



Existing Transportation Resources

INTRODUCTION

Chapter V provides an overview of the various public, private, and nonprofit transportation providers within the study area. Not all of the providers reviewed are “transit agencies” in the traditional sense of the word. Rather, the various providers are entities that provide some type of passenger transportation service. The services provided by these agencies are presented in the discussion that follows.

Since there is no public transportation service in Carroll County, North Country Transit—which provides general public transportation services to the north of this region—is looked at as a potential provider in Carroll County.

NORTH COUNTRY TRANSIT

North Country Transit (NCT) is a service of the Tri-County Community Action Program (TriCAP) which primarily serves the public, seniors, and persons with disabilities within Coos County and Northern Grafton County. NCT is financed through Federal Transit Administration (FTA) funds and local sources. Local funding sources include revenues from the state, county, towns, United Way, community development block grants, and contracted services.

Description of Transportation Services

NCT provides demand-response, door-to-door service, and deviated fixed-route service within Coos County and its adjacent county. Although NCT lacks funding to provide public transit to its service area, an “open door” policy is observed that allows the general public to ride on scheduled elderly and disabled trips. The transit service operates five to six days a week, and hours of operation vary according to the type of service.

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Two public deviated fixed-route services that deviate up to one-quarter mile from the fixed-route are as follows:

- The Berlin-Gorham Trolley provides deviated fixed-route service between the towns of Berlin and Gorham. The hours of operation are Monday through Friday from 7:00 a.m. to 4:41 p.m. and on Saturday and Sundays from 9:00 a.m. to 4:15 p.m.
- The Tri-Town Bus provides deviated fixed-route service between the towns of Littleton, Whitefield, and Lancaster. The hours of operation are Monday through Friday between the hours of 6:00 a.m. and 4:45 p.m.

Demand-response services provided are as follows:

- Berlin-Gorham Dial-A-Ride provides demand-response service between the towns of Berlin and Gorham. The hours of operation are Monday through Friday between the hours of 7:00 a.m. and 5:00 p.m.
- The hours of operation for demand-response service in the Lancaster area are Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m.
- The hours of operation for demand-response service in the Northern Coos County area between the towns of Pittsburg, West Stewartstown, Colebrook, and North Stratford are Monday through Friday from 8:00 a.m. to 4:00 p.m.

NCT also provides long distance non-emergency medical transportation to elderly and Medicaid clients in the north country outside the NCT's regular service area with the help of volunteer drivers. This service provides local residents access to medical services for doctor appointments and medical treatments.

NCT also provides special trips for elderly clients for social and recreational activities that are located outside NCT's regular service area.

A 24-hour advance notice is required for all demand-response services. To make a reservation, the information needed by the scheduler are contact name, contact phone number, pick-up time requested, pick-up location, drop-off location, and, if needed, information about the return trip. In 2005, NCT purchased RouteMatch scheduling software which screens clients for Medicaid eligibility and other funding sources and schedules a ride on the most appropriate vehicle.

Fares

NCT's fare for demand-response services for a regular passenger is \$3.00 for a one-way trip. For seniors or persons with disabilities there is a suggested donation

of \$2.00 for a one-way trip. The NCT fare for the Tri-Town route is \$2.00 for a one-way trip, which includes an in-town route to Lancaster and Littleton. Multi-day discount passes on the deviated fixed routes are also available.

Ridership Patterns by Market Segment

NCT currently tracks two categories—the elderly/disabled and the general public market segments. The elderly/disabled population represents approximately 40 percent of the overall transit riders for North Country Transit, with the remaining 60 percent belonging to the general public market segment.

Staff

The NCT program has 23 employees including a full-time Director and Operations Manager, a part-time Secretary/Event Coordinator, two part-time dispatchers/mobility managers, three full-time drivers, 14 part-time drivers, one full-time mechanic, and 15 volunteers (that assist with long distance driving and office administration).

Vehicle Fleet

North Country Transit currently has 12 vehicles for passenger transportation, 11 of which are wheelchair accessible. Eight vehicles are used on a regular basis. The vehicle inventory for passenger transit is shown in Table V-1.

