

# Coordinated Transit and Human Services Transportation Plan

For Belknap County and the Central NH Area



Adopted June 6, 2008

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## Belknap County and the Central NH Area

Adopted by LRPC TAC on June 3, 2008  
and CNHRPC TAC on June 6, 2008



This is a photograph of one of the public meetings held in Laconia. Public participation was a key element in the process of the Coordinated transit Study.

**This Plan was prepared by the Central NH Regional Planning Commission in partnership with the Lakes Region Planning Commission. Funding was provided by the NH Department of Transportation with financial matching contributions from the Community Action Program Belknap-Merrimack Counties, Inc.**



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## **Acknowledgements**

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- Greater Franklin Chamber of Commerce
- United Way of Merrimack County

We would like to thank everyone who came to any of workshops held in the cities of Concord, Franklin, and Laconia and the towns of Alton, Hillsborough, and New London. The information and stories that were shared during those meetings were a vital component of this effort.

The commitment made by service providers during this collaborative planning effort, through attendance at various meetings and by taking the time to complete a survey, was commendable and we thank everyone who participated.

The Central NH Regional Planning Commission and the Lakes Region Planning Commission have endeavored to produce a Plan that is based on the best information possible as well as substantial contributions by various agencies, groups, and the public while following the guidance outlined in the Federal Register and by the collaborative federal project, United We Ride.

## **Executive Summary**

This study was conducted by the Central New Hampshire Regional Planning Commission and the Lakes Region Planning Commission in response to the “*Safe, Accountable, Flexible, Efficient Transportation Equity Act: A legacy for Users*” (SAFETEA-LU) which requires a locally developed Coordinated Human Services Transportation Plan in order to receive Federal Transit Administration funds. This study aims to coordinate multiple transit service providers in order to improve efficiency.

In conducting this study, the Regional Planning Commissions

- Created a Working group of providers and stakeholders: This group helped guide the study and provide insight and advice. It was also instrumental in creating a providers list.
- Reviewed the new Statewide Architecture: The “Governor’s Taskforce on Community Transportation” created a statewide coordination plan that recommended a new state structure to guide policy and deliver services. Recommendations were shaped to conform to this new structure and take advantage of the benefits it may provide.
- Analyzed study area: Demographics, commuting patterns, transportation patterns, and land use were reviewed and their implications on transportation service were analyzed.
- Compiled a list of existing providers and services: A comprehensive list of providers with contact information was compiled
- Conducted a survey for transit providers: The goal of the Coordinated Transit Study survey was to help identify the limits of existing service and the willingness and ability for further coordination between providers
- Conducted several public workshops: These meetings were held to provide transit users an opportunity to voice their concerns and to get their input.

It became clear that since the private automobile is by far the most common mode of transportation in the region that there are often few transportation choices available, and with the sprawling land use providing transportation options can be difficult. Most transit in the area is intended to be on a by need only basis. It became apparent that numerous providers serve unique populations and better coordination between multiple entities could streamline efforts. It also became clear that there is a significant portion of the population that depends on these services. After thorough examination of findings, several recommendations and implementation tasks were identified.

## 1 Introduction

New Hampshire has for a long time had difficulty providing transportation to those who do not have access to a private automobile. Public transportation and transit in general is not widely available and private automobile travel is by far the most common mode of transportation. The land use patterns in the state also make efforts to provide transit difficult. Anyone without access to a private automobile due to age, disability, income, or other reasons has limited options. This study was an attempt to expand the resources available to these people by connecting and reorganizing existing services, as well as looking at the potential for creating systems of transit for commuters in the area.

The study area consists of Belknap County, Merrimack County (excluding Hooksett), and Hillsborough and Deering from Hillsborough County (see *Map 1*).

### 1.1 Purpose

The purpose of this plan is to create a comprehensive strategy to assist state and community agencies, transportation service providers, and stakeholders for coordinating public transit and human service transportation efforts in the central New Hampshire study area. This plan is a response to the “*Safe, Accountable, Flexible, Efficient Transportation Equity Act: A legacy for Users*” (SAFETEA-LU) which was signed into law in 2005. It requires that communities receiving Federal Transit Administration funds create a locally developed Coordinated Human Services Transportation Plan. In the past, programs from 12 federal departments and agencies, each with their own missions and service, worked and funded relatively independently. It was decided necessary to streamline these efforts into a “responsive, comprehensive, coordinated community transportation system” and make it easier for local transportation providers to share resources. These multiple resources were often difficult for the public to utilize, may have had gaps or overlap in service, and may not have functioned as efficiently as possible. Many providers are forced to serve only a narrow segment of the population in need because of funding requirements and other issues. This study aims to help address these concerns.

This study was done through a joint effort between Central New Hampshire Regional Planning Commission and Lakes Region Planning Commission. The RPCs formed a steering committee made up of representatives from numerous transportation providers and other interested parties in the region. The steering committee provided advice, insight, and reviewed work to help guide the process.

## 1.2 Goals

Goals for the plan include:

- Identifying unmet transportation needs and gaps in service
- Completing an inventory of existing public and private transit and human service transportation providers
- Identifying strategies to maximize the use of limited transportation resources through coordination
- Enhancing mobility within and between communities
- Increasing access to jobs, schools, medical centers, and other essential human services
- Increasing citizen awareness of public transit and human service transportation providers and programs

## 1.3 Framework of the Study

### A Existing Conditions Analysis

As is the case in any study, it is important to have a strong understanding of the existing conditions in the study area. In the Existing Conditions chapter, information about traffic and commuting patterns, demographics, existing providers, and general land use characteristics were analyzed. The findings are summarized here, and detailed information is available in the following section.

**Land Use:** The primary mode of transportation across the region is the private automobile. Current land use patterns and existing infrastructure make efforts at transit difficult, and present serious difficulties to those who either cannot operate or can not afford a private automobile.

**Providers:** Existing services are generally intended for, and used by those without access to an automobile. Most of the 50-60 existing transit providers in the region are relatively small in scale and target specific geographic areas and groups, particularly the elderly and disabled populations. Providers vary in size and reach, and include small practices with volunteers, public entities, private businesses, larger municipal efforts including Concord Area Transit (CAT) and Winnipesaukee Transit System, and longer distance service like Concord Coach bus service.

**Commuting Patterns:** Commuting patterns were analyzed and major destinations with potential for public transit were identified. The communities neighboring Concord have a higher potential for fixed route transit due to the large number of commuters to Concord. There is also potential for wider transit service between Manchester and Concord, and in the Laconia-Tilton-Franklin area.

Since the private automobile is by far the most common mode of transportation in the region, the possibilities for rideshareing and carpooling is very high. Already, 12% of car trips to work involved carpooling according the US Census 2000. At present, there are efforts to support ridesharing, and these efforts are outlined. There are ten Park and Ride facilities across the region that were mapped and their usage was analyzed.

**Demographics:** The growing elderly population in New Hampshire is of note since elderly are among the groups of people that depend more on transit services. Some communities in the region have elderly populations over 20% with higher concentrations in specific areas. Employment rates, incomes and ethnicity were researched and/or mapped in order to gain an understanding of potential users.

**Recommendations:** Several recommendations and strategies for providing better and more efficient service were offered. Opportunities for improvement or future expansion were also noted.

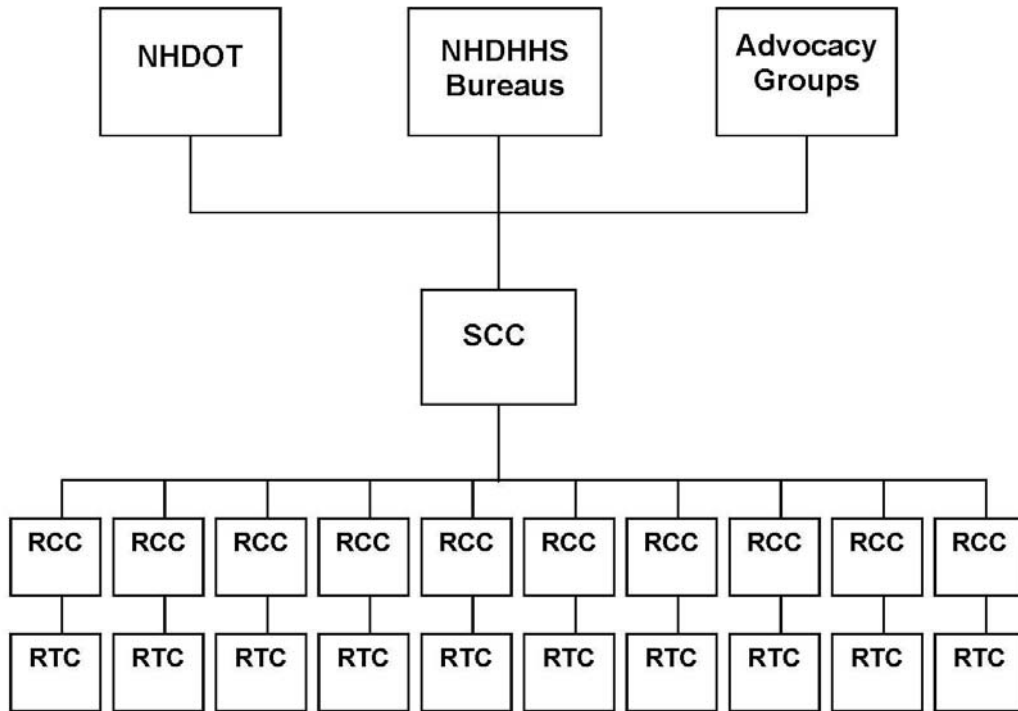
## **B Public Input and Transportation and Coordination Needs**

A survey was sent out to approximately sixty providers that had been identified in the region and twenty-three responded. The survey asked specific questions intended to help identify the limits of existing services and the willingness and ability for further coordination between providers. In addition to the survey, six public meetings were held throughout the region in order to get input from the transit users themselves, and the general public. The findings from the survey and public meetings are summarized in the Existing Conditions section.

### 1.4 Statewide Coordination Framework

In order to meet the requirements of SAFETEA-LU, the State of New Hampshire set up the Governor’s Taskforce on Community Transportation to make recommendations. This resulted in setting up a permanent Statewide Coordinating Council (SCC) whose role is to set coordinating policy, assist regional efforts, and monitor results statewide. The SCC will oversee multiple Regional Coordinating Councils (RCC) and their Regional Transportation Coordinators (RTC) that act as “regional brokers.” This study area represents one of the regions and is proposed to have its own RCC and RTC.

**Figure 1: New Hampshire’s Coordination Framework**



Source: Governor’s Taskforce on Community Transportation, *Statewide Coordination of Community Transportation Services*, October 2006. Prepared by Nelson-Nygaard Consulting Associates.

#### **A Statewide Coordinating Council (SCC)**

The Statewide Coordinating Council is comprised of major funding agencies and other stakeholders acting primarily as an advisory body. However, the SCC could have some policy and approval powers. The Statewide Coordination Plan recommended that this council be charged with “setting coordination policies, assisting regional efforts as needed, and monitoring the results.” The Statewide Coordinating Council will directly oversee the ten Regional Coordinating Councils, and would have the ability to approve or reject the Regional Coordinating Councils selection of their Regional Transportation Coordinator. The SCC will not have power to execute contracts, so no funding will flow through the SCC.

