



University of
New Hampshire
T2 Center



UNH T2 CENTER ANNUAL REPORT

**UNVEILING AN EXCITING YEAR OF
ACHIEVEMENTS FOR NH LTAP AND SADES**

A summary of another successful year of supporting New Hampshire's local road agencies with impactful progress and achievements.



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Contents

Celebrating a Year of Growth and Impact at the UNH T2 Center	1
History, Background, General Operations of NH LTAP	1
Staff	3
Advisory Board	3
Training and Development Program Highlights	3
Special Events.....	4
NH Roads Scholar Achievements	4
Collaboration and Outreach.....	5
Publications and Communication	5
Other Notable Activities.....	6
Technical Assists.....	6
Statewide Asset Data Exchange Service (SADES).....	6
Looking Ahead.....	7

Celebrating a Year of Growth and Impact at the UNH T2 Center

2024 was a year of action, collaboration, and impact for UNH T2. We reimagined our workshops to prioritize active learning, launched major new events like the NH Plow Rally & Winter Liquids Applicator Field Day, and welcomed over 300 new participants beginning their Roads Scholar journey. In total, we hosted nearly **90 training sessions, reaching approximately 1,600 attendees** across the state.

Our influence extended beyond the classroom—our team contributed more articles to industry publications, participated in national panels on emerging topics, and introduced a storm tracking tool to support local road agencies. Most notably, we provided direct technical assistance to over 50 municipalities, tackling challenges in workforce development, gravel roads, bridge replacement, and public administration. These efforts involved deeper collaboration than ever before, including site reviews, committee engagement, and in-depth research to deliver meaningful solutions.

Innovation also shaped how we deliver training—our new **Feedback Door** system brought real-time attendee insights into our sessions, helping us continuously improve.

These achievements are just a glimpse of the progress we made in 2024, and we’re excited to build on this momentum in the year ahead!

History, Background, General Operations of NH LTAP

In 1982, the United States Congress established the Rural Technical Assistance Program (“RTAP”). In 1991 the name was changed to the Local Technical Assistance Program (“LTAP”), as the Intermodal Surface Transportation Efficiency Act widened the program’s scope to include urban areas with populations over 50,000. At that time, the Tribal Technical Assistance Program (“TTAP”) was also created.

Together, these programs help local agencies build, maintain, and operate America’s transportation system by delivering targeted training and technical assistance to local and tribal governments. Currently there are 51 LTAPs with one in every state and Puerto Rico and TTAP centers that support all Tribes in the United States.

The New Hampshire LTAP center was created in 1986 at the University of New Hampshire, one of the university sites selected to house this program in the fifth year of the RTAP program. Support for the program is provided by the Federal

Highway Administration (“FHWA”), the New Hampshire Department of Transportation (“NHDOT”), and the University of New Hampshire (“UNH”).



Mission: To foster a safe, efficient, and environmentally sound surface transportation system by improving skills and increasing knowledge of the transportation workforce and decision makers

Vision: Improve the quality and safety of the surface transportation system through collaborative partnerships, training and information exchange

The New Hampshire LTAP center (NH LTAP) has a proven track record of almost 40 years as an outreach program for the transportation workforce and has become a trusted resource for local agencies seeking training and technical assistance. Its ability to efficiently and effectively transfer technology and information through courses and relationships to rural and urban partners and customers is its primary measure of success.

The NH LTAP provides education and technical assistance on transportation-related matters to a wide variety of entities, including city and town street/highway departments, public works departments, elected and appointed public officials, private individuals, corporations, and other stakeholders. By sharing and improving the distribution of this information, the program promotes efficient use of local transportation agencies’ scarce resources.

NH LTAP’s vision is to improve the quality and safety of the surface transportation system through interactive relationships and information exchange.

The overarching methodology of NH LTAP is to:

- **integrate** services and resources into a centralized location;
- **coordinate** with all the stakeholders; and
- **accelerate** distribution of transportation related technology by moving FHWA and NHDOT mandates, new transportation resources, and other information into the hands of the NH LTAP constituents.

NH LTAP Program Focus Areas

There are four focus areas that are vital to the success of NH LTAP’s mission of fostering a safe, efficient, and environmentally sound surface transportation system:

1. **Safety:** We will improve awareness and increase the implementation of best practices in roadway and worker safety. The goal of improving safety is being met by the NH LTAP through training, technical assistance, and information dissemination. Specific goals related to safety to be addressed during 2024 included:
2. **Infrastructure Management:** We will hasten the implementation of best practices in planning, design, construction, maintenance, management and operations of the surface transportation system.
3. **Workforce Development:** We help our stakeholders attract, retain and retrain a knowledgeable and skilled transportation workforce
4. **Organizational Excellence:** We endeavor to deliver efficient services to our stakeholders through the effective management of our organizational resources, and we will strive for continuous improvement.

