Coordinated Transit & Human Services Transportation Plan 2025

Mid-State Regional Coordinating Council

Coordinated Transit & Human Services Plan:
For New Hampshire's Mid-State RCC

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1.0 Introduction

The purpose of this report is to update the *Coordinated Transit and Human Services Transportation Plan* for the Mid-State Regional Coordinating Council (Region 3). This planning document is a joint effort between the Central New Hampshire Regional Planning Commission (CNHRPC) and the Lakes Region Planning Commission (LRPC). It covers all of Belknap County, Merrimack County (excluding Hooksett), and the towns of Hillsborough, Deering, and Windsor in Hillsborough County.

The Initial *Coordinated Transit and Human Services Transportation Plan* was created in 2008 and adopted in June of that year by the Mid-State Regional Coordinating Council, as well as CNHRPC and LRPC.

In 2005, U.S Congress adopted the *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU), which motivated the creation of the original Coordinated Transit and Human Services Transportation Plan. Subsequent federal transportation legislation including *Moving Ahead for Progress in the 21st Century* (MAP 21) adopted in in 2012 and the *Fixing America's Surface Transportation Act* (FAST) in 2015, kept SAFETEA-LU requirements relevant.

Moving to today, the same requirements have largely been carried forward in the latest federal transportation act, the *Infrastructure Investment and Jobs Act* (IIJA), which was signed into law in 2021. As such, projects funded through the *Enhanced Mobility of Seniors and Individuals with Disabilities Program* (Section 5310) are still required to be derived from a locally developed *Coordinated Transit and Human Services Transportation Plan*.

The Federal Transportation Administration (FTA) indicates that *a Coordinated Transit and Human Services Transportation Plan* "identifies the transportation needs of individuals with disabilities (including those who use wheelchairs*) and s*eniors and may include people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation."

This 2025 *Coordinated Transit and Human Services Transportation Plan* update (referred to as the Coordinated Plan) helps to ensure that evolving transit and human service needs are addressed in the most effective manner within the limited amount of transit funding available to the region.

1.1 Coordinated Planning Requirements

Federal regulations require that any coordinated plan be approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, as well as other members of the public. Furthermore, FTA specifies five elements that should be included in a coordinated plan:

(1) An assessment of available services that identifies current transportation providers (public, private, and nonprofit).
(2) An assessment of transportation needs for individuals with disabilities, including those with wheelchairs, and older adults. This assessment can be based on the experiences and perceptions of the planning partners, more sophisticated data collection efforts, and gaps in service.
(3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
(4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified; and

(5) Where less than 100 percent fleet accessibility for demand-response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

1.2 Statewide Coordinating Council (SCC)

To meet the requirements of SAFETEA-LU, and subsequent federal transportation acts, the State of New Hampshire formed the Governor's Taskforce on Community Transportation. This resulted in the organization of a permanent Statewide Coordinating Council (SCC) in 2007 whose role is to set statewide coordinating policy to be implemented at the regional level, assist regional coordination efforts, and monitor the results of coordination efforts statewide.

In 2006, the *Statewide Coordination of Community Transportation Services Plan* was prepared and served as the basis to guide the work of the SCC. Under this plan ten Regional Coordinating Councils (RCCs) were established, including the Region 3 RCC which was later renamed the Mid-State Regional Coordinating Council. The *Statewide Coordination of Community Transportation Services Plan* was later updated in 2016.

1.3 Regional Coordinating Council (RCCs)

There are nine RCCs in NH, with regional boundaries that do not coincide with any county, regional, or state agency. The boundaries were largely determined by having common human service destinations such as hospitals, as well as similar transportation needs and resources to ensure effective coordination of services.

The RCCs work to assist transportation service users, identify opportunities for coordination between service providers, and advise the SCC as to the state of coordination in the Region. The Mid-State RCC is made up of transportation providers, human services organizations, planning commissions, municipalities, and other stakeholders who have an interest in improving transportation in the region. The Council holds quarterly meetings open to the public with meeting locations alternating between Merrimack and Belknap Counties.

The role of the Mid-State RCC is:

- To help develop, implement, and provide guidance for the coordination of community transportation services and information within the region so that people can access local and regional transportation services to get to location within the region and between regions;
- To recommend, guide, and monitor a Regional Mobility Manager, an entity that is responsible for the provision of mobility management services/options and the coordination of community transportation services and information in the region;
- To advise the community, including governmental officials, philanthropic organizations and business and community leaders on the need for funding of mobility management and coordination efforts;
- To seek additional public and private funding sources to support these mobility management and coordination efforts, as well as;
- To advise the State Coordinating Council for Community Transpiration on existing and future policies affecting transportation services.

Presently, one of the specific tasks required of RCCs is to distribute Section 5310 funds from the New Hampshire Department of Transportation (NHDOT). During each grant cycle for 5310 funding, the RCC in each region solicits, scores, and selects projects to be funded. This process applies to the 5310 RCC program and the 5310 Capital Program. The 5310 RCC Program applications are

reviewed by NHDOT for eligibility before a contract for funding is implemented between the NHDOT and a lead agency within each RCC.

The RCC is also required to periodically update the region's *Coordinated Transit and Human Services Transportation Plan*. This plan is intended to both capture local and regional stakeholder issues and establish the framework for potential future planning and coordination activities. The preparation of this report provides an opportunity for a diverse range of stakeholders with a common interest in human service transportation to convene and collaborate on how best to provide transportation services. Specifically, the stakeholders are called upon to identify service gaps and/or barriers, identify the most appropriate solutions to meet these needs, and prioritize these solutions for inclusion in the plan.

Stakeholder outreach and participation is a key element to the development of *Coordinated Transit and Human Services Transportation Plan*. Federal guidance issued by the FTA specifically requires this participation, and recommends that it come from a broad base of groups and organizations involved in the coordinated planning process, including (but not limited to); area transportation agencies, transit users and potential users, public transportation providers, private transportation providers, non-profit transportation providers, human service agencies funding and/or supporting access for human services, advocacy organizations, community- based organizations, elected officials, and other government agencies that administer programs for targeted populations.

The Mid-State RCC has successfully undertaken the following since its inception:

- The creation and maintenance of the regional "Ride Resource Directory" of transit providers, both public and private.
- The creation of a region-wide Volunteer Driver Program with continued support provided via the Complementary Transportation Coordinator.
- Expanding the availability of existing Senior Bus Services to include a wider service area and to provide rides for those with disabilities under 65 years of age.
- The creation of a model taxi voucher program at the Merrimack County Correctional Institution in 2016.
- Solicited matching funds from both public and private donors needed to access section 5310 funding.
- Obtained funding for a Regional Mobility Manager to publicize the transit programs available, to assist in the training and recruitment of volunteer drivers, to maintain the regional Resource Directory, to provide individual training to elderly or disabled individuals to allow them to take advantage of the transit services available, as well as promote coordination between the various public and private transit providers in the region.
- Provided support and assistance to Community Action Program Belknap – Merrimack Counties, Inc. (CAP-BM) Transportation Services to establish the Concord – Laconia Connector Bus route.

1.4 Regional Coordinated Transportation Plan

This Coordinated Plan update is the 4th iteration of the plan, building on the previous versions from 2007, 2010, and 2019. This update identifies changes in regional demographics, as well as the availability of transit services and funding sources. Goals and Objectives stated within this plan are based on an updated needs analysis, public and service provider input, changes in funding sources, and policy changes at the State and Federal levels.

1.5 Regional Planning Commission Structure and Function

The Mid-State RCC includes each of the twenty (20) communities within the CNHRPC region, sixteen (16) communities from the LRPC region, as well as three (3) towns from the Upper Valley Lake Sunapee Regional Planning Commission and one (1) community located in the Southwest Planning Commission Region. Due to the regional boundaries selected by the NH SCC, both CNHRPC and LRPC are jointly held responsible for the development of this Coordinated Plan.

Both Regional Planning Commissions are required to develop and maintain a series of transportation related documents and programs. These items include the Long-Range Transportation Plan which identifies transportation policies for their regions over a twenty-year horizon; a Transportation Improvement Program (TIP) which lists prioritized projects to be implemented; and a Unified Planning Work Program which serves as a two-year transportation planning work plan and budget for the organization. The Coordinated Plan will be incorporated into each Region's Long Range Transportation Plan and will become an integral portion of each region's transportation planning program.

2.0 Project Methodology

As mentioned in Section 1, the five required elements of a coordinated plan are:

(1) An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
(2) An assessment of transportation needs for individuals with disabilities, including those with wheelchairs, and older adults. This assessment can be based on experiences and perceptions of the planning partners, more sophisticated data collection efforts, and gaps in service;
(3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery;
(4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified; and
(5) Where less than 100 percent fleet accessibility for demand-response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

This chapter describes the steps that were undertaken to develop these elements of the *Mid-State Coordinated Transit and Human Services Transportation Plan*.

2.1 Demographic Profile

A demographic profile of the service area was prepared using the 2020 US Census and the Census Bureau's American Community Survey, 5-year estimates, with a focus on the specific populations subject to the goals of the plan: the elderly, persons with disabilities, and low-income individuals.

2.2 Document Existing Transportation Services

This step involved documenting the range of public transportation services that exist in the study area. These services include public fixed route and paratransit services, and transportation services provided or sponsored by other social service agencies. Most of the 50+ existing transit providers in the region are relatively small in scale and target specific geographic areas and groups, particularly the elderly and disabled populations. Providers vary in size and reach, and include small organizations with volunteers, public entities, private businesses, larger municipal efforts including Concord Area Transit (CAT), and inter-city distance service provided by Concord Coach, Manchester Transit Authority (MTA), Dartmouth Coach, and other bus and specialized services.

2.3 Stakeholder Involvement

Stakeholder involvement and public participation have been a part of the operations of the Mid-State RCC since its creation in 2007. The membership of Mid-State RCC as of April 2025 consisted of thirty-one (31) entities including the City of Concord, several towns within the region, transit service providers, social service agencies, the Belknap Economic Development Council, the Lakes Region Chamber of Commerce, and the Merrimack County Department of Corrections.

Comments were formally solicited from members of the RCC throughout the update process, which represent the majority of transit service providers and many of the social service agencies in the Mid-State Region.

2.4 Public Input

As part of update of Coordinated Transportation Plan 2025, a survey was developed and distributed throughout the Mid-State RCC region beginning in January of 2024 and was made available until May of 2024. 275 surveys were returned through SurveyMonkey and paper copies. Copies of the survey were made available at local libraries and municipal buildings and were routinely handed out at meetings attended by the CNHRPC and LRPC staff as well as the Mobility Manager.

The two most common destinations survey respondents were unable to travel to because they did not have access to transportation were medical/dental appointments (20%) and shopping/groceries (19%)

The results from the Coordinated Transportation Plan 2025 public survey are in the appendix. Some highlights are also included here in the side bar.

The two most common sources of rides for survey respondents were: friends/neighbors (24%) and children/relatives (22%).

The primary concerns identified were the general lack of public transit services to large parts of the region, the lack of service for residents who are not disabled or elderly, the lack of evening or weekend services, and that public transit services do not serve all the destinations desired. Other significant issues have been the lack of familiarity with transit options in the region, the cost of private service providers, the reliability of the service providers, and the time it takes to access the existing services. Positively, the respondents' concern with the safety of public transit service was relatively low, the maintenance of public transit facilities and equipment was not an issue, and the cost and reliability of existing public transit services was not an issue with most of the respondents.

60% of respondents were age 65 and over. The next largest demographic group was 56-64 years old (15%).

The survey results indicate the need for an ongoing information program about the availability of transit services. In common with many elderly service providers the audience is constantly changing and there is a need for a consistent and targeted program for informing clients as well as the general public.

2.5 Needs Assessment

An important step in completing the Coordinated Plan was to identify transportation service needs or gaps. The needs assessment provides the basis for recognizing where and how service for the population groups of concern needs to be improved.

Service needs were determined by evaluating several demographic groups determined from U.S Census Bureau data, and in some cases compared to the same data from the *2019 Coordinated Transportation & Human Services Plan update*.

2.6 Identification of Solutions

Coupled with the need to identify transportation gaps is the need to identify corresponding potential solutions to address them. Significant steps have been made to address the needs of the disabled population and the elderly since 2008. However, gaps in service remain, especially for those individuals younger than 65, or without an identified disability, who are not eligible for programs supported by Section 5310 funding.

Identification of solutions were determined through evaluating survey data, feedback from Mid-State RCC members and stakeholders, coordination with the Region 3 Mobility Manager, and reference to the 2019 Coordinated Transportation & Human Services Plan update.

2.7 Coordination Strategies

In addition to considering which projects or solutions could directly address identified transportation gaps, it is important to consider how best to coordinate services so that existing resources can be used as efficiently as possible. A major objective of the State Coordinating Council (SCC) and each RCC is to improve the coordination of transit services.

Coordination strategies were determined through reference to the *2019 Coordinated Transportation & Human Services Plan update*, coordination with the Region 3 Mobility Manager, and best practices in mobility and transportation strategy and implementation.

3.0 Region 3 Demographic Characteristics

3.1 Data Sources and Limitations

Sources of demographic and socioeconomic data included in this section have been obtained mainly from the U.S. Census Bureau including the American Community Survey (ACS) and the Office of Planning and Development at the NH Department of Business and Economic Affairs (NH OPD). Any other specific sources of data used in the tables and maps are listed in their respective sections below.

There are many sources of potential uncertainty surrounding the data presented in the sections below, especially for data obtained from ACS due to the limited sample size in the small communities which make up most of the Mid-State Region. These uncertainties can lead to over or underestimates of present and future transit needs within the region. Some identified data limitations and sources of uncertainty include:

- The most current U.S. Census (2020) data is five years old.
- The primary source of demographic data is the ACS 2019-2023 Five Year Series. The small sample sizes in each of the communities' results in relatively large margins of error. The actual numbers given in the report must be assumed as approximations only.
- Population projections from NH OPD are based on the low population change rates. Significant changes to migration in the region could result in bigger swings in change rates.

Given these limitations and sources of uncertainty, the data presented below in the tables, maps and narrative sections can be used as a planning tool to help understand general demographic characteristics of the region; and to identify general levels and geographic concentrations of potentially transit dependent populations.

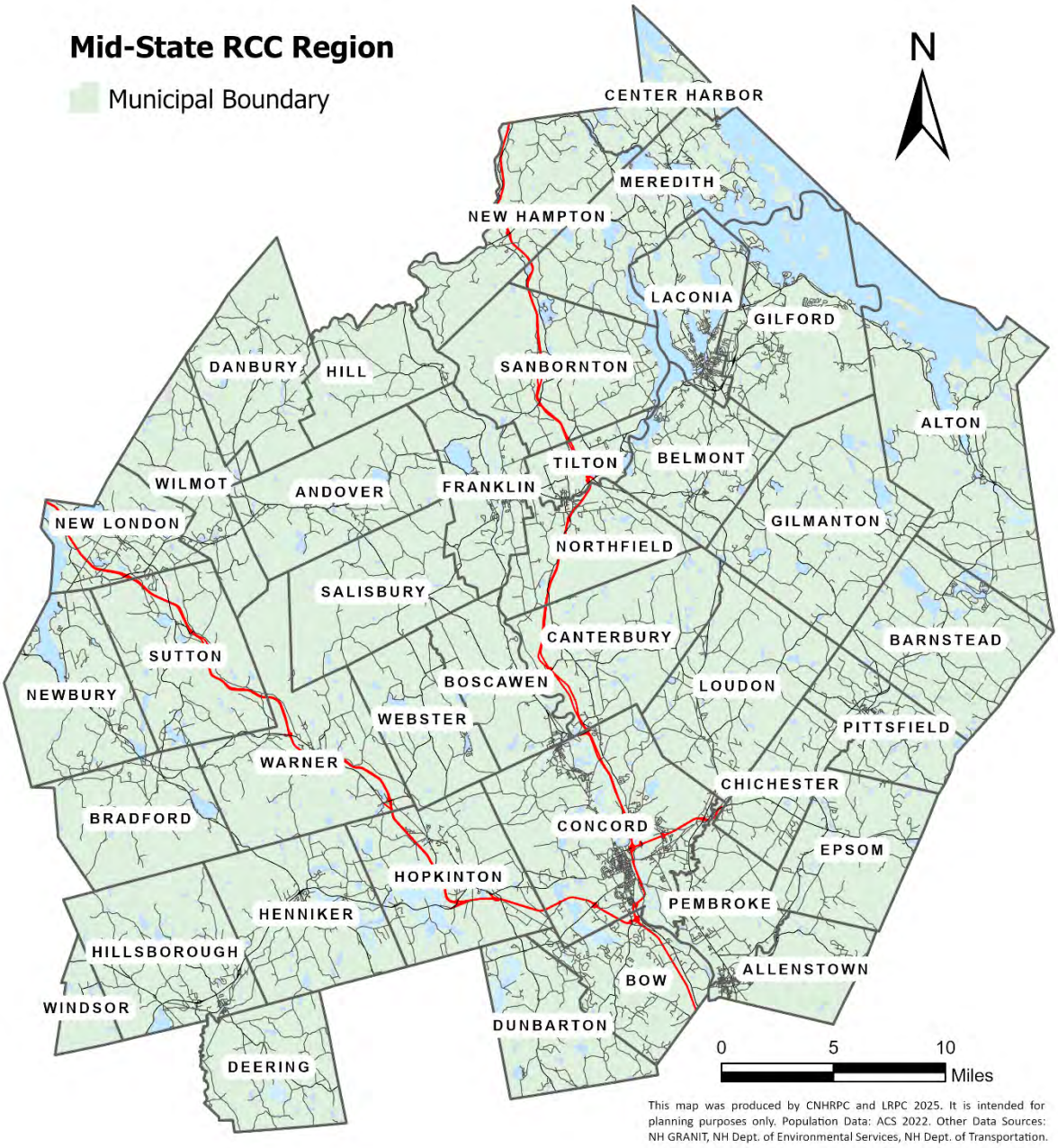
3.2 Study Area

The municipalities covered by this plan are distributed across Belknap, Hillsborough, and Merrimack Counties and include:

- Belknap County – Alton, Barnstead, Belmont, Center Harbor, Gilford, Gilmanton, Laconia, Meredith, New Hampton, Sanbornton, and Tilton
- Hillsborough County – Deering, Hillsborough, and Windsor
- Merrimack County – Andover, Allenstown, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Danbury, Dunbarton, Epsom, Franklin, Henniker, Hill, Hopkinton, Loudon, Newbury, New London, Northfield, Pembroke, Pittsfield, Salisbury, Sutton, Warner, Webster, and Wilmot.

The region encompasses just under 1,500 square miles or close to 16% of the state's total land area.

Map 1: The Mid-State RCC area covers 40 Municipalities in Central NH



3.3 Population Demographics

NH OPD is required by law (RSA 78-A:25) to estimate the population of the State's municipalities for each year. At the time of plan composition, the most current estimates available are for 2023. The U.S. Census Bureau and ACS have released certain demographic data for 2023. At the time of preparing this plan, the 2023 1-Year estimates are only available for geographies of 65,000+ populations, with geographies of 20,000+ populations to follow. As such, for purposes of clarity and congruency between data sets referenced from multiple sources, 2022 estimates represent the best available representation of the Mid-State Region's population and are used throughout the section. Notably, RSA 78-A:25 stipulates that the definition of a resident in NH OPD estimates must be the same as that of the U.S. Decennial Census to ensure conformity between both data sets.

The Mid-State region encompasses 40 towns and cities, with an estimated population of 211,436 in 2022, as detailed in ***Table1: Mid-State RCC Region Population Profile.*** The region encompasses a diverse set of communities with a wide range of populations. For instance, NH OPD's 2022 population estimates show that the town of Windsor had a population of 271; while the City of Concord boasts 44,111 inhabitants. The remaining 38 municipalities within the region fall within these two totals.

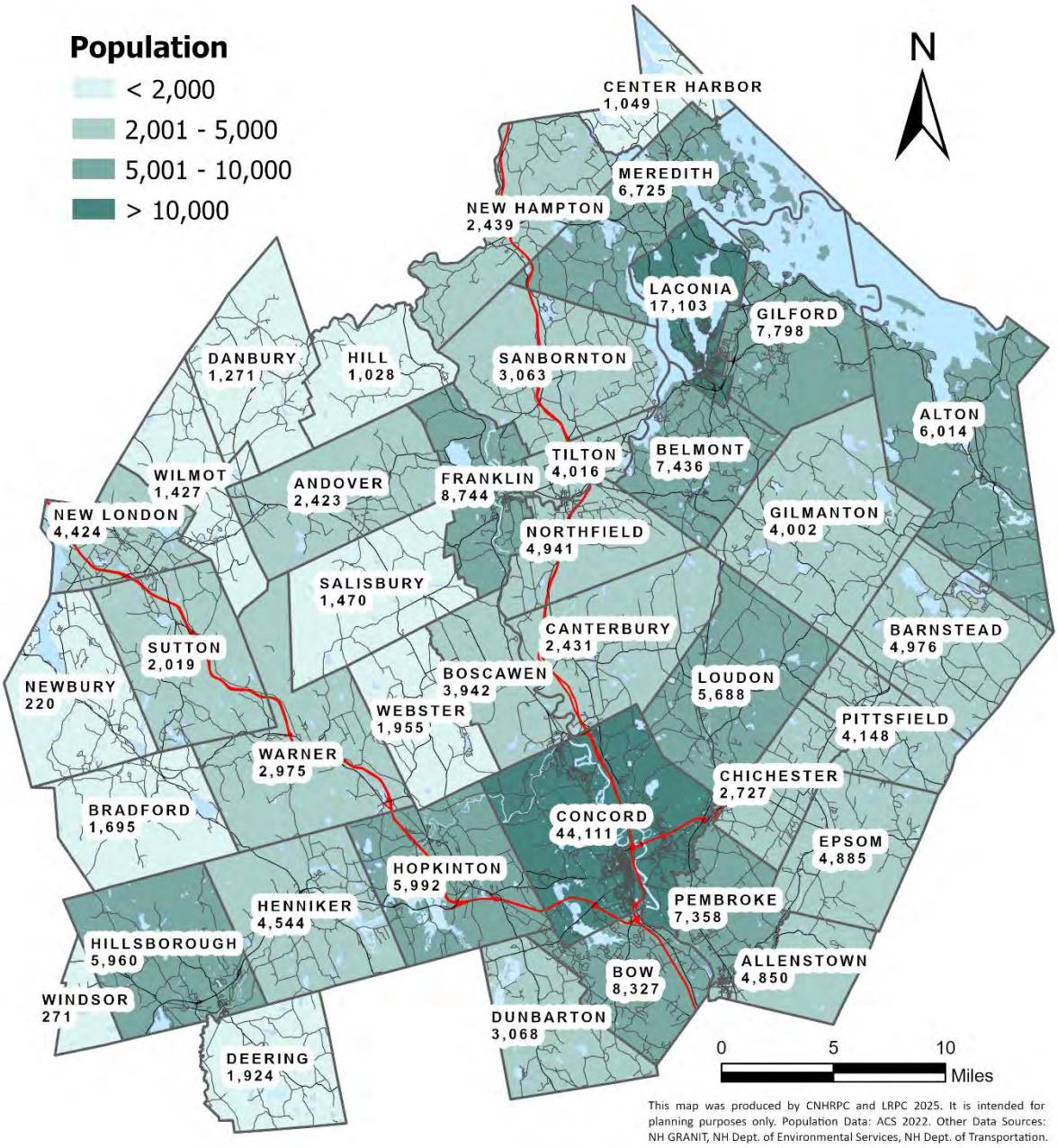
This region includes numerous outlying rural communities characterized by expansive geographic areas and low population densities, alongside more centralized cities such as Concord and Laconia, which exhibit higher population densities. Together, Concord and Laconia are home to 29% of the region's total population. A second tier of smaller communities that still exceed a population of 5,000, include Franklin, Alton, Belmont, Bow, Gilford, Loudon, Meredith, Pembroke, Hopkinton, and Hillsborough. These municipalities collectively represent another 33% of the region's population. There are some areas of higher-density development in these municipalities, but they are primarily defined by dispersed low-density residential development. The remaining 28 communities are predominantly rural, each with populations under 5,000, and collectively they constitute the remaining 38% of the region's population.

Table1: Mid-State RCC Region Population Profile

Table 1: Mid-State RCC Region Population Profile				
Municipality	***U.S. Census Total Population 2020***	***NH OPD Total Population Estimate 2022***	***NH OPD Total Population Projection 2050***	***Projected % Population Increase 2022-2050***
Allenstown	4,707	4,850	5,171	6.62%
Alton	5,894	6,014	6,486	7.85%
Andover	2,406	2,423	2,635	8.75%
Barnstead	4,915	4,976	5,409	8.70%
Belmont	7,314	7,436	8,049	8.24%
Boscawen	3,998	3,942	4,379	11.09%
Bow	8,229	8,327	9,021	8.33%
Bradford	1,662	1,695	1,820	7.37%
Canterbury	2,389	2,431	2,609	7.32%
Center Harbor	1,040	1,049	1,144	9.06%

Municipality	*U.S. Census Total Population 2020*	*NH OPD Total Population Estimate 2022*	*NH OPD Total Population Projection 2050*	*Projected % Population Increase 2022-2050*
Chichester	2,665	2,727	2,912	6.78%
Concord	43,976	44,111	48,277	9.44%
Danbury	1,250	1,271	1,362	7.16%
Deering	1,904	1,924	2,122	10.29%
Dunbarton	3,005	3,068	3,277	6.81%
Epsom	4,834	4,885	5,288	8.25%
Franklin	8,741	8,744	9,567	9.41%
Gilford	7,699	7,798	8,472	8.64%
Gilmanton	3,945	4,002	4,341	8.47%
Henniker	6,185	4,544	6,731	48.13%
Hill	1,017	1,028	1,114	8.37%
Hillsborough	5,939	5,960	6,594	10.64%
Hopkinton	5,914	5,992	6,478	8.11%
Laconia	16,871	17,103	18,565	8.55%
Loudon	5,576	5,688	6,078	6.86%
Meredith	6,662	6,725	7,331	9.01%
New Hampton	2,377	2,436	2,616	7.39%
New London	4,400	4,424	4,805	8.61%
Newbury	2,172	2,220	2,385	7.43%
Northfield	4,872	4,941	5,337	8.01%
Pembroke	7,207	7,358	7,880	7.09%
Pittsfield	4,075	4,148	4,456	7.43%
Salisbury	1,422	1,470	1,555	5.78%
Sanbornton	3,026	3,063	3,330	8.72%
Sutton	1,978	2,019	2,159	6.93%
Tilton	3,962	4,016	4,360	8.57%
Warner	2,937	2,975	3,217	8.13%
Webster	1,913	1,955	2,088	6.80%
Wilmot	1,407	1,427	1,534	7.50%
Windsor	262	271	292	7.75%
Mid-State RCC	210,747	211,436	231,246	9.37%
New Hampshire	1,377,313	1,395,007	1,501,909	7.66%

Map 2: Mid-State RCC 2022 Population Estimates by Municipality

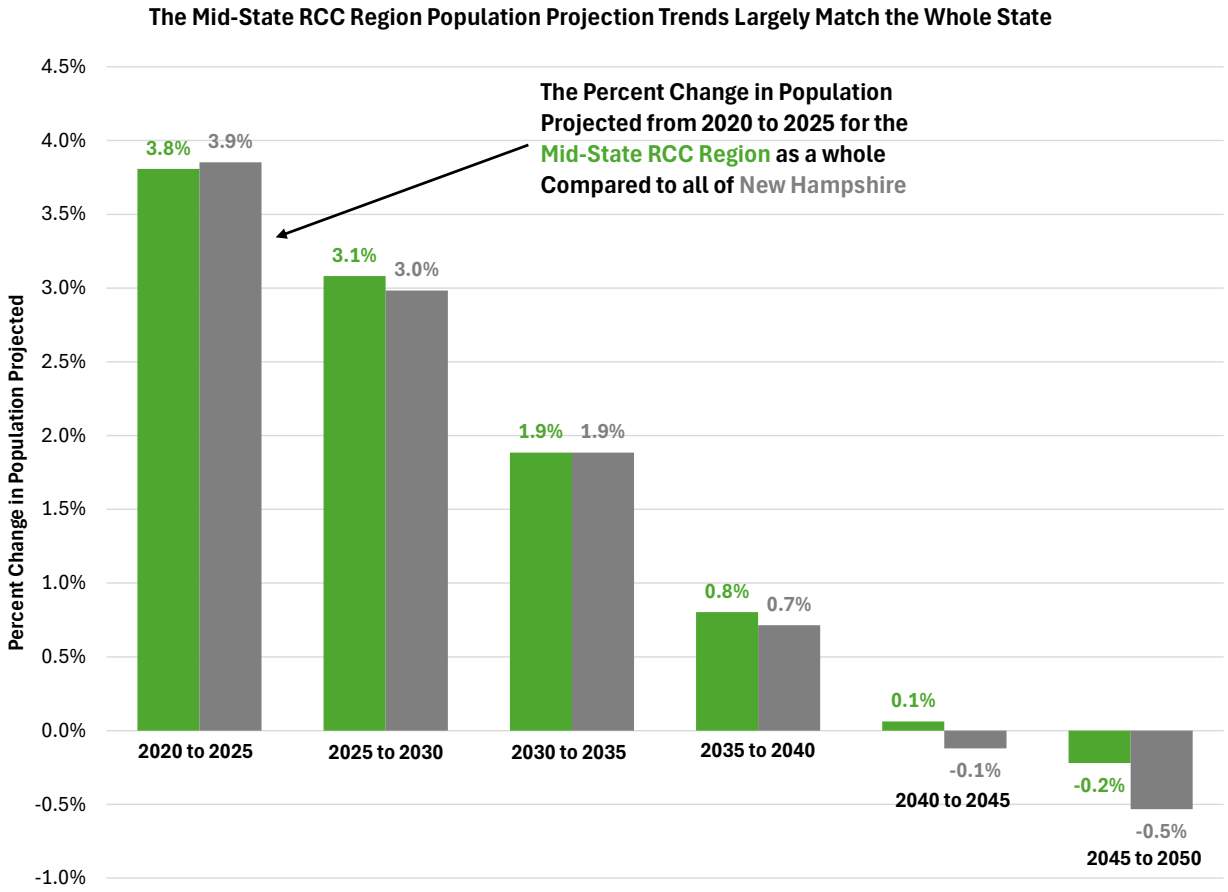


3.4 Population Projections

NH OPD prepares projections of future population for the state and its political subdivisions. The projections are used by a wide variety of government agencies and private entities to guide public policy and estimate future target populations. The current population projections were published in September of 2022.

This report indicates that the Mid-State Region's population is expected to grow slightly over 9% percent from the 2022 estimated total to the 2050 projected total. This is somewhat higher than the

state of New Hampshire's population growth which is projected to grow nearly 8% over the same period. The projections are calculated for five-year intervals (2020 to 2025, 2025 to 2030, and so on). The general trend for both the Mid-State Region and the State itself is slowing population growth each 5-year period until flipping to a slight decrease in population after 2040 (for NH) or 2045 (for the Mid-State Region).



The individual municipalities within the region largely follow this same trend. Salisbury (6%), Allenstown (7%), and Chichester (7%) are projected to grow the least from 2022 to 2050. Whereas Henniker (48%), Boscawen (11%), Hillsborough (11%), and Deering (10%) are expected to grow the most over the same period. Henniker is an outlier, likely due to variations in the way its population is recorded with the presence of college students at New England College. Please see the Appendix for a detailed look at population projections for each municipality in the region.

3.5 Target Populations - Vulnerability Measures

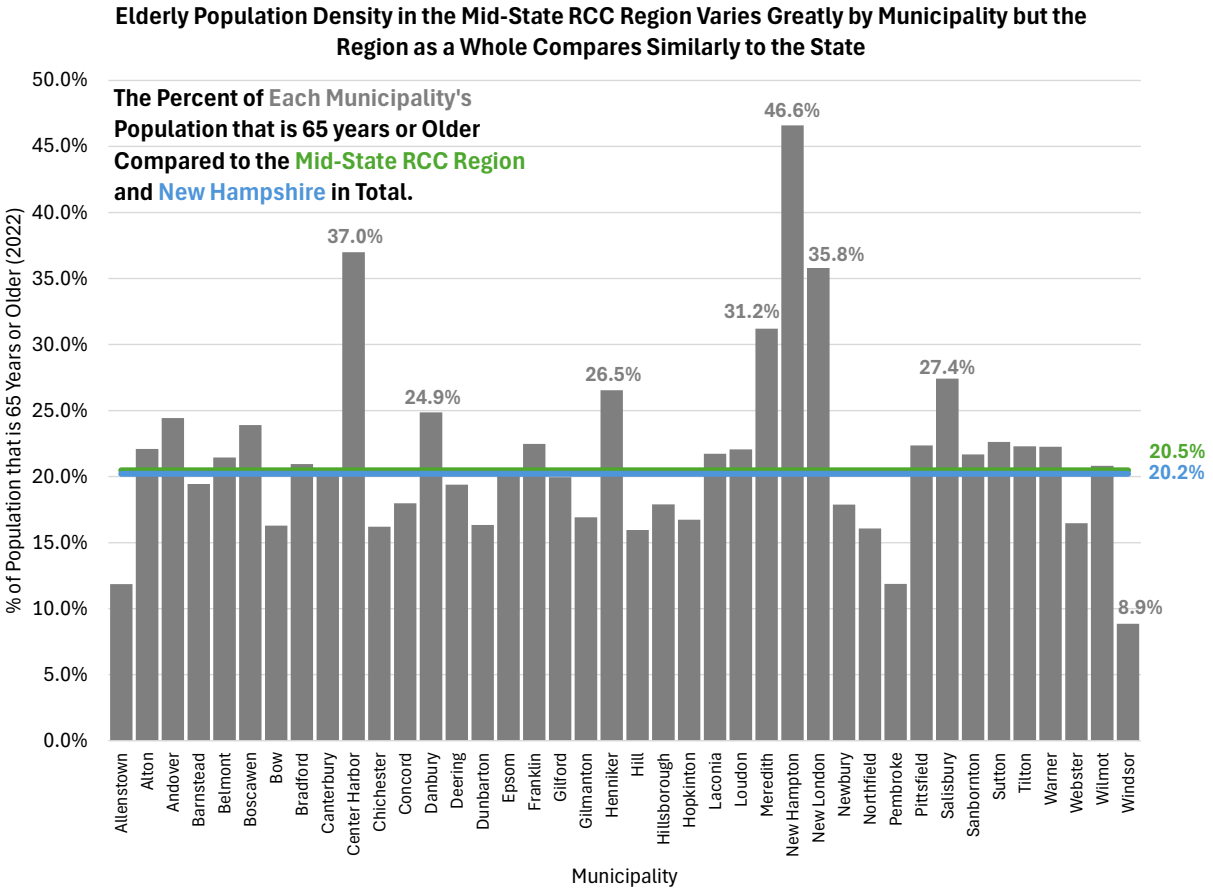
This Coordinated Plan is primarily concerned with the transportation needs and transportation service options for specific transit-dependent populations. Target populations of interest include the elderly, disabled, low-income populations, and those without vehicles. These target populations are less likely to have their own means of transportation and are more likely to be dependent upon public or private transit services and thus potentially more vulnerable to a lack of transit.

This section also relies on the information in the 2020 US Census, ACS Five Year Data Series from 2019-2023 and the NH OPD population estimates and projections. Strict reliance on the ACS Data should be avoided due to the limited sample sizes in the smaller communities within the region

which results in significant margins of error. However, it is also the broadest demographic data set that is available.

3.5.1 Elderly

The elderly population aged 65 and older generally has a higher dependence on transit, as the ability to drive tends to diminish with age. The Pew Research Center estimates that 11% of Americans aged 65 and older do not drive. ***Table 2: Mid-State RCC Elderly Population*** details the percentage of people aged 65 and older who reside in the region by municipality. Based on 2022 ACS data, 43,280 residents are aged 65 or older. This amounts to just over 20% percent of the region's total population, which is roughly in-line with the State as a whole.

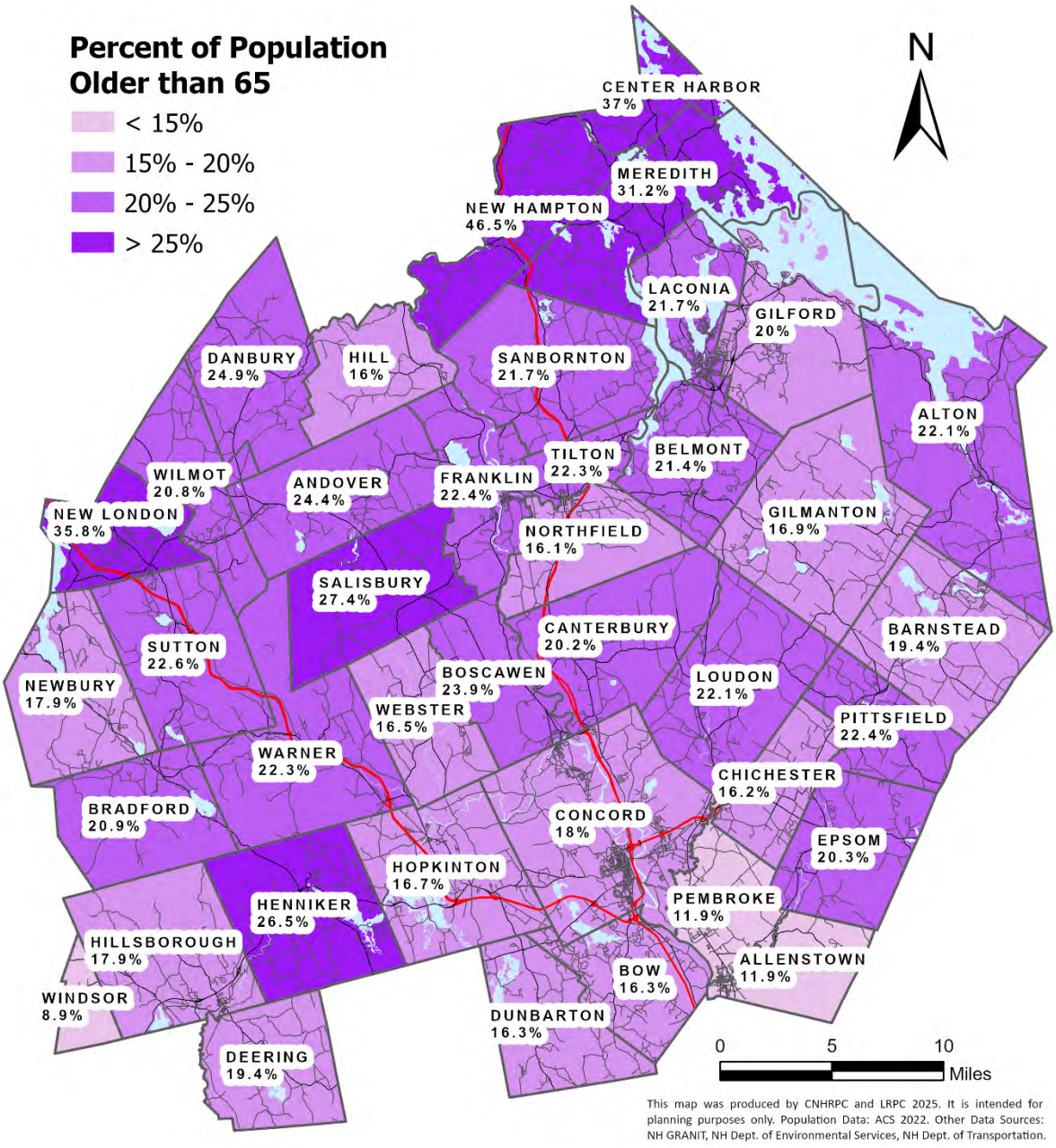


The municipalities with the highest concentration of elders include New Hampton (47%), Center Harbor (37%), New London (36%), and Meredith (31%). Over 30% of all these towns' population is 65 or older. All these towns are located relatively close to one of New Hampshire's marquee lakes (Winnipesauke or Sunapee) which likely contributes to these communities being popular destinations for retirees. Windsor (9%), Allenstown (12%), and Pembroke (12%) have the smallest share of elderly, and are the only three communities that have populations with less than 15% age 65 or older.

