KEEP NH MOVING

NH State Coordinating Council for Community Transportation
Meeting Minutes ▪ September 11, 2025
Granite State Independent Living ▪ 21 Chenell Drive, Concord, NH

Council Members Present In-Person
Rad Nichols, Chuck Saia, Terri Paige, Fred Butler, Deb Ritcey, Steve Workman, Gene Patnode, Jesse Lore, Angelique Pandolph (Pending)
Council Members Present Virtually
Sylvia Von Aulock, Jennifer Rabalais (Pending)
Guests
Shelley Winters, Teri Palmer, Ben Herbert, Candy Reed, Jeff Donald, Donna Marceau, Cindy Yanski, Kerry Miller, Janet Langdell, Andrew Harmon, Tim Josephson, Jen Buteau, Matthew Baronas, Bill Bolton, Jack Hutchinson, Sara O'Dougherty, Lilly Wellington, Luise McBride, Carole Zangla, John Wilson, Glenn Trefethen, Randy Pierce, Nicholas Altonaga, J.B. Mack, Keith Thibault

I. Call to Order, Welcome & Introductions
- Chair Chuck Saia called the meeting to order at 1:37pm

II. Chair's Update – As needed
Chuck welcomed all and said there were some exciting things on the agenda. He thanked SCC leadership and Jen Buteau for their work over the summer.

III. Meeting Minutes
A. August Minutes tabled to October meeting.

IV. Standing Reports & Updates
A. NHDOT Updates (Fred) – See Attached Report
- In October the DOT will release the annual FTA 5310 capital solicitation (same 5310 source that RCC funds come from). For any region looking for a new capital vehicle, they should see if it can be done with an existing provider. Otherwise, the funding for a new vehicle would come out of the region's 5310 funds. RCCs have two meetings to discuss/vote.

B. SCC Governance Updates - SCC Council Membership
- Deb is still awaiting word from the Governor and Executive Council on submitted appointments. Shelley Winters asked that we allow until October 1 for movement, after which she will reach out to G&C to see how the process could be expedited.
- The Council still has two open positions. See Deb if interested.

C. State Mobility Management Report – See Attached Report
- Teri described challenges with wheelchair transportation. North of Laconia to Tri-County transit there is no wheelchair accessible transport. There is a lack of providers and vehicles creating transportation deserts in the North Country. She's had three requests for wheelchair rides in the last month. Some hospitals try to provide accessible transportation, but it is inconsistent and lacks capacity despite best efforts. Teri suggested asking municipalities if they could fund a wheelchair ride through their general assistance funds. She will start talks with folks in the Plymouth area next week about expanded transportation.

- Janet Langdell asked for clarification on asking municipalities to pay for wheelchair rides – would General Assistance pay for the rides? Fred says yes that can happen through RSA 165, but several members noted that GA typically requires that a person is destitute rather than simply needing a ride.
- Sylvia von Aulock asked if there is a statewide map showing communities with transportation services? This would allow the group to visualize which communities don't have transportation. Teri Palmer said we are working on that. Steve noted that producing maps of that nature require a high level of technical expertise and software to produce and that the RPCs are often best positioned to help with this. He also said that if a map were to be developed, it would likely be something we would want to have on Keep NH Moving and that would require working with our website contractors from the outset.
- Jesse Lore asks if DHHS has a list of Medicaid transportation providers? Deb recommended reaching out to CTS to get the list of Medicaid providers.
- Rides from a neighbor are also an option, with folks offering rides of their own volition. The Deerfield VDP started with someone simply offering someone else a ride. Deb knows a group of parents who have children that use wheelchairs. They all have accessible vehicles and low-key offer rides. These folks could potentially become part of a VDP.
- Steve noted that there are small, mom & pop providers who may want to join and some that don't want to be a part of a federally funded program like 5310. The challenge is that we need all of them to close gaps and increase capacity to meet the need. He suggested that more work should be done to reframe this as a neighbor helping neighbor approach to get them listed on Keep NH Moving and in the VDP Network. He noted that they did not have to give up their identity or autonomy to do this, but it would open the door for us to be able to better support them in their efforts.
- Teri Palmer says if mobility managers discover any mom and pop services, they will reach out to gather information about them and ask if they want to be on the state website, part of network, give rides, etc.
- Steve mentioned there are some taxi companies on Keep NH Moving, where that's their only online presence, however, just because they're on the website doesn't mean they have to accept rides.
- Jen Buteau suggested that these VDP related questions/needs could be added to the new SCC Issue Tracker.

D. **Mobility Management Performance Measures Report July 2025 – Fred Butler – See Attached Report**
- Fred Butler reviewed the report and the new home for these reports on the About Us Page, Tab 4 of Keep NH Moving website. He reported that he met with regional people to review their data concerns and correct areas that were not being reported correctly for various reasons. He said that monthly performance measure report will now be sent to RCC chairpersons, as well as to the SCC and mobility managers.
- The Council discussed accessibility of the data reports and Fred asked if it would be better to post the data set in Excel or as a PDF. Andrew Harmon said that he would review the current PDF report on the website to see how it works with screen reader technology. Steve extended this questions to all documents that SCC produces including minutes, agendas, etc. He asked if there was any concern about content being altered if products were distributed in their original software format (Word, Excel, etc.) rather than a PDF which protects content and allows anyone who does not have Microsoft Office Programs to read through a free reader program. Chuck shared that contents could be locked for editing using Microsoft and that he had heard that Microsoft programs were often preferred. He offered that a member of his staff could provide support as SCC continues to improve access for all members of the public. Randy Pierce said that when done right, PDF documents are fine for screen reader technology, but that images, which could include charts/graphs, are typically problematic.

E. **Federal & State Policy & Budget Updates** – Steve/Rad/Fred
- Governor's Advisory Council for Intermodal Transportation (GACIT) Steve – GACIT hearings are coming up. Steve will send the GACIT schedule to everyone, as well as instructions for how to send feedback if you can't attend. He suggested that those who attend GACIT hearings shouldn't repeat the same speech or story at multiple meetings because that will be received as tedious. The hearings are recorded and/or notes taken, and if you submit your comments in writing, you can be certain that they will be captured in the GACIT finding covering public feedback. That said, it is fair to leave it to your judgment if the repetition of your message is warranted because sometimes it is.
- Sylvia shared that RPC directors and planners met with DOT to discuss strategies for GACIT. Everyone should encourage community members and RCC members to attend the GACIT hearings prepared to talk about challenges they're facing in transportation and why funding is important.
- Rad expressed concern that current proposed TYP eliminates projects because of a 400 million shortfall. This will cause a delay of many critical infrastructure projects delays of potentially two cycles or more; this includes roads and bridges vital to most modes.   If we don't find way to change revenue for the state, we won't have these projects completed. NH could increase its gas tax to gain revenue, but that may not happen. This could have a massively negative economic impact. issues.
- Steve reminded mobility managers and their lead agencies that testifying at GACIT hearings is an essential part of their duties and asked that leads support the MM's in this endeavor.
- Everyone was urged to use their social media to push the GACIT public hearing schedule.

V. **Action Agenda**

A. **SCC Annual Report FY25 (Due by November 2025)**
- Fred said that the annual report will be in a different format this year. Findings, progress (done by SCC leadership) and recommendations for legislation are items to be included in the report. SCC, RCC members and mobility managers should email Steve with any ideas for proposed legislation. Fred will follow up with mobility managers and RCCs with a specific ask for information to include in the report. This will include submission of two challenges and two successes.
- Deb suggested that the SCC Statute should be revised to include a council position representing a consumer lived experience. There was strong agreement for this expressed.

B. **Community Transportation Month (October) & Week Without Driving 2025**
- Steve reported that DOT will again host our annual celebrating community transportation photo event on Oct. 2, taking place in between the NHTA and SCC meetings. Attendees will include the DOT commissioner, SCC, NHTA, transit leaders, mobility managers, consumers as well as vehicles (buses and paratransit vehicles). Current plan is to arrive for set up at 11:30am with the event starting at 12pm. He will follow up with more details prior to Oct 2.
- Teri reported that providers and regions are hosting events, offering special promotions, and more to celebrate. Cindy Yanksi is ordering more buttons and stickers paid for by NHTA and these will be available at the event and meetings. Teri asked people to send her their activity information, and she will update Keep NH Moving calendar.
- Week With Out Driving will start the week of September 29 and is incorporated into statewide CT Month activities. Register now to participate in this awareness-building, experiential event

VI. Strategic Coordination Discussion

A. SCC Workplan 2025-2027 SMART Goals - Presentation

- Chuck said that because our agendas are always full leaving less time than anticipated to review the strategic plan, he wants to dedicate the October meeting to adopting minutes, this plan and if there is time other standing topics can be discussed. He also reminded the Council that this was the SCC's strategic plan and that while RCCs and others are providing feedback it is ultimately the responsibility of the Council to adopt.
- The Council engaged in a discussion about improving RCC-SCC communication, coordination and implementation of things like the SCC Strategic Plan. Many felt it was important for RCC Leadership to regularly engage with SCC Leadership and attend SCC meetings in a fashion that honors both the mission of SCC and RCCs RCC leadership available time. This would help close the loop and disconnect between SCC and RCCs. It was noted that mobility managers are a consistent bridge between both meetings, but that it is also important to have RCC Leadership/decision makers at the table, so communication is direct and clear between SCC and RCC. Many thoughts and ideas were expressed with Chuck referring the matter back to SCC Leadership for action.
- Jen Buteau reviewed the attached SCC Strategic Plan. She provided an overview of the eight priority areas that were created out of the original broad-based themes provided last month. The plan now outlines specifics to achieve each priority, including timeline. Jen's slides describing the workplan and the priorities were distributed to the SCC.
- Jen reviewed the champions and leads concept of how this will help move the work forward. For example, she noted that Jesse Lore would be a perfect example of a champion who helps to make sure progress is happening under Goal 8 – Performance Measures.
- Sylvia asked where the funding is coming from for all of this work? Steve reminded that we must have the plan developed before seeking resources otherwise we cannot articulate the need and proposed actions. Jen agreed that the plan represents a heavy lift, but so much has already been done that demonstrates capability. Also, as the plan is finalized champions, leads, mobility managers, and other existing resources are being identified and plugged in to move forward with the work.
- Chuck said that SCC leadership will accept any questions/comments from the Council between now and the October meeting. Steve will send a copy of today's revised PowerPoint to the Council.

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

VIII. Closing, Action Item Review, and Adjournment
   A. Next Meeting: **Thursday, October 2, 2025**
   B. Meeting Adjourned at 3:35pm

Respectfully Submitted,
Steve Workman, SCC Secretary

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 <u>any</u> 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

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.

Their 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 29th through October 5th is the Annual Week Without Driving event. Please register and share your story:
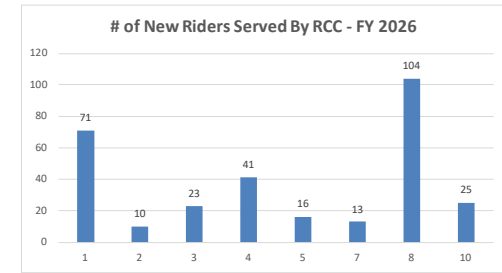
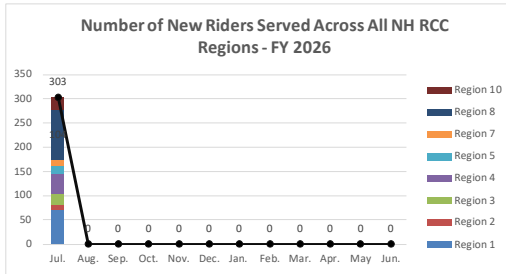https://weekwithoutdriving.org/

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

Number of New Riders Served Across All NH RCC Regions - FY 2026

# of New Riders Served By RCC - FY 2026

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

Number of New Riders Served Across All NH RCC Regions - FY 2025

# of New Riders Served By RCC - FY 2025
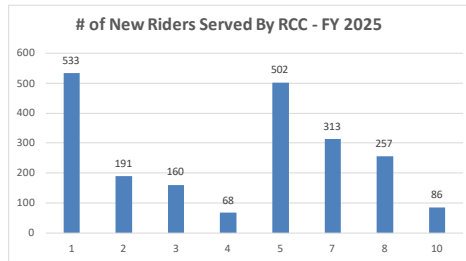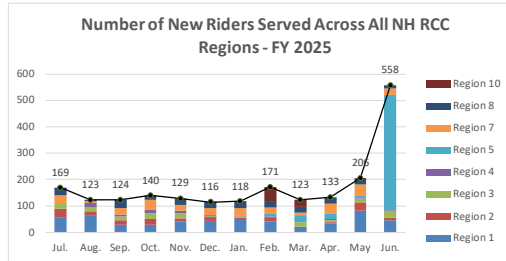
FY 2024

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
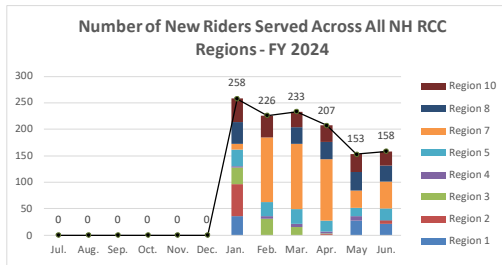
Number of New Riders Served Across All NH RCC Regions - FY 2024

REFERRALS MADE - 9/2/2025

FY 2026

Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1	7												7
2	6												6
3	9												9
4	1												1
5	29												29
7	45												45
8	40												40
10	70												70
Grand	207	0	0	0	0	0	0	0	0	0	0	0	207

Number of Referrals Made Across All NH RCC Regions - FY 2026

# of Referrals Made By RCC - FY 2026
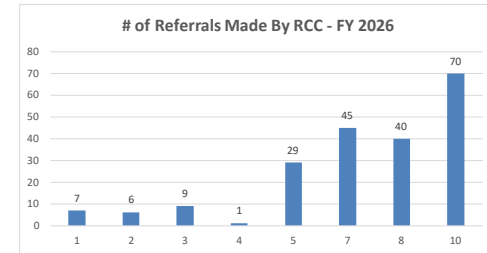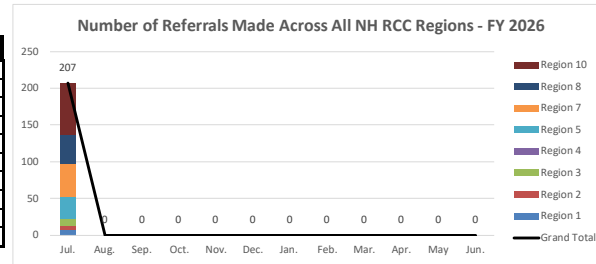
FY 2025

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	3	5	3	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

Number of Referrals Made Across All NH RCC Regions - FY 2025

# of Referrals Made By RCC - FY 2025
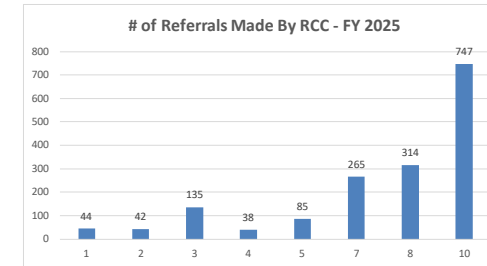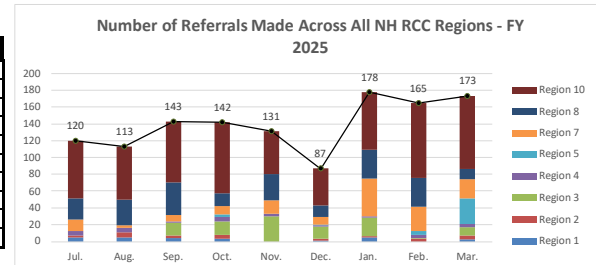
FY 2024

Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1							5	4	5	5	7	6	32
2							3	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

Number of Referrals Made 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	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
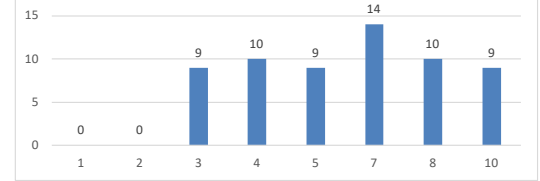
FY 2025

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
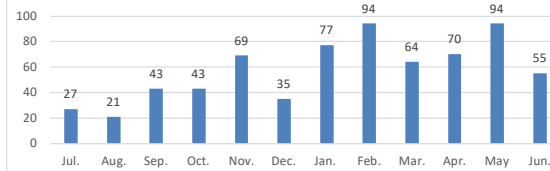
# of Meetings attended by Regional Mobility Managers - SFY 2025

