

Minutes
Transit Passenger Advisory Committee

Monday, July 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 10:03 a.m.
- Liz Robertson, Committee Chairperson, requested introductions from all present.

Members Present

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

Members Absent

<i>Joe Salazar</i>	<i>2022</i>	<i>Fixed-Route Rider Advocate</i>
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Service Providers

Matt Heafner	Transdev (New Metro Mobility ADA Paratransit Service Provider)
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City Staff

Craig Blewitt	Transit Services Manager
Vicki McCann	Transit Marketing & PR Supervisor
Brian Champion	Transit Specialized Transportation Program Coordinator
Maggie Chapman	TPAC Liaison

Guests

- Samantha Fields

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

- (None)

Craig Blewitt, Transit Services Manager

Downtown Transfer Station Relocation

- Colorado/Sahwatch/Sierra Madre is the preferred site
 - Property owner not interested in selling, would have to lease or buy space through a condo ownership; a joint development project
 - Rick: Can the City use eminent domain? Craig: Yes, it's possible, but it's certainly not the preferred way to go about it.
 - Allison: Why is this site favored? Craig: The site itself is suited to our needs, we could spur more economic development in this area, and it is in close proximity to possible passenger rail, which would help develop multimodal transportation
- Two other sites, across from the Pioneers Museum and Pueblo Avenue, are less than ideal for several other reasons, including property acquisition and effect on stakeholders
- Also considering making major changes to the existing station – including changing the layout to eliminate the need for people to walk between the buses

Transit Division Reorganizing

- Jacob Matsen is now overseeing the fixed-route service
 - Brian Champion is now overseeing Metro Mobility as well as the One Ride call center
- One Ride is going well; this is the call center for above and beyond the ADA-required services.
- We strive for a fully-accessible system, including ensuring bus stops are level, using low-floor, ramp-equipped buses, and providing benches and shelters – even so, there are people who cannot use the fixed-route bus system and need more than we can provide through Metro Mobility's door-to-door service.
 - We work with HSPs to provide rides for people who need:
 - Door-through-door service within the Metro Mobility area or
 - Door-to-door service outside the Metro Mobility area
 - City and PPRTA funding is primarily focused on getting people to work, school, and doctors' offices
 - Rebecca: There isn't any advertising for Metro Mobility; people need to know what services are available
 - Craig: Metro Mobility is the ADA-required service, which is prohibitively expensive to operate. We provide information and applications upon request and we also fund rides through the HSPs; they do promote their services.
 - There should be nationwide coordination for certifications – it's too complicated when someone comes to our city from somewhere else that they have already been certified.
 - We honor other cities' ADA Eligibility certification for visitors and if they've moved here, we'll honor that until we can have an assessment done

Vicki McCann, Transit Services PR & Marketing Supervisor

Service Changes

- We had public meetings about our upcoming proposed service changes to increase Saturday service and frequency on some routes
 - Thank you for your participation!
 - Received no complaints, but did get suggestions for other routes.
 - We're compiling all comments received and anticipate we will be finalizing everything for implementation on September 29
- There will be no fare changes this year. We will hold public meetings early next year to introduce proposed fare changes:

- Fare increase from \$1.75 to \$2.00 and include unlimited transfers for two hours
- Will provide better discounts on multi-ride passes
- Special fares would increase from \$0.85 to \$1.00
- Metro Mobility would increase from \$3.50 to \$4.00

Matt Heafner, General Manager (ADA Paratransit Service Provider)

Three weeks in now; with quite a few successes so far

- We've got all routes covered, having had seven new drivers on-board as we were getting started
- On-time performance is at 97%, new tools allow dispatchers to see how it's going in real-time

There are some opportunities we're looking forward to working through, too

- Currently providing fewer trips per hour than ideal – will be focusing on efficiency
- Adding one road supervisor (will have four now)

Following Up:

Brian Champion: Update re Envida

- We've extended our contract with Envida through September, and after that we will be working with other operators to provide the same service under a new contract.
 - The levels of service provided will not change
- Rebecca: Metro Mobility still doesn't get people to the northern hospitals
 - Craig: Correct – the express route does not include expansion of the ADA service area. However, you can take Metro Mobility to the appropriate transfer point and take the express bus
 - Liz: It's important to remember the express route is a demonstration project, it's there to develop ridership and eventually turn it into a regular route – which would include ADA expansion
- One Ride and Envida Updates again in August

Discussion:

Membership Recruitment Subcommittee (Rebecca, Rick, Joe)

- Want to have an open forum so people can express themselves; they have questions
 - The Envida thing has people upset and that has impacted service.
 - One Ride is a huge deal, it's inconsistent and people are confused
 - Liz: People question whether they have a ride – they don't know immediately
 - Rebecca looking at comparable cities and how their cities are providing service
 - Information available in other cities is amazing
 - It would be neat to hear from other cities
 - Liz: Can we have clarification about how these points can relate to TPAC membership recruiting? What are the current methods? –
 - Vicki revised TPAC flyer; posted on the buses
 - TPAC is mentioned in pocket maps
- Late August/Early September to have the recruitment/open forum meeting

Action Items:

- Subcommittee update – set late August, early September Recruitment / Open Forum Meeting?

Member Announcements

- (None)

Public Comments

- (None)

NEXT MONTH:

- One Ride and Envida updates
- Subcommittee update – late August, early September Open Meeting?

Adjourned

11:30 AM