

2021



PUBLIC

TRANSPORTATION

IN NEW HAMPSHIRE

A snapshot of how public transportation is funded and structured throughout the state.

MOBILITY NEEDS IN THE STATE OF NEW HAMPSHIRE

Introduction

Public transit is a lifeline to many New Hampshire residents of all ages and demographics. In order to maintain the public transit services available in New Hampshire today, significant increases in public funding are critically needed. The federal funding that New Hampshire's public transit systems rely heavily upon is not keeping pace with the growing demand and rising service costs. With adequate ongoing support, transit agencies can focus on providing reliable transportation service to the region and ensure access for NH's future generations.



1 in 5 Americans age 65+ does not drive

That's 75,000 non-driving seniors in NH by 2040!

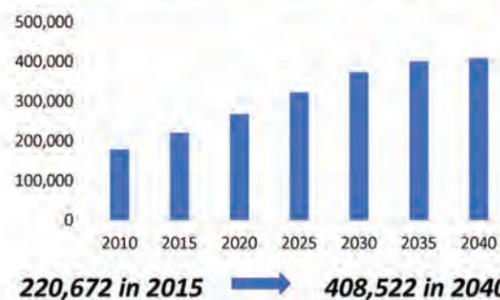


Supporting Seniors & Disabled Adults

Across the country, older adults make up a large and growing portion of the non-driving population, along with individuals with disabilities. The American Association of Retired People (AARP) estimates that one in five Americans over the age of 65 doesn't drive. The number of people over age 65 in New Hampshire is projected to almost double in the next 20 years, growing from 220,672 in 2015 to 373,209 in 2030 to 408,522 in 2040. That's nearly 75,000 non-driving seniors in NH by 2031!

Only 34 of 244 communities in NH have regular fixed route bus service. Some that lack fixed route public transit have special services for seniors run by non-profit groups using vans or volunteer drivers. Over 40 communities lack any transportation services at all. Demand for improved public transit options, and particularly basic mobility services for older adults and individuals with disabilities, is a common theme at public input sessions, survey results by the UNH Survey Center and feedback from local hospitals. Improving transportation access will enable seniors to age in place with dignity, and is a key recommendation in the 2019 NH Plan on Aging.

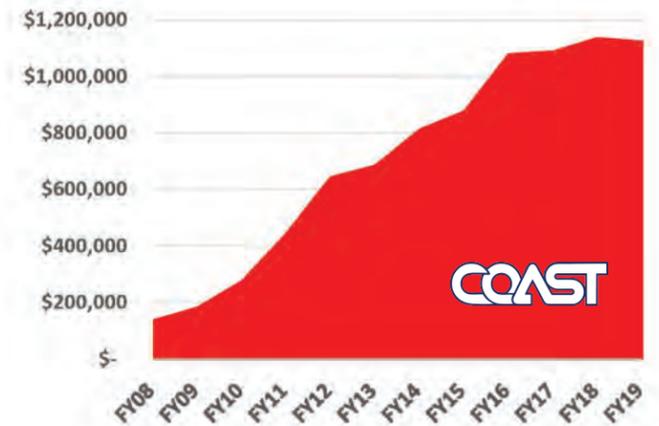
New Hampshire Population Age 65+ 2010-2040



FTA Mandated ADA Service

Transit agencies throughout the state have been facing an increasing need for federally mandated Americans with Disabilities Act (ADA) service, especially for dialysis trips. This on-demand service is for people with disabilities that keep them from riding the regular fixed route bus. COAST, the public transit agency serving the New Hampshire Seacoast, has seen demand for mandated ADA services grow 880% from 2008-2018, and their cost to provide those services increase 744%. Federal allocations of transit funds have not risen accordingly, leaving public transit agencies to bear the burden of these costs.

ADA Paratransit Cost Growth
Cooperative Alliance for Seacoast Transportation (COAST)



Economic Development & Land Use

In order for economic development to continue to thrive in NH, businesses need to be able to offer public transit to potential employees. Employment sites with transit access can leverage this to attract additional workers and address parking needs. Even for communities with fixed route bus service, budget limitations often result in hourly bus service. Some NH transit systems operate buses on 30 minute intervals on certain routes or during peak commuting periods. Having to plan your schedule around 30 or 60 minute routes can be a barrier to attracting more riders, especially if they have a choice to drive or rideshare. In most cities with robust public transit, a service frequency of every 15-20 minutes is expected.



PUBLIC TRANSPORTATION SERVICE MODELS:

Fixed Route – service that operates on a predictable (timed) schedule, along a set route and stops at designated stops.

Commuter Bus – similar to fixed route bus service, but with a commuter focus, and typically operated in a coach bus.

Intercity Bus – typically fixed route based and over longer distances between multiple communities.

Demand Response/Paratransit – service where you are picked-up and dropped off anywhere within a designated service area, and that is arranged by calling ahead by a minimum number of hours/days to schedule your ride. (e.g., ADA-based services)

Deviated Fixed Route – Route deviation is ¼ of a mile off of any of fixed routes. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate its course between two stops to go to a specific location for a pre-scheduled request.

A PICTURE OF TRANSIT FUNDING IN NEW HAMPSHIRE

A Summary of the Funding Problem:

A central problem for New Hampshire's transportation system as a whole, including the highway and bridge network as well as transit, is lack of federal and state investment. The federal gas tax hasn't been increased since 1993 and is not indexed to inflation. The Federal Highway Trust Fund is structurally insolvent. The buying power of gas tax revenues has decreased over 40% in the decades since 1993 and the USDOT budget has had to be propped up with tens of billions in general fund revenues in recent years.

In New Hampshire our state Constitution prohibits the use of gas tax revenues for non-highway expenses and we lack revenue mechanisms used in other states to support transit. Figures A & B show New Hampshire trailing far behind other New England states in per capita state spending on public transportation; and ranked 49th out of 50 in combined federal and state transit investment.

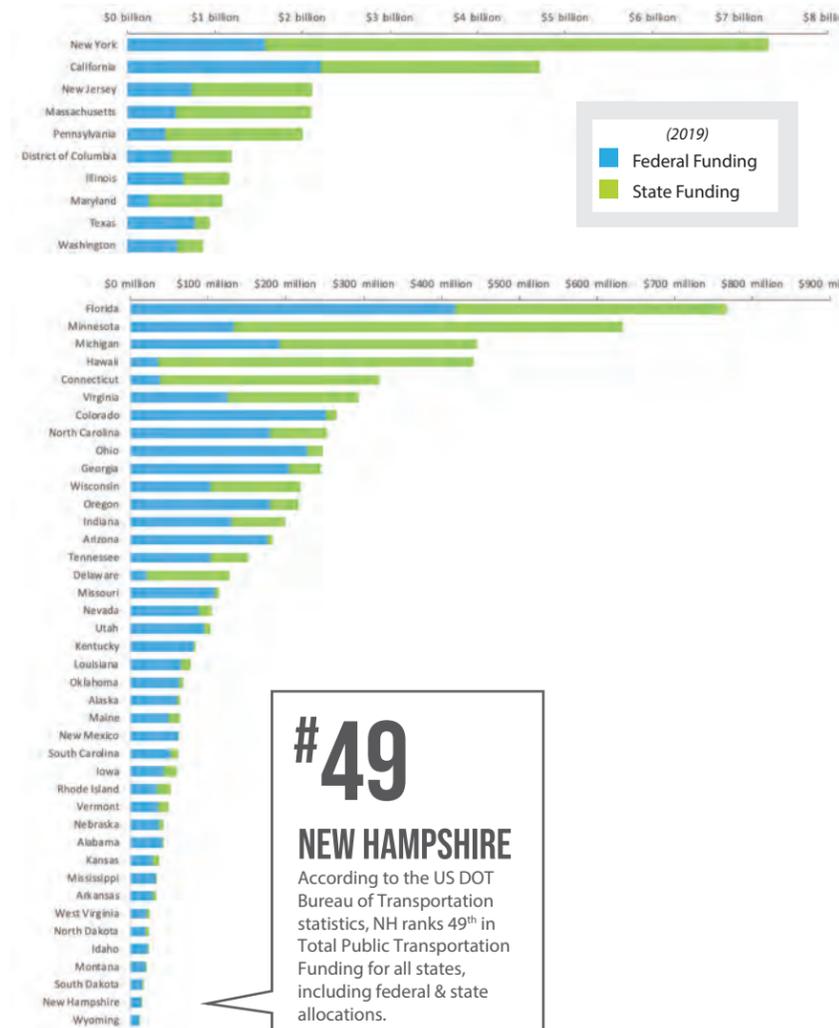
This situation is compounded by the COVID-19 pandemic. While federal aid has temporarily increased under the CARES Act, the economic disruption of the pandemic threatens municipal funding in the coming years as well as critical advertising revenue that has traditionally backfilled shortfalls in public funding. In 2020 the state legislature approved a small amount of general funding for transit operating assistance (\$200,000 statewide) though this too has been withheld due to COVID-induced revenue shortfalls.

NH FUNDING SOURCES

- 
FEDERAL TRANSIT ADMINISTRATION (FTA)
 Competitive Grants
 Annual Allocations
- 
NH DEPARTMENT OF TRANSPORTATION (NH DOT)
 Pass-thru of FTA Funds
 Partial match on capital projects
- 
MUNICIPALITIES & OTHER PARTNERS
 Towns & Cities
 Private Partners
- 
FAREBOX REVENUE
 Nominal fee paid by riders
- 
OTHER REVENUE
 Bus Advertising
 Contracts
 Charitable Donations

FIGURE A: FEDERAL & STATE FUNDING OF PUBLIC TRANSIT

Source: National Transit Database (NTD), 2019 Funding Sources



How does NH compare to other States?

Each year the American Association of State Highway Transportation Officials (AASHTO) & National Transit Database (NTD) collect data on State Spending for Public Transportation. Average per capita state spending (not including federal pass-through) on transit across the 50 states in 2018 was \$58.69. **The median state North Dakota (a rural state with little over half New Hampshire's population) spent \$5.04/capita, much of it on senior transportation. New Hampshire in comparison spent \$1.00/capita.** More than half that amount was for short term mitigation for a turnpike construction project that concluded in 2020.

Figure B shows New Hampshire in comparison to our New England peer states and breaks out transit operating assistance from overall spending. The \$200,000 in annual operating assistance provided in the State's SFY2020-2021 biennial budget would equate to \$0.15/capita, though these funds are currently not being released due to COVID related state revenue shortfalls. **Figure A** shows combined state and federal spending on public transportation by state in 2019, with New Hampshire ranking 49th out of 50.

FEDERAL GRANT FUNDS

- 5307** Urbanized Area Formula
- 5310** Enhanced Mobility of Seniors & Individuals with Disabilities
- 5311** Rural Area Formula
- 5339** Bus & Bus Facilities



STATE OF NH

In recent years, New Hampshire has not provided guaranteed transit operating funds to small and large urbanized transit systems, or has only provided a nominal amount.

The NH DOT has historically provided half of the local match on Rolling Stock (vehicle) purchases.



FIGURE B: STATE FUNDING IN NEW ENGLAND

Source: 2020 AASHTO Report Using FY2018 Data

State	2018 Population	2018 State Funding	2018 Per Capita Funding	2018 State Funding for Operating	Per Capita Funding for Operating
Massachusetts	6,902,149	\$2,105,381,276	\$305.03	\$1,493,586,393	\$216.39
Connecticut	3,572,665	\$651,477,883	\$182.35	\$376,188,456	\$105.30
Rhode Island	1,057,315	\$58,441,037	\$55.27	\$52,182,561	\$49.35
Vermont	626,299	\$7,955,199	\$12.70	\$6,638,732	\$10.60
Maine	1,338,404	\$1,540,322	\$1.15	\$1,147,845	\$0.86
New Hampshire*	1,336,458	\$570,941	\$0.42	\$0	\$0

* Does not include turnpike toll revenues used for short-term Spaulding Turnpike construction mitigation projects.

