

AGENDA

**RTD Accountability Committee
Operations Subcommittee
Wednesday, January 20, 2021
3:00- 4:00 p.m.
VIDEO/WEB CONFERENCE
Denver, CO**

1. Call to Order
2. Introductions
3. January 6, 2020 Meeting Summary
(Attachment A)

DISCUSSION ITEMS

4. RTD briefing on Administrative Costs of Fare Collection
(Attachment B) Doug MacLeod, RTD CFO
5. Discussion about RTD transit service levels for 2021
(Attachment C) Matthew Helfant
6. Disability Community Perspective on RTD Fixed Route Service Delivery
(Attachment D) Colorado Cross Disability Coalition Staff
7. Business Perspective on RTD Fixed Route Service Delivery
(Attachment E) Auraria Campus Staff

ADMINISTRATIVE ITEMS

8. Next Steps
9. Member Comment/Other Matters
10. Adjournment

ATTACH A

MEETING SUMMARY
RTD ACCOUNTABILITY COMMITTEE
Wednesday, January 6, 2021
Note: Meeting held virtually via GoToMeeting

MEMBERS PRESENT:

Deya Zavala (Chair)
Krystin Trustman
Elise Jones
Jackie Millet

Chris Frampton
Rutt Bridges
Troy Whitmore

Others Present: Debra Johnson, Jesse Carter, Debra Baskett, Bill Van Meter, Kent Moorman, Bill Sirois, Jordan Sanchez, Nicole Carey, Michael Ford, Barbara McManus, Monika Treipl-Harnke, Alex Hyde-Wright, Mac Callison, Natalie Shishido, Luke Palmisano, George Gerstle, Kathleen Bracke, Maux Sullivan, and DRCOG staff.

Call to Order

Deya Zavala, Operations Subcommittee Chair, called the meeting to order at 3p.m.

Meeting Summary from December 20, 2020

No comments.

INFORMATIONAL ITEMS

Discussion about RTD transit service levels for 2021

RTD CEO, Debra Johnson introduced the topic for the Subcommittee. She stated that RTD does not know how much they will get in the new federal stimulus package. She said it is a fluid situation and RTD needs to remain flexible. Jesse Carter from RTD service planning briefed the Subcommittee on the current situation. He said that RTD is operating at about 60% of pre-Covid times. Ridership has dipped in the last couple of months, but it is normal to have a dip at the end of the year. After his opening statement, Jesse opened it up to questions.

Elise Jones asked if RTD staff have a sense of the reasons why people are current riding or not riding e.g. working from home, fear of Covid, etc. Jesse stated that based on a commuter survey conducted by the Downtown Business Partnership of the CBD, people are continuing to work from home. He said that he suspects there is a chance that this trend may continue to a degree after the pandemic because working from home may not be as impractical as once thought. If the peak period does not come back like it was, it could provide an opportunity to have a non-peak driven service.

Chair Zavala asked about the plan for bringing back furloughed and laid off staff. Debra Johnson stated that it is RTD's intent is to bring back laid off staff to ensure there are ample operators at the ready to relieve operations if they are unable to start or complete their shift and to put out extra busses on busy routes with social distancing on the buses. Director Whitmore added that all employees have had furloughs. Ms. Johnson said that with severance packages, laid off employees are still in the HR system making it easier to rehire.

Chair Zavala asked about ridership patterns outside of downtown. Jesse Carter said that many stakeholders are informing RTD staff of the situations throughout the district. Jackie Millet stated that there will be a marketing effort in Lone Tree to get riders to come back to transit after the pandemic and asked if RTD will assist in their efforts and if they would consider conducting similar marketing efforts elsewhere. Debra Johnson said that RTD is working on plans for similar marketing campaigns and she also referenced opportunities for Reimagine RTD in this arena.

Chair Zavala asked if RTD is looking into rethinking the fare structure with a focus on equity. Debra Johnson stated, as a new employee, she has found the fares difficult to understand and too expensive and plans to address those issues. She also shared observations from other transit systems as examples of ways to improve.

Continue discussion of potential recommendations related to RTD Fare Structure and Pass Programs

Chair Zavala provided a brief synopsis on the conversation to date. Alex Hyde Wright highlighted some ideas about fare structure and pass programs that Boulder County staff recommend. Chair Zavala next suggested that there may be some potential recommendations around making the fare structure and pass programs more streamlined and easier to understand and to make fares more affordable, especially for low-income riders. Debra Johnson suggested piloting different programs to try to address these concerns.

