



# North Country Transit Transportation Resource Guide

Prepared for:

Tri-County Community Action Program, Inc./North Country Transit

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## **WHAT IS THE TRANSPORTATION RESOURCE GUIDE?**

This guide contains a gateway of information on the various transportation providers—public, private, volunteers, and human service agencies—that provide access to transportation services in the North Country area which includes Carroll County, Coos County, and northern Grafton County. 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 pages that follow.

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.

This transportation resource guide was made possible by North Country Transit through an award from the Federal Transit Administration’s Public Transportation Participation Pilot Program entitled “Educating Human Service Agencies on the Benefits of a Regional Transportation System.” One of the objectives of this project was to produce an educational program/brochure that could be used by providers in the region to coordinate services. The intent of the guide is to highlight those public and private agencies (both for-profit and nonprofit) that provide transportation services. This guide will also be useful for the Regional Coordinating Council (RCC) members and additional information about these agencies can be found through the Regional Transportation Coordinator (RTC).

North Country Transit would like to acknowledge the support of these businesses and agencies that made it possible to bring this resource guide together.

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# **General Public Providers**

## ***NEW HAMPSHIRE 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.

### **Agency Information**

*Type of Agency:* Nonprofit  
*Type of Service:* n/a  
*Funding Type:* n/a  
*Eligibility:* This is a free rideshare program that connects commuters  
*Service Area:* New Hampshire

### **Operating Characteristics**

*Size of Fleet:* n/a  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* n/a

### **Contact for Schedules and Information**

7 Hazen Drive, Concord, NH 03301  
Phone: 1-800-462-8707  
603-271-4043  
E-mail: [coordinator@dot.state.nh.us](mailto:coordinator@dot.state.nh.us)  
Website: <http://www.nh.gov/dot/nhrideshare/>.

# ***NORTH COUNTRY TRANSIT (NCT)***

NCT provides demand-response, door-to-door service, and deviated fixed-route service within Coos and Grafton Counties.

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 to Friday between 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 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 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 NCT's regular service area with the help of volunteer drivers.

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

## **Agency Information**

<i>Type of Agency:</i>	Private nonprofit
<i>Type of Service:</i>	Deviated fixed-route, demand-response, door-to-door service
<i>Funding Type:</i>	FTA 5310 and 5311, JARC, Medicaid, donations, TANF, DHS, United Way, contracts, other
<i>Eligibility:</i>	Agency provides transportation services to the general public, seniors, and persons with disabilities
<i>Service Area:</i>	Coos County and northern Grafton County

## **Operating Characteristics**

<i>Size of Fleet:</i>	12 vehicles - 5 buses and 7 vans
<i>Annual Operating Budget:</i>	\$603,000
<i>Annual Passenger-Trips:</i>	56,000
<i>Operating Days and Hours:</i>	Five to six days a week and hours of operation vary according to the type of service

## **Contact for Schedules and Information**

Beverly Raymond  
Transit Director  
North Country Transit, 31 Pleasant Street, Berlin, NH 03570  
Phone: 603-752-1741  
E-mail: [braymond@tccap.org](mailto:braymond@tccap.org)  
Website: <http://www.tccap.org/nct.htm>

## 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.

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 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.

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* Scheduled shuttle service with flags tops, demand-response  
*Funding Type:* Fares  
*Eligibility:* Agency provides transportation services to the general public  
*Service Area:* North Conway to Intervale

### **Operating Characteristics**

*Size of Fleet:* Two 25-passenger shuttles  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* 4:00 p.m. to 11:00 p.m. on Friday (winter)  
8:30 a.m. to 11:00 p.m. on Saturday (winter)  
9:00 a.m. to 2:00 p.m. on Sundays (winter)  
Seven days a week in summer

### **Contact for Schedules and Information**

Jonathan Bliss  
P.O. Box 33 North Conway, NH 03860  
Phone: 877-986-7267  
E-mail: [jbliss@wmtransit.com](mailto:jbliss@wmtransit.com)  
Website: <http://wmtransit.com/>

# **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 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.

## **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* Fixed-route with designated bus stops  
*Funding Type:* Fares  
*Eligibility:* Agency provides transportation services to the general public  
*Service Area:* Wolfeboro

## **Operating Characteristics**

*Size of Fleet:* One 34-passenger shuttle  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* 10:00 a.m. to 4:00 p.m. (Monday through Friday) from June 23 until Labor Day

## **Contact for Schedules and Information**

P.O. Box 1020, Wolfeboro Falls, NH 03896  
Phone: 603-569-1080  
E-mail: [info@wolfeborotrolley.com](mailto:info@wolfeborotrolley.com)  
Website: <http://wolfeborotrolley.com/molly/tour.htm>

# **Private Providers**

## **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. Participants are charged approximately \$14 to \$16 for transportation services.

