



Final Report

June 2013

***Going Places:
What could a balanced transportation
system do for New Hampshire?***

Spring 2013

Dover, Gorham, Keene, Laconia, Manchester, and West Lebanon

Submitted to:

Transport NH

Project Manager

Michele Holt-Shannon

NH Listens

Carsey Institute at the
University of New Hampshire
NH.listens@unh.edu
www.nhlistens.org
603 862-2821

Contents

Final Report		2–10
Appendix A	Invitation to Participants	11
Appendix B	Discussion Guide	12–29
Appendix C	Small Group Reports	30–73
Appendix D	Summary of Participant Evaluations	74

Introduction

In the spring of 2013, more than 140 New Hampshire residents met to talk about their priorities, concerns, and ideas for transportation in New Hampshire. We intentionally invited people whose work and civic lives closely relate to transportation issues. We gathered people across sectors in health care, business, education, the environment, local and state government, and social services. Conversations were held at six different locations across the state. This report compiles the priority issues and ideas shared by the participants. New Hampshire Listens hosted these events in service to Transport NH. Transport NH is a growing network of individuals and organizations exploring ways to create a more balanced transportation infrastructure that meets the needs of everyone in New Hampshire. This network is focused on promoting environmentally sustainable transportation and sustainable economic development, and they are seeking alliances across a wide range of sectors and political perspectives.

The purpose of the *Going Places* deliberations was to engage people in a constructive conversation about the transportation system in New Hampshire and begin to identify priorities and key areas for improvements. What follows is a detailed description of the process, outcomes of the conversations, and an analysis of all small group reports that identify areas for further consideration and action.

This work was funded by the Endowment for Health, the New Hampshire Charitable Foundation, Anagnost Companies, TFMoran, Inc., Vanasse Hangen Brustlin, Inc., and Centrix Bank. This report will be posted at www.TransportNH.org and at www.NHListens.org.

How NH Listens Collects and Reports Findings

The work of NH Listens is based on small-group facilitated dialogue (typically eight to twelve participants per group) that produces specific findings, often in the form of concrete recommendations for action. Depending on the topic, the findings might be at a more general level, articulating broad sets of values or criteria for decision making. In others, the recommendations can be quite specific, articulating a particular project or approach. Whether a dialogue is constructed as a one-time event that stretches over several hours or multiple events occurring over several weeks, participants typically move through a four-stage process guided by the facilitator. These stages include:

1. Introductions and personal stories about how participants relate to the focus topic of the dialogue (including their prior experiences with and opinions about the topic)
2. Review of the available data on the topic to assure common, comparable levels of knowledge among participants (sometimes through use of a data summary report of the type prepared by Transport NH and NH Listens for this project)
3. Analysis of the topic and its multiple dimensions, leading to selection by the group of a small number of key issues (three to four). These issues serve as the basis for subsequent discussion from which the group generates concrete actions and recommendations

4. In-depth discussion of the selected key issues and articulation of a final set of views, values, or recommended actions directed at relevant decision makers

Throughout the dialogue, facilitators and participants document the conversation on large flipcharts and identify recurring statements or themes. That is, the information that is gleaned from each small group is inductively analyzed, moving from specific comments made by group members to general statements that represent the shared ideas and perspectives of the group. Both agreements and disagreements are recorded, to assure that all points of view are heard and documented.

The participants in this project spent three hours on a weekday afternoon in a facilitated discussion about transportation. This represents a significant amount of time (over 400 hours of total participation) for volunteers and professionals who typically do not meet with one another. We asked participants to share their top priorities and recommendations for substantive change regarding a balanced system of transportation.

It is significant that our overall summary of input illuminates a number of areas of substantially overlapping concerns. It is worth noting that, in a different statewide project culminating around the same time in 2013, where over 500 everyday citizens were gathered for similar dialogues, one of the most frequently discussed issues across regions was transportation. After reading this report, we suggest readers also review the forthcoming summary report from the Granite State Future Project, which will be posted on www.GraniteStateFuture.org.

The Conversations

NH Listens and Transport NH had a goal of recruiting participants from across the state representing multiple sectors (see Appendix A: Invitation). Outreach was conducted statewide through e-mail and personal contact by NH Listens and Transport NH members. There was much interest in the topic, and more than 140 people registered and participated in the sessions held between April 30th and May 16th. The following locations were chosen to make sure there was a distribution of sites across the state:

<i>Attendance by Site:</i>	<i>Total</i>	<i># of Small Groups</i>
Laconia	24	2
Dover	14	2
West Lebanon	21	2
Keene	19	2
Gorham	18	2
Manchester	45	4

Focus Questions

In conjunction with the Steering Committee of Transport NH, NH Listens developed a set of focus questions to guide the discussion. These questions were used as the basis for developing the framework for the conversations. As a reminder, these questions were designed to engage people who observe or are engaged in transportation needs (such as those who work with seniors or people with disabilities), issues (such as municipal facilities employees and service providers), policies (such as local decision makers), and planning (such as local and regional planning staff). The questions were:

- What has been your experience of how transportation affects people in New Hampshire, including residents, visitors, students, employees, and business owners?
- How does the existing transportation system affect you? How do you experience it?
- What does it mean to **you** to have a balanced transportation system? What would it look like?
- What are some of our assumptions about users of transportation in the state and how have our assumptions been a barrier to working for a comprehensive transportation system?
- What are some of the pictures we have in our heads about users of these different types of transportation?
 - Drive cars
 - Take the bus
 - Ride a bike
 - Walk
 - Wheelchair
 - Take the train
 - Don't drive
- How could a different transportation system support people who live, work, learn, or play here?
- How could such a system increase **access** to health and community life? For what groups and populations in particular?
- What is your experience of participating in a transportation planning process locally, regionally, or statewide?
- How would a balanced transportation system impact New Hampshire's economy?
- Transport NH is a network of organizations. Where do you think they can have the most impact?

After introductions within each small group and a general exploration of transportation issues, participants were asked to explore the information provided in the discussion guide (see Appendix B). The discussion guide adapted information from a variety of sources. Facilitators asked, *"What do you notice about this information?"* Facilitators often followed up with similar prompting questions, such as, *"What stands out to you? What is most important to you? What seems like the most critical aspect of this challenge?"*

Key Findings

The following is a summary of the themes noted *most frequently* across all small groups in all six locations across the state. The small group reports can be found in Appendix C.

Changing the Conversation around Transportation

All of the small groups spent some time grappling with the limited and sometimes misinformed ways that transportation is discussed. Many felt stuck in a paradigm that remains focused on single occupancy car travel where the majority of the state's limited tax revenues are spent maintaining roads and bridges. This results in less information and awareness about a variety of options that might improve life across populations and sectors. It was acknowledged that a significant degree of the work needed on transportation lies in impacting local, regional, and statewide policy. In order to do this, all small groups mentioned the need to "change the conversation." Within this, there were three key areas of importance:

There is a lack of accurate, comparable, and comprehensive data and information available.

Participants expressed difficulty in understanding what is currently in place due to gaps in available information. It is not possible to compare town to town and state to state. More research needs to be done to make the case for a balanced transportation system for New Hampshire so that local examples and reliable data can be shared. Participants expressed the need to use accessible, concrete, and down-to-earth language to convey critical transportation information and data and to do so in a way that makes clear how benefits can be shared by all.

Participants would like to raise awareness of the hidden costs of car-centric transportation, including subsidies for cars and freight. More information is needed about who is being served, who else will need to be, and who wants to be served by the state's transportation system. There is a need to identify and communicate facts that tell an accurate story and that can be repeatedly shared and emphasized so that a lack of information no longer limits the ability to advocate for more balanced transportation options.

In addition, several groups mentioned the need for local, regional, and statewide coordination of information and messaging. Transportation advocacy, funding, and service currently operate in "silos," thus there is a need for an integrated approach. There is a need to connect transportation to other problems being addressed in health care, employment opportunities, economic development, and demographic changes. The idea was raised repeatedly that a picture of multiple sectors and populations affected by the transportation system is needed rather than isolated pictures of the impact on seniors or veterans or people with disabilities or other distinct populations. Transportation advocates need to shift their focus from services customized by population to a more holistic system. At the same time, there was an awareness and strong sensitivity to preserving services for underserved groups.

Direction is needed for coordinated legislative advocacy at all levels of government.

There is a need to collectively attend to local, state, and federal policies and communicate and advocate with persistence and consistency. This is where participants expressed interest in Transport NH working to bring together the common messages and data needed for these efforts. Participants expressed a desire for concerted work to eliminate or change policies that serve as barriers to coordination, connectivity, and solving complex transportation problems. Many people work "on the ground" attending to transportation issues, and they need help with policy changes to advance the work. Many participants advocated for thinking about transportation funding and services in an integrated way. For example, communities in New Hampshire cannot require the public to maintain the sidewalks in front of their houses. This is an old law, but it serves as a barrier in some communities who would like to add sidewalks.

In addition, any legislative advocacy needs a strong partner in the business community with efforts co-determined by businesses. Decision makers need to hear about solutions, best practices, and policies that have supported shifts in behavior, increased economic vitality, and increased cost savings. The full value and impact of transportation needs to be strategically conveyed to decision makers in Concord. This includes connections to planning and policy related to disaster preparedness.

Legislative action needs to keep in mind that "one size does not fit all" and consider unique rural, suburban, and urban challenges, as well as regional cultural differences across the state. Particularly, challenges faced by northern and southern parts of the state differ significantly and should be so treated since population density and land use vary widely in these distinct regions. There also needs to be strong encouragement of multiple sectors that are affected by transportation to work together (such as business and health). Still, it was mentioned often that a local focus can be very effective to show the efficacy of transportation choices, which could then be transferable to other communities.

Much needs to be done in addition to advocating for funding and sustainable funding is critical.

It is not surprising that finding reliable funding sources for transportation was seen across groups as a very difficult problem to solve. Participants believed that New Hampshire is woefully behind on maintenance of bridges and roads, even when this aspect of transportation arguably receives the most attention. Many emphasized that “delayed maintenance is more expensive maintenance” and that the current approach is not working. Many mentioned the need to move away from an over-reliance on one form of tax revenue. In order to be prepared in the future for multiple transportation-related challenges, sources of capital and operations funding need to be identified, including and beyond local municipality resources.

While funding issues were raised repeatedly, many identified a limitation in transportation funding that is often about single modes and single populations rather than for a system that works well for everyone. Many participants would like to see this change so that more coordination and integration is encouraged rather than discouraged. The true (direct, indirect, hidden, and social) costs of all modes of transportation should be a part of the governmental planning and decision-making process.

It was raised more than a few times that a constitutional amendment may be needed to change funding of transportation in New Hampshire.¹ This would be a very big undertaking, and it should be studied to determine if this is necessary to move forward. In the end, many participants focused on the need for the state to leverage federal dollars by increasing coordination across towns and regions.

Making Clear Links to Economic Vitality

All forms of transportation are directly linked to economic activity and directly impact the quality of life of New Hampshire citizens as employees and contributors to the economy. Across all groups, it was consistently noted that the business sector needs to have a greater voice in this work.

A strategic alliance needs to be built with businesses as partners.

Several groups mentioned the need to strengthen partnerships with businesses and ensure a stronger representation of employer voices among transportation advocates. Working with the business community will help identify and refine the economic benefits of choice and connectivity in the transportation system. A few participants mentioned that it has been difficult to bring business voices to this issue and that maybe we need to learn more about how to best partner with businesses. More broadly, many participants emphasized the need for additional partners beyond government.

Specifically, participants discussed the importance of transportation in economic vitality. This includes everything from the work being done in businesses that give incentives for carpooling and for reducing and de-stressing commuting (in order to increase productivity and satisfaction) to direct links to the economy such as access to freight, reliance on em-

¹ [Art.] 6-a. of the New Hampshire Constitution [Use of Certain Revenues Restricted to Highways.] All revenue in excess of the necessary cost of collection and administration accruing to the state from registration fees, operators’ licenses, gasoline road tolls or any other special charges or taxes with respect to the operation of motor vehicles or the sale or consumption of motor vehicle fuels shall be appropriated and used exclusively for the construction, reconstruction and maintenance of public highways within this state, including the supervision of traffic thereon and payment of the interest and principal of obligations incurred for said purposes; and no part of such revenues shall, by transfer of funds or otherwise, be diverted to any other purpose whatsoever.

November 29, 1938

employees with cars, and loss of new businesses that find the infrastructure in New Hampshire limiting. Related to these issues, we heard multiple anecdotes of younger workers interested in a flexible lifestyle that is not limited by the expense of owning and operating a car. Understanding the extent of this desire could impact future policy choices and public/private partnerships.

Transportation connections to job opportunities and the economy need to be amplified and expanded.

Participants noted a clear weakness in making and sustaining connections between transportation and economic development. One participant stated that “reliable transportation offsets rural disadvantages” and many questioned why transportation issues were not a more compelling aspect of economic development work. To advocate for balanced transportation, every transportation mode needs to demonstrate its economic advantage. In order to do that, relevant data need to be collected and substantiated. Transportation has a key role to play in the economy and not just highways—multiple modes play key roles in economic development. In addition, people need to understand how the increase in our senior population will connect to the economy, job opportunities, and transportation needs in the future.

Finally, while it is important to connect workforce housing coalitions to transportation planning, for too long modes other than single car transportation have been associated exclusively with services for low income people and people with disabilities. It is not the connections to specific populations that are limiting; it is the lack of connection to broad audiences that is limiting. Multiple populations across income groups have significant reasons to support a variety of modes and options for transportation that support working near where one lives.

Creating a Shift with Education and Awareness

All groups acknowledged the challenge of asking New Hampshire residents to change transportation use behaviors. Therefore, a focus on education at many levels emerged as necessary prior to any significant forward movement.

New understanding and perspectives are needed to change both transportation behavior and public decision making.

There was a clear understanding among participants of the considerable need to shift how everyday citizens think about transportation. Participants discussed the need for information and messages (mentioned previously) in order to craft effective and compelling stories that can support better decisions and a cultural shift. Creating shifts requires leadership at several levels, including the grassroots level and the legislative level. Many stated that single issue messages were not effective at encouraging change. Messages such as save the environment or save money or exercise more need to be combined and broadened, rather than used in an isolated way.

In a state with strong libertarian traditions, some participants felt not enough connection had been made between transportation and the concepts of choice and freedom. Stronger ties need to be made to our New Hampshire identity as pragmatic and independent. In the end, it was broadly acknowledged that we underestimate the future limitations of putting “all of our eggs in one (car) basket” as far as transportation is concerned. To be clear, participants were not seeking the elimination of car travel, but merely augmentation with alternatives and voluntary reduction of car travel.

Capitalize on new perspectives across generations.

While most participants emphasized the need for a shift in attitudes and behaviors, many shared information about hopeful signs and opportunities with both older and younger people. Participants noted driving patterns of young people and the desire by young people to have public transit options. Many young people across social classes have more experience taking public transportation and are comfortable with it.

As the number of seniors increases in New Hampshire, there is an opportunity to shape how things are done. For example, facing the inevitability of retiring from driving is becoming a part of the mainstream as more residents are a part of these decisions with family members. This transition will be much easier in communities with a variety of transportation options.

