

**ACPD and APAC Joint Committee Meeting**  
**March 14, 2023 – Time: 10:00 am – 12:15 pm**  
**Microsoft Teams Remote Meeting**

## Minutes

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### **Welcome/Meeting Protocol – Jody Erikson (2 minutes)**

Jody Erikson, APAC Facilitator, called the meeting to order at 10:03 a.m. He provided the welcome, meeting protocol and agenda review.

### **Agenda Review (2 minutes)**

#### **Roll call – In Attendance**

1. Access-a-Ride Paratransit Advisory Committee – Jody Erikson, Facilitator  
Lindsey Dent (Global Down Syndrome), Julie Jennings, Craig Towler (Center for People with Disabilities), Cynde Vaughn, Mary Sanders, Melissa Fishburn
2. Advisory Committee for People with Disabilities:  
Aaron Pasterz, Brenda Carney, Earl Lee, Greg Martinez, Lynn Edmonds, Timothy DaGiau, Aly DeWillis-Marcano
3. Ex-Officio Members:  
Joe Beaver – CCDC
4. RTD Board Members:  
Kate Williams
5. RTD Staff:  
Carl Green Jr., Steven Martingano, Erin Vallejos, Paul Hamilton, Larry Buter, Gabe Christie, Sean Moran, Rocky Whalen, Duane Sayers
6. Contracted Staff:  
Heidi Heath, MV; Joey Camp, Sarah Meredith, and Travis Menefee, Transdev; Lisa Bitzer, Via

### **Safety Moment – Gabe Christie (1 minute)**

Gabe Christie, RTD ADA Manager, reminded the that March is eye Health month and to take considerations to reduce their eye strain and to schedule regular checkups with optometrists.



**Public Comments**  
No Public Comments

**Access-A-Ride Paratransit Advisory Committee (45 minutes)**

1. Updates

- a. Ex Officio Member Introductions – Paul Hamilton, Senior Manager, Paratransit Services
  - i. Joe Beaver, Colorado Cross-Disability Coalition, is looking forward to improving accessibility for people with disabilities through the APAC process. Other Ex-Officio members will be introduced as they attend meetings.
- b. Fare Study – Draft Proposed Structure – Carl Green Jr, Director, Civil Rights Division
  - i. On February 14, the RTD Board of Directors Finance Committee reviewed a potential new fare structure and programs. In May, Following revisions of the new fare structure and programs based on Board Committee input, there will be public hearings on the final recommended fare structure. The RTD Board will make a final decision at their July Board meeting, with a gradual implementation starting first quarter of 2024.

The goals of the Systemwide Fare Structure and Equity Analysis are: Equity, Affordability, and Simplicity (see appendix for more detailed presentation slides).

In October/November 2023 the community provided input on two proposed alternatives. In brief, Alternative A maintained the three zone fare levels and lowered the prices for all fare levels \$0.50 or more. Alternative B proposed two zone fare levels – a combined local and regional fare, and an airport fare – which lowered the regional fare.

- ii. Proposed Fare Structure – Alternative B modified  
Based on community input on the two proposed alternatives, RTD combined the simplicity of Alternative B’s two fare zones with equity of Alternative A’s lower fares, and proposed the following new fare structure (see presentation for more details):

	Current			Proposed Draft					
	Full Fare			Full Fare			Discount Fare*		
	Local	Regional	Airport	Local	Regional	Airport	Local	Regional	Airport
3-Hour Pass	\$3	\$5.25	\$10	\$2.75		\$10			\$1.35
Day Pass	\$6	\$10.50	\$10.50	\$5.50		\$10			\$2.70
Monthly Pass <i>(Multiple of 3-Hour Pass)</i>	\$114 <i>(38x)</i>	\$2 <i>(38x)</i>	\$2 <i>(19x)</i>	\$88 <i>(32x Local / Regional)</i>					\$27 <i>(20x)</i>

*\*Discount Fare includes seniors 65+, people with disabilities, Medicare recipients and customers enrolled in LiVE* 7

For Access-a-Ride (A-a-R) customers the fares will also be lower: \$4.50 one-way for Local/Regional and \$19 one-way for the airport. A new program for A-a-R customers, they will be able to be eligible for a LiVE program A-a-R discounted fare: \$2.25 local/regional and \$9.50 for airport. (See presentation slide for more details.)

