

Regional Transportation District  
District I Director Judy Lubow  
May 11, 2020

Pauletta Tonilas:

Good evening everyone and thank you for joining us for this special live telephone Town Hall meeting hosted by the Regional Transportation District also known as RTD. I'm Pauletta Tonilas, Assistant General Manager of Communications for RTD, and I'll be your moderator this evening as we talk about the latest of how RTD is addressing COVID-19, and anything else that you'd like to talk about related to RTD. So, good evening, welcome. We hope this finds you in the comfort of your homes safe and healthy.

Joining me on the call this evening is Judy Lubow, RTD Director for District I. Also sitting in to answer your questions are Michael Ford, Chief Operations Officer, and Nataly Handlos, Senior Service Planner and Scheduler. Now, we're here tonight, folks, to answer your questions, or even just to hear the comments that you'd like to give us. It's important what you have to say to us. That's why we're on this live telephone Town Hall meeting tonight so that you can share your thoughts and we can answer your questions.

Now, if this is the first time on a telephone Town Hall here's how it works, to ask a question, just press \*3 on your keypad and you'll be transferred to someone who will take down some basic information and then get you in the queue. Again, that's \*3 if you want to get in the queue to ask us a question. Just stay on the line, listen to the conversation and when it is your turn I will call upon you and you can ask your question live. We do ask you to keep it brief so that we can get to as many of you as possible this evening. Again, just press \*3 on your keypad and you can get in the queue to talk to us.

It is now my distinct pleasure to introduce RTD Director Judy Lubow for District I, that is your RTD District. Director Lubow, thank you so much for being on the call with us tonight and taking time out of your evening, COVID-19 sure has changed our lives, hasn't it?

Judy Lubow:

It certainly has, Pauletta. Good evening everyone and thank you for joining us this evening. COVID-19 has had a significant impact on all of us and I know it certainly has on me, what a powerful disease. RTD has a core value of safety and as we uphold this core value, it's especially important during these very difficult times that we focus on keeping our passengers and employees safe and healthy. RTD provides a vital service and is a lifeline to many folks in the community and it is crucial that we continue operating for the public that relies on us.

We are in close contact and cooperation with state, regional, and local authorities about best practices, safe operation, and the communication with the public. RTD public transit as critical infrastructure continues to operate for essential travel. Essential travel include trips for groceries, to get necessary healthcare and medication or to reach an essential job. Essential workers in healthcare, public safety, food production, and distribution, utilities and government operations all rely on RTD today. We need everyone's help to keep the transit system safe. Please don't take unnecessary trips. Please limit time spent in RTD stations to 10 minutes and as often as possible, keep a distance of six feet between yourself and other passengers and we urge our passengers to wear a mask. There is a lot to cover. So tonight we are here to answer your questions.

Pauletta Tonilas:

Thank you very much Director Lubow. That is Director Judy Lubow from District I and she and RTD are hosting this live telephone Town Hall meeting so we can hear what you have to say folks. Okay. Again, if you'd like to get in the queue to ask us a question, just press \*3 on your keypad and we already have

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some folks in the queue. So we're going to go to our first person up in the queue. And that is Matt. Matt, good evening to you. What's your question?

Matt:

Hey there. Yeah, I had a question for you guys. What measures will you be taking moving forward to protect the safety and wellbeing of the bus operators?

Pauletta Tonilas:

Well, Matt, thank you so much. We already have actually taken many steps and one of those is, how we are operating our system now with our rear door boarding on our buses. With that, we've suspended our fare collection, but that rear door boarding really is to protect our operators and give them more protection. And I'll let Michael Ford, who is our Chief Operations Officer weigh in. Michael, why don't you touch on a few more things of how we're protecting our operators and some things we're looking at moving forward?

Michael Ford:

Thank you Paula. This is Michael Ford, Chief Operating Officer. Our employees are very important to us so we want to make sure that we're doing everything to protect them. So besides providing them gloves, masks and sprays and wipes and things like that, we do a very Herculean job of cleaning our equipment to make sure that our customers and our employees are protected as well. A lot of sanitizers and some additional cleaning methodologies that we've been utilizing to help reduce the spread of the virus. We're also just wanting to make sure that we educate our employees, providing them communication and information on a day to day basis so they know what's going on and how they can protect themselves.

If they're not feeling well, we want them to stay at home and be protected. So there are many different things that we're doing. The social distancing is yet another focus that we have. We only have a limit of 15 passengers per 40 foot coach, 20 regional in our trips and we really want them to have that kind of protection as well. We have the rear boardings as Pauletta said, but we're also working on some other things, protection by the fare box. We're working on some mock protection equipment that would help seal the operator from contact. We have a couple of prototypes that we're working on right now and with the discussions today with the new buses coming in, we think we can get those buses also outfitted while we work on our existing buses.

