

Appendix A: Existing Transportation Resources



Existing Transportation Resources

INTRODUCTION

Appendix A 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.

The main provider of transit services is North Country Transit—which provides general public transportation services in portions of Coos and Grafton Counties. Other providers are identified; however, most are human service providers who provide services directly to their clients. Many providers were contacted as part of the Carroll County Transit Plan and the Regional Coordinated Transit Plan for the North Country Council Planning Region. However, to date, much of the information requested is yet unavailable. Appendix A provides the returned surveys of those contacted.

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 and Grafton Counties. Although NCT lacks funding to provide public transit to its service area, an “open door” policy is observed that

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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.

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 A-1. The vehicles range from three-passenger seating capacity to 24-passenger seating capacity.

Table A-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 request 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 A-2. The number following each of the funding sources represents the percentage of total revenue. As indicated in Table A-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 2005-2006 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 A-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 (CDBG)	\$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 County Transit, 2006.</i>		

Expenses

The other half of the total budget equation is, of course, expenditures. Total expenditures for the 2005-2006 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 2005-2006 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 in the area. A cost allocation model provides base information for estimating the cost ramifications of any proposed service alternative. The cost allocation model is shown in Table A-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 A-3				
North Country Transit FY 2005-2006 Cost Allocation Model				
PROPOSED ACCOUNT	Budget FY 05	Vehicle- Hours	Vehicle- Miles	Fixed Cost
Admin. Salaries/Wages/Benefits	\$120,760			\$120,760
Op. Salaries/Wages/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	veh-mls	Fixed-Cost Factor
		17,268	146,253	
		\$17.18	\$0.37	1.71
<i>Source: North Country Transit, 2006.</i>				

Cost information from the 2005-2006 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 2005-2006 fiscal year operations yields the following cost equation for new bus operations:

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

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 new or expanded services. 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 A-4 presents the system-wide characteristics for the 2005-2006 fiscal year.

Table A-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>	

The operating effectiveness for North Country Transit is 0.38 passengers per mile and 3.23 passengers per hour. The financial efficiency calculated from the systemwide characteristics are \$10.79 per passenger-trip and \$34.88 per hour.

OTHER TRANSPORTATION PROVIDERS AND RESOURCES

There are several other transportation providers in the North Country planning 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, 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 helps 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.
- Wolfeboro Caregivers - This program, located in Wolfeboro, provides service to Ossipee, Tuftonboro, and Wolfeboro, (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 the 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.

Caleb Interfaith Caregivers

Caleb Interfaith Caregivers helps to foster independent living for the elderly, infirm, and homebound by relieving isolation and assisting with friendly visits,

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care, and supportive services through a network of volunteers and the fostering of caring communities. Volunteers are active in the towns of Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield. Volunteer caregivers are carefully trained to assist the elderly in ways such as: errands, friendly visits, shopping, light housekeeping, reading and writing, telephone reassurance, business tasks, transportation, and resolving other needs. There is no fee (no cost) for the client when volunteer caregiving services are provided. As a nonprofit organization, The Caleb Interfaith Program, is dependent upon funding and gifts from individuals, organizations, towns, businesses, and foundations.

Appalachian Mountain Club

Since 1876, the Appalachian Mountain Club has been promoting the protection, enjoyment, and wise use of the mountains, rivers, and trails of the northeast outdoors. The Club offers over 8,000 trips each year—from local chapter activities to major excursions worldwide—for every ability level and outdoor interest from hiking and climbing to paddling to snowshoeing and skiing. The Appalachian Mountain Club provides regular hiker shuttles in the area.

North Country Health Consortium

The goal of the Health Consortium's Transportation Initiative is to design a coordinated transportation system that will increase access to medical care, education and employment opportunities, and social services for the residents of New Hampshire's most rural counties, which addresses a barrier to access to health care suffered by North Country residents, specifically in Grafton and Coos Counties.

ServiceLink Resource Center

ServiceLink 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. ServiceLink centers are in the following communities:

- Berlin
- Lancaster
- Colebrook
- Pittsburg
- North Conway
- Center Ossipee
- Wakefield
- Chocorua
- Lebanon
- Plymouth
- Littleton
- Laconia
- Belmont
- Alton
- Meredith

Serenity Steps

Serenity Step offers mental health services in the Berlin and Gorham area. Transportation for clients is provided using one van. Costs for services are estimated at approximately \$1,500 per year.