## **B Regional Coordinating Council (RCC)**

The Regional Coordinating Council would be comprised of members of local providers and could include regional representatives of funding agencies. This entity would work with providers to create local service designs, implement coordination policies, and provide feedback to the Statewide Coordinating Council relative to policies. The Regional Coordinating Councils will provide direct oversight of their respective Regional Transportation Coordinators. Each of the ten Regional Coordinating Councils will have the following responsibilities under the Statewide Coordination Plan:

- Implementing coordination initiatives and policies in their region
- Selecting, guiding, and monitoring their Regional Transportation Coordinator
- Working with their Regional Transportation Coordinator to develop the “local service design”, including determining how service is delivered and how inter-regional trips are coordinated
- Providing feedback to the Statewide Coordinating Council on coordination policies that are working or not working well in their region
- Nominating, or replacing Regional Transportation Coordinators

## **C Regional Transportation Coordinator (RTC)**

The Regional Transportation Coordinator would act as a regional transportation “broker”, and could be a service provider, public entity, or private firm. Under the Statewide Coordination Plan, the purpose of the Regional Transportation Coordinator is to “coordinate the service delivery of customers of sponsoring organizations so as to maximize the use of scarce resources and combine rideshareable trips sponsored by different organizations.” Regional Transportation Coordinators will contract directly with state agencies and/or other groups purchasing transportation services. The Regional Transportation Coordinator will have the following responsibilities under the Statewide Coordination Plan:

- Developing and/or maintaining a database of customers in the region that have been deemed eligible for service by each sponsoring organization
- Processing service requests from registered customers, according to the policies of the applicable sponsoring organization
- Scheduling trips via appropriate transportation service providers
- Monitoring the performance of transportation providers to ensure that the service quality and cost efficiency goals of each sponsoring organization are met
- Performing customer service functions, responding to information requests, “same-day issues”, and complaints
- Preparing and submitting reports and invoices per the requirements of each sponsoring organization.

## 2 Existing Conditions

### 2.1 Study Area

The municipalities covered by the plan are distributed across three counties, Belknap, Hillsborough, and Merrimack and include:

- Belknap County –
  - Alton, Barnstead, Belmont, Center Harbor, Gilford, Gilmanton, Laconia, Meredith, New Hampton, Sanbornton and Tilton
- Hillsborough County –
  - Deering and Hillsborough
- Merrimack County –
  - Andover, Allenstown, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Danbury, Dunbarton, Epsom, Franklin, Henniker, Hill, Hopkinton, Loudon, Newbury, New London, Northfield, Pembroke, Pittsfield, Salisbury, Sutton, Warner, Webster and Wilmot of the Merrimack and Hillsborough County.

### 2.2 Demographics

Within the study area there is a total of 187,635 inhabitants. The most populated areas are the cities of Concord, Franklin, and Laconia. The study region had 97,929 employed residents age sixteen and over in 2000, up from 84,235 in 1990. (See **Map 2** and **Appendix A** for Table on Demographics)

**Household Income:** Household income plays an important role in determining the options of transportation needs for the community. The state of New Hampshire has an average of fifty one percent of its households receiving a yearly income of 50,000 dollars or less. The study area has the same average as the state (51%). The municipalities of Laconia (67%), Pittsfield (67%) and Franklin (62%) have the highest percentage of household with a yearly income of 50,000 or less. On the other hand, towns like Bow (16%), Dunbarton (28%) and Canterbury (31%) have lower percentage of low income households. **Map 3** shows income by Census Block Group.

**Population Age:** The elderly and the under age population are the two most neglected population groups in areas with no adequate transportation alternatives. The Elderly population (over sixty-five years) in the state of New Hampshire covers 12% of the total population. The highest elderly populations in the study area are the towns of New London (30%), Boscawen (19%), Meredith (17%), and the city of Laconia (17%). The study area has 13% of its population over seventy years old according to the US 2000 census information (see **Map 4**).

The percentage of the young population (under 17 years old) in the study area shows that the town of Andover has the highest percentage of under age population. Andover has a total of 1,228 young individuals which makes a 58

percent of its total population<sup>1</sup>. The town of Bow has 29 percent of under 16 years old followed by Pittsfield with 25 percent. The state and the study region have the same percentage of under age population (22 percent each) (See **Appendix A** and **Map 5** for population under age in the study region).

**Minority Population:** Ethnic diversity exists in the region despite the relatively homogenous racial composition of the region's inhabitants. According to the 2000 US census, the largest minority group in the region is the Hispanic population followed by the Black population. The Hispanic population is concentrated mostly in Allenstown, Concord, and parts of Laconia. Both the Hispanic and Black populations have been growing in New Hampshire faster than the total growth rate. As these populations grow, it will become more critical to pay attention to issues of environmental justice when transportation decisions are being made. **Maps 6, 7, and 8** show Black, Hispanic, and total Minority populations.

**Vehicle Ownership:** The study region has a total of 38 percent of its households owning 1 or 0 vehicles, which is one percent higher than the state level. The municipalities with the lowest vehicle ownership shown by percent households with only 1 or 0 vehicles are: Andover (96%), Laconia (51%), Concord (51%) and Franklin (48%). Other municipalities such as Allenstown (11%), Bow (15%), Dunbarton (13%) and Salisbury (17%) tend to have a higher percentage of car ownership per household. (See **Appendix A**)

**Unemployment Level:** The study region holds a pretty optimistic unemployment level compared to the state level, with an unemployment rate of 3.1% for the region and 3.8% for the state in 2005. The only two towns that have unemployment rates over the state level are Hillsborough (4.2%) and Allenstown (3.9%). Other municipalities such as Danbury (3.7%), Laconia (3.6%) and Tilton (3.6%) are below the state level but above the study area average. The municipalities that have the lowest employment rate are Sutton (2.2%), Wilmot (2.4%), Salisbury (2.4%), Newbury (2.4%) and Bow (2.4%).<sup>2</sup> (See **Appendix A** for details)

### 2.3 Existing Transit in the Area

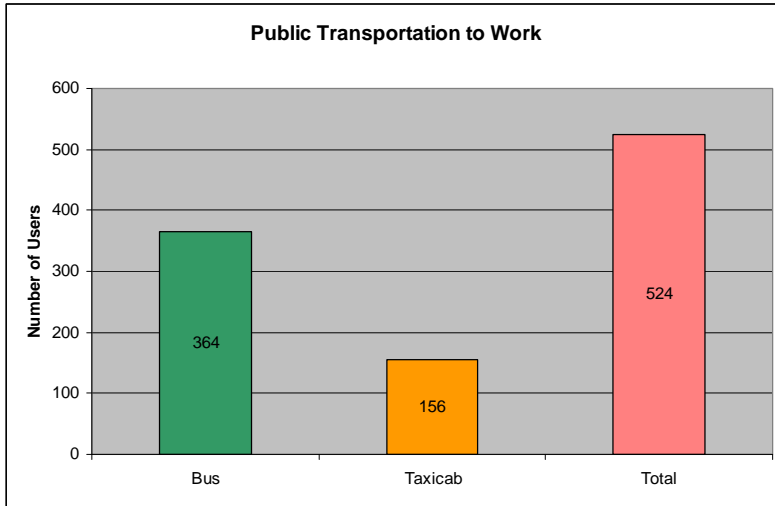
The use of public transportation to go to work in the study region is very minimal according to the US census information. A total of 524 individuals use public transportation to go to work in the study region. Out of the 524 individuals, seventy percent of them (364 individuals) use the local bus system and the remaining thirty percent (156 individuals) use taxi to get to work (See Public Transportation chart below). In the study region there are two fixed route transit

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<sup>1</sup> The reason that Andover has a very high number of young individuals and low car ownership is due to Proctor Academy and the small population in the town (2,109). Proctor Academy has 345 Students: 270 boarding students and 75 day students. 31 States and Provinces and 10 foreign countries are represented.

<sup>2</sup> New Hampshire Economic and Labor Market Information Bureau [www.nhes.state.nh.us/elmi/](http://www.nhes.state.nh.us/elmi/)

services: The Concord Area Transit (CAT) service and the Winnepesaukee Transit System.



Source: US

Census 2000

### A Concord Area Transit Service

The fixed route of the Concord Area Transit (CAT) provides its services from Downtown to the Village of Penacook, Concord Heights and the industrial park on the east side of Concord. Approximated 22,500 individuals live within a ¼ mile buffer from the Concord Area Transit route services. **Map 9** shows the transit services provided in the Concord Area.

### B The Winnepesaukee Transit System

The Winnepesaukee Transit System provides its services to six municipalities: Franklin, Tilton, Northfield, Belmont, Laconia and Gilford. A strength of this service has is that it connects the town centers of Laconia, Tilton, and Franklin. This is significant in that land use decisions that focus on town centers and transit stops could make the service more popular and increase transportation choices in the region. This service is intended to be a fixed route service with fixed stops and estimated arrival times. It will also pick up people who live within one quarter mile from the route if scheduled a day in advance. This at home pickup service may provide an overlap of service if residents along the route are being served by other human service transportation providers. Also, it may be possible to provide better service to commuters and people who do not own a car with a fixed route service with more rigid schedules. An estimated 15,500 residents lived within a ¼ mile from the Winnepesaukee Transit System fixed routes in 2000. **Map 10** of Winnepesaukee Transit service is also available.

### **C Concord Coach Service**

The Concord Coach bus service operates from Concord to Manchester and Boston seven days a week. The bus schedule during the work week provides for 12 trips, four of which are direct to Boston from the Concord bus station at Stickney Avenue. The first bus departs at 5 am and the last bus leaves at 7pm from Concord. Fares for these trips are constant with a one-way ticket to Manchester costing \$5 and a one way to Boston costing \$14.50. Discounted rates are provided for airport employees or riders who travel roundtrip in the same day. Parking at the bus station is free with long term parking provided at the station and surrounding parking areas. The Concord Trailways bus station is accessible via public transportation. The Concord Area Transit Industrial Park bus route connects the station with the St. Paul Academy, Concord Hospital, Industrial Park Drive, Everett Arena, the State House and McKee Square. According to the Concord Trailways office information, buses that travel during peak hours are filled to full capacity.

### **D Rural Transportation**

The Rural Transportation Program provides a door-to-door, demand response service in twenty-three (23) communities throughout Belknap and Merrimack Counties. A total of six (6) buses operate out of the Senior Centers in Bradford, Franklin, Belmont, Laconia, Meredith and Pittsfield. Vehicles are eighteen (18) passenger wheelchair lift equipped buses with the exception of Belmont (Pending approval of 18 passenger replacement through 5310). Hours of operation are usually 8:00 AM – 2:00 PM, with Laconia 8:30 AM – 4:30 PM. The target population is primarily seniors with some disabled adults. Destinations typically include medical appointments, banking, grocery shopping, errands and activities at the Senior Center which may include nutrition and wellness programs. The program is sponsored by Community Action Program Belknap-Merrimack Counties, Inc. Funding to operate the service includes Title III-B under the Older American Act, local support and the suggested rider donation of \$1.00 per trip. They provide an average of 25,000 rides per year for over 600 riders.

### **E Other Providers**

There are approximately 50-60 existing transit providers in the region that are relatively small in scale and target specific geographic areas and groups, particularly the elderly and disabled populations. These providers include small practices with volunteers, public entities, private businesses, and groups like Easter Seals and Riverbend Community Mental Health. These providers are discussed further in the following section.

### **F Existing Coordination Efforts**

Central New Hampshire Transportation (CNHT) is a joint effort among local agencies to provide door-to-door transportation services. The transportation services include health care appointments, employment, meetings, shopping, as well as recreational and social arrangements.

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CNHT provides rides in the greater Concord, central New Hampshire region. The service is a “shared ride” system where riders will share vehicles with other riders from local agencies.

Rides are available Monday through Friday from 6:00 AM to 5:30 PM, only if a vehicle and/or seat is available for that day and timeslot.

