

COMMITTEE ON INFRASTRUCTURE

SEPTEMBER 24, 2025

A meeting of the Committee on Infrastructure was held Wednesday, September 24, 2025, at 7:00 p.m. in the Aldermanic Chamber and duly noticed in two places, including the City's website, in accordance with the requirements of RSA 91-A:2 II.

The roll call was taken with 4 members of the Committee on Infrastructure present:

Alderman-at-Large Michael B. O'Brien, Sr., Chair
Alderman Richard A. Dowd
Alderman Patricia Klee
Alderman Chris Thibodeau

Members not in Attendance: Alderman John Sullivan

Also in Attendance: Alderman Tim Sennott (via Zoom)
Camille Correa, Transit Administrator
Matt Sullivan, Community Development Director
Tim Cummings, Administrative Services Director
Sam Durfee, Planning Manager
Liz Hannum, Economic Development Director
Jill Stansfield, Parking Manager

PUBLIC HEARING

Petition for Street Discontinuance – Major Drive

ROLL CALL

Chairman O'Brien

Also online in attendance for the record is Alderman Sennott and I think we also might have later, perhaps coming, Tim Cummings, Administrative Services. But also in attendance we have Ms. Camille Correa of the Transit Administrator; Matt Sullivan Community Development Director and we may anticipate Ms. Dawn Enwright, CFO in attending. And we also have a list of some others. Sam Durfee, Planning Department Manager; Ms. Liz Hannum, Economic Development Director and Jill Stanfield, Parking Manager. These people may also be in attendance to some degree.

If anybody is online that wants to communicate, can you give us a shout because we're going to be bringing up maps and when we bring up the maps sometimes, we can't see your hand go up and everything. So with that being done, I think we have done all of our business.

Oh, also Alderman John Sullivan is an excused absence. He is away on a business trip and unable to make it to the meeting.

We are going to pre-empt a little bit of the schedule just briefly because it is related and we're gonna ...

Alderman Klee

We're going to do the public hearing first.

Chairman O'Brien

Yeah, we've got to bring up the discussion on, what is it the ...

Alderman Klee

No, we are going to do the public hearing first.

Chairman O'Brien

No, no, no we have the Attorney in residence so we kind of agreed...

Alderman Klee

But we have to have the public hearing on Major Drive.

Chairman O'Brien

We can move to schedule. So, yes, Mr. Sullivan.

Matt Sullivan, Community Development Director

Mr. Chair, the public hearing can take place as scheduled at 7:00 pm. What I believe the request is, is to then move the Petition under Section 8 of the Agenda for Major Drive and Spaulding Street directly after the public hearing.

Chairman O'Brien

Okay. All right then. I was kind of hoping with the counselor here could probably pre-explain why we are doing the hearing on the Petitions, you know, but we could put the horse before the carriage so it's the same thing, same goal.

So, we're going to have the Petition of Street Continuance of Major Drive. It's up here on the map. It's associated with the housing development that the city does own. It's got to become in the future, you've heard terms us discussing it Maynard Homes. We're going from - I forget exactly how many structures to more than double what we're going to do. It's something that's sorely needed in this community to increase our housing capabilities. So these are probably post World War II development. We could do a nice, better, and more efficient building and that's what we're doing today.

So with that to develop this, we're going to need to no longer have a couple streets. That will allow for the best planning and access for the - and thank you for highlighting that the highlighted area. So with that, we're going to first discuss street discontinuance of Major Drive. So I will accept testimony in favor. In favor, you may explain it.

Could you just give your name, and address, and who you represent.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Good evening. My name is Elizabeth Hartigan. I'm an Attorney at Gottesman and Hollis. I'm here on behalf of the Nashua Housing and Redevelopment Authority as well as Tremont Development. They are a joint effort in the redevelopment of this project. Thank you, Mr. Chairman, for the explanation as to why we are here. You are correct. The project is a redevelopment project with the Housing Authority. It has been fully approved by the Planning Board. This is one of the last conditions of approval that is needed prior to financing and for the redevelopment, these two roads are essentially in the middle of the project we own. By we, meaning the Housing Authority and Redevelopment, owns all of the property around it except for one of the abutters, which we have their consent to this discontinuance. So we are here this evening for a favorable recommendation to discontinue Major and Spaulding roads.

Chairman O'Brien

Any questions from members of the Committee which I will allow. It's supposed to be, you know, but that's a good explanation.

And the other thing is, the next item hearing we're going to lead into while you're at the podium. Spaulding - it's the same thing, correct?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Spaulding and Major is the same. Yes, correct.

Chairman O'Brien

And if you look at the map, you look at the one that's going in the peripheral around the red highlighted, that is Spaulding Street.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Correct.

Chairman O'Brien

So that's the full encompass of the property. Okay.

Alderman Klee

Mr. Chairman?

Chairman O'Brien

Yes.

Alderman Klee

May I ask? Is it all of Spalding or is it just from Ingalls? It's only from Ingalls, right?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

It is from Ingalls to Major.

Alderman Klee

Correct. This lower portion right here. So it's...

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Yeah, it's not no not the entire street.

Alderman Klee

So it's just from here. You can see where the mouse is all the way around, correct?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Correct. That actually that turns back into - that around portion is actually Major Drive as well.

Alderman Klee

So this little portion.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Correct.

Alderman Klee

Okay, thank you.

Chairman O'Brien

If you look to the left, the residential properties that are numbered, they've going to stay the same on Spalding, you know, so it would be the same.

Alderman Thibodeau

Could you if you know, could you highlight the residents that is in favor of this just so in proximity.

Alderman Klee

Do you know the number?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

73 Burke, which I'm not sure what their map and lot is.

Alderman Klee

So this is Burke up here.

Chairman O'Brien

Yes, Burke runs this way.

Alderman Klee

This one right here.

Chairman O'Brien

Yes.

Alderman Klee

So it's this red one right here.

Alderman Thibodeau

Oh, okay.

Alderman Klee

Because this one right here is still the Housing Authority but it's this one right here.

Alderman Thibodeau

And then the two south of that red one, those are part of Housing Authority, those two?

Alderman Klee

Hold on. Give me a second. That one is on Ingalls. This is Ingalls Street and so this is not - these are not being affected. Oh, they are. No, that's Ingall's Street so. So it can't be this because this is Burke Street - so can't be 35 Burke Street.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

70. I'm looking at the Purchase and Sale right now. It is 73 Burke Street.

Alderman Klee

This one right here. It's that one.

Alderman Thibodeau

Very good. Thank you.

Alderman Klee

Because this is Major Drive here.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Correct.

Chairman O'Brien

Okay. When she is done, you're more than welcome to come up Miss.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Any further questions?

Chairman O'Brien

Any further questions? Counselor, thank you.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Thank you.

Chairman O'Brien

Miss, welcome.

Alderman Klee

You have to give your name and address.

Chairman O'Brien

Yeah, we don't have many rules but.

TESTIMONY IN FAVOR

Yvette

Yeah, I'm surprised we're the only ones here from the neighborhood. I'm like what am I in the right meeting? Anyway ..

Chairman O'Brien

You're at the right place as far as I'm concerned.

Yvette

I'm from 56 Burke Street. My name is Yvette. That's my husband, Victor, and my question is that little red box that you just highlighted there. In my own language, is that going to be removed?

Chairman O'Brien

No.

Yvette

So you have permission from them to do whatever you need to do?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

Just to discontinue the road.

Alderman Klee

This road right here?

Chairman O'Brien

Can you share the mic when reply, yes, or sit in one of our chairs if you wish.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

So 73, that red box, they've agreed to allow. This is a discontinuance plan. I can show the Board as well.

Chairman O'Brien

No please do.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

This is the discontinuance plan. So all we're here asking for is to shut these roads down and they will no longer be roads. That's all. This will not be - this will be all redeveloped but these road and this road right here will be.

Yvette

So I guess you're just going to have to let me tell me how is that going to affect me on 56 Burke Street?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

This Burke Street, there's going to be no change. You just won't be able to drive through here anymore. That's it.

Alderman Klee

You said you're 56 so you're over in this side?

Yvette

Yeah.

Chairman O'Brien

And Miss, keep in mind, even though your property, you gonna have construction when this gets developed.

Yvette

Oh, I'm gonna stay and listen to the whole thing.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

This is just so you see. This is the plan I'm showing you. So this is the discontinuance.

Alderman Klee

So what's highlighted there is yours.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

We want to show everybody so we're all looking at the same thing. Just this one road here and this portion. We've seen it a couple of times now but just this and right here. That's all.

Chairman O'Brien

Okay. Additional testimony in favor? Seeing none, we'll close. I'll open it up for testimony in opposition.

TESTIMONY IN OPPOSITION - None

TESTIMONY IN FAVOR - None.

TESTIMONY IN OPPOSITION - None

The public hearing on Petition for Street Discontinuance – Major Drive was declared closed at 7:12 p.m.

The public hearing on the Petition for Street Discontinuance – Spalding Street opened at 7:12 p.m.

Petition for Street Discontinuance – Spalding Street

Chairman O'Brien

I think what we heard for Major Drive applies to Spalding. So any further - did you...?

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

That's correct, they're the same. Spalding and Major are the same issues or arguments if you will.

Alderman Klee

Excuses me. Just for clarification.

Elizabeth Hartigan, Attorney at Gottesman and Hollis, P.A.

It's just a portion of Spalding, yes. It's not the entire road just that tail within the confines of the property.

Chairman O'Brien

Okay. Any questions from members of the Committee on that? Okay.

TESTIMONY IN FAVOR - None

TESTIMONY IN OPPOSITION - None

TESTIMONY IN FAVOR - None

TESTIMONY IN OPPOSITION - None

The public hearing on Petition for Street Discontinuance – Spalding Street was declared closed at 7:13 p.m.

The regular meeting opened at 7:13 p.m.

Regular Meeting

PUBLIC COMMENT - None

PETITIONS

- Petition for Street Discontinuance - Major Drive
- Petition for Street Discontinuance - Spalding Street

**MOTION BY ALDERMAN DOWD THAT WE TAKE NUMBER 8 ON THE AGENDA OUT OF ORDER; AND GRANT PETITIONS FOR STREET DISCONTINUANCE – MAJOR DRIVE AND SPALDING STREET
MOTION CARRIED**

DISCUSSION/PRESENTATION

- Nashua Transit System

Chairman O'Brien

Before we get deeper into the weeds, we have a presentation by the Nashua Transit System. I think we have two representatives. I welcome you back, to come up and you may sit in the good seats. Anywhere you wish.

Matt Sullivan, Community Development Director

Thank you very much, Mr. Chair. Again for the record, Matt Sullivan, Community Development Director. I'm joined by Camille Correa the Transit Administrator for the City of Nashua - really functionally the Transit Director and she'll provide

introduction in just a few minutes.

I did promise a 31-minute presentation. We'll see whether we hit that on the mark but. We're thankful to be here this evening.

Chairman O'Brien

Anybody got a stopwatch?

Matt Sullivan, Community Development Director

Well, interestingly, I actually have my own started right now. So I am a bit long winded and this is a 28-slide presentation so bear with us. But truly, we appreciate the opportunity to be here this evening, particularly on a lighter agenda so we can talk to you about the Nashua Transit System.

You might be wondering why we're here. Alderman Dowd actually asked me before the meeting what business are we operating on tonight and the answer is nothing. Interestingly though, there is a role that the Committee on Infrastructure plays relative to the Nashua Transit System and this admittedly was a bit unbeknownst to me until Ms. Correa and I were looking through the regulations. There's this line within the staffing section of the Nashua Revised Ordinances that refers to the fact that the Transportation Department Manager and the Community Development Division of course works with me directly, but also shall provide quote "timely reports" to the Aldermanic Infrastructure Committee.

Well it's been about five years. So we figured that this was probably timely to provide some level of updates to all of you. But in all seriousness, this is the first of what I think will be either bi-annual or annual updates that we provide about NTS moving forward because NTS is really doing some incredible work under Ms. Correa's leadership, and really facing some unprecedented challenges as well, and we need to be talking to you folks more regularly when it comes to all of those things because we can't just be coming here or to the Budget Committee every year to ask for money without explaining some of the great work that's going on and who our riders really are. So that's why we're here this evening.

We're going to sort of tag team a presentation for you that's very broad in nature. Sort of an existing conditions of what we do right now and then we'll get into a kind of a project specific set of slides where we'll talk about some of the challenges we're facing right now, some exciting things that we're working on. But the goal really is and it's cliché but the goal is to start a conversation this evening. We're here to answer questions as late as you want, although we're sticking to 31 minutes. We're already 1 minute and 59 seconds in. But in all seriousness, we're just excited to have an opportunity to talk to you about the great work that NTS is doing. With that, I'm going to pass it off to Camille to introduce herself and get into sort of that existing conditions of NTS as it stands today.

Camille Correa, Transit Administrator

Good evening. Camille Correa, the Transit Administrator for Nashua Transit System. It's great to see everyone this evening. Thank you for the opportunity to provide an overview. If you have additional questions for us, please don't hesitate to ask. We'll do the best that we can to answer this evening and require additional information after the meeting, we'll be happy to provide it as well.

Chairman O'Brien

Okay. Excuse me, Miss Correa. Do you like to be interrupted in the presentation? So if one of the Aldermen have a focused question on what to discuss and at that particular time instead of waiting or do you want to wait to the end? I'll give you that choice.

Camille Correa, Transit Administrator

Well it doesn't look like anybody's coming after us. So I'm perfectly content answering anything that you ask me.

Chairman O'Brien

Thank you for your allowance.

Matt Sullivan, Community Development Director

I'd like everything at the end, no I'm just kidding. No, we're happy to answer.

Camille Correa, Transit Administrator

Thank you, Director Sullivan. You'll be all set.

Chairman O'Brien

I tell you Mr. Sullivan when you're on a roll, you're on a roll. Some people don't like to be interrupted.

Matt Sullivan, Community Development Director

We are good to answer questions whenever.

Chairman O'Brien

And this is Transit. You're on a roll.

Matt Sullivan, Community Development Director

I know.

Alderman Dowd

We will claim your time on the 31 minutes.

Matt Sullivan, Community Development Director

Okay, fair enough.

Chairman O'Brien

And I'll concede your time back, yes.

Matt Sullivan, Community Development Director

Oh, thank you.