Per Capita Funding National Average: \$58.69

Per Capita Funding National Median: \$5.04

With \$200,000 state match for SFY2020 (in budget but not distributed due to COVID-19): \$0.15/capita

RANKED LOWEST NEW HAMPSHIRE

The only New England state to allocate **NO** state funds for general public transit operating support. Public Transit funds that are allocated by the State of NH amounts to only \$0.42 per capita, the lowest of the 6 New England states.



FUNDING CHALLENGES

FEDERAL

CHALLENGE:

Federal infrastructure funding has not kept pace with inflation; New Hampshire is disadvantaged in federal apportionment formulas; and match rules for transit are stricter than for highway funding.

CHALLENGE:

The cost of mandated ADA service has far exceeded the expected 10% of a system's operating budget.

STATE

CHALLENGE:

New Hampshire's per capita investment in transit is barely a tenth of the national median, and state gas tax revenues barely cover highway maintenance needs let alone modernization.

CHALLENGE:

The most recent statewide transit assessment identified unmet needs for connections among communities not already served, but also highlighted the need for an additional study on unmet needs in communities already served.

LOCAL

CHALLENGE:

Municipalities already have difficulty backfilling lack of state and federal investment. This situation is compounded by COVID-19.



POTENTIAL SOLUTIONS

SOLUTIONS:

Work with the Congressional delegation to:

- ✓ Increase and index the federal gas tax to at least equal 1991 buying power in real terms.
- ✓ Adjust USDOT apportionment formulas for fairness (so NH doesn't lag behind other states with fewer road miles and lower populations).
- ✓ Make farebox revenue match-eligible just as gas tax and toll credits are eligible as match for highway funds.

SOLUTIONS:

- ✓ Establish a dedicated state funding stream for public transit operating assistance.
- ✓ Conduct an additional study on unmet existing and future needs, such as ADA paratransit, older adult mobility and employment access (increased coverage and service frequency) particularly in communities that are currently served.

SOLUTIONS:

- ✓ Aid municipalities in funding transit outside the property tax such as enabling towns to increase supplemental vehicle registration fees under RSA 261:153 from \$5/year to \$10/year at local voters' discretion.
- ✓ Form additional public private partnerships.

URBAN TRANSIT AGENCIES

In New Hampshire, five agencies serve Urbanized Areas. Due to the predominantly rural nature of our State these agencies also provide service to rural areas in their immediate vicinity. Operating funding for Urban Transit agencies comes from a variety of sources which include FTA 5307 Urbanized Area Formula Program Grants, and FTA 5310 Formula Funds for Enhanced Mobility of Seniors and Individuals with Disabilities. The two primary service models for these agencies are regularly scheduled "Fixed-Route" Buses and Paratransit Service which is mandated by the Americans with Disabilities Act to compliment the fixed route service and provide equal access for people who have disabilities.



Manchester Transit Authority (MTA)
Serving the Manchester area with fixed route service and express buses to Nashua & Concord. Demand response service in 9 communities from Hooksett to Salem.
MILES OF SERVICE: 235 sq mi



Cooperative Alliance for Seacoast Transportation (COAST)
Serving the Seacoast area including Portsmouth, Dover, Somersworth, Rochester, Newington, and Farmington.
MILES OF SERVICE: 597,656 mi



Nashua Transit System (NTS)
Serving the City of Nashua with fixed route service and demand response service in Hudson, Merrimack, Hollis, Brookline, Amherst, Milford, Wilton, and Mont Vernon.
MILES OF SERVICE: 645,877 miles



Cooperative Alliance for Regional Transportation (CART)
Serving Chester, Derry, Hampstead, Londonderry and Salem.



University Transportation Services - Wildcat Transit
Serving Durham, Dover, Madbury, Newmarket, Portsmouth, and Newington.
MILES OF SERVICE: 389,148

URBAN TRANSIT AGENCIES

What transit looks like in communities across New Hampshire...



NASHUA TRANSIT SYSTEM (NTS)

About:

Nashua Transit System provides fixed route service within the City of Nashua and to Walmart in Amherst, NH. Additionally, NTS provides paratransit service to 9 communities within the Greater Nashua and Milford regions.

NTS offers a clean, safe, comfortable, affordable and environmentally friendly way for passengers to get where they need to go in Nashua. With over 400 bus stops throughout the City, there is ample access to public transit. Riders have expressed interest in increased frequency, added service to other cities and additional hours on current routes.

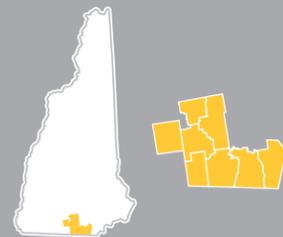
In order to attract new riders and be viable in the future, we must stay current and continuously adapt to technology and the needs of our passengers and community.

Successes:

Competitive grants have funded several key aspects of NTS transit infrastructure including the replacement of rolling stock, facility improvements, and expansion for new services. NTS recently received a 5339 grant to improve the passenger experience through a variety of technology enhancements such as real time bus tracking and wi-fi.

Challenges:

- Increasing demand for ADA paratransit services as the population ages.
- Operating costs are increasing far faster than the rate of inflation that is considered as part of Federal or municipal budgeting.
- Insufficient dedicated operating funding from Federal and State governments.
- Limited funding to increase service frequency and expand service to Sundays.



SERVICE AREA

Serving the City of Nashua with fixed route service and demand response service in Hudson, Merrimack, Hollis, Brookline, Amherst, Milford, Wilton, and Mont Vernon.

SERVICE MODELS

- Fixed Route
- Paratransit Service
- On-Demand Night Service

QUICK STATS

2019 RIDERSHIP:	452,221
MILES OF SERVICE:	645,877
# OF BUS STOPS:	420

WHAT OUR RIDERS SAY:

NTS is a real game changer for this city and its residents! Love all of the drivers, Paratransit and office personnel. Always kind and committed to getting you where you need to be. My life would be very different without this service!