Table V-1 North Country Transit Vehicle Fleet Inventory				
Type	Make	Model	Year	Wheelchair
24-passenger	Ford	E-350	1994	1
14-passenger	Chevy	G35	1995	0
9-passenger	Ford	Eldorado	1996	1
9-passenger	Ford	E-350	1998	1
6-passenger	Ford	E-350	1999	2
8-passenger	Ford	E-350	2000	2
9-passenger	Ford	A.LITE	2000	1
22-passenger	Ford	F53	2002	2
3-passenger	Ford	Windstar	2003	2
3-passenger	Ford	Windstar	2003	2
16-passenger	Ford	Allstar	2006	2
16-passenger	Ford	Allstar	2006	2

Source: North Country Transit, 2006.

Facilities

The North Country Transit facility is located at 31 Pleasant Street in Berlin. This facility includes the call center where clients call in to requests trips through a toll-free number.

Financial Status

Revenues

The revenue required to operate and support North Country Transit comes from a variety of funding sources. The total revenue source is \$602,298. The funding sources are shown in Table V-2. The number following each of the funding sources represents the percentage of total revenue. As indicated in Table V-2, the system's largest resource is the Federal Transit Administration (FTA) funds, which indicates North Country Transit's effectiveness in attracting federal dollars into the Coos County economy. In the 2005 to 2006 fiscal year, North Country Transit collected approximately \$336,902 from FTA grants. The farebox revenue collected for the same period was \$56,177. This equates to a farebox recovery ratio of nine percent. The average fare collected per passenger-trip was \$1.00.

Table V-2		
North Country Transit FY 2005-2006		
Operating Budgeted Revenues		
	Budgeted Revenues	Percentage of Budget
Federal Grant- 5310	\$109,249	18%
Federal Grant- 5311	\$163,013	27%
Federal Grant- JARC	\$44,470	7%
Federal Grant- DHHS (TANF)	\$20,170	3%
State, County and Town Funding	\$44,700	7%
Community Development Block Grants (CSBG)	\$15,700	3%
Donations	\$26,730	4%
Farebox Revenue	\$56,177	9%
Area Hospital Grant	\$5,000	1%
United Way	\$5,200	1%
Medicaid	\$4,372	1%
Contracted Service Revenue	\$50,509	8%
Contract Advertising	\$7,000	1%
Other (fundraising/in-kind revenue)	\$50,008	8%
Total	\$602,298	100%
<i>Source: North Country Transit, 2006.</i>		

Expenses

The other half of the total budget equation is, of course, expenditures. Total expenditures for the 2005 to 2006 fiscal year were \$602,298. The primary expenses for North Country Transit (and all other transit agencies across the United States) are salaries and benefits. North Country Transit operating costs for the 2005 to 2006 fiscal year are shown in the following section, which presents the cost allocation model.

Cost Allocation Model

The financial, ridership, and service information can be used to develop internal evaluation tools for new service to Carroll County. A cost allocation model provides base information for estimating the cost ramifications to Carroll County of any proposed service alternative. The cost allocation model is shown in Table V-3. Note that the cost allocation model is based on North Country's most recent budget since this is the best indicator of transit operating costs in the area.

Table V-3				
North Country Transit FY 2005-2006 Cost Allocation Model				
PROPOSED ACCOUNT	Budget FY 05	Vehicle- Hours	Vehicle- Miles	Fixed Cost
Admin. Salaries/W ages/Benefits	\$120,760			\$120,760
Op. Salaries/W ages/Benefits	\$296,578	\$296,578		
Vehicle Supplies	\$54,841		\$54,841	
Office Expenses	\$60,987			\$60,987
Other Expenses	\$69,132			\$69,132
TOTAL OPERATING COSTS	\$602,298	\$296,578	\$54,841	\$250,879
Service Variable Quantities <i>Used for Planning Purposes</i>		veh-hrs 17,268	veh-mls 146,253	Fixed-Cost Factor 1.71
		\$17.18	\$0.37	
<i>Source: North Country Transit, 2006.</i>				

Cost information from the 2005 to 2006 fiscal year was used to develop a two-factor cost allocation model of current North Country Transit operations. In order to develop such a model, each cost line item is allocated to one of two service variables—hours and miles. In addition, fixed costs are identified as being constant. This is a valid assumption for the short term, although fixed costs could change over the long term (more than one or two years). Examples of the cost allocation methodology include allocating fuel costs to vehicle-miles and allocating operator salaries to vehicle-hours. The total costs allocated to each variable are then divided by the total quantity (i.e., total revenue-miles or hours) to determine a cost rate for each variable.