So we're looking at all avenues to do more to protect our operators, educate them, educate the public, because everybody has to do their part as well and wearing masks and doing those types of things. So a comprehensive opportunity here and we're continuing to look at new ways and new methodologies that we can secure to make sure that everybody's protected in this process. So thank you very much for the question.

Pauletta Tonilas:

Thank you, Michael. That's Michael Ford. Yes, thank you, Director.

Judy Lubow:

Yeah. I'm not sure, Michael maybe had some of these or not, but, that were cleaning the buses daily in accordance with public health recommendations from the CDC. And we have plastic chains that are

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being installed to rope off the area behind the operators and the wheel securement area. And we've got requirements that, this also helps the operators, they are to call dispatch when they see buses becoming crowded.

Pauletta Tonilas:

Thank you very much Director that's ...

Judy Lubow:

Go ahead. Go ahead.

Pauletta Tonilas:

Yeah, go ahead, Director, you were finishing.

Judy Lubow:

It's just that all of those things keep the operators safe.

Pauletta Tonilas:

Absolutely, and as Michael mentioned, our employees are our most sacred capital, right? So we do care so much about all of our employees and of course our riders. So it really is a partnership and as Michael said, we ask the public to be our partners in safety so that we can ensure that people are safe for themselves, but also safe for those around them. If you'd like to get an acute ask us a question, just press \*3 on your keypad and we're going to go up next to Roger. Roger, good evening. Go ahead.

Roger:

Good evening. Thank you for taking my question. I know recently through this COVID-19 that the government gave RTD a pretty good amount of money. And I was just curious, I know it's probably still being decided. I don't know. Are there any plans to I guess, reward some of those employees that have been through, I guess working on the front line through all this time, the last couple of months and have been going to work each day and going through the process and all the rules that have been determined. What's going to happen, how we're going to do it, all that stuff as far as cleaning the buses and the mechanics. And some of the drivers that have been working every day. I was just curious if they might give a little extra. Thank you.

Pauletta Tonilas:

Yes Roger, thank you so much and thank you for caring for our frontline operators that the work they do is incredible as well as our cleaning and service crews, mechanics that keep the vehicles going. It's just really quite an extraordinary effort. In answer to your question, RTD is fortunate that through the Cares Act, which was the Federal Stimulus Bill, RTD will be able to have access to \$232 million that we can use on COVID related expenses. And this can be used for purchase of personal protective equipment, for cleaning supplies, for deep cleaning services, for operations, for even our staff for labor.

And so it can go towards all those things and it's on a reimbursement basis. So as we expend the funds, we go ahead and submit that and then we get reimbursed. So we don't get the check all upfront, the whole amount, this happens on a reimbursement basis. Thank you very much for that, Roger and

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Director Lubow, do you want to talk a little bit about the significance of that and while that's a lot of money, it's not even going to resolve all of what we there we expect, right?

Judy Lubow:

Yes, thank you. Yes, this is Judy Lubow. First I wanted to say, that although people might think this is going on, there really isn't this huge Christmas tree check that was given to RTD like \$232 million check. It's a little more complicated than that. It's purely reimbursement for expenses that we have paid out for. And I know that we are looking into the idea of hazard pay and that's something that's being investigated, whether that is inappropriate use of the money. I do think people need to realize that although that sounds like a huge amount of money and in frankly it is huge amount of money, it does not make RTD hold for its losses due to the epidemic.

We have taken, and in all transit and all local government, has taken huge hits financially. We've taken hits in sales tax and we've taken hits of course in our fares, we're not collecting fares anymore. And those two of our major sources of revenue and they're pretty much gone. So we really need all that money and it's not going to begin to make us whole although we're happy to have it.

Pauletta Tonilas:

Thanks very much, that's Director Judy Lubow. If you'd like to get in the queue to ask Director Lubow or any of us from RTD staff a question, just press \*3. And just to add on to what the director was just saying, that by we not collecting fares right now, so we have suspended collection of our fares, that means about \$12 million a month to us. So when we're in regular operation and collecting fares, that's about \$12 million a month just by not collecting fares. So we're talking big dollars in terms of the impacts of COVID-19 but without question, our federal partners are very important and we thank them for assisting us. Okay. We're going to go up next to Michael, who is next up in the cube. Good evening, Michael.

Michael:

Oh, how you doing? Hello?

Pauletta Tonilas:

Doing great. You're up.

Michael:

Okay. So I'm a bus operator, my main concern is okay ... Required with the new, yes ma'am, you there?

Pauletta Tonilas:

Yeah, go ahead. We can hear you, go ahead.

