

Minutes  
**Transit Passenger Advisory Committee**

Monday, January 9, 2017, 10:00 a.m.  
Transit Services Administration Building  
1015 Transit Drive, Large Conference Room

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**Call to Order, Quorum, Introductions**

- A quorum was established; the meeting was called to order at 10:02 a.m.
- Zaina Braddy, as the Committee Chairperson, requested introductions from all present.

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**Members Present**

Zaina Braddy	2017	Metro Mobility Rider Advocate, Committee Chairperson
Allison Burns	2016	Discover Goodwill, Committee Vice Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Dick Hyde	2016	Community Intersections
Rebecca Shields	2016	Metro Mobility Rider Advocate
Lynn Harrington	2018	Metro Mobility Rider Advocate

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**Members Absent**

Charlton Clarke	2019	Aspen Pointe
Liz Robertson	2016	Division of Vocational Rehabilitation
Rick Orthwein	2019	Fixed-Route Rider Advocate
Susanne Whited	2019	Fixed-Route Rider Advocate
Courtney Stone	2016	The Independence Center
Ron Anderson	2018	Fixed-Route Rider Advocate
<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate – Resigned; no longer a TPAC member</i>

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**Service Providers**

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

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**City Staff**

Craig Blewitt	Transit Services Manager
Brian Vitulli	Transit Services Planning Supervisor
Jacob Matsen	Transit Services ADA Paratransit Coordinator
Amy Mogck	Transit Services Marketing & PR Specialist
Erin McCauley	On Behalf of Maggie Chapman, Transit Services Admin Tech; TPAC Liaison

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**Guests**

Kathleen Senn • Jeanette Fortin • Marilyn Fuchez

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**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 seconded and approved.

#### **Public Comments**

- Zaina suggested public comments be postponed until the end of the meeting, as Craig had been called away to tend to a minor emergency. The group agreed.

#### **New Membership Review**

- There were no new requests for membership this month.

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

- Andrew stated that his group had been focusing on the on-board announcements and told the group that so far, every single coach has been announcing when the doors open. He asked if the members had seen any improvement?
  - General consensus was that yes, there had been some improvement.
- There's a new Starboard Campaign to increase on-time performance. So far they had seen improvement (approximately 3-5%) in on-time performance since implementing the campaign.
- There will be a new driver class beginning at the end of January; will make sure the drivers are ready to make announcements, brake correctly, and run the routes on time.

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

- Metro Mobility has begun a new driver shift; Tim hoped that will improve on-time performance and has said he's already seen some good results. A new driver class will be starting next week. During the past few weather events, Mobility has experienced some on-time performance issues, cancellations, etc.
- Lynn asked about taxi service – she referred to the last month's minutes regarding taxi dispatch problems.
  - Yellow Cab dispatch has moved to Georgia and there have been problems coordinating rides with them. Tim said he had begun to see improvement.
- Lynn enquired whether the radios would be reinstalled in the buses? Tim said they would not.
  - Zaina enquired as to how the drivers would receive information about the road conditions; Tim replied they would be informed via 2-way radio.

#### **Craig Blewitt, Transit Services Manager**

- MMT is updating its Title VI plan, an existing plan that ensures the agency is not discriminating against people on the basis of race, color, or national origin. The plan has to be updated every three years and will also include some environmental justice provisions that protect low-income individuals. Craig said the plan must be done by late summer in order to meet approval deadlines by City Council and then the FTA.
- Proposed service changes are out; circulated pamphlets to the members and guests. As he mentioned at the last meeting, MMT proposes to increase frequency on Route 25 to every 15 minutes like we've done on the Platte/Boulder corridor and the Nevada corridor. MMT also proposes to relocate Route 6 from Fourth Street to have it remain on Fillmore from Union to Cascade. He noted there is one public meeting scheduled at a senior apartment complex; staff plans to put up a table in the lobby to reach out to the residents. He said the changes to timepoints will take effect in the spring, the increased frequency is scheduled for fall, and the change to Route 6 will occur in 2018 because improvements to sidewalk and other infrastructure needs to be completed first.

