

Minutes
Transit Passenger Advisory Committee
Monday, October 21, 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.
 - 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
Larry Schaefer	2020	Fixed-Route Rider Advocate
Rick Orthwein	2020	Fixed-Route Rider Advocate
Allison Burns	2020	Discover Goodwill
Arthael Alexander	2020	The Independence Center
Ron Anderson	2020	Fixed-Route Rider Advocate

Members Absent

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

Service Providers

Steve Beck	General Manager, RATP Dev (Fixed Route)
Elan Rainford	Safety Manager, RATP Dev (Fixed Route)
<i>Matt Heafner</i>	<i>Transdev (Metro Mobility ADA Paratransit Service Provider) Absent</i>

City Staff

Craig Blewitt	Transit Services Manager
Maggie Chapman	TPAC Liaison

Guests (none)

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 approved after changing the date shown as August 19 to the correct date of September 16.

Public Comments (None)

New Membership Review (None)

Craig Blewitt, Transit Services Manager

Service changes have gone well, it was a successful rollout

Monthly Report Note:

- It's interesting that while ridership has gone up almost 6% in the first three quarters of 2019, ADA usage is down by almost 7%.
- No way to be sure of the cause of the differences, but we've put a lot into the efforts to make our system as accessible as possible. We've put \$1.7M into improvements that include 1.3 miles of sidewalks, 67 pedestrian ramps, and 71 bus stop pads

Colorado Association of Transit Agencies (CASTA):

- We received two of CASTA's eight awards – including the "Best Large-Community Agency" at least in part because of the improvements to accessibility we've made
 - Ideally, everyone should be able to access the fixed route buses; ADA provisions are for those who cannot
 - The more accessible bus stops are, the more people can walk or roll up
 - It could be that there were some people who used ADA service in the past but can now get onto the fixed route system

Electric Buses

- We're doing a lot of preparation work for future purchase of electric buses;
- VW settlement will be paying for the difference between purchasing an electric bus vs. diesel
- Hoping to have our first electric buses starting in 2021

Rebecca: Electric buses are very quiet; this is not good if you can't see and you're listening for the bus to pull up – what's the plan for letting people know the bus is there?

- Elan: Buses are required to have external announcements when the doors open; they'll be audible at the stops.
 - Depending on traffic flow, it may be hard to hear those, too
 - Craig: I haven't heard that question yet at conferences; thank you, Rebecca, for pointing it out as something we need to consider
- Performance issues
 - There is a lot of research to making sure these buses will handle the geography at this high altitude
- What about autonomous buses? Will we have those?
 - It's kind of inevitable; no idea on a timeframe, though

Rebecca: Why do we allow the neighborhoods decide whether we can have a bus go through there for everyone else?

- Free speech is one thing; the political decision-making process is another. Neighborhoods do have input on where buses should or shouldn't go; they have say in where cars should go and bicycles should go and pedestrians as well. All those issues are of concern to neighborhood communities
- Buses carrying people can go where trucks can't go, but not when they're out of service (dead-heading back to the garage for example)

Update re: One Ride

- The four service providers working through the call center – it's not meeting expectations. Only half the rides actually are going through one ride; others still go straight to the individual organizations, which means they all still need to have their own individual dispatchers and reservationists and such, which defeats the purpose
- All four contracts are extended until next June; we're still looking at options.
 - Rebecca: Seniors get confused when they don't know who will pick them up for their return trip. Couldn't we just use Mobility? It'd be easier; but when you have pass an 80-

year-old rider over to Envida because she's two blocks outside the area, it's such a small distance

- Craig: We can't just add two blocks to the ¼-mile area; what about the block after that? Where do we draw the line? We don't have the budget to expand the area.

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

- We're doing de-escalation training for working with mentally ill riders
 - Drivers can call on Dispatch for help with difficult situations; Road Supervisors may also be called if things are out of hand
- Ron: Do you have any control over the stop announcements?
 - Craig: That is part of the software change-over process we're working through – there are some glitches going from Novus to Transit Master. Please call it in when you notice incorrect announcements!
- Rick: Some newbie drivers can't use the ramp – how many times do they do that?
 - Elan: They should be deploying the ramps on a daily basis during their pre-trip vehicle inspections. I'll look into making sure everyone is up to speed.
- Ron: When the bus leaves the mall late, asked to have the Route 12 wait, but don't know whether the driver asked, whether the 12 will be waiting, etc.
 - Elan: I'll discuss communication about that with the drivers.

Steven Beck, RATP Dev General Manager (Fixed-Route Service Provider)

A little background:

- I started in 2007 as a Driver with Go West Transit in Macomb, IL and in 2009 promoted to Road Supervisor, in 2010 promoted to Operations Manager and in 2012 to General Manager.
- In 2015 I took a promotion to Operations Manager for CARTA – in Charleston, SC
- In 2016 I made a lateral move to Durham School Services in Dallas, Texas – Providing Charter Service to the Texas Rangers and Dallas Cowboys, along with school buses in the Dallas area.
- In 2017 I took a promotion to Assistant General Manager for DCTA – Denton, TX
- In 2018 I started with RATP-Dev as the General Manager for Concho Valley Transit in San Angelo, TX
- In 2019 I was transferred to Colorado Springs as the RATP-Dev General Manager.

Rebecca: How does this system compare?

- Every agency I've worked with has areas they can't cover even though they'd like to. There are always budgetary limitations. Each agency tries to either do coverage or frequency though they usually can't do both due to budgetary constraints.
 - Macomb, IL did coverage though used frequency on the University
 - Charleston did coverage and increased frequency at rush hour
 - Denton did coverage and increased at rush hour
 - San Angelo just did the best they could in coverage with 1 hour service
- With the size of Colorado Springs and the current growth it is amazing how much service is provided and the frequency of the service
- It's also good that the schedules are mostly consistent through the day – In my past agencies they would have Peak and Off Peak services in which we would provide 15 or 30 minute service during the rush hours and then mid-day would be like 1 hour or 30 min service depending on the route. My experiences in University settings is service would be 5 to 10 minutes from 8 am to 5 pm in which ½ hour service would then prevail.

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

Absent

Following Up:

- Alexander: What happened with the electric wheelchair downtown; someone couldn't charge their chair?
 - Craig: We had shut off the external outlets down there because they were causing disturbances by not having enough outlets for everyone to charge up whatever they wanted. We've changed the policy to allow supervisors to use judgment as to whether someone can use an outlet – i.e. definitely OK for a wheelchair but not necessarily for a phone (except maybe in emergency situations)

Discussion:

- Can we invite a driver to the meeting? Maybe as a guest speaker?
- Can someone from the HSP call center providers talk to us as a guest speaker?

Action Items:

-

Member Announcements

- Ron Anderson has a speaking engagement at the Senior Center at 1514 N. Hancock; he'll be spreading the word

Public Comments

- (None)

NEXT MONTH:

- Downtown terminal announcement
- Flyer Status Check? (Did we put them on the buses? More than once?)

Adjourned

11:32 AM