



Approved July 26, 2017

**Cooperative Alliance for Seacoast Transportation  
DRAFT Minutes of the Board of Directors  
Wednesday, June 28, 2017**

**Present:** Donna Benton, Scott Bogle, Jennifer Decker, Steve Fournier (arr. 8:42), Colin Lentz (arr. 8:57), Julian Long, Dave Sandmann, and Juliet Walker

**Absent:** Daniel Chartrand, Denis Hebert, Martin Pepin, Maria Stowell

**Staff:** Rad Nichols, Heather Hesse-Stromberg, Vanessa Polychronis and Janice Outhuse

**I. Financial Report – May 2017 Income Statement and Balance Sheet**

Mr. Nichols reported that we continue to run well under budget and have a net gain of \$16,000 year to date. May was not a good month for fares likely due to the increase in Clipper fare (June passes are sold May 10-June 9) and the general decrease we're seeing in Clipper riders.

**Income:**

Advertising revenues were very strong and Interest & Other Income was high because we sold some retired equipment. He noted that we are doing well collecting local match from our communities.

**Expenses:**

Wages remain under budget and fringes and contract services were lower than expected. COAST continues to benefit from lower parts and fuel costs than anticipated.

Mr. Nichols noted that we are still waiting on 2017 FTA grant to be approved and the collection of quarterly billing for Coordination.

Mr. Nichols reported that our current available funds are \$807,242.19.

**II. Call To Order**

The meeting was called to order at 8:45 AM.

**III. Approval of Minutes**

Mr. Sandmann made a motion to accept the April 26, 2017 minutes as presented and Ms. Decker seconded the motion. All voted in favor.

**IV. Public Comment**

Mr. Nichols presented Ms. Janice Outhuse with a certificate for 15 years of service to COAST and thanked her for her dedication to COAST and its customers over her years as a Bus Operator, Demand Response Assistant and Demand Response Operator.

Mr. Nichols presented a letter from Tony McManus, former City Counselor for Dover, requesting we consider combining our services with UNH, school bus companies and other transportation providers to better meet the needs of the community and to leverage more funds. COAST cannot provide School Bus services if there are others who can provide it however, Mr. Nichols indicated COAST would be more than willing to have discussions with UNH.

## **V. Old Business**

### **Transit Signal Priority (TSP) Legislation**

Mr. Nichols reported that HB 154; relative to the interference with traffic devices, exempting public transit bus operators from the prohibition on using a device to change, disrupt, or interfere with the operation of a traffic signal, was signed into law by Governor Sununu on June 15. TSP is simply the idea of giving a little special treatment to transit vehicles by reducing time at traffic signals (either by holding green lights longer or shortening red lights). The cumulative effects of these minor adjustments can have very notable effects on our on-time performance, efficiency and service levels.

Mr. Nichols is interested in exploring using TSP at Week's Crossing at a minimum.

### **35<sup>th</sup> Anniversary Event**

COAST staff is planning two events in late summer and early fall for our 35<sup>th</sup> Anniversary. The first will be a COAST Family Fun Day, where staff and their families will be invited to take part in a fun and relaxing day, with lunch, at COAST. The second event will revolve around COAST's Annual Meeting in September that will feature a guest speaker to entice dignitaries and elected officials.

### **LBB Mitigation Project Extensions**

While staff successfully negotiated extensions for these two projects (Route 2 and 40/41 expansions, and commuteSMARTseacoast), the extensions are only until the end of June of 2020. As a region we need to plan for transitions away from the financial support of CMAQ and the Turnpike Authority that currently fund these service levels.

## **Procurement Updates**

### **Maintenance Software Procurement**

Our current maintenance software, which is DOS-based, is no longer supported and becoming incredibly unstable and may crash catastrophically. We have a plan should this occur. After soliciting proposals through a RFP process that resulted in no responses, staff obtained three quotes for maintenance software that will meet 90-95% of the specifications of the RFP. We are moving forward on a contract with the selected vendor in the very near future with implementation expected in early 2018. Costs will include both a purchase/implementation cost, and ongoing software maintenance costs.

### **Website Design, Hosting & Maintenance**

COAST received seven responses to our RFP. Of the seven, four were determined to be responsive, with one of the four being unreasonable. The three remaining firms have all been interviewed by COAST staff we were focused on what will be a sufficient level of ongoing maintenance versus what was proposed. Implementation costs ranged from \$90,000-\$95,000. Proposers are being asked to submit a BAFO by early July.

### **New Minivans/Minibuses**

COAST has experienced a significant strain on its DR fleet and we need to achieve a 20% spare ratio (industry standard). We recently purchased three new accessible minivans and will soon be purchases three new accessible minibuses to add to the DR and FR fleets. In addition to the strain on the fleet, the lack of CDL applicants has resulted in COAST utilizing non-CDL drivers to operate DR vehicles on Route 7 and the Portsmouth Parking Shuttle.

