

Minutes
Transit Passenger Advisory Committee

Monday, February 11, 2019 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 10:01 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2019	Discover Goodwill, Committee Chairperson
Larry Schaefer	2019	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Rebecca Shields	2019	Metro Mobility Rider Advocate
Arthael Alexander	2019	The Independence Center
Liz Robertson	2019	Division of Vocational Rehabilitation, Acting Chair
Ron Anderson	2019	Fixed-Route Rider Advocate

Members Absent

<i>Susanne Whited</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>
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Service Providers

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

City Staff

Craig Blewitt	Transit Services Manager
Brian Vitulli	Transit Services Planning Supervisor
Vicki McCann	Transit Services PR & Marketing Supervisor
Jacob Matson	Metro Mobility ADA Paratransit Coordinator
Maggie Chapman	TPAC Liaison

Guests

Joe Salazar • Wendy Mentzer

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

- No comments at this time

New Membership Review

- Joe has submitted a letter of interest via email; will review and vote at the March meeting

Craig Blewitt, Transit Services Manager

- We have four brand-new fixed-route buses
 - Three add to the fleet for expansion
 - One replaces an older bus
- We also have 14 new paratransit vehicles; 12 are already in service
- Bus Stop Lighting (like the one example at the back of the room)
 - We have about 950 bus stops and so far we have 66 new lights
 - 45 have been installed using input from riders and drivers to help determine which stops get priority
 - The lights are on in a low-power mode any time it's dark out but a motion-detector makes it brighter when there is someone at the stop
 - While improving safety, we're also hoping the lights reduce instances of pass-ups

Brian Vitulli, Transit Services Planning Supervisor

Spring Service Changes

- Limited changes for Spring 2019 –slight adjustments such as timing to improve connectivity on Routes 1, 25, and 18
 - Public process procedures are in place to ensure riders are sufficiently notified through rider announcements, social media, etc.
 - No public meetings are scheduled for these changes
- City of Manitou Springs is making some adjustments to Route 36 due to budget limitations.
 - Very low ridership in the early mornings and late evenings; reduced hours accordingly
- Have they finally finished the construction in Manitou?
 - They have a new bridge in, but it's still an obstacle course; will be great when complete
- The new Route 38 to serve the Memorial Hospital North and the Children's Hospital, announced previously and due to start last fall, will be starting April 29
 - Start date was deferred due to construction timing

Vicki McCann, Transit Services PR & Marketing Supervisor

Maps

- People don't like the new pocket maps but we don't know why?
 - Wendy: They don't like the pocket map because it's hard for people with low vision to read, maybe it could be made into a book or with Braille?
 - Liz attests that the availability of large-print schedules is appreciated
- Allison was worried the stop IDs would cause some negative comments, but hasn't heard any
 - Craig: we had more detail before, with streets and background; kept only the main roads so we could add the stop IDs
- If you hear anything – let us know!!
 - Wendy likes the stop ID numbers on there
- System map online is interactive! Make sure you check it out if you haven't.

Additional Conversation:

- Rick: Is there any way to warm up the fareboxes in the morning? Routes 10, 19, and 5 all needed work on their fareboxes; it seems like it's the cold causing problems
 - Craig: We're looking at that, not sure if it's just the one element that needs to be warmed or if there's more to it – and what options there are
 - Rick: Do the fareboxes accept pennies? Sometimes boarding is painfully long...

- Craig: Currently, yes, but our recent fare study recommends to stop accepting them because it slows boarding too much
 - So what's next? – We're already using the card readers for college student passes; we're moving toward mobile ticketing; we need to be cautious about changing technology so we don't go in a direction that will become obsolete before too long.
 - Rick: Not sure who to talk about for this, but there's an annual problem coming around again: the traffic light cycle at the intersection of Nevada and Jackson is interrupted when the sun is in a certain position in the sky; the driver has needed to get out and push the crosswalk button to get the light to change!
 - Craig: We'll put in a word with Traffic Engineering
 - Wendy: What kind of timeframe are we looking at for mobile ticketing? ...weeks, months, years?
 - Craig: It's in the fare study recommendations; we'll put out a request for information from vendors so we can make an informed decision. If it will require all new fareboxes, that will get expensive very fast. Again, it's important to carefully consider decisions with emerging technology
 - Wendy: Why don't you just go to RTD in Denver and use what they're doing down here?
 - Craig: We're involved with a statewide urban transportation forum and we're looking at what other cities do, too
 - Rick: What's the outlook on the downtown station?
 - We're still in negotiations with the property owner
 - Ron: The Bustang to Pueblo is very inconvenient, it's only coming up here to the Springs at 2 in the afternoon
 - The Bustang Outrider service (run by CDOT) is mostly to provide medical connections between rural areas and medical services. There was another service to be started in January, but that's not up and running yet
 - Is there discussion about a new Dash (or Airport Service, or Garden of the Gods, or the Air Force Academy, or the Pro Rodeo Hall of Fame), etc.?
 - When we get funding, we try to incorporate service that provide access and serve tourist destinations. We'd love to provide this level of service, but we also do not want to have to pull it a couple of years later to keep up with the needs of the community
 - Rebecca: It seems like the One Ride system is still very confusing. When people call, sometimes they might miss a callback and then they're not sure who will be picking them up; it's upsetting. Shouldn't it be the same as Metro Mobility?
 - Craig: the ADA-required Metro Mobility is very different from the One Ride Call Center; they're two distinct services
 - Part of the City's Transit budget includes the Metro Mobility service, which is required by the ADA. If you're certified eligible for Metro Mobility and your ride requirements are within the limitations of our system, you are guaranteed a ride within an hour of your requested time.
 - The One Ride call center is coordination for services above and beyond those minimums; the City funds some of these rides provided by outside agencies
 - When you call One Ride, you don't need to be certified for Metro Mobility, you aren't restricted to the ADA ¼ mile area, and their services are not strictly limited to the same hours the fixed route is running. You would only need to qualify for the services provided by those other agencies.
 - Rebecca: It's still upsetting for riders not to know which ride is there for them because they don't know who is picking them up

