

**NH State Coordinating Council for Community Transportation
Meeting Minutes ▪ January 8, 2026
Granite State Independent Living ▪ 21 Chenell Drive, Concord, NH**

Council Members Present In-Person

Chuck Saia, Sylvia Von Aulock, Fred Butler, Steve Workman, Gene Patnode, Andrea Hession (Alt) Jennifer Rabalais (Pending)
Charles Lewis, Rad Nichols, Jesse Lore

Council Members Present Virtually

Angelique Pandolph (Pending), Shelley Winters

Guests

Andrew Harmon, Teri Palmer, Ben Herbert, Donna Marceau, Kerry Miller, Janet Langdell, Cindy Yanski, Jeff Donald, Chase Eagleson, Jen Buteau, Lilly Wellington, Louise McBride, Carole Zangla, Keith Thibault, Matthen Baronas, Jack Hutchinson, James Berquist, Glenn Trefethen

I. Call to Order, Welcome & Introductions

- Chair Chuck Saia called the meeting to order at 1:41pm
- Quorum is present in the room.

II. Chair's Update – Chuck Saia

- Happy new year we have a robust agenda today that includes the Rural Health Transformation Grant, the RCC/SCC leadership meeting in December and 91-A discussion.

III. Meeting Minutes**A. December 4, 2025 Minutes**

- Steve Workman moved and Charles Lewis seconded the motion to approve the December 4, 2025 Minutes as presented.
- Motion passed by voice vote with Rad Nichols abstaining.

IV. Standing Reports & Updates**A. NHDOT Updates (Fred Butler & Shelley Winters) – See Attached Report**

- Shelley announced that NHDOT Commissioner Cass will retire at the end of February. Cass extended well wishes and thanks to the SCC through Shelley. Chuck congratulates Cass on his retirement and for supporting the work of the SCC.
- Ten-year Plan Update: The GACIT process concluded on December 17. GACIT members issued a transmittal letter to Governor Ayotte with its recommendations and revised 10-year plan. Gov. Ayotte has until Jan. 15 to review, make comments and send her final version of the plan to the legislature. Councilors told Shelley they appreciated everyone from transit who showed up and spoke at the hearings.
- Andrew Harmon asked Shelley if there will be increases to the NH Gas Tax and/or Turnpike Tolls. Shelley said not from GACIT or the Executive Council, but it could be something that the state legislature takes up. Steve added that there was statewide support expressed during the public process to increase both revenue sources to meet the ~ 400-million deficit in the plan. He attended the December 17 meeting and said that ultimately the majority of Executive Councilors except for Karen Liot Hill were not willing to include a recommendation to raise either revenue source. The majority stated that Gov. Ayotte already indicated that she would not support raising either, and that the Exec. Council does not have the authority to raise the NH Gas Tax. By state law, the power to set or adjust toll rates rests with the governor and executive council.

B. State Mobility Management Report – See Attached Report

- Teri Palmer announced this is her last meeting as the State Mobility Manager as she has accepted a new job as the executive director of Advance Transit. She will start on Jan. 19 and Adams Carroll, current executive director, will remain at Advance Transit to support the transition until the end of February.
- Teri said that the current plan is that Fred Butler will handle day-to-day operations for the State Mobility Manager role in the interim and RLS will continue to support Mobility Management Network. She said that she will continue working with RCC 1, NHTA, and the SCC-RCC Workgroup and hopes to attend many of the same meetings she participated in as SMM.
- Jesse Lore asked if there is funding to support filling the State Mobility Manager position? Fred says yes, but there are timing issues and unknown variables like the RHT Grant which require more time before a final course of action is decided. This includes time for DOT to meet with DHHS regarding use of potential RHTG funding for the next phase of the SMM which to date has been a pilot position.
- Steve Workman asked Fred if it was the intent of DOT to discuss the future of the SMM position with SCC Leadership prior to making final decisions about the position, how it is funded and interim steps to be taken. He felt it was important because the SCC has oversight over the mobility management network and the strategies that were submitted to DHHS for the RHTG originated with SCC. Fred indicated that RLS was providing interim support, but that it was DOT's intent to continue to discuss with SCC Leadership.
- Janet Langdel asked that DOT and SCC Leadership provide timely communications to the RCCs as decisions are being made about the SMM position.

C. Mobility Management Performance Measures Report November 2025 – Fred Butler

- Report is posted at: <https://keepnhmoving.com/about-us/> (Tab 4)
- Ride denial data (defined as a ride request that cannot be fulfilled) is consistently low, which we know is not accurate. Based on anecdotal information, CTNA preliminary findings, and individual providers stating they are unable to meet demand, the data captured in the Mobility Management Performance Measures is not indicative of the real number of denials statewide. If our datapoints reflect inaccurate, low numbers like 13 denials in November, it will be difficult to justify increasing funding for unmet needs. DOT, the MM Network and the SCC Performance Measures workgroup will be working to address this problem by finding more effective ways to define the datapoint and how it can be collected more effectively.
- Jack Hutchinson says they had 71 unmet rides in October for Ready Rides so that alone contradicts findings in this report.
- Donna suggested using a different term other than denial because it's more that the ride is not available. It's not a choice, it's that there is no ride available. Is it a denial when a person is referred to a service, but the service ended up not providing the trip?
- Teri Palmer says dispatchers at agencies should be referring folks to a mobility manager if the agency cannot provide the trip.
- Jeff Donald says survey questions asks us for referrals and not denials. A good follow up question to ask is did the referrals provide the ride? Jeff said there's no question about denials.
- Fred will send an email it will be an agenda item in the future. He says we need to get past the idea that the data defines your agency and that you're being judged, it's just that we need the data to maintain funding.
- Steve said that this was a good time to remind mobility managers and providers that information about denials/unmet rides should not be viewed as punitive or a reflection on performance. It is a reality of a system that does not have the capacity it needs to meet demand. Shelley concurred, and said that DOT wanted denials included to help us improve our capacity with a special focus on vulnerable populations.

