RFTA Planning Department Monthly Update

August 11th, 2022

RFTA Climate Action Plan (CAP)

RFTA now has a contract with Gannett Fleming, based out of Denver, to manage the CAP planning process. Wes Maurer will serve as project manager for the consulting team. Jason White will serve as project manager for RFTA Staff. Please see the 8/11/22 board packet and Portfolio for a more detailed presentation on this project. Findings from the CAP will help the organization of RFTA to meets its future strategic planning goals, and help build a culture of sustainability for RFTA employees and customers.

Grant Projects Update

Please see attached, and in the Portfolio, for a graphic showing all of the fleet and facility capital grant projects that are in motion. The myriad of RFTA departments and staff that advance these projects from contract to closeout should feel proud. **Staff are managing approximately $76 million in total grant project costs!** Please contact Jason White, *jwhit@rfta.com*, 970-384-4968 if you have specific questions about the grant strategy process.

On Board Survey Summary

Since 2006, RFTA's on-board survey had been conducted in-house by RFTA staff every two years, in March. In 2022, RFTA chose to contract the survey effort to Warner Transportation Consulting, to ensure that the entire survey process could be reviewed with a fresh perspective and be conducted with greater professional and statistical consistency.

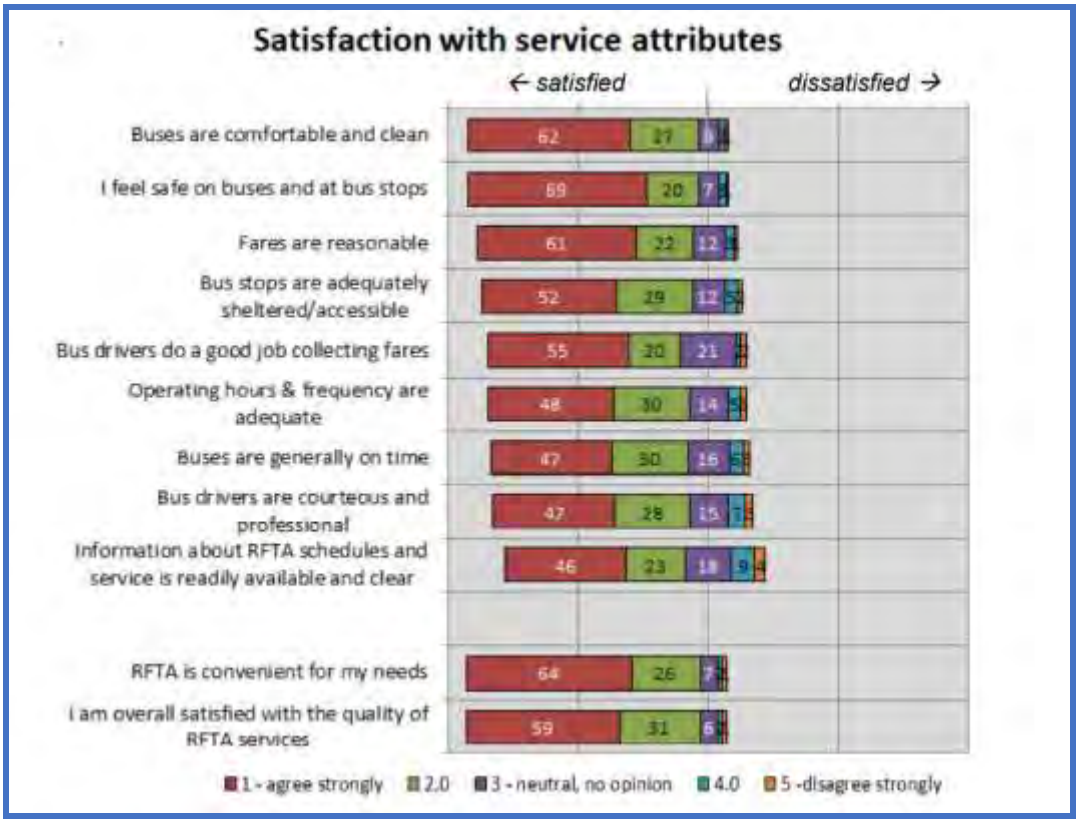
Warner conducted the survey over a 3-day period, March 17-19, and collected over 1,500 surveys. Warner provided a summary of the survey results at the May 202 Board meeting. The following is a more detailed

summary of the final report, which Marc provided to RFTA this month. Although this summary is more detailed, it still represents a fraction of information available.

