


Regional Coordinated Transit Plan for the North Country Council Planning Region



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By: North Country Council & North Country Transit



Thank you to everyone who took the time to attend a meeting, fill out a survey and participate in this important planning process including:

North Country Transit (TCCAP)
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North Country Health Consortium
NH Department of Education
Carroll County RSVP
EZ Taxi
Dave's Taxi
Grafton County Senior Citizen's Council
Littleton Regional Hospital
The Alternative Life Center
Senior Meals
Berlin Senior Center
Gibson Center
Rural Community Transportation
Granite State Independent Living
and the Public

This truly was a collaborative effort. We appreciate your input and look forward to working with you in the near future.



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I. Introduction

There was a time in history when people of the United States had a variety of options when deciding how to travel from one place to another. People often walked on sidewalks, rode bicycles, hopped a train or waited for a bus to take them to their places of employment, medical appointments or simply to do their day to day activities. In the years post World War II, the dependence on the automobile changed our transportation landscape and our lifestyles into the system we know today. As people became more accustomed to traveling in their personal automobiles, the demand for more government support and funding to improve our interstates and roads increased. In addition, our once heavily utilized public transportation systems began to deteriorate with lack of ridership and lack of financial support.

In more recent years, the importance for multi-modal transportation has been at the forefront of many initiatives from rebuilding the economy to protecting our environment. The use of trucks and automobiles as our primary source of transporting goods, services and people has proven to be a very costly facility. As gas prices, cost of insurance and traffic congestion increase, people are aware of the need to go back to alternative means of transportation.


Public transportation in the United States has not ceased to exist in all forms. Many agencies have transportation services embedded in the core functions of their organizations. Many of these agencies are in the health and human services field and their mission is to assist certain populations in their day to day needs. This could include providing a ride to the senior center for an elderly person, taking a person with a disability to a medical appointment, or taking a cancer patient to radiation or chemotherapy treatments. There are other organizations that have developed solely to provide transportation and their functions may include transporting people to and from work, assistance with after school sports leagues, as well as human service related transportation. All of these organizations have found a way to provide a service which was once very prevalent in our country and is just as needed now for a variety of populations as it was back then.



In the state of New Hampshire, and more specifically in the North Country region of the state, these organizations have worked independently, writing grants to support their transportation efforts, recruiting volunteers to drive people to appointments, scheduling transit routes, reporting information to the state and federal government and most importantly, getting people to their destinations. Providing transportation is costly and timely. Most of these organizations can not recoup their costs for transportation. Securing funding for the operation of transportation and securing funding to reimburse volunteer drivers for mileage is not an easy task. Some organizations have had to reduce service or stop some services all together because of the exuberant costs.

So what can be done to provide a safe, efficient transit system that is cost effective and more productive? The State of New Hampshire has embarked on a planning effort that may be the answer to this question and is the primary focus of this regional planning initiative. That is Coordination.


Merriam-Webster dictionary defines coordination as “the harmonious functioning of parts for effective results.” In this case, the “parts” are the different organizations that currently provide transportation and the “effective result” is a seamless, effective transit system which is cost effective and productive to the transportation providers. In addition, coordination in the North Country includes working with communities in establishing a public transportation system which can integrate into a coordinated system of existing transportation facilities. In other words, meshing public transportation and more specialized human service transportation into one coordinated system. The goal is to create a transit system that will meet the needs of all populations in the North Country.



II. Current Planning Efforts at All Levels

There are several planning efforts currently underway in an effort to create this seamless, coordinated transit system throughout the state of New Hampshire. The New Hampshire Department of Transportation and the New Hampshire Department of Health and Human Services are working together with the assistance of a consultant to develop a Statewide Coordinated Transit Plan. They have hosted several meetings throughout the state to gather input from the “Stakeholders”, those organizations providing transportation who they envision working together towards this coordinated system. The idea is to have Regional Coordinating Councils (RCC) in eight regions throughout the state. These RCCs will be charged with holding Regional Coordinating summits where community and business leaders as well as transportation providers will meet to discuss means of providing efficient transportation. The RCCs would comprise of different agencies with a vested interest in the provision of transportation and they would oversee the work of the Regional Transportation Coordinator. The Regional Transportation Coordinator (RTC) would be responsible for providing transportation and contacting other organizations who are part of the coordinated system to provide trips as well. The RTC would have the responsibility to provide transit in the most efficient and cost effective way while maintaining quality service.

Individually, both state agencies are also working on their own individual initiatives. The New Hampshire Department of Transportation has been working on their Long Range Transportation Business Plan for some time now. One of the themes of this plan is to support public transportation and coordinated efforts. The development of this plan included many organizations around the state and truly was a collaborative effort. The New Hampshire Department of Health and Human Services is developing a Brokerage System for non-emergency Medicaid trips and will be releasing the RFP for services in the upcoming months. The idea is to funnel funding through a central agency who will be responsible for reimbursement of Medicaid funds to the agencies who are providing the non-emergency Medicaid trips. There has been discussion on expanding this brokerage system to other types of transit trips but nothing has been planned or developed at this time.




At the regional level, this planning initiative and document were mandated by the Federal Transit Administration as part of the coordinated planning effort. The mandate states that any organization receiving grant funds for Special Needs of Elderly Individuals and Individuals with Disabilities (5310), Job Access Reverse Commute (5316), or the New Freedoms Program (5317) for federal year 2007, beginning October 1, 2006, must be part of a Coordinated Regional Transit Plan. In other words, the federal government wants to see that regional organizations are working together to try to be more cost effective and productive while serving the most number of people possible and a plan should be developed to outline steps towards making this effort happen. This plan serves as that document and will continually be updated as the coordination between agencies develops.

North Country Council (NCC) began a complete update of their Regional Transportation Plan in the fall of 2004. The plan includes an evaluation of all modes of transportation and the identified needs for these transportation facilities in the future. NCC hosted a series of meetings throughout the region to gather information for the plan. Public transportation was supported throughout the region and ideas for future public transportation included regional planned park and ride lots connected to a large state public transportation system to connecting the labor market area hubs with a regional system. The Council has also been involved in several of the planning efforts mentioned in this section.

At a county level, Carroll County has received a grant, in collaboration with North Country Transit, to conduct a feasibility study in the area for public transportation. Community Transportation Association of American (CTAA) has been hired to develop this plan which will include a needs assessment through surveys, interviews and meetings. CTAA worked with the towns of Littleton and Lancaster in 2001 to develop a Feasibility Study for a deviated fixed route between the two communities. That transit route opened in January 2006.

At the local level, some agencies are working on their own coordination efforts internally to make their organizations run more efficiently. North Country Transit (NCT) recently



purchased RouteMatch software, a scheduling and reporting program for public transportation providers. The software enables them to coordinate the best ride for an individual based on the individual's needs which are stored in the database and based on the most vehicles available which is also stored in the system. North Country Transit has coordinated with the American Cancer Society who is able to share the cost of providing trips for patients who are receiving cancer treatments. If needed, NCT can coordinate those rides with other rides needed to that location and they can place the non-cancer patients and the cancer patients on the same vehicle reducing the number of trips and vehicles needed therefore reducing costs. North Country Transit also coordinates with Littleton Regional Hospital and has opened their doors to other agencies who are in need of providing transportation to their clients. North Country Transit has also been an important player in the Committee for Public Transportation in the North Country.

The Committee for Public Transportation in the North County (CPTNC) was formed in 2000 after a successful public transportation summit which indicated the need for more public transportation in the North Country. The committee, which includes representation from local businesses, hospitals, human service agencies, transportation providers and the regional planning commission, has met consistently for five years in an effort to coordinate efforts in the Littleton and Lancaster area and to promote public transportation. The committee was instrumental in planning for the deviated fixed route between Littleton and Lancaster which is served by North Country Transit and in the effort to bring RouteMatch software into the region.



III. Existing Conditions

A. Demographics of the Region

In order to develop a coordinated transit system that meets the needs of all people it is important to examine the demographics of the area. The population change, the needs of specific populations being served, and transportation patterns and habits all contribute to the way in which a coordinate system should work. In this chapter, we will look at some specific demographics for the North Country Council Planning Region.

The information collected for this demographic chapter is sorted by Labor Market Area (LMA). The labor market areas and the towns within those labor market areas are as follows:

- Berlin LMA - Berlin, Dummer, Errol, Gorham, Milan, Randolph and Shelburne
- Colebrook LMA - Clarksville, Colebrook, Columbia, Pittsburg, and Stewartstown
- Conway LMA - Albany, Bartlett, Chatham, Conway, Eaton, Hart's Location and Jackson
- Lancaster LMA - Lancaster, Jefferson, Northumberland, Stark, and Stratford
- Littleton LMA - Bath, Benton, Bethlehem, Carroll, Dalton, Easton, Franconia, Haverhill, Landaff, Lisbon, Littleton, Lyman, Monroe, Sugar Hill, and Whitefield
- Plymouth LMA - Campton, Ellsworth, Groton, Lincoln, Plymouth, Rumney, Thornton, Warren, Waterville Valley, Wentworth, and Woodstock.

Although the charts in this chapter summarize the Labor Market Areas as a whole, demographic information by town in each LMA can be found in the appendix of this plan. All information was gathered from the U.S. Census Bureau.

POPULATION

The first demographic information we will examine is population growth and change from the years 1980, 1990, and 2000. Viewing the entire region, there was a larger percentage population growth from 1980 to 1990 than from 1990 to 2000. However, there was a population increase for both decades for the entire North Country Council Planning Region.



<u>Population Growth</u>							
<u>Labor Market Area</u>	<u>1980 Population</u>	<u>1990 Population</u>	<u>% Change (1980 - 1990)</u>	<u>2000 Population</u>	<u>% Change (1990 - 2000)</u>	<u>1980 - 1990 Rank by Growth Increase</u>	<u>1990 - 2000 Rank by Growth Increase</u>
Berlin LMA	18,714	17,719	-5.3%	15,882	-10.4%	6	6
Colebrook LMA	5,117	5,286	3.3%	5,244	-0.80%	4	4
Conway LMA	11,272	13,814	22.6%	15,454	11.9%	1	1
Lancaster LMA	8,183	8,424	2.9%	8,182	-2.9%	5	5
Littleton LMA	18,828	21,048	11.8%	22,249	5.7%	3	3
Plymouth LMA	12,938	15,528	20.0%	16,815	8.3%	2	2

There is a different population change trend if we review the data by LMA. The Conway LMA is growing at a more rapid rate than any other LMA with a population increase of 22.6% from 1980 to 1990 and an increase of 11.9% from 1990 to 2000. On the other hand, the Berlin LMA has seen a decrease in population both years with a 5.3% loss from 1980 to 1990 and a 10.4% loss from 1990 to 2000. Interesting enough all LMA population growth ranking stayed the same for both decades, Conway LMA being the highest growth rate and Berlin being the lowest growth rate. Lancaster LMA population has remained steady with a gain of 2.9% in the first decade and a loss of 2.9% in the second decade. Colebrook also had a slight decrease in population from 1990 to 2000. Both Littleton and Plymouth LMAs saw a population growth in both decades but less of an increase in the second decade.

Below is a list of the towns with the highest growth rates per LMA and those towns with low growth rates and/or population decreases per LMA.

- Berlin LMA - High Growth Rate - Milan (which is the only town in this LMA to have a population increase in both decades; Low Growth Rate/Decrease - Berlin and Dummer
- Colebrook LMA - High Growth Rate - Clarksville and Columbia; Low Growth Rate/Decrease - Colebrook (which is the only town in the LMA to have a decrease both decades)
- Conway LMA - High Growth Rate - Albany, Bartlett, Jackson and Madison; Low Growth Rate/Decrease - Chatham




- Lancaster LMA - High Growth Rate - Stratford and Jefferson; Low Growth Rate/Decrease - Northumberland (which had a decrease both decades)
- Littleton LMA - High Growth Rate - Carroll, Lyman and Sugar Hill; Low Growth Rate/Decrease - Lisbon and Benton
- Plymouth LMA - High Growth Rate - Thornton, Campton and Groton (Waterville Valley had a decrease in the first decade but a 70% increase in the second decade); Low Growth Rate/Decrease - Woodstock

The next set of charts depict specific populations that may depend more on public transportation than the average citizens. These populations include people living below the poverty level, children, people with disabilities and the senior population. It is important that we build public transportation systems that meet everyone's needs. For these populations in particular, there may be a greater need for public transportation.

A less expensive alternative to the automobile would probably be preferred for people who are below the poverty line. At today's gas prices, traveling to and from work can be a challenge especially if you are struggling financially. The next chart depicts the population for each LMA that is below the poverty line by two age groups, ages 18 to 64 and ages 65 to 74. Majority of people in these two age groups, especially the 18 to 64 age group, are employed or are working towards employment. Having a less expensive transportation

Population below the Poverty Line							
<u>Labor Market Area</u>	<u>Total Population below Poverty Line</u>	<u>% of total population below Poverty Line</u>	<u>Ages 18 to 64 Below Poverty Line</u>	<u>% of Poverty Population in 18 to 64 age group</u>	<u>Ages 65 to 74 Below Poverty Line</u>	<u>% of Poverty Population in 65 to 74 age group</u>	<u>Total % Below Poverty Level who are considered to be in the Working Years</u>
Berlin LMA	1,610	10.1%	842	52.0%	167	10.0%	62.0%
Colebrook LMA	513	9.7%	248	48.3%	81	15.7%	64.0%
Conway LMA	1,411	9.1%	743	52.6%	68	4.8%	57.4%
Lancaster LMA	818	9.9%	422	51.5%	67	8.0%	59.5%
Littleton LMA	1,869	8.4%	983	52.0%	144	7.7%	59.7%
Plymouth LMA	1,750	10.4%	1,216	69.4%	70	4.0%	73.4%

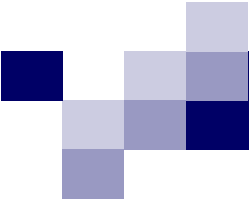


system that enables them to get to work or a job interview is important. In the Plymouth LMA, 73.4% of the population below the poverty line are in those “working years”. In fact, in every LMA, these age groups represent more than half of the total population below the poverty level. Consider that nearly 10% of the total population is below the poverty level representing a large group in our region. Coordination with business owners on flex-time and scheduling routes that are appropriate for most employment hours and reach most employment hubs is important for meeting the needs of this population so that they have a alternate means of transportation to work. It goes without saying that the population as a whole would benefit from having alternative means of transportation to work.

Another important population to consider when developing a coordinated transit system is the youth. During school hours, most children have the opportunity to take a bus to and from home and school. However, a lot of children are involved in after school activities such as little league, school plays and other organizations/clubs. For these programs, parents find themselves leaving work early to pick them up in their personal automobiles or making arrangements for someone else to pick up their children. In particular, children who are old enough to participate in these programs but not old enough to drive depend on their parents’ personal automobiles to get them to and from these activities. This chart shows the total population of children in each LMA and then shows the number of children from ages 5 - 14 in each LMA. This age group is most likely the portion of the total youth population who are involved in these programs but solely rely on their parents for transportation. In

Population of Children			
<u>Labor Market Area</u>	<u>Total Number of Children</u>	<u>Children 5 - 14 Years of Age</u>	<u>% of Children in the 5 - 14 Year Old Age Group</u>
Berlin LMA	3,276	1,959	59.7%
Colebrook LMA	1,054	621	58.9%
Conway LMA	3,250	1,943	59.7%
Lancaster LMA	1,857	1,095	58.9%
Littleton LMA	4,808	2,873	59.7%
Plymouth LMA	3,343	2,001	59.8%

every LMA, more than half of the youth population is represented in this group. Factoring in appropriate times to coordinate pick up of children involved in these activities is important as well as having fixed routes that follow school routes.



Coordination should also include school representatives to ensure that safe, efficient means of providing public transportation to the children are being made.

Another important population to consider are people with disabilities. Types of disabilities range from physical disabilities to sensory disabilities to mental disabilities, all which are represented in our region's population. Paying particular attention to design features and compliant facilities is important in providing for this population. The chart below depicts the number of people with disabilities in each LMA and the percentage of the total

population that have a disability. In the Berlin LMA, 42.8% of the total population has a disability and the smallest percent of total population with disabilities is in the Plymouth LMA. However, even at 25.1%, a large portion of Plymouth's LMA population is represented in this specific population group. It is important to remember that when developing the coordinated system.

Population of People with Disabilities		
<u>Labor Market Area</u>	<u>Total Number of People with Disabilities</u>	<u>% of Total Population with Disabilities</u>
Berlin LMA	6,810	42.8%
Colebrook LMA	1,914	36.4%
Conway LMA	5,499	35.5%
Lancaster LMA	3,310	40.7%
Littleton LMA	7,733	34.7%
Plymouth LMA	4,229	25.1%

The last specific population group we examine is the aging population. Throughout the country, there is a significant increase in the senior population. Providing public transportation to these individuals is important. There are many senior centers that provide transportation for the elderly to and from their home to the centers. There are also transit providers that can assist the elderly in getting to medical appointments. However, when planning a coordinated system and expanding services for all populations, making accommodations for the senior population to do day to day activities within our communities is a must.

This chart depicts the population change from 1990 to 2000 by age groups 45 and older. In most cases, the population increase scale tips with the 45 to 54 years old age group. In the

age groups below this group, population seems to decrease in most areas. In the 45 to 54 age group and age groups above, population tends to increase throughout the region. In the

<u>Aging Population</u>								
<u>Population Increase from 1990 to 2000 by Age Groups 45 Years and Older</u>								
<u>Labor Market Area</u>	<u>Number of People Increase for Age Group 45 to 54</u>	<u>% Increase from 1990 to 2000 Ages 45 to 54</u>	<u>Number of People Increase for Age Group 55 to 64</u>	<u>% Increase from 1990 to 2000 Ages 55 to 64</u>	<u>Number of People Increase for Age Group 65 to 74</u>	<u>% Increase from 1990 to 2000 Ages 65 to 74</u>	<u>Number of People Increase for Age Group 75 and Over</u>	<u>% Increase from 1990 to 2000 Ages 75 and Over</u>
Berlin LMA	625	36.6%	-376	-19.2%	-256	-13.5%	285	20.7%
Colebrook LMA	258	44.1%	72	12.4%	89	21.3%	47	14.5%
Conway LMA	1,141	80.5%	396	31.8%	139	12.6%	268	36.3%
Lancaster LMA	293	31.2%	123	15.9%	-45	-6.4%	73	13.3%
Littleton LMA	1,415	64.6%	375	18.5%	33	1.8%	168	11.0%
Plymouth LMA	949	71.4%	352	31.2%	49	4.7%	194	30.0%

Conway LMA, the 45 to 54 year old age group increased by 80.5% from 1990 to 2000 and in the Plymouth LMA it increased by 71.4%. In all LMA, with one exception in Lancaster and two in Berlin, every age group from 45 and over saw a substantial increase in population growth. The 75 years and over age group averaged a 30% increase for the region from 1990 to 2000. Providing transportation to this growing population is essential.

