

Regional Transportation Coordination



Matthew P. Caron

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Advisor: Eric Jacobs

School of Community Economic Development

Southern New Hampshire University

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Approved by Eric Jacobs

TABLE OF CONTENTS

Abstract.....	1
Community Context.....	2
<i>Community Profile</i>	2
<i>Community Needs Assessment</i>	5
<i>Projected Target Community</i>	8
Problem Analysis.....	9
<i>Problem Statement</i>	9
<i>Cause and Effects of Problem</i>	9
<i>Stakeholders</i>	10
<i>Project Goal (s) “CEDness”</i>	11
Literature Review.....	12
Project Design/Logic Model.....	14
<i>Overview of the Project</i>	14
Methodology and Implementation Plan.....	17
<i>Project Beneficiaries</i>	17
<i>Community Role</i>	19
<i>Host Organization</i>	19
<i>Project Role and Staffing</i>	20
<i>Budget</i>	21
Monitoring/Evaluation.....	21
<i>Monitoring</i>	21
<i>Evaluation Plan and Reporting</i>	23
Sustainability.....	27
<i>Sustainability Elements</i>	27
<i>Sustainability Plan</i>	28
Results.....	29

Conclusion and Recommendations.....	32
Annotated Bibliography.....	34

TABLES

Table 1 Age Distribution.....	2
Table 2 Persons with Disabilities.....	3
Table 3 Economic Status.....	4
Table 4 Vehicles Ownership.....	5
Table 5 Population Age 60 and Over.....	6
Table 6 Mode of Work Trip Travel.....	7
Table 7 Employed per Household and Vehicle Ownership.....	8

APPENDICIES

Appendix A- Region 8 RCC Map
Appendix B- SWOT Analysis
Appendix C- Transportation Provider Survey
Appendix D- RCC Region 8 Bylaws
Appendix E- Monthly Monitoring Reports
Appendix F- Meeting Minutes
Appendix G- Budget

Abstract

The Region 8 Regional Coordination Council (RCC) is being designed to coordinate efforts among transportation programs and providers in the State of New Hampshire. Currently, there are several programs and agencies in the State providing transportation for a myriad of individuals such as seniors and persons with disabilities. However, there certainly remains a considerably large unmet need for individuals requiring such transportation services. The RCC will help develop, implement, and provide guidance to the coordination of shared ride transportation options within Region 8 so that (1) seniors, persons with disabilities and persons of low income can access local and regional transportation services to get to locations within the region and between regions; (2) municipalities, human service agencies and other organizations can purchase such shared ride coordination transportation services for their citizens, clients, and customers. The RCC will also be responsible for recruiting, selecting (with approval from the Statewide Coordination Council) (SCC), guiding, assisting, monitoring, and if necessary replacing the Regional Transportation Coordinator (RTC), an organization which will be responsible for the day-to-day coordination of community transportation in the region.

Community Context

Community Profile

The Region 8 RCC is relatively consistent with the boundaries of the Southern New Hampshire Planning Commission (SNHPC) and is shown in Appendix A. The communities included in the Region 8 RCC include Auburn, Bedford, Goffstown, Candia, Hooksett, Deerfield, Manchester, New Boston, Raymond and Weare. The three communities not included in Region 8 RCC from the SNHPC region are Derry, Chester and Londonderry which fall in Region 9. Thus, SNHPC staff will participate in the RCC process of Region 9. The total population of the Region 8 RCC according to the US Census is approximately 181,793 people. The age distribution of individuals living in the Region 8 RCC catchment area compared to the State of New Hampshire is shown in table 1.

Table 1 Age Distribution (% of Population)

Age	Region 8 RCC	State of NH
5-9	6.75	6.1
10-14	7.11	6.8
15-19	6.36	7.3
20-44	37.95	33.5
45-64	24.22	28.2
65 and older	14.11	12.4

Source: US Census 2005

“Table 2 presents information on the region’s disabled population as defined by the Census” (SNHPC 17). About 16 percent of the total Region 8 RCC population, or about 32,000 people, “are defined as disabled with individual towns ranging from a high of almost 20 percent in the City of Manchester to slightly less than ten percent in Bedford” (SNHPC 17).

Table 2 - Persons With Disabilities			
Town	Total Disabled Population	Total Population	Percent of Total
Auburn	623	5,122	12.2%
Bedford	1,985	20,732	9.6%
Candia	465	4,165	11.2%
Deerfield	445	4,155	10.7%
Goffstown	2,545	17,687	14.4%
Hooksett	1,673	13,279	12.6%
Manchester	21,384	109,691	19.5%
New Boston	540	4,880	11.1%
Raymond	1,634	10,122	16.1%
Weare	998	8,730	11.4%
Region	32,292	198,563	16.3%

Source: US Census Data 2005 - Ages 5 and Older

“It should be noted that the segment of the total population of the region defined as disabled is actually lower than the national average of 19.3 percent as reported in the Census. Additionally, it would be misleading to define the total portion of the regional “disabled” population as transportation-dependent. Rather, the figures presented in this portion of the report should be used to “reinforce that there is a substantial segment of our society that, because of physical or other limitations, must consider alternative modes of transportation for mobility”(SNHPC 14).

Information on the income of residents of the Region 8 RCC in relation to the Census defined poverty threshold is presented in table 3. “The Census defines poverty in relation to various family sizes. For example, the income poverty threshold for single individuals and for single individuals and three related children are \$9,359 per year and \$18,307, respectively. Table 3 indicates that, for the communities of the region, about 8 percent of the total population was defined as living in poverty. These figures ranged from about 11 percent in the City of Manchester to less than two percent in Auburn. For those aged 18 to 64, the average total population living in poverty for the region was about four percent. For the individual communities, this figure ranged from about six percent in Manchester to less than one percent in Auburn. Table 3 also shows that about one percent of those residents in the region aged 65 and older were living in poverty”(SNHPC 13).

Table 3 - Economic Status							
Town	Total Population	Total Below Poverty Line	Percent Below Poverty Line	Ages 18 - 64 Below Poverty Line	Percent Below Poverty Line 18 - 64	Ages 65 and Over Below Poverty Line	Ages 65 and Over Below Poverty Line Percent
Auburn	4,665	83	1.8%	41	0.9%	32	0.7%
Bedford	17,851	384	2.2%	174	1.0%	112	0.6%
Candia	3,890	103	2.6%	57	1.5%	15	0.4%
Deerfield	3,652	117	3.2%	69	1.9%	26	0.7%
Goffstown	14,973	636	4.2%	337	2.3%	171	1.1%
Hooksett	10,849	437	4.0%	186	1.7%	81	0.7%
Manchester	104,398	11,103	10.6%	5862	5.6%	1,533	1.5%
New Boston	4,107	178	4.3%	90	2.2%	0	0.0%
Raymond	9,645	582	6.0%	255	2.6%	105	1.1%
Weare	7,763	196	2.5%	134	1.7%	30	0.4%
Region	181,793	13,819	7.6%	7,205	4.0%	2,105	1.2%

Source: US Census Data 2000

While drafting the Southern New Hampshire Planning Commission's Coordinated Public Transit Human Services Transportation Plan for the SNHPC region, vehicle ownership for the region was identified to emphasize the need for increased transportation options. Identifying number of households with one or few vehicles will give some indication of the extent to which increased mobility options for the region are needed. Table 4 shows a breakdown of vehicle ownership in the Region 8 RCC area which will also serve useful in the community needs assessment.

Table 4- Vehicle Ownership

Town	Total Households	Total Households One or Fewer Vehicles	Percent Households One or Fewer Vehicles
Auburn	1,573	220	14.0
Bedford	6,269	1,302	20.8
Candia	1,360	229	16.8
Deerfield	1,229	185	15.1
Goffstown	5,630	1,868	33.2
Hooksett	4,140	1,131	27.3
Manchester	44,254	22,649	51.2
New Boston	1,441	260	18.0
Raymond	3,481	1,052	30.2
Weare	2,630	501	19.0
Region	72,007	29,397	40.8

Source: CTPP 2000

As Table 4 indicates, in the Region 8 RCC area, approximately 41 percent of households have access to one or fewer vehicles. As previously stated the total population of Region 8 RCC is approximately 181,793, which suggests there is a demand for increased and coordinated public transportation.

Community Needs Assessment

As the Region 8 RCC area grows, “it is evident that the pattern of increasing dispersion of land development and socio-economic and demographic changes is resulting in increased regional trip-making and travel across municipal boundaries. The development of this pattern also illustrates a need to ensure mobility and accessibility on a regional scale. This need is becoming increasingly essential to sustain our region’s economic competitiveness and maintain the quality of life for those who live and work in the area. Innovation and willingness to explore new solutions to these issues will be required in face of diminishing funding for transportation”(SNHPC 4).

Table 5 presents information suggesting that the elderly population (individuals age 60

and over) within the Region 8 RCC area is increasing. During the period 1990 to 2000, those aged 60 and over in the Region 8 RCC area increased by an average of about six percent. There were significant differences in the growth of the elderly population in some of the Region 8 RCC communities during this period. In Bedford, there was an increase in the elderly population of about 71 percent during this period while the elderly population in the City of Manchester decreased by approximately three percent. The communities of Hooksett, Auburn and Goffstown also experienced significant increases in elderly population during this period.

Table 5 - Population Age 60 and Over			
Town	1990 Age 60+	2000 Age 60+	Percent Change
Auburn	359	416	15.9%
Bedford	1,632	2,794	71.2%
Candia	352	398	13.1%
Deerfield	336	364	8.3%
Goffstown	2,246	2,602	15.9%
Hooksett	1,208	1,471	21.8%
Manchester	17,867	17,417	-2.5%
New Boston	286	326	14.0%
Raymond	878	953	8.5%
Weare	517	526	1.7%
Region	25,681	27,267	6.2%

Source: US Census Data 1990, 2000

Assessing the need for transportation services and improved coordination of services in the Region 8 RCC area involves the identification of those individuals or groups defined as “transportation-dependent”. “This group generally includes those who, because of certain circumstances, are limited in their access to or forced to rely on alternatives to the single occupant automobile to sustain their mobility” (SNHPC 10). The single-occupant automobile is the primary mode of transportation for work-trip travel in the Region 8 RCC area. The mode split data presented in table 6 shows that 82 percent of the total employed population in the Region 8 RCC area traveled to work in a single-occupant vehicle. Table 6 also indicates that public transportation accounted for less than one

percent of all work-trip travel. “The results...suggest that those individuals having less than adequate access to private vehicles or those unable to operate private vehicles would likely be included in transportation-dependent populations. Considering this fact, the transportation-dependent population in the region would likely also include groups such as the elderly, those with low incomes, the disabled, and children”(SNHPC 10).