## 2.4 Journey to Work Analysis and Commuting Patterns

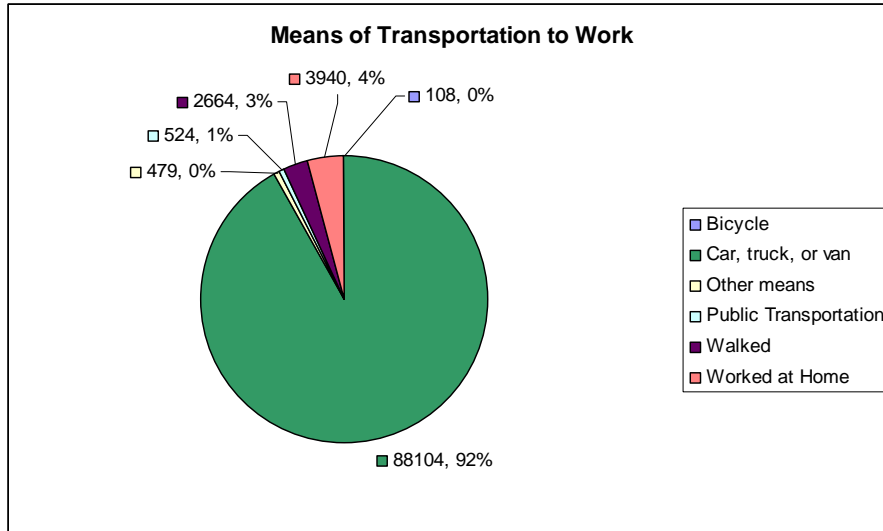
A major part of the transportation picture in the region involves commuting to work. Commuting represents such a large part of all travel in the region that it should be part of any study regarding transportation patterns. All values are from the 2000 US Census reflected in the table below.

Commuting to Work					
By Residents of Merrimack County including the Towns of Deering and Hillsborough			By Residents of Belknap County		
	1990	2000		1990	2000
Residents working	60,446	69,676	Residents working	23,789	28,253
Residents working in Merrimack County	42,031	48,051	Residents working in Belknap County	16,817	19,044
Residents commuting out of Merrimack County	18,415	21,625	Residents commuting out of Belknap County	6,972	9,209
Nonresidents commuting into Merrimack County	15,466	22,296	Nonresidents commuting into Belknap County	5,205	7,023

Source: county-to-County Worker Flow Files. 3/6/03. U.S. Census Bureau, Population Division. Accessed 3/7/03 <[www.census.gov/population/www/cen2000/commuting.html](http://www.census.gov/population/www/cen2000/commuting.html)>

Nearly 88,104 (92%) of the residents drove a private automobile to work in 2000, showing that it is the predominant mode of transportation in this region. The remaining 8% of the residents are distributed between citizens that work at home (4%), walked (3%), use public transit (1%) or bike (0%). Public transportation in the study region does not play a large role for residents that are looking for commuting alternatives to work. The disabled, elderly and under age populations are the groups of individuals that rely on transit in the region due to their limitations.

Around 30,834 (32.2%) residents of the study region worked outside their County boundaries, 27,374 of them worked in other NH Counties and 3,460 residents worked out of state. The private automobile allows residents to explore job opportunities in other regions, creating an increase in long distance commuting. A summary of the means of transportation are shown on the chart below.

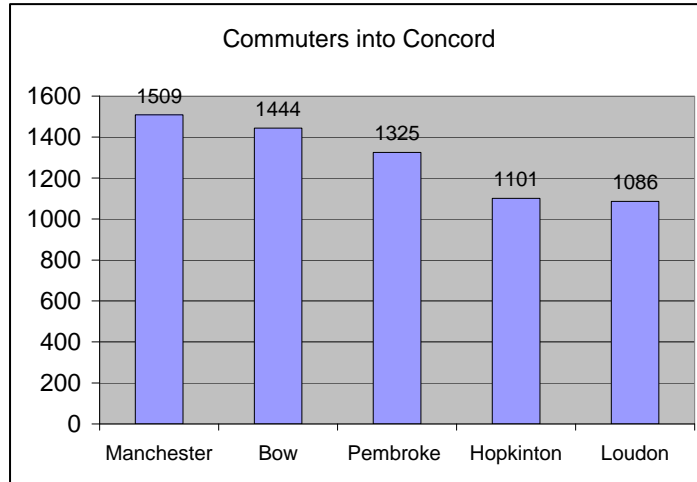


Source: US Census 2000

The communities of Concord, Franklin, and Laconia are the three most populous communities and are major work destinations in the region, so these three communities are the focus of the analysis. In the analysis, commuting patterns into these three communities is first analyzed, representing the commuting “in” data. This data is also shown in several maps at the end of the section 2. Second, an analysis of where residents of these communities were commuting to was conducted, representing the commuting “out” analysis. All data shown originates from the 2000 Census and includes those commuting within New Hampshire only.

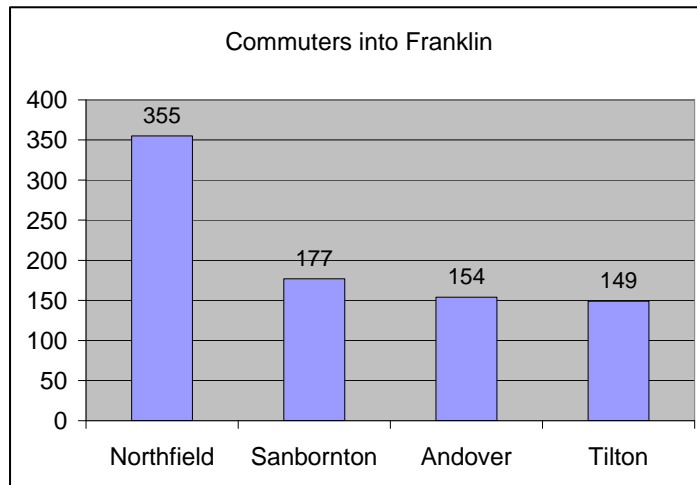
### A Commuting In Data

**To Concord:** There are a total of 35,498 commuters to Concord, of which 28,044 originate in the study area. This is the largest destination for commuters in the region, making up 15% of all journeys to work that originate in the study area. Approximately 12,722 people live and work in Concord, the remaining 22,776 commute from elsewhere. The city of Manchester 18 miles away had the highest number of commuters to Concord with 1,509. The neighboring towns of Bow (1444), Pembroke (1325), Hopkinton (1101), and Loudon (1086) also saw large numbers of commuters to Concord. (See **Map 11**)



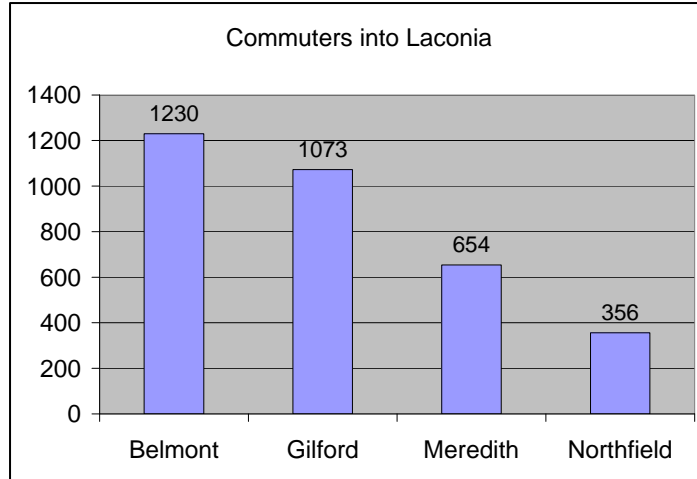
Source: US Census 2000

**To Laconia and Franklin:** There are a total of 10,744 commuters to Laconia, of which 9,371 originate in the study area. Belmont (1,230), Gilford (1,073), Meredith (654), Gilmanton (358) and Northfield (283) are towns that contribute with work commuters with their close proximity to the city of Laconia. Approximately 4,074 people live and work in Laconia, the remaining 6,670 commute from elsewhere. (See **Maps 12, 13 and 14**)



Source: US Census 2000

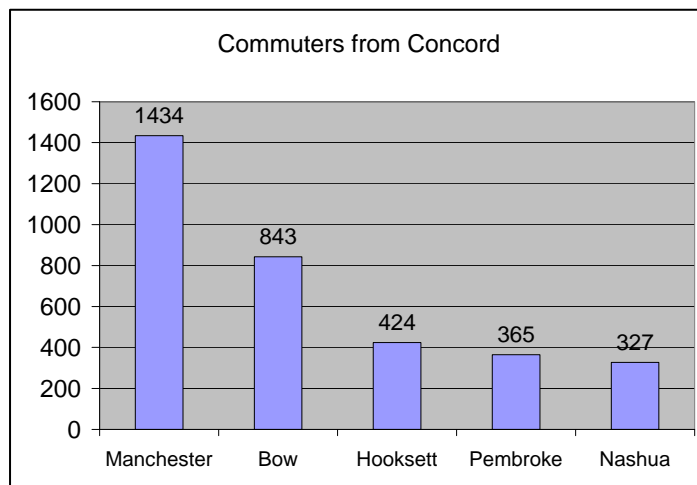
There are significantly fewer commuters to Franklin with a total of 3,579 commuters to the city, 3,124 of which originate in the study area. There are 1,339 people who live and work in Franklin, the remaining 2,240 commute from elsewhere. Commutes to Franklin originate in Northfield (355), Sanbornton (177), Andover (154), and Tilton (149).



Source: US Census 2000

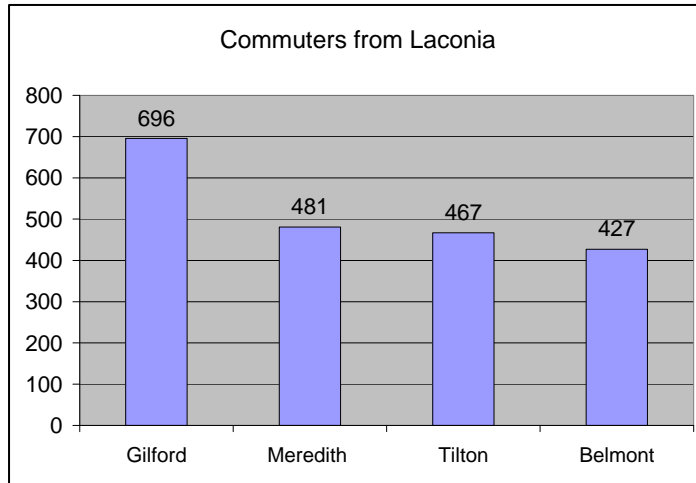
### B Commuting Out Data

**From Concord:** There are a total of 19,466 commuters residing in Concord, 722 of which commute within Concord and 6,744 commute elsewhere. The most common destination for Concord residents is Manchester with 1,434 commuters. Residents also commute to the towns of Bow (843 commuters), Hooksett (424 commuters) and Pembroke (365.) With the exception of Hooksett, all of these cities are adjacent to Concord. Also of note is that 327 commuters travel to the city of Nashua even though it is about 35 miles away.



