



REGIONAL COORDINATION COUNCIL

For Community Transportation

Safe, accessible & affordable mobility for all

Notice of meeting

Who: Greater Nashua Regional Coordination Council
for Community Transportation (RCC7)

When: **Thursday, March 26th, 2026, at 10 am**

Where: NRPC Conference Room, 30 Temple Street, Suite 310, Nashua, NH, 03060. If you are unable to attend in-person, you may participate remotely through [Zoom](#):
Meeting ID: 862 4947 3908
Passcode: RCC7march

Agenda

1. Call to Order and Introductions
2. Approval of Minutes: February 26, 2026 (Attachment 1) **Action Item**
3. Statewide Coordinating Council update
 - Strategic Goal 1 (Attachment 2)
 - Community Transportation Survey
4. Regional Mobility Manager highlights and outcomes
5. Executive Committee update
 - Discussion about an alternative RCC 7 meeting schedule
6. Upcoming events
 - Outreach events
 - Able NH Lunch & Learn
7. Member & Community Concerns and News
8. Other Updates
9. Adjourn

Next NRPC Greater Nashua Regional Coordination Council for Community Transportation (RCC7) Meeting: Thursday April 23rd, 2026.

Refreshments will be provided.



Draft Minutes Greater Nashua Regional Coordination Council for Community Transportation (RCC7)

Thursday, February 26, 2026, 10 am, Public Meeting with Zoom Option

Attendees:

Sandra Delosa, Merrimack Welfare Department*
MaryAnn Gamache, GNMH
Bill Ayer, Voices of Major Drive*
Carol Brooks, SVTC*
Amy Hunt, Disabled Veteran, Concerned Citizen
Janet Langdell, SVTC, RCC7 Chair
Jon Eriquezzo, MOW of Hillsborough County*
Cathy Cormier, NHDOT (Zoom)
Deborah Ritcey, GSIL (Zoom, then in person)*
Victoria Lee, GSIL (Zoom, then in person)
Kerry Miller, NTS (Zoom), RCC7 Vice-Chair*
Marisa Lycurgus, Social Worker, SNHH (Zoom)
James Wilkie, Caregivers*
Angelique Pandolph, Easterseals NH (Zoom)*

NRPC Staff:

Donna Marceau, Regional Mobility Manager
Matt Waitkins, MPO Coordinator*
Salem Quinn, Admin./Comms. Coordinator

*Denotes RCC7 Voting Member

1. **Call to order and introductions.** Langdell called the meeting to order at 10:09 am.
2. **Approval of November 2025 meeting minutes.** Changes discussed. Tabled until a quorum was present.
3. **Approval of new RCC7 citizen member Amy Hunt.** Hunt grew up in the region, so she has local knowledge of the area. She also represents people living with a disability, as well as veterans. She uses transit a lot and sees areas that could be improved. Tabled until a quorum was present.
4. **Approval of Community Rides Pilot Program contracted provider rate for new vendor (Home Base Transportation)** – Cindy Yansky, Region 3 Mobility Manager, uses Home Base in her region. When she heard that Region 7 was looking for another wheelchair transportation provider, Cindy sent over their information. Home Base was one of the organizations that RCC7 had initially suggested. They provide school transportation in various communities in our region. Hopefully, they will be a good backup provider for us. RMM Marceau has initiated contact with Home Base. She notes that as per the memo provided, their rates, might be more than our other providers. Consensus to make a few cost comparisons. Tabled until rates can be compared to other vendors and we determine if charges include travel to and from their garage.
5. **Revisited approval of the November 2025 meeting minutes once a quorum was present.**
 - **Motion by Ritcey: To approve the November 20, 2025, Greater Nashua Regional Coordination Council for Community Transportation (RCC7) meeting minutes, with changes discussed.** Second by Ayer. A roll call was conducted. **Motion adopted** with Eriquezzo abstaining.
6. **Revisited approval of new RCC7 citizen member Amy Hunt once a quorum was present.**
 - **Motion by Eriquezzo: To approve Amy Hunt as a citizen member of the Greater Nashua Regional Coordination Council for Community Transportation (RCC7).** Second by Brooks. A roll call was conducted. **Motion unanimously adopted.**



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- 7. Executive Committee update Langdell shared an update on a letter of support approved by the Executive Committee that was requested by SNHH for a grant to support opioid intervention services. NRPC also submitted a letter of support.** Miller gave an update regarding the LCTP Goals prioritization subcommittee. The next subcommittee meeting is on March 20th. The proposed Lowell route to Nashua was discussed, especially the benefits. The spreadsheet with the 5310 spending for the first two fiscal year quarters was shared and discussed. There was a ride that was denied 5310 funding coverage by NHDOT because a disability could not be proved. Ritcey will send Langdell an example of a GSIL form for disability reporting language.
 - 8. NHDOT – RCC Trip Priority Survey** - The committee discussed a response to the NHDOT - RCC Trip Priority Survey. While the survey is important, people didn't love the survey. They felt that it was easy to say that Veterans are more important, but it is hard to say if one disability is more important than another. Also, it was hard to answer the questions in the way that they were presented. Consensus that the questions are asking us to compromise our region. Is this survey related to the Statewide Community Transportation Assessment or simply from NHDOT Is the survey applicable to NTS? Cormier will check with Butler. Cormier also encouraged everyone to say where the challenges are.

