



OVER 37 YEARS ON THE ROAD

Cooperative Alliance for Seacoast Transportation

COAST



Need for Comprehensive Operations Analysis

- Were facing a >20% reduction in funding starting July 2020
- ADA Paratransit service making up larger percent of operations (and cost)
- Region has changed

Recap of Work

- 16 public forums
- Online and in-vehicle surveys (333 survey responses)
- Comprehensive analysis of service options

What Did We Hear Initially?

- Travel takes too long on COAST
- The system doesn't connect well with itself
- Service no less than hourly
- Service on Sunday would be preferred, but not at the expense of Monday – Saturday service
- Service should be spread consistently across each service day, which should have a span as long as possible

Goals

- Separate local routes from routes making regional connections
- Maintain a minimum of hourly frequencies throughout the day
- Operate weekdays and Saturdays, and maximize the consistency between weekday and Saturday service
- Operate most services until at least 8pm, and later when possible
- Prioritize hourly frequencies evenly spread across the day

Goals (cont.)

- Only add additional commuter-focused service if/when the hourly frequency goal is met
- Use all funding that can pay for operations to maximize the amount of services operated vs. adding conveniences (e.g., shelters)
- Prioritize fixed route service throughout the system vs. advance reservation services
- Operate within limited available revenues

Proposed System Accomplishments

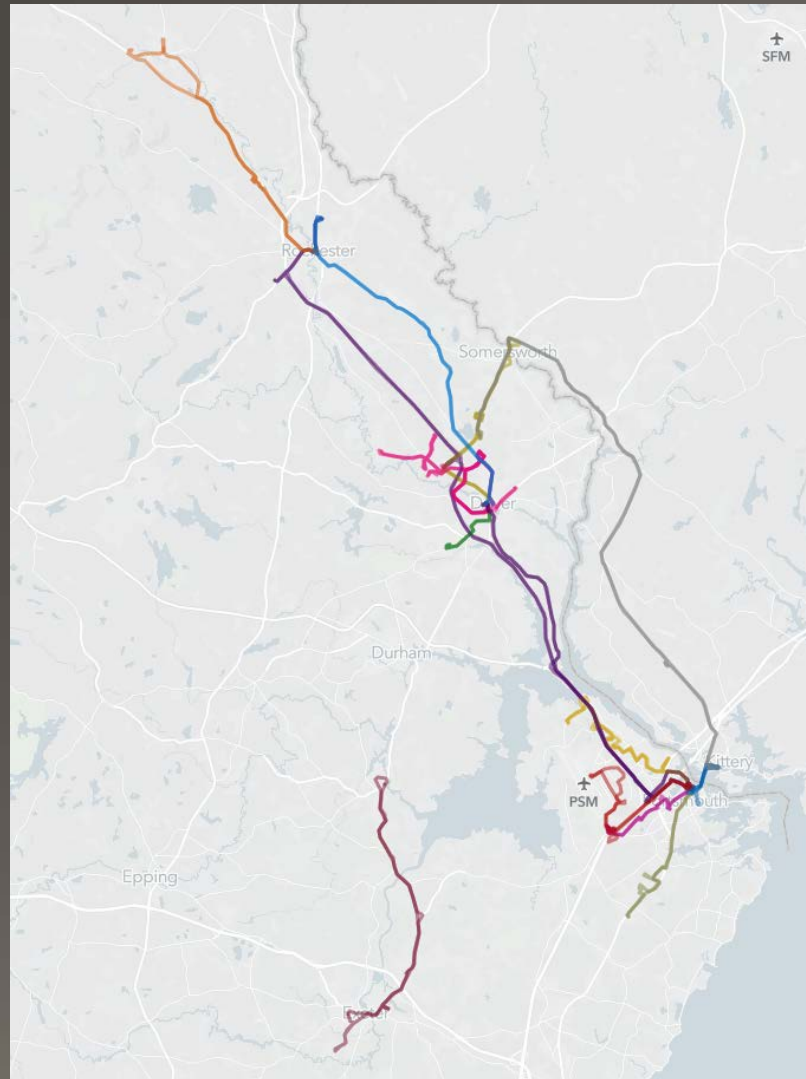
Customer Service

- Significantly reduces travel times for the longest trips (by more than 50%)
- Improves timely connections between routes makes regional travel easier
- Hourly frequencies on most routes
- Clockface scheduling on most routes
- Extends service coverage to identified areas
- Maintains current daily span of service

Cost Efficiencies

- Overall cost reduction
- Greater flexibility to operate routes only when sufficient demand exists
- Makes better use of downtime and bus movements to maximize revenue services
- Eliminates service to some of the lowest ridership areas
- Reduces peak vehicle requirement and associated costs

Proposed Service Design



Proposed Fare Structure

- \$1.50 base fare when boarding any route and will not be charged again so long as they remain on the same vehicle.
- A free transfer will be offered between Routes 13 and 43 or 14 and 43. Customers traveling solely along the 43 Newington /Portsmouth route, or connecting to it from bus routes other than 13 and 14, will continue to pay as they would today for the equivalent trip.
- \$20 15-Ride Punch Ticket and \$52 Monthly Pass



Timeline/Calendar

Late-Fall/Early Winter	Public Hearings on Proposed Service Plan and Fare Considerations
Spring 2020	Design and implement marketing plan
July 2020	Transition to new redesigned system

Questions?





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