



**Dial-A-Ride and Transit Accessibility Committee Minutes**

**Date:** April 17<sup>th</sup>, 2023  
**Time:** 10:00 – 11:00 a.m.  
**Location:** Zoom meeting

**Staff Members in Attendance:**

Annabelle Phillips, Interim Manager, Compliance	Katlyn Kelly, Manager, DAR, Transfort
Courtney Chancellor, Sr Data Analyst	Rory Schulte, Planning Technician, Transit
Jerediah Burianek, Planner, Transit	Troy Moreno, Sr Supervisor, Transit
Kaley Zeisel, Interim Director, Transfort	

**DARTAC Members in Attendance:**

Ari Edgley, Foothills Gateway	Dave Ritchie, DAR Passenger
Connie Nelson-Cleverly, SAINT	Megan Kaliczak, zTrip – Stakeholder
Cory Schmitt, North Front Range MPO	Natalie Brown, SummitStone Health Partners

DARTAC Member Submission	Agenda Item
Courtney Chancellor	<p><b>Ridership Update – see presentation.</b></p> <ul style="list-style-type: none"> <li>Megan – <u>If we are looking at March, if it is the total for per day of the week, there were five Wednesdays, Thursdays, and Fridays in March versus four Mondays and Tuesdays. If they are not an average for the number of days, that may be why we are seeing these numbers.</u> <ul style="list-style-type: none"> <li>Courtney agreed that that is a contributing factor. She will look at the averages and incorporate them into the next report.</li> </ul> </li> </ul>
Katlyn Kelly & Kaley Zeisel	<p><b>Dial-A-Ride Technology Project and Appeals Board Update – see presentation.</b></p> <ul style="list-style-type: none"> <li>Katlyn stated that Dial-A-Ride has been awarded grant funding that will be dedicated toward a web-based passenger portal and a mobile application that ties into the existing scheduling system.           <ul style="list-style-type: none"> <li>Passengers can request trips, edit trips, cancel trips, and see real-time vehicle information through the portal and app.</li> </ul> </li> <li>Dave explained that he is visually impaired, and Captcha is very difficult. It would be nearly impossible to navigate on his iPhone.           <ul style="list-style-type: none"> <li>Katlyn stated she would present this feedback to the vendor</li> </ul> </li> </ul>

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	<p>when they discuss customization.</p> <ul style="list-style-type: none"> <li>• Katlyn explained that the technology project is in the preliminary stages. Ideally, she is looking at having the passenger portal up by November, and the mobile application will be after that.</li> <li>• Dave added that he thinks this is a great initiative, especially since zTrip has been having trouble with their tracking app. It will be very helpful and is greatly appreciated.</li> <li>• Katlyn explained that she would like to re-establish the Appeals Board. A process needs to be in place for if a client wants to appeal their eligibility decision, as well as an appeals process for if someone’s service is suspended due to too many No-Shows/Late Cancellations. <ul style="list-style-type: none"> <li>○ Members should be familiar with the paratransit service and intent of the program and should also have familiarity with the needs and capabilities of individuals with different disabilities.</li> <li>○ <u>Katlyn will send an email to see if the five people back from the 2019 Appeals Board are still interested and if anyone else is interested.</u> She will schedule a refresher training in 2023 along with annual check-ins to see if the members are still willing to participate. <ul style="list-style-type: none"> <li>▪ Ari stated she is interested and has already emailed Katlyn.</li> </ul> </li> </ul> </li> </ul>
Katlyn Kelly	<p><b>Moving June DARTAC Meeting</b></p> <ul style="list-style-type: none"> <li>• Katlyn explained that our next meeting is scheduled for June 19<sup>th</sup>, which the City observes as a holiday, so the meeting needs to be moved. <ul style="list-style-type: none"> <li>○ Dave suggested we could go back to in-person if the group is interested. He also added that we may need to allow for a few meetings that are hybrid to give people the chance to adjust their schedules.</li> </ul> </li> <li>• <u>After a discussion with the group, Katlyn stated that we will move the meeting to the Tuesday after the holiday and provide in-person and virtual options.</u></li> </ul>
Other	<ul style="list-style-type: none"> <li>• Dave explained that drivers are beginning to expect gratuity. Additionally, they have begun to behave as their only job is to drive. They do not try to assist riders with things like moving groceries to the doorway. <ul style="list-style-type: none"> <li>○ Megan clarified that Dial-A-Taxi is curb to curb, while Dial-A-Ride is door to door. There are some Dial-A-Taxi drivers who will go above and beyond, but if Dave is looking for door to door assistance, she recommends Dial-A-Ride trips.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Dave stated that his understanding was that Dial-A-Ride trips are primarily for medical appointments.</li> <li>○ Megan explained that none of the drivers should be solicitating tips. Dial-A-Ride is for all services including grocery, medical, etc. as long as it is within the service area. The level of customer service should not change based on where the client is going. Dial-A-Ride does have a four-bag grocery limit. If someone is going to exceed that, that is when a Dial-A-Taxi would be more suitable. Megan added that she will address the concept of tips with the drivers.</li> <li>○ Dave added that a lot of people who use the service cannot give tips. When drivers expect tips, it puts a burden on them that is not appropriate. He believes that the policy should be that the drivers should not be able to accept tips even if they are offered.             <ul style="list-style-type: none"> <li>▪ Katlyn stated that they can have a discussion with zTrip about this and see how changing the tip policy would impact the drivers.</li> </ul> </li> <li>○ Megan stated that we should include in future marketing that Dial-A-Ride can be used for any purpose, not just medical appointments.             <ul style="list-style-type: none"> <li>▪ Katlyn agreed and stated she will work to incorporate this information.</li> </ul> </li> <li>● Cory stated that the Trip Discovery tool for RideNoCo is live on the homepage of the RideNoCo website. All of the vendors are under contract to kick off the third phase, which is the trip scheduling coordination piece.</li> <li>● Cory added that COLT’s website has an interactive service area map that tells you if you are within their Dial-A-Ride service area. He said that it may be a good suggestion for Transfort and helpful for the public.             <ul style="list-style-type: none"> <li>○ Katlyn agreed and stated that Transfort is updating their website and that is something that has already been requested to be included.</li> </ul> </li> </ul>
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Old Action Items	Description	Assigned to:
None		

Next meeting: June 20<sup>th</sup>, 2023

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