

# MRCC Member Orientation

January 27, 2026

# WHAT'S COMING UP:

**Intro- Our Why, The Big Picture**

**Landscape- Regions, History, Work at the State Level**

**Regional Structure- Rules, Members, Staying Organized**

**Finances**

**Provider Overview**

**Mobility Management**

**NextGen- The Next Generation Transit Project**



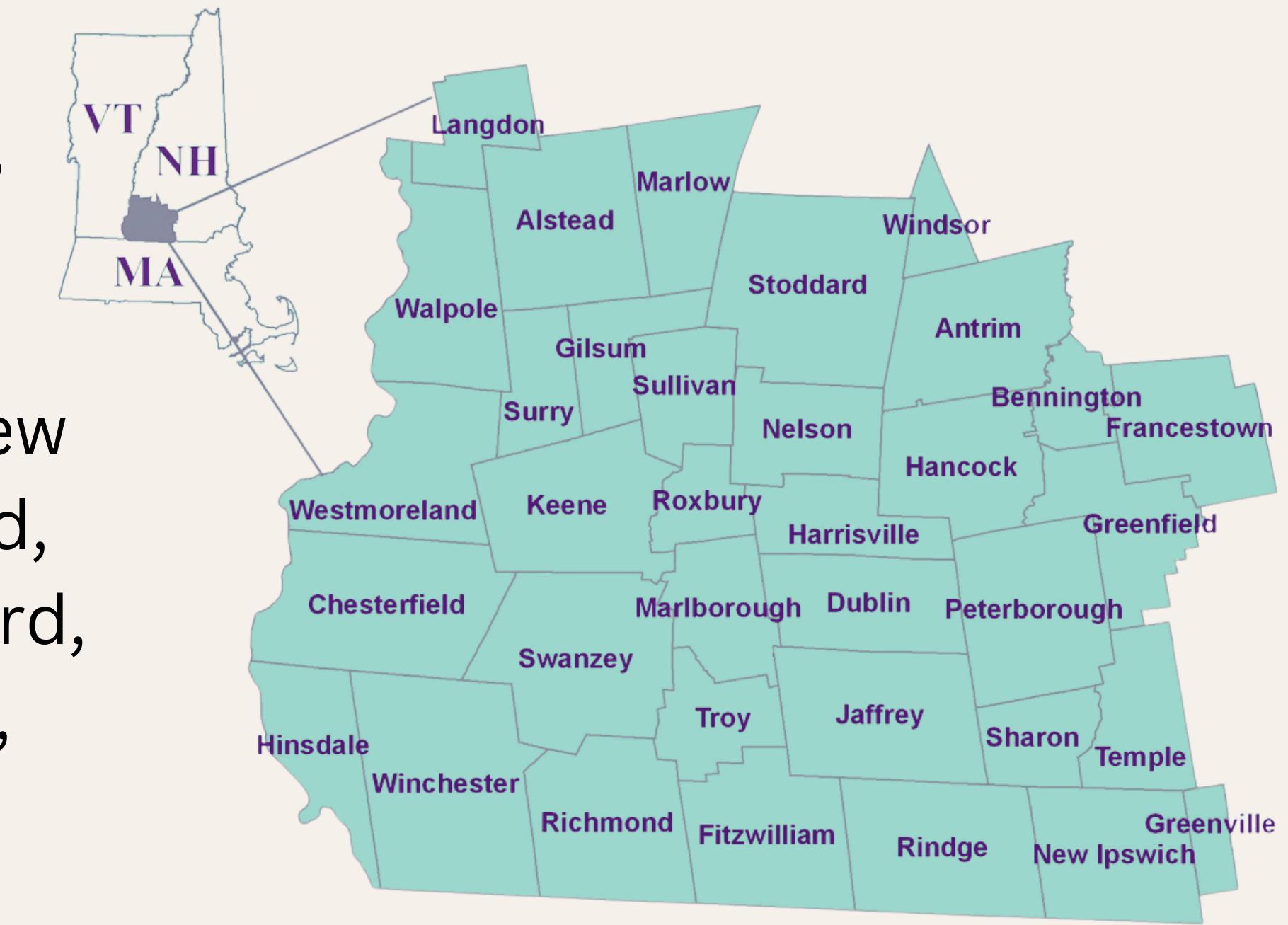
# MISSION:

To actively lead and engage the  
**Monadnock Region** in building  
an innovative, coordinated and  
resilient **transportation network**.

# MONADNOCK REGION MEANS

Alstead, Antrim, Bennington,  
Chesterfield, Dublin, Fitzwilliam,  
Francestown, Gilsum, Greenfield,  
Greenville, Hancock, Harrisville,  
Hinsdale, Jaffrey, Keene,  
Marlborough, Marlow, Nelson, New  
Ipswich, Peterborough, Richmond,  
Rindge, Roxbury, Sharon, Stoddard,  
Sullivan, Surry, Swanzey, Temple,  
Troy, Walpole, Westmoreland,  
Winchester

## Region V- Cheshire-Monadnock



# COORDINATION MEANS

- Gathering the masterminds in a single networking place
- Sharing ideas, Solving problems, and Fostering mutual success
- Keeping track of each other, staying in tune
- Connecting the dots
- Building linkages- Knowing who to call when
- Staying in the gaps

## Working Upstream

- Root Cause Analysis
- Solving one person's problem for the benefit of everyone
- Like a Class Action Case- Only filed if it impacts a lot of people
- Moving the Needle on real issues

Transportation cuts across all realms and transcends silos. It's cross-functional, interagency, interdepartmental, and does not comply with traditional boundaries, impacting all aspects of systems, organizations, and domains.

# COMMUNITY TRANSPORTATION MEANS

Localized, flexible, and often non-profit, or volunteer-driven mobility services designed to fill gaps in traditional public transit

- Volunteer Driver Programs (VDPs)
- Fixed Route Services
- Demand-responsive options like paratransit
- shuttles
- micro-transit
- micro-mobility options like e-bikes and scooters

# **RSA 239-B State Coordinating Council (SCC)**

- Develop, implement, and provide guidance for the coordination of community transportation options within New Hampshire so that the general public, in particular citizens in need of access to essential services and activities, can access local and regional transportation services and municipalities, human service agencies, and other organizations can purchase shared ride coordinated transportation services for their citizens, clients, and customers.
- Set statewide coordination policies for community transportation, establish community transportation regions, encourage the development of regional coordination councils, assist other regional efforts as needed, and monitor the results of statewide coordination.
- Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
- Solicit and accept donations for funding to implement and sustain community transportation.

# **RSA 239-B**

## **Regional Coordinating Councils (RCCs)**

There are hereby established regional coordination councils (RCC), representing regions to be defined by the SCC. The designation as an RCC must be approved by the SCC.

Members of an RCC shall be immune from liability in executing the duties of the council.

The duties of an RCC shall be to:

1. Facilitate the implementation of coordinated community transportation in their region.
2. Encourage the development of improved and expanded regional community transportation services.
3. Advise the SCC on the status of community transportation in their region.

