

April 14, 2011
Meeting Minutes

**Transportation Policy Advisory Committee
Public Transportation Committee**

Members Present:

Jennifer Kretovic, Chair
Ruairi O'Mahony
Dick Lemiux
Ken Hazeltine
Kim Murdoch
Ed Roberge (Staff Representative)
Laura Aibel (Staff Representative)
Steve Henninger (Staff Representative)

Members Absent:

Brent Todd

Others Attending:

See attached sign in sheet

I. Call to Order/Introductions

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

II. Approval of Minutes

The revised minutes for the January 6, 2011 and the minutes for the March 3, 2011 meeting were reviewed and approved.

III. Communications and Referrals

- i. There was one referral which was set aside for discussion in May.

IV. OLD BUSINESS

- i. CATs bus stop amenities- CAT received \$51,000 of ARRA funds for bus shelters. The RFP *has been drafted* and Ginny expects responses in 6-8 weeks. Bus shelters at Lake Street, the Hood Plant, Pleasant View and Meadow Brook should be installed sometime in 2011.
- ii. Status of the purchase of Bus Signs- CAT received \$19,500 of ARRA funds for bus signs, poles and maps.
- iii. Status of website development- Ginny said CAT is in contract negotiations with CNHRPC to revise the website.
- iv. CAT logo- Mobility Manager Terry Paige *is attending* a Microsoft conference, more information will be reported in May.
- v. **Status and update of NHDOT grant submittal-** Ginny reported NHDOT *has asked some* questions regarding the CAT grant request. Ginny's sense is that CAT will receive the same funding as the last budget cycle, although DoT is looking for additional money. Jennifer Kretovic requested an update on DoT funding as soon as it's provided to CAT.
- vi. **Status and update of City of Concord grant submittal-** CAT submitted a grant request last month. Ed reviewed the timeline for public meetings. *Following is a list of dates which the City Council will be reviewing the CAT proposal;*
 - a. 5/17/11- 6:30 p.m. – *City Manager delivers FY2012 budget proposal to City Council.*
 - b. 6/9/11- 6:30 p.m. – *Portion of budget the CAT and Social Services (listed as Miscellaneous) grant requests are discussed by City Council.*

c. 6/27/11- 7 p.m. – Final open Public Hearing prior to City Council budget adoption.

vii. Other Old Business- None

V. NEW BUSINESS

- i. CAT Ridership – Update- Jim Sudak passed out the new ridership numbers. The routes showed a marked increase in the month of March. Committee members asked Jim to look into the ridership on the days large rallies were held at the State House plaza.
- ii. Vehicle Idling Reduction- Ginny asked about the City’s policy on vehicle idling reduction. Ed suggested she contact Bob Lebreu at General Services. A number of city vehicles have been fitted with anti-idling equipment.
- iii. Data gathering for STS/ADA services-
- iv. Other New Business- None.

VI. Public Comment

A number of public comments were of a personal nature so the names of the commenters have been omitted. Input was given through out the meeting.

i. ADA Service

1. **Announcing Bus stops**- Patrons requested drivers announce stops prior to actual stop. CAT responded it would reiterate the policy to drivers in their staff meeting scheduled for April 16, 2011.
2. **Kneelers**- Patrons have been told often that the kneelers are broken, so often that patrons have stopped asking for the buses to be lowered. Potential patrons are not utilizing transit system because of this lack of accessibility. CAT noted the bus should not be running if the kneeler is broken. For future reference, the rider was asked to notify dispatch if this occurs again.
3. **Outward visibility on busses with wraps**- Claustrophobic patrons expressed discomfort on wrapped buses because they can’t see out the windows. Is there any way to leave windows near couple of seats on the vehicles unwrapped? CAT explained the difficulty in accommodating this, as the current policy is a revenue generator through the advertising.
4. **Rideshare** – Patrons may contact NH Rideshare at 271-2468 to utilize the ridesharing program. Ask for the Rideshare Coordinator.

ii. **Gifts of Amenities** – Patrons inquired if people could donate items such as memorial benches at bus stops. Jennifer indicated the City of Concord cannot accept gifts such as that.

- iii. **Harrassment** – Patrons report being harassed by other patrons while utilizing the transit system. CAT responded that ANY incident should be reported immediately to the driver who should then report incident to dispatch or notify the Police Department.
- iv. **Solicitation** – Patrons have been solicited by other patrons while using the system. CAT has a strict “No Solicitation” policy. CAT will be sure bus drivers understand the policy and see it enforced.
- v. **Central New Hampshire Transportation**- There was confusion about the status of the Central New Hampshire Transportation System. This organization no longer exists. CAT has informed any outlets that sell CAT tickets, but will reiterate the message. A request was made to remove this reference from the CAT website.
- vi. **Service Hours** Patrons requested extended weekday hours and Saturday service hours for the system.

- vii. Routes-** Patrons wondered why three bus routes service the bus station on Stickney Ave. Can running the trolleys on Manchester Street be re-evaluated? Will there be new bus service to St. Paul's School?
- viii. Travel Trainer** – Lengthy discussion occurred regarding potential patrons hesitancy at using the transit system because of various learning impediments. CAT stated they have hired a full-time Travel Trainer, Therese Paulick, 225-3295, who is available to work one-on-one with people who wish to learn how to utilize the transit system.

VII. Adjournment

Due to time limitations, other agenda items were tabled to the May 5, 2011 regularly scheduled meeting. **MOTION** to adjourn was made, seconded and carried.