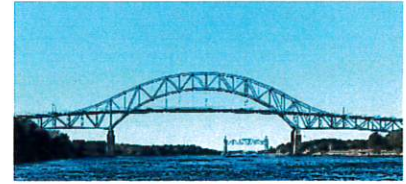


Board of Selectmen Meeting Notice AGENDA



Date
January 08, 2019

Time
7:00 P.M.

Location
Bourne Veterans' Memorial
Community Center
239 Main Street, Buzzards Bay

Note this meeting is being televised and recorded. If anyone in the audience is recording or video-taping, they need to acknowledge such at this time.

All items within the meeting agenda are subject to deliberation and vote(s) by the Board of Selectmen.

Moment of Silence for our Troops and our public safety personnel
[Salute to the Flag](#)

Vision:

Bourne is a community that embraces change while respecting the rich heritage of the town and its villages. It is a municipality based on strong fiscal government with a durable economy that recognizes the rights of all citizens, respects the environment, especially the coastal areas of the community, embraces excellent education, and the amenities that it affords and offers to citizens a healthy, active lifestyle.

Mission:

Bourne will maximize opportunities for social and economic development while retaining an attractive, sustainable and secure coastline and environment for the enjoyment of residents and visitors. Through responsible and professional leadership and in partnership with others, Bourne will strive to improve the quality of life for all residents living and working in the larger community.

1. [Public Comment on Non-Agenda Items](#)
2. [Approval of minutes:](#) Executive Session to disclose: 5.22.18; 6.5.18; 6.26.18; 7.10.18; 7.17.18; 7.24.18; 8.20.18; 8.21.18; 9.06.18; 9.11.18; 10.9.18; 11.6.18; 11.20.18; 11.29.18; 12.11.18; 12.18.18
3. [Town Administrator Report](#)
 - a. Stop & Shop property
 - b. Introduction of Chris Southwood
 - c. Barlow's Landing Intersection – review update
 - d. Hoxie School
 - e. Technology (e-permitting) recommendation update
 - f. Budget FY2020
4. [School Building Committee update of Bourne school project.](#)
5. [Cape Light Compact update and information regarding filing next 3 year plan.](#)
6. [Dog Park Update: Mr. and Mrs. Butler.](#)
7. [Licenses/Appointments](#)
 - a. Patrick Ross – Appointment to the Shore and Harbor Committee
8. [Correspondence](#)
9. [Selectmen's Business](#)
10. [Adjourn](#)

REC'D
2019 JAN-4 PM 3:29
TOWN CLERK BOURNE

7A

Judge, Debbie

From: Guerino, Thomas
Sent: Thursday, December 13, 2018 3:37 PM
To: Judge, Debbie
Subject: FW: Shore and Harbor Vacancy

From: Patrick Ross [mailto:patrickaross@gmail.com]
Sent: Thursday, December 13, 2018 11:06 AM
To: Guerino, Thomas <TGuerino@townofbourne.com>
Cc: Mullen, Timothy <TMullen@townofbourne.com>
Subject: Shore and Harbor Vacancy

Mr. Guerino,

I am writing to express my interest in filling the vacancy on the town's Shore and Harbor Committee.

I grew up in Bourne and returned home 8 years ago to start a family here. For the past 6 years, I have operated an oyster farm off Toby's Island. At the time of its inception, the farm was the first aquaculture operation in town in over 30 years. I am also an avid recreational boater and fisherman.

I view Bourne's shoreline and waterways as its greatest resources and I believe I could offer a unique perspective on the issues brought before the Committee.

A similar correspondence has also been sent to the chair of the committee, Richard Libin. Please let me know if I can answer any questions or provide and further information.

Thank you,

Patrick Ross
6 Benedict Road
Gray Gables
508-296-0704

This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

**Established by Article 4, 1959 Special Town Meeting Article 47, 1985 Town Meeting increased membership from five to seven members.
 Changed by Town Charter to appointed by Board of Selectmen.**

THREE YEAR TERM

Section 1.10 Shore and Harbor Committee

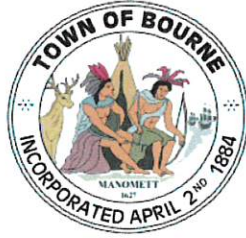
Section 1.10.1

Membership: There shall be a Shore and Harbor Committee consisting of seven (7) registered voters appointed by the Board of Selectmen. Said Committee may include a member of the Conservation Commission and the Harbormaster, or his designee, as non-voting participants.

Section 1.10.2

Organization: Present members shall continue their respective terms in office as they were originally appointed. As said terms expire, appointments shall be made for up to three (3) year terms in a manner so that the terms of all members do not expire in the same year as provided in Section 2.4.3 of these Bylaws. Members may be reappointed and they shall serve without compensation. **Any vacancies shall be filled for the remainder of the vacant term.**

18-19 Shore and Harbor Committee							
CODE	Exp	Last	First	STREET	CITY	ST	ZIP
3 YR	June 30, 2019	Libin, Chm.	Richard	PO Box 3073 - 17 Kenwood Road	Pocasset	MA	02559
3 YR	June 30, 2019	Scott	R. Hunter	PO Box 3566	Pocasset	MA	02559
3 YR	June 30, 2020	Crane	David	3 Russell Road	Buzzards Bay	MA	02532
3 YR	June 30, 2020	Ross	Patrick	6 Benedict Road	Bourne	MA	02532
3 YR	June 30, 2020 *Resigned 10.31.18	Southwood	Chris	21 Kenwood Road	Pocasset	MA	02559
3 YR	June 30, 2021	Bushueff, Jr., Clk.	B. Paul	9 Agawam Point Road	Bourne	MA	02532
3 YR	June 30, 2021	Salley	Irving C.	PO Box 450	Pocasset	MA	02559
3 YR	June 30, 2021	Wiggin, V. Chm,	David	PO Box 119	Cataumet	MA	02534



Selectmen's Correspondence

January 3, 2019

- A. Notice of vacancy on the Bourne Housing Authority.
- B. Shirley Fickie submitted letter of interest to serve on the Recycling Committee.
- C. Haiden Powers submitted letter of interest to serve as Youth Representative on the Human Services Committee.
- D. Chris Powers submitted letter of interest to serve as At-Large member on the Human Services Committee.
- E. Letter from Don Hayward regarding the Host Community Agreement.
- F. ISWM General Manager Daniel Barrett submitted letter to DEP regarding Bourne ISWM Facility Quarterly Groundwater and Landfill Gas Monitoring Results.
- G. Letter from SITEC Environmental regarding Bourne Landfill – Review of July 2018 Environmental Monitoring Event.
- H. Letter from Clean Harbors regarding Public Notification of Permanent Solution Statement/Diesel Fuel Release, 101 Academy Drive, Bourne.
- I. Cape Cod Commission hearing notice: Draft Technical Bulletins to the 2018/2019 Draft Regional Policy Plan.
- J. Division of Marine Fisheries – Status: Closed to Shellfishing – Plow Penny Road.
- K. Division of Marine Fisheries – Status: Open to Shellfishing – Cove East of Hideaway Village.
- L. Cape Light Compact activity for the month of October 2018.
- M. Cape Cod Regional Transit Authority Reports dated December 19, 2018.

A

Judge, Debbie

From: Guerino, Thomas
Sent: Monday, December 31, 2018 2:31 PM
To: Judge, Debbie
Subject: FW: Notice of Board Vacancy
Attachments: BHA Board Vacancy Notice.pdf

From: Debra Jordan [mailto:djordan@bournehousing.org]
Sent: Thursday, December 27, 2018 11:30 AM
To: Meier, Peter <PMeier@townofbourne.com>
Cc: Guerino, Thomas <TGuerino@townofbourne.com>; Johnson, Barry <BJohnson@townofbourne.com>
Subject: Notice of Board Vacancy

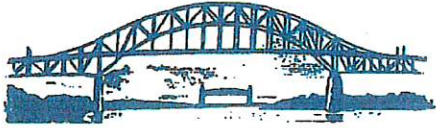
Good Morning,

Would you please distribute this notice to other members of the Board and follow the normal procedures for announcing vacancies on certain Boards and Committees? Thank you very much.

Regards,

Debra

Debra Jordan
Executive Director
Bourne Housing Authority
871 Shore Road
Pocasset, MA 02559
508-563-7485
djordan@bournehousing.org



BOURNE HOUSING AUTHORITY

871 Shore Road • Pocasset, MA 02559 • (508) 563-7485 • FAX (508) 564-7531 • email: info@bournehousing.org

December 27, 2018

Board of Selectmen
Town of Bourne
24 Perry Avenue
Buzzards Bay, MA 02532

Dear Board Members:

Pursuant to MGL Chapter 41, section 11, the Board of Commissioners is notifying you of a vacancy on the Board. Such vacancy is the result of the death of Board member Lubelia Gomes, who was elected in 2018 to serve a term until 2022.


Any interested Bourne resident who wishes to be considered and wants more information on the role of a Commissioner may contact Fred Bartholomew, Board Chairman, at 508-564-4261 or Debra Jordan, Executive Director, at 508-563-7485 or djordan@bournehousing.org.

A resident of Bourne Housing Authority, Kathleen Durant, has expressed interest in filling this position. Ms. Durant attended the last meeting as a guest and her resume has been received by the Board of Commissioners.

A copy of the extract of the Board minutes is included. The Board of Commissioners requests a joint meeting with the Board of Selectmen to appoint a person to fill this vacancy.

Pursuant to the provisions of MGL Chapter 41, section 11, please advise back the date and time when the remaining members of the Housing Authority Board and the members of the Board of Selectmen will meet in joint session to choose a successor to Ms. Gomes.

Sincerely,


Debra Jordan
Executive Director

Cc: Tom Guerino, Town Administrator
Barry Johnson, Town Clerk



Equal Opportunity Housing and Employment



BOURNE HOUSING AUTHORITY

**EXTRACT FROM THE MINUTES OF A REGULAR MEETING
OF THE MEMBERS OF THE BOURNE HOUSING AUTHORITY
HELD ON DECEMBER 20, 2018 AT 8:00AM**

The members of the Bourne Housing Authority met in a regular session at 871 Shore Rd., Pocasset, MA at the place, hour, and date duly posted for the holding of such meeting.

The Chairman called the meeting to order and upon a roll call the following answered;

PRESENT: Fred Bartholomew, Chairperson
Paula McConnell, Vice Chairperson
Lydia Manter, Treasurer
Thomas Spence, Commissioner

On a motion by Commissioner McConnell and seconded by Commissioner Spence, the Board unanimously:

VOTED: Pursuant to MGL Chapter 41, section 11 to notify the Board of Selectmen of the vacancy on the Bourne Housing Authority Board of Commissioners. Such vacancy occurring as a result of the death of a Board member.

The Chairman declared said motion carried and said vote in effect.

I certify that this is a true and accurate copy of the motion and that such action took place at a properly posted and held meeting of the Authority.


Debra Jordan Secretary

12-26-2018
Date of Certification

CERTIFICATE OF VOTE

I, Debra Jordan, hereby certify that I am the duly appointed, qualified and acting Secretary and Executive Director of the Bourne Housing Authority and

1. That the attached extract from the minutes of the regular meeting of the Bourne Housing Authority held on December 20, 2018 is a true and correct copy of the original minutes and relates to the matters set forth in said attached extract.
2. That on the date of this meeting each member present and voting was a resident of the town of Bourne.
3. That notice of such meeting of Bourne Housing Authority, a copy of which notice is annexed hereto which was held at 8:00 a.m. on December 20, 2018 was duly filed at least forty-eight hours prior thereto, excluding Saturdays, Sundays, and legal holidays, with the Town Clerk of Bourne in accordance with the requirements of MGL c.30A sect. 18-25 as amended.
4. That a copy of said notice of this meeting was immediately posted publicly on the principal official bulletin board of said Town of Bourne, Massachusetts.

In witness whereof, I have set my hand and seal of said Authority this 26th day of December 2018.



Debra Jordan
Executive Director /Secretary
BOURNE HOUSING AUTHORITY



Commonwealth of Massachusetts
DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT

Charles D. Baker, Governor ♦ Karyn E. Polito, Lieutenant Governor ♦ Chrystal Kornegay, Undersecretary

Public Housing Notice 2017-04

To: Local Housing Authorities
From: Sarah Glassman, Associate Director, Division of Public Housing & Rental Assistance
Re: Local Housing Authority Board Member Elections
Date: January 31, 2017

DHCD has received a number of questions about how to fill vacant seats on town local housing authority (LHA) boards in the absence of regulations and guidelines for electing a tenant-elected board member. Since the regulations establishing the procedures for tenant elections have not yet been promulgated, towns may not elect new members in town elections, but they may fill a seat left vacant by a formerly elected member as follows:

- 1) For LHA boards that currently have 4 elected members, and one elected seat is expiring**, towns should allow the member whose term expired to sit as a "holdover member" until they hear otherwise from DHCD via Public Housing Administration Notice. The new law does not allow a 4th board member to be elected by the voters of a town, but the member who is currently filling the seat that is expiring can serve until a new member is qualified under the new regulations.
- 2) When a board member vacates a previously town elected seat for any reason other than expiration of a term** (such as removal, resignation, or death), towns may allow the seat to remain vacant **or** may fill the vacant seat on a temporary basis in accordance with c. 121B, §5, which allows the Board of Selectman and the remaining LHA Board Members to vote to appoint a person to fill a vacancy in an LHA Board as set out in c. 41, §11. While the person appointed may be a tenant of the LHA, it is not required. **The person who is appointed under this section may serve until the expiration of the term for that seat** or until a new member is qualified under the new regulations, whichever comes first.

The Board – Composition and Responsibilities

Composition of the Board

M.G.L. c. 121B requires that LHA boards consist of five members. One board member is appointed by DHCD, with the approval of the Governor's office, and is known as the state appointee. In a town, the other four members are locally elected. In a city, the other four members are appointed by the mayor, subject to confirmation by the city council. The mayor is required to appoint one city resident who is a representative of organized labor, selected from a list proposed by unions specified in M.G.L. c.121B Section 5. The mayor is also required to appoint an LHA tenant, nominated by the respective LHA tenant association. Board members are required to reside in the town of the LHA and are removed from the board if they move to another community, as are tenant appointees who move out of LHA housing.

The term for each board member seat is five years. The terms of each of the five seats are staggered so that only one seat opens each year. **The cycle of the five year term belongs to the seat, not the person filling it.** Board members may continue to serve after the term of their seat officially ends unless they are removed, reappointed, or another person is appointed or elected to their seat. If they choose to remain on the board after their term has expired and before the seat has been filled, they continue to hold all of the same rights and responsibilities as a board member with a term on a seat that has not expired. **As a result, seats, particularly those that have appointments, often do not have a full five-year term at the start of the term. In these cases, the seat will be filled for the balance of the unexpired term. As an example, if an appointment is made one year into the term for that seat, the appointed board member's term will be for the remaining four years.**

B

Sundman, Nancy

From: Guerino, Thomas
Sent: Friday, December 28, 2018 12:38 PM
To: Judge, Debbie; Sundman, Nancy; Rebello, Mary
Subject: FW: [Bourne MA] Committee vacancy (Sent by Shirley Fickie, msfickie@yahoo.com)

Please place in correspondence.

thanks

-----Original Message-----

From: cmsmailer@civicplus.com [mailto:cmsmailer@civicplus.com]
Sent: Friday, December 28, 2018 11:26 AM
To: Guerino, Thomas <TGuerino@townofbourne.com>
Subject: [Bourne MA] Committee vacancy (Sent by Shirley Fickie, msfickie@yahoo.com)

Hello tguerino,

Shirley Fickie (msfickie@yahoo.com) has sent you a message via your contact form (<https://www.townofbourne.com/users/tguerino/contact>) at Bourne MA.

