

Aurora Immigrant & Refugee Commission

Monday, September 13, 2021

5:30pm Zoom Meeting

Commissioners Present: Mark Wideman; Julie Ressalam; Jackie Zvjenick; Linda Skelley, Samuel Gebremichael; Sabe Kemer; Lizzy Beachland
Commissioners Excused: Kevin Vargas, Karen Colato, Salvador Cazun
Commissioners Absent: None
Other present: Julie Skeen, Carl Green, Annette Hunter, Charise Canales
Staff Present: Minsoo Song

- 1) Meeting was called to order at 5:37pm by Vice-Chair Julie Ressalam
- 2) OIIA Update:
 - Global Fest: Thanks to AIRC partnership, 2021 Global Fest was huge success. Hoping for in-person event in 2022.
 - Mayoral Mission to El Salvador: completed with great success. Mr. Gambetta and Commissioner Cazun will brief the AIRC with couple takeaways upon their return from El Salvador.
 - ESL Classes: new session will start on Tuesday, September 28.
 - AIRC Annual Report: Chair Vargas and Vice-chair Ressalam delivered AIRC annual report during PRCTBCCG policy committee meeting on Thursday, August 26 and CMs showed great interest in partnering with AIRC.
- 3) Reimagine RTD
 - Julie Skeen and Carl Green from RTD presented the findings report from Reimagine RTD Project (See the attached PPT)
 - cost issue: Commissioner Kemer mentioned the cost issue with local community
 - Language Access issue & Community outreach issue: Vice-Chair Ressalam mentioned that there is lack of information sharing in immigrant and refugee community
 - Customer service: Commissioner Gebremichael suggested providing technical support (monitor showing news during the ride)
 - Frequency: Commissioner Skelly mentioned the frequency as one of the obstacles for the community to use RTD
- 4) RTD Language Access Survey
 - RTD is conducting Language Access Survey (see attached)
 - RTD will be using the 4-factor analysis to establish the comprehensive Language Access Plan. RTD will have 3 year implementation schedule.
- 5) ARPA Survey
 - Ms. Canales shared the ARPA Survey (<https://engageaurora.org/arpa>)
 - City of Aurora has been awarded \$61million to respond to the COVID-19 public health emergency and its economic impacts.
 - ARPA survey will help to identify the community's need.
- 6) Aurora Global Market
 - Jay Kim with Bonfire Event Co introduced his company and its mission to assist small business owned by immigrant and refugee community
 - Bonfire Event Co is planning couple Global Market theme event to showcase diverse culture.

7) AIRC Work Plan Champion update:

- Vice-chair Ressalam shared that Aurora IRO is ready to go
- Commissioner Zvejnieks would like to invite "Here Together" to next meeting to get connected with AIRC.
- Commissioner Wideman will be helping food business in the city and any connection with our community members would be appreciated.

8) Vice-chair Ressalam adjoined the meeting at 7:37pm.

Kevin Vargas

Vargas, Kevin

Chair

Julie Ressaalam

Ressaalam, Julie

Vice-Chair



Reimagine RTD

Gathering Feedback on Strategies

Aurora Immigrant & Refugee Commission

September 13, 2021

Agenda

- Reimagine RTD Recap
- Mobility Plan for the Future
- Guiding Principles – Discussion of Strategies
- Next Steps

Reimagine RTD Recap

Reimagine RTD Overview

Long- and Short-term Objectives

- **Reimagine RTD**

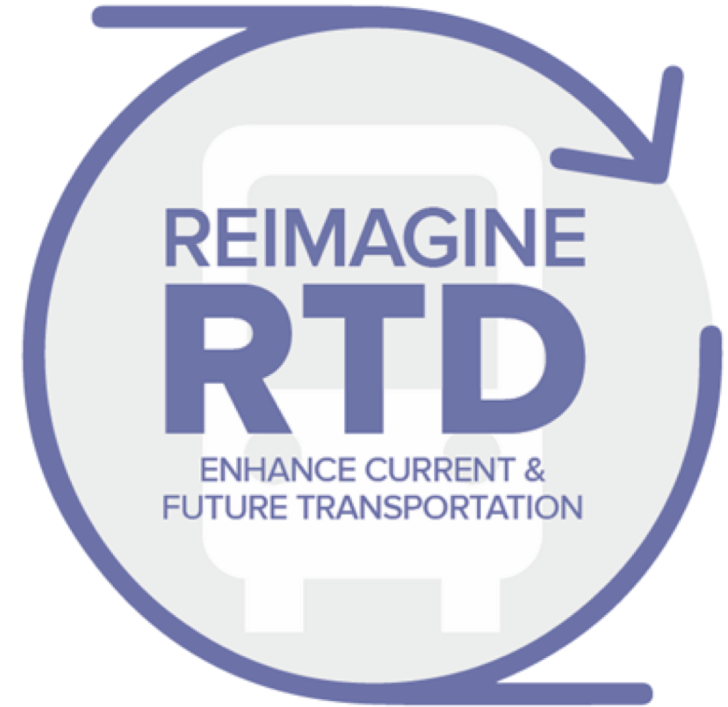
- Two-year process to answer “what’s next” for RTD

