

# 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

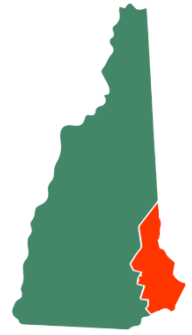
Meeting started at 9:00 AM. Attendees introduced themselves.

### 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



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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.

# Alliance for Community Transportation (ACT)

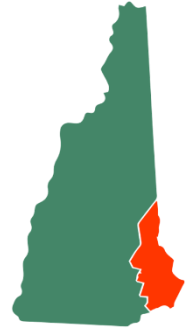
*Working to expand affordable and efficient community transportation in southeastern New Hampshire*

## 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  
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MIDDLETON  
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NEW CASTLE  
NEW DURHAM  
NEWFIELDS  
NEWINGTON  
NEWMARKET  
NEWTON  
NORTH HAMPTON  
NORTHWOOD  
NOTTINGHAM  
PORTSMOUTH  
ROCHESTER  
ROLLINSFORD  
RYE  
SEABROOK  
SOMERSWORTH  
SOUTH HAMPTON  
STRAFFORD  
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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

# Alliance for Community Transportation (ACT)

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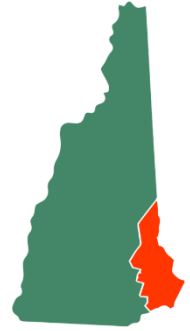
## MEETING OF THE GENERAL MEMBERSHIP

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 Sirrine (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.

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ROCHESTER  
ROLLINSFORD  
RYE  
SEABROOK  
SOMERSWORTH  
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STRAFFORD  
STRATHAM  
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 Sirrine**

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

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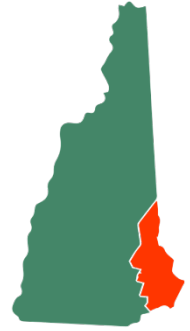
## MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, FEBRUARY 11, 2026

**9 – 10:30AM**

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

<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 (Chair, COAST), Colin Lentz (Strafford Regional Planning Commission), Martha English (Ready Rides), Alex Beauchner (Individual Member), Deborah Ritcey (Granite State Independent Living), Kate Sullivan (Community Partners), Carolyn Doran (Ready Rides)

Members attending Remotely: Nathalie Fortier (Future In Sight) [remote because of weather], (Emilia Poehlman (NH Disability and Health Program) [remote because of a scheduling conflict], Helen Kostrzynski (MOWRC) [remote because of illness], Angelique Pandolph (Easterseals) [remote because of illness].  
Guests: Ben Herbert (Region 8 RCC), Cindy Yanski (Region 3 RCC), Katie Phillips,  
Staff: Jeff Donald (COAST)

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

Deborah Ritcey made a motion to approve the December 2025 minutes as written; seconded by Kate Sullivan. Vote: Unanimous via roll call.

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

Jeff updated members on recent ridership – with many services seeing variable ridership from month to month. Most services seeing fairly steady growth. The Common Application dashboard showed an average of 59 applicants per month – each person applying for approximately 2.5 services with each application.

The ACT budget is slightly over, primarily because of the end of year PTO buyback. Services are slightly over budget as expected for this time of the year.

The July-December 2025 ridership dashboard showed that the highest frequency riders use services for Medical (including dialysis) and shopping trips. Mid-frequency riders use mostly for medical, less for shopping and employment. The largest ridership group is in their 60s, then 70s, then 80s. Members reviewed additional details on trip purposes, rider mobility type, unduplicated ridership, and

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ROCHESTER  
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rider demographics. The majority of applicants are women. Applications received by veterans matches the overall regional population of veterans.

#### **5) ACT Service Standards re Vehicle Inspections**

Rad explained that he and Jeff had drafted a memo addressing the lawsuit and ongoing changes around the end of the State's vehicle inspection program. The memo clarifies that any vehicle that must be inspected under State law, must also be inspected for the ACT Service Standards. Any vehicles which are not required to be inspected, must still be kept in a state of good repair, as required by the FTA, and in safe operating condition, as required by the State.

