

# Alliance for Community Transportation (ACT)

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

## MEETING OF THE GENERAL MEMBERSHIP

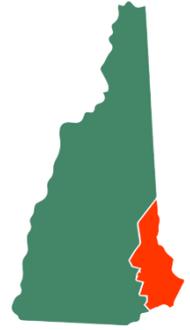
WEDNESDAY, AUGUST 13, 2025

9 – 10:30AM

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

<https://us02web.zoom.us/j/86709442681?pwd=FZCIPma7ronP21iSU2aFQp1PF0wx9a.1>

## MINUTES



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

### 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

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 budget 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.

# Alliance for Community Transportation (ACT)

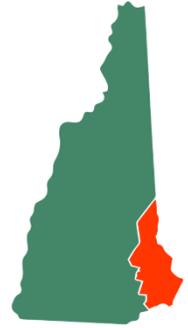
Working to expand affordable and efficient community transportation in southeastern New Hampshire

## MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, OCTOBER 8, 2025

9 – 10:30AM

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



## MINUTES

1) **Call to Order:** The meeting was called to order at 9:03am

### 2) **Welcome & Introductions**

Members in-person: Rad Nichols (COAST), Carolyn Doran (Ready Rides), Martha English (Ready Rides) Emilia Poehlman (NH Disability and Health Program, Tim Diaz (MOWRC), Angelique Pandolph (Easterseals), Kate Sullivan (Community Partners), Danielle Holt (CAPSC), Alex Beauchner (Individual Member),

Staff: Jeff Donald (COAST)

Remote Members:

- Victoria Lee (GSIL), Required to staff GSIL office, no other persons present at her location
- Susanne Peace (Future In Sight), Over 1 hour drive, no other persons present at her location
- Remote and In-Person Guests: Teri Palmer (Statewide Mobility Manager), Candy Reed (Southwest Community Services). Hannah Proulx (ABLE NH), Katie Phillips (ABLE NH)

Staff: Jeff Donald (COAST)

### 3) **ACT Meeting Procedures for Remote Participation**

Jeff reviewed procedural requirements for public meetings, of which NHDOT is sending reminders to all the RCCs.

- Minutes must include start and end times and the name of the person who produced the minutes
- For remote meetings, anyone connecting remotely must provide the reason that they cannot reasonably be present in the room, and indicate from where they're tuning in and whether they're alone. This needs to be recorded in the minutes.
- The quorum present in the room must agree to allow participation of those who are remote. The Chair can bless the remote participation following introductions.

### 4) **Approval of Meeting Minutes {VOTE}**

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

Motion to accept for purposes of discussion by Kate, seconded by Tim. Several proposed corrections were noted, including addition of start/end times, and clarification that Community Transportation Month is October. Rad conducted a roll call vote. All members voted in favor with the exception of Victoria who abstained. Motion passed.

## **5) Updates & Statistics**

Jeff reviewed the regular set of Dashboard charts comparing August 2025 metrics against prior months in 2025, and against the same month in prior years. Generally speaking on ridership, ADA, PST and Ready Rides are up while other services are largely flat or declined slightly.

He called out a new table looking at costs and ridership by month for the four 5310 funded services (Community Rides, Ready Rides, CAPSC, MOWRC) during SFY24, SFY25 and SFY26. The Common Application Dashboard table included a new column identifying riders taking their first trip during the month – the main table focuses on new registrants rather than new riders.

He reviewed the income statement for 8/31/25; and then a pair of charts produced only annually:

- Trips by town breaking out fixed route, Medicaid, TripLink DR services and other non-TripLink DR services in the region. The table also included DR trip totals divided by population age 65+ as an indicator of system capacity to meet senior trip need. A few towns show up in green as having more than one DR trip per older adult in the year, but this tends to be the larger communities (Portsmouth, Dover, Rochester, Exeter). Most of the more rural communities show up as yellow or red indicating few trips per capita.
- Trips by provider by year going back to SFY15.

There was an extended discussion of problems with the Medicaid transportation system in New Hampshire. Complaints from riders about unreliability of the system are common around the state. Many of not most providers have found that reimbursement rates do not cover their costs, and the prohibition on combining trips means that low rates can't be made up for with efficiency. Among the providers who participate in the RCCs, only Transport Central and Tri-County CAP provide Medicaid trips. Recommendation that these experiences be documented and brought to the SCC, and the SCC should request comprehensive program performance data from NHDHHS.