Camille Correa, Transit Administrator

All right. As it states here on the slide, our mission for the Nashua Transit System is to connect people with their destinations in greater Nashua through safe and reliable public transportation services. The reason why we chose these particular words is because when the transportation system is not reliable, then people will look elsewhere. So we work very hard every day to make sure that we are as reliable as we can be. Anyone who drives in the City of Nashua can see a detour at any time, can see an accident, and very, really realistic unforeseen things that may happen within a day. In order to accomplish this mission, we have a structure of people that have been in Transit really between maybe just a couple of months all the way to 41 years. So we have longevity within our positions, especially the city employees, the administrative, and the maintenance team, and also the operations team for Nashua Transit System.

The person who leads the operation for the city has been with the organization since 1984 and the organization actually started providing fixed route service in 1984. So she's very familiar with the actual service and the routing within the City of Nashua and also the region. In addition to the city employees, we also have approximately 30 people employed by the transportation contractor and these people will do the driving, and also the dispatching, and just overseeing the operations for the transportation contractor to make sure that the service goes on the road.

In addition to that, we have people within the city that help us and that would be an indirect or in-kind contribution, especially if there's issues with road access, or snow plowing, and making sure that we can get to our service locations within the city.

Also in order to provide this reliable service, we have two types of service. We have demand response which is the smaller vehicles that will go to door to door and the larger vehicles which do primarily fixed route. The City itself has services that they provide Monday through Friday for seniors above the age of 65 for both non-medical and medical transportation. Monday through Saturday, there is what's called a "complementary paratransit service" because it complements the fixed route service for persons who are unable to access the fixed route due to a physical or mental

impairment. The demand response overall in Fiscal Year 2025 provided 15,000 of the 390,000 boardings within that year.

The demand response service also extends out into the region and the municipal service for Souhegan Valley Transportation and their communities extends to Amherst, Brookline, Hollis, Milford, Mount Vernon, and for persons within that area into Nashua for most of the time medical services, and Wilton. We also contract service with or provide contracted service with the Town of Merrimack for demand response service and also the Town of Hudson. Do you have any questions on demand response?

Regarding the fixed route service, this service is offered Monday through Saturday along with the complimentary ADA paratransit service. We offer 10 weekday routes, along with two-week night routes, and then on Saturday, the three and the five do not operate so there's eight Saturday day routes and two Saturday night routes. There's approximately 390 bus stops within the City of Nashua and there's over 400 that are primarily serviced by more than one route. So we have unique bus stops and then bus stops that service more than one route.

The Transit Center is also located at 30 Elm Street between the Elm Street parking garage and City Hall. The fixed route service overall in Fiscal Year 2025 provided 375,000 boardings. For the size of the service in the City of Nashua, that is fantastic. The reason I say that is because there are many people that utilize a service within Nashua to go to work, medical appointments, and shopping. Those are the top three primary locations that someone will go.

Regarding the fixed route service, we do have ridership by route. Some of our routes are what we call "coverage routes", which go out into the communities. Also in addition to that, there's corridor routes which primarily serve the corridors where people will come from their home and go to a location along the corridor to go shopping or to go to work. The highest ridership is on DW and also Amherst Street corridor routes. The DW routes are route 6 and 6A and the Amherst street routes are 2 and 2A. Both of those routes also have night service. The south route operates on the DW and on the Amherst Street corridor. The night route provides that service in the evening 6 days a week.

The ridership trends you'll see here are from 2010 through 2024 and I'd like to provide a few highlights. With these highlights, NTS experienced a period of ridership growth due to the introduction of additional routes from 2010 to 2016. So you can see the growth on the chart. However, the trend was reversed as the ridership began to decline following the removal of some of the services. A new fixed route was implemented in 2020. So you can see where in 2019 it was a little higher and then 2020 the ridership started to drop and the main reason for that is because of the changes to the schedule, the elimination of Route 8, and significant disruption occurred between March of 2020 and Fiscal Year 2022 when the covid pandemic led to a demand response only service for several months. So a service model also that caused the ridership to plummet to about half of the pre-pandemic levels. During the time, also NTS supported the city by delivering meals and implemented extensive safety measures like plexiglass barriers, mandatory mask use, and social distancing when a reduced fixed route service was introduced later in 2020.

So during that time period from 2020 to 2022, you also see that the pandemic started to ease and the ridership started to go up with the lowest ridership in 2021. As the pandemic eased, there was also, which was put into place, a federal entry level driver training program called the "ELDT" which was introduced in February 2022 causing a nationwide shortage of commercial drivers/licensed drivers that complicated the service restoration efforts. At that time, we also had some ridership that became quite static and we had to merge routes together. So the 7 and the 12 became the 712 and with that, people had to ride a little bit further during that time period but we tried to make sure that there was coverage in all of the areas.

Chairman O'Brien

We do have a question by Alderman Klee.

Camille Correa, Transit Administrator

Sure.

Alderman Klee

If you don't mind. You may have touched on it. We also, if I remember correctly, and that might have been what you were alluding to. I remembered we had some issues with trying to find the drivers and we had to do increased pays to try to kind of to do that. Is that in that 2021/2022? I'm trying to remember what year it was.

Camille Correa, Transit Administrator

2022 to 2023 time period. Yes. You remember exactly correctly, yes.

Alderman Klee

Thank you. I'm sorry.

Camille Correa, Transit Administrator

Thank you.

Despite the challenges, NTS was able to restore all previously offered services excluding the central night service in the summer of 2023 following the lifting completely of the covid 19 restrictions. This allowed the positive ridership trend to begin in 2022 to 2023 with boardings increasing year over year. In 2024, we ended the year with 375,000 boardings and in 2025, ended the fiscal year with 390,000 boardings.

Also in order to provide reliable service, it needs to be on time. With some of the things that I mentioned earlier such as the traffic and the detours and the road construction, there's times when some of those routes do not operate on time. So the contractor will work within those parameters to try to provide additional service or if we know about a detour in advance, we try to make sure that our passengers know which bus stops are available or not available. So we do a lot of public engagement during that time period.

Overall with all of the challenges, we have an on-time performance for the period of 2020 to 2024 of 90% or above for fixed route and for ADA paratransit, 95% or above as you can see from the from the chart. We're very fortunate that we have dedicated professionals both in the office and on the road that really focus on that on time performance and the reliable service.

The fleet and facilities is a very important aspect of providing that service as well. The city has worked diligently to have a diversified fleet of 22 vehicles in the revenue fleet ranging for the fuels from CNG, to hybrid electric buses. We have three old diesel buses that are being replaced. One is going to be a CNG and two will be an unleaded just to make sure that diversification of the fleet continues. We also have 7 22-27-foot unleaded buses that we will be replacing in the future.

We have admin vehicles as well. One is an electric Nissan LEAF and the Ford Escape is an unleaded vehicle. The fleet diversity will continue to allow the NTS to be able to fluctuate with the purchase of the fuels that we need because if for some reason the CNG station went down, we would also have vehicles available that would be able to provide service because they are fueled by a different fuel type. So that's the main reason for the diversity.

Matt Sullivan, Community Development Director

May I just interject quickly to ask Ms. Correa to speak a little bit about the role that NTS actually played in Saturday's event. This again lends itself to the fact that we need buses available quickly. I don't know if you could quickly comment Camille on how NTS participated in Saturday's events.

Camille Correa, Transit Administrator

Oh sure. Saturday evening, I received a call from Division Director Sullivan asking if NTS would go to Spit Brook Road to assist with unification. So I called the contractor, and he called the driver, and the driver was there within 15 minutes. I arrived about five minutes later. We were prepared for reunification or moving people from one location to another because of prior training and making sure that people are aware of what is expected before we go out into a community. So those vehicles were fueled and ready to go. The utility worker made sure that the vehicle came out and was ready to go, and was cleaned, and fueled, and the driver inspected it, and the contractor came out with snacks to get us ready for the event, and that was very helpful because we weren't sure how long that we would be waiting. So we arrived at Spit Brook Road and then we were directed to move people from the fire department to the Sheraton. We chose a 30-foot vehicle because it was more flexible to get in between vehicles that may have been parked in the road at the Sheraton or other locations. We moved approximately 150 people within a two-hour period thanks to the assistance of the emergency management, and the team of firefighters, and police that were quick to respond and helpful to provide direction.

Matt Sullivan, Community Development Director

I just want to maybe add or commend Ms. Correa and the team. She's absolutely correct. I called her that evening. She picked up immediately. I was immediately on her way to get access to a bus, in contact with a contractor. We do

training and planning around these types of events but it's obviously different when it takes place but it certainly didn't seem that way. So I just want to thank her for all of her efforts in a very challenging circumstance but it's also one of the advantages of having NTS as part of an entity of the City. Not suggesting the response would have been different but it is an advantage of having coordinated and collaborative planning around emergencies that pay off in an event like that to the extent that they did. So just great work by her team.

Camille Correa, Transit Administrator

Thank you. Would you like to talk a little bit about the resilience goals?

Matt Sullivan, Community Development Director

I'll add just quickly, you know, it sort of relates to the fuel diversity. You may have heard if you've seen me at Finance Committee and I'm there talking about unleaded vehicle purchases or fuel sources that may not be renewable. I know I have Doria Brown on one side of me telling me that that's a bad thing but I also have Camille for very good reasons telling me that we need to diversify our fleet. Camille mentioned that, you know, CNG is always a question mark. There are problems sometimes with the station. That's not a criticism of the contractor but things do happen. So you'll continue to hear certainly Camille and also myself at Finance Committee moving forward requesting different types of vehicles. Even in the event that we were to electrify, we would not go all in on electrification of our vehicles simply because of the need to have access to any type of fuel source in an event. So Camille and I have spent a lot of time talking about that and despite some of our more ambitious greening goals across the city, there are very good reasons to not move there too quickly when it comes to transit. I think Camille spoke well to those but certainly agree and I'm in agreement with her on that.

Chairman O'Brien

And I if I may, I do remember when we got to two hybrid. I think that was in cooperation or coordination with a local employer, Sanders Association.

Camille Correa, Transit Administrator

BAE.

Chairman O'Brien

It's still Sanders to me and to a lot of people. But what is good is glad to see this still doing good and everything. I was very impressed, you know, being the gearhead a little bit but, yeah, good to see. So efficiency is the case.

And the other thing while I interrupted you being a former Deputy Chief on the Fire Department, I had to call for buses for displaced people at fires, you know, in large numbers. One of them was a roof collapse in an apartment building during heavy snows. So it's a great asset to have that. You don't want people out there freezing or exposed to weather conditions in any type of traumatic incident. It just makes it worse.

Matt Sullivan, Community Development Director

I'd also just add Alderman O'Brien if I may that, you know, during our extreme heat and extreme cold events, the buses provide a form of shelter in fact to folks whether they're unhoused or housed. Riding on a bus provides you with some level of shelter in those events. So they are part of our extreme temperature event planning as well.

Chairman O'Brien

Yeah, continue.

Camille Correa, Transit Administrator

Okay. Thank you.

Chairman O'Brien

Yeah, unless anybody else wants to interrupt?

Camille Correa, Transit Administrator

NTS does have three facilities. One is an admin facility, the other is a maintenance facility. They are both located at 11 Riverside Street and one Transit Center for public conveyances located at 30 Elm Street.

Part of providing service is to make sure that people know that the service exists. Believe it or not unless somebody knows about the actual service itself, they'll say wow, I've never noticed those blue buses until I needed one, or until a friend needed one, or a family member was riding one, or the fact that somebody was out in the community and went to a fair and festival and we spoke about it. So it's been a wonderful opportunity to go into the community and have transitive information meetings, listening sessions. What do people want? What do they want to see in the future? What would they like the bus to look like on the inside? Do they want plastic seats or cloth seats? Do they want Wi Fi on board? What would benefit the person to have a good experience?

We also go to outreach or fairs and festivals to do outreach. We have print media in both Spanish and English. We provide public comment opportunities and with the socials if there is a delay in the route, we do post on social media and also on civic engage. We try to turn that around really quickly and/or as far in advance as we can possibly make it.

We attend both community and statewide meetings. It's very important to participate in the local meetings so that if someone needs to call us or would like to know more about the transportation system, would like a travel trainer to go to teach people how to ride the bus, or maybe someone is just a little bit afraid to try or venture out then we want to make sure that they know who we are, they know our name, or they can easily find us, or contact us if they need to. Kerry Miller is our Mobility Manager and she's very accessible and when people call her, she calls back, and she schedules travel training as quickly as she can. Yes, Sir.

Chairman O'Brien

Okay. We have another question from Alderman Klee.

Alderman Klee

Thank you so much, Mr. Chairman. When you talk about the listening sessions, and outreach, and public comment, and so on that would also include when we did have that kerfuffle so to speak with drivers and so on. You were having public meetings to discuss the temporary changes you were making in the buses rather than trying to stop the bus altogether, you were making changes and so on. If I remember correctly, you had a lot of meetings with the public. You took into consideration some that had been excluded from those bus stops and so on and you made. So that would be part of the listening sessions that you do as well as just what kind of seats you want and so on.

Camille Correa, Transit Administrator

Yes, thank you for bringing that up because during that time period, we were not able to provide as much fixed route service. However, there were certain stops that people needed to go to along the route to and that was Dartmouth, Hampton Inn, and some others. So we made van service available at the Transit Center and it was more of an express route using the van service so that people could get to where they needed to go and they paid the fixed route fare in order to get there.

Alderman Klee

Thank you so much. I appreciate it. I went to a few of those meetings and you were really good. I know it helped me because a lot of the Ward 3 fixed routes were changed and so on which created some confusion. Thank you.

Camille Correa, Transit Administrator

Thank you for your leadership through that because when you were involved and provided that leadership in that direction, more people came to the meeting and provided that insight.

Alderman Klee

Good. Thank you.

Chairman O'Brien

Looking at your topic is this a good way to segway into our - I'm not talking about myself, the elderly community – but - what are you laughing about? The thing is do we have something special like they can get a pass and utilize a discounted fare, and thus be more than welcomed, and can you discuss just briefly? I know it but you ever see a bus

kneel? We have kneeling buses and to be full accommodating and if you wanted to throw your bike on, throw it on. So can you just give a brief - this is your chance with the public who our ratings are extremely high so, you know, to the public so take advantage.

Camille Correa, Transit Administrator

I don't think they can get any higher than right now.

We do offer a senior ID and that senior ID is available at the Transit Center. We also do public engagement where we'll go out into the senior living facilities for persons who are unable to come to us. We will sign them up for the senior ID. Every ride is free. You must be 60 and older and provide a picture ID - that's a valid picture ID - that has your date of birth on it, and then you can ride as much as you would like. It's non-transferable so it's not for anybody else except for the person that actually has signed up for the program and it's been very successful. Many people have given it high ratings and if we had a score of 1 to 5, I would say they make it a 5+ because they really enjoy having that program and having the flexibility of going wherever they would like to go within the City on the fixed route utilizing that ID.

