

Minutes
Transit Passenger Advisory Committee

Monday, July 16, 2018, 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 10:00 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2019	Discover Goodwill, Committee Chairperson
Ron Anderson	2019	Fixed-Route Rider Advocate
Larry Schaefer	2019	Fixed-Route Rider Advocate
Liz Robertson	2019	Division of Vocational Rehabilitation
Rick Orthwein	2019	Fixed-Route Rider Advocate

Members Absent

<i>Susanne Whited</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>
<i>Rebecca Shields</i>	<i>2019</i>	<i>Metro Mobility Rider Advocate</i>
<i>Courtney Stone</i>	<i>2019</i>	<i>The Independence Center</i>

Service Providers

Elan Rainford	McDonald Transit Associates Operations Manager (Fixed Route Service Provider)
Terrence Jennings	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Jacob Matsen	Transit
Brian Champion	Call Center Manager
Maggie Chapman	TPAC Liaison
Vicki McCann	Transit PR & Marketing Supervisor

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

New Membership Review

- There were no new membership requests this past month.

Craig Blewitt, Transit Services Manager

Proposed Service Changes

- **Increase frequency** of weekday, daytime service on Routes 1 & 27 to 15 minutes from 30 minutes. Implementation - Monday, October 1, 2018
- **NEW ROUTE 18:** Weekday, 45-minute frequency, daytime route operating on Union Boulevard between Boulder Street to the south and Academy Boulevard to the north. This service fills a north/south gap between the Nevada and Academy corridors. Connections can be made from Route 5 (Boulder St. – Citadel) and Route 25 (N. Academy Blvd. – Voyager Pkwy.) since both routes operate with 15-minute frequencies during weekdays. Implementation - Monday, October 1, 2018
- **NEW ROUTE 40:** Weekday, 30-minute frequency, express-route service operating on Voyager Parkway from the Voyager Parkway Transfer Center to Pikes Peak Community College–Rampart Campus. Connections to Route 40 can be made from Route 25 (N. Academy Blvd. – Voyager Pkwy.) and Route 39 (Corporate Dr. – Voyager Pkwy.). Implementation - Monday, August 27, 2018
- **NEW ROUTE 38:** This route has been delayed until the spring of 2019 to coincide with the construction schedule for the Memorial Hospital expansion and Children's Hospital. When implemented, this express-route service will operate every 45 minutes during weekday, daytime, hours on Union Boulevard from Academy Boulevard to Memorial North Hospital and Children's Hospital. Connections will be made from Route 18 (Boulder St. – Academy Blvd.) or Route 25 (N. Academy Blvd. – Voyager Pkwy.). Implementation - Spring of 2019
- Made final recommendation; expect full approvals end of the week
- Will the service to the Rampart Campus be year-round? They have summer classes...
 - Yes

Vicki McCann, Marketing and PR Supervisor

- Voicemail message – Congratulations, Ron – Great Job!
 - Jane Harry: I had recently called wanting to get some travel training on the bus, and you had Ron Anderson call me back. I met with him this morning for almost an hour and a half, and he is such a great guy doing such a wonderful service. I just wanted you to know how happy I was that he came over here where I live and I was so happy to meet him and get all the good information. He's really a great Senior Ambassador. So thanks for all your help!
- We are going to send another letter to all ADA clients about the policy change to the free fare for fixed route since it's been a long time. Will include info about the new 31-day half fare pass.
- RE: Public Meeting Feedback: We did have some attendance – 20+ (combined) at the meetings – more comments through the City's Speak-Up application and others
- Any frustrations from the old north end after moving over a street?
 - Craig: Traffic Engineering held meetings about traffic overall. There were comments from people on Nevada that they don't like buses there. Some comments were to relocate the route to Wahsatch. MMT does not support that because it's not direct and we would not be able to meet the schedules for the route and meet riders' needs.
- Weber St. at the Bon Shopping Center: Could there be a one-block diversion to bring it around?
 - We bought an easement to improve walking distance; should be half of what it was
- If the 19 could stop right across from the hospital, that would be good. (Outbound, nearest stop is a block away)

Brian Champion, Mobility Coordinator

The City provides \$800,000 each year for Human Service Providers' (HSPs) specialized transportation trips. The HSPs each provide rides independently and by coordinating these services, that money can be spent in a more effective manner.

