Minutes

**Transit Passenger Advisory Committee**

Monday, September 20, 2021 10:00 a.m.

***Conference Call / Remote Meeting***

**Call to Order, Quorum, Introductions**

* There was a quorum established; the meeting was called to order at 10:07a.m.
* Rebecca Shields, as the Committee Chairperson, requested introductions from all present

**Members Present**

Rebecca Shields 2022   Metro Mobility Rider Advocate, **Chairperson**

Ron Anderson 2022   Fixed-Route Rider Advocate, **Vice** **Chairperson**

Judy Matthews 2024 Fixed-Route and Metro Mobility Rider Advocate

Larry Schaefer 2022   Fixed-Route Rider Advocate

Megann Brousard     Division of Vocational Rehabilitation

***Members Absent***

Deanna Rumsey

**Service Providers**

Andrew Cottrell RATP Dev (General Manager Fixed-route Service Provider)

Matt Heafner Transdev (Metro Mobility ADA Paratransit Service Provider)

**City Staff**

Craig Blewitt Transit Services Manager

Tara Evans For Maggie Chapman, TPAC Liaison

Jacob Matsen Transit Services Mobility Supervisor

**Guests:**

Emilie Jackson Division of Vocational Rehabilitation (Alternate)

**Review Agenda**

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

**Approval of Minutes from Previous Meeting**

* Rebecca called for a review of the minutes
* A motion to approve the previous month’s meeting minutes was made, seconded, and approved.

**Public Comments**

* Emilie did not have a copy of the agenda, but is looking forward to listening and learning how she can contribute

**New Membership Review**

* Vocational Rehab will have a new member representative – for now it will be Megann Brousard with Emilie Jackson acting as back-up
	+ DVR waiting on new hire to decide who will ultimately serve on TPAC
	+ Further information on steps needed to officially assign new representative will be provided by the City
	+ For now, both Megann and Emilie are welcome to attend, but only one will be able to vote per the bylaws (Rebecca/Maggie to double-check accuracy of this assertion)
* Rebecca has been contacted by new agency (did not specify which) that may be potentially interested in joining
	+ Provided information on TPAC resources and is still waiting to hear back

**Quarterly COM Review:** (January, April, July, October)

**Updates:**

*Craig Blewitt, City of Colorado Springs Transit Services Manager*

* + Thanks to Tara for filling in for Maggie
	+ 2022 City Budget process underway
		1. Town Hall meeting Oct 25th
		2. Budget’s impact on Transit can be shared at next month’s meeting
	+ Continued driver shortage:
		1. Nationwide labor shortage
		2. Current Covid-19 outbreak among fixed-route staff
	+ Service cuts
		1. Currently operating at Saturday level service during the week plus a couple of extra routes (Route 40 and an extra Route 2, only one Route 33)
		2. Larry: When is Route 16 going to be back online?
			1. Jacob: Not until we can restore beyond Saturday level service
		3. Craig: We understand the difficulties for riders and strongly regret that we must reduce service. We are trying to get the word out the best we can through rider alerts on buses, social media, our website, etc.

Follow-ups from previous meeting:

* Phone numbers for GoCOS (May also report problems through the app)
	1. 385-CITY (for general problems/concerns)
	2. 385-ROAD (for road issues)
* Express Routes not including ADA service rationale and regulations
	1. Large gap (several miles) between stops at end points with no fixed route service in between. Because there is no fixed route service between the Express route end points, there is no ADA requirement to provide complementary service.
	2. Current Routes affected
		1. Route 40 to PPCC north
		2. Route 38 to northern hospitals
* Rebecca: How many more Express routes are we going to add that avoid ADA service?
	1. Craig:
		+ 1. Decided on a case-by-case basis
			2. Often new service started as a demonstration project to see if it will be viable and is supplemented by temporary funding.
			3. Concerns with adding full service routes that may be very temporary because people plan around this.
	2. Rebecca: still frustrated by this system

*Jacob Matsen, City of Colorado Springs Transit Services Mobility Supervisor*

* Recap from last meeting: Drivers leaving because of passengers’ behavior. Difficulties in banning passengers because of number of drivers and identifying individual passengers. Downtown terminal staff tracking individuals where able.
	1. Steps for Addressing Issues:
1. Working on system to spotlight drivers and help improve public perception of them
2. Working on a Passenger Code of Conduct – so passengers understand correct expectations and do not think the “driver is just out to get them”
3. Larry: How bad do the passengers have to behave before we call CSPD?
	* + 1. Jacob and Andrew: Handled on an individual basis, mainly call CSPD only when the passenger is delaying or threatening safe transit.
* Update on queuing question when waiting on Hold with Metro Mobility
1. MMT reached out to City IT to see if an announcement can be added as to wait time or number of people ahead in queue – still waiting on response
2. Average hold time for Reservation lines (June – August): 7 seconds
3. Rebecca: Hold times feel much longer than a minute, sometimes you can’t get through to Dispatch or Reservations, glitches in the system
4. If any problems, can always call 385-RIDE
5. At peak times, wait times will likely be longer – 7 seconds is overall average for all times
6. Rebecca: Still would like queue wait time updates when waiting on hold

*RATP Dev* *General Manager, Andrew Cottrell (Fixed-Route service provider)*

* + Short staffed and on Covid-19 outbreak status
		1. 4 supervisors, 8 drivers out on quarantine
		2. If any symptoms, mandated to be out for 10 days
	+ Six people currently in training as new drivers
	+ Still actively recruiting and training
	+ Larry: Any idea when we can quit wearing masks?
		1. Federally mandated – currently until January 18, 2022

*Transdev General Manager, Matt Heafner (ADA Paratransit Service Provider)*

* No employees with Covid-19 currently
	+ 1. Stringent cleaning policies
		2. Almost all clients able to wear masks
* Two drivers in training, but currently short three drivers
	+ 1. Still providing full service
		2. Getting tough to get new applicants

Rebecca: We appreciate drivers from both Fixed Route and Paratransit and all the work Transit does.

**Following up:**

**Discussions:**

* Concerns with new meeting format (Teams) – Craig explained why the change (Maggie out of the office, change of Covid-19 protocols, City has no Zoom account)
* City will work to make sure meeting access information is sent out earlier in future

**Action Items:**

**Public Comments:** (None)

**Member Announcements:**

**NEXT MONTH:** Next meeting October 18, 2021 – Remote through Teams

**Adjourned** 11:04 AM