When you board you show it and then the driver will account for that rider of that fare type. It's been phenomenal. BAAS assists the city with providing that reimbursement for that ride for that senior to take that trip and be able to take it for free.

In addition, we do have the bike racks on the front of all the buses. It is only for people that have a bike that has just the regular wheels not those mac daddy wheels. So we do not have the bike rack that has for the fat tire. In the future I believe there's some sustainability efforts or through the Sustainability Department, there's some efforts to do a further reach with bicycles. We look forward to partnership in that endeavor in the future.

Gate City Bike Co-Op does provide bikes and we do partner with them when they are providing that bike to someone so that people know about the service. Donna Marceau from NRPC works with us and also works with Gate City Co-Op so tries to bring people together. Anyone we see that's walking, or has a dilapidated bike, or needs some assistance with bikes, we always refer them to them so that people can have a bike. With that service, you can get a new bike once a year and those are for free as well.

We also provide service to persons who are unable to step up on the vehicle. So the ramps will come out and assist people to be able to just walk on directly without having to step up or step down. You are exactly right, every single vehicle we have kneels. So that if they don't need the ramp but they need it a little bit lower, that is an option and available at any time. It's not for persons with a disability, it's for everyone. So we want to make sure that anyone can utilize that if they need to. Sometimes people get on with bags or carts and you need that extra assistance to not be able to step up as high and so that it could be used for that as well. We do ask if somebody brings a shopping cart on board that is the smaller unit so that there's enough space for other people. If you bring a beach cart, there's really not enough space for people and the beach cart. So we want to make people are priority and then the cart second, of course. So people can come on with what they can place in the area that they're sitting. So that would be a smaller cart and bags that they can carry on in one load as well because we want people to be able to go shopping, and go to work, and take the items that they need to in order to get their work done within a day.

Chairman O'Brien

Just a follow up if I may. For our friends who are let's say wheelchair bound, do we provide a secure situation for them on the bus that they can climb on, you know, board with the wheelchair and everything, and they could be like locked in so the transit is not affecting them?

Camille Correa, Transit Administrator

Yes. Every vehicle that we have has a wheelchair. It has two wheelchair securement positions. One vehicle that we have, 225, has equipment on board called "the quantum" that you can actually secure yourself. Otherwise, the driver does secure the wheelchairs, and there is a shoulder belt, and lap belt option for people on board the fixed route, and a shoulder belt and lap belt requirement for those that ride on the van service because everybody who rides the van service must wear a seat belt.

Chairman O'Brien

Very good. Thank you.

Camille Correa, Transit Administrator

Yes.

Another thing we do add and offer is people can bring a personal care attendant on if it is required and that person does ride for free but they must be performing a job for that person not as a guest. In addition, there are people that do have service animals. The difference between a service animal and an emotional support animal is that a service animal does perform a task and that task is for that person. So it could be that they have a dog that sits on their lap because it smells their breath or it could be that the animal does sit on the floor because it does it performs a different function. So there's - each animal performs that task for that person and are not treated in a cookie cutter approach as to what a service animal may or may not be doing. It is really specific to that individual. Great questions. Thank you very much.

Chairman O'Brien

I'm trying to get the ratings up.

Camille Correa, Transit Administrator

Awesome, thank you.

Another place that people can obtain information especially through public engagement is our website. We have news feeds, you can sign up to receive posts via email, and also text messaging, and everything transit related to Nashua Transit System is on this site.

Quickly, we'll go through the budget revenue and expense overview. As an example for Fiscal Year '25 for the 100% of revenue, 52% is federal funding from both the 5307 and 5310 grants. The difference between these two grants is 5307 is for everyone in the urbanized area which we're in and 5310 is only for persons that have disabilities or for seniors above the age of 65. These grants are provided by the Federal Transit Administration and in order to utilize these grants, you need a match. The match money that was used to post against the expenses, this revenue was brought in 18% from general fund, 16% from other local match such as State operating match and contracted service, and then 14% from fare box revenue. Sometimes we'll hear people say, "Well, I pay a fare". Yes but that fare is not equal to the total cost to operate the system. It's just a portion of that cost.

With that revenue that we do bring in, it is used to match the expenses. The annual budget for expenses is divided into administrative, operating, planning, and capital maintenance. The breakdown is 77% administrative, operating, and planning, and 23% capital maintenance and that would be the maintenance of all of the vehicles and all of the buildings.

In order to receive funding from the federal government, you must follow the rules and regulations under the Master Agreement. As it states here under the Master Agreement, it is the authorized USC Chapter 53 Program. That's why the two grants that we apply for in addition to a third, which is called the "5339" which is capital, they are under the 53 program and there is a lot of 53 programs that we do not obtain money for Nashua Transit but our region obtains it such as the 5305 for planning for the NRPC. So there is a lot of opportunity to bring funding into our community and majority of that funding is apportioned to our urbanized area. So if you don't spend it, it goes somewhere else. So in order to spend it, you have to have that revenue and in addition to that, you also have to follow their rules and regulations. Part of this is we have to have specific documents in place that govern what we do every day. Some of them are listed to the right such as the local coordinated plan, which is put together by the NRPC, the Title VI Plan, Public Participation Plan, the DBE Plan for persons who are women owned or minority owned businesses, Drug and Alcohol Plan, and also the Comprehensive Plan which we use for the Nashua Transit System and in our region.

FTA also provides oversight for the program itself. We have a tri-annual review every three years. Our last tri-annual review was in 2023 and Transit did not have any findings. Our next tri-annual review is in the spring of 2026 and that process will begin in November of 2025. The FTA oversight is Grants Management, and the CFR 200 Financial Reporting, and then not only the tri-annual review but other reviews as well for drug, and alcohol, and other aspects of the programs that we provide.

The Title VI Plan just to touch on a few highlights. It is a plan for equity and non-discriminatory. It promotes full and fair participation in the NTS decision making without regard to race, color, or national origin. Where transportation systems get tripped up is they add a lot more description to the decision making, and they'll add religion, and some others which has nothing to do with Title VI. Title VI is only race, color, or national origin and with that being said, we want to provide meaningful access to transit related programs for everyone regardless of who they are, and where they come from, and the activities by persons with limited English proficiency so that we can reach out further into the community.

Our website does translate into about a thousand languages, right, and we have the app on board that the drivers can use to do translation. Now a lot of people carry their own phone with the conversational translation from Google and

they'll do a really good job of trying to communicate with us in many different languages.

Alderman Klee

If I...

Chairman O'Brien

Alderman Klee.

Alderman Klee

Thank you. You mentioned that - you commented about the translation on the top. That is phenomenal. For those that don't know, it's just on the top, and you click a button, and like I don't know hundreds. It looks like a language has come through. Things that I - countries I never even heard of which was I found amazing. I accidentally hit it and was like, okay, I know what's up there. Now how do I get back up there. But yeah, it was pretty amazing. I appreciated that - you having that ability.

Chairman O'Brien

How did you hit it?

Alderman Klee

No, I grabbed one of the languages because I wanted to see it. It was like, okay, no, I can't read anything here so I had to go back up there and find English.

Chairman O'Brien

Do you have Gaelic?

Alderman Klee

Yes, it is. Oh, yes.

Chairman O'Brien

Inaudible.

Camille Correa, Transit Administrator

Check it out. See how accurate is it and then let me know.

NTS does provide the service documents in Spanish and English because according to our Title VI, that is the language of persons who speak English less than very well, the highest percentage. So it must be over 1,000 or above 5% of our total population.

The plan is out and available for review. It's on our website and there's also a news feed about it. We've reached out to many of the committees within the community in order to do a further reach for persons who may be involved with an organization that works with people that have limited English proficiency. So we've had great feedback, and most of it is positive, and also told us that we misspelled a word. We're past that. Well at least they read it, right. So, they have been very instrumental in making sure that they provide feedback to us in many aspects of transit related programmatic endeavors. So it's great that they've been involved with the Title VI plan as well.

The local coordinated plan is a mandatory plan that NRPC provides all the direction, all the outreach, and all the updates. Right now they are prioritizing all of the transportation needs within the region and that includes the whole of Region 7. It's adopted every five years. It's led, of course, by NRPC and their staff. The goal is to emphasize on seniors, disabled individuals, low income individuals, individuals without vehicle access, and youth. If you don't have this plan in place, the region does not receive 5310 funding. That's how important it is. So kudos to NRPC for all of their engagement for many months and working within the regional, the RCC, to make sure that they got feedback.

Matt Sullivan, Community Development Director

One of the optional plans that Camille identified on one of the earlier slides is the Comprehensive Plan. NTS currently has a Comprehensive Plan and that Plan serves as really a 10-year strategy for how the Nashua Transit System will operate, how it may expand operations, how it will identify additional funding sources, and other goals for the service that might exist over that 10-year period.

We're actually currently working on an update to our 10-year comprehensive plan with the Nashua Regional Planning Commission really to identify what those goals might look like from 2025 through 2035 and you get a sense of what they might look like in the yellow text box to the right-hand side there. These high-level goals should come as no surprise - improving system performance, enhancing the passenger experience, fostering community connections, modernizing fleet facilities and infrastructure, and identifying sustainable future funding sources. But it's really the recommendations that fall below these goals where things really get interesting. Some ideas we have about how to actually accomplish these goals. We're not going to get into this tonight because one of Camille and my goals is to actually bring forward legislation to you before the session is up which we know there's very little time left. But to actually ask the Aldermen to symbolically adopt this Plan to form that foundation for our next 10 years of work. At that time, we'll go through more detailed presentation but that's one of the reasons we wanted to come to you this evening to make you aware of this document, and the guidance that it provides us with, but to also make you aware that we'll be coming forward for more detailed conversation in the future.

We've actually touched on a few of these items this evening. I wanted to provide maybe just some broad narrative on a few critical issues that have come up over the last 3 to 4 years that I've been in my position that Camille has been a part of as well. I think we've actually touched on all of these in fact. I think you've all been a part of them but we were significantly impacted by ridership during the covid 19 pandemic. Camille can speak more specifically to this if there are questions but it's its own science and that is the relationship between ridership and federal funding. There was always a risk that based on ridership decline, there was a potential that if we didn't rebound at the same rate that other transit systems did that we would not be receiving the same level of FTA or Federal Transit Administration funding. So, there was significant concerns there.

But one of the odd things that happened is that the city was a recipient of several funding sources as in response to the covid 19 pandemic. Cares Funding, specifically, that really acted to float, if you will, many of the expenses of the Nashua Transit System. What that meant was that when it came to what the city itself through the general fund was allocating to the system, it allowed the city to contribute less for several years while that federal covid money was coming in. But then what happened and that's really what this local allocation increase bullet point is about, you may recall that two years ago as part of the operational budget, the Fiscal '25 operational budget, I came to you with Camille to say we have a sort of a mini fiscal cliff here where despite the fact that you've contributed between \$300,000 – \$400,000 annually to the Nashua Transit System historically because of this covid 19 money going away, you need to double that contribution. So we made the ask to you for about \$800,000 of funding. I think saying thank you is probably not enough. You agreed that we were at this sort of imminent point or at this critical point rather in our funding formula and you agreed to double our allocation as part of the operational budget and that's been continued on. So we're very appreciative of that. The service simply could not be provided at the same level without that doubling that you agreed to.

We're not out of the woods yet, quite frankly. Costs are increasing substantially and we'll touch on this in just a few minutes but that injection of funding was really critical for ensuring that service could continue to be provided. The last thing I'll just mention here is that you're absolutely right Alderman Klee. You mentioned this and Camille also mentioned it. We face significant labor force challenges in 2022 and 2023. You may recall that we came forward to you as sort of an emergency request to modify our contract with our operational provider based on challenges securing CDL drivers. We were cutting routes, we were making modifications for our system left and right, and again, we came to you and you agreed to make a modification of a contract based on an emergency situation. Without that, we wouldn't be where we are today. So first of all I'll just thank you but these issues do persist and I think you may be aware of what happened with the school system over the last year with the transportation contract there. We expect similar challenges as we move forward. We don't have any answers to that this evening but it's something we all need to be aware of. I know that Alderman Klee has a question it looks like.

Chairman O'Brien

Alderman Klee.

Alderman Klee

Thank you, Chairman O'Brien. Yeah, the question that I have was during the covid outbreak, I was one of those people that rode the bus to help pass out breakfast and lunch with the United Way and so on. How was that funded? Did that get funded through the Cares or was that supplemented through - because you didn't have ridership at that point. I mean you might have but it was low. But the NTS buses were the ones that were transporting us around the city to pass

out lunches, and breakfasts, and so on. That had to have been 2020 and 2021.

Camille Correa, Transit Administrator

So without having the information in front of me, my best estimate would be that it was a combination of funding depending upon what the service was. So for persons who were above the age of 65 or disabled, there would be certain funding. Then there would be Cares Act funding and there would be just regular capital, operating, and planning funding. Because when you write those grants, that grant has a time period and it also has a description as to how it's used. So just depending on what service is provided because within that time period, that only lasted for a few months. Then you had additional service that went back into effect but it was demand response service and then it was fixed route service. So we want to make sure that when we go to do a reimbursement, we use the correct cost or accounting code for the database to have that. So at that time, there was more than one grant written so that those grants could be reimbursed or expensed for reimbursement depending upon what service was provided.

Alderman Klee

Follow up?

Chairman O'Brien

Follow up.

Alderman Klee

Yes, thank you. If I remember correctly because I remember the beginning months were cold, then the ending months were hot. So I would say it was probably started I want to say around May and it went through the summer because that point the kids were out of school and we were providing lunches and breakfasts for children as well as seniors. So it was a little bit of both.

Camille Correa, Transit Administrator

And to Director Sullivan's point about the Cares Act, there was an eventual shift to Cares Act only to expend the funding because the federal government asked that that funding was expended as quickly as possible. It had to be used for service. It could not be used for anything else. It couldn't be used to purchase a vehicle or to replace equipment. It had to be used for service or capital maintenance.

Alderman Klee

No, NTS stepped up, as did the United Way, and School Department, and so on. So, thank you.

Camille Correa, Transit Administrator

Thank you. I just have a few more slides.