- Vicki: We had some One Ride stickers made with the logo – they’re being distributed now, and all vehicles that work with One Ride will have them
- Wendy: What about when I don’t get a call back?
 - Tim: Every person who calls in to One Ride gets a call back to confirm the ride and to let you know who will be picking you up for each trip. Additionally, there’s an automated call the night before to remind you
- Craig: The benefit is that if your requested time is not available by the first agency you call, you would have to call another, and maybe a third to get the time you actually want – now the Call Center will do that for you.
- Wendy: Access-a-Ride provides better service in Denver.
 - Craig: RTD does not provide any service beyond the ADA requirements
- Liz: This goes back to the Senate Bill 11; even though we haven’t heard back about official legislation, progress is being made. Craig has been working with us to bridge the gap between the ADA required area and the areas beyond that. The City pays for this coordination between private agencies and helps smooth out the territorial issues and I think it’s great that we have One Ride –
 - Craig: We started this only seven or eight months ago – we’re trying to hone it and make it better – please keep in mind we’re working with four different agencies who have always worked independently

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

- Currently have a class of two new drivers; we’re keeping up with attrition
- Excited to announce we will have a Bike-Friendly-Awareness event next month – learning how to better coexist with bicycle traffic
- Also very exciting: At the end of this month I will have completed a train the trainer class and I’ll be able to provide more training for all the drivers
- Wendy: On Route 1, they stop where there is a significant gap between the curb and the ramp, they stop always around 12 inches from the curb
 - Elan: They need to keep a bit of distance to ensure they don’t end up scraping the side of the tire; that quickly becomes a safety issue with the possibility of tire blow-outs
 - I think the ramp isn’t necessary – just the driver getting closer to the curb.

Tim Van Zalen National Transit, Operations Manager (ADA Paratransit Service Provider)

- We’re still experiencing a driver shortage – not a lot of change over the last month.
- Wendy: I had a surgery on my neck and the belts aren’t tight enough and I’m sliding back and forth when the bus turns; if we had over-the-shoulder seatbelts...
 - The belts are self-adjusting – they’re just as tight as you would like to make them, just like in an auto; the newer buses may have shoulder belts

New Topics for Discussion

- Rick: Find out what happened to Susanne – Check in with her?
- Rebecca: I still think it would be a good idea to set up a public meeting, an open forum. I’m thinking it would be something to bring community together and offer opportunity to share what they like or don’t like about the system – and have a panel of people to answer their questions
 - Allison: When we discussed this in the past, we talked about TPAC members being available when transit does the Ask Transit thing – maybe we can give out information there and have members out in the community

- Ask Transit ends up happening only around major service changes
- Rebecca – we went to City Council the one time everyone was very angry– if we could get real good feedback about what they like or don't like, maybe this committee could prosper from what they're hearing and then maybe we'd make more impact
- Larry: When Metro has a bus at an event, have a member there?
- Allison: The café at the Citizens' center might be available – maybe that could be a place to look at
- Rebecca will bring some ideas next month as to where we might be able to consider holding a public forum kind of meeting without cost

Ron: Route 18 –

- Templeton Gap and Fillmore stop? One lady had to walk a full mile to get to the doctor's offices
- Why not have the layover at the East Library? It would be a good place to be – and there's a restroom available there
 - Maggie will make sure these requests are in COM

Member Announcements

- None

Public Comments

- Joe: Missed the last meeting; was there any response about extending Route 18 farther south?
 - Maggie will make sure it's in COM and you get an official response

NEXT MONTH:

- In March, we're back to third Mondays (March 18)
- In April we'll do the elections, so think about your nominations!
- Discussion: Community Outreach, possible locations for an open forum (Rebecca)

Adjourned

11:25 AM