### **Agency Information**

*Type of Agency:* Private Nonprofit  
*Type of Service:* n/a  
*Funding Type:* Participants are charged a fee for transportation services  
*Eligibility:* Agency provides transportation shuttles to hikers in the area  
*Service Area:* n/a

### **Operating Characteristics**

*Size of Fleet:* n/a  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* 8,000  
*Operating Days and Hours:* Seven days a week from 8:00 a.m. to 4:00 p.m.

### **Contact for Schedules and Information**

Chris Thayer  
P.O. Box 298, Gorham, NH 03581  
Phone: 603-466-2721

# 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 two trips Monday to Friday from North Conway and West Ossipee in Carroll County. Southbound trips at North Conway are at 8:30 a.m. and at West Ossipee at 9:10 a.m. Northbound trips at North Conway are at 8:35 p.m., and at West Ossipee at 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. The adult fare from Berlin to Logan Airport is \$41 for a one-way fare and \$76 round-trip. Children under four years can ride free when accompanied by an adult paying passenger.

## **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* Intercity fixed-route with designated bus stops  
*Funding Type:* Fares  
*Eligibility:* Agency provides transportation services to the general public  
*Service Area:* Coos County, Carroll County, Belknap County

## **Operating Characteristics**

*Size of Fleet:* n/a  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* 8:30 a.m. to 9:10 p.m. – Southbound from North Conway to West Ossipee (Monday through Friday)  
8:10 p.m. to 8:35 p.m. – Northbound from West Ossipee to North Conway (Monday through Friday)

## **Contact for Schedules and Information**

1-800-639-3317

Website: [http://www.concordcoachlines.com/berlin\\_conway\\_newhampshire\\_bus\\_schedule\\_0109.htm](http://www.concordcoachlines.com/berlin_conway_newhampshire_bus_schedule_0109.htm)

## **DAVE'S TAXI**

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

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* On demand  
*Funding:* Fares  
*Eligibility:* This is a taxi cab service for the general public  
*Service Area:* Littleton area

### **Operating Characteristics**

*Size of Fleet:* n/a  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* n/a

### **Contact for Schedules and Information**

David Warren  
8 Chickadee Lane, Littleton, NH 03561  
Phone: 603-444-0407

## ***EZ TAXI***

EZ Taxi operates in Gorham and Berlin.

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* On demand  
*Funding:* Fares  
*Eligibility:* This is a taxi cab service for the general public  
*Service Area:* Gorham and Berlin area

### **Operating Characteristics**

*Size of Fleet:* n/a  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* n/a

### **Contact for Schedules and Information**

Garry or Tammy  
106 Elm Street, Berlin, NH 03570  
Phone: 603-752-4696

## ***FAST TAXI SERVICE/ FAST TAXI COMMUNITY SERVICE***

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 Fast Taxi Community Shuttle operates a fixed-route schedule with a one-hour headway. The designated bus stops are at the Eastern Slope Inn, Schouler Park, Up Country, The Club, Red Barn Outlet, Holiday Inn, Lamplighter, White Mountain Health, Conway Outlet, Saco River Medical Group, Police Station, Wal-Mart, Burger King, Green Granite, Hannaford, CVP (Settler's Green), Pinewood Apartment, Elvio, Delaney, Memorial Hospital, Subway Restaurant, and Intervale Post Office.

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.

### **Agency Information**

<i>Type of Agency:</i>	Private For-Profit
<i>Type of Service:</i>	On demand until 1:00 p.m.
<i>Funding:</i>	Fares
<i>Eligibility:</i>	This is a taxi cab service for the general public
<i>Service Area:</i>	Conway, North Conway, Jackson, and Intervale area

### **Operating Characteristics**

<i>Size of Fleet:</i>	Three vans
<i>Annual Operating Budget:</i>	n/a
<i>Annual Passenger-Trips:</i>	25,500
<i>Operating Days and Hours:</i>	Seven days a week, until 1:00 p.m.

