

Minutes
Transit Passenger Advisory Committee

Monday, October 16, 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 10:05 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2018	Discover Goodwill, Acting Committee Chairperson
Ron Anderson	2018	Fixed-Route Rider Advocate
Rebecca Shields	2018	Metro Mobility Rider Advocate
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Larry Schaefer	2018	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Liz Robertson	2018	Division of Vocational Rehabilitation

Members Absent

<i>Charlton Clarke</i>	<i>2019</i>	<i>Aspen Pointe</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Dick Hyde</i>	<i>2018</i>	<i>Community Intersections</i>
<i>Courtney Stone</i>	<i>2018</i>	<i>The Independence Center</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
Brian Vitulli	Transit Services Planning Supervisor
Vicki McCann	Transit Services Marketing & Public Relations Supervisor
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

Guests

Joe Salazar

Review Agenda

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

Approval of Minutes from Previous Meeting(s)

- A motion to approve the September 2017 meeting minutes was made, seconded, and approved.
- A motion to approve the July 2017 meeting minutes was made, seconded, and approved.

Public Comments

- No comments at this time.

Craig Blewitt, Transit Services Manager

- City Budget Update: Increased by almost \$180K
 - Covers annual contract cost increases and sustains existing City-Funded services.
 - Budget includes 20% funding for a Mobility Manager position to coordinate specialized transit services and the One-Ride HSP efforts
- PPRTA Budget Update: Adding \$1.4M
 - Increase and improve services
 - Presenting the 2018 Service Options to many stakeholders; gathering input for December to finalize and release our Proposed Service Changes

Brian Vitulli, Transit Services Planning Supervisor: Transit Service Improvement Plan Presentation Initial alternatives:

- Based on several key metrics in our standards for Transit System Performance:
 - Identify poorly-performing routes; apply remedies which include marketing and restructuring before any consideration of shifting the resources to another area
 - Identify well-performing routes for further development
 - Improve transfer reliability and reduce travel time
- Evaluate demand for services and partnership opportunities
 - Partnerships are required to support the expense of expanding service area
- Consider Rider Survey Results
- Feedback Timeline for Spring 2018 Service Changes:
 - October – November: Present to transit-interest groups and obtain input
 - December: Finalize Proposed Service Changes
 - January – February: Public Process – obtain citizens' input
 - March – April: Adjust as needed and apply service changes

Options under Consideration: (Subject to community feedback!!)

- New Weekday Service:
 - **Union Boulevard** – Adding a north/south corridor from Boulder to Academy
 - **Union Boulevard** – Express Route from Academy to Memorial Hospital North
 - **PPCC** - Express from Voyager to PPCC's Rampart Range Campus
- Either/Or Option: Route 27 **or** Route 1:
 - **Increase Frequency** to 15-minute service (one or the other only!)
- Off-Peak Additional Weekend Service
 - **Route 1 – Increase Frequency** to 30-minute service on Saturdays
 - **Route 3 – Increase Frequency** to 30-minute service on Saturdays
 - **Route 10 – Add Sunday** 60-minute service
 - **Route 19 – Add Sunday** 60-minute service
 - **Route 32 – Add Saturday** 60-minute service
- Performance Improvement: – Add vehicle to Route 11 improve performance (Implemented October 1, 2017 – two weeks in and it's doing well!!)

Additional Notes, Comments, and Questions:

- Discussions about partnerships for expanding service northward are moving along. Includes Memorial, PPCC, and more recently, Penrose St. Frances

- PPCC may reconsider the Student Pass option with the possibility of service to Rampart
- Rick: What would need to happen to create a new transfer station?
 - The hub-and-spoke system we're working from is pretty well-distributed at this point
 - Will be adjusting around the new location of the Downtown Transit Center as needed
- Susanne: Was running longer on the weekends considered this time around?
 - Many of the routes that have weekend service are low on ridership; that would have to increase before we can extend the span of time
- Rick: What's the timeline for straightening out Route 6 to go along Fillmore?
 - We're working with local businesses to have sidewalks installed before we can move forward
 - Rebecca: Will that connect with the proposed Union Boulevard route headed north?
 - Yes, and we'll be focused on facilitating smooth transfers
- Larry: It would be appreciated if we could get a little more service to the VA clinic so vets can set appointments for 8:00 am
- Susanne: How do you coordinate with City Traffic Engineering? I'm asking because Route 7 seems to be having issues with making that left outbound from Wahsatch onto Colorado; it's likely to get worse when the 'high'-rise building construction is complete
 - We do work with Traffic Engineering often; will look into that one.

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

- Service changes that started October 1 have been going *flawlessly*... (mostly!!!)
 - Routes 10/11 on-time performance has improved greatly
 - ...and there are some new drivers out there!
- Speaking of new drivers: We're doing back-to-back training
 - Not everyone's cut out for bus-driving; last round was not so great
- There's a lot more ridership on Saturdays now, as opposed to three years ago
- Susanne: Route 10 Question – what happens when someone gets to the college and they need to get back to the Myron Stratton Home; they can't do that anymore?
 - We will certainly figure out how to honor that
 - Sidewalks along the east side of 115 would be novel... (but we can't have people crossing there; very dangerous!)

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

- Training! Three new drivers will be starting next week
- We're down a couple of drivers unexpectedly so there's another round of training upcoming
- Ridership is higher; some drivers are a little stressed out –
- Drivers are also training with the Independence Center, which will be helpful for all
- Susanne: Just something that happened last week... when I called in to reservations, I was on hold for a few minutes, and then when they picked up I was just asked to hold longer. Anything fishy about that?
 - All hold times are tracked; they're separated out between the system putting you in the queue for an answer and the amount of time you're put on hold by the reservationist
 - The City's organization only has one phone system; we're a bit limited and there's not much can be done about that
 - There were a couple of very busy days that contributed to wait times
- Rebecca: I've heard that Amblicab and Silver Key have been charging seniors to ride; they should be covered under grant funding; they don't have a seat at this table, maybe they ought to...

New Topics for Discussion

TPAC's initial input regarding the 2018 Service Change Options:

- Would like to see the summary that Brian presented on the social media...?
- Would like to be able to get to the VA clinic on time for an 8:00 appointment...
- It's great there's a bus that serves the Powers corridor (Route 23); Tutt is inconvenient, though.
- The Route 7 seems to get hung up outbound turning from Wahsatch to Colorado Ave; any chance we can talk to Engineering about the timing of that light? The new "high-rise" there may have some impact once it's complete, too.
- It would be good if the Route 10 ran earlier and later; there are a lot of people who work down in the Cheyenne Meadows area
- Route 6 for Sunday Service

Member Announcements:

Liz, on behalf of Courtney: Senate Bill 11 - Transportation Access Study meeting:

- There will be a very rough draft of the gaps analysis and initial recommendations coming up – please come to the meeting that is next week:
 - October 24 from 12:00 to 3:00 pm at the 21C Library!

Public Comments

Joe Salazar asked about the possibility of service north along Murray up to the Carefree Village area

- This isn't in our current proposal, but the request will certainly be noted
- Additional conversation included the inconvenience levels of Route 23 going along Tutt; it's good we serve that area, but it's really inconvenient

NEXT MONTH:

- Review Accomplishments
 - Social Media Suggestions
 - TPAC Recruitment efforts: Suggested mention on new system maps
- Year-End Potluck!

Adjourned