



Citizens Advisory Committee

CAC Meeting Summary

July 11, 2024, 3:30 PM

1. Introductions

The July Citizens Advisory Committee (CAC) meeting commenced with introductions of the attendees.

2. Southeast Corridor Light Rail Maintenance Update (Assistant General Manager Dave Jensen)

Dave Jensen provided an update on the recent RTD light rail inspections, speed restrictions, maintenance, repairs, and communications outreach. He noted that the slow zones on the Southeast light rail corridor have been implemented due to federal requirements related to areas of rail wear found during inspections. RTD has implemented corrective actions and adopted new standards for inspection and maintenance.

Several CAC members expressed concerns about the lack of public communication regarding slow zones. RTD is working to enhance customer support and deploy impact teams to address these issues. Matt Frommer echoed a question raised by others about whether these disruptions will decrease over time or continue. Dave explained that as RTD improves its planning and phasing of repairs, they will be better equipped to conduct repairs overnight and replace components before the end of their lifecycle, thereby minimizing the effects on service. Members also requested that RTD increase bus services to compensate for light rail disruptions.

Questions were raised about why some portions of the light rail track need repairs sooner than others. Dave explained that various environmental factors, such as the use of winter road maintenance chemicals and exposure to varying weather conditions, cause some portions of the track to degrade more quickly than others. Advancements in technology are aiding future planning to prevent similar issues.

3. RTD Police Department Update and Public Safety (Deputy Chief Glyn Horn)

Deputy Chief Glyn Horn discussed efforts to create a welcoming transit environment, highlighting that the RTD Police Department (RTDPD) is expanding and enhancing its presence to contribute to this goal. As of May 31, 2024, RTDPD has 77 Peace Officer Standards and

Training (POST) certified officers and 18 recruits entering the academy in July. Additionally, there is currently one K9 unit dedicated for bomb detection, and the department is slotted for an additional three more.

The department is becoming more intentional in its outreach efforts and has been divided into five geographic sectors to improve communication, outreach, and oversight. Policing priorities have shifted to an evidence-based approach to prevent incidents before they occur. Additionally, there are ongoing improvements in customer safety and ticket checking process through new technology and data collection processes.

A CAC member asked what partnerships the RTDPD has with other agencies. Deputy Chief Horn said the RTDPD contracts off-duty police officers from other agencies and directs those officers to areas in most need of policing. Deputy Chief Horn emphasized the value of diverse partnerships, including mental health clinicians and homeless outreach organizations. He noted that addressing mental health concerns is a top priority, which can only be achieved through these collaborative efforts.

Policing metrics were shown to the group, and in all, policing was shown to increase throughout the district. Questions raised by CAC members included: when evaluating the effectiveness of policing, what metrics should we consider, and how can we determine what is working? Deputy Chief Horn explained that we can expect to see an increase in incident reports due to increased enforcement efforts. He emphasized that public education is crucial to contextualize the rise in incident reports and numbers, as it reflects increased police enforcement compared to previous years.

4. Update on RTD Board Decision re: TABOR/Referred Measure (Jack Kroll/Jennifer Webster)

Jennifer Webster announced that the RTD Board approved the referral of a measure for TABOR exemption to the ballot, with more discussions scheduled for September. RTD will be running a campaign to encourage public support of the ballot measure, and Jenn suggested the CAC could weigh in and write a guest opinion piece on the matter if deemed appropriate.

5. Subregional Service Council Meetings/Process Update (Jennifer Webster)

The Subregional Service Councils will select projects for funding through the Partnership Program will occur in August, and updates will be discussed at the September CAC meeting.

6. CAC New Member Solicitation and Appointments (All)

New CAC members need to be appointed to take the place of the current empty seats and members whose terms will be expiring at the end of 2024. The CAC would like to discuss how and where to solicit new members, and this will be a primary agenda topic for the September CAC meeting. CAC members recommended notices could be shared in both physical and media forms, including local newspapers.

7. Member Input from Your Communities (All)

Multiple CAC members emphasized the critical need for RTD to improve its communication proactively and preemptively in order to restore RTD's credibility and public trust.

8. Next CAC Meeting

- **Reminder: no August meeting**
- **Next meeting September 12, 2024**

9. Meeting Recording

The meeting recording can be accessed by clicking [this link](#). Use passcode a+x!3g11 to access it.

July 29, 2024



**We Make Lives Better
Through Connections.**

Southeast Light Rail Corridor **PREVENTATIVE MAINTENANCE**

Dave Jensen

Assistant General Manager, Rail Operations

Outline



**Regulatory
Framework**



**Light Rail
Inspections**



**Speed
Restrictions**



**Maintenance
and Repairs**



**Communications
and Outreach**



Regulatory Framework

RTD Rail Services



Light Rail

Federal Transit Administration and Colorado Public Utilities Commission

- Operates on a fixed right-of-way that is often separated from other traffic for part or much of the way
- Typically uses overhead power
- Usually travels shorter distances



Commuter Rail

Federal Railroad Administration

- Operates on a fixed right-of-way at greater speeds than light rail
- Connects suburbs to urban centers
- Operates on a regular basis within an urbanized area

Regulatory Oversight and Authority

- Federal Transit Administration (FTA)
- Colorado Public Utilities Commission (CPUC)
 - Light Rail
 - Reportable events
- Federal Railroad Administration (FRA)
 - Commuter Rail
 - Rail Safety Improvement Act of 2008 (RSIA)
 - Office of Railroad Safety

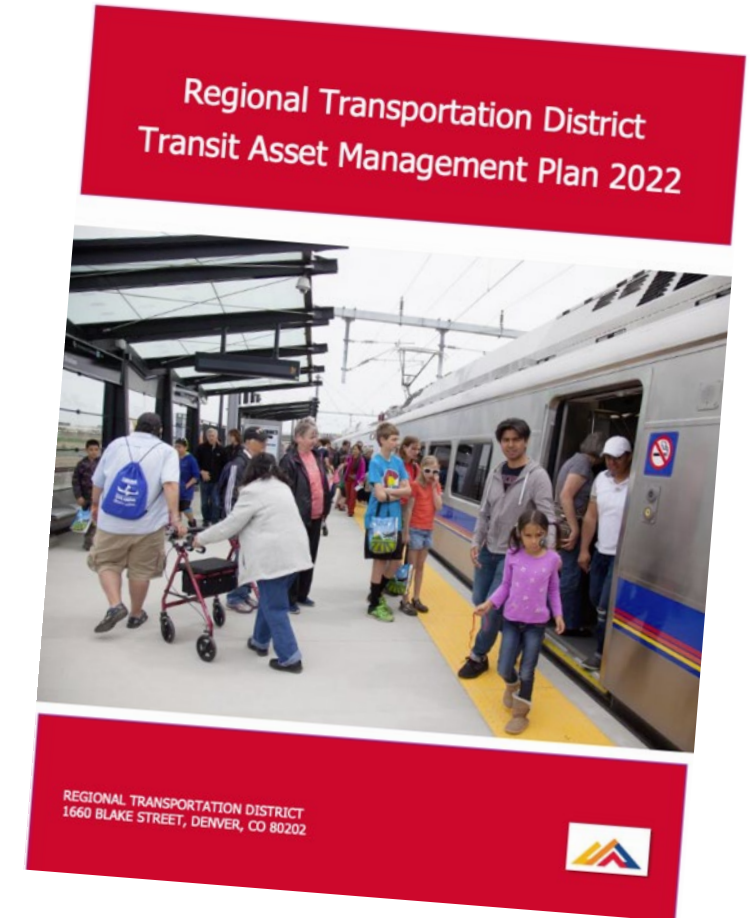
Public Transportation Agency Safety Plan (PTASP)