The allocation of costs for North Country Transit’s 2005 to 2006 fiscal year operations yields the following cost equation for new bus operations to Carroll County:

$$\text{Total Cost} = \$250,879 + (\$0.37 \times \text{Revenue-Miles}) + (\$17.18 \times \text{Revenue-Hours})$$

OR

$$\text{Total Cost} = (\$0.37 \times \text{Revenue-Miles} + \$17.18 \times \text{Revenue-Hours}) \times \text{Fixed-cost factor (1.71)}$$

Incremental costs such as the extension of service hours or service routes/areas are evaluated considering only the mileage and hourly costs:

$$\text{Incremental Costs} = (\$0.37 \times \text{Revenue-Miles}) + (\$17.18 \times \text{Revenue-Hours})$$

Performance Measures

Operating effectiveness and financial efficiency of the transit system are not only important factors to the success of the system, but help in estimating realistic ridership and performance measures for the proposed service to Carroll County. The operating effectiveness is the ability of the transit service to generate ridership. Financial efficiency is the ability of the transit system to provide service and serve passenger-trips in a cost-efficient manner. Table V-4 presents the system-wide characteristics for the 2005 to 2006 fiscal year.

Table V-4	
System Performance	
Operating budget	\$602,298
Fare revenue	\$56,177
Ridership	55,808
Vehicle-miles	146,253
Vehicle-hours	17,268
Operating Effectiveness	
Passenger/mile	0.38
Passenger/hour	3.23
Financial Efficiency	
Cost/passenger	\$10.79
Cost/hour	\$34.88
<i>Source: NCT 2006, LSC 2007.</i>	

OTHER TRANSPORTATION PROVIDERS AND RESOURCES

There are several other transportation providers in the Carroll County region. A short summary of each agency and organization is presented in the following sections. LSC obtained this information from the providers in this area.

Volunteer Programs

Carroll County Retired and Senior Volunteer Program

The Carroll County Retired and Senior Volunteer Program (CCRSVP) is a volunteer program sponsored by the North Conway Community Center. The program helps seniors who are 55 years and older by providing transportation to medical appointments, grocery shopping, and other errands through volunteer services, thereby helping seniors remain independent in their homes. The agency provides transportation for both local and long-distance trips to locations such as the Dartmouth-Hitchcock Medical Center in Lebanon, and areas such as Portland, Manchester, White River Junction, Tilton, and Laconia. In 2006, the CCRSVP transportation program provided approximately 450 trips with approximately 2,700 hours of service. Approximately 55 percent of the trips were for dialysis and 28 percent were for medical purposes and the remaining 17 percent were other trip purposes. In 2006, approximately 23 percent of the trip requests were not served. There is a significant need for dialysis trips. A 48-hour advance notice is required for seniors who need a ride. Volunteer drivers are reimbursed through the Department of Health and Human Service (DHHS) Medicaid Client Services for driving Medicaid clients. Limited funding is available through Title III-B and the State of New Hampshire Disabled American Veterans.

Caregiver Program

The Caregiver Program assists adults to continue living independently in their own homes or in other community settings. Volunteers of the Caregiver Program offer their time as drivers or for office assistance. Volunteers use their own vehicles and are supposed to comply with the “hands free” concept, which prevents volunteers from lifting a wheelchair or doing any physical labor in order to prevent liability issues. A 48-hour advance reservation is required to schedule a trip. There is no charge for services provided, but donations are welcomed. The volunteer Caregiver Programs that provide transportation are as follows:

- Sandwich Caregivers – This program is located in Center Sandwich.
- Community Caregivers – This program located in Center Harbor provides service to Center Harbor, Meredith, and Moultonborough, Monday through Friday between the hours of 9:30 a.m. and 3:30 p.m.
- Wolfboro Caregivers – This program, located in Wolfboro, provides service to Ossipee, Tuftonboro, and Wolfboro, (in Carroll County) and Alton (in

Belknap County), Monday through Friday from 9:00 a.m. to 4:00 p.m. This program began in 1987 to serve the communities around the Huggins Hospital and the Visiting Nurse Association. Services offered include respite services and friendly visits, but due to growing need for transportation, approximately 95 percent of the calls received are for transportation. Service is open to the general public, but the majority of the call requests received are from elderly persons. Hours during which ride requests can be made are Monday to Friday between 8:00 a.m. to 4:00 p.m. Phones are answered through a call-forwarding feature that allows incoming calls to be diverted to the coordinator's home (that has signed up to receive calls for that week or month). Out-of-town transportation is limited to medical appointments, but local in-town services are provided for a variety of services ranging from grocery shopping to pharmacy pick-ups. The annual number of trips provided in 2004 were 996. There was a 27 percent increase in 2005 with approximately 1,300 trips provided. In 2006, there were 1,357 passenger-trips. Expenses for this program in 2006 were approximately \$4,500.