Table 6 - Mode of Work Trip Travel											
Town	Total Employed 16 and Over	Travel Mode									
		Drove Alone	Percent Drove Alone	Carpooled	Percent Carpooled	Total Using Public Transportation	Percent Using Public Transportation	Total Bicycle/Walked	Percent Bicycle/Walked	Other *	Percent of Other
Auburn	2,644	2,324	87.9%	180	6.8%	11	0.42%	7	0.3%	122	4.6%
Bedford	9,066	7,798	86.0%	486	5.4%	26	0.29%	49	0.5%	707	7.8%
Candia	2,196	1,899	86.5%	206	9.4%	12	0.55%	12	0.5%	67	3.1%
Deerfield	1,897	1,653	87.1%	148	7.8%	0	0.00%	20	1.1%	88	4.6%
Goffstown	8,912	7,284	81.7%	756	8.5%	7	0.08%	454	5.1%	411	4.6%
Hooksett	6,285	5,153	82.0%	553	8.8%	103	1.64%	226	3.6%	250	4.0%
Manchester	54,808	44,394	81.0%	6,497	11.9%	746	1.36%	1,722	3.1%	1,449	2.6%
New Boston	2,311	1,905	82.4%	242	10.5%	12	0.52%	30	1.3%	122	5.3%
Raymond	5,279	4,419	83.7%	651	12.3%	13	0.25%	81	1.5%	115	2.2%
Weare	4,120	3,362	81.6%	475	11.5%	18	0.44%	87	2.1%	178	4.3%
Region	97,518	80,191	82.2%	10,194	10.5%	948	0.97%	2,688	2.8%	3,509	3.6%

* Motorcycle, worked from home or other means

Source: CTPP 2000

In the Region 8 RCC area approximately 20 percent or one in five households had access to one or fewer vehicles as indicated by Table 7. Additionally, the mean number worker's per household for the communities in the region was about 1.2. In the City of Manchester, approximately 51 percent of households had access to one or fewer vehicles. The data presented in Table 7 may indicate that households with one or fewer vehicles may have less than adequate access to transportation.

Table 7 - Employed per Household and Vehicle Ownership

Town	Total Households	Total Workers Age 16 and over	Households With 1 or Fewer Vehicles	Mean Workers per Household	Percent Households 1 or Fewer Vehicles
Auburn	1,573	2,645	220	1.68	14.0%
Bedford	6,269	9,066	1,302	1.45	20.8%
Candia	1,360	2,195	229	1.61	16.8%
Deerfield	1,229	1,910	185	1.55	15.1%
Goffstown	5,630	8,910	1,868	1.58	33.2%
Hooksett	4,140	6,285	1,128	1.52	27.2%
Manchester	44,254	54,810	22,649	1.24	51.2%
New Boston	1,441	2,310	260	1.60	18.0%
Raymond	3,481	5,280	1,052	1.52	30.2%
Weare	2,630	4,120	501	1.57	19.0%
Region				1.18	18.9%

source:CTPP 2000

This information in Table 7 reinforces the need for the Region 8 RCC communities to increase and coordinate public transportation on a regional scale. Increased public transportation has been linked to increases in economic vitality. Increasing the transportation infrastructure and coordination of transportation providers in the Region 8 RCC will likely increase employment, save individuals money, as well as improve air quality in the region. “Every \$1 invested in public transportation projects generates approximately \$6 in local economic activity. Public transportation provides access to job opportunities for millions of Americans as well as a transportation option to get to work, go to school, visit friends, or go to a doctor’s office” (American Public Transportation Association).

Projected Target Community

The target community is the elderly, individuals with disabilities and individuals of low income who are “transit dependent”. This includes individuals who have less than adequate access to public transportation or private vehicles. The Census data provided in this report suggests that there is large numbers of individuals living in this region that are defined by the target community. The Census also suggests that elderly, and persons with disabilities lack sufficient, flexible, and adequate mobility options.

Problem Analysis

Problem Statement

Because only 34 of 234 communities in New Hampshire offer some sort of fixed route bus service, there is a growing need for transit among older non-drivers, people of low income, and individuals with disabilities (more than 25% of New Hampshire's population does not drive).

Cause and Effects of Problem

With the current economic situation, there is scarce local funding to match already competitive federal grants and programs. In many instances, scarcity of funding in local communities such as Manchester prevents their ability to contribute funding to the Manchester Transit Authority which would in-turn increase mobility options for its citizens. Because there are limited mobility options available to citizens and also fragmented services, there is a growing need for transit among older non-drivers, individuals of low income and persons with disabilities. According to the New Hampshire Office of Energy and Planning, the number of people ages 65-74 will nearly double (up 86%) in the next 10 years. "For every New Hampshire resident age 65 and older in 1990, there were 1.6 young adults 25-34 years old. But by 2005, that ratio had dropped precipitously to only 0.9 young adult for every resident age 65 or older. By comparison, that ratio for the country was 1.4 young adults in 1990 and 1.1 young adults in 2005"(Francese, Merrill, 3).

Causes and Effects of Problems

Effects	Growing need for transit among older non-drivers, youth under 16, and individuals with disabilities
Problem	Fragmented service, lack of mobility, only 34 of 234 towns offer some sort of fixed route bus services
Causes	Scarce local funding to match federal funds
	Limited demand response service available
	Inadequate service
	Lack of coordination among transportation providers

Stakeholders

The Southern New Hampshire Planning Commission, which has taken the lead on the development of the Region 8 Regional Coordination Council for the Greater Manchester Area developed a stakeholders list for this region. The major players, groups and institutions as show below that have a stake in this project include transportation providers and human service agencies in the area. Additionally, as required by the State Coordination Council for RCC designation, RCC's must have a community citizen serve as a stakeholder. The role of these stakeholders will be to assist in the development of bylaws for Region 8 RCC, sign a Memorandum of Understanding stating their intent to support Region 8 RCC activities and select officers to govern the Region 8 RCC. Additionally, the stakeholders will be responsible for selecting and monitoring a Regional Transportation Coordinator who will be responsible for the day-to-day coordination of transportation services in the region. It is expected that the stakeholders will discuss how they are currently operating in the region and what barriers and obstacles they face as show in the SWOT Analysis in Appendix B. They will also be responsible for identifying ways to coordinate efforts regarding transportation in the region.

Name	Affiliation	Relation to Planned Project
Kit Morgan	New Hampshire Department of Transportation	Administrator of Rail and Transit
Carey Roesel	Manchester Transit Authority (MTA)	Executive Director of MTA
Patrick Herlihy	NH Department of Health and Human Services (NHDHHS)	Transportation Coordinator NHDHHS
Fred Roberge	Easter Seals of NH (ESNH)	Vice President of Transportation ESNH
Mickey McIver	Easter Seals of NH (ESNH)	Transportation Resource and Access Coordinator
Tim White	Southern New Hampshire Planning Commission	Senior Transportation Planner SNHPC
Ken Hazeltine	Granit State Independent Living (GSIL)	Director of Transportation GSIL
Karen Burkush	Manchester School District	Assistant Superintendent-Student Services
Brook Holton	St. Joseph's Community Service	Director of Programs
Mike Whitten	Manchester Transit Authority (MTA)	
Claude Bissonnette	Trilogy Ambulance	Trilogy Wheelchair Transport
Mark Brewer	Manchester-Boston Regional Airport	Executive Director of MBRA
Michael Luba	Catholic Medical Center	Manager Materials Support Services CMC
Debbie Curtis	Care Plus Ambulance	
Beth Perry	Care Plus Ambulance	
Ken Snow	Mental Health Center of Greater Manchester	Vice President of Community Relations
Marc Richard	Elliot Hospital	Manager, Transportation, Linen and Fleet Safety
Ray Moss	Enterprice rent-a-center	Vice President
Nataile Avila	Green Cab	
Amy Avila	Green Cab	
Sonja Gaylon-Kamonika	4A Transportation Services	President and Founder of 4A Transportation Services
Tom Blonski	NH Catholic Charities	

Project Goal(s) “CEDness”

The “CEDness” of this project is increasing the mobility options for elderly, disabled, and low-income populations living in New Hampshire. Increasing mobility options for the identified target community allows individuals who may be “transit-dependent”, opportunities to reach additional employment, medical, entertainment, etc. destinations that they once could not. By augmenting mobility options, businesses will see an increase in their customer base because avenues of mobility options will become available to the identified target population. “Public transportation enhances local rural economic growth in many ways, increasing the local customer base for a range of services—shopping malls, restaurants, medical facilities and other transportation

services”(American Public Transportation Association).

The “CEDness” of this project doesn’t just end with providing individuals additional mobility options. The coordination of transportation services attracts new businesses to the area because they know their workforce will have adequate transportation to their place of employment. “Public transportation generates a financial return for communities and businesses as well as individuals and collective savings that can be captured and invested in housing or amenities rather than transportation, parking and auto-oriented infrastructure”(American Public Transportation Association). In many instances, increased transportation services generate Transit Oriented Development (TOD) sites. TOD’s is an attempt to reduce sprawl in communities by creating high density zoning. Within TOD areas, there are diverse housing options, multiple businesses intertwined and obviously better than sufficient transportation options. Elder, disabled and persons of low income would benefit from TOD because of increased services that could be potentially generated.

It is quite clear what the “CEDness” of this project can offer. This project calls for coordination of transit services which will save money in the long-term and increase mobility options for elderly, disabled and persons of low-income. There are ample secondary and tertiary affects this project will have including reductions in pollution generated by automobiles. “Public transportation produces 95 percent less carbon monoxide (CO), 90 percent less in volatile organic compounds (VOCs), and about half as much carbon dioxide (CO₂) and nitrogen oxide (NO_x), per passenger mile, as private vehicles. Energy-related carbon dioxide emissions represent 82 percent of total US human- made greenhouse emission”(American Public Transportation Association).

Literature Review

Currently, in the State of New Hampshire there is insufficient or inadequate levels of transportation service provided. Commuting from one region to another or simply to a neighboring community can be a bit of a challenge for individuals without automobile

access. In the State of New Hampshire alone, only 34 communities out of 234 have some form of fixed-route service available to them. Coordinated public transportation is a vital component necessary for maintaining independence, mobility and access. According to The Policy Resource Center Institute for Health, Law, And Ethics, “Non-Emergency Medical Transportation under Medicaid is the largest transportation expense for the State and coordinating Medicaid transportation spending alone could resolve much unmet need, as well as substantially alter the transportation infrastructure” (Dornblut, McIver 2004).

Lack of coordination among transportation providers not only fails to meet adequate levels of service, but it also proven to be costly. Without coordination among providers, duplication of efforts has been the result. It is estimated that approximately \$10.4 million is spent annually on human service transportation. “The goal in transportation coordination is to lower unit costs, increase ridership, and improve cost-effectiveness by eliminating service duplication and better utilize resources”(Winchester, Dornblut, McIver, 4). With the current state of the economy and scarce transportation resources, the time to act and coordinate is now. The cost associated with current operations will likely worsen with the projected growth in “numbers of people aged 65 and older in the next two decades. By 2020, 22.9% of New Hampshire’s population will be age 65 or older, a sharp difference from 12.8% in 2000”(Bartels, 2003).

In the Southern New Hampshire Planning Commission Region alone, significant increases in elderly population grew during the period of 1990-2000 (the latest years of Census). It is estimated that elderly population (those age 60 and over) increased by 10 percent during this time period. It will be equally important to determine this increase or decrease with the release of 2010 Census Data. Communities in the SNHPC region such as Londonderry and Chester experienced a 51 percent and 49 percent increase elderly population during this time respectively. Given that the Manchester Transit Authority (MTA), the region’s largest transportation provider “only provides conventional bus service on thirteen routes that serve the City of Manchester and provide limited service to three additional municipalities within the SNHPC region” is evidence of the demand for

service (SNHPC, 5). Furthermore, the SNHPC Coordinated Public Transportation Human Service Transportation Plan recognized that approximately “15 percent of the total population of the region, or about 40,000 people are defined as disabled. This provides insight to a population of individuals dependent on public transportation as their primary source of transportation.