If you don't want to receive such e-mails, you can change your settings at <https://www.townofbourne.com/user/311/edit>.

Message:

Dear Mr. Guerino,

I understand that there is a vacancy on the Recycling Committee. As a relatively new resident, I would like to become involved in the town and am interested in serving as a committee member. I think Bourne has a terrific recycling program and would like to be involved. I have previously expressed an interest in the Charter Compliance Committee, but there was no vacancy.

My brief resume should be on file in your office from my interest in the Charter Compliance Committee, but I am happy to supply it again, if needed.

I look forward to hearing from you.

Sincerely,
Shirley Fickie

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https://gdsprotect.cloud-protect.net/index01.php?mod_id=11&mod_option=logitem&mail_id=1546014388-srkgMolBl-d0&r_address=tguerino%40townofbourne.com&report=1



Sundman, Nancy

From: cmsmailer@civicplus.com on behalf of Contact form at Bourne MA
<cmsmailer@civicplus.com>
Sent: Thursday, December 27, 2018 7:24 PM
To: Guerino, Thomas
Subject: [Bourne MA] Youth Representative - Human Services Committee (Sent by Haiden Powers, Hpowers679@gmail.com)

Hello tguerino,

Haiden Powers (Hpowers679@gmail.com) has sent you a message via your contact form (<https://www.townofbourne.com/users/tguerino/contact>) at Bourne MA.

If you don't want to receive such e-mails, you can change your settings at <https://www.townofbourne.com/user/311/edit>.

Message:

Dear Mr. Guerino,

My name is Haiden Powers. I am a fifteen-year-old Bourne resident. I read about an open Youth Representative position on the town's Human Services Committee. I am very interested in learning more about the committee, what a position on the committee entails, and if I would be eligible and a good fit to fill the Youth Representative vacancy.

I would like to talk further whenever you have a moment. Please reach out to me and we can set up a time to meet or talk on the phone. My email is hpowers679@gmail.com.

Thank you very much. I look forward to hearing from you.

Sincerely,

Haiden Powers

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https://gdsprotect.cloud-protect.net/index01.php?mod_id=11&mod_option=logitem&mail_id=1545956673-6lU0nZaUZKyY&r_address=tguerino%40townofbourne.com&report=1

D

Sundman, Nancy

From: cmsmailer@civicplus.com on behalf of Contact form at Bourne MA
<cmsmailer@civicplus.com>
Sent: Thursday, December 27, 2018 8:10 PM
To: Guerino, Thomas
Subject: [Bourne MA] At-large vacancy - Human Services Committee (Sent by Chris Powers, Cwpowers21@gmail.com)

Hello tguerino,

Chris Powers (Cwpowers21@gmail.com) has sent you a message via your contact form (<https://www.townofbourne.com/users/tguerino/contact>) at Bourne MA.

If you don't want to receive such e-mails, you can change your settings at <https://www.townofbourne.com/user/311/edit>.

Message:

Good evening Mr. Guerino,

I am writing to inquire about the At-large vacancy on the town's Human Services Committee. I believe you have also received an email recently from my son Haiden regarding the Youth Representative position on the same committee. He and I would enjoy the opportunity to work together to serve our town in this capacity. We both have a passion for helping others and feel this committee would be a great fit.

I would like to learn more about the committee, understand its goals, and discuss the role in question. Please reach out to me when you have a moment.

My email and phone number are below.

Thank you very much for your time. My son and I look forward to hearing from you.

Sincerely,

Chris Powers, CMA, CSCA
cwpowers21@gmail.com
508-685-7503

This email has been scanned for spam and viruses by Proofpoint Essentials. Visit the following link to report this email as spam:

https://gdsprotect.cloud-protect.net/index01.php?mod_id=11&mod_option=logitem&mail_id=1545959436-Xbc0074DBzPO&r_address=tguerino%40townofbourne.com&report=1



Judge, Debbie

From: Guerino, Thomas
Sent: Saturday, December 29, 2018 6:08 PM
To: Judge, Debbie
Subject: Fwd: Host Community Agreement

Correspondence please
Sent from my iPhone

Begin forwarded message:

From: Don Hayward <dch5197503@gmail.com>
Date: December 29, 2018 at 5:48:43 PM EST
To: "Guerino, Thomas" <tguerino@townofbourne.com>, <Gslade@townofbourne.com>, <jfroman@townofbourne.com>, "Meier, Peter" <pmeier@townofbourne.com>, "Sundman, Nancy" <nsundman@townofbourne.com>
Subject: **Host Community Agreement**

Board of Selectmen
Town Administrator
Town of Bourne

To Whom it May Concern:

Please advised that after having read and re-read numerous times the four letters of support authored by the Bourne Board of Selectmen dating back to 7 Oct. 2015, that the current political climate in Bourne renders those letters inappropriate and against the will of the majority of the electorate.

Be advise in addition, that any legal document (Host Agreement) that indicates a hospitable and welcoming environment for the addiction merchant Haven Center is a misrepresentation of the political reality in Bourne. In case you missed it, the reality is that most of Bourne residents did not and do not want the hallucinogenic legalized or sold in this town.

I am therefore making a formal, written request to rescind all letters of support from Haven Centers operation along with a request for suspending and rescinding any Host Agreement between the Town of Bourne and Haven Center.

Don C. Hayward
County Road
29 Dec. 2018

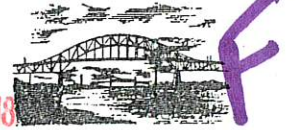


TOWN OF BOURNE
Department of
Integrated Solid Waste Management

RECEIVED

DEC 27 2018

TOWN OF BOURNE
BOARD OF SELECTMEN



Location:
201 MacArthur Blvd.
Bourne, MA 02532

Mailing:
24 Perry Avenue
Buzzards Bay, MA 02532
(508) 759-0600 Ext. 4

December 26, 2018

Mr. Mark Dakers, Solid Waste Section Chief
Department of Environmental Protection
20 Riverside Drive
Lakeville, MA 02347

Re: Bourne ISWM Facility Quarterly Groundwater and Landfill Gas Monitoring Results.

Dear Mr. Dakers:

Please find attached the results of the summer 2018 groundwater, surface water, leachate and landfill gas monitoring conducted at the Bourne Integrated Solid Waste Management (ISWM) Facility. Also included is a memorandum written by ISWM facility engineer of record Mr. A. Raymond Quinn, PE, of SITEC Environmental, Inc. Mr. Quinn's correspondence, dated November 21, 2018 contains an analysis of each well sampled this quarter and a comparison of historic data to identify potentially emerging trends in groundwater quality.

The arsenic MMCL and the groundwater MCL of 0.01 mg/l was exceeded at the following wells; MW11D which had a detectable level of 0.02 mg/l, MW18D had a detectable level of 0.013 mg/l, MW14DD had a detectable level of 0.025 mg/l and MW5D had a detectable level of 0.039 mg/l.

MW 14DD exceeded the MCL of 2.0 mg/l for barium with a detectable level of 2.6 mg/l.
MW14S exceeded the MCL of 10 mg/l for nitrate with a detectable level of 14 mg/l.

In recent monitoring rounds MW's 11S and 18S have consistently shown slow recharge/insufficient water to purge and sample. In a letter dated April 5, 2018 Mr. Quinn proposed replacement of these wells which you approved with conditions via e mail on April 5, 2018. ISWM is currently moving forward with this project in accordance with all applicable regulatory requirements including those contained in your April 5, email. We will keep you apprised of our progress.

The gas monitoring data results for the second quarter 2018 show all captured and recorded methane levels detected in the gas monitoring probes were well below the regulatory requirement for methane at the facility property line.

The attached graphs depict concentrations over time for contaminants tracked for the Board of Health. These include nitrate, arsenic, cadmium, benzene, chlorobenzene, sodium, vinyl chloride and 1, 4 – dichlorobenzene.

Very truly yours,

A handwritten signature in black ink, appearing to read "Daniel T. Barrett", with a horizontal line extending to the right.

Daniel T. Barrett
General Manager

Cc: Board of Health; including laboratory report
Thomas Guerino, Town Administrator
Attachments

SITEC ENVIRONMENTAL

Civil and Environmental Engineering, Land Use
Planning, Hazardous and Solid Waste Consulting

SITEC ENVIRONMENTAL, Inc.
769 Plain Street, Unit C
Marshfield, MA 02050
Tel. (781) 319-0100 FAX (781) 834-4783

449 Faunce Corner Road
Dartmouth, MA 02747
Tel. (508) 998-2125 FAX (508) 998-7554

RECEIVED

DEC 27 2018

TOWN OF BOURNE
BOARD OF SELECTMEN

G

November 21, 2018

Town of Bourne
Integrated Solid Waste Management
201 MacArthur Boulevard
Bourne, MA 02532

Attention: Mr. Daniel Barrett

Reference: Bourne Landfill
Review of July 2018 Environmental Monitoring Event

Dear Mr. Barrett:

Per your request, SITEC Environmental has reviewed groundwater quality results of samples collected in the vicinity of the Bourne Landfill during July 2018. The sample results were provided to us by ISWM, in tabulated format. The attached table lists each well that was sampled and the parameters that exceeded their regulatory standard or guideline, as described below. In addition, wells that are included in the semi-annual sampling frequency, in accordance with MassDEP's June 5, 2017 Comprehensive Site Assessment (CSA) Approval, which were not sampled this round are identified. The table also provides a comment on the trends or characteristics of parameters that either exceeded their standards or indicated some other notable trend.

The groundwater standards that apply under the Solid Waste Management Regulations (310 CMR 19.132(2)(j)) are the state or federal drinking water standards, or the Massachusetts Maximum Contaminant Levels (MMCLs), as contained in *Standards and Guidelines for Contaminants in Massachusetts Drinking Water*. These standards are analogous to the *Massachusetts Contingency Plan* (MCP) GW-1 groundwater category (310 CMR 40.0974(2)). While the Landfill and the downgradient area are within the medium yield, sole source Cape Cod aquifer, areas downgradient have been designated as Non Potential Drinking Water Source Areas on MassDEP resource maps and the Bourne Water District has stated in a letter that it does not have, nor will it seek to locate future drinking water sources downgradient of the Landfill. Additionally, the Bourne Board of Health has issued a regulation that prohibits the installation of any public or private water supply wells downgradient of the Landfill. All previously identified water supply wells have been replaced with connections to the public water supply system. Consequently, there are no *Current Drinking Water Source Areas* or *Potential Drinking Water Source Areas* in the vicinity of the Landfill, precluding the groundwater in the vicinity of the Landfill from being a GW-1 category. Given that groundwater is not less than fifteen feet below grade (GW-2) in the vicinity of the Landfill, the applicable MCP Groundwater Standards in the vicinity and downgradient of the Landfill is GW-3. As a result, any detected concentrations of contaminants at the Bourne Landfill that do not exceed the applicable GW-3 groundwater standard do not pose a threat to public health, safety or the environment, in accordance with the MCP.

In general, there were some notable changes to groundwater quality this sampling event with increases and decreases in groundwater quality. Historically groundwater in the vicinity of the Bourne Landfill generally has had a low pH, with recent tendencies of increased pH values, into the neutral range, to a point where a majority of the monitoring locations reported neutral range results. During the July sampling event there were only four of the sampled wells that had pHs below 6.5 and two of them were at 6.4, with the remainder having pHs in the neutral range. Iron and manganese are typically above their secondary standards at many sampling locations and are most likely naturally occurring. Sodium, chloride and total dissolved solids (TDS) concentrations exceeded their secondary standards or guideline values as well as having historic high values at several locations, possibly as a result of on site salt storage. Historic high values for Sodium was achieved at three locations, Chloride at five locations and TDS at seven locations.

MW-5S was noted as having several historically high values and significant increases during the January 2018 sampling event with several decreases reported in the May 2018 sampling event, except for a significant increase in TDS. During the July 2018 sampling event groundwater quality was generally consistent with the May results, with the exception of TDS, which decreased by a factor of 60 to be within its Secondary Standard. Conflicting with MW-5S's overall improvement, MW-5D remained well above its previous typical values with TDS increasing significantly by a factor of ten, Sodium remaining stable and Chloride reducing by a factor of three. The impact at the MW-5 well location may be the result of a leachate release to the sedimentation basin that is immediately upgradient of the MW-5 location. The release, which was the result of a broken leachate pipe, was first observed on February 9, 2018. The release may have been the cause of the increase in contaminant concentrations, given the proximity of the MW-5 location to the sedimentation basin where the leachate ended up and was removed by pumping and disposal. Sediments were removed from the sedimentation basin and soil samples were then taken to confirm that all of the contaminated soils were removed.

Historic high values for TDS, Sodium and Chloride were also reported at MW-8S. MW-8S is crossgradient from the MW-5 well series, but downgradient from the location of the leachate pipe release. While these were historic high values for MW-8S, they were only slightly above their Secondary Standard or Guideline values.

Consistent with historical results, arsenic is typically detected in the vicinity of the Landfill at concentrations that are slightly above its GW-1 standard of 0.01 mg/l, but well below its applicable GW-3 standard of 900 mg/l. The presence of arsenic appears to be naturally occurring.

The volatile organic compound (VOC) 1,4 Dioxane was reported for the seventh time at detection limits below its drinking water (GW-1) standard of 0.3 µg/l or 0.0003 mg/l. 1,4 Dioxane was reported above its GW-1 standard in groundwater at monitoring wells MW-5S, MW-5D, MW-11D, MW-14DD and MW-19D. It was also detected at concentrations below the GW-1 standard at MW-8S, MW-8D, MW-10D, MW-14S and MW-14D. As discussed above, the applicable site-specific groundwater standard for the Landfill is GW-3, which for 1,4 Dioxane is 50,000 µg/l or 50 mg/l. Consequently, the detected concentrations of 1,4 Dioxane at the Bourne Landfill do not exceed the applicable groundwater standard and do not pose a threat to public health, safety or the environment.

November 21, 2018

Page 3

Three existing monitoring wells, MW-10(S), MW-11(S) and MW-18S, have not been able to be sampled for a few years. ISWM has proposed, and MassDEP has approved the replacement these three wells with new wells, in their immediate vicinity, and in accordance with MassDEP's *Standard References for Monitoring Wells*.

If you have any questions, please do not hesitate to contact me.

Yours truly,

SITEC Environmental, Inc.

A handwritten signature in black ink, appearing to read "Raymond Quinn". The signature is fluid and cursive, written over a light blue horizontal line.