TRANSPORTATION

It is also important to analyze the transportation patterns and commuting trends when developing a coordinated transit system. When people leave for work, their means of transportation, the occupancy level of vehicles, and the travel time to work all contribute to these commuting habits. Understanding these habits and developing a system that will get people to work on time and in a safe efficient manner will increase ridership and help obtain the goal of providing consistent and reliable transportation for all populations.

The first chart depicts the means of transportation to work, the type of transportation people are using to get to and from their places of employment. The percentage of people


using public transportation to get to their jobs is low, mostly due to the fact that public transportation is lacking throughout a lot of areas in the North Country. The Littleton LMA

<u>Means of Travel to Work</u>				
<u>Labor Market Area</u>	<u>Car, Truck or Van</u>	<u>Public Transportation</u>	<u>Bicycle</u>	<u>Walked</u>
Berlin LMA	92.8%	0.11%	0.41%	3.2%
Colebrook LMA	86.7%	0.08%	0.12%	5.5%
Conway LMA	89.7%	0.32%	0.19%	4.4%
Lancaster LMA	87.5%	0.11%	0.27%	4.9%
Littleton LMA	86.4%	0.43%	0%	6.7%
Plymouth LMA	89.3%	0.19%	0.34%	3.4%

has the highest percent of people commuting to work via public transportation and that percent is only .43. There are a few people who commute to work by walking and a few that prefer to bicycle to work but the majority of the population is driving in personal automobiles such as cars, trucks and vans.

Another commuting habit for those traveling in personal vehicles relates to carpools. Are those who prefer to commute in an automobile traveling alone or are they commuting with others? The next chart shows the percentage of people who commute to work in a personal automobile who commute with 2, 3 or more people. In all LMAs, most people who take a


<u>Private Vehicle Occupancy</u>								
<u>Labor Market Area</u>	<u>Total Workers 16 and Over</u>	<u>Total # of people who commuted via Car, Truck or Van</u>	<u>% who Drove Alone</u>	<u>% who Commuted in 2-person Carpool</u>	<u>% who Commuted in 3-person Carpool</u>	<u>% who Commuted in 4-person Carpool</u>	<u>% who Commuted in 5 or 6-person Carpool</u>	<u>% who Commuted in 7 or more person Carpool</u>
Berlin LMA	7,214	6,725	89.3%	7.9%	1.7%	0.9%	0.3%	0.0%
Colebrook LMA	2,376	2,028	79.6%	17.0%	2.9%	0.2%	0.2%	0.1%
Conway LMA	7,011	6,266	90.2%	8.8%	0.9%	0.1%	0.0%	0.0%
Lancaster LMA	3,739	3,274	87.9%	10.9%	0.7%	0.5%	0.0%	0.1%
Littleton LMA	11,027	9,690	86.0%	12.2%	1.7%	0.2%	0.0%	0.0%
Plymouth LMA	8,541	7,221	83.7%	13.5%	1.8%	0.6%	0.5%	0.0%



personal automobile to work are driving alone. The Colebrook LMA has the most amount of people carpooling to work yet nearly 80% still commute alone in their personal automobile to work. Carroll County is the fastest growing county in the state yet the Conway LMA has the highest number of people commuting alone to work and low carpooling rates. Therefore, in an area which is experiencing more traffic congestion due to population growth, most people commuting to work are also adding to the traffic congestion by riding alone in their personal automobiles. The Conway LMA is an area that currently has no public transportation so people who work a distance from their homes must commute by automobile.

When developing a coordinated transit system you have to determine what types of routes and services are being provided in given areas. There is a high demand for fixed routes throughout the region where there are scheduled stops along the route every day. People can rely on the schedule to catch a ride to their places of employment or to run day to day errands. In this case, examining the times people leave for work is important. In the more rural areas, people are leaving for work earlier than in areas with large villages and employment hubs. The majority of the people in the Colebrook LMA are leaving for work between 6:30 a.m. and 6:59 a.m. In the Lancaster, Berlin and Plymouth LMAs the majority of the workforce is leaving for work between 7:00 a.m. and 7:29 a.m. In the Littleton and Conway LMAs, the majority of people are leaving for work between 7:30 a.m. and 7:59 a.m. Littleton and Conway have large villages with a variety of commercial businesses. This may attribute to the later commute times if people in those areas are walking or have a short driving commute to their place of employment. Another reason could be flexible hours for employees which would allow them to arrive at work later and work later or work compressed schedules. Allowing flexible work hours also accommodates employees who want to ride public transit to work and may have to adjust their working hours to the transit schedule.

The last transportation patterns that should be examined is the travel time to work, the length of time people are traveling to get from their home to their place of employment.



This last chart shows the average travel time per LMA and the town with the shortest commute and the town with the longest commute in that LMA. Even though the Colebrook

<u>Mean Travel Time to Work</u>				
<u>Labor Market Area</u>	<u>Average Time to Commute to Work</u>	<u>Ranking of Shortest Commute Time</u>	<u>Town with Shortest Average Commute in the LMA</u>	<u>Town with the Longest Average Commute in the LMA</u>
Berlin LMA	22.8 Minutes	3	Berlin	Errol
Colebrook LMA	19.6 Minutes	1	Stewartstown	Columbia
Conway LMA	20.6 Minutes	2	Hart's Location	Chatham
Lancaster LMA	23.5 Minutes	5	Northumberland	Stark
Littleton LMA	22.9 Minutes	4	Franconia	Easton
Plymouth LMA	25.6 Minutes	6	Lincoln	Ellsworth

LMA consists of many rural communities, the average travel time is shortest than any other LMA. It can be assumed that most people living in the LMA are working in the same LMA. The longest commute times average is in the Plymouth LMA where the towns of Lincoln and Plymouth have relatively short commute times but many rural communities travel to Plymouth and Lincoln for employment opportunities. For towns such as Ellsworth and Groton, this commute will be lengthy on the small rural roads that exists in their communities. In all LMA, the shortest commutes exists in the towns with well established villages and commercial districts and the longer commutes exists in the most rural towns with the exception of Hart's Location.

All of these transportation patterns and habits helps in determining the best type of rural transit systems for the region. Making the system consistent with commuting patterns, peak travel hours for commuters, and links to the appropriate employment centers will help meet the needs of the working population.




B. Existing Transportation Providers and Services

As part of the data gathering process, surveys were sent to organizations throughout the North Country that provide transportation or are involved in coordinating transportation for their clients to get insight on their services. Nearly 40 surveys were sent out in June 2006 and 16 surveys were completed, a 40% return rate. Of the remaining 60% that did not complete and return the survey, 20% were involved in the planning process through participation at providers and/or public meetings and through personal contact and meetings. Some commercial entities and larger state organizations did not reply to the request for information. However, the information gathered through the surveys, meetings and discussions provided more than enough input to develop action items and recommendations for this plan.

The Providers Survey, which can be found in the appendix of this plan, contained twenty-two questions about the organization, the services they provide and whether or not coordination was supported and at what level. In addition, contact information and contact names were gathered for all organizations. Out of the sixteen completed surveys some organizations who responded provide transportation through their company while others help coordinate transportation for their clients and use other companies to provide the actual trips. That being said, some of the questions were not answered by all because they were not relevant to their organization. For example, an organization that coordinates transportation for its clients but does not provide transportation would not have a record on the number of drivers used and the number of vehicles in their fleet. However, there were questions regarding support for coordinating efforts to which most organizations responded. Below is a summary of the survey results for certain questions. The percentages are based on the total number of responses per question and not the total number of responses to the survey.


When asked what type of transportation service their organization provides, 18% responded to providing fixed-route service, 75% responded to providing demand response service and 31% responded to providing other forms of transportation services. Some organizations provide more than one type of service, therefore resulting in more than a 100% total. For those agencies that provide “other” services, “other” was defined to include long distance medical, deviations from fixed routes, individualized services for clients, out of town services, and referrals. The results show that most organizations provide demand response services.



Another statistic evaluated was the number of organizations that provide contract services, organizations that will take on the responsibility of transportation for an organization that has clients but would rather coordinate transportation than provide it. Out of the organizations that responded to the survey, only 5 provide contract service. Some of the organizations that provide contract service only provide it for fixed routes and some only provide it for demand response. The other 68% of the organizations do not contract services and some rely solely on the organizations that do contract service to get rides for their clients.

When asked how often and during what part of the day they provide transportation, half of the organizations responded to providing services all day from 8 a.m. to 4 p.m. or longer and half of the organizations responded to providing as needed service for clients only. Of the organizations providing services “all day”, the two taxi companies that responded offer extended hours of service, one offering a 20 hour a day service and the other offering 24 hour service. Coordinating with these companies is important to those organizations that have limited hours of operations because they may be able to rely on them to provide a service for a client after hours of operation.

The second half of the survey asked the transportation providers questions about coordinating efforts to provide for people throughout the region. Only 15% of the organizations stated that they would share their vehicles in an effort to coordinate. Over 60% stated that they would not share their vehicles and over 20% stated that they might share their vehicles. The reasoning for not sharing vehicles included insurance and liability, the use of personal volunteers’ vehicles to provide service, and certain rules that have been set on the types of services they can provide with the vehicles they purchased. If an organization has purchased a vehicle using 5310 funding that vehicle can only be used to transport the elderly and disabled populations. Coordinating the use of this vehicle for other purposes is not currently permitted by federal regulations. Another reason why some agencies are reluctant to coordinate is the lack of understanding on how agencies will be reimbursed for providing transportation. Nearly 70% of the organizations that responded stated that the concept of reimbursement for trips is one of the reason they hesitate to coordinate with other organizations. Organizations currently struggle to cover their costs for providing transportation and the fear is that it will be even more difficult to cover the cost of providing transportation to others. There is a lot of support, however, for a central call place. Nearly 80% of the respondents agreed that a central call center would help with being more efficient in linking people to the transportation service they need. This could be a problem for commercial companies such as taxi cab companies that rely on clients calling their company to receive business. In fact, the two taxi companies that responded to the




survey were the only two agencies to state that finding rides for clients was an easy task. More than half of the respondents stated that finding rides for clients was somewhat difficult but they always managed to get their clients to their destinations while another 30% stated that finding the appropriate ride for their clients was difficult, especially for long distance medical trips.

Although there is some hesitation on coordination efforts, there is also a lot of support to continue building off of what has been developed through this planning process and to reconvene the transportation providers meetings to discuss means of coordinating. Every respondent stated that they had some familiarity with coordination and most were able to list some benefits to coordination. This planning process is the first step in what should be a very detailed, participatory plan of action to coordinate the entire region. The providers are willing to learn more about coordination and there are first steps to coordination that should be addressed. Those first steps action items will be listed in the implementation section of this plan.

IV. Regional Observations on Coordination by the Transportation Service Providers

To better understand the viewpoint of the transportation service providers on coordinating transportation a summary of the information gathered at each of the providers' meetings is outlined in this section. Each meeting contained the following agenda items:

- Introduction of the Regional Planning Commission and the Planning Process for the Coordinated Regional Transit Plan.
- Introduction of each organization present - everyone present had a chance to introduce themselves, explain a little bit about how their organization operates, and their perspective on coordinating transportation.
- A discussion on the benefits to coordinating transportation for transportation providers, public, and other entities.
- A discussion on the obstacles to coordinating transportation and the disadvantages/loses perceived by the organizations.
- Suggestions by the group on overcoming those obstacles at the local, regional, state and federal level.
- A discussion of first steps that can be taken to begin coordination efforts.
- Wrap up - timeline of plan completion, next steps, and implementation.



Five meetings were held throughout the region to discuss coordination and the planning process with transportation providers. Those meetings were held in Littleton, Haverhill, Berlin, Conway and Plymouth. A meeting was scheduled in Colebrook but due to a conflict with the State's Stakeholders meeting on the State's Transit Plan, the meeting was cancelled. However, arrangements were made to provide transportation to the Colebrook area providers if they chose to attend the Berlin meeting and we did have representation from Colebrook at our Berlin meeting. Organizations that attended our meetings included:

- North Country Transit (attendance at all five mtgs.)
- Grafton County Senior Citizen's Council (attendance at three meetings)
- North Country Health Consortium
- Horse Meadows Senior Center
- E-Z Taxi
- Senior Meals/Senior Center in Berlin
- Northern Human Services (attendance at two meetings)
- Granite State Independent Living
- Caleb Caregivers
- Rural Community Transportation in St. Johnsbury, VT
- Carroll County RSVP
- American Cancer Society

The pages following are a summary of the providers' meeting which includes the benefits, obstacles, recommendations and first steps needed.

A. Littleton Provider's Meeting

At the Littleton Provider's meeting, the benefits and obstacles perceived by the participants set the tone for what would be the universal viewpoint of coordinating transportation amongst providers.

Benefits

The discussion began with stating the benefits of coordinating transportation. Coordination is more cost effective through better utilization of people and vehicles. Instead of every organization having part-time and volunteer drivers through collaboration, these organizations can share drivers. Part-time and volunteer drivers could become full-time and receive benefits if they were transporting customers for more than one agency. There is also better use of vehicles if they are being shared. Some organizations do not have the number of vehicles necessary to respond to all needed rides yet other organizations have vehicles that sit idle for long periods of time. If those vehicles could be used, the need for purchasing



new vehicles would decrease.


Coordinating transportation efforts would also create a more productive transportation system. More people can be served if they have more options to catch a transit ride. Hours of service would also be increased. Organizations that only have hours during the day could rely on operations with extended hours to transport their clients if they are coordinating their efforts. In addition, public transit will be safer because organizations coordinating would need to set some standards for driver training. Drivers would need to be knowledgeable so they can respond to all requests and needs of the transit riders.

There are social benefits when coordinating public transit as well. Our society is custom to travel to and from places in their personal automobile having little or no contact with anyone else while traveling. There have been numerous cases of road rage from people who are not only removed from social interactions but have chosen a negative reaction towards others who are traveling individually. In addition, most people chose to travel via personal vehicle because transit is for “certain populations” and/or does not have consistent hours of operation. By coordinating transportation, awareness and acceptance of a diverse population occurs because the differing populations are using the same vehicles. Instead of having a bus for after school activities and a van for the senior center, coordinating transportation would involve these populations interacting. With that there is a reduction of the individual bus/van stigma. If people witness diverse populations taking transit they themselves are more likely to use the system.

The last area discussed as a benefit to coordination was technology. The use of technology, although challenging to some as a new way of conducting business, can save time and money. Some agencies have turned to computerized reporting which took time to learn and develop but now that it is implemented, has saved the organization time to report information out to funders. In addition, organizations can sort data to create many different data sets and analyze transportation trends. There are also coordination software packages that exist that can store information about clients from many different organizations. These software packages can contain information about the individual clients needs, other organization’s transportation routes, and real time driver locators. Some software can also be used to coordinate rideshare to fill up cars for employment through scheduling carpooling.

Obstacles

The first obstacle discussed was the potential for increased costs, especially short term costs. Without support and funding from the state and/or federal government, the increase in service and demand for coordination efforts will be very costly to the transit providers. In



addition, cost reimbursement is a big issue for transit providers. Most organization can not make up for the cost of providing transportation for their own agency. Coordination would also assume that they take on the cost of providing transportation for other agencies as well. Providing transportation is expensive and if costs are not reimbursed at a fair rate, coordination efforts will fail.


Another obstacle that was brought up at every meeting and first discussed in Littleton was insurance. If organizations are being asked to work together to provide transportation and share drivers and vehicles, there needs to be some flexible insurance coverage for the drivers. There are ways that you can obtain insurance to cover a driver for multiple agencies but the costs, paperwork and time do not make it a feasible decision. Currently there is a bill in legislature to assist with insurance for volunteer drivers. This bill needs to be supported and fair, flexible coverages need to be available for all transit organizations wanting to coordinate.

There is also a loss of control that is perceived by some transportation providers. Being part of a large coordinated system does not guarantee that their clients are getting the personalized assistance they need. Also, many agencies provide transportation as a part of the overall services. The transportations service is connected to the other activities the organization provides to its clients. Some organizations are fearful of losing their identity and personalization.

There was also some concern about increased paperwork and communication that is needed to coordinate and increased difficulty in recruiting and keeping volunteers. However, possible solutions to both of these obstacles goes back to a benefit that was mentioned, computerization. If organizations computerized their reporting, paperwork would be reduced. There will be cost for training and set-up that need to be consider when developing a computerized system. Volunteer driver information can also be stored in a computerized system. Information on the types of vehicles volunteers drive, their availability and the specific needs of the clients can be stored in a computerized system and retrieved at any point to match needed rides to drivers.

Improvements and Possible Solutions to Overcome Obstacles

The state has to take some initiative in making insurance easier to obtain for agencies coordinating transportation. The legislation covering volunteer drivers needs to be supported and an insurance policy should be developed to cover interagency coordination. This type of action needs to happen at a “high” level with the federal and/or state government working directly with insurance companies. The transportation provider organizations should not be responsible for negotiating their policies. In addition, the state




should look into the develop of an insurance policy for a Large Group where all agencies involved in the coordination efforts are covered under one insurance policy.