- **System Optimization Plan (SOP)**

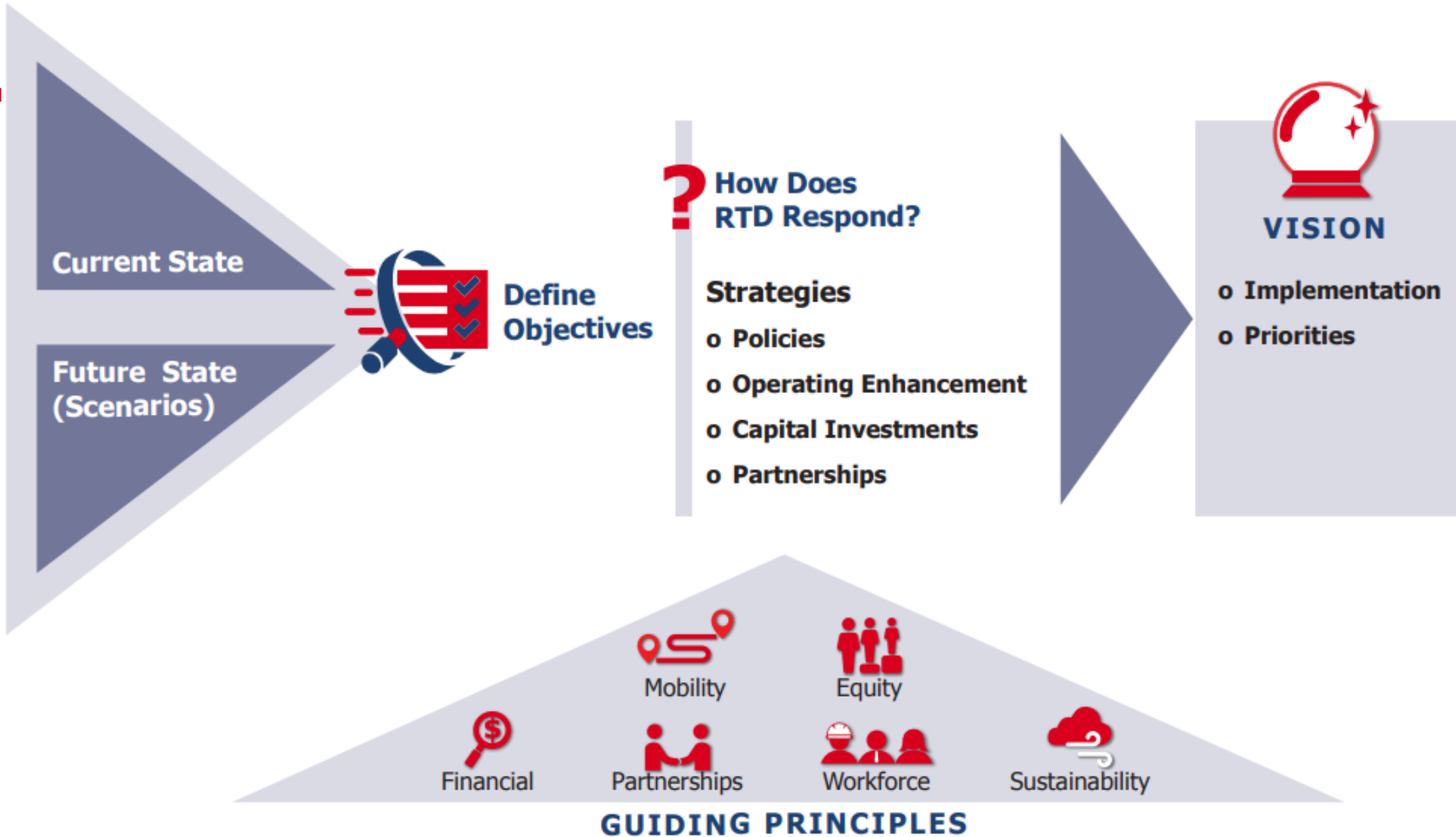
- Redesign RTD’s services to balance mobility needs and fiscal limitations
- Initial SOP implementation took place with adoption of January 2021 runboard
- Rebuilding Service Working Group established to provide input to RTD on performance measures, metrics, indicators and milestones

- **Mobility Plan for the Future**

- Identify long-term strategies (i.e., between now and 2050) to address region’s future mobility needs



MOBILITY PLAN for the FUTURE



What Questions Will This Process Answer?

