



**We Make Lives Better  
Through Connections.**

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# **Subregional Service Council**

## **MEETING #2**

**April 2023**

# Overview

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- Partnership Program
- Potential Future Service Changes
- People Power
- Member Dialogue



# 2023

# Partnership Program

Charlie Stanfield, Project Manager, Planning

Erin Vallejos, Sr. Manager, Contracted Services

# Partnership Program

- **Purpose:** leverage RTD and local funding to provide additional services that meet a community's local mobility needs (no infrastructure projects)
- Create a dedicated budget set-aside for partnership matching
- Define a dedicated position within Contracted Services
- Establish a process to evaluate partnerships after implementation
- Leverage Subregional Service Councils (SSCs)



# Partnership Program Workflow – First Year



# Call for Projects

- First call for projects expected June 2023
- Local governments and TMAs/TMOs are eligible
- No more than 30% of 2023 funding to one subregion
- SSCs will prioritize projects if more than one project is submitted
- \$2 million available for 2023; amount will vary year-to-year based on Board action
- RTD will fund up to 80% of project costs for up to 3 years initially
- Existing partnerships will be rolled into process starting 2024
- Due to labor constraints, successful applicants will select third-party operator; RTD cannot provide additional service this year

**Partnership Intake Form**

**Applicant Information**

Entity Name: \_\_\_\_\_

Point of Contact: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Project Title: \_\_\_\_\_

Description of Project Location: *Include map of service area as an attachment, if appropriate*

\_\_\_\_\_

Project Summary:

\_\_\_\_\_

**Project Information**

Project Type (select one)

Fixed-route transit service

On-demand transit service

Fare buy-up

Other (describe) \_\_\_\_\_

Project Description. Please answer the following questions with as much detail as possible. Please note "N/A" for questions that do not apply to your project.

\_\_\_\_\_

For funding requests for transit service, please answer the following questions:

What are the hours of operation?

\_\_\_\_\_

Who do you anticipate will operate the service?







\_\_\_\_\_

Will you charge a fare for the service?

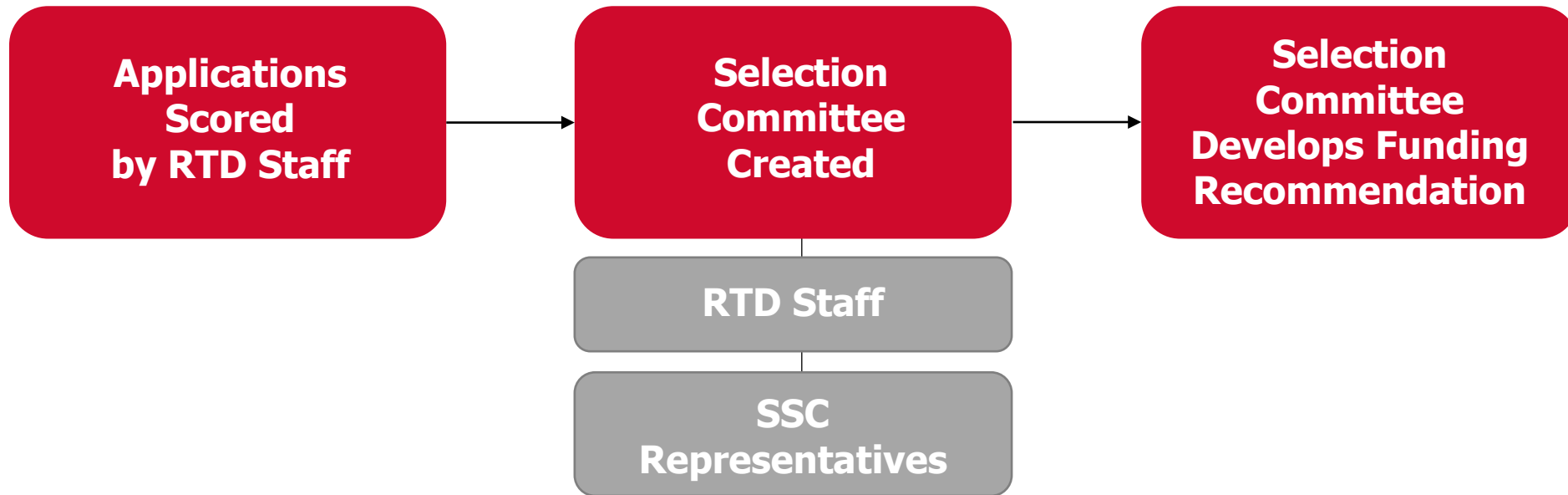
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# Project Selection Criteria

