

Minutes  
**Transit Passenger Advisory Committee**

Monday, July 17, 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 10:00 a.m.
- Susanne Whited, as the Committee Vice Chairperson, requested introductions from all present.

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**Members Present**

Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Larry Schaefer	2018	Fixed-Route Rider Advocate
Rick Orthwein	2019	Fixed-Route Rider Advocate
Liz Robertson	2018	Division of Vocational Rehabilitation
Dick Hyde	2018	Community Intersections
Courtney Stone	2018	The Independence Center

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**Members Absent**

<i>Allison Burns</i>	<i>2018</i>	<i>Discover Goodwill, Acting Committee Chairperson</i>
<i>Ron Anderson</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Charlton Clarke</i>	<i>2019</i>	<i>Aspen Pointe</i>
<i>Rebecca Shields</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</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)

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**City Staff**

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

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**Guests**

Terri Brown • David Mowry

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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 made, seconded, and approved.

## Public Comments

- Terri Brown, a Metro Mobility rider, expressed her dissatisfaction with the service; she said it is hard to get her rides scheduled, she can't confirm them, and the customer service has been less-than-stellar.
- Terri also said she was unhappy that the taxi driver said he couldn't come inside to assist her.
  - Craig: That is correct, they are not allowed to enter the building; if you require door-through-door service, please contact Amblicab

## Craig Blewitt

### New Buses:

- Received 10 new 35' buses: six replacement vehicles and four expansion vehicles
  - Four of the 35' buses replaced 40' vehicles
  - The expansion vehicles will support additional service this fall
- There's been a healthy increase in ridership – 7.5% so far this year!

### Proposed Service Changes:

- Improving on-time performance for Route 11 by adding a bus to the route.
  - Susanne: As much as that's appreciated for my favorite route – couldn't you do more with that bus elsewhere—make an hourly route run every half-hour or something?
    - Craig: Of course our top priority is safety – next comes reliability because if people can't predict when the bus is going to be there, they won't use the system. Traffic patterns and increased boardings are causing delays; the additional vehicle is the best solution to this kind of problem.
  - Rick: The bus stop for routes 10 & 11 at Southgate is right in an area that's been improved all over – but there are two huge chuckholes right in front of that stop; I'm afraid one of the buses is going to fall in!
    - Andrew will go take a look at it.
- Public Comment sessions upcoming: July 25 & 26

### Real Time Bus Information:

- Directions on Google Maps now include the Transit information! Click on the 'Transit' icon:
  - Time & Route information – Route, Stop, Time, walking distance, etc.
  - Alternate Routes – starts out with the shortest walking time
  - Schedule Explorer shows what happens if you leave at different times

### Downtown Station Relocation Committee

- Presenting to Mayor Suthers this afternoon

## Jacob Matsen, ADA Paratransit Coordinator

TPAC asked Jacob to talk about the Metro Mobility reservations phone system, how he monitors it, and what the statistics are on wait times.

- The handout he provided shows a snapshot of the information Jacob has running in the background of his computer every day. He checks it periodically throughout the day and tracks information on a spreadsheet to monitor performance.
  - System Data: Total number of calls so far, how many are currently waiting, how many were taken and how many hang-ups there were before and after being placed in the queue.
  - Agent Data: Login status, average and longest wait times before agent picked up the phone, and an average of how long the agent has to ask the callers to hold during a call

- Jacob reviews the data at the end of each day and tracks to ensure performance standards are met. We require the contractor to maintain an average wait time of two minutes or less for a 30-day period, and they've been keeping to that.
- About 11% of calls are 'de-queued' meaning the caller hung up after being placed in the queue – this is regardless of how long the caller was in the queue
- Terri Brown: I haven't seen that; I've had to wait much, much longer than two minutes, and when I call back I've been told that I didn't even call!
  - Please call 385-RIDE when this happens; this is the City's Customer Service line rather than calling the agent back or the agent's supervisor.

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

- We have two new drivers – second week of training
  - Rick: You have great drivers! They're very professional
- Don't forget to call 385 RIDE when you do have any issues so we can know what to focus on!!
  - We train off a safety schedule for a safety priority – there has been a push on the hard braking – we've gotten a lot of calls on this and so we're working on that.
  - Drivers pride themselves on being on time – but that leads to abrupt stop and go!
- Larry: Some of the drivers need to come closer to the curb!
  - Yes; unfortunately on the west side when the parked cars are close up to the bus stop it makes it difficult to maneuver into the bus stop area and get back out

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

- Well, we hadn't had any complaints at all until Jacob went and bragged about it...
- There will be a couple of new drivers starting next week
  - We'll be starting a new class in preparation of August increases in ridership
- Liz: How often do you do the driver sensitivity training?
  - Andrew: it's included in every training
  - Tim: At least twice a year and when the subject comes up otherwise.

#### **New Topics for Discussion**

Review accomplishments from April, May, and June

- Real Time info exposure to them
- Public meetings – started working on recruitment
- Getting info on wait times is helpful... but I don't think the data was aggregated very well

#### **Member Announcements:**

Courtney introduced David Mowry to provide information on the Transportation Access Study meeting:

- The meeting was held to obtain input and direction on developing potential transportation pilot projects for El Paso and Teller Counties with a focus on implementing new technology to increase the efficiency and service of transportation options for people with disabilities.
- Went fantastically; different types of agencies like Lyft and Uber attended
- Broke up into groups and regions to review different solutions that suit specific areas
- Not to overlap with existing services but to fill in gaps in the services and barriers to transportation for those with disabilities
- Full-forum meeting decide whether the groups should meet separately again
  - Liz sent out email: Meeting for the El Paso County Gap Analysis – if you want to come, show up – this Friday 10:15 to 12:15 Old Colorado City Library

- Public Private Partnership is a buzzing word thing right now in the Springs –
- There are resources out there may be utilized to supplement current services

Plan COS – tomorrow night is another meeting

- They're getting young professionals together
- Met at Cordera last month (TPAC objected – how would people get there?)
  - Also TOPS / biking, walking, etc. connectivity is missing, too.

Courtney:

- The Independence Center is offering advocacy training to several different community groups
- Would like clarity on timelines for service change updates and when TPAC can provide input

### **Public Comments**

Terri talked to Liz about this, but wanted to bring it up here:

- I use the cab a lot, and I had the agent tell me I didn't call, but I did! I've been dropped off and there is no return-trip; when I call I was told 'We gave your reservation to the cab company' – and if I call I get in trouble, but if I don't call, then I don't have the ride?
  - Please call 385-RIDE to register complaints immediately when this kind of thing happens so we can track and address the problem right away.
- Another situation indicated a change in reservation wasn't made at the right time of day to be recorded properly, which raised the question: Why can't there be a 24-hour person on-call?
  - Funding!

### **NEXT MONTH:**

- Joint Call Center update –
- Would like clarity on timelines for service change updates and when TPAC can provide input

**Adjourned**