Regarding the upcoming future technology upgrades and updates. We do have a transit app that we currently have out and available called "Transit App". It's high tech so they have a high-tech name called "Transit App". It's very simple to use. You just download it from the Play Store or from the Apple Store and the current option available is the static scheduled times and then in the near future, it will be real time bus. So you'll have that scheduled time, and then you'll be able to see the bus, and you can also do your trip planning on it. This does not take the place of Google Transit which is still available at any time which you can access on our website. In the future as soon as the real time bus is available, our new program through Swiftly will allow for anyone to see where the bus is utilizing the Transit App, or on the NTS website, or at the Transit Center because we eventually will have display screens there once that's up and running.

In addition to the Transit App/Swiftly, which is for fixed route, we will have a demand response app from a company called "Spare" and it will be an opportunity for people to give us a call as they can now to schedule a ride. Once that program is up and running, then we will also have a self-service portal where people will be able to go in, and see the location of the bus, be able to cancel, and utilize it for trip scheduling. So we're looking forward to that as well.

Part of the technology upgrade with Swiftly is to be able to see where all the vehicles are whether it's early, late, on time, and back to that reliability portion of our mission statement. We want to make sure that we know where our vehicles are and what's happening out on the road. So in addition to the drivers calling in that there might be a detour or delay, we

will be able to see it real time right from the database. So this is an example of what the map looks like in the Swiftly database or dashboard that the dispatcher would see.

Matt Sullivan, Community Development Director

But if you look closely at that map, you can actually see right downtown you can see there are some numbers. Those are actually bus locations right there that are indicated. So you can actually see the real time location and that's new to us. It's exciting.

Camille Correa, Transit Administrator

Yup. We're in the 21st Century. It's fantastic.

Matt Sullivan, Community Development Director

We got there.

Camille Correa, Transit Administrator

We love it. Yeah.

Matt Sullivan, Community Development Director

We do love it.

Camille Correa, Transit Administrator

We also coming up we'll have some regular updates and some bus stop changes. We'll make sure that we provide what's going on with transit, or what's up with transit, and we have with the bus stop changes, we have a proposal to modify more than 20 bus stops. Some of those bus stops will be either moved or removed due to safety reasons. In addition, maybe just move them a little bit because when a bus turns a corner the bus stop is behind us and all we have to do is move it up a little bit, or maybe move it back, or maybe have too many bus stops all in a row. Maybe 200 feet apart and so the bus driver is having to stop, and stop, and stop. So making sure that we have efficiency along the route as well for both the bus driver and the passenger.

Matt Sullivan, Community Development Director

This text is intentionally difficult to read for the record. We are currently in the process of finalizing these modifications. So we didn't want to cause any unnecessary panic this evening but we'll have a finalized list of modifications coming out soon but just wanted to share that we are working on this.

Camille Correa, Transit Administrator

And as part of our engagement process, we will have public outreach and allow people to have time to take a look at the list, provide public comment, and they might even have additional bus stops that they recommend, needs lighting, or shelter, or propose another idea. We're always open to ideas. Of course, its funding based and whether and not they can be replaced or added. We do have some capital funding available for bus stops so we want to make sure that we are good stewards of public funds and provide as much capital updates to those bus stops as we possibly can.

Coming up in the near future will be Community Transportation Month. This is a month to celebrate the drivers, the riders, and community transportation in general which includes public transit, and volunteer drivers as they're very important in our communities, and also any service provider in the State because it takes all of us to move people, including, Uber and Lyft. So community transportation is about moving people and that could also be a family member, a friend, it could be a bike, could be someone who chooses to walk, or work remotely. Just in general, it's the combination of both moving people and commute for people.

So working together to get as many people on board the bus, and also making sure that people need to go where they need to go, and also reducing emissions. So at the same time how does that balance itself? Well we all work together to, of course, put everybody on the bus. If that's not an option, then we want to make sure that there's alternative options available for people as well. There's an organization in the State that has a website called "Keep New Hampshire Moving". It is a state funded program that assists a person to go to one website to see all transportation services available within a community.

The way that Nashua Transit is going to celebrate is Driver Appreciation Day. Throughout the month, we will have an opportunity for the passengers and people within the community to write notes to the driver. Last year we posted it on a board for the drivers to see the results of people praising them and thanking them for their service. Rider Appreciation Day and of course every day is a Rider Appreciation Day, but we'll make sure we have one specifically denoted for a rider, City Hall travel training, and also a challenge for the Board of Aldermen to take at least one bus trip. You can join us on the City Hall Travel Training Day, or you can take a bus trip on your own, or you could give us a call and let Matt know and Matt will ride with you. Matt rides all the time.

Matt Sullivan, Community Development Director

Happy to ride.

Camille Correa, Transit Administrator

Yup. And bike and pedestrian spotlight because the bikes on board and also that first - that last mile or first mile to be able to get to where you need to go. Some people will ride to the transit center and put their bike at the transit center, and then ride the bus to work, come back to the transit center and then ride their bus home. Some people use electric scooters as we've all seen as well. So there's a lot of opportunities for people to move and we try to work together with all the different ways to do that so that we can move people efficiently and also reliably.

We do also have an Izzy coming up for community engagement which Matt is going to touch on.

Matt Sullivan, Community Development Director

So we've done some - and by we, I mean Camille and her team, of course have done some great work with the Public Health group, and Bobbie Bagley, and others over at Public Health having community conversations about the importance of public transportation and reaching out to several of the stakeholder groups that Public Health works closely with to have direct conversations about how we can improve our system or how changes that we're thinking about might impact riders that they interact with.

So on Wednesday, October 22nd, from 11am to 1pm, they'll have this Izzy event. Please don't ask me what Izzy stands for. I actually was thinking about this. Please don't because I can't answer that question but what is important is that it'll be here in the third-floor auditorium and that actually coincides with our free ride day. It will essentially be a conversation around public transportation and how it can be improved and what the needs are in the community. So we invite everyone to participate in that and we'll share some information relative to it after this meeting this evening with all the members of the Board. But really, again, highlighting the partnership between NTS, the City of Nashua, and Public Health, and the ability to have great conversations that may not otherwise be possible without the level of collaboration and coordination that happens.

All right now the negative stuff, not really, but I wanted to quickly talk before we get to two times our 31 minutes. We're about an hour right now but I wanted to quickly touch on a few things. As we look forward that are uncertain, some of our vulnerabilities, our threats, if you will. No question, operational costs are increasing. They have increased substantially over recent years. That comes in a variety of different forms beyond just the regular contractual increases that you see with our collective bargaining agreements. There's contracted services obviously as part of NTS. We use a private company to provide our services. Again, you've seen what's happened in the School District and some of the impacts there.

We have increased costs of taking care of vehicles and purchasing vehicles. It's very expensive these days but we need to provide new vehicles that are reliable for our riders. So those costs will increase and our vehicles like everything else that is used in the city are in the CERF. There was a discussion about the underfunded CERF last night. I know is part of the tax rate buy down. The CERF has challenges and so the ability to fund or not fund the CERF fully will directly impact whether NTS is able to purchase vehicles moving forward.

The federal funding landscape is uncertain. I'll say very much, you know, knocking on wood while I do this that generally, we are in a good place when it comes to our FTA allocation, our Federal Transit allocation. That could change at any time. The annual portion would could change in any given year leaving us with a gap potentially or the formula for that apportionment could be modified in some way, shape, or form. We also have a pending government shutdown before us. I think folks are aware of that it's possible the federal government shuts down over the coming weeks. Unclear how that will impact us but always a challenge.

More directly in recent years, the State budget has been a concern. Public transportation funding does come in through the State budget. Last night, you approved accepted some funds to the State of New Hampshire. Access to those

monies moving forward, all of the pieces sort of fit together to form the budget that is NTS and without any one piece, that substantially burdens the general fund ask that we make of you on an annual basis. So anything goes away, we're going to be back looking for that additional money.

Bureau of Elderly and Adult Services "BEAS" that Camille talked about earlier. This is our senior citizen funding. At any time this could potentially be modified and so we would lose the ability to provide services for our senior population.

So I wanted to quickly talk about, very quickly, talk about three things that we'll be back to talk to you about over the coming months and these are potential solutions or contributory things that we could do to fill that gap. One such thing is actually built into State Statute already under RSA 261:153 IV. That is something that can be added to vehicle registration. It's a local transportation option fee. That local transportation option fee can be up to \$5 per vehicle. You can actually take that money and put aside and use it to directly fund public transportation in addition to some other things as well but that's one option we would have that wouldn't be a direct tax rate impact but would be an impact to those registering vehicles. That's one option that we have in front of us.

Another significant option or another option that would have some level of impact is a modification to fares. Our current fares are \$1.25. While the idea of a fare increase may seem or could be a last resort, we haven't made fair changes since 2012 and cost of services have gone up substantially since that point of time. So we've been in the preliminary stages and Camille and her team have been in the preliminary stages of surveying riders right now to understand how modifications of going up to \$2, or \$2.50, or \$3 might impact service. I'll just mention quickly that Manchester currently is, if I'm not mistaken, \$2 per single ride. We very much need to sort of get back to market rate in order to make our service whole I would say. So while, again, fare increases are a last resort action for us, it's all about making all the pieces of the puzzle fit together and that may be something that we need to do. To that end, we fully anticipate that between November and December that we'll be doing a full-fledged fare survey with our riders and potentially coming forward to you based on what the survey returns to explore a fare modification and likely an increase in fares. But again, more data are needed but this is something that we're very much looking at.

And then the last, last resort truly, and Camille knows this well, we have hard conversations every year is coming back to you to an increase in local allocation. We're going to explore those first two options much, much more before we do that. You know we generally go up by the budget guideline on the annual year. So if we receive a 3% guideline, we propose a 3% increase when it comes to the general fund contribution but we definitely think we need to do some harder thinking about other funding sources that may need to come into the system to ensure that we don't have to cut routes and modify service.

Because back up to sort of the beginning one thing I didn't mention, we are constantly hearing asks for more service whether that's longer hours during the day, bringing our service to other areas of the region, providing more frequent service. We actually - some of Camille's team has had a meeting at 6pm tonight that it's a group that's meeting to ask for more service across the region. We're being pulled in that direction when the reality is that our funding is sort of pulling us in the other direction and that is to reduce service. So we'll be back to talk to you more about our funding certainly as part of the budget process but likely before that but some combination of these things need to happen and that's sort of what's talked about in that comprehensive plan that we'll be back to talk to you about over the coming months.

One last thing I wanted to touch on and you may have heard me talk about this...

Alderman Klee

May I?

Matt Sullivan, Community Development Director

Oh, I'm sorry.

Chairman O'Brien

Alderman Klee has a question.

Alderwoman Klee

Thank you. Can we go back to that previous screen? I'm sorry to do this to you but I just have a quick question. Well, two quick questions. One is if you did have to go up to \$2 when you're doing your survey and so on if they're obviously people are going to be in shock because your ridership and so on, would you consider going up over two years or

something like that or would you want to do an immediate like \$1.25 to \$2.

Matt Sullivan, Community Development Director

I think that's, you know, sounds like a non-answer. I say that often I feel like in front of the Board but truly, I mean, I think anything is on the table. You know, we certainly don't want to abruptly impact ridership for the most transportation vulnerable individuals in the community. So I mean everything is on the table. What I think we recognize is that we do need to increase. How that increase is done, I think, we're open to having a conversation around that. I think the only thing that I would say is if we do propose an incremental increase like that, it's possible that one of these other things has to give in the interim, right? It's installing a transportation option fee or increasing the local allocation. It's going to be some combination of these three and so I hope that answers your question Alderman Klee.

Chairman O'Brien

Follow up.

Alderman Klee

Just one other quick one. You talked about how you had a meeting today and other regions are looking for more services and so on. We do charge to these other regions or so is there like a fee to go out to Milford or something of that nature?

Matt Sullivan, Community Development Director

So currently the system has two revenue contracts with the Town of Hudson and Merrimack for service. It's really a demand response service. What we're hearing for demand, I get really excited about it. Camille does too until we start talking about how to pay for it. Going to the Lowell Transportation Center, going to Tuscan Village in Salem, going to the Merrimack Outlets. These are all things that, I think, makes sense to us. They're all very far away and very difficult to provide service to. So we haven't had any direct conversations with any of the communities on the other ends of some of this expansions being talked about. The group that we're meeting with is really a transportation equity group that's identified a set of destinations within the Nashua region or beyond where they think service should go. We're sort of focusing with them first on within the Nashua region are there specific bus stop locations or other changes that could be made to improve service? And then beyond that if there are other locations or routes that you'd be looking to see, what's your first priority? What's your second priority? What's your third priority? We can't do it all and so what are the critical things that you'd like to see.

One of the - and I was going to close with this, but one of the incredible things about NTS and I knew nothing about transit before getting the chance to work with Camille, is both her, Lori Lorman the 41-year employee that's over at NTS, we will literally modify service for one person if it makes sense to us. It really is. While we have hundreds of thousands of rides, we are an incredibly accessible and nimble service within reason. If the situation is right, we do everything we can to provide a ride to somebody. So the same goes for all of these stakeholder groups that we meet with, all the folks we talk to at our different transit engagement meetings. We are really, truly willing to make changes if they can be accommodated and you just don't get that when you go to the MBTA. Like good luck getting that kind of change there. They're just a bigger system. We're very lucky to have dedicated and committed staff to making things work here in the City of Nashua.

Alderman Dowd

Yeah, just real quickly. Tuscan and the Merrimack Premium Outlets are both retail. If we're going to extend to them, they should be picking up some kind of fee to us because they're getting more business out of the people we're busing up there.

Matt Sullivan, Community Development Director

With due respect for both of those retail establishments, they to date - I'll speak only for one of them. They see it as sort of the opposite way but I think they might be open for future conversations. We've had challenges getting access to the Merrimack Outlets. I think we've stated it publicly before, there's apprehension about having our buses serve that retail outlet mall and that's really disappointing. So it's a conversation that we think could be started again. I think there's always new management in place but to date, that's actually not been our experience Alderman Dowd. It's disappointing.

Alderman Thibodeau

There's pushback from the Merrimack Premium Outlets for just us bringing a bus to their facility?

Matt Sullivan, Community Development Director

There's been hesitation for - I don't want to single them out because this is not a unique issue. In some cases, there's been apprehension from private property owners about NTS services being provided to the site. There are a variety of things involved from liability, to concerns about whether or not the buses would actually fit within their business model, I guess, is a way I'd say it. I think their concerns come from a variety of different places. But, you know, we've had long conversations about going to the Outlets both from a shopping experience but from a workforce perspective as well, right? I mean that could seriously be an option for someone.