### **Contact for Schedules and Information**

PO Box 1881 Route 16, North Conway, NH 03860  
Phone: 1-800-TAXICAB (829-4222)  
603-356-9181  
Website: <http://www.fasttaxi.net/>

## **ROSS AMBULANCE SERVICE**

Ross Ambulance Service is a private for-profit provider that provides transportation services for emergency trips, non-emergency trips, and 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 provides approximately 400 annual trips. Transportation cost ranges 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. A 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 a need for more of that type of service. Moreover, there are limited transportation options that serve the Coos and northern Grafton Counties area.

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* Demand-Response  
*Funding:* Patient billings (Medicaid or Medicare), private pay, and private insurance  
*Eligibility:* n/a  
*Service Area:* Northern Grafton County, but occasionally will provide transportation services to Coos County

### **Operating Characteristics**

*Size of Fleet:* Two vehicles  
*Annual Operating Budget:* \$50,000 to \$60,000  
*Annual Passenger-Trips:* 400  
*Operating Days and Hours:* As needed

### **Contact for Schedules and Information**

Adam  
Owner  
232 W. Main Street, Littleton, NH 03561  
Phone: 603-444-5377

## **TURTLE TAXI**

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.

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* On demand  
*Funding:* Fares  
*Eligibility:* This is a taxi cab service for the general public  
*Service Area:* Airport transportation from Portland, Maine; Manchester, New Hampshire; and Boston, Massachusetts to and from North Conway

### **Operating Characteristics**

*Size of Fleet:* Five minivans and 15-passenger van  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* Seven days a week, 24 hours a day

### **Contact for Schedules and Information**

P.O. Box 314, North Conway, NH  
Phone: 1-888-785-3611  
603-356-7577  
E-mail: [turtle@turtletaxi.net](mailto:turtle@turtletaxi.net)  
Website: <http://www.turtletaxi.net/>

# **Human Service Providers**

## **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, 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 house-keeping, 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 non-profit organization, the Caleb Interfaith Program is dependent upon funding and gifts from individuals, organizations, towns, businesses, and foundations.

### **Agency Information**

*Type of Agency:* Public Nonprofit  
*Type of Service:* Door-to-door transportation  
*Funding Type:* Donations from individuals, organizations, towns, businesses, and foundations  
*Eligibility:* Agency provides transportation services to program clients and seniors  
*Service Area:* Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, Whitefield

### **Operating Characteristics**

*Size of Fleet:* Nine vehicles  
*Annual Operating Budget:* \$2,310  
*Annual Passenger-Trips:* 624  
*Operating Days and Hours:* n/a

### **Contact for Schedules and Information**

Bobbie Gaudes  
38 King's Square, Suite 9, Whitefield, NH 03598  
Phone: 603-837-9179  
E-mail: [bobcaleb@ncia.net](mailto:bobcaleb@ncia.net)  
Website: <http://www.caleb-interfaith.org/>

## 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 was 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.

### **Agency Information**

<i>Type of Agency:</i>	Nonprofit
<i>Type of Service:</i>	Door-to-door transportation
<i>Funding Type:</i>	Donations
<i>Eligibility:</i>	Agency provides transportation services to seniors
<i>Service Area:</i>	Varies according to the location of the caregiver program

### **Operating Characteristics**

<i>Size of Fleet:</i>	Volunteer vehicles
<i>Annual Operating Budget:</i>	n/a
<i>Annual Passenger-Trips:</i>	n/a
<i>Operating Days and Hours:</i>	Hours and days of operation vary according to the location of the volunteer caregiver program

### **Contact for Schedules and Information**

n/a

# **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.

## **Agency Information**

*Type of Agency:* Private Nonprofit  
*Type of Service:* Door-to-door transportation  
*Funding Type:* Medicaid, Title IIIB, disabled American veterans  
*Eligibility:* Agency provides transportation services to seniors (55 years and above) and persons with disabilities  
*Service Area:* Carroll County

## **Operating Characteristics**

*Size of Fleet:* Volunteer vehicles  
*Annual Operating Budget:* \$4,500  
*Annual Passenger-Trips:* 450  
*Operating Days and Hours:* Hours and days of operation are dependent on volunteer drivers.

## **Contact for Schedules and Information**

Benny Jesseman  
Phone: 603-356-9331  
E-mail: ccrsvp@verizon.net

## **COUNTRY VILLAGE GENESIS**

Country Village Genesis 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, but due to 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.

