

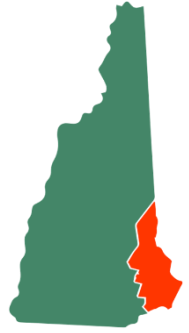
Alliance for Community Transportation (ACT)

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

MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, July 10, 2024
9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH
<https://us02web.zoom.us/j/85311601180?pwd=Vm5qRDJDZVhVIRCSjVGY2ION1FOdz09>



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.

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

Alliance for Community Transportation (ACT)

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

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

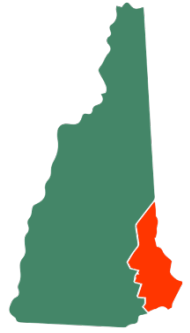
Alliance for Community Transportation (ACT)

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

MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, September 11, 2024
9 – 10:30AM

McCONNELL CENTER, 61 LOCUST ST, ROOM 305 DOVER, NH
<https://us02web.zoom.us/j/85311601180?pwd=Vm5qRDJDZVhVIRCSjVGY2ION1F0dz09>



MINUTES

Members In-person:

Angelique Pandolph (Easterseals), Ken Hale (Gather), Betty Smith (Ready Rides), Alex Beauchner (Individual Member), Cheryl Robicheau (Strafford CAP), Scott Bogle (Rockingham Planning Commission), Emilia Poehlman (NH Disability and Health Program), Helen Kostrzynski (Rockingham Nutrition MOW), Pamela Lowy (Great Bay Services), Kate Sullivan (Community Partners)

Members Online:

Colin Lentz (Strafford Regional Planning Commission), Rad Nichols (COAST), Sharon Reynolds (Individual Member), Yosita Thanjai (Seacoast Public Health Network)

Guests: Katie Phillips (ABLE NH board), Carolyn Doran (Ready Rides), Melissa Larocque (NH Future In Sight), Jack Hutchinson (Age-Friendly Deerfield), Deanna Strand (DALC)

Staff: Jeff Donald

1) Welcome & Introductions

The meeting opened at 9:00 AM. Attendees introduced themselves and J. Donald explained that he couldn't hear very well.

2) Approval of Meeting Minutes {VOTE}

Betty Smith made a motion to approve the minutes, seconded by Sharon Reynolds.

Rad Nichols noted a possible edit to the budget figures on the second page. There was a figure of \$45,403 that he thought might need to be adjusted.

Jeff Donald said he would review and adjust that number as needed.

Vote to approve minutes as amended: unanimous in-favor

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

Alliance for Community Transportation (ACT)

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

3) Updates & Statistics

Jeff Donald updated members on recent ridership and applications for services. Numbers are still on an upward trend with most providers seeing steady growth in ridership. The common application is seeing average rates for July and August; most people are applying for 2.4 services. Services are all over budget in general (overall 6% over). Jeff Donald explained that's a good indication of demand for ridership and it will be good to show that ACT is using up the budget and needs more funding.

4) Semi-Annual Reports

Jeff explained the data in the semi-annual reports, noting changes to demographics of ACT provider clients, compared to the demographics of the region. Major trip purposes still include healthcare, shopping, employment, and a few social/recreational trips.

5) Individual Member Application {VOTE}

Rad Nichols announced that Alex Beauchener from ABLE NH was seeking to join ACT as an Individual Member. Rad recommended making the connection and building the relationship with ABLE NH.

Scott Bogle made a motion to accept Alex as a member, seconded by Betty Smith.

Vote: Unanimous in favor

6) Section 5310 Funding Increase {VOTE}

Jeff Donald explained that NHDOT is able to flex an additional 10% of funding over the current fiscal year budget. For ACT, that means an additional \$44,900. NHDOT is has recommended that the additional funds be used for transportation service, rather than administrative costs, and that is Donald's recommendation as well. They need a formal vote from the board to accept additional funds. Donald explained that ACT doesn't need to allocate the additional \$44,900 specifically among individual ACT providers, but needs a vote clarifying if the funds will be used for Purchase of Service or administrative costs. He noted possible ways to allocate the funding. Ready Rides' ridership has been increasing, and they were flexible in the past budgeting processes. Rockingham Nutrition MOW is looking to expand their afternoon service in Exeter. Funds could also boost Community Rides.

Betty Smith made a motion to approve the use of the additional funding for Purchase of Service, seconded by Sharon Reynolds

Vote: unanimous in-favor

7) SFY26 – 27 5310 Allocation Discussion

Jeff Donald explained that the current statewide approach to allocating funds to RCC's is based on regional populations of seniors and people with disabilities (according to census data). There is discussion about the equity of this process given the larger trip distances in rural areas. In preparation for the FY26-27 budgeting process, NHDOT is asking RCCs for recommendations on additional metrics to update the funding allocation formula. Jeff said a vote is not required today; NHDOT is requesting broad thoughts from RCCs about new factors to consider in the formula.