- Annual Safety Management System (SMS) snapshot
 - Documents SMS processes and activities
 - Includes safety performance targets
- Annually reviewed, updated, and approved
 - Joint Labor Management Safety Committee
 - Board of Directors
 - Colorado Public Utilities Commission



Transit Asset Management (TAM) Plan

- Required by the FTA
 - Includes principles used to make decisions aligned to the Strategic Plan
- RTD has more than \$9 billion in fixed assets
- Extends the design/as-built life of assets
- RTD submits its TAM Plan to FTA Region 8, Denver Regional Council of Governments (DRCOG), and the Colorado Department of Transportation
- **All transit agencies should undertake projects to maintain assets**





Preventative Maintenance Inspections

Inspections Overview

- Identify preventative maintenance issues that may need to be addressed in the near-term or future
- Regular part of operations and conducted by trained staff
- The entire light rail system is inspected every 90 days
 - 120 miles of track, ties, ballast, clips, and other related rail infrastructure
- Supports managing rail assets to proactively prioritize performance and plan for large-scale renewal and reconstruction efforts



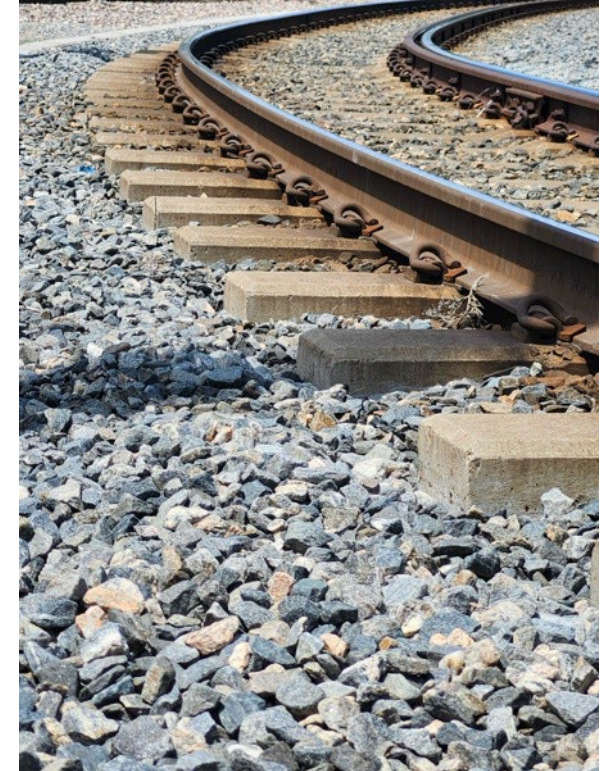
American Public Transportation Association (APTA) Inspection Standards

- Adopted the APTA's inspection and maintenance standards in May 2024
 - Outlines periodic visual, electrical, and mechanical inspections of components that affect safe and reliable operations
 - Identifies the necessary qualifications for rail transit system employees or contractors who perform inspection and maintenance tasks
- The current 10 mile-per-hour speed restrictions follow APTA's minimum remedial actions



Enhanced Inspection Process

- The methodology was adopted to manage assets and plan for large-scale renewal and reconstruction efforts
- Includes a more in-depth, regular assessment of the rail system and its infrastructure
 - There are now 25 track inspections conducted every 90 days
 - Thousands of data points are documented compared to hundreds previously



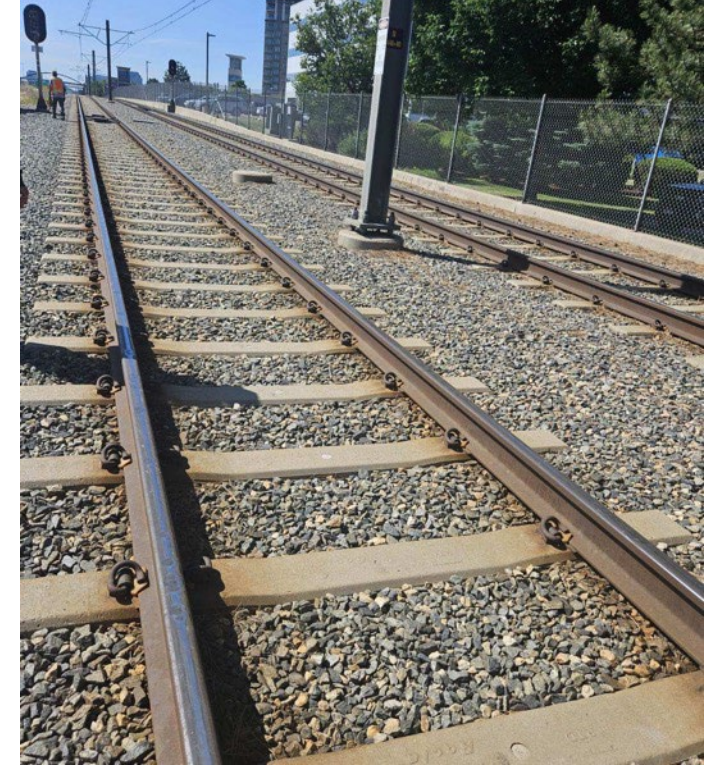
Enhanced Inspection Process (cont'd)

- Trained staff use a hi-rail vehicle to inspect the system twice weekly at speeds where the track can be carefully assessed
 - Travel at a speed no greater than 5 MPH when inspecting at-grade crossings and switches, and up to 15 MPH elsewhere on the system
 - Staff also walk the entire 120 miles of light rail track every 90 days
- Improved record-keeping and documentation process
 - Take measurements to identify recurring issues and analyze patterns
- Process will evolve to deliver even better results in the future



Southeast Corridor Inspections

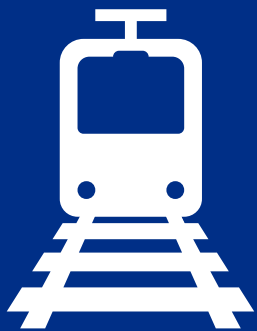
- In May 2024, RTD staff conducted a scheduled inspection
- **Several minor issues and cosmetic defects were discovered**
 - No structural defects to the rail base, web, fasteners, substructure, or bed
 - By addressing issues and defects early, RTD can avoid avoid service disruptions and major infrastructure issues
- Prior to the inspections, RTD did not foresee a service impact



