

**NH State Coordinating Council for Community Transportation Meeting Instructions**  
**Thursday, September 11, 2025 • 1:30-3:30pm • Regular Meeting**

**Information for Voting Council Members**

**Remote Participation:** At its March 6, 2025, meeting, the SCC adopted a standing authorization for council members to remotely participate in State Coordinating Council for Community Transportation in New Hampshire meetings when physical attendance is not reasonably practicable limited to driving in hazardous weather conditions, care of self/childcare/family reasons, or reasonable accommodations for a disability pursuant to RSA 91-A:2, IV. Council members are reminded that this does not eliminate or reduce the 8-person in-person quorum unless otherwise authorized by the SCC Chair.

**Attendance Confirmation:** Please RSVP with Steve Workman, SCC Secretary, so he can monitor quorum status. Please remember to send notice if you will not be able to attend a meeting or if you will be attending remotely. Voting council members are reminded that SCC Policy requires that they provide an accepted reason for not attending the meeting in-person.

**Meeting Information**

**Regular Meeting Schedule**

First Thursday of the month, 1:30-3:30pm. No July meeting. The Chair may change the date of a meeting for cause.

**Physical Location**

Granite State Independent Living (GSIL)  
21 Chenell Drive, Concord NH

**Zoom Instructions SCC Hybrid Meetings**

Steve Workman will moderate Zoom during the meeting. Participants will arrive in the waiting room and are asked to wait patiently to be let in. Make sure you have your full name on your Zoom profile so we can identify who you are before we allow you access to the meeting. Always remain muted unless you are speaking. If you wish to speak, please use the "Raise Hand" button located under the "Reactions" tab and when done speaking please lower hand.

**Join SCC Meeting by Zoom**

Please note that this is a series Zoom link that is good for regular SCC meetings August 2025 – May 2026.

<https://us02web.zoom.us/j/86359807055?pwd=U7qYnbOT8a2COAONPUf7NahVqcbGbZ.1>

Meeting ID: 863 5980 7055

Passcode: 355398

Please note that the chair reserves the right to open, suspend or limit discussion. Two-minute limit per speaker.

**NH State Coordinating Council for Community Transportation**  
**Granite State Independent Living • 21 Chenell Drive, Concord, NH • And by Zoom**  
**Meeting Agenda • September 11, 2025**

**SCC Mission:** To improve the coordination, capacity, accessibility, quality, and sustainability of mobility options throughout the State of New Hampshire.

Item	
<b>I. Call to Order &amp; Welcome</b>	
<b>II. Chair's Update &amp; Agenda Review</b>	
<b>III. Meeting Minutes</b>	
A. August 7, 2025	
<b>IV. Standing Reports &amp; Updates as Needed</b>	
A. NHDOT Updates – Fred	
B. SCC Governance Updates - Deb	
C. State Mobility Manager Report – Teri	
D. Mobility Management Performance Measures Report July 2025 – Fred	
**Report also posted on KeepNHMoving: <a href="https://keepnhmoving.com/about-us/">https://keepnhmoving.com/about-us/</a> (See Tab 4)	
E. Federal & State Policy/Budget Updates – Steve/Fred/Rad	
<b>V. Action Agenda</b>	
A. SCC Issue Tracker Introduced (this will be part of the SCC Agenda each month)	
B. SCC Annual Report for FY 25 (Due by November 2025)	
C. Community Transportation Month – October 2025 & Week Without Driving	
<b>VI. Strategic Coordination Discussion – 2:30pm 50-minute Discussion</b>	
A. SCC Strategic Work Plan 2025-2027 – SMART Goals/Priorities	
<p><i>The SMART Goals have been added to the plan as promised at last meeting. They are still in draft form with the goal of discussing as many as possible during today's meeting. We hope to reach agreement on each goal, form temporary work groups as needed to address goals that require more discussion, and ideally finalize the plan at the October meeting so we can begin implementation. As chair, Chuck will monitor time and determine what goals need to be pushed to October's meeting. This process will be more fully described at the meeting.</i></p>	
<b>VII. Public Comment: Consumer Voices &amp; Announcements</b>	
*The chair reserves the right to open, suspend or limit discussion. Two-minute limit per speaker.	
<b>VIII. Closing, Action Item Review, &amp; Adjourn</b>	
A. Next Meeting: <b>October 2, 2025</b>	
B. SCC Issue Tracker Update	
C. Adjourn.	



## SCC Issue Tracker

*The **SCC Issue Tracker** is a tool to support the SCC's statutory duty to monitor statewide coordination and results and for the Mobility Management Network. This will help prevent issues from falling through the cracks and boost transparency and accountability. This will be updated regularly and adjusted as needed.*

**Issue Spotters:** We need all of you to be “issue spotters.” In your work and as we meet, please be aware of any “issues” related to community transportation that we should be identifying tracking. We will go through the issue tracker during the meeting and then revisit at the end to add any missing ones.

Issue / Idea Raised	Lead	Next Step & Due Date	Update to SCC	Outcome / Status
Safety inspections for Volunteer Driver Programs – raised by Sylvia	NHDOT (Fred) → delegated to TA contractor	Contractor to review inspection protocols & report back by Sept 30, 2025	Oct 2025	In progress – delegated to contractor, report pending



## NHDOT's NHTA UPDATE: 09/11/25

- **Grants**

- **STBG** – All FFY25 funds transferred and split; direct recipients to adjust STIP as needed (e.g., request shift to FFY2026 for any unobligated funds)
- **5304/5305** – Please work with RPCs to brainstorm ideas for next solicitation (circa Nov 2026)
- **5310 Capital** – Next solicitation fall 2025; expansion projects will require substantive RCC justification
- **5310 RCC** – SFY26-27 agreements underway
- **5311** – SFY26-27 agreements underway
- **5339 Bus & Bus Facilities Capital** – Next solicitation fall 2025; ensure TAM plans/capital plans updated
- **5311(f)** – NHDOT considering Keene-Nashua (or Keene-Concord) expansion; eyeing 7/1/26 start
- **General/Discretionary** – None known

- **RTAP/Training**

- 5-year contract approved in May
- Def Driving & Pass Evac webinars available; PAT trainings to start circa November;
  - All are/will be posted to <https://www.newhampshirertap.com/calendar>
- Please contact Cathy Cormier regarding any desired transit-related training for NHDOT's consideration of hosting/funding.

- **Other**

- NHDOT compiling SFY25 ridership (\$ cost) data
- Please send nice pics if you haven't already.
- NTD season is upon us. Thanks in advance for your patience!
- State operating agreements in the works (those of you affected: please return to Paula)
- Transit stop requests: The following would still be helpful:
  - Any documentation related to stop arms, e.g., LSR language if feasible or a white paper if not.
  - A one-pager to make the case for stops on high-speed and/or high-traffic roads. How is access balanced with safety?
- I recently watched a documentary about the world's smallest wind turbine. Not a big fan.
- 5307 (urban) providers should please work with/through MPOs to ensure projects are in the STIP, especially for FFY26 grant obligations.
- Tri-State '27: Does NHTA want to set up committee meetings, etc.? Maine confirmed it will provide a debrief, review lessons learned, etc. Date TBD.
- Reminders:
  - Please check your GTFS feeds to ensure your services appear on platforms such as Google (Transit).
  - Agencies are encouraged to ensure their services are accurately reflected on the Keep NH Moving website.

## **Mobility Manager update for State Coordinating Council Meeting September 2025**

### **Update on Regional Mobility Manager positions:**

Currently Region #1, (Grafton/Coos County) Region #2, (Carroll County) and now Region #5 (Monadnock Region) have vacant positions and the lead agencies are actively seeking mobility managers. Interviews have started in Region #5. As a reminder, the regional mobility manager in regions #1, and #2 will cover all 3 counties.

Region #5 mobility manager could be part-time or full-time with some hours being provided from the regional planning commission. Please see both postings below:

Region #5 job posting: [Jobs, Internships & RFPs - SWRPC](#)

Region #1/#2 job posting: [https://www.nccouncil.org/wp-content/uploads/2025/08/08-12-2025-NCC-Mobility-Manager\\_rev-1.pdf](https://www.nccouncil.org/wp-content/uploads/2025/08/08-12-2025-NCC-Mobility-Manager_rev-1.pdf)

### **Regional updates:**

Challenges continue in the regions when it comes to wheelchair accessible trips, and volunteer driver recruitment.

This month I asked the mobility managers to send me a different update from their regions. I recently learned about different approach to successes, and struggles called the Rose, Bud, Thorn approach.

This was a reflective exercise that will show a positive aspect (rose) , areas for improvement (buds), and challenges (thorns) in their respective regions. Here are a few of the mobility managers thoughts:

Roses:

In Region #5 there are several promising candidates for the mobility manager position that have strong connections in the Monadnock Region.

There have been a few regions that have not only build new relationships but these relationships have sparked funding conversations. In some regions these conversations have already provided additional funding that have already increased transportation options. I hope these continue!

Buds:

Region #5 will be forming a fund raising sub-committee facilitated by the grants manager for Cheshire County. This sub-committee will help support the MRCC priority projects, potentially increased mobility manager funding, while at the same time uncover funding sources to build out the Next Generation system funding stack.

Thorns:

Continued concerns from regional leaders how expanded/new transit needs would be a tax burden on constituents. While they support transportation, they continue to push back in many regions.

Another thorn that has been expressed from multiple regions; inconsistent participation in regional coordinating council meetings.

Establishing coordination amongst providers regionally and interstate is another thorn that has been discussed lately.

**Statewide projects:**

Conversations will begin next week on what public transportation might look like in the Plymouth area.

The Community Transportation Needs Assessment is still accepting survey results.

There will be a Request for Proposal sent out from the Lakes Region Planning Commission for a planning study regarding public transportation in Laconia.