Michael:

My question is, most of the people that I'm home, bus operator, we're hauling basically the home and what in regards to that with the masks, which RTD says we're required to have them. So the thing of it is, is it's a thing that whether the passages they are in compliance. So my question is if they don't comply, can we get security involved for them? Because a lot of them are [inaudible 00:14:13], we don't care. So what's your answer to that? And also feels what about installing shields, like I heard something

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about maybe installing shields, plastic shields around us to protect us as operators. That's my question. Can you answer that please?

Pauletta Tonilas:

Yes, Michael, thank you so much. Two great questions and I will go ahead and talk to Michael Ford, who's our Chief Operations Officer who can answer both of them about the mask and how to handle that. And then about the that we are looking at putting in, Michael.

Michael Ford:

Yes, thank you very much. As far as the masks are concerned, we don't want you to be the enforcers on that at all and that's something that needs to be stressed on a lot about, but there are resources that can be helpful. Depending on where the locations are, where it's happening, we can deploy resources such as security or law enforcement to help further educate and help with getting the mask issue clarified with people. The municipalities that are involved really have to take some ownership over that.

I know there are particular laws that are being passed right now that would require people to have them. Not everybody complies with them, but again, if you're having issues or concerns, you have tools available to you to contact dispatch, there can be other resources available to provide the vehicle or to be a strategic location to help with people who are not wearing mask. But in no means do we want you to be the enforcer on that at all. So that is help that's currently on the way and it's been orchestrated in various locations.

As far as the shields on the bus and the driver's compartment, as I mentioned in my previous communication, we are working on some prototypes right now with our manufacturer of our buses. The new order coming in, they're going to be taking steps to secure that area to have protection. And then on our existing coaches right now, we've retrofitted a few buses. In fact, I'm going to be looking at one coming up on Wednesday, but we have some mark ups. We're trying to secure them to make sure that they're going to fit and allow the operator access. And we want to be cognizant of the vibration and the durability of these type of shields.

So we are actively working on that right now because we recognize that protection in that area is of extreme importance. So just wanting to alert you about so you can expect more to come on that. But we are actively engaged in putting security in secure areas up around the driver compartment. Thank you.

Pauletta Tonilas:

Thank you very much, Michael. That's Michael Ford, our Chief Operations Officer. You want to get the queue? Plenty of time to do that. You just have to press \*3 on your keypad and we're going to go up next to Najeed. You are next in the queue. Good evening. And go ahead with your question.

Najeed:

I wanted to check on any updates on the end line and what your opening date will be?

Pauletta Tonilas:

Well thank you so much for that, Director Lubow, do you want to start with that?

Judy Lubow:

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Yeah, I'd love to. Thank you, Najeed, thank you for asking. I'll give you an overview of some milestones. The end project has started multi-train testing and the major testing milestones which will require approval from regulatory agencies to demonstrate that the line is safe and operating as intended. RTD is presently training its own operators and will proceed with revenue service, demonstration of the line upon regulatory approval and substantial completion of construction. RTD commuter rail operations is continuing with the handover process from the contractor to perform baseline inspections of the alignment, maintenance and way personnel are working to gain familiarization with the track, overhead, catenary and signal systems.

And we are on track to open this year, there isn't a firm date, but I'm wondering if Michael Ford has something moderately specific to offer on that.

Michael Ford:

Appreciate it ... Excuse me, it's Michael Ford, we're continuing to make progress and we're going to be opening up later on this year. I don't if have a firm date but I'll just say a little bit later on this year is where we're at and we'll provide updates as we get closer. So I'll just leave it at that right now, but we are making progress and we'll be ready to go in the very, very near future this year. So thank you.

Pauletta Tonilas:

Thank you both Director Lubow and Michael Ford. Next up in the queue is James. James, go ahead.

James:

All right. Hi, thank you very much. I'm a regular rider of the regional bus and I recommend RTD on the job they're doing during the situation even before the situation as well. My question is, can RTD put, I don't know if it's funds or effort into educating the public about the requirement to have a mask on. A lot of times the drivers are put in an awkward position and as far as requiring or denying someone access to the ride and it seems like it's probably more onerous on the rider to know that this is what you really need to do. That's my question, I guess, can more effort be put into advertising and educating the public to require them to place a mask on and keep it on during the whole ride please?

Pauletta Tonilas:

Yes, James, thank you so much. This is Pauletta, your moderator, I'm also the head of RTDs Communications Department, so I'm happy to answer your question. We actually have rolled this information out in many ways, which is what we usually do because people like to get their information in different ways. We of course use traditional means like news releases, the media is really fantastic and sharing information about RTD and what we're doing. We also use our website, social media, we use email updates to thousands of people that we have in our databases who signed up to get information from us.

