

Transit Matters Meeting Minutes

Date: February 13, 2018

Time: 3:00 pm

Location: City Hall Auditorium

In Attendance: Raymond Blethen, Kristi Gillette, Ald. Linda Harriot-Gathright, Alderman Ernest Jette, Shelley Palmer, Ron Doucette, John Cusson, , Kris Krash,

Meeting called to order at: 3:02 pm

By: Raymond Blethen

First order of business: General Manager introduced himself and encouraged all to do the same. Sign in sheet was passed for all attendee's to sign.

Agenda Items:

- Review of previous minutes

- New Business
 - Raymond opened the discussion by talking about the possible changes to the Walmart run and passed out potential routes and mapping. Requested feedback and ideas.
 - Raymond asked for feedback on the new fleet. Shelley Palmer introduced herself as a new rider and gave some positive feedback on the fleet. She had some questions about NTS practices and rules/regulations.
 - Kris Krash said the annunciation system had some glitches. Kristi Gillette asked for specific location so they can be evaluated. Kris Krash was told that NTS will be looking into them and assuring they will be addressed.
 - Raymond Blethen discussed avoiding slips and falls during the winter months.
 - Concerns for anticipated snow at bus stops were discussed. Raymond explained safe spots and methods for alerting the driver when the bus is approaching.
 - Alderman Jette had questions regarding the Transit Center having longer hours of bathroom accessibility.

Meeting adjourned at: 5:15

HANOVER AVA SYSTEM AUDIT

FEBRUARY 16, 2018

Due to the claims made about the Automated Voice Announcement system by several customers attending Transit Matters on February 13th 2018, all routes were immediately audited, over a period of 48 hours. A detailed list of the issues found during the audit are below, itemized by route.

Summary:

2A (9:15 AM- February 14th 2018) Bus 220

Route Annunciation Intro/Exit (Interior-Exterior)-Correct
Stop times and distances -Correct

Issue: 100 Main Street<One Hundred Main Street
Exit 8 park ride <Park and Ride

1 (10:15 AM - February 14th 2018) Bus 219

Route Annunciation/ Intro/Exit (Interior-Exterior)/Exit (Interior-Exterior) -Correct
Stop times and distances: Canal Street

Issue: Walnut and High Street
Canal and BAE Systems < system is pronouncing as “bae” rather than the individual letters.

6 (10:45 AM- February 14th 2018) Bus 221

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

4 (11:45 February 14th 2018) Bus 217

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

6A (12:15 PM- February 14th 2018) Bus 220

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

5 (10:15 - February 15th 2018) Bus 218

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

7 (9:45 AM - February 15th 2018) Bus 218

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

8 (10:45- February 15th 2018) Bus 218

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

9 (12:15 February 15th 2018) Bus 220

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

2 (February 14th 2018) Bus

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct

North End Route

Route Annunciation/ Intro/Exit (Interior-Exterior) -Correct
Stop times and distances -Correct
Chandler Street at BAE< annunciating as “BAE”

SUMMARY:

The 100 Main Street stop was being automated as “1-0-0” Main Street, rather than One-Hundred-Main-Street Main. The annunciation change was made on points 33 and 137 in the Hanover Central Software. The issues were corrected on 2/14/18 by Communications Specialist McKenzie Garlick.

The Exit 8 Park (and) ride did not contain the word “and” on the display or on the automated system. “And” was added to both Park and Ride stops, Points 6 and 161 in the Hanover Central Software. The issues were corrected on 2/15/18 by Communications Specialist McKenzie Garlick.

B.A.E system was being announced as “Bae”. The annunciation was changed on points 6 and 161 in the Hanover Central Software.

Previously (February 5th 2018), NTS requested that Hanover update the NTS-HTC database, after the annunciation of a Spanish translation needed to be updated. This update was also completed. On February 16th 2018, McKenzie Garlick rode the bus routes requiring changes to confirm the system had updated. The correction and updates were successful.



CODE RED - NOTIFY ME SERVICE TRANSFER

Effective May 1st 2018, The Nashua Transit System will no longer be utilizing the “Code Red” system for emergency communications. If you wish to continue to receive emergency communications please sign up for the “Notify Me” service at the link below.

<https://www.nashuanh.gov/list.aspx>



Notify Me

1. Type your email address in the box and select **Sign In**.
2. If you want to receive text messages enter your phone number and select **Save**.
3. To subscribe or unsubscribe click and/or next to the lists to which you wish to subscribe/unsubscribe.

Detailed sign up instructions are listed under the “Notify Me” icon located at the top of the web page. Please make sure to select “Transit Alerts” under the “Alert Center” as well as any additional notifications you would like to receive.

Both “Code Red” and “Notify Me” services are currently active and will remain active through May 1st 2018. After May 1st 2018, all notifications will only be made through the “Notify Me” emergency communication system. The “Code Red” service will no longer be used for announcements by the Nashua Transit System.

If you have any questions or concerns please contact McKenzie Garlick, Communication Specialist at (603) 589-3297.

Transit Matters

April 10, 2018

Agenda

I. New Business:

- A. John Savage; the new General Manager at First Transit.
- B. Summer Youth passes will be available again this year. The price will remain the same as previous years, \$20.00 for the season.
- C. First Transit has hired two new drivers, Brian Malloy and Arlene Blackely.
- D. Nashua Transit participated in two events this past week:
4-7-2018-The Greater Nashua Health and Safety Fair.
4-9-2018-The Nashua Public Library "Storytime on a Bus"
- E. Code Red-Notify Me Service Transfer handouts.

II. Bus Tips



- Smoking, food and drinks are not permitted on the bus.
- Do not use profanity or abusive language. Be respectful and courteous to other passengers and NTS employees.
- Riders may use iPods and other audio devices only with earphones, and if the volume is low enough that nearby passengers are not able to hear.
- No loitering is allowed in NTS vehicles or facilities.
- Please reserve the front seats for the elderly and passengers with mobility impairments.

The next Transit Matters meeting will be June 12, 2018