FY 2024

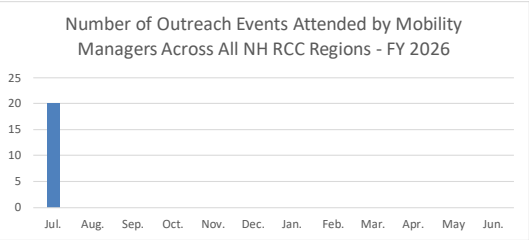| Region	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Grand Total
1													0
2													0
3													0
4													0
5													0
7													0
8													0
10													0
Grand Total	0	0	0	0	0	0	0	0	0	0	0	0	0

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**

Number of Outreach Events Attended by Mobility Managers Across All NH RCC Regions - FY 2026

# of outreach events attended by Regional Mobility Managers - SFY 2026

Number of Outreach Events Attended by Mobility Managers Across All NH RCC Regions - FY 2025

# of outreach events attended by Regional Mobility Managers - SFY 2025

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

SCC STRATEGIC WORK PLAN
(SHIFT PACKET)
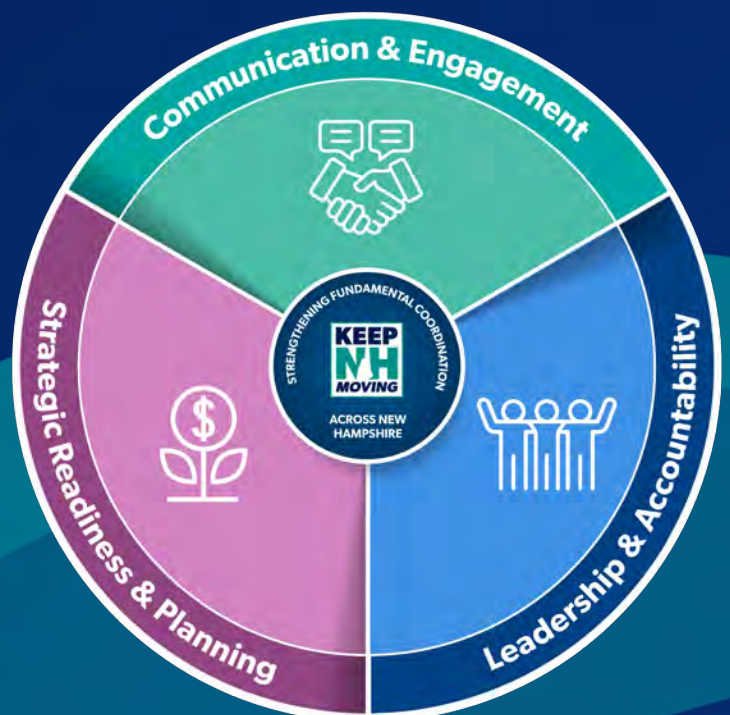
Priority 1: Strengthen RCC⇄SCC Feedback Loops

- Strengthen RCC–SCC feedback loops
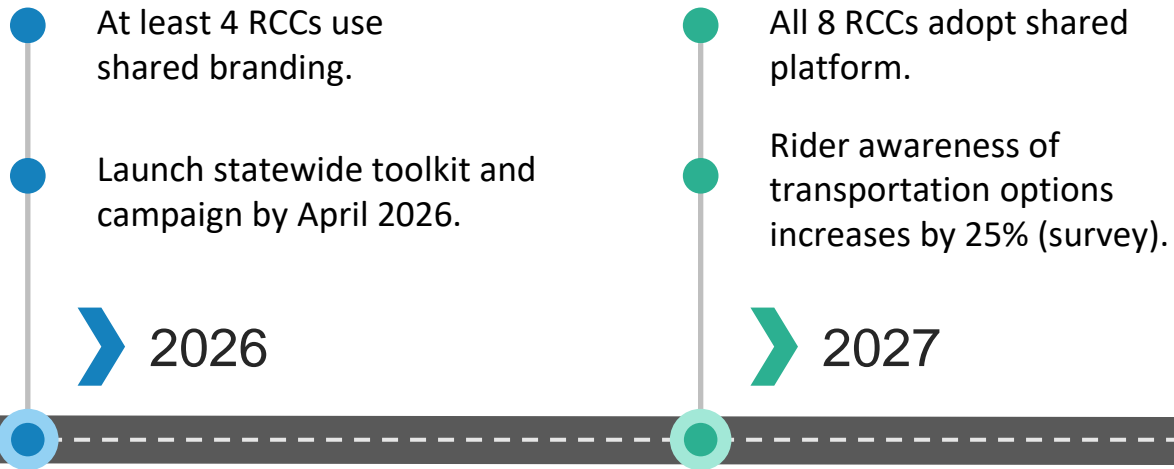- Expand public awareness through shared platforms
- Host coordination roundtables
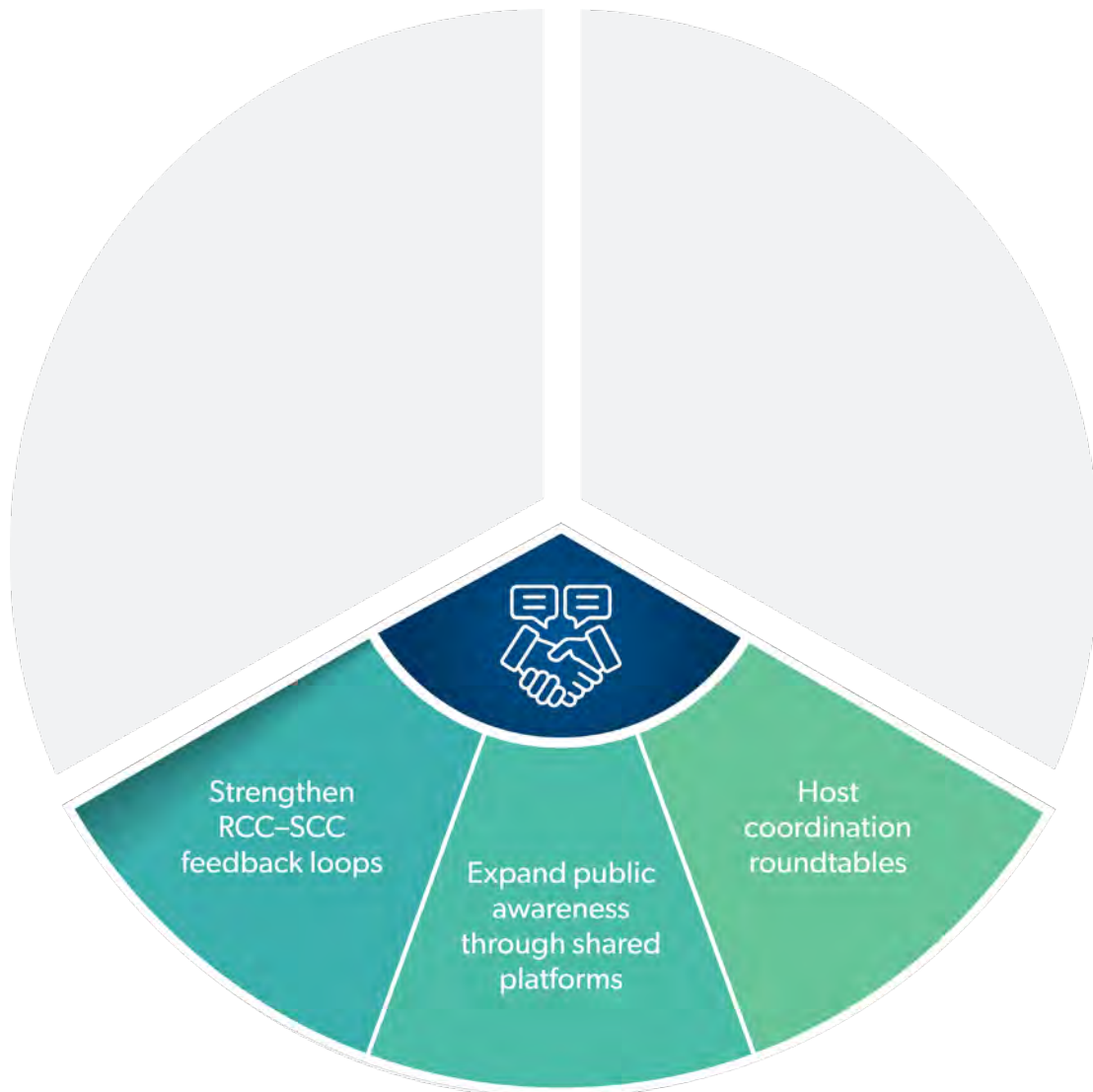
Strategic Intention

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**.

