

Town and County of Nantucket
Board of Selectmen • County Commissioners

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C. Elizabeth Gibson
Town & County Manager

*AGENDA FOR THE MEETING OF THE
BOARD OF SELECTMEN
APRIL 13, 2016 - 5:45 PM
PUBLIC SAFETY FACILITY COMMUNITY ROOM
4 FAIRGROUNDS ROAD
NANTUCKET, MASSACHUSETTS*

- I. CALL TO ORDER*
- II. BOARD ACCEPTANCE OF AGENDA*
- III. ANNOUNCEMENTS*
 1. The Board of Selectmen Meeting is Being Video/Audio Recorded.
 2. Town Offices Closed Monday, April 18, 2016 in Observation of Patriots' Day.
- IV. APPROVAL OF PENDING CONTRACTS*
 1. Approval of Pending Contracts for April 13, 2016 - as Set Forth on the Spreadsheet Identified as Exhibit 1, Which Exhibit is Incorporated Herein by Reference.
- V. WORKSHOP ITEMS*
 1. Joint Meeting with Nantucket Regional Transit Authority Advisory Board for Discussion Regarding Year-round Public Transportation Service.
 2. Presentation of Preliminary Municipal Aggregation Plan (Pursuant to Affirmative Vote on Article 104 of 2016 Annual Town Meeting).
- VI. OFFICIAL BUSINESS*
 1. Update Regarding Fire Station Project.
- VII. ADJOURNMENT*

Board of Selectmen Agenda Protocol:

- **Roberts Rules:** *The Board of Selectmen follows Roberts Rules of Order to govern its meetings as per the Town Code and Charter.*
- **Public Comment:** *For bringing matters of public interest to the attention of the Board. The Board welcomes concise statements on matters that are within the purview of the Board of Selectmen. At the Board's discretion, matters raised under Public Comment may be directed to Town Administration or may be placed on a future agenda, allowing all viewpoints to be represented before the Board takes action. Except in emergencies, the Board will not normally take any other action on Public Comment. Any personal remarks or interrogation or any matter that appears on the regular agenda are not appropriate for Public Comment.*

Public Comment is not to be used to present charges or complaints against any specifically named individual, public or private; instead, all such charges or complaints should be presented in writing to the Town Manager who can then give notice and an opportunity to be heard to the named individual as per MGL Ch. 39, s 23B.

- **New Business:** *For topics not reasonably anticipated 48 hours in advance of the meeting.*
- **Public Participation:** *The Board welcomes valuable input from the public at appropriate times during the meeting with recognition by the Chair. For appropriate agenda items, the Chair will introduce the item and take public input. Individual Selectmen may have questions on the clarity of information presented. The Board will hear any staff input and then deliberate on a course of action.*
- **Selectmen Report and Comment:** *Individual Selectmen may have matters to bring to the attention of the Board. If the matter contemplates action by the Board, Selectmen will consult with the Chair and/or Town Manager in advance and provide any needed information by the Thursday before the meeting. Otherwise, except in emergencies, the Board will not normally take action on Selectmen Comment.*

*EXHIBIT 1
AGREEMENTS TO BE EXECUTED BY TOWN MANAGER
UNLESS RESOLUTION OF DISAPPROVAL BY BOARD OF SELECTMEN
April 13, 2016*

Type of Agreement/Description	Department	With	Amount	Other Information	Source of Funding
Professional Services Agreement	Town Admin	Peregrine	n/a	Consultant for procurement of municipal energy aggregation services	n/a

WANT TO RIDE the **WAVE** YEAR-ROUND?

NRTA Year-Round Bus Service Study

Study Findings
April 13, 2016



Photos by Susan Richards, SR Concepts

Agenda

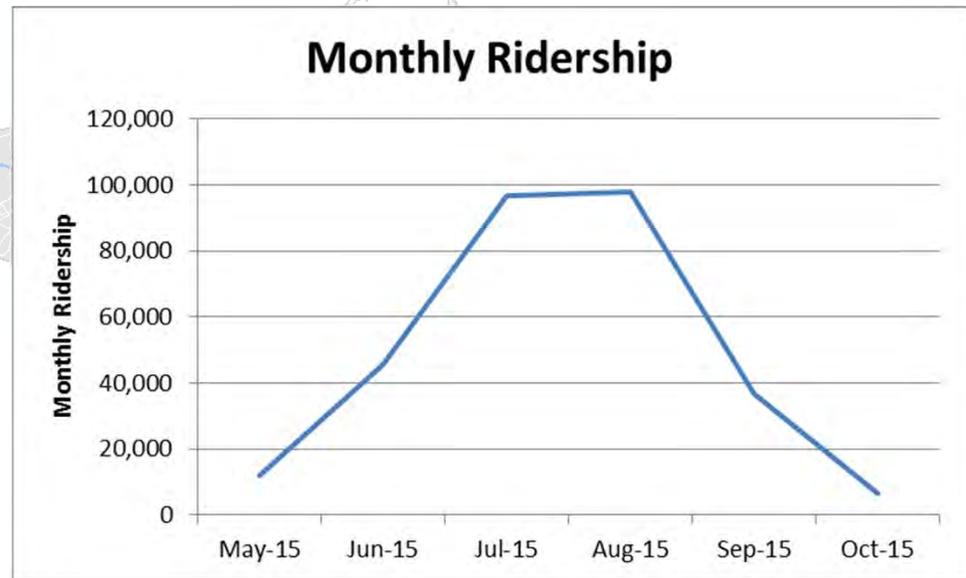
- Study Overview
- Operational Analysis
- Market Analysis
- Outreach Findings
- Alternatives Development
- Preferred Alternative
- Next Steps



2015 NRTA Ridership

- 1,228 passengers daily early-shoulder season
- 2,902 passengers daily summer season
- 846 passengers daily late-shoulder season

Average daily shoulder ridership is 2x higher than the system ridership of two other state RTAs which have year-round service



2015 NRTA Route Diagnostics

Route Name	Farebox Recovery	Passengers per Mile	Passengers per Hour	Cost per Mile	Cost per Passenger	Subsidy/ passenger
Airport Route	11.2%	0.75	3.78	\$13.51	\$18.11	\$16.08
Jetties Beach	34.2%	6.62	23.83	\$19.00	\$2.87	\$1.89
Madaket Route	35.3%	1.07	13.57	\$5.41	\$5.04	\$3.26
Miacomet Loop	27.5%	1.57	17.05	\$6.31	\$4.01	\$2.91
Mid Island Loop	26.1%	2.03	15.76	\$8.80	\$4.34	\$3.21
Sconset via Milestone Rd	48.6%	1.32	18.56	\$4.85	\$3.69	\$1.90
Sconset via Old South Rd	57.8%	1.46	23.08	\$4.33	\$2.96	\$1.25
Sconset via Polpis Rd	31.6%	0.77	11.53	\$4.56	\$5.93	\$4.06
Surfside Beach	68.8%	2.50	25.85	\$6.61	\$2.65	\$0.82
Fixed Route System Total	32.6%*	1.54	15.90	\$8.05	\$5.22	\$3.81
Ferry Connector	90.5%**	0.97	2.33	\$28.60	\$29.42	\$2.79

*Does not include Ferry Connector, with ferry connector and subsidy it is 44.4%

**Includes private funding (subsidy). Without the funding but instead a \$2 fare it would be 6.8%

Green indicates better than state average

Route Diagnostics – Highlights 1

- Top rural transit performer in MA for passengers per mile

Second highest farebox recovery in the state

- In the top half of performers statewide for pass/mile, cost/pass, farebox recovery, subsidy/pass

NRTA is one of the most efficient transit providers in MA and provides a lot of service with a tight budget

Route Diagnostics – Highlights 2

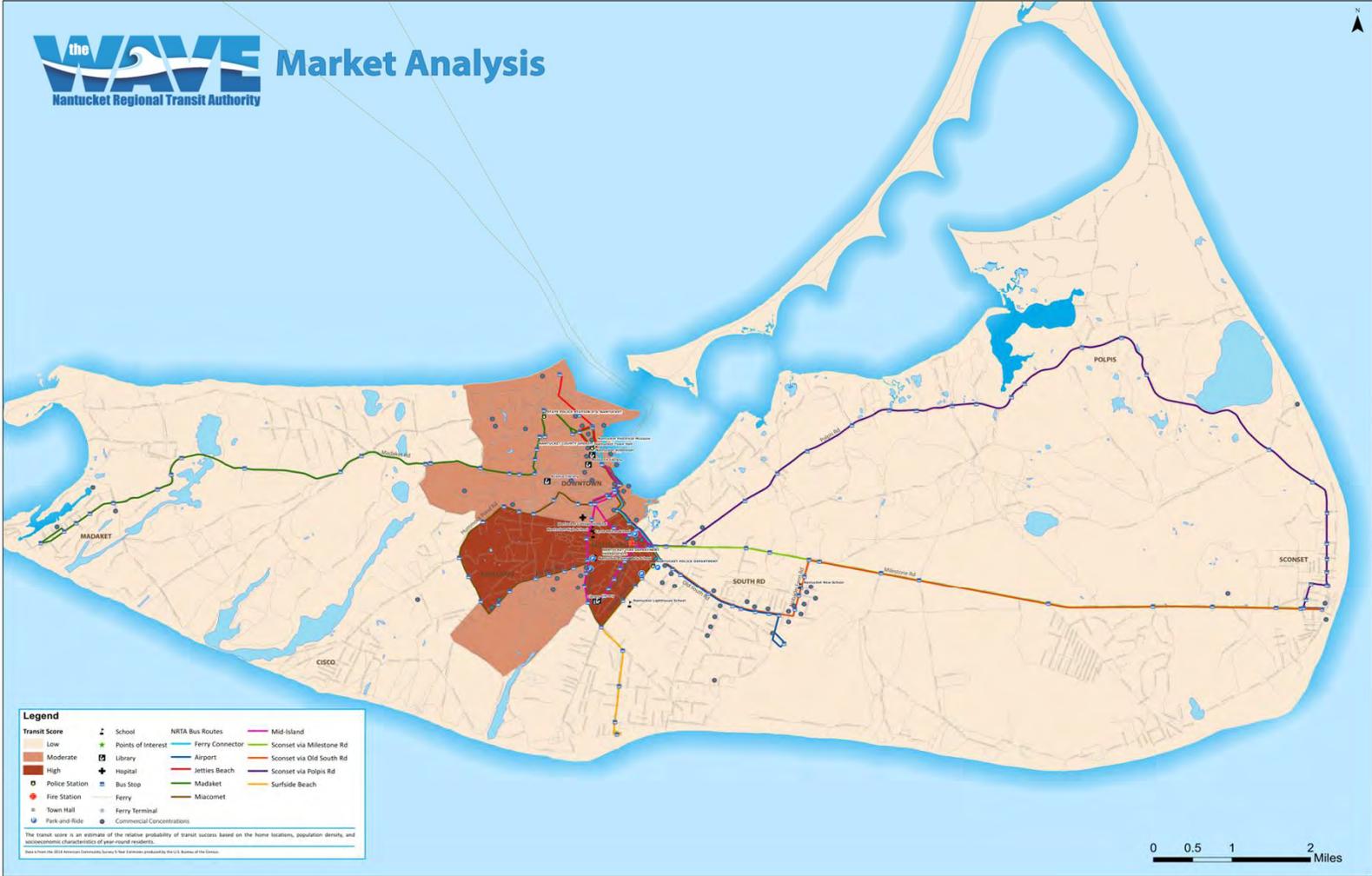
Top rural transit performer in MA for passengers per mile

118% better than other New England rural transit for cost/passenger

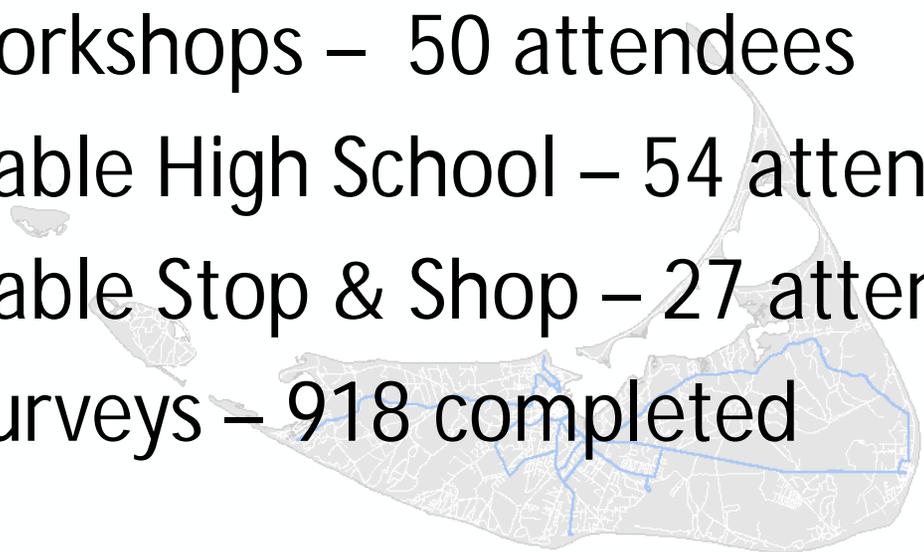
- Better than the national averages for rural transit providers in pass/mile (0.59), pass/hour (10.8), cost/pass (7.42), farebox recovery (6%)

A rural system performing like an urban system

Market Analysis – Summary

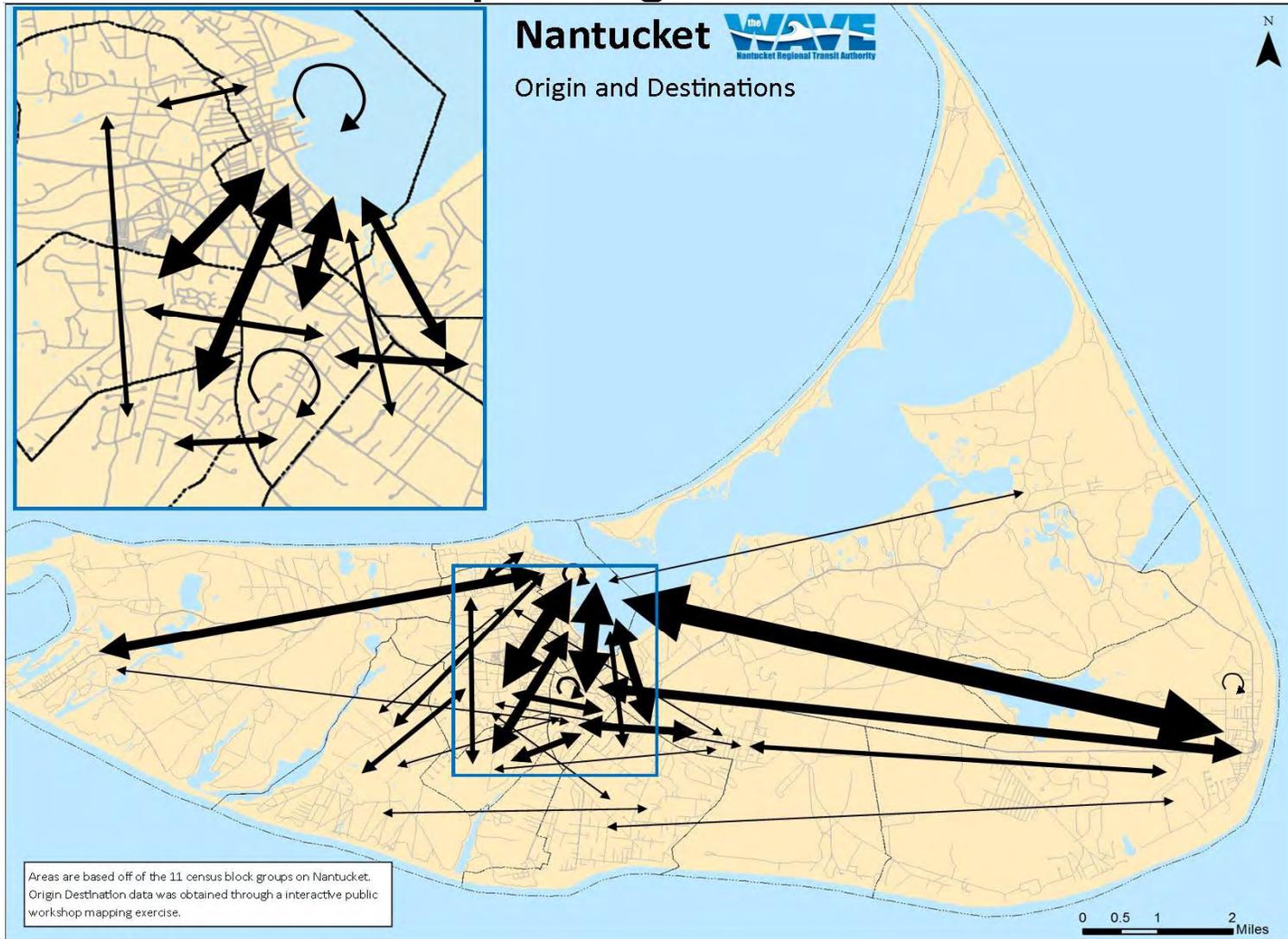


Outreach Summary

- Stakeholder meeting – 16 attendees
 - Public Workshops – 50 attendees
 - Pop-up table High School – 54 attendees
 - Pop-up table Stop & Shop – 27 attendees
 - Online Surveys – 918 completed
- 

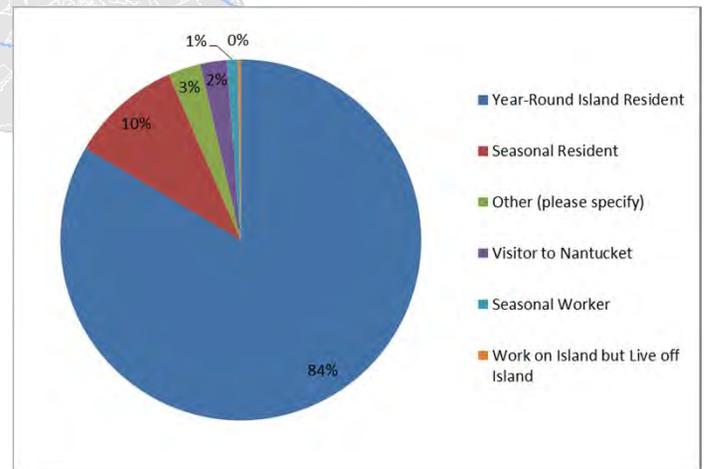
Total surveys received = 1,132

Public Workshop Origin-Destination Pairs



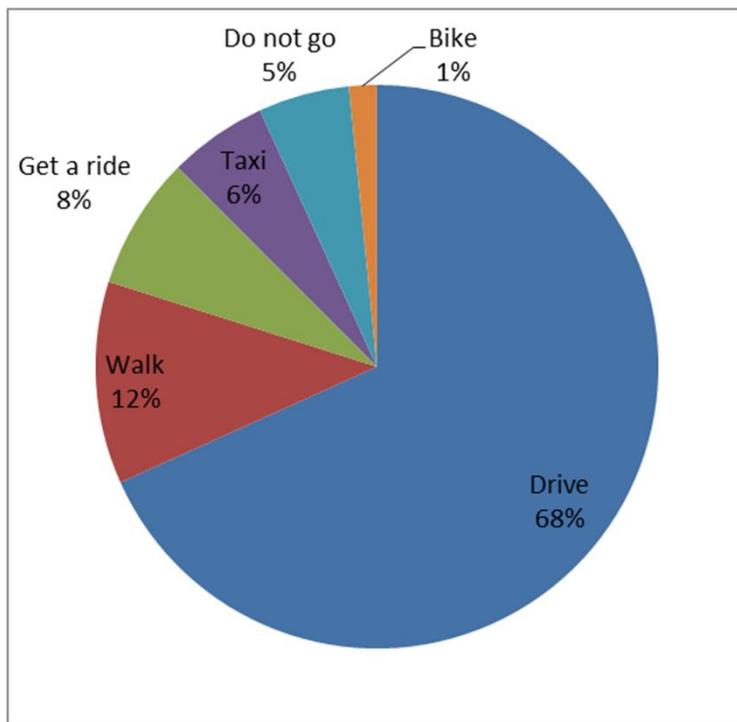
Survey Findings – Who Responded

- Year-round residents had the highest response
 - Island residents live mostly in the Mid-Island area
 - Seasonal residents are in Madaket
 - Visitors want to go to Madaket



