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SCC - 2014 Annual Report
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, 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
Pam Jolivette, Vice Chair
Bill Finn, Treasurer
Pat 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 (15 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.
Coordination of human service and public transportation is occurring across the nation. The National Conference of State Legislatures (NCSL) prepared a report entitled “State Human Service Transportation Coordinating Councils: An Overview and State Profiles.” The August 2014 report updates similar ones produced in 2005 and in 2010. Their report presents the most up-to-date and thorough information available about coordination councils across the states. NCSL reached out to contacts at various state agencies and coordinating councils with a questionnaire. The findings were supplemented by statutory research. For those involved in the coordination efforts in NH, the results of the research were not surprising: Challenges to coordination exist around the country.

Key findings from the NCSL survey are summarized in the following pages.
Buy-In from Key Decision Makers

- Whether called buy-in, support, vision, championing, agreement, or leadership,” respondents to the NCSL survey said that having key decision makers on board with coordination efforts is an important contributor to success.

Keep Stakeholders on Track

- Keeping stakeholders engaged and on track and informed through preparation, organization and making sure that meetings were accessible. It is important to focus on a single subject for review and possible renovations.”

Build on Past Successes

- Councils that focus on a single issue and achieve solutions were more likely to move to another success, creating momentum for further coordination. Without a clear outcome or concrete success, agencies may not be interested in participating or they may lose interest.

Benefits of State-Level Coordination

Regardless of how coordinating councils are established or mandated, stakeholders noted many benefits of the coordination activities that result. Many stakeholders, noted that interagency coordination has been helpful in strengthening communication across agencies that provide human service transportation services and programs. Greater access to information was a key advantage. Sharing information with other agencies helped solve mutual challenges, which in turn made service delivery better, resulting in improved mobility for system users and other benefits for the broader community.
**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 understand 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. With coordination activities, trips to medical appointments, employment and other activities occur.

**Other Community Benefits**
- State-level coordination can benefit not only transportation system users, but the community at large. As one respondent said, coordinating services “offer 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.”

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**SCC - 2015 Annual Report**

6
NCLS Survey: 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 people and human services 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 prevents coordinating successfully.

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
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Federal Surface Transportation Legislation

On December 4, 2015, President Obama signed into law the Fixing America’s Surface Transportation (FAST) Act that authorizes Federal highway, highway safety, transit, and rail programs for five years from Federal fiscal years (FY) 2016 through 2020.

The FAST Act represents the first long-term comprehensive surface transportation legislation since the Safe Accountable Flexible Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) Act in 2005.

The legislation provides $61 billion over five years for Federal transit programs, including $49 billion in Highway Trust Fund contract authority and $12 billion in authorizations from the General Fund, which grows transit funding more than 10% in year one and by almost 18% over the five-year authorization.

Nationally, the Rural Area Formula Program (Section 5311) grows 10.8% from $620M in FY 2016 to $673M in 2020, the Enhanced Mobility of Seniors & Individuals with Disabilities Program (Section 5310) grows by 10.6% over five years, the Urbanized Area Formula Program increases by 10.6% over five years, and the Bus & Bus Facilities Program (Section 5339) authorizes new competitive grant programs and increases the amount that is distributed nationally from the current $65.5M to a new level of $90.5M each year and includes an increase to the base state allocation from $1.25M to $1.75M.

Medicaid Managed Care Transportation in New Hampshire

With the passage of the FAST Act, a renewed emphasis through the Interagency Council on Access and Mobility will be placed on coordination including Medicaid Transportation.

Medicaid Managed Care transportation in New Hampshire continues to change the delivery system for the provision of non-emergency medical transportation (NEMT) for Medicaid recipients. Over the last year, the Medicaid transportation delivery system has transitioned from multiple brokers contracted by the Managed Care companies (MCOs), to the current situation with all MCO’s are contracting with a single transportation broker, Connecticut-based Community Transportation Services (CTS).

The State Coordinating Council for Community Transportation (SCC) continues to explore the possibility of developing processes to establish a mutually beneficial relationship with CTS to provide Medicaid supported NEMT in New Hampshire.

