University of New Hampshire — T2 Center

New Hampshire Local Technical Assistance Program (LTAP)

Celebrating 40 years of supporting highway and public works departments in improving the quality and safety of roads and streets throughout New Hampshire.

2025 Annual Impact Report

Prepared by:
Marilee Enus 1/30/2026

200+
Snowfighters trained to protect water resources and stretch local budgets through smart salt use.

120+
ATSSA-certified flaggers trained to support safer work zones.
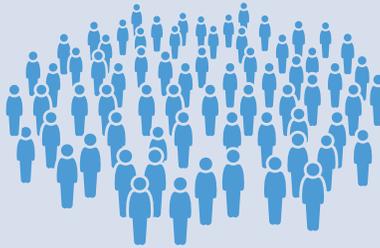
150+
DPW staff trained to be NH Culvert Maintainer certified to address culvert replacements efficiently.

32
Communities received customized technical assistance on road safety and maintenance, staffing, compliance & more

Workforce Development and Training

1,500+ New Hampshire participants

400 new participants

153 New Hampshire communities represented through attendance

83 workshops held in **40** New Hampshire host communities

Partnership Engagement

1,000+ additional participants reached

Through partner-hosted events, national webinars, state and regional conferences, and other invited speaking engagements

80% of workshops filled to capacity

"Our highway foreman mentioned that the Road Manager Meeting was really useful and he has built a relationship with another town as a result. Please know that we value your time and willingness to offer these meetings in our area."
— Feedback from a NH Town Manager

T2.Center@unh.edu   603.862.1362   t2.unh.edu

About Us

The UNH T2 Center supports highway and public works departments in improving the quality and safety of roads and streets across New Hampshire. As the home of the state's Local Technical Assistance Program (LTAP), UNH T2 provides practical training, technical assistance, and resources to support local road networks- often a community's most valuable public asset. UNH T2 also connects local highway teams with knowledgeable partners and peers to strengthen collaboration and support effective roadway maintenance.

The history of LTAP

The Local Technical Assistance Program (LTAP) was established by the [Federal Highway Administration (FHWA)](#)in 1982. Today, LTAP operates as a nationwide network of 51 centers, one in every state across the United States and Puerto Rico, supported through FHWA and state DOT funding.

LTAP centers provide local highway and public works agencies with practical, mission-critical training, resources, and technical assistance to support the maintenance and management of local road networks. These agencies, and the roads they maintain, have historically been underserved. LTAP fills this gap by delivering accessible, low- to no-cost services tailored to the real-world constraints of local highway departments, particularly those with limited staff, funding, and access to technical support.

The New Hampshire LTAP program was created in 1986 at the University of New Hampshire. Support for the program is provided by the Federal Highway Administration ("FHWA"), the New Hampshire Department of Transportation ("NHDOT"). UNH T2 Center is also part of the [National Local Technical Assistance Program Association (NLTAPA)](#), a not-for-profit organization representing the LTAP and TTAP member centers.


Mission: To support New Hampshire's local highway and public works professionals by building professional and technical skills, sharing knowledge, and delivering practical training, resources, and technical assistance that strengthen the safety, performance, resilience, and sustainability of local roads and streets.

Vision: A safer, more resilient local road network in New Hampshire, maintained by knowledgeable transportation professionals working in partnership with their communities.

2025- A year of High-Volume Delivery with Strong Demand

UNH T2 concluded a banner training year in 2025, delivering **over 80 workshops**, **surpassing the annual target by almost 40%.** The vast majority of these events were held in person, reflecting continued demand for hands-on, field-based learning.

Demand remained consistently strong. **Four out of every five workshops met or exceeded target capacity**, often requiring additional seats or relocation to larger venues. For the remaining 20% of workshops that did not fully fill, the gap was minimal- an average of approximately four open seats per event. These results reflect a highly active, responsive training program delivered by a **small team of three full-time staff**.