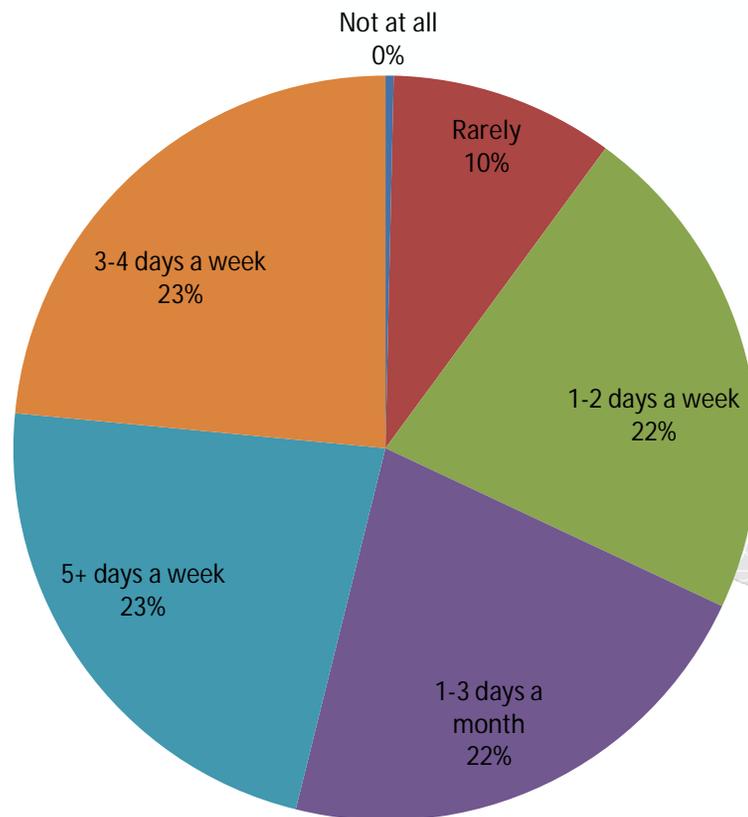
Survey Findings – How People Get Around

- In the off-season 32% of respondents do not have a private car to get around



79% of respondents ride the WAVE in the summer

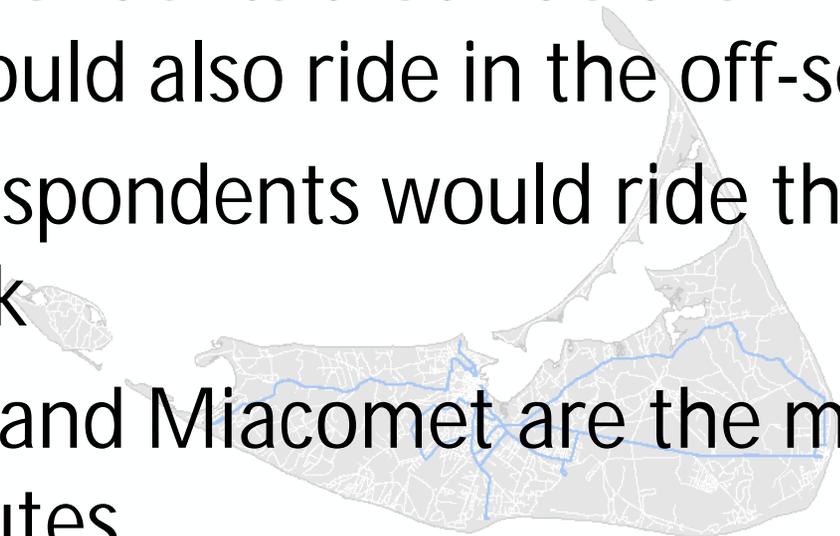
Survey Findings – Current WAVE Riders



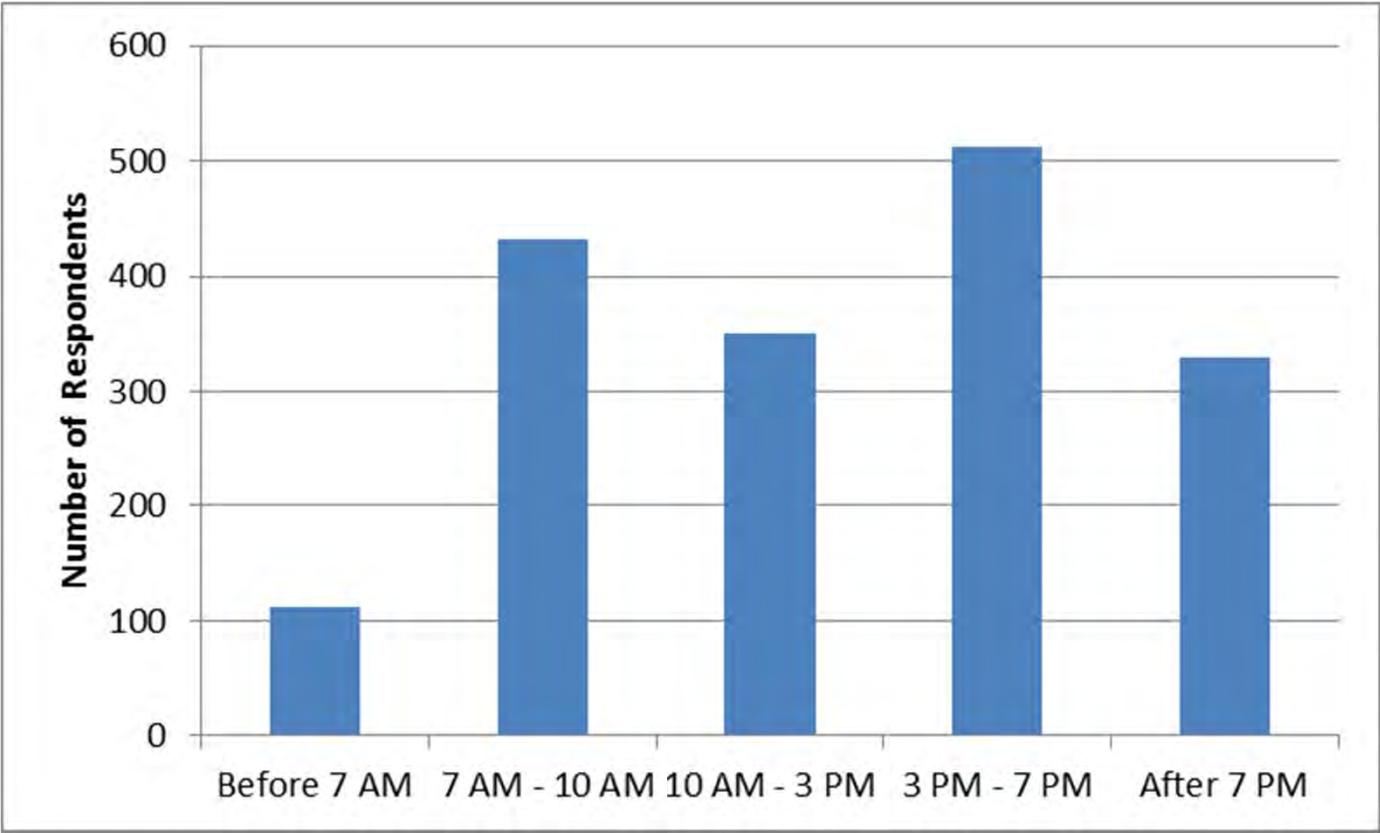
50% of those living in Mid-Island /Miacomet/ Old South Rd areas ride the bus 3+ times per week

68% of WAVE riders take at least one trip per week

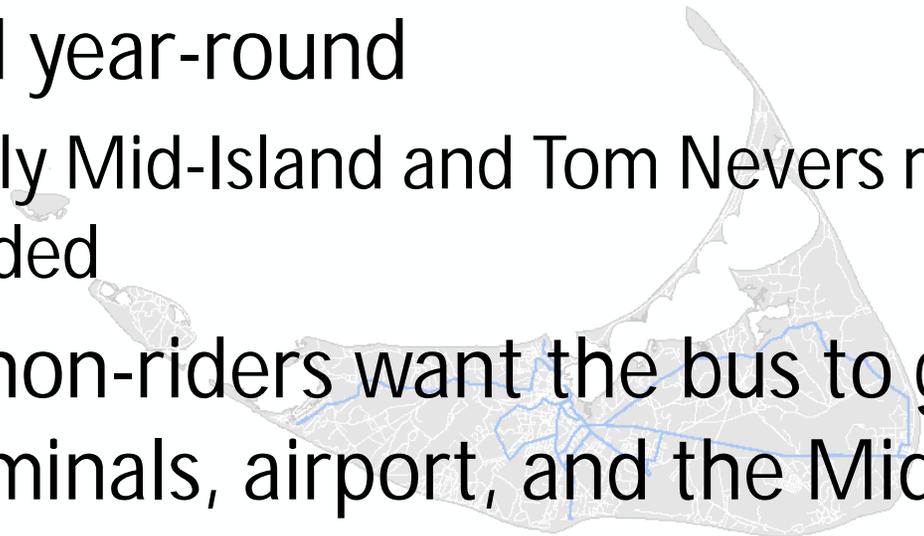
Survey Findings – Off-Season Service

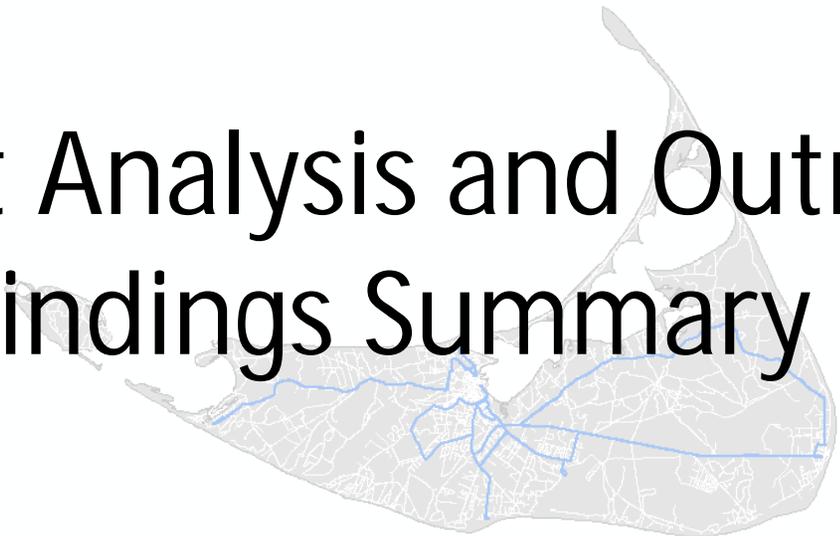
- 96% of respondents that ride the WAVE in the summer would also ride in the off-season
 - 22.9% of respondents would ride the WAVE 5+ days a week
 - Mid-Island and Miacomet are the most popular routes
- 
- A semi-transparent map of Nantucket Island is overlaid on the right side of the slide. The map shows the island's outline and a network of bus routes. Two routes are highlighted in a darker blue color, corresponding to the 'Mid-Island' and 'Miacomet' routes mentioned in the text. The rest of the map is light gray with thin white lines representing other roads.

Survey Findings – Times of Day Respondents want to Ride



Survey Findings – Current Non-Riders

- 47% said they would take the bus if it was operated year-round
 - Primarily Mid-Island and Tom Nevers residents responded
 - Current non-riders want the bus to go to the ferry terminals, airport, and the Mid-Island area
- 



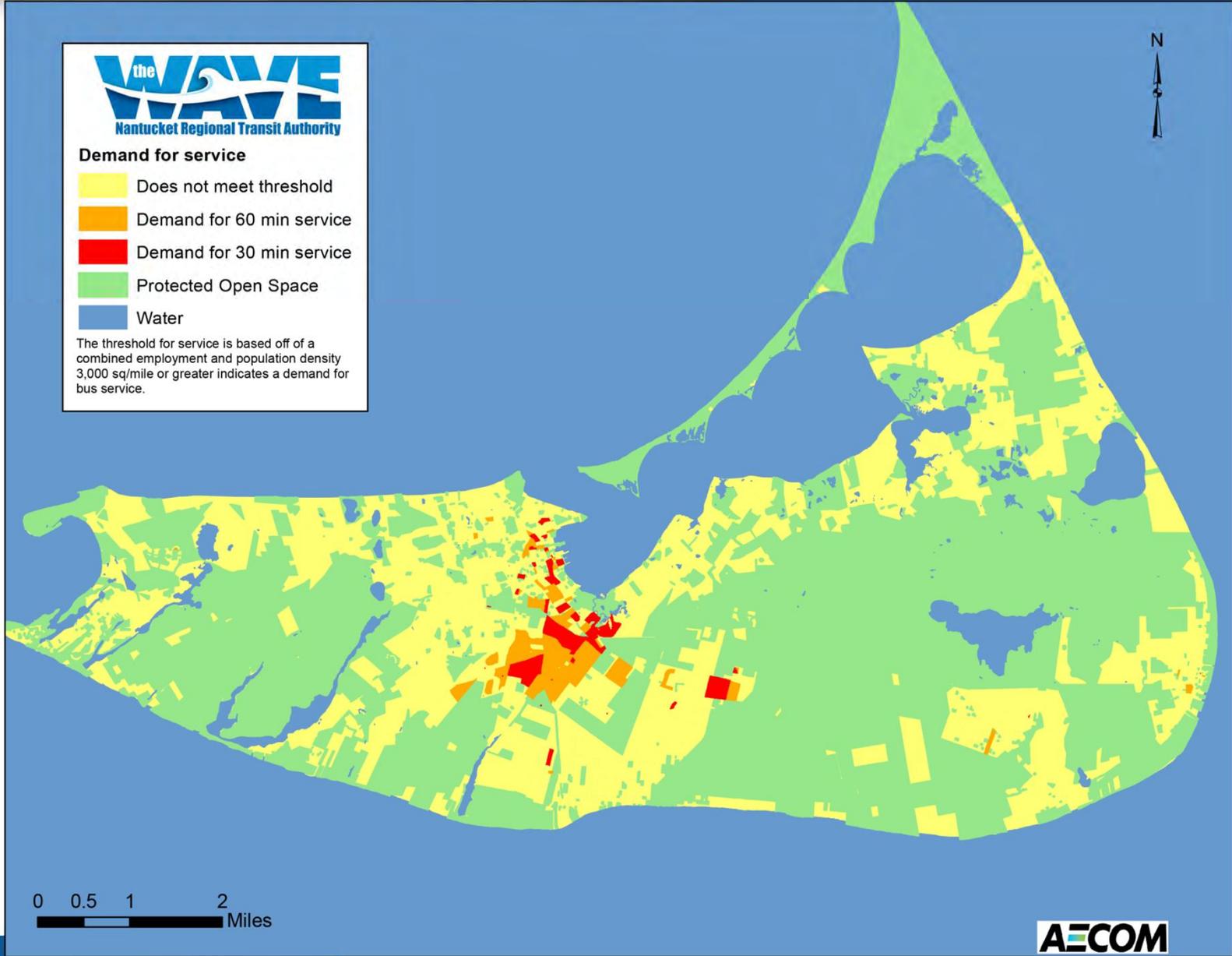
Market Analysis and Outreach Findings Summary



Demand for service

- Does not meet threshold
- Demand for 60 min service
- Demand for 30 min service
- Protected Open Space
- Water

The threshold for service is based off of a combined employment and population density 3,000 sq/mile or greater indicates a demand for bus service.



AECOM



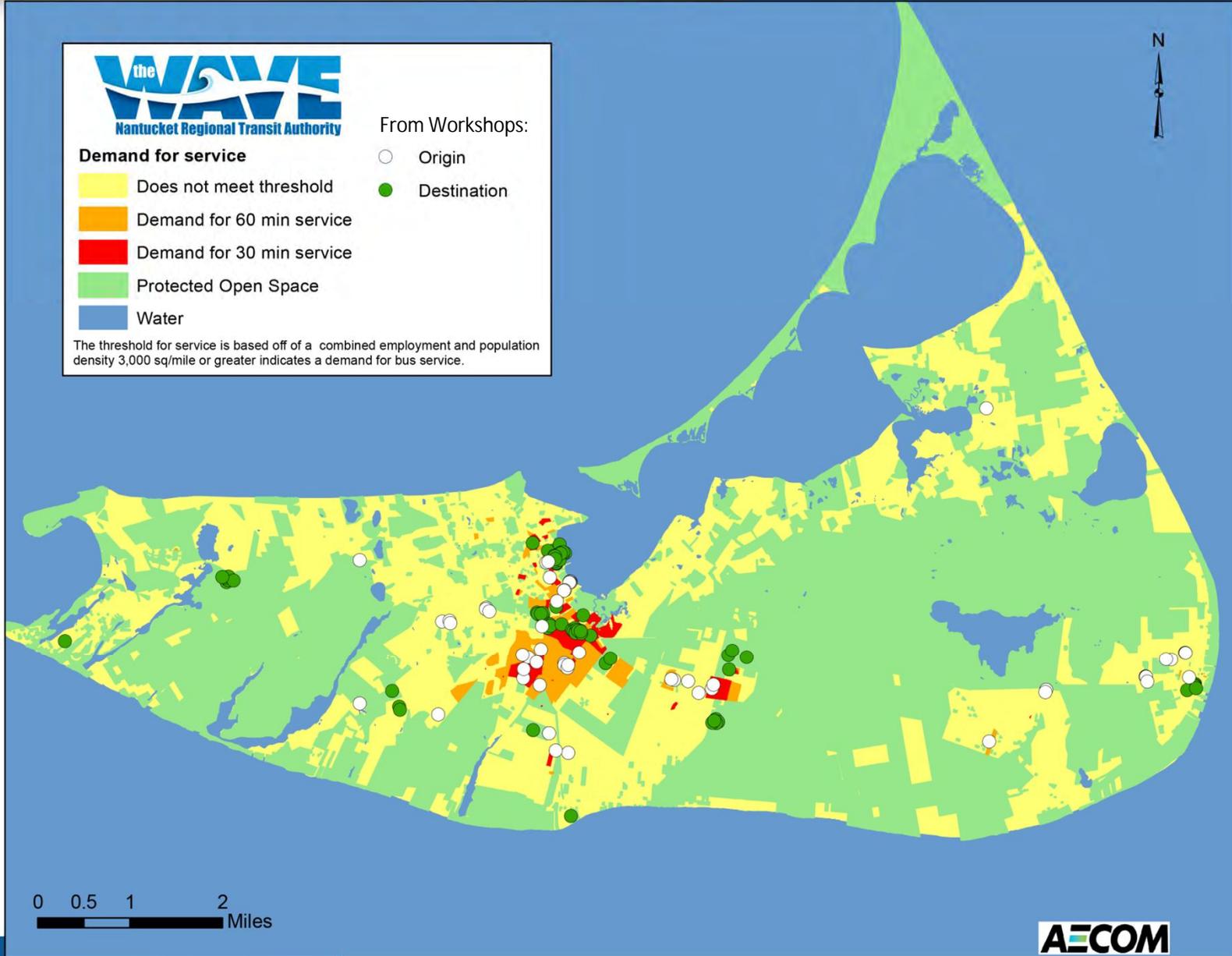
Demand for service

- Does not meet threshold
- Demand for 60 min service
- Demand for 30 min service
- Protected Open Space
- Water

From Workshops:

- Origin
- Destination

The threshold for service is based off of a combined employment and population density 3,000 sq/mile or greater indicates a demand for bus service.