Community Transportation month is in October! CommuteSmart will also be holding their annual Buses, Bikes, and Brooms Challenge. For more information:

<https://commutesmartnh.org/buses-bikes-brooms-challenge/>

The week of September 29<sup>th</sup> through October 5<sup>th</sup> is the Annual Week Without Driving event. Please register and share your story:

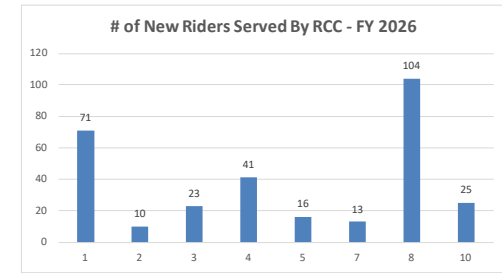
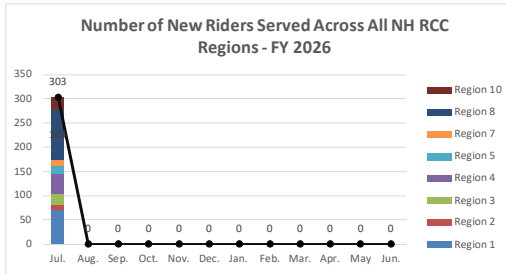
<https://weekwithoutdriving.org/>

As always, I thank all of you for your support!

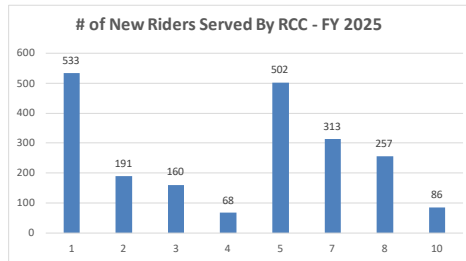
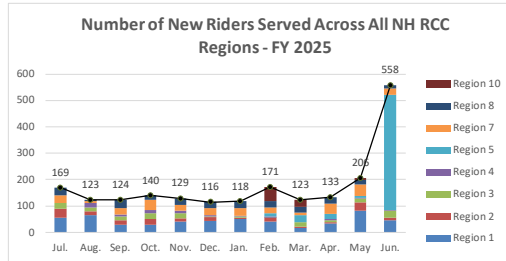
Teri Palmer

State of NH Mobility Manager

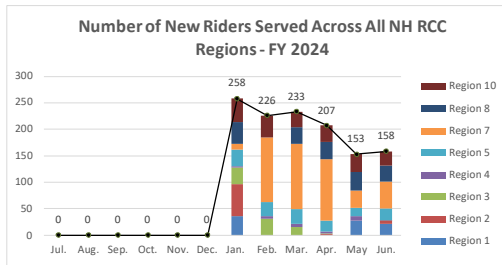
FY 2026													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1	71												71
2	10												10
3	23												23
4	41												41
5	16												16
7	13												13
8	104												104
10	25												25
Grand Total	303	0	0	0	0	0	0	0	0	0	0	0	303



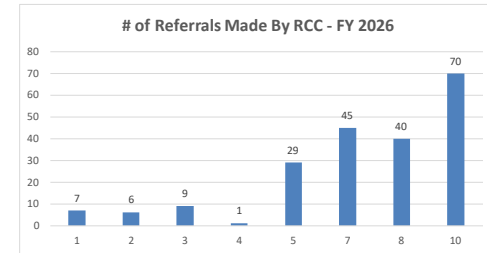
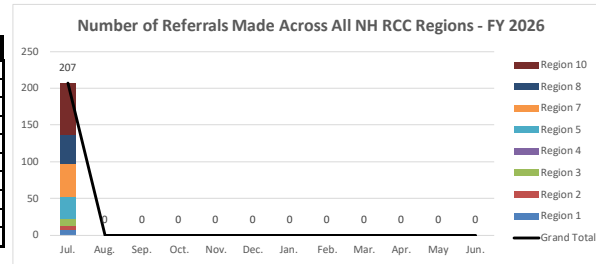
FY 2025													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1	55	65	29	28	41	44	52	41	17	33	83	45	533
2	34	14	18	24	12	14	5	14	6	6	32	12	191
3	22	15	14	20	20	3	3	2	15	8	13	25	160
4		17	8	12	9	4	4	3		5	4	2	68
5	0							13	28	19	6	436	502
7	30	7	23	40	23	26	27	22	9	38	43	25	313
8	28	5	32	16	24	25	27	23	23	24	17	13	257
10								53	25		8		86
Grand Total	169	123	124	140	129	116	118	171	123	133	206	558	2110



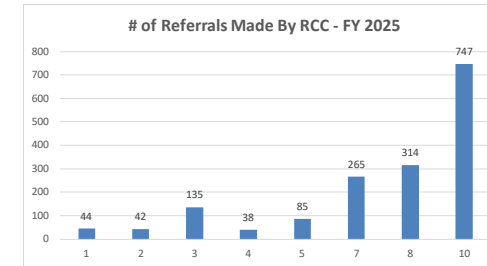
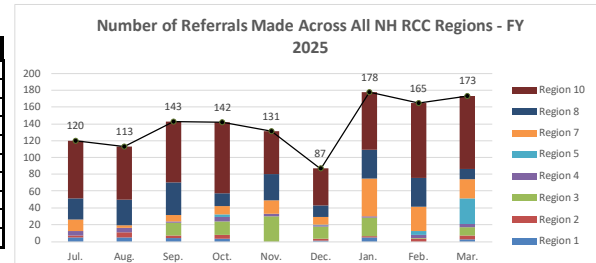
FY 2024													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1							36	0	0	0	28	22	86
2							60	0	0	2	0	5	67
3							32	31	16	2	0	1	82
4							2	5	5	3	8	1	24
5							32	27	28	20	16	22	145
7							11	122	123	117	32	50	455
8							40	0	32	32	35	30	169
10							45	41	29	31	34	27	207
Grand Total	0	0	0	0	0	0	258	226	233	207	153	158	1235



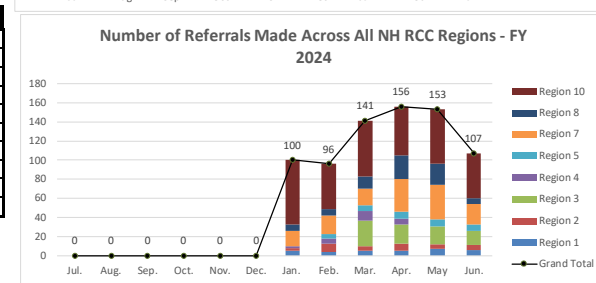
## REFERRALS MADE - 9/2/2025

[illegible]

FY 2025													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1	5	5	4	3	0	1	5	0	2	4	7	8	44
2	2	6	3	5	0	2	1	5	3	5	6	6	42
3	0	0	15	16	30	15	22	1	10	3	9	14	135
4	5	5	2	5	3	1	2	4	4	5	1	1	38
5	0	0	0	3	0	1	0	4	30	20	1	26	85
7	14	3	7	10	16	9	45	29	23	39	38	32	265
8	25	31	39	15	31	14	34	35	12	54	8	16	314
10	69	63	73	85	51	44	69	89	87		60	57	747
Grand	120	113	143	142	131	87	178	165	173	128	130	160	1670



FY 2024													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1							5	4	5	5	7	6	32
2							5	9	5	8	5	5	35
3							0	0	27	20	19	15	81
4							2	5	10	6	0	0	23
5							0	5	6	7	7	7	32
7							16	19	17	34	36	21	143
8							7	7	13	25	22	6	80
10							67	47	58	51	57	47	327
Grand	0	0	0	0	0	0	100	96	141	156	153	107	753



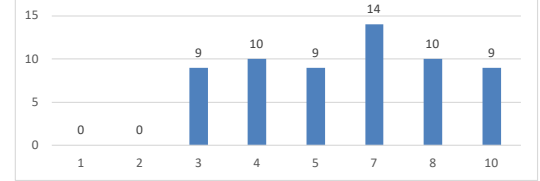


FY 2026													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1													0
2													0
3	9												9
4	10												10
5	9												9
7	14												14
8	10												10
10	9												9
Grand Total	61	0	0	0	0	0	0	0	0	0	0	0	61

Number of Meetings Attended by Mobility Managers Across All NH RCC Regions - SFY 2026

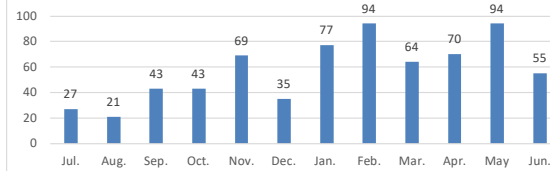


# of Meetings attended by Regional Mobility Managers - SFY 2026

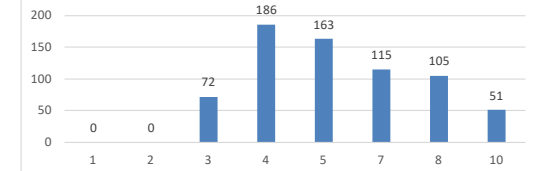


FY 2025													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1													0
2													0
3				9	6	14		11			30	2	72
4	4	9	17	15	10	10	19	50	14	15	13	10	186
5	6	7	12	18	16	11	17	20	14	20	11	11	163
7				21		9	10	13	20	21	21		115
8	8	5	7	8	9	6	8	10	8	15	12	9	105
10	9	0	7	2	4	2	10	4	4		7	2	51
Grand Total	27	21	43	43	69	35	77	94	64	70	94	55	692

Number of Meetings Attended by Mobility Managers Across All NH RCC Regions - SFY 2025



# of Meetings attended by Regional Mobility Managers - SFY 2025



FY 2024													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1													0
2													0
3													0
4													0
5													0
7													0
8													0
10													0
Grand Total	0	0	0	0	0	0	0	0	0	0	0	0	0

