

Minutes
Transit Passenger Advisory Committee

Monday, August 19, 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.
- 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

Elan Rainford	RATP Dev (Fixed-Route)
Matt Heafner	Transdev (New Metro Mobility ADA Paratransit Service Provider)

City Staff

Brian Vitulli	Transit Services Planning Supervisor, <i>On behalf of Craig Blewitt, Transit Services Manager</i>
Vicki McCann	Transit Marketing & PR Supervisor
Brian Champion	Transit Specialized Transportation Program Coordinator
Maggie Chapman	TPAC Liaison

Guests

- Kermit Johnson • Melissa, PPACG Area Agency on Aging • Jose Cortez

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

- Jose Cortez attributed several concerns to contract changes. His wife's ride to work was canceled three days in a row, needed to call Uber / Lyft.

- All were taxi-option rides provided through Z-Trip
- Rick: When you do get a ride with Z-Trip is it good service?
 - Jose: Yes.
 - Rick: so it's on the coordination side of things
- Brian C. offered to discuss details further after the TPAC meeting
- Rebecca: I overheard a driver say nonchalantly they were going to be up to an hour late for a pickup at the Deaf and Blind School; they shrugged it off and concluded that if they didn't make it, 'someone else will make the pickup'.

New Membership Review

- (None)

Brian Vitulli, Transit Services Planning Supervisor *(On behalf of Craig Blewitt)*

Fall Service Changes

- Changes approved after three public meetings on July 9 and 10; will be Implemented Sept 29
 - No complaints received (not surprising since we're adding service!)
 - Did get other comments outside the service changes; much appreciated
 - Adding Saturday Evening service to routes that run weekday evenings: 1, 3, 4, 5, 7, 9, 11, 19, 22, 23, 25, 27, 39
 - Increasing frequency on Sundays for top-performing routes 1, 3, 5, 25, 27

Planning

- 2045 Regional Long Range Transit Plan (LRTP)
 - Allison is representing TPAC on the Stakeholders Committee (thank you!)
 - Transit and PPACG are jointly developing the LRTP
 - PPACG-funded Specialized Transportation Plan
 - Transit-funded Transit Plan
- North Nevada Transit Corridor Analysis
 - Liz is representing TPAC on the Stakeholders Committee (thank you!)
 - Analysis of transit options and alternatives between Fillmore and Austin Bluffs, and how to transition between UCCS and Downtown
 - Projections for population, demographics, potential ridership all play a role
 - Will find options and alternatives for routing, types of service, frequency, ridership, etc.
- North Weber bus stop improvements
 - Installing benches at Jefferson
 - Still working on pedestrian ramp improvements at Palmer Park
 - Coordinating with City's Operations and Maintenance; delays are actually good timing, will ensure
- Fare Changes
 - Deferred to 2020 to ensure adequate notice is given to the public
 - Will include in Spring Service Change meetings in January
- Route 6 – When will it go along Fillmore?
 - Working with Engineering on easements and right-of-way; anticipating construction to start later this year. Will provide updates when there is progress

Rebecca: There are so few accessible crosswalks; traffic keeps shifting, it's hard to keep track of and that's dangerous

- Transit has been building curb cuts as part of route improvements for a long time.
- That's wheelchair accessibility – what about audio signals?

- Liz: There's no specific budget for audio units; it would have to come out of the regular maintenance budget and that would be something like \$8K per intersection.
 - City Traffic Engineering would be the agency to contact with questions

Elan Rainford, RATP Dev Operations and Safety Manager (Fixed-Route Service Provider)

- New class of nine drivers – Some are from public transit backgrounds, and several are completely new to transit
- Transit Master is the new program for the GPS monitoring.
 - It's a technology upgrade, so there are some glitches to work out, but it's very helpful
 - It helps with transfer points
 - Tell your driver early that you'll need to connect with another bus, and they can hit a button to notify the next driver rather than drivers calling back and forth trying to coordinate.
- Wheelchairs should either be fully-secured (four securement straps) or not at all
 - Drivers will still ask whether the passenger would prefer to be secured, but there won't be an option to use one or two straps only.
 - Why do they have a choice to not be secured? Isn't that safest?
 - Seat belts and securements are safer, of course, but we don't make everyone buckle up so we don't require a wheelchair to be secured either

Matt Heafner, Trans Dev General Manager (ADA Paratransit Service Provider)

July went really well – obviously need to work with ZTrip on improvements

- On-Time performance is doing well – 97%
- Keeping an eye on when we need to start training new drivers to keep up on turnover
- Working with Goodwill on coordination

Following Up:

- One Ride – working to extend contracts with agencies
- Rebecca: There are issues people are having – Silver Key can only to go some areas, and Community Intersections only wants to give rides to people of a certain age...
 - Brian C: This is why it's difficult; agencies have different niches and it will be nice to expand the numbers of providers where we would have more access to all of the services available. There are a lot of things are on the table right now
- Melissa: It's great we're working on all this through the planning process, we're discussing the 25 year plan and there are a lot of people talking about how things make it into the plan. And then we don't want those things to get lost.
- Brian V.: The Transit Plan has five-, ten-, and 20-year sub-plans, and the specialized transportation coordination plan, too – very challenging!
- Liz: Every time you do a service change, you're referring to the long-range plans.
- Rebecca: The only thing that hasn't changed in the 25 years since paratransit was starting is the area – it's restrictive, only in the city limits
- Rebecca: It's frustrating to get paratransit in another city, too. Why can't there be a database you all can refer to so we can go wherever we need to?
 - There's no nationwide-level coordination. However, we do everything we can to help get things situated if you let us know where you want to go and what service you want to use

Discussion:

Membership Recruitment Subcommittee (Rebecca, Rick, Joe)

- There was confusion about what the committee was supposed to be.
 - Initial establishment of the committee was to recruit new members, but Rebecca's suggestion to carry it into a public forum for Q&A changed things
- Melissa: There's a gap in advocacy right now; the Women's Resource Agency at the Independence Center has been disbanded, and there has been no recent focus on community engagement.
- Liz: We're not an advocacy group, we need to make sure we're not lobbying – that's not something we can do here.
- Melissa: Maybe it's time to get another Transit Coalition together –
 - There are people out there who want to be a part of something

Action Items:

- (None)

Member Announcements

- (None)

Public Comments

- (None)

NEXT MONTH:

- Further discussion re: TPAC membership and Transit Advocacy in general

Adjourned

11:36 AM