

Minutes
Transit Passenger Advisory Committee

Monday, January 11, 2016 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 **10:10 a.m.**
- Courtney Stone, as the Committee Chairperson, requested introductions from all present.

Members Present

Courtney Stone	2016	The Independence Center, Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Rebecca Shields	2016	Metro Mobility Rider Advocate
Netanya Jamieson	2016	Discover Goodwill, <i>for Allison Burns</i>
Dick Hyde	2016	Community Intersections
Michelle McGowan	2016	Division of Vocational Rehabilitation
Liz Robertson	2016	Division of Vocational Rehabilitation (alt)
Lynn Harrington	2018	Metro Mobility Rider Advocate
Zaina Braddy	2017	Metro Mobility Rider Advocate

Members Absent

<i>Ron Anderson</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Susanne Whited</i>	<i>2016</i>	<i>Fixed-Route Rider Advocate, Vice-Chairperson</i>

Service Providers

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
Juan Alecia	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Vicki McCann	Transit Services Marketing & PR Supervisor
Wendy Patterson	Transit Services Senior IT Business Analyst
Maggie Chapman	TPAC Liaison, Transit Services Administrative Technician

Guests

Christine Cosgrove	Fixed-Route and Metro Mobility bus rider
--------------------	--

Review Agenda

- Added taxi service discussion
- Motion made to approve as noted, seconded, and approved.

Approval of Minutes from Previous Meeting

- Motion made, seconded, and approved.

Public Comments: None

New Membership Review: None

Updates:

Craig Blewitt, Transit Services Manager (Public Transit Administrator)

- Spring Service Changes – Public meetings during last two weeks of January
 - Shooting for May 1 changes; adjusting bus stops – some benches and shelters may not be in place when the changes start but all the signs will be updated on time
 - Higher priority for shelters at stops where people transfer
 - Presenting the changes to Council as an information item on January 25
 - Providing six public meetings set at various times and locations to offer the most opportunity for citizens to participate
 - Transit will consider all input before the final proposal is made
- Yield to Bus – Ordinance first reading Jan 12, should be law by the end of the month
 - Traffic must yield to buses merging back into traffic after a stop, but can only be ticketed if it's one of the buses with the flashing light and notice
 - Is it possible to have fees go to Transit?
 - We're anticipating some high-profile enforcement early on, but then hopefully drivers will catch on. The point is to improve service, not to fine people

Wendy Patterson, Transit Services Senior IT Business Analyst

Metro Mobility ADA Paratransit Taxi Option and Pre-Paid Accounts:

- In 2013, Transit reviewed possible benefits the taxi option would provide to riders, service, and budget. Decided it is a valuable option where everybody wins – provided we could monitor and oversee the services
 - Rides less than seven miles would be eligible for taxi service
 - Taxi companies charge National \$17.00 per ride – significantly lower than the cost of operating a Metro Mobility vehicle
- Things to consider regarding taxi rides and fares:
 - Impossible to track cash fares between riders and independently-contracted taxi drivers
 - Using green tickets creates accounting and reconciliation issues
- Solution was to provide the service on a pre-pay basis only; no cash-fares or green tickets could be accepted; the intent was to implement a simple, cashless system:
 - Rider makes a reservation that qualifies for taxi service
 - Metro Mobility reservationist offers to provide the ride via taxi
 - If the option is accepted, the rider's account is charged \$3.50 at that time
 - Metro Mobility schedules the ride with the taxi company
 - Taxi company provides the ride and charges Metro Mobility \$17.00
- Pre-paid accounts may be set up through the same means as purchasing a book of green tickets
 - Rebecca asked about a delay between paying online and being able to book a ride.
 - Wendy will investigate transition between the City's online system and Mobility
- Pre-paid account information is not readily available online, you have to call and ask
- Courtney: Can we send out a mailing or an automated phone notice about the policy?
 - Wendy and Vicki will review the possibility of an automated phone-blast announcement
 - Wendy and Juan are also investigating Courtney's suggestion for an opt-In to receive monthly statements in the mail.

Policy Changes and Notifications:

- We have an obligation to oversee the use of taxpayer money; must respond to signs of abuse
 - It came to our attention there were riders with negative account balances in the hundreds still getting free rides; some green tickets were accepted but not submitted
 - Action was taken quickly to prevent further loss

Phones:

- The City upgraded the phone system back in December, and – despite the initial significant issues – we have a better system than we did.
- Zaina mentioned the phone system has been reverting to the old phone tree on the weekends:
- Current call stats:
 - Out of 4372 calls in December, 443 hung up before answer and **81%** were on hold less than two minutes before transferred, answered, or got to voicemail
 - You can leave a detailed reservation message– then your call back will be just to confirm
 - Wendy and Juan will dig into the data to ensure sufficient staff is available
- Juan will update TPAC on Metro Mobility’s hold times
- Wendy will demonstrate Metro Mobility’s IVR System in February.
 - Similar to the fixed-route system’s Next Bus automated schedule line
 - More than 1500 calls go through the Next Bus line, freeing up time for fixed-route customer service agents to help customers with more detailed questions
 - Call **444-7431** for Metro Mobility’s automated system with no hold time
 - Reservations, cancellations and call-ahead features
 - System can let you know when your bus is almost there!
 - During beta testing, some people liked it, others, not so much
 - Trapeze books the ride in a way that is optimized for the system, not necessarily according to preferences

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

- Preparing for service changes; drivers have a lot of information and are getting ready

Juan Alecia, National Transit (ADA Paratransit Service Provider)

- No additional comments

New Topics for Discussion

- Uber
- Public Private Partnerships: CTAB recommending a Council resolution

Member Announcements

- Liz Robertson will take Michelle McGowan’s place for the Division of Vocational Rehabilitation

Public Comments

- None

Agenda for Next Meeting (*follows*)

Adjourn: 11:34 AM