

**CITY OF CONCORD  
PUBLIC TRANSPORTATION SUBCOMMITTEE  
of the  
TRANSPORTATION POLICY ADVISORY COMMITTEE  
MINUTES OF December 7, 2021**

The Public Transportation subcommittee of the Transportation Policy Advisory Committee (TPAC) met at 12:00 noon, on December 7, 2021 in the Second Floor Conference Room, City Hall, 41 Green Street.

**Attendees:** Terri Paige, Chair  
Dean Williams  
Councilor Brent Todd  
Councilor Stacy Brown

**Absent:** Dick Lemieux

**Staff:** Karen Hill, Transportation Engineer City of Concord

**Guests Present:**

James Ziegler – Disability Rights Center, NH  
Kelly McCammon – Citizen

**1. Call to Order**

The Chair called the meeting to order at 12:05pm.

**2. Introduction of invited guests and potential new members**

The Chair welcomed the two guests attending and invited them to give a brief introduction of themselves and the reason for attending the meeting.

James Ziegler introduced himself first, he works for the Disability Rights Center and is very interested in becoming involved in finding solutions for transportation needs of individuals with disabilities in the state, specifically around vocational commutes. He would like to explore micro-transit options and other demand response options that could provide more flexibility for individuals with disabilities. He researched transportation related meetings currently being held in the state and will be attending all that he can to become more familiar with the total transportation picture here in NH. Terri invited James to attend the TPAC-PTS meetings regularly and invited him to become a member if he was interested.

Kelly McCammon introduced himself as a citizen here in Concord. He stated that he has been using CAT services since he moved here a few years ago and is very impressed with the quality of the service that he has received. He stated that as a person with a vision disability he is very interested in becoming more involved with in advocacy work for the disability community here in NH and is specifically interested in transportation. He stated that he was invited to attend this meeting by Terri and jumped at the chance to be involved. He

formally requested to become a member of TPAC-PTS. The members present welcomed Kelly and formally accepted him as a new member.

### **3. Approval of Minutes**

The minutes of the July 06, 2021 meeting were approved. (Motion – Todd; second –Williams; Unanimous with McCammon abstaining)

### **4. Referrals- None**

### **5. Public Comment - None**

### **6. Updates/Old Business**

#### **a. CAT Quick Report**

Terri Paige briefly reviewed the September CAT Quick Report. She noted that no CAT Ride Data reports were able to be run. In early November CAPBM and CAT became the victim of a ransom-ware attack. All of the computer servers were shut down and unfortunately CAT lost all connectivity to the scheduling software that is used to book ride reservations, schedule trips and routes and keep track of ride data. CAPBM IT staff and executive staff quickly put new cloud based platforms in place to reestablish email and website connections and moved all internal files to the new cloud based platform which allowed basic daily activities to resume. The server which housed CAT's scheduling software was not able to salvaged. Terri is working with the software developers and CAPBM IT staff to reconstruct any data that is available and to create a new cloud based platform. As of this meeting date, all rides are being tracked and routes scheduled using excel spread sheets in the TEAMS platform. The buses are still running and rides are being provided, but data collection and reporting has been put on hold until a new platform can be launched.

#### **1. NHDOT's CAT Bus Service Study update**

Terri reported that no new activity has taken place on the implementation of the proposed CAT fixed route bus service routes. This due to the combination of the struggle of keeping coverage in place for both dispatch and driver positions and the recovery from the ransom-ware attack. Both of these challenges have consumed most of Terri's time to manage. Once things have settled down work will resume on the route updates.

Kelly McCammon sated that he would like to discuss the option of expanding the ADA service area when the work resumes on the bus service changes. He noted that there are destinations that he needs to access that are currently beyond the ADA service area and he would like to explore what it would look like to increase that service area.

Karen Hill noted that she and Craig Tufts from CNHRPC have had a couple of conversations around updating the GTFS coordinates for the bus routes and how the route changes will impact that.

Terri will follow up on both of these items when the route change work resumes.

#### **b. CAT Vehicle Replacement Program**

Terri reported that all requested vehicles have now been delivered. Three cutaway vehicles will be put up for sale this month. With these last vehicles received the fleet is now completely updated. The next replacement vehicles will not be needed until the fall of 2022.

**c. Relocation of North Main street outbound bus stop (Homeless Resource Center)**

Terri reported that the sign was moved by general services, but with very little notice to CAT. Even with the short notice to customers the move went well and the drivers report that the new stop is working much better for them. We received no negative feedback from customers and ridership at that locations has remained steady. Terri will work with the mobility manager and CNRPC to get Google maps updated with the new location.

**d. Rebranding and Marketing**

Terri reported that most of the vehicles have now been wrapped with the new CAT and MST colors and logos. The feedback from customers and the general public has been very positive. The new brochures have been printed and distributed and there has been an increase of new customer applications for the MST and CAT demand response routes since Cindy the mobility manager has started distributing them. All of the vehicle wraps are scheduled to be completed by mid-January.

**7. Other Discussions**

**a. Fare Structure**

Terri reported no updates on this item.

**b. Bus Shelter Cleaning and Winter Maintenance**

Terri reports that the bus shelters were cleaned again in November. 8 of the 9 bus shelters in the city were cleaned. They did not clean the State House shelter because general services takes care of that one downtown. The shelters have signs noting they were recently cleaned. She reports that cleaning will continue as long as the weather and funding allows.

**c. Concord to Laconia Inter-City route**

Terri reported that she submitted a funding request for the proposed route for FY 2023. The route would run from Penacook to Laconia via Route 3 through Boscawen, Franklin, Tilton. If approved the funding would begin in July of 2022. Counselor Todd reports that Market Basket is anticipating opening the new store at Exit 17 in the fall of 2022.

**8. New Business**

**a. Manchester Street bus stops**

Because the plans for the Manchester street improvements will not take place until 2027. The current plans will be shelved. Once the construction date gets closer the plans will be reviewed and updated at that time. The inclusion of bus stops can be made at that time.

**b. New Service Model – Micro Transit**

Terri and the mobility manager for Region 3 -Midstate Transit RCC are working to collect information on and research funding for the implementation of alternative transportation service options like micro-transit. There was discussion in the group of what micro-transit consists of and the viability of it in Concord region. Terri noted that there is currently funding available through a grant being released

from DHHS that could provide some start up funding for new service models that would specifically address impacts from the COVID pandemic. Transportation is high on the list of areas that this grant would fund. There was strong support from the members present to continue to research a micro-transit service model for the Concord area.

**9. Upcoming Meetings**

The subcommittee agreed to set the next meeting for April 5th, 2022 (first Tuesday of the month) at 12:00pm.

**10. Adjourn**

The meeting was adjourned at 1:23 p.m. (Motion – Todd Second –McCammon; Unanimous)