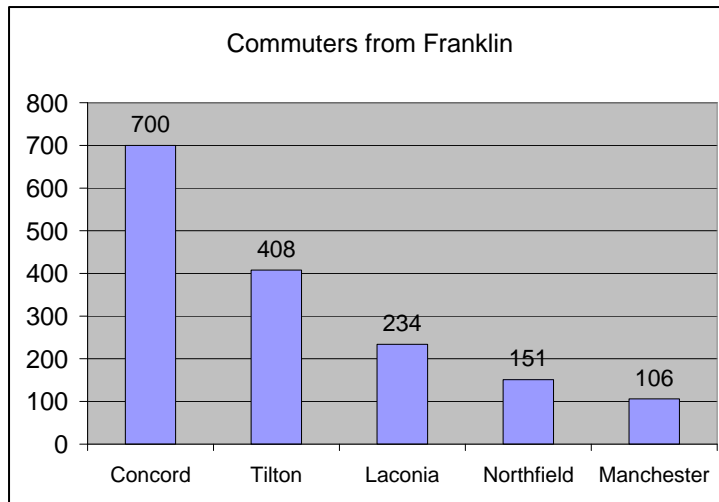
Source: US Census 2000

**From Laconia and Franklin:** There are a total of 7,603 commuters in Laconia, 4,074 of which commute within the city. Of the remaining 3,529, top destinations are Gilford (696), Meredith (481), Tilton (467), and Belmont (427).



Source: US Census 2000

In Franklin there are 3,855 commuters, 1,339 of which commute within the city, with the remaining 2,516 commuting to other New Hampshire communities. Commuters primarily travel to Concord (700), Tilton (408), Laconia (234), and Northfield (151).



Source: US Census 2000

## C Transit for Commuters

Despite the high level of commuters within Concord, Laconia, Franklin and surrounding communities, there is limited transit service available between towns.

The existing transit services in the study area consist of Concord Coach, Winnepesaukee Transit and CAT. Concord Coach runs a bus between Concord and Manchester. This bus runs roughly every two hours. Use of this transit could be increased by more frequent departures, particularly during heavy commuting hours. With a total of 3,000 commuters traveling between Concord, Bow, Pembroke and Manchester there is potential to introduce a fixed transit service connecting these four communities.

Winnepesaukee Transit provides a fixed route service running from Franklin through Tilton, near Northfield through Belmont and into Laconia and a small part of Gilford. Although these services are available, they are not heavily used. The Winnepesaukee Transit route passes through several municipalities with high numbers of commuters indicating a potential for increased use.

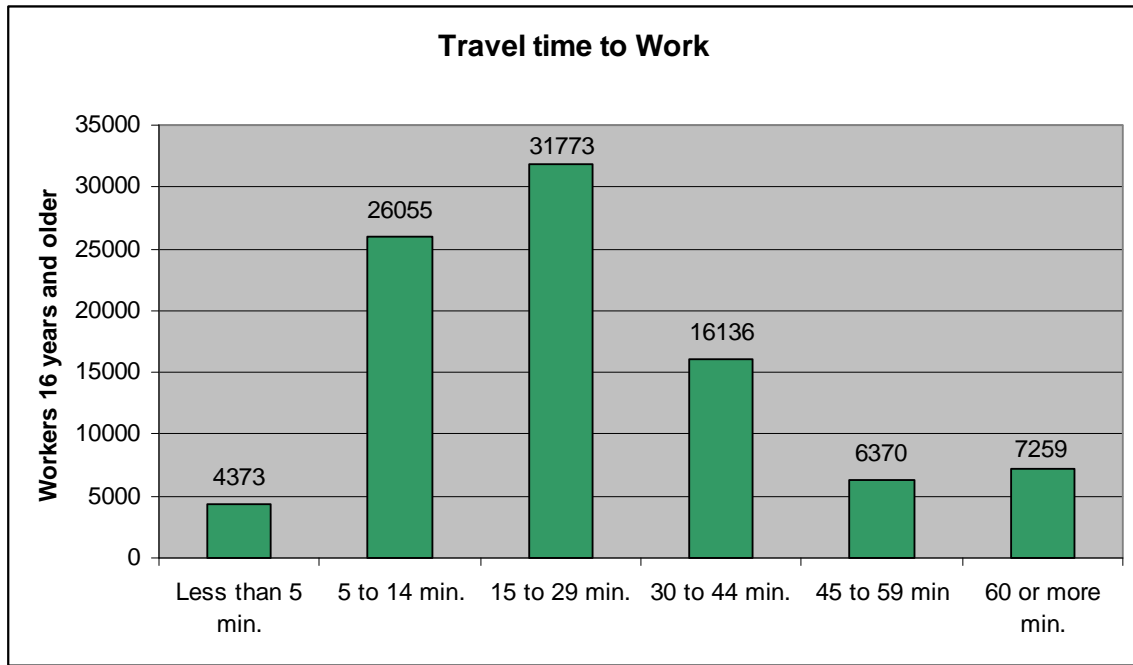
CAT offers fixed route service within Concord that may serve some of the 12,722 people who commute within Concord. These fixed route transit service systems are not designed to serve daily commuters on their journey to work, and significant changes or improvements would be needed order for them to play a more significant role in commuting.



Existing CAT Bus Service in Concord

### D Travel Time to Work

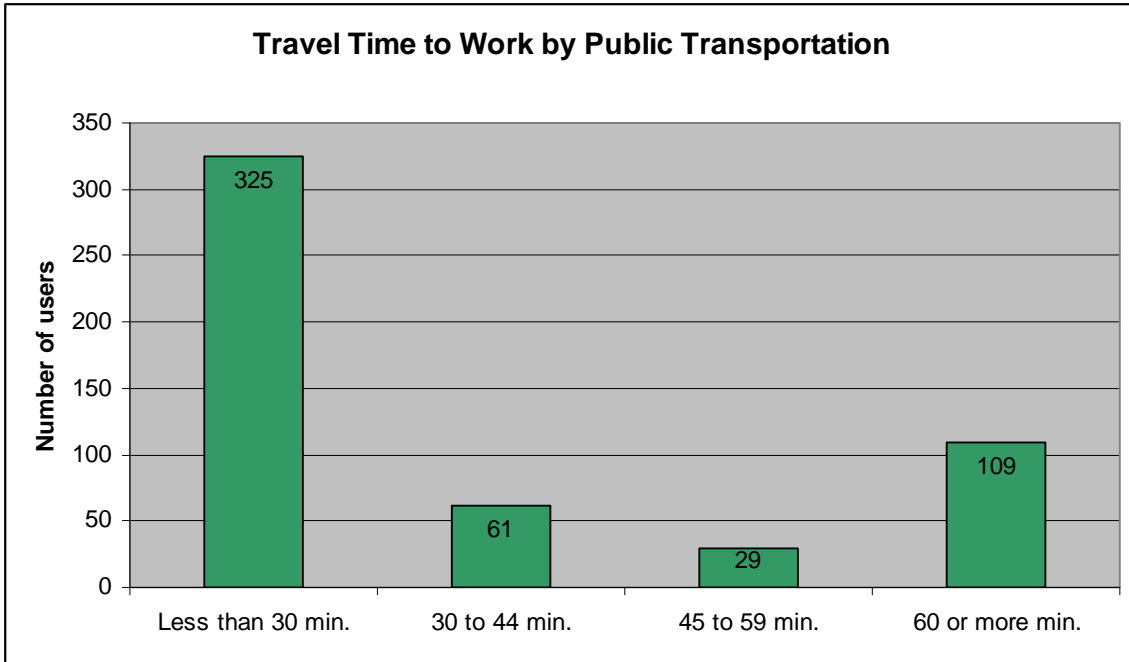
Long distance commuting is a common issue that most people face in congested regions. According to the 2000 census data, the great majority of commuters of the study area took under 30 minutes to get to their job location by private automobile (67% of commuters). Thirty three percent (33%) of commuters took under 14 minutes and 35% took between 15 to 29 minutes to drive to work. The remaining thirty two (32%) of the population took over 30 minutes (see chart below for details). It is evident that congestion is not a huge concern in the study region yet, but if population continued to increase at the rates estimated for the upcoming years, our roads and highways would not be able to manage the increased of automobiles per capita.



Source: US Census 2000

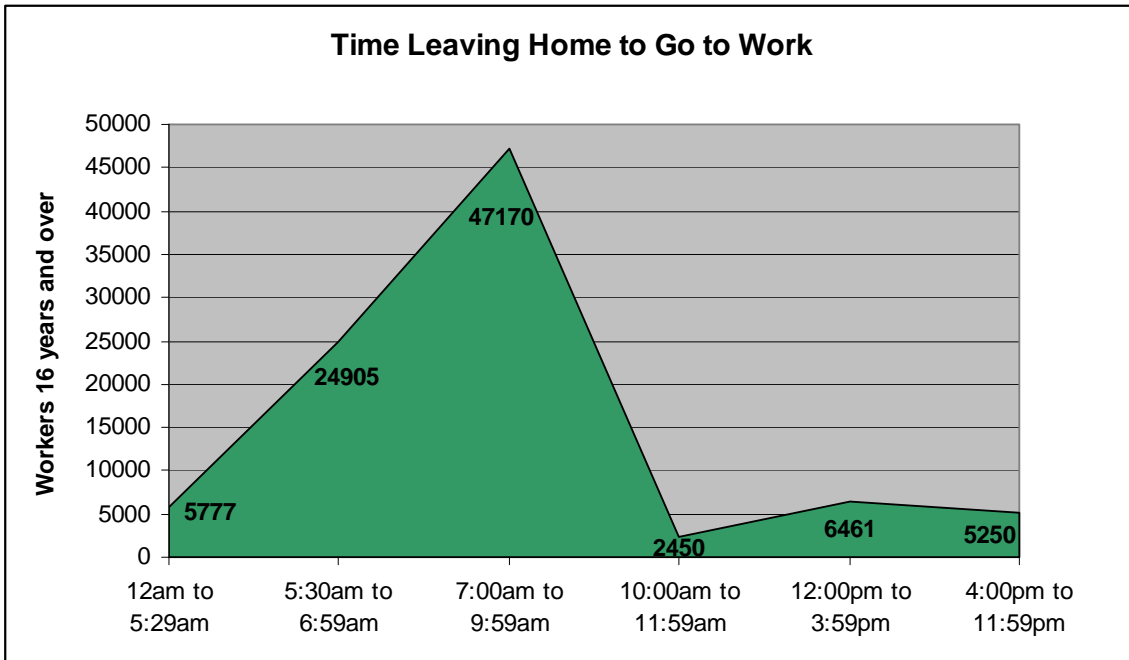
Approximately 39 percent of public transportation users took less than 30 minutes to get to their job destination according to the 2000 US census information. Over 20%, or 109 users, took 60 minutes or more to reach their job destination via public transportation (see chart below). It can be assumed that Concord Trailways makes up a large portion of these 109 commuters since it is the only transit service serving commuters traveling long distance. Many of these commuters are likely traveling to the Boston area. We can also assume that the rest of the population uses fixed routes services, demand response, senior transit system, special transit, rural transportation services or taxi services in the study region.