### **Architectural & Engineering Services**

Staff is very close to releasing a solicitation for project specific and on-call A&E services to assist staff with design, engineering, cost estimation and project management tasks associated with facility improvements needed at 42 Sumner.

### **IT Services**

Staff is in the process of meeting with a number of IT service providers in the region to better understand the scope of services available and appropriate for COAST's IT infrastructure. This is essential to our moving forward with a real-time bus information system. Both the IT services and real-time bus information would be funded through a pending FTA grant.

Mr. Bogle noted that MPOs should update project selection criteria so that transit projects can compete since they are generally structured around highway. Mr. Lentz agreed.

### **Additional Demand Response Software**

Staff is beginning discussions with software companies to find software capable of automated scheduling of staff, vehicles and rides. Use of this technology could increase our service efficiency, particularly if paired with a more effective use of the latitude we have for policies on passenger pick-up/drop-off scheduling.

### **Triennial Review**

The on-site portion of COAST's Triennial Review was on May 24 and May 25. The review is a comprehensive look at 17 functional areas. Staff has been working on preparations since last October. Also part of the review was a desk review of a significant amount of documentation provided to our reviewer last December. When the review was complete, COAST had no deficiencies. This was Rad's seventh review and, to the best of his recollection, this is the first time COAST has not had a single deficiency. Nationwide, less than 10% of all FTA-funded transit agencies come out of their review with no deficiencies. This is a testament to the hard work of our entire team.

### **UNH ADA Service**

Immediately before COAST's site review, Wildcat Transit had their review. One of the areas of particular interest was whether ADA service provisions apply to UNH. Upon their review it was determined that while the latest FTA Circular did include a new requirement for university-based systems to provide complementary ADA paratransit services for their fixed-routes, the underlying ADA regulation was not updated and still provides an exemption for University-based systems. The regulation prevails over the Circular.

### **Municipal Funding Update**

Mr. Nichols provided a chart showing the current status of municipal funding requests and contributions received.

## **VI. New Business**

### **ACTION ITEMS:**

#### **Action Item #1: 2017-2019 Title VI Program Approval**

COAST has to resubmit its Title VI Program every three years. The current Program expires this year. COAST's Title VI Program is in place to ensure that the level and quality of COAST's fixed route and demand response services are provided in a nondiscriminatory manner, and that the opportunity for full and fair participation is offered to COAST's riders and other community members. Additionally, through this Program, COAST has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. An Executive Summary was presented at the meeting.

The Interim Civil Rights Officer for Region 1 has contacted Ms. Hesse-Stromberg for clarification on a few items in the Program but noted that we can have the Board approve the Program as the changes will not be substantive.

**Action Required:** *The Board of Directors approve COAST's 2017-2019 Title VI Program.*

Mr. Long noted that the City of Rochester has added language to all vital documents in French stating that the document is available in French open request.

Mr. Sandmann made a motion to approve COAST's 2017-2019 Title VI Program and Mr. Fournier seconded the motion. All voted in favor.

#### **Action Item #2: ADA Service Policy Updates**

Mr. Nichols reported the ADA Service Guide has been streamlined and reorganized to improve clarity. In addition, several substantive changes have been made that also change COAST's ADA Service Policy.

- 1) To reduce the amount of time a COAST vehicle will wait at a pick-up location before leaving without the customer (if they don't come out) from the current 10 minutes to 5 minutes. Our current 10 minutes is much longer than industry norms, is a challenge to other customers waiting on the vehicle to get to appointments, and reduces options for efficient shared service.
- 2) To extend the approval period for a customer who is unconditionally eligible for ADA complementary paratransit service from the current 2 years up to 3 years. This will reduce paperwork and staff time spent reevaluating the customers most likely to need the service, is more customer friendly, and brings COAST in line with many other transit systems.

In addition, the new Service Guide gives clearer guidance on wheelchair and mobility device size limitations for use on our vehicles, and clarifies the visitor policy to ensure FTA compliance, and includes the new fares for trips associated with the Clipper Connection service. Finally, the new Service Guide clarifies the policy for use of our service by customers visiting from another area.

**Action Required:** *That the Board of Directors approve the changes in ADA service policy for incorporation into the ADA Service Guide.*

Mr. Lentz made a motion to approve the changes in ADA service policy for incorporation into the ADA Service Guide and Ms. Benton seconded the motion. All voted in favor.