Service Characteristics

The survey asked respondents to rate each of nine service attributes and two measures of general satisfaction with RFTA service. For each of these, the survey used a scale of 1 to 5, where 1 indicated the highest level of satisfaction and 5 was the highest level of dissatisfaction. The chart below shows a summary of some of the responses.

Overall Satisfaction with Services



For each of the attributes, more than sixty % of respondents gave a rating of 1 or 2, indicating a very high level of satisfaction. **Almost 90 % of the respondents agree that buses are comfortable and clean, and that they are overall satisfied with the quality of RFTA services. In both of these measures, the share of riders expressing satisfaction is more than 30 times greater than those expressing dissatisfaction**. This is likely the most important and compelling take-away from the survey process.

Changes in Service Rating Over Time

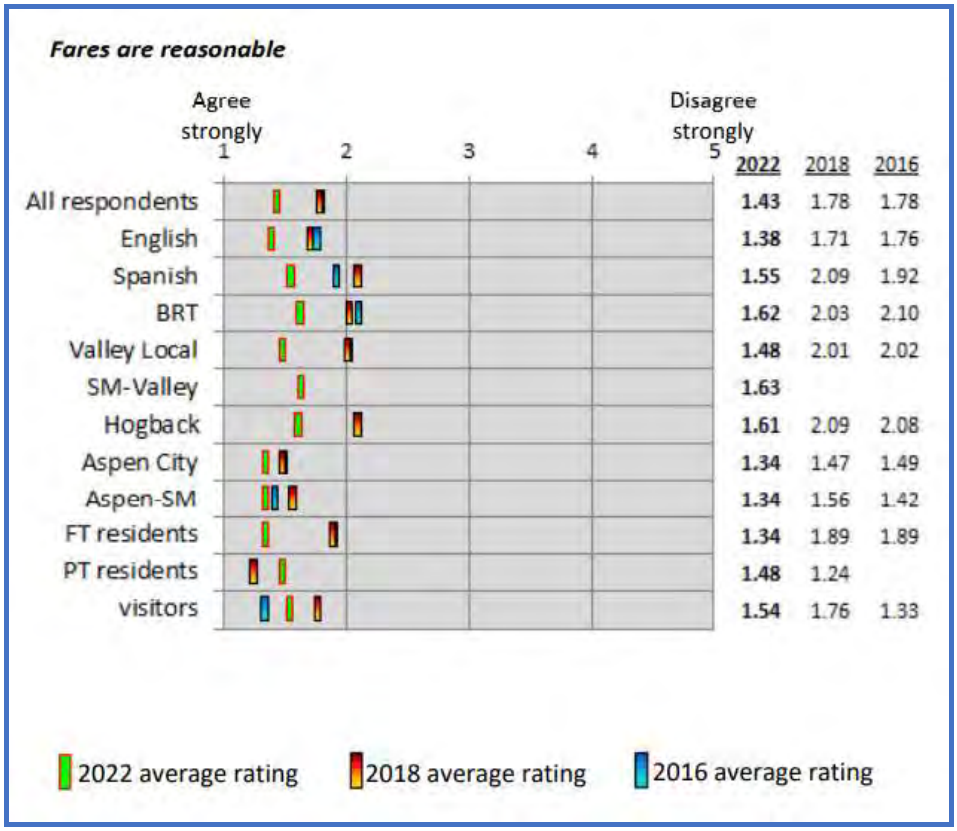
The table below show how the 2022 rating compare to rating between roughly 2010 and 2018.

Better Rating in 2022	Unchanged	Worse rating in 2022
• Safety on buses and at bus stops • Buses are comfortable and clean	• Operating hours and frequency • Buses are generally on time	• Drivers are courteous and professional • Information is readily available and clear