- Good Shepherds – This volunteer program, located in Sanbornville, provides service to the towns of Sanbornville, Wakefield, and Brookfield. Due to the limited number of volunteers available, this program provides transportation services for medical appointments only.
- Tamworth Caregivers – This program, located in Tamworth, provides service to the Tamworth area.
- Neighbors Helping Neighbors – This volunteer program provides service to the Madison area.

In 2006, Caregivers provided approximately 270 one-way passenger-trips with approximately 1,257 vehicle-hours. Out of the total requests made, approximately 200 trips were not served.

Service Link Resource Center

Service Link Resource Center is a nonprofit organization that does not directly provide transportation, but provides information and referrals to resources available for seniors (60 years and above), persons with disabilities, and their families. Information is provided for families that need transportation for medical, grocery shopping, and other purposes. There is generally one service center with various satellite offices in every county in New Hampshire. In Carroll County, there are Service Link Resource Centers located in North Conway, Center Ossipee, and Wakefield.

Gibson Senior Center

The Gibson Senior Center is a nonprofit organization that receives federal, state, and local funding. Actual operational costs of the Senior Shuttle for FY 2006 were approximately \$79,700. This agency provides demand-response door-to-door transportation services for seniors and persons with disabilities (accompanied by appropriate caregivers if needed) for medical appointments, grocery shopping, employment, social events, and other personal errands. The agency serves Conway, Bartlett, Madison, Eaton, Albany, and Jackson in northern Carroll County. The Senior Center provides transportation five days a week between the hours of 7:30 a.m. and 2:00 p.m. A 24-hour advance notice is required to schedule trips. There is a suggested donation of \$3.00 for a one-way trip. In FY 2006, Gibson Senior Center provided 11,688 trips with approximately 1,600 vehicle-hours of service. The senior center has approximately two vehicles in their fleet—a 2003 13-passenger bus and a 2000 9-passenger bus that is wheelchair accessible.

Northern Human Services

Northern Human Services provides mental health services and developmental services to the citizens of Coos, Carroll, and Grafton Counties. The agency's mission is to assist people affected by a mental illness, developmental disability, or substance abuse to meet their needs and lead a meaningful life. In Carroll County, the agency provides services in Conway and Wolfeboro. They provide transportation services to their clients for work and other errands using a small bus and staff cars.

NH Rideshare Program

This is a statewide rideshare program implemented by the New Hampshire Department of Transportation (NHDOT) with the help of the New Hampshire Regional Planning Commission and employers of the region. This is a free service that uses a geographical computer matching program to connect commuters. The Rideshare program identifies similar commuters willing to share transportation to and from work and other activities.

The program requires that the applicant register by completing a commuter profile form online, over the phone, by fax, e-mail, or mail. Once submitted, entries are processed and potential ride matches are provided.

The main access to the Rideshare program is through their website: <http://www.nhrideshare.com/index.htm>. The website shows park-and-ride locations for the entire state; however, there are no park-and-ride locations within Carroll County. The website also provides a Rideshare calculator that calculates the monthly and yearly cost of commuting. It accounts for commute distance, the costs associated with repairs, maintenance, registration, taxes, financing, insurance, depreciation, and parking costs.

Private Transportation Providers

Below are descriptions of the various private providers in the Carroll County area.

Village Trolley

The Village Trolley Shuttle, operated by the White Mountain Transit Authority (WMTA), is a private company that provides regular scheduled shuttle service along the North Conway commercial strip from the Settler's Green Outlet Mall in North Conway to Scenic Vista at Intervale. The service began on February 2, 2007. Regular scheduled stops are provided at hotels, restaurants, ski areas, the Conway Scenic Railway, and other local businesses. Passengers can also get on and off along the route at what are called flag stops. This service has a 30-minute frequency in winter, operating on Fridays between the hours of 4:00 p.m. and 11:00 p.m., Saturdays between the hours of 8:30 a.m. and 11:00 p.m., and Sundays from 9:00 a.m. to 2:00 p.m., including holidays. In summer, the shuttle will operate seven days a week. The one-way fare is \$2.00 per person. Weekend family passes are available and multi-day pass options are being explored by the company. Special pick-ups require riders to call in their requests.

