

Minutes  
**Transit Passenger Advisory Committee**  
Monday, August 16, 2021 10:00 a.m.  
1015 Transit Drive, Large Conference Room

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**Call to Order, Quorum, Introductions**

- There was a quorum established; the meeting was called to order at 10:02a.m.
  - Rebecca Shields, as the Committee Chairperson, requested introductions from all present
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**Members Present**

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

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***Members Absent***

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**Service Providers**

John McCoy	Transdev (Metro Mobility ADA Paratransit Service Provider)
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**City Staff**

Craig Blewitt	Transit Services Manager
Tara Evans	For Maggie Chapman, TPAC Liaison
Jacob Matsen	Transit Services Mobility Supervisor

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**Guests:**

DeAnna Rumsey	Independence Center
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**Review Agenda**

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

**Approval of Minutes from Previous Meeting**

- Rebecca called for a review of the minutes – mentioned a lot happened at last meeting and complimented Maggie for really spending a lot of time getting the details in.
- A motion to approve the previous month's meeting minutes was made, seconded, and approved.

## **Public Comments (None)**

### **New Membership Review**

- A review of Deanna Rumsey's membership request as a representative of The Independence Center was conducted.
  - DeAnna was asked to step out so her membership request could be reviewed.
  - Her request letter was read aloud by Liz Robertson.
  - Comments shared that she seemed eager to be involved.
  - The committee reiterated that she would become a member as a representative of The Independence Center. If she is absent a substitute from The Independence center can represent her with full voting rights. If she leaves the Independence Center and still wants to be part of TPAC, she will need to reapply as a community member.
- Motion made, seconded, and approved to accept her as a member.
- DeAnna was called back to join the meeting and informed of the vote. Committee reviewed previous stipulation with her and gave reminder that in January and February, TPAC is second Monday of the month; remainder of the year it is the third Monday of each month.

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

#### **Craig Blewitt, City of Colorado Springs Transit Services Manager**

- Driver shortage continues to impact service
- Follow-up on cleanliness of downtown terminal and Citadel restrooms – improved conditions at the Downtown Terminal although it is a challenge to keep public restrooms clean – Citadel restroom currently cleaned 3X/week. More costly to have it cleaned more often. MMT is considering making this restroom open only to drivers, not the general public. No decision made yet.
  - Rebecca: It is not Transit's responsibility to provide restroom service to the public.
- New issue with homeless and vagrants sleeping in terminal area – they are roused each morning – working with Parking Enterprise and the Downtown Partnership to address this issue.
- Fall Service Change has been finalized. All recommendations approved, although some may be delayed due to current driver shortage. Focus on trying to restore old service before implementing new services.
  - On-time performance improvements on Route 11 through schedule changes, not adding drivers.

- Larry: Current drivers are doing a good job.
- Adding Sunday service to Route 22 (most likely will be delayed)
- Adding Sunday service on Route 23 (most likely will be delayed)
- Route 37 to go to full service with complementary ADA on Sept 26<sup>th</sup> (Amazon and Airport)
- Mentioned launch of Downtown Shuttle scheduled to start in Spring of 2022
  - Larry: Expressed concern about space for stops
  - Craig: Curb management is how towns handle when the downtown areas gets busy – MMT worked with the Downtown Partnership for locations of stops on Tejon between Moreno and Cache La Poudre – Route is paid for by ARP (American Rescue Plan) funds (\$7.2 million) – enough for 3 years
- MMT is adding bilingual signs in buses to include Spanish – not required to do so – done voluntarily
- Drivers shared that a major reason they are leaving is because of rude passengers – especially considering COVID-19 and mask mandates
  - Craig: Request to committee – What is messaging that we could share that would be positive without being critical to help passengers to treat drivers better?
  - Rebecca: All people should be accountable for their actions. Rude passengers should be reported just the same as rude drivers. How? That is the challenge.
  - Ron: Other places have security officers on buses.
  - Craig: MMT has requested 2 full-time CSPD officers in next year's budget to provide security for our system.
  - Rebecca: There is a program with CSPD for community volunteers to receive training – could MMT collaborate? Craig to follow up.
  - Judy: Could there be a special spot on the website to provide Compliments instead of just Complaints; or implement a contest to nominate your favorite driver for a drawing or prize. Craig to follow up.
  - Jacob: MMT public relations department working on a Get to Know Your Driver campaign to help humanize drivers to the public.
  - Liz: Is there any penalty/suspension from riding for bad behavior?
  - Jacob: That is not easily enforceable by the drivers. Too hard to identify individuals and could cause dangerous confrontations. However, if a passenger damages the bus, and we know the perpetrator, then punitive consequences can be enforced by law.

