

# Alliance for Community Transportation (ACT)

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

## MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, AUGUST 13, 2025

**9 – 10:30AM**

**CAP OF STRAFFORD COUNTY, 577 CENTRAL AVE, STE 10, DOVER, NH\***

<https://us02web.zoom.us/j/86709442681?pwd=FZCIPma7ronP21iSU2aFQp1PFOWx9a.1>

## MINUTES

### Members In-person:

Rad Nichols (Chair, COAST), Colin Lentz (Strafford Regional Planning Commission), Martha English (Ready Rides), Carolyn Doran (Ready Rides), Helen Kostrzynski (MOWRC), Danielle Holt (Community Action Partnership of Strafford Co.), Angelique Pandolph (Easterseals), Alex Beauchner (Individual Member), Emilia Poehlman (NH Disability and Health Program Manager), Deborah Ritcey (Granite State Independent Living), Kate Sullivan (Community Partners), Scott Bogle (Rockingham Planning Commission) Terri Palmer (State Mobility Manager)

**Remote Members:** Victoria Lee (Granite State Independent Living), Susanne Peace (Future In Sight)

**Remote and In-Person Guests:** Katie Phillips (ABLE NH), Ben Herbert (Southern NH Planning Commission), Anne Patterson (CAPHR), Karen Collins (CAPHR), Candy Reed (Southwestern Community Services)

**Staff:** Jeff Donald (COAST)

**Minutes:** Colin Lentz and Jeff Donald

### 1) Welcome & Introductions

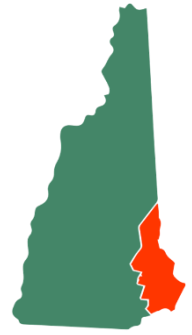
Meeting started at 9:00 AM. Attendees introduced themselves.

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

Jeff noted Emilia's last name was spelled wrong  
Angelique + Helen. Vote unanimous in favor with Deborah Ritcey abstaining.

### 3) Updates & Statistics

Jeff noted increases in applications and ridership. The increase in ridership for Community Rides came mostly from a large number of unduplicated riders taking a few trips each. In addition to the July data, he shared the semi annual report covering January – June 2025. He noted data on what types of trips people use the services for and how frequently (the most frequent riders need



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

trips for dialysis and employment; the greatest number of people are using services for shopping). Jeff explained new data showing trips by mobility type. Ready Rides has had more new clients recently; one rider signed up three years ago, but was able to rely on family until recently.

#### **4) SFY25 POS Billing Update**

Donald said the NHDOT provided additional funds mid-year for the overall ACT budge but that Ready Rides and MOWRC were unable to spend it all down. At the end of the year, \$15k was left unspent. NHDOT generously said leftover funds could be used to pay for unbilled trips from the past. Ready Rides, CAPSC, and MOWRC were all able to bill for previously unbilled trips. There were no concerns about how these funds were divided.

#### **5) SFY25 Draft Year End Financials**

Year-end financials will be updated following final billing of the above item. Overall the year-end balance was \$3,796 under budget for Mobility Management and administrative expenses. Transportation revenues were \$11,266 under budget – due in part to unexpectedly larger grant from the Greater Rochester Community Health Foundation mid-year. FTA 5310 funds were all spent down.

#### **6) SFY26 Budget Amendment {VOTE}**

Jeff reviewed the draft budget amendment. The proposed budget amendment included the \$15,000 in unspent funds: \$13,674 of it going to Community Rides; \$600 being saved because Ready Rides is changing their ride scheduling software and the new subscription is less expensive. \$6,000 in City of Rochester general funds did not come through so they are zeroed out.

Deborah Ritcey made a motion to approve the budget amendment, seconded by Alex Beachner. Unanimous in favor

#### **7) ACT Service Standards for VDP's**

Jeff explained that the new state rescission of required annual vehicle inspections leaves volunteer driver programs in a tricky spot because they need to figure out new policies and procedures for ensuring volunteer vehicles are safe. Additionally, ACT's Service Standards for VDP's require that vehicles are inspected. Either the Service Standards will need to be amended, or a new inspection program will need to be implemented.

#### **8) Partner Update: Community Transportation Needs Assessment**

Jeff explained that the State Commission on Aging is conducting a statewide transportation needs assessment and the consultant has provided preliminary results specific to the ACT region. He reviewed the initial results summarized in the meeting packet. There have only been 118 online responses from the region so far, but at least 200 paper surveys need to be entered.

Members discussed how difficult it is to collect important information from people living in the region. It is just as difficult to reach people who need services to inform them about their options and navigate the patchwork of providers and eligibility requirements.

## **9) Outreach**

Jeff said he had met with the Seacoast Librarians group and introduced them to ACT services and the statewide assessment. They were very engaged and eager to help. He conducted a travel training in Berwick, ME and the video is posted online.

## **10) Miscellaneous**

Jeff said he was going to be interviewing multiple ACT stakeholders one-on-one to get more insights as to providers' and clients' needs and plan transportation improvements.

Jeff reviewed updates to the ACT website and common application. Paper applications will soon be phased out because they are rarely used and never complete.

Jeff reminded members that it's time to renew their annual conflict of interest forms.

Each year Jeff requests and compiles ridership data for providers and will provide them at the next ACT meeting.

## **11) Statewide Updates**

Rad Nichols noted that the state budget included \$1.5 million \$347,000 for COAST. This is a decrease from the previous biennium budget included \$1.67 million which meant \$382k for COAST.

Rad said October is Community Transportation Month and a time to celebrate the good work done by ACT providers. He noted that the SCC is looking to update goals for the next 2 years and renew its overall mission and vision. Jeff added that future SCC meetings will include updates from RCC staff and chairs.

## **12) Member Round Robin**

Helen Kostrzynski said Meals on Wheels of Rockingham County will need new buses in two years and wasn't sure how to apply now before the vehicles are inoperable. Jeff said the 5310 funds would be announced soon.

Anne Patterson and Karen Collins noted their difficulty with providing transportation for rural residents, especially single mothers.

Danielle Holt said Strafford CAP looking to expand services in communities like Barrington, and increase services for seniors.

Colin Lentz and Scott Bogle explained their recently completed Pedestrian Level of Traffic Stress analysis that assessed sidewalks and walkability throughout the seacoast.

Kate Sullivan noted that the state recently rebranded Community Partners' ServiceLink program to an "Aging & Disability Resource Center (ADRC)". There are other ADRC's for each county in the state.

Carolyn Doran noted challenges with getting Ready Rides drivers from member municipalities.

Deborah Ricey said GSIL would be closing its accessible transportation program on September 30<sup>th</sup>. Their friends and family reimbursement program will continue, but the federal funds for direct transportation assistance are no longer available. GSIL has two vans that were purchased with 5310 funds and wants to donate them to partner agencies.

Deborah said she was told RCC region 3 gets first right of refusal. Jeff noted that an Exeter taxi company is looking for an accessible vehicle.

Susanne Peace noted new drivers in the seacoast and increased requests for transportation to the gym and other social trips.

Ben Herbert noted good increases in ridership Ready Rides in Deerfield.

### **13) Adjournment**

The meeting was adjourned at 10:49 AM.