



Annual Report to Joint Transportation Committees

January 27, 2021

Director Angie Rivera-Malpiede

RTD Board Chair, District C

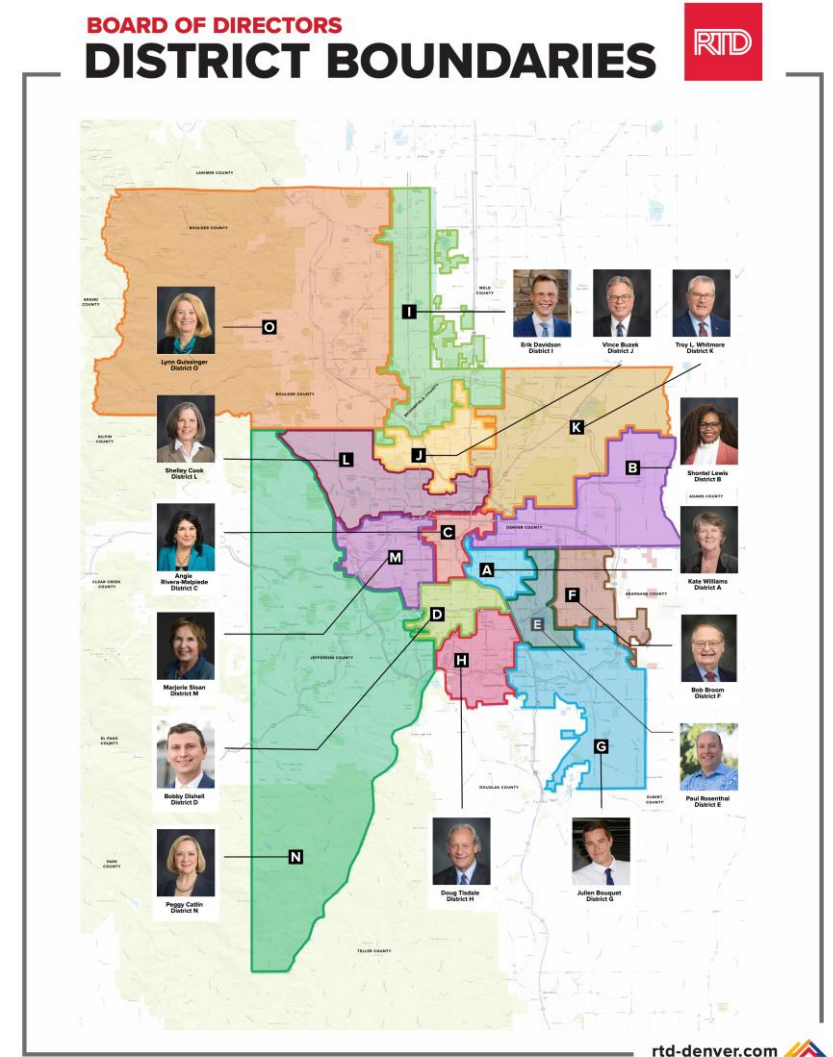
RTD Overview

- Created in 1969 by Colorado General Assembly
- Eight-county service area
- Service area: 2,342 square miles
- Pre-pandemic annual ridership: 100 million boardings
- 1 percent sales tax
 - 0.6% Base System Operations
 - 0.4% FasTracks
- 9 FasTracks projects completed (including Denver Union Station)
- Five remaining FasTracks projects currently unfunded
 - Northwest Rail from Westminster to Longmont
 - North Metro from 124th Avenue to State Highway 7
 - Central Rail Extension from 30th and Downing to 38th and Blake
 - Southwest Rail Extension from Mineral to C-470 and Lucent
 - U.S. 36 Bus Rapid Transit remaining station improvements



RTD Board of Directors

- 15 elected Board members
- Each represents nearly 200,000 constituents
- One of three elected transit boards in the country
- 5 new Board members took office in January 2021