Camille knows I often would take the bus from Manchester down to Nashua during bad weather days in the winter and I would often see a group of a core group of people commuting from Manchester to the Kohl's in Nashua that were working there. Like that's a real thing that happens. I would tend to think that locations like the Merrimack Outlets or other retail destinations in other communities would benefit from such a service, but we need to re-engage and have those conversations.

Alderman Thibodeau

Thank you.

Alderman Klee

Thank you. Going back to the comment you made about making accommodations for individuals and so on. I know in Ward 3 we do have an issue with like, and I don't want to get too specific, but like Chandler Street when people get dropped off in front of the church. Right now, my mind has gone - the (inaudible) church there to the house that trying for those people that have to cross Chandler Street. It's very dangerous and so on. Would there ever be like an accommodation so that the bus could almost turn around and come the other direction for those particular people? Do you know what I'm saying? So when the bus goes up the hill, they get off, and then they have to cross Chandler, and just at the crest where people can't be seen well.

Camille Correa, Transit Administrator

I remember this conversation I think it was a few months ago and then we haven't heard back from the people. So what we could do is in engage with the people, and yourself as well, and we can talk about it together as to what the options are because quite possibly, the fixed route service might not be the best option. It may be to get to where they need to go. However, it may be that there could be a reasonable accommodation depending but being across the street that would mean the bus would probably turn left on Whitney, right on Cross, right on Lock.

Alderman Klee

It would be very difficult I understand and...

Camille Correa, Transit Administrator

You're right ..

Alderman Klee

...and I've even tried to work with Public Works to try to get a crosswalk there but because of the arch and so on of the hill, it would be too dangerous and too difficult for them. So my safety concern is, and I think the problem that we have in something like this, it's not one individual but multiple individuals but they're more transient. They don't always - it's not always the same people. It's just people in general and I think that's why the conversations get started, and stopped, and started, and stopped. Just as thinking forward, I'm not asking you to solve it now but.

Camille Correa, Transit Administrator

And you may be the link to making sure that anyone who has that question who reaches out to you, you would have an answer. So quite possibly, we could start the conversation and see what the options are.

Alderman Klee

Okay, thank you so much. I appreciate this.

Camille Correa, Transit Administrator

Absolutely.

Alderman Klee

Thank you, Mr. Chairman.

Chairman O'Brien

Alderman Dowd?

Alderman Dowd

No, I'm just saying we get a lot of other things on the agenda.

Chairman O'Brien

Oh, I know. I know.

Matt Sullivan, Community Development Director

I can be very brief Alderman O'Brien.

Alderman O'Brien

Oh, you better.

Matt Sullivan, Community Development Director

Last thing, I promise. I've already done this spiel at Finance Committee. I think it was Finance. I can't remember. Was it finance? I think it was Finance.

In all seriousness though, the City of Nashua's transportation projects are all included in the State 10-year plan. There is a massive funding shortfall within 10-year plan. I believe it's in the order of \$400 million and there are proposed cuts that are substantial in nature. We don't know what the cuts will be but what we're hearing is that if we don't participate in this Governor's Advisory Committee on intramural transportation, the GACIT hearings, over the coming months that are taking place, that projects for Nashua could be cut from the 10-year plan. So certainly City of Nashua staff, Dan Hudson, Camille, myself, possibly Director Fauteux as well, we will be attending the GACIT hearing on October 7th in Hudson. I am going to try to get at least one to two Aldermen there to speak because truly these projects may be eliminated. It's not a small amount of projects. It's all the NTS funding that's in there. It's, you know, capital project for NTS. It's the Lock and Whitney Street project. It's all these things that I have listed here. These are all in the 10-year plan and it is literally as simple as them cutting a project if it doesn't seem like it's an important one.

So I'm going to, you know, Camille might kick me for this. I'm going to go there and say that every one of these is important. Certainly with NTS being at the top of my list but we are definitely going to make an ask for - I'm going to make an ask of the Board to maybe get a few folks that are willing to speak and just say all of Nashua's projects are important because we're hearing that that's going to go a very long way in this process, despite the fact that it may seem very simple in nature.

With that, just thank you again to everyone this evening. We are three times the time that we had originally said but we appreciate your patience. Sorry Alderman Dowd we went on so long, but truly this was a great conversation. I hope we answered some questions that you had. We don't get a chance to talk about NTS too, too much and that's on us but Camille and I are very interested in coming back to give future updates as things happen and not just in moments of crisis as has been the way over the last five years, but to celebrate some of the great work that Camille and her team are doing over at NTS. So thank you for having us this evening and we're happy to answer any other questions you have or get the heck out so you all can finish the rest of your meeting.

Chairman O'Brien

Any additional questions? Seeing none.

I do - to keep with the order, the spirit - when is the appropriate time for those timely because I didn't see a specific timeline? What do you think - when is the next time you can come up and spend 31 minutes with us?

Matt Sullivan, Community Development Director

Alderman O'Brien I think in light of the fact that we're going to be bringing a piece of legislation relative to the comprehensive plan and possibly some fare stuff over the next six months, I think you're going to be hearing from us quite a bit. So I would say we don't need to do this maybe until this time next year. You know that time will move quickly but, you know, there's a lot going on over those next six months but perhaps past that we'll come on an as needed basis but at a minimum, annually to talk to this committee. I think that's important to us.

Chairman O'Brien

Yeah, in reading it, we have leeway with it.

Matt Sullivan, Community Development Director

Yep. And one other thing I didn't mention, I can't believe I didn't do this, is there are some things in our process that require public hearings. We believe this body is actually the body that should be conducting those public hearings. So when it comes to fare increases, we are required to have a public hearing. Alderman O'Brien, we're gonna ask be asking your Committee to hold that public hearing at such time that we're prepared to bring forward a fare increase.

Chairman O'Brien

I'd be willing to accept. I don't know if that might fit within a parameter.

Matt Sullivan, Community Development Director

Well we believe that this Committee is the appropriate Committee. We do based on your remit. We believe that this is the Committee where that public hearing would take place, yes. Perfect.

Chairman O'Brien

Just put it on our plate. We'll chew it all.

Matt Sullivan, Community Development Director

Sounds good. Thank you very, very much. We appreciate your time this evening.

Camille Correa, Transit Administrator

Thank you.

Chairman O'Brien

Yeah, I thank you. I think this has been very informative to the public and everything. So thank you so much in coming.

Camille Correa, Transit Administrator

Thank you.

Chairman O'Brien

Alright.

Alderman Klee

He saved the presentation on the desktop.

Chairman O'Brien

Yeah, that way we can have it. All right. Back to the regular Committee business. We're going to get into Communications.

COMMUNICATIONS

From: Sam Durfee, AICP, Planning Manager
Re: Referral from the Board of Aldermen on the petition for street discontinuance regarding Major Drive and Spalding Street

There being no objection, Chairman O'Brien accepted the communication and placed it on file.

Without objection, Chairman O'Brien suspended the rules to allow for four communications that were received after the agenda was prepared.

From: Wayne Husband, P.E., Senior Traffic Engineer
Re: O-25-065 – No Parking on a section of the west side of Marshall Street

From: Wayne Husband, P.E., Senior Traffic Engineer
Re: O-25-066 – Authorizing Stop Signs on Harbor Avenue at its intersection with Bowers Street

From: Wayne Husband, P.E., Senior Traffic Engineer
Re: O-25-067 – Replacing a yield sign with a stop sign on Crown Street at its Northeast Corner with Arlington Street

From: Wayne Husband, P.E., Senior Traffic Engineer
Re: O-25-068 – Authorizing stop signs on Underhill Street at its intersection with Newbury Street

There being no objection, Chairman O'Brien accepted the communications and placed them on file.

UNFINISHED BUSINESS – None

NEW BUSINESS – RESOLUTIONS

R-25-203

Endorsers: Mayor Jim Donchess
Alderman-at-Large Michael B. O'Brien, Sr.
Alderman-at-Large Melbourne Moran, Jr.
Alderman Patricia Klee
Alderman Richard A. Dowd

AUTHORIZING THE SALE OF TAX DEEDED PROPERTY LOCATED AT 227 PINE STREET TO FORMER OWNER

**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE
MOTION CARRIED**

NEW BUSINESS – ORDINANCES

O-25-065

Endorsers: Alderman Tim Sennott
Alderman-at-Large Melbourne Moran, Jr.
Alderman Patricia Klee
Alderman Richard A. Dowd

NO PARKING ON A SECTION OF THE WEST SIDE OF MARSHALL STREET

MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE

ON THE QUESTION

Chairman O'Brien

Hopefully still with us, Alderman Sennott.

Alderman Sennott

They can't kill me that easily.

Chairman O'Brien

How you feeling? I hope you're well.

Alderman Sennott

I've been better but I'm here with you guys discussing Crown Hill tonight, so I'm happy to be here.

This first one O-25-065, this is a - this came about as a citizen request regarding a particular section of Marshall Street. You may see it most frequently if you're coming from the East Hollis side or the McDonald's over there as you approach Bower Street and Sullivan Park. There's a vehicle yard right there to your right-hand side that will typically have a couple more cars parked along the frontage between them and their nearest residential neighbor. This creates quite a pinch point that can be dangerous to traverse this section of Marshall Street is a two-way street. So in the interest of providing the residents there a little bit more visibility in terms of getting out of their driveway, to alleviate that pinch point before you get into the residential zone there, we're asking to designate no parking along this frontage just past the vehicle yard there right before the first gentleman's property there on Marshall Street. If anybody (inaudible) I'm happy to share my screen. I have a couple of visuals if need be.

Chairman O'Brien

We may be all set, Alderman Sennott but thank you for your preparation. Any discussion on the motion? Seeing none, I will call for the vote.

MOTION CARRIED

O-25-066

Endorsers: Alderman Tim Sennott
Alderman-at-Large Melbourne Moran, Jr.
Alderman Patricia Klee

AUTHORIZING STOP SIGNS ON HARBOR AVENUE AT ITS INTERSECTION WITH BOWERS STREET

MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE

ON THE QUESTION

Alderman Sennott

Thank you, Mr. Chairman. So this one is probably in the bulk of my Crown Hill ordinances here tonight. The biggest change that we'll see in the neighborhood. As many people probably know, Harbor Ave. is an open way that connects East Hollis Street to Allds Street and its intersection with Burke Street. And it's become, I wouldn't even say become, for many, many years, it has been a very dangerous roadway. It's easy to really pick up speed on and it's often the site of many, many collisions. Almost to illustrate the point of why I'm here tonight, just before the meeting went out to get myself a refill of some cough medicine I've been on and I saw emergency personnel arriving to this very intersection to address a accident and on the way back, I had to take a detour because it was blocked off in both directions.

This is probably the most consistent T- shaped four-way intersection on Harbor Ave. This legislation came about as a discussion that I had with the greater DPW crew, back to the beginning of August with Director Fauteux, Mr. Hudson, Mr. Patrician, and Mr. LeBlanc. And you know, it was (inaudible) out there as an idea that they would look into and before long, they had come back with their recommendation for it.

In addition to that and independent of it without my involvement, there was a pair of residents who live right on the corner at Bower Street who contacted me shortly after I met with DPW and they had actually gathered a number of signatures. I'm looking at 25 in front of me asking for improvements to Harbor Ave. for pedestrian safety, including repainted crosswalks which has been done recently and improvements to this intersection making it a four way stops. With that, I'll cease for the moment and ask for your favorable recommendation for this one.

Chairman O'Brien

Thank you. Any discussion on the motion? Seeing none, I will call for the vote.

MOTION CARRIED**O-25-067**

Endorsers: Alderman Tim Sennott
Alderman-at-Large Melbourne Moran, Jr.
Alderman Patricia Klee
Alderman Richard A. Dowd
Alderman-at-Large Lori Wilshire

REPLACING A YIELD SIGN WITH A STOP SIGN ON CROWN STREET AT ITS NORTHEAST CORNER WITH ARLINGTON STREET**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE**ON THE QUESTIONAlderman Sennott

Thank you, Mr. Chairman. As a former emergency personnel, I have no doubt that you're familiar with this intersection. This is another one in Crown Hill that's very problematic and is the site of many accidents. At the bottom of Arlington Street as it approaches East Hollis Street, there's an intersection with Crown Hill or with Crown Street, I'm sorry. Once (inaudible) Crown Street does have a stop as it approaches Arlington Street but the other side is an uphill approach coming from the river with a very wide open not even a corner, more of a curve, onto Arlington Street as you head towards East Hollis. It's long been designated a yield which for the volume that Arlington Street does with Dr. Crisp, and the alternative school just the ways up the road, and now the Community Center, it's not practical.

Now further down Crown Street by the river, technically on East Hollis Street but connecting the two, as you approach the bridge, many people are probably familiar that there's a new development going in there of, I believe, approximately 45 to 50 housing units. They were asked to, you know, as many plans are up at the Planning Board to make a contribution towards the improvement of this intersection. This will really be the first step in that. They have submitted a design that if I understand correctly will kick out that curved intersection and make it bringing it a little closer to 90 degrees and more the traditional corner since the curve that it now is. But to get there, we want to facilitate that work by having this be pre-designated as a thumb up now rather than having a corner built and then having a yield in place.

Chairman O'Brien

Okay, very good. Any further questions by the Committee? Seeing none, I will call for the vote.

MOTION CARRIED**O-25-068**

Endorsers: Alderman Tim Sennott
Alderman-at-Large Melbourne Moran, Jr.
Alderman Patricia Klee

AUTHORIZING STOP SIGNS ON UNDERHILL STREET AT ITS INTERSECTION WITH NEWBURY STREET**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE**ON THE QUESTIONAlderman Sennott

Thank you, Mr. Chairman. This is the one I'm almost hesitant to bring up because as many my colleagues know, I actually reside on Underhill Street. But we do have through that street grid (inaudible) Street running and Underhill is unique in that we're the only cross street with Newbury that is not a four way stop. If you go to any of our neighbors on King Street, Haines Street, McKean Street, Williams Street, those are all four way stops as you travel Newbury Street. Doesn't make traveling Newbury Street very fun but it does make traveling Newbury Street relatively safe.

I had actually originally asked DPW just for some signage on the stop signs on Newbury Street at Underhill indicating that the crossing traffic on Underhill Street doesn't stop. That was our original plan in coming out of the meeting with DPW in August. As we further and I had asked for an update on that, it turned out that there was a preference looking at this intersection to just make it consistent with the rest in the neighborhood and make it a four way stop. So with that, I would ask for your favorable recommendation for this one as well.

Chairman O'Brien

Any further discussion on the motion? Seeing none, I'll call for the vote.

