

Minutes
Transit Passenger Advisory Committee

Monday, January 8, 2018, 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	2018	Discover Goodwill, Acting Committee Chairperson
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Ron Anderson	2018	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Courtney Stone	2018	The Independence Center
Rebecca Shields	2018	Metro Mobility Rider Advocate
Liz Robertson	2018	Division of Vocational Rehabilitation

Members Absent

<i>Larry Schaefer</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Dick Hyde</i>	<i>2018</i>	<i>Community Intersections</i>

Service Providers

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
Tim Van Zalen	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison
Brian Vitulli	Transit Services Planning Supervisor
Jacob Matsen	Transit ADA Paratransit Coordinator
Vicki McCann	Transit PR & Marketing Supervisor

Guests

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 with the following correction was made, seconded, and approved:
 - Typo in The Independence Center link under New Topics for Discussion

Public Comments

- None at this time

New Membership Review

- None at this time

Craig Blewitt, Transit Services Manager

- Proposed service change public meetings upcoming, Brian Vitulli to present
- Improved maintenance to our TVMs – Downtown, PPCC, Voyager, Citizens' Service Center,
 - Staffing changes to provide better maintenance and better customer service
 - Relocating the Voyager TVM to downtown so there are two down there.
- Fare study continuing
 - TPAC has provided input
 - Will have a briefing this afternoon with consultant
- Bus stop improvements
 - Weber St. – historic review complete
 - Nevada will be a little while yet

Rick: Why are we abandoning Cascade?

- Our intent was to consolidate the Cascade and Wahsatch routes onto North Nevada with 15-minute frequency; due to resistance from the neighborhood association; we split the difference between Nevada and Cascade
- It's a straighter shot between downtown and UCCS – and makes it fifteen-minute service on one route
- Rebecca heard scuttle that the North End Neighborhood association doesn't want buses in their neighborhood at all; is it right they have that much power, that they can deny transit service to others? I don't think we, as a committee, should condone that
- Craig: The Old North End has a very unique mentality about their 12-block area
 - They do have meetings and the tone changes quickly when there are actual bus riders contributing; it's important you provide input – especially considering the raw numbers they come out with for public meetings.
 - Transit is included in the N. Nevada Master Plan –with a transit corridor

Brian Vitulli

- \$1.4M in PPRTA additional tax revenues and an increase in City General Fund for Transit Spring Changes Starting Sunday, April 29
- Adding off-peak service because that will not require additional vehicles.
 - Routes 1 & 3: Increase Saturday frequency to 30 minutes (from 60 minutes)
 - Routes 10 & 19: Add Sunday service (60-minute frequency)
 - Route 32: Add Saturday service (60-minute frequency)

Reconstructed 1-25 Cimarron long-term detour – finally complete

- We plan on moving that back down Pikes Peak to Cascade to Cimarron instead of Colorado
 - Which better serves the neighborhood south of Cimarron

Eliminating the ADA Metro Mobility Riders' free-fixed-route fare:

- Currently when a rider is certified eligible for Metro Mobility, they can ride fixed route free. This was to encourage people to use fixed-route when they can because the cost is so much lower.
- However, to make it equitable among all riders, there will be a half-fare requirement for rides like other special-fare riders
- Public Meeting Tuesday Jan 23 at 9 and noon at City Hall and Wednesday 24 at 5:30-6:30 YMCA

- The ADA free fare policy change will not be implemented until the fall – so that will be Sunday September 29
- Fare study consultants will be in on Thursday 2-4 PM you are welcome to join us.
 - Fare study Includes peer review – what are the common practices of other agencies

So how do you plan on letting everyone know?

- There will be three public meetings, mailings... there will be press releases after public comments for the proposed and then final service changes
- We have an internal process to make sure everyone is notified and that drivers will be aware of what to do and everything

Susanne: I would like to get numbers on Mobility riders that ride fixed-route; how many free rides are given? ...and you might want to keep in mind the physical maneuvering of paying a fare or using the paper tickets will take longer to board the bus.

- Jacob will follow up

Craig: One point I'd like to make is we're not looking to generate more revenue by having more people pay. We're developing equity among riders:

- Some disabled riders already pay a half-fare –some who use the system daily, but haven't been certified for Mobility because they know they can use the fixed-route system *most* of the time
- Susanne: There was a two-year period that I didn't need a single Metro Mobility ride; that doesn't mean I don't need it because, yes, I do sometimes need it.
- Almost all of our riders are from low-income households; we are sensitive to that when we consider changing fares at all, but we do not provide discounts due to low-income situations.
- How can agencies help?
 - Some non-profits can purchase tickets for some people to ride
 - Do we offer bulk-rate pricing?

Andrew Cottrell, McDonald Transit Associates (Fixed-Route Service Provider)

- Absent

Tim VanZalen, National Transit, General Manager (ADA Paratransit Service Provider),

- We do have some new drivers starting out on their own this week and a couple of drivers transferred from Ohio – they just decided to move to the Springs so we said sure, they can transfer to us!
- We'll be fully-staffed for the first time in months
- Already started this week on new schedules –Some riders will be seeing new faces as the drivers have started this week on the latest schedules.
- Rebecca: I've heard a lot of compliments about drivers

Rebecca: People are really worried about the new call center

- For instance, right now I don't know what's going on with Amblicab; they're not answering or returning calls and I have no idea why. So what's going to happen in the long run?
- Craig: one of the advantages of the new system is we're hiring a contractor to manage the call center and we're working the quality controls.
 - We're doing our best to encourage the agencies to use the call center for all their rides

- We're putting an RFP out for HSPs for services starting in July. Both sets of RFPs are going out at the same time – Mobility Coordinator and HSP services. And there will be more-direct oversight from the City
- Once we get people using the system, we will be gathering the data that will help us improve services, we'll be coordinating so that there will be more rides provided
- Rebecca: When Seniors call the center and they're sent a bus, are they going to have to pay?
 - The system will track eligibility for grant-funded rides once riders are in the database.
 - This also will help the Mobility riders that are using fixed route for free; some will qualify for the grant-funded rides
- Lack of awareness of the call center is a big thing.
 - Vicki's working on a campaign to get the word out

New Topics for Discussion

- A letter and verbal thank you to Council for additional funding
 - Allison and Courtney heading to Council tomorrow, anyone else?
 - Will help them know about TPAC in general, too; other than Councilmember Avlila, I'm not sure they know we're here.
- Rebecca: We should make sure they know we feel transit is very important and keep it in mind when they make other changes, too
 - I know Jill Gaebler and Councilmember Skorman are both behind transportation
- Allison: I want them to come away with 'we made a good call with supporting transit'

Member Announcements

- Feb 2nd 5-8 pm event at the Independence Center will have ADA folks out to answer questions

Courtney: Outside the TPAC world here:

- We're hearing a lot of issues with people using yellow cab – Not rides being scheduled through Mobility – just through Yellow Cab

Maggie: TPAC should free to use this conference room after the meeting if you would like to continue discussion about issues that are not Transit-specific

Public Comments

- None

NEXT MONTH:

- February Meeting on the 2nd Monday – February 12

Adjourned

11:25 am