Perhaps it is appropriate to ask about income, so that RCC7 can specifically serve a lower income. Another idea presented was a sliding scale of \$2-4 dollars. A higher income could potentially pay more. Merrimack and Hudson have different fares for local versus Nashua rides. It is a complex situation. There could be a benefit to scheduling rides when food stamps or social security comes in. How can agencies work together so that they can help each other reduce overhead? For example, a larger order with multiple groups could reduce the cost. It could be like Region 10 with one entry point online and one form to fill out.

The next step is that Langdell will take notes and send a draft to the Executive Committee. The deadline is flexible. It was noted that RCC7 might go to an every-other-month schedule and might postpone the March meeting.
 - 9. Statewide Information Update.** Ritcey noted that the SCC is working on the SCC Strategic Work Plan's 5 goals. June 4th will be the annual meeting. SCC has a position open on the Council.
 - 10. Regional Mobility Manager Highlights and Outcomes.** Marceau read a message from the NHDOT Commissioner about a thank-you from a client, and how Regional Mobility Managers do so much with so little.
 - 11. Member & Community Concerns and News.**
 - a. Lycurgus** (from Zoom chat) Thank you so much for the work you're doing to address the transportation barriers in our community, especially those who utilize wheelchairs. Transportation is one of our biggest barriers at our clinic, so I am excited to continue to see how we can continue to close the gap!
 - b. Pandolph** (from Zoom chat), thank you for the great discussion!
 - c. Hunt** shared her negative experience with Home Base.
 - 12. Other Updates.** None.
 - 13. Meeting adjourned at 11:57 am.**
The next meeting is Thursday, March 26, 2026.

Respectfully submitted by Salem Quinn, Administrative/Communications Coordinator, NRPC



SCC Information for
RCC7 March 26, 2026 Meeting



ATTACHMENT 2

Below is an email from the State Coordinating Council (SCC) regarding a proposed form intended to improve timely communications between the SCC and the regional councils. As presented, each RCC would use the form to summarize their meeting minutes for the SCC on an as-yet-to-be determined schedule. This initiative is part of the SCC Strategic Goal #1. Please feel free to share your comments and questions at the March 26th meeting or via email to Janet Langdell (info@souheganvalleyrides.org)!

The Email from 3/6/26 is included below and a copy of the proposed form starts on page 2 followed by the SCC Strategic Plan document (as downloaded from [SCC Strategic Work Plan SFY 2026-2027 - Keep NH Moving](#)). Fortunately for our region, Angelique Pandolph is the SCC Champion for Strategic Goal #1.

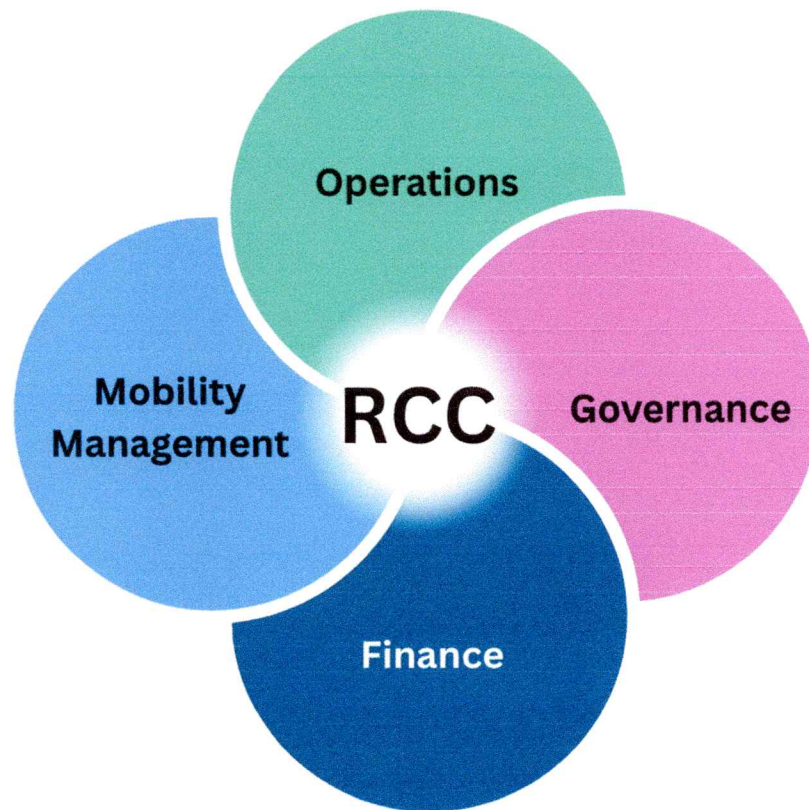
Greetings RCC Leadership, Administration, and Stakeholders,

Currently, the [State Coordinating Council](#), (SCC) is working on goals outlined in its 2026-2027 Strategic Work Plan. This email is representative from the Committee Members of goal one - "launch a standardized quarterly RCC↔SCC reporting and response process, with SCC responses formally delivered during its monthly meeting." The end goal is not only standardization but also opening up communication between the RCC's and the SCC membership.

