

Minutes
Transit Passenger Advisory Committee

Monday, September 19, 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 10:02 a.m.
- Zaina Braddy, as the Committee Chairperson, requested introductions from all present.

Members Present

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| Zaina Braddy | 2017 | Metro Mobility Rider Advocate, Committee Chairperson |
| Netanya Jamieson | 2016 | Discover Goodwill, Committee Vice Chairperson for Allison Burns |
| Larry Schaefer | 2017 | Fixed-Route Rider Advocate |
| Dick Hyde | 2016 | Community Intersections |
| Liz Robertson | 2016 | Division of Vocational Rehabilitation |
| Ron Anderson | 2018 | Fixed-Route Rider Advocate |
| Rebecca Shields | 2016 | Metro Mobility Rider Advocate |
| Courtney Stone | 2016 | The Independence Center |
| Bill Goodnight | 2018 | Fixed-Route Rider Advocate |
| Rick Orthwein* | 2019 | Fixed-Route Rider Advocate |

**New member as of today*

Members Absent

| | | |
|------------------------|-------------|--------------------------------------|
| <i>Lynn Harrington</i> | <i>2018</i> | <i>Metro Mobility Rider Advocate</i> |
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Service Providers

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| Andrew Cottrell | McDonald Transit Associates (Fixed Route Service Provider) |
| Juan Alecia | National Transit (Metro Mobility ADA Paratransit Service Provider) |
| Ramona Collins | National Transit, Dispatch Supervisor |

City Staff

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|----------------|---|
| Craig Blewitt | Transit Services Manager |
| Carl Schueler | City of Colorado Springs Comprehensive Planning |
| Jacob Matsen | Transit Services ADA Paratransit Coordinator |
| Vicki McCann | Transit Services Marketing & PR Supervisor |
| Maggie Chapman | Transit Services Admin Tech; TPAC Liaison |

Guests

Kathleen Senn • Jeanette F. • Kermit Johnson • Susanne Whited • Christine Cosgrove

Review Agenda

- Craig Blewitt requested to add Carl Scheuler's Plan COS presentation to the Agenda just ahead of his own Transit Administration update.
 - A motion to approve as amended was seconded and approved.

Approval of Minutes from Previous Meeting

- Liz requested an amendment to the minutes to clarify that she indicated that the Division of Vocational Rehabilitation could provide sensitivity training rather than her, specifically.
 - A motion to approve as amended was seconded and approved.

Public Comments

- Kathleen Senn stated that the bus stop codes were not functioning correctly and that she could not reach anyone on the phone to get to customer service.
 - Vicki acknowledged there were some issues last week, which had been addressed.
- Kathleen Senn stated that the Metro Mobility ticket book she returned was not correctly credited to her account, and that her check also was unnecessarily hung up due to a slight error that should have been handled better.
- Jeanette F. stated that she could not schedule a ride to arrive home at a certain time and that drivers would not sell tickets any longer due to the system going paperless.
 - Craig responded that Metro Mobility still has and accepts paper tickets

New Membership Review

- Mr. Charles Frederick Orthwein (Rick) submitted a letter of interest; he would like to apply his long-time experience with the fixed route system to help this committee where he can.
 - Rick was asked to step out of the room while the committee considered his request
 - The members voted to grant Rick's membership request; Mr. Orthwein was welcomed back into the meeting as TPAC's newest member

Guest Presentation from Carl Schuler, City Comprehensive Planning

It's been a very long time since the City of Colorado Springs has created a comprehensive plan for the future. It will be a two-year process to create a citizen-built vision <https://coloradosprings.gov/plancos>

- Lots of opportunities for participation
 - Co-Creators: <https://coloradosprings.gov/planning/page/plan-cos-team#cocreators>
 - special participants and ambassadors for the Comprehensive Plan process
 - can represent organizations and/or act as individuals
 - can represent their neighborhood, organization or other constituencies
 - are committed to participating in key community events
 - are willing to review and comment on the vision and Plan as it develops
 - You can call 385-PLAN if you have questions
- We want a flexible commitment – we're scheduling evening and daytime meetings so you can still have a life – you don't have to agree with everything, but you have to respect the process
 - You can also call Carl if you have questions: 719 385-5391

Q&A

What's a Comprehensive Plan?

