2017-18 Annual Report

State Coordinating Council for Community Transportation
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SCC – 2017/18 Annual Report
The NH State Coordinating Council has been actively working to improve mobility and access for NH citizens, particularly those who need it most, for the last 10 years. This report highlights the important work the Council has completed while operating as a totally volunteer effort comprised of important stakeholders.

A continuing challenge in transportation coordination is overcoming barriers at the federal, state, and local levels. The SCC and Regional Councils have made progress on overcoming typical barriers encountered while trying to make best use of existing transportation resources.

Although this work has been significant, further development is needed. In the State, public transportation funding flows through 2 main silos: The Department of Transportation and The Department of Health and Human Services. In the designated regions of NH, providers of human service organizations and providers of public transportation services and other stakeholders have greatly increased levels of collaboration and coordination, which has allowed for synergistic solution development and the realization of significant efficiencies in service provision.

The SCC/RCC organizational structure has allowed diverse stakeholders to better understand transportation needs and determine the best use of resources at the local level. Agencies are more aware of the benefits of coordination and willing to participate in regional work.

The Governor and Legislature can assist the SCC in reaching its goals by supporting; developing and approving legislation that mandates State departments and agencies to utilize and further develop the coordinated community transportation structure that has developed. Furthermore, we believe that significant efficiencies could be achieved through increased collaboration and coordination with the Department of Health and Human Services, and we extend an invitation for them to attend SCC meetings to support cooperative transportation initiatives.

Directive to Coordinate: The lack of an emphasis for state agencies to coordinate resources has been a major obstacle to creating efficiencies through coordination. Without the requirement to use their funds efficiently across agencies for transportation services, some agencies do not coordinate trips. NH currently has no directive that will encourage efficiency through coordination.

The SCC believes the Commissioner of the New Hampshire Department of Health and Human services should designate a staff member to attend New Hampshire Statewide Coordinating Council meetings.
Key Issues and Recommendations

The NH New Hampshire Statewide Coordinating Council has identified the following recommendations as crucial to the goal of coordinated community transportation in the State of New Hampshire:

- Review coordination models and approaches to obstacles;
- Seek renewed commitment to coordination on the part of state agencies;
- Seek a commitment from its state agency members to participate in a coordination strategy;
- Implement the statewide coordination plan focused on expanding networks in regional coordination councils and exploring opportunities for mobility management;
- Strengthen SCC’s ability to accomplish its mission. Staffing would help relieve the burdens of over-committed members;
- Improve public outreach to make the case for community transportation. SCC members and providers advocate effectively for their programs and the people who rely on them. They would benefit from better data and other tools to make the case;
- Assist volunteer driver networks to expand and become sustainable;
- Engage participants and providers in volunteer driver networks to enhance information exchanges and implementation of Best Management Practices.
- Work in partnership with the Coordinating Council on Access and Mobility (CCAM).

New Hampshire’s Statewide Coordinating Council faces the same challenges that have arisen in many other states trying to implement coordination.

- Departments of Human Services and others have not been incorporated into a coordinated system,
- Some agencies are not fully engaged,
- Clarity of the mission has been lost over time, and,
- Changes to the Medicaid Managed Care (MMC) program have rendered key assumptions of the original plan obsolete.

Coordination of transportation resources across state agencies remains an obstacle to creating greater efficiencies.
About the State Coordinating Council

Meetings And Structure

- Members of the State Coordinating Council include representatives of key departments within state government, private enterprise, and human service organizations involved in the provision of or need for transportation throughout the state. The SCC meets on the first Thursday of the month. The Council generally meets in Concord, but also holds meetings in other parts of the state from time to time. Information on SCC meetings and other activities is posted on the SCC website, maintained by the New Hampshire Department of Transportation on its website. Additional information about the Council is available on the DOT website.

- Duties And Responsibilities

  The SCC is charged by law with the following duties (briefly summarized):
  - Develop and provide guidance for the coordination of community transportation options within New Hampshire so that the general public and transportation-disadvantaged citizens, such as older adults, persons with disabilities, and individuals with limited income, can access local and regional employment, non-emergency medical and business services.
  - Set statewide coordination policies for community transportation and monitor the results of statewide coordination.
  - Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
  - Solicit and accept donations for funding to implement and sustain a “regional transportation coordination fund” that will be a source of grants to improve community transportation.

The SCC’s work with the Regional Coordinating Councils has helped to improve and enhance transportation services at the local level throughout the state.

SCC Officers:
Fred Roberge, Chair
Michael Tardiff, Vice Chair
Bill Finn, Treasurer
Patricia Crocker, Secretary

http://www.nh.gov/dot/programs/scc/about.htm
The State Coordinating Council for Community Transportation (SCC) fosters the coordination of transportation services to get people where they need to go.

Coordination allows more efficient use of resources, increasing mobility options for more of NH’s residents. Community transportation includes services that address the transit needs of a community, including the general public as well as special populations such as seniors, people with disabilities, and people with low income.
Community transportation includes services that address the transit needs of a community, including the general public as well as special populations such as seniors, people with disabilities, and people with low income.

Those who don’t drive or own a vehicle still need access to employment, health care, education, community services, and activities that are necessary for daily living. The SCC helps organizations work together to share information and resources, reduce service duplication, share support services, improve scheduling efficiency, and lower costs.

The SCC provides support and guidance for the nine Regional Coordinating Councils. The creation of this regional and statewide network of transportation stakeholders is one of the landmark achievements in transportation over the past few years.

