



**We make lives better
through connections.**

September 24, 2024

Transportation Legislation Review Committee

Debra A. Johnson, General Manager and CEO



Outline

- 1. Agency Overview**
- 2. 2023-24 Strategic Initiatives**
- 3. Back to Basics**
- 4. People Power**
- 5. Welcoming Transit Environment**
- 6. Community and Paratransit Surveys**
- 7. Financial Outlook**
- 8. Performance Dashboard**
- 9. Rail and Transit Funding Coordination**
- 10. Legislative Requests**



Agency Overview

Regional Transportation District

- **Created in 1969 by Colorado General Assembly**
- **Publicly elected Board of Directors**
 - 15 members
- **Primary modes**
 - 126 bus routes
 - Six light rail lines
 - Four commuter rail lines
 - Paratransit
 - Microtransit



Regional Transit Network

- Eight counties and more than 40 municipalities
- 2,342 square miles
- 3M+ population
- Approximately 65 million boardings in 2023





2023-2024 Strategic Initiatives

Strategic Priorities



Community Value

RTD strives to be a strong community partner, providing value to customers as well as to the broader Denver metro region while sustaining planet Earth.



Employee Ownership

RTD seeks to attract and retain a highly skilled and engaged workforce.



Customer Excellence


RTD strives to consistently deliver high-quality customer service.



Financial Success

RTD takes very seriously the management of all financial resources.

2023-24 Strategic Initiatives

	Back to Basics	Asset Management – Internal Communication
	People Power	Employee Recruitment – Employee Retention
	Welcoming Transit Environment	Employee Security – Public Security





Back to Basics

Agency Assets

- RTD has more than \$9 billion in fixed assets
- Ensuring assets are in a **state of good repair** is one of the agency's highest priorities
 - Guarantees previous investments in the system remain intact
 - Supports operationally safe, accessible, and dependable services
- Guided by the Federal Transit Administration's mandated Transit Asset Management (TAM) Plan
 - Includes principles used to make decisions aligned to the Strategic Plan
- Regularly monitored and inspected



State of Good Repair Efforts

■ Planned Projects Completed Ahead of Schedule

- Downtown Denver Near-Term Rail Reconstruction Project: Phase 1
- Coping Panels Project

■ Slow Zones on Light Rail

- Staff discovered rail surface defects following the implementation of enhanced track inspections
- Track conditions that make temporary speed restrictions necessary can develop for several reasons, including the age of infrastructure and weather
- As repairs are made, restrictions are lifted

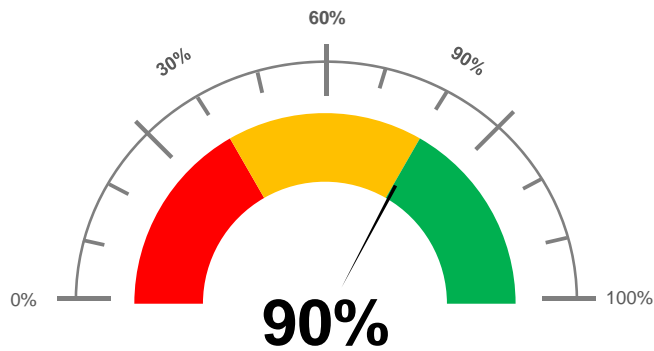




People Power

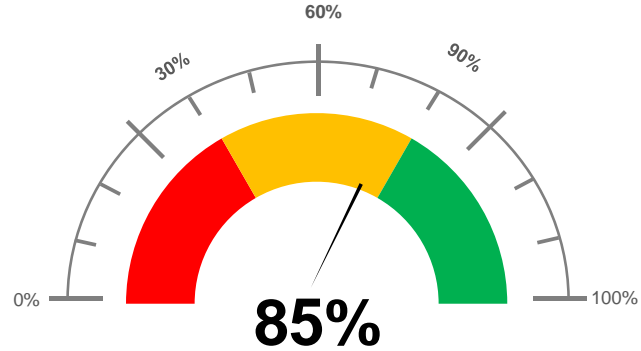
Bus Operations: Staffed by Position – August'24