The Committee is providing the RCCs with a draft template for a standardized report with the request that the RCCs review and provide the Committee with feedback on the report to improve communication with SCC in general. Please note that the standardized report is meant to allow the SCC to improve understanding of the successes, challenges, and unmet needs of each RCC. These future reports will be compiled by the SCC on an annual basis at a minimum and perhaps more often as determined by the SCC with input by the RCCs. This will result in consistent reporting from the state's eight RCCs and provide an accessible forum where RCCs can share unique concerns and innovative solutions to community transportation across the state. The Committee kindly requests that all feedback be submitted by May 1st, 2026. Please do not hesitate to contact us should you have any questions about this request or the attached draft document. Thank you for your consideration of this request, and for your participation in enhancing communication between RCCs and the SCC!

Please let me know if I have missed any RCC chairs or vice chairs in sending this message out so we can update the directory. Thank you!

Kind regards, Angelique Pandolph, MBA Easterseals NH, Director of Transportation



Governance

1. RSA Requirements: Bylaws, MOUs, Chair Elections, Lead Agency, New Member Applications
2. Organization: Executive Committee, Membership Applications, Workplans, Meeting Times
3. Policies: Conflict of Interest Policy, Drug & Alcohol Screening, Advocacy

Finance

1. Operating Funding: DOT Allocations, Budget Review, Hourly Rates, Efficiency of allocations
2. Capital Funding: Building, Equipment, Vehicle Applications and Endorsement
3. Grants: Foundations, Endowments, Other Non-Government Sources

Mobility Management

1. Outreach: Events (upcoming & attended), Lunch & Learns, Service Awareness
2. Needs: Region Specific, Inter-Regional Demand, Dialysis, NEMT, Accessibility Barriers, Housing Challenges, Driver's Licenses, Sunday Service
3. Metrics: Referrals, Meetings Attended, People Served, Trip Destinations/Origins, New Riders

Operations

1. Planning: Coordinated Transit Services Plans, Master Plans, Workplan Execution
2. Providers: Ridership Metrics, Expansion/Contraction, Volunteer Hours, Capacity, Individual Provider Highlight or SOP (State of the Provider), Staffing/Recruitment,
3. Coordination: Inter-regional work, Training Opportunities, Information Exchanges

SCC-RCC Executive Summary

Attendees

[Add attendees here]

Successes

[List RCC successes & wins]

Decisions & Votes

[Add content]

Discussion

Governance

[EXAMPLES:

RSA Requirements: Bylaws, MOUs, Chair Elections, Lead Agency, New Member Applications

Organization: Executive Committee, Membership Applications, Workplans, Meeting Times

Policies: Conflict of Interest Policy, Drug & Alcohol Screening, Advocacy]

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Coordination: Inter-regional work, Training Opportunities, Information Exchanges

Issues, Challenges, Unmet Needs

[Include open issues, challenges, and unmet needs. Elaborate on the details causing the challenges (i.e. Instead of just "lack of funding", say "cannot hire drivers / obtain vehicles / recruit volunteers due to fiscal constraint"]

Agenda

- Governance
- Finance
- Mobility Management
- Operations
- [Add items]

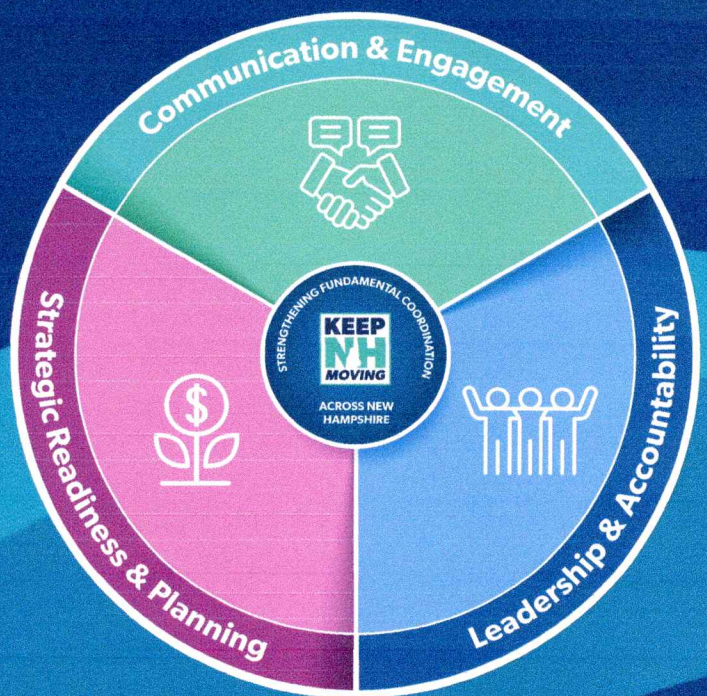
SCC Inquiries

[Include questions for SCC or statements about how they can support the work of the RCC]



SCC STRATEGIC WORK PLAN

SFY 2026 – 2027 (adopted October 2, 2025)



How We Work Together

Collaboration in Action

Each goal has a **workgroup** made up of SCC members, regional partners, and community voices.

