



**Cooperative Alliance for Seacoast Transportation
Minutes of the Board of Directors
Wednesday, July 27, 2016**

Present: Donna Benton, Jennifer Decker, Dan Fitzpatrick (Arr. 9:09), Colin Lentz, Kenneth Ortmann, Marty Pepin, Dave Sandmann, Maria Stowell, Juliet Walker (Arr. 8:33)

Staff: Rad Nichols, Heather Hesse-Stromberg, Toby Schreier, Jeff Donald

I. Call To Order

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

II. Approval of Minutes

Mr. Sandmann made a motion to accept the June 22, 2016 minutes as presented and Ms. Benton seconded the motion. All voted in favor.

III. Public Comment

Mr. Ortmann is stepping down from the COAST Board but agreed to Chair the entire meeting with Ms. Walker (Vice-Chair) chairing the meetings going forward until the annual meeting. Mr. Nichols reported that Mr. Ortmann is COAST's longest serving Board Member having been on the Board for 35 years. Mr. Nichols commended Mr. Ortmann for his dedication and service to COAST noting that Mr. Ortmann has played an active role in COAST's development and has provided solid insight to fellow Board members and COAST staff. In addition, Mr. Nichols thanked Mr. Ortmann for his guidance and support during tough times. Finally, Mr. Nichols thanked Mr. Ortmann for being one of the few Board members that actually rides COAST. Mr. Nichols presented Mr. Ortmann with a plaque and several COAST items (hat, winter jacket, pen) and a bus stop sign. Mr. Ortmann reflected upon his time with COAST and the many changes he's witnessed. He suggested that COAST, as part of its marketing strategy, should collect riders' stories about the advantages to riding the bus.

IV. Financial Report – May 2016 Income Statement and Balance Sheet

Mr. Nichols reviewed the Income Statement and Balance Sheets and noted:

1. Farebox Revenues and Advertising Revenues were very strong in May. Other State/Local Assistance is also up as we transition from using CMAQ funds to using 100% NH Turnpike funds for our expanded Rte. 2 & Trolley services.
2. Advertising Revenues remain lower than projected due to low activity in April however.
3. Wages paid out shows a significant increase due to making a number of overdue pay adjustments and PTO payouts to three (3) employees who left COAST.
4. Our Materials & Supplies are well under projected amounts due to continued low fuel prices and lower parts usage than anticipated.
5. The total gross gain/loss is tighter than it has been in recent years. Additionally, available funds have decreased significantly due to the purchase of three (3)

vehicles in May. This number will go down again with the purchase of new Gilligs in August.

Mr. Pepin made a motion to accept the Financial Report as presented which was seconded by Mr. Sandmann. All voted in favor.

V. Old Business

Director of Operations Opening

Mr. Nichols noted that we have not attracted the numbers of applicants we'd hoped to. Mr. Nichols reported that, in his contact with colleagues, this position is the hardest to fill at any transit organization.

COAST Regional Call Center

Mr. Donald reported that COAST is rebranding the regional transportation call center to "TripLink" so that it can be better positioned to help partner agencies. The call center is the resource through which regional transportation services are channeled. As part of the rebranding, TripLink will increase its Information and Referral services.

New Used Coach Bus

Mr. Nichols reported that the procurement of coach buses is delayed since NHDOT has decided to sell the buses through the State Surplus Auction versus simply transferring the assets. In the end this will likely end up costing COAST significantly more money and is very disappointing.

Portsmouth Parking/Special Event Shuttle

Mr. Nichols reported that over four (4) weekends of service COAST has transported over 1,500 riders. He noted that the service is going very smoothly after the first two weekends which saw vehicle breakdowns. The Independence Day fireworks display brought the most riders. Weather has also significantly impacted ridership at times. Ms. Walker reported that she has not yet compared numbers with last year but that COAST has more capacity than the previous provider which has been very helpful.

Bus Shelter Agreement

Ms. Benton presented a draft Bus Shelter Agreement for Board review. After discussion, staff will refine the agreement and Ms. Walker offered to review the document with her legal department to make sure it provides us with adequate coverage.

VI. New Business

ACTION ITEMS:

Action Item #1: Approval of New Board Member Appointment

With the stepping down of Mr. Ortmann, Mr. Daniel Fitzpatrick, Rochester City Manager, is the City's new appointee to the COAST Board of Directors.

Action Required: *That the Board of Directors confirm Mr. Daniel Fitzpatrick, Rochester's City Manager, as the City of Rochester's appointment to the COAST Board of Directors.*

Mr. Ortmann made the motion which was seconded by Mr. Sandmann. All voted in favor.