#### **6) MOWRC 5310 Capital Application**

Rad explained that MOWRC has submitted a 5310 capital grant to replace two of their vehicles that had originally been purchased under a funding program that has ended (5317). The purchase is being treated technically by NHDOT as an "expansion", rather than a replacement, because it is an expansion of the NHDOT's fleet. Functionally, MOW is replacing old vehicles with new ones of the same kind. Members had previously voted to support MOWRC's grant application, and none expressed new concerns over the technicality.

#### **7) Partner Update: Granite State Independent Living (Deborah Ritcey)**

Deborah gave an overview of GSIL, which was started in 1980 by four people with spinal cord injuries. Now GSIL is a \$26 million operation with 16 programs and 600 employees. A core principle of GSIL is that anyone with a disability should be able to live as independently as someone without a disability. They serve 3,500 individuals with disabilities and are 100% consumer directed; transportation services are not restricted by trip purpose. Generally, GSIL provides transportation, supports daily living needs of people, and supports family members and caregivers. Lack of housing often impacts individuals' transition to GSIL programs. They install home modifications for people with mobility, visual, or hearing impairments. Special capacity for people with spinal cord injuries and other paralysis; especially peer-peer support. They help develop individuals as peer-mentors to help people transition to a life with a disability. GSIL is an advocacy group, not lobbying. They train people to advocate for themselves in various settings, including medical, employment, voting etc. Some years ago, GSIL acquired an assistive device technology provider and sell refurbished medical equipment at 25% of the retail price (hospital beds, powerchairs, lifts, canes, etc.) and the shop is open to anybody. Many items are donated by families of relatives who have passed. GSIL also has employment support services – "Ticket to work program" – to get people back to work without an abrupt loss of benefits (e.g. SNAP). Ticket to Work is not just for people with disabilities.

#### **8) Outreach**

Jeff noted that the website is almost done and the common application will function better. Jeff asked members to consider bringing TripLink brochures to their healthcare offices.

## **9) Miscellaneous**

Jeff explained that he's applying for a grant and is hoping to use it to help reduce VDP gaps and get more clients access to long-distance destinations.

## **10) Statewide Updates**

Jeff reminded members about the statewide community transportation needs assessment in process. There is more info coming soon on a rural health transformation for the state.

Jeff noted that the state mobility manager had resigned to become the director of Advanced Transit; the state is looking for replacement.

## **11) Member Round Robin**

N/A

## **12) Adjournment**

Deborah made a motion to adjourn, seconded by Alex  
The meeting was adjourned at 10:30 AM

# Alliance for Community Transportation (ACT)

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

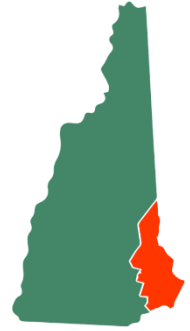
## MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, APRIL 8, 2026

**9 – 10:30AM**

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

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



## MINUTES

**1) Call to Order:** The meeting was called to order at 9:01 AM

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

Members in-person: Rad Nichols (Chair, COAST), Colin Lentz (Strafford Regional Planning Commission), Martha English (Ready Rides), Alex Beauchner (Individual Member), Kate Sullivan (Community Partners), Carolyn Doran (Ready Rides), Scott Bogle (Rockingham Planning Commission), Angelique Pandolph (Easterseals), Helen Kostrzynski (MOWRC)

Members attending Remotely: Victoria Lee (GSIL) [Remote due to office staffing requirement], Susanne Peace (Future In Sight) [remote because of scheduling conflict], (Emilia Poehlman (NH Disability and Health Program) [remote because of a scheduling conflict], Danielle Holt (CAPSC) [remote because of scheduling conflict]

Guests: Candy Reed (Region 4 RCC), Katie Phillips, Owen Bastille

Staff: Jeff Donald (COAST)

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

Angelique Pandolph made a motion to approve the February 2026 minutes as amended due to typographical errors; seconded by Kate Sullivan. Vote: Unanimous via roll call.

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

Jeff explained that ridership had varied by provider in February and March. Winter conditions may have depressed ridership and February was a short month so there were fewer signups in the common application. Jeff noted that the ACT budget was 1% over, but that is expected to even out by the end of the quarter. Expenses and revenues are as expected for this time of the year.

### **5) 5310 POS Trip Priorities**

Jeff explained that NHDOT had reached out to RCC's with a survey about trip priorities. There is not enough 5310 funding to serve all needs across the state.

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

Should RCCs prioritize trip types to limit 5310 expenditures to greatest need? Jeff noted that ACT already does this: Community Rides limits clients to 10 trips per month and services are restricted to people with disabilities and older adults.

Members discussed that providers already triage client trips, prioritizing dialysis patients over things like physical therapy (things that are also critical), and the challenges of balancing funding pools and eligibility while trying to serve clients' needs. Low state funding capacity also impacts providers' ability to serve clients. One member commented that VDP's are being asked to do too much. Another wondered what advocacy could be done to request funding through the large dialysis providers in the state.

#### **6) SFY27 Budget Draft**

Jeff explained that ACT can adjust how the second year of the budget is balanced to meet changes in provider's needs from the first year.

The adjusted budget includes funding to upgrade a part-time TripLink position to full-time. The intent is to increase the call center capacity to manage call taking and process Common Applications. Doing both is hard for a single employee to do at the same time.

ACT will vote on the adjusted budget at the June ACT meeting for a July first start date.

#### **7) Partner Update: Dover Adult Learning Center, Deanna Strand**

Deanna was not present at the meeting.

#### **8) SCC/RCC Communications – Presentation & Feedback**

Angelique explained that the SCC is working on ways to improve communication between the SCC and the RCC's. She presented a draft outline for quarterly reporting that RCC staff would fill out to send to the SCC. Members discussed the draft and opportunities to increase communication from the RCC level to the SCC and the state.

#### **9) Outreach**

Jeff noted that he would be attending multiple events for ACT outreach: the Somersworth senior picnic, a Seacoast non-profit event at The Brook casino, and that either he or Rad would likely be participating on a new aging workgroup through the Foundation for Seacoast Health.

#### **10) Miscellaneous**

Jeff noted that he would be attending multiple events for ACT outreach: the Somersworth senior picnic, a Seacoast non-profit event at The Brook casino, and participating on a new workgroup through the Foundation for Seacoast Health.

#### **11) Miscellaneous**

Jeff said regional transportation providers had met together for a first meeting on April 7. ACT providers and others shared challenges and discussed ways to collaborate. It has not yet been determined whether this will become a regular meeting, or just a way of strengthening the lines of communication between providers.

## **12) Statewide Updates**

Rad said that the NH Transit Association annual meeting was planned for June 4th from 8:30 to 3 at the Grappone Center. The agenda will include discussion of the community transportation needs assessment results and Federal reauthorization for transit funds.

Rad added that he will be resigning as the NHTA chair at the end of June, which means he will also no longer be serving on the SCC.

Angelique noted that the statewide transportation provider survey is due today.

## **13) Member Round Robin**

Kate said she had moved into a new position at Community Partners and they're looking to fill her position. The Chestnut St Dover office is moving to Works Way in Somersworth at the former Salmon Falls Health building. It's on a COAST route but there is no pedestrian crossing of NH108 at that location. Somersworth asked them to collect data on how many people take the bus as justification for painting a crossway.

Helen said MOW of Rockingham Co. was replacing two buses but there's a two year production wait time.

Scott said he had been reviewing the community transportation needs assessment draft recommendations and discussing them with consultants. He added that COAST has hired a new person to lead the CommuteSMART Seacoast TMA program.

Alex said ABLE NH would be hosting its next lunch and learn on April 17th. UNH Wildcat is also asking for feedback about ridership. He noted a recent news article estimating that thousands of people could be kicked off Medicaid because of the new work requirements under the One Big Beautiful Bill.

Rad said he would be one of the presenters at the State of the City presentation on Wednesday April 15th at the Cocheco Country Club.