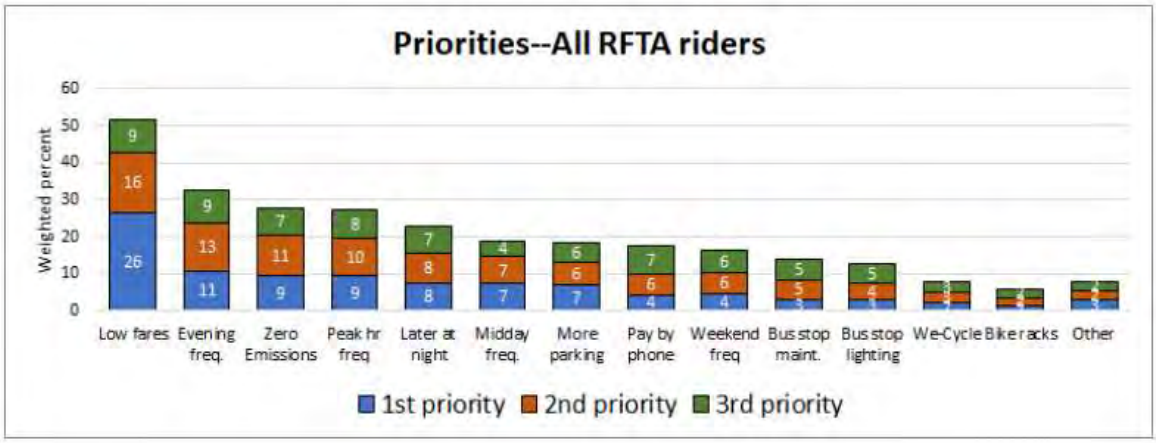
• Fares are reasonable • Bus stops sheltered and accessible	• RFTA is convenient for my needs • I am overall satisfied with the quality of RFTA services	(Snowmass-Valley Route)

Fares

Riders recognized the significant fare reductions since the start of COVID: Reduced regional fares, a consolidated El Jebel/Basalt zone, and $1 flat fare for youth.

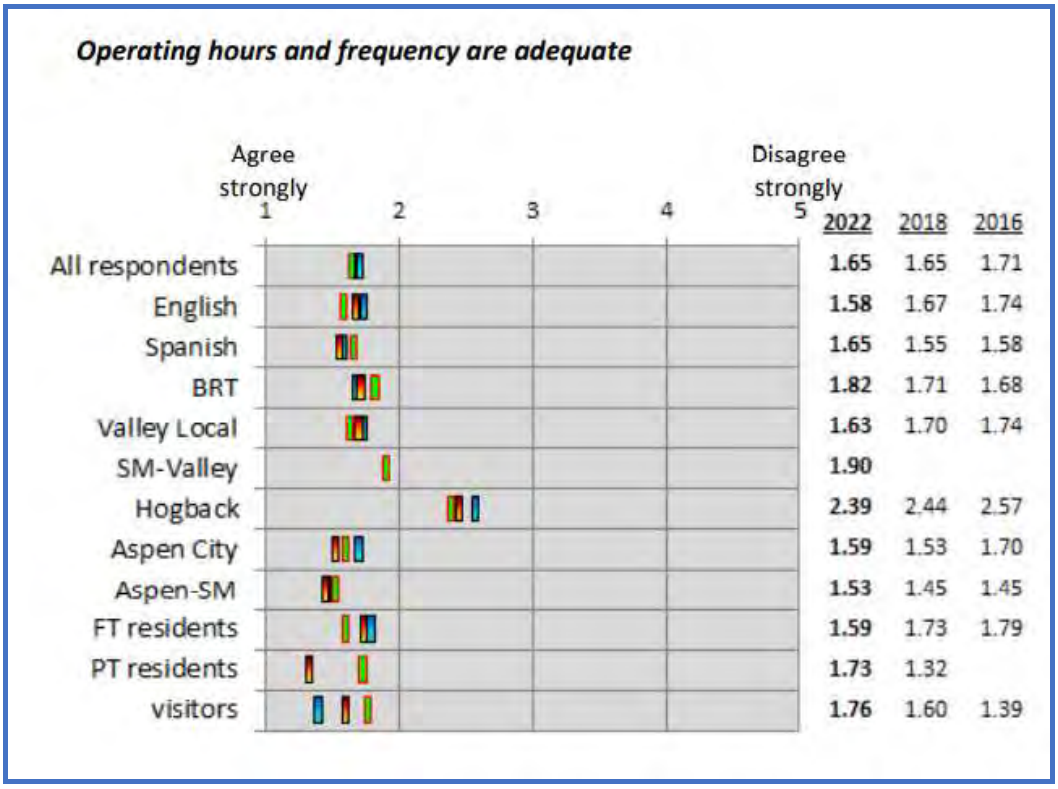


Based on the survey information, lowering fares was prudent. Not only did the fare adjustments lessen the pain of COVID impacts, but they are ranked as the highest priority service attribute, among permanents residents, part-time residents and even temporary visitors who travel mostly in the fare-free zone. It should be noted that Silt residents narrowly prioritize added midday frequency over low fares.



