

Submitted as Public Comment to the RTD Board Meeting, April 30th, 2024.

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Erik Davidson, RTD Board Chair
Regional Transportation District
1660 Blake Street
Denver, CO 80202

Dear Chair Davidson,

Greater Denver Transit (GDT) would like to respectfully submit public comment on the following two topics:

April 7th, 2024, A Line Service Disruption

GDT listened with great interest to the discussion at the Operations and Safety Committee meeting regarding the incident which affected the A Line on April 7th. We would like to commend RTD's concessionaire partner, Denver Transit Operators (DTO), for being available to provide a full and frank explanation of what happened and a willingness to take responsibility for a failure to follow procedures – namely commencing an evacuation of the train within 30 minutes of the incident. We agree with the sentiment expressed that DTO's failures that day were uncharacteristic of an organization that strives to provide a high-quality and reliable train service.

GDT understands that it is RTD's responsibility to provide post-incident customer care and handle negative PR in cases like these, when service is operated by an outside Contractor. As such, GDT would also request that the Board look into whether giving out full refunds to affected riders, some of who have incurred costs for missing flights, would be appropriate in cases such as this one given the failure to provide usable transit service that occurred.

Mobile Ticketing and Account-based Ticketing Contract Extension

GDT is broadly supportive of extending the above Contrat with Masabi LLC. GDT members have found the Masabi provided MyRide app, MyRide cards and associated readers on-board and station based readers to generally now be reliable and easy to use. However GDT remains concerned that the system relies too heavily on riders having a charged and functional cell phone with the MyRide app installed in their possession and that it discriminates against those who do not. We therefore strongly encourage the agency to work with Masabi on two key upgrades to the system that are sorely needed:

- The ability to purchase and top up MyRide cards at station ticket vending machines (TVMs).
- The ability to use contactless debit and credit cards payments for journeys, with associated "on the fly" account creation in the server back end to facilitate fare capping.

In addition, with a longer term view of statewide transportation needs in mind, the agency should be looking at the ability to integrate smart cards and app barcodes issued by other Colorado transit agencies and operators for the payment of fares.

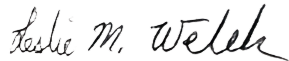
Thanks for all you do,



James Flattum
Greater Denver Transit



Richard Bamber
Greater Denver Transit



Leslie Welch
Greater Denver Transit

CC: RTD Board of Directors
Debra Johnson, RTD General Manager & CEO.