## **14) Adjournment**

Angelique made a motion to adjourn, seconded by Kate.  
The meeting was adjourned at 10:30 AM

# Alliance for Community Transportation (ACT)

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

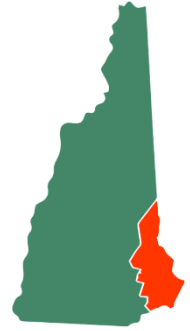
## MEETING OF THE GENERAL MEMBERSHIP

WEDNESDAY, JUNE 10, 2026

**9 – 10:30AM**

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

<https://us02web.zoom.us/j/81589557735?pwd=2SK8rCEdDvKccpP3cTCfrxtLHXVEj.1>



## MINUTES

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

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

Members in-person: Rad Nichols (Chair, COAST), Colin Lentz (Strafford Regional Planning Commission), Martha English (Ready Rides), Alex Beauchner (Individual Member), Natalie Albee (Community Partners) Kate Sullivan (Community Partners), Carolyn Doran (Ready Rides), Scott Bogle (Rockingham Planning Commission), Angelique Pandolph (Easterseals), Tim Diaz (MOWRC), Deb Ritcey (GSIL), Danielle Holt (CAPSC),

Members attending Remotely: Victoria Lee (GSIL), Susanne Peace (Future In Sight) [remote because of scheduling conflict], (Emilia Poehlman (NH Disability and Health Program) [remote because of a scheduling conflict], Scott Bogle (RPC) [remote because of a scheduling conflict]

Guests: Deanna Strand, Ben Herbert, Candy Reed (Region 4 RCC), Katie Phillips, Owen Bastille

Staff: Jeff Donald (COAST)

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

Tim Diaz made a motion to approve the April 8, 2026 minutes as written, seconded by Kate Sullivan.

Vote: unanimous in favor.

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

Jeff Donald noted that overall ridership seems flat compared to past months and years, but he's still finalizing the May ridership numbers.

ADA continues to have high numbers of new riders.

Jeff Donald said he looked back at ridership history from 1/1/19 – 12/31/25 and saw that ~25% of riders used services for only one month or less and stopped.

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

New applications are continuing at an average rate and small towns are well represented.

Debora Ritcey asked if ACT asks why people use services when they sign up. Jeff said there isn't a detailed intake interview and it's very difficult to retrieve that data later.

Jeff Donald explained that the financials look good through April and May and the budget is on track. CAPSC and MOWRC have already spent down their FTA 5310 funds as expected and are using local funds to continue service through the end of the fiscal year.

#### **5) Vice Chair Nominations**

Alex Beauchner nominated Scott Bogle to continue as Vice chair. Board members will vote on Scott's nomination at the August meeting.

#### **6) Annual Conflict of Interest**

Jeff Donald asked members and partners to fill out and sign the annual conflict of interest form.

#### **7) SFY27 Budget Approval**

Jeff Donald explained that the two-year budget is reviewed halfway through to incorporate any needed adjustments in funding for new grants or differences in projected service levels. The budget adjustment includes additional funds to elevate a current TripLink reservationist from part-time to full-time with benefits.

Jeff added that CAPSC had received a second vehicle and that the Executive Committee would discuss reallocating some POS funds from other services to CAP. Any changes would be brought to the August meeting for approval.

Deborah Ritcey made a motion to approve the budget as written, seconded by Colin

Tim Diaz abstained.

#### **8) Partner Update: Dover Adult Learning Center, Deanna Strand**

The Dover Adult Learning Center (DALC) is the adult literacy and continuing education center for the Strafford Co. region. There are many types of people who go through the program for various reasons. Students can earn their High School diploma through coursework or a test, and services are eligible for adults of any age. Housing, childcare, nutrition, and transportation are still major challenges for people trying to access continuing education. DALC has multiple locations throughout the region, including the Strafford Co. correctional facility. Staff members can meet students where they live, and there is free childcare at Dover facility for students. Students carpool and find ways to reach services. Deanna recently worked with Jeff to find a solution to the transportation challenge and found "Commute with Enterprise" vanpool service works perfectly. DALC leases a 12-seater van to close the transportation gap and gets students

to classes. Enterprise program requires that the driver be a volunteer – it's designed for commuting, but the model works for DALC. Drivers must have a US license for 5 years and be 18+. Students can be picked up at home or use an existing COAST bus stop. Since the van gets leased monthly, there's no cost for summer break when DALC isn't in session. They also use an 8-passenger vehicle in lower demand months for a lower cost. Teachers help students learn life skills and how to access other transportation services in the region. Deanna added that Walmart has a pool of volunteers who can drive vehicles and will pay organizations \$10 per hour to use their volunteers.

