

Mobility Management: A Year in Review

and a half

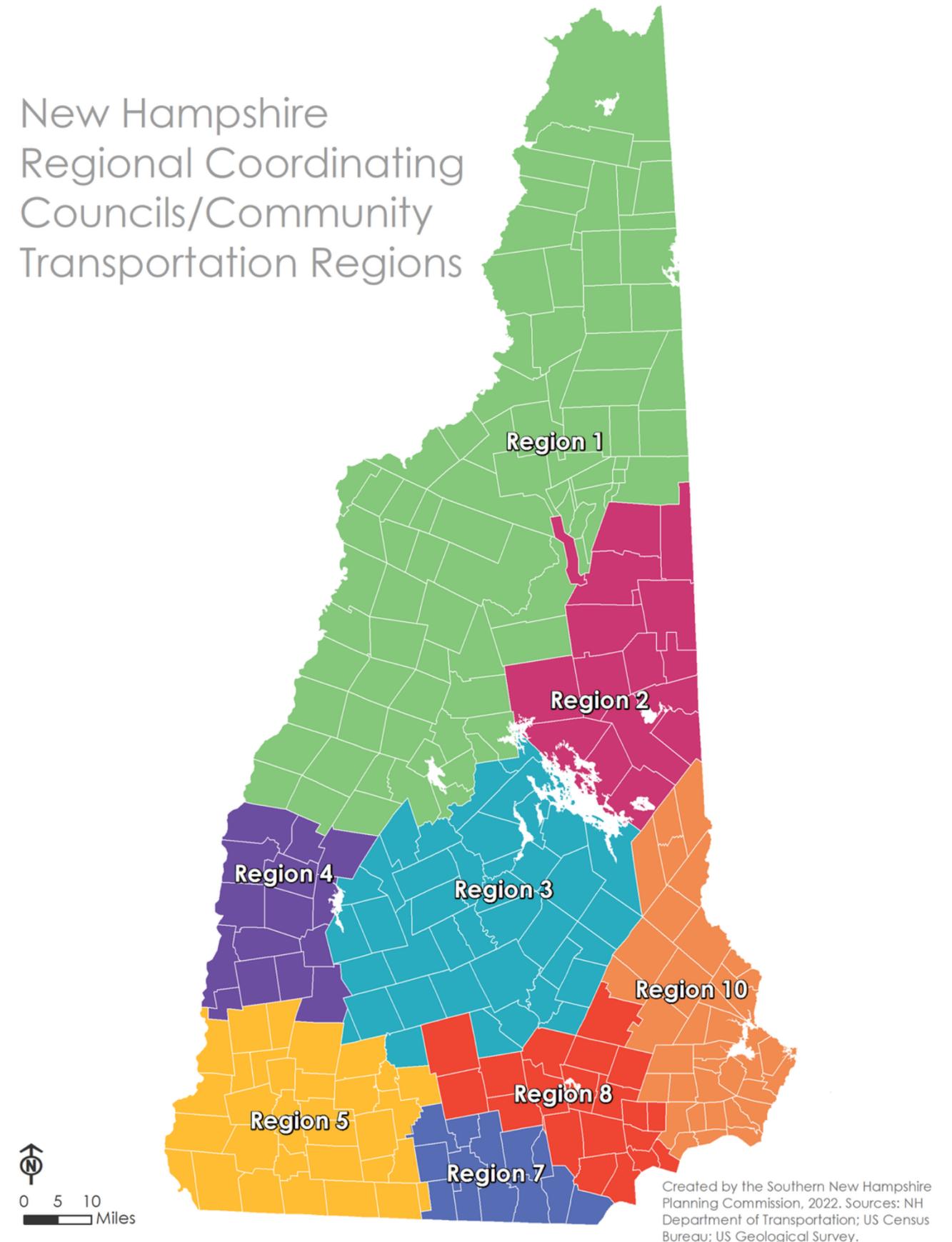
Ben Herbert
Regional Mobility Manager
Region 8



