

FINAL REPORT

**FISCAL YEAR 2023
TRIENNIAL REVIEW**

of the

**Manchester Transit Authority
(MTA)
Manchester, New Hampshire
ID: 1387**

Performed for:

**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
REGION I**

Prepared By:

Qi Tech, LLC

Scoping Meeting Date: February 24 & 27, 2023

Virtual Site Visit Entrance Conference Date: March 28, 2023

Virtual Site Visit Exit Conference Date: August 16, 2023

Final Report Date: October 17, 2023

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I. Executive Summary

This report documents the Federal Transit Administration's (FTA) Triennial Review of the Manchester Transit Authority (MTA) of Manchester, New Hampshire. The FTA wants to ensure that awards are administered in accordance with the requirements of Federal public transportation law 49 U.S.C. Chapter 53. The review was performed by Qi Tech, LLC. During the virtual site visit, the reviewer discussed the administrative and statutory requirements and reviewed recipient documents.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the FTA conducted a virtual site visit for this Triennial Review. In addition, the FTA expanded the review to address MTA's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021. The FTA also requested MTA share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The FY2023 Triennial Review focused on MTA's compliance in 23 areas. Deficiencies related to the COVID-19 Relief funds have been clearly identified as part of the deficiency description in the respective review area. There were no repeat deficiencies from the FY 2019 Triennial Review.

Deficiencies were found in the areas listed below.

Review Area	Deficiencies	
	Code	Description
Maintenance	M2-2	Late facility/equipment preventive maintenance
Procurement	P10-1	Lacking independent cost estimate
	P11-1	Missing FTA clauses
	P12-2	Lobbying certifications not included in procurement solicitations or signed by bidders

II. Review Background and Process

1. Background

The Triennial Review includes a review of the recipient's compliance in 23 areas. The basic requirements for each of these areas are summarized in Section IV. The FTA contracts with experienced reviewers to lead and conduct the Triennial Reviews, in partnership with the staff of the regional office.

This report presents the findings from the Triennial Review of the recipient. The review concentrated on procedures and practices employed since the recipient's previous Triennial Review in 2019; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of award funds. The specific documents reviewed and referenced in this report are available at the FTA's Region I office or the recipient's office.

2. Process

The Triennial Review includes a pre-review assessment, a desk review and scoping meeting with the FTA regional office, and a site visit to the recipient's location. Due to the COVID-19 Public Health Emergency, a virtual site visit was conducted of each recipient. In addition, the review was expanded to address the recipient's compliance with the administrative relief and flexibilities FTA granted and the requirements of the COVID-19 relief funds received through the CARES Act, CRRSAA of 2021, and the ARP Act of 2021. The FTA also requested that the recipient share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The fiscal year (FY) 2023 process began with the regional office transmitting a notification of the review and a Recipient Information Request (RIR) to the recipient on November 21, 2022, indicating a review would be conducted. While the recipient prepared its response to the RIR, the regional office and review team conducted the scoping meeting on February 24 and 27, 2023. Regional office staff provided electronic files as necessary to the reviewers who also accessed recipient information in the FTA electronic award management (TrAMS) and oversight (OTrak) systems. Following the desk review and scoping meeting, the reviewer and the recipient corresponded and exchanged information and documentation in preparation for the virtual site visit. Prior to the virtual site visit, the reviewer sent to the recipient on July 19, 2023, an agenda package indicating the issues that would be discussed, records to be reviewed, and interviews to be conducted.

The virtual site visit portion of the review began with an entrance conference on March 28, 2023, at which the reviewer and regional staff discussed the purpose of the Triennial Review and the review process. The reviewer conducted additional interviews and reviewed documentation to evidence the recipient's compliance with FTA requirements.

Upon completion of the virtual site visit, the reviewer and the FTA regional office staff provided a summary of preliminary findings to the recipient at the exit conference on August 16, 2023. Section VI of this report lists the individuals participating in the site visit.

3. Metrics

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are:

- *Not Deficient*: An area is considered not deficient if, during the review, nothing came to light that would indicate the requirements within the area reviewed were not met.
- *Deficient*: An area is considered deficient if any of the requirements within the area reviewed were not met.
- *Not Applicable*: An area can be deemed not applicable if, after an initial assessment, the recipient does not conduct activities for which the requirements of the respective area would be applicable.

III. Recipient Description

1. Organization

The Manchester Transit Authority (MTA) was established in 1973 to provide public transportation service to the City of Manchester, NH. In 2019, MTA absorbed the transit operations of the Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART). Service is currently provided in the communities of Chester, Derry, Goffstown, Hampstead, Hooksett, Londonderry, New Boston, Manchester, and Salem. MTA provides fixed-route, ADA complementary paratransit, demand-response, and shopper shuttle services. The population of the service area is approximately 248,000 persons.

