

**NH State Coordinating Council for Community Transportation Meeting Instructions**  
**Thursday, December 4, 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 ▪ December 4, 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 - 1:30-1:35pm</b>	
<b>II. Chair's Update &amp; Agenda Review - 1:35-1:40pm</b>	
<b>III. Meeting Minutes - 1:40-1:50pm</b>	
A. October 2, 2025	
B. November 6, 2025	
<b>IV. Standing Reports &amp; Updates – 1:50 – 2:20</b>	
A. NHDOT Updates – Fred	
B. Mobility Management Report – Teri	
C. Mobility Management Performance Measures Report October 2025 – Fred	
<i>**Report also posted on KeepNHMoving: <a href="https://keepnhmoving.com/about-us/">https://keepnhmoving.com/about-us/</a> (See Tab 4)</i>	
D. Federal & State Policy/Budget Related Updates – Steve/Fred/Rad	
<b>V. Discussion Items – 2:20 – 2:40pm</b>	
A. Rural Health Transformation Grant Update	
B. 91-A Update If available (Chuck has asked for an opinion from the AG's Office)	
<b>VI. Strategic Coordination Discussion – 2:40 – 3:15pm</b>	
A. SCC Strategic Workgroups - Continued Implementation	
<b>VII. Public Comment: Consumer Voices &amp; Announcements – 3:15pm (Time Permitting)</b>	
<i>*The chair reserves the right to open, suspend or limit discussion. Two-minute limit per speaker.</i>	
<b>VIII. Closing &amp; Adjournment – 2:25-3:30pm</b>	
A. Next Meeting: <b>Rescheduled to January 8, 2026</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
Rural Health Grant				
SCC Strategic Plan Implementation				

**NH State Coordinating Council for Community Transportation  
Meeting Minutes • November 6, 2025  
Granite State Independent Living • 21 Chenell Drive, Concord, NH**

**Council Members Present In-Person**

Rad Nichols, Chuck Saia, Sylvia Von Aulock, Terri Paige, Fred Butler, Deb Ritcey, Steve Workman, Gene Patnode, Jesse Lore, Charles Lewis, Angelique Pandolph (Pending) Andrea Hession (Alt)

**Council Members Present Virtually**

Jennifer Rabalais (Pending)

**Guests**

Fred Roberge, Shelley Winters, Teri Palmer, Ben Herbert, Candy Reed, Lisa Steadman, Donna Marceau, Cindy Yanski, Kerry Miller, Janet Langdell, Scott Bogle, James Berquist, Andrew Harmon, Chase Eagleson, Tim Josephson, Jen Buteau, Lilly Wellington, Luise McBride, Carole Zangla, John Wilson, Glenn Trefethen, Randy Pierce, Nicholas Altonaga, Mary Seavey, Keith Thibault, Matt Waitkins

**I. Call to Order, Welcome & Introductions**

- Chair Chuck Saia called the meeting to order at 1:36pm
- Steve Workman called the roll; quorum is present in the room.

**II. Chair's Update – As needed**

- The past couple of months have been busy developing the SCC Strategic Plan and working on the Rural Health Transformation Grant. NH DHHS is working on the grant and moving forward with the application. Questions can be referred to DHHS Associate Commissioner Chris Santaniello.
- The SCC Leadership and DOT staff met with Executive Councilors Kenney and Steven following the October SCC meeting to talk about closing gaps in transportation with particular focus on the north country and the RHT Grant opportunity. The discussion included how approaching transportation as a coordinated statewide system could improve outcomes for all users. Discussion included the strategies that SCC Leadership submitted for the RHT and how these might be implemented over the five-year grant period. Also discussed was the need to create an environment and permission structure from the top down that would require state agencies, transportation providers, SCC and RCCs to work more effectively together to braid and increase funding to meet needs, close gaps in service, and create a system that connects people to where they need to go instead of end at regional boundaries. A clear message was sent that in order to do any of this our sector would need to expand its capacity through funding, vehicles and staff. Overall, the meeting was a great success and the first opportunity in recent memory to have an expansive discussion with members of state leadership.
- The SCC annual report for FY 2025 has been filed.