Source: US Census 2000



### E Peak Hour Traffic

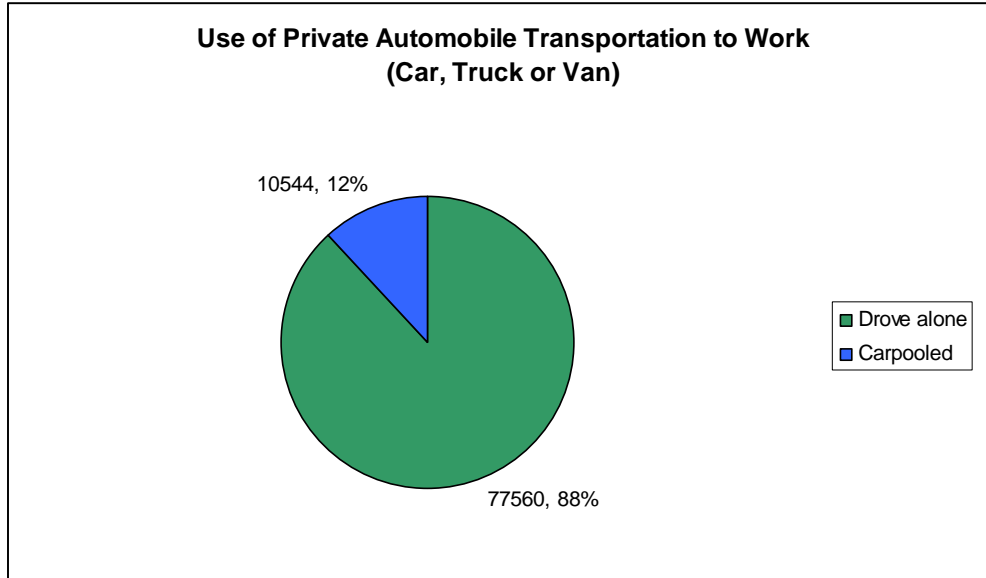
The chart below reveals that the majority of the commuting to work is made in the morning hours, with 51% traveling between 7 to 10 am. Approximately 17% of commuters leave home between 5:30 and 7:00 am. The second PM peak time goes from around noon to 4 pm with a 4.5%.



Source: US Census 2000

## F Carpool Information and the Rideshare Program

As mentioned previously, the use of private automobile is the most common mode of transportation in the study area. Rideshare programs through out the state should play an important role in minimizing traffic congestion in major highways, routes and roads. As the chart below demonstrates, out of the 88,104 people that used their car, truck or van, 88% of them drove alone while the remaining 12% carpoled. It appears that the most preferable alternative method of commuting to work in the study region is the carpool.



Source: Census 2000

The New Hampshire Rideshare is a free commuter matching service provided by the NH Department of Transportation and dedicated to finding an alternative way for commuters to travel to and from work. NH Rideshare uses Geographical Computer Matching to provide commuters with information and assistance about ridesharing and alternatives to the single occupancy vehicle including carpools, vanpools, buses, and trains. A Concord 2020 rideshare effort will soon supplement these efforts for commuters in the Concord area. While ridesharing has multiple environmental and economic benefits, this study is more interested in its potential to provide transportation to those who need it or can not afford to drive a private automobile every day.

There are currently twenty-five Park & Ride lots throughout New Hampshire, ten of which are within the study area. An observational study conducted by the CNHRPC staff concluded that, the overall usage of the ten Park and Ride lots in the study region is around 78% of its capacity between 10am and 2:30pm on weekdays. Overall, most Park and Ride lots were used at or near capacity. Potential may exist to expand the role of these lots as multi-modal transportation centers for carpools, busses, bicycles, and pedestrians. Better utilization of these lots can lead to more efficient transportation. A table showing data on Park and Ride Occupancy is available in **Appendix B**.

### **3 Providers Survey and Public Meetings**

The Central NH Regional Planning Commission and the Lakes Region Planning Commission composed a survey of 21 specific questions that was distributed to 60 different providers in the study region. A copy of the Providers' Survey is included in **appendix C**.

#### **3.1 Provider Survey and Results**

A providers list was originated and revised by the Steering Committee with the simple goal to include as many providers as could be identified. An initial list of approximately fifty providers was developed and several providers were added during the public workshops to bring the total to sixty. The providers list includes a wide range of organizations such as public, private, volunteer, and specific transit providers. A list of the total number of providers that were identified in the study region is presented in **appendix D**. **Appendix E** shows the name and the contact information of the twenty-three providers that responded to the questionnaire.

These organizations are listed in different categories and their responses are summarized as follows:

#### **A Public Providers (8 responses)**

All but one of the Community Action Program Providers offer services exclusively to the elderly and the disabled population. Most are a demand-response (DR) door-to-door service, but none provide services during the weekends. All of the providers, with the exception of Belmont Senior Center, have drivers from Monday through Friday. All of them operate year-round with most operating from 8:30 am to 1:00 pm.

When asked how they felt about the quality of the services they provide, most of them responded that there is a need of additional funding to expand hours of operation in the region. All agreed that coordination would provide better links, in turn providing better service. When asked if they would be willing to share vehicles, all but one agreed that:

- 1) Their funding source dictated the use of vehicles; and
- 2) Only their drivers could drive their vehicles due to the insurance policy.

Most cited that it is difficult to provide rides for their clients because 'time restrictions do not allow for long distance transport.

#### **B Private Providers (3 responses)**

Unlike public providers in the study region who ask for a donation for a fare, the private providers charge a fare for their service. Private providers offer transportation services to all age groups of people. Taxi, van rental and limousine services are the services considered in this category. According to the

responses, private providers offer services all days of the week at any time of the day year round. The service is door-to-door or in-home pick-up.

According to the survey responses, none of the private providers are willing to share drivers or vehicles due to insurance reasons.

For long distance travel, some of them have hourly rates. For short distance service, flat rates were the most common charge depending on the location of the service.

### **C Specific Transit Providers (7 responses)**

With the exception of Easter Seals and Riverbend who provide transportation to all age groups, the elderly and the disabled elderly populations are the main focus for the specific transit provider's services. Most of the services in this category are door-to-door service or in-home pick-up. These services are only available Monday through Friday. Half of the providers in this category charge a fare for their services. Most believe that they do a good job for their clients.

Half of these providers (including Easter Seals and Riverbend) believe that coordinating with other agencies would benefit their own agency. Moreover, most of the responses showed interest in coordinating trips with other providers. Riverbend was particularly convinced that there were no drawbacks to the coordination of services. When asked if they would be willing to share their vehicles and drivers, Riverbend stated that they were already 'involved as a broker'. Also, Easter Seals gave a positive response on this topic.

There were other specific transit providers that showed an interest in sharing their services. This is the case of the Peabody Home Residency services. At the moment, Peabody Home Residency services "do not provide transportation for any other group other than their residents". One of their responses showed that they believe that coordinating with other agencies would also benefit them.

### **D Volunteer Providers (3 responses)**

One of the major volunteer transit providers in the state is the American Cancer Society (ACS). The American Cancer Society transit service provides services anywhere in the state of New Hampshire as long as they have enough volunteers willing and able to drive to the patients' towns. The American Cancer Society has 215 volunteer drivers across the state and 25 in the study region. According to the question on how they consider their transit service, the American Cancer Society believes that it has a 'great coordination process' and fills 'about 90% of the requests'. The only group that the ACS provides services is to cancer patients.

Of the almost 300 volunteer drivers listed in this category, about 1/3 of them are from the Caregivers of the Wolfeboro area which service Alton and Southern Carroll County. The Caregivers stated that they were participants in the Carroll County Transit Operations Expansion Study.

### 3.2 Survey Information Summary

The goal of the Coordinated Transit Study survey was to ask specific questions to providers that would help identify the limits of existing service and the willingness and ability for further coordination between providers. While a series of public workshops helped identify user’s needs, the objective of the survey was to recognize the needs that providers might also have.

- **Transit Involvement**

When providers were asked on how many people are involved in transit at their agencies and what their employment status was, we identified a total of 136 full-time, seventy-four part-time employees and 326 volunteers. Of the 136 full time employees, fifty-six (41% of total) are from Easter Seals and thirty-two (24%) from the Peabody Home. The Peabody Home does not currently work with or for any other agency or organization and does not currently provide outside services. Of the seventy-four part time employees, twenty-seven (36%) are from the Easter Seals. Of the 326 volunteers, 130 (40%) are from the Kearsarge Area Council for Aging and 100 (31%) are from the Caregivers of Wolfeboro.

- **Drivers Employed by Agencies**

According to the twenty-three returned surveys, there are a total of 420 drivers employed by transit agencies in the study area. Out of the 420 drivers reported, eighty-nine drivers are full-time employees, thirty-eight are part-time employees and 293 are volunteers. The following table shows the number of drivers that are employed year-round or by season.

	Full-time Employees	Part-time Employees	Volunteers
Year Round	74	27	286
Seasonal	15	11	7

In addition, the Council for Aging has 130 (45% of total) year-round volunteer drivers, but only transports elderly (60+ years) non-disabled while the Caregivers have ninety (31% of total) year-round volunteer drivers who transport all groups of people; however Caregivers only covers the Alton and Southern Carroll County area.

- **Transportation for the Elderly and Disabled Population**

Seventy percent (16 providers) of the respondents provide transportation for the elderly (60+) non-disabled and sixty percent (15) for disabled elderly. Seventy percent (16) either charged a fare or asked for a donation for their services.

- **Transit Schedule**

Over ninety percent of the providers responded that they operate from Monday through Friday. Ninety-six percent (22) offer services year round. Forty-three percent (10) are listed as operating all day (8:00 am to 4:00 pm or longer). Thirteen percent (3) operate on a client-need basis.

- **Benefits from Coordinating Transit Services**

When asked what benefits might come from coordinating transportation services, seventy percent (16) said that it would bring 'Better links to get people to places' and fifty percent (12) agreed that there would be an 'increased revenue'.

For potential drawbacks to coordination, the highest percentage (43 percent [10]) said that there would be a loss of ability to provide rides as needed for specific clients. Only two out of twenty-three, or nine percent, said that there would be no drawbacks to coordination.

Only twenty percent (5) are willing to share either drivers or vehicles in the coordination process, but sixty-one percent think that having one call center for the Belknap/Merrimack area would be helpful to their agency (although forty-three percent (6 of 14) of those [or 26 percent (6 of 23) of the total] do not wish for the call center to be an exclusive one).

- **Having a Common Call Center**

Broken down into groups, those who think one call center would be beneficial to their agency are as follows:

- **Public Providers (CAP):** 88 percent (7 / 8)

- **Private Providers:** 67 percent (2 / 3)

- **Specific Transit Providers:** 43 percent (3 / 7)

- **Volunteer Providers:** 33 percent (1 / 3)

- **Difficulty Level of Providing Rides**

When asked the difficulty level of providing a ride in their area or other regions, forty-three percent (10) said 'easy', nine percent (2) said 'somewhat' and forty-three (10) percent said 'difficult'.

- **Informed of Future Related Activities**

A majority, eighty-three percent (19) of all surveyed, said they wished to be informed of future planning activities relating to this survey.

### **3.3 Public Input**

During June of 2007 six public workshops were held in towns and cities throughout the two-county study area. With input from the Steering Committee, daytime meetings were held in Alton, Franklin, Hillsborough, and New London in addition to two evening meetings in Concord and Laconia. The purpose of these meetings was very simple; to let the transit users or potential users provide their views on transit in the area. Overall, approximately fifty users attended the various meetings with the largest turnout in Concord (about 25).

An advertising campaign was developed for these workshops using primarily print media and word-of-mouth. Public notices were distributed in local and regional papers a couple weeks before the meetings. Meeting flyers and project brochures were created and distributed to every Town and City Hall. Providers involved on the Steering Committee also helped distribute the flyers and brochures to users and at various facilities around the Study Area. Flyers were also posted at and distributed to a substantial number of private business including laundry mats, restaurants, retail stores, grocery stores, and post offices. Over 500 project brochures and several hundred flyers were distributed in preparation for the public workshops.

#### **Final Public Hearings**

In the final public meetings, residents of the study area had the opportunity to provide their inputs on the final results and recommendations of the Coordinated Transit and Human Services Transportation Study.

The first meeting was held on May 14<sup>th</sup> 2008 at the CNHRPC office in Concord, NH. There were 8 attendees at the meeting which included a mix of members of the steering committee and some local residents. At the meeting, there was an expressed need for regular transit service from/to Concord and the Merrimack County Nursing Home, the Boscawen prison, possibly the veterans' cemetery and also to city of Franklin.