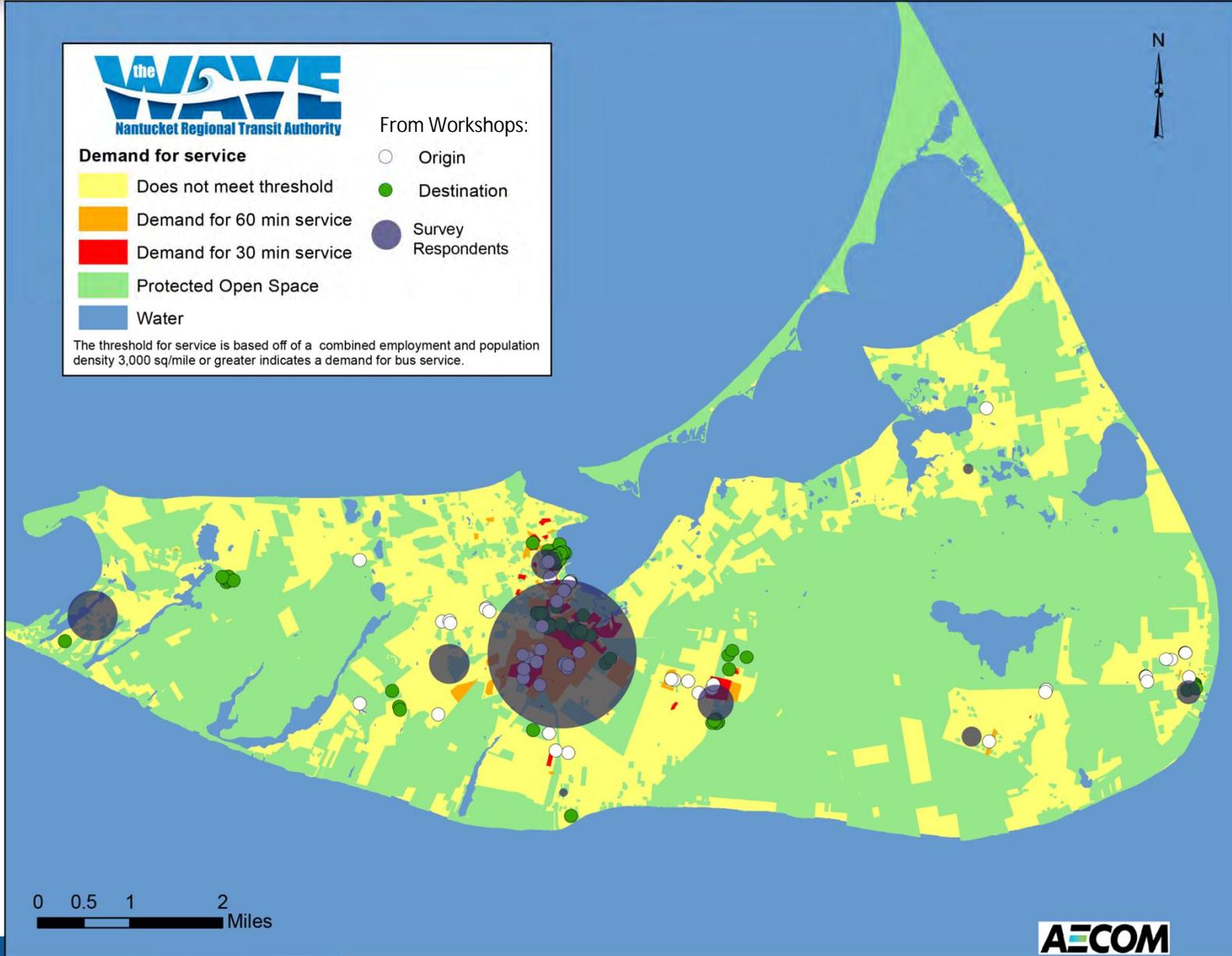
Demand for service

- Does not meet threshold
- Demand for 60 min service
- Demand for 30 min service
- Protected Open Space
- Water

From Workshops:

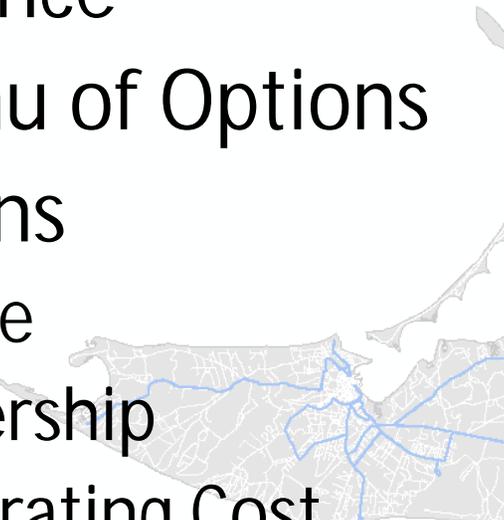
- Origin
- Destination
- Survey Respondents

The threshold for service is based off of a combined employment and population density 3,000 sq/mile or greater indicates a demand for bus service.



Alternatives Development Process

- Identify Transit Markets/Audience
- Develop a Menu of Options
- Evaluate Options
 - Level of Service
 - Projected Ridership
 - Projected Operating Cost
- Identify a Preferred Alternative

A faint map of the NRTA service area is visible in the background, showing a network of transit routes in blue and grey.

Current NRTA WAVE service operates 145 days each year

NRTA WAVE averages 1,200 trips per day in the shoulder season and 2,900 trips per day in the peak

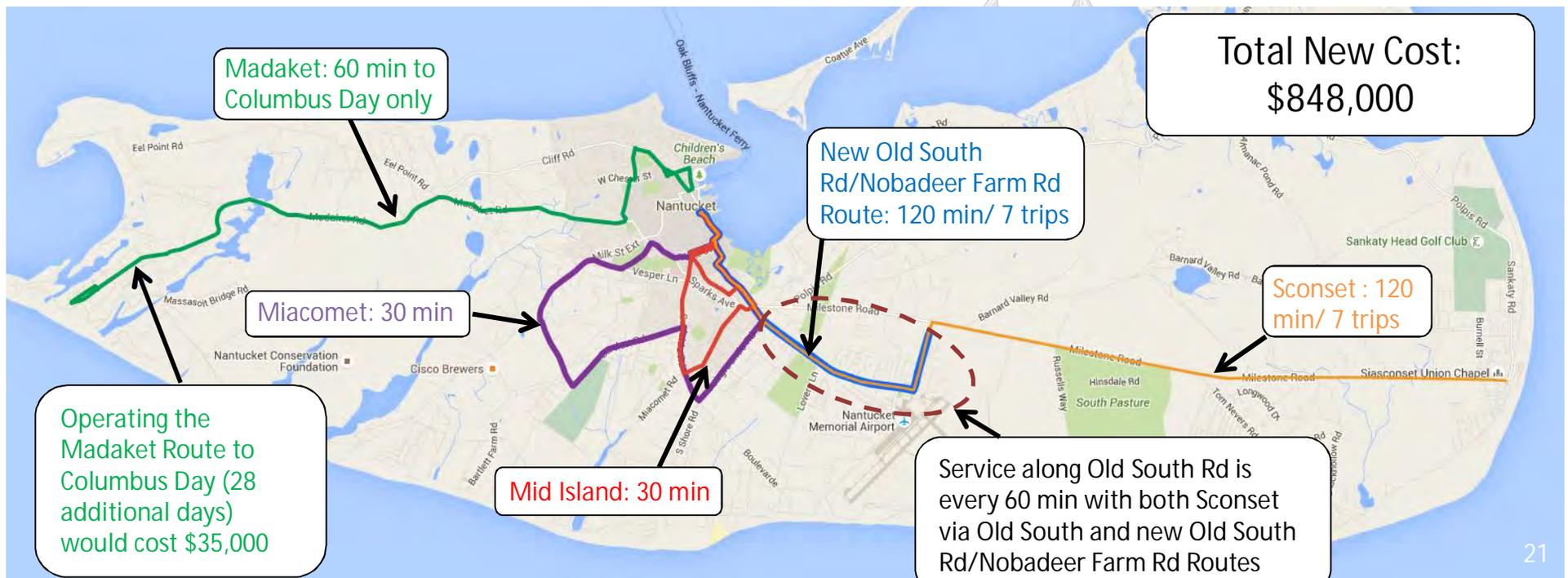
Preferred Alternative

^ Current NRTA WAVE bus service is operated 145 days per year

Service Indicator	Off-Season
Additional days operated	217^
Weekday service hours	7AM-9PM
Weekend service hours	8AM-7PM
Number of routes	4

Service Indicator	Off-Season
Vehicle requirement	3
Driver requirement	6.9
Projected daily ridership	610
Annual operating cost*	\$813,000

* Does not include farebox revenue





Demand for service

- Does not meet threshold
- Demand for 60 min service
- Demand for 30 min service
- Protected Open Space
- Water

From Workshops:

- Origin
- Destination
- Survey Respondents
- Proposed Route

The threshold for service is based off of a combined employment and population density 3,000 sq/mile or greater indicates a demand for bus service.



Possible Service Enhancements

- Operate new Old South Road/Nobadeer Farm Road Route and Sconset via Old South Road Route with 60 minute frequencies, which results in 30 minute frequency along the Old South Road Corridor
 - Additional Cost: \$271,000
- Extend weekend service to 9PM on the Mid Island and Miacomet Loops and on the new Old South Road/Nobadeer Farm Road Route
 - Additional Cost: \$53,000
- Operate Madaket Route service for the entire off-season with 3 trips per day
 - Additional Cost: \$62,000

Possible Cost Saving Options

- Exclude Madaket Route service extension
 - Savings = \$35,000
- Operate Mid Island and Miacomet Loops with 60 minute frequency instead of 30 minute frequency
 - Savings = \$270,940
- Operate 4 trips daily on Sconset via Old South Road Route instead of 7
 - Savings = \$62,000
- Only extend current shoulder routes* to begin at the Daffodil Festival and end after Christmas Stroll
 - Savings = \$524,000

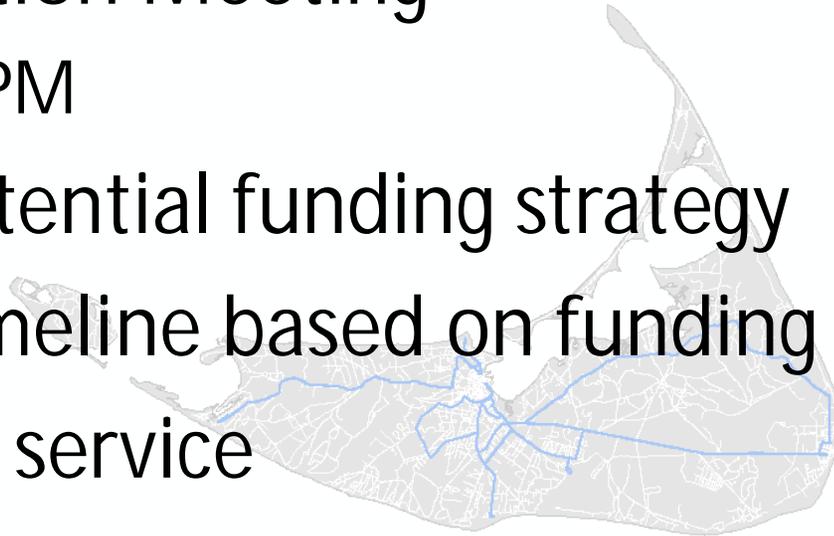
*Ferry Connector, Mid Island and Miacomet Loops, Sconset via Old South Road Route

Funding Options

- Fares
 - Farebox recovery is anticipated to cover at least 20% of operating costs based on existing seasonal service farebox recovery rates
- Possible Funding Sources to Recover the Remaining Operating Costs and Capital Costs
 - Local
 - Increase Local Assessment (RTA funding source assessed to Town of Nantucket)
 - Town Meeting (would need to vote an override or warrant article)
 - Implement on-street paid parking
 - Park and Ride Lot (long-term/seasonal passes)
 - Hospitality/other local tax
 - Partnerships
 - State
 - Transit funding (currently level funded for FY2017)
 - Gas tax dedicated to transit (long-term legislative issue)
 - FTA
 - 5311 Rural Funds (level or decrease in funding)
 - 5310 Enhanced Mobility for Seniors and Individuals with Disabilities

Next Steps

- Recommend for discussion at NP & EDC Transportation Meeting
 - May 2, 6 PM
- Identify potential funding strategy
- Develop timeline based on funding source
- Implement service





NRTA Year-Round Bus Service Study

Outreach Summary

DRAFT REPORT

Prepared for

Nantucket Regional Transit Authority

Prepared by

AECOM Technical Services Inc.

January 2016

Appendix A – Outreach Summary Technical Memorandum

DRAFT

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PUBLIC OUTREACH OVERVIEW

For the public outreach effort, NRTA used a multifaceted approach to gather public input including a series of “open house workshops” with interactive mapping stations, pop-up tables, a stakeholder meeting and an online survey. This entire study is guided by a Project Advisory Committee (PAC). The PAC includes representatives from NRTA, Town of Nantucket Planning Department, MassDOT, and ReMain Nantucket. The PAC was integral in reaching out to and interacting with the community on behalf of this study.

The open house workshops were designed to be informative, educational, and interactive for participants and were used to gather public input on where people would go using the NRTA WAVE bus service in the off season. Two interactive workshops, 2 pop-up tables and a stakeholder meeting were held over the course of two days in January. The dates and times of the locations of the open house workshops and pop-up tables were:

- Monday, January 11 - Stakeholder meeting at Dreamland, 1:30-3:30
- Monday, January 11 – Open House Workshop at Boys & Girls Club, 6:30-8:30pm
- Tuesday, January 12 – Open House Workshop at Boys & Girls Club, 11:00am-1:00pm
- Tuesday, January 12 – Pop-up table at Nantucket High School , 2:00pm-3:00pm
- Tuesday, January 12 – Pop-up table at Stop & Shop, Pleasant St. , 3:30pm-5:00pm

To reach as many and diverse members of the public as possible, NRTA prepared an outreach strategy to inform people about the upcoming open house workshops and survey. This strategy included an announcement on the NRTA website and others, social media, radio ads on local radio stations, ads in the *Inquirer and Mirror* and *Mahon About Town*, two prominent distribution media outlets used on Nantucket, press releases, the Town Manager’s monthly newsletter, a mailer, and email blasts.

A mailer was sent to every registered business and residential address on Nantucket (10,749) using Every Door Direct Mail with information about the upcoming events and a link to the survey (see Figure 1).



1). Targeted email blasts were sent to a large and diverse group of stakeholders, including: social service groups, church groups, business associations, restaurants, senior centers, municipal officials, chamber of commerce, and more. Flyers were posted at key locations in English and Spanish. In addition, information about the events was posted on social media and widely “shared” and “liked” by other organizations’ Facebook pages. Finally, word-of-mouth was employed as NRTA Project Advisory Committee members spoke with various groups from Nantucket in their day-to-day business interactions.

Figure 1: Mailer, Top - Front, Bottom - Back

Stakeholder Meeting

An invitation was sent out to 17 stakeholder groups to attend the meeting. The group was comprised of business, community, school, religious, and human service organizations. Sixteen individuals attended the meeting. The meeting began with an overview of the study including the goals and objectives, project timeline and work conducted so far. After the presentation, the stakeholders were encouraged to partake in a group discussion about year-round bus service. The goal of the meeting was to obtain a better understanding of the needs and concerns of the stakeholders' employees, students, members and patrons. Discussion topics included:

- Interest in year-round service
- Requests for transportation
- Frequently visited destinations
- Transportation challenges
- New opportunities created by year-round bus service
- Potential funding partnerships

The following comments were collected in during the stakeholder discussion:

- Taxi impact – not significantly impactful, users could take combination of taxi/bus for shopping
- Year-round bus service would benefit adult education locations in downtown and airport (Candlewick Corner) areas in the day and evening
- Year-round bus service would benefit 60-70 year olds living alone who want recreational trips to various locations or the senior center; seniors are the fastest growing segment of the population
- A connection from mid-island to airport area is a need
- The Nobadeer Farm Road area is a need for after-school sports and activities; the school bus cannot provide service to recreation fields and some parents cannot get their students from the school to the athletic fields
- There are several new developments going in off of Old South Rd; some are lower income housing developments
- The mid-island area and downtown are where most residences and destinations are located
- Stop & Shop is a huge destination Year-round bus service must connect to the ferries
- Even in the winter there are parking issues downtown

As the stakeholders spoke about the needs of their employees, students, members and patrons their response were captured in Google's My Maps. Points of interest were noted as well as areas where development was occurring, areas of density, and connections. This data is displayed in Figure 2.

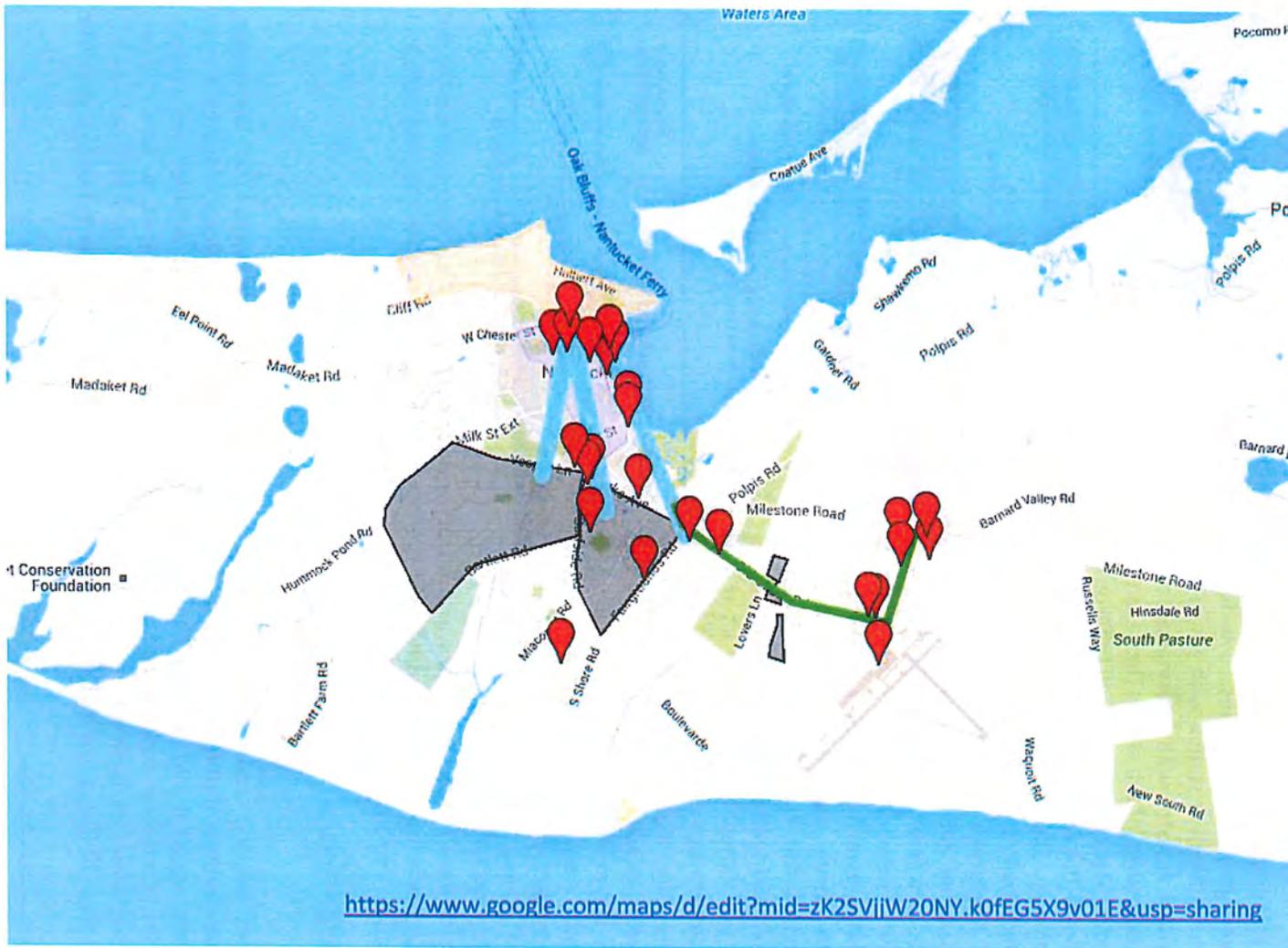


Figure 2: Stakeholder Meeting Responses

Public Workshops

The format of the open house workshops was designed to be interactive with multiple ways in which people could provide their thoughts. Each open house workshop had 5 stations. The first station was an introduction station with a sign-in sheet, agenda and a board with information on the goals and objectives of the study. The second station gave participants the opportunity to fill out a paper version of the online survey if they had not done so already. The survey was supplied in both English and Spanish. The third station had a large map of Nantucket and participants were asked to put a white dot at their home location and green dots at where they would want to go using the WAVE in the off season. Connections were then drawn between the home and multiple destinations to create origin-destination maps. The fourth station had two informative boards about the WAVE and Nantucket. The first map at Station 4 had operational information about the NRTA WAVE current bus service and how each route performs. The second map showed the market analysis including demographic and socioeconomic characteristics of the community through the transit score¹. The last station was “Planner for a Day” which gave participants a chance to highlight areas of importance, connections, and needs. The feedback provided by participants at the open house workshops was constructive and informative. Almost 50 people attended the open house workshops. Summarized below is the input received at interactive mapping Stations 3 (Origin-Destination) and 5 (“Planner for a Day”).