July and August	September and October	November and December
Current and future financial state?	Future mobility needs and trends?	Prioritization?
Plan for future mobility needs and trends?	RTD's ability to respond to different outcomes?	Needs based and fiscally constrained plans?
RTD's role as a mobility integrator?		

Guiding Principles

Guiding Principles Background

What are Guiding Principles?

- Value statements that guide RTD decision-making
 - **Foundation for decisions on RTD's service delivery**
 - Set framework for Mobility Plan for the Future
 - Detailed outcomes and strategies developed under each Guiding Principle

GUIDING PRINCIPLES

Value statements that guide decision-making



OBJECTIVES

Measurable targets to monitor and report success



STRATEGIES

Actions identified to achieve objectives



Mobility

Provide safe, reliable transportation service to improve the quality of life of residents, customers, and visitors.



Equity

Remove barriers to accessing transportation services that enable customers to have the freedom to get where they want to go.



Financial

Leverage resources and maximize cost efficiencies, serving as a good steward of taxpayer dollars.



Partnerships

Pursue partnerships with both public and private organizations that can help identify innovative opportunities to enhance mobility throughout the region.



Workforce

Foster a dynamic, diverse workforce that promotes engagement and innovation, recognizing team members as RTD's greatest asset.



Sustainability

Provide sustainable mobility options while continually seeking to reduce RTD's environmental impact.

Discussion

What strategies should RTD employ to achieve the vision set out by these principles?

Updates and Next Steps

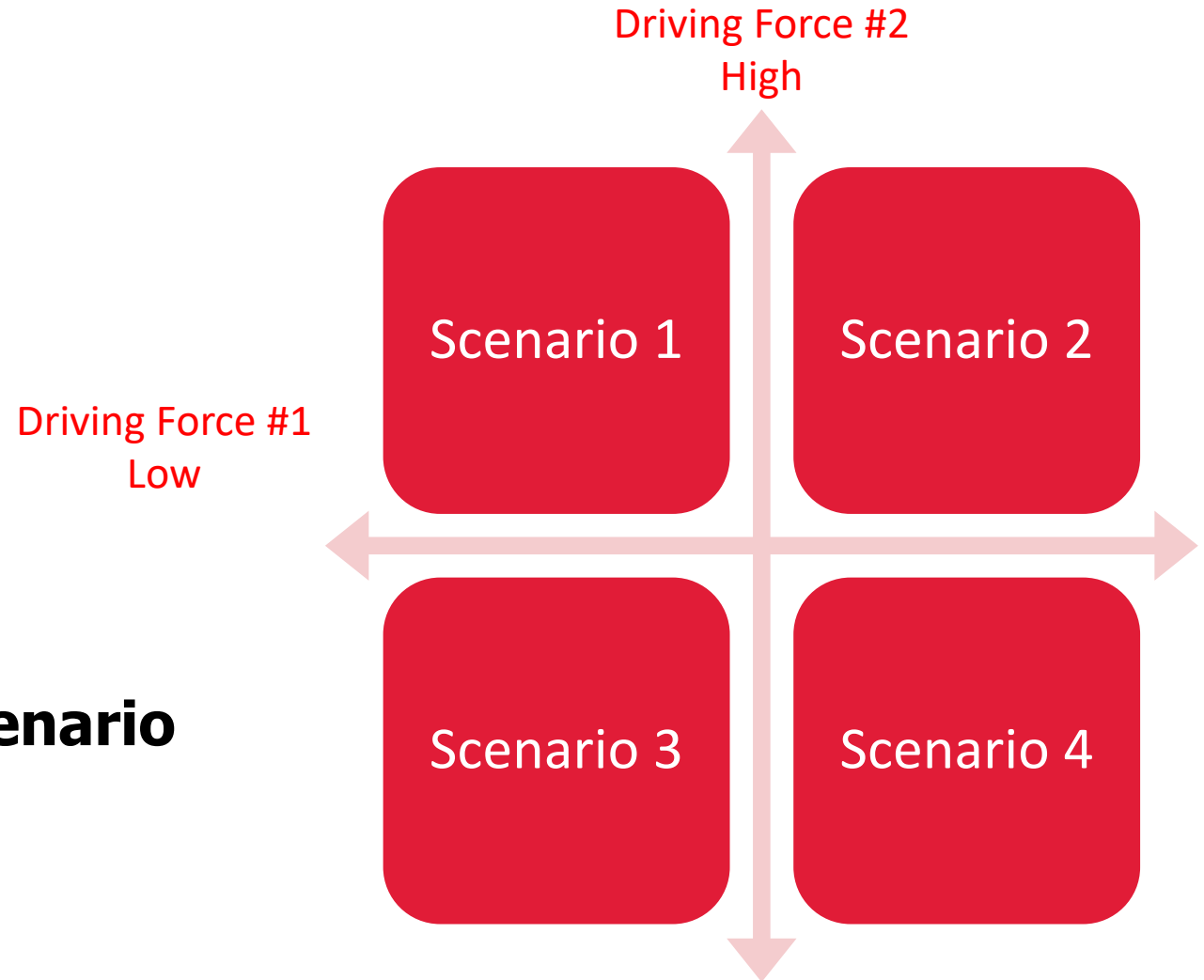
Modeling Results Will Be Used to Evaluate Strategies – October 2021