Members discussed factors such as geographic area (which favors rural areas), highway lane miles (favors urban/suburban) vs. centerline miles. Scott Bogle asked about calculating an overall operating costs for providers and RCCs. He noted that it would be simple for the

Alliance for Community Transportation (ACT)

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

RPCs to calculate data on lane/centerline miles. Colin Lentz asked if it was possible to calculate the actual miles driven by provider vehicles in each RCC?

8) ACT Drug & Alcohol Testing Requirement

Jeff Donald explained that every region adopts service standards for member providers, including drug & alcohol testing requirements. This is not required to receive 5310 federal funds, but COAST is required to for its 5307 funds and it is good practice, ACT providers follow the same requirements for their safety sensitive personnel. Donald acknowledged that the requirements can be onerous for smaller providers and might hinder efforts to expand services by smaller providers. He asked for input from members whether drug and alcohol testing requirements should remain standard practice, if they should be discontinued entirely, or if a simple waiver process could be developed. Jeff clarified that volunteer drivers for Ready Rides are not required to complete drug and alcohol testing, only commercial accessible trip providers. Sharon Reynolds suggested that a waiver process should be developed rather than eliminating requirements altogether. Bogle suggested that trip volumes could be a way to define a threshold for testing. Cheryl Robicheau noted that Strafford CAP has their own drug and alcohol testing policy that is slightly less detailed than the federal one.

9) Partner Update: Great Bay Services

Pamela Lowy described the work of Great Bay Services and their transportation program. She noted she had recently spoken to Senator Shaheen's staff at a hearing in DC. She was able to communicate that transportation is Great Bay Services' biggest need and their vehicles are well past their useful life. She applied for and received \$300,000 in congressional discretionary spending to purchase new vehicles. Great Bay Services has a community garden at their office for their clients and regularly take people on recreational trips around the region.

10) Outreach

Jeff Donald showed a new video explaining COAST's Route 7 On Demand and how to access the service. Jeff said the video just got released on Exeter's website and there will be an analysis of the video's impact on ridership. He said other videos for other services were a possibility.

Jeff Donald said he had recently sent out the first edition of an ACT newsletter.

11) Statewide Updates

Jeff Donald noted that statewide volunteer driver recruitment is continuing and there are materials that any organizations can help distribute, including an Executive Summary and infographic of data collected from VDP's over the last few years. He added that the Annual Volunteer Driver meeting will be on October 29th in Concord.

The Statewide Council on Aging has closed their RFP for a statewide needs assessment for transportation. The Statewide Coordinating Council is also looking to strengthen their relationship with the RCCs – possibly attending an ACT meeting in the future.

12) Information Exchange

Alex Beauchner reminded members that ABLE NH's Transportation equity task force meets on the first Thursday of every month at 10AM.

Alliance for Community Transportation (ACT)

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

Rad Nichols noted that October is NH Community Transportation Month – he will send out materials.

13) Miscellaneous

Nothing additional was brought forward.

14) Adjournment

Betty Smith made a motion to adjourn, Seconded by Cheryl Robicheau. the meeting was adjourned at 10:25.

Alliance for Community Transportation (ACT)

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

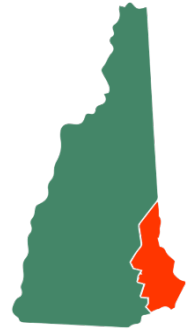
MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, November 6, 2024

9 – 10:30AM

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

<https://us02web.zoom.us/j/85311601180?pwd=Vm5qRDJDZVVhVIRCsjVGy2ION1FOdz09>



AGENDA

Members In-person:

Colin Lentz (Strafford Regional Planning Commission), Yosita Thanjai (Seacoast Public Health Network), Angelique Pandolph (Easterseals), Ken Hale (Gather), Carolyn Doran (Ready Rides), Alex Beauchner (Individual Member), Cheryl Robicheau (CAP of Strafford County), Scott Bogle (Rockingham Regional Planning Commission), Rad Nichols (COAST), Danielle Holt (CAP of Strafford County), Tim Diaz (RNMOW)

Members Online:

Emilia Poehlman (NH Disability and Health Program), Susanne Peace (Future in Sight), Billie Tooley (One Sky)

Guests:

Katie Phillips (ABLE NH board), Carrie Choolijian (Lamprey Health Care), Jack Hutchenson (Age-Friendly Deerfield), Creighton Ward (ABLE NH), Martha English (Ready Rides)

Staff: Jeff Donald (COAST)

1) Welcome & Introductions

The meeting opened at 9 AM. Attendees introduced themselves.

