

July 10, 2012
Meeting Notes

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

Members Present:

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

Members Absent:

Dick Lemieux
Brent Todd
Ken Hazeltine
Kim Murdoch
Ed Roberge (Staff Representative)

Others Attending:

Ralph Littlefield
Kevin Curdie
Mike Rossi

I. Call to Order/Introductions

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

II. Approval of Minutes

Due to a lack of quorum, approval of the minutes from the May 15, 2012 meeting will be reviewed at the August meeting.

III. Public Comments

Mr. Curdie noted an "old style" bus stop sign has been installed in front of the "Tea Garden" restaurant on North Main Street. The bus stop is actually located further north, in front of Merrimack County Savings Bank. Ms. Aibel will check on the sign installation and report back to the subcommittee. Is it possible to have the channel posts rotated when they are installed? Many of the bus stop signs face the street and are not visible.

A rider complained to Mr. Curdie that when the trolley vehicles are used on the Penacook route, he can't ride his bicycle to the bus stop. Mr. Littlefield responded CAT has been in contact with the trolley manufacturer and there is a bicycle rack that can be installed in compliance with DoT regulations. Mr. Littlefield will update the subcommittee on the status of bike racks on the trolleys next month.

IV. Referrals

There were no referrals this month.

V. Updates/Old Business

- i. NHDOT Application- Mr. Littlefield reported CAPBMCI/CAT application was approved as submitted except that 45% funding for the Penacook Route will be through 5317 [Job

Access and Reverse Commute (JARC)] instead of 5311. The recommendations have not been approved by the Governor and Council yet.

Mr. O'Mahoney reported the Year 2(FY2013) funding for the Volunteer Driver Program will utilize the remainder of FY2012 (\$90,000 of \$117,000 allotted) along with a contract amendment. The amendment does not need to be approved by the Governor and Council.

- ii. **Route Timing** – Mr. Littlefield expects final changes from the original request to be delivered in a few weeks. This routing involves returning the Penacook and Heights routes back to their original timing and coordinating the Crosstown route within this timing. CAT will need to repost schedules at stops.
- iii. **Bus Stop Signs**- Jim Major, General Services Utility Superintendent, is looking to install new bus stop signs. Jim Sudak has been replacing signs. Perhaps CAT can coordinate with GSD to agree which signs need replacing? Mr. Littlefield reported new posts cost \$32 each.
- iv. **Website Update/Completion of Website Test Run**- The website is scheduled to go live on Monday, July 16th. Google transit component will not be functional because of the route uncertainty. A current route map is serving as a placeholder. The website is www.concordareatransit.org.

VI. NEW BUSINESS

- i. CAT Quick Report- Mr. Littlefield distributed June/July Quick Report, which are attached.
- ii. CAT 3rd & 4th Quarter Report to Council
- iii. New Bus Stop Identifier Signs (Attachment)(Jennifer, I can't seem to attach Kevin's pdf with the text and new sign. Can you try?) – Mr. Curdie emailed a photoshopped picture of a proposed sign. The subcommittee discussed whether MUTCD had standard colors for such signs.
- iv. Other New Business –
 - 1. RESERVED- New development and Capital Improvement Projects – No update.
 - 2. CAPBMCI/CAT Staff Updates – Mr. Littlefield has interviewed with a candidate he hopes will accept an offer.

VII. Adjournment

The meeting broke up shortly after 7 PM.

CONCORD AREA TRANSIT

JUNE/JULY 2012 QUICK REPORT

New Hampshire Motor Transport Association, in cooperation with the Federal Motor Carrier Safety Administration and NH State Police, Commercial Vehicle Enforcement Unit, presented a seminar on Compliance Safety Accountability, Hours-of-Service which included medical requirements and recent cell phone and texting prohibitions enacted by the Federal Motor Carrier Administration. The Seminar was attended by Jim Sudak, Director Concord Area Transit, Jeanne Bota, Administrative Assistant and Lisa Dupuis, Driver, Substitute Dispatcher and Trainer.