Background

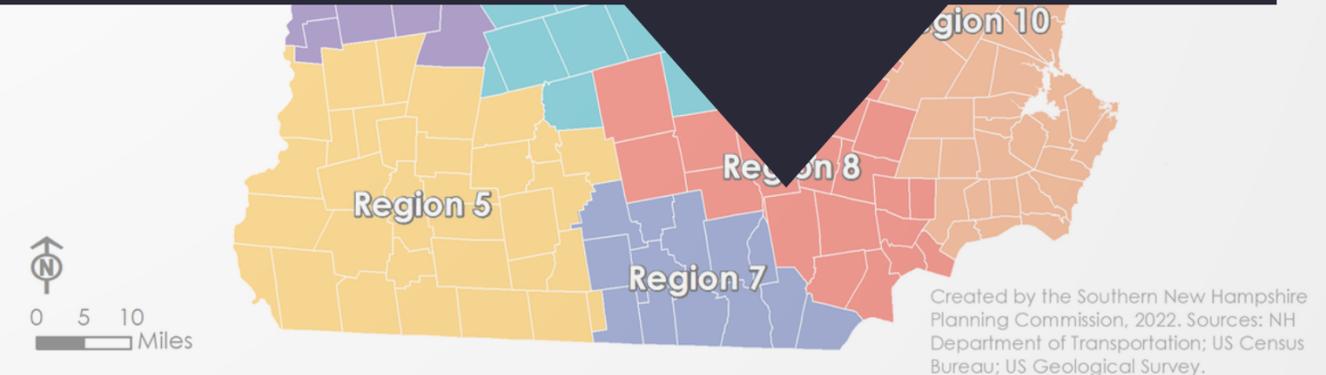
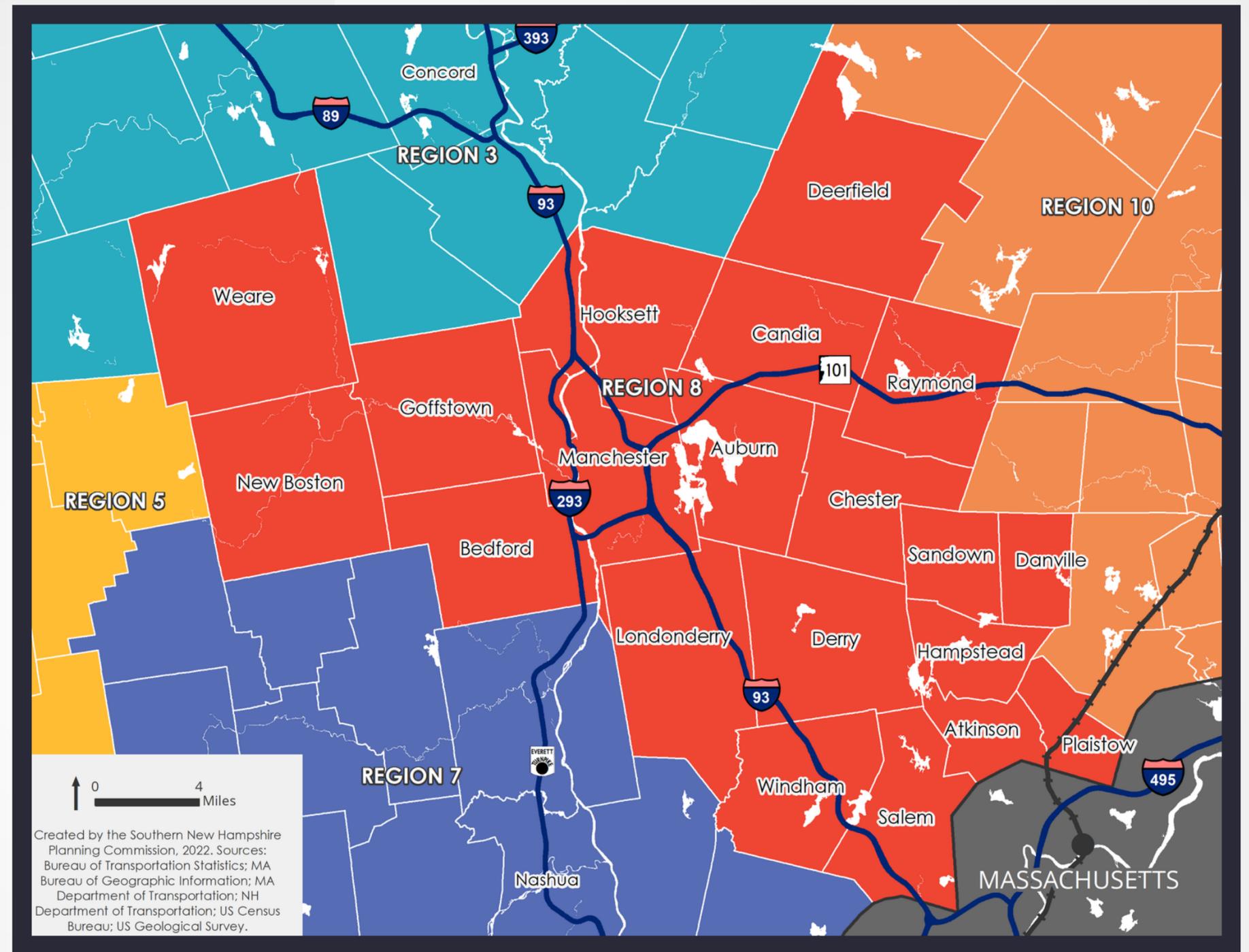
- 2006: The Coordinated Transportation framework was developed
- Led to the creation of the State Coordinating Council (SCC)
- SCC guides transportation coordination throughout the state, as well as 8 Regional Coordinating Councils (RCCs)