2025 Participation by Community

Count
1 — 10

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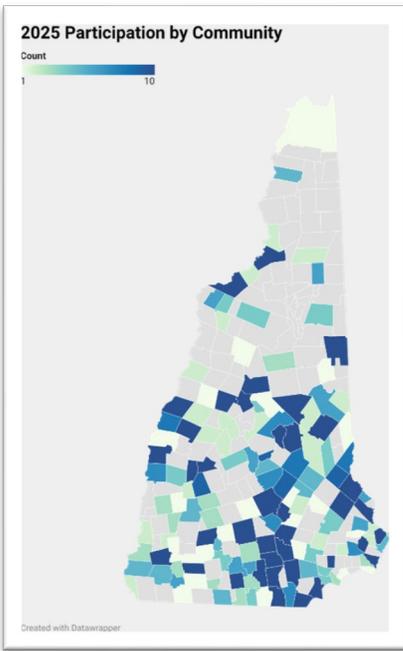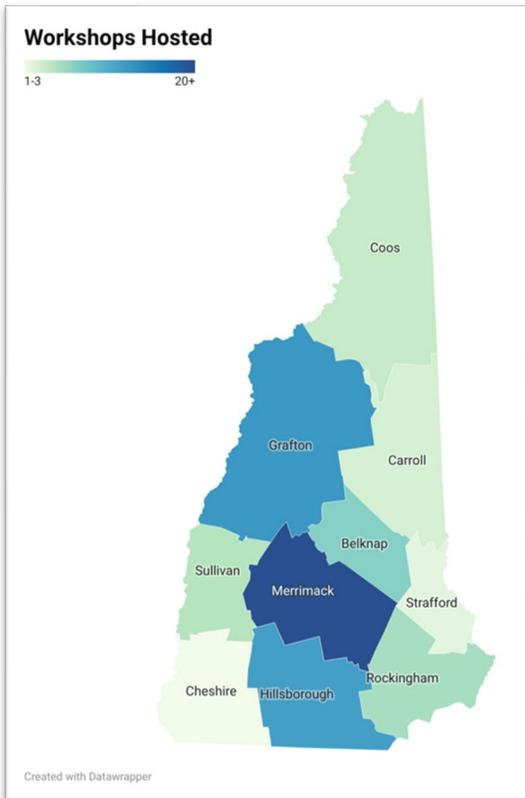
Statewide Reach with Deep Rural Impact

A defining outcome of UNH T2's 2025 training program was its reach into New Hampshire's smallest and most rural communities- areas that are often the hardest to engage and the most resource-constrained. Participants from **7 of the state's 10 smallest communities** attended UNH T2 training in 2025, and **nearly half of all New Hampshire communities with fewer than 1,000 residents were represented**. More broadly, 40% of New Hampshire's 75 smallest communities participated in at least one UNH T2 training event during the year.

In 2025, UNH T2 conducted targeted outreach to 36 northern New Hampshire communities with limited prior participation history. These small, rural towns manage uniquely challenging road networks with limited staff. Our staff were pleased to engage 9 of the communities in our program, including to deliver regionally-customized training and technical assistance.

Participation Growth and New Audiences

This year, **1,548 individuals attended** UNH T2 events, representing **153 New Hampshire communities**. Workshops were hosted in **40 host communities spanning all 10 counties**, reducing travel barriers and strengthening regional access. Importantly, the program saw a **33% increase in new participants**, with **400 first-time participants joining the Roads Scholar program**. This growth indicates continued success in reaching new communities, new staff, and individuals earlier in their public works and transportation careers.

Roads Scholar I	58
Roads Scholar II	8
Senior Roads Scholar	11
Master Roads Scholar	9
Master Roads Scholar II	1
Advanced Master Roads Scholar	0
Safety Champion	10

Workshops Hosted

1-3   20+

Coos

Grafton

Carroll

Sullivan

Belknap

Merrimack

Strafford

Cheshire   Hillsborough   Rockingham

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Targeted Training with Statewide Impact

Several signature training efforts delivered substantial technical and safety benefits in 2025:

-**Over 200 participants** completed salt-awareness training through the Snowfighters' Seminar, equipping operators to manage snow and ice effectively while reducing environmental impacts, protecting water resources, and supporting financial stewardship through reduced salt use.

