
NH State Coordinating Council for Community Transportation Meeting Instructions
Thursday, November 6, 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 ▪ November 6, 2025

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

Item	
I. Call to Order & Welcome - 1:30-1:35pm	
II. Chair's Update & Agenda Review - 1:35-1:40pm	
III. Meeting Minutes - 1:40-1:45pm	
A. October 2, 2025	
IV. Discussion Items – 1:45 – 2:20pm	
A. Discussion with Executive Councilors Kenney & Stephen (subject to change in their schedules)	
B. Rural Health Transformation Grant Update	
V. Standing Reports & Updates – 2:20 – 2:40	
A. NHDOT Updates – Fred	
B. Mobility Management Report – Teri	
C. Mobility Management Performance Measures Report August 2025 – Fred	
<i>**Report also posted on KeepNHMoving: https://keepnhmoving.com/about-us/ (See Tab 4)</i>	
D. Federal & State Policy/Budget Related Updates – Steve/Fred/Rad	
VI. Strategic Coordination Discussion – 2:40 – 3:15pm	
A. SCC Strategic Work Plan 2025-2027 - Implementation	
VII. Public Comment: Consumer Voices & Announcements – 3:15pm (Time Permitting)	
<i>*The chair reserves the right to open, suspend or limit discussion. Two-minute limit per speaker.</i>	
VIII. Closing & Adjournment – 2:25-3:30pm	
A. Next Meeting: December 4, 2025	
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
Rural Health Grant				
SCC Strategic Plan				



NHDOT's NHTA UPDATE: 11/06/25

- **Grants**

- **STBG** – All FFY25 funds transferred and split; FFY26 pending the usual gov't shutdown, continuing resolutions, etc.
- **5304/5305** – Please work with RPCs to brainstorm ideas for next solicitation (circa Nov 2026)
 - Emphasizing this one! Start working with RPCs now...
- **5310 Capital** – Apps due 1/22/26; 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 Nov; ensure TAM plans/capital plans updated
- **5311(f)** – NHDOT considering Keene-Nashua (or Keene-Concord) expansion; eyeing 7/1/26 start
- **General/Discretionary** – DHHS's Rural Health Transformation grant will be discussed at SCC meeting.

- **RTAP/Training**

- Passenger Assistance Technique (PAT) trainings are live for 5311 agencies!
 - All are/will be posted to <https://www.newhampshirertap.com/calendar>
- 5311s: Please contact Cathy Cormier regarding any desired transit-related training for NHDOT's consideration of hosting/funding.

- **Other**

- Paula submitted NHDOT's NTD report. Not out of the woods yet, but thanks to 5311s for efforts to date!
- State operating agreements are pending G&C approval and will (I believe) be retroactive to 7/1
- Tri-State '27: Contract with DoubleTree in Manchester pending. Two full days, 9/15 & 9/16 (Wed & Thurs).
 - Anyone want to be TSC committee chair?
 - Cathy sent email on 10/28 requesting feedback from the committee; please provide input
- 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?
- Reminders:
 - Please check your GTFS feeds to ensure your services appear – and are accurate -- on platforms such as Google (Transit). **Looks like no SCT or TCCAP routes as of late Oct?***
 - Beans are neither fruit nor musical.
 - Agencies are encouraged to ensure their services are accurately reflected on the Keep NH Moving website. [Home - Keep NH Moving](#)

Mobility Manager Updates for November 2025

It was a very busy month with Governor's Advisory Council on Intermodal Transportation meetings (GACIT), and it was Community Transportation Month!

Many of the GACIT sessions included Community Transportation advocates and mobility managers. Personally, I went to hearings in Peterborough, Plymouth, Lebanon, Berlin, and Concord. Fortunately, there was a virtual option this year. I was able to listen in on Newport and Dover because of this option. Many people favored raising the gas tax and tolls.