These demographic shifts occurring in New Hampshire will significantly impact the quality of life the state can offer residents in the future. By the year 2030 (12 years from now), the state is anticipated to have one-half million adults above the age of 65, representing nearly one-third of the state’s population.

As the population ages, it is important that they remain engaged in the community and continue to be vital resources for and contributors to the economy.

For these reasons and others, New Hampshire needs a robust, coordinated community transportation system that ensures all people can fully participate in the economy, access healthcare and retail services and engage fully in community life.
We Need Public Transportation
Benefits of State-Level Coordination
Regardless of how coordinating councils are established or mandated, there are many benefits of the coordination activities that result. Many stakeholders note that interagency coordination is helpful in strengthening communication across agencies that provide human service transportation services and programs. Greater access to information is a key advantage. Sharing information with other agencies helps solve mutual challenges, which in turn makes service delivery better, resulting in improved mobility for system users and other benefits for the broader community. Serving the people of our most rural regions is a challenge but basic mobility is as important to our economic success as reducing congestion in urban areas.
Benefits of Coordinated Transportation

**Access to Information**
- Access to information is a primary benefit of coordinating councils. They are often the starting point for other positive outcomes. Transportation agencies are able to increase awareness among state agencies of public transit, its availability statewide, and the need to coordinate services. Coordination allows state agencies to better identify the needs and gaps in service areas, as well as develop a better understanding of the services that may currently be available, as well as potential new funding resources.

**Solving Mutual Challenges**
- Meeting regularly to discuss transportation issues helps state agencies come together to develop strategies and solve problems by sharing solutions.

**Better Service Delivery**
- As mutual challenges are addressed, services are enhanced. In the words of a respondent, a coordinating council “provides a forum for transportation providers and funding agencies to build on existing coordination strategies and best practices” and “promotes more efficient and expanded mobility services.”

**Improved Mobility**
- Coordinated, enhanced service delivery results in improved personal mobility for system users.

**Other Community Benefits**
- State-level coordination can benefit not only transportation system users, but the community at large. As one respondent said, coordinating services “offers benefits beyond traditional people mover operations,” the economic impact to local business and the employment opportunities for transportation disadvantaged citizens can be tremendous. Those benefits, along with many others, enhance community development and drive personal independence and growth.
Challenges to Coordination

**Funding**
- A lack of funding is a barrier to coordination. Only a few states—Colorado and Florida, for example—have dedicated, ongoing funding for the activities of their coordinating councils. The NH State Coordination Council is one of 22 state councils that are active, although it has been an entirely voluntary activity.

**Directives to Coordinate**
- The lack of a mandate for state agencies to coordinate resources has been a major obstacle to creating efficiencies through coordination. Without the requirement to use their funds efficiently across agencies for transportation services, most agencies do not coordinate trips. NH currently has no directive that will encourage efficiency through coordination.

**Competing Systems**
- Coordination is challenged when an important partner is not at the table. In NH and several other states, the Department of Health and Human Services remains isolated from other transportation providers because of ongoing contractual commitments to Medicaid transportation providers. Funding and service coordination opportunities are missed without the collaboration with Medicaid, and presents “a barrier to long lasting system improvement.”

**Agency Attitudes**
- In some cases, agencies may stand back because they feel that coordination is not their responsibility. For example, because coordination efforts are transportation-focused, they may be seen as the Department of Transportation’s job, and some agencies may fail to participate as a result.

**Cultural Differences**
- Transportation and human services professionals have different languages, objectives and motivators. These cultural differences can lead to difficulties in the coordination process. At least one state addressed this challenge by hiring an outside facilitator familiar with both cultures and was able to bridge that gap.

**Lack of Understanding**
- A lack of clear and concise expectations of all stakeholders, and ownership of various components of service, prevent coordinating successfully.
The NHDOT provides oversight for 11 public transit providers in the state, as well as intercity bus transportation supplied by a range of private companies. The transit systems range from rural areas in the north and west to more urbanized systems in the south and east. The providers range from private non-profit corporations, to community action programs, to city departments and authorities, to the University of New Hampshire.

This Statewide Strategic Transit Assessment Study will bring together all available information about current public transportation service in the state and employ a series of inputs to develop a plan to improve the delivery of public transit service for New Hampshire residents and visitors. These inputs include the following:

- Opinions and perspectives of relevant stakeholders, including regional planning commissions, coordinating councils, local officials, social service agencies and others;
- Public outreach through meetings, social media and surveys;
- Analysis of and consultation with intercity bus providers;
- Analysis of future demand for transit service, vehicles and infrastructure;
- Enhancement of performance measurement processes and evaluation of service proposals under various grant programs;
- Application of new technologies to improve operational efficiency and rider information; and
- Analysis of park & ride facilities as key access points to the public transportation system.

A summary of each phase follows:

Phase 1: Inventory and Evaluation of the Current Statewide Transit System - The first phase of the study will take stock of the existing transit system.

Phase 2: Public Outreach - Public input will occur at two levels. A series of important stakeholders meetings will occur and numerous opportunities for public review and comment at key decision points will be made.

Phase 3: Needs and Gap Analysis - Forecast of Future Demand This study is “forward looking” and thus an essential part of the study is an analysis of unmet needs and ways the system can grow and be made more efficient to meet those needs.

Phase 4: Park & Ride Assessment - A comprehensive Statewide Park & Ride Facility Plan will be developed. This is a critical step to help NHDOT, the various local, regional, intercity, and intracity transit providers, and the general public to better understand and utilize the park & ride system.