Figure 3: Goals and Objectives Board

Origin –Destination Patterns

Sixty-two origins² and 101³ destinations were collected at Station 3 at the two open house workshops. The three most common destinations were downtown (30.3%), the Stop & Shop on Sparks Avenue (18.6%), and the Hospital and ferry docks (5.9% each). Other destinations included the schools, dump/DPW, Ferry Connector park-and-ride, athletic fields off of Nobadeer Farm Road, Bartlett Farm, Sconset, Madaket, churches, laundromat and others. The majority of respondents indicated they lived in the mid-island area (22.6%), downtown (22.6%), along Old South Road (9.7%) or in Sconset (17.7%). The

¹ The transit score is an estimate of the relative probability of transit success based on the home locations, population density, and socioeconomic characteristics of year-round residents.

remainder (27.4%) lived along Hummock Pond Road, Tom Nevers, off of South Shore Road, Madaket or Polpis.

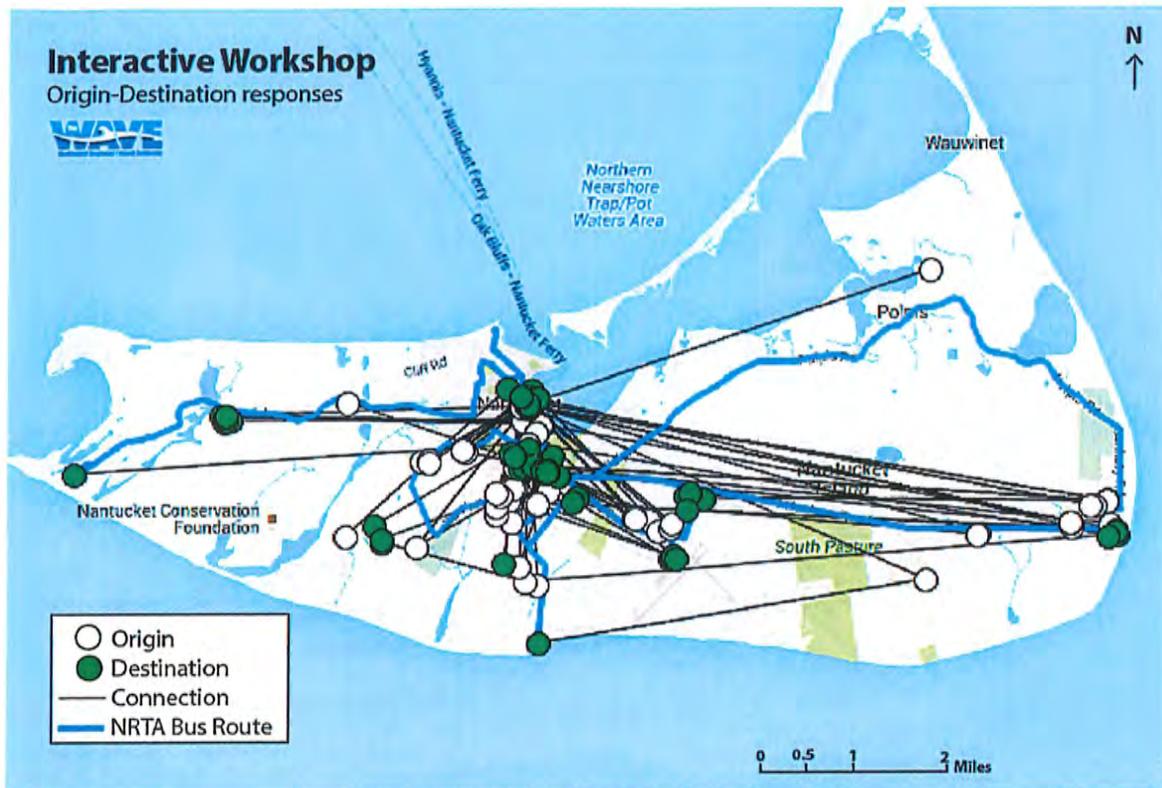


Figure 4: Interactive Workshop Origin-Destination Map

A closer look at origin-destination connections shows that most of the activity is concentrated in the mid-island area (Figure 5). Outside of the mid-island area, the largest connection was from Sconset to Downtown.

² This is higher than the number of attendees because in some cases only one individual from a household was able to attend but they stated that other members in their household would use the WAVE in the off season.

³ Respondents could have multiple destinations. Destinations were any place that they would go at least once a week using the NRTA WAVE bus.

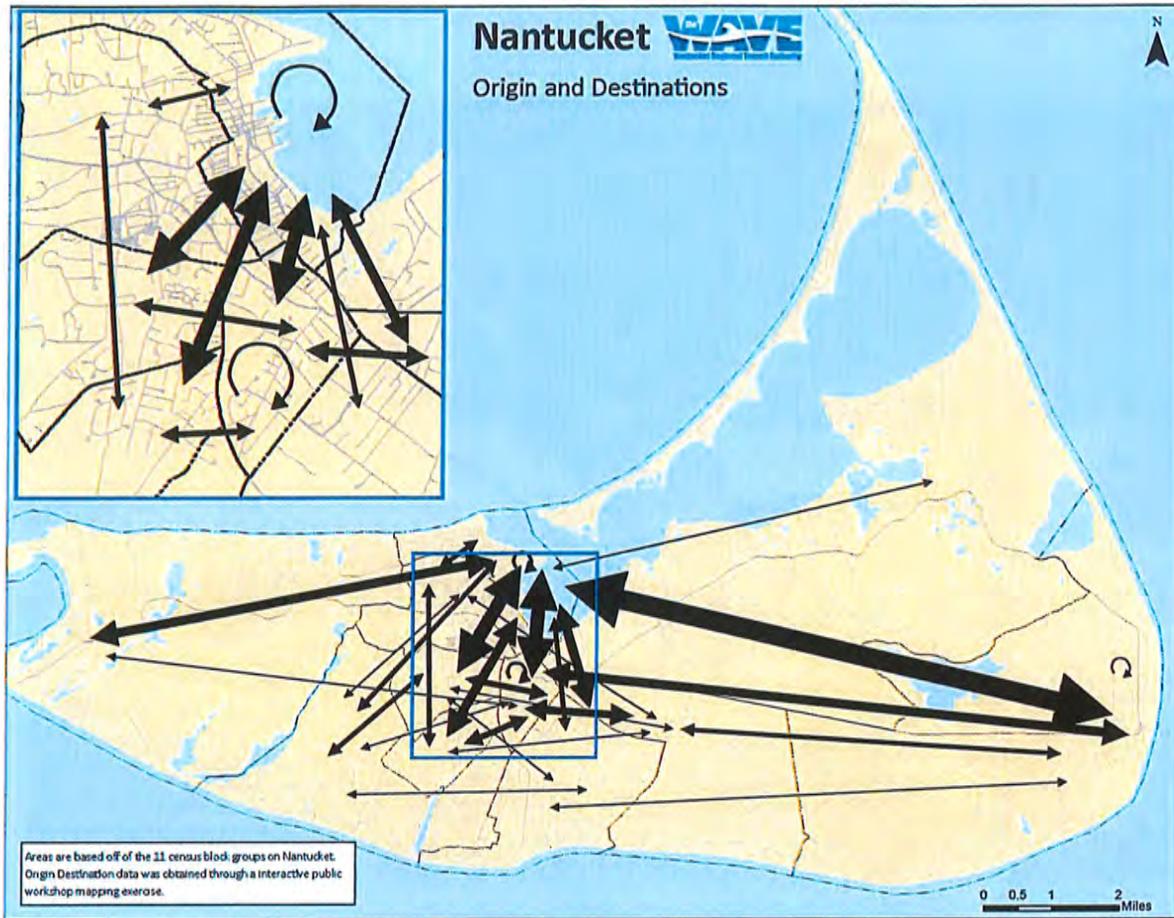


Figure 5: Origins and Destinations

Planner for a Day

At the 5th Station, a large map of the island was rolled out on a table and workshop participants were asked to identify important destinations and connections on the island, where they would put service in the off season if they were planning the service, and for any other thoughts that came to mind with regard to bus service in general and on Nantucket in particular. As the questions were very broad, the responses and response types varied dramatically. The groups of participants varied greatly from the evening to the daytime workshops as well, which also lent to variety in discussion and mapping responses. As a general rule, members of the public interested in the study, including both supporters and non-supporters of transit service, attended the evening meeting and regular NRTA WAVE riders attended the day-time workshop.

Figure 6 is a map of the evening workshop “Planner for a Day” exercise. As this group was primarily non-riders and members of the public interested in the study, the majority of the items placed on the map were major destinations and residential concentrations as well as areas of proposed new development.



Figure 6: Evening Workshop “Planner for a Day” Map

Figure 7 is a map of the daytime workshop “Planner for a Day” exercise. This group was comprised primarily of existing riders and as such, the map includes proposed service areas and general comments on service-related topics and suggestions for improvements to existing service and for implementing year-round service.

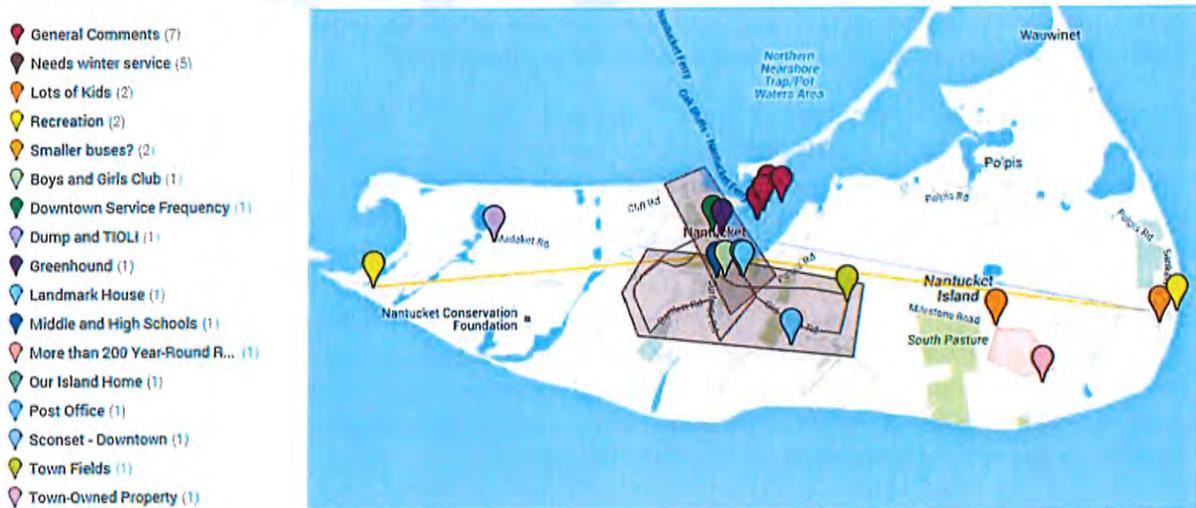


Figure 7: Daytime Workshop “Planner for a Day” Map

Pop-up Tables

Pop-up tables were set up at the High School and Stop & Shop on Sparks Avenue. The High School Pop-up table was set up in the main hallway in order to capture students as the day ended. The table included a map of Nantucket for students to draw on and indicate connections and the study goals and objectives board. Flyers about the study, with information on how to access the survey, were handed out to students as they walked by. Paper copies of the survey were available at the table for students to fill out immediately and 54 paper surveys were completed.

A pop-up table was placed inside Stop & Shop near the main entrance/floral department. As patrons entered they were asked if they had filled out the survey yet and if not if would they like to complete one. Responses ranged from “I have already filled it out”, “no,” “yes,” and “I would but I do not have time now.” For those who did not have time, a flyer was handed out with information about the study and how to complete the survey on-line. A total of 27 paper surveys were collected at the Stop & Shop pop-up table.

Surveys

As part of the Year-Round Fixed Route Transit Study, AECOM surveyed current and potential bus users. The goal of this survey was to learn more about Nantucket’s demand for year-round bus service. The survey covered the period from December 21, 2015 to January 17, 2016. The following is an analysis of the survey results for the entire duration of the survey.

Methodology

Survey Development and Publication

The survey questions were prepared in consultation with the PAC. This process began in late November 2015. The survey asked questions about residency, origin, bus usage, destinations, travel frequency, and travel times. The survey was provided in both English and Spanish.

The survey was conducted by distributing paper copies to stakeholder groups, holding public workshops, having pop-up tables at key locations, as well as a robust campaign to encourage people to complete the online version, produced using Survey Monkey. The data from both collection methods was combined into a single data set. A mailer was sent to every registered business and residential address on Nantucket with a smart phone scan-able QR code and a link to the online survey. Targeted email blasts were sent to a large and diverse group of stakeholders with links to the survey. Flyers were posted around town in English and Spanish in key locations. In addition, the link to the online survey was posted on the town website, the ReMain website, The NRTA website, social media and widely “shared” and “liked” by other organizations’ Facebook pages and Twitter. Finally, word-of-mouth was employed as NRTA Project Advisory Committee members spoke with various groups from Nantucket in their day-to-day business and encouraged everyone to take the survey.

Online Survey

The online survey opened on December 21, 2015 and was available through January 17, 2016. The survey was open to all individuals who live on, work, or visit Nantucket regardless of current bus usage. Individuals who use the NRTA WAVE bus service in the summer were asked how often and when they would use the service in the off season if year-round service was offered. For those that said they do not currently use the NRTA WAVE bus service, they were asked why and if they would be more inclined to

use it if it operated year-round. Individuals that responded yes were asked where they would like the NRTA WAVE bus to go.

Incentive

Survey participants were given the option of entering a raffle for a \$25 Amazon® gift card. Following the close of the online survey, the names of individuals who entered were listed in Excel in the order in which their survey response was received. Each name that entered contact information was then numbered from one to 506 (the number of raffle entries). The random number generator in Excel was run twice to identify a winning number. The individual associated with this number was contacted for their mailing address on January 26, 2016.

Responses

The survey received 1,132 responses⁴. Of these, 918 were online and 214 paper versions: 75 from the Interactive Workshops, 54 from the school pop-up table, 27 from the Stop & Shop pop-up table and 58 collected from stakeholder groups. According to the latest census data (2014 American Community Survey) the population of Nantucket is 10,856. Therefore, in order to have a statistically significant data set, 384 respondents were needed⁵. Well over 384 surveys were completed and the actual number of completed surveys (1,132) represents a 2.9% Margin of Error. Of the responses, 4% were in Spanish and the remaining 96% in English.

Question 1 – Which category describes you best?

The largest group of respondents (84%) was year-round island residents, 8.8% of the island residents responded to the survey. The next largest respondent group was seasonal residents. The smallest respondent group included those who work on Nantucket but live elsewhere and must commute to the island by ferry or airplane. Three percent of individuals responded “Other.” Many of the “Other” response comments could be categorized as “Seasonal Resident” or “Visitor to Nantucket” but there were a number of responses who were college students home for winter break, or individuals who use to live on Nantucket.

⁴ It should be noted that not all respondents answered all of the survey questions. As such, the percentages in all figures are based on the number of responses received for that question rather than on the total number of responses.

⁵ A confidence interval of 95% and a Margin of error of 5% or less.

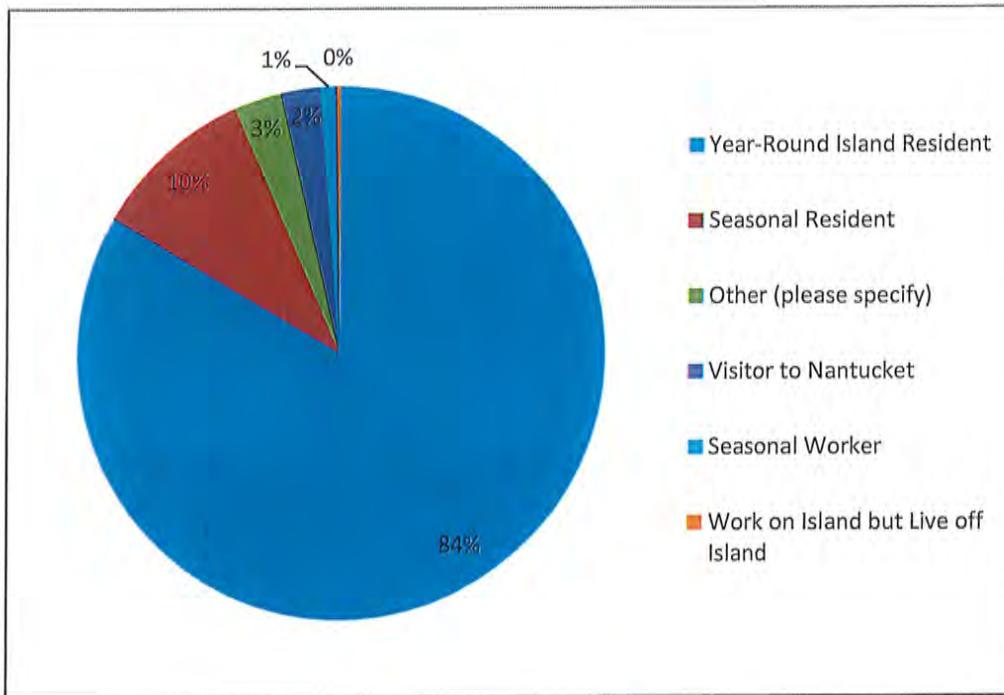


Figure 8: Survey Respondent Type

Question 2 – Where on Nantucket do you live?

Island residents live mostly in the Mid Island Area

Visitors want to go to Madaket

Seasonal residents are in Madaket

Overall, the greatest percentage of respondents (38.5%), live in the mid-island area and the least along Polpis Road (2.6%). Year-round residents reported living mostly in the mid-island area (43.2%), followed by “Other” (11.9%) and the Miacomet/Cisco Area (11.2%). For year-round residents that answered “Other” and supplied a comment, 24 indicated Surfside and 58 indicated Tom Nevers. See Figure 9 for a chart of residence location by respondent type. Visitors to Nantucket and seasonal residents overwhelmingly reside in Madaket; comments at the end of the survey indicated that some of these individuals visit year-round. Figure 10 provides a map showing where respondents live; the majority of people (66%) are located in the center of Nantucket at Mid Island/Miacomet/Downtown/Old South Rd areas.

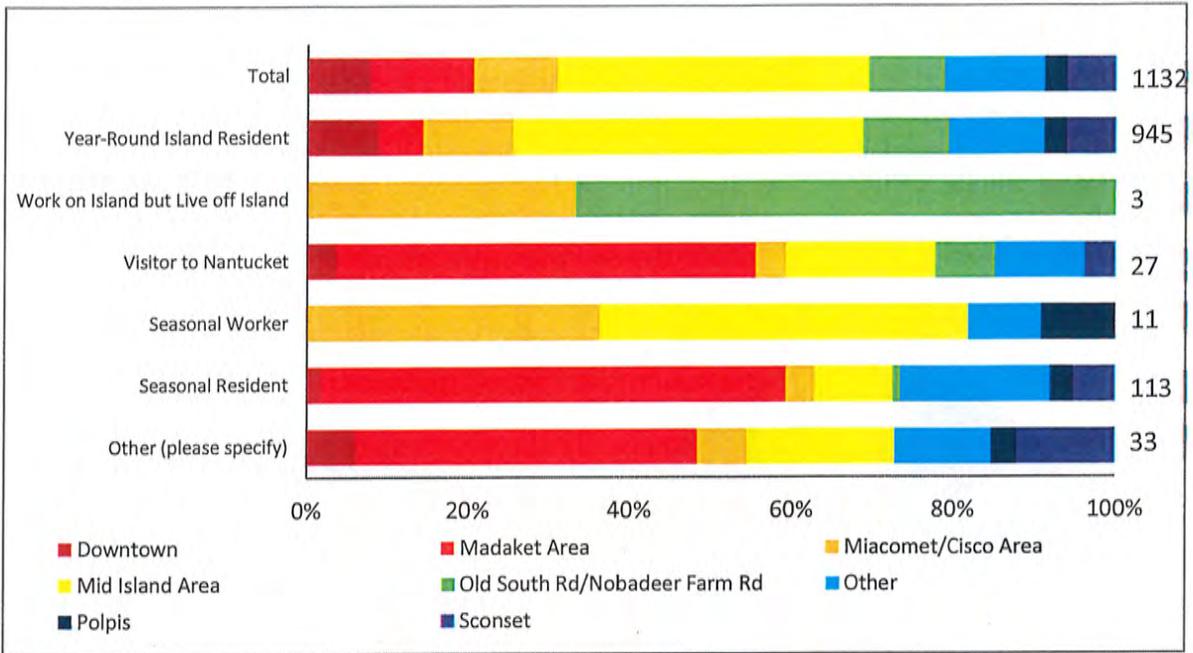


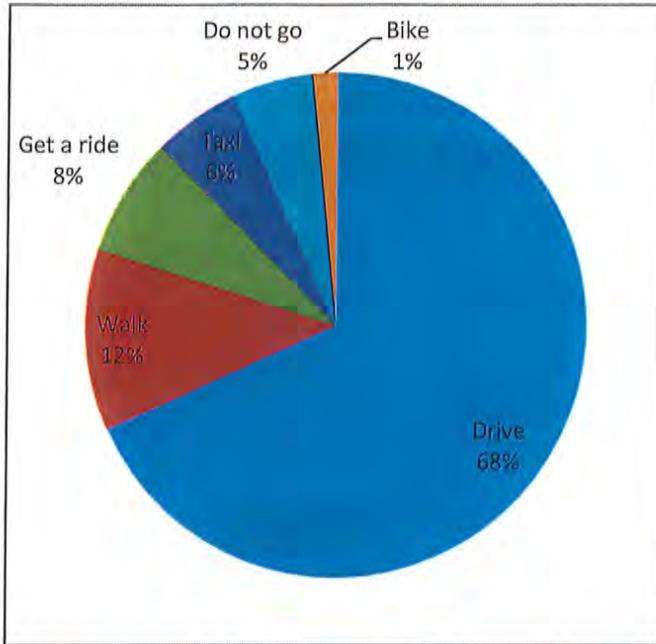
Figure 9: Residential Location by Respondent Type



Figure 10: Residence Location

Question 3 – In the winter how do you get around Nantucket?

