



Coordinated Public Transit and Human Services Transportation Plan



COOS, CARROLL, AND NORTHERN GRAFTON COUNTIES

MAY 2021

THANK YOU

to all who took time to respond to the survey and the providers and partners who met with staff during the development of this plan.

And a special recognition for the service providers, partners, and volunteer drivers who work tirelessly to meet the needs of residents across the region.

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
1. INTRODUCTION	3
1.1 LEGISLATION & PURPOSE.....	3
1.2 PLAN SCOPE	4
1.3 PLAN DEVELOPMENT	5
1.4 FUNDING PROGRAMS.....	6
2. DEMOGRAPHICS	7
2.1 OVERVIEW	7
2.2 POPULATION & OLDER ADULTS	7
2.3 PEOPLE WITH DISABILITIES.....	14
2.4 POVERTY	21
2.5 HOUSEHOLD INCOME	28
2.6 VEHICLE AVAILABILITY	34
3. TRANSPORTATION SERVICES & NEEDS	41
3.1 OVERVIEW	41
3.2 SERVICES	41
3.2.1. General Public	41
3.2.2. Restricted.....	42
3.2.3. Others	44
3.3 NEEDS ASSESSMENT	44
3.3.1. Demographic Analysis.....	44
3.3.2. Interviews.....	45
3.3.3. Survey Responses.....	46
3.3.4. Summary of Needs	48
4. GOALS & IMPLEMENTATION STRATEGIES	49
4.1 PRIOR GOALS & IMPLEMENTATION STRATEGIES	49
4.2 NEW GOALS & IMPLEMENTATION STRATEGIES	51
4.2.1. Services	51
4.2.2. Information & Outreach.....	52
4.2.3. Coordination	52
ACRONYMS	53
APPENDICIES	54
APPENDIX A: FUNDING SOURCES	55
APPENDIX B: SURVEY RESULTS	57
APPENDIX C: SERVICE DIRECTORY	61

EXECUTIVE SUMMARY

Being able to travel from one's home to shops, healthcare, education, and other necessary and leisurely destinations has a significant impact on one's quality of life. Due to the patterns of development in rural areas, those who are not physically and financially able to drive a private vehicle often face challenges in meeting basic needs.

Older adults, people with disabilities, and households of lower income are some of the most impacted by lack of transportation access. Community transportation plays an important role in closing the gap these groups face in their transportation needs, however resources are often limited. This plan seeks to streamline and improve the planning and coordination of transportation services for those who are transportation-disadvantaged through assisting state agencies, transportation providers, transportation coordinators, and other community agencies in order to help individuals meet their transportation needs efficiently and effectively.

Community input was gathered through numerous stakeholders including transportation providers, agencies working closely with those who face transportation access hurdles (healthcare, education, etc.), the Regional Coordinating Councils (RCCs), [Transportation Advisory Committee \(TAC\)](#), and the public. Outreach strategies included surveys, interviews with transportation providers and adjacent agencies, and regular RCC meetings. The following needs were identified by these various sources of community input, sorted into three main categories of stakeholders: Transportation Riders; Transportation Providers, and Transportation Partners.



photo courtesy of Tri-County Transit

Transportation Riders

Those who are direct recipients of community transportation.

Needs of Clients/Riders:

- expanded services
(more routes/coverage and more hours)
- support for providing medical and non-medical rides
(such as employment/volunteering, grocery, retail, and social activities)
- clientless trips
(delivery of groceries and prescriptions)
- greater support for lower income households and the general public
(more services for those who are ineligible for rides through volunteer driver programs)

Transportation Providers

Those who provide or arrange community transportation.

Needs of Transportation Providers:

- strengthen driver pool
(many drivers are older and/or are not paid enough)
- equipment upgrades
(more/new accessible buses)
- smart solutions
(leverage technology and innovation to improve efficiency)

Transportation Partners

Those who do not provide transportation, but community transportation is significant to their clientele.

Needs of Transportation Partners:

- relationship building
(build trust and connections between drivers/providers and those with transportation challenges)

All (Riders, Providers, and Partners)

Needs of All:

- accessible information
(provide easy to access and understand information about transportation options and scheduling)

Out of this planning process, a list of goals and implementation strategies that have been identified.

These goals and strategies have been prioritized into three groups:

- 1 Services
- 2 Information & Outreach
- 3 Coordination

These strategies and projects are intended to provide guidance for continuing efforts to improve the community transportation system in the region. They also fulfill the requirement of Federal Transit Administration (FTA) Section 5310 funding program, which requires funded projects to be included in a locally developed, coordinated public transit-human services transportation plan.

This plan should evolve as regional goals change and projects are implemented or accomplished. In addition, when specific projects are proposed for development in the region this plan should be amended to include such projects.



photo courtesy of Carroll County RSVP

1. INTRODUCTION

1.1 Legislation & Purpose

The Federal Transit Administration (FTA) requires that projects selected for funding under the [Enhanced Mobility for Individuals and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with lower incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

Statewide Coordinating Council (SCC)

In alignment with FTA legislation, the State of New Hampshire formed the Governor's Taskforce on Community Transportation and resulted in the organization of a permanent [Statewide Coordinating Council \(SCC\)](#) in 2007. The SCC's role is to set statewide coordinating policy to be implemented at the regional level, assist regional coordination efforts, and monitor the results of coordination efforts statewide. In 2006 the 'Statewide Coordination of Community Transportation Services Plan' was prepared and served as the basis to guide the work of the SCC. Under this plan ten Regional Coordinating Councils (RCC) were established. The SCC Statewide Coordination Plan was updated in 2016 and as of April 2021, there are now eight RCCs; with Regions 5 & 6 and Regions 8 & 9 combining efforts separately.

Regional Coordinating Council (RCC)

A Regional Coordinating Council (RCC) is composed of local transportation providers, human service agencies, funding agencies and organizations, consumers, and regional planning commission staff. RCCs work to develop information that is helpful to transportation service users, identify opportunities for coordination between service providers, and advise the Statewide Coordinating Council as to the state of coordination in the region. There are two RCCs within the scope of this plan. Region 1 is known as the [Grafton-Coos RCC \(GCRCC\)](#) and includes all of Coos County and the northern half of Grafton County. Region 2 is known as [Carroll County RCC \(CCRCC\)](#) and includes most of Carroll County; excluding Brookfield and Wakefield which are part of RCC Region 10.

1.2 Plan Scope

Due to the rural nature of the region, there is a lack of public transit options for those without a private vehicle. This has significant implications on one's quality of life, as they may struggle to access employment, healthcare, shopping, education, and recreation. This Coordinated Public Transit and Human Services Transportation Plan offers a comprehensive strategy to assist stakeholders like the New Hampshire Department of Transportation (NHDOT), New Hampshire Department of Health and Human Services (NHDHHS), transportation providers, transportation coordinators, and other community agencies to help affected residents meet their transportation needs. The study area for this plan includes the [North Country Council planning region](#), as well as the southern portion of Carroll County that is within the [Lakes Region Planning Commission region](#). The following are the communities included within this plan's scope:

Albany	Franconia	Ossipee
Bartlett	Freedom	Pittsburg
Bath	Gorham	Plymouth
Benton	Groton	Randolph
Berlin	Hale's Location	Rumney
Bethlehem	Hart's Location	Sandwich
Campton	Haverhill	Shelburne
Carroll	Jackson	Stark
Chatham	Jefferson	Stewartstown
Clarksville	Lancaster	Stratford
Colebrook	Landaff	Sugar Hill
Columbia	Lincoln	Tamworth
Conway	Lisbon	Thornton
Dalton	Littleton	Tuftonboro
Dummer	Lyman	Warren
Easton	Madison	Waterville Valley
Eaton	Milan	Wentworth
Effingham	Monroe	Whitefield
Ellsworth	Moultonborough	Wolfeboro
Errol	Northumberland	Woodstock

NOTE: Brookfield and Wakefield are part of the Region 10 RCC and the Southern Grafton County communities are within the Region 4 Coordinated Plan. For more information, visit: <https://www.nh.gov/dot/programs/scc/rcc.htm>

1.3 Plan Development

North Country Council utilized a variety of methods to collect information about the transportation needs and gaps within the Carroll, Coos, and northern Grafton Counties. Due to the effects of the COVID-19 pandemic, The Council was limited on the types of outreach they could conduct. It should also be noted that many providers paused and/or modified their services to reduce direct contact between staff, volunteers, and clients.

Surveys

Digital and paper copies of the “Transportation Needs of Northern New Hampshire” survey were distributed to the public through social media, websites, email, and posted mail. The survey collected information on residents’ travel behaviors, access to goods and services, as well as the needs and opportunities respondents saw regarding the transportation network within the North Country. Those who reported having a disability and were asked follow-up questions about how their disability affects the way they are able to access goods and services.

Service Directories

Both the Grafton-Coos RCC and Carroll County RCC regions received an updated service directory in late 2019 that reflects the services available within their respective regions, as well as information about coverage, cost, eligibility, and methods of contact. The directories have been made available by PDF, print-outs, and interactive tabs on the North Country Council website. Directories are reviewed yearly to make sure the most accurate and up to date information is being shared. The compiling of service information allowed us to identify where services are missing or lacking to better inform this plan.

Data Collection & Analysis

In addition to researching similar plans adopted elsewhere in the state and across the country, this plan has been informed by data collection and analysis of various demographics, such as:

- population trends
- income and poverty
- older adults and people with disabilities
- households without an automobile

Interviews

Ten RCC members and partners participated in a 1-on-1 interview with staff to discuss the services they provide, their organization’s and client’s challenges, needs, and opportunities. Interviews lasted 30-60 minutes and covered the same set of topics.

Providers & Partners

Correspondence with service providers and partners through emails, phone calls, and quarterly meetings gathered information about the operation and management of providing transportation, and what needs and opportunities they see on a daily basis through their organization. The following providers and partners regularly participate in RCC meetings:

Carroll County RCC	Grafton-Coos RCC
Carroll County Adult Education	Advance Transit
Carroll County Coalition for Public Health	Grafton County Senior Citizens Council
Carroll County Retired Seniors Volunteer Program	Lakes Regional Mental Health Center
Gibson Center for Senior Services	North Country Veterans Committee
Interlakes Community Caregivers	Transport Central
Tri-County Transit	Tri-County Transit

1.4 Funding Programs

There are a few funding resources available to transit providers in New Hampshire from the Federal Transit Administration (FTA). These funds are distributed by the New Hampshire Department of Transportation (NHDOT) through grant processes. The funding sources used in the Coos, Carroll, and Northern Grafton Counties are:

- **5305(e): Transportation Planning & Research**
- **5310: Enhanced Mobility for Seniors and Individuals with Disabilities**
- **5311: Non-Urbanized Area Formula Program**
- **5339: Capital Investment Program**

To learn more about these funding sources, visit:

<https://www.nh.gov/dot/org/aerorailtransit/railandtransit/grants.htm>

See Appendix A for further details on funding sources used by providers within the study area.

2. DEMOGRAPHICS

2.1 Overview

The study area includes 60 communities with a population of 113,000. The following demographics are shared to highlight important socio-economic characteristics that impact the delivery and coordination of public transit and human service transportation. This includes older adults, people with disabilities, and people with lower incomes. The following data is sourced from tables from the American Community Survey (ACS), accessed through the [U.S. Census Bureau website](https://www.census.gov). The tables compile data over a 5-year period and then estimates the projection for the most recent year based on historical information, sampling, and recent trends. In this case and for this report, the 2015-2019 survey was the most recent report available.

2.2 Population & Older Adults

According to data from the 2010 US Decennial Census, New Hampshire’s older adults make up 17.5% of the total population. In the interest of including potential populations eligible for services under the FTA 5310 program, those aged 60-64 have also been highlighted. The following tables present the total population and age cohorts within the study area by county.

Table 1.1 Carroll County: Population & Age Cohorts

	Total Population	Under 65	60-64	65 and Older	Percentage of Population over 65
Albany	703	553	74	150	21.3%
Bartlett	2,774	1,917	192	857	30.9%
Chatham	372	282	30	90	24.2%
Conway	10,127	7,911	883	2,216	21.9%
Eaton	265	169	26	96	36.2%
Effingham	1,630	1,356	132	274	16.8%
Freedom	1,349	825	190	524	38.8%
Hale's Location	183	48	17	135	73.8%
Hart's Location	42	31	4	11	26.2%
Jackson	891	583	116	308	34.6%
Madison	2,553	1,924	137	629	24.6%
Moultonborough	4,099	2,898	493	1,201	29.3%
Ossipee	4,334	3,221	307	1,113	25.7%
Sandwich	1,440	922	197	518	36.0%
Tamworth	2,994	2,472	306	522	17.4%
Tuftonboro	2,213	1,376	264	837	37.8%
Wolfeboro	6,320	3,957	668	2,363	37.4%
County	42,289	30,445	4,036	11,844	28.0%
New Hampshire	1,348,124	1,112,329	97,743	235,795	17.5%

Source: ACS 5-year period (2019); Table B01001

Table 1.2 Coos County: Population & Age Cohorts

	Total Population	Under 65	60-64	65 and Older	Percentage of Population over 65
Berlin	10,221	8,309	644	1,912	18.7%
Carroll	772	578	108	194	25.1%
Clarksville	324	251	40	73	22.5%
Colebrook	1,908	1,414	204	494	25.9%
Columbia	633	477	71	156	24.6%
Dalton	906	744	112	162	17.9%
Dummer	306	219	29	87	28.4%
Errol	205	139	27	66	32.2%
Gorham	2,623	1,963	342	660	25.2%
Jefferson	850	650	117	200	23.5%
Lancaster	3,275	2,538	155	737	22.5%
Milan	1,332	1,080	130	252	18.9%
Northumberland	2,322	1,915	206	407	17.5%
Pittsburg	740	487	94	253	34.2%
Randolph	365	240	59	125	34.2%
Shelburne	408	278	63	130	31.9%
Stark	606	449	76	157	25.9%
Stewartstown	976	581	62	395	40.5%
Stratford	630	500	40	130	20.6%
Whitefield	2,260	1,555	160	705	31.2%
County	31,662	24,367	2,739	7,295	23.0%
New Hampshire	1,348,124	1,112,329	97,743	235,795	17.5%

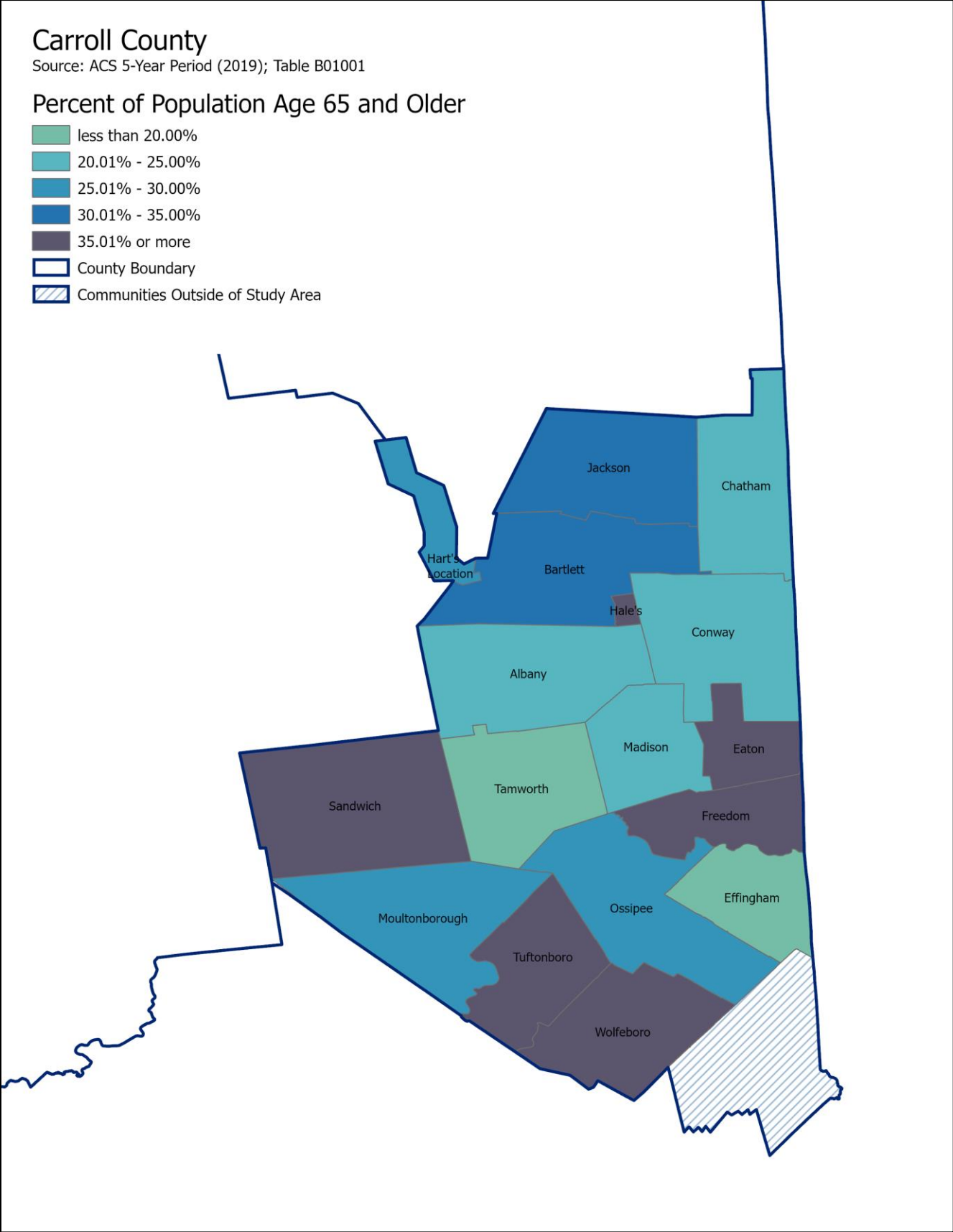
Source: ACS 5-year period (2019); Table B01001

Table 1.3 Grafton County : Population & Age Cohorts

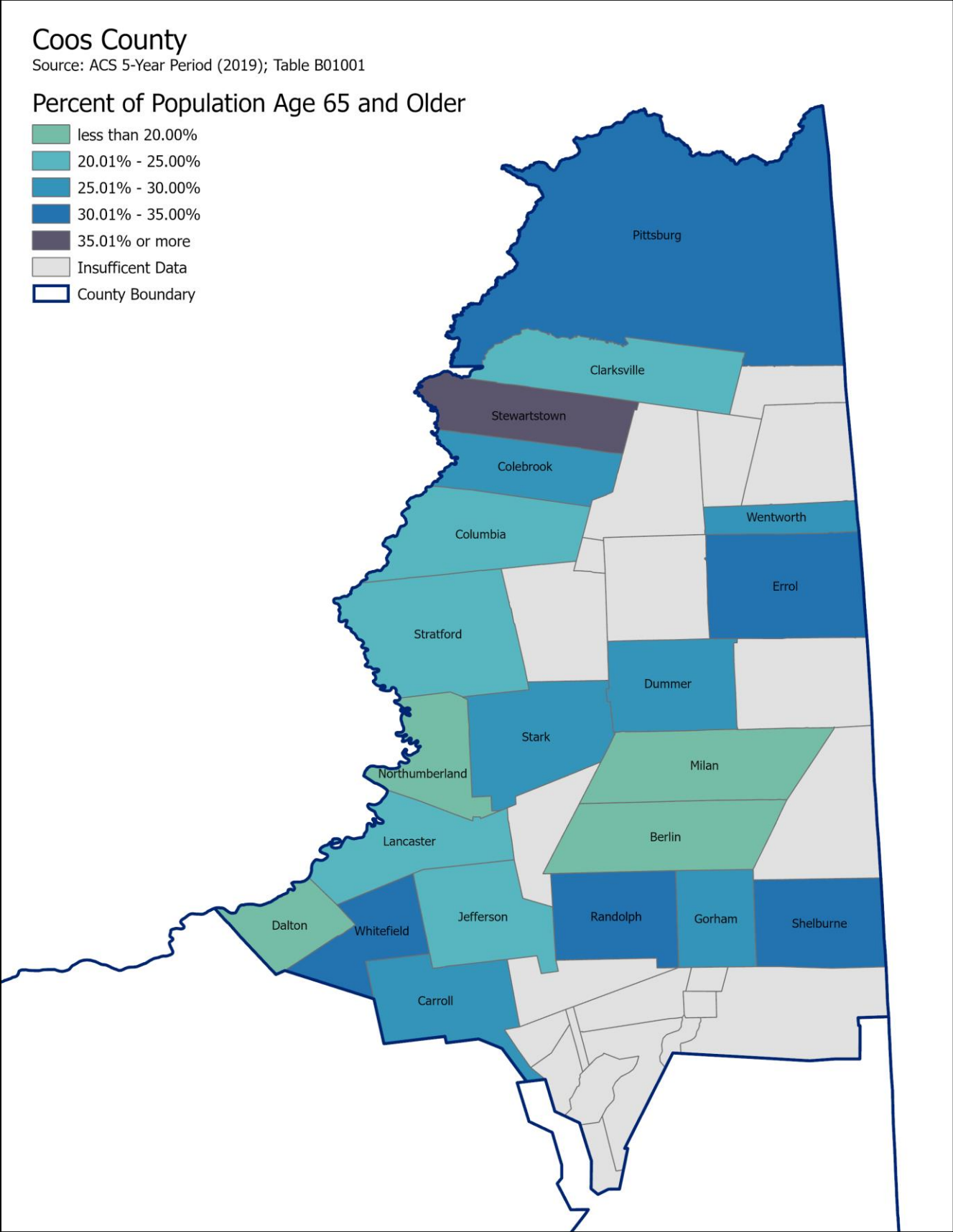
	Total Population	Under 65	60-64	65 and Older	Percentage of Population over 65
Bath	922	689	111	233	25.3%
Benton	457	278	65	179	39.2%
Bethlehem	2,569	2,036	321	533	20.7%
Campton	3,291	2,665	174	626	19.0%
Easton	288	188	58	100	34.7%
Ellsworth	74	38	4	36	48.6%
Franconia	1,075	724	133	351	32.7%
Groton	464	362	78	102	22.0%
Haverhill	4,601	3,673	223	928	20.2%
Landaff	496	376	66	120	24.2%
Lincoln	945	654	68	291	30.8%
Lisbon	1,752	1,470	153	282	16.1%
Littleton	5,915	4,681	647	1,234	20.9%
Lyman	653	515	68	138	21.1%
Monroe	966	746	113	220	22.8%
Plymouth	6,755	5,554	311	1,201	17.8%
Rumney	1,510	1,210	117	300	19.9%
Sugar Hill	681	514	131	167	24.5%
Thornton	2,504	1,983	205	521	20.8%
Warren	874	649	61	225	25.7%
Waterville Valley	186	130	20	56	30.1%
Wentworth	894	666	106	228	25.5%
Woodstock	1,126	899	103	227	20.2%
County	38,998	30,700	3,336	8,298	21.3%
New Hampshire	1,348,124	1,112,329	97,743	235,795	17.5%

