North Federal Community-Based Transportation Study

Phase 2 engagement report



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Photo by Yangmee Lor/PABNEEG

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Phase 2 engagement

(October through December 2024)

Executive summary

This document provides a detailed report of engagement activities completed in late 2024 for the North Federal Community-Based Transportation Study in southwest Adams County. The project team, consisting of staff from the Denver Regional Council of Governments Transportation Planning and Operations division, consultant Fehr & Peers and nonprofit Growing Home, identified two main goals for Phase 2 engagement. First, the project team wanted to verify with the general public and the steering committee that there weren't any important destinations missing when considering zones for microtransit. Second, the team gathered input on major details related to a potential microtransit service's operation in the community.

Engagement and outreach efforts were similar to Phase 1 engagement but on a smaller scale due to the shorter timeline. DRCOG staff and partners distributed marketing materials. DRCOG social media staff used the organization's Nextdoor account to post information about the Irving Street Library focus group. This report explores the four major engagement and outreach efforts of Phase 2:

1. Online surveying.
2. Steering committee.
3. Focus groups, both in-person and virtual.
4. Community events and meetings.

1. Surveying overview

DRCOG staff continued to use Social Pinpoint to house the project website for Phase 2. The second survey was available online in English, Spanish and Hmong in November and December 2024. Staff provided paper surveys at the in-person focus groups and at Westy Fest, an event covered in Section C of this report.

Survey takeaways

In Phase 2, DRCOG staff intentionally shortened the survey to encourage participation. Survey feedback will guide development of the final selected alternative as well as determine the service hours and times of a potential microtransit service. While a smaller number of respondents filled out the Phase 2 survey in Spanish compared with the Phase 1 survey, 16% of respondents said they speak Spanish at home.

Total number of surveys filled out by language:

- English: 81.
- Spanish: 3.
- Hmong: 3.

Key survey takeaways

Responses indicated that:

- The people who took the survey preferred a smaller microtransit service area with shorter wait times over a larger service area with longer wait times.
- The top four most important destinations for a microtransit service are grocery stores (72%), commercial or shopping areas (48%), health clinics (39%) and rail stops (35%).



Photo by Nora Kern/DRCOG

- The most important specific destinations for a microtransit service are the Walmart Supercenter at West 72nd Avenue and Sheridan Boulevard (35%), the Westminster Regional Transportation District train station (32%), the King Soopers at West 84th Avenue and Sheridan Boulevard (24%), and the King Soopers at West 80th Avenue and Sheridan Boulevard (23%).
- The people who could not drive would benefit most from a microtransit service.
- The most important days for a microtransit service were weekdays, especially Fridays (90%) and Wednesdays (87%).
- The use of microtransit to access rail and bus would be high.
- The primary concern for those using RTD bus or rail services is that it is too far or too hard to walk to or between stations (32%).

2. Steering committee

The steering committee met on December 12, 2024, to learn about Phase 2 engagement efforts and to provide feedback on several draft microtransit service alternatives. DRCOG staff polled steering committee members on the days of the week they thought would be the most helpful for microtransit service and which of three proposed alternatives they preferred.

Alternative number one would serve a 5.4 square mile radius with wait times averaging about 20 to 30 minutes. Alternative number two would serve a 5.2 square mile radius, more to the west, also with a 20- to 30-minute average response time. Alternative number three would combine alternatives one and two to serve a 7.8 square mile radius with a 40- to 50-minute average response time. Generally, the steering committee agreed that providing service Monday through Friday would be most helpful. Several steering committee members agreed that starting with a smaller service area and then expanding could be a good model. The final recommended service model may be a modified version of one of the alternatives proposed to the steering committee.