In the off season when the NRTA WAVE does not operate fixed route service, 68% of respondents drive⁶ and the remainder must find alternate modes or not make their trip. Thus, 32% of respondents are considered transit dependent. The greatest alternative mode is to walk (12%) and the least is to bike (1%). Five-percent decide to not make a trip; many of these responses correlate to visitors and seasonal residents. Eight percent must get a ride from someone else and of those 86 respondents, 30 were paper versions of the survey collected at the school pop-up table. Taxi use represented 6% of respondents.



In the winter 32% of respondents do not have a private car to get around

Figure 11: Winter Mode of Travel

Question 4 – Do you use the NRTA WAVE bus service?

More respondents (79%) use the NRTA WAVE bus service when it operates than those who do not (21%), this is extremely important. This ratio is consistent (within 3 percentage points) throughout the respondent categories year-round resident, visitor to Nantucket, and “Other.” One-hundred percent of seasonal workers reported using the NRTA WAVE bus service as did those who work on Nantucket but do not live there. Seasonal residents showed a higher percentage (85%) that use the NRTA WAVE bus service. Those that live downtown, along Polpis Road, or responded “Other” are less likely to use the NRTA WAVE bus service when it operates.

79% of respondents use the WAVE in the summer

⁶ This includes those who do not use the NRTA WAVE buses in the summer. Accounting only for current bus riders, 62% drive in the winter and the rest find alternative modes.

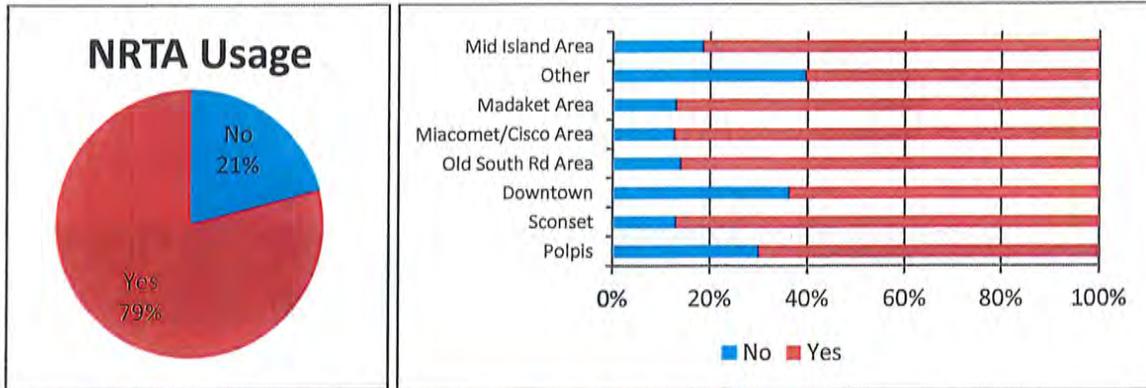


Figure 12: Overall Usage of the NRTA Bus Service

Question 5 – How often do you use the NRTA WAVE in the Summer?

For respondents that use the NRTA WAVE bus service in the summer, the responses were evenly distributed between 1-3 days a month to 5+ days a week (see Figure 13). Overall, 90% of those who use the NRTA WAVE in the summer use it at least once a month and 68% use it at least once a week. A few (3) individuals stated that they do use the bus in Question 4 but when asked how often they selected not at all. Over 50% of those that responded living in Mid Island/Miacomet/Old South Rd areas and use the NRTA WAVE take the bus at least three times a week.

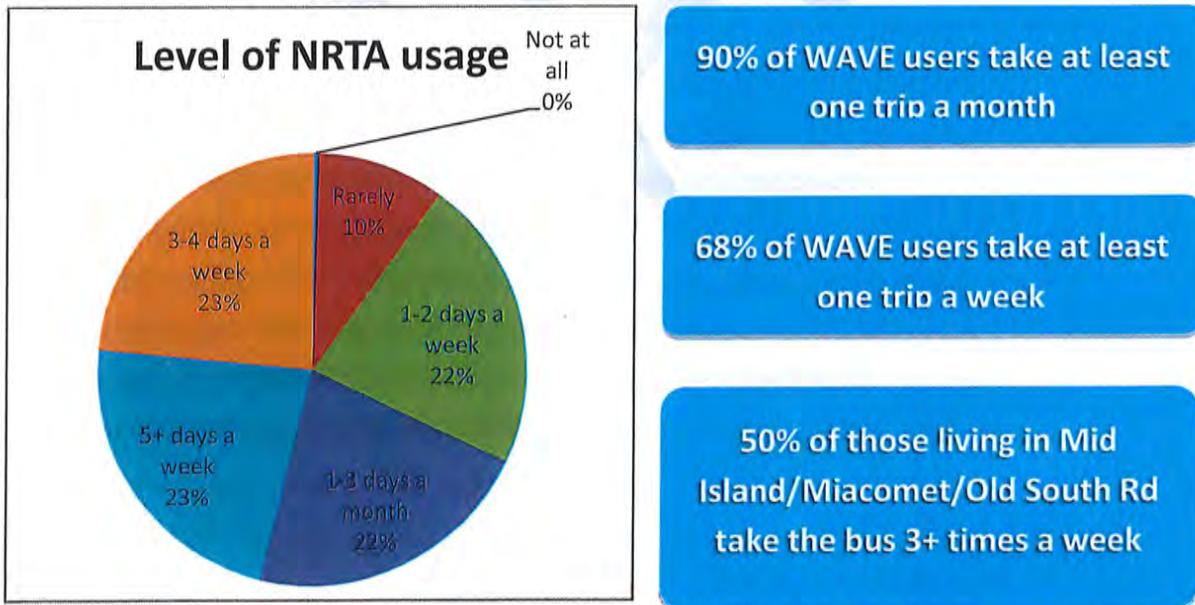


Figure 13: Level of NRTA Usage in the Summer

Question 6 – Which routes would you use during the winter months and how often?

Individuals were asked which routes they would use and how often if NRTA WAVE was available in the off season; Table 1 summarizes the results. The Sconset via Polpis Road Route would have the least

amount of riders, as over 60% indicated they would never use the route (Figure 14). The route that would be used the most is the Mid Island Loop, 60% said they would use it at least once a month and 11.5% said they would use it five or more days a week. Ninety-six percent of those that use the NRTA in the summer would use it at least once in the off season; only 27 individuals indicated they would only use it in the summer. Eighty-nine percent would use at least one route once a month, 53.7% at least once a week and 22.9% would use a route 5 or more times a week

Table 1: Level of Route Usage for Off Season Service

Usage	Miacomet Loop	Mid Island Loop	Sconset via Old South Rd	Madaket Route	Sconset via Milestone Rd	Airport Route	Sconset via Polpis Rd	Ferry Connector
Never	288	193	351	379	391	262	471	251
Rarely	157	121	170	185	166	203	176	218
1-3 days a month	124	153	110	93	101	168	68	209
1-2 days a week	77	115	57	54	62	55	31	47
3-4 days a week	60	106	47	31	32	47	9	24
5+ days	72	90	43	36	26	43	23	29

96% that use the NRTA in the summer would in the winter

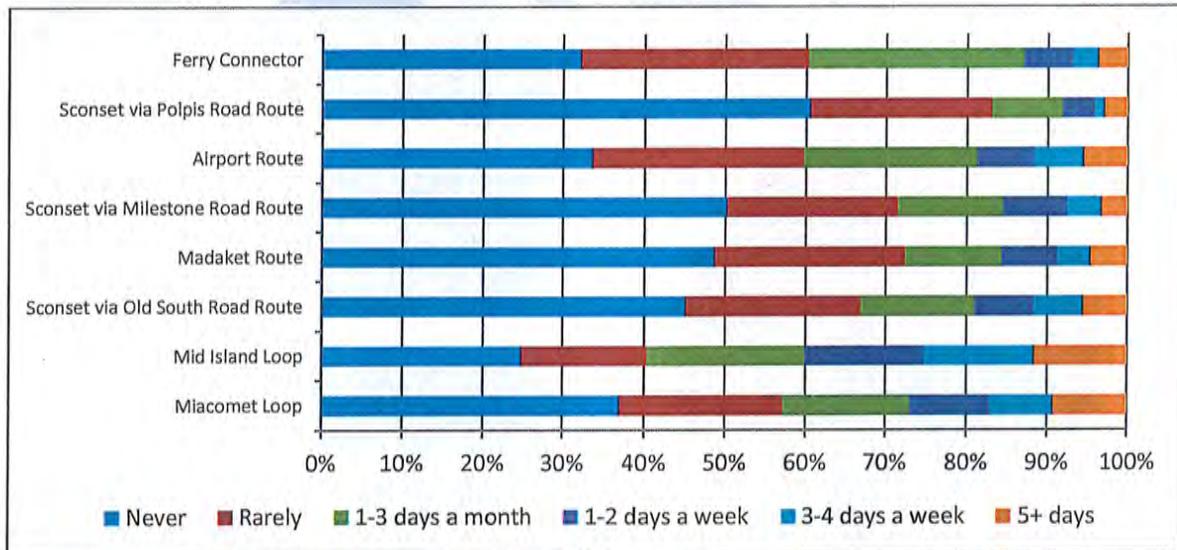


Figure 14: Comparison of Potential Route Usage in the Winter

Question 7 – What time of day would you use the bus in the winter?

For this question respondents were able to select more than one answer. The most frequently requested travel times were during the morning and afternoon commutes. The mid-day and evening service had over 300 requests for service. Early morning had the least request for service. Those that

selected early morning service or late night service correlated to those that said they would use the Miacomet Loop, Mid Island Loop or Ferry Connector at least once a month.

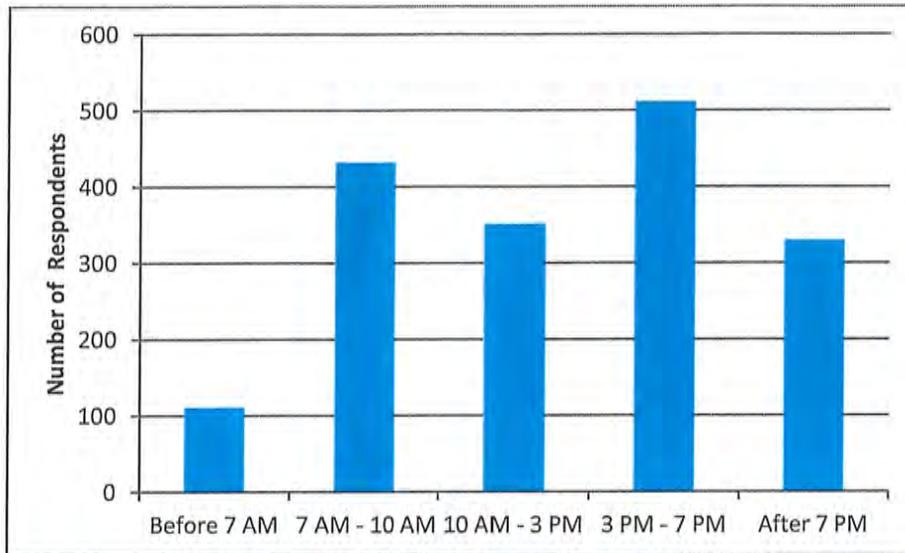


Figure 15: Winter Bus Usage by Time of Day

Question 8 – Why don’t you use the NRTA WAVE?

For those that do not use the NRTA WAVE bus service, the largest reason why was “Other” followed by it doesn’t operate year-round, very few indicated because the fare was too high. In the other category some survey respondents used the opportunity to select multiple responses since the question was limited to one answer. Overwhelmingly, however, most people commented that they prefer to drive as the reason to not use NRTA WAVE.

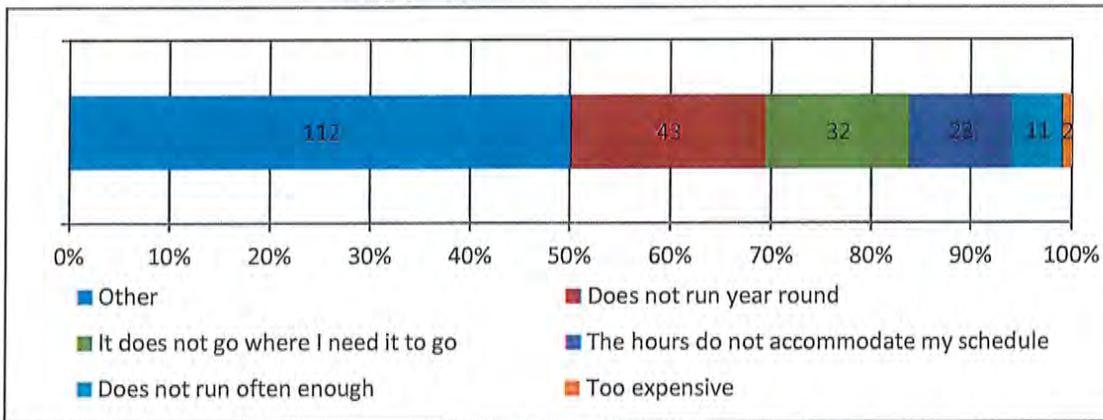


Figure 16: Why Individuals Do Not Use the NRTA WAVE

Question 9 – If there was year round service would you be more inclined to ride the bus?

Forty-seven percent of those individuals who do not currently use the NRTA WAVE bus service said they would be more inclined to use it if the service ran year-round. Those that responded yes lived largely (31%) in the Mid Island area or “Other” (41% of the others said Tom Nevers).

Mid Island and Tom Nevers residents are more likely to start using the bus if year round service was implemented

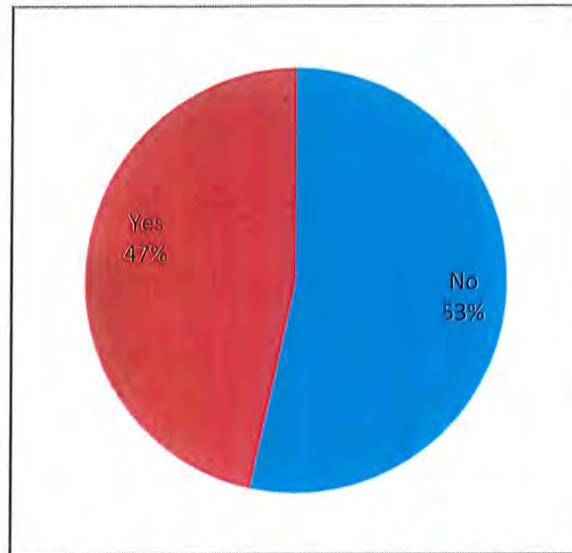


Figure 17: Those That Would Start Using the Bus if it Ran Year-Round

Question 10 – Where would you want the bus to go?

For this question respondents were able to select more than one answer; this question was only open to those who do not currently use the NRTA WAVE bus service but would if it ran year-round. The most requested place was the ferry terminals followed by the airport and Mid Island. Forty individuals selected “Other”. The most common “Other” comments were downtown, the hospital and Stop and Shop.

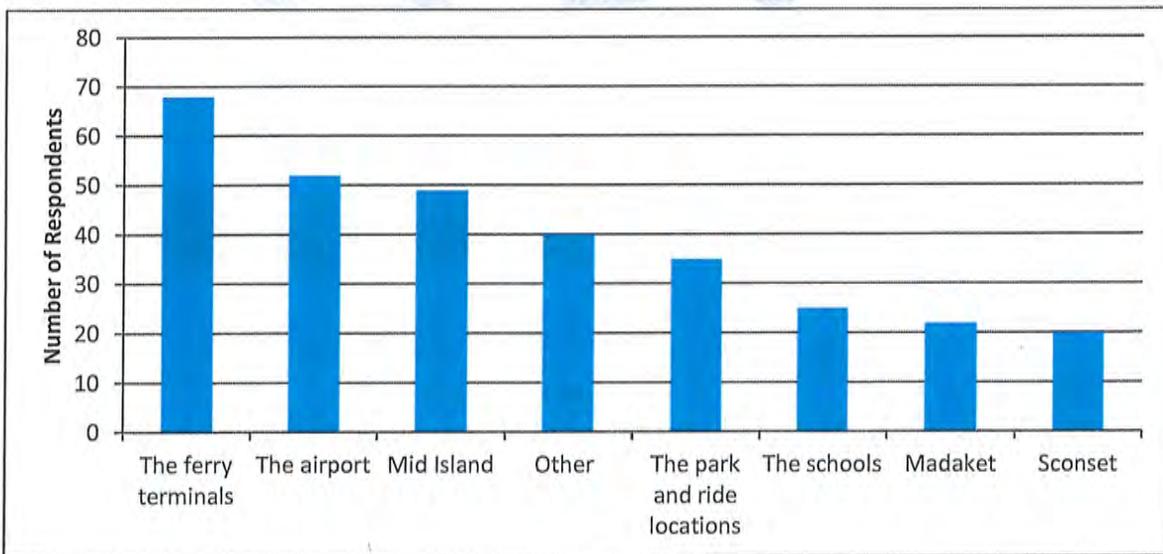


Figure 18: Where Individuals Who Do Not Currently Use the Bus but Would if it Ran Year-Round Would Want To Go.

Question 11 – Other Comments

Three-hundred and twenty-four individuals (28.6% of all survey respondents) left comments and overwhelmingly most were positive. Positive comments ranged from people encouraging and wanting year-round service, citing the criticalness of public transportation, to those that may not use it but understand the need for it. A few individuals even stated that they had a car but if there was year-round service available they would use the bus instead. Parents commented that they would love to have it for their children to use and a few students said they would use it for after-school activities. Some comments cited that even if it was not financially possible, they would like to see shoulder service extended from the Daffodil Festival through Christmas

“A year round bus system would be extremely useful for tons of year rounders”

“I would definitely use a year-round bus service”

Stroll at the very least. There were roughly 20 comments that were not related to the survey but either comments on summer service or requests to serve areas not currently served during the summer months (such as Tom Nevers). Thirty negative comments were provided (9.3%), most of these felt that there is not a need for year-

round bus service, it would negatively impact the taxi drivers or they did not want to fund it. Overall, however, comments were positive and individuals would like to see the bus service operate year-round.

“If we had a Year round bus system I would use it all the time instead of using my car”

Conclusion

Overall there is support for year-round bus service and the survey results and outreach effort show that it would be utilized. Eighty-five percent of the respondents said they would take the bus during the off season⁷. The areas with the highest demand for service based on the survey and outreach results are: Mid Island, Madaket and along Old South Rd. There is also moderate demand out to Sconset and Madaket based on survey and outreach results.

86% of all respondents would use the NRTA in the off season

⁷ This includes those that do not currently use it but would be more inclined to use it if it ran year-round.

Appendix: Other Responses

The appendix includes “Other” responses and comments directly from surveys, responses have not been altered. Comments received in Spanish were translated into English using Google translate.

Question 1 - Which category describes you best?