I have almost reached an age where I will give up my car but still want to live and enjoy life, being around people involved with events keeps one young and vital, keeps depression away. Public transportation is so valuable to seniors.

FUTURE GOALS:

#1: Appeal to a younger generation of riders by implementing technology such as real-time bus tracking & trip planning tools.

#2: Explore new service models such as on-demand to reach riders not on fixed routes.

#3: Form public-private partnerships with local businesses and establish employee pass programs.



COOPERATIVE ALLIANCE FOR SEACOAST TRANSPORTATION

About:

The Cooperative Alliance for Seacoast Transportation (COAST) champions and provides customer-focused public transportation with a commitment to excellence in safety and service. Our vision is to be an innovative leader in providing a broad range of public transportation services, connecting and coordinating a robust network of transportation options for everyone. COAST has provided public transit service to the Seacoast New Hampshire region since 1982.

Successes:

After nearly two years of extensive analysis, design, redesign, outreach and consideration of feedback received from riders, community members and financial stakeholders as part of COAST's recent Comprehensive Operations Analysis, our redesigned public transit system was launched in June 2020. The plan recognizes and reflects how changes in the region have

impacted commuting and other travel patterns within the region over the past decade and more. It also recognized COAST's need to work with a diminished budget overall. Ultimately, the new system was designed to best meet passengers' and communities' needs, within the budgetary realities faced, for the foreseeable future.

Challenges:

- At the current 1 hour frequency on all fixed route services our services are too infrequent for many choice riders.
- Exploding demand for ADA paratransit services from a growing elderly population.
- Operating costs are increasing far faster than the rate of inflation that is considered as part of Federal or municipal budgeting.
- Lack of adequate and stable state operating support for our regional network of public transit services.



SERVICE AREA

Serving Farmington, Rochester, Somersworth, Dover, Newington, Portsmouth, Newmarket, Stratham, Exeter, Berwick (ME), South Berwick (ME), Eliot (ME) and Kittery (ME)

SERVICE MODELS

- Fixed Route
- Demand Response with advance reservation

QUICK STATS

2019 RIDERSHIP:	402,521
MILES OF SERVICE:	597,656
# OF BUS STOPS:	440



WHAT OUR RIDERS SAY:

Thank you COAST. We need public transportation. Without it, all of us who are not fortunate enough to have a car, are disabled or unable to drive, or those who wish to help the environment in any small ways would have nothing.

My wife benefits greatly from COAST's van service for the disabled. It allowed her to keep her job, and in retirement it gets her to and from medical appointments.

FUTURE GOALS:

#1: Change perceptions to ensure that public transportation is widely accepted as a reliable, comfortable, convenient mode of choice for everybody.

#2: Actively engage our stakeholders in collaborative efforts to be responsive to the region's changing needs.

#3: Promote fiscal stewardship of public transportation.

URBAN TRANSIT AGENCIES

What transit looks like in communities across New Hampshire...



MANCHESTER TRANSIT AUTHORITY (MTA)

About:

MTA started in 1973 and for the first 35 years, was primarily focused on public transit within the City of Manchester. Beginning in 2010, we aimed to restructure the system to better meet the regional needs of our riders and establish basic connectivity with area communities and neighboring transit systems. MTA is now the primary transit provider in nearly a dozen communities ranging in size from New Boston to Manchester and we hope to keep the success going to bring transit access to even more NH residents in the short and medium term.

Successes:

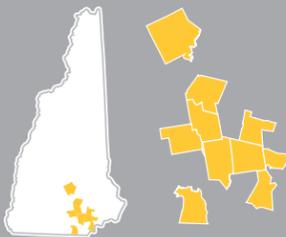
- Merged with CART in October 2019 expanding MTA service to five new communities.



- Doubled frequency on Route 8 (S. Willow Street corridor) in Sep 2020 and ridership is already beating pre-Covid 19 levels!
- Will conclude a fixed route fleet replacement in 2021 that matches vehicle sizes to passenger demand and leverages funding sources for the highest return possible.

Challenges:

- Securing funding for much needed higher frequency in our core fixed route system. Local property tax dollars as they are generally the only source of local match for operating.
- Designing and upgrading a passenger facility to a single multi-modal transit center that can accommodate both rail and transit riders.
- Securing long-term funding. MTA relies on local property tax dollars appropriated annually.



SERVICE AREA

Fixed routes in the Manchester area with express buses to Nashua & Concord. Demand response in 9 communities from Hooksett to Salem.

SERVICE MODELS

- Fixed Route
- Intercity Express
- Paratransit Service
- Demand Response
- Deviated Fixed Route

QUICK STATS

2019 RIDERSHIP: 413,561
MILES OF SERVICE: 235 sq mi
OF BUS STOPS: 300+

WHAT OUR RIDERS SAY:

I cannot say enough positive things about the service and what it means to me. I would not have the quality of life that I have if it were not for the service and the amazing people who run it. Everyone...treats you like family and not like an inconvenience and it is breathtaking to see that, especially in these times.

Moving from NY to NH was scary for us because we depended on the use of public transit to get around. When we moved to Salem and found CART services we were thrilled. Because we are able to maintain our independence...It's necessity and a huge convenience to be able to get not only to our medical appointments...but great for us being able to get out for shopping and basic necessities.

FUTURE GOALS:

#1: Higher frequency!
Our most frequent buses prior to this fall, run once per hour.

#2: Free fare. It is relatively little cost considering we're already subsidizing the first \$6.40. For 60¢ more we could see an increase in ridership of 30% or more.

#3: Accessibility. Our new buses are more accessible than ever and allow us to better serve all members of our community, especially those with a disability.



UNIVERSITY TRANSPORTATION SERVICES - WILDCAT TRANSIT

About:

University Transportation Services, otherwise known as Wildcat Transit, operates three fixed routes serving the local communities of Dover, Durham, Madbury, Newington, Newmarket, and Portsmouth New Hampshire and an open-to-the-public Campus Connector with several routes serving the UNH campus area.