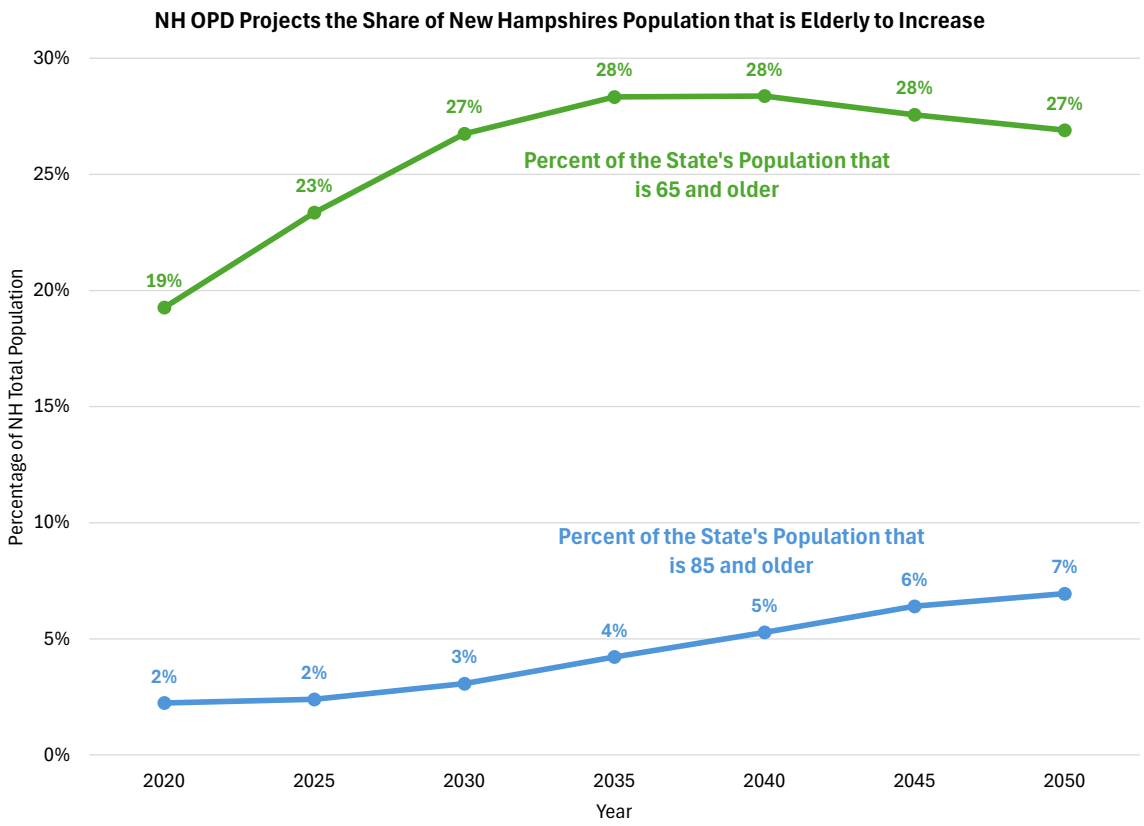
The two most populous municipalities in the region – Concord and Laconia – do not have noteworthy concentrations of elderly. Laconia is slightly older than Concord, as 22% of its population is 65 or older compared to Concord's 18%. However, given the aggregate size of these municipalities, the

total number of elderly in these two municipalities is the largest in the Region and makes up 27% of the region's total share.

Map 3: Population that is 65 years or Older by Mid-State RCC Municipality



NH OPD projections expect New Hampshire's population to age over time. Projections for 2050 anticipate that 27% of New Hampshire's population will be 65 or older in 2050, which is a 7% increase from 2022. This increase in the share of population that is 65 or older is in addition to an increase in total population, meaning the aggregate number of elderly people in the State will also grow. The same trend can be expected for the Mid-State RCC region, given it is likely to continue to have a similar share of elderly to the State at large. The increasing elderly population highlights the need for improving transit and human services in the region.



Without an adequate transportation system many older people, who do not drive, must rely on family and friends to provide transportation. The availability of adequate transportation can help enable older people to live independently in their communities and help to prevent isolation and the possible need for (expensive) long-term care placement. Improving the relationship between transit and human services in the region can greatly benefit the elderly population.

Table 2: Mid-State RCC Elderly Population

Table 2: Mid-State RCC Elderly Population			
Municipality	***NH OPD Total Population Estimate 2022***	***ACS 5-Year Estimate Population 65 and Older 2022***	***% of Population 65 Years and Older***
Allenstown	4,850	575	11.86%
Alton	6,014	1,329	22.10%
Andover	2,423	592	24.43%
Barnstead	4,976	967	19.43%
Belmont	7,436	1,594	21.44%
Boscawen	3,942	942	23.90%
Bow	8,327	1,356	16.28%

Municipality	*NH OPD Total Population Estimate 2022*	*ACS 5-Year Estimate Population 65 and Older 2022*	*% of Population 65 Years and Older*
Bradford	1,695	355	20.94%
Canterbury	2,431	492	20.24%
Center Harbor	1,049	388	36.99%
Chichester	2,727	442	16.21%
Concord	44,111	7,926	17.97%
Danbury	1,271	316	24.86%
Deering	1,924	373	19.39%
Dunbarton	3,068	501	16.33%
Epsom	4,885	992	20.31%
Franklin	8,744	1,966	22.48%
Gilford	7,798	1,556	19.95%
Gilmanton	4,002	677	16.92%
Henniker	4,544	1,206	26.54%
Hill	1,028	164	15.95%
Hillsborough	5,960	1,066	17.89%
Hopkinton	5,992	1,003	16.74%
Laconia	17,103	3,714	21.72%
Loudon	5,688	1,255	22.06%
Meredith	6,725	2,098	31.20%
New Hampton	2,436	1,135	46.59%
New London	4,424	1,584	35.80%
Newbury	2,220	397	17.88%
Northfield	4,941	794	16.07%
Pembroke	7,358	874	11.88%
Pittsfield	4,148	927	22.35%
Salisbury	1,470	403	27.41%
Sanbornton	3,063	664	21.68%
Sutton	2,019	457	22.63%
Tilton	4,016	895	22.29%
Warner	2,975	662	22.25%
Webster	1,955	322	16.47%
Wilmot	1,427	297	20.81%
Windsor	271	24	8.86%
Mid-State RCC	211,436	43,280	20.47%
New Hampshire	1,395,007	281,983	20.21%

3.5.2 Disabled

Disabilities are not exclusively physical in nature; they may also be cognitive. A disability may be more readily observed such as a mobility impairment that necessitates use of a wheelchair or a visual impairment that requires use of an aid or guide dog, or it could be more "hidden" such as epilepsy, arthritis, or diabetes, or many others.

Many disabilities prevent the ability to operate a motor vehicle, which typically increases the reliance on transit. Depending on the disability, individuals may require vehicles with specialized equipment such as wheelchair lifts or they could need door-to-door service with specialized assistance for getting in and out of vehicles.

The U.S. Census Bureau collects data on disability for non-institutionalized individuals aged five and older. However, it should be noted that disability data is self-reported by the surveyed households and does not necessarily align with eligibility requirements for state or federal human services under Americans with Disabilities (ADA) programs. Similarly, there is no clear definition within census data as to which categories of disability result in transit dependence. The current ACS questionnaire asks about the following six types of disability:

- **Hearing difficulty:** deaf or having serious difficulty hearing (DEAR).
- **Vision difficulty:** blind or having serious difficulty seeing, even when wearing glasses (DEYE).
- **Cognitive difficulty:** because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions (DREM).
- **Ambulatory difficulty:** having serious difficulty walking or climbing stairs (DPHY).
- **Self-care difficulty:** having difficulty bathing or dressing (DDRS).
- **Independent living difficulty**: because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping (DOUT).

If a respondent reports experiencing anyone of the six types they are considered to have a disability.

Table 3: Mid-State RCC Population with Disability provides information on the region's disabled population by municipality according to 2022 ACS data. Approximately 15% or 31,679 of the region's total population reported having some form of disability. This figure is slightly higher than the 14% reported in 2016 in the last Coordinated Plan. Further, the most recent value slightly outpaces the State's 13% for 2022.

Four municipalities in the region – New Hampton (27%), Sanbornton (26%), Northfield (24%), Pittsfield (21%), and Franklin (20%) – have over 20% of their population reporting a disability. Concord (7,032) and Laconia (3,269) have the greatest total number of residents reporting a disability and, on a percentage basis, both are in the top half of municipalities in the region, with Laconia higher (19%) than Concord (16%).

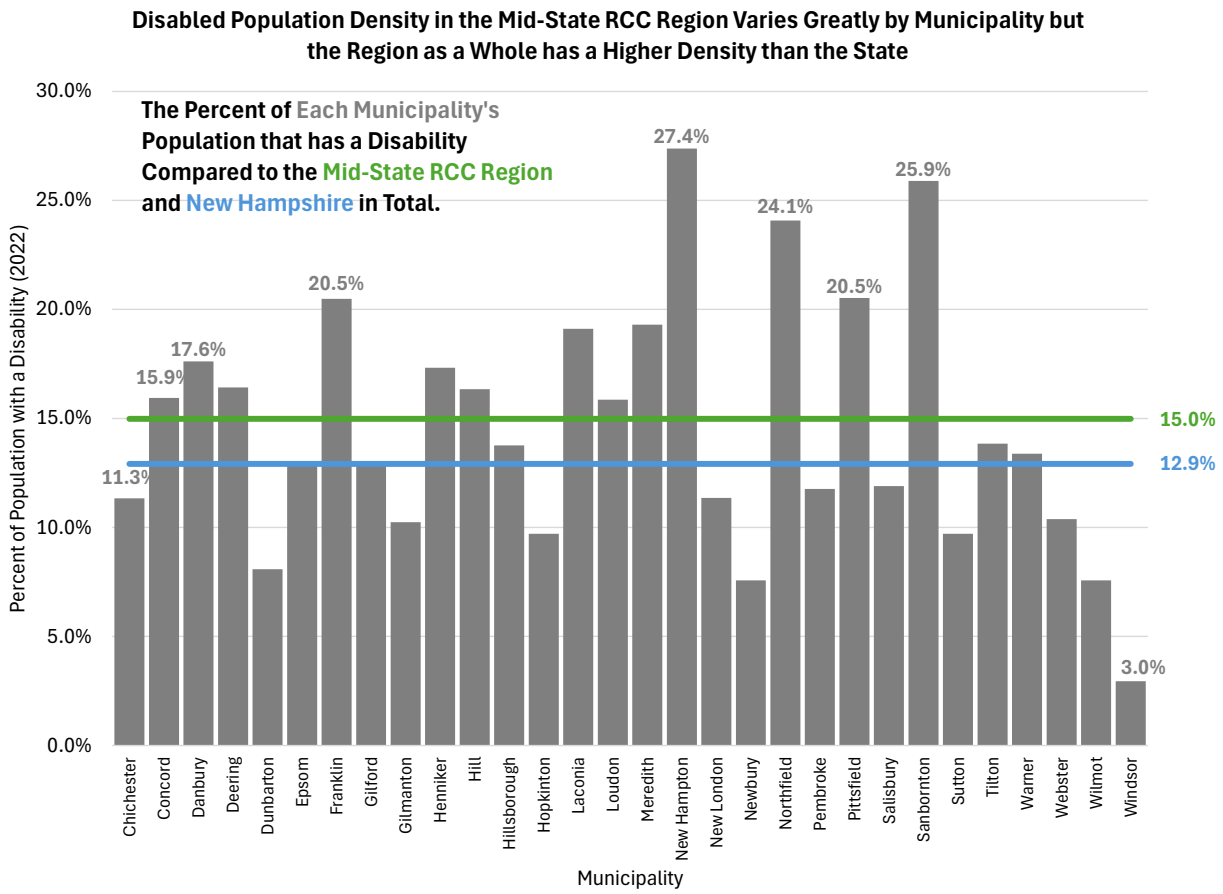
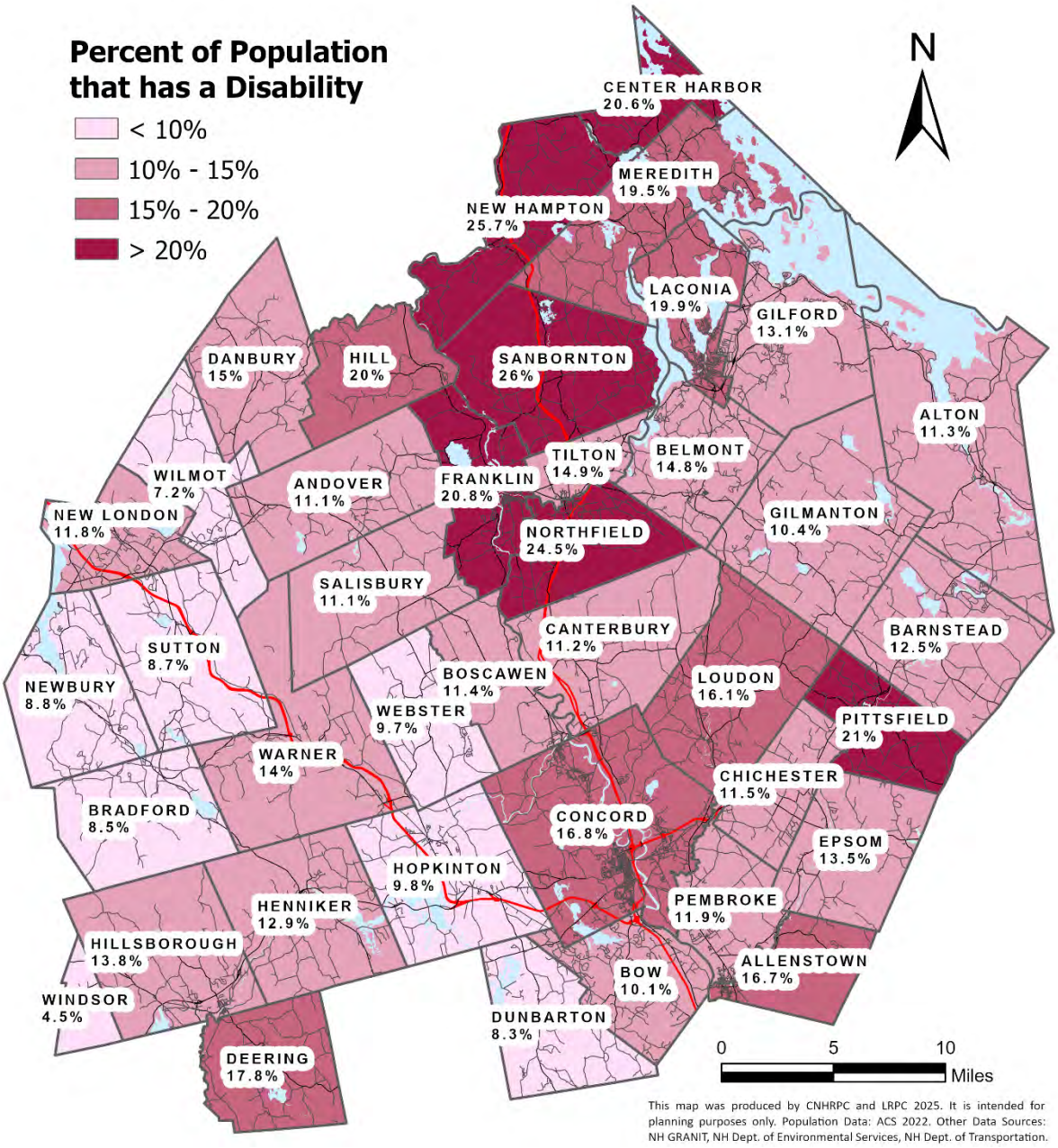


Table 3: Mid-State RCC Population with Disability

Table 3: Mid-State RCC Population with Disability			
Municipality	***NH OPD Total Population Estimate 2022***	***ACS 5-Year Estimate Population with Disability 2022***	***% of Population with Disability***
Allenstown	4,850	778	16.04%
Alton	6,014	667	11.09%
Andover	2,423	239	9.86%
Barnstead	4,976	618	12.42%
Belmont	7,436	1,090	14.66%
Boscawen	3,942	400	10.15%
Bow	8,327	829	9.96%
Bradford	1,695	133	7.85%
Canterbury	2,431	272	11.20%
Center Harbor	1,049	169	16.11%
Chichester	2,727	309	11.33%

Municipality	*NH OPD Total Population Estimate 2022*	*ACS 5-Year Estimate Population with Disability 2022*	*% of Population with Disability*
Concord	44,111	7,032	15.94%
Danbury	1,271	224	17.62%
Deering	1,924	316	16.42%
Dunbarton	3,068	248	8.08%
Epsom	4,885	636	13.02%
Franklin	8,744	1,791	20.48%
Gilford	7,798	1,011	12.96%
Gilmanton	4,002	410	10.24%
Henniker	4,544	787	17.32%
Hill	1,028	168	16.34%
Hillsborough	5,960	820	13.76%
Hopkinton	5,992	582	9.71%
Laconia	17,103	3,269	19.11%
Loudon	5,688	902	15.86%
Meredith	6,725	1,298	19.30%
New Hampton	2,436	667	27.38%
New London	4,424	502	11.35%
Newbury	2,220	168	7.57%
Northfield	4,941	1,190	24.08%
Pembroke	7,358	866	11.77%
Pittsfield	4,148	851	20.52%
Salisbury	1,470	175	11.90%
Sanbornton	3,063	793	25.89%
Sutton	2,019	196	9.71%
Tilton	4,016	556	13.84%
Warner	2,975	398	13.38%
Webster	1,955	203	10.38%
Wilmot	1,427	108	7.57%
Windsor	271	8	2.95%
Mid-State RCC	211,436	31,679	14.98%
New Hampshire	1,395,007	176,032	12.91%

Map 4: Population that Reports Disability by Mid-State RCC Municipality



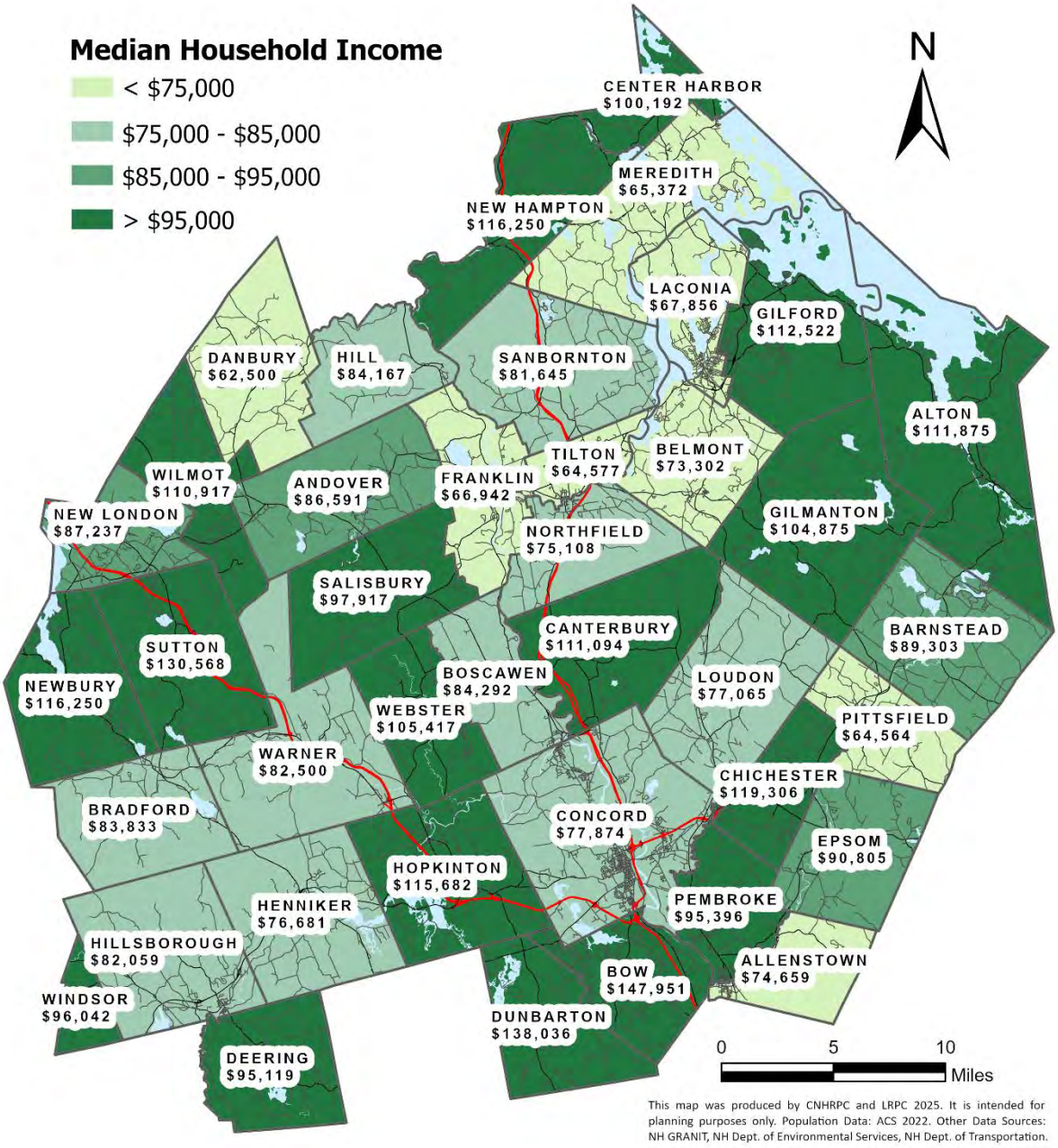
3.5.3 Income and Poverty

Another strong indicator of transit dependency is income level. Lower income households are less likely to be able to purchase, insure, and maintain a vehicle, along with other spending restrictions that they may have. In the Mid-State Region, especially in the smaller outlying towns without fixed transit services, not having a vehicle means that individuals are far less likely to be able to readily access jobs, health care, shopping venues, and other vital community services.

Table 4: Mid-State RCC Income and Poverty Population contains both Median Household and Per-Capita Income estimates for 2022 for each of the communities within the region from the ACS. It also provides details about populations living below the Federal poverty line.

The overall median household income for Merrimack County according to the 2022 ACS was estimated to be $88,806, slightly lower than the state median household income of $90,845. Belknap County's median household income is $80,719, which is roughly 11% lower than the State's level. Whereas Hillsborough County's median household income is nearly 5% higher than the State at $95,112.

Map 5: Median Household Income by Municipality in the Mid-State RCC Region

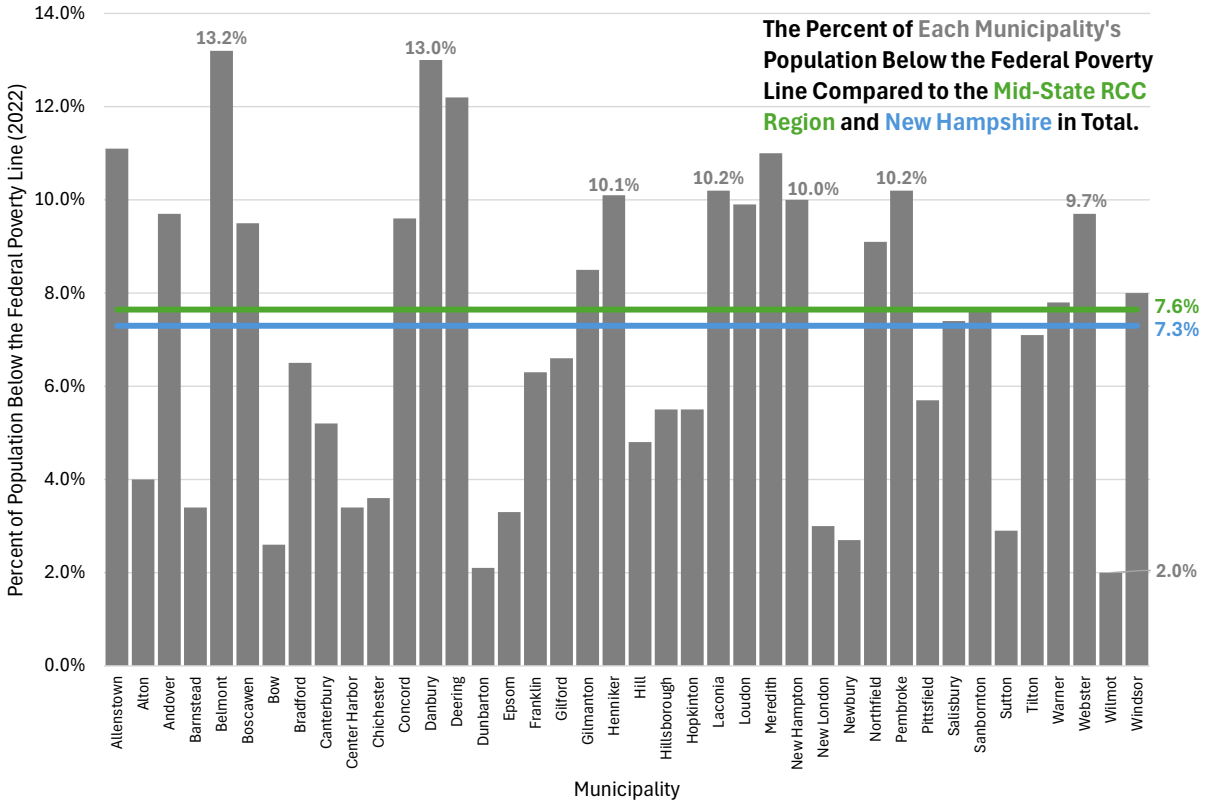


Just over half (21) of the communities within the Mid-State RCC region have median household incomes lower than New Hampshire's. Communities with the lowest median household incomes include Danbury, Pittsfield, and Tilton, all of which are under $65K. Concord and Laconia both have household incomes well below the State or County figures, partially due to the large institutional populations in the community, as well as the availability of more affordable multi-family housing. The communities with the highest median household incomes in the region are Bow, Dunbarton, and Sutton, all over $120K.

There is a wide range of per-capita income across the region ranging from a low of $33,777 in Hill to a high of $67,391 in Dunbarton. This statistic highlights the vast discrepancies between municipalities in the region.

In such a diverse region, with varying levels of income from town to town, a more specific measure of transit need is reflected in the population with incomes that fall below the federal poverty level. The U.S. Census Bureau measures poverty using a complex set of thresholds that vary by family size, number of children and age of the householder. That data collected by the Census Bureau excludes some sub-populations such as those living in college dormitories, institutionalized individuals, those living in military quarters, and unrelated individuals under fifteen years of age. Even in the wealthiest communities, individuals and families are found below the Federal poverty level.

There are Large Income Disparities among Mid-State RCC Municipalities but the Region as a Whole Compares Similarly to the State.



Concord and Laconia contain the most individuals living below Federal poverty level, the combined 5,660 total makes up 38% of the region's total population living in poverty. Belmont (13%), Danbury

(13%), and Deering (12%) have the highest percentage of their populations living below the Federal poverty level, while Wilmot (2%), Dunbarton (2%), and Bow (3%) have the least.

Map 6: Percent of Mid-State RCC Municipality Population Below the Federal Poverty Line

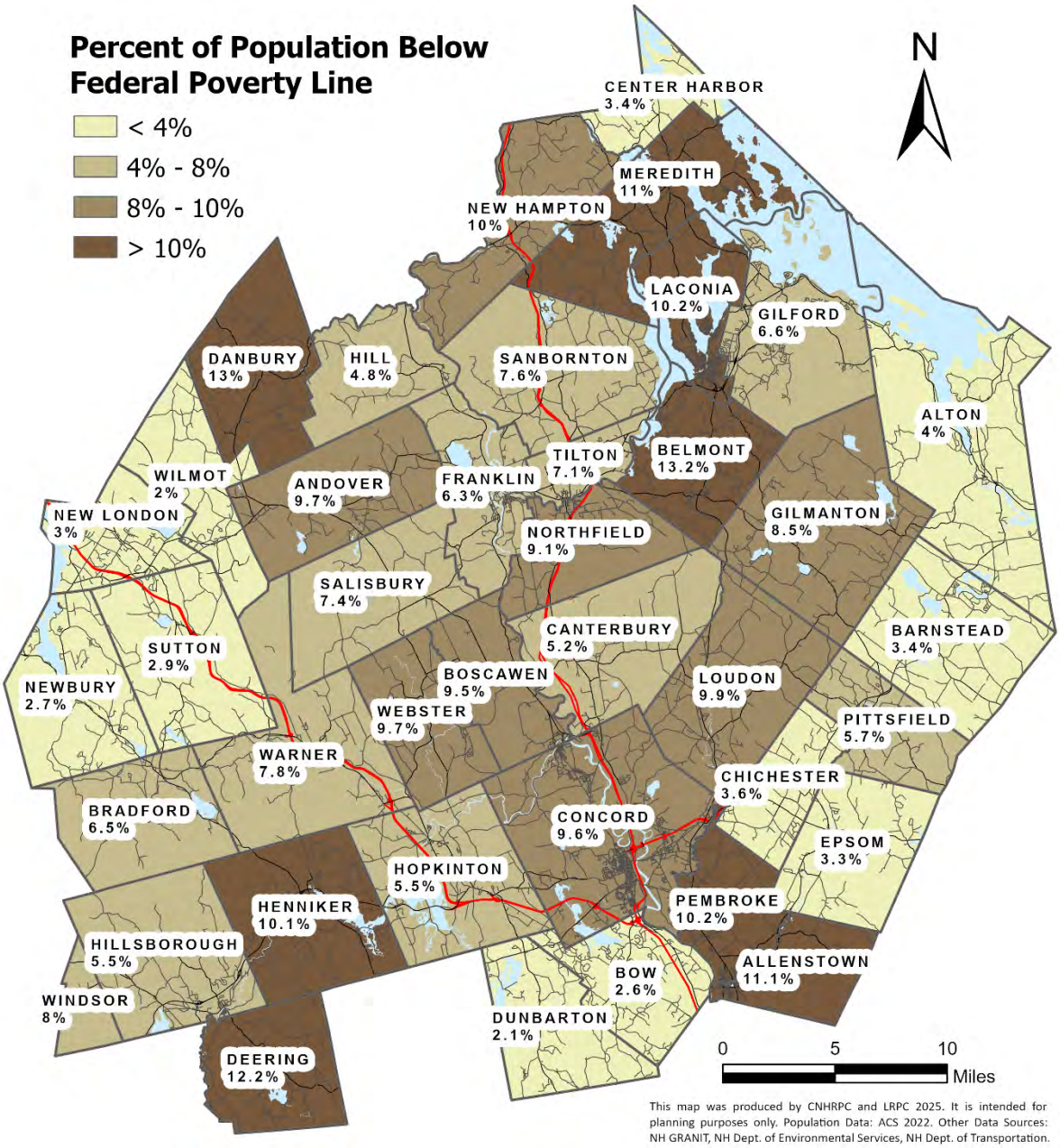


Table 4: Mid-State RCC Income and Poverty Population

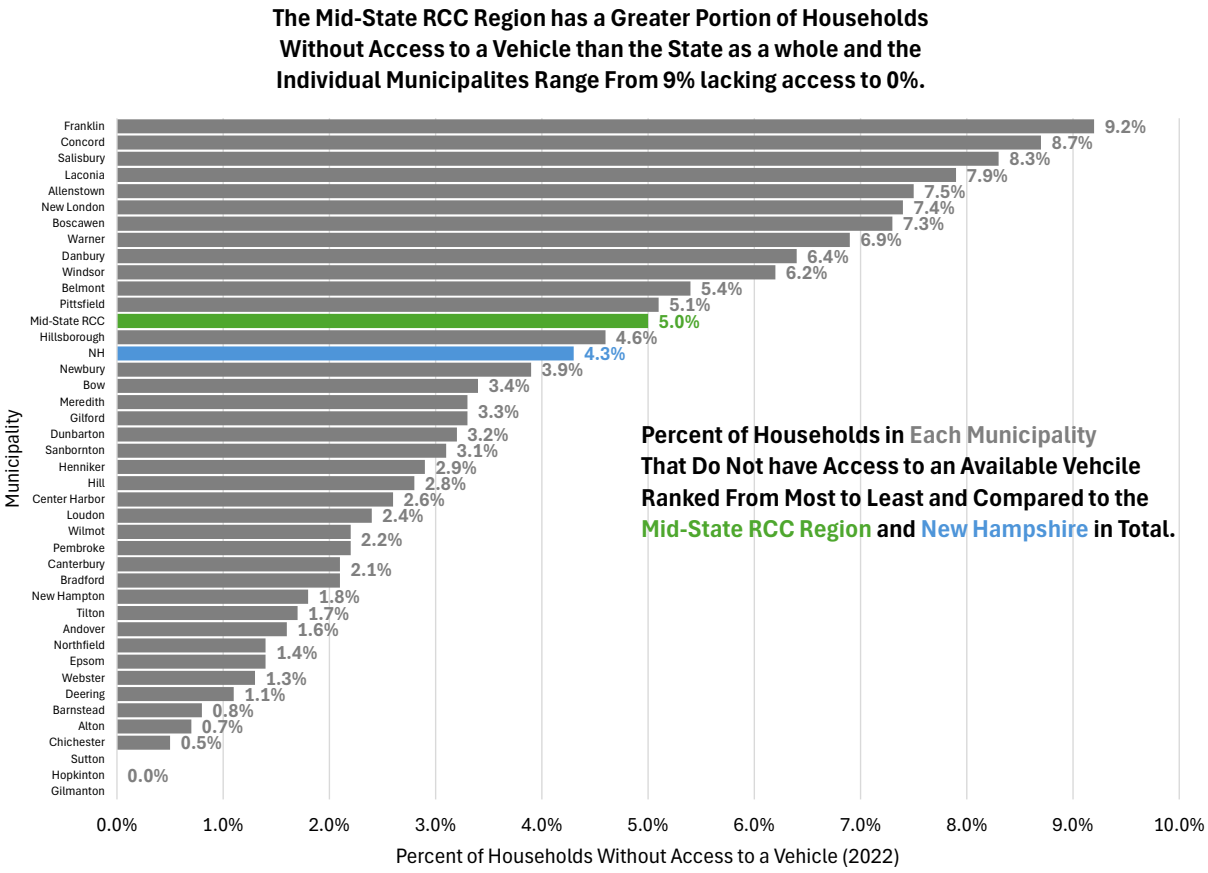
Table 4: Mid-State RCC Income and Poverty Population					
Municipality	*ACS 5-Year Estimate Median H.H. Income 2022*	*ACS 5-Year Estimate Income Per Capita 2022*	*NH OPD Total Population Estimate 2022*	*Population Below Federal Poverty Line 2022*	*% of Population Below Poverty Line*
Allenstown	$74,659	$41,894	4,850	515	11.1%
Alton	$111,875	$42,456	6,014	236	4.0%
Andover	$86,591	$45,943	2,423	209	9.7%
Barnstead	$89,303	$44,669	4,976	167	3.4%
Belmont	$73,302	$48,007	7,436	969	13.2%
Boscawen	$84,292	$43,816	3,942	334	9.5%
Bow	$147,951	$66,867	8,327	210	2.6%
Bradford	$83,833	$39,914	1,695	102	6.5%
Canterbury	$111,094	$50,395	2,431	121	5.2%
Center Harbor	$100,192	$44,028	1,049	28	3.4%
Chichester	$119,306	$52,140	2,727	97	3.6%
Concord	$77,874	$46,565	44,111	3,986	9.6%
Danbury	$62,500	$47,429	1,271	194	13.0%
Deering	$95,119	$53,542	1,924	216	12.2%
Dunbarton	$138,036	$67,391	3,068	63	2.1%
Epsom	$90,805	$50,543	4,885	156	3.3%
Franklin	$66,942	$39,767	8,744	537	6.3%
Gilford	$112,522	$57,490	7,798	510	6.6%
Gilmanton	$104,875	$51,859	4,002	338	8.5%
Henniker	$76,681	$37,849	4,544	555	10.1%
Hill	$84,167	$33,777	1,028	40	4.8%
Hillsborough	$82,059	$51,935	5,960	326	5.5%
Hopkinton	$115,682	$53,614	5,992	324	5.5%
Laconia	$67,856	$38,185	17,103	1,674	10.2%
Loudon	$77,065	$40,724	5,688	557	9.9%
Meredith	$65,372	$35,833	6,725	729	11.0%
New Hampton	$116,250	$34,635	2,436	261	10.0%
New London	$87,237	$37,244	4,424	107	3.0%
Newbury	$116,250	$66,250	2,220	52	2.7%
Northfield	$75,108	$37,244	4,941	440	9.1%

Municipality	*ACS 5-Year Estimate Median H.H. Income 2022*	*ACS 5-Year Estimate Income Per Capita 2022*	*NH OPD Total Population Estimate 2022*	*Population Below Federal Poverty Line 2022*	*% of Population Below Poverty Line*
Pembroke	$95,396	$42,249	7,358	737	10.2%
Pittsfield	$64,564	$40,473	4,148	231	5.7%
Salisbury	$97,917	$55,345	1,470	117	7.4%
Sanbornton	$81,645	$46,583	3,063	232	7.6%
Sutton	$130,568	$47,205	2,019	65	2.9%
Tilton	$64,577	$42,153	4,016	264	7.1%
Warner	$82,500	$46,081	2,975	218	7.8%
Webster	$105,417	$49,519	1,955	203	9.7%
Wilmot	$110,917	$52,578	1,427	30	2.0%
Windsor	$96,042	$46,346	271	14	8.0%
Mid-State RCC	$88,270	$46,214	211,436	16,164	7.6%
New Hampshire	$90,845	$47,441	1,395,007	98,162	7.3%

3.5.4 Auto Availability

One of the greatest indicators of transit need is the level of auto ownership, since individuals without access to a vehicle often rely on transit to access basic day-to-day services. Not having a vehicle, especially in the smaller outlying towns without fixed transit services, increases the difficulty of effectively accessing jobs, education, health care, shopping venues and other vital community services. It should be noted that there is a potential for a large margin of error with this type of data. However, no other information source is presently available.

