

Minutes  
**Transit Passenger Advisory Committee**

Monday, February 13, 2017, 10:00 a.m.  
Transit Services Administration Building  
1015 Transit Drive, Large Conference Room

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**Call to Order, Quorum, Introductions**

- A quorum was established; the meeting was called to order at 10:02 a.m.
- Allison Burns, as the Acting Committee Chairperson, requested introductions from all present.

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**Members Present**

Allison Burns	2016	Discover Goodwill, Acting Committee Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Ray Schwartz	2016	On behalf of Dick Hyde, Community Intersections
Rick Orthwein	2019	Fixed-Route Rider Advocate
Susanne Whited	2019	Fixed-Route Rider Advocate
Ron Anderson	2018	Fixed-Route Rider Advocate
Charlton Clarke	2019	Aspen Pointe

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**Members Absent**

<i>Liz Robertson</i>	<i>2016</i>	<i>Division of Vocational Rehabilitation</i>
<i>Rebecca Shields</i>	<i>2016</i>	<i>Metro Mobility Rider Advocate</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Courtney Stone</i>	<i>2016</i>	<i>The Independence Center</i>
<i>Zaina Braddy</i>	<b>Resigned</b>	<i>Metro Mobility Rider Advocate, Committee Chairperson</i>

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**Service Providers**

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
Tim Van Zalen	National Transit (Metro Mobility ADA Paratransit Service Provider)

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**City Staff**

Craig Blewitt	Transit Services Manager
Wendy Patterson	Transit Services IT Supervisor
Vicki McCann	Transit Services PR & Marketing Supervisor
Jacob Matsen	Transit Services ADA Paratransit Coordinator
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

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**Guests**

Joan Homick • Mary Griffith • Jeanette Fortin

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**Review Agenda**

- A motion to approve the agenda was made, seconded, and approved.

**Approval of Minutes from Previous Meeting**

- The previous meeting minutes were approved with some minor corrections.

## Public Comments

- Joan shared three letters that she has submitted about unsatisfactory experiences
  - Craig asked whether she knew to use 385-RIDE
- Mary discussed the changes to Route 6 and indicated she would rather be let out at the Bon Shopping Center, and did not understand why that couldn't happen
  - Vicki: Those in favor of the changes outweighed the negative remarks. If you call 385-RIDE during the public process, your comment is put in the system and they count toward public comments.
- Mary is also concerned about any new location for the Downtown Terminal
  - All three of the remaining potential sites are located downtown
  - Comments through 385-RIDE are logged, tracked, and actionable.

## New Membership Review

- No new membership requests were received this month

## Craig Blewitt, Transit Services Manager

- Introduced Wendy Patterson to show new Metro Mobility online services.

### Wendy Patterson, Transit Services IT Supervisor

- Wendy demonstrated how to book a ride online at [www.MyMobility.coloradosprings.gov](http://www.MyMobility.coloradosprings.gov)
  - Your ride goes straight into the database; reservationist does not have to manually enter it into the system
  - You can select your preferred method of call-ahead when your bus is coming
    - Phone call, text message, or email notifications
  - Question: Can this site be read by screen-readers?
    - Jacob checked it with JAWS at the Independence Center
    - Jeanette offered to provide assistance on different screen readers
  - This system works with the phone system; if you cancel by phone it will show up online.
- Additional features
  - Check your balance under 'My Profile' (you can select English or Spanish)
  - Shows your detailed profile, including your account balance.
  - You can update your information, address, email, phone, etc.
- Providing feedback here puts it through to Customer Service (it counts as calling 385-RIDE!)
  - You can make suggestions, enter complaints, or other comments
- Some suggestions more immediately:
  - Susanne would like to see an option to review ride history
  - An extra screen/click to confirm cancellation would be appreciated; for now, if you accidentally cancel it's best to call the Reservationist and let them know
- Vicki talked about ways we're planning to let everyone know about the new system
  - Signage in the Mobility vans, Train the Trainer, website instructions, a letter to Mobility clients, a page in the Guide to Ride....
    - Charlton would like to have Care Coordinators get familiar with it
    - If we have printed materials, we can send them over to agencies for distribution
  - We will send the information to TPAC

## Craig:

- Service Changes: three public meetings were held, and comments are being taken until the 15<sup>th</sup> – so far we have mostly supportive comments
  - Fall 2017: 15-minute service for route 25 – Academy
  - Spring 2017: Time point adjustments

- Fall 2018: Re-route section of Route 6
- Smoking and Vaping – Going to Council for second reading Feb 14
  - Anticipate start of enforcement March 15
- The City's Comprehensive Plan is a big deal –
  - If you haven't done so already, check it out at [www.Coloradosprings.gov/planCOS](http://www.Coloradosprings.gov/planCOS)
  - Take the survey!! Especially since you're interested in Transit
- Bob Schwanz, Transit's Operations Supervisor, will be here next month to provide some information about what happens when you call 385-RIDE and share why it's so important.

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

- Seven new drivers are out there finishing up training
- Tomorrow's safety meeting will include Customer Service focus
  - Will talk about some of the issues brought up today
  - How long do your safety meetings last? One hour per month
- A few concerns were raised: (Call 385-RIDE!)
  - Upon request, drivers should wait until a passenger is seated before leaving the stop
  - Some drivers haven't been paying quite enough attention – missed my stop
  - Some stops are not very well-lit at night – call 385-RIDE if the bus passes you up!

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

- New drivers are training – another week or two before they're out
- Office positions also being filled

**New Topics for Discussion**

- Susanne asked about why some delays are tweeted but not others
  - We've recently trained Dispatch on how to post delays to Facebook (not twitter yet)
  - If there's something big going on, like a snowstorm, PR and Marketing staff is working regardless of what time it is

**Member Announcements**

- Charlton let everyone know Council is doing a Transit Tour with some of the City Council Candidates; Courtney Stone will have information on that
- Ron shared some concerns that he's seen in his travels; Vicki is following up with him

**Public Comments**

- Mary pointed out the lighted signs on the buses aren't always working; it's often disorienting
  - If you are on a bus and you notice the lighted sign is incorrect, call it in! 385-RIDE

**Agenda for Next Meeting**

- Bob Schwanz, Transit's Operations Supervisor, will be here next month to provide some information about what happens when you call 385-RIDE and share why it's so important.

**Adjourned:**

11:15