Bus Operator (FT)*

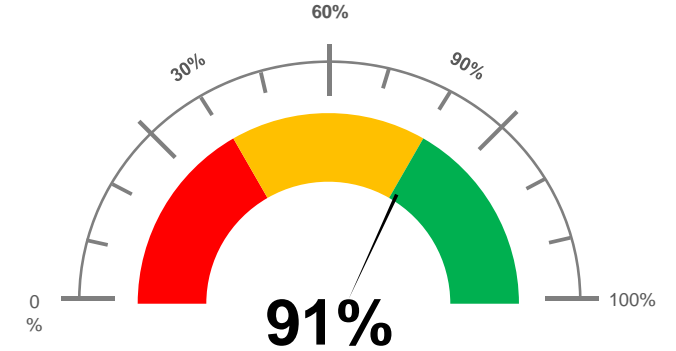


*Excludes 80 trainees

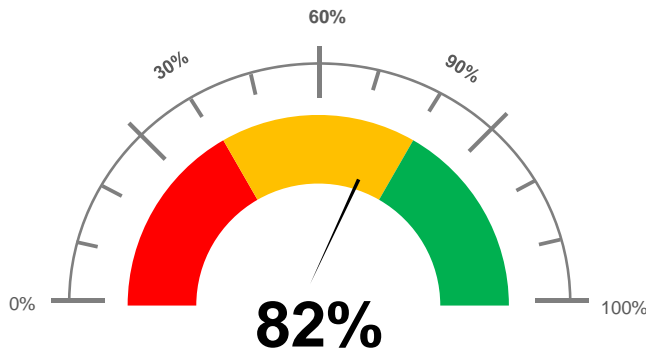
Maintenance General Repair



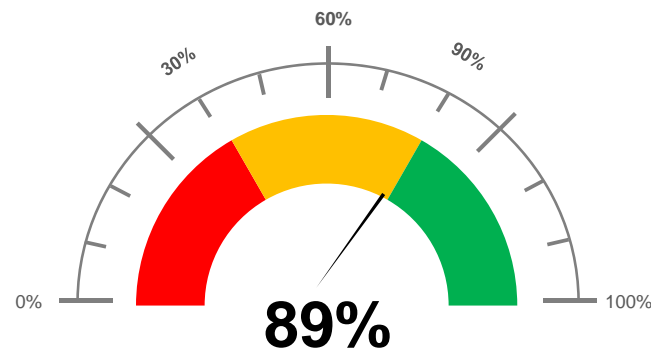
Service/Cleaning



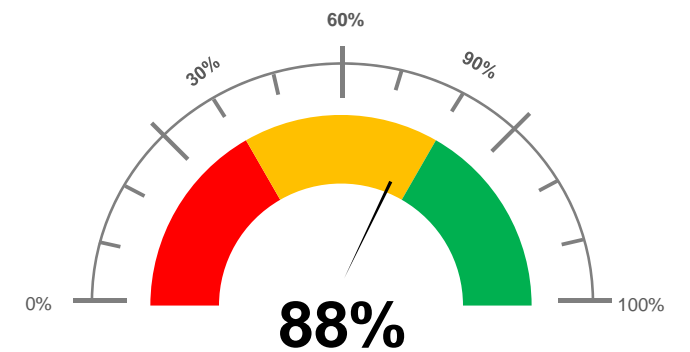
Bus Operator (PT)



