

Minutes
Transit Passenger Advisory Committee

Monday, May 16, 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 10:04 a.m.
- Allison Burns, as the Committee Vice Chairperson, requested introductions from all present.

Members Present

Allison Burns	2016	Discover Goodwill, Committee Vice Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Dick Hyde	2016	Community Intersections
Liz Robertson	2016	Division of Vocational Rehabilitation
Ron Anderson	2018	Fixed-Route Rider Advocate
Courtney Stone	2016	The Independence Center

Members Absent

<i>Zaina Braddy</i>	<i>2017</i>	<i>Metro Mobility Rider Advocate, Committee Chairperson</i>
<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Rebecca Shields</i>	<i>2016</i>	<i>Metro Mobility Rider Advocate</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>

Service Providers

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

City Staff

Brian Vitulli	Transit Services Planning Supervisor
Maggie Chapman	TPAC Liaison, Transit Services Administrative Technician

Guests

Kermit Johnson
Serina Gilbert
Christina Cosgrove

Review Agenda

- Motion made, seconded, and approved.

Approval of Minutes from Previous Meeting

- Motion made, seconded, and approved.

Public Comments (None)

New Membership Review

- No new membership requests were received this month.

Updates:

Brian Vitulli, Transit Services Planning Supervisor

The Transit Station Relocation Study kicked off early in March with most of the technical advisory group including city staff, engineering, planning, and economic development

- Current location does not work very well in four ways.
 - Operationally there is no room for growth – all the buses pulsing out onto one-way
 - Safety – no platforms for passengers to load from
 - Aesthetics and customer experience – would like to make it more of a community asset
 - Economically – something to help with downtown economic development
- Looking at city-owned property, private sites are complicated and not always the best idea...
 - There will be criteria based on size and shape, traffic circulation, connectivity,
 - Will be considering sites that have been looked at in the past;
 - Land use and community and implementation
- Dick: Under ideal conditions – what are your timelines –
 - Aug/September for a site selection
- Ron: Old train station?
 - Consultant will be looking at sites like that. All the ones we looked at in the past
- Larry: Any possibility of light rail coming down from Denver –
 - Might be commuter rail or high speed rail – not focusing on that, but considering it. Our needs now and in the foreseeable future is to have a transit station
- Larry: Any news on Trollies?
 - Courtney: Dave Lippencott was looking for space to store trolley cars and still talking about maybe a line between UCCS and Downtown– there's still a lot of work to do... it's been ten years since they started the process so it's hard to say

Spring Service Change Results

- We're only two weeks in – so it's early to tell how things are really going
 - Riders are getting the hang of it
- Ron: Are the pocket maps available yet?
 - They're at the printers – soon!
 - Please let Vicki know if you need any large maps for your organization
- All the signs are in place at new bus stops, but not all the flatwork is done yet. The City's 2C work equates to some huge projects, so it's difficult to get contractors on our 'small' jobs
 - Temporary signs at stops that are being changed may be better off laminated?
 - Will mention this to Facilities
 - Liz: can we make those signs available in Braille? Not sure how that would work, just something to consider.

Brian will come back next month to talk about fall changes....

- There won't be any new vehicles this fall, so we're looking at adding evening and weekend service that will not require additional vehicles
- As far as providing service to the northeast, we will be assessing the types of service they have up there already, talking to employers and employees and deciding what types of services would be right for the area, including call-n-ride, express, or regular fixed-route.
 - In alignment with the 2040 Plan, we'll be seeking partnerships to support any expansions of geographic service area

Gary Rushing, McDonald Transit Associates (Fixed-Route Service Provider)

- Andrew Cottrell is at a training class today – Gary Rushing standing in

Spring Service Changes –

- Going well – people are still asking a lot of questions, but with all the changes, the information put out and the outreach efforts on that Monday morning – it’s going as well as expected.
- Still have four weeks of driver training to support staffing needs – when a driver is out on vacation or calls in sick

Juan Alecia, National Transit (ADA Paratransit Service Provider)

- New supervisor at Dispatch is being trained
- Have a Trapeze class coming up next week
- Having sensitivity training classes
- We did have an issue with the phones last week, but it’s been resolved
- Ticket sales – there have been no changes to ticket sales availability – there was a misunderstanding with Customer Service, but that has been clarified.
 - You can still purchase tickets from the drivers

New Topics for Discussion

Inclusion of Inclement Weather Statement in Bylaws

- TPAC voted to include a statement about cancelling meetings due to inclement weather as follows:
 - *Meetings will not be held if School District 11 has closed due to inclement weather. However, meetings will be held on schedule in the event of a two-hour delay.*
- A motion to approve the addition was passed unanimously

A new TPAC Member Handbook was reviewed and suggestions for improvements included:

- Include specific examples of what TPAC does
- Include the year on the cover to coincide with the dates listed for meetings
- Add a paragraph in the handbook about individual situations and what to do if you have a complaint – vs. what TPAC is for
- Add pictures?
 - A new document will be submitted for approval at the June TPAC meeting

The Guide to Ride is a Metro Mobility-specific policy-related document.

- TPAC will review the Metro Mobility *Guide to Ride* annually for two reasons – so everyone is familiar with the policies and to offer suggestions or recommendations for improvements
- Will review the document the month prior to fall service changes
 - Document shows in a cursive format on some mobile devices

Member Announcements

Ron mentioned that some drivers are going too fast.

- Gary said that when that happens, please call 384-RIDE to report it. We can do a lot more with our employees if we have documented issues rather than unofficial reports.
 - Reports of unsafe driving are taken very seriously – we have video we can pull to use to help re-train or reprimand employees.

Public Comments

- None

Agenda for Next Meeting (follows)

Adjourn

11:30 AM Adjourn