And we have signs on every bus and train telling people to wear a mask. And so, we're doing various things without question, that doesn't mean people will always do it so that's the tough part of this. And as far as devoting more money to advertising, we have a modest amount of money to spend on advertising campaign. So we use as many of our means that are at our fingertips, like our advertising on our own system, social media, the traditional news media, our website and other means as much as we possibly can.

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We also share information with a lot of our community partner organizations and ask them to share it through their channels. And so we hope that people have the message, especially with some of the city orders out there that are requiring people to wear masks in public because then that does apply to public transportation as well. So we're trying the best we can. A lot of this, as Michael said earlier, is about personal responsibility. We ask people to be our partners in safety and to do the things that we're all doing everywhere else we go when you ride transit. Director Lubow, did you want to add any more to that?

Judy Lubow:

Actually not, basically because you are so the kingpin of our communications. So you are the person who knows all of this stuff. I appreciate learning more about it.

Michael Ford:

I would just add one more thing, Pauletta, just one more thing I would add is that we also have automated announcements about wearing masks on the bus and on trains as well, that started over the weekend. So I just would add that to the conversation.

Pauletta Tonilas:

Thank you very much for that Michael. Okay, Carol is up next in the queue. So Carol, good evening and go ahead and ask your question.

Carol:

Well I was wondering in terms of the route, are they all operating now kind of normally? I got a call from my son who has in June, has to make a trip from Canyon city through Pueblo to get to either Denver or Boulder and I tried to go online to see, well are they running? Can he get those connections and I couldn't tell? So do you know whether all routes are going to be available? Or are now?

Pauletta Tonilas:

Yes, Carol, thank you so much for that. I'm going to ask Nataly Handlos, who is our Senior Service Planner who's on the line with us to go ahead and give you some information.

Michael Ford:

Natalie, you might check your mute button.

Pauletta Tonilas:

Yeah, you know mute unmute thing is kind of goofy. Nataly, are you there? So let's go to Michael. Michael, do you have information about that? So she's asking if our regular routes are all in motion. We are operating on a much reduced service plan right now. Michael, so why don't you explain that?

Michael Ford:

Yes, we're operating in a reduced service plan, our Saturday service plan with some regional services implemented on that service as well. So it's kind of a Saturday plus scheduled and then on a rail system, it's a Sunday route schedule with some extra services that could be available depending on the demand. We continue to monitor the resources that will cause us to have additional sections for routes but most

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of our service, other than what was reduced through this process is running, maybe not at the frequency it was before. I will need to have service planning weigh in on the specifics of some of those but obviously we are continuing to monitor the need and we're deploying resources where we are seeing a higher demand or approaching the 15 passenger threshold or the 20 on regional service.

So we continue to monitor, as to your specifics, I will probably need to take that information down and probably get back to you so I can give you an accurate reading of what particular services those are because I don't have that information in front of me right now. So let me do that in order to answer that question but again, we are continuing to monitor our resources and the demand and deploying the resources that are needed so we can ensure the necessary support for ridership. Thank you.

Pauletta Tonilas:

All right, Michael-

Nataly Handlos:

This Nataly. Carol, I'm sorry, I somehow I've been having some issues with the connection, so I apologize. In addition, just because the question was specific to Kansas city, that would be through CDOT, Colorado Department of Transportation. And they should have, I looked it up on the website, but they did not have any more specifics as well. I would suggest to just call, there's a customer service number four CDOT and check with them because those routes to Canyon city are contracted out through CDOT, they are not a Bustang route, so you'd have to get that information specific through CDOT and their operations.

Pauletta Tonilas:

Nataly, thank you very much for that, for adding that information and Director?

Judy Lubow:

Yes, thank you. This is Judy Lubow again and I just wanted to add that there's an idea out there that there may be a date certain by which all our routes will be back to normal back to the way they were. And that's not how it's operating, it's a much more fluid situation because we really don't know when normal is going to be. So we're observing ridership and observing demand and as that changes we'll go back to our older system but not before and it's not based on a date certain.

Pauletta Tonilas:

Thank you Director Lubow and based on what you were just saying, so much of our life right now is having to be nimble and being able to pivot quickly, right? I mean all of us in our lives are having to just be ready for what the next thing is and that's how things are at RTD as well. And we are constantly monitoring our operation and for the purpose of making adjustments on the fly as we need to and that is what we'll continue to do. This is a live telephone Town Hall meeting being hosted by RTD and RTD Director Judy Lubow. If you would like to get in the queue to ask us a question or even just to give us a comment, we would love to hear from you, just press \*3 on your keypad and we'll get you in the queue.

Also, keep this in mind, we also would love to hear from you tonight if you have a comment to offer about what would have to happen to make you feel safer to hop back on public transit. So think about that a second and we're happy to have you get in the queue and share that information with us.