In addition, if transportation modes are designed with other community purposes, there can be a local flavor to raising awareness and broadening the cultural impact of transportation centers. This can be done in ways that enfranchise users with a variety of community opportunities and services, including and beyond health and social services.

Illuminating Health and Quality of Life Benefits

Health and quality of life issues were mentioned repeatedly. These issues have traditionally been a part of public transportation advocacy. However, participants felt these messages need to be applied broadly across ages and income groups, with attention to integrated health benefits.

Amplify the integrated benefits across ages and populations.

While transportation is seen as “the glue to participate in society,” participants mentioned keeping the whole community in mind. The stigma of public transportation in terms of social class persists strongly and needs to be addressed in planning and messaging in order for health and quality of life benefits to broaden. Participants were knowledgeable about health and quality of life benefits but felt that they were not well known and understood by average citizens and decision makers. More needs to be said about the impacts of various incentives and options. Some of these benefits and incentives included: stress reducing options, the cost of missed health appointments, obesity reduction in walkable communities, the benefits of smart growth principles, and the impact of disincentives for driving alone. There are successful models for rural, suburban, and urban areas from which we could learn.

Improving Coordination and Connectivity

In this final theme, participants returned again and again to long standing concerns about coordination and connectivity. There is a desire for a clear and concrete plan and vision for a balanced transportation system in the state. While specific recommendations for coordination and connectivity were mentioned (and may be found in the small group reports), the primary focus was on identifying systemic barriers to both.

Address systemic barriers to coordination.

In order to connect the dots in overall coordination efforts, many saw a need for increased leadership from the NH Department of Transportation (NHDOT) on issues beyond roads and bridges. In a state with stronger local and state structures than regional structures, efforts need to be made to prioritize those issues and projects in need of regional coordination. This work should proceed in conjunction with addressing information needs mentioned previously. Broader transportation interests need to be given a seat at the table in order for more transit-friendly development to take place.

Define transportation as a system that benefits many.

More work needs to be done identifying allies across sectors and populations in order to increase balance (and therefore, options) in our transportation system. There are many benefits for all kinds of people, but this needs to be better illustrated. One way to change attitudes will be to look inclusively at all populations together—a blended system would still serve multiple needs. There was a continued emphasis in these conversations on addressing the “silos” in the transportation system. Many participants are interested in working with NHDOT and others on a more comprehensive vision and plan for a balanced transportation system that would meet the needs of a broader population.

Eliminate barriers to connectivity,

Participants identified significant barriers that continue to hamper the integration of a complete network to transport goods and people safely, and to connect people to the services they need. Several groups mentioned increasing a sense of community, accessibility, and safety by building on the social aspects of transportation nodes. In other words, connect with coffee shops and community centers and multitask with population centers, employment centers, and key services and destinations. For example, policies against multi-use development may be a barrier. Attention needs to be paid to options “outside of normal hours.” People are afraid to be stranded and this needs to be addressed across user populations. Some of the specific connectivity issues mentioned were: start with a spine through the state and connect to it through nodes in a network, an east-west transit corridor, buses and trains to the Manchester airport, get trains back on the table, improve infrastructure near transportation hubs (for example, audible intersections, sidewalks, and bike racks).

Support and Encourage Innovation and Use of Technology

Within this complicated landscape, there was repeated emphasis on supporting and encouraging innovation. Participants regularly spent time brainstorming a way for technology to be of use so people will have reliable, real-time information about transportation. Many were convinced that people would use a broader range of transportation options if they are reliable and information is easily accessible. Some of the ideas include: a smartphone app that would tell bus riders when the next bus would arrive; a universal transportation guide (statewide and beyond); a version of EZ pass (EZ ride) to pay for buses, trains, and taxis by swipe; and a centralized phone number and website to easily access information about transportation options and current schedules.

Participant Evaluation Summary

NH Listens surveyed all participants about their experience of the process and received eighty-four responses (a 60 percent return rate). A full summary of the results is provided in Appendix D. Much of this feedback assists NH Listens in improving facilitation and engagement. For example, not everyone was clear about how their input would fit into future decisions; a description of this part of the process should be more specific in the future.

The conversations were highly rated, as can be seen in the 93 percent of participants expressing, “I am glad I participated in these conversations” and 91 percent agreeing that “the conversation helped me to become better informed about the issues.” Similarly, most participants felt everyone had “an equal chance to express their views” (93 percent).

In addition, because of the unique population gathered, there is a risk that participants minimized areas of disagreement. Facilitators need to be aware of this in order to best explore differences of opinion. This tendency might be indicated in questions five (66% felt “the facilitator helped the group work out disagreements”) and fifteen (54% felt they “had a better understanding of people who I disagree with and their opinions”). However, it may be participants did not feel like there was much disagreement to be explored. In this case, that is understandable and likely serves as another sign of alignment given who the participants were.

Conclusion

An engaged and committed group of people came out on a weekday afternoon across multiple sites in New Hampshire to discuss their concerns and priorities for a balanced transportation system. This report was compiled to assist participants and Transport NH as they determine the best ways to proceed. Participants at these sessions clearly expressed the need for systemic changes in collaboration and decision making in support of a more balanced system of transportation in New Hampshire. Decision makers utilizing this report can consider participants' perceptions and recommendations. Other projects, such as Granite State Future, complement these findings and can be considered in conjunction with this report. When asked if they "talked about the most important issues," 93 percent of respondents agreed. In the end, the event was viewed favorably by participants.

Going Places: What could a balanced transportation system do for New Hampshire?

When & Where

Lakes Region & Plymouth
Tuesday, April 30th
The Ledges,
Taylor Community in Laconia

Seacoast & Southeast
Wednesday, May 1st
Dover Public Library

Upper Valley
Tuesday, May 7th
Kilton Library, West Lebanon

Monadnock
Wednesday, May 8th
Keene Rec Department

North Country
Wednesday, May 15th
Gorham Town Hall

Merrimack Valley
Thursday, May 16th
900 Elm Street, Manchester

Dear Michele,

How does the way we get from one place to another affect our health, our environment, and the way our communities feel about those who live and work in them? Does our current transportation infrastructure help or hinder the development of a vibrant economy and a healthy population? Please consider joining us for an opportunity to explore the role of transportation in our lives and our communities in these upcoming regional conversations.

Transport NH is an emerging coalition of individuals, businesses, organizations, associations, agencies, and municipalities that promotes a balanced and environmentally sustainable transportation system. Our purpose is to enhance affordable mobility for all New Hampshire citizens and support sustainable economic development. We are interested in building a broader coalition and learning more from stakeholders.

We have asked NH Listens to help us coordinate these conversations with people whose work or civic life is significantly connected to transportation and the transportation needs of others. Conversations will be held April 30 - May 16 in six locations across the state. Doors will open at 12:30, and the conversation will run from 1:00 - 4:00 p.m. Join a conversation near you April 30 through May 16, 2013.

[Register Now!](#)

For more information, feel free to contact [Rebecca Harris](#) at Transport NH. For registration or logistical questions, please contact Michele at NH.Listens@unh.edu.

Sincerely,

Michele Holt-Shannon
NH Listens
603-862-0692





Going Places:

What could a Balanced Transportation System do for New Hampshire?

A cross-sector conversation on transportation: Spring 2013

Sponsored by



Civil Engineers
Structural Engineers
Traffic Engineers
Land Surveyors
Landscape Architects
Scientists



Vanasse Hangen Brustlin, Inc.

Dover

Gorham

Keene

Laconia

Manchester

West Lebanon

Table of Contents

Welcome	2
Overview	2
Agenda and Key Questions	3-6
Background Information	7-14
Small Group Report	15
Participant Evaluation	16-17

Welcome and thank you for joining today's conversation ~

We look forward to your questions, concerns, ideas, and hopes regarding the future of transportation in New Hampshire and we welcome all perspectives. Today is one part of a process to get input from various stakeholders, experts, and policy makers from across the state that represent economic interests, state funding, the environment, and the building of a transportation infrastructure as well as the elderly, disabled, and youth. We will take the time to get informed together and then hear your priorities for the considerations you believe are important as the state of New Hampshire makes decisions that impact, represent, and affect us all.

What transportation system would best benefit New Hampshire? How do we balance these initiatives with other demands on state funding? What systems are most sustainable and will benefit New Hampshire's community, environment, and economy? These are the kinds of questions at the heart of our conversation today.

What is Transport NH?

Transport NH is a broad-based network of individuals, businesses, organizations, agencies, and municipalities that promote a balanced and environmentally sustainable transportation system to enhance affordable mobility for all New Hampshire citizens and that supports sustainable economic development.

Please note: It's important to understand the lack of data on issues related to transportation. For instance, there is no central repository for collecting data on those whose needs are not met through current transportation systems. Thus transportation providers rely on Census figures and general demographic information that may not reveal the nuances of the issues at hand. Still, those gathered in these sessions represent a range of groups and interests and exploring varied perspectives can enrich the conversation for us all in terms of understanding the big picture of transportation in New Hampshire.

Here is the general outline of our time:

12:30 PM	Registration
1:00	Welcome and purpose
1:15	Small group conversations
3:30	Large group summary reports
3:55	Next steps
4:00 PM	Closing

This guide is the same for all participants and facilitators. The facilitators will help guide the conversation but we are all responsible for making sure the group is productive. Thank you!

What is New Hampshire Listens?

New Hampshire Listens is a civic engagement initiative of the Carsey Institute at the University of New Hampshire. NH Listens works to strengthen New Hampshire communities by helping citizens participate directly in discussions about policies that affect their daily lives. Established in 2011, we engage state residents in local, regional, and statewide conversations on a broad range of topics to bring about informed, innovative solutions to complex issues. At the core of our work, we organize fair, nonpartisan discussions throughout the state, help communities establish their own local Listens organizations, and train facilitators for public engagement. If you are interested in more information, we look forward to you being in touch with us. We are always looking for thoughtful facilitators and local contacts in New Hampshire communities. Find us at: www.NHListens.org.

Detailed Outline

12:30 - 1:00 **Registration**

- Welcome and sign in at registration table
- Please join your small group circle for the introduction and to start the dialogue immediately thereafter. *Please take a few minutes to review the background information starting on page 7.*

1:00 - 1:15 **Welcome**

- Welcome from Transport NH Representative
- NH Listens Moderator: Michele Holt-Shannon
 - ***The goal of this conversation is to get informed together and to share our feedback and priorities for the future of transportation in New Hampshire. A summary report will be created from all 6 [SIX] gatherings and shared with participants and coalition members of Transport NH.***
- About the process: This conversation is...
 - Designed to focus on what is important to *you* related to transportation in the state of New Hampshire.
 - Designed for participants to be here the whole time (please do what you need to do to be most present: Feel free to take a break or step outside for a phone call if needed).
 - About a constructive focus and looking forward to desired actions and solutions.
 - Intended to increase input and information on complex decisions being made locally, regionally, and statewide.
 - Organized to allow the greatest possible time for everyone to both speak and listen, which is why we use small facilitated groups where ideas can be explored, differences understood, and preferences for action expressed.
- Group agreements for a productive conversation...
 - Share “air time”
 - If you disagree, consider asking a question rather than arguing to prove your point
 - It’s OK to disagree, but don’t personalize it. Stick to the issue, not the person who is disagreeing with you
 - Speak up if the process doesn’t seem fair
 - Speak for yourself, not for others and not for an entire group (use “I” statements)
 - Personal stories stay in the group unless we all agree we can share them outside of the group
 - We all share responsibility for making the group productive

- Be respectful and use respectful language
- Respect the facilitator's role
- Listen first...

Please note: We are delighted to have this event covered by the press and local bloggers and want to balance that with a participant's ability to express an incomplete or experimental thought as a part of this process. We respectfully request all representatives of the news media (formal and informal) ask permission to tape, photograph, identify, or quote an individual participant directly. We are happy to answer any questions about this request.

1:15 - 1:30

Introductions in small groups

- Your small group has a neutral facilitator whose role is to:
 - Help with the process and keeping time
 - Serve as a reminder of our agreements to be fair and respectful
 - Make sure everyone gets a chance to participate, and
 - Record key information for the Summary Report
- Reminder: Your group will need someone to **report out** to the large group at the end.
- Introductions: Please share your...
 - Name
 - A hat or two you wear in the New Hampshire community (community leader, business person, healthcare provider, etc.)
 - A brief thought about what knowledge, experience, or questions brought you here today on the topic of transportation ...

1:30 - 1:40

Information Review

Take the time to look over the information section (starting on page 7) related to transportation benefits, challenges, and current priorities. This can seem like a lot of information; however, while there are several different reports on aspects of transportation, a comprehensive study of NH transportation is yet to be done. For our purposes, we will be asking you “*what do you notice?*” or “*what is most important to you about this information?*”

Take a few minutes to read and allow for clarifying questions.

Brainstorm: To get started, spend time getting the most important issues on the table. Don't worry about the details at this point, just make sure the **primary issues have been named**. Again, *what do you notice* and *what is important to you* regarding the future of transportation in New Hampshire?

📝 **RECORD:** Add this list on the small group report (#1).


1:40 – 2:45

Key Questions and Priorities

- Consider the framing question: *What could a balanced transportation system do for the future of New Hampshire?*
- Spend some time discussing the key issues and **their importance to you**.

It might be useful for **each person to speak briefly about their perspective and key questions**. The following questions may be helpful to prompt your thinking (but you will likely not have time to address each one individually):

- What has been your experience of how transportation affects people in NH, including residents, visitors, students, employees and business owners?
- How does the existing transportation system affect you? How do you experience it?
- What does it mean to **you** to have a balanced transportation system? What would it look like?
- What are some of our assumptions about users of transportation in the state and how have our assumptions been a barrier to working for a comprehensive transportation system?
- What are some of the pictures we have in our heads about users of these different types of transportation?
 - Drive cars
 - Take the bus
 - Ride a bike
 - Walk
 - Wheelchair
 - Take the train
 - Don't drive
- How could a different transportation system support people who live, work, learn, or play here?
- How could such a system increase **access** to health and community life? For what groups and populations in particular?
- What is your experience of participating in a transportation planning process locally, regionally, or statewide?
- How would a balanced transportation system impact NH's economy?

 **RECORD:** Note the primary concerns and priorities mentioned when people discussed the issues most important to them (#2).

- Spend time here exploring differences and commonalities in your group. What questions remain? Has anyone gained insights or new understandings? Any new ideas to note?
- Transport NH is a network of organizations. *Where do you think they can have the most impact?*

BREAK

2:45-3:35

Final Priorities

Based on your group conversation, *"Are there any common-ground thoughts or ideas in this group? If so, what do we want to say at the end of the afternoon? If not, what diverse points of view do we want to convey?"*

A single consensus is not required, but if one emerges, or perhaps if the group wants to put forward two or three primary points of view, that is fine. These will represent your **key recommendations or findings**.

Your group will need to prioritize their top insights, etc. to report out to the large group and *select someone to speak*. The reporting out should include no more than **two or three** specific statements. To arrive at this point, the group should take a step back and look for *both the unique ideas and those that seemed to recur*. Group ideas together that seem to be related, but don't lose track of the unique ones.

The **written** small group report will convey a more complete view of your group's ideas for the report (this will be taken directly from the flip chart notes and will be included directly in the report as finalized by your group). You will likely not have time to represent **all** of your ideas in the large group report out (two minutes!).