Workgroups **develop recommendations, test ideas, and coordinate actions** between meetings—turning intent into momentum.

They focus on *how* to move forward, always bringing their work back to the SCC for discussion and decision.

This work depends on that trust—across agencies, regions, and lived experiences. Through collective impact, we turn collaboration into progress and make mobility possible for everyone.

SCC's Role

The **SCC is the final decision-making body** for this plan.

All recommendations, deliverables, and materials are **reviewed and approved by the SCC** before implementation.

Through shared accountability and honest conversation, we make sure decisions reflect both statewide goals and local experience.

Continuous Learning and Alignment

Each goal will come before the SCC at least twice between now and June 2027.

These check-ins are opportunities to learn, refine, and reconnect what's happening across regions.

Progress will be documented through SCC minutes, public updates, and the annual report

Timeline & Milestones

Each goal includes an estimated timeline for completion. These dates were developed to ensure that progress is being made within the strategic plan's two-year timeframe.

SCC recognizes that point-in-time opportunities, inter-related activities that are sequential (this before that) and new ideas or approaches generated by a workgroup may require an adjustment to timelines.

Workgroups are responsible for evaluating timelines and providing SCC with proposed changes and the rationale for such change.

“Change happens at the speed of trust.”
— **Stephen M. R. Covey**

Goal1: Strengthen RCC⇌SCC Feedback Loops

Strategic Intention

By March 2026, SCC will institutionalize RCC⇌SCC accountability by requiring all RCCs to submit quarterly documentation with 100% response rate from SCC, and by publishing a statewide RCC snapshot annually highlighting unmet needs and SCC actions taken.

This will include an initial meeting between SCC Leadership and RCC Chairs/Vice Chairs.

- Current Work: SCC meeting with RCC leadership teams, Informal RCC updates; Issue Tracker demo.
 - Who's Doing This Now: RCC Chairs, SCC, Regional Mobility Managers, NH DOT (templates), RLS (support/technical assistance only).
- Who Else Is Doing This Work / Should Be Involved: Commission on Aging; Bureau of Adult & Aging Services; NH AHA; ABLE NH; GSIL; RCC members; lead agencies; transit providers; human service agencies; community representatives.

Goal 1

By **March 31, 2026**, launch a standardized quarterly RCC↔SCC reporting and response process, with SCC responses formally delivered during its **monthly meeting**.

Specific



S

Establish a standardized accountability process in which each RCC provides formal updates to the SCC at least **annually**, with discussion and documented response occurring **at the next scheduled SCC meeting**. The SCC will publish one statewide **RCC Snapshot** annually summarizing unmet needs and SCC actions as a part of their Annual Report.

Workgroups may decide whether updates occur quarterly, semi-annually, or annually; design the reporting format or platform; and outline how SCC feedback will be documented and shared (e.g., in minutes, a shared tracker, or follow-up memo).



M

Measurable

- 100 % of RCCs provide ≥ 1 formal update per year
- 100 % of updates receive SCC review and documented response at the next meeting
- 1 statewide RCC Snapshot published each year by Dec 2026

Workgroups may add metrics such as participation rates by region, timeliness of follow-up actions, or the % of issues resolved within a set timeframe. They may also decide how progress is tracked (visually or in a dashboard).



A

Attainable

The SCC, RCC Chairs, and Mobility Managers will use existing meeting structures to exchange information and document SCC responses.

Workgroups may identify tools or staff support needed to record updates and responses efficiently, or pilot simple templates to streamline reporting.



R

Relevant

This goal advances the SCC's statutory responsibility to coordinate community transportation and ensures regional voices directly inform statewide action.

Workgroups may add context on how this process supports transparency, equity, and mutual accountability between the SCC and RCCs



T

Time-bound

- Process finalized by Jan 2026
- First RCC updates reviewed at SCC meeting by September of 2026
- First RCC Snapshot published Dec 2026
- Annual SCC review of process each Dec thereafter

Workgroups may pilot the reporting process with select regions before full implementation and set optional check-ins between SCC meetings

Goal 2: Elevate Equity and Lived Experience in Decision-Making

Strategic Intention

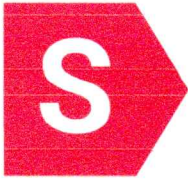
By December 2026, every RCC and the SCC will seat at least one lived-experience representative (older adult, person with a disability, Veteran, immigrant, or rider). Each year, the SCC Annual Report will include a rider story and defined metrics (e.g., number of lived-experience reps, policy/service changes tied to their input, satisfaction surveys, increased trip access for these groups). This may require an RSA change to formerly add such representatives.