The role of the SCC in this transition has been to continue open communication with CTS, while evaluating a possible partnership in the provision of NEMT. CTS continues to communicate with the SCC, providing updates on the development and changes in Medicaid Managed Care transportation at SCC meetings.

The SCC will carefully evaluate a partnership with CTS during the development of a new statewide plan for the provision of coordinated community transportation services in New Hampshire.
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.
The 2006 Statewide Coordination of Community Transportation Services Plan assumed that Medicaid-funded transportation and other human services transportation would be key components of the statewide coordinated community transportation network. The thinking was that transportation brokerages would be created in each region and the RCCs would be tasked with selecting and monitoring the regional transportation broker. However, Medicaid funded transportation was not integrated into the Statewide coordination effort. Instead, Medicaid transportation (the largest human service transportation program in the state) is now included in the services provided by Managed Care Organizations through a single statewide transportation broker as part of a package arrangement with the State. The existing statewide coordinated transportation plan does not adequately address how coordinated human services transportation can be achieved given current reality.

The SCC therefore established a subcommittee in 2015 that was tasked with identifying a strategy for revising the Statewide Coordination of Community Transportation Services Plan. The subcommittee met several times throughout the year to determine the best strategy for developing a new plan. It was determined the best course of action would be to hire an outside consultant to create a revised plan.

A Request for Proposals (RFP) was developed by the subcommittee and vetted by the full SCC. The purpose of the RFP is to identify qualified firms to revise and rewrite a Statewide coordination Plan. Completion of the new plan is anticipated by the end of 2016.
Successful Projects

State Data Management System Implementation Project
In partnership with the Montachusett Area Regional Transit Authority (MART) in Fitchburg, Massachusetts, and HB Software Solutions, the SCC and the New Hampshire DOT continue to move forward to develop and deploy coordination software. The Manchester Transit Authority has deployed the software and is currently running their operations on the new platform.

CATS, Tri-County, COAST and Easter Seals remain in progress. Software for all sites has been deployed in the HBSS environment, initial data migration has been completed, and testing is 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>SFY2015</th>
<th>SFY2014</th>
<th>SFY2013</th>
<th>SFY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Country Council</td>
<td>Region 1</td>
<td>7,479</td>
<td>6,365</td>
<td>6,574</td>
<td>940</td>
</tr>
<tr>
<td>Mt Washington Valley Economic Council</td>
<td>Region 2</td>
<td>6,849</td>
<td>6,767</td>
<td>7,718</td>
<td>-</td>
</tr>
<tr>
<td>Central NH Planning Commission</td>
<td>Region 3</td>
<td>9,586</td>
<td>8,279</td>
<td>3,521</td>
<td>820</td>
</tr>
<tr>
<td>Upper Valley Planning Commission</td>
<td>Region 4</td>
<td>2,252</td>
<td>2,589</td>
<td>3,086</td>
<td>1,250</td>
</tr>
<tr>
<td>County of Cheshire</td>
<td>Region 5/6</td>
<td>7,048</td>
<td>6,861</td>
<td>5,867</td>
<td>3,698</td>
</tr>
<tr>
<td>Nashua Regional Planning Commission</td>
<td>Region 7</td>
<td>2,422</td>
<td>2,700</td>
<td>2,717</td>
<td>2,100</td>
</tr>
<tr>
<td>Southern NH Planning Commission</td>
<td>Region 8</td>
<td>10,733</td>
<td>9,422</td>
<td>5,610</td>
<td>-</td>
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<tr>
<td>Southern NH Planning Commission</td>
<td>Region 9</td>
<td>6,128</td>
<td>5,455</td>
<td>2,900</td>
<td>632</td>
</tr>
<tr>
<td>COAST</td>
<td>Region 10</td>
<td>1,778</td>
<td>171</td>
<td>59</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>54,275</strong></td>
<td><strong>48,609</strong></td>
<td><strong>38,052</strong></td>
<td><strong>9,440</strong></td>
</tr>
</tbody>
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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, demand response accessible transportation, and other services that support coordinated community transportation. The table below summarizes how the 9 RCC’s use 5310 formula funding.

