

Minutes
Transit Passenger Advisory Committee

Monday, March 20, 2017, 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.
- Allison Burns, as the Acting Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2016	Discover Goodwill, Acting Committee Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Dick Hyde	2016	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
Liz Robertson	2016	Division of Vocational Rehabilitation
Rebecca Shields	2016	Metro Mobility Rider Advocate
Courtney Stone	2016	The Independence Center

Members Absent

<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</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)

City Staff

Craig Blewitt	Transit Services Manager
Bob Schwanz	Transit Services Operations Supervisor
Vicki McCann	Transit Services PR & Marketing Supervisor
Jacob Matsen	Transit Services ADA Paratransit Coordinator
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

Guests

Joan Homick • Mary Griffith • Jeanette Fortin

Review Agenda

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

Approval of Minutes from Previous Meeting

- A motion to approve the previous meeting minutes was made, seconded, and approved.

Public Comments

- None

New Membership Review

- No new membership requests were received this month

Craig Blewitt, Transit Services Manager

- Fall Service Changes
 - Public meetings were held and went well, finalizing changes by April 4
 - If approved as proposed, there will be some tweaks in May, changes to Academy Boulevard service in October, and changes to Route 4 next year.
- No-Smoking or Vaping rules are going over surprisingly well; very few issues
- New Metro Mobility Passes will allow riders to swipe their card when riding on fixed-route buses
 - Will be distributing new cards soon; most riders will get a new card when recertifying
- Joint Call Center – office renovations are on schedule
 - New number to be calling will be released soon
 - You'll still be speaking to a reservationist when you call, not a computer
- Downtown Station Relocation
 - Steering committee (including Courtney Stone) will be prioritizing the top three location options for the new station
- Craig introduced Bob Schwanz, Transit's Operations Supervisor, to provide some information about what happens when you call 385-RIDE and share why it's so important.

Bob Schwanz, Operations Supervisor

My objective today is to explain how we receive customer feedback and how we strive to constructively use that information to ensure quality service.

- Comments and complaints (COMs) are received by our Customer Service agents, who report to me in Operations. The "COM" system refers to the software used to record and track all customer service input, including complaints, commendations, comments, and questions.
 - Lost and Found items are also tracked through COMs
 - Everything is centralized through the Customer Service Department. Input given to the bus driver, the reservationist, the dispatcher – or even here in this gathering – does no good until it's registered into the COM system by Customer Service.
- To make it work properly, we must maintain a centralized system where information can be collected and acted upon.
 - Our customer service agents are trained to obtain accurate and usable information from the customer regarding the issue.
 - Once the information has been collected and entered, the customer service agent will provide a COM number that may be used to reference the issue in the future.
- Customer Service agents are sometimes able to resolve the matter during this first call. The COM will still be registered so the proper department is aware of the situation.
 - For example, a rider calling to report "the Route 25 buses are always late" will likely not want a response. However, the COM is still recorded and logged for future reference
 - We value **all** comments and information, and we want the input – good or bad.
- Once entered, COMs are forwarded to the proper division (Fixed Route, Paratransit, Vanpool, Planning, Dispatch, or Management (Bob)). Each Division has designated staff to investigate the matter and report the results back to Customer Service through the COM system.

- The investigator must document what information they gathered, in detail, as well as what the resolution will be (such as retraining an employee, discussion of the matter, discipline, etc.).
 - Any employee comments, including responses, justifications, or denials will be logged before the COM is complete.
- It should be understood that while the City has no direct jurisdiction over the Contractor's employees, we do ensure that appropriate action is taken by the contractor
 - Andrew commented on this later to say that when drivers receive commendations, it is added to their team's Star Board while complaints are logged into their employee files and used for corrective action.
- The investigator, department head, or customer service agent will contact the customer and explain the outcome of the investigation.
 - If there are any unresolved issues, or if the customer service agent is not satisfied with the response, it is brought to Bob's attention and sent back to the responsible division for clarification or further action.
- Finally, once Customer Service or I am satisfied the issue has been properly addressed and the customer has been provided a sufficient response, then – and only then – is the COM closed.
- COMs should be closed out within four business days.
 - Rarely does it take longer than that to gather the facts and come to a resolution.
 - Customer Service reviews COMs daily and reports any that are not closed to Bob.
- Furthermore, the last thing I'd like to say is that, unlike what many people believe, I can attest to the fact that every person in this building sincerely cares about the system and the customers that ride our buses. The contractors and the vast majority of their drivers and employees also take great pride in the service that they provide.
 - We all wish to put the best service we can out to the public on a consistent basis; to do so, we need accurate, actionable information upon which to act.
- Susanne: Maybe you can turn that presentation into a video or something?
 - Vicki will make a star out of Bob yet!
- Craig: All that being said, the City is still ultimately responsible for the service provided
 - We sometimes need to pull video to clear things up – and quite often it seems the rider was just having a bad day – however, there are times when we're not up to standard – when that happens, we need to know so we can make it right!

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

- Once a COM is entered, our customer service supervisor reviews them and makes sure that any necessary action is taken, including positive and negative COMs
 - We have a Star Board where the drivers are teamed up and compete to get the most commendations – send them in, too!
 - We watch for serious issues and trends to make sure employees are offered retraining when they just need to do better, or that disciplinary action is taken when needed.
- There are seven new drivers starting training for the upcoming service changes; we're looking forward to providing the Manitou Springs Shuttle service.
- Susanne: I guess I should start calling 385-RIDE about the drivers not waiting for frail riders (at least one that was visibly shaky on his feet) to be seated before putting the bus in motion – and the bus wasn't running late at all, so there was no reason to get moving so fast.

- There's a safety meeting coming up on the 27th – will be bringing it up then
- And yes, calling it in is the best thing to do!
- Joan had submitted a letter of complaint last month; it was read to the drivers at the most-recent safety meeting
- Rick pointed out that driver-announcements are often inaudible at the back of the bus (when the automated system isn't working and when the drivers do announce the stops, anyway)

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

- All the new drivers have completed their training as of today
- Fully-staffed now, both with drivers and with office staff
- On-time Performance is up, negative COMs are down, and commendation COMs are up!
- Rebecca: Drivers are doing an excellent job – especially considering they deal with a lot of challenging situations and riders with extra needs.
 - Tim: Your input is greatly appreciated, thank you!
- Rick asked about how the policy of not having radios in the buses is going
 - Tim: There haven't been any issues; we'll be keeping the policy in place for now

New Topics for Discussion

- Courtney asked if we want to have a presentation regarding the Plan COS process?
 - To be discussed further at a later date; after elections meeting

Member Announcements

- Liz is one of the Plan COS Co-Creators primarily representing the DVR, but will also help keep TPAC informed with regular updates. (Adding to the regular agenda)
 - Liz's role is voluntary and her main purpose in this is to help draw input for the whole process
 - They've released the survey responses and the second-highest rated was to modernize transportation, including bus system
 - Focus group talking about the community's values and how to make sure these are the issues that are addressed through the plan
 - Craig added a point of note: This is a big deal; it's the blueprint for the City on how to move forward – the last time we did this kind of planning was in 2001 – and there's a strong commitment to get it right and follow through
 - Craig appreciates the fact there are TPAC members involved with this!

Public Comments

- None

Agenda for Next Meeting

- Elections!
- Adding "Plan COS Update" for Liz and Courtney

Adjourned:

11:10