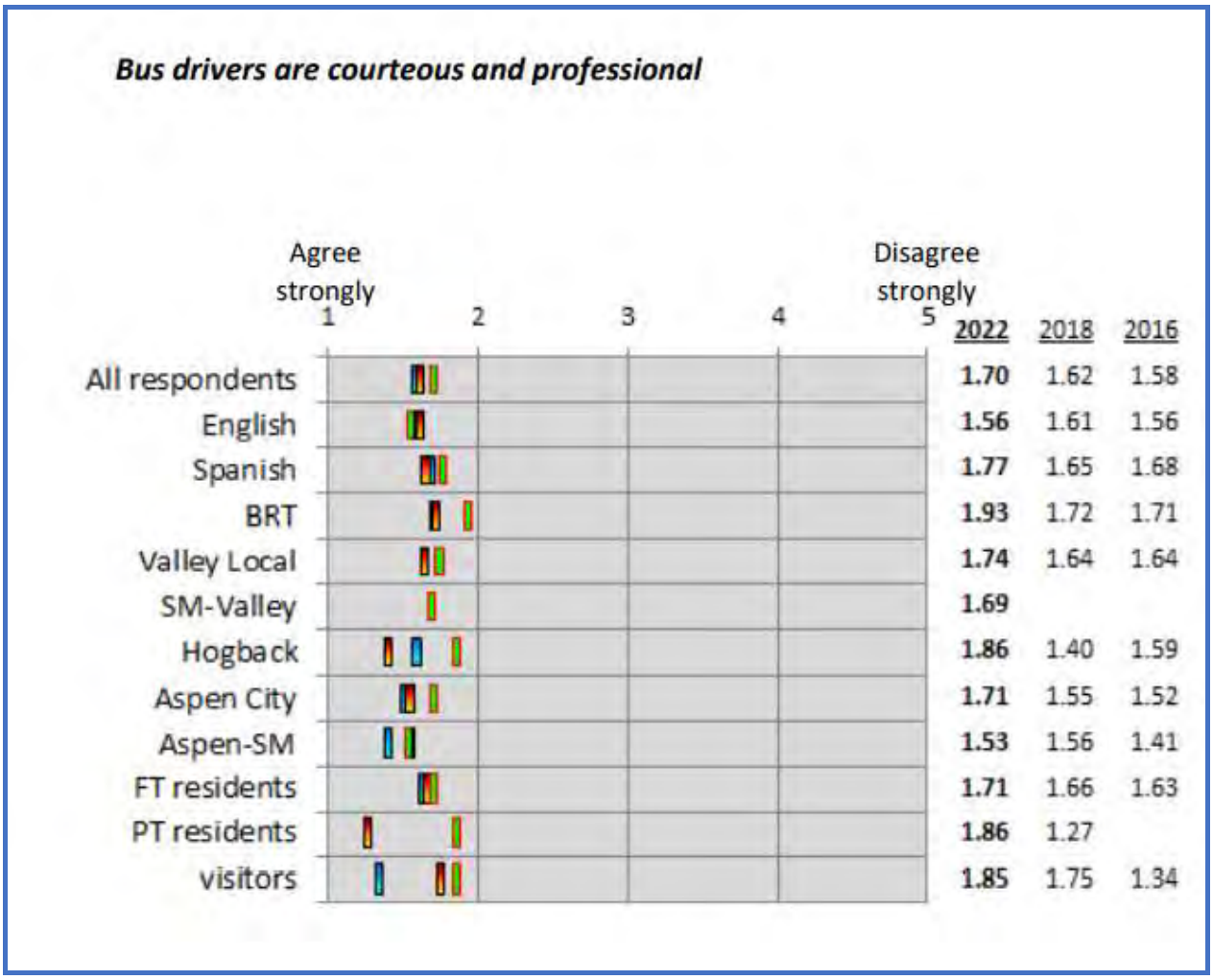
Operating Hours and Service Frequency

With the passage of Destination 2040, RFTA increased service frequency on the Grand Hogback between New Castle and Glenwood Springs. Riders on the Hogback route, particularly those living west of New Castle, continue to view this service dimension with particular room for improvement.



