Minutes

**Transit Passenger Advisory Committee**

Monday, October 17, 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

Netanya Jamieson 2016 Discover Goodwill, Committee Vice Chairperson for Allison Burns

Larry Schaefer 2017 Fixed-Route Rider Advocate

Liz Robertson 2016 Division of Vocational Rehabilitation

Ron Anderson 2018 Fixed-Route Rider Advocate

Courtney Stone 2016 The Independence Center

Rick Orthwein 2019 Fixed-Route Rider Advocate

Lynn Harrington 2018 Metro Mobility Rider Advocate

Susanne Whited\* 2019 Fixed-Route Rider Advocate

*\*New Member as of Today*

***Members Absent***

*Dick Hyde 2016 Community Intersections*

*Rebecca Shields 2016 Metro Mobility Rider Advocate*

*Bill Goodnight 2018 Fixed-Route Rider Advocate*

**Service Providers**

Andrew Cottrell McDonald Transit Associates (Fixed Route Service Provider)

Greg Love National Transit (Metro Mobility ADA Paratransit Service Provider)

Ramona Collins National Transit, Dispatch Supervisor

**City Staff**

Craig Blewitt Transit Services Manager

Jacob Matsen Transit Services ADA Paratransit Coordinator

Vicki McCann Transit Services Marketing & PR Supervisor

Maggie Chapman Transit Services Admin Tech; TPAC Liaison

**Guests**

Kermit Johnson • Susanne Whited • Christine Cosgrove • Alyson Web • Yolanda Avila • Jose Cortes •

Charlton Clarke, Aspen Pointe

**Review Agenda**

* A motion to approve the meeting agenda was seconded and approved.

**Approval of Minutes from Previous Meeting**

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

**Public Comments**

Alyson Web is riding Metro Mobility more lately because the new fixed-route system is ‘a disaster’

* There was no notice to riders about the changes; it’s been awful since May
* Too much time to wait but not enough time to do anything
* Difficult to get out of downtown
* There are three route numbers all on one loop – that’s confusing!
* It took me four hours to go from Rustic Hills to the bank and back

Craig Blewitt responded:

* We did have a public notification campaign before the service changes;
* We made changes to add service – by reducing duplication of parallel routes, we put fifteen minute service up and down Nevada and tied other routes into it
  + We need to hear from the riders when transfers aren’t working –
  + The more specific info we get the better we can adjust to make them better
* Audio announcements
  + Suggested secret riders at bus stops and maybe interviewing individual people at stops
  + There are errors in audio messages - buses no longer go by those stops
* In fall schedule changes Susanne wasn’t aware that time change for route 11.
  + Doesn’t remember seeing any route changes on her bus.
* Riding the loop – is it not allowed?

Andrew Cottrell responded:

* Generally speaking, riders must get off at the end of a route. You can ride along a loop of interlined routes, though, using transfers

Jose Cortes

* How is it possible that we can take a bus to Denver but we can’t take a bus to COS airport? Keeping us from equal access –

Zaina responded: The fixed-route bus has to go there before Metro Mobility can serve the area

Yolanda Avila

* Taxi options, Pre-paid accounts
  + Still worried about being double-charged
  + It’s especially difficult for seniors and people who don’t have computers –
  + It doesn’t even give a transaction number or confirmation
* We’re all in this together; we need to work closer together – it’s not us and them.
  + Messaging matters - Don’t say you’re making changes because of fraud– maybe it’s because we have better technology now
* Can we get audio for outside the buses? It’s difficult for those with visual impairments
  + I know you guys are doing your best.
  + We’re working for you too. I’m always talking about funding for Transit…

Craig responded: Thank you for your support

* On the audio announcements – we will get some info back to you next month.
* You only need the pre-paid account if you are using the taxi option.
  + When you book a ride, the system charges your account for that ride. When you take the ride, your payment (whether it be cash or ticket) negates that charge. If you are using a pre-paid account, then the transaction stands.
* I get your point about getting out the information in advance; we’re open to hearing input on public notification improvements

Christine Cosgrove

* Attitude is a big part of it. Sometimes it’s hard to ask for help, but if you can’t see the bus number, you have to ask.
  + Most of the time the driver is more than happy to help. But then I also have to ask them to let me off wherever I need to be. It’s not helpful for me to be all like, ‘Why aren’t you people here to help me?’ without making the effort to ask.
* Yolanda also pointed out there is a sense of empowerment in *not* having to ask all the time for everything; when you need to contact someone for your account balance and always have to ask which bus the one you need, it takes away from your own sense of empowerment.