D. SCC Governance: Moving pending appointments forward in 2026

- Shelley Winters reported that SCC appointments are still pending, but on the governor and executive council's radar.
- Steve said that he appreciates how busy the governor and council are dealing with so many important issues but remains concerned that nominations were provided over a year ago and under a different administration. As two of the nominations are not re-appointments, these individuals are not able to count toward a quorum or fulfil council roles to advance the SCC Mission. I believe these nominations are essential now more than ever as we launch our new strategic work groups, complete the Community Transportation Needs Assessment and prepare for anticipated work under the Rural Health Transformation Grant. Shelley Winters said that she will contact Morgan Hughes, who manages nominations/appointments to check on the status and ask if we can provide any additional assistance to support the process.

E. Federal & State Policy & Budget Updates – Steve/Rad/Fred

- Andrew Harmon asked about a proposed piece of legislation that would prohibit municipal tax dollars from being donated to non-profit organizations. He could not recall the bill number or more details but wondered if this could potentially impact local transportation funding. DOT said that at this point it was not aware of such a bill and that it might be something the DOT would be asked to participate in or provide an opinion. Steve indicated that he/Transport NH was not aware of this but thought it important to research and share additional information with SCC stakeholders if there was a potential impact. Andrew said that he would do some more research and follow up with Steve. [Post meeting note: For clarity, subsequent research determined that this discussion refers to BH1649, An Act prohibiting certain tax dollars from being donated to non-profit organizations. It is currently assigned to the House Municipal & County Government Committee.]
- Steve Workman reported that the Legislative Office Building (LOB) where most of the legislative committees meet and hold public hearings is closed for renovation through late 2026. During renovation, meetings are being held at 1 Granite Place (GP). He directed people to a document created by the NH Municipal Agency and included in the SCC agenda packet (see attached) that provides more information about attending meetings at GP.
- Senate and House meetings are still being streamed on the state's YouTube channel for those who cannot attend in-person. Members of the public can also provide electronic testimony and/or register if they are in favor or opposed to proposed legislation through NH's General Court Website.

V. Discussion Items

A. RSA 15-A Statement of Financial Interest for Council Members Due Jan. 16

- Chuck Saia reviewed the requirement and statute requiring all SCC Council members (appointed by statute or the governor & council). Council members should submit their 15-A disclosures electronically through www.sosnh.gov. All appointed councilors should have received an email notification with a link to their information. Chuck directed all questions about the process to the Secretary of State's Office. Steve reminded pending SCC nominees that they do not need to file until they are officially appointed to SCC unless they are serving in another role covered by 15-A.

B. Surface Transportation Block Grant (STBG) Distribution of Funding

- Fred Buttler explained that every for the past six years, NH has transferred 2.4 million dollars per year from Federal Surface Transportation Block Grant funding as directed by NH's Ten-Year Transportation Plan. These funds have been used to support unmet transit operating costs and mobility management. Every two years, the SCC and NHTA are asked to consider how these funds can continue to be best used. DOT has requested that both NHTA and SCC approve or suggest changes for next two years of funding. It has suggested three buckets at the following approximate levels: 5307 Providers \$550,000; 5310 RCC \$2,450,000; 5311 Providers \$550,000.

- Rad Nichols, Chair of NHTA, said that at its meeting this morning, membership voted to maintain the current funding levels. NHTA would have considered increasing funds designated for transit if the pending RHT Grant could be used to support transit operating costs, but RHTG funds cannot supplant existing funding streams.
- **Steve Workman moved and Charles Lewis seconded to maintain the distribution of STBG funds at the following current and approximate levels – 5307 Providers \$550,000; 5310 RCC \$2,450,000; 5311 Providers \$550,000.**
- Sylvia von Aulock expressed concern that funding remains level at 2.4 million while costs continue to increase to provide rides and sustain mobility management. She asked if there was an opportunity to communicate this and seek additional funds.
- Fred Butler said that the time to express that was during Fall 2025 GACIT hearings because these funds are transferred through the adopted Ten-Year Plan. He said that this motion is based on the amount approved under the current Ten-Year Plan (not the one moving to the legislature for adoption). He noted that the legislature could still consider an increase during the legislative process or through the biennium budget process. Steve said that public hearings for the draft Ten Year Plan were expected to be scheduled in February or March.

- Roll call vote:

Motion: Steve Workman moved and Charles Lewis seconded to maintain the distribution of STBG funds at the following approximate levels: 5307 Providers: \$550,000, 5310 RCC: \$2,450,000, 5311 Providers: \$550,000.			
Councilor	Vote	Alternate	Vote
Butler, Fred	Abstain		
Hill Walker, Melina	Absent	Hession, Andrea	Y
Lore, Jesse T	Y		
Nichols, Rad	Y	Correa, Camille	
Paige, Terri	Absent		
Patnode, Gene	Y	Bowmar, Brigitte	
Ritcey, Deborah	Absent		
Saia, Charles	Y	Roberge, Fred	
Lewis, Charles	Y	Frye, Tracey	
Von Aulock, Sylvia	Y		
Workman, Steve	Y		
Results:			
Yes: 8	No: 0	Abstain: 1	
Motion: Passes			

- Rad and Steve will draft a letter from both SCC and NHTA to DOT notifying them of our recommendation.

C. RHT Grant Update:

- Chuck Saia announced that NH was awarded approximately \$204 million annually for five years under the Rural Health Transformation Grant Program (RHTG). NH must fully expend these funds annually or the following year’s award could be reduced by the unexpended amount. Funding for year-one became available Dec. 29, 2025. At this time, SCC Leadership has not been made aware of the status of funding for transportation projects proposed for the grant, but DHHS and DOT continue to hold planning meetings while the state implements its grant management structure and initial contracts. Chuck expects more information in the coming weeks.
- Shelley Winters concurred with Chuck and said that broadly speaking, DHHS expects funding to support the role of SCC, strengthening non-emergency medical transportation, expanding the Mobility Management Network, expanding VDPs, a unified ride share app or related technologies for non-emergency medical transport and other health care related rides. These were themes included in the strategies SCC Leadership proposed for RHTG that will still require planning and scope development.