Other Comments
Student
8 mo / yr
Student
Student
Student Intern
College Student
College Student
Home owner and seasonal resident (we go more than the season with the house)
Spend about six to seven months on the island with plans to increase that
Time Share: June, August, December, February
former Resident with property on island
spend 2 weeks in each season, winter, spring, summer, fall
Year round part time resident
Yearly Resort timeshare
property owner who rents to Nantucket working people
Here all year but stay on mainland off and on.
We are 4-month residents but intend to increase time in the next few years when we retire
Year Round Visitor/Homeowner
6 month resident
My family has a total of shares (totalling 8 weeks covering all the seasons) down in Madaket.
home owner and frequent visitor
Intermittent year round resident
weekends and six weeks a year
Live in Madaket 4 months/year All shoulder season
I own multiple timeshare weeks at Tristrams and Brant Point
lives on island 4 days biweekly and all summer
Work in Town
Seasonal worker Spring, summer, and fall
Parents lives on the island
Had to move off island, lack of (affordable) public transportation was one of the main reasons as a young single mother
We mainly are there in summer but out at least one weekend in other months
Previous resident and now frequent visitor

Question 2 - Where on Nantucket do you live?

Other Comments
by the airport
11B Boynton LN Nantucket
Tom Nevers
5 corners
5 Corners
5 corners
Airport area
airport area
Airport area
Bartlett RD.
by Crooked Lane at Madaket Road stop
Cisco
Cisco
Ciso
Ciso
Cliff
cliff
dionis
Dukes + Madaket
East of rotary
Hoicks Hollow Road -east shore
homes in sconset and town
Landmark House
Landmark House
Madaket Rd at Maxcy Pond
Milestone Road
Milestone Road
Monomoy
Naushop
off island
off Milestone, between Rotary and Nobadeer Farm Road
Old Mill

Tom Nevers
Tom Nevers - why was this not a choice???
Tom Nevers East
Tomnevers
Town
VESPER/HUMMOCK POND RD., PROSPECT
Wauwinet
West if town
West of town
West of town. Madaket Rd
Airport area
Hussey Farm
Landmark House

Surfside / S. Shore Rd
Tom Nevers
Tom Nevers
airport
Occasional visitor from CT
Old South Rd
Tom Nevers
Town
Surfside
Usually visit by boat

Question 8 - Why don't you use the NRTA WAVE?

Other Comments
No passes often enough ; No passes all year
No need
I like to walk & ride a bike; the buses are too noisy & too large; I support local cab drivers; not a fan or a patron
No Interest
It does not go where I need it to go; Does not run year round
takes too long and I want my car when I'm grocery shopping
I can easily walk or drive anywhere I need to go on island.
If I need to go downtown and to work,I walk. If I need to go to Stop & shop I go out of town and drive.
Just does not fit my schedule
Walk or drive
I have a car, bike and feet.
I walk to places due to proximity of where I live to town. Do use it to get to beach sometimes and the ferry service
Have car
Not a public transportation user.
have not investigated the services provided, may use in the future
Have car
Easier to drive
Have auto
Prefer to drive
route is not convenient for me
Still Driving
CAR
I bike in the summertime when it runs.
Rude/unsafe drivers and too much town funding
Have to transport kids daily
own a car
No stop that close to my house, I would use it to go downtown, but I don't go down there too often in the summer
I like my car

Drive everywhere
Not close to where I might have to go
Drive a car
3 minutes to drive to work, 15 to take the bus
Have been here 40 years and drive.
I don't need to
I get motion sick on mass transit.
inconvenient at best - annoying at worst
Too Slow
faster by car
don't need to
Not familiar with routes
Dirty and drivers feel unsafe
not needed
Working
not sure how to use it.
Timing and length of time. Car is easier, or walking or biking.
I have three small children and haven't been brave enough to take all three with me on the bus
own a car
Not route specific/timely for errands at work
There are better ways to get around
I'm retired now and can design much of my life to avoid high traffic times and I own a car
I just don't need too
Too far from my house
I have a car
No need
I don't need it
I don't like waiting for it.
I drive and there are no stops near me.
Your Drivers
Not early enough have to be to work at 7am
The bus stop area has no sidewalk and is on a busy road.
Do not need to
I'm fortunate to own a car and use it because it's more convenient.
Waste of taxpayer funds every year ,needs to turn a profit or cease to run
reckless driving/ smell terrible
Does not run often enough; The hours do not accommodate my schedule
I should, but when I need to go somewhere I just don't think of it. I'm glad it exists here though.
Drive for Convenience
I still drive.
Own a car
Because it takes away from the many year round taxi companies that provide a valued service to our island
I have a car so as I take my kids around the car is easier.

Stop is to far away- would use if closer
no need
my CAR
Too inconvenient to walk with parcels to/from my stop I can never remember the Polpis Road schedule.
previously we have not been here in season
Have Car
have a car
I only drive w/ my dogs
Am a Senior, easier to use car....not convenient for me to get to bus.
[left blank]
We need it to go down the Boulevarde. Then, many of us would use it.
greatly prefer private transportation
Driving is easier at my age (77); don't go into town during summer.
I don't want to ride a bus
inconvenient
Too far to walk to get to bus stop
I have a car.
Is not accessible to Tom Nevers resident. WOULD have to walk a mile just to get to the stop on Milestone Road.
not close enough to my house
Use it occasionally in summer, as needed; still independent and driving for the most part though.
prefer to drive myself
More convenient to drive.
Not on my route
I have a car
Need to use truck for work
I get a ride from neighbors
Does not run often enough; Does not run year round; Not at my street
No schedule; no way to know when the bus will come
It does not go where I need it to go; Does not run often enough; Does not run year round
Don't like it
have not lived here long enough to experience
I drive
Does not run year round; The hours do not accommodate my schedule
Generally need my own vehicle for work. Travel frequently between jobsites.

Question 10 - Where would you want the bus to go?

Other Comments
Hospital - Stop and Shop
all of the above
Anything out Orange St. from Downtown
Boulevarde, Okarwa, Skyline
Cisco area, brewery and farm area
CISCO BREWERY

Down Tom Nevers Road
Down tom Nevers road
Down town
Downtown
Downtown; stores (big Stop & Shop, Marine Home)
Everywhere
Hospital
It will be great to have it.
It will be necessary
Main Street
many people would benefit from public transport . We need it .
my stop at Crooked Lane and Madaket Road
not everyone is rich
Park overnight and ride to airport or boats
Please, we need a bus service year-round. There are a lot of people that have no means of transportation, even to go to the supermarket. Nantucket needs a year-round bus.
Polpis
Stop and shop
Stop and shop, downtown
the Hospital
Tom Nevers
Tom Nevers badly needs service, lots of year round residents
town
Wauwinet
Work

Question 11 - Other Comments.

Other Comments
A friend of mine who cannot drive anymore would really love to have a year round NRTA service.
A year round bus system would be extremely useful for tons of year rounders.
A year round service would be great. There are far too many people left walking out in the cold or forced to pay for expensive cabs. I miss the ferry connector in the off-season. I park in town and worry about being towed or ticketed or have to get a ride.
Already too much traffic as is, Just keep the craziness for seasonal only please. Never need it then, Why need it now.
although I do not use the NRTA I am a strong supporter of the idea of year rnd service.

Am so happy that the bus is and will run year round thank u.
As a seasonal homeowner I might visit more from late Fall to early Spring with a bus. I may also consider winter rental if a bus.
As a seasonal resident I think that there should be service from the Dafodil Festival through Christmas Stroll. My family and I use the bus most often on holiday weekends, and August weekends because of parking problems. Hourly service after Labor day weekend would be sufficient.
As everyone knows, Nantucket is changing. As our year-round population increases, affordable public transportation will be critical to the smart growth of the island.
As long as I can drive no need. But in a few years I'll be so grateful, particurly if it runs in winter.
As the "season" seems to go later and start earlier each year possibly running some service at least till Oct and starting earlier in the spring to Madaket would be very beneficial. Love the service. Thanx for your efforts .
As yrrd for 40 years I see a deep need to provide yr round to our large immigrant workforce that we rely on. Dependable service that allows not only getting to work but shopping etc. It is enlightened community interest for all to provide this service which needs to be very affordable and dependable.
Being in the transportation industry on Nantucket I feel there may be better options available other than the NRTA
Bring them back for the winter there are people who really need transportation in the winter time and they can afford even a taxi
Bus isn't needed in the winter. Everyone can get around just fine with private transport and this will be a massive money loser.
Buses for workers are necessary.
Cisco beach is the only public beach with no shuttle service. this would be a huge benefit and also address the need for more parking at the public lot
Current buses are too big + too noisy for our little downtown streets & neighborhoods. Need a smaller quieter bus
Do it.
Don't need this. How else can we lower Nantucket? Affordable housing, \$1 rides...not fair to taxi companies.
Don't think necessary to have year round service. No commerce out there in winter. Just residences
DON'T WANT IT. ITS JUST ANOTHER PART OF THE URBANIZATION ON NANTUCKET!!!
Drivers tend to speed. Almost fell out of my seat a few times. Sometimes they forget to turn on the stop cords for when people want to signal that they are getting off.
Due to the lack of parking at the SSA, An early shuttle (6AM) from the fast ferry connector lot to the early SSA slow boat and a return shuttle meeting the last ferry arrival (10:15 pm) would be helpful for those people that do not ride the fast ferry.
Employs a year round retiree. Keeps walkers warm & safe. Less DUI's Hospital Bus Route Yearly
Even I winter service is not restored, the Madaket route should be kept open a lot longer in the fall and early spring.
Even if not year round, I would love to see the Madaket loop run beyond the peak summer season - perhaps April to October? Thanks!
Even though I am currently an occasional user I have 4 children who are more frequent riders and we LOVE the Wave. I think that we all would try to use the bus more of it is available year round. Thanks for trying! !
Extending service to Madaket through the fall would be nice.
Few routes during winter would be a great help to people like myself who works on the island year round.
Go year round!
Good job with NRTA
Great aniciativ for year-around residents. Great if runs until 11 PM ferry terminal
great for seniors of Madaket
GREAT IDEA
GREAT IDEA

Great idea but I am not sure how much I would use it - perhaps my 2 children would - . Raise the rates for monthly passes - they are ridiculously cheap for the service offered. Cover your expenses more.
Great idea for year round & even if it's till stroll.
Great idea if it could be financially viable
Great idea! Trials would be worth while.
great idea.
Great idea. It would help slot. Even if it runs through the Christmas Stroll
Has the Nantucket Taxi Association been consulted about the impact the NRTA may have? Overall I am for it as long as it is state funded.
Have the bus go down EEL Point in the summer to Dionis Beach
Having the WAVE active year round would make transport easier for many people.
Having year-round bus service would be incredibly helpful for medical appointments, community events, and access to supplies for those of us who do not have any transportation options.
Hope this works!
Huge compliments to NRTA for its' summer efforts and effective accommodation of so many!!!
I ♥ the wave
I ♥ The wave
I also think that there should be buses going in both directions. And maybe more frequently
I am a disabled, middle-aged native on a fixed income and this service would be of tremendous value to me and several friends who wont fill out a survey because they either dont have access to the internet, or they just dont vote, if you know what I mean.
I am completing this survey not so much for ourselves but for those people we know who are dependent on WAVE for existence in Sconset.
i am fortunate that I can walk to the ferry year round. Otherwise I might use the ferry connector
I am not a typical rider, but as the demographics of our work force change I see year round service as a vital part of our social infrastructure.
I am opposed to any expansion of the bus service.
I am unable to use the Wave due to my need to travel for my job. I am aware of people who rely on it in the summer to reach their job destinations who loose their transportation and ability to mantain their jobs.
I believe bus service is vital to the safe travel, as well as being a viable wayto work for year rounders, as long as it is affordable. Workers should be given the opportunity to purchase commuter books at reduced rates.
I believe many of the current summer routes are costing more than they are bringing in. I don't believe that a year round bus service could possibly pay for itself. For this reason alone along with other reasons a year round bus route doesn't make sense. Also, the summer bus routes cause more traffic than they eliminate. Every time the buses stop traffic piles up behind them. This is not helping the existing traffic problem caused by having too many cars on the island.
I believe that year round transportation is essential as the traffic is very congested and there are many people who need this service. I try not to use my car whenever possible and would surely use the Wave if it were here year round.
I definitely believe that there is not only a need/desire for a few key buses, but most definitely a market to capitalize on
I do drive but when the time is not too cold I would ride the bus sometimes during the winter months.
I do hope that it is found that Nantucket could sustain a year round bus service.
I do not think there would be enough demand to justify the costs.
I do not use the shuttle often, as I walk or bike in summer month, but use it on rainy days, etc to get to town. I think there is a need for year round service at least in the mid island/ Miacomet area.
I do not want to see the bus service run year round. It is a problem enough in the summer with traffic. The stops need to have an area to completely pull off the road as to not interrupt the flow of traffic.

I don't feel the NRTA is necessary year round
I don't feel there is enough of a need for year round service for the bus. I don't think people will stand outside, in the cold, waiting for a bus.
I don't ride the bus - BUT - I think it is a GREAT IDEA to have year round bus service
I don't think there is enough need for year round service & it would hurt the year round taxi drivers who already essentially donate a portion of their service doing lots of senior fares at \$4 with a lot of personal care for their regular riders
I don't want my tax dollars wasted on this service.
I enjoy off season and when buses are gone.
I feel that it would be great for year round island residents to have a bus service line that runs throughout the whole year. It is hard for people to get around and go to work or do everyday errands with no car. We end up spending the money we make just to get to work or don't work at all and the winter months become a struggle to make ends meet. Offering this service would allow those who do not drive a way to work and make an income.
I feel that with the present year round transportation services in place, taxis, Your Island Ride ect...we can meet the lesser demand for service in the Winter and may possibly offer such things through the taxis as car pools, ride sharing and senior and disabled discounts we have other options than the NRTA Buses.
I feel that year round service would not only benefit the people but also NRTA WAVE
I filled this out for my 19 yo daughter. I also have 3 other children that would also use this service
I have found this summer it's was so easy to get to work every day and the people were always friendly bus driver where pleasant and I Thank you for doing it.
I have friends who would DEFINITELY use a year round bus.
I have many friends who need this desperately who cannot drive, have small children and have real trouble getting around in the bad weather months.
I hope the NRTA implements year-round service!
I hope they can find a way to make this work - for people who don't have cars - for workm the grocery store, Doctors appointments. Speaking of - why don't you have a stop on the hospital Campus? And should the NEW hospital campus include planning for WAVE stop?? I think it should!!!!
I hope this can work out!
I hope this year-round service bus does happen! Even though, there arent much tourist here during the winter season it's still a great way to commute around the beautiful Nantucket!
I inquired about this a decade ago & have been asking ever since on a regular basis. Please do!!!
I live close to the store, USPS and bank and have year round housing. But a lot of people find seasonal housing out of town and need the bus, especially those who cannot afford reliable cars. This service is awesome and should be available year round.
I live year-round in Sconset, and am a senior citizen. In the summer, I leave my car at home, and rely almost completely on the bus to go to/fro town. Of course, I would love to see year-round service to Sconset, but I doubt that there would be enough winter riders to warrant bus service, but Tom Nevers might. If that were to happen, I might make use of it.
I love the ferry connector service and would be happy to have it run year-round!
I personally would not ride the WAVE, but I have many friends who would and desperately could use a year-round bus service.
I personally wouldn't use it but I think it would be a FANTASTIC idea for locals/year round residents and workers! It would give me jobs and help people get around more effectively.... You wouldn't even need a full schedule just do 2-3 morning routes (8, 9, and 10 am) and 2 or 3 night routes (5,6,7) for most if not all of the workers and I guess one late night last bus. I know it would help out so many people
I really hope there is bus service year round, even if it is a scaled back service. I would like to see the Madaket Route, Sconset via Old South Road Route, Mid Island/Miacomet Loop in service year round. I have a lot of trouble seeing in the dark and a bus would be very helpful once the days start getting shorter. Even though some year round residents own cars, many have a lot of trouble driving in inclement weather. I think a year

<p>round bus would really help our year round economy. When people show up for Christmas Stroll/New Year's Eve/Daffy there is no way to get around. Martha's Vineyard has a year round bus service--has the NRTA approached them and asked how they make it work? There must be federal or state subsidies available for transit programs.</p>
<p>I really would love for the WAVE NRTA YEAR -BUS SERVICE cause it would be more inexpensive for my pocket .</p>
<p>i see lots of people walking in the dead of winter..this would be so beneficial to them</p>
<p>I take the bus regularly...efficient,easy and a winter route would be incredible!</p>
<p>I think a few buses a day would help all year round residents</p>
<p>I think all route stops need to be revisited and discussed with homeowners when benches, shelters (like at The Muse) are installed. Those who own property where stops/pickups are designated deserve some sort of say in this matter, for the best interest of both parties.</p>
<p>I think is would be good for the working people. MV has theirs year round. Maybe have service 7am--1 pm 3pm-7pm . People that shop, do errands, keeps traffic flowing down town and more parking for people that have to use their vehicles</p>
<p>I think it is important for daily workers who have no car.</p>
<p>I think it would be a great addition to the island to have a year round bus service.</p>
<p>I think it would be a great service.</p>
<p>I think it would be good to extend the current service beyond the current seasonal time frames so people can enjoy the island more.</p>
<p>I think it would be great to have year round service even if I personally don't use it - I think many others would.</p>
<p>I think it's a great idea to offer year-round buys service for people who do not drive. The winter months is very difficult for people who can't drive due to many reasons and circumstances.</p>
<p>I think the wave should operate year-round. a little money is better than no money at all.</p>
<p>I think there are many people who could use the service year-round, obviously not to all locations and not as frequently, but I do think it is an important service that would be well utilized.</p>
<p>I think there is a definite need for this on the island. Maybe not as frequent as the summer schedule but there is a need.</p>
<p>I think they shouls run limited routes in the winter in the more populated areas especially to and from the Steamship and Hyline docks.</p>
<p>I think this is a great idea & would not only help those without cars but provide jobs for a few year round folks.</p>
<p>I think this is something the island definitely needs. When it snows, the bike paths are usually unusable, making travel difficult and unsafe for those on bikes or walking to work, as well as for those relying on mopeds.</p>
<p>I THINK THIS SHOULD TOTALLY HAPPEN! IT WOULD BENEFIT SO MANY PEOPLE. THANKS FOR CONSIDERING THIS IDEA!</p>
<p>I think this would be great for the miacomet and mid island loop</p>
<p>I think this would be so beneficial for island workers- guys on my crew ride their bikes to the job site every day, even in the snow! I also think it would prevent DUI's!</p>
<p>I think year round service is a great idea, please make it happen!</p>
<p>I think year round service, even if limited, would be essential to year round residents. It's difficult, if not impossible for some to do even the bare necessities during the winter minths. I.e. Grocery shopping, bank runs, going to work, etc.</p>
<p>I think you should offer year-round bus service because although I don't use the bus that often I know a lot of people who could use it in the off season. I work for Bartlett's Farm and a lot of our seasonal employees do not have cars, so often have to rely on cabs or biking in the very cold weather. I think there is a demand for year-round bus service, even if it is not as regular as summer season.</p>
<p>I understand not wanting to make change on the bus - perhaps you sell tickets in town?</p>
<p>I understand the discussion. However, are there really enough riders to validate expense of year round service?</p>
<p>I use it from time to time in the summer because of parking problems downtown.</p>
<p>I use the senior bus but there are times (weekends) that I would like to ride the NRTA bus</p>

