

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

Members Present:

Tom Irwin, Chair
Dick Lemieux
Councilor Brent Todd
Councilor Byron Champlin
Cathy Wyrenbeck
Laura Aibel (Staff Representative)

Members Absent:

Dean Williams, CNHRPC
Ed Roberge (Staff Representative)

Others Attending:

Jim Sudak
Larisa Djuvelek-Ruggiero
Kevin Moore

I. Call to Order

II. Approval of Minutes

Minutes from the October 21, 2014 and January 20, 2015 meetings were approved. Notes from the November 18, 2014 meeting were accepted.

III. Referrals

There were no referrals.

IV. Public Comments

Mr. Kevin Moore asked what the process is for joining the subcommittee. Chair Irwin explained.

Mr. Moore stated he is concerned about the performance of the CAT system.

Following are his concerns;

- Some drivers on the Penacook Route are not courteous
- He is concerned that CAT does not take his concerns seriously.

Speaking as a member of the public and new member of the subcommittee, Ms. Wyrenbeck outlined her concerns as follows;

- How will CAT riders, who have a disability, get from the relocated stops on Storrs St to Main St? Mr. Sudak said the stop on Pleasant St, just west of Main St is still functioning, so riders can disembark there without having to travel up a steep hill.
- The drivers in Manchester lower the buses at all stops. Can CAT change their policy from “On Request” to automatically lowering the buses at all stops? Mr. Sudak will speak to the drivers about lowering the buses at every stop.
- Can CAT service be expanded to later in the evenings and on Saturdays? Mr. Sudak summarized the experience with Saturday service during the holiday season. The first year, the buses ran 12 Saturdays and ridership was good. The second year, the buses ran fewer Saturdays, due to budget constraints, and the ridership each Saturday was lower than the previous year. The third year, the buses ran five

Saturdays and the ridership was very low. Without better ridership, CAT cannot afford to run the buses on Saturday.

As for longer hours, Mr. Sudak explained CAT would need to hire additional drivers to cover the extra hours because the existing shifts are at maximum lengths. Mr. Lemieux asked if there is a break even ridership that would allow CAT to extend service hours. Mr. Sudak replied there doesn't appear to be enough demand to support the longer service days.

- It is critical to keep the buses on time during weather extremes. Many of the riders are frail and waiting outside in the cold or heat can be dangerous to these riders.
- Manchester has all day passes for \$2.50. Can CAT do the same?
- Can CAT start a route on Manchester Street?

Lengthy discussion ensued regarding the City's historical funding of CAT and other means for CAT to generate revenue. Councilor Champlin wondered whether CAT has received inquiries about Uber. Mr. Sudak said no.

Also discussed were ways in which CAT could learn more about ridership satisfaction. Ms. Djuvelek-Ruggiero indicated she rides the buses regularly to observe. She suggested subcommittee members may want to ride as mystery riders. She will forward the questionnaire she asks mystery riders to complete. Mr. Todd asked if CNHRPC could provide mystery riders. Ms. Djuvelek-Ruggiero will check.

Chairman Irwin asked if CAT is live on the Google Transit application. It is.

Chairman Irwin requested Mr. Sudak report back on Mr. Moore's and Ms. Wyrenbeck's comments at the April meeting.

V. Updates/Old Business

- Ridership Report**- The ridership report was distributed. Mr. Lemieux asked about daily ridership. Mr. Sudak will forward the raw data spreadsheet to Mr. Lemieux.
- CAT Quick Report** Mr. Sudak distributed the Quick report. Detail of the Travel Trainer's outreach was included. Chairman Irwin asked how the ESL training works. Ms. Djuvelek-Ruggiero explained the Travel Trainer attends the class almost every Friday.
- Vehicle Replacement Program**- The item before City Council requesting funding for the new vehicles was approved on the consent agenda. Funding will be determined during the budget process. Mr. Sudak indicated the new buses will have security cameras.

VI. Other Discussions

- CAT Program Goals** – The subcommittee reviewed the Draft Mission/Vision/Goals for the Subcommittee. There was lengthy discussion regarding the revised wording. The review included the Mission and Vision, with a general consensus on the wording. A lengthy discussion followed regarding the Goals section. Chairman Irwin will distribute an edited version of the document prior to the April meeting.

VII. New Business –

There was no new business.

VIII. Adjournment

The meeting adjourned at 8:28 PM.