

**Advisory Committee for People with Disabilities (ACPD)**  
**May 10<sup>th</sup>, 2023 – 2:00 pm – 3:30 pm**  
**Microsoft Teams Remote Meeting**

## **MINUTES**

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### **Welcome and Opening Comments**

Committee Chair Earl Lee called the meeting to order at 2:10 p.m.

### **Virtual Protocol/Roll Call**

Gabe Christie, RTD's ADA Manager, reminded the committee of the virtual meeting protocols.

In Attendance:

1. Advisory Committee for People with Disabilities:  
Aaron Pasterz, Earl Lee, Lynn Edmonds, Brenda Carney, Timothy DaGiau, Aly DeWillis-Marcano
  
2. RTD Staff:  
Gabe Christie; Carl Greem; Dave Jensen; Erin Vallejos; Jyostna Vishwakarma, Marta Sipeki, Michelle Murz-Hutchinson, Sean Moran

### **Safety Moment**

Gabe Christie reminded the attendees of the importance of weather safety and ensuring proper precautions are taken during the volatile weather of the spring.

### **Public Comment Period**

No public comment.

### **Updates for ACPD Committee:**

- **Nine Mile Elevators Update**
  - a. Sean Moran, Manager of Contracted Facilities, provided an update on the status of the elevators at Nine Mile Station. Sean reiterated that both elevators are out of service due to a water line break, connected to the station, which flooded the elevator shafts. The repairs on the elevators are progressing and most of the materials for repairs have been received. There are some parts that are still in route. If these parts are delivered within the range indicated by the shipper, then the elevators should be repaired and functional by Mid-June.

- **Elevator Outage Standard Operating Procedures**

- a. Sean Moran, manager of Contracted Facilities, provided an update on efforts to establish a standard operating procedure (SOP) for the communication of elevator outages. Sean informed the committee that several divisions were involved in the creation of the SOP including the ADA Office, Bus Operations, Customer Care, Transit Police Communications, Rail Operations, and Facilities Maintenance. This group codified the steps taken by RTD staff at RTD elevators, but this does not include elevators managed by Denver Transit Operators (DTO) or local municipalities.

Sean provided a step-by-step explanation of the actions taken when an elevator outage is discovered or reported. First, the elevator is reported as malfunctioning either by a customer calling customer care or transit police communications. Once the elevator outage is recorded, the facilities management team will get into contact with the elevator servicer to get someone out to troubleshoot the issue and post signage. If there is an extended outage facilities management will contact Customer care to get a service alert out to the customer. They will also communicate with Bus Operations to set up a bus shuttle too if needed, and Rail Operations to inform operators so they can inform customers traveling to that location. As the elevator is repaired Facilities management will communicate updates about repair status to the team and will let all parties know once the repairs have been completed. Sean then gave Mike Millage, Senior Manager, Commuter Rail, the floor to address the process for elevators managed by DTO. Mike Millage stated that the DTO Process will closely resemble the internal RTD processes with more emphasis on signage and communications with customers.

Earl Lee followed Mike's statements with the recommendation that ACPD members ensure that they report elevators that are experiencing and outage to ensure it can be quickly addressed. He also stated that he has encountered several elevators that have suffered vandalism including the Englewood Station elevator, which Mike Millage stated has become an increasingly common issue throughout the service area.

- **38<sup>th</sup> and Blake Elevator Plans**

- a. Mike Millage, Senior Manager, Commuter Rail, provided an update regarding the elevators at 38<sup>th</sup> and Blake Station. Mike stated that previously he had reported that there were continuous issues with outages which he raised with DTO. Together they have started a remedial action plan to address strengths, weaknesses, challenges, and opportunities. As a part of this remedial action plan DTO also went through their elevators and performed some maintenance and part replacements to keep the elevators functioning.

Earl Lee asked if there is a routine maintenance cycle for the elevators. Mike Millage stated that the agreement is in place but he is unfamiliar with the details. Sean Moran added that there are a number of maintenance areas that elevator services are looking at when they provide maintenance. In RTD managed elevators the check is done on a monthly basis to identify any problems or concerns that may need future attention.

Greg Martinez asked, in the chat, how elevator repairs and outages are being communicated to persons with visual impairments. Gabe Christie, ADA Manager, Civil Rights, stated that Rail operators are to announce outages to customers, with special attention paid to customers with visual impairments. Customers who board at the high block will be informed by the operator verbally. Mike Millage stated that this is standard practice on DTO operated trains as well. Greg stated that this was sufficient, and he thanked Mike and Sean for their hard work.

Aly DeWillis-Marcano stated that she is thankful for all the effort that has gone into the creation of the SOP and further encourages RTD staff to review the signage that is placed at stations to communicate outages. Earl Lee asked what is the time frame for issuing a rider alert. Mike Millage stated that when an elevator goes out a notification goes out to the Operating Command Center and they send out an internal communication that triggers the issuance of rider alerts.