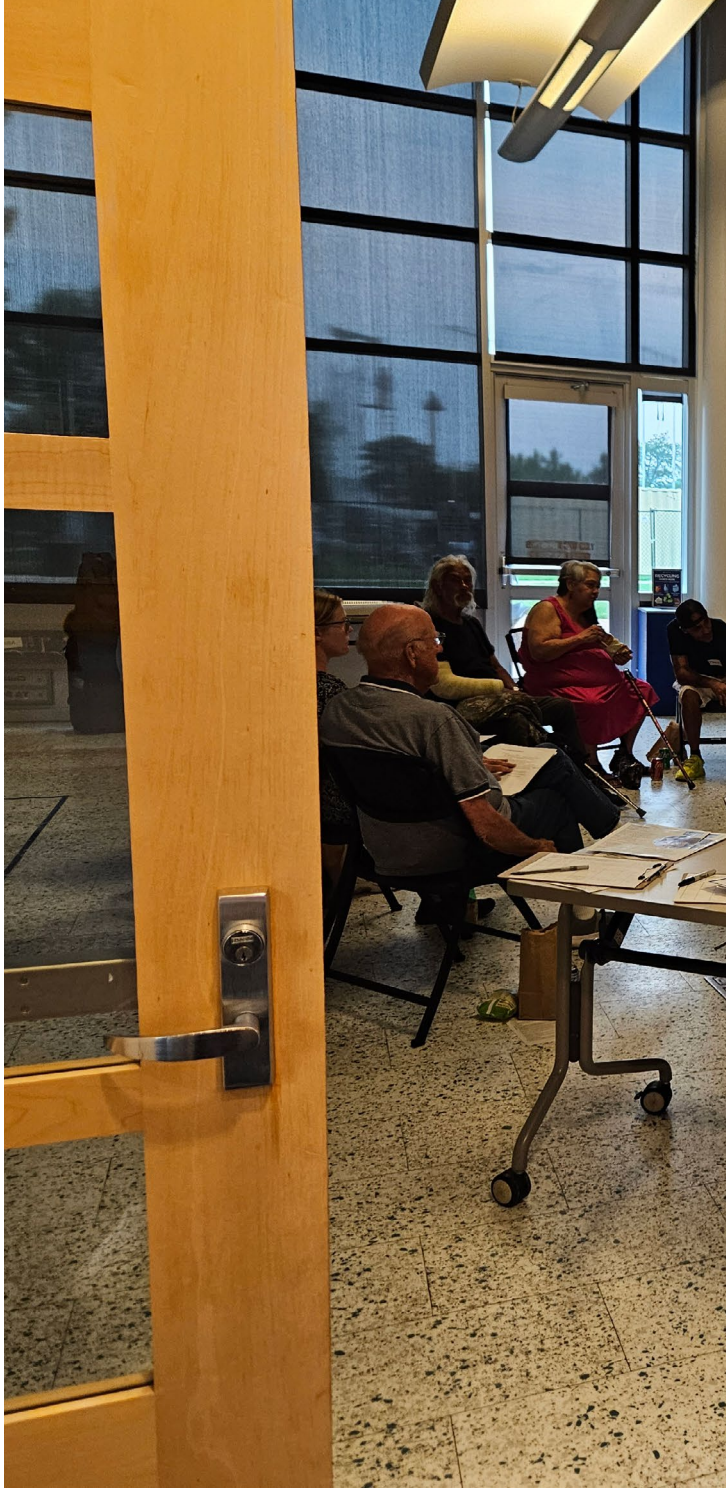


Photo by Nora Kern/DRCOG

3. Focus group overview

During Phase 2 engagement, DRCOG staff hosted three focus groups with the local organizations that led successful focus groups during the first phase. Focus groups were conducted in partnership with Growing Home, Maiker Housing Partners and the People's Advisory Board for New Educational and Economic Goodwill (known as PABNEEG).

Focus group dates, times and locations included:

- Tuesday, October 29, 2024, 6 to 7 p.m., Irving Street Library (eight attendees).
- Monday, November 18, 2024, noon to 1 p.m., Casa Redonda de Vigil (six attendees).
- Saturday, November 16, 3 to 4 p.m., PABNEEG virtual focus group (10 attendees).

Attendees continued to agree with previous survey and steering committee indicators suggesting they would use a free door-to-door microtransit shuttle service. There was also general consensus that most of the destinations important to the community are included in the study area. However, among the focus groups there was no consensus on the size of the final zone when given the option between a smaller service area with shorter wait times or a larger service area with longer wait times. Attendees also found it difficult to agree on the days of the week the service should operate. Most people expressed a desire for service seven days a week. When forced to choose, attendees expressed a general preference for Monday through Friday.

The project team received some feedback that could influence recommended features in the implementation plan. For example, in two focus groups, attendees expressed an interest in being able to schedule rides in advance. Several attendees also mentioned a desire to have one shuttle operate on a fixed route for people without a phone or who need to arrive somewhere at a specific time. Attendees continued to discuss safety as a prevailing theme for both passengers and drivers, as they did in the Phase 1 focus groups.



Photo by Yangmee Lor/PABNEEG

4. Community events and meetings

The community events and meetings during Phase 2 engagement provided DRCOG staff and partners with more opportunities to meet with the public as well as groups organized by the City of Westminster. Growing Home and DRCOG staff attended three meetings and one community event to discuss the project and to gather feedback: Westy Fest, Westminster's Inclusivity Board, Westminster's Youth Advisory Panel and Speaking for Ourselves' monthly meeting.

Participants in the meetings and events expressed overwhelming support for a microtransit service. Participants identified as important several destinations not previously brought up in focus groups, such as adult day centers and craft supply stores. While the groups didn't express a consensus on the hours or days of the week a microtransit service should operate, they agreed that it's important the service be accessible to underserved populations.