**III. Meeting Minutes**

- A. Oct. 2, 2025 minutes tabled until December meeting.

**IV. Discussion Items**

- A. Discussion with Councilors Kenney and Steven was postponed because of a last-minute schedule change.
- B. RHT Grant Update: Chuck shared that leadership was waiting to hear from A.C. Chris Santaniello about what was included in the state's RHT grant proposal which is due to the Federal Government end of today. He said it would be premature to get into details of the 17-plus strategies that were submitted prior to knowing what was

included in the grant proposal. He did assure the council that the strategies were expansive and that when/if we receive funding to pursue some or all of the strategies there would be much more participation in the process.

## **V. Standing Reports & Updates**

### **A. NHDOT Updates (Fred) – See Attached Report**

- The FTA 5310 (seniors and disabled persons) grant solicitation is due Jan. 22, 2026. Applications are open statewide, but the RCCs vet the projects. Fred says a replacement vehicle project has a better chance than an expansion project. Any expansion needs to be open to the public, not just client based.
- The Capital Facilities Grant for Advance Transit, Tri County Cap is on track for pre-thanksgiving.

### **B. State Mobility Management Report – See Attached Report**

- The Transportation Equity Taskforce presented at the Able NH Lunch and Learn. Providers are asking that Medicaid riders call 1-800 number if having trouble with Medicaid trip while the problem is happening. Help can be better provided in the moment. The next Lunch and Learn is Nov 21st with Steve, Ben, and Teri will talk about mobility management and demonstrate Keep NH Moving website. Information is available on the Able NH website and Teri will share a flyer.
- Teri attended several GACIT hearings, but she spoke at the ones where no one else was there for transportation to ensure that community transportation was discussed.
- Deb Ritcey said that the ask of providers for Medicaid is not realistic because most people can't call in the moment. When GSIL calls on behalf of clients (which they often do) to help, Medicaid says they're a third party and that they need to speak directly to the client, but Deb says someone needs to report problems for the client. Passengers also sometimes don't tell providers they have Medicaid.
- Jesse Lore asks if we can use numbers from Teri's statistics for match money. Teri says yes, the hours can be used for in-kind match and she will add it to her spreadsheet. When providers send in invoices, Teri uses those hours toward match, and she can also flex hours into another provider. Shelley Winters says this can only be done in a billing service period, not carried over.
- 

### **C. Mobility Management Performance Measures Report September 2025 – Fred Butler – See Attached Report**

- Report is also posted at: <https://keepnhmoving.com/about-us/>
- The monthly data is level going back into September, flat with August, and there was a spike in July with new fiscal year. On the website, you can see the previous 30 days of web traffic. Every 15<sup>th</sup> of month, Fred takes a screenshot of the previous month to capture the number. Steve said he has Google analytics so he can provide all kinds of website data so Fred doesn't have to keep taking the screenshot. We continually revisit the Mobility Management Blueprint to see what is actually getting captured.

### **D. Federal & State Policy & Budget Updates – Steve/Rad/Fred**

- The final GACIT Hearing is on Nov. 12 at 2:30 p.m. at NH DOT. Chuck asks what are next steps after GACIT wraps up? Fred says DOT commissioners will meet with the executive councilors where they will move projects in or out and develop a new iteration of the 10-year plan, which will then be sent on to the Governor, House and Senate. There is no virtual option for the meeting, but members of the public can attend in-person. Rad reminded everyone that today is the deadline to submit GACIT comments in writing through DOT.
- Steve reported that federal reauthorization of the surfaced transportation bill is gearing up. National advocacy agencies are actively engaged in D.C. asking for state leaders to stand up, contribute to their

platform and do individual advocacy work with their respective state/federal reps. There are some concerns that a reduction in funding for transit may be considered.

- Fred reported that there are no immediate impacts to transportation in NH because of the federal government shutdown. If the shutdown is prolonged NH will spend down its available funding. We have no ability as of yet to go in for a new grant. FTA is still picking up the phone so that is positive.

