

## Notes from Stakeholder Meeting 11/27/2018

During the presentation, there was a discussion regarding performance measures. NHDOT and the consultant team proposed to table the idea of publishing a performance report showing the productivity and cost-effectiveness of each route in the state in favor of incorporating elements of the policy into the grant application process. Van Chesnut agreed that coming up with a system that treated all systems fairly was a challenge, but suggested that the effort not be abandoned as performance evaluation is an important tool for each transit provider to make improvements to its own services. John Savage suggested that the measures be tailored for each route based on the route's purpose, in that not all "urban" services in an urban area had the same purpose or route design. Van Chesnut agreed to discuss the issue further at a future NHTA meeting.

Most of the maps in the presentation included an overlay of local bus routes. Pat Herlihy noted that in several areas, notably Carroll County, there was demand response service funded by section 5311 that covered areas with high transit need. Although it is not feasible to show demand response service on these maps without obscuring the other information, the report will make clear where there is demand response service open to the general public.

There were some comments on a few maps, such as the high transit need shown in northern Boscawen being due to the County nursing home there. While this may generate transit trips of people visiting elderly relatives in the nursing home, the residents themselves do not travel.

Following the presentation, there was discussion about the choices of focusing resources on basic mobility vs. commuter transit, and on whether local transit systems in employment centers should get priority over longer-distance commuter routes connecting surrounding areas to an employment center. It was noted that having a robust local transit system within an employment center is a key component of making a long-distance commuter route successful, because it allows riders to reach many more destinations beyond the walking distance of the terminal where the commuter route ends. A robust local system also helps commuters who live within the employment center reach jobs there.

Commuter routes face a collection and distribution problem. It was noted that NTS experimented with a commuter route from Milford to Nashua years ago, but it failed to attract riders because there was no easy way for Milford residents to get to the bus (via local transit) and that once people got in their car, they were likely to drive the whole way to work, rather than going to a P&R lot to take a bus.

The analysis shows that current local transit systems in New Hampshire are located in most of the areas with the highest density and the greatest need, so that money is being spent in the proper locations. There are also gaps in service, though, where areas of need have no local bus service. This can be used to help justify future funding from federal, state and local governments.

The Town of Hudson was identified as an example as an area with high density and a significant number of jobs, but where the lack of support among local officials has thus far stymied the development of transit services. Salem is another community with significant population and

employment. It is a member of CART and supports a local shuttle route, but the level of service does not match with the potential based on population and employment.

It was asked whether the needs analysis will be based only on the data analysis and how RPCs can be involved. The intention is to merge the information on needs obtained from the RPCs during meetings held in 2017 with the data analysis and to return the findings to the RPCs to review and comment on.

In the development of a sustainable transit system for the future, the consultant will be working with DOT staff to define better the scope of that effort once the needs analysis is done. Existing regional plans and transit development plans, which were collected in the initial phase of the SSTA, will be reviewed and concepts in those plans will be woven into the proposed future transit system for New Hampshire.