In the latest Short Range Transportation Plan (SRTP) for Manchester, NH prepared by SNHPC in June 2003, traffic analysis zones identified as having poor transit service were documented. Specifically, traffic analysis zones 54, 55, 119 were identified as not having transit service at all. As a result, it was “estimated that 15.5% of Manchester’s population, and 14.2% of its housing units, are unserved by transit”(Short Range Transit Plan, 37). Moreover, the SRTP identifies the need to provide select trips to major employment destination as well as medical facilities. Local planning goals identified within this document include “working towards the coordination of all such services, realizing that the benefits of reduced costs, elimination of overlap and duplication of service, as well as filling voids in existing service...” (Short Range Transit Plan, 23).

Project Design/Logic Model

Overview of the Project

Develop a Regional Coordination Council that will focus on providing and coordinating transportation services for elderly, persons with disabilities and low-income individuals. Region 8 RCC will serve as one of ten (10) planned RCC’s in the State of New Hampshire. The goal will be to enhance and increase coordination efforts which will increase mobility options for elderly, disabled and low-income individuals.

Long-Term Outcome: is to develop a network of regional transportation brokerages designed to coordinate community transportation service through the State of New Hampshire. In time when resources are scarce, it is important to maximize the available resources and minimize duplication of services. This will be achieved through the selection of Regional Transportation Coordinators for each RCC region.

Intermediate Outcomes: for the Manchester region (RCC Region 8) to become a designated Coordinated Council. Region 8 will serve as one of 10 RCC's in the State of New Hampshire. This will be achieved by following the State Coordinating Council procedures for designation as an RCC.

Short-Term Outcomes: Work towards the development of official RCC Region 8 status, stakeholders committing to Region 8 RCC through the development of bylaws and signed memorandum of understanding (MOU) and documentation of transportation provider services in the region. Achieving RCC designation will be the result of a generated stakeholders committee of transportation providers and human services agencies. The stakeholders committee will be responsible for developing the structure of Region 8 RCC through bylaws which shall govern the RCC. Stakeholders will reinforce their commitment by signing and MOU that will signify their commitment to attend meetings and help develop the RCC. It is also important to have an understanding of what type of services exist in the Region 8 RCC area. This was achieved by the SNHPC administering a survey to transportation providers. This survey used is located in Appendix C of this document.

Long- Term Outcome	Develop a network of regional transportation brokerages designed to coordinate community transportation services throughout the State of NH		
Intermediate Outcomes	For the Manchester region (RCC Region 8) to become a designated Regional Coordinated Council		
Short-Term Outcomes	Work towards development of official RCC Region 8	Have stakeholders committ and sign bylaws and MOU	Documentation of Transportation provider services in the region
Outputs	Regularly scheduled meetings	Develop bylaws and MOU to govern the RCC	number of providers in the region
Activities	Host initial meeting with stakeholders	Attend other Region RCC meetings to see how they operate	Develop survey to be administered to transportation providers
Inputs	SNHPC take the lead on the RCC process	Assessment of other RCC's	RCC works on SCC requirements for recognition

Long- Term Outcome	Develop a network of regional transportation brokerages designed to coordinate community transportation services throughout the State of NH		
Intermediate Outcomes	For the Manchester region (RCC Region 8) to become a designated Regional Coordinated Council		
Short-Term Outcomes	Selection of RCC Region 8 Officers	Submission of RCC designation letter	Select RTC
Outputs	Understanding of Officer's role	RCC designation letter finished	Identify vendors suitable for this operation
Activities	Have a meeting to select officers for Region 8 RCC	Fulfill required RCC elements to become eligible for RCC designation	Release RFQ and RFI
Inputs	Officers of the RCC	Understanding of RCC eligible requirements	SCC and RCC understanding of RTC neccessities

Long- Term Outcome	Develop a network of regional transportation brokerages designed to coordinate community transportation services throughout the State of NH	
Intermediate Outcomes	For the Manchester region (RCC Region 8) to become a designated Regional Coordinated Council	
Short-Term Outcomes	Seemless integration of Region 8 & 9 efforts	Accomplish SCC requirements
Outputs	Coordination amount Regio 8 & 9 RCC's	Understanding of SCC requirements
Activities	Attend Region 9 RCC's stakeholder meetings	Attend SCC stakeholder meetings
Inputs	Participation in regional coordination efforts	Participation in statewide coordination efforts

Methodology and Implementation Plan

Project “Beneficiaries”

The project beneficiaries of a regionally coordinated public transportation system will primarily include individuals with low income, senior citizens and persons with disabilities. A coordinated transportation system will allow for individuals to seamlessly access neighboring communities and counties which will open avenues of employment, medical and shopping destinations as well as many others. According to Cambridge Systematics, Inc. “A strong transportation network gives households access to a broader range of higher-paying jobs, a wider selection of competitively priced consumer goods and housing options, and a convenient selection of health and human services”(Cambridge Systematics, Inc. pg. 4). The first step in coordinating transportation services will place priority on Medicaid coordination. “Coordinating non-emergency medical transportation under the Medicaid program is likely the most beneficial statewide step. The National Consortium on the Coordination of Human Services Transportation recently reported that "choices that states make regarding provision of non-emergency medical transportation are shaping the transportation infrastructure in this country." The Consortium notes that federal and state funding of non-emergency medical transportation far exceeds all other human services

transportation expenditures. In fact, these expenditures amount to 20% of the entire federal transit budget and more than 28% of human service transportation spending in New Hampshire”(National Consortium on the Coordination of Human Services Transportation 2003).

Business owners alike, are among those who would benefit from a regionally coordinated public transportation system. Having an establishment in a community with coordinated public transportation would open the doors to a much larger market. Business owners wouldn't solely be reliant upon the local market and instead could focus efforts on reaching out to a broader market. Employees of such establishments would benefit from coordinated public transportation because they wouldn't be forced to waste time and money sitting in congestion both to and from work. According to Cambridge Systematics, Inc., in 1999, the typical household spent just over \$7,000, or 17 percent of its after-tax income on basic transportation needs, excluding air travel” (Cambridge Systematics Inc.,pg.4). The cost benefits for both employees and the employer are significant.

Among the primary beneficiaries mentioned, all populations living in the Region 8 RCC area could potentially benefit from coordinated public transportation. Public transportation not only provides individuals with an alternative mode of travel, but it also helps in the reduction of pollution. “If an individual switches a 20-mile round-trip commute to public transportation his or her annual CO₂ emissions will fall by 4,800 pounds per year, equal to a 10 percent reduction in a two-car household's carbon footprint”(APA). In addition, “Public transportation produces 95 percent less carbon monoxide (CO), 90 percent less in volatile organic compounds (VOCs), and about half as much carbon dioxide (CO₂) and nitrogen oxide (NOX), per passenger mile, as private vehicles. Energy-related carbon dioxide emissions represent 82 percent of total US human-made greenhouse emissions”(APA).

Community Role

The stakeholders listed provided under the Problem Analysis section; participate by attending regularly scheduled meetings. The success and ability of Region 8 RCC to become a designated RCC depends on the participation of the stakeholders. The outcomes of this projects are directly associated with the participation of the stakeholders their willingness to participate in the process. In order to achieve outcomes such as designation of an RCC in the Region 8 area, stakeholders are needed to develop and sign Bylaws and MOU's. The ability to develop an RCC depends solely on the participation of transportation providers in the region.

Host Organization

Presently, because the Region 8 Regional Coordination Council has yet to become officially recognized by the Statewide Coordination Council as an RCC the Southern New Hampshire Planning Commission has taken the lead on the facilitation of the project. Likewise, because Region 8 RCC is still in the preliminary phase, there are no officers elected at this time. Members of the Southern New Hampshire Planning Commission to date have been responsible for facilitating, hosting and distributing materials necessary for regularly scheduled meetings. Additionally, members of the SNHPC staff have been regularly attending SCC meetings to keep track of development and changes at the state level. The SNHPC will also assist Region 9 RCC in the formation and progress of an RCC in that region. As previously mentioned three communities in the SNHPC region (Chester, Derry and Londonderry) fall into the Region 9 RCC boundaries. The SNHPC will have full involvement in the Region 9 RCC which increases communication efforts and coordination as both RCC progress.

Project Role and Staffing

The project role, tasks and responsibilities as outlined in the bylaws of the Region 8 Regional Coordination which are located in Appendix D state the Council is organized to “help develop, implement, and provide guidance for the coordination of shared ride transportation options within the Region 8 RCC so that (1) transportation-dependent individuals and human service agency clients can access local and regional transportation services to get to locations within the region and between regions; and (2) municipalities, human service agencies and other organizations can purchase such shared ride coordinated transportation services for their citizens, clients and customers. Additional responsibilities include recruiting, selecting “(with approval from the Statewide Coordination Council for Community Transportation (SCC)), guide, assist, monitor, and if necessary replace the Regional Transportation Coordinator which will be responsible for the day-to-day coordination of community transportation in the region”. “In addition to actual service delivery options, the focus of the Council’s mission will encompass transportation options such as mileage reimbursement, subsidy programs, volunteer driver programs, and vehicle sharing, as well as related functions such as travel training, information referral, call center functions, vehicle procurement, insurance and maintenance training, and technical support”(Region 8 RCC Bylaws, 1).

The responsibilities of the Officers, i.e. Chair, Vice Chair, Treasurer and Secretary are also detailed in the Region 8 Regional Coordination Council Bylaws located in Appendix D. “The Chair or Vice Chair shall have such other powers and perform such other duties as may from time to time be voted by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the business of the Council. The Treasurer shall be responsible for advising the Council on policy matters pertaining to financial management. The Treasurer shall be responsible for collection of annual dues (if any) and disbursement of funds for the conduct of Council business. The Secretary shall be responsible for disseminating information to the Council members, writing Council correspondence,

keeping meeting attendance records, and taking minutes of meetings” (Region 8 Bylaws,4).

The Role of the Regional Transportation Coordinator together with the RCC must evaluate general service delivery design and delivery, to currently available resources, in order to determine staffing needs, dispatch and call-taking needs, needs for additional vehicles, etc.

Budget

The budget for this project is currently being realized as the process moves forward. It is unclear at this point how much funding will be needed to hire and RTC and support RCC activities. Currently, the SNHPC is involved in RCC activities because of funding dedicated in the Unified Planning Work Program. This funding however, ends after FY2011 so there is a need to realize where funding for this project will come from. Appendix G contains an initial budget to sustain activities.

Monitoring/Evaluation

Monitoring

The monitoring plan is a critical element that will be used to manage activities, track changes in condition over periods of time and provide insight on developing issues or problems if they occur. Project monitoring will occur via the logic model through the inputs, activities and outputs already determined. The development of the Gantt Chart (shown below) and monthly monitoring reports contained in Appendix E will provide the information necessary to track the overall growth of the project.

In addition to tracking the Gantt Chart development and monthly monitoring reports, RCC stakeholder meetings will be used as an opportunity to track the development of the project. Since the SNHPC is directly involved in the project through facilitation of meetings and representation on the RCC, meeting minutes contained in Appendix F will be easily accessible. Furthermore, attendance at the SCC meetings will provide insight

into the activities at the state level which will affect the development of RCC's. As the facilitators or Region 8 RCC and participation with Region 9 RCC it is important that SNHPC continue to attend SCC meetings to stay apprised of changes, issues and other developments.