S — 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.

M — 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.

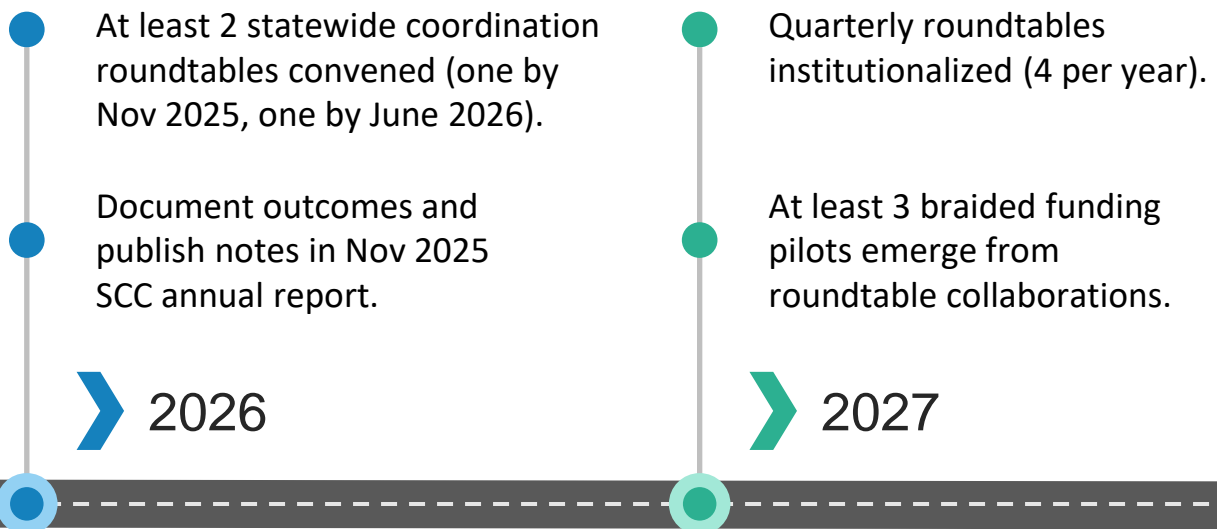## A — Attainable

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.

R — 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

T — Time-bound

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

Priority 2: Expand Public Awareness Through Shared Platforms
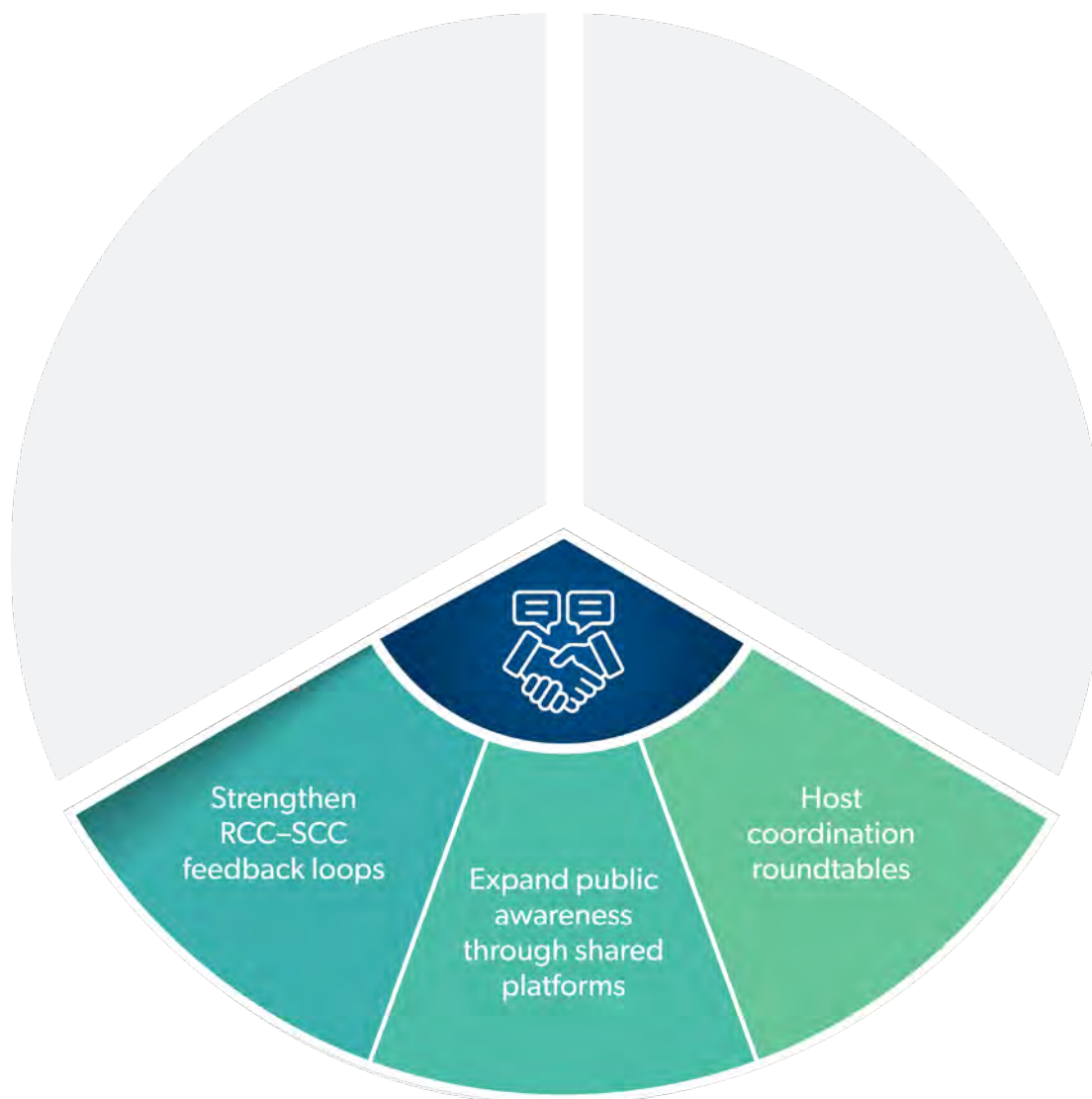
Strategic Intention

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

Goals (Year 1 & 2)

At least 4 RCCs use shared branding.

Launch statewide toolkit and campaign by April 2026.

2026

All 8 RCCs adopt shared platform.

Rider awareness of transportation options increases by 25% (survey).

2027

Early Action Ideas

Draft toolkit by January 2026.

Host RCC training on using shared materials.

Promote portal through CoA and AHA networks.

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

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 lives by **March 2026**
- Campaign launch **Apr 2026**
- Impact review **Dec 2026**.

