

**Cooperative Alliance for Seacoast Transportation  
Minutes of the Board of Directors  
Wednesday, October 22, 2014**

**Members Present:** Kenn Ortmann, Scott Bogle, Jen Decker, Colin Lentz, Martin Pepin, Dave Sandmann, John Stoll, Amy Vento, Juliet Walker (arr. 8:40 AM), Steve Fournier (arr. 8:42 AM), Tom Morgan (arr. 9:00 AM)

**COAST Staff Present:** Rad Nichols, Brian Deguzis, Jeff Donald, Jenn Hastings, Heather Hesse-Stromberg

**I. Call to Order**

Mr. Ortmann called the meeting to order at 8:33 AM.

**II. Approval of Minutes**

Mr. Pepin made the motion to approve the minutes of the September 24, 2014 meeting. Mr. Sandmann seconded. The motion passed unanimously with Ms. Decker's and Mr. Stoll's abstentions.

**III. Public Comment:**

Mr. Nichols said that, as the Board requested, he had sent a written commendation for the NHDOT commissioner to Governor Hassan.

**IV. Financial Report**

**August 2014 Income Statement and Balance Sheet**

Mr. Nichols said that we have seen a significant change in operating revenues due to the end of our relationship with Lamprey Health Care. We saw some fluctuation in materials and supplies due to an additional fuel delivery in August and an increase in contracted services related to the Triennial Review. Fringe benefits tightened up in August due to our lump-sum payment for workers' compensation insurance in July. We continue to see a positive cash balance. We will have an excess of revenues over costs in the coordination program.

**V. Old Business**

**Purchase of Service**

Mr. Donald said that we have finally begun spending our purchase of service funds. Community Partners began using the funds for their own trips. These clients are not Medicaid-eligible, but they are elderly or disabled. Last Friday, we

had our first accessible trips provided for Ready Rides. COAST provided one of these trips, and Community Partners provided the other two.

Mr. Donald said that we should wrap up the volunteer module of the transportation software by the end of the week. He has been speaking with the VA regarding transportation needs at the Somersworth and Portsmouth outpatient clinics. Mr. Sandmann commented that a great article about Ready Rides ran in the newspaper recently.

### **Pease B2B Commuter Challenge**

Mr. Nichols said that in the first week of the challenge, participants logged 400 sustainable trips. By the end of the second week, they logged a total of 1200 sustainable trips. Over 175 Pease employees were registered. Loftware won all the awards, but we also recognized LongTerm Care Partners for logging the most trips. We hope to replicate this model elsewhere in the region.

Ms. Decker asked about our booth at Apple Harvest Day. Mr. Nichols said that the participants in the 5K seemed the most interested in our message.

### **Route 7 Stakeholder Meeting**

Mr. Nichols said that the first stakeholder meeting took place on October 1<sup>st</sup>. Ms. Walker, Mr. Fournier, and Mr. Bogle were present. We have a number of action items for the next meeting, which should be scheduled in mid-November. He has been running the numbers for the FY 2016 requests. Ms. Walker said that she and Mr. Taintor would look into alternative sources for updated employment data. Mr. Ortmann suggested that a task force be created to work on the funding formula issue, with monthly updates at Board meetings. Mr. Nichols said that he would be bringing the draft FY 2016 municipal requests to the December meeting.

## **VI. New Business**

### **Insurance Renewal**

Mr. Nichols said that there has been a flurry of activity related to our insurance procurement. Our broker has found only one provider (RLI) that is interested in our business. We expect to get an extension from Philadelphia if we do not move forward with RLI in time. He is projecting a significant increase in the rate, but we have no numbers yet. He has brought this item to the Board for approval before, but it is not technically required. He is planning for up to a 50% increase, but based on the tone of recent conversations hopes it may be less.

Mr. Sandmann made a motion to authorize the Executive Director to enter into a one-year agreement for liability insurance for a price not to exceed a 50%

increase over the current year. Ms. Decker seconded. The motion passed unanimously.

### **Small Vehicle Procurement**

Mr. Nichols said that we would like to procure two small vehicles to replace two vehicles that are well beyond the end of their useful lives. The vehicles we have are minivans, but we would like to upgrade to a cutaway style. Cutaways can provide more shared trips, and they have a longer useful life than vans do. If we are able to get good pricing, we would like to buy up to three.

Mr. Bogle made a motion to approve the procurement of up to three small vehicles for a price not to exceed \$140k, and Mr. Sandmann seconded. The motion passed unanimously.

## **VII. Information Items**

### **Draft Bylaws**

Mr. Nichols said that we have made substantial changes to the draft bylaws as a result of further discussions and a legal review. Staff felt that these changes strengthen the document. He reviewed the various areas of changes, including the definition of a quorum, the definition of a meeting, provisions for Board member resignations and removals, and a few new general provisions. He hoped that the Board would accept the new bylaws at the November meeting.

Mr. Morgan asked if the record retention requirements applied to Board members as well as staff. An answer was not readily available.

Mr. Bogle said that an attorney reviewing the CART bylaws had recommended a dissolution clause. Mr. Nichols recalled the Board adopting such a clause when it joined NHLGC, but he would look into it.

### **Triennial Review Final Report**

Mr. Nichols said that he distributed the final report to the Board. We had one finding in our ADA program. We have a new service guide, and we are very close to distributing it. We will implement it in mid-November. We reviewed it with our front-line staff and got some great feedback on the challenges they face. We need to make sure our operating procedures are updated so that we can adequately support our staff when they have questions. The new service guide better defines how the program works for passengers and potential passengers, and also better defines expectations for staff.

The other final finding relates to maintenance. We had forms for the vehicle maintenance checks we do, but not for checks on other equipment at our facility.

We will have no problem meeting the deadline.

Ms. Decker said that the ADA service guide is much more expansive than the old version. She felt that the new version resolved a lot of inconsistencies. Mr. Nichols said that in some cases, drivers have been doing more than they should. We needed to re-establish responsibilities.

### **Ridership**

Mr. Nichols said that it is the first time ridership has been under 500k in a few years, but we changed our services and increased fares this year. Mr. Ortmann said that ridership is only one measure of success. We should look at other measures of efficiency, such as the costs per rider. Mr. Nichols highlighted the other new performance measures being provided to the board this month (avg. weekday passenger trips per month and avg. weekday riders per revenue hour).

Mr. Nichols said that we are talking to providers about real-time bus information. We are aiming for an RFP release in late 2014 or early 2015. Mr. Bogle asked if we would integrate with Wildcat Transit's system. Mr. Nichols said that our needs may be different than Wildcat's, and we need to make sure that the product works on the rest of our system. For example, some bus information systems include the ability to update our own stop announcements, but the UNH system does not have this feature.

Ms. Vento said that she went to a Farmington Board of Selectmen meeting. The Board of Selectmen was concerned about loiterers in the vicinity of our bus stop near the Masonic temple. They would like to see the stop eliminated or moved. Mr. Nichols said that he had not heard any complaints from either the selectmen or the business owners in the area. Ms. Walker recommended that staff get in touch with the selectmen and offer a deadline to revisit the issue.

### **VIII. Adjournment**

Mr. Morgan made the motion to adjourn, and Mr. Fournier seconded. The meeting ended at 9:30 AM.