

Minutes
Transit Passenger Advisory Committee

Monday, August 15, 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.
- Zaina Braddy, as the Committee Chairperson, requested introductions from all present.

Members Present

Zaina Braddy	2017	Metro Mobility Rider Advocate, Committee Chairperson
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
Rebecca Shields	2016	Metro Mobility Rider Advocate

Members Absent

<i>Courtney Stone</i>	<i>2016</i>	<i>The Independence Center</i>
<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>
<i>Lynn Harrington</i>	<i>2018</i>	<i>Metro Mobility 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 & PR Supervisor
Erin McCauley	Transit Services Planning Data Analyst
Jacob Matsen	Transit Services ADA Paratransit Services Coordinator
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison

Guests

Deborah
Kermit Johnson
Megann Karch

Review Agenda

- Motion to amend agenda
 - Zaina will speak about the ADA Luncheon in Courtney's absence
- Motion made to approve as amended, seconded, and approved.

Approval of Minutes from Previous Meeting

- Motion to make the following corrections to the previous meeting minutes:
 - Netanya Jamieson attended on behalf of Goodwill in Allison Burns' absence
 - The total number of people eligible to ride on Metro Mobility is approximately 2800
 - This includes those who do not regularly use the service
- Motion made to approve as amended, seconded, and approved.

Public Comments

- Deborah: Could the "Seniors Ride Free" day be extended to Metro Mobility riders?
 - Craig: Sorry, no. The program is designed to draw new riders onto the system

New Membership Review

- Mr. Charles Frederick Orthwein (Rick) submitted a letter of interest; he would like to apply his long-time experience with the fixed route system to help this committee where he can.

Updates:

Craig Blewitt, Transit Services Manager

- Recent public meetings have been well-attended; and citizens have brought forth suggestions for improvements to the Fall service changes – Starting September 18
 - Additional weekend and evening service
 - Scheduling adjustments to improve connections
- Bus routing through the Old North End Neighborhood
 - Routes will be operating on Nevada and Weber
 - 30-minute frequency service on weekdays, staggered to effectively create 15-minute service along the corridor
 - A number of improvements will be made to sidewalks between Weber & Wahsatch to improve access to Safeway and the Bon Shopping Center
- Downtown Station Relocation Study
 - Presentation to Council
 - In process of reducing from 12 possible sites down to 5
 - Expect to complete next month
- Seniors Ride Free day is August 21

Erin McCauley, Transit Services Planning Data Analyst

- Every three years we conduct an On-Board Survey for Fixed-Route
 - Will be conducted by LSC, to be taken on-board, and asking about the current trip
 - Surveys will be focused on catching a snapshot of riders on a per-trip basis
 - TPAC Members asked to ensure riders with disabilities be included in the survey

Vicki McCann, Transit Services Marketing & PR Supervisor

- August 21 will be Seniors Ride Free day
 - Drivers won't be asking for ID unless the passenger looks really young...

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

- Sensitivity & Etiquette training upcoming as all the new drivers get up to speed
 - Also including some with the safety training sessions
 - Liz mentioned she could help with sensitivity training at DVR as well

- Rebecca asked about someone who called the 385-RIDE number, left a message, but never got a call back – to follow up
 - Craig said that if Rebecca can give us the name of the person who called, MMT can investigate
- Rebecca also asked about route 12; seniors are having trouble with the transfer at Nevada and Cache la Poudre to get back from downtown
 - Will double-check on the audio announcement
- Ron pointed out that a person going from the Senior Center on Route 12 to 8th St. on Route 4 has a long wait for the transfer at the Downtown Transfer Station
 - MMT will look into this

Juan Alecia, National Transit (ADA Paratransit Service Provider)

- July on-time performance at 97.14%, so far this month it's at 96.67
- Dick asked about whether there have been any incidents with passengers resulting from the lack of radio on the vehicles; Juan has nothing unusual to report.

New Topics for Discussion

- Liz had a question regarding Jury Summons timing – how to handle a Metro Mobility ride
 - Go ahead and schedule the ride for the jury duty date. Generally, they will contact you the night before to let you know whether you need to appear.
 - If you find out you do not need to report, call in to cancel your ride at that time (leave a message if necessary). As long as it's at least one hour before scheduled, it's ok.
 - No-shows and Late Cancellations are only an issue when they are within your control

Member Announcements

- Allison: Farmer's Market!
 - Friday, September 9th from 10 to 1
 - Discover Goodwill, at 1460 Garden of the Gods Road
- Zaina recapped the Independence Center ADA Celebration Luncheon
 - The Peoples' Choice Awards were awesome
 - Outstanding event – drivers were very happy, very excited about getting awards
 - It was great to see them in a different place – and to learn more about them
 - Mayor Suthers handed out the awards - that was really nice

Public Comments

- Deborah asked whether there is any possibility of expanding to the Broadmoor/Cheyenne Mountain Zoo area
 - Craig: If we had the resources, we'd love to... but we're still focusing on improving service within the existing area. For any expansion, we need additional support – and the next likely area is working on partnerships with the hospitals up north

Agenda for Next Meeting (follows)

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Adjourn

11:20 AM Adjourn