# STATE COORDINATING COUNCIL (SCC)

Keep NH Moving



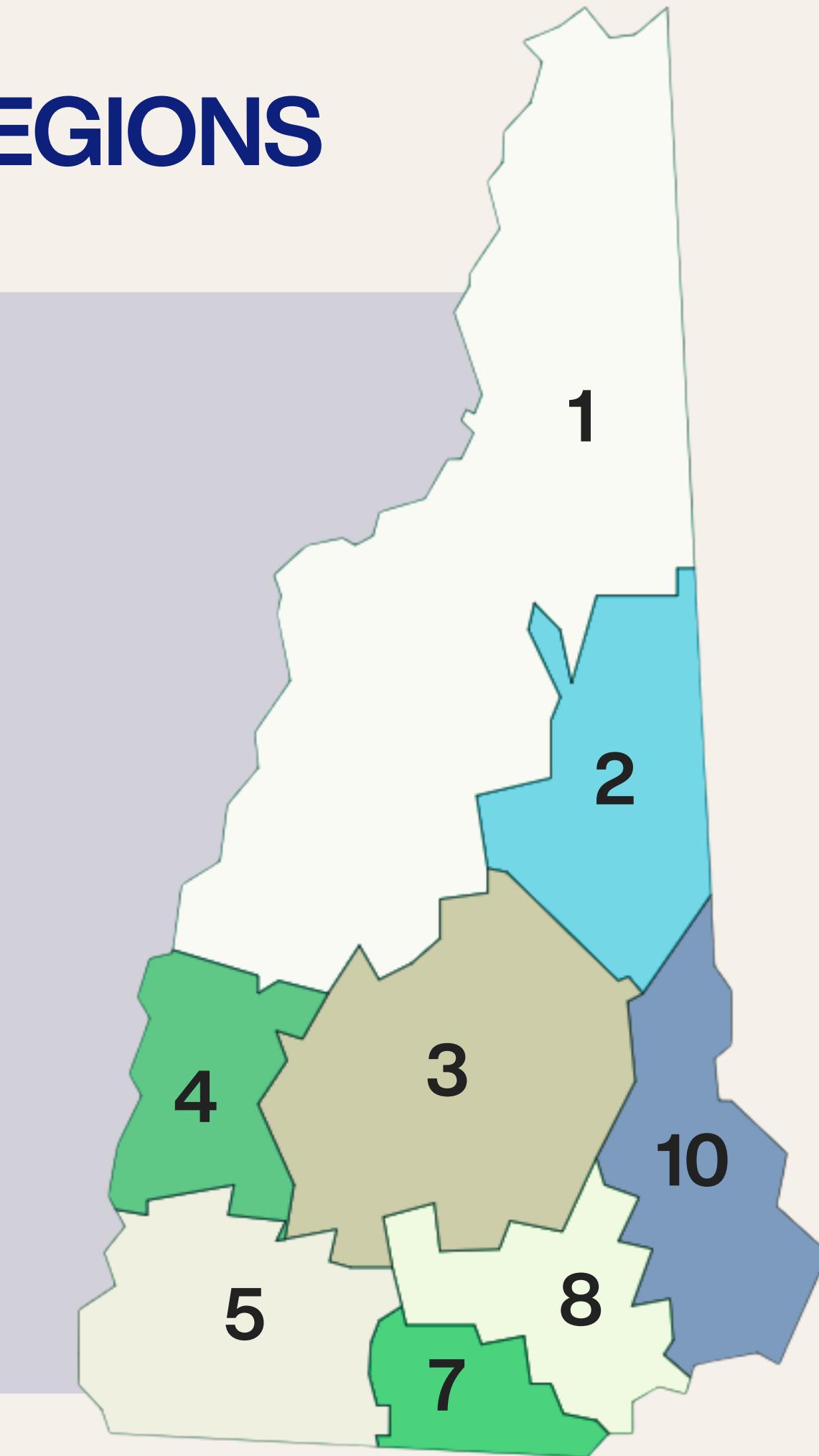
Launched in 2024

For years spanning the 1990s and 2000s, NH's state agencies affected by transportation partnered to develop a central body to coordinate community transportation services statewide, with the goal being to reduce duplication, increase the availability of service, and make scarce resources go further as the need for transportation increases with an aging and growing population.

Those efforts culminated in the formal establishment of the Statewide Coordinating Council (SCC) for Community Transportation in 2010.

# COMMUNITY TRANSPORTATION REGIONS

- **Region 1** Grafton-Coos Counties
- **Region 2** Carroll County
- **Region 3** Mid-State
- **Region 4** Sullivan County
- **Region 5** Cheshire-Monadnock
- **Region 6** Merged with Region 5
- **Region 7** Greater Nashua
- **Region 8** Southern New Hampshire
- **Region 9** Merged with Region 10
- **Region 10** Southeast (ACT)



# SCC MEMBERS

- Commissioner of NH Department of Health & Human Services
- Commissioner of NH Department of Transportation
- Commissioner of NH Department of Education
- Executive Director of Governor's Commission on Disability
- Chair of NH Transit Association
- Representative of Regional Planning Commissions
- Representative of Philanthropic Organizations
- 8 Representatives from Transportation Providers, the Business Community, and Statewide Organizations such as GSIL, Easterseals NH, or AARP

# STRATEGIC GOALS

Adopted 10.2.25

## Goal 1: Strengthen RCC↔SCC Feedback Loops

### Strategic Intention

By March 2026, SCC will institutionalize RCC↔SCC accountability by requiring all RCCs to submit quarterly documentation with 100% response rate from SCC, and by publishing a statewide RCC snapshot annually highlighting unmet needs and SCC actions taken. This will include an initial meeting between SCC Leadership and RCC Chairs/Vice Chairs.

## Goal 2: Elevate Equity and Lived Experience in Decision-Making

### Strategic Intention

By December 2026, every RCC and the SCC will seat at least one lived-experience representative (older adult, person with a disability, Veteran, immigrant, or rider). Each year, the SCC Annual Report will include a rider story and defined metrics (e.g., number of lived-experience reps, policy/service changes tied to their input, satisfaction surveys, increased trip access for these groups). This may require an RSA change to formerly add such representatives.

## Goal 3: Modernize Data and Finance Systems to Support Braided Funding

### Strategic Intention

By September 2026, SCC will roll out a statewide data platform enabling at least 2 RCCs/providers to pilot braided contracts (blending 5310, Title III-B, Medicaid, RHT funds, etc.), with shared key performance indicators (KPIs) reported quarterly to SCC. This will include standardizing the definition and intent for each KPI.

## Goal 4: Lead Statewide Community Transportation Coordination Across Plans and Partners

### Strategic Intention

By June 2026, SCC will complete a CTNA / Coordinated Human Services Transportation Plan /10-Year State Plan Alignment Matrix that maps statewide transportation priorities, reviewed annually, and publish a public "NH Coordinated Human Services Transportation Playbook."

## Goal 5: Strengthen Public Communication and Awareness

### Strategic Intention

By March 2026, SCC will launch a statewide transportation awareness campaign (KeepNHMoving + outreach toolkits) and ensure at least 10 RCCs/partner sites are linked and using shared branding, with a 25% increase in web traffic and outreach events statewide.