MTA operates 16 fixed routes plus two seasonal routes, with a fleet of 18 buses funded by FTA. A fleet of 12 vehicles provides ADA complementary paratransit service, the demand-response, and shopper shuttle services. MTA also operates a free downtown circulator known as the Green Dash. In addition, MTA operates the ZipLine, an express commuter bus service between Manchester and Nashua and Manchester and Concord.

The fixed-route and paratransit service, known as StepSaver, runs weekdays, 5:25 a.m. to 9:35 p.m.; and Saturdays, 9:30 a.m. to 5:55 p.m. There is no service on Sundays. The basic adult cash fare is \$2.00, and a \$1.00 fare is available to seniors 65 and older, disabled persons, and Medicare cardholders. The ZipLine fare is \$5.00. Daily, weekly, and monthly passes are available.

MTA operates its service out of its operations and maintenance facility at 110 Elm Street in Manchester, which has FTA interest. It is noted that MTA is also the school bus provider for the City of Manchester, but all expenses for the school bus operations are maintained separately, and no FTA funds are used to subsidize the service.

2. Award and Project Activity

Below is a list of MTA's open awards at the time of the review.

Award Number	Award Amount	Year Executed	Description
NH-2020-006	\$5,585,000	2020	Manchester Transit Authority Section 5307 CARES ACT Operating Assistance
NH-2020-017	\$2,038,920	2020	Replacement of (4) Transit Buses, (1) Cut-Away Van, and Rebuild (5) Maintenance Lifts
NH-2021-013	\$1,834,200	2021	Manchester Transit Authority Section 5307 CARES ACT Vehicles, Vehicle Equipment, and Maintenance Equipment
NH-2021-015	\$270,038	2021	FY 2022-2023 Section 5310 Mobility Management
NH-2022-017	\$3,023,168	2022	FY 2023 Operating /PM/ADA/MM/ Planning Assistance Subsidy
NH-2022-018	\$1,204,368	2022	FFY2021 Section 5307/5310 ARPA
NH-2023-002	\$7,477	2023	5310 CARES ACT CRRSAA FY 2021 NH-MA UZA Apportionment

MTA received Supplemental Funds for operating assistance in award numbers NH-2020-006, NH-2022-018, and NH-2023-002. This is not MTA's first time receiving operating assistance from the FTA.

Projects Completed

In the past few years, MTA completed the following noteworthy projects:

- Replaced the revenue vehicles that met their useful life
- Switched to propane for an alternative fuel source
- Absorbed the operations and service area of former FTA recipient CART, which operated in the Salem/Derry region.

Ongoing Projects

MTA is currently implementing the following noteworthy projects:

- Procuring propane powered revenue vehicles
- Rehabilitating three MCI coaches transferred to MTA from the Merrimack Valley Transit Authority.

Future Projects

MTA plans to build a Transit Center in the next three to five years. The Transit Center will be constructed at the current location of MTA's operations and maintenance facility.

IV. Results of the Review

1. Legal

Basic Requirement: The recipient must promptly notify the FTA of legal matters and additionally notify the USDOT Office of Inspector General (OIG) of any instances relating to false claims under the False Claims Act or fraud. Recipients must comply with restrictions on lobbying requirements.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Legal.

2. Financial Management and Capacity

Basic Requirement: The recipient must have financial policies and procedures; an organizational structure that defines, assigns, and delegates fiduciary authority; and financial management systems in place to manage, match, and charge only allowable costs to the award. The recipient must conduct required Single Audits, as required by 2 CFR Part 200, and provide financial oversight of subrecipients.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Financial Management and Capacity.

3. Technical Capacity – Award Management

Basic Requirement: The recipient must report progress of projects in awards to the Federal Transit Administration (FTA) and close awards timely.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Technical Capacity – Award Management.

4. Technical Capacity - Program Management & Subrecipient Oversight

Basic Requirement: States must document and follow a public involvement process for the development of the long-range statewide transportation plan and State Transportation Improvement Program (STIP). Designated recipients of Sections 5310, 5311, and 5339 funds must develop and submit a State Management/Program Management Plan to the FTA for approval. Recipients must enter into an agreement with each subrecipient, obtain required certifications from subrecipients, report in the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) on subawards, and ensure subrecipients comply with the terms of the award.

This section only applies to recipients that have subrecipients; therefore, the related requirements are not applicable to the Triennial Review of MTA.

