

**ACPD and APAC Joint Committee Meeting**  
**November 8, 2022 – Time: 10:00 am – 12:15 pm**  
**Microsoft Teams Remote Meeting**

## Minutes

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### Welcome, Meeting Protocol, Agenda Review

Gabe Christie, ACPD Liaison, called the meeting to order at 10:03 a.m. He provided the welcome, meeting protocol and agenda review.

### Roll Call - In attendance

1. Advisory Committee for People with Disabilities:  
Brenda Carney, Jamie Lewis (Chair - Outgoing), Earl Lee (Chair – elect), Greg Martinez, Lynn Edmonds, Timothy DaGiau
2. Access-a-Ride Paratransit Advisory Committee – Jody Erikson, Facilitator  
Lindsey Dent (Global Down Syndrome), Melissa Fishburn, Julie Jennings, Mary Sanders, Craig Towler (Center for People with Disabilities), Cyndye Vaughn,
3. RTD Board Members:  
Kate Williams
4. RTD Staff:  
Larry Buter, Gabe Christie, Eric Farrington, Paul Hamilton, Dave Jensen, Doug McLeod, Barbara McManus, Tameka McMillan, William 'Bill' Sirois, Henry Stoppolecamp, Jake Stoudenmire, Erin Vallejos, Gretchen Vidergar
5. Contracted Staff:  
Al Klepadlo (MV), Sarah Meredith (Transdev), Travis Menefee (Transdev), Sarah Bohar (MTM), Brenda Romero (Via Mobility)

### Safety Moment – Gabe Christie, RTD ADA Manager

Gabe Christie, RTD ADA Manager, reminded the attendees to check their CO2 detectors and fire alarms as we end daylight savings time to mitigate risks from reactivated furnaces.

### Public Comments

*No public present.*

### Advisory Committee for People with Disabilities

1. Updates for ACPD Committee:
  - a. Chair Position Announcement – Gabe Christie, ADA Manager, Civil Rights Division



- i. Dave announced that Earl Lee had been appointed chair of the CD committee. Earl thanked the committee for the vote of confidence as well as Gabe and Jamie for their support in helping him reach his decision. Earl hopes to continue the good work Jamie Lewis did for his five years as chair. Jamie Lewis, the outgoing chair, thanked everyone for their contributions and efforts over the years you he stated that through the shared efforts of RTD and the AC PD we have developed a community that knows the responsibility of RTD and of local municipalities in this comfortable speaking truth to both.
- b. Elevator Update - Englewood Station – Gabe Christie, ADA Manager, Civil Rights Division
  - i. Gabe announced that the Englewood station elevator repairs have been completed and the elevator is now functional. Gabe thank the members of the committee for their diligence and ensuring the elevator was repaired and keeping an eye on the function of the elevator once repairs were initiated.
- c. Systemwide Fare Study and Analysis – Bill Sirois, Senior Manager, Transit Oriented Communities
  - i. Bill Sirois gave an update on the current status of the systemwide fair study and analysis. The analysis developed and outlined alternative fare structures that were created with customer feedback from the April and June 2022 Public meetings and survey. A survey was conducted that sought feedback regarding the fares and that survey closed on November 6, 2022. The Alternatives are graphed below:
    - 1. Alternative A – lower local fare, but keeps zones; more affordable but not simpler
    - 2. Alternative B – simpler, but local fares stay the same; simpler and more affordable for some

Alternative Fare Structure A			
	Local	Regional	Airport
3- Hour	\$2.75	\$5.00	\$10.00
Day	\$5.50	\$10.00	\$10.00
Monthly	\$88.00	\$160.00	\$160.00
Alternative Fare Structure B			
	Local	Regional	Airport
3- Hour	\$2.75	\$5.00	\$10.00
Day	\$5.50	\$10.00	\$10.00
Monthly	\$96.00	\$160.00	\$160.00

- 3. Other policies being considered for any alternatives
  - a. Improving Transit Mobility and Access for Financially Burdened Customers
    - Fare discount Changes
    - Expanding LiVE program Access
    - Nonprofit and Social Service Agency grant programs
    - Affordable Housing Program
    - Semester Pass for Non-College Pass institutions



