RFTA STRATEGIC PLAN

2024 Challenges Update

RFTA
ROARING FORK TRANSPORTATION AUTHORITY

Financial Sustainability

2019 Challenges

- Implementing projects from the RFTA Destination 2040 Regional Project List on time and on budget
- Meeting regional transportation needs and desires with a balanced budget

2024 Challenges

- Establishing a multi-year CIP, along with a constrained CIP.
- Adequate funding for capital projects, repair, replacement and maintenance of capital assets.
- Revenue sources being constrained
- Rising costs for capital construction and other commodities
- Meeting the new costs of labor without compromising service delivery

Discussion Notes

- Planning for future funding with the public .
- Inquiring about housing grants as a future resource .
- Track our current investments with current funding to use for future funding requests.

Satisfied Customers

2019 Challenges

- Developing adequate transit capacity during peak hours in peak seasons

2024 Challenges

- Developing adequate transit capacity during peak hours in peak seasons

Discussion Notes

- Reducing crowded buses.
- Continuing to improve upon real-time passenger information.

High Performing Organization

2019 Challenges

- Fragmented staff communication due to dispersed regional facilities
- Creating "shovel ready" capital projects with unknown funding opportunities

2024 Challenges

- Reducing system redundancies created due to vast service area
- Adapting to new technologies of AI, zero emission vehicles and autonomous vehicles

Discussion Notes

- Great overview of challenges. No additions from Board.

Safe Customers, Workforce and General Public

2019 Challenges

- none

2024 Challenges

- Adequate security of facilities from threats and vulnerabilities
- Ensuring safety of customer and workforce from general public
- Ensuring passenger safety with growing ridership demand

Discussion Notes

- Passenger loading and unloading ineffiencies.
- Increased risks when skis/equiptment are inside buses. Can ski racks on outside of bus be altered to protect skis more?
- Bus stops with unsafe access and some stations throughout service area.
- Standee safety during busy commutes.
- Can we pull a summary of 2023 incidents related to safety including wilfdlife interactions.

Accessibility and Mobility

2019 Challenges

- Operating across a vast rural region with diverse and demanding transportation needs
- Adapting to shifting national demographics
- Collaborative management and maintenance of the railbanked Rio Grande Railroad Corridor and Rio Grande Trail

2024 Challenges

- Growing demand for regional commuter service beyond RFTA's jurisdiction
- Accommodating member jurisdiction local transportation needs
- Connecting to other regional and local services
- Making our bus stops and stations ADA accessible
- Providing appropriate and reliable fleet to meet customer demand

Discussion Notes

- Connections to Bustang as they add more services along i70
- Planning transit solutions beyond buses
- Work with regional partners to build upon transit oriented housing projects and infrastructure to protect the bus movements
- A universal platform for rideshare opportunities
- Understanding what the mobility needs are in our region
- Connections to New Castle with transit and trails as well as Redstone/Hwy 82
- Multi-modal transportation options and choices for the communities along the I-70 corridor and also multi-modal connections with and into the RF Valley.

Sustainable Workforce

2019 Challenges

- Succession planning for a pending exodus of nearly all highest-level staff
- Attracting, engaging and retaining employees in a region with a high cost of living and a scarcity of affordable housing
- Difficulty of attracting and retaining bus operators that possess both driving proficiency and customer service skills Finding employees with quality customer service skills
- Lack of a centralized well-staffed customer service department
- Operations outgrowing support staff and supervisory capabilities
- Inadequate staffing to support existing and future technologies
- Maintaining affordable employee health care costs

2024 Challenges

- Rising costs for labor and housing is constraining RFTA's operating ability
- Recruitment of local employees
- Finding employees to staff upper valley facilities due to long travel distances between residence and work.
- Ensuring adequate support staff and technologies to improve business continuity and efficiency
- Aligning RFTA with industry practices to increase external recruitment opportunities

Discussion Notes

- Housing partnerships with other essential workforce employers…sheriff, fire dept, EMTs, etc.. are all looking for housing solutions… Stronger together!

Environmental Sustainability

2019 Challenges

- Adoption of innovative, emerging alternative fuel technologies, without compromising service, efficiency, and budget

2024 Challenges

-

Discussion Notes

- Moving towards a zero-emission fleet in a financially sustainable way.
- RFTA is sustainable in itself - the more people we get on the bus help with environmental sustainability.
- How can we grow ridership of existing services with available capacity.
- Electrification efforts nationally and locally… let's keep electrifying. It's necessary.