Chair Zavala asked about what it costs to collect fares (administrative costs). RTD staff suggested that they can brief the subcommittee on this topic at the next meeting. It was also suggested that this could be a topic that North Highland can research about peer transit agencies. Elise Jones brought up enforcement costs and the examples of other transit agencies moving people who are cited for nonpayment being moved to a low-income fare program if they are eligible. Rutt Bridges agreed and asked what if transit fares were free to the user. Mr. Bridges also pointed out that there is a cost to congestion that could be reduced by providing free transit and increasing ridership. Elise Jones agreed and talked about the possible impact to air quality. Chris Frampton said that ridership at non-peak times should be encouraged after the pandemic. The pros and cons of a peak and non-peak fare structure were discussed.

Next Steps

The next meeting will take place on January 20, 2021.

ADMINISTRATIVE ITEMS

Member Comment/Other Matters

None.

Adjournment

The meeting adjourned at about 4pm.

ATTACH B

To: Members of the RTD Accountability Committee Operations Subcommittee

From: Matthew Helfant, Senior Transportation Planner
(303) 480-6731 or mhelfant@drcog.org

| Meeting Date | Agenda Category | Agenda Item # |
|---------------------|------------------------|----------------------|
| January 20, 2021 | Discussion | 4 |

SUBJECT

Briefing on the administrative costs of fare collection

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

At the January 6th meeting RTD staff were asked about the administrative costs of fare collection. RTD staff offered to provide information at the next Subcommittee meeting.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

N/A

ADDITIONAL INFORMATION

If you need additional information, please contact Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or mhelfant@drcog.org.

ATTACH C

To: Members of the RTD Accountability Committee Operations Subcommittee

From: Matthew Helfant, Senior Transportation Planner
(303) 480-6731 or mhelfant@drcog.org

| Meeting Date | Agenda Category | Agenda Item # |
|---------------------|------------------------|----------------------|
| January 20, 2021 | Discussion | 5 |

SUBJECT

Discussion about RTD transit service levels for 2021

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

On December 27th, the President signed a \$900 billion pandemic relief bill into law. This bill includes \$14 billion of aid for public transit. COVID-19 vaccinations are underway. RTD staff have been invited to help frame an initial high-level conversation on what 2021 may bring for RTD's service levels.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

N/A

ADDITIONAL INFORMATION

If you need additional information, please contact Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or mhelfant@drcog.org.

ATTACH D

To: Members of the RTD Accountability Committee Operations Subcommittee

From: Matthew Helfant, Senior Transportation Planner
(303) 480-6731 or mhelfant@drcog.org

| Meeting Date | Agenda Category | Agenda Item # |
|------------------|-----------------|---------------|
| January 20, 2021 | Discussion | 6 |

SUBJECT

Disability Community Perspective on RTD Fixed Route Service Delivery

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

At the January 6th meeting, the Subcommittee wrapped up its initial discussion on passes and fare structure. The Subcommittee will now turn its attention toward service delivery. The discussion on January 20 will focus on fixed route service. Chair Zavala invited staff from the Colorado Cross Disability Coalition (CCDC) to provide perspectives on RTD fixed route service from a point of view of the disability community.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

N/A

ADDITIONAL INFORMATION

If you need additional information, please contact Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or mhelfant@drcog.org or Chair Deya Zavala at dzavala@milehighconnects.org.

ATTACHE

To: Members of the RTD Accountability Committee Operations Subcommittee

From: Matthew Helfant, Senior Transportation Planner
(303) 480-6731 or mhelfant@drcog.org

| Meeting Date | Agenda Category | Agenda Item # |
|------------------|-----------------|---------------|
| January 20, 2021 | Discussion | 7 |

SUBJECT

Business Perspective on RTD Fixed Route Service Delivery

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

At the January 6th meeting, the Subcommittee wrapped up its initial discussion on passes and fare structure. The Subcommittee will now turn its attention toward service delivery. The discussion on January 20 will focus on fixed route service. Chair Zavala invited staff from the Auraria Campus to provide perspectives on RTD fixed route service from a point of view of business.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

N/A

ADDITIONAL INFORMATION

If you need additional information, please contact Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or mhelfant@drcog.org or Chair Deya Zavala at dzavala@milehighconnects.org.