663-RIDE!

- Specialized transportation varies in cost, depending on which agency is chosen and the length of any particular trip. One agency may be least expensive for trips up to five miles while another is more cost-effective for longer trips.
- Riders don't see the costs associated with the trips provided.
- Providing rides that cost less means we're providing more rides

Mid-Term Benefits:

- Streamlined access for riders to reach multiple resources
 - One place to call, find all the available options
- Best-fit scheduling – find the right ride at the lowest cost
- Broker trips to the lowest-cost solution
- Reduce duplicative service and administrative costs
- 7-day, live-answer access - 8am to 5pm every day
- Centralized call center gathers data to provide better solutions in the future
- Quality control: centralized complaints help to develop service standards

Rider Benefits:

- Call only one number to get the best-fit scheduling regardless of which service
 - Riders won't be forced to use any particular service; we will let them know what the options are, allow them the choice, and see how well different options work
- Call center open even on the weekends (8 am to 5 pm seven days a week)
 - Looking forward to expanding hours of scheduling availability
- Providing more rides for more people at their preferred time
- Will take calls for reservations as well as complaints
 - If there's a call for dispatch, we'll forward it to the appropriate HSP's dispatch office
- Will provide additional information about regional transportation options

In the first week:

- Two reservationists answered 199 calls out of the 221 that came in
 - Average phone call length was 5:41, longest call was 28 minutes
 - We'll take the time needed to explain the new system
 - Hold times were short, mostly between nine and eleven seconds
 - Made 141 outgoing calls to HSPs and riders
 - Most of the missed calls were after hours

Craig: The work done for Senate Bill 17-11 focused on using technology to improve transportation options for people with disabilities and the One Ride call center uses our Trapeze software to talk to HSPs and coordinate rides. The Bill also recommended mobility management to provide information to those who need it.

Elan Rainford, RATP Dev Operations Manager (Fixed-Route Service Provider)

- Still hiring and training - there are three cadets are out on their own now and four more in training; starting another class soon, too
- Overstaffing vs. having drivers stay for overtime

- Big push on training for customer service: We Move People

Terrance Jennings, National Transit (ADA Paratransit Service Provider),

- Much the same here – two new drivers out
- Interviewing for new candidates for another training class soon.

New Topics for Discussion

Recruitment Efforts and Possibilities:

Need to see about getting the TPAC word out better.

- Guide to Ride update – can we have a little blurb in there?
 - Will check in with Jacob on that
- Include TPAC blurb in the One-Ride Marketing?
 - Vicki is working with Brian Champion and Wendy Patterson and will check in on timing for that – it's a possibility
- TPAC members to participate in the Ask Transit events
 - Please make sure those business cards are available for the Ask Transit events, too
- Peak Radio? Community Pulse on Peak Radio oat 6 am Sunday mornings, they put out information about organizations KKPK FM 92.9
 - That usually costs money – (Vicki will look into it to verify, though)
- Can the pocket-size system maps or the route schedules have a TPAC blurb in them?
 - Yes – that we can do
- Open House? Can we have an open house maybe downtown somewhere
 - Advertise on the buses for a week or so, when we put them out on the routes, we can
 - Subcommittee talked about moving the meeting to the City Hall; maybe people can come right over from there.

Member Announcements

- Liz: DVR will be hosting a low-vision resources expo; will bring more info next meeting; it will be at the Library 21C

Public Comments

- Joe: Just want to reiterate having service in the Village Seven area at S. Carefree.... How does a route get started? Specifically to start in Village Seven, which changes to S. Carefree, maybe it could go all the way down to Powers and New Center Point, and then up around N. Carefree?
- East/West routes still lacking

NEXT MONTH:

- *No new agenda items*

Adjourned

11:11