As detailed in ***Table 5: Mid-State RCC Population Without Access to a Vehicle***, in 2022 the region had 4,176 households, or 5% of all households, without access to an available vehicle. The percentage of all households without access to a vehicle has decreased slightly since 2016. Over the same timeframe, the statewide figure dropped at a faster rate to 4% from 5% in 2016. The cities of Concord, Franklin and Laconia accounted for 59% of the households within the region without a vehicle (2,459). This figure is representative of the cities' more urbanized land use patterns, greater availability of fixed route transit, and higher availability of social services - almost all the social service providers in the Mid-State Region are in one of these three communities. Belmont (159), Allenstown (136), and New London (121) are the communities with the next highest number of households with no vehicles. Also of note are the rural communities of Boscawen, Danbury, Salisbury, Warner and Windsor which have more than 6% of households without access to an automobile. In contrast, thirteen (13) of the 40 communities within the region have auto availability rates of over 98%. Auto availability is an important factor for determining transit dependent needs but must be used in conjunction with other factors such as disability, age, and poverty levels in the community.



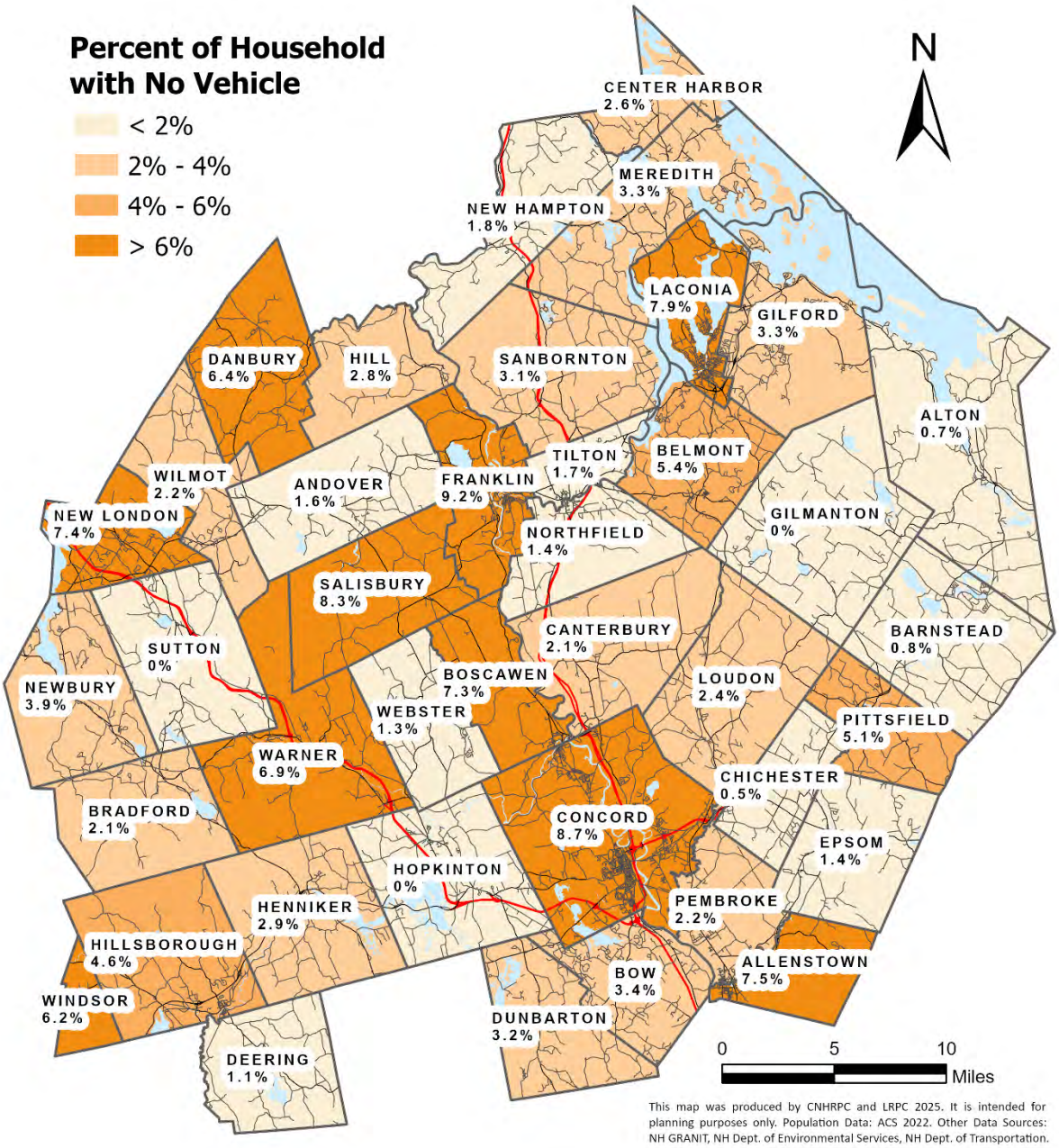
The number of communities that had zero households without an available vehicle had decreased since 2016, from 5 communities to 3 communities in 2022. Those communities that added households without an available vehicle are Windsor with 5 households at 6% and Alton with 16 households at 1%. The three cities Concord, Laconia and Franklin all had a decrease in their number of households without an available vehicle (316) as well as a decrease in the percentage of households without an available vehicle (3%). These are indicators that households without an available vehicle have been becoming more spread out from urbanized locations.

Table 5: Mid-State RCC Population Without Access to a Vehicle

Table 5: Mid-State RCC Population Without Access to a Vehicle			
Municipality	***ACS 5-Year Estimate Occupied Households 2022***	***ACS 5-Year Estimate Households w/o a Vehicle 2022***	***% of Households without a Vehicle***
Allenstown	1,812	136	7.5%
Alton	2,240	16	0.7%
Andover	878	14	1.6%
Barnstead	1,840	15	0.8%
Belmont	2,940	159	5.4%
Boscawen	1,380	101	7.3%

Municipality	*ACS 5-Year Estimate Occupied Households 2022*	*ACS 5-Year Estimate Households w/o a Vehicle 2022*	*% of Households without a Vehicle*
Bow	2,895	98	3.4%
Bradford	632	13	2.1%
Canterbury	920	19	2.1%
Center Harbor	384	10	2.6%
Chichester	1,011	5	0.5%
Concord	17,955	1,569	8.7%
Danbury	672	43	6.4%
Deering	666	7	1.1%
Dunbarton	1,061	34	3.2%
Epsom	1,844	26	1.4%
Franklin	3,717	341	9.2%
Gilford	3,069	101	3.3%
Gilmanton	1,575	0	0.0%
Henniker	2,397	70	2.9%
Hill	318	9	2.8%
Hillsborough	2,304	107	4.6%
Hopkinton	2,168	0	0.0%
Laconia	6,965	549	7.9%
Loudon	2,276	55	2.4%
Meredith	3,242	107	3.3%
New Hampton	978	18	1.8%
New London	1,636	121	7.4%
Newbury	747	29	3.9%
Northfield	1,906	27	1.4%
Pembroke	2,627	59	2.2%
Pittsfield	1,801	92	5.1%
Salisbury	623	52	8.3%
Sanbornton	1,125	35	3.1%
Sutton	846	0	0.0%
Tilton	1,598	27	1.7%
Warner	1,200	83	6.9%
Webster	795	10	1.3%
Wilmot	624	14	2.2%
Windsor	81	5	6.2%
Mid-State RCC	83,748	4,176	5.0%
New Hampshire	557,220	24,075	4.3%

Map 7: Percent of Households without Access to a Vehicle by Mid-State RCC Municipality



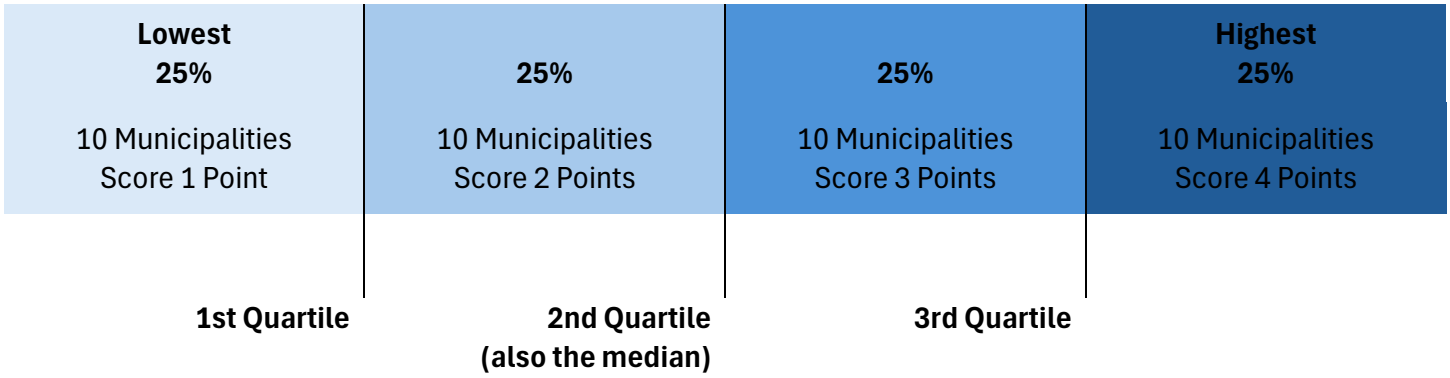
3.5.5 Aggregating Potential Vulnerabilities

Throughout the above sections, a variety of potential transit vulnerabilities have been considered including age, disability, income level, and auto availability. However, as mentioned previously, it is also important to consider these potential vulnerabilities in combination. Similarly, it is important to consider each vulnerability both as a total value (number of individuals) and as a percentage of population (concentration of individuals). This section aggregates each potential vulnerability

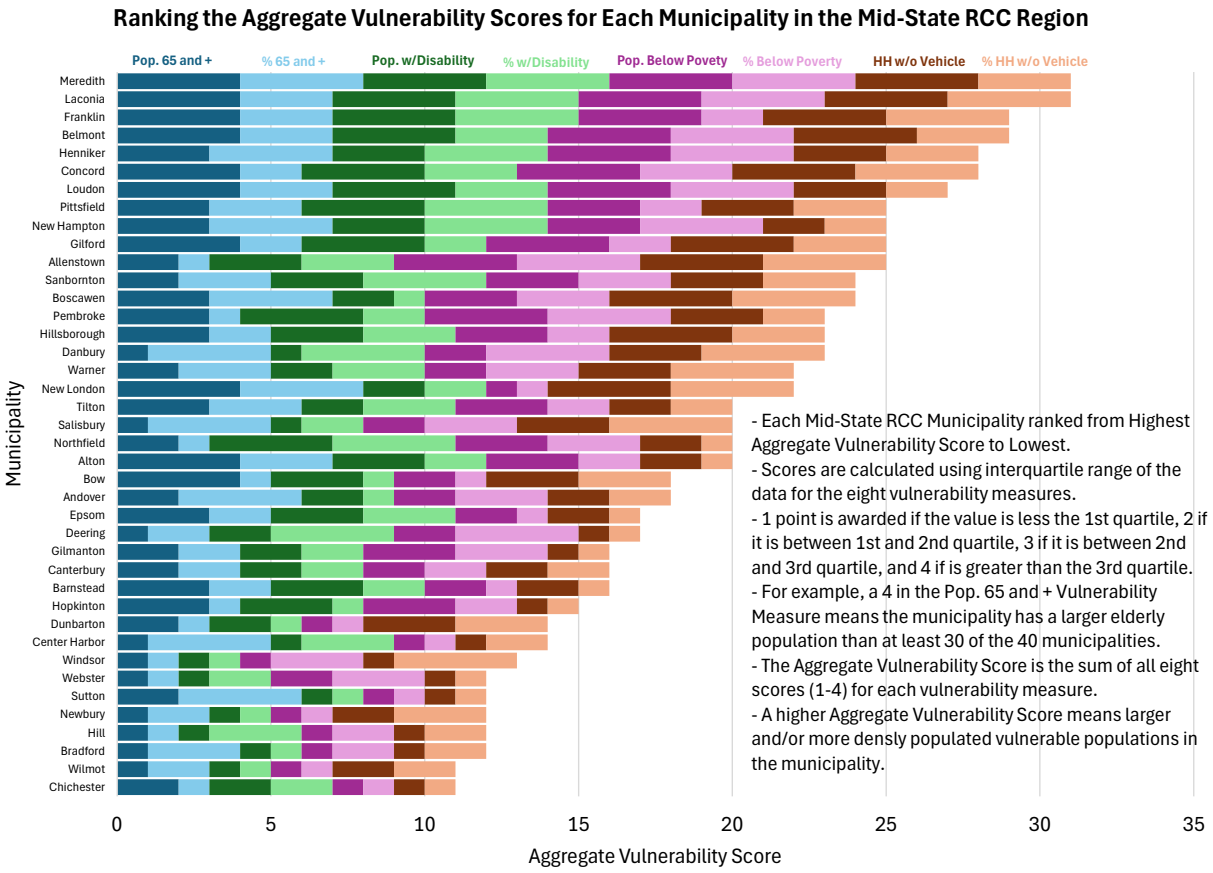
previously discussed to show which municipalities in the Mid-State RCC region have larger and more concentrated populations of those who could be most vulnerable to a lack of transit.

This analysis was conducted by calculating an "Aggregate Vulnerability Score" for each municipality in the Mid-State RCC region. To calculate this score, each municipality was given a score from 1-4 points for eight different "Vulnerability Measures". The measures were (1) Total Population aged 65 or Older, (2) Percent of Population aged 65 or Older, (3) Total Population with a Disability, (4) Percent of Population with a Disability, (5) Total Population below the Federal Poverty Line, (6) Percent of Population below the Federal Poverty Line, (7) Households without Access to a Vehicle, (8) Percent of Households without Access to a Vehicle. For each Vulnerability Measure the interquartile range across all 40 municipalities' data was calculated which splits the data into four equal groups. Points were then awarded to each municipality based on how its data in each Vulnerability Measure compared to the others. 1 point was given if the municipality's value was less than the 1st quartile, 2 points were given if the value was between 1st and 2nd quartile, 3 points were given if the value was between 2nd and 3rd quartile, and 4 points were given if the value was greater than the 3rd quartile. For example, a municipality scoring a 4 in the "Total Population aged 65 or Older" "Vulnerability Measure" means that municipality has a larger elderly population than at least 30 of the 40 municipalities. The sum of all eight scores for each "Vulnerability Measure" creates the "Aggregate Vulnerability Score". The most points a municipality can score is 32 points, which would mean it is greater than at least 30 municipalities in every measure.

The Entire Range of Data for all Municipalities for a "Vulnerability Measure"



Laconia and Meredith received the two highest Aggregate Vulnerability Scores of 31. Meaning both communities were in the top 10 of every Vulnerability Measure except for one, where they were in the top 20. Next highest scoring municipalities were Belmont and Franklin with 29 points, with Franklin scoring a 4 for every "Vulnerability Measure" except for its percentage of population living below the poverty line. There were 3 other communities scoring above 25, Concord with 28, Henniker with 28, and Loudon with 27. Concord's large total population in part caused it to score 4 points for every Vulnerability Measure except for three percentage-based categories (elderly, poverty, and disability). A full breakdown of each Municipality's scoring can be found in **Table 6: Aggregate Vulnerability Scores.**



A high Aggregate Vulnerability Score does not inherently mean a municipality needs additional transit. The scoring should only serve as a data-based tool to understand how different demographics compare across the region. Transit planning must consider a wide variety of factors, with the demographic information of potentially vulnerable populations being only one consideration.

Table 6: Aggregate Vulnerability Scores

Table 6: Aggregate Vulnerability Scores

Scoring uses the interquartile range of the data for each vulnerability measure across all 40 municipalities in the Mid-State RCC Region
1 = Less than the 1st Quartile, 2 = Between 1st and 2nd Quartile, 3 = Between 2nd and 3rd Quartile, 4 = Greater than the 3rd Quartile
Example: a 4 in the "***Population 65 and +*** " Vulnerability Measure means this municipality has a larger elderly population than at least 30 of the 40 municipalities
Aggregate Vulnerability Score = Sum of all eight scores for each Vulnerability Measure

Municipality	*Population 65 and +*		*%65 and +*		*Population w/a Disability*		*% w/a Disability*		*Population Below Poverty*		*% Below Poverty Line*		*Households w/o a vehicle*		*%Households w/o a vehilcle*		*Aggregate Vulnerability Score*
Allenstown	575	2	11.86%	1	778	3	16.04%	3	515	4	11.1%	4	136	4	7.5%	4	**25**
Alton	1,329	4	22.10%	3	667	3	11.09%	2	236	3	4.0%	2	16	2	0.7%	1	**20**
Andover	592	2	24.43%	4	239	2	9.86%	1	209	2	9.7%	3	14	2	1.6%	2	**18**
Barnstead	967	3	19.43%	2	618	3	12.42%	2	167	2	3.4%	1	15	2	0.8%	1	**16**
Belmont	1,594	4	21.44%	3	1,090	4	14.66%	3	969	4	13.2%	4	159	4	5.4%	3	**29**
Boscawen	942	3	23.90%	4	400	2	10.15%	1	334	3	9.5%	3	101	4	7.3%	4	**24**
Bow	1,356	4	16.28%	1	829	3	9.96%	1	210	2	2.6%	1	98	3	3.4%	3	**18**
Bradford	355	1	20.94%	3	133	1	7.85%	1	102	1	6.5%	2	13	1	2.1%	2	**12**
Canterbury	492	2	20.24%	2	272	2	11.20%	2	121	2	5.2%	2	19	2	2.1%	2	**16**
Center Harbor	388	1	36.99%	4	169	1	16.11%	3	28	1	3.4%	1	10	1	2.6%	2	**14**
Chichester	442	2	16.21%	1	309	2	11.33%	2	97	1	3.6%	1	5	1	0.5%	1	**11**
Concord	7,926	4	17.97%	2	7,032	4	15.94%	3	3,986	4	9.6%	3	1,569	4	8.7%	4	**28**
Danbury	316	1	24.86%	4	224	1	17.62%	4	194	2	13.0%	4	43	3	6.4%	4	**23**
Deering	373	1	19.39%	2	316	2	16.42%	4	216	2	12.2%	4	7	1	1.1%	1	**17**
Dunbarton	501	2	16.33%	1	248	2	8.08%	1	63	1	2.1%	1	34	3	3.2%	3	**14**
Epsom	992	3	20.31%	2	636	3	13.02%	3	156	2	3.3%	1	26	2	1.4%	1	**17**
Franklin	1,966	4	22.48%	3	1,791	4	20.48%	4	537	4	6.3%	2	341	4	9.2%	4	**29**
Gilford	1,556	4	19.95%	2	1,011	4	12.96%	2	510	4	6.6%	2	101	4	3.3%	3	**25**
Gilmanton	677	2	16.92%	2	410	2	10.24%	2	338	3	8.5%	3	0	1	0.0%	1	**16**
Henniker	1,206	3	26.54%	4	787	3	17.32%	4	555	4	10.1%	4	70	3	2.9%	3	**28**
Hill	164	1	15.95%	1	168	1	16.34%	3	40	1	4.8%	2	9	1	2.8%	2	**12**
Hillsborough	1,066	3	17.89%	2	820	3	13.76%	3	326	3	5.5%	2	107	4	4.6%	3	**23**
Hopkinton	1,003	3	16.74%	1	582	3	9.71%	1	324	3	5.5%	2	0	1	0.0%	1	**15**
Laconia	3,714	4	21.72%	3	3,269	4	19.11%	4	1,674	4	10.2%	4	549	4	7.9%	4	**31**
Loudon	1,255	4	22.06%	3	902	4	15.86%	3	557	4	9.9%	4	55	3	2.4%	2	**27**
Meredith	2,098	4	31.20%	4	1,298	4	19.30%	4	729	4	11.0%	4	107	4	3.3%	3	**31**
New Hampton	1135	3	46.59%	4	667	3	27.38%	4	261	3	10.0%	4	18	2	1.8%	2	**25**
New London	1,584	4	35.80%	4	502	2	11.35%	2	107	1	3.0%	1	121	4	7.4%	4	**22**
Newbury	397	1	17.88%	2	168	1	7.57%	1	52	1	2.7%	1	29	2	3.9%	3	**12**
Northfield	794	2	16.07%	1	1,190	4	24.08%	4	440	3	9.1%	3	27	2	1.4%	1	**20**
Pembroke	874	3	11.88%	1	866	4	11.77%	2	737	4	10.2%	4	59	3	2.2%	2	**23**
Pittsfield	927	3	22.35%	3	851	4	20.52%	4	231	3	5.7%	2	92	3	5.1%	3	**25**
Salisbury	403	1	27.41%	4	175	1	11.90%	2	117	2	7.4%	3	52	3	8.3%	4	**20**
Sanbornton	664	2	21.68%	3	793	3	25.89%	4	232	3	7.6%	3	35	3	3.1%	3	**24**
Sutton	457	2	22.63%	4	196	1	9.71%	1	65	1	2.9%	1	0	1	0.0%	1	**12**
Tilton	895	3	22.29%	3	556	2	13.84%	3	264	3	7.1%	2	27	2	1.7%	2	**20**
Warner	662	2	22.25%	3	398	2	13.38%	3	218	2	7.8%	3	83	3	6.9%	4	**22**
Webster	322	1	16.47%	1	203	1	10.38%	2	203	2	9.7%	3	10	1	1.3%	1	**12**
Wilmot	297	1	20.81%	2	108	1	7.57%	1	30	1	2.0%	1	14	2	2.2%	2	**11**
Windsor	24	1	8.86%	1	8	1	2.95%	1	14	1	8.0%	3	5	1	6.2%	4	**13**
1st Quartile	413		16.79%		228		10.17%		110		3.7%		13		1.5%		
2nd Quartile	834		20.88%		569		12.99%		225		7.3%		32		2.9%		
3rd Quartile	1,243		22.59%		846		16.40%		493		9.9%		100		6.0%		

3.6 Non-English Speakers

Another subset of the population that could be potentially more vulnerable to transit needs are residents that do not speak English or do not speak English at a high level. This group may be more reliant on public transportation due to the potential language barriers involved in obtaining, operating, and maintaining a motor vehicle. For instance, passing a driver's test, understanding road signs, navigating the requirements of car-ownership, or even communicating with car mechanics are all potential challenges that could deter non-English speakers from having their own vehicle. As such, it is important to consider this population when measuring transit success and planning future public transportation efforts.

The ACS does provide data on languages spoken at home and categorizes respondents that speak English "less than very well". However, this data is only sparsely available on a town level with most of the communities in the Mid-State RCC region being too small to be included in this subset. As a result, this demographic could not be included in the aggregate vulnerability analysis above. However, county data is available for the 2022 ACS 5-year estimates. The percent of the population that reported speaking English "less than very well" in Belknap County was 0.7% and 1.7% in Merrimack County. Both counties are less than the Statewide estimate of 2.4%. Although notably, the population estimate is higher for Hillsborough County at 5.1%.

3.7 Other Transit Dependent Populations

One need identified by the Mid-State RCC early in its founding was the lack of transportation options for individuals who have been under the care of the Merrimack County Department of Corrections (MCDOC). The MCDOC deals with a variety of individuals who have characteristics that impact their need for transit including either low or no income, severe disabilities, and homelessness.

While not specifically evaluated in this plan, other transit dependent populations exist. These populations include individuals who have been temporarily disabled due to injury or illness, those who have lost their driving privileges, or those households with fewer vehicles who may need one at any given time.

In addition, the youth population is less likely to have access to a vehicle for transportation to after school jobs, educational and extra-curricular activities, and recreational purposes. These populations could be occasionally dependent upon public transit systems. Residents (over 16) in the region's boarding schools are another group that may have their travel options severely restricted.

3.8 Distance from Medical Providers

Distance from medical providers is another important factor to consider when studying potential transit vulnerabilities. Reliable transit allows patients to access necessary medical care. This is particularly relevant for populations that may already be more vulnerable to transit needs such as the elderly and disabled. However, it may be more difficult for a transit dependent patient to source a ride the further they live from a medical center. As such, it is important to consider which areas of the region are furthest from healthcare access.

Table 7: Driving Distance in Miles from Hospitals in the Mid-State RCC Region lists how far each community is from four of the region's Hospitals: Concord Hospital, Concord Hospital – Laconia, Concord Hospital – Franklin, and Dartmouth Health – New London Hospital. However, it is worth noting that these distances are not fully representative of the potential health and travel needs of all residents of each town because hospitals have varied offerings and specialists. As a result, residents may have to make trips to a provider that is further away due to their individual needs.

Table 7: Driving Distance in Miles from Hospitals in the Mid-State RCC Region

Table 7: Driving Distance in Miles from Hospitals in the Mid-State RCC Region					
	Concord Hospital	*Laconia Hospital*	*Franklin Hospital*	*New London Hospital*	*To Closest Location*
Allenstown	11.0	31.5	30.1	47.3	11.0
Alton	30.4	19.5	25.7	47.9	19.5
Andover	24.6	24.1	12.2	10.5	10.5
Barnstead	20.2	19.3	24.2	51.2	19.3
Belmont	22.0	6.5	9.5	31.6	6.5
Boscawen	11.8	22.3	10.4	23.3	10.4
Bow	6.0	32.7	27.0	39.7	6.0
Bradford	25.2	44.3	26.5	13.4	13.4
Canterbury	11.4	17.8	10.5	31.7	10.5
Center Harbor	42.4	14.8	27.6	44.7	14.8
Chichester	10.2	23.0	23.5	48.4	10.2
Concord	0	27.3	20.9	37.4	0
Danbury	33.4	28.9	18.0	15.8	15.8
Deering	22.4	56.6	46.4	33.0	22.4
Dunbarton	9.3	39.1	30.2	37.1	9.3
Epsom	13.0	26.3	30.3	51.3	13.0
Franklin	20.9	12.5	0	22.1	0
Gilford	33.2	5.5	18.5	40.7	5.5
Gilmanton	21.1	8.4	13.4	35.6	8.4
Henniker	15.3	42.8	30.7	23.0	15.3
Hill	27.3	20.2	8.3	26.4	8.3
Hillsborough	22.4	52.4	46.1	28.8	22.4
Hopkinton	7.5	33.8	23.1	28.7	7.5
Laconia	28.2	0	12.3	34.5	0
Loudon	9.7	18.7	19.1	33.6	9.7

	Concord Hospital	*Laconia Hospital*	*Franklin Hospital*	*New London Hospital*	*To Closest Location*
Meredith	37.8	10.2	23.0	40.1	10.2
New Hampton	34.1	13.1	14.6	31.7	13.1
New London	34.0	32.9	21.0	0	0
Newbury	30.8	40.9	29.0	7.7	7.7
Northfield	19.1	10.2	3.5	28.0	3.5
Pembroke	8.1	28.4	27.1	40.9	8.1
Pittsfield	16.8	19.2	23.9	47.8	16.8
Salisbury	17.6	19.3	7.4	17.6	7.4
Sanbornton	23.8	8.3	5.6	27.7	5.6
Sutton	29.6	35.8	24.0	8.3	8.3
Tilton	19.8	9.4	3.1	25.3	3.1
Warner	21.0	44.0	20.2	17.4	17.4
Webster	14.6	23.9	11.9	20.7	11.9
Wilmot	30.1	29.6	17.6	7.0	7.0
Windsor	29.1	59.2	52.9	31.1	29.1

*Distances from Google Maps, selecting the shortest distance

Windsor (29 mi), Deering (22 mi), and Hillsborough (22 mi) are the furthest from any of the four Hospitals, all over a 20-mile drive away from the closest option. Although notably, Concord Hospital and Concord Hospital – Laconia are much larger operations than the two other hospitals. Additionally, there are limited dialysis centers in the region, with the three locations (in Concord, Tilton, and Laconia) being relatively close to the two larger hospitals. As such, it is important to also consider distance only from Concord and Laconia Hospitals. There are twelve towns in the region with more than 20 miles drive away from these two sites, with the Towns of New London (33 mi), Newbury (31 mi), Sutton (30 mi), and Wilmot (30 mi) being the furthest.

3.9 Commuting Data

A major part of the transportation in the region is commuting to work. Commuting data is also useful in identifying heavily travelled routes in the region which could potentially benefit from increased transportation options.

NH OPD prepares estimated daytime population estimates for the larger communities in NH. These estimates in 2022 included data for Concord, Franklin, Laconia, Meredith CDP, Tilton-Northfield CDP, and the Suncook CDP (Suncook Village in both Pembroke and Allenstown). These estimates included in ***Table 8: Mid-State RCC Commuting Data*** only included employment data, and did not include estimates for school attendance, tourism, and individuals commuting for medical services, retail services, business and personal services, as well as social and recreational purposes. Except for Concord, each location has more daily commuters going out of the region than those coming in.

Table 8: Mid-State RCC Commuting Data

Table 8: Mid-State RCC Commuting Data (2022) | Source: NH OPD & 5-year ACS Data					
Community	***Population of Employed Residents***	***Daily Commuters In (%)***	***Daily Commuters Out (%)***	***Employment-to-Resident Ratio***	***Employment***
Concord	21,923	60.6%	39.4%	1.69	37,105
Franklin	4,392	28.0%	72.0%	1.09	4,726
Laconia	8600	47.7%	52.3%	1.07	9173
Meredith CDP	1,158	36.8%	63.2%	1.08	1,252
Tilton-Northfield CDP	1,591	22.3%	77.7%	1.02	1,620
Suncook CDP	3,056	16.8%	83.2%	1.01	3,089

Details on preferred methods of commuting are shown in ***Table 9: Mid-State RCC Modes of Transportation*** on the next page. Results show that commuting methods are similar in both Belknap and Merrimack Counties. Combined in these counties, 77% of commuters preferred traveling by automobile alone in 2022. This value has decreased since the last report when in 2016 nearly 90% of commuters utilized the private automobile. 8% of commuters in these counties report carpooling to work, a value slightly higher than the State (7%) and up roughly 2% since 2016. Working from home has also increased in popularity with 12% of Belknap and Merrimack County commuters remoting into their jobs, compared to 8% in 2016. Walking and public transportation account for less of the decrease in solo automobile commutes. In 2022, 0.3% of commuters in Merrimack and Belknap Counties regularly commuted via public transport, 2% walked, and 1% used some other form of transport. However, this is in large part due to reflects the more rural characteristics of these two counties where most residents must commute further and have fewer public transportation options. In more urban Concord, 0.6% and 5.4% of commuters reported using public transportation and walking, respectively, in 2022.

Table 9: Mid-State RCC Modes of Transportation

Table 9: Mid-State RCC Modes of Transportation (2022) | Source: 5-year ACS Data							
		Method of Commuting					
Community	*Total Commuters*	*Car, Truck, or Van (Solo)*	*Carpool*	*Public Transportation*	*Worked Remotely*	*Walked to Work*	*Other Transportation*
Concord	21,653	71.5%	8.4%	0.6%	12.6%	5.4%	1.4%
Franklin	4,393	76.9%	12.0%	0.0%	7.9%	1.9%	1.3%
Laconia	8,323	74.5%	12.4%	0.3%	9.4%	2.4%	1.0%
Merrimack County	78,773	76.1%	7.8%	0.3%	12.1%	2.7%	1.0%
Belknap County	32,383	77.9%	7.8%	0.3%	11.5%	1.4%	1.0%
New Hampshire	726,246	75.6%	7.2%	0.6%	13.1%	2.2%	1.2%

4.0 Existing Transit Services in the Region

4.1 Introduction:

A variety of transportation services exist in the region, consisting of local and regional public transportation services, inter-city buses, specialized transportation options, community transportation options, and private transportation options. This section documents and describes the transportation programs and services identified. The process to identify the various transportation resources available in the region included:

- Using information from the previous coordinated transportation plan for the region
- Incorporating transportation resources identified by the Mid-State Regional Coordinating Council
- Reviewing reports produced by NHDOT
- Conducting online research and obtaining appropriate information on current transportation services

4.2 Public Transit

The following section provides information on public transit systems that serve the Mid-State region.

Concord Area Transit

Concord Area Transit (CAT), managed by Community Action Program Belknap – Merrimack Counties, Inc. (CAP-BM) operates a combination of fixed- route and demand-response services locally within the City of Concord. Demand response service also extends to local communities outside of the Concord city limits. The service is aimed at facilitating access across town, connecting various neighborhoods and key locations within the city and region and has been operating since 1989.

Concord Area Transit Fixed Route Service

CAT operates three fixed routes in Concord, New Hampshire on weekdays from 6:00am to 6:30pm that are scheduled according to a loose hub and spoke model, wherein all routes intersect at the State House/Eagle Square stop in the middle of downtown. CAT also runs an intercity commuter route called the Concord-Laconia Connector, which runs on weekdays from 5:45 am to 7:30pm. Since April 20, 2020, all CAT transportation services are free. All buses are wheelchair accessible and have bike racks for patrons who can ride to the bus stops.

Maps and schedules can be found in the appendix.

The four routes are as follows:

Penacook Route (blue on map): This route connects Concord with Penacook to the north. It runs from Concord Hospital toward the State House/Eagle Square hub, then turns north through downtown along US-3 and finally terminates at Briar Pipe Apartments in Penacook.

Heights Route (green on map): This route serves eastern neighborhoods of Concord, running from Walmart and in the east to downtown, traveling southward on Main Street to Storrs Street then returning to Main Street by way of Storrs Street at Pleasant St. Ext. The route operates predominantly via Loudon Road, with a deviation to serve housing developments on Christian Avenue, as well as Walmart by way of NH 106 (Sheep Davis Road). The Heights route also serves the Post Office at the Arena shopping Center and inter-city bus terminal on Stickney Avenue.

Crosstown Route (orange on map): This route provides cross-town connections, linking east and west Concord between Industrial Park Drive in the east and the Concord District Court by way of South St, Clinton Street, S. Fruit Street and Pleasant Street. This route also serves the Ft. Eddy commercial area, the New Hampshire Technical Institute (NHTI), the Horseshoe Pond Area, Eagle Square/State House, regional bus terminal, the Post Office, Airport Road/Eagles Bluff, Regional Drive, the Airport Industrial Park, and Pembroke Road. It also will divert to the Department of Health and Human Services (DHHS) on Terrill Park Drive upon request.

Concord-Laconia Connector: This route, launched at the beginning of 2024, connects Concord with Laconia and is primarily intended as a commuter service. The route runs from Eagle Square to Church St. parking in Downtown Laconia along route 3. The bus stops at several locations that employ a large number of workers including the New Hampshire Correctional Facility, Merrimack County complex in Boscawen, Franklin Industrial Park, and a number of businesses in Tilton and Laconia. In total, the Concord-Laconia Connector route has a total of 18 stops and completes four round trips from 5:45am to 7:27pm. The full loop takes approximately three hours.

ADA Paratransit

ADA Complementary Paratransit Service provides a demand-response service for people with disabilities that prevent them from using the accessible fixed-route buses. This program operates during the same hours as the fixed-route bus service and offers a shared ride up to ¾ of a mile outside the Concord Area Transit's fixed route. The buses are equipped with lifts and can secure walkers, wheelchairs, and other mobility devices. Customers must complete an application and be determined to be eligible to use the ADA Paratransit service. Rides can be reserved one to five business days in advance of a trip by calling the ADA Paratransit scheduling office. Same day rides can be requested and are granted based on availability.

Concord Senior Transit

Concord Senior Transit Program (CSTP) offers origin to destination transportation for residents aged 60 or older in the greater Concord area provided by CAP. Reservations must be made at least 24 hours prior to the ride. Service runs from Monday to Friday from 8:00am to 3:00pm. The drivers can only assist passengers entering and exiting vehicles. In 2022 CAT added a second bus to the CST fleet, operating every Monday to serve as a dedicated shopping shuttle to residents in the 03301-zip code. The CSTP system operates on the following weekdays:

- Monday, Wednesday, Friday: Concord residents
- Tuesday: Penacook and Boscawen residents
- Thursday: Pembroke and Suncook residents

Mid-State Transit

Mid-State Transit (MST), operated by CAP-BM, is a bus and volunteer driver service providing origin to destination transportation for adults aged 60 or older and adults with disabilities in Belknap and Merrimack County – outside of the Concord area. MST is a demand response system that requires registration and day-ahead scheduling. The system is partially supported by donations, $3.00 per round trip is suggested.