Successes:

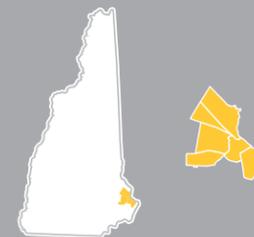
University Transportation Services successfully trains and assists an average of 25 drivers in getting their commercial drivers' license every year. Many of our drivers are UNH students. We give students an opportunity to grow within the department so they can have something to put on their resume when they graduate. We have had several students graduate from UNH and become involved in the management of other transit agencies, both within, and outside of New Hampshire.

We have the largest mixed fuel fleet in the state. More than half of our fleet operates on compressed natural gas, the other half operates on biodiesel. Our next goal is to incorporate some electric buses into our fleet.

We have been successful in getting CMAQ (Congestion Mitigation Air Quality) grants to help us purchase new buses for our fleet replacement program. We do not receive any federal operating assistance.

Challenges:

- Staffing (lack of drivers)
- Budget Reductions
- Declining Ridership



SERVICE AREA

Serving Durham, Dover, Madbury, Newmarket, Portsmouth, and Newington.

SERVICE MODELS

- Fixed Route
- (UNH students, staff & faculty)
- Campus Connector
- (open to the public)

QUICK STATS

2019 RIDERSHIP: 1,089,648
MILES OF SERVICE: 389,148
OF BUS STOPS: 190



WHAT OUR RIDERS SAY:

I would like to commend the drivers and administrators working for Wildcat Transit. I was an undergrad here in Durham and now I am beginning a second Masters program, and also work in Portsmouth, and I play hockey in Dover. As I do not have a vehicle Wildcat Transit has been a huge help in my continuing employment and UNH class attendance and other activities. Many thanks to Genevieve and the other drivers for being friendly and professional!

The reason I take Wildcat Transit is because it is the cleanest, safest, and most professional bus company in the whole area; it's my #1 choice of transportation!

FUTURE GOALS:

#1: Increase ridership

#2: Update our fleet to include some electric buses.

#3: Provide top quality service to meet our passenger's needs.

RURAL TRANSIT AGENCIES

RURAL NEW HAMPSHIRE

There are five agencies providing public transportation services to New Hampshire's Rural Communities. Additionally, there are numerous 5310 funded agencies providing transportation services throughout the state. The service models for these agencies are varied and focus on providing the most effective solution based on the demographic and geographic situation in their service area. Most of New Hampshire's Rural Agencies provide some version of demand response service to meet rider's transportation needs. In areas with higher population density, regularly scheduled fixed route services are also provided. Rural Agencies receive funding through FTA 5311 Formula Grants for Rural Areas, FTA 5310 Formula Funds for Enhanced Mobility of Seniors and Individuals with Disabilities and other sources as varied as their service modes. As this map illustrates, Rural Agencies are widely separated mostly by topographic boundaries meaning that connections to services outside of the local area are limited or non-existent.

Supporting transportation needs throughout the state are also a number of community support agencies. These agencies assist their clients with a variety of needs including transportation and receive some FTA 5310 Formula Funds for that service.



Home Healthcare Hospice & Community Services (HCS)
Serving the City of Keene; also periodic service to medical facilities at the VA in White River Junction and at Dartmouth Hitchcock in Lebanon.

MILES OF SERVICE: 115



Advance Transit
Serving New Hampshire's Upper Valley and Vermont including Hanover, Lebanon, Enfield, Canaan, Norwich, VT and Hartford, VT.

MILES OF SERVICE: 566,063



Sullivan County Transportation
Serving the Upper Valley including Claremont, Charlestown and Newport.

MILES OF SERVICE: 104,524



Grafton County Senior Citizens Council (GCSCC)
Serving Grafton County and its 8 senior centers.

MILES OF SERVICE: 182,356



Tri County Transit (TCCAP)
Serving Coos, Carroll and Grafton counties.



Rural Transportation Service (RTS)
Serving Belknap and Merrimack counties.

MILES OF SERVICE: 103,918



Concord Area Transit (CAT)
Serving the City of Concord, Penacook, Boscawen, Bow, Pembroke, and Suncook.

MILES OF SERVICE: 188,437

RURAL TRANSIT AGENCIES

What transit looks like in communities across New Hampshire...



ADVANCE TRANSIT (AT)

About:

Advance Transit's operations are funded through a diverse range of federal, state and local funds including contributions from municipalities, major community institutions including Dartmouth College and Dartmouth Hitchcock Medical Center as well as successful philanthropy and community sponsorship programs. Among rural transit operations, Advance Transit has been credited with developing one of the most innovative and diversified funding packages to support operations.

Successes:

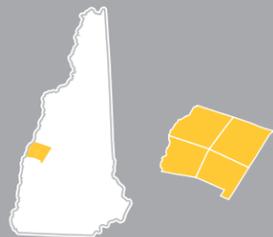
In fiscal 2003, the first full year of fare-free, ridership on AT increased by 76.3% over fiscal 2001, the last full year when fares were charged. By fiscal 2019 AT's fixed route ridership had increased by 293% over fiscal 2001, a most convincing argument that fare-free worked and was responsive to rider needs.

By fiscal 2019 AT's fixed route ridership had increased by 293% over fiscal 2001, a most convincing argument that fare-free worked and was responsive to rider needs.

Fare-free not only increased ridership but also contributed to increased efficiency of operations. AT consistently has consistently had the lowest small town cost per passenger mile and the highest small town boardings per hour as measured by both the Vermont Agency of Transportation and the New Hampshire Department of Transportation.

Challenges:

- Federal and State Funding
- Municipal Funding
- Shrinking pool of qualified maintenance, driver and management candidates in the industry
- Maintaining a Fare-Free system



SERVICE AREA

Serving the Upper Valley of New Hampshire and Vermont including Hanover, Lebanon, Enfield and Canaan in New Hampshire and Norwich and Hartford in Vermont

SERVICE MODELS

Accessible Fixed Route
Park and Ride Shuttles
ADA Paratransit

QUICK STATS

2019 RIDERSHIP: 909,715
MILES OF SERVICE: 566,063
OF BUS STOPS: 168

WHAT OUR RIDERS SAY:

You are life-savers for those of us who no longer drive. I use the Brown and Blue buses a lot. Michael (with the big black beard) is a fine young driver. I'm 90 years old and he is so thoughtful and watchful of my entrance and exit from the bus.