-**More than 200 individuals** completed Certified Culvert Maintainer training, strengthening local capacity to address culvert replacements efficiently and apply best management practices responsibly.

-**120 individuals** received Flagger certification, supporting safer work zones and reinforcing the critical role of trained, professional flaggers in protecting roadway workers and the traveling public.
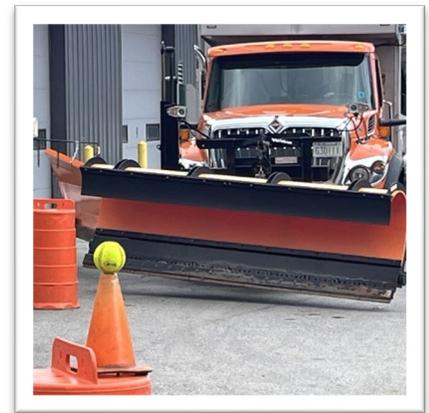
Student-Centered Learning and Measurable Outcomes

Throughout 2025, UNH T2 continued a multi-year effort to redesign workshops to prioritize **student-driven learning**, peer discussion, and hands-on or field-based activities over lecture-heavy formats. Participant feedback consistently reinforced the value of this approach, with comments such as *"Best class yet—more hands-on this time!"* and *"Appreciate the road trip and hands-on activity!"*

These instructional shifts produced measurable outcomes. Certification courses recorded **average exam scores in the mid-90s**, reinforcing the connection between facilitated experiential learning and improved knowledge retention.

New Program Development and Pilot Offerings

UNH T2 also invested in future capacity by developing and piloting several new leadership-focused workshops in 2025, including *But We've Always Done It This Way: Overcoming Resistance to Change* and *Wait, Am I the Problem? A Leadership Tune-Up*. These courses are slated for full launch in 2026 and respond directly to identified leadership and workforce challenges in public works agencies.

Extended Reach Through Partnerships

Beyond scheduled UNH T2 workshops, our staff also delivered training and presentations to **more than 1,000 additional participants** through partner-hosted events, national webinars, state and regional conferences, and invited speaking engagements. These efforts extended UNH T2's reach well beyond any one community's borders, while reinforcing the Center's leadership role in local road safety, workforce development, and practical transportation training.

Tailored Technical Assistance

A statewide resource in 2025: UNH T2 delivered tailored technical help on equipment, staffing, drainage, safety, training, and infrastructure challenges

In 2025, **UNH T2 provided customized technical assistance to more than 30 communities** across New Hampshire, supporting **42 requests for support from public works departments with a wide range of operational, regulatory, and infrastructure needs.** Staff assisted communities with equipment selection, CDL support, wage and staffing analysis, environmental compliance, calibration, roadside drainage and culvert project considerations, roadway safety, right-of-way clarification, and many other topics and requests.

Collectively, these efforts strengthened local collaboration, informed decision-making, and improved infrastructure resilience across the state.

