

Nashua Transit System

Title VI Program

FTA Approved:

Pending approval

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INTRODUCTION

Overview of Nashua Transit System (NTS)

The Nashua Transit System (NTS) has provided public transportation services throughout the region since 1979 covering the most populated neighborhoods and most commercial and industrial areas. In Fiscal Year 2019, NTS had approximately 463,000 passenger trips throughout all modes of transportation. To see the Routes and Services we provide please visit www.ridebigblue.com.

NTS Commitment to Civil Rights

This update of Nashua Transit Systems (NTS) Title VI Program has been prepared to ensure that the level and quality of Nashua Transit System's fixed route and demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to Nashua Transit System riders and other community members. Additionally, through this program, NTS has examined the need for services and materials for people whose primary language is not English and who have a limited ability to read, write, speak, or understand English.

Nashua Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of Nashua Transit System services on the basis of race, color, or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

"No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." —Civil Rights Act of 1964

“Federal agencies are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them.” —Executive Order 13166

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), NTS has an obligation to ensure that:

- The benefits of its bus services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in Nashua Transit System service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin and that development and urban renewal benefiting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community’s minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

To develop a system to provide services to those with limited English proficiency, NTS engaged a number of community organizations and several riders.

GENERAL REQUIREMENTS

Notice to the Public

To make NTS's riders aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, NTS has presented the following language, in both English and Spanish, on its website www.RideBigBlue.com or www.nashuanh.gov/transit and on posters at its Transit Center.

Your Civil Rights

Nashua Transit System (NTS) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with NTS. For more information on Nashua Transit System civil rights program and the procedures to file a complaint, please contact (603) 821-2035; email pattisonc@nashuanh.gov or visit our administrative office at 11 Riverside Street, Nashua, NH 03062 from 8:00 am to 5:00 pm Monday through Friday. For more information about NTS programs and services, visit www.RideBigBlue.com.

Discrimination Complaint Procedures

NTS has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by NTS may file a Title VI complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website www.RideBigBlue.com.

The Procedure

Civil rights complaints should be filed immediately. However, NTS will investigate complaints up to 180 days after the alleged incident. NTS will process complaints that are complete. Once the complaint is received, NTS will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Nashua Transit System

NTS has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the NTS may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If Nashua Transit System investigator is not contacted by the complainant or does not receive the additional Information within thirty days, NTS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

*Federal Transit Administration, Office of Civil Rights,
1200 New Jersey Avenue SE
Washington, DC 20590.
Title VI Complaint Form*

If you need assistance completing this form due to a physical impairment or other reasons, please contact us by phone at (603) 821-2035 or via fax at (603) 821-2042

Lawsuits, Complaints or Inquiries Alleging Discrimination

NTS maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming NTS that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by NTS in response, or final findings related to the investigation, lawsuit, or complaint.

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
Commission on Human Rights and Opportunities Complaint	6/14/2013	Alleged discrimination disparate treatment due to disability on public transportation, by a bus operator.	Dismissed	Case closed with no findings

NTS PUBLIC PARTICIPATION PLAN

Key Principles

Nashua Transit System Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in Nashua Transit System service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence Nashua Transit Systems decision making;
- The concerns of all participants involved will be considered in the decision-making process;
- Nashua Transit System will seek out and facilitate the involvement of those potentially affected.

Through an open public process, NTS has developed a public participation plan to encourage and guide public involvement efforts and enhance access to Nashua Transit System transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that NTS uses to reach its riders.

Limited English Proficient (LEP)

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Early, Continuous and Meaningful

The steps outlined in the public participation plan offer early (in the planning process), continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at NTS. It is a guide for how NTS engages its diverse community. NTS may continue to improve its public participation methods over time based on feedback from all of its riders and community members including low-income, minority and LEP populations as well as customer and community-based organizations.

Goals of the Public Participation Plan

Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.

- **Consistent Commitment:** NTS communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- **Diversity:** Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents from Limited English Proficiency.
- **Accessibility:** Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- **Relevance:** Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction:** People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.

- **Partnerships:** NTS develops and maintains partnerships with community groups through the methods described in its public participation plan.
- **Quality Input and Participation:** That comments received by NTS are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

Nashua Transit Systems Public Participation Plan is based on the following principles:

- **Flexibility:** The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness:** NTS will proactively reach out to and engage low income, minority and LEP populations from the NTS service area.
- **Respect:** All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness:** Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable:** Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Responsiveness:** NTS will respond and incorporate appropriate public comments into transportation decisions.
- **Accessibility:** Meetings will be held in locations which are fully accessible; currently all meetings are held at City ADA accessible facilities.

NTS will use its public participation plan when considering fare changes, modifications to routes and schedules and other transit planning projects when:

- A fare increase or significant change in the method of fare payment is being considered;
- A new route is established;
- An existing route is proposed for elimination;
- Considering the total discontinuance of service on any line or group of lines on any given day when service is currently offered;
- Any system-wide change in service hours that exceeds (plus or minus) approximately 10% of current total service hours;
- Routing on any given route or group of routes that affects more than approximately 25% of the riders using the affected route(s); or
- Schedules are changed on any given route or group of routes that reduces the total number of one-way bus trips by more than approximately 25% of the current number of bus trips.
- For minor schedule and service changes not rising to the level of those above, NTS will post service change notices on appropriate buses and stops ten days in advance of the change date. In extreme situations, such as construction as much advance notice will be given as possible.

Regional Partnership/Capital Programming

For its capital programming, including major facility and bus procurements, NTS uses the Nashua Regional Planning Commission adopted public participation plan. This plan clearly indicates that the MPO's public participation process satisfies the NTS's public participation requirements for the Program of Projects. The notices for the regional Transportation Improvement Program (TIP) also state that the notice of public involvement activities and time established for public review of and comments on the TIP will satisfy FTA's program of projects requirement.

NTS's PUBLIC PARTICIPATION PROCESS

Outreach Efforts – Alerting Riders and Encouraging Engagement

NTS's PPP includes many new mediums extending beyond the traditional approach which relied on legal notices and intermittent media coverage. NTS has availed itself of the communication methods more widely used by members of our community and riders.

1. A service/fare change proposal is developed internally or as a result of public comment.
2. A Title VI review of the proposal is conducted;
3. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the NTS service area;
4. Bilingual (English and Spanish) public outreach materials and possible press releases are developed;
5. Outreach In advance of public information sessions is released;
6. An Email is transmitted to NTS community partners;
7. Local radio station interviews may be conducted (if available);
8. The public comment period ends;
9. The final service/fare change date is set.

Example: Prior Year(s) Outreach Efforts

NTS **ATTENTION**
Nashua Transit System

ROUTE 8 **CHANGES EFFECTIVE**
FRIDAY, JANUARY 4, 2019

**NTS WILL NO LONGER SERVICE
STOPS ON 12TH ST. & WILL ST. &
SIMON ST. ON THE INBOUND.**



This change is to accommodate a new bus stop at DHHS on Whipple Street.

FOR MORE INFORMATION VISIT:
RideBigBlue.com/456/Routes-Schedules

DISPATCH:
880-0100

NTS Mediums

- **Print:** Newspapers
- **Outdoor:** Advertising on-board buses and in bus shelters
- **Website:** NTS has developed a comprehensive website with automatic alerts
- **Social Media:** NTS uses Facebook and Twitter
- Direct Mail to Community Partners
- Public Information Sessions
- Public Hearings
- Press Releases
- Legal Notices
- Civic Engage

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes (mail, email, social media, public meetings and others), all comments are reviewed by the Nashua Transit System for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses.