# COMMUNITY TRANSPORTATION NEEDS ASSESSMENT (CTNA)

## Quick Facts

- NH State Commission on Aging, Impact Consulting (Jen Buteau)
- 2800+ responses throughout 2025
- People over 65 and People with a Disability/ Health Condition Heavily represented
- Final recommendations delivered in April 2026

## Early Findings

- Transportation exists on paper but is unreliable in practice
- Missed or delayed medical care is common
- Eligibility rules and provider policies create friction
- Families and coordinators are filling system gaps
- Rural barriers stack quickly
- Transportation is tightly tied to health and independence

# EARLY DAYS OF MRCC (2010)

## Two Councils

- R5- Cheshire County Regional Coordinating Council (CCRCC)
- R6- Eastern Monadnock (EMCC)- Antrim, Bennington, Dublin, Francestown, Greenfield, Greenville, Hancock, Jaffrey, New Ipswich, Peterborough, Rindge, Sharon and Temple

### Getting around the Monadnock Region

This map shows transportation options for residents in the Monadnock Region. Bus routes link locations in Keene and dial-a-ride services provide transportation options to 34 towns in the Monadnock Region. But these options only exist during business hours and are ill-suited to commuters, according to Southwest Region Planning Commission staff. Groups from around New Hampshire are working to steer community transportation for residents in a better direction.



- American Red Cross Rural Rides Program
- City Express
- CVTC

## Earliest Contact List

## From Point A to Point B

# BYLAWS

## Who We Are

- Name
- Region
- Vision, Mission, Guiding Principles

## What We Do

- Duties of MRCC
- Duties of Lead Agency

## Membership

- Target Organizations
- Conflicts of Interest
- Elections
- Term Limits
- Ex Officio Members

## Leadership (Officers/Executive Committee)

- Chair - Frank Dobisky, Thomas Transportation
- Vice-Chair - Charles Pratt, Home Healthcare, Hospice & Community Services
- Secretary - Erika Alusic-Bingham, Community Action Partnership Hillsborough and Rockingham Counties
- Treasurer (Lead Agency)- Jennifer Robinson, Cheshire County

## Committees

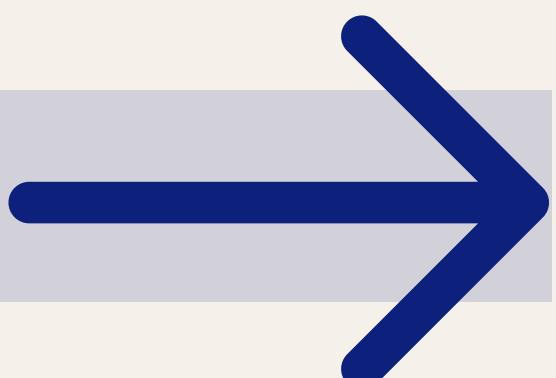
- Executive Committee
- Other Committees - Governance, Grants

## Amendments

- Super Majority

## Meetings

- Regular Meetings - No less than 4 times per year
- Special Meetings - Single topic



# MEETINGS

## Robert's Rules (for Orderly Meetings)

- Agenda
- Quorum
- Motions
- Debate- wait on chair, debate after motion
- Voting- Supermajority 2/3, simple majority 1/2

## RSA 91-A (NH Right-to-Know Law)

- Post Meetings
- Hold Proper Meetings
- Allow Public Access
- Take Minutes
- Maintain Records and Make them Available
- Exceptions

# THINGS MRCC MAY BE ASKED TO DO

- Manage funds, approve expenditures
- Write letters of recommendation for certain expenditures
- Become informed and educate others
- Promote Community Transportation
- Write the Mobility Manager's Work Plan
- Plan for the future
- Approve the Coordinated Transportation Plan

## HOUSEKEEPING

- Roster
- Memorandum of Understanding
- Conflict of Interest

# FINANCES

## Quick Facts

- Fiscal Year (FY) 7/1-6/30
- Grants come from the Federal Transit Authority
- Funding is distributed by NH Department of Transportation
- Direct Recipient- Cheshire County
  - Processes invoices from subrecipients
  - Submits requests for reimbursement (RfRs) to DOT
  - Acts as MRCC Treasurer (Bookkeeper)
  - Proposes Budgets
  - Monitors pace of expenditures
  - Documents local match
- Subrecipient- Entities that contract with Cheshire County

## Funding Sources

- DOT - FTA Section 5310 Program Enhanced Mobility of Seniors and Individuals with Disabilities
  - 2023 \$213,300
  - 2024 \$245,300
  - 2025 \$359,000
  - 2026 \$312,000
- \*Can't replace Medicaid or ADA Paratransit services
- \*Must provide ambulatory and accessible transportation
- \*Lots of strings attached
- DHHS-CDC Health Equity Grant ("Transportation Equity")
  - 2022 \$176,000
  - 2023 \$354,000
  - Ended 6/30/24

# LESS RELEVANT FTA GRANT PROGRAMS

- 5310e-Statewide Transportation Planning & Research
- 5310 Capital Program (vehicles and equipment)
- 5311- Rural (Non-Urbanized) Transit
- 5311f- Intercity Bus
- 5307- Urban Public Transportation
- 5339 Bus & Bus Facilities

## OTHER SOURCES

- “Braided Funding” - Other Federal Grants Programs
- Non-Governmental Grants
- Local Contributions

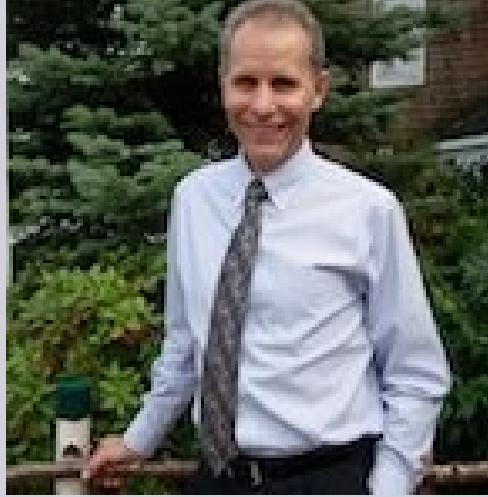
# WHAT WE FUND

## Mobility Management



**SWRPC**

Terry Johnson  
Mobility Manager  
2021-2025



## Provider Operations



20 Hours/ Week

## THIS MONTH'S FINANCIALS

# CURRENT SYSTEM

- CVTC, Future in Sight
- Cheshire Village at Home, Monadnock at Home
- Demand Response- Friendly Bus, Paratransit
- Medical Transportation- NEMT Safe Travel Transportation, LLC, Adventure Limousine, SMARTRide
- Fixed Route- City Express