Railhead Burn

- Instances of railhead burn (“wheel burn”) were found on the top side of the track
 - Can lead to the formation of tiny cracks and surface irregularities over time
- The current 10 mile-per-hour speed restrictions follow APTA’s minimum remedial actions
 - Depending on the size of the railhead burn, the minimum remedial action required is reduced speeds until the issue is addressed
 - RTD has taken depth and size measurements for each instance of railhead burn





Speed Restrictions

Overview of Speed Restrictions

- Track conditions that make speed restrictions necessary can develop for several reasons, including the age of the infrastructure and weather
- Section of track where trains run at slower-than-normal speeds



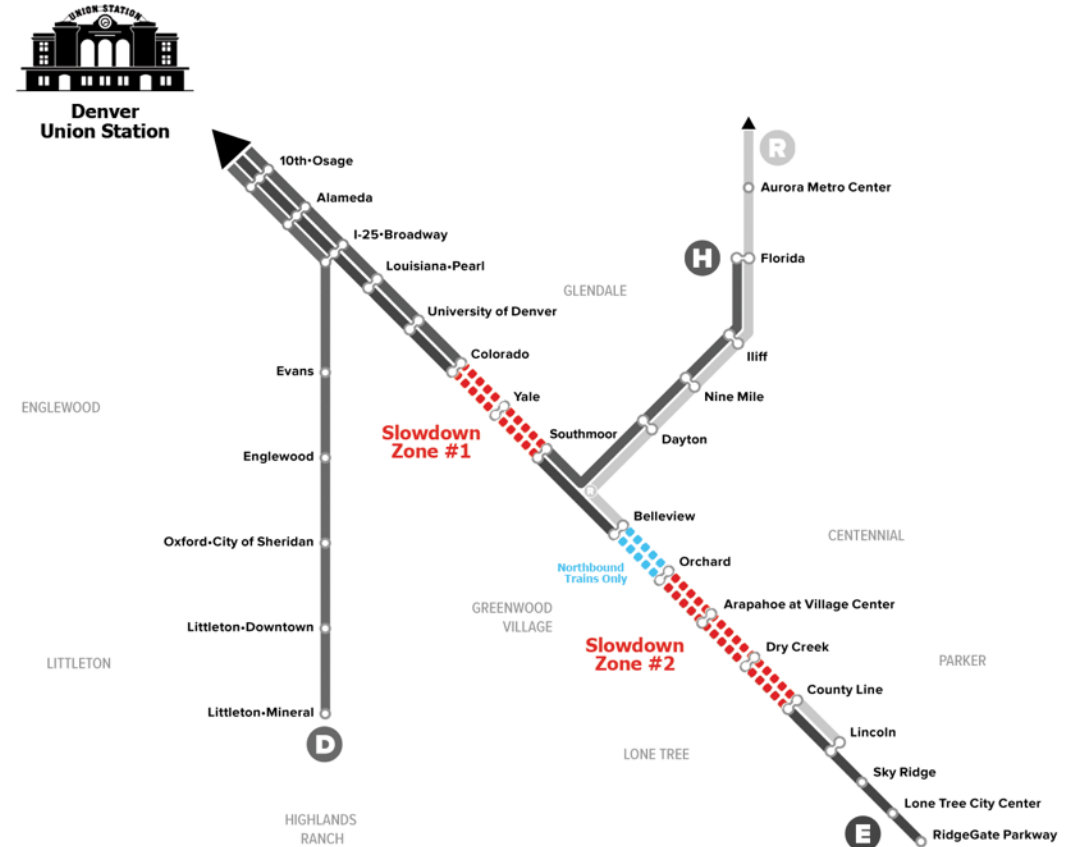
Speed Restrictions (cont'd)

- Commonly used by rail transit agencies to ensure operational safety
- RTD implements periodic speed restrictions across isolated segments of the system to allow for track inspections
- Recent examples of maintenance-related speed restrictions include:
 - **Central Corridor – 2023-2024**
Replaced rail and installed joint bars
 - **Southeast Corridor (Yale to Southmoor) – 2023**
Replaced track sections



Current Impact to Services

- In early June, RTD implemented two slowdown zones
 - Colorado to Southmoor stations
 - Belleview to County Line stations
- Trains operating under 10 mile-per-hour speed restrictions
- Staff is evaluating potential operational adjustments to improve service delivery and performance
- Speed restrictions lifted southbound between Belleview and Orchard stations



Operational Safety

- RTD always adheres to the highest level of safety standards, even when it results in an impact to scheduled services and on-time performance
- The Southeast Corridor and all other rail lines remain operationally safe
- **If, at any time, a section of track is not safe for operations, light rail services would immediately cease**





Maintenance and Repairs

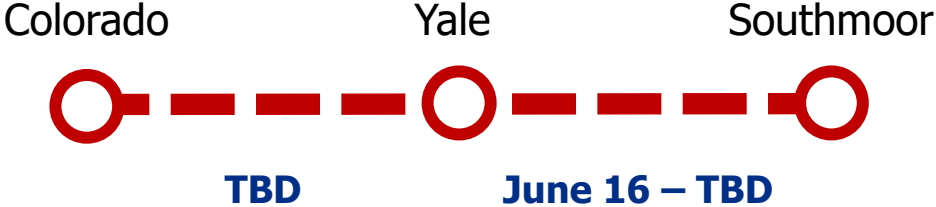
Maintenance Work

- Currently underway to perform preventative maintenance
- **As repairs are made, slowdown zones are being lifted**
- Resumption of normal train speeds is dependent on how quickly repairs are made to isolated sections of track
- Work is progressing south along the alignment



Maintenance Timeline

E H
Slowdown Zone #1



E R
Slowdown Zone #2



All southbound restrictions were lifted on Thursday, June 20

*Dates are subject to change and may be impacted by work completed ahead of schedule





Communications and Outreach

Customer Support

Service Alerts

Text, email, and online notices that provide real-time information on delays, detours, disruptions, cancellations, and resumption of service

Customer Care

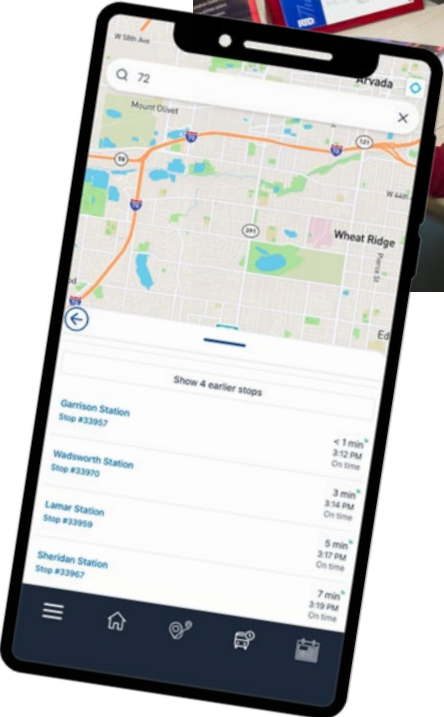
Agents are available to assist customers with planning trips, making connections, or navigating the disruptions

