



**Cooperative Alliance for Seacoast Transportation
Minutes of the Board of Directors
Wednesday, June 27, 2018**

Present: Scott Bogle (Arr. 8:37), Arthur Capello, Jennifer Decker, Steve Fournier (Arr. 8:36), Denis Hebert, Colin Lentz, Julian Long, Marty Pepin, Dave Sandmann, Dennis Shanahan, Maria Stowell, and Juliet Walker

Absent: Shelly Winters

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

I. Call To Order

The meeting was called to order at 8:31 AM. Introductions of all present were made.

II. Approval of Minutes

Mr. Hebert made a motion to accept the May 23, 2018 minutes as presented and Mr. Lentz seconded the motion. All voted in favor.

III. Public Comment

Mr. Nichols reported there was no public comments to bring to the attention of the board.

IV. Financial Report – May Financials

Mr. Long reported that we saw a small decrease in Farebox Revenue over March and April but saw an increase in Advertising Revenue. He noted that wages and fringe benefits are under budget for the year but were significantly higher in May due to May having a higher number of work days, several new hires, and significant overtime costs. He noted that fuel prices had gone up but are now coming back down. Mr. Nichols reported that there are many new drivers in training so we are almost over the recent struggles with staffing. Mr. Nichols noted that some larger purchases are not yet reflected in the financials including software for Demand Response and 3 mini buses. Ms. Decker commended staff on continuing a high level of service while weathering the driver shortage.

V. Old Business

Operator Shortage

Mr. Nichols reported COAST has hired 10 new operators since March 1. He noted that many of the CDL operators are only partially qualified, so their training time has been extended. In addition, staff availability for training has been limited since we have been short-staffed. In addition, we continue to see a significant impact on staffing due to several unanticipated operator medical leaves.

Route 7 Service Delivery Public Information Meetings

Public information meetings were held on May 24 in Newmarket and Exeter. The meetings were an opportunity for the general public and passengers to learn just what the service delivery change will mean. Several people assumed that the service was being canceled rather than changing. A consistent theme raised by riders was that they want to go to Portsmouth/Newington and wished that the service could operate six days a week. Several individuals with disabilities attended and stressed how important the service is to them.

Systemwide Retiming

All four public information sessions were held with very light turnout. Staff was able to address any concerns raised by explaining what was actually happening versus what people had envisioned or heard. Several people assumed that Community Campus was being eliminated as a stop rather than becoming a diversion. Mr. Nichols sent a letter to all agencies at Community Campus letting them know about the retiming and how to make diversion requests.

Portsmouth Senior Transportation

COAST is now in the marketing and outreach phase. Outreach meetings are scheduled; the first will be on June 28. A Part-Time Reservationist/Dispatcher will be starting on July 1 in TripLink to help with the increased demand for rides. We continue to put all the pieces into place to prepare for taking on the services on October 1.

2018 commuteSMART B2B Commuter & Dump the Pump Challenges

The 2018 B2B Commuter Challenge was another tremendous success. The Challenge saw an increase in teams, participants, and trips logged over 2017. There are 120 people continuing to log their trips as part of the summer Dump the Pump challenge.

VI. New Business

ACTION ITEMS:

Action Item #1: Revised Prohibited Drug Use and Alcohol Misuse Policy

With the addition of volunteer drivers at COAST coming this fall, there are some revisions necessary for the Drug & Alcohol Policy.

The revisions include the following:

- Added a modifier to “volunteer” in second paragraph page 5 to improve clarity.
- Clarified exempt volunteers in list on pages 6 and 7.
- Added both operations manager positions as Designated Employee Representatives on page 29 and removed Mr. Nichols and Mr. Williams. Mr. Nichols and Mr. Williams will stay as the Drug and Alcohol Program Managers (DAPMs).
- Updated the revision numbers and effective dates.

The Executive Committee reviewed these changes at their June 13 meeting and voted to recommend approval of the revised Policy to the Board.

These changes mean that COAST will not be drug and alcohol testing volunteers driving their own vehicles; those driving COAST vehicles would be drug and alcohol tested. In addition, volunteers driving their own vehicle would not be alcohol tested post-collision.