- iii. LiVE Program – the proposal is to increase the discount 10% to align with of Discount Fares, and lower the income threshold. There will be extensive outreach and engagement to ensure more customers know about the benefits of the LiVE program.



Pass Programs (EcoPass, CollegePass, NECOPass-neighborhood) – institute two-year consistent, utilization-based, fixed pricing, reduce the contract minimums, and simplify the EcoPass pricing matrix. (See presentation slides for more details.)

iv. Next Steps

February 14- March 1: RTD Board review and feedback

April: Board authorization to release a proposed fare structure for public input

May: Public hearings for public review and comment on proposed fare structure

July: Board consideration and approval of a final fare structure and equity analysis

2024 January-March: Gradual implementation

v. Discussion:

Question: Advertising the A-a-R LIVE program discount is important. What kind of marketing is RTD planning?

Answer: Once the RTD Board approves a final new fare structure in July, the RTD communication teams will start a robust engagement plan, including reaching out to advocacy groups to assist in getting the message out to clients.

Question: Why is the airport fare so much more expensive for A-a-R?

Answer: Paratransit is a more expensive service than fixed-route; much of that extra expense is subsidized. Currently, the A-a-R fare is less than two-times the fixed-route fare; legally a transit agency can charge up to two-times the fixed-route fare. Also, RTD is 100% accessible; to get to the airport an A-a-R trip need only take a customer from pick-up to the closest accessible transit option, the A-Line.

Concern: In choosing a transportation option, an A-a-R customer considers reliability and time needed to complete the trip; A-line has reliability challenges and takes a long time.

There are other additional paratransit services, other than A-a-R, for instance, Access-on-Demand.

c. Q-Ryde Software (Routematch Replacement) – Larry Buter, Manager, Paratransit Services

- i. The QRyde software is for Access-a-Ride (A-a-R) call-center scheduling, reservations, and dispatch. The QRyde mobile app is for customer self-scheduling and real-time vehicle tracking; it is used most for tracking ETA of vehicle. It is not technically an "app". It is a link to a website, or web portal, although a user may have an icon short-cut such that it looks like an app.

The transition to new Q-Ryde software will be April 1, 2023. Most customers are unlikely to notice a difference. Those customers using the existing mobile app/web portal will need to install a new link/shortcut on their phones.

APAC volunteers are beta-testing the mobile app this week.

ii. Discussion

Question: What marketing will be conducted?

Answer: Once the app/portal is up and working (no kinks), first RTD will reach out to the existing 600 mobile app/portal users. RTD will then reach out to all A-a-R



members, as well as add an on-hold message, a message for reservations to provide, and a press release. RTD will also reach out to services provider.

Action: Add Mary Sanders to the beta testing volunteer list and send her the link to test the mobile app/portal.

- d. Access-a-Ride Service Vendors RFP recommendation – Paul Hamilton, Senior Manager, Paratransit Services
  - i. The RFP was released this fall and bids were provided, but due to some litigation that was recently resolved the RFP was re-released in January and the current A-a-R vendor contracts were extended through June 2023 (current vendors: First Transit, MV, TransDev, and Via).

The RTD Board will review staff's recommendation and vote on contract awards on March 28, 2023. RTD received 6 bids for the provision of Access-a-Ride and FlexRide services.

Proposed service vendors:

TransDev (Access-a-Ride service)

MTM – (new provider, but currently the eligibility provider) (Access-a-Ride service)

VIA – 100% of Flex-Ride services (FlexRide Service)

- e. Call Center RFP Process – Larry Buter, Manager, Paratransit Services
  - i. The call center handles A-a-R reservations, scheduling and dispatch. The current vendor/First Transit's contract ends on September 30, 2023. Currently RTD is finalizing the Scope of Work with legal. The RFP is scheduled to be released at the end of March. The RTD Board will review and award a call center contract in June 2023.
  - ii. Discussion:  
Question: First Transit (current Call Center vendor) is being purchased by TransDev. Will this change the services provided, and will the new merged entity bid on the Call Center RFP?