## **9) Outreach Updates**

Jeff noted that he would be attending multiple events for ACT outreach: the Somersworth senior picnic, a Seacoast non-profit event at The Brook casino, and that either he or Rad would likely be participating on a new aging workgroup through the Foundation for Seacoast Health.

## **10) Miscellaneous**

Jeff Donald said TripLink is moving to a new scheduling software that will be easier for TripLink staff to use and will improve efficiency for the providers. He'll be reaching out to providers for specific questions to help customize the new software. COAST is paying for the extra expenses associated with the new software; the new cost is anticipated to pay for itself through the increased efficiency in ride scheduling.

ACT meetings will be switching from Zoom to Teams for online meeting access. It's already included in COAST's Microsoft account. Deborah Ritcey noted that she has maintained a Zoom for meeting with people who are visually impaired, as it is easier to use for those individuals.

Jeff Donald noted that the recent Transportation Provider meeting was a great event and described maps in the packet showing trip destinations by service.

Jeff said regional transportation providers had met together for a first meeting on April 7. ACT providers and others shared challenges and discussed ways to collaborate. It has not yet been determined whether this will become a regular meeting, or just a way of strengthening the lines of communication between providers.

## **11) Statewide Updates**

The Community Transportation Needs Assessment is almost complete – the last step is getting approved by G&C for distribution.

At last week's NHTA/SCC Annual Meeting, Debbie Perou was awarded ACT's Coordination Champion Award and Rad was given the NHTA Champion Award. Rad has stepped down as chair of NHTA with the end of his term and so has also stepped down from the SCC, as it was an ex officio position reserved for the NHTA chair.

NHDOT is planning on working with RLS to post the State Mobility Manager position. Ben Herbert, the RCC 8 Mobility Manager, is transitioning to a position as Regional Planner at SNHPC so the RMM position has been posted as well.

Rad Nichols noted that congress was making progress on a new federal transportation reauthorization bill. The draft "BUILD America 250 Act" included increases for public transit operators. The bill is still in the House and has yet to be reviewed by the Senate.

## **12) Member Round Robin**

Deborah Ritcey explained that GSIL is embarking on a needs assessment update for 2030 and developing a strategic plan.

Alex Beauchner said the next ABLE NH "Lunch and Learn" webinar will be on ADA transportation services in the state.

Tim Diaz said MOWRC is scheduled to replace cutaway buses that are unreliable. In the meantime, they purchased a retired COAST cutaway as a back-up vehicle. Tim noted that this was wholly due to participating in ACT.

Angelique Pandolph notified members that NHDOT is developing a Transportation Asset Management plan for 5310 providers, so they can provide feedback on fleet asset management needs.

Colin Lentz said SRPC had begun working on an update to Dover's Transportation chapter of their Master Plan. He added that SRPC's Annual Meeting would be at 4:30 on June 25th at the Oaks Golf Club in Somersworth.

Daniel Holt provided information on CAPSC programs (especially summer food program).

Kate Sullivan introduced Natalie Albee, who will be taking over to represent Community Partners at ACT meetings.

Susanne Peace said she has been seeing more unfilled trip requests because gas prices are affecting volunteer drivers. Also, some volunteers who used to not ask for reimbursement are now requesting it because of high gas prices.

Rad Nichols told members that COAST fares will be increasing from \$1.50 per trip to \$2.00 on the fixed route service. The ADA base fare is also increasing from \$3 to \$4. He explained that it is unclear how change will impact ridership, but revenues will increase if ridership doesn't decrease significantly.

COAST is ordering six new buses and is making good progress on the capital campaign for the new facility. Rad said he's hoping for good news on big donors and federal grants in June. He added that COAST's Father's Day 5-k fun run will be virtual, which is much simpler and will make a profit for COAST's capital campaign.

Rad said he would be one of the presenters at the State of the City presentation on Wednesday April 15th at the Cocheco Country Club.

### **13) Adjournment**

Tim Diaz made a motion to adjourn the meeting, seconded by Katie Phillips  
The meeting adjourned at 10:27 AM