

AGENDA

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

1. Call to Order
2. Introductions
3. February 17, 2021 Meeting Summary
(Attachment A)

DISCUSSION ITEMS

4. Paratransit and Human Service Transportation Overview
(Attachment B)

ADMINISTRATIVE ITEMS

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

MEETING SUMMARY
RTD ACCOUNTABILITY COMMITTEE
Wednesday, February 17, 2021
Note: Meeting held virtually via GoToMeeting

MEMBERS PRESENT:

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

Chris Frampton
Rutt Bridges
Troy Whitmore
Lynn Guissing
Kathy Nesbitt
Jackie Millet

Others Present: Debra Johnson, Brian Welch, Jenny Page, Peggy Catlin, Dana Berry, Angie Rivera-Malpiede, Eden Gebru, Allison Crump, Kent Moorman, Michael Ford, Barbara McManus, Thera Rinker, Marjorie Sloan, Alex Hyde-Wright, 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 February 3, 2021

No comments.

INFORMATIONAL ITEMS

State Audit Recommendations on Farebox Recovery Ratio

Dana Berry and Jenny Page from the Office of the State Auditor presented the findings on the statutorily required farebox recovery ratio from their December performance audit of RTD. Elise Jones made the observation that the RTD Accountability Committee and the State Performance Audit came to similar conclusions. Krystin stated that she thinks it is necessary to include paratransit costs. After dialogue, it was decided that, since paratransit is fundamentally different from fixed route, any cost or revenue measure that includes both would not be useful. However, it was agreed that it is paramount there be measure(s) to evaluate the performance of paratransit. The Committee also discussed possible alternatives to farebox recovery measures. RTD GM and CEO Debra Johnson talked about some alternatives she has seen working for other transit agencies. She also brought up the coverage vs ridership dichotomy that was previously discussed by this Subcommittee. There also seemed to be consensus that there should be multiple performance measures instead of just one to more accurately capture efficiency and effectiveness. Ms. Johnson agreed and said that perhaps there should be a scorecard. Chris Frampton suggested the Subcommittee look at [Net Promoter Score](#) as an option. Ms. Johnson agreed that it is something worth considering. Staff were asked to ask North Highland to look into options.

Discussion on Formulating Recommendations

There was an initial conversation on operator retention recommendations with no conclusions. Next, there was a discussion on potential recommendations on performance metrics that could replace the farebox recovery ratio. There was consensus that multiple metrics would likely work best and they should include fixed route and paratransit. The metrics could be compared to peer agencies and there should be a dashboard associated with the metrics. Staff were directed to ask North Highland to research metrics and the potential of developing a dashboard for tracking performance.

Next Steps

The next meeting will take place on March 3, 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 #
March 3, 2021	Discussion	4

SUBJECT

Paratransit and Human Service Transportation Overview

ACTION BY OTHERS

N/A

SUMMARY

At the January 20th meeting, the Subcommittee began discussing service delivery. That discussion was focused on fixed route service. At the March 3rd meeting the conversation on this topic will focus on paratransit. The subcommittee will be provided an overview on paratransit and human service transportation service delivery.

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.