# PERFORMANCE INDICATORS

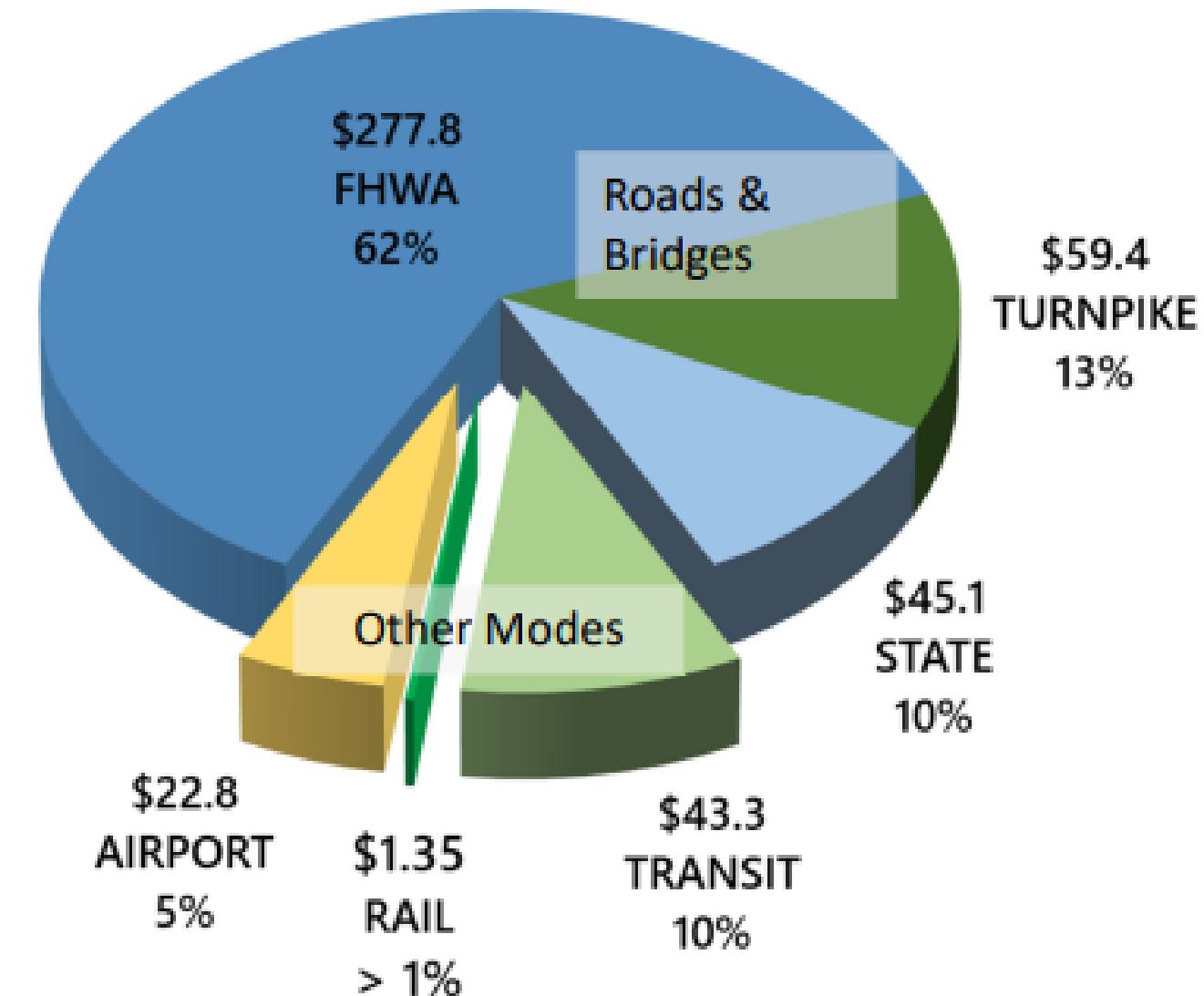
- Number of Trips
- Purpose
- Denials
- Referrals

# STATE-LEVEL CONCEPTS

## Ten Year Plan (TYP)

- Ten Year Horizon
- Reviewed every two years
- Process overseen by GACIT - Governor's Advisory Commission on Intermodal Transportation
- All aspects overseen by DOT
- Public Hearings
- Final Draft
- Governor's Office Review
- Vote at Full House

