

Minutes
Transit Passenger Advisory Committee

Monday, June 19, 2017, 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, as the Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2018	Discover Goodwill, Acting Committee Chairperson
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Larry Schaefer	2018	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Ron Anderson	2018	Fixed-Route Rider Advocate
Charlton Clarke	2019	Aspen Pointe
Liz Robertson	2018	Division of Vocational Rehabilitation
Rebecca Shields	2018	Metro Mobility Rider Advocate
Lynn Harrington	2018	Metro Mobility Rider Advocate
Ray Schwartz	2018	Community Intersections (Dick Hyde absent)

Members Absent

<i>Courtney Stone</i>	<i>2018</i>	<i>The Independence Center</i>
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Service Providers

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

City Staff

Craig Blewitt	Transit Services Manager
Vicki McCann	Transit Services Marketing & Public Relations Supervisor
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

Guests

No guests were present this month.

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

- No guests were present.

New Membership Review

- No new membership requests were received this month

Craig Blewitt, Transit Services Manager

We're applying for a grant to get Electric buses! Electric buses cost more and there'll be a price to get set up for it; grants will help with these; these would replace older buses scheduled to be retired

- It'll take a lot of work to get into electric buses, earliest possible would be 2019
- There are fewer moving parts in electric vehicles so maintenance costs will go down and the general operating costs are lower as well.
 - Larry: ...but will they make it up the Chelton Hill?
 - Craig: There will be performance requirements! More than 50 other agencies looking at electric vehicles right now, we'll be using the lessons they're learning, too
- Will the electric buses last as long as the current buses?
 - Will be evaluating useful-life-expectancy as part of the process; FTA expects the standard buses to stay on the road about 500K miles; we generally get 700K miles out of them before we call them done; will also be looking into battery life

College Student pass program – UCCS and CC

- Very exciting – very good to be bringing young folks into the system and introduce them to public transit (and hopefully keep them riding throughout their lives!)
 - It's a great way for us to be of additional service to the community
- Setting up agreements with the two colleges; will include unlimited rides for each student in their student fees (to be paid up front each semester)

Metro Mobility Phone Wait Times

- Jacob will have the report here for Courtney next month (neither is here today!)
 - Average wait time is under two minutes
- Lynn: Would be interested in having a 'press 1 for a call-back' kind of option
 - Rebecca: Otherwise, knowing how many callers are ahead of you would be helpful, too.
 - ...or an estimated wait time?

Downtown Transit Center:

- Steering Committee prioritized the final three sites and will be recommending the Colorado Avenue site (between Sawatch and Sierra Madre), close to RR for future passenger rail potential
 - Design is at least as important as the location – for accessibility and even aesthetically
 - While there isn't anything to see yet, TPAC members can be provided a site tour
- New location will certainly affect timing of the routes
 - It currently takes up to **eight minutes** to clear the terminal – design alone will make more-efficient pullouts to save time; additional routing adjustments to be made needed

Joint Call Center:

- We are still on for the August anticipated opening and yes, it's very complicated!!
 - If you call Amblicab, you'll be forwarded to the call center.
- Rebecca: Will you still be able to choose what service you want?
 - Craig: We're still waiting on the details. We need to avoid duplication. We don't want two agencies going down the same street and then heading the same direction when we can have one vehicle take both people to their destinations.
 - The Joint Call Center coordinates rides to make all the services more efficient; it'll be the best service to use for each ride rather than picking and choosing among them. This will make it so all the HSPs can provide better service to the community and citizens can actually get more service out of them!

Vicki McCann, Transit PR & Marketing Supervisor

- In recent years, we've put out TPAC recruitment announcements such as flyers, press releases, and rider alerts (the latter is how Larry found out about TPAC)
 - Maybe members could take updated flyers with them and put them out where they are so people who use buses can pick them up...
 - Liz: we should also expand beyond the people we know and interact with already
- Lynn saw Ron on TV – maybe he can do some recruiting, too?
- What about an audio announcement on the buses?
- What about benches that have no advertising on them?
 - There are printing and installation costs associated with that
- Susanne: Is there a way to donate toward keeping the bus stop bench dedicated to Police Detective Jared Jensen up? I wouldn't want to see this run out and come down.
 - Craig: We'll look into this for you

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

- McDonald Transit brought in a new Safety Management System (SMS) program so we'll have more data-driven programs; new VP of SMS, Mike Anderson, is making it system-wide

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

- Past couple of months have been going well; have a couple of new drivers starting out
- Ridership is down at the moment (June; school's out) even with the two new drivers we're actually below our target number of drivers
- Rebecca: I think your drivers do an excellent job – they have a stressful job!
- Susanne: Is there a policy for people who are traveling here from out of the area –
 - We honor out-of-area certifications for a certain period of time (after which they would need to become certified here).

Rick: Any chance we can target tourists?

- Craig: The day-pass program was geared at least in part toward tourists
- Service in Manitou; the Route 3 schedules at the Visitor Center go like hotcakes

Any chance we'll get a bus to the zoo again?

- If they want to partner with us... (we are still focusing on supporting and improving the existing service area; expanding only when there is private partnership or other additional support)
 - There is a privately-operated shuttle up to the Zoo from the Broadmoor at Lake

Allison: About 40% of my clients can't use Mobility – they use Goodwill, other services...Has there been any discussion about Metro Mobility taking Medicaid waivers?

- Part of the Joint call center project is assessing who is paying for each trip – figuring out how is the best way to get this person from point A to point B – funding sources plays a big role in this.
- There's a lot going on, and funding sources are complicated
 - Different agencies charge differently; agencies charge different fares, even.
 - there are a lot of tricky details and that's why we haven't figured it all out yet.

New Topics for Discussion

Accomplishments of the First Half of 2017:

- Elected very good chair
- Developed some clear, actionable steps toward recruitment efforts
- Clarified issues re: Mobility clients booking taxi rides outside the reservation process
- Restructured meetings to be more productive – seems to be successful so far!

Member Announcements

- Ron went on the free shuttle and they made him get off the bus at the end of the line – he had wanted to ride around to the Miramont Castle (there's no stop on the way up).
 - Liz: Their rule with that is to help keep homeless from riding round and round.
 - Can we get another stop up there – on the other side so you don't have to ride through the end of the route?
 - Always call 385-RIDE, too! Whenever there's a pattern of issues in the COM system, the planners take a closer look at what's going on. So if you call it in, then there's a better chance of changes. ***After-Meeting Note: The driver should have allowed Ron to re-board as a new rider to continue back down.***

Please use 385-RIDE!!

- Liz is going to another Plan COS Wednesday – will have an update next month.
- Courtney's invitation – Not sure what that was, please sent more information?
- Rebecca has a new office for her business as of May 1—**Congratulations, Rebecca!!**
 - Located at 1524 N Hancock (on Route 12)
 - Open by Appointment Only; teaching life skills; things like cooking and how to read Braille. There's also an Education Room available

Public Comments

- None

Agenda for Next Meeting

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New Topics for Discussion:

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Adjourned:

11:09 am