The NH Alliance for Healthy Aging hosted the Annual Volunteer Driver Peer to Peer Conference on October 16th. Cindy Yanski and I were lucky enough to help facilitate this gathering. We had a presentation from Kearsarge Neighborhood Partners, along with discussions on roadblocks that our volunteer driver programs are facing. A few of the topics were:

- What can we do about the unserved areas of our State?
- Volunteer recruitment strategies.
- How do you deal with driver tipping?
- Would it make sense to 'share volunteers' in areas that have multiple programs?
- Vehicle inspection law.
- When you can't provide the trip, do you refer riders to other agencies/mobility managers?
- What do you tell callers from outside your service area?
- How can we help you?

We also celebrated our volunteer driver programs. We are still waiting for the final 2024 numbers, but here is a snapshot of 2023:

19 agencies reported-currently we have 21 programs in NH.

Registered Volunteer Driver 645

New Volunteer Drivers 173

New Registered Riders 2234

Registered Trips 35,894

Logged Miles Traveled 713,532

Volunteer Hours Donated 38,019

When we monetize 713,532 traveled miles @ \$.655/mile, that is \$467,363.46!!

When we monetize 38,019 donated volunteer hours at \$21.00 an hour, that equals \$798,399.00!!

Total monetary value is \$1,265,762.46!!

We can not thank our volunteer driver programs enough! They really are unsung heroes!

Regional updates:

Region #1

Discussions are continuing regarding the possibility of public transportation in Plymouth. Unfortunately, the Orford Senior Center needed to close. The transportation for Orford residents is now being handled out of the Horse Meadow Senior Center in Haverhill NH. Tri-County Transit is also discussing a medical transportation route to Lancaster.

Region #5

The Monadnock Region has a new Mobility Manager! Lisa Steadman began her position on October 6th, succeeding Terry Johnson, who retired at the beginning of September.

Lisa has served on the MRCC since 2021, representing various entities, but most recently Able NH (Advocates Building Lasting Equality in New Hampshire), for whom she has been the President of the Board of Directors for the past 3 years. Lisa will be part-time for the remainder of this fiscal year due to funding constraints in the region.

Region #7

Donna has been meeting with many potential partners regarding medical transportation to the Boston, Massachusetts, and Lebanon, NH areas.

John Burkitt, the founder of the Gate City Bike Coop is being awarded a Title in the Rural Transit Assistance Program Walk of Fame at the annual meeting in December. Unfortunately, John passed away recently. But his work will continue for many years to come. Donna has also been very busy visiting all of the Meals on Wheels locations, as well as presenting at the Hunt community Living Facility and the Global Engagement Forum at Rivier in her region.

The Regional Coordinating Council is also working on its Regional Work-Plan. They took their regional coordinated transportation plan and picked priorities to work on. They then scored these priorities into categories to start planning, and in some cases, implementing.

Region #8

Ben, along with the team from Manchester Transit and folks from the Manchester Health Network, held educational sessions around the city. This team was able to show folks at certain stops in the city where else they could travel using public transit. Handouts were given, and by conducting this outreach, ridership showed a slight increase after these promotional events.

Region #10

Jeff is continuing to hold one-on-one interviews with ACT and Triplink stakeholders to identify areas for improvement.

Work with RideScheduler is continuing to complete customizations for use as Triplink's new VDP scheduler.

Additional information:

Video: Moving Forward: Age-Friendly Transportation Solutions

This from [the video](#) the [AARP Age Friendly Livable Community Network](#) highlights communities across the country that are solving transportation challenges with local solutions. Both the towns of Amesbury and Arlington, Massachusetts, are highlighted for their work partnering with community-based organizations and citizens to extend accessibility to transportation and community resources!

Able NH Lunch and Learn Series

95 people attended the Lunch and Learn!!

If there are any issues with CTS Medicaid trips, riders need to call CTS team members immediately. The number to call is 833-301-2264.