- Jesse asks how engaged are non-emergency medical transport providers in RCC meetings? Teri Palmer says some of them show up in some of the regions. There are others that don't come to meetings, but if they knew about the funding, perhaps they would attend.
- Jen Buteau is glad this is being highlighted and said we should expand our thinking about what non-emergency medical transport is, specifically providing bus passes.
- Sylvia asked if the money can be used for vehicle purchases because some VDPs need wheelchair-accessible vehicles. Fred Butler replied that vehicle purchase and potential operating support are still areas being worked out under the requirements and prohibitions of the RHTG funding.
- Jesse Lore asked if there was any opportunity to pilot autonomous vehicles similar to what is happening elsewhere in the country. Steve noted that when these opportunities have been discussed at various state meetings there is reluctance to entertain. One reason he has heard is that many NH roads do not have the necessary components like edge lines that these vehicles use to navigate. The RHTG will not fund road improvements so a more comprehensive approach to funding and piloting the service would be required.
- Jack Hutchinson said that Ready Rides uses TripLink for people to request rides and for drivers to see what rides they can get. Is there an opportunity for a software collaboration on this? He likes autonomous vehicles but says we won't get there within our timeline.

VI. Strategic Coordination Discussion

A. CTNA Preliminary Findings Update

- Jen Buteau provided a PowerPoint for this discussion. See attached presentation.
- Jen reported that the CTNA public survey closed, after receiving 2,800 responses and another few hundred interviewed in focus groups and panels. Jen and the advisory group are now organizing the data. She thanked the Commission on Aging for their help and the CTNA Advisory Group.
- The survey focused on specific populations, including older adults, veterans and people with disabilities and/or health conditions. Rural populations were represented through Census data and the FTA. She noted that the Rural Health Transformation Grant is using a different definition for rural than FTA does.
- Things that emerged across the assessment were that transportation exists on paper, but not in practice; missed or delayed medical care is common; eligibility rules and provider policies create friction; families and coordinators are filling the system gaps; rural barriers are stacked quickly and that transportation is tied to health and independence. Focus groups expressed appreciation for VDPs and transit agencies.
- Jesse Lore asked if there were any surprises in the data? Jen said she knew going in that transportation was an issue and seen as a high priority, but what was surprising was that young people had transportation issues, albeit they were tied to economic and housing issues. Jesse also asked about data with immigrants and people of color. Jen said they did conduct focus group with those populations, but that those completing the survey often opted out of providing race-related information. However, cultural values and needs were discussed and corroborated in focus groups. Andrew asks if there were surprises in rural vs urban? Jen says yes. Rural folks had more barriers and more issues, but she was surprised that it wasn't a huge difference between folks in urban areas.
- SCC will continue to include CTNA on its meeting agendas between now and April when the report is scheduled to be completed. A big focus of these discussions will be to refine data and recommendations, so they are ready for implementation by stakeholders.

B. RCC & SCC Leaders Dec. 15 meeting update

- The meeting went well and Steve said he was pleased with the discussion. He said it was not a meeting intended to solve complex problems immediately, but to get to know each other, build trust and lay the groundwork for a more effective working relationship. This is the first of regularly planned meetings and activities.
- The Regions are in the process of completing responses to discussion questions that were not able to be discussed during the meeting. He admitted he was overly ambitious in asking for this to be completed by

January 2 given the holidays. He said that he would send out a notice to regional leadership asking them to complete in the next couple of weeks. Once he has received all information he will put into a report.

- Chuck ended the discussion by again thanking regional leadership for their willingness to work together.

C. SCC Strategic Work Groups

- 91-A is the open/public meeting law. The RCCs and SCC are governed by it. Meetings require quorum, taking of/posting meeting minutes and an agenda. The law requires that any subdivision of the SCC (committees, work groups, etc.) must also follow 91-A guidelines. As a result of this, only duly appointed SCC voting members can lead/champion these committees/workgroups, count toward quorum requirements, and are required to meet in person. Non-voting SCC stakeholders may still serve on or contribute to the work of such committees/work groups. Hybrid meetings can still be used provided there is a quorum present at a physical location.
- It was acknowledged that the in-person quorum requirements create hardship for some council members and as a result they may need to opt out of committees/workgroups that they otherwise would.

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

VIII. Closing, Action Item Review, and Adjournment

A. Next Meeting: February 5, 2026

- #### **B. Gene Patnode moved and Jesse Lore seconded a motion to adjourn. Meeting Adjourned at 3:36pm**

Respectfully Submitted,
Steve Workman, SCC Secretary

Special thanks to Kerry Miller who assists with note taking.



NHDOT's NHTA UPDATE: 01/08/26

- **Grants**

- **STBG** – As has generally been done every two years, we will please need NHTA's-SCC's joint recommendation regarding how NHDOT should distribute the STBG funding. The total is \$3.55M, with current/past breakdown as follows:
 - 5307 providers: \$550,000
 - 5310 RCC: \$2,450,000
 - 5311 providers: \$550,000
 - We just need to know if there is a desire to adjust those overall "buckets" at this time. Other details can be discussed as needed in the coming months.
- **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** – Apps now **due 1/29/26**; 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 RHT grant \$204M award details as yet unknown. Stay tuned!

- **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.
- MTA is hosting an *Advanced Breakdancing for Fleet Managers* training in March. Details TBD.

- **Other**

- State operating agreements all approved and retroactive to 7/1
- Tri-State '27: Contract with DoubleTree in Manchester executed. Two 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.

*Conference planning starts.
Someone yells, "Not it!" too late
You're the chair now, friend.*

January 2026 NHTA/SCC Update

Welcome to 2026!

This will be the last update from me as the State of NH Mobility Manager. I have been offered and accepted the Executive Director position for Advance Transit and will start in my new role on January 19th, 2026.

I am very fortunate to have this opportunity to continue the amazing work that is already being done within Advance Transit and move their vision forward. I am also excited to continue working within the transportation field here in New Hampshire and learning from the Vermont professionals.

With that being said, if there are any questions regarding the performance measure survey or the role of the State Mobility Manager moving forward, please reach out to Fred Butler (NH DOT).

I will continue as the Chair for the NHTA, and participate in the Region #1 Regional Coordinating Council.

I would like to thank all of the folks who have supported not only the mobility manager network, but me as your Statewide Mobility Manager. I have truly learned a lot, and I know will continue to learn from all of you in the future.