MOTION CARRIED

Alderman Sennott

Thank you all for your time tonight.

Chairman O'Brien

Yes and I thank you and I wish you well. Hopefully you're feeling better soon.

Alderman Sennott

Much appreciated. Thanks for facilitating this for me tonight.

TABLED IN COMMITTEE

- Petition - L Deerwood Drive – Lot H-103
Tabled at 2/28/24 meeting

PUBLIC COMMENT - None

Chairman O'Brien

Excuse me, Public Comment first. We have a vacant audience unfortunately. I thought we were a lot of fun tonight, you know, but.

GENERAL DISCUSSION – None

REMARKS BY THE ALDERMEN - None

ADJOURNMENT

**MOTION BY ALDERMAN DOWD TO ADJOURN
MOTION CARRIED**

The meeting was declared closed at 8:48 p.m.

Alderman Patricia Klee
Committee Clerk



General Update

Committee on Infrastructure

September 24, 2025

NRO 12-6

The Transportation Department Manager in the Community Development Division shall serve as staff to the Committee, subject to the direction of the Division's Director, and shall provide regular and timely reports to the aldermanic infrastructure committee on all transit matters.

An aerial photograph of downtown Nashua, New Hampshire, featuring the Nashua City Hall with its prominent clock tower. The image is overlaid with a semi-transparent blue filter. In the foreground, a blue and yellow bus is visible on a street, along with other vehicles and a parking lot.

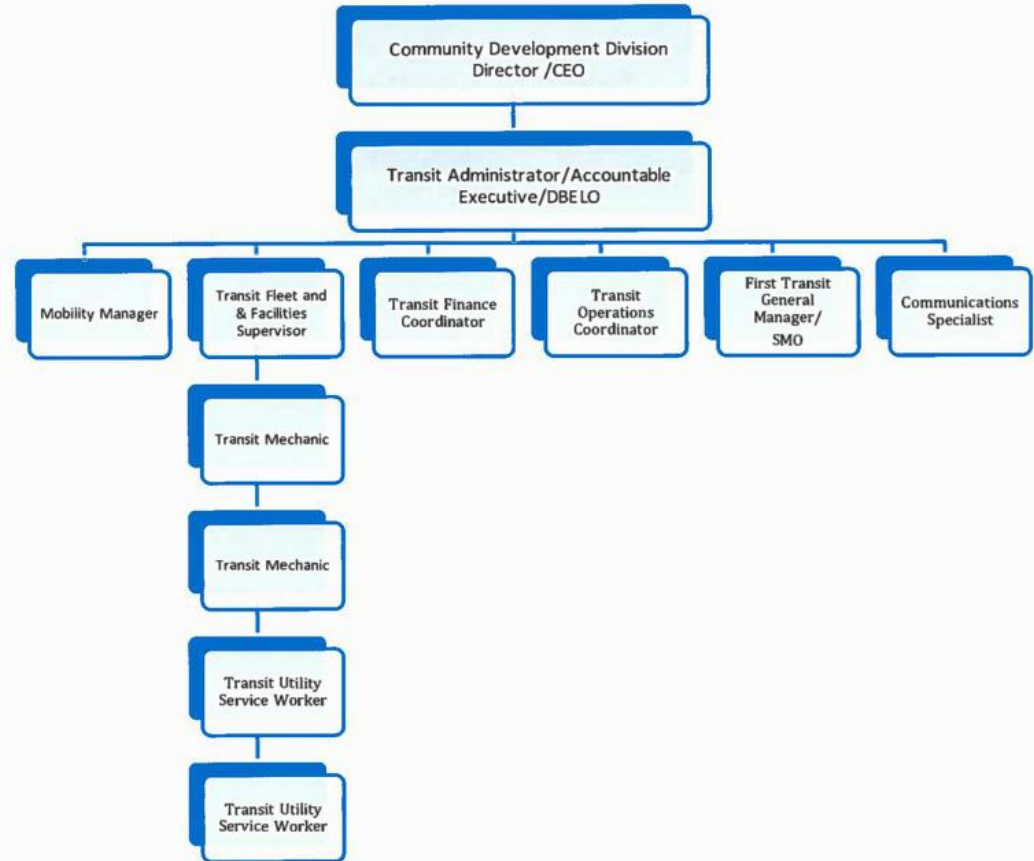
Our Mission

To connect people with their destinations in Greater Nashua through safe and reliable public transportation services.



NTS Organizational Structure

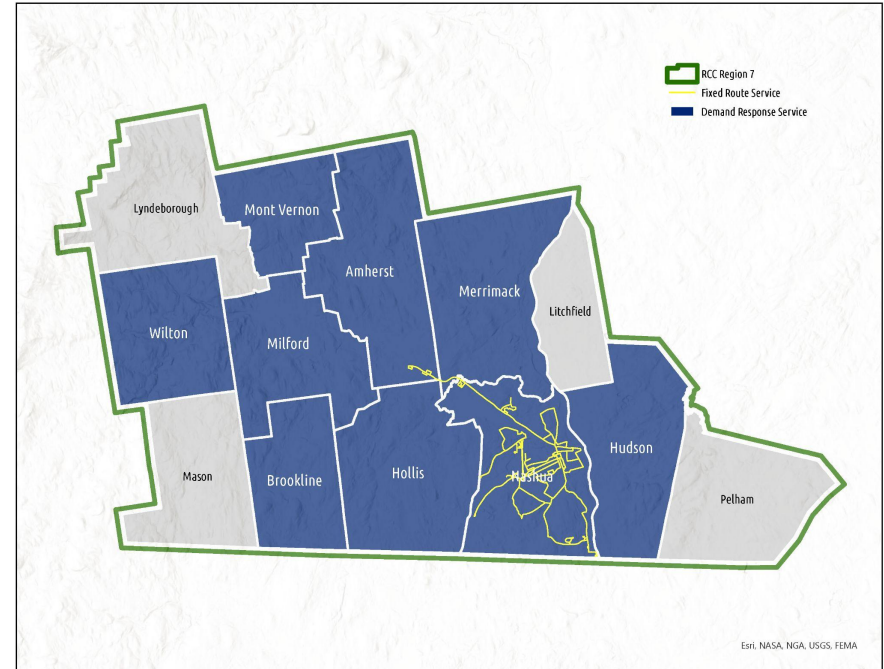
- 10 City of Nashua employees
 - Administrative and Maintenance Team
- 30 people employed by the Transportation Contractor



Demand Response

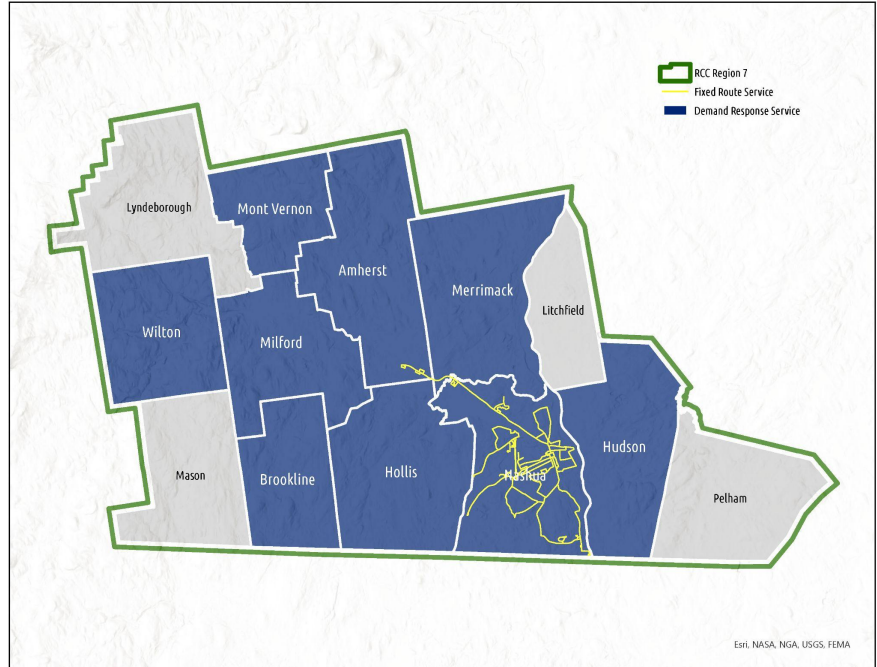
- Monday through Friday
 - Senior Service
- Monday - Saturday
 - Complementary Paratransit Service

**~15,000 boardings for all
Demand Response Service
in FY2025**



Demand Response

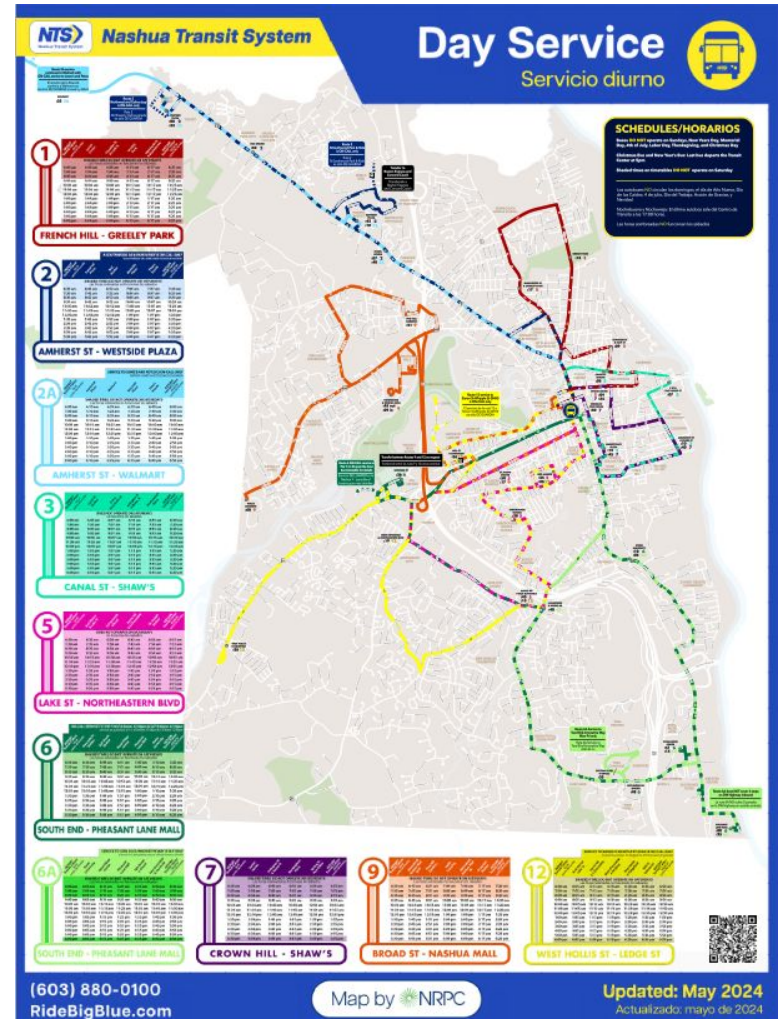
- **Municipal Service**
 - **SVTC Communities**
 - Amherst
 - Brookline
 - Hollis
 - Milford
 - Mont Vernon
 - Nashua
 - Wilton
 - **Town of Merrimack**
 - **Town of Hudson**



Fixed Route

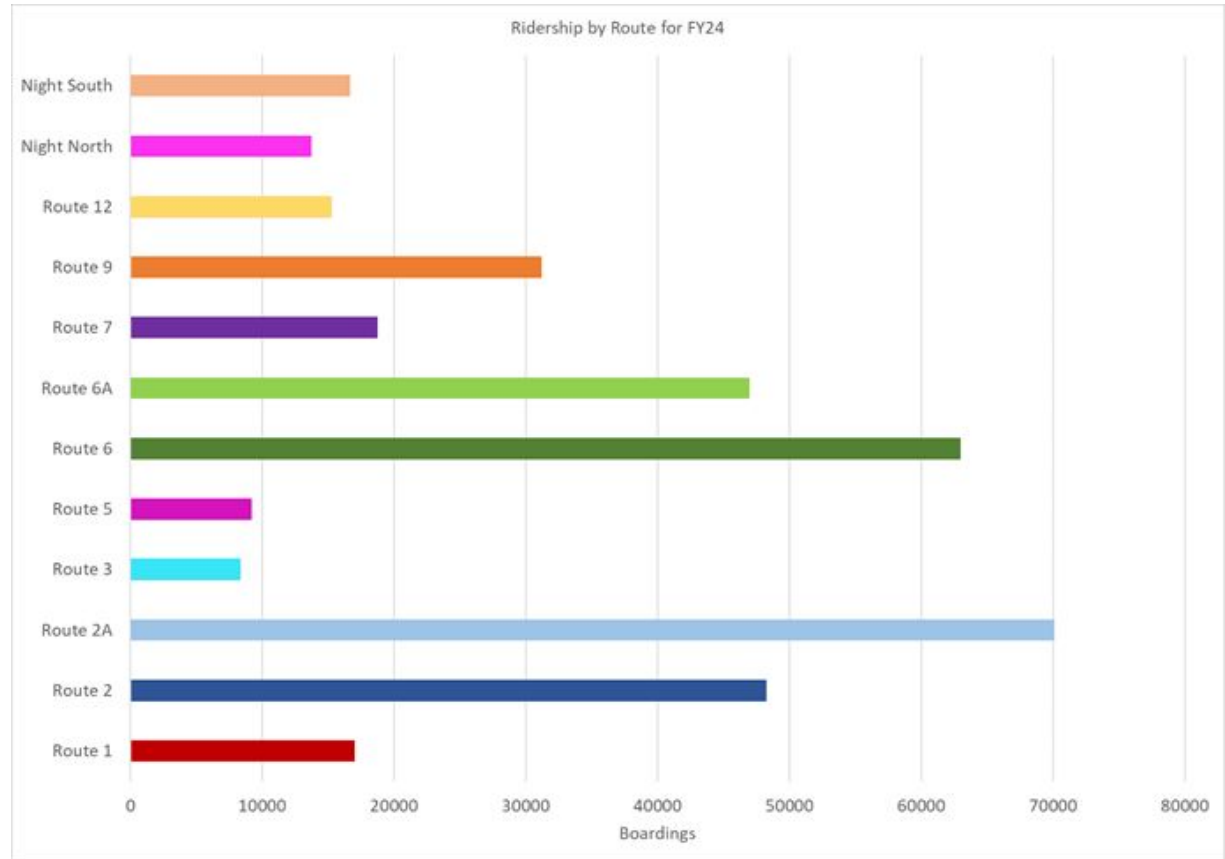
- **Monday - Saturday**
 - 10 weekday routes
 - 2 weeknight routes
 - 8 Saturday day routes
 - 2 Saturday night routes
- **390 Bus Stops**
- **Transit Center is located at 30 Elm St. in downtown Nashua**