Raymond Quinn, PE
Senior Project Manager

Attachment

July 2018 Sampling Event

Comparison of Reported Water Quality to the Applicable Solid Waste Drinking Water Standards and the Applicable Site Characterization GW-3 Standards

Monitoring Well	Compliance with Regulatory Standards	Trends/Comments
MW-1S Upgradient (Quarterly)	pH (5.7)	pH remains low and is about the same as the last sampling event.
MW-5S Downgradient (Quarterly)	TDS (240 mg/l), Sodium (46 mg/l), 1,4-Dioxane (0.002 mg/l)	TDS was reported at a significantly lower value, by a factor of almost 60, from the last round, which was a historic high. TDS has returned to its historical range prior to October 2017 and within its Secondary Standard. Sodium remains above its Guideline standard. 1,4 Dioxane was reported to be above its Drinking Water standard of 0.0003 mg/l but well below the applicable GW-3 standard of 50 mg/l.
MW-5D Downgradient (Quarterly)	TDS (7,500 mg/l), Arsenic (0.039 mg/l), Sodium (1,700 mg/l), Iron (120 mg/l), Chloride (2,700 mg/l), 1,4 Dioxane (0.0012 mg/l), Selenium (0.12 mg/l)	TDS increased by more than a factor of 10 from the last round, to establish a new historic high value. Arsenic is above its drinking water standard of 0.01 mg/l but well below its GW-3 Standard of 900 mg/l, and seems to be naturally occurring. Iron and Sodium dropped slightly from the last round but remain near their historic high values. Sodium dropped slightly from the previous round's historic high value. Chloride dropped to a third of the last round's value, but remains significantly higher than previous typical values. Selenium remains above its standard for the second time but is half the concentration of the last round. 1,4 Dioxane remains above its Drinking Water standard of 0.0003 mg/l but well below the applicable GW-3 standard of 50 mg/l.
MW-5DD Downgradient (Semi-Annual)	MW-5DD was not sampled this round because of its semi-annual schedule.	
MW-8S Downgradient (Quarterly)	TDS (500 mg/l), Iron (3.2 mg/l), Manganese (0.65 mg/l), Sodium (140 mg/l), Chloride (270 mg/l), 1,4 Dioxane (0.00027 mg/l)	TDS rose to its historic high value to equal its Secondary Standard. Iron remains high, above its Secondary Standard but is at its lowest value in three years. Manganese remains relatively stable with the last event, but above its secondary standard. Sodium and chloride are at their historic high values, exceeding their standards. 1,4 Dioxane remained below its Drinking Water standard of 0.0003 mg/l.
MW-8D Downgradient (Quarterly)	Iron (5.5 mg/l), Manganese (0.14 mg/l), Sodium (30 mg/l)	Iron and Manganese remain above their secondary standards but again decreased from the last event. Sodium increased to remain above its guideline.
MW-8DD Downgradient (Semi-Annual)	MW-8DD was not sampled this round because of its semi-annual schedule.	
MW-10S Downgradient (Semi-Annual)	MW-10S was not sampled this round because of its semi-annual schedule.	In the past there has not been enough water in the well to sample. MW-10S is scheduled to be replaced.
MW-10D Downgradient (Semi-Annual)	MW-10D was not sampled this round because of its semi-annual schedule.	

July 2018 Sampling Event

Comparison of Reported Water Quality to the Applicable Solid Waste Drinking Water Standards and the Applicable Site Characterization GW-3 Standards

Monitoring Well	Compliance with Regulatory Standards	Trends/Comments
MW-11(S) Downgradient (Quarterly)	Not Sampled.	Well is damaged or blocked and is slow to recharge. MW-11S is scheduled to be replaced.
MW-11D Downgradient (Quarterly)	TDS (640 mg/l), Iron (30 mg/l), Manganese (2.6 mg/l), Sodium (62 mg/l), Arsenic (0.020 mg/l), 1,4 Dioxane (0.00058 mg/l)	TDS is at its historical high value. Iron, Manganese and Sodium remain well above their Secondary Standard or Guideline values, with each showing an increase from the last sampling event. Arsenic is above its drinking water standard of 0.01 mg/l but well below its GW-3 Standard of 900 mg/l, and seems to be naturally occurring. 1,4 Dioxane was reported to be above its Drinking Water standard of 0.0003 mg/l but well below the applicable GW-3 standard of 50 mg/l.
MW-12S Downgradient (Semi-Annual)	MW-12S was not sampled this round because of its semi-annual schedule.	
MW-12D Downgradient (Semi-Annual)	MW-12D was not sampled this round because of its semi-annual schedule.	
MW-14S Downgradient (Quarterly)	TDS (1,400 mg/l), Nitrate (14 mg/l), Iron (0.74 mg/l), Sodium (290 mg/l), Chloride (600 mg/l), Manganese (0.95 mg/l)	TDS increased again to establish a new historic high value and remain well above its Secondary Standard. Nitrate increased to be above its Drinking Water Standard. Sodium increased to remain well above its Secondary Standard. Chloride increased to be at its historic high value and to remain well above its Secondary Standard. Iron increased to be above its Secondary Standard. Manganese increased by a factor of greater than 3 to be above its Secondary Standard.
MW-14D Downgradient (Quarterly)	TDS (2,100 mg/l), Iron (1.7 mg/l), Manganese (0.96 mg/l), Sodium (370 mg/l), Chloride (890 mg/l), 1,4-Dioxane (0.00024 mg/l)	TDS increased to be at its historic high value. Iron and Manganese decreased but remain well above their Secondary Standards. Sodium and Chloride increased fairly significantly from the previous round to be well above their Secondary Standards, with Chloride achieving a new historic high value. 1,4 Dioxane dropped to be below its Drinking Water standard of 0.0003 mg/l.
MW-14DD Downgradient (Quarterly)	TDS (5,200 mg/l), Sodium (600 mg/l), Chloride (2,000 mg/l), Iron (26 mg/l), Manganese (2.0 mg/l), Arsenic (0.025 mg/l), 1,4-Dioxane (0.0012 mg/l)	TDS, Sodium and Chloride all again increased significantly from the previous round, for the third time in a row, with each reaching new historic high values. Iron and Manganese decreased from the previous round, but remain well above their Secondary Standards. Arsenic increased slightly to remain above its standard and appears to be naturally occurring. 1,4 Dioxane decreased slightly, but remains above its Drinking Water standard of 0.0003 mg/l but well below the applicable GW-3 standard of 50 mg/l.
MW-18S Downgradient (Quarterly)	Not Sampled.	The well did not recharge after purging. MW-18S is scheduled to be replaced.

July 2018 Sampling Event

Comparison of Reported Water Quality to the Applicable Solid Waste Drinking Water Standards and the Applicable Site Characterization GW-3 Standards

Monitoring Well	Compliance with Regulatory Standards	Trends/Comments
MW-18D Downgradient (Quarterly)	Iron (0.66 mg/l), Manganese (0.30 mg/l), Sodium (63 mg/l), Arsenic (0.013 mg/l)	Iron and Manganese increased to remain above their relevant standards. Sodium increased significantly from the previous round to again exceed its standard. Arsenic is above its drinking water standard of 0.01 mg/l but well below its GW-3 Standard of 900 mg/l, and seems to be naturally occurring.
MW-19S Downgradient (Quarterly)	pH (5.50), Manganese (0.085 mg/l), Sodium (28 mg/l)	pH value is low but has been stable for the last several rounds. Manganese and Sodium decreased slightly, remaining above their standards.
MW-19D Downgradient (Quarterly)	pH (6.4), TDS (2,300 mg/l), Iron (11 mg/l), Manganese (2.1 mg/l), Sodium (3,300 mg/l), Chloride (1,600 mg/l), 1,4 Dioxane (0.00099 mg/l)	pH remained slightly below the neutral range. TDS, Sodium and Chloride all increased significantly to be well above their Secondary Standards or Guidelines, with each reaching new historic high values. Iron increased fairly significantly over the last two rounds and Manganese slightly decreased this round, with each remaining above their Secondary Standards. 1,4 Dioxane remained consistent with the last sampling event, to be above its drinking water standard of 0.0003 mg/l, but well below the applicable GW-3 standard of 50 mg/l..
Leachate	pH (6.6), Alkalinity (1,900 mg/l), Chloride (37,000 mg/l), TDS (48,000 mg/l), Sodium (11,000 mg/l), Arsenic (0.39 mg/l), Barium (22 mg/l), Chromium (0.22 mg/l), Iron (82 mg/l), Manganese (1.5 mg/l), Selenium (2.0 mg/l), MEK (3,000 ug/l), Acetone (6,200 ug/l), Benzene (6.6 ug/l), 1,4 Dioxane (0.0058 mg/l)	Standards do not apply to leachate.



Clean Harbors
42 Longwater Drive
P.O. Box 9149
Norwell, MA 02061-9149
781.792.5000
800.282.0058
www.cleanharbors.com

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DEC 26 2018

TOWN OF BOURNE
BOARD OF SELECTMEN

H

December 18, 2018

Town of Bourne, Town Selectmen's Office
Town Hall
25 Perry Ave
Bourne, MA 02532

Re: Public Notification of Permanent Solution Statement
Diesel Fuel Release
101 Academy Drive
Bourne, Massachusetts
DEP Release Tracking No.: 4-27517

Dear Sir/Madam:

Clean Harbors Environmental Services, Inc. (CHES) is submitting this Notice of Availability of a Permanent Solution Statement (PSS), and the attached copy of the Release Notification Form (RNF), in response to the above-referenced release, as required by Section 310 CMR 40.1403(3)(f) of the Massachusetts Contingency Plan. A PSS has been prepared for the above-referenced site, which has been submitted to the Massachusetts Department of Environmental Protection. The response actions have achieved a condition of No Significant Risk for unlimited current and future site use. The report conclusions are as follows: ,

On October 22, 2018, a release of approximately 15 gallons of diesel fuel occurred at 101 Academy Drive Bourne, Massachusetts. The release was the result of the failure of a support strap for the fuel tank of a vehicle being driven on the roadway. The roadway caused abrasion and a hole was worn in the tank resulting in the release of diesel fuel. Granular absorbents, absorbent pads and degreaser were applied to the impacted concrete pad and pavement and were subsequently collected and transported off-site for disposal. The response actions have restored the site to pre-existing or background conditions. As such, a level of No Significant Risk and a Permanent Solution have been achieved for this release, and the requirements for a Permanent Solution with No Conditions have been met.

All required documents have now been electronically submitted to the DEP. You can view all of the documents at the following link: <https://eeaonline.eea.state.ma.us/portal#!/search/wastesite>. Enter the DEP Release Tracking Number referenced above and hit "Search". You will need Adobe Acrobat 9.0 to view (available as a free reader at adobe.com). No action other than the receipt of this letter is necessary by your office.

Sincerely,

A handwritten signature in black ink that reads "Ken McDermott". The signature is written in a cursive style with a long horizontal stroke at the end.

Kenneth McDermott, LSP
Senior Manager

Attachment: Copy of Release Notification Form

cc: Bourne Board of Health
Project file 1805437502

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DEC 26 2018

TOWN OF BOURNE
BOARD OF SELECTMEN



3225 MAIN STREET • P.O. BOX 226
BARNSTABLE, MASSACHUSETTS 02630

CAPE COD
COMMISSION

(508) 362-3828 • Fax (508) 362-3136 • www.capecodcommission.org

**HEARING NOTICE
CAPE COD COMMISSION
Draft Technical Bulletins to the 2018/2019 Draft Regional Policy Plan
January 10, 2019**

The Cape Cod Commission will conduct a public hearing on **Thursday, January 10, 2019 at 3:00 p.m. in the Harborview Conference Room, Barnstable County Complex, 3195 Main Street, Route 6A, Barnstable, MA.** At this hearing, the Cape Cod Commission will take testimony and consider public comments received during the public comment period on the Draft Technical Bulletins to the 2018/2019 Draft Regional Policy Plan ("Plan") for the 14 corresponding goals of the Plan in the issue areas of Capital Facilities and Infrastructure, Coastal Resiliency, Community Design, Cultural Heritage, Economy, Energy, Housing, Ocean Resources, Open Space, Transportation, Waste Management, Water Resources, Wetlands, and Wildlife and Plant Habitat. The technical bulletins provide the methods and guidance to achieve the goals and objectives set out in the draft 2018/2019 Regional Policy Plan. The Commission will also consider staff's revised versions of Technical Bulletin 96-001--Designing the Future to Honor the Past: Design Guidelines for Cape Cod; and Addendum to Technical Bulletin 96-001--Contextual Design on Cape Cod: Design Guidelines for Large-Scale Development, which update the references within each to align with the draft 2018/2019 Regional Policy Plan. The Cape Cod Commission will also consider whether it should repeal the following Technical Bulletins and replace them with the technical bulletins considered at this hearing which were drafted to correspond with the draft 2018/2019 Draft Regional Policy Plan upon its adoption: Technical Bulletin 91-001--Nitrogen Loading; Technical Bulletin 92-002--DRI Guidelines for Natural Resources Inventory (Plant and Wildlife Assessment); Technical Bulletin 94-001--Guidelines for Calculation and Provision of Open Space in DRIs; Technical Bulletin 95-001--DRI Guidance for Exterior Lighting Design; Technical Bulletin 96-003--Guidelines for Transportation Impact Assessment; Technical Bulletin 01-001--DRI Guidelines for Invasive Plant Species Management Plan; Technical Bulletin 04-002--DRI Economic Development Technical Bulletin; Technical Bulletin 09-001--DRI Guidelines for Mitigation Credit and Reduction for Minimum Performance Standard AH3.2 (related to Affordable Housing); Technical Bulletin 09-002--DRI Guidelines for Energy Compliance; Technical Bulletin 10-001--Guidelines for Calculation of Mitigation for DRIs in "Other" Category for Minimum Performance Standard AH3.1 (related to Affordable Housing); Technical Bulletin 12-001--Visual Impact Assessment (VIA) Methodology for Offshore Development.

Anyone wishing to testify orally will be welcome to do so. Written comments may be submitted at the hearing, or delivered or mailed to the Cape Cod Commission, P.O. Box 226, 3225 Main Street, Barnstable, MA 02630 for receipt on or before the date the hearing is closed. The draft Technical Bulletins and draft 2018/2019 Regional Policy Plan are available at <http://www.capecodcommission.org/rppupdate> and are also available at the Commission offices at 3225 Main Street, Barnstable, MA 02630, between the hours of 8:30 a.m. and 4:30 p.m. The office can be reached at (508) 362-3828.

If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, please contact the Cape Cod Commission at (508)362-3828; for Telecommunications Relay Services (TRS) dial 711.

Caso estas informações sejam necessárias em outro idioma, por favor, contate o Coordenador de Título VI da MPO pelo telefone (508)362-3828 or Para serviços de retransmissão de telecomunicações, disque 711.



David E. Pierce
Director

Commonwealth of Massachusetts

Division of Marine Fisheries

251 Causeway Street, Suite 400

Boston, Massachusetts 02114

(617)626-1520

fax (617)626-1509

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DEC 26 2018

TOWN OF BOURNE
BOARD OF SELECTMEN



Charles D. Baker
Governor

Karyn E. Polito
Lieutenant Governor

Matthew A. Beaton
Secretary

Ronald Amidon
Commissioner

Mary-Lee King
Deputy Commissioner

December 26, 2018

Board of Selectmen
Town of Bourne
Town Hall
Buzzards Bay, MA. 02532

Ladies & Gentlemen,

In accordance with Chapter 130, section 74A of Massachusetts General Laws, the Division of Marine Fisheries has determined that a portion of Back River (BB:47.4), in the Town of Bourne, no longer meets the established criteria for a status of "OPEN TO SHELLFISHING" due to unacceptable water quality. The status of the below defined area shall be changed to "CLOSED TO SHELLFISHING" as of sunrise on December 27, 2018.

Under the authority of Massachusetts General Laws Chapter 130, section 74A, the status of the below defined area shall be changed to "CLOSED TO SHELLFISHING". Digging, harvesting or collecting and/or attempting to dig, harvest or collect shellfish and the possession of shellfish from the below defined area is prohibited until further notice.

Under authority of 322 CMR 7.01 (7) all permits issued thereunder are hereby conditioned to prohibit the taking, selling or possession of shellfish from the below defined area.

CLASSIFICATION: CONDITIONALLY APPROVED

STATUS CHANGE

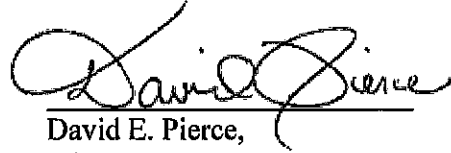
Status: Closed To Shellfishing

BB:47.4

Plow Penny Road

“The waters and flats and all tributaries of that portion of Back River from the “NO SHELLFISHING” sign at the southern end of the marsh system south of Plow Penny Road to the “NO SHELLFISHING” sign at the dock at #70 Old Dam Road.”

