

January 17, 2025



**We Make Lives Better
Through Connections.**

Denver Land Use, Transportation and Infrastructure Committee

Debra A. Johnson, General Manager and CEO

Overview

- 1. 2023-24 Strategic Initiatives**
- 2. State of Good Repair**
- 3. Future Service Planning**

2024-25 Strategic Initiatives*

	Back to Basics	Asset Management
	People Power	Employee Recruitment – Employee Retention
	Welcoming Transit Environment	Employee Security – Public Security
	Customer and Community Connections	Customer Experience – Community Outreach

**Developed leveraging annual survey data*





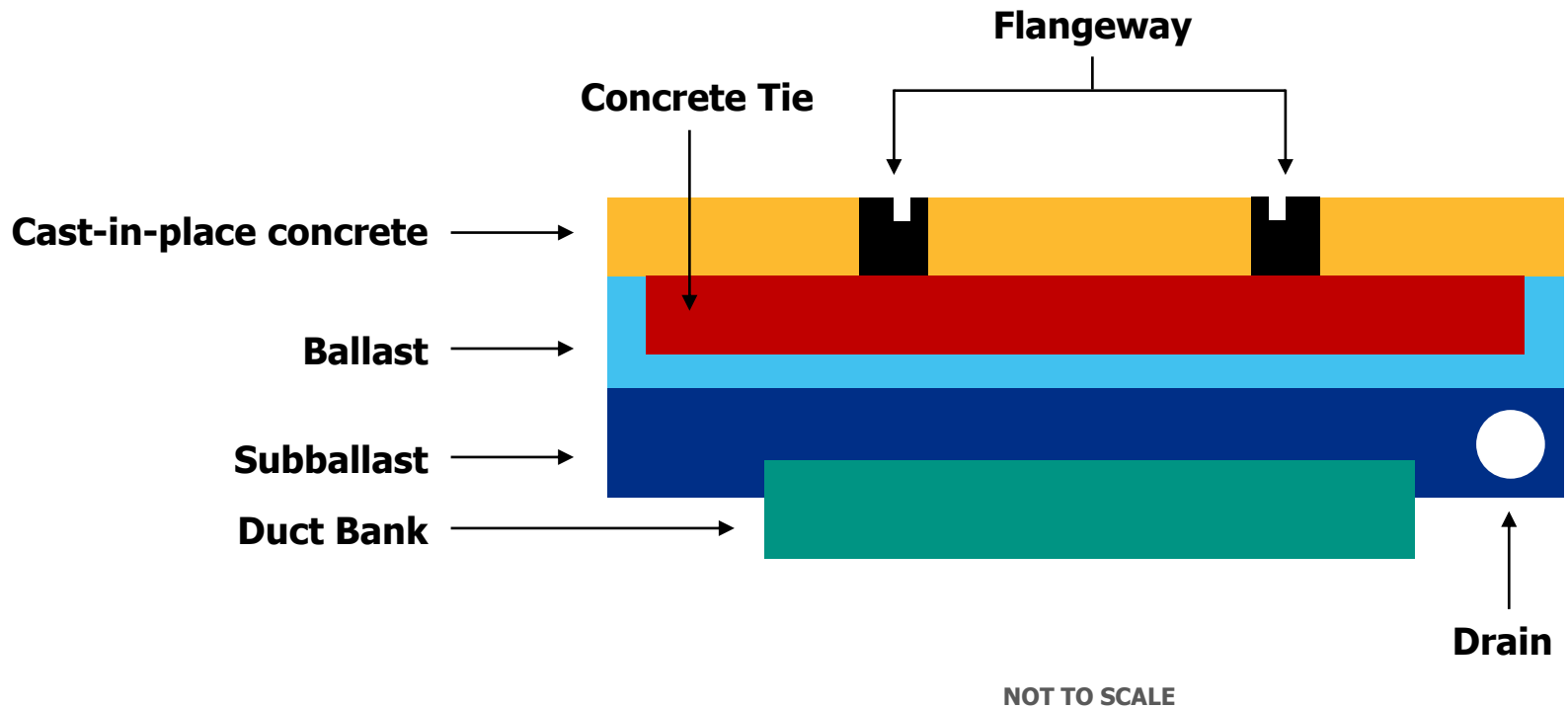
State of Good Repair

History of Light Rail in Downtown Denver

- Light rail service commenced in Denver on October 7, 1994
 - Named the Central Corridor Line
 - The original 5.3-mile line connected 30th and Downing to Interstate 25
- Much of the existing track was constructed prior to opening in 1994



