

Minutes
Transit Passenger Advisory Committee

Monday, December 19, 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 10:08 a.m.
- Zaina Braddy, as the Committee Chairperson, requested introductions from all present.

Members Present

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| Zaina Braddy | 2017 | Metro Mobility Rider Advocate, Committee Chairperson |
| Allison Burns | 2016 | Discover Goodwill, Committee Vice Chairperson |
| Larry Schaefer | 2017 | Fixed-Route Rider Advocate |
| Liz Robertson | 2016 | Division of Vocational Rehabilitation |
| Rick Orthwein | 2019 | Fixed-Route Rider Advocate |
| Dick Hyde | 2016 | Community Intersections |
| Rebecca Shields | 2016 | Metro Mobility Rider Advocate |
| Susanne Whited | 2019 | Fixed-Route Rider Advocate |
| Courtney Stone | 2016 | The Independence Center |
| Ron Anderson | 2018 | Fixed-Route Rider Advocate |
| Lynn Harrington | 2018 | Metro Mobility Rider Advocate |
| Charlton Clarke* | 2019 | Aspen Pointe |

**New Member as of today*

Members Absent

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|-----------------------|-------------|-----------------------------------|
| <i>Bill Goodnight</i> | <i>2018</i> | <i>Fixed-Route Rider Advocate</i> |
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Service Providers

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| Andrew Cottrell | McDonald Transit Associates (Fixed Route Service Provider) |
| Tim Van Zalen | National Transit (Metro Mobility ADA Paratransit Service Provider) |

City Staff

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| Craig Blewitt | Transit Services Manager |
| Vicki McCann | Transit Services Marketing & PR Supervisor |
| Jacob Matsen | Transit Services ADA Paratransit Coordinator |
| Maggie Chapman | Transit Services Admin Tech; TPAC Liaison |

Guests

Mary Griffith • Jillian O'Connor • John M • Peggy Werks • Kathleen Senn • Jeanette F • Kermit Johnson
• Marcia Wicke • Yolanda Avila • Marilyn T

Review Agenda

- No comments or changes were made to the agenda.

Approval of Minutes from Previous Meeting

- A motion to approve the previous meeting minutes was seconded and approved.

Public Comments

- Marilyn T. has been a resident of Colorado Springs since 1954. She is a driver and has a friend who rides the fixed-route bus. Her friend had to take five buses and more than two hours to get to the store.
- John M. is concerned about the lack of public transit to the hospitals up north
 - Concerned about how service is distributed – doesn't seem equitable. How does the Nevada Corridor warrant 15-minute service when there are entire areas without service?
 - The City's \$7M budget surplus from last year is up for vote – to be used solely for Stormwater. There should be some portion slated for public transit.
 - There should be live interaction to coordinate with Metro Mobility Dispatch, not voicemail.
 - Can information about TPAC meetings be disseminated on the buses? Maybe an audio announcement?
- Peggy W. has been a resident of Colorado Springs since 1973. She's been waiting for bus service to her area ever since. She lives in the Vickers/Union area
 - The area seems perfectly suited for a grid system vs. hubs. She believes Union Boulevard is ideal for a bus route, with a mix of residential and commercial areas all along the north/south corridor
 - Recent changes made it harder for people
- Kathleen Senn has ongoing concerns:
 - The time is wrong on the lighted sign
 - Need to have access to my account information
- Yolanda:
 - You can't hear the announcements on the outside of the bus when they're at the downtown station. I still have to walk around asking 'are you my bus?'
 - We've all worked hard – everyone here – we've worked to get the money to have better service, but now we're talking about a new downtown station? This isn't right
 - Now we're talking about having to pay to use the fixed-route system?
 - I use both fixed-route and Mobility; I can't cross the street at Airport and Academy –there are accidents all the time, fatalities.
 - Let's set the bar high, not just for people with disabilities, but everyone
 - We need Transit to support us, the disabled community, not give us handouts, but a hand up. Treat us equally.
 - We need the audio to work right, so we don't always have to ask for help
 - We need access to our accounts – just like anyone else would expect.
- Mary
 - Paying \$7.00 for a round trip on a fixed income is difficult, but the fixed-route system takes five hours and then you still have to walk a block or two to get there.
 - Riding the fixed-route system also provides contact with other people, you can feel more connected with the community and know you're not alone.
 - Worried about dangerous intersections such as at Rio Grande and Tejon; have missed the bus due to waiting for the light to provide a safe opportunity to cross the street
- John M. is concerned about the location choices for the proposed terminal. It is promoted as a 'hub' but usually, a hub is at the center of a wheel, not on the rim. With the way Colorado Springs has grown outward, shouldn't the downtown terminal be relocated in a geographically-central location?