## **6) Partner Update**

There was no partner update this month

## **7) Outreach**

Jeff set up a TripLink table at the Portsmouth Health and Wellness Expo

## **8) Miscellaneous**

Jeff described features of RideScheduler, the new volunteer software TripLink has begun using. Among other advantages, this allows volunteers to record trip

details (hours, miles) immediately after providing trips, whereas with the old software this couldn't be done until next day, and the delay resulted in some data loss.

- Jeff is conducting a series of frank and in-depth one on one interviews with TripLink partners and other ACT partners to gather feedback on how TripLink and ACT are working. What should we work on next? What if any concerns do they have that haven't been brought up in meetings?
- With most ACT information migrating to the Keep NH Moving website, the ACT website will now largely just host the Common Application.

## 9) Statewide Updates

Rural Health Transformation Grant Program - Rad described the scramble in the last 2-3 weeks to assemble a menu of transportation projects to be funded under the new Rural Health Transformation Grant program. This is a major initiative of the new administration to send funding to rural communities. New Hampshire will receive a minimum of \$100M per year for five years, and the number could be considerably higher. If states are unable to fully obligate and use their year one funding in the first 18 months, future years apportionments will be reduced. A slate of projects has been developed drawing on both long-recognized needs and preliminary findings from the Community Transportation Needs Assessment (CTNA). Unfortunately the program cannot be used to fund actual transportation operations, or to supplant existing funding. It can only create infrastructure. Examples of projects proposed include:

- Purchase of accessible vehicles for VDPs
- Greater support for regional mobility managers
- Expanding Keep NH Moving website to be a one call/one click portal

Community Transportation Month – October is Community Transportation Month. This is an opportunity to celebrate the critical community transportation services that New Hampshire has, and also highlight unmet needs. There was a meeting and photo shoot with NHDOT Commissioner Bill Cass and Deputy Commissioner Shelley Winters. NHTA and the SCC are promoting the event online. COAST is celebrating with a Fare Free Saturday on October 18th and October 29<sup>th</sup> is Rider Appreciation Day. The Buses Bikes and Brooms Commuter Challenge is also happening all month.

SCC Strategic Plan – Last week the SCC also approved its new Strategic Plan. This is intended to work on strengthening the partnership between the SCC and the RCCs. Teri, Angelique and Sylvia will be working on implementation steps for the various Plan goals.

## 10) Round Table

- ESNH – ESNH is holding a staff celebration for Community Transportation Month
- Ready Rides – Implementing new software program along with TripLink. Best wishes for Tahja as she's in the ER
- Community Partners – Asked about access to the photos from the photo shoot done over the summer. Jeff noted that we received them later than expected and that he hasn't finished reviewing them. Intent is to have a portfolio of photos for future use, as ACT only has a small number of older photos that have been used again and again. Some challenges with getting the photos, especially in attempting to take photos as part of regular operations when riders are anxious to get on their way.
- Meals on Wheels of Rockingham County – Keeping an eye on the federal government shutdown. Hopefully in the next month MOW will have new decal graphic on all vehicles with MOW logo plus TripLink number prominently displayed for better visibility

- Community Partners – Medicare open enrollment season is ramping up and will be open 10/15-12/7.. Several Medicare Advantage Plans will be leaving the state. If anyone has clients that need assistance with Medicare Advantage plans, Community Partners is offering appointments (in-person, phone, Zoom) offering support on plan selection. Available slots have already filled for Rockingham County through end of enrollment period. Appointments for Strafford County Also CP is moving, leaving Chestnut Street office in downtown Dover. Will now be across from the Works. Nothing changing with Rochester or Crosby Road offices.
- RPC – The GACIT hearings on the NHDOT Draft 2027-2035 Ten Year Transportation Plan are in full swing. There are three more hearings in the ACT region: Greenland on 10/22 at 5:00pm with Executive Councilor Stevens, Durham on 10/23 at 10:00am with Councilor Kenney, and Dover at 1:00pm also on 10/23 with Councilor Kenney.
- ABLE NH – There is an ABLE NH member meeting tonight, and a Lunch and Learn on Medicaid 10/24. Alex will be voted in as new Co-President
- COAST – COAST implemented service changes over the weekend, scaling back several routes as a cost cutting measure. Ridership is up: COAST carried 410K riders last year, up 10% from prior year. Ridership has grown 40% over the last two years, continuing to bounce back from COVID lows. That said, federal funding is not keeping pace with growing expenses for driver salaries, insurance, etc. If don't get newsletters let Rad know and he'll sign you up. Send him a note.
- COAST – Despite cutbacks on some routes, COAST has been able to expand service on what has to date been called Route 7 On Demand. That service now includes any destination in Newmarket or Exeter, as well as ServiceLink and Market Basket in Stratham. The fare is now a consistent \$3 vs a sliding scale. Rebranded to Newmarket-Exeter COAST Connector.
- GSIL – GSIL closed transportation program 9/30. Still have transportation reimbursement program. Fed funds for direct transportation no longer available.