Next Ride App

Online trip planning app to plan trips and learn about disruptions

Social Media

Digital team available via social media to provide customized help



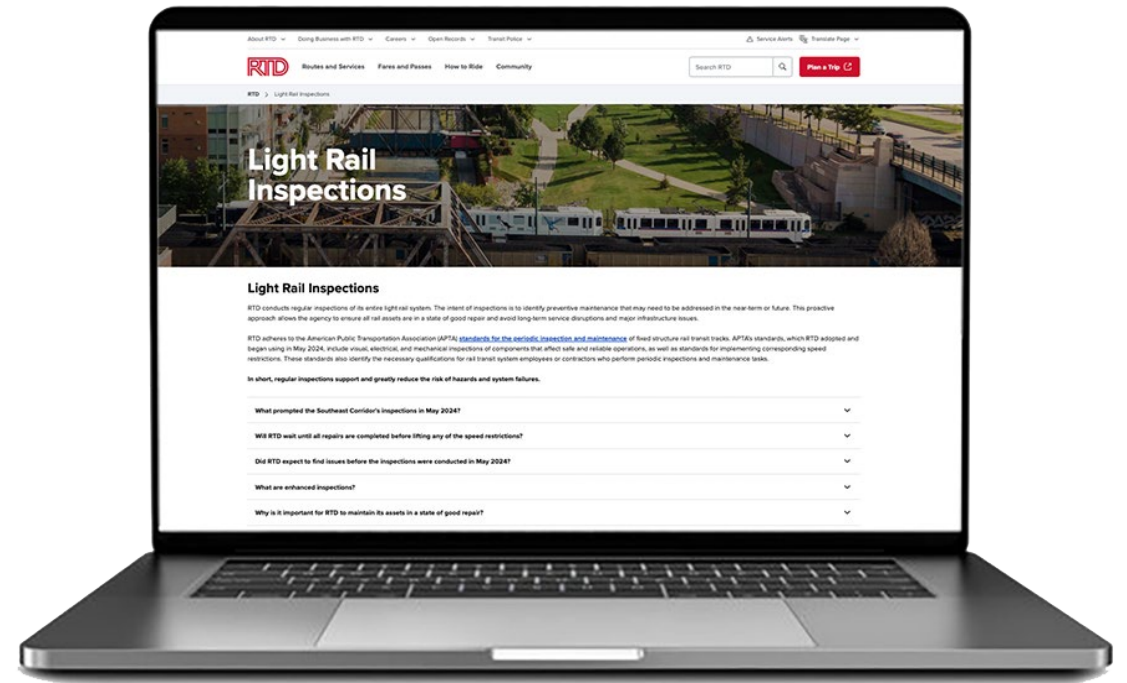
Impact Team

- Dispatched daily to support customers
- Available to answer questions and provide trip planning assistance
- Additional shifts were added at stations along the E, H, and R lines
- Providing bottled water at impacted stations while customers wait



Speed Restrictions Webpage

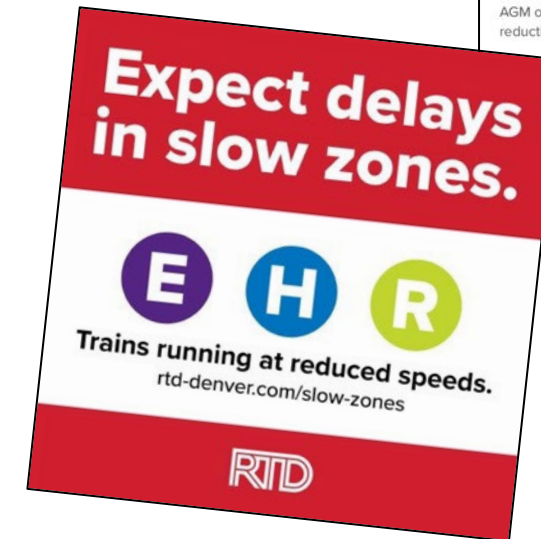
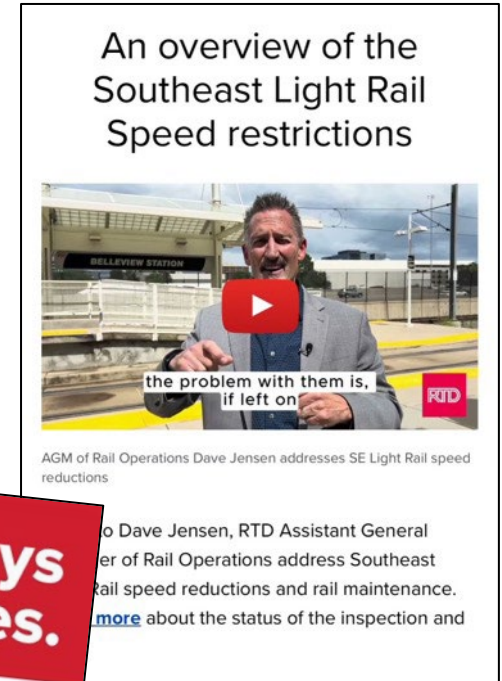
- Launched on Tuesday, June 11
- Widely promoted internally and externally
- Includes photos, letters, videos, frequently asked questions, timelines, customer support options, and map
- The webpage's content is updated daily



 rtd-denver.com/light-rail-speed-restrictions

Digital Awareness Campaign

- Paid marketing launched on Friday, June 14
 - Digital and social media placement
 - Redirects customers and the public to RTD's online resources
 - Assets will be updated as maintenance work progresses
- Goals: (1) communicate the current impacts to light rail service, (2) dispel rumors, and (3) eliminate confusion



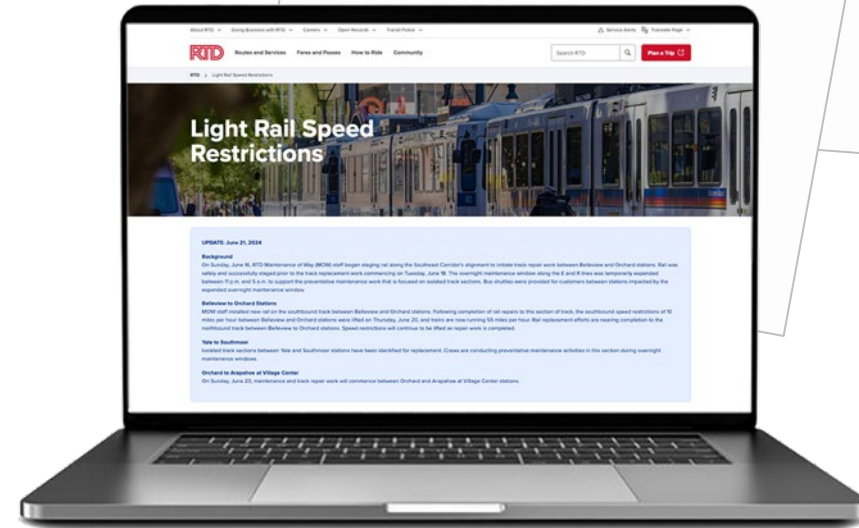
Media Relations

- RTD has answered approximately 75 media inquiries and requests for information
- Staff drafted and disseminated news releases, fact sheets, and talking points
- On June 14 and 21, staff held two separate media availability events to answer questions and provide updates



Situational Updates

- RTD is providing track repair updates to the PUC weekly
- RTD responded to the PUC's request for information on Friday, June 21
- As speed restrictions are lifted and preventative maintenance work is completed, information is posted online and sent via Service Alerts



We Make Lives Better Through Connections.