Your service makes it possible for Chris to be employed and get to work. He thrives on his independence in traveling the Upper Valley. You and your drivers are an integral part of his life and we thank you.

FUTURE GOALS:

#1: Ensuring financial stability through funding sources and ensuring access to capital.

#2: Implementing service planning, development and prioritization in the core service area.

#3: Retaining and recruiting the staff necessary to continue to distinguish AT through outstanding customer service while also ensuring the management depth necessary for continued success.



CONCORD AREA TRANSIT (CAT)

About:

Since 1989, Concord Area Transit (CAT) has provided public transportation service to the residents, visitors, nonprofit organizations and businesses of the City of Concord. CAT's mission is to provide safe, accessible, affordable, customer-centered public transportation that responds to, and serves the transit and economic development needs of our great city.

Successes:

For over 30 years CAT has been awarded competitive grants and has secured donations needed for operating, planning and capital expenses. With a recently renewed fleet in place CAT is now poised to complete a route system redesign that will make timing and stop adjustments on all three fixed routes and extend service out to Manchester street and into a previously unserved section of the city.

Looking to the future, CAT would like to increase frequency on all routes, extend service hours into the evening and explore providing more service to surrounding communities. These service expansions and the addition of new technologies like real-time bus tracking and online ride reservations will keep the service current and relevant and help attract new riders.

Challenges:

- Insufficient operating funds from federal and state governments.
- Increased need for demand response service for seniors and riders with disabilities.
- Need to improve the image and perception of public transportation in order to attract choice riders.



SERVICE AREA

Serving the City of Concord, Penacook, Boscawen, Bow, Pembroke, and Suncook

SERVICE MODELS

Accessible Fixed Route
ADA Paratransit
Senior Demand Response

QUICK STATS

2019 RIDERSHIP: 82,403
MILES OF SERVICE: 188,487
OF BUS STOPS: 111



WHAT OUR RIDERS SAY:

Excellent driver! I feel very safe (when riding the bus). Your driver provides good customer service, has good attitude and was very helpful.

(Your driver) is kind, considerate, helpful and makes the entire experience so much nicer.

FUTURE GOALS:

#1: Complete route adjustment to better align transfers and improve efficiency.

#2: Appeal to choice riders by implementing technology using real time bus tracking and trip planning tools.

#3: Increase public/private partnerships to help diversify funding and provide access to potential riders.

RURAL TRANSIT AGENCIES

What transit looks like in communities across New Hampshire...



HOME HEALTHCARE HOSPICE & COMMUNITY SERVICES (HCS)

About:

Transportation programs at Home Healthcare, Hospice and Community Services (HCS) include the City Express public transportation and paratransit, the Friendly Bus on demand service for older adults and the Medical Express service to facilities in White River Junction and at Dartmouth Hitchcock in Lebanon. These services offer safe, reliable transportation in the City of Keene and beyond for riders of all ages.

The City Express stops at 32 locations in the City of Keene and where the bus can be flagged to safely stop, giving riders from throughout the City access. Our Friendly Bus and Medical Express Services offer door to door service to provide mobility and independence to elders of our community.

Successes:

HCS Transportation is now working with regional and city planning efforts determining the feasibility of a multi modal transit center in downtown Keene. As Keene works to go green in the next decade, HCS transportation programs can be a piece of this complex puzzle.

Challenges:

- Aging population
- Insufficient operating funding, particularly for on demand services
- Attracting younger riders



SERVICE AREA

Serving the City of Keene; also periodic service to medical facilities at the VA in White River Junction and at Dartmouth Hitchcock in Lebanon, NH

SERVICE MODELS

- Fixed Route
- Paratransit
- Door-to-door service for Senior Citizens

QUICK STATS

2019 RIDERSHIP:	33,682
MILES OF SERVICE:	115
# OF BUS STOPS:	32

WHAT OUR RIDERS SAY:

I have used the Friendly Bus since I moved here in 2006... I appreciate the service.

Just wanted to let you know how lucky we are to have the Friendly Bus in our area. I never knew how much until I needed it. I gave up my driving a month ago at age 84 and decided to give it a try.a great big thank you to all of you!

FUTURE GOALS:

#1: Appeal to a broad spectrum of riders by providing "big city service" in a small town.

#2: Find financially feasible ways to acquire and operate environmentally friendly vehicles to assist the City to meet its green targets.

#3: Maintain a high level of service to older and disabled riders while appealing to younger riders.



SULLIVAN COUNTY TRANSPORTATION

About:

Sullivan County is located in southwestern New Hampshire and covers an area of 552 square miles. It consists of 15 municipalities and is the second least populated county in New Hampshire. Population as of 2016 was 43,051.

We currently operate three deviated fixed routes, in the municipalities of Claremont, Charlestown, Newport. Route deviation is available up to ¼ of a mile. Dial-A-Ride service operates in Claremont, and a Volunteer Driver Program available to all residents of Sullivan County.

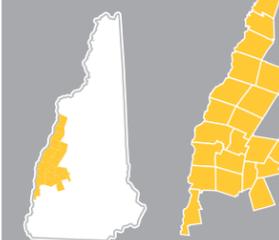
Successes:

During the pandemic SCT did reduce the hours on some of our routes for a few months, however, SCT has remained open during the pandemic. SCT has also been in the planning

phase of connecting Sullivan County to lower Grafton County. (Claremont/Newport to the Lebanon/Dartmouth Hitchcock area) These new routes will assist riders with the demand of getting to the Upper Valley for medical appointments, shopping and work.

