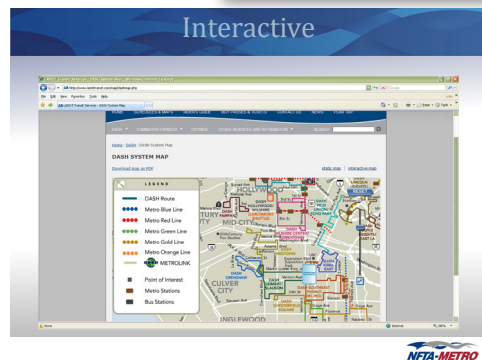
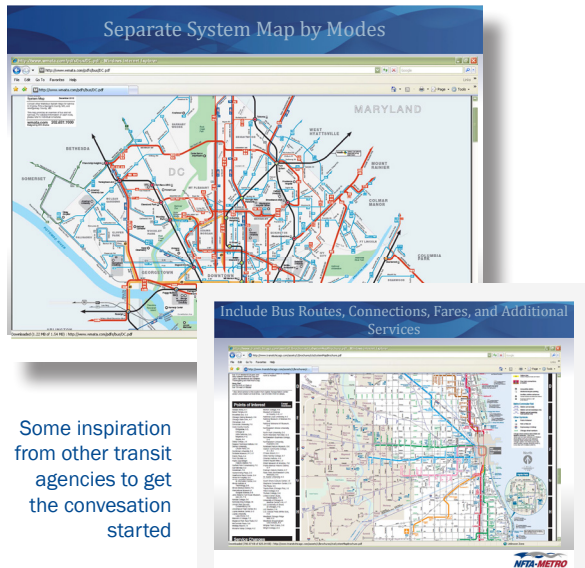


Ongoing Initiatives

CAC members discussed ongoing concerns with some on going initiative including the “Cars on Main Project,” ways increase ridership, and ways to engage the immigrant community more effectively.



New Business: New Website Maps ▲

CAC members were also asked to give their opinions about new maps for the web. NFTA is in the early stages of redesigning its service maps and the CAC was engaged to brainstorm about ways to improve NFTA's print and online maps. The redesign process aims to make the maps more legible and easier to use by overhauling their look and incorporating more interactive features. CAC members will be consulted for a community level perspective on an ongoing basis throughout the redesign process. Member comments can be seen in the right column.

Members Comments

Initiatives Report

NFTA may need to offer training to disabled riders about changes related to construction on Main St. It will last a long time.

Strategic Initiatives

NFTA needs to move the region forward and promote voluntary riders; most that ride now are my necessity. Phone apps will help. Other barriers: system is hard to understand for tourists and immigrants, not door to door, and infrequent uncomfortable service.

BNMC presentation about their programs would help.

Maps on Website

Need more flexibility and error detection in the trip planner. It needs to be too exact right now and it often doesn't work correctly.

Keep the start/end points that people are familiar with. It works right now.

Need the trip planner to be integrated with the map.

Provide more choices for users: Mode, Headways, and connections.

A lot of people don't know where they are on a map, so that won't work. Destinations work better.

Neighborhood maps in the stations would be nice along with signs to destinations.

Need to have different language versions of the maps.

Need better hours for customer service over the phone.

The numbering/lettering for the routes is confusing.

Maybe some people could volunteer to be travel trainers to help people learn the system.

If the service is good immigrants won't have to buy a car.

Future agenda items

Long term system expansion (after Amherst corridor), mobility as a whole, look at other models

Status of express service

Safety and Security

Partnering with businesses to find efficiencies

CAC presence in the community at bus stops for a day

NOTES: