March 7 Town Hall: Deaf and Hard of Hearing Accessibility at Red Rocks, Minutes

Overview:

- Ensure the graphics and icons are the correct icons/graphics; the Closed Caption icon was not correct on the presenter’s slideshow, the Open Caption icon was used, which is different.
  - Open Caption symbol has been added to the Denver Film website and the Red Rocks – Film on the Rocks page. Open Caption is provided for all films in the series.

- Is Red Rocks collecting data of how many ADA accommodations are being requested for each show?
  - Ticket sales data can be retrieved from the sale’s company. In row 1 there are liaisons that help to greet each of the people that come in and we track who’s using those seats and if they use mobility devices or not. But as far as how many blinds, how many deaf, how many heard of hearing, we have not broken down that data.

- What do guests do in cases where they notice people in the ADA section are NOT Deaf/Hard of Hearing?
  - The venue can ask for the individual’s ID to verify that it matches the ticket, along with other questions that we are allowed to ask, we will but we cannot ask people to prove their disability. We can ask if they have any need/require access via these seats, but not why they have that need/require access.
  - Use RedRocksAccess@denvergov.org to report fraud, during the event text number: 720-466-1323

- Include visual icons (ASL Interpreter icon or CC icon) on public-facing documents so community members are aware there are services available.

- Concert Alerts: Sign up for these alerts for notifications when tickets are announced and for onsale dates. Often pre-sale codes are offered on the concert alert email.

- OPEN CAPTIONING: OC is already available for ALL Film on the Rocks showings.
  - Red Rocks team is working diligently to ensure all advertisement includes the OC symbol.

- Row 1-3: The Ramp is being renovated per ADA compliance. South ramp complete to Barn Door. Continued work in next phase.

- Shuttle Vans: Working to find solutions to limit use of Shuttle van to patrons who need it.
  - Staff have noticed some people will use the shuttle bus after realizing they can pass the lines.
Assistive Listening Devices (ALDs)/Radio Frequency System (RF):

- Red Rocks ALDs are Listen Tech brand and are 216 MHZ. Red Rocks has integrated neck loop/lanyard for enhanced T-coil listening and they also have headphones available.

- Clarify on the website where individuals can go to check-out their ALD to reduce burden on the staff. Please contact a staff member in a yellow or blue shirt on night of show to check out device. You may also go directly to the barn door located on House Right South Ramp.

- Clarify what services need to be reserved 7-days before the event- ASL interpreters? ALDs? CART?
  - ALDs do NOT require 7-days’ notice to reserve.

- Clarify: Where do individuals need to be seated to access the ALDs?
  - There is no specific seating for ALDs.

- Ensure Sound Check happens every night of the performance.
  - Many experiences of informing the staff that their Radio Frequency (RF) system is NOT working after the performance starts, and they respond that they forgot to test/turn it on that evening.
    - Red Rocks will ensure the AV team adds “Check the RF system channels” to the pre-show checklist before every performance.
  - If one channel does not have a clear sound, find a new channel.

- Contact person for night-of problems relating to RF system including: Static in the channel, the channel is not on, my device isn’t working properly?
  - On night of show, please text number: 720-466-1323 if you are having any issues with the device.

- Hearing Loop: Red Rocks is currently in the bidding process for installing a hearing loop.
Communication Access Realtime Translation (CART):

- CART is to be accessed via the individual’s personal device (i.e., cell phone or personal tablet).

ASL Interpreter:

- “How can I reserve ADA tickets, if they are often sold-out right after becoming available?”
  - Recommend signing up for Concert Alerts and purchasing during presales or on sales as soon as they are live. All shows at Red Rocks are highly popular and have potential to sell out quickly.
  - If you are unable to secure a ticket in Rows 2 and 3, seats 14-21, and have a General Admission (GA) ticket, we recommend coming early (door time) to pick a desired location.
  - Questions regarding purchasing tickets can be directed to RedRocksAccess@denvergov.org

- Who is hiring interpreters? Are they being prepared with the show materials? Do they get the chance to practice with the performers?
  - The promoters who rent the venue are responsible to provide interpreters.
  - FLOW Interpreting Services fills most of the interpreter requests, and responsible in preparing interpreters adequately.
  - Bands/concerts/musicians often don’t share their set list.

- Interpreter Requests
  - You do NOT need tickets to ADA seats to receive interpreter services.

- General Admission isn’t easy for accessing the interpreters.

- Interpreter Location: If Red Rocks is the venue, aren’t you responsible for deciding where reasonable accommodations will be set?
  - As the venue, we ensure that the Promotors are doing their due diligence by providing accommodations, yes. The promotors are responsible for paying/providing the interpreters.
  - The band becomes responsible for every decision relating to the stage during the performance. It is then up to the band to allow the interpreters on the stage.
  - Red Rocks works with promotors and band for optimal placement of interpreters on Stage Left – for best sightline from Rows 2 & 3, seats 14-21.

- If I can purchase ADA tickets, but the ticket I get is on the opposite side of the interpreter’s placement, should I just buy a General Admission’s ticket and hope I’m able to ask to be moved to a seat where I CAN access the interpreters?
  - Red Rocks cannot guarantee that you will be moved to a more accessible seat, but please check with staff to see if changes can be made on day of event.