



Introduction

North Country Transit—a service of Tri-County Community Action Program in Berlin, New Hampshire—contracted with LSC Transportation Consultants, Inc. to provide technical assistance and support as part of a project funded by the Federal Transit Administration (FTA). The project was funded by the FTA as part of the Public Transportation Participation Pilot Program. This project is one of seven selected nationally for the first year of the program.



The focus of the project was to develop an educational program to teach human services agencies and the public about the benefits of coordinating transportation services. The overall outcome of the process was public awareness and provider participation in efforts to develop a coordinated regional transportation system.

The region includes Coos, Carroll, and Grafton Counties. Within these counties there is a variety of human services transportation. There are limited private transportation operators serving portions of the region. Public transit is currently limited to small portions of each county.

The participation of LSC began in November 2007 with a kick-off meeting held in Berlin. The purpose of the meeting was to inform participants of the process and obtain input regarding some of the possible approaches. Input was obtained from participants regarding appropriate strategies for educational materials and resources which may be used.

An Advisory Committee was formed and met at key points during the process. The Advisory Committee provided valuable feedback in the development of the educational programs. The educational programs were used to increase the interest in and support for coordinated transportation service in northern New Hampshire. The programs provided a framework for meetings which were held

in other regions of New Hampshire to build support for coordinated transportation programs.

The final education programs have been formatted for use in other areas of the country and are not specific to New Hampshire. These educational programs may be modified for any local area and used to present the benefits of coordinated transportation programs and to encourage participation in efforts to develop a local coordinated transportation system.

REPORT CONTENTS

This report describes the process that was used to develop the educational programs and the results that were achieved in northern New Hampshire. Chapter II describes the specific process with discussions of the steps that were taken to develop and present the educational programs.

Chapter III describes the outcomes of this pilot project including the Resource Guide, the Agency Education Program, and the Public Education Program. Other results include increased coordination of services among several agencies in the region and steps toward formation of a Regional Coordinating Council. There has also been increased involvement by the Regional Planning Commissions in the process.

Chapter IV discusses lessons learned from this study including recruitment of participants and scheduling of meetings. Different approaches were tested to recruit and encourage participation and it was found that personal contacts by someone known to the person being invited was the best approach.

Implementation steps are described in Chapter V. The northern New Hampshire area is moving forward to form one or two Regional Coordinating Councils. Although the process has moved slower than hoped, progress is being made and steps have been taken to identify the specific areas to be included in the Council and potential membership on the Council.