The second meeting took place at the Taylor Home-Birch Room in Laconia, NH on June 3<sup>rd</sup> 2008. A total of 6 individuals attended this meeting. Residents from Plymouth expressed concerns about getting rides from Plymouth to Laconia for human service needs, and other local residents expressed the need of transportation for employment needs. For more information about the public meetings, please see the public meeting minutes in the appendix.

#### **Common Themes: Schedules & Service Needs**

While each meeting varied in specifics, the most common theme of all six meetings was the need for expanded service. Attendees at every meeting expressed an interest in longer operating hours, weekend hours, additional stops, and larger service areas.

### **Fixed-Route**

In regards to fixed-route services, the meetings in Concord, Franklin, and Laconia provided many specific recommendations. In each area there were discussions about changing the operating hours to begin earlier, but in particular to run later in the evenings. Attendees identified the need to get to work, to attend meetings, and for social outings as some of the primary reasons.

Another major discussion item concerning fixed-route services were the location and overall number of bus stops. The general consensus was that bus stop locations should be reviewed as some were not in the optimal location while other essential locations were not served by a stop. Several suggested additional stops in the Concord area include: the Department of Health and Human Services (Terrill Park Dr.), the Salvation Army (Rte. 106), Jennings Dr., East Side Dr., South Main Street, Manchester Street, Storrs Street, Steeplegate Mall, the post office, the public library, grocery stores and movie theaters. For the Winnepesaukee Transit system, several comments were made by attendees that the changes made to the system recently were not beneficial to the users as they made the system less flexible.

The final major theme concerning fixed-route service in this section is that bus headways for both Concord Area Transit and Winnepesaukee Transit are too long to be practical for most users.

### **Demand Response**

In general, most attendees who had experience with demand response services were pleased with the service areas and hours of operation. The primary exception was the desire to have extended hours for special, largely social, outings. This view was expressed at a couple of the public workshops.

### **Both: Fixed-Route and Demand Response**

At every meeting there was a need expressed for weekend hours for both demand response and fixed-route transit services. Appointments, work, social outings, and regular errands were the main reasons given to support this need.

Also at every meeting there was nearly unanimous support for a more regional service which could transport people from the more rural areas (Hillsborough, Alton, New London, etc.) to one of the small urban centers (Concord, Franklin, Laconia, etc.) and even between the small urban centers. The discussions expressed a need for the service to be consistent so that people could plan appointments accordingly, but not frequent. Discussions on frequency ranged from once a week to once a month. The need for this type of service was identified primarily for medical appointments, but also for shopping and social outings.

### **Taxi Services**

One theme that was echoed by attendees at every meeting was the importance, the convenience, and the expense to the user of taxi services. Some people discussed lamenting the need to use such services for medical appointments due to their expense while other enjoyed the convenience and felt they were reasonably priced. No clear suggestion was common among the various workshops, simply that the services they provided were very important.

### **Common Themes: Medical Needs**

At every meeting, attendees expressed their reliance on some form of transit to get to and from medical appointments. Primarily, the discussions involved one of the regional hospitals or major clinics and the need for door-to-door service.

One of the common themes discussed concerning medical needs was to encourage the coordination of appointments for people who come from the same town/area. Examples were given time and time again of people who live in the same town and take separate volunteer rides or a transit service for medical appointments at the same facility. The opinion of the users at the workshops was that the medical facilities could schedule the appointments with more foresight. An alternative or perhaps complimentary approach could be to create a list of people who travel for medical needs so that people could attempt to coordinate rides on their own or through a service.

### **Common Themes: Disabled Needs**

The need for accessible vehicles was a theme common to several of the workshops, both in regards to fixed-route and demand response services. The discussions ranged from needing more fully complaint accessible vehicles to simply needing a vehicle that was more user-friendly for the elderly.

Many of the demand response services are utilized by the disabled community. Some attendees commented on the length of time required to schedule a ride with the transit service as being too long, while others thought the service worked very well.

In Concord and in Franklin some discussion was focused on providing service to the visually impaired. A common suggestion was to announce which stop the bus was approaching.

### **Common Themes: Concerns & Interests by Area**

Each meeting presented commonly themed transportation needs as well as more individual needs pertaining to their region. The following suggestions are more specific to the wants and needs of commuters in those specific areas.

The Concord meeting identified the need for more direct routes, bus shelters and schedules provided at bus stops. There is a definite need to access inter-city, inter-community and inter-state. In order to change the public mindset and convince people to use public transit more there should be more advertisement of services; public service announcements. Dispatchers for the bus should be the connection between the boss, drivers and clients. In terms of funding, there is a need for state and local money to leverage the federal funding.

The Franklin meeting attendees expressed interest in marketing the bus schedule and services better. Local residents preferred the old demand response nature of the Winnepesaukee Transit before it was restructured. Some comments were made that the buses are not clean and do not have air conditioning. Bus stops are difficult to identify and have no shelter in case of bad weather.

Attendees at the Hillsborough meeting explained how there is a lot of overlap in service areas and how this is potentially wasteful. Some suggestions were made that different towns could combine multiple funds for community transportation. This was discussed in the context of areas that are currently not served or underserved by transit or even private transportation services.

The Laconia meeting attendees would like to see a more accessible bus for seniors in Belmont. They also would like more advertising for the bus service. Expanded hours and special trips were discussed as well.

New London meeting attendees would like a fixed route to connect the nine towns around New London. They would like the Community Transportation Services to be extended to the New London area. The New London meeting also focused on the use of volunteer driver services and how effective those services can be in a rural setting.

## Recommendations

Transit providers in the study area have a long way to go before results of coordination efforts are truly attained. These steps may take time; Changes will likely take place incrementally and only as funding and organization allow. Recommendations and tasks are in priority order.

**1. Apply for grants to enable the creation and operation of a Regional Coordinating Council which will be organized by CNHRPC staff.**

The State of New Hampshire, through the development of a statewide architecture involving statewide and regional committees, is approaching coordination. A critical part of this coordination is the creation of a local Regional Coordination Council and the development of a Regional Transportation Coordinator. This council should be made up of representatives from Easter Seals, Granite State Independent Living, Riverbend, and CAP (Community Action Program) which operates Concord Area Transit (CAT), Winnepesaukee Transit, and the Rural Transport Program. Other Transportation stakeholders may also be included. CNHRPC staff can help organize the committee by contacting stakeholders, public officials, and others who may make up the committee. Staff will also coordinate meetings and help set policies and procedures for operation.

### Implementation Tasks

- a. Continue to seek Grants and funding for CNHRPC staff to help create and organize an RCC. *[Regional Planning Commissions]*
  - b. Identify and Contact stakeholders, public officials, and interested parties that will make up the Regional Coordinating Council. *[Study Steering Committee, Regional Planning Commissions]*
  - c. Create and implement policies and standard practices for the RCC, including the working relationship with RTC. *[Regional Planning Commissions, RCC]*
- 2. Develop a process to create a Regional Transportation Coordinator with a common call center and dispatch service in order to facilitate coordination and improve transportation services. Build on existing services that are currently in place or are under development.**

Successful coordination of transportation services will provide benefits to everyone involved; from funding agencies to providers to users. During the public workshops and while talking with many of the providers and agencies involved, it was apparent that there were some aspects of the transportation system that were of common concern. Those areas included the need for travel to medical appointments and other vital activities, the interface between fixed route transit and demand response

vehicles, and the location of stops. While a common call center is by no means the only answer to addressing these issues, any combination of study and collaboration will potentially result in improvements. A well managed common call center could centralize all available services in one place and create an opportunity to begin compiling a comprehensive list of users and common destinations. A central coordinator will more easily be able to organize multiple demand response providers and will have information on fixed route services on hand. A common call center can also work towards providing service based on geography, not by a category of user. This may involve some organizing of funding sources. Common Call centers have successfully operated in other parts of the state.

There are currently call centers in the region in operation or under development. CNHRPC staff and the RCC need to assess any new developments in the creation of a call center, help develop the program into an RTC. A working relationship between the RTC and RCC should be developed.

#### **Implementation Tasks**

- a. Seek grants and funding for the creation and support of the RTC if necessary. *[Regional Planning Commissions]*
- b. Create or work with any entities developing a call center that will become the RTC. Assist in the creation of policies and practices. *[Regional Planning Commissions, RCC]*
- c. Assist the RTC in producing a list of providers in the region and details about their operations. Encourage providers to work with common call center and communicate what they will be able to provide. Begin building relationships with those providers who expressed the strongest interest in coordination in the Provider's Survey. *[RCC, RTC,, Providers, State Agencies, Regional Planning Commissions]*
- d. Compile a comprehensive database of frequent users of transit and common destinations. *[RTC, RCC]*
- e. When compiling a list of transit users, encourage communication between users or with medical centers to help arrange appointments at similar times to improve efficiency. *[Providers, RCC, Medical Centers]*
- f. Improve the interface between demand response service and fixed route service through the call center's interaction with providers. *[RTC, Providers]*
- g. Use maps, and in time GIS and possibly GPS tools to aid in coordination. Knowing the location of providers, users, and

destinations, as well as being able to visualize fixed routes, will aid in efficiency and coordination. A CIP may be developed to plan to fund such capabilities. *[RCC, RTC]*

- h.** Investigate existing scheduling software and possibilities for future utilization. This decision should be made with input at the state level to allow for better coordination between regions. A CIP may be developed to plan to fund such capabilities. *[RCC, RTC]*

**3. Conduct Public Outreach: Support the advancement of transportation services through education and awareness about how transit can benefit a variety of users and the community/region at large.**

Public transportation within New Hampshire and nationwide is often one of the least understood aspects of the transportation system. In rural and small urban areas where the typical impediments of congestion and high parking fees play only very small roles and most people readily drive their own vehicles for every trip, it is easy to forget the important role that other transportation services fill. Through coordinated and consistent educational outreach, providers have an opportunity to strengthen their relationship with local officials and other public and private organizations. In this area of New Hampshire, providing educational outreach to the public at large is also important as very few have likely experienced transit or the other services available.

Ideally, transit would be viewed as a community asset with real benefits to the entire public. The benefits of increased ridership of public transportation include reduced congestion, improved air quality, an additional option for those who choose not to drive, as well as countless other environmental, social, and energy related benefits. These benefits reach all members of the community. Increased service for the general public will produce more and better service for users who are dependent on them. It is also recommended that the RCC promotes transit friendly land uses and smart growth principles that make transit less expensive and more effective. If transit is seen as an asset to a community instead of a cost, the service will likely garner more support.

**Implementation Tasks**

- a.** Create a vision statement and common goals at a regional level to establish a unifying theme for advancing transportation services consistently. *[Steering Committee, Regional Planning Commissions, RCC, SCC]*
  - i.** Include in the vision a support for land uses that support transit, including mixed uses, centralized development, and higher densities.
  - ii.** Include in vision statement requests that expansion of elderly and affordable housing be located in central areas

- closer to popular destinations where transportation options are more plentiful and long distance travel is less necessary.
- iii. Promote additional ridership of fixed route and demand response service through advertisement and awareness efforts.
  - b. Work within existing transportation associations and committees to bolster support for transportation services at various levels and, where appropriate, increase ridership from the general public.  
*[Providers, RCC, community leaders, stakeholders, users]*
  - c. Individual providers, associations and the RCC should work to prepare materials to educate the public concerning local transportation options and their benefits to the community.  
*[Providers, RCC]*
- 4. Further explore possibilities for new or altered services and support those changes for which a need can be substantiated and a clear benefit demonstrated.**

Expanding transportation services is often an activity that excites users and operators while at the same time causing financiers to reevaluate the cost to benefit ratio. For that reason, a sensible measured approach should be considered when discussing a new service or the expansion of service so that the benefits and costs can be thoroughly considered.

