

Alliance for Community Transportation (ACT)

Working to expand affordable and efficient community transportation in southeastern New Hampshire

ANNUAL MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, JULY 12, 2023

9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH

<https://us02web.zoom.us/j/81606207641?pwd=NIJJYUxDYTRkdS9XeWRtV2dwbGtZZz09>



AGENDA

1) Welcome & Introductions

Members: Tim Diaz (Rockingham Nutrition Meals on Wheels), Emilia Poehlman (NH Disability and Health Program), Kate Sullivan (Community Partners), Cheryl Robicheau (Community Action Partnership of Strafford County), Scott Bogle (Rockingham Planning Commission), Colin Lentz (Strafford Regional Planning Commission), Rad Nichols (COAST), Betty Smith (Ready Rides)

Staff: Jeff Donald

Others: Teri Palmer (Statewide Mobility Manager), Tori Jennison (Strafford County)

2) Approval of Meeting Minutes **{VOTE}**

S. Bogle made a motion to accept the minutes as written; seconded by K. Sullivan

Vote: Unanimous in favor.

3) Election of Chair and Secretary **{VOTE}**

J. Donald explained that Rad Nichols and Colin Lentz had volunteered to remain as Secretary, respectively.

T. Diaz made a motion to approve the slate of candidates; seconded by S. Bogle.

Vote: unanimous in favor (R. Nichols and C. Lentz abstaining)

4) SFY23 POS Funds Shift **{VOTE}**

In mid-March the Executive Committee approved and notified the general membership of the decision to reallocate \$15,814 in POS funds from Ready Rides to CAPSC because Ready Rides was well under budget. NHDOT has approved our request to reallocate any unspent funds from one service to another service when the June invoice is submitted. May invoices may also be resubmitted, if appropriate.

J. Donald estimates that \$4,000 - \$5,000 in Ready Rides funds will be available to reallocate to Rockingham Nutrition & Meals on Wheels. This will cover about half of one month's trips. CAPSC also has \$71.93 in unspent funds.

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ROCHESTER
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WAKEFIELD

R. Nichols requested a motion to affirm the shift of \$15,814 in POS funds from Ready Rides to CAPSC and approve an additional shift of any unspent POS funds from Ready Rides and CAPSC to RNMOV. S. Bogle so moved; seconded by C. Lentz.
Vote: unanimous in favor (C. Robicheau and T. Diaz abstaining)

5) Monthly Updates & Statistics

J. Donald explained that the June ridership and financial data were not ready yet. Most services are trending up overall. J. Donald described recent data from TripLink and said he was looking at opportunities to improve ride scheduling efficiency (e.g. number of calls required before client completes a trip). He highlighted changes in ridership over the last four years and showed FY19 as a baseline for pre-Covid ridership. R. Nichols noted that ridership is climbing fast year over year. Portsmouth Senior Transportation has surpassed pre-pandemic ridership.

T. Jennison noted that they have seen increased out-migration of low income and some seniors from the region. Ridership is increasing, but eligible demographics are decreasing.

J. Donald explained that the Common Application dashboard shows a dip in applications in June compared to April and May – the cause is unclear. He noted that there is usually delay in approval after initial application depending on clients' eligibility and interest in services so that is why the Dashboard only tracks applications on a monthly basis.

Members discussed service options for various groups.

Income Statement

J. Donald explained that all STBG funds had been spent down in May and will soon spend down federal Mobility Management funds. The budget is designed to spend federal funds early, then local funds later to make sure all federal funds are spent down for grant management. J. Donald noted that COAST recently raised staff wages which increased overhead costs for ACT as well. The mobility management budget is only over 2% at end of June.

6) Annual Review

J. Donald explained that ridership is getting back to pre-pandemic levels and ACT is still gaining members. The two newest members are Indonesian Community Connect and the NH Disability and Health Program. While pleased with adding two new members, Donald noted that's also important to think about who isn't in the room and whose needs aren't currently being advocated for or considered currently.

J. Donald noted that in his experience, small projects can get bogged down because people try to resolve any related issues all at once. He recommended continuing with ACT's incremental approach. TripLink might not have become what it is if ACT had tried to have all the agencies, branding, software, and Common Application ready to go at the same time.

Rad noted how amazing the COAST and TripLink staff are in serving clients' needs and making personal connections.

