Minutes

**Transit Passenger Advisory Committee**

Monday, October 18, 2021 10:02 AM

***Conference Call / Remote Meeting***

**Call to Order, Quorum, Introductions**

* There was a quorum established; the meeting was called to order at 10:02 AM
* Rebecca Shields, as the Committee Chairperson, requested introductions from all present

**Members Present**

Rebecca Shields 2022   Metro Mobility Rider Advocate, **Chairperson**

Ron Anderson 2022   Fixed-Route Rider Advocate, **Vice** **Chairperson**

Judy Matthews 2024 Fixed-Route and Metro Mobility Rider Advocate

Larry Schaefer 2022   Fixed-Route Rider Advocate

Megann Brousard     Division of Vocational Rehabilitation

Deanna Rumsey The Independence Center

***Members Absent***

None

**Service Providers**

Andrew Cottrell RATP Dev (General Manager Fixed-route Service Provider)

Matt Heafner Transdev (Metro Mobility ADA Paratransit Service Provider)

**City Staff**

Craig Blewitt Transit Services Manager

Naomi Leigh For Maggie Chapman, TPAC Liaison

**Guests:**

Emilie Jackson Division of Vocational Rehabilitation (Alternate)

**Review Agenda**

* A motion to approve the agenda was made, seconded, and approved.

**Approval of Minutes from Previous Meeting**

* Rebecca called for a review of the minutes
* A motion to approve the previous month’s meeting minutes was made, seconded, and approved.

**New Membership Review**

* Vocational Rehab will have a new member representative – Emilie Jackson and Megann Brousard will be the backup for DVR.
  + Craig Blewitt requested a letter from DVR to confirm the change in writing. Letter can be addressed to Craig Blewitt or the TPAC chair, Rebecca Shields.
  + TPAC roster can be updated once DVR letter has been received and the membership change has been accepted by the committee.

**Quarterly COM Review:** (July, August, and September 2020 and 2021)

* Craig Blewitt explained that the City has added the information on how many COMs were valid. This is information that we have not provided in the past. Once a complaint has been received, City staff members will look at bus video, reports, and other data to investigate the complaint.
  + Naomi Leigh stated that in July 2020 we had 5 passengers that complained they had been passed up by a bus at a stop. After we had checked video, we determined that only 1 passenger had been left at the stop. Passengers have complained in the past about being left at a bus stop, but at times they have not been at the stop or they were late. The City only considers the complaint as valid if the video shows the passenger was at the stop and the driver did not pick them up.
  + Andrew Cottrell also stated that we can check the video for speeding complaints and bad driving.

**Updates:**

*Craig Blewitt, City of Colorado Springs Transit Services Manager*

1. Driver shortage

* We need 130 drivers to provide full fixed-route bus service, but RATP Dev just has 105 drivers currently
* This is mostly due to the nationwide labor shortage
* We are currently providing Saturday-level service during weekdays, which is about 75% of usual service
* We are working very closely with RATP Dev to address the problem – and all options are on the table
* We will add service as we gain more drivers
  + Expect some service restoration in the next 30 days and significant recovery in the next 3 months

1. Market Place (on-line fare payment system)

* The Market Place site was attacked (cyber-attack)
* The City Cybersecurity team added a level of security to prevent similar attacks
  + Unfortunately, that new security level prevented people with limited vision to access the site and make purchases
  + We were contacted by a customer who was unable to use it.  We told him about a work around – to call the City Finance Office and make a credit card purchase over the phone
  + The security tool has since been changed – so it can be used by people with vision limitations
  + We contacted the customer and asked that he let us know if it worked for him – and he confirmed it did

1. 2022 Budget Items

* Mayor’s Proposed 2022 Budget
  + Additional $934K for additional contracting and other operating costs to sustain service levels
  + $500K in the City Capital Program for the cost of scoping the Downtown Transit Center project
* 2021 PPRTA Budget Amendments
  + See below – this additional funding has already been added to the PPRTA budget
  + The first three bullets started this year, the others will start next year
* Other budgeted 2022 initiatives (already budgeted)
  + Alternative transit services pilot project, with service expected to begin September 2022 (MMOF funding)
  + Improve air filtration on all buses (FTA R&D grant)
  + Bus stop accessibility improvements (Federal, State and Local funding)
  + Downtown Shuttle to begin service May 2022 (ARPA funding)
  + Mobile ticketing – visual validation Dec 2021, and electronic validation and web-based purchases in 2022
  + Four new battery electric buses go into service