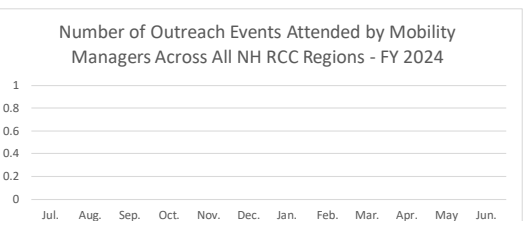
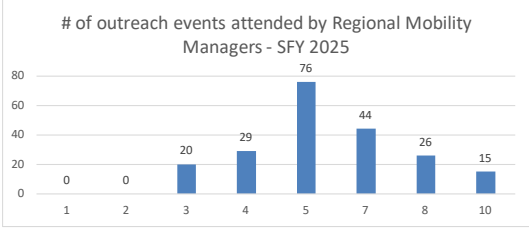
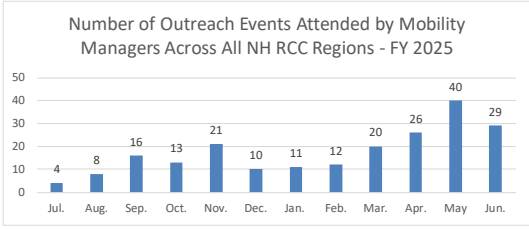
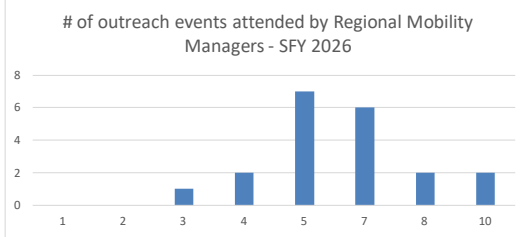
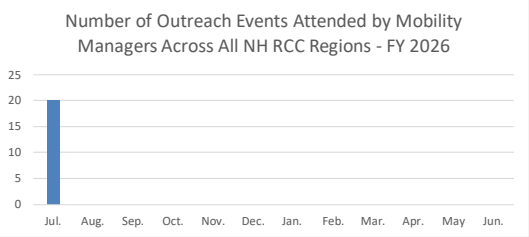
Number of Meetings Attended by Mobility Managers Across All NH RCC Regions - FY 2024



FY 2026														
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total	
1													0	
2													0	
3	1												1	
4	2												2	
5	7												7	
7	6												6	
8	2												2	
10	2												2	
Grand Total	20	0	0	0	0	0	0	0	0	0	0	0	20	

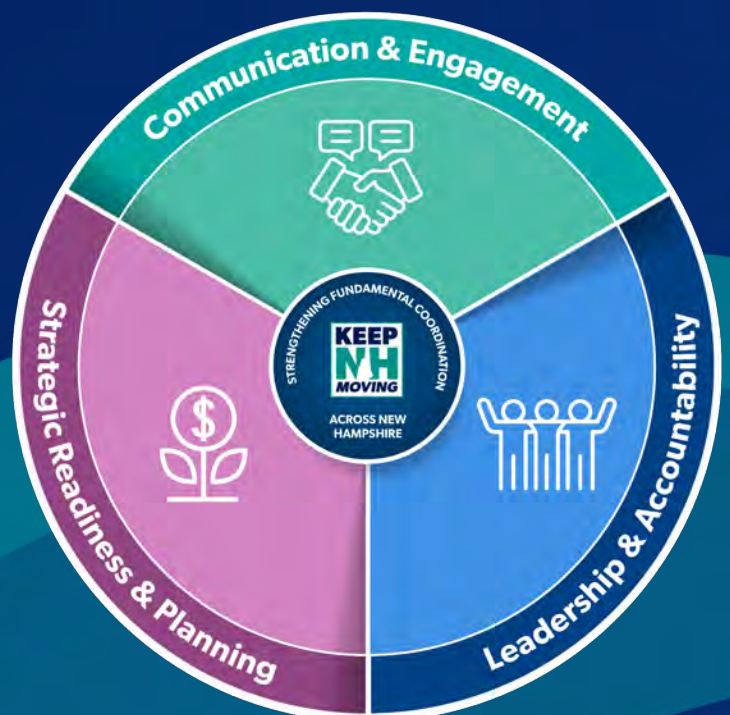
FY 2025														
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total	
1													0	
2													0	
3					1	1	2		2		13	1	20	
4	2	2	2	4	3	2	2	2	2	4	3	1	29	
5	1	6	6	4	4	3	4	5	9	13	10	11	76	
7					9	0	2	5	4	5	7	12	44	
8	1	0	5	3	2	2	1	0	1	4	5	2	26	
10	0		3	2	2	2	0	0	2		2	2	15	
Grand Total	4	8	16	13	21	10	11	12	20	26	40	29	210	

FY 2024													
Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1													0
2													0
3													0
4													0
5													0
7													0
8													0
10													0
Grand Total	0	0	0	0	0	0	0	0	0	0	0	0	0





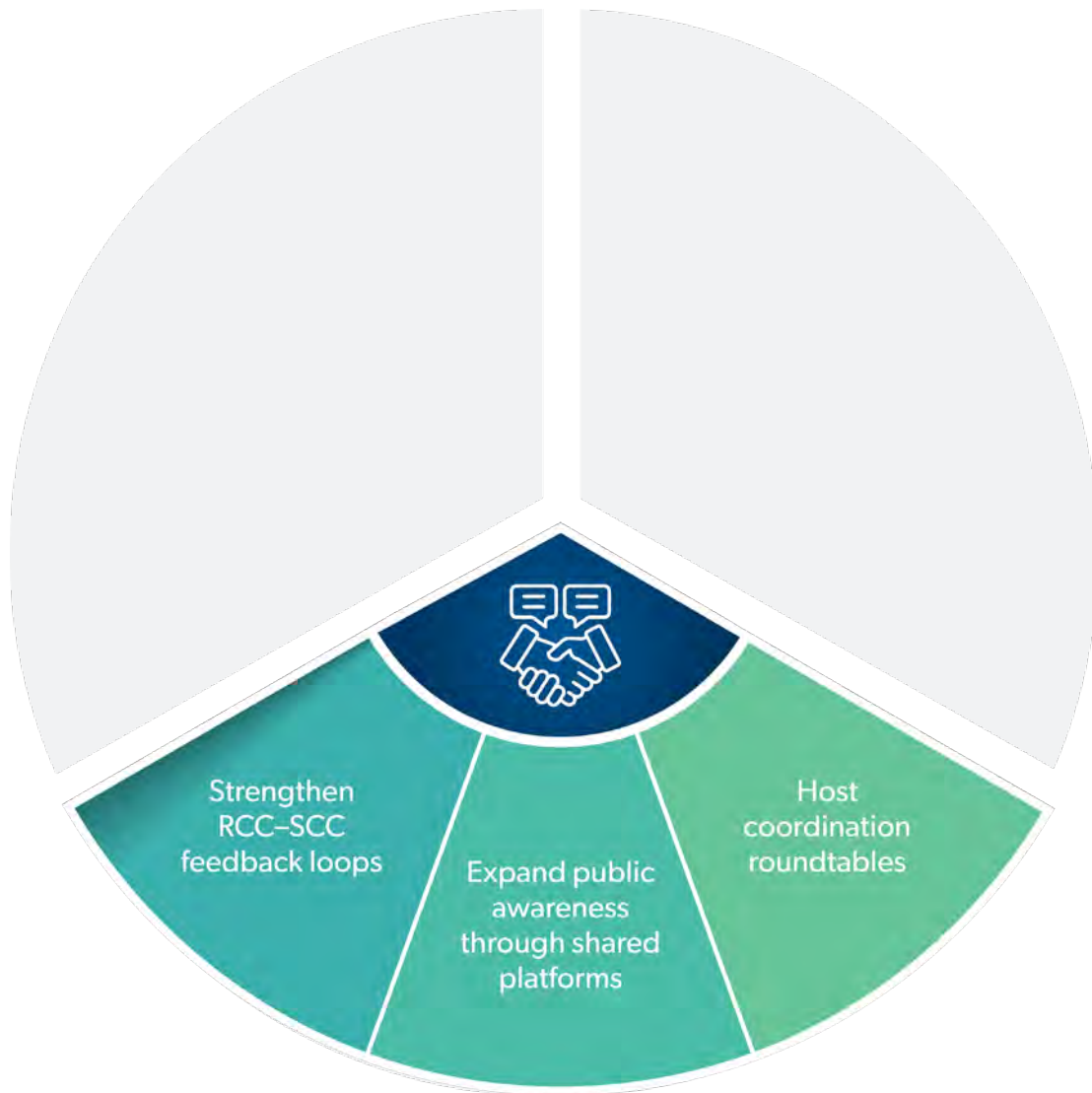
# SCC STRATEGIC WORK PLAN (SHIFT PACKET)



# Theme 1: Communication and Engagement

## Priority 1: Strengthen RCC⇌SCC Feedback Loops

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### Strategic Intention

By 2026, RCC perspectives—including rider/community voices—consistently shape SCC decisions so statewide actions reflect local realities and improve transportation access.

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



*Specific*

- Each RCC submits a **quarterly report** by March, June, September, and December (ridership, unmet needs, lived-experience highlights, and funding challenges).
- A standing “**RCC Report Response**” **agenda item** is added to the SCC’s first monthly meeting after each quarterly submission.
- SCC’s discussion will produce **meeting notes that list each item, note which are moving forward, and explain how or why**. These notes are posted publicly and shared back to RCCs.



*Measurable*

- 100% of RCCs submit 4 reports per year.
- SCC addresses all RCC reports at the monthly meeting following submission.
- Each RCC receives written documentation (meeting notes with decision status) within 10 days of that meeting.



*Attainable*

SCC staff draft and circulate the report template by **Jan 31, 2026**. RCCs already provide updates informally; this formalizes timing and adds a guaranteed response slot. SCC agendas are already monthly, so inserting a recurring section is feasible.



