

Minutes
Transit Passenger Advisory Committee

Monday, March 19, 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 10:00 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2018	Discover Goodwill, Committee Chairperson
Ron Anderson	2018	Fixed-Route Rider Advocate
Larry Schaefer	2018	Fixed-Route Rider Advocate
Liz Robertson	2018	Division of Vocational Rehabilitation
Rick Orthwein	2019	Fixed-Route Rider Advocate

Members Absent

<i>Courtney Stone</i>	<i>2018</i>	<i>The Independence Center</i>
<i>Susanne Whited</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>
<i>Rebecca Shields</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Dick Hyde</i>	<i>2018</i>	<i>Community Intersections</i>

Service Providers

Andrew Cottrell	McDonald Transit Associates Operations Manager (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
Vicki McCann	Transit PR & Marketing Supervisor
Brian Vitulli	Transit Services Planning 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 was made, seconded, and approved.

Public Comments

- None at this time

New Membership Review

- None at this time

Craig Blewitt, Transit Services Manager

Bustang to be expanded to Pueblo starting this fall

- CDOT is also working on an “Outrider” program which will connect smaller communities to others; focused primarily on access to medical facilities
- Funded by CDOT through FASTER funds which comes through registrations

Expanding Service North

- Our focus has been to improve services within the existing area and to only look at expansion when we have outside support. We’re working closely with the hospitals up north and PPCC for expanding northern service.
- PPCC will be voting on a student fee that will pay for service up to the Rampart Range Campus for two years; after that timeframe we will assess the service for continuation
 - If the fee is approved, we’ll be providing 9.5 hours of weekday service
- Grant application is pending with the Colorado Springs Health Foundation (CSHF)
- If both sources of funding come through, we will provide 12 hours of weekday service
 - Still have the public process to go through

Agreement with Fountain

- The City of Fountain is not part of the PPRTA and has its own bus system; we have an intergovernmental agreement (IGA) allowing them to connect with our service at PPCC’s Centennial campus.
- Riders going from Fountain to the El Paso County Citizens’ Service Center have a very long ride
- New IGA will allow Fountain to provide service up to the Citizens’ Service Center; currently planning on one northbound trip early on Wednesdays with a return trip later in the day
 - We don’t anticipate any significant impact on our fare revenues

Bus Wash is Out of Order

- We’re two weeks in on replacing the bus wash system, which will take another two weeks

Brian Vitulli, Transit Services Planning Supervisor

These proposed changes were introduced at three public meetings in January; will make the final announcements this month.

Spring Service Changes 2018

Off-Peak Service Improvements (Implementation – Sunday, April 29, 2018)

- Route 3: Increase Saturday frequency to 30 minutes
- Route 1: Increase Saturday frequency to 30 minutes
- Route 32: Add 60-minute Saturday service
- Route 10: Add 60-minute Sunday service
- Route 19: Add 60-minute Sunday service

Removal of Long-Term Detour (Implementation – Sunday, April 29, 2018)

- With the completion of the I-25/Cimarron Street interchange reconstruction, Route 4 will return to its original routing on Cimarron Street rather than Colorado Avenue.

Policy Change for implementation in September

- Elimination of ADA Free Fixed-Route Fare (Implementation – Sunday, September 30, 2018)
 - Implementation of a half-fare (\$0.85) to Metro Mobility customers using a fixed-route bus will improve equity by charging the same fare to all riders with a disability and by

having all riders contribute to the cost of providing the service. The new fare will also retain the cost incentive for Metro Mobility-eligible customers to ride fixed-route buses whenever they are able.

- A special fare 31-day pass could also be offered for \$31.00 per month – less than half the cost of a full fare 31-day pass which is \$63.00. This will provide another cost-effective option for those who are eligible for the half price fare.

Fare Study

- Consultants have provided many recommendations and we're reviewing them and how they might affect our service
- Consultants working on a few additional tasks such as best practices for cash-handling
- Final report still in drafting stage

Larry: Any update on fareboxes?

- There are issues in the mornings when the machines are cold
 - When a farebox is not working, we don't ask riders to pay – but we also won't provide a transfer. When a rider boards the next bus, they'll be expected to pay the fare there.

Larry: what is the timeline on the new downtown station?

- Working on the environmental impacts processes; land acquisition is next
- Anticipate construction in 2020

Rick: Regarding the Route 10 stop at 115 and Cheyenne Meadows – are you putting an extra stop by the King Soopers?

- Our Routes and Transit Stop (RATS) Committee has been out there and Christoph said we have a plan to move the existing stop to a safer location

Congratulations to Andrew – he's been promoted to RATP Dev Operations Manager!

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

- McDonald Transit Associates has changed its name to RATP Dev
 - This corporate change will not affect services **at all**
- Five new drivers started their CDL training today
- There are a few people retiring at the same time (including Sam, who has been here 27 years!)
 - April 27 will be an exciting and sad day!

And Congratulations to Tim! Not one, but TWO awards received from National Transit: He's received the **Value Customer Award** in Chicago for improving relationships with the City and with the riders – as demonstrated by a dramatic reduction in complaints; and he's off to London in May to receive an **International Award for Excellence** (I think that one speaks for itself!!). Kudos!

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

- Process of getting new class together – up and running starting April 9th
- Just working hard on keeping this ship running smoothly!

New Topics for Discussion

- Need to discuss efforts to get more people involved; seeking new committee members
 - Blurb in the schedules, flyers, etc.
 - TPAC members can go to public meetings too!
- Colorado Springs is a tourist destination – tourist-focused passes would be good (three-day passes, etc.)

Member Announcements

- Rick pointed out he appreciates what they've done for the Routes 10 and 11 – instead of each route going in and out, one goes along one way while the other goes the opposite.

Public Comments

- None

NEXT MONTH:

- April Elections!
- Nominate Chairperson and Vice Chairperson
- Annual Membership renewals this April: Ron, Larry, Liz, Courtney, Rebecca, Dick
 - Allison pointed out she may not make it to the April meeting due to a (possibly) unavoidable conflict, but would be open to running if she's nominated.

Adjourned

10:45