New Hampshire
Regional Coordinating
Councils/Community
Transportation Regions



Background

- Each region has a dedicated regional mobility manager that works under the guidance of the RCC.
- I serve Region 8, Southern NH RCC
- 13 SNHPC communities, 7 RPC communities



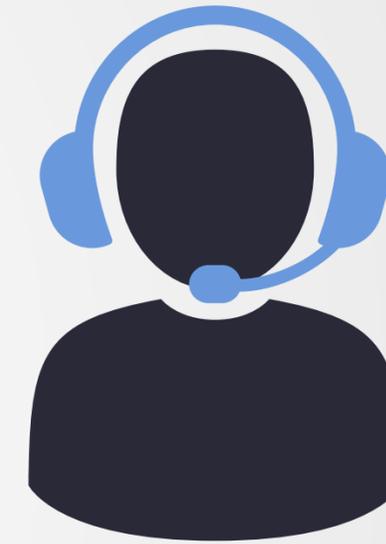
What Is Mobility Management?



A champion
for community
transportation



A network
builder

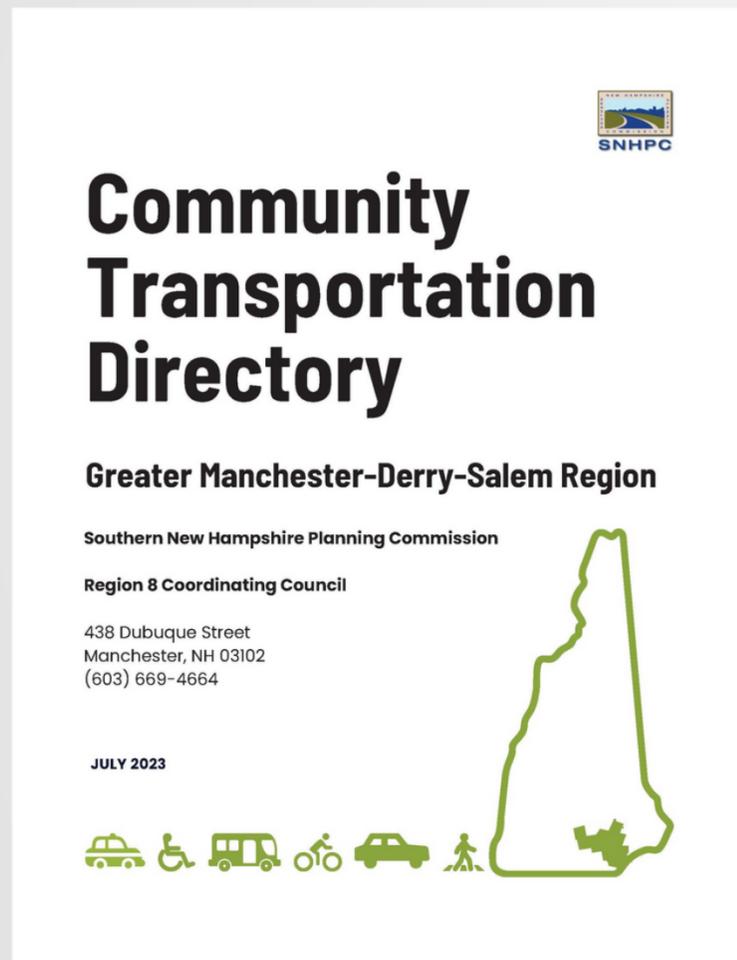


A social
worker for
transportation



Accomplishments as:

A champion for community transportation



Updated Regional Transportation Directory

- First update in 6 years
- 26 transit services highlighted
- Information provided for 20 communities
- Available online



Accomplishments as:

A champion for community transportation



Updated web resources

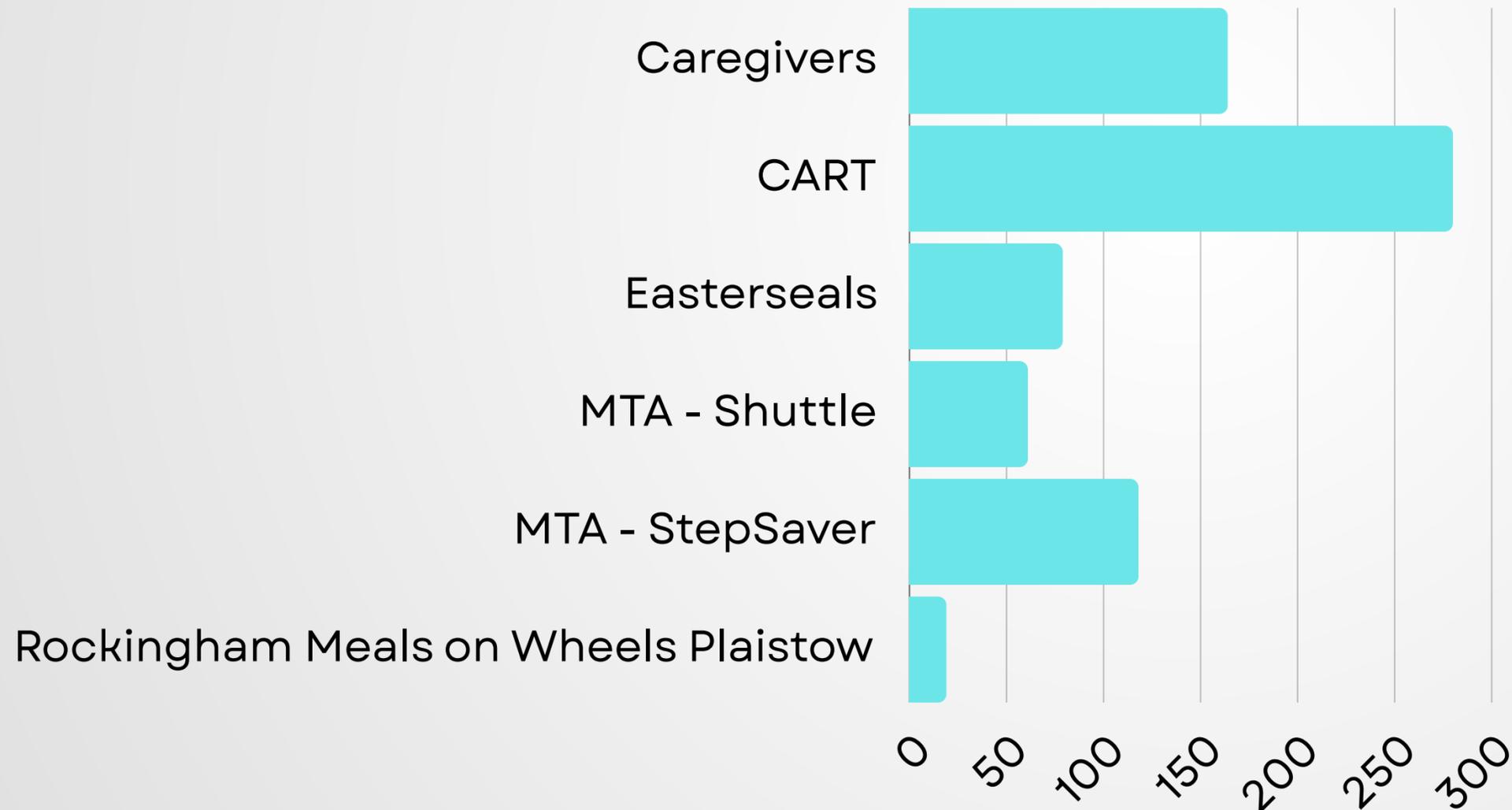
- Transportation information on snhpc.org
- I Need a Ride!
- Working with local municipalities on updating transit information on their websites



Accomplishments as:

A champion for community transportation

New riders across 6 regional services



723 Total New Riders since July 2022

123 Total New Riders in RPC Towns since July 2022



Accomplishments as:

A network builder

Who am I making connections with?