Bus Drivers are Courteous and Professional

Driver courtesy—or lack of it—generates the most frequent write-in comments from passengers. The average rating on this attribute is worse in 2022 for all route groups compared with the driver ratings in the prior surveys, particularly on the BRT routes. Warner notes that negative views about COVID-related mask requirements among some riders may have pulled down the average rating for this attribute in 2022. Nonetheless, overall ratings for driver courtesy and professionalism are high, in the 1-2 out of five scale.



Characteristics of the Passenger and the Trip

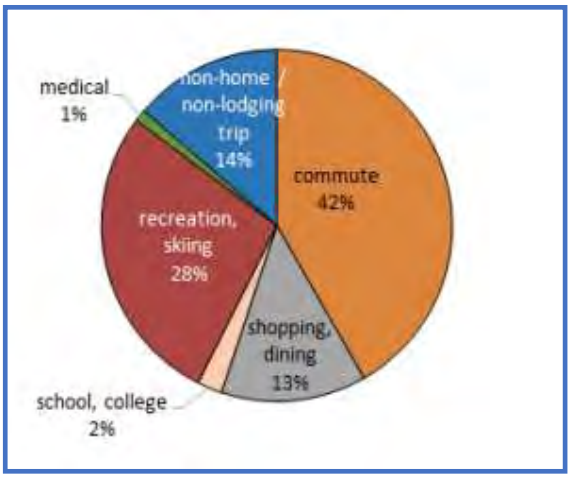
Trip Purpose

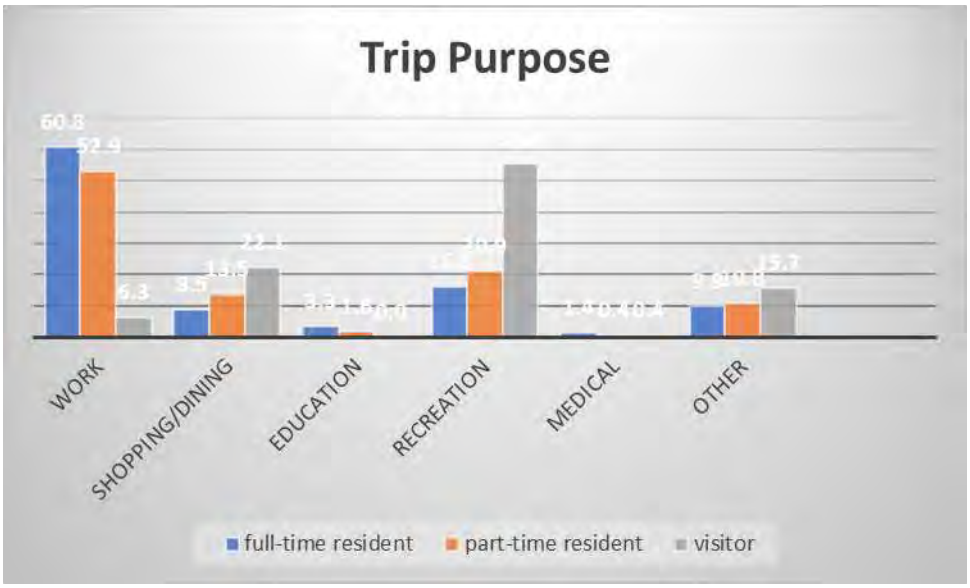
Commute trips account for 42% of total boardings, but 30% of distinct weekly riders (after accounting for transit trip frequency)

Recreation / ski trips are the most common trip purpose on the Aspen City and Aspen-Snowmass routes. They are 10% of trips on the regional buses, but this would include local trips on these buses such as between the Brush Creek lot and Buttermilk.

The chart below shows trip purpose by type of passenger. For full-time and part-time residents, commute trips are the primary trip purpose.