Stakeholders

Any community organization or person can receive regular communications regarding service changes by signing up for Civic Engage. Local organizations and businesses can also request that a speaker from NTS attend their regular meeting at (603) 821-2030 or by contacting dispatch at (603) 880-0100

LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency

In order to ensure meaningful access to programs and activities, NTS uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps NTS to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that reviews the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by NTS;
2. The frequency with which LEP persons come into contact with NTS services and programs;
3. The nature and importance of Nashua Transit System services and programs in people's lives.
4. The resources available to NTS for LEP outreach, as well as the costs associated with that outreach.

Factor 1 - Number of LEP Persons in Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter Nashua Transit System services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, NTS evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is from the U.S. Census Bureau's American Community Survey (ACS), which is a nationwide survey designed to provide communities with reliable and timely social, economic, housing, and demographic data every year. Annual data releases include 1-year estimates, which are available for geographic areas with at least 65,000 people and represent data collected over a 12-month period, and 5-year

estimates which combine 5 consecutive years of ACS data (60 months) to produce estimates for areas with fewer than 65,000 residents.

The 5-year estimates were used for this analysis as they have a larger sample size and are therefore more reliable than the 1-year estimates. Additionally, 1-year estimates are only available for the City of Nashua and not for the other communities within the NTS service area.

2013 – 2017 ACS 5-year estimates for languages spoken at home for the population 5 years and older are shown in the following table. According to the data, Spanish speakers represent the highest percentage of Nashua's population who speak English less than "very well", at 4.3%; the percentage of Spanish speakers who speak English less than very well in the communities serviced by CityLift and SVTC are 0.5% and 0.4%, respectively. To serve this population, all vital documents are translated into Spanish. The language category with the next highest percentage of those in Nashua who speak English less than "very well" is "other Indo-European languages", which includes 30 different languages. The percentage of those who speak English less than "very well" in this language category is only 1.2% in Nashua and less than 1% in the other communities within the service area.

LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

NTS: Nashua		
Language	% of Total Population that Speaks Language	% of Total Population that Speaks Language and Speaks English Less than "Very Well"
Total Population	82,765	
Speak English Only	78.9%	
Spanish	8.7%	4.3%
French, Haitian, or Cajun	2.2%	0.6%
German or other West Germanic languages	0.5%	0.0%
Russian, Polish, or other Slavic languages	0.5%	0.1%
Other Indo-European languages	4.0%	1.2%
Korean	0.2%	0.1%
Chinese (includes Mandarin, Cantonese)	1.2%	0.6%
Vietnamese	0.2%	0.1%
Tagalog (includes Filipino)	0.1%	0.0%
Other Asian and Pacific Island languages	2.7%	0.7%
Arabic	0.2%	0.1%
Other and unspecified languages	0.6%	0.3%
CityLift: Merrimack and Hudson		
Total Population	48,003	
Speak English Only	93.0%	
Spanish	1.3%	0.5%
French, Haitian, or Cajun	1.5%	0.4%
German or other West Germanic languages	0.2%	0.0%
Russian, Polish, or other Slavic languages	0.3%	0.1%
Other Indo-European languages	1.7%	0.9%
Korean	0.0%	0.0%
Chinese (includes Mandarin, Cantonese)	0.2%	0.0%
Vietnamese	0.0%	0.0%
Tagalog (includes Filipino)	0.1%	0.0%
Other Asian and Pacific Island languages	0.9%	0.1%
Arabic	0.7%	0.2%
Other and unspecified languages	0.1%	0.0%

SVTC: Amherst, Brookline, Hollis, Milford, Mont Vernon and Wilton		
Language	% of Total Population that Speaks Language	% of Total Population that Speaks Language and Speaks English Less than "Very Well"
Total Population	43,626	
Speak English Only	93.7%	
Spanish	1.5%	0.4%
French, Haitian, or Cajun	0.8%	0.1%
German or other West Germanic languages	0.4%	0.1%
Russian, Polish, or other Slavic languages	0.7%	0.1%
Other Indo-European languages	1.5%	0.5%
Korean	0.0%	0.0%
Chinese (includes Mandarin, Cantonese)	0.4%	0.2%
Vietnamese	0.0%	0.0%
Tagalog (includes Filipino)	0.1%	0.1%
Other Asian and Pacific Island languages	0.4%	0.0%
Arabic	0.0%	0.0%
Other and unspecified languages	0.5%	0.1%

Source: US Census Bureau, 2013-2017 American Community Survey Estimates, Table C16001

Nashua Area Overview

The U.S. Census Bureau collects basic demographic and housing information (such as age, race, gender, relationship and tenure) every 10 years through the decennial census. The main function of the decennial census is to count every United States resident and household for the purpose of reapportioning congressional seats, redistricting and distributing federal funds annually to support states, counties and communities' vital programs, impacting transportation, housing, education, employment, health care and public policy. This is different from the American Community Survey, which measures a population's changing social and economic characteristics, including language spoken at home, through an annual survey of a percentage of the population.

An overview of the NTS service area based on Census 2010 data is provided in the table below.

2010 Census Data	NTS	CityLift	SVTC	Total
Total Population	86,494	49,961	45,077	181,532
Land Area (square miles)	30.9	60.8	153.4	245.1
Population Density	2,803.7	821.1	293.8	740.6
Households	35,044	18,403	16,690	70,137
Families	21,876	13,833	12,672	48,381
Occupied Housing Units	35,044	18,403	16,690	70,137
Housing Unit Density	1,136	302	109	286
% White	83.4%	94.0%	95.6%	89.4%
% Black or African American	2.7%	1.0%	0.7%	1.8%
% American Indian and Alaska Native	0.3%	0.2%	0.2%	0.2%
% Asian	6.5%	2.5%	1.5%	4.2%
% Native Hawaiian and Other Pacific Islander	0.0%	0.0%	0.0%	0.0%
% Some other Race	4.6%	0.7%	0.4%	2.4%
% 2+ Races	2.5%	1.6%	1.6%	2.0%
% Hispanic or Latino	9.8%	2.5%	1.9%	5.8%

