

Minutes
Transit Passenger Advisory Committee

Monday, April 17, 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 10:00 a.m.
- As the Acting Committee Chairperson, Allison Burns requested introductions from all present.

Members Present

Allison Burns	2017	Discover Goodwill, Acting Chairperson
Rebecca Shields	2017	Metro Mobility Rider Advocate
Courtney Stone	2017	The Independence Center
Liz Robertson	2017	Division of Vocational Rehabilitation
Larry Schaefer	2017	Fixed-Route Rider Advocate
Lynn Harrington	2018	Metro Mobility Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Susanne Whited	2019	Fixed-Route Rider Advocate

Members Absent

<i>Charlton Clarke</i>	<i>2019</i>	<i>Aspen Pointe</i>
<i>Dick Hyde</i>	<i>2017</i>	<i>Community Intersections</i>

Service Providers

(Not Present)

City Staff

Maggie Chapman	TPAC Liaison	Mountain Metropolitan Transit
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Guests

Joan Homick

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 Comment

The committee requested to hear comments from the citizen present at the meeting:

- Joan Homick shared an email that she submitted to Customer Service regarding her concerns with Transit's plan to move Route 6 from 4th Street to Fillmore. There are several seniors who live in that area who will then have to navigate several blocks and along Fillmore, which currently has no sidewalks and it is dangerous.
 - The change to this route will happen only after improvements are made and sidewalks are installed to provide safe access to the new alignment of the route.

TPAC Membership Re-Elections:

- Terms of membership expired this year for the following TPAC members: Rebecca Shields, Allison Burns for Discover Goodwill, Liz Robertson for the Division of Rehabilitation, Dick Hyde for Community Intersections, Larry Schaefer, and Courtney Stone for the Independence Center
 - **A secret-ballot election was held for each member and all were reelected for the 2017-2018 term**

TPAC Officer Elections

- Open discussions resulted in the nominations of Allison Burns and Susanne Whited for chairperson of the committee.
 - **A secret ballot was held and Allison Burns was elected Chairperson of the Committee**
- Open discussion resulted in the nominations of Susanne Whited and Liz Robertson for vice-chairperson of the committee.
 - **A secret ballot was held and Susanne Whited was elected Vice Chairperson of the committee.**

Congratulations!!

Review Current Makeup of the Committee:

- Allison went over the summary of the committee representation that Maggie compiled. We're still low on overall membership with four vacancies and generally high on specialized transportation vs. fixed-route.
 - Liz pointed out her organization is highly focused on providing travel training for fixed-route and asked why she is listed as 'specialized' services...
 - Maggie's assumptions were based on how each member most-often represents ridership during meeting conversations, not necessarily the majority of their organization's clientele.
 - Adjustments may be required and Maggie will follow up with individual members.
- Maybe there should be a subcommittee tasked with recruitment where we have gaps in representation—meaning, fixed-route ridership?
 - Courtney suggested we could seek out representatives for areas of service?
 - Rick, Lynn, and Liz each expressed interest in finding ways to overcome barriers to participation in this committee. Is this cost-prohibitive? Time-consuming? Do people just not know about it?
 - Rebecca pointed out she doesn't want it to pull attention away from the focus of the group; she's concerned we don't have time to focus on results – why would anyone want to participate if we don't get results? What do we actually do??
 - Liz: I think we've seen a lot of changes that came from our... *persistent* feedback.
- Problem with people coming in here to ramble on for twenty minutes about a single complaint when it's much more productive for them to do that at the Customer Service desk.
 - Maybe we need to start our Public Comments section with a disclaimer?
 - We've never actually done that before; let's start doing that and see how much it helps..
- Maybe we need to participate at City events with Vicki?
- Maybe we don't need so much time spent on hearing reports from all the managers?
 - Don't forget some of that time is spent on them answering our questions!!
 - We would like to ask for more-focused reports, and then spend some time in guided discussion about what we want to accomplish in our "**New Topics for Discussion**"
 - Let's try this for three months.

Update Roster:

- The member roster was circulated for updates
 - The roster will be emailed to members for additional review

Review Bylaws:

The Committee is free to discuss any points in the Bylaws:

- Should a new statement be added to the duties of Chair and Vice-Chairpersons as follows? *In the absence of both the Chair and Vice-Chairpersons, the City shall appoint an active, voting member of the committee to stand in on an interim basis.*
 - Motion to approve additional language in bylaws as written is made and approved.
 - To be added to May agenda for finalization and inclusion in actual document.
- We should review our accomplishments on a quarterly basis; Additionally, we should review our 2016 Accomplishments and the accomplishments of the first quarter of 2017

Administrative Procedures and Documents:

- Administrative Procedures: All seems to be going well.
- The prospect of re-starting a snack schedule in which members were to take turns was nixed.
 - However! The committee members agreed we should have a potluck at the end of the year; let's plan it a little more this year, shall we?
- Handbook: Add info re accomplishments, add info from Bob's presentation about logging complaints, add a place to store cards?

Member announcements and information sharing:

- Courtney and Liz would like to invite TPAC to participate Plan COS presentation
 - The committee members were very receptive to this
- Courtney will be sharing some information about a study going on regarding Medicare/Medicaid – it offers compensation to participants; Maggie will forward the flyer via email

Public Comments

N/A

Agenda for next meeting:

- Approve changes to the Bylaws
- Information or Updates requested:
 - Downtown terminal relocation study
 - Joint Call Center

ADJOURN 11:30