RECORD: *What are your group's key recommendations and findings?(#3)*

If you have time...



RECORD: *Please add any additional information that your group feels is important to pass along in the summary report (#4):*

3:30 – 3:55

Reporting Out

Each group will be asked to provide a VERY BRIEF summary of their most important findings, concerns or recommendations. If you are asked to speak for your group, please be brief and share what has been compiled *by your group*, including common ground and divergent views. (You will have two minutes!)

3:55 – 4:00

Wrap up comments – Michele Holt-Shannon, NH Listens

- Please fill out the evaluation – it matters to us! We read these and always work to incorporate your feedback. Thank you!
- Next steps
- These conversations will help to clarify long term issues in regards to transportation in New Hampshire. This information can be used to identify next steps and formulate an action plan that reflects public support and takes your voice into account. The report from this event will be posted on the NH Listens and Transport NH websites shortly. Expect to see this report in your mail box from TNH.
 - www.TransportNH.org

Thank you for participating!

Background Information

The information in this section is a compilation of data, graphics, and indicators related to transportation in NH. We currently lack a single source for comprehensive information related to transportation and there exists no established set of indicators for a comprehensive transportation system in NH. Sources used in this section can be found in full on www.transportNH.org.

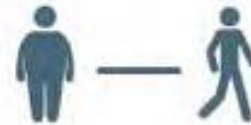
I. People: Lifestyle², Health and Job Access³

- The trend away from driving has been led by young people. From 2001 to 2009, the average annual number of vehicle miles traveled by young people (16 to 34-year-olds) decreased from 10,300 miles to 7,900 miles per capita—a drop of 23 percent.
- America's young people are decreasing the amount they drive and increasing their use of transportation alternatives. Young people's transportation priorities and preferences differ from those of older generations.
- The trend toward reduced driving among young people is likely to persist as a result of technological changes and increased legal and financial barriers to driving.
- An estimated 95,000 New Hampshire residents are worried about losing their ability to drive in the next few years.
- A majority of this group is over age 60 and will have limited income with which to pay for expensive transportation services (such as taxis). They will likely need low-cost methods to get where they need to go.
- Many people in this group currently provide rides to others in their community. The loss of this group of drivers may have some substantial long-term impacts.
- About half of New Hampshire's residents do not currently have access to a public transportation system.
- Use of and access to public transportation is particularly difficult for individuals with disabilities and elders with limited mobility. This group was more likely to report not feeling safe on a public transportation service, not able to afford public transportation, as well as having difficulty with getting off or on a bus or van. The need for public transportation among this group is particularly great, as they reported significantly less access to shopping and recreation opportunities and were significantly more likely to report missing health care appointments due to a lack of transportation.
- The lack of public transportation is not an issue that just impacts those with disabilities or elders. Approximately 34,000 New Hampshire residents are estimated to have lost or turned down a job because they didn't have a reliable ride. Furthermore, 62,000 have missed a medical appointment because they couldn't get a ride; with approximately 11,000 of this group having missed four or more appointments in the last 12 months

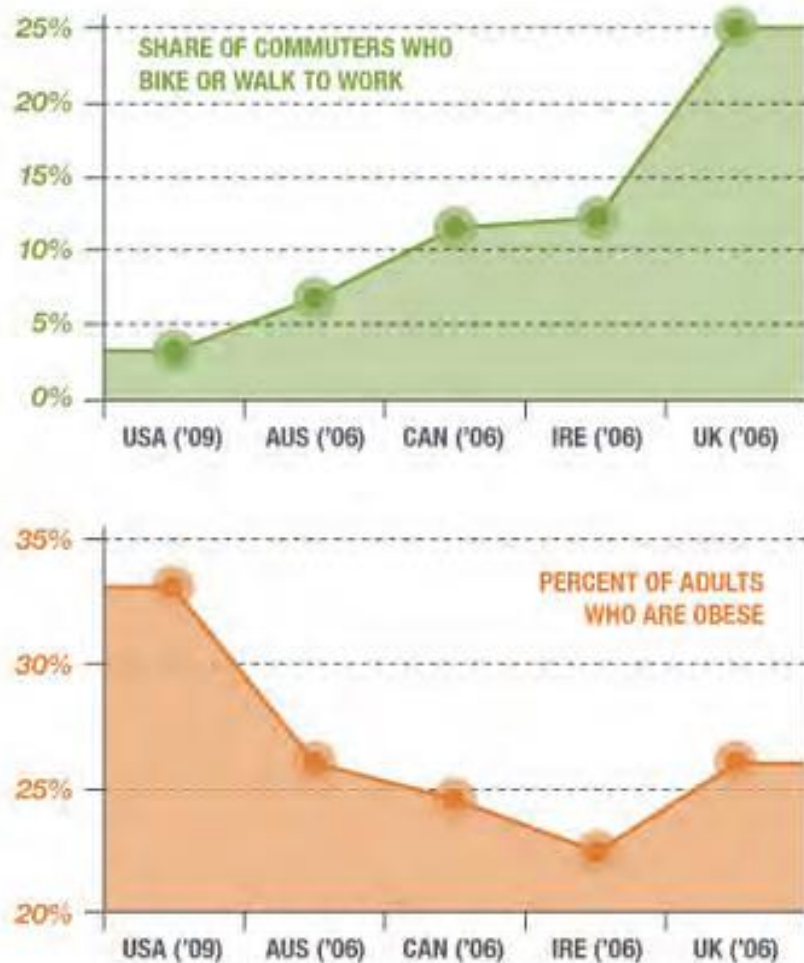
² Davis, Benjamin, Dutzik, Tony, and Baxandall, Phineas. (April 2012.) *Transportation and the New Generation: Why Young People are Driving Less and What it Means for Transportation Policy*. Frontier Group & US PIRG.

³ *New Hampshire Resident Views on Use, Availability, And Need for Public Transportation*. (2005). The Institute on Disability/UCED at the University of New Hampshire Community Action Program Belknap-Merrimack Counties, Inc. Endowment for Health

Countries with **LOWER** rates of obesity tend to have **HIGHER** rates of commuters who walk or bike to work⁵



ACTIVE COMMUTING AND OBESITY RATES BY COUNTRY



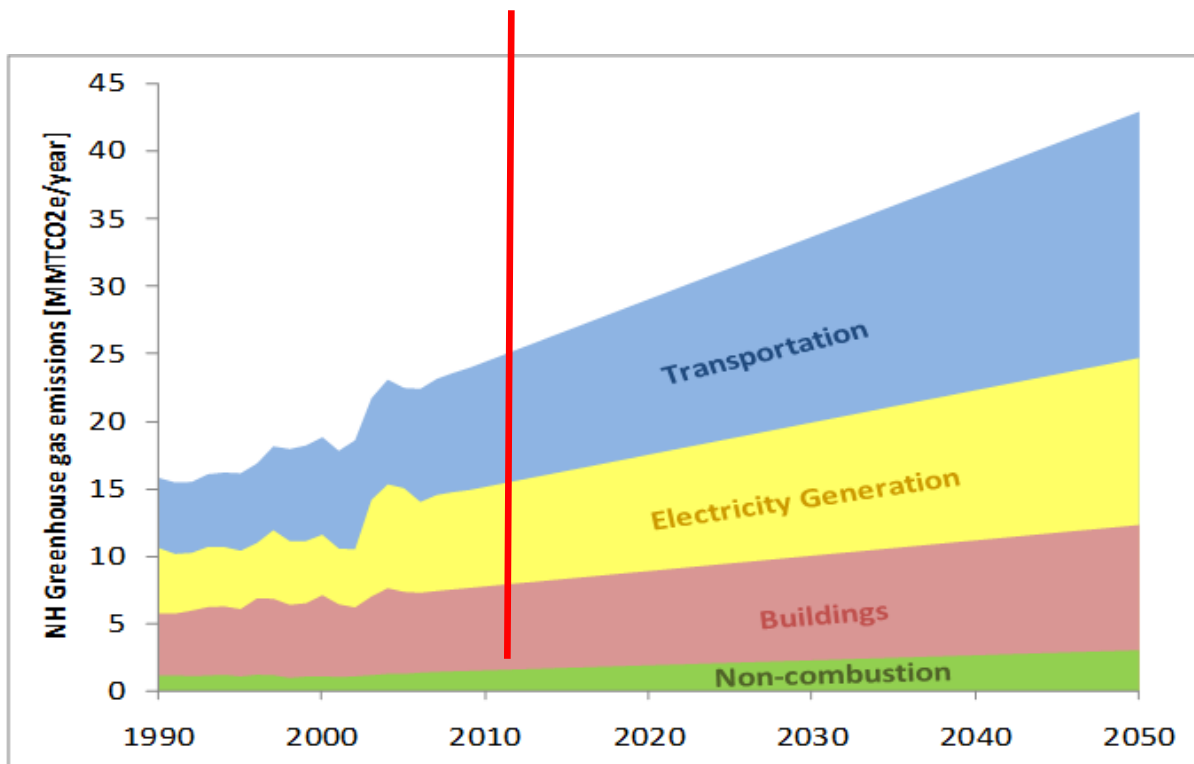
Above graphs from *Reframing Value: Transit's New Playbook, Community Transportation Digital*⁴.

⁴ http://web1.ctaa.org/webmodules/webarticles/articlefiles/Dec_12_DigitalCT.pdf

II. Environmental Challenges of Transportation:⁵

- According to the National Alliance of Public Transportation Advocates (NAPTA), an organization that represents grassroots transit coalitions, expanded public transit, coordinated with greener development and other “operational efficiencies,” can reduce our carbon footprint by some 24 percent, which is *significant* given that carbon dioxide (CO₂) output from the transportation sector as a whole account for 28 percent of total U.S. greenhouse gas emissions. Buses and trains burn much less fuel per rider than a car with a single rider in it.
- Switching to public transit for a typical 20-mile round trip commute would decrease a commuter’s annual greenhouse gas emissions by some 4,800 pounds a year, which is equal to about a 10 percent reduction in a two-car household’s carbon footprint.
- Another group, the American Public Transit Association (APTA), reports that current use of public transit in the U.S. already saves 37 million metric tons of CO₂ annually, equivalent to the emissions resulting from electricity generation to power some five million typical American homes. According to NAPTA, U.S. car owners can save as much as \$112 billion a year in gasoline and other vehicle costs.
- As to reducing oil use, NAPTA says public transit already saves Americans the equivalent of 4.2 billion gallons of gasoline annually, or some 900,000 automobile fill-ups every day. Meanwhile individuals can save upwards of \$9,000 a year by taking public transportation instead of driving and by living with one less car.
- In NH, transportation is the single largest source of greenhouse gas emissions currently and as projected in the future.

Greenhouse Gas Emissions Projections

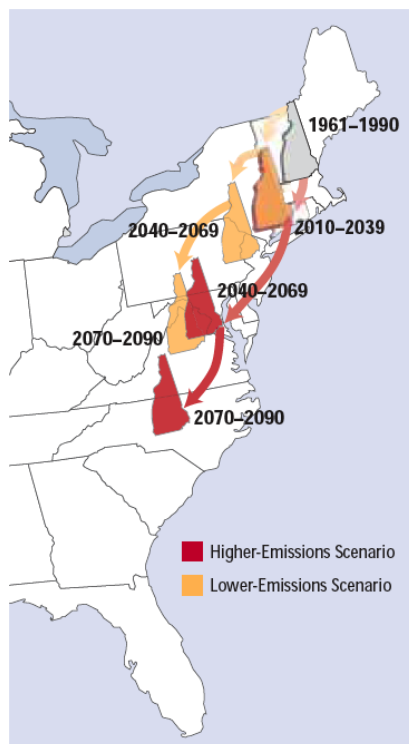
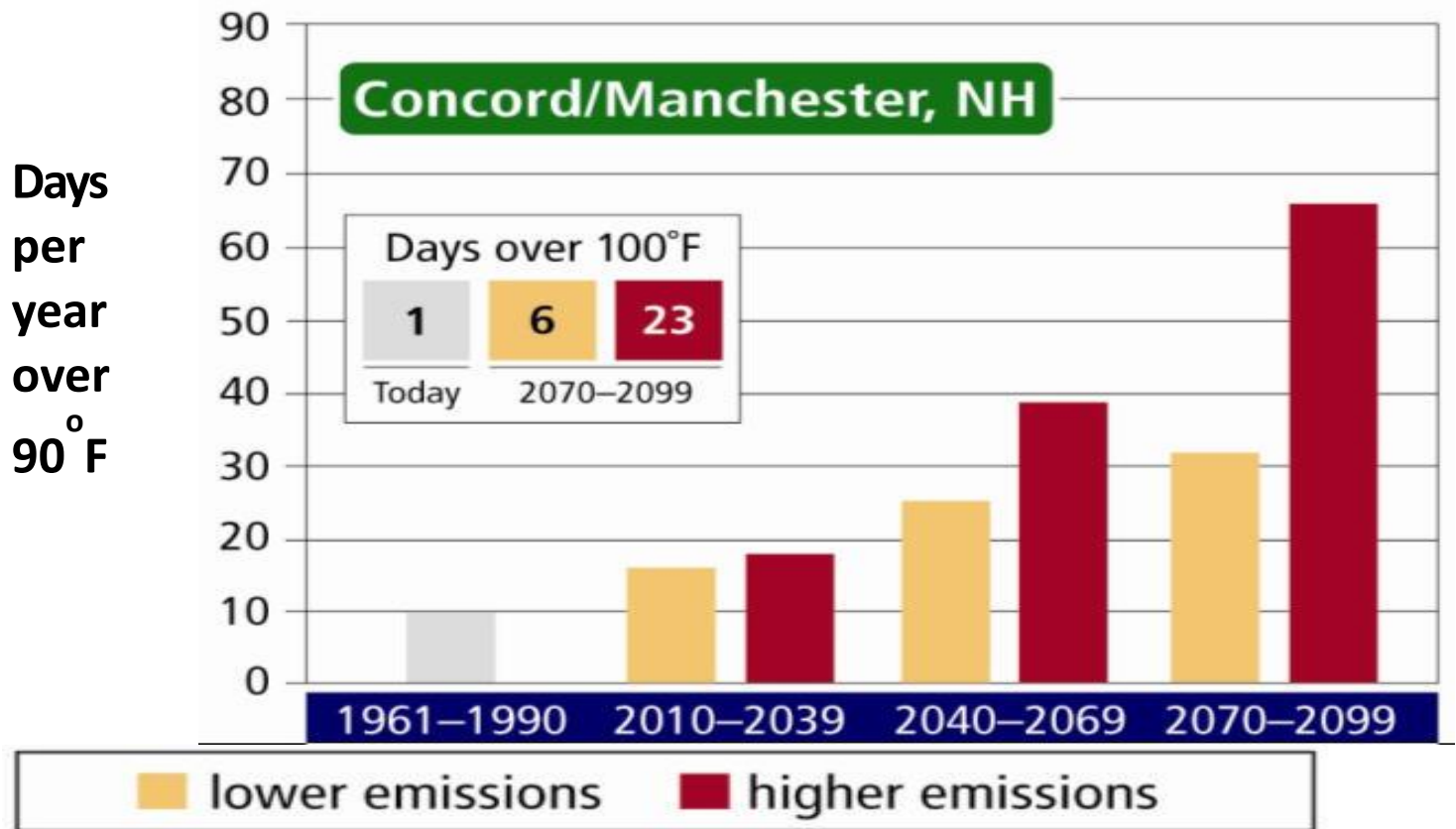


⁵ Earth Talk: The Benefits of Public Transportation. (December 22, 2012.)