2020 Overview

- Navigating the pandemic and a new normal
- Expanded Access-a-Ride services to include grocery delivery
- Virtual Board meetings and service change public meetings
- LiVE income-based discount program reached one-year anniversary and 10,000 applications
- Opening of the N Line via masked, socially distanced and live-streamed event
- Collaboration with RTD Accountability Committee
- Nationwide search and hiring of new General Manager and CEO – Debra A. Johnson



Debra A. Johnson

RTD General Manager and CEO

Priorities in First 60 Days

Engaging communities to bridge gaps

- Connecting with employees; visiting operating divisions
- Connecting with customers; using the system
- Meeting with Amalgamated Transit Union 1001
- Engaging with stakeholder groups, elected officials, regional partners
 - 300+ meet-and-greets held so far
- Addressing continuing impacts of the pandemic



COVID Response and Actions

Pandemic Safety Protocols

- PPE distribution to employees
- Daily cleaning and sanitizing of vehicles and facilities
- Facial coverings required for all operators and customers
- Mask and hand sanitizer distribution to customers
- Capacity limits on all vehicles to maintain social distancing
- Additional buses staged on routes experiencing larger loads
- Installation of see-through operator barriers on buses
- Adjusting service as ridership warrants



Riding During the Pandemic

- Growing body of research indicates public transit not a big transmitter of COVID-19
 - Customers and operators largely follow the rules, wear masks and respect social distancing
 - Customers typically don't talk while riding
 - There's active airflow and constant air exchange on buses and trains
- Safety is everyone's responsibility – customers are our partners in safety



Financial Impacts

- Sales tax and fare revenues down — RTD's primary sources of revenue
- Carrying 40% of pre-pandemic ridership; providing 60% of service
- A significant cumulative impact is projected through 2026, with a \$140 million shortfall in 2021
- Cost reductions thus far:
 - Deferring some projects
 - Delaying purchases
 - Renegotiating existing contracts
 - Reducing administrative costs



COVID Relief Funding

- \$232 million in CARES Act funding in 2020
 - PPE
 - Cleaning supplies
 - Salaries and other operating costs
- CARES Act funding expended by end of 2020
- \$203 million in Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA)
 - Intended to support transit operations including keeping staff employed
 - Recalling laid-off represented employees
 - Rescinding furlough days and pay reductions for non-represented employees
 - Providing supplemental service on busier routes



Customer-Focused Efforts


Customer Experience Collaborations

- Ticket collaborations with third parties
 - May 2019: Uber and RTD collaborated for first-ever transit ticket purchase option, allowing Uber customers to buy RTD tickets within Uber app
 - September 2019: Transit App adds RTD mobile ticket purchases to app
 - December 2020: RTD ticket purchases now available using Lyft app
- Access-a-Ride Customer Portal
 - Customers with disabilities can schedule, cancel and track Access-a-Ride trips
- FlexRide Ride Hailing
 - Coming in February: On-demand ride hailing for FlexRide service







Discount Fares

- **Youth:** 70% discount for youth ages 6-19
- **Senior:** 50% discount for people ages 65+
- **Persons with Disabilities:** 50% discount
- **LiVE Income-Based Fare Discount Program:** 40% discount for individuals who qualify



GET THERE FOR LESS

RTD-DENVER.COM/DISCOUNTFARES

 <p>YOUTH Riders ages 6-19</p> <p>70% off</p>	 <p>SENIOR Riders ages 65+</p> <p>50% off</p>
 <p>INDIVIDUALS WITH DISABILITIES Riders with disabilities</p> <p>50% off</p>	 <p>LIVE Riders who are income-eligible</p> <p>40% off</p>

