

Minutes
Transit Passenger Advisory Committee
Monday, November 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 10:05 a.m.
 - Liz Robertson, Committee Chairperson, requested introductions from all present.
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Members Present

Liz Robertson	2020	Division of Vocational Rehabilitation, 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>
<i>Rebecca Shields</i>	<i>2020</i>	<i>Metro Mobility Rider Advocate, Vice-Chairperson</i>

Service Providers

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

City Staff

Craig Blewitt	Transit Services Manager
Vicki McCann	Transit Services Public Communications and Marketing Supervisor
Jacob Matsen	Transit Services Fixed-Route Service
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 made, seconded, and approved.

Public Comments (None)

New Membership Review (None)

Craig Blewitt, Transit Services Manager

We'll be participating in the Festival of Lights on December 7

- Come on Downtown and cheer us on!

2020 Budget Update:

- General Fund budget is approved by City Council; the second of two approvals required to approve the budget ordinance is anticipated at the November 26 Council Meeting. It's basically the same budget as last year, including additional \$279K to sustain service that currently exists.
 - NOT funded for 2020:
 - Route 40 – too slow to pick up on ridership; it's funded until July
 - Frequency and span improvements to Route 22
 - Airport service would have served visitors and employees of the airport and surrounding companies
 - Downtown Shuttle
 - Would have been great with the new stuff going on downtown (like the new
- Capital Budget varies year to year; our two main projects are the expansion of bus parking and the downtown transfer station.
 - The bus parking expansion project will provide indoor parking for 72 buses
 - We currently have 61 buses and only 48 parking places
 - Indoor parking will drastically reduce the start-up time for buses to get warmed up and out on the road
 - The facility will include infrastructure needed for electric buses
 - Downtown Transfer Station
 - ... We will keep you as updated as possible!

2045 Long Range Transportation Plan (LRTP) –

- The LRTP has two parts: Transit and Specialized Transportation Coordination
- This covers the urbanized area for developing public and community transit service
- Long range transit planning includes focus on improvements to the existing service area and seeking partnerships to expand; new service models are discussed in the plan to possibly fulfill future needs
- Specialized Transportation Coordination includes maximizing shared resources such as driver training or vehicle maintenance
- The drafts came out last week; hard copies are available for public review and comment in the front lobby here, at the Sand Creek Library, and at PPACG. It is also available electronically at mmtransit.com

Jacob Matsen, Transit Services Program Coordinator for Fixed-Route Service

(On Behalf of RATP Dev, Fixed-Route Service Provider)

- Fixed route ridership is up by 10% last month; 6% overall for the year so far
- Contractor is focused on safety training and planning
 - Corporate staff came out three weeks ago to provide a major training
 - Train-the-Trainer sessions covered root causes of some accidents, etc.
 - There have been no preventable accidents this month so far!
- One member's concern about making connections to Route 12 was discussed; drivers sometimes on their cell phones and run late because of that. Jacob indicated he will investigate this and follow up as appropriate.

Vicki McCann, Transit Services Public Communications and Marketing Supervisor

- Working with Transit's IT group and Trapeze on the new trip planner online; will need to see how it works on different platforms – however people might be using it through their smart phones, computer, laptop, tablet, etc.
 - Would like volunteers to try it out and answer a set of questions I'll send out
 - Let us know about any accessibility issues, too
 - Yes, we'd appreciate if you know of others that would also like to participate!
 - Google Maps will still work; this will be more transit-specific and geared to our system specifically

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

- Conducting monthly safety meetings; sessions currently include awareness of driver fatigue and about speeding
- The City regularly reviews video and sometimes will send clips with notes so we can work with drivers to improve safety
- We currently have 44 drivers and technically, we have 46 routes; holiday season tends to slow things down so there is no active recruitment effort going on right now
- New deployment started in September and the new dispatch schedule are both going well
- Picking up a little bit of an increase in ridership between 5:00 and 7:00 on weekdays and Saturdays, too.

John McCoy, Customer Service Manager

- I spent the last 10 years working with Denver's Access-a-Ride program. My work was concentrated in the Call Center/Management office primarily in the Scheduling department. In that department I basically told drivers where they should go and when and hoped they could get there. During my time there I worked to bring their service levels up as high as possible. I'm bringing all of my experience down to Metro Mobility to work with this team to help bring our level of service up to the highest quality possible.

Following Up:

- Thank you for the flyers! We've seen them out on some of the buses
 - Larry: They're not up in Rte. 1 buses

Discussion:

- Recruitment efforts
 - Since the CTC broke up, there has been no other transit-specific groups that meet
 - Brainstormed for people who might have an interest in participation

Action Items:

- ✓ Arthael will reach out to Courtney Stone to ask about possible additional contacts
- Rick will be reaching out to several people who were involved in the now-defunct CTC group; Facebook or email, mostly
- We'll set out hard-copy flyers to perhaps draw attention

Member Announcements

- Discover Goodwill has now merged with Denver's Goodwill; now it is Goodwill of Colorado
 - A lot of changes are possible, but nothing solid to announce at this time

Public Comments

- (None)

NEXT MONTH:

- Follow up:
 - Downtown station announcement...? (Or update)
- Discussion:
 - Recruitment efforts

Adjourned

11:05 AM