

COAST



OVER 35 YEARS ON THE ROAD

Cooperative Alliance for Seacoast Transportation

Change = Opportunity

- Our service area, comprised of ten communities within the region, is always changing. This has especially been the case in our four cities, which have undergone, and continue to undergo, significant successful transformations.
- Across the region, the places that residents, workers, and visitors travel to and from are changing, as are the number of people who travel between these areas.
- Similarly, the typical work day has changed; people want to commute at different times now.

Change = Opportunity

- COAST has also gone through a significant number of changes in the past decade as we have expanded and contracted to respond to funding that has swelled with short-term grants and shrunk as those grants have elapsed.
- There are times in a public transit system's life cycle, when a Comprehensive Operations Analysis (COA) must be conducted to take a fresh and clean look at the overall system.
- For these reasons, COAST will be conducting a COA over the next two years, with any resulting changes expected to be implemented in July 2020.

What does the COA Entail?

- Through the COA COAST will take a deep look at the entire system, retaining the strongest features of the network, while also stepping back to potentially discover new opportunities to better serve the region as it is today and into the foreseeable future.
- The analysis will include stakeholder outreach (with over 36 forums, meetings and hearings), in-person and online surveys, the development of new service guidelines, goals and standards by our Board of Directors, and a detailed evaluation of existing services.

What does the COA Entail?

- Based on this work, COAST will develop a range of potential service changes to be presented for public comment and ultimately implementation.
- The bulk of the work will consist of collecting data and input, reviewing the data to identify patterns in how the current network isn't working well or misses opportunities, forming new concepts that address those patterns, analyzing how the new concepts improve the network and repeating this process until we create a promising, improved network.
- The timeline for this project will run from September 2018 through June 30, 2020, with multiple opportunities for public input through public forums, meetings and hearings, and through surveys and an online feedback portal.

Steering Committee

- A key component of the COA will be the formation of a Steering Committee to guide and shape the process and project.
- The Steering Committee will be a relatively small working group, targeting five (5) individuals, with “experts” occasionally asked to join in for specific discussions.
- The Steering Committee will meet monthly initially, and then at key intervals as the project gets further underway.

What do we Want - Choices & Priorities

- As we reassess the services we look to provide, we will have to consider a series of choices and priorities for which we must determine values/weights.
 - Span of service day
 - Coverage vs. ridership service design
 - Service frequency (by route or time of day)
 - Connectivity across the system
 - Directness of services
 - Ease of understanding

Will this Affect Funding Requests?

- COAST can only operate service at the level funding is available, and this COA is aiming to maximize the effectiveness of service – given the funds we can reasonably expect to receive.
- This project is not targeted towards raising additional funding (something we would certainly accept but are not anticipating from our communities and service partners).

Timeline

- The timeline for this project will run from September 2018 through June 30, 2020, with multiple opportunities for public input through public forums, meetings and hearings, and through surveys and an online feedback portal.
- Public Forums/Stakeholder Meetings/Surveys & Hearings
 - Month of October 2018
 - Month of January 2019
 - Month of September 2019
 - Month of November 2019

Project Information & Updates

- COAST's website will have a landing page dedicated to this project and that will be kept up to date.
- The landing page will include the following:
 - Project overview
 - Timeline and action/decision points
 - Project updates
 - Meeting materials and summaries
 - Sign-up form for notices
 - Form(s) to solicit public input

Meeting our Goals

- Throughout this process we will strive to achieve our organization's stated goals of;
 - actively engaging our stakeholders in collaborative efforts to be responsive to the region's changing needs,
 - promoting fiscal stewardship of public transportation,
 - conducting ourselves with fiscal integrity and transparency that respects the taxpayers and the municipalities that we serve.
- We consider this project to be an energizing opportunity for COAST to create a system that responds to the current needs of our customers and uses our funding in the most efficient and effective ways. We are very excited to get underway.



Rad Nichols
Executive Director
COAST
42 Sumner Drive
Dover, NH 03820
603.743.5777
rnichols@coastbus.org



We champion and provide customer-focused public transportation with a commitment to excellence in safety and service.