Sincerely,

A handwritten signature in cursive script that reads "David E. Pierce". The signature is written in black ink and is positioned above a horizontal line.

David E. Pierce,
Director

cc: A. Abdul-Khabir, P. Moran, OLE
D. McKiernan, M. Hickey, T. Shields, DMF
R. Amidon, M. King, DFG
J. Hobill, DEP
FDA
DPH
T. Mullen, Bourne Shellfish Constable



David E. Pierce, Ph.D.
Director

Commonwealth of Massachusetts

Division of Marine Fisheries

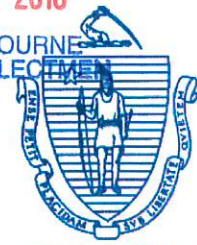
251 Causeway Street, Suite 400
Boston, Massachusetts 02114

(617)626-1520
fax (617)626-1509

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TOWN OF BOURNE
BOARD OF SELECTMEN



X

Charles D. Baker
Governor
Karyn E. Polito
Lieutenant Governor
Matthew A. Beaton
Secretary
Ronald Amidon
Commissioner
Mary-Lee King
Deputy Commissioner

December 26, 2018

Board of Selectmen
Town of Bourne
Town Hall
Buzzards Bay, MA 02532

Ladies & Gentlemen:

In accordance with Massachusetts General Laws Chapter 130, section 74A, the Division of Marine Fisheries has re-examined a portion of Buttermilk Bay (BB:44.15), in the Town of Bourne, that was closed to shellfishing on June 23, 2017 due to unacceptable water quality. As a result, the Division has determined that the status of the below defined area will be changed to "OPEN TO SHELLFISHING" as of sunrise on December 27, 2018. The below defined area will be absorbed into BB:44.0.

As a result of this examination, the Division has determined that the below defined portion of Buttermilk Bay still meet the requirements for an "APPROVED" classification and has changed the status to "OPEN TO SHELLFISHING".

The below defined area may be opened to the harvest of shellfish for direct human consumption subject to local rules and regulations under authority of Massachusetts General Laws Chapter 130, section 52.

CLASSIFICATION: APPROVED

STATUS CHANGE

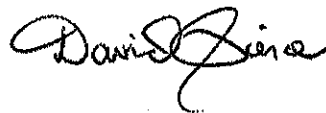
Status: Open to Shellfishing

BB:44.15

Cove East of Hideaway Village

"The waters and flats and all tributaries of that portion of Buttermilk Bay, north of a line drawn from the "NO SHELLFISHING" sign at the stairs at the end of Nautical Way to the "NO SHELLFISHING" sign at #681 Head of the Bay Road."

Sincerely,

A handwritten signature in black ink, appearing to read "David E. Pierce". The signature is fluid and cursive, with a large initial "D" and "P".

David E. Pierce,
Director

cc: A. Abdal-Khabir, P. Moran, DELE
D. McKiernan, M. Hickey, T. Shields, DMF
R. Amidon, M. King, DFG
J. Hobill, DEP
DPH, FDA
T. Mullen, Bourne Shellfish Constable



Cape Light Compact JPE
261 Whites Path, Unit 4, South Yarmouth, MA 02664
Energy Efficiency 1.800.797.6699 | Power Supply 1.800.381.9192
Fax: 774.330.3018 | capelightcompact.org



12/14/2018

Mr. Thomas Guerino
Town Administrator
24 Perry Avenue
Buzzards Bay, MA 02532

RECEIVED
DEC 19 2018
TOWN OF BOURNE
BOARD OF SELECTMEN

Dear Mr. Guerino,

Attached for your information and dissemination to your Board of Selectmen/Town Council is the Cape Light Compact's (Compact) monthly Energy Efficiency Report. The Report reflects the program activity for all of Cape Cod & Martha's Vineyard and breaks out the detail on a town-by-town basis.

Below is a summary of the activity in your town for the month of October. To view each of your monthly reports from 2006 forward, please visit our website at www.capelightcompact.org/reports.

- 1037 residents and/or businesses participated* in the program.
- \$174816 in incentive dollars were distributed to the 1037 participants.
- 312894 kWh was saved through implementation of these energy efficiency measures.

If you have any questions on the attached report, please contact me at (508) 375-6636.

Sincerely,

Margaret T. Downey
Administrator

Enclosure

cc: Robert Schofield

**Please note that the number of participants may not correspond directly to the number of customers in your Town. As required, the Compact reports a customer as a participant for each energy efficiency program in which a customer participates. For example, if a customer has a home energy assessment and submits a dehumidifier rebate, they are counted as "two participants." Additionally, pre-determined lighting assumptions quantify participants dependent upon number of bulbs sold.*

Working Together Toward A Smarter Energy Future

Aquinnah | Barnstable | Bourne | Brewster | Chatham | Chilmark | Dennis | Dukes County | Eastham | Edgartown | Falmouth
Harwich | Mashpee | Oak Bluffs | Orleans | Provincetown | Sandwich | Tisbury | Truro | Wellfleet | West Tisbury | Yarmouth

Energy Efficiency Program Activity by Town

Town Name: BOURNE
 Program Period: 2018
 Current Dates: 10/1/2018 - 10/31/2018
 Cumulative Dates: 1/1/2018 - 10/31/2018

Program Initiative	Current Period			Cumulative Period			Actual % of Budget	
	Annual kWh Savings	Actual Expenditures	Participants	Annual kWh Savings	Actual Expenditures	Participants		Budget
Residential New Construction	2,494.80	\$374.01	3	16,327.87	\$5,676.49	21	\$0.00	0.00%
Residential New Construction (Low-Income)	0.00	\$0.00	0	0.00	\$0.00	0	\$0.00	0.00%
Residential Multi-Family Retrofit	0.00	\$0.00	0	12,872.40	\$8,405.11	15	\$0.00	0.00%
Residential Home Energy Services - Measures	38,816.00	\$36,612.58	54	400,091.80	\$482,090.60	379	\$1,295,573.91	37.21%
Residential Home Energy Services - RCS	0.00	\$7,800.00	31	0.00	\$64,570.00	238	\$166,424.73	38.80%
Residential Behavior/Feedback Program	0.00	\$0.00	0	0.00	\$0.00	0	\$0.00	0.00%
Residential Heating & Cooling Equipment	16,086.00	\$9,476.00	26	69,923.00	\$44,969.00	111	\$0.00	0.00%
Residential Consumer Products	8,263.70	\$1,253.00	29	86,915.30	\$15,467.00	212	\$0.00	0.00%
Residential Lighting	167,641.20	\$21,339.00	833	2,184,176.80	\$188,986.00	10,323	\$0.00	0.00%
Residential HEAT Loan	0.00	\$13,355.17	8	0.00	\$46,686.96	44	\$0.00	0.00%
Res Subtotal	233,301.70	\$90,209.76	984.00	2,770,307.17	\$856,851.16	11,343	\$1,461,998.64	61.08%
Res % of Total	74.56%	51.60%	94.89%	72.68%	57.10%	97.36%	61.08%	
Low-Income Single Family Retrofit	6,890.70	\$26,918.78	9	47,410.86	\$92,248.24	50	\$256,714.28	35.93%
Low-Income Multi-Family Retrofit	12,921.71	\$18,714.99	20	245,043.81	\$227,132.12	130	\$0.00	0.00%
LI Subtotal	19,812.41	\$45,633.77	29.00	292,454.67	\$319,380.36	180	\$256,714.28	10.72%
LI % of Total	6.33%	26.10%	2.80%	7.67%	21.28%	1.54%	10.72%	
C&I New Buildings & Major Renovations	0.00	\$0.00	0	10,385.00	\$3,120.00	2	\$0.00	0.00%
C&I New Buildings & Major Renovations - Municipal	0.00	\$0.00	0	0.00	\$0.00	0	\$0.00	0.00%
C&I Initial Purchase & End of Useful Life	0.00	\$0.00	0	3,830.00	\$6,003.75	3	\$0.00	0.00%
C&I Upstream Food Services	0.00	\$0.00	0	0.00	\$0.00	0	\$0.00	0.00%
C&I Upstream HVAC	0.00	\$0.00	0	3,039.09	\$2,079.50	5	\$0.00	0.00%
C&I Existing Building Retrofit - LARGE	0.00	\$0.00	0	24,004.00	\$6,350.00	2	\$0.00	0.00%
C&I Existing Building Retrofit - MEDIUM	0.00	\$0.00	0	170,949.56	\$39,925.99	9	\$176,276.06	22.65%
C&I Existing Building Retrofit - Municipal	18,717.61	\$15,542.03	2	18,717.61	\$16,242.03	3	\$0.00	0.00%
C&I Small Business	35,542.14	\$20,578.54	11	276,208.97	\$209,079.99	49	\$498,714.98	41.92%
C&I Multifamily Retrofit	0.00	\$0.00	0	6,443.00	\$7,565.79	1	\$0.00	0.00%
C&I Multifamily - Municipal	0.00	\$0.00	0	0.00	\$0.00	0	\$0.00	0.00%
C&I Upstream Lighting	5,520.03	\$2,852.00	11	235,207.40	\$34,044.86	54	\$0.00	0.00%
C&I Subtotal	59,779.77	\$38,972.57	24.00	748,784.63	\$324,411.91	128	\$674,991.04	28.20%
C&I % of Total	19.11%	22.29%	2.31%	19.65%	21.62%	1.10%	28.20%	
Total	312,893.88	\$174,816.10	1,037	3,811,546.47	\$1,500,643.43	11,651	\$2,393,703.96	

*Costs include those costs that has been recorded through this period and are not necessarily representative of all activity through this month
 **All Information presented is preliminary and subject to change.

m

Administrator's Report December 19, 2018

RTA Task Force on Performance and Funding

As I indicated at our last Board meeting, Governor Baker recently appointed me to a Task Force charged with evaluating how regional transit authorities can best provide and improve transit services that meet identified community needs across the Commonwealth. The Task Force made up of various Mayors, Legislators and transit-professionals has been meeting for the last several months. The Massachusetts Legislature has appropriated 6 million additional dollars to be made available in FY19 to RTAs who demonstrate effective best practices, maintain fiscal responsibility through financial performance metrics, conduct regular service planning, meet the needs of priority populations etc. I have been asked to make a presentation on December 19th, suggesting various criteria that I believe MassDOT needs to consider in order to appropriately distribute these additional resources. CCRTA, based on comments from MassDOT officials has been identified as the model transit authority in the Commonwealth. They have asked us to share our best practices with my colleagues across the state to replicate our successes.


Cape Cod Climate Change Collaborative and Environmental Efforts

CCRTA participated in a workshop held by the Cape Cod Climate Change Collaborative (5C's), which brought together experts to discuss the issues surrounding the Cape as a result of climate change. Subsequent to that meeting, CCRTA has been asked to lead an effort to continue these important discussions by identifying transportation/transit leaders as well as other like-minded individuals to work toward implementing various projects that will contribute to reducing our carbon footprint. As transportation providers on the Cape, I feel we have an opportunity and an obligation to provide solutions to the effects of climate change.

CCRTA has already completed one such action with the installation of solar panels at the Dennis Operations Center. In addition, we will be adding additional solar panel capacity with the TOD project described below. We will also begin expansion of our electric vehicle charging stations in our parking areas, doubling capacity from 2 cars to 4 cars, and laying the groundwork for future expansion up to 20 cars as demand warrants.

Transit Oriented Development Capital Construction Projects Update

The CCRTA continues to make substantial progress on the multi-faceted capital construction projects taking place at the Hyannis Transportation Center over the next several months. The first step in the transformation will be a pivot of the bus bays from directly in front of the



building to a series of 18 bays oriented alongside the railroad tracks. In the area currently used by the bus bays, CCRTA will relocate its short-term parking allowing visitors to the building and people picking up/dropping off passengers to more conveniently access the Hyannis Transportation Center. The bus bays and a portion of the parking lot will be protected by an overhead canopy which will have solar panels attached to it. This 320 kilowatt solar project will be constructed at no cost to the CCRTA and furthermore will provide the agency with energy savings over the next 25 years.

On the parking lot reconfiguration capital project front, Invitation for Bids (IFBs) were received in late November and the CCRTA Selection Committee chose Lawrence Lynch Corp located in Falmouth as the successful bidder. The selection of Lawrence Lynch Corp was based on lowest cost, demonstrated experience in the trade, and outstanding references. Construction work is expected to begin in the next couple of weeks and given the complexity of this project, will continue through the winter and spring months, with an expected completion date in late spring.

Both the solar project and the parking lot reconfiguration project will be closely coordinated to ensure that both projects are completed on time and within budget. In support of this effort, I have formed a CCRTA Communications Plan Working Group that will continually update the public and other key stakeholders regarding the progress of these important capital projects, with the goal of minimizing or eliminating any potential impacts these projects will have on the provision of transportation services at the Hyannis Transportation Center.

Department of Environmental Resources Leading by Example Grant Application

CCRTA is awaiting a decision on a Massachusetts Department of Environmental Resources Leading by Example Grant to assist in further lowering our utility costs from the impending solar project. If successful, the funding will augment the cost savings the agency will receive as a result of the solar canopy project over the 25-year lifespan by nearly \$400,000. The LBE grant is designed to stimulate investment in solar infrastructure and guide Massachusetts into a future that fueled by clean energy sources. We will find out the results of our efforts in January.

Successful Mobility Assistance Award Application

During the last Board meeting I discussed CCRTA's successful Mobility Assistance Program application of 2017 which resulted in 15 new lift accessible vans being deployed throughout the Cape in summer 2018. We have since been notified of our award for 2018, resulting in an *additional* 17 new vehicles for Cape use. The new vehicles will arrive before June 30th of 2019. CCRTA will share these vehicles with our COA partners to replace vehicles in their fleet as well

as ours which have exceeded their useful lives. The award includes several expansion vehicles, some of which will go to COA partners and some which will augment our fleet to enhance flexibility and efficiency.

The new vehicles carry between 4 and 14 passengers. CCRTA is making a concerted effort to obtain smaller more nimble vehicles to reduce operating costs through lower gasoline usage and increase service efficiency. Many of the new vehicles also do not require commercial driver's licenses, making it easier for us to recruit drivers because they do not require a CDL license. Due to the type of services operated by these vehicles – demand response and door to door - the smaller size does not result in capacity constraints.

Trolley Expansion

In addition to the MAP program vehicles, CCRTA has also placed an order for two additional trolley vehicles. The two vehicles will double our trolley fleet by next summer increasing available vehicles from 2 to 4. The new trolley buses eliminate the use of a costly private transportation provider for these services and will expand our fleet options allowing us to provide summer tourist-based services in a fun and unique manner. CCRTA is working on a roll out plan as to how to best use these vehicles to support CCRTA services. Our first two vehicles are being fitted with CCRTA branding decals and have been already used in limited service. The newly ordered vehicles will be available for use in summer services for 2019.

Lend and Learn Library

CCRTA was awarded a grant to develop a Lend and Learn library of training materials for use by our COAs. The need for the library was spearheaded by Paula George who recognized the need for flexible training alternatives for providers on the Cape. The library will provide training materials including videos, workbooks and certificates of completion for COA and Human Service Transportation operators. The list of materials was determined by training requirements and was augmented by materials suggested by COAs and the HST community. CCRTA believes the Lend and Learn library will provide additional training options for people transporting seniors and people with disabilities on the Cape.

Senior Initiative Project

On November 27th, CCRTA hosted its fifth semi-annual senior transportation meeting in which COA Directors and staff and the CCRTA team met for a review of ongoing initiatives and a discussion of agency successes. The program focused on a number of topics including:

- Procedures regarding cameras on the buses
- After hours transportation needs

- Announcement of MAP vehicle awards
- Second year of \$40,000 in grant awards to supplement funding for COAs

At the end of the event I passed out official notifications to 10 of the COAs who will be receiving new vehicles in June of 2019. The CCRTA team will take input from this meeting to continue strengthening the relationship between CCRTA and the Councils on Aging as we work together to serve our mutual clients' mobility needs.

