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**TripLink**

Rockingham Planning Commission  
Technical Advisory Committee

January 2024

# Alliance for Community Transportation

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- Formally recognized as the Regional Coordination Council for Community Transportation (RCC) in southeastern NH in 2010
- Represents Strafford County, eastern Rockingham County, Brookfield, and Wakefield
- Comprised of transportation providers, health care providers, planning commissions, social service agencies, etc.
- Regional Mobility Manager who staffs the RCC and spearheads coordination efforts
- NH has 8 RCC's & RMM's and a State Mobility Manager

# Alliance for Community Transportation

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- CAP of Strafford County
- Community Partners
- COAST
- Easterseals H&HS
- Future In Sight
- Goodwin Community Health
- GSIL
- Great Bay Services
- Indonesian Community Connect
- Lamprey Health Care
- Liberty Livery
- NH Disability & Health Program
- One Sky Community Services
- Ready Rides
- Rockingham Nutrition & MoW
- Rockingham Planning Commission
- Seacoast PHN
- Strafford Regional Planning Commission
- TASC

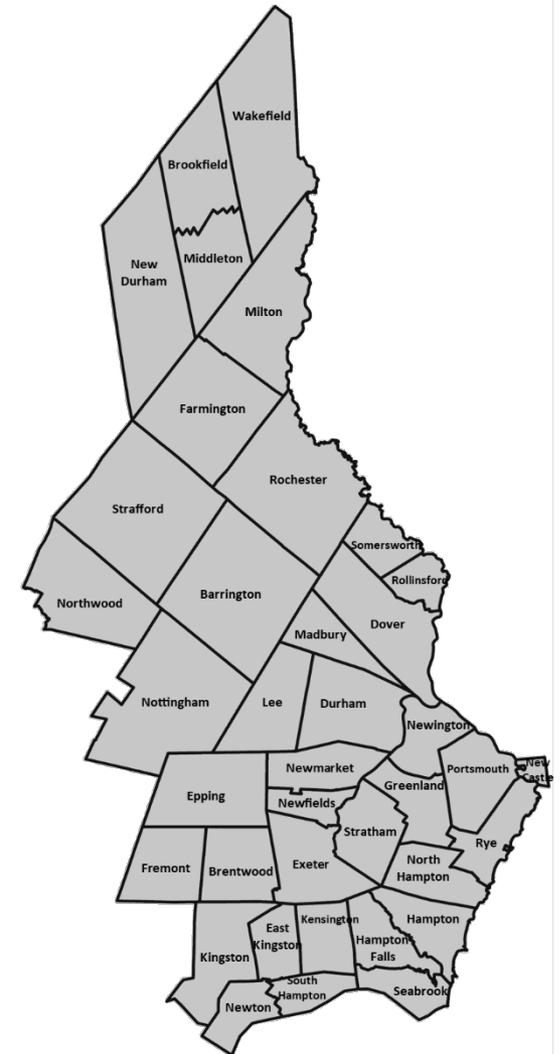
# Transportation Options

- **Fixed Route**

- COAST
- Wildcat Transit

- **Demand Response**

- COAST ADA Paratransit
- COAST Route 7 On Demand
- Community Rides
- Medicaid Transportation
- Portsmouth Senior Transportation
- Rockingham Nutrition & Meals on Wheels
- Ready Rides
- Rye Senior Serve
- Strafford CAP
- TASC
- Wentworth-Douglass Hospital – Care-Van





- Information & Referral
- Community Transportation Directory
- TripLink Common Application
- Contact Us
  - Monday – Friday, 8 AM – 5 PM
  - 603-834-6010
  - [TripLink@CommunityRides.org](mailto:TripLink@CommunityRides.org)
  - [CommunityRides.org](http://CommunityRides.org)



## Request trips for

- COAST ADA Paratransit
- Route 7 On Demand
- Portsmouth Senior Transportation
- Community Action Partnership of Strafford County
- Community Rides
- Ready Rides
- Rockingham Nutrition & Meals on Wheels



# Demand response

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- Register and call ahead
- Typically curb to curb
- Shopping
- Non-Emergency Medical Transportation
- Errands, etc.
- Sometimes in a van or minibus, sometimes in a car
- Often have trip purpose or client eligibility restrictions

# TripLink Common Application

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Apply for

- COAST ADA Paratransit
- COAST Portsmouth Senior Transportation
- COAST Route 7 On Demand
- CAP of Strafford County Senior Transportation
- Community Rides
- Ready Rides
- Rockingham Nutrition & Meals on Wheels Senior Shuttles
- TASC



# Community Rides

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- Barrington, Brentwood, Brookfield, Dover, Durham, East Kingston, Epping, Exeter, Farmington, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, Lee, Madbury, Middleton, Milton, New Castle, New Durham, Newfields, Newington, Newmarket, Newton, North Hampton, Northwood, Nottingham, Portsmouth, Rochester, Rollinsford, Rye, Seabrook Somersworth, South Hampton, Strafford, Stratham, Wakefield
- Eligibility: 60+; Individuals with a disability
- Non-Emergency Medical Transportation
- Not guaranteed
- 10 trips per month
- Free, suggested donation of \$3 per trip
- Stop gap service to help people who may not qualify for other services or have other services in their town



# Serving Our Community and Our Partners – SFY23

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7



Services offered to our clients

781



People who received rides

37,140



Trips provided by our partners

527



People who signed up for a new service

217,528



Miles traveled

22,053



Calls answered by TripLink

# Other projects

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- Route 7 On Demand video with Town of Exeter and St. Vincent de Paul
- Strafford County Public Health Network – advocacy and forums re transportation and housing
- Improved demographic data collection
- Travel training
- Statewide Mobility Management Network
- Supporting VDP's statewide

# Obstacles for our riders

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## Getting to Health Care

- Appointments are a moving target
- Urgent trips aren't always eligible
- Getting to specialists at a distance or across state lines

## Getting Groceries

- Help with bags
- Group shopping trips can mean too much time in a vehicle for some riders

## Other trip types

- Many agencies and/or funding sources limit services to particular trip purposes

# Obstacles for our riders

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## Client Eligibility

- Funding limited to certain populations (e.g. Title IIIB)
- Clients with severe disabilities may need a PCA

## Trip Cost to Riders

- For some riders, any fare is expensive

## Learning the Rules

- How to apply
- When to request a ride
- Where you can go
- How much it will cost

# Service obstacles

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## Trip Patterns

- Many-to-many
- Clients going to the same place at different times
- Clients going to different places at the same time

## Fitting additional trips into an efficient schedule

- Will calls
- Unplanned pharmacy visits
- Rider is not ready
  
- Volunteers need additional advance notice
- Patients who have been under sedation and require someone take responsibility for them

# Service obstacles

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## Funding

- Insufficient funds to help everyone who needs it
- Passed through a variety of entities, with shifting priorities and varied reporting requirements and regulations

## Logistics

- Rural and suburban environments are very auto-dependent
- Very few towns have all the destinations most people need to visit
- Providing short-notice trips typically means paying drivers to be idle or relying on taxi or TNC drivers who may not be fairly compensated for their work
- Requiring advance notice is difficult for riders who are subject to the whims of their doctor's offices, employers, weather, etc.

# Contact us

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- TripLink
  - 8 AM – 5 PM
  - 603-834-6010
  - TripLink@CommunityRides.org
  - CommunityRides.org
  
- Jeff Donald, Regional Mobility Manager
  - 603-516-0796
  - Info@CommunityRides.org