The MST system is comprised of ADA compliant buses that services 33 towns. The towns of Pembroke, Boscawen, Bow, Allenstown, Dunbarton, and Deering, do not have ADA compliant bus service through MST, but are served by the CAT senior bus. MST also provides volunteer driver

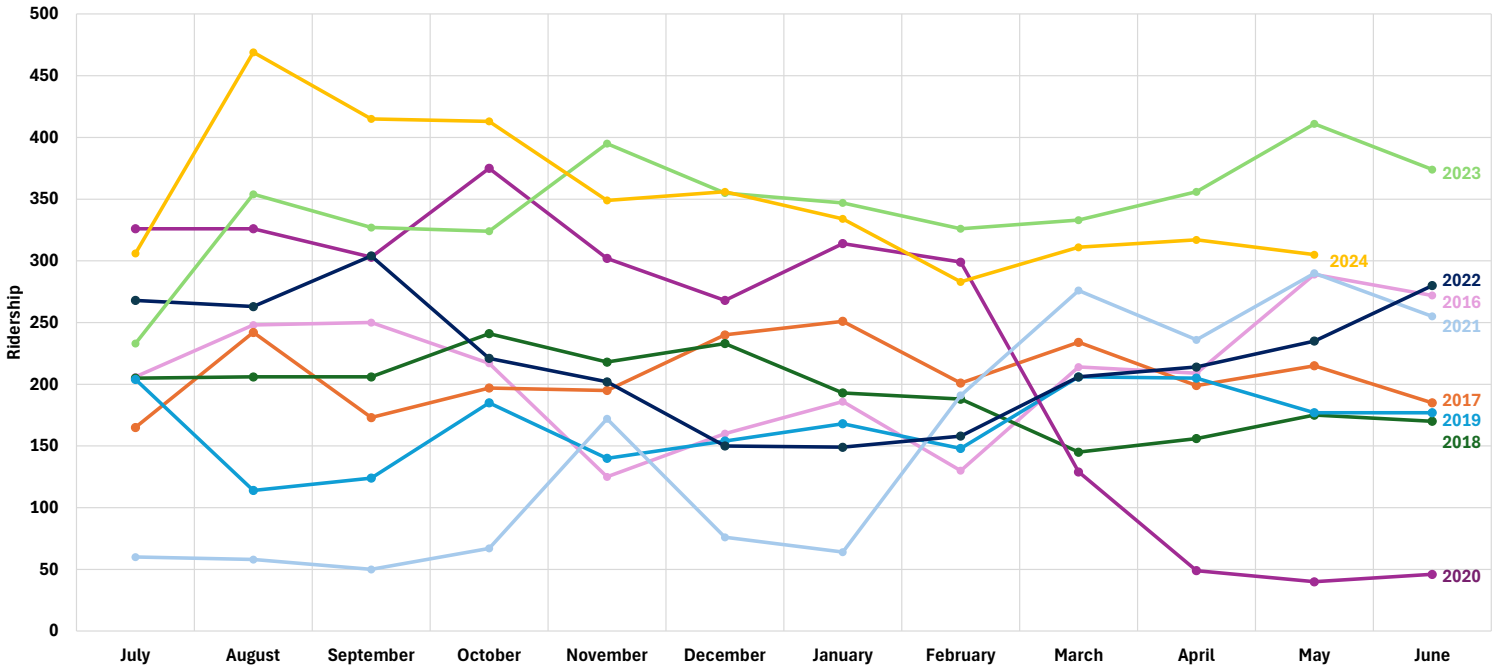
services to offer more flexibility and ability to meet user needs. Windsor is served by volunteer drivers. Altogether MST offers some level of service to all 40 towns in RCC Region 3.

MST bus service is separated by zone, each town is categorized into at least one of four zones. Bus service is offered at least one day of the week for each town, and riders can go via bus to any location within the zone. For more detailed information on the MST bus service see the MST Rider Guide in the appendix. Service is available Monday – Friday, 8:30am – 3:00pm.

MST Volunteer driver services are available Monday – Friday, 5:00am – 6:00pm. Volunteer drivers are available throughout Mid-State Region 3 RCC. The vehicles will pick riders up and bring them back to their home. MST can be used for any purpose, and is frequently used for medical appointments, personal business, and shopping.

Data indicated that from 2016-2024 Mid-State Transit provided an average of 2,718 rides per year using FTA section 5310 Funding. MST also provides additional rides using different funding sources. From January 2020 to April 2024 MST bus service provided an average of 13,158 trips. The figure below shows MST bus service monthly ridership trends from 2020 to 2024.

Monthly Ridership Trends for 5310 MST (2016-2024)



Source: CAP-BM

4.3 Community and Specialized Transportation

Various community and specialized transportation programs are offered by municipalities, non-profit, and human service agencies in the region. This transportation is typically only provided to residents or agency clients and for a specific trip purpose, generally medical, employment, or access to agency locations. The following section provides an overview of the primary community and specialized transportation options in the Mid-State region.

Taxi Voucher Program

The RCC, in cooperation with the Merrimack County Department of Corrections (MCDOC), established a Taxi Voucher Program (TVP) as a pilot program using Section 5310 funding in 2017. The program was set up to provide transportation services to those at the facility who need to access work-release opportunities or those outside the facility who need to get back to the facility for specific services. This program is designed to provide rides in situations that cannot be served by other means of transportation. By providing the local matching funds, the MCDOC is better able to stretch the county funds for transportation services. The program has expanded into a partnership with Merrimack County Human Services to offer the program to eligible residents. Eligibility requires all other transportation options to be used before TVP.

Since 2017, rides peaked in 2019 with 1,062 rides offered. Since 2020 annual rides have decreased. In FY2024 there were 152 rides and as of FY2025 the TVP is paused.

Caregivers of Southern Carroll County

Caregivers of Southern Carroll County & Vicinity provides transportation for medical appointments and support services to residents of Alton, Ossipee, Tuftonboro, and Wolfeboro. Services are offered free of charge, though donations are accepted.

Caregivers RSVP - Friends Program

Caregivers is a Concord-based program assisting seniors in aging at home by offering free door-to-door transportation for medical appointments and grocery shopping, along with a telephone reassurance and pilot pet therapy program. Staffed by Retired Senior Volunteer Program (RSVP) volunteers and administered by Friends Program, it caters to residents aged 60+ or those with qualifying medical conditions, enhancing their independence and social support.

Chapin Senior Center

The Chapin Senior Center operates a Volunteer Transportation Program offering free, door-to-door rides for seniors in need within the towns of Andover, Danbury, Grantham, Newbury, New London, Springfield, Sunapee, Sutton, and Wilmot. This service caters to various needs. Residents aged 55 and older who cannot drive and who have completed an intake process are eligible. The program relies on volunteers for driving and scheduling, covering a service area of 329.3 square miles. There are no fees, but contributions are encouraged.

Disabled American Veterans (DAV) Transportation

The Disabled American Veterans (DAV) offers free van transportation for Veterans to and from VA Manchester Healthcare System facilities in New Hampshire, targeting those without other transport options. Rides are available for ambulatory passengers only and must be arranged in advance.

Future In Sight

Future In Sight provides transportation for New Hampshire residents with vision loss, offering rides for essential appointments with advance registration. Services prioritize medical visits and grocery shopping, requiring 7-day notice and confirmation two business days before the appointment.

Granite State Independent Living (GSIL)

Granite State Independent Living provides various services to assist individuals with disabilities in accessing community-based transportation throughout New Hampshire. Their offerings include wheelchair van transportation, local transit travel training, travel reimbursement, non-emergency medical transportation, and assistance with ADA para-transit applications. These services aim to enhance mobility and reduce isolation by helping people understand and navigate their transportation options.

Greater Hillsborough Senior Services

Transportation services to the Market Basket in Warner are provided every 2nd and 4th Wednesday of the month for residents of Antrim, Deering, Henniker, Hillsborough, Washington, and Windsor.

Henniker Dial-A-Ride

The White Birch Center for Active Living operates the Dial-A-Ride program, offering transportation to medical appointments for seniors in Henniker.

Hopkinton Dial-A-Ride

The Dial-A-Ride Program, founded in 1979 by Anne Longley Slusser and based at the Slusser Center in Contoocook, offers free transportation services to senior residents of Hopkinton and Contoocook for shopping, hospital visits, and medical appointments on weekdays. Advanced notice of 48 hours is required to use the service, which relies on the dedication of volunteer drivers from the local community.

Interlakes Community Caregivers

Interlakes Community Caregivers, Inc. is a 501(c)3 nonprofit volunteer organization that assists residents of Center Harbor, Meredith, Moultonborough, and Sandwich by providing free rides and other supportive services. Volunteer drivers use their personal vehicles to help neighbors with transportation for medical and personal appointments, grocery shopping, and other errands.

John O. Cate Memorial Van

The John O. Cate memorial van offers free transport for Loudon residents to appointments in the Concord area. Owned by the Town of Loudon, the van is equipped for ADA service. Available for transportation to medical and other appointments in the Concord area on weekdays from 7:30am to 5:00pm, as well as transport outside of normal hours of operation depending on staff availability. Requests should be made at least one week in advance.

Kearsarge Neighborhood Partners (KNP)

Volunteers of KNP provide transportation assistance for doctor's appointments within the Kearsarge area, serving ten towns including Andover, Bradford, Danbury, Newbury, New London, Springfield, Sunapee, Sutton, Warner, and Wilmot.

Lakes Region Mental Health Center (LRMHC)

LRMHC offers transportation services for its clients via two handicapped-accessible buses. These services, which require prior registration through the client's treatment team, are available in Laconia on Mondays and Thursdays and in Plymouth on Tuesdays and Wednesdays from 8:00am to 4:00pm. The transportation program is designed to help clients access necessary medical appointments and community resources, complying with ADA standards to ensure full accessibility.

Loudon John O. Cate Memorial Van

Offers free transport for Loudon residents to appointments in the Concord area, equipped for ADA service and operating on weekdays from 7:30am to 5:00pm, as well as transport outside of normal hours of operation depending on staff availability. Requests should be made at least one week in advance.

Medicaid Fee-for-Service (FFS)

The New Hampshire Department of Health and Human Services (NHHS), under contract with Coordinated Transportation Services (CTS), operates the Medicaid Non-emergency Transportation Programs.

Under the CTS Friends and Family Mileage Reimbursement Program, the Medicaid recipient or volunteer drivers can be reimbursed for their mileage for covered trips.

Medicaid recipients who do not have a vehicle or a friend/family member who can drive them, can request a ride by calling CTS. CTS will arrange the ride using public transportation, various transportation service providers, a wheelchair van or non-emergency ambulance service. 48 hours' notice to CTS is required for all non-emergency medical transportation.

Tilton Shuttle Bus

The Town of Tilton Shuttle Bus provides transportation for residents of Tilton and Sanbornton, offering service to Laconia, Gilford, Concord, and Franklin. Residents must schedule rides the Wednesday before their trip, and rides are assigned on a first-come, first-served basis.

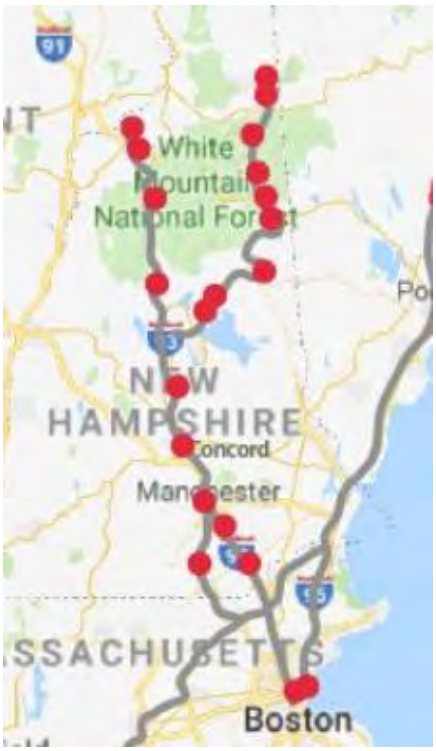
Transport Central

Transport Central is a non-profit organization that offers non-emergency medical transportation for seniors, people with disabilities, and Medicaid recipients. They operate with volunteer drivers who serve multiple towns, including Center Harbor, facilitating access to medical appointments both locally and in surrounding areas.

4.4 Inter-City Bus Services

Concord Coach Lines is the largest inter-city bus service in the region. The following bus companies also provide service to the region including Dartmouth Coach, Manchester Transit Authority, and Greyhound.

Concord Coach Lines operates daily service between Concord and Boston (including South Station and Logan Airport), arriving/departing roughly every hour. The first bus departs at 3:15am and the last bus leaves at 7:45pm from the Stickney Avenue bus station in Concord. Parking at the Stickney Avenue bus station in Concord is free. This bus station is accessible via the CAT system fixed route bus (Heights Route). As of February 17, 2025, a one-way ticket to South Station from Concord costs $20.00 and a round-trip ticket is $36.00.



Concord Coach Lines operates one bus daily from Littleton, NH to Boston with daily stops in the Mid-State Region in both Concord and Tilton. Concord Coach Lines also operates one bus daily from Berlin to Boston with daily stops in Center Harbor, Meredith, Tilton, and Concord. On Friday and Sundays, Concord Coach operates one afternoon bus from North Conway to Boston, with stops in the Mid-State Region.

Buses that travel during peak hours are regularly filled to capacity by the time they reach the Londonderry, NH I-93 Exit Park and Ride facility/Bus Stop.

Dartmouth Coach provides hourly service from Hanover, NH/Dartmouth College to Boston with a stop in New London, NH. This serves the far western portion of the Mid-State Region. As of February 17, 2025, a one-way ticket to South Station from New London is $29.00 and a round-trip ticket is $49.00.

The Manchester Transit Authority (MTA) initiated the Concord Express – Zipline (Route 21) in 2014 offering round-trip weekday service seven times a day from Downtown Manchester to the Stickney Avenue Bus Station in Concord. Three trips are offered on Saturday while no service is provided on Sunday. The posted ticket price is $5.00 for a day pass and $60.00 for a monthly pass. Reduced rates are available. This service allows riders to transfer in Downtown Manchester to the Manchester-Boston Regional Airport, Downtown Nashua, and to various other routes serving the greater Manchester area.

Greyhound operates a single daily round trip bus from Concord to Boston. Rates are variable as of 2025.

Most bus companies have stops at the Logan Airport and **South Station in Boston,** which allows transfers to inter-state and Boston area bus services, as well as Amtrak and other passenger rail services.

4.5 Other Transit Providers

Comprehensive transit services are located to the east of the Mid-State Region by COAST serving Portsmouth, Dover/Rochester, Durham/UNH (Wildcat Transit), New Market/Exeter, the Pease Trade Port, as well as Kittery and Berwick in Maine. To the west, close to the Vermont border in New Hampshire, Advance Transit (AT) serves Hanover, Dartmouth, West Lebanon, Lebanon, and the Dartmouth Hitchcock Medical Center. Currently, there are no direct connections between the CAT System and either the COAST system, or the AT system. In 2014, a formal proposal was made to provide a direct connection between the COAST System to either the Manchester (MTA) and Concord (CAT) systems. However, sufficient resources to maintain and operate this service have yet to be identified.

4.6 Private Transportation

A number of fee for service providers are available within the region including cabs and ride rideshare apps such as Uber and Lyft. Vans are operated by various housing developments and assorted social service agencies. One-way trips provided by Uber and Lyft around Concord generally run from $20 to $40 per ride, and will be more for longer rides, especially those who have an origin or destination outside the region and those which require specialized services, such as wheelchair accessible transport.

4.7 Carpool Information and Rideshare Programs

The use of private, single-occupancy automobiles is the most common mode of transportation in the Mid-State Region. Per the 2023 ACS, 82.4% of the people in Merrimack County drove alone when commuting to work. No commuting data is available for Belknap County. The rate for carpooling in Merrimack County in 2031 amounted to 5.9% of all commuting trips, which is lower than the state average of 6.8% and represents a decline in the rate of carpooling since 2010. The advent of teleworking has had a marked impact on commuter rates in New Hampshire, with 16.1% of workers stating they work from home.

Rideshare programs throughout the state can play an important role in minimizing traffic congestion, promoting a better environment and producing more opportunities for people to get to and from their places of employment.

CommuteSmart New Hampshire (CSNH) is a partnership between the state's nine regional planning commissions and specific transit agencies (partners), working in collaboration with other transit providers, state agencies, municipalities, businesses, and public health organizations. CSNH is dedicated to encouraging and assisting people to choose sustainable transportation options in place of driving single occupancy vehicles. Partners actively support the development and provision of strategies and policies to reduce travel demand across the state including walking, bicycling, carpooling, and using public transportation.

CSNH offers commuting planning services for both residents and employers. Residents can utilize the CommuteSmart Rideshare Portal to find carpool matches. Participants who registered within the Central NH Rideshare Portal are also able to participate in the Emergency Ride Home program so that they never have to worry about getting stranded without a ride. Participants can also log their walking, biking, carpooling, telecommuting and public transit trips on the CommuteSmart Trip Logger. Commuters can create an office team or compete with other teams and individuals throughout New Hampshire with real-time leader boards. Employers can participate by creating an office pool of rideshare matches, hosting office commuting challenges, and by administering a commuting survey to gain valuable information on commuting patterns of employees.

4.8 Park & Ride Lots

There are currently thirty-four (34) Park & Ride Lots statewide, many of which are maintained by the NHDOT. Twelve (12) Park and Rides are located within the Mid-State Region including the municipally managed Belmont Park and Ride.

Table 10: Park and Ride Lot Occupancy shows observed counts for each lot in the Mid-State Region.

The occupancy rate at each of the Park and Ride lot can vary significantly from month to month. All the Park and Ride lots within the CNHRPC region have often been observed to be nearly full and even overflowing, except for the Hillsborough lot. In 2017, the Park and Ride Lot at the Concord Bus Station on Stickney Avenue was expanded from 340 spaces to 580 spaces. The overall usage of the Park and Ride Lots in the region was approximately 80% in 2008. The occupancy rate dropped in 2024 to 67.0%. As of 2025 several lots are often filled beyond capacity, specifically the Concord Bus Station and Stickney Ave. West Lot.

Lots in the region with over 50% of capacity vacant are found in Belmont, Boscawen, New Hampton, Tilton, Warner, and Hillsborough lots. If these lots are removed from the calculations the occupancy rate jumps to 110.5%.

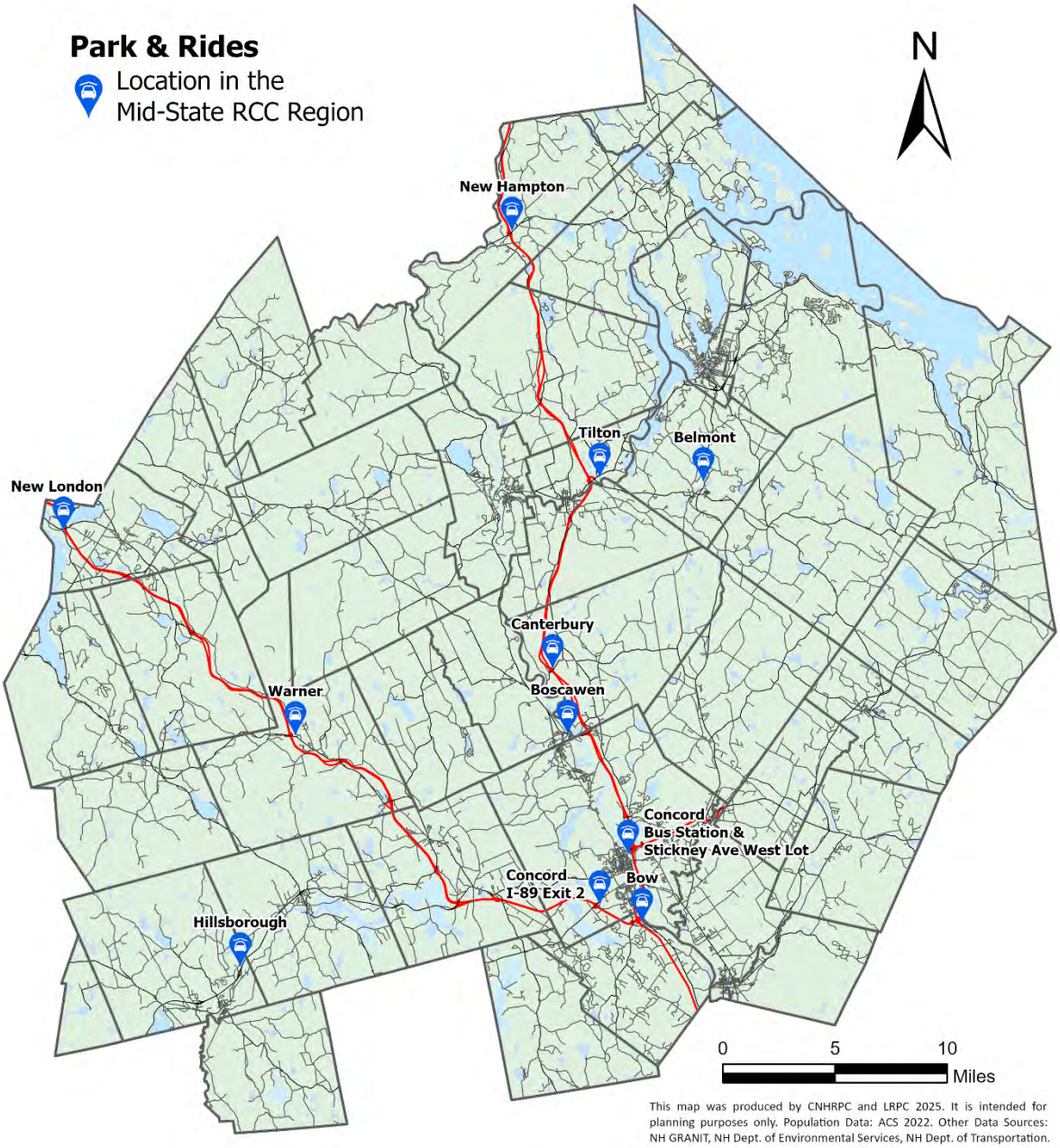
Table 10: Park & Ride Lot Occupancy

Location	*Belmont*	*Boscawen*	*Bow*	*Canterbury*	*Concord Bus Station*	*Concord Stickney Ave West Lot*	*Concord I-89 Exit 2*	*Hillsborough*	*New Hampton*	*New London*	*Tilton*	*Warner*
Capacity	42	42	60	10	340	238	100	106	119	131	29	23
Handicap Capacity	2	1	3	1	8	0	4	1	5	8	2	1
State Gas Price (Avg)	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02
Time	2:10	9:13	11:05	9:28	9:45	9:45	11:18	12:40	1:10	9:34	1:55	11:42
Date	10/16/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	11/13/2024	10/16/2024	10/23/2024
Total Vehicles	6	7	43	18	389	241	85	5	50	145	12	5
Handicap Vehicles	0	0	0	0	8	0	4	0	0	5	0	0
Motorcycles	0	0	0	0	0	1	0	0	0*	0	0	0
Long-Term Stay Vehicles	0	0	1	1	0	0	0	1	0	0	5	0
% Occupancy	14.29%	16.67%	71.67%	180.00%	114.41%	101.26%	85.00%	4.72%	42.02%	110.69%	41.38%	21.74%

*New Hampton has dedicated motorcycle parking

The existing Park & Ride Lots in the region are an important component of the transportation infrastructure. Except for the lots in Belmont, Boscawen, New Hampton, Tilton, Warner, and Hillsborough, the lots in the Mid-State Region are operating at or beyond full capacity. In recent years the Concord Bus Station Park & Ride Lot on Stickney Avenue has evolved into a sophisticated multi-modal facility connecting intercity transit services to the local fixed route system (CAT), as well as providing access by pedestrians, cyclists, cab companies, rideshare companies and other transit providers to intercity carriers. This station serves all the target populations, especially those lacking access to an automobile, the elderly, disabled, and low-income individuals.

Map 8: Mid State RCC Region Park & Ride Locations



5.0 Needs Assessment

Unmet public transit needs have been and will continue to be reflected in the inability of individuals within our communities to consistently use transit for everyday tasks such as getting to and from medical appointments, places of employment, social service facilities, shopping and social events, educational opportunities, and religious services.

This plan identifies unmet needs within the region and attempts to quantify the number of individuals who need transit services. The key target populations are the elderly, the disabled, low-income households, and those without regular access to an automobile.

However, not all these target populations need access to transit services, while many of the general population would also benefit if transit services were more available. Many individuals within the target populations have transportation access through the generosity of friends and family. Individuals in the targeted populations are served by the Concord Area Transit (CAT) fixed route bus system, the Concord-Laconia Connector (CLC) along with Paratransit Services and Senior Transit Services operated by the CAPBM. Volunteer Driver Programs (VDP) along with other public and private transportation service providers, also provide direct and tangible assistance to transit dependent populations.

The Medicaid Non-Emergency Transportation Program operated by the Coordinated Transportation Services (CTS), under contract with the NH Department of Health and Human Services (NH DHHS) provides significant assistance to low-income individuals needing non-emergency medical care.

5.1 Households Without Access to a Vehicle

The fixed route transit system (CAT) operates within the region, and this service covers a portion of the City of Concord and expanded service in 2024 with the Concord-Laconia Connector (CLC). The CLC offers a looped fixed route service from the end of the CAT system in Penacook through Boscowan, Franklin, Tilton, Belmont and Laconia which includes a total of 15 stops and roughly a 2 hour round trip. Given the rural low-density nature of most of the other forty (40) communities in the region, it is reasonable to assume that the most significant unmet transportation need in the Mid-State Region is for those households which do not have access to an automobile.

In 2022, there were 4,176 households identified by the ACS within the Mid-State Region that did not have access to a vehicle which holds a slight 0.45% decrease compared to 2016. Over a third of those households are in the City of Concord, with Franklin having the highest percentage of households without automobiles at 9.2% compared to other communities.

There is a shift happening within the Mid-State Region where the number of households without access to a vehicle is decreasing, but the number of communities that have households without a vehicle are increasing. In 2016 there were five communities without access to a vehicle, Alton, Center Harbor, Loudon, Sanbornton and Windsor. Compared to 2022 where there were only three communities without access to a vehicle, Gilmanton, Hopkinton and Sutton.

5.2 Low Income Households

The Mid-State RCC communities continue to outpace the states average in percentage of population below the poverty line. In 2022 it is estimated that the region has a population of 16,164 below the poverty line. Half of the region's communities have a percentage of their population below the

poverty line that exceeds the state's average and 9 of those communities have double digit percent below the poverty line.

5.3 Elderly Population

In 2022, there were an estimated 43,280 individuals who were 65 years of age or older in the Mid-State Region. A 2024 study done by the Pew Research Center estimates that approximately 11% of Americans aged 65 and over do not drive. If this estimate is applicable to the Mid-State Region, the estimated number of elderly individuals who could benefit from transit service would amount to nearly 4,760 individuals.

According to the Census data, 29 of the 40 communities in the Mid-state Region saw an increase in their estimated elderly populations. Data shows that New Hampton had the largest increase from 2016 with a 29.09% increase, followed by Franklin with a 26.69%, and Henniker with a 16.84% increase from 2016 estimates. These numbers should be an indicator of an increase in demand where transportation infrastructure may not match the need and should be considered for any future investments.

5.4 People with Disabilities

In 2022 there were an estimated 31,401 individuals with a disability within the Mid-State Region, which was an overall increase of 1.43% from 2016. This increase also outpaced the Statewide Increase of 0.11%, an increase of less than six thousand (6,000).

There were three communities in the Mid-State Region that saw a double digit increase from 2016 to 2022. Two of those communities were in Belknap County, New Hampton (14.68% increase) and Sanbornton (11.09% increase). Northfield had a 10.08% increase since 2016. All three communities have nearly a quarter of their population identified as disabled.

There is a need to understand these higher-than-average increases by investigating how their needs are being met and whether they are being serviced through recently added long-term facilities with provided transportation or are they living alone or with caregivers and are their transportation needs satisfied.

5.6 Identified Needs

The primary public transit system need has been, and continues to be, the inability to consistently use transit for everyday tasks such as getting to and from medical appointments, places of employment, social service facilities, shopping and social events, educational opportunities, and religious services. In this region, the availability of an automobile within a household is the primary factor in determining the need for transportation services. This issue affects not only the elderly, the disabled, and low-income households but the general population as well.

The population in most need of transit services are those individuals who do not have access to a vehicle in their household. As mentioned above, the total number of households that do not have an available automobile was estimated to be 4,176 in 2022. Additionally, the portion of the elderly population that may not be able to drive is also a subset that could be in high need of transit services. Contributing factors such as disabilities and poverty can combine to create an additional need for transit services. The region, except for the area surrounding the fixed route Concord bus service, is entirely motor vehicle dependent.

Additionally, in single car households the ability for the non-driving population may be restricted due to the need for individuals in the household to utilize a vehicle for commuting.

The largest demand for transit services is for door-to-door service in the rural areas to allow non-drivers to undertake everyday tasks. This need is also pertinent in more populated areas of the region. For instance, Concord, which has a fixed route transit system, but still could benefit from additional door-to-door service given transit is still limited by only covering a portion of the community.

The population surveyed in the Mid-State RCC region who need help with transportation most often reported relying on children/relatives (21.82%) and friends/neighbors (23.64%). This dependency highlights the strain that the lack of transportation options could have on those providing this type of courtesy transportation.

In each survey for the CAT fixed route system a strong desire was expressed for service to operate in the evenings and on weekends. The number of bus routes and the frequency of service does not always support ease of use, especially for commuters. The need for expanded services to additional locations was also identified.

5.7 Mitigation

The CAT fixed route bus system and para-transit service in Concord along with the regionwide RTS, the Volunteer Driver Programs (VDP), the Taxi Voucher Program, and the introduction of the Concord-Laconia Connector (CLC) in 2024 have been established to meet the transit needs of transit dependent populations within the region. In addition, several non-profit organizations operate to assist transit dependent populations.

The Medicaid Fee-for-Service (FFS) provides assistance to individuals needing transportation for covered medical services. Non-governmental agencies (NGOs) such as The Friends Program and Future in Sight also provide limited transportation services for their clients.

Transit Service providers in the Mid-State Region are listed in the “Mid-State Regional Ride Resource Directory” which is now maintained online at KeepNHMoving.com.

The potential demand for transit services is partially mitigated by friends and family who provide transportation services to individuals who can’t drive or do not have access to a motor vehicle. Those with sufficient income, though limited, can take advantage of private for fee taxi services and ride sourcing programs to meet their transit needs.

Access to a motor vehicle may be limited for households due to an array of circumstances. For instance, some are incarcerated in several penal institutions where travel is prohibited or severely curtailed. Others are over 16 years of age who are residents at boarding schools where their travel is restricted. Additionally, others are residents of psychiatric or rehabilitation hospitals, or halfway houses where travel is also restricted. The elderly or disabled who reside in nursing homes and assisted living facilities often have their travel needs partially provided by the institutions in which they reside.

5.8 Summary

While there is not a specific data set identifying the number of individuals who do not have their travel needs met, survey results from existing riders and the general population indicate that many transportation needs still exist. This information is supported by comments provided by both RCC members and transit providers in the Mid-State Region.

While the existing programs target the disabled and elderly populations, many do not provide ride services on nights, weekends, and for non-medical appointments. In addition, the general population that are not either elderly or disabled, are not served by many of the existing programs.

According to the National Household Travel Survey undertaken by the Federal Highway Administration in 2022, 2% of all trips are for medical or dental services, and 17% are for commuting to employment. There are many other purposes for trips such as shopping or errands (16%), social or recreation (8%), and meals (7%). The prevalence of trips in these categories indicates the scale of need for transit beyond existing services which are most devoted to medical and employment trips. This is relevant even for the elderly, disabled and low-income individuals who are presently being served by many of the existing transit programs.

The need for increased education and training, for both users and drivers, continues to be expressed by transit users, commuters, and the general population. The transit systems must continually recruit a ridership base, especially as the populations they serve ages.

Improvements in publicity and education have been, including a website and the posting of schedules at many CAT Bus stops. The Mobility Manager has continually promoted all available services within the communities through direct outreach to Boards and Committees, Senior Centers, and social service providers. The Mobility Manager, CAT Travel Trainer, and VDP Coordinator have provided training to transit users to allow them to access services available to them. In the surveys undertaken since 2016, a significant number of riders, social service providers, and community leaders still expressed concern that they did not know about all the transit options available to them. This issue appears to be due to a constantly shifting pool of transit riders, as well as turnover in social service agencies and town boards and committees. It should also be recognized that this issue can be exacerbated by a shift caused by a socio-economic lifestyle change such as sudden job loss and car repairs that can leave normally mobile populations de-mobilized and unaware what existing services are provided in their region. The promotion, education and training of riders must be a continuous process and be fully integrated into the operations of all transit services and beyond.

Coordinating the use of vehicles, shared vehicle scheduling, and identifying and pursuing opportunities for shared funding continue to emerge as the most favored coordination activities among transit providers in the region. These three coordination themes have been echoed throughout the plan update process. Specifically, during the needs assessment identifying and pursuing opportunities for shared funding and the coordination of vehicles emerged as a prominent theme to better increase coordination between service providers in the region.

6.0 Goals & Implementation Strategies

The following section of the plan sets out a series of goals and accompanying implementation objectives to improve coordination between human services and transportation in the Mid-State Region. The previous plan contained an overall vision which remains relevant.

Vision Statement: Increased Coordination between Transit and Human Services in the Region

Transportation providers, purchasers, riders, and the community at large in the Mid-State Region will work together for mutual benefit to gain economies of scale, eliminate duplication, and expand and improve the quality of service to address the transportation needs of people with transportation challenges.

Goal 1: Coordination Efforts by the Mid-State Regional Coordinating Council.

Implementation Strategies

I. Maintain the Regional "Ride Resource Directory," post online and link to other community websites, and provide paper copies to libraries, municipal buildings, and senior centers.

> ***Ongoing.*** *The regional ride resource directory is now maintained as KeepNHMoving.com website. Paper copies of the Ride Resource Directory will continue to be printed for copies to be provided to libraries, municipalities and senior center as a secondary resource.*

II. Fund and support the "Mobility Manager." This position is currently housed in the CAP.

> ***Ongoing.*** *The Mobility Manager continues to be funded with 5310 funding and housed Community Action Program Belknap- Merrimack (CAPBM)*

III. Promote transit services in the region. The Mobility Manager is a key part of this effort by making direct contact with communities in the region. Groups to target include Select Boards, City Councils, and Planning Boards, transit providers, service organizations serving refugee, disabled, low income and elderly populations, and community organizations such as local Chambers of Commerce, financial institutions, and granting agencies.

> ***Ongoing.*** *The Mobility Manager continues to hold outreach events to promote and share information about transportation options in the region. Promoted events are posted on KeepNHMoving.com, ConcordAreaTransit.com and on Facebook.*

IV. Educate riders and potential riders about how to best make use of the region's transit services. The Mobility Manager is a key component of this outreach program especially in assisting refugees, the disabled, and elderly populations.

Ongoing. *The Mobility Manager continues to hold outreach events to promote and share information about transportation options in the region. Promoted events are posted on KeepNHMoving.com, ConcordAreaTransit.com and on Facebook.*

V. Update the Coordinated Transportation Plan regularly.

Ongoing.

VI. Participate in the State Coordination Council.

Ongoing. *Mobility Manager and other RCC members continue to participate in State Coordination Council (SCC) monthly meetings*.

VII. Coordinate on transit matters with the NH Department of Transportation, NH Department of Health and Human Services (and their contractors for Medicaid transportation services), the City of Concord Transportation Advisory Committee, the Merrimack County Department of Corrections, the CNHRPC, and the LRPC.

Ongoing. *The Mobility Manager Continues to participate and support in the Lakes Region Planning Commission Transportation Advisory Committee (LRPC TAC).*
Completed: *The Mobility Manager partnered with NHDOT and SCC to establish the statewide Mobility Manager Network.*

VIII. Coordinate with regional and statewide rideshare programs, including CommuteSmart New Hampshire. Support the operation and expansion of park and ride lots within the region.

Ongoing. *The Mobility Manager Continues to participate and support Commute Smart, Concord Sunapee Rail Trail, and Central NH Bicycling Coalition's Bike Swap.*

IX. Support the expansion of inter-city bus and rail service, including the future expansion of commuter rail service north to Concord.

Completed: *The Mobility Manager supported and assisted CAPBM Transportation Services to establish the Concord-Laconia Connector.*

Goal 2: Obtain and Distribute Grant Funds

The NH Statewide Coordination of Community Services Plan – January 2017 states that main responsibility of the RCCs is to distribute Section 5310 funds from the NHDOT. After the NHDOT reviews the regional applications for eligibility, a contract for the funding is implemented between the NHDOT and one (1) lead agency within each RCC.

Implementation Strategies

I. The Mid-State RCC shall solicit, score, and select projects each cycle and presents a regional application to NHDOT for review.

> ***Significant Progress.*** *Since the last Coordinated Plan was accepted in 2019, Mid-State RCC has expanded its 5310 funded projects to include support for two new agencies (Future In Sight's volunteer driver program and Lakes Region Mental Health Center's transportation program) and expanded the Taxi Voucher Program to include clients from Merrimack County Human Services.*

II. Most grant funds require a local match. The Mid-State RCC is committed to raising sufficient matching funds to take full advantage of available grant funds.

> ***Significant Progress.*** *The Mobility Manager started an annual appeal to solicit donations from CAPBM Transportation Services demand-response ridership. Also, working with CAT Transportation Director, to establish a plan in the future to solicit area businesses and healthcare organizations to help support the services provided to the region.*

III. The Mid-State RCC will support and assist any existing or proposed transit provider by helping to prepare grant applications and providing letters of support where appropriate.

> ***Ongoing.***

IV. The Mid-State RCC will maintain an up-to-date budget for all revenues and expenditures and will comply with all budgetary requirements of the granting agencies.

> ***Ongoing.*** *The Mobility Manager submits a trip report at every RCC meeting of the trips covered by the 5310 funding.*

Goal 3: Support the Mobility Manager

Implementation Strategies

I. Continue to fund the position of "Mobility Manger" at the Belknap-Merrimack County CAP with Section 5310 grant funding.