Start Date: June 2008																									
End Date:	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	
	1 J	2 J	3 A	4 S	5 O	6 N	7 D	8 J	9 F	10 M	11 A	12 M	12 J	13 J	14 A	15 S	16 O	17 N	18 D	19 J	20 F	21 M	22 A		
Activities																									Outputs/ Outcomes
Generate Stakeholder Committee																									Completed/Started Earlier
Initiate First Meeting with Stakeholders																									Completed
First Meeting of Stakeholders																									Completed and meetings are on-going
Develop survey to be administered to transportation providers																									Completed
Review and document survey results																									Completed/results presented
Participate in Region 9 RCC Activities																									Complete and on-going
Recruit a Citizen Member to serve on the RCC																									Completed Ahead of Schedule
Draft Bylaws for the RCC																									Completed but will most likely be updated
Draft Memorandum of Understanding																									Completed
Obtain MOU's from participating members																									Complete and on-going
Elect Executive Committee of the RCC (i.e. Chair, V. Chair etc.)																									Delayed- not yet necessary and issues are being resolved at the state level
Submission of RCC designation to SCC																									Completed/Designed an official RCC
Funding from State																									Delayed
Conduct Regional Transit Coordinator Interviews																									Delayed
Seek RCC Designation																									Completed- Official RCC
Conduct IT interviews																									Not Yet Started
Select RTC																									Not Yet Started
RTC Staffing																									Not Yet Started

Evaluation Plan and Reporting

The goal of this project is to increase the mobility options so that (1) seniors and persons with disabilities and persons of low-income can access local and regional transportation services to get to locations within the region and between regions; (2) municipalities, human service agencies and other organizations can purchase such shared ride coordination transportation services for their citizens, clients, and customers. The following indicators and tables below will determine the success of this project:

- Ability to generate a widespread stakeholders committee consisting of transportation providers, human service agencies and other interested parties in the region;
- Successful submission and obtainment of RCC designation for the Greater Manchester Region (Region 8 RCC);
- Selection and hiring of a Region Transportation Coordinator responsible for the day-to-day coordination of community transportation in the region;
- Increased mobility options for seniors, persons with disabilities and persons of low income.

The Region 8 Regional Coordination Council has been very successful in accomplishing goals that were designed during the inception of this initiative. Many of the indicators outlined above have been achieved. First and foremost the SNHPC was highly successful in generating a widespread stakeholders committee which is now task with steering Region 8 RCC. Bylaws, which will serve as a reference will direct stakeholder activities have been approved and signed by stakeholders. Additionally, MOU's have been signed by 13 stakeholders, which commit support to achieving the goals of the RCC. In September 2009, the State Coordination Council officially designed Region 8 an RCC upon proper submittal of required documents. To date, the election of officer's and the process of selecting a Regional Transportation Coordinator for the region have been delayed. The delay in selecting and Regional Transportation Coordinator is the result of an issue that has arisen principally because of a consideration of the need for RCC's to have some sort of liability protection. There are currently two options being discussed to

provide this liability: 1) modifying the original legislation used to create the SCC and 2) developing a Memorandum of Understanding between the SCC and the Regional Planning Commissions. Work related to both of these efforts is currently underway. In the meantime, the SNHPC is working to form informal working groups/ subcommittees to continue progress of developing materials for an RTC RFP/RFQ that can be accomplished while waiting for a resolution.

OUTCOMES	INDICATORS	DATA GATHERING METHOD(S)	SOURCE(S)	TIMEFRAME
Long-Term Outcome: Develop a network of regional transportation brokerages designed to coordinate community transportation services throughout the State of NH	10 Designated RCC's in the state	SCC Document Review	RCC Designation Document	Process Ongoing
	Developed RTC's for each region	SCC Document Review	SCC RTC approval documentation	Process Ongoing
	Increased mobility options in region and across regions	SCC/RCC Document Review	RTC ridership information and reports	Process Ongoing
Long-Term Outcome: Develop a network of region transportation brokerages designed to coordinate community transportation services throughout the State of NH	All ten regions in NH designated as RCC's	RCC's submit designation application	SCC approval letters	Process Ongoing
	RCC's have selected RTC's	SCC approval of RTC	SCC approval letters	After RTC Interviews
Intermediate Outcome: For the Manchester region (Region 8 RCC) to become a designated Regional Coordination Council	Completed requirements of the SCC for RCC designation	SCC requirements report and provider information	Transportation providers and human service agencies	Prior to submitting for RCC designation
	Approval of SCC to be the RCC	SCC requirements report	SCC RCC subcommittee chair	After developmet of stakeholders, bylaws and MOU

Intermediate Outcome: Selection of RCC Region 8 Officers	Region 8 RCC officers elected	Open election among stakeholders	Region 8 Bylaws	Yearly
Short-Term Outcome1: Aquire RCC designation from SCC	SCC designates Region 8 RCC as offical RCC	Review of other RCC's	transportation and human service agencies in the region	After generated stakeholders committee
		Review of RCC process and survyes	Nelson/Nygaard Report	After signed MOU and Bylaws
Short-Term Outcome2: Submission of RCC designation Letter	Completion of SCC requirements and submission of designation	Stakeholder input	SCC guidelines and human service agency data	After development of RCC stakeholders and support
Short-Term Outcome3: Have stakeholders committee and signed bylaws and MOU	generated committee	outreach to intersted parties	transportation providers and human service agencies	After bylaws are developed
	developed bylaws	bylaws document review	Nelson/Nygaard	After stakeholder discussions
	10 signed MOU's	MOU document review	Nelson/Nygaard	After the structure of the RCC is set
Short-Term Outcome4: Selection of an RTC	RCC designation and RTC approval from SCC	Request for Proposals and interview process	Parties intersted in taking on the RTC role	As needed
Short-Term Outcome5: Documentation of Transportation Providers in the region	Identified providers in the region	Surveys administered	Developed by planning commission	Every two years
	Identified human service agencies in the region	Surveys administered	Developed by planning commission	Every two years

Short-Term Outcome6: Selection of Region 8 RCC Officers	Officers elected to serve the Region 8 RCC according to signed bylaws	Election according to the bylaws	Region 8 RCC bylaws	After RCC designation
Short-Term Outcome7: Participation in Region 9 RCC activities	Attendance at stakeholder meetings			Upon formation of Region 9 RCC

Sustainability

Sustainability Elements

The sustainability of the Regional Coordination Council is supported by legislation that was created in July 2007. Understanding a need to coordinate community transportation services and reduce duplication in services, legislation established the State Coordination Council for Community Transportation. The passage of legislation significantly increases the sustainability of this project because it ensures that the Departments of Transportation, Health and Human Service and Regional Planning Commissions address the needs of the community transportation as part of their activities. Specifically, in the Region 8 RCC area, sustainability is reinforced in the Southern New Hampshire Planning Commission's Unified Planning Work Program (UPWP) FY 2010 and FY 2011. The UPWP is "developed to meet requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act- A Legacy for Users (SAFETEA-LU) and the final regulations issued by FHWA and FTA (23 CFR 450). It includes the description of all transportation and transportation-related planning activities that will be performed during the fiscal years beginning July 1, 2009 and ending June 30, 2011" (UPWP, 5). As outlined in the SNHPC UPWP, commission staff will participate in the development of Statewide Coordination of Community Transportation.

In the State of New Hampshire, the major funding streams for community transportation come through the NH Department of Transportation and NH Department of Health and Human Services. These major funding programs include:

- Section 5307- capital purchases for specialized transportation;
- Section 5311- rural public transportation;
- Title III-B- senior transportation;
- Title XIX- Medicaid Non-Emergency Medical Transportation.

While many of these funding programs require local matches, it is anticipated that they will be utilized to support SCC/RCC initiatives in the State of New Hampshire.

Additionally, other sources of revenue that may be utilized to support community transportation in Region 8 RCC as well as the State include United We Ride grants, New Freedom Funding and Endowment for Health grants. It is suspected that any one of these grants or a combination of several will be relied upon to support SCC/RCC efforts.

Sustainability Plan

The Southern New Hampshire Planning Commission, the host organization for Region 8 RCC, has taken steps to ensure sustainability of this project by including it in the UPWP. It is anticipated that this program will be included in the UPWP going forward as funding becomes available through revenue streams previously mentioned. Sustainability of this project relies heavily on the participation of stakeholders in the region and the ability to establish coordinated transportation for the region that increases mobility options. Additionally, guidance from the SCC and the ability to obtain funding to create RCC's across the State of New Hampshire is vitally important to the sustainability.

The Southern New Hampshire Planning Commission's commitment to host the organization, facilitate meetings and coordinate efforts to seek RCC designation are steps taken to ensure sustainability. Southern New Hampshire Planning Commission staff continues to participate in SCC activities/meetings which keep Region 8 stakeholders abreast of current issues/accomplishments achieved at the state level which ultimately

effects local RCC's. Going forward, it will be critical for Region 8 RCC to establish working relationships with neighboring RCC's such the one established now between Region 8 and Region 9. When the RTC's are selected and process of providing trips for elderly, low-income and persons with disabilities begin, it will be critical to prove that these systems are reliable, convenient and capable of reaching the needs of the target population.

Results

Development of official RCC Region 8

- a. This short-term outcome was accomplished by regularly schedule meetings with maximum stakeholder participation. Activities accomplished during these stakeholder meetings included development of bylaws, MOU and developed plans for regional coordination systems in the region.
- b. There are many positive things that have happened as a result of hosting stakeholder meetings. First, the development of regularly scheduled meetings brought a large number of transportation providers to the same table. The stakeholder meetings provide a forum for transportation providers to work collectively to identify and develop solutions to the gaps in transportation services in the region. Additionally, most stakeholders signed MOU's and drafted bylaws to govern Region 8 RCC which were submitted among other requirements to the SCC. Subsequently, upon completion of requirements, the SCC officially designated Region 8 as an RCC. There wasn't much negativity that developed as a result of the stakeholder meetings. However, it has been a bit discouraging for Region 8 RCC to be in a position to move forward with lack of funding available to fully proceed. Also, there has been issues in regard to liability of RCC stakeholders which is currently being discussed at the SCC level.
- c. The activities and outputs certainly led to the attainment of this particular short-term outcome. Collectively, the stakeholders were able to accomplish the necessary requirements that led to the official RCC designation in this region.
- d. The primary lesson learned is that stakeholder meetings need to be designed with

specific tasks to accomplish. As Region 8 RCC accomplished many of its goals the SNHPC was forced to postpone meetings because of lack of topics or goals to complete. Because Region 8 RCC was efficient in accomplishing RCC status they have been forced to wait for further direction from the SCC.

Documentation of Transportation Provider Services in the Region

- a. The SNHPC developed a survey that was administered to as many transportation providers in the region as possible.
- b. The positive outcome of the survey was documentation of the type of services available in the region and who they are available for. This allowed the SNHPC the ability to inform and present the results to the stakeholders which has helped the stakeholders understand the gaps in transportation services in the region.
- c. The administration of the survey certainly led to the documentation of type of transportation services in the region. This information has been critical in planning for the type of coordination Region 8 RCC envisions in the future.
- d. The lesson learned during this process was that the development of questions needs to be specific to what is trying to be understood. There were specific questions on the survey where providers could have put several answers down.

