# August 4, 2011 Meeting Minutes

# Transportation Policy Advisory Committee Public Transportation Committee

### **Members Present:**

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

## **Members Absent:**

Ruairi O'Mahony

# **Others Attending:**

See attached sheet

## I. Call to Order/Introductions

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

# II. Approval of Minutes

Minutes of TPAC- Public Transportation meetings dated May 5, 2011, June 2, 2011, June 14, 2011 and July 7, 2011 were reviewed and approved with minor changes.

## **III.** Public Comments

Ralph Harwood, a citizen from Penacook, provided positive comments regarding the new policy for air conditioning on the buses. Mr. Harwood also noted the difficulty some passengers are having when the smaller bus is in use on the Penacook line and requires some patrons stand. He recommended hand rails be installed for passengers. Ginny Schneider, of CAPBMI/CAT, noted the buses have hand grips on each seat but would check this information for accuracy.

Will Ether, a Concord resident, notified the subcommittee he had filed an ADA complaint with NHDoT regarding accessibility of seatbelts on the bus lifts with relationship to limited hand use. He noted working directly with CAPBMI's Mobility Manager to resolve the issue and was highly pleased with the outcome.

Michael Rossi, a Concord resident, raised concern over bus drivers leaving the bus stop (putting the bus in motion) before newly boarding passengers are seated. This incident occurred to Mr. Rossi on his way to this meeting. This action creates an unsafe condition causing passengers, Mr. Rossi included, to lose their balance.

Kevin Curdie, a Concord resident, concurred with Mr. Rossi's observation and had experienced the same driver leaving the bus stop before Mr. Curdie had been seated. Mr. Curdie also reported his volunteer

duties to replace the temporary bus signs had been limited of late because the signs had remained in place.

# IV. Questions regarding Referral Letters from CAT

- i. C Wyrenbeck letter July 14 no comments
- ii. G Walker letter July 14 no comments
- iii. L Corville July 14 no comments
- iv. P Ferland July 18 no comments
- v. R Hardwick July 20 Ralph Harwood commented that his last name is Harwood, not Hardwick. He reminded the subcommittee that he did not mention the smoke in the bus shelter at Concord Hospital. It must have been somebody else.

Jennifer thanked Terri Paige and CAT for the prompt and courteous attention with which these matters were dealt.

#### V. Old Business

i. Status Report of CAT Route Changes- Ginny Schneider reported that CTAA developed a new interim route schedule that didn't work. So, CTAA will move to Phase 3 of their contract with CAT and work on a schedule that includes the Heights, Penacook and Crosstown Routes. CTAA will make a field trip to Concord the week of 9/12/11 to time the routes. New schedules should be ready at the end of September for implementation in mid-October after two weeks notice to the ridership.

CAT is contacting NHDoT with regards to shifting the implementation back to October. The Crosstown Route will not be going out and back on Regional Drive because the outbound side of Regional Drive doesn't have accessible locations. The route will be outbound on Pembroke Road and inbound on Regional Drive. Jennifer asked about the mileage difference and Ginny indicated the mileage was practically the same. Ginny also mentioned the route may be able to traverse Clinton and South Fruit Street in both directions. The Crosstown Route will not go into the bus terminal on Stickney Ave. The Heights Route would service the bus terminal when appropriate.

Ginny mentioned CAPBMI will be offering Demand Response Service to Terrill Park Drive.

There was concern about the need to report to Council in December (6 months after new route implementation was initially planned.) and having no ridership data available for the new Crosstown Route. Ginny has asked CNHRPC to monitor boardings and alightings one week in October or November as part of CNHRPC's contract with CAT. Jennifer will give Ginny information about a service in Manchester that uses disabled clients and their attendants to perform such tasks.

A lengthy discussion followed regarding the format and information needed to submit to the City Council regarding the performance measures of the routes and system-wide. What parameters should be used?

### ii. CAT Program Goals for FY2012

CAT Program Goals are due to Council September 30, 2011. Jennifer asked the subcommittee be able to see the Goals before Council. Ken suggested CAT look at the goals in the Nelson/Nygaard study and continue to include goals that make sense, but update the timeline with what works for CAT. Dick encouraged CAT to challenge themselves.

Ginny mentioned that Call Center money is available and CAT will seek this funding for updated scheduling software.

NHDoT has indicated the Federal Funding available for CAT in FY2013 will remain the same as FY2012.

CAT is working with private sector businesses to provide local matching funds.

### iii. Other Old Business

1. Concord Insider Article – Dick was concerned there were numerous egregious errors including the number of riders, years CAT has been in service and miles served per day. After some discussion, Ginny said she'd email the Insider with corrections and copy Jennifer.

### 2. Concord Area Transit's (CAT) Mission Statement

CAT's mission is to provide safe, accessible affordable, customer-centered public transportation that responds to and serves the transit and economic development needs of the City of Concord, its residents, visitors, nonprofit organizations and businesses.

**3.** Communication Plan – Ginny asked for emailed comments. She will start to assemble a calendar of goals beginning August 12, 2011.

# VI. NEW BUSINESS

i. FY2011 Productivity Report- To be provided by CAT –

Lengthy discussion occurred around the format of the productivity report to be submitted to City Council. Council has asked for performance measures. Councilors Keach and Nyhan have requested performance measures for specific portions of the Crosstown Route. Ken indicated collecting data by route was onerous and in excess of what any system does on a regular basis.

The first quarter report to Council will contain information about the old routes and a single trolley route. The second quarter report to Council will contain information about the Crosstown, Heights, Penacook and the trial period for Saturday Service routes. Because the three proposed routes are essentially the same miles, the ridership numbers per month divided by the expenses per month (averaged over 12 months because expenses can be erratic month to month) will indicate an approximate cost per rider per route.

The PT subcommittee would like to see ridership per month in graphic format. Dick asked if CAT could provide the rolling expenses in a graphic format.

CAT is planning to count boardings and alightings in October and November for detailed information.

- ii. CAT Quick Report Provided by CAT
  - 1. Bus stop amenities/bus sign status report
  - 2. CAT website- status update
  - 3. CAT Communications Plan

- iii. Advance Transit Visit from Executive Director, Van Chesnut UNABLE TO ATTEND.
- iv. Other New Business -
  - 1. Bus Stop Safety-Ginny is scheduling a meeting with the Concord Public Safety Foundation, the Injury Prevention Center, the State Falls Task Force, the Greater Concord Safe Community Coalition, General Services Division and interested members of the Public Transit Subcommittee to review bus stop safety issues. One item she'd like the group to cover is developing a program to have bus stops cleared of snow in a timelier manner after winter snow and ice events.

# VII. Adjournment

MOTION to adjourn was made, seconded and carried.