

Minutes
Transit Passenger Advisory Committee

Monday, December 17, 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
Liz Robertson	2019	Division of Vocational Rehabilitation, Acting Chair
Ron Anderson	2019	Fixed-Route Rider Advocate
Larry Schaefer	2019	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Rebecca Shields	2019	Metro Mobility Rider Advocate

Members Absent

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

Service Providers

Andrew Cottrell	RATP Dev (Fixed Route Service Provider)
Tim Van Zalen	National Express (Metro Mobility ADA Paratransit Service Provider)

City Staff

Vicki McCann	Transit Marketing & PR Supervisor, on behalf of Craig Blewitt
Brian Champion	Transit Services Mobility Manager
Maggie Chapman	TPAC Liaison

Guests

Joe Salazar • Chade Kronby

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

Chade asked about how to ensure the 31-Day Special bus pass is used appropriately; it seems inconsistent how drivers ask for ID from some people some of the time and others not at all.

- Need to inform people whether they qualify for the pass and ensure they have the proper ID as necessary to board the bus
- Training grocery-store clerks might not be the best method as they tend to have high turnover

- Making the pass available only at certain locations would be limiting access, which is not desirable
- We could add signs at purchase points that shows the eligibility and proper ID requirements
- Boarding slows down when riders don't know which ID they should have
- Drivers don't need to see ID from someone who is a child, elderly, or has an obvious disability

New Membership Review

- There were no new membership requests this past month.

Vicki McCann, Transit Services Marketing & PR Supervisor, on behalf of Craig Blewitt

- We're getting closer to possible grant funding for electric buses and infrastructure; will have more information in mid-February whether we are awarded any grant funds
- College Pass Program: Since mid-August there have been 80K college student trips
 - The colleges added student fees to pay for unlimited rides for students
 - We provide reports to the participating colleges on a monthly basis
- We have 66 new solar-powered lights going up at stops over the next few months
 - Customer and driver input about dark bus stops will help prioritize where to start; will be at all stops eventually
- We have 30 new-style benches coming out – these are all-metal instead of having the concrete legs on them. Additional benches to be installed as funding allows and as we replace old ones
- Partnerships: Corporate sponsorships generate funding to improve service
 - Transit's long-range plan philosophy is to improve routes within the existing service area before expanding geographically.
 - Express routes do not have ADA-required complementary service – however, once established, these express routes may be converted to standard fixed-route service, which would include ADA service within
 - Rebecca: Will all partnerships be like that – express service and no ADA?
 - Not necessarily, but it depends on what the corporation is willing to pay
- Rick: Route 10's stop at Cheyenne & 115 seems too close to traffic; isn't there another place we can put that stop?
 - This was mentioned in the past, and put into the COM system for the planners to consider; right-of-way availability may be limiting the options
- Rebecca has two concerns about Metro Mobility; Jacob will follow up at the January meeting:
 - When children ride the fixed-route bus, they don't pay full price, but on Metro Mobility, they do. That doesn't seem fair.
 - How can two people, both certified for Mobility, have one ride as a PCA for the other? You have to be authorized to have a PCA accompany you.

Brian Champion, Transit Services Mobility Manager

One Ride funds and provides specialized transportation through four human services providers (HSPs)

- Reservations take calls and match up riders with the best fit for their needs and within each HSP's mission and requirements
 - Silver Key provides transportation for seniors, regardless of disability
 - Fountain Valley provides transportation for seniors and people who have a disability
 - Envida
 - Community Intersections

- Reservationists provide the best option, which may include using one agency to get to the destination and then another for the way back
 - Rebecca mentioned this is causing significant confusion; Brian explained there are confirmation calls from each agency the day before the trip.
 - Need to emphasize the importance of ensuring the rider understands which agency will be picking them up
 - A suggestion offered to help ease confusion would be to display a One Ride logo/decals in the same place on each of the vehicles
- Coordination between each of the HSPs and One Ride is technically complicated
 - Currently, reservationists have to contact each agency individually for the availability and confirmation of each ride
 - The City will be providing hardware to the HSPs so the City's Trapeze software can facilitate communication and coordinate the systems
- One Ride funds these trips; there is no required standard fare.
 - A donation of \$3.50 is suggested, but not required.
 - When a fare is paid, we deduct that amount from the provider's invoice
 - If a rider calls an HSP directly, the individual HSP's fare policies apply
- Additional info –
 - One Ride service is above and beyond ADA-required services
 - Provided 22K trips since July 1, approximately 170 trips per day
 - Providers don't work on weekends; hoping to expand
 - 60% of riders were seniors, approx. 40% people with disabilities

Andrew Cottrell, RATP Dev Operations Manager (Fixed-Route Service Provider)

- Good news is we're still fully-staffed –
 - New-Driver evaluations are going on to identify what areas might need re-training
 - Class starting January 7 to stay ahead of the attrition rate

Tim Van Zalen, National Transit, Operations Manager (ADA Paratransit Service Provider)

- Successful year; provided around 153K trips
- Still challenging to have enough drivers; background checks are taking longer and fewer people are successfully getting through them – we ensure at least 10 years free of drug- or alcohol-related offenses

New Topics for Discussion

- Accomplishments – what TPAC contributed to during this last year:
 - Express routes to PPCC and the northern hospitals
 - Routes 3 & 1 increased frequency
 - Advised on better communication with Metro Mobility Clients
 - Participated in the Fare Study
- Rebecca thinks it would be a good idea to figure out a more public forum to gather input from riders in a positive manner; maybe participating in public meetings with the City
- Maggie to contact Courtney about whether the Independence Center will continue participating

Member Announcements

Liz: Senate Bill 17-11

- Recommendations to El Paso and Teller Counties of which we haven't heard much response yet:
 - Reimbursement program for caretakers' transportation services

- Implement a voucher system similar to Wyoming Independent Living Rehabilitation program in which participants use checks to pay for fees/reimbursement of mileage.
- Additional funding for more public/private partnerships with agencies such as Uber and Lyft for first- and last-mile service
- Change the FASTER Transit Grant to be based on a percentage rather than a fixed dollar amount.
- Higher percentage of tax dollars to go to Transit & Rail
- Mobility Manager was hired for the City of Colorado Springs. This is a small step in the right direction as it was recommended county-wide and even statewide.
- Don't forget January and February meetings are on the second Mondays:
 - January 14
 - February 11

Public Comments

- None

NEXT MONTH:

- Would like an update on the new bus station

Adjourned

11:33 AM