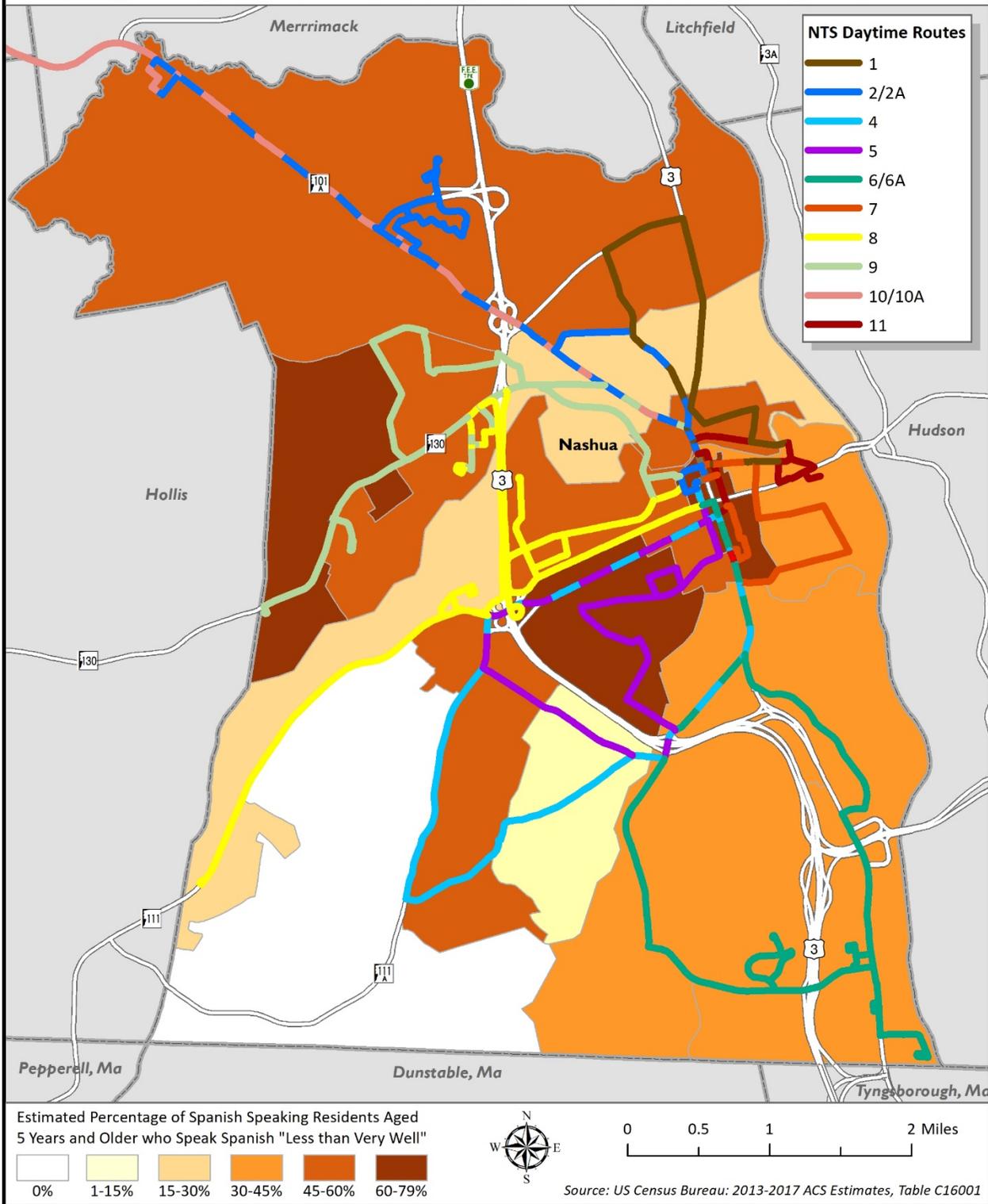
Source: US Census Bureau, 2010 Decennial Census, DP-1 (Profile of General Population and Housing Characteristics: 2010) and G001 (Geographic Identifiers)

The Locations of the LEP Community

The following maps show the estimated percentage of Spanish speaking residents aged 5 years and older who speak English “less than very well” by census tract within each NTS service area category