Full-Depth Reconstruction: Paved Track



**Summer 2024
Completed**



1
Stout and 15th



2
California and 15th



3
Stout and 17th

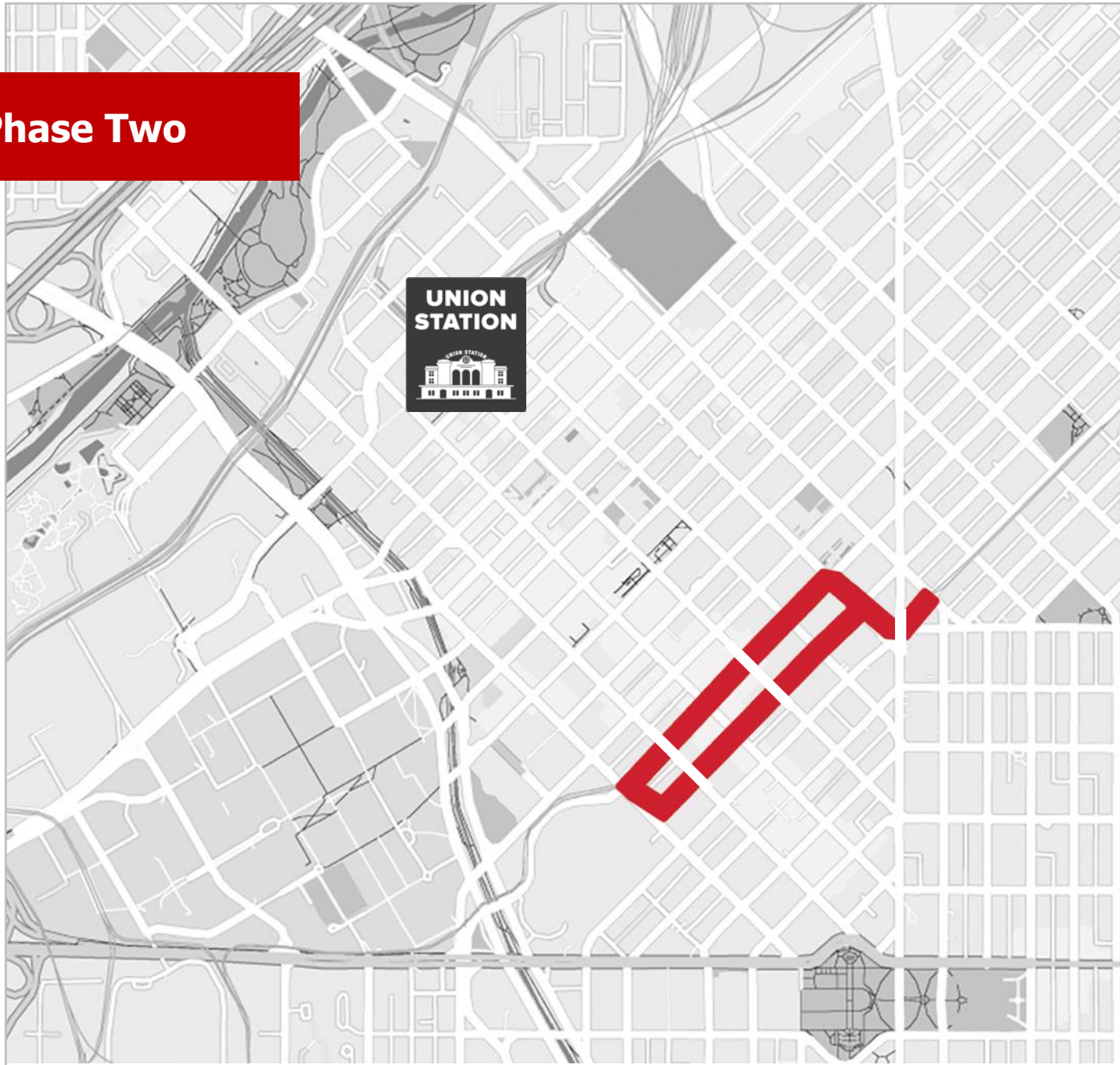


4
California and 17th



5
Broadway and Welton

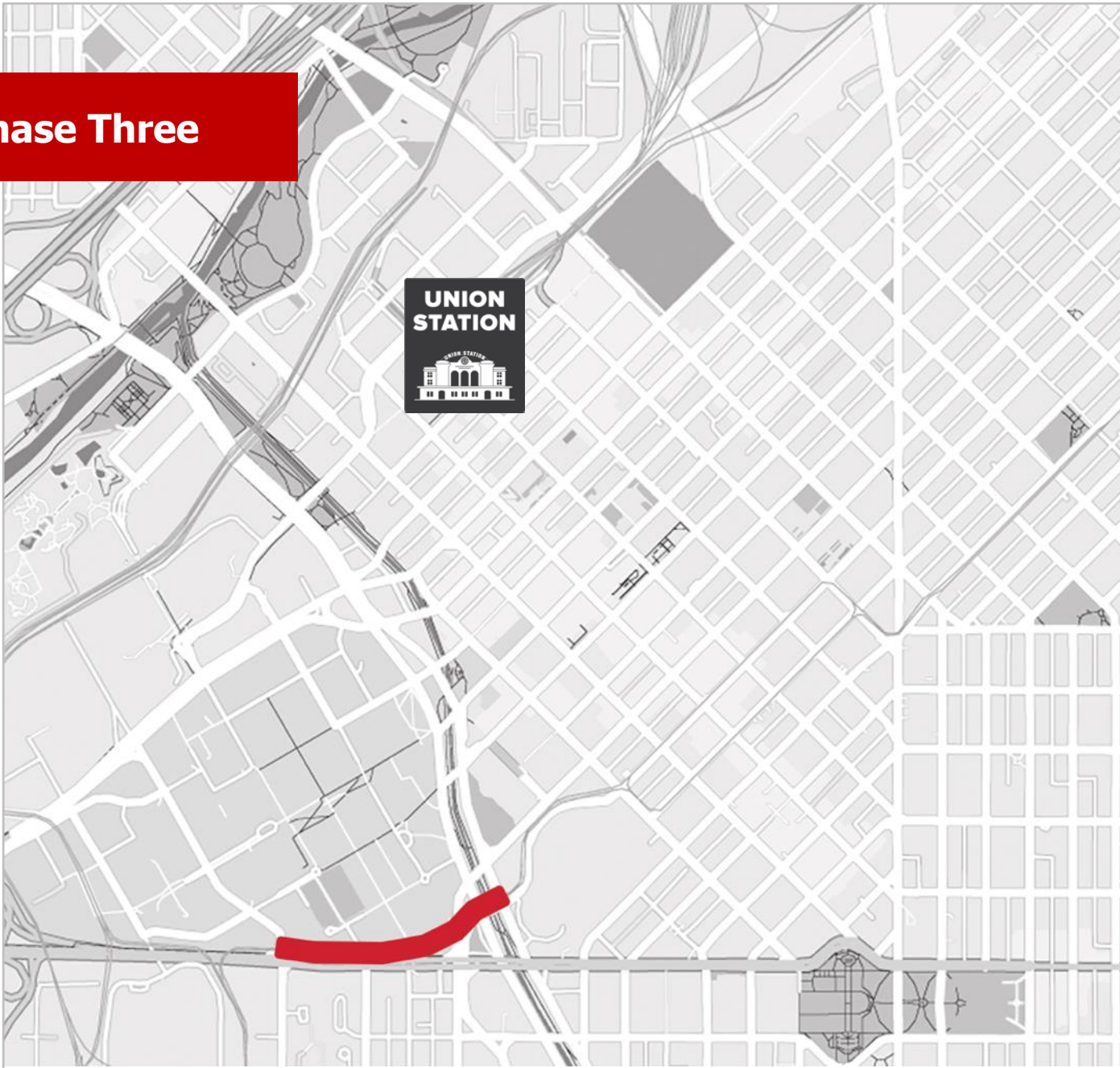
Phase Two



Downtown Loop Midblock

- Full-depth reconstruction of the midblock tangent tracks not previously replaced
- Impact to D, H, and L lines

Phase Three



Colfax Alignment (Kalamath St)

- Full-depth reconstruction of existing light rail track
- Excludes track near the Colorado Convention Center
- Impact to D and H lines

Phase Four



Welton Street Corridor

- Full-depth reconstruction of existing light rail track
- Evaluate station accessibility
- Replace high blocks at platforms
- Impact to L Line



Future Service Planning

Reimagine RTD

A white RTD train is stopped at a station platform. The train has large windows showing passengers inside. The platform has a yellow tactile strip along the edge. The scene is brightly lit, possibly by sunlight, creating a warm, golden glow.

What is Reimagine?

