Over 37 years on the road

Cooperative Alliance for Seacoast Transportation
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
<table>
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<tr>
<th>Timeline/Calendar</th>
<th>Event Details</th>
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<tr>
<td>Late-Fall/Early Winter</td>
<td>Public Hearings on Proposed Service Plan and Fare Considerations</td>
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<tr>
<td>Spring 2020</td>
<td>Design and implement marketing plan</td>
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<td>July 2020</td>
<td>Transition to new redesigned system</td>
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Questions?
We champion and provide customer-focused public transportation with a commitment to excellence in safety and service.

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