Challenges:

- Having the adequate funding to offer competitive wages/benefits for drivers.
- Being able to have the transportation resources whether it is VDP/public bus routes or TNC, to reach our entire service area.
- Having the marketing resources/technology to assist in the perception of our public transportation. (Its for everyone, not just elderly)



SERVICE AREA

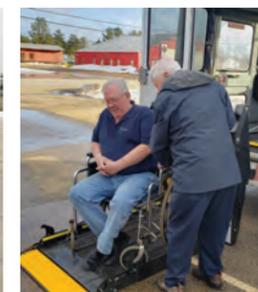
Serving the Upper Valley including Claremont, Charlestown and Newport.

SERVICE MODELS

- Deviated Fixed Route
- Demand Response

QUICK STATS

2019 RIDERSHIP:	18,165
MILES OF SERVICE:	104,524
# OF BUS STOPS:	28



WHAT OUR RIDERS SAY:

Your bus drivers are so kind and helpful when I ride the bus. I am new to the area and they have been very helpful with suggestions regarding places in town.

Thank you to SCT for your service. Without it I wouldn't be able to get to work in Newport from Charlestown. I cannot afford the price of the taxi to get that far.

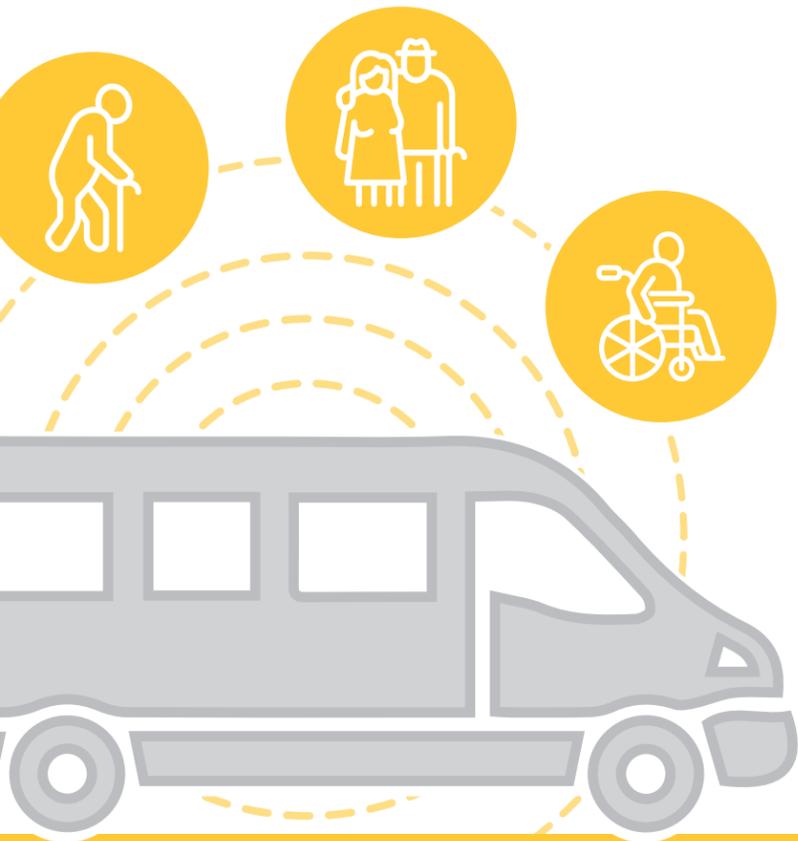
FUTURE GOALS:

#1: Expand service to include a Lebanon route operating for Newport and Claremont residents.

#2: Updating our schedules, routes, and times to become a user friendly system. Ensure that our schedules are easy to read and understand.

#3: Continue with marketing that explains that SCT is public transportation service that is available to all, not just elderly and disabled riders.

SPOTLIGHT ON NEW HAMPSHIRE'S 5310 FUNDED AGENCIES



Enhanced Mobility of Seniors & People with Disabilities

FTA 5310 Formula Funds for Enhanced Mobility of Seniors and Individuals with Disabilities and other sources are as varied as their service modes. Rural Agencies are widely separated mostly by topographic boundaries meaning that connections to services outside of the local area are limited or non-existent.

Supporting transportation needs throughout the state are also a number of community support agencies. These agencies assist their clients with a variety of needs including transportation and receive some FTA 5310 Formula Funds for that service.

Two of these 5310 funded agencies are detailed on the following page.

Other 5310 funded agencies include:

- BMCAP - Community Action Program Belknap-Merrimack Counties, Inc.
- Community Partners (Behavioral Health & DSSC)
- Easter Seals New Hampshire, Inc.
- Friends Program, Inc.
- Grafton County Senior Citizens Council (GCSCC)
- Granite State Independent Living (GSIL)
- Lakes Region Mental Health Center (LRMHC, formerly Genesis)
- Monadnock Adult Care Center
- Rockingham Nutrition and Meals on Wheels
- Rural Transportation Services (RTS)
- Southwestern Community Services (SCS)
- Southern NH Services
- Stafford County Community Action Program
- Souhegan Valley Transportation Collaborative (SVTC)
- Tri-County Community Action Program (TCCAP)
- VNA at Home Healthcare Hospice & Community Services



SERVICE MODELS

Door-to-door transportation for older and disabled adults

GRAFTON COUNTY SENIOR CITIZENS COUNCIL (GCSCC)

About:

GCSCC has eleven lift-equipped buses to transport older and disabled adults to medical appointments, shopping, or the local senior center. Last year, the Council provided 33,666 rides to 847 passengers. Ninety-three percent of our survey respondents said that this service helps make it possible for them to remain living in their own home. Our Door-to-Door service provides direct pickup and dropoff at requested times, within our hours of operation.

Successes:

GCSCC has developed a new delivery service to assist homebound adults during the pandemic. Instead of transporting people, as we were pre-COVID, GCSCC now uses its fleet of buses to deliver shelf-stable food, Meals on Wheels, library books, prescriptions, groceries, and other essential supplies. By delivering these items directly to the homes of vulnerable adults, GCSCC is taking an active role in keeping high-risk individuals safe during the pandemic.

FUTURE GOALS:

#1: Ensure older adults and adults with disabilities living in Grafton County have access to door-to-door transportation service.

#2: Expand transportation services to include delivery of essential items to homebound adults.