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, the 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.

Grafton County Senior Citizens Council, Inc. (GCSCC)

GCSCC is a private nonprofit organization that has senior centers located in Lebanon, Canaan, Bristol, Plymouth, Lincoln, Littleton, and Haverhill. This organization provides services and programs to senior residents (60 years and above) and persons with disabilities within Grafton County.

Transportation is provided for medical, shopping, or other appointments, Monday through Friday from 8:00 a.m. to 4:00 p.m. In addition to transportation provided by buses, volunteer drivers also are available to help elderly friends and neighbors. Employees are reimbursed for \$0.40 per mile when using personal vehicles for agency-sponsored programs. Some senior centers also are able to offer long-distance medical transportation to those who need to reach a specialist or a major medical center not located in their local community. The agency provided approximately 47,900 annual trips—approximately 94 percent of the trips provided are through the agency vehicles and the remaining six percent are through volunteers. The agency employs 10 wheelchair-accessible buses with a seating capacity of nine passengers. The agency owns these vehicles and contracts out the maintenance on these vehicles.

Transportation costs approximately \$478,000 annually. A contribution to defray the cost of transportation is requested, but not required. Anyone who needs assistance with transportation can call the senior center closest to home. Funding sources include funds from cities/towns, county, federal Title IIIB, and federal Section 5310 funds for purchasing vehicles. The deficit in transportation funds is covered by money from the agency's reserves. Transportation funding is limited to seniors by a funding source restriction.

Trips are not limited to specific trip purposes, but are prioritized. The agency reported having transportation needs that they are unable to fulfill such as weekend and late evening trips, remote locations, and transportation to certain rural areas. The agency expressed interest in coordinating schedules and vehicle operations with nearby providers so that riders can transfer from one

service to another, and coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.

Littleton Area Senior Center

The Littleton Area Senior Center is a private nonprofit agency that serves the communities of Littleton, Lyman, Lisbon, Landaff, Sugar Hill, Easton, Franconia, and Bethlehem. Transportation service is provided Monday through Friday between the hours of 8:00 a.m. and 3:30 p.m. with the use of two wheelchair-accessible vans which have a seating capacity of nine passengers.

Transportation is provided for medical appointments, nutrition, and for grocery shopping. Trip limitations are an agency policy. The agency does not charge a fee for transportation services, but donations are accepted. Employees are reimbursed for \$0.41 per mile when using personal vehicles for agency-sponsored programs. The agency provided approximately 10,400 annual trips with a cost of \$86,000. The agency reported having transportation needs, especially for long-distance medical trips.

Granite State Independent Living

Granite State Independent Living (GSIL) is a statewide nonprofit that offers the tools and resources so that individuals can participate as fully as they choose in their lives, families, and communities.

NH Department of Education - Vocational Rehabilitation

The New Hampshire Vocational Rehabilitation (NHVR) is a joint state/federal program under the New Hampshire Department of Education that connects individuals with disabilities and employers. The program's mission is "to empower people with disabilities to make informed choices, build viable careers, and live more independently in the community." This agency provides cash to participants for transportation, on a need-by-need basis. In some cases, the agency directly pays vendors to provide transportation. Transportation funding is limited to people with disabilities, who have a financial need, and wish to maintain or obtain employment. Both funds and trip limitations are a funding

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source restriction. The agency's Berlin Regional office serves clients who live in Coos, Carroll, Grafton, and parts of Belknap Counties. The agency reported that the biggest transportation need was a lack of transportation providers to help clients get to job sites, and for required assessment appointments or training facilities.

Northern Human Services - Carroll County

Northern Human Services is a private nonprofit organization that 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. Transportation services are provided seven days a week; hours of operation vary according to the facility. In FY 2008, transportation costs were approximately \$1,043,090. Vehicles employed for client transportation are funded through federal Section 5310 funds.

Employees are reimbursed at \$0.34 (without a client) and \$0.385 (when they transport a client) using their own personal vehicles for agency-sponsored programs. The agency provided approximately 62,400 annual trips. The agency employs 14 vans and approximately 150 cars for client transportation. The agency owns these vehicles, except for Department of Transportation (DOT) lien vehicles. The agency reported that some of their clients have transportation needs that the agency cannot serve, such as after hours when there is no public transportation service or when the trolley/bus transportation in Littleton runs on a two-hour schedule for out-of-town trips and is limited to Whitefield, Littleton, and Lancaster. The agency suggested that the Berlin area would use North Country Transit more often if the fixed run was expanded.

