



# The Ongoing Development of Mobility Management in New Hampshire

Fred Roberge, Vice President of Transportation

Easterseals New Hampshire



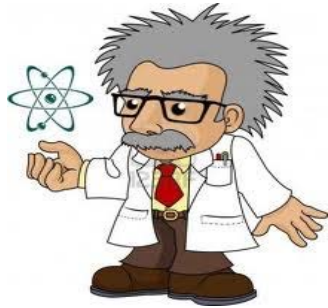
# Fred Roberge, Vice President of Transportation, Easterseals NH

- Celebrating 39 years of service with Easterseals NH
- Easterseals Special Transit Service was designed to consolidate and coordinate specialized transportation in the Greater Manchester Area in 1980 and merged with Easterseals NH in 1983 as a result of an UMTA (FTA) coordination effort
- Since 1980 our system has grown to a 100 vehicle fleet serving 1500 unduplicated people providing 300K trips traveling 2.5 million miles a year
- Easterseals NH is an active participant in Coordination and Mobility Management development in our State and has always been a advocate for public/private transportation development
- Serve on the NH Governors Commission on Disabilities
- Serve as Chair of the NH State Coordinating Council for Community Transportation





The New Hampshire State Coordinating Council  
for  
Community Transportation (SCC)  
Developing Mobility Management Strategies  
in New Hampshire



## **Statewide organization established by RSA 239, July 1, 2007 the SCC is organized to:**

Develop, implement, and provide guidance for the coordination of shared ride transportation options within NH. Set statewide coordination policies for community transportation, establish community transportation regions, encourage the development of regional coordination councils, assist other regional efforts as needed, and monitor the results of statewide coordination.

# Who are Council Members



## Membership of the Council

1. The SCC shall consist of the following members:
  - a. The commissioner of the department of health and human services, or designee.
  - b. The commissioner of transportation, or designee.
  - c. The commissioner of the department of education, or designee.
  - d. The executive director of the governor's commission on disability, or designee.
  - e. The chair of the New Hampshire Transit Association, or designee.
  - f. A representative of a regional planning commission, appointed by the commissioner of transportation.
  - g. A representative of a philanthropic organization, such as the Endowment For Health or the United Way, appointed by the commissioner of the department of health and human services.
  - h. Eight representatives from transportation providers, the business community, and statewide organizations

# The Development of Regional Coordination Councils

## Regional Coordination Councils

R 1: Coos & Carroll Counties

R 2: Grafton County

R 3: Belknap & Merrimack Cos.

