looking into upcoming legislative changes. Camille responded that some of that information is provided in the LCTP. Camille asked for feelings or input on the report. Mark Sousa asked if it was a final document and if it could be an evolving document. Camille responded that she could add a few sentences stating that the plan would be "updated as needed in the future" and that it was a work in progress. Representatives from the City of Nashua said they had no further comments.

Camille set up December 1st, as the deadline for comments. She asked the group as a whole how they felt about the plan and asked for a motion to recommend the LCTP to the Commission on the December 20th meeting. Mark Sousa felt it was a solid plan and made the motion with the condition that additional comments be incorporated into the plan. Bob Jeniski seconded the motion. All were in favor and the motion was passed. A final hard copy would be distributed to the group once comments were incorporated around December 14th or 15th.

Camille explained, with the help of Terry Crotty, the "Statewide Coordination of Community Transportation Services" handout. This committee could be used as a starting point for an RCC. Suggestions included having representatives from state and local government as well as public transit users.

Sheila added that nothing would be lost if regions went ahead and developed RCC's. Nashua's goal is to be ready once the state infrastructure is established and to have the project in the pipeline to submit for funding. She added that the state is considering staggering the funding by identifying 3 RTC's at first, and if successful adding 3 each year after.

Terry spoke saying that as long as nothing is contrary to what is supposed to be done, he felt it was ok to start the process for an established RCC group. Camille added that she would finalize the plan first and possibly start something after Christmas. She would also work with Tim on setting up a date for a mid to late January meeting and asked the group to watch for something in the mail. She thanked everyone for coming.

Meeting adjourned at 1:28pm

CP/kmb
#410-33

Locally Coordinated Transportation Plan
Sign-In Sheet, November 14th, 2006

	Name	Agency	Phone Number	E-Mail
1	Pat Murphy	Merrimack Town Welfare	423-8535	same
2	Mark Sousa	City of Nashua		
3	Sheila O'Riordan	City of Nashua		
4	Bob Jeniski	Nashua Transit		
5	Lori Lorman	Nashua Transit		
6	Patricia Schoch	Servicelink		
7	Ellen Groh	G.S.O.P.	465-3947	ellengroh@aol.com
8	Ruth Heden	GSOP	673-7036	rsheden@aol.com
9	Lance Forrester	Car Ride W/C Transit	897-0556	lforre4476@verizon.net
10	Mary Beth Smaha	Area Agency of Greater Nashua	883-0994	

Locally Coordinated Transportation Plan
Sign-In Sheet, November 14th, 2006

	Name	Agency	Phone Number	E-Mail
11	Bridget Betton-Jette	Neighborhood Housing Services of Greater Nashua	882-2077	bbetton@nhsgn.org
12	Bob Mack	Nashua City Welf. Dept.	589-4555	mackb@ci.nashua.nh.us
13	Suzanne Keller	Southern NH Med. Center		
14	Tim Roache	NRPC		
15	Matt Waitkins	NRPC		
16	Karen Baker	NRPC.		
17	Meghan Brady	SJCS	424-9967	mbrady@sjcsinc.org
18	Terry Crotty	GSIL	228-9680 X134	
19				
20				