Source: ACS 5-year period (2019); Table B01001

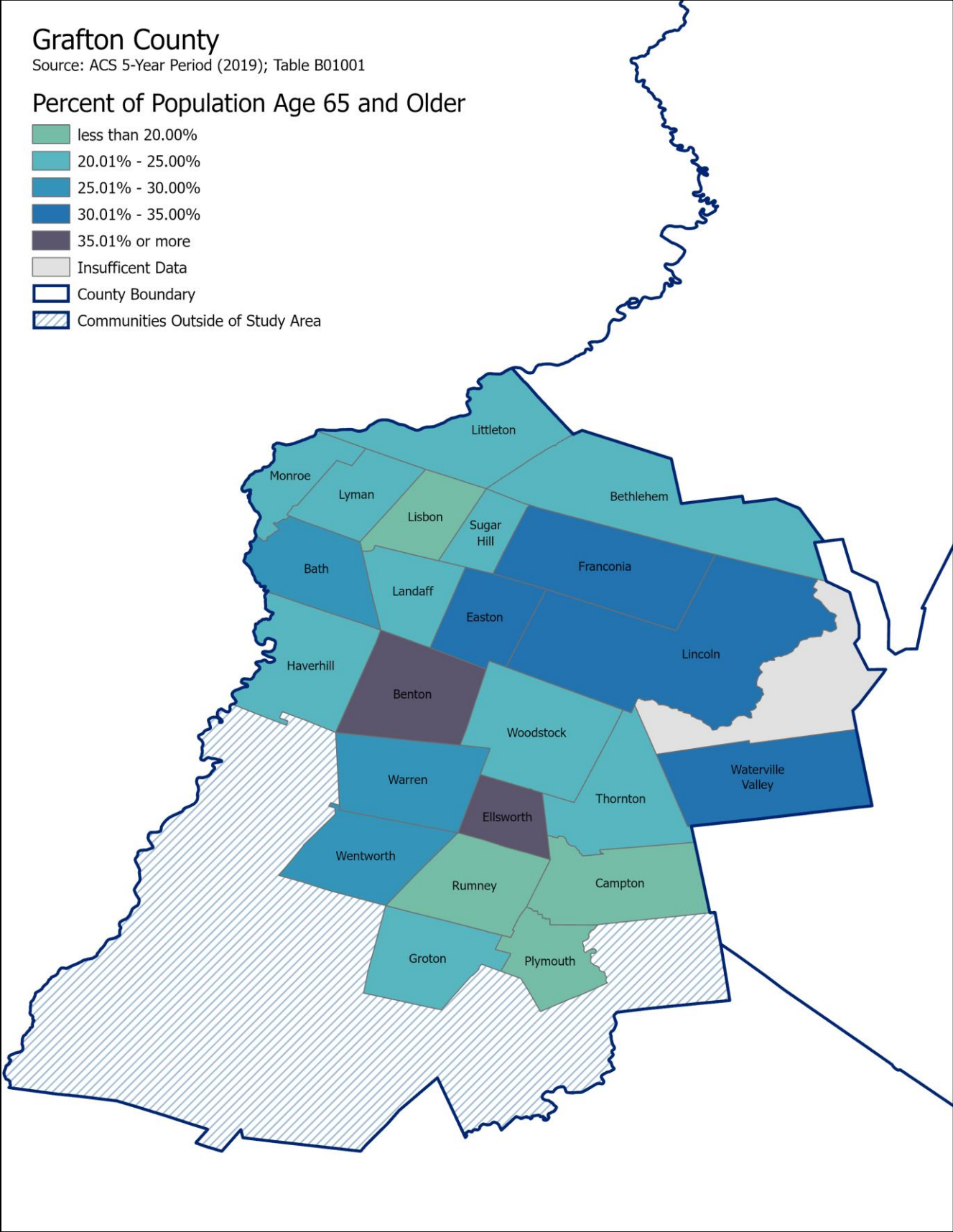
Map 1.1



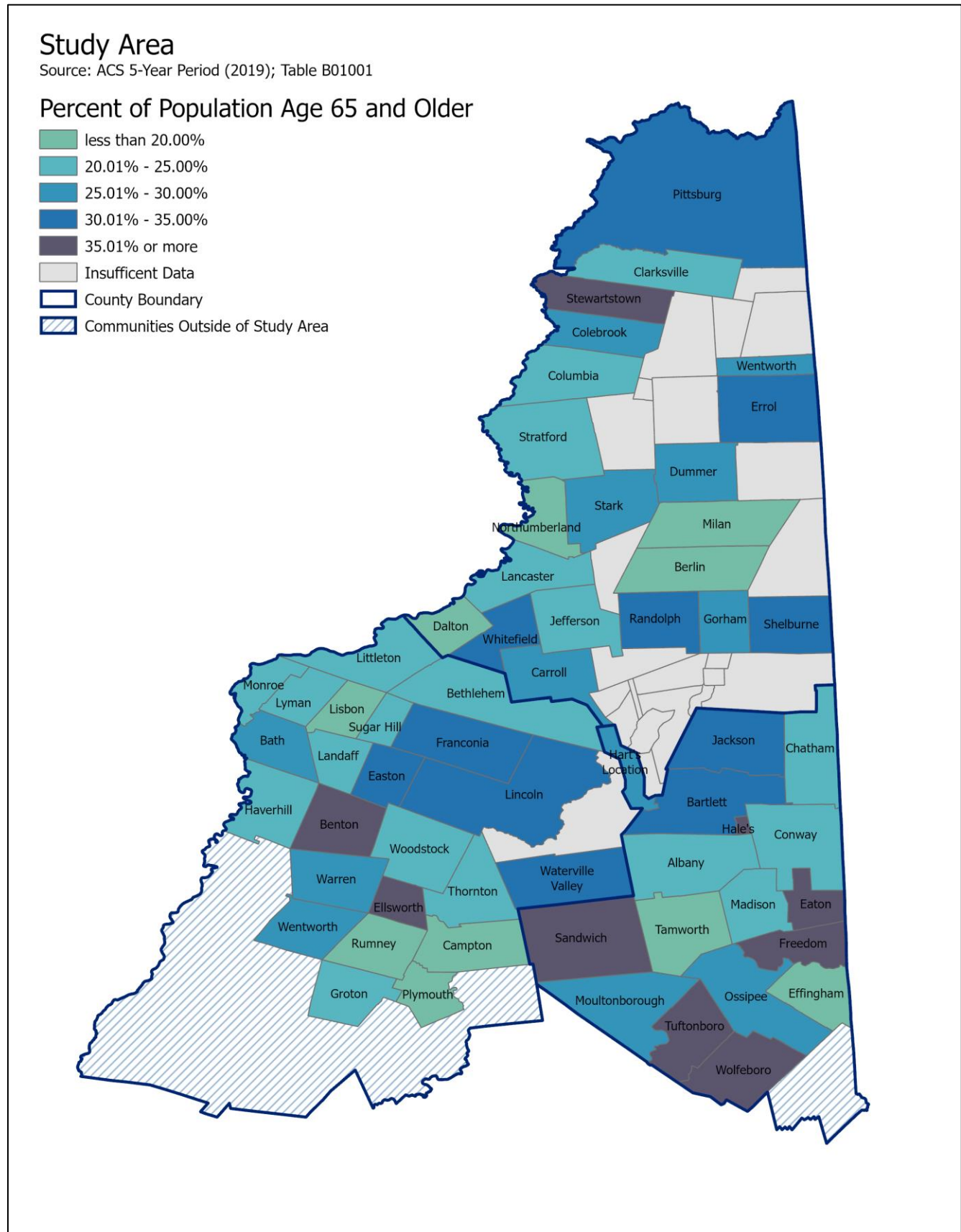
Map 1.2



Map 1.3



Map 1.4



As Tables 1.1, 1.2, 1.3 show, the study area has a greater percentage of older adults, at nearly 7 percentage points higher than the state average. Some communities within the study area have an even greater percentage of older adults with Hale's Location (73.8%) in Carroll, Stewartstown (40.5%) in Coos, and Ellsworth (48.6%) in Grafton. It is also noted that veterans the North Country region make up 7.42%-10.43% of the population, the majority of which are 60 or older and/or have a disability[†].

2.3 People with Disabilities

The American Community Survey (ACS) defines disability as a long-lasting physical, mental, or emotional condition. These conditions can make it difficult for a person to do activities such as walking, climbing stairs, dressing, bathing, learning, or remembering, and can also impede a person from being able to go outside the home alone or to work at a job or business. It should be noted that this definition differs from that used to determine eligibility for services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual's disability must prevent him or her from independently being able to use the fixed route transit service, even if the vehicle itself is physically accessible to them. In New Hampshire, people with disabilities make up 12.8% of the total population. The following tables show the distribution of people with disabilities within the study area by county.

Table 2.1 Carroll County: People with Disabilities

	Total Population (noninstitutionalized)	Total With Disability	With Disability 65-74	With Disability 75+	Percentage with Disability
Albany	703	99	3	38	14.1%
Bartlett	2,774	407	164	143	14.7%
Chatham	372	70	15	26	18.8%
Conway	9,979	1,105	253	162	11.1%
Eaton	265	42	7	13	15.8%
Effingham	1,630	157	51	16	9.6%
Freedom	1,349	240	66	79	17.8%
Hale's Location	183	35	7	22	19.1%
Hart's Location	42	8	-	1	19.0%
Jackson	891	55	21	22	6.2%
Madison	2,553	340	64	147	13.3%
Moultonborough	4,099	575	222	162	14.0%
Ossipee	4,158	818	210	168	19.7%
Sandwich	1,440	210	52	78	14.6%
Tamworth	2,994	598	50	138	20.0%
Tuftonboro	2,213	345	68	142	15.6%
Wolfeboro	6,220	1,418	315	616	22.8%
County	41,865	6,522	1,568	1,973	15.6%
New Hampshire	1,331,286	170,461	31,263	40,336	12.8%

Source: ACS 5-year period (2019); Table S1810

[†] Source: https://www.va.gov/vetdata/docs/specialreports/state_summaries_new_hampshire.pdf

Table 2.2 Coos County: People with Disabilities

	Total Population (noninstitutionalized)	Total With Disability	With Disability 65-74	With Disability 75+	Percentage with Disability
Berlin	8,384	1,961	228	443	23.4%
Carroll	772	116	44	33	15.0%
Clarksville	324	87	14	4	26.9%
Colebrook	1,908	383	102	133	20.1%
Columbia	633	167	20	51	26.4%
Dalton	906	168	20	30	18.5%
Dummer	306	59	12	9	19.3%
Errol	205	57	7	19	27.8%
Gorham	2,623	463	54	182	17.7%
Jefferson	850	111	57	16	13.1%
Lancaster	3,162	596	92	141	18.8%
Milan	1,332	220	43	38	16.5%
Northumberland	2,322	490	79	93	21.1%
Pittsburg	740	144	56	13	19.5%
Randolph	365	40	17	6	11.0%
Shelburne	408	87	26	25	21.3%
Stark	606	138	12	39	22.8%
Stewartstown	857	195	78	30	22.8%
Stratford	630	204	23	41	32.4%
Whitefield	2,202	459	154	103	20.8%
County	29,535	6,145	1,138	1,449	20.8%
New Hampshire	1,331,286	170,461	31,263	40,336	12.8%

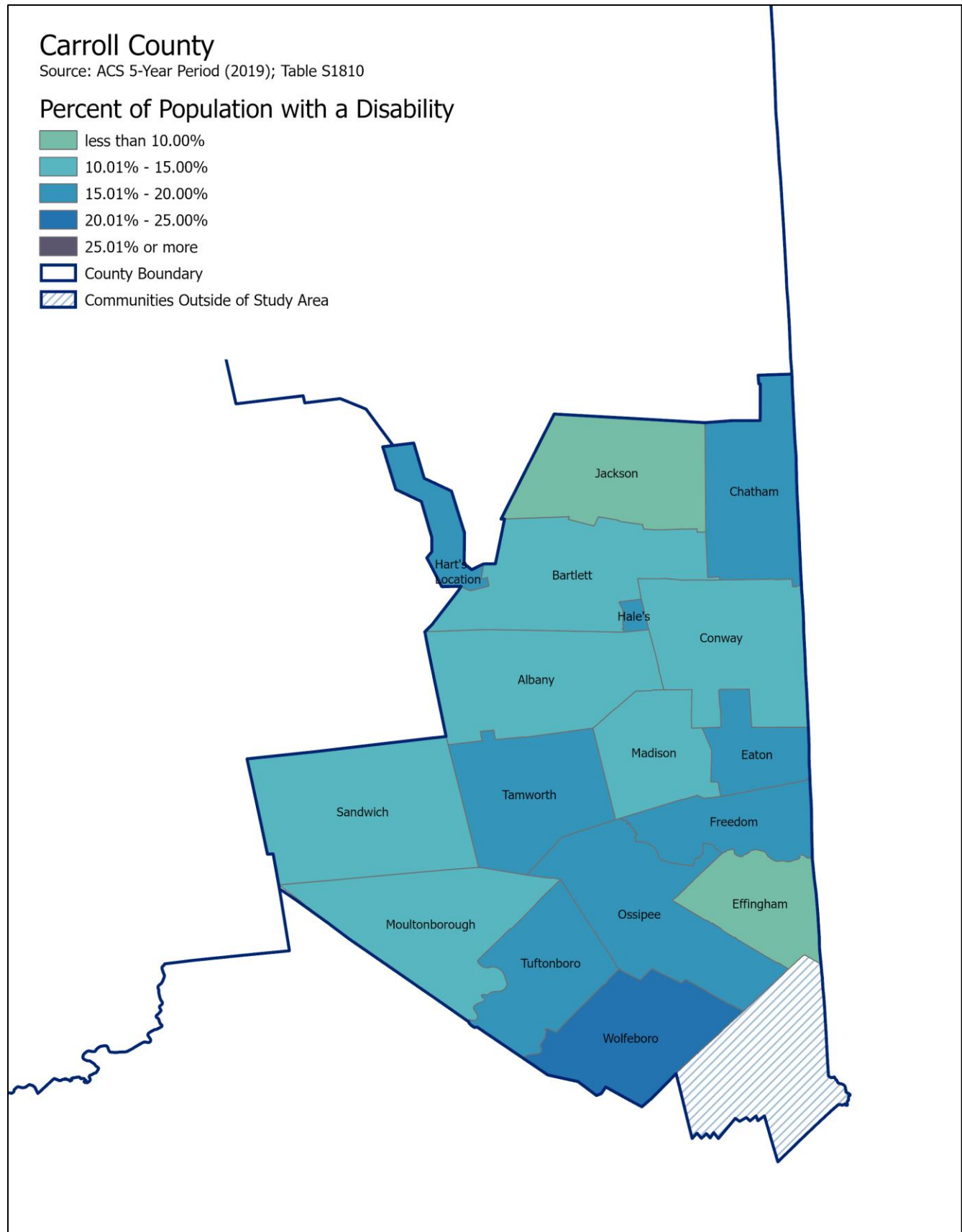
Source: ACS 5-year period (2019); Table S1810

Table 2.3 Grafton County: People with Disabilities

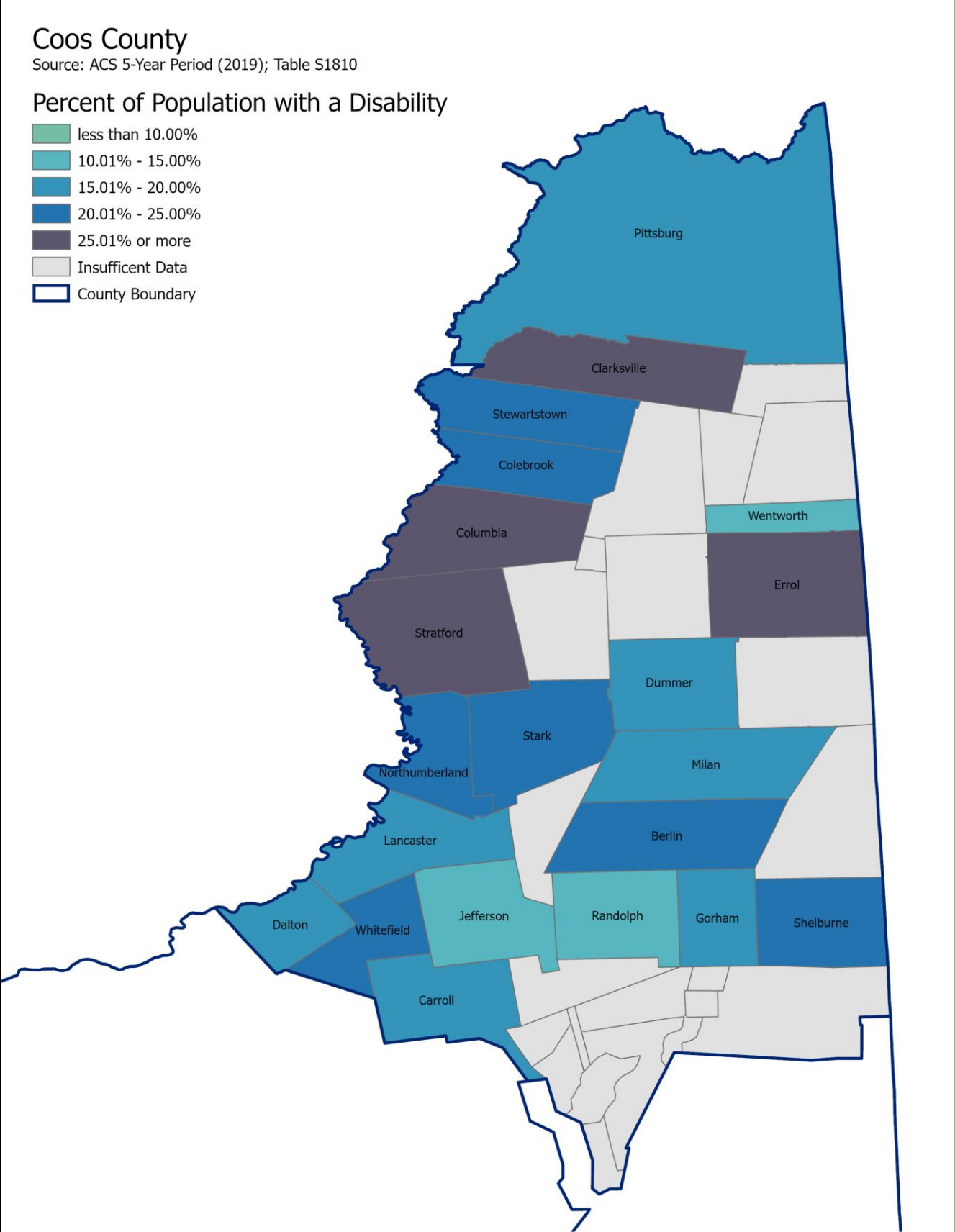
	Total Population (noninstitutionalized)	Total With Disability	With Disability 65-74	With Disability 75+	Percentage with Disability
Bath	922	141	58	28	15.3%
Benton	311	50	14	10	16.1%
Bethlehem	2,564	388	80	67	15.1%
Campton	3,274	448	117	112	13.7%
Easton	288	55	11	15	19.1%
Ellsworth	74	7	-	2	9.5%
Franconia	1,000	127	22	63	12.7%
Groton	464	169	13	21	36.4%
Haverhill	4,304	594	85	119	13.8%
Landaff	496	96	20	21	19.4%
Lincoln	945	174	47	44	18.4%
Lisbon	1,752	297	48	28	17.0%
Littleton	5,915	1,433	274	413	24.2%
Lyman	653	93	26	31	14.2%
Monroe	966	145	25	38	15.0%
Plymouth	6,741	1,290	299	248	19.1%
Rumney	1,488	187	29	33	12.6%
Sugar Hill	681	69	20	13	10.1%
Thornton	2,504	247	16	82	9.9%
Warren	874	194	48	20	22.2%
Waterville Valley	186	12	4	1	6.5%
Wentworth	894	126	41	27	14.1%
Woodstock	1,126	112	19	59	9.9%
County	38,422	6,454	1,316	1,495	16.8%
New Hampshire	1,331,286	170,461	31,263	40,336	12.8%

Source: ACS 5-year period (2019); Table S1810

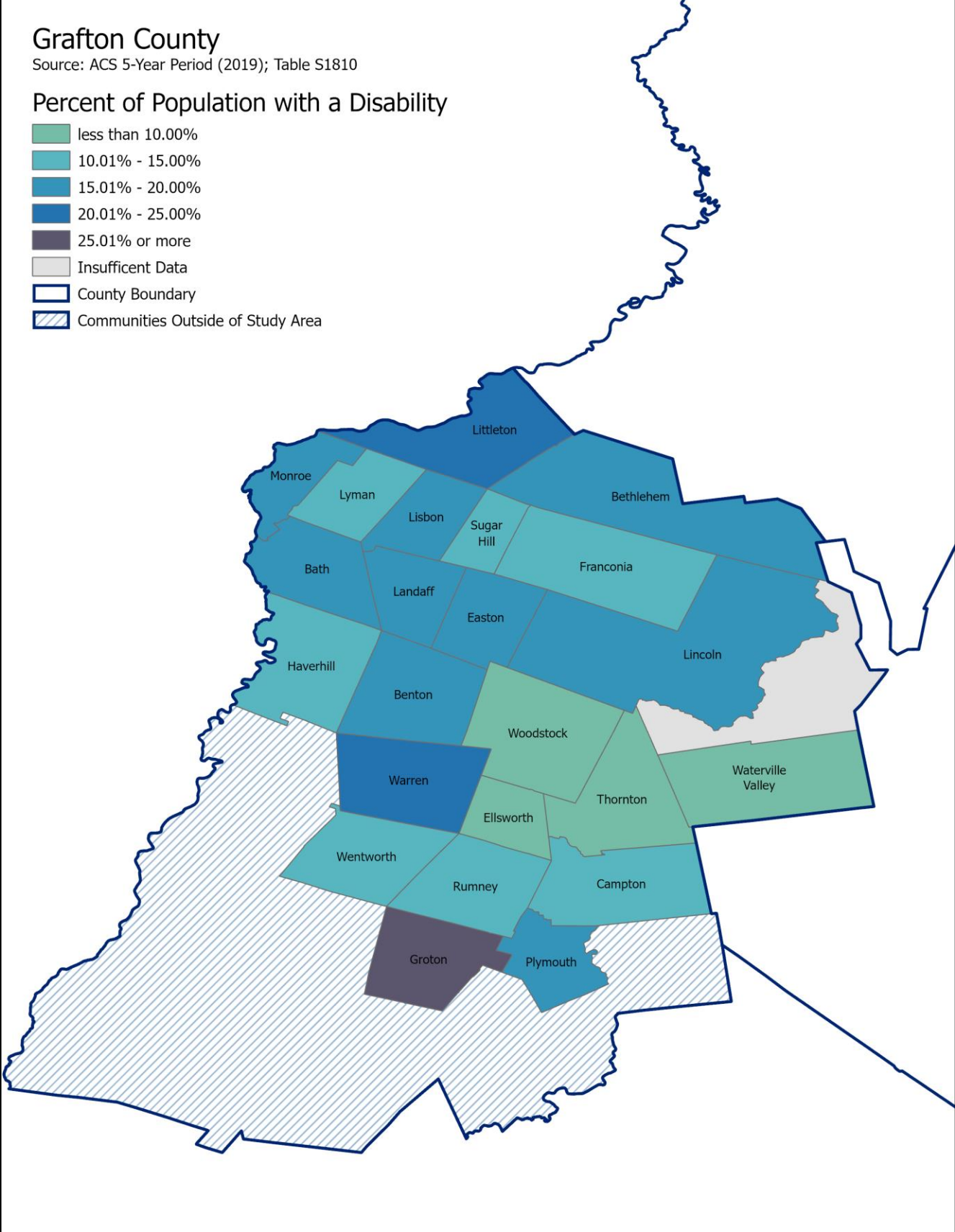
Map 2.1



Map 2.2



Map 2.3



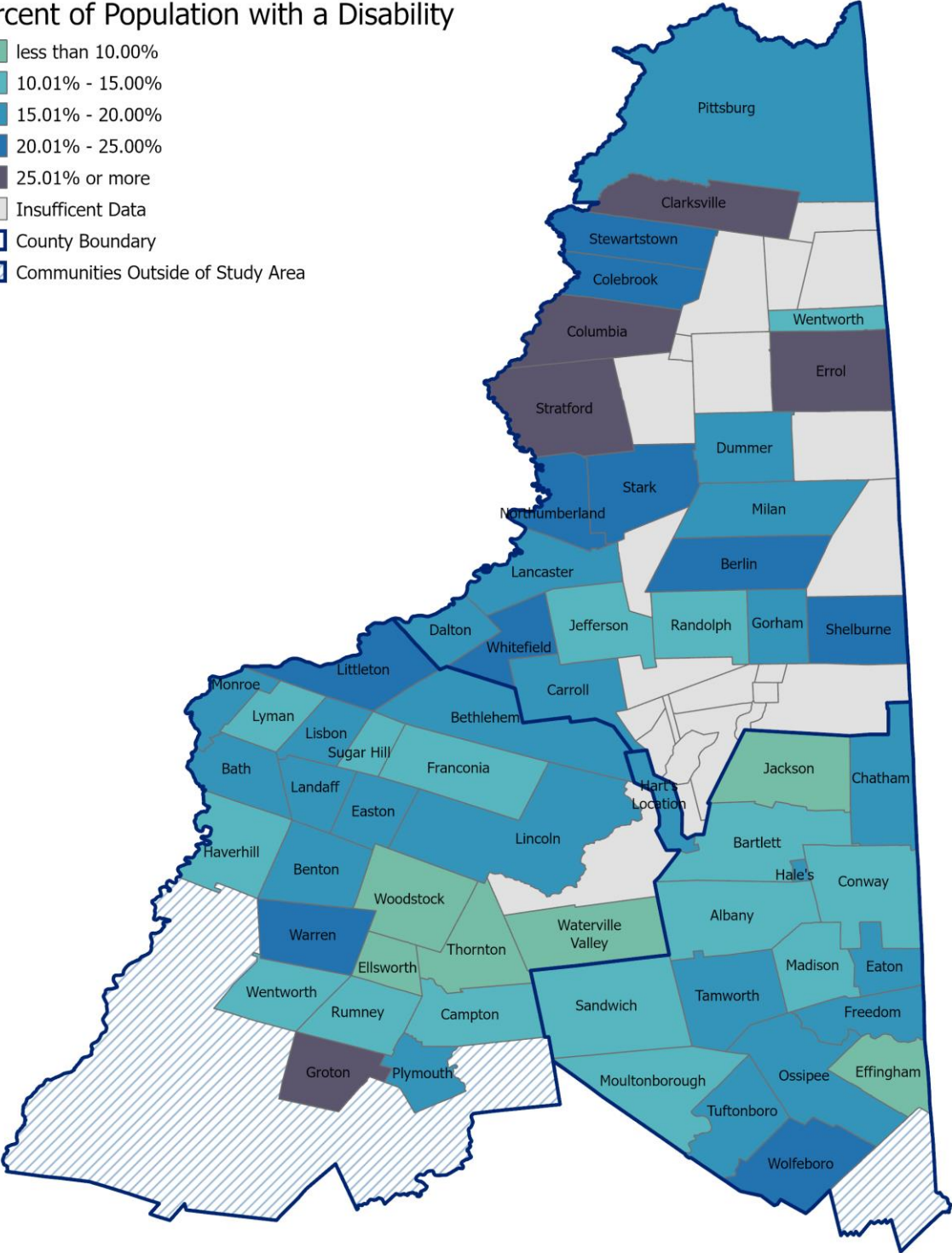
Map 2.4

Study Area

Source: ACS 5-Year Period (2019); Table S1810

Percent of Population with a Disability

- less than 10.00%
- 10.01% - 15.00%
- 15.01% - 20.00%
- 20.01% - 25.00%
- 25.01% or more
- Insufficient Data
- County Boundary
- Communities Outside of Study Area



As Tables 2.1, 2.2, and 2.3 show, the study area has a greater percentage of people with disabilities, at nearly 5 percentage points higher than the state average. Some communities within the study area have an even greater percentage of people with disabilities with Wolfeboro (22.8%) in Carroll County, Stratford (32.4%) in Coos County, and Groton (36.4%) in Grafton County. Though there are a several communities within the study area that fall below the state's average, the majority of communities within the study area have a higher percentage than the state's average.

2.4 Poverty

Based on 2019 ACS estimates over a 5-year period, 7.6% of New Hampshire residents are considered to be in poverty. The following tables show the poverty rate for households in each community within the study area by county.