Maintenance Body Shop



Overall Staffed Rate

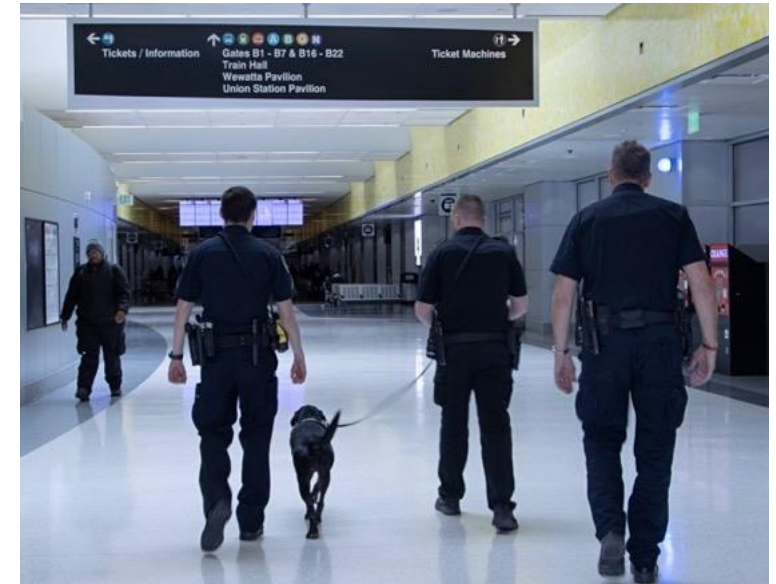




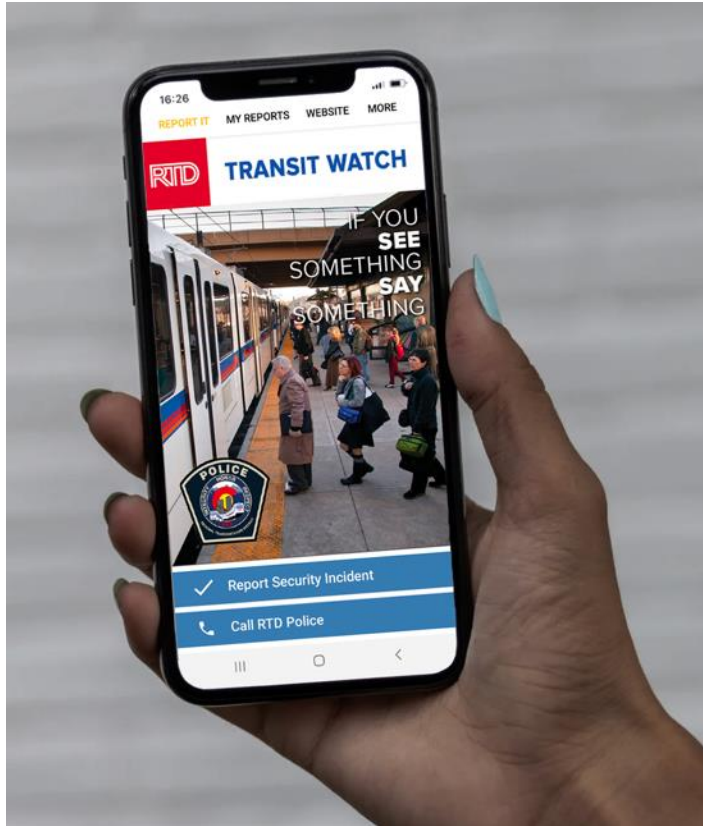
Welcoming Transit Environment

Community Policing Model

- RTD has been transitioning from contracted security to Peace Officer Standards and Training (POST) certified officers
 - RTD-PD has approximately 80 POST-certified officers and 20+ recruits
- Six mental health clinicians and five unhouseless outreach coordinators to be added during 2024
- RTD-PD introduced an overnight shift in early May to support 24-hour policing across the transit system
- Live look-in cameras have been added to the agency's entire bus fleet
 - Installation underway on light rail vehicles



Transit Watch Mobile App



- Quick, easy, and anonymous way for customers to directly communicate with Transit Police
 - Ability to report personal safety and security-related concerns
- Available in English and Spanish
- Free to download for Apple and Android smartphones
- Customers can also **call 303.299.2911** or **text 303.434.9100**