Selection of RCC Region 8 Officers

- a. The selection of RCC Region 8 Officers has not yet been completed at this point. This has not been a priority because there is no need at this point with the design of the RCC process currently being discussed at the SCC level. Because NHDHHS has withdrawn their Medicaid contracts, the funding for RCC's is being worked out.
- b. At this point there haven't been any positive or negative things happening regarding this short-term outcome. This short-term outcome has simply been put on the shelf until a time comes where it is necessary to elect officers. The delay of electing officers hasn't deterred the stakeholders from meeting on a regular basis.
- c. The activities have not led to the attainment of the short-term outcome. As

mentioned, this has not been a pressing priority.

- d. The only lesson learned during this process is that the election of officers is largely influenced by the pace of the SCC. It appears that Region 8 RCC is in a position to move forward with the process but because of hiccups at the SCC level elected officers has not been necessary.

Submission of RCC designation letter

- a. The Region 8 RCC was successful in completing the requirements of the SCC in order become a designated RCC. This included actions such as development of transportation provider surveys, developed bylaws and signed MOU's from stakeholders.
- b. The positive thing that happened was Region 8 RCC being officially designated as an RCC. This puts Region 8 in a position to begin developing the structure needed to increase mobility options in the region for the identified target group.
- c. The activities did in fact lead to the completion of the short-term outcome. This was a critical element in moving forward.
- d. The primary lesson learned was that stakeholders were concerned initially with what the signing of the MOU committed them to. Many were worried whether or not it was committing the financially to Region 8 RCC. It was necessary to reinforce that the MOU simply means their commitment to assisting in the RCC process.

Selection of a Regional Transportation Coordinator

- a. The selection of an RTC has not yet been accomplished because of a shift in the design of RCC's. As mentioned, NHDHHS is no longer in a position to issue Medicaid contracts which was going to be a large portion of funding for the RCC's.
- b. The negative thing with this short-term outcome is that Region 8 RCC has positioned themselves to move forward with the process. Working efficiently, Region 8 RCC has completed the requirements of the SCC. This change in the design of RCC's has slowed the Region 8 RCC process.

- c. The activities have not yet been accomplished because as mentioned, there has been an unforeseen change in the funding of RCC's.
- d. The lesson learned in this instance is that the funding for this type of project needs to be fully committed up front. It has been discouraging not knowing how the RCC process is going to play out.

Conclusion & Recommendations

The prospects of this project attaining intermediate and long-term outcomes are very realistic based on the accomplishments and developments that are still being achieved. Region 8 RCC has been designated as one of ten RCC's in the state of New Hampshire. This is a critical and necessary step in the process of designing coordinated efforts to provide mobility options throughout the state. This project is supported through the creation of 2007 legislation which established the SCC for community transportation. There is a recognized need for increased mobility options in the state of New Hampshire and the desire of members of the SCC and RCC's to accomplish the end goals. Specifically, for Region 8 RCC, stakeholders have accomplished many of the short-term outcomes which are pivotal in achieving the intermediate and long-term outcomes. Region 8 RCC has positioned itself so that they will be ready to start implementing transportation service based on the direction of the SCC. As mentioned earlier in this report, the initial design of the project has changed based on issues of funding unforeseen at the SCC level. However, this has not stop progress of the process but rather shifted the design slightly.

The Region 8 RCC has a dedicated group of stakeholders who have been involved since the inception of this process. Their participation and desire to increase mobility in the region has been the backbone of the success Region 8 RCC has achieved to date. Based on unforeseen funding issues, pilot projects are currently being discussed at the SCC and RCC levels. The RCC's will still work with the SCC and DHHS with the understanding that pilot projects will end when DHHS is in a position to issue an RFP for Medicaid Non-Emergency Medical Transportation. Again, largely in part to the diligence of Region 8 RCC, they are in a position to being working on a pilot project and be ready

when DHHS is in a position to issues an RFP.

Working as a transportation planner for the SNHPC, I have been on the forefront of designing Region 8 RCC. SNHPC is the lead agency that houses the Region 8 RCC and we are responsible for facilitating the stakeholder meetings and attending the SCC meetings. The implementation of this project has been relatively smooth to date. We have enjoyed much success in accomplishing the necessary requirements of becoming an official RCC because of the dedication of stakeholders involved in the process. The two aspects of this project that I am most critical of however, is the funding of RCC's and liability coverage. As mentioned, a large portion of funding RCC's was going to come in the form Medicaid Non-Emergency Medical Transportation from the NHDHHS.

Because of large deficits in the Medical Program, this portion of funding for RCC's is currently off the table. This is causing RCC's to begin discussion of pilot projects that will require a 20% local match. Before beginning the implementation of RCC's in the state, the SCC should have identified a dedicated source of funding to support the RCC's. Additionally, the liability coverage should been addressed in the legislation that passed in 2007 creating the SCC. Currently, we are grappling with the issue of providing liability coverage to the RCC's though regional planning commissions in the state. This has slowed the processes significantly because before any pilot projects get started these issues need to be addressed.

Monitoring and evaluation of this project has been enlightening. The monitoring process has allowed me to realize where we have been accurate in accomplishing activities and where more time may have been needed for other activities. The monitoring process has been critical to keeping the project on track and identifying data to gather, when to gather it and who will gather it. The evaluation process has shown measureable outcomes derived from the activities completed in the process. This process shows where we have been successful in our efforts to increase mobility options for the region. This process has also shown where the strengths of this project are and also what challenges we face.

The SNHPC and specifically my role as a CED practitioner in this project have been instrumentally in achieving the accomplishments to date. I have been involved in the

facilitation of Region 8 and Region 9 RCC meetings and much of the data collection associated. Much of the community needs assessment and community profile is derived from work the SNHPC has obtained in developing their Long Range Transportation Plan and Regionally Coordinated Plan. Assisting with the facilitation of meetings has been the direct result of RCC designation. Because of direct participation at the SCC level SNHPC is looked upon for guidance and direction at the RCC level. We continuously work to ensure coordination with state and regional goals.

Annotated Bibliography

United States Census Bureau. Social Characteristics.

Retrieved from

http://factfinder.census.gov/servlet/ACSSAFFacts?_event=Search&geo_id=&geoContext=&street=&county=manchester&cityTown=manchester&state=04000US33&zip=&lang=en&sse=on&pctxt=fph&pgsl=010

Using the US Census Bureau website I am able to identify population characteristics of persons with disabilities as well as people defined elderly. Also using the US Census I am able to identify economic characteristics of people living in the greater Manchester area and cross reference with social characteristics. This information is supportive of my argument that there is a need to improve and expand public transportation into the greater Manchester region defined as the towns of Londonderry, Derry, Bedford, Goffstown and Hooksett.

Manchester Planning Board. (1993). Master Plan For the City of Manchester. Manchester, New Hampshire.

The Manchester Master Plan is a bit outdated and updated version is currently being developed. However, there is still relevant information in the existing Master Plan. The Master Plan details the planning process, current highway system conditions, and additional factors that explain the decline in bus ridership. This Master Plan as I have stated is outdated because I have followed up with Manchester Transit Authority who have stated there has been an increase in transit over the past few years.

Southern New Hampshire Planning Commission. Regional Transportation Plan. Retrieved November 1, 2008, from http://www.snhpc.org/index.php?page=reg_transp

The Southern New Hampshire Planning Commission must be consistent with the requirements of Title 23 of USC “prepare a Regional Transportation Plan (RTP) that provides for consideration of all modes of transportation, including highway, transit, rail, bicycle and pedestrian walkways, freight, and air travel”. Contained in the RTP are goals for providing and extending service in the area. This document will be useful in backing up my argument that there is a need to extent bus transportation into the greater Manchester area. I will rely on this document to provide me facts and numbers pertaining to population characteristics as well as journey to work data.

Turcotte, M. (2006). Canadian Social Trends. Seniors Access to Transportation. Retrieved November 5, 2008, from http://www.snhpc.org/index.php?page=reg_transp

In this article, Turcotte “examines the access to transportation by different age groups, with focus on senior citizens in Canada”. While I expect some of the policies in this article to differ from those of the US the concept of how public transportation or lack there affects senior citizens in our communities will similar. This journal article also examines the “restrictions in their everyday activities” which supports my argument. As I stated in assignment 2A, compared with older drivers, older non-drivers in US make 15 percent few trips to the doctor, 59 percent fewer shopping trips and visits to restaurants and 65% fewer trips for social, family and religious activities.

Hamilton, A. (2008). Township Government: A Tale of One State. Retrieved November 5, 2008, from <http://search.ebscohost.com/login.aspx?direct=true&db=f5h&AN=34741776&site=ehost-live>">Township government: A tale of one state.

This journal article discusses the role of the local government system and the functions and responsibilities they have regarding social services. This article will help me indentify the responsibilities communities in the greater Manchester Area have regarding the support of social services which include providing adequate transportation for elderly and disabled persons to get to medical facilities, shopping centers, etc.

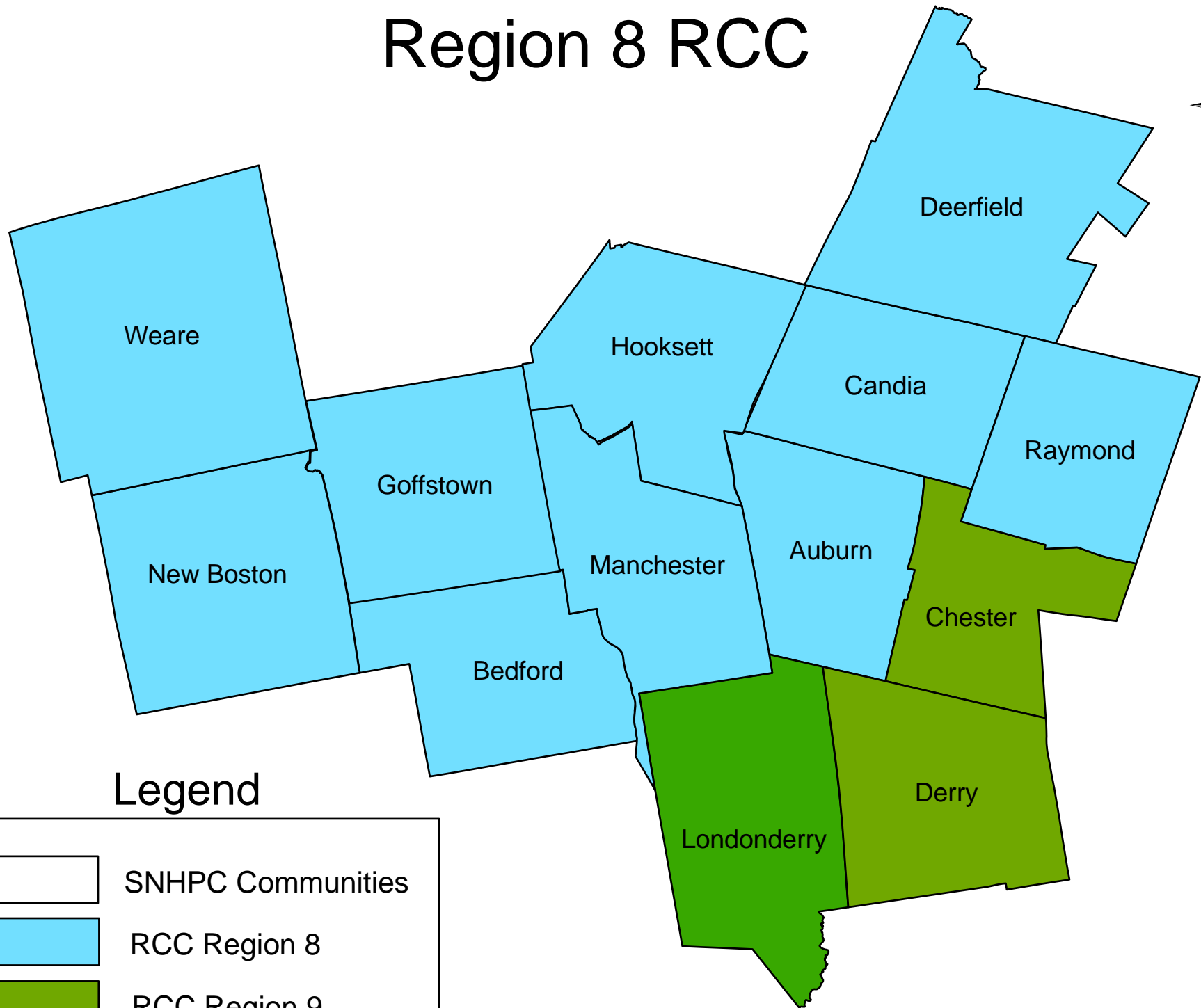
Lawrence,D. (2002). Transportation: America’s Lifeline. Farmington Hills, Michigan: Gale Group,Inc.