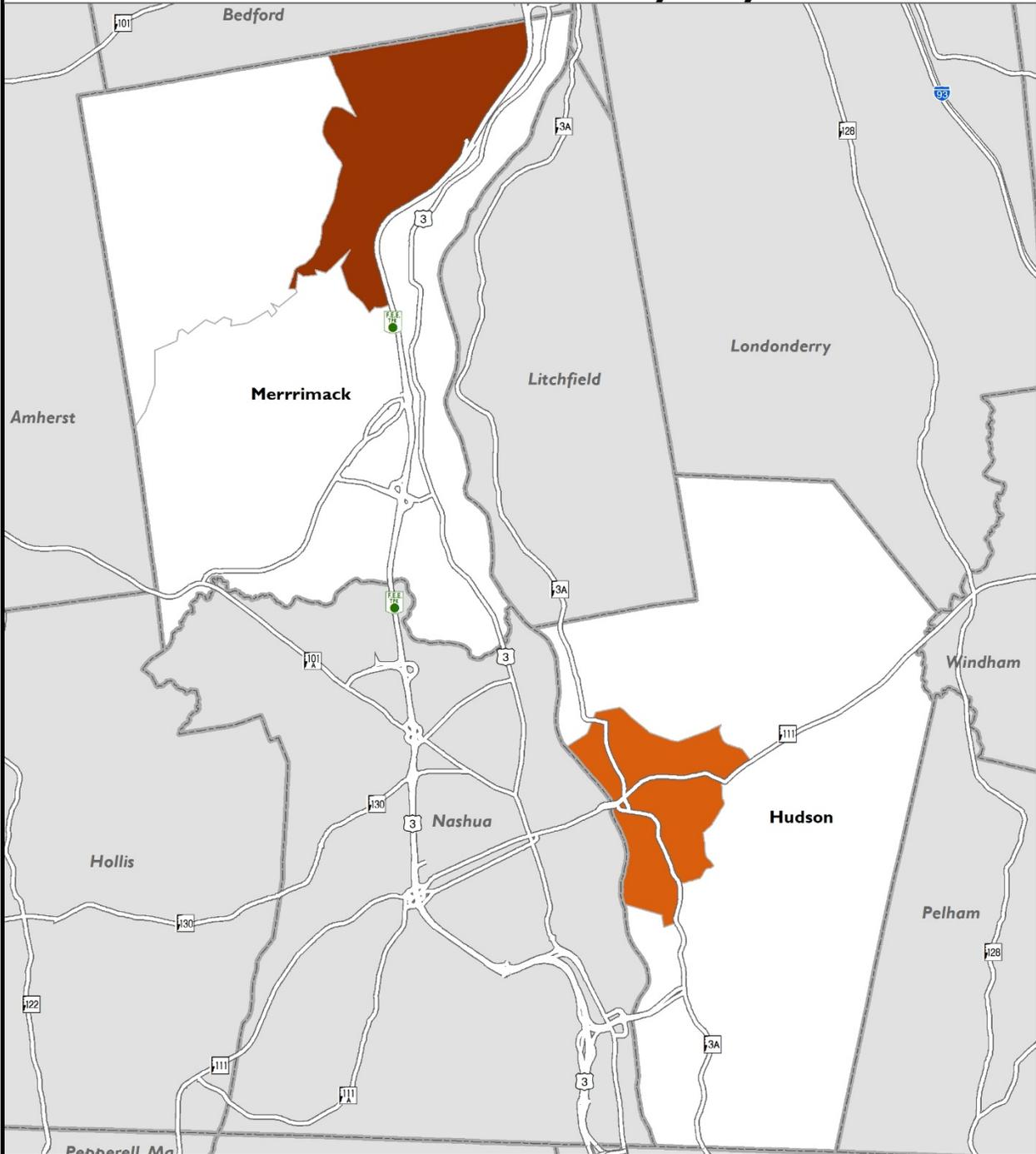


Fixed Bus Routes in Relation to Spanish Low English Proficiency Population

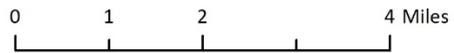




Spanish Low English Proficiency Population in Communities Served by CityLift

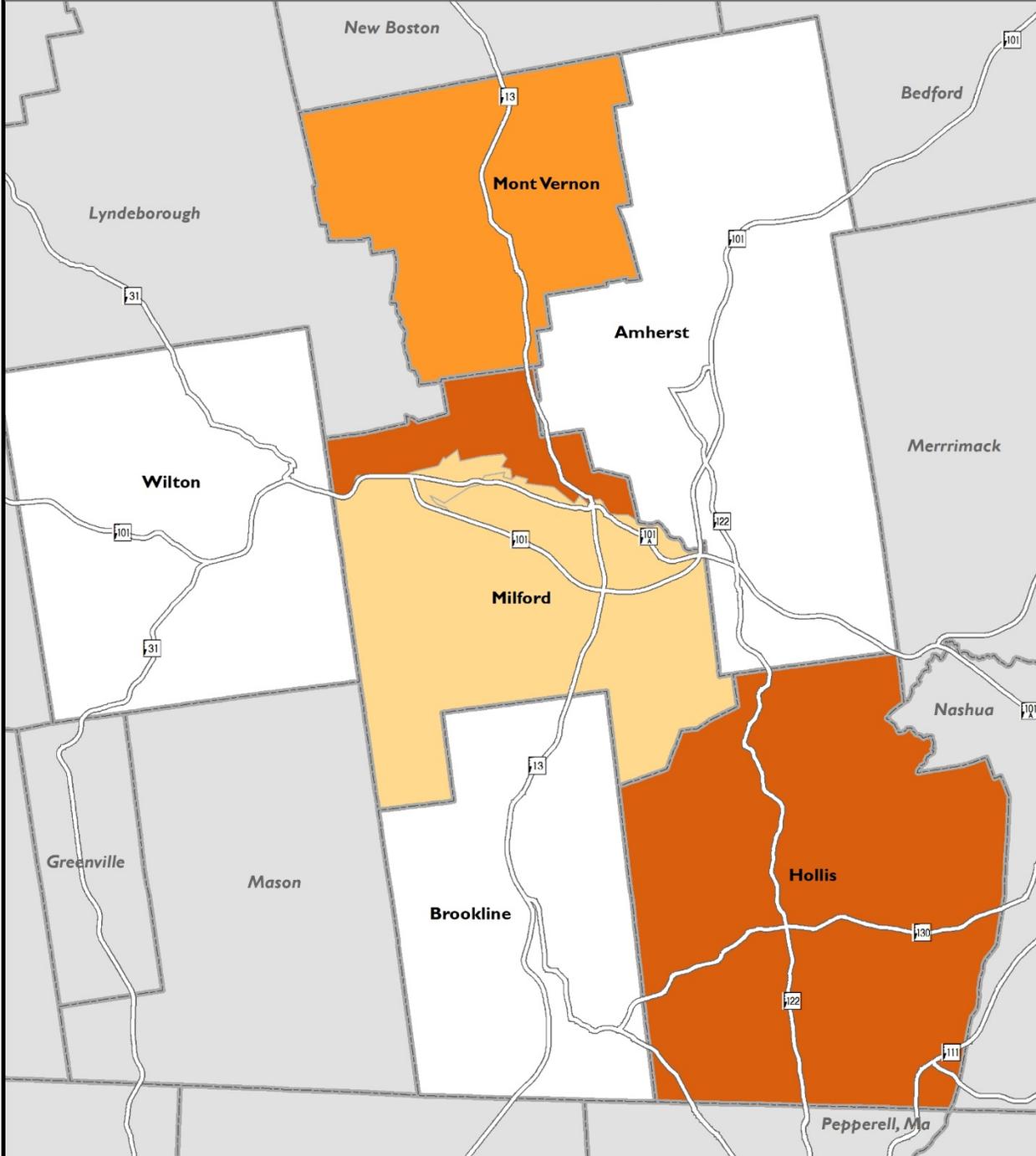


Estimated Percentage of Spanish Speaking Residents Aged 5 Years and Older who Speak Spanish "Less than Very Well"

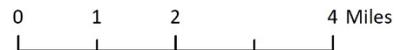
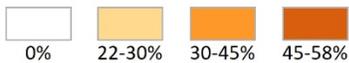


Source: US Census Bureau: 2013-2017 ACS Estimates, Table C16001

Spanish Low English Proficiency Population in Communities Served by SVTC



Estimated Percentage of Spanish Speaking Residents Aged 5 Years and Older who Speak Spanish "Less than Very Well"



Source: US Census Bureau: 2013-2017 ACS Estimates, Table C16001

Factor 2 - Frequency of LEP Use

There are a large number of places where NTS riders and members of the LEP population can come into contact with NTS services including the use of fixed route and demand response buses, calls to customer service representatives, reservation agents, ticket purchases and NTS's outreach materials.

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter Nashua Transit System services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

An important part of the development of NTS's Language Access Plan is the assessment of major points of contact, including:

- Communication with NTS's customer service staff;
- Bus ticket sales;
- Printed outreach materials;
- Web-based outreach materials;
- Public meetings;
- Demand response reservation agents;
- Automatic, service related audio announcements on-board NTS buses; and
- Service related notice and Spanish Rideguides at NTS's bus terminal.

Translation Services

The City of Nashua contracts with *Language Line Services Inc.* to provide 24/7 translation services in 173 languages. From inception in 2015 the City of Nashua has received request for Kinyarwanda, Portuguese, Rohingya, Spanish and Swahili languages. Spanish overwhelmingly is the most frequent request.

Internal NTS Survey

In 2019, an LEP survey was developed and distributed to NTS administrative and customer service staff, transportation supervisors and NTS drivers (fixed route and paratransit) in order to obtain information about frequency of contact with the LEP population on a daily basis. A total of 25 responses were received.

The following are the highlights of the customer service and administrative staff survey results;

- On average, customer service staff assists LEP customers less than one time per week.
- On average administrative staff assists LEP customers less than one time per week.
- Spanish was reported as being by far the most frequent language encountered by customer service and administrative staff. Other languages are seldom encountered.

As mentioned, surveys were also distributed to fixed route drivers and paratransit drivers. They were asked how often they assisted LEP customers, and to identify which languages they most encountered. Below are the results of the surveys:

- Fixed route drivers assist LEP customers an average of 0-1 time per week.
- In order of frequent the fixed route drivers encountered the following languages:
 1. English
 2. Spanish

Paratransit drivers assist LEP customers an average of less than one time per week. In order of frequency, paratransit drivers encounter the following languages:

1. English
2. Spanish

Nashua Transit System provided six community organizations who work with LEP populations a survey to obtain information on specific languages spoken by the LEP populations, population trends of LEP groups, LEP person's awareness of the services offered by NTS, transit needs of LEP individuals that are not being met, and to identify barriers to the use of the transit.

Following are highlights of the questionnaire responses:

- One agency noted an increase in the Spanish population.
- One agency cited a decrease in populations speaking Portuguese
- When asked about the knowledge of the NTS Programs and Services, the feedback was that the clients are well aware of the following programs:
 1. Ride Cards
 2. Honored Citizen Cards and Passes
 3. Monthly Passes: Adult and Honored Citizen
 4. Paratransit Services
- Some organizations mentioned specific transit needs of their LEP clients. Comments included:
 1. Access to purchasing paratransit bus passes,
 2. Free passes
 3. Need transportation outside the service area.

Language Assistance

Google Translate

Each NTS vehicle is equipped with a tablet that has Google Translate available to LEP passenger and can translate up to 100 languages.

Other Language Assistance

NTS has open lines of communication with organizations that work with the LEP populations. These organizations are aware how to contact NTS to obtain language assistance. NTS also analyzes the census data and community profiles to determine whether language assistance might be needed in certain settings, such as having a public meeting notices translated where the meeting might occur. NTS also honors any request for translations at our public meetings.

Community Partners:

Continuum of Care

As part of this assessment, NTS participates monthly in the Continuum of Care (COC) meetings. These meetings network NTS with all area agencies, allowing insight and access to the LEP population and translators. Over thirty local agencies are represented in this group. The input they provide for the City of Nashua LEP community is reflected in all of our data.

Greater Nashua Mental Health Center (GNMHC)

Nashua Transit has a close working relationship with GNMHC. We assist in transition barriers being removed; such a language and transportation. GNMHC represents many of the LEP population in Nashua and has frequent contact with them. Together we collaborate to assure LEP is addressed on an ongoing basis.

Outreach to Local Colleges

During our annual outreach to local colleges in September, staff inquired if NTS could provide materials in additional languages to better assist their client populations. The response from all of the schools was that Spanish materials currently met the needs of their students.

NTS's Ongoing Public Participation Efforts

- NTS website (Ridebigblue.com)
- NTS Facebook
- Regular communication through Civic Engage
- Focus Group (Transit Matters)
- Partnership with Community Based Organizations
- Communication with Elected Officials
- Participations in Community Fairs and Events
- Passenger Bulletin Board at Transit Center
- Language Line
- Google Translate
- Written Language Assistance through Translated Documents

Factor 3: The Importance of NTS Service to People's Lives

Access to the services provided by NTS, both fixed route and demand response are critical to the lives of many in the region. Many depend on NTS's fixed route services for access to jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the American's with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region's residents, there is a need to ensure that language is not a barrier to access.