Table 3.1 Carroll County: Poverty

	Total Estimated	Below Poverty Estimate	Percentage in Poverty
Albany	699	81	11.6%
Bartlett	2,774	187	6.7%
Chatham	365	31	8.5%
Conway	9,938	1,475	14.8%
Eaton	265	22	8.3%
Effingham	1,630	160	9.8%
Freedom	1,349	86	6.4%
Hale's Location	183	18	9.8%
Hart's Location	42	-	0.0%
Jackson	891	111	12.5%
Madison	2,524	205	8.1%
Moultonborough	4,059	240	5.9%
Ossipee	4,151	520	12.5%
Sandwich	1,422	78	5.5%
Tamworth	2,994	295	9.9%
Tuftonboro	2,190	129	5.9%
Wolfeboro	6,220	297	4.8%
County	41,696	3,935	9.4%
New Hampshire	1,305,013	98,682	7.6%

Source: ACS 5-year period (2019); Table S1701

Table 3.2 Coos County: Poverty

	Total Estimated	Below Poverty Estimate	Percentage in Poverty
Berlin	8,224	1,524	18.5%
Carroll	772	83	10.8%
Clarksville	324	37	11.4%
Colebrook	1,908	222	11.6%
Columbia	633	81	12.8%
Dalton	906	67	7.4%
Dummer	306	42	13.7%
Errol	205	36	17.6%
Gorham	2,598	100	3.8%
Jefferson	850	33	3.9%
Lancaster	3,156	241	7.6%
Milan	1,326	105	7.9%
Northumberland	2,290	234	10.2%
Pittsburg	740	57	7.7%
Randolph	365	9	2.5%
Shelburne	407	15	3.7%
Stark	602	80	13.3%
Stewartstown	857	114	13.3%
Stratford	630	211	33.5%
Whitefield	2,202	345	15.7%
County	29,301	3,636	12.4%
New Hampshire	1,305,013	98,682	7.6%

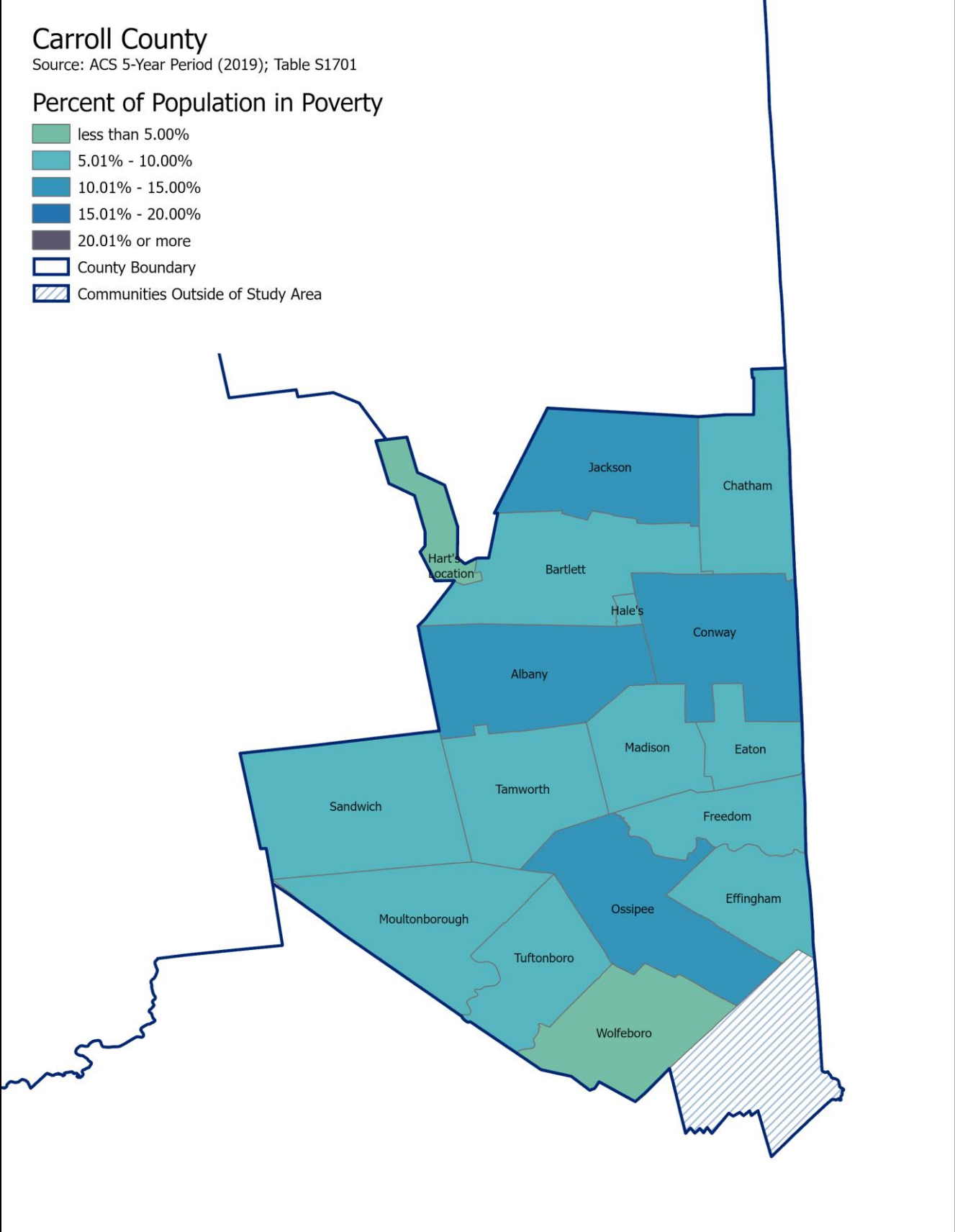
Source: ACS 5-year period (2019); Table S1701

Table 3.3 Grafton County: Poverty

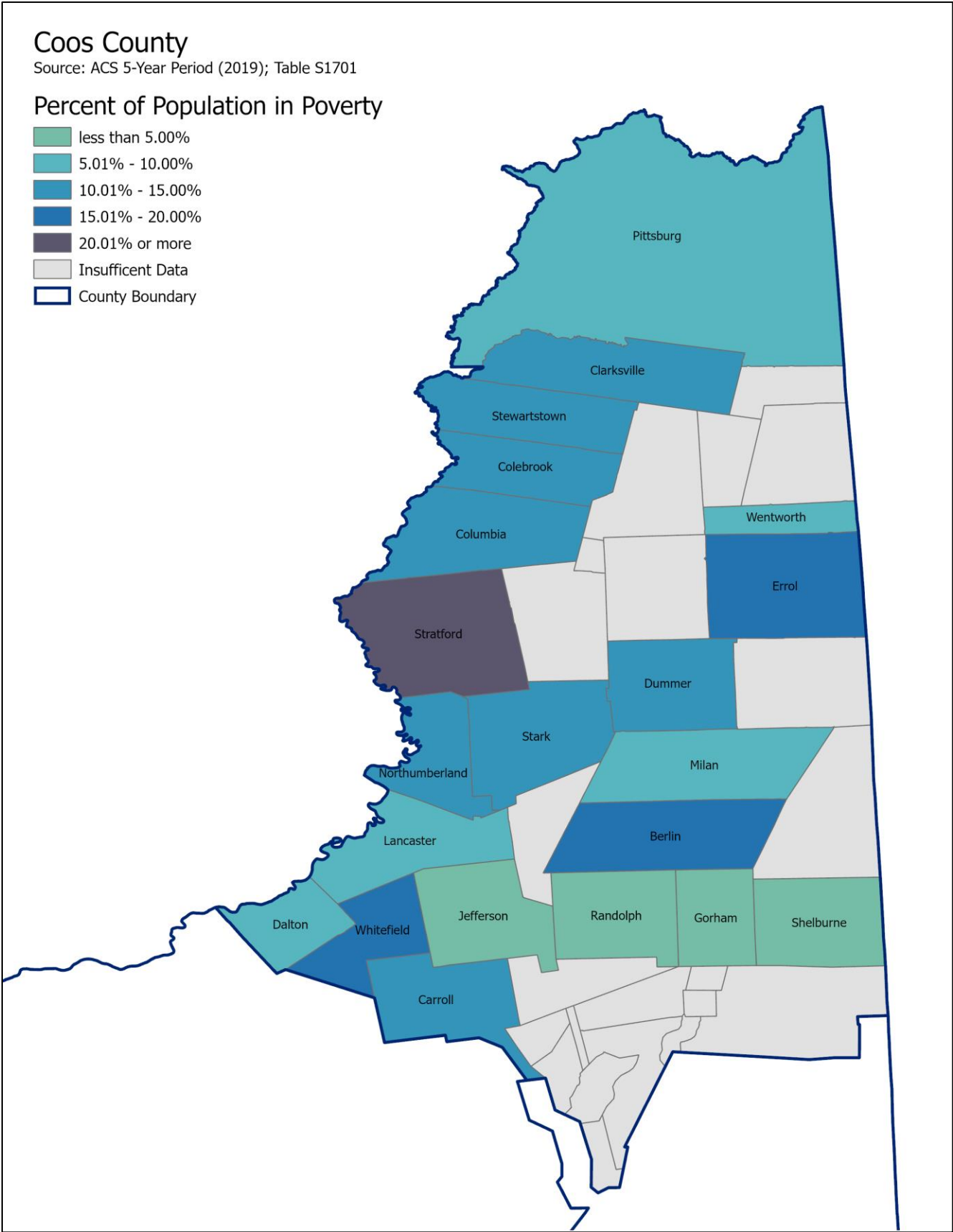
	Total Estimated	Below Poverty Estimate	Percentage in Poverty
Bath	922	14	1.5%
Benton	310	11	3.5%
Bethlehem	2,548	239	9.4%
Campton	3,274	227	6.9%
Easton	288	4	1.4%
Ellsworth	74	-	0.0%
Franconia	1,000	20	2.0%
Groton	456	43	9.4%
Haverhill	4,238	320	7.6%
Landaff	494	89	18.0%
Lincoln	945	84	8.9%
Lisbon	1,707	225	13.2%
Littleton	5,915	1,194	20.2%
Lyman	653	38	5.8%
Monroe	959	44	4.6%
Plymouth	5,355	723	13.5%
Rumney	1,488	203	13.6%
Sugar Hill	678	59	8.7%
Thornton	2,460	70	2.8%
Warren	874	69	7.9%
Waterville Valley	186	-	0.0%
Wentworth	887	83	9.4%
Woodstock	1,126	64	5.7%
County	36,837	3,759	10.2%
New Hampshire	1,305,013	98,682	7.6%

Source: ACS 5-year period (2019); Table S1701

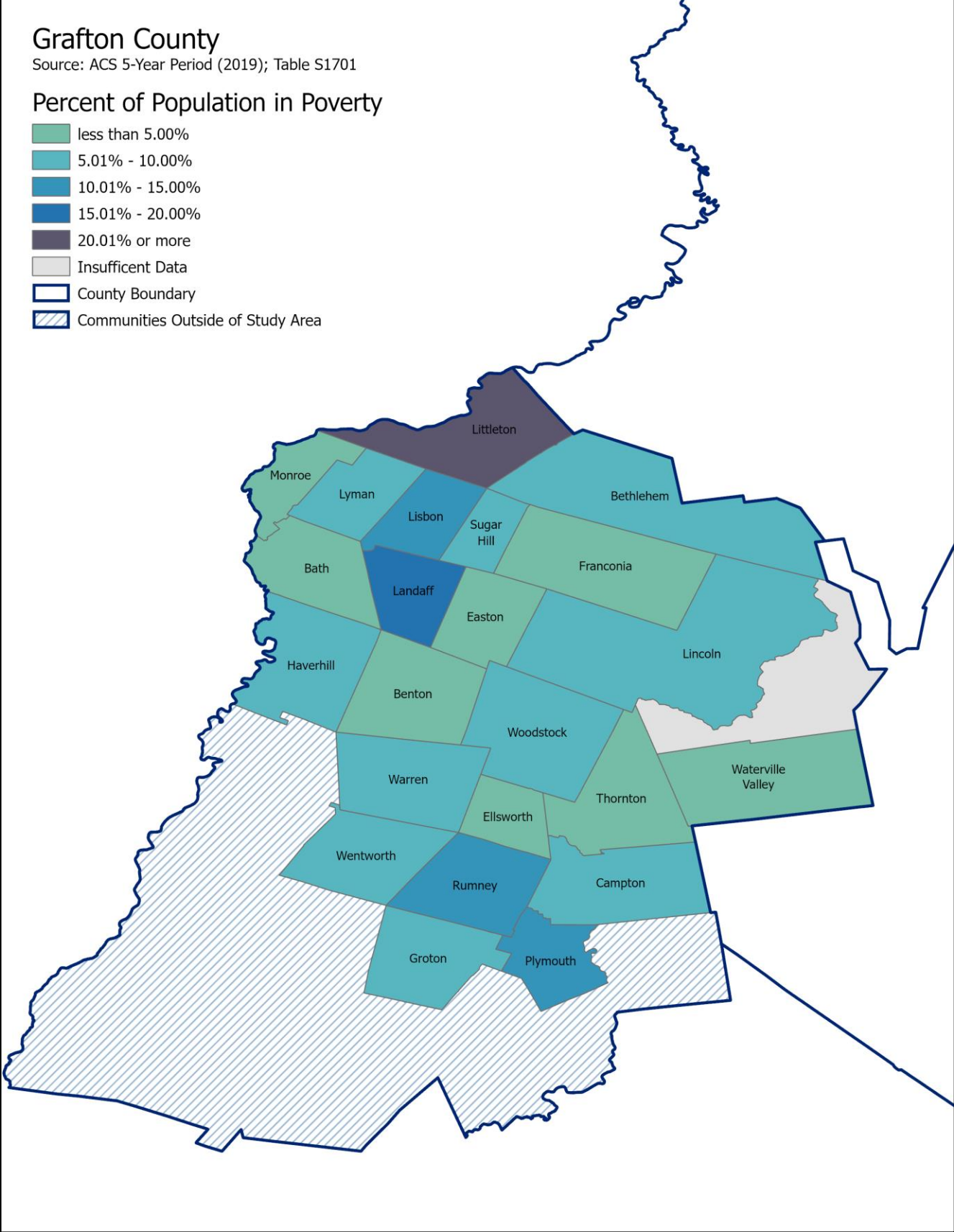
Map 3.1



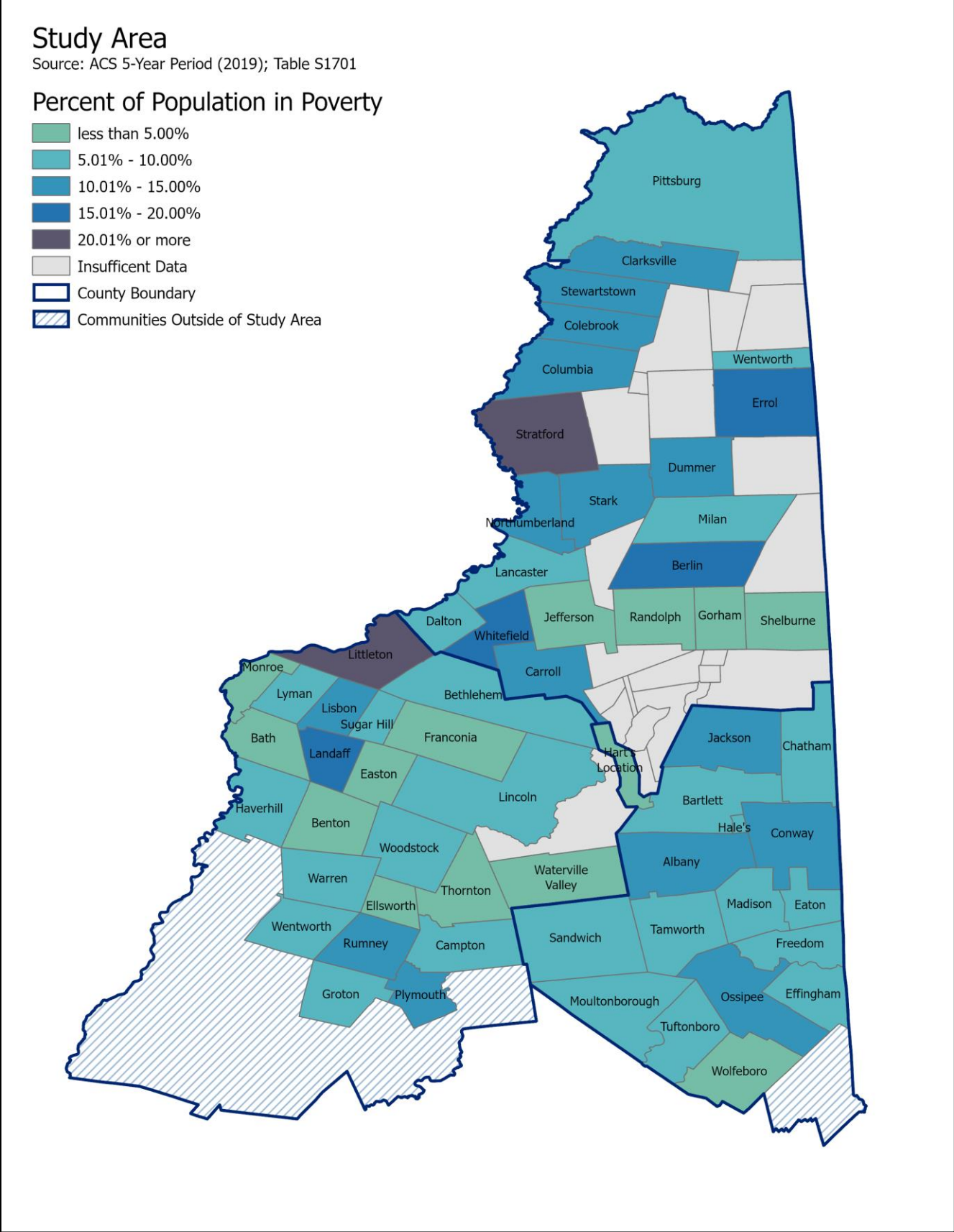
Map 3.2



Map 3.3



Map 3.4



Over 60% of all communities within the study area have a higher rate of poverty than the state average. Some communities have significant poverty rates with Conway (14.8%) in Carroll, Stratford (33.5%) in Coos, and Littleton (20.2%) in Grafton. Twenty-one (21) of the 56 communities who estimate poverty have a rate that is 10% or more.

It should be noted that the threshold for poverty for a single adult is \$13,465[‡], which equates to \$1,122 a month. Drawing from the 2020 New Hampshire Rental Cost Survey Report, the average cost for a one-bedroom apartment is \$1,094. This is noted to highlight that there are likely more households that face transportation challenges outside of those who are accounted for in the poverty calculations completed by the Census Bureau.

2.5 Household Income

The median income for New Hampshire is \$77,933, which is \$10,200 higher than the country's median (\$67,712). The following tables show the median incomes for each community within the study area by county.

Table 4.1 Carroll County: Income

	Median household income in the past 12 months	
Albany	\$	59,821.00
Bartlett	\$	54,688.00
Chatham	\$	66,932.00
Conway	\$	62,198.00
Eaton	\$	65,156.00
Effingham	\$	70,000.00
Freedom	\$	70,096.00
Hale's Location	\$	91,250.00
Hart's Location	\$	57,187.50
Jackson	\$	66,339.00
Madison	\$	74,209.00
Moultonborough	\$	69,978.00
Ossipee	\$	46,859.00
Sandwich	\$	80,739.00
Tamworth	\$	51,354.00
Tuftonboro	\$	65,114.00
Wolfeboro	\$	60,703.00
County	\$	65,156.00
New Hampshire	\$	77,933.00

[‡] US Census poverty threshold spreadsheet for 2020:

<https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Table 4.2 Coos County: Income

Median household income in the past 12 months	
Berlin	\$ 39,130.00
Carroll	\$ 62,917.00
Clarksville	\$ 50,625.00
Colebrook	\$ 42,500.00
Columbia	\$ 44,250.00
Dalton	\$ 53,618.00
Dummer	\$ 51,875.00
Errol	\$ 56,458.00
Gorham	\$ 57,926.00
Jefferson	\$ 55,625.00
Lancaster	\$ 55,192.00
Milan	\$ 62,644.00
Northumberland	\$ 45,000.00
Pittsburg	\$ 44,448.00
Randolph	\$ 84,000.00
Shelburne	\$ 68,333.00
Stark	\$ 47,396.00
Stewartstown	\$ 47,000.00
Stratford	\$ 34,219.00
Whitefield	\$ 47,969.00
County	\$ 51,250.00
New Hampshire	\$ 77,933.00

Source: ACS 5-year period (2019); Table S1903

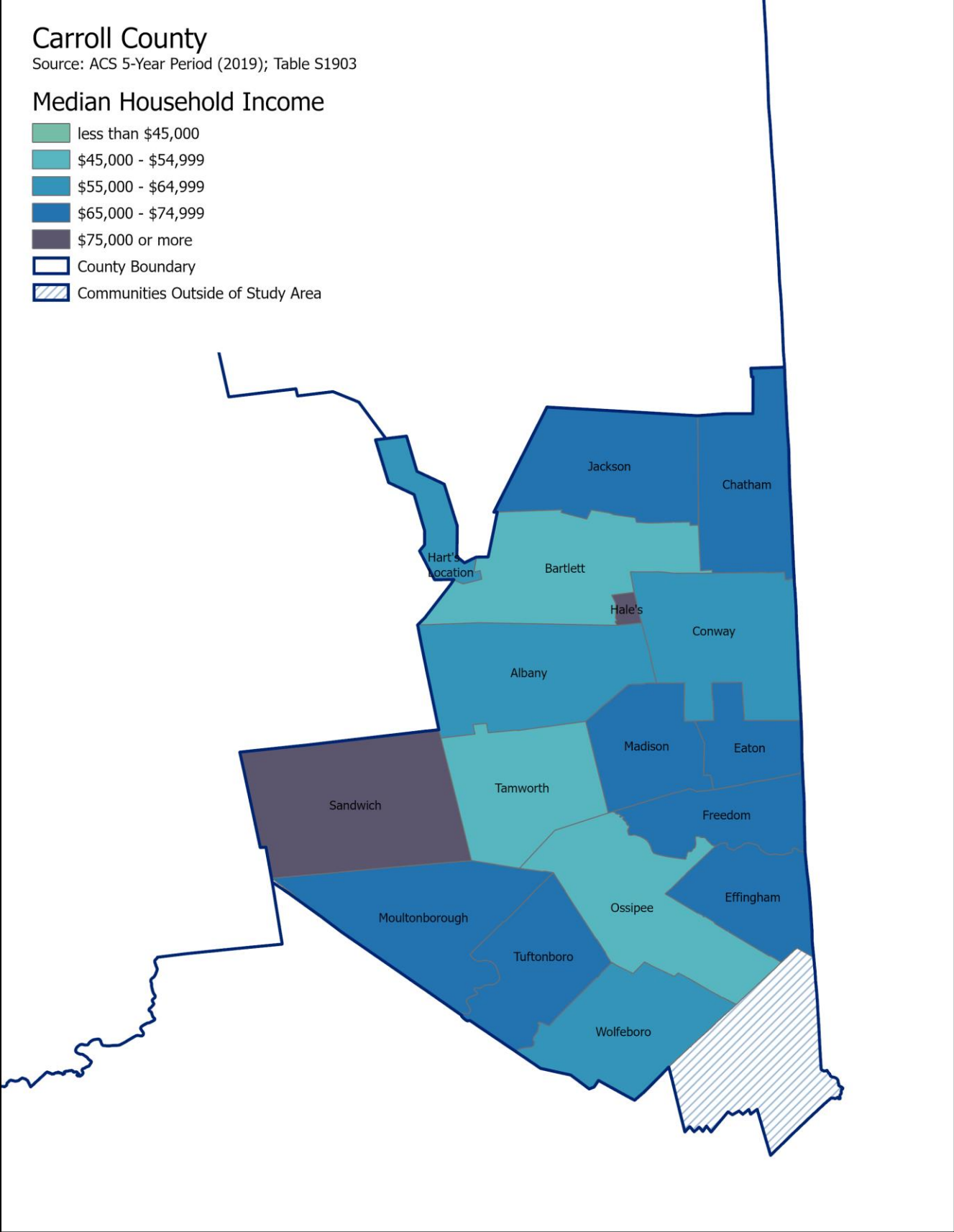
Table 4.3 Grafton County: Income

Median household income in the past 12 months	
Bath	\$ 65,000.00
Benton	\$ 52,500.00
Bethlehem	\$ 55,556.00
Campton	\$ 62,045.00
Easton	\$ 86,250.00
Ellsworth	\$ 51,563.00
Franconia	\$ 68,750.00
Groton	\$ 55,833.00
Haverhill	\$ 52,143.00
Landaff	\$ 54,375.00
Lincoln	\$ 52,857.00
Lisbon	\$ 57,617.00
Littleton	\$ 40,233.00
Lyman	\$ 60,893.00
Monroe	\$ 69,531.00
Plymouth	\$ 53,822.00
Rumney	\$ 55,625.00
Sugar Hill	\$ 88,750.00
Thornton	\$ 67,054.00
Warren	\$ 47,500.00
Waterville Valley	\$ 105,000.00
Wentworth	\$ 66,667.00
Woodstock	\$ 57,316.00
County	\$ 57,316.00
New Hampshire	\$ 77,933.00

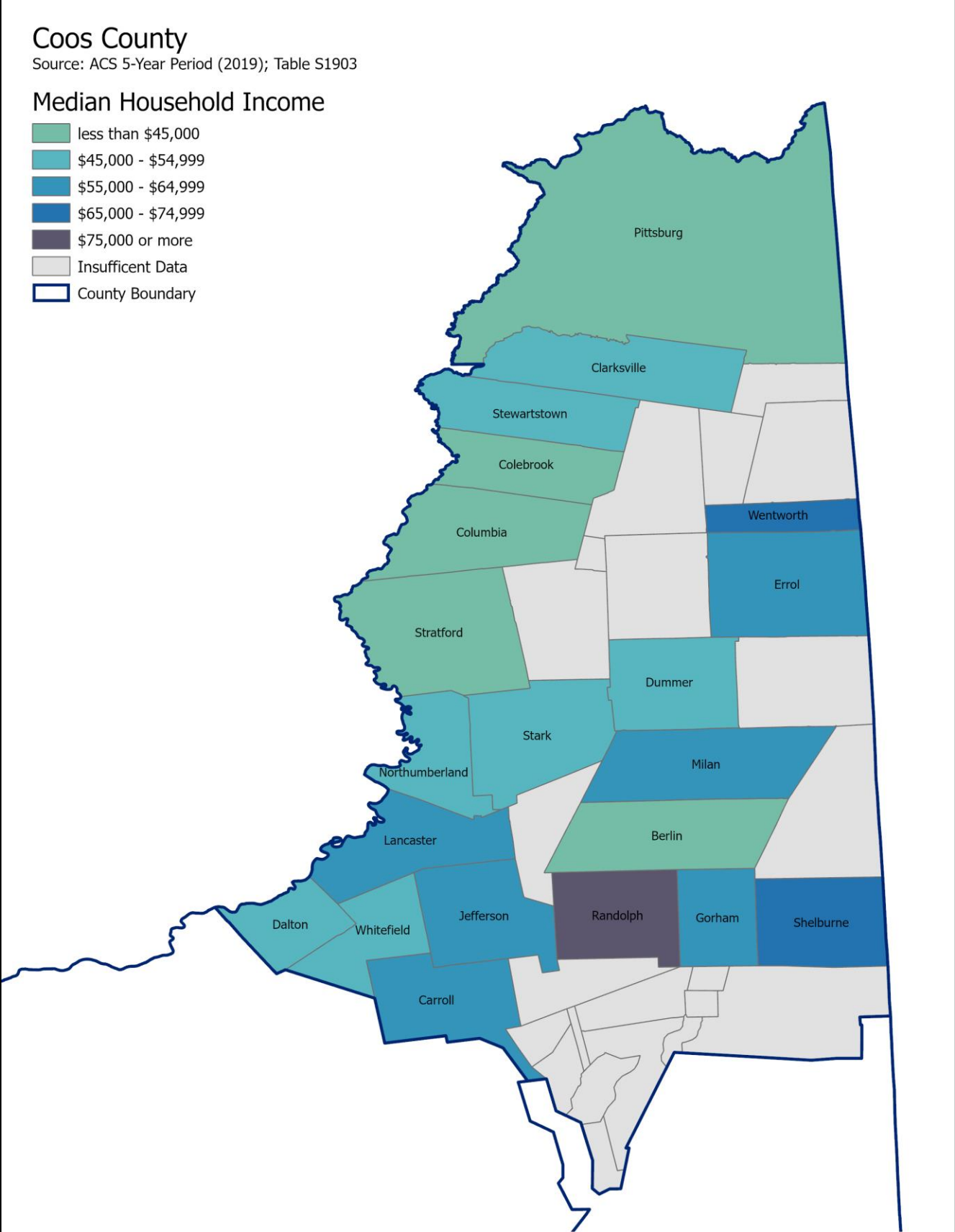
Source: ACS 5-year period (2019); Table S1903

The majority of communities within the study area have a lower median income than the rest of the state, with Ossipee (\$46,859) in Carroll, Stratford (\$34,219) in Coos, and Littleton (\$40,233) in Grafton having the lowest median incomes of their region. Coos County has the lowest median income, compared to the rest of the study area, at \$51,250.