From <http://augustafreepress.com/2012/12/22/earth-talk-the-benefits-of-public-transportation/> - respond

Projections of Climate Change in New Hampshire

This graph illustrates the increase in the number of days over 100 degrees projected in lower and high emission scenarios.



III. Infrastructure Challenges:⁶

- Infrastructure needs traditionally have been met with a balance of federal, state and local money. Now, as Washington is gripped by political deadlock and buried in deficits, the balance has begun to shift. With new taxes an anathema in an anemic economy, and with the possibility of deep automatic budget cuts next year if officials can't agree on alternative savings, a serious discussion about coming up with billions or trillions of dollars for transportation wasn't on the top candidates' debate agenda.
- The number of bridges that need repair or replacement — 70,000 — usually is part of the discussion when infrastructure issues make news. Tens of thousands of miles of highway that have been repaved for decades now need to be dug up and rebuilt from the bare earth.
- In addition to billions of dollars for road and bridge replacement, experts have estimated that \$30 billion should be spent on U.S. ports in the next eight years if they are to stay competitive in a global marketplace.
- From 1992 to 2012 the cost of concrete asphalt increased 460%.⁷

IV. Tracking State Transportation Dollars:⁸

- Transportation reporting documents are not uniform, and in many states, these documents are inaccessible and not transparent to the public. More transparency increases public support of transportation projects.
- State departments of transportation tend to do a poor job of clearly explaining how transportation dollars are spent.
- On average, states are spending 20 percent of their federal transportation dollars (leveraged by state and local sources) on transit, 2 percent on bicycle/pedestrian projects, 39 percent on projects that maintain roads and bridges, and 23 percent on projects that add capacity to roads and bridges.

Transportation Projects

While federal funding makes up about 40 percent of all dollars available for surface transportation investment nationwide, it is important to note that the statewide transportation improvement programs do not account for all transportation spending within a state. Many states use additional financing tools such as public-private partnerships, infrastructure banks, and toll authorities to fund transportation infrastructure. The projects funded by these methods do not have to be reported in a state's statewide transportation improvement program, though some states may choose to show these projects. If the state's STIP does not include projects funded by these methods, these projects are not included in the analysis. NH is spending approximately 7 %.

⁶ Halsey, Ashley III. (October 27, 2012). *Burden for Rebuilding Infrastructure may Fall to States*. The Washington Post (Excerpted).

⁷ The Roads to New Hampshire's Future, 2013 Department of Transportation report

⁸ **Tracking State Transportation Dollars (July 2012).** Tri-State Transportation Campaign, www.tstc.org

Spending on Transportation Projects in

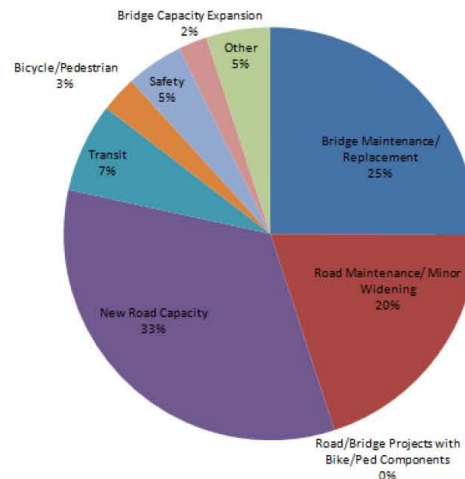
New Hampshire

An examination of New Hampshire's 2010-2014 Statewide Transportation Improvement Program reveals that new road capacity projects account for the largest chunk of planned spending (33 percent). New road capacity projects include the I-93 widening project. At 25 percent of the STIP, bridge maintenance/replacement projects follow, and road maintenance/minor widening projects account for 20 percent. Transit projects* make up 7 percent of the planned spending. ** Safety and projects classified as "other" each account for 5 percent of the STIP. Bicycle/pedestrian projects make up 3 percent. Bridge capacity expansion projects account for 2 percent of the planned spending. No road or bridge projects that had bicycle/pedestrian components (such as adding sidewalks when reconstructing a roadway) were identified.



Proposed Spending, FY 2010-2014

Project Type	Cost (\$millions)
Bridge Maintenance/Replacement	318.37
Road Maintenance/ Minor Widening	252.56
Road/Bridge Projects with Bike/Ped Components	0
New Road Capacity	424.30
Transit *	88.83**
Bicycle/Pedestrian	35.98
Safety	56.84
Bridge Capacity Expansion	28.52
Other	63.74
Total *	\$1,269.12



* Because the Capital Corridor Rail project, totaling \$255.83 million, was removed from the state's Ten Year Plan, it has been removed from this analysis.

** The New Hampshire DOT's share of transit spending during this period is \$3.56 million, or 4 percent of the total transit spending.

These summary sheets were produced by the Tri-State Transportation Campaign, a non-profit organization working toward more balanced, transit-friendly and equitable transportation policies in Connecticut, New York and New Jersey. The full report is available at Trackstatedollars.org. The analysis was conducted using the Statewide Transportation Improvement Plan (STIP). TSTC staff analyzed each individual project listing in the STIP, categorizing projects by either an assigned project type where available, or by the project description and supporting documentation. This analysis examines all projects listed in the STIP. States are required to list all transportation projects that receive federal aid, though many states also include projects that only receive state dollars. However, there may be certain projects not included in the STIP, such as those undertaken by toll road authorities or through state infrastructure banks. All percentages have been rounded. For more information on the methodology utilized, please contact TSTC. Image of New Hampshire from 50states.com. This project was made possible by support from the Rockefeller Foundation.



350 West 31st Street, Suite 802, New York, NY 10001 • www.tstc.org • (212) 268-7474

Methodology

The Tri-State Transportation Campaign conducted a line-by-line analysis of each state's statewide transportation improvement program for the most recent years available at the time of the analysis. TSTC categorized each project listed in the statewide transportation improvement program in one of the following nine categories: 1 new road capacity, bridge capacity expansion, road minor widening/maintenance, bridge maintenance/replacement, bicycle/pedestrian, safety, road/bridge projects with bicycle/pedestrian components, transit, and other. Projects were assigned a project category by examining the project descriptions in the statewide transportation improvement programs and transportation improvement programs, reviewing the state department of transportation's website for additional information about the project, conducting online research, and reaching out to the state department of transportation, staff at the metropolitan planning organization involved with the project, or local organizations. TSTC confined its analysis to spending proposed during the statewide transportation improvement program years.

TSTC Category Descriptions

New Road Capacity: Any road project that adds capacity (either a new lane or a new road), as well as interchanges that cost more than \$2 million during the years addressed by the state-wide transportation improvement program and road relocation projects. Costs associated with adding capacity, including mitigation and planning fees for new road capacity projects are also included.

Bridge Capacity Expansion: Any bridge project that increases capacity by adding new lanes. Costs associated with adding capacity, including mitigation and planning fees for specific projects, are also included.

Road Maintenance/Minor Widening: Any maintenance or repair work done to a road, such as repaving, as well as any minor addition of pavement including shoulders, turn lanes, intersection improvements, and any interchanges that cost less than \$2 million (within the years addressed by the statewide transportation improvement program).

Bridge Maintenance/ Replacement: Any maintenance, repair, replacement or rehabilitation work done to a bridge.

Bicycle/Pedestrian: Bike paths, sidewalks, trails, greenways, bicycle facilities, streetscape improvements, and all items funded by Transportation Enhancements.

Road/Bridge Projects with Bicycle/Pedestrian Components: Road and bridge maintenance and capacity expansion projects that include bicycle/pedestrian elements such as sidewalks and bike lanes. If a project was noted as having a bicycle/pedestrian component the entire project was placed in this category. To identify projects with bicycle/pedestrian components, Tri-State primarily used project descriptions provided in the statewide transportation improvement program. In addition, any projects identified by on-the-ground advocates, department of transportation employees or metropolitan planning organization employees as having bicycle/pedestrian components and any projects that further research showed to have these components were included in this category.

Safety: All projects categorized by state departments of transportation as "safety," as well as signals, signing, guard rails and projects funded by the Highway Safety Improvement Program.

Transit: All items identified as transit, high speed passenger rail projects, ferries, and park and rides and programs that educate/encourage alternative transportation including carpooling. Federal funds as well as state and local match for these funds for capital, administration, and operating assistance is included in the analysis. State and local transit operating assistance (other than state and local match for federal transit operating funds) was taken out from the analysis.

Other: Items that are not directly related to a specific road, bridge or transit project including general planning funds, general studies, mitigation costs, set-asides, consulting fees. Beautification projects (unless funded by Transportation Enhancements), rest areas, administrative costs and building renovations are also included in this category. In addition, this category includes projects that did not fall into one of the eight other categories.

V. New Hampshire DOT Transportation Vision⁹

"Transportation in New Hampshire is provided by an accessible, multimodal system connecting rural and urban communities. Expanded transit and rail services, a well-maintained highway network and airport system provide mobility that promotes smart growth and sustainable economic development, while reducing transportation impacts on New Hampshire's environmental, cultural, and social resources. Safe bikeways, sidewalks, and trails link neighborhoods, parks, schools, and downtowns. Creative and stable revenue streams fund an organization that uses its diverse human and financial resources efficiently and effectively."

The Transportation System Goals

Goal 1. Land Use-Transportation Integration. Integrate local, regional and state land use and economic development goals with transportation investment decision-making, planning, system management, and project design.

Goal 2. Mobility & Modal Choice. Provide mobility, accessibility, and modal choice to meet existing and future

⁹ NH Long Range Transportation Plan 2010-2030. (July 2010). New Hampshire Department of Transportation.

travel needs of people and goods.

Goal 3. Safety. Employ appropriate design, measures, and practices to improve the safety of transportation users by reducing the frequency and severity of crashes.

Goal 4. Security. Work with private and public sector partners to protect the physical security of passenger and freight transportation systems and system users from acts of terrorism and other crimes.

Goal 5. Environment & Public Health. Make transportation investments that preserve and enhance public health, the environment, and quality of life.

VI. Coordination of Transportation

For many years, New Hampshire transportation and human services agencies have been discussing ways to coordinate the various community transportation services offered in the state. The goal has been to reduce duplication, increase the availability of service, and make scarce resources go further as the need for transportation increases with an aging and growing population.

The most recent effort was the Governor's Task Force on Community Transportation, which issued a detailed report recommending three components:

1. A state-level body to oversee the development of a coordinated system,
2. Regional councils to design and implement coordinated services around the state, and
3. Regional transportation coordinators, which would arrange trips through a "brokerage" system of varied funding sources and a network of providers.

In 2007, the legislature took the first step toward this implementing this plan with establishment of the State Coordinating Council (SCC) for Community Transportation¹⁰. Over the next five years, ten regional councils were established, and the NH Department of Transportation is now directing much of the federal funds available for community transportation through this system.

Examples of coordinated systems developed as part of this framework include Sullivan County Community Mobility¹¹ and Alliance for Community Transportation¹². Reliable funding continues to be the main obstacle to the continued success of these transportation initiatives¹³.

VII. Regional differences in transportation needs:¹⁴

New Hampshire has several regions, each with its particular transportation needs:

- The fastest growing areas (in percentage terms) will be the Lakes Region and the I-89 corridor. However, we will continue to absorb most of the growth (in absolute terms) in the southeastern part of the state. The North Country will grow least (in terms of permanent population but is seeing significant seasonal/second home development) and needs to focus on preserving the health of its existing road system.

¹⁰ from <http://www.nh.gov/dot/programs/scc/about.htm>

¹¹ <http://www.sullivancountyrcc.org/>

¹² http://www.communityrides.org/about_act.html. For information on all of the regional councils, see <http://www.nh.gov/dot/programs/scc/rcc.htm>

¹³ *New Hampshire Resident Views on Use, Availability, And Need for Public Transportation*. (2005). The Institute on Disability/ UCED at the University of New Hampshire Community Action Program Belknap-Merrimack Counties, Inc. Endowment for Health

¹⁴ New Hampshire Long Range Transportation Plan: The Report of the Community Advisory Committee to the Commissioner of the New Hampshire Department of Transportation (June 9, 2006).

- Citizens in the North Country also feel that transportation, especially preserving roads, is necessary to stimulate the local economy. Outside of gateway communities such as Conway, which serves as an entrance to the White Mountain National Forest, congestion is less of a problem than lack of economic development.
- The increased isolation of an aging population is a major concern. This will create new demands for transportation services to meet the needs of seniors for access and mobility.
- The Lakes Region is a major tourist destination; it and other areas will need to serve this tourism market without becoming overrun with traffic.
- The Upper Valley and Southwest share a river border with Vermont, creating a demand for good bridges while protecting our transportation infrastructure from flood damage.
- The southern (especially southeastern) region needs to manage new travel demand, and expand transportation choices, in an increasingly urbanized environment. This is especially true in Hillsborough and Rockingham Counties which now represent more than 50% of the total state population.
- The southern areas of the state face a particular challenge: interstate commuting. In 2000, over 82,000 New Hampshire commuters traveled to jobs in Massachusetts daily, while 23,500 Massachusetts commuters traveled to New Hampshire. In these areas commuters are traveling further which, along with rapid population growth, increases congestion problems.
- Transportation needs cannot be measured by simply looking at population growth, jobs, absolute amount of traffic growth, or even total system usage. People who don't travel may have even more severe transportation needs than those who do – if the reason they don't travel is because they have no options. A strong majority of public feedback favored the creation of more public transportation options, particularly in the more rural areas and particularly for access on the regional and inter-regional levels. Some sort of basic, statewide public transportation service is needed.

Small Group Report

GROUP Letter: _____ Facilitator Name: _____

Submitted by: _____ Number of people in your group: _____

1. Please list the primary issues that were initially brainstormed in your group as an important part of this discussion:

-

2. Note all of the primary concerns and priorities mentioned when people discussed the issues most important to them. Where can Transport NH have the most impact?

-

3. What are your group's specific input, concerns, and recommendations?

-

4. Please add any additional information that your group feels is important to pass along in the summary report:

NH Listens Participant Evaluation

<p>How Did Your Dialogue Go?</p> <p><i>To be administered to participants when the session(s) have ended.</i></p> <p>Please be sure to answer the questions on both sides of the page.</p> <p>Thank you for filling out this form.</p> <p>Please be sure you leave this form in the envelope that has been provided.</p>	<p>NH Listens</p> <p>The Carsey Institute at the University of New Hampshire</p> <p>NH.listens@unh.edu www.nhlistens.org 603-862-0692</p>
---	--

Facilitator Name(s) _____

Your age: _____ Gender (circle): male female Occupation: _____

Employment status (circle): employed full-time employed part-time unemployed retired student

ABOUT THE GROUP PROCESS

1=Disagree strongly 2=Disagree 3=No opinion 4=Agree 5=Agree strongly

Do you agree or disagree with the following statements?