Phase 5: Documentation - Documentation of the results and findings of Phase 1 through Phase 4 will be prepared in a series of technical memoranda, culminating in a final report. The final report will be available in hard copy and on the Internet. The current draft of the study can be found at http://www.nhtransitstudy.com
Coordinating Non-Emergency Medical Transportation

Rides to Wellness: Incorporating Non-Emergency Medical Transportation into NH’s Coordination System

A key component of this initiative is to allow for a common data set and warehouse that can be used to define transportation needs and gaps by funders, planners, health care professionals and other stakeholders.

Under the managed care model, Coordinated Transportation Services (CTS) provides transportation broker services using their own software technology to various Medicaid enrolled providers in New Hampshire. To this point the brokerage model and the coordination model have been working in separate and distinct tracts without a mechanism in place to foster integration of the two efforts.

The NHDOT was awarded $182,880 matched with $46,220, for a total project cost of $229,100, to pilot a project wherein the two third-party technologies can be integrated in a seamless way so that CTS can offer more rides to the existing providers.

To assist them, HB Software Solutions (HBSS) will test a new concept, QRyde, an algorithmic engine that imports and encodes the existing routes of the providers.

When rides are presented to it, QRyde can instantly accept or reject them based on available capacity. This component will be added to three pilot sites and then used in the pilot.

Each of these agencies is the lead agency as determined by the RCC for their region as well as being Medicaid transportation providers enrolled with CTS. It should be noted that COAST was a grant recipient for a Veterans Transportation and Community Living Initiative (VTCLI) award for the implementation of their regional call center. The pilot project will build a connection between CTS and the three provider systems, where CTS would be able to fulfill a larger number of ride requests to the providers more efficiently than under the present system.

The trip data will be sent by the CTS system and received by HBSS via a communication bridge developed under this pilot. The trip data when received by the HBSS system will be ‘sent’ to the QRyde engine which will analyze the trips and determine which trips the provider can do within its parameters and reject the others. The provider’s schedulers will always have the final say.

The result will be an improved and more easily accessed transportation system, serving citizens with limited or no access to their own transportation to reach medical appointments, grocery shopping, social activities and other services.

Numerous organizations partnered with the NH Department of Transportation to pilot this project including: Department of Health & Human Services, Department of Education, Governor’s Commission on Disability, NH Transit Association, Endowment For Health, United Way, Granite State Independent Living, AARP, Easter Seals, University of NH Institute on Disability, Upper Valley Lake Sunapee Regional Planning Commission, Coordinated Transportation Solutions, and Tri-County Community Action Program.
Successful Projects

State Data Management System Implementation Project
In partnership with the Montachusett Area Regional Transit Authority (MART) in Fitchburg, Massachusetts, and HBSS, the SCC and the New Hampshire DOT continue to move forward to develop and deploy coordination software. COAST and Easter Seals have deployed the software and are currently running their operations on the new platform. Software for all sites has been deployed in the HBSS environment, and data collection and reporting are now ongoing.

Section 5310 Purchase of Service Program
The New Hampshire Department of Transportation decision to fund a 5310 Purchase of Service program has enhanced services for seniors and individuals with a disability. This FTA program allows “Purchase of Services,” permitting regions to purchase vouchers for taxi service, to reimburse mileage expenses for volunteer drivers and expand demand response services. The SCC served as a resource to NHDOT in implementing this initiative. To date, all nine regions have received 5310 purchase of service funding.

<table>
<thead>
<tr>
<th>Lead Agency</th>
<th>Region</th>
<th>SFY2018</th>
<th>SFY2017</th>
<th>SFY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Country Council</td>
<td>Region 1</td>
<td>4,893</td>
<td>5,802</td>
<td>4,956</td>
</tr>
<tr>
<td>Mt Washington Valley Economic Council</td>
<td>Region 2</td>
<td>2,429</td>
<td>2,976</td>
<td>2,757</td>
</tr>
<tr>
<td>Central NH Planning Commission</td>
<td>Region 3</td>
<td>7,230</td>
<td>7,713</td>
<td>7,549</td>
</tr>
<tr>
<td>Upper Valley Planning Commission</td>
<td>Region 4</td>
<td>796</td>
<td>1,465</td>
<td>1,940</td>
</tr>
<tr>
<td>County of Cheshire</td>
<td>Region 5/6</td>
<td>8,358</td>
<td>6,724</td>
<td>5,522</td>
</tr>
<tr>
<td>Nashua Regional Planning Commission</td>
<td>Region 7</td>
<td>2,432</td>
<td>2,002</td>
<td>2,341</td>
</tr>
<tr>
<td>Southern NH Planning Commission</td>
<td>Region 8</td>
<td>8,031</td>
<td>8,058</td>
<td>9,716</td>
</tr>
<tr>
<td>Southern NH Planning Commission</td>
<td>Region 9</td>
<td>5,889</td>
<td>5,732</td>
<td>5,023</td>
</tr>
<tr>
<td>COAST</td>
<td>Region 10</td>
<td>5,362</td>
<td>7,920</td>
<td>2,692</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>45,420</strong></td>
<td><strong>48,392</strong></td>
<td><strong>42,496</strong></td>
</tr>
</tbody>
</table>
Successful Projects

Section 5310 Formula Funding
The New Hampshire Department of Transportation allows formula-distributed FTA funds to be used for mobility management services, volunteer driver coordination, new, demand response accessible transportation, and other services that support coordinated community transportation. The tables below and on the next page summarize how the 9 RCC’s used 5310 formula funding in FY17 & FY18.