- Committee: Can we get media involved? – Positive PR campaign? – Share how passenger treatment of drivers can affect how many drivers MMT is able to retain?
- Judy: Encourage riders to model good behavior – if passengers act as good examples, others will tend to follow.

### **Jacob Matsen, City of Colorado Springs Transit Services Mobility Supervisor**

- Driver shortage – 6 resignations over 10 days referencing passengers as primary issue (5 over mask issues, 1 driver was a PTSD issue).
- 3 new drivers started last week, 2 scheduled to start this week and another 6 by the end of the month, along with a class of 9 potential drivers beginning end of August.
- Attrition rate over the last two years is about 3/month normally.
- Outlook is looking better.
- RATP Dev has hired full-time recruiter – doing cold calls – but not high percentage success rate from this method.
- Rebecca: Is MMT aware of DHS Recruitment Fair – thinks it is end of this month – Rebecca to follow up.

### **John McCoy, Transdev Customer Service Supervisor**

- Fully staffed currently
  - However, still working on hiring to cover future retirements or other attrition
- Limited issues with passengers
  - Few who don't want to wear masks, but no real issues
- No drivers with COVID
- Increase in trip volume coinciding with return to school – not as high as past years
- Watching ridership trends to be able to react quickly
- Safety topics this month: Being attentive drivers and Securing mobility devices (bi-annual re-certifications for drivers over the next week or two)
- Rebecca: Complimented Metro Mobility drivers and service, but phone system for reservations is still confusing – particularly to seniors since they changed the option numbers
- John: If callers do get the wrong option, everyone in the office is a team and will help get the client transferred to the right person.
- Rebecca: Requested a system that would provide a message telling clients where they are in the queue.

**Following up: (N/A)**

**Discussions:**

- Rebecca: Number for when drainage areas are blocked by litter, who do we call at the City?
  - Go COS app was discussed last meeting, but no phone number provided. Craig to follow up for a phone number.
- ADA access to northern hospitals.
  - DeAnna: For Route 38, can we connect with northern hospitals to get their buy-in for public transit as the best and most cost-effective option for paratransit travel to hospitals?
  - There is still confusion among TPAC members regarding Express routes vs. routes eligible for regular ADA paratransit complementary service. What is the difference? The committee would like an overview of FTA regulations and definitions in regards to this. (Action item not assigned to anyone.)
  - Are there other ways we can affect change in this area at a local, state, national level?
  - Liz will forward a study of a Senate bill that she has worked on with DVR that addresses this topic.
- Rebecca: Transit is a fundamental need for all people.
- TPAC had a big impact on getting ADA complementary service added to the Amazon route.

**Action Items:**

- The committee voted unanimously to accept DeAnna Rumsey from The Independence Center as a member.

**Public Comments:** (None)**Member Announcements:**

- This is Liz Robertson's last TPAC meeting, she has accepted a new position – not quite sure yet who her replacement will be
  - Best wishes from the committee to her
- Welcome to DeAnna Rumsey

**NEXT MONTH:** Next meeting Sept 20, 2021

**Adjourned** 11:26 AM