R 4: Sullivan County

R 5: Cheshire County

R 6: W. Hillsborough County

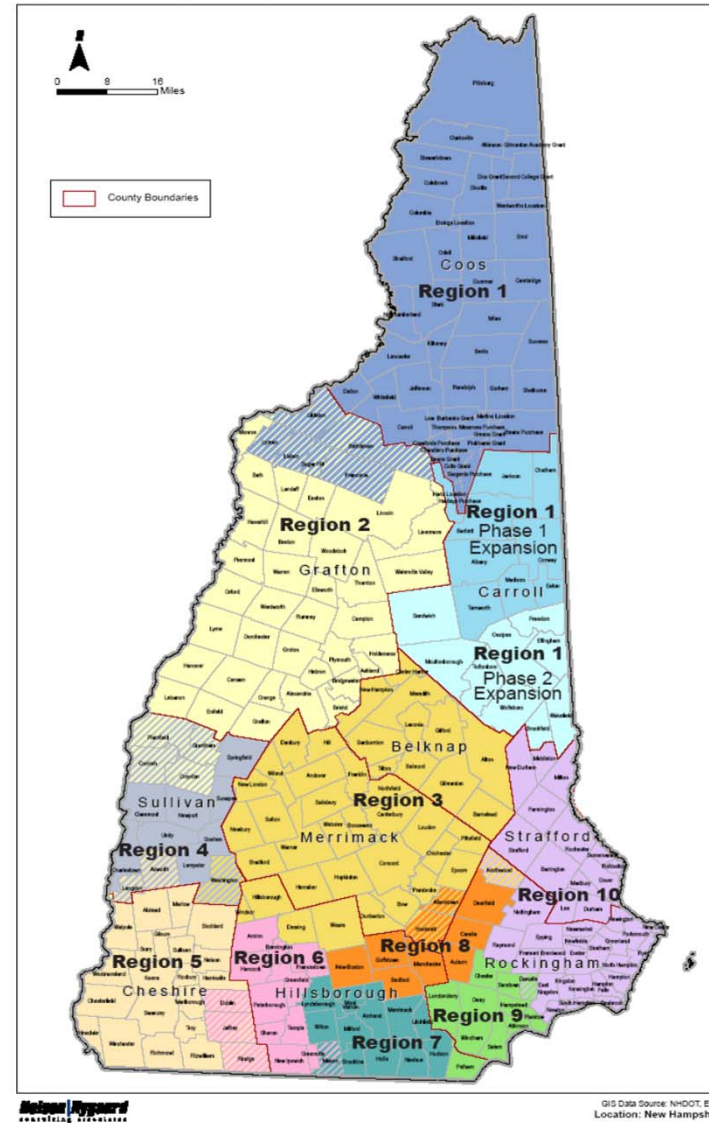
R 7: Metro Nashua

R 8: Metro Manchester

R 9: Greater Salem/Derry

R10: Seacoast Metro

Figure 2-3 New Hampshire Regional Coordination Council Regions





## **The SCC Definition of Transportation Coordination:**

Successful coordination improves transportation access and quality of life through organizations working collaboratively to improve the efficient and effective use of existing transportation resources and jointly developing new resources.



Mobility Management- The means for implementing coordination activities



The SCC has created:

- Successful Structure for the Development of Mobility Management activities and Service Development
- Central Place for Transportation Development
- Central Contracting for State Resources Targeted for Transportation
- Enhanced Relationships with Planning Entities
- Facilitate Coordination of Public/Private Recourses
- Make Recommendations to Governor and Legislature





**The NH DOT has been the backbone of SCC development and given communities a reason to come to the table regarding Transportation Development and need**

Overall, the greatest strengths of the SCC structure as noted in our most recent State Plan:

- increased coordination since its implementation
- the creation of volunteer driver programs
- the introduction of Purchase of Service funding provided by the NHDOT by flexing FHWA funds (800K Annually) that has enabled 50K new rides for seniors and people with disabilities



## **SCC survey of RCC's regarding prospective work to date:**

### **To summarize the top positive outcomes listed by the regions were:**

- increased service through the use of 5310 funds
- information sharing
- learning how others operate
- greater awareness of the region's needs
- establishment of call centers

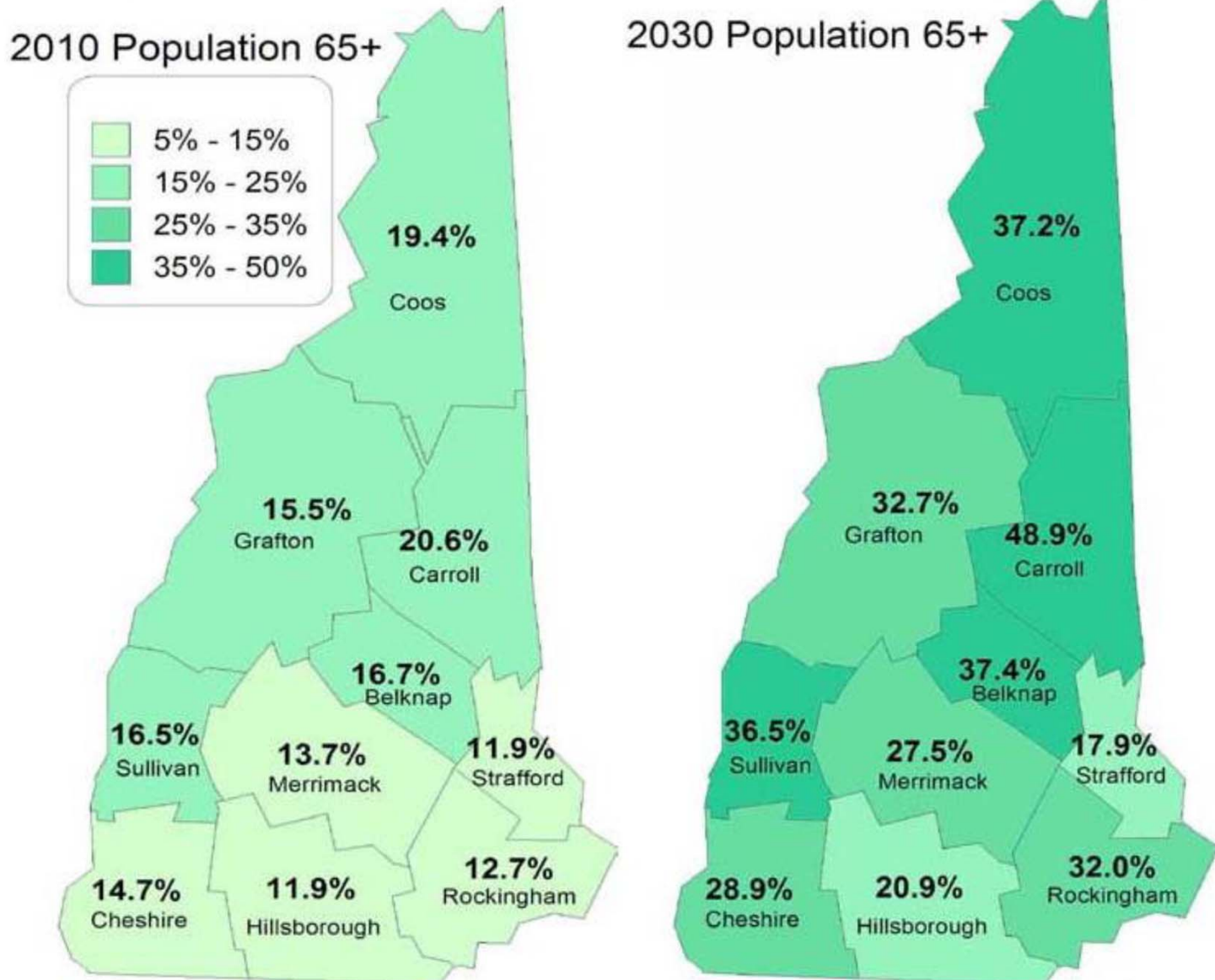
### **The top negative outcomes listed by RCC's in the survey were:**