7) Partner Update: Tim Diaz, Rockingham Nutrition & Meals on Wheels

Tim Diaz gave on presentation updating ACT on Rockingham Nutrition Meals on Wheels' work and his first few months at the agency, transitioning from for-profit companies to a non-profit

agency. He noted how impressive the cooperation and collaboration in ACT organization is. In his experience, decisions among partners in the for-profit world about how to distribute unspent funds were not cooperative in thinking about the big picture of service to clients.

Meals are the largest part of what MOW does, transportation is part of that but not the biggest thing.

T. Diaz said he was surprised by the depth of the bond between meal delivery drivers and clients.

For what it costs a hospital to serve meals to one person for a single day, MOW can serve that person meals for an entire year. Demand for meals (cost) is growing at about 6% per year. At that rate, the demand for meals will double within 10 years. Congregate meal attendance is still down (likely due to residual covid concerns). MOW is trying to combat loneliness of clients who are home-bound by circumstance or choice.

MOW provided 360 meals over the past year. Meal trays lined end to end would stretch from Brentwood to Boston.

8) Statewide Updates

R. Nichols noted that the recently signed state budget includes \$1.8 million for fixed route transit operations. This means \$289,000 for COAST in the next biennium. The Public Transportation Coalition was instrumental in this change and will be advocating for future legislation and increased funding.

He added that at the recent NHTA annual meeting he was elected chair of NHTA, which also means that he is now a member of the Statewide Coordinating Council.

J. Donald said there are ongoing volunteer driver recruitment efforts.

Google maps has a transit option for trip navigation (“GTFS”). They’re now developing “GTFS Flex” which is designed to accomplish the same thing but for demand-response services.

T. Palmer said that on August 1st, mobility manager staff will be meeting with TANF staff to enable people to use TANF funds for vehicle repairs and personal transportation costs. There’s also a program in-development for a voucher and credit program for transportation support for inmates who will be released soon (“returning citizens”).

9) Information Exchange

J. Donald described a new recovery group in Portsmouth that is building housing and transportation programs to get recoverees back into the workforce.

T. Jennison asked if there is data on how many people are made ineligible for transportation services. R. Nichols said COAST does. There has been an increase in verbal and physical abuse of drivers by riders. There are about 30 COAST passengers with various bans from a month to a lifetime ban. The increase started with COVID. R. Nichols explained that COAST currently can’t record audio on buses (school buses can) but they’re advocating changes to NH wiretap laws to enable audio recording on COAST buses. Audio recordings provide important details on incidents on buses.

10) Miscellaneous

J. Donald said UNH Wildcat Transit has discontinued Newmarket services at the end of the Spring semester.

C. Lentz announced that Rockingham and Strafford RPCs were starting an analysis of transit fixed route accessibility that will include COAST and UNH Wildcat routes

11) Adjournment

B. Smith made a motion to adjourn; seconded by C. Robicheau.

Vote: unanimous in favor.

**The next Executive Committee meeting is currently scheduled for
July 18, 2023, 3:30 - 5 PM**

The next regular ACT Meeting is September 6, 2023, 9 – 10:30 AM.

Reasonable accommodations for individuals with disabilities are available upon request. Include a description of the accommodation you will need, including as much detail as possible. Please make your request as soon as possible, but allow at least 5 days advance notice to ACT; later requests will be honored, if possible, but cannot be guaranteed. Please contact ACT as noted below:

Comments regarding this notice may be directed to:

Jeff Donald
Regional Mobility Manager
42 Sumner Drive, Dover, NH 03820
603-516-0796
Info@CommunityRides.org

Distributed 7/5/23

Alliance for Community Transportation (ACT)

Working to expand affordable and efficient community transportation in southeastern New Hampshire

MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, SEPTEMBER 6, 2023

9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH

<https://us02web.zoom.us/j/85710910029?pwd=OGtsb2xMd20rT0JyQ1RDdFVLZUxw>

[dz09](#)

AGENDA

Members in-person: Cheryl Robicheau (Community Action Partnership of Strafford County), Betty Smith (Ready Rides), Scott Bogle (Rockingham Planning Commission), Colin Lentz (Strafford Regional Planning Commission), Tahja Fulwider (Ready Rides), Emelia Poehlman (NH Disability and Health Program)

Members online: Kate Sullivan (Community Partners)

Staff: Jeff Donald

1) Welcome & Introductions

Members introduced themselves.