> ***Significant Progress.*** *In addition, for the last couple of years and through FY 2027, NHDOT has provided matching funds via toll credits for all the regional mobility managers statewide and a statewide mobility manager, who is housed at RLS and Associates.*

II. The Mobility Manager will continue the rider education program, a volunteer driver training program, and assist the Concord Area Transit (CAT) system in providing additional training for bus drivers. The Mobility Manager will continue to provide outreach services to target populations, such as the elderly, ESL populations, and disabled individuals as well as meeting with community leaders and civic groups to advertise the broad range of transit services available within the region.

Ongoing.

III. A public information process should be formalized that routinely targets transit dependent populations, recognizing both the turnover in transit dependent populations, and their lower access to social media.

Not implemented.

Goal 4: Support the Volunteer Driver Program

Implementation Strategies

I. Support and provide funding for the Mid-State Region's Volunteer Driver Program with Section 5310 grant funding.

Ongoing.

II. Utilize the Mobility Manager and Volunteer Driver Coordinator to recruit drivers and riders, as well as to train both drivers and riders to ensure that rides are safe and pleasurable.

Significant Progress & Ongoing. *The Mobility Manager incorporates volunteer recruitment into ride presentations. The new volunteer driver coordinator is developing and scheduling a new driver training program. The Mobility Manage manages the annual customer satisfaction survey for all CAPBM demand response clients.*

III. Maintain, and upgrade where required, the ride matching software.

Significant Progress. *CAPBM was the victim of a cyberattack in late 2021. Route Match was unable to restore the VDP Portal. Since then, the VDP has been using Google Sheets through Teams to match riders with drivers. CAPBM is working through an RFP process to replace Route Match with a new product via a new vendor that includes an integrated VDP portal system.*

IV. Coordinate the Mid-States Volunteer ride sharing program with the CAT Fixed Route System, Senior Center Buses, other volunteer ride share programs in the region, and private vans operated by institutions and developments within the region.

Implemented in Part. *CAPBM uses MST as a feeder service to other services when appropriate and applicable.*

V. Collect and make available ridership data.

Completed & Ongoing. *The Mobility Manager collects and reports ridership data at every RCC meeting or when requested.*

Goal 5: Expand the Taxi Voucher Program

Implementation Strategies

I. Implement the Taxi Voucher program in cooperation with the Merrimack County Department of Corrections in Boscawen.

> ***Completed.*** *The Taxi Voucher Program was implemented in partnership with Merrimack County Department of Corrections in Boscawen since 2017.*

II. Consider expanding the Taxi Voucher program in cooperation with Concord Area Transit or CAP's Volunteer Driver Program to extend the use of the system to nights and weekends. This would be particularly useful for making the system feasible for commuters.

> ***Implemented in Part.*** *The Taxi Voucher Program expanded slightly starting in FY 2023 to include Merrimack County Human Services, giving these clients the benefit of using the TVP for those that are eligible for the service.*

III. Explore opportunities to implement additional taxi voucher programs across the region and implement new programs where feasible.

> ***Implemented in Part.*** *This program was included on the FY 26-27 5310 application, but the contract was not renewed starting in FY 25 as there is a question regarding whether the taxi service's drivers need to be included in the 5311 driver pool for drug and alcohol testing. Until there is confirmation to move ahead, CAPBM will not reenter into the contracts with the taxi service(s). From 2017 to 2024, the TVP provided more than 2500 trips.*

IV. Additional taxi voucher programs will need to be predicated on obtaining sufficient funding to defray the cost of vouchers in whole or in part for the riders.

> ***Implemented in Part.*** *The program works very well when in contract with another agency as there is an 80/20 split. If not contracted, individuals would receive a 50/50 split.*

Goal 6: Support the Creation of a Region Wide Transportation Brokerage - Common Call System

When the original Mid-State RCC Coordinated Transportation Plan was developed one key concern was the lack of coordination among transit providers. The development of a common call center /regional transportation brokerage was identified as a key step in improving coordination in the region. The problems associated with multiple carriers serving the same population, the lack of a central point of contact, and the lack of an integrated ticketing service were identified as obstacles to improved service to transit dependent populations. Difficulties with obtaining funding from a combination of federal, state and local resources and lack of coordination between service providers dominated the discussion.

Multiple transit providers serving specialized population, with targeted funding from a variety of government programs, continue to dominate the transit service environment in the Mid-State region and the State of NH. The current funding environment has resulted in what has been called "stovepipe funding," while agencies involved have responded that this type of funding should be called "towers of excellence."

Implementation Strategy

I. If and when feasible, the Mid-State RCC should support the creation of a Region Wide Transportation Brokerage with a Common Call System. This would address many of the issues associated with multiple carriers serving the same populations, the lack of a central point of contact, and the lack of an integrated ticketing service.

> ***Implemented & Ongoing.*** *CAPBM operates the only bus service in the region, once they took over the Rural Transportation Service, now known Mid-State Transit, in late 2019. All the services are consolidated under one roof and system. This has allowed the senior services to work as a feeder service to the public bus services. In addition, the Volunteer Driver Program Peer-to-Peer network has encouraged coordination from all the VDPs in the state. As of this plan, Lakes Region Mental Health Center and CAPBM Transportation Services will enter into an MOU if the 5310 application for FY 26-27 is accepted by NHDOT, where CAPBM will act as the Call Center for LRMHC's trips allowing for better coordination in the Lakes Region.*

Goal 7: Improve Information about Transit Dependent Populations

The identified transit dependent target populations are a significant percentage of the entire population whether they be disabled, elderly, low income, or are members households without access to a motor vehicle. These target populations are at best surrogates for a "transit dependent population" that is most in need of transportation services.

With over 95% of transportation trips in the region being made by personal automobile, it appears that individuals living in households without access to an automobile would be the most significant contributor to a "transit dependent population." However, even within this group several non-family households in the region are made up of those incarcerated, or are in nursing homes, assisted living facilities, group care facilities, and dormitories where the need to travel is either restricted, limited, or transportation is available through the facility. Also, a certain percentage of this category either live in central Concord or other town centers, where walking is a feasible mode of transportation and transit services may already available. In addition, many of those without access to a motor vehicle have friends and/or family who can provide rides. Those with sufficient income are not hampered by the need to hire private for fee transportation services.

A need exists to directly identify the transit dependent population, and how they currently travel and what is the unmet travel demand within this population. A small organization like the Mid-State RCC does not have the resources to collect, interpret and disseminate this complex demographic data. It appears that this is an issue in many areas of the United States.

Implementation Strategy

I. It is suggested that much better information on transit dependent populations be developed under the auspicious of the US Department of Transportation with the assistance of the US Census Bureau.

Not Implemented.

Goal 8: Support Enhanced Intra-State Transit Services

Implementation Strategies:

Support efforts to improve/establish transit services along the following regional corridors (or any potential combinations of these corridors):

- Concord – Manchester – Boston
    - ***Implemented.*** *Via MTA and Concord Coach*
- Seacoast – Laconia
- Seacoast – Manchester (NH Route 101)
- Seacoast – Concord (NH Route 4)
- Dartmouth – New London – Concord
- Keene – Peterborough – Hillsborough – Hopkinton – Concord
- Laconia – Tilton – Boscawen – Concord
    - ***Implemented.*** *Via the Concord Laconia Connector*
- Alton – Allenstown
- Wolfeboro – Alton – Pittsfield
- Conway – Laconia
- Littleton – Lincoln – Plymouth- Tilton - Concord

Goal 9: Encourage local land use planning policies that promote effective and sustainable transit planning.

The Mid-State RCC should support communities in the region that may be amending their master plans, zoning and land development regulations to promote development patterns which would facilitate the use of alternative means of transportation including, biking, walking and transit use.

Not Implemented.

Goal 10: Assist municipalities, transportation providers and other agencies develop innovative coordinative transportation options for all residents.

Implementation Strategies:

I. Encourage and assist municipalities to purchase vehicles, provide transportation services for all residents and coordinate with each other and other providers.

II. While prioritizing rides for seniors and people with disabilities, also encourage providers to expand services to those under 60 without disabilities.

III. Promote car share programs as a realistic option for low-income populations.

IV. Promote, encourage and support new and evolving technologies that provide transportation services to those individuals in our communities which do not currently have their transportation needs met.

Implemented in Part. *Annual Reports for FY 2019-2020 and FY 2021-2023 have been included in this report.*

7.0 Goals & Implementation Strategies

The following section of the plan sets out a series of goals and accompanying implementation objectives to improve coordination between human services and transportation in the Mid-State Region. The previous plan contained an overall vision which remains relevant.

Vision Statement: Increased Coordination between Transit and Human Services in the Region

> ***Transportation providers, purchasers, riders, and the community at large in the Mid-State Region will work together for mutual benefit to gain economies of scale, eliminate duplication, and expand and improve the quality of service to address the transportation needs of people with transportation challenges.***

Goal 1: Coordination Efforts by the Mid-State Regional Coordinating Council.

Implementation Strategies

1. Maintain the Regional "Ride Resource Directory," post online and link to other community websites, and provide paper copies to libraries, municipal buildings, and senior centers.
2. Fund and support the "Mobility Manager." This position is currently housed in the CAP.
3. Promote transit services in the region. The Mobility Manager is a key part of this effort by making direct contact with communities in the region. Groups to target include Select Boards, City Councils, and Planning Boards, transit providers, service organizations serving refugee, disabled, low income and elderly populations, and community organizations such as local Chambers of Commerce, financial institutions, and granting agencies.
4. Educate riders and potential riders about how to best make use of the region's transit services. The Mobility Manager is a key component of this outreach program especially in assisting refugees, the disabled, and elderly populations.
5. Update the Coordinated Transportation Plan regularly (every 5 years) with Annual audit of progress being made.
6. Participate in the State Coordination Council.
7. Coordinate on transit matters with the NH Department of Transportation, NH Department of Health and Human Services (and their contractors for Medicaid transportation services), the City of Concord Transportation Advisory Committee, the Merrimack County Department of Corrections, the Central New Hampshire Regional Planning Commission, and the Lakes Region Planning Commission.
8. Coordinate with regional and statewide rideshare programs, including CommuteSmart New Hampshire. Support the operation and expansion of park and ride lots within the region by identifying existing needs and new locations while finding appropriate funding sources.
9. Support bicycle and pedestrian use and infrastructure improvements.
10. Support the expansion of inter-city bus and rail service, including the future expansion of commuter rail service north to Concord.

Goal 2: Obtain and Distribute Grant Funds

The NH Statewide Coordination of Community Services Plan – January 2017 states that main responsibility of the RCCs is to distribute Section 5310 funds from the NHDOT. After the NHDOT reviews the regional applications for eligibility, a contract for the funding is implemented between the NHDOT and one (1) lead agency within each RCC.

Implementation Strategies

1. The Mid-State RCC shall solicit, score, and select projects each cycle and present a regional application to NHDOT for review.
2. Mid-State RCC will continue to solicit participation in the RCC from new agencies.
3. Most grant funds require a local match. The Mid-State RCC is committed to raising sufficient matching funds to take full advantage of available grant funds.
4. The Mid-State RCC will support and assist any existing or proposed transit provider by helping to prepare grant applications and providing letters of support where appropriate.
5. The Mid-State RCC will maintain an up-to-date budget for all revenues and expenditures and will comply with all budgetary requirements of the granting agencies.

Goal 3: Support the Mobility Manager

Implementation Strategies

1. Continue to fund the position of "Mobility Manger" at the Belknap-Merrimack County CAP with Section 5310 grant funding.
2. The Mobility Manager will continue the rider education program, a volunteer driver training program, and assist the Concord Area Transit (CAT) system in providing additional training for bus drivers. The Mobility Manager will continue to provide outreach services to target populations, such as the elderly, ESL populations, and disabled individuals as well as meeting with community leaders and civic groups to advertise the broad range of transit services available within the region.

Goal 4: Support the Volunteer Driver Programs

Implementation Strategies

1. Support and provide funding for the Mid-State Region's Volunteer Driver Programs with Section 5310 grant funding.
2. Utilize the Mobility Manager and Volunteer Driver Coordinator to recruit drivers and riders, as well as to train both drivers and riders to ensure that rides are safe and pleasurable.
3. Maintain, and upgrade where required, the ride matching software.
4. Coordinate the Mid-States Volunteer ride sharing program with the CAT Fixed Route System, Senior Center Buses, other volunteer ride share programs in the region and state, and private vans operated by institutions and developments within the region.
5. Collect and make available ridership data. Including demographic data of those using the VDP and the purpose of trips.

Goal 5: Continued support of the Taxi Voucher Program

Implementation Strategies

1. Work with the FTA to find solutions to become compliant with Drug and Alcohol Testing.

2. Consider expanding the region's Taxi Voucher programs in cooperation with Concord Area Transit or CAP's Volunteer Driver Program to extend the use of the system to nights and weekends. This would be particularly useful for making the system feasible for commuters.
3. Explore opportunities to implement additional taxi voucher programs across the region and implement new programs where feasible.
4. Additional taxi voucher programs will need to be predicated on obtaining sufficient funding to defray the cost of vouchers in whole or in part for the riders.

Goal 6: Support Belknap-Merrimack Community Action Program role as a central point of contact/ call center.

When the original Mid-State RCC Coordinated Transportation Plan was developed one key concern was the lack of coordination among transit providers. The development of a common call center /regional transportation brokerage was identified as a key step in improving coordination in the region. The problems associated with multiple carriers serving the same population, the lack of a central point of contact, and the lack of an integrated ticketing service were identified as obstacles to improved service to transit dependent populations. Difficulties with obtaining funding from a combination of federal, state and local resources and lack of coordination between service providers dominated the discussion.

Multiple transit providers serving specialized population, with targeted funding from a variety of government programs, continue to dominate the transit service environment in the Mid-State region and the State of NH. The current funding environment has resulted in what has been called "stovepipe funding," while agencies involved have responded that this type of funding should be called "towers of excellence."

Implementation Strategy

1. Continue to support CAPBM in operating as the regions central point of contact and encourage better coordination with new and existing providers through MOU's.

Goal 7: Improve Information about Transit Dependent Populations

The identified transit dependent target populations are a significant percentage of the entire population whether they be disabled, elderly, low income, or are members households without access to a motor vehicle. These target populations are at best surrogates for a "transit dependent population" that is most in need of transportation services.

A need exists to directly identify the transit dependent population, and how they currently travel and what is the unmet travel demand within this population. A small organization like the Mid-State RCC does not have the resources to collect, interpret and disseminate this complex demographic data. It appears that this is an issue in many areas of the United States.

Implementation Strategy

1. It is suggested that much better information on transit dependent populations be developed under the auspicious of the US Department of Transportation with the assistance of the US Census Bureau.
2. Create and distribute region specific attributes through ridership surveys that aim to understand the various types of transit dependent populations that currently use agencies within the Mid-State RCC region.

Goal 8: Support Enhanced Intra-State Transit Services

Implementation Strategies:

1. Support efforts to improve/establish transit services identified in the NH Strategic Statewide Transit Assessment.
2. Coordinate and share data with Region 1 (Grafton-Coos RCC), Region 2 (Carroll County RCC), Region 5 (Cheshire-Monadnock RCC), Region 10 (Alliance for Community Transportation) to establish and identify a need for further expansion of transit services along regional corridors.

Goal 9: Encourage local land use planning policies that promote effective and sustainable transit planning.

The Mid-State RCC should support communities in the region that may be amending their master plans, zoning and land development regulations to promote development patterns which would facilitate the use of alternative means of transportation including, biking, walking and transit use.

Implementation Strategies:

1. Develop a "dashboard/database" for each community within the region that houses ridership and demographic data being collected through other Mid-State RCC initiatives that can be used as a tool for municipalities when working on long-range, alternative transportation and other planning efforts.

Goal 10: Assist municipalities, transportation providers and other agencies develop innovative coordinative transportation options for all residents.

Implementation Strategies:

1. Encourage and assist municipalities to purchase vehicles, provide transportation services for all residents and coordinate with each other and other providers.
2. While prioritizing rides for seniors and people with disabilities, encourage providers to expand services to those under 60 without disabilities.
3. Promote car share programs as a realistic option for low-income populations.
4. Promote, encourage and support new and evolving technologies that provide transportation services to those individuals in our communities which do not currently have their transportation needs met.
5. Participation in the state's Complete Streets Advisory Committee.

Appendix 1: Transit Needs Assessment

Appendix 1: Transportation Needs Assessment

What is your Age?		
Answers	Count	Percentage
18 - 24	3	1.09%
25 - 35	21	7.64%
36 - 45	29	10.55%
46 - 55	15	5.45%
56 - 64	41	14.91%
65+	166	60.36%

What is the primary language spoken in your household?		
Answers	Count	Percentage
English	267	97.09%
Other	8	2.91%
Spanish	0	0%

Do you currently drive your own vehicle?		
Answers	Count	Percentage
Yes	191	69.45%
No	45	16.36%
I don't own a vehicle	39	14.18%

Over the past 3 months, how much did you rely on others for transportation?		
Answers	Count	Percentage
For all of my trips	71	25.82%
For 75% of my trips	20	7.27%
For 50% of my trips	8	2.91%
For 25% of my trips	36	13.09%
For none of my trips	140	50.91%

To which of the following destinations do you drive?		
Answers	Count	Percentage
Shopping / Groceries	194	70.55%
Bank	151	54.91%
Medical / Dental Appointments	186	67.64%
Social Outings	147	53.45%
Religious Services	69	25.09%
School	42	15.27%
Work	72	26.18%
I don't drive	73	26.55%
Other	35	12.73%

Are there any circumstance under which you would prefer not to drive?		
Answers	Count	Percentage
At night	117	42.55%
To destinations more than 3 miles away	21	7.64%
To medical appointments when I don’t feel well	59	21.45%
On high-speed highways / interstates	41	14.91%
To an area that I don’t know well	68	24.73%
In bad weather	139	50.55%
I don't drive	72	26.18%
Other	52	18.91%

During the past 3 months, were you unable to travel to any of the following destinations because you did nothave access to transportation?		
Answers	Count	Percentage
Shopping / Groceries	52	18.91%
Bank	26	9.45%
Medical / Dental Appointments	56	20.36%
Social Outings	28	10.18%
Religious Services	19	6.91%
School	5	1.82%
Work	15	5.45%
No issues traveling	156	56.73%
Other	57	20.73%

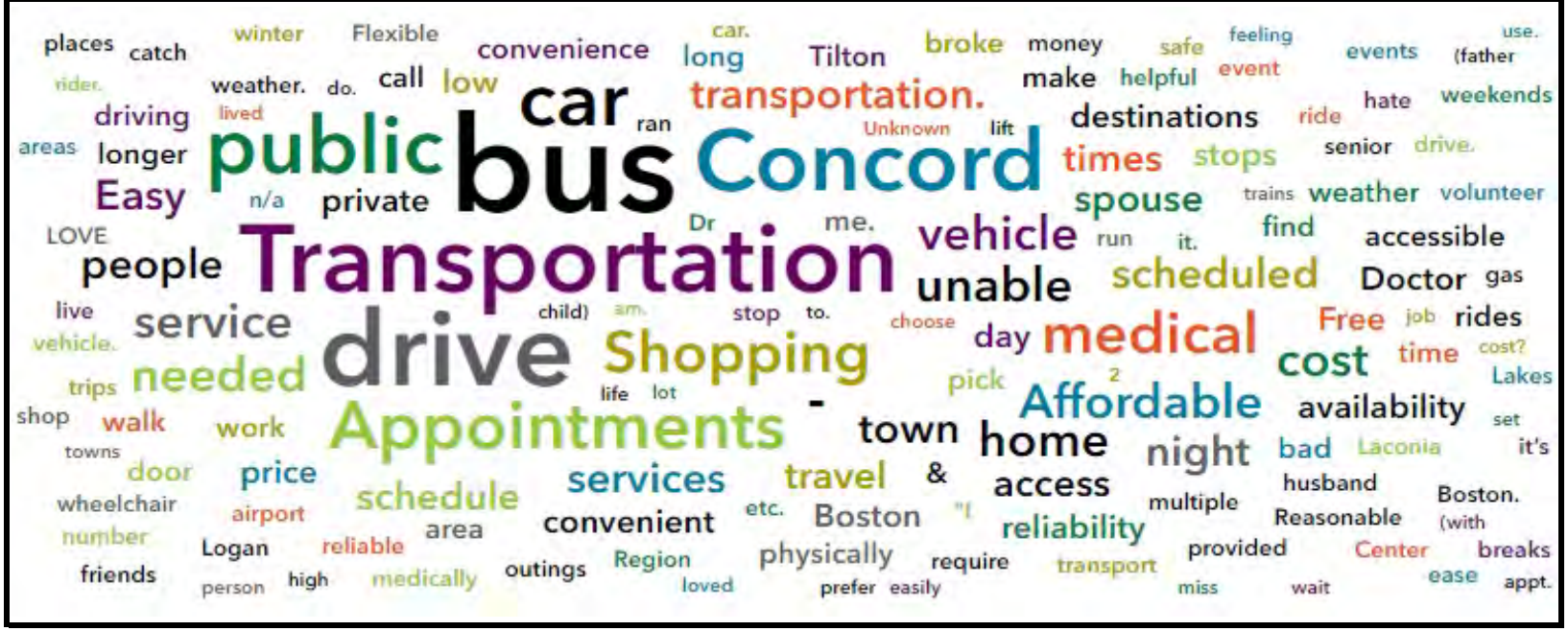
Who do you depend on for transportation?		
Answers	Count	Percentage
Spouse	50	18.18%
Children / Relatives	60	21.82%
Friends / Neighbors	65	23.64%
Private Services (rideshare, taxis)	25	9.09%
Public Services (buses)	22	8%
Volunteers (churches, non-profit organizations)	10	3.64%
I don't depend on others	111	40.36%
Other	29	10.55%

Which of the following factors prevented you from taking trips outside your home or using public/private transportation?		
Answers	Count	Percentage
Cost of transportation	48	17.45%
Not comfortable or can't drive	39	14.18%
Unreliable vehicle	24	8.73%
Do not feel safe traveling	19	6.91%
Do not know of transportation services in area	56	20.36%
Do not have anyone or any service for rides	29	10.55%
Health reasons	44	16%
Public/private services take too long	22	8%
Services don't go where I need	37	13.45%
Services don't operate during times that I need	37	13.45%
Hard to find schedule/routes for transportation	42	15.27%
No issues with transportation	115	41.82%
Other	35	12.73%

How do you plan your trips?		
Answers	Count	Percentage
Google Maps	109	39.64%
Apple Maps	24	8.73%
Waze	29	10.55%
CommuteSmart NH	1	0.36%
RCC Website	0	0%
Map Quest	28	10.18%
I don't use apps	117	42.55%
Other	35	12.73%

What is your home zip code?

What would make you want to use Public or Private transportation services?



Appendix 2:
Population & Demographic Data Tables & Graphs

Table 1: Mid-State RCC Region Population Profile				
Municipality	*U.S. Census Total Population 2020*	*NH OPD Total Population Estimate 2022*	*NH OPD Total Population Projection 2050*	*Projected % Population Increase 2022-2050*
Allenstown	4,707	4,850	5,171	6.62%
Alton	5,894	6,014	6,486	7.85%
Andover	2,406	2,423	2,635	8.75%
Barnstead	4,915	4,976	5,409	8.70%
Belmont	7,314	7,436	8,049	8.24%
Boscawen	3,998	3,942	4,379	11.09%
Bow	8,229	8,327	9,021	8.33%
Bradford	1,662	1,695	1,820	7.37%
Canterbury	2,389	2,431	2,609	7.32%
Center Harbor	1,040	1,049	1,144	9.06%
Chichester	2,665	2,727	2,912	6.78%
Concord	43,976	44,111	48,277	9.44%
Danbury	1,250	1,271	1,362	7.16%
Deering	1,904	1,924	2,122	10.29%
Dunbarton	3,005	3,068	3,277	6.81%
Epsom	4,834	4,885	5,288	8.25%
Franklin	8,741	8,744	9,567	9.41%
Gilford	7,699	7,798	8,472	8.64%
Gilmanton	3,945	4,002	4,341	8.47%
Henniker	6,185	4,544	6,731	48.13%
Hill	1,017	1,028	1,114	8.37%
Hillsborough	5,939	5,960	6,594	10.64%
Hopkinton	5,914	5,992	6,478	8.11%
Laconia	16,871	17,103	18,565	8.55%
Loudon	5,576	5,688	6,078	6.86%
Meredith	6,662	6,725	7,331	9.01%
New Hampton	2,377	2,436	2,616	7.39%
New London	4,400	4,424	4,805	8.61%
Newbury	2,172	2,220	2,385	7.43%
Northfield	4,872	4,941	5,337	8.01%
Pembroke	7,207	7,358	7,880	7.09%

Municipality	*U.S. Census Total Population 2020*	*NH OPD Total Population Estimate 2022*	*NH OPD Total Population Projection 2050*	*Projected % Population Increase 2022-2050*
Pittsfield	4,075	4,148	4,456	7.43%
Salisbury	1,422	1,470	1,555	5.78%
Sanbornton	3,026	3,063	3,330	8.72%
Sutton	1,978	2,019	2,159	6.93%
Tilton	3,962	4,016	4,360	8.57%
Warner	2,937	2,975	3,217	8.13%
Webster	1,913	1,955	2,088	6.80%
Wilmot	1,407	1,427	1,534	7.50%
Windsor	262	271	292	7.75%
Mid-State RCC	210,747	211,436	231,246	9.37%
New Hampshire	1,377,313	1,395,007	1,501,909	7.66%

Mid-State RCC Region Summary of Population Projections

Municipality	**U.S. Census Total Population**	**NH OPD Total Population Projections**					
	2020	***2025***	***2030***	***2035***	***2040***	***2045***	***2050***
Allenstown	4,707	4,883	5,031	5,131	5,175	5,180	5,171
	(% Change) -->	3.74%	3.03%	1.99%	0.86%	0.10%	-0.17%
Alton	5,894	6,141	6,350	6,465	6,510	6,508	6,486
		4.19%	3.40%	1.81%	0.70%	-0.03%	-0.34%
Andover	2,406	2,493	2,567	2,616	2,638	2,640	2,635
		3.62%	2.97%	1.91%	0.84%	0.08%	-0.19%
Barnstead	4,915	5,121	5,295	5,391	5,429	5,427	5,409
		4.19%	3.40%	1.81%	0.70%	-0.04%	-0.33%
Belmont	7,314	7,620	7,880	8,022	8,079	8,076	8,049
		4.18%	3.41%	1.80%	0.71%	-0.04%	-0.33%
Boscawen	3,998	4,143	4,265	4,346	4,383	4,387	4,379
		3.63%	2.94%	1.90%	0.85%	0.09%	-0.18%
Bow	8,229	8,530	8,783	8,953	9,028	9,037	9,021
		3.66%	2.97%	1.94%	0.84%	0.10%	-0.18%
Bradford	1,662	1,722	1,773	1,807	1,822	1,824	1,820
		3.61%	2.96%	1.92%	0.83%	0.11%	-0.22%

Municipality	U.S. Census Total Population	NH OPD Total Population Projections					
	2020	*2025*	*2030*	*2035*	*2040*	*2045*	*2050*
Canterbury	2,389	2,473	2,543	2,591	2,611	2,614	2,609
		3.52%	2.83%	1.89%	0.77%	0.11%	-0.19%
Center Harbor	1,040	1,084	1,120	1,141	1,149	1,148	1,144
		4.23%	3.32%	1.88%	0.70%	-0.09%	-0.35%
Chichester	2,665	2,759	2,838	2,891	2,914	2,917	2,912
		3.53%	2.86%	1.87%	0.80%	0.10%	-0.17%
Concord	43,976	45,611	46,986	47,907	48,316	48,363	48,277
		3.72%	3.01%	1.96%	0.85%	0.10%	-0.18%
Danbury	1250	1,293	1,328	1,352	1,363	1,364	1,362
		3.44%	2.71%	1.81%	0.81%	0.07%	-0.15%
Deering	1,904	1,985	2,048	2,093	2,117	2,124	2,122
		4.25%	3.17%	2.20%	1.15%	0.33%	-0.09%
Dunbarton	3,005	3,108	3,195	3,254	3,279	3,282	3,277
		3.43%	2.80%	1.85%	0.77%	0.09%	-0.15%
Epsom	4,834	5,006	5,151	5,249	5,292	5,297	5,288
		3.56%	2.90%	1.90%	0.82%	0.09%	-0.17%
Franklin	8,741	9,055	9,319	9,496	9,575	9,584	9,567
		3.59%	2.92%	1.90%	0.83%	0.09%	-0.18%
Gilford	7,699	8,021	8,295	8,444	8,504	8,501	8,472
		4.18%	3.42%	1.80%	0.71%	-0.04%	-0.34%
Gilmanton	3,945	4,110	4,250	4,327	4,357	4,356	4,341
		4.18%	3.41%	1.81%	0.69%	-0.02%	-0.34%
Henniker	6,185	6,393	6,567	6,684	6,736	6,742	6,731
		3.36%	2.72%	1.78%	0.78%	0.09%	-0.16%
Hill	1,017	1,054	1,085	1,106	1,115	1,116	1,114
		3.64%	2.94%	1.94%	0.81%	0.09%	-0.18%
Hillsborough	5,939	6,186	6,373	6,507	6,579	6,599	6,594
		4.16%	3.02%	2.10%	1.11%	0.30%	-0.08%
Hopkinton	5,914	6,128	6,309	6,429	6,483	6,489	6,478
		3.62%	2.95%	1.90%	0.84%	0.09%	-0.17%
Laconia	16,871	17,577	18,177	18,504	18,635	18,628	18,565
		4.18%	3.41%	1.80%	0.71%	-0.04%	-0.34%

Municipality	U.S. Census Total Population	NH OPD Total Population Projections					
	2020	*2025*	*2030*	*2035*	*2040*	*2045*	*2050*
Loudon	5,576	5,767	5,928	6,035	6,083	6,088	6,078
		3.43%	2.79%	1.80%	0.80%	0.08%	-0.16%
Meredith	6,662	6,941	7,178	7,307	7,359	7,356	7,331
		4.19%	3.41%	1.80%	0.71%	-0.04%	-0.34%
New Hampton	2,377	2,476	2,561	2,607	2,626	2,624	2,616
		4.16%	3.43%	1.80%	0.73%	-0.08%	-0.30%
New London	4,400	4,554	4,683	4,770	4,809	4,813	4,805
		3.50%	2.83%	1.86%	0.82%	0.08%	-0.17%
Newbury	2,172	2,253	2,321	2,367	2,387	2,389	2,385
		3.73%	3.02%	1.98%	0.84%	0.08%	-0.17%
Northfield	4,872	5,049	5,197	5,297	5,341	5,346	5,337
		3.63%	2.93%	1.92%	0.83%	0.09%	-0.17%
Pembroke	7,207	7,463	7,678	7,822	7,886	7,893	7,880
		3.55%	2.88%	1.88%	0.82%	0.09%	-0.16%
Pittsfield	4,075	4,220	4,342	4,423	4,460	4,464	4,456
		3.56%	2.89%	1.87%	0.84%	0.09%	-0.18%
Salisbury	1,422	1,472	1,515	1,543	1,556	1,557	1,555
		3.52%	2.92%	1.85%	0.84%	0.06%	-0.13%
Sanbornton	3,026	3,153	3,260	3,319	3,342	3,341	3,330
		4.20%	3.39%	1.81%	0.69%	-0.03%	-0.33%
Sutton	1,978	2,047	2,105	2,144	2,161	2,163	2,159
		3.49%	2.83%	1.85%	0.79%	0.09%	-0.18%
Tilton	3,962	4,128	4,269	4,346	4,376	4,375	4,360
		4.19%	3.42%	1.80%	0.69%	-0.02%	-0.34%
Warner	2,937	3,043	3,133	3,193	3,220	3,223	3,217
		3.61%	2.96%	1.92%	0.85%	0.09%	-0.19%
Webster	1,913	1,980	2,036	2,073	2,090	2,092	2,088
		3.50%	2.83%	1.82%	0.82%	0.10%	-0.19%
Wilmot	1,407	1,455	1,496	1,523	1,535	1,536	1,534
		3.41%	2.82%	1.80%	0.79%	0.07%	-0.13%
Windsor	262	273	282	288	291	292	292
		4.20%	3.30%	2.13%	1.04%	0.34%	0.00%

Municipality	U.S. Census Total Population	NH OPD Total Population Projections					
	2020	*2025*	*2030*	*2035*	*2040*	*2045*	*2050*
Mid-State RCC	210,747	218,771	225,513	229,764	231,611	231,755	231,246
		3.81%	3.08%	1.88%	0.80%	0.06%	-0.22%
New Hampshire	1,377,533	1,430,601	1,473,286	1,501,045	1,511,770	1,509,955	1,501,909
		3.85%	2.98%	1.88%	0.71%	-0.12%	-0.53%

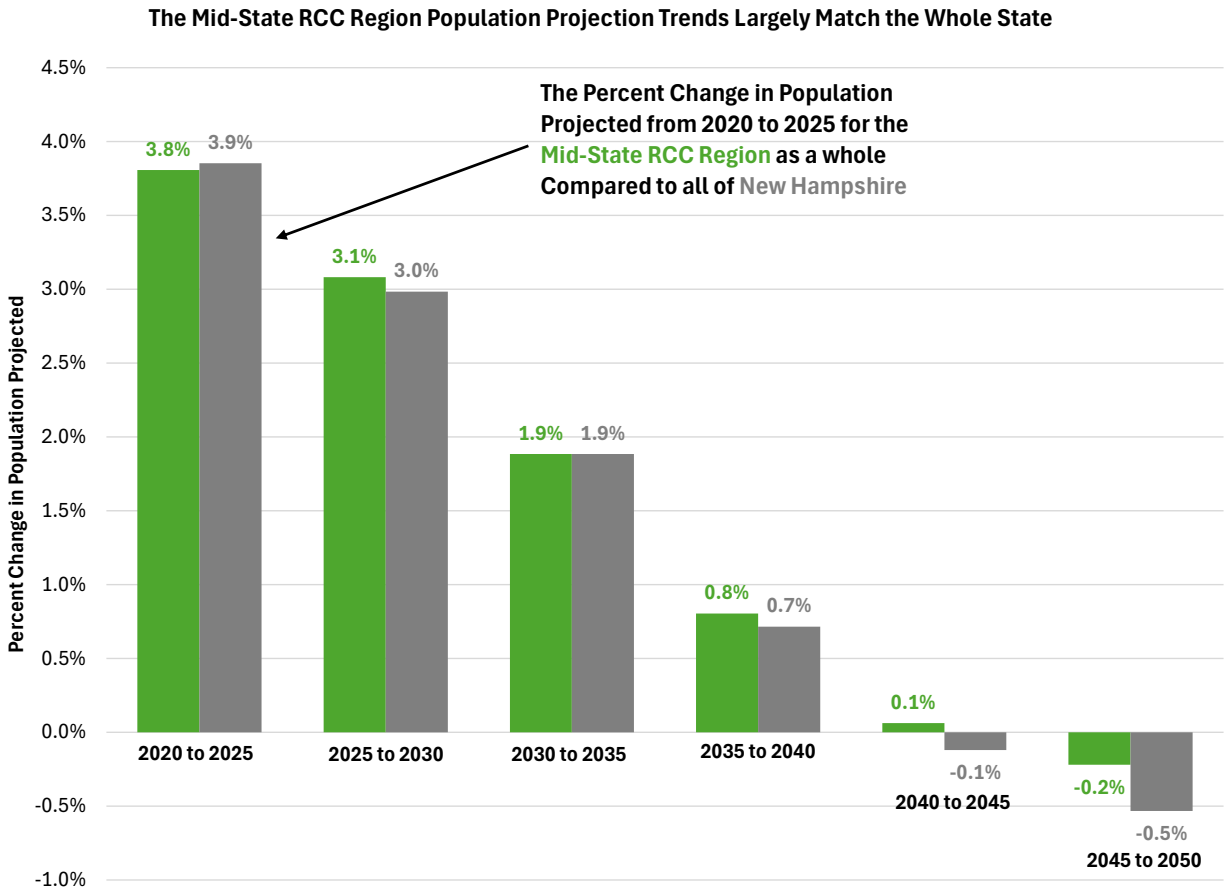
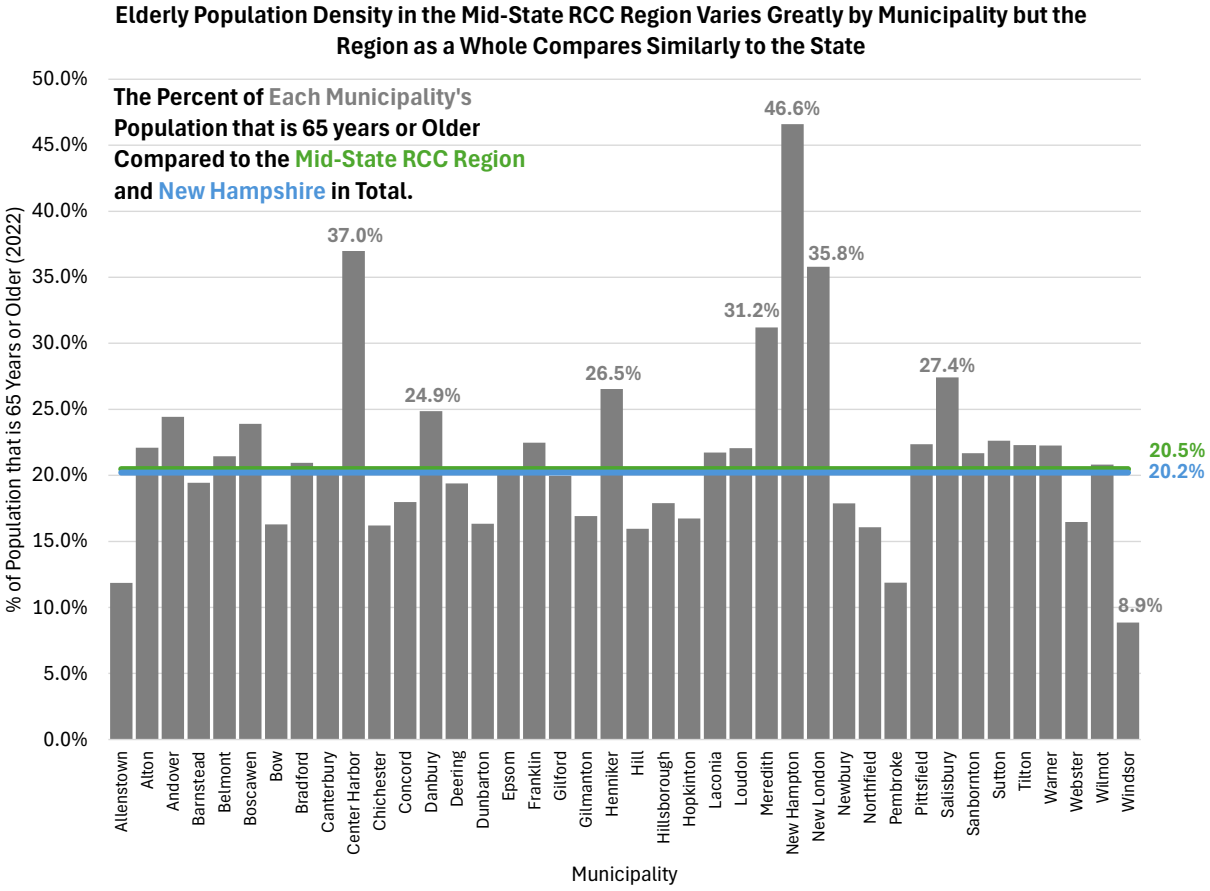


