

Minutes
Transit Passenger Advisory Committee

Monday, June 20, 2016, 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.
- Zaina Braddy, as the Committee Chairperson, requested introductions from all present.

Members Present

Zaina Braddy	2017	Metro Mobility Rider Advocate, Committee Chairperson
Allison Burns	2016	Discover Goodwill, Committee Vice Chairperson
Bill Goodnight	2018	Fixed-Route Rider Advocate
Lynn Harrington	2018	Metro Mobility Rider Advocate
Dick Hyde	2016	Community Intersections
Liz Robertson	2016	Division of Vocational Rehabilitation
Ron Anderson	2018	Fixed-Route Rider Advocate
Courtney Stone	2016	The Independence Center

Members Absent

Rebecca Shields	2016	Metro Mobility Rider Advocate
Larry Schaefer	2017	Fixed-Route Rider Advocate

Service Providers

Gary Rushing	McDonald Transit Associates (Fixed Route Service Provider)
Juan Alecia	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

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

Guests

Christina Cosgrove

Review Agenda

- Motion made, seconded, and approved.

Approval of Minutes from Previous Meeting

- Motion made, seconded, and approved.

Public Comments (None)

New Membership Review

- No new membership requests were received this month.

Updates:

Craig Blewitt, Transit Services Manager

- Art in the Streets Bringing Art into the public realm – three exhibits in the downtown station
- Bus Stop improvements are underway for new bus stops from the Spring Service Changes
- Tonight there is a meeting with the Old North End to discuss service changes at the United Methodist Church 420 N Nevada, in the fellowship room downstairs at 6:00
 - The routes from Cascade and Wahsatch consolidated onto Nevada Avenue
 - Restructure provides fifteen-minute service
 - Reducing duplicative service means we can put more service elsewhere
 - General concerns from residents include noise, safety, vibrations, and not wanting to have a bus stop in front of their historic homes.
 - Courtney: The City's Master Plan from the past said traffic should be distributed along the four north-south
 - Who has the decision to make – Executive branch of the City
 - Ultimately, it's about what is best for the community, and fifteen-minute service is a great benefit to many, many people

Craig introduced three items to be discussed at next month's TPAC meeting

- No-Show Policy Change: FTA-required adjustment from number of missed rides to percentage
- Review existing policies; we will be returning to the practices outlined
- Customer Satisfaction Survey

Brian Vitulli, Transit Services Planning Supervisor

- The Fall Service Changes continue implementing the longer-term plans for improvements to services for existing riders
- PPRTA funding will be used to provide additional service in the evenings and weekends; there are not enough buses to increase service during the peak hours
- Fare modification – Riders that are ADA-Certified currently can ride the fixed-route system for free. The fare modification would mean ADA-certified riders would have to pay \$0.85 – same as other disabled and elderly riders
 - Bill Goodnight: Can we consider a reduced-cost monthly ticket?
 - A monthly pass would be much easier to administer than 20-ride tickets by the Independence Center and Goodwill
 - How many ADA-Certified riders use the fixed-route system?

Vicki McCann, Transit Services Public Communications Supervisor

- Discussion about how we can better educate customers about service changes
 - Distribute pamphlets on buses, online, social media
 - Ask Transit events – staff out at key points to help people get where they're going
 - Rider Alerts at the front of the bus – also online
 - Special training sessions with the drivers
- Additionally, we have ongoing communication...
 - Training sessions for customer services
 - Metro Matters Newsletter
 - Free Travel Training
 - Senior Ambassador program – that's what Ron's doing
 - Signage – explaining which route to take at what time to make connections

- Staff out in the field at key transfer points
- TPAC members shared some perspective about the timing – perhaps the information is getting out too early to seem relevant to riders? Suggestions include:
 - Reserve a bunch of brochures/flyers/pamphlets for the few days JUST before changes
 - Have drivers hang on to a couple of them to use to help customers
 - YouTube Video!
 - Text Message blasts may be extremely effective – that would be very cool
 - Allison uses a software system called “Call Them All”
 - You start with a list and people can opt out if they want to
 - Make sure the audio announcements are working
 - Livestream on Facebook or Twitter?
 - Perhaps get more travel training out there – TPAC members can be helpful, too – perhaps we can have a Train-the-Trainer session for TPAC members?
 - Haven’t seen the newsletter, maybe we need better access to that?

Additional notes:

- Signs that were posted on bus stop signs that are defunct may not be effective – Bill Goodnight suggested we put up a bunch of ‘Crime Scene’ tape; that would be pretty obvious...
- Would like to see more about what happens to comments...
 - Feedback means that comments haven’t been dropped into a ‘black hole’

Gary Rushing, McDonald Transit Associates (Fixed-Route Service Provider)

- New driver’s class today –Drivers have signup sheets to for one-on-one time to go over service changes with Angel Sintas, the Lead Dispatcher and with Andrew Cottrell for safety training
- Any time you have any concerns, anything – if something doesn’t look right, doesn’t seem right,
 - Very important to call 385-RIDE
 - That gets entered and then the staff can address the problem

Question: Can we call and offer compliments?

- Yes! Commendations are welcome - if you do that, we call the driver in and share it personally.

Juan Alecia, National Transit (ADA Paratransit Service Provider)

- We have a new supervisor on staff – and she’s working well –Venetia Robinson at dispatch
 - Riders can talk to the supervisor so dispatchers can continue to focus on operations
- Juan is working with drivers to more-effectively share service change information
 - Automated announcements is more ideal –
- Music being played on buses sometimes has been offensive
 - Drivers are not allowed to have personal phones

New Topics for Discussion

- (None)

Member Announcements

- Courtney: July 8 – Count Me In – How State-level funding works on a wide level of issues
 - The information can be applied to many different types of services and projects

Public Comments

- Several points of discussion included
 - Automated announcements on the Route 5 bus has an issue when it meets Wahsatch

- Might be good to consider having the buses converge at the Bon Shopping Center with a layover for making connections; maybe the same at Academy to converge 6, 9, and 19
- Drivers may need to be doing a better job of letting riders know when an interlined route turns over from one route to another

Agenda for Next Meeting *(follows)*

Adjourn

11:44 AM Adjourn