<table>
<thead>
<tr>
<th>Lead Agency</th>
<th>Region</th>
<th>Regional Allocation</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCC - GCRCC</td>
<td>Region 1</td>
<td>$72,382</td>
<td>Provide a mobility manager position for Region 1, Grafton County service area to manage a volunteer driver program in Plymouth &amp; 19 surrounding towns providing accessible transportation services, Demand response accessible transportation in Region 1, Grafton-Coos service area.</td>
</tr>
<tr>
<td>NCC - CCRCC</td>
<td>Region 2</td>
<td>$28,739</td>
<td>Expanded demand response accessible transportation in Region 2 Carroll County service area.</td>
</tr>
<tr>
<td>Belknap-Merrimack County</td>
<td>Region 3</td>
<td>$26,400</td>
<td>Support of a Regional Transportation Coordinator position to serve as a key resource &amp; point-of-contact for the Region 3 Mid-State RCC transportation providers to enhance coordination &amp; service delivery and Operating assistance for the RTS program.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$30,000</td>
<td></td>
</tr>
<tr>
<td>Community Alliance of Human Services/Southwestern Community Srvcs</td>
<td>Region 4</td>
<td>$28,072</td>
<td>Support of a volunteer driver coordinator position to serve as a key resource &amp; point-of-contact to enhance coordination &amp; service delivery Region 4.</td>
</tr>
<tr>
<td>Contoocook Valley Transportation Company</td>
<td>Region 5/6</td>
<td>$52,395</td>
<td>Mobility management activities including the management of an accessible volunteer driver program that includes mileage reimbursement in the 34 towns of the Monadnock Region.</td>
</tr>
<tr>
<td>Nashua RPC</td>
<td>Region 7</td>
<td>$15,443</td>
<td>Support a part-time independent contractor to assist with mobility management activities for Souhegan Valley Transportation Collaborative (SVTC) &amp; the Region 7 RCC. The independent contractor will assist the SVTC Board of Directors with mobility management &amp; strategic planning activities.</td>
</tr>
<tr>
<td>Region 8 Southern NH Planning</td>
<td>Region 8</td>
<td>$124,970</td>
<td>Support the “Drive to Care” promotion, volunteer recruitment and oversight program</td>
</tr>
<tr>
<td>Cooperative Alliance - CART</td>
<td>Region 9</td>
<td>$8,448</td>
<td>Early bird/night owl taxi voucher program, Volunteer recruitment &amp; outreach efforts, Expanded demand response transportation services in Plaistow &amp; surrounding towns, Call center staffing (trip scheduling &amp; dispatching).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$21,664</td>
<td></td>
</tr>
<tr>
<td>COAST</td>
<td>Region 10</td>
<td>$207,206</td>
<td>Operation of a one-stop transportation call center to coordinate transportation services in the Southeast NH RCC service area.</td>
</tr>
</tbody>
</table>
## Successful Projects

### Section 5310 Formula Funding - continued

<table>
<thead>
<tr>
<th>Lead Agency</th>
<th>Region</th>
<th>Regional Allocation</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>UVLSRPC - GCRCC</td>
<td>Region 1</td>
<td>$70,893</td>
<td>Implement coordinated transportation efforts in both Grafton-Coos and Sullivan County regions. Mobility management services</td>
</tr>
<tr>
<td>NCC - CCRCC</td>
<td>Region 2</td>
<td>$32,385</td>
<td>Expanded demand response accessible transportation in Region 2 Carroll County service area.</td>
</tr>
<tr>
<td>Belknap-Merrimack County</td>
<td>Region 3</td>
<td>$48,117</td>
<td>Support of a Regional Transportation Coordinator position to serve as a key resource &amp; point-of-contact for the Region 3 Mid-State RCC transportation providers to enhance coordination &amp; service delivery $30,000</td>
</tr>
<tr>
<td>Southwestern Community Services</td>
<td>Region 4</td>
<td>$26,086</td>
<td>Support of a volunteer driver coordinator position to serve as a key resource &amp; point-of-contact to enhance coordination &amp; service delivery Region 4</td>
</tr>
<tr>
<td>Contoocook Valley Transportation Company</td>
<td>Region 5/6</td>
<td>$51,631</td>
<td>Mobility management activities including the management of an accessible volunteer driver program that includes mileage reimbursement in the 34 towns of the Monadnock Region</td>
</tr>
<tr>
<td>Nashua RPC</td>
<td>Region 7</td>
<td>$15,443</td>
<td>Support a part-time independent contractor to assist with mobility management activities for Souhegan Valley Transportation Collaborative (SVTC) &amp; the Region 7 RCC. The independent contractor will assist the SVTC Board of Directors with mobility management &amp; strategic planning activities.</td>
</tr>
<tr>
<td>Region 8 Southern NH Planning</td>
<td>Region 8</td>
<td>$94,241</td>
<td>Support the “Drive to Care” promotion, volunteer recruitment and oversight program.</td>
</tr>
<tr>
<td>Cooperative Alliance - CART</td>
<td>Region 9</td>
<td>$8,448</td>
<td>Volunteer recruitment &amp; outreach efforts, Expanded demand response transportation services in Plaistow &amp; surrounding towns, Call center staffing (trip scheduling &amp; dispatching).</td>
</tr>
<tr>
<td>COAST</td>
<td>Region 10</td>
<td>$132,808</td>
<td>Operation of a one-stop transportation call center to coordinate transportation services in the Southeast NH RCC service area.</td>
</tr>
</tbody>
</table>
Subcommittee Work

Agency Partnerships
The Agency Partnership Committee has helped the State Coordinating Council with a renewed commitment to coordination by looking at ways to engage state agencies and stakeholders at both the regional (RCC) and statewide (SCC) levels.