- Transportation providers
- Senior centers
- Librarians
- Human service organizations
- Local municipal staff
- Health organizations





Accomplishments as:

A network builder

Examples include:

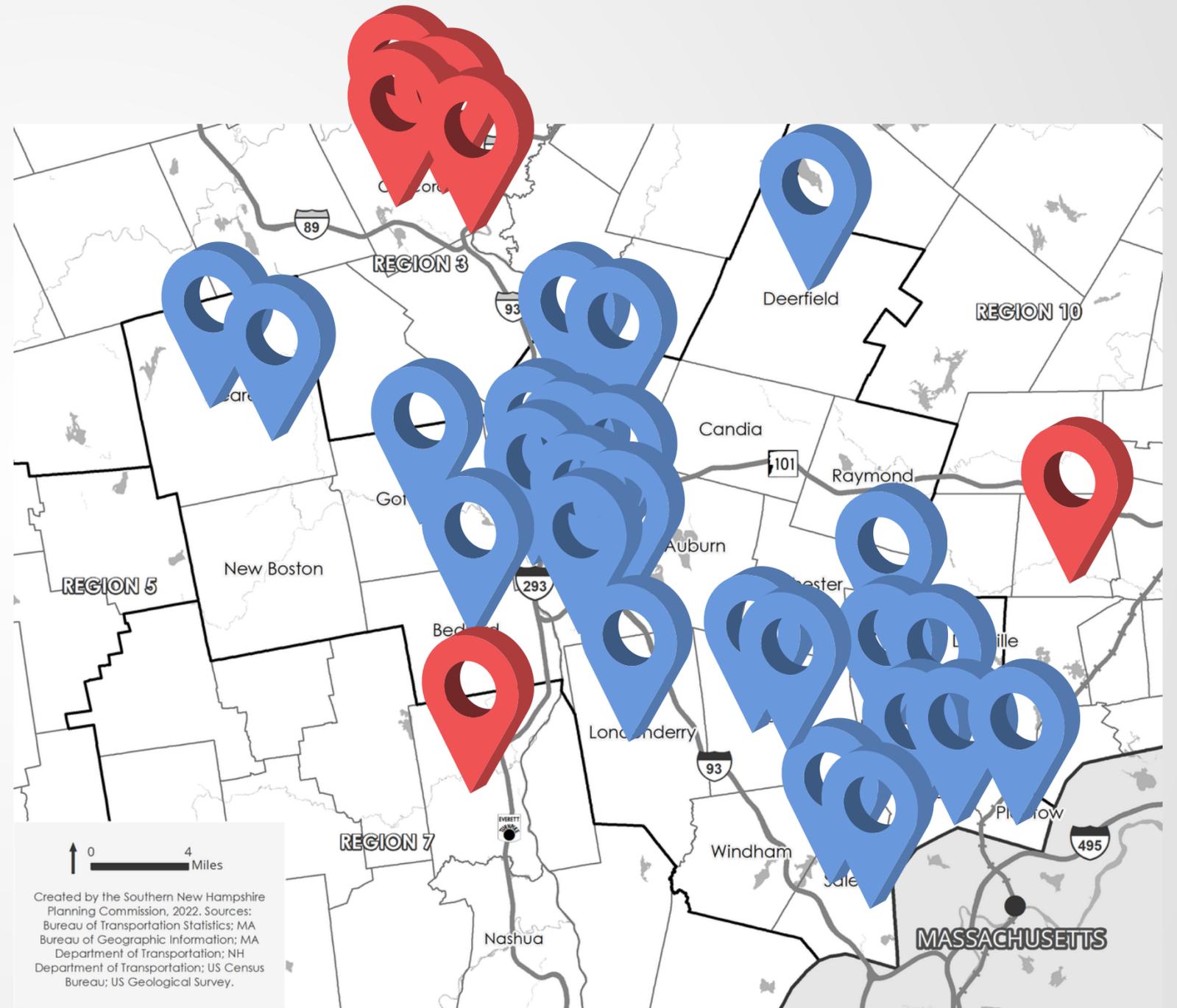




Accomplishments as:

A network builder

**35 connections
and partnerships
made**

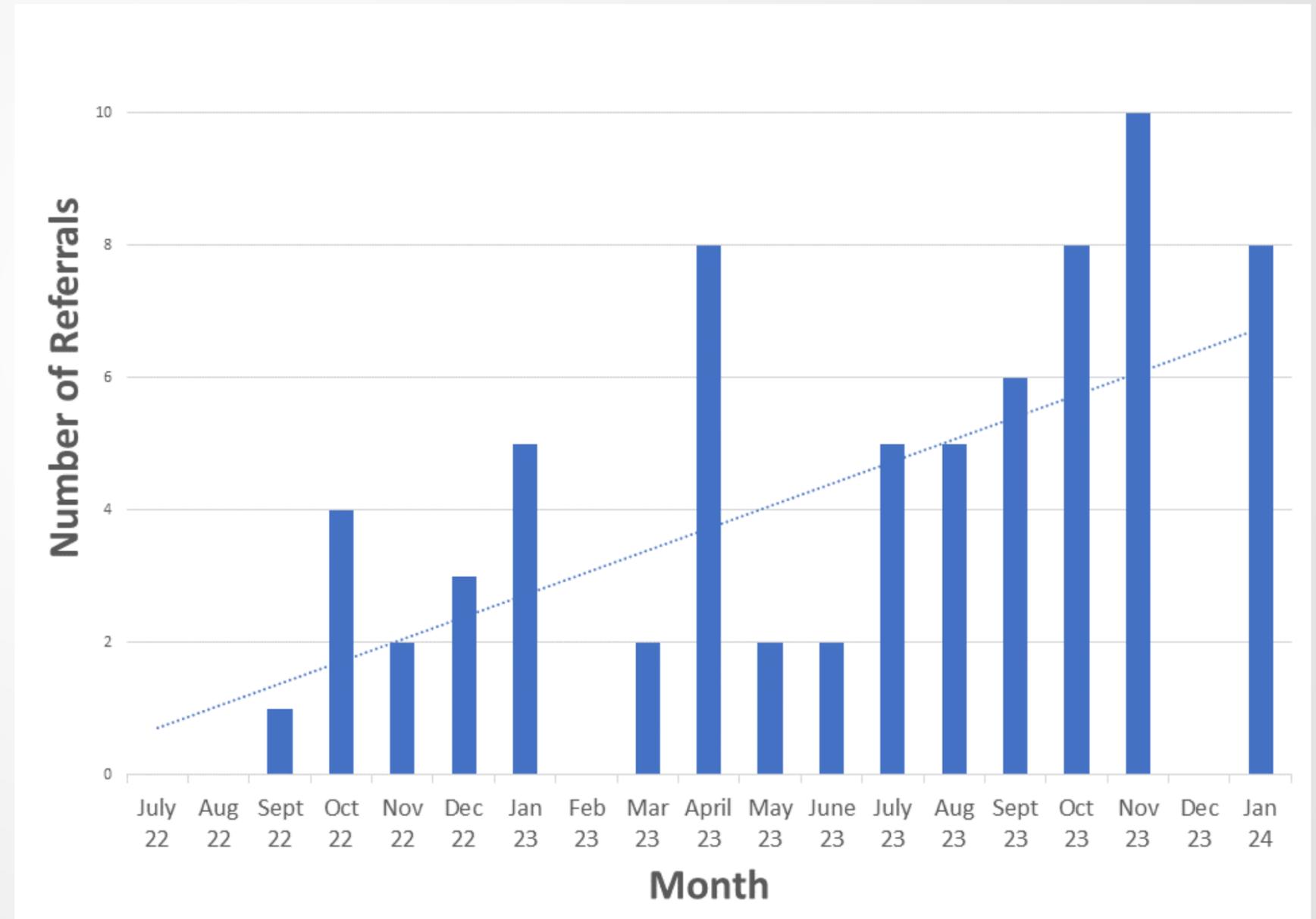


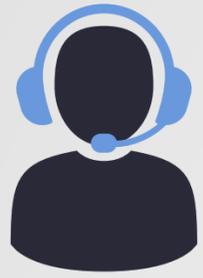


Accomplishments as:

A social worker for transportation

- Assisted **52** individuals with finding transportation.
- Medical appointments was the most common trip purpose at **62%**.