Citizens from around the study area identified a range of suggestions for new and altered service that they feel would improve transportation services in their area. During the six public workshops citizens expressed the desire for new service between the small urban centers of Concord, Franklin, and Laconia, and even Manchester. One option for service mentioned by the public in meetings would be to have a shuttle with a minimal number of runs, possibly once a week. It may be less costly to provide vouchers or discounts to the needy to use existing Concord Coach busses between Concord and Manchester.

More than 3000 people commute between Manchester and Concord each day creating a substantial pool of potential transit riders. Existing conditions also demonstrate a need for commuter service between small urban centers that could also be used by those with no other means of transportation. Service connecting Winnepesaukee Transit, CAT, and MTA fixed routes in Manchester would vastly increase the areas accessible without a private automobile.

Citizens at the public meetings also expressed a desire for expanded hours of operation and weekend service. It was noted that busses on fixed routes were often far from capacity and it seems that operating costs could be reduced if smaller, less expensive and more efficient vehicles were used.

As mentioned earlier, this study serves only to identify areas where a need for improved or new service was expressed. For any significant changes to service, further study should be required.

### Implementation Tasks

- a. Support efforts to provide additional transportation options to areas where few are currently available. Feedback from the public meetings showed a perceived need for improved service in the following municipalities:

Alton	Bow	Boscawen
Meredith	Hopkinton	

While other municipalities are undoubtedly underserved, these six communities were specifically identified by providers and residents during the study. *[Municipalities, Providers, State Agencies]*

- b. Review past plans and support new studies to review the locations of stops and the route designation for the two fixed-route transit systems; Concord Area Transit and Winnepesaukee Transit. *[Concord Area Transit, Winnepesaukee Transit, Municipalities]*
- c. A desire for weekend operations or expanded hours of services was expressed. Re-evaluate possibility/value of expanded hours and weekend service with existing funding. *[Providers, RCC]*
- d. Further evaluate the need and cost of providing service between the three small urban centers of Concord, Franklin, and Laconia, and possibly to Manchester. Service could be infrequent service, or service that may serve commuters that could be utilized by those who need it. *[Providers, RCC, Planning Commissions, State Agencies]*
- e. Coordinate with DOT rideshare through the call center to promote ridesharing and volunteerism. *[RCC, Providers, State Agencies]*
- f. Investigate the feasibility of expanding CAT service or other bus service from Concord to neighboring towns. There was expressed interest in Boscawen (accessing the Merrimack County Nursing Home, possibly the prison), Pembroke/Allenstown/Suncook Village, Bow, Hopkinton, and Franklin. *[Concord Area Transit, Municipalities, Greener Hopkinton, RCC]*
- g. Consider improving bus stops and creating shelters, especially at the most commonly used stops. *[Concord Area Transit, Winnepesaukee Transit]*

- h. Coordinate with DOT to promote alternative transportation means. [RCC]**

**5. Support existing transportation services, including the maintenance and replacement of vehicles, which operate within the study area until better coordination can replace a service.**

Public and private transportation service providers have been serving the mobility needs of the residents of the area for many years and while much of the Plan is directed at ways of improving service and efficiency, nothing is more important than continuing to provide the services that people have come to rely upon. To that end, supporting the existing services that are offered and providing replacement and regular maintenance of vehicles is of paramount importance to the mobility of the area. As coordination improves, the funding for each service should be reevaluated to ensure that gains in efficiency are reflected through improved service or in a reduction in the overall cost of providing those services. While it may not be necessary to sustain all agencies in their current form, it is imperative to not cut funding before improved coordination can adequately replace a service.

**Implementation Tasks**

- a. The New Hampshire Department of Transportation, New Hampshire Department of Health and Human Services, along with other local, state, and federal agencies, should continue to fund transportation service providers within the study area until better coordination can allow for alterations. [State and Federal Agencies]**
- b. Research additional sources for potential funding of transportation services, including new federal programs, and provide guidance to providers and municipalities. [SCC, RCC, RPCs]**

## Appendix A: Demographic Data of the municipalities in the Study Area (US Census 2000)

Communities	Total population	Total households	Percentage of households under \$50k	Percentage of elderly population (over 70 years old)	Percentage of young population (under 16 years old)	Percentage of households w/ 1 or 0 cars	Total Population in Labor force	Total Population Employment	Population Unemployment Rate *
Alton	4,502	1,833	57%	11.3%	21.8%	30%	2283	2199	3%
Barnstead	3,886	1,423	54.6%	7.2%	22.77%	27%	2118	2033	3.4%
Belmont	6,716	2,648	52.37%	8%	21.33%	34%	3964	3843	3.1%
Center Harbor	1,017	423	48.4%	11.6%	18%	31%	563	547	3.5%
Gilford	6,803	2,773	51.3%	11.5%	21.74%	34%	3419	3348	3%
Gilmanton	3,060	1,161	49%	7.5%	21%	26%	1684	1625	3.5%
Laconia	16,411	6,727	66.7%	13.6%	19.55%	51%	8290	7956	3.6%
Meredith	5,943	2,447	55.5%	12.8%	19.72%	36%	3155	3057	2.9%
New Hampton	1,929	702	54.1%	8.7%	23.53%	29%	1052	1025	2.6%
Sanbornton	2,581	961	51.9%	6.58%	22.27%	26%	1491	1446	3.2%
Tilton	3,477	1,346	58.76%	14%	20%	42%	1863	1769	3.6%
Deering	1,875	701	51.5%	7%	22.77%	31%	1037	975	3.1%
Hillsborough	4,931	1,918	55.73%	8.4%	23.44%	37%	2496	2416	4.2%
Andover	2,109	814	53.3%	15.88%	58.2%	96%	2731	2664	2.8%
Allenstown	4,843	1,901	58%	3.86%	9.16%	11%	1210	1161	3.9%
Boscawen	3,672	1,251	54.2%	15.63%	21.94%	34%	1776	1741	4%
Bow town	7,138	2,291	16%	6.12%	29%	15%	3762	3717	2.4%
Bradford	1,454	557	46%	7%	22.42%	28%	851	821	3.3%
Canterbury	1,979	750	31%	7.22%	21.5%	20%	1174	1147	2.5%
Chichester	2,236	827	36%	6.21%	23.1%	24%	1289	1272	2.7%
Concord	40,687	16,325	52%	10.4%	20.46%	51%	21145	20337	3.3%
Danbury	1,071	435	60%	9.24%	19.1%	33%	581	561	3.7%
Dunbarton	2,226	822	28%	4.4%	24.57%	13%	1308	1282	2.8%
Epsom	4,021	1,486	41%	9.8%	22.2%	26%	2193	2124	3.2%
Franklin	8,405	3,334	62%	11.1%	22.32%	48%	4300	3949	3.8%
Henniker	4,433	1,586	49%	5.84%	21.9%	37%	2625	2330	2.8%
Hill	992	388	55%	7%	22.68%	31%	574	562	3.4%
Hopkinton	5,399	2,084	34%	9.87%	23.26%	30%	2836	2750	2.9%
Loudon	4,481	1,618	36%	5.55%	24.8%	27%	2555	2504	3%
Newbury	1,705	690	43%	10%	19.8%	28%	979	952	2.4%
New London	4,116	1,585	35%	22.83%	12.56%	37%	1927	1699	3%
Northfield	4,548	1,704	58%	6.4%	24.5%	37%	2526	2465	3.3%
Pembroke	6,897	2,660	44%	6.75%	23.67%	32%	4041	3926	3.4%
Pittsfield	3,931	1,496	67%	6.3%	25.28%	35.5%	2140	2077	3.5%
Salisbury	1,137	434	36%	5.45%	21.1%	17%	675	664	2.4%
Sutton	1,541	613	43%	10.7%	17.9%	29.5%	885	847	2.2%
Warner	2,760	1,057	52%	8%	21.8%	32%	1440	1377	3.3%
Webster	1,579	590	39%	6.07%	23%	18%	912	885	3.1%
Wilmot	1,144	454	51%	7%	22.9%	25.5%	613	595	2.4%
<b>Total Study Area</b>	187,635	72,815	51%	9.79%	21.77%	38.12%	100463	96648	3.13%
<b>New Hampshire</b>	1,235,786	474,750	51%	9%	22%	37%	677,190	650,871	3.8%

### Appendix B: Park and Ride Occupancy in the Study Region

Number	Location	Capacity	Time day 1	Date day 1	Cars day 1	Percentage day 1	Time day 2	Date day 2	Cars day 2	Percentage day 2	Overall occupancy Average
1	Boscawen	42	12:00	1-Aug-07	35	83%	2:30	7-Aug-07	45	107%	95%
2	Bow	60	12:42	1-Aug-07	56	93%	12:20	7-Aug-07	62	103%	98%
3	Concord#1	100	12:15	7-Aug-07	81	81%	9:30	8-Aug-07	69	69%	75%
4	Concord#2	273	11:50	7-Aug-07	255	93%	9:00	8-Aug-07	271	99%	96%
5	Hillsborough	106	10:56	2-Aug-07	9	8%	11:00	7-Aug-07	8	7.5%	7.5%
6	Belmont	42	10:30	21-Aug-07	5	12%	12:30	28-Aug-07	7	17%	14.5%
7	New Hampton	15	11:22	1-Aug-07	24	160%	2:00	7-Aug-07	27	180%	166%
8	New London	45	10:18	2-Aug-07	57	127%	10:30	7-Aug-07	51	113%	120%
9	Tilton	63	11:05	1-Aug-07	18	29%	1:00	7-Aug-07	15	23%	25%
10	Warner	20	9:55	2-Aug-07	16	80%	10:00	7-Aug-07	19	95%	85%

Source: CNHRPC and NHDOT

### Appendix C: Fixed Route Service Ridership 7/1/06 – 6/30/07

Category	Concord Area Transit	Winnepesaukee Transit System	Special Transit Services
Service Days	254	299	254
Vehicle Hours	9,580	4,328	2,946
Vehicle Miles	137,230	52,868	33,113
Number of Rides	93,810	7,566	6,416
Total Cost	\$ 594,920	\$ 194,077	\$ 60,554
Cost Per Passenger	\$ 6.34	\$ 25.65	\$ 9.44
Fares Collected	\$ 62,323	\$ 9,005	\$ 9,879
Fare Per Passenger	\$ 0.66	\$ 1.19	\$ 1.54

## Appendix D: Providers Survey

### Providers' Survey - 2007

#### Belknap County and Central NH Region Coordinated Transit and Human Service Transportation Plan

**Contact information:**

Organization: \_\_\_\_\_

Street Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/Town, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title / Dept.: \_\_\_\_\_

Email: \_\_\_\_\_

**2. Which of the following categories best describes your agency?**

- a. Public Provider
- b. Private Provider
- c. Medical Service
- d. Human Service
- e. Senior Service
- f. Other

(specify) \_\_\_\_\_

**3. How many people at your agency are involved in transit?**

# of Full-Time Employees \_\_\_\_\_

# of Part-Time Employees \_\_\_\_\_

# of Volunteers \_\_\_\_\_

**4. How many drivers do you employ?**

Type of Driver	# of Year-Round	# of Seasonal
Full-Time Drivers	_____	_____
Part-Time Drivers	_____	_____
Volunteer Drivers	_____	_____

