

Minutes
Transit Passenger Advisory Committee

Monday, December 18, 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
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Larry Schaefer	2018	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Courtney Stone	2018	The Independence Center
Rebecca Shields	2018	Metro Mobility Rider Advocate
<i>Dick Hyde</i>	<i>2018</i>	<i>Community Intersections</i>

Members Absent

<i>Charlton Clarke</i>	<i>2019</i>	<i>Aspen Pointe</i> Resigned 12/05/2017
Liz Robertson	2018	Division of Vocational Rehabilitation

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
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

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

Public Comments

- None at this time

Craig Blewitt, Transit Services Manager

Budget

- City Council approved the budget with the additional \$300K. The City budget includes
 - Keeping up our current contracts
 - Route 27 (S. Academy) 15-minute service
 - Mobility Coordinator

Call Center

- We're offering to have all the calls come in through the center for no cost to the HSPs; they provide their own resources for business needs.
- An RFP has been posted to hire a contractor to provide scheduling agents. The Mobility Coordinator will oversee operations.
- HSPs can use their own software, but if they choose to use the one we have available (Trapeze Trip Broker), we can provide that at no cost to them.
 - There is currently no integrated database
 - Trapeze has an add-on to book rides to send manifests to others
 - Yes, we will still be working with taxi companies for the Metro Mobility taxi option
- We are anticipating quite a bit of chaos as we get this off the ground; we will provide as much coordination and communication as we can, but there will inevitably be a period of confusion
 - In the long run, customer convenience and more-efficient scheduling will pay off
 - More passengers per dollar means more rides provided
- Rebecca voiced concern about the many different types of riders; some should receive free rides through Area Agency on Aging grant funding
 - As the system comes together, each rider's characteristics will be considered to provide the most-appropriate service to use. As mentioned, there is no integrated database yet, so this will be a work-in-progress as we gather all the required information
 - Rebecca: So if a senior who is eligible for the grant-funded ride calls, we will see their age and therefore won't charge them?
 - Yes.
- We will also be collecting better information –
 - Total number of rides provided to the community as a whole
 - What kinds of riders there are overall and how we can serve them better
 - We'll be able to evaluate what works well and what doesn't – and then make improvements that have significant impact.
- Will other transportation agencies be able to opt into this system?
 - That's likely – eventually. Right now we're working on getting the base started

Courtney: Any update for the Transit Center?

- Craig: Not a lot new – we met with FTA in Denver to make sure we're on track to receive federal funds for it, we have a project schedule
- Is there a consultant in the works?
 - Yes – we'll be hiring a project management firm that has done work like this
 - Barring major issues, we're going with the Sawatch and Sierra Madre location
 - If that one doesn't work – there are two back-up locations

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

- Best on-time performance we've had, but we can't sacrifice safety for it.
- Three people are in training now and will have their first day out on their own on Christmas Eve

- Another group coming out in January and another class starting.
- Susanne: How do you monitor the drivers to see if they're still fit to be drivers?
 - We do performance evaluations and there are fit-for-duty assessments, each are periodically performed and can be done on an as-needed basis.
 - If you see anything that concerns you, please call 385-RIDE

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

- 2017 was a pretty good year here –
 - 60 complaints (13 in January, the rest of the year between 0 and 9 each month)
- Wheelchair securement training Saturday – we do this every year
- We have 14 new buses coming online late January or early February
 - Craig – one comment on the new vehicles – they're smaller; we're going from V10s to V6 which will reduce fuel consumption by half
- Class of three new drivers starting – it takes three to four weeks from hiring to having a new driver on the road
- Rebecca: People don't take the time to call, but I hear lots of compliments about the drivers, mostly they're very personable and show interest in each person, not just a ride.

A note of clarification: There are two types of taxi rides –

- **Overflow** Taxi is when we don't have enough vehicles to serve a spike in demand
 - As a fixed-route service provider, we must also provide a comparable level of service to riders who cannot use the regular fixed-route service.
 - Comparable level of service means we will provide a shared ride within ¾ mile of the fixed-route system during the same operational hours.
 - All ADA requirements still apply.
- **Taxi Choice** is when a rider chooses to use a taxi instead of a Mobility ride.
 - We offer this so you can opt for this lower-cost service if it works for you
 - Restrictions include the ride must be no more than 7 miles and pre-paid electronically.
 - Taxi drivers are not our employees and therefore cannot be required to collect our fare or tickets
 - ADA requirements do not apply when you opt to use the taxi service – we're basically facilitating a ride for you with the understanding you pay us the standard fare of \$3.50 and we pay the taxi company at a flat rate per ride.
- Courtney: There are people who will always refuse to use the Metro Mobility vehicles; they only use taxis. Is there a problem with that?
 - Not really: At \$17-19 per one-way ride vs. the average Metro Mobility ride at \$25 ...

New Topics for Discussion

- Senate Bill 11 was passed this year
 - Report is finalized in context but not yet published.
- El Paso and Teller Counties - One is very rural and the other urban so there are a lot of differences, but interestingly, they are also very similar –
- Improving mobility management
 - Trip planning software
 - Improve City development
 - Expand carpool capacity
 - Legislative recommendations for both

- Teller – expanding broadband access
 - Both Wyoming’s Pilot model the Transportation Check program – find estimated number of miles to provide for rides that are not available (when they have to ask friends and family members for a ride)
 - PPP Program
 - Only 6 months, but there wasn’t as much participation as possible
 - Riders use Fixed-route as much as they can – but that first and last mile is difficult. (i.e. when it’s two miles to the nearest stop)
 - Partnered with Lyft for free ride to the stop.
 - A lot of the recommendations are along the same lines as we were already heading.
- The report will be available online at www.theindependencecenter.org/transportationaccess

Member Announcements:

Courtney:

- Independence Center first Friday art show – upstairs we’ll host Council Member

A few comments about the new Transit Center:

- WiFi will be appreciated!
- In Denver, they have employees alert to riders that might need a little assistance, they’ll actually just come up to you and tell you they work there and ask if they can help
- Clear announcements and dedicated lanes are important to know which bus you need to be at without having to go around asking each driver which bus is which

Public Comments

- Joe Salazar expressed his interest in becoming a TPAC member.
 - He will be submitting a letter of interest

NEXT MONTH:

Courtney: Thank-you note for council for additional funding

- Rebecca: Why don’t we stand and speak that to them?
- Council meeting will be Tuesday the 9th – right after our next TPAC meeting
 - Courtney will work with Allison and Rebecca on the letter

Adjourned