

Minutes

**Transit Passenger Advisory Committee**

Monday, September 17, 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.
- In the absence of the Chair and Vice Chair, Liz Robertson was appointed Acting Chairperson.
- As Acting Chairperson, Liz Robertson requested introductions from all present.

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**Members Present**

Liz Robertson	2019	Division of Vocational Rehabilitation, Acting Chair
Ron Anderson	2019	Fixed-Route Rider Advocate
Larry Schaefer	2019	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate

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**Members Absent**

<i>Susanne Whited</i>	2019	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>
<i>Allison Burns</i>	2019	<i>Discover Goodwill, Committee Chairperson</i>
<i>Rebecca Shields</i>	2019	<i>Metro Mobility Rider Advocate</i>
<i>Courtney Stone</i>	2019	<i>The Independence Center</i>

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**Service Providers**

Andrew Cottrell	McDonald Transit Associates 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
Brian Vitulli	Transit Planning Supervisor
Jacob Matsen	ADA Paratransit Coordinator
Maggie Chapman	TPAC Liaison

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**Guests**

Andy Mynoz • Rebecca M. • Pam Burgoa

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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

**New Membership Review**

- There were no new membership requests this past month.

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

- **Fall service changes coming on September 30**
  - Increase frequency of weekday service on Routes 1 and 27
  - Add new express Route 18 to operate a 45-minute frequency on Union Boulevard between Boulder Street and Montebello Drive. This new service fills a north/south gap between the Nevada and Academy corridors.
  - At new express Route 40 to operate at a 30-minute frequency, express-route service operating on Voyager Parkway from the Voyager Parkway Transfer Center to Pikes Peak Community College–Rampart Campus
  - Route to Northern Hospitals will start in the spring in coordination with their opening
- Jacob Matsen is here today to go over the changes made to the Metro Mobility Guide to Ride
- Brian Vitulli will be here momentarily and will go over the Fare Study recommendations
- We sent our Routes and Transit Stops committee out to evaluate the site that Ron suggested recently. They decided not to proceed for several reasons, which included:
  - There are construction challenges to the suggested site
  - The location is in front of a residential property, which we try to avoid when we can
  - The walking distance to the hospital's main entrance would not be improved

### **Jacob Matsen, Transit ADA Paratransit Coordinator: Guide to Ride Updates**

The Guide to Ride is a handbook for riders of the Metro Mobility ADA Paratransit service and it is provided to all newly-eligible clients. We would like to go over the changes from our most-recent periodic review of the Guide:

- Clarified existing policies and separated policies that were previously combined
- There was a change to the Right to Appeal Suspension
  - In instances of unruliness, we first issue a verbal warning, and if the behavior continues we issue a written warning, and then consider a seven-day suspension.
  - For more serious offenses, the seven-day suspension may be initiated immediately. Repeated offenses may draw a 14-day or permanent suspension
    - Even in instances of violence, we try to give the opportunity to change behavior and avoid suspension, such as having a rider-assistant join them on future trips
- New Sections:
  - The guide now clearly identifies the level of assistance we can give passengers.
  - A new section now outlines how to request reasonable accommodations
  - We added a Commendations section to follow the existing Complaints section
  - A Fixed-Route Service section now points out that Metro Mobility customers can ride the fixed-route service for a discounted fare
  - Added information about the One-Ride centralized call center
  - Get Involved! Explains how TPAC meets about transit-specific issues
- Please send comments on the draft to Maggie!

### **Brian Vitulli, Transit Planning Supervisor: Fare Study Recommendations**

We started a fare study last year in which we had consultants working with us and included participation from TPAC members Allison Burns and Courtney Stone as well as the Citizens Transportation Advisory Board (CTAB).

- Will go to Council for an update on October 8; gave CTAB update earlier this month.
- Looked at the existing system and compared to peer agencies and defined best practices
- Try to balance the fare increase against anticipated loss of ridership

Fare Study Recommendations –

- Currently implementing the special fare for the 31-day pass for \$31 and eliminating the free ADA-eligible rider fare on fixed-route fare (now will be charged half-fare)
- Most changes won't be implemented until fall 2019 – recommendations include:
  - Looking at simplifications to make it less intimidating
  - Balancing the price of the fare with the quality of the service
  - Mobile ticketing would speed up operations of fare collections
    - 50-60% of riders use cash and transfers and we allow pennies, nickels, dimes –
- Increase ridership and minimize lost revenue
- Considering raising the fare to \$2.00 and also offer unlimited use of a two-hour transfer
  - Discounted fare would go up to \$1.00 (half-fare)

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

- Still training drivers to keep up with the increased services
- Focus on safety and customer service; we're doing some customer service training at the Downtown Terminal – the new drivers won't be able to provide directions for riders, but we'll be watching how they interact with our riders
- New route to PPCC's Rampart Campus is successful so far, not too crowded yet, but seems passengers appreciate the route

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

Pretty much the same this month as last – started a new training class this morning

- We put new drivers on the bus to ride and interact with riders early in the training program. We need people that are comfortable working with people with disabilities; There's no sense in training someone who is uncomfortable with people with disabilities
- One-Ride call center continues to have its challenges; we're doing as well as we can right now; the software system needs to get where it needs to be.
  - There's a lot of data entry and communication back and forth and that's very labor-intensive. We're hiring another person for that as well. It's challenging – but we're doing as well as we can.
- Liz: How is it going with the pre-pay issues?
  - There haven't been issues recently; only with a few riders who have accounts in arrears
  - Access to account information is available online and riders can ask reservationists

#### **New Topics for Discussion**

- Ron just talked to Brian and the fare study does recommend 20-ride tickets be \$35, and for seniors it would be \$17.
- 31-day pass for \$31 is great; Larry loves the 31-day pass!

#### **Member Announcements**

- Liz: passed out a flyer about the vision expo- DVR is putting on the Expo specifically to the blind or low-vision populations – but everyone is welcome
- It's located at the Library 21 – open house format
  - Thursday, October 4 9:30 – 1:00

#### **Public Comments**

- No questions

**NEXT MONTH:**

- Nothing to add to the agenda for next meeting.

**Adjourned**

11:20 AM