5. Technical Capacity – Project Management

Basic Requirement: The recipient must be able to implement the FTA-funded projects in accordance with the award application, the FTA Master Agreement, and applicable laws and regulations using sound management practices.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Technical Capacity – Project Management.

6. Transit Asset Management

Basic Requirement: Recipients must comply with 49 CFR Part 625 to ensure public transportation providers develop and implement transit asset management (TAM) plans.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Transit Asset Management.

7. Satisfactory Continuing Control

Basic Requirement: The recipient must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Satisfactory and Continuing Control.

8. Maintenance

Basic Requirement: Recipients must keep federally funded vehicles, equipment, and facilities in good operating condition. Recipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment, and facilities in good operating order.

Finding: During this Triennial Review of MTA, a deficiency was found with the FTA requirements for Maintenance.

Deficiency Description:

Late facility/equipment preventive maintenance (M2-2)

The federal regulations at 2 CFR 200.313 (Uniform Guidance) and FTA Circular 5010.1E, Chapter IV require recipients of federally funded assets to maintain those assets according to the manufacturers' recommendations. FTA expects that the preventive maintenance (PM) intervals on federally funded assets will occur at least 80-percent on time. The reviewer selected four facility components from MTA's bus garage for a PM interval review. MTA was not able to provide documentation that it was performing monthly PM inspections on the HVAC system or the overhead doors, as stated in its maintenance plan. MTA staff stated that the PMs were conducted, but they were not documented.

Corrective Actions and Schedule: For the deficiency *Late facility/equipment preventive maintenance (M2-2)*, by October 31, 2023, MTA must submit to the FTA regional office procedures for completing preventive maintenance (PM) inspections on time.

By January 31, 2024, MTA must also submit a monthly report signed by the chief executive officer or other senior management designee on the PM results of the HVAC system and overhead doors until the data demonstrates MTA has conducted 80-percent of its monthly PMs on time for three consecutive months. For both the HVAC system and overhead doors, the recipient must include with the submittal to the FTA regional office:

- A report listing the items, the dates the inspections are due, and the dates of the actual inspections. List the percentage of the inspections performed on time.
- Back-up documentation for each item (e.g., copy of work order, printout from the maintenance management system) documenting the date of the inspection.

9. Procurement

Basic Requirement: The non-Federal entity must use its own documented procurement procedures which reflect applicable State, local, and tribal laws and regulations, and conform to applicable Federal law and the standards identified in 2 CFR Part 200. State recipients can use the state's overall policies and procedures. When applied to Federal procurements, those policies and procedures must still be compliant with all Federal requirements as applied to non-state recipients. The flexibility afforded by 2 CFR Part 200 should not be misconstrued as absolving a state from Federal requirements. For example, the FTA does not require each State DOT to have policies and procedures separate from the state education department.

Finding: During this Triennial Review of MTA, deficiencies were found with the FTA requirements for Procurement.

Deficiency Description:

Lacking independent cost estimate (P10-1)

Four MTA procurements were examined during the Triennial Review. One of those procurements, the mobile ticketing upgrade, did not contain evidence that an independent cost estimate (ICE) was conducted prior to receipt of bids or proposals. However, the federal regulations at 2 CFR 200.324 and FTA Circular 4220.1F, Chapter VI require recipients to conduct an ICE as a tool to assist in determining the reasonableness of the bid or proposal being evaluated; that is, to assist in performing the cost or price analysis after bids or proposals are received.

Corrective Actions and Schedule: For the deficiency *Lacking independent cost estimate (P10-1)*, by October 31, 2023, MTA must submit to the FTA regional office documentation that it has updated its procurement procedures to include development of independent cost estimates prior to receipt of bids or proposals above its simplified acquisition threshold.

By January 31, 2024, for its next applicable procurement, MTA must submit to the FTA regional office documentation that the required process was implemented.

Deficiency Description:

Missing FTA clauses (P11-1)

Per Appendix II to the Uniform Guidance and the FTA Master Agreement, certain federal clauses and provisions must be added to federally funded contracts. All four procurements reviewed were missing a required federal clause: *6002 of the Solid Waste Disposal Act*. The bus procurement was also missing a required federal clause: *Prohibition on certain telecommunications and video surveillance services or equipment*. In addition, no federal clauses were added to the bid documents for the mobile ticketing upgrade or HR services contract.

Corrective Actions and Schedule: For the deficiency *Missing FTA clauses (P11-1)*, by October 31, 2023, MTA must submit to the FTA regional office revised procurement procedures that address inclusion of all FTA-required third-party contract clauses through use of a clause checklist or other mechanism.

By January 31, 2024, for its next applicable procurement, MTA must submit to the FTA regional office documentation that the required process was implemented.