- Rebecca asked where Route 6 would go? Craig responded that instead of deviating off of Fillmore up to Fourth Street via El Paso and Hancock, it would remain on Fillmore.
- Allison enquired if Route 6 is the route by the senior center? Craig said the proposed changes are planned much further north and east of the senior center.
- Rebecca asked whether Route 6 would go back to the terminal? Craig responded that no, there are no plans for that to occur.
- Marilyn, a member of the public, asked if there was a way to get the word out to residents in the Fourth Street area – she said she knows of several seniors who live over there. Craig responded that MMT has scheduled a public meeting in the vicinity and will also be putting up a table in the lobby of a senior apartment complex in order to reach out to the residences. Amy, PR & Marketing Specialist for MMT, said staff is working with Ron Anderson (our senior ambassador) to get the word out.
- Larry asked about the traffic down Fillmore and whether it would be an issue. Craig said he'd spoken with Traffic Engineering about it and they approve of the idea. He said that one bus is the equivalent of about 12-15 cars, so MMT should have some priority. Craig noted that buses will stop in the right-hand lane to pick up passengers (there will be no stopping out of traffic). Larry said he thought that was a good idea so buses don't have to fight to get back into traffic.
- Rebecca said she thought it would be a good to get the sidewalks constructed on Fillmore. Craig noted that MMT had received a call from a customer who'd gotten their wheelchair stuck in the dirt on Fillmore; improvements have been necessary for some time, and not just for transit.
- Craig said the smoking/vaping ordinance had been postponed at the last City Council meeting, but that Council will hear it on January 24. He said MMT is proposing to prohibit smoking and vaping at the downtown terminal within the boarding area. He noted there are still some benches out by the sidewalk that would accommodate smokers, but that the area under the roof of the terminal would be a non-smoking/non-vaping area.

Jacob Matsen, ADA Paratransit Coordinator, distributed copies of the latest "Guide to Ride" and asked the committee to review the document.

- Jacob explained that the Guide had just been revised and that there hadn't been time to get the new version to the printer to be done in Braille. Rebecca asked how she can be a participant on the committee if she doesn't have anything to review when the rest of the committee gets their items? Jacob said Maggie is working to get her a Braille copy and will mail it to her.
- Jacob explained the bulk of revisions to the Guide to Ride had to do with the suspension policy. Previously, there was a 3 ride no-show threshold (out of approximately 30) after which the rider could be suspended. The proposed policy would specify 8 no-shows out of 40 scheduled rides (or 20%) and riders will not be suspended on the first notification, which will make the policy less strict. He said the threshold is for 30 days and the points will be assessed by trip. He noted that the rest of the document has been reworded slightly, but there are no other substantive changes. Jacob asked the group to submit their comments to him by Friday, January 27th.
  - Rebecca enquired as to whether TPAC had approved the last Guide to Ride before it was finalized last time? Allison said TPAC had talked about that at a previous meeting and that the consensus had been they'd reviewed it, but hadn't needed to approve it. Rebecca felt like TPAC should have to approve the document before it's finalized and that it's too close a deadline to allow everyone to submit their comments.
    - Dick noted that TPAC is an advisory committee and not an approval committee. He also noted that comments could be sent in any time prior to the 27th for staff to review them.

- Rebecca asked how they would know whether their comments had impacted the final document? Jacob replied that he needed the comments by January 27th in order to be able to make the revisions; the 27th is not the final approval date. Rebecca said she had misunderstood.
- Larry enquired as to the service animal policy being limited to dogs? He said he'd heard of service pigs. Jacob said he'd never heard of a service pig, but that he had heard of miniature horses being used as service animals. Allison asked Larry whether he was submitting a comment or was just asking for information? Larry replied he was just curious; he doesn't use the paratransit service so it doesn't affect him.