Evaluate Through EMAT Tool

- Service levels
 - Funding
 - Workforce availability
 - Federal and state policy
 - Climate impact
- Telework
- Local policy
 - First and last mile

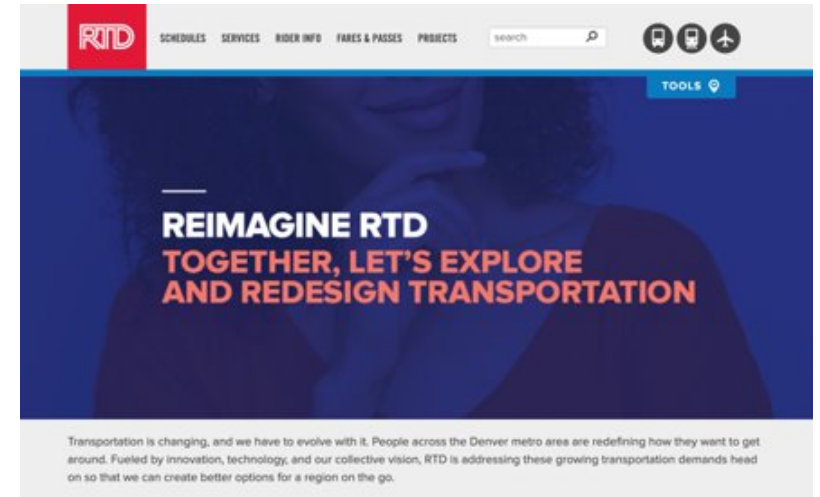
Evaluate Through DRCOG Scenario Planning

- Land use
- Costs (parking, fuel, fares)
- Competing modes (auto)



Public Engagement – Next Steps

- Late summer: Continue identifying strategies
 - Online engagement
 - Individual meetings (e.g., TMOs, TMAs, community advocacy groups)
 - Citizen’s Advisory Committee
 - RTD Local Governments team meeting
 - Customer panel
- Winter: Provide feedback on draft recommended strategies
 - Online engagement – updated survey
 - Public meetings
 - Telephone Town Halls
 - Individual meetings (e.g., chambers, local municipalities)
 - Customer outreach – tabling at high traffic stations
 - Youth listening session



<https://www.rtd-denver.com/reimagine>

Updates and Next Steps

- Board Study Session September 21, 5:30 p.m.
- Technical Working Group October 13, 2:30 p.m.
- Advisory Committee October 14, 7:30 a.m.
- Rebuilding Service Working Group October 19, 3:00 p.m.



Thank you.

Language Access Customer Engagement Survey

Thank you for taking time to provide feedback. RTD's Civil Rights Division is conducting this survey with customers to understand their experiences and to ensure meaningful access to RTD's programs and services. There are no right or wrong answers; we simply want your opinion. The results of this survey will help RTD understand how we can better serve our customers.

We anticipate this survey will take about 20 minutes to complete. All responses are completely confidential, and data will be reported in group form only. **Should you have any questions or if you would like to complete the survey in your native language, please contact RTD Customer Care at 303-299-6000.**

Please complete this survey by Thursday, September 30. If you prefer to complete this survey online, please visit this link: www.surveymonkey.com/r/LACEsurvey.