2) Approval of Meeting Minutes **{VOTE}**

B. Smith made a motion to accept the minutes as written. Seconded by C. Robicheau.

Vote: Unanimous in favor.

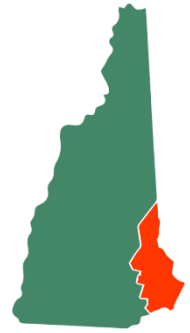
3) Updates & Statistics

J. Donald presented recent ridership data, noting a dramatic up-swing in ridership from July to August (not clear why). Otherwise, all services appear steady. He had seen a similar dip in July with an upswing in August in common applications that matched ridership.

4) Semi-Annual and Annual Reports

J. Donald presented ridership details from the recent fiscal year:

- o Trip purpose by frequency. Highest frequency riders primarily take medical, dialysis, and shopping trips (in that order).
- o Middle frequency riders typically take shopping and regular medical trips.
- o Lowest frequency riders primarily use services for shopping and medical trips.
- o The majority of individual riders use a single provider, but 12% of riders use 2 different providers.



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- Majority of riders are between 60 and 80 years old.
- Ridership by weekly frequency (most clients take between 1 and 3 trips per week)
- Overall trip counts by town, service, and COAST/Wildcat, ACT services, and CTS/MTM/Medicaid
 - Ratio of demand response service trip counts vs. local census population over 60 to show where concentrations are
 - Trips increased from 48,920 trips (July 2021 to June 2022) to 60k in current

5) SFY23 year-end income statement

J. Donald presented year-end financial information noting that all 5310 dollars were spent but a few dollars. S. Bogle asked about the impact of local block grants on services. J. Donald said he was working on improving reporting, but local CDBG and other grants have onerous reporting requirements and some grants from cities are very small but create extra reporting and management work.

6) Partner Update: Emilia Poehlman, NH Disability and Health Program

E. Poehlman described the NH Disability and Health Program at UNH:

- The program operates through a 5-year CDC cooperative agreement which funds similar programs in ten other states.
- Connected to the UNH College of Health and Human Services
- Central mission of improving quality of life for people with disabilities
- All 10 states' programs are focused on "responsive practice" to help healthcare providers improve ability to provide accessible disability-accessible care
- Focus areas to increase access for people with disabilities to Oral Health, Transportation, Fitness, and Food Security.

7) Statewide Updates

J. Donald explained that the NHTA will be focusing on various transportation services to celebrate them in statewide outreach and communications over the next month.

He added that the SCC is creating a website with a statewide transportation directory; each RCC will have their own pages in statewide SCC website. ACT website will likely move to SCC website and COAST will host the Common Application. This would reduce website hosting and maintenance expenses.

The NH VDP Peer-to-Peer Network will be having 1 in-person meeting and 1 virtual meeting each year.

There is a new state project to combat isolation ("Wellness Link") to connect senior centers, publish events, and get seniors together in social settings.

There are six Ten Year Plan hearings coming up in the ACT region. J. Donald recommended that members attend and tell NHDOT staff about their services and clients. It would be more impactful to encourage clients to attend meetings to speak.

J. Donald said he had been invited to participate on the National Transportation Research Board.

8) Information Exchange

Nothing brought before the board.

9) Miscellaneous

Nothing brought before the board.

10) Adjournment

B. Smith made a motion to adjourn; seconded by C. Robicheau.

**The next Executive Committee meeting is currently scheduled for
September 19, 2023, 3:30 - 5 PM**

The next regular ACT Meeting is November 1, 2023, 9 – 10:30 AM.