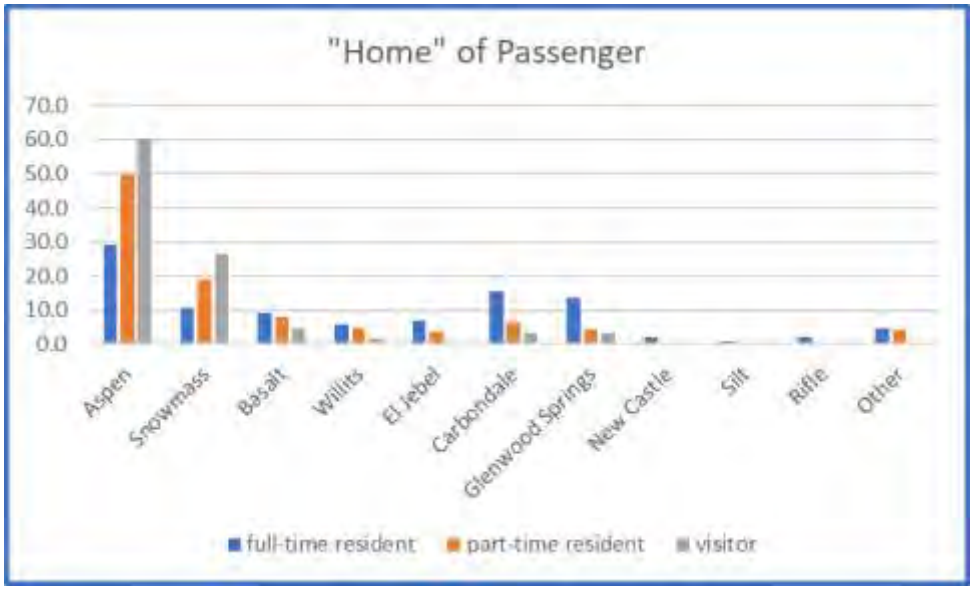
Trip Purpose - All Passengers





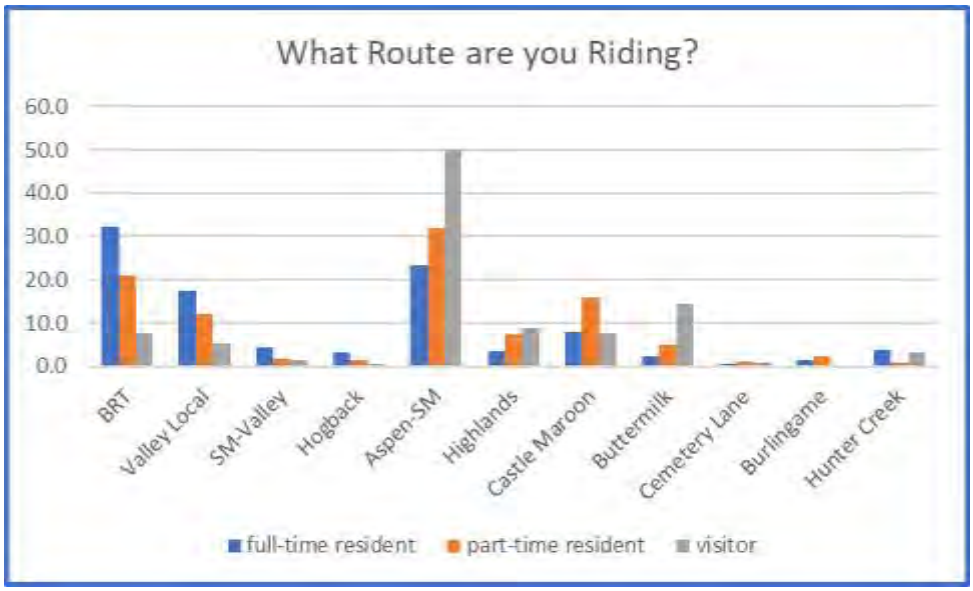
Home / Lodging Origins

About 60 % of total RFTA boardings are by people living or staying in Aspen or Snowmass. This includes 86 % of visitors to the region. Among full-time residents of the region who use RFTA, 60 % are from Downvalley or Hogback communities, with Carbondale and Glenwood Springs accounting for passengers outside of Aspen and Snowmass.



Route Used

While the Aspen-Snowmass route is used by most passengers overall, BRT is used by most full-time residents.


What Route are you Riding?
60.0
50.0
40.0
30.0
20.0
10.0
0.0
BRT
Valley Local
SM-Valley
Hogback
Aspen-SM
Highlands
Castle Maroon
Buttermilk
Cemetery Lane
Burlingame
Hunter Creek
full-time resident
part-time resident
visitor