These focus areas are addressed by improving the skills and increasing the knowledge of the local and tribal transportation workforce. NH LTAP achieves its objectives by providing seminars and training sessions, information sharing, technical assistance, quarterly newsletters, transfer of technology materials, external communication, and evaluation.



Staff

- UNH T² Director: Marilee Enus
- Program Coordinator: Lee Cooper
- Senior Training Instructor: George “Butch” Leel
- PT Technical Specialist: Scott Kinmond
- Student Employee – Office Assistant: Liberty Laarman
- SADES Manager: Chris Dowd
- Principal Investigator: Dr. Erin Bell, UNH CEE Faculty



Advisory Board

UNH T²'s advisory board includes members of local government and key stakeholders from NHDOT and FHWA that meet quarterly to review program accomplishments and consider new activities and areas of focus for UNH T².

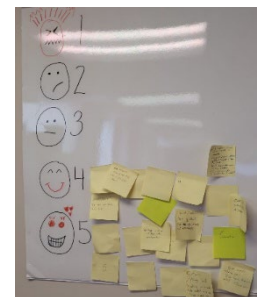
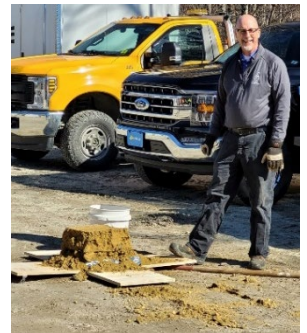
- **Glenn Davison** - Supervisor of Systems Planning and Civil Engineer VI at NHDOT Division of Project Development and NHDOT Representative
- **William Lambert, P.E.** - State Highway Safety Administrator at NHDOT and NHDOT Safety Section Representative
- **Alan Hanscom, P.E.** - State Maintenance Engineer at NHDOT and NHDOT Maintenance Representative
- **Michelle Marshall** - Safety & Area Engineer at NH Division FHWA and FHWA Representative
- **Martha Drukker** - Associate Engineer at City of Concord and Municipal Representative from NH Public Works Association
- **Open positions** –
 - Regional Planning Commission (RPC) representative
 - New Hampshire Road Agents Association representative



Training and Development Program Highlights

The UNH T² Center hosted almost ninety training sessions with approximately 1,600 attendees in 2024.

- **Course Development and Updates:**
 - Developed "[Salt Tea: Myths, Realities, and Incomplete Truths of Liquids and Treated Salts](#)" (NHDES-Green SnowPro Refresher-approved)
 - Updated "[Winter Operations Strategy for Supervisors and Managers](#)" to be student-led and activity-driven
 - Updated "Culvert Installation and Maintenance" to meet NHDES Certified Culvert Maintainer training standards
- Shifted all workshops to emphasize **active learning**—prioritizing hands-on activities, collaboration, and reduced lecture time.
- Collected **real-time feedback** during sessions using the *Feedback Door*, a live attendee input system.
- Updated Certified Culvert Maintainer Refresher training to focus on [NHDOT Routine Roadway Maintenance Activities BMPs](#) guide
- Delivered:
 - Five *ADA and Pedestrian Infrastructure Municipality Musts* workshops in collaboration with NHDOT ADA Title II Coordinator.
 - Two *Pavement Marking and Signs* workshops with support from Vermont LTAP and NHDOT.
- Engaged a consultant to deliver five **leadership development workshops**, including two webinars and three in-person sessions.



Special Events

- Hosted the **NH Public Works Plow Rally and Backhoe Competition** with sponsorship from NHPWA.



- Held the **Winter Liquids Applicator Field Day** (Green SnowPro Refresher-eligible, sponsored by Granite State De-Icing).



NH Roads Scholar Achievements

These milestones reflect the dedication of our participants to advancing their knowledge and skills in road management and safety:

- **63 Roads Scholar I (RS I):** Completed 25 contact hours of approved training.
- **16 Roads Scholar II (RS II):** Requires 50 total contact hours, including specific categories (Environmental, Safety, Supervisory, and Technical).
- **15 Senior Roads Scholars (Senior RS):** Awarded after completing 75 contact hrs.
- **11 Master Roads Scholars (MRS):** Achieved by completing 100 contact hrs.
- **6 Master Roads Scholar II (MRS II):** Requires 150 contact hrs. and the Safety Champion award.
- **7 Safety Champions:** Recognizes 20 contact hours in Safety-focused courses.

Note: A contact hour is defined as one hour of actual instruction. For example, a one-day workshop includes 5 contact hours.

- **Over 300 new participants** began their Roads Scholar I journey in 2024, marking their first steps in UNH T2 training.



