

Date: June 23, 2026
To: Monadnock Regional Coordinating Council for Community Transportation
From: Staff
RE: Greater Keene Transit Service Steering Committee Status Update

Background

The Greater Keene Transit Service Steering Committee met on Friday 6/12. They voted to adopt a mission and scope of work and reviewed five responses to the Greater Keene Service RfQ. It has selected four providers to participate in hybrid interviews. Two interviews took place on Tuesday 6/16, and as of the drafting of this memo, two are scheduled for Monday, 6/22.

To inform MRCC members about the status of the Greater Keene Transit Service, staff are setting up a OneDrive folder that members can access. The folder will contain information associated with this effort including the Committee roster, RfQ, answers to RfQ questions, interview questions, statements of qualifications, questionnaires, resumes, etc. The link to the OneDrive folder will be shared when it is available.

Members of MRCC suggested questions that should be asked of Greater Keene Service providers. Those questions were incorporated into the final list that is being utilized in initial interviews. Those questions are included below. *Priority questions are 1-13

Funding questions

1. Does your company have experience administering FTA Section 5310 funds, 5311 funds or Title III funds and the various requirements associated with using those funds including drug and alcohol testing, reporting to the National Transit Database, setting up General Transit Feed Specifications? Please explain. What other funds do you have experience administering? (Should be asked by HCS or SWRPC)
2. Has your company had a record of success applying for grant funds and generating local match to fully utilize federal transportation funds? Please explain.

Logistics questions

3. How would your company approach staffing needs for the Greater Keene Transit Service (GKS) and what is your preferred approach for working with HCS' staff?
4. The transit provider will be required to own, operate and maintain the vehicles. The GKS calls for a fleet of five vehicles. What would be your firm's approach for establishing and maintaining the fleet?
5. Leaving rolling stock and staff out of the equation, what kind of resources or arrangements would your company need to have in place to operate in NH? For example, would your firm need office space, vehicle parking, maintenance facilities, other needs?
6. The goal is to determine the GKS "preferred partner" by the close of October 2026 and have the GKS operating by July 1, 2027. What would your firm want to see in place to ensure readiness to meet this timeline?
7. Will there be limitations to youth accessing the micro transit or bus services? Age, adult rider, etc

Operations questions

8. As an out-of-state-based company, how will your firm ensure local and regional stakeholders have a degree of oversight over the system including the short to long-term development and evolution of the system?

Relationship questions

9. What has been your experience, if any, in using performance metrics to communicate with funders?
10. What would be your company's approach to developing relationships with the MRCC, riders and other key local and regional stakeholders?

Miscellaneous questions

11. What technology does your firm prefer to use to register riders for demand response service, efficiently book on demand trips, route vehicles and provide updates to riders?
12. Note that participation in NH's coordinated community transportation process is required by NHDOT if an organization wants to access Section 5310 funding in NH (Section 5310 funds are a key source of funding that have been identified as part of the funding stack for the envisioned "NextGen" transit project). This would include active participation in the Monadnock Regional Coordinating Council (MRCC) which involves attending monthly meetings, collecting and sharing ridership data with the MRCC as well as supporting MRCC efforts to coordinate community transportation services in the region. Would your firm be prepared to actively participate in the MRCC if selected to become the new transit sponsor? (Should be asked by MRCC or SWRPC)
13. Do you have any questions for us, based on our interview today?

More funding questions

14. Assuming adequate base funding is available to launch the service (the amount that HCS operates on today), what assurances can your firm provide of its commitment to launch and implement the proposed GKS services? If you cannot provide assurances, what hesitation might you have with providing such services?
15. Is your firm prepared to be flexible in adapting the service over time as new expansion funding is raised?

Other Operations Questions

16. What are your views and experience on the appropriate use of fixed route and demand response transportation? Of microtransit? What is your assessment of proposed changes to the GKS?
17. What would be the company's approach (service design considerations, policies, communications strategies, etc) to balancing the needs of different ridership groups (low income, seniors, individuals with disabilities, youth)?

Other Miscellaneous Questions

18. The GKS is intended to serve existing transit ridership as well as new riders. In your view, what strategies and tactics will be essential to a successful marketing and outreach campaign?
19. If you were asked to summarize what makes your firm a good fit for GKS, what would you say?

Recommendation:

For your information.