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Again, what would you like to see happen? What would give you more of a comfort level to hop on board RTD? Okay. All right. We're going to go next to Carrie. Carrie, you are next up. Good evening. Go ahead. Carrie, are you there? Yeah, go ahead.

Carrie:

My question was already answered. I was more curious on when a route would start back up normal. I happen to ride the 122X route that I noticed last night when I looked that's not running right now at all. And I think you guys have answered, there's no definitive date it sounds like on when certain specific will begin, it's just going to depend on the numbers it sounds like.

Pauletta Tonilas:

Yeah, Carrie. Yeah, go ahead.

Nataly Handlos:

Yeah, so we're in contact with the local municipalities and keeping track of what businesses are opening so that we can get an idea as to what the ridership might be, especially within the downtown area. So for the 120X and 122X, those would be specific obviously to downtown Denver. So we're monitoring that closely as we've said before, and yes, if we can see that, if there is a demand, a specific demand, then we will look to add, maybe start with a trip or two depending on what the demand is and then go from there.

Pauletta Tonilas:

Thanks for adding that Nataly. All right, we're going to go to Mary next. Mary, good evening. Go ahead.

Mary:

Thanks. I work for the Federal Government and I'm just wondering, once we get started, how do we get our bus passes?

Pauletta Tonilas:

Well, that's a great question. And that's one that I think a lot of people have so since we are not collecting fares right now, people for instance who had monthly passes, we have are offering exchanges of course for those. And so what we're doing is we're tracking all of that, if you are someone who had a pass and you want to have it exchanged and what have you, what we ask you to do is to please contact our customer care department, which is (303) 299-6000, again, (303) 299-6000 and they will be happy to take down your information and take care of that for you.

Those will all be sent back out to people. What we need is about two week time frame to gear up so that we can send these passes out to folks and get ready to start collecting fares. And so we haven't made that determination yet but if you want to make sure that you get your pass, as I mentioned, please call the customer care department. Okay. Thank you for that, Mary. We're going to go up next to Margaret. Margaret, you're up next in the queue. Go ahead.

Margaret:

You've always treated me so well and I belong to several groups of generally ladies who are maybe 35-40 members. And I'm wondering how the transportation of a group can be dealt with. Would that have

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to be adding two buses or gluing them together? I thought some people could ride on the roof or something, but no, I'm kidding.

Pauletta Tonilas:

So Margaret, I think you've cut off the very beginning of what you said. Were you speaking to Director Lubow specifically that she's always been very kind to you?

Margaret:

I do not know them in person, but I think they, everyone has been kind to me over the years. And my concern is I am involved in a lot of groups and I want to take them on the bus, like to the museum when it's open and all those things.

Pauletta Tonilas:

Well Margaret, thank you so much for that. And as we get more and more back open and us getting back to moving around the region, we will of course be adding service back. And so, Michael, why don't you explain a little bit to Margaret and the rest of the listeners, what our process will be for ramping back up as ridership grows.

Michael Ford:

Yeah, so thank you, Paula. We're in a fluid motion right now and just trying to determine what services we'll need to add, again, that requires monitoring of our system, utilizing our coach operators, our supervisors, our security officers, and then just data that we collect. That really is kind of the prongs of information that we use from our automatic passenger counts to give us a good list of what services need to come back and when and what those counts are. So again, we continue to monitor that on a day to day basis and then we deploy resources and sometimes we have historical data that will give us a heads up on where we need to put that. So as conditions change we will be ready to make those moves but as of right now, we're still seeing very low ridership at this point.

But I can assure you that we're in position to make adjustments if and when things do change. So we're going to have to continue to monitor this as just kind of a new normal for us and we're just trying to adapt to that and be ready so we can provide the services that are going to be needed and they may come back in different forms, in different ways that we haven't seen before. So everything is kind of just influx right now and we're doing the best we can with the information we have so we can make sure that people are taken care of and are accommodated accordingly. So thank you very much for the question.

Pauletta Tonilas:

Thank you, Michael. Up next is [Nale 00:35:30]. Nale, you're next in the queue. Go ahead.

Nale:

Hello. Thanks for taking my call. My question is kind of a double edged, I guess. I'm not only ... I provide a service to some of your drivers. I provide childcare and when they have come to pick up their children, I notice that there were no masks [inaudible 00:36:03] do require them. And if you require the masks and riders have to adhere to, why our route requirement is not adhered to, is there education to some of your operators to adhere to our rules as well?

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Pauletta Tonilas:

Now, thank you so much for that. I can start with that. And then I can bring Director Lubow in as well to make some comments just in general about mask wearing and other safety measures. So it was really only recently that folks were urging everybody to wear masks. If people think back to when COVID-19 really hit the Denver Metro area, people were saying that it was more so people who had symptoms to keep them from spreading it to other people. But then health recommendations changed and they started to urge everybody to wear masks and so that was RTD situation as well. Now I will say I've even heard of many people everywhere who don't want to wear a mask. Some people have health conditions where it isn't good for them to wear a mask or a face covering over long-term periods.