The state needs to work on standards for reimbursement. These standards should be equitable and fair so that a transportation provider in the North Country region traveling over 80 miles in one direction to pick up a client has their costs covered for providing that trip. Currently, transportation providers are not reimbursed at a rate which equals the full costs of providing transportation. The state also needs to work with the transportation providers in setting standards for reimbursement between agencies. In addition, the state needs to emphasis support in the rural areas and not set these areas as low priorities. When allocating money to begin coordination efforts and reimburse costs for transportation is should be based on travel time, length of rides and mileage as opposed to population and growth centers.

A first action item step that transportation providers can begin working on is organizing and filing volunteer driver information to try and help overcome the burden of constant recruitment and sustainability. This information could be gathered through some joint meetings of transportation providers in a given area. Each organization would be responsible for bringing information about the volunteer drivers to the meeting so the database can be compiled. There should also be some meetings between the transportation providers and the volunteers to discuss interagency coordination and how they can help be a part of that effort. Of course having an insurance policy that supports this would be necessary when discussing coordination with the volunteer. They need to know that they are covered. The organizations also need to look into computerized reporting. Some agencies have converted to computerized reporting and perhaps a demonstration of how it works and how to use the software program would be beneficial for the agencies who are currently reporting on paper.

Transportation Providers should also look into developing a centralized dispatch, one call place for all calls to filter for public transportation needs. The organizations can start by researching what other states have done in rural areas and the obstacles those states had to overcome. The transportation providers must also engage in public education and awareness. There needs to be educational program for the public on the use of public transportation in order to gain support for it. There also needs to be education and outreach amongst transportation providers. Those organizations that have had some successes need to share that information with others and the North Country organizations should examine successes around the country.



B. Haverhill Provider's Meeting

The Haverhill Provider's meeting reiterated some of the same points brought up at the Littleton Provider's meeting but also provided some new insight.


Benefits

As in Littleton, the Haverhill participants stated that cost efficiency and productivity would increase with a coordinated system. Coordination results in better use of drivers and vehicles therefore reducing costs and providing for a larger populations' needs. However, up front costs are needed to begin the coordination process. There needs to be some buy in with funding from the government in order for people to be willing to spend the time and energy to coordinate efforts.

There was a lot of support for a centralized dispatch if done properly. A centralized dispatch, if computerized and customized, would be very efficient and effective. It would eliminate the need for clients and those assisting clients to search for the appropriate ride. A person in need of transportation would simply call the main phone line, explain their transportation and personal needs, and a ride would be established through one of the companies that are part of the coordination system.

Some organizations that provide transportation as a part of a larger service do not necessarily want to provide transportation. Their goal is to get their clients to their needed appointments and day to day service needs. These agencies would benefit by being part of a coordinated system because instead of contracting out to just one agency, they could rely on several agencies to provide rides for their clients. Of course a fear of some organizations, as was mentioned again in Haverhill, is that the personalization their clients are use to will disappear when they become part of a larger system. However, it was pointed out that if a log was kept on the individual client's needs and all drivers were trained on how to care for different clients, perhaps personalization will happen on a larger scale. Instead of clients only being comfortable with one driver or type of service they will find the same attention to their personal needs with new drivers and services.

Another benefit to a well design transit system that has not been mentioned previously is the benefit to the environment. Most vehicles purchased for providing transit have diesel engines and new regulations will require those vehicles to be served with bio-diesel. This is a cleaner fuel source for vehicles in addition to being a more cost effective means of providing for transportation. There are also the additional environmental benefits of having less automobiles on the road polluting the air if people can rely on an efficient transit system.



Obstacles


Important issues were raised and reiterated in Haverhill that were brought up in Littleton and additional obstacles pertaining to trust and skepticism were introduced. More emphasis was put on the perceived loss of control that some organizations might feel. There needs to be trust established between organizations and the coordinated system so that organizations that have spent a lot of time personalizing their service and building relationships where their clients know that they are still being taken care of for their needs. There also needs to be assurance that people are not being forgotten or missing rides because the new coordinated system is too complicated and/or they are uncomfortable using the system.

The need to ensure a better insurance policy for drivers providing interagency service was reiterated as was the need for short-term start up costs. The individual organizations do not have the money to facilitate educational seminars, purchase software, purchase training, and compile records in order to begin the coordination process. First steps outlined in this plan are supported and will have participation by the organizations but only if funding is available to assist with the effort.

There is some skepticism that exists that the mandate to coordinate transit is a way to cut back federal funding. If the federal and state government are keen on coordinating transit efforts there has to be support for it through state and federal funding. A lot of people see the benefits of coordinating transit and are in agreement that there needs to be a greater emphasis on implementing these actions. However, there will be loss of participation and support at a local and regional level if the efforts they have outlined are not supported by the state and federal level. Several years ago, coordination efforts were discussed in the State of New Hampshire and several regional transportation providers and human service agencies were in support of the concept. Unfortunately, the concept never got past the planning stages and priorities were changed at the state level. There is a fear that this will happen again and transportation providers need assurances that there is support not only for planning but for implementation.

Improvements and Possible Solutions to Overcome Obstacles

Waivers should be established with the federal and state government for the use of their vehicles if those vehicles are being used as part of a coordinated system. Current standards only allow vehicles purchased with specific funds to be used for specific populations. However, if those vehicles and organizations using those vehicles are being supported by the state and federal government to coordinate transportation then those standards need to come with waivers. As long as the intended use and the reasoning for purchasing a vehicle correspond with the organization who is purchasing the vehicle's mission and the intent of



the grant, the unused portion of the vehicles should be allowed to be utilized by other passengers and organizations.

Another important first step in the implementation process is education. First, agencies, both state and local, need to understand the cost of providing transportation. Many agencies that provide transportation as part of a larger service don't not fully understand how much transportation is costing them. In addition, organizations that rely on transportation providers to assist them with transporting their clients do not understand the cost of transportation. Finally, the state is not reimbursing the transportation providers at a rate consistent with the true cost of providing transportation. In the long term, coordinating transportation should reduce the costs, however, understanding what those costs are and educating each other on where the deficiencies are is important. Transportation providers must also learn the different types of coordination efforts that exist, evaluate which types are most applicable to the region, the way different routes work, and how they work together. Possibly the formation of a transportation provider stakeholder group that can educate each other on efforts that may work and insist that the state play a role in facilitating the discussion.


Lastly, a relationship must be developed between the transportation providers and the attempt to coordinate transportation and the hospitals and medical centers if coordination is going to be successful. Scheduling appointments near each other for individuals that will be using the same transportation is important. A system should be developed for this and an awareness/education program should be developed for medical institutions. This effort would be best led by the New Hampshire Department of Health and Human Services as they support the State Coordinated Transit Plan and our efforts at a regional level.

C. Berlin Provider's Meeting

The Berlin area has more transit service than most areas yet the providers in this area have some of the same concerns regarding coordination and also understand the long term benefits of a coordinated transit system.

Benefits

With a higher number of service providers in the area, an inventory/directory of those providers and what services they provide would be time efficient and cost effective. This could be done by creating a central call center where the information for each service provider, their routes and types of vehicles could be stored. There is a lot of support



throughout the region for a central call center. Determining whether one call system for the region or one per subregion is necessary is yet to be decided. Through continual development of coordination efforts and additional meetings/discussions with the transportation providers, the type of central call center and its functions should be developed.

The Berlin area providers also agree that coordination results in cost effectiveness through better use of vehicles. There are vehicles in this area as well that sit idle during the day that could be better utilized through coordination. Additionally, the providers also recognize the benefit of extended hours. E Z Taxi in the area, who is willing to coordinate and supports the early concepts presented at the meeting, operates twenty hours a day. When most organizations business hours end early evening, through coordination their clients could catch a ride with EZ Taxi.

The Berlin area is serviced by the trolley, a fixed route transit system that accommodates the public with a route from Berlin to Gorham and back. The route is very popular and very well utilized, however, currently there is only one trolley leaving people at one destination for nearly two hours before they can get back on the trolley. In addition, the trolley can not service all residential areas adjacent to downtown Berlin because of the wait times at each destination. Coordinating transit extends funding for more services so that possibly a second trolley could be purchased and justified and perhaps the routes could be extended.

Obstacles

The providers agreed that there is a lot of personalization involved in some of the transit services they offer. Some people, the senior population in particular, require more one on one time and some services on the coordinated system may not work for them such as a fixed route. The difficult part of coordination is meshing the demand response services with the fixed route services to create a seamless system and to ensure that everyone is receiving the type of transportation service that they need. Additionally, some people prefer certain types of vehicles. Most like the personal automobiles that are driven by the volunteers, again, because it is more personalized. Choosing vehicles that are comfortable for all populations is important. When developing the system, a variety of vehicle types should be included in the fleet. For instance, the trolley was designed to be a multi-use vehicle and seniors, youth and the general public are known to ride the trolley and enjoy the transportation experience. However, the trolley is on a fixed route and there is not a lot of time to personalize the service by assisting with groceries, carrying items for the elderly or making special stops that are not on the route.



Improvements and Possible Solutions to Overcome Obstacles

Once more the issues of insurance and liability were raised. The participants acknowledged that the state had to take a role in working with insurance companies to establish a policy that covers all drivers involved in a coordinated transit system. Also, the providers in Berlin agree that the state must assist in start up costs of coordination efforts. They, as do all providers in the region, hope to see the state assist financially after the providers have spent the time and energy to begin planning for the coordinated system. Additionally, the group felt that if there was a mandate to get people on Welfare to work that the initiative should be supported with finances to provide transportation for these people.

A new concept introduced was the possibility of involving rail in the coordination efforts. There are several hundred miles of rail in the state that could play a part in providing alternative, efficient means of transportation to the region. The system should be developed keeping finances in mind. The coordinated system should be affordable to everyone, the transportation providers as well as the customers. Customers do prefer the demand response service so it needs to remain as part of the overall system. However, with more service providers involved in the coordination efforts perhaps the need for 24 hour advanced notice could be reduced or eliminated.

The service providers, with some assistance from outside entities, should begin coordination efforts. Developing a directory, even if initially as a paper document, of all the transportation providers, the fleet, and their services would help start the coordination process. Then reviewing other states systems, such as the system in Massachusetts, where coordination has worked and saved agencies a lot of time and money. The transportation providers should also work with the state to purchase coordination software. Route Match software was purchased and is being used with some providers in the Littleton and Lancaster area. This software can be expanded to cover the entire region. Perhaps live demonstrations of how the software works and presentation by software companies on like products would be helpful.

The Berlin area providers also realize the importance of education and acknowledge that it should be part of the initial steps in developing the system. Transportation providers and the public need to understand the cost of transportation, how to use the system, and the importance of multi-modal transportation. A website could also be developed to promote the use of public transportation. The providers should also look into what has been done with the Elderly Programs in places such as Vermont and Portland, Maine where seniors can donate their cars to the coordinated system in exchange for rides.



D. Conway Provider's Meeting


The Conway area does not currently have any form of public transportation except the personalized client services provided by some organizations. However, North Country Transit recently received funding to support a Feasibility Study and Needs Assessment for public transit in Carroll County which will be conducted over the next year.

Benefits

The transportation providers agreed with some of the same benefits that have been mentioned throughout the region. They realize that coordination is more productive by not only better utilization of drivers and vehicles but by providing a better service for all. Also, the providers acknowledge that coordination would expand the hours of service that transportation could be offered to people.

The transportation providers also brought up the fact that an effective system that all people would rely on would cut down on traffic congestion by pulling more cars off the road. If people feel they can reach their destinations, whether it be work or day to day errands, on a safe and effective system than they may be willing to use it, especially with the increase in the cost of gas. There is also a sense of independence when using public transit especially for seniors, the youth and people with disabilities. Being able to come and go as you please and knowing how to use the system makes you feel more independent. It also provides an option for people who are not comfortable driving. Some people, particularly in areas with high traffic volumes, multiple driveways and access points and a lot of crosswalks do not particular feel safe driving and would prefer an alternative means of transportation. Riding public transit also enhances social interactions as was mentioned in other areas. Not only are you interacting with people from differing age groups and backgrounds but other social benefits may ensue such as taking a different stop than your destination to admire local artisans or to try a new café in town. When we drive our own personal vehicles we tend to focus on getting from place "A" to place "B" as quickly and efficiently as possible. When we travel with others on public transportation, the conversations with passengers and the variety of options as destinations opens us up for more social opportunities.

For some organizations that prefer to contract out some of their transportation and let other organizations use their drivers and vehicles, more money and support can go into the other services that they provide. In rural areas, you can not provide most services without providing transportation as one of those services. Through coordination, it makes it easier to make sure that the transportation service needs are being met but frees up time and energy to reinvest in the other primary services of the organization. Also, coordinating



transportation with current regional providers keeps the services in the hands of the regional business. If the organizations in the region do not coordinate, perhaps an out of state broker would be introduced to coordinate transportation and loss of control and personalization could happen more drastically.

Obstacles


Relying on public transit is a lifestyle change. Over fifty years ago, everyone rode public transportation in villages and cities to access employment opportunities or simply to visit nearby friends and relatives. Since the introduction of the automobile and the Interstate Highway System, people are not familiar with public transit. Without proper education and understanding, even the most effective coordinated system could fail with lack of ridership and trust.

Other obstacles mentioned included many that the other subregions had discussed such as insurance and liability, the perceived loss of control by some organizations, the need for up front costs for marketing, education, software and training, and the concept of reimbursing organizations for the true costs of providing transportation. Again, this group identified that attempts to coordinate transportation had failed in the past and that there is some distrust amongst the transportation providers in this new planning approach. If coordination is being asked of by the state and federal government, support and funding must accompany planning requests.

Improvements and Possible Solutions to Overcome Obstacles

The providers realize the importance of good press and publications in order to support public transit. Publishing articles on good drivers, new groups using the system, fundraisers and other successes as well as general information about using the system are important. As part of a larger educational component those articles should be developed. Education should also occur with the providers on the use of software and examples of how coordination efforts have worked. Education should also occur with business to schedule appointments and to allow flexible work hours to accommodate those using the public transit system.

The constituents, the local champions, must be mobilized for coordination efforts to happen and be supported. Every community and subregion has leadership groups and individuals who would buy in to the concept of coordinated transportation. They are needed to help develop grass routes initiatives that will motivate people to participate. Leadership also has to be coordinated with state constituents as well. Having the state support the local and regional initiatives is important to the coordination efforts' successes.



State agencies should also work with local transportation providers on standardized reporting. Currently, each state agency requires different forms and types of reporting to be conducted with the use of their funding. To simplify the process, especially for a computerized reporting system, uniform reporting should be developed. Additionally, the state must develop flexible standards for the use of their vehicles, which was mentioned in other subregions as well.


E. Plymouth Provider's Meeting

The transportation providers who attended the Plymouth session spent time reviewing the benefits and obstacles stated at the other subregional provider's meeting and agreed in full to everything that was said. Having nothing new to add to the list, the group preferred to discuss the improvements and first steps needed to be made in order for coordination to happen.

Improvements and Possible Solutions to Overcome Obstacles

As was suggested in other areas, a relationship between the transportation providers and the health care facilities has to be established to make coordination work. The health institutions need to understand the difficulties in providing transportation, especially for long distance medical, and the cost of providing this service. A program must be developed that allows for people relying on transit to meet their medical appointments to schedule their appointments in a block or during certain hours of the day. Currently, transportation providers may have to make several long distance trips to and from medical facilities because there are no procedures nor support to group schedule appointments. The Department of Health and Human Services plays a vital role in ensuring this happens. Additionally, other institutions, such as Plymouth State University, should play a role in the coordination efforts.

There are some agencies who are currently using scheduling and reporting software for transportation. These agencies, although skeptical at first, are working more productively spending less time on developing schedules and reporting to funding agencies. The knowledge and experiences with learning these systems is important in educating other transportation providers. If committees are formed to continue working on coordination, demonstrations by those using the software would be helpful. There is also support in this region for a central call center and more information on how one operates and what information needs to be provided by each provider would also be a useful education/training tool for these committees.



In order for coordination to be successful, there needs to be an understanding of what types of coordination should happen and at what levels. Organizations can coordinate their own systems by purchasing software, inventorying equipment and vehicles and developing a directory of their volunteer drivers. Then there should be coordination at the town level between the various transportation providers in the town. The last step is coordination at a regional level. Internal coordination must be the first step before outside coordination is possible. Public transportation also needs to be established to fill the gaps. Like the Carroll County area, there is no established public transportation in the Plymouth area except through the human service providers on a limited scale. Not only does public transportation need to be developed at a town and subregional level but it should connect to larger systems that provide access to other parts of the state and into other states.


Grants and funding organizations should be catalogued with information on what types of transportation efforts they fund and how much funding is available. Currently transportation providers all submit individual grants for small pots of funding. There are many vehicles that have been purchased with federal and state funding that sit idle during busy transit hours. If the funders better understood the details of a large coordinated transit effort and supported that effort than their funding should support the vehicles, training, software, etc. that is linked to that coordinated effort. In other words, funders would not feel inclined to give funding to an organization that did not have a plan for the best utilization of their vehicles and drivers.

Lastly, there is a need for education. Education should occur with the transportation providers, the public and the businesses so that people are aware of how the system works and how to use it. This needs to be part of the initial steps of coordination.

V. Public Input

In addition to receiving comments from the transportation providers, several public meetings were held to gather information on the type of transportation system needed to meet their individual needs. There were common comments and suggestions made at the public meetings and there were some comments made that pertained to a specific part of the region or specific towns.


The first initiatives the public supports are those where the state of New Hampshire can be involved in assisting with coordination. The public like the transportation providers believe that there are current obstacles to coordination that can be alleviated with state involvement.



Obstacles such as insurance coverage, liability, and the use of specific vehicles only for targeted populations must be resolved. The transportation providers are not the only ones who see under utilized public transit vehicles sitting idle during the day. The customers see under utilization too. There must be better coordination between states as well. The people of Vermont and New Hampshire work well together, however, state politics sometimes impedes on good planning and implementation. The states should work together so that vehicles, routes and drivers can be coordinated with Vermont and Maine as well.