**We make lives better
through connections.**

July 29, 2024

Transit Police and Emergency Management Update

Glyn Horn, Ph.D.

Deputy Chief of Police

Outline



**Strategic
Implementation**



**Evidence-Based
Policing**



**Strategic Priority
Alignment**



**Performance
Data Outputs**



Strategic Implementation

Strategic Initiatives



Back to Basics



People Power



**Welcoming Transit
Environment**

Operational Updates

Welcoming Transit Environment

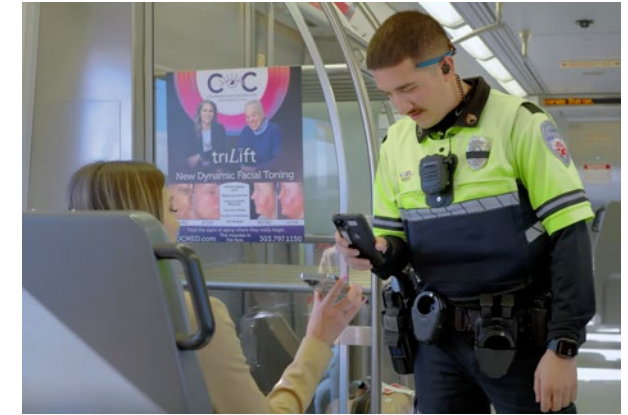
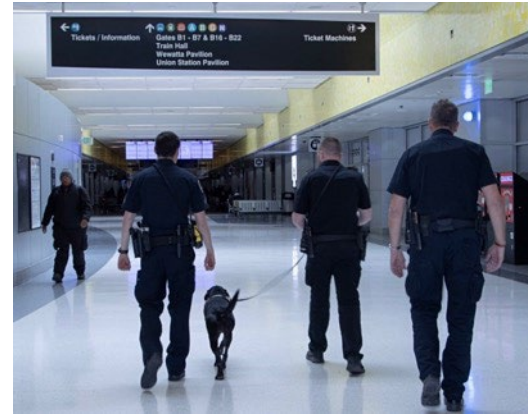
- Vehicle live look-in cameras
 - 1,028 buses
 - 35 light rail cars

People Power

- As of May 31, RTD-PD has 77 POST-certified officers and 18 recruits entering the academy in July

Back to Basics

- Customer engagement and community outreach



Deployment Model

People Power

- Internal RTD-PD expansion
 - Creates employee buy-in
 - Focus on diversity, equity, inclusiveness, and belonging
 - Enhances customer service

Back to Basics

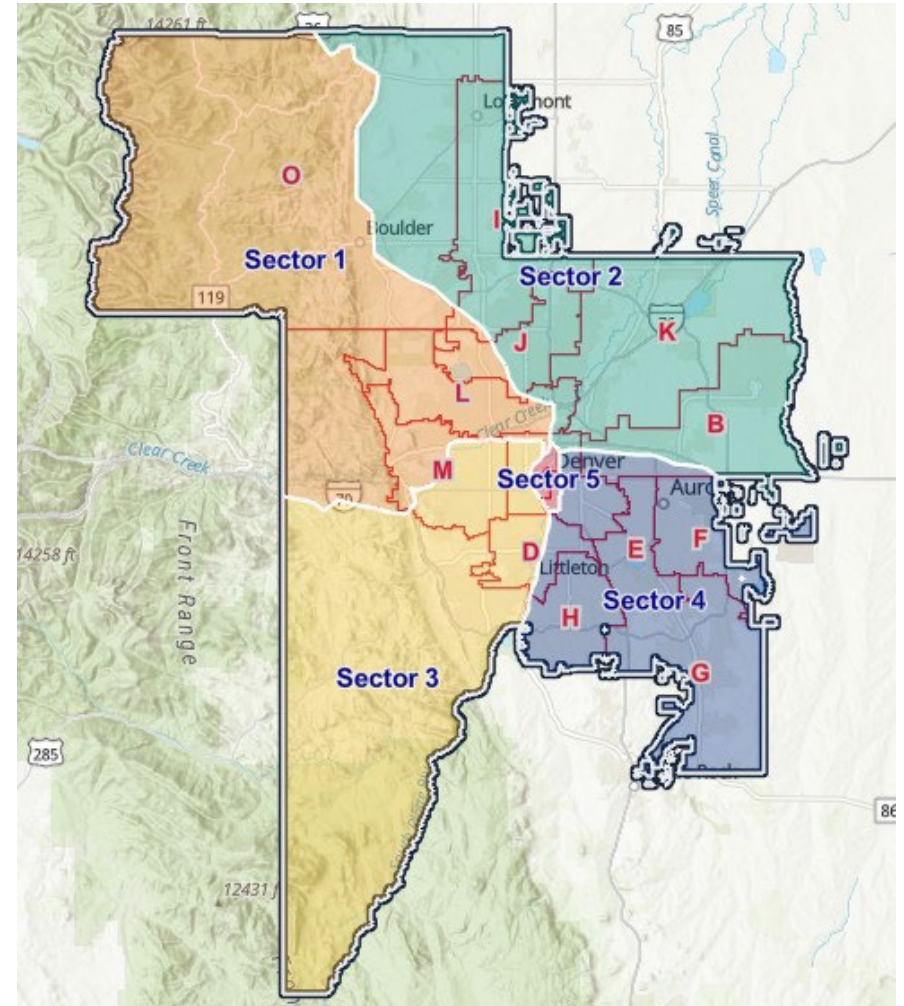
- Leveraging data to inform decisions
 - Implementing shift changes to maximize coverage



Police Sectors

Welcoming Transit Environment

- Officers are strategically deployed across RTD's five sectors
 - A commander oversees each sector
 - Primary point of contact for customers, municipalities, business and property owners



rtd-denver.com/transit-police





Evidence-Based Policing

Evidence-Based Policing Priorities

- Focus on crime analysis and smart policing
- Training, promotion and career development program
- Overnight shift introduced in May to support 24-hour policing
- Six mental health clinicians and five homeless outreach coordinators to be added in 2024
- Transitioning from contracted security to Peace Officer Standards and Training (POST) certified officers
 - In April 2024, the Board approved a third and final option year of the existing contract with Allied Universal Security Services



Evidence-Based Policing Priorities (cont'd)

- Modern Computer Aided Dispatch (CAD) and records management system
- Utilizing law enforcement partnerships through the TSA Visible Intermodal Prevention and Response (VIPR) and FBI Joint Terrorism Task Force
- Authority to verify and arrest for court-ordered warrants





Strategic Priority Alignment

Strategic Priorities



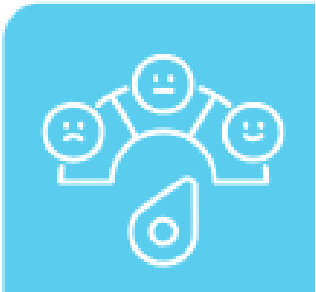
Community Value

RTD strives to be a strong community partner, providing value to customers as well as to the broader Denver metro region while sustaining planet Earth.