Deficiency Description:

Lobbying certifications not included in procurement solicitations or signed by bidders (P12-2)

As defined in Appendix II to Part 200, contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award.

The value of the mobile ticketing upgrade contract was \$268,201, but MTA did not require the vendor to sign a lobbying certification.

Corrective Actions and Schedule: For the deficiency *Lobbying certifications not included in procurement solicitations or signed by bidders (P12-2)*, by October 31, 2023, MTA must submit to the FTA regional office procedures for obtaining signed lobbying certifications.

By January 31, 2024, for its next applicable procurement, MTA must submit to the FTA regional office a copy of the signed lobbying certification.

10. Disadvantaged Business Enterprise (DBE)

Basic Requirement: Recipients must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of USDOT-assisted contracts. Recipients also must create a level playing field on which DBEs can compete fairly for USDOT-assisted contracts.

Finding: During this Triennial Review of MTA, no deficiencies were found with the US DOT requirements for DBE.

11. Title VI

Basic Requirement: The recipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The recipient must ensure that all transit services and related benefits are distributed in an equitable manner.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Title VI.

12. Americans with Disabilities Act (ADA) – General

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of MTA, no deficiencies were found with the US DOT requirements for ADA – General.

13. ADA – Complementary Paratransit

Basic Requirement: Under 49 CFR 37.121(a), each public entity operating a fixed-route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed-route system. “Comparability” is determined by 49 CFR 37.123-37.133. Requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

Finding: During this Triennial Review of MTA, no deficiencies were found with the US DOT requirements for ADA – Complementary Paratransit.

14. Equal Employment Opportunity

Basic Requirement: The recipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program or activity receiving Federal financial assistance under the Federal transit laws.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Equal Employment Opportunity.

15. School Bus

Basic Requirement: Recipients are prohibited from providing school bus service in competition with private school bus operators unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for School Bus.

16. Charter Bus

Basic Requirement: Recipients are prohibited from using the FTA-funded equipment and facilities to provide charter service that unfairly competes with private charter operators. Recipient may operate charter only when the service meets a specified exception defined in rule.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Charter Bus.

17. Drug Free Workplace Act

Basic Requirement: Recipients are required to maintain a drug free workplace for all award-related employees; report any convictions occurring in the workplace timely; and have an ongoing drug free awareness program.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Drug-Free Workplace Act.

18. Drug and Alcohol Program

Basic Requirement: Recipients receiving Section 5307, 5309, 5311, or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Drug and Alcohol Program.

19. Section 5307 Program Requirements

Basic Requirement: The recipient must participate in the transportation planning process in accordance with FTA requirements and the metropolitan and statewide planning regulations.

Recipients shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Recipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

For fixed-route service supported with Section 5307 assistance, fares charged seniors, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Section 5307 Program Requirements.

20. Section 5310 Program Requirements

Basic Requirement: Recipients must expend Section 5310 funds on eligible projects that meet the specific needs of seniors and individuals with disabilities. Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. Recipients must approve all subrecipient leases of Section 5310-funded vehicles. Leases of Section 5310-funded vehicles must include required terms and conditions. Either the recipient or subrecipient must hold title to the leased vehicles.

This section only applies to recipients that receive Section 5310 funds directly from FTA; therefore, the related requirements are not applicable to the Triennial Review of MTA. Although MTA does manage two Section 5310 awards in TrAMS, those funds are managed in accordance with the federal regulations by the New Hampshire Department of Transportation (NHDOT), as outlined in NHDOT's State Management Plan.

21. Section 5311 Program Requirements

Basic Requirement: States must expend Section 5311 funds on eligible projects to support rural public transportation services and intercity bus transportation.

This section only applies to recipients that receive Section 5311 funds directly from FTA; therefore, the related requirements are not applicable to the Triennial Review of MTA.

22. Public Transportation Agency Safety Plan (PTASP)

Basic Requirement: Recipients must comply with the Public Transportation Agency Safety Plan (PTASP) regulation (49 CFR Part 673) to ensure public transportation providers develop and implement an Agency Safety Plan (ASP).

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for PTASP Requirements.

23. Cybersecurity

Basic Requirement: Recipients that operate rail fixed guideway public transportation systems must certify compliance with the requirements for establishing a cybersecurity process under 49 U.S.C. § 5323(v), a new subsection added by the National Defense Authorization Act for Fiscal Year 2020, Pub. L. 116-92, § 7613 (Dec. 20, 2019).

This section only applies to recipients that operate rail fixed guideway public transportation systems; therefore, the related requirements are not applicable to the Triennial Review of MTA.