Table 2: Mid-State RCC Elderly Population			
Municipality	*NH OPD Total Population Estimate 2022*	*ACS 5-Year Estimate Population 65 and Older 2022*	*% of Population 65 Years and Older*
Allenstown	4,850	575	11.86%
Alton	6,014	1,329	22.10%
Andover	2,423	592	24.43%
Barnstead	4,976	967	19.43%
Belmont	7,436	1,594	21.44%
Boscawen	3,942	942	23.90%
Bow	8,327	1,356	16.28%
Bradford	1,695	355	20.94%
Canterbury	2,431	492	20.24%
Center Harbor	1,049	388	36.99%
Chichester	2,727	442	16.21%
Concord	44,111	7,926	17.97%
Danbury	1,271	316	24.86%
Deering	1,924	373	19.39%
Dunbarton	3,068	501	16.33%
Epsom	4,885	992	20.31%
Franklin	8,744	1,966	22.48%
Gilford	7,798	1,556	19.95%
Gilmanton	4,002	677	16.92%
Henniker	4,544	1,206	26.54%
Hill	1,028	164	15.95%
Hillsborough	5,960	1,066	17.89%
Hopkinton	5,992	1,003	16.74%
Laconia	17,103	3,714	21.72%
Loudon	5,688	1,255	22.06%
Meredith	6,725	2,098	31.20%
New Hampton	2,436	1,135	46.59%
New London	4,424	1,584	35.80%
Newbury	2,220	397	17.88%
Northfield	4,941	794	16.07%
Pembroke	7,358	874	11.88%
Pittsfield	4,148	927	22.35%
Salisbury	1,470	403	27.41%

Municipality	*NH OPD Total Population Estimate 2022*	*ACS 5-Year Estimate Population 65 and Older 2022*	*% of Population 65 Years and Older*
Sanbornton	3,063	664	21.68%
Sutton	2,019	457	22.63%
Tilton	4,016	895	22.29%
Warner	2,975	662	22.25%
Webster	1,955	322	16.47%
Wilmot	1,427	297	20.81%
Windsor	271	24	8.86%
Mid-State RCC	211,436	43,280	20.47%
New Hampshire	1,395,007	281,983	20.21%



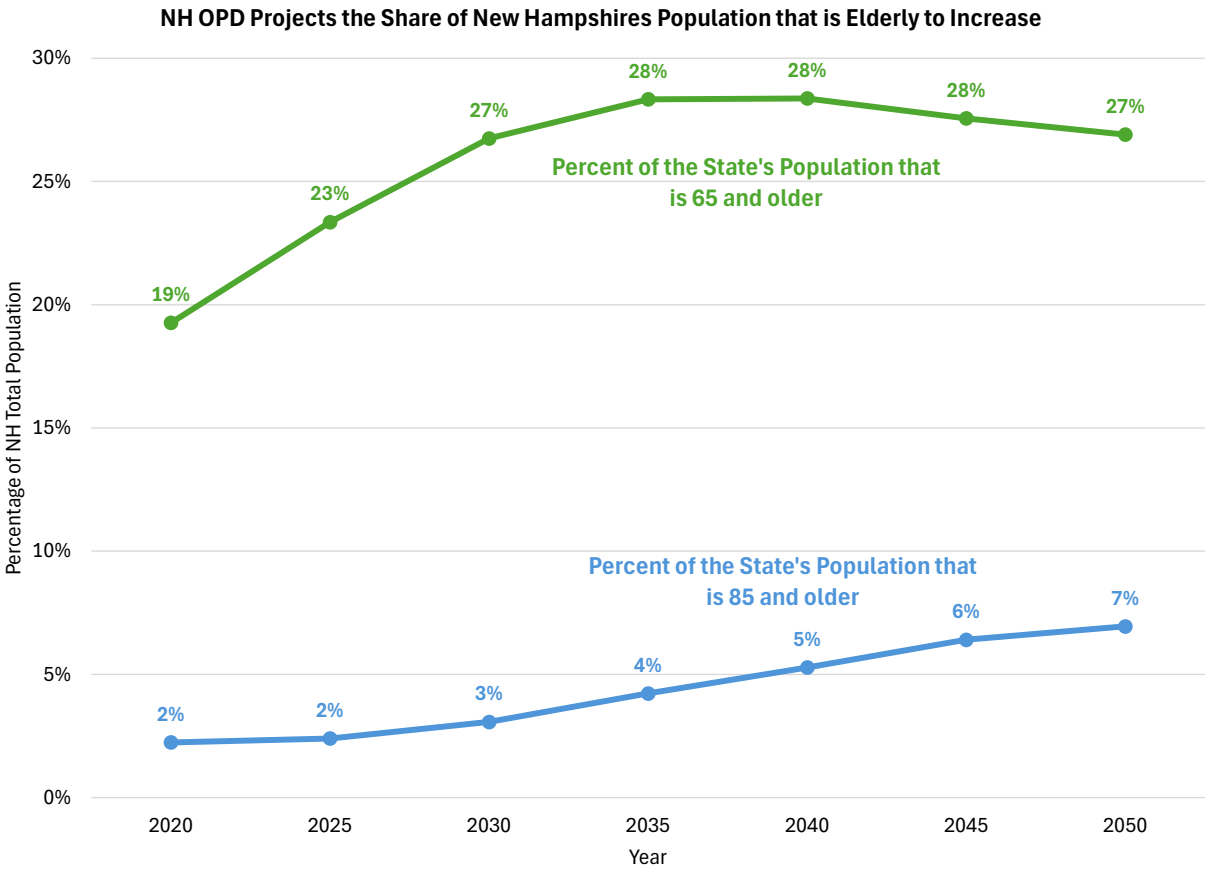


Table 3: Mid-State RCC Population with a Disability			
Municipality	***NH OPD Total Population Estimate 2022***	***ACS 5-Year Estimate Population with Disability 2022***	***% of Population with Disability***
Allenstown	4,850	778	16.04%
Alton	6,014	667	11.09%
Andover	2,423	239	9.86%
Barnstead	4,976	618	12.42%
Belmont	7,436	1,090	14.66%
Boscawen	3,942	400	10.15%
Bow	8,327	829	9.96%
Bradford	1,695	133	7.85%
Canterbury	2,431	272	11.20%
Center Harbor	1,049	169	16.11%
Chichester	2,727	309	11.33%

Municipality	*NH OPD Total Population Estimate 2022*	*ACS 5-Year Estimate Population with Disability 2022*	*% of Population with Disability*
Concord	44,111	7,032	15.94%
Danbury	1,271	224	17.62%
Deering	1,924	316	16.42%
Dunbarton	3,068	248	8.08%
Epsom	4,885	636	13.02%
Franklin	8,744	1,791	20.48%
Gilford	7,798	1,011	12.96%
Gilmanton	4,002	410	10.24%
Henniker	4,544	787	17.32%
Hill	1,028	168	16.34%
Hillsborough	5,960	820	13.76%
Hopkinton	5,992	582	9.71%
Laconia	17,103	3,269	19.11%
Loudon	5,688	902	15.86%
Meredith	6,725	1,298	19.30%
New Hampton	2,436	667	27.38%
New London	4,424	502	11.35%
Newbury	2,220	168	7.57%
Northfield	4,941	1,190	24.08%
Pembroke	7,358	866	11.77%
Pittsfield	4,148	851	20.52%
Salisbury	1,470	175	11.90%
Sanbornton	3,063	793	25.89%
Sutton	2,019	196	9.71%
Tilton	4,016	556	13.84%
Warner	2,975	398	13.38%
Webster	1,955	203	10.38%
Wilmot	1,427	108	7.57%
Windsor	271	8	2.95%
Mid-State RCC	211,436	31,679	14.98%
New Hampshire	1,395,007	176,032	12.91%

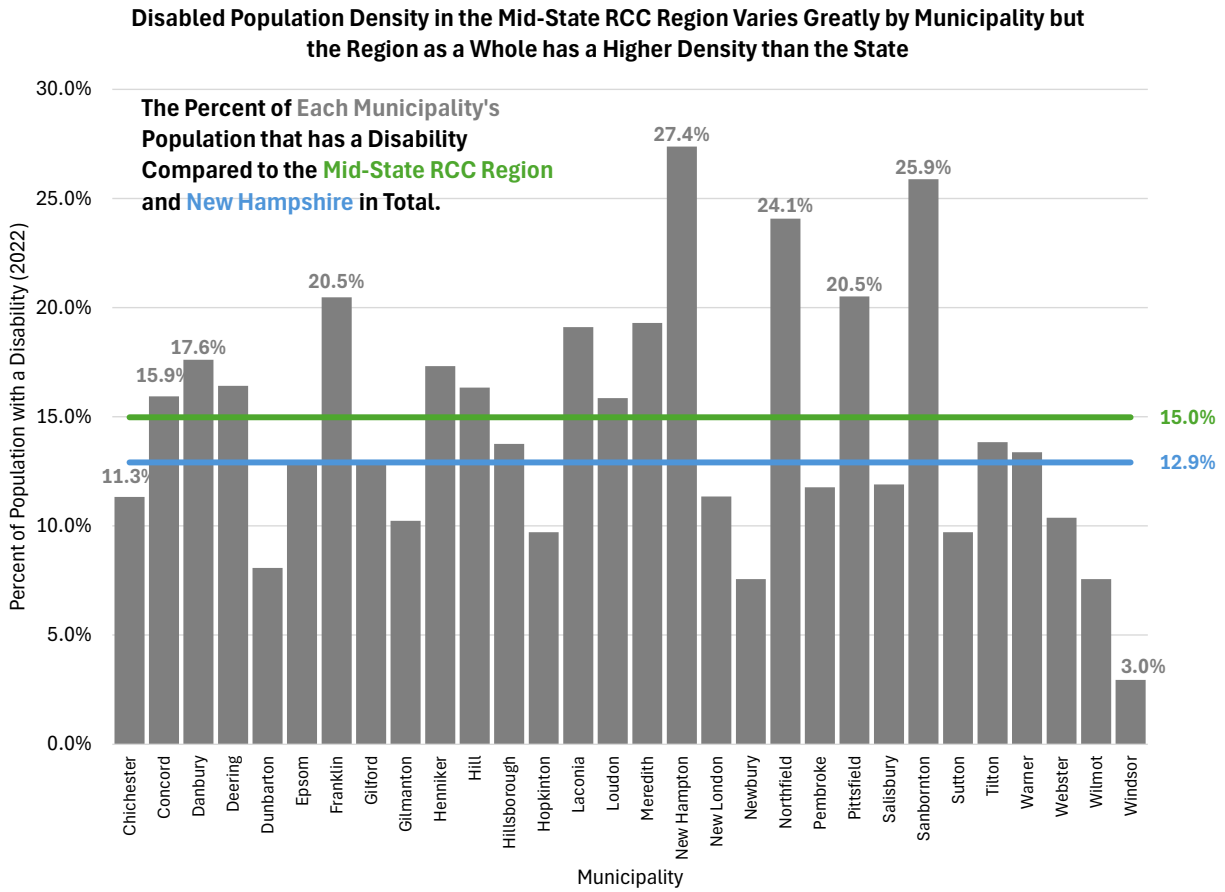


Table 4: Mid-State RCC Income and Poverty Population

Municipality	*ACS 5-Year Estimate Median H.H. Income 2022*	*ACS 5-Year Estimate Income Per Capita 2022*	*NH OPD Total Population Estimate 2022*	*Population Below Federal Poverty Line 2022*	*% of Population Below Poverty Line*
Allenstown	$74,659	$41,894	4,850	515	11.1%
Alton	$111,875	$42,456	6,014	236	4.0%
Andover	$86,591	$45,943	2,423	209	9.7%
Barnstead	$89,303	$44,669	4,976	167	3.4%
Belmont	$73,302	$48,007	7,436	969	13.2%
Boscawen	$84,292	$43,816	3,942	334	9.5%
Bow	$147,951	$66,867	8,327	210	2.6%
Bradford	$83,833	$39,914	1,695	102	6.5%
Canterbury	$111,094	$50,395	2,431	121	5.2%
Center Harbor	$100,192	$44,028	1,049	28	3.4%
Chichester	$119,306	$52,140	2,727	97	3.6%

Municipality	*ACS 5-Year Estimate Median H.H. Income 2022*	*ACS 5-Year Estimate Income Per Capita 2022*	*NH OPD Total Population Estimate 2022*	*Population Below Federal Poverty Line 2022*	*% of Population Below Poverty Line*
Concord	$77,874	$46,565	44,111	3,986	9.6%
Danbury	$62,500	$47,429	1,271	194	13.0%
Deering	$95,119	$53,542	1,924	216	12.2%
Dunbarton	$138,036	$67,391	3,068	63	2.1%
Epsom	$90,805	$50,543	4,885	156	3.3%
Franklin	$66,942	$39,767	8,744	537	6.3%
Gilford	$112,522	$57,490	7,798	510	6.6%
Gilmanton	$104,875	$51,859	4,002	338	8.5%
Henniker	$76,681	$37,849	4,544	555	10.1%
Hill	$84,167	$33,777	1,028	40	4.8%
Hillsborough	$82,059	$51,935	5,960	326	5.5%
Hopkinton	$115,682	$53,614	5,992	324	5.5%
Laconia	$67,856	$38,185	17,103	1,674	10.2%
Loudon	$77,065	$40,724	5,688	557	9.9%
Meredith	$65,372	$35,833	6,725	729	11.0%
New Hampton	$116,250	$34,635	2,436	261	10.0%
New London	$87,237	$37,244	4,424	107	3.0%
Newbury	$116,250	$66,250	2,220	52	2.7%
Northfield	$75,108	$37,244	4,941	440	9.1%
Pembroke	$95,396	$42,249	7,358	737	10.2%
Pittsfield	$64,564	$40,473	4,148	231	5.7%
Salisbury	$97,917	$55,345	1,470	117	7.4%
Sanbornton	$81,645	$46,583	3,063	232	7.6%
Sutton	$130,568	$47,205	2,019	65	2.9%
Tilton	$64,577	$42,153	4,016	264	7.1%
Warner	$82,500	$46,081	2,975	218	7.8%
Webster	$105,417	$49,519	1,955	203	9.7%
Wilmot	$110,917	$52,578	1,427	30	2.0%
Windsor	$96,042	$46,346	271	14	8.0%
Mid-State RCC	$88,270	$46,214	211,436	16,164	7.6%
New Hampshire	$90,845	$47,441	1,395,007	98,162	7.3%

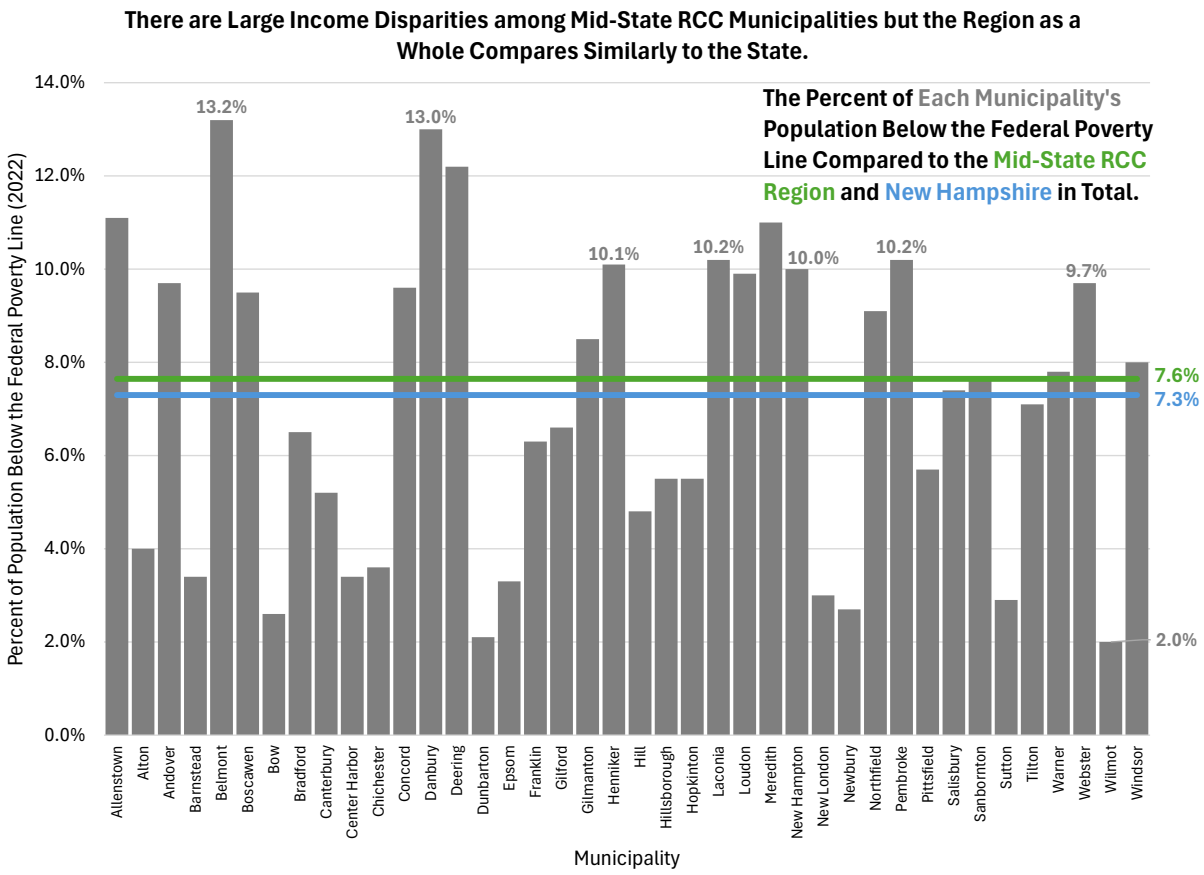


Table 5: Mid-State RCC Population Without Access to a Vehicle

Municipality	*ACS 5-Year Estimate Occupied Households 2022*	*ACS 5-Year Estimate Households w/o a Vehicle 2022*	*% of Households without a Vehicle*
Allenstown	1,812	136	7.5%
Alton	2,240	16	0.7%
Andover	878	14	1.6%
Barnstead	1,840	15	0.8%
Belmont	2,940	159	5.4%
Boscawen	1,380	101	7.3%
Bow	2,895	98	3.4%
Bradford	632	13	2.1%
Canterbury	920	19	2.1%
Center Harbor	384	10	2.6%
Chichester	1,011	5	0.5%
Concord	17,955	1,569	8.7%
Danbury	672	43	6.4%

Municipality	*ACS 5-Year Estimate Occupied Households 2022*	*ACS 5-Year Estimate Households w/o a Vehicle 2022*	*% of Households without a Vehicle*
Deering	666	7	1.1%
Dunbarton	1,061	34	3.2%
Epsom	1,844	26	1.4%
Franklin	3,717	341	9.2%
Gilford	3,069	101	3.3%
Gilmanton	1,575	0	0.0%
Henniker	2,397	70	2.9%
Hill	318	9	2.8%
Hillsborough	2,304	107	4.6%
Hopkinton	2,168	0	0.0%
Laconia	6,965	549	7.9%
Loudon	2,276	55	2.4%
Meredith	3,242	107	3.3%
New Hampton	978	18	1.8%
New London	1,636	121	7.4%
Newbury	747	29	3.9%
Northfield	1,906	27	1.4%
Pembroke	2,627	59	2.2%
Pittsfield	1,801	92	5.1%
Salisbury	623	52	8.3%
Sanbornton	1,125	35	3.1%
Sutton	846	0	0.0%
Tilton	1,598	27	1.7%
Warner	1,200	83	6.9%
Webster	795	10	1.3%
Wilmot	624	14	2.2%
Windsor	81	5	6.2%
Mid-State RCC	83,748	4,176	5.0%
New Hampshire	557,220	24,075	4.3%

The Mid-State RCC Region has a Greater Portion of Households Without Access to a Vehicle than the State as a whole and the Individual Municipalites Range From 9% lacking access to 0%.

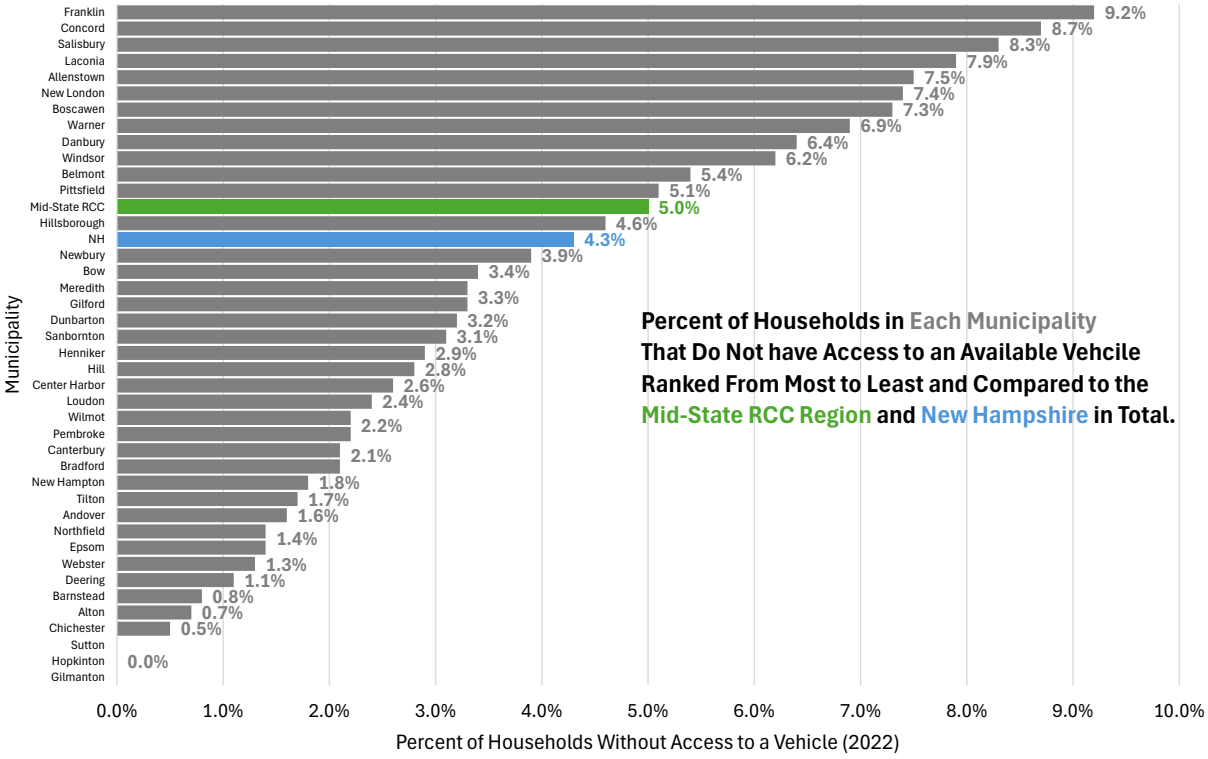
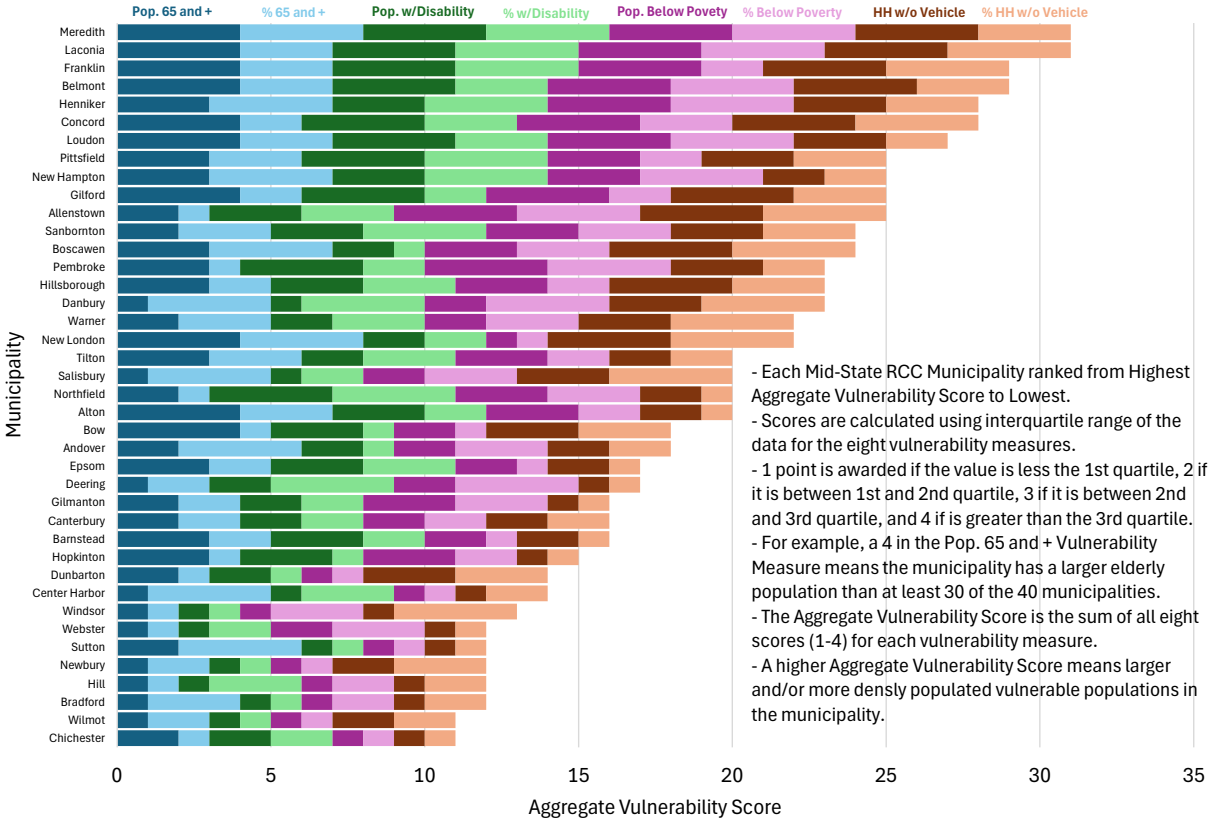


Table 6: Aggregate Vulnerability Scores

Scoring uses the interquartile range of the data for each vulnerability measure across all 40 municipalities in the Mid-State RCC Region
1 = Less than the 1st Quartile, 2 = Between 1st and 2nd Quartile, 3 = Between 2nd and 3rd Quartile, 4 = Greater than the 3rd Quartile
Example: a 4 in the "***Population 65 and +*** " Vulnerability Measure means this municipality has a larger elderly population than at least 30 of the 40 municipalities
Aggregate Vulnerability Score = Sum of all eight scores for each Vulnerability Measure

Municipality	*Population 65 and +*		*%65 and +*		*Population w/a Disability*		*% w/a Disability*		*Population Below Poverty*		*% Below Poverty Line*		*Households w/o a vehicle*		*%Households w/o a vehilcle*		*Aggregate Vulnerability Score*
Allenstown	575	2	11.86%	1	778	3	16.04%	3	515	4	11.1%	4	136	4	7.5%	4	**25**
Alton	1,329	4	22.10%	3	667	3	11.09%	2	236	3	4.0%	2	16	2	0.7%	1	**20**
Andover	592	2	24.43%	4	239	2	9.86%	1	209	2	9.7%	3	14	2	1.6%	2	**18**
Barnstead	967	3	19.43%	2	618	3	12.42%	2	167	2	3.4%	1	15	2	0.8%	1	**16**
Belmont	1,594	4	21.44%	3	1,090	4	14.66%	3	969	4	13.2%	4	159	4	5.4%	3	**29**
Boscawen	942	3	23.90%	4	400	2	10.15%	1	334	3	9.5%	3	101	4	7.3%	4	**24**
Bow	1,356	4	16.28%	1	829	3	9.96%	1	210	2	2.6%	1	98	3	3.4%	3	**18**
Bradford	355	1	20.94%	3	133	1	7.85%	1	102	1	6.5%	2	13	1	2.1%	2	**12**
Canterbury	492	2	20.24%	2	272	2	11.20%	2	121	2	5.2%	2	19	2	2.1%	2	**16**
Center Harbor	388	1	36.99%	4	169	1	16.11%	3	28	1	3.4%	1	10	1	2.6%	2	**14**
Chichester	442	2	16.21%	1	309	2	11.33%	2	97	1	3.6%	1	5	1	0.5%	1	**11**
Concord	7,926	4	17.97%	2	7,032	4	15.94%	3	3,986	4	9.6%	3	1,569	4	8.7%	4	**28**
Danbury	316	1	24.86%	4	224	1	17.62%	4	194	2	13.0%	4	43	3	6.4%	4	**23**
Deering	373	1	19.39%	2	316	2	16.42%	4	216	2	12.2%	4	7	1	1.1%	1	**17**
Dunbarton	501	2	16.33%	1	248	2	8.08%	1	63	1	2.1%	1	34	3	3.2%	3	**14**
Epsom	992	3	20.31%	2	636	3	13.02%	3	156	2	3.3%	1	26	2	1.4%	1	**17**
Franklin	1,966	4	22.48%	3	1,791	4	20.48%	4	537	4	6.3%	2	341	4	9.2%	4	**29**
Gilford	1,556	4	19.95%	2	1,011	4	12.96%	2	510	4	6.6%	2	101	4	3.3%	3	**25**
Gilmanton	677	2	16.92%	2	410	2	10.24%	2	338	3	8.5%	3	0	1	0.0%	1	**16**
Henniker	1,206	3	26.54%	4	787	3	17.32%	4	555	4	10.1%	4	70	3	2.9%	3	**28**
Hill	164	1	15.95%	1	168	1	16.34%	3	40	1	4.8%	2	9	1	2.8%	2	**12**
Hillsborough	1,066	3	17.89%	2	820	3	13.76%	3	326	3	5.5%	2	107	4	4.6%	3	**23**
Hopkinton	1,003	3	16.74%	1	582	3	9.71%	1	324	3	5.5%	2	0	1	0.0%	1	**15**
Laconia	3,714	4	21.72%	3	3,269	4	19.11%	4	1,674	4	10.2%	4	549	4	7.9%	4	**31**
Loudon	1,255	4	22.06%	3	902	4	15.86%	3	557	4	9.9%	4	55	3	2.4%	2	**27**
Meredith	2,098	4	31.20%	4	1,298	4	19.30%	4	729	4	11.0%	4	107	4	3.3%	3	**31**
New Hampton	1135	3	46.59%	4	667	3	27.38%	4	261	3	10.0%	4	18	2	1.8%	2	**25**
New London	1,584	4	35.80%	4	502	2	11.35%	2	107	1	3.0%	1	121	4	7.4%	4	**22**
Newbury	397	1	17.88%	2	168	1	7.57%	1	52	1	2.7%	1	29	2	3.9%	3	**12**
Northfield	794	2	16.07%	1	1,190	4	24.08%	4	440	3	9.1%	3	27	2	1.4%	1	**20**
Pembroke	874	3	11.88%	1	866	4	11.77%	2	737	4	10.2%	4	59	3	2.2%	2	**23**
Pittsfield	927	3	22.35%	3	851	4	20.52%	4	231	3	5.7%	2	92	3	5.1%	3	**25**
Salisbury	403	1	27.41%	4	175	1	11.90%	2	117	2	7.4%	3	52	3	8.3%	4	**20**
Sanbornton	664	2	21.68%	3	793	3	25.89%	4	232	3	7.6%	3	35	3	3.1%	3	**24**
Sutton	457	2	22.63%	4	196	1	9.71%	1	65	1	2.9%	1	0	1	0.0%	1	**12**
Tilton	895	3	22.29%	3	556	2	13.84%	3	264	3	7.1%	2	27	2	1.7%	2	**20**
Warner	662	2	22.25%	3	398	2	13.38%	3	218	2	7.8%	3	83	3	6.9%	4	**22**
Webster	322	1	16.47%	1	203	1	10.38%	2	203	2	9.7%	3	10	1	1.3%	1	**12**
Wilmot	297	1	20.81%	2	108	1	7.57%	1	30	1	2.0%	1	14	2	2.2%	2	**11**
Windsor	24	1	8.86%	1	8	1	2.95%	1	14	1	8.0%	3	5	1	6.2%	4	**13**
1st Quartile	413		16.79%		228		10.17%		110		3.7%		13		1.5%		
2nd Quartile	834		20.88%		569		12.99%		225		7.3%		32		2.9%		
3rd Quartile	1,243		22.59%		846		16.40%		493		9.9%		100		6.0%		

Ranking the Aggregate Vulnerability Scores for Each Municipality in the Mid-State RCC Region



The Entire Range of Data for all Municipalities for a "Vulnerability Measure"

Lowest 25%	**25%**	**25%**	**Highest 25%**
10 Municipalities Score 1 Point	10 Municipalities Score 2 Points	10 Municipalities Score 3 Points	10 Municipalities Score 4 Points

1st Quartile | **2nd Quartile (also the median)** | **3rd Quartile**

Table 7: Driving Distance In Miles From Hospitals in the Mid-State RCC Region					
	Concord Hospital	*Laconia Hospital*	*Franklin Hospital*	*New London Hospital*	*To Closest Location*
Allenstown	11.0	31.5	30.1	47.3	11.0
Alton	30.4	19.5	25.7	47.9	19.5
Andover	24.6	24.1	12.2	10.5	10.5
Barnstead	20.2	19.3	24.2	51.2	19.3
Belmont	22.0	6.5	9.5	31.6	6.5
Boscawen	11.8	22.3	10.4	23.3	10.4
Bow	6.0	32.7	27.0	39.7	6.0
Bradford	25.2	44.3	26.5	13.4	13.4
Canterbury	11.4	17.8	10.5	31.7	10.5
Center Harbor	42.4	14.8	27.6	44.7	14.8
Chichester	10.2	23.0	23.5	48.4	10.2
Concord	0	27.3	20.9	37.4	0
Danbury	33.4	28.9	18.0	15.8	15.8
Deering	22.4	56.6	46.4	33.0	22.4
Dunbarton	9.3	39.1	30.2	37.1	9.3
Epsom	13.0	26.3	30.3	51.3	13.0
Franklin	20.9	12.5	0	22.1	0
Gilford	33.2	5.5	18.5	40.7	5.5
Gilmanton	21.1	8.4	13.4	35.6	8.4
Henniker	15.3	42.8	30.7	23.0	15.3
Hill	27.3	20.2	8.3	26.4	8.3
Hillsborough	22.4	52.4	46.1	28.8	22.4
Hopkinton	7.5	33.8	23.1	28.7	7.5
Laconia	28.2	0	12.3	34.5	0
Loudon	9.7	18.7	19.1	33.6	9.7
Meredith	37.8	10.2	23.0	40.1	10.2
New Hampton	34.1	13.1	14.6	31.7	13.1
New London	34.0	32.9	21.0	0	0
Newbury	30.8	40.9	29.0	7.7	7.7
Northfield	19.1	10.2	3.5	28.0	3.5
Pembroke	8.1	28.4	27.1	40.9	8.1
Pittsfield	16.8	19.2	23.9	47.8	16.8

	Concord Hospital	*Laconia Hospital*	*Franklin Hospital*	*New London Hospital*	*To Closest Location*
Salisbury	17.6	19.3	7.4	17.6	7.4
Sanbornton	23.8	8.3	5.6	27.7	5.6
Sutton	29.6	35.8	24.0	8.3	8.3
Tilton	19.8	9.4	3.1	25.3	3.1
Warner	21.0	44.0	20.2	17.4	17.4
Webster	14.6	23.9	11.9	20.7	11.9
Wilmot	30.1	29.6	17.6	7.0	7.0
Windsor	29.1	59.2	52.9	31.1	29.1