- | | | | | | |
|---|---|---|---|---|---|
| 1. The facilitator(s) were always prepared. | 1 | 2 | 3 | 4 | 5 |
| 2. The facilitator(s) helped the group set ground rules and stick to them. | 1 | 2 | 3 | 4 | 5 |
| 3. The facilitator(s) helped us talk about different points of view. | 1 | 2 | 3 | 4 | 5 |
| 4. The facilitator(s) made sure everyone took part in the dialogue. | 1 | 2 | 3 | 4 | 5 |
| 5. The facilitator(s) helped the group work out disagreements. | 1 | 2 | 3 | 4 | 5 |
| 6. The facilitator(s) helped us come up with our own ideas for action and change. | 1 | 2 | 3 | 4 | 5 |
| 7. The facilitator(s) explained how our input fits into future decisions | 1 | 2 | 3 | 4 | 5 |

ABOUT THE PARTICIPANT GUIDE

1=Disagree strongly 2=Disagree 3=No opinion 4=Agree 5=Agree strongly

- | | | | | | |
|---|---|---|---|---|---|
| 8. The participant guide was easy to understand. | 1 | 2 | 3 | 4 | 5 |
| 9. The information was helpful for our conversations. | 1 | 2 | 3 | 4 | 5 |

ABOUT THE CONVERSATION

1=Disagree strongly 2=Disagree 3=No opinion 4=Agree 5=Agree strongly

- | | | | | | |
|---|---|---|---|---|---|
| 10. Our group talked about the most important issues. | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

- | | | | | | | |
|-----|--|---|---|---|---|---|
| 11. | It seemed as though everyone had an equal chance to express their views. | 1 | 2 | 3 | 4 | 5 |
| 12. | Our group identified the most important steps that should be taken. | 1 | 2 | 3 | 4 | 5 |
| 13. | I learned new things from other members of my group. | 1 | 2 | 3 | 4 | 5 |
| 14. | The conversation helped me to become better informed about the issues. | 1 | 2 | 3 | 4 | 5 |
| 15. | Because of this conversation, I had a better understanding of people who I disagree with and their opinions. | 1 | 2 | 3 | 4 | 5 |
| 16. | The time allotted for the session(s) were (circle one) :
Not enough time Just the right amount of time Too much time | | | | | |

YOUR OVERALL ASSESSMENT

- | | 1=Disagree strongly | 2=Disagree | 3=No opinion | 4=Agree | 5=Agree strongly |
|-----|--|-------------------|---------------------|----------------|-------------------------|
| 17. | I am glad I participated in these community conversations. | | | | |
| | 1 | 2 | 3 | 4 | 5 |
| 18. | I would attend another community conversation on this or a different topic. | | | | |
| | 1 | 2 | 3 | 4 | 5 |
| 19. | What would you have changed about this event to make it better? | | | | |
| 20. | Would you be willing to be contacted for a future one-on-one or phone interview? | | | | |
| | | | | | Yes No |

If yes, please provide name and contact information:

Name: _____

Telephone: _____

E-mail: _____

Appendix C:

Small Group Reports:

Laconia

Dover

West Lebanon

Keene

Gorham

Manchester

LACONIA

Group A

Going Places: What could a balanced transportation system do for NH?

Brainstorm:

- Attitudes – changing them as people age, decreased mobility, loss of independence
 - Public transportation as a choice, only used as a last option
 - Mind frame: “alternate to car”
- No access to public transportation
 - Not enough ridership thus place limits to de-incentivize driving in cars
- Subsidies for public transportation are necessary
- Awareness rising about how other entities (cars) are subsidized
 - Who pays these?
 - What are other costs associated with driving?
- Younger people – (voices not present) but 20/30 year olds are interested in lifestyle choices
 - Where they live is based on transportation choices (jobs?)
- Elicit social networking (younger people) to create new transportation structures
- Corridor development; smart growth principles; (want to walk/bike, etc. to work, rail trails?)
- Facilities development and transportation infrastructure
 - Reinforce “old” centers (rail trails)
 - Transit oriented development
- Regionalization – tension point in NH
 - Regions have different needs
 - Keeping rural identity vs. need to get around w/o driving
 - **but must also cross county lines to get basic needs met
- Commuter-shed (model: Dutchess CO, NY)
 - Area-wide transportation needed for general public/population (esp. in rural NH)
- Funding – streams?
- Rail, bus & airport connections
- Lack of opportunities for jobs b/c no transportation
 - Compare costs of workers to non-workers (draw on systems b/c they can’t get to work)
- Public/Private partnerships (busses, cabs, vans, etc.)
 - Engage multiple populations
- Multiple sectors affected by lack of transportation
 - Shopping, healthcare, education
- Cost-benefit effectiveness analysis
 - Numbers for NH: localized, regional, state-wide (pocketbook issue)

- Public trans. Vs. roads (costs to individuals as well)
- More effective transportation system
 - Consistency, coordination, commitment
- Need public awareness of public transportation options (centralized?) #211
- Coordination – updating phone numbers, known resources

Key Priorities:

- What does balanced transportation look like?
- Coordination b/w local, regional, and statewide programs & modes
 - Bus, rail, air, walking, biking, etc.
- Solutions to funding issues towards more regionalized approach
 - Blending funding streams
- Hearing younger people's needs
 - What will help us retain younger people
 - Economic vitality
- Encourage multiple sectors that are affected by transportation (business, health, etc.)
- Balance of needs across generations
 - Will change attitudes by looking at everyone (not just but including special needs)
 - Input from youth and senior centers
 - Blended system to still serve needs
- Advocacy - what are policy questions (re: restricting funding) that need to be addressed
 - How are policies restricting multi-use?
- Coordinate de-siloing in a way such that there aren't service gaps
- Continue to leverage business and other stakeholders who need/use/benefit from balanced transportation systems
- Local regulations – work to de-incentivize automobile
 - Re-work standards; incentivize exercise, etc
 - Smart growth principles

Framing the issue: green building principles

- Cost-benefit analysis
- Connect the dots; educate the public

Common ground, divergent, barriers...

- Who's making rules, is there a choice? (whether to use public transport, etc)
- Incentives vs. de-incentives

Shifting attitudes:

- Connect dots to educate
- Costs vs. benefits: people respond to cost of gas
- Incentives vs. de-incentives
- All levels of government can address
- Need "cover" off support from
- Lifestyle choices (rural context vs. town living/ economic tradeoffs)

Common ground: framing the issue:

- Make it worthwhile
 - Accessible, concrete, down to earth language

- Commitment to systems
- Connect big picture of aging population, economics to transportation needs
- Paint the picture of multiple sectors affected/affecting the transportation systems
 - De-silo
 - Societal changes and forces that are affecting all
- Effective transportation system
 - Available, flexible, accepted, well known, universal, diverse, individualized, reliable, cost-effective, seamless, well-financed

Small Group Report

Laconia

Group B

Going Places: What could a balanced transportation system do for NH?

What issues stand out?

- 24% of people in NH don't drive
 - Care are unaffordable for a significant groups of people
- Not part of our culture to use public transportation
 - *young people in NH are in their own cars or are happy for others to drive them
 - Culture of independence
- What is going to happen with elderly population?
 - Rural folks that are stuck with no way to get around
 - Can't get to doctor's appointments, etc
- Educate people about public transportation
 - *Need to get people on bus

What is important?

- In-house care
 - Services usurp neighbors/families helping one another
- Separated, instead of connected
 - Disconnect starting early → driving to school
 - Consider fear
- Why are buses empty/car parking lots full?
- More coordination of existing systems
- More info of what exists
 - Get info out
 - Needs advocates
- School buses → can be used in off peak hours for the public

Challenges:

- Need more money to operate systems in place
- How many programs are out there?
- Need method to inform public
- Need advocates to inform
 - need money, volunteers
- Need train system (run like spine up middle of state)
- How do we connect each community in charge of getting people to the train?
- Disconnect between what state offers and transit
 - there is federal \$ out there
 - *Need state support
- Problem with distances in rural areas → harder to be dependent
- Have community help one another (stores deliver to people who can't drive)

Bicycles:

- Build infrastructure for bike paths
- More bikes being made available
- Public buses have bike racks

- →open venues by bike & bus
- How do we harness the enthusiasm?
- How do we educate?
- How do we get legislature involved?
- How do we make it work?

Reframe the need:

- Make it palatable to legislature
- Cooperation between individuals with needs for transport and doctor's offices

Trains →seacoast has Amtrak

- Bring back the trains
- What are all the options?
- Use RR tracks
- Interagency cooperation
 - competition over funding
- Insurance issues
 - how does insurance play into problems? Cost a lot?
- Expansion of volunteer networks

Software systems – statewide

- Regions are in different places→all working towards
- Community action has gone down
 - Can use this to find out what's available in a given area
- Call one place – improve coordination
- NH →reframe how we think about getting from here to there
- **it might involve "wait"
- **we need to make a cultural shift
- **need to think about being more physically active
- Shift to moving together again

What does balanced transportation look like?

- Identify 2 NH's: urban & rural
- Comprehensive network of a variety of transport
- Start with a spine
- Education, coordination →connect mobility modes
 - What is this comprehensive network?
 - Use software systems?
- Centralization

Multiple options:

 - Bus, bike, train, walk, shared rides, airport
- Public outcry for transportation
 - get businesses involved
- Cultural shift →rethink what it means to move about
- What is the transportation resource in a given area?
 - People need to know and don't
 - Need to know own systems
- All info in a central server
 - Each agency can input their info

- People can put in what they need, server will give them possibilities
- Inability to get around via public transport
- NH has to leverage federal dollars
- State needs to get behind funding
- Look at town & community initiatives
 - Ex. Towns can charge \$/ registration to use towards transportation
- Make it fun to bike/move
 - Health benefits
 - Bike trails to make moving safe
 - A way to get around
- Rail trails → a new source of recreation
- Need to look ahead
 - Make it better for tomorrow
- The elderly today will have to use present volunteer transportation system
- How are we doing with carpooling?
 - Urban areas well; rural areas not so much
- Park and rides – work great (have value)
 - businesses use them, coworkers, neighbors
- As gas goes up, people plan travel differently

Key recommendations/findings:

1. Coordination of services
2. Cultural shift in how we view how we move around
3. Legislative change
 - Federal – how we can access funds
 - State – shift funds to public transit support

Idea: legislative day – have to get to Concord without their own cars!

Theme: Connect the dots; public outcry

Small Group Reports

DOVER

Group A

Going Places: What could a balanced transportation system do for NH?

Reflections on the Information Section:

- How many NH households greater than 2 cars?
- Average commute time
 - 25 mins; 3-4-60 range
- cost, transportation, related to income
 - how do we compare to other new England states?
- Greenhouse gases
 - Rising temps
 - Don't want 100 degree weather
- Spending allocation reflects values in state on transportation
- 2010-2014: transit artificially high this time
- Healthcare costs related to not having transportation
 - This may be underreported
 - People cancel or don't make appointment because of no ride
 - Cant stay well if no transportation
- Focus → BAS – elderly and disabled
 - More info for other groups in between
- Buy in to get more people using transportation?
- How to convince the general population?
Daughter > Car
- Services > need > Epping
 - Expanding services to regional areas
- Funding to buy in relationship
- Non-transit housing and zoning
 - Choices for people to live close to transportation
- Public transit > urban + suburban, not rural
 - How to get civil society to provide incentives?
 - Planning, land use
- Reality of car-centric society
 - culture and values

Economic Development

- MA businesses won't move to NH because workforce reliant on not using personal automobiles
 - Disadvantage to attracting those businesses
 - Difficult for those businesses to attract and retain workforce
 - Can't bring up MA folks
- Historical perspective before NH
 - Need for research
 - Car-centric society
- People don't understand how to use public transport

- Don't see how far/where it could go
- Town centers used to be walkable → not now
 - Didn't have to leave town to get what you needed

Role of technology

- The way it has influenced transportation & how it could influence future transportation
 - Tele-health (medical), distance education
 - Potential for disabled & elderly
 - Agency's lack of communication

DOT vision:

- Structural issue
 - Funding to multiple sources
 - No funding sources of transit
- Dept not control funds for alternative forms of transport
 - Other orgs, fundraisers don't go towards transportation
- DOT on periphery
 - Doesn't feel ownership
 - Transport detached
 - Should do integrated planning
- Role of DOT → What is it?
 - What should it be?

Age in Place > cost less?

- Do we have home healthcare in place?
- Middle grounds not in institution, not in house born in
- Integrated planning issue

Buy-In > how move there?

- Circular issue
 - Is starting point local or statewide
 - Does transport go where it needs to?
 - Effect system has on not giving choices for teens, elders
- No central data > challenge
- Key points in life, key question is about transit
 - Can we build a message to get buy-in at key points?
 - Messages → now: public transit not used if have means not to choice of privilege
 - Convenience; leave later for work
 - Shift conception – start with school buses (people DO ride)
- What is the message?
 - Everyone can relate to community transportation
- Compartmentalize transportation populations
 - Low-income
 - School-age
 - Elderly
 - Leads to ineffective, artificially restrictive market

Messages > Independence, choice

- Community transport > rolling neighborhoods (personalizes it for people)
- Up-stream messaging to planners, funders
- Motivate planners to plan > fixing issues in relation to language
- Lack of communication and transparency (who planners are and could be?)
 - Who is brokering middle ground?
 - Boards hinder or encourage transport processes
 - Where can work be done?

Transportation > regional issue but weak regionalism

- Things get pushed to state level
- Lack of buy-in at state level
- Hinders local, regional planners (not given latitude, resources b/c of state resources)
- Not enough regional structure (can't do it all at town level)
- DOT goals/attributes – no steps – how to get forever?
 - If no statewide process and vision → need for steps/clear plan
 - Breaking down action steps (this will help accountability)

Small Group Reports

Small Group Report

Small Group Report

Dover

Group B

Going Places: What could a balanced transportation system do for New Hampshire?

Brainstorm:

- Getting older
- More immigrants from out of state and country
 - o Workforce/succession plan
- How can we support the growth of younger families?
- Concerns about affordability of infrastructure?
- Electric attractive for younger generations
- Walkable
- How real is the impact of age in state/city?
- School system needs more support
- Taxes too high
- Limited opportunities for college graduates
- Impact on water supply w/ construction
 - o Degradation
 - o Preserving the quality of water supply
- Good support for land conservation efforts (LEE)
- Need more restrictions w/ conserving green space in other areas – commercial
- Increased more multi-use areas in Durham
- Creation of more vibrant downtown in Dover w/repurpose
- Would like to see more gardening/farming in towns so people can do more in their own yards
- Repurposed McConnell community center for multi-use, non-profit
- Great amount of festivals in parks
- Varying community accessibility
- Creating more integration between housing/business
- Too many apartments, what's the vision/impact?

Where we live:

- What's the vision for the volume of residents?
 - o Do we have the resources to support needs?
 - o Schools/transportation
- Incorporate more consideration for environment impacts when developing roads, buildings, etc.
- Bus service is strong in Seacoast – public transportation
 - o Not so great in Northern Strafford County
- More centralized communities will facilitate around town access
- Add more bike-ways connecting towns and walkways in building campuses
- Transportation to schools is difficult – too far apart
- Gotten away from “popside community”
- Small business development is tough
- Focus on shop local, buy local, grow local
- Community lending organizations

- Lack of these
- Tools, libraries, sharing resources

Transportation:

- Energy efficiency
 - Invest in sustainable, safe, and responsible energy use
- RPC
 - Investigate alternative energy options when planning
- Promote information/resources to community for their own use and implementation

Biggest challenges:

- Need help in creating the multi-generational community building
- Building resilience/preparedness for disasters
 - Enhancing sustainability
- Create multiple generational activities/goings-on for community
 - Community connection tool
- More opportunities for Dover Listens-type discussions
- Lack of engagement of local citizens
- Build more community/local input
 - Sense of place = engagement

How do we do it?

