

Minutes
Transit Passenger Advisory Committee

Monday, January 14, 2019 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 10:01 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2019	Discover Goodwill, Committee Chairperson
Larry Schaefer	2019	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Courtney Stone	2019	The Independence Center

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>Liz Robertson</i>	<i>2019</i>	<i>Division of Vocational Rehabilitation, Acting Chair</i>
<i>Ron Anderson</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate</i>

Service Providers

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

City Staff

Craig Blewitt	Transit Services Manager
Jacob Matson	Metro Mobility ADA Paratransit Coordinator
Vicki McCann	Transit Services PR & Marketing Supervisor
Maggie Chapman	TPAC Liaison

Guests

Arthael Alexander • Rebecca Michael • Wendy Menter

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

- No new applications

Craig Blewitt, Transit Services Manager

- Solar-powered lights to be installed at all stops
 - Difficult to see for waiting passengers – especially in the winter
 - Installed 40 solar-powered lights at stops selected with customer input and driver suggestions, currently have 26 more to go, but eventually will have them at all stops
- ADA Compliance
 - Americans with Disabilities Act requires the City to have a plan to provide accessibility
 - We systematically work by route; currently working on Routes 1 & 9
 - In 2018, we installed 18 pedestrian ramps, 20 loading ramps, 4,565 linear feet of sidewalk
- On-Time Performance: We're making year-over-year improvements for the past three years –
 - Fixed-Route: 2018: 90.19% up from 89.03% in 2017 and 86.11% in 2016
 - "On-Time" is defined as within one minute early to five minutes late
 - Metro Mobility: We set a 93% on-time performance goal for our ADA service – in 2018 it was 96.05, an improvement over the 94.76% in 2017 and 91.48% in 2016.
 - On-time is defined as within fifteen minutes of the scheduled pick-up time
- Federal government shutdown has not impacted service at all
 - Biggest foreseen issue will be getting FTA grants reimbursements in a timely fashion
 - No foreseen issues for service or operations
- Larry: Is there a time frame for the 7 getting back on-route?
 - They're reconstructing Pikes Peak Avenue because the actual foundation was deteriorated (which was causing the recurring issues), so – this fix may last a while
 - Craig will look into it to see if we can get a ballpark timeframe
- Allison: Is there the same funding for 1 & 9 improvements? Is there a focus on where to make improvements?
 - Funding from PPACG –
 - We generally follow a systematic approach of route-by-route - but we take into consideration calls from people who request improvements for accessibility
- Rick: Do we have a good relationship with Parks & Rec for getting to and from the parks?
 - If we get better resources, we'd like to provide service to the destination parks of the community like Garden of the Gods and Cheyenne Canyon
 - 30th street is being improved now and we're making sure there is accommodation for bus routes in case they can happen in the future
- Downtown Transit Center
 - Note: we generally call the current downtown station the "Downtown Terminal" but the new station will be the "Downtown Transit Center"
 - Progress is being complicated by a property owner who would like to retain ownership; we're meeting with the owner to mutually agree on project components

Jacob Matsen

- Rebecca asked last month about children riding fixed-route at a reduced rate but no discount for Mobility riders
 - The discount for children (half-price, or \$0.85) on fixed-route service is the same discount we offer elderly and people with disabilities.
 - While Metro Mobility exists specifically to provide transportation to those who cannot use the fixed-route system because of a disability regardless of age, accompanied children under six years old ride free on either service
 - Per ADA regulations, we can (and do) charge double the fixed-route fare.

- Rebecca also asked about a situation where two people, both of which were eligible to use Mobility, one acted as PCA for the other and therefore was allowed to ride free
 - If a rider's certification identifies the need for a PCA to accompany the rider, that PCA rides free of charge regardless of their own certification or eligibility for ADA service.

Vicki McCann, Transit Services PR & Marketing Supervisor

- Last month, we discussed the "Special" tickets and the confusion riders have about them. Since then, we posted signs at points of sale that demonstrate who is eligible to use these half-price fare tickets and what ID drivers may request upon boarding

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

- We're maintaining a full staff and we have five new drivers in training to be prepared
 - Very impressed with our training class, our new trainer is emphasizing safety and customer service to our riders
- Rick: you have some great drivers – you can tell the good ones: we don't get seasick!

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

- We have a training class in progress, but still tight in staffing. We could use another five or so more coming on, and we're continuing to seek qualified employees
 - There are a few of the regular drivers on light duty work right now
- We are looking for more paratransit-focused training – there is a lot of general customer service training available, but it would be helpful to have training specifically on what to expect when working with riders with special needs
- Rick – Can school bus drivers easily acclimate?
 - Generally, yes, school bus drivers might be well-suited – they have stricter standards
 - Working with children provides some experience of unruly riders, which is not uncommon among ours

Wendy asked Craig how the bus stop lights work, commenting that sometimes she has to use the light on her phone to flag down a bus when she's at a dark stop.

- Craig wasn't sure and will find out
- Wendy also commented about the cracks in pavement at the Hancock & Delta stop; Allison pointed out that it's best if you call 385-RIDE so they can put it in COM

New Topics for Discussion

- Maybe we don't need two Public Comments sections? Staff isn't here to answer questions during the second round; perhaps we could move them to immediately following the Providers' announcements while they are still here?
 - We could discuss in March and April; changes need to be approved by two votes
 - Larry: It's nice to have comments at the end, so they can say something if they come up with a question after the discussions

Member Announcements

- Courtney Stone will no longer be the Independence Center's rep; Arthael Alexander will be taking over and Rebecca Michael will be the alternate
 - Arthael is an Individual Advocacy Specialist – helping individuals who have trouble with different things

Public Comments

- Wendy expressed her concern about metro issues and customer service
 - On Metro Mobility, they stop all the way around the building; I can't use the stairs...
 - Allison reiterated the suggestion to call 385-RIDE to have any complaints put into the system; additionally, you can let the Metro Mobility reservationists know if you have any special instructions about the pickup or drop-off locations.

NEXT MONTH:

- February meeting is early – Second Monday: February 11!
- Spring Service Changes?

Adjourned

10:57 AM