

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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NORTH HAMPTON
NORTHWOOD
NOTTINGHAM
PORTSMOUTH
ROCHESTER
ROLLINSFORD
RYE
SEABROOK
SOMERSWORTH
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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.

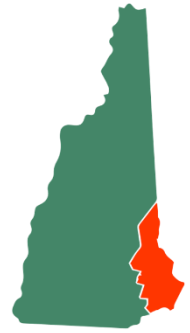
3) Updates & Statistics

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:

- Trip purpose by frequency. Highest frequency riders primarily take medical, dialysis, and shopping trips (in that order).
- Middle frequency riders typically take shopping and regular medical trips.
- Lowest frequency riders primarily use services for shopping and medical trips.
- 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.

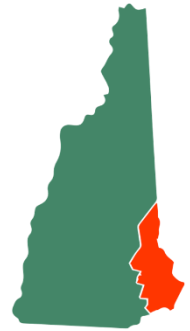
3) Updates & Statistics

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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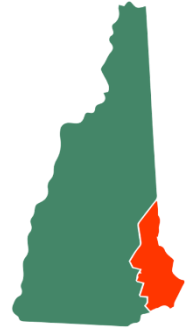
MEETING OF THE GENERAL MEMBERSHIP

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

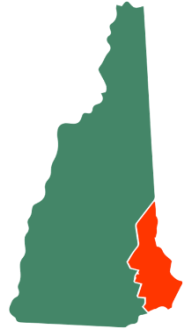
Alliance for Community Transportation (ACT)

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MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, July 10, 2024
9 – 10:30AM

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MINUTES

Members In-person:

Betty Smith (Ready Rides), Tim Diaz (Rockingham Nutrition MOW), Tahja Fulwider (Ready Rides), Colin Lentz (Strafford Regional Planning Commission), Angelique Pandolph (Easterseals), Lisa Ludwigson (Easterseals), Ken Hale (Gather), Kate Sullivan (Community Partners)

Members Online:

Derek Lavoy (Granite State Independent Living), Susanne Peace (NH Future In Sight), Teri Palmer (Statewide Mobility Manager)

Guests:

Dennis Shannahan (Dept. Mayor, Dover), Deanna Strand (Dover Adult Learning Center), Amanda Sears (Age-Friendly Deerfield), Creighton Ward (ABLE NH staff), Katie Phillips (ABLE NH board), Alex Beauchner (ABLE NH board), Lisa Steadman (ABLE NH), Ally Mulligan (Liberty Livery), Carolan Doran (Ready Rides), Martha English (Ready Rides), Louis Esposito (ABLE NH),

Staff: Jeff Donald

1) Welcome & Introductions

The meeting opened at 9:00 AM. Colin Lentz chaired the meeting in the absence of Rad Nichols and Scott Bogle.

Jeff Donald noted that Scott Bogle had recently received an award from the State Coordinating Council (SCC) for his work in regional mobility management in RCC region 10, and an award from the NH Planners Association for his work on the East Coast Greenway.

2) Approval of Meeting Minutes {VOTE}

Betty Smith made a motion to approve the minutes as written, seconded by Kate Sullivan. The minutes were approved unanimously in-favor, with one abstention.

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3) Vice Chair Election {VOTE}

Tim Diaz made a motion that Scott Bogle be elected as vice-chair; seconded by Betty Smith. The motion passed unanimously.

4) Updates & Statistics

Jeff Donald led the group through updates on the standard set of metrics. In general, the steady increases we have seen in rides and ridership have continued, as has the utilization of the Common Application.

Jeff Donald also took the membership through the demographics of those who have used the Common Application. Race and ethnicity track roughly with the general population, but men seem under-represented in our dataset.

Jeff Donald finished by reviewing ACT's performance to budget as of the end of May.

5) Section 5310 Funding Increase {VOTE}

Jeff Donald informed members that NHDOT is offering \$44,900 in one-time incremental 5310 funding. He welcomed input as to the best use of this money, with the caveat that it should go to someone who can comply with all the requirements that come with a 5310 award. The Executive Committee will come up with a recommendation for the general membership at its next meeting.

6) Partner Update: Louis Esposito, ABLE NH

Staff and board members from ABLE NH organization gave a presentation about the challenges facing people with disabilities when accessing transportation and urged ACT to do what it can across our membership to eliminate or minimize those challenges. They also extended an open invitation to attend ABLE's transportation working group on the second Friday of every month.

Lisa Steadman reviewed some materials being developed by ABLE NH around how to discuss disabilities and people who live with them (including harmful terminology).

7) SFY25 Workplan

Jeff presented updates to the ACT work plan for SFY25 and pointed out new areas for discussion and feedback.

8) Lead Agency and Member Memorandum of Understanding (MOU)

Jeff Donald explained the requirement for a MOU between ACT and the Lead Agency (COAST). He asked the members to review the draft MOU and provide feedback. Jeff Donald also presented a draft MOU between ACT and individual providers and members. Both MOUs were updated to reflect a recent update to the organization bylaws. The general members will vote to accept a final version of the two MOUs at a future meeting.

9) Outreach

The training and information video for Route 7 On Demand is still in development. Donald is waiting on the first cut and will report back on progress. Donald also called for suggestions of "non-obvious" targets for outreach.

10) Statewide Updates

Alliance for Community Transportation (ACT)

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

J. Donald explained that he moderates a peer-to-peer network of volunteer driver programs statewide that will be meeting in-person around October. He also chairs the Volunteer Driver Initiative through the Alliance for Healthy Aging, and recently launched a website (NHVDP.org) to encourage residents to become volunteer drivers. Teri Palmer let the membership know that Jeff Donald is working on a group developing best-practices for volunteer driver programs throughout the state. She also offered that NHVDP.org is a good resource for volunteers. Teri reminded those members who provide data to the state of the need for information about why clients are sometimes not able to use services.

11) Information Exchange

Volunteer NH is starting a new round of grants for large (\$15,000 – \$20,000) and small (\$2,000 - \$4,000) projects that can including volunteer recruitment and equipment purchases.

Amanda Sears provided updates on Age-Friendly Deerfield's efforts to increase transportation services for local seniors, in coordination with ACT members.

Deanna Strand introduced herself and noted that transportation is a major barrier for students at the Dover Adult Learning Center. Jeff Donald emphasized the role of ACT in coordinating existing providers and vehicles to address transportation challenges like Dover Adult Learning Center's.

Louis Esposito informed members that ABLE NH hosts a Transportation Equity Task Force that meets on the second Friday of each month. All are welcome.

12) Miscellaneous

Jeff Donald reminded members to fill out and sign their annual conflict of interest forms. Katie Phillips explained that many people (with and without disabilities) often have difficulty navigating the COAST bus. Jeff Donald said he would coordinate with Rad Nichols about Katie's concerns and issues she's run into.

13) Adjournment

Betty Smith made a motion to adjourn, seconded by Tim Diaz