In order for a seamless transit system to be successful, there are other coordination efforts that must happen. There should be coordination with the school systems throughout the region. One of the most under utilized types of vehicles are school buses. There are insurance and liability issues with the use of school buses as well as design features that would need to be resolved. However, if available, organizations could hire bus companies to help with transportation needs. There must also be better coordination with the medical institutes, especially with Dartmouth Hitchcock. Medical appointment should be scheduled in a manner where those riding transit could be accommodated in the same timeframe. Efforts should also be made to coordinate with the Plymouth State University system and other large institutions. Awareness and education programs with these institutions as well as the development of involvement and support are essential. There should also be connections to existing state public transportation providers such as Concord Trailways and Dartmouth Coach as well as a plan to connect to rail road corridors, whether local trains or larger regional tracks. Connections from the region to the rest of the state are important and support the state's efforts to coordinate transportation statewide.


Coordination should also involve several other key players. There needs to be a better understanding of town politics in order to foster support with town officials and leaders. The town, citizens and government, need to be involved in the coordination effort from the start and that means understanding the importance of it, the gain to the community, and their needed support to be successful. Chambers of Commerce also play an important role in coordination. Developing a system that meets the needs of the businesses as well as the tourism is important and the Chamber should be able to assist with the effort. Additionally, local businesses should be involved. Businesses could provide flexible work hours for the employees so they can use the public transit system as well as “buy-in” to the system to ensure employee promptness and accountability and to bring business into the area. There should also be coordination and assistance from the County level. Perhaps supporting a pilot study for public transportation is a step the County governments can be involved in or some other form of planning and implementation of the coordinated public transit efforts.



The most supportive initiative brought up at all public meetings was the need to develop a public transportation system throughout the region. Although some agencies like senior centers and universities will provide for the public as needed, there is no consistent route in the region that will take people to and from jobs, services, and medical appointments with the exception of the trolley in Berlin and the Littleton to Lancaster public transit. Without having public transportation integrated into our communities, coordination will be difficult because gaps in service will still exist. It is important to coordinate the services that currently exist throughout the region but with a lack of public transportation, there are still many unmet needs. In addition, if a regional public transportation system were developed, especially near employment centers, coordination would be easier because there are more options. A study must be conducted that outlines public transportation for the region, the preferred routes, service providers, schedules, types of vehicles, and marketing tools. The implementation of plan should be the responsibility of the state. After all, a well utilized public transportation system will decrease the number of people on the road, therefore maximizing the life of our roads.

When planning for the type of system to develop it is important to design a user friendly system, one where the look, feel, and design appeals to all populations. A catchy name, coloring scheme and marketing campaign should be developed. The system must meet broad based needs on a consistent basis. People need to feel they can schedule their appointments, arrival time at work and personal affairs on a system that they can rely on. There should be thought of developing a “green” transit system. We need to encourage bio-diesel vehicles, bike racks and other nature friendly efforts. Not only is this cost efficient and safer for the environment but it also attracts people who are more conscience of “green” measures in their day to day lives. To support this system, the encouragement of bio-diesel and green infrastructure in our region are needed.

In addition to state initiatives, public transportation development and overall design and feel of a coordinated system, there are other initiatives that can take place at a regional level that would help support the first steps of coordination. A directory should be developed so that people know there to call for specific rides. Not only would the development of a directory be important for citizens who would like to understand current available services but would also be a first step in gathering this information for a computerized coordination system. There is also a need to recruit and sustain more volunteers. Through the planning and implementation process, there should be meetings with the volunteer drivers to discuss how they are needed as part of this effort. It would be helpful to have the bill on insurance policies for volunteer drivers resolved so that it can be presented to the volunteer drivers at that time.



Lastly, the public stressed the importance of planning and education for the success of the coordinated system. There should be public meetings to discuss the importance of public transportation, how to use the system, and the benefits to individual people who ride transit. A lot of people have not used public transportation and perceive it is an urban entity. Education programs should include the use of public transportation in a rural setting and explain how the system would work to their benefit. Education should also include observing coordinated systems that have worked in other rural areas and learning from programs that were not successful. Demonstrations and visual presentations should be given so that the public can see what is intended for a coordinated system and understand how it works. The more familiar people are to public transportation and the more confident they are that it will meet the needs, the more it will be supported and used.


VI. Summary, Recommendations and Action Items

After reviewing the information gathered through the surveys and the meetings, five definitive recommendation areas are apparent: Education, Data Gathering, State Initiatives, Planning and Analysis, and Marketing. For each of these recommendation areas there are several tasks or action items that should be pursued and priorities have been determined by action item and not necessarily by recommendation area. For instance, there are some education efforts that are important to initiate in the beginning of the implementation process and there are other education efforts that would work more effectively once other action items have been accomplished. First we will review the action items in each recommendation area, then, we will review our priority action items, the first steps needed to be accomplished in an effort to coordinate transportation.

A. Education - Recommendation Area #1


In every provider meeting discussion and at every public meeting, the need for education and outreach was emphasized. Education was further broken down into three groups of education efforts needed and these educational groups are our action items.

1.) Transportation Provider Education & Outreach - Some organizations are familiar with what coordination means, what efforts can be done, and how to get to a seamless coordinated system. Other organizations only understand parts of a coordination effort and others are not entirely sure how much transportation costs them let alone how to make it



more cost effective and efficient. However, all organizations value continued learning and sharing of ideas. In fact, some organizations have admitted to being reluctant to coordinating simply because they don't understand how their services can be incorporated into the system. Others are skeptical of using a computerized software system that they are unfamiliar with and therefore do not trust. In order to overcome these obstacles, continued learning is vital. The Committee for Public Transportation in the North Country (CPTNC) was formed five years ago by organizations that had a vested interest in providing efficient and effective transportation for their clients. They have worked together to develop the JARC route from Littleton to Lancaster to serve the employment sector and are currently developing their coordinated database with RouteMatch software. It is important to form other subregional committees that can develop grassroots initiatives towards coordinating transportation efforts in their area. These newly formed committees would also profit from the knowledge the CPTNC has to share. Organizations who have used the coordinated software could hold demonstrations for other organizations and show them how to use the system. Also, there needs to be general discussions to understand the different types of transit services and the costs of providing transportation. Forming committees in subregions throughout the North Country to share information and knowledge is an important action item in an effort to coordinate transportation.

2.) Business & Chamber of Commerce Education & Outreach - In addition to the transportation related organizations and the health and human service agencies, local businesses and chambers benefit from a coordinated transit system. Currently, most transit serves the elderly, disabled, and those who have special medical needs. There are organizations that also provide public transportation when available and both fixed routes in Berlin - Gorham and in Littleton - Lancaster provide public transportation. However, most employees only have the option of their personal automobile as a means of transportation to work. Additionally, tourists visiting our area travel from town to town in their automobiles because there is no other option available. Yet, the Conway Scenic Railroad receives a lot of tourism business when operating and people will use this railroad to access recreation opportunities in Crawford Notch, not just as a sight seeing adventure. Working with local businesses and chambers to develop a system that can be utilized by employees and tourists is important. Those businesses must also be trained on the different efforts they can institute to support public transportation for employees. Those efforts could include flexible work hours, initiating paid parking passes to encourage the use of transit, and buy-in programs where businesses help pay for the cost of the transit. Chambers of Commerce can assist in providing input into the design of the system to ensure it is pleasing to tourist. For instance, riding a bus or van may not be enticing to a tourist visiting several North Country villages but a trolley or streetcar with accommodating shelters, benches, and maps may be




very inviting to a visitor. Additionally, Chambers can help market the public transportation to those visitors with brochures, maps of routes and offering ticket coupons. Even though a system concept would need to be developed and transportation providers would need to be far along in their existing coordination process, involving the businesses and chamber of commerce in the development of a seamless network is vital.

3.) Public Education & Outreach - In the North Country region, selling and marketing public transportation is one challenge to increase ridership. However, many people in the region are not familiar with how to use public transportation therefore do not completely trust the system. Also, there are many stigmas on what is public transportation. Some feel public transportation is provided only for the elderly and disabled. Others feel public transportation is an urban concept and not something that could work in a rural setting. Both of these myths decrease the potential for ridership and should be addressed through public education and outreach programs. Tutorials have been developed to help the public understand how to use public transportation. Additionally, many rural systems flourish when developed to accommodate a variety of needs and are built to a realistic scale. Before implementing the system, there is a need for public education.

B. Detailed Data Gathering - Recommendation Area #2

Data gathering is an instrumental part of coordinating public transportation. Understanding what exists and what can be built on is needed and should be part of the initial implementation steps. There are two detailed data gathering action items that are essential to the success of other coordination efforts.

1.) Directory of Providers - The first is the need to gather as much information that exists about current transportation provider organizations. A great deal of information was gathered through the surveys developed for this planning process yet not all organizations responded. Also, some information was collected on what types of services the organizations provided but a lot of questions were asked regarding the organizations willingness to coordinate and perceptions on coordinated systems. Information on not just the number of vehicles but the type and size as well as volunteer information should be gathered. This information should initially be used to develop a directory of transportation service providers that can be distributed throughout the North Country. It was mentioned during public meetings that people were unsure of what transportation was available and who to call for specific needs. A transportation provider directory would help those in need find the appropriate ride. Additionally, this information is the first step in developing a



coordinate computerized system. For RouteMatch and other coordinating software, information about the agencies participating is needed. Developing the directory is a very important first step in coordination and serves as a public relation document that can distributed as further coordination efforts are being developed.


2.) Database of Grants and Funding Agencies - Another important data collection action item is the development of a list of grants and funders for public transportation. Currently, each organization is responsible for researching their own funding opportunities and many organizations are competing for the same dollars. When funding is distributed to agencies, everyone gets a small pot of funding to operate their systems. With a large coordinated effort, the organizations involved should work with the funders in providing larger pots of funding to support the overall system. Information on what grants organizations are applying to and what funding opportunities exist can be collected through the subregional committees and a database can be developed.

C. State Initiatives - Recommendation Area #3

Even though it can not be instructed or implemented by the region, it is strongly suggested that the state engage in several initiatives to assist in the success of coordinated transportation. There is a willingness of the state to be involved in these efforts as is outlined in the State Coordinated Transit Plan, however, there are specific actions that need to occur in order for some organizations to even consider participating in a coordinated effort. Below are six initiatives that the regional providers and the public request the state to accomplish.

1.) Insurance and Liability - The most mentioned obstacle for coordinating transportation was insurance coverage and liability. There are ways in which an organization can share vehicles and drivers however, it is a very arduous process. Most insurance companies do not have inexpensive and flexible coverages that would allow volunteer drivers and/or organizations to be insured when providing rides for other organizations. The state should work with insurance companies on developing a policy to cover organizations and their drivers and vehicles that are part of a coordinated system. Perhaps a policy would cover several organizations as a large group instead of individually. The state's assistance in this effort is needed so that the individual organization are not left to negotiate their own claims.

2.) Use of Vehicles - There needs to be some flexibility in the use of transit vehicles. Realizing that some of the funding for vehicles is through federal programs, the states should




work together with the federal government to develop waivers for the use of specific vehicles. A vehicle purchased with 5310 funding should be able to accommodate clients other than the elderly and people with disabilities if it is being used in a coordinated system. If that same vehicle is sitting idle and an after school group needs a ride to a function, the vehicle should be able to be utilized.

3.) Start-Up Costs - This plan outline several initiatives that the transportation providers must work together to complete. Many of those initiatives should occur in the near future while there is much support and momentum behind coordinating transportation. However, in order to accomplish these efforts, transportation providers are going to need some funding for start-up costs. The providers and the public acknowledge the long term benefits including cost effectiveness of a coordinated system yet the short term up-front costs are more than most organizations can afford. The state has outlined as part of the state coordinated plan that seed money is necessary to start the coordination process. The state should work with the transportation providers in securing that needed funding whether through existing state and federal programs or by working with the federal government to create new funding streams for coordination. After all, the federal government initiated the coordination process and should welcome supporting it.

4.) Medical Institutions - It could be argued that working with the medical institutions is part of the educational program with businesses. However, this is an effort that should be led by the state and supported by the transportation providers. Individual provider organizations have tried, unsuccessfully, to develop a relationship with medical institutions to coordinate transportation with medical appointments. The medical institutions do not feel they are equipped to be part of this coordination. Yet long distance medical is the hardest transportation service for our regional organizations to provide. The Department of Health and Human Services should work with the transportation providers to develop an awareness program for the medical institutions. They should also assist the medical institutions in developing an internal scheduling system that will allow them to coordinate with transportation providers.

5.) Standardized Reporting - The goal in the region is to have a coordinated system that is computerized where all scheduling and reporting is done on computer. Currently, state agencies use different forms for reporting which even on a computerized system takes time for the transportation providers to complete. Each ride has to be sorted by type and different forms, which means having different fields for data entry, must be compiled. The state agencies should work together to standardize forms making it easier on the transportation providers while still receiving the information that each state agency needs.




6.) Cost Reimbursement - The state needs to work with the transportation providers on cost reimbursement. Individual agencies are struggling to continue to provide services because they are not reimbursed for the true costs of providing transportation. Many organizations will not consider coordination until they understand how their costs will be reimbursed. If they struggle to cover their own costs, what will it cost them to cover someone else's transportation. The state needs to derive a fair reimbursement plan for these organizations.

D. Planning & Analysis - Recommendation Area #4

Compiling a Coordinated Transit Plan for the Region was a very important first step in acknowledging what resources we currently have and what steps do we need to take to continue the planning process. However, there are additional planning and analysis processes that are needed to succeed in developing a seamless transportation network. Below are two types of planning and analysis efforts that should be completed. Implementation strategies should be outlined in these plans as well.

1.) Needs Assessments - Two areas in the region currently require a Needs Assessment for transit. The Carroll County area is working with North Country Transit to evaluate their needs. They were successful in obtaining a grant through USDA to have the Community Transportation Association of American (CTAA) conduct a Needs Assessment for their area. CTAA conducted the feasibility study for the Littleton to Lancaster area which resulted in the Tri-Town route which was established earlier this year. The Carroll County area should form a committee much like the CPTNC of the Littleton - Lancaster area to review the needs assessment, when completed, and use it for further planning and implementation. The Plymouth area also is in need of a feasibility study. There are individuals who are discussing means of coordination yet no formal committee has been formed nor grant written for funding a needs assessment. The area must work to find their true champions to lead the effort and a needs assessment should be completed. Like the Carroll County area, once an assessment is complete, the committee should work on planning and implementation efforts.

2.) Public Transportation Plan for the North Country - This planning effort was conducted as an attempt to coordinate the existing transportation providers to ensure a more effective system. Yet, in order to meet the needs of our region, a much more elaborate planning process is necessary. There are many gaps in our existing transportation services that need to be filled. Simply coordinating the existing providers will not ensure that the region's needs are being met. A well designed public transportation system, especially in the growth centers




in the region, should be developed. The coordinated system which is currently being developed with our existing providers would link into this public transportation system. There currently are only two public transportation fixed routes in the region. Many more are needed. The Regional Planning Commission and the State Department of Transportation should work with the communities and transportation providers to develop a plan for public transportation that would not only fill the gaps of the existing system but increase mobility in the region which is the goal stated in the State's Coordinated Transit Plan.

E. Marketing - Recommendation Area #5

An important action item that should continue throughout the implementation process is marketing. Education programs are designed to teach people how to use specific tools whereas marketing is a means of informing people on how those tools are successful. For instance, a marketing effort would be to publish an article in a local paper on a new transportation route in town. An educational program would be developed on how you use that new system. Proper marketing is the key to sustainability. Marketing can take many forms such as publications, a newly developed newsletter, or television ads. Marketing should be used to inform people of new developments and recent successes. There are marketing efforts that should take place in the beginning of the implementation process to keep people aware of what is being developed, when transportation providers are meeting, and how they can get involved. When the system commences, marketing efforts should be developed to inform people on the success such as new routes, fundraising activities and to acknowledge quality drivers. Marketing is important and should be constant throughout the planning and implementation of this coordination effort.

VII. First Phase of Implementation

Clearly all action items recommended in this plan are essential in the implementation of a coordinated transit system. Nevertheless, some actions items are easier to implement if other action items proceed them. It is important to not necessarily prioritize the actions needed but to place them in a strategic order; action items that require little funding, are needed to begin other efforts or have already begun to develop should be part of the first phase of implementation. In fact, some of the action items listed in the first phase of implementation have already begun developing while others will require more time and energy to initiate because they require the participation of larger entities such as the state and



federal government. Below is a list of the first phase action items.

- ⇒ Transportation Provider Education & Outreach - discussions have already commenced between organizations such as North Country Transit and Northern Human Services on how they can coordinate their efforts. Other committees are being formalized and are working towards planning efforts. As this action item fully develops, funding for software and training will be needed.
- ⇒ Some State Initiatives - The state must work with insurance companies for better policies or efforts to coordinate will soon dwindle. The transportation providers will only meet to discuss efforts and will be reluctant to move forward until this issue is resolved. Additionally, the state and federal government should review the use of vehicle policies for their programs to ensure flexibility for coordinating organizations. Lastly, the state should develop means for regions to apply for start-up costs so that the providers who are meeting and sharing information can take the next step of implementation. These three initiatives are very important to move the process forward at this time.
- ⇒ Transportation Provider Directory - Some information has already been gathered to begin compiling the transportation provider directory. Through additional provider meetings, as are occurring as committees form, additional data can be collected. However, funding is needed to publish and distribute the directory when completed. It is estimated that this directory could be completed in the next six months if approximately \$4,000 was received to print 500 copies of the directory. This rate could be less if local schools, as done in the past, were willing to make the copies. In this case, additional copies would be made.
- ⇒ Needs Assessments - In order to move forward with planning for a coordinated system and a public transportation plan, the needs assessments for Carroll County and the Plymouth area should be completed. The Carroll County assessment should be done over the next year with the funds from USDA. The Plymouth area should form a committee and apply for USDA funds for a needs assessment in that area.

The other action items not mentioned in the first phase should be completed to successfully development the system. However, the order in which those action items should commence will be determined based on the time it takes to complete each action item above. As mentioned, the completion of some action items are essential before others can be initiated.




VIII. State Coordination Plan's Recommendations and Correlation to Region's Recommendations

As mentioned earlier, the State of New Hampshire is also in the process of developing a coordinated transit plan for the entire state. The two agencies leading this effort are the Department of Transportation and the Department of Health and Human Services. They have hired a consultant who has been working with them to determine the best means for coordinating transit and linking the regions together. As part of the planning process, several Statewide Stakeholder's meetings were held throughout the state, including one in the City of Berlin, to discuss the state's goals, objectives, recommendations and action items outlined in the draft plan.