<table>
<thead>
<tr>
<th>Lead Agency</th>
<th>Region</th>
<th>Regional Allocation</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Country Council</td>
<td>Region 1</td>
<td>$63,366</td>
<td>Provide mobility management services for Grafton County service area, and, provide demand response accessible transportation in Grafton-Coos service area.</td>
</tr>
<tr>
<td>North Country Council</td>
<td>Region 2</td>
<td>$25,106</td>
<td>Expanded demand response accessible transportation in Region 2 Carroll County service area.</td>
</tr>
<tr>
<td>Belknap - Merrimack CAP</td>
<td>Region 3</td>
<td>$96,343</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</td>
</tr>
<tr>
<td>Community Alliance of Human Services</td>
<td>Region 4</td>
<td>$23,297</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>County of Cheshire</td>
<td>Region 5/6</td>
<td>$48,612</td>
<td>Mobility management activities including the management of an accessible volunteer driver program that includes mileage reimbursement in the thirteen towns of the Eastern Monadnock Region.</td>
</tr>
<tr>
<td>Nashua Regional Planning Commission</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; Region 7. the mobility manager also assists SVTC with strategic planning.</td>
</tr>
<tr>
<td>Southern NH Planning Commission</td>
<td>Region 8</td>
<td>$93,564</td>
<td>Volunteer recruitment program and mobility management activities in support of demand response transportation services in the Greater Manchester area.</td>
</tr>
<tr>
<td>Southern NH Planning Commission</td>
<td>Region 9</td>
<td>$26,217</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>COAST</td>
<td>Region 10</td>
<td>$114,388</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

Survey of the Nine Regional Coordinating Councils
In the fall of 2015, the SCC asked the members of the nine Regional Coordinating Councils (RCCs) to complete a survey designed to assess the state of coordinated community transportation in New Hampshire.

The survey results have provided a way for regions to share the successes and challenges they have experienced in their efforts to coordinate community transportation. The results will also help the SCC provide better and more targeted support for the regions as they continue the coordination process.

Additionally, the survey results will provide key data that will inform the Statewide Coordination Plan update process, which will take place during the second half of 2016.

Summary of Survey Results
- Eight of the nine regions say coordination has progressed, most commonly in the form of better communication.
- The RCCs generally say the SCC has supported the regions in a number of ways.
- The more successful regions had broad representation and participation.
- The top positive outcomes of coordination effort as listed by the RCCs:
  - Increased service through the use of 5310 funds,
  - information sharing,
  - learning how others operate,
  - greater awareness of the region’s needs,
  - establishment of call centers.
- Regions would like more support from the SCC in the following specific areas:
  - Clarification of the role of the SCC,
  - technical assistance,
  - advocacy,
  - technology,
  - funding,
  - increased participation by relevant state agencies.

As the nine RCC regions review the results of this survey in more depth, they will be able to take advantage of the experiences of their peers, thereby increasing the uptake of successful strategies.

By providing an ongoing forum for exchanging ideas and information between regions and with the SCC, the replication of regional success will be facilitated across the state.

For the complete set of survey results, please contact the SCC.
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. The committee designed and distributed a survey that each RCC completed in the fall of 2015. The collated results give the SCC a better understanding of what coordination looks like in each region; provide information that may be shared throughout the state and will generate recommendations for action steps in 2016.

The Committee also began the work of analyzing the landscape to find opportunities to improve the provision and coordination of community transportation. They began a review of transportation policies and regulations across the state departments in New Hampshire. Members continue to reach out to leadership groups and gatherings that include transportation as part of their agenda, such as participation on the Endowment for Health Elder Health Coalition.

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 committee provides targeted communication products for specific purposes, as well as products to increase general awareness of the SCC and its mission.

Volunteer Driver Program
The Volunteer Driver subcommittee hosted a peer-to-peer Volunteer Driver Program Forum on June 26, 2015 in Concord. The goal of the forum was to provide an opportunity for program staff (and active board members) to meet with their peers to learn how other programs in the state are being operated and to share their own successes with others.

Nearly all 30 providers attended the 3-hour forum. Providers from all over New Hampshire were invited, including both 5310 and locally-funded organizations. Topics covered included accessible transportation requirements, risk management, volunteer recruitment and retention, Medicaid transportation, and best practices.

Survey results indicated that attendees found the program useful and were interested in attending future forums.