I don't know what everybody's individual situation is but those are some of the challenges. But we do have a policy at RTD, a use of face covering policy that requires RTD employees when they're on duty and in the public to wear a mask or a face covering. And we urge our riders to also wear a mask or a face covering. I will say one of the challenges being a regional transportation agency is we cover eight Counties and 40 cities and orders are not consistent across the eight County area and people traverse through various cities and counties when they hop on RTD so that is one of the challenges for us. However, we urge everybody to wear a face covering, Director Lubow, anything else you'd like to add?

Judy Lubow:

Thank you, Pauletta. I agree with what you said that, certainly in the beginning we were getting conflicting messages from the CDC and other government agencies about how important it was to wear masks. But that conflicting information has changed and everybody's agreeing, okay, put on those masks and our drivers should be wearing masks and there is no excuse not to. But it has not been in effect for that long because the information had been conflicting for a while. So as Pauletta said, the drivers have to wear masks and they should be wearing them and we urge all of the riders to also wear masks.

Pauletta Tonilas:

Thank you Director Lubow, if you would like to get in the queue to ask us a question or even just to give us a comment and it can be about anything else related to RTD. It doesn't have to be just about COVID-19, press \*3 on your keypad. We'd love to hear from you, we're here folks for you. This is all about you. So we want to be able to answer your questions and share any information we can with you. All right, we're going to go to Cliff now. Cliff, you're up next. Good evening.

Cliff:

Thank you for taking my call. I'm a driver in the Longmont, Boulder area and I hate advocating for more enforcement. I hate making the lives of the homeless more difficult. But I can tell you as a driver that since this COVID thing, the homeless population has been more belligerent, like twice a week I encounter a belligerent homeless person, whereas before this, it was like once a month. Anyway the Fare Enforcement Police for RTD, they're not enforcing fares, is it possible they could be enforcing the mask wearing now that they are freed up. And I'd like to note that we never ever see any RTD enforcement ever in the Boulder County area. Thank you.

Pauletta Tonilas:

Well, thank you so much and I want to thank you for your public service and what you do. You are frontline. You and your colleagues do amazing work every day and we thank you for that. So I can start

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and Michael Ford, who's our Chief Operations Officer can tag team with me about the enforcement. This is a tough one because we have many buses and trains out on the system every day. We don't have enough transit police nor would the local jurisdictions that our buses and trains to traverse through, have enough to enforce this. And our operators, we really don't want you, Cliff or your fellow operators to be in the position of being enforcers of this. It's a tough situation and we know what you do has its challenges every day. Michael, what else can you add?

Michael Ford:

I think we can have maybe the supervisors being aware of the areas and issues and the time that these issues are taking place. There can be some visual deployment of security or law enforcement. Again, as you mentioned, we are scarce on some of the resources that you mentioned, but if we're having ongoing issues we can adjust accordingly and put resources where they're needed to help address these concerns that our operator is talking about. So I would just ask to get more specifications about when these issues are happening and we can have some presence out there and some additional monitoring to help with the concern that was raised here.

Again, everybody's got to really do their part, but we do not want our operators involved in trying to do any type of enforcement of this mask issue because that's not what we want you to do nor do we want you to put you in harm's way. So we'll get some information from you after this call and we can begin looking as of tomorrow, what other things we can do in the Boulder area to be more productive and supportive. Thank you.

Pauletta Tonilas:

Thanks Michael, and thank you Cliff, for your service and your good question. Betty, you are up next. Go ahead.

Betty:

Well, I just want to thank you for this talk tonight. I occasionally ride the bus that stops outside of my home. I've noticed that it's not there very often, but I used to get it, catch it and go to the senior center. Well, that senior center is closed and as soon as they're able to open up again, I'm going to be back waiting to catch the bus to go there. I just appreciate this call tonight to let us know that you are concerned and what I can expect when I get to go back. So thank you very much. It's a great service that Longmont has, a lot of cities don't have such a reliable system, so thank you very much.

Judy Lubow:

Thank you Betty.

Pauletta Tonilas:

Betty, thank you so much. And Director, what would you like to say to Betty?

Judy Lubow:

That I am looking forward to when the senior center opens again, we will get that information and put it into our analysis of when we can start putting more service back. As we said before it, the service is going to follow the demand, then as we learn with more demand, there'll be more service. So I'm looking forward to that happening when it does.