The State's goal as outlined in the Statewide Coordination Transit Plan is to increase mobility. Increasing mobility means filling gaps in existing transportation systems, developing a more efficient means of providing transportation, and designing a system that will meet the needs of most people. The State has proposed several recommendations and has developed actions plans in their planning process. What is quite evident is the correlation that exists between the recommendations and action items of the state's plan and the recommendations and action items outlined in this regional plan.

The State Plan outlines a system of Councils to oversee the coordination effort. There is a State Coordinating Council, a Regional Coordinating Council, and a Regional Transportation Coordinator. These groups work together to coordinate what is existing and funnel the funding to that coordination effort. In the Regional Coordinated Plan it is suggested that information be gathered on existing grants and funders so that future funds can be increased by funneling them to a larger entity instead of portioning out small funds for each individual agency. The state and the transportation providers need to be involved in this effort to ensure no services are lost but instead additional services can be gained.

The State Plan also identifies the need for seed money to implement a coordinated effort. The plan outlines potential pilot studies where state funding would be involved in testing the coordination efforts of a region and the action items outlined in their plan. The Regional Plan states the need for start-up costs to begin the implementation process. The need for funding to develop a directory of services, hold demonstrations and software training, and to purchase software and needed equipment is essential. Working with the transportation providers in the region to see how the coordination efforts would work supports the efforts to educate transportation providers. The seed funding supports the needed start up costs for



transportation providers to go the next step in implementation.

Finally the State Plan acknowledges the need for education and outreach for the system to be successful. The plan suggests identifying the champions and leaders in specific areas that can help foster support for coordination efforts. The Regional Plan identifies the need to not only educate the transportation providers so they can better understand coordination but to also educate the public and the businesses and chambers. These efforts are outlined as needed to build support and to gain potential ridership. Again, the state and the region value education and should work together to provide it.

IX. Conclusion

A lot of people, from the regional organizations that provide transportation to the citizens that are in need of a ride, provided much information in the compiling of this important document. The region is anxious and ready to implement the plan if given the proper tools and support to do so. Now more than ever a coordinated public transportation system is needed in a nation that is strained financially to support personal automobiles and highway construction, clinging to initiatives to protect our valuable natural resources, and willing to rebuild a social structure that has declined for several years. Public transportation needs to become a way of life in rural New Hampshire and the North Country region is the optimal place to begin this effort.



APPENDIX

- A.) Demographics by Labor Market Area**
- B.) Transportation Providers Survey**
- C.) Chart of Transportation Provider Information**

Appendix A - 1. Berlin Labor Market Area Demographics

<u>Population</u> Years 1980, 1990 and 2000			
	<u>Population</u>		
	<u>1980</u>	<u>1990</u>	<u>2000</u>
<u>Berlin</u>	13,084	11,824	10,331
<u>Dummer</u>	390	327	309
<u>Errol</u>	313	292	298
<u>Gorham</u>	3,322	3,173	2,895
<u>Milan</u>	1,013	1,295	1,331
<u>Randolph</u>	274	371	339
<u>Shelburne</u>	313	437	379
<u>Subregion C</u>	13,714	17,719	15,882

<u>Population Change</u> 1980 to 1990 and 1990 to 2000		
	<u>Population Change</u>	
	<u>1980-90</u>	<u>1990-00</u>
<u>Berlin</u>	-9.6%	-12.6%
<u>Dummer</u>	-16.2%	-5.5%
<u>Errol</u>	-6.7%	2.1%
<u>Gorham</u>	-4.5%	-8.3%
<u>Milan</u>	27.8%	2.8%
<u>Randolph</u>	35.4%	-8.6%
<u>Shelburne</u>	37.4%	-13.3%
<u>Subregion C</u>	5.3%	10.1%

<u>Population By Age</u>								
	<u>1990</u>							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Berlin</u>	2,130	1,478	1,847	1,491	1,086	1,368	1,312	1,062
<u>Dummer</u>	70	42	50	46	51	34	17	17
<u>Errol</u>	63	27	54	28	48	32	31	9
<u>Gorham</u>	560	389	494	522	313	330	360	205
<u>Milan</u>	292	145	218	254	127	112	107	40
<u>Randolph</u>	80	25	63	69	35	37	39	23
<u>Shelburne</u>	126	37	62	97	44	37	17	17
<u>Subregion C</u>	3,371	2,143	2,788	2,507	1,704	1,950	1,883	1,373
	<u>2000</u>							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Berlin</u>	1,793	1,083	1,157	1,585	1,380	997	1,144	1,192
<u>Dummer</u>	69	18	30	58	49	45	25	15
<u>Errol</u>	38	21	27	55	43	62	29	23
<u>Gorham</u>	513	296	315	494	452	257	275	293
<u>Milan</u>	272	120	146	250	245	134	86	78
<u>Randolph</u>	45	37	22	63	74	35	28	35
<u>Shelburne</u>	67	35	20	61	86	44	40	22
<u>Subregion C</u>	2,777	1,614	1,717	2,566	2,329	1,574	1,627	1,658

Children Under 18 by Family Type by Age

Children under 18 years								
Number of Children								
	<u>Total</u>	<u>Under 3</u>	<u>3 and 4</u>		<u>6 to 11</u>	<u>12 and 13</u>		<u>15 to 17</u>
	<u>under 18</u>	<u>years</u>	<u>years</u>	<u>5 years</u>	<u>years</u>	<u>years</u>	<u>14 years</u>	<u>years</u>
<u>Berlin</u>	2,051	324	156	129	691	227	156	368
<u>Dummer</u>	83	10	10	0	40	12	5	6
<u>Errol</u>	61	5	5	0	25	12	5	9
<u>Gorham</u>	608	51	55	35	226	89	36	116
<u>Milan</u>	308	34	15	11	127	34	14	73
<u>Randolph</u>	75	5	5	3	22	12	3	25
<u>Shelburne</u>	90	17	4	3	20	13	9	24
<u>Subregion C</u>	3,276	446	250	181	1,151	399	228	621

Types of Disabilities

Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years + with disabilities

	<u>Sensory</u>	<u>Physical</u>	<u>Mental</u>	<u>Self-care</u>	<u>Go-outside-home</u>	<u>Employment</u>	<u>Total disabilities</u>
	<u>disability</u>	<u>disability</u>	<u>disability</u>	<u>disability</u>	<u>disability</u>	<u>disability</u>	<u>tallied</u>
<u>Berlin</u>	582	1,273	620	354	1,009	953	4,791
<u>Dummer</u>	11	32	13	7	14	28	105
<u>Errol</u>	18	28	12	5	4	31	98
<u>Gorham</u>	193	340	129	93	116	280	1,151
<u>Milan</u>	70	104	26	28	65	183	476
<u>Randolph</u>	14	27	12	4	10	9	76
<u>Shelburne</u>	1	23	3	0	6	30	113
<u>Subregion C</u>	889	1,827	815	491	1,224	1,561	6,810

Poverty Status in 1999 by Age

Universe: Population for whom poverty status is determined

Below Poverty Line								
	<u>Total</u>	<u>Under 5</u>		<u>6 to 11</u>	<u>12 to 17</u>	<u>18 to 64</u>	<u>65 to 74</u>	<u>75 years</u>
		<u>years</u>	<u>5 years</u>	<u>years</u>	<u>years</u>	<u>years</u>	<u>years</u>	<u>and over</u>
<u>Berlin</u>	1,249	116	19	34	93	668	119	150
<u>Dummer</u>	23	0	0	2	0	17	2	2
<u>Errol</u>	41	5	0	2	8	16	8	2
<u>Gorham</u>	202	0	0	13	28	98	27	36
<u>Milan</u>	75	5	0	9	9	30	8	14
<u>Randolph</u>	6	0	0	0	0	6	0	0
<u>Shelburne</u>	14	0	0	0	2	7	3	2
<u>Subregion C</u>	1,610	126	19	110	140	842	167	206

Means of Transportation to Work								
For Workers 16 and Over								
	<u>Total Workers 16 and over</u>	<u>Car, Truck, or Van</u>	<u>Public Transp.</u>	<u>Motorcycle</u>	<u>Bicycle</u>	<u>Walked</u>	<u>Other Means</u>	<u>Worked at Home</u>
Subregion C								
Berlin	4,381	4,096	18	0	15	201	19	32
Dummer	150	139	0	0	0	0	2	9
Errol	161	139	0	6	0	6	3	7
Gorham	1,452	1,351	0	0	8	51	12	27
Milan	699	656	3	0	3	13	6	18
Randolph	161	142	0	0	0	5	2	12
Shelburne	210	202	0	0	0	8	0	0
Totals	2,683	2,490	3	6	11	86	23	64
% of total workers	100%	92.81%	0.11%	0.22%	0.41%	3.21%	0.86%	2.39%

*Source: U.S. Census, 2000.

Aggregate and Mean Travel Time to Work						
Workers 16 years old and over who did not work at Home						
	<u>Aggregate Minutes</u>	<u>Less than 30 min.</u>	<u>30 to 44 min.</u>	<u>45 to 59 min.</u>	<u>60 or more min.</u>	<u>Mean travel time to work</u>
Subregion C						
Berlin	66,885	50.7%	9.3%	8.3%	31.6%	15.4 minutes
Dummer	3,320	48.3%	16.5%	10.6%	24.6%	27.1 minutes
Errol	5,275	14.9%	7.4%	16.5%	61.2%	34.3 minutes
Gorham	24,850	52.5%	15.9%	9.8%	21.8%	17.4 minutes
Milan	15,910	51.2%	15.5%	6.6%	26.6%	23.4 minutes
Randolph	3,045	54.4%	19.4%	19.9%	6.4%	20.4 minutes
Shelburne	4,545	40.2%	33.7%	13.3%	12.9%	21.6 minutes
	53,625	42.6%	18.4%	13.2%	25.8%	22.8 minutes

*Source: U.S. Census, 2000.

Time Leaving Home to Go to Work

Workers 16 years old and over

Subregion C

Subregion C, Township	Berlin	Dummer	Errol	Gotham	Milan	Randolph	Shelburne	Totals	% of total
Did Not Work at Home	4,349	141	154	1,425	681	149	210	2,619	100%
12:00 a.m. - 4:59 a.m.	171	3	22	82	45	2	2	153	5.84%
5:00 a.m. - 5:29 a.m.	196	6	18	70	30	7	12	137	5.23%
5:30 a.m. - 5:59 a.m.	227	9	12	78	34	4	2	130	4.96%
6:00 a.m. - 6:29 a.m.	439	10	21	109	99	20	14	263	10.04%
6:30 a.m. - 6:59 a.m.	547	22	23	127	88	36	16	290	11.07%
7:00 a.m. - 7:29 a.m.	568	21	14	207	95	28	52	396	<u>15.12%</u>
7:30 a.m. - 7:59 a.m.	87	26	15	150	118	16	36	375	14.32%
8:00 a.m. - 8:29 a.m.	308	10	6	171	35	13	42	267	10.19%
8:30 a.m. - 8:59 a.m.	178	5	2	37	9	11	1	60	2.29%
9:00 a.m. - 9:59 a.m.	117	6	8	40	20	3	7	87	3.32%
10:00 a.m. - 10:59 a.m.	66	3	0	73	0	0	12	94	3.59%
11:00 a.m. - 11:59 a.m.	16	0	4	17	8	2	0	31	1.18%
12:00 p.m. - 3:59 p.m.	409	8	4	109	59	5	11	188	7.18%
4:00 p.m. - 11:59 p.m.	290	12	5	106	32	2	3	148	5.65%
Worked at Home	32	9	7	27	18	12	0	105	

* SOURCE: U.S. Census, 2000.

Private Vehicle Occupancy

Workers 16 years old and over

	Total Workers 16 and Over	Car, Truck, or van	Drove					5 or 6 person carpool	7 or more person carpool	Other means (incl. working from home)
			1-person alone	2-person carpool	3-person carpool	4-person carpool				
Subregion C										
Berlin	4,381	4,096	3,568	375	91	47	15	0	285	
Dummer	150	139	135	4	0	0	0	0	11	
Errol	161	139	131	8	0	0	0	0	22	
Gotham	1,452	1,351	1,237	86	20	8	0	0	101	
Milan	659	656	617	29	5	3	2	0	43	
Randolph	161	142	137	5	0	0	0	0	19	
Shelburne	210	202	181	21	0	0	0	0	8	
	7,214	6,725	89.3%	7.9%	1.7%	0.9%	0.3%	0.0%	193	

* SOURCE: U.S. Census, 2000.

Appendix A - 2. Colebrook Labor Market Area Demographics

<u>Population</u>			
<u>Years 1980, 1990, and 2000</u>			
	<u>Population</u>		
	<u>1980</u>	<u>1990</u>	<u>2000</u>
<u>Clarksville</u>	262	232	294
<u>Colebrook</u>	2459	2444	2321
<u>Columbia</u>	573	651	750
<u>Pittsburg</u>	780	901	867
<u>Stewartstown</u>	943	1048	1012
<u>Subregion A</u>	5117	5286	5274

<u>Population Change</u>		
<u>1980 to 1990 and 1990 to 2000</u>		
	<u>Population Change</u>	
	<u>1980-90</u>	<u>1990-00</u>
<u>Clarksville</u>	-1.3%	26.7%
<u>Colebrook</u>	-0.6%	-5.0%
<u>Columbia</u>	-1.8%	13.5%
<u>Pittsburg</u>	15.5%	-3.8%
<u>Stewartstown</u>	11.1%	-3.4%
<u>Subregion A</u>	3.3%	0.8%

<u>Population By Age</u>								
	<u>1990</u>							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Clarksville</u>	40	26	27	46	26	28	31	8
<u>Colebrook</u>	525	310	380	370	254	246	201	148
<u>Columbia</u>	146	97	102	116	82	63	40	10
<u>Pittsburg</u>	176	92	117	140	103	138	85	50
<u>Stewartstown</u>	217	150	174	134	110	93	59	106
<u>Subregion A</u>	1,134	675	800	806	535	578	416	322
	<u>2000</u>							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Clarksville</u>	52	27	19	50	64	43	22	12
<u>Colebrook</u>	405	279	272	352	359	262	225	157
<u>Columbia</u>	154	65	87	112	130	83	69	45
<u>Pittsburg</u>	126	85	84	122	142	143	117	48
<u>Stewartstown</u>	188	122	121	155	138	109	72	107
<u>Subregion A</u>	925	578	583	791	843	650	505	369

Children Under 18 by Family Type by Age

Children under 18 years

	<u>Number of Children</u>							
	<u>Total under 18</u>	<u>Under 3 years</u>	<u>3 and 4 years</u>	<u>5 years</u>	<u>6 to 11 years</u>	<u>12 and 13 years</u>	<u>14 years</u>	<u>15 to 17 years</u>
<u>Clarksville</u>	57	10	4	5	12	13	2	11
<u>Colebrook</u>	454	39	55	28	115	53	42	87
<u>Columbia</u>	155	13	12	4	78	9	14	25
<u>Pittsburg</u>	161	24	14	6	46	21	7	43
<u>Stewartstown</u>	227	36	22	6	77	32	16	38
<u>Subregion A</u>	1054	122	107	49	358	133	81	204

Types of Disabilities

Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years + with disabilities

	<u>Sensory disability</u>	<u>Physical disability</u>	<u>Mental disability</u>	<u>Self-care disability</u>	<u>Go-outside-home disability</u>	<u>Employment disability</u>	<u>Total disabilities tallied</u>
<u>Clarksville</u>	18	30	9	5	3	11	76
<u>Colebrook</u>	151	288	136	55	97	271	998
<u>Columbia</u>	42	69	58	18	21	66	274
<u>Pittsburg</u>	40	66	31	8	20	67	232
<u>Stewartstown</u>	30	82	47	16	27	132	334
<u>Subregion A</u>	281	535	281	102	168	547	1,914

Poverty Status in 1999 by Age

Universe: Population for whom poverty status is determined

	<u>Below Poverty Line</u>							
	<u>Total</u>	<u>Under 5 years</u>	<u>5 years</u>	<u>6 to 11 years</u>	<u>12 to 17 years</u>	<u>18 to 64 years</u>	<u>65 to 74 years</u>	<u>75 years and over</u>
<u>Clarksville</u>	11	0	0	0	0	7	0	4
<u>Colebrook</u>	277	19	5	26	28	122	51	26
<u>Columbia</u>	53	0	0	7	8	26	4	8
<u>Pittsburg</u>	64	0	2	3	8	33	15	3
<u>Stewartstown</u>	108	19	0	10	2	60	11	6
<u>Subregion A</u>	513	38	7	46	46	248	81	47



Means of Transportation to Work								
For Workers 16 and Over								
	<u>Total Workers 16 and over</u>	<u>Car, Truck, or Van</u>	<u>Public Transp.</u>	<u>Motorcycle</u>	<u>Bicycle</u>	<u>Walked</u>	<u>Other Means</u>	<u>Worked at Home</u>
Subregion A								
Clarksville	154	143	0	0	0	2	9	0
Colebrook	1,167	1,020	0	0	3	74	10	60
Columbia	369	316	0	0	0	13	23	17
Pittsburg	419	372	2	0	0	8	8	29
Stewartstown	414	338	0	0	0	42	1	33
Totals	2,523	2,189	2	0	3	139	51	139
% of total workers	100%	86.76%	0.08%	0.00%	0.12%	5.51%	2.02%	5.51%

*Source: U.S. Census, 2000.

Aggregate and Mean Travel Time to Work						
Workers 16 years old and over who did not work at Home						
	<u>Aggregate Minutes</u>	<u>Less than 30 min.</u>	<u>30 to 44 min.</u>	<u>45 to 59 min.</u>	<u>60 or more min.</u>	<u>Mean travel time to work</u>
Subregion A						
Clarksville	3,090	43.2%	24.3%	1.5%	31.1%	20.1 minutes
Colebrook	17,520	57.1%	16.4%	3.5%	23.0%	15.8 minutes
Columbia	8,235	40.2%	26.6%	3.8%	29.4%	23.4 minutes
Pittsburg	9,035	40.0%	13.6%	3.2%	43.2%	23.2 minutes
Stewartstown	5,065	63.9%	14.2%	5.3%	16.6%	13.3 minutes
	42,945	48.9%	19.0%	3.5%	28.7%	19.6 minutes

* Source: U.S. Census, 2000.