- The Comprehensive Plan tends to focus on land-use across the entire city but also captures other plans – Transit, intermodal transportation, fiscal accountability, many other aspects. There are fifteen major planning efforts in process right now just for the City - Shooks Run, Nevada Avenue, South Academy... then there's more-regional planning ... The Comprehensive Plan is the overarching one that touches on all of those.
- What's your biggest challenge in this plan?

- Changing to the degree people want to change within the limits of fiscal sustainability and to meet the needs of different constituencies and maintain historic preservation.... There are a lot of things to stitch together.

How do you keep all the different committees working together?

- There is a lot of staff-level coordination going on, too – parks, transit, housing, public works...

It seems like there's already a decision made about focusing on Downtown?

- Yes and no - You don't throw out the plans that we've recently accomplished, and recent planning efforts have concluded infill development is important – but that's not just downtown – it's all the key corridors.
 - We are a 200 square-mile city and we must keep that in mind
 - Vibrant downtown is part of the planning vision that feeds into this

Are rails ever coming through the City of Colorado Springs?

- That's come up in the stakeholder meetings; rail, streetcar... and they are part of the conversation

Courtney: It might be helpful if you would include information about bus routes near to your upcoming public meetings.

Craig Blewitt, Transit Services Manager

Service Changes became effective yesterday and today –

- Some amenities at new bus stops are not yet in place, but they will be soon
- Mayor is providing his proposed budget to City Council early next month
- Craig will present the 2017 Transit Budget to TPAC at the October meeting
- We're on track to complete the Downtown Transfer Station Relocation study next month
 - Announcement will be sent out to TPAC members.
- Jeanette F: Will we ever get service out in Briargate for residents and those who work at the hospitals?
 - The existing service area is the current focus for improvements; will need to have additional support to expand service area (it costs more than improvements within the existing infrastructure) and we're seeking partnerships for that support.
- Rick and Larry had comments about Route 11 - It seems to have a problem going around on time, possibly with Southgate and Nevada being an issue; Susanne recommends that we drop the 11 when it catches up with itself or interline it back with the 9 to make up the time.
 - We are analyzing that one and evaluating solutions – thank you for the input!

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

- October training will be focused on sensitivity and will take advantage of DVR's offer
- Smooth transition with the Service Changes – half-way through day two, anyway...
- Christine didn't see the service change announcements – what's changed?
 - Final service change pamphlets were put on the buses 30 days out and we held back a thousand and then we put them out a week before – so those were available
- Rick suggested something that volunteers use at Penrose might be helpful; they wear pins that say 'Ask me, I care' – just to announce that can help. TPAC members could wear them so that riders may feel free to go ahead and ask them for help.

Juan Alecia, National Transit (ADA Paratransit Service Provider)

- 99 Accident Free days 129 days with no incidents whatsoever 94% on-time performance
- This was a rough week this week with school starting and the additional ridership

- Rebecca commented the phone system is still not up to par, which is at least partially to blame; Jacob and Juan are looking into it
- Mona was Promoted and will be starting as our new Dispatch Supervisor
- Hiring a new operations manager

New Topics for Discussion

- Union and Constitution 6-inch curb at the Paint yellow?
- Credit card machines are up

Member Announcements

- Netanya: Allison Burns will be out for the next few meetings, she's busy with her new daughter, Nichole Marie Burns, born September 12!
 - **Congratulations!!**

Public Comments

- None

Agenda for Next Meeting *(follows)*

- New Topic for Discussion: Consider signing up as a co-creator for COS Plan

Adjourn

11:27 PM