I want bus service!
I wish i could use the NrtA before 7 Am around 6 am
I wish the bus ran to Cisco
I work for a small non-profit that helps numerous, year-round residents without transportation. I do believe that the mid island/downtown area is in desperate need of year-round bus services. People that we serve have difficulty coming to our mid island location as well as to Dr's appointments, the pharmacy, grocery store, etc (especially in bad weather).
I would absolutely love to see the NRTA available to year-rounders. Public transportation is a great resource for all communities. Nantucket needs this! Thank you!
I would appreciate bus service May through October for our family, but am completely in favor of year-round service.
I would appreciate winter service, even if less frequent than in summer.
I would definitely recommend year round because the need is there.
I would definitely use a year-round bus service.
I would like to have NRTA into a year round bus service. Sometimes I go to Nantucket in Madaket, Sconset in the winter and the Christmas strolls, etc....also most often in the weekends.
I would like to see bus service year round as I believe more people will use your service
I would probably just cab it in the winter so I wouldn't have to freeze in the wind/snow. The only time I use the wave is when I plan on going downtown to get plowed so I don't drive.
I would take it daily to work and on weekends to go out downtown to avoid parking.
I would use it on occasion to town.
I would use the bus in the winter to commute to work, like I do in the summer. I would use the Miacomet Loop in the morning and early evening to get to and from there office, and the Mid Island Loop during the middle of the day to get to and from clients. I would really love having a year round bus, because then my family could downsize from two to one car and reduce the number of cars on this island and the car pollution and traffic.
I would use the bus more often in the summer to commute to work, but connection times don't work. I live on young's way and work at the hospital starting at 8am. I have to go to town by one bus, then take the mid island. Bus doesn't start early enough to make that happen.
i would use the shuttle to access the ferries
I wouldn't use NRTA in the winter, but would use it in the fall and spring...April, May, Sept. Oct.
I wrote a letter to the editor in the Inquirer and Mirror a couple of years ago. I would be very happy to have the year around service
I'd especially like to use the bus when there is snow on the ground as I do not own a 4 -wheel drive vehicle.
I'd much rather use a taxi company and pay more then pay less and use the wave
I'd use it more if the cost per ride proved more effective than gas for my car
If I respond that I would not use NRTA in winter, why do I have to select a time when I would use it. Silly survey format. Too cold to wait for buses.
If NRTA is to have year-round service, I think it's very important that a stop by made at Mid-Island Stop & Shop for the convenience of those w/o cars.
If the NRTA is to continue to operate there needs to be better pull-offs for the stops so that the buses do not block traffic but actually allow traffic to flow past them so they are not actually adding to the traffic problem
If this becomes available it will be very helpful to families
If we had a Year round bus system I would use it all the time instead of using my car.
I'm a student at Nantucket New School. I would use it for after-school activities
Important to have a shelter on OSR
In telluride their buses use oil from the restaurants that in turned into fuel to run the buses. I would love to see this alternative clean energy used on nantucket. And their bus is free as well. Something to look into how they are able to have a free bus service year. I also think that during the summer months the bus should run later so

that the restaurant workers can get home safely.
In the summer I use the Wave because we live in Sconset. In the winter we move in town so we walk or drive because there is no traffic or parking issues.
Instead of every 15 minute departures, one hour would be fine in the fall through spring.
it can not support it self in peak season,never mind run in offseason. No one is going to stand out in the rain,snow and wind to wait for bus. Fiscally irresponsible to spend MORE of taxpayers money on a proven waste of funds. We have a housing problem and people who need food and heating assistance more than a bus line that can't turn a profit
It is very important for working people.
It seems to me that the cost would be prohibitive. Downtown is not a destination in the winter. When I use the shuttle during the summer it is to avoid parking difficulties. Perhaps a longer shoulder season as a trial would be more appropriate. The bus should not run if it would create a financial deficit to be made up with tax dollars.
It takes away from the already lean taxi business in the off-season.
It would also be great if the bus could take students home from sports and after school events. Also.... There is a huge need for a bus to take students to the boys and girls club after school. Please also remember that the public school does not provide bus service for many of our families and we have an increasing number of people who are moving to our island without cars. Families with very young children are forced to walk their children to school - during the winter months this is an issue....
It would be a wonderful service for those who don't drive to be able to use a year round bus
It would be amazingly helpful to have the Madaket route running, perhaps less frequently (every hour?).
It would be great if at least some service to and from Madaket would continue through Columbus weekend and begin again by Memorial Day Weekend. Thank you for the questionnaire.
It would be great if we had it year round
It would be great indeed if we could have bus service around the island. It could avoid much traffic in certain hours. Tks
It would be great to have a bus to Surfside for residents that just beach goers
It would be helpful for employers trying to build year round businesses. Most of my seasonal employees cut their season after the loss of nrtc because housing was not in walkable distance. It was also helpful in inclement weather.
It would be highly appreciated if NRTA was year-round. It would especially make it easier to grocery shop, go to town, etc.
It would be very helpful if the NRTA Wave service was extended to provide Seasonal service along Old Tom Nevers road -would cut down auto traffic, and walker safety. Family members/grandchildren would use it more.
It would be very helpful when I have visitors because Madaket is far from town
It would be wonderful if NRTA stopped at the High School
It would be wonderful to have the bus year round. I often walk, and take taxi in foul weather, the bus would be such a great way to get around.
It would make "off-season" living easier for many!
It would really help to have a way to get to Madaket without getting a taxi in off season
It's a waste of my tax dollars and is a major cause of traffic tie ups on the island
It's a waste of time and would impact the income needed to survive the winter for more the 200 people that otherwise could end up needing public assistance. Putting a strain on a system already overloaded. Unless that's the intent.
Just because I don't use the service doesn't mean I don't think it would be useful to others.
Just because I would not use it, it might be feasible for those working folks. It would be good to avoid extra cars in town!
Just because I would not use this service, I would not want to deprive anyone who wants - or more importantly - needs it.
keep up the good work Start service before Wine Festival.

Keep up the great work!!
Let's do it!
Like to see it go down tom Nevers Road to the Naval Base.
Love NRTA. I really think even limited service would be great year round.
Love the bus, the service, and the employees are great. YEAR ROUND YEAR ROUND YEAR ROUND!!!! Yayyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyy!!!!
Love the cleanliness + attitude of drivers.
Loved the community outreach yesterday and today. I hope some new information was given that you all can use. Having year round bus service WILL retrain people. Summertime revenue will increase because the habit of bus ridership can be created. Summertime revenue is above acceptable levels right now.....I hypothesize that adding winter service will increase net during the summer even if a deficit (most likely temporary 1-3 years) in the winter is experienced.
Madaket Route could be every 2 hours
Make the bus stops safer, where there are flat sidewalks so people don't have to stand on a busy road. I know someone who had there feet run over as they tried to just sit on a bus stop bench on Bartlet Rd. It is unsafe for elderly people, disabled people, children, and people with pets, and violates the Americans with Disabilities act.
Many year rounders including those in the workforce live in Tom Nevers. If the NRTA followed the Tom Nevers School Bus route, I bet that many might be inclined to use the NRTA which would help with traffic and congestion especially in the shoulder and high seasons. I might be wrong, but I believe more in the workforce probably live in Tom Nevers than on or off Polpis Road. There is a stop on Milestone Road but with no parking availability, and a loop through Tom Nevers might greatly increase ridership?
Mid island loop and ferry connector please
More important for some of my coworkers at hospital without cars. Also with the upcoming construction at the hospital parking will be difficult and a bus service would be very helpful.
Most of the working class could use the mid island and old south rd loops. early morning and late afternoon
Much needed service.
my busy schedule is so varied every day
My main destinations all year round are Stop & Shop, Nantucket Health Club, Cape Cod 5, some times post office (02584) and St. Paul's Church (has parking lot)
my only comment "it's time"
My situation may be unique as I live off island most of the time but work 4 consecutive days every 2 weeks at my home near the elementary school. I need to get there when I arrive on island, and back there to the boat at the end. I use a car or bike while I am here. My children use the bus every day for transportation in the summer when we live here.
My visiting fmaily uses it. Reasonable
N/A
N/A
Need for year round service
Need service on Tom nevers road
NO
No
NO COMM
No thanks, save the tax payers money.
None
Not needed off season
Note for my answer to how I get around in off season, I walk to town, but drive elsewhere. I answered "drive" to be clear that I have that transportation available to me.

Nrta has benefits of summer.. parking and getting around. I think winter it will be a tax payer expense needed by very few
NRTA PROVIDES A MUCH NEEDED SERVICE FOR THOSE WHO DO NOT HAVE A CAR
NRTA Provides a very important resource to the Nantucket Community
NRTA should be expanded in season to include the Hummock Pond and Cisco Beach area.
NRTA WAVE [with a heart around it]
Nrta year around bus will be a plus for year around residents, and also encourage many others to stay in the community and provide laborers so crucial on the spring summer and earlier fall
off season ran miacomet and same bus mid island that would be great
On very cold days, I take taxis to and from the mid-island Stop 'n Shop -- only a mile, but the same cost as from town (2 miles): \$12 with a \$2 tip. The cutoff zone used to be at Lovers' Lane; now drivers say it's at Young's Way. Lots of working people who don't have cars and many retirees need frequent daily bus service. Many can't afford taxis. Bike paths and sidewalks are often impassable after a snowfall. If they were conscientiously cleared, Robin Harvey would be alive today.
One of my family members does use the bus in the summer to get to a seasonal job. I think limited winter routes makes some sense given the Island's increasing population.
Please
Please add our area!
Please consider how badly Tom Nevers needs service, not only for residents but all the events at the fields and ball leagues create tons of car and bike traffic on a 40 mph rd with no bike path!!
PLEASE DO THIS! It is much needed by so many.
Please extend Madaket service at least till Columbus Day! There are so many timeshare owners who would appreciate this! Thank you!
Please extend service until after the bars close!!! Cut down on drunk driving with more responsible options.
Please find responsibility driver whoes obey the law and drive slow
Please have s shuttle to Tom Nevers Road. We have a lot of workers in our neighborhood.
Please make this happen!
Please make this happen. It would be a huge help for a lot of people who probably don't have access to this survey.
Please open up the mid-island loop year round! I use the bus every day during the summer, sometimes more than four times a day, and I would use that bus if it ran every 20 min or every 15. Hourly does me no good! As long as the bus came every 15 min I would even accept a mid-island loop that was 5 min longer and hit more stops.
PLEASE PLEASE give us year round svrice
Please please please bring back the shuttle in the winter near somerset road. I work on Main Street at Nantucket Looms and if I had the shuttle I would take it everyday to work and most days home unless I got a ride. Please please please I'm not allowed to park near the store and in the winter it's so cold!!!! I know lots of friends that are just like me and work in town. Thank you!!!
Please run the bus year-round for island residents.
Polpis route needs to run every 60 minutes. Every 80 minutes is too infrequent.
Polpis route needs to run in a circle through sconset until 10 pm in high season.
Regular schedules to Amelia Drive and mid-Island shopping in the off-season when it is more difficult to walk, would be helpful.
Riding the bus instead of taking the car everywhere would make us feel that we're contributing to help to keep the island a little cleaner..
So happy to see that this is finally being put in place!
Sometimes I cannot use my car to go to and from work at the hospital and I would take the shuttle
Subsidized bus service in the winter is a poor way to handle our tax dollars. If it can pay for itself then go for it!

I think the island will have 0-5 cabs on the road in the winter if the bus service goes year round.
Terrific survey. NRTA is best thing that ever happened to the island. If you expand the service they will ride!
Thank You
thank you for a great service!
Thank you for finally considering this an option on the island!
Thank you so much for doing this. I've had to stop riding my bike this winter and last winter because it was too dangerous to come back in the dark from wherever I went. I also have a lot of friends who stop going out in the winter unless it's really important, because they don't have transportation. And, since I've started volunteering at the food pantry, I recognize some of the patrons standing in the rain and the snow with their children for hours waiting to be picked up. A lot of them don't have waterproof boots, so they're wearing plastic bags inside their shoes. It's also so dangerous for women who don't have cars to have to accept rides from potential predators. Good luck! Please let me know if I can help.
Thanks for thinking of the community
Thank-u for considering running all yr rd. or at least thru the major events; Stroll, Red Ticket Drawing, New Yrs. (saw a lot of folks around!) & start up again at Daffodil vs Memorial Day ?? Part-time schedule during these major events vs the full summer schedule??
The boat commuter service is an excellent idea and I have used that in the past.
The Bus service is an excellent option for getting around the island. Even if you don't expand to year-round, you should keep it going until the end of October as the island is busy through the fall.
The bus would take jobs away from the taxis
The rental car market has a monopoly on the island (one in the winter).
The vehicals are loud.
The wave could become a habit with many people.
The wave is a great service. I would use it more if I didn't have to carry all these tools!
The wave is most helpful to avoid parking scarcity, enjoy a dinner out without a designated driver, and the ferry connector is great.
The Wave is very useful and always appreciated. I would use it more if I could take it to work -airport start work at 8
There are many locals out on their bikes in the bitter cold during three months whom I'm sure would benefit from the NRTA. Also in the event of my car being worked on it would be beneficial.
There are so many residents who would benefit greatly from this service!! Please make it available for all of us who live and work here! Than you!
Think it is a great service even if we don't use it. For bus service to be most effective, it must run more often and all throughout the year. However, that would not be cost effective. Don't know if islanders want to increase their taxes for this service.
Think it's a great idea for those in need of it.
Think its wodnerfil, should have happaened a long time ago
This is a great idea! Even just a single month of winter service as a test run would be helpful. If only one route could be offered in the winter, my request would be the Mid-Island Loop, in order to get to town, my place of work, the grocery store, and the ferries.
This is a necessary service for the year round community.
This is a service that should be available to all residents not just visitors to Nantucket. Even if there are not many who live and use the service in the area that I have a home, perhaps it could be made available once or twice a week in the off season.
This is a well needed year round service. Many people walk or ride their bike to their destination. I often rescue pedestrians if i get a ride during the winter.
This is something we've been waiting and hoping for!Good luck.
this should happen

This would be a great benefit to the working people that do not own a car (and there are many)
This would be huge asset to our year round community. There are so many without vehicles and those that don't want to deal with parking. It's also good for those that want to go out and not drive.
This would be so helpful for our growing year-round community.
This would help out a lot of people that have year round jobs and have to face the difficulties of walking outside in the cold.
This would offer a safe and convenient mode of transport to those who cannot drive, ie. Students under 16, elderly, non-car owners....
Tom Nevers is not even listed as a neighborhood yet has a significant year round population that is only served by stops on the Milestone Road forcing passengers to walk to their homes on Tom Nevers Rd. which is unsafe without sidewalks or a bike path. If year round service was available it would also open up rental opportunities as folks needing housing but without cars could live there
TOM NEVERS!!!! No one on island can understand why the hell you don't have the damn bus come down tom nevers rd in the summer - let alone in the winter. You don't even discuss in in this survey!!
Use the senior van - & taxi's
Used NRTA daily when worked downtown. Office moved out of town.
Used to use the bus a lot when we lived out in fishers landing. Not so much now, but see how it could be useful to others.
Want a year around service! It ll be great for the islanders
We are on island from May until end of September
We are overrun by cars. Bikes and buses will reduce pollution and bring the human touch back to the island.
We are timeshare owners and generally only come in August. Sometimes we use the Wave when company is there and people are coming/going at different hours. In our fall/spring weeks, we'd drive as visitors would be minimal.
We are two miles from the closest Wave stop. If the Wave went into Tom Nevers, we would be much more willing to use the service seasonally and year-round.
We do not need more us traffic cutting off people.
We love the bus and are happy you are there for us in late May.
We need a year round bus service
we need a year round bus service for all the working people on the island !!!
We need the service on the winter , for the people that don't have car.
We need this for winter!
We need to have it year-round
We need year or perhaps a few vans for Sconset - Madaket - Polpis Rt5 - mid-island to town most needed
We only have one car and it would be great to have this option. I do worry about the cabdrivers' income.
We rarely bring our cars over, so when the Wave isn't operating during the weeks we're there (in December and February), we need to rent cars. Which means that in Feb., we need to take a cab to the airport to rent from that location. Anyway, a year around public transportation system, particularly for those who live and work on the Island year round, would be a very ideal situation for them as well as those who visit the Island frequently. Thanks!
We really need the bus year round
We spend quite a bit of time here off season. This would be a great help even every other hour.
We want to reduce driving and parking hassles + save gas.
We want to reduce driving and parking hassles. We want to save gas and reduce pollutions.
We would love to see any service. You guys are great.
We would mostly be weekends only during the school year but would it during the weekends for miacomet loop
We would spend more time in the shoulder and off season with extended NRTA

When I can't drive anymore will consider it. Probably will use it
When I drive to town, I always have multiple errands planned and need the car to get among them. NRTA is great, but not at age 77.
When the weather is bad I'm basically shut-in. I would use the bus To go to, the food store. Since I'm near Cambridge st. It would be a godsend for me.
When we move To Nantucket I will increase my working for the NHA and having transportation to and from Town would be great.
While I am a seasonal resident, I think it would be valuable to all year rounders. I enjoy using it during the time I am on Island.
While I think public transportation is important, I also hate hearing the bus drive by my house four times an hour like it does on the mid-island route in the summer. I feel that once or, at a maximum, twice an hour would be sufficient in the winter.
While we most likely would not use the shuttle in the midst of winter, we would like the shuttle to start earlier in the year and continue till end of October
Why can't you put in a Tom Nevers route? We go into town often, especially late afternoon or early evening. There is limited space to park a car at the end of Tom Nevers Rd & Milestone.
why not serve the 2000 residents of Tom Nevers
With the increasing amount of people living on the island, it would be great to have an extension of the service throughout the year.
With the number of year round residents and especially seasonal workers walking Tom Nevers Rd. From the Milestone Rd stops, especially at night with no sidewalks, paths and the only occasional mowing of the sides, expansion to the TN field area would be a great thing!
would be a great service
Would be awesome for so many people that need to go shopping(groceries),pharmacy,hospital,eat The year a round population has been changing every year and could save others to not get in trouble
would come to the island more in the winter and spring, if there was bus service during those times of the year!
would like to see this implemented
Would like to see year round service that students can use to get back and forth to school
Would love the NRTA bus to come down Tom Nevers Road for a second stop. Perhaps at the Lyins Road gate.
Would love to see any sort sort of bus service to Madaket maybe to work with the Ferry schedule or the car boat schedule
Year 'round is a good idea for the mid-island area, Too few passengers for Madaket and Sconset.
Year round service of the connector would help with the parking problems in town.
Year round service would be amazing.
Year round service would be very useful! The bus doesn't have to run all day. I'd organize my Sched to make use of the time it was running; ie, three round trips/day, morn, mid., & evening.
Year round wave service is desperately needed by families who don't have cars and who work.
Year Round would be great
Year round would encourage me to visit in the winter months when I can be somewhat assured of getting around
Year-round bus service is LONG overdue... and it would mean we can save the half-million dollars wasted on school bus service, or roll it into the NRTA funds, allowing kids to ride the NRTA to/from school. Only 5% of kids ride the bus. It's a huge waste of money if it can be done by NRTA. Also; "How often do you use the NRTA WAVE in the summer?" is not relative. We all work completely different schedules in the summer.
Yes to year round. More routes, more stops please.
Yes would like to see a Sconset via Old South Bus, one in the morning and one in the afternoon.
You should add service down Tom Nevers Road to the ball field.
You should be expanding on the routes, Bartlett Farm Road and Hummock Pond Road should be included

Municipal Electricity Aggregation for Nantucket



Peregrine Energy Group
Bay State Consultants



What is municipal aggregation

Municipal aggregation is a form of group purchasing in which a city or town selects an electricity supplier on behalf of its residents and businesses.

Key Features

- Customers can opt out at **any time with no penalty**.
- Aggregation covers only **electricity supply**. National Grid will retain responsibility for **electricity delivery**, including billing and maintaining poles and wires. Aggregation participants will continue to receive a single bill from National Grid.
- National Grid Basic Service customers will be **automatically enrolled**. Residential and commercial customers that have already established their own contract with an electricity supplier will not be automatically enrolled, but they can choose to join the program if they wish.

What does not change

- Customers continue to receive **one bill** from National Grid.
- National Grid continues to restore service after an outage and to maintain the poles and wires.
- Net metering remains the same.
- Low-income discounts remain the same
- Budget billing remains the same

The benefits of municipal aggregation

Cost savings

The program will be designed with the goal of beating National Grid's average Basic Service rate.

Price stability

The program will provide a predictable price over a fixed period of time.

Greener power cost effectively

The program can provide increased renewable energy, and electricity from local renewable systems.

More choice

The program will create more choice by introducing a new electricity supply option.

Transparency

The competitive procurement process will ensure a vetted, transparent alternative to Basic Service.

Nantucket's unique advantage

- Because of seasonal population shifts, the island uses significantly more electricity in summer months, **when electricity prices are lower.**
- When the Town negotiates a fixed, year-round price for electricity supply, the majority of electricity being purchased will be for the **lower-priced summer months.**

This should make it easier to secure a year-round price that is lower than the average of National Grid's winter and summer prices.

Estimated program launch schedule

Month	Task
April 2016	Aggregation plan development
May – October 2016	Aggregation plan review by DOER and DPU
October – December 2016	Electricity supply procurement
January 2017	Formal public education and outreach campaign
February 2017	Program launch

Thank you!

Paul Gromer / pgromer@peregrinegroup.com

Marlana Patton / mpatton@peregrinegroup.com

Town of Nantucket

Municipal Aggregation Plan

Draft – April 6, 2016

The Town of Nantucket (“Town”) developed this Aggregation Plan (“Plan”) in compliance with Massachusetts law regarding public aggregation of electric consumers. It contains required information regarding the structure, operations, services, funding, and policies of the Town’s Program.

The *Nantucket Community Power Program* (“Program”) is designed to bring the benefits of low cost power, price stability, renewable energy, and increased supplier choice to local consumers. The Program is part of the Town’s efforts to promote environmental sustainability and economic growth.