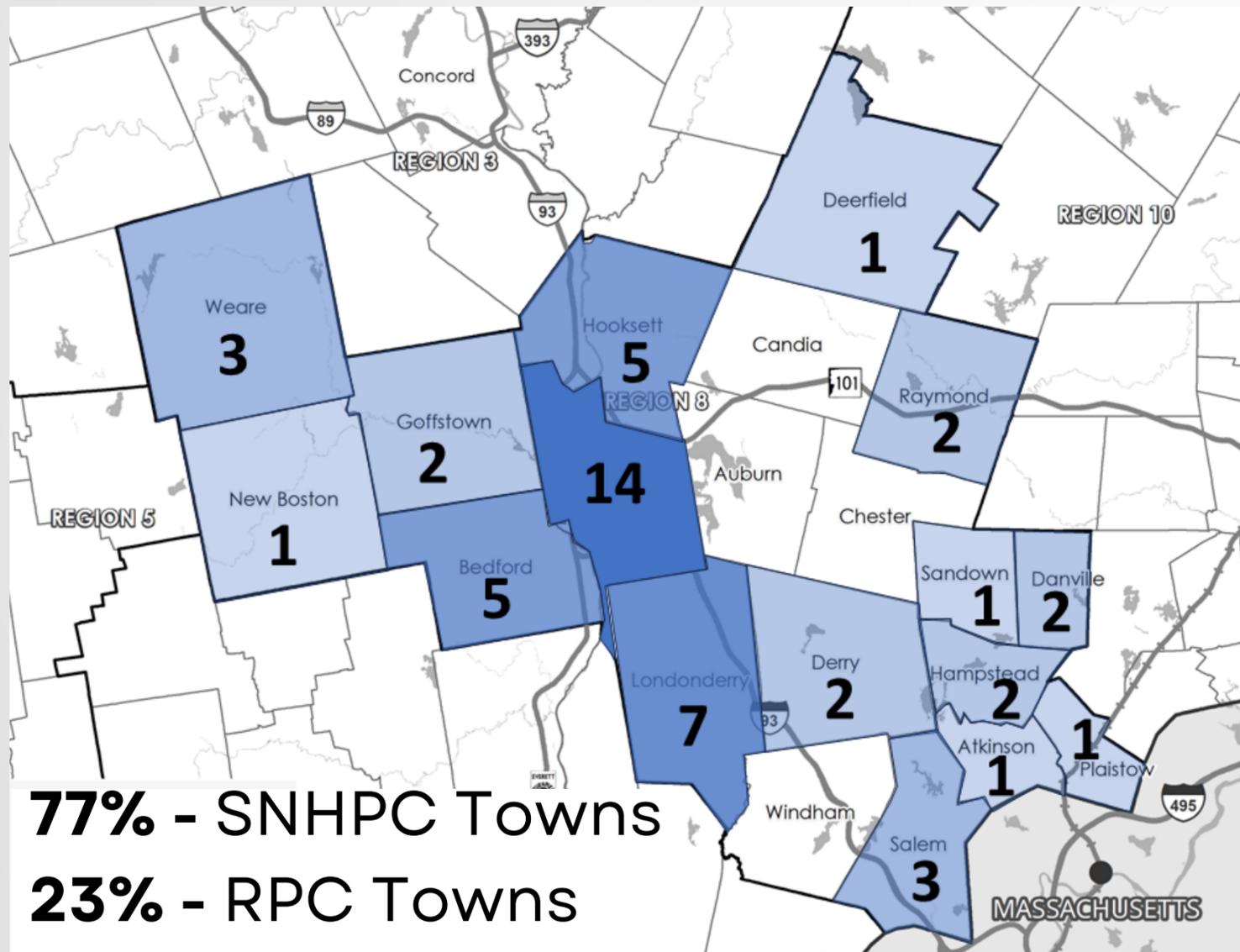




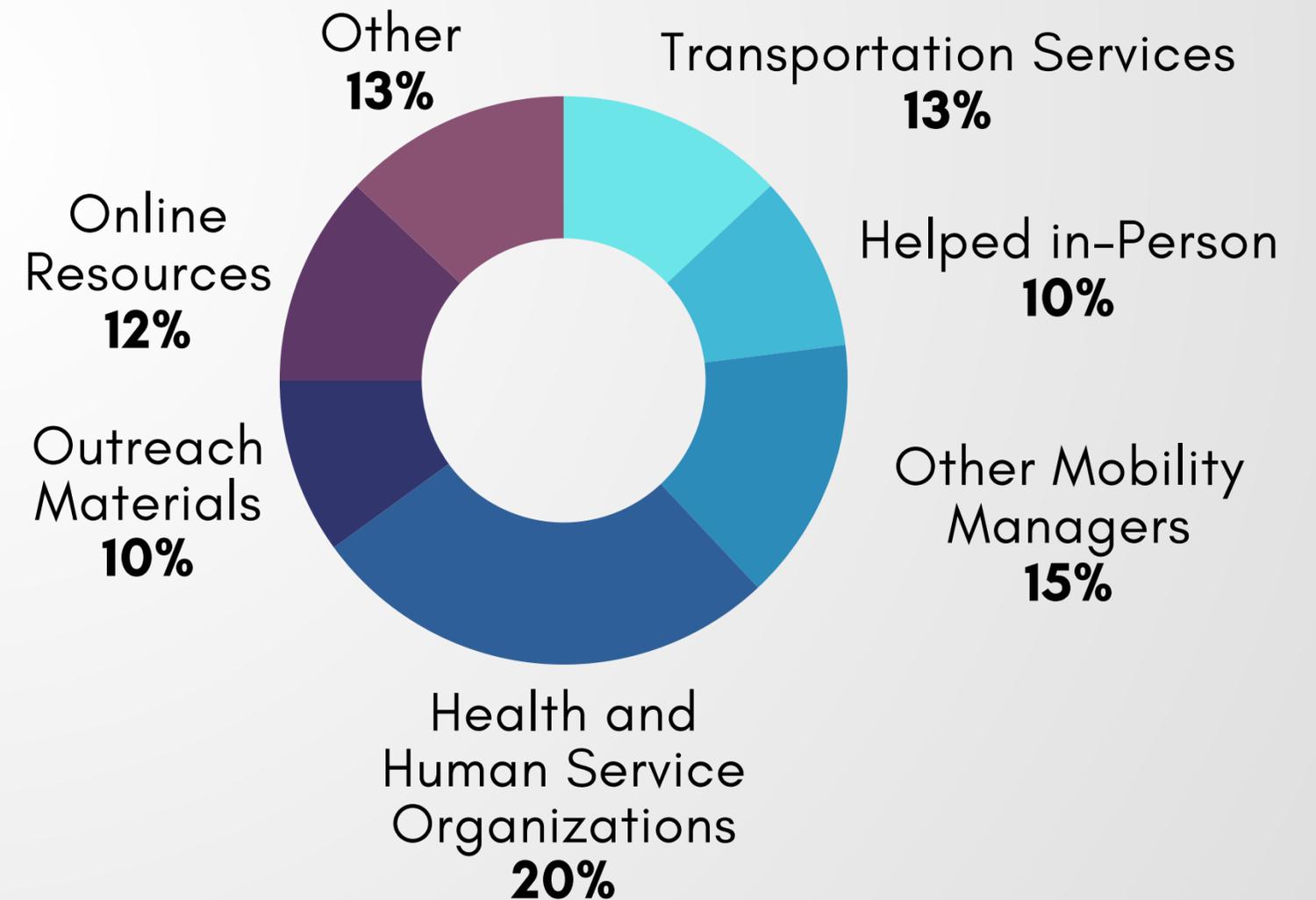
Accomplishments as:

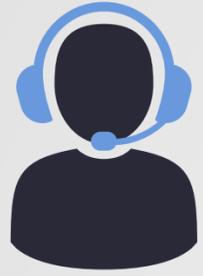
A social worker for transportation

Where people need rides



How people get connected to me





Accomplishments as:

A social worker for transportation

Where people need to go

58%

throughout the region

Medical appointments in:

- Manchester
- Derry
- Bedford
- Windham

21%

outside the region

- Concord
- Lebanon
- Exeter
- Durham-UNH

4%

out of state

- Boston
- Haverhill

17% just want to get around

What's Ahead?



**Developing
workplan for
RCC to review**



**Support
immigrant elders**



**Assist in
developing new
statewide transit
resource website**



**Explore new
avenues in
promoting transit**



**Continue working
with municipalities
on updating websites**



**Conduct surveys
to identify needs**

Thank you!

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