Priority 3: Host Coordination Roundtables

Strengthen RCC–SCC feedback loops

Expand public awareness through shared platforms

Host coordination roundtables
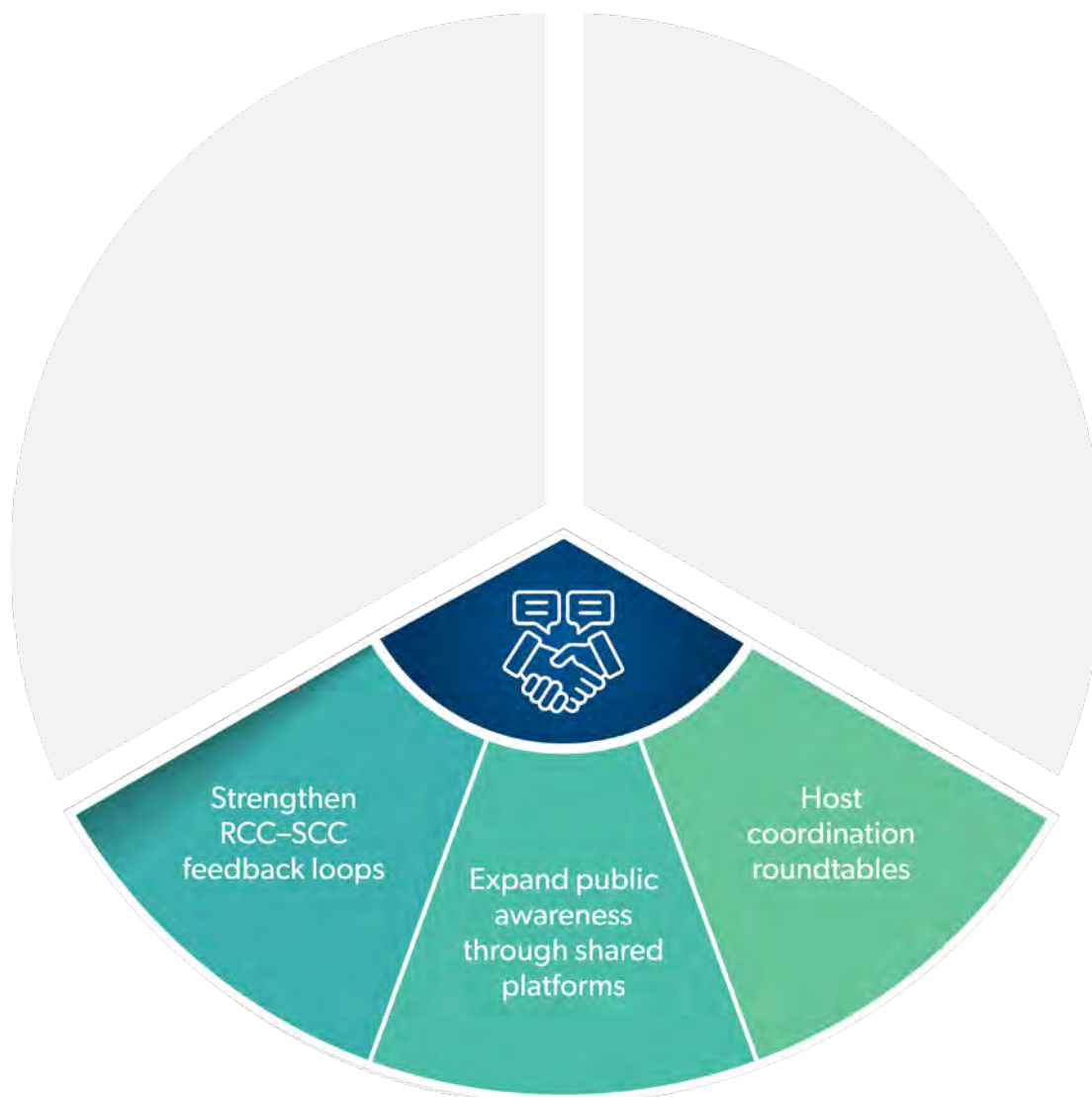
Strategic Intention

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

Goals PRIORITY 3

Goals (Year 1 & 2)

At least 2 statewide coordination roundtables convened (one by Nov 2025, one by June 2026).

Document outcomes and publish notes in Nov 2025 SCC annual report.

2026

Quarterly roundtables institutionalized (4 per year).

At least 3 braided funding pilots emerge from roundtable collaborations.

2027

Early Action Ideas

Schedule first roundtable by October 2025. ✓

Develop rotating agenda themes. ✓

Create action tracker shared with SCC and RCCs. ✓

SCC Strategic Work Plan | 8

By **March 2026**, institutionalize **annual roundtables** in at least 3 pilot regions.

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**.

Priority 4: Deliver a Coordination-Focused Annual Report

Deliver a coordination-focused annual report

Elevate lived experience in SCC leadership

Promote inclusive coordination practices
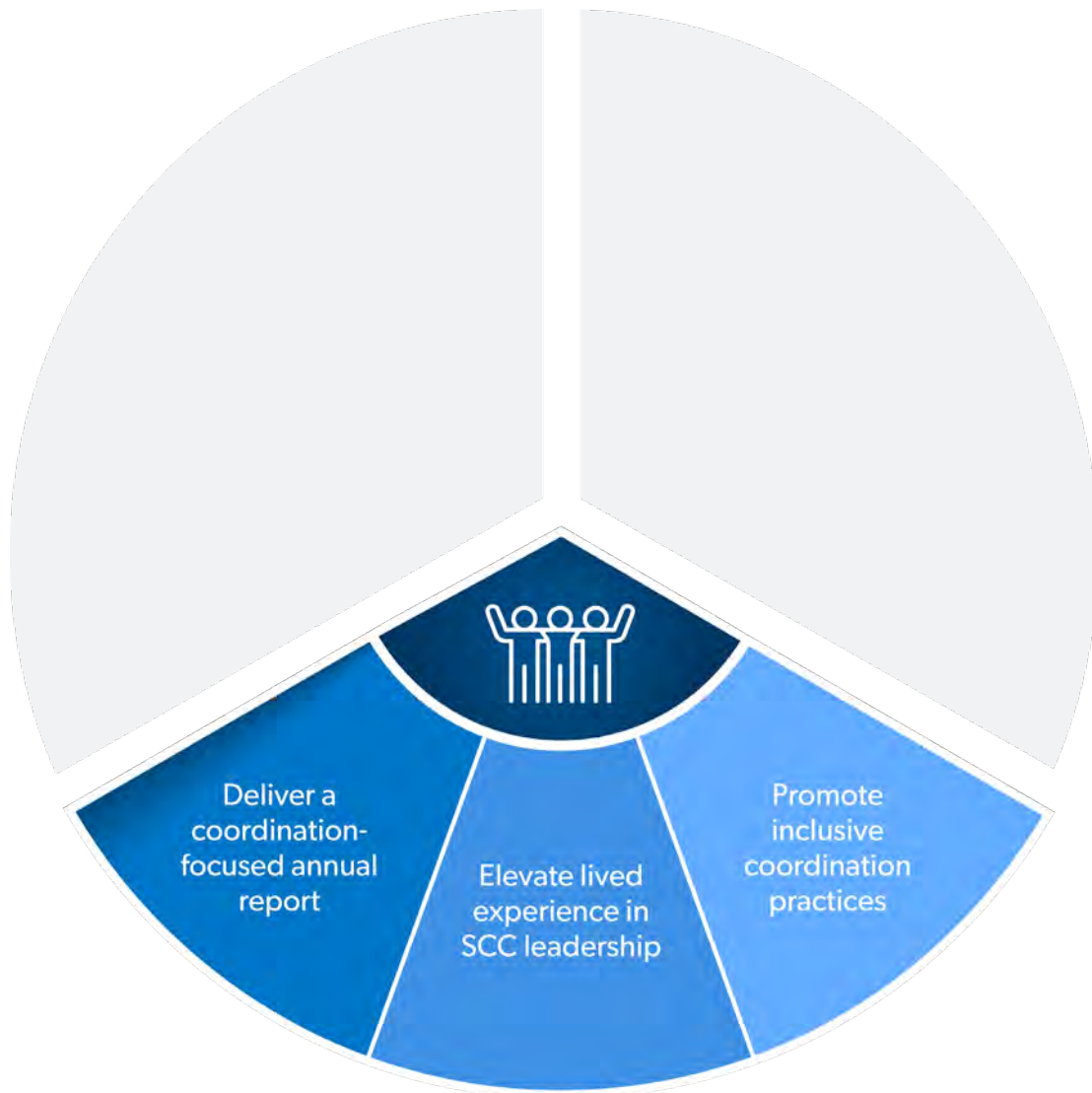
Strategic Intention

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)

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
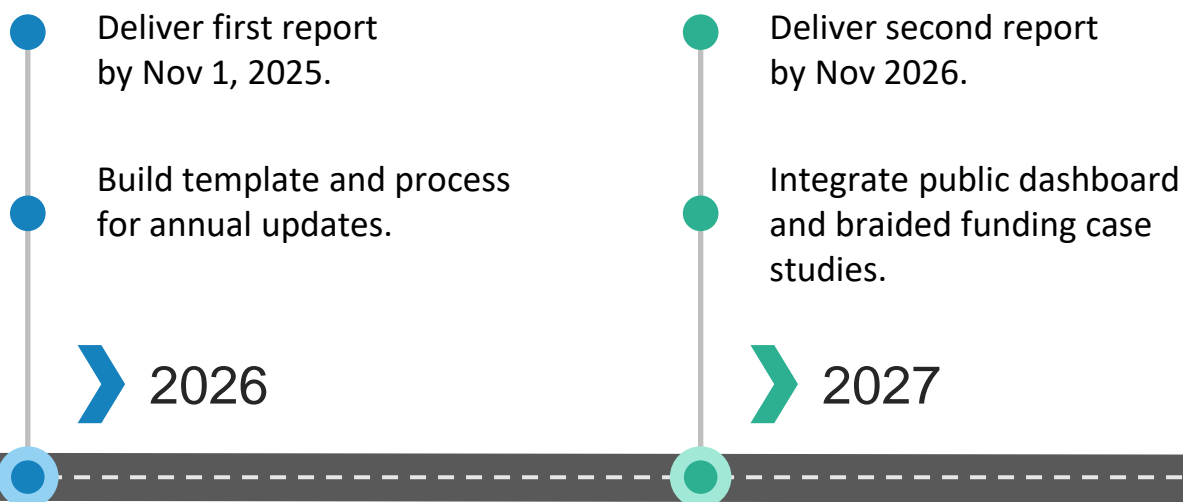
Early Action Ideas

Draft template by Sept 2025.