If limited English is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care, education or employment. Critical information from NTS which can affect access includes:

- Route and schedule information
- Google Translate on all tablets
- Fare and payment information
- Information regarding making the best use of the system (How To)
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to opportunity for public comments
- Information about demand response services under the ADA and other special programs

Example: NTS Interior Signage

<u>Nashua Transit System</u> TITLE VI NOTICE TO THE PUBLIC	 <small>Nashua Transit System</small>	<u>Sistema de Trancito de Nashua</u> TITULO VI ADVIERTA AL PUBLICO
<p>The Nashua Transit System (NH DOT) hereby gives the public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age or disability be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.</p> <p>Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Nashua Transit System's programs has the right to file a formal complaint with the Nashua Transit System. Any such complaint must be in writing and submitted to the Nashua Director of Transit within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:</p> <p style="text-align: center;">Director of Transit Nashua Transit System 11 Riverside Street Nashua, NH 03062 603-821-2035</p>	<p>El Sistema de Trancito de Nashua da aviso publico de su política de respetar y asegurar el pleno cumplimiento con el Título VI de la Ley de Derechos Civiles de 1964, la ley de Restauración de Derechos Civiles de 1987, y todo lo relacionado con estatutos. Título VI y relacionado con los estatutos Federales que prohíben la discriminación en Asistida programas requieren que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad, discapacidad o ser excluido de la participación en, se le negara beneficios de, o ser de otra manera objeto de discriminación bajo cualquier programa o actividad recibiendo ayuda Federal.</p> <p>Toda persona que cree que ha sido perjudicada por una practica discriminatorias ilegal en relación con el Sistema de Trancito de Nashua el programa tiene derecho a presentar una queja formal con el Sistema de Trancito de Nashua. Algún reclamo debe hacerse por escrito y ser presentado al Director de Trancito de el Sistema de Nashua, dentro de ciento ochenta (180) días siguientes a la fecha de el evento ocurrido. Para mas información respecto alas quejas de derechos civiles por favor póngase en contacto con:</p> <p style="text-align: center;">Director de Trancito Sistema de Trancito de Nashua 11 Riverside Street Nashua, NH 03062 603-821-2035</p>	
www.RideBigBlue.com • 603-880-0100		

Title VI Postings

Nashua Transit posts the Title VI notices at the following locations:

- City Buses
- Paratransit Vehicles
- Transit Center
- Administrative Office
- Website

Factor 4: The resources available to NTS for LEP outreach, as well as the costs associated with that outreach.

Nashua Transit System has committed resources to improving access to its services and programs for LEP persons. Today, bilingual information (English/Spanish) is distributed in an extensive number of mediums including:

1. Bi-lingual English/Spanish dispatchers-drivers
2. Translation option on website
3. Outreach to several multi-cultural social service agencies to ensure needs of clients are addressed
4. The following documents are available in Spanish and can be found at Ridebigblue.com:

[ADA Paratransit Application \(PDF\)](#)
[Senior \(65+\) Application \(PDF\)](#)
[Paratransit Senior Application- Town of Hudson \(PDF\)](#)
[Paratransit Senior Application- Town of Merrimack \(PDF\)](#)
[Half Fare Honored Citizen Pass Application \(PDF\)](#)
[Paratransit & Senior Service Ride Guide \(PDF\)](#)
[ADA Reasonable Modification Request Form \(PDF\)](#)
[NTS ADA Complaint Form \(PDF\)](#)
[ADA Reasonable Modification Policy \(PDF\)](#)
[ADA Appeals Process \(PDF\)](#)
[No Show Policy \(PDF\)](#)
[Excessively Long and Missed Trip Definitions \(PDF\)](#)
[Nashua Transit System Visitor Policy \(PDF\)](#)

5. All RouteMatch tablets in vehicles are equipped with Google Translate to instantly assist all translations needed at point of service.

Notifying LEP Persons about Availability of Language Assistance

Nashua Transit System has a Communication Specialist who is responsible for NTS's communication with the public by providing content on the NTS website: creating and distributing materials in NTS facilities and vehicles. The Communication Specialist works closely with the Title VI officer to coordinate communication notices to the LEP population.

One of functions of the Nashua Transit Title VI officer is to communicate with the LEP population on a regular basis to determine how NTS can provide this population with language assistance so that it can access the Nashua Transit Bus System. The Title VI officer does this, primarily, by regular communication with groups that have significant LEP constituents. Communication is done through internal and external meetings, phone calls, emails, and surveys. The goals of these communications are to identify documents, such as pages of the website, Ride Guides and brochures that would assist the LEP persons in accessing NTS programs and services if they were translated.

Training of Staff for Timely and Reasonable Language Assistance:

The Title VI program is a system-wide initiative, and all management, supervisors and employees share the responsibility of identifying and reporting civil rights violators. Appropriate training is provided to customer service support representatives, both City of Nashua and First Transit contracted employees.

Towards this end, it is the objective of Nashua Transit System to:

1. Ensure the level and quality of transportation service is provided without regard to race, color, national origin, and other protected characteristics.
2. Identify and address issues of environmental justice based on income status.
3. Promote the full and fair participation of all affected populations in the transportation decision making.
4. Prevent the denial, reduction, or delay in benefits related to transportation activities that benefit minority populations or low income populations.
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

As part of regular bi-monthly safety and customer service trainings, NTS and First Transit employees receive trainings on a variety of topics including sensitivity to the needs of the LEP community. All bus drivers are provided access to Google Translate on the tablets. Spanish is also relayed via the announcement system.

OUTCOMES

New tools and alerting riders of language assistance

Nashua Transit System has Spanish versions of all key documents and forms available on our website. While the Spanish speaking LEP population of the service area is well served, additional services are in place to assist other LEP populations regardless of the total population in the region. Nashua Transit System currently addresses this in the following ways:

- The City of Nashua provides translation services via Language Line Translation Service (707-538-8900) to provide confidential telephone interpretation service for more than 100 languages. This service can be utilized by employees when working with non-English speaking customers.
- Google Translate is also available via tablets on each Nashua Transit Service vehicle. Google Translate enables passengers to speak into the software and communicate in their language with the driver.
- The City of Nashua website has a translation tool located under Site Tools, in the upper right hand corner, of the page where selected users can view the entire website in their selected language.

DECISION MAKING BODIES

Safety and Service Committee

This employee-based internal committee is comprised of Bus Operators, supervisors and trainers. It meets regularly to discuss possible service modifications from the perspective of Operators. Membership is voluntary and open-ended (i.e. Members are not appointed and they may serve for as long as they desire) and changes from time to time.

Transit Matters Meeting

This meeting is open to passengers, elected officials and to the general public. At the bimonthly meetings, members discuss all aspects of Nashua Transit System services from the perspective of the public. This group offers an invaluable service to NTS. This group (Transit Matters) has been meeting for over 20 years.

There is no way of depicting the racial breakdown of the above referenced committee because it is open to the public and fluctuates monthly. Every effort is made to encourage minorities to attend Transit Matters and have a voice in the Title VI program. Below is a monthly meeting notice that is posted on the website, social media, Civic Engage as well as all para-transit vans and fixed-route buses.



SERVICE STANDARDS AND POLICIES

NTS has developed a set of quantifiable service standards and policies. These service standards were updated in 2012 through a public participation process, approved by Nashua Transit System.

