



**Cooperative Alliance for Seacoast Transportation
DRAFT Minutes of the Board of Directors
Wednesday, January 24, 2018**

Present: Donna Benton, Scott Bogle (arr. 8:33), Arthur Capello (arr. 9:05), Jennifer Decker, Denis Hebert, Colin Lentz, Julian Long, Marty Pepin, Dave Sandmann and Maria Stowell

Absent: Dan Chartrand, Steve Fournier, Juliet Walker, Shelly Winters

Staff: Rad Nichols, Heather Hesse-Stromberg,

Guest: David Carpenter, City of Dover Community Development Planner

I. Call To Order

The meeting was called to order at 8:30 AM.

II. Approval of Minutes

Mr. Hebert made a motion to accept the December 13, 2017 minutes as presented and Mr. Long seconded the motion. All voted in favor.

III. Public Comment

Mr. Lentz notified the board that Ms. Copeland is retiring at the end of March 2018.

IV. Financial Report – November 2017 & December 2017 Income Statements & Balance Sheets

Mr. Nichols noted that November and December saw a decrease in both income and expenses from October 2017. He noted that we can expect to see the impact of wage increases and increases in healthcare costs in January's financials. Two other notable decreases are in contract revenues because we are backing away from Medicaid and we have seen a continued dramatic decrease in Clipper Connection passengers and pass sales. This is due to a variety of factors including an increase in competition from vanpools, many staff being reassigned to different locations or onto different shifts.

Mr. Nichols reported that we have lower unrestricted funds than we've had in a long while. We are currently down to only \$753,000 in unrestricted funds. This is due to significant spending on capital projects over the past several months.

V. Old Business

2017 CMAQ Round

COAST has been notified that GACIT approved our application for Federal funds to support the purchase of three (3) new heavy-duty buses totaling \$1,140,000. The total cost of the project is \$1,425,000. An Agreement should be prepared and forwarded sometime within the next few

weeks. COAST will be replacing 1995 vehicles and hope we can get scrap value. These will be put into the next STIP Amendments.

5310 Formula Funding

At the end of December, the NHDOT announced that there would be no changes implemented to the distribution methodology for 5310 Formula Funding this grant cycle. This is likely the best scenario COAST and ACT could have hoped for in terms of the region receiving funds through this program.

Portsmouth Senior Transportation

A meeting has been set with staff and the City Manager for Friday, January 26 to discuss the proposal that COAST has submitted to the City for operating all city-supported senior transportation (62+ and adults with disabilities) in Portsmouth. The proposal includes all current COAST operations within the City, group shopper shuttles, expanded shared-ride curb-to-curb services outside a ¼ mile corridor (beyond the ADA) and a new volunteer driver program.

Tri-City Volunteer Driver Program

Mr. Donald has been meeting with representatives from organizations and firms providing senior services and services for individuals with disabilities in Rochester, Somersworth and Dover to discuss the development of a new Volunteer Driver Program (VDP) to eventually be partially funded by the cities involved.

Portsmouth Parking Shuttle

Staff will soon be preparing a proposal to significantly expand the Portsmouth Parking Shuttle operations to better meet peak parking demand and encourage employee parking in peripheral lots.

NH STIP Administrative Adjustments

COAST will be submitting administrative adjustments to the NHDOT for modifying the NH STIP and the Capital Program line for COAST. This will allow us sufficient funds to move forward with projects for replacement and additional vehicles for our fixed-route and demand response fleets.

On-Time Performance/Schedule Upkeep

One of our ongoing objectives at COAST is to monitor and adjust our services based on on-time performance metrics. We are currently in the process of rescheduling the system because of our 2017 monitoring, which indicated poor overall on-time performance. We hope to release this information in the near term and begin a dialogue with communities, partners and customers. The goal is that the new schedule will reflect the reality of riding with COAST versus frustrating passengers because we are not on schedule.

Real-Time Bus Information System

Staff have drafted a solicitation package for potential firms to bid on the incorporation of such a system at COAST. We are in the process of putting the finishing touches on the document and hope to release it by mid-February. That schedule should keep us on a go-live date sometime in late 2018 or very early 2019. Mr. Schreier, our employee in Switzerland, is working on this solicitation package which we hope to have out in the next several weeks.

TripLink

TripLink continues to operate very successfully, meeting the needs of Rockingham Nutrition Meals on Wheels, Ready Rides and COAST. TASC, which had been scheduled to move their call taking to TripLink in January, has recently affirmed that they are not going to make the

move. The choice not to move to TripLink will impact TripLink funding through losses of approximately \$3,000 in local contributions which would have leveraged \$12,000 in Federal funds this fiscal year. TASC has also chosen not to renew their contract for 5310 POS funds, which expired September 30, 2017. TASC additionally was awarded a minivan under ACT's programs, and it is unclear whether TASC is going to/or can keep the vehicle.