Most survey respondents requested that more time be spent on best management practices and that more time be allowed for networking.

Transport NH
A key partner of the SCC is Transport NH, which leads a statewide network of organizations in an initiative to create an integrated, multi-modal transportation system that gives people options for getting around. As the backbone organization of this initiative, Transport NH helps align network activities with this common goal, and advocates independently for policies that support it.

The network created the first ever multi-modal transportation policy agenda at the end of 2015.

Transport NH also commissions an annual survey from UNH to measure public opinion on transportation options, allowing the network to see how their awareness efforts are expanding the conversation.

Transport NH is creating an online tool to help advocates show up and speak up for transportation options by connecting them with opportunities across the state.

Launch is scheduled for late spring of 2016.
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 2015, POS funding was used to provide 9,341 trips to the elderly and disabled, bringing in $183,597 to transportation providers and generating 4,664 hours of volunteer driver hours.

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.

In 2016 the GCRCC will work with North Country Council and Upper Valley Lake Sunapee RPC to update the Region’s Transportation Directory.

www.grafton-coosrcc.org

Members
Roberta Berner, Grafton County Senior Citizens Council
Van Chesnut, Advance Transit
Frank Claffey, Citizen, Bethlehem
Mark Frank, Coos County SCOA Representative
Doug Grant, Citizen, Littleton
Teirrah Hussey, Transport Central
Beverly Raymond, Tri-County Community Action
Peter Riviere, Caleb Interfaith Caregivers
Leah Torrey, United Valley Interfaith Project
Kirsten Welch, Genesis Behavioral Health
Pat Crocker, Upper Valley Lake Sunapee RPC
Mary Poesse, North Country Council
Patrick Herlihy, 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 the elderly, disabled, and general public. Another provides wheelchair-accessible buses for the elderly and disabled 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.

Members
George Cleveland, Gibson Center for Senior Services
Beverly Raymond, 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
Jac Cuddy, Mount Washington Valley Economic Council
Dorothy Solomon, Citizen Member - Conway
Sharon Strangman, Citizen Member - Albany
RPC Staff:
David Jeffers (LRPC), Mary Poesse (NCC)

www.carrollcountyrcc.com/
The Mid-State Regional Coordinating Council (Mid-State RCC) which includes Belknap and Merrimack Counties (excluding Hooksett and including the towns of Deering and Hillsborough) held seven committee meetings this year, all of which were open to the public. The Regional Ride Resource Directory was updated in April 2015. Two hundred copies were printed and distributed along with 150 copies of outreach cards.

Beginning in the February, the committee shifted from monthly meetings to meeting every other month both to encourage greater participation and to accommodate more frequent subcommittee meetings. Meeting locations varied between Concord and the Lakes Region. The Mid-State RCC membership list was updated bimonthly. There are now twenty-four member organizations. As a result of these various steps, the average number of representatives at RCC meetings in 2015 was more than 20% higher than the previous year.

In 2015, the volunteer driver program provided more than 5,200 rides to 180 of the region’s most transportation dependent residents with the help of 34 volunteer drivers. The volunteer driver program has provided over 21,000 rides since the start of the program in late 2011. This program has a part-time coordinator, funded through the 5310 Purchase of Service (POS) funds. Drivers received training on Defensive Driving, and how to utilize scheduling software to effectively match available drivers with those needing rides.

Mid-State RCC hired a part-time Regional Mobility Manager, funded through the 5310 Formula Funds program, providing support for the region’s Volunteer Driver program network and conducting outreach to communities and organizations. The 5310 Purchase of Service funding has also provided resources to enhance transportation options on the region’s Rural Transportation Service. The funding continued service to the under 60 disabled adult residents of the Mid-State Region, providing 2,920 rides utilizing the same vehicles used to transport seniors over the age of 60 in the region.