The Program was developed to introduce a new supply option to the island and to gain other favorable economic and non-economic terms in service contracts. While the Town does not purchase and resell power as part of this program, it represents local consumer interests in arranging the best contract terms for service. Through a vetted and transparent competitive bidding and negotiation process, the Town will develop a contract with a Competitive Supplier for a predictable price, over a fixed period of time. Eligible consumers are not required to participate in the Program and may opt-out or leave the Program at any time with no penalty.

I. Key Features

The key features of the Town’s municipal aggregation program will include:

Price: The Town will secure its power supply by requesting competitive bids from the largest and most experienced power suppliers in the region. This competition will result in the best possible price.

Consumer protection: The Town’s program will include strong consumer protections, including the ability for any customer to leave the standard product at any time with no penalty or fee. There will be no hidden charges of any kind.

Greener power cost effectively: The Town will seek to include more renewable energy its power supply than is included in basic service, including from island renewable energy sources.

Product options: The Town will offer at least one optional product as an alternative to the standard product, giving customers a choice of environmental characteristics, terms of service, and price.

II. Procedural Requirements

The Municipal Aggregation Statute, G.L. c. 164, sec. 134, sets out the legal requirements for a municipal aggregation plan. Those requirements include procedural requirements, specified plan elements, and substantive requirements. The procedural requirements are discussed below, and the other requirements in the sections that follow.

1. Local Approval

The Municipal Aggregation Statute provides that a town may initiate the process to aggregate electrical load upon authorization by a majority vote of town meeting. The Town obtained such authorization by vote at its Annual Town Meeting held on April 2, 2016. A copy of the Town Meeting vote is attached as Exhibit A.

2. Consultation with the Department of Energy Resources (DOER)

The aggregation statute also requires the Town to consult with the DOER in developing its aggregation plan. The Town submitted a draft of its Aggregation Plan to DOER and Town officials met with DOER to discuss that draft on *[to be scheduled]*.

3. Citizen Review

The Town has made the Aggregation Plan available for review by its citizens at a public meeting of the Board of Selectmen on April 13, 2016. The draft Aggregation Plan was posted on the Town website with a comment period for the Town's electricity consumers to submit feedback.

III. Elements of the Plan

The Municipal Aggregation Statute requires that the Aggregation Plan contain the following elements:

- Organizational structure
- Program Operations
- Funding
- Details on rate setting and other costs to participants
- The method of entering and terminating agreements with other entities
- The rights and responsibilities of program participants
- The procedure for termination of the program

Each of those elements is discussed in turn below.

1. Organizational Structure

The Town's government is led by a five-person Board of Selectmen. The Board acts as the Town's Chief Executive Body, responsible for the general welfare of the community. The Town's Daily operations are overseen by a Town Manager.

The organizational structure of the aggregation program will be as follows:

Consumers: Consumers hold the ultimate authority over the Program and its functions. They elect the members of the Board of Selectmen and choose whether to participate in the program.

Board of Selectmen and Town Manager: The aggregation will be approved by the Board of Selectmen, the elected representatives of the citizens of the Town, and overseen by the Town Manager.

Consultants: The Town's aggregation consulting team (hereinafter jointly referred to as "Consultant") will manage the aggregation under the Town Manager's direction and in cooperation and coordination with the Town's Energy Coordinator. Their responsibilities will include managing the supply procurement, developing and implementing the public education plan, interacting with the local distribution company,

and monitoring the supply contract. Through a competitive procurement process, the Town has selected the team of Peregrine Energy Group and Bay State Consultants to provide these services for an initial term.

Competitive Supplier: The competitive supplier will provide power for the aggregation, provide customer support including staffing a toll-free number for customer questions, and fulfill other responsibilities as detailed in the Competitive Electric Service Agreement.

2. Operations

Following approval of the Plan by the Department of Public Utilities (“DPU”), the key operational steps will be:

- a. Issue a Request for Proposals (“RFP”) and select winning competitive supplier
- b. Implement public information program, including 30-day opt-out notice
- c. Enroll customers and provide service, including quarterly information disclosures

a. Issue RFP and select winning competitive supplier

i. Power supply

After the DPU approves the Aggregation Plan, the next step is to procure the electricity supply.

The Town will solicit bids from leading competitive suppliers, including those currently supplying aggregations in Massachusetts and other states. The RFP will require that the supplier satisfy key threshold criteria, including:

- Licensed by the DPU
- Strong financial background
- Experience serving the Massachusetts competitive market or municipal aggregations in other states
- Demonstrated ability, supported by references, to provide strong customer service

In addition, suppliers will be required to agree to the terms and conditions of a Competitive Electric Service Agreement, substantially in the form of the Town’s model Competitive Electric Service Agreement. The agreement requires the supplier to:

- Provide all-requirements service
- Allow customers to exit the standard product at any time with no penalty or fee
- Agree to specified customer service standards
- Comply with all requirements of the DPU and the local distribution company

The Town will solicit price bids from suppliers that meet the threshold criteria and agree to the terms and conditions prescribed in the Competitive Electric Service Agreement. The Town will request bids for a variety of terms and for power from different sources. If none of the bids are satisfactory, the Town will reject all bids and repeat the solicitation as often as needed until market conditions yield a price that is acceptable to the Town.

ii. RECs

In addition to soliciting bids for power supply that meets the Massachusetts Renewable Portfolio Standard requirements, the Town will solicit bids for products that exceed those requirements. The Town will seek Renewable Energy Certificates (RECs) from a variety of renewable sources, and will choose the proposal that offers the best combination of environmental benefit and price.

The Town will ask bidders to identify the technology, vintage, and location of the renewable generators that are the sources of the RECs. The Town will require that the RECs either be created and recorded in the New England Power Pool Generation Information System or be certified by a third party such as Green-e.

b. Implement public information program, including notice of the 30-day opt-out period

Once a winning supplier is selected, the Town will implement a public education program.

The delivery of a public education plan and associated materials are pivotal to ensuring clarity, participation, and enthusiasm for the aggregation. The Town will use a variety of communication vehicles to communicate the plan's objectives, the primary terms and conditions of the contract, and the right to opt out of the program.

The public education plan will include both broad-based efforts and a 30-day opt-out notice to be mailed to every eligible customer on basic service.

i. Broad-based education efforts

The broad-based efforts will take advantage of traditional media, the Web, and social media to ensure as many people as possible learn about the aggregation. Planned elements include:

- An announcement introducing the program and the competitive supplier, which will be sent to media contacts at local newspapers and other outlets identified as valuable by the Town.
- A dedicated informational Web site that explains the Aggregation Plan, community benefits, the opt-out process, and other helpful information. This site will be available during the initial educational outreach and also on an ongoing basis so that customers can find information about the program for its duration.
- A toll-free customer information and support hotline.
- Interviews with local media outlets such as the local cable access channel.
- An informational slide broadcast on the local cable access television channel.
- Announcements on the Town's social media accounts.
- Informational documents that mirror the aggregation web site content and can be used as handouts during the community presentation. These materials will also be made available through the web site as downloadable files and in the Town Hall and other public buildings.
- A community-wide presentation, open to all community members.
- A presentation for seniors at the senior center.
- A detailed timeline for these efforts will be developed as the launch gets closer.

ii. 30-day opt-out notice

In addition to the broad-based education initiatives, a 30-day opt-out notice will be mailed to every eligible customer on basic service. The notice will be an official Town communication, and it will be sent in

an envelope clearly marked as containing time-sensitive information related to the program. The notice will: (1) introduce and describe the program; (2) inform customers of their right to opt-out and that they will be automatically enrolled if they do not exercise that right; (3) explain how to-opt out; and (4) prominently state all program charges and compare the price and primary terms of the Town's competitive supply to the price and terms of utility basic service. The opt-out notice is attached to this Plan as Exhibit B.

The direct mailing will include an opt-out reply card. Customers will have 30 days from the date of the mailing to return the reply card if they wish to opt out of the program by this method. The notice will be designed by the Town and printed and mailed by the competitive supplier, who will process the opt-out replies. The opt-out reply card is attached to this Plan as Exhibit C.

c. Enroll customers and provide service, including quarterly notifications

After the completion of the 30-day opt-out period, the competitive supplier will enroll into the program all basic service customers that did not opt out. All enrollments and other transactions between the competitive supplier and National Grid will be conducted in compliance with the relevant provisions of DPU regulations, National Grid's Terms and Conditions for Municipal Aggregators (as amended or superseded from time to time), and the protocols of the Massachusetts Electronic Business Transactions Working Group.

Once customers are enrolled, the electricity supplier will provide all-requirements power supply service. The supplier will also provide ongoing customer service, maintain a program web site, and process new customer enrollments, ongoing opt-outs, opt-back-ins, and customer selections of optional products. Prior to the expiration of the initial power supply agreement, the Town intends to procure a new supply agreement.

As part of its ongoing service, the Town will provide the quarterly disclosure information required by G.L. c. 164, § 1(F)(6) and 220 C.M.R. § 11.06. Like the other Massachusetts aggregations, the Town requests a waiver from the requirement that the disclosure label be mailed to every customer and seeks permission instead to provide the information through alternative means, including press releases, announcements on cable television, postings at Town Hall, and postings on the program website. As the DPU has found with other aggregations, this alternate information disclosure strategy will allow the Town to provide the required information to its customers as effectively as quarterly mailings.

d. Annual report to DOER

On an annual basis, the Town will report to DOER on the status of the program, including number of customers enrolled and opting-out, kilowatt-hour sales, customer savings, and participation in green products (all as provided to the Town by the supplier), as well as such other information as DOER may request.

3. Funding

All of the costs of the program will be funded through the supply contract.

The primary cost will be the competitive supplier's charges for the power supply. These charges will be established through the competitive solicitation for a supplier.

The administrative costs of the program will be funded through a per kilowatt-hour adder that will be included in the supply price and paid by the competitive supplier to the Consultant, as specified in the

Competitive Electric Service Agreement. This fee will cover the services of the Consultant, including developing the Aggregation Plan, managing the DPU approval process, managing the supply procurement, developing and implementing the public education plan, providing customer support, interacting with the local distribution company, monitoring the supply contract, and providing ongoing reports. This charge has been set initially at \$0.001 per kilowatt-hour.

In addition, the Town may direct the competitive supplier to include in the supply price an Operational Adder of up to \$0.001 per kilowatt-hour to be payable by the competitive supplier to the Town. Funds collected through the Operational Adder shall be used to support the operational costs of the program, including, for example, 1) personnel costs associated with an Energy Manager position one of the responsibilities of which is to assist with the aggregation program; 2) REC purchases and related obligations such as escrow accounts and other sureties; and 3) other forms of support for renewable energy projects that create benefits for program participants. The amount of the Operational Adder and the budget for the use of funds collected through that Adder shall be approved by the Town Manager. If the Town chooses to implement the Operational Adder, the program web site and opt out letter will note that the supply price includes the Adder.

4. Rate Setting and Other Costs to Participants

As described above, the program's electricity supply charges will be set through a competitive bidding process and will include the administrative adder and may include an Operational Adder. Prices, terms, and conditions may differ among customer classes. The Town will seek bids for a variety of terms and may also seek bids for a variety of pricing periods within each contract term. For each customer class, prices will be fixed for periods at least as long as the basic service price period for the class.¹

The program affects only customers' electricity supply charges. Delivery charges will be unchanged and will continue to be charged by National Grid in accordance with tariffs approved by the DPU.

Participants will receive one bill from National Grid that includes both the electricity supply charge and National Grid's delivery charges.

5. Method of Entering and Terminating Agreements with Other Entities

The Town's process for entering, modifying, enforcing, and terminating all agreements associated with the Aggregation Plan will comply with the Town's charter, federal and state law and regulations, and the provisions of the relevant agreement.

When the Town has decided that it is timely to solicit bids for a new electric service agreement, the procurement steps will be as follows:

1. The Town's consultants will prepare and issue an RFQ on behalf of the Town
2. The Town will receive and evaluate qualifications
3. The Town's consultants will issue an RFP for prices
4. The Town will receive and evaluate bids and, if acceptable, execute a contract with the winning bidder. The Board of Selectmen will be responsible for executing the supply contract.

¹ Basic service pricing periods vary by customer class. For residential and small business customers, the prices change every six months. For medium and large business customers, prices change monthly.

If the prices bid on any given bid date are not satisfactory, the Town will wait to see if market conditions improve and then repeat the process.

6. Rights and Responsibilities of Program Participants

All participants will have the right to opt out of the standard product at any time without charge. They may exercise that right by any of the following: 1) calling the Competitive Supplier's toll-free number; 2) contacting National Grid and asking to be returned to basic service; or 3) enrolling with another competitive supplier.

All participants will have the consumer protection provisions of Massachusetts law and regulations, including the right to question billing and service quality practices. Customers will be able to ask questions of and register complaints with the Town, Consultant, the competitive supplier, National Grid, and the DPU. As appropriate, the Town and Consultant will direct customer complaints to the competitive supplier, National Grid, or the DPU.

Participants will be responsible for paying their bills and for providing access to metering and other equipment necessary to carry out utility operations.

7. Extension or Termination of Program

Prior to the end of the term of the initial Competitive Electric Service Agreement, The Town will solicit bids for a new supply agreement and plans to continue the program with the same or a new competitive supplier.

Although the Town is not contemplating a termination date, the program could be terminated in the following two ways:

1. upon the termination or expiration of the Competitive Electric Service Agreement without any extension, renewal, or negotiation of a subsequent supply contract; or
2. upon the decision of the Board of Selectmen to dissolve the program effective on the end date of any outstanding supply agreement.

In the event of termination, customers would be returned to National Grid's basic service via Electronic Data Interchange (EDI) by the competitive supplier in accordance with the rules set forth in the Electronic Business Transactions (EBT) Working Group Report unless the customers choose an alternative competitive supplier.

The Town will notify National Grid of the planned termination or extension of the program. In particular, the Town will provide National Grid notice: (1) 90 days prior to a planned termination of the program; (2) 90 days prior to the end of the anticipated term of the program's ESA; and (3) four business-days after the successful negotiation of a new electricity service agreement.

IV. Substantive Requirements

The Municipal Aggregation Statute also requires that the aggregation plan satisfy three substantive requirements:

- Universal access
- Reliability

- Equitable treatment of all customer classes

The Town's program will satisfy all three requirements, as discussed below.

1. Universal Access

The Aggregation Plan provides for universal access by guaranteeing that all customer classes will be included in the program under equitable terms.

Most importantly, all customers will have access to the program. All existing basic service customers will be automatically enrolled in the program unless they choose to opt out.

As new customers move into the Town, they will have an opportunity to join the program. New customers will initially be placed on basic service. They will then receive an opt-out notice and will be enrolled in the aggregation unless they choose to opt out within the 30-day opt-out period. New customers will be enrolled at the same price as the existing customers, with the exception of new Very Large Commercial and Industrial Customers ("VLC&I Customers"). New VLC&I Customers are defined as any customer that is on the utility's largest rate class and has historical or projected consumption in excess of 1,000,000 kWh per year. These customers, if any, will be enrolled at a price that reflects market prices at the time of enrollment.

All customers will have the right to opt out of the program at any time. Customers that opt out will have the right to return to the program at a price that reflects market prices at the time of their return.

2. Reliability

Reliability has both physical and financial components. The program will address both through the ESA with the competitive supplier. From a physical perspective, the ESA commits the competitive supplier to provide all-requirements power supply and to use proper standards of management and operations (ESA, Article 2.) The local distribution company, National Grid, will remain responsible for delivery service, including the physical delivery of power to the consumer, maintenance of the delivery system, and restoration of power in the event of an outage. From a financial perspective, the ESA requires the supplier to pay actual damages for any failure to provide supply at the contracted rate (i.e., to pay the difference between the contract rate and the utility supply rate). The ESA also requires the competitive supplier to maintain insurance (ESA, Article 16). Accordingly, the program satisfies the reliability requirement of the statute.

3. Equitable Treatment of all Customer Classes

The Aggregation Statute requires "equitable" treatment of all customer classes. The DPU has determined that this does not mean that all customers must be treated "equally," but rather that similarly-situated classes be treated "equitably." In particular, the DPU has allowed variations in pricing and terms and conditions between customer classes to account for the disparate characteristics of those classes.

The program makes four distinctions between groupings of customers. First, the program will distinguish among customer classes (residential, commercial, industrial) by soliciting separate pricing for each of those classes. The program will use the same customer classes that National Grid uses for its basic service pricing.

Second, the program will distinguish between customers receiving the standard product and customers that affirmatively choose an optional product, such as a green product. Customers selecting the optional product will be charged the price and terms of service associated with that product.

Third, as described above under “Universal Access,” among New Customers, the program may distinguish between a) New VLC&I Customers, and b) all other New Customers. The program will offer New Customers other than New VLC&I Customers the standard contract pricing. However, the program will offer new VLC&I Customers pricing based on market prices at the time the customer seeks to join the aggregation.

Finally, consistent with DPU rulings, among customers that are served by a competitive supplier at the time of program launch and later seek to join the aggregation, the program will distinguish between a) residential and small C&I customers, and b) medium, large, and very large C&I customers. Residential and small C&I customers will be offered standard contract pricing. Medium, large, and very large C&I customers will be offered market based rates which will reflect market conditions at the time the customer seeks to join the aggregation.

V. PLANNED SCHEDULE

Milestone	Day Estimate
RFQ for competitive supplier issued	Day 1
RFP for final supply prices issued	Day 35
Electricity Supply Agreement executed	Day 49
Broad-based educational campaign begins, including the announcement of supply contract and pricing and the launch of program web site.	Day 50
Opt-out notice mailed to customers	Day 56
Opt-out deadline	Day 86
Service begins as of each customer’s next meter read date	Day 90

The planned schedule is presented for illustrative purposes. The final schedule will be established when the Town receives regulatory approval.²

² The planned schedule is designed to give the competitive supplier sufficient time to satisfy EDI testing requirements. However, the schedule will be adjusted if additional time is needed to meet those requirements.

VI. CONCLUSION

The Nantucket Community Power program meets all of the requirements of the municipal aggregation statute, including providing universal access and a reliable power supply and treating all customer classes equitably. The Town looks forward to the approval of this plan by the DPU so that the Town can launch the program and bring the benefits of rate stability, renewable energy, and increased electricity choice to its residents and businesses.

EXHIBIT A

Town Meeting Resolution Authorizing Aggregation



Town of Nantucket



OFFICE OF THE TOWN & COUNTY CLERK

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April 4, 2016

TO WHOM IT MAY CONCERN:

I, Catherine Flanagan Stover, duly elected Clerk of the Town and County of Nantucket, hereby certify that the April 2, 2016 ANNUAL TOWN MEETING adopted **Article 104: "Municipal Aggregation"** at the April 2, 2016 adjourned session when "...the adoption of all articles not heretofore acted upon as recommended by the Finance Committee, or as recommended by the Planning Board, was duly motioned, seconded, and voted in accordance with the motions recommended by the Finance Committee or, in the absence of a Finance Committee motion, then in accordance with the motions as recommended by the Planning Board, as printed in the Finance Committee Report, with technical amendments brought forward during the course of the meeting..."

VOTE: The vote on the motion pursuant to Article 104 as moved by the Finance Committee, was by Unanimous Voice Vote. The motion was adopted.

Catherine Flanagan Stover, MMC, CMMC
Town and County Clerk

ARTICLE 104
(Municipal Aggregation)

To see if the Town will vote to:

1. Authorize the initiation of a municipal aggregation program to aggregate the electrical load of interested consumers in Nantucket pursuant to M.G.L. c. 164, § 134, or any other enabling authority; and
2. Authorize the Board of Selectmen to (i) enter into an agreement with a municipal aggregation consultant to assist, at no cost to the Town, with the development, implementation and administration of such aggregation program for a term of more than three years, and (ii) take any actions and execute any other documents necessary, convenient, or appropriate to accomplish the foregoing and to implement and administer the aggregation program and agreement, which agreement and documents shall be on such terms and conditions as the Board of Selectmen deems in the best interests of the Town.

Or to take any other action related thereto.

(Board of Selectmen)

FINANCE COMMITTEE MOTION: Moved that the Board of Selectmen is hereby authorized to:

1. Initiate a municipal aggregation program to aggregate the electrical load of interested consumers in Nantucket pursuant to M.G.L. c. 164, § 134, or any other enabling authority; and
2. To (i) enter into an agreement with a municipal aggregation consultant to assist, at no cost to the Town, with the development, implementation and administration of such aggregation program for a term of more than three years, and (ii) take any actions and execute any other documents necessary, convenient, or appropriate to accomplish the foregoing and to implement and administer the aggregation program and agreement, which agreement and documents shall be on such terms and conditions as the Board of Selectmen deems in the best interests of the Town.

EXHIBIT B

Opt-Out Notice

EXHIBIT C

Opt-Out Reply Card