#3: Communicate with our target population and their families to increase awareness of our transportation program among the growing number of older adults in our region.



SERVICE MODELS

Fully accessible demand-response

RURAL TRANSPORTATION SERVICES (RTS)

About:

The Rural Transportation Service (RTS) bus system provides door-to-door transportation services for individuals 60 years and older or with disabilities within Belknap and Merrimack Counties in NH.

Successes:

CAPBMCI RTS services has been providing safe, convenient transportation to seniors and individuals with disabilities across Belknap and Merrimack Counties for over 20 years. In December of 2019 Transportation Services Dispatch Center assumed responsibility for coordination of RTS services allowing the dispatch team to determine the most efficient or appropriate service for every ride request seamlessly for individual riders across the region.

Without the RTS bus, I would not be able to get to my doctor appointments. I have a chronic illness that requires monthly appointments and do not have family in the area to help.

FUTURE GOALS:

#1: Provide safe, comfortable and convenient transportation to our riders.

#2: Implement new technologies that will facilitate better coordination of vehicles and drivers and provide better safety oversight.

#3: Increase public/private partnerships to help diversify funding and provide access to potential riders.



VISION FOR THE FUTURE

Our collective roadmap for increasing transit use and connecting communities ...

1. BETTER SERVE OLDER ADULT POPULATIONS

The number of people over age 65 in New Hampshire is projected to almost double in the next 20 years, growing from 220,672 in 2015 to 373,209 in 2030 to 408,522 in 2040. According to AARP one in five Americans over age 65 doesn't drive. That's nearly 75,000 non-driving older adults by 2030. Transportation needs of a growing older adult population are already showing up in burgeoning demand

for paratransit services under the Americans with Disabilities Act.

New Hampshire's stated goal is for older adults to be able to age in place with dignity. Achieving this will require far better transportation capacity than we have currently, through public transit agencies and especially through non-profit volunteer driver programs.



NEEDS & CHALLENGES

- Expand eligible trip purposes for senior transportation programs beyond medical appointments – grocery, pharmacy and social trips can be just as important to quality of life.
- Expand funding for Volunteer Driver Program (VDP) coverage to include all communities in NH with adequate capacity to meet a substantial share of projected senior trip need.
- Increase travel training to orient older riders to fixed route bus systems where they exist.

2. CONNECT PEOPLE TO EMPLOYMENT & SERVICES

A core function of public transportation is connecting people to jobs. In many cases workers in lower to middle wage jobs can't afford to live in the cities or towns where they work, forced out by rising home prices and rental rates. Some can't afford a car, or share a car with a spouse such that one member of the couple needs alternate transportation. Transit is critical for these riders holding their jobs, and in some cases is also critical for employers to attract and hold their

workforce or address localized parking challenges. Yet today only 34 out of 244 New Hampshire communities have regular local or regional fixed route bus service. A key need going forward in New Hampshire is improving employment transportation connections between communities. This requires not just running a bus a few times a day on weekdays, but with adequate frequency to meet varied shift start and end times including evenings and weekends.



NEEDS & CHALLENGES

- New state and federal resources are needed for service expansion as existing funds are largely programmed. (e.g. indexing the federal gas tax and establishing a dedicated state funding stream.)
- Establish pilot subsidies for vanpools at employment clusters that lack adequate density to support regular bus service.
- Establish Commercial Drivers License (CDL) training programs through community colleges to help alleviate driver shortages. Easier and more attractive to get a CDL.

3. BUILD RIDERSHIP TO IMPROVE TRANSIT SYSTEM PRODUCTIVITY



No public transit system in the world fully supports itself out of the farebox, but fare revenue is a critical piece of the funding puzzle. Can transit fares just be raised to the point they cover the cost of running the buses? Unfortunately it's not that easy. Transit ridership is sensitive to fare prices just as it is to gas prices but in reverse. As gas prices rise more people take transit; but as fares go up, ridership goes down. Running a bus with fewer riders, even paying higher fares, is inefficient and self-defeating. A goal for all transit agencies in New Hampshire is to

attract new riders to better distribute the fixed costs of running a bus. Transit agencies are building ridership through outreach programs like travel training that orients new customers to riding the bus; through gamification like commuter challenges where companies compete to reduce automobile trips; and through amenities like guaranteed ride home programs where riders who unexpectedly need to leave work mid-day for sick child or family crisis can use a voucher to call a taxi.

NEEDS & CHALLENGES

- Provide ongoing funding for Transportation Management Associations (TMAs) that work with major employers to encourage transit and other alternatives to driving.
- Create value in the private sector to incentivize partnership.
- Fund and implement technologies that enhance the customer experience.

4. CONTINUE TO IMPROVE SERVICE COORDINATION

Due in part to lack of centralized funding for transportation, many non-profit human service agencies around New Hampshire have developed their own transportation capacity to get clients to medical appointments, congregate meal sites, after school programs and volunteering opportunities. Multiple agencies scheduling their own vehicles in isolation can mean duplicative costs, inefficient use of specialized staff and missed opportunities to combine trips though. Since 2006 transit agencies

and human service agencies around the state have been working to improve service coordination through the State Coordinating Council for Community Transportation (SCC) and nine Regional Coordination Councils (RCCs). A goal is to establish regional call centers that schedule trips for multiple agencies. Support for coordination work has come largely from Federal Transit Administration funds through NHDOT, but more than 65 federal programs administered through state agencies can be used to

support transportation services. Additional opportunities exist if additional state agencies participate actively in coordination efforts and are willing to revisit how they fund transportation. As an example, Vermont coordinates Medicaid transportation through its regional transit agencies, while New Hampshire contracts with Medicaid Managed Care Organizations that contract with transportation brokers.

NEEDS & CHALLENGES

- Create better connections to other modes of transportation
- Establish a statewide Mobility Manager to engage other state agencies beyond NHDOT in the SCC and RCCs, and back this with a gubernatorial directive in order to facilitate connections to the most effective transportation solutions.
- Assess the effectiveness of current state Medicaid transportation spending.



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SOURCES

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