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Pauletta Tonilas:

Thanks Director Lubow, and playing off of what you just said and when we start to add service back, this really is such a timely thing of us doing our re-imagined RTD efforts at this point in time. Last fall, our team launched re-imagine RTD and this is for the purpose of us looking at the agency, how we provide service, what is the best way to provide service in the best way possible and really optimizing the resources that we have available. And now as we look to add service back, as we start to get things moving again, it segues perfectly into our re-imagined RTD effort. Director Lubow, do you want to chime in at all about re-imagine RTD?

Judy Lubow:

Hi, I just kind of pressed the mute and I'm actually having trouble finding that information.

Pauletta Tonilas:

Yeah, so the re-imagined ... Yeah, you ready to go?

Judy Lubow:

Okay, yes, actually not. Okay, well let me tell you a little bit about it. I actually lost a piece of our paper here. The re-imagine is going to have to account for how service is restored over time. Currently we're at 40% reduction over what was in place in January, 2020. The reimagine process will build a framework to put service back in place over time focused on 2021 and beyond. Reimagine will have to now respond to the current situation and determine how riders are utilizing transit, as we deal with ongoing impacts of COVID-19. There are lot of unknown factors around transit and the COVID-19 situation so RTD is going to have to build flexibility into our system optimization plan to respond to changing conditions.

In the coming weeks and months we will be asking the community to weigh in and provide feedback and give us thoughts about what is next for RTD and you could visit [www.rtd-denver.com/re-imagined](http://www.rtd-denver.com/re-imagined) for more information to subscribe to our email.

Pauletta Tonilas:

Thanks very much Director Lubow. So our re-imagined RTD effort which started in the fall, we actually are going to be taking this process of adding service back on steroids as we complete that re-imagined process. We're going to go next to Sandy. Sandy, you're in the queue. Go ahead.

Sandy:

Thank you for taking my call. You said lines would be reinstated when the demand increases, and it's hard for me to imagine or to understand how you can determine demand for a line that's not running.

Pauletta Tonilas:

Yes, so you're talking about-

Nataly Handlos:

[crosstalk 00:48:11] service development, actually we have a lot of data for ridership from pre-COVID and we know what the travel patterns have been. So as we learn which businesses and areas are

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opening up, we have a pretty good idea as to where the demand will be. So we will use that information to make the decision as to what to add and whatnot and what service levels.

Pauletta Tonilas:

Thank you Nataly. Thank you Sandy, appreciate that.

Sandy:

Thank you.

Pauletta Tonilas:

Okay, we're going to go up next to Annette. Annette, you are next in the queue. Go ahead and ask your question.

Annette:

Thank you for giving me this opportunity to express my questions. I want to know if you feel that your parking rights are sufficient and then I would feel more comfortable if you could insist that people have a mask that get on the bus, the other riders that you're with. And also if there could be some kind of dispensatory for a disinfecting wipes for those riders that are getting on the bus because we know that COVID-19 is transmittable by touching things. That's my concerns and question.

Pauletta Tonilas:

A couple of really good questions, Annette. Nataly, do you want to take the one about the parking rights and then we can talk about the wipes or whatever on the system?

Nataly Handlos:

Yes, hi Annette, it's Nataly. We would love to add some parking rights, but as you know financially the situation is a bit of a challenge, especially right now. As we're going through the re-imagined process, we are looking at what areas potentially could use additional facilities and how our current facilities are performing and where there might be some additional needs. And again, with COVID-19 and there being a new normal and none of us really knowing what's going to happen, it's going to be a bit of a challenge to figure out what is needed and what is not in the future. So at this point, we'll have to kind of take it step by step and see what we can do as we go through the reimagine process hopefully, we can come up with some ideas as to how we could potentially adjust facilities. And then, we'll just have to take it step by step.

Pauletta Tonilas:

Okay, thank you very much Nataly. And Michael, would you like to talk about whether or not we would be able to have hand sanitizer or wipes across the whole system?

Michael Ford:

Yeah. Thank you very much, Pauletta. We're looking into the cost and the ongoing maintenance of that, to determine the feasibility. We're working with our safety department as well because they want to weigh in on the practicality of that. But in the meantime, I think there are other things that we can do is maybe handing out sanitizer or some package that already pre-packaged with that kind of stuff. So I do

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think there are out there things that we can do in the interim because there are cost associated with this, not just for the short term but for the long term. And then I think it's also upon us to look at other cleaning tactics and strategies because there are some chemicals on there that exist that we're told that exist that formulate on the stands and other places on the bus that have effectiveness against the COVID virus for up to 60 days or 45 days.

We're still waiting for more information, but there are other products out in the market, and we want to test and see how those are going to help us in the long-term as well as we continue to do thorough cleaning in our buses on a day to day basis in it. And when we have opportunities, we do try to do some cleaning on the line, particularly on our rail cars or on our layover areas, depending on other resources that we might have available. So cleaning techniques, using different chemicals, we're creative and thinking outside the box something that we're definitely doing right now for the long term because we want to make sure that everything we're doing is protecting our public and our operators.

