



Citizens Advisory Committee

CAC Summary
October 9, 2025
3:30pm – 5:30pm

1. Introductions

The October Citizens Advisory Committee (CAC) meeting began with introductions from all the attendees, including Board Director Karen Benker representing District I (Longmont, Lafayette, Broomfield, and Erie). Director Benker joined the meeting to share updates and hear feedback from CAC members. Director Benker thanked members for their ongoing engagement and emphasized the importance of CAC feedback in shaping RTD policy discussions.

The group discussed with Director Benker why the Operations Committee recently voted to reduce the one-way fare for low-income riders on the Access-a-Ride program from \$6.50 to \$4.50 to improve affordability and accessibility. Director Benker noted that the Board is still actively exploring enhancements to paratransit services and incorporating new technologies to improve user experience.

Additional discussion covered service expansion in Aurora, where new housing development near Gun Club Road and Jewell Avenue has generated interest in potential future RTD routes.

The group discussed the cost-effectiveness of using modified minivans compared to cutaway buses for Access-a-Ride, while other members highlighted the need to address declining ridership and service frequency in the upcoming budget study session.

2. Mobile App Redesign

Andrea Sucherman presented on RTD's ongoing mobile application redesign effort, which will consolidate five existing applications, Next Ride, MyRide, Transit Watch, Qryde, and DemandTrans, into a single, user-friendly mobile application platform. The redesigned app, with Next Ride as the central hub, will simplify navigation and improve functionality across RTD services. The first phase will include English and Spanish language support, with plans to incorporate additional languages in future updates. The team is working with RTD's Civil Rights Division and the Safe Harbor list to ensure accessibility and compliance. App maintenance will transition to in-house management after the initial rollout, with dedicated channels for users to report bugs or outages.

BETA testing is anticipated for May or June 2026, and CAC members were invited to participate. Members provided several suggestions, emphasizing the importance of an intuitive interface, smooth map interactions, integrating 3rd party mapping programs such as Google Maps, and features like automatic payment refills and stop selection customization.

Additional feedback included:

- Support for retaining features such as selectable stops and trip-planning for multimodal routes, including biking and walking segments.
- A request to shorten transfer times for bike-transit trips.
- Interest in adding live vehicle tracking capabilities.
- Suggestions to include a phone number or text-based option for users without smartphones to access route information.

Andrea noted that RTD uses Mapbox for its mapping interface and will explore enhancements aligned with these user priorities.

3. Crime Prevention through Environmental Design for Transit

CAC member Caitlynn Fortner provided an overview of Crime Prevention Through Environmental Design (CPTED), which focuses on the proper design and effective use of the built environment to reduce the fear and incidence of crime and improve quality of life. The presentation used Colfax Station as a study area and outlined CPTED principles such as natural surveillance, access control, territorial reinforcement, maintenance, lighting, landscaping, and the inclusion of public art.

Caitlynn described how transit agencies, including RTD, integrate CPTED principles and noted that the Transit Watch app remains an important tool for reporting suspicious activity. Some members raised concerns that frequent messages about crime could unintentionally heighten perceptions of risk. RTD acknowledged this feedback and invited CAC members to share locations where infrastructure or environmental improvements could enhance safety through the existing Transit Watch application.

Members also recommended including a clear process for reporting infrastructure issues. Caitlynn noted RTD's responsiveness to maintenance and safety concerns and encouraged ongoing communication. The discussion will continue at the November CAC meeting, where RTD Police Department representatives will provide a safety update.

4. CAC New Member Application Update

Spencer Tomlinson reported that the CAC Nominating Committee, composed of Co-Chair Bryn Grunwald, Director Nicholson, Director Hardwick, CAC Member Joe Meyer, Executive Manager of the Board Office Jack Kroll met earlier in the day to review applications. Forty-one

applications were received for four open seats. Four finalists were selected, and recommendations will be presented to the RTD Board before October 23.

5. SB 25-161: Transit Reform - Accountability Committee Update

Jack Kroll provided an update on the Accountability Committee established under SB 25-161. The committee held its fourth meeting and continues to review RTD governance structures. Recent discussions featured input from former board members from Seattle's Sound transit and San Francisco's BART transit systems, who highlighted both the strengths and limitations of elected and appointed governance models for a Board of Directors.

The committee is exploring options for a smaller board augmented by appointed members with specific areas of expertise. Jack encouraged CAC members to follow the committee's work and participate in the public comment process, with the next meeting scheduled for October 22. The committee is expected to discuss paratransit services at that session.

6. News from Your Community

Members shared updates and observations from their respective communities:

- Members reported hearing concerns about train reliability and difficulties accessing real-time schedule information.
- DRCOG has launched the "Go-Tober Challenge", an initiative program encouraging commuters to record non-single-occupancy trips.
- Stakeholder meetings for the redesigning transit patterns in the Five Points area near Welton Street are kicking off this month.
- Members noted delays caused by mid-route driver changes on Bus Route 7.
- Concerns were raised about reports of smoking on buses by both drivers and passengers.
- One member suggested using electronic boards at Union Station to raise awareness about human trafficking prevention resources.

7. Open Call for Timely Topics

RTD has released a draft of its Comprehensive Report on Completing the Remaining Unfunded FasTracks Projects. Community members and stakeholders are encouraged to review the report, learn more about the proposed projects, and share feedback by visiting www.rtd-denver.com/fastracks. Comments are requested by November 14.

Committee members noted that public input would be most effective if detailed budget analyses and ridership modeling methodologies were made available for review prior to the close of the comment period.

8. Transit Wins

Several mountain town transit organizations received grants to begin electrifying their fleets.

The West Corridor Transportation Management Association received funding for a two-year pilot program subsidizing first-mile micromobility trips on Lime and Bird devices within one mile of the Decatur-Federal and University of Denver light rail stations. The program was awarded \$61,277 annually for 2026 and 2027.

9. Concluding Remarks

The next CAC meeting will be held on Thursday, November 13, 2025. Planned topics include:

- RTD 2026 Budget Update
- Service Change Recommendations and Service Standards Updates
- Safety Update from RTD Police Department
- Review of the Annual Safety Report