

# AGENDA

RTD Accountability Committee  
Operations Subcommittee  
Wednesday, May 19, 2021  
3:00p.m. - 4:00 p.m.  
**VIDEO/WEB CONFERENCE**  
Denver, CO

1. Call to Order
2. Introductions
3. May 5, 2021 Operations Meeting Summary  
(Attachment A)

## **DISCUSSION ITEMS**

4. Recommendations on Performance Measures  
(Attachment B)
5. Recommendations on Fixed Route and Paratransit Service Provision  
(Attachment C)
6. Recommendations on Operator Retention  
(Attachment D)

## **ADMINISTRATIVE ITEMS**

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

# ATTACH A

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

**Wednesday, May 5, 2021**

**Note: Meeting held virtually via Zoom**

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**MEMBERS PRESENT:**

Deya Zavala (Chair)  
Rutt Bridges  
Krystin Trustman  
Elise Jones  
Troy Whitmore

Lynn Guissing  
Crystal Murillo  
Chris Frampton

Others Present: Debra Johnson, Sarah Gosselin, Peggy Catlin, Brian Welch, Tanya Eydelman, Ala Battikhi, Anna Danegger, Luke Palmisano, Monika Treipl-Harnke, Barbara McMannus, Mac Callison, Michael Davies, Kent Moorman, Allison Crump, Alex Hyde-Wright, Natalie Shishido and DRCOG staff.

Call to Order

The meeting was called to order at 3pm.

April 21, 2021 Operations Subcommittee Meeting Summary

No comments.

Recommendations on Performance Measures

North Highland Staff presented potential performance measures based on input from previous discussions. Rutt Bridges asked about how North Highland proposes to access “age of fleet” (i.e. miles, age, etc.) Tanya Eydelman of North Highland responded that RTD measures age of fleet based on useful life, or the expected life expectancy of the vehicle, and depreciation and it makes sense to continue that practice. Debra Johnson stated transit agencies are required to have back up vehicles. This contributes to vehicles lasting as long as possible as it allows time for routine maintenance. Elise Jones asked about tracking percentage of the fleet is electric and low-emission vehicles. Ala Battikhi from North Highland stated that tracking the percent of total and the trend of that percentage makes sense for this measure. Chris Frampton stated that electric buses only help with air quality if the electricity source is clean. Rutt Bridges stated that useful life should be considered differently because they are made to last longer and the cost to maintain them may be lower. Krystin Trustman stated that escalator availability at stations is interesting and useful but may be a little “in the weeds”. She went on to ask for clarification whether the zero denial performance metric measures fixed route or paratransit. Ms. Eydelman stated that it measures paratransit trip denials. Ms. Trustman said that she believes RTD is going beyond what is required during the pandemic by continuing to provide complementary paratransit in areas where fixed route service was suspended or discontinued. Ms. Trustman continued by saying that she agrees with others that customer service should be measured. Chair Zavala stated that she thinks Title VI standards are the baseline for equity and thinks RTD should go beyond those standards. Chair Zavala also stated that she thinks workforce related metrics should be considered.

Recommendations on Partnerships

Chair Zavala showed the Governance Subcommittee draft partnership recommendations to the group and asked the subcommittee for feedback. Krystin Trustman stated that accessibility should be emphasized. Otherwise, there was a consensus on keeping the recommendations the way they are.

Member Comment/Other Matters

Mr. Bridges stated that he wants to highlight the goals of the partnerships and perhaps that should be integrated into the refined performance metric recommendations that North Highland brings back to the next meeting.

Next Steps

The next meetings for both subcommittees will take place on May 19, 2021.

Adjournment

The meeting adjourned at about 4pm.

**ATTACH B**

To: Members of the RTD Accountability Committee Operations

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

Meeting Date	Agenda Category	Agenda Item #
May 19, 2021	Discussion	4

**SUBJECT**

Recommendations on Performance Measures

**PROPOSED ACTION/RECOMMENDATIONS**

N/A

**ACTION BY OTHERS**

N/A

**SUMMARY**

As part of the Interim Report adopted on January 11, there were a set of legislative recommendations for changes to RTD statutes adopted by the full 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. In December, the latest performance audit of RTD was presented to the Legislative Audit Committee. The audit contains a recommendation to revise the current farebox recovery ratio to make it more meaningful.

In February staff from the State Auditor's Office briefed the subcommittee on the recommendation on replacing the farebox recovery ratio. Concurrently, the Finance Subcommittee also discussed potential financial performance measures.

In March there was a joint meeting of the Operations and Finance Subcommittees that focused on this topic. On April 7<sup>th</sup>, North Highland staff facilitated a high-level conversation on possible recommendations based on dialogue at the March meeting. At the May 5<sup>th</sup> meeting North Highland presented draft recommendations for the subcommittee to consider. At the May 19<sup>th</sup> meeting, the subcommittee will finalize recommendations on this topic based on refined recommendations presented by North Highland.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

N/A

**ATTACHMENT**

Updated North Highland Recommendations

**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).

**ATTACH C**

To: Members of the RTD Accountability Committee Operations

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>
May 19, 2021	Discussion	5

**SUBJECT**

Recommendations on Fixed Route and Paratransit Service Provision

**PROPOSED ACTION/RECOMMENDATIONS**

N/A

**ACTION BY OTHERS**

N/A

**SUMMARY**

At the January 20th meeting, the Operations Subcommittee began discussing service delivery. That discussion was focused on fixed route service. At the March 3rd meeting the subcommittee was provided an overview on paratransit and human service transportation service delivery. At this meeting, the subcommittee will discuss any draft recommendations it would like for submit for full committee consideration on this topic.

**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).

**ATTACH D**

To: Members of the RTD Accountability Committee Operations

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

Meeting Date	Agenda Category	Agenda Item #
May 19, 2021	Discussion	6

**SUBJECT**

Recommendations on Operator Retention

**PROPOSED ACTION/RECOMMENDATIONS**

N/A

**ACTION BY OTHERS**

N/A

**SUMMARY**

Prior to the Covid-19 pandemic, significant bus and train operator turnover forced regular delays and cancelations. On December 21st, the latest state performance audit of RTD was published and presented (Attachment 1) to the Legislative Audit Committee. The audit contains recommendations on improvements that can be made to try to reduce operator turnover. On February 3<sup>rd</sup>, Jenny Paige from the Office of State Auditor office provided an overview of the recommendations related to operator retention (link included). At this meeting, the subcommittee will discuss any draft recommendations, including concurring with the audit findings, it would like for submit for full committee consideration on this topic.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

N/A

**ATTACHMENT**

Link: [Colorado Office of the State Auditor RTD Performance Audit December 2021](#)

**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).