

Mobility Management Work Plan
Region 5: Monadnock Regional Coordinating Council
July 1, 2026 – June 30, 2027
(Adopted by MRCC on September 22, 2026)

Note: The following work plan is a menu of possible activities to be completed during Fiscal Year 2027. Program constraints will require prioritization of identified activities.

Overall Goal: Improve coordinated transportation in the Monadnock Region by enhancing the focus on mobility management, collecting and monitoring performance information, and defining the needs and potential benefits that could be realized through higher levels of coordination and cooperation.			
Regional Service Delivery (Customers)			
Objective 1: Assist MRCC and local providers to implement a customer-centered approach to transportation access and coordination in the region for older adult, low-income, disabled, veteran and other vulnerable populations.			
Activities	Who	Timeframe	Outcomes/Deliverables
1.1: Provide administrative support for MRCC, including strategic planning, coordinating meetings and meeting record keeping, maintaining membership records, distributing reports, etc.	Mobility Manager (MM)	SFY27, Q1-Q4	• # New rider registrations • # Rider referrals • # Communities served by VDPs • Other trip statistics • <i>Mobility manager performance indicator results</i> • <i>Customer input results</i> • <i>Documentation of quality improvements</i>
1.2: <u>Ensure</u> monthly trip data <u>is collected</u> and engage the MRCC's input on strategies to improve service delivery.	MM, providers	SFY27, Q1-Q4	
<u>Engage the MRCC's input on strategies to improve service delivery.</u>			
1.3: Attend SCC travel training <u>sessions relevant to and other</u> customer service, <u>mobility management, transportation options available in NH, innovative programs emerging in other regions and states, training sessions that may be offered.</u>	MM	SFY27, Q1-Q4	
1.4: Participate in MRCC-affiliated transportation passenger advisory committee meetings and other client input gathering activities as appropriate. Integrate findings into MM's direct support provided to riders.	MM, providers	SFY27, Q1-Q4	
1.5: Monitor-Submit monthly <u>and quarterly</u> mobility manager performance indicators <u>to the State Coordinating Council (SCC)</u> and share with MRCC.	MM, MRCC	Monthly	
<u>Conduct periodic one-to-one check-ins with MRCC members</u>	<u>MM</u>	<u>FY27, Q1-Q4</u>	
<u>Deliver the MRCC Orientation for new members within one quarter of the time they join</u>	<u>MM</u>	<u>Quarterly</u>	
Objective 2: Develop relationships with transit-dependent and vulnerable populations to address issues of access and ensure their voices are being heard.			
Activities	Who	Timeframe	Outcomes/Deliverables
2.1: Participate in <u>Actively engage with the</u> ABLE NH Transportation Equity Task Force (<u>TrEq</u>) meetings as appropriate and serve as community transportation resource for individuals with disabilities in the region.	MM	FY27, Q1-Q4	• # ABLE NH meetings attended • # events and activities targeted to vulnerable populations • <u>ABLE NH Organizations representing vulnerable</u>
2.2: Provide opportunities for representatives from vulnerable populations to participate in <u>MRCC community transportation related</u> activities and learn about available transportation resources in the region.	MM	FY27, Q1-Q4	
2.3: Work with MRCC to promote participation of seniors, individuals with disabilities and low income individuals in the NH Council on Aging statewide community transportation needs assessment.	MM, MRCC	FY26, Q1-Q2	

2.4: Distribute information to City Express and Friendly Bus riders about the “Next-Gen” Transit Project and possible future transit system changes. Gather input on rider preferences for future service.	MM, other SWRPC staff	FY27, Q3-Q4	<i>populations participating in represented on MRCC meetings</i> • Data on vulnerable populations • Needs assessment data
Attend MRCC-affiliated provider passenger advisory committees	MM	FY27, Q1-Q4	
Cultivate relationships with human services organizations that serve vulnerable populations by attending relevant networking groups such as Community Network Team, Monadnock Interagency Alliance, Healthy Monadnock Alliance, and potentially Leadership Monadnock	MM	FY27, Q1-Q4	
Promote the provision of Transportation Security Index Surveys	MM	FY27, Q1-Q4	
Attend and facilitate community transportation needs gathering activities such as listening sessions and surveys	MM	FY27, Q1-Q4	
Maintain an awareness of and support activities aimed at improving pedestrian, bicycle, e-mobility options, and shared mobility options in the Monadnock Region	MM	FY27, Q1-Q4	
Objective 3: Conduct outreach activities to educate groups and individuals on how to access and use the transportation network/services.			
Activities	Who	Timeframe	Outcomes/Deliverables
3.1: Utilize SWRPC and MRCC partner platforms to reinforce provider outreach campaigns.	MM, providers	FY27, Q1-Q4	• # New rider volunteer driver registrations • # Referrals • # Communities served by VDPs • # of partnerships mobilized to promote transportation resources • # of completed outreach activities and events
3.2: Maintain transportation provider inventory on Keep NH Moving website.	MM	FY26, Q1-Q4	
3.3: Participate in community events to educate community stakeholders and the public about regional community transportation resources. Integrate with “Next-Gen” transit system project outreach activities.	MM, MRCC	FY27, Q1-Q4	
3.4: Conduct multi-media outreach campaign to promote transportation resources to the public (e.g., press releases, social media, brochure distribution through partner sites, SWRPC website posts and newsletter items, annual Celebrate Community Transportation Month and Rural Transit Day, Community Transportation Champion Award Celebration, CommuteSmart Fall Challenge, and Transit Employee Appreciation Day campaigns, etc.).	MM, other SWRPC staff, MRCC	FY27, Q1-Q4	
3.5: Maintain Region 5 transportation provider inventory on Keep NH Moving website.	MM	FY27, Q1-Q4	
3.6: Support CVTC Volunteer Driver Program municipal level outreach efforts to increase volunteer driver corps and ridership.	MM, CVTC, MRCC	FY27, Q1-Q4	
Collaborate with the Greater Keene Service Providers to develop a Travel Training toolkit	MM	FY27, Q3-Q4	
Regional Coordination (Providers)			
Objective 1: Develop new opportunities for coordination and/or expansion of transportation options across municipal and regional boundaries.			
Activities	Who	Timeframe	Outcomes/Deliverables
1.1: Use results of 2025 human service agency transportation survey to enhance coordination efforts. Continuously seek to understand transportation offerings and needs of Monadnock Region human services agencies and pursue opportunities to make introductions that will facilitate inter-organizational cooperation	MM, MRCC	FY27, Q2-Q3	• # New rider registrations • # of service providers and stakeholders working collaboratively and engaged in the MRCC • # of providers participating in the statewide volunteer driver program network
1.2: Utilize “Next-Gen” transit system implementation activities to better coordinate and expand transportation services: • Select-Facilitate selection of a new Greater Keene Transit Service system operator, • Select a transit system governance model • Support transit operator with transit system implementation activities • Facilitate selection of Crucial Appointment Ride Service (CARS) vendor(s)	MM, other SWRPC staff, consultant, project partners	FY27, Q1-Q4	