- **Respect the Ride Survey**

- a. Brandon Figliolino, Manager, Community Engagement, provided information about the Respect the Ride Survey. Brandon emphasized that Respect the Ride (RtR) is a rebranding and updating of the current customer code of conduct. The original code of conduct was drafted in 2016 and amended in 2020; it includes 49 sections of prohibited activities.

Respect the Ride focuses on common courtesy and connectivity with the goal to remind customers that we are one community even though individuality is important. The goal is to simplify the guidelines to make it easier for customers to understand what is allowed and what is not allowed on RTD buses and trains. There are three essential levels of RtR the first of which is educating the customer about the rule being violated. The next level starts with recognizing that as a transit provider we cannot provide all resources, and so the next step is connecting customers to relevant resources like mental health professionals or homeless outreach coordinators. The third and final step of RtR is enforcement, which can range from a verbal warning to a service suspension or call for additional service if a situation where lives are at risk occurs. Brandon encouraged members to provide their feedback through the webpage.

Earl Lee asked since operators are not expected to be enforcement personnel, what support will they have from RTD leadership as RtR moves forward? Brandon stated that all concerns start with conversation and education, but if that fails and it goes to enforcement that will be handled by RTD Security and Transit Police. Earl also asked how RTD intends to distribute the information in RtR to the public, specifically those who may not have access to the document. Brandon stated that RTD would focus on disseminating the information through local media and social media. Brenda Carney asked how information will be communicated to persons who are blind or visually impaired. Brandon stated that signage will have braille to ensure that all customers can review the RtR provisions.

- **Fare Study Update**

- a. Bill Sirois, Senior Manager, Transit Oriented Communities, provided an update on the Fare Study program. Customers reported that fares were too high and in response RTD's goal was to make the fare structure easier to understand. Bill stated that the Fare Study began over a year ago with the goals being equity, affordability, and simplicity.

The current fare structure is currently \$3 for local fare, \$6 for a day pass, and \$114 for a monthly pass. The new proposed fare structure is \$2.75 for local fare, \$5.50 for a day pass, and \$88 for a monthly pass, with the airport being a \$10 fare. This updated fare structure will along with updates to the discount and pass program which will further reduce fares for customers with discount cards. The discount care rate would be \$1.50 for local fare, \$3 for a day pass, and \$57 for a monthly pass. People ages 65 and up, and those qualified for LiVE would have a further reduced local fare of \$1.35, \$2.70 for a day pass, and \$27 for a monthly pass. Access-a-Ride would also experience a reduction in fares to \$4.50 for a local fare, \$19 for airport service, and the price of six-ride ticket book would go down to \$27. A pilot program for youth to travel without a fare is seeking a pilot as well, which would enable anyone under age 19 to travel on RTD service for free. Bill provided several dates in May during which there would be events for the Fare Study at which customers could provide their feedback.

Doug Wooley asked for clarification about how he would apply for a discount at a ticket vending machine or kiosk. Bill stated that to get a discount card customers would have to complete an application with the pass office. Earl Lee asked if fares would become cheaper for airport employees. Bill stated that with the removal of a fare area the trip will become cheaper and their monthly pass would drop from its current price of \$200 to \$88. RTD is also working with employers to encourage them to sign up for an EcoPass for their workplaces to reduce costs.

- **Free MallRide Change Impacts**

- a. Earl Lee, Chair, ACPD, opened the floor for discussion regarding the construction on the 16th Street Mall and the impact it is having on members of the community. Earl stated that he has experienced that audio announcements on the Free Mall shuttle have been misaligned with the stops the bus is servicing, making it difficult for people who have visual impairments to ensure they're getting off at the right stop. Gabe Christie stated that he would pass the information on to the Bus Operations Team to ensure they look into the issue.

## **Other Matters**

- **ACPD Membership Recruitment Update**

- a. Gabe Christie, ADA Manager, Civil Rights, provided an update about the recruitment of new members to the ACPD. Gabe stated that the application was closed at the end of April, and that the Steering Committee has identified five new members and two alternates. These onboarding members will replace members who are due to term out. Gabe stated that he and Earl have discussed providing an orientation meeting for the new members following the August ACPD meeting. Gabe will produce a doodle poll with dates in August and September to identify a good time for orientation. Following their orientation, a brief meeting may be held in the 4<sup>th</sup> quarter of 2023 to



welcome the new members and give our best wishes to those terming off. Gabe will let the committee know by the August meeting. Gabe asked that ACPD members share the application with their communities and encourage more people to apply to be on the ACPD.

Brenda Carney asked who is terming off – Gabe informed her that Aaron Pasterz, Greg Martinez, and Lynn Edmonds will be terming off the ACPD.

**Closing Comments**

- Earl Lee encouraged the committee members to bring forth any idea they have or things they would like to discuss. He reminded the committee that they add value to RTD by sharing things that could be improved or discomfort they experience as it helps RTD improve the service.

Adjourned at 3:17 pm – Earl Lee