## **11) Adjournment**

Chair Rad Nichols declared the meeting adjourned at 10:31

Minutes taken by Scott Bogle

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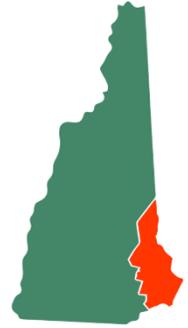
## MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, DECEMBER 10, 2025

9 – 10:30AM

STRAFFORD REGIONAL PLANNING COMMISSION  
JAMES FOLEY MEMORIAL COMMUNITY CENTER  
150 WAKEFIELD ST, ROCHESTER, NH 03867

<https://us02web.zoom.us/j/81589557735?pwd=2SK8rCEdDvKccpP3cTCfrixLHXVEj.1>



## MINUTES

1) **Call to Order:** The meeting was called to order at 9:03am

### 2) **Welcome & Introductions**

Members in-person: Rad Nichols (COAST), Martha English (Ready Rides) Tim Diaz (MOWRC), Angelique Pandolph (Easterseals), Alex Beauchner (Individual Member), Colin Lentz (Strafford Regional Planning Commission), Deborah Ritcey (Granite State Independent Living), Scott Bogle (Rockingham Planning Commission), Tim Diaz (Meals on Wheels of Rockingham County)

Staff: Jeff Donald (COAST)

Remote Members:

- Victoria Lee (Granite State Independent Living), alternate
- Emilia Poehlman (NH Disability and Health Program: Meeting location didn't allow enough time to get to her next meeting)
- Sharon Reynolds (Individual Member): Travel time didn't fit in her schedule

Remote and In-Person Guests: Katie Phillips, Ben Herbert (RCC 8), Anne Marie Serrine (REAP)

Staff: Jeff Donald (COAST)

### 3) **Approval of Meeting Minutes {VOTE}**

Emilia Poehlman's name was misspelled. Motion to approve as amended by Angelique, seconded by Scott. Unanimous. Rad conducted a roll call vote. All members voted in favor

### 4) **Updates & Statistics**

Jeff provided an update on ridership and applicants. He noted that October and November financials were not complete, but mobility management and administration are on course. Funding for services doesn't get spent evenly over the year, so some agencies appear over or under spent at this point in the year.

BARRINGTON  
BRENTWOOD  
BROOKFIELD  
DOVER  
DURHAM  
EAST KINGSTON  
EPPING  
EXETER  
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ROLLINSFORD  
RYE  
SEABROOK  
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STRAFFORD  
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WAKEFIELD

## 5) 5310 Capital Applications {VOTE}

Tim Diaz said MOWRC wanted to replace two of their cutaway buses that were beyond their useful life. He requested a vote of support from ACT apply for FTA 5310 Capital funds to purchase in-kind replacements.

Deborah Ritcey made a motion to support MOW, seconded by Scott Bogle

Vote: Unanimous in-favor via roll call, except for Tim Diaz, who abstained.

## 6) SFY25 ACT Impact Statement

Jeff reviewed the annual impact statement which included financials, ridership, and other stats from the past year. He noted that the financials appear to show much more of the ACT budget spent on admin and call center staff, but that is balanced by what is spent by members who provide transportation service.