Employee Ownership

RTD seeks to attract and retain a highly skilled and engaged workforce.



Customer Excellence

RTD strives to consistently deliver high-quality customer service.



Financial Success

RTD takes very seriously the management of all financial resources.



Community Value

- 504 high-definition cameras upgraded
- 70 new cameras added in high crime areas, including near ticket vending machines
- Crime Prevention through Environmental Design (CPTED) review of stops, stations, and facilities
- Created a 24-7 surveillance unit
 - "Real-Time Crime Center"





Community Value (cont'd)

- Video management migration to Milestone
 - Closed-circuit television and video management software
 - System integrates access control of surveillance cameras and provides video analytics
- FBI-LEEDA Agency Trilogy Award
 - Expected Fall 2024
- Pursuing Colorado Association of Police Chiefs accreditation



Customer Excellence

- Strategically conducting fare checks across the rail network
 - 40 trains were contacted in May 2024
 - 27 written warnings issued for a fare violation
 - 8 citations
 - 8 suspensions
 - 4 felony arrests





Employee Ownership

- RTD is actively focused on the national 30x30 initiative
 - Increase the representation of women in police recruit classes to 30% by 2030
 - In the U.S., women currently make up 12% of sworn officers

Research suggests that women officers



Are perceived by communities as being more honest and compassionate



See better outcomes for crime victims, especially in sexual assault cases



Are named in fewer complaints and lawsuits



Make fewer discretionary arrests, especially of non-white residents

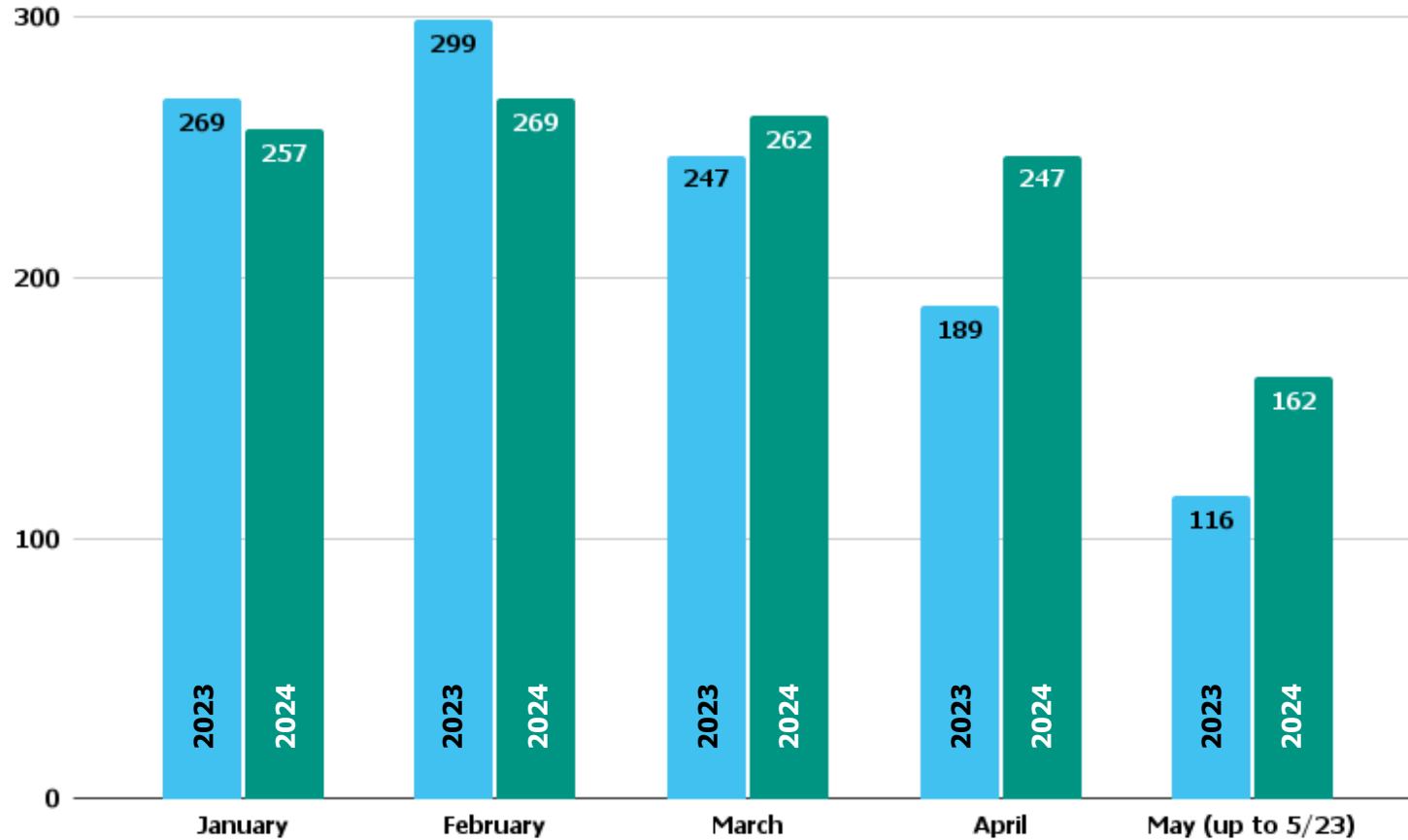


Use less force and less excessive force



Performance Data Outputs

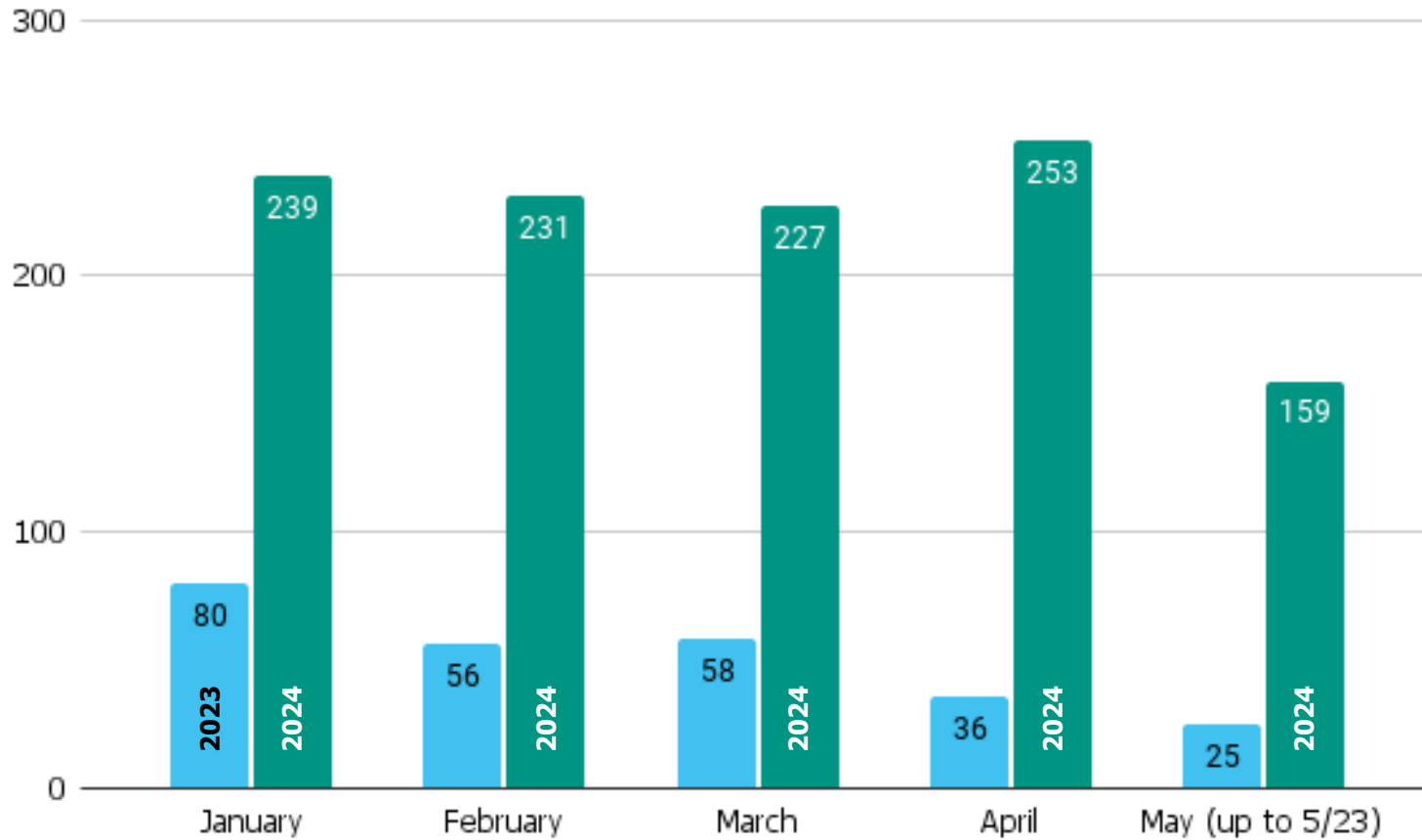
Security Incidents Report



	2023	2024	%
January	269	257	-4.5%
February	299	269	-10.0%
March	247	262	6.1%
April	189	247	30.7%