Also during 2015 Mid-State RCC took on the challenge of piloting a Taxi Voucher program in conjunction with the Merrimack County Department of Corrections. We expect to have the program in operation by mid-2016. In the coming year the Mid-State RCC will focus on maintaining the transportation programs that receive funds through the RCC and serve the needs of the people in this region along with working to improve coordination among all of the region’s transportation providers.

www.midstatercc.org

**Members**

Bank of NH
Belknap Economic Development Council
Central NH Regional Planning Commission (CNHRPC)
City of Concord
Community Action Program Belknap-Merrimack Counties, Inc. (CAPBMCI)
Community Bridges NH
Friends Program-RSVP
Genesis Behavioral Health
Good Life Programs & Activities
Granite State Independent Living
Granite United Way
Lakes Region Chamber of Commerce
Lakes Region Community Services
Lakes Region Partnership for Public Health
Lakes Region Planning Commission (LRPC)
NH Association for the Blind
Merrimack County Dept. of Corrections
NH Dept. of Health & Human Services
NH Dept. of Transportation
NH Catholic Charities
Riverbend Community Mental Services, Inc.
St. Joseph’s Community Services, Inc.
Town of Hillsborough
Town of Tilton

**Regional Planning Commission Staff:**

David Jeffers (LRPC), Dean Williams (CNHRPC)

**Regional Mobility Manager:**

Larisa Djuvelek-Ruggiero (CAPBMCI)
The Sullivan County RCC held four open meetings during FY 2015. The Community Alliance for Human Services Transportation Volunteer Driver program, which is supported by FTA Section 5310 funding for services for seniors over age 60 and individuals with a disability of any age, has been extremely successful. The RCC continued to see demand outstripping the financial resources of the program, and has continued to proactively deal with the rising demand and constrained resources.

During the fiscal year 2,252 trips were provided throughout Sullivan County with the assistance of the Federal Transit Administration funding for transportation of the elderly and persons with a disability.

Sullivan County 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.

www.sullivancountyrcc.org

Members
Brenda Burns, Sullivan County Nutrition Services, Newport
Brenda Foley, Turning Points Network, Claremont
Director, Community Alliance of Human Services, Newport
Leah Torrey, Executive Director, United Valley Interfaith Project
Rod Wendt, United Valley Interfaith Project, Lebanon
Becky Holland, Southwestern Community Services, Inc.
Aare Ilves, Citizen Member, Charlestown
Open, West Central Behavioral Health
Doreen Kusselow, NH BEAS, Ex Officio
Patricia Crocker, Upper Valley Lake Sunapee RPC

Sullivan County RCC
Region 4

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At the time of writing, the Monadnock Regional Coordinating Council (MRCC) has held five public meetings during State Fiscal Year 2015. The MRCC expects to meet at least two additional times before the end of the fiscal year. The focus of the MRCC during this period was:

- Working with the Contoocook Valley Transportation Company (CVTC) and the American Red Cross to transition volunteer driver services to CVTC using Federal Transit Administration (FTA) 5310 Purchase of Service funds;
- Working with CVTC to plan the use of 5310 Formula funds for mobility management;
- Updating the MRCC bylaws and creating a new Conflict of Interest policy;
- Establishing a new framework for evaluating grant proposals;
- Crafting new MRCC mission and vision statements that express the aspirations and ambitions of Council members and succinctly define the MRCC’s strategic direction;
- Beginning an update of the Southwest Region Coordinated Plan using FTA 5305(e) funds by evaluating trip pattern and other data;
- Improving access to comprehensive information about available transportation resources by updating the Monadnock Region Community Transportation Directory; and,
- Expanding MRCC membership, including membership within the MRCC subcommittees.

In addition to these activities, the MRCC provided a letter of support for Monadnock Family Services’ (MFS) application for FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program Capital Funds. The funds supported the procurement of a new vehicle for MFS’ Adult Care Program, which is an essential service for the elderly and population with disabilities in the community.

The MRCC endorsed funding for Home Healthcare, Hospice and Community Services (HCS) for FTA Section 5339 Bus and Bus Facilities Capital Program Funds. The funds supported the procurement of two new buses and route signage, as well as some needed computer hardware and software upgrades for staff.

Cheshire County government is the lead agency for the 5310 Purchase of Service grant for the MRCC and Contoocook Valley Transportation Company is currently serving as the lead agency for the 5310 Formula Fund grant. Southwest Region Planning Commission staffs and provides technical assistance to MRCC.