Answer: The merger will not change the call center services. It is likely that the merged company will bid on the call center RFP.

- o Concern: If TransDev is awarded the Call Center contract, they would provide both call center and paratransit services.  
Response: There is no RTD exclusion banning a vendor from providing both transit and call center services; currently, legal has not voiced concern over this issue.

### **Advisory Committee for People with Disabilities (45 minutes)**

#### 1. Updates:

- a. Nine Mile Elevator Repair Update – Sean Moran, Manager, Facilities Maintenance Contracted Public Facilities
  - i. Shawn Moran, manager of contracted facilities for RTD, provided an update on the elevator outage at the nine mile station. Sean provided background and reminded

committee members that the elevator was out due to a water main break during the cold snap in early February, leading to the flooding of the elevator shaft and the submergence of the elevator mechanics. The committee was told that the elevator remained closed until late May or early June as the elevator repairs will be intensive and it will take time to both locate the parts and set time to execute repairs. Parts will also be used to mitigate and reinforce the elevator system to prevent a future outage like this situation.

ii. Discussion:

Question from Lynn Edmonds: what type of communications are going out to customers to let them know of the outage?

Answer: Customers will encounter signs at the station to let them know the elevators out, and signage at other stations is currently being investigated. Operators are also speaking to all customers with disabilities who board at the high block and informing them of the elevator outage as well as getting information about the stop where they would like to get off in their intended destination. Operators are using that information, contacting dispatch, and providing them with the relevant information to ensure that the bus bridge is in place for that customer.

Question from Aly DeWillis-Marcano: on average how much time is the detour adding to commute?

Answer: the effect on commuting for customers is minimal at best.

Question from Aly DeWillis-Marcano: there is not signage at the station before nine mile to let customers know the elevators out, what is the standard protocol letting a customer know that the elevator is out?

Answer: operators are to communicate with customers with using wheelchairs to determine their final stop and would appropriately notify bus dispatch to ensure the bus bridge is present for that customer.

Question from Earl Lee: It was stated that service alerts are a good idea and then a lot of alerts are received, but what is the general plan in place for signage and communication when an elevator goes out?

Answer: RTD relies heavily on service alerts and that RTD places signs at stations during larger outages like the nine mile station outage. Service alerts are also shared for long term outages. This is because there can be several smaller outages- 30 minutes to an hour or less- and providing alerts for those shorter outages would inundate customers with numerous alerts and would be disruptive.

Comment from Aly DeWillis-Marcano: when first encountering the outage there was not communication or signage present period the operator did not let me know about the outage and I did not receive any service alerts from RTD. Cortana needs to place strategically placed signage early in the outage at stops ahead of the outage and ensure that customers know at the elevators out. I had to cancel my trip as I had to go back home because I was unaware that the elevator was out.



- b. 16<sup>th</sup> Street Mall Paver Suggestion – Gabe Christie, ADA Manager, Civil Rights Division
  - i. Gabe Christie, ADA Manager, informed the committee members that he met with DOTI to discuss the proposed changes to the 16th St. wallpaper project recommended by Earl Lee and Greg Martinez. Gabe let the committee know that despite the positive reception of the feedback from DOTI, they informed him that the mall design is a final stage, and that the last meeting was a public courtesy to let customers and community members see and experience the previously recommended changes that they implemented.

- ii. Discussion

Question-from Joe Beaver: I have encountered persons with service dogs on the mall before, those service dogs were having a poor time on them all due to the heat of the ground on their paws. Is there any way address heat Dissipation through the pavers on 16th St. mall?

Answer- from Greg Martinez: heat dissipation is unfortunately not something that can be planned for. There is not a workaround in the papers for heat dissipation.

## Other Matters

Announcements

## Closing Comments/Adjourn

## Next Meetings

<i>APAC</i>	<i>ACPD</i>	<i>JOINT</i>
May 9	<i>May 10</i>	July 11
September 12	<i>August 9</i>	November 14