

Minutes  
**Transit Passenger Advisory Committee**

Monday, August 20, 2018, 10:00 a.m.  
Transit Services Administration Building  
1015 Transit Drive, Large Conference Room

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**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.

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**Members Present**

Allison Burns	2019	Discover Goodwill, Committee Chairperson
Ron Anderson	2019	Fixed-Route Rider Advocate
Larry Schaefer	2019	Fixed-Route Rider Advocate
Liz Robertson	2019	Division of Vocational Rehabilitation
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Rebecca Shields	2019	Metro Mobility Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate

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**Members Absent**

*Courtney Stone*      2019    *The Independence Center*

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**Service Providers**

Gary Rushing	RATP-Dev General Manager (Fixed-Route Service Provider)
Andrew Cottrell	RATP-Dev Operations Manager (Fixed Route Service Provider)
Tim Van Zalen	National Transit (Metro Mobility ADA Paratransit Service Provider)

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**City Staff**

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

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**Guests**

Joe Salazar • Aaron Schultz

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**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 at this time.

**New Membership Review**

- Received an email expressing interest in membership; Maggie provided response and guidance.

### **Craig Blewitt, Transit Services Manager**

One Ride's first month went well!

- Received 1,365 calls – answered 1,253 live; average call length was 4.5 minutes, average hold time was 20 seconds
  - Longest call was 28 minutes, which shows we take the time to provide customers with all the information they need
- Additional Comments
  - Customers are willing to use more than one provider and are finding it's beneficial
  - Those new to specialized transportation reported it's a great service and have had no issues using more than one provider
  - Our reservationists are rock stars
- Fixed Route on time performance has been hurt by the construction in the area – good news is the streets are being improved
  - Route 7 ridership is down 25%; we're hoping people are finding good alternatives due to the Pikes Peak Avenue closures

### **Brian Vitulli, Transit Planning Supervisor**

There were a few comments from last month's meeting that we'd like to respond to:

- We have a site visit scheduled for the 28<sup>th</sup> for our Route and Stops Team to assess whether a stop more convenient to Penrose Hospital is feasible
  - From preliminary screening, there do seem to be some challenges
- We have a list of several route restructures and new routes that we will be looking at in the event our budget expands at all.
  - Joe's suggestion could be a great idea; we appreciate the comment!
    - Route from Village 7 along S. Carefree and then out to Powers and looping around Carefree Circle out to the First & Main Town Center
- Regarding east-west routes: we're limited to the roads that go all the way from one side of town to the other:
  - Routes 5, 7, and 1 each go out east from the downtown station
  - To the west, there's Colorado Avenue and Garden of the Gods/Austin Bluffs
- **Is there any interest in getting back the route down to Quail lake – how do you find out if there are passengers want that?**
- Is there any talk about a bus going along 30<sup>th</sup> Street?
  - That is on our list; also depends on the private sector service that may be starting
  - Infrastructure from 30<sup>th</sup> to Mesa and to Garden of the Gods is being considered for redesign – will keep reminding traffic Engineering of public transit needs
- Is Route 6 rerouting off the table right now?
  - There won't be any changes until after improvements are made; that hasn't happened yet – can't safely put bus stops along Fillmore without sufficient sidewalks

Craig:

Monthly reports are showing a decline in ridership

- It's a national trend; when the economy is good, people ride less
- Ridership on the Manitou Shuttle is down by 25% with the cog railway being closed

TPAC: The Seven Falls shuttle has moved to Lower Gold Camp Road; the shuttle runs into the evening, but the route 16 doesn't

- Craig: We'd like to ensure visitors and tourists who come here without a car can experience what Colorado Springs has to offer.

TPAC: What's the latest on the new bus terminal?

- Craig: We're looking at a fourth site; the top two options are privately owned and there is still negotiation there, one additional site is under review

TPAC: Can the 10 run later in the evening?

- Craig: This isn't on our current list of considerations

TPAC: When the new Union line goes up to the hospital, will ADA expand, too? What about people who use Metro Mobility, they won't have access?

Craig:

- The Union route is an express route and therefore does not expand the ADA service area.
  - The express route is intended to provide access to the hospitals; serves the hospitals themselves, not necessarily the area around them.
- Including ADA service around this route will double the cost; while we don't have the budget for that right now, it's certainly a possibility in the future.
- Some people with disabilities can use Metro Mobility to get to the Union/Academy bus stop and then ride the express bus from there.
  - We're honestly doing the best we can with the budget we have; we serve 55% of the Colorado Springs urbanized area with ADA service – it's just not possible to start these routes to include the expansion of the ADA area
- Liz: Isn't this a trial run?
  - Yes, it's a demonstration project: After two years, it'll be evaluated to see if we can add stops and make it a regular route
- Will Kaiser be added to those? That will be opening soon
  - Yes, it will be within walking distance from the new route

Service changes will be Sept 29-Oct 1- and yes, that is when the free-fare change will be eliminated.