Now, on to the Mobility Manager update for December.

In December, five of us from New Hampshire attended the Rural Transit Assistance Program (RTAP) Conference in Austin, Texas. Three mobility managers, along with Paula and Cathy from NH DOT attended content-packed sessions over the course of four days.

Donna, Candy, and I started our week out with a day-long session on Sunday, discussing Microtransit. A few of the topics covered included right-sizing the fleet, determining whether a fixed-route service would be a better fit than a micro-transit zone, and how the two could work together. What was great about this session was that they also discussed relationship building and how collaborations with leaders and community partners in the area, to include folks with lived experience is so important to having a successful transit operation.

The rest of the week, we found ourselves trying to get to all of the sessions due to them offering so many great topics!

We were able to venture out one evening for our Big Night Out offered by NRTAP and tour the State of Texas Museum. On our way back, Candy and I were feeling adventurous and decided to try an autonomous vehicle offered by Waymo. It was an amazing experience! We ended up taking Donna on her maiden voyage in a Waymo as well, later in the week!

The five of us had a virtual meeting on the 31st of December and discussed our experience. Cathy Cormier (our NHRTAP State representative) will work with Cara Marcus from NRTAP and let us know when the presentations are posted on the NRTAP website. With permission, Cathy will work on posting them on the NHRTAP website with bullet points from those of us who attended the sessions. So stay tuned!

One thing we all agree on is if anyone has the opportunity to attend one of these conferences, they are worth it!

We also heard a lot about GTFS data and how important it is to ensure that all of the information is correct in the database, including GTFS flex. NRTAP has GTFS Office Hours every Thursday starting at 1:00 pm. You can find more information and additional resources here:

<https://www.nationalrtap.org/>

The mobility managers held their virtual monthly meeting in December as well. Some of the items discussed were:

What is a trip?

We discussed briefly the email that Fred sent out to everyone, explaining the definition of a trip.

We discussed briefly the new connection between Manchester Transit and Merrimack Valley Transit (MeVa) that will connect riders from Methuen, Mass., to Salem, NH, with connections further north in the spring. NH will benefit from access to the commuter rail station in Lawrence for Boston trips.

There was a discussion regarding the SCC goals and how the mobility manager network supports these goals. This led us into a discussion about the Rural Health Transformation Plan.

A few of the items that came up during this discussion are how people with lived experience get to the RCC meetings. This is came up as a key goal for the RMM's to work on in the next few months. Having this population at the RCC meetings is extremely important.

We then brainstormed on how agencies 'cross-dock'. Meeting with a Vermont transit provider, or a Massachusetts provider, was at the top of the list to discuss. Meeting providers (VDP's) halfway during a long trip was also discussed. How would this work within our State? Or regions?

There was another discussion about applying for grants regionally. Also hosting a meeting with statewide providers (Boston Express/Dartmouth Coach) to work on coordination and assist with overlapping services.

A few resources were sent out to the team from each other. One of them is a 5310 funding one-pager. Another one was a welcome kit for new members of the RCC's. If you are interested in either of these tools, reach out to your mobility manager!

Thank you again, and have a great New Year!

Teri Palmer



Important Information on 2026 House Committee Hearings



*Above: The main entrance to 1 Granite Place.
Right: The Granite Place entrance from Rumford Street.*

New Hampshire House committees are currently meeting in a new location. The Legislative Office Building (LOB), where House committees typically meet, is closed for renovation through late 2026. Meetings are being held at 1 Granite Place (GP), which is about 1.6 miles north of the State House.

If you are planning to come to Concord next year to testify on legislation, here are some things you should know:

Directions: Set navigation to 1 Granite Place, Concord, NH 03301; or from I-93 N or S, take exit 15W. At the lights, take a right to head north on Route 3 / Bouton St. At the next set of lights, stay straight as the road turns into N. State St. At the next set of lights, take a left on to Penacook St. At the stop sign, take a right turn on to Rumford St. Granite Place is the next left turn. Note: The complex is up a long driveway and is not visible from Rumford Street.

Layout: Granite Place consists of two buildings sharing a common main entrance/lobby. House committee meeting rooms are on the first two floors of the South building and are clearly marked. The complex also houses the state departments of Justice and Agriculture, as well as the Judicial Council; access to those areas is limited. A satellite cafeteria is located on the fourth floor of the North building.

Parking: There are 800 free parking spots available, primarily in Lot A. There is additional parking at the rear of the building with direct access to level 2.

Building access: Visitors do not need to stop at the reception desk; they can just proceed through the double doors on the left to reach the hallway to the House meeting rooms. There is also a second-floor entrance accessible from the parking lot behind the South building. Note: Granite State Ambassadors (volunteers in green polos who greet and assist visitors at the State House) will be at the reception desk in the main lobby to welcome newcomers and answer questions. The House meeting rooms are expected to be open to the public approximately one hour before the first scheduled hearing of the day.

Security: The complex has the same safety and security protocols as the State House and security guards are posted at both entrances listed above; if you leave the House meeting area through an unstaffed exit, you will not be able to re-enter and will have to go to one of the two secure entrances.

Committee rooms: Granite Place has 10 committee rooms, compared to 14 in the Legislative Office Building; anyone who has testified at the LOB will feel at home, as the LOB furniture has been brought over. Note: If an overflow crowd shows up for a public hearing, it could be moved to Representatives Hall in the State House (*but come anyway, NHMA needs you!*). The QR code takes you to a map of the meeting areas.



Elevators & Restrooms: Level 1 - Accessible through the Dept. of Justice entrance in the main atrium. Level 2 - Accessible through the Dept. of Agriculture entrance in the main atrium.

House/Senate Logistics: The state Senate will continue to hold its hearings in committee rooms in the State House during the 2026 session, including **Senate committees that previously met in the LOB. It's very important to know** whether you are testifying at a Senate hearing or a House hearing because these locations are no longer within walking distance of each other.