Senior Stuff-A-Bus

On December 9th, the CCRTA brought one of our buses to the Eastham Elks Club with wrapped gifts to be presented to seniors from the lower Cape by Santa. This event was hosted by the Eastham Senior Center and attended by Paula George, who assisted Santa with the gift giving. Thank you to Fred Valdivia, Asst. General Manager of MV, who coordinated the bus and the items which were donated by our drivers.



Moving Together Conference

CCRTA was represented at the Moving Together Conference hosted by MassDOT in Boston on November 1. The Moving Together Conference supports alternative transportation modes such as walking, biking and using public transportation and provides panels and information on methods to achieve the goal of enhanced low impact transportation choices. Staff attended

sessions on marketing, trail development, and safety as well as various other topics. Information gleaned from these sessions will be used to support CCRTA operations.

Route Enhancements

Together with our Operations team, we are currently taking an in depth look at the Falmouth Sealine route along with the Whoosh trolley route to determine a more efficient way to provide transportation during the summer months to the various points of interest, including Woods Hole. In addition, we are reviewing the Hyannis routes with the same purpose to ensure passengers can move about the area safely and efficiently. During these reviews we are looking at the potential for additional locations that Cape's residents and visitors can more conveniently access.

Plymouth & Brockton Street Railway

As I mentioned during our last Board meeting, CCRTA has been unsuccessful in convincing P&B to comply with Federal regulations mandating that they provide required NTD reports to the Federal Transit Administration. As a result, CCRTA has been instructed by NTD officials in writing to repossess the two coaches which we own and lease to P&B or be subject to potential sanctions. We have worked tirelessly for months in an effort to amicably resolve this issue. However, P & B has defiantly resisted a cooperative resolution. Therefore, it appears that this matter will be resolved through legal means.

Chief Financial Officer's Report to the CCRTA Advisory Board

December 19, 2018 Meeting

FY2018 Audit – Final Report Issued

The audit firm of Bruce D. Norling, CPA, P.C. completed their audit of the Cape Cod Regional Transit Authority's financial records for fiscal year 2018 and issued a final audit report on November 9, 2018. Copies of the "Basic Financial Statements" and the "Uniform Guidance and Government Auditing Standards" audit reports were provided to the Advisory Board Executive Committee Members for their review and comment. The audited financial statements are also posted on the CCRTA website under the "About Us" "Open Government" tab, which now includes the last five years of the CCRTA's audited financial statements. Copies of the Fiscal Year 2018 audited financial statements will be available at the December 19, 2018 Advisory Board meeting. As you will note when reviewing these audit reports, this is yet another year with a "clean" opinion and no audit findings. As in the past, Bob Lawton has offered to contact the Norling audit firm for the mandatory independent review and discussion of the CCRTA audit report and will present a summary of that discussion at a future Advisory Board meeting.

Fiscal Year 2020 Budget Preparation Schedule

The CCRTA has begun preparations for the development of the Fiscal Year 2020 Budget. As in past years, we will work closely with the Audit and Finance Committee members to firm up the schedule for the development of the budget. Typically, budget preparation discussions with the Audit and Finance Committee take place over the period covering January through early April, with a final budget presentation to the Advisory Board for vote in mid to late April.

FY2019 Regional Transit Authority State Contract Assistance Funding (SCA) - Update

As noted in the prior CFO report, the final State Contract Assistance (SCA) for the FY2019 Regional Transit Authority line item budget was funded at \$88 million in total, of which \$82 million in funding is provided in the base budgets of the RTAs; \$4 million distributed to RTAs through a competitive grant selection process; and \$2 million distributed to financially distressed RTAs.

- The \$82 million base budget represents an increase of \$1.6 million compared to the FY2018 budget of \$80.4 million.
 - The CCRTA's share of the State Contract Assistance budget for FY2019 increased from \$4,407,637 to \$4,495,352, which represents an \$87,715 increase as compared to FY2018 (or a 2% increase)
- On November 30, 2018, the CCRTA submitted its proposal for grant funding under the \$4 million MassDOT discretionary program
 - MassDOT funding application request limited to \$500,000 per RTA
 - ❖ Funding available through June 30, 2020
 - CCRTA Application for: CCRTA Enhanced Intra-Agency Intermodal – Fixed Route, Trolley & App. Based On-Demand Feeder service in the Falmouth Area

- ❖ CCRTA funding requested = \$496,020
 - MassDOT RTA grant funding selection expected by January 2019
- The CCRTA is not eligible for the \$2 million funding for distressed RTAs

MassDOT “Program Preview” Review

Each fiscal year, MassDOT undertakes a comprehensive review of the Commonwealth’s Regional Transit Authorities (RTAs) financial management systems; operating and capital budgets; ridership performance metrics; audited financial statements; goals/initiatives; and accomplishments. The CCRTA submitted all required MassDOT Program Preview documentation in November and is expecting that an on-site Program Preview review will be scheduled early next calendar year. In last year’s MassDOT review process, Administrator Cahir was recognized for his outstanding leadership on numerous transportation related fronts that resulted in meaningful outcomes for the diverse population of transportation reliant individuals on the Cape. In addition, the MassDOT team acknowledged the outstanding quality and thoroughness of the CCRTA’s Program Preview documentation and presentation.

Local Assessments & Weighted Vote Allocation by Town

Each fiscal year, the CCRTA provides the Advisory Board Members with the audited Local Assessment amounts and the Weighted Vote allocation percentages by Member Towns for the next fiscal year, which is intended to assist with planning and budget development.

- The audited Fiscal Year 2020 Local Assessment to Member Towns totals \$1,915,448, which represents an increase of \$46,718 (i.e. the standard 2 ½% fiscal year increase) as compared to the Fiscal Year 2019 Local Assessment of 1,868,730
 - The Local Assessment spreadsheet by Town is included with the Advisory Board package and will also be posted on the CCRTA website
- The Fiscal Year 2020 Weighed Vote allocation percentages by Member Town are unchanged from Fiscal Year 2019
 - The Weighted Vote spreadsheet by Town is included with the Advisory Board package and will also be posted on the CCRTA website

Cape Cod Regional Transit Authority
 Local Assessment & Weighted Vote Allocation by Town - 161b, section 5
 Fiscal Year 2018 Audit - Fiscal Year 2020 Local Assessment

TOWN	FY20 LOCAL ASSMT.	TOTAL VOTES	% OF VOTE BY TOWN
BARNSTABLE	\$593,494	7.97	20.18%
BOURNE	\$95,229	2.12	5.36%
BREWSTER	\$52,584	1.62	4.10%
CHATHAM	\$17,832	1.21	3.06%
DENNIS	\$105,485	2.24	5.67%
EASTHAM	\$52,538	1.62	4.09%
FALMOUTH	\$188,059	3.21	8.12%
HARWICH	\$105,353	2.24	5.66%
MASHPEE	\$106,914	2.26	5.71%
ORLEANS	\$87,398	2.03	5.13%
PROVINCETOWN	\$105,116	2.23	5.66%
SANDWICH	\$142,345	2.67	6.76%
TRURO	\$52,572	1.62	4.10%
WELLFLEET	\$52,673	1.62	4.10%
YARMOUTH	\$157,856	2.85	7.23%
SUB-TOTAL	\$1,915,448	37.50	94.94%
DISABLED COMMUTER REP.	\$0	1.00	2.53%
RIDER COMMUNITY REP.	\$0	1.00	2.53%
TOTAL	\$1,915,448	39.50	100.00%

**Cape Cod Regional Transit Authority
Advisory Board Meeting
Hyannis Transportation Center
September 19, 2018**

Minutes

A meeting of the Cape Cod Regional Transit Authority Advisory Board was held on Wednesday, September 19, 2018, at 9:00 a.m., at the Hyannis Transportation Center, Hyannis, Massachusetts. The meeting was called to order at 9:00 a.m. by Bob Lawton, Vice Chairman.

Board members present were: Bob Lawton, Yarmouth; Roy Jones, Brewster; Mark Ells, Barnstable; Bud Dunham, Sandwich; Sam Patterson, Falmouth; David Panagore, Provincetown; Brenda Vasquez, Dennis; Mandi Speakman (for Jill Goldsmith), Chatham.

Others present included: Thomas Cahir, CCRTA; Kristen Boyd, CCRTA; John Kennedy, MV; Dennis Foster MV; Fred Valdivia MV; Kathleen Jensen, CCRTA; Paula George, CCRTA; Henry Swiniarski, CCRTA; Lynn Ahlgren, CCRTA; Noah Berger, CCRTA; Lisa McKay, CCRTA; Scott Swiniarski, CCRTA; Linda Landry, CCRTA.

A 60.78% quorum was determined.

I. Minutes of June 20, 2018 Advisory Board Meeting

Dunham moved that the minutes be approved. Jones seconded. **Approved.**

II. Reports

Tom Cahir reviewed the board packet highlighting the Plymouth & Brockton issues with NTD reporting. He continued with an update on the Registry of Motor Vehicles stating that Mark Ells had been helpful in arranging an upcoming meeting with MassDOT for clarification on timing of the construction of an RMV at the Hyannis Transportation Center.

He continued with the success of CapeFLYER's 6th season stating that ridership once again had increased over the 2017 season. Jones made the request for a South Side stop and a Monday morning train.

Cahir further went on to explain the Task Force he was appointed to, by the Governor, to make recommendations on service standards, predictable revenue streams, appropriate ridership, customer service, asset management, financial performance indicators and best practices for RTAs, dedicating \$4M of the funding to RTAs that incorporate recommended reforms. Roy Jones brought up an article regarding Transit Funding with a question that Tom answered in his overview

Tom completed his summary of the reports and turned the meeting over to Bob Lawton.

III. Advisory Board

- Executive Committee – No report
- Audit & Finance – No report
- Fare & Service – No report
- Rail Committee – Roy Jones, again, noted that a South Side stop and a Monday morning train would be beneficial.

IV. New Business

Tom asked John Kennedy to briefly explain to the Board some of the new initiatives our team has been working on for the past 2 years designed around operating economics, technology and service improvements. Specifically, how CCRTA can take advantage of lower cost, smaller vehicle types to provide a more flexible wheelchair accessible minivan to transport PT-1 and other HST clients. John explained that while most transit agencies are experiencing drops in ridership, CCRTA is supplementing its traditional transit bus services with these smaller vehicles at a lower cost, per trip, than outside vendors and to increase ridership. This initiative is designed to accommodate more of the growing amounts of PT-1 prescriptive trips that the Authority distributes to the lowest cost providers. CCRTA is developing a smartphone-based application for clients to use so that an on-demand request for transport may be used to back-fill available seats on the minivans and other DART vehicles whenever there is availability. In only two weeks since implementation, CCRTA has already transported nearly 400 new client trips, using only four minivans applied to this new service. While existing DART fleets have been transporting thousands of PT-1 trips over the years, this new, nimble service will enhance CCRTA's ability to transport many additional PT-1 clients more economically than some outside vendors. CCRTA believes that industry trending requires that it stays well ahead of these trends, rather than fall victim to them.

David Panagore asked about app marketing and development and whether we would be able to take away the human factor, ie: dispatcher. John answered that we don't want to eliminate a dispatcher, but extend their functions with the app. David offered to assist with the tech and app development.

V. Old Business

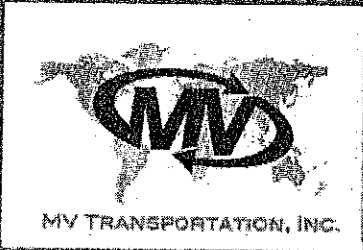
VI. Public Questions/Concerns

Mark Ells suggested in addition to our Youth and Senior Initiatives, we should add a Visitor Initiative.

VII. Adjournment

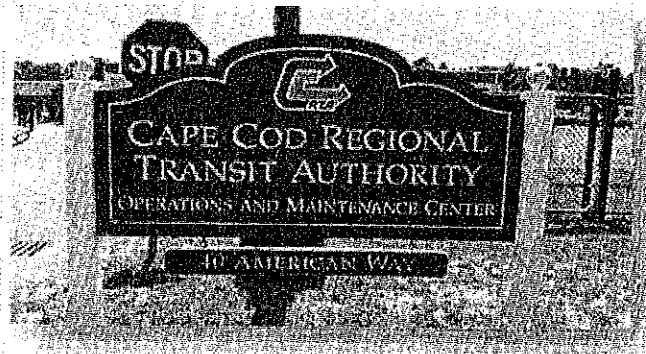
Jones moved to adjourn, Dave Panagore seconded, approved unanimously.

Meeting adjourned at 9:47 a.m.



REPORT ON CURRENT OPERATIONS

December 19, 2018

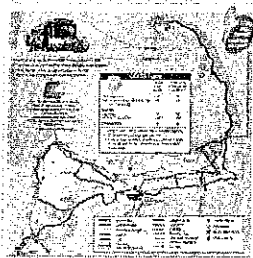
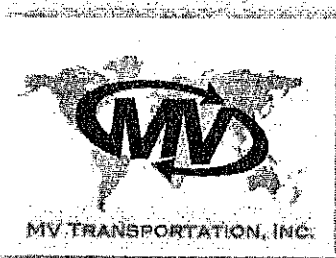


Eastern MA Transit Company
A Division of MV Transportation, Inc.

Partnership In Motion

EASTERN MA TRANSIT / MV TRANSPORTATION

As the operations partner to the Cape Cod Regional Transit Authority, Eastern MA Transit, a division of MV Transportation, Inc., has adopted the mission and ideals of the Authority to provide the safest, most efficient and customer-focused service possible. Eastern MA Transit receives unambiguous and straightforward direction from the Administrator, Thomas Cahir, and his team, and executes that direction in every area of the operations. Eastern MA Transit Company continually strives to be the safest, most efficient, and customer-driven steward of the Cape Cod Regional Transit Authority's assets and customers every single day.



Cape Cod Regional Transit Authority provides essential transit services within all 15 towns on Cape Cod and also provides Cape Cod to Boston area hospital travel. Eastern MA Transit Company/MV Transportation, Inc. is pleased to report on its progress in creating successes throughout the organization. Eastern MA Transit Company is a wholly owned subsidiary of MV Transportation, Inc., and has been the Cape Cod Regional Transit Authority's operations partner since October 1, 2011.

It has been the unwavering charge of Eastern MA Transit Company/MV Transportation to fulfill several core responsibilities. While there are numerous subcategories, each mission item generally falls into one of these five main categories. These responsibilities continue to be:

- **SAFETY** – the single most important job is to operate with the strictest adherence and commitment to the policies that provide for the safety and welfare of every client, employee, and member of the public in the Authority's operating region.
- **CUSTOMER SERVICE** – to ensure that the level of customer attention is the highest it can be so that expectation levels are exceeded at every opportunity.
- **EFFICIENCY** – a devoted stewardship of the Authority's assets, while providing the safest, most reliable transit services in an economical manner.
- **PARTNERSHIP** – in order to facilitate the mission of the Cape Cod Regional Authority, the partnership between the Authority, Eastern MA Transit Company/MV Transportation, and the communities, must be built upon tenets of transparency, communication, and continuing partnership.
- **INNOVATION** – it is the mission of Eastern MA Transit/MV Transportation to consistently partner with Cape Cod Regional Transit Authority to remain ahead of industry trends and devise new and unique ways to provide the aforementioned bulleted list of responsibilities in ways that have not been not yet been contemplated.

