



**Cooperative Alliance for Seacoast Transportation
Minutes of the Board of Directors
Wednesday, May 23, 2018**

Present: Scott Bogle, Arthur Capello, Jennifer Decker, Colin Lentz, Julian Long, Dave Sandmann, Maria Stowell, Juliet Walker and Thomas Wright

Absent: Dan Chartrand, Steve Fournier, Denis Hebert, Marty Pepin, Dennis Shanahan, Shelly Winters

Staff: Rad Nichols, Heather Hesse-Stromberg, and Michael Williams

I. Call To Order

The meeting was called to order at 8:30 AM. Introductions of all present were made.

II. Approval of Minutes

Mr. Long made a motion to accept the April 18, 2018 minutes as presented and Ms. Decker seconded the motion. All voted in favor.

III. Public Comment

Mr. Nichols reported there was no public comment.

IV. Financial Report – March and April Financials

Mr. Long reported that we continued to see gains in revenue over March and April including increases in both Farebox Revenue and Advertising Revenue. He noted that wages and fringe benefits are under budget and that utilities are high in March and low in April because the landlord at 6 tends to bill a few months at a time. Mr. Long reported a gain of \$7,558.28 in April after several months in the red. Mr. Nichols reported that ATA has several bids out offering our spaces for advertisement and that the continuing lower advertising revenue amounts are due to several advertisers that are behind in their payment. In reviewing our April Income Statement, Mr. Nichols noted that our farebox revenue continues to be lower than expected due to a significant decrease in Clipper Pass sales.

V. Old Business

Operator Shortage

Mr. Nichols reported that despite a flurry of applicants and interest after the WMUR story ran, we have found very few qualified CDL applicants who are looking for full-time work. We have hired several qualified individuals who do not yet have all the credentials they need, and that process has been slower than expected due to the Department of Safety's scheduling of exams and road tests. The lack of available operators has led to an increase in overtime and COAST having to turn down numerous requests to participate in community events.

New Fixed-Route Cutaway Vehicles

Three (3) vehicles ordered last fall were delivered in early May and just released May 22nd for use on the Portsmouth Parking Shuttle, Route 6 and Route 7.

5339 Grant Applications

The FTA 5339 grant in support of signal prioritization in Dover, covering 19 intersections, was not successful. NHDOT only funded bus replacements through this grant.

Portsmouth Parking Shuttle

This year the Parking Shuttle will begin on May 25th offering service Friday, Saturday and Sunday afternoon/evenings. The shuttle will run from the Market St. church parking lot to Handover Street Parking Garage every 10-12 minutes.

Route 7 Service Delivery Changes

Public information sessions have been set for May 24 in Newmarket and Exeter. The meetings will be an opportunity to learn just what the service delivery changes will mean for riders. Implementation will be July 2nd.

Systemwide Retiming

Staff is immersed in the planning and preparation for the new systemwide retiming to take effect on July 2nd. The retiming requires that all electronic (website/trip planners) and print schedules, bus stop signs, paddles for operators) be revised and reprinted. This also requires that the Operator pick be changed to reflect the new route schedules.

Public Information Sessions have been set up for June 4, June 5 and June 7 in Portsmouth, Rochester, Somersworth and Dover.

Portsmouth Senior Transportation

COAST will take over Portsmouth Senior Transportation on October 1, 2018. Currently staff is working on a marketing plan and volunteer recruitment plan.

Tri-City Volunteer Driver Program

The Tri-City Volunteer Driver Program will be pushed out a few months (but no more than 6) due to the significant number of other major projects staff is working on at this point.

Demand Response Scheduling Software

We have purchased the CTS Ridemaster scheduling software and expect training and daily use of this new tool to occur in late July and early August. This software will enable a significant increase in our Demand Response efficiency over the current manual scheduling.

VI. New Business

ACTION ITEMS:

Action Item #1: Draft Unrestricted Net Assets Goal

The Executive Committee reviewed the Unrestricted Net Assets Committee report at their May 8, 2018 meeting. The Unrestricted Net Assets Committee recommends that the Board adopt their Draft Goal which targets three months of average recurring total operating costs and non-federal matching funding necessary to support capital acquisitions for the coming 12-month period. A Capital Spending Schedule was distributed.

Action Required: *That the Board of Directors accept the recommendation of the Executive Committee and approve the Unrestricted Net Assets Goal.*

Mr. Capello and Ms. Walker stressed the importance of meeting with members of each community to explain the situation and set the framework. Mr. Long suggested that it would be helpful to have more detail justifying the items on the Capital Spending Schedule and to have them prioritized. Ms. Walker noted that meetings should represent a wide variety of people, not just the Budget Committees from the city or town. Mr. Capello also suggested that COAST bring a CIP plan with the age of the fleet, number of miles, idle time and expected life expectancy. Mr. Capello offered to help putting the schedule together.