SCC Jan 8, 2026 Meeting

Community Transportation Needs Assessment: Status Update and Final Phase Ahead



Presented by: Impact Consulting

CTNA Advisory Group

Nick Altonaga

Scott Bogle

Fred Butler

Bill Finn

Thom O'Connor

Fred Roberge

Heather Smith

Sylvia Von Aulock

Lily Wellington



In partnership with NH State Commission on Aging

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Why the CTNA Exists



Transportation underpins health, independence, and access to care



Gaps show up first for people with the fewest alternatives



Lived Experience and system insight are BOTH essential



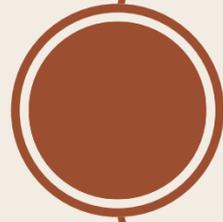
The goal is better decisions, not just more information



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How to Read What Comes Next



This assessment intentionally centers people most affected by transportation barriers



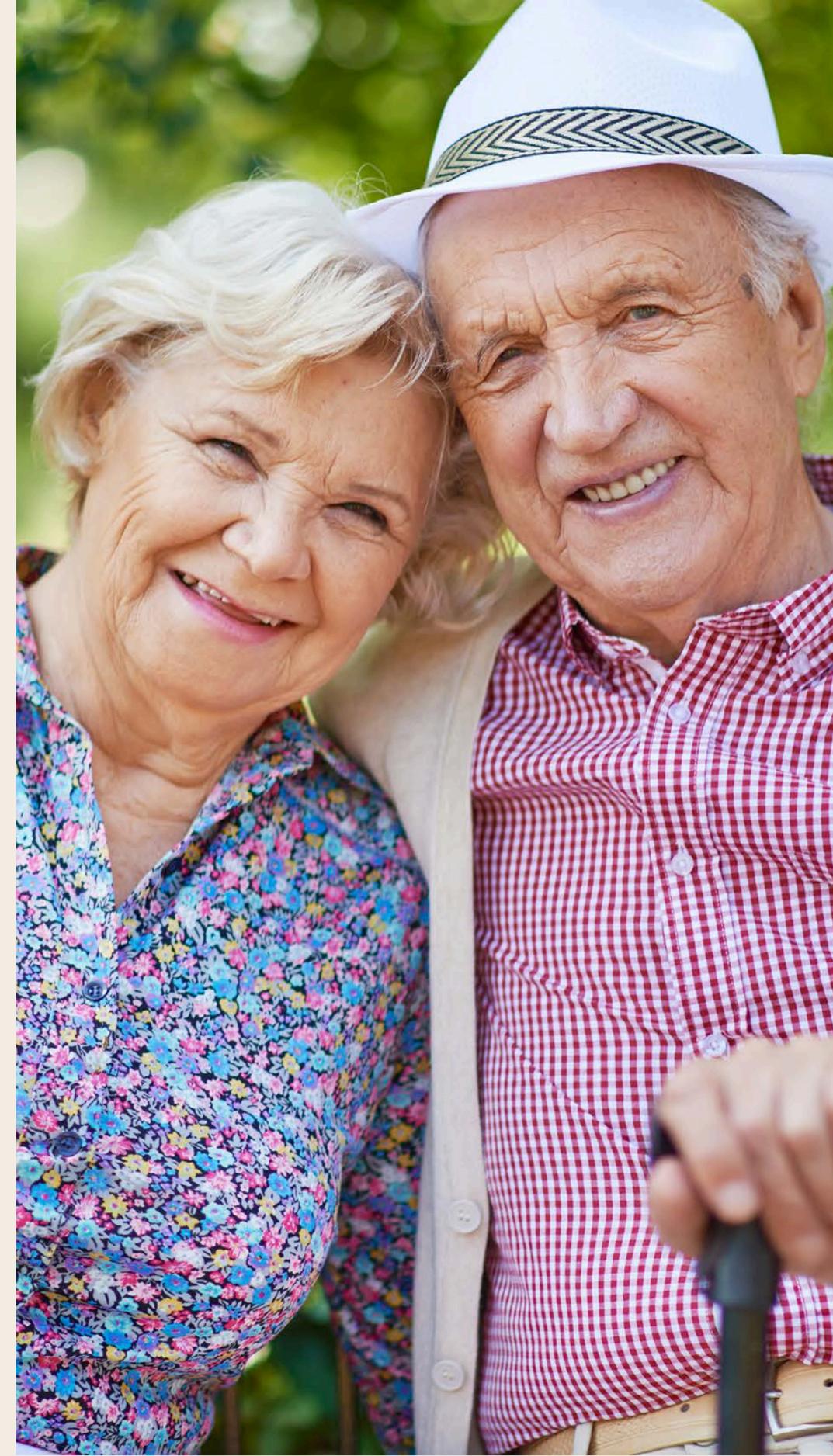
Centering does NOT mean excluding others



