

Minutes  
**Transit Passenger Advisory Committee**

Monday, April 15, 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 10:00 a.m.
- As Committee Chairperson, Allison Burns requested introductions from all present.

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**Members Present**

Liz Robertson	2020	Division of Vocational Rehabilitation, Committee Chairperson
Rebecca Shields	2020	Metro Mobility Rider Advocate, Committee Vice Chairperson
Allison Burns	2020	Discover Goodwill
Larry Schaefer	2020	Fixed-Route Rider Advocate
Rick Orthwein	2020	Fixed-Route Rider Advocate
Arthael Alexander	2020	The Independence Center
Ron Anderson	2020	Fixed-Route Rider Advocate
Joe Salazar	2022	Fixed-Route Rider Advocate

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**Members Absent**

<i>Susanne Whited</i>	2019	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>
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**Service Providers – (Not Present)**

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**City Staff**

Maggie Chapman	TPAC Liaison	Mountain Metropolitan Transit
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**Guest:** Kermit Johnson

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**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 Comment:** (None)

**TPAC Membership Re-Elections:**

Re-elections for individuals and organizations with Annual Memberships:

- Individuals' Annual Memberships:
  - Rebecca Shields , Larry Schaefer, Rick Orthwein, Ron Anderson and Susanne Whited
- Organizations' Annual Membership:
  - Discover Goodwill (Allison Burns), Division of Vocational Rehab, (Liz Robertson) and The Independence Center (Arthael Alexander)

- Susanne Whited has been absent for several meetings; the Committee consulted the Bylaws and voted to remove her from the Committee roster.
  - Maggie to email Susanne, including she is welcome to reapply for membership any time
- **A secret ballot election was held for each of the remaining members and all were reelected for the 2019-2020 term**

#### TPAC Officer Elections

- Open discussions resulted in the nominations of Rebecca Shields and Liz Robertson for chairperson of the committee.
  - **A secret ballot was held, resulting in a tie vote.**
  - **A second vote elected Liz as Chairperson of the Committee**
- Open discussion resulted in the official nomination of Rebecca Shields for vice-chairperson of the committee.
  - **A secret ballot was held and Rebecca was elected Vice Chairperson of the committee.**

Congratulations!!

#### Review Current Makeup of the Committee:

- The committee may have up to fifteen members; we have only eight.
  - The committee discussed setting up a subcommittee devoted to helping recruit new members through public outreach such as an Open Forum.
  - Rebecca, Rick, and Joe will discuss and bring the subject up at the next meeting.
- There are three organizations and five individuals
  - Goodwill, The Independence Center, and Division of Vocational Rehabilitation represent fixed-route, ADA, and specialized service riders
  - Four individuals represent fixed route and one represents Metro Mobility riders

#### Update Roster:

- A new Member Roster will be sent out for review; please contact Maggie with any updates.

#### Review Bylaws:

The Committee discussed possible updates to the Bylaws (current Bylaws were approved in 2017)

- The committee discussed the frequency and format of meetings. Rebecca expressed concern that there is too much time taken up by updates, we don't have time to get things done
  - Maybe we need to switch it around so we would meet before we get the updates? Should we have them come only every other month?
  - We need to hear the updates and we have the option to provide feedback at that time
  - Liz: We need the two-way communication; our purpose is to liaise between the riders and the City. Let's review mission statement:
    - *"TPAC exists to improve lines of communication and passenger service by providing feedback and information to the managing entity of the local/regional transit system regarding issues pertaining to passengers using public transportation."*
  - Rick mentioned it would like to have a chance to talk to drivers; Larry added that it was nice when George was coming to the meetings (That would probably be difficult; they'd be on the clock and all)
  - Rick: It was nice when Yolanda came to the meeting, too.
  - Rebecca: We were overwhelmed last month by that group and the City didn't even know there was a huge issue going on at all. We didn't have a chance to go over it

- Allison: That group came here to ask us to solve their problem; that's not what we are here to do. Our responsibility is to make sure the City *hears* it.
- Rebecca: we need to encourage people to see this committee as a liaison. People call 385-RIDE but we don't hear anything about it. How can we help when we don't know what is going on?
  - Could we put a suggestion box downtown? So riders and drivers both could put anonymous comments and ideas in there
  - Liz: We could ask the City if there are any 'hot' topics generally going on.
- We should keep better track of accomplishments – add "Action Items" to the agenda; perhaps "New Business" and "Old Business"
  - While adjustments to the agenda were discussed, no specific changes to the Bylaws were voted on today. Will bring it up in May for a vote.
- Rebecca: Does the website list who is on the committee? It's hard to go to a meeting if you don't know anyone who is there.
  - The list of members is at the top of the minutes, which are posted every month
- Rebecca: Also, we used to take turns bringing snacks in – I think that helps draw people in,
  - We'll put together a sign-up sheet next month; Maggie will make coffee.
- Larry: Could we put the handbooks or the information cards out on the buses? The document holders at the front of the buses aren't always filled up

**Administrative Procedures and Documents:**

- No changes were made to how the administrative procedures should function.

**Accomplishments:**

- We helped with media, with marketing, and with communication
- They're putting solar-powered lights at the stops
- We provided feedback for the Fare Study
- We've provided suggestions for service changes:
  - Route 3 every half-hour on Saturdays
  - Route 18; Ron appreciates that can get to his doctor's office

**Member announcements and information sharing: (None)**

**Public Comments: (None)**

**Agenda for next meeting:**

- Questions to be asked during Administrator Announcements:
  - Suggestion Box downtown for drivers and riders to leave comments
  - Could we set out the handbook at the front of the bus (when the rack is not in use)?
- Discussions:
  - How to ensure time is used effectively between getting updates, providing feedback, and getting stuff done
  - Accomplishments of the last year; also how best to document them
  - Snacks / sign-up sheet
- Subcommittee:
  - Open Forum Meetings / Recruiting Members (Rebecca, Rick, Joe)
- Discussion and Vote: Adjust Meeting Agendas to include "Action Items" or "New Business"

**ADJOURNED**