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-  Alignment with RTD Strategic Plan
-  Local support and ability to meet local needs
-  Provides service where gap and/or complementary service exists
-  Provides service to equity zones
-  Potential ridership
-  Project readiness

# Project Selection Process



- In July, each SSC will choose one representative to be on the selection committee



# Partnership Continuation

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- Annual evaluations guide partnership continuation
  - Allow partnership evolution
  - Evaluation will determine future funding after initial funding commitment



# Performance Metrics

- Annual evaluation based on performance metrics
- Metrics may be changed year-to-year
- Changes to metrics will be published with the Call for Projects
- Partnership Program projects will be required to meet standards of the "Community" category in RTD's service standards

Travel Market Category	Previous Family of Services Category	Evaluation Metrics	Current Performance Threshold
<b>Community Fixed Route</b>	Suburban Local	Boardings/Service Hour	10 boardings/hour
		Cost/Boarding	\$14/boarding
<b>Community Demand Response</b>	FlexRide	Boardings/Service Hour	2.0 boardings/hour
		Cost/Boarding	\$30/boarding



# Next Steps

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- Prospective project sponsors should begin planning now for Call for Projects in June
- Prospective project sponsors should coordinate with other SSC members to discuss priorities
- RTD has [launched a webpage](#) to provide stakeholders with information
- A Q&A session will be held with prospective project sponsors shortly after release of Call for Projects in June



# Potential Future Service Changes

**DISCUSSION**



**People Power**

# Charlene Polege

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## **BACKGROUND**

- Seasoned operations-focused human resources executive with 20 years' leadership experience in both private and public sectors
- Joined RTD in December 2022
- Senior Certified Human Resources professional (SHRM-SCP)
- MA with a concentration in conflict analysis and management



# Overview

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- People Power
- Demonstrations of Commitment
  - Talent Acquisition
  - Retention
- Looking Forward



# People Power

Employees (FT/PT)	2021	2022
Hired	302	708 
Separated	1,165	401 

2023 Budgeted full time (FT)/part time (PT) employees: 3,199

2023 Active employees: 2,650

- Applicant numbers growing
- Retention improving



# People Power – Vacancy Rate

Bus Operations	Vacancy
Bus Operators (FT)	19%
Bus Operators (PT)	17%
Maintenance (General Repair and Body Shop)	33%
Service/Cleaning and Service/Vault	30%

\* As of January 2023

Rail Operations	Vacancy
Rail Operators (FT)	16%
Rail Operators (PT)	-
Light Rail Vehicle Maintenance	35%
Maintenance of Way/ Infrastructure	40%

\* As of January 2023

- Indicates no current vacancies

# Talent Acquisition

- Increased talent acquisition team capacity
- Work units returning to near/fully staffed
  - Payroll
  - Telephone Information Center (TIC)
- Expanded/Targeted Recruitment Efforts
  - Employee Referral
  - Diversity/Veteran Outreach



**MOVE YOUR CITY**

**WE'RE HIRING!**

**OPERATORS**  
\$24.96/hr

**MECHANICS**  
\$31.46/hr

**BODY SHOP TECHS**  
\$29.10/hr

All positions include \$4,000 Signing Bonus.