This book will provide me an overview of the transportation systems in America. This book provides background information on transit systems ever changing statics throughout history on the usage of multimodal transportation and importance of transit service to our culture. Also contained in the book are statistics related to major trends of transit ridership that will provide insight to the growth or decline of ridership in urban and suburban regions.

APPENDIX A

REGION 8 RCC MAP

Region 8 RCC



Legend



SNHPC Communities



RCC Region 8



RCC Region 9

APPENDIX B
SWOT ANALYSIS

SWOT Analysis Template: I am assessing how possible it will be to increase elderly and disabled transportation in the greater Manchester Region.	Strengths	Weaknesses	criteria examples
criteria examples Advantages of current programs? Capabilities? Competitive advantages? Resources, Assets, People? Experience, knowledge, data? Financial reserves, likely returns? Marketing - reach, distribution, awareness? Innovative aspects? Location and geographical? Accreditations, qualifications, certifications? Cultural, attitudinal, behavioural? Management cover, succession? Philosophy and values?	<ul style="list-style-type: none"> there are currently programs in existence that provide limited elderly and disabled transportation a Regional Coordination Council has been formed- the purpose is to bring transportation providers to the same table to discuss what they are doing and how efforts could be coordinated the SNHPC has a comprehensive list of providers in the region 	<ul style="list-style-type: none"> Lack of communication between service providers Capital and operating costs are expensive State seems to primarily interested in spending money on transportation to Boston and not necessarily the local level Additional services generally aren't created over night Cooperative Alliance for Regional Transportation (CART) is losing participation because communities can't afford to pay their share 	Disadvantages of programs? Gaps in capabilities? Lack of competitive strength? Reputation, presence and reach? Financials? Timescales, deadlines and pressures? Cashflow, start-up cash-drain? Continuity, sustainability? Effects on core activities, distraction? Reliability of data, plan predictability? Morale, commitment, leadership? Accreditations, etc? Processes and systems, etc? Management cover, succession?

	Opportunities	Threats	Criteria Examples
Funding trends? Market developments? Competitors' vulnerabilities? Industry or lifestyle trends? Technology development and innovation? Global influences? Emerging / new community needs? Geographical? New project/program development?	<ul style="list-style-type: none"> there is federal money available for new start-up transportation projects with the increase in energy costs people are turning more and more to public transportation there is a Rail Transit Authority that recently formed which means there is political will to invest in transit options Planning commission has established relationships with communities 	<ul style="list-style-type: none"> While there is federal money to start new programs, communities are beginning to feel the effects of the market crunch There isn't a lot of local money available to spend on matching funds Competition for available resources MTA for example has only been given current level funding to operate this fiscal year- simply not 	Political effects? Legislative effects? Environmental effects? Competitor intentions - various? Market demand? New technologies, services, ideas? Vital contracts and partners? Sustaining internal capabilities? Obstacles faced? Insurmountable weaknesses? Loss of key staff? Sustainable financial backing? Economy - home, abroad?

APPENDIX C
TRANSPORTATION PROVIDER SURVY

Survey

“Approximately 94 percent of the agencies responding to the survey indicated that they were involved in providing transportation services to at least one of the transportation dependent groups (i.e. elderly, handicapped, low-income, youth) identified in this Plan. About 75 percent of the agencies responding to the survey felt that they would benefit from improved coordination with other agencies providing similar services in the region. The development of this database of transportation providers is continuing as part of these projects as well as the NHDHHS/NHDOT Statewide Coordination of Community Transportation Services project. The remainder of this section presents a detailed description of the results of the survey:

Which of the following best describes your agency?

- Public/Governmental
- Private (not for profit)
- Private (for profit)
- Human Service
- Faith-Based
- Other (specify) _____

Approximately 43 percent of the transportation providers responding to the survey described themselves as private-not for profit agencies (i.e. Boys and Girls Club of Greater Derry, Granite State Independent Living, American Cancer Society). About 18 percent of the respondents classified themselves as private-for profit agencies (i.e. Rockingham Ambulance Company, Trilogy Wheelchair Transport, Parkland Medical Center). Approximately 29 percent of the survey respondents described themselves as public/governmental agencies (i.e. Manchester Transit Authority, Manchester Community Health Center, UNH Institute on Disability).

Which of the following best describes how your agency provides transportation services for your clients (circle one only)?

- Operate transportation system with own vehicles
- Purchase third party transportation services from other provider(s)
- Reimburse clients for transportation services provided by others
- Coordinate volunteers who provide services with private vehicles
- Other (specify) _____

The results indicated that approximately 43 percent of the providers responding to the survey currently provide transportation services using their own vehicles. Approximately 25 percent of the providers currently purchase transportation services from a third party and about 11 percent provide transportation services by coordinating volunteers who use their own vehicles. Six of the survey respondents indicated that they provided transportation services using more than one of the options listed.

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

Fixed-route services

Demand-response in-home pick-up/drop-off

Demand-response door-to-door service

Demand-response curbside pick-up

Demand-response pick-up/drop off and escort or other services provided by driver at destination

Other (specify)_____

Many of the providers who responded to the survey provide more than one type of transportation service for their clients. Approximately 43 percent of the respondents provide fixed-route services (i.e. Manchester Transit Authority/fixed-route public transit, YMCA, Girls, Inc/regularly scheduled route). About 29 percent of the providers responding to the survey currently provide some type of demand-responsive transportation services for their clients (i.e. Manchester Community Health Center, Granite State Independent Living). The results of the survey indicated that these demand-responsive services can include features such as pick-up and drop-off in the client's home, door-to-door service or curbside pick-up and drop-off. Approximately 21 percent of the providers responding to the survey indicated that they include escort or other related services provided by the driver (i.e. Manchester School District, Easter Seals New Hampshire STS, Quality Care Partners). Ten of the survey respondents indicated that they provided more than one of the services listed and five of the respondents indicated that they provided all of the services listed.

What are the days and hours during which you offer transportation services to your clients?

The results indicated that approximately 57 percent of the providers responding to the survey currently offer transportation to their clients only during weekdays. Approximately 32 percent of the respondents specifically indicated that, in addition to weekday service, they also provide transportation services on the weekend.

5. What type of vehicles does your agency use to provide transportation services (circle all that apply)?

Van

Specially-Equipped (i.e. wheelchair lift) Van

Bus
Automobile
Other (specify) _____

Many of the respondents to the survey currently utilize different types of vehicles to provide transportation services for their clients. About 43 percent of the respondents currently use automobiles to provide transportation services while approximately 39 percent indicated that they utilize vans. Buses are used to provide transportation services by about 36 percent of the organizations surveyed while about 25 percent of the respondents indicated that they used specially-equipped vans for transportation. Approximately 50 percent of the respondents indicated that they used at least two of the vehicle types listed or utilized other vehicles through volunteer or contract arrangements.

6. Describe the groups that you provide transportation services for (circle all that apply).

Elderly
Handicapped
Low-Income
Youth
General Public
Other (specify) _____

The transportation providers responding to the survey report providing services to various transportation-dependent populations within the region. Over half (57%) of the survey respondents indicated that they currently provide transportation to youth population. Approximately 39 percent of the organizations in the survey provide transportation to the handicapped while 36 percent of the survey respondents indicated that they provide services to the elderly. Twenty-nine percent of the organizations responding to the survey are involved in providing transportation to low-income groups while approximately 39 percent indicated that they provide services to the general public. Eight survey respondents indicated that they provided services to all of the listed groups.

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

Yes
No

The results of the survey indicated that approximately 50 percent of the respondents reported that they currently charge a fare for providing transportation services.

Please describe the service area that your agency covers in providing transportation to your clients?

The organizations responding to the survey currently provide transportation services within a wide variety of service areas. Many of the organizations provide service to

multiple towns and counties. Some of the organizations surveyed provide services only to certain regions or counties and many of the respondents defined their service area as the Greater Manchester area including communities such as Goffstown, Bedford, Londonderry and Hooksett. Nine of the organizations responding to the survey indicated that they were willing to provide transportation services anywhere in the State. Approximately 64 percent of the survey respondents indicated that they currently provide services to communities outside the SNHPC region.

9. Within the constraints of your current resources, how well do you feel that your agency is capable of fully meeting all the transportation needs of its client base?

- a. very well
- b. somewhat
- c. not at all

In response to Question 9, about 32 percent of the organizations surveyed responded “very well” to this question concerning their perceived capability to fully meet all of the transportation needs of their client base. About 54 percent of the respondents answered “somewhat” to this question.

10. 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

Approximately 75 percent of the respondents to the survey indicated that they felt that they would benefit from improved coordination with other agencies providing transportation in this region.

11. If your answer to Question 10 was yes, please identify which of the following activities your agency is now responsible for would benefit from this improved coordination:

- coordinating use of vehicles/vehicle scheduling
- shared responsibility for vehicle maintenance (i.e. materials (i.e. gas, oil, etc.), insurance, licensing, etc.)
- centralized dispatching
- identifying/pursuing opportunities for funding
- shared use of office space or garage facilities
- shared operations/general planning
- others
- (specify)_____

The majority of agencies responding to this question felt that they would benefit from

improved coordination in at least two of the activities listed in Question 11. About 21 percent of the agencies responding to this question indicated that they would benefit from improved coordination in all the listed activities. The three activities that respondents felt would most often benefit from improved coordination were scheduling (39 percent), pursuing funding (39 percent) and centralized dispatching (36 percent)”(SNHPC 20).

APPENDIX D
RCC Region 8 Bylaws

**Region 8
Regional Coordination Council
for Community Transportation:**

Bylaws

Article I: Name

The name of the Council shall be the Region 8 Regional Coordination Council for Community Transportation (hereinafter called the Council). These bylaws shall provide the procedures for conduct of business of the Council.

Article II: Purpose

Region 8 includes the City of Manchester and the towns of Auburn, Bedford, Candia, Deerfield, Goffstown, Hooksett, New Boston, Raymond and Weare.