**New Membership Review**

* Ms. Susanne Whited submitted a letter of interest as user of public transportation, both paratransit and fixed route – locally and internationally. She has previously served TPAC as a member, secretary, vice-chair and as chair and would like to rejoin the committee.
  + Susanne was asked to step out of the room while the committee considered her request
  + The members voted to grant Susanne’s membership request; Ms. Whited was welcomed back into the meeting as TPAC’s newest member

**Craig Blewitt, Transit Services Manager**

Budget: The 2017 proposed budget for Transit includes an additional $577K in City General Funds

* Meets the maintenance of effort levels set at the establishment of the PPRTA
* Including PPRTA funds, we’re looking at $1M increase in operating funds
* Focusing on one service change for 2017, starting in autumn
* Additional services are in alignment with 2040 Plan – prioritizing improving service within the current service area (subject to public process early- to mid-2017)
  + 15-Minute service on Academy between Austin Bluffs & Hancock
  + Need more buses – 10 coming in July 2017 (6 replacement, 4 expansion)
  + Access to northern medical facilities
    - $50K Amblicab
    - Colorado Springs Health Foundation Grant application has been submitted
* Budget Town Hall meeting October 20, 5:30-7:00 pm City Hall

Joint Call Center: Starting January 1

* Renovating space at 1065 Transit Drive for call center dispatchers; will be temporarily housed here at 1015 Transit Drive until renovations are complete
* Call the same numbers you’ve always called
* Consolidating dispatch will provide coordination to provide more-effectively distributed services throughout the community

Routes 10 & 11: Steve Hawkins and Bob Schwanz rode, reviewed, discussed with drivers

* Tight schedule–the two routes diverge at Southgate and then converge at PPCC – we will see ridership balancing over time – (one stops way too often)
* Continue to watch – talking to traffic engineering – see if the timing can be worked on
* There’s some variation with drivers – working with McDonald as well

Bus Stop at Constitution and Union:

* Visually-impaired rider couldn’t see the curb cut – painted it yellow

Downtown station relocation:

* Study coming to a close - 29 possible locations reduced to 11 to five and now down to three:
  + Nevada Avenue – across from Pioneer’s Museum
  + Nevada Avenue – Pueblo Avenue (City already owns that)
  + Colorado Avenue – South side between Sawatch and Sierra Madre
* Public Meeting Wednesday at 6 – 8 pm at City Admin Building
  + Comments will be taken and considered before final decisions!!
* November 7 presentation to Council will reveal the final recommendations

Metro Mobility, National Express Management change

* Juan Alicia has resigned, Greg Love is the interim General Manager

Mountain Metro CASTA Award: Mountain Metropolitan Transit Wins Transit Agency of the Year

*COLORADO SPRINGS, Colo.— Mountain Metropolitan Transit (MMT) was honored to receive the Colorado Association of Transit Agencies (CASTA) Large Community Transit Agency of the Year award. The award is given to recognize best practices implemented by a transit agency serving a community of more than 15,000 people. Thirteen CASTA member agencies fall into this category. Award winners are determined by a CASTA committee comprised of managers and employees of transit agencies from around the state.*

*“Six years ago Colorado Springs had a bare bones transit system. We had no bus service during evenings and weekends and three-fourths of our weekday routes ran on 60 minute frequencies.  We operated 255 days of the year. Today, our transit service is at a new level.  We now operate 362 days of the year and the revenue service hours of our local fixed-route bus system have increased by 59% since 2010,” commented Craig Blewitt, transit services division manager.*

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

* Checking over the announcements on all the buses
* Driver training and incentive program being implemented
* Please use 385-RIDE for complaints and commendations
  + Shows up on the new Drivers’ Bulletin Board incentive program

**Greg Love, National Transit, Interim General Manager (ADA Paratransit Service Provider)**

Interim General Manager – will be working to make everything as smooth as possible through transition

* Has worked with paratransit for the last sixteen years, familiar with Trapeze, technology
* Don’t hesitate to call if you have anything need

Susanne: Morning scheduling has been insane lately

* Getting a new reservationist
* Working with Jacob and Wendy to get support with vehicles

**New Topics for Discussion**

* Signing up for Plan COS representing TPAC
  + Zaina and Liz will be signing up as Co-Creators to represent TPAC

**Member Announcements**

Courtney – VOTE!!! You’ll be getting your ballot in the mail soon.

* The Independence Center is a Polling Place with services available for people with disabilities: <https://www.theindependencecenter.org/vote/>

**Public Comments**

* None

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

* Looking forward to the report back on whether audio announcements can be made for people boarding – maybe that can be included in the new station?
* Could Metro Mobility customers opt-in to get paper or emailed statements?
* Interested in the results of the Fixed Route Rider Survey…

**Adjourn**

**11:30 AM**