



Systemwide Re-timing of Bus Schedules Announced

***** FOR IMMEDIATE RELEASE *****

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Dover, NH – In an effort to improve on-time performance the Seacoast’s public transit provider has announced plans to re-time its entire bus system. Due to increased ridership, additional traffic signals, new commercial development, congestion and additional routing diversions along the bus routes, on-time performance has been slipping in recent years. “We are committed to providing customer-focused public transportation with a commitment to excellence in safety and service – and correcting issues that may negatively impact that commitment,” stated Rad Nichols, COAST Executive Director.

COAST considers a bus to be late when it is 5 minutes or more past its scheduled time. The goal for on-time performance at COAST is 95% on time arrivals at all major connection points and destinations, which is roughly equal to one late arrival in a typical month of commuting to work.

At the last COAST Board of Directors meeting, Board members reviewed the proposed re-timing project and voted to move forward with the following plan of action:

1. adjust schedules to achieve a 95% on-time performance goal,
2. extend an additional weekday Route 2 northbound run all the way to Rochester and add an additional Saturday Route 2 northbound run later in the evening to address two top service improvement requests made by passengers, and
3. to maintain an equivalent total number of hours of service on Route 6 and the Portsmouth-Pease Trolley Routes 40/41.

“The result will be that COAST should be able to meet their 95% on-time performance goal, which will maintain an approximately equivalent number of service hours overall and slightly extended night service on Route 2, all while being nearly cost neutral,” commented Nichols. “Passengers should receive a higher quality service and be less frustrated. Our bus operators will be less rushed, have less trouble making connections, and should find it easier to take quick rest breaks throughout the day without affecting the schedule,” Nichols added.

The rollout of the newly retimed schedules will take approximately 2-1/2 months, with multiple public information meetings scheduled in early June to explain the project and the resulting new schedules. The expectation is that the new schedules will be implemented on Monday, July 2.

The Cooperative Alliance for Seacoast Transportation (COAST) has provided public transit service to the Seacoast New Hampshire region since 1982. COAST is a public, non-profit transit system that relies

primarily on federal and local government support to operate. COAST is governed by a board of directors representing the communities served, two regional planning commissions, and many local and state agencies.

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