

# AGENDA

RTD Accountability Committee  
Operations Subcommittee  
Wednesday, February 17, 2021  
3:00- 4:00 p.m.  
**VIDEO/WEB CONFERENCE**  
Denver, CO

1. Call to Order
2. Introductions
3. February 3, 2021 Meeting Summary  
(Attachment A)

## DISCUSSION ITEMS

4. State Audit Recommendations on Farebox Recovery Ratio  
(Attachment B) Dana Berry and Jenny Paige, Office of the State Auditor
5. Discussion on Formulating Recommendations  
(Attachment C)

## ADMINISTRATIVE ITEMS

6. Next Steps
7. Member Comment/Other Matters
8. Adjournment

# ATTACH A

MEETING SUMMARY  
**RTD ACCOUNTABILITY COMMITTEE**  
**Wednesday, February 3, 2021**  
**Note: Meeting held virtually via GoToMeeting**

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**MEMBERS PRESENT:**

Deya Zavala (Chair)  
Krystin Trustman  
Crystal Murillo  
Elise Jones  
Julie Mullica

Chris Frampton  
Rutt Bridges  
Troy Whitmore  
Lynn Guissing  
Kathy Nesbitt

Others Present: Debra Johnson, Brian Welch, Jenny Page, Peggy Catlin, Douglas Howey, Kent Moorman, Tanya Eydelman, Jordan Sanchez, Molly McKinleyNicole Carey, Michael Ford, Barbara McManus, Monika Treipl-Harnke, George Gerstle, Alex Hyde-Wright, Mac Callison, Erik Davidson, Natalie Shishido, Luke Palmisano, Justin Begley, and DRCOG staff.

Call to Order

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

Meeting Summary from January 20, 2021

A small typo was pointed out. This was corrected.

**INFORMATIONAL ITEMS**

Equity in Procurement

Krystin Trustman briefed the subcommittee on accessibility specifications that she recommends for rolling stock. Elise Jones asked who proposed the recommendations that Ms. Trustman highlighted. Ms. Trustman said that it was originally recommended by a person with a disability who regularly rides fixed route transit. Ms. Trustman added that she recommends that RTD allow the disability community to test proposed models before RTD makes the purchase. Debra Johnson agreed with Ms. Trustman and said that she has worked with the disability community in similar ways prior to purchase when she worked for other agencies prior to joining RTD.

State Audit Recommendations on Operator Retention

Jenny Page from the Office of the State Auditor highlighted findings related to operator retention on a recent state performance audit of RTD. Kathy Nesbitt asked if the audit included a comparison of RTD turnover with other transit agencies. Ms. Page stated that while RTD's operator turnover rate was not compared with other agencies, it is of particular concern because of the negative impact it had on operations prior to the pandemic. Chris Frampton asked about the number of bus and rail operators increasing based on tables in charts in the document. Ms. Page said that the tables and charts indicate an increase in the number of operators, but the total did not keep pace with increases in service. Krystin Trustman asked if paratransit operations were included in the audit. Ms. Page stated that only standard bus and rail services were reviewed. Rutt Bridges echoed Ms. Nesbitt's concern that there is a lack of comparison between RTD and other transit agencies on operator turnover rate. He also asked if the next audit was in five years. Ms. Page responded by confirming that the next audit would be completed in five years but it will start sooner. Ms. Nesbitt asked if management were consulted in formulating the findings. Ms. Page confirmed that was the case. Ms. Nesbitt next asked if exit interview information was provided to the auditors. Ms. Page stated that the auditors requested that information, but none was available at the time of the audit. Troy Whitmore asked approximately how many operators were interviewed. Ms. Page stated that the audit recommendations are based on the collective findings from all sources, not just what they heard from employees. Additional information and data were collected. Debra Johnson stated that the attrition rate for operations has changed since the pandemic and varies from region to region. She also stated that RTD will be working with the American Public Transportation Association and

the National Transit Institute to gather best practices on operator retention. Mr. Frampton stated that he thought comparison within the region is more important than comparing to other regions when looking at employee retention.

#### Brief Discussion on Formulating Recommendations

Chair Zavala provided a synopsis of the topics discussed so far and asked if there were comments or suggestions. Ms. Jones asked if there were any draft recommendations that the subcommittee already made. Ms. Zavala stated that some ideas have been discussed and documented but they are just concepts at this point.

#### Next Steps

The next meeting will take place on February 17, 2021.

### **ADMINISTRATIVE ITEMS**

Follow up from January 20 meeting: Fare Collection Costs for Other Transit Agencies  
Included with meeting materials.

Draft Operations Subcommittee Goals  
Included with meeting materials,

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](mailto:mhelfant@drcog.org)

Meeting Date	Agenda Category	Agenda Item #
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**SUBJECT**

State Audit Recommendations on Farebox Recovery Ratio

**PROPOSED ACTION/RECOMMENDATIONS**

N/A

**ACTION BY OTHERS**

N/A

**SUMMARY**

As part of the Preliminary Report adopted on January 11, there were a set of legislative recommendations for changes to RTD statutes adopted by the RTD Accountability Committee for the Governor and Legislature to consider. One of the recommendations was to eliminate the requirement for RTD to meet the prescribed farebox recovery ratio. This recommendation is intended to provide RTD more flexibility on the fares it charges customers. On December 23<sup>rd</sup>, the latest performance audit of RTD was published and presented (Attachment 1) to the Legislative Audit Committee. The audit contains a recommendation to revise the current farebox recovery ratio to make it more meaningful. Dana Berry from the Office of State Auditor will provide an overview of this recommendation.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

N/A

**ATTACHMENT**

Link: [Colorado Office of the State Auditor RTD Performance Audit December 2020](#)

**ADDITIONAL INFORMATION**

If you need additional information, please contact Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or [mhelfant@drcog.org](mailto:mhelfant@drcog.org) or Dana Berry, Office of the State Auditor at [dana.berry@state.co.us](mailto:dana.berry@state.co.us).

**ATTACH C**

To: Members of the RTD Accountability Committee Operations Subcommittee

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

<b>Meeting Date</b>	<b>Agenda Category</b>	<b>Agenda Item #</b>
February 17, 2021	Discussion	5

**SUBJECT**

Discussion on Formulating Recommendations

**PROPOSED ACTION/RECOMMENDATIONS**

N/A

**ACTION BY OTHERS**

N/A

**SUMMARY**

The Subcommittee Chair has decided to dedicate time at the end of each meeting to discuss formulating recommendations based on topics the subcommittee has discussed. So far, the subcommittee has discussed service planning, fare structure and pass programs, and service delivery. The subcommittee also heard from the State Auditor's office on their recommendations on operator retention.

**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](mailto:mhelfant@drcog.org).