Action Item #2: Nominating Committee Establishment

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.

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 2016 Board of Directors' Annual Meeting.*
2. *Develop a slate of appointments to the Executive Committee, if necessary, to be voted on at the September 2016 Board of Directors' Annual Meeting.*

Mr. Sandmann offered to participate as did Mr. Pepin. Mr. Sandmann suggested that Ms. Copeland would participate as she has in years past. Mr. Sandmann agreed to Chair and convene the first meeting. Mr. Ortmann will establish the Nominating Committee once he confirms Ms. Copeland's participation.

Action Item #3: SRPC Appointments

COAST has been asked by the Strafford Regional Planning Commission (SRPC) to appoint up to two (2) individuals to the SMPO Technical Advisory Committee (TAC). Members are appointed for two (2) years.

Action Required: *That the Board of Directors appoint Mr. Rad Nichols to the SMPO TAC for the period of July 1, 2016 to June 30, 2018.*

Mr. Nichols noted that the new Director of Operations would be his alternate. Ms. Sandmann made the motion which was seconded by Ms. Decker. All voted in favor.

DISCUSSION ITEMS

Discussion Item #1 – Strategic Planning Initiative Update

Mr. Nichols reported that the Steering Committee has concluded its initial work and has established a revised Mission Statement, a new Vision statement, new values, new goals and new objectives. Mr. Nichols noted that senior management is working on editing, categorizing and putting timelines to the draft objectives. Mr. Nichols reminded everyone that our consultant, Jan Williams, will be at the August meeting to discuss our strategic planning process, the Board's contributions to it and the plan itself.

Discussion Item #2: FY17 Budget Considerations

Mr. Nichols noted the following challenges, among others presented in the packet, in preparing the FY17 Budget:

- COAST's expectation is that there will be shortfalls in municipal funding. However, Mr. Nichols noted that he expects that COAST will maintain a 95% achievement level once the remaining 2017 municipal budgets are passed next year.

- Mr. Ortmann suggested a stakeholder meeting in the fall to review the current funding formula.
- The growth of Demand Response Services allows COAST to assist other organizations and programs as they look for ways to save money by finding other means to serve their clients/customers. Mr. Nichols noted that ACT has been a tremendous support to the regional call center but that, as funding constricts in this area, unless more partners are found, some costs may have to be assumed by COAST again.

Mr. Nichols noted the following considerations, among others presented in the packet:

- The organizational restructuring and staffing, while much cleaner and understandable both internally and externally, shows continuing glaring areas of understaffing (e.g., I.T., Procurement).
- We have had to increase our reliance on outside service providers to save money. We are currently identifying COAST's needs to better determine what additional needs could be better met by utilizing outside service providers.
- We are working to make changes to our liability insurance carrier to achieve some savings in our insurance expenses. We are now working with a new Workers' Compensation carrier that will result in significant savings in the long run.

Mr. Nichols offered a Budget Workshop Meeting on 9/14/16 to further discuss the draft operating budget. Members agreed that such a workshop would be helpful. Mr. Nichols will find a meeting place for a meeting on 9/14/16 from 10:30-12:00pm.

At the September Board Meeting, Directors will vote to adopt the final FY16 operating budget.

VII. Information Items

FY17-19 DBE Program & Goal and EEO Program

Mr. Nichols reported that staff recently submitted the above to FTA for their review and concurrence.

SHRM Conference

Mr. Nichols informed the Board that Ms. Hesse-Stromberg attended the Annual Society for Human Resource Management conference in Washington, DC. It provided an excellent opportunity to learn new skills and elevate current ones.

New Heavy-Duty Gillig Buses

Mr. Nichols reported that COAST's order of three (3) heavy-duty buses is due to go on the production line the week of August 1 and we expect the buses to arrive sometime mid-late August.

Granite State Independent Living (GSIL)

Mr. Nichols reported that COAST is engaging in the process of entering into an agreement with GSIL to provide demand response transportation services. It will not be a significant addition to

our operation, however, providing such services for GSIL does pair very well with our mission. Mr. Nichols noted that these services help fill gaps when our drivers are in between trips.

Ridership & Performance Information

Ridership data was provided to the Board as part of the packet.

VII. Adjournment

Mr. Sandmann made a motion to adjourn the meeting and Mr. Pepin seconded. All voted in favor.

The meeting was adjourned at 9:50 AM.