White House Challenge to Save Lives from Overdoses

- RTD is an active participant in the White House's national effort to increase training and access to opioid overdose reversal medications
- Narcan opioid reversal medication
 - Used for individuals experiencing an overdose at stops and stations, in buses and trains, and at facilities
 - Carried by all POST-certified Transit Police officers and contracted security supervisors
 - Stored and readily available at all major transit hubs
 - 2023: Administered to 103 individuals
 - Jan-May 2024: Administered to 64 individuals



Impact Team

- In May 2024, RTD launched an in-field customer engagement program
- Approximately 45 employee volunteers are regularly deployed to assist at stops and stations
 - Dispatched during events, service disruptions, and peak service times
- Available to answer frequently asked questions, provide trip information, report incidents, and show customers how to sign up for Service Alerts and purchase fare



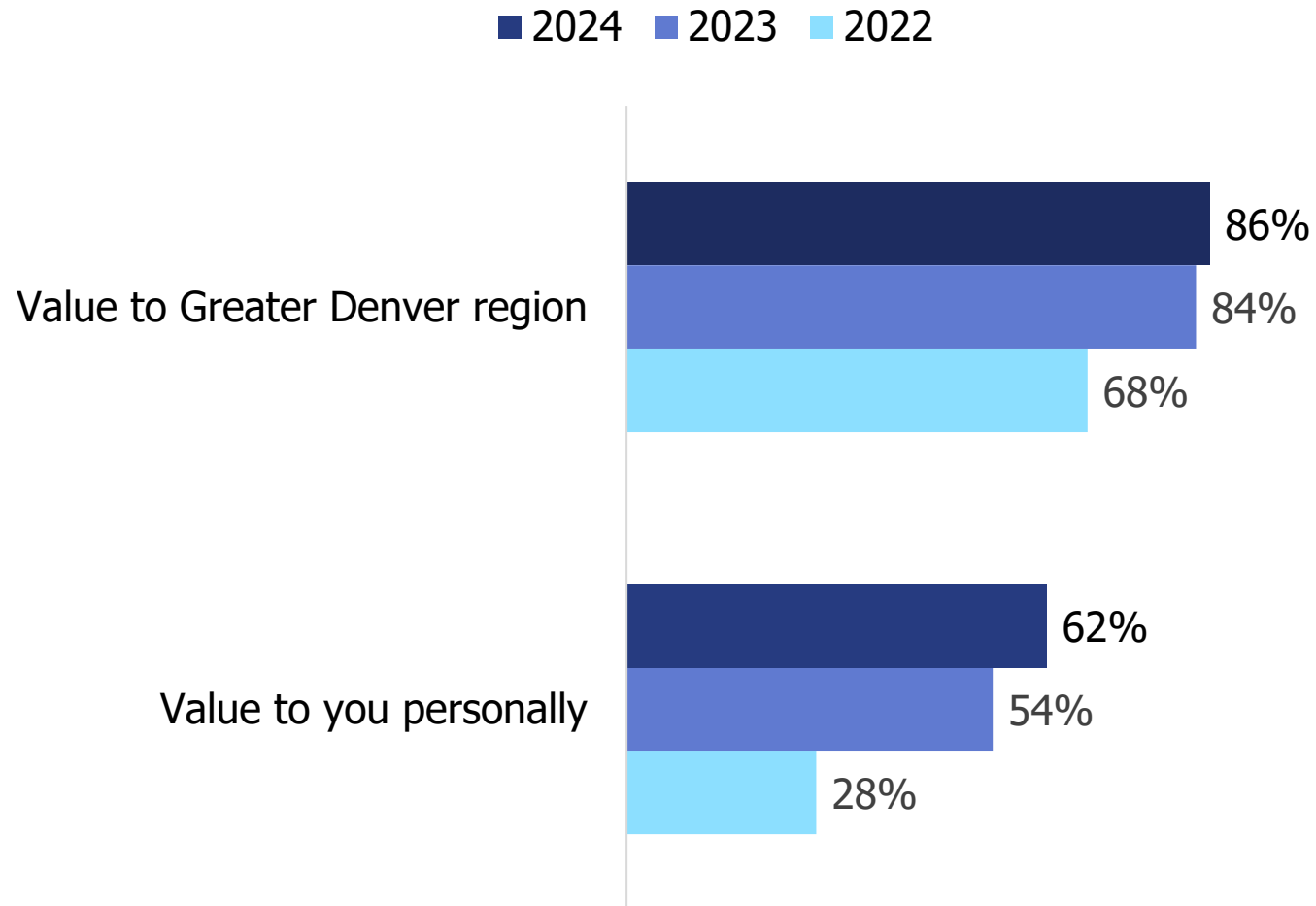


Community and Paratransit Surveys

Community Value Survey: Methodology

- Distribution: mailed to random sample of households in the Denver metro area
- Survey period: June 19 through July 12, 2024
- Results were monitored to maintain demographic distribution in proportion to the region
- Target sample: 400 (+/- 4.9% at the 95% confidence level)
- 629 completed surveys

Opinion Regarding RTD's Value

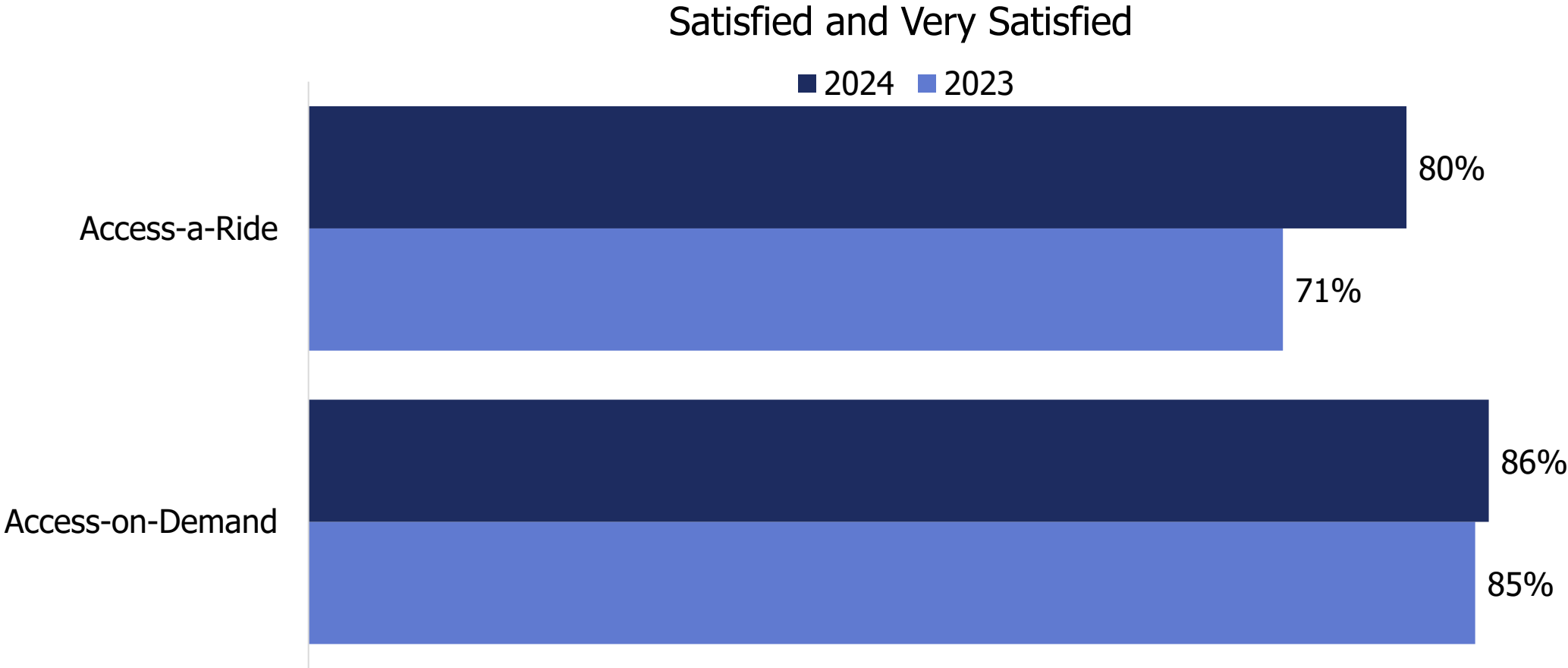


Paratransit Customer Survey: Methodology

- Distribution: mail, email and text message
- Survey period: June 18 to July 19, 2024
- Target sample: 400 (+/- 4.9% at the 95% confidence level)
- 528 completed surveys