Thank you for taking time to provide feedback in this important survey.

Carl Green Jr.,
Transit Equity Manager
Civil Rights Division

1. About how often have you used RTD services in the past 12 months?

- Every day
- Almost every day
- A few times every week
- Once every week
- A few times every month
- Once every month
- Once every few months
- A few times in the past 12 months
- Once in the past 12 months
- I have not used RTD in the past 12 months**
- Not sure

2. Did you use RTD services prior to the spread of the Covid-19 pandemic in March 2020, even if only once?

- Yes
- No **(SKIP TO QUESTION 4)**
- Not sure **(SKIP TO QUESTION 4)**

3. Thinking about your use of RTD before the spread of Covid-19 pandemic in March 2020, do you use RTD more, less, or about the same??

- I ride RTD less often now than before the Covid-19 pandemic
- I ride RTD about the same now as before the Covid-19 pandemic
- I ride RTD more often now than before the Covid-19 pandemic
- Not applicable – I did not use RTD before Covid-19 spread in March 2020
- Not sure

4. How do you currently get information about RTD's services? (Check all that apply.)

- RTD Customer Service
- RTD employees
- RTD website
- At an RTD Sales Outlet
- Sending an email to RTD
- RTD's social media accounts (e.g., Facebook, Twitter, Instagram)
- Signs at bus/train stops
- Signs on board RTD buses/trains
- On the radio
- Local news program
- Local news website
- Local newspaper
- Brochures at community sites
- From RTD staff at a community event
- Family or friends
- From staff at a faith-based organization
- From staff at a community-based organization/public agency
- A translation application on your mobile device
- Translation software on your computer
- I do not get information regarding RTD's services**
- Other (please specify): _____

5. Please select the TOP THREE ways you prefer to get information about RTD's services? (Select up to 3.)

- RTD Customer Service
- RTD employees
- RTD website
- At an RTD Sales Outlet
- Sending an email to RTD
- RTD's social media accounts (e.g., Facebook, Twitter, Instagram)
- Signs at bus/train stops
- Signs on board RTD buses/trains
- On the radio
- Local news program
- Local news website
- Local newspaper
- Brochures at community sites
- From RTD staff at a community event
- Family or friends
- From staff at a faith-based organization
- From staff at a community-based organization/public agency
- A translation application on your mobile device
- Translation software on your computer
- I do not want to receive information about RTD's services**
- Other (please specify) _____

6. Please rate how useful the following language assistance services are on a scale of 1 to 5, where 1 indicates *Not at all useful* and 5 indicates *Very useful*. If you are not aware of a service, please select "Not aware of this service."

	1 – Not at all useful	2	3	4	5 – Very useful	Not sure	Not aware of this service
RTD Customer Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Translations through the RTD website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Announcements in Spanish on buses/trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channel cards (signs) in Spanish on buses/trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs in Spanish on RTD vehicles or at stations/stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil Rights (Title VI) complaint procedure in Spanish on buses/trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please rate how important it is to be able to get information about each of the following from RTD in your native language on a scale from 1 to 5, where 1 indicates *Not at all important* and 5 indicates *Very important*.

	1 – Not at all important	2	3	4	5 – Very important	Not sure
The cost of riding RTD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to buy a bus or rail ticket	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Where buses and trains go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service and schedule changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proposed service and schedule changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service alerts for bus or train lines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public meetings and open houses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to apply for programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil Rights (Title VI) complaint procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free travel training program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language assistance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access-A-Ride paratransit service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. About how often do you feel like your personal security is at risk while riding RTD services?

- Never Sometimes Rarely Most of the time Always Not sure

9. Do you know how to do the following during an emergency when riding RTD or at a RTD bus stop/rail station?

	Yes	No	Not sure
Report a security incident on the RTD Transit Watch app	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call RTD Police at 303-299-2911	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call RTD Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Transit Watch at 303-434-9100	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow emergency exit instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Are you aware of RTD’s LiVE Program which provides eligible low-income customers with a 40% discount off regular RTD fares?

