

Minutes
Transit Passenger Advisory Committee
Monday, July 19, 2021 10:00 a.m.
1015 Transit Drive, Large Conference Room

Call to Order, Quorum, Introductions

- There was a quorum established; the meeting was called to order at 10:10 a.m.
 - Rebecca Shields, as the Committee Chairperson, requested introductions from all present
-

Members Present

Rebecca Shields	2022	Metro Mobility Rider Advocate, Chairperson
Ron Anderson	2022	Fixed-Route Rider Advocate, Vice Chairperson
Larry Schaefer	2022	Fixed-Route Rider Advocate
Liz Robertson	2022	Division of Vocational Rehabilitation
Judy Matthews	2024	Fixed-Route and Metro Mobility Rider Advocate

Members Absent

Service Providers

Andrew Cottrell	RATP Dev (Fixed-Route Service Provider)
Matt Heafner	Transdev (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Maggie Chapman	TPAC Liaison
Jacob Anderson	City Communications
Jyotsna Khattri-Chettri	Transit Services Senior Customer Relations Specialist
Jacob Matsen	Transit Services Mobility Supervisor

Guests:

Autumn Booths • DeAnna Rumsey

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 month's meeting minutes was made, seconded, and approved.

Public Comments (None)

New Membership Review

- The Independence Center is interested in renewing membership with DeAnna Rumsey as their new representative.
 - DeAnna will submit a Letter of Interest prior to next month's meeting.

Quarterly COM Review: (January, April, July, October)

Craig Blewitt, City of Colorado Springs Transit Services Manager

- Fall Service Changes: Public input has been gathered and we will announce final changes next week.
- Vanpool Ridership still down; managed lane on I-25 will be helpful
- Jay Anderson will be giving a presentation of Go COS app that allows you to submit concerns directly to the City from your smartphone
- Rebecca: ADA Service to Memorial North? Is the service that goes there through a private agreement?
 - Craig: The City budget process is going forward and includes adding ADA to the express routes we're currently running. You can watch the budget process and see it's included. This is when citizens can speak up the most effectively.
- Rebecca: Some have mentioned the poor condition of the rest rooms at the downtown terminal. Some also have complained about lack of cleanliness of the portable restroom at the Citadel.
 - Craig: Maintenance is improving downtown after receiving complaints a few weeks ago and Craig will report next month on the Citadel restroom issue.

Andrew Cottrell, RATP Dev General Manager

- Short on drivers; exploring ways to get them in to apply. Now have a full-time recruiter working on it
 - Five more drivers start August 5
- Are the truncated domes in the downtown terminal going to be replaced?
 - Jacob will provide update regarding downtown terminal renovation and about the tactile flooring.

Matt Heafner, Transdev General Manager

- Also focusing on hiring; we've had four drivers retire last month – we're doing OK, and that's absolutely great for them – but staffing is tight.

Jay Anderson, City of Colorado Springs'

Go COS App:

- When you come across a problem you won't have to figure out what department to contact. It allows you to report just about any issue – you just submit the complaint, and the app routes the issue to the folks that can help.
- It uses your phone's native language with automated translations for menus and prompts and it translates your comments and the City's responses back and forth.
- If you report a pothole, you can post a picture with your request and it'll go right where it needs to go. If a bus passes someone up at a stop and they report it through the app, it will get through Customer Service here at Transit.
- Liz: Where would we go to request an accessible signal? I thought we have to go through the Traffic Engineering department
 - You would just describe the issue through the app; you don't have to know.
 - You don't need to know whether it's technically a streetlight or a signal – and it doesn't even matter what category you put your complaint into – call it a pothole, if you want—but just tell us what you want in the comments and it will be directed appropriately.
 - Many things will be redirected outside the City's departments and to Utilities or the County as appropriate.
- We thought potholes would be the most-submitted type of complaint, but we were surprised – it's folks ratting out their neighbors to code enforcement!
 - Potholes make up 16% of the submitted issues
 - Planning Department gets about 6% with preapplications
- This won't displace Transit's Customer Service or any other methods of getting in touch with the City, but it's a new way to do it.

Following up: (N/A)

Discussions:

- Liz: The ongoing ADA issues we discuss are broader than the City or Mountain Metro. It's the ADA itself that allows exceptions to expanding the ADA service area. It's important to remember that Mountain Metro is operating within those ADA laws. We can advocate for more fairness, but these rules are at the federal level, not local.
- Rebecca: There are no means of communicating with the City being taken away with the introduction of the new Go COS app, right?
- Rebecca: We still need to work on getting more people around this table!

Action Items:

- The committee voted unanimously to finalize the language in the bylaws regarding remote meetings as needed.

Public Comments: (None)

Member Announcements: (None)

NEXT MONTH:

- Confirm Go COS app is not displacing other ways of communicating with the City
- Verify the arrangement for bus service to Memorial North is not a private service in any way.

Adjourned 11:15 AM