Committee members continue to reach out to leadership groups and gatherings that include transportation as part of their agenda. During FY17-18 the committee met with RCC’s to gather feedback, held discussions with the BEAS and met with DHHS regarding Title IIIB issues.

Communications
The Communications and Outreach Subcommittee helps the SCC identify the goals, audiences, and appropriate format for messages about community transportation to SCC partners and the general public. Such communications help to answer questions such as: What is community transportation? Why is it important? What is coordination? How does the SCC foster coordination?

The first Email newsletter was published in FY17.

Volunteer Driver Program
The Volunteer Driver subcommittee planned and facilitated a statewide volunteer driver forum. An executive summary was published that summarized the event.

State Plan Rewrite
To develop the plan the consultant met with NHDOT staff, SCC leadership and attended an SCC monthly meeting to ask questions and gather feedback. The consultant interviewed RCC stakeholders, reviewed the coordination plans for all the RCCs and specifically looked at unmet needs that were identified. State Agencies were also interviewed and surveyed.

A demographic review identified densities of populations with high need for transportation due to disability, age, and income.

Tan discussing implementation in January 2017.

Mobility management was identified as a significant goal in the new plan. This has resulted in an ongoing discussion about the value of Mobility Management but also about the danger of using funding for MM at the expense of the funding going to providing service (actual rides).

There is a sense among some stakeholders that coordination is happening to various degrees in various regions.

As implementation of the statewide coordinated plan proceeds there is a realization that HHS and the Medicaid broker need to be at the table. The SCC continues in its efforts to engage these agencies.

There is a need to have consistent data collected around the state so that the activity in various programs can be compared and evaluated. This need is being addressed through the Rides to Wellness project and other efforts.

The 2016 New Hampshire Statewide Coordination of Community Transportation Services Plan can be found on the NHDOT website:


Transport NH
Transport NH is the backbone organization of the Statewide Transportation Initiative, supporting organizations throughout the state that are working to create an integrated transportation system that gives people options for getting around.

The Transport NH vision for 2035 is that transportation in the Granite State drives a vibrant New Hampshire economy and supports healthy people, healthy communities and a healthy environment.

Transport NH continues to be an active supporter of the Statewide Coordinating Council.
Regional Coordination Councils
The Grafton-Coos RCC met quarterly during the year. The RCC members continued to support the expansion of the volunteer driver program and van services by the Grafton County Senior Citizens Council, Tri-County Community Action Program, and volunteer services provided through Transport Central in the Plymouth area.

The 5310 Purchase of Service program has continued to successfully expand critical access to services in rural towns in Grafton and Coos Counties for individuals with disabilities under the age of 60 and for long-distance medical trips that occur frequently in this very rural region.

In fact, in 2017 and 2018, POS funding was used to provide over 18,000 trips to seniors and individuals with a disability. The 5310 Formula Funds were allocated to the Grafton County Senior Citizens Council, Tri-County Community Action Program, Transport Central and Advance Transit to fund Mobility Management efforts.

www.grafton-coosrcc.org

Members
Roberta Berner, Grafton County Senior Citizens Council
Van Chesnut, Advance Transit
Mark Frank, Coos County SCOA Representative
Doug Grant, Citizen, Littleton
Barbara Robinson, Transport Central
Patsy Kendall, Transport Central
Brenda Gagne, Tri-County Community Action
Peter Riviere, Caleb Interfaith Caregivers
Kirsten Welch, Genesis Behavioral Health
Pat Crocker, Upper Valley Lake Sunapee RPC
Nicholas Altonaga, North Country Council
Fred Butler, NH Department of Transportation
The Carroll County Regional Coordinating Council (CCRCC) held nine committee meetings this year, all of which are open to the public. Beginning in the fall, the committee shifted to meeting every other month. Meeting locations alternate between northern and southern Carroll County.

During the past year, the CCRCC printed and distributed a Provider Directory, reviewed and updated their Work Plan, and began a review of the standards for volunteer drivers. Substantial progress was made on outreach with the completion of several Public Service Announcements for broadcast on local radio stations and community TV as part of a 5310 Formula Funds grant. The radio spots ran three times a day for a three months on two radio stations in the Mt. Washington Valley (210 total messages). The TV spots ran at least four times per week for a year in the Wolfeboro area (at least 208 times). The TV spots in the Mount Washington Valley are running as opportunities are available and will continue indefinitely.

CCRCC members worked diligently to manage the distribution of 5310 Purchase of Service Funds between three providers in the region based on actual ridership. This year the CCRCC served as a forum for fostering dialogue between regional providers to enhance coordination of services to the people of the region, utilizing the particular strengths of the providers. One provider runs door-to-door and flex route wheelchair-accessible buses for seniors, individuals with a disability, and general public. Another provides wheelchair-accessible buses for seniors, individuals with a disability in the northern part of the county. Volunteer drivers for the county-wide RSVP program use their own vehicles to provide medical transportation. Where one provider might be limited in the type of vehicle available or the area of service, they are now more comfortable in contacting or referring a client to another provider.

