

September 18, 2012  
Meeting Minutes

**Transportation Policy Advisory Committee  
Public Transportation Sub-Committee**

**Members Present:**

Jennifer Kretovic, Chair  
Ruairi O'Mahony  
Dick Lemieux  
Ed Roberge (Staff Representative)  
Steve Henninger (Staff Representative)  
Laura Aibel (Staff Representative)

**Members Absent:**

Brent Todd  
Ken Hazeltine  
Kim Murdoch

**Others Attending:**

Jim Sudak  
Kevin Curdie  
Terri Paige

**I. Call to Order/Introductions**

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

**II. Approval of Minutes**

The minutes from the May 15, 2012 meeting were reviewed and approved.

**III. Public Comments**

Mr. Curdie questioned if all CAT vehicles can turn at the Horseshoe Pond Place loop. Mr. Sudak responded positively. The bus stops inside the loop in both directions so as to allow passengers cover while waiting.

Mr. Curdie is also concerned the signs at the bus stop in front of the Tea Garden on North Main Street have not been corrected. Mr. Sudak will follow up.

The stop location at Merrimack County Savings Bank does not have a "bus stop" sign, just "no parking" signs. Ms. Paige is working with Rick Frederick from the sign shop. She has 15 locations that need moving or sign installation.

Signs are missing at both the Post Office and Bus Station. Mr. O'Mahoney has the mounting hardware for building faces.

Mr. Curdie reminded the subcommittee the last bus leaving Eagle Square labeled for the Penacook Route does not proceed north, but heads back to BM/CAP. The notation on the schedule that this is a regular route is misleading. Ms. Paige will have the last time removed.

**IV. Referrals**

The subcommittee received a referral from City Council regarding the location of bus stops and frequency of service at Horseshoe Pond Place. Ms. Paige has spoken to both women who wrote letters to City Council. They are requesting service to go back to 30 minute frequencies. Ms. Paige suggested the stop at Eagle Square can be "soft" to allow for holding the departure if there are passengers looking for a connection. The women want to continue using the fixed route system as opposed to the senior transit. CAT is drafting a response which will be vetted by the subcommittee prior to sending.

**V. Updates/Old Business**

- i. **Status Report of CAT Route Changes/Route timing-**Ms. Kretovic remarked the new schedule has been in place for 15 months. She asked when the adjustments will be made to allow the Heights route to connect with the Penacook route in the afternoon as well as other awkward connections. CNHRPC is working on a proposal to CAT to prepare the timing for the modifications.  
A lengthy discussion ensued regarding the feasibility of implementing Mr. Crikelair’s 5 route service plan. Mr. Sudak and Ms. Paige indicated there would be a steep learning curve. Perhaps the new plan could be implemented in 2 years.
- ii. **Bus Stop Signs-** Covered under Public Comment.
- iii. **Website Update/Completion of Website Test Run-** The website went live on Monday, July 16<sup>th</sup>. Google transit component is not functional because of the route uncertainty. A current route map is serving as a placeholder. The website is [www.concordareatransit.org](http://www.concordareatransit.org).

**VI. NEW BUSINESS**

- i. CAT Quick Report- Mr. Sudak distributed August/September Quick Report, which is attached.
- ii. CAT 3<sup>rd</sup> & 4<sup>th</sup> Quarter Report to Council
- iii. Other New Business –
  - 1. RESERVED- New development and Capital Improvement Projects – No update.
  - 2. CAPBMCI/CAT Staff Updates – Rosa Burt was hired as a new Travel Trainer on September 12, 2012. Brittany Hoff, the previous travel trainer has moved on to a new position elsewhere.
  - 3. Kim Murdoch has stepped down from the Subcommittee. Ms. Murdoch represented Senior Citizens on the Subcommittee, so it’d be best to look for somebody from who could do the same.

**VII. Adjournment**

The meeting broke up shortly after 8 PM.

## CONCORD AREA TRANSIT

### AUGUST / SEPTEMBER 2012 QUICK REPORT

Concord Area Transit has met with Central New Hampshire Regional Planning Commission to discuss potential approaches on revising and possibly improving the schedule using different sources of information including public input, past route timings, schedules and past contracted services.

Concord Area Transit and Central New Hampshire Regional Planning Commission are pleased to announce that the website went live on July 16, 2012. Updates to the Facebook page have been successful. In addition added to the website on August 15, 2012, you will find the new CAT Transportation Overview Video. The video can be accessed by clicking the plan a trip tab and scrolling to Transportation Overview Video. The video was developed and produced by Terri Paige and Brittany Hoff.

The bus stop schedule sign holder installation has been completed to what the CAT Staff has been able to do. We are still working with General Services to schedule the moving and replacement of posts that are either missing or in need of repair.

New Hampshire Department of Transportation Bureau of Rail & Transit has notified Concord Area Transit of level funding for FY2013 and the Travel Trainer funding has been approved for the full fiscal year. The Endowment for Health Grant Funding will be used to cover the Travel Trainer match requirements. We are sad to report that our Travel Trainer, Brittany Hoff, has moved to a new job opportunity in the Washington, D.C. area. She will be greatly missed.

As of September 12, 2012, we have hired a new Travel Trainer, Rosa Burtt who was originally born in Indonesia, moved to Guatemala as a young child and grew up there. She moved to the United States in her early twenties. She speaks three languages and is a certified language arts teacher in the State of New Hampshire. She does tutoring for Spanish with a wide variety of students in the Concord, NH area. She is currently applying to attend the Easter Seals Project Action Travel Trainer Certification Program.

Concord Area Transit has been able to fill three vacant driving positions, two full-time and one part-time that have been being staffed with substitute drivers. The hiring will greatly improve our customer service and driver availability throughout the system.

Another program within Community Action Program Belknap-Merrimack Counties, Inc. is the Volunteer Driver Program (VDP). The VDP was implemented to fill in the unmet transportation needs within the Mid-State Regional Coordinating Council area. We have included the number of rides provided through the VDP since January of this year:

January	82	February	130	March	222
April	224	May	160	June	171
July	159	August	253		

The upgraded dispatching software has been scheduled to go on line August 21, 2012. We will of course have to run parallel for up to two weeks with the old dispatching software, but overall this will greatly improve the ability to track and schedule rides within the system upon its completion.

The scheduled go live for August 21, 2012 went very smoothly and everyone is getting used to the new system.

Attachment:

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