Service includes all of Carroll County, Coos County, and the 17 towns in Upper Grafton County. Also, Columbia House van travels to Ethan Allen in Beecher Falls, Vermont. The agency expressed interest in purchasing transportation services from another organization (assuming that the price and quality of service

met their needs) and coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.

Northern Human Services - Colebrook Vershire Center

Northern Human Services is a nonprofit state-funded agency that provides transportation services to their program clients for work and other errands using vans and staff cars. Employees are reimbursed at \$0.34 (without a client) when using their own personal vehicles for agency-sponsored programs. Vershire Services are provided from Pittsburgh down to Lancaster and over to Stark. Primary transportation is in the Colebrook, West Stewartstown, North Stratford, and Groveton area. The agency employs 21 private cars, five SUVs or trucks, and one 9-passenger wheelchair accessible van to provide transportation services to their clients. The agency does not own this van, but leases it through the DOT. Transportation is provided seven days a week for approximately 10 or more hours per day. Funding for transportation services includes Medicaid and federal funds under Section 5310. The agency reported having transportation needs that they are unable to fulfill such as those clients who live independently and wish to attend special community events.

Easter Seals New Hampshire

Easter Seals is a nonprofit agency that provides transportation services to seniors, persons with disabilities, and students enrolled in the Special Education program. This agency operates a fleet of 120 vehicles statewide. Transportation services are available to their program clients. The agency's total annual transportation cost is approximately \$4,200,000 for the State of New Hampshire. Easter Seals provides approximately 200,000 annual student trips and approximately 150,000 annual non-student trips. Easter Seals contracts with private providers and local transit agencies wherever possible to create efficiencies and improve access to vital services. Currently, the agency is providing about \$300,000 of transportation services to the New Hampshire Department of Health and Human Services (DHHS) for the Department of Children Youth and Families (DCYF) and is contracted to provide an additional \$200,000 for the statewide Bureau of Behavioral Health. In FY2007, this agency provided approximately 900

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trips in the Coos and Carroll Counties area. The agency plans to add additional vehicles and drivers to the region to meet the growing demand for long-distance medical trips and other trip requests.

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.nh.gov/dot/nhrideshare/>. The website shows park-and-ride locations for the entire state; however, there are no park-and-ride locations within the area. 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

Following are descriptions of the various private providers in the 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 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 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 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

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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. 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, sightseeing, 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 people to and from doctor appointments, 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.

Dave's Taxi

Dave's Taxi operates in the Littleton area, offering local and long-distance services to residents.

EZ Taxi

EZ Taxi operates in Gorham and Berlin.

Lafayette Center Genesis Elder

Lafayette Center Genesis Elder is a private for-profit organization in Franconia that provides transportation services to its residents only. There are approximately 63 residents. Most of the medical transportation service to and from the Littleton Regional Hospital is provided through the Care-A-Van program. Other transportation services—such as for shopping—are provided through a van borrowed through their sister facility, Country Village Center Genesis. Funding sources include resident fees, Medicare, and Medicaid.

Country Village Center Genesis

Country Village Genesis, similar to Lafayette Center Genesis Elder, is a private for-profit organization in Lancaster that provides transportation services to its residents only. This organization has approximately 79 residents. This agency employs a wheelchair-accessible minivan with a seating capacity of six passengers to provide transportation services. This van is shared by the Lafayette Center Genesis Elder and the Holton Point Assisted Living located adjacent to Country Village. Transportation is provided mainly for medical appointments and for dialysis. Services for shopping and other social errands were provided in the past, but due to the increase in transportation demand for medical appointments, priority is given to medical appointments. Funding for transportation is mainly through resident fees. This agency has a need for transportation services that is not being met by their one vehicle.