Reasonable accommodations for individuals with disabilities are available upon request. Include a description of the accommodation you will need, including as much detail as possible. Please make your request as soon as possible, but allow at least 5 days advance notice to ACT; later requests will be honored, if possible, but cannot be guaranteed. Please contact ACT as noted below:

Comments regarding this notice may be directed to:

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Distributed 8/30/23

Alliance for Community Transportation (ACT)

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MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, NOVEMBER 1, 2023

9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH

<https://us02web.zoom.us/j/85710910029?pwd=OGtsb2xMd20rT0JyQ1RDdFVLZUxw>

[dz09](#)

MINUTES

1) Welcome & Introductions

Members in-person: Colin Lentz (Strafford Regional Planning Commission), Rad Nichols (COAST), Tahja Fulwider (Ready Rides), Emelia Poehlman (NH Disability and Health Program), Helen Kostrzynski (RNMOV), Lisa Ludwigsen (Easterseals), Kate Sullivan (Community Partners)

Staff: Jeff Donald (COAST)

Members Online: Scott Bogle (Rockingham Planning Commission), Teri Palmer (Statewide Mobility Manager)

2) Approval of September 6, 2023 Meeting Minutes {VOTE}

T. Fulwider made a motion to approve the minutes as written; seconded by E. Poehlman

Vote: Unanimous in favor.

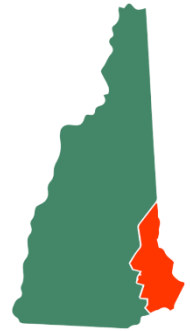
3) Updates & Statistics

J. Donald reported on recent ridership and service trends. Most provider ridership is tracking up or steady. For some services, it appears as though riders are coming back post pandemic but not riding as much. The Common Application is seeing continued growth – 159 applicants just in first FY quarter.

J. Donald also provided a brief update on ACT financials. No questions were raised.

4) Partner Update: Raude Raychel, Indonesian Community Connect (ICC)

The ICC representative was unavailable, so L. Ludwigsen gave an update on Easterseals. Ludwigsen is the business manager, but she has taken on some of the engagement tasks since Fred Roberge retired. Easterseals is working on hiring a new transportation director. They're also a partner on a project to build a new multi-family housing development in Rochester. The new facility will supplement the Rochester adult day center.



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5) Statewide Updates

J. Donald explained that the SCC is working on uniform RCC bylaws. The draft bylaws will be presented for review at a future ACT meeting.

J. Donald said he was part of an Alliance for Health Aging (AHA) effort to improve advertising of VDP's around state. GSIL has verbally committed to a media buy to aid promotion of services.

VDP's need to give their drivers 1099 forms if they make over \$600 – this took some VDP's by surprise. A bill has been introduced in the U.S. House that would match the tax deduction for volunteer mileage reimbursements to the business deduction rate.

The SCC is launching its own website, which will include subpages for all RCC's to use as their websites. This includes a statewide transportation directory. J. Donald is expecting to shift most of ACT's website over, but that won't be feasible for the Common Application. It will need to be determined if the Common Application could be hosted at COAST's website.

T. Palmer noted that she'll be working with the SCC and RCCs to develop the directory. She's also working with RPCs to publish meeting times on future statewide SCC site to improve access to transportation-related meetings. T. Palmer is also working on efforts to improve transportation services for people emerging from prison. Prisoners are usually just given bus passes to leave the prison; there needs to be follow-up support to reduce recidivism. T. Palmer is also working on another program teaching inmates to build and fix bicycles.

J. Donald will be serving on a panel for the Transportation Research Board to research VDP's in rural communities. He will be serving as an in-field expert, develop an RFP for research, and review consultant's research.

J. Donald and T. Palmer reported that the SCC is updating a "blueprint" for setting up a new full-time mobility manager in new areas. The current understanding is that a new mobility management program costs over \$1M.

6) Information Exchange

T. Fulwider noted that someone had reached out asking if Ready Rides could provide rides for women who are victims of trafficking. Ready Rides rider is for people 55 or older or people with a disability (using FTA 5310 funds). Jeff noted that Ready Rides could raise separate funds to develop a separate service.

T. Fulwider explained that a random transportation service using name "Ready Rides Transportation" is providing Medicaid trips in the same area as Ready Rides, but the service is reportedly terrible. People are complaining because they associate "ready rides transportation" with the original Ready Rides. T. Palmer said she talked to NHDOT staff but there's nothing they can do about the name at this point.

R. Nichols said COAST is back to full weekday service. Saturday service is also returning. He added that 5310 and 5339 funding programs will be launching soon. These programs can help providers get new vehicles.

