

## **CITIZENS ADVISORY COMMITTEE APRIL 2024 – MARCH 2025 WORK PLAN**

The April 2024 – March 2025 CAC Work Plan is aligned to the activities of the RTD Board of Directors and focuses on those topics for which CAC member experience and input are most relevant.

Key topics the CAC will focus on in April 2024 – March 2025 are:

- CAC Charter update and associated Board action approving charter update
- RTD plans for revenue diversification and potential referred measure on TABOR
- Safety on the RTD system, focused on conversations with the RTD Police Department
- Transit service changes and Subregional Service Council Partnership Program projects
- Customer bill of rights
- RTD public-facing return on investments dashboard

### **CAC Charter COMPLETE**

#### **Context**

The CAC has revised the CAC charter adopted by the Board of Directors in 2016 and is requesting Board adoption of the revised charter.

#### **Action**

- The CAC charter will go before the Board for adoption at the May 2024 Board meeting. CAC members have provided input on and approved the charter.
- The charter will be discussed at the Board Executive Committee meetings in April and May 2024 prior to appearing on the agenda at the May Board meeting.
- Once adopted, the CAC and Board will revisit the charter and CAC roles no later than three years after charter adoption or future amendment.

#### **Timing**

- April and May 2024

### **RTD Revenue Diversification Measures COMPLETE**

#### **Context**

The Board is discussing additional sources of revenue for RTD operations and has requested CAC input.

The CAC has provided input in early 2024 on other potential sources of revenue, and these comments have been relayed to the Board.

### **Action**

- CAC input on revenue diversification will be an ongoing work item for the CAC throughout the timeframe of this work plan. As the Board narrows its focus on specific sources, the Board will request input from the CAC on an as-needed basis.

### **Timing**

- Ongoing

## **Referred Measure on TABOR COMPLETE / ONGOING - POTENTIAL CAC CAMPAIGN SUPPORT ACTIVITIES**

### **Context**

The Board is discussing referral of a measure on the November 2024 ballot to debruce RTD.

### **Action**

- The CAC has voiced support for a referred measure and will develop a letter of support for the measure, to be presented to the Board at the May 2024 Board meeting.

### **Timing**

- May 2024

## **RTD System Safety COMPLETE / ONGOING; RTDPD WILL JOIN CAC 2X PER YEAR**

### **Context**

RTD amended its Customer Code of Conduct in 2023 and is currently discussing increasing the number of police officers with a decrease in the number of security officers. CAC members have continued to voice concerns about safety on RTD's system.

### **Action**

- The CAC will invite the RTD Police Department to provide an update to the CAC, as they do at Board Operations and Safety Committee meetings bi-annually.
- The CAC will provide input to the Police Department regarding the customer experience from a safety standpoint.

### **Timing**

- Timing of discussions, and whether they occur once or twice a year, is to be determined

**Transit Service Changes COMPLETE / ONGOING - REVIEW AND DISCUSSION FOR EACH SERVICE CHANGE CYCLE**

**Context**

RTD enacts service changes several times a year.

**Action**

- When RTD's proposed service changes are announced, the CAC will receive a link to proposed service changes for review.
- The CAC will provide input in writing on proposed service changes and discuss input at CAC meetings, to be provided to RTD staff.

**Timing**

- Upon release of proposed service changes

**Subregional Service Council Partnership Program Projects ONGOING**

**Context**

RTD releases an annual call for partner projects that RTD will provide funding for, and these projects are reviewed by Subregional Service Councils. The 2024 applications are due June 3, will be reviewed by SSCs, and selected projects will be announced in August 2024.

**Action**

- Project applications will be a topic of discussion at the June and/or July CAC meetings. The CAC is able to provide input on the project reviews through those members who attend Subregional Service Council meetings.

**Timing**

- June and July 2024

**Customer Bill of Rights NOT YET COMPLETE**

**Context**

The Board Operations and Safety Committee will be considering a Customer Bill of Rights over the course of 2024.

**Action**

- RTD staff will provide information to the CAC on the Customer Bill of Rights as it is developed. CAC members will provide input from the customer perspective on the content of the Bill of Rights, for consideration by RTD staff and the Board Operations and Safety Committee.

## Timing

- Timing of this topic will depend on RTD staff and Board timing, which has not yet been finalized.

## **Public-Facing Performance Dashboard** ONGOING

### Context

RTD is developing a public-facing dashboard for the RTD website that will provide information about RTD's performance, for public transparency.

### Action

- RTD staff will provide information to the CAC on the dashboard elements and framework at the May 2024 CAC meeting. CAC members will provide input on the elements and framework, for use by RTD staff and the Board Finance and Planning Committee May meeting.

### Timing

- June 2024, with a follow-on update from RTD staff at a time still to be determined, dependent on dashboard development

## **Transit-Related Legislation** ONGOING

### Context

Transit-related matters will likely to continue to be a component of legislative initiatives during the 2025 state legislative session, and these initiatives affect RTD's planning and operations.

### Action

- Monthly updates on relevant legislation will be discussed by the CAC during the legislative session.
- CAC members will provide verbal input on legislation during meetings and provide written comments to be shared with the Board and/or state legislators.

### Timing

- January – March 2025