May (up to 5/23)	116	162	39.7%
TOTAL	1,120	1,197	



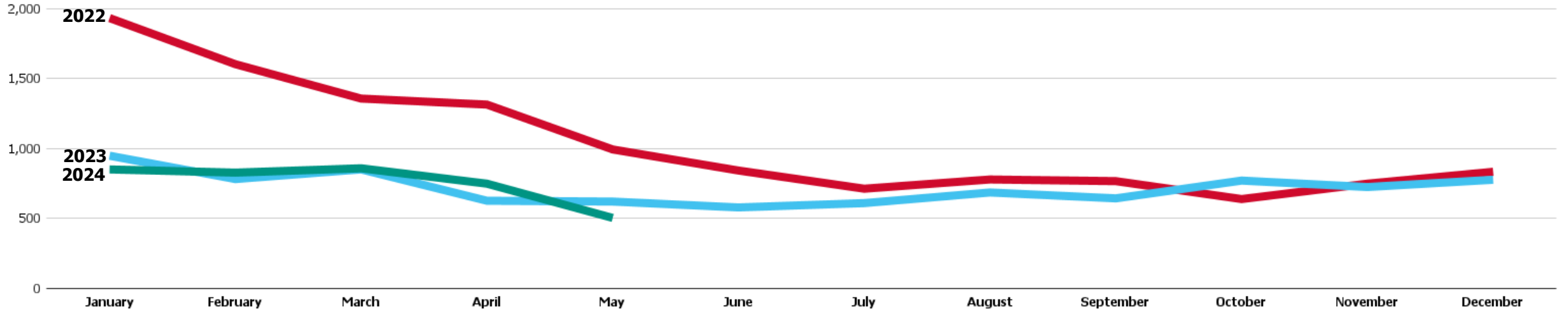
Suspensions



	2023	2024	%
January	80	239	198.8%
February	56	231	312.5%
March	58	227	291.4%
April	36	253	602.8%
May (up to 5/23)	25	159	536.0%
TOTAL	255	1,109	



Calls for Service* at Denver Union Station



	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
2022	1,933	1,603	1,357	1,314	993	842	712	778	766	638	748	833	12,517
2023	948	781	850	626	620	578	609	685	643	770	724	776	8,610
2024	850	827	858	748	503								3,786

*Includes



Vehicle Report Card

- RTD-PD visit park-n-rides to perform vehicle checks
 - Target high break-in locations
- 3,308 vehicle checks conducted in 2024
 - 20 Park-n-Ride locations reported
 - 95% of vehicles passed the check

POLICE
RTD



Theft from Motor Vehicle and Auto Theft Reduction Report Card

PURPOSE OF THIS CARD
This report card is part of a **Theft Reduction Program** designed by the RTD Police Department.
Please advise your friends and family to secure and protect their property and to always remain aware of your surroundings.
Thank you!

<input type="checkbox"/> PASS Congratulations! Your vehicle has passed a random inspection. Your actions help your local police department deter crime. Thank you!	<input type="checkbox"/> FAIL Pass Fail <input type="checkbox"/> Doors unlocked <input type="checkbox"/> Windows open or cracked <input type="checkbox"/> Package or valuables in plain view <input type="checkbox"/> Keys left in vehicle Other observations: _____ We are sorry to inform you that your vehicle did not pass a random inspection. Your inactions make it easier for criminals to commit their crimes. Please take the necessary precautions to protect your vehicle, your property, and yourself!
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Officer: _____ Badge #: _____

Download RTD Transit Watch today.
Don't have a smartphone?
Call: 303.299.2911
Text: 303.434.9100
Email: transitwatch@rtd-denver.com

