

Minutes
Transit Passenger Advisory Committee

Monday, November 21, 2016, 10:00 a.m.
Transit Services Administration Building
1015 Transit Drive, Large Conference Room

Call to Order, Quorum, Introductions

- No quorum was established until later in the meeting. Susanne Whited, TPAC member, stood in for the Committee Chairperson and called the meeting to order at 10:00 am
- Susanne Whited requested introductions from all present.

Members Present

Larry Schaefer	2017	Fixed-Route Rider Advocate
Liz Robertson	2016	Division of Vocational Rehabilitation
Rick Orthwein	2019	Fixed-Route Rider Advocate
Dick Hyde	2016	Community Intersections
Rebecca Shields	2016	Metro Mobility Rider Advocate
Susanne Whited	2019	Fixed-Route Rider Advocate

Members Absent

<i>Courtney Stone</i>	<i>2016</i>	<i>The Independence Center</i>
<i>Zaina Braddy</i>	<i>2017</i>	<i>Metro Mobility Rider Advocate, Committee Chairperson</i>
<i>Netanya Jamieson</i>	<i>2016</i>	<i>Discover Goodwill, Committee Vice Chairperson for Allison Burns</i>
<i>Ron Anderson</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</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
Jacob Matsen	Transit Services ADA Paratransit Coordinator
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

Guests

Clarke Charlton, Aspen Pointe
Jose Cortes, Rider of both fixed-route and Metro Mobility systems

Review Agenda

- No comments or changes were made.

Approval of Minutes from Previous Meeting

- Upon arrival of a sixth member, the minutes of the previous meeting were reviewed and approved with the spelling correction of Alysa Webb's name.

Public Comments

- Corner of 115 and Cheyenne Meadows – they improved the sidewalk!
 - That improvement is appreciated!

Craig Blewitt, Transit Services Manager

- Our new Metro Mobility General manager is Tim VanZalen, who will be here shortly
- Proposed Ordinance re Smoking and Vaping – to add vaping to the smoking prohibition and including the semi-enclosed area of the downtown station
 - We've received complaints about vaping and there has been statement released by the FDA that vapor contains harmful products
- 2017 service changes will be in the fall; increased funding and new buses will be available
- Northern Hospitals –
 - Did not receive Colorado Springs Health Foundations grant; resubmitting for 2017
 - Amblicab and Silver Key are currently providing service there – we want to make sure they have the resources they need
- Jacob Matsen to talk about opt-in for monthly statements and the pre-pay accounts:
 - To mail monthly statements out to all of our 7000 clients would cost \$12K monthly – but we cannot estimate how many people would opt-in
 - You can go to www.mymobility.coloradosprings.gov/ and login with password to review your account information any time after you set up your account with a reservationist
- Bus stops that serve multiple routes –
 - Drivers will announce their route number at these stops
 - Please give us the feedback!!
- Outside of the Metro Mobility ADA service area:
 - We cannot provide the Metro Mobility ADA service within the Fountain City limits, for example, the shopping center across from PPCC – but we can provide PPRTA-funded Silver Key or Amblicab service there.
 - Jose: Is Amblicab a private company? Yes.
 - Amblicab prioritizes medical appointments; it's hard to schedule a shopping trip
 - The Joint Call Center will play an important role in coordinating and alleviate this kind of problem
- Call center opening on January 3; it will take some time to be in effect full-swing, though, and there won't be actual marketing for it until after things get rolling together
- Manitou parade is this Saturday night – one of our buses will be on
- December Festival of lights is December 3 and that will be fun
 - Can we advertise this stuff on the buses?
 - Maybe put flyers when there are no rider alerts?
- Downtown Station Relocation:
 - Down to three possible sites – Mayor appointed a steering committee to guide the decision for the final site

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

- Class of five new drivers came out of training
- DVR came in and provided sensitivity training –
 - 83 drivers attended, and hopefully we'll see some improvements

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

- One week on the job – gaining all the knowledge I can, and we’re trying to work on the issues we know about – we’ve got some staffing issues we’re working on
- Susanne: How can I take my four-year old on the bus; she cannot buckle her seatbelt over the booster seat – can the driver do that? (The seat does not get fastened into the bus)
- Rebecca: What is the minimum age for an individual to ride alone?

New Topics for Discussion

- December meeting refreshments?
 - Yes! Let’s each bring a snack to share; Transit will provide coffee and tea

Member Announcements

- Zaina and Liz signed up for PLAN COS – Zaina is representing the Committee, and Liz is backup

Public Comments

- Just a note of appreciation for a driver: Mary Frances – she is so courteous! She always takes the time to help with my wheelchair and she has lots of patience – thank you!

Agenda for Next Meeting *(follows)*

Adjourn

11:20 AM