Photo by Nora Kern/DRCOG

Section A: Complete Phase 2 survey results

Would you prefer a larger area with longer wait times or a smaller area with shorter wait times?

The results indicate respondents are generally not willing to sacrifice shorter wait times for a larger service area and more destinations. DRCOG's program manager for market research believes further research is probably needed to determine the number of minutes residents would consider to be a reasonable wait time.

Table 1: Microtransit zone size

Preference	Responses	Percent
Smaller area, fewer destinations with shorter wait times	24	31%
Somewhere in between the two	43	55%
Larger area, more destinations with longer wait times	11	14%
Total	**78**	**100%**

Which types of destinations would be most important for your household to access with microtransit?

Respondents' top destinations were related to shopping, health care services and RTD rail stops. How important respondents considered destinations to be seems closely related to how frequently they travel to them.

Table 2: Desired destinations by category

Destination	Responses	Percent
Grocery stores	57	72%
Commercial or shopping areas	38	48%
Health clinics	31	39%
RTD train stops	28	35%
Elementary or middle schools	16	20%
High schools	15	19%
Bus stops	13	16%
Places of worship	11	14%
Regis University	4	5%

Of the destinations that may fall in a potential microtransit service area, what are the top three most important destinations to your household?

Consistent with responses to the question about destinations by category, respondents cited specific grocery stores, commercial areas and rail stations as the top three most important destinations.

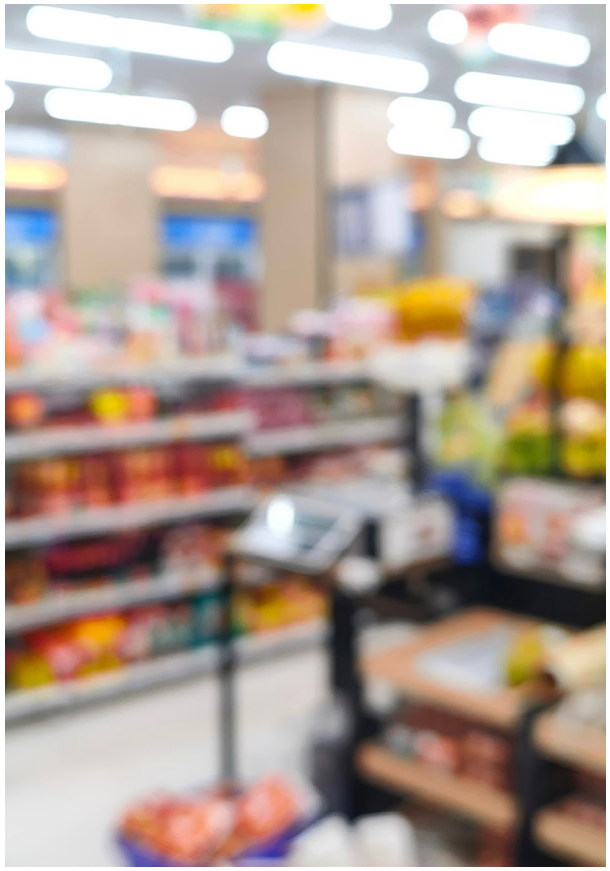




Photo courtesy of RTD



Photo courtesy of RTD

Table 3: Most important specific destinations

Destination	Responses	Percent
West 72nd Avenue and Sheridan Boulevard shopping center (Walmart Supercenter)	28	35%
Westminster RTD train station	25	32%
West 64th Avenue and Sheridan Boulevard shopping center (King Soopers)	19	24%
West 80th Avenue and Sheridan Boulevard shopping center (King Soopers)	18	23%
West 84th Avenue and Federal Boulevard commercial area (Westminster Department of Motor Vehicles, CommonSpirit health clinic)	16	21%
Irving Street Library	15	19%
Clear Creek RTD train station	13	16%
West 84th Avenue and Pecos Street commercial area (King Soopers)	13	16%
Bus stops along Federal Boulevard	12	15%
Westminster High School	10	13%
Lowes Mercado (West 72nd Avenue and Pecos Street)	7	9%
The MAC Recreation Center	7	9%
Westminster Plaza shopping center (West 72nd Avenue and Federal Boulevard)	5	6%
Clinica Familia Health (West 72nd Avenue and Pecos Street)	4	5%
Growing Home	3	4%
Hmong Community Garden	3	4%
Lao Market	3	4%
Tay Do Asian Grocery	2	4%
Westminster Municipal Court	2	4%

Are there any locations close to this area that you think project managers should consider including that are currently excluded?

Respondents selected several additional destinations that should be served.