Established by its founding members, the Council is organized to:

- Help develop, implement, and provide guidance for the coordination of shared ride transportation options within the Region 8 so that (1) transportation-dependant individuals and groups including but not limited to seniors, persons with disabilities and human service agency clients can access local and regional transportation services to get to locations within the regions and between regions; and (2) municipalities, human service agencies and other organizations can purchase such shared ride coordinated transportation services for their citizens, clients and customers.
- To recruit, select (with approval from the State Coordination Council for Community Transportation (SCC)), guide assist, monitor, and if necessary replace the Regional Transportation Coordinator which will be responsible for the day-to-day coordination of community transportation in the region.
- Provide feedback to the SCC relative to the policies that this Council has established.

In addition to actual service delivery options, the focus of the Council's mission will encompass transportation options such as mileage reimbursement, subsidy programs, volunteer driver programs, and vehicle sharing, as well as related functions such as travel training, information referral, call center functions, vehicle procurement, insurance and maintenance training, and technological support.

Article III: Membership of the Council

III.1 Membership Eligibility Criteria

The Council shall be composed of organizational and citizen members as follows:

- **Organizational members** - Any of the following organizations are automatically a member of the Council upon formal adoption of the Council's Memorandum of Understanding by that governmental unit or organization, and formal acceptance by the Council:
 - Any public, private non-profit or for-profit organization based in Region 8 which currently funds, arranges or provides such transportation services for its citizens, clients or customers;
 - Any regional public transportation agency or state/regional agency involved in the planning or provision of public/passenger transportation in Region 8;
 - Organizations representing groups of consumers and constituents that would be positively affected by such mobility and access improvements in Region 8:

Each organizational member shall designate one representative and up to two alternate representatives to the Council.

- **Citizen members** - Citizen members must be residents of New Hampshire taking an active interest in improving mobility for transportation-dependant individuals and groups including but not limited to seniors, persons with disabilities and human service agency clients. There shall be at least 1 citizen member on the Council. The maximum number of citizen members on the Council shall equate to no more than 10% of the total organizational members. The term of each citizen member shall be two years. Citizen members may serve multiple terms, but must submit an application at the end

of each term. Applications to be a citizen member must be submitted to the Council Secretary no later than the Council's regular _____ meeting. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the council at the Council's regular _____ meeting. Citizen members have voting rights but do not have the right to designate an alternate.

III.2 Rights and Responsibilities of Membership

Each member is afforded one full vote on any decision put to a vote. Each organizational member's vote can be cast by his/her representative or alternate representative. Citizen members must be present at meetings to vote; proxy votes for citizen members will not be permitted.

To be in "good standing," a member (1) must attend at least 75% of the regular monthly meetings, and miss no more than two consecutive regular monthly meetings in a calendar year; and (2) must participate in some facet of the Council's work program. The Chair may determine if a missed meeting is excused; an excused miss shall not count as non-attendance.

III.3 Annual Membership Dues

There may be annual membership dues to cover the administrative costs and other business of the Council, the amount to be determined annually. Membership dues for any citizen member may be waived per the vote of the Council.

Article IV: Officers of the Council

IV.1 Officers and Terms of office

The Officers of the Council shall be as follows:

- Chair
- Vice Chair
- Treasurer
- Secretary

The term of each officer shall be one year. Officers may serve multiple terms.

IV.2 Election of Officers and Operating Year

The Council's operating year shall begin at the regular _____ meeting.

Officers will be elected by majority vote. Nominations for officers shall be given to the Secretary.

IV.3 Responsibilities of the Officers

The Chair, or in the event of his/her absence, the Vice Chair, shall preside at all meetings of the Council; but neither shall be deprived of his/her right to vote.

The Chair or Vice Chair shall have such other powers and perform such other duties as may from time to time be voted by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the business of the Council.

The Treasurer shall be responsible for advising the Council on policy matters pertaining to financial management. The Treasurer shall be responsible for collection of annual dues (if any) and disbursement of funds for the conduct of Council business.

The Secretary shall be responsible for disseminating information to Council members, writing Council correspondence, keeping meeting attendance records, and taking minutes of meetings.

Collectively, the Chair, Vice Chair, and Treasurer shall comprise the Executive Committee. The Chair, Vice Chair, and Treasurer must be members in good standing. It is not required that the Secretary be a member of the Council.

IV.4 Vacancies

If an officer vacates an office for any reason (non-attendance, resignation), the Chair (or Vice Chair if the vacancy is the Chair) shall declare the vacancy at the next regularly scheduled meeting. The Chair (or Vice Chair if the vacancy is the Chair) can wait until the next nomination/election period or may accept nominations from the floor at the meeting at which the vacancy has been declared. If nominations from the floor are accepted, voting will take place at the next scheduled meeting.

IV.5 Removal of Officers

Council members, by 2/3 vote of all membership, may remove an officer, with or without cause. An officer under consideration for removal should have the opportunity to be advised and be able to speak to the concerns of the membership. Such matters and discussions should take place in an executive session. Written notification should be provided to the officer under consideration for removal or the individual should be present at the meeting when the vote is taken. The officer under consideration for removal may be given a 30-day period to correct any deficiencies before the vote is taken.

Article V: Meetings of the Council

V.1 Regular Meetings

The Council shall meet bi-monthly on the third Thursday of the month from 12:00 PM to 1:00 PM or on another date and/or at another time as determined by the Chair. The Council may vote at a prior meeting not to hold the next regular monthly meeting. The Chair may also cancel a regular monthly meeting.

At the regular meetings, the Council may take such actions, pass such resolutions, or conduct such other business as are on the agenda or may otherwise be properly brought before it.

V.2 Special Meetings

The Chair, or in the event of his/her absence, the Vice Chair may call a special meeting of the Council as required and shall call a special meeting at the request of one-third (1/3) of the members. Business at special meetings shall be limited to the subjects stated in the call for them.

V.3 Information Meetings

The Chair may call an informational meeting as may be required for the presentation and dissemination of reports, analyses, or other data, and for the informal discussion thereof by the Council. No formal action by the Council shall be taken at such meetings. Resolutions may be introduced and discussed at such meetings, but formal debate and action on such resolutions may take place only at future regular or special meetings.

V.4 Meeting Notice and Agenda; Open Meetings

Not less than seven days advance notice in writing of regular or informational meetings shall be given to all members through the use of mail, express mail, e-mail, fax or other appropriate electronic means. Not less than three business days advance notice in writing of special meetings shall be given to all members. Such notices shall contain the time, place, proposed agenda, minutes from previous meetings, proposed resolutions on substantive matters, and the substance of any matter proposed to be voted on. Attendance through use of conference call or similar communications equipment so that all persons participating in the meeting can communicate with each other at the same time may be considered on a case by case basis.

All meetings of the Council shall be subject to the open meetings act.

All meetings of the Executive Committee shall be posted three business days in advance, and shall be open to all Council members in good standing.

V.5 Quorum

Fifty (50%) of the membership constitutes a quorum.

V.6 Structure and Conduct of Meetings

Parliamentary discretion for the conduct of meetings shall be vested with the Chair. Council procedures shall provide an opportunity for all members to be heard on any given issue and for the efficient conduct of business.

V.7 Public Participation at Meetings

Any person is welcome to attend all regular and special meetings of the Council, excluding any required executive sessions, and any person will be permitted to address the Council under direction from the Chair.

There shall be two separate opportunities for public comment in these meetings. The first shall be specific to agenda items, the second specific to the business. The Chair shall dictate when these opportunities shall occur in the agenda. Each public comment shall be limited to 3 minutes. This limit may be extended at the discretion of the Chair.

Prior to these meetings, persons wishing to comment at the meeting are encouraged to provide a written synopsis of the comment, along with his/her name, address, and contact information to the Secretary, who in turn will submit the written synopsis to the Chair. These comments may be added to the meeting agenda subject to the review of the Chair.

Article VI: Voting

No vote on a substantive matter shall be taken unless the issue to be voted on has been listed in the proposed agenda, and timely notice (see Article V.4) has been given to all members. Election of Officers and Citizen Members are considered to be substantive issues. Dues payments or financial commitments of Council members are also considered substantive issues. A quorum must exist before any formal vote is taken (see Article V.5). Voting on substantive issues through use of conference call or similar communications equipment so that all persons participating in the meeting can communicate with each other at the same time may be utilized subject to the discretion of the Chair.

Each member is afforded one vote on any decision put to a vote and must be present to vote. In the absence of a voting organizational member representative, a designated alternative may cast the vote if present at the meeting. Otherwise, no proxy voting is permitted.

All decisions put to a vote, with the following exceptions, require a majority vote of all members present to pass. The exceptions which require a 2/3 vote of all members present to pass include changes or amendments to these by-laws (see Article VIII) and officer removals (see Article IV.5).

Article VII: Committees of the Council

On an annual basis, Council shall establish or continue standing committees as may be necessary or convenient for carrying out the business of the Council. Standing committees will be chaired by members of the Council but can include non-Council members. Standing committees may include but may not be limited to:

- Advocacy Committee
- Consumer Liaison Committee
- Design/Operations Committee

- Executive Committee
- Finance Committee
- Intergoverance Committee
- Land Use/Transportation Planning Committee
- Marketing/Public Information Committee
- Nominating/Membership Committee
- Regulatory/Policy Committee
- Regional Transportation Coordinator Selection Committee

Additional standing committees can be established if deemed necessary or convenient to conduct the business of the Council. These committees can be established upon the affirmative vote of the majority of the Council members present at a regular or special meeting.

The Chair, or in the Chair's absence, the Vice Chair, shall establish ad-hoc committees and appoint committee members as may be necessary or convenient for carrying out the business of the Council. Non-members, because of their special expertise or association with particular issues, and at the discretion of the Chair, may be appointed to ad-hoc committees.

Article VIII: Amendments

These by-laws may be amended by the affirmative vote of 2/3 vote of the Council present at a regular meeting thereof, if the notice of such meeting has contained a copy of the proposed amendment. Amendments are considered a substantive issue.

Article IX: Effective Date

These by-laws will become effective upon adoption by 2/3 vote of the Council present.