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* Demand-Response  
*Funding:* Resident fees  
*Eligibility:* Residents only  
*Service Area:* Varies according to residents' needs

### **Operating Characteristics**

*Size of Fleet:* One shared minivan  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* As needed

### **Contact for Schedules and Information**

Denise Kate  
91 Country Village, Lancaster, NH 03584  
Phone: 603-788-4735  
Website: [www.geneshcc.com](http://www.geneshcc.com)

## ***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 costs are 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 are contracted to provide an additional \$200,000 for the statewide Bureau of Behavioral Health. In FY2007, this agency provided approximately 900 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.

### **Agency Information**

*Type of Agency:* Nonprofit  
*Type of Service:* n/a  
*Funding Type:* n/a  
*Eligibility:* Agency provides transportation to seniors, persons with disabilities, and students enrolled in the Special Education program  
*Service Area:* Coos and Carroll Counties

### **Operating Characteristics**

*Size of Fleet:* 120 vehicles (statewide)  
*Annual Operating Budget:* \$4,200,000 (statewide)  
*Annual Passenger-Trips:* 200,000 student trips +150,000 non-student trips (statewide)  
900 trips (Coos and Carroll Counties)  
*Operating Days and Hours:* n/a

### **Contact for Schedules and Information**

Mickey McLver  
TRAC Program Director  
180 Zachary Road, Manchester, NH 03109  
Phone: 603-606-3113  
E-mail: [mmciver@eastersealsnh.org](mailto:mmciver@eastersealsnh.org)

# **GRAFTON COUNTY SENIOR CITIZENS COUNCIL**

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. 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. 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, federal funds Section 5310 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.

## **Agency Information**

<i>Type of Agency:</i>	Private Nonprofit
<i>Type of Service:</i>	Demand-Response
<i>Funding Type:</i>	City, county, donations, Title IIIB federal funds
<i>Eligibility:</i>	Agency provides transportation to seniors and persons with disabilities
<i>Service Area:</i>	All of Grafton County—Lebanon, Canaan, Bristol, Plymouth, Lincoln, Littleton, and Haverhill

## **Operating Characteristics**

<i>Size of Fleet:</i>	10 wheelchair-accessible buses
<i>Annual Operating Budget:</i>	\$478,000
<i>Annual Passenger-Trips:</i>	47,900
<i>Operating Days and Hours:</i>	8:00 a.m. to 4:00 p.m. (Monday through Friday)

## **Contact for Schedules and Information**

Roberta Berner  
P.O. Box 433, Lebanon, NH 03766  
Phone: 603-448-4897  
E-mail: [rberner@gcsc.org](mailto:rberner@gcsc.org)

## **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 lunch to the senior center, to medical appointments, grocery shopping, employment, social events, and other personal errands. Lunch pick-up times start at approximately 10:00 a.m. Shopping trips are scheduled only on Wednesday and Friday. Passengers are requested to schedule medical appointments early in the morning. 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 on this service. 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 van and a 2000 9-passenger van that is wheelchair-accessible.

### **Agency Information**

*Type of Agency:* Private Nonprofit  
*Type of Service:* Demand-Response door-to-door transportation  
*Funding Type:* Federal, state, and local funding  
*Eligibility:* Agency provides transportation to seniors and persons with disabilities  
*Service Area:* Conway, Bartlett, Madison, Eaton, Albany, and Jackson in northern Carroll County

### **Operating Characteristics**

*Size of Fleet:* Two vehicles – a 13-passenger and a 9-passenger van  
*Annual Operating Budget:* \$80,000  
*Annual Passenger-Trips:* 12,000  
*Operating Days and Hours:* 7:30 a.m. to 2:00 p.m. (Monday through Friday)

### **Contact for Schedules and Information**

George Cleveland  
Executive Director  
P.O. Box 655, 14 Grove Street, North Conway, NH 03860  
Phone: 603-356-3231 (extension 11)  
E-mail: [george@gibsoncenter.org](mailto:george@gibsoncenter.org)  
Website: <http://www.gibsoncenter.org/transportation.html>

## **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 services to and from the Littleton Regional Hospital are provided through the Care-A-Van program. Other transportation service such as shopping is provided through a van borrowed through their sister facility—Country Village Center Genesis. Funding sources include resident fees, Medicare, and Medicaid.

### **Agency Information**

*Type of Agency:* Private For-Profit  
*Type of Service:* Demand-Response  
*Funding:* Resident fees, Medicare, and Medicaid  
*Eligibility:* Residents only  
*Service Area:* Varies according to residents' needs. Medical transportation provided is from the facility to the Littleton Regional Hospital and back.