*Relevant*

- Ensures regional needs aren’t “sent into the void” — they are elevated, publicly discussed, and visibly acted on.
- Meets statutory expectation that RCCs advise SCC



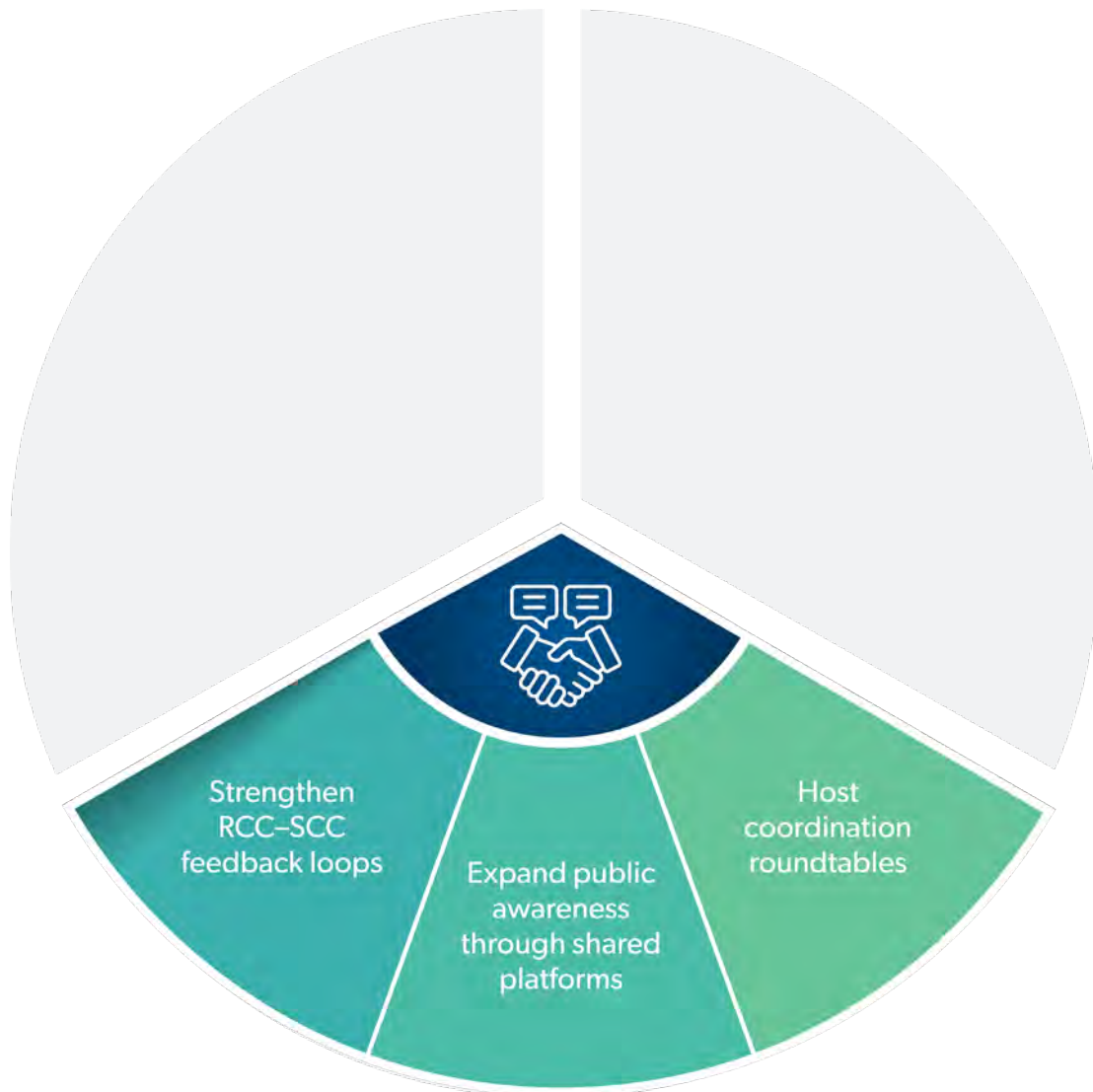
*Time-bound*

- First RCC reports: **Mar 31, 2026**
- First SCC response (monthly meeting): **Apr 2026**
- Year-end review of system: **Dec 2026**

# Theme 1: Communication and Engagement

## Priority 2: Expand Public Awareness Through Shared Platforms

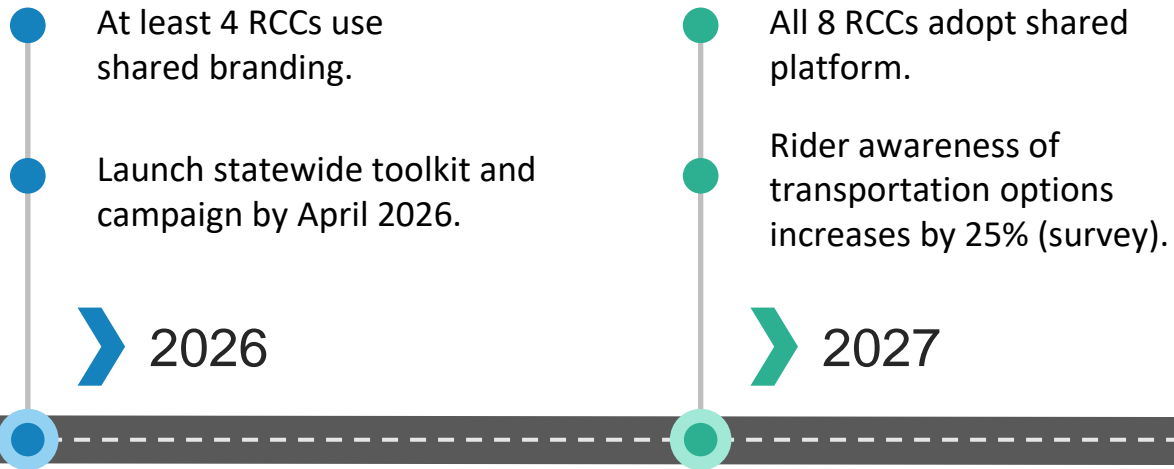
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### Strategic Intention

By 2027, New Hampshire residents and policymakers have easy access to transportation information through shared websites, toolkits, and campaigns.

## Goals (Year 1 & 2)



## Early Action Ideas

-  Draft toolkit by January 2026. 
-  Host RCC training on using shared materials. 
-  Promote portal through CoA and AHA networks. 

SMART Goal  
PRIORITY 2

By **June 2026**, launch a “**Keep NH Moving**” campaign with a refreshed *KeepNHMoving.com* directory and regional outreach.

S

*Specific*

*KeepNHMoving.org* updated with a **searchable, town-by-town directory**. Each RCC conducts at least 2 outreach activities (senior center presentations, local media, or “Ride Fairs”).



M

*Measurable*

Traffic increases 25% from baseline (Dec 2025 vs. Dec 2024)

At least 18 outreach events statewide by Dec 2026.



A

*Attainable*

Directory already exists; updates and outreach can be done using RCC staff, mobility managers, and a modest marketing support budget.



R

*Relevant*

Awareness is a core barrier to ridership; ensuring people know their options increases equity and use of existing services.



T

*Time-bound*

- Website updates live by **March 2026**
- Campaign launch **Apr 2026**
- Impact review **Dec 2026**.