Time Leaving Home to Go to Work

Workers 16 years old and over

Subregion A

<i>Subregion A Towns</i>	<i>Clarksville</i>	<i>Colebrook</i>	<i>Columbia</i>	<i>Pittsburg</i>	<i>Stewartstown</i>	<i>Totals</i>	<i>% of total</i>
<u>Did Not Work at Home</u>	154	1,107	352	390	381	2,384	100%
<u>12:00 a.m. - 4:50 a.m.</u>	7	58	29	20	25	139	5.83%
<u>5:00 a.m. - 5:29 a.m.</u>	10	64	25	12	16	127	5.33%
<u>5:30 a.m. - 5:59 a.m.</u>	16	90	46	35	40	227	9.52%
<u>6:00 a.m. - 6:29 a.m.</u>	11	114	32	41	63	261	10.95%
<u>6:30 a.m. - 6:59 a.m.</u>	26	157	47	61	70	361	15.14%
<u>7:00 a.m. - 7:29 a.m.</u>	20	145	32	76	55	328	13.76%
<u>7:30 a.m. - 7:59 a.m.</u>	13	105	27	31	22	198	8.31%
<u>8:00 a.m. - 8:29 a.m.</u>	11	109	32	25	20	197	8.26%
<u>8:30 a.m. - 8:59 a.m.</u>	7	47	8	10	11	83	3.48%
<u>9:00 a.m. - 9:59 a.m.</u>	3	49	15	6	8	81	3.40%
<u>10:00 a.m. - 10:59 a.m.</u>	0	18	2	4	5	29	1.22%
<u>11:00 a.m. - 11:59 a.m.</u>	3	5	0	5	3	16	0.67%
<u>12:00 p.m. - 3:59 p.m.</u>	11	46	37	27	7	128	5.37%
<u>4:00 p.m. - 11:59 p.m.</u>	16	100	20	37	36	209	8.77%
<u>Worked at Home</u>	0	60	17	29	33	139	

* Source: U.S. Census, 2000.

Private Vehicle Occupancy

Workers 16 years old and over

	<u>Total Workers 16 and Over</u>	<u>Car, Truck, or van</u>	<u>Drove Alone</u>	<u>2-person carpool</u>	<u>3-person carpool</u>	<u>4-person carpool</u>	<u>5 or 6 person carpool</u>	<u>7 or more person carpool</u>	<u>Other means (incl. working from home</u>
<u>Subregion A</u>									
Clarksville	154	143	120	18	5	0	0	0	11
Colebrook	1,020	859	161	112	42	4	3	0	147
Columbia	369	316	258	57	0	0	1	0	53
Pittsburg	419	372	275	91	6	0	0	0	47
Stewartstown	414	338	265	66	5	0	0	2	76
	2,376	2,028	53.2%	17.0%	2.9%	0.2%	0.2%	0.1%	334

* Source: U.S. Census, 2000.

Appendix A - 3. Conway Labor Market Area Demographics

Population			
Year 1980, 1990, and 2000			
	Population		
	1980	1990	2000
<u>Albany</u>	383	536	654
<u>Bartlett</u>	1,566	2,290	2,705
<u>Chatham</u>	189	268	260
<u>Conway</u>	7,158	7,940	8,604
<u>Eaton</u>	256	362	375
<u>Hart's Location</u>	27	36	37
<u>Jackson</u>	642	678	835
<u>Madison</u>	1,051	1,704	1,984
<u>Subregion E Total</u>	11,272	13,814	15,454

Population Change		
1980 to 1990 and 1990 to 2000		
	Population Change	
	1980-90	1990-00
<u>Albany</u>	39.9%	22.0%
<u>Bartlett</u>	46.2%	18.1%
<u>Chatham</u>	41.8%	-3.0%
<u>Conway</u>	10.9%	8.4%
<u>Eaton</u>	41.4%	3.6%
<u>Hart's Location</u>	33.3%	2.8%
<u>Jackson</u>	5.6%	23.2%
<u>Madison</u>	62.1%	16.4%
<u>Subregion E Total</u>	22.6%	11.9%

Population By Age								
	1990							
	Under 15	15 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Over 74
	yrs.	yrs.	yrs.	yrs.	yrs.	yrs.	yrs.	yrs.
<u>Albany</u>	126	58	123	82	56	45	32	14
<u>Bartlett</u>	439	220	422	461	251	228	172	97
<u>Chatham</u>	50	39	44	59	30	19	18	9
<u>Conway</u>	1,618	905	1,448	1,407	755	687	628	492
<u>Eaton</u>	83	35	50	83	39	36	21	15
<u>Hart's Location</u>	7	1	3	10	6	2	6	1
<u>Jackson</u>	89	55	101	133	105	82	76	37
<u>Madison</u>	384	163	320	302	174	145	143	73
<u>Subregion E Total</u>	2,796	1,476	2,511	2,537	1,416	1,244	1,096	738
	2000							
	Under 15	15 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Over 74
	yrs.	yrs.	yrs.	yrs.	yrs.	yrs.	yrs.	yrs.
<u>Albany</u>	150	63	90	150	79	70	35	17
<u>Bartlett</u>	500	235	332	466	468	348	234	122
<u>Chatham</u>	57	18	32	46	56	23	21	7
<u>Conway</u>	1,579	967	1,097	1,401	1,396	835	670	659
<u>Eaton</u>	69	34	21	60	100	46	26	19
<u>Hart's Location</u>	8	3	4	9	2	1	8	2
<u>Jackson</u>	129	39	92	148	122	123	115	67
<u>Madison</u>	396	204	231	386	334	194	126	113
<u>Subregion E Total</u>	2,888	1,563	1,899	2,666	2,557	1,640	1,235	1,006

Children Under 18 by Family Type by Age

Children under 18 years

	<u>Number of Children</u>							
	<u>Total under 18</u>	<u>Under 3 years</u>	<u>3 and 4 years</u>	<u>5 years</u>	<u>6 to 11 years</u>	<u>12 and 13 years</u>	<u>14 years</u>	<u>15 to 17 years</u>
<u>Albany</u>	148	20	30	9	45	10	14	20
<u>Bartlett</u>	562	57	67	30	202	78	45	83
<u>Chatham</u>	62	9	12	5	27	4	1	4
<u>Conway</u>	1,784	274	151	57	657	223	101	321
<u>Eaton</u>	62	12	0	5	24	9	2	10
<u>Hart's Location</u>	10	0	2	0	5	0	3	0
<u>Jackson</u>	142	22	20	7	47	17	8	21
<u>Madison</u>	480	36	42	11	184	91	22	94
<u>Subregion E Total</u>	3,250	430	324	124	1,191	432	196	553

Types of Disabilities

Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years + with disabilities

	<u>Sensory disability</u>	<u>Physical disability</u>	<u>Mental disability</u>	<u>Self-care disability</u>	<u>Go-outside-home disability</u>	<u>Employment disability</u>	<u>Total disabilities tallied</u>
<u>Albany</u>	37	64	41	19	25	107	293
<u>Bartlett</u>	124	190	96	59	57	226	752
<u>Chatham</u>	7	31	22	4	4	21	89
<u>Conway</u>	403	709	402	263	520	1,153	3,450
<u>Eaton</u>	21	25	15	6	14	80	161
<u>Hart's Location</u>	0	0	0	0	0	0	0
<u>Jackson</u>	24	47	18	11	16	50	166
<u>Madison</u>	90	121	82	24	61	210	588
<u>Subregion E Total</u>	706	1,187	676	386	697	1,847	5,499

Poverty Status in 1999 by Age

Universe: Population for whom poverty status is determined

	<u>Below Poverty Line</u>							
	<u>Total</u>	<u>Under 5 years</u>	<u>5 years</u>	<u>6 to 11 years</u>	<u>12 to 17 years</u>	<u>18 to 64 years</u>	<u>65 to 74 years</u>	<u>75 years and over</u>
<u>Albany</u>	95	17	2	19	0	55	2	0
<u>Bartlett</u>	222	20	0	31	28	121	12	10
<u>Chatham</u>	40	5	2	10	0	23	0	0
<u>Conway</u>	875	62	9	109	78	448	34	135
<u>Eaton</u>	24	0	0	0	5	12	7	0
<u>Hart's Location</u>	0	0	0	0	0	0	0	0
<u>Jackson</u>	65	2	0	3	2	32	7	9
<u>Madison</u>	90	0	2	12	15	52	6	3
<u>Subregion E Total</u>	1,411	106	15	184	128	743	68	157



Means of Transportation to Work								
For Workers 16 and Over								
	<u>Total Workers 16 and over</u>	<u>Car, Truck, or Van</u>	<u>Public Transp.</u>	<u>Motorcycle</u>	<u>Bicycle</u>	<u>Walked</u>	<u>Other Means</u>	<u>Worked at Home</u>
Subregion E								
Albany	298	267	0	0	0	10	0	21
Bartlett	1,423	1,254	4	2	0	80	25	58
Chatham	117	100	0	0	0	3	4	10
Conway	4,593	4,146	17	5	10	195	35	185
Eaton	171	149	0	0	0	9	3	10
Hart's Location	18	12	0	0	0	3	0	3
Jackson	391	338	0	2	0	26	7	18
Totals	5,290	4,745	17	7	10	236	49	226
% of total workers	100%	89.70%	0.32%	0.13%	0.19%	4.46%	0.93%	4.27%

*Source: U.S. Census, 2000.

Aggregate and Mean Travel Time to Work						
Workers 16 years old and over who did not work at Home						
	<u>Aggregate Minutes</u>	<u>Less than 30 min.</u>	<u>30 to 44 min.</u>	<u>45 to 59 min.</u>	<u>60 or more min.</u>	<u>Mean travel time to work</u>
Subregion E						
Albany	5,510	43.5%	18.1%	17.2%	21.2%	19.9 minutes
Bartlett	23,935	51.0%	13.2%	8.3%	27.6%	17.5 minutes
Chatham	3,030	29.5%	45.2%	1.5%	23.8%	28.3 minutes
Conway	75,980	53.2%	12.3%	4.6%	29.9%	17.2 minutes
Eaton	5,200	27.2%	23.8%	3.5%	45.6%	32.3 minutes
Hart's Location	185	67.6%	32.4%	0.0%	0.0%	12.3 minutes
Jackson	6,290	55.2%	12.2%	9.1%	23.5%	16.9 minutes
	90,685	46.5%	25.2%	3.7%	24.6%	20.6 minutes

* Source: U.S. Census, 2000.

Time Leaving Home to Go to Work

Workers 16 years old and over

Subregion E

Subregion E Towns	Albany	Bartlett	Chatham	Conway	Eaton	Hart's Location	Jackson	Totals	% of total
Did Not Work at Home									
12:00 a.m. - 4:50 a.m.	14	9	10	132	9	0	13	164	3.24%
5:00 a.m. - 5:29 a.m.	22	11	15	130	2	0	10	157	3.10%
5:30 a.m. - 5:59 a.m.	8	61	1	123	4	0	21	149	2.94%
6:00 a.m. - 6:29 a.m.	20	110	10	294	5	0	20	329	6.50%
6:30 a.m. - 6:59 a.m.	34	128	5	398	20	0	23	446	8.81%
7:00 a.m. - 7:29 a.m.	26	222	12	500	27	2	43	584	11.53%
7:30 a.m. - 7:59 a.m.	48	198	11	613	36	3	58	721	14.24%
8:00 a.m. - 8:29 a.m.	36	198	7	630	20	0	63	720	14.22%
8:30 a.m. - 8:59 a.m.	7	84	0	404	18	2	41	465	9.18%
9:00 a.m. - 9:59 a.m.	19	122	11	416	7	0	34	468	9.24%
10:00 a.m. - 10:59 a.m.	8	41	5	109	0	3	6	123	2.43%
11:00 a.m. - 11:59 a.m.	0	19	6	82	2	0	0	90	1.78%
12:00 p.m. - 3:59 p.m.	25	112	8	270	11	5	30	324	6.40%
4:00 p.m. - 11:59 p.m.	10	50	6	307	0	0	11	324	6.40%
Worked at Home	21	58	10	185	10	3	18	305	

* Source: U.S. Census, 2000.

Private Vehicle Occupancy

Workers 16 years old and over

	Total Workers 16 and Over	Car, Truck, or van	Drove Alone	2-person carpool	3-person carpool	4-person carpool	5 or 6 person carpool	7 or more person carpool	Other means (incl. working from home)
Subregion E									
Albany	298	267	228	31	5	3	0	0	31
Bartlett	1,423	1,254	1,190	59	2	3	0	0	169
Chatham	117	100	83	17	0	0	0	0	17
Conway	4,593	4,146	3,674	432	40	0	0	0	447
Eaton	171	149	142	2	5	0	0	0	22
Hart's Location	18	12	12	0	0	0	0	0	6
Jackson	391	338	324	10	2	2	0	0	53
	7,011	6,266	90.2%	8.8%	0.9%	0.1%	0.0%	0.0%	745

* Source: U.S. Census, 2000.

Appendix A - 4. Lancaster Labor Market Area Demographics

<u>Population</u>			
<u>Year 1980, 1990, and 2000</u>			
	<u>Population</u>		
	<u>1980</u>	<u>1990</u>	<u>2000</u>
<u>Jefferson</u>	803	965	1006
<u>Lancaster</u>	3401	3522	3280
<u>Northumberland</u>	2520	2492	2438
<u>Stark</u>	470	518	516
<u>Stratford</u>	989	927	942
<u>Subregion B</u>	8183	8424	8182

<u>Population Change</u>		
<u>1980 to 1990 and 1990 to 2000</u>		
	<u>Population Change</u>	
	<u>1980-90</u>	<u>1990-00</u>
<u>Jefferson</u>	20.2%	4.2%
<u>Lancaster</u>	3.6%	-6.9%
<u>Northumberland</u>	-1.1%	-2.2%
<u>Stark</u>	10.2%	-0.4%
<u>Stratford</u>	-6.3%	1.6%
<u>Subregion B</u>	2.9%	-2.9%

<u>Population By Age</u>								
	<u>1990</u>							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Jefferson</u>	195	152	129	170	119	80	57	63
<u>Lancaster</u>	777	464	470	538	390	298	290	295
<u>Northumberland</u>	544	327	385	347	263	262	231	133
<u>Stark</u>	131	55	90	80	50	51	40	21
<u>Stratford</u>	208	156	118	133	116	81	80	35
<u>Subregion B</u>	1855	1154	1192	1268	938	772	698	547
	<u>2000</u>							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Jefferson</u>	175	91	127	147	192	134	74	66
<u>Lancaster</u>	686	362	376	488	485	323	247	313
<u>Northumberland</u>	508	298	271	402	336	237	219	167
<u>Stark</u>	115	52	49	98	76	59	47	20
<u>Stratford</u>	181	128	100	129	142	142	66	54
<u>Subregion B</u>	1665	931	923	1264	1231	895	653	620

Children Under 18 by Age

<u>Number of Children</u>								
	<u>Total under 18</u>	<u>Under 3 years</u>	<u>3 and 4 years</u>	<u>5 years</u>	<u>6 to 11 years</u>	<u>12 and 13 years</u>	<u>14 years</u>	<u>15 to 17 years</u>
Jefferson	203	29	15	19	73	10	11	46
Lancaster	744	109	85	28	262	85	55	120
Northumberland	568	55	45	40	193	74	37	124
Stark	121	13	12	5	39	21	14	17
Stratford	221	12	29	9	70	34	16	51
Subregion B	1,857	218	186	101	637	224	133	358

Types of Disabilities

Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years + with disabilities

	<u>Sensory disability</u>	<u>Physical disability</u>	<u>Mental disability</u>	<u>Self-care disability</u>	<u>Go-outside-home disability</u>	<u>Employment disability</u>	<u>Total disabilities tallied</u>
Jefferson	56	96	36	30	39	41	298
Lancaster	206	326	128	38	78	336	1,112
Northumberland	197	289	138	68	94	356	1,142
Stark	33	59	29	8	18	56	203
Stratford	71	176	115	48	71	74	555
Subregion B	563	946	446	192	300	863	3,310

Poverty Status in 1999 by Age

Below Poverty Line

	<u>Total</u>	<u>Under 5 years</u>	<u>5 years</u>	<u>6 to 11 years</u>	<u>12 to 17 years</u>	<u>18 to 64 years</u>	<u>65 to 74 years</u>	<u>75 years and over</u>
Jefferson	81	8	6	7	4	42	8	6
Lancaster	303	43	5	29	27	128	38	33
Northumberland	274	21	7	24	30	154	16	22
Stark	27	0	0	0	3	20	0	4
Stratford	133	8	6	7	23	78	5	6
Subregion B	818	80	24	67	87	422	67	71



<u>Means of Transportation to Work</u>								
<u>For Workers 16 and Over</u>								
	<u>Total Workers 16 and over</u>	<u>Car, Truck, or Van</u>	<u>Public Transp.</u>	<u>Motorcycle</u>	<u>Bicycle</u>	<u>Walked</u>	<u>Other Means</u>	<u>Worked at Home</u>
Subregion B								
Lancaster	1,518	1,331	0	0	10	31	15	131
Jefferson	534	457	0	0	0	33	12	32
Northumberland	1,080	936	0	0	0	103	22	19
Stark	215	200	0	1	0	2	3	9
Stratford	392	350	4	0	0	15	7	16
Totals	3,739	3,274	4	1	10	184	59	207
% of total workers	100%	87.56%	0.11%	0.03%	0.27%	4.92%	1.58%	5.54%

*Source: U.S. Census, 2000.