For more information on Medicaid Transportation, visit the DHHS website page:

<https://www.dhhs.nh.gov/programs-services/medicaid/medicaid-transportation>

To learn more about the Able NH Transportation Equity Task Force and to review the Lunch & Learn series, visit the Able NH Transportation page:

<https://ablenh.org/current-initiatives/transportation-task-force/>

The next Lunch & Learn will be learning all about the KeepNHMoving website on November 21st from 12:00pm to 1:00 pm.

Thank you again to all of the mobility managers, transit providers, and all other Community Transportation partners that helped make the Annual Community Transportation Month a success!



State Coordinating Council For Community Transportation (SCC)

SFY2025 Annual Report

October 2025

Purpose:

Per [RSA 239 – B:4](#), “The SCC shall annually report its findings, progress, and any recommendations for proposed legislation to the governor, the speaker of the house of representatives, and the president of the senate by November 1 of each year. The report shall cover the state fiscal year ending June 30 of the same year.”

Findings:

Community Transportation Needs Assessment (CTNA)

Led by the State Commission on Aging, the CTNA started in fall 2024 and will not be completed until spring 2026. Preliminary findings offer much for SCC and its partners to consider that will enhance the state’s transportation network, allow state agencies to direct the flow of funds to those most in need of transportation services, etc. A final report is planned for release in spring/summer 2026.

Website

The creation of the www.KeepNHMoving.com website, which went live in May 2024, is seen as a crucial step in NH’s attempt to have a “one stop shop” for the travelling public who need any manner of rides, whether via non-profit or private, for-profit providers. While feedback has been overwhelmingly positive, it is recognized that upgrades to the site are needed to continue to enhance the ease of use for NH’s residents/visitors to find rides. SCC continues to search for funding opportunities to assist with the necessary upgrades to the site.

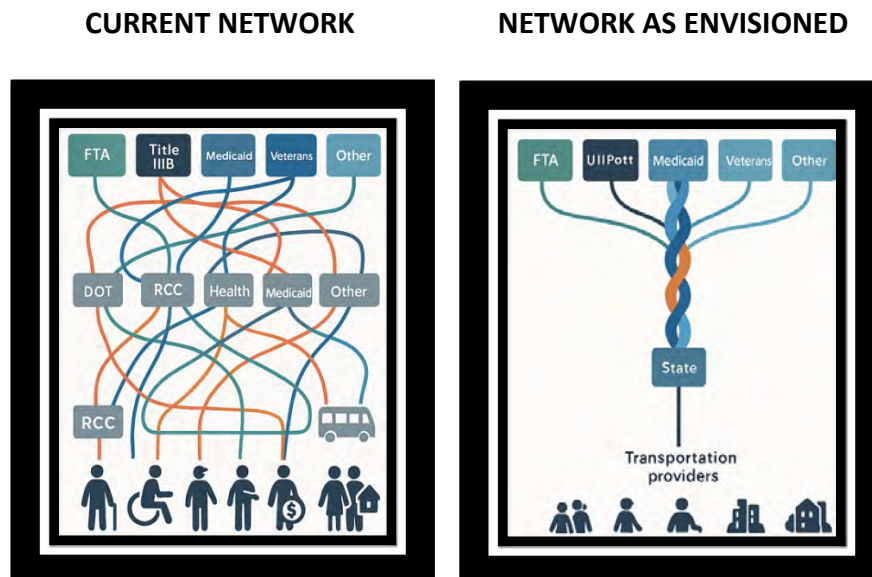
Healthcare

The issue of transportation as it relates to healthcare has risen as a priority issue. The SCC’s Healthcare Taskforce took shape in SFY2024 with the purpose of bringing high-level stakeholders together to look at the intersection of public health, healthcare and transportation. In SFY2025,

the Taskforce continued to grow, with partners brought to the table who will be instrumental in effecting change in the coming years. This will be a long-term effort that will ideally help improve health outcomes and reduce costs associated with missed appointments.