Collect data from RCCs by Oct 2025.

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.
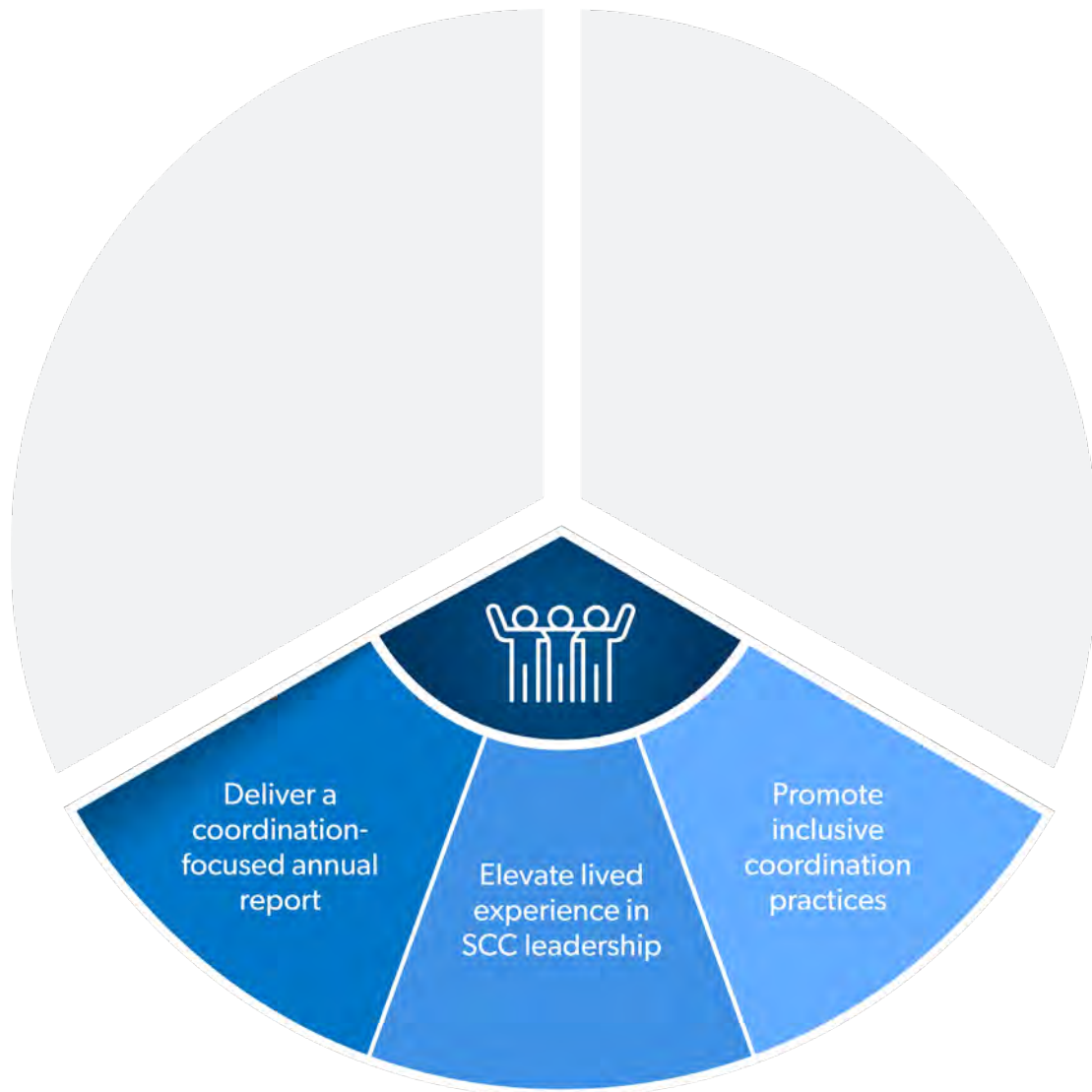
T — Time-bound

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

Priority 5: Elevate Lived Experience in SCC Leadership

Deliver a coordination-focused annual report

Elevate lived experience in SCC leadership

Promote inclusive coordination practices

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)

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. ✓

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**.

Priority 6: Promote Inclusive Coordination Practices

Deliver a coordination-focused annual report

Elevate lived experience in SCC leadership

Promote inclusive coordination practices
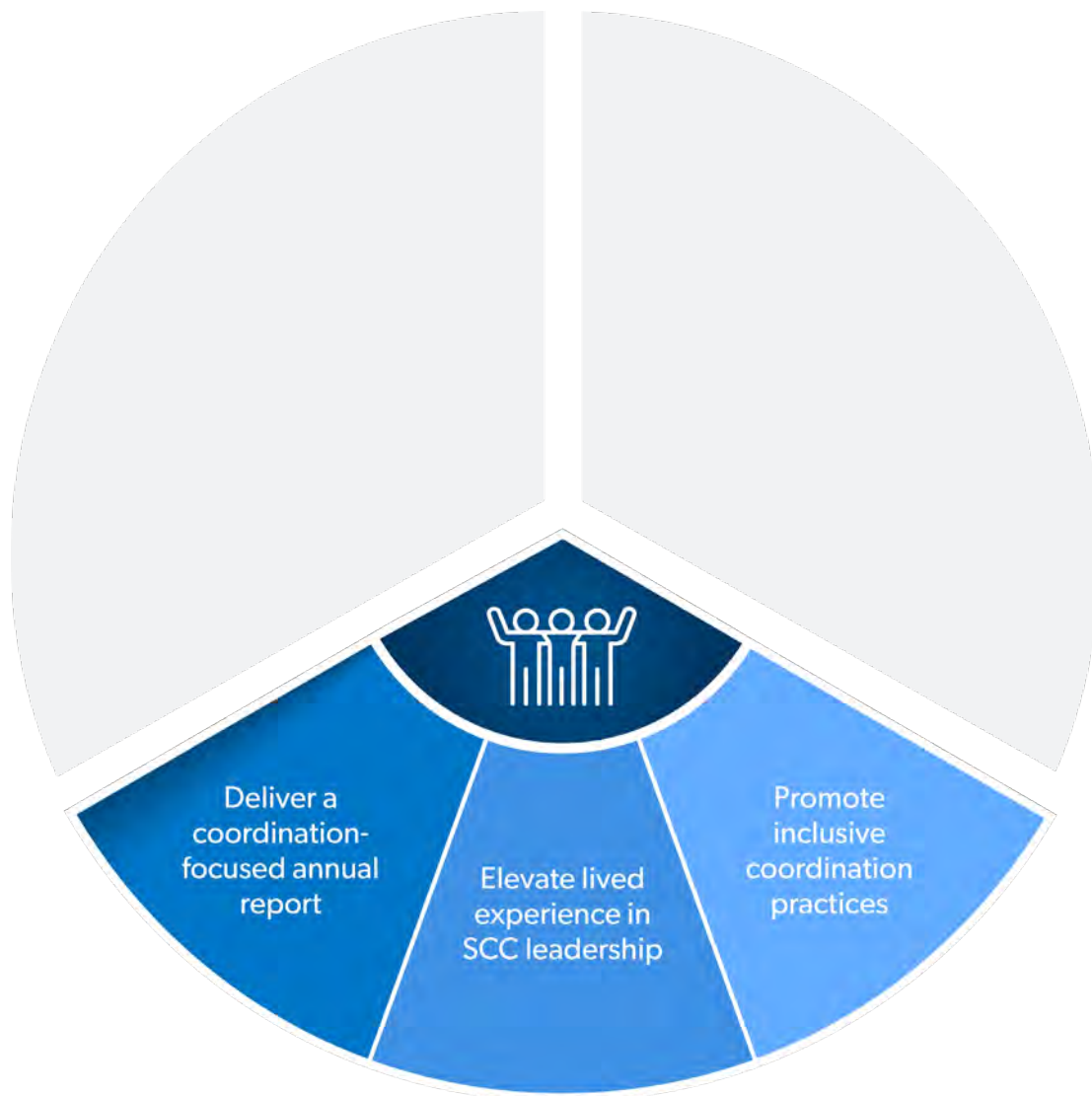
Strategic Intention

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

Measurable

M 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.