- Liz Robertson shared a public comment from one of her clients: It took a month and five phone calls to get her Metro Mobility certification set up
- Rebecca stated that she knows of three people who were told by City staff that they need to go to the Independence Center before they can be certified to use Metro Mobility
 - That is not information that the City provides to anyone.
 - Marcia W. stated the Independence Center and the City are two completely different entities; perhaps there was a miscommunication?
- Marcia W. stated her concerns about changing policies; it used to be you could only be certified to use Mobility if you were completely unable to use the fixed route system, now you're changing the rules again; people with disabilities need predictability. The people making these changes don't even ride the bus.
- Peggy W. would like to propose that all the people making transit decisions should go a week without using their vehicles; no cheating and getting rides from friends or family – but actually rely on the system.

New Membership Review

- Mr. Charlton Clarke, of Aspen Pointe, submitted a letter of interest stating he works with people in the community who often rely on public transit, both fixed-route and ADA paratransit. He looks forward to serving as a link between his clientele and the Mountain Metro systems.
 - Charlton was asked to step out of the room while the committee considered his request
 - The members voted to grant Charlton's membership request; Mr. Clarke was welcomed back into the meeting as TPAC's newest member

Craig Blewitt, Transit Services Manager

- Please understand that we at Transit do care. We put a lot of effort to ensure we understand the needs of the entire community to best serve as many of our residents as we can within our fiscal limitations
- Budget: approved by Council and the PPRTA Board of Directors
 - Additional funding for Transit next year
 - Public processes will be held to gather input
 - Moving along in line with the long-range planning
- Smoking, E-Cigarettes – Proposed ordinance going to Council in January
 - Would prohibit smoking in the semi-enclosed Downtown Terminal boarding areas
 - Includes E-Cigs in all the smoking restrictions
- Service Changes to be implemented April 30 –
 - Minor adjustments to time points to improve on-time performance
- Service Changes to be implemented October 1 –
 - We will conduct full public process to gather input and adjust as necessary
 - Improving frequency on route 25 to provide 15-minute service from the Citadel to Voyager Parkway
 - There will be no changes to the fares until after the comprehensive fare study is complete in 2017
- Passenger Survey: Data was insufficient – redoing the survey in late January-early February
 - Expect new results in March
- Northern Hospitals:
 - Applied for grant funding to provide service for all (there currently is service provided by Human Services Providers – not Metro Mobility because they are outside the existing service area) – we did not get the grant.

- New opportunity to apply in January – we’re not giving up
- Still working on partnerships
 - This is in alignment with our long-range plan – we are focusing improvements to the existing service area before looking to expansion; expansion of service area must be supported (public/private partnerships or additional grant funding)
- Booster Seats: Drivers cannot secure booster seats for riders’ children, there are liability issues that must be observed (there are entirely too many variations of these devices, drivers cannot be trained to properly install all types of car seats or booster seats)

Andrew Cottrell, McDonald Transit Associates (Fixed-Route Service Provider)

- Audible Bus Stop Announcements:
 - Approximately 70% of the buses’ systems are functioning correctly. They announce the stop when the doors open (but they don’t periodically repeat the announcement) The AVL and the Speak Easy systems are separate and complicated.

Tim VanZalen, National Transit, General Manager (ADA Paratransit Service Provider)

- Still learning!
- Weather has affected service multiple times already
- New Year should bring some improvements
- Taxi Services: Working on making sure the taxi companies are fulfilling their contract terms and providing the appropriate level of service
- Radios in Buses: Still reviewing that

New Topics for Discussion

- Ron Anderson announced that the Social Security Office has moved from Academy and Galley to 2306 East Pikes Peak Avenue – it’s on Route 7 now

Member Announcements

- None

Public Comments

- None

Agenda for Next Meeting *(follows)*

Adjourn

11:44 AM