*Distances from Google Maps, selecting the shortest distance

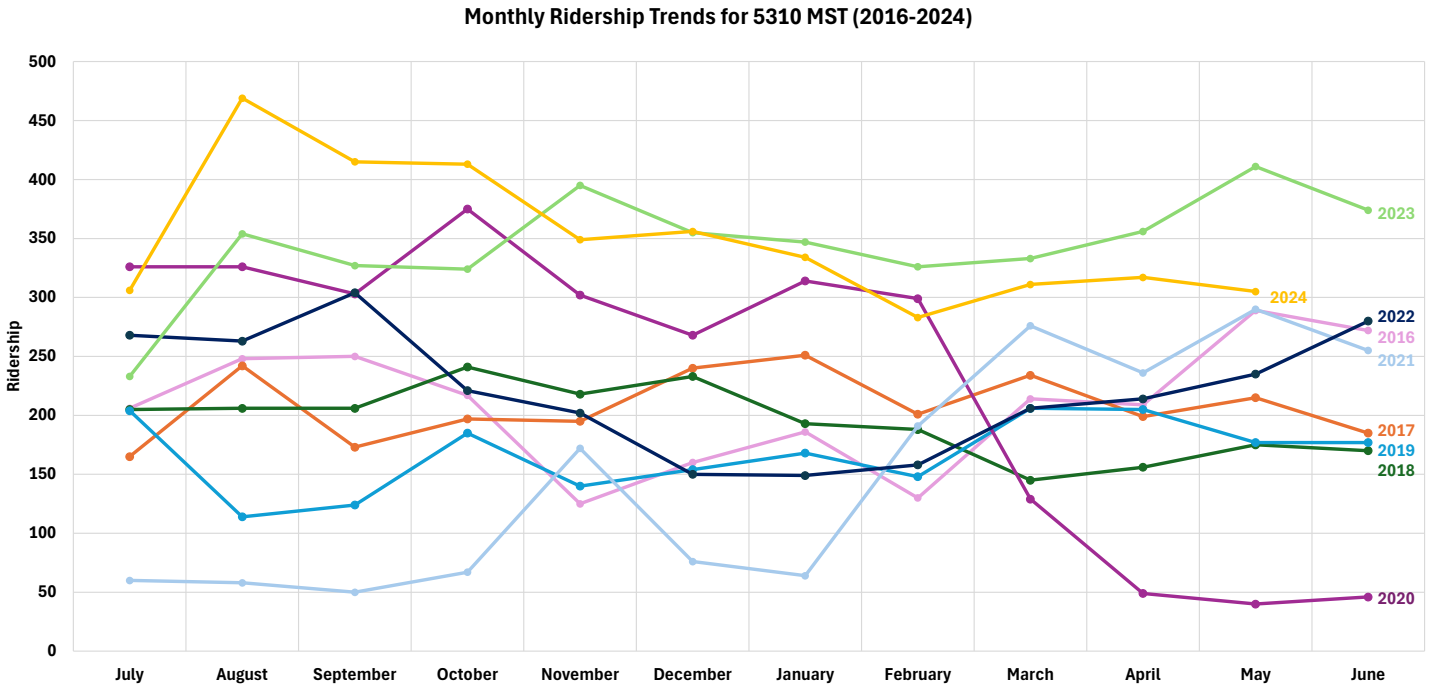
Table 8: Mid-State RCC Commuting Data (2022) | Source: NH OPD & 5-year ACS Data

Community	*Population of Employed Residents*	*Daily Commuters In (%)*	*Daily Commuters Out (%)*	*Employment-to-Resident Ratio*	*Employment*
Concord	21,923	60.6%	39.4%	1.69	37,105
Franklin	4,392	28.0%	72.0%	1.09	4,726
Laconia	8600	47.7%	52.3%	1.07	9173
Meredith CDP	1,158	36.8%	63.2%	1.08	1,252
Tilton-Northfield CDP	1,591	22.3%	77.7%	1.02	1,620
Suncook CDP	3,056	16.8%	83.2%	1.01	3,089

Table 9: Mid-State RCC Modes of Transportation (2022) | Source: 5-year ACS Data

		Method of Commuting					
Community	*Total Commuters*	*Car, Truck, or Van (Solo)*	*Carpool*	*Public Transportation*	*Worked Remotely*	*Walked to Work*	*Other Transportation*
Concord	21,653	71.5%	8.4%	0.6%	12.6%	5.4%	1.4%
Franklin	4,393	76.9%	12.0%	0.0%	7.9%	1.9%	1.3%
Laconia	8,323	74.5%	12.4%	0.3%	9.4%	2.4%	1.0%
Merrimack County	78,773	76.1%	7.8%	0.3%	12.1%	2.7%	1.0%
Belknap County	32,383	77.9%	7.8%	0.3%	11.5%	1.4%	1.0%
New Hampshire	726,246	75.6%	7.2%	0.6%	13.1%	2.2%	1.2%

Table 9: Mid-State RCC Modes of Transportation (2022) | Source: 5-year ACS Data							
		Method of Commuting					
Community	*Total Commuters*	*Car, Truck, or Van (Solo)*	*Carpool*	*Public Transportation*	*Worked Remotely*	*Walked to Work*	*Other Transportation*
Concord	21,653	15,489	1,814	139	2,730	1,180	301
Franklin	4,393	3,377	525	0	348	85	58
Laconia	8,323	6,202	1,028	24	786	198	85
Merrimack County	78,773	59,958	6,107	274	9,505	2,150	779
Belknap County	32,383	25,235	2,542	89	3,723	457	337
New Hampshire	726,246	549,302	52,058	4,537	95,320	16,052	8,977



Source: CAP-BM

Table 10: Park & Ride Lot Occupancy												
Location	*Belmont*	*Boscawen*	*Bow*	*Canterbury*	*Concord Bus Station*	*Concord Stickney Ave West Lot*	*Concord I-89 Exit 2*	*Hillsborough*	*New Hampton*	*New London*	*Tilton*	*Warner*
Capacity	42	42	60	10	340	238	100	106	119	131	29	23
Handicap Capacity	2	1	3	1	8	0	4	1	5	8	2	1
State Gas Price (Avg)	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02	$3.02
Time	2:10	9:13	11:05	9:28	9:45	9:45	11:18	12:40	1:10	9:34	1:55	11:42
Date	10/16/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	10/23/2024	11/13/2024	10/16/2024	10/23/2024
Total Vehicles	6	7	43	18	389	241	85	5	50	145	12	5
Handicap Vehicles	0	0	0	0	8	0	4	0	0	5	0	0
Motorcycles	0	0	0	0	0	1	0	0	0*	0	0	0
Long-Term Stay Vehicles	0	0	1	1	0	0	0	1	0	0	5	0
% Occupancy	14.29%	16.67%	71.67%	180.00%	114.41%	101.26%	85.00%	4.72%	42.02%	110.69%	41.38%	21.74%

*New Hampton has dedicated motorcycle parking

Appendix 3: Mapped Population & Demographic Data

Mid-State RCC

Municipal Boundaries

0 5 10 15 20 Miles

N

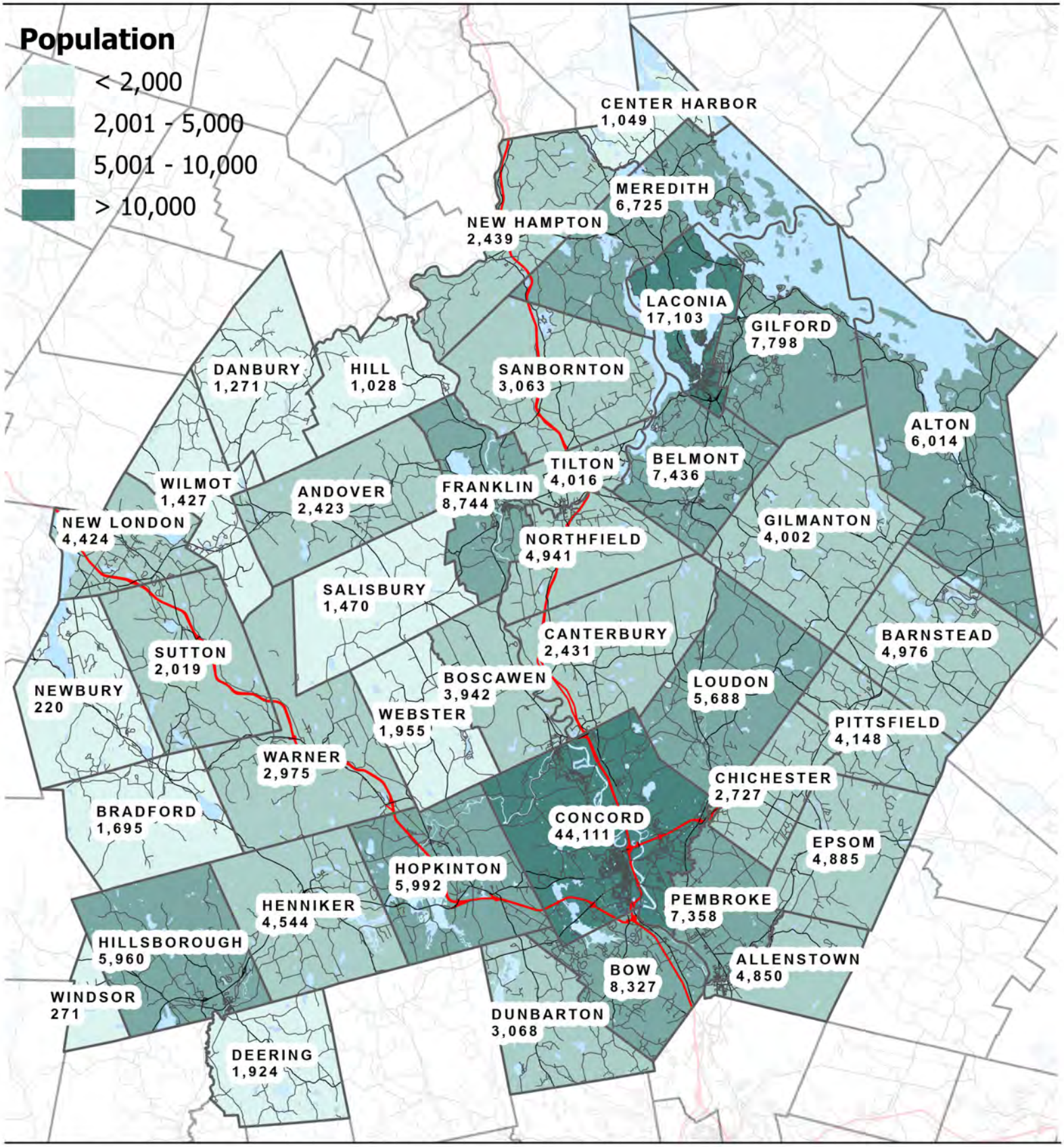
This map was produced by CNHRPC and LRPC 2025. It is intended for planning purposes only. Population Data: ACS 2022. Other Data Sources: NH GRANIT, NH Dept. of Environmental Services, NH Dept. of Transportation.

L·R·P·C

CNHRPC

Mid-State RCC

Estimated Population By Municipality



0 5 10 15 20 Miles

N

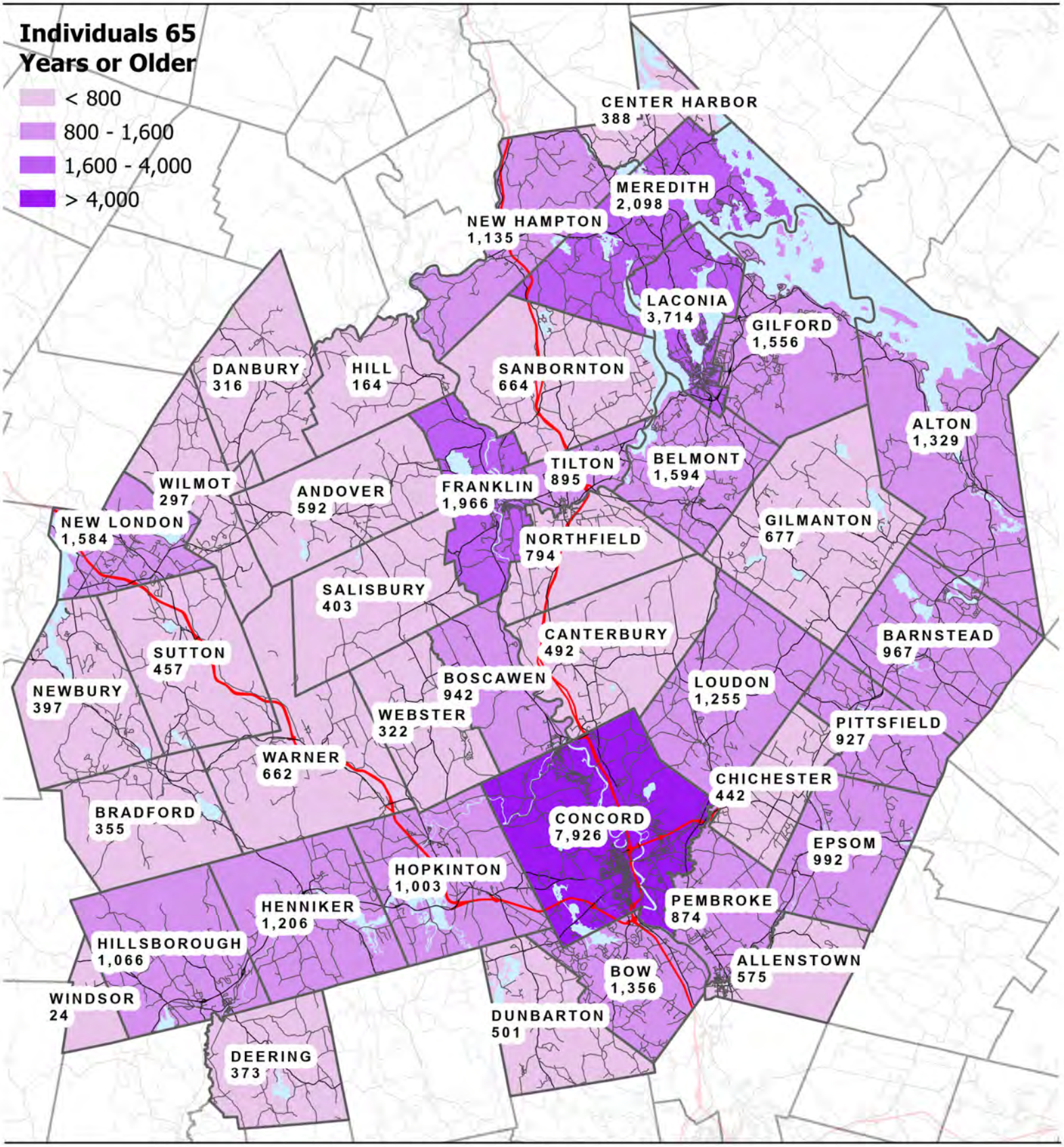
This map was produced by CNHRPC and LRPC 2025. It is intended for planning purposes only. Population Data: ACS 2022. Other Data Sources: NH GRANIT, NH Dept. of Environmental Services, NH Dept. of Transportation.

L·R·P·C

CNHRPC

Mid-State RCC

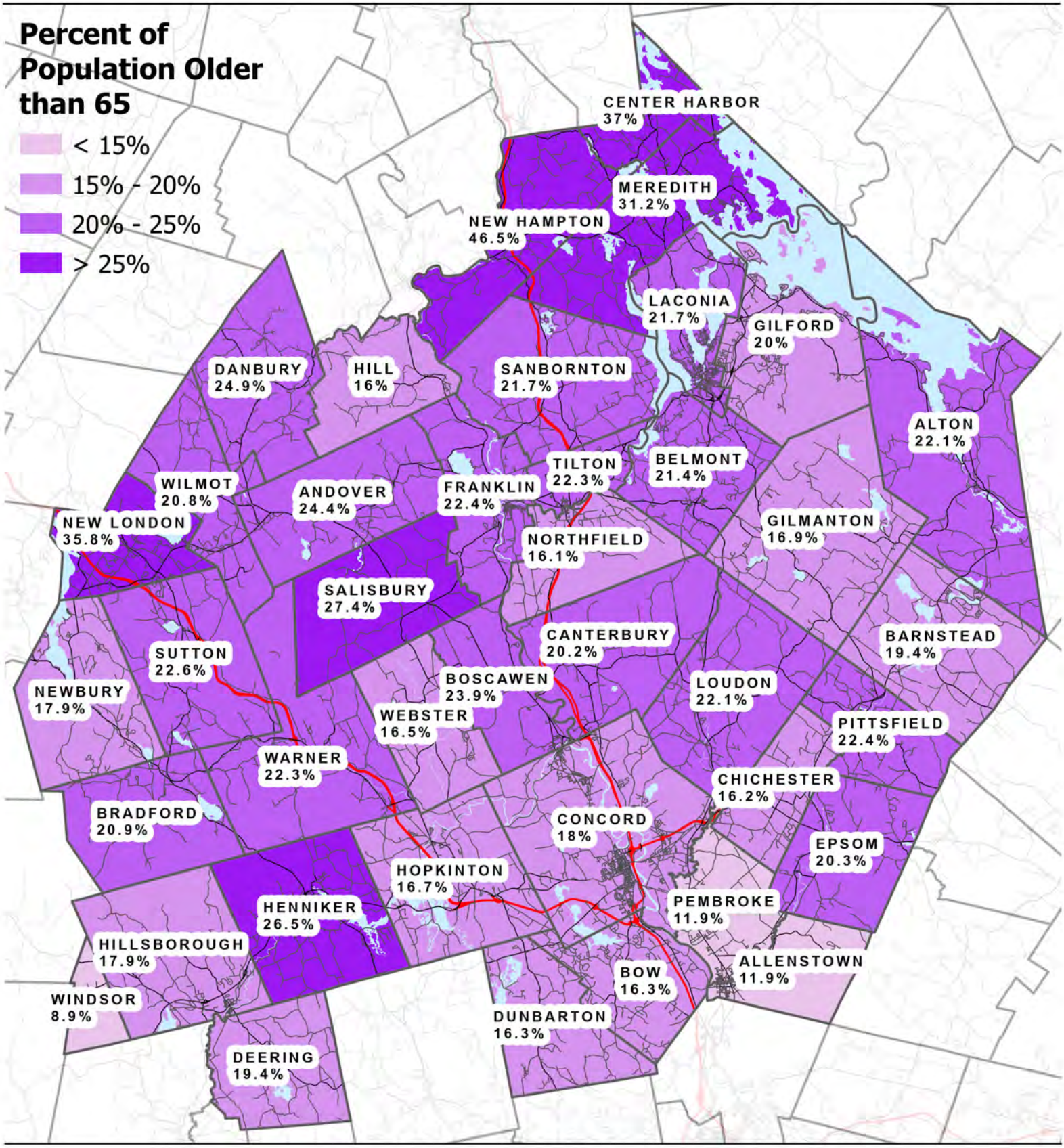
Population 65 years or Older by Municipality



This map was produced by CNHRPC and LRPC 2025. It is intended for planning purposes only. Population Data: ACS 2022. Other Data Sources: NH GRANIT, NH Dept. of Environmental Services, NH Dept. of Transportation.

Mid-State RCC

Population 65 years or Older by Municipality



0 5 10 15 20 Miles

N

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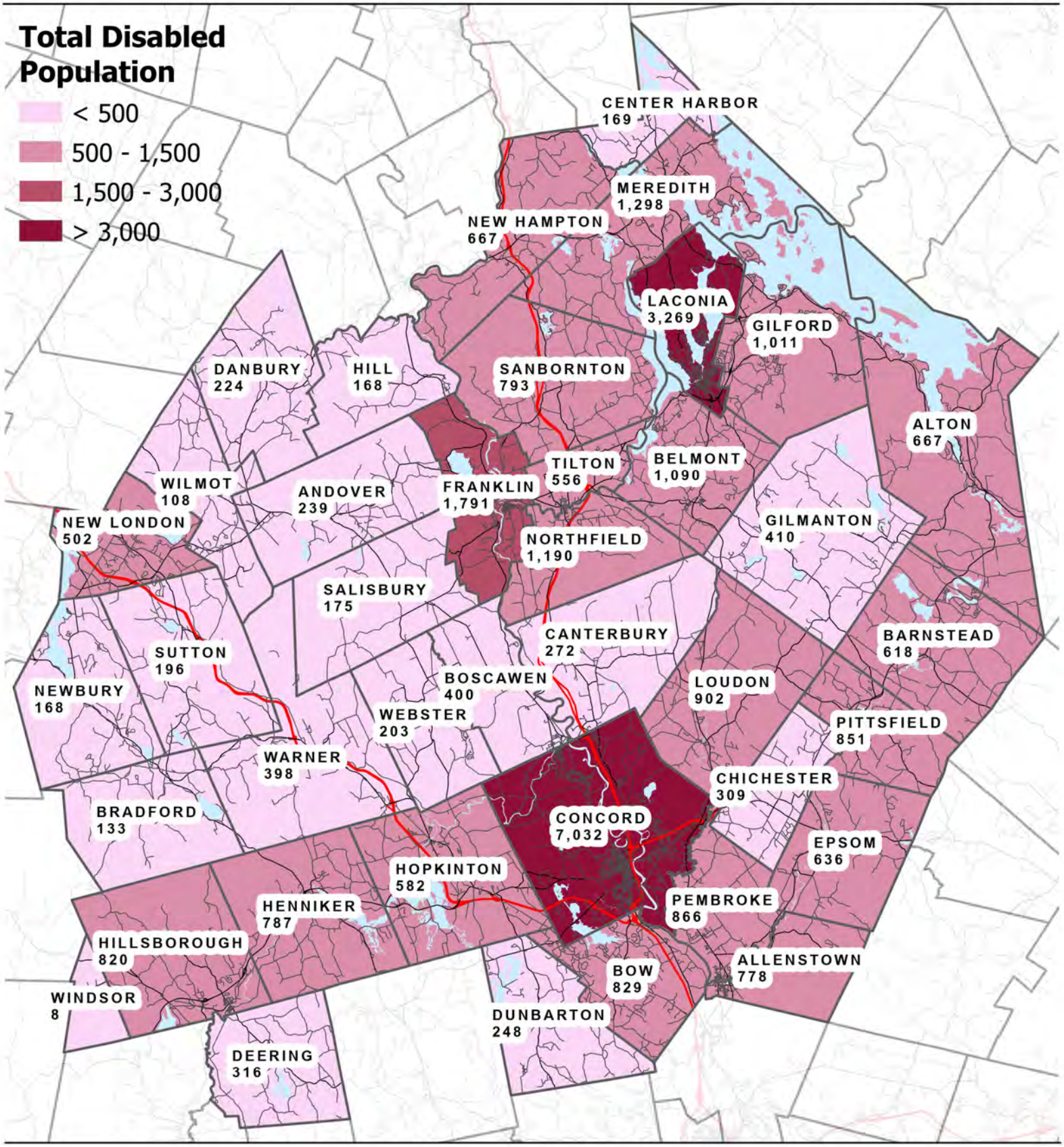
CNHRPC

Mid-State RCC

Disabled Population by Municipality



0 5 10 15 20 Miles

N

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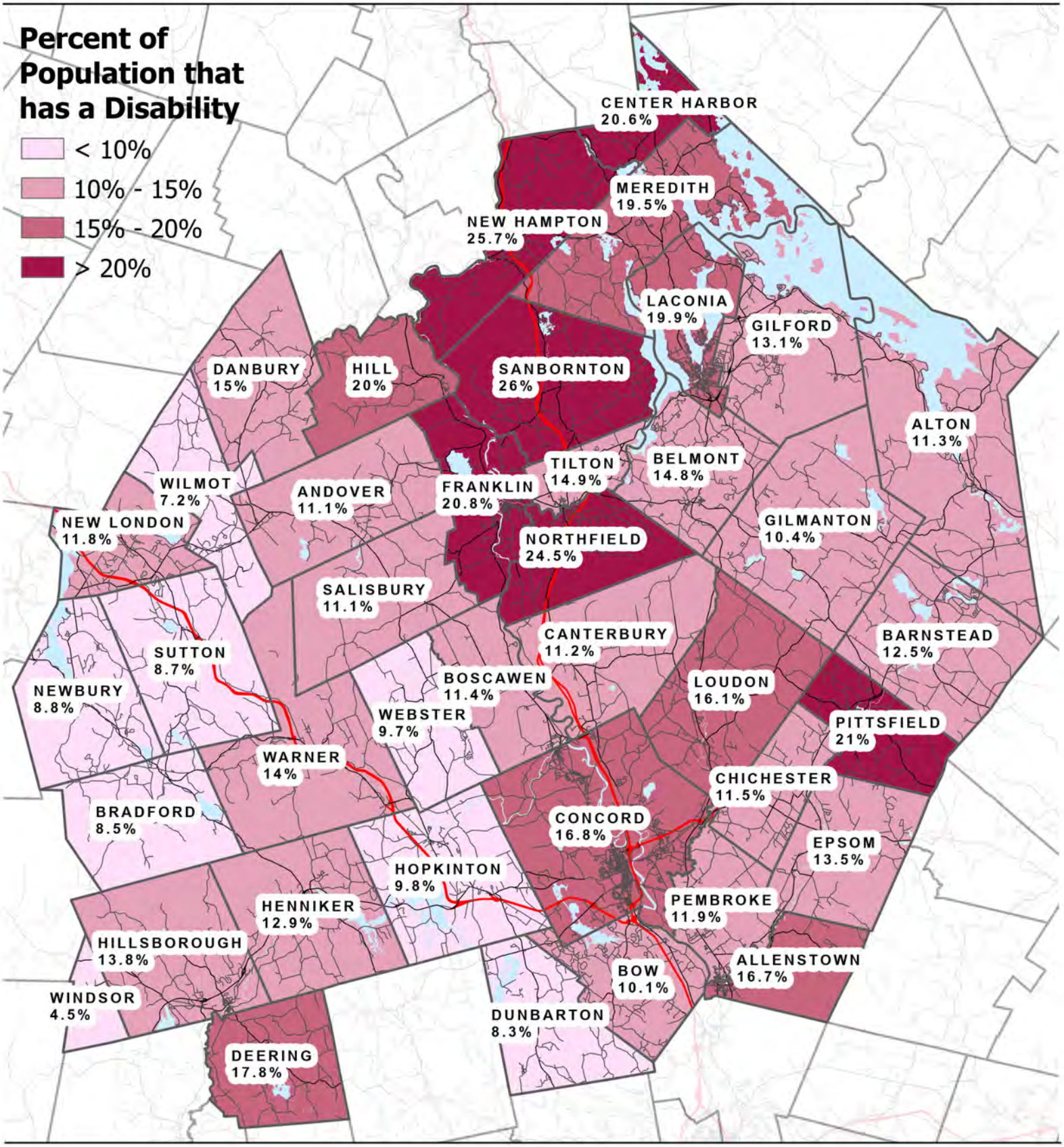
L·R·P·C

CNHRPC

Mid-State RCC

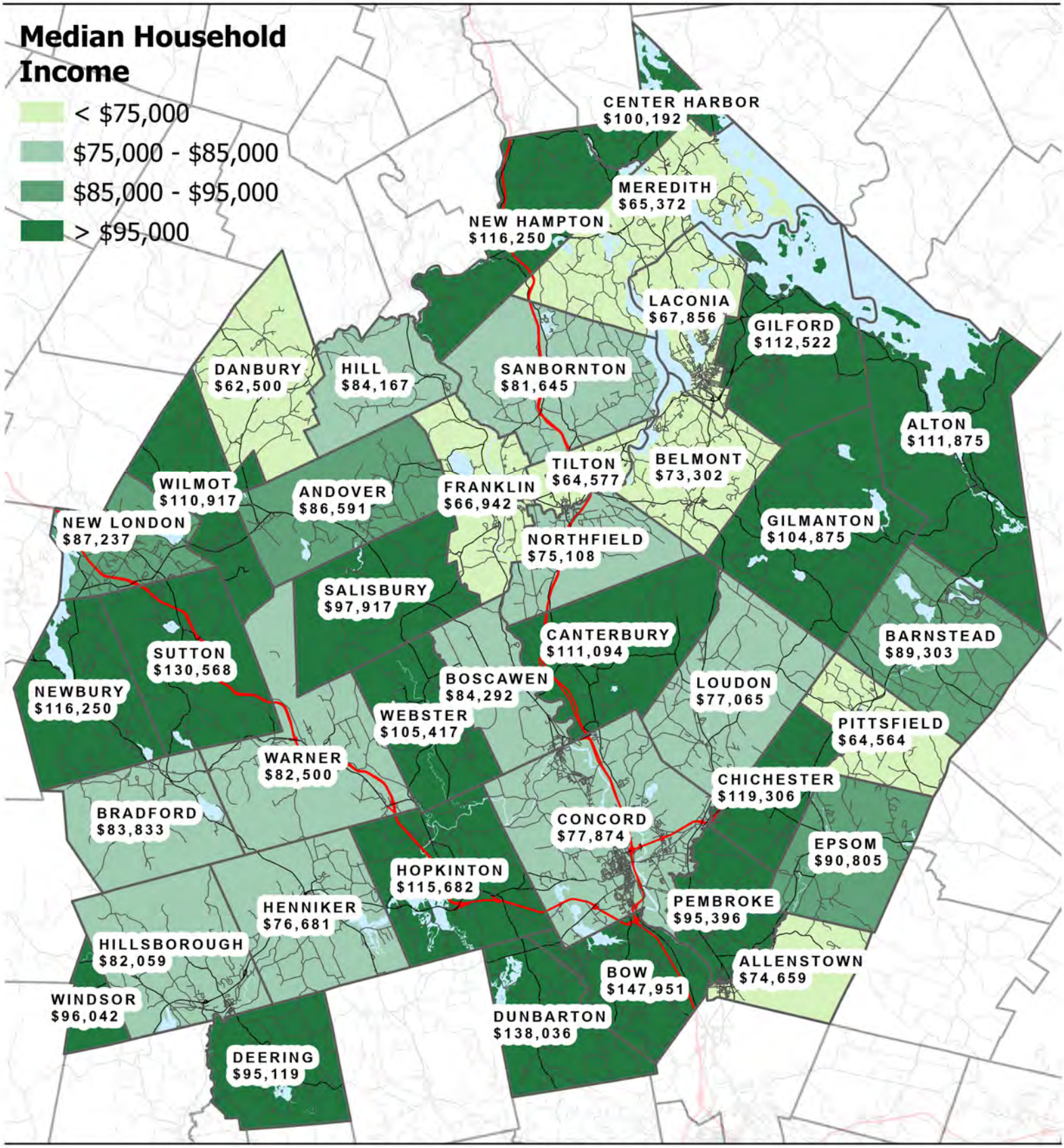
Disabled Population by Municipality



This map was produced by CNHRPC and LRPC 2025. It is intended for planning purposes only. Population Data: ACS 2022. Other Data Sources: NH GRANIT, NH Dept. of Environmental Services, NH Dept. of Transportation.

Mid-State RCC

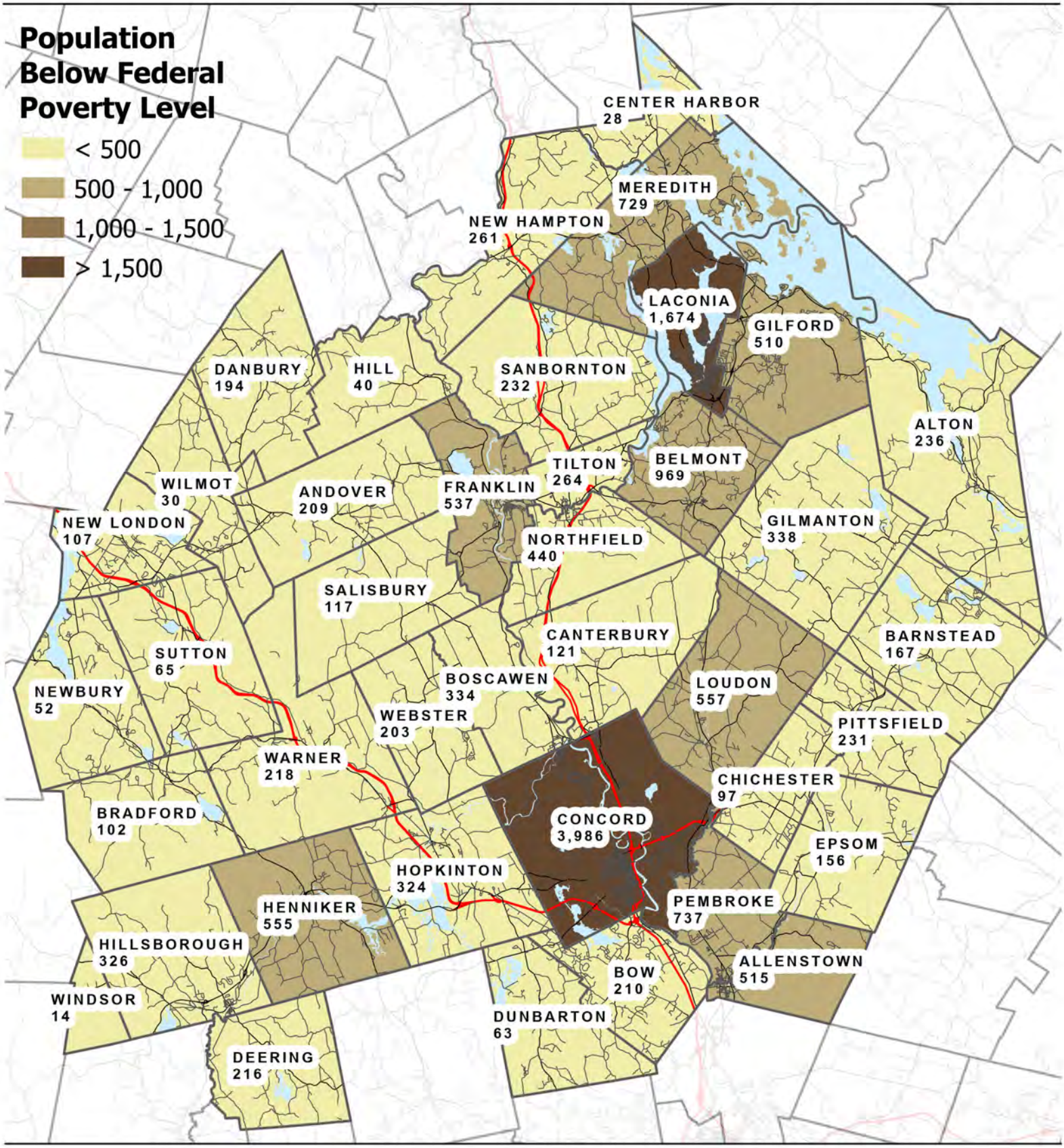
Median Household Income by Municipality



This map was produced by CNHRPC and LRPC 2025. It is intended for planning purposes only. Population Data: ACS 2022. Other Data Sources: NH GRANIT, NH Dept. of Environmental Services, NH Dept. of Transportation.

Mid-State RCC

Population Below Federal Poverty Level by Municipality



0 5 10 15 20 Miles

N

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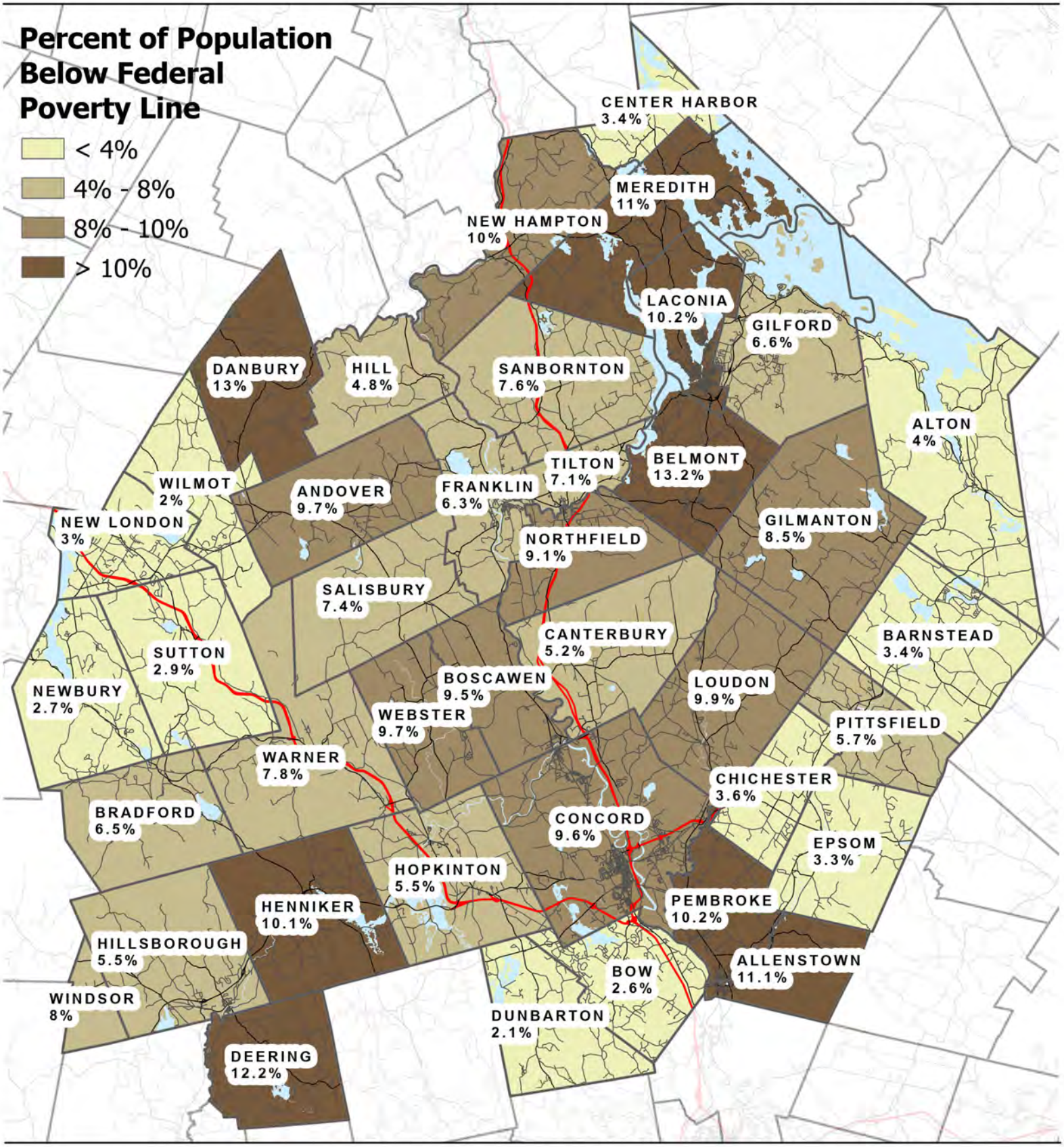
Mid-State RCC

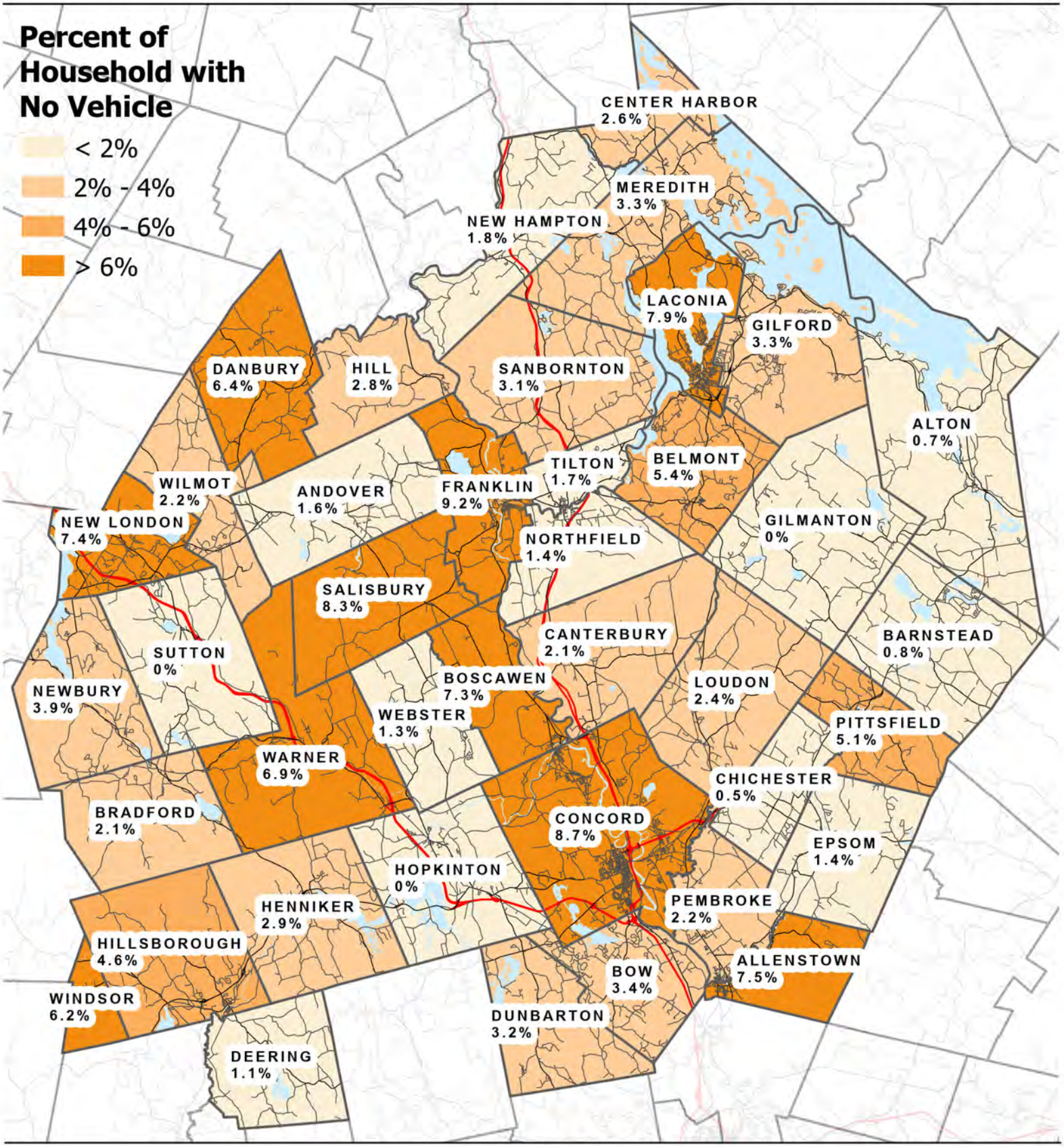
Percent of Population Below Federal Poverty Line by Municipality



This map was produced by CNHRPC and LRPC 2025. It is intended for planning purposes only. Population Data: ACS 2022. Other Data Sources: NH GRANIT, NH Dept. of Environmental Services, NH Dept. of Transportation.