Attainable

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

Relevant

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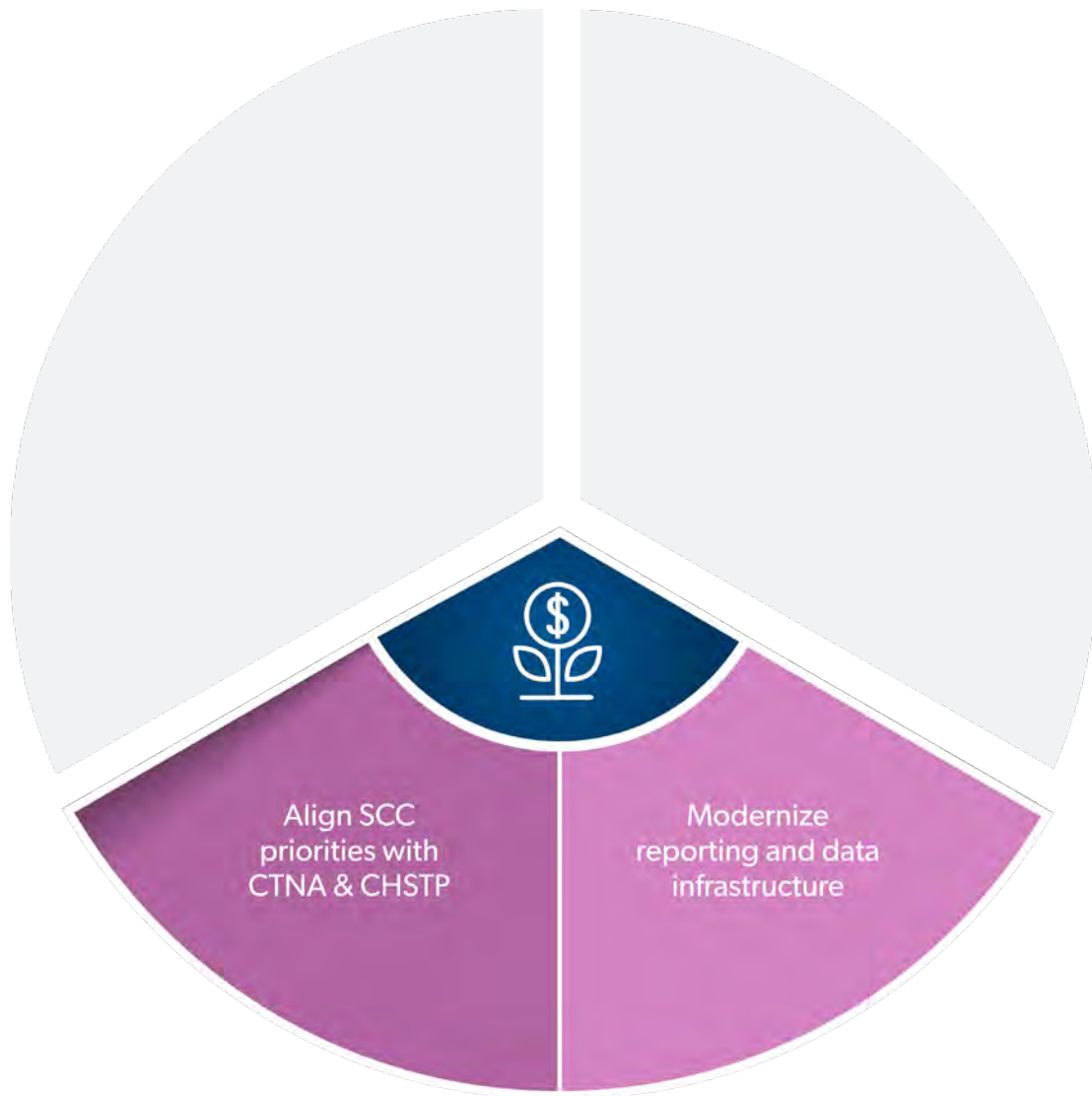
Time-bound

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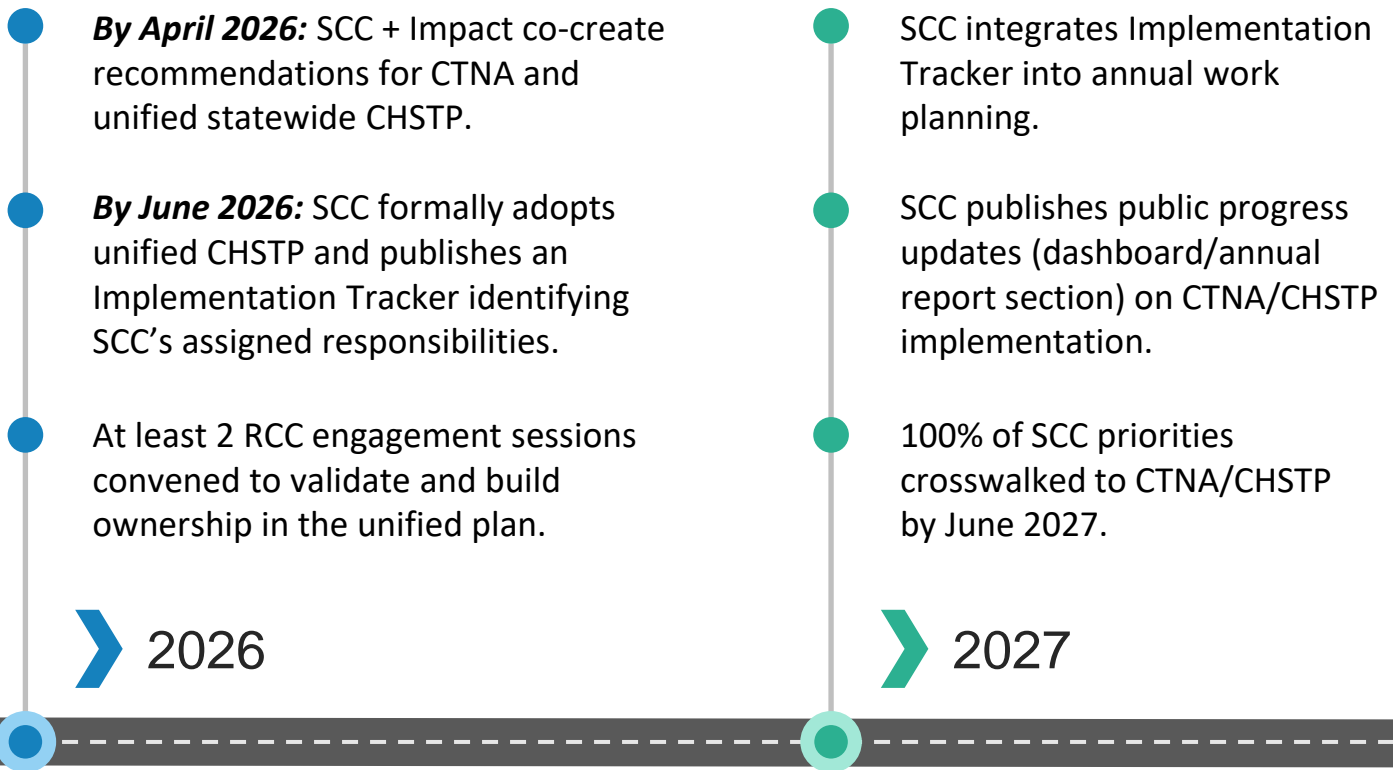At least one gap addressed by **Dec 2026**.

