

Advisory Committee for People with Disabilities (ACPD)
July 9, 2024 – 10:00 a.m. – 12:00 p.m.
Microsoft Teams Remote Meeting

MINUTES

Welcome and Opening Comments

Jody Erikson, Facilitator called the meeting to order at 10:04 a.m.

Virtual Protocol/Roll Call

Jody Erikson, Facilitator, reminded the committees of the virtual meeting protocols.

In Attendance:

1. Access-A-Ride Paratransit Advisory Committee:
Carmine Corica, Cynde Vaughn, Julie Jennings, Jessica King
2. Advisory Committee for People with Disabilities – General Members:
Brenda Carney, Erick DuBray, Kristina Ericson, Nicole Campuzano
3. Advisory Committee for People with Disabilities – Ex Officio Members:
Joe Beaver – Colorado Cross Disability Coalition
4. RTD Staff:
Gabe Christie, Tim Dean, Steven Martingano, Michael Karol-Chik, William 'Bill' Sirois, Erin Vallejos, Paul Hamilton, Matthew Alonzo, Brandon Figliolino, Erik Wright, Gretchen Vidergar
5. Contracted Staff/Providers
Transdev: Laura Clark (call center), Marcellinus Andrew (call center), Sarah Meredith (dedicated paratransit), Travis Menefee (dedicated paratransit)
MTM: Chip Fogleman (AaR)
6. Members of the Public:
Sarah Lee

Safety Moment

Gabe Christie advised using appropriate safety protocols when handling fireworks.

Public Comment Period

Sarah Lee asked why, when scheduling Access-a-Ride through the Q-Ryde portal, she has received more phone calls than before stating that her trip requests cannot be fulfilled because there is not enough time between pickup and drop off. Laura Clark, Transdev, responded that part of the issue is how the Q-Ryde

software is scheduling trips and determining an appropriate travel time for the trips. These concerns have been escalated to the software provider, but they have not yet provided a resolution.

Access-A-Ride Paratransit Advisory Committee

1. Updates:

- a. Q-Ryde Software – Eric Farrington, Senior Project Manager, Information Technology
 - i. Paul Hamilton, Senior Manager, Paratransit Services, communicated that the QRyde software is fully implemented for reservations, scheduling, and dispatch. Since the changeover to QRyde, there has been a 90% on-time performance recorded. The remaining element to be implemented is the QRyde web portal. It will be tested this month before being implemented.

ACTION: Volunteers to test QRyde' web portal: Cynde Vaughn, Jessica King, Mary Sanders, Earl Lee (ACPD).
- b. RTD Peer Review – Paul Hamilton, Senior Manager, Paratransit
 - i. The Peer Review was initiated by RTD's CEO and carried out by the America Public Transportation Association (APTA). Peers are experts in the industry of paratransit, similar in size and scope to RTD's services. The Peers reviewed all aspects of RTD's paratransit service. They concluded their review at the end of May. The report will be finalized in July/August. The result will be presented to the APAC at their September 9 meeting. If possible, RTD will send information earlier.
- c. Acting Paratransit Manager Replacement – Paul Hamilton, Senior Manager, Paratransit
 - i. RTD will post the job opening following the Peer Review results and possible system changes have will be discussed. Until then, the Acting Manager is Gretchen Vidergar. Gretchen will be in this position for three to six months, or until a replacement is selected.

2. Discussion:

- a. Access-a-Ride Recommended Service Improvements
 - i. AaR donut hole – How AaR service areas are determined – Gretchen Vidergar, Acting Paratransit Manager, Paratransit
 - a. The A-a-R area is determined per FTA rules by a $\frac{3}{4}$ mile buffer from non-commuter rail stations and bus corridors. When this leaves a hole, an area without A-a-R service, there are rules and a process to determine filling them or not. Fixed routes' frequency and routes are reassessed by RTD three times a year. Jesse Carter, RTD, will attend the next APAC meeting to share the RTD's route review process, including community engagement efforts.

Discussion:

Question: If fixed routes are determined by ridership numbers, are A-a-R riders, who would have taken a certain fixed route, considered in ridership numbers? There is a workplace where a lot of A-a-R customers were traveling to that ended up in a donut hole after an RTD service adjustment, many lost their jobs.

Answer: A-a-R eligible customers that are on fixed route are counted, but do not know if A-a-R riders within $\frac{3}{4}$ mile of a route are included in ridership



counts or not.

