

Minutes  
**Transit Passenger Advisory Committee**

Monday, March 21, 2016, 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.
- Courtney Stone, as the Committee Chairperson, requested introductions from all present.

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**Members Present**

Courtney Stone	2016	The Independence Center, Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Liz Robertson	2016	Division of Vocational Rehabilitation
Ron Anderson	2018	Fixed-Route Rider Advocate
Allison Burns	2016	Discover Goodwill
Lynn Harrington	2018	Metro Mobility Rider Advocate
Zaina Braddy	2017	Metro Mobility Rider Advocate

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**Members Absent**

<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Dick Hyde</i>	<i>2016</i>	<i>Community Intersections</i>
<i>Rebecca Shields</i>	<i>2016</i>	<i>Metro Mobility Rider Advocate</i>

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**Service Providers**

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
<i>Juan Alecia &lt;absent&gt;</i>	<i>National Transit (Metro Mobility ADA Paratransit Service Provider)</i>

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**City Staff**

Craig Blewitt	Transit Services Manager
Maggie Chapman	TPAC Liaison, Transit Services Administrative Technician

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**Guests**

Kermit Johnson  
Charlie Mussi  
Yolanda Avila  
Serina Gilbert

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**Review Agenda**

- Motion made, seconded, and approved.

**Approval of Minutes from Previous Meeting**

- Motion made, seconded, and approved.

## Public Comments

- Yolanda Avila asked about notices to Metro Mobility riders regarding policies and how to navigate through the changes
- Yolanda also asked about how one-way distance for taxi rides are calculated

## New Membership Review

- No new membership requests were received this month.

## Updates:

### Craig Blewitt, Transit Services Manager (Public Transit Administrator)

- Service Changes will be effective May 1<sup>st</sup> – no changes to the ADA Paratransit service area
- Changes were approved as proposed, with three exceptions:
  - Continuing service to UCCS along Austin Bluffs; no longer navigating through the parking lot, will be only going in to the turnabout.
  - Route 39 will continue to run on the Kelly Johnson Loop
  - Route 12 stop moved to eliminate the need to cross over
- Working on partnerships with UCCS and PPCC generally, students would pay a fee and then have free rides for the semester
  - UCCS Free Rides week is April 11-15 isn't about giving out free rides – it's getting students, faculty, and staff familiar with the system
  - PPCC student government voted to put it on the ballot, but the president nixed it.
    - \$7 per semester would offset fare revenue losses for free rides plus \$10 per semester for additional routes
  - Will Manitou Springs have a free shuttle again? Yes - it's free for riders, but Manitou is paying for the service. This is another example of partnerships that increase service for our riders.
- Joint Call Center – four HSPs
  - Integrating databases - should be up and running early next year
  - Four HSPs (Amblicab, Community Intersections, Fountain Valley Senior Center, and Silver Key)
- Downtown relocation study has been kicked off, will have public input
  - Brian Vitulli will come to an upcoming TPAC meeting with some updates
- Yield to Bus – Public announcements will be made to ensure people know what is going on

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

- Nine new drivers starting to drive on their own April 3, and there are 14 new drivers driving on their own today
- Focusing on keeping things smooth with all the upcoming changes, have left-right directions out and available for drivers to learn – Looking forward to it!

### Juan Alecia, National Transit (ADA Paratransit Service Provider)

*Juan was absent; the committee asked some questions for his response:*

- When creating a pre-paid account for Metro Mobility, it tells you that an account has been created in the City Marketplace – but there's no instruction for what to do next. In general, is there a place for Metro Mobility riders to go that gives detailed instructions on how-to processes?
- The Metro Mobility drivers didn't have any tickets because the City hadn't had them printed up?

- There is a rumor that a passenger got a ride to Monument on Metro Mobility. How'd that happen?
- Changes to whether a ride is within Taxi distance
- How does subscription service work?
  - If a rider takes the same trips on the same days of the week on an ongoing basis, can ask to set up a subscription service.
  - Volume of subscription service must be limited to 50% of the rides provided to ensure the resources are available for other reservations
  - Is there a wait list for subscription services if the 50% has been reached?
  - Will have updated information in the next update of the Guide to Ride
- Notice to riders
  - Notice re Policy changes and how to maneuver it – how to DO IT. Have all riders been informed of policy changes?
- Seven-mile rides – how Google software routes the path? Why have there been times when a ride will be provided to a place but not back (when start/end points have not changed)?
- Dispatchers have not always had clear instructions for how to use the call-in system, i.e. where to find a username or how to set up accounts.

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

- Regional Sustainability plan re: Transportation – update
  - Increased accessibility and decreased use of single-occupancy vehicles
- El Paso County transportation plan update
  - Acknowledge that more integrated modes of transportation would be helpful
  - Courtney will share a link to more information and how the public can participate

#### **Member Announcements**

- CTC – TPAC supporting the grant application
  - Citizens Academy
- CTC open house
  - Bus tour, free lunch – welcome!
- Uber: has introduced programs that integrate accessible rides in other cities
  - Beta testing in larger Cities, not really available here yet
- CTAB's recommended resolution to Council for Transit staff to pursue Private Public Partnerships –
  - Craig responded that this is in his 2016 Performance Plan
  - Understanding health care in Colorado Springs and what services cannot be found within the current service area

#### **Public Comments**

- Ron Anderson announced that at the end of April, Denver's light rail will start running from the Union Station to the Airport – major accomplishment!

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

- Elections
- Secret ballot process

#### **Adjourn**

10:55 AM Adjourn