

Agenda

Transit Passenger Advisory Committee

Monday, May 20, 2019, 10:00 AM

Transit Services Administration Building

1015 Transit Drive, Large Conference Room

1. **Call to Order, Quorum, Introductions**
2. **Review Agenda**
3. **Approval of Minutes from Previous Meeting**
4. **Public Comments** Please understand these two points before we begin the public comments portion of our meeting:
 - a. This committee is made up of individuals and organizations that represent riders. We are not capable of resolving issues here. For productive responses, you must submit any complaints to Customer Service so they can be included in the COM system.
 - b. Our time is limited. Please keep your comments to three minutes or less.
5. **New Membership Review**
6. **Updates:**
 - a. Transit Services Division Manager, Craig Blewitt (Public Transit Administrator)
 - i. Please note two comments brought up at last month's meeting:
 1. Can we put a suggestion box downtown for both riders' and drivers' comments?
 2. Can we set the TPAC handbook at the front of the bus when the racks aren't in use?
 - b. Trans Dev, Elan Rainford (Fixed-Route service provider)
 - c. National Express, Tim Van Zalen (Metro Mobility ADA Paratransit service provider)
7. **New Topics for Discussion**
 - a. How to ensure time is used effectively between getting updates, providing feedback, and getting stuff done
 - b. Accomplishments of the last year; how to document them
 - c. Subcommittee: Community Outreach & Recruitment (Rebecca, Rick, Joe)
 - d. Sign-up sheet for snacks
8. **Member Announcements, Information Sharing**
9. **Public Comments**
10. **Agenda for Next Meeting**
11. **Adjourn**