ACTION: Put on the agenda for September APAC meeting

Advisory Committee for People with Disabilities

1. Updates:

a. 16th Street Mall Visit

- i. Gabe Christie, ADA Manager, announced he has set aside time on Monday, July 15, 2024, 10 a.m. – 12 p.m., for members of ACPD and APAC to review the recently renovated blocks of 16th Street Mall and give feedback. Gabe has a working relationship with the contractor for this renovation, so he can pass along feedback to both the contractor and the city and county of Denver. Anyone who wishes to attend should email Gabe of their intention, so he can keep an accurate headcount, and meet in front of RTD Headquarters, at 1660 Blake St., at 10 a.m. on July 15.

b. Service Changes

- i. Brandon Figliolino, Manager, Community Engagement, stated that the service change public feedback process is currently undergoing changes to make it easier for customers to engage in the process. These changes began with the September service changes, for which the public comment period has already closed. Service changes are changes made to fixed route services in January, May and August or September to improve system reliability, improve on-time performance, enable represented employees to select work shifts, and support maintenance projects and system optimization.

Previously, all potential service changes were grouped as either bus or rail, so that customers had to scroll through large lists to find the route or rail line in which they were interested. In the new process, service changes are separated out into five categories for ease of navigation: route adjustment, service increase, service reduction, seasonal adjustment and schedule timing.

To provide feedback about future service changes, customers can complete an online survey at <https://www.rtd-denver.com/service-alerts/service-changes>, call Customer Care at 303.299.6000, provide a public comment at a Board of Directors meeting, attend an in-person or virtual community event, or email service.change@rtd-denver.com. Public meetings for the January 2025 service change will begin in August or September 2024. Gabe Christie, ADA Manager, will send out Brandon's slide deck with the meeting minutes to attendees.

2. Discussion:

a. Elevator Service Changes

- i. Steven Martingano, Deputy Chief of Police, announced that as of July 8, 2024, RTD has 80 POST-certified police officers; he hopes that this will soon lead to more visibility of RTD officers in the district. Steven stated the elevator pilot program, which began in March 2024 with elevators at Nine Mile, Colorado and Southmoor stations, was a success. The elevators at these locations remain open until a destination floor is

selected, close before the elevator is in motion, and remain open at all other times, to dissuade people from using the elevators for illegal activities. This program has recently expanded to include the elevators at Sheridan, Wadsworth and Colfax stations. Steven reported declines in reported narcotics usage at the original three locations. These elevators were chosen based on an analysis on calls for service. Out of all the calls across the district, 8% were for Nine Mile, Colorado and Southmoor stations and 6% were for Sheridan, Wadsworth and Colfax stations. Since the onset of this program, there has been a 1000% increase in calls categorized as medical-related from the Nine Mile station elevators, but these may have been from customers who became trapped in the elevator during malfunctions. He believes there will continue to be changes in frequency of elevator service calls in the fall and winter when people are more likely to use elevators for shelter from the weather. RTD will continue to gather and analyze data, including comments from operators and facilities staff and complaints submitted to Customer Care, to determine which stations should be added to the program.

Joe Beaver, CCDC, stated he has not seen a transit police presence at the Wadsworth station, but that he has seen people openly dealing and using illegal substances both inside and outside the elevators. Steven Martingano, Deputy Chief of Police, responded RTD works closely with the Lakewood Police Department, including hiring Lakewood officers in a secondary employment capacity, to monitor and resolve incidents in that area. Because Wadsworth station is near several other businesses and public spaces, including a gas station, a Walmart and a bicycle path, RTD must work in partnership with local facilities and authorities to ensure people are not engaging in illegal activity at the station or the surrounding area. Steven also assured Joe that security officers regularly patrol the area, including the station platform, nearby parking garage and bicycle path.

Other Matters

Announcements

- a. 60 Years of Civil Rights – A Community Mixtape Celebration
 - i. Gabe Christie, ADA Manager, announced that RTD will host a community event on Saturday, July 20, 2024, 12-3 p.m., at The Studio Loft in celebration of the 60th anniversary of the passing of the Civil Rights Act of 1964. This event is hosted in partnership with the Denver branch of the NAACP, ACLU of Colorado, Servicios de la Raza, One Colorado, Colorado Asian Pacific United, Atlantis Community, Inc. and Warm Cookies of the Revolution. It will include the unveiling of a civil rights-themed bus wrap which was designed by a local artist in the community. Learn more about the event and RSVP at the following link: <https://www.rtd-denver.com/60th-anniversary>

Closing Comments

Gabe Christie, ADA Manager, adjourned the meeting at 11:02 a.m.