This was NOT designed to mirror NH's general population



The CTNA was designed to reveal lived experience and system pressure points





Engagement at a Glance

**2,800+ Survey Responses
Statewide**

**Ongoing Interviews and
focus groups by
design**

**Strong follow-up
interest for deeper
engagement**

**Participation from
every region of the
state**

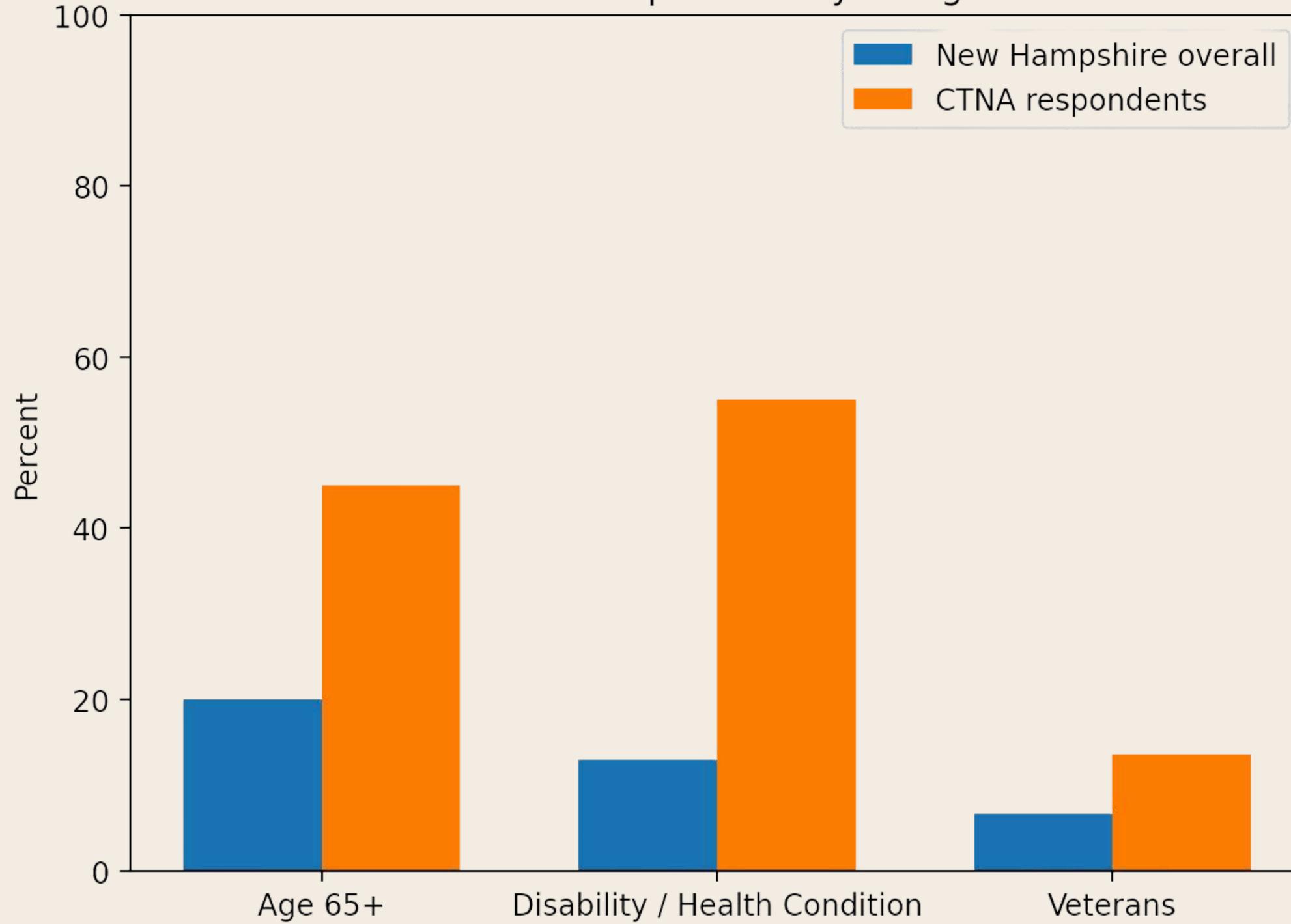


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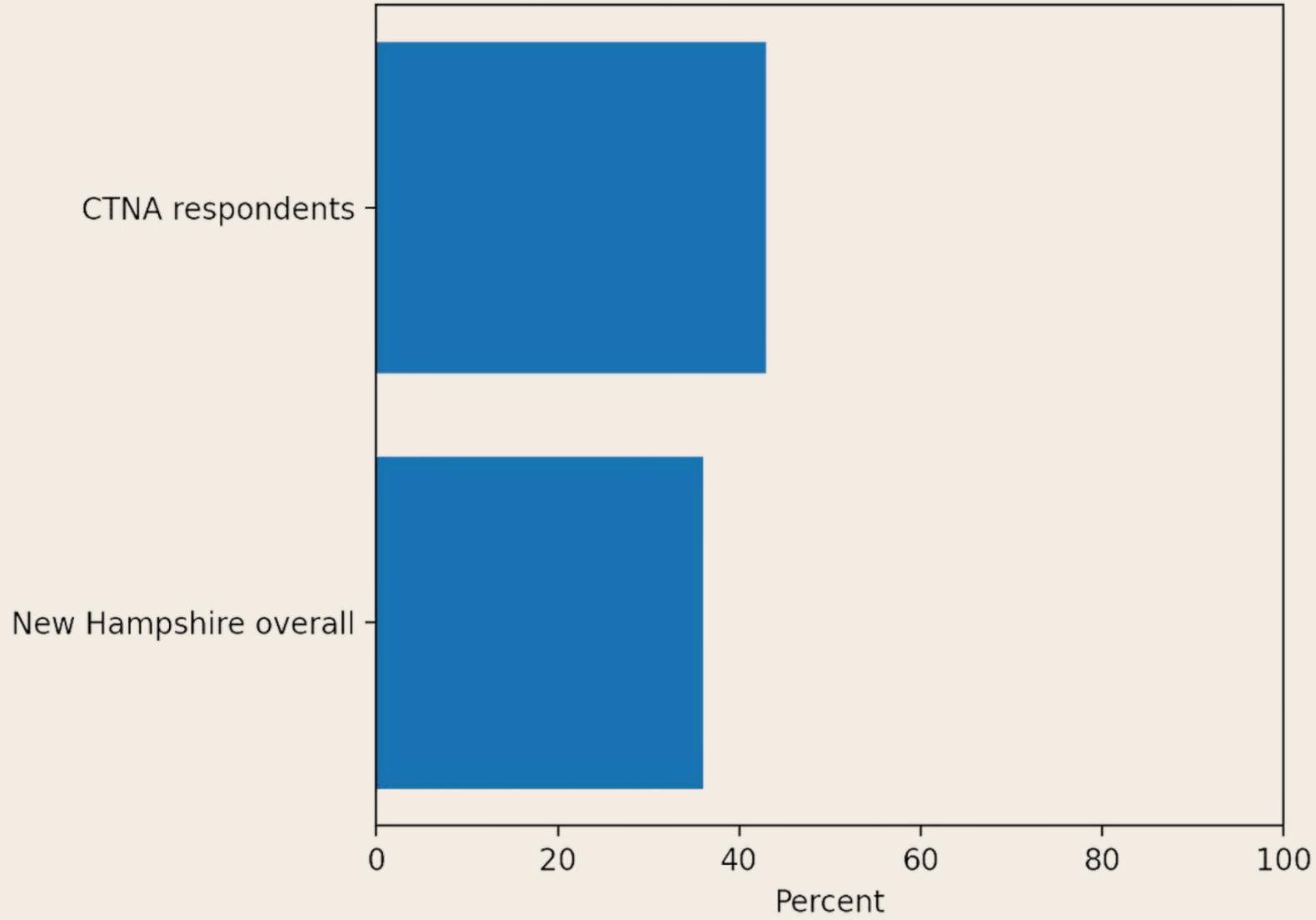