-
- Current Work: Robust rider input in CTNA (but that is not ongoing, so how do we sustain?)
 - Who's Doing This Now: AHA Equity/Engagement subgroup, TNH, some mobility managers, Commission on Aging, ABLE NH, NH AHA.
 - Who Else Is Doing This Work / Should Be Involved: Governor's Commission on Disability; Bureau of Adult & Aging Services; NH AHA; ABLE NH; GSIL; refugee/immigrant coalitions; youth councils; Veterans services; advocacy organizations.

Goal 2

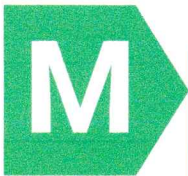
By December 2026, every RCC and the SCC will seat at least one lived-experience representative (older adult, person with a disability, Veteran, immigrant, or rider). Each year, the SCC Annual Report will include a rider story and defined metrics (e.g., number of lived-experience reps, policy/service changes tied to their input, satisfaction surveys, increased trip access for these groups). This may require an RSA change to formerly add such representatives.

Specific



By **December 2026**, every RCC and the SCC will include ≥ 1 member with lived or living experience (older adult, person with a disability, Veteran, immigrant, or rider). The SCC will ensure that lived-experience voices are included in SCC and RCC decision-making processes and documented in the annual SCC Equity and Engagement Report section.

Workgroups may define what qualifies as lived experience, identify outreach and recruitment methods, and develop orientation or onboarding supports. They may also recommend ways to make participation accessible—such as transportation, remote attendance, or translation assistance.



Measurable

- 100 % of RCCs and the SCC seat ≥ 1 lived-experience member by Dec 2026
- ≥ 2 Rider Roundtables held by Jun 2026
- Annual SCC Report includes ≥ 1 rider story and equity metrics

Workgroups may add measures such as attendance rates, % of lived-experience members actively participating in committees, or number of policy or service adjustments informed by their input.



Attainable

The SCC Equity or Engagement Subgroup will coordinate with RCC Chairs, Mobility Managers, and community partners to identify and support lived-experience members.

Workgroups may partner with advocacy groups, cultural organizations, and community networks to identify leaders and design ongoing supports such as mentorship, communication tools, or peer check-ins.



Relevant

Expanding lived and living experience representation ensures the SCC and RCCs reflect the communities they serve and improves the relevance and inclusiveness of statewide transportation planning.

Workgroups may describe how including lived experience enhances trust, equity, and responsiveness in coordination and service delivery



Time-bound

- Role descriptions created and then presented / finalized at **Feb 2026** SCC meeting
- First RCC updates reviewed at SCC meeting no later than April 2026
- Rider roundtables or other mechanism in place to capture riders experiences by **November of 2026**
- Equity reporting integrated into Annual Report by **Fall of 2027** and thereafter

Workgroups may set interim milestones e.g. recruitment campaign, onboarding sessions (for both PLE and professionals, mid-year reflections, etc. within these fixed deadlines

Goal 3: Modernize Data and Finance Systems to Support Braided Funding

Strategic Intention

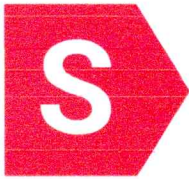
By September 2026, SCC will roll out a statewide data platform enabling at least 2 RCCs/providers to pilot braided contracts (blending 5310, Title III-B, Medicaid, RHT funds, etc.), with shared key performance indicators (KPIs) reported quarterly to SCC. This will include standardizing the definition and intent for each KPI.

- Current Work: SCC Data/KPI Task Force planned; dashboards piloted.
- Who's Doing This Now: NH DOT (funding/contracts), RLS (Statewide Mobility Manager contract and performance measures), SCC staff.
- Who Else Is Doing This Work / Should Be Involved: Commission on Aging; Bureau of Adult & Aging Services; Veterans Administration, TANF, NH AHA; ABLE NH; GSIL; DHHS Medicaid; DOE; CMS RHT program; NHTA; providers willing to pilot braided contracts.

Goal 3

By September 2026, SCC will roll out a statewide data platform enabling at least 2 RCCs/providers to pilot braided contracts (blending 5310, Title III-B, Medicaid, RHT funds, etc.), with shared key performance indicators (KPIs) reported quarterly to SCC. This will include standardizing the definition and intent for each KPI.

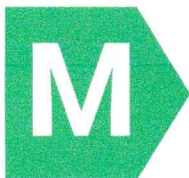
Specific



By **September 2026**, the SCC will implement a shared statewide data and reporting framework that enables at least **2 RCCs or providers** to pilot braided contracts that blend **FTA 5310, Title III-B, Medicaid, and RHT funds**.