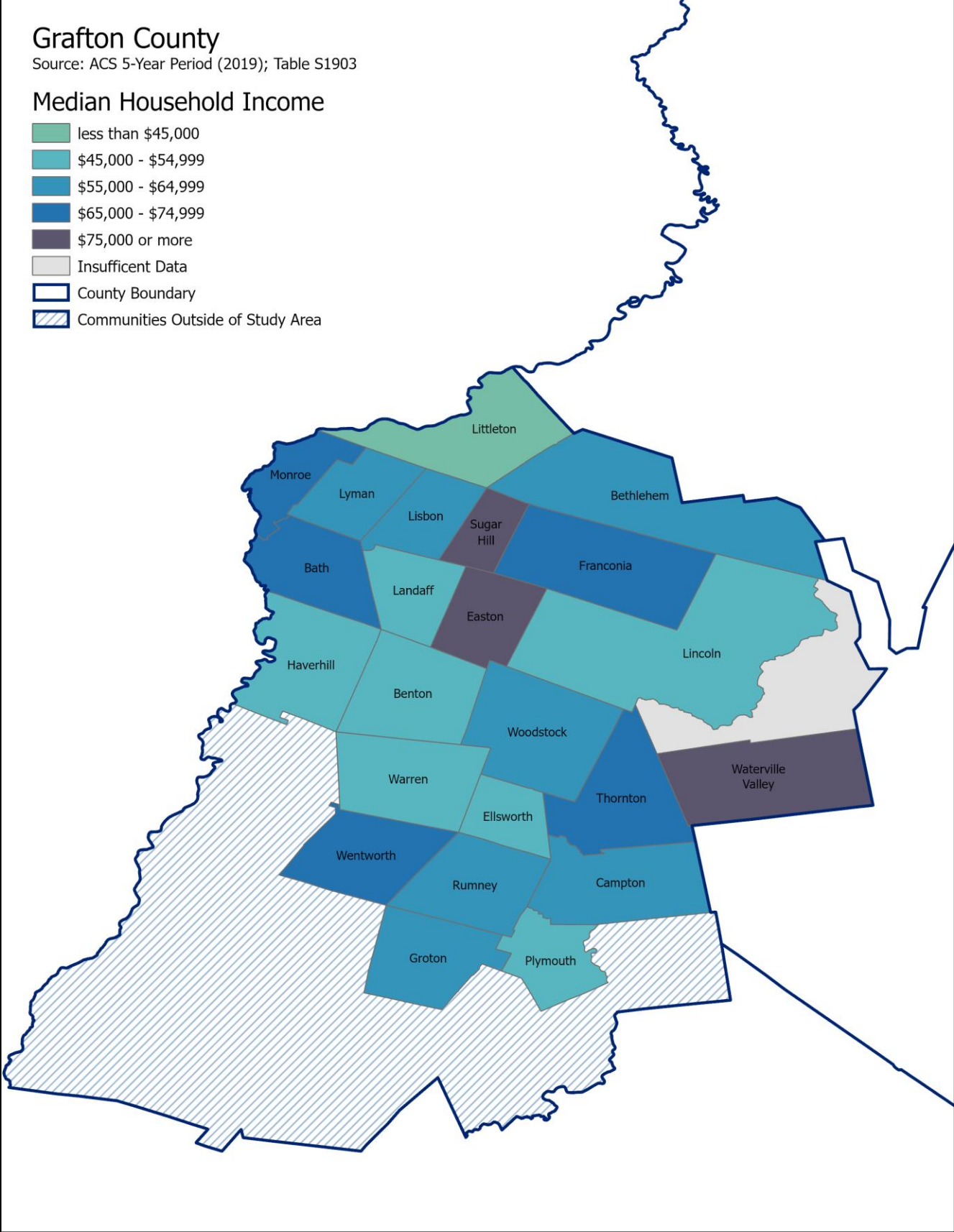
Map 4.1



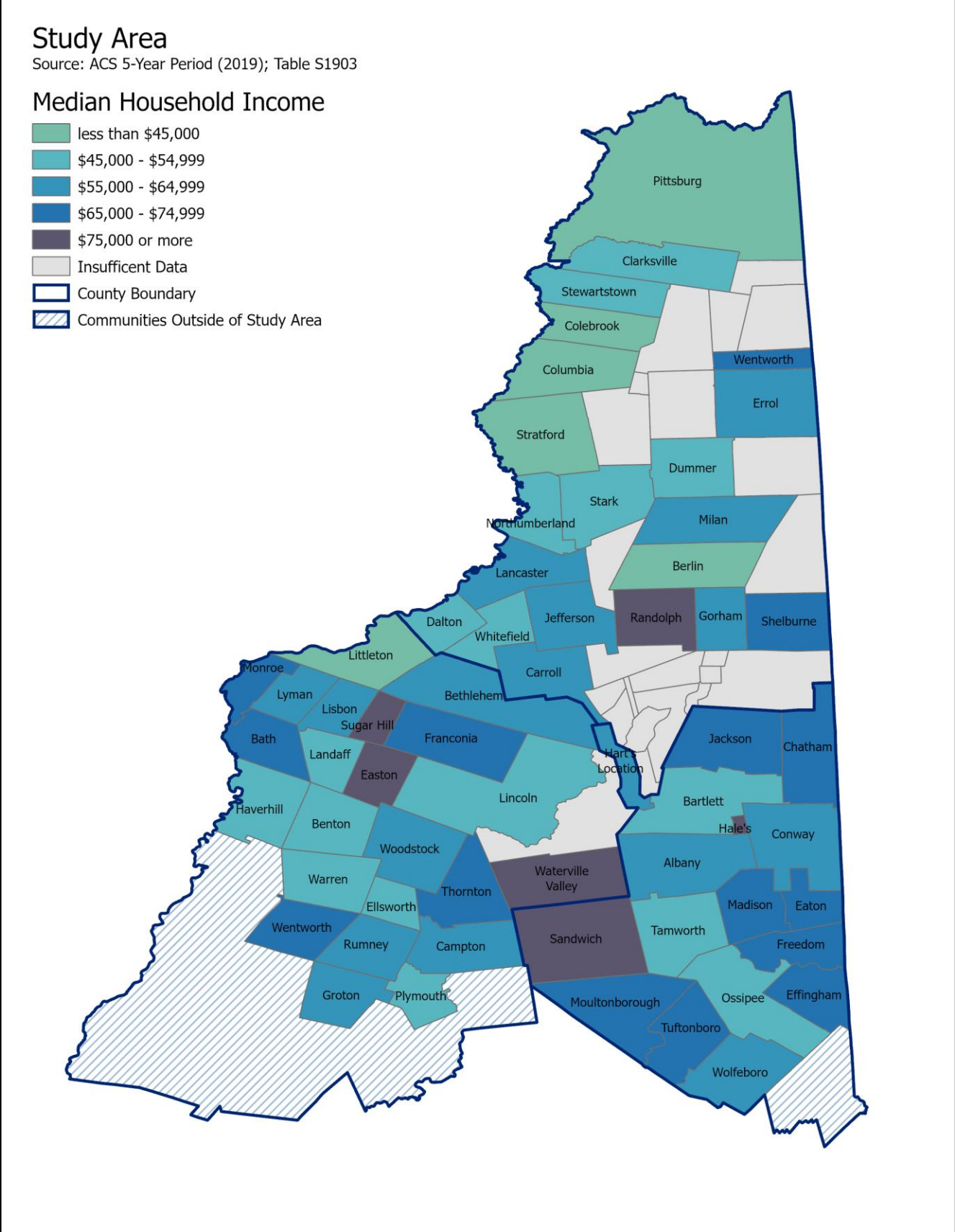
Map 4.2



Map 4.3



Map 4.4



2.6 Vehicle Availability

Lack of access to a vehicle makes it difficult to get to jobs, healthcare, education, shopping, and leisure activities in most of the country, especially rural areas. Vehicle ownership rates play an important role in determining public transit demand and identifying unmet needs. These rates can also provide important insight in determining where there are concentrations of people without reliable transportation for their daily needs, such as employment.

As seen during the COVID-19 pandemic, some work can be done remotely without having to leave the home. Although we may see a shift in remote working over the coming years, there are still many jobs, especially lower income jobs, that require employees to be on site everyday (grocery stores, hospitality businesses, and retail stores). The following tables show vehicle ownership rates of the communities within the study area by county.

As the tables show, roughly half of the communities within the study area have no vehicle households at a rate higher than that of the state's average (5%). Tamworth (11%) in Carroll County, Berlin (16%) in Coos, and Littleton (13%) in Grafton have the highest rate of no vehicle households in their region. It should also be noted that this analysis does not capture the transportation challenges of households with multiple working people and not enough vehicles to support their commuting needs.

Table 5.1 Carroll County: Vehicle Availability

	Total Estimated	Owner occupied: No Vehicle Available	Renter occupied: No Vehicle Available	Total No Vehicle Available	Percentage Without Vehicle
Albany	307	8	2	10	3%
Bartlett	1466	0	0	0	0%
Chatham	143	3	0	3	2%
Conway	4632	18	183	201	4%
Eaton	135	0	4	4	3%
Effingham	594	7	3	10	2%
Freedom	611	7	0	7	1%
Hale's Location	89	0	0	0	0%
Hart's Location	24	0	0	0	0%
Jackson	416	0	0	0	0%
Madison	977	17	0	17	2%
Moultonborough	1765	33	21	54	3%
Ossipee	2011	11	152	163	8%
Sandwich	643	12	0	12	2%
Tamworth	1300	78	61	139	11%
Tuftonboro	923	23	5	28	3%
Wolfeboro	3000	149	143	292	10%
County	19036	366	574	940	5%
New Hampshire	532,037	6,633	20,759	27,392	5%

Source: ACS 5-year period (2019); Table B25044

Table 5.2 Coos County: Vehicle Availability

	Total Estimated	Owner occupied: No Vehicle Available	Renter occupied: No Vehicle Available	Total No Vehicle Available	Percentage Without Vehicle
Berlin	3977	118	526	644	16%
Carroll	324	0	0	0	0%
Clarksville	141	6	0	6	4%
Colebrook	954	52	37	89	9%
Columbia	316	11	10	21	7%
Dalton	424	3	3	6	1%
Dummer	127	1	0	1	1%
Errol	113	0	2	2	2%
Gorham	1243	27	59	86	7%
Jefferson	396	4	6	10	3%
Lancaster	1366	56	34	90	7%
Milan	589	10	0	10	2%
Northumberland	984	30	26	56	6%
Pittsburg	423	4	7	11	3%
Randolph	196	0	0	0	0%
Shelburne	200	2	2	4	2%
Stark	233	4	7	11	5%
Stewartstown	418	33	0	33	8%
Stratford	277	14	26	40	14%
Whitefield	1046	42	46	88	8%
County	13747	417	791	1208	9%
New Hampshire	532,037	6,633	20,759	27,392	5%

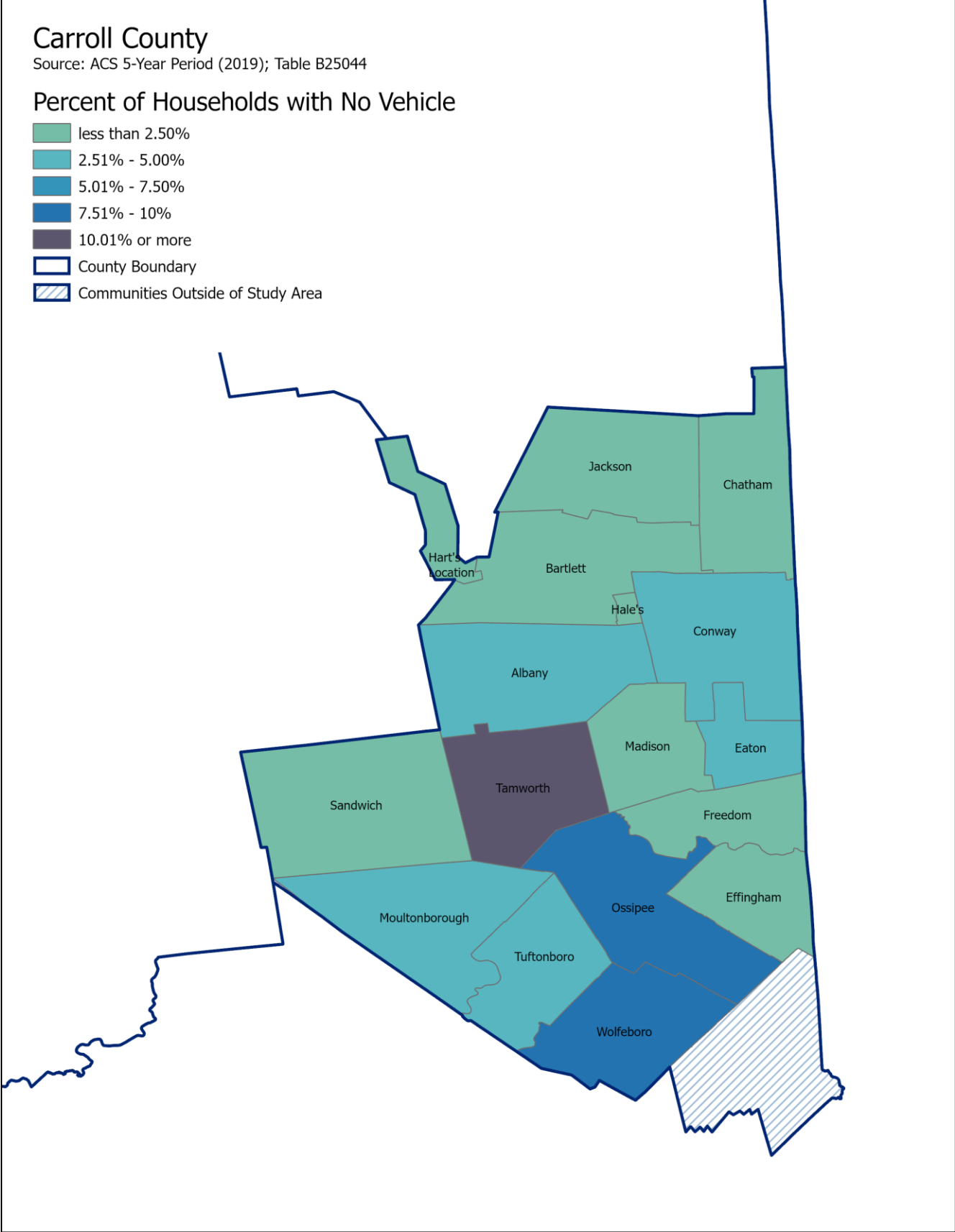
Source: ACS 5-year period (2019); Table B25044

Table 5.3 Grafton County: Vehicle Availability

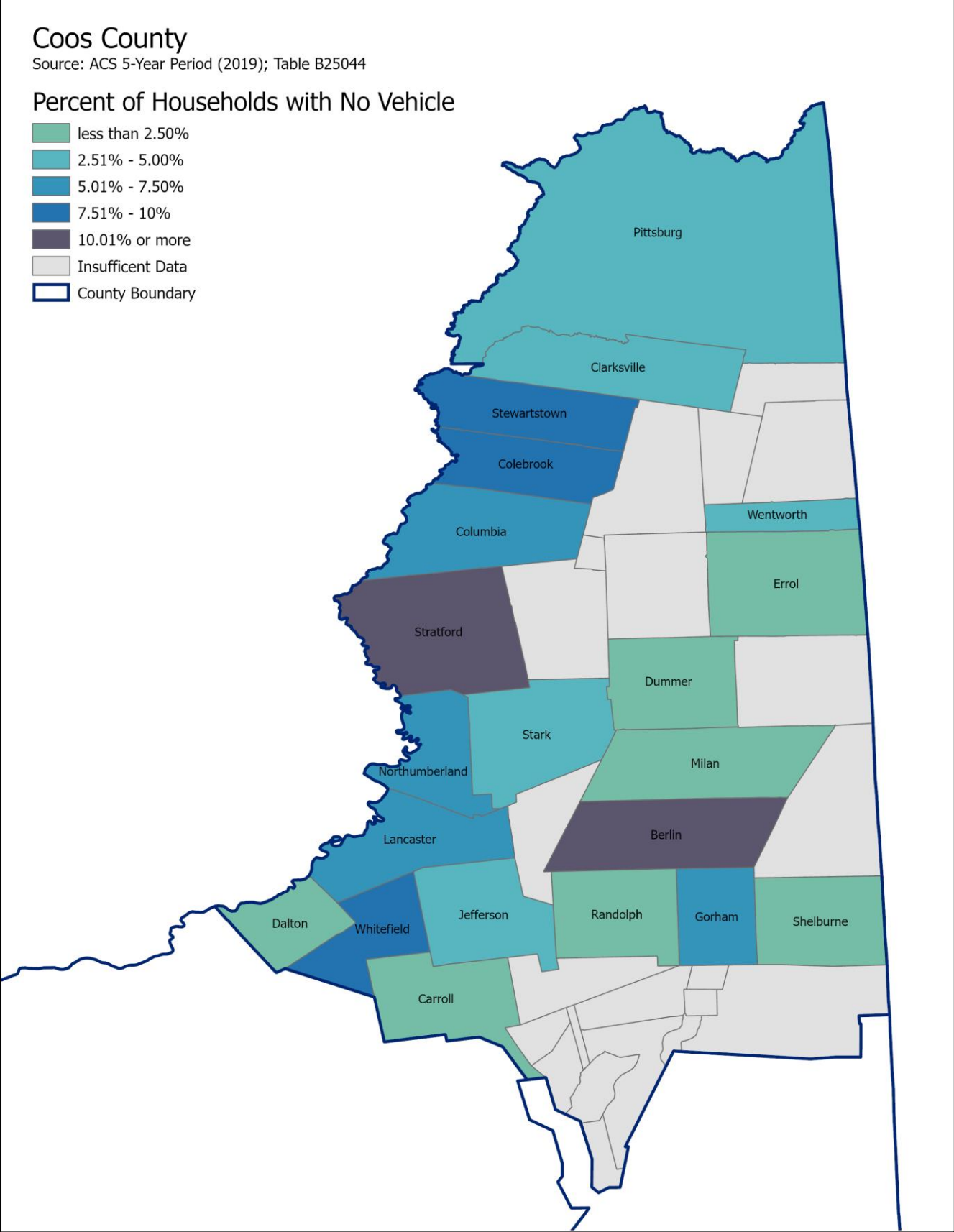
	Total Estimated	Owner occupied: No Vehicle Available	Renter occupied: No Vehicle Available	Total No Vehicle Available	Percentage Without Vehicle
Bath	380	9	0	9	2%
Benton	124	3	0	3	2%
Bethlehem	1082	5	78	83	8%
Campton	1342	11	55	66	5%
Easton	135	7	2	9	7%
Ellsworth	35	0	0	0	0%
Franconia	434	4	3	7	2%
Groton	200	18	0	18	9%
Haverhill	1754	33	51	84	5%
Landaff	210	7	0	7	3%
Lincoln	448	7	40	47	10%
Lisbon	647	3	38	41	6%
Littleton	2891	38	328	366	13%
Lyman	283	4	0	4	1%
Monroe	357	5	0	5	1%
Plymouth	2147	19	210	229	11%
Rumney	599	8	12	20	3%
Sugar Hill	285	6	5	11	4%
Thornton	966	12	5	17	2%
Warren	348	3	0	3	1%
Waterville Valley	92	0	0	0	0%
Wentworth	358	14	0	14	4%
Woodstock	499	8	38	46	9%
County	15616	224	865	1089	7%
New Hampshire	532,037	6,633	20,759	27,392	5%

Source: ACS 5-year period (2019); Table B25044

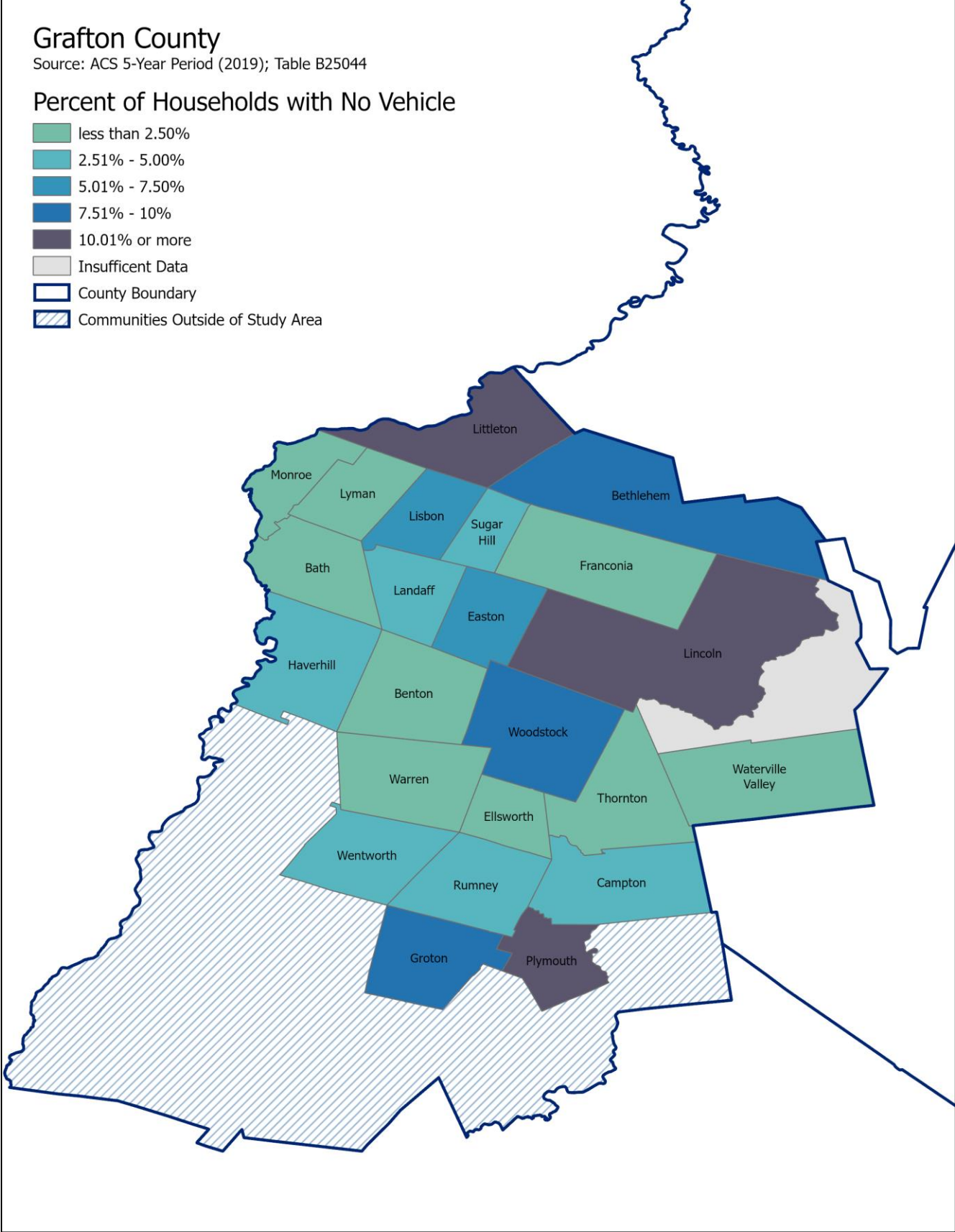
Map 5.1



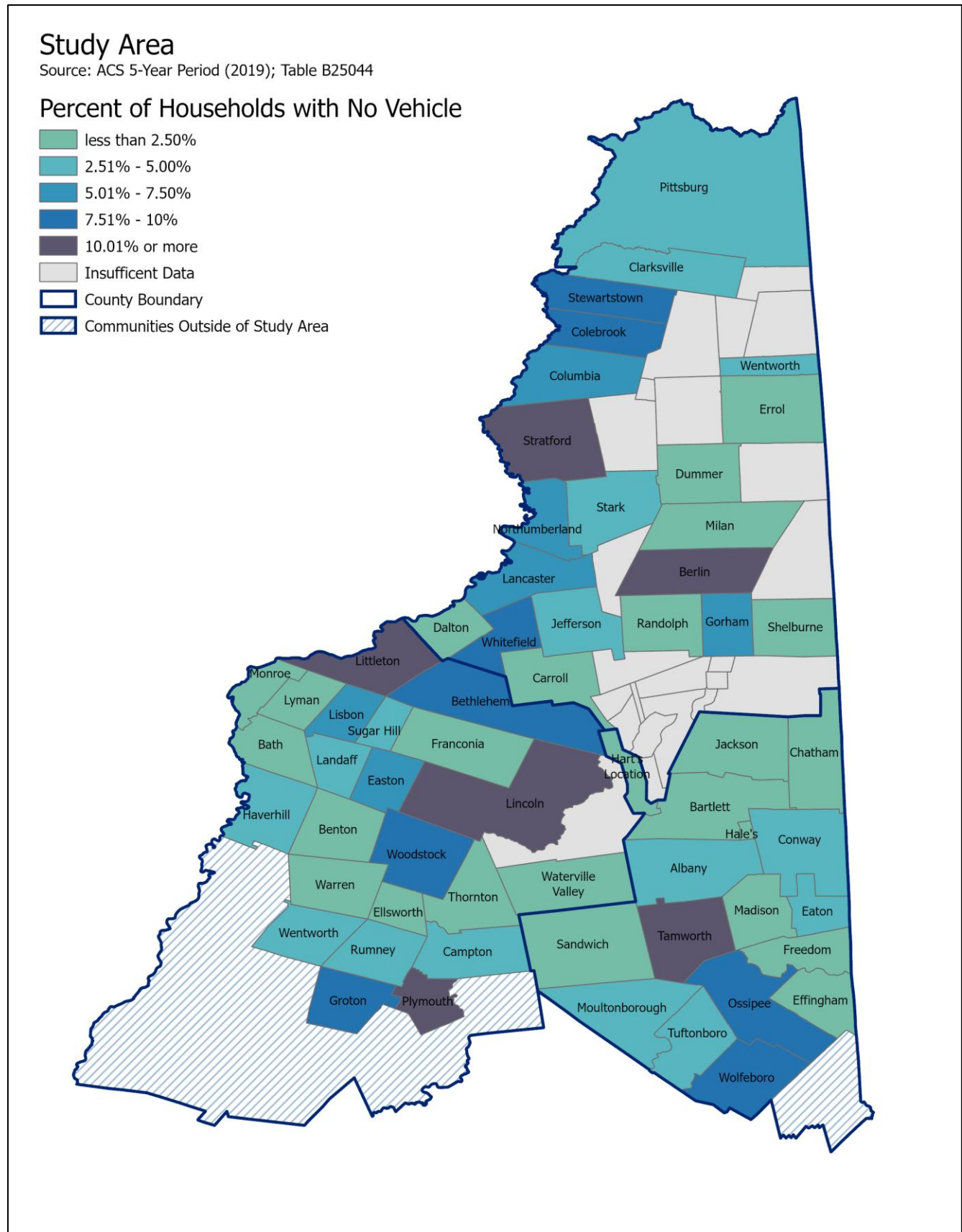
Map 5.2



Map 5.3



Map 5.4



3. TRANSPORTATION SERVICES & NEEDS

3.1 Overview

This chapter highlights some of the major transportation providers in the region, including details and important information regarding their services. Following the overview of service information, an analysis of service gaps and identified needs through survey responses and interviews with transportation providers and partners is presented. A comprehensive list of all of the transportation providers in the region are identified in the Community Transportation Services Directories for the Carroll County Regional Coordinating Council (CCRCC) and the Grafton-Coos Regional Coordinating Council (GCRCC) is updated yearly and available in Appendix C and on the North Country Council website:

CCRCC Community Service Directory:

http://www.nccouncil.org/wp-content/uploads/2020/10/CCRCC-Service-Directory-2019_FINAL.pdf

GCRCC Community Service Directory:

<http://www.nccouncil.org/wp-content/uploads/2020/09/GCRCC-Service-Directory-2020.pdf>

3.2 Services

Public transportation providers, and any other agencies that provide transportation to their clients, provide a vital service to those who cannot drive due to financial or physical limitations. In addition, there are some for-hire services available within the study area, however they can be inaccessible to those with lower incomes and accessibility needs.