Who Participated — By Design

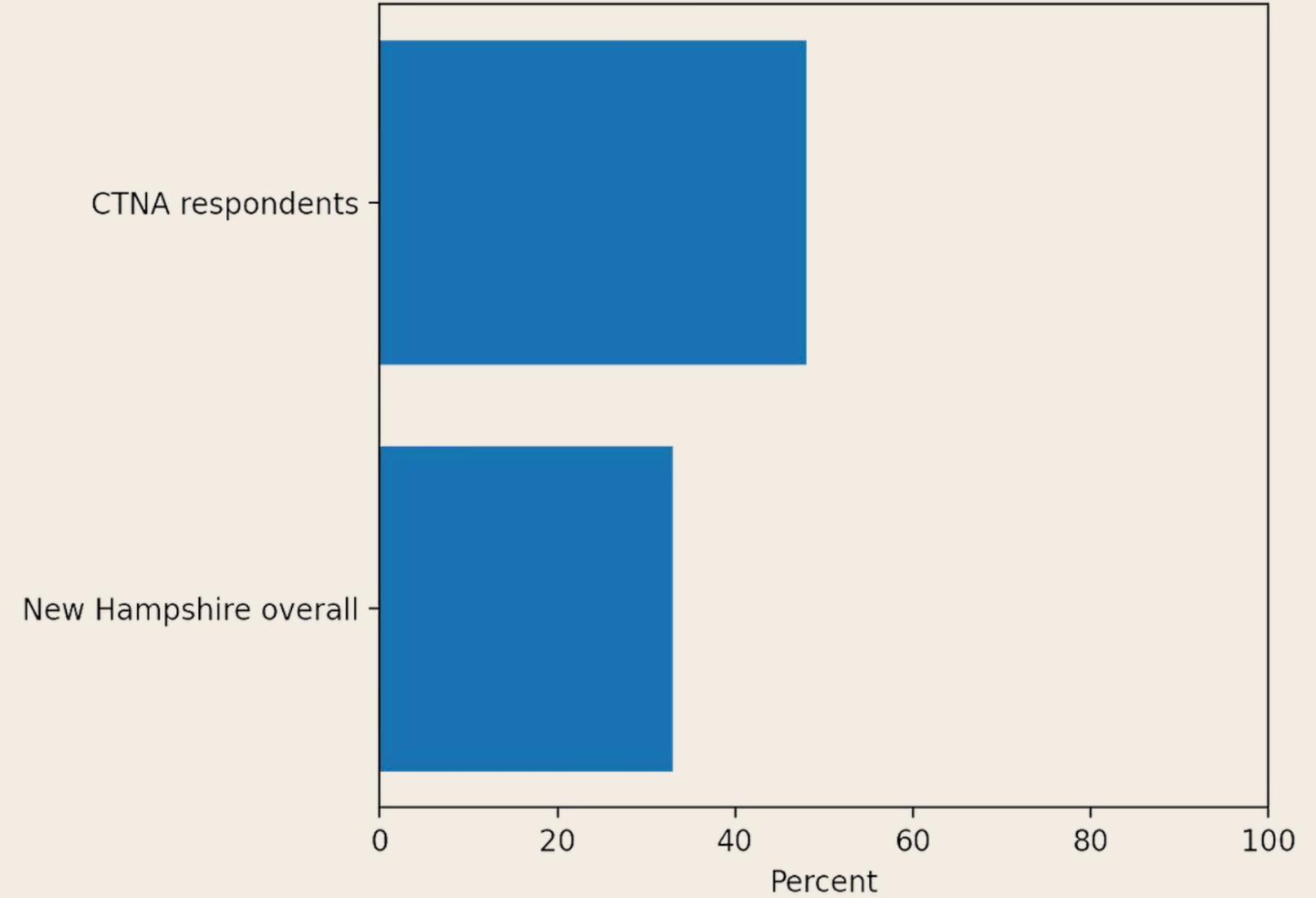




Rural Participation — U.S. Census Definition



Rural Participation — FTA Definition (Section 5311)





What's Emerging Across the Assessment

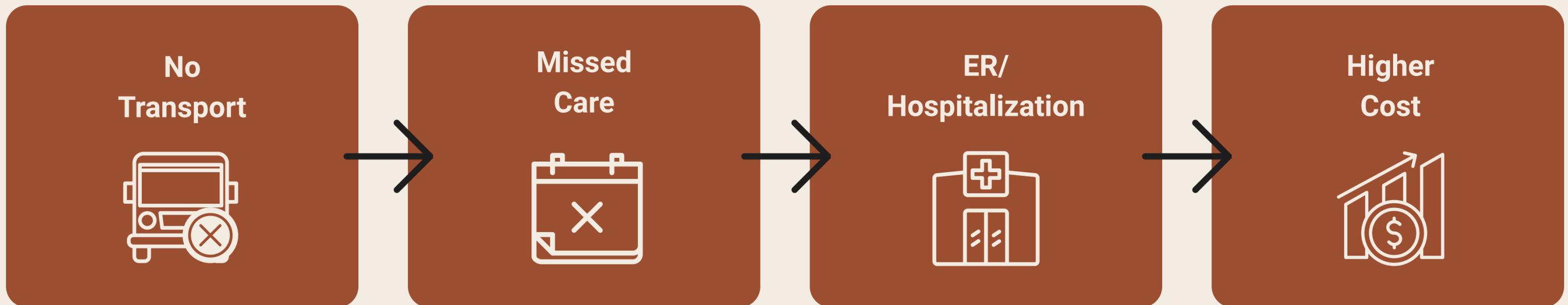
- Transportation exists on paper but is unreliable in practice
- Missed or delayed medical care is common
- Eligibility rules and provider policies create friction
- Families and coordinators are filling system gaps
- Rural barriers stack quickly
- Transportation is tightly tied to health and independence