Ross Ambulance Service

Ross Ambulance Service is a private for-profit provider that provides transportation services for emergency and non-emergency trips as well as ambulance services. Emergency services are provided in the communities of Littleton, Lisbon, Lyman, Sugar Hill, and Easton. Non-emergency services are provided from a facility to a nursing home or a nursing home to a hospital. The agency employs two ambulance vehicles to provide transportation services. The service area includes Northern Grafton County, but occasionally transportation services are provided to Coos County. Ross Ambulance Service provided approximately 400 annual trips. Transportation costs range from approximately \$50,000 to \$60,000 a year. Funding sources include patient billings (Medicaid or Medicare), private pay, private insurance, and subsidy from municipalities that the organization serves. Another transportation need identified by this organization was the need to provide transportation services from the community to doctor appointments not covered through ambulance services. The Littleton Regional Hospital Care-A-Van program provides a similar transportation service, but there is more need for that type of service. Moreover, there are limited transportation options that serve the Coos and northern Grafton Counties area.

Grafton County Sheriff's Office

The Grafton County Sheriff's Office provides transportation only to arrestees or escorting in-custody prisoners.

Local Hotels and Resorts

Several local hotel and resorts indicated that they provide customer-based transportation services. These for-profit providers generally only provide services for local hotel guests.

SUMMARY

Table A-5 provides a summary of the existing "providers" of transportation-related services. One of the most challenging tasks in updating provider information is collecting information from local providers. Many are unable or unwilling to provide service information. Based upon the available information, there is a wealth of existing services available to residents. While not all services are available in all areas, this information will form the basis as coordinated services are examined. Additionally, as the basis for this project is to educate both providers and users of the existing services, it will take the part of the providers to aid in filling in the gaps on the known services.

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**Table A-5
Transportation Resources**