3.2.1. General Public

Tri-County Transit (TCT) operates two (2) “flex routes” which will deviate up to a quarter mile from the established route when requested a day or more in advance. The “Tri-Town” route serves the communities of Lancaster, Whitefield, and Littleton and the “The BG” route serves the communities of Berlin and Gorham. In addition, TCT provides door-to-door services throughout the region Monday through Friday, and Medicaid riders can travel to medical appointments 7 days a week. Visit <http://www.tricountytransit.org/services.html> for route brochures, schedules, and further information.

Concord Coach provides intercity scheduled bus services 7 days/week to and from communities within New Hampshire to Boston South Station and Logan Airport. Bus stops in the study area include: Berlin, Gorham, Pinkham Notch AMC, Jackson, Conway, and Ossipee, as well as Littleton, Franconia, Lincoln, and Plymouth. Fare and schedule information is available on their website:

<https://concordcoachlines.com/route/northern-nh-to-from-boston-logan-airport/>

Appalachian Mountain Club (AMC) operates a seasonal fixed route shuttle system for hikers to designated stops surrounding the major trailheads and AMC destinations in the White Mountain National Forest. Shuttles operate 7 days a week, June through October and provide approximately 150-200 rides per week. More information about the schedule and rates can be found at: www.outdoors.org/lodging/lodging-shuttle.cfm.

Rural Community Transportation (RCT) is a non-profit transportation brokerage that uses a variety of public transportation methods including buses, ADA-accessible vans, taxis, and volunteer drivers. While this service largely operates in Vermont, it does offer two free routes into the North Country. The Twin-City is a commuter route that travels between Lyndonville, VT and Littleton, NH with stops at retail locations along US302 in Littleton on weekdays. The Greenleaf is a shopper route that runs on the second and fourth Thursday of each month between Lyndonville, VT and Woodsville, NH. Information on their services can be found at <https://www.riderct.org/>

3.2.2. Restricted

Due to their funding sources, some transportation providers are restricted on who they can provide services to. These providers offer rides to older adults, adults with disabilities, non-emergency medical trips, or are specific to residency.



Gibson Center for Senior Services is a nonprofit organization that provides demand-response services for seniors and adults with disabilities in Conway, Albany, Bartlett, Chatham, Eaton, Jackson and Madison. Services are provided Monday through Friday, from 7:00am to 2:00pm for trips to the senior center for meals and activities, medical appointments, shopping, and recreational outings. The Gibson Center employs one part-time driver and one full-time driver that provide approximately 5,000 rides per year equating to 19,000 miles a year. It is free to ride, but donations are accepted. Transportation services are funded through revenues from town, state, and federal resources, donated fares, and private donations. View more information about the Gibson Center at <https://www.gibsoncenter.org/>

Carroll County Retired & Senior Volunteer Programs (CCRSVP) is a volunteer program that serves seniors and adults with disabilities by providing rides to medical appointments, grocery shopping, and other errands. CCRSVP provides transportation for both local and long distance medical trips Monday-Friday, from 8 a.m.-4 p.m. It is requested that 48 hours advance notice be given so that volunteer drivers can be located. CCRSVP has a driver pool of approximately 50 volunteer drivers, and provides an average of 25 rides per week (1,300 per year). CCRSVP services are provided through county, state and federal funding and through private donations. Their website is <https://www.carrollcountyrsvp.org/>

Grafton County Senior Citizens Council (GCSCC) is a private nonprofit organization that provides programs and services to support the health and well-being of older residents within the North Country. GCSCC primarily provides demand-response transportation to older adults and adults with disabilities for medical appointments, shopping, employment, educational/training services, senior meals and activities, and other recreational trips. Transportation is also provided to GCSCC's senior centers, which include locations in Plymouth, Littleton, Haverhill, and Lincoln. GCSCC uses ADA-accessible buses to provide transportation Monday through Friday from 8:00am to 3:00pm, with additional hours outside of those parameters if requested and when possible. GCSCC employs 3 full time drivers, 9 part time drivers, and 12 per diem drivers in the county and provides approximately 34,000 rides a year. Services are funded by revenue from town, county, state and federal funding; private donations; private foundations; and passenger donations. For information on their services and senior centers, visit <https://www.gcsc.org/>

Transport Central provides free transportation to seniors, adults with disabilities, most Medicaid clients, Vocational Rehabilitation clients, and many veterans through a network of volunteer drivers. The service area includes Alexandria, Ashland, Bridgewater, Bristol, Campton, Dorchester, Ellsworth, Groton, Hebron, Holderness, Lincoln, New Hampton, Plymouth, Rumney, Thornton, Warren, Waterville Valley, Wentworth, and Woodstock. Trips are available Monday through Friday, from 8:00am to 4:00pm, and other times may be available depending on driver availability. Transport Central has about 20 volunteer drivers and provides approximately 30-35 trips per week. This service is supported with federal funds, private donations, and other sources as they become available. Trips are primarily for local and long-distance medical appointments and can be scheduled by calling 855-654-3200.

Interlakes Community Caregivers, Inc (ICCI) is a nonprofit volunteer organization that provides rides and other services to residents of the towns of Meredith, Center Harbor, Moultonborough and Sandwich free of charge. Volunteers use their own vehicles to provide rides to local and long-distance medical appointments, grocery shopping, and other local errands and appointments, as well as friendly visits and phone calls for isolated adults. Services are provided during the weekdays between 9am and 3pm. ICCI is funded primarily by donations from individuals, but they also receive funding from foundations, local businesses and the four towns they serve. In 2020, volunteers provided almost 2,000 services and drove more than 30,000 miles. More information can be found at <https://interlakescares.org>

Caleb Interfaith Volunteer Caregivers uses a network of volunteer drivers to provide local/long distance medical and recreational trips for senior citizen clients (60+) from Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield. Visit <https://calebcaregivers.org/> for more information.

3.2.3. Others

In addition to the organizations noted above, the list below includes several other transportation providers and transportation information providers within the study area. Their eligibility requirements, service areas, fares, contact information and more can be found in the directories mentioned at the beginning of this chapter.



- Armistead Home Care
- Best Choice Rides n' Taxi
- Dave's Taxi
- Easter Seals
- Fast Taxi
- The Gannon Company
- Granite State Independent Living
- JCN Shuttle
- Lakes Region Mental Health Center
- Littleton Senior Center
- Medicaid Transportation
- The Morrison
- Mountain View Shuttle
- New Hampshire 2-1-1
- Northeast Livery LLC
- Organized Acts of Kindness for Seniors
- ServiceLink
- The Shuttle Connection
- Tri Valley Transit (formally Stagecoach)
- Veterans Administration

3.3 Needs Assessment

Although there are many providers within the study area already, there are still transportation needs that are not being met. Through demographic analysis, transportation provider and partner interviews, and public input, we have identified gaps in transportation service within the study area. The following sections cover the analysis and responses of this needs assessment.

3.3.1. Demographic Analysis

In Chapter 2 of this plan, a series of demographic data points were outlined for each community within the study area. These demographic points include older adults, people with disabilities, poverty, household income, and vehicle availability. As highlighted in Chapter 2, the percentage of population over 65 years of age within the study area is 11 percentage points higher than that of the state's. The study area also has a percentage of people with disabilities that is nearly 5 percentage points higher than the state's average. Following the trend, the study area also has a poverty rate that is higher than the state's at 10.5% compared to 7.6%. And although the state boasts a median household income \$10,200 higher than the country's, the study area of this plan has a median household income that is lower than the country's. Lastly, the study area's average vehicle availability is comparable to the remainder of the state, however there are seven communities within the study area that have no vehicle households at a rate two or three higher than the state's average (5%).

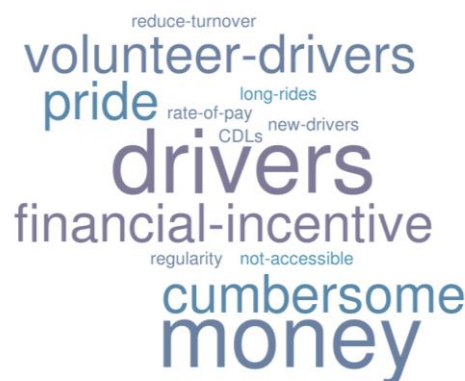
3.3.2. Interviews

To understand the needs and challenges of providing transportation, as well as some of the client needs and challenges, ten 1-to-1 interviews were conducted with transportation providers and partners. Each interview lasted 30-60 minutes and covered the following topics:

- What services do you provide?
- What are the general transportation needs of clients?
- What are the obstacles faced by clients and the organization?
- What ways do you think coordination and efficiency could be improved in the region?

Transportation providers and transportation partners often go beyond medical transportation, with many providing services such as nutrition (meals, food pantry assistance, grocery deliveries), social interaction (wellness checks, community activities, day trips), daily living errands (post office, library, salon), and education (training, licensing, learning courses). Although medical appointments were often stated as the top general need of clients, grocery/food deliveries and social interaction were stated as the second and third most pressing needs of clients. In addition, interviewees noted that transportation to jobs, both paid employment and volunteer, are an important service that is difficult to provide given their current capacities.

Despite the wide range of interviewees, a pattern of similar needs and challenges were stated. All of the transportation providers cited a lack of drivers (both paid and volunteer) as an obstacle of their agency. Paid driver shortages are a result of a lack of financial incentive and proper licensing, as well as lack of funds within the agency to afford additional drivers. Volunteer driver shortages are attributed to limited pool of eligible drivers (under current rules) and need for greater exposure of volunteer programs to the general public. All noted that due to a shortage of drivers their organizations are limited in the service they can provide to the public.



Transportation partners noted the limited service (geographical service coverage and hours of operation) were obstacles for their clients to access transportation. All of the interviewees stated that information on transportation services in the study area (including service coverage, booking rides, and ride eligibility) is currently cumbersome, confusing, and inaccessible to many clients. This lack of accessibility is limiting the coordination and efficiency of transportation services, which is restricting the reach of already limited resources.

COVID-19

Due to the effects of COVID-19, many providers within the study area paused or adapted their services to meet changing demands. Those who provided congregate meals switched to grab-and-go meals, noting that they had new clients during their grab-and-go meals that had not attended their congregate meals.

Additionally, providers that paused trip services adapted a delivery model where volunteers provided client-less transportation of groceries and prescriptions to those who were most vulnerable to exposure. Providers noted that their adaptability during COVID-19 met needs that they had not been able to meet before, but that once the pandemic subsides they will struggle to continue to provide those services, in addition to their usual services, due to capacity.

COVID-19 also highlighted the fragility of the volunteer driver pool within the area, many of which stopped volunteering to drive due to concerns of their safety. It is also noted that for some providers client demand subsided with volunteers since both groups were cautious of exposure.

3.3.3. Survey Responses

As part of the development of this plan, a region-wide transportation survey was conducted. Responses were gathered between August 2020 through the end of April 2021. A total of 235 responses were collected, 217 of which were from residents within the study area. Of these responses, 51% were over the age of 60, 6% reported household incomes under \$20,000, and 4% reported having a disability. Further information on the survey results can be found in Appendix B.

Based on the responses received from the survey, the majority of respondents said they travel to communities outside their own to meet their needs (such as healthcare, grocery, retail, and social), with the exception of banking; which was largely reported to be accessible within their own community. Seventy-eight percent (78%) of respondents with disabilities reported to have “some difficulty” or “significant difficulty” getting to grocery stores and social activities. Moreover, 88% of respondents with disabilities noted having “some difficulty” or “significant difficulty” accessing healthcare.

Recognizing the impact COVID has had on travel behaviors, respondents were asked how their travel behaviors have changed because of the pandemic, what behaviors they will keep after the pandemic is over, and how economic factors of the pandemic has or will affect their transportation options. The majority of respondents said that they have reduced the number of trips they take by consolidating trips and getting more items delivered directly to their home. As for economic pressures, 17% of respondents

noted they may have to give up their personal vehicle and would have to rely on friends and family for transportation. Another 8% of respondents said they would switch to cycling, but that it would require them to cycle an uncomfortable distance to get to where they need to go.

In the open-ended answer box following the prompt “*Please provide details on the transportation issues, needs, and/or opportunities you’re aware of*”, 14% of respondents mentioned a need for expanded and improved public transit options. It was noted by both respondents and interviewees that transportation to support employees in the hospitality and retail industries is greatly needed. The currently available services are too infrequent and do not run late enough in the day to support the transportation needs of restaurant, retail, and attraction workers. In addition, rising housing costs are driving workers farther and farther from their places of work and general services, making it increasingly difficult to get to where they need to be to meet their needs. Some of the written responses are below:

- “I wish there was more public transportation. Dependence on my car, long commutes, and lack of public transportation are what I dislike most about living in the North Country.”
- “There is a need for public transportation to both jobs and to other transportation hubs.”
- “Generally, the region would benefit from any form of public transportation for employees in the area and for guests in the high demand areas to reduce traffic congestion.”
- “Our region has no public transportation options that meet the needs of workers - the limited services offered by the local CAP do not run route schedules that allow folks to get to work and remain there for a full shift before returning home. Similarly, folks using buses to go grocery shopping or to medical appointments often dedicate a half day or more to the experience due to route schedules.”
- “With very limited routes and hours through TCCAP as well as car seat requirements for children (must use on the bus but may not store on the bus between drop off and pickup so must somehow carry kids and car seats while at appointments or shopping) many people in need of transportation are unable to use this service and must depend on friends & neighbors to get around.”
- “I feel there needs to be public transportation for the Mt. Washington Valley area. Too many people do not have their own transportation making it necessary to walk, ride bikes, get rides from friends/family, or use cabs. The cost of cabs in the area is ridiculous and not practical for someone who lives pay check to pay check. During the inclement months, walking and bicycling are impractical. Also, kids without licenses can only get places if parents, friends, or other family can drive them. This makes it difficult for them to have their own jobs, get to school or sporting events, etc.”

In addition, A joint Statewide Coordinating Council (SCC) and Temporary Assistance to Needy Families (TANF) meeting held on April 16th 2021 provided insight on the needs of lower income households, much of which echoed the challenges voiced through the interviews and survey responses.

3.3.4. Summary of Needs

Based on the information gathered from demographic analyses, transportation provider and partner interviews, and survey responses, a variety of needs and challenges have been identified:

NEEDS
Riders/Clients
<ul style="list-style-type: none"> - expanded services <i>(more routes/coverage and more hours)</i> - support for providing both medical and non-medical rides <i>(such as employment/volunteering, grocery, retail, and social activities)</i> - clientless trips <i>(delivery of groceries and prescriptions)</i> - greater support for lower income households and the general public <i>(more services for those who are ineligible for rides through volunteer driver programs)</i>
Providers
<ul style="list-style-type: none"> - strengthen driver pool <i>(many drivers are older and/or are not paid enough)</i> - equipment upgrades <i>(more/new accessible buses)</i> - smart solutions <i>(leverage technology and innovation to improve efficiency)</i>
Partners
<ul style="list-style-type: none"> - relationship building <i>(build trust and connections between drivers/providers and those with transportation challenges)</i>
All
<ul style="list-style-type: none"> - accessible service information <i>(provide easy to understand information about transportation options and scheduling)</i>

4. GOALS & IMPLEMENTATION STRATEGIES

4.1 Prior Goals & Implementation Strategies

Before outlining the goals and implementation strategies this plan, it is important to look at the progress of the last plan. The following table identifies the strategies and actions listed in the 2014 Coordinated Plan, along with progress on each in the last six years. It should be noted that some of the strategies/actions outlined in the 2014 plan were outside the purview of the RCCs and relied on the decisions and coordination of state agencies.

Strategy from 2014 Coordinated Plan	Progress in Last Six Years
Evaluate and Enhance Existing Transportation Services	
Meet Basic Mobility Needs and Activities of Daily Living	Many of the transportation providers and partners within the region go beyond medical transportation and provide assistance with meeting daily living needs. In addition, due to COVID-19, many providers adapted their services to changing regulations and demands, which created or expanded their clientless transportation of delivering groceries and prescriptions.
Replacement Vehicles & Acquiring ADA-accessible Vehicles	The Gibson Center has replaced one bus and is awaiting results of a CDBG grant to replace their accessible bus. All TCCAP buses are ADA accessible, and they have replaced 7 buses since 2014.
Developing and Expanding Existing Deviated Route and Demand Response Systems	Unfortunately routes have been reduced since 2014 and the Blue Loon is no longer in operation. This was due to low ridership.
Developing Park and Ride Facilities	There are currently no designated Park & Ride facilities within the North Country, although Littleton, Conway, and Berlin/Gorham have been identified as ideal host communities within the 2020 Statewide Strategic Transit Assessment. In June 2020 North Country Council published a guidance document on Park & Ride facilities to provide accessible information on developing a Park & Ride facility.
Identifying Transit Stops that May Need Accessibility Improvements	This has not occurred.
Making Vehicle and/or Bus Stop Improvements for Bicycling	TCCAP installs bike racks on their flex route vehicles during the summer months
Maintaining and Expanding Intercity Bus Service	The Concord Coach routes from Berlin to Concord and Littleton to Boston-Logan have been maintained but services have not expanded.
Technology Improvements to Enhance Transportation Provider Services & Efficiency	
Seek funding for the procurement of new technologies	The Gibson Center has pursued a CDBG grant to purchase ServTracker to schedule rides and is awaiting award results. TCCAP is acquiring a new dispatching software (RouteMatch) this summer.
SCC/DOT should continue to explore software packages and pilot projects	N/A

Strategy from 2014 Coordinated Plan	Progress in Last Six Years
Support Mobility Management and Coordination Activities	
Administration and continuation of Regional Coordinating Councils (RCC)	CCRCC and GCRCC have continued to meet, with a total of 10 meetings for CCRCC since April 2019 and 9 meetings for GCRCC since April 2019.
The SCC, RCCs, DOT and transportation providers should work towards developing a centralized dispatch center to coordinate rides	2-1-1 has been utilized for providing information about transportation providers, but no centralized center to coordinate rides has been established.
Education, Outreach, and Marketing Activities	
Promoting and Distributing Directories	The services directories for both CCRCC and GCRCC regions were last updated in December 2019 and September 2020, respectfully. The distribution of directories has gone digital due to COVID-19 and technology advances, however printed copies can still be requested.
Promoting and Hosting Public Meetings	No public meetings in addition to monthly RCC meetings have occurred since February 2020 due to COVID-19.
Supporting and Maintaining Rideshare Programs	The North Country RideShare program has been discontinued. The CommuteSmart program has been difficult to promote in the North Country due to the vast geography, but information about the program can be found on the NCC website.
Supporting Travel Training Programs	This has not occurred.
Supporting Volunteer Programs	
Provide drivers with incentives or increased milage reimbursements to retain and attract drivers.	This has not occurred.
Providers should consider developing incentive programs to reward volunteers for their services	This has not occurred.
The SCC should continue to review how volunteer driver insurance coverage could be improved	N/A
Exploring Alternate Ways to Improve Access to Transportation	
Developing and Supporting Car Loan Programs	This has not occurred.
Developing and Supporting Voucher Programs	This has not occurred.

Since the 2014 plan, some progress has been made such as: new and more accessible buses; bike racks on TCCAP flex route buses; maintained intercity bus services; newer technology to assist providers with operations; regular RCC meetings; and updated service information. There have also been a few setbacks with the discontinuation of the Blue Loon route and the North Country RideShare program. Due to various reasons, some strategies were not able to be implemented during this timeframe.

4.2 New Goals & Implementation Strategies

Considering the needs and challenges identified, as well as the progress and challenges of the last plan, the following groups of goals and potential strategies have been prioritized to provide guidance on what can be done to help address the most pressing needs, as well as information when applying for future funding. Since Information & Outreach and Coordination is supported under North Country Council’s Unified Planning Work Program (UPWP), Services has been placed at the top of the list. Any additional funds should be allocated to further Information & Outreach and Coordination efforts.

4.2.1. Services

This group of goals and potential strategies focuses on the maintenance of existing services, evaluating existing services to find opportunities to enhance them, and the expansion of services.

Goals	Details	Potential Strategies
Maintain and Expand Service Coverage	Providers should work to maintain and expand their services, including new routes and extended service hours on existing routes for nights and weekends.	<ul style="list-style-type: none"> - leverage current and new funding sources - hire more drivers - seek service arrangements to share admin burden
Replace and Improve Vehicle Stock	Providers should seek funding opportunities to replace and improve their vehicle stock. Improvements include upgrading to ADA accessible vehicles as well as adding new vehicles to their fleet.	<ul style="list-style-type: none"> - leverage current and new funding sources
Driver Support	Providers should seek opportunities to incentivize new and existing drivers in order to expand and retain driver pools.	<ul style="list-style-type: none"> - increased pay/bonuses - training/licensing support - promote driver opportunities - leverage current and new funding sources
Coordinate and Enhance Daily Need Services	Providers should coordinate with partners to create and enhance services that meet daily needs such as nutrition and social interaction.	<ul style="list-style-type: none"> - relationship building - leverage current and new funding sources
Increase Access to Differing Needs	Providers should look for ways to make their services more accessible to differing needs, such as families with car seats and multi-modal riders with bicycles.	<ul style="list-style-type: none"> - develop ways to accommodate differing needs and involve those affected
Support for Alternative Transportation Options	RCCs should advocate for projects within the region that provide alternative transportation services, such as Park&Ride facilities and ride share programs.	<ul style="list-style-type: none"> - promote alternative services to community officials - provide support letters for funding applications - coordinate with DHHS

4.2.2. Information & Outreach

Accessible and visible information about the transportation services in the region is another key aspect to improving transportation access in the study area. This group of goals and potential strategies focuses on raising awareness about transportation services, as well as make it more accessible to view and schedule services.

Goals	Details	Potential Strategies
Accessible Service Information	In order for the services to be used, information about what services are available must be accessible.	<ul style="list-style-type: none"> - provide service information in a variety of ways, such as online, print, large and simple formats, etc. - establish centralized sources for which service information can be accessed, such as a centralized website/webpage and call center - coordinate with other referral systems to streamline information to clients/customers - acquire technology that assist with scheduling and executing of rides
Promotion of Services & Programs	In addition to making service information accessible, promotion of the services provided is needed to reach riders and new volunteer drivers.	<ul style="list-style-type: none"> - attend community and regional events - utilize relationships to boost information on other websites and accounts - incentivize volunteer drivers to refer new volunteer drivers

4.2.3. Coordination

This group of goals and potential strategies focuses on the coordination and efficiency of services provided within the study area and between RCC regions.

Goals	Details	Potential Strategies
Continuation and Expansion of RCCs	The CCRCC and GCRCC serve an important role in the coordination of transportation services within the region and are vehicles of building relationships and making new connections.	<ul style="list-style-type: none"> - hold regular meetings - seek to invite more providers and partners to join the RCCs
Participation in SCC	The SCC discusses public transportation infrastructure and policy development at the statewide level.	<ul style="list-style-type: none"> - designate an RCC member to attend SCC meetings - provide SCC meeting recap to remainder of RCC
Collaboration between RCCs	Although there are regional boundaries of the RCCs, riders' needs do not have boundaries. That is why it is important to collaborate with nearby RCCs.	<ul style="list-style-type: none"> - attend neighboring RCC meetings periodically - have general knowledge about neighboring RCC services in order to make informed referrals

ACRONYMS

ACS = American Community Survey (US Census)
ADA = Americans with Disabilities Act
BEAS = Bureau of Elderly and Adult Services
CCRCC = Carroll County Regional Coordinating Council
DAV = Disabled American Veterans
DHHS = Department of Health and Human Services
FHWA = Federal Highways Administration
GCRCC = Grafton-Coos Regional Coordinating Council
GCSCC = Grafton County Senior Citizens Council
FTA = Federal Transit Administration
JARC = Job Access Reverse Commute
LPRC = Lakes Region Planning Commission
NCC = North Country Council
NHDHHS = NH Department of Health and Human Services
NHDOT = New Hampshire Department of Transportation
MAP-21 = Moving Ahead for Progress in the 21st Century
MM = Mobility Manager
RCC = Regional Coordinating Council
RCT = Rural Community Transportation
RPC = Regional Planning Commission
RSA = Revised Statutes Annotated
SAFETEA = Safe, Accountable, Flexible, Efficient Transportation Equity Act
SCC = Statewide Coordinating Council
TAC = Transportation Advisory Committee
TANF = Temporary Assistance for Needy Families
TCCAP = Tri-County Community Action Program
USDOT = United States Department of Transportation

APPENDICIES

Appendix A: Funding Sources

Federal Transit Administration (FTA) Funds

The New Hampshire Department of Transportation (NHDOT) administers funding from the Federal Transit Administration (FTA) and distributes it to transportation providers throughout the state. All Federal Transit Administration funding programs require a 20% capital match and a 50% operating match from non-DOT, state, or local sources. These funding sources are:

- **5305(e): Transportation Planning & Research**
- **5310: Enhanced Mobility for Seniors and Individuals with Disabilities**
- **5311: Non-Urbanized Area Formula Program**
- **5339: Capital Investment Program**

5305(e): Transportation Planning & Research

Provides funding for planning and technical studies of public transportation systems. These may include feasibility studies for projected system expansions or new transit systems.