**5. Who is eligible for transportation service with your agency?** *(circle all that apply)*

- a. Elderly (60+) Non-Disabled
- b. Elderly Disabled
- c. Non-Elderly Disabled (mental/physical)
- d. Medicate
- e. Youth
- f. General Public
- g. Other (specify) \_\_\_\_\_

**6. If your agency directly provides transportation services, please describe the type of services provided?** *(circle all that apply)*

- a. Fixed-Route services
- b. Demand-Response In-Home Pick-Up/Drop-Off
- c. Demand-Response Door-to-Door Service
- d. Demand-Response Curbside Pick-Up
- e. Demand-Response Pick-Up/Drop-Off and Escort to Other Services Provided by Driver at Destination
- f. Other (specify) \_\_\_\_\_

**7. Does your agency provide contract service?**

Yes          No

If Yes, **Fixed Route** or **Demand-Response** *(circle correct response)*

**8. Does your agency charge a fare for providing transportation services?**

Yes          No          Do it as a donation

**9. What days of the week does your agency provide transit service?** *(check all that apply)*

Mon      Tue      Wed      Thurs      Fri      Sat      Sun

**10. When does your organization provide transit service?**

- a. Year round service
- b. Seasonal Service  
(Specify) \_\_\_\_\_
- c. Other (Specify) \_\_\_\_\_

**11. When do you provide service?**

- a. All Day (8:00 am to 4:00 pm or longer)
- b. Early Morning and Late Afternoon Only
- c. Mid-Day Only
- d. As Needed for Client Only
- e. Weekends
- f. Other (specify) \_\_\_\_\_

**Please list the towns that your agency covers with transit services.**

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**12. Within the constraints of your current resources, how well do you feel that your agency is capable of meeting the transportation needs of its clientele?**

**Why?**

a. Very Well \_\_\_\_\_

b. Somewhat \_\_\_\_\_

c. Not at All \_\_\_\_\_

**13. Do you feel that your agency and its clients would benefit from improved coordination with other agencies in this region who currently provide similar transportation services?**

Yes          No

**14. Would you be interested in coordinating trips by your service with other providers?**

Yes          No

Why? \_\_\_\_\_

**15. What benefits would you see coming from coordination of ride services by providers? (circle all that apply)**

- a. Cost Efficiency
  - b. Customer Satisfaction
  - c. Better Means of Keeping Data
  - d. Increased revenue
  - e. Better Links to Get People Places
  - f. Others (specify)
- 

**16. What do you see as potential drawbacks to coordination of ride services?**

*(circle all that apply)*

- a. Clients Would Lose the Personal Assistance Provided by Agency Drivers
  - b. Loss of Transportation Funding (State, Federal, Local)
  - c. Loss of Ability to Provide Rides as Needed for Specific Clients
  - d. Loss of Staff or Volunteer Position Within Agency
  - e. Other (specify)
- 

**17. Would you be willing to share vehicles and drivers with other providers?**

Yes, in what sense? \_\_\_\_\_

No,

why? \_\_\_\_\_



## Appendix E: Transit Providers List Identified in the Study Area

	Category	Name	Address	Telephone
1	Consumer	Pleasant View Center	239 Pleasant St., Concord, NH 03301	225-6561
2	Coordinator	Concord Regional VNA	250 Pleasant Street, Concord, NH 03302	224-4093
4	Private Provider	Concord Cab Company	P.O. Box 730 1 Kennedy Street, Concord, NH 03302	225-4222
5	Private Provider	Main Street Taxi	44 N Main St., Concord, NH 03301	226-8888
6	Private Provider	Rideaway Van Rentals	54 Wentworth Ave, Londonderry, NH 03053	1-888-743-3292
7	Private Provider	Maggie's taxi	P.O. Box 6273 Lakeport, NH 03247	528-3488
8	Private Provider	AJ's Taxi	31 Boyton Rd Meredith, NH 03253	279-6214
9	Private Provider	Pittsfield Taxi	14 Eastern Ave #12, Concord, NH 03301	435-7771
10	Private Provider	Winnepesaukee Livery LLC	P.O. Box 78 Wolfeboro, NH 03894	569-3189
11	Private Provider	Mr. C's Taxi	P.O. Box 1014, Belmont, 03220	524-5336
12	Private Provider	Trilogy Wheelchair Transport, LLC	39 Brown Ave, Manchester, NH 03101	656-9715
13	Provider	Concord Area Transit (CAT) - Community Action Program (CAP)	P.O. Box 611, Concord, NH 03302	225-1989
14	Provider	Dial a ride (Hopkinton)	330 Main Street, Contoocook, NH 03229	746-4357
15	Provider	Interfaith Caregivers/Friends Program	249 Pleasant St., Concord, NH 03301	228-1193
16	Provider	Presidential Oaks	200 Pleasant Street, Concord, NH 03301	225-6644
17	Provider	Riverbend Community Mental Health Center, Inc	3 N State St., Concord, NH 03301	225-0123
18	Provider	Winnepesaukee Transit System - CAP	Lakes Region Family Center, 126 Belmont Rd., Laconia, NH 03246	528-2496, 1-800-294-2496
19	Provider	Easter Seal Society of NH	180 Zachary Rd., Manchester, NH 03109	606-3113
20	Provider	Granite Ledges	151 Langley Parkway, Concord, NH 03301	224-0777
21	Provider	Granite State Independent Living	21 Chennel Drive, Concord, NH 03301	228-9680
22	Provider	Laconia Senior Center - CAP	17 Church Street, Laconia, NH 03246	524-7689
23	Provider	Lakes Region Airport Shuttle Service	716 Sanborn Rd., Sanbornton, NH 03269	888-286-8181
24	Provider	LRGH	80 Highland St., Laconia, NH 03246	524-3211
25	Provider	Merrimack County Nursing Home	325 Daniel Webster Highway, Boscawen, NH 03303	796-2165
27	Provider	St. Joseph Community Services, INC	395 D. W. Hwy P.O Box 910 Merrimack, NH 03054	424-1472
26	Provider	Birches at Concord	300 Pleasant Street, Concord, NH 03301	224-9111
28	Provider Volunteer	American Cancer Society	360 Route 101, Bedford, NH 03110	640-7101
29	Provider Volunteer	American Red Cross	2 Maitland Street, Concord, NH 03301	225-6697
30	Provider Volunteer	Community Action Program-CAP	P.O. Box 1016, 2 Industrial Park Dr, Concord, NH 03302-1016	225-3295

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31	Senior Center Provider	Belmont Senior Center, CAP	P.O. Box 214, Belmont, NH 03220	267-9867
32	Senior Center Provider	Kearsarge Council on Aging	P.O. Box 1263 37 Pleasant Street, New London, NH 03257	526-6368
33	Senior Center Provider	Inter-Lakes Senior Center - CAP	P.O. Box 1381, 1 Circle Dr., Meredith, NH 03253	279-5631
34	Senior Center Provider	Mountain View Senior Center - CAP	P.O. Box 6, 134 East Main Street, Bradford, NH 03221	938-2104
35	Senior Center Provider	Pittsfield Senior Center - CAP	74 Main Street, Pittsfield, NH 03263	435-8482
36	Senior Center Provider	Twin Rivers Intergenerational Program - CAP	PO Box 182, 20 Canal St., Franklin, NH 03235	934-4151
3	Specific Transit Provider	Havenwood Heritage Height	33 Christian Avenue, Concord, NH 03301	224-5363
37	Specific Transit Provider	New Hampshire Veterans Home	139 Winter Street, Tilton, NH 03276	527-4400
38	Specific Transit Provider	Peabody Home	24 Peabody Place, Franklin, NH 03235	934-3718
39	Specific Transit Provider	Genesis Nursing Home	175 Blueberry Lane Laconia, NH 03246	524-3340
40	Specific Transit Provider	St Francis Rehabilitation/ Nursing Center	406 Court Street Laconia, NH 03246	524-0466
41	Specific Transit Provider	Forestview Manor Assisted Living Services	153 Parade Road Meredith, NH 03253	279-3121
42	Specific Transit Provider	Belknap County Nursing Home	30 County Drive Laconia, NH 03246	527-5410
43	Volunteer	American Cancer Society	2 Commerce Dr, Suite 110, Bedford, NH 03110	471-4137
44	Volunteer	Baptist Church of Franklin	21 Church Street, Franklin, NH 03235	934-0230
45	Volunteer	Bristol Area Senior Services	Bristol Federated Church, PO Box 266, Bristol, NH 03222	744-8395
46	Volunteer	Caregivers of the Wolfeboro Area	209 North Main Street, Wolfeboro, NH 03984	569-6780
47	Volunteer	CHMM Community Caregivers, Inc.	PO Box 78, Center Harbor, NH 03226	253-9100
48	Volunteer	Community Bridges	525 Clinton Street, Bow, NH 03304	225-4153
49	Volunteer	Disabled American Veterans	718 Smyth Road, Manchester, NH 03104	624-4366
50	Volunteer	Concord Peer Support	55 School Street, Concord, NH 03301	228-3266
51	Volunteer	Twin Rivers Community Volunteers	571 Knox Mt. Rd., Sanbornton, NH 03269	934-2167
52	Volunteer	Twin Rivers Community Volunteers	58 Weed Rd., Meredith, NH 03253	279-8848

Source: CNHRPC

## Appendix F: Providers Responses

### Providers Survey Response List

Organization	Contact	Title
Kearsarge Area Council on Aging-Chapin Senior Center	Nancy Friese	Executive Director
Caregivers of the Wolfeboro Area	Shirley A. Bentley	Coordinator
Concord Cab Company	Walter + Toni Marshal	Owners
Community Bridges	Roy Gerstenberger	Executive Director
Peabody Home	Meg Miller	Executive Director
Easter Seals NH	Mickey McIver	Director, T.R.A.C.
Lakes Region Airport Shuttle Service	Becki Fisher	Transportation Manager

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Merrimack County Nursing Home	Lori Brown	Administrator
Dial A Ride	Cathy Rothwell + Pat Dawson	
Belmont Senior Center-Community Action Program Blknp+Mmack	Renee Boles	Senior Center Director
American Cancer Society	Allyson Foor	Community Executive, Cancer Control
The Friends Program	Donna M. Odde	Program Manager
Winnepesaukee Livery LLC	Kurt J. Voedisch	Owner
Riverbend Community Mental Health Center, Inc.	Allan Moses	CFO/Administration
Mr. C's Taxi LLC	Cindy Carroll	Owner
Concord Area Transit-CAT	James Sudak	Director
Winnepesaukee Transit System-CAP	Pam Jolivette	
Inter-Lakes Senior Center-CAP	Rebecca Carey	Senior Center Director
Mountain View Senior Center-CAP	Sandi Bandieri	Senior Center Director
Pittsfield Senior Center-CAP	Lynne Joyce	Senior Center Director
Laconia Senior Center-CAP	Phyllis Mecheski	Senior Center Director
Twin Rivers Intergenerational Program-CAP	Nancy Marceau	Senior Center Director
Havenwood Heritage Heights Retirement Community	Jane Poitras	Administrator of HH Housing

Website: [www.cnhrpc.org](http://www.cnhrpc.org)

## Appendix G: Meetings and Public Input

Steering Committee Meeting 1: May 14, 2007  
 Steering Committee Meeting 2: June 11, 2007  
 Steering Committee Meeting 3: August 20, 2007

Public Input Meeting June 18, Concord  
 Public Input Meeting June 18, Hillsborough  
 Public Input Meeting June 21, Laconia

Public Hearing 1: May 14, 2008 Concord  
 Public Hearing 2: June 3, 2008 Laconia