

Minutes
Transit Passenger Advisory Committee

Monday, May 20, 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 10:02 a.m.
- Liz Robertson, Committee Chairperson, requested introductions from all present.

Members Present

Liz Robertson	2020	Division of Vocational Rehabilitation, Chairperson
Allison Burns	2020	Discover Goodwill
Larry Schaefer	2020	Fixed-Route Rider Advocate
Rick Orthwein	2020	Fixed-Route Rider Advocate
Arthael Alexander	2020	The Independence Center
Ron Anderson	2020	Fixed-Route Rider Advocate
Joe Salazar	2022	Fixed-Route Rider Advocate

Members Absent

<i>Rebecca Shields</i>	<i>2020</i>	<i>Metro Mobility Rider Advocate, Vice-Chairperson</i>
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Service Providers

Elan Rainford	RATP Dev (Fixed Route Service Provider)
Jan Curre	National Express (Metro Mobility ADA Paratransit Service Provider)

City Staff

Vicki McCann	Transit Marketing & PR Supervisor, on behalf of Craig Blewitt
Jacob Matson	Metro Mobility ADA Paratransit Coordinator
Maggie Chapman	TPAC Liaison

Guests

Kermit Johnson

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 (None)

Vicki McCann, on behalf of Craig Blewitt, Transit Services Manager

- Spring 2019 services changes complete; all is going well
- Summer Haul passes on sale now for \$25: 18 and under unlimited rides June through August

- Can purchase online, here at Transit, or at participating King Soopers and Safeways
- We're In the middle of Military appreciation month – active duty ride free
- All drivers have received bicycle friendly training
- College pass program 89,671 rides so far this year
 - Rampart Campus ridership is slowly but surely increasing; PPCC students ride a lot
- Memorial and Children's Hospital sponsorship will start mid-summer when the facility opens
- Facilities finished installing solar lights at some bus stops; likely to be purchasing more
- CDOT awarded Mountain Metro enough funding for three electric buses and chargers
 - They've been test-driven and can make it up the steeper hills like Centennial
 - Maybe 2021 arrival
 - Also applying for five more buses (and chargers) through Low-No funding grant
- President Trump to speak at AFA Commencement on May 30; will disrupt traffic citywide, including the buses—spread the word!

Questions?

Liz: We have a few questions from last month to ask –

- Liz: When they're not in use, could we post an information packet at the front of the buses?
 - Vicki: There are particular timeframes things need to be posted; it's possible, but only a flyer, not the handbook. Things do get crazy during the summer, though, and we can't promise there will be much availability
 - Vicki will send the last flyer to Liz for review
- Liz: Is there a way we could get information about the COM trends?
 - Vicki will look into it
- Liz: Could we put a comment box downtown for riders' and drivers' suggestions?
 - Vicki: We tried that, but it was vandalized not used properly. Some comments we received were hard to decipher and so it was difficult (if not impossible) to respond.
- Rick: Do the security guards need to have guns? Have we ever had a serious incident at the downtown terminal?
 - Vicki: I believe they carry Tasers rather than firearms; I think this makes them more effective, actually. There hasn't been any significant issue in the eight years I've been here.
- Ron: is there any way to get a bus along 30th street to Garden of the Gods?
 - Vicki: I'm not aware of this being on the list for Fall 2019; we are asking for more money in the budget, but priorities at this point include increasing frequencies and additional evening service.
 - If there is more information available, we'll bring it next month.
- Rick: Will the ticket prices be changing soon? The \$2.00 fare will likely decrease boarding times
 - Vicki: We're working through the public input process and including making sure any increase will have plenty of warning; if we do move forward with the increase, it'll likely be some time in February.
- Allison: Was there some change to how the four HSPs are funded, or restrictions on what rides the different agencies can provide through the One Ride call center?
 - Vicki will ensure Craig addresses this

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

- Drivers have completed a new Bicycle-Friendly Driving Colorado course, which is in their new regular curriculum.
- New and fresh training videos, books, etc. from TAPTCO (Transit And Paratransit Company)

- Greatly improved from the outdated materials previously available
- Will ensure that rider alerts are posted for the correct timeframes, hopefully reduce having outdated alerts up

Jan Curre, National Transit, Transition Manager (ADA Paratransit Service Provider)

- Working on transitioning from National Transit to Trans Dev contract which starts July 1.
- There should be little to no outward-facing changes – the customers should keep seeing the same people and receiving the same service.
- Arthael: Why are you switching contractors?
 - Jacob: We've had a great experience with National; they've performed very well. Our procurement policies require us to re-bid contracts periodically to ensure we keep our costs down so we are good stewards of the taxpayers' money
 - Jacob: We always welcome feedback; encourage input especially through transition

New Items for Discussion:

- Should we change the format of our agenda to include New/Old Business or Action items?
 - Will change agenda to include Action Items and Follow-Up.
 - These will be included for example and discussion in the June Agenda
- How should we track and use our accomplishments? Do we post them?
 - They're only included in meeting minutes, not specifically called out
 - It is very difficult to quantify tangible accomplishments
- Sign-up sheet for Snacks was passed around:
 - Updates will be kept on the back of each month's Sign In sheet
 - If you sign up but anything prevents you from bringing snacks, please just let Maggie know and we'll adjust!
- Can we meet somewhere downtown sometimes?
 - Staff might find it difficult to meet elsewhere
 - The meeting location is posted as being held here
 - No reason, though, not to have next year's Elections meeting elsewhere --- we should plan on doing something like that.

Member Announcements

- Subcommittee update: Joe is helping coordinate. Group likely will meet at Becky's office to discuss after the third of June

Public Comments

- None

NEXT MONTH:

- Discussion whether to keep, toss, or change the changes to the agenda
- Follow up regarding the TPAC flyers (Liz)
- Subcommittee update (Joe, Becky, Rick)

Adjourned

11:30 AM