

Minutes  
**Transit Passenger Advisory Committee**

Monday, November 20, 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 10:05 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

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**Members Present**

Allison Burns	2018	Discover Goodwill, Acting Committee Chairperson
Ron Anderson	2018	Fixed-Route 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
Courtney Stone	2018	The Independence Center

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**Members Absent**

<i>Rebecca Shields</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Charlton Clarke</i>	<i>2019</i>	<i>Aspen Pointe</i>
<i>Dick Hyde</i>	<i>2018</i>	<i>Community Intersections</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate – <b>Resigned</b> November 13</i>

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**Service Providers**

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
<i>Absent:</i>	
<i>Tim Van Zalen</i>	<i>National Transit (Metro Mobility ADA Paratransit Service Provider)</i>

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**City Staff**

Craig Blewitt	Transit Services Manager
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

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**Guests**

Joe Salazar  
Brian Champion  
Yolanda Avila

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**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 previous meeting minutes was made, seconded, and approved.

## Public Comments

- Yolanda Avila came by TPAC to see how things are going. As a councilmember representing District 4, she's pulling for Transit – especially to and from south east in the City

## Craig Blewitt, Transit Services Manager

### City Budget Update:

- Additional \$300K for public transit will allow us to move forward with more improvements sooner than anticipated.
  - Rather than just one of the two options, we're increasing service on Route 1 and the frequency on Route 27 (Both!)
  - Working on an express route along Union between Academy and the northern hospitals. Note: the ¾ mile ADA-required paratransit service range does not apply to express routes.
    - TPAC members recommended to be clear about not expanding Metro Mobility footprint and to use this as an opportunity to promote the call center
- Yolanda thanked TPAC for all the work done here to help make things happen, and Susanne offered appreciation in return for her advocacy!
  - Yolanda: Public transit is important to the southeastern area, where unemployment is higher than the City overall. Routes 1 and 27 don't cover a lot of the area.

### Metro Mobility

- New vehicles are smaller – V6 vs V10 – anticipate reducing fuel needs almost by half!
- Eligibility office has been relocated to be directly off the lobby; more convenient and efficient

### Fare Study

- Anticipate completion in mid-2018 – may be implementing some changes as appropriate during the study period
- Will be looking at e-mobile ticketing options

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

- October had the highest on-time performance yet: 91.08%
  - On-Time Performance is based on the bus being no more than one minute before or five minutes after the scheduled arrival time.
- Susanne: I appreciate the improvements to routes 10 & 11 – Today was awful, but most of the time it's GREAT!
- Susanne: Can we switch the bays that routes 10 & 11 use at PPCC? Route 10 comes in and changes to 11 before departing and the 11 comes in and changes to the 10 –
  - It would be easier for riders to understand if the 10 pulls into the 11 bay; that's the bus they want to board for Route 11.

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

- Tim was unavailable for today's meeting. He provided the following update via email:
  - Two new drivers on board
  - Working on starting a December class

## New Topics for Discussion

- Courtney suggested that TPAC could send a thank-you note to Council and the Mayor for demonstrating support for public transportation....
  - Members voted and unanimously decided to compose the above-mentioned letter

**Accomplishments:**

- It's not particularly tangible, but it's good to remember the things we discuss here are helpful:
  - Drivers were reminded to allow elderly people to be seated (or at least stable) before leaving the curb,
  - Regular driver-training classes included issues with hard-braking as we requested
- Rick pointed out he is very happy serving in the Senior Ambassador program

**Member Announcements:**

- Courtney: Exciting objectives in the 2040 Plan – increasing ADA Accessibility
  - There are agencies in the region that are collecting ADA Accessibility data – a lot of areas don't do that.
  - We can always provide input to the City – especially about curb cuts (or the lack thereof) or other obstacles on sidewalks
- As an aside, it's always interesting to go back and look at the older plans and see how the City is actually using them; planned things are *happening!*

**Public Comments**

- No public comments were made at this time.

**NEXT MONTH:**

- Year-End Potluck!
- Review Thank-You letter

**Adjourned**