## 7) Partner Update: REAP, Anne Marie Serrine

The Referral Education Assistance and Prevention program (REAP) helps connect people with essential services (older adults and their caregivers) and with mental health and substance abuse support. Services are free and collaboratively funded through NH DHHS and NH housing Finance Authority. REAP serves adults 60+ (residents of NH) and family members and caregivers (regardless of their age). They cannot serve people currently enrolled at a NH Community Mental Health Center, or residents of nursing homes.

REAP staff work directly with clients to understand their needs and share information so they can make informed choices. Each client gets 5 sessions. Deborah Ritcey asked about the REAP referral process – can individuals reach out directly, or do family members/caregivers have to make contact? Anne responded that both can. She added that an increasing number of caregivers are approaching REAP with their own cognitive and substance issues and depression. Referral process: when in doubt about which region to call, just call the seacoast since they're the larger region.

Transportation is a huge issue for clients – especially for solo agers. Most clients REAP works with don't have access to the internet or aren't capable/comfortable using online services (prefer phone/in-person).

Substance use has increased with older adults over the years, with marijuana increasing most rapidly. Substance use is especially prevalent with spouses who act as a caregiver for their partner). There are many barriers to reaching people, or to people seeking services (e.g. stigma). REAP provides education around substances and medications – referring clients to consult with their doctors. Clients are expressing suicidal thoughts (ideation) at an increasing rate since the pandemic.

REAP is not a crisis program, is not meant to respond in emergency situations, and cannot duplicate other services.

## 8) Outreach

Jeff said he recently attended a meeting at Exeter Community Connections; in the past he had developed a video promoting Route 7 On Demand with the town of Exeter that has been updated with the new name and service area and reposted on the town website.

Jeff will be on a New England Literacy Center panel with Dover Adult Learning Center to discuss transportation options for students.

Jeff reminded members to please recommend additional committees where he could speak or invite presenters to an ACT meeting.

## **9) Miscellaneous**

Jeff noted that the completion of the common app website is still behind schedule; ACT's hired web developers are lagging behind.

## **10) Statewide Updates**

Jeff noted that the Statewide Coordinating Council (SCC) had released its goals for the next two years. The SCC is generally working to strengthen partnership and accountability between SCC and the RCCs. The SCC also wants to make sure RCCs have lived-experience representation on their boards, including people who rely on the services they provide and coordinate.

Rad Nichols said the SCC is forming committees to address goals. SCC leadership submitted rural health transformation grant through DHHS. Rad added that Fred Butler had recently put out a recommendation about how to count trips (ACT uses the standard definition from the National Transit Database). Jeff said questions around definitions of trips and billing remain among providers. Angelique noted that it's hard to get small volunteer Driver Programs to conform to standardized billing and trips, especially if they need to transition from a different system (this can be because of software and other capacity issues).

Deborah Ritcey noted that she readily makes extra stops for clients (pharmacy on the way home from doctor): how should that be reported? Jeff said it depends on the agency; if they have strict rules. Making extra stops, while in the spirit of the service, can create issues if other volunteer drivers are unwilling to make similar stops.

## **11) Member Round Robin**

Martha: New program for Ready Rides trip scheduling is online and drivers are getting used to it.

Deborah: GSIL has been working to make sure clients are settling well with providers. Getting good reports that clients are finding rides.

Angelique: many agencies are advocating that municipalities adopt the optional vehicle registration fee and dedicate funds to demand-response transportation services. GSIL will also be applying to replace an aging vehicle.

Scott: The statewide needs assessment is moving forward but there is a lot of work to do on analysis of people's needs.

Rad: October was highest ridership month since 2018 despite recent service cuts. COAST is preparing an application for a BUILD grant to complete the new administrative, maintenance, and bus storage facility.

Tim: Meals on Wheels of Rockingham County is providing gift bags along with meals that were donated by staff and other partners. This annual event means a lot to clients and drivers.

Alex: ABLE NH has been hosting "Lunch and Learn" events, and the upcoming one will be about Uber Health. It is open to the public and scheduled for December 19<sup>th</sup> at 12:00 (more info on ABLE NH website).

Ben: RCC 8 allocated \$10,000 for Ready Rides and it seems likely that they will use all of that funding in SFY26. RCC is discussing what should be done to address that.

## **12) Adjournment**

Angelique made a motion to adjourn, seconded by Tim  
The meeting was adjourned at 10:24am