Mr. Bogle made the motion to accept the recommendation of the Executive Committee and approve the Unrestricted Net Assets Goal and Mr. Lentz seconded the motion. All voted in favor.

Action Item #2: Reselling of COAST Single Ride Drop Tickets

COAST's Single Ride Drop Tickets are used as an alternative to paying cash fare. Each time a passenger boards a COAST bus, they must pay the appropriate fare (in most cases, \$1.50). COAST offers these tickets to organizations, so they can provide transportation options to their clients in need without having to give out cash for bus fare.

Tickets are sold at a 50% discount to non-profit organizations and government agencies. Our policy has always been to prohibit the resale of Drop Tickets to prevent organizations from reselling the discounted tickets for a profit. Several organization have requested that we reconsider this prohibition because (1) many of them have a mission of teaching their clients accountability and responsibility so want to encourage their clients to pay their own way; and (2) many organizations have a difficult time fitting the Drop Ticket expense into their budget and being able to sell the tickets at cost would help alleviate the burden of the expense.

A revised policy would allow organizations to resell tickets for what they paid for them. As a result, organizations receiving free tickets would not be able to sell them under any circumstances.

Action Required: *That the Board of Directors authorize the reselling of drop tickets as outlined in the new proposed Drop Ticket Policy.*

Tickets sent out are tracked but they are not trackable in any way when they are coming back in.

There was significant discussion about what could be printed on the Drop Tickets to help track the use of these tickets (terms and conditions, bar codes, numbers, expiration dates) and suggestions about organizations posting signs prohibiting the resale. Mr. Nichols indicated we sell approximately 10,000 tickets in a year and that we see very little fraud.

Ultimately the consensus was that, given the little to no fraud suspected, it is not necessary to spend additional money to make the tickets more trackable.

Mr. Bogle made a motion to authorize the reselling of drop tickets as outlined in the new proposed Drop Ticket Policy. The motion was seconded by Mr. Capello and all voted in favor.

Committee Reports

The COAST Executive Committee met on May 8th, 2018 and discussed the Board self-assessment, proposed changes to the bylaws, the Weapons Policy, Board Member Orientation and Handbook and had planned to discuss the Board's Strategic Objectives but ran out of time.

The Board Development Committee did not meet. The Unrestricted Net Assets Committee met and developed the goal voted on previously in the meeting and the Somersworth Committee did not meet. Ms. Walker suggested that the purview and membership of both the Board Development Committee and Somersworth Committee be revisited. In addition, Ms. Walker noted that she is happy to participate in committees but does not have time to lead a Committee.

Discussion Items

Discussion Item #1: Proposed By-Law Updates

The Executive Committee discussed revising the Bylaws to include a Housing Authority member and the prevailing sentiment was that a Housing Authority member could be an At-Large Member and that specific qualities wanted in Board members should be handled by the Board Development Committee versus the Bylaws.

A discussion about the need for further definition of the responsibilities of the Board in establishing agency policy led to a single revision as outlined below.

Current Article VII – Powers of Directors, Section 2

The Board of Directors shall be responsible for establishing agency policy and direction, and for resolving grievances per COAST policies.

Under the proposed changes, Section 2 would be split into two sections so that there will now be a total of 7 sections in Article VII.

PROPOSED Article VII – Powers of Directors, Sections 2 & 3

Section 2. The Board of Directors shall be responsible for establishing public facing agency policy and direction, or as required by New Hampshire law and/or Federal regulation, or as solicited by staff.

Section 3. The Board of Directors shall be responsible for resolving grievances per COAST policies.

These Updates/Revisions will be voted on at the June Board Meeting.

VII. Community Updates/Information Items

Portsmouth Vehicle Registration Fee

Ms. Walker reported that the City Council approved the \$5.00 Vehicle Registration Fee going to transportation which will raise \$100,000 in additional revenue to the City for transportation projects.

Website Trip Planner

Mr. Lentz asked whether we can have COAST bus stops as defaults in the website's Trip Planner. Mr. Nichols noted that it is Google Transit's feed and we have no control over that.

Berwick Update

Mr. Wright noted that Berwick is putting great attention to redeveloping and recreating its downtown and is working on transportation grants to be able to make changes to current bus routes in the coming year.

Membership Update

Mr. Sandmann noted that Mr. Chartrand has resigned from the Board. A letter to formally document this change is expected.

Ridership & Other Performance Measures

Ridership and other performance measures were included in the Board Packet.

VIII. Adjournment

Mr. Capello made a motion to adjourn the meeting which was seconded by Mr. Lentz. The meeting was adjourned at 9:44 AM.