When You Can't Get There, Your Health Suffers

Stat Highlights

- NH Medicaid pays **\$115,000+ per year** for nursing home care—but support to remain at home often costs **under \$30,000/year**
- Lack of transportation leads to missed mental health, primary care, and grocery trips, causing cascading health issues



Transportation as a Health Issue

Missed and delayed medical care is a recurring theme

Transportation shapes access to prevention, treatment, and recovery

Health outcomes are being affected by non-clinical barriers

This is where transformation, not just funding, matters



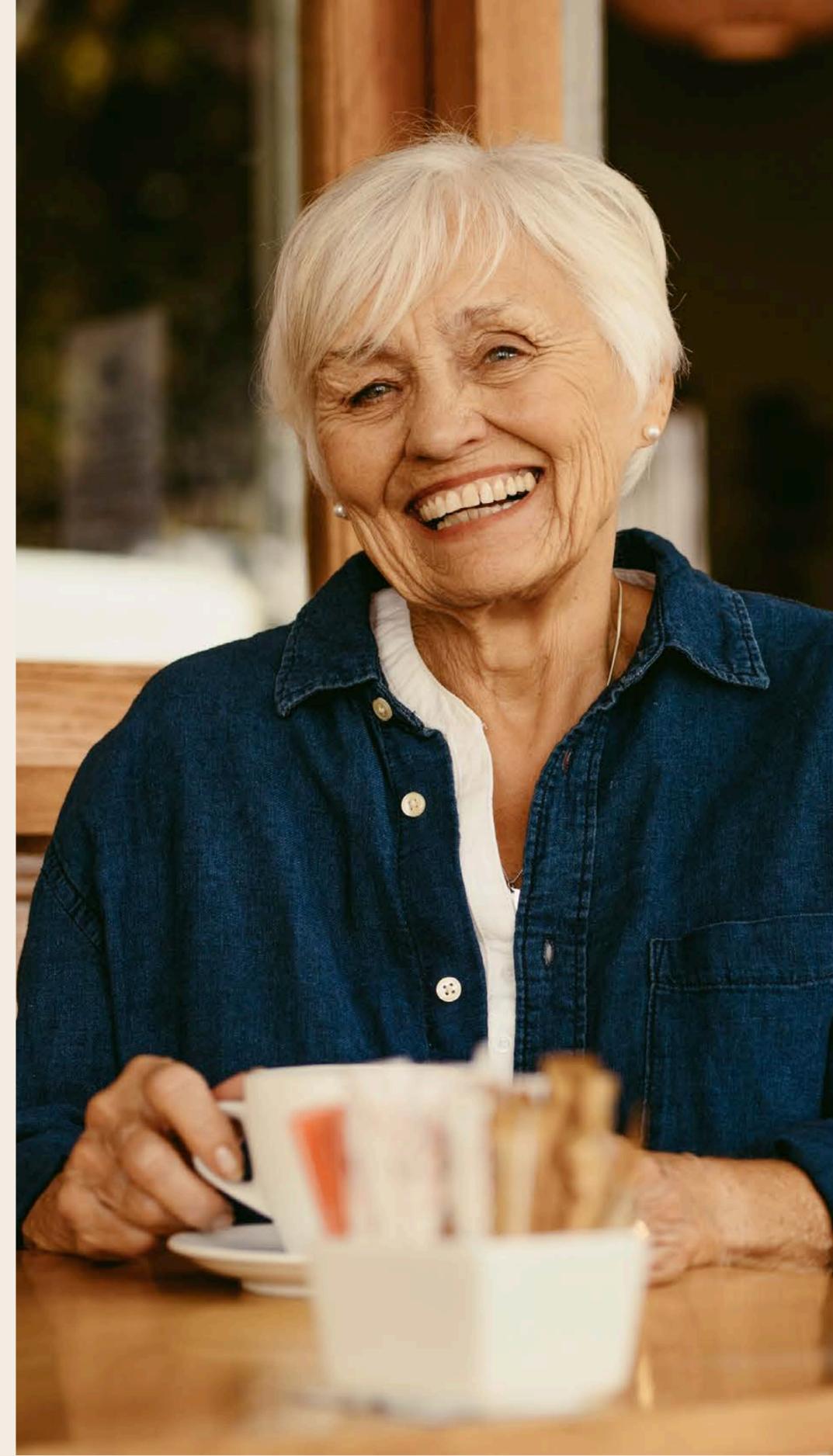
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Holding Complexity: Two Things Can Be True

- Progress is real **and** gaps remain
- Coordination is essential **and** carrying too much weight
- Rules exist for good reasons **and** create friction in practice
- Local effort is strong **and** structural limits persist
- Transportation challenges are complex **and** solvable





Next Steps...

- Sense-making and pressure-testing with the CTNA Advisory Group
- Iterative data sharing and refinement of insights
- Co-created recommendations shaped by lived experience and systems realities
- Final recommendations delivered in April 2026
- CTNA positioned as a baseline resource for health, aging, and RHT planning
- Planning for how SCC can support alignment, coordination, and implementation





NOTICE OF PUBLIC MEETING

State Coordinating Council (SCC) For Community Transportation in New Hampshire

Thursday, January 8, 2026

1:30 P.M.

Granite State Independent Living

21 Chenell Drive • Concord, NH 03301

for questions/accommodations please contact

Steve Workman, Secretary (207-752-1506 or steve@transportnh.org)

Thank you.

Information for Voting Council Members

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

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. This does not eliminate or reduce the requirement that an 8-person quorum be physically present, unless otherwise authorized by the SCC Chair.

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 by members of the public.



NH State Coordinating Council for Community Transportation
Granite State Independent Living • 21 Chenell Drive, Concord, NH • And by Zoom
Meeting Agenda • January 8, 2026

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

Table with 1 column: Item. Rows include: I. Call to Order & Welcome - 1:30-1:35pm; II. Chair's Update & Agenda Review - 1:35-1:40pm; III. Meeting Minutes - 1:40-1:45pm; IV. Standing Reports & Updates - 1:45 - 2:20; V. Discussion Items - 2:20 - 2:45pm; VI. Strategic Coordination Discussion - 2:45 - 3:25pm; VII. Public Comment: Consumer Voices & Announcements - 3:20pm; VIII. Closing & Adjournment - 3:30pm.