~375,000 boardings for fixed route in FY2025

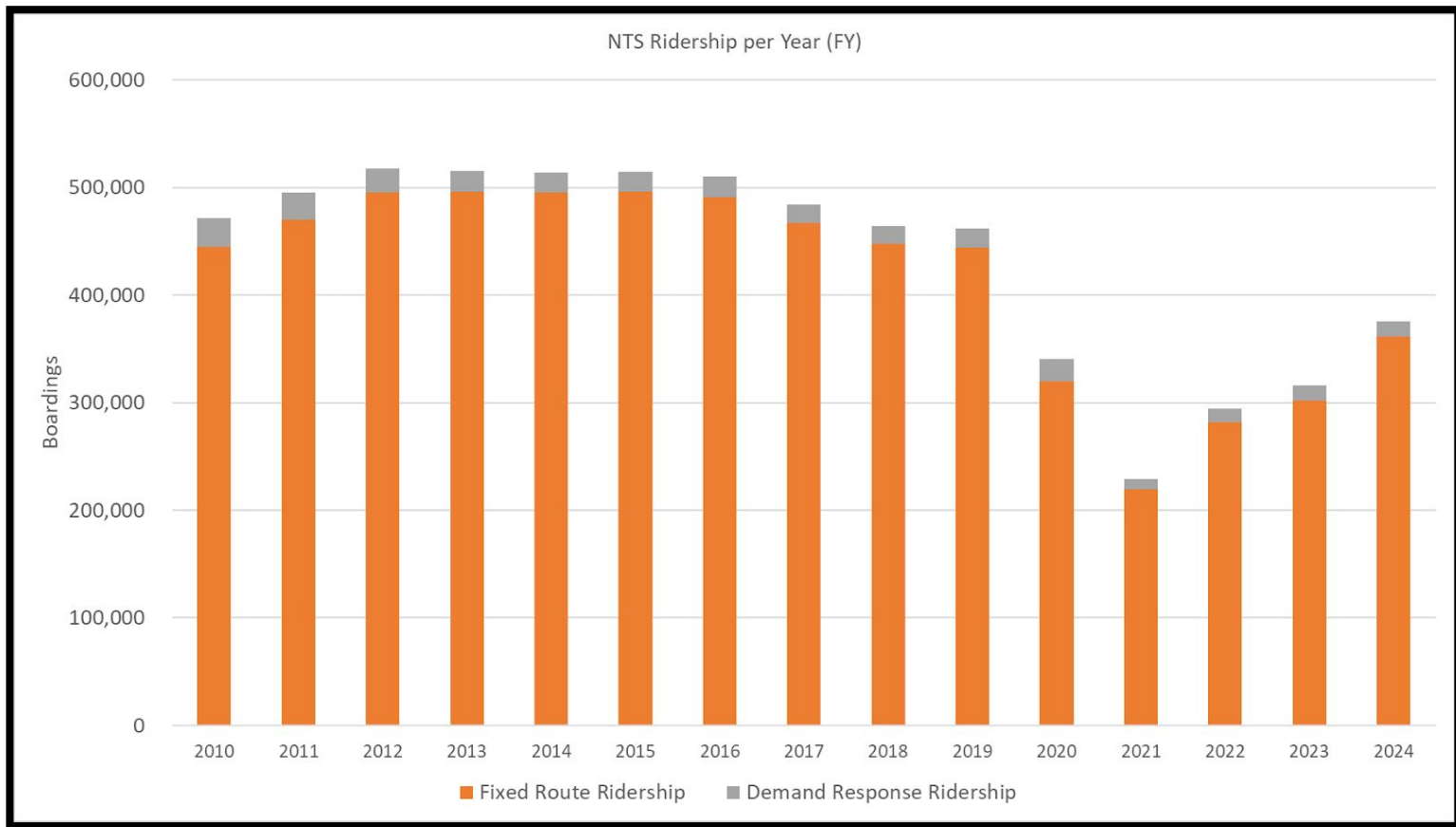


Ridership by Route

*Highest Ridership
is on the DW and
Amherst Street
corridor routes*



Ridership Trends



On Time Performance

Fixed Route

Performance Measure:

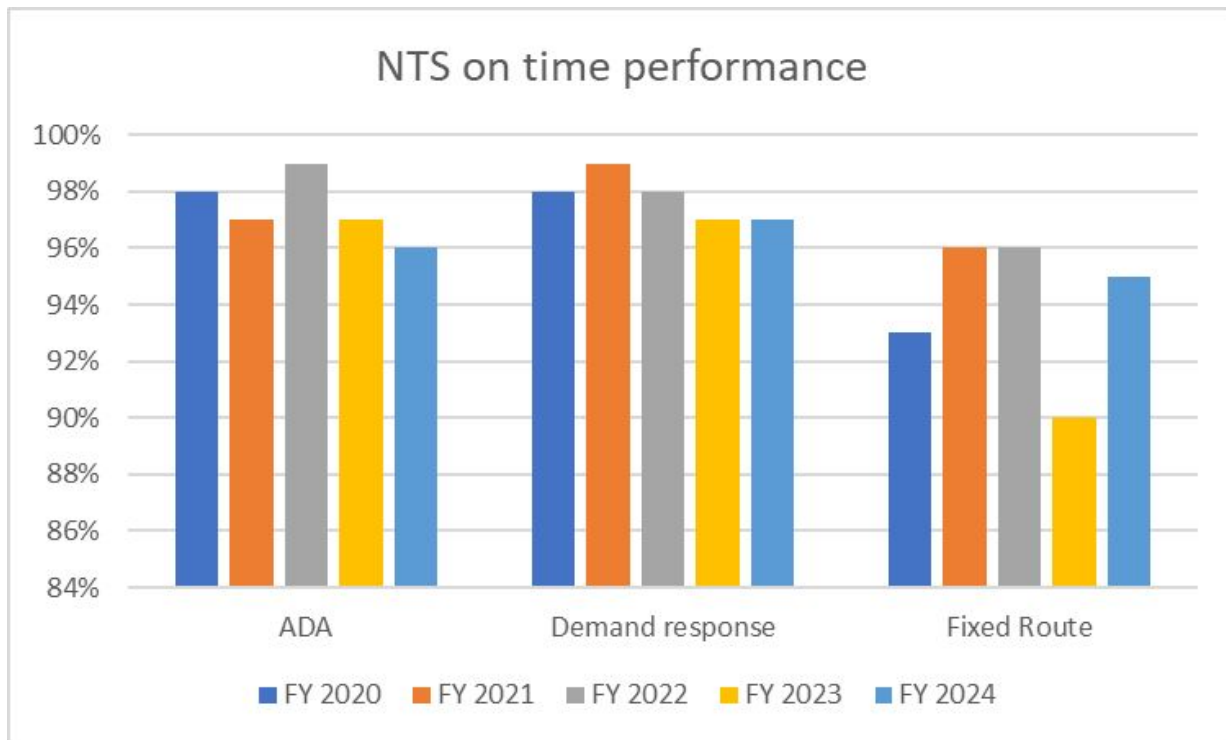
90% on time or above

ADA Paratransit and

Demand Response

Performance Measure:

95% on time or above



Fleet and Facilities

- 22 Vehicles in the Revenue Fleet
 - 10 - CNG Buses
 - 2 - Hybrid Electric Buses
 - 3 - 22'-27' diesel buses
 - 7 - 22'-27' unleaded bus
- Admin Vehicles
 - 1 - Electric Nissan Leaf
 - 1 - Ford Escape
- *Fleet Diversity/Resilience Goals*
- *Facilities: 1 admin facility, 1 maintenance facility and 1 transit center.*

**52% of the NTS
fleet is 'green'**



Gillig CNG Bus



Gillig Diesel Hybrid Bus



El Dorado Bus

**100% of revenue vehicles
are equipped with ramps
for ADA accessibility**

Public Engagement

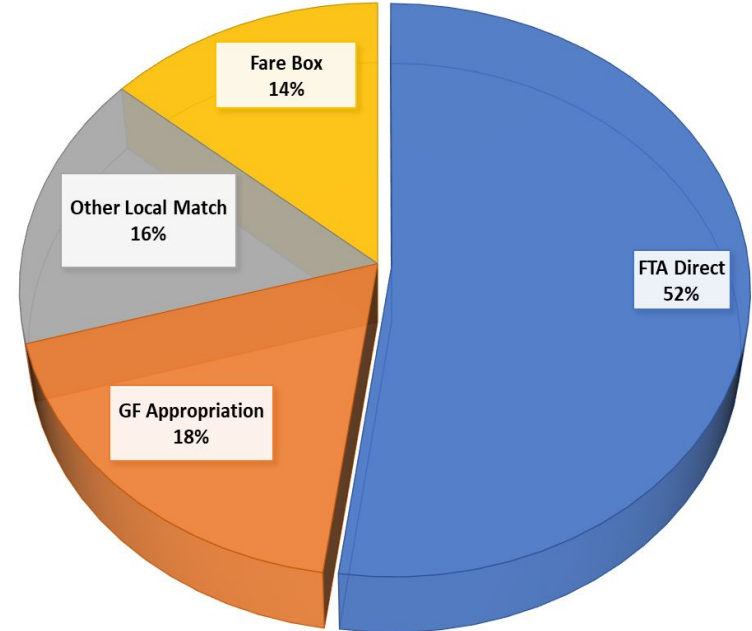
- **Strategies:**
 - Transit Information Meetings
 - Listening Sessions
 - Outreach (Fairs and Festivals)
 - Print Media
 - Rider Surveys
 - Public Comment
 - Social Media
 - Attend both Community and Statewide meetings
 - [Ridebigblue.com](https://ridebigblue.com) website



FY 2025 Budget Revenue Overview

- *52% is federal funding from the 5307 and 5310 federal grants provided by the Federal Transit Administration (FTA)*
- *18% is City of Nashua General Fund appropriation as part of annual operating budget*
- *16% other local match (state operating match and contract services)*
- *14% from 'farebox' revenue (fares)*

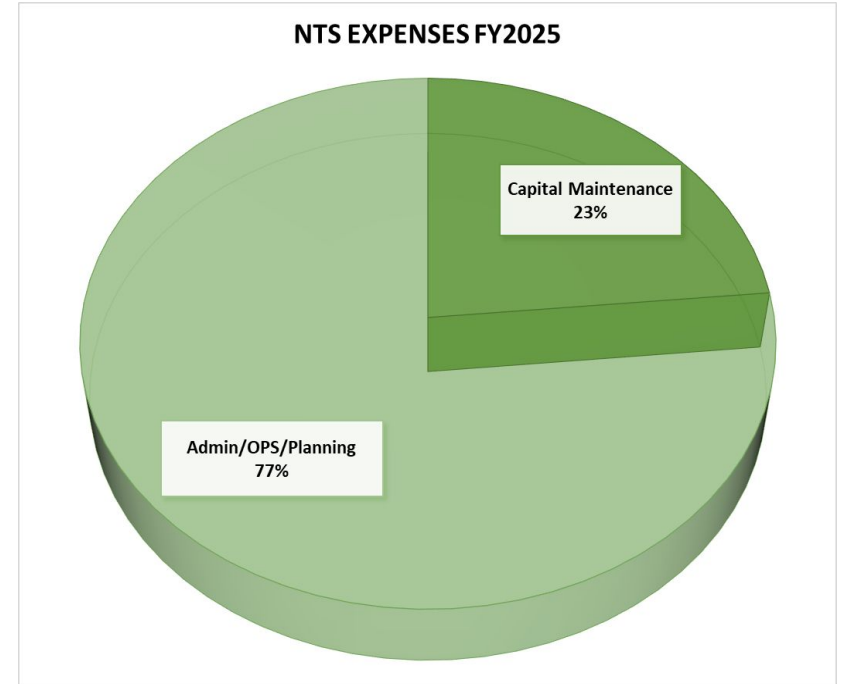
NTS REVENUE FY2025



FY 2025 Budget Expenses Overview

The annual budget in FY2025 is divided into:

- *Administrative*
- *Operating*
- *Planning*
- *Capital Maintenance*
- *The breakdown of annual expenses is:*
 - *77% Administrative, Operating and Planning*
 - *23% Capital Maintenance*



Federal Grant Programs

Master Agreement

For Federal Transit Administration Agreements authorized by 49 U.S.C. chapter 53 and Title 23, United States Code (Highways), as amended by the Infrastructure Investment and Jobs Act of 2021 (IIJA), the Fixing America's Surface Transportation (FAST) Act, the Moving Ahead for Progress in the 21st Century Act (MAP-21), the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the SAFETEA-LU Technical Corrections Act of 2008, or other federal laws that FTA administers

49 U.S.C. chapter 53 Programs, Rules and Regulations

Plans (Requirements)

- *Local Coordinated Plan*
- *Title VI Plan*
- *Public Participation Plan*
- *Disadvantaged Business Plan*
- *Drug and Alcohol Plan*
- *Comprehensive Plan (optional)*

FTA Oversight

- *Grants Management*
- *Financial Report*
- *Reviews*

Title VI Plan

As recipient of USDOT/FTA Funding - Subject to Title VI of the Civil Rights Act of 1964

- Ensure the level and quality of NTS services are provided in an equitable and nondiscriminatory manner
- Promote full and fair participation in NTS decision-making without regard to race, color, or national origin
- Provide meaningful access to transit-related programs and activities by persons with limited English proficiency. NTS provides service documents in Spanish and English
- Ensure a program is in place for correcting any issues of discrimination in NTS services

Draft 2025 VI Plan Available Now at ridebigblue.com

This plan is updated every three years.