- Reimagine RTD was an effort to develop a comprehensive operations analysis (COA)
- **Near Term:** The COA, otherwise known as the System Optimization Plan– Guides Service Restoration 2022 through 2026

Next Steps on Service Planning

Comprehensive Operational Analysis

- Best practices suggest a transit agency should complete a COA every 3-5 years
- Accounts for changes in travel patterns and new development

RTD will embark on preparation for a new COA summer of 2025

- Comprehensive public and stakeholder outreach will occur
- Coincides with new state transit funding being made available through SB24-230 fees on oil and gas production

January 7, 2025



**We make lives better
through connections.**

Paratransit Peer Review

Frederick Worthen

Assistant General Manager, Bus Operations

Overview



Program and Opportunities



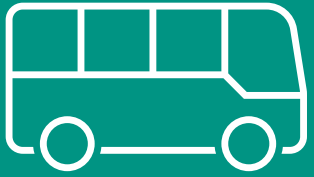
Proposed Changes



Feedback and Input



Next Steps



Paratransit Programs and Opportunities

Paratransit Program



Access-a-Ride (AaR)

- RTD's Americans with Disabilities Act of 1990 (ADA) mandated paratransit service
- Complements fixed-route services
- Customers must meet criteria set forth by the ADA
- Fare payment is required
- All AaR vehicles are 100% accessible



Access-on-Demand (AoD)

- RTD's supplemental, optional premium service available to paratransit customers
- Subsidized curb-to-curb taxi and ride-share option
- Available to current eligible AaR customers
- RTD pays the first \$25 of the trip, and the remaining portion is paid by the customer
- Ability to take up to 60 total trips per month

Access-on-Demand Service

- RTD is committed to ensuring the program is fiscally and operationally sustainable
 - Cost has grown from \$85,000/month to \$1.2 million/month
 - Unsustainable growth due to unintended, induced demand



Proposed Recommendations

Proposed Recommendation Input

- Industry Review Research
 - American Public Transportation Association (APTA)
 - Transit agency survey
- Customer Feedback
 - Survey
 - Comment Form
 - Public Meetings

Access-on-Demand Proposed Recommendations

- **Fare:** \$4.50 base customer fare/\$2.25 LiVE customer fare (currently \$0)
- **Trip Cap:** 30 (currently 60)
- **Subsidy per Ride:** \$30 (currently \$25)
- **ADA Service Area:** Mirror current service area
- **ADA Service Hours:** Mirror service hours currently in effect
- **Enrollment:** Must be enrolled and an established AaR customer
- **Program Administration:** Modify the suspension policy
- **Vehicles:** Incentivize transportation network companies (TNCs) to provide wheelchair-accessible vehicles (WAVs)

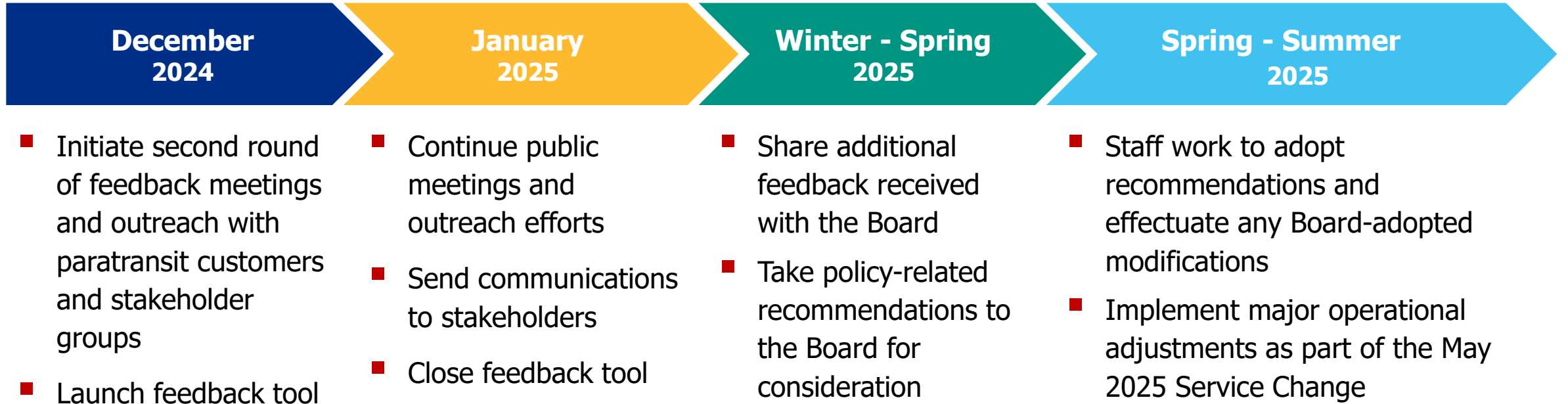
Access-a-Ride Proposed Recommendations

- Recertifications every five years (currently every four years)
- Modify on-time performance metric to measure pickup and drop off
- Explore software modifications to support changes in service provision and productivity enhancements
- Modify conditional eligibility process
- Contract modifications/enhanced contract management
- Suspension policy modifications
- Develop fleet procurement plan with modified fleet mix



Next Steps

Outreach and Engagement Timeline



Thank you.