**Members**

Kelly Steiner, Monadnock United Way (Chairperson)
Michael Acerno, Home Healthcare, Hospice and Community Services (Vice Chairperson)
Ellen Avery, Contoocook Valley Transportation Company (Co-Treasurer)
Suzanne Bansley, Cheshire County (Co-Treasurer)
J. B. Mack, Southwest Region Planning Commission (Secretary)
Kathy Baird, Monadnock RSVP
April Buzby, Keene Housing
Liz Chipman, Keene Housing Kids Collaborative
Linda Diluzio, Diluzio Ambulance
Karen Fabis, American Red Cross
Eileen Fernandes, Cheshire Medical Center
Bill Graf, Monadnock At Home
Jena Rutter, ServiceLink
Chuck Weed, Citizen Representative

[www.monadnockrcc.weebly.com](http://www.monadnockrcc.weebly.com)
The Greater Nashua RCC (RCC-7) met three times in 2015. Their focus was on assisting the Nashua Regional Planning Commission with an update to the Locally Coordinated Transportation Plan, and strategizing about how to strengthen membership and the community’s awareness of the council. In addition, RCC-7 continued to support the Souhegan Valley Transportation Collaborative (SVTC) in their request for 5310 Purchase of Services and Formula funds. SVTC uses these funds to purchase demand response paratransit service from the Nashua Transit System (NTS) and provide mobility management and planning assistance in six of the region’s thirteen towns.

- SVTC’s Souhegan Valley Rides bus service provided its 20,000th ride in December 2015.
- In lieu of a centralized system, informal coordination of services continues between council members and with area human service providers.
- RCC-7 continues to receive requests for transportation related to educational pursuits, job training and work related needs. These requests support the need for further development of community transportation in our region.
- The regional transportation directory was updated.
- In the coming year, RCC-7 will be looking at ways to improve service delivery and coordination.
- The Locally Coordinated Transportation Plan was updated. The goal was to identify where progress had been made and adjust goals and objectives to reflect current conditions and anticipated funding levels. Further revisions and planning will be informed by the 10 Year Regional Transit Capital Investment Plan being conducted by NRPC and NTS. Additionally, the anticipated revision of the SCC’s statewide plan will help to define next steps in Region 7.
- RCC-7 continues to monitor statewide activities through regular attendance at SCC meetings.

The Souhegan Valley Rides bus service provided its 20,000th ride in December 2015.

http://tinyurl.com/nashuaregion7rcc
The Greater Manchester Region 8 RCC held five meetings in 2015 and continued monitoring statewide coordination activities through attendance at SCC meetings. In addition to these activities, a representative of the Region 8 RCC also participated in the development of an RFP for consultant services to update the 2006 Statewide Coordination of Community Transportation Services Plan. The Region 8 RCC also began participation in an update of the Public Transit Human Services Transportation Plan for the SNHPC Region.

On behalf of the Region 8 RCC, the Southern New Hampshire Planning Commission (SNHPC) is continuing as Lead Agency for four projects funded through the FTA Section 5310 Purchase of Service (POS) and Formula funding programs administered through NHDOT. At their February 19, 2015 meeting, the Region 8 RCC passed a motion approving the projects and authorizing SNHPC to continue as Lead Agency. A public participation process advertising the availability of FTA 5310 funding and documenting the project selection process was also completed.

Prior to this meeting, the Region 8 RCC completed various tasks including:

- conducting a project selection process, finalizing project design and drafting a grant application including project budgets.
- The Region 8 5310 POS and Formula funding grant applications were submitted to NHDOT in late February and the RCC subsequently assisted NHDOT in the development of contract documents. The projects, approved by Governor and Council in May 2015, include:
  - A continuation of The CareGivers, Inc. “Drive to Care” Volunteer Recruitment program
  - A continuation of ESNH STS demand response transportation in the Greater Manchester area
  - A continuation of the MTA “Shopper Shuttle” program
  - MTA demand response transportation in Goffstown

The Region 8 5310 POS and Formula funding projects are scheduled to run through June 30, 2017.