2027-2036 Ten Year Plan Funding  
Transportation Investments - \$4.5B Plan



# DEFINING MOBILITY MANAGEMENT

## Layman's Terms

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers

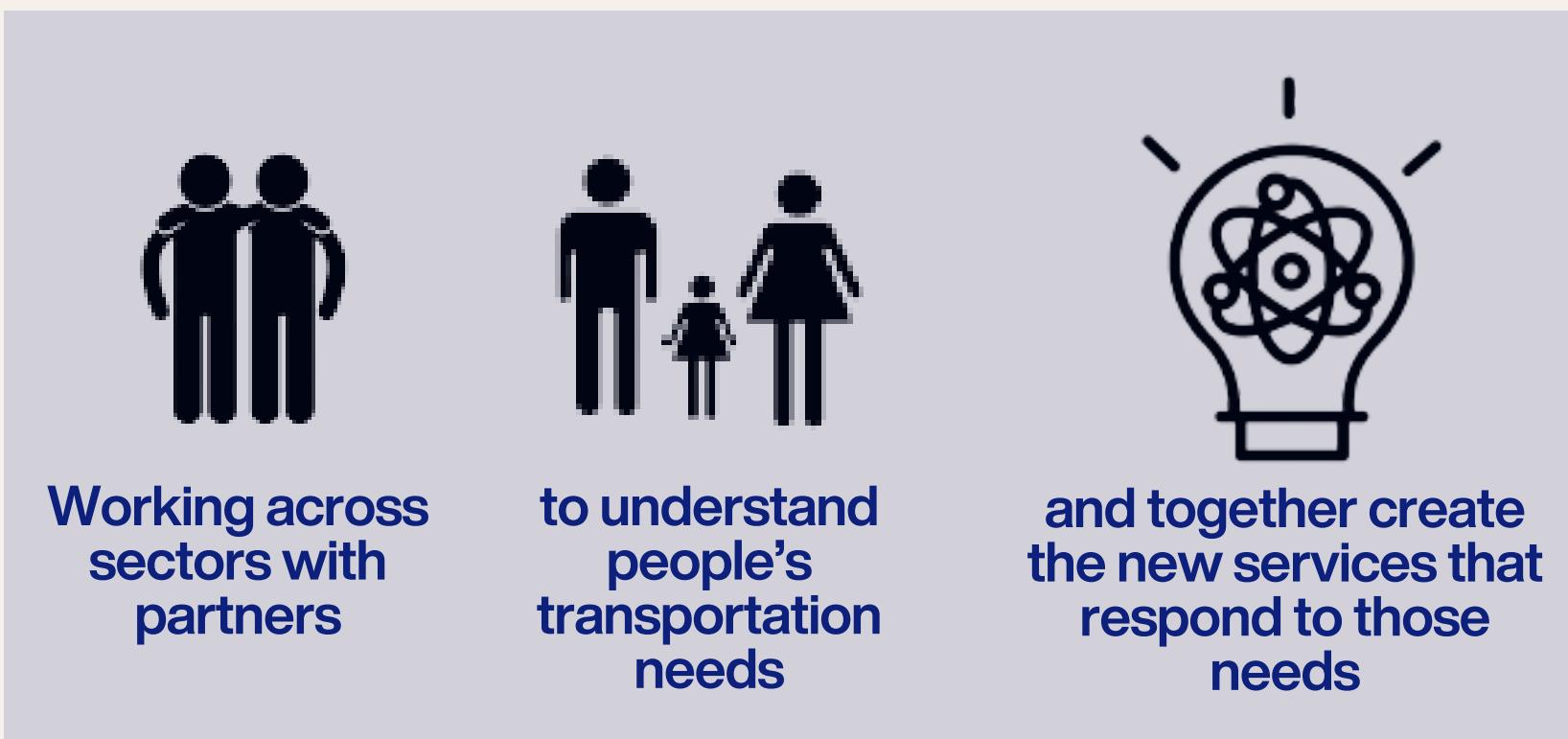
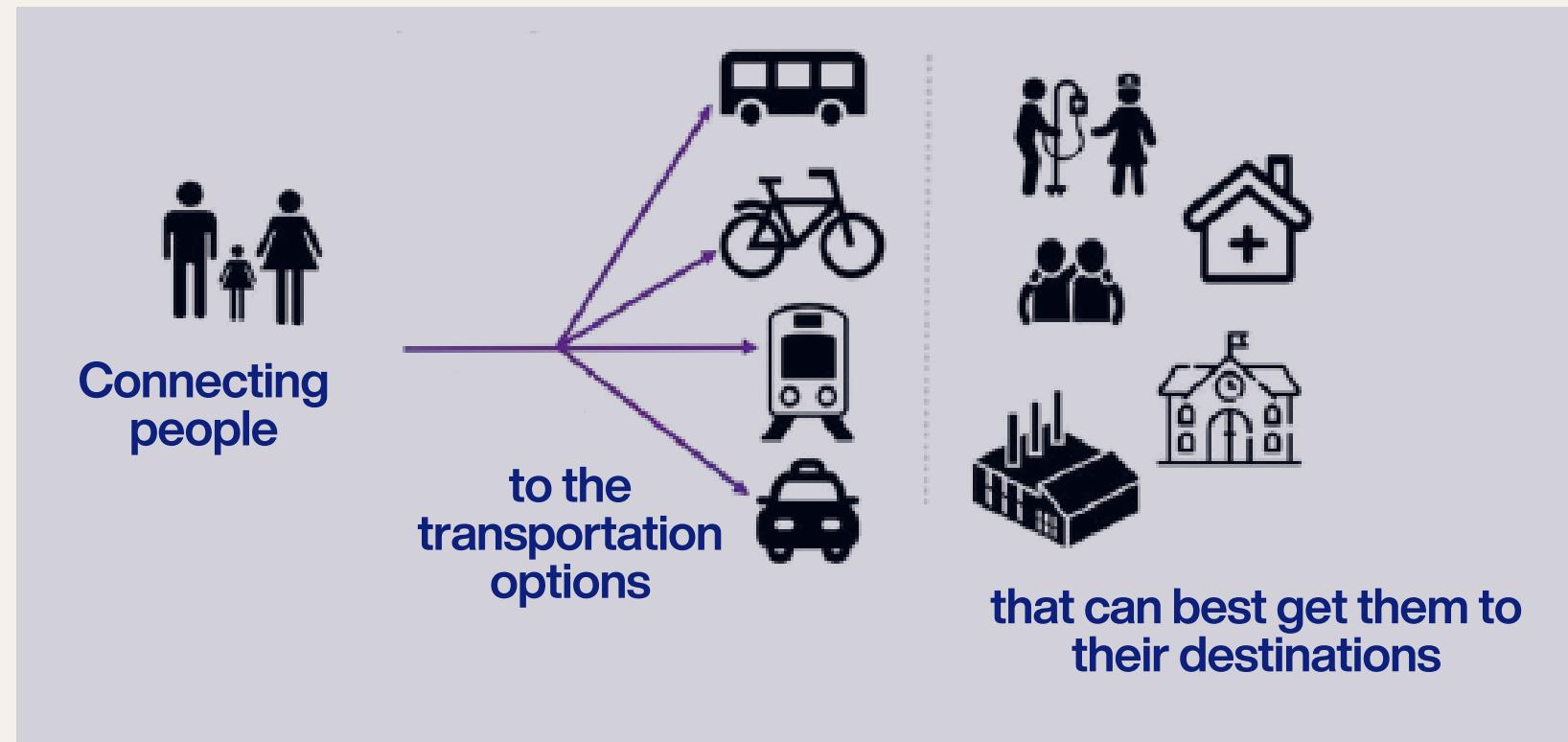
## Federal Transit Administration, FTA (49 U.S. Code § 5302)

“short-range planning and management activities & projects for improving coordination among public transportation and other transportation service providers.” Excludes operation of public transportation services.”

## SCC/ MRCC Bylaws

“shall mean an innovative passenger-centered transportation strategy for managing and delivering coordinated community transportation services that focuses on meeting individual consumer needs and on addressing changing community needs by collaboratively developing and coordinating community transportation services to achieve an efficient, sustainable transportation service delivery system across various geographic areas.”