Mid-State RCC

Percent of Households with No Vehicle by Municipality



0 5 10 15 20 Miles

N

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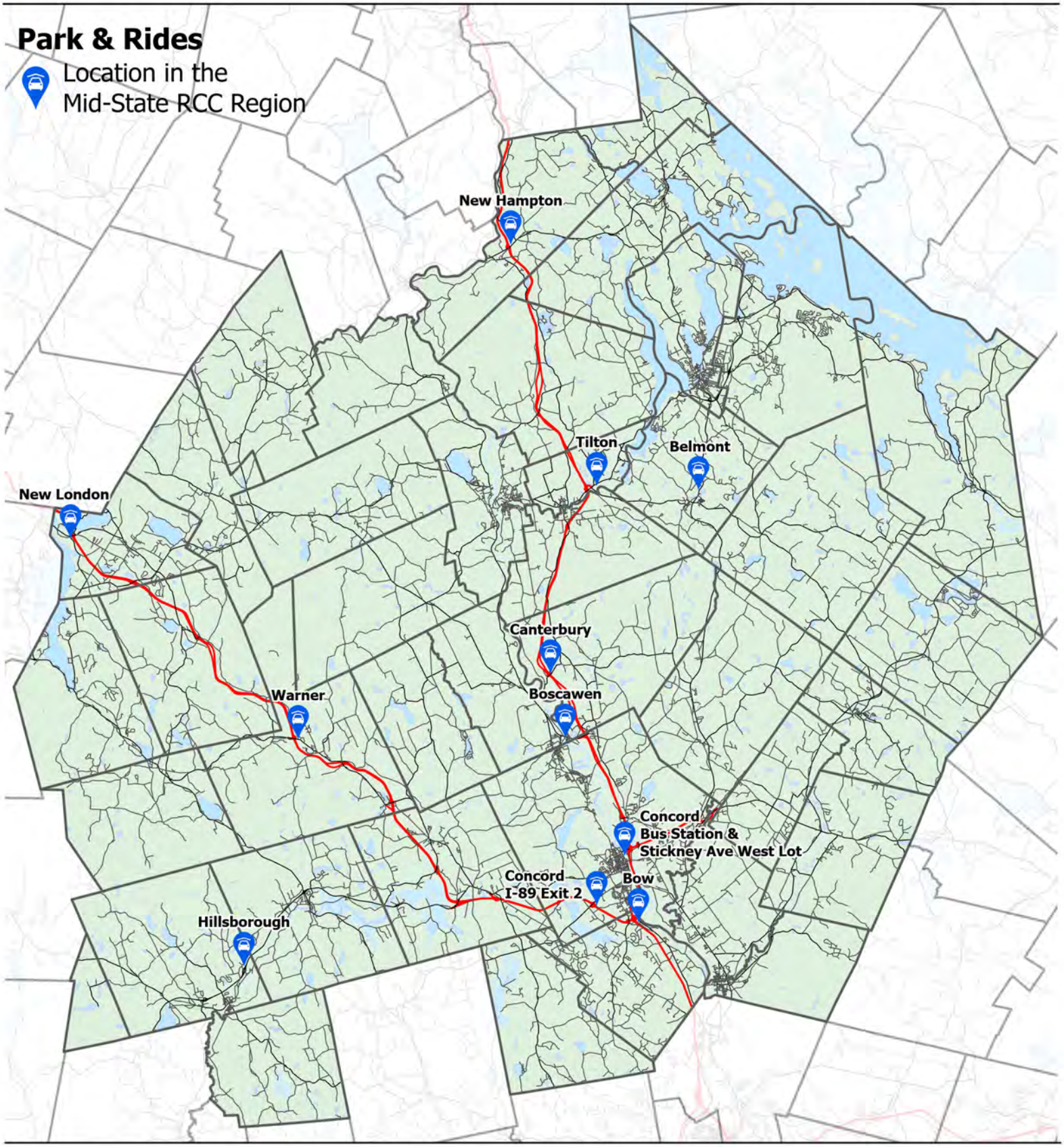
L·R·P·C

CNHRPC

Mid-State RCC

Park & Ride Locations



0 5 10 15 20 Miles

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CNHRPC

Appendix 4:
CAT & MST Rider Brochures

CAT CONCORD AREA TRANSIT

Transit System Map
Bus Schedules
Rider Guide

FREE *public transportation in Concord, New Hampshire, and surrounding communities.*

Where will you go today?

Effective November 2023

Includes the new Concord-Laconia Connector

603-225-1989
concordareatransit.com

Concord Area Transit provides **FREE** *public transportation for Concord, New Hampshire, and surrounding communities.*

Whether you're going to work, school, shopping or just out for fun, use this guide to learn where the bus can take you.

Plan Your Trip

Use the map and schedules to find your route, bus stop and pickup time.

Call CAT at 603-225-1989 *for help planning your trip, or use Google Maps on your phone or computer to plan your trip.*

Catch Your Bus

CAT buses pick up and drop off only at signed bus stops. All bus stop locations are shown on the map. Arrive at your stop a few minutes early. As the bus approaches, you'll see the route name in the electronic sign above the driver. Signal to the driver so they know you'd like to board.

Signal Your Stop

About a block before your stop, let the driver know you want to get off. Pull the cord, press the tape or just tell the driver your stop is coming up.

Accessibility

All CAT buses are wheelchair accessible via lifts or ramps. Once on board, the transit driver will secure your wheelchair or scooter.

Bikes on the Bus

All CAT buses are equipped with bike racks. Ride your bike to the bus stop and then take it along for easy access to your destination.

Rules of the Road

For everyone's comfort and safety, please:

- *No food or drink on the bus.*
- *No smoking on the bus.*
- *Mobility devices (wheelchairs and scooters) are required to be secured by the driver.*
- *Use headphones when listening to audio.*
- *Unruly passengers will not be transported.*

For more information, please visit concordareatransit.com.

Title VI

CAPBM Transportation Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CAPBM Transportation Services. For more information on the CAPBM Transportation Services' civil rights program, the procedures to file a complaint, or to file a complaint, please contact Cindy Yanski at 603-225-1989 ext. 1210, (TTY 800-735-2964); email cyanski@capbm.org; or visit our administrative office at 2 Industrial Park Dr., Concord, NH 03301. For more information, visit www.concordareatransit.com. For transportation-related Title VI matters, a complaint may also be filed directly with the New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov. Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590. If information is needed in another language, contact Cindy Yanski at 603-225-1989 ext. 1210, (TTY 800-735-2964); email cyanski@capbm.org.

Plan your trip with Google Maps.

Just put in your start point and destination, then click on the transit icon to get detailed CAT route and schedule information.

Learn more at **concordareatransit.com**

Service Alerts

Stay up to date for Service Alerts at **concordareatransit.com/service-alerts** *and on our Facebook page at* **@CAPBMTransit**

Travel Training

If you'd like to learn more about using CAT and MST services, we offer travel training programs. Call our Travel Trainer at 603-225-1989 *to learn more.*

Ridesharing

NH Rideshare provides Rideshare information and matching. Visit ***www.commutesmartnh.org*** *to get started.*

Need help?

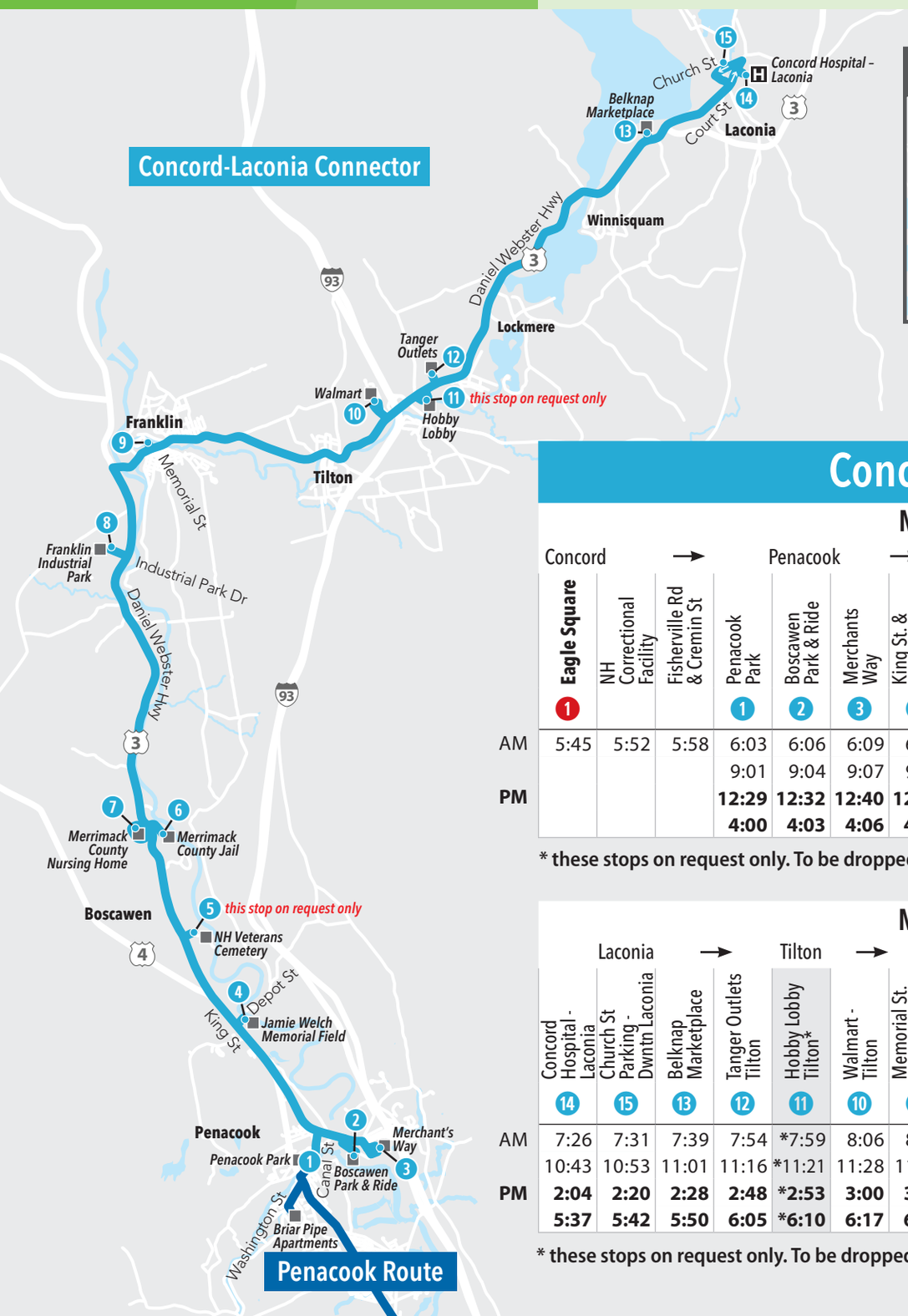
Call the Mobility Manager with your transportation questions at 603-225-1989. The Mobility Manager is knowledgeable about many transportation options in the region.

Concord Area Transit
PO Box 1016,
Concord, NH 03302-1016

603-225-1989 ***concordareatransit.com***

A service of

COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965



Concord-Laconia Connector

Monday - Friday Northbound

	Concord →			Penacook →				Boscawen →			Franklin →			Tilton →				Laconia
	Eagle Square 1	NH Correctional Facility	Fisherville Rd & Cremin St	Penacook Park 1	Boscawen Park & Ride 2	Merchants Way 3	King St. & Depot St. Boscawen 4	NH Veteran's Cemetery* 5	Merrimack County Jail 6	Merrimack County Nursing Home 7	Franklin Industrial Park 8	Memorial St. downtown Franklin 9	Walmart - Tilton 10	Hobby Lobby Tilton* 11	Tanger Outlets Tilton 12	Belknap Marketplace 13	Concord Hospital - Laconia 14	Church St Parking - Dwntn Laconia 15
AM	5:45	5:52	5:58	6:03	6:06	6:09	6:15	*6:18	6:23	6:28	6:35	6:42	6:55	*6:57	7:03	7:18	7:26	7:31
				9:01	9:04	9:07	9:13	*9:16	9:21	9:26	9:33	9:40	9:53	*10:00	10:20	10:35	10:43	10:53
PM				**12:29**	**12:32**	**12:40**	**12:46**	***12:49**	**12:54**	**12:59**	**1:06**	**1:13**	**1:26**	***1:33**	**1:41**	**1:56**	**2:04**	**2:20**
				4:00	**4:03**	**4:06**	**4:12**	***4:15**	**4:20**	**4:25**	**4:32**	**4:39**	**4:52**	***4:59**	**5:14**	**5:29**	**5:37**	**5:42**

*** these stops on request only. To be dropped off, ask driver. To be picked up, call CAT at 603-225-1989.**

Monday - Friday Southbound

	Laconia →			Tilton →			Franklin →			Boscawen →			Penacook →				Concord
	Concord Hospital - Laconia 14	Church St Parking - Dwntn Laconia 15	Belknap Marketplace 13	Tanger Outlets Tilton 12	Hobby Lobby Tilton* 11	Walmart - Tilton 10	Memorial St. downtown Franklin 9	Franklin Industrial Park 8	Merrimack County Nursing Home 7	Merrimack County Jail 6	NH Veteran's Cemetery* 5	King St. & Depot St. Boscawen 4	Boscawen Park & Ride 2	Merchants Way 3	Penacook Park 1	Fisherville Rd & Cremin St	NH Correctional Facility	**State House** 1
AM	7:26	7:31	7:39	7:54	*7:59	8:06	8:19	8:26	8:33	8:38	*8:43	8:46	8:49	8:55	9:01			
	10:43	10:53	11:01	11:16	*11:21	11:28	11:41	11:48	11:55	**12:00**	***12:05**	**12:08**	**12:11**	**12:22**	**12:29**			
PM	**2:04**	**2:20**	**2:28**	**2:48**	***2:53**	**3:00**	**3:13**	**3:20**	**3:27**	**3:32**	***3:37**	**3:41**	**3:44**	**3:54**	**4:00**			
	5:37	**5:42**	**5:50**	**6:05**	***6:10**	**6:17**	**6:30**	**6:37**	**6:44**	**6:49**	***6:54**	**6:57**	**7:00**	**7:03**	**7:09**	**7:14**	**7:20**	**7:27**

*** these stops on request only. To be dropped off, ask driver. To be picked up, call CAT at 603-225-1989.**

Transportation for Seniors and Persons with Disabilities

Origin-to-destination transportation is provided to persons with disabilities and seniors in the greater Concord area, as well as communities throughout Belknap and Merrimack Counties. Service is by advance reservation and vehicles are wheelchair accessible.

For more information about eligibility, call the CAT office at 603-225-1989
(TTY Relay 7-1-1) or for TTY 1-800-735-2964.

CAT ADA Paratransit 603-225-1989

Reservations at least 24 hours in advance

- *For persons with disabilities who are unable to use fixed-route bus service and are eligible under the Americans with Disabilities Act (ADA) guidelines.*
- *Serves locations within ¾ mile of a CAT bus route; same hours as CAT fixed-route services.*

CAT Senior Bus 603-225-1989

Reservations 7 days in advance up to 2:30pm the day before

- *For seniors (60+) in the Greater Concord Area.*
- *Operates 8am to 3pm. Serves Concord on Mon, Wed, Fri; towns north of Concord on Tues; towns south of Concord on Thurs.*

Mid-State Transit 603-225-1989

Reservations 7 days in advance up to 2:30pm the day before

- *For seniors (60+) and persons with disabilities outside of the Concord area.*
- *M-F 8:30am to 3pm. Serves different towns on different days – call to learn about service in your area.*

Penacook Route

Monday - Friday

Southbound to downtown → | Northbound from downtown →

	Penacook Park (5)	Briar Pipe Apartments (6)	Fisherville Rd & Cremin St (4)	NH Correctional Facility (3)	**State House (1)**	Concord Hospital (2)	**Eagle Square (1)**	NH Correctional Facility (3)	Fisherville Rd & Cremin St (4)	Penacook Park (5)	Briar Pipe Apartments (6)
AM					6:20	6:27	6:40	6:47	6:53	#	6:59
	#	6:59	7:03	7:09	7:16	7:26	7:41	7:48	7:54	#	8:00
	#	8:00	8:04	8:10	8:17	8:27	8:42	8:49	8:55	9:01	9:03
	9:01	9:03	9:05	9:11	9:18–9:38*	9:48	10:03	10:10	10:16	#	10:22
	#	10:22	10:26	10:32	10:39	10:49	11:04	11:12	11:18	#	11:24
	#	11:24	11:28	11:34	11:44	11:54	**12:09**	**12:17**	**12:23**	**12:29**	**12:31**
PM	**12:29**	**12:31**	**12:33**	**12:39**	**12:49**	**12:59**	**1:14**	**1:22**	**1:28**	#	**1:34**
	#	**1:34**	**1:38**	**1:44**	**1:54**	**2:04**	**2:19**	**2:27**	**2:33**	#	**2:39**
	#	**2:39**	**2:43**	**2:49**	**2:59–3:15***	**3:25**	**3:40**	**3:48**	**3:54**	**4:00**	**4:02**
	4:00	**4:02**	**4:04**	**4:10**	**4:20**	**4:30**	**4:45**	**4:53**	**4:58**	#	**5:04**
	#	**5:04**	**5:08**	**5:14**	**5:24**	**5:34**	**5:44**	**5:52**	**5:58**	#	**6:06**
	#	**6:06**	**6:10**	**6:16**	**6:26**						

* bus arrives at first time shown; departs at second time shown.

\# these stops on request only. To be dropped off, ask driver. To be picked up, call 603-225-1989.

Crosstown Route

Monday - Friday

Westbound to downtown → | Eastbound from downtown →

	Industrial Park Dr (11)	Airport Rd & Quincy St (12)	Everett Arena (13)	Market Basket Fort Eddy Rd (10)	NHTI (9)	Commercial St at Horseshoe Pond (8)	**State House (1)**	Clinton St at District Court (6)	South Fruit St (7)	**Eagle Square (1)**	Commercial St at Horseshoe Pond (8)	NHTI (9)	Market Basket Fort Eddy Rd (10)	Industrial Park Dr (11)
AM	5:50	5:55	5:58	6:01	6:05	6:08	6:15	6:20	6:24	6:31	6:37	6:40	6:44	6:51
	6:51	6:56	6:59	7:02	7:06	7:09	7:15	7:20	7:24	7:31	7:37	7:40	7:44	7:51
	7:51	7:56	7:59	8:02	8:06	8:09	8:15	8:20	8:24	8:31	8:37	8:40	8:44	8:51
	8:51	8:56	8:59	9:02	9:06	9:09	9:15–9:35*	9:40	9:44	9:51	9:57	10:00	10:04	10:11
	10:11	10:16	10:19	10:22	10:26	10:29	10:35	10:41	10:45	10:52	10:58	11:01	11:05	11:12
	11:12	11:17	11:20	11:23	11:27	11:30	11:36	11:42	11:46	11:53–11:55*	**12:01**	**12:04**	**12:08**	**12:15**
PM	**12:15**	**12:20**	**12:23**	**12:26**	**12:30**	**12:33**	**12:39**	**12:45**	**12:49**	**12:56**	**1:02**	**1:05**	**1:09**	**1:16**
	1:16	**1:21**	**1:24**	**1:27**	**1:31**	**1:34**	**1:40**	**1:46**	**1:50**	**1:57**	**2:03**	**2:06**	**2:10**	**2:17**
	2:19	**2:24**	**2:27**	**2:30**	**2:34**	**2:37**	**2:43–3:03***	**3:09**	**3:13**	**3:20**	**3:26**	**3:29**	**3:33**	**3:40**
	3:43	**3:48**	**3:51**	**3:54**	**3:58**	**4:01**	**4:07**	**4:13**	**4:17**	**4:24**	**4:30**	**4:33**	**4:37**	**4:44**
	4:44	**4:49**	**4:52**	**4:55**	**4:59**	**5:02**	**5:08**	**5:15**	**5:19**	**5:26**	**5:32**	**5:35**	**5:39**	**5:46**
	5:46	**5:53**	**5:56**	**5:59**	**6:03**	**6:06**	**6:12**	**6:19**	**6:23**	**6:30**				

* bus arrives at first time shown; departs at second time shown.

Heights Route

Monday - Friday

Westbound to downtown → | Eastbound from downtown →

	Walmart (20)	Havenwood Heritage Heights (18)	Everett Arena (17)	Concord Bus Terminal (15)	**State House (1)**	S Main St & Thorndike St (14)	**Eagle Square (1)**	Post Office (16)	Havenwood Heritage Heights (18)	Walmart (19)
AM	5:50	5:58	6:01	6:04	6:06	6:10	6:24	6:29	6:37	6:51
	6:51	6:59	7:04	7:07	7:09	7:13	7:27	7:32	7:40	7:54
	7:54	8:01	8:06	8:09	8:11	8:15	8:29–8:49*	8:54	9:02	9:16
	9:16	9:23	9:28	9:31	9:33	9:37	9:51	9:56	10:04	10:18
	10:18	10:25	10:30	10:33	10:35	10:39	10:53	10:58	11:06	11:20
	11:20	11:28	11:33	11:36	11:38	11:42	11:56	**12:01**	**12:09**	**12:23**
PM	**12:23**	**12:31**	**12:36**	**12:39**	**12:41**	**12:45**	**12:59**	**1:04**	**1:12**	**1:26**
	1:26	**1:34**	**1:39**	**1:42**	**1:44**	**1:48**	**2:02**	**2:07**	**2:15**	**2:29**
	2:29	**2:37**	**2:42**	**2:45**	**2:47–3:09***	**3:13**	**3:27**	**3:32**	**3:40**	**3:54**
	3:54	**4:02**	**4:07**	**4:10**	**4:17**	**4:21**	**4:35**	**4:40**	**4:48**	**5:02**
	5:02	**5:10**	**5:15**	**5:18**	**5:25**	**5:29**	**5:45**	**5:50**	**5:58**	**6:12**
	6:12	**6:20**	**6:25**	**6:28**	**6:30**	**6:34**				

* bus arrives at first time shown; departs at second time shown.

All routes operate as continuous loops
On all routes, each trip continues as the next trip on the schedule.

Bus Route
One-way portion of route
Bus Stop location
On-request route segment See notes on map for details
Time location on schedule
If your bus stop is between these points, use these times to gauge when the bus will arrive. Please arrive at your stop a few minutes early.
Downtown Transfer Point (State House and Eagle Square bus stops)
Transfer between all routes at these bus stops.

Service Days and Holidays

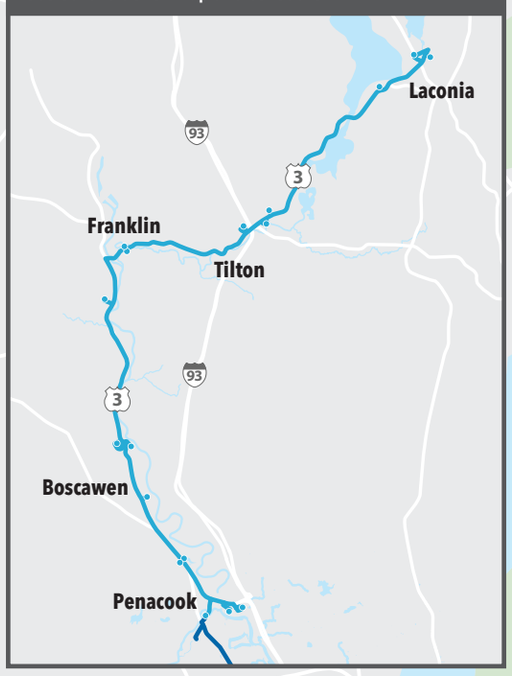
CAT operates **Monday thru Friday**. *There is* **no** *CAT service on the following holidays:*

- New Year's Day
- Presidents' Day
- Independence Day
- Veterans Day
- Christmas Day
- MLK Day
- Memorial Day
- Labor Day
- Thanksgiving Day

Concord-Laconia Connector

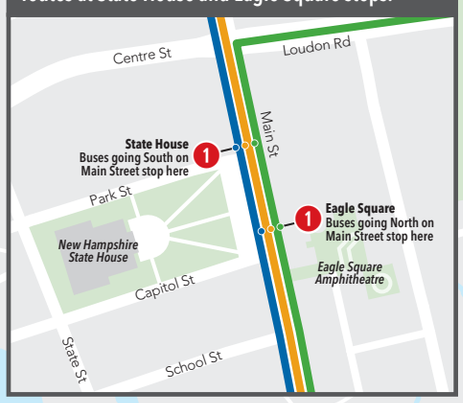
Service to/from Boscawen, Franklin, Tilton, Laconia

Transfer to/from Penacook Route at Penacook Park.
See other side for map and schedule.



Downtown Concord

Transfer between Crosstown, Heights, and Penacook routes at State House and Eagle Square stops.



Schedules, routes, fares and policies subject to change. See concordareatransit.com for updates.

Map for reference only. Information is believed to be accurate but accuracy is not guaranteed.

Concord Bus Terminal:
Westbound Heights Route to downtown serves the bus terminal on every trip.
On eastbound trips from downtown, service must be requested:
To be dropped off, ask driver. To be picked up, call CAT at 603-225-1989.

Service to DHHS available on request.
To be dropped off at DHHS, ask driver.
To be picked up at DHSS, call CAT at 603-225-1989.

Effective November 2023

CAT CONCORD AREA TRANSIT

603-225-1989
concordareatransit.com

MST MID-STATE TRANSIT

Door-to-Door Transportation for Seniors and Persons with Disabilities in Belknap and Merrimack Counties

Effective June 1, 2021

Where will you go today?

603-225-1989
concordareatransit.com

Serving Belknap and Merrimack Counties

The safest, easiest, most affordable way to get where you need to go.

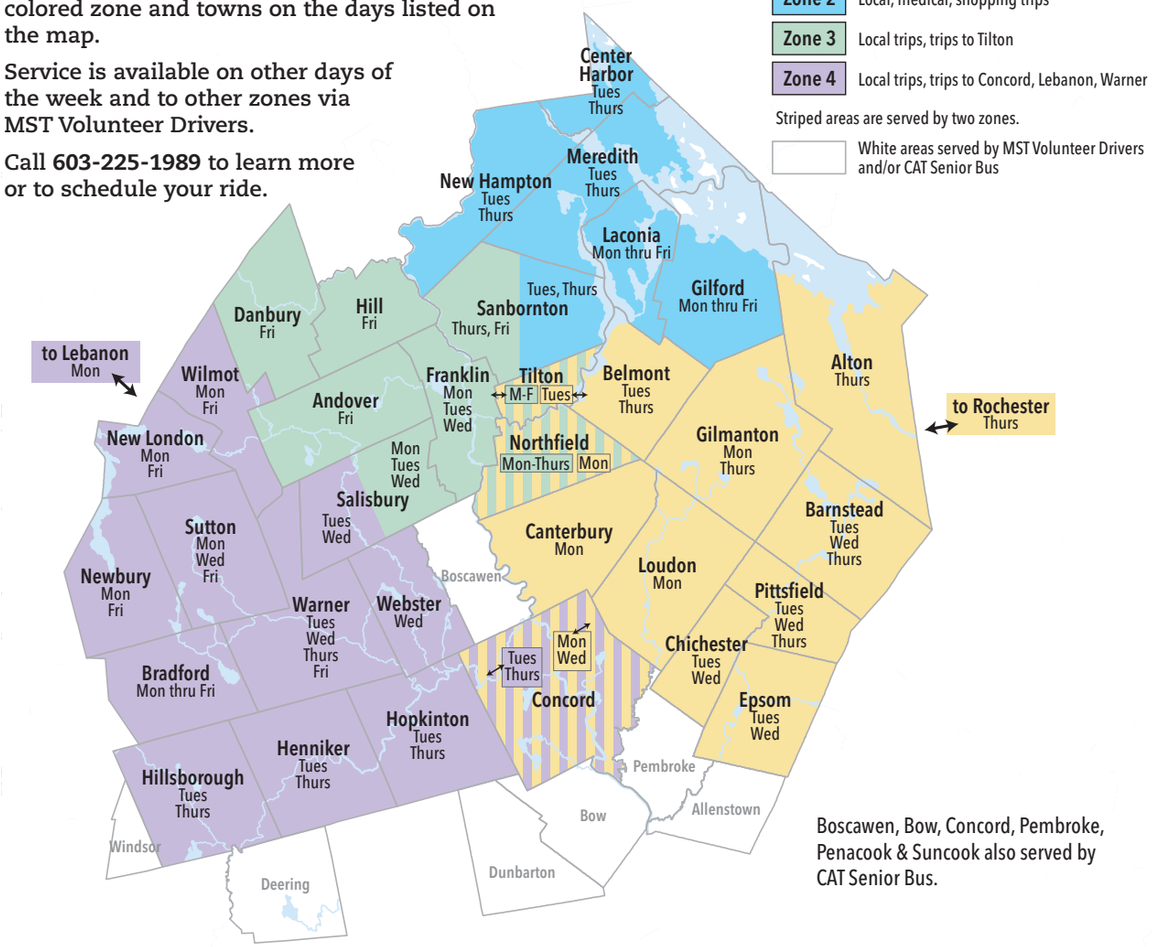
Mid-State Transit provides origin-to-destination transportation for seniors (60+) and adults with disabilities in Belknap and Merrimack Counties – outside of the Concord area.

MST Bus Service

This map shows only MST Bus Service. MST Bus Service is available within each colored zone and towns on the days listed on the map.

Service is available on other days of the week and to other zones via MST Volunteer Drivers.

Call **603-225-1989** to learn more or to schedule your ride.



Boscawen, Bow, Concord, Pembroke, Penacook & Suncook also served by CAT Senior Bus.

Recommended Round-trip Donation: $3.00

Reservations: 603-225-1989

Schedules, routes, fares and policies subject to change. See concordareatransit.com for updates. Map for reference only. Information is believed to be accurate but accuracy is not guaranteed.

MST MID-STATE TRANSIT
603-225-1989
concordareatransit.com

Other Transportation Resources

Travel Training

If you'd like to learn more about using CAT and MST services, we offer travel training programs. Call us to learn more.

Taxi Voucher Program

Ask us about our new taxi voucher program starting July 1, 2021.

Ridesharing

*NH Rideshare provides Rideshare information and matching. Visit **www.commutesmartnh.org** to get started.*

Need help?

Call the Mobility Manager with your transportation questions at 603-225-3295. The Mobility Manager is knowledgeable about MST service as well as other transportation options in the region.

Mid-State Transit / Concord Area Transit
PO Box 1016,
Concord, NH 03302-1016

603-225-1989 concordareatransit.com
TTY Relay 7-1-1 OR TTY 1-800-735-2964

A service of

COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965

MST MID-STATE TRANSIT

Mid-State Transit (MST) is operated by the Belknap-Merrimack Community Action Program and includes the programs previously referred to as Rural Transit Service and Volunteer Driver Program.

Register for Mid-State Transit

Call 603-225-1989 *(TTY Relay 7-1-1 OR TTY 1-800-735-2964)*

- *If it is your first time using Mid-State Transit, please call us to register. Registration is free and only take a few minutes.*
- *Once we know where you live, we can let you know more about the transportation services available in your community.*
- *MST Service is available Monday through Friday.*
- *Some trips are provided by bus, while others utilize volunteer drivers. Either way, the vehicle will pick you up at and bring you back to your home.*
- *Advance reservation is required for all trips.*

Riding MST

MST is a safe, easy, affordable way to get from your home to the places you need to go.

- *We offer a combination of origin-to-destination bus service and volunteer driver services to meet your transportation needs.*
- *You can use MST to travel for any purpose – shopping, doctor's appointments, or personal business.*
- *Our vehicles will pick you up and bring you back to your home.*
- *Service is donation based. A $3.00 round-trip donation is recommended.*

MST Bus Service

Our buses provide transportation within specific zones, on specific days of the week. See the map in this guide or call us to find out what days your town is served by the bus.

- *Most buses run from 8:30 AM to 3:00 PM.*
- *You can make a reservation for the bus by calling anytime up to 2:30 PM the day before you wish to travel.*
- *Buses are wheelchair lift equipped.*

MST Volunteer Drivers

To expand the services that we can provide, MST uses Volunteer Drivers for trips that are not accommodated by our bus schedule.

- *Volunteer driver services are available Monday-Friday, 5:00am to 6:00pm.*
- *Volunteer driver rides are available throughout Belknap and Merrimack Counties excluding Hooksett and including the towns of Hillsborough, Windsor, and Deering.*
- *If your trip is outside our regular bus service schedule, you should schedule your ride 3-7 business days in advance.*

Call 603-225-1989 to reserve your ride

Call at least one day ahead for local trips. Call 3-7 days ahead for trips outside your zone. We will make every effort to accommodate your transportation needs.

CAT CONCORD AREA TRANSIT

CAT Transportation within the Greater Concord Area

Within the Greater Concord Area, transportation for seniors and persons with disabilities is provided by Concord Area Transit.

CAT

CAT operates three routes that serve the Concord Area and are open to everyone. Detailed route and schedule information is available at ***concoradareatransit.com*** *or from the CAT Rider Guide.*

CAT Senior Bus

- *For seniors 60 years and older in the Greater Concord Area (Boscawen, Bow, Concord, Pembroke, Penacook & Suncook).*
- *Operates Monday – Friday 8:00am to 3:00pm. Fare is $1.00.*
- *Reservations can be made up to 2:30pm the day before or as much as 7 days in advance by calling* **603-225-1989**.

CAT ADA Paratransit

- *For persons with disabilities who are unable to use fixed route bus service and are certified as eligible under the Americans with Disabilities Act (ADA) guidelines.*
- *Serves locations within ¾ mile of a CAT bus route and operates the same hours as CAT fixed route services. Fare is $2.50.*
- *Reservation can be made by calling* **603-225-1989** *at least 24 hours in advance.*

Volunteers Welcome

Volunteer Drivers

Serving as a volunteer driver for Mid-State Transit is a rewarding way to give back to your community. You can set your own hours, decide how many trips you want to provide, and opt in to receive mileage reimbursement.

Driver Qualifications include: Age 21 or older, valid New Hampshire driver's license, auto insurance and a dependable vehicle.

For more information. Contact the Belknap-Merrimack Community Action Program at **603-224-8043** *or* ***vdpcoordinator@bm-cap.org***.

Mid-State Regional Coordinating Council

Meetings of the Mid-State Regional Coordinating Council for Community Transportation are open to the public. We meet quarterly, on the second Tuesday of the month. If you're interested in attending or learning more, please call our Mobility Manager, Cindy Yanski, at 603-225-3295 x1210.

nadtc
National Aging and Disability Transportation Center

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