<u>Aggregate and Mean Travel Time to Work</u>						
<u>Workers 16 years old and over who did not work at Home</u>						
	<u>Aggregate Minutes</u>	<u>Less than 30 min.</u>	<u>30 to 44 min.</u>	<u>45 to 59 min.</u>	<u>60 or more min.</u>	<u>Mean travel time to work</u>
Subregion B						
Lancaster	31,570	29.9%	24.4%	11.5%	34.2%	22.8 minutes
Jefferson	12,185	34.5%	33.1%	5.3%	27.1%	24.3 minutes
Northumberland	20,020	35.3%	23.8%	17.3%	23.6%	18.9 minutes
Stark	5,510	35.8%	27.2%	14.9%	22.0%	26.7 minutes
Stratford	9,310	32.8%	42.4%	17.1%	7.7%	24.8 minutes
	78,595	33.7%	30.2%	13.2%	22.9%	23.5 minutes

* Source: U.S. Census, 2000.

Time Leaving Home to Go to Work

Workers 16 years old and over

Subregion B

<i>Subregion B Townships</i>	<i>Lancaster</i>	<i>Jefferson</i>	<i>Northumberland</i>	<i>Stark</i>	<i>Stratford</i>	<i>Totals</i>	<i>% of total</i>
<u>Did Not Work at Home</u>	1,387	502	1,061	206	376	3,532	100%
<u>12:00 a.m. - 4:50 a.m.</u>	46	33	72	17	11	179	5.07%
<u>5:00 a.m. - 5:29 a.m.</u>	31	27	45	6	25	134	3.79%
<u>5:30 a.m. - 5:59 a.m.</u>	49	20	42	9	36	156	4.42%
<u>6:00 a.m. - 6:29 a.m.</u>	195	62	171	43	56	527	14.92%
<u>6:30 a.m. - 6:59 a.m.</u>	197	81	167	24	39	508	14.38%
<u>7:00 a.m. - 7:29 a.m.</u>	224	103	115	46	59	547	15.49%
<u>7:30 a.m. - 7:59 a.m.</u>	310	62	130	14	7	523	14.81%
<u>8:00 a.m. - 8:29 a.m.</u>	99	43	53	15	23	233	6.60%
<u>8:30 a.m. - 8:59 a.m.</u>	23	12	37	2	12	86	2.43%
<u>9:00 a.m. - 9:59 a.m.</u>	29	6	23	5	7	70	1.98%
<u>10:00 a.m. - 10:59 a.m.</u>	16	0	4	0	2	22	0.62%
<u>11:00 a.m. - 11:59 a.m.</u>	0	4	12	0	2	18	0.51%
<u>12:00 p.m. - 3:59 p.m.</u>	70	26	100	13	41	250	7.08%
<u>4:00 p.m. - 11:59 p.m.</u>	98	23	90	12	56	279	7.90%
<u>Worked at Home</u>	131	32	19	9	16	207	

* Source: U.S. Census, 2000.

Private Vehicle Occupancy

Workers 16 years old and over

	<u>Total Workers 16 and Over</u>	<u>Car, Truck, or van:</u>	<u>Drove Alone</u>	<u>2-person carpool</u>	<u>3-person carpool</u>	<u>4-person carpool</u>	<u>5 or 6 person carpool</u>	<u>7 or more person carpool</u>	<u>Other means (incl. working from home</u>
<u>Subregion B</u>									
Lancaster	1,518	1,331	1,200	115	8	8	0	0	187
Jefferson	534	457	420	37	0	0	0	0	77
Northumberland	1,080	936	795	123	13	3	0	2	144
Stark	215	200	187	13	0	0	0	0	15
Stratford	392	350	275	70	1	4	0	0	42
	3,739	3,274	87.9%	10.9%	0.7%	0.5%	0.0%	0.1%	465

* Source: U.S. Census, 2000.

Appendix A - 5. Littleton Labor Market Area Demographics

Population			
Year 1980, 1990, and 2000			
Subregion D Towns	Population		
	1980	1990	2000
Bath	761	784	893
Benton	333	330	314
Bethlehem	1784	2033	2199
Carroll	647	528	663
Dalton	672	827	927
Easton	124	223	256
Franconia	743	811	924
Haverhill	3445	4164	4416
Landaff	266	350	378
Lisbon	1517	1664	1587
Littleton	5558	5827	5845
Lyman	281	388	487
Monroe	619	746	759
Sugar Hill	397	464	563
Whitefield	1681	1909	2038
Subregion D Total	18828	21048	22249

Population Change		
1980 to 1990 and 1990 to 2000		
Subregion D Towns	Population Change	
	1980-90	1990-00
Bath	3.0%	13.9%
Benton	-0.9%	-4.8%
Bethlehem	14.0%	8.2%
Carroll	-18.4%	25.6%
Dalton	23.1%	12.1%
Easton	79.8%	14.8%
Franconia	9.2%	13.9%
Haverhill	20.9%	6.1%
Landaff	31.6%	8.0%
Lisbon	9.7%	-4.6%
Littleton	4.8%	0.3%
Lyman	38.1%	25.5%
Monroe	20.5%	1.7%
Sugar Hill	16.9%	21.3%
Whitefield	13.6%	6.8%
Subregion D Total	11.8%	5.7%

Poverty Status in 1999 by Age								
Universe: Population for whom poverty status is determined								
Below Poverty Line								
	Total	Under 5 years	5 years	6 to 11 years	12 to 17 years	18 to 64 years	65 to 74 years	75 years and over
Bath	44	3	0	0	6	28	1	6
Benton	19	0	0	0	2	14	0	3
Bethlehem	248	2	3	31	44	146	6	16
Carroll	46	0	1	3	2	27	7	6
Dalton	53	2	6	8	0	22	5	10
Easton	25	0	0	6	9	10	0	0
Franconia	76	10	2	4	2	52	2	4
Haverhill	289	19	6	30	41	148	28	17
Landaff	28	5	0	0	6	9	0	8
Lisbon	118	13	0	17	9	61	5	13
Littleton	663	54	17	47	67	326	66	86
Lyman	31	0	0	4	2	21	2	2
Monroe	12	0	0	0	2	7	0	3
Sugar Hill	30	0	0	0	0	19	1	10
Whitefield	187	14	3	6	29	93	21	21
Subregion D Total	1,869	122	38	156	221	983	144	205

Population By Age

	1990							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Bath</u>	176	82	106	142	77	97	56	48
<u>Benton</u>	47	31	32	33	35	39	46	67
<u>Bethlehem</u>	469	284	348	383	211	147	110	81
<u>Carroll</u>	110	67	71	70	83	59	39	29
<u>Dalton</u>	176	82	140	140	85	84	75	45
<u>Easton</u>	41	11	23	42	28	38	23	17
<u>Franconia</u>	156	59	94	152	101	74	78	97
<u>Haverhill</u>	845	521	630	630	393	377	372	396
<u>Landaff</u>	69	36	51	66	44	29	34	21
<u>Lisbon</u>	395	213	256	232	173	174	142	79
<u>Littleton</u>	1,236	780	892	963	598	492	493	373
<u>Lyman</u>	77	28	64	76	43	54	29	17
<u>Monroe</u>	176	72	104	124	76	88	68	38
<u>Sugar Hill</u>	71	33	54	79	57	68	51	51
<u>Whitefield</u>	407	234	273	294	186	197	155	163
<u>Subregion D</u>								
<u>Total</u>	4,451	2,533	3,138	3,426	2,190	2,017	1,771	1,522

	2000							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Bath</u>	156	121	84	132	161	100	86	53
<u>Benton</u>	48	25	32	38	32	37	44	58
<u>Bethlehem</u>	424	232	273	419	414	201	143	93
<u>Carroll</u>	107	74	61	116	111	96	68	30
<u>Dalton</u>	191	95	99	153	150	104	78	57
<u>Easton</u>	36	23	15	42	44	46	33	17
<u>Franconia</u>	143	84	67	135	161	145	66	123
<u>Haverhill</u>	830	546	536	640	651	435	377	401
<u>Landaff</u>	70	41	31	71	57	52	31	25
<u>Lisbon</u>	388	136	227	266	230	159	100	81
<u>Littleton</u>	1,171	665	714	882	950	619	418	426
<u>Lyman</u>	80	39	57	99	92	62	36	22
<u>Monroe</u>	131	85	55	128	133	81	87	59
<u>Sugar Hill</u>	83	49	47	89	107	83	61	44
<u>Whitefield</u>	391	257	203	326	312	172	176	201
<u>Subregion D</u>								
<u>Total</u>	4,249	2,472	2,501	3,536	3,605	2,392	1,804	1,690



Children Under 18 by Age								
Number of Children								
	Total under 18	Under 3 years	3 and 4 years	5 years	6 to 11 years	12 and 13 years	14 years	15 to 17 years
Bath	186	13	16	16	60	25	10	46
Benton	36	5	2	0	13	8	2	6
Bethlehem	493	58	40	17	155	74	51	98
Carroll	114	17	14	3	35	11	7	27
Dalton	241	32	20	13	92	19	15	50
Easton	47	1	0	0	14	12	3	17
Franconia	172	18	18	8	64	9	19	36
Haverhill	938	126	76	39	383	115	47	152
Landaff	87	23	12	10	17	9	5	11
Lisbon	394	59	40	12	157	59	17	50
Littleton	1,321	185	100	49	479	174	81	253
Lyman	93	18	8	0	37	7	4	19
Monroe	163	14	5	12	54	36	12	30
Sugar Hill	105	8	10	9	46	7	4	21
Whitefield	418	53	46	25	143	33	36	82
Subregion D								
Total	4,808	630	407	213	1,749	598	313	898

Types of Disabilities							
Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years + with disabilities							
	Sensory disability	Physical disability	Mental disability	Self-care disability	Go-outside-home disability	Employment disability	Total disabilities tallied
Bath	39	82	37	34	38	73	303
Benton	10	23	11	2	13	26	85
Bethlehem	89	168	122	53	73	330	835
Carroll	24	64	16	14	20	66	204
Dalton	62	144	52	19	29	43	349
Easton	18	13	14	5	9	9	68
Franconia	28	39	26	10	10	31	144
Haverhill	282	443	308	168	300	425	1,926
Landaff	12	32	4	4	14	68	134
Lisbon	84	146	77	41	81	146	575
Littleton	289	551	321	194	243	383	1,981
Lyman	9	25	13	4	9	15	75
Monroe	44	58	42	7	43	33	227
Sugar Hill	31	47	16	17	24	8	143
Whitefield	123	201	126	40	71	123	684
Subregion D							
Total	1,144	2,036	1,185	612	977	1,779	7,733

Means of Transportation to Work

For Workers 16 and Over

	<u>Total Workers 16 and over</u>	<u>Car, Truck, or Van</u>	<u>Public Transp.</u>	<u>Motorcycle</u>	<u>Bicycle</u>	<u>Walked</u>	<u>Other Means</u>	<u>Worked at Home</u>
<u>Subregion D</u>								
Bath	453	399	0	0	0	4	6	44
Benton	110	101	0	0	0	2	2	5
Bethlehem	1,229	1,081	5	0	0	46	12	85
Carroll	374	328	0	0	0	14	1	31
Dalton	419	388	0	0	0	0	3	28
Easton	130	111	0	0	0	2	9	8
Franconia	461	407	0	0	0	24	10	20
Haverhill	1,974	1,779	0	0	0	47	0	148
Landaff	202	171	0	0	0	21	0	10
Lisbon	788	701	0	0	0	49	3	35
Littleton	3,013	2,599	18	0	0	226	40	130
Lyman	271	251	0	0	0	4	0	16
Monroe	369	332	0	2	0	16	0	19
Sugar Hill	301	234	3	0	0	29	13	22
Whitefield	933	808	0	0	0	53	10	62
Totals	4,887	4,224	21	2	0	328	63	249
% of total workers	100%	86.43%	0.43%	0.04%	0.00%	6.71%	1.29%	5.10%

*Source: U.S. Census, 2000.



Time Leaving Home to Go to Work																	
Workers 16 years old and over																	
Subregion D																	
	Bath	Benton	Bethlehem	Carroll	Dalton	Easton	Franklin	Haverhill	Landaff	Isborn	Litchton	Lynnan	Monroe	Sugar Hill	Whitefield	Totals	% of total
Did Not Work at Home	409	105	1,144	343	391	122	441	1,826	192	753	2,883	255	350	279	871	4,638	100%
12:00 a.m. - 4:50 a.m.	15	8	35	9	10	2	2	47	5	47	85	6	18	6	39	154	3.32%
5:00 a.m. - 5:29 a.m.	16	8	14	8	10	5	9	88	17	31	53	7	9	11	33	113	2.44%
5:30 a.m. - 5:59 a.m.	36	6	38	21	22	6	2	131	24	82	112	19	18	9	46	204	4.40%
6:00 a.m. - 6:29 a.m.	52	17	118	27	43	12	23	164	35	83	221	40	52	28	95	436	9.40%
6:30 a.m. - 6:59 a.m.	45	14	149	41	83	15	52	247	20	106	243	55	50	31	130	509	10.97%
7:00 a.m. - 7:29 a.m.	59	16	225	67	38	8	67	196	21	86	382	28	66	44	145	665	14.34%
7:30 a.m. - 7:59 a.m.	64	10	215	56	61	18	86	310	16	137	645	36	69	36	104	890	19.19%
8:00 a.m. - 8:29 a.m.	25	11	78	44	31	17	55	218	11	28	306	19	21	45	60	451	9.72%
8:30 a.m. - 8:59 a.m.	11	3	44	13	22	17	20	32	11	20	134	8	11	15	29	197	4.25%
9:00 a.m. - 9:59 a.m.	6	2	53	18	12	14	43	43	7	10	97	2	9	16	39	163	3.51%
10:00 a.m. - 10:59 a.m.	10	2	10	15	0	0	16	35	3	3	23	4	0	9	7	43	0.93%
11:00 a.m. - 11:59 a.m.	1	0	9	0	14	5	11	13	2	8	38	2	0	5	6	51	1.10%
12:00 p.m. - 3:59 p.m.	44	4	98	16	30	3	38	114	10	65	275	14	14	19	68	390	8.41%
4:00 p.m. - 11:59 p.m.	25	4	58	8	15	0	17	188	10	47	269	15	13	5	70	372	8.02%
Worked at Home	44	5	85	31	28	8	20	148	10	35	130	16	19	22	62	663	

Aggregate and Mean Travel Time to Work						
Workers 16 years old and over who did not work at Home						
	<u>Aggregate</u> <u>Minutes</u>	<u>Less than</u> <u>30 min.</u>	<u>30 to 44</u> <u>min.</u>	<u>45 to 59</u> <u>min.</u>	<u>60 or</u> <u>more</u> <u>min.</u>	<u>Mean travel</u> <u>time to work</u>
Subregion D						
Bath	9,075	38.7%	27.2%	17.4%	16.6%	22.2 minutes
Benton	2,840	40.5%	25.4%	3.5%	30.6%	27.0 minutes
Bethlehem	23,170	50.8%	13.2%	5.3%	30.7%	20.3 minutes
Carroll	7,300	45.0%	29.4%	7.5%	18.2%	21.3 minutes
Dalton	8,940	51.4%	16.1%	12.4%	20.1%	22.9 minutes
Easton	3,875	37.2%	8.0%	8.1%	46.7%	31.8 minutes
Franconia	7,460	51.5%	19.0%	10.3%	19.3%	16.9 minutes
Haverhill	41,565	29.6%	16.8%	21.2%	32.4%	26.0 minutes
Landaff	4,130	40.0%	26.9%	7.0%	26.2%	21.5 minutes
Lisbon	14,245	47.9%	24.1%	6.0%	22.0%	18.9 minutes
Littleton	51,140	51.7%	16.7%	7.3%	24.3%	17.1 minutes
Lyman	7,420	40.1%	16.1%	2.4%	41.4%	29.1 minutes
Monroe	9,475	34.1%	29.6%	7.5%	28.8%	27.1 minutes
Sugar Hill	5,395	42.2%	24.0%	9.1%	24.7%	19.3 minutes
Whitefield	19,705	46.5%	19.8%	10.4%	23.2%	22.6 minutes
	93,135	42.9%	21.2%	7.3%	28.5%	22.9 minutes

* Source: U.S. Census, 2000.

Private Vehicle Occupancy									
Workers 16 years old and over									
	<u>Total</u> <u>Workers</u> <u>16 and</u> <u>Over</u>	<u>Car,</u> <u>Truck,</u> <u>or van:</u>	<u>Drove</u> <u>Alone</u>	<u>2-person</u> <u>carpool</u>	<u>3-person</u> <u>carpool</u>	<u>4-person</u> <u>carpool</u>	<u>5 or 6</u> <u>person</u> <u>carpool</u>	<u>7 or</u> <u>more</u> <u>person</u> <u>carpool</u>	<u>Other</u> <u>means (incl.</u> <u>working</u> <u>from home</u>
Subregion D									
Bath	453	399	331	58	6	4	0	0	54
Benton	110	101	92	6	3	0	0	0	9
Bethlehem	1,229	1,081	955	118	8	0	0	0	148
Carroll	374	328	292	26	10	0	0	0	46
Dalton	419	388	325	61	2	0	0	0	31
Easton	130	111	101	10	0	0	0	0	19
Franconia	461	407	366	41	0	0	0	0	54
Haverhill	1,974	1,779	1,514	222	38	5	0	0	195
Landaff	202	171	149	10	12	0	0	0	31
Lisbon	788	701	573	116	12	0	0	0	87
Littleton	3,013	2,599	2,240	296	55	8	0	0	414
Lyman	271	251	212	39	0	0	0	0	20
Monroe	369	332	275	53	4	0	0	0	37
Sugar Hill	301	234	211	18	5	0	0	0	67
Whitefield	933	808	693	108	7	0	0	0	125
	11,027	9,690	86.0%	12.2%	1.7%	0.2%	0.0%	0.0%	1,337

* Source: U.S. Census, 2000.