- Create more affordable housing options, less zoning restrictions
 - Higher paying jobs
 - Keep people living in the community that they work in
- Preserving open space – water
 - Interactions with nature
- Promote mixed-use development with purpose
 - Must have a town center
- Provide resources/access to low-income residents for implementing alternative energy solutions
- Review/develop master plan to make sure these things are planned for
- Provide regional clearinghouse for greater purchasing power (co-op)
- Strengthen school systems
 - Quality, access, size, support
- Engage public and get more citizen involvement
 - Get to know your public officials
- Build sense of community/place
 - Support local/buy local
- Invest in your community

Small Group Report

West Lebanon

Group A

Going Places: What could a balanced transportation system do for NH?

What's important?

- Automobile Society – cultural & cost issue
 - Cost → economics (structure is problematic)
 - Destroy open space
 - Spread people too far out
- Funding of transport has to change
 - Move away from cars to create a balanced system
- What is the purpose of transportation?
 - Getting goods, services & people where they need to go?
- Railroads – pay their own way
- No one is paying full cost of roads
 - Commercial vehicles should pay more because of the damage they do
 - 7x the damage, but pay only twice as much as cars
 - Fuel tax for gas and diesel
- Damage to roads
 - Most damage done by medium size trucks (wheel distribution)
 - We should align tax fees to be equivalent to the damage they do on roads
- Cost of parking
 - Need to consider parking lot cost in transportation
 - ¼ billion \$ spent on employee parking in NH
 - ¼ of all land use is in streets and parking
 - So much space goes to this
- Socio-economic cost
 - Lack of transport effects mental health, medical, treatment for addictions, getting to job
 - Increases cost for the state
- Younger generations
 - Drop in # of people driving (consumer is changing)
 - What do we do with all the young people who don't have licenses?
- What changes do we make to consider this shift in moving away from the car (or those that can't) to relieve the socioeconomic burden?
- Di-obesity
 - Sky-rocketing healthcare cost directly attributed to transportation
- Walking/bicycling: new hot topic (a change that needs to be made)
 - Lack of infrastructure
 - Paths, protected bike lanes
 - Must keep old and young safe
 - Intersections
 - Need to think about bikes and people, not just cars
- Very few park and ride lots
 - Could reduce parking in towns

- NH could look at VT'S municipal funding for P&R lots
- Interactive transportation improves sense of community, health, & quality of life
- How do we save what we have?
 - State does not pay all the cost
 - Cost is going to mushroom
 - Skeletal railroad system in NH
 - Ex. Keene does not have RR
 - Re-establish abandoned RR lines to connect w/Boston
- NH should have rail
 - Concord area
 - Merrimack valley
- Funding – NH & Nat'l problem
 - We can't ignore the cost of not addressing the non-direct cost of present transportation
 - Development pressures, lack of parking
 - Regional considerations – one size does not fit all
- Roads – working from same pot of money from 1991 → but costs have gone up 3x over (can not do as much)
 - Financial benefit to fixing small things often
 - Further along the curve = more expensive (true of RR tracks as well)
- All attention goes to I-93 expansion
 - Takes away from all other areas that need attention
 - Ex. Restoring bridges

**** Need to emphasize comprehensive approach**

- Connection b/w expenditures and economic growth
- Rural growth → increase costs on a town
 - Change in zoning costs on a municipal level
 - Incentivize against sprawl; increase densities
- Local policy currently encourages sprawl
 - The cost would have to become prohibitive to shift trend towards creating denser towns
- State organizations are currently not behind increasing RR's
 - "healthy freight" RR
 - Commercial co's pay
 - People travel at lower cost option
- Fuel tax
 - Disconnect b/w current conditions want for expansion, not pay more money???
 - Education on connection b/w cost of transportation & paying for it
- Safety: ancillary cost assoc. w/ needing oil
 - Petroleum-based society
 - Price of oil will spike when economy recovers

Balanced Transportation

- Every transportation mode can exploit its economic advantage
- Every transportation mode is integrated into a complete system → a network
- What does economic advantage mean to each?
 - Direct, indirect, social, hidden costs
- Active modes are critical to di-obesity reduction (biking & walking)

- Needs infrastructure
- Need housing planning that allows for more walking & biking
- Public transport
 - Carpooling, parking, park & rides, trains, buses
 - If you are young, old, or disabled, the options are grim
 - ADA, AARP must consider elderly options
- Integrated system to right size the transportation choice
- Balanced means you do not have to have access to a car in order to get around
 - Balanced rural transportation
 - Ex. British system (pathways, rails)
- Need proactive land-use policy
 - Aggressive policy against sprawl → denser towns = ability to use balanced transport

The How: need to change how legislators operate

- Direct lobbying
- Citizens voices connected to their decision-makers (ex. Online petitions)
- Advocates
- Education

Final Thoughts:

1. The true cost (direct, indirect, hidden and social) and the reflection of the economics & economic advantages of all modes need to be a part of the planning/political/governmental decision-making process.
2. A system must integrate all modes and establish a complete network to get goods, people & services safely to where they need to be to enhance life quality, improve the environment, and provide opportunities for all.

Small Group Report

West Lebanon

Group B

Going Places: What could a balanced transportation system do for NH?

Brainstorm of issues:

- Education & awareness
- Alternative transportation needs market & campaign
- Misconceptions – all seniors and people with disabilities
- What public transit is for
 - Ridership/fees misunderstood
- Varies a lot across the state
- Healthcare will change a lot and this will change use of facilities/transportation needs esp. as access to changes
- Trend to keep seniors at home “age in place”
- Similar to de-institutionalization re: mental health
- Low-income workers who can’t afford cars
- Urbanization – young riders going up/what about rural areas?
- Rural/urban areas on uneven turf (\$ vs. no \$)
- Who pays? Who subsidizes?
- Across sectors – Gov’t/healthcare/business
- Do we have a private/public challenge?
- Policy/constitutional issues that limit investments in transportation
- Funding uneven
- People want safety and economic development but the dots have not been connected
- Need more teamwork between communities
- Where there other real options to expanding the highway?
- Aging population
 - Preparing for your driving retirement
 - What options will rural residents have?
 - Currently rely on volunteer drivers
- Like the idea of idea of educating seniors about driving retirement/more positive
- Who are the partners in a transportation system?
- Access to work?
- Cars are expensive
- Missed appointments/revenue lost to healthcare & healthcare lost

Key Priorities:

- Healthier populations
 - Multi-faceted, engagement, activity, access
- Impact on economic health
 - Personal, city, county, state
 - Aging in place, keeping jobs
- Smart growth planning/cluster development
- Getting to your faith community

- Quality of life – participation
- Safety:
 - Expand geographically – connected to safety
 - Traffic volume
 - Emergency access
 - Getting stranded
 - Reducing carbon footprint
 - Biking/pedestrian safety
 - Driver distraction
 - Comfort/perceived safety
- Changing the conversation in Concord/Policy – cost, convenience
- An organized public voice is needed – not just about \$
 - Ex. No NH money goes to train from Portland to ME
- What messages and information do our elected officials need?
 - Awareness of what (train, bus, walking) the role of transportation is in economic development, buying a house, etc
- Voice of the private sector?
 - Where is it?

Funding Issues:

- Federal funding requires local match
- Decrease in federal funding
- Within funding system, how are priorities set?
- Where does toll/road toll/gas/\$ go?
 - Road toll \$ can go to other things such as public safety (certain %)
- No mechanism for other transportation issues
- Need to keep talking to other people who aren't attending to transportation issues
- Constitutional provisions – Article 6A

Interconnectivity:

- Flexibility
- Interagency collaborations
- Intermodal hubs are important
- Limited view of “my” community
- Super-regional issues
- Impacts of air service
 - Easier to get a bus to Boston than Manchester
- Operational changes impact each other
 - Helps when partners work together
- Need connections between our two largest employment sectors & population centers
 - Ex. Claremont is bigger population but more transportation systems in Hanover

What is the Sell?

- Cost, timely, convenience
- What are the tipping points? (alternative is worse)
- Incentives

- Hardest to make rural life work with transportation alternatives

****We are behind on current infrastructure maintenance already so how do we add? Change?**

Final Priorities:

- 1.Focus back from employment centers
- 2.Keep it simple (create need and no foreseeable way to fund)
- 3.Moving people where most people are living and working
- 4.Convey the value of transportation to decision makers/Concord
- 5.We are starting to recognize the needs

Final Final:

- Employer voice with health and transportation advocates
- Health, schools, transportation
 - “cheap, reliable transportation offsets rural disadvantages” – Greg K.
- Changing perception of the value of transportation with options and the perception of those options
- Maintain safety and efficiency across all modes & expand options across all modes
- Workforce housing coalitions are an ally
 - Reduced reliance on car improves quality of life
 - Need to keep identifying allies
 - Connecting people to services also connects additional allies (w/ destinations)
- Need to move away from over-reliance on property tax to broaden baseline
(careful of connections here)
- Look at several economic strengths
- Selling it – incentives and disincentives
- Need more partners than just government
 - There are models (AT)
- Connect with users (especially those who are disadvantaged)
- Outside “normal” hours
 - Think outside the box; shifts

Small Group Report

Keene

Group A

Going Places: What could a balanced transportation system do for NH?

Brainstorm:

- Connectivity
- Affordability
- Awareness (public support)
- Public policy conversation (access)
- Connectivity: town → town; region → region
- Move → urban (decreased rural living)
 - Will change how NH functions
 - More marginalized people
 - Age, disabilities
- Need to look at issues in all regions, not just SE
- Firm schedules in existing transportation
- AFFORDABLE
- Expand what's available → public support
 - Advocacy, employment, financial options, different modes
- Need to see Transportation as service for everyone, not just those who are marginalized
- Need broader conversation about what transportation is
 - Not just roads and bridges
 - Need shift in attitudes about transportation
- Majority of those providing rides are > 65 y.o.
- Re-look at subsidies
 - Roads, etc. are subsidized

Bust the myths

- You need to have a car
- College kids don't have cars or don't want them
- The cost of transportation

Irony: cheaper housing away from population centers

Awareness: judgment of who lives where

Infrastructure: we should have it and connect it to the changing demographics

Who's going to advocate making changes? AARP and others

Balance: connecting modes

Barriers: sustainable funding sources, political will

- Connectivity
- Want to have a choice as to where to live, regardless of transportation needs
- Environmental impact of transportation
- Used to be train from Harrisville to Boston (4k/day)
 - Today, doesn't have to be a train
 - How to get to trains?
- Technology will help (schedule on phone)
- Interstate (Windham City/Monadnock)
- What's holding it up?
 - No public \$, only federal, or for profits
- Advocacy would raise awareness of how much of the budget would go towards transportation

I.e. \$13/day to own a car in Cheshire County

- What is the alternative?

Local solutions: i.e. region-wide transportation district (like water) to tax, etc.

What would this look like/mean?

1. Independence – open doors
2. Employment – for elders
 - a. Medical, groceries, etc.
 - b. Families can find work

Look:

- Bike paths
- Busses, trains
 - o Local: Boxborough → Keene → Nashua/Manchester
 - Access to Wi-Fi

Intermodal:

- Park and ride
- The ride, MBTA

Density:

- Population centers vs. rest of U.S.
- Bus line not the answer
- Need mix of services
 - o Look at neighborhoods, town centers
 - o If you build it, they will start to come
 - o Incremented strategies
 - Make it attractive (\$, amenities)

OPTIONS: yes, but change is hard

- Need to schedule our lives around transportation schedules, not the other way around
- Younger generation: more apt to work around schedules
 - o Cars do not mean freedom
- Older generation: cars as freedom
- People losing jobs to stay home and assist
 - o Layers of mobility needs
- Would like a system like Amherst, MA
 - o No need for a car, lots of options
 - Inter and intra

Primary concerns and/or priorities:

1. Changing conversation
 - o Policy (i.e. kids take the bus to school)
 - o Communication
 - How it affects lives
 - Semantics
 - Reframing
2. Many options
 - o Park & ride

- Bike & ride → Bike racks
- Sidewalks
- Infrastructure (audible intersections)

Marketing of cars vs. \$/day to operate one

3. Intermodality
4. Funding (long-term solutions)
 - Multiple
5. Need to plan
 - i.e. sidewalks → destinations
 - land use and transportation

What could transportation NH do?

- Model on SENH's campaign to stop smoking
 - Partner with businesses, etc. to look at transportation alternatives
 - Insist support, user support
- Students w/ alternative
 - KSC: no cars for freshman
- What are variable policy solutions → shift in behavior?
 - Population centers vs. rural
 - Research on variable modes that work
- Advocacy for thinking about transportation money > roads and bridges

People:

- Elderly
- Disabled
- Those who cannot drive
- Those who cannot afford to drive
- Where do these people live?
- Far away from transportation?
- *Transportation is the "glue" to participate in society (shop, medical, etc.)
- Need does not matter but mode does.
- Need to start with those who need it most
- Public = community

Learned:

- Frustrating how long it takes to get something done
- Good reframing of issues
- Regional transportation districts (like public utilities)
- People want a choice as to where to live
 - Are there services to support?
 - Aging parents: don't have to have family to depend on
- SENH model to stop smoking
 - Tobacco coalition at Cheshire?
- Important price: make alternatives attractive

Small Group Report

Keene

Group B

Going Places: What could a balanced transportation system do for NH?

What's important?

- Younger people not getting licenses or driving – why?
- So expensive to drive today
 - o \$22/day to travel for work
- Hypertherm – co. reimburses driver if employees carpool → good for environment
 - o Leed certification
 - o Carbon imprint
- NHBB
 - o Conscious about environment
 - o Helping employees get to jobs
- Denser communities = less obesity
 - o Easier to walk in towns
- Rural living
 - o Age-specific decisions on where to live
- Fund transportation
 - o In silos
 - o Fix bridges, roads
 - Not equitable on how it is spent
- Top-down system
 - o No flexibility
- Alternative transportation is seen as non-essential
- NH legislature needs to know that we need to change our transit policies

Transport NH

- excited – conversation level has increased
 - o Maybe reaching critical mass to create change
 - o Need to bring more people in
- But, transport people have been talking about these same things for years
 - o Will change me made? *Needs to make it to upper level legislative people and changes can be made

FTA/FHWA

- Problem: siloing
- State funding (NH - \$0.36, VT - \$9) What?
 - o Who do we need to talk to?
- NHTA: lobbyist paid to talk with legislature
 - o Nothing happening
 - Requests fall on deaf ears
- Betterment fund
 - o State highways rely on federal money for enhancements
- Nobody makes money in transport
- How do we get the community to help support the transportation system
- We need to educate the community (education programs)

Disadvantages of legislature:

- Small catchment areas
- State constitution
 - o Something wrong here
 - Needs amendment?

"Laws and institutions must go hand in hand with the progress of the mind."