The company currently uses two 25-passenger Ford shuttles and plans to replace them with 30-passenger classic trolleys to blend with the North Conway village ambience. The existing shuttle and the planned trolleys are both wheelchair accessible and equipped with ski racks. The planned trolleys are versatile and can

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be used as open-air vehicles in the summer and closed vehicles in the winter. The company also provides charter service for groups planning a one-day trip or a long-distance bus trip.

Employers in the North Conway strip and ski areas including the Cranmore Mountain Resort have expressed interest in supporting the shuttle by offering their businesses as stops along the route. Possible plans are to expand the village trolley route to Storyland this summer and thereafter to Jackson Village in winter. Commuter services between Berlin, Gorham, and Conway are also being explored.

Wolfeboro Trolley Company

Wolfeboro's Molly the Trolley is a 45-minute tour for tourists on a rubber-tired trolley. This trolley can be boarded at the Wolfeboro Town Docks every hour or at the visitors center every half-hour. The trolley service operates along Route 28—along South Main Street and Center Street. Some of the destinations that the trolley passes along are the Brewster Academy, Wolfeboro Historical Society, Kingswood Regional High School, Wright Museum, NH Boat Museum, and the beautiful views of the Wolfeboro Bay and Lake Winnepesaukee. The Trolley tour operates everyday from 10:00 a.m. to 4:00 p.m. from June 23 until Labor Day. The trolley car has a 34-passenger seating capacity and is manufactured by the Molly Corporation in Ogunquit, Maine.

Concord Trailways

Concord Trailways provides transportation from Berlin, New Hampshire to Boston South Station and Logan Airport through Conway, New Hampshire. They have scheduled stops in Berlin, Gorham, and Pinkham Notch in the Coos County area; Jackson, North Conway, Conway, and West Ossipee in Carroll County; and Center Harbor, Meredith, New Hampton, and Tilton in Belknap County. They provide four trips Monday to Friday from North Conway and West Ossipee in Carroll County. Southbound trips at North Conway are at 8:35 a.m. and 2:35 p.m., and at West Ossipee at 9:15 a.m. and 3:10 p.m.; and northbound trips at North Conway are at 1:35 p.m. and 8:35 p.m., and at West Ossipee at 1:05 p.m. and 8:10 p.m. The trips are provided along Route 16 and then along Route 25. The trip takes approximately five hours from Berlin to Logan Airport. They have one trip departing

southbound from North Conway at 2:45 p.m. available on Fridays, Saturdays, Sundays, and holidays. The adult fare from Berlin to Logan Airport is \$39 for a one-way fare and \$79 round-trip. Children under four years can ride free when accompanied by an adult paying passenger.

Turtle Taxi Service

Turtle Taxi service is a family-owned and operated taxi service providing shuttle service from North Conway to and from Boston Logan Airport in Massachusetts, New Hampshire Manchester International Airport, and Portland International Airport in Maine. Shuttle services are also provided to ski areas, shopping, sight-seeing, local destinations, and long-distance trips. The agency has five minivans. They also include a 15-passenger van that can be used for special events including weddings and family trips. A 24-notice is required for all airport transportation. Service is available on demand and is provided 24-hours a day. A one-way trip from North Conway to Boston Logan Airport would cost approximately \$250.

Fast Taxi Service/ Fast Taxi Community Shuttle

Fast Taxi is a locally-owned and operated transportation company that provides taxi service to the airport, local destinations, scenic tours, ski trips, and long-distance trips. In addition, they also deliver food, prescriptions, run errands, get to and from doctor's appointment, and deliver packages. Service is available on demand until 1:00 p.m. Most of the trips provided are trips to/from local businesses and trips to/from schools, and mostly serve the Conway, North Conway, Jackson, and Intervale area. The agency provides approximately 70 daily trips, most of them within the Carroll County area. Peak seasons for this business would be the summer (July 4th to Labor Day weekend) and fall seasons, and only weekends during the winter season. The agency employs three vehicles—two 5-passenger vans and one 15-passenger van. Service is busy during the day with low ridership during the night hours. The new “no-smoking” regulation in bars has affected the evening/night ridership for this business.