

## PUBLIC TRANSPORTATION ACCOMPLISHMENTS

**TPAC-PT, cooperating with Concord Area Transit (CAT), Central NH Regional Planning Commission (CNHRPC) and a transportation consultant completed a Comprehensive Transit Study that was instrumental in facilitating significant program enhancements.**

TPAC-PT, in partnership with CAT and CNHRPC, took initiative, sought funding, reviewed scope of work, and facilitated a public-participation process in a [study of Concord area transit service](#) that resulted in significant route changes and enhanced system performance. This collaborative effort built a stronger partnership between TPAC-PT, CAT and other partners.

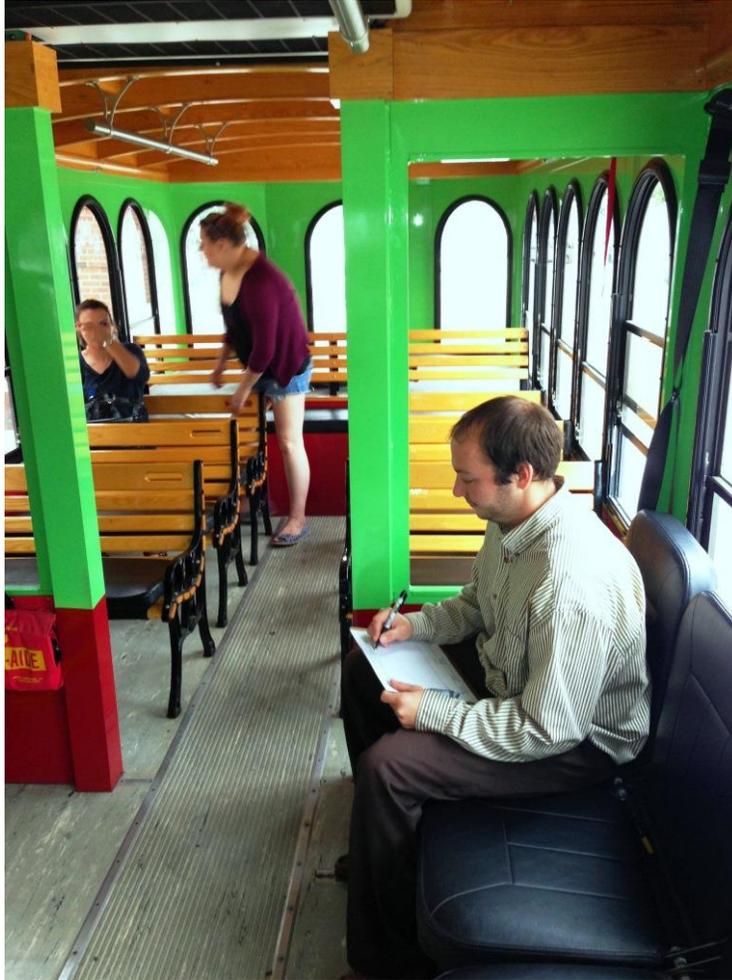


A CAT bus carrying a bicycle boards patrons on Main Street.

**TPAC-PT, in partnership with CNHRPC, undertook ridership inventories that were instrumental in developing a more efficient operation.**

CNHRPC inventoried each bus stop on the Fixed Route System in April 2011, photographing and commenting on deficiencies.

CNHRPC facilitated an expanded annual ridership survey which also serves as a required performance measure for the TIGER 2012 grant for the Downtown Complete Street Improvement Project and other Federal-funded programs.



A CNHRPC employee surveys and records ridership on a CAT trolley.

**TPAC-PT, working with Concord Area Transit (CAT), developed performance goals aimed at continuous improvement of the public transportation experience and operational efficiency.**

Short, medium and long term goals have been formulated that span a period of one to five years, including:

- Seeking additional match-funding opportunities.
- Prioritizing bus stops according to ridership or system importance and add amenities based on priority.
- Identifying additional strategies for increasing ridership.

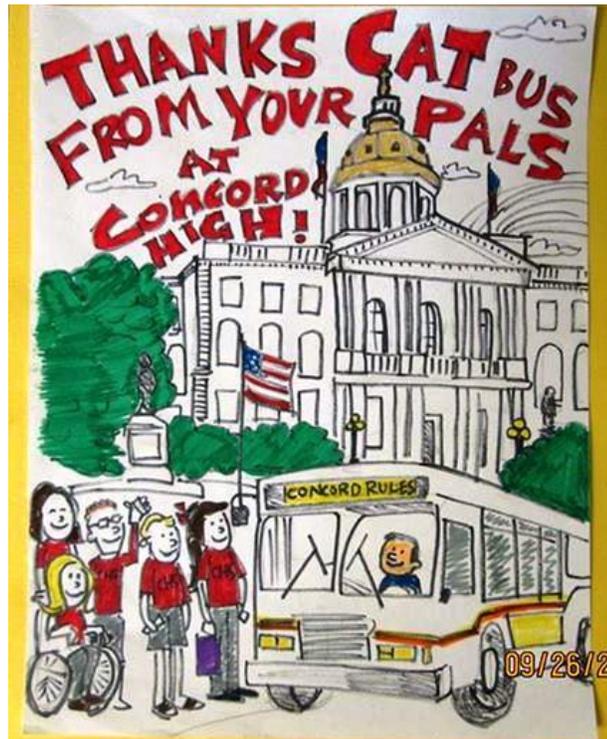
**TPAC-PT and CAT improved communication and cooperation between the three primary financial supporters: State of NH Department of Transportation; City of Concord, NH; and Community Action Program Belknap-Merrimack Counties, Inc.**

TPAC- Public Transportation receives and reviews monthly reports from CAT covering operations, customer service, and outreach. The subcommittee also reviews finance reports, in the same format submitted to NHDOT, quarterly. Overlooking these reports has greatly enhanced the subcommittee's awareness of the day to day functioning of CAT.

**TPAC-PT developed an ongoing public service campaign.**

TPAC-PT developed a public service campaign which loops an informational message periodically on [Concord Community TV](#). CAT staff frequently appears on CCTV to update the

public on the CAT transportation system. CAT maintains a website at [www.concordareatransit.org](http://www.concordareatransit.org).



CAT helps students at Concord High learn to use the bus system. It is a great community partnership that teaches students to explore other transportation modes.

**TPAC-PT supported the development of a partnership between CAT and the Concord Recreation Department to provide transportation services for seniors.**

CAT coordinated a bus to transport seniors from their Horseshoe Pond community residence to the Heights Community Center for scheduled programs supported by the Parks and Recreation Department, such as Monday Bingo.

**TPAC-PT recommended City participation in the Mid-State Regional Coordinating Council for Community Transportation (Mid-State RCC).**

TPAC- Public Transportation and City staff participates with the Mid-State RCC which provides transportation services to the region's most transportation-dependent populations through a volunteer driver program which currently provides over 500 rides per month.

**TPAC-PT, through TPAC, provided feedback to Council on public transportation referrals.**

TPAC-PT fields all referrals, from Council or residents, that are related in some way to the public transportation system in Concord. After discussing the issues in the referrals, TPAC-PT works with CAT or City staff, as appropriate, to reach a successful outcome for those impacted.

**TPAC-PT assisted and supported CAT in their development of service enhancements.**

CAT staff developed a comment card to solicit rider feedback.

CAT hired a Travel Trainer to help new and existing riders utilize all of CAT's transportation options most efficiently.