- Mobility-Eligible riders will no longer have free rides on fixed route buses; adding Special Fare ticket for 31-day passes at discounted rate (improving fare equity issues)
- Known new and proposed apartment and hotel structures are considered when we're looking at service changes

Vicki McCann, Transit Services PR & Marketing Supervisor:

TPAC Marketing

- Maggie sent a new flyer around – let us know if you have any comments; I'll assume it's good to go if I don't hear anything by Friday
- Media buyer is looking at (what?)
  - (LIST)
  - Haven't seen any response yet, but we're hoping it will gain some traction soon.
  - Let us know if you come across it anywhere!
- Will add something to pocket maps and the Metro Mobility Guide to Ride

New System Map

- Draft is on the table – the background will be plain (no topographic distractions)
    - We're adding frequency to the legend, directional arrows, and bus stop IDs
    - Major street names on green signs; will include major landmarks like on the old map
- Please go ahead and write on the draft map if you have any suggestions

**Gary Rushing, RATP Dev General Manager (Fixed-Route Service Provider)**

- Reorganized back in March –

- Andrew has been promoted to Ops Manager, there's a new safety trainer, Elan Rainford, new Payroll, HR, etc.
- Our HR manager is conducting 12-15 interviews this week
  - Relatively easy to teach new employees how to drive a bus; we're focusing on customer service now
- 385-Ride is always there, just call it in!
- There are nine drivers in training now – you'll see them with the veteran drivers soon
- How many will we need?
  - 129-140 drivers – We usually account for four drivers to be on extended leave at any one time and count on moving drivers around to fill the need with overtime. Now we'll be hiring additional drivers to account for that gap instead.
- You'll make sure your new drivers know the route before they're set out there?
  - Yes!
- It's great to know how to get around all the roadblocks
  - Remember construction is a temporary inconvenience for a permanent solution!

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

- Still working on a driver shortage as well; accounting for those on extended leave, etc.
  - We have two in training now and starting a class in a couple of weeks.
- With the call center, there has been a lot of back-and-forth, some work to be done to smooth out the processes for communications – there's software solutions that are still a little glitch,
- Had a good month in July talking to customers – that's largely because the booking window is quite large – they can book their whole month's rides at once
- There is some getting used to the new processes, but many are getting there very quickly.
- Rebecca: I think you do an excellent job. I think people are becoming happier with Metro – customer service improvements over the last six months seems to have had an impact

**New Topics for Discussion**

Recruitment for TPAC:

- Vicki's heard our request and she's doing a lot to try to get us out there
  - Rick: Most people just don't know we're here at all!

Accomplishments?

- We'd advocated for service to the northern hospitals for a long time; that's becoming a reality
- We've pushed to improve communication; Transit's sent additional memos to Mobility riders

One Ride – after 20 years, they've started taking in calls; there's still a long way to go, but at least it's started!

Rebecca:

The fact the fare change is happening is an accomplishment because I think everyone needs to contribute to the service. It's not right if someone who might be eligible for Metro Mobility but has not been certified gets on the fixed route bus and pays their fare and then someone who is signed up would ride for free. It's important that we all contribute.

No one gives free rides anymore anyway.  
It's complicated.

## **Member Announcements**

Allison:

- Farmers' Market (Many vendors) at Goodwill on Garden of the Gods
  - September 7 – Right in the front of the building – 10AM to 2PM
  - There will be food trucks, the pickle lady will be there, there's art, and more!

Liz:

- DVR is hosting another Vision Expo on October 4 9:30-1 at Library 21C
- Map suggestion: Additional landmarks – it's really difficult if you're not familiar

## **Public Comments**

- Joe – I appreciate the response to my last comment; hopefully that potential route can be investigated and maybe it will happen down the road!
  - I am also in favor of the fare change – I think it's about fare equity
- Question: Bustang going to Pueblo – where and when I could catch that?
  - Tejon and Nevada park and ride – check out RideBustang.com
  - Bustang is now going up to the Broncos games, too

## **NEXT MONTH:**

- No additions to the agenda

**Adjourned**

11:20 AM