7) Miscellaneous

J. Donald noted that a restaurant in Portsmouth recently converted their second story to apartments and got a variance from the city planning board, exempting them from building additional parking. The city is reviewing ordinance to increase flexibility in requirements for new parking. R. Nichols also reached out to the city to discuss giving developers the option or requirement to purchase bus passes for apartment residents rather than parking spaces.

J. Donald reminded members that he does in-person travel training. He has recently been contacted by two schools to do travel training for students with learning disabilities transitioning toward independence. J. Donald is developing travel training videos to post on web so potential riders can learn independently. He's looking for funding to support this work – potentially GSIL funds.

J. Donald reiterated that at the annual meeting he recommended incremental growth as an approach to service improvement/expansion, rather than focusing on single, large, costly projects. He said he wants to focus more at ACT meetings on ways to incrementally improve services. Combating social isolation is one such task that requires immediate action.

8) Adjournment

K. Sullivan made a motion to adjourn; seconded by C. Lentz

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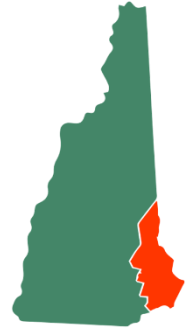
MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, JANUARY 3, 2024

9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH

Minutes



Members in-person: Colin Lentz (Strafford Regional Planning Commission), Rad Nichols (COAST), Betty Smith (Ready Rides), Emelia Poehlman (NH Disability and Health Program), Scott Bogle (Rockingham Planning Commission), Mary Perry (Liberty Livery & Road Nannys), Cheryl Robicheau (Community Action Partnership of Strafford County), Yosita Thanjai (Seacoast Public Health Network), Tim Diaz (RNMOV)

Members Online: Kate Sullivan (Community Partners), Sharon Reynolds (citizen member)

Staff: Jeff Donald (COAST)

Others: Teri Palmer (Statewide Mobility Manager), Ken Hale (Gather)

1) Welcome & Introductions

Attendees introduced themselves.

2) Approval of November 1, 2023 Meeting Minutes {VOTE}

S. Reynolds made a motion to approve the minutes as written; seconded by C. Robicheau

Vote: Unanimous in favor.

3) Updates & Statistics

J. Donald updated members on ridership and financials.

Wages and fringe appear high because of COAST's annual buyout of accumulated paid time off. J. Donald explained to new members that the budget separates Mobility Management, purchased transportation, and local funds to show detail. Financials are progressing as expected.

J. Donald illustrated recent data in the Triplink Dashboard. Agencies' ridership numbers are still recovering from COVID, but are trending up consistently. He showed data comparing the last 4 Novembers. The common application dashboard showed 69 applicants (166 applications) in November 2023, which was the highest month yet. J. Donald explained that the Common Application now includes questions about race and ethnicity. He will put together Census data for the ACT region and determine if ACT is serving a representative sample of people in the region.

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4) Partner Update: Ken Hale (Gather)

Ken Hale described the mission and operations of Gather. They serve around 9,000 people per month through their Portsmouth food pantry and mobile markets. The pantry operates like a grocery store; people can “shop” for things they want as well as need. The pantry is membership-based; the mobile market is not because they’re able to target specific locations. Gather is based in Portsmouth, but mobile markets reach Somersworth and Rochester. K. Hale said they’re looking at Dover. He said 10-15% of members access the pantry via COAST fixed route. Gather coordinates with the NH Food Bank.

5) Outreach

J. Donald said he was moving forward with production of a travel training video about Route 7 on-demand in Exeter to show the process of scheduling and taking a ride on the route. He’s researching other examples in other states and agencies. J. Donald is also hoping to get funding to be able to get photos of services in the ACT region for marketing and use by members.

6) Statewide Updates

J Donald said development of the statewide bylaws being written by the SCC are still in progress. The SCC is meeting this week so he will have an update soon. The RCCs will have an opportunity to review the draft in the coming months.

J. Donald said he was continuing with statewide volunteer driver recruitment efforts.

There was a recent clarification from the IRS that that drivers who receive more than \$600 above the allowed \$0.14 per mile will be subject to federal taxes and need to be issued a 1099 by their agencies. This will likely make recruitment more difficult for VDPs that typical reimbursement drivers closer to the allowed business travel deduction.

