

NEW RTD Complaint Procedures

To all fixed route RTD passengers who use wheelchairs or other mobility devices:

HISTORY

Recently, RTD and CCDC agreed to policy changes designed to ensure passengers who use mobility devices have access to wheelchair securement areas on fixed route buses. These changes are intended to ensure RTD gets accurate information, the complaint is investigated properly, and you know what the resolution of the complaint is.

ISSUE

People who use mobility devices have been denied access to wheelchair securement areas because people with large objects and strollers have occupied those areas and have had no place to move when a passenger using a mobility device needs to board. The result is you are left on the sidewalk outside the bus, refused the ability to board, and forced to wait for another bus. RTD and CCDC have developed this new policy to address this issue.

YOU MUST FILE A COMPLAINT!

If for any reason you are refused access to an RTD fixed route bus, e.g., driver says the bus is full, there is a broken wheelchair lift, passengers who use wheelchairs already occupy the securement areas, **you must file a complaint within 24 hours after the incident.** If you don't, important evidence may be lost, and RTD's service with respect to making securement areas available to passengers who use mobility devices will not improve.

COMPLAINT PROCESS

To be absolutely certain that your complaint is investigated properly, under the new policy, follow these steps:

1. The driver is required to provide you with a form called an "**ADA PAX Pass-Up Form.**" This form provides critical information you will need to file your complaint and have it investigated and resolved properly. This form should look like this:

ADA PAX Pass-Up Form

Note to Operator: You are required to return the original copy to the Division Supervisor and give the carbon copy to the ADA pax.

Date:	Employee #:	Division:
Route #:	Block #:	Vehicle #:
Location on:		At/Near/Between:
Reason for ADA PAX Pass-Up: <input type="checkbox"/> Securement area full, ADA PAX? Y / N <input type="checkbox"/> Mechanical issue		
<input type="checkbox"/> Other, explain:		
Start Time of Incident:		Time Dispatch Cleared:
Did you get out of the seat and request that passengers move from the securement area? Y / N		
If "No," please explain:		
How was Dispatch notified? <input type="checkbox"/> ADA Pax Pass-Up <input type="checkbox"/> Other, explain:		
Dispatcher's response? <input type="checkbox"/> Next bus due in ____ minutes. <input type="checkbox"/> Alternate transportation will be provided.		
<input type="checkbox"/> Offer courtesy transfer, pax accepted transfer? Y / N		
Did you relay dispatch's response to the ADA pax? Y / N		

If the driver does not offer you this form, make sure to ask for it. Fill out every piece of information you can. If you have questions, e.g., "What is the block Number," ask the driver while you are in the process of exiting the bus. If you have further questions, contact CCDC.

2. There are three ways to file a complaint with RTD. **CCDC strongly recommends you submit your complaint by email.** See option b below. Please copy our legal program assistant at ccdclpa@ccdconline.org on the email, because there is no way to keep a copy or record of what you provide to RTD in a phone call or using the online form.
 - a. **Email- customercare@rtd-denver.com** (RTD is transitioning away from <mailto:cismail@rtd-denver.com>)
 - b. Customer Service Complaint Phone Line- (303)299-6000
 - c. Online [Customer Comment Form](#).

3. **Content of Complaint** (*most of this information should be provided on the ADA PAX Pass-Up Form, if not, be certain to get this information before leaving. The driver must provide it if asked.*)
 - a. Your contact information.
 - b. Date and time (*giving accurate times is critical to successful resolution of your complaint*)
 - c. Location (*for example, Colfax at Logan*).
 - d. Route number and direction (*for example, Route 15L, Westbound*).
 - e. Bus number (*located inside the bus in front of bus in upper right hand corner*).
 - f. Driver ID Number
 - g. Description of complaint. Be as specific as possible. (e.g., "driver told me there were two people in wheelchairs in the securement areas. From what I