5310: Elderly Individuals and Individuals with Disabilities

Provides funding to public and nonprofit agencies for the purchase of services, accessible vehicles, and other equipment to serve elderly persons and persons with disabilities where existing transportation is unavailable or insufficient. MAP-21 requires that a regional public transit-human service coordination plan be in place before providers may obtain funding under this program.

5311: Non-Urbanized Area Formula Program

Provides funding for planning, capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofit operators of public transportation in non-urbanized areas with populations less than 50,000.

5339: Capital Investment Program

Provides capital funding to replace, rehabilitate and purchase buses and related equipment, and to construct bus-related facilities.

Municipal & Private Donations

A critical funding source utilized by providers within this plan are municipal and private donations. Each year transportation providers rely on warrant articles and county agreements, as well as private donations from individuals and foundations, to have the match needed to receive federal and state grants. Without the support of state, county, and local taxpayers and donations, many providers would be unable to operate their services.

New Hampshire Department of Health & Human Services (NHDHHS) Funds

The New Hampshire Department of Health and Human Services (NHDHHS) provides funding for health and human service providers. These funds are available for providers that own and operate vehicles and are also available to fund rides that are provided through volunteer drivers and other transportation providers that perform trips through contracted services.

Medicaid Administration - Non-Emergency Medical

Provides funding for non-emergency medical transportation to individuals enrolled in Medicaid. Trips are available through NH Medicaid's Fee-for-Service Program (FFS) and through the three Managed Care Organizations – NH Healthy Families, Well Sense and AmeriHealth Caritas. Each of those four methods has a contract with a transportation broker. Each broker contracts with many transportation providers, and also manages individual volunteers. The volunteers are reimbursed for trips for Medicaid recipients to and from Medicaid-covered medical and dental appointments. Drivers need to apply and be accepted as drivers by the appropriate broker.

Bureau of Elderly and Adult Services (BEAS)

BEAS provides funding for transportation to people 60 years of age or older, people with physical disabilities, long-term healthcare residents, and adult Medicaid recipients. These trips are made for the purpose of medical appointments and shopping. The two main sources of funding for this program include the Retired and Senior Volunteer Program (RSVP) and Title III-B.

Bureau of Behavioral Health

The Bureau of Behavioral Health provides funding for transportation services to individuals that have mental illness and are in residential programs. Funding is also available for transportation services to and from medical appointments and to children for various programs.

Division for Children, Youth and Families/Division of Juvenile Justice Services

This program provides funding for transportation services to children, youth, and families for the purpose of going to and from appointments for medical, mental health, social services, court and visitations.

Division for Family Assistance

This program provides reimbursements through the Temporary Assistance for Needy Families (TANF) program to participate in the NH Employment Program (NHEP). Reimbursements are available to eligible persons up to a maximum of \$160/month.

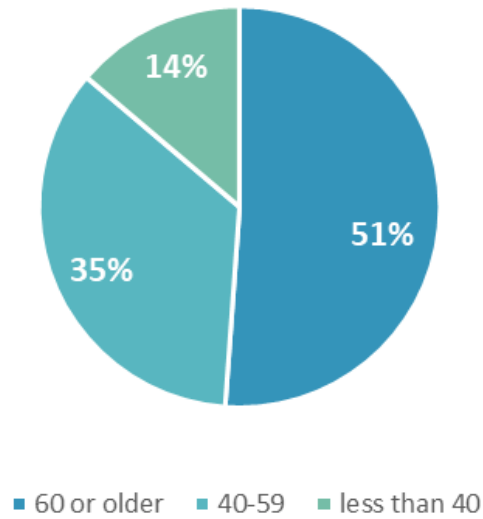
Veterans Administration

Funding is available to support veterans who require transportation to get to and from medical appointments and fulfilling daily needs.

Appendix B: Survey Results

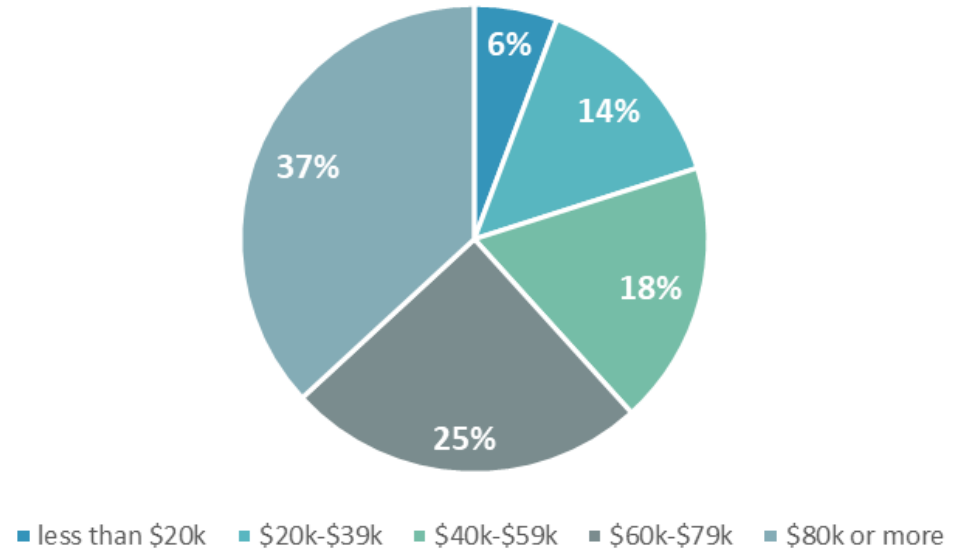
Survey Characteristics of All Respondents

Age of Respondents



217 total responses

Household Income of Respondents



209 total responses

Survey Responses from Respondents with Disabilities

ID	Location	I am (check all that apply):	Age	Income	How would you describe where you live?	Disability?
1	Easton	Employed (part-time);	55-59	under \$10,000	rural setting on a quiet local road	Yes
2	Easton	Unemployed (seeking employment);	55-59	\$10,000 - \$19,999	rural setting on a quiet local road	Yes
3	Easton	Retired;	70-74	\$20,000 - \$39,999	rural setting on a quiet local road	Yes
4	Lancaster	Retired;	70-74	\$40,000 - \$59,999	town center or downtown area	Yes
5	Gorham	Retired;	65-69	\$10,000 - \$19,999	independent or assisted senior living facility	Yes
6	Moultonborough	Under-employed	55-59	\$10,000 - \$19,999	rural setting along a busy highway	Yes
7	Bethlehem	Unable to work due to a medical issue;	45-49	more than \$100,000	rural setting on a quiet local road	Yes
8	Whitefield	Unable to work due to a medical issue;	60-64	\$80,000 - \$99,999	rural setting on a quiet local road	Yes
9	Conway	Unemployed (seeking employment);	35-39	under \$10,000	rural setting on a quiet local road	Yes

For the following destinations, do you travel within your own community or to another community to reach them?

ID	My job	My doctor (s)	My bank	Grocery Shop	Recreation/Leisure	Retail Shops	Education
1	another	another	another	another	within	another	N/A
2	another	another	another	another	within	another	another
3	N/A	another	another	another	another	another	another
4	within	another	within	within	within	another	N/A
5	N/A	another	within	within	within	within	N/A
6	another	another	within	another	within	another	N/A
7	N/A	another	within	another	N/A	another	N/A
8	N/A	within	within	another	N/A	another	N/A
9	N/A	within	another	within	another	within	N/A

How safe do you feel using the following transportation modes?

ID	Driving a personal vehicle	Walking	Taking public transit	Using transportation services	Bicycling
1	Neither safe nor unsafe	Somewhat safe	N/A	N/A	Very safe
2	Neither safe nor unsafe	Very safe	N/A	N/A	Very safe
3	Very safe	Very safe	N/A	N/A	Somewhat unsafe
4	Very safe	Very safe	N/A	N/A	N/A
5	Very safe	Very safe	Neither safe nor unsafe	N/A	Somewhat unsafe
6	Very safe	Somewhat unsafe	N/A	Neither safe nor unsafe	Very unsafe
7	Somewhat unsafe	Very safe	N/A	Neither safe nor unsafe	N/A
8	Somewhat safe	Somewhat safe	Very safe	Very safe	N/A
9	N/A	Somewhat unsafe	N/A	Somewhat safe	N/A

Rate the level of difficult you experience accessing the following destinations.

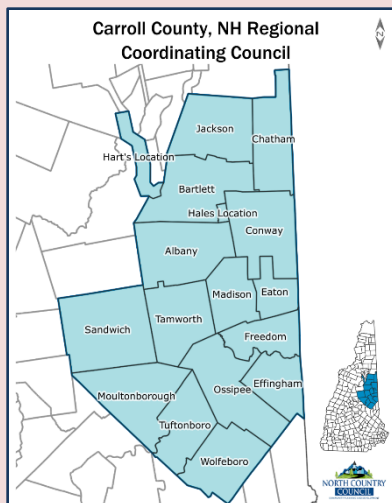
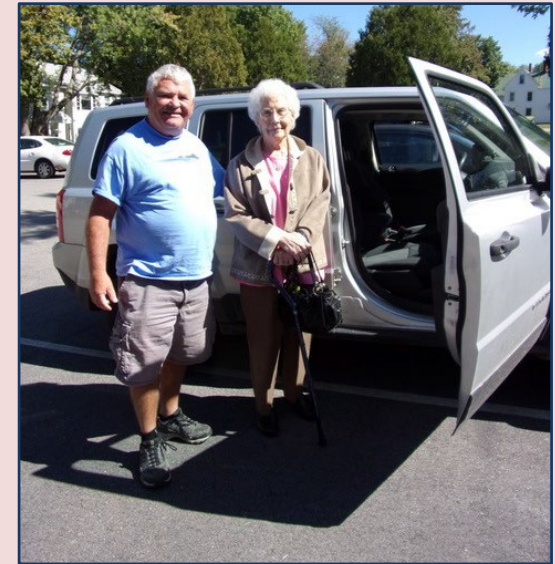
ID	Healthcare	Social Activities	Retail Shops	Employment	Education	Grocery	Bank
1	No difficulty	Some difficulty	N/A	Some difficulty	N/A	Some difficulty	No difficulty
2	Some difficulty	No difficulty	No difficulty	Some difficulty	Some difficulty	No difficulty	No difficulty
3	Some difficulty	Some difficulty	Some difficulty	N/A	N/A	Some difficulty	Some difficulty
4	Some difficulty	Some difficulty	Some difficulty	N/A	N/A	Some difficulty	Some difficulty
5	Some difficulty	Some difficulty	No difficulty	N/A	N/A	No difficulty	No difficulty
6	Some difficulty	Significant difficulty	Some difficulty	Impossible	N/A	Some difficulty	No difficulty
7	Significant difficulty	Impossible	Impossible	N/A	N/A	Significant difficulty	Significant difficulty
8	Some difficulty	Some difficulty	Significant difficulty	N/A	N/A	Significant difficulty	Some difficulty
9	Some difficulty	Significant difficulty	Significant difficulty	N/A	N/A	Some difficulty	Significant difficulty

ID	If you are currently unable to drive a car, what transportation options do you use to get to the places you need to go?
1	Friends and/or family members; Bicycling;
2	Friends and/or family members; Bicycling;
3	Friends and/or family members;
4	I have not used any transportation services;
5	borrowed vehicle; Local bus services (Tri-County Transit);Friends and/or family members; Walking an acceptable distance; Bicycling;
6	Volunteer driver services; Friends and/or family members;
7	Intercity coach bus services (Concord Coach);Friends and/or family members; Local bus services (Tri-County Transit);
8	I have not used any transportation services;
9	Friends and/or family members; I have not used any transportation services;

Appendix C: Service Directory

CARROLL COUNTY, NH

COMMUNITY TRANSPORTATION SERVICES DIRECTORY



Prepared by:

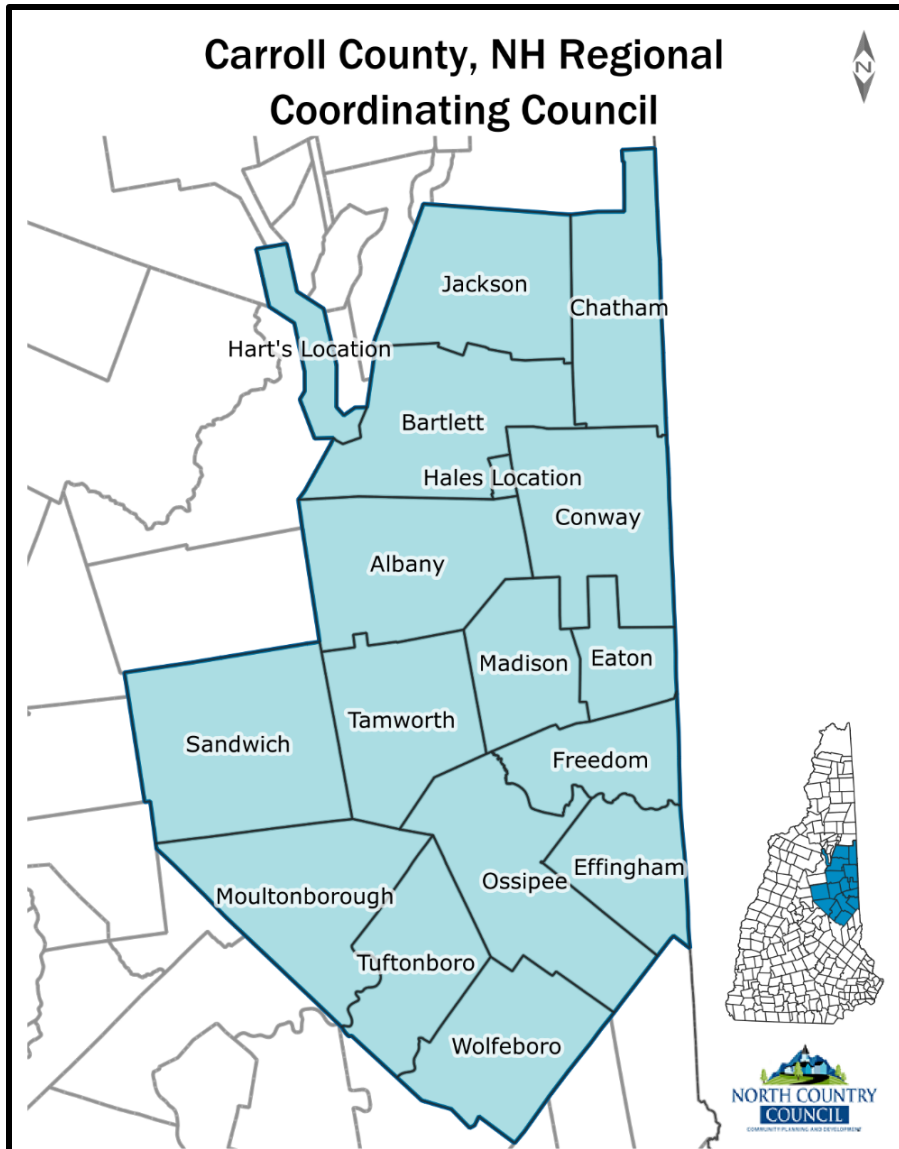
Carroll County Regional Coordinating Council

"Getting There Together"

Visit us at: www.carrollcountyrcc.net

Updated December 2019

Community Transportation Services in Carroll County, NH



This directory lists transportation services available in Carroll County, NH. Services included in this directory:

- All publicly-funded "Dial-A-Ride" services and volunteer driver programs
- Taxis & private, for-hire car services
- Medical transportation services
- Client transportation programs of agencies that serve persons with disabilities
- Client transportation programs of other human service agencies
- Transportation operated by nursing homes for their residents

**IN A MEDICAL EMERGENCY
CALL 911 FOR ASSISTANCE**

TABLE OF CONTENTS

SECTION	PAGES
Alphabetical List of All Transportation Services	4-9
General Public Transportation	10
Senior and Accessible Transportation	11
Non-Emergency Medical Transportation	12-14
Client or Resident Transportation**	15-16
Taxi Companies	17
Information and Referral Services	18
Volunteer Opportunities	19

IN A MEDICAL EMERGENCY - CALL 911 FOR ASSISTANCE

E-mail comments or suggestions to: info@nccouncil.org

** Transportation services available to clients, members, patients, or residents.

ALPHABETICAL LIST OF ALL TRANSPORTATION SERVICES

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Abundant Blessings Home Care	Carroll County	Among other homecare services, offers transportation for errands and shopping http://abundantblessingshomecare.com/	(603) 473-2510	Call for Rates
American Cancer Society (Road To Recovery)	Statewide	Rides for cancer patients to-and-from appointments. Must be ambulatory/outpatient. Volunteer drivers. Services are based on the availability of volunteers. Active mostly in southern New Hampshire. 4 business days' notice requested. https://www.cancer.org/treatment/support-programs-and-services/patient-transportation.html	1-800-227-2345	None required
Angel Flight NE	North East Region including New England States and New York, New Jersey, and Pennsylvania	Free air transportation for patients whose financial resources would regularly prohibit treatment or diagnosis, or who may live in rural areas without access to commercial airlines. Must be ambulatory/outpatient. http://www.angelflightne.org/	To Request a Flight: (800) 549-9980 For General Info: 978-794-6868 angelflight@angelflight.org	Voluntary services, free of charge
Appalachian Mountain Club	Select White Mountain trailheads and destinations	Seasonal fixed-route system for hikers to stops at major trailheads, AMC facilities, and destinations in the White Mountain National Forest. Operates 7 days a week, June through October. https://www.outdoors.org/lodging-camping/lodging-shuttle	603-466-2727	Fare is charged. \$20 One Way for AMC member, \$24 One Way for non-Member. Call or visit website to make reservations.
Caregivers of Southern Carroll County	Alton, Ossipee, Tuftonboro, Wolfeboro	Transportation for medical appointments and support services.	603-569-6780	Free of charge, with donations accepted

Provider	Service Area	Service Description	Contact Info	Fees & Fares
CarePlus	New Hampshire	Medical Transportation and support services through ambulance and car chair travel. Local and long-distance medical, emergency, urgent, and non-emergency trips. Wheelchair accessible vehicles available. Contracts with VA for services. http://www.careplus.org/	603-424-8910 1-800-899-8331	Varies by services.
Carroll County Retired & Senior Volunteer Program (RSVP)	Carroll County & Long Distance (Depending on availability of volunteer drivers)	Local and long distance non-emergency medical transportation for ambulatory seniors and individuals with disabilities. 2 days' notice is requested and trips are based upon volunteer driver availability. Service is available Monday - Friday only. http://www.carrollcountyrsvp.org/	603-356-9331	Donations accepted.
Carroll County Adult Education	Mt. Washington Valley region	Provides adult education programs in Tamworth and N. Conway. Provides transportation via Tri-County CAP to the Carroll County Adult Education programs at the Tamworth location 3 days a week from Wolfeboro to North Conway. http://www.carrollacademy.net/	603-323-5100	Fees vary with services
Concord Coach Lines	Stops in Center Harbor, Moultonborough, Jackson, North Conway, Conway, West Ossipee	Daily coach bus service to Concord, Manchester, and Boston. Wheelchair accessible transportation upon reservation. https://concordcoachlines.com/	1-800-464-7731 info@concordcoachlines.com	Fares and charges vary by destination.
Conway Peer Support Center (Alternative Life Center)	Conway area	Transportation service for members and participants to and from the center and community destinations along the way.	(603) 447-1765 alccenters@gmail.com	No fares required except for event trips
Fast Taxi	Greater Conway area	Taxi and delivery services. 7:00 AM to 1:00 AM, 7 days/week. http://www.fasttaxi.net/	(603)-356-0000 fasttaxinh@gmail.com	Fares and charges vary by destination.

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Granite State Independent Living	Statewide	Transportation services for persons with disabilities when public transportation and other services are not available. Wheelchair accessible vehicles. www.gsil.org	1-800-826-3700	Fee-for-Service or reimbursement for qualified beneficiaries.
Interlakes Community Caregivers Inc.	Center Harbor, Meredith, Moultonborough, Sandwich	Volunteer drivers provide local transportation in personal vehicles for medical appointments, shopping, check-ins, and other support services. Long distance medical trips will be accommodated if possible. 5 business days' notice is required. Trips are based upon volunteer driver availability. www.interlakescommunitycaregivers.org	(603)-253-9275 Director.caregivers@gmail.com	Free of Charge, donations accepted
JCN Shuttle	Lakes Region and surrounding areas	Airport transportation and limo service based in Wolfeboro. Provides local taxi service in Wolfeboro; also includes special event services. 24 hours' notice required. https://jcnshuttle.com/	603-875-3365 JCNshuttle@gmail.com	Varies by destination and services requested.
Lakes Region Airport Shuttle	Based out of Northfield, services the Lakes Region	Private shuttle service for special events and student transportation around the Lakes Region. https://lrairportshuttle.com/	(603) 286-8181 1 (888) 386-8181	Fees vary by services
Lifestar EMS - Ossipee Valley EMS	Located in Albany and Ossipee. Services Carroll County and surrounding counties/statewide	Non-emergency local & long distance ambulance and wheelchair van transport. http://www.lifestarnh.com/	603-539-9111	Fees vary with services
Med Coach	Nationwide	Services trips from 300 to 3,000 miles; for long-distance non-emergency medical visits, transfers, or travel with a medical companion. https://medtransportcenter.com/	1-888-979-4424	Varies by destination and services required.

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Medicaid Transportation	Statewide	Volunteer driver and service referrals provided by the Medicaid Division of NH Department of Health and Human Services. https://www.dhhs.nh.gov/ombp/medicaid/	1-800-852-3345, ext. 3770	No additional charges for eligible beneficiaries beyond covered medical services
Neighbors Helping Neighbors	Madison, Silver Lake	Volunteer program providing rides to Madison & Silver Lake residents with no other means of transportation. Request 48 hours advance notice. https://www.themadisonchurch.org/?page_id=773	(603)-986-2130	Free of charge, donations accepted
New Hampshire 2-1-1	Statewide	A statewide information and referral service for available programs and services. Information and Referral Specialists provide callers with the health and human service information they need to get help, give help, or discover options. https://www.211nh.org/	Call 2-1-1, or 866-444-4211, TTY #: 603-634-3388, 211nh@211nhg.org	Free service for New Hampshire residents
NH Rideshare	Statewide	Connects commuters with carpool matches available transit options, park & ride lots on/near route, and suggested biking/walking routes. https://nh.rideproweb.com/rp2/Home/Home	rideshare@dot.nh.gov	Free online service
North Conway Ambulance Service - Valley Transfer Service	North Conway, Redstone, Kearsarge, Intervale, Hale's Location, E. Conway and surrounding communities	Emergency & non-emergency ambulance services for area healthcare facilities, including critical care ambulances, bariatric transfers and long distance transports, and local wheelchair van transit. http://www.northconwayambulance.com/	Business Office: 603-356-2245, Dispatch: 603-356-6911;	Varies by service and Destination. Call for rates

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Northeast Livery LLC	Local, regional, and long distance trips. Located in Center Ossipee.	Local and regional service, long distance services; special events and function services; airport transportation to Boston, Manchester, and Portland.	603-520-5279	Call for Rates
Northern Human Services (NHS)	Northern New Hampshire	Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips, and transportation for recreational and social activities. Wheelchair-accessible vehicles. http://www.northernhs.org/	Conway Family-Centered Early Supports & Services: 603-447-4356 Conway New Horizons Center: 603-356-6921	None required
ServiceLink	New Hampshire, Carroll County office in Tamworth	A statewide network organized by DHHS of community-based resources to help New Hampshire residents access services.	603-323-2043 866-634-9412 celphick@servicelinkppnh.org	Free resource for all residents
Steven's Taxi	Located in Meredith. Available for local, regional, and long distance trips.	Local and regional taxi and delivery service; long distance services, special events and functions, airport services including Boston, Manchester, and Portland.	603-279-3437	Call for rates
Tamworth Caregivers	Tamworth	Transportation to appointments, shopping, delivery of prescriptions, caregiver and check in visits. Requires 48 hours advance notice. (Tamworth residents only)	603-323-7697, Program Director: Melissa Donaldson	Free of charge
The Gibson Center	Albany, Bartlett, Chatham, The Conways, Eaton, Jackson, and Madison	On demand door-to-door transportation for seniors & persons with disabilities for non-emergency, medical, nutritional, employment & daily living needs. 24 hours' notice is requested. Vans operate from 7:00 AM to 2:00 PM. https://www.gibsoncenter.org/	603-356-3231 info@gibsoncenter.org	No Fare charged. Suggested donation of \$5.

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Tri-County Transit	Chocorua, Conway, Madison, Moultonborough, North Conway, Sandwich, Tamworth, Tuftonboro, West Ossipee, Wolfeboro. Also Coos & Northern Grafton Counties.	Door-to-door services for the general public, elderly, and disabled. Call to schedule 24 hours in advance. Wheelchair accessible vehicles. Contracted with Medicaid Broker (CTS) to provide transportation for Medicaid-eligible members. Upon scheduling a ride, members need to tell the broker that Tri-County Transit is their transportation provider. Visit website or call for schedules, services areas, and other information. www.tricountytransit.org	Visit website or call for schedules, service areas, and other information: 603-752-1741 603-752-1542	Varies by service and destination. Donations accepted for those 60 and older.
Uber/Lyft	Mt. Washington Valley	Smartphone app-based ridesharing services.	Download app on smartphone to make reservations	Depends upon time and distance of trip.
Veterans Administration	Statewide	Non-emergency medical transportation for any American Veterans. www.va.gov/	603-624-4366 800-892-8394	Free for veterans to medical services at VA facilities.
Whitehorse Addiction Center	Located in Center Ossipee and Conway, services Carroll County and surrounding region	Non-emergency medical trips to substance use treatment and appointments. https://www.whitehorseac.com/home.html	White Horse Addiction Center, Inc.: 603-651-1441 White Horse Recovery Resource Center: 603-301-0041	Fees are covered under insurance, but nobody is turned away.
Winnepesaukee Livery	Located in Wolfeboro, Services New Hampshire and accesses greater New England area	Local, regional, special occasions and function transportation; airport services, non-emergency medical trips to doctors and hospital. http://www.winnepesaukeelivery.com/	603-569-3189 winnepesaukeelivery@yahoo.com	Local and regional fares: \$50/Hour, Airport fees vary, check website.

GENERAL PUBLIC TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Appalachian Mountain Club	Select White Mountain trailheads and destinations	Seasonal fixed-route system for hikers to stops at major trailheads, AMC facilities, and destinations in the White Mountain National Forest. Operates 7 days a week, June through October. https://www.outdoors.org/lodging-camping/lodging-shuttle	603-466-2727	Fare is charged. \$20 One Way for AMC member, \$24 One Way for non-Member. Call or visit website to make reservations.
Concord Coach Lines	Stops in Center Harbor, Moultonborough, Jackson, North Conway, Conway, West Ossipee.	Daily coach bus service to Concord, Manchester, and Boston. Wheelchair accessible transportation upon reservation. https://concordcoachlines.com/	1-800-464-7731 info@concordcoachlines.com	Fares and charges vary by destination.
Tri-County Transit	Chocorua, Conway, Madison, Moultonborough, North Conway, Sandwich, Tamworth, Tuftonboro, West Ossipee, Wolfeboro. Also Coos & Northern Grafton Counties.	Door-to-door services for the general public, elderly and disabled. Call to schedule 24 Hours in advance. Wheelchair accessible vehicles. Contracted with Medicaid Broker (CTS) to provide transportation for Medicaid eligible members. Upon scheduling a ride, members need to tell the broker that Tri-County Transit is their transportation provider. Visit Website or call for schedules, services areas, and other information. www.tricountytransit.org	Visit website or call for schedules, services areas, and other information: 603-752-1741 603-752-1542	Varies by service and destination. Donations accepted for those 60 and older.