Type	Provider	Provided Information	Agency Type	Provides Transportation Services	Annual Trips Provided	Estimated Annual Vehicle-Hours	Estimated Annual Vehicle-Miles	Annual Transportation Cost	Cost per Trip	Cost per Hour	Cost per Mile	Target Population	# Of Buses	# of Vans	# of Cars	Other	Total # of Vehicles Providing Service	Funding Sources	Limited to a Specific Group	Trips Limitations	Agency or Funding is a source restriction?	Service Area
General Public Providers																						
	North Country Transit (Tri County CAP)	Yes	Public	Yes	56,000	17,300	138,400	\$ 603,000	\$ 10.77	\$ 34.86	\$ 4.36	General Public	5	7			12	Federal 5310, 5311, JARC, Medicaid, Donations, TANF, DHS, United Way, Contracts, Other				
	White Mountain Transit Authority - Village Trolley	No	Private For-Profit	Yes				\$ -				General Public	2				2					
	Wolfeboro Trolley Company	No	Private For-Profit	Yes				\$ -				General Public	1				1					
Private Providers																						
	Turtle Taxi Service	No	Private For-Profit	Yes				\$ -				General Public					0	Fares				
	Concord Trailways	No	Private For-Profit	Yes				\$ -				General Public					0					
	Dave's Taxi	No	Private For-Profit	Yes				\$ -				General Public					0	Fares				
	EZ Taxi	No	Private For-Profit	Yes				\$ -				General Public					0	Fares				
	Fast Taxi Service/ Fast Taxi Community Shuttle	No	Private For-Profit	Yes				\$ -				General Public			3		3	Fares				
	Appalachian Mountain Club	Yes	Private Nonprofit	Yes				\$ -				Public and Recreationalists					0					
	Ross Ambulance	No	Private For-Profit	Yes	400	n/a	n/a	\$500,000	\$ 1,250			Emergency medical events; Seniors				2	2	Patient Billings (Medicare, Medicaid), private pay and private insurance, subsidy from municipalities the agency's serve	Emergency medical events for general public; Seniors	Medical Trips from Facility to Nursing Home or from a nursing home to a hospital	Agency and Funding source	Northern Grafton County and occasionally Coos County.
	Grafton County Sheriff's Office	No		Yes																		
Hotels/Resorts																						
	Mount Washington Hotel	No	Private For-Profit	n/a				\$ -				Guests					0					
	Mountain View Grand Hotel	No	Private For-Profit	n/a				\$ -				Guests					0					
	Balsam Resort	No	Private For-Profit	n/a				\$ -				Guests					0					
	Cannon Mountain	No	Private For-Profit	na				\$ -									0					
Human Service Providers																						
	American Cancer Society	Yes	Nonprofit	Yes	1,040			\$ -				Medical					0	Donations, United Way	Program Clients		Agency	New Hampshire statewide
	Caleb Interfaith Volunteer Caregivers	Yes	Public Non-Profit	Yes	624			\$2,310	\$ 3.70			Elderly				9	9		Program Clients, Seniors		Agency	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, Whitefield
	Carroll County Retired and Senior Volunteer Program	Yes	Private Nonprofit	Yes	450	2,700	21,600	\$ 4,500	\$ 10.00	\$ 1.67	\$ 0.21	Elderly and Disabled					0	Medicaid	Seniors	Medical, nutrition, veterans	Funding source	
	Caregiver Program	Yes	Nonprofit	Yes	2,000			\$ 5,000	\$ 2.50			Elderly					0					
	Common Ground-NHS	Yes	Private Nonprofit	Yes	62,400			\$ 90,000	\$ 1.44			Elderly and Disabled			30		30	Medicaid	Disabled, Program Clients	Job training, school, program clients	Funding source	From Lancaster (north) and to Lincoln and over to Warren and up along the Vermont border
	Country Village in Lancaster	No	Private For-Profit	n/a				\$ -						1		1	Resident Fees, medicaid, medicare	Program Clients	Medical			
	Easter Seals New Hampshire	Yes	Nonprofit	Yes	900	n/a	n/a	n/a				Childrem and Adults with disabilities							Disabled, program clients			Coos and Carroll County area
	Gibson Senior Center	Yes	Private Nonprofit	Yes	12,000	1,600	12,800	\$ 80,000	\$ 6.67	\$ 50.00	\$ 6.25		2				2					
	Grafton County Senior Citizens Council, Inc.	Yes	Private Nonprofit	Yes	47,944	2,080		\$478,001	\$ 9.97			Elderly and Disabled	10				10	City, county, donations, Title III B federal funds	Seniors		Funding source	All of Grafton County but best coverage closest to Senior Centers in Lebanon, Canaan, Bristol, Plymouth, Lincoln, Littleton and Haverhill
	Granite State Independent Living	No	Nonprofit	Yes				\$ -				Elderly and Disabled					0					
	Lafayette Center Genesis Elder	No	Private For-Profit	Yes								Elderly						Resident Fees, medicaid, medicare	Program Clients	Medical Trips, Shopping		
	Littleton Regional Hospital	No	Nonprofit	Yes				\$ -				General Public					0					
	Littleton Senior Center	Yes	Private Nonprofit	Yes	10,400	1,950		\$ 86,227	\$ 8.29			Elderly and Disabled		2			2		Seniors	Medical, Nutrition, and Grocery shopping	Agency	
	New Hampshire Department of Education - Voc. Rehab.	Yes	Nonprofit	No. Pays for transportation								Disabled					0		Disabled	Employment related	Funding source	The agency's Berlin Regional office serves clients who live in Coos, Carroll, Grafton, and parts of Belknap counties.
	NH Association of the Blind	No	Nonprofit	No				\$ -				Disabled					0					
	North Country Health Consortium	No	Nonprofit	No				\$ -				General Public					0					
	Northern Human Services - Carroll County	Yes	Private Nonprofit	Yes	62,400			\$ 1,043,090	\$ 16.72			Elderly and Disabled, Mental Health		14	150		164	Federal 5310	Disabled, Seniors, Program Clients			Counties covered include all of Carroll, Coos and the 17 towns in Upper Grafton County. Also, Columbia House van travels to Ethan Allen in Beecher Falls, VT.
	Northern Human Services - Colebrook Vershire	Yes	Private Nonprofit	Yes		3,640		\$ -				Elderly and Disabled, Mental Health		1	21	5	27	Federal 5310, Medicaid	Disabled, Program Clients	Emergency, job training, medical, school, program clietns	Funding source	We provide transportation from Pittsburg down to Lancaster and over to Stark. Our primary transportation is in the Colbrook, West Stewartstown, North Stratford and Groveton area.
	Serenity Steps	Yes	Nonprofit	Yes	884	1,300	7,072	\$ 1,500	\$ 1.70	\$ 1.15	\$ 0.21	Elderly and Disabled			1		1	DHHS	Program Clients	Program Clients	Agency	Berlin/Gorham area . . . Local only
	Service Link Resource Center	No	Nonprofit	No				\$ -									0					
	St. Vincent Nursing Home	No	Nonprofit	n/a				\$ -									0					
	Visiting Nurses Association of S. Carroll Co.	No	Nonprofit	No				\$ -									0					
Estimated Totals					201,042	13,270	41,472	\$ 1,790,628	\$ 6.78	\$ 17.61	\$ 2.22		12	19	201	14	246					