Mr. Capello inquired about how we sell buses we take out of service. Mr. Nichols noted that any sales of vehicles are private sales. In addition, Mr. Nichols stressed that any vehicle sale over \$5,000 results in the proceeds being rolled back into our fund to purchase new like-vehicles.

VI. New Business

ACTION ITEMS:

Action Item #1: FY19 Municipal Funding Formula (MFF) & Requests

Action Required: That the Board of Directors approve the bottom line FY19 Municipal Funding Request and subsequent municipal requests based on the FY19 MFF.

Mr. Nichols made a presentation regarding FY19 Municipal Funding Formula requests.

Mr. Sandmann suggested that we look at long-term needs to be more cost-effective. Mr. Bogle noted that a 5% increase would be a challenge, let alone a 10% increase. Mr. Bogle asked if there was any specific outreach that could be done to better explain to communities what the capital funding is needed for and what would happen without it. Mr. Nichols indicated he could develop rational and reasonable supporting documents.

Mr. Capello reminded members that something is better than nothing so lowering the requested percentage will provide some assistance. Ms. Benton expressed concern about what happens when we have to delay capital projects down the road because we don't have the unrestricted assets.

Mr. Capello made a motion to approve the option with capital included (\$690,000) for discussion and Mr. Lentz seconded the motion.

Mr. Capello then amended his motion to approve the option with capital included with a more realistic percentage for capital funding that would be accepted by COAST's communities, relying on Mr. Nichols to determine what that percentage would be. Mr. Nichols indicated that amount would likely be \$675,000.

All but one member voted in favor with Mr. Long voting nay.

Action Item #2: FY17 Audit Acceptance

Mr. Long presented the results of the audit.

Summary of Audit Results

1. The auditor's report expresses an unmodified opinion on whether the financial statements of the Cooperative Alliance for Seacoast Transportation were prepared in accordance with GAAP.
2. No reportable conditions were disclosed during the audit of the financial statements.
3. No instances of noncompliance material to the financial statements of the Cooperative Alliance for Seacoast Transportation were disclosed during the audit.
4. No reportable conditions were disclosed during the audit of internal controls over major federal award programs.
5. The auditor's report on compliance for the major federal award program for the Cooperative Alliance for Seacoast Transportation expresses an unmodified opinion on all major federal programs.
6. There were no audit findings relative to the major federal award program for the Cooperative Alliance for Seacoast Transportation.
7. The program tested as a major program was transit operations – the provision of bus transportation, CDFA number 20.507.
8. The threshold for distinguishing Types A and B programs was \$750,000.
9. The Cooperative Alliance for Seacoast Transportation was determined a low-risk auditee.

Also available was COAST's Draft 2016 Form 990. The Form 990 is an annual reporting return that certain federally tax-exempt organizations (i.e., COAST) must file with the IRS. It provides information on the filing organization's mission, programs, and finances.

Action Required: That the Board of Directors accept the 2016 Audit Reports and 2016 Form 990, prior to submittal to the IRS and Federal Audit Clearinghouse.

Mr. Pepin made a motion to accept the 2016 Audit Reports and 2016 Form 990, prior to submittal to the IRS and Federal Audit Clearinghouse. Mr. Long seconded the motion, and all voted in favor.

Committee Reports

None of the following committees have met since the last meeting so no presentations were made.

- Executive Committee
- Board Development Committee
- Nominating Committee
- Unrestricted Funds Committee
- Somersworth Committee

Discussion Items

Discussion Item #1: Strategic Plan Objectives Updates – Board of Directors

Ms. Decker presented a summary of the Steering Committee meeting on January 22, 2018 which included a review of past and current year objectives, and an assessment of what was done well, what opportunities were missed, what things needed more attention and how things are going now.

The result was a reprioritization of remaining objectives as well as the development of additional objectives as needed.

Ms. Decker noted that the Steering Committee will meet as a committee on a regular basis (quarterly). She questioned whether some of the objectives below may not be accurately marked and noted that the Board's work on the Board's Objectives needs to be more robust.

The Board Objectives were reviewed. They are as follows:

2017 BOARD OF DIRECTORS OBJECTIVES

1. Reactivate the Board Development Committee to;
 - a. assist in identifying characteristics of potential new members to approach,
 - b. Set expectations for Board members relative to their advocacy and advisory efforts on behalf of COAST,
 - c. track and focus on member absenteeism,
 - d. document ground rules (operational guidelines) for the Board and norms (behavioral guidelines),
 - e. increase participation and engagement of board members by identifying and implementing changes to the format of meetings,
 - f. identify and promote ways in which the Board begins to work as a “committee of the whole”,by **November 16, 2016. [IN PROCESS]**
2. Work with Executive Director to conduct an assessment of the municipal funding formula by **November 30, 2016. [COMPLETE]**
3. Define the specific role and responsibilities of the members of the Board of Directors in supporting the Executive Director in his requests for funding by **January 31, 2017. [COMPLETE]**
4. Research and provide data and a rationale for increasing the unrestricted fund balance level by **March 31, 2017. [IN PROCESS]**
5. Engage appropriate stakeholders in establishing a policy and setting standards for bus stop/shelter maintenance, snow removal, and cleanliness. Specifically articulate processes for dealing with graffiti, trash, cigarette butts, broken glass etc. by **May 31, 2017. [COMPLETE]**
6. Develop a formal legislative outreach strategy by **June 1, 2017.**
7. Implement the legislative outreach strategy by **June 1, 2017.**