These service standards and policies include:

- Vehicle Load
- Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability
- Vehicle Assignment Policy
- Transit Amenity Policy

Example: Public Meeting Announcements



The image shows a public hearing announcement for the Nashua Transit System (NTS). At the top, there is a blue and yellow banner with the NTS logo and the text "PUBLIC HEARING". Below the banner is a photograph of a blue and yellow bus. The announcement is titled "Rt. 11 Proposed Service Hour Reduction" and is scheduled for Thursday, July 25th at 3 PM in Room 208 of Nashua City Hall (229 Main St.). The announcement text states that the NTS will hold a public hearing to discuss the reduction of service hours to improve the overall efficiency of the Route 11 Downtown Connector. Public comments may be submitted in person at the meeting or in advance by Thursday, July 24th. Comments should be submitted to Transportation Manager, Camille Pattison via email at PattisonC@NashuaNH.gov or by phone at (603) 880-0100 extension 6.

Service Standards

NTS has a series of service standards that are used to guide our planning and improve the service we provide. They are goals we work toward and service conditions that arise that alert us that service changes are needed. They address items such as on time performance, the locations of bus shelters, bus frequency, accessibility and the number of passengers on each bus.

Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.

Vehicle Load

Vehicle	Full Capacity	Description
215	47	2014 EIDorado 29' EZ RIDER II CNG
216	55	2017 Gillig 29' Low Floor CNG
217	55	2017 Gillig 29' Low Floor CNG
218	55	2017 Gillig 29' Low Floor CNG
219	55	2017 Gillig 29' Low Floor CNG
220	55	2017 Gillig 35' Low Floor CNG
221	55	2017 Gillig 35' Low Floor CNG
222	55	2017 Gillig 35' Low Floor CNG
223	55	2017 Gillig 35' Low Floor CNG
224	55	2019 Gillig 35' Low Floor Elec Hybrid
225	55	2019 Gillig 35' Low Floor Elec Hybrid
226	55	2019 Gillig 35' Low Floor CNG
301	30	2010 Molly Trolley Diesel
302	30	2010 Molly Trolley Diesel
303	30	2010 Molly Trolley Diesel
420	20	2009 Arboc Low Floor Diesel
421	20	2009 Arboc Low Floor Diesel
422	20	2009 Arboc Low Floor Diesel
423	20	2009 Arboc Low Floor Diesel

424	20	2009 Arboc Low Floor Diesel
426	20	2009 Arboc Low Floor Diesel
427	20	2009 Arboc Low Floor Diesel
401	20	2018 Champion Low Floor Gas
402	20	2018 Champion Low Floor Gas
403	20	2018 Champion Low Floor Gas
404	20	2018 Champion Low Floor Gas
405	20	2018 Champion Low Floor Gas
406	20	2018 Champion Low Floor Gas

Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. NTS buses are scheduled with a variety of frequencies based generally on demand. Routes are scheduled in 30 and 60 minute frequencies.

On-Time Performance

Among the most important service standard for riders is on-time performance or adherence to published schedules.

- A vehicle is considered on time if it departs a scheduled time point no more than two minutes early and no more than 5 minutes late.
- Nashua Transit System on-time performance objective is 90% or greater.

Service Availability – Access to the Bus

NTS currently provides transit service so that 86% of all residents of the City of Nashua are within 1,300 feet (1/4 mile) walk of bus service and 97% within ½ mile. Consideration is given to new markets as demand warrants and as resources become available.

Vehicle Assignment Procedure

With several practical considerations, NTS assigns buses to service so that average age of the buses serving each route does not exceed the average age of the fleet. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route.

Transit Bus Stops

NTS has 412 stops in the service area. All stops, shelters and benches are placed according to industry standards with consideration of permitting and for local and special needs.

Monitoring Service Standards *

For the on-going monitoring and measurement of service standards and policies NTS uses the following schedule and methods.

Service Standard/Policy	Sample Schedule	Methodology
Vehicle Load	Vehicle table updated upon acceptance of new vehicles.	Table
Vehicle Headways	Assessed Annually as Part of Service Planning	Routematch
On-Time Performance	Assessed Monthly	Monthly Performance Monitoring
Service Accessibility	Assess continually as Part of Service Planning. All Vehicles and buildings are accessible.	Site visits, GIS, passenger feedback.
Vehicle Assignment	Assessed Quarterly	Maintenance and Dispatch Staff

Summary of Changes

Service Change Evaluations/Taking Action/Summary of Significant Service Changes Since 2015

Since Nashua Transit System 2016 Title VI Plan approval there have been no fare changes. There have been three service changes. These changes, added additional services to those defined in greater need in the area of LEP. The Route 8 now brings riders to the Department of Health and Human Service. The Downtown Connector was added and has destinations that include the Library, City Hall, Courts, parking garages, hospital and social service agencies. The new Route 10 and 10A brings riders to one of the most requested destination, Walmart.

Construction Equity Analysis

When NTS plans to construct or expand a facility, such as a vehicle storage facility, maintenance facility, transit hub or operation center, the agency will include a copy of the Title VI Equity Analysis conducted during the planning stage with regard to the location of the facility. The following principles will be applied in the analysis:

1. To avoid minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations;
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
3. To prevent the denial of, reduction in or significant delay in the receipt of benefits by minority and low -income populations.
4. There were no projects required that displaced any individuals from their residence and businesses due to land acquisitions.

PROGRAM SPECIFIC REQUIREMENTS

Title VI Monitoring (from 2019 Title VI Plan)

The results of the ongoing monitoring of service standards as defined in the Nashua Transit System 2019 program can be obtained by contacting NTS.

Sub recipient Compliance

During this report period, NTS did not engage with any sub recipients.

Equity Analysis for Facility

During the past three years, NTS has not constructed a vehicle storage, operations center or maintenance facility.

Demographic Service Profile

Because NTS operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.

“The development and urban renewal befitting a community as a whole will not be unjustifiable purchased through the disproportionate allocation of its adverse environmental and health burdens on the community’s minorities”.

—Executive order 12898: Federal Actions to Address Environmental Justice in Minority and Low Income Populations

GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

Nashua Transit has no pending applications for financial assistance from any other agency other than FTA.

Open FTA Grants

NH-2017-013-02 | Van Procurement Low Floor Cutaways

NH-2019-003-00 | FY18 LOW OR NO EMISSION BUS PROJECT

NH-2019-004-00 | FY19 CAPITAL, OPERATING & PLANNING

NH-2019-001-00 | TRANSIT CENTER REHAB/30'CNG BUS

NH-2019-002-00 | NTS 101A Bus Route Expansion

NH-2018-006-00 | 5310 VAN PROCUREMENT LOW FLOOR CUTAWAY

Civil Rights Compliance Reviews in the Past 3 Years

Nashua Transit has no Civil Rights cases pending.

Recent Annual Certifications and Assurances

Nashua Transit has executed FY 2019 Certificates and Assurances to the FTA.

Previous Triennial Review Findings

Nashua Transit's 2016 Triennial Review resulted in no findings with respect to its Title VI Plan/activities.

CONTACT

This Title VI program was prepared by the Transportation Manager. For additional information on the Nashua Transit System Authority's Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Camille Pattison
Transportation Manager
Nashua Transit System
11 Riverside Street
Nashua, NH 03062
Tel: (603) 821-2035
E-Mail: pattisonc@nashuanh.gov

Appendix A – Outreach Log

Mobility Management Summary - December 2017

- Personalized Transportation Models created for many people providing transportation guides for Job Access Reverse Commute. (JARC)
- Working closely Employment Specialist at NHEP, providing passes and training for Job Access Reverse Commute (JARC) clients needing Citybus service.
- Provided monthly passes to TANF recipients, in conjunction with employment assistant at DHHS, and provided extended services to assist with any barriers to transportation employment, providing opportunity for job search and training.
- Spoke at presentation at local woman’s shelter, promoting Citybus. Included travel training with woman to job sites and daycare programs.
- Assisted in outreach efforts with a grant funded organization focused on assisting teenage parents, teens who have not completed high school or obtained GED’s and those recovering from drug and alcohol addiction. Nashua Transit will lend support with transportation and travel training to any participant in the program.
- Continuing affiliation with local counseling office to travel train certain clients to ride on the Citybus who may otherwise not attempt to commute on any form of public transportation due to mental health issues.
- Participated in meetings with Transit Matters, The Nashua Senior Center, AARP, Plus Company and Networks.
- Travel-trained several local citizens to utilize the bus system.
- Travel training and support given to agencies such as Mary’s House, Homeless Outreach and Nashua Soup Kitchen and Shelter.