- b. Simplifying Pass Programs and Promoting Opportunities
  - Bulk purchase program with 10% discount
  - EcoPass pricing simplification for employers with <3,000 employees
- ii. Next Steps:
  - December 2022 - Feedback Panel meetings
  - Winter 2023 – RTD Board approved a recommended alternatives for public comment
  - Spring 2023 – RTD approve a final alternative fare structure and policies
  - 2024 – implement a new fare structure and policies
- d. E-Bike Policy Update/refresher – Bill Sirois, Senior Manager, Transit Oriented Communities
  - i. Bill Sirois stated that a policy for E-bikes has been approved and will be put in place on November 15, 2022. This policy outlines where and how E-bikes ride on RTD Service.
    - 1. E-bikes will not be allowed in Buses but will be attached at the front bike rack, as long as they are under 55lbs.
    - 2. E-bikes will be allowed on board rail and will also be beholden to the 55lbs weight limit.
      - a. Jamie Lewis stated that he would have worded the announcement regarding the bike policy more clearly and offered that suggestion to RTD.
      - b. Earl Lee, ACPD Chair, stated that he also thought the announcement was unclear and confusing. Earl offered that RTD should make clear signage about what is allowed and barred from RTD service including scooters.

## **2. Yale Station Elevator/Ramp – Gabe Christie, ADA Manager, Civil Rights Division**

Gabe Christie discussed the inquiry about an elevator at Yale station made by Earl Lee. Gabe stated that The ramp at the station is complying with ADA Standards. It was clarified that there had not been a request for an elevator at this station at this time. Henry Stopplecamp, Assistant General Manager of Capital Programs, stated that the limited space available to RTD at the station would make the installation of an elevator difficult. AGM Stopplecamp also stated that although there has not been a request recently, the feasibility of an elevator was likely assessed during the 2006 T-Rex project.

Earl Lee clarified that he brought the question following a discussion with a nearby resident who had brought this up to their building management.

AGM Stopplecamp stated that although it could be impactful a study of the area and the use case of an elevator would have likely been completed before the station was completed. He noted that the average cost of an elevator in the District is between one and two million dollars.

## **3. Scooter Access to Bike Racks**

Gabe Christie provided clear clarification that scooters are not allowed on bike racks. Furthermore, he stated that scooters are not allowed on bike ramps or high blocks without

going through the usual modification process. Pay to ride scooters are not allowed on the high block regardless of users.

## Access-a-Ride Paratransit Advisory Committee

### 1. Q-Ryde Software –

Paul Hamilton, Manager, Paratransit Services & Eric Farrington, Senior Project Manager, Information Technology - QRyde software will replace the existing Access-a-Ride reservation/scheduling/dispatch software and the mobile app/portal. The software's machine learning capabilities will make the system better and more efficient over time. The hope is to launch the software in January 2023, if ready. Two steps prior to launch: 1. APAC volunteers test the app, and then 2. a professional accessibility test/review the app.

#### Discussion

- The new app will not launch until it is ready; the old app will remain until the new app is ready.
- Volunteer testers should be looking at accessibility as well as functionality.

Volunteers to test the app: Carmine Corica, Cynde Vaughn, Julie Jennings, Mary Sanders, Melissa Fishburn, and Brenda Carney

**ACTION:** Eric will email volunteers with instructions. The test app is likely to be ready to test in the next couple weeks.

### 2. Access-on-Demand Vendor RFQ

Paul Hamilton, Manager, Paratransit Services - RTD staff will recommended four potential vendors to the RTD board (via Board Packet). The RTD board will review and approve any Access-on-Demand vendors at the Nov. 15 Board meeting. The recommended vendors: Uber, Lyft, Metro Taxi, and ZTrip.

Changes: The new Access-on-Demand program will have some changes from the Uber pilot and Access-a-Cab:

1. There will be four vendors to choose from,
2. There will be no upfront charge (currently, \$2 upfront charge),
3. RTD will cover up to \$25 per ride (currently, covers up to \$20).

Limit on Trips: There will be a limit of 4 trips a day/60 trips a month.