In the coming year the CCRCC will focus on expanding ridership through enhanced outreach efforts, building a broader membership, and continuing to foster communication and coordination between providers.

http://www.nccouncil.org/ncc-committees/carroll-county-regional-coordination-council/

Members
George Cleveland, Gibson Center for Senior Services
Brenda Gagne, Tri-County Community Action Program
Peter Reynolds, Tri-County Community Action Program
Benny Jesseman, Mary Seavey, Carroll County Retired and Senior Volunteer Program (RSVP)
Donna Sargent, Ossipee Concerned Citizens
Jack Cuddy, Mount Washington Valley Economic Council
Dorothy Solomon, Citizen Member - Conway
Sharon Strangman, Citizen Member - Albany
RPC Staff:
David Jeffers (LRPC), Nicholas Altonaga (NCC)
The Mid-State Regional Coordinating Council (Mid-State RCC), held six public meetings in FY 2017 and five in FY 2018, as well as finance and data subcommittee meetings. The Mid State RCC began updating the Coordinated Human Services and Transportation Plan.

Mid-State RCC’s Regional Mobility Manager, funded through the 5310 Formula Funds program, provides support for the Mid-State RCC. The Regional Mobility Manager serves as the liaison to local and state agencies, transportation groups, community stakeholders, and functions as a mobility advocate.

VDP has provided 33,652 rides since the start of the program in late 2011. The region’s VDP provided 5,188 rides in FY2017 and 4,644 rides in FY2018. The funding continued service to residents over age 60 and all individuals with a disability of the Mid-State Region, providing 2,501 rides in FY 2017 and 2,336 rides in FY 2018 utilizing the same vehicles used to transport seniors over age 60 in the region and expanded routes for seniors and individuals with disabilities into areas that were not previously served.

In July 2016, Mid-State RCC launched a pilot Taxi Voucher Program (TVP) for the Merrimack County Department of Corrections (MDOC) Community Release Program. The MDOv Community Release Program requires individuals to do community service, job searching, interviews, substance abuse treatments, counseling, and other rehabilitative activities. Without transportation, individuals may not be able to access the services and remain disconnected from society, which force them to stay at MDOv. In FY 2017 and FY 2018 the TVP program provided 274 trips.

www.midsitatercc.org

Members
Age at Home
American Cancer Society, Inc., New England Division
Ascentria In-Home Care
Bank of New Hampshire
Belknap Economic Development Council
Central NH Regional Planning Commission
City of Concord
Community Action Program
Belknap-Merrimack Counties, Inc.
Community Bridges
Concord Cab Company, LLC
D&B Taxi & Courier Services, LLC

Dept. of Corrections, Merrimack County
EngAging NH
Future in Sight
Genesis Behavioral Health
Granite State Independent Living
Granite United Way
Interlakes Community Caregivers, Inc.
Kearsarge Council on Aging
Lakes Region Chamber of Commerce
Lakes Region Community Services
Lakes Region Planning Commission
NH Vocational Rehabilitation
NH Catholic Charities
Partnership for Public Health
Pembroke Academy
Riverbend Community Mental Services, Inc.
St. Joseph Community Services, Inc.
The Friends Program-RSVP
Town of Chichester
Town of Hillsborough
Town of Newbury
Town of Salisbury
Town of Tilton
Volunteer Transportation, Inc.
Town of Wilmot, Town of Windsor
White Rock Senior Living Community

Regional Planning Commission Staff:
David Jeffers (LRPC),
Dean Williams (CNHRPC)
The Sullivan County RCC held seven open meetings during FY 2017 and 2018. During this period of time, meetings were largely devoted to assisting Southwestern Community services to re-launch all public transportation and volunteer driver program services in Region 4. All public transit and services for seniors over age 60 and individuals with a disability of any age, had nevertheless continued during this time. The RCC continued to see demand outstripping the financial resources of the 5310 program, and has continued to proactively deal with the rising demand and constrained resources.

Region 4 is among those with the highest percentages of population over the age of 60 and individuals with incomes below the poverty level in the state. Members of the council have continued to work with the local faith community, municipal governments, and other non-profit organizations to raise the visibility of transportation needs and on developing strategies for responding to the growing demand for services as the population ages.

Southwestern Community Services Transportation (SCST) has assumed all public transportation and volunteer driver services in Region 4. Since undertaking these new services, SCST has worked with the Upper Valley Lake Sunapee RPC and the Community Transportation Association of America to review routes, services, marketing and branding of the public transportation services. The objective is to improve efficiency and to enhance services to for all residents of Sullivan County.

www.sullivancountyrcc.org

**Members**

Brenda Burns, Sullivan County Nutrition Services, Newport  
Amanda Mace, Turning Points Network, Claremont  
Terri Paige and Keith Thibault, Community Services, Inc., Claremont  
Rod Wendt, United Valley Interfaith Project, Lebanon  
Cheryl B. Frey, Sullivan County Service Link  
Aare Ilves, Citizen Member, Charlestown  
Mary Ryan BEAS  
Patricia Crocker, Upper Valley Lake Sunapee RPC  
Derek Ferland, Manager, Sullivan County  
Nancy Merrill, City of Claremont  
Penny Whitman, UNH Extension
The Monadnock Regional Coordinating Council for Community Transportation (MRCC) held seven meetings in FY2017 and nine meetings in FY2018 with either the full Council or with the Executive Committee, not including several Allocations, Outreach and Data Subcommittee meetings. Highlights for the MRCC during this period included:

- The approval of a new Coordinated Community Transportation Plan.
- The revision, printing and distribution of a new updated Community Transportation Directory. Over 300 copies have been distributed throughout the region to stakeholders and has been posted on-line.
- The formation of a Data Collection Subcommittee which worked to streamline data collection and begin collecting unmet need data;
- The formation of an Outreach Subcommittee which planned several community meetings and an outreach brochure;
- Community Volunteer Transportation Company (CVTC) fully assumed volunteer driving activities from the American Red Cross;
- Volunteers Enabling Transportation (VET), another volunteer driving organization, was formed;
- Cheshire Medical Center, Southwestern Community Services and Volunteers Enabling Transportation were all recruited to be members of the MRCC;
- Collectively, the MRCC gave 6,724 rides in FY 2017 and is anticipated to finish FY 2018 providing over 8,200 rides paid for with 5310 Purchase of Service funds.

Cheshire County continues to serve as lead agency for the 5310 Purchase of Service grant for the MRCC. In addition to serving as a fiscal agent and reporting on behalf of the MRCC, Cheshire County assisted 5310 POS providers in documenting additional detail on ride information and sought grant funding to address the MRCC’s anticipated shortfall in FY2018.

CVTC serves as the lead agency for the 5310 Formula Fund grant, takes on a leadership role for the MRCC Outreach Subcommittee, and is responsible for referring “unmet need” rides on behalf of the MRCC. Southwest Region Planning Commission (SWRPC) continues to provide staff support and technical assistance to the MRCC.

More information about the MRCC can be found at [www.monadnockrcc.weebly.com](http://www.monadnockrcc.weebly.com).

Membership

Kathy Baird, Monadnock RSVP (Chairperson)
Michael Acerno, Home Healthcare, Hospice and Community Services (Vice Chairperson)
Ellen Avery, Community Volunteer Transportation Company (Co-Treasurer)
Suzanne Bansley, Cheshire County (Co-Treasurer)
April Buzby, Citizen Representative (Secretary)
Liz Chipman, Keene Housing Kids Collaborative
Linda Diluzio, Diluzio Ambulance
Jim Duffy, Center for Population Health at Cheshire Medical Center/Dartmouth Hitchcock
Bill Graf, Monadnock At Home
Terri Paige, Southwestern Community Services
Bob Perry, Volunteers Enabling Transportation
Kelly Steiner, Monadnock United Way
Chuck Weed, Citizen Representative
The Greater Nashua RCC (RCC-7) met five times in SFY17-18. The Nashua Regional Planning Commission (NRPC) continues to serve as the lead agency for the RCC-7.

Focus areas for discussion and action continue to be -
- Providing input for the Statewide Coordinated Plan update;
- Remaining informed about SCC efforts to develop and implement a new statewide plan;
- Exploring how mobility management services can best enhance community transportation in our region;
- Exploring opportunities for interregional transit connections based on community needs.

Many thanks to our guest speakers Ellen Avery from CVTC and RCC-5/6, and Rebecca Harris from Transport NH. Additionally, NRPC staff has attended RCC meetings in neighboring regions (5/6 & 8).

The RCC-7 actively supported the following initiatives -
- 5310 Purchase of Service funding to provide demand response transit services to six Souhegan Valley communities - Amherst, Brookline, Hollis, Milford, Mont Vernon and Wilton;
- 5310 Formula Funding to provide mobility management and support services to the Souhegan Valley Transportation Collaborative (SVTC) and the RCC;
- 5310 Capital Funding application by Nashua Transit System (NTS) to procure a new paratransit vehicle for use in the rural areas of the region;
- NRPC’s ongoing project to evaluate possible transit expansion along the Route 3/Merrimack and Route 101-A/Souhegan Valley corridors. The RCC will be providing further input for this feasibility study.

Other regional highlights include -
- SVTC’s Souhegan Valley Rides bus service will celebrate its 10th anniversary in October 2018 and, as of March 2018, has provided over 27,500 rides to area residents.
- NTS continues to work with the Towns of Merrimack and Hudson to provide paratransit service.
- NTS rolled out new expanded and seasonal services including routes along the Route 101-A corridor and to Hampton Beach.

With local grant support from the Milford Hospital Association, SVTC is rolling out service and destination enhancements to better meet community needs.

Members
FISH - Friends In Service Helping
Nashua Regional Planning Commission
Nashua Soup Kitchen
Nashua Transit System
Souhegan Valley Transportation Collaborative
Southern NH Medical Center
Southern NH Services
St. Joseph Community Services, Inc.
Town of Litchfield
Town of Merrimack

SCC – 2017/18 Annual Report
Greater Manchester Regional Coordination Council - Region 8

**Region 8: Greater Manchester**

- In 2017-2018 the RCC focused on striving to implement recommendations from its 2016 Coordinated Public Transit Human Services Transportation Plan for the ten-municipality Greater Manchester Region. Work was also started on an updated RCC website to serve as a resource to both providers and clients throughout the region.

- The RCC also began planning a new bi-regional Mobility Management initiative with the Region 9 (Greater Derry-Salem) RCC. Beginning in July 2018, the two regions will jointly fund a contract mobility manager position. Tasks for the mobility manager will include outreach to transportation providers to broaden participation in the RCCs and in coordination activities; outreach to other potential partners in the region including healthcare providers, gathering additional data on unmet need and working with the RCCs and regional transit agencies on strategies to meet those needs.