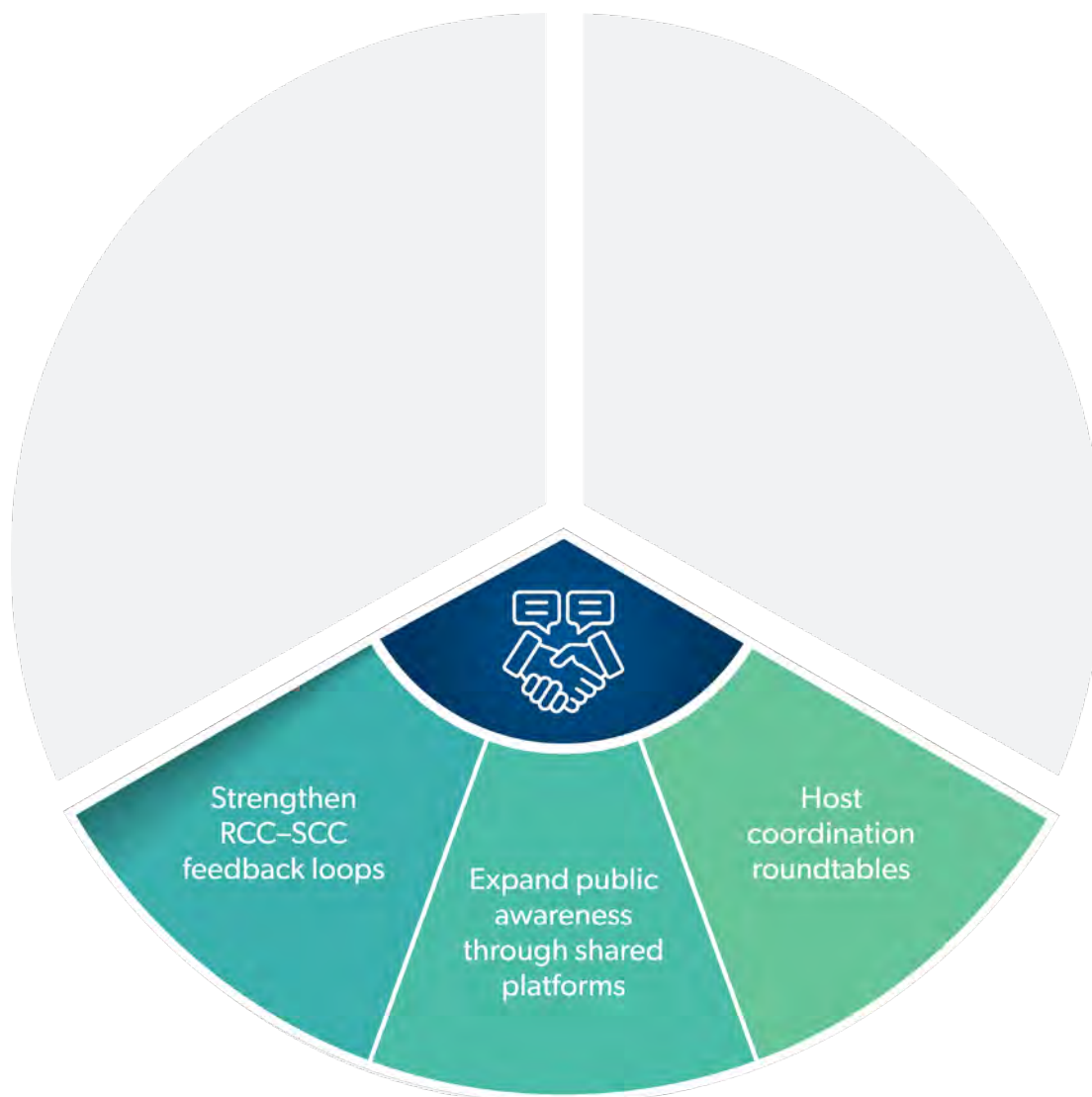




# Theme 1: Communication and Engagement

## Priority 3: Host Coordination Roundtables

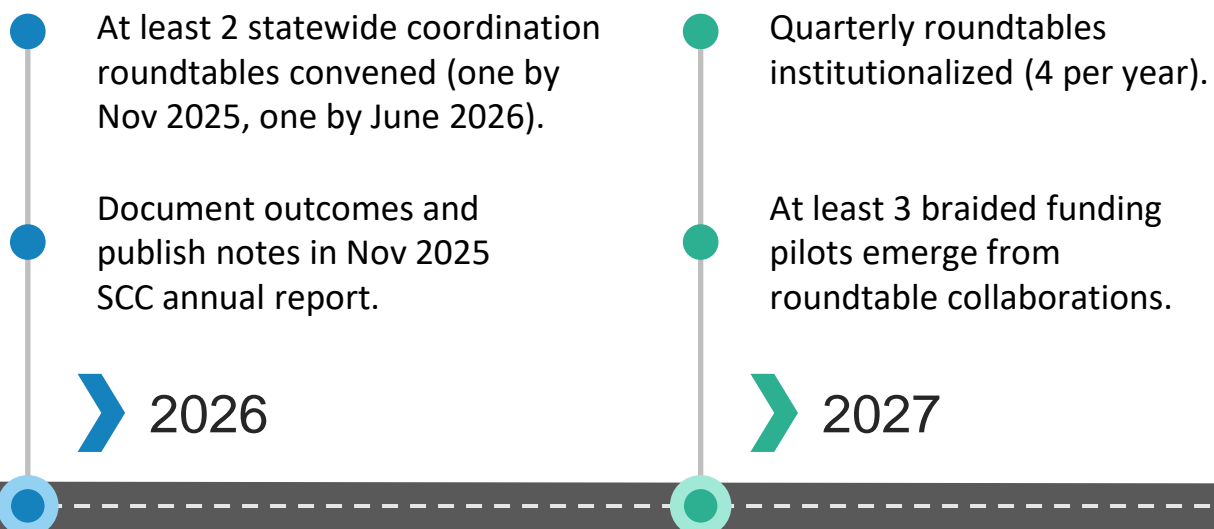
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### Strategic Intention

By 2027, SCC hosts regular, meaningful roundtables across regions and sectors to strengthen coordination, align funding, and elevate shared priorities.

## 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. 

S

*Specific*

Convene cross-sector groups (transportation, health care, housing, Veterans, disability advocates, human services) to discuss funding, unmet needs, and shared solutions.



M

*Measurable*

At least one roundtable per pilot region (3 total) by Sept 2026.  
15+ unique organizations engaged statewide



A

*Attainable*

Builds on CTNA's stakeholder network; RCCs can co-host roundtables with existing partners to reduce the burden.



R

*Relevant*

Cross-sector collaboration supports braided funding, resource-sharing, and holistic solutions beyond transportation.



T

*Time-bound*

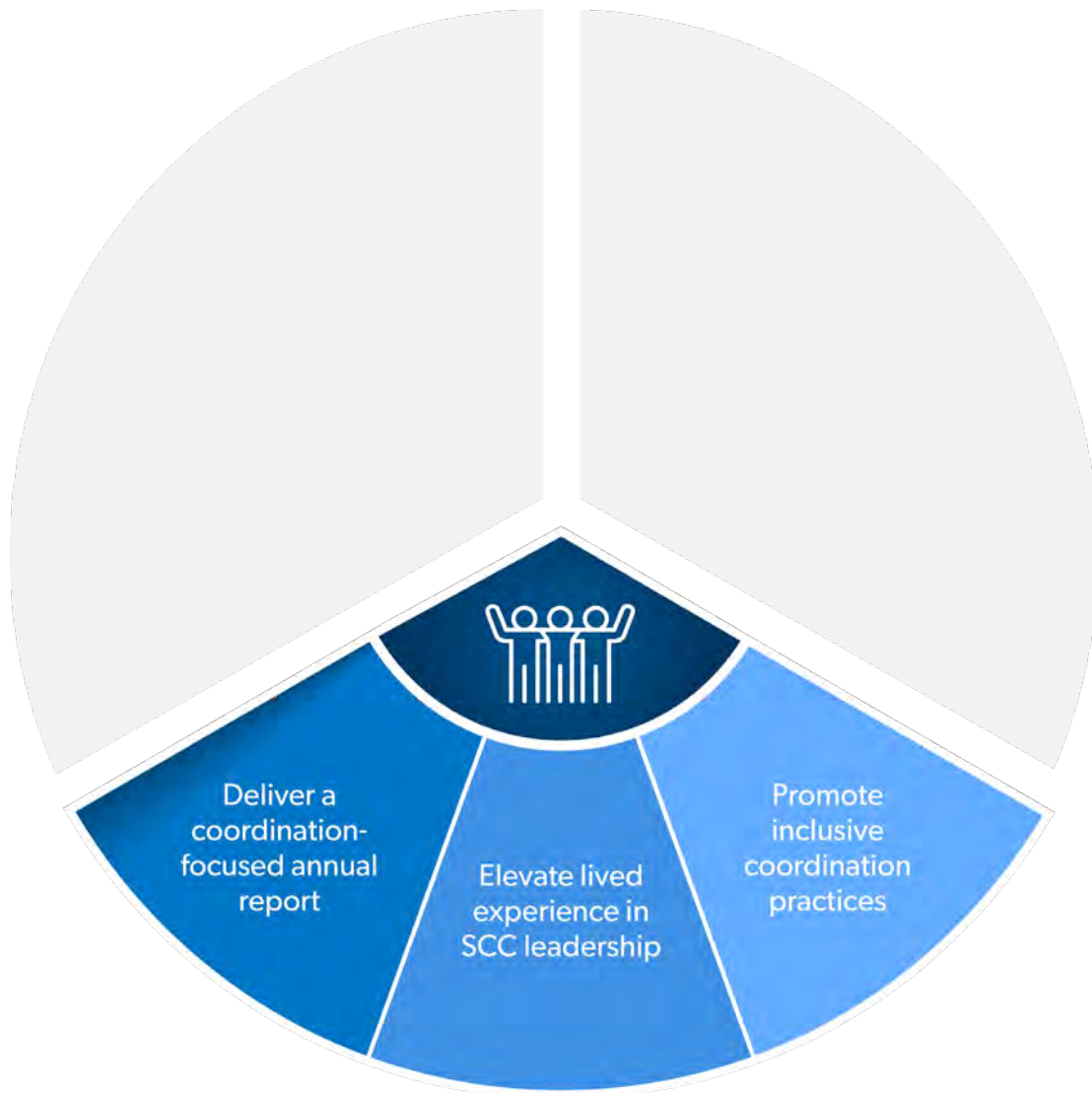
Pilot roundtables by **September 2026**  
Expansion plan to SCC by **December 2026**.



## Theme 2: Leadership and Accountability

### Priority 4: Deliver a Coordination-Focused Annual Report

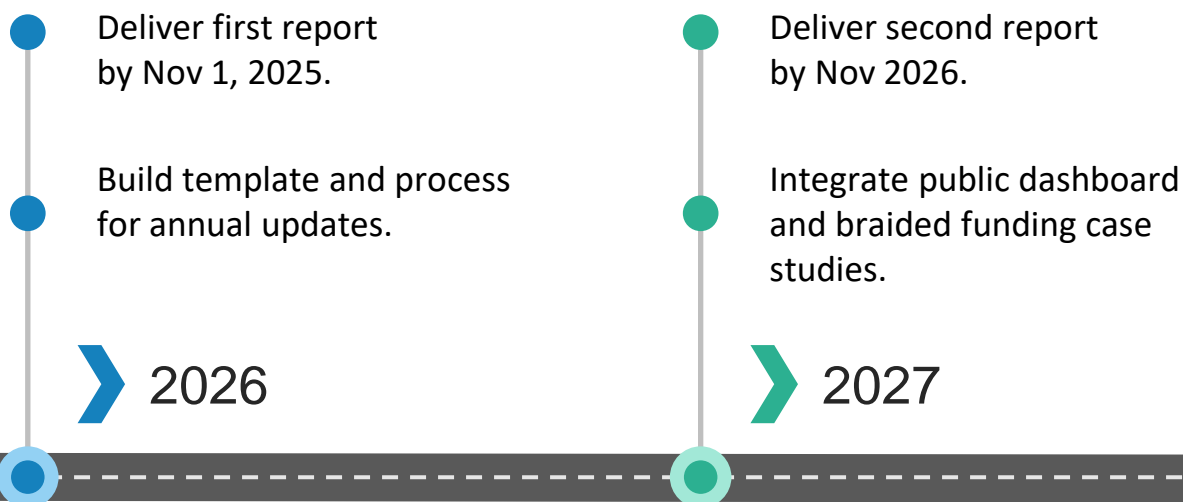
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#### Strategic Intention

Starting Nov 2025, SCC delivers an annual report that is transparent, data-driven, and showcases coordination outcomes, braided funding, and lived experience impacts.

## Goals (Year 1 & 2)



## Early Action Ideas

-  Draft template by Sept 2025. 
-  Collect data from RCCs by Oct 2025. 

By **Dec 2026**, publish the first “**State of Community Transportation**” report with shared KPIs, braided funding examples, and rider stories.

**S**

***Specific***

Report includes: KPIs (new riders, trips, no-shows, cost per trip), 3+ braided funding examples, 9 rider/driver stories (1 per RCC).



