

**Transportation Oversight Committee Minutes**  
**January 8, 2016**

**3:00 PM Call to Order by Selectman Georgantas**

**PRESENT:** Jean Mazarella, Barbara Carbonneau, Selectman Peter Georgantas, MTA representative Mike Whitten and GTV Videographer Darrell Halen.

**ABSENT:** Town Administrator Sue Desruisseaux

Selectman Georgantas asked for introductions. Those present introduced themselves.

Selectman Georgantas expressed that they were meeting to hear reports and any updates and members would be able to ask questions. He then asked Mike Whitten to give his report.

MTA representative Mike Whitten passed out reports for July, November and December said regarding the July report there was a request to have it in the same format. No changes he said.

He said in the November you see the numbers are up. We are in triple digits number. So more people in fewer days, so that was good he said. He added we were also anticipating a slight drop in December and that's what we saw. It went down to 77 passengers so not a big drop but still 12 days to go because that's just the way the calendar went.

Jean Mazarella asked Barbara Carbonneau about what she had wanted to mention. Barbara said at the last meeting I had suggested that the Shine group that I am with take a trip on the bus. She said they took a trip on the bus to the Dollar Store and then came back to the parish. They had some questions. Someone asked me during the bus ride if we went to Concord and I said no. Selectman Georgantas said we do have the ability to go but you have to connect. Yes, agreed Barbara. Selectman Georgantas asked how many people went. And that was in December?

Mike Whitten said that was December 9<sup>th</sup>. There was a pickup and trip to Shaw's plaza. Mike said it said 2. Barbara replied it was more people and maybe it was a special trip – it was a demonstration. Mike said he would double check that there was not ridership missing.

Selectman Georgantas commented that he thought it was interesting in perusing this information, that there were a lot of trips to medical facilities. That's the important thing. That's what we tried for when we originally set this up so that people would have the ability to get to appointments. He pointed out the destinations on the report that supported this observation. He commented that he was glad that that is what this is being used for. Barbara pointed out another destination that was also a place that people go for physical therapy.

Selectman Georgantas asked Mr. Whitten if he thought they were doing what they thought they would do, did they hit their target. Mike replied that yes, you actually are doing better than we anticipated. It's nice to see that we haven't had any cancellations or no shows after the initial hiccups in July. Everybody seems to be on board now. He said we still haven't had any transfers over to Route 6. Everybody is being picked up at home and is being taken right to their destination.

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Barbara noted two trips to Hannaford's in November. That's fine replied Selectman Georgantas. Jean said that's okay so long as so many others are using it for medical.

Selectman Georgantas said so we had 100 in November and our original ridership in July was 34. That curve is going he said. Jean remarked that with the number of hours they are capable of making appointments; our max is 146 so that would be our goal in 2 years and in just 6 months we've surpassed the target that we should be at, at this time.

Mike replied you are on pace to get there in the spring, maybe in April. Selectman Georgantas asked if we are continuing to advertise to get the word out. Mike answered we are trying. Barbara said we have the sign up at Apotheca (and others). I'll go back there and see if they are still up there. She said the one at the Hardware store did disappear during the holidays. I have the poster board and I'll make up more. Selectman Georgantas asked if there is something we should be doing differently? Update the course? Barbara wondered about the trip in December shown as St. Matthew's church. She questioned the number of "2" people on that one because there was least 7 of them. Selectman Georgantas said he (Mike) is going to check into that one. Barbara did state that when she talked to the woman on the phone that she had said it was going to be a special bus, not the regular one.

Selectman Georgantas then read the numbers for each month so the people who are watching could see the success of the program. He said for the month of November for a total of 634 miles, for 12 days, and there were no cancellations or no shows. He said he was kind of surprised by that but is glad that people understand how it works. So for the month of November there was a hundred riders and as you predicated (Mike) the number goes down for December. We had 557 miles, 60 hours of service and ridership was 77 for again 12 days.

Mr. Whitten said for being on the TV for the first time it kind of gives the people a history. So in August the ridership was 15, in September it climbed to 43, in October it went to 79 and in November it went to 100 – steadily increasing.

Barbara said she had one question. She questioned if we are picking up between 9 a.m. to 2 p.m. and their appointment is at 2 p.m. then what happens. Mike expressed that if their appt. is at 2 p.m. then they would have to make arrangements for some other kind of pickup. Barbara commented that they (the rider) would have to make their appointment to fit that (time frame). Mike added is the same at the other end too, so don't make an appt. for 9 a.m. because the bus can't get you there. Selectman Georgantas said so really the window is 9:30 a.m. or quarter to 10 and then 1 p.m. Mike said it will all depend on how far you are going. Selectman Georgantas said it's my understanding that when they make that call you'll be able to say no, we won't be able to do that or yes, we can do that. He confirmed that MTA will be able to tell them (the rider) when they call in.

Mike said I think this more comes in on the return end that if your appointment got out at 12:30 p.m. and someone else's is getting out at 12:45 pm they may have you wait until 12:45 p.m. to pick them up or otherwise you are going to be stuck there until 1:15 p.m. Barbara felt that people would understand that. Mike agreed. Selectman Georgantas said remember this is a 2

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year plan and when it comes up we could ask for more hours. But for right now let's just get this plan up and running (like a Swiss watch) and then we won't have any problems in the future. Barbara commented that a lot of people are regular appointments and those offices know that they have that window and since they are their patients they would fit them into that schedule.

Selectman Georgantas asked is there anything else? Mike said just a reminder for the people watching and for the Committee that we are closed for Martin Luther King Day. Selectman Georgantas said and other than that we are good until sometime in the spring? Mike said the next one is in February for President's Day and then in May for Memorial Day. It was noted that MLK Day is the 18<sup>th</sup> and President's Day is the 15<sup>th</sup>.

Again Selectman Georgantas asked if there was anything else. He directly asked Jean Mazarella. Jean replied that she just needed to make more flyers and that no one had called her with any questions. She also said that she had the idea of possibly having a meeting at the Meeting House because there are a lot of seniors living there.

Selectman Georgantas asked if there have been any pickups in Pinardville. Not that I am aware of answered Mike. Jean remarked that they do have the bus service. Selectman Georgantas said but this is a town wide project so this service has to be available for them. Barbara and Jean agreed. Selectman Georgantas suggested they get more flyers down there. Barbara said they had one down there and they were supposed to pass it around. Selectman Georgantas suggested that maybe they could get the Lions Club to help down there. He said we could meet with them and give them a presentation. Barbara also thought she could put up a flyer at Bartlett School and some of the businesses in that plaza. Selectman Georgantas noted that we have our public hearings for the budgets coming up. So anything we can do to get the word out.

Selectman Georgantas asked if there was anything else. Mike responded, no I think everything is going great. Jean remarked that she is glad it is being used that much. Barbara then asked about the logistics of having Mike attend her Shine meeting and taking that over to the Meeting House. Selectman Georgantas suggested that once Barbara got that set up to let Mike and Sue (Town Administrator) know.

Mike said one thing to give you perspective is that you had 100 passengers in November and ran 5 hours for 3 days a week. Manchester's version of this does between 500 – 600 passengers a month and that running from 5:30 a.m. for 6 days a week so you really are doing excellent he said. The Committee was pleased to hear his comments.

The meeting adjourned at 3:18 p.m.

Respectfully submitted,  
Kathryn M. Fisher, Executive Secretary

*Subject to Committee Approval*