

**ACPD and APAC Joint Committee Meeting
November 9, 2021 – Time: 10:00 am – 12:15 pm
Microsoft Teams Remote Meeting**

Minutes

Welcome, Meeting Protocol, Agenda Review

Jody Erikson, APAC Facilitator, called the meeting to order at 10:02 a.m. She provided the welcome, meeting protocol and agenda review.

Roll Call - In attendance

1. Advisory Committee for People with Disabilities:
Jaime Lewis, Aaron Pasterz, Kyle Bradell, Jaime Lewis, Greg Martinez, Earl Lee, Lynn Edmonds
2. Access-a-Ride Paratransit Advisory Committee – Jody Erikson, Facilitator
Brenda Carney, Craig Towler, John Fahlstrom, Lindsey Sent, Melisa Mascarenas, Merv Martin, Renee Schofield, Roberto Cabrera, Tina McDonald, Tex Elam
3. RTD Board Members:
Kate Williams
4. RTD Staff:
Gretchen Vidergar, Gabe Christie, Vivian Morales, Mike Millage, Sean Moran, Marcellinus Andrew, Kathryne Grove, Tonya Anderson, Bob Grado, Dave Jensen, Doug MacLeod, Erin Vallejos, Henry Stoppelcamp, Michelle Merz-Hutchinson, Pauletta Tonilas, Bill Sirois, Paul Hamilton,
5. Contracted Staff:
Al Klepadlo, MV; Jack Hempstead, MTM; Joey Camp, Transdev; Mark Martinez; Martin Romero, MTM; Mike Davis, MTM; Sarah Bohar, MTM; Sarah Meredith, Transdev; Steven Coggins, Travis Menefee, Transdev; Ty Coleman, VIA
6. Others and Public:
Julie Reiskin, CCDC; Joe Triplett; Krystin Trustman; S. Tom Carter; Dawn Russell; Jennifer Fries;

Safety Moment – Gretchen Vidergar, RTD Paratransit Eligibility Coordinator

Gretchen Vidergar, RTD Paratransit Eligibility Coordinator, reminded attendees about precautions due to air quality.

Regional Transportation District

Public Comments

No public comments.

Access-a-Ride Paratransit Advisory Committee

1. Updates:

a. Grocery Bag Limit (3)

RTD reviewed the 3-bag limit. After doing research on similar organizations and reconsidering the reasons and needs for the limit, RTD will keep the 3-bag limit. Research on similar transit organization grocery bag limits showed RTD was in alignment with, or exceeding, similar peer transit systems (most allow only 2 grocery bags). The reason for a bag limit is to allow for available space on shared rides, and to ensure on-time rides; this need is still true and more necessary when vehicles go back to multiple riders when COVID risks decrease.

ACTION: RTD will revisit their decision, it is not likely to change; RTD will discuss it and bring a final answer back to APAC at their next meeting.

b. Pilot for Uber

The contract for the Uber pilot was extended from November (original end date) through March 2022. In January 2022, the area covered by the pilot will be expanded to the entire RTD service area. In early 2022, RTD will post a Request for Qualifications to expand availability of on-demand service providers to continue the service after March 2022. RTD is working on the best way to communicate the expansion of service to possible users, emails and web notifications are under consideration.

c. Dispatch and Scheduling Software RFP/Vendor

The selection committee reviewed three proposals, and hundreds of pages of information. The selection committee is unanimously recommending to the RTD Board (tonight) to contract HBSS (HB Software Solutions). Of the three proposals, HBSS best met RTD needs, had the best expertise, and their proposal reflected a very good understanding of RTD's needs.

A big thank you to Melisa Mascarenas, Shalom Denver, APAC member, who was part of the selection committee and read through hundreds of pages of proposal and participated in hours of discussions.

The contract is expected to be signed next month. In 2022, HBSS will begin integration, data transfer and trouble-shooting the changeover, with full deployment (use) of the software

expected by the end of 2022. A year from contract-to-use is a realistic timeline to be able to set up the software, make the transfer of all data (customer information, stops, times, etc.), and test and adjust the software to work with as few challenges as possible.

d. Fare Equity Study

Bill Sirois, RTD, provided an update on the Fare Equity Study that will result in possible changes to the fare structure and pass programs. RTD will recommend a contractor to the RTD Board tonight. If approved the contractor will start the study, including a robust community engagement effort in 2022, with a recommendation for the RTD Board by the end of 2022. The study will address the two biggest complaints: fares are too high, and the fare/pass system is too complicated.

e. New Reminder Messages for Late Cancellations, No Shows, and/or no pay incidents

RTD recently turned on IVR notifications/reminders when about Later Cancellations, No Shows, and No Pay incidents. The notifications are intended to provide education, to create greater awareness of the number of times these incidents occur, and to change behavior. Starting in January 2022, RTD will reinstitute the suspension process, as defined in the Customer Guide, for these incidents.