#### E. Keep NH Moving Updates

- Steve just received word from Millennium that they will be making upgrades to its hosting platform. This will provide better security and faster load times. The process may take several weeks, but isn't expected to have any direct, visible impact on KNHM. Millennium did recommend that we not make any site updates/edits during this process as it is possible that those changes could be lost when the websites migrate to the new platform. Steve will keep MM's posted and asked that they immediately contact him if they see anything unusual happening to the website.
- Steve reported that the calendar of events is not working properly on KNHM. Dates are all messed up and out of chronological order. There is a chance this is related to the website platform migration, but more likely it is because the subscription for the pro plan has expired, reverting back to the standard version which does not allow for repeated events. Transport NH has been paying for this and other website related services but currently has no money in its budget to cover these costs. He asked if DOT could pay for this. Fred said he would follow up with Steve. Steve also reminded everyone that the two-year contract for hosting, maintenance and security of KNHM will expire at the end of June 2026. Significant funding will be required at that time to keep the site running. Funding for this along with a full site upgrade was included in the RHT strategies submitted by SCC Leadership, but at this time we do not know if this was included in the state's proposal.

### VI. Strategic Coordination Discussion

#### A. SCC Workplan 2025-2027 SMART Goals - Presentation

- Jen - Steve and Jen have created a workbook and are ready to brainstorm on how to move the plan into action – organizing the work, who will be involved (within and outside of the SCC) and how the pieces will connect. Today is a planning session with follow up next month. Jen proposed a work group for each of the five goals with an SCC member as the champion for each goal.
- Steve cautioned that it is important that workgroups remain organized and wait for specific instructions, and other related issues before diving into the work to avoid working at cross purposes.
- Discussion of whether the work groups need a noticed meeting with quorum– Rad says they public meetings because they're a subgroup of the SCC. You have to public notice the work group. Groups must also meet in person, too.
- Andrew Harmon is interested, but it's hard for him to meet in-person. Janet Langdell is also interested but wants more info on what the time commitment is and location.
- The group went through each of the 5 workgroups (based on the 5 strategic plan goals) and began to determine who might be part of a workgroup and other related details.

**Goal #1: Strengthen SCC RCC relationship.** Angelique volunteered to be the champion. She's been working with Teri and Sylvia to get a jump on this topic. Members include Angelique, Teri Palmer, Gene Patnode, Sylvia Von Aulock and Deb Ritcey and Chuck Saia as needed.

**Goal #2: Elevate Equity and Lived Experience in Decision-Making.** Lisa Stegman, and maybe Melina Hill Walker can be the champion? Sandy will ask her. Deb suggested and Steve concurred that Ryan Donnley from GSIL would be an excellent member of this committee. Steve also suggested that Chase Eagleson might also be interested.

**Goal #3: Modernize Data and Finance Systems to support braided funding.** Medicaid, EMTs, veterans services folks would be good for this. Jesse can participate, but he's not able to lead due to 91-A requirements. Other members: Rad Nichols, Fred Butler, Teri Palmer. Fred Butler will be the champion.

**Goal #4: Lead Statewide Community Transportation Coordination Across Plans and Partners.** Steve Workman is the champion. Other members: Sylvia Von Aulock and Fred Butler. Sylvia suggested that Alliance for Healthy Aging Transportation Workgroup might be able to umbrella this workgroup which may address 91-A concerns. Steve said he appreciated Sylvia's idea and says the AHA work group has some good foundation to that, but he was also concerned about outsourcing the majority of transportation work/issues to other sectors. Jennifer Rabalais says she's happy to talk more about this.

**Goal #5: Strengthen Public Communication and Awareness.** Steve Workman is the champion. Other members: Andrew Harmon, Rad Nichols and/or someone else from Coast, Louise McBride, Teri Palmer and maybe Trish Palao and a representative of GSIL.

- Next Step: SCC leadership will finalize the work groups and figure out 91-A meeting regulations and report back to all.

**VII. Public Comment: Consumer Voices & Announcements (as time permits) - None**

- Steve told everyone that he was hired by the National Transit Institute (NTI) at Rutgers University as an adjunct instructor for FTA's new Advanced Mobility Management Course. The course is expected to roll out in 2026.