APPENDIX E
MONTHLY MONITORING REPORTS

Monitoring Report
Regional Transportation Coordination

Activites	Dates	Status	Timeliness	Explanation for Delay	Alternative Action	Attainmnet of Output
Participate in Region 9 RCC Activities	Start: July 09' End: No End	In progress	Initial Delay	Region 9 took longer to get coordinated		SNHPC is now hosting Region 8 RCC and Participating in Region 9 RCC
Obtain at Least 10 MOU's from participating stakeholders	Start: April 09' End: August 09'	Complete	On-Time			Target: To get 10 signed MOU's To date: Received 12
Seek RCC Designation	Start: June 09' End: November	Complete	Ahead of schedule			Target: To become an official RCC To Date: Received designation on September 3rd 2009
Recruit Citizen Member	Start: Feb 09' End: May 09'	Complete	Delayed	Wasn't an initial priority		Target: Select and individual (s) To Date: Citizen member selected
Elect Executive Council of the RCC	Start: May 09' End: Sep 09'	Not Complete	Delayed	Currently not a necessity and also waiting for guidance on issues from SCC	Push the task off until beginning of 10'	Target: Get the executive council in place To Date: we are addressing other needs and the executive council is not necessarily needed at this time

Monitoring Report
Regional Transportation Coordination

Activites	Dates	Status	Timeliness	Explanation for Delay	Alternative Action	Attainmnet of Output
Participate in Region 9 RCC Activities	Start: July 09' End: No End	In progress	Initial Delay	Region 9 took longer to get coordinated		SNHPC is now hosting Region 8 RCC and Participating in Region 9 RCC
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Seek RCC Designation	Start: June 09' End: November	Complete	Ahead of schedule			Target: To become an official RCC To Date: Received designation on September 3rd 2009
Recruit Citizen Member	Start: Feb 09' End: May 09'	Complete	Delayed	Wasn't an initial priority		Target: Select and individual (s) To Date: Citizen member selected
Elect Executive Council of the RCC	Start: May 09' End: Sep 09'	Not Complete	Delayed	Currently not a necessity and also waiting for guidance on issues from SCC	Push the task off until beginning of 10'	Target: Get the executive council in place To Date: we are addressing other needs and the executive council is not necessarily needed at this time

Monitoring Report- November
Regional Transportation Coordination

Activites	Dates	Status	Timeliness	Explanation for Delay	Alternative Action	Attainmnet of Output
Participate in Region 9 RCC Activities	Start: July 09' End: No End	In progress	Initial Delay	Region 9 took longer to get coordinated		SNHPC is now hosting Region 8 RCC and Participating in Region 9 RCC
Obtain at Least 10 MOU's from participating stakeholders	Start: April 09' End: August 09'	Complete	On-Time			Target: To get 10 signed MOU's To date: Received 12
Seek RCC Designation	Start: June 09' End: November	Complete	Ahead of schedule			Target: To become an official RCC To Date: Received designation on September 3rd 2009
Recruit Citizen Member	Start: Feb 09' End: May 09'	Complete	Delayed	Wasn't an initial priority		Target: Select and individual (s) To Date: Citizen member selected
Elect Executive Council of the RCC	Start: May 09' End: Sep 09'	Not Complete	Delayed	Currently not a necessity and also waiting for guidance on issues from SCC	Push the task off until beginning of 10'	Target: Get the executive council in place To Date: we are addressing other needs and the executive council is not necessarily needed at this time

Monitoring Report- December
Regional Transportation Coordination

Activites	Dates	Status	Timeliness	Explanation for Delay	Alternative Action	Attainmnet of Output
Participate in Region 9 RCC Activities	Start: July 09' End: No End	In progress	Initial Delay	Region 9 took longer to get coordinated		SNHPC is now hosting Region 8 RCC and Participating in Region 9 RCC
Obtain at Least 10 MOU's from participating stakeholders	Start: April 09' End: August 09'	Complete	On-Time			Target: To get 10 signed MOU's To date: Received 12
Seek RCC Designation	Start: June 09' End: November	Complete	Ahead of schedule			Target: To become an official RCC To Date: Received designation on September 3rd 2009
Recruit Citizen Member	Start: Feb 09' End: May 09'	Complete	Delayed	Wasn't an initial priority		Target: Select and individual (s) To Date: Citizen member selected
Elect Executive Council of the RCC	Start: May 09' End: Sep 09'	Not Complete	Delayed	Currently not a necessity and also waiting for guidance on issues from SCC	Push the task off until beginning of 10'	Target: Get the executive council in place To Date: we are addressing other needs and the executive council is not necessarily needed at this time

APPENDIX F
MEETING MINUTES

Minutes of the
**Statewide Coordination of Community Transportation Services
Region 8**

Regional Coordination Council

July 21, 2009
Southern New Hampshire Planning Commission
438 Dubuque Street
Manchester, New Hampshire

ATTENDEES:

Patrick Herlihy- DHHS
Ken Hazeltine- GSIL
Maureen Nagle- MTA/Citizen Member
Mike Whitten- MTA
Maryanne Gallagher- SJCS
Fred Roberge- ESNH
David Preece- SNHPC
Tim White- SNHPC
Matt Caron- SNHPC

1. CALL TO ORDER

Tim White called the meeting to order at 12:15 P.M.

2. ACTION ON MINUTES OF MAY 19, 2009

Motion to approve minutes by Patrick Herlihy, seconded by David Preece. Motion passed.

3. NEW BUSINESS

3.1 Draft Submission to SCC - RCC Recognition – Region 8

In response to a question from Ken Hazeltine, the RCC by-laws were checked and it was found that a quorum for the meeting was present.

Tim White explained that, at the last Region 8 RCC meeting, it was agreed that a draft of the submission package to the SCC would be presented at this meeting. He distributed copies and explained the contents of the first draft, which includes contains a cover letter, memos detailing the RCC work plan and list of those signing the MUO, as well as a copy of the by-laws and MOU. Tim White noted that the SCC would like to have all RCC's certified by the end of the year. Patrick Herlihy added that the earliest the SCC would be able to review the submission package would be at the September meeting. He added that there would soon be a new SCC chair and would provide the information required to amend the cover letter. Tim White requested that those in attendance review the contents of the submission package and provide feedback ASAP. Ken Hazeltine suggested distributing the package to all the RCC stakeholders, ask for comments to be submitted by a certain date, revise the package accordingly and finalize it so that it could be sent to the SCC in time to include in their September agenda.

Motion to distribute draft submission package to the RCC stakeholders and incorporate comments received into a final version, by Ken Hazeltine, seconded by Mike Whitten. Motion passed unanimously.

Following the motion it was noted that the September SCC meeting was scheduled for Thursday September 3rd.

3.2 Region 8 RCC Citizen Member

Tim White explained that one of the requirements for the RCC is that it must contain a Citizen Member, defined as a resident of New Hampshire taking an active interest in improving mobility for transportation-dependant individuals and groups including but not limited to seniors, persons with disabilities and human service agency clients. Tim White then introduced Maureen Nagle who currently serves on the MTA Board of Commissioners, noting that she has expressed an interest in becoming the Citizen Member for the Region 8 RCC. Maureen Nagle then provided some background information and added that she was indeed interested in serving as the Citizen Member. Following additional discussion,

Motion to nominate Maureen Nagle as Region 8 RCC Citizen Member by David Preece, seconded by Fred Roberge. Motion passed unanimously.

Tim White welcomed Maureen Nagle to the RCC and added that he would provide her with RCC materials including minutes, bylaws and a copy of the Nelson/Nygaard report.

3.3 Update on Status of Area Transportation Services

Tim White noted that staff would like to use this opportunity to bring the RCC up to date on the status of some of the area's transportation services. He then introduced Matt Caron who gave a powerpoint presentation on issues such as the MTA's current budget negotiations, the Cooperative Alliance for Regional Transportation and work being completed to extend passenger rail service into the region. Following the presentation, Mike Whitten noted the current budget situation and how the MTA would be making service cutbacks as a result. He added that there will no longer be Saturday service to the Airport and service on other Saturday routes will run later. Maureen Nagle noted the importance of maintaining service consistency. Mike anticipated that the changes will be implemented September 1st following a Commissioners meeting one week from today to approve the budget.

3.4 Update on SCC Activities

Patrick Herlihy explained that, at the next SCC meeting on July 25th, new officers will be nominated and voted on at the August meeting. The SCC is seeking funding to add a staff person and they are currently waiting to hear about a United We Ride Grant. Patrick Herlihy said he has heard through discussions with Kit Morgan that NHDOT has money set aside for a staff person. Discussions are still being held to determine the details of the proposed relationship between the Regional Planning Commissions (RPC) and the RCCs and the next discussion will be next Tuesday at the LGC. Patrick Herlihy also mentioned that development of the IT system was currently on hold.

4. OLD BUSINESS

There was no Old Business.

5. OTHER BUSINESS

David Preece mentioned that, based on discussions on the RPC/RCC relationship so far, there's a need to add a conflict of interest clause to the RCC by-laws. Wording of a draft clause was distributed to those in attendance and it was decided that a draft clause should be added to the current Region 8 RCC bylaws before they are distributed to the stakeholders along with the rest of the SCC submission.

Mike Whitten mentioned the current increase in ridership on the MTA's ADA Stepsaver service and how ARRA funding is currently being used to purchase 2 new vans and AVL software in an effort to accommodate this increase in demand. Ken Hazeltine added that there would soon be an opportunity to view this software (TRAPEZE) at a NHTA open house. In response to a question, Mike Whitten added that he expects that the Downtown Circulator service will be implemented by the end of the year following the completion of testing on 2 hybrid vehicles. The service would be free of charge.

6. NEXT MEETING/ADJOURNMENT

Tim White noted that the next RCC meeting was scheduled for Tuesday September 15, 2009 at 12:00PM at the SNHPC offices.

Motion to adjourn by Ken Hazeltine, seconded by David Preece. Motion passed.

Meeting Adjourned at 1:17 P.M.

I hereby certify that this is a true and correct transcript of the minutes of the Coordination of Community Transportation Services SNHPC Regional Coordination Council meeting held on July 21, 2009.

Timothy H. White, AICP

APPENDIX G

BUDGET

Source of Revenue			Required Use		Needed Amount or Committed or Received	
1	In-Kind Services				\$10,800.00	
2	SNHPC Unified Planning Work Program	Policy Development			\$21,306.00	
3	Municipals	Operating Cost			\$29,782.00	
4	Grants	Operating/Capital			\$15,116.00	
5	State	Operating			\$1,586.00	
6	FTA	Operating/Capital			\$57,279.00	
7	In-Kind	Operating/Capital			\$4,721.00	
Total Revenue					\$140,590.00	
Task Description		Personnel/Other Than Personnel (P/OTP)	Year (1,2,3)	Percentage of the Project Sponsor's Expense	Cash or In- Kind	Amount
1	Stakeholder Meetings	P	1	4%	Cash	\$5,262.00
2	Drafting Bylaws	P	1	0%	Cash	\$500.00
3	Drafting MOU	P	1	0%	Cash	\$500.00
4	Drafting Transportation Services Survey	P	1	1%	Cash	\$750.00
5	Supplies	OTP	1	0%	Cash	\$340.00
6	In-Kind Services	P	1	3%	In-Kind	\$3,600.00
7	Stakeholder Meetings	P	2	4%	Cash	\$5,262.00
8	Regional Transit Coordinator criteria	P	2	0%	Cash	\$500.00
9	Stakeholder MOU Completion	P	2	0%	Cash	\$250.00
10	Stakeholder Bylaws Completion	P	2	0%	Cash	\$250.00
11	Supplies	OTP	2	0%	Cash	\$340.00
12	In-Kind Services	P	2	3%	In-Kind	\$3,600.00
13	Submission of RCC Application	P	2	1%	Cash	\$750.00
14	Stakeholder Meetings	P	3	4%	Cash	\$5,262.00
15	Regional Transit Coordinator Interviews	P	3	0%	Cash	\$500.00
16	It Interviews	P	3	0%	Cash	\$500.00
18	In-Kind Services	P	3	3%	In-Kind	\$3,600.00
19	Supplies	OTP	3	0%	Cash	\$340.00
20	RTC Staffing	P	3	45%	Cash	\$63,625.00
21	Facility	OTP	3	10%	Cash	\$13,700.00
22	Broker Mgr Services	P	3	20%	Cash	\$28,582.00
23	Driver Training	P	3	2%	Cash	\$2,524.00
						\$140,537.00

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