So stay tuned on that but in terms of dispensers right now, we're doing actually some testing on that and some cost analysis and determining potentially where those things could be outfitted on our vehicles and the practicality of that as well. So we're working on that as we speak and we'll keep you updated. Thank you.

Pauletta Tonilas:

Thank you very much, Michael. We have five minutes left, if you want to get in the queue, we can try to get to a couple more people, press \*3. We're going to go to Connie next. Connie, you're up next. Go ahead.

Connie:

Thank you. I'm Connie and I do have a couple of quick questions. The first off is, it's wonderful you're providing your drivers with masks. Are you also providing them with gloves and how often?

Pauletta Tonilas:

Yeah, gloves and how often did you have anything else to that? And then we'll go ahead and answer everything at once.

Connie:

Okay. The second thing is you were asking what it would get to have people ride the bus. And I live up in the North West, so before all this happened, we were taking the bus downtown maybe once, occasionally twice a month to meet friends and what would get me on the bus to take it again, once things are opening is the guarantee that you will be requiring masks going forward. Yes, I realize that this is a sort of jurisdictional issue, but I'm not sure, I don't have any underlying health issues, but I'm concerned that with the issues that you seem to be having with mask enforcement, people not voluntarily compliant, I get on the bus and it's all good and fine I have my mask on and then all of a sudden a bunch of people get on that don't have masks. I suddenly don't feel very safe and I'm kind of stuck with them until the next stop at [inaudible 00:55:01].

Pauletta Tonilas:

Yeah, thank you for all of that, Connie. So first is about the gloves and then about the requiring mask. Michael, why don't you take the gloves?

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Michael Ford:

Yes, we do have gloves available to our operators along with hand sanitizers, along with Lysol sprays so those things are distributed on a day to day basis when they go out and there are places within the dispatch office that they can get that information or those materials if they don't have them. So we constantly are ordering supplies, our procurement folks are knee deep in more orders to ensure that we have continuous supply of gloves, hand sanitizer, masks, wipes and materials that could be helpful in this area. So to that question, we are working diligently to continue that and then requiring masks, again, we spoke a little bit about everything that we're doing, different municipalities have different restrictions or ordinances. And again, we don't want our drivers in a position where they're having to be the enforcer.

There are law enforcement opportunities that we can deploy to help us with that but everybody's got to do their part and step up and wear a mask and be diligent. We have signage on our rail cars, on our buses and also we have announcements that we make on our buses and rail cars asking people to wear masks. So we're doing everything along with our operators wearing mask. We're doing everything that we can to help with that along with the social distance scene, rear door boarding as well and just trying to secure the front area as Director Lubow had said previously. So there's a lot to it, but everybody's got to step up and do their part and be part of this whole new world that we live in. Thank you.

Pauletta Tonilas:

Thank you Michael. We have Warren up in the queue and Warren, if you can make it short and sweet, we'll try to answer your question before we have to end the call. Go ahead.

Warren:

Yes, okay. So recently, senior staff urged the board to stop saving for unfinished fast track projects. So first, the great recession and now the COVID-19, is the Northwest rail officially dead?

Pauletta Tonilas:

Warren, thank you so much. Director, Lubow, yes, go ahead.

Judy Lubow:

Yes, thank you. And thank you for that question, it's a good question. It is not efficiently dead, it is not unofficially dead either. But because a big part of the issue is funding and because there's much less money floating around, it's going to be harder to get funding for it. But we're still moving forward on the concept of the peak service rail, which is the commuter only rail because it's cheaper and we're working with Burlington Northern who owns the right of way. We're trying to get information from them so that we can move forward with an engineering study. An engineering study is going to help us determine more precisely what the costs are for the peak service plan. So we are still moving forward with it, but realistically with the recession and the pandemic, funding is harder and it's a big issue.

Pauletta Tonilas:

Thank you, Director Lubow. Folks we have come to the end of our telephone Town Hall meeting. Thank you so much for being with us tonight. We appreciate your time. If have other questions or need information, you can always go to [rtd-denver.com](http://rtd-denver.com) and we keep our website updated and we even have

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a COVID-19 Webpage where we share everything we're doing about COVID. And to wrap us up tonight, I'm going to turn it over to Director Lubow, to provide some final comments. Director.

Judy Lubow:

Yes, basically I wanted to thank all of our drivers and everybody working on the front lines for doing what they're doing, they're essential employees and we want to thank you and we want to thank everybody for joining us on the line tonight to discuss COVID-19 and how RTD is dealing with it. So stay safe everybody.

Pauletta Tonilas:

Thank you, Director.