The SCC will receive regular performance data from all RCCs using standardized key performance indicators (KPIs) to inform decision-making.

Workgroups may determine the data platform or tools used, define which KPIs are tracked, and design data collection and sharing protocols. They may also identify pilot partners and decide how to evaluate success or scalability.



Measurable

- KPI crosswalk completed by **Mar 2026**
- 2 braided contracts piloted by **Sept 2026**
- 100 % of RCCs trained on shared KPI framework by **Mar 2027**
- Quarterly SCC data reviews beginning **Sept 2026**

Workgroups may identify additional metrics (e.g., cost per trip, rider demographics, % of trips supported by blended funds) and decide how results are displayed (e.g., dashboard, narrative report, visualization)



Attainable

A **Data & KPI Task Force** (SCC + NHDOT + DHHS + DOE + participating RCCs/providers) will oversee development, pilot implementation, and statewide rollout through 2027.

This team will meet regularly to coordinate technical needs, align data definitions, and guide contract and reporting design.

Workgroups may determine the frequency of meetings, request specialized technical assistance or consultant support, and recommend phasing (e.g., limited pilot → regional scale-up → statewide adoption). They may also propose agreements or protocols to formalize data sharing across agencies.



Relevant

Modernized data and braided funding systems strengthen statewide coordination, improve efficiency and transparency, and enable the blending of multiple funding streams to better serve riders.

Workgroups may define how data use will improve equity analyses, program evaluation, or accountability, and how it supports future policy and funding opportunities



Time-bound

- Data & KPI Task Force convened by **Jan 2026**
- KPI crosswalk presented / reviewed by SCC at **April 2026 meeting**
- Pilot contracts launched and data platform operational by **Sept 2026**
- RCC training and refinement phase through **Mar 2027**
- Evaluation findings reviewed and approved by SCC at the **May 2027 meeting**

Workgroups may add intermediate checkpoints (e.g., vendor demos, training sessions, pilot evaluations) and adapt the implementation sequence as long as the Sept 2026 milestone remains on track

Goal 4: Lead Statewide Community Transportation Coordination Across Plans and Partners

Strategic Intention

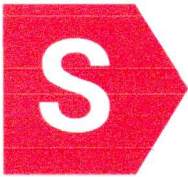
By June 2026, SCC will complete a CTNA / Coordinated Human Services Transportation Plan /10-Year State Plan Alignment Matrix that maps statewide transportation priorities, reviewed annually, and publish a public “NH Coordinated Human Services Transportation Playbook.”

- Current Work: CTNA in progress; CHSTPs updated regionally, but DOT will be transitioning to a single statewide plan.
- Who’s Doing This Now: NH DOT, Impact Consulting (CTNA), Regional Planning Commissions, (Blueprint alignment).
- Who Else Is Doing This Work / Should Be Involved: Commission on Aging; Bureau of Adult & Aging Services; TNH, NH AHA; ABLE NH; GSIL; DHHS; DOE; Workforce Development; housing and health partners; Veterans Affairs; public health networks.

Goal 4

By June 2026, SCC will complete a CTNA / Coordinated Human Services Transportation Plan /10-Year State Plan Alignment Matrix that maps statewide transportation priorities, reviewed annually, and publish a public “NH Coordinated Human Services Transportation Playbook.”

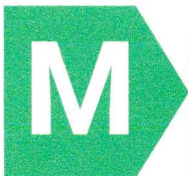
Specific



By **June 2026**, the SCC will complete a **CTNA / CHSTP / 10-Year State Plan Alignment Matrix** mapping statewide human services and transportation priorities and publish a public “**NH Coordinated Human Services Transportation Playbook.**”

The Playbook will serve as a living document, updated annually to show progress and maintain alignment across agencies and regions.

Workgroups may determine the format and level of detail for the Alignment Matrix, identify the planning documents included, and propose how updates will be managed. They may also recommend tools or templates to help RCCs report alignment and gaps consistently



Measurable

- Alignment Matrix and Playbook completed and approved by **June 2026**
- Participation from ≥ 6 agencies or councils (NHDOT, DHHS, DOE, CoA, AHA, Veterans Affairs)
- First annual update prepared by **Feb 2027**
- 100 % of RCCs reference the Matrix in their next CHSTP update cycle

Workgroups may define additional metrics, such as % of overlapping goals across plans, number of cross-agency actions implemented, or partner satisfaction with coordination efforts.



Attainable

The SCC will partner with **NHDOT, DHHS, DOE, the Commission on Aging, Regional Planning Commissions, and Impact Consulting** to co-develop the Alignment Matrix and Playbook.

SCC staff or designees will coordinate agency input sessions and collect data from regional plans to ensure consistency and accuracy. *Workgroups may determine how partner engagement occurs (e.g., workshops, surveys, shared online workspace) and identify agency leads for each plan element. They may also propose an annual process for reviewing and updating the Playbook with RCC input.*



Relevant

This goal ensures that the SCC's statewide planning and decision-making are consistent with regional and federal priorities, promoting efficiency, shared accountability, and alignment with the State's long-range transportation and health objectives.

