# January 17, 2012 Meeting Minutes

# Transportation Policy Advisory Committee Public Transportation Sub-Committee

### **Members Present:**

Jennifer Kretovic, Chair Brent Todd Dick Lemieux Ken Hazeltine Kim Murdoch Ed Roberge (Staff Representative) Laura Aibel (Staff Representative)

### **Members Absent:**

Ruairi O'Mahony Steve Henninger (Staff Representative)

### **Others Attending:**

Ralph Littlefield Kevin Curdie

#### I. Call to Order/Introductions

Ms. Kretovic called the meeting to order and reviewed the agenda.

## II. Approval of Minutes

Minutes from the December 1, 2011 meeting were reviewed and approved.

## **III.** Public Comments

Mr. Curdie expressed his concern that there are numerous signs missing at bus stops. He also questioned the safety of stops located in dark areas, specifically along Fisherville Road on the Penacook route. Who is responsible for ensuring burned out street light bulbs are replaced? Mr. Roberge asked locations be forwarded to him and he will contact Unitil. Ms. Kretovic suggested the subcommittee review the bus stop inventory photos and determine if additional funding should be sought for better lighting at particular stops.

Mr. Curdie wondered why the Heights route terminates at the State House when the vehicle needs to return to BMCAP at the end of the day. Passengers have been stranded downtown because they thought the bus could take them back to the Heights on the last trip. He acknowledged the schedules do indicate the route terminates at the State House, but passengers are not making the connection and ending up downtown without a ride back to the Heights.

Mr. Curdie asked if there is a means for people to provide comment on the new route system if they are unable to attend the meeting on January 23, 2012. Ms. Kretovic will contact the City Clerk's office to see if they can accept written comments.

Mr. Curdie downloaded the Rider's Guide from the CAT website and found useful information. Is it possible to have hard copies on vehicles? Mr. Littlefield said he'd check.

Mr. Hazeltine reported GSIL used the CAT system to train mystery riders who would then evaluate GSIL's transportation system. His experience with the CAT system was positive.

#### IV. Referrals

Ms. Kretovic reviewed the correspondence chain stemming from a complaint Councilor Shurtleff forwarded to the TPAC/PT in December 2011. The Subcommittee discussed potential action BMCAP could take to alleviate the concerns of both the complainant and Councilor Shurtleff. The general consensus was that BMCAP respond in a manner that is both respectful and positive with specific action items discussed. Mr. Todd suggested CAT offer a free pass or some sort of remuneration to make up for the inconvenience of the event.

Ms. Kretovic asked Mr. Littlefield what the consequences to drivers are if they do not follow policies. Mr. Littlefield indicated consequences depended on the severity of infringement. It could be anything from a quiet discussion with the driver to immediate dismissal. Mr. Lemieux asked where in the spectrum would an incident such as not picking up passengers fall. Mr. Littlefield responded the driver was spoken to and policies were reviewed with him.

Street and Morning Star Apartments on Loudon Road.

#### V. Old Business

- i. CAT Quick Report & Ridership Reports
  - 1. Status Report of CAT Route Changes- Mr. O'Mahony was not present but sent word that the boarding and alighting counts and analysis will be ready very soon. CNHRPC won't finalize the website with Google Transit until the routes and stops are settled. This is anticipated for mid-February 2012. Mr. Todd asked how the locations for the six new bus shelters were determined. Mr. Littlefield and Mr. Roberge responded they were located by ease of obtaining permission to access property. Perhaps the subcommittee can look at the results of the boardings and alightings study to determine if there are better opportunities to place the shelters. Mr. Roberge indicated the current plan is to install the new shelters on North State Street at Lake Street and the Hood Plant, Meadowbrook Apartments on Fisherville Road, Pleasant View Retirement Facility on Pleasant

Ms. Kretovic reported the buses on the Penacook route have more passengers. She asked if CAT had observed the 10% ridership reduction expected with the new route implementation and lengthened headways. Mr. Littlefield said Mr. Sudak thought the reduction was less than expected.

Due to the continued trouble with the Heights route running behind schedule, CAT has asked CTAA to investigate the timing of the pulse system. Mr. Littlefield is not sure the grant will cover the cost of the retiming, but CAT needs to have the situation corrected. Currently, CAT is running a second bus in the afternoon along the Heights route so riders can make connections to other routes downtown.