Collaboration and Outreach

- UNH T2 Center staff participated in a variety of industry committees and working groups including:
 - NEAPWA Public Works Awareness and Education Committees
 - Northeast Pavement Preservation Partnership (NEPPP)
 - NEPPP Local Agency Work Group
 - NLTAPA Communications Work Group
 - NLTAPA Training Resources Work Group
- Staff also presented at multiple conferences and meetings:
 - Northeast Pavement Preservation Partnership (Albany, NY)
 - Nashua RPC Meeting
 - ACEC NH Conference
 - NHDES Asset Management Conference
 - NLTAPA Annual Conference
 - NH Salt Symposium
 - NHMA Annual Conference
- Hosted a meet-and-greet to connect local agencies with NHDOT Safety and Active Transportation team
- Submitted four NH innovations to FHWA's 2024 [Build a Better Mousetrap program](#)
- Utilizing STIC funds, developed workforce development and outreach materials, including three booth banners and a table cloth, for local agencies to borrow as well as several “bridge-in-a-bag” kits for classroom engagement



Publications and Communication

- Published [Road Business](#) Spring, Summer, Fall, and Winter editions
- Authored articles in Pavement Preservation Magazine and the APWA Reporter on topics such as pavement preservation, public works awareness, and more
 - [July 2024 | Local and Tribal Technical Assistance Program \(LTAP and TTAP\)](#)
 - [June 2024 | Slide over social media DPW newsletters still having a moment](#)
 - [September 2024 | Lead your public like your team: Apply leadership practices to your public works awareness strategy](#)
 - [Local agency pavement preservation training efforts](#)
- Sent an introductory email to NH legislators to raise awareness of the UNH T2 program

- Developed and distributed the 2024 T2 Training Calendar
- Released the 2024 NH Public Works Compensation Survey and report results
- Added new resources to the online [Resource library](#)
- Released [2024 NH Public Works Compensation Survey](#) and report results
- Published the [2024 Roads Scholar Directory](#)



Other Notable Activities

- Launched the [Winter Storm Tracker tool](#), shared with 50+ local agencies
- Participated in the Mountain of Demos event
- Coordinated the NHPWA annual meeting and technical meeting events



Technical Assists

UNH T2 staff handled **over 50 technical assistance requests in 2024**, supporting workforce development, gravel roads, bridge replacement, policy, and public administration. Many of these requests required deeper collaboration with municipalities than in the past, including site reviews, interviews, committee engagement, and other cooperative efforts. We were grateful for the opportunity to support communities through these efforts, including with detailed research and the development of complex reports and summaries.

Statewide Asset Data Exchange Service (SADES)

- Hosted 12 training sessions for NHDOT, RPC, and municipal staff
- Assisted 4 RPC's and 1 municipality in Road Surface Management System (RSMS) projects, 7 towns in total
 - Attended several in person meetings with the Town of New Boston to assist in the project's transition from SNHPC to the town.
- Updated all training sessions/presentations to reflect up to date figures, protocols, and technology
- Created and managed an Overhead Signs and Device Structures structural component review database and process for foundations and anchor bolts
- Participated in the Retaining Wall Work Group to establish a SADES Retaining Wall inventory and collection module
- Participated in committees and working groups:
 - NH Stream Crossing Initiative (NHSCI) Steering Team and Data Management Subcommittee
 - SADES Roadside Data Quality Meeting
 - Retaining Wall Work Group
 - Ancillary Structures Work Group
- Represented NH and UNH T2 at multiple conferences:
 - ESRI User Conference
 - ACEC NH Conference (presented with NHDOT)
 - NHDOT Construction School (presented with NHDOT)
- Began discussions on future SADES infrastructure migrations to an ArcGIS Enterprise environment
- Republished the SADES Pedestrian Infrastructure feature layer with updates to schema and Field Maps forms
- Collaborated with the States of Maine and Massachusetts to share our work and success of the RSMS program

Looking Ahead

As we reflect on the progress made in 2024, we recognize that every training session, technical assistance request, and collaboration has been driven by a shared commitment to supporting New Hampshire's public works teams, improving access to technologies and resources for the workforce, and strengthening the state's road agencies and transportation infrastructure.

The challenges ahead will require continued innovation, collaboration, and investment in training and workforce development. In 2025, we remain dedicated to equipping agencies with the knowledge, tools, and strategies they need to maintain safe, efficient, and sustainable roadways.

Thank you for being part of this journey. We look forward to continued partnership in the road ahead!



UNH T2 is pleased to provide training, resources, and free and customized Technical Assistance to local road agencies on a variety of road maintenance and transportation infrastructure-related topics. Please reach out to t2.center@unh.edu for additional resources, support, or technical assistance, or visit <https://t2.unh.edu/>.

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Acknowledgment of Support

The UNH T2 Center gratefully acknowledges the support of its partners and stakeholders who contribute to advancing transportation training, technical assistance, and innovation in New Hampshire. Our programs are made possible through funding from the **New Hampshire Department of Transportation (NHDOT)** and the **Federal Highway Administration (FHWA)**, which support our Local Technical Assistance Program (LTAP) & Statewide Asset Data Exchange System (SADES).