www.greatermanchesterrcc.com

Members
The CareGivers, Inc.
CART
Easter Seals NH
Granite State Independent Living
Green Cab Company 1, Inc.
Town of Hooksett
Manchester-Boston Regional Airport
Manchester Transit Authority
Maureen Nagle, Citizens’ Rep
Rockingham Nutrition Meals on Wheels
St. Joseph Community Services, Inc.
SNHPC
In 2015 the RCC focused on fine tuning several Section 5310-funded services initiated in prior years, as well as beginning an update to region’s Coordinated Public Transit/Human Services Transportation Plan. The first step in the update to the regional coordination plan was fielding a set of four surveys. The first of these went to transportation providers, to update the RCC’s understanding of the supply of community transportation in the region. The other surveys were designed to get an updated picture of transportation need in the region, and targeted local welfare officers, health and human service agencies not providing transportation services, and potential consumers of transportation services. All four surveys were conducted cooperatively with the Greater Manchester (Region 8) RCC.

Regarding transportation services developed through the RCC, the existing Derry/Londonderry and Hampstead/Londonderry shuttles continued operation in 2015 under cooperative agreements between the Derry-Salem CART transit system, Easter Seals NH, and RNMOW. The goal of these shuttles is to shift regular repeat trips away the CART demand response system to lower-cost scheduled shuttles.

The CART Early Bird/Nite Owl Taxi Voucher program, offered by CART in collaboration with Green Cab Company, is targeted to fill gaps outside of regular service hours for CART and other providers in the region. Vouchers provide a 50% discount on cab fares for senior citizens and individuals with disabilities; and may be used Monday-Friday from 5:00-8:00am and 5:00-8:00pm, as well as Saturdays from 8:00am-5:00pm. A goal remains to expand the number of cab companies participating in the program to improve geographic access.

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.

www.rpc-nh.org/Derry-Salem-RCC.htm

Members
Natalie Avila, Green Cab Company
Deb Bartley, Lamprey Health Care Senior Transportation
Scott Bogle, Rockingham Planning Commission
Rick Hartung, Town of Hampstead
Adam Hlasny, Southern NH Planning Commission
Dick O'Shaughnessy, Greater Salem Caregivers
Fred Roberge, Easter Seals New Hampshire
George Sioras, Town of Derry
Mark Nelson, CART
Tim White, Southern NH Planning Commission
In 2015 ACT continued to hold bi-monthly meetings with good attendance from partner agencies. COAST continues to serve as the Lead Agency for Formula Funds but the Rockingham Planning Commission has taken on the role of the Lead Agency for POS.

ACT completed 3 significant capital projects in 2015. VTCLI funds were used to make improvements to the COAST facility that allowed for improved functionality of the coordination software and the Call Center. Two vehicles were procured during the year. Riverside Rest Home procured a minibus to transport its clients, and TASC, a volunteer driver program, procured an accessible minivan. The minivan will be driven by volunteers and will help TASC meet its commitment to both accessible and ambulatory clients.

The COAST Call Center transitioned from using HBSS’s UWR software to its updated version - RydeLog. An IVR system was also launched so that COAST’s clients receive automated trip reminders the evening before a scheduled trip. An additional feature allows COAST’s driver to send another phone reminder immediately before picking a client up, to ensure that the client is ready upon the driver’s arrival.

ACT also launched a new Travel Training program in collaboration with the Strafford County and Seacoast ServiceLinks. Using the Easter Seals’ template, You Can Ride guides were printed to teach clients to use COAST, Wildcat Transit, and how to access the various demand response programs in the region. ServiceLink trainers will include the Travel Training during other outreach programs that they offer.

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

Van Chesnut, NH Transit Association
MaryAnn Cooney, NH Dept. of Health and Human Services
Sonke Dornblut, UNH Institute on Disability
Bill Finn, NH Department of Education
Rebecca Harris, Transport NH
Patrick Herlihy, NH Department of Transportation
Pamela Jolivette, Aging & Disability Network
Beverly Raymond, North Country Transit
Charles Saia, Governor’s Commission on Disability
Fred Roberge, Easter Seals NH
Christine Schon, Dartmouth Hitchcock Medical Center
Mike Tardiff, Central New Hampshire Regional Planning Commission
Sara O’Dougherty, Granite State Independent Living
Mike Whitten, Manchester Transit Authority

New Hampshire State Coordinating Council for Community Transportation
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