

Minutes
Transit Passenger Advisory Committee

Monday, June 17, 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 10:00 a.m.
- Liz Robertson, Committee Chairperson, requested introductions from all present.

Members Present

Liz Robertson	2020	Division of Vocational Rehabilitation, Chairperson
Rebecca Shields	2020	Metro Mobility Rider Advocate, Vice-Chairperson
Allison Burns	2020	Discover Goodwill
Larry Schaefer	2020	Fixed-Route Rider Advocate
Rick Orthwein	2020	Fixed-Route Rider Advocate
Ron Anderson	2020	Fixed-Route Rider Advocate
Joe Salazar	2022	Fixed-Route Rider Advocate

Members Absent

<i>Arthael Alexander</i>	<i>2020</i>	<i>The Independence Center</i>
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Service Providers

Andrew Cottrell	RATP Dev (Fixed Route Service Provider)
Jan Curre	National Express (Former Metro Mobility ADA Paratransit Service Provider)
Matt Heafner	Transdev (New Metro Mobility ADA Paratransit Service Provider)

City Staff

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

Guests

(None)

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)

Craig Blewitt, Transit Services Manager

We're welcoming our new ADA Paratransit Service Provider – I'll ask Matt to introduce himself:

Matt Heafner, Transdev General Manager:

- I started my career in non-emergency medical transportation with LogistiCare over 13 years ago and have slowly migrated along the way from running a transportation provider, working in on-demand transportation (Denver Yellow Cab) and finally into paratransit.
- Most recently, I've been working with Denver RTD and their Access-a-Ride service using both cabs and paratransit buses.
- I'm looking forward to the great opportunity that Transdev has here in Colorado Springs and hope to contribute to the TPAC vision of service.

Craig: Let's answer the questions from the last meeting –

- Liz had asked if we could provide some information regarding trends in our COM system.
 - Yes; we will be providing a quarterly COM trend report.
- Ron asked about the possibility of a route going along 30th St. to Garden of the Gods
 - This isn't a priority at this time; however – as part of the 30th street improvements
 - There are no sidewalks along 30th St.
- Allison asked whether there have been changes to how HSPs are funded or to restrictions on what rides the different agencies can provide through the One Ride call center
 - HSPs provide the above and beyond ADA transportation service. That's service that is outside our service area or the higher levels of service such as providing door-through-door service for people who need that level of assistance.
 - How they are funded is the same.
 - The One Ride call center started July 1, 2018.
 - In the first three months, more than three months' budget was already spent.
 - We met with the HSPs to help us decide how to scale back
 - Additional problem is there are so many riders using subscription services and are locked in well in advance, which makes providing service on a first-come, first-served basis non-viable.
- Downtown Transit Center Relocation
 - We're presenting an update to Council and we'll provide that same update to you at the next meeting.
- Transit Drive Campus Expansion
 - New bus barn will protect 75-76 buses from the elements
 - Will provide the needed infrastructure for when we start using electric buses
- Rick: Is there a plan to address the early-morning loitering problem at the downtown station?
 - Craig: There are City ordinances in place to restrict loitering and we regularly work with the Police Department as needed
 - Andrew: RATP Dev is also working with the Police Department to help clear it out
- Rick: Is there any way to prevent people from trying to make a right turn from the left-side lane? I commend your drivers, though, in avoiding accidents with people trying to get to the coffee shop by cutting in front of the bus
 - It'd be great if we could get people to be better drivers
 - Traffic Engineering does work diligently toward reducing accidents

Vicki McCann, Transit Services PR & Marketing Supervisor

- Changes to the upcoming service changes –
 - The fare structure changes are being moved to spring 2020

- Transfers will continue work the same as they do now
- Fall 2019 changes will include adding Saturday Evening service to all routes that are currently running on Weekday Evenings.
 - That's routes 1, 3, 5, 7, 9, 11, 19, 22, 23, 25, 27, and 39
- We'll also be increasing some Sunday routes from 60- to 30-minute frequencies
 - That'll be routes 1, 3, 5, 25, and 27
- Rick: Have you considered doing any Discount Days? Some places offer a discount on certain days to promote ridership
 - Vicki: We don't have anything like that going on right now

Andrew Cottrell, RATP Dev (Fixed-Route Service Provider)

- Keeping up the staffing levels is still as always a challenge
- New training program is going well
- It takes about six weeks of full-time training to get from hire to driving.