Communities Utilizing UNH T2 Technical Assistance 2025

Focus Area of Technical Assistance Requested

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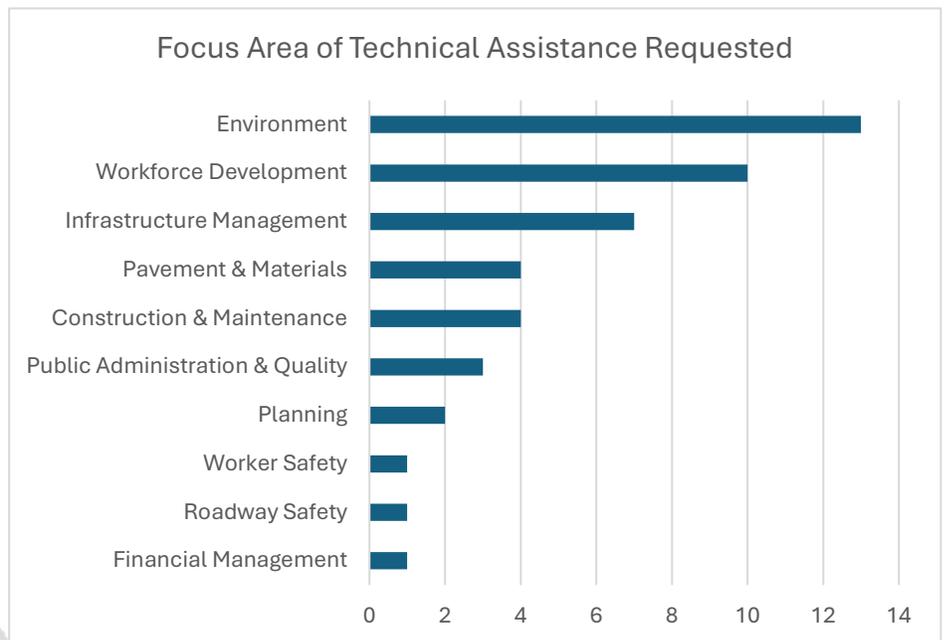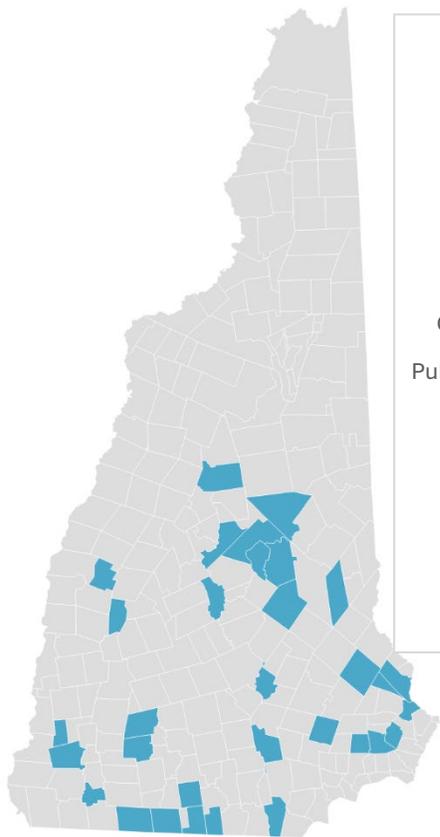
Communication and Outreach

We published four issues of the Road Business newsletter ([Spring](#), [Summer](#), [Fall](#), and [Winter](#)), as well as transitioned our manually managed subscription list into Constant Contact recently, improving list management and enabling more refined, targeted, and visually consistent communications.

Several new and timely technical and workforce guidance sheets were developed by UNH T2 staff, including: [Knowing and Helping ALICE](#), [Public Works Safety Funding](#), [Lithium Battery Safety](#), [All Way Stop Controlled Intersections](#), and [AI as Your Public Works Assistant](#).

UNH T2 staff contributed several articles to the APWA Reporter magazine in 2025:

- [February 2025 | Public Visibility: No Such Thing as Overcommunicating in Public Works](#)
- [May 2025 | Public Visibility: The Communications Specialist Not on Your Payroll: How AI Can Grow Public Works Awareness](#)
- [August 2025 | Public Visibility: Why Public Works Needs Storytellers](#)
- [December 2025 | PUBLIC VISIBILITY: Why We Do What We Do: Explaining Winter Operations to Our Community](#)
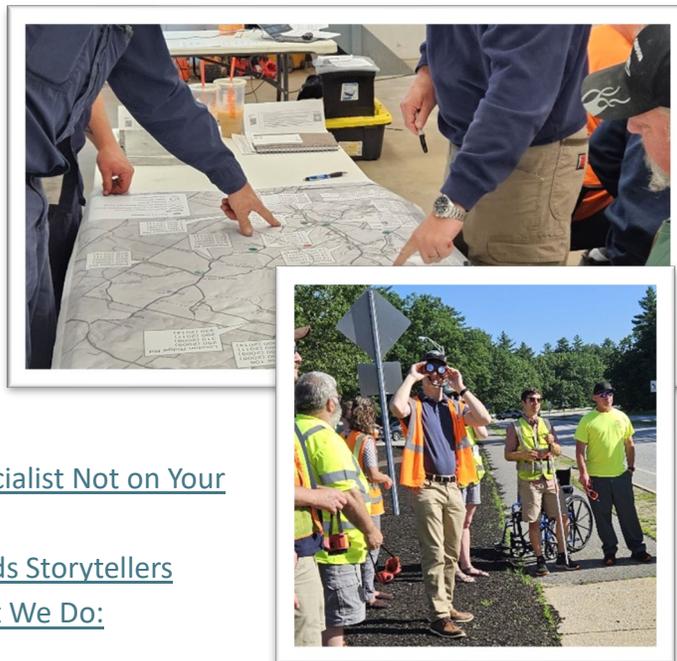

Social Media Followers:

- Facebook: 691   %5 ▲
- Instagram: 92   %15 ▲
- LinkedIn: 232   %11 ▲

Follower growth on social channels remained modest but steady across platforms, with the strongest percentage gains on Instagram and LinkedIn.

In addition, Marilee Enus and Scott Kinmond appeared as guests for an episode of Talkin' Winter Ops podcast to speak to New Hampshire's Green SnowPro program and UNH T2's salt reduction training: [Episode 121: Are you a Green SnowPro? – AASHTO Winter Weather Management](#)

Staff

- Director: Marilee Enus
- SADES Program Manager: Chris Dowd
- LTAP Program Coordinator: Lee Cooper
- Instructor and Technical Specialist: Scott Kinmond
- Adjunct Technical Specialists:
    - George "Butch" Leel
    - Tyler Tommila
    - Alan Coté
    - Ben Crosby
- Program Assistants: UNH students | Amy Huynh & Sadie Diana
- Principal Investigator: Dr. Erin Bell, UNH CEE Faculty
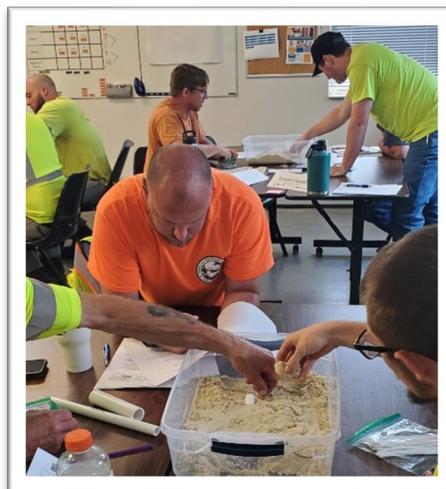
Advisory Board

- **William Lambert, P.E.** - State Highway Safety Administrator at NHDOT and NHDOT Safety Section Representative
- **Glenn Davison** - Supervisor of Systems Planning and Civil Engineer VI at NHDOT Division of Project Development and NHDOT Representative
- **Michelle Marshall** - Safety & Area Engineer at NH Division FHWA and FHWA Representative
- **Alan Hanscom, P.E**. - State Maintenance Engineer at NHDOT and NHDOT Maintenance 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

Looking Ahead

As we reflect on the progress made in 2025, we recognize that every training session, technical assistance request, and collaboration has been driven by a shared commitment to supporting New Hampshire's local highway and public works teams, improving access to technologies and resources for the workforce, and strengthening the state's local roads infrastructure.

The challenges ahead will require continued innovation, collaboration, and investment in training and workforce development. In 2026, we remain dedicated to equipping agencies with the knowledge, tools, and strategies they need to maintain safe, well-performing, 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/.

UNH T2 Center
35 Colovos Way Durham, NH 03824
https://t2.unh.edu/
603.862.1362
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