

Minutes
Transit Passenger Advisory Committee

Monday, March 18, 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 10:03 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
Rebecca Shields	2019	Metro Mobility Rider Advocate
Arthael Alexander	2019	The Independence Center
Joe Salazar*	2022	Fixed-Route Rider Advocate

**TPAC Member as of today*

Members Absent

<i>Susanne Whited</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate, Vice Chairperson</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)
Terrence Jennings	National Express (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Jacob Matson	Metro Mobility ADA Paratransit Coordinator
Maggie Chapman	TPAC Liaison

Guests

Joe Salazar • Christy H. • Lynette Bickley • Risa Greenberg • Yolanda Avila • Jessi Summers

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

Lynette Bickley, Citizen of the Cottonwood Creek Estates neighborhood

- Addressed the committee to describe an ongoing concern about the riders who have physical and developmental disabilities having to navigate through a wooded area to be within the $\frac{3}{4}$ mile ADA-required service area so they can be picked up by Metro Mobility.

- Lynette described the terrain problems for those with physical disabilities and how it is not safe for those with developmental disabilities who may wander off-path and place themselves in danger. She brought handouts with descriptions, photos, and maps to further demonstrate the reasons for her concern and that of her neighbors.
- Lynette expressed frustration that Metro Mobility vans regularly pass by the church parking lot but will not just pull in there to pick passengers up.
- Respectfully requesting that Metro Mobility extend their service the 600' to pick these riders up at the church where the Our House program operates.

Jacob Matsen, ADA Paratransit Coordinator:

- When Our House proposed moving their location to this church in 2015, MMT staff advised them the new address was not within the service area and therefore could not be served by Metro Mobility. Jacob has spoken with Our House staff several times since.
- The Metro Mobility vans do frequently drive through areas that are not within the ADA-required ¼ mile service area, but cannot pick up or drop off passengers outside the designated range

Yolanda Avila, Fixed-Route and Metro Mobility Rider

- We've checked all the boxes, the service is clearly meeting the bare minimums required; can we take this to a more human level and have the service fulfill the spirit of the ADA rather than the requirements? It's been three years for these citizens...

Craig Blewitt, Transit Services Manager:

- The City and Mountain Metro Transit policies and budget are set to meet the minimum ADA-required levels of service. The rides that we provide under the ADA rules must be accommodated and must be provided to within one hour of the requested pickup and drop off times.
- The City includes an additional \$800,000 per year to provide rides through several local Human Services Providers (HSPs) to areas beyond the ¼ mile minimum.
 - HSPs that work directly with the City and Mountain Metro Transit include Envida, Silver Key, Community Intersections, and Fountain Valley Senior Center

Christy

- This is a unique situation and the people involved are both physically and developmentally disabled; there should be an exception to extend the service there
- The church has made it as easy as possible, they've built a driveway that can accommodate pickups and drop-offs without backing up

Jacob:

- Every Wednesday when we do evaluations for eligibility, there are requests to go outside the service area; where would we draw the line?

Allison:

- It's important to remember that the Our House organization moved to the new location fully aware that it is outside the service area and that Metro Mobility could not provide service there
- We sincerely appreciate the time you're taking to come and speak to us, and your presentation is well-taken. We, as a Committee, act as liaison between riders and the City; we can bring these things to the attention of transit management, that's what we're here for – but we cannot solve this here and now.

New Membership Review

- Joe Salazar submitted a letter of interest explaining he rides the fixed-route system regularly and has many of the routes memorized. He has provided insight to the committee as a guest, and he would appreciate the opportunity to provide this perspective as a committee member.

- Joe was escorted out of the room as the Committee reviewed his letter
- The Committee voted to accept his membership request.
- Joe returned to the room and was welcomed as TPAC's newest member. (Congratulations, Joe!)

Craig Blewitt, Transit Services Manager

Last Week's Blizzard

- The recent snowstorm was very well forecast and we were able make a decision around 10:30 am to announce we would be stopping the buses at 1:00 pm.
- Drivers did a great job at letting people know when service would be shutting down
- Supervisors and drivers went above and beyond to pick up stranded riders as well
- On Wednesday night, two buses were pulled in to help where there were several stranded motorists; we got a two-plow-escort to the Woodmen Park-n-Ride where emergency services were being staged.
- Thursday we were closed down
- Much appreciation for RATP Dev and National Transit staff and drivers for all their hard work and dedication in the face of this blizzard

2045 Long-Range Transportation Plan & Coordinated Specialized Transit Plan

- Drafts will be out in September for input – we'll be gathering input during the public input stage so that it may be considered before finalizing any significant plans

I-25 Gap

- We're working with DRCOG to coordinate efforts to reduce traffic in the I-25 gap during construction – that's to add a lane to I-25 between Monument and Castle Rock
- CDOT is offering a \$200 incentive to reduce single-occupancy vehicles – to new or current vanpool commuters

Spring Service Changes

- There are only minor service changes this spring:
 - New express route to the Children's Hospital
 - Tweaking the timing along Academy Boulevard to improve connectivity
 - Manitou Springs is removing late night and early morning shuttle runs due to budget constraints

Larry: How did you put out the word for Thursday's closures?

- We put out announcements on Twitter, Facebook, on the website, and made a press release to be picked up everyone that posts weather closures

Larry: Is there an update for changes to Route 6?

- Yes. Right now, Route 6 goes up to Fourth Street to avoid the stretch of Fillmore that doesn't have sidewalks. We're building the sidewalks and bus stops along there and will straighten out the route to stay on Fillmore. That route change will happen this fall.

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

- Seven new drivers in training, getting everyone up to speed
- We take drivers out on routes as they are trained and they're mentored by several drivers

Terrence Jennings, National Transit, Safety Manager (ADA Paratransit Service Provider)

- We have two new drivers in training; there were some delays because of the weather
- Monthly Safety Meeting March 23,

- We'll have CSPD Detectives out to discuss Mandatory Reporting and how that applies to drivers working with people who have developmental disabilities

Announcement!

- Administration and Service Providers are not required at the upcoming April TPAC meeting as it will be focused on Elections and Committee Business

New Topics for Discussion

- Rebecca is interested in getting everyone together for an open forum style meeting so that citizens can come and talk to us
 - Rebecca spoke to several organizations about meeting rooms
 - Downtown Library has a big room with some equipment available; they are very supportive of people holding meetings there
 - Library 21C has rooms, too, but it's far up north, perhaps not the best location
 - The Citizen's Service Center has some rooms, but they are very particular about usage, and it's complicated to get to the rooms, past security and all that
 - Joe suggested the downtown location would probably be best, it's easy to get to
 - Rebecca suggested having it on a weekday during the daytime would be better than one a weekend or in the evening. She's also hoping if it's particularly convenient, it might draw the attention of some members of City Council or the Mayor's office
- Allison suggests that we bring this to vote on in April; hopefully more members will be in attendance than today, and members may consider how they might best be able to contribute

Member Announcements

- None

Public Comments

- None

NEXT MONTH:

- Elections!
 - Chairperson, Vice Chairperson
 - Individuals' Annual Memberships:
 - Rebecca Shields
 - Larry Schaefer
 - Rick Orthwein
 - Ron Anderson
 - Susanne Whited
 - Organizations' Annual Membership:
 - Allison Burns (Goodwill)
 - Liz (Division of Vocational Rehab)
 - Arthael (Independence Center)
- Review meeting structure; possible less City participation/Control?
- Vote: Should we have an open forum meeting?

Adjourned

11:30 AM