J. Donald noted that the state SCC is getting ready to launch a statewide website. It will host a statewide transportation directory and will include individual pages for each RCC. J. Donald is working to figure out where ACT’s Common Application will continue to be hosted at CommunityRides.org or if it will be moved to COAST’s website.

J. Donald reminded members that there is a standing invitation from NHDOT to request trainings.

T. Palmer added that the future SCC website will include information about required trainings for drivers and other RCC staff through the RTAP program.

7) Information Exchange

R. Nichols explained that by mid-January, COAST will return to full-service levels on the fixed route system.

S. Bogle announced that FTA 5310 capital grants are due in mid-February. R. Nichols said COAST is available to work with members on an application, which will require a letter of support from ACT.

T. Palmer said there is a mandatory training on January 17th for providers responsible for tracking performance measures 1 and 2. J. Donald said he will attend on behalf all TripLink members since he does their reporting.

8) Miscellaneous

J. Donald showed the proposed ACT meeting schedule for FY2024-2025. There are alternative dates for holidays in July 2024, September 2024, and January 2025.

9) Adjournment

C. Robicheau made a motion to adjourn; seconded by B. Smith

Alliance for Community Transportation (ACT)

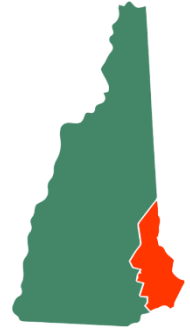
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MEETING OF THE GENERAL MEMBERSHIP

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MINUTES

Members In-person:

Betty Smith (Ready Rides), Tahja Fulwider (Ready Rides), Colin Lentz (Strafford Regional Planning Commission), Rad Nichols (COAST), Cheryl Robicheau (Community Action Partnership of Strafford County), Helen Kostrzynski (Rockingham Nutrition MOW), Scott Bogle (Rockingham Planning Commission),

Members Online:

Yosita Thanjai (Seacoast Public Health Network), Susane Peace (Future In Sight), Lisa Ludwigsen (Easterseals), Kate Sullivan (Community Partners), Billie Tooley (One Sky)

Guests:

Maggie Padgett (SOS Recovery), Teri Palmer (Statewide Mobility Manager)

Staff: Jeff Donald

1. Welcome & Introductions

2. Approval of Meeting Minutes {VOTE}

B. Smith made a motion to accept the minutes as written; seconded by C. Robicheau

Vote: Unanimous in favor

3. Updates & Statistics

J. Donald reported January data as February ridership had not been tabulated yet. Most services are seeing good growth or are stable.

4. Semi-Annual TripLink and Provider Reports

J. Donald presented recent data from the Common Application, demographics of people applying for services, and breakdowns of rider frequency and trip purposes. He noted that most users who submit the application by paper tend to have more problems completing it correctly. T. Fulwider noted that the online system confuses some applicants because the button that says "Apply for Transportation" remains at the top of the screen, and it lacks a clear "finish" button and a confirmation notice. J. Donald noted that he recently realized that the Application is consistently displaying the completed submission page and is working with the web developers to fix it.

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WAKEFIELD

5. ACT Bylaws Update

J. Donald recapped the effort by the Statewide Coordinating Council (SCC) to develop universal bylaws for all RCCs. There will not be a requirement to adopt them, but the goal of consistent bylaws is valuable. The draft bylaws are fairly close to ACT's current bylaws. The Executive Committee has reviewed the bylaws and made comments or recommended changes. J. Donald reviewed several changes he would be recommending to the SCC for the final version. ACT will be retaining its current definition of a quorum for ACT board meetings. The draft statewide bylaws do a better job setting the context and definitions around the RCC role.

J. Donald said the Executive Committee would review and vote on the draft bylaws prior to bringing them before the full board for a vote at the May meeting.

6. Partner Update: Maggie Padgett, SOS Recovery Community Organization

M. Padgett provided a presentation on the work of SOS and its programs to help people in recovery from substance use and homelessness. She described transportation barriers to the people they serve. Many SOS members and clients are not eligible for ACT provider services. Some members are on Medicaid but CTS is inconsistent; other services like taxis will not pick up people because of stigma about people in recovery, or because the pickup location is in a "dangerous area". Direct purchase of bus passes by SOS is not financially sustainable.