**M**

***Measurable***

Report distributed to 200+ stakeholders; posted online; 9 stories minimum included.



**A**

***Attainable***

RCCs already collect KPI data; mobility managers can source rider stories; SCC compiles into an annual product.



**R**

***Relevant***

Transparent reporting improves accountability, demonstrates value to funders, and highlights human impact behind the data.



**T**

***Time-bound***

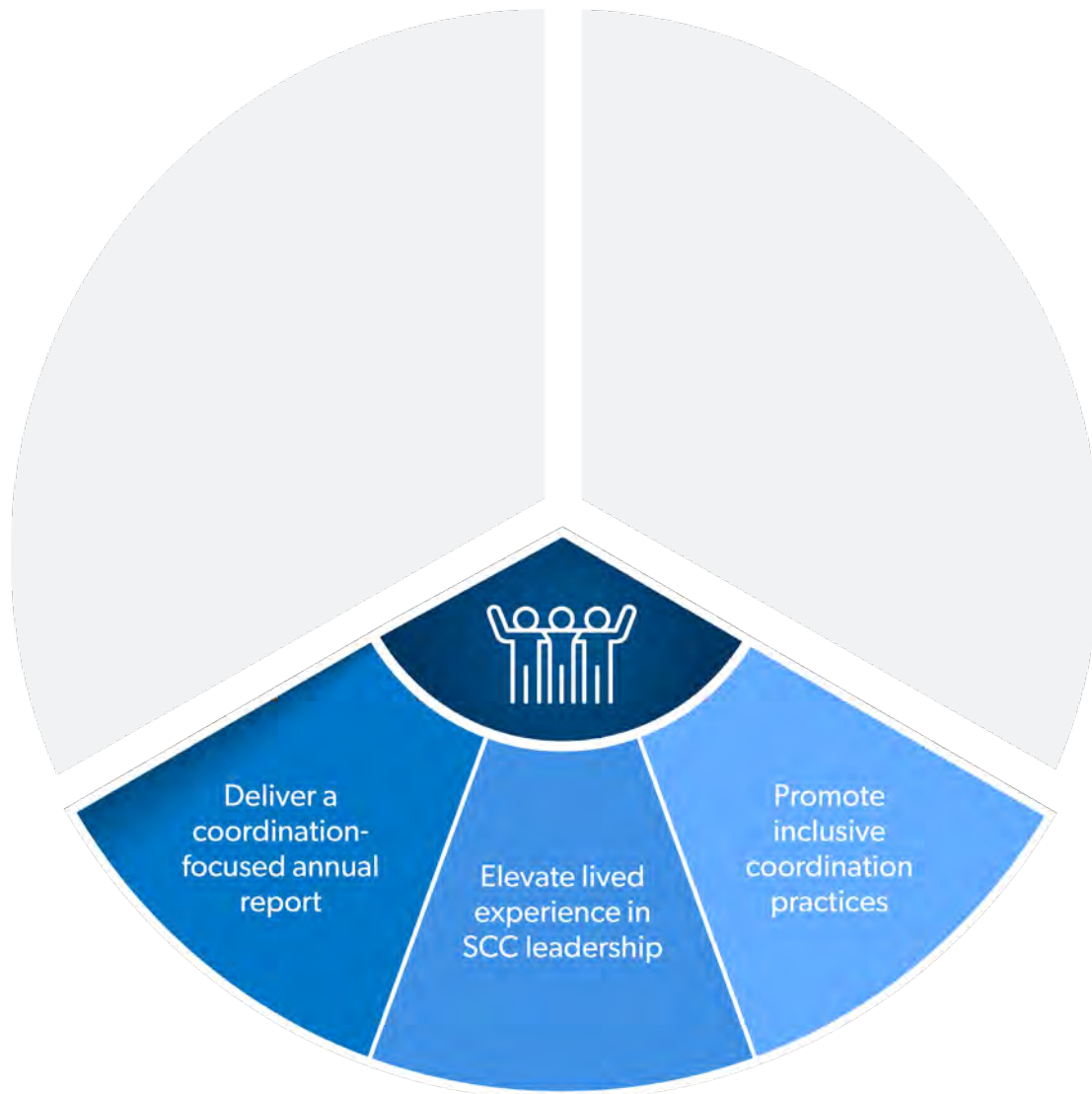
Template by June **2026**  
Data/stories compiled by **Sept 2026**  
Report released by **Dec 2026**.



## Theme 2: Leadership and Accountability

### Priority 5: Elevate Lived Experience in SCC Leadership

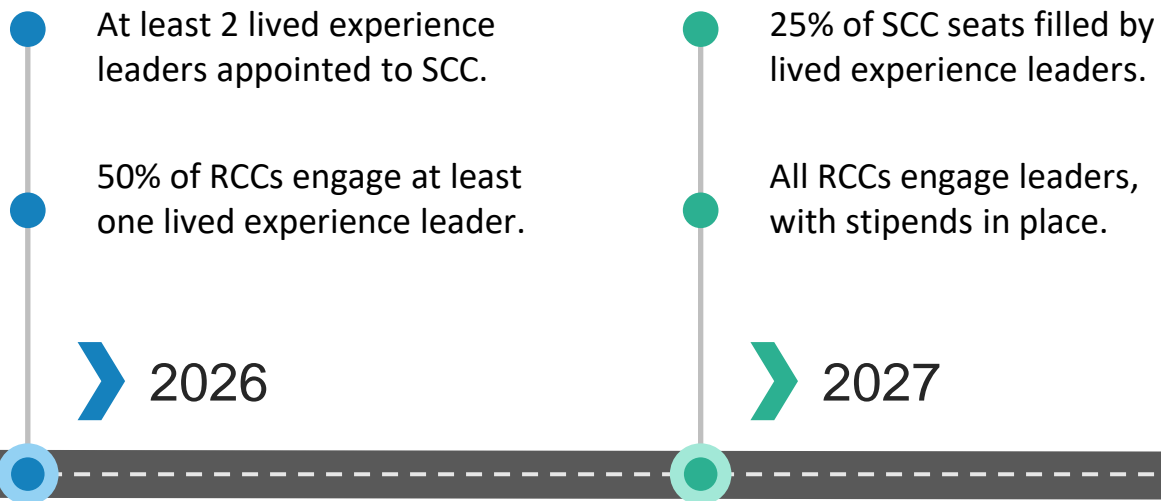
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#### Strategic Intention

By 2027, older adults, people with disabilities, veterans, and riders hold leadership roles in SCC and RCCs, influencing decisions through compensated, supported participation.

## Goals (Year 1 & 2)



## Early Action Ideas

-  Adopt SCC policy on consumer stipends by March 2026. 
-  Host 2 Rider Roundtables before June 2026. 



SMART Goal  
PRIORITY 5

By **Dec 2026**, every RCC and the SCC will have **at least one lived-experience leader** (older adult, person with a disability, veteran, or rider) formally serving.

S

*Specific*

Add one member/advisor per RCC and SCC; provide stipends and orientation.



M

*Measurable*

8 leaders in place (1 per RCC + SCC); at least 2 policy/service adjustments linked to their input by end of 2026.



A

*Attainable*

Builds on CTNA's engagement with riders; stipends can be budgeted modestly.



R

*Relevant*

Ensures planning reflects real-world needs of riders, advancing equity and responsiveness.



T

*Time-bound*

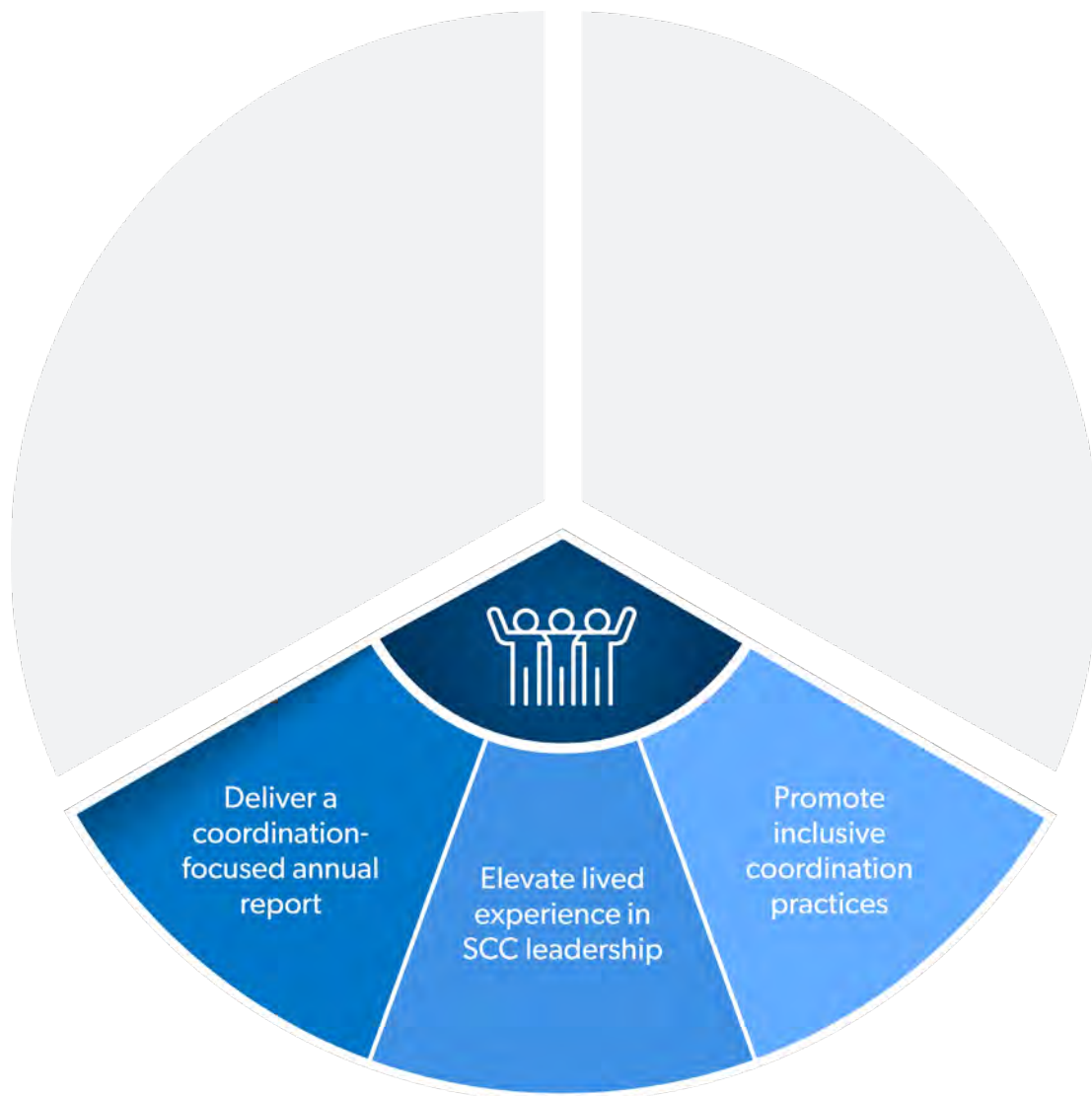
Role descriptions by **Dec 2025**  
Recruitment by **June 2026**  
Full participation by **Dec 2026**.