2. Status Report of Saturday Service – Mr. Littlefield reported there is very little bus activity at the hospital on Saturdays. Perhaps next year, the Saturday service could include the Fort Eddy shopping area and eliminate stopping at the hospital. Mr. Littlefield said the Demand Response has been lower than anticipated. He thought the passengers may have more family support on weekends than during the week. Because of the lack of demand response requests, the cost of providing Saturday service is lower than expected. The final costs haven't been determined yet. Ms. Kretovic asked if this information could be used for the report to Council, because Saturday Service was one of the items of which Councilor Nyhan specifically requested additional detail.

**3.** 

- ii. Other Old Business
  - **1.** CAT Deliverables- Discussion. Ms. Kretovic wished to discuss CAT's deliverables to the subcommittee in an effort to streamline CAT's workload. After some

- discussion, it was decided that CAT would provide the following reports at specific frequencies. Schedule of deliverables is attached.
- 2. December City Council Update & Next Quarterly Report Ms. Kretovic reported the 1st quarterly report for Council was approved on the consent agenda. She reminded the subcommittee the second quarter ended December 31<sup>st</sup>. Ms. Kretovic will include the report of the incident on North Main Street in the next report to Council.

#### VI. NEW BUSINESS

- i. CAT Staffing Update
  - 1. Mr. Littlefield announced that Ginny Schneider had left BM/CAP. The agency is currently advertising for her replacement. Interviews are expected to occur within the next two weeks. Ms. Schneider may be available on a consulting basis. Mr. Littlefield will keep the subcommittee updated.
- ii. Upcoming Meetings
  - 1. January 23<sup>rd</sup> Public Meeting
    - a. Center for Health Promotion, 49 South Main Street in the Capitol Room, noon-1:15 p.m.
    - b. Focus Group Meeting with Drivers- Mr. Littlefield has scheduled a focus group with the drivers on January 28, 2012, from 9-11a.m. to obtain feedback from the new schedule and routes. Ms. Kretovic would like to attend. Perhaps Mr. O'Mahony can attend also, given the relationship he has built with the drivers.

#### iii. Other New Business –

- 1. RESERVED- New development projects The Friendly Kitchen would like to see a new bus stop located near their new site on South Commercial Street. Ms. Aibel will check the slope of the ramp to see if the end of the ramp is an appropriate location.
- **2.** Mr. Littlefield proposed February's meeting be devoted to discussing CAPBMCI/CAT's application to NHDoT for FY2012 funding. The subcommittee concurred.

## VII. Adjournment

**MOTION** to adjourn was made, seconded and carried.

#### **CAT DELIVERABLES:**

These reports are expected to show real progress on work your organization is doing. We anticipate some projects will experience slower than expected progress, setbacks, unexpected glitches, or other matters simply need to take priority.

### Monthly

- 1. Ridership Report
- 2. Quick Report

If relevant, this can include updates to the following:

- Program Goals
- Communication Plan (website can be included here)
- Fundraising
- Items related to bus stops, bus shelters or bus signage
- Items related to overall Route/System operations
- Saturday Service
- Volunteer Driver Program
- Mid-State Council
- New Projects/initiatives/etc.

### Quarterly

- 1. Productivity Reports
- 2. Bullet point report for inclusion in the TPAC/TPAC-PT Quarterly Report to City Council (this can easily be compiled and updated from the monthly Quick Reports and add whatever else you feel important for Council to know)
- 3. Updated Timelines on Program Goals/Communication Plan/Fundraising Plan (for TPAC-PT subcommittee)

## **Annually**

- 1. Budget Detail & NHDoT 5311 Application
- 2. Any other transit related NHDoT Grant submissions (5304, 5310, 5317, etc.)
- 3. Grant Application to City (prior to submission to the City Manager)
- 4. Productivity Report and Peer-to-Peer Review

For the purposes of these reports, progress related to programs directly supported by City contributions should come first, i.e. the Fixed Route, Paratransit and Senior Transit Service. We encourage CAPBMCI to include the other programs secondarily.