7. Outreach Activities

J. Donald said he is working with Exeter to develop a training video on how to use Route 7 on-demand. He and Rad attended a transportation forum that will lead to a legislative breakfast to engage with state lawmakers. J. Donald briefly described other recent and future outreach events he's involved with. He recently had a very positive meeting about future collaboration with the Seacoast Welfare Directors Association.

8. 5310 Capital Funding – RCC Participation Requirement

J. Donald noted that applying for capital funding requires participation with the RCC. The State is enforcing this requirement and explaining to agencies that to successfully apply for 5310 funds for vehicles, they will need to participate with their RCC.

9. Statewide Updates

No statewide updates.

10. Information Exchange

No items for information exchange.

11. Miscellaneous

J. Donald asked if members had other transportation-adjacent items to discuss related to seniors or people with disabilities. He referenced similar agencies that coordinate transportation, but also organize volunteers to do yard work, shopping, home maintenance, etc.

T. Fulwider suggested a program through local public libraries to help seniors complete online tasks like buying groceries for delivery.

Members discussed various examples.

Adjournment

B. Smith made a motion to adjourn; seconded by S. Bogle

Vote: Unanimous in favor

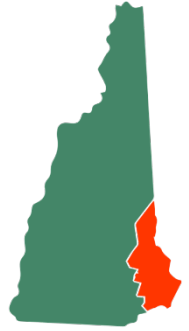
Alliance for Community Transportation (ACT)

Working to expand affordable and efficient community transportation in southeastern New Hampshire

MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, May 1, 2024
9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH
<https://us02web.zoom.us/j/85311601180?pwd=Vm5qRDJDZVVhVIRCSjVGY2ION1FOdz09>



MINUTES

Members In-person:

Betty Smith (Ready Rides), Tahja Fulwider (Ready Rides), Colin Lentz (Strafford Regional Planning Commission), Rad Nichols (COAST), Cheryl Robicheau (Community Action Partnership of Strafford County), Helen Kostrzynski (Rockingham Nutrition MOW), Scott Bogle (Rockingham Planning Commission), Emilia Poehlman (UNH Institute on Disability), Angelique Pandolph (Easterseals), Lisa Ludwigson (Easterseals), Ken Hale (Gather)

Members Online:

Billie Tooley (One Sky Community Services)

Guests:

Jack Hutchenson (Age-Friendly Deerfield)

Staff: Jeff Donald

1. Welcome & Introductions

R. Nichols welcomed Angelique Pandolph from Easterseals to her first meeting.

2. Approval of Meeting Minutes {VOTE}

B. Smith made a motion to accept the minutes as written; seconded by S. Bogle.
Vote: unanimous in favor.

3. Updates & Statistics

J. Donald provided an update on financial information through March. Overall, the budget is 2% under budget for Mobility Management and Administration and 10% under budget on transportation revenue.

J. Donald reported that there has been some variability in post-covid ridership among the various providers, but most services have been rising or flat in the past couple of months. The Common Application has consistently been seeing more applications by women than men.

BARRINGTON
BRENTWOOD
BROOKFIELD
DOVER
DURHAM
EAST KINGSTON
EPPING
EXETER
FARMINGTON
FREMONT
GREENLAND
HAMPTON
HAMPTON FALLS
KENSINGTON
KINGSTON
LEE
MADBURY
MIDDLETON
MILTON
NEW CASTLE
NEW DURHAM
NEWFIELDS
NEWINGTON
NEWMARKET
NEWTON
NORTH HAMPTON
NORTHWOOD
NOTTINGHAM
PORTSMOUTH
ROCHESTER
ROLLINSFORD
RYE
SEABROOK
SOMERSWORTH
SOUTH HAMPTON
STRAFFORD
STRATHAM
WAKEFIELD

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4. ACT Bylaws {VOTE}

J. Donald explained that the final draft bylaws in the packet had been reviewed and approved by the ACT Executive Committee. He noted the specific edits and differences added since the last time the full board reviewed them. C. Lentz and S. Bogle will be developing a separate Memorandum of Understanding detailing the relationship between ACT and COAST as the Lead Agency.

S. Bogle made a motion to approve the bylaws; seconded by B. Smith.

5. Vice Chair Nominations

J. Donald explained that S. Bogle's term as the Vice Chair was soon to expire.

C. Robicheau nominated S. Bogle to remain as Vice Chair; seconded by B. Smith. S. Bogle's nomination will be voted on at the next meeting.