Action Required: *That the Board of Directors adopt the revised Prohibited Drug Use and Alcohol Misuse Policy for implementation on July 1, 2018.*

Mr. Bogle made a motion to adopt the revised Prohibited Drug Use and Alcohol Misuse Policy for implementation on July 1, 2018 and Mr. Pepin seconded the motion. All voted in favor.

Action Item #2: Revised By-Laws

Based on the introduction of the potential revisions introduced at the last Board meeting, and in accordance with the current by-laws, the proposed revisions may now be voted upon.

Revisions proposed revolve around the further definition of responsibilities around establishing agency policy and it was felt the by-laws did need further clarification in this instance. In discussions to date, the consensus has been that inward facing policies did not need to be reviewed and approved by the Board, unless specifically requested by staff. As such, a single revision is being proposed for the by-laws, 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 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.*

Action Required: *That the Board of Directors approve the revised By-Laws as drafted.*

Mr. Hebert made a motion that the Board of Directors approve the revised By-Laws as drafted and Mr. Shanahan seconded the motion. All voted in favor.

Action Item #3: Nominating Committee Establishment

In accordance with Article XII, Section 2 of the COAST By-Laws, a Nominating Committee of up to five (5) representatives shall be appointed by the Chairperson at least sixty (60) days in advance of the organization's Annual Meeting.

The Nominating Committee may nominate one (1) or more candidate(s) for each office and position(s) open on the Executive Committee as stated in Article XII, Section 1, of the Bylaws.

The Annual Report of the Committee must be recommended by a majority of the members of the Nominating Committee present and voting and shall be electronically mailed, or sent by

regular mail if an email address is not available, to all voting Directors no less than thirty (30) days in advance of the Annual Meeting.

Directors are privileged to nominate and vote for any officer of the organization whether or not he/she is nominated by the Nominating Committee.

The current Officers are:

Chairperson	Mr. Dave Sandmann
Vice-Chairperson	Ms. Juliet Walker
Treasurer	Mr. Julian Long
Secretary	Ms. Jennifer Decker

The current Executive Committee consists of:

Mr. Dave Sandmann
Ms. Juliet Walker
Mr. Julian Long
Ms. Jennifer Decker
Past Chairperson: Mr. Scott Bogle
Chairman's Appointee: vacant
Rad Nichols (non-voting)

Action Required: *That the Chairperson shall appoint a Nominating Committee of up to five (5) representatives to:*

1. *Nominate a slate of Officers to be voted on at the September 2018 Board of Directors' Annual meeting.*
2. *Develop a slate of appointments to the Executive Committee, if necessary, to be voted on at the September 2018 Board of Directors' Annual meeting.*

Mr. Sandmann asked for Volunteers for the Nominating Committee and the following people volunteered: Mr. Bogle, Mr. Capello, Mr. Fournier, Mr. Lentz and Mr. Pepin. All were appointed by Mr. Sandmann who indicated he would reach out to them.

Committee Reports

Executive Committee

The Executive Committee met on June 13, 2018 and reviewed the revised Customer Code of Conduct, No Show Policy, revised Drug & Alcohol Policy and the request for realignment of Route 40.

Board Development Committee: Did not meet.

Unrestricted Fund Committee

The Committee has fulfilled the purpose for which it was created, so was concluded.

Somersworth Committee

Mr. Pepin suggested that the Somersworth Committee be eliminated at this time.

Discussion Items

Discussion Item #1: 2020 System Redesign Presentation

A presentation about the upcoming System Redesign was given by Mr. Nichols. This is an opportunity to look at how and where we provide services and will require significant input from the Board. The basis for this project is the upcoming elimination of CMAQ funding for expanded peak period Rte. 2 & 40/41 services, as a mitigation measure for the Little Bay Expansion project, effective 6/30/2020. Some service will be cut due to the elimination of funding. An overview of what some of these changes may look like, as well as a timeline for the project, was presented.

Mr. Nichols stressed that the goal going forward will be to diversify the services we offer to best meet the needs of our customers and work within the funding available to COAST.

