

# AGENDA

RTD Accountability Committee  
Operations Subcommittee  
Wednesday, April 7, 2021  
3:00- 4:00 p.m.  
**VIDEO/WEB CONFERENCE**  
Denver, CO

1. Call to Order
2. Introductions
3. March 17, 2021 Finance/Operations Joint Meeting Summary (Attachment A)

## **DISCUSSION ITEMS**

4. Performance Measures Discussion (Attachment B)

## **ADMINISTRATIVE ITEMS**

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

# ATTACH A

MEETING SUMMARY  
**RTD ACCOUNTABILITY COMMITTEE- OPERATIONS AND FINANCE SUBCOMMITTEE JOINT  
MEETING**

**Wednesday, March 17, 2021**

**Note: Meeting held virtually via GoToMeeting**

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**MEMBERS PRESENT:**

Deya Zavala (Chair)  
Rutt Bridges (Chair)  
Krystin Trustman  
Elise Jones  
Dan Blankenship

Lynn Guissing  
Rebecca White  
Julie Mullica

Others Present: Debra Johnson, Brian Welch, Doug MacLeod, Mac Callison, Bill Sirois, Anna Danegger, Tanya Eydelman, Marjorie Sloan, Peggy Catlin, George Gerstle, Michael Davies, Eden Gebru, Kent Moorman, Barbara McManus, Alex Hyde-Wright, Natalie Shishido, and DRCOG staff.

Call to Order

The meeting was called to order at 11 am.

March 3, 2021 Finance Subcommittee Meeting Summary

No comments.

March 3, 2021 Operations Subcommittee Meeting Summary

No comments.

Debrief of Governance Recommendation

Ron Papsdorf gave a high-level update on the governance subcommittee's conversation related to recommendations for subregional service councils. Elise Jones stated that a key benefit is building local trust and buy-in, but she hopes that service levels do not decrease if recommendations for new service are accepted. Rutt Bridges expressed concern that vulnerable communities get equitable service to meet their needs. Deya Zavala stated that she wants it to be clear what the relationship would be between the RTD Board of Directors and members of the subregional service councils. Subcommittee members agreed with her comment. Lynn Guissing said that the RTD Board will be meeting to discuss this topic. She also said that there is interest in convening a group of stakeholders to discuss implementation details about this potential recommendation such as geography and makeup of the councils. Ms. Zavala asked what others thought about the potential for the service councils taking some work from the RTD Board and giving them time to focus on other topics including organizational policy and management. She also stated that she appreciates giving transit users the opportunity to participate in the councils but cautioned about the service councils getting too large. Julie Mullica said that she anticipates RTD Board members would serve on the council(s) within their district. She also asked how participation by transit users could be incentivized. Debra Johnson amplified the importance of transit-user voices being heard in the councils. Elise Jones informed the group that Boulder County submitted comments on this topic and advocated for the county to be its own service council regardless of which boundary concept is selected.

Performance Measures Discussion

First, Natalie Shishido shared some performance measures that other transit agencies use. Mr. Bridges asked if she was aware of what software peer agencies are using for their dashboards. Ms. Shishido answered that it was a variety of software suites. Mr. Bridges added that he does not think it is a good idea for transit agencies to write the software. Ms. Zavala asked how often the measures are typically updated. Ms. Shishido answered that monthly updates seem to be typical. Ms. Jones stated that she thinks it is important that context for the metric be indicated on public

facing dashboards so that people reading it can get a better perspective on the data shown. She also asked if the public will be consulted on what metrics they would like to see on a dashboard. Mr. Bridges agreed.

Next, North Highland staff facilitated a discussion on possible performance measures. This began with a brief presentation on what peer transit agencies measure. Anna Danegger from North Highland also pointed out that the frequency of reporting a measure is important. Ms. Jones stated she believes ridership is a key measure and equity and environmental health should be strongly considered. Chair Zavala asked North Highland staff if they have examples of other transit agencies having performance measures around customer satisfaction. Tanya Eydelman of North Highland responded by saying that some transit agencies regularly survey their riders and track the responses. Ms. Danegger added that some transit agencies also track the trends on social media. Debra Johnson asked if there are examples of net promoter score. Ms. Danegger responded by saying that their goal for this meeting is to find out what the group is interested in before developing performance measure recommendations for the group to consider. While they did some initial research and have experience working on this topic, they will certainly do more research on topics based on input from this meeting. A discussion about customer satisfaction and on-time performance followed. Chair Bridges emphasized the importance that ridership and equity be considered. Chair Zavala listed a few as well: partnerships, first and last mile, amenities at bus stops, average walking distance between stops, transfers per trip, and transfers per trip. Dan Blankenship stated that he thinks performance measures are about choices. RTD and the community needs to choose what they want their future to look like which will set the priorities.

#### Economics of First/Last Mile TNC Partnerships

Rutt Bridges presented a concept he developed for first last mile access to transit. He highlighted how TNCs and other companies could join RTD in public private partnership and improve access and equity to transit. Debra Johnson said that RTD will consider the concept and ideas that Mr. Bridges briefed the group on.

#### Member Comment/Other Matters

#### Next Steps

The next meetings for both subcommittees will take place on April 7, 2021.

#### Adjournment

The meeting adjourned at about 12:30pm.

**ATTACH B**

To: Members of the RTD Accountability Committee Operations Subcommittee

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

Meeting Date	Agenda Category	Agenda Item #
April 7, 2021	Discussion	4

**SUBJECT**

Performance Measures

**PROPOSED ACTION/RECOMMENDATIONS**

N/A

**ACTION BY OTHERS**

N/A

**SUMMARY**

As part of the Interim Report adopted on January 11, the Accountability Committee included a set of legislative recommendations for changes to RTD statutes 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. In December, the latest performance audit of RTD was presented (Attachment 1) to the Legislative Audit Committee. The audit contained a recommendation to revise the current farebox recovery ratio to make it more meaningful.

At the March 17<sup>th</sup> joint meeting of the Operations and Finance Subcommittees, members were asked their thoughts on metrics that would be valuable as part of a public-facing dashboard and ultimately replace the farebox recovery ratio. Based on this discussion, North Highland staff will present recommendations of performance measures at the April 7 meeting.

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