### **New Topics for Discussion**

- None

### **Member Announcements**

- Dick enquired as to the date of committee elections? Zaina replied that elections occur in April.
- Zaina said that today would be her last meeting; she will be leaving Colorado Springs and moving to Littleton so she could no longer serve on TPAC. She said she has enjoyed being on the committee and enjoyed learning about how to be a chairperson. She said Allison would be taking over chair responsibilities.
- Zaina also noted that next month's meeting would be early, as well – the second Monday instead of the third to avoid the holiday

### **Public Comments**

- Jeanette, an employee of the Independence Center, enquired if there was a 2-hour delay policy on Metro Mobility?
  - She explained that if there was a 2-hour delay for employees, she'd been able to call into Metro Mobility in the morning to cancel her 8:00 a.m. ride and reschedule for 10:00 a.m. She said the only time this hadn't worked was recently when Mona was out of the office and the other schedulers did not feel they had authority to reschedule her. Jeanette explained that she could not take a \$37 taxi ride into work.
  - Tim said he would make sure they could accommodate these types of requests.
- Kathleen, another Independence Center Employee, said she'd had trouble recently booking a cab ride to work.
  - She said she was picked up last Tuesday by a Metro Mobility van instead of a taxi, which made her an hour late for work. She said that no one came to pick her up from work and she was stranded at the Independence Center. She had heard that there was a glitch and that taxi dispatch had moved to Georgia?
  - Tim said there had been a glitch in the system when the taxi dispatch moved to Georgia. There had been problems coordinating rides between Metro Mobility dispatch and the taxi company. He said that issue should have been resolved and that problem should not be experienced again.
  - Allison asked if Kathleen had called the complaint line? Kathleen said she had reported the matter to the 385-RIDE phone number.
  - Jeanette added that she'd had similar experiences and heard similar experiences from others at the Independence Center. She said she didn't know how often they'd been late for work because Metro Mobility dispatchers hadn't put in arrival times. She noted it was not just one reservationist. Kathleen said that every time she steps onto a

Mobility bus she asks the driver if he/she has an arrival time written down. She said almost always, there isn't an arrival time noted.

- Craig reiterated the importance of calling the 385-RIDE line so we can keep track of the complaints. Kathleen said she calls every time it happens.
- Lynn enquired as to whether the call center was now active and could that be part of the problem? Zaina said the call center is now active but that Metro Mobility reservations are not part of that service.
  - Zaina enquired if the other paratransit services had different holiday schedules? Craig thought they posted them online.
- Dick asked Jeanette and Kathleen whether they'd contacted another paratransit service for a ride? He thought maybe if there was some competition, service would improve.
  - Jeanette said Amblicab has a three-week wait and that she'd heard Silver Key isn't as reliable as Metro Mobility.
  - Lynn noted that Silver Key prioritizes medical appointments above all others. Jeanette said she wanted Metro Mobility to improve.
- Rebecca asked Tim whether he'd experienced time changes in passenger manifests? She said she had called Metro Mobility to book a trip for her daughter to go to a day program at 8:00 a.m. At 8:20, she called Mobility asking where the ride was and was told the pick-up was scheduled for 9:00 a.m.
  - Dick enquired whether there was a software issue? Tim hadn't heard about that happening, but he said he would check. He said the software was running adequately and the change shouldn't have occurred. He said he would look into the issue.
- Rebecca said she'd also heard from a Mobility rider who had this same thing happen.
  - The rider was stranded at a store with two small children and had to wait two hours until a van came to pick up her and her children. There was nothing else she could do but wait.
  - Rebecca said she found it unfair that if the riders aren't ready for their pick-up within 5 minutes, Mobility leaves them but if Mobility isn't there at the scheduled time, the riders don't have much choice but to wait.
- Rebecca enquired as to who is responsible for shoveling snow from the bus stops?
  - She said she'd heard that one fixed-route rider couldn't even get to the bus stop because the sidewalks weren't clean.
  - Dick said the property owner was responsible, but he didn't know how many hours the owner had to clean the stop.
  - Brian said Transit has a list of the 100 most-utilized stops on which MMT removes snow. Dick said he wasn't talking about that; he wanted to know how long a property owner has to remove snow? Craig said they have 24 hours. Dick suggested that riders call Code Enforcement if walks aren't cleaned; he said people shouldn't confront the property owner.

#### **Agenda for Next Meeting *(follows)***

- Lynn said she thought Craig would be discussing the Mobility account balance issue at this meeting?
  - Zaina asked that staff make sure it is placed on the February agenda.

**Adjourned**