- inadequate funding and conflict over funding
- lack of interest among stakeholders
- limited capacity to implement coordination strategies
- lack of clear purpose



- SCC is a totally Volunteer effort
- Lack of Funding to implement key elements of latest State plan because existing 5310 formula funding has been used to respond transportation needs and established services would need to be cut
- Political Leadership- No State Operating funds for Transit
- Transit viewed as Welfare vs Infrastructure
- Future mobility needs in our State will significantly grow, as they will Nationally, aging population will present greater need for access to essential services for independence

# Population of Seniors Current and Predicted by County



## SCC 2018 Annual Report includes an Executive Summary that calls for the State to initiate a Directive to Coordinate:



The Governor and Legislature can assist the SCC in reaching its goals by supporting, developing and approving legislation that mandates State departments and agencies to utilize and further develop the coordinated community transportation structure that has developed. Furthermore, we believe that significant efficiencies could be achieved through increased collaboration and coordination with the Department of Health and Human Services, and we extend an invitation for them to attend SCC meetings to support cooperative transportation initiatives.

***Directive to Coordinate:*** *The lack of an emphasis for state agencies to coordinate resources has been a major obstacle to creating efficiencies through coordination. Without the requirement to use their funds efficiently across agencies for transportation services, some agencies do not coordinate trips. NH currently has no directive that will encourage efficiency through coordination. The SCC believes the Commissioner of the New Hampshire Department of Health and Human services should designate a staff member to attend New Hampshire Statewide Coordinating Council meetings.*

# Other Key Issues in the Annual Report:



- Implement the statewide coordination plan focused on expanding networks in regional coordination councils and exploring opportunities for mobility management;
- Strengthen SCC's ability to accomplish its mission. Staffing would help relieve the burdens of over-committed members;
- Assist volunteer driver networks to expand and become sustainable;
- Engage participants and providers in volunteer driver networks to enhance information exchanges and implementation of Best Management Practices.

The SCC has worked to continue coordination development and improve communication with RCC's by providing Technical Assistance and State Wide Meetings throughout this past year:

- NCMM – Mobility Management Development in NH
- Formation of Mobility Management Committee for the SCC
- Volunteer Driver Development Technical Assistance
- Risk Management / Regulatory Oversight – DOT, Lead Agencies, Providers
- Training on Maintaining Sustainable Workforce (drivers)
- Town Hall Meeting on Regional Service Development

# the good fight



**Web address for 2018 SCC report to Governor and Legislators:**

[https://www.nh.gov/dot/programs/scc/documents/scc\\_annual\\_report\\_2018.pdf](https://www.nh.gov/dot/programs/scc/documents/scc_annual_report_2018.pdf)