Scan QR code to Apply  
or go to [rtd-denver.com/careers](https://www.rtd-denver.com/careers)

**RTD**

The poster features a blue background with white text and images. At the top left, the text 'MOVE YOUR CITY' is written in large, bold, white letters. To the right is a photo of a smiling woman with braids, wearing a dark RTD uniform, standing next to a vehicle. Below this, the text 'WE'RE HIRING!' is written in white. Three job categories are listed in white boxes with blue borders, each accompanied by a small image: 'OPERATORS' (\$24.96/hr) with an image of hands working on a car part, 'MECHANICS' (\$31.46/hr) with an image of hands using pliers, and 'BODY SHOP TECHS' (\$29.10/hr) with an image of a car body. Below these is the text 'All positions include \$4,000 Signing Bonus.' At the bottom left is a QR code, and at the bottom right is the RTD logo and the text 'Scan QR code to Apply or go to rtd-denver.com/careers'.

# eQuest

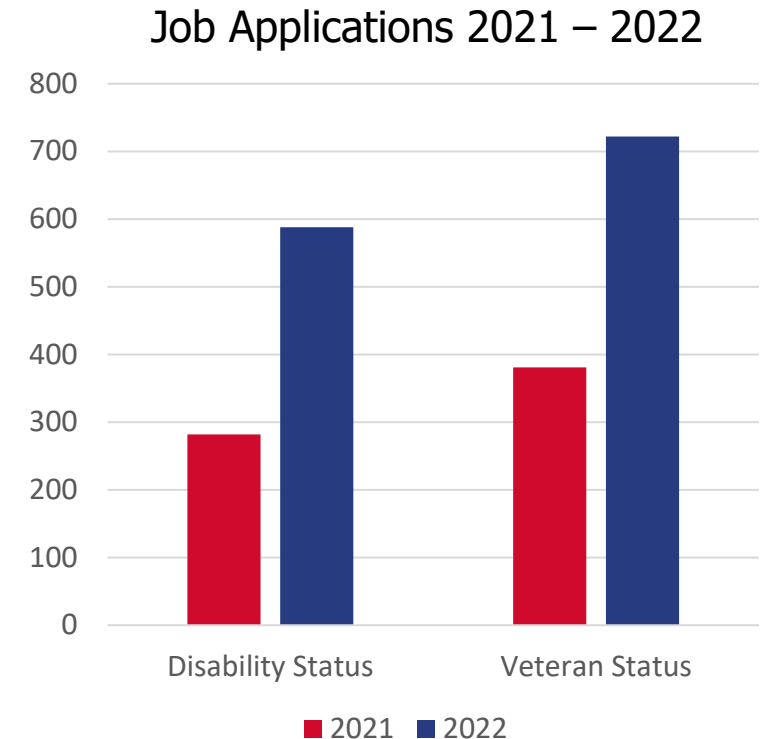
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- National Job Posting and Compliance Portal
- Utilizes technology to connect great companies with great people
- Targeted diversity and veteran outreach
- Real-time job postings on multiple sites
- Launching February 28, 2023

- Veterans and veterans training sites
- LGBTQ+
- Easter Seals organizations
- Urban League
- NAACP
- Local community-based organizations

# Persons with Disabilities Partnership

- Multi-disciplinary team led by Manager, ADA
- External subject matter expert/ADA partners collaboration
- Currently exploring TIC work opportunities for persons with visual impairments
- Shortcomings identified
- Mitigation strategies for future employees with visual impairments



# Military Campaign

## Phase One: March – June 2023

- Digital streaming/online display ads
- Dedicated military careers page
- Speaks directly to/demonstrates authenticity among military members/veterans
- Supports efforts to increase total applications for key hiring positions



# Retention

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## ■ Total Rewards

- Cost of living increases
- Market competitive

## ■ Training and Development

- Fully staffed team
- Learning and development framework
- Performance management and annual reviews for managers





# Member Dialogue

# Next Meeting

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## July 2023

- Service and Workforce Updates
- Select Partnership Program Selection Committee Panelist
- Prioritize Projects Submitted to the Partnership Program
- Member Dialogue



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