

Minutes
Transit Passenger Advisory Committee

Monday, February 8, 2016 10:00 a.m.
Transit Services Administration Building
1015 Transit Drive, Large Conference Room

Call to Order, Quorum, Introductions

- Rebecca Shields offered to facilitate the meeting in absence of both Chairpersons
- A quorum was established; the meeting was called to order at **10:10 a.m.**
- Rebecca Shields requested introductions from all present.

Members Present

Rebecca Shields	2016	Metro Mobility Rider Advocate
Larry Schaefer	2017	Fixed-Route Rider Advocate
Netanya Jamieson	2016	Discover Goodwill, <i>for Allison Burns</i>
Liz Robertson	2016	Division of Vocational Rehabilitation
Lynn Harrington	2018	Metro Mobility Rider Advocate
Zaina Braddy	2017	Metro Mobility Rider Advocate
Ron Anderson	2018	Fixed-Route Rider Advocate

Members Absent

<i>Courtney Stone</i>	2016	<i>The Independence Center, Chairperson</i>
<i>Susanne Whited</i>	2016	<i>Fixed-Route Rider Advocate, Vice-Chairperson</i>
<i>Dick Hyde</i>	2016	<i>Community Intersections</i>
<i>Bill Goodnight</i>	2018	<i>Fixed-Route Rider Advocate</i>

Service Providers

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
Juan Alecia	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Vicki McCann	Transit Services Marketing & Public Communications Supervisor
Wendy Patterson	Transit Services Senior IT Business Analyst
Lan Rao	Transit Services Finance Administrator
Maggie Chapman	Transit Services Administrative Technician, TPAC Liaison

Guests

Joe Vaccaro
Christine Cosgrove
Yolanda Avila
Katherine Senn

Review Agenda

- Motion made to approve, seconded, and approved.
 - In Courtney's absence, discussion items were moved to the March agenda

Approval of Minutes from Previous Meeting

- Motion made, seconded, and approved.

Public Comments:

Kathleen Senn, OIB Specialist for The Independence Center, voiced her concerns regarding ADA requirements, taxi-option policy changes, customer account access, and TPAC representation of the disabled and senior community

- Craig Blewitt :
 - Please note you do not need a prepaid account to use Metro Mobility
 - The taxi option is not required by the ADA, was initiated to save money, and is a benefit to riders
 - Cannot accept tickets for the ride or allow transactions with taxi drivers for two reasons:
 - Protect from abuse
 - Impossible for us to keep accounts up to date
- Customer cannot request a taxi if their count is already negative
- When you make a taxi reservation, the system deducts 3.50 from your account. You must have that available to use a taxi.
- When you reserve a ride with a Metro Mobility vehicle, you can pay at the time of the ride with a green ticket, cash, or check, and this is credited when the green ticket or payment comes into the system.
 - If a person uses a ticket every ride, the most they'll be in the hole by 3.50 – which will get credited once the ticket comes into the system.

New Membership Review:

- No letters of interest were received this month.

Updates:

Craig Blewitt, Transit Services Manager (Public Transit Administrator)

- More new buses arriving – total of 14 new buses, we got six, 8 more incoming
 - Proposed service changes – just about at final recommendations
 - Change from input: Route 9 – restore to original for half-hour service
 - Meeting with UCCS tomorrow
 - If you recall, we had some snow last week – and had to shut down service on Monday evening
 - Had up to six buses stuck at a time
 - Decided at 1:00 that we would wind it down at 5:00 for the last
 - Social media was very helpful
 - Staff was out and about checking road conditions, made recommendations about whether to go
 - Who shovels the bus stops?
 - Under normal circumstances, our bus stop maintenance contractor clears snow from the top-100 stops, and we add onto that list when we get appropriate requests
 - In this instance, we've hired for additional snow-removal
 - Drivers try to make stops safe for riders – driveway or sidewalk that is shoveled
- Rebecca was worried about some riders being stranded
- The buses were shutting down at 5 –the last buses didn't get back in until after 800 pm
 - Staff was out along the routes making sure people weren't stranded in the cold

Vicki McCann, Transit Services Marketing & Public Communications:

- Snowstorm events were updated constantly through social media
- Local media is very much on-top of emergency updates – the reports come out nearly instantly
- Social media has the most current information–
 - Social media activity went up dramatically
- Rebecca pointed out this was the first time we shut down service since 2006 --- and it was the blizzard of 97 before that.... Quite a record –
 - We don't like to stop service; we understand the needs of our users and only stop if we absolutely must.

Wendy Patterson, Transit Services Senior IT Business Analyst

Interactive Voice Recognition (IVR) Demonstration - Automated Phone Service

- 444-7431 to book or cancel a trip, check on balance; can't use the system to book a taxi or will-call:
 - Enter your client ID and your password (set up with reservationist)
 - Book a new trip
 - Pickup and destination locations need to be in the system
 - Confirm a trip
 - Cancel a trip
 - Request a call-ahead reminder or alert for your ride
 - Review Account information: ID number, name, address, account status, etc.
 - Change password
 - Hear general announcements
 - Reach other offices
 - Leave message
- Web interface not yet available, working with City IT
 - Ability to enter in your information (won't need to set it up with reservationist)
 - Request the ride - confirms book trip.
 - Including two or three add-ons for visually impaired

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

- Preparing for route changes – push for new year is customer service
 - Getting an updated customer service training to implement
- Confusion about locations for drop off at bus stops for visually impaired if it's not at the exact location; drivers do try to let them know

Juan Alecia, National Transit (ADA Paratransit Service Provider)

- Rebecca asked whether it would be easier to distribute the number for Dispatch rather than having to speak to a reservationist and then be transferred to find out where your bus is
 - Juan pointed out that dispatchers are coordinating drivers and rerouting and emergency situations and need to be able to focus on these things
- IVR – you can set yourself up for a text message to let you know your bus is almost there.
- Sometimes it's important to speak with someone

New Topics for Discussion

- Rebecca asked whether the members would like to reestablish a schedule for snacks – to be discussed again at next meeting
 - Rebecca recommends to have a sign-up sheet

- Next Meeting: Third Monday in March – the 21st

Member Announcements

- None

Public Comments

- None

Agenda for Next Meeting

- Finalizing route changes

Adjourn: 11:23 AM