OUTREACH EFFORTS – 4/2018-6/2018

- Community outreach in area neighborhoods to encourage deeper knowledge of transportation, improved skills for utilizing transit and resolving all transit related issues as they arise.
- Raising awareness of transportation options among the broader neighborhoods by attending COC meetings, which are inclusive of all managers of local agencies.
- Continue U-Pass program, which allows participating college students to ride fixed route buses at no cost by showing their college ID's. There has been a great response to this program.
- Attending existing community meetings, making our presence known in the community.
- Presentations at NHEP to assist social workers with the knowledge necessary to guide their clients to transportation options for work.
- Presentations at Plus Company to raise awareness for public transportation options for work training.
- Assisted Social Workers with information for clients to get access to public transportation to work and related destinations.
- Assist DHHS with travel training clients to obtain independent living skills.
- Went to visit each housing complex to promote public transportation.

Date	Location	Who did we speak with	Materials Delivered
7/6/2018	Community Council	Director of outreach	Travel expense training
7/10/2018	Senior Center	Front Desk	Ride Guides
7/13/2018	City Library	Childrens area	Ride Guides
7/18/2018	Gateways	Shawna Sousa	Ride Guides
7/23/2018	YMCA	Riverside St-Front Desk	Ride Guides
7/24/2018	Pratt Homes	Management office	Ride Guides
7/30/2018	Community Council	Susan Meade	Ride Guides
8/2/2018	Arel Manor	Front Entrance	Ride Guides
8/14/2018	Transit Matters	City Hall	Outreach Meeting
8/21/2018	City Welfare	BobMack	Ride Guides
8/23/2018	Palm Square Housing	Management office	Ride Guides
8/27/2018	Davidson Landing	Management office	Ride Guides
8/31/2018	Adult Learning Center	Admin Office	Ride Guides
9/4/2018	Nashua Community College	Student Welcome Center	Ride Guides
9/5/2018	Transit Center	Lobby	Ride Guides
9/6/2018	Radiation Center	Karen Dubai RN	Ride Guides
9/21/2018	YMCA	Front Desk Manager	Ride Guides
9/24/2018	Transit Center	Tracy- Reception area	Ride Guides
9/27/2018	SNHMC	ER- Per Request	Ride Guides
10/4/2018	Riverwalk Apartments	Shauna Riley	Ride Guides; Downtown Connector Guide and Poster
10/5/2018	Great American Downtown	Paul Shea	Facebook and Downtowner-Downtown Connector - RideGuides and Poster
10/5/2018	SNHMC	Emergency Department	Downtown Connector-Ride Guides
10/5/2018	Rivier College	Student Affairs	Downtown Connector-Ride Guides
10/5/2018	Transit Center	Tracy- Reception area	Downtown Connector-Ride Guides
10/5/2018	Mayors Office	Information table	Downtown Connector
10/9/2018	Transit Matters	City Hall	Outreach Meeting-Downtown Connector Ride Guides
10/9/2018	Library	Carol Eyman	Downtown Connector-Ride Guides and poster
10/9/2018	Makelt Labs	Members	Downtown Connector-Ride Guides and poster
10/10/2018	Superior Court	Clerk	Downtown Connector
10/10/2018	Crosbys	staff	Downtown Connector
10/10/2018	Cravings	staff	Downtown Connector
10/10/2018	Community Council	Susan Meade	Downtown Connector
10/11/2018	Harbor Homes	Reception	Downtown Connector
10/12/2018	Riverwalk	staff	Downtown Connector
10/12/2018	Bonhoeffers	Information table	Downtown Connector
10/12/2018	City Moose	Information table	Downtown Connector
10/12/2018	GSCU	Bulletin Board	Downtown Connector
10/12/2018	Community Council	staff	Downtown Connector
10/12/2018	St Joe's	Reception	Downtown Connector
10/12/2018	Nashua Housing Authority	Reception	Downtown Connector
10/12/2018	Dental Connection	Outside box	Downtown Connector
10/12/2018	Disabled Veterans	Outside box	Downtown Connector
10/12/2018	Gateways	Reception	Downtown Connector
10/12/2018	Senior Center	Reception	Downtown Connector
10/12/2018	T&D Laundry	Bulletin Board	Downtown Connector
10/12/2018	Tolles St Mission	Mail slot	Downtown Connector
10/12/2018	Xavier House	Mail	Downtown Connector
10/18/2018	Park and Ride	Front Desk	Ride Guides
10/18/2018	Chick-Fil-A	Manager	Ride Guides
10/18/2018	Transit Center	Tracy- Reception area	Ride Guides
10/22/2018	Arlington St. Community Center	Reception area & Bulletin Board	Downtown Connector & Ride Guides
10/22/2018	Fratellos	Bulletin Board	Downtown Connector
10/22/2018	Main St. Gyro	Brochure Wall	Downtown Connector
10/29/2018	Harbor Homes	Reception	Ride Guides
11/5/2018	Community Council	Susan Meade	Ride Guides-travel plans
11/14/2018	Social Security Office	Front Office	Ride Guides
11/14/2018	St. Josephs Hospital	Main entrance	Ride Guides
11/14/2018	St. Joe's pediatrics	Reception	Ride Guides
11/27/2018	Gatewood Manor	Lobby	Presentation
12/5/2018	COC Meeting	Auditorium	Presentation

