

Minutes
Transit Passenger Advisory Committee

Monday, June 18, 2018, 10:00 a.m.
Transit Services Administration Building
1015 Transit Drive, Large Conference Room

Call to Order, Quorum, Introductions

- A quorum was established; the meeting was called to order at 10:00 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2019	Discover Goodwill, Committee Chairperson
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Ron Anderson	2019	Fixed-Route Rider Advocate
Larry Schaefer	2019	Fixed-Route Rider Advocate
Liz Robertson	2019	Division of Vocational Rehabilitation
Courtney Stone	2019	The Independence Center

Members Absent

<i>Rebecca Shields</i>	<i>2019</i>	<i>Metro Mobility Rider Advocate</i>
<i>Rick Orthwein</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate</i>

Service Providers

Elan Rainford	RTAP Dev (Fixed Route Service Provider)
Tim Van Zalen	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Vicki McCann	Transit PR & Marketing Supervisor
Maggie Chapman	TPAC Liaison

Guests

Mathew Lawrence, the Independence Center
Mika Whited

Review Agenda

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

Approval of Minutes from Previous Meeting

- A motion to approve the previous meeting minutes was made, seconded, and approved.

Public Comments: *None*

New Membership Review

- There were no new membership requests this past month.

Craig Blewitt, Transit Services Manager

Guide-to-Ride

- Updating the Guide to Ride (Metro Mobility customers' guidelines)
 - TPAC will have an opportunity to comment

Joint Call Center – Soft opening July 1

- First introduction of this was brought to City Council in 1998; it's a very long time coming
- Rather than calling one or all four of the agencies to find the right ride – just call ONE-RIDE
- Customers will still be able to contact the individual HSP agencies during the transition
- Call center is for reservations and scheduling – not dispatch – Matches riders with the most cost-effective ride that meets their needs
 - User preferences will be accommodated through the transition process
 - Trip Broker, a module of Transit's existing Trapeze software system, will provide appropriate assignment of rides, fares, and funding
 - We're offering free access to this system for the HSPs by working through the Call Center; there's no additional cost to the City for expanding the licensing
 - There are fare-equity issues that will need to be ironed out
 - Software provides a comments field to communicate user needs among HSPs.
- If rides are assigned based on efficiency of service, how do you ensure consistent performance?
 - The HSPs all take great pride in the services they provide
 - Will ensure there is sensitivity training, etc.
 - Complaints will come through the same line – not directly to the individual HSPs

Brian Vitulli, Transit Planning Supervisor

Fall Service Changes \$1.4M in funding from the PPRTA along with an increase of City General Funds

- Effective Sunday, Sept 30:
 - New Special 31-Day Pass for \$31 (Youth, Senior, and Disabled/Medicare riders)
- Effective Monday, Oct 1:
 - Increase service on Routes 1 & 27 from 30- to 15-minute frequency
 - New Express Rte. 18 between Boulder and Academy along Union
 - 45-minute frequency express route
 - New Express Rte. 38 between Academy & Union and the Northern Hospitals
 - 45-minute frequency express route
- Effective Monday, Aug 27:
 - New Express Rte. 40 from Voyager Station to PPCC Rampart Range Campus
 - 30-minute frequency express route

Please note: Express routes have a limited number of stops and do not add to the ADA service area

Vicki McCann, PR & Marketing Supervisor

Fall Service Change Public Meetings will start tomorrow; comments will be taken until the 22nd

- Information will also be provided by other means: On-board audio and headsigns, Speak Up Survey, Metro Matters newsletter, letters to current Metro Mobility clients

Elan Rainford, RATP Dev Operations Manager (Fixed-Route Service Provider)

- Excited about the new service changes – hiring new drivers; focused on great customer service
- Three cadetting drivers going around now, going solo next two weeks
- Another class coming through right after

Tim VanZalen, National Transit, General Manager (ADA Paratransit Service Provider),

- Training now, Dispatch and reservations for the HSPs, watching how their processes work
- Daily debriefs and then weekly as things move along
- Three drivers in training this month – will be on the road by July
- Will need more yet, another class

New Topics for Discussion

- Discuss Recruitment efforts so far – still working on it
 - Include a TPAC blurb in the system maps and maybe the Guide to Ride?
 - TPAC members should participate at *Ask Transit* events
 - Maybe have an announcement during public meetings? If someone is interested enough to be there, maybe enough for here
 - Gazette or independent?
 - Pulse on the Peak – Peak Radio Sunday

Member Announcements

- Courtney – Will likely have new TPAC member representing the Independence Center as her new job is taking more of her time.
- Courtney: Concerns about the user experience with OneRide –
 - Riders not being able to choose which providers to use
 - Different HSPs have different service levels; they will not all be required to provide full-door-through-door service.
 - Allison has concerns re: Medicaid – some agencies hesitant to offer the short rides – longer rides pay more for service
- Will there be some kind of customer service check-in?
 - How all the agencies are doing by the same standards or criteria
 - How much are they all on the same page
- Also, Pam at the Independence Center is working on a Know-Your-Rights series for understanding what the ADA actually says – Almost a Guide-to-Ride kind of thing
- Independence Center is going to businesses to assist them in becoming more accessible
- Courtney: Here's another cool thing we're doing:
 - General Practitioners' Accessibility for health care – Some people with disabilities generally cannot get full exams, especially those with limited mobility
 - Doctor's offices that provide services to people with disabilities can apply for a free accessible exam bed (which also records the patient's weight)
 - Doctor's offices can apply through July 15
 - Nomination form is online

Public Comments: None

NEXT MONTH:

- Brian to give overview on the Call Center presentation
- Public meetings update
- Ask Vicki to stay around for discussion re: Media and print ideas for recruitment

Adjourned:

10:45