Mr. Pepin inquired about how these changes will affect the funding we ask for from municipalities. Mr. Nichols reported that he is looking at what the municipalities can reasonably contribute. Ms. Walker suggested that COAST connect with communities earlier in the timeline. Mr. Nichols noted that COAST will be engaging in a significant outreach campaign and will likely engage a consultant to help with that process (including facilitating public information sessions and hearings). Mr. Fournier agreed that a consultant would be very helpful to see both the smaller issues and the bigger picture.

Discussion about whether COAST should engage in a consultant to help with the planning part of the project led to agreement that COAST will likely not pursue a consultant for planning. This was due to the experience of others in the state who have secured consultants who came in with great ideas but when it became clear that there's no state funding to cover the costs, innovative ideas disappeared. In addition, there would be much education needed of COAST's services. Mr. Hebert stated that he trusts Mr. Nichols to provide the history and stay focused on the big picture and Mr. Williams to present new ideas to move the project forward.

Ms. Stowell left at 9:30.

Mr. Lentz offered assistance with the technical aspects such as mapping and demographics. Mr. Long offered that there may be people at the City of Rochester who can help with the technical work. Mr. Bogle suggested COAST explore working with CTAA. Mr. Nichols noted CTAA might engage in a Peer Review.

Ms. Walker suggested staff look at what we do well, what would take a significant amount of staff time and what would be a better use of staff time. She suggested a consultant be used for the things that take a significant amount of staff time or that we do not do as well as might be needed. Mr. Hebert noted that a facilitator for the public outreach aspect would be a good idea. He noted that a lean, aggressive team would be best.

Mr. Nichols stated that he will be exploring the establishment of a Steering Committee for this project to keep moving forward and to be able to dive more deeply into a variety of issues this project might raise.

VII. Community Updates/Information Items

NHTA Annual Meeting

At the NHTA Annual Meeting this year Commissioner Sheehan challenged attendees to focus on the need for agencies to think outside the box to coordinate services and create efficiencies

within the State. Much of the work we are focusing on and pursuing is doing just what she urged, and COAST is well positioned to meet the challenge posed by the Commissioner. Mr. Pepin noted that many school districts are struggling to meet the needs of their students with out of district placements because of the driver shortage and asked if COAST might be able to help with this. Mr. Nichols noted that, because of our funding, we are not permitted to compete with school buses.

Access Navigators

This Seacoast-based group is working locally to identify 'access-friendly' venues for individuals with disabilities. Having seen their presentation at the RPC Annual Meeting, staff are looking forward to investigating ways that our two organizations might develop synergy and work together for a better customer experience.

Route 40 Realignment Request on Pease

Two International Groups has requested COAST realign our Route 40 route through Pease to be within ¼-mile of a site they are trying to attract tenants of the current Portsmouth Federal Building to relocate to. After a discussion at the June Executive Committee meeting, a written response to the request was provided. The response stated that COAST and our partners would be happy to meet with their potential tenants and the GSA to discuss this further, however there are any number of issues that must be considered when discussing a realignment of a public transit route such as what would be required to serve their site. To date there has been no response.

New Portsmouth Senior Transportation Program Webpage

In concert with the official release of the news that COAST would begin managing and operating Portsmouth's Senior Transportation services starting October 1, 2018, staff published a new webpage dedicated sharing this information at www.coastbus.org.

New Schedule Brochure Design

We took the opportunity with the system-wide retiming project to revamp our bus schedule brochures with a new design that better aligns with our new website.

Discovery Maps

Staff attended a presentation by Discovery Maps in Dover to see how our services might be able to be included on their maps in Dover and Portsmouth. There may be some opportunity to have public transit and COAST services portrayed. We will continue to investigate.

Board Member Updates

Mr. Long announced that Mr. Fitzpatrick is no longer the alternate for Rochester. Mr. Blaine Cox will take on that role. Mr. Hebert reported that the Fox Run Mall is under new ownership and he suspects ridership will increase.

Ridership & Other Performance Measures

Available monthly performance measures are presented in the following charts.

VIII. Adjournment

Ms. Walker made a motion to adjourn the meeting which was seconded by Mr. Pepin. The meeting was adjourned at 9:57 AM.