Concord Area Transit provided a Trolley at the Annual Touch A Truck Event held at Arnie's Ice Cream on the Heights on Saturday, May 19, 2012. Jeanne Bota displayed the Trolley at the event and answered questions and passed out schedules to promote Concord Area Transit.

Concord Area Transit and Central New Hampshire Regional Planning Commission met on June 13, 2012 to discuss the progress of the website design. All parties agreed that a mid to late July go live on the website should take place.

Bus stop schedule sign holder installation began on June 8, 2012. Terri Paige and Brittany Hoff have been installing signs at the most frequently used stops along the Heights and Penacook routes. It is an ongoing project. Jim will be working with The City of Concord General Services to have posts that are either missing or in need of repair taken care of.

New Hampshire Department of Transportation Bureau of Rail & Transit has notified Concord Area Transit of level funding for FY2013 and the Travel Trainer position was funded for the full fiscal year pending approval by Governor and Council. The Endowment for Health Grant Funding will be used to cover the Travel Trainer match requirements.

Travel Training and Outreach Activity CAT Concord

Travel Training

- Completed a bus training ride on May 3 on the Crosstown route to see the hospital. Five Refugees completed a ride in order to understand how to access the Concord Hospital.
- Developed new visual aids for travel training with people with LEP. These include photos of landmarks in Concord along with the names of the locations, and a chart complete with the bus names, bus colors and bus destinations.
- Completed two 1-to-1 bus trainings and 5 small group bus trainings and rides.

- Updated Travel training program's demographic data. As of May 14, 2012 139 individuals have received travel training.
- Continued work on planning and developing travel training videos.
- Set up on-going travel training with Lutheran Social Services ELS classes.

Mobility Management

- Attended the CNHRPC-TAC meeting in May. Did a report out of CAT and VDP activities and progress.
- Participated at an outreach table for a CommuteGreenNH event held in front of the State House.
- Attended a training at ConcordTV on using the new editing software that they are switching to and on how to use short films on UTube and other social media outlets.
- Participated in a webinar on Best Practices for ADA Providers put on by Easter Seals.
- Participated in the CommuteGreenNH coordination meetings held at DES in Concord.
- Worked with CAT staff, RTS staff and the Volunteer Driver coordinator on four customer travel coordination needs.
- Rode the CAT buses and gathered customer and driver feedback.

There were three comments received in May.

One customer called to report that the heights bus was running late all the time and that on the day that he called the bus was very full, with standing room only. He said that the bus was a small bus and that it was too crowded and that he considered it unsafe.

One customer called on a Monday to report that they felt that they had been treated unprofessionally by the bus driver on the previous Thursday. The customer said that the bus driver made inappropriate comments and told the customer that if they had a problem with the driver's attitude they didn't need to ride the bus. When the CAT Director investigated the report, the driver responded that they had no knowledge of any sort of interaction with the customer making the report and in fact had not seen this person for several weeks. When the Mobility Manager asked the customer if they noticed any witnesses to the incident the customer reported that they didn't notice anyone else on the bus and left the bus before the fare was paid because the customer was so upset. The driver reported that there were a few regulars on the bus during the time period that the customer reported the incident happened. We attempted to contact some of these customers, but have been unsuccessful in getting any further information about the incident. When the Mobility Manager called the customer to report the findings she asked the customer what they were looking for in regards to a response. The customer stated that they did not want to pursue the matter, and did not wish to file a formal complaint they just wanted to let me know that this bus driver did not like them and

was “gunning for them”. The Mobility Manager told the customer to please contact her or the CAT Director immediately if anything like this happened again. That way she would be able to start investigating the incident immediately and would be able to get a better idea of what happened. The customer said that they would and thanked me for taking the report seriously.

One customer wrote two comment cards on the bus to thank CAT for a great service and to thank the Bus driver Tim for being very helpful during her first bus ride on the system. She said that he was very friendly and helpful. She also made the suggestion that there should be seat belts for children on the buses.