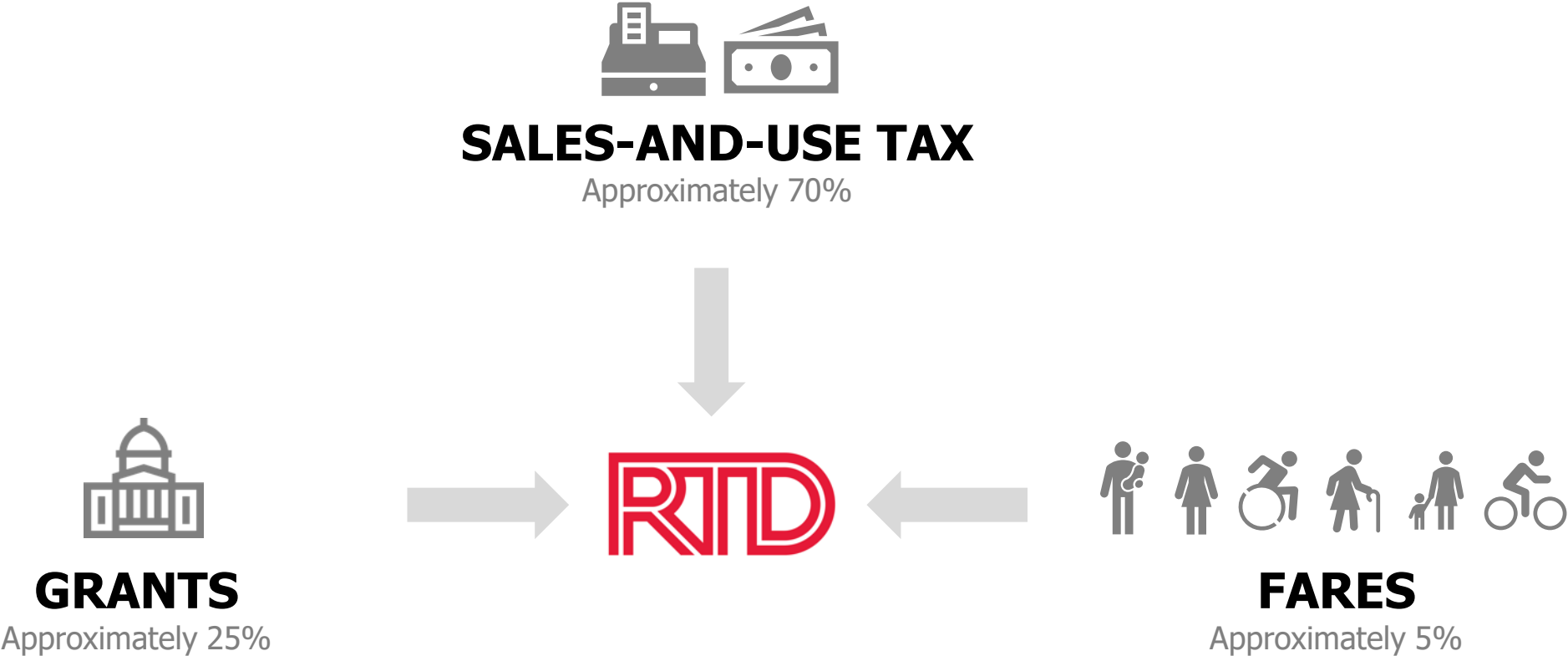
Paratransit Customers' Overall Satisfaction