ENHANCED CORPORATE SUPPORT

A contributing factor to Eastern MA Transit Company's success at implementing growth strategies, efficiencies and improvement at all levels for the CCRTA is the uncompromising commitment from its

corporate parent, MV Transportation, Inc. There have been several enhancements to the corporate team to ensure that Eastern MA Transit Company continues to exceed the expectations of the Cape Cod Regional Transit Authority. Our Chief Executive Officer Kevin Jones, President & Chief Operating Officer Tom Egan, Regional Vice President Joseph Smith, Area Safety Director Tyrone James, and Accounting Manager Patrick Darbouze, all have regular support contact throughout each week with the Eastern MA Transit Company leadership team, as well as with the Authority's Administrator. The ongoing corporate presence is to ensure that the Authority's objectives are all being met and that both organizations continue to forge robust partnerships for the future.

NEW SERVICE MODELS

Cape Cod Regional Transit Authority and Eastern MA Transit Company/MV Transportation initiated a brand-new service model to capture additional Human Service Transportation (HST) clients that the conventional buses are not permitted to carry. In order to better serve its customer base, and do so more efficiently, Cape Cod Regional Transit Authority has introduced smaller vehicles to allow for a more affordable transport of additional HST clients. CCRTA commenced operation of this new service during the second week of September, 2018. In less than three full months of operation, the new minivan service has transported over 2,000 new clients. This new model is proving to be quite successful in raising the efficiency and ridership factors. This new service should also prove effective for the sustainability of services well into the future, while improving convenience and uniform professionalism for the HST clients



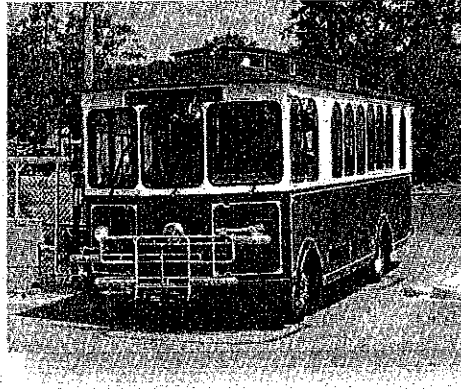
HST MINIVAN TRANSPORT RIDERSHIP

VAN #	SEPT	OCT	NOV
Baker-24	163	190	174
Baker-31	162	188	177
Baker-39	148	177	169
Baker-49	145	194	163
Monthly Totals	618	749	683
GRAND TOTAL	2,050		

Ridership Detail for the New CCRTA HST Minivan Transport Service

CONTINUED INNOVATION

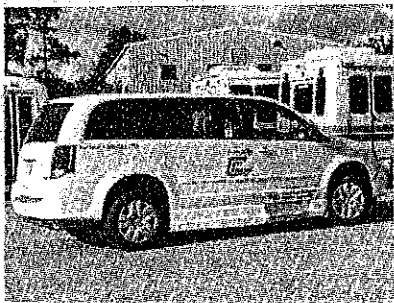
Cape Cod Regional Transit Authority secured two new trolleys to begin operating its Hyannis Trolley routes in 2019. Operating this service in-house, will permit further efficiencies for the system.



Cape Cod Regional Transit Authority will put an emphasis on better control over the trolley operations by having the service provided by Eastern MA Transit Company. The Authority continues to identify ways it can improve service and efficiencies simultaneously. The trolleys and new HST minivan operations are evidence of those improved service models.

ON-DEMAND, SMARTPHONE APPLICATION-BASED, SHARED RIDE

In addition to the aforementioned service enhancements, Cape Cod Regional Transit Authority has been partnering with Eastern MA Transit/MV Transportation on a new On-Demand, Smartphone Application-Based, Shared Ride transportation service to better serve the region and eliminate any underserved areas. Much like the national on-demand car-hailing services, Cape Cod Regional Transit Authority is developing a smartphone application for the public to use that is cash-less and dispatcher-independent. These new, ADA-compliant minivans will be travelling within short-travel zones to encourage residents and visitors in thinly served pockets of Cape Cod to access fixed route services and hail a more convenient, short transit trip. This service should provide a much greater access and ridership to existing fixed route services, while encouraging an entirely new customer to our system. The future of successful transit will undoubtedly require agencies to provide the true convenience of better availability of services for both planned, and impulse, passengers.



Proposed New On-Demand, Smartphone Application-Based, Shared Ride Vehicles

CONTINUED SAFETY IMPROVEMENTS:

One of the hallmarks of Eastern MA Transit Company/MV Transportation has been the continued and steady improvements in training and safety. The training department for Cape Cod Regional Transit Authority was recently recognized for being the safest division and for the quality of the training provided at the South Dennis Operations Center and over the road. There have been steady and continued increases in safety awareness and training programs for all employees each year. The safety culture is non-stop, updated, and adaptive to current conditions and events. Because of the consistent emphasis being placed on safety throughout the operations, Cape Cod Regional Transit Authority continues to enjoy extremely favorable rates in preventable accidents and incidents, across the board. The hallmark initiative of the safety program is the mandatory monthly safety meeting for all employees. There are now up to

2018 MV Safety Calendar					
Month	Fleet Safety Topic	Injury Prevention Topic	Maintenance Safety Topic	Monthly Task	Companywide Stand Downs
January	Defensive Driving	Slips, Trips, and Falls	Slips / Falls	Facility Inspection Complete OSHA Log 2017	
February	Interactions and Pedestrians	Strains & Sprains Back Safety	Bloodborne Pathogen	Facility Inspection Post 2017 OSHA 300A Summary on 2/1	Safety Stand Down Feb 8th
March	Right Turns and Pedestrians	Ergonomics	HazCom	Facility Inspection OSHA Log Review	
April	Left Turns and Pedestrians	Emergency Vehicle Evacuation	Emergency Action Plan	Facility Inspection, Remove OSHA 300A Summary on 4/30	Safety Stand Down April 26th
May	Following Distance	Heat Stress	Heat Stress	Facility Inspection	
June	Fixed Objects	Bloodborne Pathogen (Driver edition)	LO/TO (Lock Out Tag Out)	Facility Inspection National Safety Month	Safety Stand Down June 21st
July	Mobility Device Securement	HazCom / LO/TO	Machine Guarding	Facility Inspection Wheelchair Recertification's Due	
August	Customer Service & ADA Sensitivity Announcements	Fatigue Management / Wellness	PPE (Personal Protective Equipment)	Facility Inspection OSHA Log Review	Safety Stand Down August 23rd
September	Pedestrians and Cyclists	Injury and Illness Prevention	IPP (Injury and Illness Prevention Program)	Facility Inspection/ Review and Update Facility Emergency Action Plan (Safety Policy 421)	
October	Distracted Driving	Fire Safety / Fire Extinguisher Training	Extinguisher Training	Facility Inspection	Safety Stand Down October 25th
November	Adverse Weather	Emergency Action Plan / Fire Drill	Backlog	Facility Inspection	
December	Defensive Driving and Recap	11 Month Review	Housekeeping	Facility Inspection OSHA Log Review	Safety Stand Down December 6th

2018 Monthly Mandatory Safety Meeting Topic Calendar

eighteen (18) safety meetings scheduled each month. There are main topics for each month that are accompanied by videos, handouts and quizzes from MV Transportation. In addition to these corporate resources, Eastern MA Transit Company provides specific instructions and hands-on practice on topics that are germane to this region, as well as the specific season and road conditions. There is always ample time allotted for general discussion and questions from the employees, making for a robust and healthy system to improve all areas of safety and operational efficiency.

Since its launch of the operations management for the Cape Cod Regional Transit Authority, Eastern MA Transit Company/MV Transportation, Inc. has been making marked and steady improvements to the culture of safety. There are continual increases in safety awareness and training programs for all employees of Eastern MA Transit Company/MV Transportation each year. Because of the consistent emphasis being placed on safety throughout the operations, Cape Cod Regional Transit Authority has seen a dramatic reduction in preventable accidents and incidents, across the board. These safety improvements have continued to remain at extremely high levels and are evident in the recurring safety indicators depicted in the tables and charts below.

LEADERSHIP & SAFETY TEAM:

In addition to the Labor - Management Committee meetings, Eastern MA Transit Company continues to conduct weekly Leadership & Safety Team meetings that include participants from the management team, CCRTA, the union, and MV Transportation's corporate officials, whenever available.

These comprehensive meetings are designed to keep all principals of the operations squarely focused on the CCRTA mission, safety, efficiency and the customer experience. The partnership meeting also provides robust discussions on how to constantly improve, enhance and optimize all service, systems, safety and customer service related efforts. There is also a recurring committee for labor and management concerns that meets quarterly, with representatives of the union and the management team.

CUSTOMER SERVICE EMPHASIS:

Eastern MA Transit Company's parent, MV Transportation, continues to provide regular training support and formal programs on enhancing the customer service skills for all employees. This takes the form of personalized, on-site training, as well as online training courses.

As part of the ongoing mission to exceed customer expectations and provide a safe, convenient and enjoyable experience, Eastern MA Transit/MV Transit regularly monitors customer comments and complaints. Our management team immediately, and personally, responds to every complaint or customer inquiry. The Call Center supervisor keeps track of the number and types of complaints received. The ratio of complaints to the number of passenger trips is consistently below 0.5 complaints per thousand trips.

DIAL-A-RIDE TRANSPORTATION (DART)

When Eastern MA Transit/MV Transportation began operations in October of 2011, bookings for DART trips were capped at 700 trips per day by the prior operating company. Eastern MA Transit/MV Transportation does NOT cap the requests for trips. Instead, it has worked tirelessly to provide more efficient shared-ride trip distribution and strategically building DART routes around demand. Daily trip bookings now regularly exceed 1,200 per weekday, providing necessary transit services for the region.

ON-TIME PERFORMANCE – “DROP-OFF” APPOINTMENT TIME:

While the pick-up and overall on-time performance (OTP) has been outstanding for the past several years of operation, the performance measure that has been the emphasis of the operations team is the “Drop-off” or “Appointment” time. The Drop-off time is actual scheduled time that the client has to be dropped off in order to be on time. That time is especially important since it may be the time a customer needs to be at work, arrive at an appointment, or other important event. Even if the bus picked the client up late by a few minutes, it is usually not as consequential as being dropped off late. On time appointments is the key focus.

Eastern MA Transit Company has worked closely with Cape Cod Regional Transit Authority to wring all of the efficiencies it possibly can out of the Trapeze scheduling and dispatching software products used throughout the organizations. Continual, regular assessments and analysis are undertaken to ensure that the systems are optimized and providing an efficient platform to operate its buses and book those trips correctly.

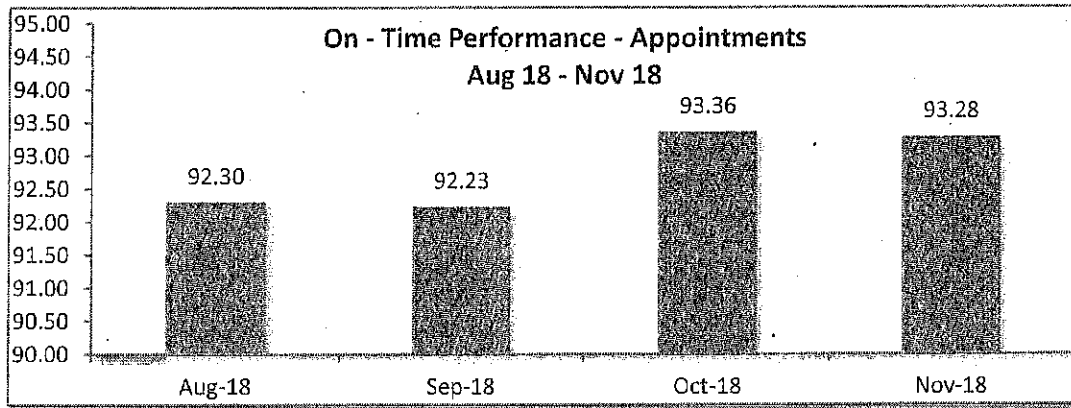
ON-TIME PERFORMANCE:

Eastern MA Transit Company recently instituted a weekly working group to wring even more efficiencies out of the system without adversely impacting required transit trips for the customers. This new Efficiency Team consists of key managers, staffers, and supervisors from both Eastern MA Transit Company and the Cape Cod Regional Transit Authority.

**ON-TIME PERFORMANCE (OTP)
APPOINTMENT DROP-OFF & OVERALL
November 2017 to Date - Look-Back**

<u>On-Time Performance</u>	<u>Nov 17-Nov 18</u>	
	Appointment	Overall
17-Nov	93.82	96.68
17-Dec	92.88	96.94
18-Jan	93.7	96.89
18-Feb	94.12	97.3
18-Mar	93.15	97.11
18-Apr	94.22	96.97
18-May	94.88	97.53
18-Jun	90.82	96.72
18-Jul	88.79	95.14
18-Aug	92.3	96.51
18-Sep	92.23	96.64
18-Oct	93.36	97.32
18-Nov	93.28	97.25

The above table illustrates the On-Time Performance measurements for both Overall and Appointment OTP – November 2017 to Date



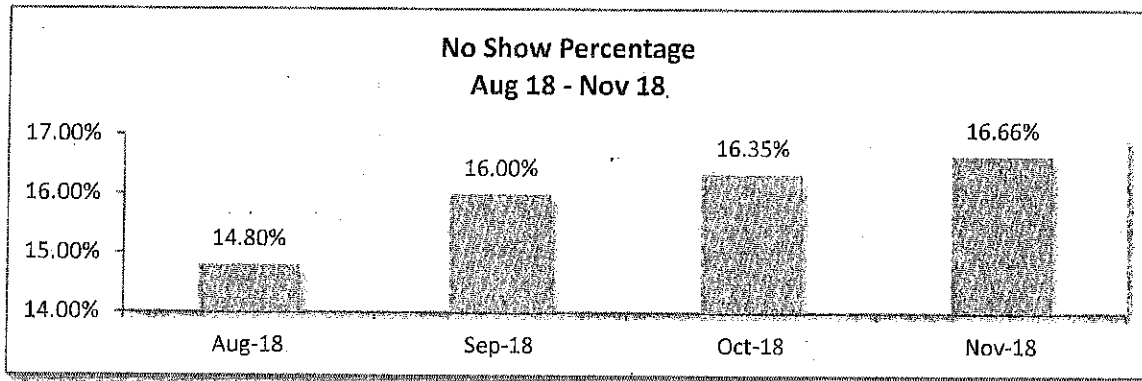
NO-SHOW REDUCTIONS:

One of the most important undertakings that Eastern MA Transit initiated to improve efficiencies was to reduce the high percentage of customers that would not show up for scheduled Dial-A-Ride (DART) trips. These “No-Shows” can be very costly. Eastern MA Transit Company strategized with the Cape Cod Regional Transit Authority team to create procedures to discourage customers from not showing up for their schedule trip (no-show). Eastern MA Transit Company has helped Cape Cod Regional Transit Authority reduce the usual percentage of no-shows from a high of 35% to about half of those rates.

2017/2018 DART NO-SHOW REPORT LOOK-BACK

No-Shows Nov 17 - Nov 18	Total No Shows	Total Bookings	%
Nov-17	4,194	23,440	17.89%
Dec-17	3,996	22,087	18.09%
Jan-18	3,960	22,143	17.88%
Feb-18	3,532	21,654	16.31%
Mar-18	4,260	22,485	18.95%
Apr-18	3,730	22,415	16.64%
May-18	3,684	23,681	15.56%
Jun-18	3,513	22,272	15.77%
Jul-18	3,357	22,318	15.04%
Aug-18	3,525	23,815	14.80%
Sep-18	3,732	23,321	16.00%
Oct-18	4,419	27,028	16.35%
Nov-18	3,990	23,951	16.66%
TOTALS	49,892	300,610	16.60%

The above table illustrates monthly No-Show rates – November 2017 to Date



PRODUCTIVITY:

Another equally important performance measure is the “Trips Per Hour” or “Productivity” rate. This rate takes into account all revenue and non-revenue hours for each bus. Non-revenue hours include start-up inspection time, “dead-head” transit times, and all other times when the bus is not transporting a revenue customer. The rates are illustrated in the table and graph below. These rates are computed as the combined rate of revenue and non-revenue hours operated, divided by the number of passengers transported by that bus. While the rates are quite respectable, the important characteristic to this performance standard is that the rate continues to remain low. It continues to be our mission to continually reduce these rates.