How to Use it: Customers will sign up for the service with Access-a-Ride. Once activated a customer can book trips two ways:

1. Mobile app - book it themselves through a vendor's app, or
2. Call RTD to schedule it (concierge service); likely the existing Access-a-Cab number.

Other aspects of exactly how customers will access vendors is still being worked out.

Launch: Expected in January 2023. When the app is ready, RTD will reach out to all customers to let them know the service is available and how to sign up and use the services.

Discussion

- Wheelchair accessible vehicles (WAV) will be provided by Access-a-Ride/RTD; zTrip also has some WAV.
- *Question:* Could a rider use vendors be used interchangeably, or just one?  
*Answer:* RTD is still working on how the system will work. There may be some staging to the roll out, but the expectation is a customer could use vendors interchangeably.
- *Question:* Could a customer call Metro Taxi directly?  
*Answer:* No, customers cannot call a vendor directly to book a trip, calls must go through the Access-a-Ride Call Center. Although customers can schedule a trip directly with a vendor's mobile app, they cannot call the vendor directly.
- *Question:* How will quality control be managed? Some trips with zTrip and Uber have been canceled without any communication with the customer.  
*Answer:* A customer can go through the vendors complaint system and/or RTD's complaint system.
- *Question:* Access-a-Ride is the primary paratransit service, if Access-on-Demand service is free up to \$25 a ride, why would anyone pay \$5 to use Access-a-Ride?  
*Answer:* Access-a-Ride is the baseline paratransit service. RTD is required to have a baseline paratransit service by Federal Transportation Authority, even if other additional services are available.
- *Question:* Can there be additional help for low income Access-a-Ride customers?  
*Answer:* The LiVE (low income program) is separate from Access-a-Ride. Although linking them has been discussed, currently Access-a-Ride customers do not have access to a LiVE discount for Access-a-Ride (*NOTE: Reminder, all Access-a-Ride eligible customers can ride fixed route for free.*)
- *Question:* Will vendors surge/peak pricing apply?  
*Answer:* Yes, when a vendor has surge pricing, that pricing would apply to Access-on-Demand customers. The customer would see the price before they choose to book the trip.

### 3. Upcoming Customer Satisfaction Survey

Jake Stoudenmire - The Access-a-Ride customer satisfaction survey is conducted every three years. It is a phone survey with the option to complete a paper survey if needed. The same survey implement (questions) has been used over several years in order to track and adapt to trends over time. The last survey was conducted in 2019 (400 respondents), and, based on APAC review, was edited for accessibility.

Volunteers to Review the questions: Cynde Vaughn, Julie Jennings, Mary Sanders, and Brenda Carney.

### 4. In-Person Meetings Potential in 2023

No decision had been made. The RTD Board is considering reconvening meetings in person in 2023 and APAC may follow the Board's lead.

Discussion

- It would be good to meet the other APAC members in person.



- The Access-a-Ride trip to the meeting would be free for APAC members, and assistance from Access-a-Ride drop off to the meeting room would be available, if needed.

**ACTION:** APAC will discuss this further at their January 2023 meeting.

### 5. Proposed ACPD/APAC Ex Officio Members –

Paul Hamilton, Manager, Paratransit Services - RTD would like to add specific advocacy groups as Ex Officio members. Currently, these organizations are on the Enhancing Services for Customers with Disabilities (ESCD) group, whose purpose is to keep those groups engaged and informed. Over the years the APAC and ACPD have become wonderfully functional, informed, and interactive groups. RTD would like to disband the separate ESCD and add those community advocacy groups to APAC and ACPD as Ex officio members. Ex officio members would be for organizations, not specific individuals, without term requirements or re-applying for membership. These members would be non-voting. Currently, APAC membership is based on the person/individual, members cannot send an alternate or swap someone from their organization for themselves.

### 6. Other: Retirement - Barbara McManus, Executive Manager of Board Directors

Barbara announced her retirement and thanked the ACPD and APAC members for their input and engagement over her years with them.

## Next Meetings

APAC	ACPD	JOINT
January 10	February 8	Mar 14
May 9	May 10	July 11
September 12	August 9	November 14

## Closing Comments/Adjourn

Meeting adjourned at 12:05 p.m.