8. Support the gathering of additional critical input on COAST services from external stakeholders (i.e., riders, community leaders, etc.), which will influence future objectives yet to be set in the Strategic Plan, by **June 30, 2017**. **[POSTPONED]**
9. Complete annual Executive Director review and determine compensation by **June 30** for presentation at the August Board meeting. **[COMPLETE]**
10. Establish the bus shelter maintenance responsibilities for external stakeholders and determine accountabilities by **September 30, 2017**. **[IN PROCESS]**

2018-2019 BOARD OF DIRECTORS OBJECTIVES

1. Establish a sub-committee of the Board of Directors charged with representing the needs of public transportation to members of the State legislature and soliciting meaningful state funding. Create an action plan and desired outcomes by **December 1, 2017**.
2. Implement the plan to engage the legislature in the needs for operational funding for public transportation and report back to the Board of Directors by **December 1, 2017**.
3. Develop a fundraising arm of COAST to explore grant opportunities, gift giving, and other fundraising efforts. Explore self-funding options by **February 28, 2018**.

Mr. Bogle left the meeting at 10:00 AM.

DISCUSSION after review of the Objectives included the following:

Ms. Decker requested that the board reactive Board Committees to keep them moving forward, noting that there have been few to no committee reports for the past several meetings.

Mr. Sandmann stated that the board should use the Board Development Committee in a more active way including to recruit new members, set expectations and encourage more active participation in board meetings and committees. In addition, Mr. Sandmann stated filling empty board seats to have more varied voices on the board would be a very positive thing. He also noted that attendance at board meetings continues to be a struggle and that he would like to see absences noted in the minutes as excused (meaning the board member notified Mr. Nichols or Mr. Sandmann that they could not be in attendance) or unexcused (meaning there was no contact from the board member regarding the meeting).

Mr. Carpenter reported it is very helpful to have COAST staff input in planning stops, etc.

It was questioned whether the board legislative outreach committee was still needed. Mr. Nichols indicated that it would serve COAST very well, especially based on the anticipated trickle down of funding public transit to state governments.

Mr. Sandmann suggested that there be a new committee created that keeps the board on track regarding their Strategic Plan objectives. He noted that he will make sure the board reviews these Objectives regularly to make sure we are making progress or to identify barriers.

Ms. Decker offered to send emails out to members to give updates on Objectives to keep things moving forward.

Mr. Nichols informed members that COAST now utilizes Office 365 where you can develop groups to communicate with several people at once and that might be a new way for us to work together.

VII. Community Updates/Information Items

Rochester Emergency Shelter

COAST helped provide some transportation services for individuals at the temporary Rochester emergency shelter during the cold snap in January. Mr. Capello inquired whether there was a way to quantify the savings of those services to inform the communities that they received “x” value and didn’t have to pay anything.

COAST Cares

Our fall/holiday ‘COAST Cares’ campaign raised \$1,875 in support of NH BEAS Adult Protection Services working with seniors, and other incapacitated adults, who are abused, neglected, exploited, or self-neglecting. The BEAS staff often find seniors (disabled and not) with absolutely NO food, no toilet paper, no tissues and staff have extremely limited resources to be able to truly help these individuals for these types of items; frequently paying for critically important food and supplies out of their own pockets. COAST staff bought grocery store gift cards, in \$25 increments, for these staff to use to help individuals in crisis. It was a great campaign that had wide support across the organization and for which BEAS staff was extremely grateful.

Ms. Stowell left the meeting at 10:20 AM

Travel Training

Staff will be providing a training opportunity, Breaking Down Barriers for Your Clients, on Friday, January 26 at the Wentworth-Douglass Hospital (Garrison Wing) from 9 am – 11:30 am. The travel training will be geared toward anyone who would like to be able to help their clients learn to ride the bus or access other kinds of public transportation. The event is sponsored by ACT, COAST and the Community Action Partnership of Strafford County.

Ridership & Other Performance Measures

Monthly performance measures were presented in charts as part of the Board Packet.

X. Adjournment

Ms. Benton made a motion to adjourn which was seconded by Mr. Hebert. All voted in favor. The meeting was adjourned at 10:25 AM.