

Minutes
Transit Passenger Advisory Committee

Monday, October 15, 10:00 a.m.
Transit Services Administration Building
1015 Transit Drive, Large Conference Room

Call to Order, Quorum, Introductions

- No quorum was established; no official action will be taken at this meeting.
- In the absence of the Chair and Vice Chair, Liz Robertson was appointed Acting Chairperson.
- As Acting Chairperson, Liz Robertson called the meeting to order and requested introductions from all present.

Members Present

Liz Robertson	2019	Division of Vocational Rehabilitation, Acting Chair
Ron Anderson	2019	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate

Members Absent

<i>Allison Burns</i>	<i>2019</i>	<i>Discover Goodwill, Committee Chairperson</i>
<i>Susanne Whited</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>
<i>Rebecca Shields</i>	<i>2019</i>	<i>Metro Mobility Rider Advocate</i>
<i>Larry Schaefer</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate</i>
<i>Courtney Stone</i>	<i>2018</i>	<i>The Independence Center</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

Vicki McCann	Transit PR & Marketing Supervisor, on behalf of Craig Blewitt
Maggie Chapman	TPAC Liaison

Guests

Joe Salizar • Rebecca Michael

Review Agenda

- No quorum established.

Approval of Minutes from Previous Meeting

- No quorum established.

Public Comments

Rebecca Michael from the Independence Center shared some concerns she has come across recently:

- The new location of the Social Security office (2306 E. Pikes Peak) is difficult to reach now; especially difficult for wheelchair-using folks. Hoping service to this shopping center across from Pikes Peak & Printers Parkway will be a consideration for future changes

- The Metro Mobility cards no longer being used on City buses?
 - Andrew: They should be used to allow the rider to pay a half-fare
- Rider had to pay a full fare for their PCA – is the ‘PCA rides for free’ policy changed?
 - Andrew: it hasn’t changed. Metro Mobility riders can be assisted by one PCA, who can ride free. Any additional companions would pay a full fare.
 - Vicki: If you could provide info (what bus, time, location, etc.), we can research any instances of denials or issues. Please send details to our customer service agents at transitinfo@springsgov.com

New Membership Review

- There were no new membership requests this past month.

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

Craig’s at a budget workshop this morning, so Vicki’s standing in:

- Fall service changes have been implemented - all’s going smoothly
 - (Except the large maps!) We’re working on getting the large-sized maps printed – priority will be to get them out in the field ASAP and then to agencies after that.
- The online map is interactive now, if you click on a route it will take you to the schedule
- Regarding the new reduced-rate 31-day pass: The word “special” on it makes people think it’s just a good deal, and they don’t understand it’s for seniors, youth, and disabled folks.
 - To be super-clear, we’ll change ‘special’ to “Seniors 60+, Youth 6-18, or Disabled”.
- Pocket Maps came in! Send Vicki an email if you would like more for your organization
 - And TPAC is on there!

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

- We added route 18 – It’s an exciting route!
- The fall service changes went off without a hitch.
- We have 13 in drivers’ class right now –
 - Still working on We Move People and on customer service – always trying to improve
 - Larry: You have GREAT drivers – Some are spectacular!
 - New drivers are doing two weeks’ cadetting after all the classes so they can learn the systems, farebox issues, touchscreen – there will be a lot of cadets coming out soon

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

- There’s not much different for our update – still need more drivers
 - Interviewing drivers now and there’s one new driver is out there
- One-Ride call center continues to be a challenge. We’ve got a system working out
- Larry: What are you looking for to be qualified to drive
- Liz: There’s been some confusion – if I call one-ride it’s free, if I call Envida they have to pay?
 - There are different fees for the different agencies, and that often depends on their funding sources – Brian Champion would be able to explain in more detail
- Rick: seems like there is some kind of distance between the City and the drivers ...can they get another bathroom somewhere?
 - There’s a porta-potty at the Citadel; we had one at Voyager but it kept being vandalized
 - We try to accommodate – drivers can let us know where they think bathroom breaks might be doable

New Topics for Discussion

- (None)

Member Announcements

- Independence Center will be open extended times for voting
 - Will have a party on Nov. 5 for voters
 - Rick will be there to help whenever they need him!

Public Comments

- Joe: Does anyone know about Prop 110?
 - Rick: 110 is the one for transportation funds around the state, but other recent transportation projects aren't done yet
- Liz: Since this is turning political, we should adjourn and members can continue discussing

NEXT MONTH:

- Nothing to add to the agenda for next meeting.

Adjourned

10:37 AM