Parking: Keene has adequate parking, good for biking

- Need shift in thinking about expectations
- People have an expectation to not have to walk

Sustainability:

- Shift the balance
 - o Will need federal funds but make local funds more of a priority
- Over-reliant on grants from elsewhere
- Can we shift to finding local funds
- Can't get funds from the community unless you educate them
- Transportation choices
 - o Each community should think about how to fund instead of relying on outside funds
- Bike paths
- Need to make it cool to use alternative transport

1/1/12: Greyhound bus route was going to stop coming to Keene but VT is funding it still being here

*it does not work – the schedule is not user-friendly

All eggs in "car" basket w/ uncertain future of energy sources

Excise luxury tax – has holes, how to make it work?

Make people pay/accountable

Employment application:

- Need transportation or forget it
- People need options on how they can get there
- Businesses need to be educated on multi-modal ways of getting to work
 - o There is a vested interest to their bottom line
- Parking cash-out
 - o Get more \$ by walking vs. using a leased parking space
- Pre-tax benefits (section 125)
- Funding limitations imposed by funding sources need to be done away with
 - o More freedom needed

Quality of life: Bike paths/safe walkways

- Accommodate young people who chose not to drive and older folks who can't
- People moving to urban areas to be near transportation

Keene – senior housing in W. Keene where it is a hike

- o Not good for people who can't walk
- o Bus does go to all senior housing complexes
- o Seniors can get to medical appointments and groceries Monday-Friday, not week-ends
- Economy driven by truck freight
 - o Is it efficient when trucks get \$6/\$7 a mile
 - Wear and tear on roads

- Cost is passed on to consumer
 - Do we need to bring rail back?
 - University of Maryland → BMW → electrical co. on grid
 - Mini-coopers recoup energy back into grid

Infrastructure:

- We need to put in alternative ways for people to buy alternative vehicles and get around
- Is Keene serving all the senior citizens in their bus routes?
- Regional communication and planning needed to connect transportation (different modes) to get from here to there
- Related to obesity
 - Bike paths need to be safe (encourage people to get out and move)

Healthcare – one stop appointment (related to breast cancer)

- Create campus for healthcare so patients can go to one place vs. traveling all over

Vision 20/20 – we need to create healthy lifestyles

- Includes supporting people with physical disabilities & elderly
- Safe for children
- 24/7 access
- Transportation for everybody in the stat (along lines of scc statement)
- Non-siloed financing
 - Accountability in communities for finding funding
 - Invest local dollars into services
- Tax incentives (local, state, federal) for community transportation
- Same service level available year round
 - (ex. Biking/walkways free of snow)

How do we get from here to there?

- Regional connections
- Intra-state connections
- Accessibility to alternative and EV changing stations
- Down-sizing from buses to vans?
 - This depends on the service/location
 - Covering the needs of the people
- Municipality buy-in
 - Find ways to create transportation to help people stay in their towns
- Sustainable funding
 - Consistent
 - Challenging b/c different towns have different challenges
- Will be harder for some to contribute fairly

Healthcare:

- Buy-in from medical institutions/[pharmacies
 - Medicaid is looking at this
 - Too many people are missing appointments
- Constitutional change

- Amend to change gas tax covering more than roads/bridges
- (+) other sources of funding
 - Gambling/casino revenue
- Enhanced delivery services
 - Bring services to them
- Bring back rail?
 - State does hand land to create new RR infrastructure
- Broad-band – allow more tele-commuting less need to travel
 - Skype healthcare consultations
 - Access to services

Final Thoughts:

1. Switch to a more local focus in terms of creating awareness (education/buy-in)
 “Tell me what the benefits are?” versus cost to create shift in transportation habits
2. Sustainable, creating new revenue streams
 - silos – dismantle to create fluidity
 - constitutional amendments
 “Laws and institutions must go hand in hand with the progress of the mind.” – Thomas Jefferson
3. Healthcare needs must be met by transportation

Top issues for each of us:

- silos; what can we do locally?
- constitutional amendment; broadband
- constitutional amendment; grass roots effort
- silos; community support; healthcare
- Broader base of support
- educating people on transport; grassroots efforts
- silos; grassroots
- grassroots; transportation vision/policy

Small Group Report

Gorham

Group C

Going Places: What could a balanced transportation system do for NH?

What do you notice?

- The North Country has trouble maintaining young people
- Broadband – helps reduce commuting
 - o May help keep young people in area
- People don't feel safe using public transit
 - o They may need to be better educated
 - o Elderly do not want to get stuck
- Problem with siloing funding
- Link b/w healthcare and transportation
- North country roads are atrocious
 - o Maintenance costs have gone up
 - o Ridership has gone down

Funding

- o Infrastructure cost to repair bridges
- o Actual funds available lags need to repair
- o Restricts emergency services
- *Lack of quality infrastructure discourages growth*
 - o Lack of roads
 - o Hard to get from here to there
- Mount Washington
 - o Tourism and Retail
 - o Low rate pay jobs
 - More people than available services
 - People cannot afford housing and transportation
 - Looking to funding to transport people around
 - Both needs are huge!
- Commute times have increased dramatically (up to 2 hours)
 - o Side effect of people buying their goods elsewhere
- Make it hard for local businesses to stay open
- In NH people want to stay at all cost (unique to state? Not willing to leave?)
- Groveton and Colebrook people made commitment to stay → found new line of work to make it happen
- Railroad – could connect towns together again
 - o Montreal→Portland (comes thru North country)
 - o Only need to fix 14 miles of track
 - Could allow high speed freight trains/passenger
- A lot of young people go off to college & do not come back due to lack of opportunities
 - o Conway – need to resolve traffic problem to attract new business
- Fixing transportation issues is one factor in attracting new businesses
- N.C. → long distance to get to healthcare and bad roads
- DHMC → does not consider the difficulties in traveling to multiple appointments

- They should be able to put together a system to get people from NC to DHMC
 - People miss critical appointments because they cannot get there
 - Memorial hospital → Main medical
 - Lack of transport – how do they get there?
- Siloing prevents people from getting medical care
- Lack of funding and coordination
 - Particularly with handicapped people
- Obesity
 - Can create problems for transportation to transport obese people
- *Safe routes for school* (DOT) > some federal funding
 - Walkable pathways (residential, schools, libraries)
 - Education towards moving away from cars to walking when possible
- not enough safe sidewalks → could create opportunities to fix unsafe sidewalks
 - towns have to pay to maintain sidewalks and a lot of them do not in the winter
 - lack of bike paths
- multi-modal pathways funds → lot of people applying for same funding
- communities that are cash-strapped do not have funds to maintain sidewalks
- *environment*
 - not as much of an issue in NC
 - Salt → decreased? Increased? Roads dry
- Quality of life – 1m/mile to fix road
 - Should we go back to dirt roads/
 - A lot of roads have inadequate drainage
 - No money to fix it right the 1st time
- It all comes back to funding
 - Local, state, federal
- *Increase commute times effect quality of life*
 - In car instead of in communities or home
- NC has a need to create a lot more bike paths
 - An amenity
 - People could use them to get to work
 - Tourists will use them
 - There is an increased number of people riding bikes
- Elderly and disabled → need for transportation particularly for long-distance medical appointments
 - Transport largely goes to medical appointments
- Create economic communities where young people and stay and kids can help take care of aging parents
- One phone call – take care of all transportation needs at low cost for everyone, not just elderly and disabled
- Safe roads
- Options – more than one way to get where we need to go
 - Bike, walk, sidewalks, paths
- *Cultural shift*
 - Public transport viewed as a good thing (ex. NYC)
- Mind shift
 - View moving around differently

- No more Sunday drives just because
- Need to become more community –minded
 - Transition to denser communities as people age
- Adequately funded
- Subsidies for low-income
- *Walkable communities, cluster developments*
 - Could take care of a lot of local needs
 - Need good planning of communities → consider needs of those living there
- In NC, all good land is already developed
 - Many need to look at underused locations
 - Refurbish, tear down, or rebuild
- More communication b/w communities and resources
 - Regional planning is the key
 - Collective thinking – how do we help one another
 - Get other types of industry to come besides tourism
 - Need to get more input on what makes sense impact-wise on businesses coming in to serve the community
 - Coordinate planning to meet needs
 - Ex. What is best location of super markets?

What strikes you as top priorities?

1. Adequate funding for roads
 - a. Regional tax system is related
 - b. Legislature of needs
2. Increased economic development opportunities
 - a. Reduce commutes
 - b. Less pressure on transportation
3. Reliable transportation for all that need it
 - a. Build upon existing infrastructure
 - b. Reliable busses with regular schedules
 - i. More extensive routes
4. Funding roads and bridges
 - a. Fix what we have and then work towards maintaining
 - b. Bring businesses in to keep population here
5. Expanded knowledge use and regional acceptance for the need of public transportation
 - a. Quality of roads

Final Priorities:

1. Adequate funding
 - For roads, bridges, RR, infrastructure in general
 - Public transportation
2. Economic development to create opportunities for local population
 - Reduce commutes
 - Keep people in communities
 - Allow college grads to come back
3. Education/attitude around using public transportation

Additional feedback

- Kneeling buses → ease of accessibility is important, these buses are easier to use
- Presently non in NH? (they are in Boston, NYC)
- Blue Loon buses → marketed towards elderly
 - What is the route and schedule, need to do a better job
 - Go to settler's green & memorial hospital, what's the schedule?
 - Don't go to Attitash, Wildcat, Storyland
 - Need to come to this area
 - Ridership falling
 - People would use If they felt it was reliable and accessible
 -

Small Group Report

Gorham

Group D

Going Places: What could a balanced transportation system do for NH?

What did you notice?

- Gas tax/user free
 - o Incentives/disincentives – behavior
- NH spends a lot less on transit than other states
- Toll 93? Big project
- Environmental challenge and lifestyle choices – health
- No one place for transit info – including funding
- Disabled and elders (access)
- State/town

Brainstorm key issues:

- Funding
- Bike/ped path
 - o Extend Franconia Notch path
- Rail/Trail extend through Conway
- Connectivity and coordination for intermodal transit
 - o West Ossipee and North Conway
- Bus service Rt. 16 Corridor (Boston Blvd)
 - o Concord coach (subsidy questions)
- Intercity bus important for North Country
- Upgrade city service
- \$ to get projects started
- Airport access
- Connections differ across regions
 - o Storyland has a bus
- AMC shuttle open to public
- Health appointments scheduled around transportation
- We are too car—centric
 - o We need more/other options
 - o The impact of consolidation
- Health access
- The cost of a car is deceptive
 - o Access fee?
 - o Declining balance
- “Psyche change”
- Loss of control
- Fear of unknown in trying public transportation
- No park and ride north of North Hampton

Barriers (to balance):

- Funding
- Awareness/information/education/experience/habit

- Employment/jobs not where you live

Funding/Politics:

- Misinformation
- Gas tax – no change in 20 years but cost higher – currently under study
- Constitutional imperative
- Federal tax (\$0.14 a mile – no change)
- More expensive to fix good roads
 - o We have stopped repairing poor roads
 - o Locally gravel
- No more “worst first” philosophy
- Cultural/360 degree view on transportation and behavior – more choices

Ideas/Insights

- Volunteer drivers connecting to transportation modes
- Rural v. urban – public transit stigma
- Party on the bus – change norms
- AARP travel training
- Transportation coupons
 - o Incentives for insurance companies
- Make sure the next generation is trained/exposed – safe routes to school
 - o Youth bus pass
- Need to assess options for coupons/modes/connects/coordination

Priorities and Recommendations:

- Access to healthcare and basic needs
- Do we have a current map of what is?
 - o Transportation directory
 - o Some clusters and open space
 - o How do I get from A to B?
- Need a few modes/intermodal modes
 - o Could also be a coffee shop/community center
 - o Information book integration chambers
- Services/destinations
 - o Multitask/multifunction at North Country population centers
- Destination center solutions?
 - o Tell your people how to get there
 - Green Alliance and Transport NH
- EZ pass/EZ ride
 - o Statewide
 - o Affordable, connected services
 - o User-friendly (phone app)
- Independence
- User fee/not “gas tax”

Freedom, consequences, and tensions:

- More independence

-
- Our actions have consequences and we need to recognize them
 - Driver accountability
 - What is compelling?
 - Need good ideas first and funding can follow

Small Group Report

Manchester

Group A

Going Places: What could a balanced transportation system do for NH?

What do you notice?

- Manchester Airport → 50% drop in last 5 years in people flying (passenger flights)
 - o May lose airlines
 - o Not good for economy
 - o Feelings of concern
- Longer distance buses to not go to the airport
 - o No connectivity w/in state to get to airport (DOT is aware)
- 50,000 people go to Logan because the bus goes to Logan, not Manchester
 - o Bus to Boston is subsidized
- Long-term secure bicycle parking is needed at airport
 - o Employees should be able to rent space as way to get to airport
- In Manchester – some areas (ex. 2nd Street, Granite & Bedford)
 - o Disconnectedness due to transportation routes
 - o Lack of sidewalks/ways to cross street
 - o Feeling that it is unsafe to cross
- Would complete streets help with the disconnectedness of some of the neighborhoods? (see above)
 - o When you accommodate youth, you also help the elderly
 - o Safety concerns along some Manchester streets is BIG (sidewalks)
- Would complete streets help build a sense of community?
 - o Webcams → help create sense of safety for parents and kids
- Goffstown – no public transportation
 - o Feeling of disconnectedness
 - o The transit services available are not dependable, only for shopping or doctors
 - o Need info on what is available and to whom
 - Presently need to give too much notice
- Bring back a service to have groceries delivered?
 - o Reduce people's transportation cost
 - o Be able to order online
- Right of ways (not going to change)
 - o Shared space – need to consider cars, walking, bikes
 - o Roads are deteriorating
 - o State roads w/ state revenue
 - Pave as it wears vs. waiting too long & needing to rebuild
- Reconstruct – 10' shoulder = people could bike
 - o Need \$ to make it happen
- Why are telephone poles only 3' from the road?
 - o If they are moved back, then there might be less accidents
 - o Problem with right of way
 - o Ability to get easement

Railroad: when you increase lanes to highways it increases congestion

- Need to consider passenger and intermodal as an alternative
- Is RR outdated? Would bus be a better, more accommodating source of transport?
- RR can move goods and tonnage cheaply
 - o What about passengers?
 - o Do we have the funds to build infrastructure?
- Bus Rapid transportation system
 - o “Bus on shoulder” – (study) most practical solution along interstate 93
 - o More flexible
 - o Fastest, more economical, have designated lanes on highways
- In no country does RR entirely cover themselves
 - o Same public funds would have to come from public
 - o RR – high density areas makes sense
 - o Rail to trail – people like their bike paths
- RR has to be high speed
 - o “you build it, they will come”
 - o Bikeways in urbanized areas filling up very fast
- Prioritize funding → we can’t pay for everything
- Young people – don’t want to get licenses anymore
 - o preferring public transport, HUD, zipcars
 - o millennials – pushing against present power structure around transportation
 - o technology – young people embracing it
 - changes dynamics
 - o some young people don’t want to be tracked by “the man” (no driver’s license)

Environment: young people want to have less impact on environment

Portland, ME → good example of bike paths around city

substantial reduction in MV b/c there are other ways to get around

Active Transportation: social interaction

creates increased livability

Commute Green:

- get out of single occupancy cars and be more green
- it is bike week

50/50: do you want to burn 50 calories or spent \$0.50 on gas?