Nashua Transit System Title VI Program



Locally Coordinated Plan

- 2025-2030 Locally Coordinated Transportation Plan
Adopted in April of 2025
 - 5 Year Plan
- Lead by NRPC and the Regional Coordination Council for Community Transportation (RCC7)
- Goals
 - Identify transportation needs of the community with an emphasis on:
 - Seniors
 - Disabled Individuals
 - Low Income Individuals
 - Individuals w/o Vehicle Access
 - Youth
- Required by Federal Law to identify projects that will use 5310 Funding for Enhanced Mobility for Individuals and Individuals with Disabilities Program



Adopted April 16, 2025



Locally Coordinated Transportation Plan For the Greater Nashua and Milford Region



**REGIONAL
COORDINATION
COUNCIL**
For Community Transportation
Safe, accessible & affordable mobility for all



NTS Comprehensive Plan

- Currently working with NRPC on Update for 2025-2035
- Strategy for next 10 Years of NTS Services
- Legislation to be presented in October for BOA to Adopt Updated Comprehensive Plan

Draft 2025 - 2035 Goals

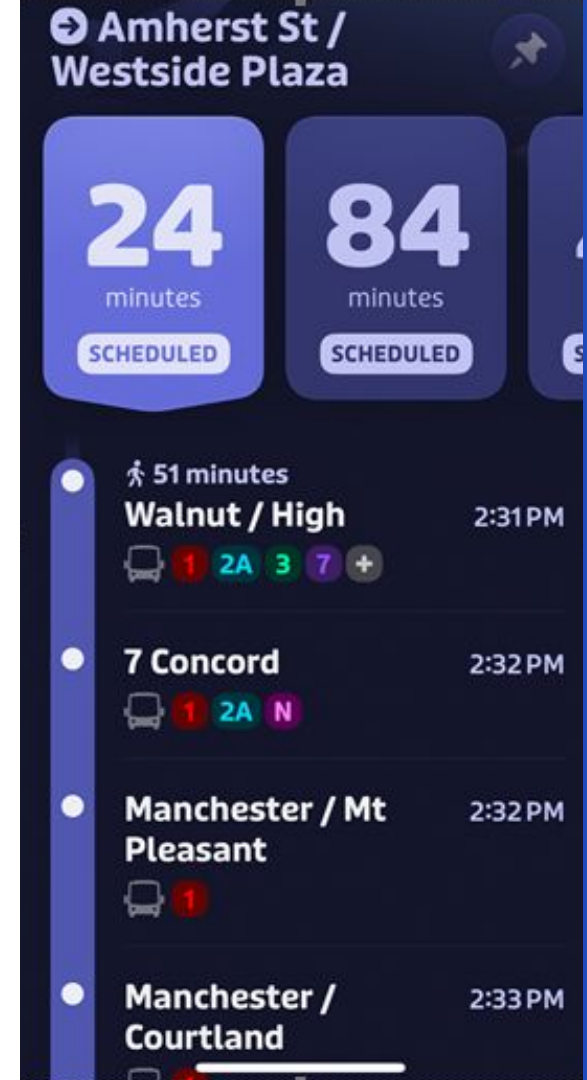
- *Improve System Performance Monitoring*
- *Enhance Passenger Experience*
- *Strengthen Brand Presence and Foster Community Connections*
- *Modernize Fleet, Facilities and Infrastructure*
- *Identify and Advocate for Sustainable Funding Sources*

Recent Challenges and Aldermanic Support

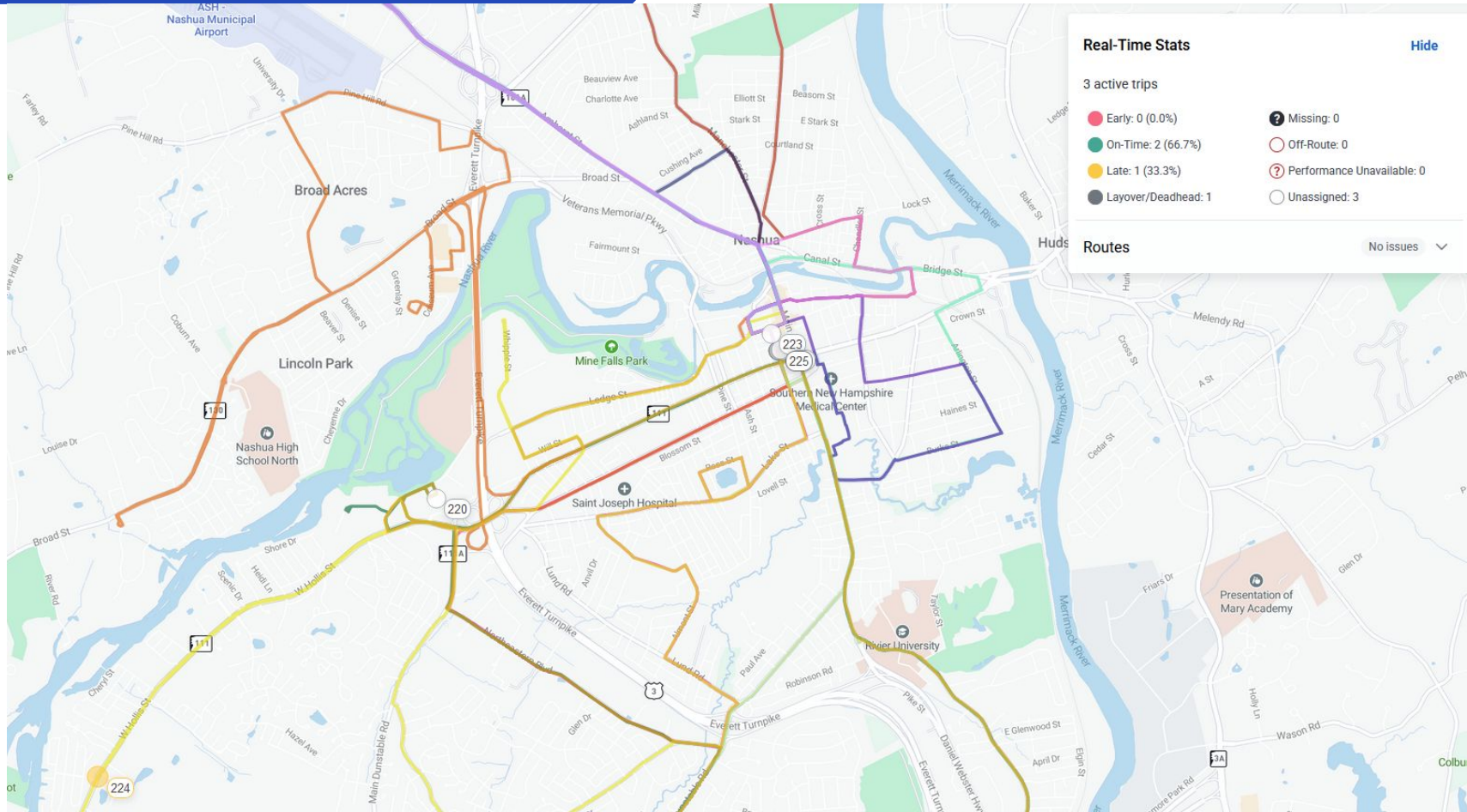
- **Ridership Impacts of COVID 19**
 - **COVID/CARES Funds 2019-2023**
- **Local Allocation Increase - FY2025 Budget**
- **Labor Force Challenges**
- **Ongoing Projects**

Technology Upgrades in 2025

- Transit 'App' for Fixed Route Bus Services
 - Current: Static Scheduled times
 - Near Future: Real Time Bus Location
 - *Passengers can see when bus is coming/going*
- Demand Response 'App'
 - Self Service Portal
 - Rider Database/Location
 - Trip Scheduling
 - Trip Database
 - Trip Cancellation



Technology Upgrades in 2025



Regular Updates/Bus Stop Changes

- Proposal to modify than 20 bus stops
- Planned over comings months
- Public Outreach and Engagement process to commence in coming weeks

<i>Routes</i>	<i>Remove stop</i>	<i>Add stop</i>	<i>Service Adjustment</i>
1, N	Lock & Lessard		
2, N	NW & Celina		
2, N	Celina & Amherst	Combine into 1 stop on Amherst St. between Target and Celina Ave.	
2, N	Target Stop		
2, N	Townfair Tire		New sign. 2A only
2A	On call PETCO		
2A		Permanent Lowes	
2A	Westside Plaza Stop 12:00PM to 6:50PM		
3			Move Bus stop Allds and Main
6, 6A, 3 and S	Bus stop at Burger King	Combine into one stop	Move Bus stop Allds and Main
9	Burlington Coat Factory	Flag Stop between S Main and Halua	
12	On call Whipple St.		
6	DW Hwy / BJ's		
7	52 Burke		
12		Walnut & High	
1	Manchester & Beauview		
3, 7			Move stop on Burke & Newbury
3, 6, 6A, 7, S			Move stop at Main & Allds up
3, 6, 6A, 7, S			Move stop Main & Bowers
6A	Main & Bowers		
6A			Clear stop S Main & April
3, 7	Burke & Allds?		
6, S			Move up S Main & Beausite
12			Mark 967 West Hollis for turn
12	Ledge & West Hollis?		
9			Move Blue Hill & Long up
9	41 Dublin		
2A, 6, 6A, S		Lat /Long Bus stop at Lowes & RR Center	
All Routes			Check all Lat/long

Community Transportation Month

- **October is Community Transportation Month!**

- *Final Schedule Pending*
- **CommuteSmart Challenge**
- **Nashua Transit System**
 - **Driver Appreciation Day**
 - **Rider Appreciation Day**
 - **City Hall Travel Training**
 - **Bike and Pedestrian Spotlight**
 - **IZI - Community Engagement**
- **Statewide**
 - **Keep New Hampshire Moving**



All of October

BOARD OF ALDERMAN CHALLENGE - 1 BUS TRIP!

Public Health 'IZI'

An open table discussion where members of the public are invited to eat and discuss important topics.

NTS is partnering with Public Health to get public input on potential changes to bus fares and bus stops.

- **Date: Wednesday, October 22 (11am - 1pm)**
- **Location: City Hall 3rd Floor Auditorium**
- **Coincides with free ride day, all NTS services will be free on 10/22.**



Looking Forward – Funding Vulnerabilities and Solutions

- **Increasing Operational Costs**
 - **Contracted Services**
 - **Vehicles Purchase/Maintenance Costs**
 - **Increase Demand for Service Locally and Regionally**
- **FTA Funding Landscape**
 - **Government Shutdown**
 - **Annual Appropriation**
- **State Budget**
 - **NHDOT Funding Volatility**
 - **BEAS Funding**
- **Gap Filling Options**
 - **Transportation Option Fee - RSA 261:153 IV - Up to \$5.00**
 - **Fare Increases - Survey Coming in November/December of 2025 - Currently Adult Fare is \$1.25 and reduced fare is \$0.60. The last fare Increase was in 2012.**
 - **Local General Fund Allocation Increase**

GACIT Hearing

- GACIT (Governor's Advisory Commission on Intermodal Transportation (GACIT))
- **Critical** advocacy for Nashua projects within the State's 10-Year Transportation Plan and Public Transportation Funding

7 pm on Tuesday October 7th, 2025
Community Center, 12 Lions Ave.
Hudson, NH



**GACIT Fall 2025
Public Hearings**

Governor's Advisory Commission on
Intermodal Transportation (GACIT)

Nashua Projects

- NTS Bus Shelters
- NTS 5310 Funding
- NTS 5339 Funding
- NTS 5307 Funding
- Canal Street Bike/Ped Improvements
- Lock and Whitney
- Spruce Street Connection
- Amherst Street Improvements
- Boire Field Improvements
- East Hollis Street Improvements
- DW Corridor Bike/Ped Improvements
- Kinsley Street Bike/Ped Improvements
- Signalization Project (CMAQ)
- Vehicle Chargers (CMAQ)
- Ridge Road/Dunstable Road Sidewalks (TAP)
- Turnpike Improvements

7 pm on Tuesday October 7th, 2025
Community Center, 12 Lions Ave.
Hudson, NH



GACIT Fall 2025
Public Hearings

**Governor's Advisory Commission on
Intermodal Transportation (GACIT)**

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THE CITY OF NASHUA

*Division of Public Works
Engineering Department*

"The Gate City"

Memorandum

Date: September 22, 2025
To: Committee on Infrastructure
From: Wayne R. Husband, P.E., Senior Traffic Engineer
Cc: Daniel Hudson, P.E., City Engineer
Re: Division of Public Works Support of Pending Legislation

O-25-065 – No Parking on a section of the west side of Marshall Street

Parking along the west side of Marshall Street currently restricts sight distance for motorists exiting Kehoe Street. The proposed parking restrictions will provide a clear sight line thereby improving safety for motorists along Marshall Street. For the reasons stated, this legislation is supported by the Division of Public Works.



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Date: September 22, 2025
To: Committee on Infrastructure
From: Wayne R. Husband, P.E., Senior Traffic Engineer
Cc: Daniel Hudson, P.E., City Engineer
Re: Division of Public Works Support of Pending Legislation

O-25-066 – Authorizing Stop Signs on Harbor Avenue at its intersection with Bowers Street

There is a heavy mix of vehicular and pedestrian traffic in the area of the hospital. Along Bowers Street there are already a few all-way stops intersections to improve safety. The addition of another all-way stop by adding stop signs on the Harbor Avenue approaches to Bowers Street would further enhance safety in the area for pedestrians by requiring all motorists to stop prior to proceeding through the intersection. The Division of Public Works supports the proposed legislation.



THE CITY OF NASHUA

*Division of Public Works
Engineering Department*

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Memorandum

Date: September 22, 2025
To: Committee on Infrastructure
From: Wayne R. Husband, P.E., Senior Traffic Engineer
Cc: Daniel Hudson, P.E., City Engineer
Re: Division of Public Works Support of Pending Legislation

O-25-067 – Replacing a yield sign with a stop sign on Crown Street at its Northeast Corner with Arlington Street

There is presently a yield sign at the northeast corner of the Crown Street at Arlington Street intersection. This legislation proposes to replace the yield sign with a stop sign. At present, motorists on Crown Street are entering Arlington Street and turning right toward East Hollis Street without yielding to motorists travelling northbound on Arlington Street. This stop sign is being proposed to require motorists to stop before entering Arlington Street. The Division of Public Works supports this legislation as it believes the stop sign is a more appropriate method of traffic control at this location and will improve the overall safety at the intersection.



THE CITY OF NASHUA

*Division of Public Works
Engineering Department*

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Memorandum

Date: September 22, 2025
To: Committee on Infrastructure
From: Wayne R. Husband, P.E., Senior Traffic Engineer
Cc: Daniel Hudson, P.E., City Engineer
Re: Division of Public Works Support of Pending Legislation

O-25-068 – Authorizing stop signs on Underhill Street at its intersection with Newbury Street

This legislation proposes to add stop signs to Underhill Street at its approaches to Newbury Street. This would convert the intersection to an all way stop controlled intersection. Given there is already a series of all way stop controlled intersections along Newbury Street, this proposal is consistent with present traffic control methods in this particular area. The Division of Public Works supports this legislation as it is consistent with past practice in this area.