

Minutes of the REGULAR MEETING OF THE TAAC COMMITTEE

Wednesday, July 1, 2015

Committee Members Present: Chair Kjensmo Walker, Julianne Bina, Christopher Bates, Adora Sage, Ken Rodgers, Douglas Moody, Robert Platz, Bob Anderson and David Fenley.

Committee Members Absent: Jeffrey Smith, Heidi Myhre and Nichole Villavicencio.

Committee Members Excused: Kim Trenary, Margot Imdieke Cross and Patty Thorsen.

Council Staff Present: Pam Steffen, Charles Carlson and Katie Roth from Metro Transit, Andy Streasick, Andrew Krueger, Carol Lefleur and Alison Coleman.

Public Present: Rosalind Sampson and Kari Sheldon.

CALL TO ORDER

A quorum being present, Committee Chair Walker called the regular meeting of the Council's TAAC Committee to order at 12:32 p.m. on Wednesday, July 1, 2015.

APPROVAL OF AGENDA AND MINUTES

It was moved by Fenley, seconded by Bates to approve the agenda. **Motion carried.**

It was moved by Bates, seconded by Anderson to approve the minutes of the June 3, 2015 regular meeting of the TAAC Committee. **Motion carried.**

This meeting was not recorded.

INFORMATION & BUSINESS

1. Complaint Resolution Avenues for the Transit System

Andy Streasick and Pam Steffen spoke to the TAAC committee. He is the Manager of Customer Service at Metro Mobility. She is the Supervisor of Customer Relations at Metro Transit.

They addressed How to provide service feedback for Metro Mobility, Transit Link, Metro Transit and Regional Providers. Generally speaking, for any of these services the following is needed to better assist with your feedback:

- Date
- Route
- Time
- Boarding Location
- Direction of Travel
- What Happened?
- Bus Number (optional but really helpful)
- Operator Number (optional but really helpful)
- Operator Description (optional but really helpful)

Metro Transit

- Customer Relations 612.373.3333, option 3 (Mon–Fri 7:30 am-5:30 pm) main # for feedback
- Transit Information 612.373.3333, option 2 (Mon–Fri 6:30 am-9 pm, Sat/Sun 8 am-5 pm) after hours

- Online: Metrotransit.org/comments
- Email: comments@metrotransit.org
- Facebook: MetroTransit MN
- Twitter: @MetroTransitMN
- Via US Mail: Metro Transit, Attn: Customer Relations
- 560 6th Avenue North
- Minneapolis, MN 55411

Metro Mobility

- 651-602-1111 (Mon-Fri 7:30am-4:00pm) Metro Mobility Service Center (MMSC)
- Email: metromobility@metc.state.mn.us
- Via US Mail: Metro Mobility Service Center (MMSC)
- 390 Robert St North
- Saint Paul, MN, 55101

Transit Link

- 651-602-5465 (Reservations: Mon-Fri 7:00am-3:30 pm)
- Email: Transitlink@metc.state.mn.us
- Comment cards are available on all buses.
- Via US Mail: Transit Link, Attn: Sheila Williams
- 390 Robert St. North
- St. Paul, MN 55101

Regional Providers

- | | | |
|------------------------------|--------------|--|
| • SouthWest | 952-949-2287 | customerservice@swtransit.org |
| • Minnesota Valley (MVTA) | 952-882-7500 | mvta@mvta.com |
| • Plymouth Metrolink | 763-509-5535 | transit@plymouthmn.gov |
| • Maple Grove | 763-494-6000 | transit@maplegrovmn.gov |
| • Northstar Link (St. Cloud) | 877-546-5010 | info@catchthelink.com |

2. Metro Mobility Update

Andy Streasick spoke to the TAAC committee. Metro Mobility started out as Project Mobility in 1976. It became Metro Mobility in 1979. In 1990 the ADA came along. There was only one provider. Because of problems with the one provider the National Guard was called out. In 1994 the Metropolitan Council was formed. In 2015 there were new areas established.

At Metro Mobility today per year there are 2 million rides, 20,000 riders, 478 vehicles, 93 communities and 19 million miles a year with a total cost of \$54 million.

Currently there are three transit providers: First Transit, Transit Team and Anoka County (until the end of August). On September 1, MV Transit will take over for Anoka County. Smart Link no longer provides Metro Mobility service.

Metro Mobility still provides door through door transportation service for persons with a disability who are unable to use the regular route transit service at least some of the times under the American's with Disabilities Act and Minnesota special transportation services requirements.

There are still no capacity restrictions which consist of capacity denials, trip limits, waiting list, pattern of late pickups, pattern of long ride times and pattern of long hold times.

There are no changes to policies governing door-through-door, ride length, overall service area, pick-up/negotiation windows, booking timelines and reservation hours, service hours and fares.

Provider Changes:

In the West Metro, Transit Team is now the default provider for all of Minneapolis. It is no longer the default provider for Apple Valley, Bloomington, Burnsville, Fort Snelling, Eagan (South), Richfield and Rosemont.

In the East Metro, First Transit East is not the default provider for any communities. It is no longer the default provider for Cottage Grove, Eagan (North), Inver Grove Heights, Lillydale, Mendota, Mendota Heights, Minneapolis (North), Newport, Saint Paul Park, South Saint Paul, Sunfish Lake or West Saint Paul.