Turning Fragmented into Coordinated

While NH DHHS has been a valuable partner at the Healthcare Taskforce table, SCC remains concerned that the disconnected administration of funding, e.g., Medicaid vs Federal Transit Administration (FTA), creates barriers to efficiency within the state. While the federal government encourages coordination in terms of service delivery, it defers to the states to determine how, or if, that is done. In NH, there are separate and distinct systems of human services transportation that preclude realizing the economies of scale and efficiencies gained by the implementation of a single delivery system of transportation services. Here's the goal:



The SCC requests that, in collaboration with the SCC, policy makers continue to focus on efforts that would allow a single, coordinated system of transportation service delivery in the coming years.

Progress:

With a network including a State Mobility Manager and (8) Regional Mobility Managers in place, SFY2025 saw the SCC focus on core governance to ensure a systematic approach to the State's coordination efforts. Here are some highlights:

- ✓ *Enhanced by-laws to reflect the network's development*
- ✓ *Implemented SurveyMonkey-based reporting for improved data collection and analysis*
- ✓ *Established connections with healthcare facilities to develop Non-Emergency Medical Transportation (NEMT) programs, modeled after the UCVH program in Colebrook*
- ✓ *Introduced two expanded Volunteer Driver Programs (VDPs) thanks to cross-regional collaboration*
- ✓ *Developed pilot program for regional ride program that involves philanthropic partnerships*

Recommendations for Proposed Legislation:

Vehicle Registration Fees (NH RSA 261:153)

SCC first and foremost supports a stable source of state funding for public transit/human services transportation, at least at a level necessary to provide required match for federal funding. In the absence of such funding, SCC advocates for amending [NH RSA 261:153](#) relative to vehicle registration fees. Specifically, Section VI of the RSA caps the amount that municipalities may collect for a “municipal and transportation improvement fund” at \$5. **SCC requests that this cap be raised to at least \$10.** Any increase, or removal of a cap entirely, would not serve to increase taxes, as is commonly misunderstood. Rather, it would provide municipalities a further mechanism to utilize user fees in lieu of relying on broad taxes, similar to how toll revenues dovetail with gas tax revenues. While no municipalities would be compelled to vote to establish a fund, or to increase any current maximum, they would be provided with an option to do so. Communities have expressed interest in having that option rather than having revenues solely borne by property taxes.

SCC’s Governing Legislation (NH RSA 239-B)

The SCC’s governing legislation, [RSA 239-B](#), is in need of broad updating to reflect the maturation of the SCC since its enactment in 2017. Should a broad revamping not be feasible at present, an update regarding **239-B:2 Membership and Compensation** is recommended/requested:

239-B:2 I

- a. Existing: Defines 15 members but excludes a customer representative
- b. Proposed: Amend RSA to add the following as letter (i): *A member of the general public who represents the human services transportation customer base*
 - i. This change would ensure that customers are represented at the SCC level. The SCC is currently taking steps to ensure that each Regional Coordination Council (RCC) has a customer-based voting member to ensure those with lived experience are at the table.

Federal Fund Braiding

The SCC recommends that the Governor & Legislature continue to focus on coordination for service delivery in NH to ensure efficiency and ease of access for customers. For example, currently, Medicaid-eligible customers must book rides with one of two Medicaid brokers in NH. Non-Medicaid-eligible passengers, including seniors and individuals with disabilities, can often book rides with their local transit agency, senior center, or volunteer driver program. Often, customers eligible for Medicaid simply prefer to avoid the brokerage system and instead book rides via those other means. Not only does that place an administrative and financial burden on those non-Medicaid transportation providers, but the Medicaid Managed Care Organization (MCO) still receives funding for those individuals via the capitated rate as well. Ideally, a study will eventually lead to a coordinated system of delivery that will allow for a seamless “braiding” of funding sources.

Thank you for the opportunity to present this annual report. For more information regarding the SCC, RCCs, and human service transportation services within NH, please visit www.KeepNHmoving.com.