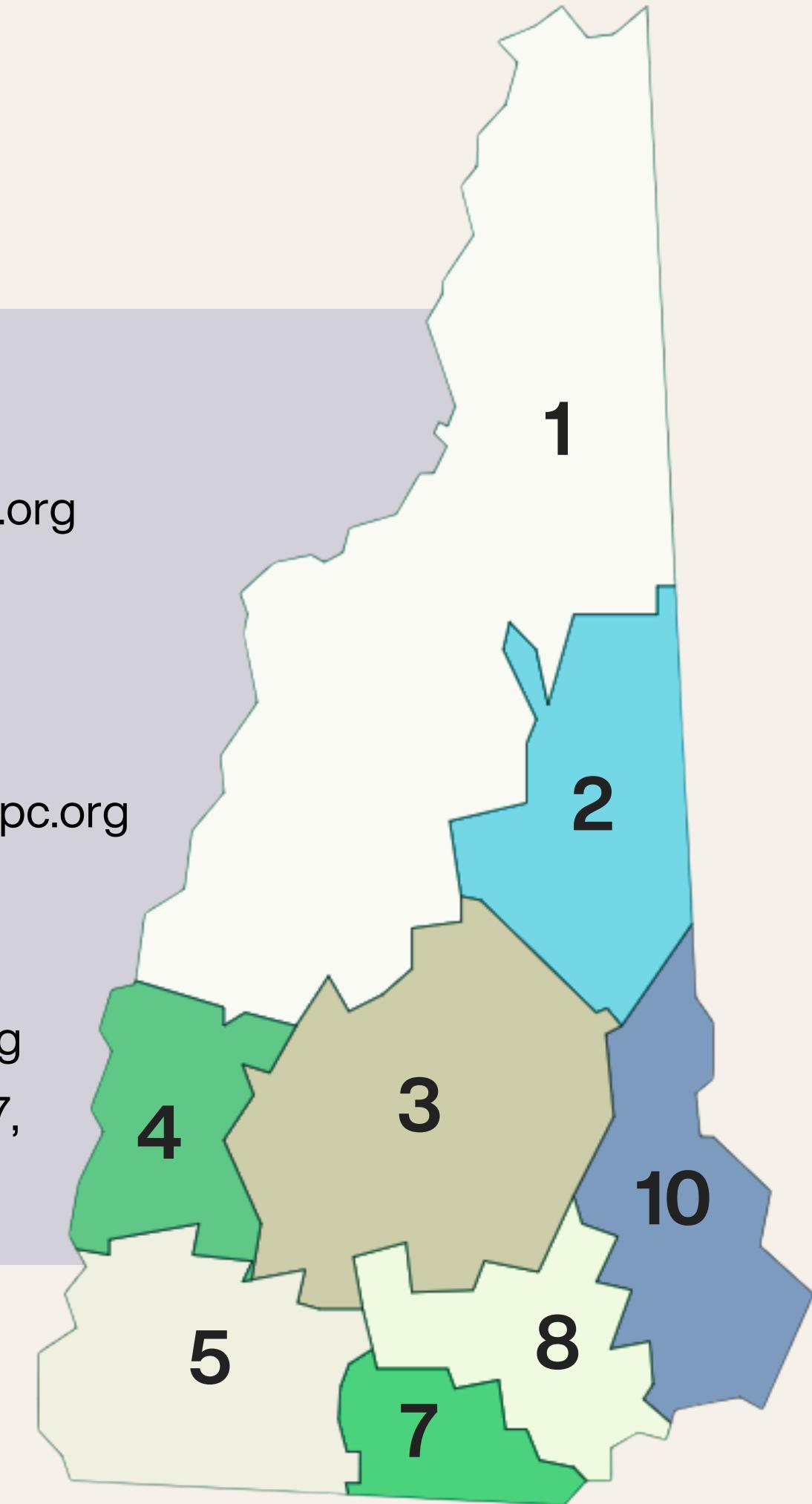
# SCOPE OF WORK



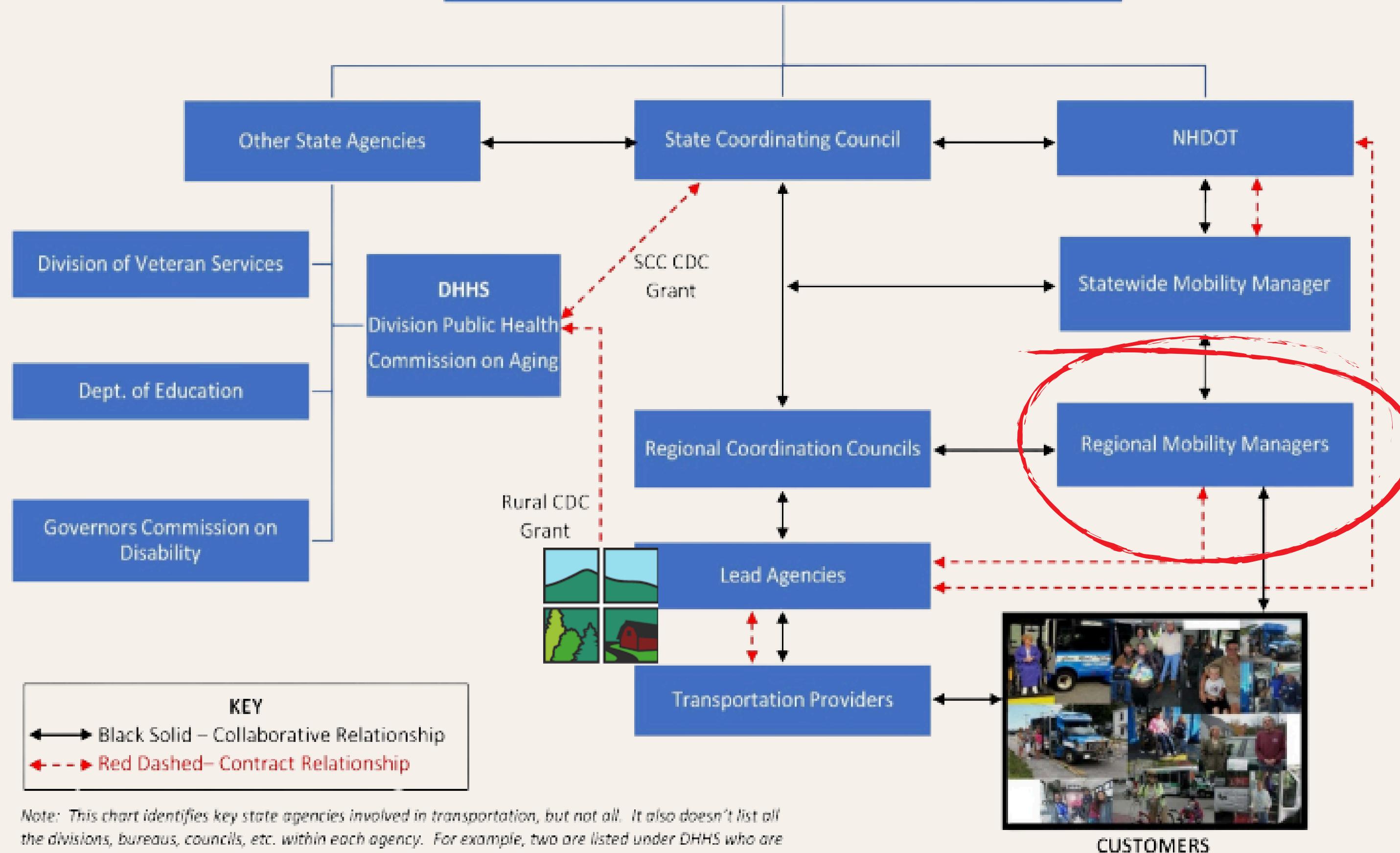
**Mobility Managers should be out in the community, forming partnerships and listening to customers!**

# MOBILITY MANAGERS IN NH

- **Region 1** (Grafton-Coos Counties)- TBD, Contact Tammy Buttweiler
- **Region 2** (Carroll County)- TBD, Contact Tammy Buttweiler
- **Region 3** (Mid-State)- Cindy Yanski, (603) 225-1989 ext. 1210, [cyanski@capbm.org](mailto:cyanski@capbm.org)
- **Region 4** (Sullivan County)- Candy Reed, (603) 477.5900, [creed@scshelps.org](mailto:creed@scshelps.org)
- **Region 5** (Cheshire-Monadnock)- Lisa Steadman, (603) 357-0557, [lsteadman@swrpc.org](mailto:lsteadman@swrpc.org)
- **Region 7** (Greater Nashua)- Donna Marceau, (603) 417 6571, [donnam@nashuarpc.org](mailto:donnam@nashuarpc.org)
- **Region 8** (Southern New Hampshire)- Ben Herbert, (603) 669-4664, [bherbert@snhpc.org](mailto:bherbert@snhpc.org)
- **Region 10** (Southeast)- Jeff Donald, (603) 516-0796, [Info@CommunityRides.org](mailto:Info@CommunityRides.org)
- **Statewide Mobility Manager**- TBD, Contact Tammy Buttweiler (937) 299-5007, [TButtweiler@RLSandAssoc.com](mailto:TButtweiler@RLSandAssoc.com)



# NH Mobility Management Network



*Note: This chart identifies key state agencies involved in transportation, but not all. It also doesn't list all the divisions, bureaus, councils, etc. within each agency. For example, two are listed under DHHS who are key to this Mobility Management Project, but there are many more actively engaged in this shared work.*