1.3: Engage the MRCC and other community transportation stakeholders to implement 2025 Coordinated Community Transportation Plan priority projects.	MM, MRCC	FY27, Q1-Q4	• # of volunteer drivers serving underrepresented areas • <i>Transit governance model selected</i> • <i>New transit operator selected</i> • <i>Successful transition of GKS provider</i>	
1.4: Evaluate the impact of transportation projects on transportation services using the mobility manager performance indicators.	MM, MRCC	FY27, Q1-Q4		
<u>Maintain a running list of coordination project ideas for prioritization by the MRCC</u>	<u>MM</u>	<u>FY27, Q1-Q4</u>		
Capacity Building (System)				
Objective 1: Assist the MRCC to improve its organizational infrastructure to effectively fulfill its mission, and secure sufficient funding to expand transportation services.				
Activities	Who	Timeframe	Outcomes/Deliverables	
1.1: Solicit input and consensus from MRCC on capacity building approach. Coordinate capacity building activities with “Next-Gen” project.	MM, MRCC	FY26, Q1-Q2	• # of new partners mobilized to support MRCC mission • Funding secured to support existing transportation and mobility management services • Funding secured to expand transit services • <i>Outreach to prospective NextGen system match contributors completed</i> • <i># of service providers and stakeholders working collaboratively and engaged in the MRCC</i>	
1.2: Implement outreach and capacity building activities.	MM, MRCC	FY27, Q2-Q4		
1.3: Conduct ongoing MRCC member recruitment activities.	MM, MRCC	FY27, Q1-Q4		
1.4: Identify additional funding sources and conduct fund development activities.	MM, MRCC	FY27, Q1-Q4		
1.5: Integrate fund development activities with <u>Participate in</u> “Next-Gen” fund development activities.	MM, other SWRPC staff	FY27, Q1-Q4		
<u>Participate in opportunities to learn about federal and foundation grants and grant-writing skills</u>	<u>MM</u>	<u>FY27, Q1-Q4</u>		
<u>Support operators that are seeking to implement transportation options that align with MRCC and the 2025 Coordinated Community Transportation Plan priority projects.</u>	<u>MM</u>	<u>FY27, Q1-Q4</u>		
<u>Invite stakeholders to participate in MRCC meetings, particularly those which could contribute funding to transit on behalf of constituents, customers, or patients</u>	<u>MM</u>	<u>FY27, Q1-Q4</u>		
Statewide Planning, Coordination & Capacity Building (Connecting the Regions)				
Objective 1: Participate in and coordinate MRCC activities with the SCC and statewide mobility management network.				
Activities	Who	Timeframe	Outcomes/Deliverables	
1.1: Participate in monthly SCC meetings.	MM, HCS	FY27, Q1-Q4	• <i>Meeting minutes</i>	
1.2: Attend statewide mobility manager meetings.	MM	FY27, Q1-Q4		
1.3: Maintain ongoing communications with statewide mobility manager.	MM	FY27, Q1-Q4		
1.4: Report on statewide mobility management network activities at MRCC meetings.	MM	FY27, Q1-Q4		
Objective 2: Participate in state, regional, and local transportation planning activities including required human services coordinated plans, SCC strategic plan, the RCC strategic plan or workplan, RPC planning and other related plans and initiatives.				
Activities	Who	Timeframe	Outcomes/Deliverables	
2.1: Participate in SCC subcommittee meetings and planning sessions as appropriate.	MM	FY27, Q1-Q4	• <i>Meeting minutes</i> • <i>Statewide coordinated plan</i>	
<u>Participate in statewide initiatives addressing matters that are prevalent in the Monadnock region, such as Medicaid transportation gaps</u>	<u>MM</u>	<u>FY27, Q1-Q4</u>		

2.2: Participate in NHDOT development of statewide coordinated community transportation plan.	MM, MRCC	FY27, Q1-Q4	• <i>Inputs for statewide systems</i>
2.3: Integrate NHDOT, SCC and other statewide strategic initiatives with MRCC regional-level activities.	MM, JC	FY27, Q1-Q4	