Several modest adjustments were made to the DART runs and fixed route schedules to provide a more efficient service to take advantage of ridership patterns. The adjustments were designed to provide additional travel options for some, without negatively impacting too many existing customers. The Operations team had reached out to all potentially affected customers before any adjustments were made so that trips could be planned conveniently. These adjustments have been successful by providing convenient trip planning in a more efficient manner.

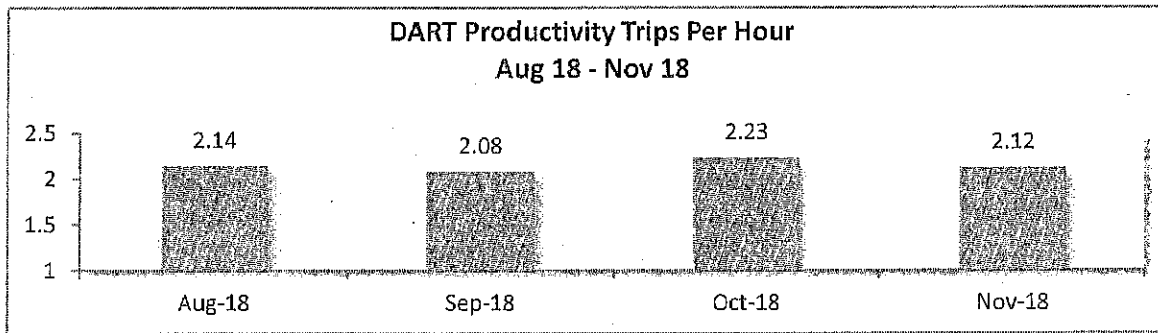
TRIPS PER HOUR / PRODUCTIVITY - 2017/2018 LOOK-BACK

Cape Cod Regional Transit Authority meets with the Leadership Team of Eastern MA Transit Company each week to review performance indicators and efforts to continually improve on those indicators and grow the efficiency efforts. The efforts continue to show improvements, as indicated by the charts and graphs in this report. Trips-Per-Hour and No-Show factors have a direct correlation to efficiency. Over the past five years, each of those indicators have shown marked improvement, and continue to do so, even though overall ridership trends are increasing across the board.

TRIPS PER HOUR	Total Hours	Total Trips	Trips Per Hour
Nov-17	8,842	18,647	2.11
Dec-17	8,579	17,571	2.05
Jan-18	8,148	16,865	2.07
Feb-18	6,418	13,954	2.17
Mar-18	7,038	14,183	2.02
Apr-18	6,945	14,777	2.13
May-18	7,632	15,957	2.09
Jun-18	7,170	14,921	2.08

Jul-18	6,902	15,165	2.20
Aug-18	7,729	16,557	2.14
Sep-18	9,310	19,379	2.08
Oct-18	7,821	17,463	2.23
Nov-18	8,560	18,156	2.12
TOTALS	101,094	213,595	2.11

The above table illustrate the monthly Productivity/Trips-per-Hour rates



FY 2019 YTD SYSTEM RIDERSHIP COMPARISON

Ridership Comparison -July - November 2018

ROUTE	Y2017	Y2018	# Diff	%Diff
DART	93,257	96,531	3274.00	3.51%
SeaLine	74,583	76,192	1609.00	2.16%
Villager	19,678	20,556	878.00	4.46%
H2OLine	75,927	71,036	(4891.00)	-6.44%
Flex Route	54,584	50,117	(4467.00)	-8.18%
Provincetown Shuttle	72854	71483	(1371.00)	-1.88%
Woods Hole Trolley	13,301	12,017	(1284.00)	-9.65%
Hyannis Shuttle	7,798	6,849	(949.00)	-12.17%
Bourne Route	4675	5459	784.00	16.77%
Sandwich Route	8,632	9,990	1358.00	15.73%
Hyannis Loop	11,479	11,143	(336.00)	-2.93%
TOTAL	436,768	431,373	(5395.00)	-1.24%
TOTAL FIXED ONLY	345,511	334,842	(8,669)	-2.25%

The above table is a concise illustration of the fiscal year's year-to-date ridership trending

The overall ridership remains solid, despite the recent negative industry trending. Eastern MA Transit/MV Transportation has partnered closely with Cape Cod Regional Transit Authority to remain ahead of the trending curves to keep ridership strong, while implementing strategies to increase ridership going forward.

The relatively nascent minivan service and the planned On-demand, shared ride, smartphone application service comprise only a portion of the strategies to enable Cape Cod Regional Transit Authority ridership to grow in the coming years, while industry trending moves in the other direction.

BOSTON HOSPITAL BUS RIDERSHIP

The Boston Hospital Bus is a fixed, weekday service that provides transportation to, and from, the Boston area hospitals. The cost for the service is \$15.00 one way, and \$30.00 round trip.

BOSTON HOSPITAL	2013	2014	2015	2016	2017	2018
JANUARY	169	191	191	210	213	212
FEBRUARY	170	234	159	160	162	169
MARCH	220	251	290	270	219	**142
APRIL	205	261	266	210	191	251
MAY	239	245	267	270	263	281
JUNE	219	240	283	299	275	289
JULY	256	285	231	223	198	205
AUGUST	208	202	257	290	215	225
SEPTEMBER	281	298	328	249	221	217
OCTOBER	317	354	257	237	263	230
NOVEMBER	226	232	245	296	199	217
DECEMBER	192	220	174	186	184	
TOTALS	2,702	3,013	2,948	2,900	2,603	2,438

** Missed 4 days of Boston Hospital trips due to multiple blizzards

The aforementioned Report on Current Operations underscores the commitment that the Cape Cod Regional Transit Authority has towards the services it entrusts Eastern MA Transit Company to provide. Eastern MA Transit Company/MV Transportation takes this responsibility seriously and strives each day to maintain the high standards that have become synonymous with this Authority. Eastern MA Transit Company/MV Transportation team is highly enthusiastic about continuing to provide these services at a level that exceeds the expectations of the Authority and its passengers for the foreseeable future.

Respectfully submitted,

John F. Kennedy
General Manager

Fred J. Valdivia
Assistant General Manager



September

FY19 Monthly Reporting

McGuinness, William (EHS)

11/23/2018



The following pages will provide an overview of HST Operations. The overview is based on Broker reporting through Revenue Expenditure and Operational Reporting.

Shared Ride Reporting

Broker	Ambulatory		Percent Shared	Percent Required to Achieve Incentive	Percent Over/Under Incentive Floor
	Shared Trips	Total Trips			
BRTA	9,303	14,871	62.6%	60%	2.6%
CATA	3,775	24,133	15.6%	17%	-1.4%
CCRTA	5,866	12,450	47.1%	42%	5.1%
FRTA	2,496	7,013	35.6%	31%	4.6%
GATRA	42,500	73,125	58.1%	57%	1.1%
MART	38,102	201,636	18.9%	15%	3.9%

Broker	Non-Ambulatory		Percent Shared	Percent Required to Achieve Incentive	Percent Over/Under Incentive Floor
	Shared Trips	Total Trips			
BRTA	137	1,312	10.4%	10%	0.4%
CATA	13	1,038	1.3%	10%	-8.7%
CCRTA	184	440	41.8%	10%	31.8%
FRTA	0	215	0.0%	10%	-10.0%
GATRA	367	2,456	14.9%	10%	4.9%
MART	312	11,176	2.8%	10%	-7.2%

Highlights/Notes

- In September 2018, 5 of the 6 brokers achieved their Shared Ride goals for Ambulatory Consumers
- Although GATRA fell short of their goal in August, they exceeded their goal in September by 1.1%
- CATA is the only broker to fall short of their goal for September. CATA is working with GATRA in an attempt to find efficiencies with routing, sharing and billing. CATA had a 5.5% increase in ambulatory shared trips over the previous month of August, falling short of their goal by 1.4%.
- BRTA, CCRTA and GATRA exceeded the shared ride goal for non-ambulatory trips in September. CCRTA shared 31.8% of all non-ambulatory trips exceeding the required 10% by 21.8%.
- FRTA did not share any non-ambulatory trips in the month of September and cited that varied appointment locations and times made it difficult to create routing efficiencies this month.

MassHealth PT-1 – Demand Response

YTD Comparison FY18 vs. FY19

Expenditures

Region	Broker	FY18 Cost	FY19 Cost	Variance	Percent Increase/Decrease
1	BRTA	\$ 1,490,073.00	\$ 1,515,132.00	\$ 25,059.00	1.7%
2	FRTA	\$ 579,826.00	\$ 644,739.00	\$ 64,913.00	11%
3	MART	\$ 1,882,613.00	\$ 2,550,231.00	\$ 667,618.00	35%
4	MART	\$ 1,763,893.25	\$ 1,904,299.00	\$ 140,405.75	8%
5	MART	\$ 2,820,143.25	\$ 2,842,656.00	\$ 22,512.75	1%
6	CATA	\$ 1,664,084.00	\$ 1,841,285.00	\$ 177,201.00	11%
7	GATRA	\$ 4,718,662.00	\$ 5,152,220.00	\$ 433,558.00	9%
8	CCRTA	\$ 1,493,672.00	\$ 1,588,978.00	\$ 95,306.00	6%
9	MART	\$ 5,292,425.25	\$ 6,310,624.00	\$ 1,018,198.75	19%
3459	MART	\$ 11,759,074.75	\$ 13,607,810.00	\$ 1,848,735.25	16%

Trips

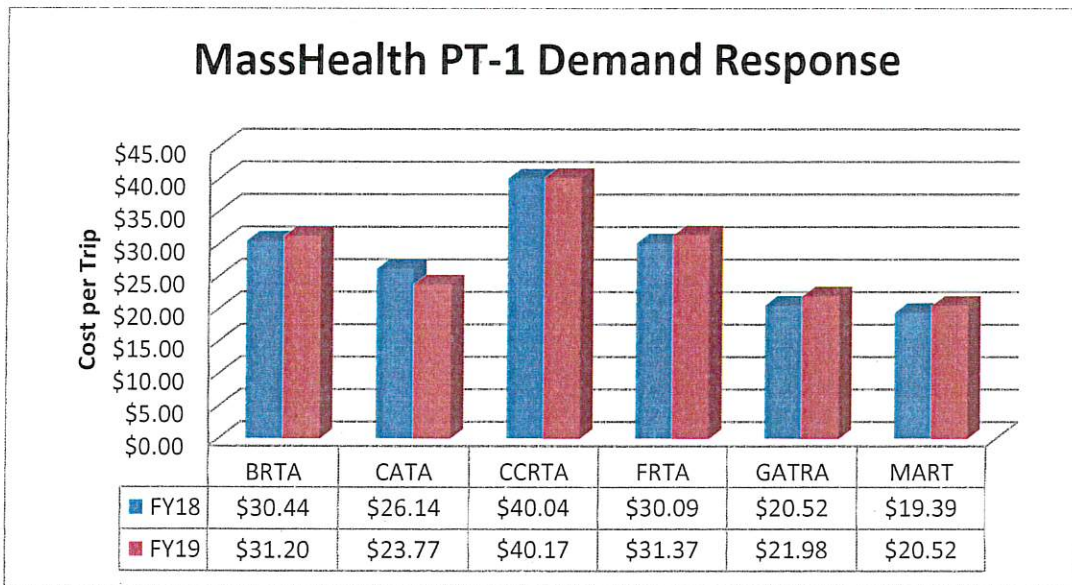
Region	Broker	FY18 Trips	FY19 Trips	Variance	Percent Increase/Decrease
1	BRTA	48,957	48,556	-401	-0.8%
2	FRTA	19,271	20,552	1,281	6.6%
3	MART	104,643	113,157	8,514	8.1%
4	MART	78,642	95,136	16,494	21.0%
5	MART	130,212	138,955	8,743	6.7%
6	CATA	63,649	77,453	13,804	21.7%
7	GATRA	229,947	234,356	4,409	1.9%
8	CCRTA	37,307	39,554	2,247	6.0%
9	MART	292,806	316,009	23,203	7.9%
3459	MART	606,303	663,257	56,954	9.4%

MassHealth PT-1 – Demand Response YTD Comparison FY18 vs. FY19 (Continued)

Highlights/Notes

- YTD PT-1 Demand Response trips are up 78,294 (7.8%) compared to FY18.
- YTD PT-1 Demand Response costs are up \$2,644,772 (12.1%) compared to FY18
- Overall Demand Response is up \$0.88/per trip YTD, compared to FY18
- Demand Response is currently operating at an average cost per trip of \$22.47 (\$21.59 in FY18)
- BRTA is showing a slight decrease of 401 trips (-0.8%) from the previous year. GATRA was showing a decrease in overall PT-1 Demand Response trips through August. However through September, GATRA is showing a 1.9% increase from the previous year.
- GATRA was showing a decrease in overall PT-1 Demand Response trips through August. However through September, GATRA is showing a 1.9% increase from the previous year.
- Through the first quarter of FY19 HST has provided 1,083,728 trips at a cost of \$24,350,164 dollars.
- Projected cost for Demand Response Transportation would be \$98 Million for FY19.

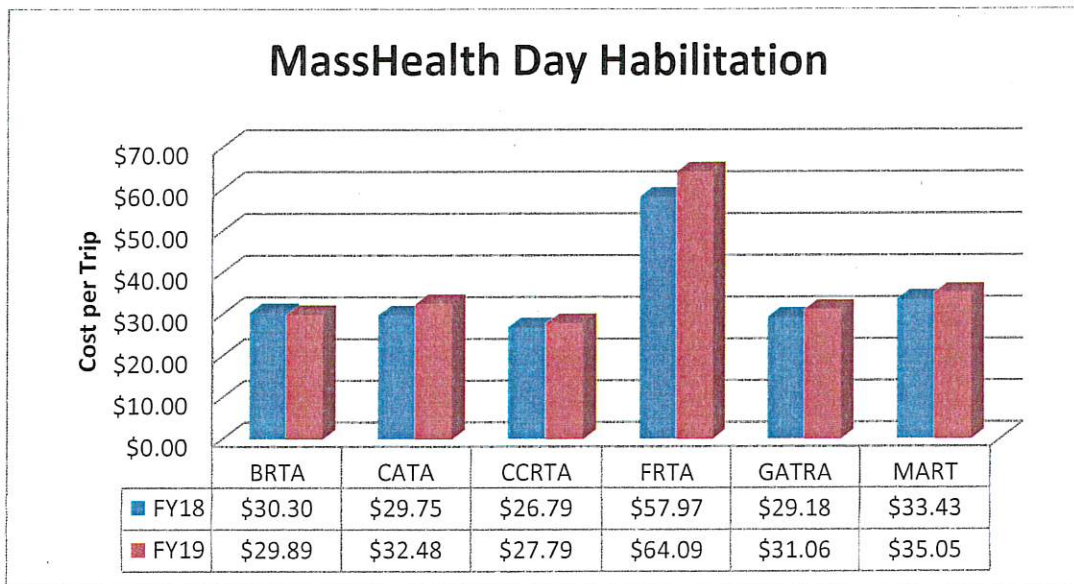
Average Cost/Trip MassHealth PT-1 vs. MassHealth DayHab YTD Comparison FY18 vs. FY19



Highlights/Notes

- GATRA has the largest variance through September adding \$1.46/trip from the same time frame the previous year. GATRA has sited that after-hours trips are affecting their costs.
- Anthony (HST) conducted a review of after-hours services and found that approximately 2% of their population utilizes services outside of normal business hours.
- FRTA is reporting that their increase on Demand Response Transportation was a result of re-bidding, and a previous CAP by HST surrounding 100% of all trips must be provided. FRTA is showing a \$1.28/trip increase.
- CATA is reporting a \$2.37 decrease in average cost per trip compared to FY18. According to CATA there were fewer long distance and weekend trips booked than in previous months, which led to a lower rate.