Priority 7: Align SCC Priorities with CTNA & CHSTP

Align SCC priorities with CTNA & CHSTP

Modernize reporting and data infrastructure

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)

- **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.

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.
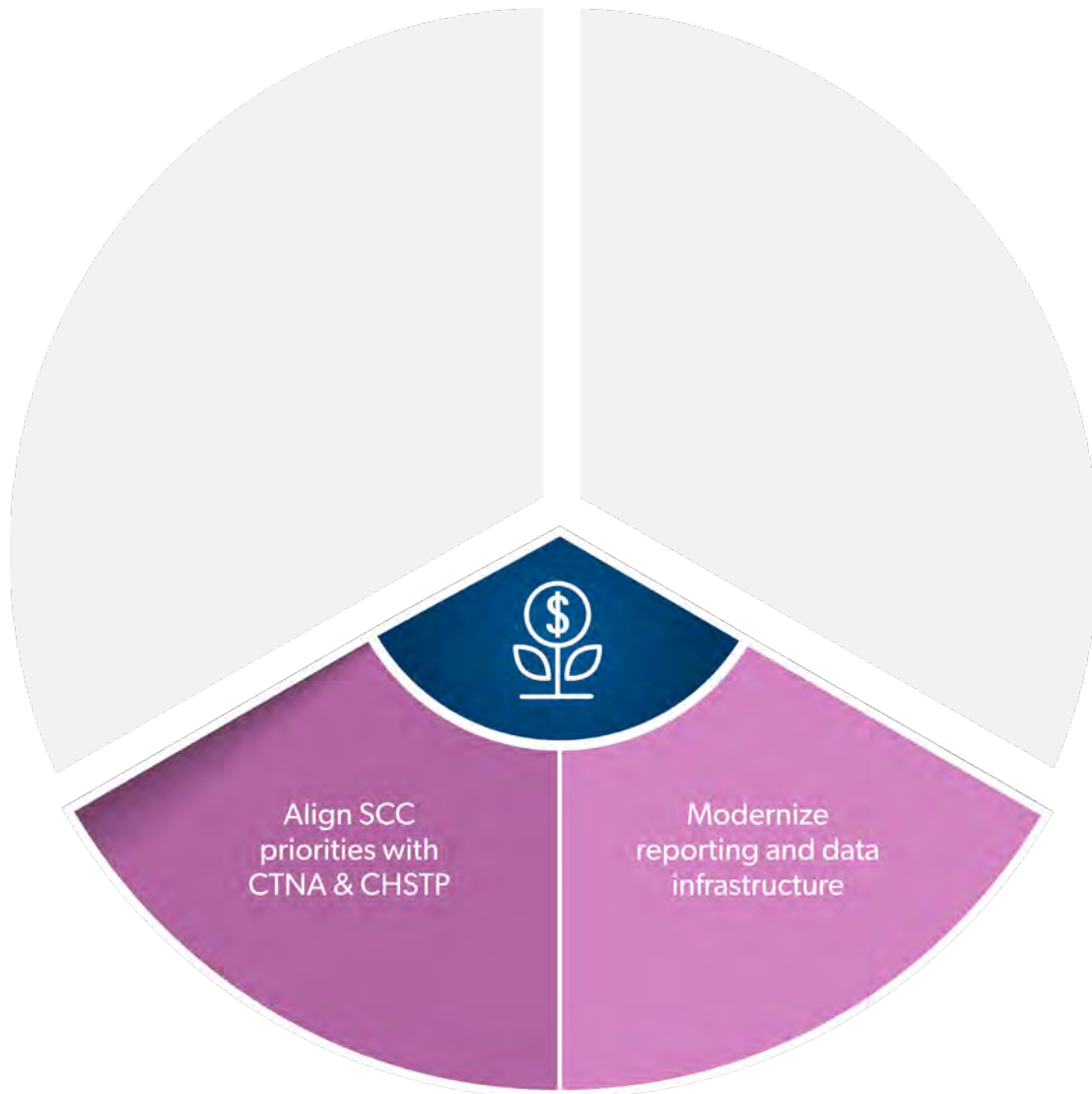
T — *Time-bound*

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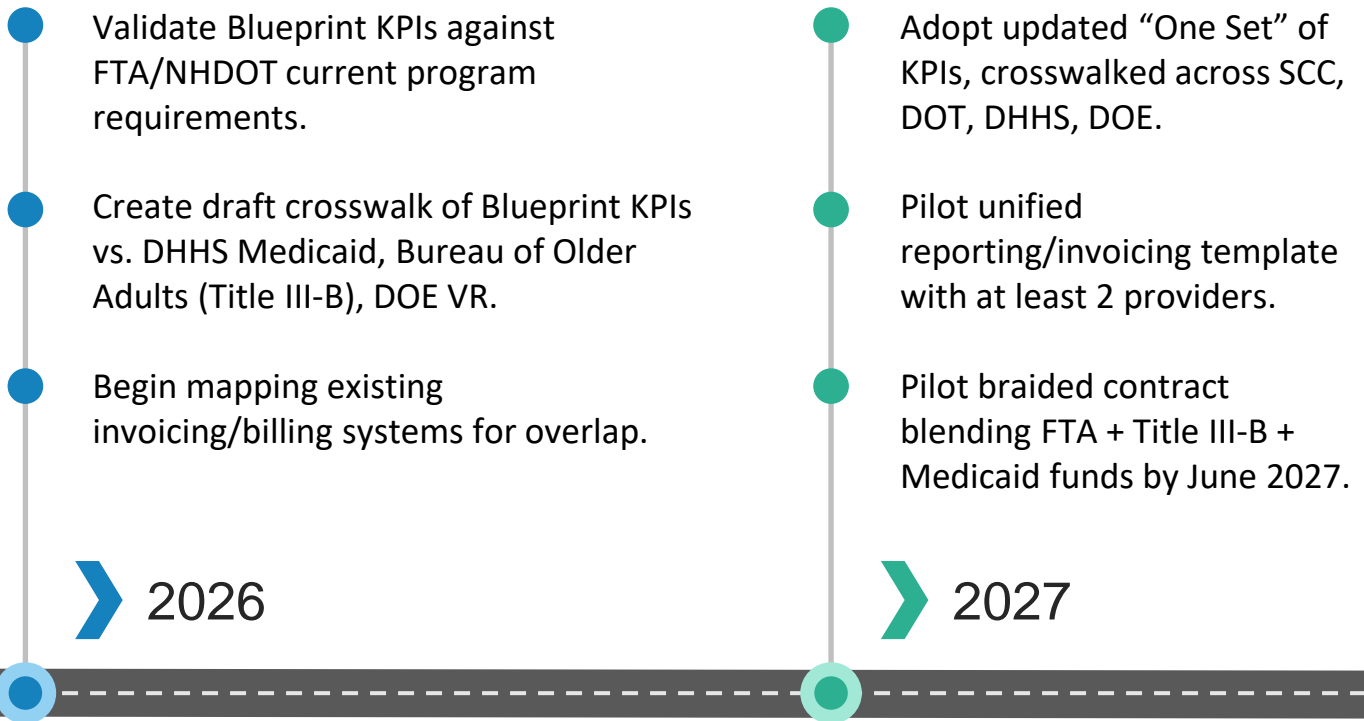RCC adoption by **Dec 2026**
SCC reviews each Sept going forward.

Priority 8: Modernize Reporting & Data Infrastructure

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)

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.

By **Dec 2026**, roll out a **statewide data platform** for RCCs, SCC, and mobility managers.

S *Specific*

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**.

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
I. Call to Order & Welcome
II. Chair's Update & Agenda Review
III. Meeting Minutes
A. August 7, 2025
IV. Standing Reports & Updates as Needed
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: https://keepnhmoving.com/about-us/ (See Tab 4)
E. Federal & State Policy/Budget Updates – Steve/Fred/Rad
V. Action Agenda
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
VI. Strategic Coordination Discussion – 2:30pm 50-minute Discussion
A. SCC Strategic Work Plan 2025-2027 – SMART Goals/Priorities
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.
***VII.* Public Comment: Consumer Voices & Announcements**
*The chair reserves the right to open, suspend or limit discussion. Two-minute limit per speaker.
VIII. Closing, Action Item Review, & Adjourn
A. Next Meeting: **October 2, 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