2) Approval of Meeting Minutes {VOTE}

The September minutes were not approved because they were not in the packet.

[Secretary's note: The minutes in the packet were for the September meeting but were improperly titled]

3) Updates & Statistics

Jeff Donald led members through recent data from service providers and the Triplink dashboard. Overall ridership is steady or growing slightly. The previous month had good growth in Common Application activity.

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

Alliance for Community Transportation (ACT)

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

4) RCC8 and ACT MOU re Deerfield and Ready Rides

Jeff Donald explained how ACT and RCC 8 had worked together with the town of Deerfield and state agencies to help Ready Rides expand to Deerfield. The program will operate with administrative management from ACT and 5310 funding from RCC8. Members reviewed the MOU codifying the agreement. \$10,000 in additional FTA 5310 funding is expected from the state. Jack Hutchenson explained how he recruited local volunteer drivers for the VDP. He noted that local schools are a good resource for identifying regional providers of accessible trips.

5) Section 5310 Funding Increase – Allocations and Trip Rates {VOTE}

Jeff Donald reminded members that NHDOT had announced additional 5310 funds to be distributed among the RCCs. This amounts to an extra 10% per region for FY25, which means an additional \$45,900 for the ACT region. The funds still need to go to Governor and Council for approval and will only be available from December 2024 to June 2025.

Jeff Donald described the proposed allocation for the additional funds to Ready Rides, Community Rides, and Rockingham Nutrition Meals on Wheels. Ready Rides is not expected to fully cover costs under its current allocation, Community Rides will receive funding to increase capacity, and RNMOW will add service hours for its Exeter Shuttle.

Ready Rides: \$22,000
Community Rides: \$18,900
RNMOW: \$12,000

The \$10,000 of the additional funds from RCC8 also came from the additional funds that were made available.

Tim Diaz made a motion accept the updated trip rates for Ready Rides; seconded by Alex Beauchner

Roll call vote: unanimous in favor

Tim Diaz explained the proposed increase for RNMOW. Cheryl made a motion to accept the proposed increases for Community Rides and RNMOW; seconded by Angelique Pandolph.

Roll call vote: unanimous in favor; Tim Diaz abstaining

6) Partner Update: Yosita Thanjai, Seacoast Public Health Network and Carrie Chooljian (Lamprey Health Care)

Yosita Thanjai explained the role and mission of the Seacoast Public Health Network. They and the other regional public health networks develop Community Health Improvement Plans. They focus on emergency preparedness, substance misuse, and harm reduction. They partner with municipalities to host emergency preparedness workshops.

Carrie Chooljian described Lamprey Healthcare and the many services it provides in the seacoast area. It is a federally qualified health center serving SE NH – focused on providing healthcare for everyone regardless of their ability to pay. They have a Mobile Health Clinic van that can visit sites and events. Lamprey has

Alliance for Community Transportation (ACT)

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

additional clinics at local soup kitchens and at SHARE fund sites. They have established “integrated care” programs that include behavioral and mental health and substance use treatments. Lamprey has primary care providers at their mental health centers for Lamprey patients. They have a family planning and teen clinic that is expanding throughout the service area.

7) Meeting Schedule: SFY26

Jeff Donald presented the draft meeting schedule for CY2025 and explained that half of the scheduled meetings fall on a holiday. He recommended that the meeting schedule be adjusted to avoid conflicts. Board members discussed and tentatively agreed to hosting meetings on the 2nd Wednesday of every other month. That schedule would allow for the SCC to meet before ACT and for Jeff to complete the previous months’ financials and TripLink data. This proposal will be discussed and voted on at the next meeting.

8) Outreach

No updates provided.

9) Statewide Updates

Jeff Donald provided updates on awards and accomplishments of ACT partners throughout the state. October was community transportation month.

10) Information Exchange

Cheryl Robicheau noted that driver training has been a challenge because of current issues with the relationship between NHDOT and RLS. A request for proposals has gone out and the state expects to have trainings available again by July 1. NHDOT will also accept some alternative training providers.

11) Miscellaneous

Jeff Donald reviewed the Memorandum of Understanding (MOU) between COAST (as the lead agency) and ACT. It formalizes the existing relationship between ACT and COAS. The MOU includes a process for dissolution of the relationship, including 180-days notice of intent to dissolve and vote by ACT board. There was no need to vote on the MOU.

12) Adjournment

Cheryl Robicheau made a motion to adjourn; seconded by Scott Bogle. The meeting adjourned at 10:35