### **Action Item #3: Nominating Committee Establishment**

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

The Nominating Committee may nominate one 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 current officers are:

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

The current Executive Committee consists of:

Ms. Juliet Walker  
Mr. Dave Sandmann  
Ms. Jennifer Decker  
Past Chairperson: Mr. Scott Bogle  
Chairperson's Appointee: Mr. Martin Pepin  
Mr. 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 2017 Board of Directors' Annual Meeting.*
- 2. Develop a slate of appointments to the Executive Committee, if necessary, to be voted on at the September 2017 Board of Directors' Annual Meeting.*

Mr. Lentz asked if alternates serve on the Nominating Committee. Ms. Walker indicated that if the Nominating Committee member agreed that seemed fine. Mr. Long made a motion to have Mr. Sandmann, Ms. Copeland and Mr. Pepin continue as the Nominating Committee and Mr. Sandmann noted that anyone else interested should please let him know. Mr. Bogle seconded the motion and all voted in favor.

### **DISCUSSION ITEMS**

#### **Discussion Item #1: 2017 Board Objectives**

Board members reviewed the 2017 Objectives for the Board from the Strategic Plan. Updated Board Objectives are attached to the end of these minutes.

#### **Discussion Item #2: Unrestricted Reserves Balance – Net Asset Ratio (Goal)**

Mr. Bogle and Mr. Fournier offered to work on this topic on behalf of the Board to set a goal for our unrestricted reserves balance (or an unrestricted net asset ratio goal). Mr. Nichols recommends the following sources for information: CTAA, transit properties throughout New England, Mr. Bob Ruzinsky (COAST's CPA).

### **Discussion Item #3: Annual Executive Director Review Process**

At their June 14, 2017 meeting, the Executive Committee discussed the Annual Review of Mr. Nichols as Executive Director. The following schedule for subsequent meetings was established.

- Meeting 1 (June 28 at 10:30am) – NO STAFF – Executive Committee will evaluate the format/questions in the current review.
- Meeting 2 (July 19 at 12:00pm) – HR PRESENT – Executive Committee will analyze the data from members' feedback, Mr. Nichols's self-evaluation and peer review.
- Meeting 3 (September 13 at time TBD) – MR. NICHOLS AND HR PRESENT – Executive Committee to review Mr. Nichols's Self-Evaluation, Board Members' Evaluations and Results of a Peer Review with him.

All meetings will be a COAST's Administrative Office Conference Room.

The Executive Committee will present their findings and recommendations to the full Board of Directors for consideration at the Annual Meeting in September.

## **VII. Community Updates/Information Items**

### WorkWISE NH

COAST invited WorkWISE NH to do a health consultation survey of our facility at 42 Sumner Drive on May 31. The voluntary survey was invaluable and identified a number of hazards ranging from relatively minor to serious. Fourteen of the items identified require addressing and proof of correction upon a follow-up visit in mid-July. We have yet to identify the costs associated with correcting a couple of the hazards noted. The survey was conducted upon the recommendation of our workers' compensation carrier, NH Motor Transport Association.

### Federal Budget Update

There has been an effort to influence a small yet highly valuable funding program within the FTA program. The program is known as Small Transit Intensive Cities (STIC) and rewards these communities with funds based on their performance in certain measurable areas. COAST, and the region, has been beneficiaries of these funds in the past. The hope is to double the program set-aside from 1.5% to 3.0% (\$300,000-\$500,000).

### CMAQ Round Announced

NHDOT announced in mid-June that a new competitive selection round for CMAQ funding has been opened. We're hoping to secure funding for three replacement buses and the signal prioritization project. Eligible activities include projects that improve traffic flow, vehicle acquisitions and capital projects that increase transit capacity. A total of \$13.5 of federal funds is available this round. Additionally, we're looking at engine replacements and the possibility of housing our fleet indoors under a fabric structure with a heated cement pad floor.

### Coordination Program Grants & TripLink Update

Recently Mr. Donald applied for, and ACT was awarded, two \$5,000 grants (one from Exeter Hospital and one from Wentworth-Douglass Hospital). These grants support ACT's ongoing work and represent more than half of the local match funding needed for ACT's next operating year.

TripLink has transitioned into taking calls, scheduling reservations and creating manifests for Rockingham Nutrition/Meals on Wheels transportation which is being integrated into the regional transportation network. Next will be TASC in the late fall or early winter. TripLink is now, or soon will be, providing some level of call center services to COAST, RNMO, Ready Rides and TASC.

### commuteSMARTseacoast B2B Challenge Results

During commuteSMARTseacoast's recent B2B Challenge 810 employees from 44 Seacoast companies used a sustainable form of transportation to commute to work. This dramatically expands participation from last year and was another huge success.

Ridership & Performance Information was presented as part of the Board Packet.

**COAST provided our 14<sup>th</sup> millionth passenger trip in late May!!**

### Meeting Takeaways

- Executive Director review is being conducted over the course of the summer.
- Committee reports need to be noted on the meeting agenda.

## **VII. Adjournment**

Ms. Benton left at 9:50. Mr. Lentz made a motion to adjourn the meeting and Mr. Sandmann seconded. All voted in favor.

The meeting was adjourned at 9:56am.