- Does not always work to bike
- Bikes are great (for health, environment), but...
 - o Hard in winter
 - o Not practical in rural areas

Health:

- Congestion = bad for health ROI – ride bike
- Access to preventive care
- COPD, Asthma, air quality
- Safe routes for walking helps burn calories, reduce obesity
 - o Safe routes to schools
 - o Programs funded by state to improve health

Array of options: bus, walk, subway, bike

- Safe walkways, bikeways

- Broaden what transport looks like
- Need public transport – safe and reliable
- Time concerns around public transport
 - o Right now you can better control your time with a car

App → punch in bus schedule

- Not available in Manchester

Lack of funding

→ How do we fund the system we have now?

Balanced Transportation means:

- People, goods, services over existing networks that are in reasonable repair and can be maintained with reasonable sources of funding. This would support:
 - o Public safety
 - o Economic development
 - o Quality of life
 - o technological advancements will support the above (ex. Open road tolls, smart cars)
- Roads that safely and efficiently accommodate all users at the lowest cost
- Increase density of communities and decrease sprawl
 - o Mixed-use environments
 - o Multi-generational communities
 - Diversity
- Still a huge number of people who still love being in their single occupancy vehicle
 - o It can be there oasis (heaven)
- Safety should be a concern in terms of the need to create ways of moving people
- Marine: a lot of goods and services can and do move over the ocean
- Fact: bridges in Portsmouth will now accommodate new, larger freight and cargo vessels
 - o This will be a potential boon for economic development for the state of NH
 - Must be promoted in legislature in order to make the market share a reality
 - Port has interstate highway, runway at Pease airport
- Funding → directed funding
 - o Wish list should include how we are going to pay for it
 - o Transportation alternative funding
 - How is that to be distributed?
 - Hopefully more than just roads!
 - Should be more balanced

Priorities:

- affordable, accommodating transportation systems for seniors and disabled population for not only shopping and doctors' appointments, but for social events.
 - o Could be 2-3 times a week & evening
- Public transport – more availability
 - o Think long range and short range forms of transport
- Marine operations
- Balanced transportation is achievable
- B.T. goal and achievable

- Best management practices to create B.T.
- complete streets – done w/out increase in funding
- Think ahead to who is going to be using
- If things need to be fixed, the co./org. that created the problem should fix it, not the taxpayer
- B.T.
- Complete streets – accountability, best practices
- B.T. – needs to be varied, reliable, time sensitive
- Encourage development that minimizes need for transportation

Final Priorities:

1. Balanced transportation means moving people, goods, services over existing and future networks that are reasonable in cost, reasonable repair, and can be accountably funded with reasonable sources
 - This should support: public safety, economic development, Q.O.L., livable neighborhoods, technological advancements
2. Accountability – best practices
 - Complete streets
3. Marine Transport → see page 9

Manchester

Group B

Going Places: What could a balanced transportation system do for NH?

Information:

People, etc.

- Less driving & planning timeline
- Transit needed for broad population
- Half have no access to public transit
- Incentivize less driving
- Support access to work
- Limited schedules and networks (hours)
- Connections across the lines
- Less revenue

Environment

- Understanding climate data – “glazing”
- Knowledge → behavior
 - o Incentives – marketing
- Abstract data/overwhelming
- \$ to change choices
- Rehabilitating bridges (preserving & greening)

Infrastructure

- Types of vehicles to attract riders
- Revenue as riders decrease
 - o Predictably sourced \$
- Value does not equal \$
- Rules on use of interstate
- Fund bigger and better regional and local needs
- Restraints on public transit access

State \$

- (use) Force coordination needed (state role)
- Localized approaches and varying willingness to fund
- Continuity
 - o Local responsibility to sustain support
- Regional differences and needs
 - o Rural/urban/suburban

DOT

- Bike and pedestrian awareness
- No glory in maintenance
- Multiple orgs – overlap in effort
 - o Being pulled in different directions
- “Like kinds” reinforced
 - o Rail and bus not at the table
 - o Changing w/new communities?
- Other models?

- From similar places (CT)? Issues and concerns

Issues and Concerns:

- Incentives for regional vs. local approaches
- Taking a broader point of view
- Diversity of needs across state (people)
- Focus on needs and desires
- Attend to values
- Statewide vision (esp. E-W)
- Sustainability and community planning (transportation, built environment)
- Information flow, access, social networks as part of solution
- Incentives for re-use, re-purposing
- “schedule clearinghouse”
 - Incentives?
 - Marketing
 - Availability
 - Ease of access
 - Affordability
 - Opportunity
 - Simplicity
 - Timing
 - Direct support
 - Training in use
 - \$ incentives for regional and local coordination
 - Understand true cost
 - Downtown access to Boston express
 - Early education of young users
- Maintenance of existing roads and bridges
- Expansion of alternative modes (biking, walking, transit)
- Increased density of living
- Children being driven instead of walking or using public transit
- School bus as aversive for teens
- Public bus seen as dangerous
 - stigma

Values:

- Land use, economic development, regional development
- Land stewardship
- Less stress, more time
- Image of the city
- Meet more people and “other people”
 - Reduce isolation
- Health benefits of walking
 - Access to recreation

Recommendations:

To Transport NH (P=process, \$-finances)

1. Dedicated source of funding (\$)
2. Real-time information for users to access (apps, etc) (P)
3. More cost-effective alternatives (not tried and true)(\$)
4. Address needs of broader population (P)
5. Take statewide perspective to routes and schedules, not just district (P)
6. Fund Downeaster and capital corridor (\$)
7. Consult with Department of Historic resources (P)
8. Coordinate all services to maximize ease of use (P)
9. Take regional view (i.e. SAU's)
10. Push for public-private partnerships (shared cost burden) (\$)
11. Explore alternative forms of transportation
12. Give transportation interests a seat at the d-m table (P)
13. Transit-friendly development
14. Focus on re-use (\$)
15. Give PT strong presence in DOT (P)

Small Group Report

Manchester

Group C

Going Places: What could a balanced transportation system do for NH?

Brainstorm:

DOT – multi-modal system

What is a multi-modal system and how is it expressed in NH?

Tracking transportation \$

- Some programs don't have to be reported?
- Are we comparing apples to apples?
- Where is the \$?
- Change mindset to use alternative modes of transportation
 - o Culture > buses, etc.
 - o Implementation
 - o Participation
 - o Public image of bus/public transit
- Accessibility – rail – is access thought out? (complex)
- Measure sustainability
 - o Choose between options for sustainable future
 - o How do we measure success?
 - o Are measures 30%? 50%?
- Better transport/better living
 - o Environmental protection
 - o Healthy living, walking, biking
- Social community – public transport
 - o Less stress, mental space, relax → quality of life
- Responsibility > what are subsidies?
 - o Leadership > expand voice of those who want changes
 - o Paying for it

Funding – lots of private funding

- Public responsibility → how do we talk about funding issues?
- Are we willing to pay for these?
 - o Even if no return?
- Economic benefits
- Other state models? Southern states
 - o What is the culture of other states
- Are alternative modes of transportation all about infrastructure?
 - o Businesses need to pay, rate of return
 - o Infrastructure and people who need it

Mindset shift: ability to walk and bike? Millennials changing view

- Shifting for younger generation, not older gen.
- Policy-makers aren't millennial age
- Focus on self, city and town, regional area

State: what is best for NH?

- Mindset > reactions to negative factors
 - o Hiked gas process, traffic
- More positive factors > bike trails, alternative infrastructure
- MTA > transit and public school buses (housed in same place)
 - o Safety concern for children
 - o Walking, school buses, volunteer program
 - Perceptions of danger

Health and environment:

- Transportation can help this
- Balance – transport & engineering
 - o Generational shift?
- Environment > peripheral to funding, operations, political will
- Biking in Manchester
 - o Need cars off road for bike safety
 - o “Complete streets” – biking, sidewalks, in addition to car lanes
- Safety on public transit – assaults and muggings
- Tourism state > diverse transportation could help support economic growth
- Night buses – Manchester buses stop at 6pm
- Access at different times

Participation – starts individually and builds

Leadership > key to have connection, transition from local to state level

How to get people to participate?

Relationship b/w participation and funding

- o Show individual benefits
- o MEPA as model of economic and business developments
- o Public transit \$200/month to gov’t employees
- o Business incentives for public transit
- o Transport – usually businesses who have a problem

What would a balanced system look like?

- NH rural with some cities
 - o Rural areas only have cars
 - o No public transport safety net
 - o What do rural areas do?
- Tourism can be benefitted by public transit (transport people to rural areas)
- MHT ≠ into airport without rail
 - o More frequent buses
 - o Multimodal, convenient, frequent connections
- Accessible, disabilities, income levels
- Safe
 - o Nothing can be more unsafe than a car
- Airplanes → airport would be improved by rail, buses, cost/benefit
 - o Cost of going to airport (\$37 only 5 miles away)
- East-west highway
 - o More comprehensive
 - o Complicated
- Access as transport grows
 - o Disability, physical access, goes to areas of need (low-income, etc.)

- Codes, non-discrimination laws
 - o Accessibility, cost, all handicap equipped, discounts for people in need
- Local, state, and federal government must pay attention
 - o Communication, persistence
 - o Collective group action
 - Safety and momentum in numbers
 - o Environmental issues, health is limited, the time is now
- Acceptance of alternative forms starting to grow
- Mindset > education promotion
 - o Where are opportunities?
 - o Change mindset of people and political leaders (domino effect)
 - o Leads to opportunities in state “tough nut”

Recommendations/Priorities:

- NH mindset/cultural shift, funding
 - o Explain drive, multimodal
- Transport
 - o Need to agree what modal/balanced system is for cultural shift to happen
 - o Leadership > grassroots
 - o Have cars, want to take bus
- Small change → big change
 - o Domino effect
 - o Grassroots

Small Group Report

Manchester

Group D

Going Places: What could a balanced transportation system do for NH?

Reasons "Punchlist"

- Health
- Cost of Transportation
- May not need more than 1 car
- Access
 - o To what, for whom?
- Individuals
- Company
- Home
- Community
- Region
- State

Transportation not about Transportation: it's about what we do when we get there and how long it takes to do it

Which way?

Top (US DOT) Down OR grassroots up?

Barriers:

- Gas tax only for roads
- Need performance requirement
- Safety

Economic development:

- At transit stops
- Livable, walkable, bike
- Add capacity without adding lanes
- Smaller cost
- Interconnected smart systems
 - o i.e. slugging in DC
- need to change the vision
 - o focus on the young generation
- not trying to get rid of cars but trying to provide options
- need SAFE places for biking

Y Generation also needs to be addressed:

- expect seamless integration of transportation as they find in cities
- need to play up advantages we have (food, maple syrup)
- technologically comfortable – can see connections
- drive less, work differently
- recognize opportunity costs/values of transportation
 - o i.e. work on train → town

Balanced Transportation/politics:

- integrated transportation impacts health, economy, housing
 - o integration of policies

- worry: population centers vs. rest of NH (volunteer gov't does not have ability to do much)
 - o w/out balanced transportation, even urban areas won't grow
 - coordinated transportation system
 - common agenda & approach (means)
 - o collectively built
 - performance-based financing model
 - o not just public financing alone
 - o Should employer provide? Not necessarily
1. Survival of transit
 2. Economic development and decreased growth
 - o Transportation is a key role, not just highway
 3. Moving to population centers
 - o Need walk/bus, etc.
 4. Rail expensive to move bulk
 - o Lower cost of biomass
 5. Active transportation for all user 8-80
 - o Complete streets
 6. Coordination and flexibility of \$ resources
 7. Lack of commitment to enact United We Ride Concepts (2003: all federal departments coordinated around public transportation)
 8. Lack of U.S. foresight to move people and goods besides single driver
 9. Common agenda and approach
 - o Balanced, multi-modal system w/ \$ streams

Integration of transportation and energy:

- Coordination – needs to be driven by someone
 - o Leadership from DOT
 - o What's the "stick"?
 - o Clear, shared goals
- Community needs to change to attract people
 - o Transportation is a key
- BAC. SYSTEM:
 - o "head time" tight
 - o i.e. buses each 20 min. but \$
 - o Saturday parking w/ shuttles
 - To main street, to train
- Seamless system
 - o Public & private \$ → common funding mechanism
 - o Access to destinations without a car
 - o Way-finding, times, coordination, multimodal
 - o All potential users

Balanced transportation:

- Complete streets (sidewalks, bike lanes)
- Coordination, universal transportation guide (bus schedules)

- Balanced policy (health, economic, transportation, equity, housing, zoning)
- Generation y → age 100

Barriers:

- Institutionalization of paving roads vs. other
- Beurocracy and rule-making for spending federal \$
- Lack of coordination activity
- Liability insurance (drivers)
- Door to door should be door thru door
- Funding decreasing

Impact:

- Positive impact on health
 - o Connectivity: walk to transportation = <VMT, moving
- Just starting to look at this?
 - o Need to be able to measure, understand needs
- Needs to move needle incrementally
- Less funding: no impact now, especially in rural areas
 - o Decreasing population
- Communities where generation y wants to be
 - ➔ Get them into political process
 - o A 9-year old could go to corner store safely
- Quality of Life

Appendix D: Summary of Evaluation feedback

Over 130 people registered to attend the Going Places sessions and over 140 participants attended. Eighty-four people filled out an evaluation form about their experience with the conversation.

57 Average age of participant

51% Male

49% Female

- | | |
|--|-----|
| 1. The facilitator(s) were always prepared. | 90% |
| 2. The facilitator(s) helped the group set ground rules and stick to them. | 93% |
| 3. The facilitator(s) helped us talk about different points of view. | 88% |
| 4. The facilitator(s) made sure everyone took part in the dialogue. | 90% |
| 5. The facilitator(s) helped the group work out disagreements. | 66% |

***the % reflects that any N/A were scored a 3 (no opinion @ 29%) as participants pointed out repeatedly that there were no significant disagreements;*

- | | |
|--|-----|
| 6. The facilitator(s) helped us come up with our own ideas for action and change. | 83% |
| 7. The facilitator(s) explained how our input fits into future decisions | 77% |
| 8. The participant guide was easy to understand. | 73% |
| 9. The information was helpful for our conversations. | 78% |
| 10. Our group talked about the most important issues. | 93% |
| 11. It seemed as though everyone had an equal chance to express their views. | 93% |
| 12. Our group identified the most important steps that should be taken. | 82% |
| 13. I learned new things from other members of my group. | 89% |
| 14. The conversation helped me to become better informed about the issues. | 91% |
| 15. Because of this conversation, I had a better understanding of people who I disagree with and their opinions. | 54% |
| 16. The amount of sessions were: <i>Just the Right Amount of Time</i> | 82% |
| 17. I am glad I participated in these community conversations. | 93% |
| 18. I would attend another community conversation on this or a different topic. | 85% |

- | | |
|--|-----|
| 20. Would you be willing to be contacted for a future one-on-one or phone interview? Yes | 72% |
|--|-----|

NH Listens

Carsey Institute at the
University of New Hampshire
NH.listens@unh.edu
www.nhlistens.org
603 862-2821