

Minutes
Transit Passenger Advisory Committee

Monday, September 16, 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.
- 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
Larry Schaefer	2020	Fixed-Route Rider Advocate
Rick Orthwein	2020	Fixed-Route Rider Advocate
Ron Anderson	2020	Fixed-Route Rider Advocate

Members Absent

<i>Joe Salazar</i>	<i>2022</i>	<i>Fixed-Route Rider Advocate</i>
<i>Arthael Alexander</i>	<i>2020</i>	<i>The Independence Center</i>
<i>Allison Burns</i>	<i>2020</i>	<i>Discover Goodwill</i>

Service Providers

Elan Rainford	RATP Dev (Fixed-Route)
Matt Heafner	Transdev (New Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Brian Champion	Transit Specialized Transportation Program Coordinator
Maggie Chapman	TPAC Liaison

Guests

- Vanessa Keim, Z-Trip

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

Start off on a bright note: We got a great voicemail message; it's a thank-you to Ron Anderson!

- People will complain at the drop of a hat, but it takes a lot for someone to call up with compliments. Thank you, Ron!

Fare policies and turning the bus around

- On every out-and-back bus route there's going to be a point in time when you have to turn the bus around. The fare policy is that, since this is the end of the line, you'll have to pay another fare to stay on the bus.
 - The policy also keeps people from riding around all day long to keep out of the weather
 - We do make reasonable accommodations for those with a disability. Exceptions can be (and often are) made if getting off on the other side is safer
 - We recognize every round-trip will require you to cross the street going one way or the other, so we make our bus stops as safe and as accessible as we can; we've spent \$1.7M on sidewalks, including 71 pedestrian ramps and 60 concrete bus stop pads.
 - If there is any kind of accommodation that is needed you should always ask the driver.
 - Elan: We also teach drivers to drop riders off at the nearest safe location when it's not safe at the stop
- Rebecca: The sidewalks are not that good.
 - Let us know if residents let their landscaping shrubs or trees over-grow onto the sidewalks; we'll call code enforcement and hopefully get it cleared

Triennial Review

- Many of you are aware that we get funding from the federal government. There are many requirements and standards that must be met to be eligible for these funds
- Every three years, they send auditors around to make sure we're being good stewards of the taxpayers' dollars.
- The auditors come in with about eighteen hundred questions and request all kinds of documents from financials to procurement procedures, ADA requirements, and much more.
- It's very rare that any agency can come away with absolutely no audit findings.
 - But we did! We're very, very proud of this achievement and we have to give many kudos to our contractors

Service Changes

- Sunday, September 29th will be the implementation of the service changes –
 - Increasing frequency on Sundays for routes 1, 3, 5, 25, 27
 - October 5th the Saturday Evening service will start on routes that run weekday evenings (1, 3, 4, 5, 7, 9, 11, 19, 22, 23, 25, 27, 39)
- Rick: There are people on route 10 that would like to see it extended to businesses out there and the King Soopers.
 - Craig will look into that.

Elan Rainford, RATP Dev Operations and Safety Manager (Fixed-Route Service Provider)

- We have a new general manager, Steven Beck, from Texas
 - He's making some good changes. He wanted to be here today but he's going over some things with corporate
 - One of the things he's focusing on is safety – to improve the safety record We have two safety trainers now, which will bring more focus on safety
 - Safety summit on August 27th, we got a best-practices resource to tap into.
- Rick – back in the 80s there was a poster about how many days without an accident...?

- Elan: Hopefully we'll be able to have some more focus on proactive things like this
- We're expanding the color choices for the Drivers' uniform tops, so you may see more colors out there on the buses – purple, orange and blue!

Matt Heafner, Trans Dev General Manager (ADA Paratransit Service Provider)

- Provided 12.5 thousand trips in August and September shaping up to be busy, too
- New routes are all set
- On-time performance is good and we're cutting down on the need for overtime
- We've been talking about adding a third Road Supervisor and we can congratulate Greg, who was a driver promoted; he'll be a wonderful addition to our road-supervisors crew
- There will be new Dispatcher schedules, so you may hear different voices at different times starting the 29th.
- We do wheelchair securement training to certify drivers regularly
 - Rick - They're GOOD at that!
- At the last meeting, there was a lot of discussion about Z-Trip, so I've invited Vanessa Keim, the General Manager, to help address the questions; we're in this together!
 - Took over as the general manager two months ago; been talking with Matt a lot.
 - Working with Metro and with other accounts for Mountain medical, Medicaid, etc.
 - We're working on communication improvements to resolve some issues
 - We set up an email distribution list so complaints and issues don't get sent to only one person anymore
 - Coordinating with Metro to avoid actually missing any trips (so they can pick up)
 - Drivers consider it a privilege to be included on these accounts; if they're getting too many complaints, they could be removed from them – or from Z-Trip altogether
 - I'm working with Matt and the drivers directly to address complaints as immediately as possible.
 - In this community, if you were to ask people what type of service makes them feel safe, it would be Metro Mobility. There are a lot of limitations, but for what Metro does, people are very appreciative.
- Rebecca: People have made complaints and then they never hear anything back. I personally talked to Tonya about a driver that was rude to me, but she never called me back and he's still being rude and I haven't heard back from you.
 - Matt: I'll follow up with Tonya, but you should make those complaints to the City
 - Rebecca: It was about the Metro driver.
 - Brian C.: If there is a complaint about our service, you call our City Customer Service.
 - City tracks all complaints to ensure there is follow-up and we watch for trends.
 - With this information, we can hold the contractors accountable – but if you call them directly we have no idea that there even is a problem.
 - Rebecca: People get confused with the RIDE number – what is that in actual numbers?
 - 385-RIDE is **385-7433**

Following Up:

One Ride provides coordination between four service providers for over and above our ADA services.

- We spend \$806K per year for rides; these agencies have other funding sources that do not require scheduling through One Ride
- Software used by another agency is not compatible with what we
- We've struggled and not gotten the cooperation we'd hoped for

Discussion:

- Liz: let's take this time to focus on the information we just had thrown at us
 - Dr. Cog is a system they use in Denver to help people find a ride from among a bunch of agencies
 - Access-a-ride in Denver is better (that's their ADA service)
- Rebecca who is the City accountable to??
 - If you ask the people how the City provides the services to the community – if they asked the **people**, the City won't get an A
- There's still confusion when One Ride gets a call and the money is coming from the City for each ride, and they're getting money from PPACG – they get the call directly who pays?
 - Silver Key, Fountain Valley, Envida, Community Intersections... they each have their own populations they serve; does that add fuel to the fire?
 - We don't hear about all this from them as a committee
 - Could we invite them to come and explain?
 - The City gets those complaints and they are filtering them out and they want to talk to the source.
 - How much coordination do the agencies even have?
 - Not much...
- Rebecca: We should be really concerned that we have this few members. Is this productive if we don't have the people coming in?
 - Liz: What do we need to do with the recruitment subcommittee?
 - Liz: Let's think about recruitment and how we can reach out
 - We'll discuss options next month

Action Items:

- Bring recruitment ideas for discussion at October meeting

Member Announcements

- Joe may not be able to continue membership

Public Comments

- (None)

NEXT MONTH:

- Follow up: How are the Service Changes going?
- Follow up: One Ride – another update, please
- Discussion: Recruitment Ideas

Adjourned

11:32 AM