July 7, 2011 Meeting Minutes

Transportation Policy Advisory Committee Public Transportation Committee

Members Present:

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

Members Absent:

None

Others Attending:

Ginny Schneider Kevin Curdie Mike Rossi

I. Call to Order/Introductions

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

II. Approval of Minutes

No minutes were ready to approve.

- i. Follow up on June Meeting-Public Comments
 - **1.** Drivers working double shifts and corrective measures- Ginny reported that CAT is complying with all motor carrier regulations.
 - **2.** Current staffing levels- 2 drivers are now in the substitute pool.
 - **3.** Smaller buses in use more frequently- status of fleet Jennifer reported that public perception is that smaller buses appear fuller than larger buses. Ginny said ad revenue is greater with larger buses. Ken commented that ad contract is based on larger buses and CAT would lose ad revenue.

III. Public Comment Period

- i. Kevin Curdie is confused about upcoming changes. Some of the drivers have said that the rates will increase from \$1.25 to \$1.75. Ginny replied a single fare will continue to be \$1.25. Will the Trolley be disappearing in September? The bulk of the Trolley route will be incorporated into the new Crosstown route, so there will be service, but not as much as the complete Trolley route. Ed responded that one trolley will be discontinued on July 5, 2011. The Counterclockwise trolley route will not longer be serviced.

 Dick Lemieux asked if both trolleys will still be part of the fleet? Ginny responded both trolleys are still at CAT. The second trolley will be used as a spare vehicle.

 Kevin Curdie has heard positive feedback about Saturday Service. Kevin offered a sample schedule for the new services. Ginny took a copy. CTAA is working on new route scheduling.
- **ii.** Mike Rossi asked if there were any mandatory requirements for Public Meetings to hear complaints? Jennifer replied no, but she wants TPAC-PT to have day time meetings twice a

year. The next day meeting will be in September or October. Ginny responded the CAT website will have a comment section also.

IV. Referrals/Follow up information & Requests

- i. Paulette Ferland- Council budget hearing testimony- This referral involved a complaint that a trolley drove by her and didn't stop to pick her up. Jennifer responded this is not the first time TPAC- PT has heard this complaint. She requested Ginny speak to the drivers again. Ginny agreed.
- **ii.** Ralph Harwood request (from 6/7/2011 Public Hearing)- Ralph felt the bus stop should be moved to the main entrance. Ginny responded that location won't work because the Orion cannot make the turns to the main entrance.
- **iii.** Ed heard a complaint at the beginning of June about a woman waiting at a bus stop when the driver drove off. Grace Walker chased the bus down and made the bus stop and pick the woman up.

Dick Lemeiux was concerned about these complaints and wondered if they were the tip of the iceberg. Ed suggested CAT create a log of the complaints. Ginny replied they are tracked on a spreadsheet. She is also working on a secret rider program. Jennifer suggested asking NHTI Tourism program students to assist.

V. Old Business

- i. Discussion of route modifications for FY2012
 - 1. Communication of trolley changes with ridership- status and update
 - **a.** Notification of next Public Hearing- status and update FYI Tuesday, July 12, 2011, 3:30-5:30 PM, City Council Chambers
 - **b.** Where and when publicized? Ginny responded there was a news release, Concord Monitor wrote an article, notices were posted on buses and KXL covered it.
 - c. Anticipated time of route timing completed Ginny thought the new route timing (Phase 2- consolidation of Indy Park and Trolley routes) would be completed by end of July, early August. Phase 3 of CTAA's work will change all of the routes. Phase 3 should be complete in September or October. Ken wanted to know what would happen if the timing doesn't work. Ginny indicated Shelley is aware of the concern the Crosstown Route may be too long to pulse with the Penacook and Heights routes.
 - **d.** Service area impacts/bus stop reductions and changes to city ordinances for elimination of bus stops Any changes in stop locations need to be given to Steve Henninger for submittal to the City Council. There isn't any sidewalk on the west side of Regional Drive.
 - e. Ridership impacts The Trolley and Indy Park routes each have 20,000 boardings annually. CAT expects the Crosstown Route to have just over 30,000 boardings annually because of the removal of the overlap of these two routes.
 - **f.** Staffing impacts Two positions will be eliminated. The drivers will go into the spare driver pool. Does hiring substitute drivers reduce costs? Ginny indicated substitute drivers do not receive benefits.

ii. CAT Status Report

- 1. Bus stop amenities/bus sign status report- The shelter and sign grants have been split apart. Ginny will make changes on the shelter RFP within two weeks. Following that, she'll work on the sign RFP.
- **2.** CATs new web site status update- CAT will be meeting with CNHRPC after July 8, 2011. The new website should be complete by August. Ginny is still interested in having a logo design contest.

- **3.** CATs Communications Plan- status update The Communications Plan was received today (July 7, 2011). The members of the subcommittee did not have a chance to review.
- **4.** Other- Jennifer requested annual goals and objectives from CAT. Are there any new goals? Are there measurements of performance?
- iii. Other Old Business- None.

VI. NEW BUSINESS

- i. CAT Ridership update A volunteer driver programs already exists in Concord (Interfaith Caregivers). The Mid-State RCC is developing another volunteer driver program that residents of Concord may utilize.TPAC- PT needs ridership reports both by route and system.
- **ii.** Other New Business City Council has requested fiscal information from CAT. Ginny asked for a list of items. Jennifer responded the items should reflect the format of the older reports she transmitted from 2004.
- **iii.** Winter Maintenance- Ginny spoke to General Services about priorities Bus Stop clearing during winter. She'd like to meet with General Services and the Safety Coalition to help prevent slips, trips and falls.

VII. Adjournment

MOTION to adjourn was made, seconded and carried.