Regarding transportation services developed by the RCC and funded with FTA Section 5310 dollars, the following services operated in 2017-2018:

- MTA Shopper Shuttles;
- MTA Goffstown Shuttle;
- MTA Hooksett Shuttle (a new service added in FY 2018);
- Easter Seals regional demand-response service; and
- CareGivers Drive to Care Program (volunteer driver recruitment and oversight).

Members
Manchester Transit Authority (MTA)
Easter Seals New Hampshire
CareGivers NH, Inc.
St. Joseph Community Services
Manchester-Boston Regional Airport
Holy Cross Health Center
Manchester Community Health Center
City of Manchester
Town of Auburn
Town of Bedford
Town of Candia
Town of Deerfield
Town of Goffstown
Town of Hooksett
Town of New Boston
Town of Raymond
Town of Weare

In 2017-2018 the RCC focused on development of a new Transportation Services Directory for the ten town Greater Derry-Salem Region. The directory includes contact information and service profiles for over thirty transportation providers operating in the region. These include the CART public transit system, thirteen non-profit organizations that provide service to various populations, sixteen taxi and chair car companies providing trips at market rate, and the Boston Express commuter and intercity bus service operating on I93. Brief service profiles for each carrier summarize service area, eligibility, cost and contact information. The Directory is available on the Region 9 RCC website.

The RCC also began planning a new bi-regional Mobility Management initiative with the Region 8 (Greater Manchester) RCC. Beginning in July 2018 the two regions will jointly fund a contract mobility manager position. Tasks for the mobility manager will include outreach to transportation providers to broaden participation in the RCCs and in coordination activities; outreach to other potential partners in the region including healthcare providers, gathering additional data on unmet need and working with the RCCs and regional transit agencies on strategies to meet those needs.

Regarding transportation services developed through the RCC, the existing Derry/Londonderry and Hampstead/Londonderry shuttles continued operation in 2017-2018 under cooperative agreements between the Derry-Salem CART transit system, Easter Seals NH, and Rockingham Nutrition Meals on Wheels (RNMOW). The goal of these shuttles is to shift regular repeat trips away the CART demand response system to lower-cost scheduled shuttles.

Two other partnerships include work with the Greater Salem Caregivers to support expanded volunteer recruitment and training to strengthen their volunteer driver capacity in Salem and surrounding communities; and work with RNMOW to expand transportation to their senior meals site in Plaistow for residents of Plaistow, Hampstead, Atkinson, Danville and Sandown.

Members

- Cooperative Alliance for Regional Transportation (CART)
- Easter Seals New Hampshire
- Greater Salem Caregivers
- Jocelyn Gallant, Citizen Member
- Lamprey Health Care Senior Transportation
- Manchester Transit Authority
- Rockingham Nutrition Meals on Wheels
- Rockingham Planning Commission
- Southern NH Planning Commission
- Town of Derry
- Town of Hampstead
The Seacoast Public Health Network and the Region 6 Integrated Delivery Network joined ACT in SFY 17. The COAST Call Center changed its name to TripLink reflect its role as a regional call center and to reduce confusion among partner agency clients. TripLink can now be reached on its own phone line, and online at www.triplink.org. ACT’s goal is to ensure that its call center is easily found and understood. Rockingham Nutrition & Meals on Wheels joined TripLink in June 2017. TripLink accepts trip requests for shopper shuttles, medical, and congregate meal site transports and creates schedules for their drivers.

TripLink continued to serve as one of State’s pilot sites for coordination software. The transition to the HBSS’s new QRyde volunteer driver module was implemented on July 1, 2017. TripLink implemented NH DOT’s new Rides-to-Wellness connecting the State’s Medicaid transportation broker with TripLink’s RydeLog software.

Rockingham Nutrition & Meals on Wheels launched a new service for their Hampton and Seabrook meal sites and to increase general shopping and medical trips in the region. Ready Rides added Newfields to its service area.

A series of Travel Trainings were conducted at the Portsmouth and Dover Senior Centers, Rochester Housing Authorities, and to the staff of Great Bay Services to help those that use the bus increase their independence. Attendees were trained to ride COAST and Wildcat Transit as well as demand response services. ACT provided Travel Training at three Dover Housing Authority properties. Strafford CAP hosted ACT’s region wide Travel Training for social services staff. Rockingham and Strafford Planning Commissions assisted ACT to update its Coordinated Public Transit & Human Services Transportation Plan for the Southeast NH Region.

Brentwood was added to the TASC service area. Ready Rides continues to add new towns to its area and ACT is adding new volunteer services in additional towns. ACT continues its senior shuttle in the Hampton and Seabrook area and to support Ready Rides and Community Rides.

www.communityrides.org
Members of the State Coordinating Council for Community Transportation

Michael Acerno, Home Healthcare, Hospice & Community Services, Keene, NH
Ellen Avery, Community Volunteer Transportation Co.
Fred Butler, NH DOT
Van Chesnut, NH Transit Association
Open, NH Dept. of Health and Human Services
Bill Finn, NH Department of Education
Jesse Lore, MobilityWorks, Inc.
Sara O’Dougherty, Granite State Independent Living
Terri Paige, Southwestern Community Services Transportation
Fred Roberge, Easter Seals NH
Charles Saia, Governor’s Commission on Disability
Mike Tardiff, Central New Hampshire Regional Planning Commission
Mike Whitten, Manchester Transit Authority

New Hampshire State Coordinating Council for Community Transportation
www.nh.gov/dot/programs/scc/about.htm
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