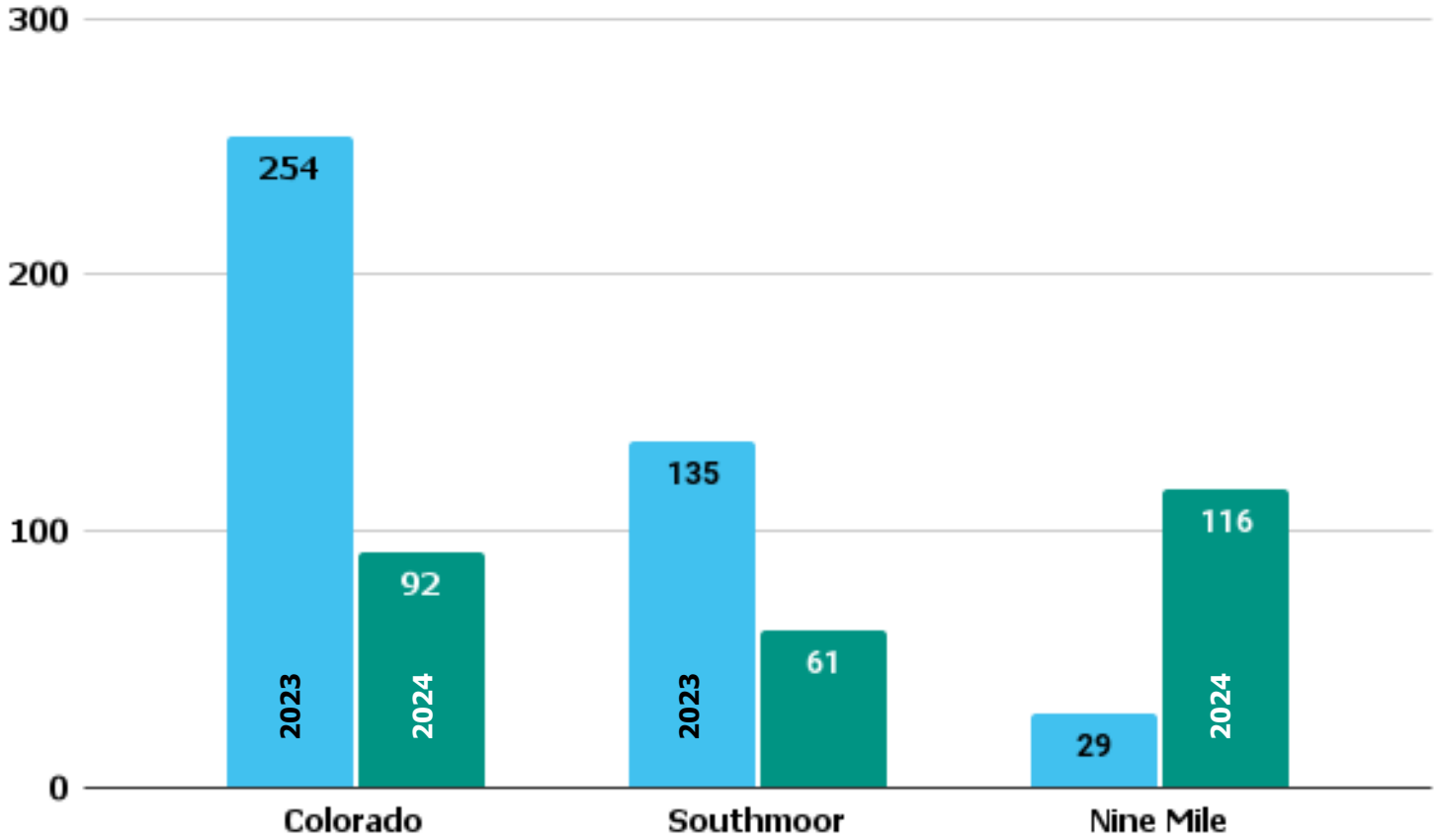


Elevator Pilot Program

- The 90-day elevator pilot program began in March at three locations
 - Southmoor, Nine Mile, and Colorado stations
- Elevator doors remain open unless the elevator is in motion
 - The operational adjustment is part of CPTED efforts
- RTD is closely monitoring calls for service, customer comments, and reports of unwanted activities occurring in and around the elevators



Elevator Calls for Service



	2023	2024	%
Colorado	254	92	-63.8%
Southmoor	135	61	-54.8%
Nine Mile	29	116	300.0%
TOTAL	418	269	

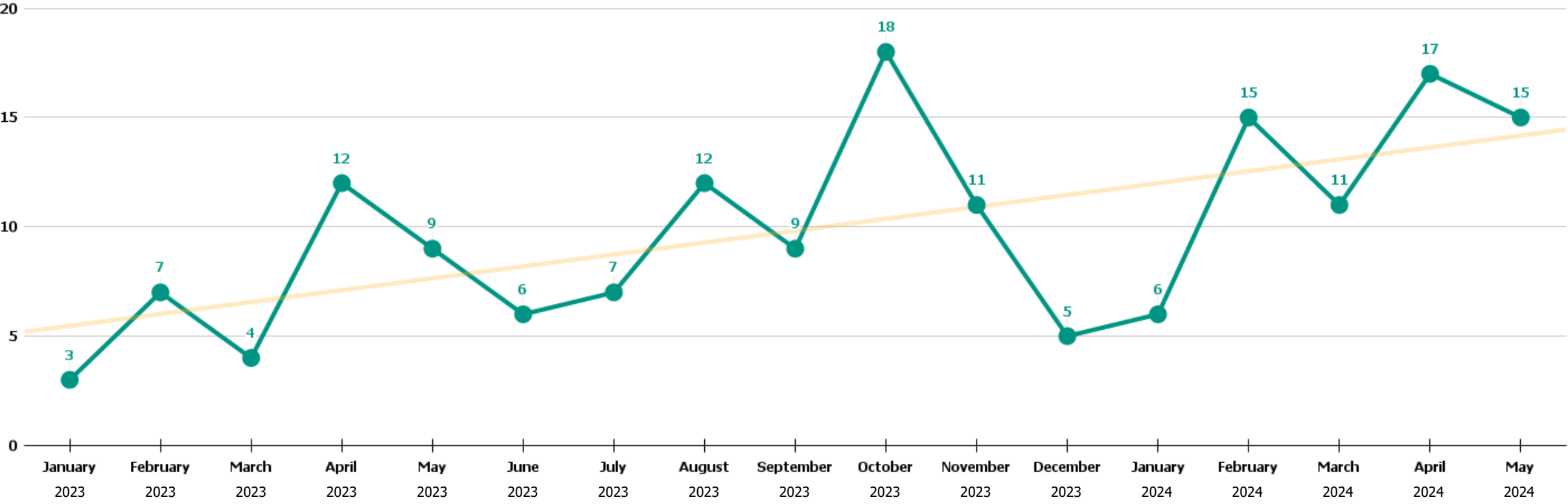


White House Overdose Initiative

- RTD is an active participant in the White House's national effort to increase training and access to opioid overdose reversal medications
- Narcan is carried by all POST-certified Transit Police officers and contracted security supervisors
 - Stored and readily available at all major transit hubs
- In 2023, Narcan was administered to 103 individuals experiencing an overdose at stops and stations, in buses and trains, and at facilities
 - Between January and May 2024, administered Narcan to 64 individuals



Narcan Calls: January 2023 – May 2024



Thank you.