6. SFY25 Budget {VOTE}

J. Donald described some details in the draft budget for SFY25, noting that it is for the second year of a two-year grant. He pointed out that the Community Rides line under Revenues showed a \$30,000 loss in the adjusted column. This is to allow all of the non-FTA grants to be grouped in one section, instead of being divided between Mobility Management and Purchase of Service. ACT's goal is to have one year's worth of matching funds in reserve. J. Donald explained that the partner support amounts from hospitals and municipalities are tentative. CDBG distributions from the federal government are late and municipalities cannot yet confirm requested local contributions for ACT.

B. Smith made a motion to approve the SFY25 adjusted budget as presented; seconded by C. Robicheau.

Vote: unanimous in favor.

7. Partner Update: Billie Tooley, One Sky Community Services

B. Tooley gave an overview of the services they provide to people with developmental disabilities or acquired brain disorders in 24 towns in SE New Hampshire. She discussed possible outreach efforts with ACT members – particularly how to serve people in rural towns around the Northwood and Raymond.

8. Outreach

J. Donald explained that he had worked with the Town of Exeter to film a PSA for how to use Route 7 On Demand. There is still some filing to be done with TripLink staff and some editing to be done. The PSA is being filmed so the footage can be reused when the service is updated or changed.

J. Donald noted that he had been working with advocates and getting requests related to young adults with disabilities who are transition out of school [when they traditionally become more independent and there are fewer services].

J. Donald added that he worked with COAST on a press release related to the generous partner support from hospitals.

T. Fulwider said she had recently sent out postcards about riders and drivers directly to all residents in Newfields and Madbury because they had low or no ridership, and received no responses. Members provide some recommendations on how to increase response rates to future solicitations.

9. Statewide Updates

J. Donald explained that there is a pair of federal bills before congress to raise the volunteer driver reimbursement rate from the current \$0.14 to match the IRS business rate of \$0.67.

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He noted that the bills are H.R. 3032 and S. 3020. There is a coalition of stakeholders being developed to show mass support for the proposed change. S. Bogle made a motion for ACT to join the coalition; seconded by C. Lentz. J. Donald noted that it would be beneficial to write letters to the NH congressional delegation in support of the bills. T. Fulwider suggested proposing the bills as a topic for the NH volunteer conference coming up in late/mid May. Members voted unanimously in favor of joining the coalition to support raising the volunteer driver rate to match the IRS business rate of \$0.67.

J. Donald noted that the NHTA and SCC annual meeting will be happening June 7, 2024

J. Donald explained that RLS's contract to lead training opportunities through the Rural Transit Assistance Program (RTAP) had expired without renewal. Transportation providers will have to contract individually for driver training opportunities.

R. Nichols announced that funding for the statewide transportation needs assessment had finally been approved. The assessment will be led by the State Commission on Aging. More information coming soon.

R. Nichols explained that the 2020 Census had changed the designation of urbanized and non-urbanized areas throughout the COAST service area. Many communities that were considered urbanized under the 2010 Census were now considered non-urbanized. These changes reduce the amount of FTA 5307 funding to COAST by around \$400,000 starting in fall of 2025. R. Nichols added that there are considerably more small urban areas in the country, meaning that there is more demand for FTA operating support. He is discussing potential ways to make up for the shortfall with federal and state partners.

E. Poehlman asked about progress on the state SCC website. J. Donald responded that it is technically live, but still has some bugs to work out.

10. Information Exchange

T. Fulwider explained that she had recently attended a non-profit volunteer recruitment event hosted by Oyster River Community Reads. Attendees were prospective volunteers, and she had spoken to several people who were interested in driving for Ready Rides. R. Nichols noted that he had spoken to his Citizen's Bank representative about their plans to replicate the event in other towns.

J. Hutchinson introduced himself and explained that Age-Friendly Deerfield is in the process of developing local services for seniors, including a volunteer driver program. They have plenty of potential drivers and local support. He's looking to develop a coalition of towns to collaborate on home care and transportation services for seniors.

11. Miscellaneous

No other items were brought before the board.

12. Adjournment

C. Robicheau made a motion to adjourn; seconded by B. Smith
Vote – unanimous in favor.