Workgroups may illustrate how alignment strengthens coordination, supports grant competitiveness, and reduces duplication across agencies.



Time-bound

- Coordination workshops held Jan–Mar 2026
- Alignment Matrix and Playbook reviewed / approved **at May 2026** SCC meeting and then published by **June 2026**
- Playbook dissemination and use across RCCs by **Sept 2026**
- First annual update and evaluation by **Feb 2027**
- Ongoing annual review process each **February** thereafter

Workgroups may add internal checkpoints (e.g., draft reviews, partner feedback sessions, agency sign-offs) as long as the June 2026 completion and February 2027 update timelines are met.

Goal 5: Strengthen Public Communication and Awareness

Strategic Intention

By March 2026, SCC will launch a statewide transportation awareness campaign (KeepNHMoving + outreach toolkits) and ensure at least 10 RCCs/partner sites are linked and using shared branding, with a 25% increase in web traffic and outreach events statewide.

- Current Work: keepnhmoving.org exists; some RCC outreach but fragmented.
- Who's Doing This Now: NH DOT , Transport NH (KeepNHMoving website + facilitation), SCC, Mobility Managers.
- Who Else Is Doing This Work / Should Be Involved: Commission on Aging; Bureau of Adult & Aging Services; Governor's Commission on Disability; NH Alliance for Healthy Aging (AHA); ABLE NH; GSIL; senior centers; Veterans groups; immigrant/refugee networks; local media; public health networks; town offices; hospitals.

Goal 5

By March 2026, SCC will launch a statewide transportation awareness campaign (KeepNHMoving + outreach toolkits) and ensure at least 10 RCCs/partner sites are linked and using shared branding, with a 25% increase in web traffic and outreach events statewide.

Specific



S

By **March 2026**, the SCC will launch a statewide **KeepNHMoving** communication and awareness campaign to promote access to transportation resources and highlight community coordination success stories.

The campaign will include a refreshed website, shared outreach materials, and partner toolkits to support consistent statewide messaging.

Workgroups may determine the campaign's creative direction, messaging priorities, and outreach channels (e.g., social media, print, radio, community events). They may also identify target audiences, develop stories and visuals, and design templates or graphics for local adaptation.



M

Measurable

•KeepNHMoving campaign and updated website live by **Mar 2026**

•≥ 10 RCCs or partner sites use shared branding and toolkits by **Sept 2026**

•25 % increase in website traffic and outreach events statewide by **Apr 2027**

•Annual reporting includes communication impact metrics *Workgroups may define additional measures such as number of campaign impressions, partner satisfaction with materials, social media engagement rates, or number of new community collaborations.*



A

Attainable

The **SCC** will review and approve all major campaign decisions and deliverables.

A **Communications Workgroup**, including RCC Mobility Managers, NHDOT, Transport NH, and community partners, will **develop and recommend** the campaign's design, launch approach, and evaluation plan for SCC approval.

Existing staff or contracted support will maintain the website and assist partners in using campaign materials effectively. *The workgroup may suggest design partners or community ambassadors, propose outreach training for RCC staff, and coordinate translation or accessibility efforts. They may also pilot small-scale outreach activities to test ideas before bringing final recommendations to the SCC for approval.*



R

Relevant

This goal supports the SCC's mission to increase awareness of community transportation options and strengthen coordination statewide. Findings from the Community Transportation Needs Assessment (CTNA) showed that while Keep NH Moving is a valuable resource, the majority of people were unaware it exists. It cannot make an impact if people do not know about it. By leading a consistent and accessible statewide communication effort, the SCC will ensure that residents, providers, and partners can easily find and use available transportation options.

The workgroup may recommend outreach strategies that close this awareness gap, propose inclusive messaging and visuals, and gather stories that illustrate how awareness leads to improved access. All recommendations will be reviewed and approved by the SCC before implementation.



T

Time-bound

•Mid-Campaign progress reviewed **September 2026** SCC

•Updated **KeepNHMoving.org** and partner toolkits live by **October 2026**

•Statewide campaign active by **October 2026**

•Communication outcomes reviewed and updates approved by the SCC by **Apr 2027**

•Ongoing annual campaign evaluation and refresh each **spring** thereafter

The workgroup may develop internal checkpoints—such as draft reviews, pilot events, or partner feedback sessions—within these milestones, but final approval of all major deliverables remains with the SCC.