**VIII. Closing, Action Item Review, and Adjournment**

**A. Next Meeting: Thursday, December 4, 2025**

**B. Sylvia von Aulok and Deb Ritcey seconded a motion to adjourn. Meeting Adjourned at 3:17pm**

Respectfully Submitted,  
Steve Workman, SCC Secretary





## NHDOT's NHTA UPDATE: 12/04/25

- **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 received internal approval to move forward with 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**

- 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).
  - Please nominate a chairperson for the committee.
  - NHDOT/RLS will provide funding/resources, but NHTA should drive the agenda.
  - John Savage wants to coordinate with NEPTA in some fashion. Details TBD.
- A bus driver reminiscing while throwing the bus in reverse: "Ah, this takes me back."
- Who killed the electric bus? (Please discuss hurdles/paradigm shift associated with BEBs.)
- Are there any marketing initiatives planned?
- Reminders:
  - Agencies are encouraged to ensure their services are accurately reflected on the Keep NH Moving website. [Home - Keep NH Moving](#)



## **Mobility Manager update for December 2025**

An article in Mass Transit recently had me thinking: are we missing an untapped talent pool in New Hampshire?

Here is a small portion of the article:

As many agencies continue to search for qualified operational staff, one agency in Austin, Texas, has started a movement of tapping into a proven talent pool: U. S. Military Veterans.

CapMetro in Austin, Texas, targeted efforts to recruit and retain veterans, which has earned them formal recognition through the Texas Veterans Commission's "We Hire Vets" program, a distinction given to employers whose workforce is at least 10% veteran.

As of March 2025, veterans make up 10.3% of CapMetro's frontline workforce and 12.2% of its corporate staff.

Known for their discipline, teamwork, and technical skills, veterans bring a mission-first mindset to the workplace, a quality that aligns well with public transportation's commitment to serving the community.

The article goes on to explain what they did to reach out to veterans, the organizations behind helping to build the foundation, and other statistics.

If you would like to read more on CapMetro's veterans program, follow this link:

[How Transit is Building Stronger Veteran Pathways](#)

### **Updates from around the State of New Hampshire:**

Able NH recording of NEMT Lunch and Learn

For those of you who are waiting on the recording of our October session on NEMT (Non-Emergency Medical Transportation), it can be found [HERE](#).

Our November Lunch & Learn was a presentation on the KeepNHMoving website. This recording will be available soon.

As a reminder, here is the link to the Able NH website for previous recordings and one-pagers:

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

An update on Senate Bill S.1177. This is the bill to amend the Internal Revenue Code of 1986 to equalize the charitable mileage rate with the business travel rate. It is now in the Committee on Finance as of March 2025.

Registration is now open for the Community Transportation Association of America for the yearly legislative 'fly-in' March 4<sup>th</sup> through the 6<sup>th</sup>, 2026, in Washington D.C. Join fellow transit leaders, CTAA staff to include our own Mike Whitten (MTA) and Board of Directors on Capitol Hill to speak with your legislators to discuss priorities impacting community transportation systems. If you are interested in the legislative fly-in, more information can be found on the CTAA website here:

<https://ctaa.org/hill-day-2026/>

Conversations are beginning all around the State of New Hampshire regarding the Rural Health Transformation Funding. Governor Ayotte has released a summary explaining the objectives within the new Go-North program. (Governor's Office of New Opportunities & Rural Transformational Health).

I have attached the objectives to this report for you to view.

Our mobility managers met this month virtually and received an update from Jen Buteau on the Community Transportation Needs Assessment.

We have also started planning conversations for our next in person meeting that will most likely take place in January (weather permitting).

We are hoping to have a couple of speakers during this in person meeting that may be able to talk to us about the following topics: how do we persuade people to join the Regional Coordination conversations, and possibly help us with funding opportunities. Discussions about a client management tool to use statewide that would interact cross regionally.

There will be additional information on the Performance Measure Spreadsheet starting in January that will show referrals to the Statewide Mobility Manager. I have received a number of referrals recently and want to ensure that they are documented.

I hope everyone has a wonderful holiday season! As always, I appreciate all of your support!

Teri