### **Operating Characteristics**

*Size of Fleet:* One van + one shared minivan  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* As needed

### **Contact for Schedules and Information**

Donna  
93 Main Street, Franconia, NH 03580  
Phone: 603-823-5502

## **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 services are 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 reported having transportation needs especially for long-distance medical trips.

### **Agency Information**

*Type of Agency:* Private Nonprofit  
*Type of Service:* Demand-Response door-to-door transportation  
*Funding Type:* n/a  
*Eligibility:* Agency provides transportation to seniors and persons with disabilities  
*Service Area:* Littleton, Lyman, Lisbon, Landaff, Sugar Hill, Easton, Franconia, and Bethlehem

### **Operating Characteristics**

*Size of Fleet:* Two vans  
*Annual Operating Budget:* \$86,000  
*Annual Passenger-Trips:* 10,400  
*Operating Days and Hours:* 8:00 a.m. to 3:30 p.m. (Monday through Friday)

### **Contact for Schedules and Information**

Kate Vaughan  
Director  
P.O. Box 98, 77 Riverglen Lane, Littleton, NH 03561  
Phone: 603-444-6050  
E-mail: [kvaughan@gcsc.org](mailto:kvaughan@gcsc.org)

# ***NEW HAMPSHIRE 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 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.

## **Agency Information**

*Type of Agency:* Nonprofit  
*Type of Service:* n/a  
*Funding Type:* New Hampshire Department of Education  
*Eligibility:* Agency provides transportation to persons with disabilities  
*Service Area:* Coos, Carroll, Grafton, and parts of Belknap Counties

## **Operating Characteristics**

*Size of Fleet:* n/a.  
*Annual Operating Budget:* n/a  
*Annual Passenger-Trips:* n/a  
*Operating Days and Hours:* n/a

## **Contact for Schedules and Information**

Louise Belanger  
Vocational Rehabilitation Supervisor  
3 12th Street, Unit A, Berlin, NH 03570  
Phone: 603-752-2271  
E-mail: [lblanger@ed.state.nh.us](mailto:lblanger@ed.state.nh.us)

# NORTHERN HUMAN SERVICES

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 has a mental health and a developmental disability facility in Colebrook, Littleton, Berlin, Conway, and Wolfeboro. The agency's mission is to assist people affected by mental illness, developmental disability, or substance abuse to meet their needs and lead a meaningful life.

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 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, and 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.

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.

## **Agency Information**

<i>Type of Agency:</i>	Private Nonprofit
<i>Type of Service:</i>	Door-to-door transportation
<i>Funding Type:</i>	FTA 5310
<i>Eligibility:</i>	Agency provides transportation services to individuals affected by mental illness, developmental disability, or substance abuse.
<i>Service Area:</i>	Coos County, Carroll County, and the 17 towns in Upper Grafton County. Also, Columbia House van travels to Ethan Allen in Beecher Falls, Vermont.

## **Operating Characteristics**

<i>Size of Fleet:</i>	14 vans and 150 cars
<i>Annual Operating Budget:</i>	\$1,043,090
<i>Annual Passenger-Trips:</i>	62,400
<i>Operating Days and Hours:</i>	Seven days a week. Hours of operation vary according to the facility.

## **Contact for Schedules and Information**

Susan Wiggin  
Executive Assistant  
87 Washington Street, Conway, NH 03818  
Phone: 603-447-3347  
E-mail: [swiggin@northernhs.org](mailto:swiggin@northernhs.org)  
Website: <http://www.northernhs.org/>

## ***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.

### **Agency Information**

*Type of Agency:* Nonprofit, State-Funded  
*Type of Service:* n/a  
*Funding Type:* State of New Hampshire Department of Health and Human Services (DHHS)  
*Eligibility:* Agency provides transportation to elderly and disabled program clients  
*Service Area:* Berlin and Gorham

### **Operating Characteristics**

*Size of Fleet:* One van  
*Annual Operating Budget:* \$1,500  
*Annual Passenger-Trips:* 884  
*Operating Days and Hours:* 12:00 noon to 5:00 p.m. (Monday through Wednesday)  
12:00 noon to 8:00 p.m. (Thursday through Friday)

### **Contact for Schedules and Information**

Ellen Tavino  
Team Leader  
567 Main St, Berlin, NH 03570-2432  
Phone: 603-752-9811  
E-mail: [serenitystepspsc@gmail.com](mailto:serenitystepspsc@gmail.com)  
Website: <http://www.nchin.org/>

# **Additional Resources**