SCC Goal Review Schedule (January 2026 –May 2027)

* Proposed timeline subject to change at discretion of SCC Leadership. Last updated 2/5/26

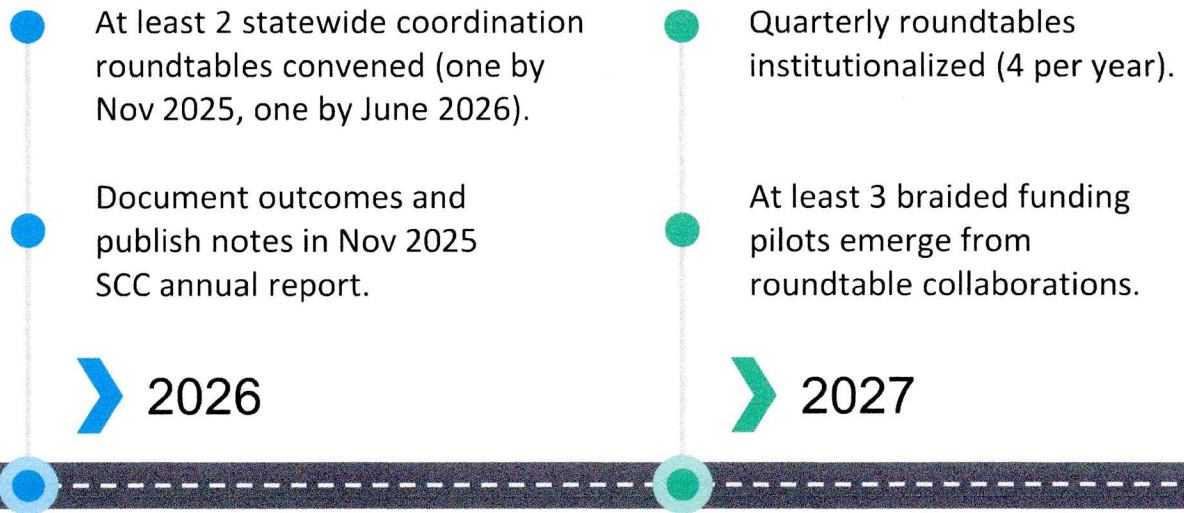
	 2026	 2027
Goal	SCC Review #1	SCC Review #2
1 – RCC⇌SCC Partnerships	March 2026	Sept 2026
2 – Equity & Lived Experience	April 2026	Nov 2026
3 – Data & Braided Funding	Apr 2026	Jan 2027
4 – Coordination (CTNA/CHSTP)**	May 2026	Feb 2027
5 – Public Communication**	Sept 2026	Apr 2027

Early Action Ideas






Goal 1

Goals (Year 1 & 2)



Early Action Ideas

-  Schedule first roundtable by October 2025.
-  Develop rotating agenda themes.
-  Create action tracker shared with SCC and RCCs.

Goal 2

Goals (Year 1 & 2)

● At least 2 lived experience leaders appointed to SCC.

● 50% of RCCs engage at least one lived experience leader.

➤ 2026

● 25% of SCC seats filled by lived experience leaders.

● All RCCs engage leaders, with stipends in place.

➤ 2027

Early Action Ideas



Adopt SCC policy on consumer stipends by March 2026.



Host 2 Rider Roundtables before June 2026.



Goal 3

Goals (Year 1 & 2)

● Deliver first report by Nov 1, 2025.

● Build template and process for annual updates.

➤ 2026

● Deliver second report by Nov 2026.

● Integrate public dashboard and braided funding case studies.

➤ 2027

Early Action Ideas



Draft template by Sept 2025.



Collect data from RCCs by Oct 2025.



Goal 3

Goals (Year 1 & 2)

- Validate Blueprint KPIs against FTA/NHDOT current program requirements.
- Create draft crosswalk of Blueprint KPIs vs. DHHS Medicaid, Bureau of Older Adults (Title III-B), DOE VR.
- Begin mapping existing invoicing/billing systems for overlap.

➤ 2026

- Adopt updated “One Set” of KPIs, crosswalked across SCC, DOT, DHHS, DOE.
- Pilot unified reporting/invoicing template with at least 2 providers.
- Pilot braided contract blending FTA + Title III-B + Medicaid funds by June 2027.

➤ 2027

Early Action Ideas



Convene SCC Data/KPI Task Force in late 2025.



Task Impact Consulting + SCC staff to build the KPI crosswalk matrix by Spring 2026.



Identify 1–2 providers willing to pilot braided contracts in Year 2.



Goal 4

Goals (Year 1 & 2)

● **By April 2026:** SCC + Impact co-create recommendations for CTNA and unified statewide CHSTP.

● **By June 2026:** SCC formally adopts unified CHSTP and publishes an Implementation Tracker identifying SCC's assigned responsibilities.

● At least 2 RCC engagement sessions convened to validate and build ownership in the unified plan.

➤ 2026

● SCC integrates Implementation Tracker into annual work planning.

● SCC publishes public progress updates (dashboard/annual report section) on CTNA/CHSTP implementation.

● 100% of SCC priorities crosswalked to CTNA/CHSTP by June 2027.

➤ 2027

Early Action Ideas



Schedule SCC–Impact “solution design” workshops Jan–March 2026.



Pilot CHSTP/CTNA crosswalk tool with 2 RCCs before statewide rollout.



Frame the new CHSTP as “NH’s Coordinated Plan for Human Services Transportation” to emphasize one statewide plan.