# Theme 2: Leadership and Accountability

## Priority 6: Promote Inclusive Coordination Practices

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### Strategic Intention

By 2027, SCC and RCCs embed equity into all coordination, ensuring participation from underserved groups and making all meetings and materials accessible.

## Goals (Year 1 & 2)

● Adopt accessibility standards for SCC by May 2026.

● Provide accommodations for 100% SCC meetings.

➤ 2026

● 100% RCCs implement equity standards.

● At least 3 new underserved groups consistently represented statewide.

➤ 2027

## Early Action Ideas



Translate CTNA survey into top 5 languages by Jan 2026.



Pilot inclusive stipends in 2 RCCs.



By **Dec 2026**, conduct annual **representation and accessibility audits** of SCC and RCCs to ensure underserved groups (e.g. Veterans, rural residents, low-income individuals, people with disabilities,) are meaningfully engaged — and address at least one identified gap statewide.

*Specific*

S

Develop and use a simple annual audit tool to track representation and accessibility at SCC and RCC meetings. Review audit results each fall at an SCC monthly meeting. Recruit at least one missing group into SCC/RCC membership



M

*Measurable*

100% of SCC and RCCs complete the annual audit. Results compiled into a statewide snapshot each year. At least one representation gap filled by Dec 2026.



A

*Attainable*

Tool developed by SCC staff/SWMM; RCC Mobility Managers complete locally. Builds on CTNA's inclusive engagement practices.



R

*Relevant*

Creates accountability for who is represented and whether meetings are accessible. Ensures Veterans, rural, low-income, disability, and immigrant/refugee voices are not overlooked.



T

*Time-bound*

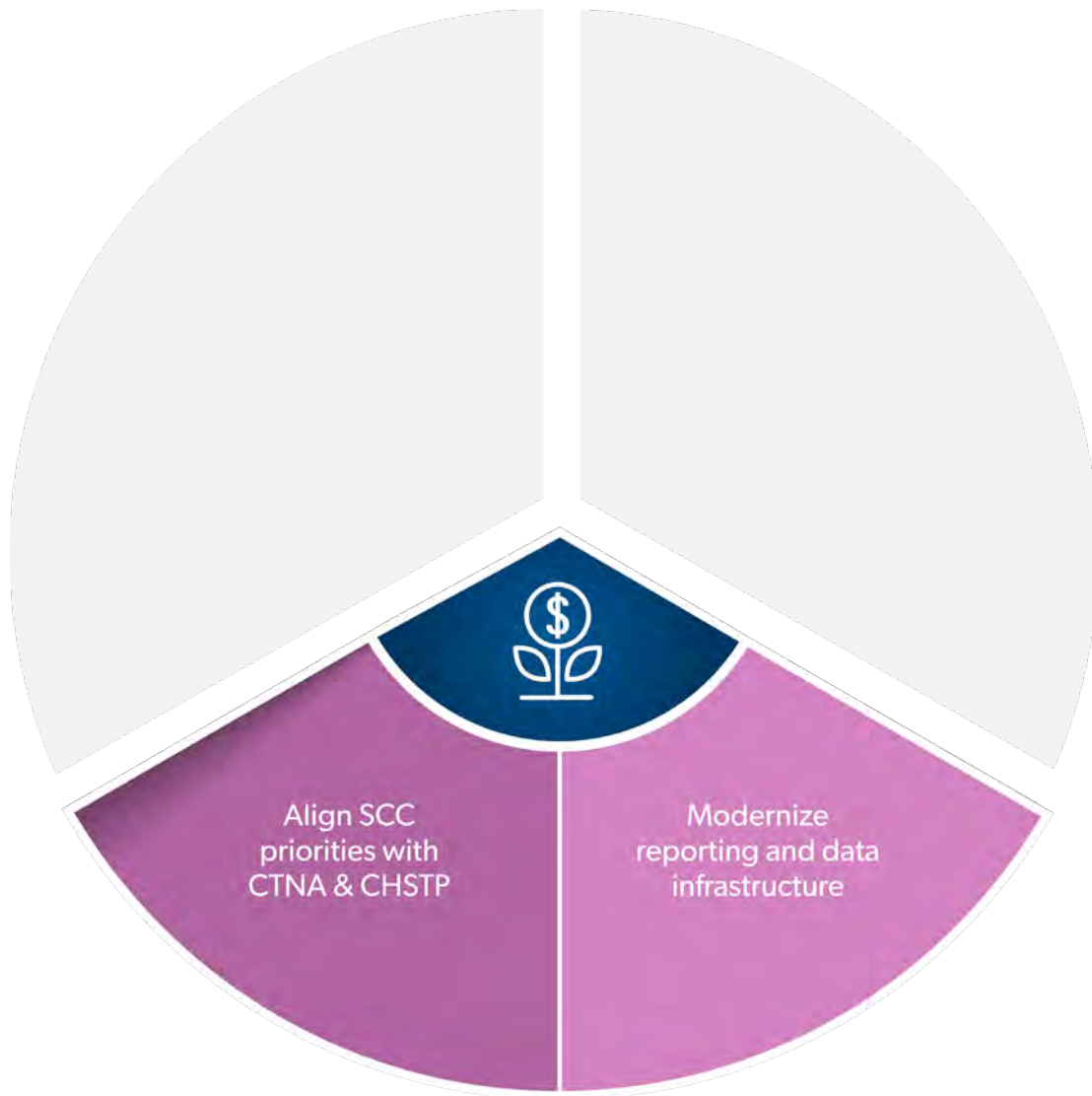
Draft audit tool by **June 2026**. First audit reviewed at **Sept 2026 SCC meeting**. At least one gap addressed by **Dec 2026**.



# Theme 3: Strategic Readiness and Planning

## Priority 7: Align SCC Priorities with CTNA & CHSTP

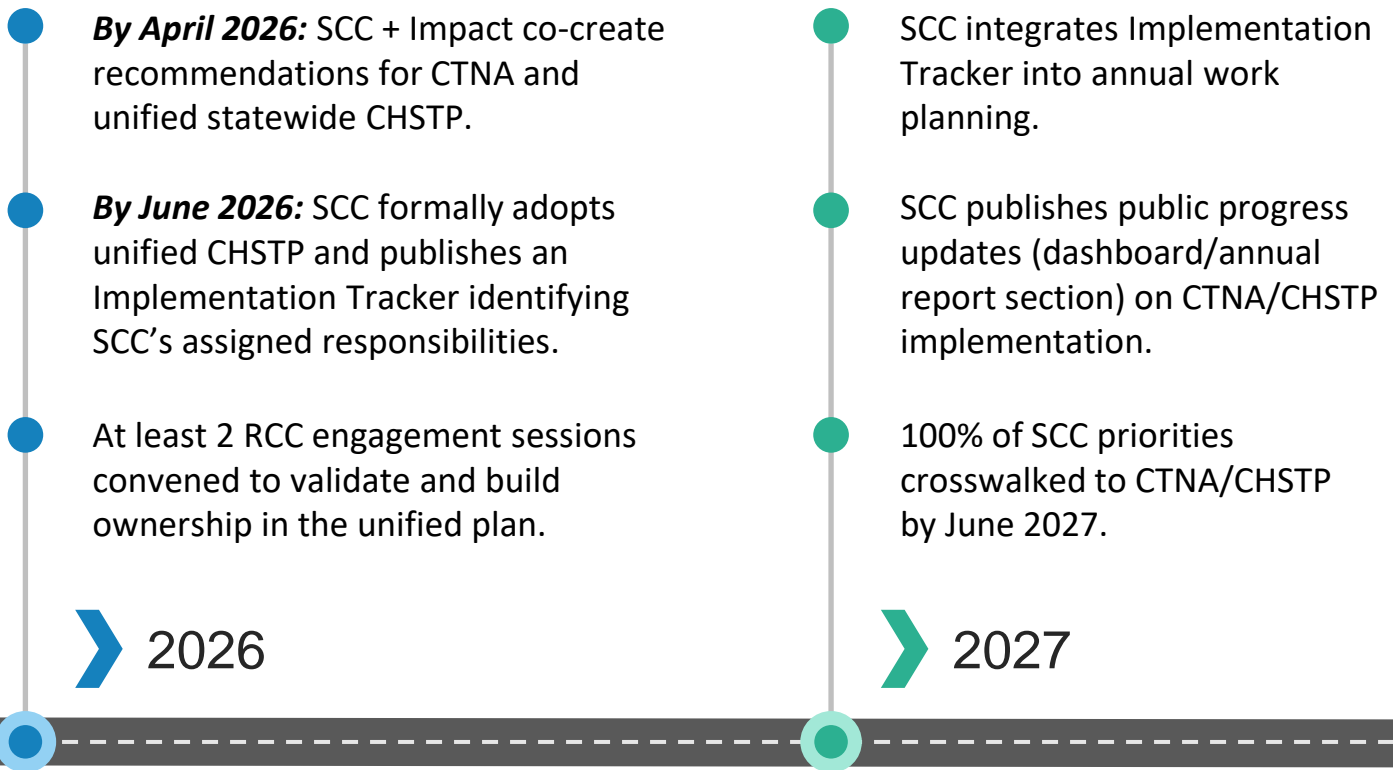
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### Strategic Intention

By 2027, SCC decisions and investments consistently align with the **Community Transportation Needs Assessment (CTNA)** and a single statewide **Coordinated Public Transit–Human Services Transportation Plan (CHSTP)**. SCC plays a proactive role — co-creating recommendations before April 2026, adopting the unified CHSTP alongside CTNA, and establishing an ongoing process to implement and track its responsibilities.