Appendix A - 6. Plymouth Labor Market Area Demographics

Population			
Year 1980, 1990 and 2000			
	Population		
	1980	1990	2000
<u>Campton</u>	1,694	2,377	2,719
<u>Ellsworth</u>	53	74	87
<u>Groton</u>	255	318	456
<u>Lincoln</u>	1,313	1,229	1,271
<u>Plymouth</u>	5,094	5,811	5,892
<u>Rumney</u>	1,212	1,446	1,480
<u>Thornton</u>	952	1,505	1,843
<u>Warren</u>	650	820	873
<u>Waterville Valley</u>	180	151	257
<u>Wentworth</u>	527	630	798
<u>Woodstock</u>	1,008	1,167	1,139
Subregion F Total	12,938	15,528	16,815

Population Change		
1980 to 1990 and 1990 to 2000		
	Population Change	
	1980-90	1990-00
<u>Campton</u>	40.3%	14.4%
<u>Ellsworth</u>	39.6%	17.6%
<u>Groton</u>	24.7%	43.4%
<u>Lincoln</u>	-6.4%	3.4%
<u>Plymouth</u>	14.1%	1.4%
<u>Rumney</u>	19.3%	2.4%
<u>Thornton</u>	58.1%	22.5%
<u>Warren</u>	26.2%	6.5%
<u>Waterville Valley</u>	-16.1%	70.2%
<u>Wentworth</u>	19.5%	26.7%
<u>Woodstock</u>	15.8%	-2.4%
Subregion F Total	20.0%	8.3%

Poverty Status in 1999 by Age								
Universe: Population for whom poverty status is determined								
	Total	Below Poverty Line						
		Under 5 years	5 years	6 to 11 years	12 to 17 years	18 to 64 years	65 to 74 years	75 years and over
<u>Campton</u>	239	9	0	29	26	147	19	9
<u>Ellsworth</u>	0	0	0	0	0	0	0	0
<u>Groton</u>	28	0	0	2	2	15	2	7
<u>Lincoln</u>	101	8	0	5	0	76	5	7
<u>Plymouth</u>	785	18	9	40	35	650	27	6
<u>Rumney</u>	140	8	4	18	32	63	0	15
<u>Thornton</u>	175	18	7	12	22	109	3	4
<u>Warren</u>	93	6	2	7	19	51	6	2
<u>Waterville Valley</u>	16	0	0	3	1	12	0	0
<u>Wentworth</u>	63	2	2	10	5	41	1	2
<u>Woodstock</u>	110	22	2	12	6	52	7	9
Subregion F Total	1,750	91	26	138	148	1,216	70	61

Population By Age

	1990							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Campton</u>	585	283	408	442	218	184	181	76
<u>Ellsworth</u>	18	13	12	12	11	4	3	1
<u>Groton</u>	78	35	62	48	28	29	27	11
<u>Lincoln</u>	233	173	218	185	117	104	108	91
<u>Plymouth</u>	687	2,945	502	543	355	261	288	230
<u>Rumney</u>	332	151	224	259	136	157	119	68
<u>Thornton</u>	323	177	316	257	149	126	107	50
<u>Warren</u>	178	123	112	127	102	78	65	35
<u>Waterville Valley</u>	26	12	31	28	19	13	14	8
<u>Wentworth</u>	123	87	93	103	76	69	48	31
<u>Woodstock</u>	250	168	223	195	118	102	66	45
<u>Subregion F Total</u>	2,833	4,167	2,201	2,199	1,329	1,127	1,026	646
	2000							
	<u>Under 15</u>	<u>15 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>Over 74</u>
	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>	<u>yrs.</u>
<u>Campton</u>	526	317	353	464	476	259	197	127
<u>Ellsworth</u>	20	9	9	11	13	12	9	4
<u>Groton</u>	93	55	48	88	69	51	27	25
<u>Lincoln</u>	204	138	158	196	204	150	112	109
<u>Plymouth</u>	787	2,724	503	554	525	341	235	223
<u>Rumney</u>	305	152	160	224	249	151	127	112
<u>Thornton</u>	329	223	260	350	297	156	147	81
<u>Warren</u>	172	105	116	139	123	103	62	53
<u>Waterville Valley</u>	48	26	17	36	52	43	23	12
<u>Wentworth</u>	159	93	93	143	101	96	70	43
<u>Woodstock</u>	223	133	163	217	169	117	66	51
<u>Subregion F Total</u>	2,866	3,975	1,880	2,422	2,278	1,479	1,075	840



Children Under 18 by Family Type by Age								
Children under 18 years								
	Number of Children							
	<u>Total</u> <u>under 18</u>	<u>Under 3</u> <u>years</u>	<u>3 and 4</u> <u>years</u>	<u>5 years</u>	<u>6 to 11</u> <u>years</u>	<u>12 and 13</u> <u>years</u>	<u>14 years</u>	<u>15 to 17</u> <u>years</u>
<u>Campton</u>	637	94	61	5	211	107	49	110
<u>Ellsworth</u>	14	4	0	0	8	0	2	0
<u>Groton</u>	88	15	9	2	25	10	10	17
<u>Lincoln</u>	231	26	29	14	84	24	12	42
<u>Plymouth</u>	910	106	108	55	306	122	64	149
<u>Rumney</u>	345	47	19	19	110	54	27	69
<u>Thornton</u>	398	36	38	15	147	56	31	75
<u>Warren</u>	214	23	17	8	63	34	12	57
<u>Waterville Valley</u>	60	3	6	9	15	7	8	12
<u>Wentworth</u>	189	15	11	9	58	34	17	45
<u>Woodstock</u>	257	45	24	15	103	34	6	30
<u>Subregion F Total</u>	3,343	414	322	151	1,130	482	238	606

Types of Disabilities							
Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years + with disabilities							
	<u>Sensory</u> <u>disability</u>	<u>Physical</u> <u>disability</u>	<u>Mental</u> <u>disability</u>	<u>Self-care</u> <u>disability</u>	<u>Go-outside-home</u> <u>disability</u>	<u>Employment</u> <u>disability</u>	<u>Total disabilities</u> <u>tallied</u>
<u>Campton</u>	90	174	112	48	77	158	659
<u>Ellsworth</u>	3	3	0	0	0	11	17
<u>Groton</u>	44	31	20	13	20	23	151
<u>Lincoln</u>	58	136	28	23	43	80	368
<u>Plymouth</u>	164	296	211	70	172	200	1,113
<u>Rumney</u>	65	119	62	32	52	34	364
<u>Thornton</u>	87	113	65	26	34	165	490
<u>Warren</u>	41	104	52	33	43	80	353
<u>Waterville Valley</u>	22	37	14	16	21	42	152
<u>Wentworth</u>	69	81	32	20	38	37	277
<u>Woodstock</u>	69	84	40	29	24	39	285
<u>Subregion F Total</u>	712	1,178	636	310	524	869	4,229

Means of Transportation to Work

For Workers 16 and Over

	<u>Total Workers 16 and over</u>	<u>Car, Truck, or Van</u>	<u>Public Transp.</u>	<u>Motorcycle</u>	<u>Bicycle</u>	<u>Walked</u>	<u>Other Means</u>	<u>Worked at Home</u>
Subregion F								
Campton	1,465	1,364	5	5	0	63	8	20
Ellsworth	34	28	0	0	0	2	0	4
Groton	202	177	0	0	0	13	5	7
Lincoln	689	573	12	0	4	55	5	40
Plymouth	2,813	2,099	34	6	34	442	23	175
Rumney	707	629	5	0	5	36	6	26
Thornton	1,044	959	3	0	3	5	11	63
Warren	410	360	2	0	0	13	9	26
Waterville Valley	107	90	0	0	0	6	3	8
Wentworth	418	397	0	0	0	12	0	9
Woodstock	652	545	0	0	6	55	18	28
Totals	2,631	2,351	5	0	9	91	41	134
% of total workers	100%	89.36%	0.19%	0.00%	0.34%	3.46%	1.56%	5.09%

*Source: U.S. Census, 2000.

Aggregate and Mean Travel Time to Work

Workers 16 years old and over who did not work at Home

	<u>Aggregate Minutes</u>	<u>Less than 30 min.</u>	<u>30 to 44 min.</u>	<u>45 to 59 min.</u>	<u>60 or more min.</u>	<u>Mean travel time to work</u>
Subregion F						
Campton	34,310	38.9%	20.8%	15.0%	25.3%	23.7 minutes
Ellsworth	1,280	12.1%	7.0%	10.5%	70.3%	42.7 minutes
Groton	8,060	17.2%	18.9%	12.5%	51.4%	41.3 minutes
Lincoln	7,665	45.8%	14.5%	8.6%	31.1%	11.8 minutes
Plymouth	48,300	37.9%	29.6%	10.3%	22.1%	18.3 minutes
Rumney	15,770	39.7%	23.3%	19.0%	18.0%	23.2 minutes
Thornton	24,190	42.8%	16.8%	8.2%	32.1%	24.7 minutes
Warren	11,860	15.1%	29.1%	19.2%	36.6%	30.9 minutes
Waterville Valley	2,070	17.4%	10.1%	29.0%	43.5%	20.9 minutes
Wentworth	12,040	24.3%	22.1%	18.2%	35.3%	29.4 minutes
Woodstock	9,425	45.9%	18.1%	11.7%	24.4%	15.1 minutes
	59,585	29.1%	19.2%	17.3%	34.4%	25.6 minutes

* Source: U.S. Census, 2000.

Time Leaving Home to Go to Work

Workers 16 years old and over

Subregion F

Subregion F Towns	Campton	Ellsworth	Groton	Lincoln	Plymouth	Rumney	Thornton	Warren	Waterville Valley	Wentworth	Woodstock	Totals	% of total
Did Not Work at Home													
Home	1,445	30	195	649	2,638	681	981	384	99	409	624	2,497	100%
12:00 a.m. - 4:50 a.m.	40	0	23	21	73	49	37	25	0	14	19	95	3.80%
5:00 a.m. - 5:29 a.m.	54	2	27	25	31	25	23	30	3	22	17	95	3.80%
5:30 a.m. - 5:59 a.m.	74	3	12	33	72	49	49	30	2	30	20	131	5.25%
6:00 a.m. - 6:29 a.m.	143	5	26	48	57	85	102	27	9	72	52	262	10.49%
6:30 a.m. - 6:59 a.m.	194	3	33	80	198	78	107	59	3	53	83	305	12.21%
7:00 a.m. - 7:29 a.m.	198	4	23	103	376	67	166	53	21	64	87	391	15.66%
7:30 a.m. - 7:59 a.m.	272	2	15	109	408	80	145	45	15	43	101	349	13.98%
8:00 a.m. - 8:29 a.m.	138	5	5	65	259	77	102	34	10	28	41	215	8.61%
8:30 a.m. - 8:59 a.m.	72	4	2	20	132	32	48	14	10	13	41	126	5.05%
9:00 a.m. - 9:59 a.m.	67	0	2	39	149	28	36	6	13	18	39	112	4.49%
10:00 a.m. - 10:59 a.m.	17	0	0	8	140	12	16	4	0	7	17	44	1.76%
11:00 a.m. - 11:59 a.m.	21	0	0	4	63	8	7	2	0	6	17	32	1.28%
12:00 p.m. - 3:59 p.m.	72	0	25	40	428	61	85	24	4	16	59	188	7.53%
4:00 p.m. - 11:59 p.m.	83	2	2	54	252	30	58	31	9	23	31	152	6.09%
Worked at Home	20	4	7	40	175	26	63	26	8	9	28		

* Source: U.S. Census, 2000.

Private Vehicle Occupancy

Workers 16 years old and over

	Total Workers 16 and Over	Car, Truck, or van:	Drove Alone	2-person carpool	3-person carpool	4-person carpool	5 or 6 person carpool	7 or more person carpool	Other means (incl. working from home)
Subregion F									
Campton	1,465	1,364	1,197	152	4	9	2	0	101
Ellsworth	34	28	28	0	0	0	0	0	6
Groton	202	177	127	44	6	0	0	0	25
Lincoln	689	573	490	58	19	6	0	0	116
Plymouth	2,813	2,099	1,704	323	41	12	19	0	714
Rumney	707	629	527	82	11	5	4	0	78
Thornton	1,044	959	797	143	12	4	3	0	85
Warren	410	360	287	61	8	2	2	0	50
Waterville Valley	107	90	77	6	7	0	0	0	17
Wentworth	418	397	347	34	10	2	4	0	21
Woodstock	652	545	463	73	9	0	0	0	107
	8,541	7,221	83.7%	13.5%	1.8%	0.6%	0.5%	0.0%	1,320

* Source: U.S. Census, 2000.



Appendix B. Transportation Providers Survey

Transit Providers Survey

This survey is being used to help compile the Regional Transit Plan being developed by North Country Council with assistance from North Country Transit. In order to better understand the existing conditions and facilities in our region and plan for future transit needs we are asking our current transit providers for assistance. Your responses are appreciated. If you have any questions, please contact Stacey Doll, Planning Coordinator at North Country Council at 444-6303 Ext. 13 or via e-mail at sdoll@nccouncil.org.

General Questions regarding Current Service:

Transit Agency Information

Organization: _____
Address: _____

Phone: _____
Fax: _____
Contact: _____
Title/Dept.: _____
E-Mail: _____

Who is eligible for transportation service with your agency? (check all that apply)

- Elderly (60+) Non-disabled
- Elderly Disabled
- Non-elderly Disabled (mental/physical)
- Low Income
- Youth
- General Public
- Other _____

What type of service does your agency provide?

- Fixed Route (FR)
- Demand-Response (DR)
- Both FR and DR
- Route Deviation
- Other _____

Does your agency provide contract service?

- Yes. If YES, Fixed Route or Demand-Response (circle correct response)
- No.

How many days per week do you regularly provide transit service?

Days _____



How many weeks per year do you regularly provide transit service?

Weeks _____

How many people at your agency are involved in transit?

of Full-time employees _____
of Part-Time employees _____

How many drivers do you employ?

<u>Type of Driver</u>	<u># of Year-Round</u>	<u># of Seasonal</u>
Full-Time Drivers	_____	_____
Part-Time Drivers	_____	_____
Volunteer Drivers	_____	_____

Are your drivers required to be CDL-certified?

___ Yes
___ No

How often do you provide trip service?


___ all day (8:00 am to 4:00pm or longer)
___ early morning and late afternoon only
___ mid-day only
___ as needed for client only
___ other _____

More Specific Transit Coordination Questions:

How familiar are you with the practice of coordinated transportation amongst providers?

___ Very
___ Somewhat
___ Not at all

Would you be interested in coordinating trips provided by your service with other providers? If not, please give the reasons why?



What benefits would you see coming from coordination of ride services by providers?

- cost efficiency
- savings of staff time
- better means of keeping data
- better links to get people places
- others _____

Do you currently know what the actual cost of providing only transportation services by your agency is?

- Yes
- No

Why would you not want to participate in coordinated transportation?

- clients would lose the personal assistance provided by agency drivers
- loss of transportation funding (state, federal, local)
- loss of the ability to provide rides as needed for specific clients
- loss of staff or volunteer position within the agency
- other (please be specific)

Would you be willing to share vehicles and drivers with other providers?

- Yes
- No If not, why? _____

Do you feel that although coordination amongst agencies has proven to be more productive, cost effective and safer, is the concept of how an agency will pay for and receive payment from the trips provided unclear causing hesitation to participate?

- Yes
- No


Do you think having one call center for trip requests for the north country region would be helpful to your agency?

- Yes
- No

How many vehicles do you operate? _____

Are they all wheelchair accessible?

- Yes
- No



Do you think that coordinating all services providing transportation in the north country region would provide a better means of serving more clients, and other people when they need the ride?

- Yes
- No

What has been your experience with trying to find a ride to get someone to an appointment either local or out of area?

- Easy
- Somewhat difficult but have always accomplished it
- Difficult

For Safety reasons do you know if the people providing your transportation are state criminal record checked, motor vehicle record checked, trained in defensive driving, emergency evacuation, passenger assistance, bloodborne pathogens, carry the appropriate insurance coverage, are driving inspected and registered vehicles, and have someone they can report to and contact before, during and after the trip?

- Yes
- No

If a funding source provided funding to purchase service would you prefer to purchase service instead of providing?

- Yes
- No

Appendix C. Chart of Transportation Provider Information

Information was collected through the Transportation Provider Survey responses.

<u>Organization</u>	<u>Contact Name</u>	<u>Phone Number</u>	<u>Type of Clients</u>	<u>Type of Service</u>	<u>Provide Contract Service?</u>	<u>Know the Cost of Providing Transp.?</u>	<u>Would Share Vehicles?</u>	<u>Need Reimburse. Clarification?</u>
North Country Transit	Beverly Raymond	752-1741	Elderly, Youth, Disabled, GP	FR & DR	Y	Y	Y	Y
Caleb Interfaith Caregivers	Bobbie Gaudes	837-9179	All Elderly	DR	N	Y	N	Y
Northern Human Services - Vershire	Ann Champagne	237-5721	All Elderly and Disabled	DR	N	N	Maybe	/
Common Ground	Mark Vincent	444-6894	All Elderly and Disabled	Client Based	N	Y	N	N
Appalachain Mountain Club	Chris Thayer	466-2721	Public and Recreationalists	FR	N	Y	N	Y
American Cancer Society	Mollie White	846-2224	Cancer Patients	Volunteer Client Based	N	N	N/A	Y
North Country Health Consortium	Elaine Belanger	752-1035	General Public	Client Based	N	N/A	N/A	Y
Carroll County RSVP	Bernadine Jesseman	356-9331	Elderly, Low Income, Disabled	DR	N	Somewhat	Y	N
Northern Human Services - Carrol Co.	Marshall Allan	356-6921	Disabled & Disabled Elderly	FR & DR	N	/	/	/
EZ Taxi	Garry or Tammy	752-4696	All	DR, Out of Town	Y	Y	N	Y
Dave's Taxi	David Warren	444-0407	General Public	DR	Y	Y	N	Y
Serenity Steps	Ellen Tavino	752-9811	Elderly and Disabled	DR	N	N	N	N
Granite State Independent Living	Terry Crotty	228-9680	Disabled & Disabled Elderly	DR	Y	Y	Maybe	Y
Littleton Regional Hospital	Kurt Lucas	444-9205	All	DR and Client	N	Y	N	Maybe
Grafton County Senior Citizens Co.	Roberta Berner	448-4897	Elderly, Disabled, Low Income	DR	Y	Y	Maybe	Y
NH Dept. of Ed - Vocational Rehab.	Louise Belanger	752-2271	Disabled & Disabled Elderly	DR	N	/	/	/