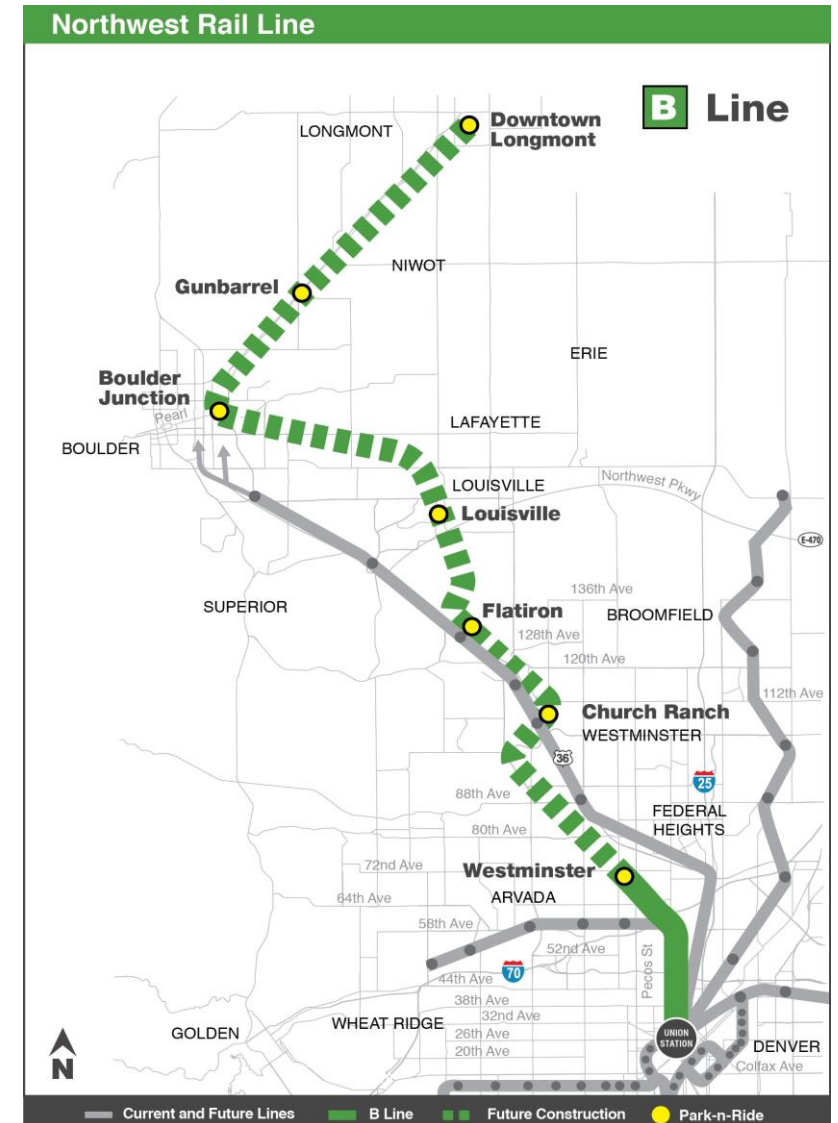
Auraria College and Eco Pilot Program

- Six-month pilot for 2021 spring semester
- \$115 per student and employee
- Students have two-week opt-in period; cost incorporated into student fees
- Employees can opt in each month with prorated chart
- Continue to explore ways to support employer, neighborhood and community clients to accommodate impacts from pandemic



Northwest Rail Line

- First segment of the B Line from Denver to Westminster opened in July 2016
- \$1.5 billion budget needed to complete project to Longmont
- FasTracks Internal Savings Account (FISA) established in 2012 for unfinished projects
 - Balance in the FISA is \$119 million
- RTD committed to working with stakeholders on options for how best to provide transit in the northwest area
 - Peak Service Plan – 3 trips for morning commute, 3 trips for afternoon commute
 - Front Range Passenger Rail project collaboration



Moving Forward

- Continue collaboration with the RTD Accountability Committee
- Strengthen engagement with stakeholders
- Resume Reimagine RTD process
- Enhance the customer experience to retain, reclaim and recruit customers
 - Develop a ridership growth action plan
- Evaluate fare structure and pass programs



Questions?