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

- All is going well so far; there is a lot of cooperation and the transition is going smoothly.
- Thank you all for your support
- Craig: I'd like to formally thank you for the great services your agency has been providing over the last five years; it's been a pleasure working with you
- Jacob: Driver turnover is high; that's commonplace across the country for all kinds of transportation providers. National has been continuing to bring on and train new drivers to ensure appropriate levels of staffing as Trans Dev takes over.

Following Up: *(New Section to follow up while Service Providers and Transit Staff are still present)*

- Liz: Are the recruitment flyers a go?
 - Vicki: Yes. They'll be placed at the front of the bus when there is space available
- Craig: I think this new layout will be helpful, especially when a TPAC member asks a question at one meeting but misses the following meeting with information and follow-up comments.
- Rebecca: How can we work together to improve the One Ride service? It's frustrating; especially to seniors who don't understand how it works and don't understand why when they call they can't tell right away that the ride is going to happen.
- Rebecca: Why do they need to answer the phone for the ride confirmation or have it cancelled?
 - Craig: That doesn't seem right; it's important for people to call 385-RIDE to let us know when things aren't going as expected
- Rebecca: They don't even know who will be picking them up?
 - The One Ride logo is on all the vehicles booked through the call center.
- Rebecca: And then the driver has to ask what the rider needs as far as assistance goes. Shouldn't they already know that?
 - There's a place in the software we use at One Ride that includes comments for that – we'll verify how that works.
- Rebecca: Why do neighborhood organizations get to decide whether buses can come through their neighborhoods?
 - Craig: They don't, really; if we need to pick someone up it doesn't matter what neighborhood they live in at all.

Discussion: (Formerly “New Items for Discussion”)

- Rebecca: This service provider transition is going to be HUGE; last time there was a transition, we heard about it from everyone –
 - Maggie: I would like to interject that the transition is expected to go very smoothly; there are no apparent issues the agencies and they’re cooperating well. We can anticipate very little impact to the riders at all.

Action Items: (Follow up on progress between meetings or items slated for further discussion)

Vote re: New Agenda Format

- A motion to alter the agenda as noted in this month’s meeting with the slight adjustment of reversing the order of “Action Items” and “Member Announcements” on the agenda was made, seconded, and unanimously approved.
 - The new agenda is approved and will be used henceforth

Public Outreach and Recruitment Subcommittee Update (Rebecca)

- The Penrose Library has rooms available, would be an accessible location
 - Their booking is light; we likely could just let them know when we want to use it
 - The people there are helpful, they can have a microphone available
 - Would recommend an afternoon meeting
- Further discussion included clarification of the purpose of having a public forum meeting; it was understood (or misunderstood) that this was public outreach primarily to recruit members to TPAC. Liz asked what would be on the agenda:
 - Rebecca: There are huge concerns about transportation in our city and people want answers. This is an invitation to ask questions about public transit and get answers.
 - Who should be involved in this? Is there any backing for this?
 - Rick: This is something Yolanda would be perfect for – could we go in front of Council and invite them? Can we knock on John Suthers’ door?
 - Allison: We can’t commit City staff, but could we encourage people to come to a public meeting they have scheduled? That way, we wouldn’t be duplicating efforts by trying to pull something together separately and Transit staff would already be there
 - Maggie: I can’t promise any Transit Staff could be there. Transit does specific public meetings, but those are required for service changes; it’s in our budget.
 - Rebecca: The Transit public meetings are for service changes; the City doesn’t want to hear from people there

Member Announcements

- Allison: Goodwill has its annual Farmer’s Market event September 6; still looking for vendors!
 - There are spaces for 30 food-vendors, sellers, artists – all kinds of stuff
- Ron: Where the 34 turns into the 14 or 2, it’s stopping at the Space Center
- Rick: This Wednesday (June 19) is the downtown breakfast –5:30 to 9am

Public Comments (None)

NEXT MONTH:

- Transit Update re Downtown Transit Center Relocation
- Discussion: Public Outreach / Subcommittee

Adjourned

11:30 AM