SENIOR AND ACCESSIBLE TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Abundant Blessings Home Care	Carroll County	Among other homecare services, offers transportation for errands and shopping http://abundantblessingshomecare.com/	(603) 473-2510	Call for Rates
Carroll County Retired & Senior Volunteer Program (RSVP)	Carroll County & Long Distance (Depending on availability of volunteer drivers)	Local and long distance non-emergency medical transportation for ambulatory seniors and individuals with disabilities. 2 days' notice is requested and trips are based upon volunteer driver availability. Service is available Monday - Friday only. http://www.carrollcountyrsvp.org/	603-356-9331	Donations accepted.
Granite State Independent Living	Statewide	Transportation services for persons with disabilities when public transportation and other services are not available. Wheelchair accessible vehicles. www.gsil.org	1-800-826-3700	Fee-for-Service or reimbursement for qualified beneficiaries.
The Gibson Center	Albany, Bartlett, Chatham, Conway, Eaton, Jackson, and Madison	On demand door-to-door transportation for seniors & persons with disabilities for non-emergency, medical, nutritional, employment & daily living needs. 24 notice requested. Vans operate from 7:00 AM to 2:00 PM. https://www.gibsoncenter.org/	603-356-3231; info@gibsoncenter.org	No fare charged. Suggested donation of \$5.
Tri-County Transit	Chocorua, Conway, Madison, Moultonborough, North Conway, Sandwich, Tamworth, Tuftonboro, West Ossipee, Wolfeboro. Also Coos & Northern Grafton Counties.	Door-to-door services for the elderly and disabled. Call to schedule 24 hours in advance. Wheelchair accessible vehicles. Contracted with Medicaid Broker (CTS) to provide transportation for Medicaid eligible members. Upon scheduling a ride, members need to tell the broker that Tri-County Transit is their transportation provider. Visit website or call for schedules, services areas, and other information. www.tricountytransit.org	Visit website or call for schedules, services areas, and other information: 603-752-1741 603-752-1542	Varies by service and destination. Donations accepted for those 60 and older.

NON-EMERGENCY MEDICAL TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
American Cancer Society (Road To Recovery)	Statewide	Rides for cancer patients to-and-from appointments. Must be ambulatory/outpatient. Volunteer drivers. Services are based on the availability of volunteers. Active mostly in southern New Hampshire. 4 business days' notice requested. https://www.cancer.org/treatment/support-programs-and-services/patienttransportation.html	1-800-227-2345	None required
Angel Flight NE	North East Region including New England States and New York, New Jersey, and Pennsylvania	Free air transportation for patients whose financial resources would regularly prohibit treatment or diagnosis, or who may live in rural areas without access to commercial airlines. Must be ambulatory/outpatient. http://www.angelflightne.org/	To Request a Flight: (800) 549-9980 For General Info: 978-794-6868 angelflight@angelflight.org	Voluntary services, free of charge
Caregivers of Southern Carroll County	Alton, Ossipee, Tuftonboro, Wolfeboro	Transportation for medical appointments and support services.	603-569-6780	Free of charge, with donations accepted
CarePlus	New Hampshire	Medical Transportation and support services through ambulance and car chair travel. Local and long-distance medical, emergency, urgent, and non-emergency trips. Wheelchair accessible vehicles available. Contracts with VA for services. http://www.careplus.org/	603-424-8910 1-800-899-8331	Varies by services.

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Carroll County Retired Senior Volunteer Program (RSVP)	Carroll County & Long Distance (Depending on availability of volunteer drivers)	Local and long distance non-emergency medical transportation for ambulatory seniors and individuals with disabilities. 2 days' notice is requested and trips are based upon volunteer driver availability. Service is available Monday - Friday only. http://www.carrollcountyrsvp.org/	603-356-9331	Donations accepted.
Interlakes Community Caregivers Inc.	Center Harbor, Meredith, Moultonborough, Sandwich	Volunteer drivers provide local transportation in personal vehicles for medical appointments, shopping, check-ins, and other support services. Long distance medical trips will be accommodated if possible. 5 business days' notice is required. Trips are based upon volunteer driver availability. www.interlakescommunitycaregivers.org	603-253-9275	Free of Charge, donations accepted
Lifestar EMS - Ossipee Valley EMS	Located in Albany and Ossipee; Services Carroll County and surrounding counties/Statewide	Non-emergency local & long distance ambulance and wheelchair van transport. http://www.lifestarnh.com/	603-539-9111	Fees vary with services
Med Coach	Nationwide	Services 300 to 3,000 miles; for long-distance non-emergency medical visits, transfer, or travel with a medical companion. https://medtransportcenter.com/	1-888-979-4424	Varies by destination and services required.
North Conway Ambulance Service - Valley Transfer Service	North Conway, Redstone, Kearsarge, Intervale, Hale's Location, E. Conway and surrounding communities	Emergency & non-emergency ambulance services for area healthcare facilities, including critical care ambulances, bariatric transfers and long distance transports, and local wheelchair van transit. http://www.northconwayambulance.com/	Business Office: 603-356-2245 Dispatch: 603-356-6911	Varies by service and Destination. Call for rates

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Tamworth Caregivers	Tamworth	Transportation to appointments, shopping, delivery of prescriptions, caregiver and check in visits. Requires 48 hours' notice. (Tamworth residents only)	603-323-7697 Program Director: Melissa Donaldson	Free of charge
The Gibson Center	Albany, Bartlett, Chatham, The Conways, Eaton, Jackson, and Madison	On demand door-to-door transportation for seniors & persons with disabilities for non-emergency, medical, nutritional, employment & daily living needs. 24 hours' notice is requested. Vans operate from 7:00 AM to 2:00 PM. https://www.gibsoncenter.org/	603-356-3231 info@gibsoncenter.org	No Fare charged. Suggested donation of \$5.
Tri-County Transit	Chocorua, Conway, Madison, Moultonborough, North Conway, Sandwich, Tamworth, Tuftonboro, West Ossipee, Wolfeboro. Also Coos & Northern Grafton Counties.	Door-to-door services for the general public, elderly and disabled. Call to schedule 24 Hours in advance. Wheelchair accessible vehicles. Contracted with Medicaid Broker (CTS) to provide transportation for Medicaid eligible members. Upon scheduling a ride, members need to tell the broker that Tri-County Transit is their transportation provider. Visit Website or call for schedules, services areas, and other information. www.tricountytransit.org	Visit website or call for schedules, services areas, and other information: 603-752-1741 603-752-1542	Varies by service and destination. Donations accepted for those 60 and older.
Veterans Administration	New Hampshire	Non-emergency medical transportation for any American Veterans. www.va.gov/	603-624-4366 800-892-8394	Free for veterans to medical services at VA facilities.

CLIENT OR RESIDENT TRANSPORTATION*

Provider	Service Area	Service Description	Contact Info	Fees & Fares
American Cancer Society (Road To Recovery)	Statewide	Rides for cancer patients to-and-from appointments. Must be ambulatory/ outpatient. Volunteer drivers. Services are based on the availability of volunteers. Active mostly in southern New Hampshire. 4 business days' notice requested. https://www.cancer.org/treatment/support-programs-and-services/patient-transportation.html	1-800-227-2345	None required
Conway Peer Support Center (Alternative Life Center)	Conway area	Transportation service for members and participants to and from the center and community destinations along the way.	(603) 447-1765 alccenters@gmail.com	No fares required except for event trips
Neighbors Helping Neighbors	Madison, Silver Lake	Volunteer program providing rides to Madison & Silver Lake residents with no other means of transportation. Request 48 hours advance notice. https://www.themadisonchurch.org/?page_id=773	(603)-986-2130	Free of charge, donations accepted
Northern Human Services (NHS)	Northern New Hampshire	Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips, and transportation for recreational and social activities. Wheelchair-accessible vehicles. http://www.northernhs.org/	Conway Family-Centered Early Supports & Services: 603-447-4356 Conway New Horizons Center: 603-356-6921	None required
Tamworth Caregivers	Tamworth	Transportation to appointments, shopping, delivery of prescriptions, caregiver and check in visits. Requires 48 hours' advance notice. (Tamworth residents only)	603-323-7697, Program Director: Melissa Donaldson	Free of charge

* **Transportation services available to clients, members, patients, or residents.**

Veterans Administration	New Hampshire	Non-emergency medical transportation for any American Veterans. www.va.gov/	603-624-4366 800-892-8394	Free for veterans to medical services at VA facilities.
Whitehorse Addiction Center	Located in Center Ossipee and Conway, services Carroll County and surrounding region	Non-emergency medical trips to substance use treatment and appointments. https://www.whitehorseac.com/home.html	White Horse Addiction Center, Inc.: 603-651-1441 White Horse Recovery Resource Center: 603-301-0041	Fees are covered under insurance, but nobody is turned away.

*** Transportation services available to clients, members, patients, or residents.**

TAXI COMPANIES

Provider	Service Area	Service Description	Contact Info	Fees & Fares
JCN Shuttle	Lakes Region and surrounding areas	Airport transportation and limo service based in Wolfeboro. Provides local taxi service in Wolfeboro; also includes special event services. 24 hours' notice required. https://jcnshuttle.com/	603-875-3365 JCNshuttle@gmail.com	Varies by destination and services requested.
Fast Taxi	Greater Conway area	Taxi and delivery services. 7:00 AM to 12:00 AM, 7 days/week. http://www.fasttaxi.net/	603-356-0000 fasttaxinh@gmail.com	Fares and charges vary by destination.
Lakes Region Airport Shuttle	Based out of Northfield, services the Lakes Region	Private shuttle service for special events and student transportation around the Lakes Region. https://lrairportshuttle.com/	(603) 286-8181 1 (888) 386-8181	Fees vary by services
Northeast Livery LLC	Local, regional, and long distance trips. Located in Center Ossipee	Local and regional service, long distance services; special events and function services; airport transportation to Boston, Manchester, and Portland.	603-520-5279	Call for Rates
Steven's Taxi	Located in Meredith. Available for local, regional, and long distance trips	Local and regional taxi and delivery service; long distance services, special events and functions, airport services including Boston, Manchester, and Portland.	603-279-3437	Call for Rates
Uber/Lyft	Mt. Washington Valley	Smartphone app-based ridesharing service	Download app on smart phone to make reservations	Depends upon time and distance of trip.
Winnepesaukee Livery	Located in Wolfeboro, Services New Hampshire and accesses greater New England area	Local, regional, special occasions and function transportation; airport services, non-emergency medical trips to doctors and hospital. http://www.winnepesaukeelivery.com/Index.html	603-569-3189, winnepesaukeelivery@yahoo.com	Local and regional fares: \$50/Hour, Airport fees vary, check website.

INFORMATION AND REFERRAL SERVICES

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Carroll County Adult Education	Mt. Washington Valley region	Provides adult education programs in Tamworth and N. Conway. Provides transportation via Tri-County CAP to the Carroll County Adult Education programs at the Tamworth location 3 days a week from Wolfeboro to North Conway. http://www.carrollacademy.net/	603-323-5100	Fees vary with services
Medicaid Transportation	Statewide	Volunteer driver and service referrals provided by the Medicaid Division of NH Department of Health and Human Services. https://www.dhhs.nh.gov/ombp/medicaid/	1-800-852-3345, ext. 3770	No additional charges for eligible beneficiaries beyond covered medical services
New Hampshire 2-1-1	Statewide	A statewide information and referral service organized through United Way for available programs and services. Information and referral specialists provide callers with the health and human service information they need to get help, give help, or discover options. https://www.211nh.org/	Call 2-1-1, or 866-444-4211, TTY #: 603-634-3388; 211nh@211nhg.org	Free service for New Hampshire residents
NH Rideshare	Statewide	Connects commuters with carpool matches available transit options, park & ride lots on/near route, and suggested biking/walking routes. https://nh.rideproweb.com/rp2/Home/Home	rideshare@dot.nh.gov	Free online service
ServiceLink	New Hampshire, Carroll County office in Tamworth	A statewide network organized by DHHS of community-based resources to help New Hampshire residents access services.	603-323-2043 866-634-9412 celphick@servicelinkppnh.org	Free resource for all residents
Veterans Administration	New Hampshire	Non-emergency medical transportation for any American veterans. www.va.gov/	603-624-4366, 800-892-8394	Free for veterans to medical services at VA facilities.

VOLUNTEER OPPORTUNITIES

Many Carroll County providers rely on **volunteers** to drive residents and clients to medical appointments and other services. These critical services would not be available without dedicated community volunteers. Volunteer drivers typically use their own vehicle and may be reimbursed for their mileage. Drivers may have to pass a background check and other forms of screening in addition to having a valid drivers' license and proof of insurance.

Contact the organizations listed below to find out more information!

Provider	Service Area	Volunteer Tasks	Contact Info
Caregivers of Southern Carroll County	Alton, Ossipee, Tuftonboro, Wolfeboro	Volunteer drivers. Call for details.	603-569-6780
Carroll County Retired & Senior Volunteer Program (RSVP)	Carroll County & long distance transportation (depending on availability of volunteer drivers)	Volunteer drivers for door-to-door medical transportation. Volunteers must be age 55 or older. Opportunities are announced via email. www.carrollcountyrsvp.org	603-356-9331
Granite State Independent Living	Statewide	Volunteer drivers and other opportunities. Call for details. www.gsil.org	1-800-826-3700
Interlakes Community Caregivers	Center Harbor, Meredith, Moultonborough, Sandwich	Volunteer drivers. There is a particular need for drivers willing to drive longer distances. Call for details. www.interlakescommunitycaregivers.org	603-253-9275 Director.caregivers@gmail.com
The Gibson Center	Albany, Bartlett, Chatham, Conway, Eaton, Jackson, Madison	Volunteer drivers. Currently need Meals-On-Wheels drivers. Call for details. www.gibsoncenter.org	603-356-3231 info@gibsoncenter.org
Tri-County Transit	Chocorua, Conway, Madison, Moultonborough, North Conway, Sandwich, Tamworth, Tuftonboro, West Ossipee, Wolfeboro. Also Coos & Northern Grafton Counties.	Volunteer drivers. Call for details or apply online. http://www.tricountytransit.org/volunteer.html	Complete and submit volunteer form at http://www.tricountytransit.org/volunteer.html or call (603) 752-1741 (603) 752-1542

GRAFTON-COOS COUNTIES, NH

COMMUNITY TRANSPORTATION SERVICES DIRECTORY



Prepared by:

Grafton-Coos Regional
Coordination Council (GCRCC)

Updated September 2020

view online at: <http://www.nccouncil.org/ncc-committees/gcrcc/>

Community Transportation Services in Grafton-Coos County, NH

This directory lists community transportation services in Grafton and Coos Counties. Services included in this directory are:

- All publicly funded Dial-A-Ride Services
- Taxis & Private, For-Hire Car Services
- Medical Transportation Services
- Client transportation programs of agencies that serve persons with disabilities
- Client transportation programs of other human service agencies
- Transportation operated by nursing homes for their residents

MEDICAID TRANSPORTATION

Medicaid clients seeking non-emergency medical transportation need to contact the Medicaid Transportation Broker, Coordinated Transportation Solutions (CTS), to book a ride. Request your preferred transportation provider from CTS when booking your trip. Contact information is listed in this directory.

Call Coordinated Transportation Services (CTS)

Toll Free: 855-739-4775

Hours: 24 hours a day, 7 days a week

Grafton-Coos Regional Coordinating Council

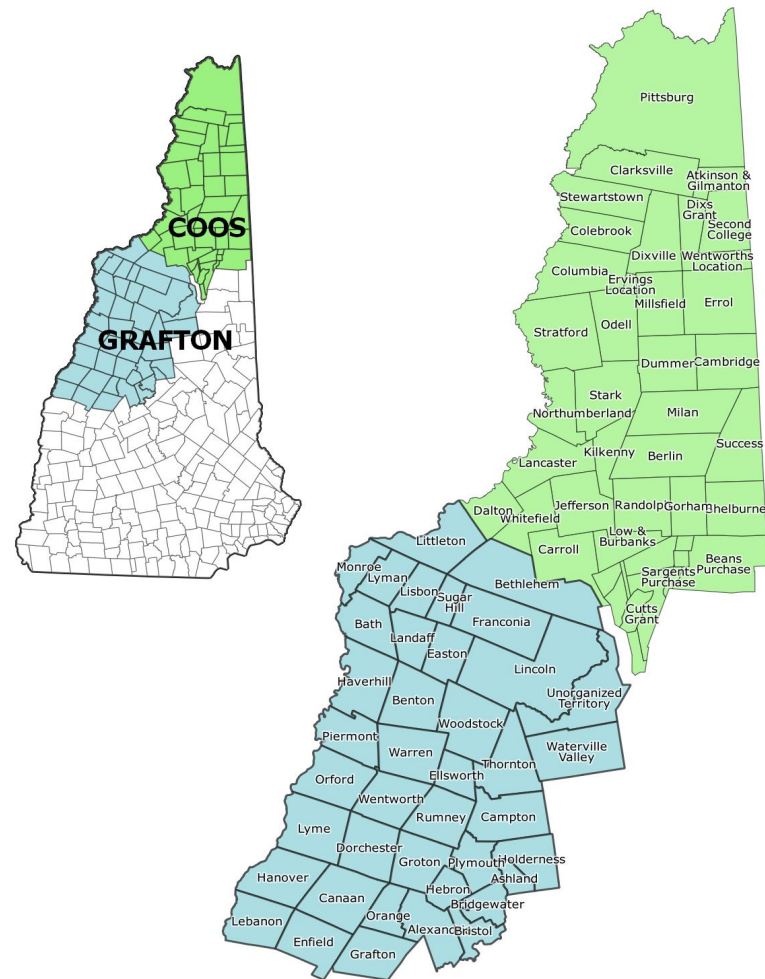


TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGES</u>
Alphabetical List of All Transportation Services	3-10
General Public Transportation	11-12
Senior and Accessible Transportation	13-16
Non-Emergency Medical Transportation	17-21
Client or Resident Transportation**	22-23
Taxi Companies	24-25
Information and Referral Services	26-27

IN A MEDICAL EMERGENCY - CALL 911 FOR ASSISTANCE

E-mail comments or suggestions to: info@nccouncil.org

**** Transportation services available to clients, members, patients, or residents.**

ALPHABETICAL LIST OF ALL TRANSPORTATION SERVICES

Provider	Service Area	Service Description	Contact	Fees/Fares
Abby Limo	White Mountains and Upper Valley (Lebanon, Haverhill)	Special event transportation with luxury vehicles, minivans, & limosines; airport shuttle services; special education student transportation services	1-866-584-2229 (ABBY) www.abbylimo.com	Rates dependent upon service
Advance Transit	Lebanon, Hanover, Enfield, Canaan , NH; Hartford and Norwich, VT	General Public, Fixed Route and ADA paratransit service. ADA accessible.	802-295-1824 TTY 771 www.advancetransit.com	Fare Free
American Cancer Society (Road To Recovery)	Statewide	Rides for cancer patients to-and-from appointments. Must be ambulatory/outpatient. Volunteer drivers. Services are based on the availability of volunteers. Active mostly in southern New Hampshire. 4 business days' notice requested.	1-800-227-2345 www.cancer.org/treatment/supportprogramsservices/road-to-recovery	None required
Angel Flight NE	North East Region including New England States and New York, New Jersey, and Pennsylvania	Free air transportation for patients whose financial resources would regularly prohibit treatment or diagnosis, or who may live in rural areas without access to commercial airlines. Must be ambulatory/outpatient.	To Request a Flight: (800) 549-9980 For General Info: 978-794-6868 angelflight@angelflight.org www.angelflightne.org	Voluntary services, free of charge
Appalachian Mountain Club (AMC)	Select White Mountain trailheads and destinations	Seasonal fixed-route system for hikers to stops at major trailheads, AMC facilities, and destinations in the White Mountain National Forest. Operates 7 days a week, June through October. https://www.outdoors.org/lodging-camping/lodging-shuttle	603-466-2727 For additional information on routes, policies, etc., visit website www.outdoors.org/lodging/lodging-shuttle.cfm	One way fares: \$20 for AMC member, \$24 non-Member. Call or visit website for reservations

Provider	Service Area	Service Description	Contact	Fees/Fares
Armistead Home Care	30 miles radius of Littleton. Local and long distance trips.	Non-emergency medical transportation to seniors and persons with disabilities. Recreational outings. ADA accessible. Available 24/7. Call at least 24 hours in advance to schedule. Serves NH and VT.	603-259-6048 www.armisteadinc.com	\$30 pickup/drop off and \$2.50 per miles.
Best Choice Rides n' Taxi	Lincoln area	Local and long distance taxi service that also offers airport shuttle, food delivery, and scenic ride services	(603) 316-0123 https://www.facebook.com/bestchoicetaxinh/	Fares or charges vary by destination
Big Yellow Taxi	Upper Valley - Local or Long Distance	Taxi Services, Non-Emergency Medical Transports, Executive Sedans, Airport Services. ADA accessible; Available 24/7.	603-643-8294	Fares or charges vary by destination
Caleb Interfaith Volunteer Caregivers	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield	Volunteer drivers to provide local/long distance medical trips and recreational / social trips for senior citizen clients (60+). Based upon available volunteers.	603-837-9179 call 2 to 3 days in advance to schedule www.calebcaregivers.org	None required
CarePlus	New Hampshire	Medical Transportation and support services through ambulance and car chair travel. Local and long-distance medical, emergency, urgent, and non-emergency trips. Wheelchair accessible vehicles available. Contracts with VA for services. http://www.careplus.org/	603-424-8910 1-800-899-8331 www.careplus.org	Varies by services
Concord Coach Lines	Littleton-Concord Berlin - Conway- Boston	Intercity Coach Transportation. No advanced notice required for Individuals with Disabilities. ADA accessible.	800-464-7731 info@concordcoachlines.com www.concordcoachlines.com	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact	Fees/Fares
Coos County Nursing Home	Berlin	Provides rides to home residents with disabilities for medical appointments and recreational outings. ADA accessible.	603-752-2343	None required
Coos County Nursing Hospital	West Stewartstown	Provides rides to home residents with disabilities for medical appointments, shopping trips, and recreational outings. ADA accessible.	603-246-3321	None Required
Dartmouth Coach	Hanover, Lebanon, New London, NH	Scheduled Coach Bus services to Boston, Logan Airport, Stamford, CT and New York, NY.	1-800-637-0123 www.dartmouthcoach.com	Fares Vary by destination. Children half price
Dave's Taxi	Franconia, Bethlehem, Littleton, Whitefield, Lancaster area, local and long-distance trips	Taxi, food delivery, and charter transportation service to individuals and groups. Deliveries. Wheelchair Accessible. School Bus Driver Certified.	603-444-0407 www.davestaxinh.com	Varies by service and destination
Diamond Limo	Plymouth - Local and long-distance trips	Luxury sedan and limo service to airports, events, etc.	855-546-6755 603-254-3333 www.limosnh.com	Varies by service and destination
Easter Seals	Statewide	Services for individuals with disabilities, including students, as well as for seniors. ADA accessible.	603-668-8603 www.easterseals.com/nh	Fares or charges vary by destination
The Gannon Company	Lincoln area	Full-service Transportation and Delivery Company, offering taxi, food delivery, shopping service, airport runs, rides to medical appt's, scenic trips, moose tours and more.	603-254-0960 www.facebook.com/pg/TheGannonCompany	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact	Fees/Fares
Lakes Region Mental Health Center	Plymouth Area, serving southern Grafton County	Transportation services for patients.	603-536-1118 www.lrmhc.org	None required
Golden Cross Ambulance	Lower Grafton County	Professional medical transports 24/7; local or long distance; wheelchair van or ambulance	603-542-6660 www.goldencrossamb.com	Fares or charges vary by destination
Grafton County Senior Citizens Council	Grafton County	Door-to-Door Transportation for Individuals Age 60 or Older and Adults with Disabilities 8:00 AM to 3:00 PM Monday-Friday. Trips for non-emergency medical appointments, shopping, recreation/social, education/training, and senior meals. Call to schedule 24 hours in advance. ADA accessible.	Administrative Office - 603-448-4897 Senior Centers: Bristol - 744-8395; N. Haverhill - 787-2539 Lincoln - 745-4705; Littleton - 444-6050; Canaan - 523-4333; Orford - 353-9107; Plymouth - 536-1204; Lebanon - 448-4213 www.gcsc.org	Donations Accepted
Granite State Independent Living	Statewide	Transportation services for persons with disabilities when public transportation and other services are not available. Wheelchair accessible vehicles. www.gsil.org	800-826-3700 603-226-9680 www.gsil.org/disability-support/transportation-services	Fee-for-Service or reimbursement for qualified beneficiaries
The Haven	Colebrook Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-237-4353 www.alccenters.org/colebrookctr.html	None required
KM Town Taxi	Plymouth Area	Taxi and charter transportation services to individuals and groups.	603-536-8294	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact	Fees/Fares
Littleton Peer Support Center	Littleton Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-444-5344 www.alccenters.org/littletonctr.html	None required
Littleton Regional Healthcare-a-Van	Special service for LRH Physician Appointments	Care-A-Van Demand-Response. Call to schedule 24 hours in advance. ADA accessible. (Service provided by North Country Transit).	800-454-7731 603-444-9000 www.tccap.org/services/transportation	Donations Accepted
Med Coach	Nationwide	Services trips from 300 to 3,000 miles; for long-distance non-emergency medical visits, transfers, or travel with a medical companion.	1-888-979-4424 www.medtransportcenter.com	Varies by destination and services required.
Medicaid Transportation	Statewide	Volunteer driver and service referrals provided by the Medicaid Division of NH Department of Health and Human Services.	1-866-769-3085 NH Health Families 1-855-739-4775 IF Well Sense 1-844-739-4775 IF NH Medicaid PAP Program www.nheasy.nh.gov/#/	No additional charges for eligible beneficiaries to covered medical services.
The Morrison	Whitefield	Rides for nursing home and assisted living residents (seniors, individuals with a disability, and low income persons) for medical, recreational, and social trips.	603-837-2541 www.themorrisoncommunities.org	None required
Mountain View Shuttle	Plymouth Area - local and long distance trips	Local and long distance shuttle. Non-emergency medical appointments. Serves all airports, train and bus stations, schools and colleges, ski and vacation resorts, and medical facilities.	603-536-4096 www.mtnviewshuttle.com	Varies by destination.
New England Disabled Sports	Lincoln-Woodstock	Provides rides as needed for individuals with disabilities (all ages) and caregivers to the Highland Games at Loon Mountain. Also provides transportation to the New England Disabled Sports Race Team to various races/events throughout New England.	Loon Mountain: 603-745-9333 Bretton Woods: 603-278-3398 www.nedisabledsports.org	None required