2021 PPRTA Budget Amendments

* Additional $4.3M in funding from higher-than-expected revenue collections in 2021
* Services funded:
  + On-time service improvements to Route 11
  + Continuation of Route 40 to the North PPCC Campus
  + Upgraded Route 37 (Amazon/Airport) to regular service with more stops and complementary ADA paratransit service
  + Improved weekday frequency on Route 22 - from 60 to 30 minutes
  + Improved weekday evening frequency from 60 to 30 minutes on 7 routes (1, 3, 5, 7, 11, 25 and 27)
  + Added weekday evening service on 11 routes (2, 6, 8, 10, 12, 14, 15, 16, 17, 32 and 34)
  + Added Saturday service on 5 routes (14, 15, 16, 17 and 18)
  + Added Sunday service on 14 routes (2, 6, 8, 12, 14, 15, 16, 17, 18, 22, 23, 32, 34 and 39)
  + Improved service on the Memorial Day, Independence Day, and Labor Day holidays - from Sunday-level service to regular service
    - The chart below shows the additional route coverage during off-peak (evening and weekend times) in 2022 compared to April 2021.  For example, we’ll have twice as many routes (24) operating during weekday evenings in 2022 as we had in April 2021 (12).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Apr-21 | | 2022 | |
|  | # | % | # | % |
| Daytime Routes | 30 | 100% | 32 | 100% |
| Evening Routes | 12 | 40% | 24 | 75% |
| Saturday Routes | 22 | 73% | 29 | 91% |
| Sunday Routes | 13 | 43% | 28 | 88% |

*RATP Dev* *General Manager, Andrew Cottrell (Fixed-Route service provider)*

* + Driver update for fixed route
    1. 107 drivers currently on staff.
    2. 5 drivers have retired, and 1 driver passed away
  + 2 fixed-route drivers have completed training and are in revenue service. An additional 4 trainees are expected to complete training by the end of the month. 3 trainees are set to complete training and go into revenue service in November.  The next training class started November 8th and currently has 3 drivers in it.
  + Still actively recruiting and training
  + RATP-Dev out of COVID outbreak status per El Paso County Health. A few drivers are still out on quarantine.
  + 38 RATP-Dev staff members have a COVID vaccine. Rebecca asked if we were going to make the vaccine mandatory and Andrew stated no. RATP-Dev has completed an informal survey with staff and if they make the COVID vaccine a requirement they would have a lot of people quit. Some new drivers have left previous employment due to COVID vaccination requirements.
  + Larry: Do you still have an extra board? Andrew has an extra board for drivers who would like additional shifts. Drivers can request additional work if they would like. Also, drivers can choose to only work from the extra board. If they do not bid on a regular route, they can just take work shifts from the extra board and get their schedule the day before.
  + Larry: Any idea when we can quit wearing masks?
    1. Federally mandated – currently until January 18, 2022
    2. Rebecca asked if drivers were still having problems with passengers not complying with the mask requirements. Andrew replied that we have had 2 bus windows broken and lots of drivers cussed out.
    3. The number one reason for drivers leaving have been due to passengers’ behavior on the bus. 3 of the 5 drivers who retired stated that it was due to the increased passenger aggression.

*Transdev General Manager, Matt Heafner (ADA Paratransit Service Provider)*

* No employees with Covid-19 currently
* Rides on Metro Mobility steadily increasing. Currently 400 trips per day, pre COVID they had between 500-600 trips per day.
* Seven drivers in training, but currently short four drivers. Three drivers retire in the next six months.
  + 1. Still providing full service
    2. Matt needs 35 drivers on staff. Currently, have 31 drivers. Pre COVID had 43 drivers. Will need more drivers to meet increased ride demands.
* Z-Trip continues to handle rider overflow as needed. Z-Trip’s riders dropped during COVID just like we did. Metro Mobility is still working to bring ride service back up, may add another service to handle overflow. Will look at POC requirements if we decide to add another overflow service.

Rebecca: We appreciate drivers from both Fixed Route and Paratransit and all the work Transit does.

**Following up:**

**Discussions:**

* Larry will not be attending the November 15, 2021.
* November TPAC meeting will be remote. City requires all in person meeting to follow social distancing and mask guidelines. For now, remote meetings are the best options for TPAC meetings.
* City will work on getting TPAC materials out quicker for the next meeting. If you need Braille materials or a hard copy of meeting notes, please let us know. We will work on getting the material to you.
* Rebecca wanted to check to see if Maggie was still going to be the TPAC liaison and what the TPAC bylaws stated. Do we need to have a back up listed on the bylaws?

**Action Items:**

* TPAC Roster needs to be updated. Would like to have it updated for the November meeting, but this may have to wait until December.
* When TPAC Roster has been updated, Rebecca and Judy would like to have a copy in Braille.
* Rebecca stated that Braille can take longer and cost more to send through USPS. We may have to consider this if we mail out Braille items to members.

**Public Comments:** (None)

**Member Announcements:**

* Ron Anderson had nine people for Travel Training at the Senior Center. Social Security office is closed to walk-in traffic, individuals must call and make an appointment for services.

**NEXT MONTH:** Next meeting November 15, 2021 – Remote through Teams

**Adjourned** 11:31 AM