Date	Location	Who did we speak with	Materials Delivered
1/9/2019	Transit Center	Tracy- Reception area	Ride Guides
1/10/2019	SNHMC	Scott Cote	Downtown Connector & 10x Complimentary passes
1/14/2019	Gateway Manor	Nancy	Ride Training Flyer & Route 8 Schedules
1/14/2019	DHHS	Front Desk	Route 8 Schedules
1/18/2019	Community Council	Front Desk	Route 11 and Ride Guides
1/18/2019	Community Council-Prospect St	Susan Mead	Route 11, Ride Guides
1/18/2019	Lillians Motel	Front Desk	Ride Guides , Route 11
2/6/2019	Continuum of Care	Monthly Meeting	Transit Information
3/5/2019	Nashua Public Library	Carol Eyman	Ride Guides- Spanish/English, Downtown Connector
3/5/2019	Adult Learning Center	Samba Halkose	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	Pratt Homes	Jane Dixon	Ride Guides- Spanish/English, Downtown Connector
3/5/2019	Nashua Housing Authority	Front Desk Admin	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	United Way	Front Desk %Mike Apfelberg	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	The Plus Company	Front Desk	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	Partnership for Successful Living	Ana Pacine	Ride Guides- Spanish/English, Downtown Connector
3/5/2019	The Salvation Army	Jenny Connor	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	Marguerites Place	Barbara Alves	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	The Front Door Agency	Maryse Wirbal	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	Southern NH Rescue Mission	Rita Bertolli	Ride Guides-Spanish/English, Downtown Connector
3/5/2019	Bridges	Front Desk	Ride Guides-Spanish/English, Downtown Connector
3/6/2019	Continuum of Care	Monthly Meeting (Sarah O'Neil)	Downtown Connector Ride Guides
3/12/2019	Nashua Welfare	Bob Mack	Walmart marketing material
3/12/2019	City Library	Front Dek	Walmart marketing material
3/12/2019	DHHS	Reception	Walmart marketing material
3/12/2019	Nashua Housing Authority	Receptionist	Walmart marketing material
3/12/2019	Nashua Senior Center	Front Desk	Walmart marketing material
3/12/2019	Gateways	Shawna Sousa	Walmart marketing material
3/12/2019	YMCA	Front Desk	Walmart marketing material
3/12/2019	Pratt Homes	Resident for Community Room	Walmart marketing material
3/12/2019	Community Council	Front Desk	Walmart marketing material
3/12/2019	Rivier College	Office of Student Affairs	Walmart marketing material
3/12/2019	Radiation Center	Nurse at Front Desk	Walmart marketing material
3/12/2019	Arel Manor	NHA reception	Walmart marketing material
3/12/2019	Coliseum Ave Housing	NHA Receptionist	Walmart marketing material
3/12/2019	Davidson Landing	Management office	Walmart marketing material
3/13/2019	SNHMC	Front Desk	Walmart marketing material
3/13/2019	Superior Court	Can not accept	
3/13/2019	Transit Center	Tracy- Reception area	Walmart marketing material
3/13/2019	Crosbys	Cashier	Walmart marketing material
3/13/2019	Cravings	Social Worker	Walmart marketing material
3/13/2019	CVS	Cashier	Walmart marketing material
3/13/2019	Marthas Exchange	Hostess	Walmart marketing material
3/13/2019	Bonhoeffers	Sandy Berube	Walmart marketing material
3/13/2019	Social Security Office	could not accept	
3/13/2019	St. Josephs	Front Desk-X-Ray and Lab	Walmart marketing material
3/14/2019	Nashua Community College	meet and greet	U-Pass
3/27/2019	Spring Street Courthouse	Jury Center	BAE Route
3/27/2019	Cancer Center	Meet and Greet	giveaways and pictures
3/29/2019	Dartmouth Hitchcock	Front desk and family center	Ride guides
3/31/2019	Library	Outreach Table	Ride Guides, Walmart, Downtown Connector, etc
4/3/2019	Hunt Community	Michelle Renyan	Mobility options presentation
4/3/2019	COC Meeting	City Hall Auditorium	Represent NTS
4/17/2019	Dr. Crisp School	Front Office	Downtown Connector Promo Cards
4/17/2019	Mt. Pleasant School	Front Office	Downtown Connector Promo Cards
4/17/2019	Arlington St. Community Center	Megan Caron	Downtown Connector Promo Cards
4/17/2019	Corpus Christi	Mail slot	Downtown Connector Promo Cards
4/17/2019	Dental Connections	Front Desk	Downtown Connector Promo Cards
4/17/2019	Nashua Courthouse	2nd Floor-Jury Center	Downtown Connector Promo Cards
4/17/2019	Harbor Homes	Staff member	Downtown Connector Promo cards
4/17/2019	Adult Learning Center	Front desk Staff (Arlington St)	Downtown Connector Promo cards
4/17/2019	Xavier House	Front Desk	Downtown Connector Promo cards
4/17/2019	Library	Childrens section (for families)	Downtown Connector Promo cards
4/17/2019	Gate City	Clerk	Downtown Connector Promo cards
4/17/2019	Good Shepherd Church	Lori-Admin	Downtown Connector Promo cards
4/17/2019	SNH Rescue Mission	Tony- worker	Downtown Connector Promo cards
4/20/2019	Senior Fair	outreach table	Senior information and tickets
4/22/2019	Boston Express	front desk	Ride Guides
4/24/2019	SNMC	ER-Front Reception	Ride Guides day and night

5/1/2019	COC Meeting	Social Service Meeting	Downtown Connector Promo Cards
5/1/2019	SNH Rescue Mission	Llyod Carter	Downtown Connector Promo Cards
5/1/2019	Greater Nashua Mental Health	Housing Department-Maureen Magro	Downtown Connector Promo Cards
5/1/2019	Nashua Soup Kitchen	Donna Marceaux	Downtown Connector Promo Cards
5/6/2019	Pheasant Lane Mall	Managers Office	Ride Guides
5/7/2019	SNH Mission	Presentation	Downtown Connector and Fixed Route
5/13/2019	Senior Center	Front Desk	Ride Guides
5/13/2019	Nashua Housing Authority	Receptionist	Ride Guides
5/13/2019	Rivier College	Student Affairs	Ride Guides
5/13/2019	Bridges	Support Staff	Ride Guides
5/13/2019	Gateway Manor	Managers Office	Ride Guides
5/13/2019	DHHS	in waiting area	Ride Guides
5/13/2019	Nashua City Welfare	Support staff at window	Ride Guides
5/13/2019	Girls Club	Admin	Ride Guides
5/13/2019	CVS	Clerk	Ride Guides
5/13/2019	Harbor Homes	admin staff	Ride Guides
5/13/2019	Gateways	Managers Office	Ride Guides
5/14/2019	Salmon Pond	Outreach with travel training	Give aways and ride guides
5/22/2019	Townsend West UE office	Front desk	Ride Guides
5/22/2019	SS Office	AA officer	Ride Guides
6/4/2019	Sub-Zero	support staff	Ride Transit Week Flyers
6/4/2019	Starbucks	clerk	Ride Transit Week Flyers
6/4/2019	NCC	placed on board	Ride Transit Week Flyers
6/4/2019	Whole Foods	support staff	Ride Transit Week Flyers
6/5/2019	Boys and Girls Club	front desk	Ride Transit Week Flyers
6/5/2019	Arlington St. Community Center	Megan Caron	Ride Transit Week Flyers
6/5/2019	Adult Learning Center	Front Desk-Admin	Ride Transit Week Flyers
6/5/2019	Wagner Court	Property Manager	Ride Transit Week Flyers
6/5/2019	Rivier College	Student Affairs	Ride Transit Week Flyers
6/5/2019	Plus Company	Linda	Ride Transit Week Flyers
6/5/2019	Senior Center	Support Staff	Ride Transit Week Flyers
6/5/2019	DHHS	DHHS social service director	Ride Transit Week Flyers
6/5/2019	United Way	Mike Alfelberg	Ride Transit Week Flyers
6/5/2019	Community Council	Susan Mead	Ride Transit Week Flyers
6/5/2019	Bridges	Social Worker	Ride Transit Week Flyers
6/5/2019	Front Door	Director-Christy	Ride Transit Week Flyers
6/5/2019	Harbor Homes	Admin Staff	Ride Transit Week Flyers
6/5/2019	Will Street	Property Manager	Ride Transit Week Flyers
6/5/2019	NHEP	Program Ast. manager	Ride Transit Week Flyers
6/11/2019	Riverwalk	Bulletin Board	Ride Transit Week Flyers
6/11/2019	JaJaBelles	Bulletin Board	Ride Transit Week Flyers
6/11/2019	Fratellos	Entryway	Ride Transit Week Flyers
6/17/2019	Try-Transit week	one week outreach event	Free rides-social events
6/21/2019	Try-Transit	one week outreach event	outreach-prizes
7/26/2019	Boston Express	Front desk	Ride Guides
7/26/2019	SNHMC	Volunteer office	Ride Guides
8/7/2019	COC Meeting	Presented Travel Training material	Travel Training Flyers
8/8/2019	Greater Nashua Mental Health	various social workers	Flyers for Travel training and outreach ideas
8/8/2019	Greater Nashua Mental Health	Social Workers, clients, caretakers	family tickets, instruction on website (google transit)
9/9/2019	Keystone Hall	Direct Care Staff	Ride guides and travel training flyers
9/10/2019	DHHS-DCYF	Front Desk	Flyers for Travel Training for intake workers
9/20/2019	Fairgrounds Elementary School	Family Room	Flyers, free family passes and ride guides
9/20/2019	Burlington Coat Factory	Front Check out	Request for Ride guides for workers
10/3/2019	BAE	Electric Hybris Bus presentation	Ribbon cutting, greetings