Provider	Service Area	Service Description	Contact	Fees/Fares
NH Rideshare	Statewide	Connects commuters with carpool matches available transit options, park & ride lots on/near route, and suggested biking/walking routes.	rideshare@dot.nh.gov www.nh.rideproweb.com	Free online service
New Hampshire 2-1-1	Statewide	A statewide information and referral service for available programs and services. Information and Referral Specialists provide callers with the health and human service information they need to get help, give help, or discover options.	Call 2-1-1, or 866-444-4211 TTY #: 603-634-3388 211nh@211nhg.org www.211nh.org	Free referral service for New Hampshire residents
Northern Human Services (NHS)	Throughout Northern New Hampshire	Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips and transportation for recreational and social activities. ADA accessible.	Berlin Mental Health Ctr. 603-752-7404; Berlin Community Services 603-752-1005; Colebrook Mental Health 603-237-4955; Littleton White Mt. Mental Health 603-444-0145; Whitefield Common Ground: 603-837-9547 www.northernhs.org	None required
Pathways of River Valley	Lower Grafton County	Community non-profit agency supporting people with developmental disabilities and brain injuries and their families. ADA accessible.	603-448-2077 www.pathwaysnh.org	Transportation service is provided at no extra charge for participants
Plymouth State University Shuttle	Plymouth	Fixed Route shuttle services around Plymouth for students, faculty, staff, event customers, and general public. The schedule varies throughout the year and has different hours of operation on weekdays and weekends. Check website for the full schedule and updates. ADA accessible.	603-535-5000 www.campus.plymouth.edu/police/shuttle-service/	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact	Fees/Fares
Prestige Limousine	Plymouth - Local and long distance trips	Luxury sedan and limo service to airports, events, etc.	877-781-5466 603-536-4007	Varies by service and destination
Rural Community Transportation	VT; Littleton and Woodsville	Fixed route, door-to-door and volunteer driver services when available. ADA accessible.	802-748-8170 www.riderct.org	Varies by service and destination
Serenity Steps	Berlin Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-752-8111 www.alccenters.org/berlinctr.html	None required
The Shuttle Connection	Lincoln-Woodstock	Local and long-distance trips and charters; 24-hour service. ADA accessible.	603-745-3140 www.facebook.com/theshuttleconnection	Fares or charges vary by destination.
Stagecoach Transportation	Wells River, VT - Hanover, Lebanon, NH and Woodsville, NH	Operating the River Route from Wells River to Lebanon and the Bradford Circulator to Woodsville; Monday – Friday. Service can deviate 3/4 mile off route. 24 hour request required. ADA accessible.	802-728-3773 800-427-3553 info@stagecoach-rides.org www.stagecoach-rides.org	One-way 2-\$3.50; Ten ticket pass \$20-30.00

Provider	Service Area	Service Description	Contact	Fees/Fares
Transport Central	Alexandria, Ashland, Bristol, Bridgewater, Campton, Dorchester, Ellsworth, Groton, Hebron, Holderness, Lincoln, Plymouth, New Hampton, Rumney, Thornton, Warren, Waterville Valley and Woodstock.	Provides local and long distance trips through volunteer drivers to seniors, individuals with disabilities, and Medicaid clients for local and long distance medical trips, shopping and basic necessities Transport Central requests at least a 72 hour notice. Provider of transportation for Medicaid members. Request Transport Central when calling the Medicaid broker for a ride.	855-654-3200 www.transportcentral.org	None required
Tri-County Transit	Berlin-Gorham Lancaster, Whitefield, Littleton Coos-Northern Grafton County	Door-to-door: general public, elderly, and disabled in Coos and northern Grafton County, Mon-Fri from 8-4pm. Schedule by noon the day prior, cancel within 2 hours. Flex Route: Berlin to Gorham with 17 stops. Tri-Town route between Lancaster, Whitefield, and Littleton with 14 stops. Provider of transportation for Medicaid members. Wheelchair accessible vehicles.	Visit website or call for schedules, service areas, and other information: 603-752-1741 603-752-1542 www.tricountytransit.org	Varies by service and destination. Donations accepted for those 60 and older.
Uber/Lyft	Where available	Smartphone app-based ridesharing services.	Download app on smartphone to make reservations	Depends upon time and distance of trip
Veterans Administration	Statewide	Non-emergency medical transportation for any American Veterans. www.va.gov/	603-624-4366 800-892-8394 www.va.gov	Free to veterans to medical services at VA Facilities
West Central Behavioral Health	So. Grafton County	Community Mental Health Services for Adults & Children. Transports available for program participants only.	603-542-5128 www.wcbh.org	Charges vary by destination and programs.

GENERAL PUBLIC TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Advance Transit	Lebanon, Hanover, Enfield, Canaan , NH; Hartford and Norwich, VT	General Public, Fixed Route and ADA paratransit Service. ADA accessible.	802-295-1824 TTY 771 www.advancetransit.com	Fare Free
Appalachian Mountain Club (AMC)	Select White Mountain trailheads and destinations	Seasonal fixed-route system for hikers to stops at major trailheads, AMC facilities, and destinations in the White Mountain National Forest. Operates 7 days a week, June through October.	603-466-2727 www.outdoors.org/lodging/lodging-shuttle.cfm	Fare is charged. \$20 One Way for AMC member, \$24 One Way for non-Member. Call or visit website to make reservations
Concord Coach Lines	Littleton-Concord Berlin - Conway- Boston	Intercity Coach Transportation. No advanced notice required for Individuals with Disabilities. ADA accessible.	800-464-7731 info@concordcoachlines.com www.concordcoachlines.com	Fares or charges vary by destination
Dartmouth Coach	Hanover, Lebanon, New London, NH	Scheduled Coach Bus services to Boston, Logan Airport, Stamford, CT and New York, NY.	1-800-637-0123 www.dartmouthcoach.com	Fares Vary by destination. Children half price

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Plymouth State University Shuttle	Plymouth	Fixed Route shuttle services around Plymouth for students, faculty, staff, event customers, and general public. The schedule varies throughout the year and has different hours of operation on weekdays and weekends. Check website for the full schedule and updates. ADA accessible.	603-535-5000 www.campus.plymouth.edu/police/shuttle-service/	Fares or charges vary by destination
Rural Community Transportation	VT; Littleton and Woodsville	Fixed route, door-to-door and volunteer driver services when available. ADA accessible.	802-748-8170 www.riderct.org	Varies by service and destination
Stagecoach Transportation	Wells River, VT - Hanover, Lebanon, NH and Woodsville, NH	Operating the River Route from Wells River to Lebanon and the Bradford Circulator to Woodsville; Monday – Friday. Service can deviate 3/4 mile off route. 24 hour request required. ADA accessible.	802-728-3773 800-427-3553 info@stagecoach-rides.org www.stagecoach-rides.org	One-way 2-\$3.50; Ten ticket pass \$20-30.00
Tri-County Transit	Berlin-Gorham Lancaster, Whitefield, Littleton Coos-Northern Grafton County	Door-to-door: general public, elderly, and disabled in Coos and northern Grafton County, Mon-Fri from 8-4pm. Schedule by noon the day prior, cancel within 2 hours. Flex Route: Berlin to Gorham with 17 stops. Tri-Town route between Lancaster, Whitefield, and Littleton with 14 stops. Provider of transportation for Medicaid members. Wheelchair accessible vehicles.	Visit website or call for schedules, service areas, and other information: 603-752-1741 603-752-1542 www.tricountytransit.org	Varies by service and destination. Donations accepted for those 60 and older.

SENIOR AND ACCESSIBLE TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Armistead Home Care	30 miles radius of Littleton. Local and long-distance trips.	Non-emergency medical transportation and recreational outings to seniors and persons with disabilities. ADA accessible. Available 24/7. Call at least 24 hours in advance to schedule. Serves NH and VT.	603-259-6048 www.northernfamilyhc.com/About-Us.html	\$30 pickup/drop off and \$2.50 per miles.
Caleb Interfaith Volunteer Caregivers	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield	Volunteer drivers to provide local/long distance medical trips and recreational / social trips for senior citizen clients (60+). Based upon available volunteers.	603-837-9179 call 2 to 3 days in advance to schedule www.calebcaregivers.org	None required
Coos County Nursing Home	Berlin	Provides rides to home residents with disabilities for medical appointments and recreational outings. ADA accessible.	603-752-2343	None required
Coos County Nursing Hospital	West Stewartstown	Provides rides to home residents with disabilities for medical appointments, shopping trips, and recreational outings. ADA accessible.	603-246-3321	None Required
Easter Seals	Statewide	Services for individuals with disabilities, including students, as well as for seniors. ADA accessible.	603-668-8603 www.nh.easterseals.com	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Grafton County Senior Citizens Council	Grafton County	Door-to-Door Transportation for Individuals Age 60 or Older and Adults with Disabilities 8:00 AM to 3:00 PM Monday-Friday. Trips for non-emergency medical appointments, shopping, recreation/social, education/training, and senior meals. Call to schedule 24 hours in advance. ADA accessible.	Administrative Office - 603-448-4897 Senior Centers: Bristol - 744-8395; N. Haverhill - 787-2539 Lincoln - 745-4705; Littleton - 444-6050; Canaan - 523-4333; Orford - 353-9107; Plymouth - 536-1204; Lebanon - 448-4213 www.gcsc.org	Donations Accepted
Granite State Independent Living	Statewide	Transportation services for persons with disabilities when public transportation and other services are not available. Wheelchair accessible vehicles.	800-826-3700 603-226-9680 www.gsil.org/disability-support/transportation-services	Fee-for-Service or reimbursement for qualified beneficiaries
Littleton Regional Healthcare-a-Van	Special service for LRH Physician Appointments	Care-A-Van Demand-Response. Call to schedule 24 hours in advance. ADA accessible. (Service provided by North Country Transit).	800-454-7731 603-444-9000 www.tccap.org/services/transportation	Donations Accepted
The Morrison	Whitefield	Rides for nursing home and assisted living residents (seniors, individuals with a disability, and low-income persons) for medical, recreational, and social trips.	603-837-2541 www.themorrisoncommunities.org	None required
New England Disabled Sports	Lincoln-Woodstock	Provides rides as needed for individuals with disabilities (all ages) and caregivers to the Highland Games at Loon Mountain. Also provides transportation to the New England Disabled Sports Race Team to various races/events throughout New England.	Loon Mountain: 603-745-9333 Bretton Woods: 603-278-3398 www.nedisabledsports.org	None required

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Northern Human Services (NHS)	Throughout Northern New Hampshire	Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips and transportation for recreational and social activities. ADA accessible.	Berlin Mental Health Ctr. 603-752-7404 Berlin Community Services 603-752-1005 Colebrook Mental Health 603-237-4955 Littleton White Mt. Mental Health 603-444-0145 Whitefield Common Ground: 603-837-9547 www.northernhs.org	None required
Pathways of River Valley	Lower Grafton County	Community non-profit agency supporting people with developmental disabilities and brain injuries and their families. ADA accessible.	603-448-2077 www.pathwaysnh.org	Transportation service is provided at no extra charge for participants
Transport Central	Alexandria, Ashland, Bristol, Bridgewater, Campton, Dorchester, Ellsworth, Groton, Hebron, Holderness, Lincoln, Plymouth, New Hampton, Rumney, Thornton, Warren, Waterville Valley and Woodstock.	Provides local and long distance trips through volunteer drivers to seniors, individuals with disabilities, and Medicaid clients for local and long distance medical trips, shopping and basic necessities Transport Central requests at least a 72 hour notice. Provider of transportation for Medicaid members. Request Transport Central when calling the Medicaid broker for a ride.	855-654-3200 www.transportcentral.org	None required

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Tri-County Transit	Berlin-Gorham Lancaster, Whitefield, Littleton Coos-Northern Grafton County	<p>Door-to-door: general public, elderly, and disabled in Coos and northern Grafton County, Mon-Fri from 8-4pm. Schedule by noon the day prior, cancel within 2 hours.</p> <p>Flex Route: Berlin to Gorham with 17 stops. Tri-Town route between Lancaster, Whitefield, and Littleton with 14 stops.</p> <p>Provider of transportation for Medicaid members. Wheelchair accessible vehicles.</p>	<p>Visit website or call for schedules, service areas, and other information: 603-752-1741 603-752-1542</p> <p>www.tricountytransit.org</p>	<p>Varies by service and destination. Donations accepted for those 60 and older.</p>
Veterans Administration	Statewide	Non-emergency medical transportation for any American Veterans. www.va.gov/	<p>603-624-4366 800-892-8394</p> <p>www.va.gov</p>	Free to veterans to medical services at VA Facilities

NON-EMERGENCY MEDICAL TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
American Cancer Society (Road To Recovery)	Statewide	Rides for cancer patients to-and-from appointments. Must be ambulatory/outpatient. Volunteer drivers. Services are based on the availability of volunteers. Active mostly in southern New Hampshire. 4 business days' notice requested. https://www.cancer.org/treatment/support-programs-and-services/patient-transportation.html	1-800-227-2345 www.cancer.org/treatment/support-programs-services/road-to-recovery	None required
Angel Flight NE	North East Region including New England States and New York, New Jersey, and Pennsylvania	Free air transportation for patients whose financial resources would regularly prohibit treatment or diagnosis, or who may live in rural areas without access to commercial airlines. Must be ambulatory/outpatient.	To Request a Flight: (800) 549-9980 For General Info: 978-794-6868 angelflight@angelflight.org www.angelflightne.org	Voluntary services, free of charge
Armistead Home Care	30 miles radius of Littleton. Local and long distance trips.	Non-emergency medical transportation to seniors and persons with disabilities. Recreational outings. ADA accessible. Available 24/7. Call at least 24 hours in advance to schedule. Serves NH and VT.	603-259-6048 www.northernfamilyhc.com/About-Us.html	\$30 pickup/drop off and \$2.50 per miles.
Big Yellow Taxi	Upper Valley - Local or Long Distance	Taxi Services, Non-Emergency Medical Transports, Executive Sedans, Airport Services. ADA accessible; Available 24/7.	603-643-8294	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Caleb Interfaith Volunteer Caregivers	Bethlehem, Dalton, Groveton, Jefferson, Lancaster, Littleton, Twin Mountain, and Whitefield	Volunteer drivers to provide local/long distance medical trips and recreational / social trips for senior citizen clients (60+). Based upon available volunteers.	603-837-9179 call 2 to 3 days in advance to schedule www.calebcaregivers.org	None required
CarePlus	New Hampshire	Medical Transportation and support services through ambulance and car chair travel. Local and long-distance medical, emergency, urgent, and non-emergency trips. Wheelchair accessible vehicles available. Contracts with VA for services. http://www.careplus.org/	603-424-8910 1-800-899-8331 www.careplus.org	Varies by services
Coos County Nursing Home	Berlin	Provides rides to home residents with disabilities for medical appointments and recreational outings. ADA accessible.	603-752-2343	None required
Coos County Nursing Hospital	West Stewartstown	Provides rides to home residents with disabilities for medical appointments, shopping trips, and recreational outings. ADA accessible.	603-246-3321	None Required
Golden Cross Ambulance	Lower Grafton County	Professional medical transports 24/7; local or long distance; wheelchair van or ambulance	603-542-6660 www.goldencrossamb.com	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Grafton County Senior Citizens Council	Grafton County	Door-to-Door Transportation for Individuals Age 60 or Older and Adults with Disabilities 8:00 AM to 3:00 PM Monday-Friday. Trips for non-emergency medical appointments, shopping, recreation/social, education/training, and senior meals. Call to schedule 24 hours in advance. ADA accessible.	Administrative Office - 603-448-4897 Senior Centers: Bristol - 744-8395; N. Haverhill - 787-2539 Lincoln - 745-4705; Littleton - 444-6050; Canaan - 523-4333; Orford - 353-9107; Plymouth - 536-1204; Lebanon - 448-4213 www.gcsc.org	Donations Accepted
Littleton Regional Healthcare-a-Van	Special service for LRH Physician Appointments	Care-A-Van Demand-Response. Call to schedule 24 hours in advance. ADA accessible. (Service provided by North Country Transit).	800-454-7731 603-444-9000 www.tccap.org/services/transportation/	Donations Accepted
Med Coach	Nationwide	Services trips from 300 to 3,000 miles; for long-distance non-emergency medical visits, transfers, or travel with a medical companion.	1-888-979-4424 www.medtransportcenter.com	Varies by destination and services required.
Medicaid Transportation	Statewide	Volunteer driver and service referrals provided by the Medicaid Division of NH Department of Health and Human Services.	1-866-769-3085 NH Health Families 1-855-739-4775 IF Well Sense 1-844-739-4775 IF NH Medicaid PAP Program www.nheasy.nh.gov/#/	No additional charges for eligible beneficiaries to covered medical services.

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Mountain View Shuttle	Plymouth Area - local and long distance trips	Local and long distance shuttle. Non-emergency medical appointments. Serves all airports, train and bus stations, schools and colleges, ski and vacation resorts, and medical facilities.	603-536-4096 www.mtnviewshuttle.com	Varies by destination.
Northern Human Services (NHS)	Throughout Northern New Hampshire	Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips and transportation for recreational and social activities. ADA accessible.	Berlin Mental Health Ctr. 603-752-7404 Berlin Community Services 603-752-1005 Colebrook Mental Health 603-237-4955 Littleton White Mt. Mental Health 603-444-0145 Whitefield Common Ground: 603-837-9547 www.northernhs.org	None required
Transport Central	Alexandria, Ashland, Bristol, Bridgewater, Campton, Dorchester, Ellsworth, Groton, Hebron, Holderness, Lincoln, Plymouth, New Hampton, Rumney, Thornton, Warren, Waterville Valley and Woodstock.	Provides local and long distance trips through volunteer drivers to seniors, individuals with disabilities, and Medicaid clients for local and long distance medical trips, shopping and basic necessities Transport Central requests at least a 72 hour notice. Provider of transportation for Medicaid members. Request Transport Central when calling the Medicaid broker for a ride.	855-654-3200 www.transportcentral.org	None required

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Tri-County Transit	Berlin-Gorham Lancaster, Whitefield, Littleton	<p>Door-to-door: general public, elderly, and disabled in Coos and northern Grafton County, Mon-Fri from 8-4pm. Schedule by noon the day prior, cancel within 2 hours.</p> <p>Flex Route: Berlin to Gorham with 17 stops. Tri-Town route between Lancaster, Whitefield, and Littleton with 14 stops.</p> <p>Provider of transportation for Medicaid members. Wheelchair accessible vehicles.</p>	<p>Visit website or call for schedules, service areas, and other information: 603-752-1741 603-752-1542</p> <p>www.tricountytransit.org</p>	<p>Varies by service and destination. Donations accepted for those 60 and older.</p>
Veterans Administration	Statewide	<p>Non-emergency medical transportation for any American Veterans. www.va.gov/</p>	<p>603-624-4366 800-892-8394</p> <p>www.va.gov</p>	<p>Free to veterans to medical services at VA Facilities</p>

CLIENT OR RESIDENT TRANSPORTATION

Provider	Service Area	Service Description	Contact Info	Fees & Fares
American Cancer Society (Road To Recovery)	Statewide	Rides for cancer patients to-and-from appointments. Must be ambulatory/outpatient. Volunteer drivers. Services are based on the availability of volunteers. Active mostly in southern New Hampshire. 4 business days' notice requested. https://www.cancer.org/treatment/support-programs-and-services/patient-transportation.html	1-800-227-2345 www.cancer.org/treatment/supportprogramsservices/road-to-recovery	None required
Coos County Nursing Home	Berlin	Provides rides to home residents with disabilities for medical appointments and recreational outings. ADA accessible.	603-752-2343	None required
Coos County Nursing Hospital	West Stewartstown	Provides rides to home residents with disabilities for medical appointments, shopping trips, and recreational outings. ADA accessible.	603-246-3321	None Required
Lakes Region Mental Health Center	Plymouth Area, serving southern Grafton County	Transportation services for patients.	603-536-1118 www.genesisbh.org	None required
The Haven	Colebrook Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-237-4353 www.alccenters.org/colebrookctr.html	None required
Littleton Peer Support Center	Littleton Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-444-5344 www.alccenters.org/littletonctr.html	None required

Provider	Service Area	Service Description	Contact Info	Fees & Fares
The Morrison	Whitefield	Rides for nursing home and assisted living residents (seniors, individuals with a disability, and low income persons) for medical, recreational, and social trips.	603-837-2541 www.themorrisoncommunities.org	None required
Northern Human Services (NHS)	Throughout Northern New Hampshire	Transportation services for clients receiving behavioral health or developmental disability services and substance abuse treatment and prevention. Includes demand-response, long distance medical trips and transportation for recreational and social activities. ADA accessible.	Berlin Mental Health Ctr. 603-752-7404 Berlin Community Services 603-752-1005 Colebrook Mental Health 603-237-4955 Littleton White Mt. Mental Health 603-444-0145 Whitefield Common Ground: 603-837-9547 www.northernhs.org	None required
Serenity Steps	Berlin Area	Transportation service for members and participants only to and from the center for mental health peer support center.	603-752-8111 www.alccenters.org/berlinctr.html	None required
Veterans Administration	Statewide	Non-emergency medical transportation for any American Veterans. www.va.gov/	603-624-4366 800-892-8394 www.va.gov	Free to veterans to medical services at VA Facilities
West Central Behavioral Health	So. Grafton County	Community Mental Health Services for Adults & Children. Transports available for program participants only.	603-542-5128 www.wcbh.org	Charges vary by destination and programs.

*** Transportation services available to clients, members, patients, or residents.**

TAXI COMPANIES

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Abby Limo	White Mountains and Upper Valley (Lebanon, Haverhill)	Special event transportation with luxury vehicles, minivans, & limosines; airport shuttle services; special education student transportation services	1-866-584-2229 (ABBY) www.abbylimo.com	Rates dependent upon service
Best Choice Rides n' Taxi	Lincoln area	Local and long distance taxi service that also offers airport shuttle, food delivery, and scenic ride services	(603) 316-0123 https://www.facebook.com/bestchoicetaxinh/	Fares or charges vary by destination
Big Yellow Taxi	Upper Valley - Local or Long Distance	Taxi Services, Non-Emergency Medical Transports, Executive Sedans, Airport Services. ADA accessible; Available 24/7.	603-643-8294	Fares or charges vary by destination
Dave's Taxi	Franconia, Bethlehem, Littleton, Whitefield, Lancaster area, local and long distance trips	Taxi, food delivery, and charter transportation service to individuals and groups. Deliveries. Wheelchair Accessible. School Bus Driver Certified.	603-444-0407 www.davestaxinh.com	Varies by service and destination
Diamond Limo	Plymouth - Local and long distance trips	Luxury sedan and limo service to airports, events, etc.	855-546-6755 603-254-3333 www.limosnh.com	Varies by service and destination
The Gannon Company	Lincoln area	Full service Transportation and Delivery Company, offering taxi, food delivery, shopping service, airport runs, rides to medical appt's, scenic trips, moose tours and more.	603-254-0960 www.facebook.com/pg/TheGannonCompany	Fares or charges vary by destination

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Abby Limo	White Mountains and Upper Valley (Lebanon, Haverhill)	Special event transportation with luxury vehicles, minivans, & limosines; airport shuttle services; special education student transportation services	1-866-584-2229 (ABBY) www.abbylimo.com	Rates dependent upon service
KM Town Taxi	Plymouth Area	Taxi and charter transportation services to individuals and groups.	603-536-8294	Fares or charges vary by destination
Mountain View Shuttle	Plymouth Area - local and long distance trips	Local and long distance shuttle. Non-emergency medical appointments. Serves all airports, train and bus stations, schools and colleges, ski and vacation resorts, and medical facilities.	603-536-4096 www.mtnviewshuttle.com	Varies by destination.
Prestige Limousine	Plymouth - Local and long distance trips	Luxury sedan and limo service to airports, events, etc.	877-781-5466 603-536-4007	Varies by service and destination
The Shuttle Connection	Lincoln-Woodstock	Local and long-distance trips and charters; 24-hour service. ADA accessible.	603-745-3140 www.facebook.com/theshuttleconnection	Fares or charges vary by destination.
Uber/Lyft	Where available	Smartphone app-based ridesharing services.	Download app on smartphone to make reservations	Depends upon time and distance of trip

INFORMATION AND REFERRAL SERVICES

Provider	Service Area	Service Description	Contact Info	Fees & Fares
Commute Smart NH	Statewide	Free information and resources to encourage and assist people to choose sustainable transportation options in place of driving single occupancy vehicles. Partners actively support the development and provision of strategies and policies to reduce travel demand across the state including walking, bicycling, carpooling and using public transportation.	<p>Check the website for the phone number for your region.</p> <p>www.commutesmartnh.org/</p>	Free Information and Resources
Granite United Way	Statewide	Free information that connects people with important community services.	<p>211</p> <p>Lebanon 603-448-8499; Berlin 603-752-3343; Littleton 603-444-1555; Plymouth 603-524-6864</p> <p>http://www.graniteuw.org</p>	Free Information and Referrals
Medicaid Transportation	Statewide	Volunteer driver and service referrals provided by the Medicaid Division of NH Department of Health and Human Services.	<p>1-866-769-3085 NH Health Families</p> <p>1-855-739-4775 IF Well Sense</p> <p>1-844-739-4775 IF NH Medicaid PAP Program</p> <p>www.nheasy.nh.gov/#/</p>	No additional charges for eligible beneficiaries to covered medical services.
NH Rideshare	Statewide	Connects commuters with carpool matches available transit options, park & ride lots on/near route, and suggested biking/walking routes.	<p>rideshare@dot.nh.gov</p> <p>www.nh.rideproweb.com</p>	Free online service

Provider	Service Area	Service Description	Contact Info	Fees & Fares
New Hampshire 2-1-1	Statewide	A statewide information and referral service for available programs and services. Information and Referral Specialists provide callers with the health and human service information they need to get help, give help, or discover options.	Call 2-1-1, or 866-444-4211 TTY #: 603-634-3388 211nh@211nhg.org www.211nh.org	Free referral service for New Hampshire residents
Service Link Resource Center	Statewide	A statewide network of community-based resources for seniors, adults with disabilities and their families. Monday-Friday 8:00 AM to 4:00 PM	866-634-9412 – Toll Free http://www.servicelink.nh.gov/	Free referral and information about services that support healthy and independent living.
Veterans Administration	New Hampshire	Non-emergency medical transportation for any American veterans. www.va.gov/	603-624-4366, 800-892-8394	Free for veterans to medical services at VA facilities.