

Minutes
Transit Passenger Advisory Committee

Monday, November 19, 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.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2019	Discover Goodwill, Committee Chairperson
Liz Robertson	2019	Division of Vocational Rehabilitation, Acting Chair
Ron Anderson	2019	Fixed-Route Rider Advocate
Larry Schaefer	2019	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Rebecca Shields	2019	Metro Mobility Rider Advocate

Members Absent

<i>Courtney Stone</i>	<i>2019</i>	<i>The Independence Center</i>
<i>Susanne Whited</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate, Vice Chairperson</i>

Service Providers

Elan Rainford	RATP Dev (Fixed Route Service Provider)
Terrence Jennings	National Express (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Brian Vitulli	Transit Planning Supervisor
Vicki McCann	Transit Marketing & PR Supervisor
Maggie Chapman	TPAC Liaison

Guests

Joe Salazar

Review Agenda

- A motion to approve the agenda was made, seconded, and approved.

Approval of Minutes from Previous Meeting

- A motion to approve the September meeting minutes was made, seconded, and approved.
- A motion to approve the October meeting minutes was made, seconded, and approved.

Public Comments

- Ron: United Healthcare is moving from 1514 Hancock to 9945 Federal Drive, which is right on the new Route 40. I know Rt. 40 is an express route, but a stop there would be helpful to many
 - Craig: Unfortunately, we can't add that stop and retain the express status of the route

- Joe: I rode the new Route 18 recently and I like how it's set up – I'd like to suggest that route go farther south, perhaps to Fountain and Union.
- Ron: Not all bus drivers know what a senior ambassador is
 - Vicki: there are a lot of new drivers out there; we're getting everyone in the loop
 - Elan will go over it in the next safety meeting

New Membership Review

- There were no new membership requests this past month.

Craig Blewitt, Transit Services Manager

- 2019 Budget
 - Submitted to Council, approved at first reading – (Ordinances require two readings)
 - \$210K addition to budget to sustain multi-year contracts and
 - 400K in Capital to acquire lot down the street from City Streets dept.
 - Additional bus storage to accommodate larger bus fleet
 - PPRTA revenue \$17K increase over 2018
- We will be in the Parade of Lights Dec 1
- What happened to all those buses? Before 2010 –
 - We sold those – all the lift buses are gone
 - We've been adding buses as we've expanded service
 - The current lot is designed to hold 48 vehicles, including managing oils and fluids
 - We need to monitor those that are parked elsewhere to ensure no oils and fluids are draining into the water

Brian Vitulli, Transit Services Planning Supervisor

Following up re: Rebecca Michael's question last month re serving the social security office

- Route 7 deviates from Pikes Peak Avenue to serve a dozen medical offices
- It's a quarter mile from a bus stop to the Social Security Administration outbound, and three-tenths of a mile inbound, and there are good sidewalks and pedestrian crossings.
- When will they be done with the construction?
 - Not sure

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

- Happy to say we're up to where we need to be as far as staffing numbers;
- Working on focus on Customer Service –
 - Rebecca Michael gave us a presentation on working with folks with disabilities
- Got great feedback from the route 18 – it's going well – as well as 40

Terrence Jenniges, National Transit, Operations Manager (ADA Paratransit Service Provider)

- Not a lot to report – in the market for 4-5 new drivers right now
 - We're in the market for a reservationist right now, too

New Topics for Discussion

- 17th Potluck!
- Maggie to get in touch with Courtney about whether the Independence Center will continue participating
- Partnerships & expanding service:
 - We have to have the ridership to justify expansion, and we need to gain the funding
 - How does that work that we have public funding?

- Any time there's a service ADA needs to expand, too.
 - Express routes don't require the additional expansion of the ADA area
- Rather they take the opportunity to expand than just not have the option at all – It looks better to gain partnership in the community
- Can Vicki come next month to discuss how partnerships work and how they help support expanding service

Member Announcements

- What happened to Senate Bill 17-11?
 - Liz: We submitted it to the general assembly and we're looking for the response –
 - The City has started implementing some of the recommendations anyway
 - All the local recommendations we made are being made to some degree locally
 - Liz can give an update next month

Public Comments

One Ride – it's confusing

- Those who use it get mixed messages and they don't know what's going on – for example, a rider was turned down last week for a medical appointment was not offered anything else?
 - Seniors don't know what's going on; we should make sure we advocate for these people
 - Would like more info about how One Ride works operationally, how communications among different agencies work, and who is ultimately responsible for these services
 - The agencies that use Medicaid dollars are operating by state regulations

Joe: Curious how we can get other organizations on board for TPAC, maybe the Arc?

Rebecca: We've done some soliciting, but haven't gotten responses

- We'd love to have more organizations and individuals to participate in TPAC
- Community Intersections –would need to reapply if they're interested – The Independence Center hasn't been represented lately...
 - Courtney has taken on different responsibilities at the Independence Center
 - Maggie to contact Courtney re: continued participation

NEXT MONTH:

- Year-end potluck – Bring Snacks!
- Don't forget we meet on the **second** Monday of January and February
- We could discuss accomplishments next month
 - Liz to provide update on SB17-11
 - Route up to Rampart Range PPCC and northern route to the hospitals
 - Route 3 half-hour on Saturday
 - We advise on better and more effective ways of communicating with folks – mailings,
 - Fare study participation

Adjourned

11:13 AM