Average Cost/Trip by Agency YTD Comparison FY18 vs. FY19 (Continued)



Highlights/Notes

- Brokers are reporting that increased requirements for individual consumers (Single Trip, Sedan Only, Minivan Only, etc.) are driving costs for DayHab particularly in Region 2 where there is a lower trip volume.
- BRTA has seen a decrease in cost due to the discontinuance of some single trips
- FRTA has the highest average cost in September at \$64.09/trip. HST will continue to look at FRTA routing to see if efficiencies can be located. This is a decrease of \$1.08/trip from the previous month (\$65.18/trip).

Operational Data

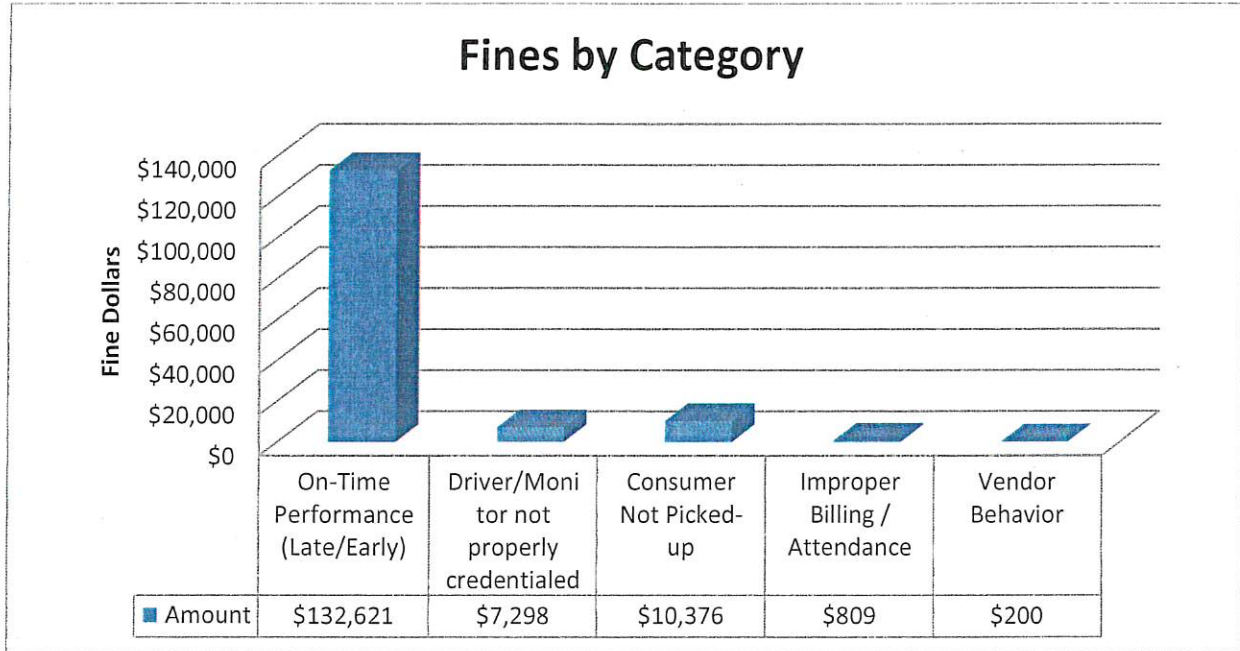
YTD Comparison FY18 vs. FY19

September Operational Data	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Total s
	BRTA	FRTA	MART	MART	MART	CATA	GATRA	CCRTA	MART	
FY 19 Unduplicated Vendors	8	11	36	72	60	16	36	27	80	346
FY 18 Unduplicated Vendors	9	10	37	73	58	16	35	26	80	344
Difference	-1	1	-1	-1	2	0	1	1	0	2
Total Vendors no longer doing business (Terminated/Broke Contract)										
Total Vendors no longer doing business (Terminated/Broke Contract)	1	0	0	1	0	1	0	0	0	3
Broker Inspections YTD										
Broker Inspections YTD	30	11	39	40	96	27	128	100	96	567
Percent of Benchmark Completed for the Fiscal Year										
Percent of Benchmark Completed for the Fiscal Year	19%	20%		9%		10%	15%	55%	9%	13%
Trips not Accommodated / Provided										
Trips not Accommodated / Provided	0	0	0	0	0	0	0	0	0	0

Highlights/Notes

- Action Ambulance has been the only provider terminated in FY19 (They conducted work across 3 HST Regions 1, 5, and 9).
- MART has hired 2 new inspectors, one of these inspectors is trained and operating independently (as of 11/12), and the other inspector should be working independently by early December.
- Through September, MART has the lowest percent of Inspections completed. HST will monitor these numbers as the new inspectors are rolled to ensure they complete 100% by the end of the fiscal year.
- **CCRTA has the highest percentage of completed inspections, with 55% completed through September.**

Fine Information (YTD)



Top 10 Vendor Fines YTD through September

Broker	Vendor	Amount
MART	Kush Transportation Inc.,	\$ 15,713.00
MART	Youth On The Move, Inc.	\$ 14,778.00
MART	Atlantic/Luxus Transportation	\$ 9,272.00
MART	Reliamed Transportation	\$ 7,975.00
MART	Donahue Limo	\$ 7,359.75
MART	RCK Transportation, Inc.	\$ 5,079.00
MART	Outlook Transportation	\$ 4,600.00
MART	Rite Route Transportation	\$ 4,199.00
MART	Humble Hands	\$ 3,914.00
MART	Safari Care	\$ 3,905.00

Fine Information Continued

Highlights/Notes

- The most common fine continues to be On-Time Performance which accounted for 88% of all fines issued.
- Brokers were able to retain a total of \$64,831 in fines in September (\$64,731 were MART Fines).
- The 3 most fined companies through September (Kush, Youth on the Move, and Atlantic Luxus) are being monitored by MART and will have a reduction in work if their on-time performance does not improve
- MART has been asked to provide an update on the status of each of the top 10 fined vendors for HST review.

Broker Incentives YTD

September Broker Achieved Incentives YTD			
Broker	Fines YTD	Shared Trip Incentive YTD	Total
BRTA	\$1,348.00	\$31,275.00	\$32,623.00
CATA	\$0.00	\$0.00	\$0.00
CCRTA	\$50.00	\$31,008.00	\$31,058.00
FRTA	\$500.00	\$11,961.00	\$12,461.00
GATRA	\$4,450.00	\$64,064.00	\$68,514.00
MART	\$144,956.00	\$245,283.00	\$390,239.00
Totals	\$151,304.00	\$383,591.00	\$534,895.00

Highlights/Notes

- MART issued 95.8% of all fines through September.
- The following Brokers had **no fines** issued in September
 - BRTA
 - CATA
 - **CCRTA**
 - GATRA
- CATA has not issued any fines this fiscal year.
- Brokers have retained a total of \$534,895 in total Incentives (Shared trip + Fines) through September.

Incident/Complaint Reporting

Month:	September	FY19
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Incident Type	Number of Incidents/Complaints	
Consumer - Behavioral	175	51.17%
Consumer - Medical	51	14.91%
DPPC	4	3.22%
Info Only	11	3.22%
Issue - Driver	24	7.02%
Issue - Program	5	1.46%
Issue - Resident	34	9.94%
Issue - Vehicle	2	0.58%
Late Arrival	10	2.92%
MVA	20	5.85%
Safety	3	0.88%
Vehicle No-Show	3	0.88%

Total	342
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DPPC Summary

DPPC # 1 – 9/5/2018

Complaint was filed against the driver; consumer entered the van and began to aggress towards the driver (hitting/grabbing) the driver attempted to push the consumer away and put his hands on the consumer's throat as he pushed. The driver was removed from the route, fully re-trained and placed onto a monitored route moving forward. In addition, this driver was removed from transporting this consumer in the future

DPPC # 2 – 9/10/2018.

It is alleged that the driver of this vehicle was not utilizing the Air Conditioning and a consumer on this route became dehydrated. The consumer was ok, but at the time of the incident was in distress. There was no monitor on this van. The driver was removed from the route, fully re-trained and placed onto a monitored route moving forward. In addition, this driver was removed from transporting this consumer in the future

DPPC # 3 – 9/14/2018

Consumer A has a medical issue with excess saliva which generally comes out as spit without consumer control. Consumer B was arriving to the program soiled in saliva from Consumer A.

Consumer A was removed from routing by DDS (for sanitary reasons) until a formal plan can be put in place to transport this consumer. Consumer is still off transportation as of today (11/23)

The DPPC was filed on Consumer A and not the van staff.

DPPC # 4 – 9/28/2018

A DPPC came in on a consumer who could not be located in the HST databases. The allegation was that the consumer was on the van for over 90 minutes in each direction and was having bladder issues. After looking into this further, the consumer was an ADH client and was not being transported by HST. DDS was directed back to the ADH.

Deputy Administrator/Grants Manager Report: December 2018

➤ Grant Status

Federal Grant	Program	Activities	Fed Balance
MA-34-0011-00*	§5339	TOD, Facilities & Equipment	\$0.00
MA-90-X738-01	§5307	Capital & Operating Program	\$127,655.00
MA-2016-001-00**	CMAQ	Hyannis Loop Demonstration	\$584,598.00
MA-2017-009-01	§5307§5339	Capital & Operating Program	\$176,725.00
MA-2018-011-00	§5307§5339	Capital & Operating Program	\$5,954,625.00
Total:			\$6,843,603.00
*Grant MA-34-0005-00 has been spent down and will be removed from future active grant tables.			
**Grant MA-2016-001-01 is pending FTA review for final drawdown.			

CCRTA has closed an additional grant, MA-34-0011-00, this past quarter, continuing our effort to streamline grant management and administrative activities. Two additional grants (MA-90-X378-01 and MA-2017-009-01) have less than \$200,000 in unliquidated funds and will be closed within the next quarter. CCRTA will be coming in for a single grant of \$9,536,609 utilizing the FY18 apportionment of FTA §5307 and §5339 funds to cover our annual program of projects.

➤ Federal Continuing Resolution

On December 7, Congress passed a Continuing Resolution (CR) keeping the U.S. Government open until December 21. As of this writing, no further spending bill has been passed to fund Government operations beyond this time and certainly not appropriating FTA's FY18 programs. Absent passage of a budget or additional CR, CCRTA would not be able to draw down federal funds or come in for grants until the matter is resolved. Due to sound fiscal management, CCRTA has enough reserves to sustain services for the short term, but like all of our peers, will be monitoring the situation in Washington DC closely.

➤ Task Force §74 Application

CCRTA submitted a request for \$496,020 of the \$4 million made available under the MassDOT Discretionary Funding pursuant to §74 of the Fiscal Year 2019 Massachusetts Budget. The application proposes to more efficiently and effectively utilize existing resources and facilitate forward-looking strategies that leverage technologies to create increased ridership and to most responsibly serve CCRTA's multiple target populations in

Human Services Report December 20, 2017

Cape Cod Regional Transit Authority (CCRTA) currently has Human Service Transportation contracts for:

- Mass Health PT 1
- Mass Health Day Habilitation
- Department of Developmental Services
- Department of Mental Health
- Mass Rehabilitation Commission (MRC)
- Massachusetts Commission for the Blind (MCB)
- Cape Cod Child Development Program (Early Intervention)
- Elder Services
- Healthy Living of Cape Cod
- Visiting Nurse Association

William McGuinness and Anthony Ty, HST Management, attended CCRTA Vendor Meeting on September 27, 2018 at HTC. All Vendors were in attendance to go over changes and general policy and procedure; much emphasis on Shared Ride Policy and Lowest Cost Provider Policy. CCRTA has met the HST Shared Ride Incentive for July, August, September, October, and November.

Human Service Transportation Work Group Meeting was held on October 4, 2018
The following new policies were discussed and have been implemented:

- Up-dated HST Incident Report and reporting policy
- Up-dated Affiliation Agreement for Program Base Transportation
- Up-dated DPPC/Driver Removal Log and reporting policy

The Executive Office of Health and Human Services conducted FY 18 Annual Review on October 31, 2018. CCRTA is compliant in all areas of the HST Review.

The Mass Health Program Integrity Unit (PIU) completed their review of both the HIPAA and 50 Claims portion of the FY 18 Annual Review. PIU has determined that CCRTA is fully compliant in these areas as well.

CCRTA hosted Driver Training Seminars for all Vendors during the months of October and November; all Vendor Drivers are compliant with HST Performance Standards.

CCRTA is inspecting all Vendor Demand Response Vehicles as well as Program Base Vehicles. Demand Response Vehicles are inspected at HTC. All Vehicles are compliant with HST Performance Standards.

National DDS Background Checks for all Vendors is near completion. 90% of all CCRTA Drivers have been fingerprinted as of this date. The deadline for compliance is 12/31/2018.

*Travel Training Manager
Board Report
December 19, 2018*

• **Travel Training:**

- The CCRTA Travel Training program continues to reach out to many of the human and social service organizations around the Cape who provide goods and services to seniors; students; adults; youth; and people with disabilities. This outreach continues to bring information, schedules and videos about the CCRTA transportation services and travel training program to many case workers, staff, client advocates, supervisors and managers who now know how to direct clients and consumers to the CCRTA information and services. As a result, the Travel Training Manager continues to receive calls and emails asking that information on the CCRTA services and ADA program to be sent to consumers and or family members. One of the many goals for the CCRTA Travel Training Program was to establish a referral process for organizations to use to access CCRTA information and services for their clients and consumers.
- On September 24th the CCRTA Travel Training Manager gave a presentation on the CCRTA Travel Training Program to the participants of the Massachusetts Travel Training Network. The meeting was hosted by CCRTA at their quarterly meeting at the Hyannis Transportation Center.
- To date the Travel Training Manager has given 92 group trainings to 1,490 participants of seniors, individuals with disabilities, students, workers, supervisors and case managers. Each participant was given handouts that included the CCRTA Riders Guides and information sheets on the CCRTA ADA Program, Dial-A-Ride Transportation, Boston Hospital Transportation, Shelter Transportation, the Accessible Transportation Program, the Travel Training brochure, information on the CCRTA web site, back packs and shopping bags.

• **Boards and Committees:**

CCRTA was represented at the following boards and committees:

- Elder Services Board of Directors Meeting
- Cape Organization for the Rights of the Disabled (CORD) Board of Directors Meeting
- The Housing Assistance Corp Family Self Sufficiency Advisory Committee
- The Department of Transitional Assistance Advisory Board for Cape Cod and the Islands
- Healthy Aging Human Service Sub Committee

• **Groups receiving presentations:**

- Yarmouth Transportation Challenge
- Housing Assistance Corp. Roundtable
- Mashpee Council On Aging
- Eastham Sight Loss Group
- Chatham Council on Aging
- Mashpee/Sandwich Sight Loss Group
- Falmouth Sight Loss Group

• **Events CCRTA participated in:**

- Cape Cod Healthcare Community Health Needs Assessment Project
- Elder Services Vender Fair
- Cape Cod Veterans EXPO
- Webinar Series II "Moving Mobility Forward"