Financial Outlook

Primary Revenue Sources



2024 Office of the State Auditor Report

COLORADO OFFICE OF THE STATE AUDITOR

Regional Transportation District

Fiscal Governance

Performance Audit
July 2024
2351P

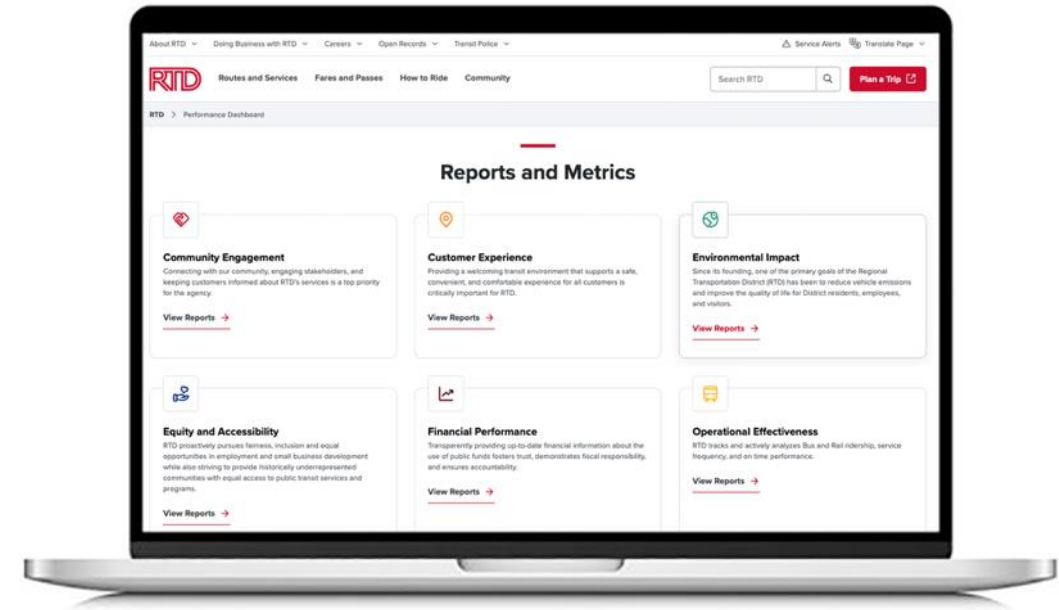




Performance Dashboard

Performance Dashboard

- Launched in May 2024
- Provides transparent agency performance overview
- Includes on-time performance metrics, community outreach metrics, boardings, survey data, and financial information
- Regularly updated to identify trends and measure RTD's efficiency and effectiveness
- Additional reports and metrics are being added



rtd-denver.com/performance-dashboard



Coordination on Rail and Transit Funding

SB24-184 and SB24-230

- **SB24-184 Requires RTD to participate in a study to implement rail service from Denver to Fort Collins**
 - RTD completed Northwest Rail Peak Service Study – Data will inform SB24-184 effort
 - Currently working with CDOT, FRPR, and CTIO to produce a report for TLRC and Governor Polis by September 30, 2024
- **SB24-230 Provides new funding from CO to support transit construction and operations**
 - New fees begin collection in July 2025
 - ▶ RTD will work with Clean Transit Enterprise on developing the grant formula and regulations in a manner that will support expanding transit services



Legislative Requests

2025 Legislation to Consider

■ **Permanent Funding for Zero Fare for Youth**

- Current state funding will assist RTD in implementing Zero Fare for Youth through 2025
 - ▶ RTD has signed a grant with Colorado Energy Office for funding through 2025
- New funding source or appropriation is needed to continue the grant program

■ **Transit Worker Assault Deterrence Measures**

- In 2021, the Colorado General Assembly reduced penalties associated with assaulting transit workers
 - ▶ RTD, in partnership with ATU 1001, supports reclassifying “transit workers” as protected frontline public employees
 - ▶ Encourages the State of Colorado to convene a commission to look at best practices

Thank you.