- Yes
 No **(SKIP TO QUESTION 14)**
 Not sure **(SKIP TO QUESTION 14)**

11. Are you currently enrolled in RTD’s LiVE Program?

- Yes **(SKIP TO QUESTION 14)**
 No
 Not sure

12. Do you know the income eligibility requirements for RTD’s LiVE Program?

- Yes
 No
 Not sure

13. Do you know how to register for RTD’s LiVE Program?

- Yes
 No
 Not sure

14. Which of the following discounts, if any, have you used in the past 12 months when riding RTD?

- Senior (65+)
 Individuals with Disabilities
 Youth (Ages 6-19, not CollegePass)
 Access-a-Ride card
 LiVE
 None of these

15. Do you currently receive your fares through RTD’s Nonprofit Reduced Fare program?

- Yes, a nonprofit or government agency provides me with fares
 Yes, I pay a nonprofit or government agency for all/part of my fares
 No

16. Which of the following best describes your attitudes toward RTD’s fare structure?

- RTD’s fare structure is very easy to understand.
- RTD’s fare structure is somewhat easy to understand.
- RTD’s fare structure is somewhat difficult to understand.
- RTD’s fare structure is very difficult to understand.
- Not applicable – I am unfamiliar with RTD’s fare structure.

17. Please explain why you selected the response above.

18. What is your native language?

- English
- Español (Spanish)
- Tiếng Việt (Vietnamese)
- 中文 (Chinese)
- 한국어 (Korean)
- Русский (Russian)
- नेपाली (Nepali)
- አማርኛ (Amharic)
- العربية (Arabic)
- Français (French)
- 日本語 (Japanese)
- Other (please specify): _____

19. How well do you do each of the following?

	Not at all	Not well	Well	Very well
Read English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Write English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Including yourself, how many people live in your household? (Please write a number.)

Number:

21. Which of the following categories contains your annual household income, before taxes?

- Up to \$9,999
- \$60,000 to \$69,999
- \$10,000 to \$19,999
- \$70,000 to \$79,999
- \$20,000 to \$29,999
- \$80,000 to \$89,999
- \$30,000 to \$39,999
- \$90,000 to \$99,999
- \$40,000 to \$49,999
- \$100,000 or more
- \$50,000 to \$59,999

22. Do you have a working vehicle (car, truck, van, or motorcycle) at home for use by members of your household?

- Yes
- No **(SKIP TO QUESTION 24)**

23. How many working vehicles do you have access to at your household?

- 1
- 2
- 3
- 4 or more

24. With which of the following do you most closely identify?

- Male
- Female
- Non-binary or Gender non-conforming
- Other (please specify): _____

25. Which of the following categories contains your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

26. Are you of Hispanic, Latino, or Spanish origin?

- No
- Yes, Mexican, Mexican American, Chicano
- Yes, Puerto Rican
- Yes, Cuban
- Yes, Other (Please specify) _____

27. Which of the following best describes your race? (Select all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> Asian | <input type="checkbox"/> White |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Other (Please specify) _____ |

28. What is your zip code?

**Thank you for completing this survey. We sincerely appreciate your time.
Please return your survey using the postage-paid envelope you received with this survey.
Please send to RTD at 1660 Blake Street BLK-21 Denver, CO 80202.**



Date: Aug. 26, 2021

Media Contact: Julie Patterson
Senior Communications Strategist
303.739.6617
jpatters@auroragov.org

Aurora community invited to share ideas on best programs for federal COVID-19 economic relief funds

AURORA, Colo. – The city of Aurora is asking its residents and businesses to share their ideas for how millions in federal American Rescue Plan Act dollars coming to the city could have the greatest positive impact on the community.

The American Rescue Plan Act was signed into law in March 2021 to provide significant resources to respond to the COVID-19 public health emergency and its economic impacts. The city of Aurora will receive \$65.4 million in one-time direct federal aid, with additional funding provided for programs related to rental and housing assistance.

The city launched a survey and idea boards this week at EngageAurora.org/ARPA to gather community feedback on how the city should spend the funds allocated to Aurora. The deadline to participate is Oct. 8.

Paper surveys also are available in several languages at the following Aurora public library facilities: Aurora Central Library, Hoffman Heights Library, Martin Luther King Jr. Library, Mission Viejo Library and Tallyn’s Reach Library. Paper surveys will be available through Oct. 1.

Based on the parameters set by the provisions of the American Rescue Plan Act, the city has identified three main categories for use of these federal funds: community assistance, infrastructure funding and service preservation. The survey asks the community to rank their choices of potential priorities in these three categories, and the idea boards allow participants to write in their own ideas in the same categories.

Paper surveys in multiple languages are available at Aurora public libraries, and city staff also will gather feedback at community events in the coming weeks.

For more information, visit EngageAurora.org/ARPA.

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