f. Access-a-Ride Mobile Tickets

Tonya Anderson, RTD, who works on the digital fare collection and mobile ticketing app systems, informed participants that Access-a-Ride (AAR) tickets will be available for purchase in the mobile app by the end of the year – local, regional, and airport tickets. No cash will be needed in 2022, a rider can pay for an AAR trip in the mobile app using a credit card, also a third-party app as well (e.g., Uber, Lyft, Transit). The tickets need to be activated before boarding and will be in a user's Ticket-Wallet. The mobile tickets will have motion and color-coding for an AAR driver to easily see it is a valid ticket (since AAR vehicles do not have automated visual readers).

g. Flex-Ride – The Process for Addressing Challenging Passengers

Erin Vallejos, RTD, communicated that all drivers go through de-escalation training and if challenges arise get additional support from supervisors.

An APAC member mentioned that this was a continual problem around one rider in particular. RTD will reach out to the carrier in that service area to find out more about the issue



- h. Fixed Route Vehicle Specification – Initial thoughts on floorplan/schematic; open house – December 7 at District shop

Paul Hamilton, RTD, invited all to attend the open house to have an opportunity to see all current vehicle types. This is an opportunity to view and test all vehicle types and provide feedback on how to improve fixed-route vehicle specifications. This feedback is the first step in updating the specifications. Electric bus procurement is underway, and the open house will have a floor plan of the vehicle for review and comment (actual vehicle is not yet available).

Advisory Committee for People with Disabilities

Jaime Lewis, ACPD Chair, called the meeting to order at 10:12 a.m.

1. Updates:

- a. Human Resources Equity Hiring Update

- i. Jamie has been working with RTD's Director of Human Resources, Racel McMurray. Jamie and Racel have been working on removing language that could potentially exclude persons with disabilities from RTD position descriptions. Most of the language being edited or removed is obsolete and ask applicants to perform activities that may or may not be essential but could be exclusionary.

Jamie and Racel are also working on identifying entry level positions that could be filled by qualified people with disabilities. Identifying these entry level jobs will make things much easier for our community partners as they work too advertise the numerous listings at RTD.

- b. Elevator Update

- i. 38th & Blake

Mike Millage, RTD, provided an update on the status of the 38th and Blake station. As of the date of this meeting the elevator at 38th and Blake St station is functional. The elevator at 38th and Blake St station is managed by Denver Transit Operators (DTO), an RTD subcontractor. RTD has been in constant conversation with DTO regarding the status and function of the elevator at this station. RTD is working with DTO to develop a framework to report outages and post signage in a quickly and timely manner.

- ii. Englewood Station

The elevator at Englewood station is not currently functional as it is still undergoing repair. There are no buttons present currently on the elevator

and access to the location is blocked by caution tape. The city of Englewood has acquired a scope of work to repair the elevator. The elevator will need updates to meet current code standards including the addition of a fire suppression system. The city of Englewood has reached out to the fire department of Englewood, specifically the fire Marshall, to seek a variance for the creation of the fire suppression system but there has not been an update on this variance request yet.

Sean Moran, RTD, confirmed there a reporting method for RTD elevators. Light rail and commuter rail stations do maintain active monitoring of elevators to report outages. Transit security officers also perform checks on elevators. Earl Lee, ACPD member, asked if the number 29 elevator at Arapahoe station had been reported as it did not work last time, he used it on October 15th. Mike Millage, RTD, stated he would look into the elevator and let Earl know.

2. ADA Complaint Advertisement

Gabe Christie, RTD's ADA manager, was going to provide an update regarding a new ADA complaint advertisement. Unfortunately, the advertisement was not ready in time, Gabe stated he would provide the drafted advertisement to both committees for review

3. Other Matters

a. Millennium Bridge Handrail Adjustment

Tina McDonald, APAC Member, asked Henry Stoppolecamp, RTD's Assistant General Manager of Capital Programs, if there had been any progress on the Millennium bridge handrail adjustment. Henry stated that RTD does not have any authority over the Millennium bridge as it is overseen by the Central Platte Valley authority.

4. Announcements

- a. Greg Martinez, ACPD member, announced that there would be materials available from the 16th St mall project, and asked that anyone who would like the materials to please contact him.

Other Matters

No other matters presented.

Next Meetings:

Regional Transportation District

1660 Blake Street, Denver CO 80202

rtd-denver.com 



2022 Meetings:

RTD has choose to continue to hold three joint APAC and ACPD meetings, and three individual group meetings.

APAC	ACPD	JOINT	STEERING
January 11	January 20	March 8	February 16
May 10	May 19	July 12	June 14
September 13	September 22	November 8	October 12

Closing Comments/Adjourn

Meeting adjourned at 12 p.m.