## Goals (Year 1 & 2)



## 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.
 

By **Sept 2026**, produce a **CTNA/CHSTP Alignment Matrix** mapping recommendations to SCC and RCC plans, reviewed in SCC monthly meeting.

**S**

*Specific*

Matrix links each CTNA recommendation to RCC/SCC actions; RCCs report annually on adoption.



**M**

*Measurable*

By Dec 2026, all RCCs adopt at least 2 CTNA-aligned actions; by 2027, 50% of actionable CTNA recommendations underway statewide.



**A**

*Attainable*

CTNA final report (Apr 2026) provides recommendations; RCCs already required to update annual plans.



**R**

*Relevant*

Ensures New Hampshire meets federal CHSTP requirements and turns CTNA findings into action.



**T**

*Time-bound*

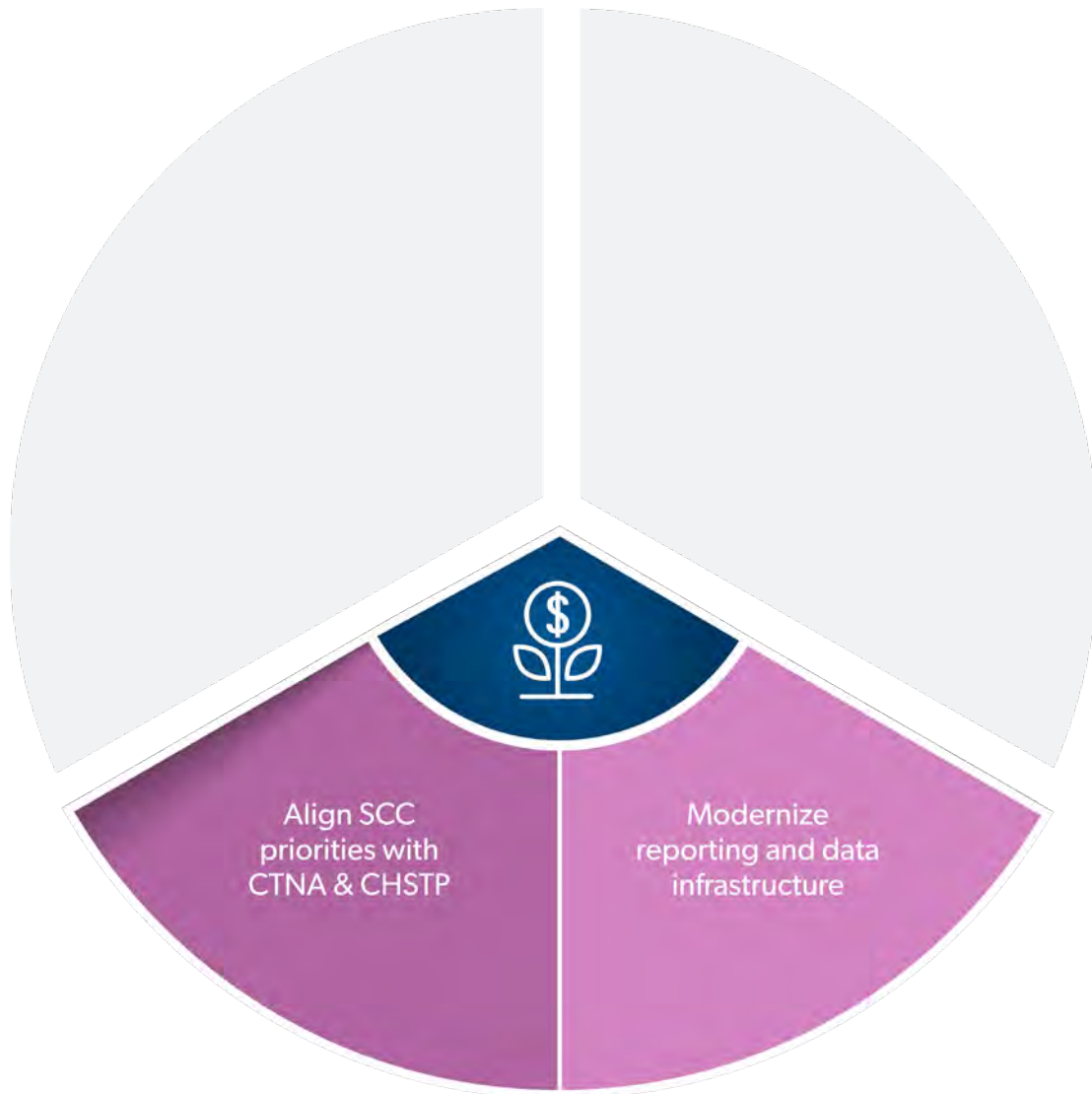
Matrix by **Sept 2026**  
RCC adoption by **Dec 2026**  
SCC reviews each Sept going forward.



# Theme 3: Strategic Readiness and Planning

## Priority 8: Modernize Reporting & Data Infrastructure

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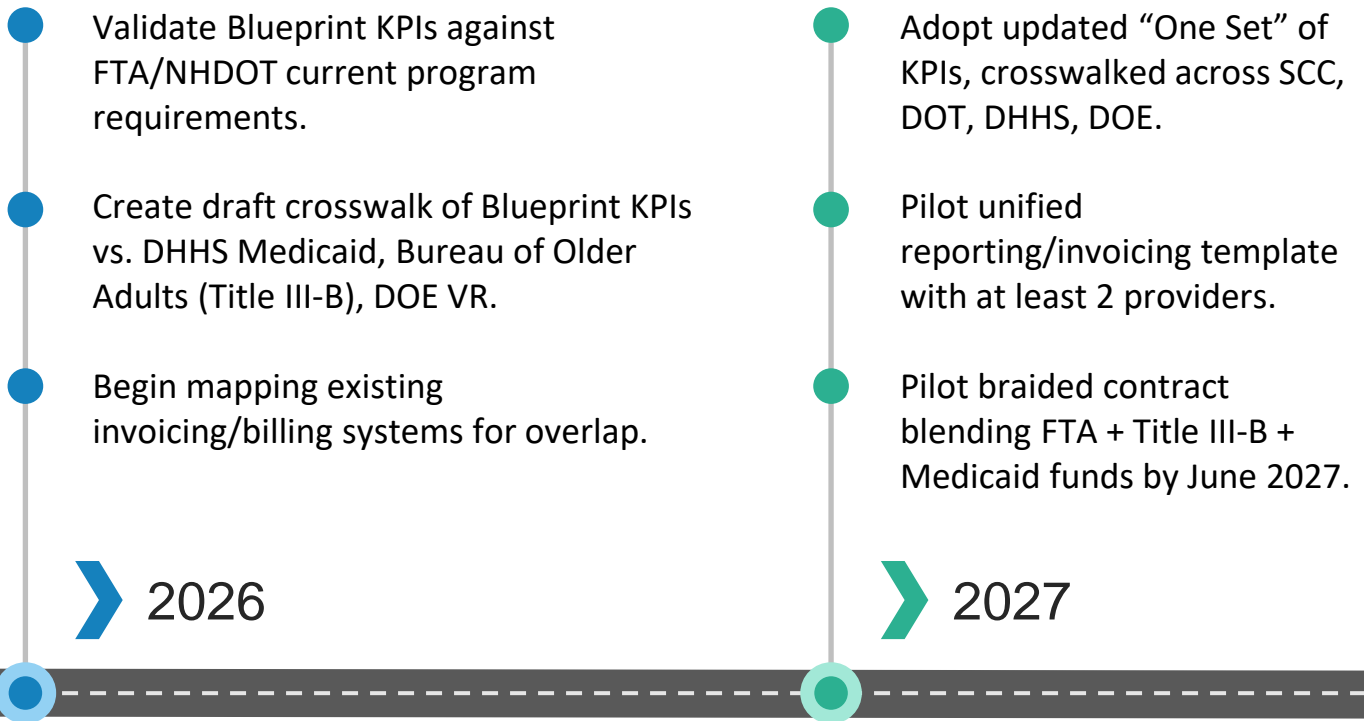


### Strategic Intention







By 2027, SCC, RCCs, and providers operate on a unified reporting system rooted in the **Mobility Management Blueprint KPIs**. These measures are updated to meet current FTA/NHDOT program requirements, then crosswalked with DHHS (Medicaid/Older Adults), DOE, and other agency requirements to move toward “one system.” This modernization supports braided contracts, where providers can hold a single contract that blends FTA, Title III-B, Medicaid, and other funds.



## Goals (Year 1 & 2)



## 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. 

*Specific*

S

Develop a unified reporting system for RCCs, SCC, and providers that tracks trips, referrals, no-shows, demographics, and funding sources across FTA, DHHS, Medicaid, and other programs. Present quarterly dashboards at SCC meetings starting Sept 2026.



M

*Measurable*

Pilot in 2 RCCs by June 2026; 100% adoption by Dec 2026; quarterly dashboards presented starting Sept 2026.



A

*Attainable*

Aligns with Blueprint call for statewide data system; ARPA or 5310 funds can support; NHDOT IT can provide vendor support.



R

*Relevant*

A unified platform improves accuracy, efficiency, and accountability, and supports equity analysis by population group.



T

*Time-bound*

Tech plan/vendor by **Mar 2026**  
Pilot launch by **June 2026**  
Full adoption by **Dec 2026**.