In the South Metro, First Transit South is an entirely new default provider covering the following communities: Apple Valley, Bloomington, Burnsville, Cottage Grove, Eagan, Fort Snelling, Inver Grove Heights, Lillydale, Mendota, Mendota Heights, Newport, Prior Lake, Richfield, Rosemont, Savage, Shakopee, Saint Paul Park, South Saint Paul, Sunfish Lake and West Saint Paul.

The ride length is unchanged. The maximum onboard time cannot be unreasonable compared to regular route. Distance * 4 + 30.

Appointment times are guaranteed. They are now counted when calculating on-time performance. Appointment times are the latest time the vehicle should arrive. It is considered failed if a customer is dropped off more than one hour early.

Park demand overflow is ending in August 2015. Peak time weekday only.

Direct taxi service is beginning in September 2015. It is non-ADA only. It is counted as a denial. This option results in a \$25.00 contract penalty.

3. A-Line Project Update

Katie Roth and Charles Carlson spoke to the TAAC committee. She is a Project Manager for BRT/Small Starts at Metro Transit. He is a Senior Manager for BRT/Small Starts at Metro Transit.

The standard station layout consists of a six foot clear zone for snow clearance, ADA accessibility and all-door boarding, five foot shelter depth and an unobstructed sidewalk. The bus stops in the travel lane.

The station pylons consist of a top cap beacon, security camera, station ID, real-time NexTrip monitor and a real-time annunciator button and speaker.

Ken Rodgers asked them if they could have a locator tone to find the button.

The fare collection machines have new style ticket machines and GoTo validators at every station in consistent location at front of the platform. The ticket machines are ADA compliant. There is boarding through all doors.

There are three sizes for the shelters. There are benches inside all medium and large shelters. The foundation is wall to ground. There are push button heaters. There is lighting and security cameras.

BRT Vehicle Features:

Same as regular buses:

- Gillig 40 foot low floor bus
- Front door and ramp
- Automated bus stop announcement
- Exterior bike rack
- Flooring color and type
- Stanchion layout and materials
- Seat cushions
- Low-emission clean diesel propulsion

Different from regular buses:

- Exterior paint scheme and styling packages
- No farebox or GoTo reader
- QPod securement devices
- Fixed windows
- No pull cords – instead there is a touch tape and added stop buttons
- 65% wider rear door
- More open space on the bus
- Fabric and minor finishes

Q'Pod Securement Device was demonstrated to the TAAC January 20, 2015. There is an integrated three point securement device. It is forward facing. Two Q'Pod devices will be installed on each A-Line BRT vehicle.

Construction Phasing has three phases. Phase one is a coordinated project: Minnehaha Avenue reconstruction (Hennepin County) April-August 2015. Phase two is a coordinated project: Ford Parkway reconstruction (Ramsey County) June – October 2015. Phase three is a coordinated project: Snelling Avenue street and bridge work (MnDOT) May – November 2015.

They showed some of the construction progress as it was on June 18 for Snelling and Dayton, Snelling and University and 46th and Minnehaha.

4. Transit Information Center Vs. Metro Transit Customer Relations

Pam Steffen spoke to the TAAC committee.

Metro Transit's Customer Relations department is responsible for ensuring that customer inquiries about Metro Transit and Metropolitan Council regional route services are sensitively received, carefully documented, satisfactorily responded to and resolved in a timely manner. The department staff consists of 7 Customer Relations Specialists, 1 Senior Customer Relations Specialist and 2 Customer Advocates led by a Supervisor. The department is part of the Customer Services and Marketing Division that reports directly to General Manager Brian Lamb.

Customer Relations Specialists are responsible for responding and resolving customer inquiries and concerns related to bus and rail service issues, Go-To Card inquiries, reuniting customers with lost articles and qualifying limited mobility riders for reduced fares.

Customer Advocates outreach to customers by delivering how-to ride presentations to community groups, providing one-on-one training for persons with disabilities and resolving high profile customer concerns for Metropolitan Council and Metro Transit executives.

The department handled 84,660 customer contacts (calls, emails & comment cards) in 2014.

- 71,941 phone calls taken ~ 88,642 offered ~ abandon 19% ~ 6 FTE staffing average
- 11,488 emails
- 1,231 comment cards & letters
- 6,341 Go-To Card Activity (replacements and adjustments)
- 1,534 Limited Mobility applications processed
- 720 Orange Cards processed
- 65% of customer calls are resolved by Customer Relations Specialists through research and education. The remaining 35% of contacts are forwarded to garages/departments for investigation and response.
- 25,140 written contacts related to Metro Transit and Regional Providers

Metro Transit's Agency Goal – respond to customers within 3 days = 90%, 5 days = 95% and 7 days = 100%. 2011 Actual:

- 73% in 3 days
- 86% in 5 days
- 91% in 7 days

Outreach:

- 448 How to Ride presentations
- 11,151 attendees

Lost & Found:

- 21,623 articles i.e. umbrellas, cell phones, wallets, keys (20% claimed)
- 1,087 bicycles lost (43% claimed)

Hours of Operation: 7:30 a.m. – 5:30 p.m., Monday through Friday

Contact Us:

- 612.373.3333 – option 3

MEMBER COMMENT

None.

PUBLIC COMMENT

None.

ADJOURNMENT

Business completed, the meeting adjourned at 2:33 p.m.

Alison Coleman
Recording Secretary