



# Concord Public Transportation Improvement Project (CPTIP)

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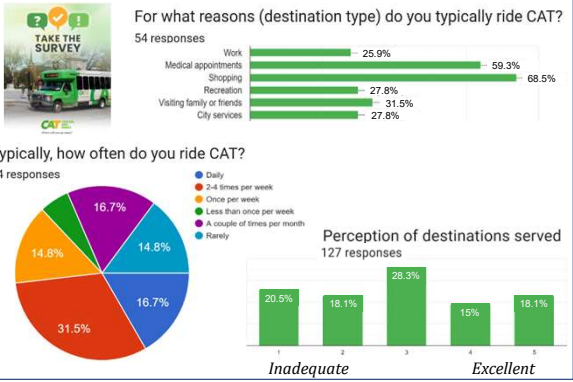


## Introduction

Concord Area Transit (CAT) is operated by The Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM), a private nonprofit organization. CAT operates three fixed route bus routes in the City of Concord, New Hampshire; Penacook, Heights, and Crosstown. Excluding the now defunct Concord-Laconia Connector commuter route added in 2024, fixed route bus service in Concord has remained unaltered (with minor adjustments such as stop revisions) since 2011, though the city continues to grow in both population and economic development. The purpose of this project is to rework the CAT system to provide service that better aligns with Concord resident's needs. The CPTIP route concepts assume funding to operate four transit buses, however they could be operated by three.

## Public Outreach

An online survey was conducted to gather rider and Concord resident data to be used by CAT for their future needs. The survey had a total of 127 anonymous responses over four weeks.



## Areas for Improvement

Research conducted throughout the duration of this project (literature review of past transit plans and public survey) resulted in the following shortlist of potential improvements:

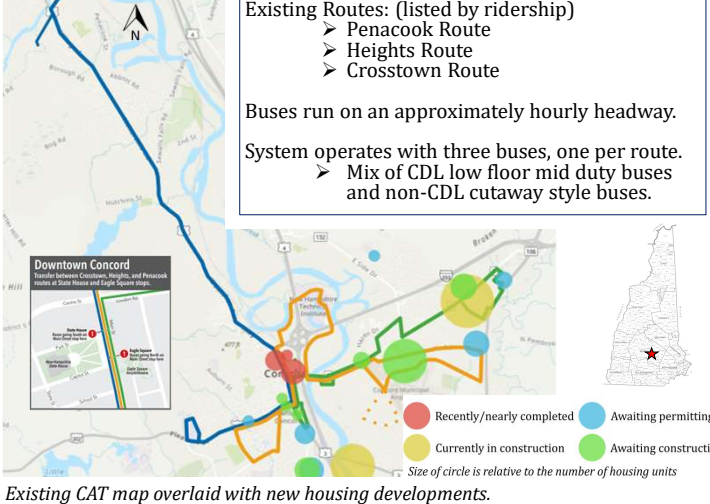
1. New transfer location near downtown
  - Coordinated transfer timings
2. Service to South Concord and Manchester St
  - Black Hill Road planned development
  - Manchester St is the #1 requested destination
  - South Concord Past McKee Square
3. Individual alterations per route



Additionally, the CAT Director requested this project investigate the following opportunities:

1. Partial service removal from Main St
2. Downtown circulator addition (fourth bus)

## Existing Fixed Route System



## Initial Route Observations

To better understand the CAT system, initial observations of each route were conducted. One full run of each route was observed. Notes on ridership, operational challenges, and delay were collected. Due to the single sample, data may not be accurate.

- Penacook Route**
- Total passenger count: 25
  - Average delay: 6.4 minutes
  - Other notes: Outbound to Concord Hospital had lower ridership
- Heights Route**
- Total passenger count: 20
  - Average delay: 11.9 minutes
  - Other notes: Operated by a non-CDL vehicle when this route is typically CDL
- Crosstown Route**
- Total passenger count: 10
  - Average delay: 0.8 minutes
  - Other notes: Dwelled at Memorial Field for ~3 minutes as the bus was early



*Route observation form*

By Person Date Observed: \_\_\_\_\_

Number of Routes: \_\_\_\_\_ Vehicle type and capacity: \_\_\_\_\_

Start location - scheduled time to start: \_\_\_\_\_ End location - scheduled time to end: \_\_\_\_\_

Other notes or traffic congestion: \_\_\_\_\_

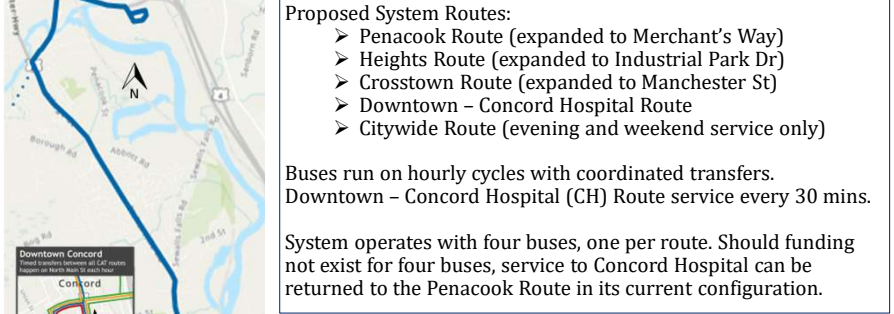
Operational challenges: \_\_\_\_\_

Boarding methods of general public: \_\_\_\_\_

Passenger type or age: \_\_\_\_\_

Other notes: \_\_\_\_\_

## Proposed System & Conceptual Routes



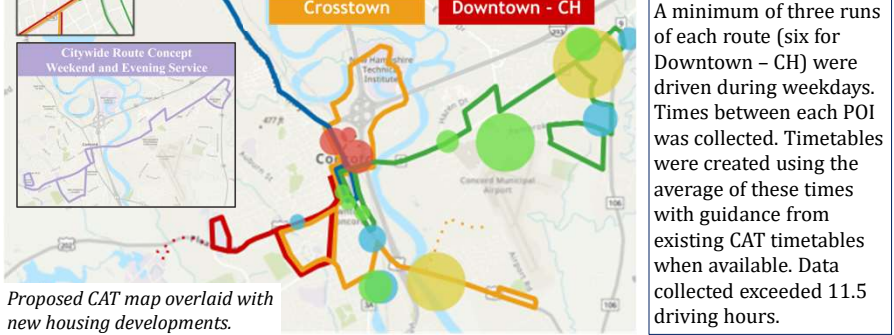
## Shared Transfer Location

Currently, CAT has two transfer locations; State House and Eagle Square. Riders who want to transfer between routes may have to walk 1/10 mile to make their transfer. Transfers are not coordinated on the schedule. Currently, buses hold for transfers, increasing delay.

The CPTIP transfer goals were to designate timed transfers and select a location where buses could stack in a line. Past transit plans suggest Storrs St or the Stickney Ave bus station. This project uses North State St for its proximity to downtown.



## Route Timings



## Acknowledgements

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Karen Hill, City of Concord Transportation Engineer

Terri Page, Concord Area Transit Director