# MRCC/ MOBILITY MANAGER PARTNERSHIP

- Write Mobility Manager Work Plan
- Set Goals Collaboratively
- Staff Support
- Introduce the Mobility Manager to stakeholders
- Identifying groups that should attend MRCC
- Telling people about the Mobility Manager role
- Inviting Mobility Manager to speak with groups
- Acting as champion for the NextGen Project
- Refer riders to the Mobility Manager



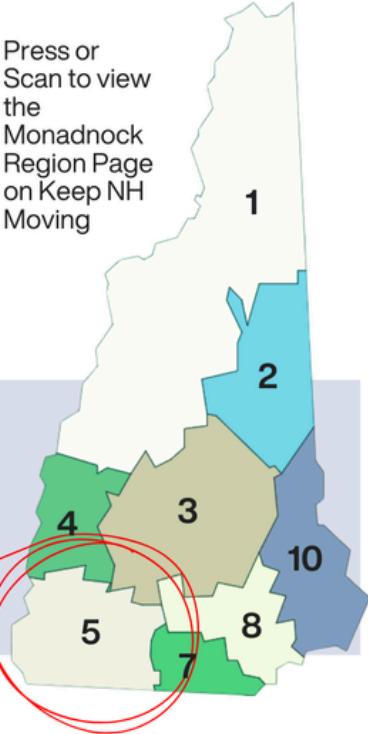
**Lisa Steadman**

Regional Mobility Manager  
Southwest Region Planning Commission  
37 Ashuelot Street  
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Office: (603) 357-0557, ext. 19  
Direct: (603) 283-5232  
lsteadman@swrpc.org

## MONADNOCK REGION MOBILITY MANAGER: A Community Transportation Partner



Press or  
Scan to view  
the  
Monadnock  
Region Page  
on Keep NH  
Moving



### When to Call:

- If you need to understand your transportation options
- If you need an advocate
- If you don't understand something
- If you've experienced discrimination
- You would like to provide feedback
- Anything else transportation-related

Find all things NH travel at  
[www.KeepNHMoving.com](http://www.KeepNHMoving.com)

- Ways to Travel
- Find A Ride
- Link to Region 5 Projects and News
- Mobility Manager Contact Information
- Give Input
- Stay Up to Date



Primary Authors: Lisa Steadman-Monadnock Region Mobility Manager; Teri Palmer- Statewide Mobility Manager

## TRACKING SHEET

# MOBILITY MANAGER WORKPLAN:

Adopted 8/19/25

- Regional Service Delivery (Customers)

- **Objective 1:** Assist MRCC and local providers to implement a customer-centered approach to transportation access and coordination in the region for older adult, low-income, disabled, veteran and other vulnerable populations.
- **Objective 2:** Develop relationships with transit-dependent and vulnerable populations to address issues of access and ensure their voices are being heard.
- **Objective 3:** Conduct outreach activities to educate groups and individuals on how to access and use the transportation network/services.

- Regional Coordination (Providers)

- **Objective 1:** Develop new opportunities for coordination and/or expansion of transportation options across municipal and regional boundaries.

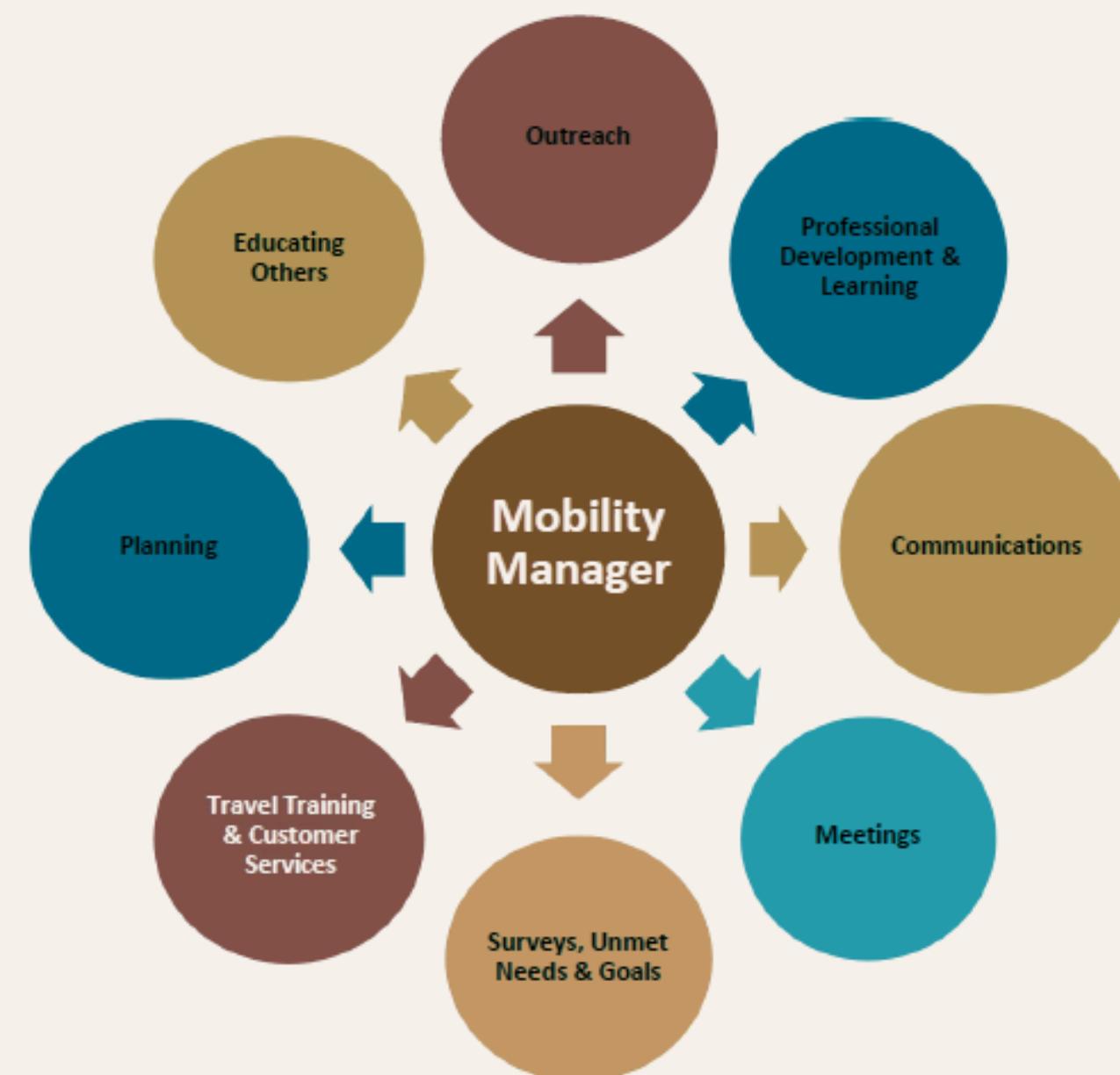
- Capacity Building (System)

- **Objective 1:** Assist the MRCC to improve its organizational infrastructure to effectively fulfill its mission, and secure sufficient funding to expand transportation services.

- Statewide Planning, Coordination & Capacity Building (Connecting the Regions)

- **Objective 1:** Participate in and coordinate MRCC activities with the SCC and statewide mobility management network.
- **Objective 2:** Participate in state, regional, and local transportation planning activities including required human services coordinated plans, SCC strategic plan, the RCC strategic plan or workplan, RPC planning and other related plans and initiatives.

# CURRENT AREAS OF FOCUS:

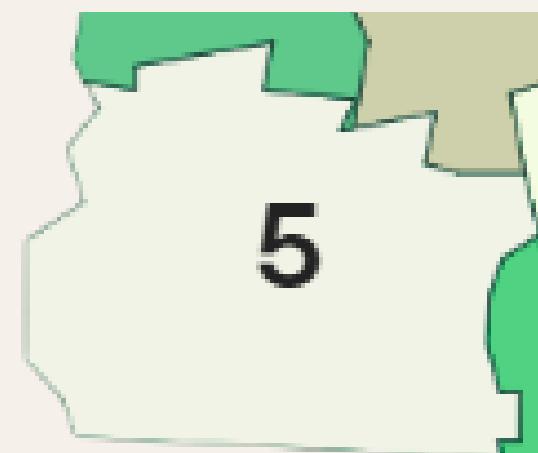


Building Relationships/ Learning/  
Educating

Keep NH Moving



Supporting the Regional  
Coordinating Council



Statewide Transportation Equity

Transportation Equity Task Force  
**CHARTER:**



**Mission:**

The ABLE NH Transportation Equity Task Force strives to engage a variety of stakeholders in productive conversations about improving transportation options for people with disabilities, and ensuring that new and existing transportation systems are using best practices for accessibility.

**Scope of Work:**

- 1 Ensure accessibility in transportation systems' communications and in the provision of transportation
- 2 Ensure accessibility in the provision of transportation services
- 3 Connect more people with disabilities with existing transportation services
- 4 Ensure that people with disabilities are **represented in transportation-Related Conversations** across the state
- 5 **Monitor trends** that could impact transportation for people with disabilities
- 6 Encourage **ongoing conversation** about providing welcoming transportation for people with disabilities

Contact: [info@ablenh.org](mailto:info@ablenh.org)

Website: [ablenh.org](http://ablenh.org)

Instagram: @ablenh  
X: @ablenh1

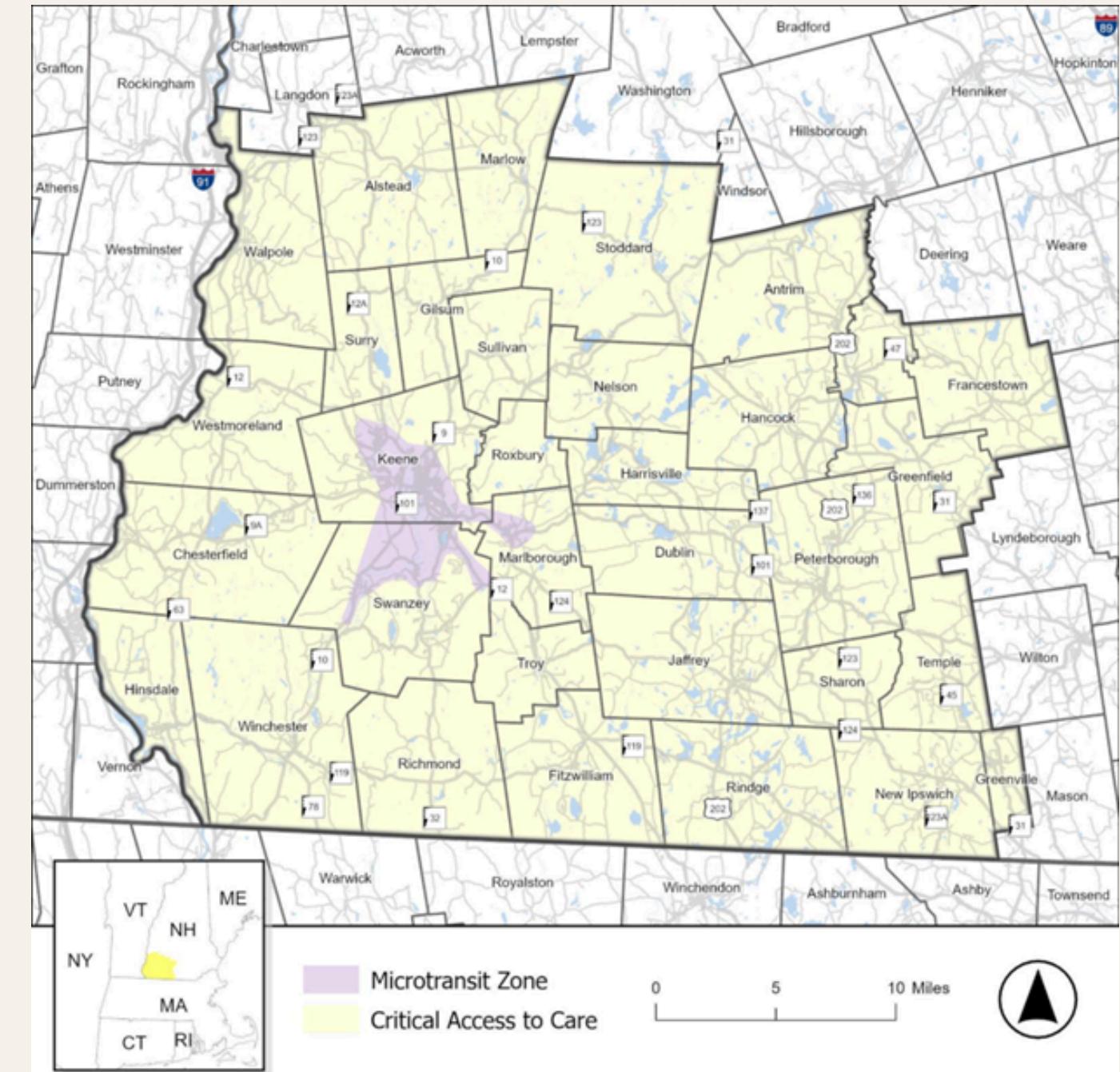
NextGen Project.....

# NEXTGEN - NEXT GENERATION TRANSIT PROJECT

Exploring Microtransit and enhanced Critical Care Rides

with the goals of:

- **Better coverage:** expanded transit access geographically to 70% more people and 46% more jobs,
- **Better cost efficiency:** Increase in daily ridership between 65% and 85% at a cost increase of 19% to 31% more per ride, a net benefit proposition,
- **More convenient ride booking:** 10 – 30 minutes before travel, and;
- **More direct and faster** rides between origin and destination.



# NEXTGEN - NEXT GENERATION TRANSIT PROJECT

- Previous Benchmarks
  - Via - Microtransit Feasibility and Fixed Route Transit Service Plan Design Assistance Study (Dec.2022)
  - Steadman Hill Consulting- Monadnock Region “Next Generation” Transit Project Implementation Plan (June 2025)
- Components of the NextGen Transit Project
- Proposed Timeline- Coordinated Transportation Plan

# RESOURCES:

- Acronyms
- [www.KeepNHMoving.com](http://www.KeepNHMoving.com)

**Questions?**

**What Needs More Explanation?**

# Thank You!