V. Summary of Findings

Review Area	Finding	Deficiency Code(s)	Corrective Action(s)	Response Due Date(s)	Date Closed
1. Legal	ND				
2. Financial Management and Capacity	ND				
3. Technical Capacity – Award Management	ND				
4. Technical Capacity – Program Management and Subrecipient Oversight	NA				
5. Technical Capacity – Project Management	ND				
6. Transit Asset Management	ND				
7. Satisfactory Continuing Control	ND				
8. Maintenance	D	M2-2: Late facility/equipment preventive maintenance	<p>MTA must submit to the FTA regional office procedures for completing preventive maintenance (PM) inspections on time.</p> <p>MTA must also submit a monthly report signed by the chief executive officer or other senior management designee on the PM results of the HVAC system and overhead doors until the data demonstrates MTA has conducted 80-percent of its monthly PMs on time for three consecutive months. For both the HVAC system and overhead doors, the recipient must include with the submittal to the FTA regional office:</p> <ul style="list-style-type: none"> • A report listing the items, the dates the inspections are due, and the dates of the actual inspections. List the percentage of the inspections performed on time. • Back-up documentation for each item (e.g., copy of work order, printout from the maintenance management system) documenting the date of the inspection. 	<p>October 31, 2023</p> <p>January 31, 2024</p>	

Review Area	Finding	Deficiency Code(s)	Corrective Action(s)	Response Due Date(s)	Date Closed
9. Procurement	D	P10-1: Lacking independent cost estimate	MTA must submit to the FTA regional office documentation that it has updated its procurement procedures to include development of independent cost estimates prior to receipt of bids or proposals above its simplified acquisition threshold. For its next applicable procurement, MTA must submit to the FTA regional office documentation that the required process was implemented.	October 31, 2023 January 31, 2024	
	D	P11-1: Missing FTA clauses	MTA must submit to the FTA regional office revised procurement procedures that address inclusion of all FTA-required third-party contract clauses through use of a clause checklist or other mechanism. For its next applicable procurement, MTA must submit to the FTA regional office documentation that the required process was implemented.	October 31, 2023 January 31, 2024	
	D	P12-2: Lobbying certifications not included in procurement solicitations or signed by bidders	MTA must submit to the FTA regional office procedures for obtaining signed lobbying certifications. For its next applicable procurement, MTA must submit to the FTA regional office a copy of the signed lobbying certification.	October 31, 2023 January 31, 2024	
10. Disadvantaged Business Enterprise	ND				
11. Title VI	ND				
12. Americans with Disabilities Act (ADA) - General	ND				
13. ADA – Complementary Paratransit	ND				
14. Equal Employment Opportunity	ND				
15. School Bus	ND				
16. Charter Bus	ND				
17. Drug Free Workplace Act	ND				
18. Drug and Alcohol Program	ND				
19. Section 5307 Program Requirements	ND				

Review Area	Finding	Deficiency Code(s)	Corrective Action(s)	Response Due Date(s)	Date Closed
20. Section 5310 Program Requirements	NA				
21. Section 5311 Program Requirements	NA				
22. Public Transportation Agency Safety Plan	ND				
23. Cybersecurity	NA				

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)

VI. Attendees

Name	Title	Phone Number	E-mail Address
<i>Manchester Transit Authority</i>			
Mike Whitten	Executive Director	603-623-8801, Ext. 5151	mwhitten@mtabus.org
Ryan Renauld-Smith	Assistant Director	603-623-8801, Ext. 5152	rsmith@mtabus.org
William Cantwell	Assistant Director – Finance	603-623-8801, Ext. 5153	wcantwell@mtabus.org
Mark Deflumeri, Sr.	Assistant Director - Maintenance	603-623-8801, Ext. 5162	mdeflumeri@mtabus.org
Tracey Whitehead	Regional Service Coordinator	603-623-8801, Ext. 5167	twhitehead@mtabus.org
Cheryl Worsman	Office Manager	603-623-8801, Ext. 5154	cworsman@mtabus.org
<i>FTA</i>			
Peter S. Butler	Regional Administrator	617-494-2729	peter.butler@dot.gov
Michelle Muhlanger	Deputy Regional Administrator	617-494-2630	michelle.muhlanger@dot.gov
Matt Keamy	Program Management and Oversight Director	617-494-3038	matthew.keamy@dot.gov
Alex Hammond	General Engineer	617-494-2304	alexander.hammond@dot.gov
Bert Pechhold	General Engineer	617-494-4914	bert.pechhold@dot.gov
<i>Qi Tech, LLC</i>			
Gwen Larson	Reviewer	920-746-4595	gwen_larson@qitechllc.com

VII. Appendices