- Murphy USA gas station, 7199 Federal Blvd., Westminster, Colorado 80030
- 301 Thornton Parkway, Thornton, Colorado 80260
- King Soopers, 10351 Federal Blvd., Westminster, Colorado 80260
- Costco, 5195 Wadsworth Blvd., Arvada, Colorado 80002
- Near West 80th Avenue and Kipling Street, Arvada, Colorado 80005
- Near West 64th Avenue and Federal Boulevard, Denver, Colorado 80221
- Sunset Park, 4321 West 78th Ave., Westminster, Colorado 80030
- Near North Pecos Street and Interstate 76, Denver, Colorado 80221
- Heartland Expressway, Denver, Colorado 80640
- Near North Pecos Street and U.S. Route 36, Denver, Colorado 80221
- 3620 West 64th Ave., Arvada, Colorado 80003
- Near South Sheridan Boulevard and West Alameda Avenue, Denver, Colorado 80219
- Near North Federal Boulevard and U.S. 36, Westminster, Colorado 80031
- Westminster Restaurant Plaza shopping mall, 8931 Yates St., Westminster, Colorado 80031
- Shopping center near Wadsworth Boulevard and West 80th Avenue, Arvada, Colorado 80003
- Near North Federal Boulevard and I-76, Denver, Colorado 80221



- Near I-76 and North Federal Boulevard, Denver, Colorado 80221
- Near West 56th Avenue and North Pecos Street, Denver, Colorado 80221
- Near North Pecos Street and I-76, Denver, Colorado 80221
- Near North Pecos Street and U.S. 36, Denver, Colorado 80221
- Near I-25 and U.S. 36, Denver, Colorado 80221
- Clear Creek Valley Park, 5801 Lowell Blvd., Denver, Colorado 80221
- Ducts Unlimited Mechanical Systems, 5156 W 58th Ave., Arvada, Colorado 80002
- Near Federal Boulevard and U.S. 36, Denver, Colorado 80221
- Near West 112th Avenue and Federal Boulevard, Westminster, Colorado 80031
- Front Range Community College, 3645 West 112th Ave., Westminster, Colorado 80031
- Near West 84th Avenue and Zuni Street, Denver, Colorado 80260
- Near Washington Street and East 88th Avenue, Thornton, Colorado 80229
- North Suburban Emergency Room, 9191 Grant St., Thornton, Colorado 80229
- Osage Street, Denver, Colorado 80221
- The Senior Hub, 9025 Grant St., Thornton, Colorado 80229
- Near West 64th Avenue and North Federal Boulevard, Denver, Colorado 80221
- Great Clips, 5080 W 92nd Ave., Westminster, Colorado 80031

Are there any parts of this general area that are less important to you and that you would be OK excluding?

Many respondents urged the study sponsors to not exclude any parts of the study area. However, they suggested several destinations that could be excluded.

- “North of Highway 36 with limited crossings; this would add substantial time to routes. Consider another microtransit station for north of Highway 36.”
- “Elementary schools will be of lesser importance to me.”
- “Sheridan and 58th area.”
- “The Washington Street area.”
- “60th and Sheridan.”
- “Addresses east of Pecos.”
- “Railroad.”
- “Denver.”
- “I wouldn’t use for schools, but that is solely because I have already graduated and have no kids.”
- “80th Ave and Sheridan Blvd.”
- “Anything along east of Federal.”
- “None are really important to me.”
- “Federal Heights and Westminister has a lot more public transportation areas nearby than unincorporated Adams County.”



- “Personally and selfishly, yes. I live near the Irving Street Library, so I’m already close to many of these services in the area and it seems likely there may be a stop within walking distance for me to other areas, but I would defer to those who live further from other public services who would gain better access through this option and benefit more from this first/last mile service! I do think the ability to connect to the light rail stations is critical to increasing ridership.”
- “North of Interstate 36.”
- “The 84th/Washington Highway 25 area.”
- “Lots of other transit options.”
- “Top left, that triangle.”
- “South of 76.”
- “Even if it’s small, we can still use it just the same.”
- “Choose based on the recommendations of the research group.”

If project managers recommend this type of zone-based, on-demand microtransit service, who in your household do you think could benefit the most?

Respondents mainly suggested members of their households who are unable to drive would benefit the most from a proposed zone-based, on-demand microtransit service. Examples included parents of children who are too young to drive, young adults and older adults.

- Everyone in my family (mentioned by three respondents).
- Myself (mentioned 17 times, with one respondent indicating they don't drive, two indicating they don't own a vehicle, and three respondents who mentioned they are older adults, one of whom uses a wheelchair).
- "I believe parents and working family members would benefit the most, as I see this as an alternative method of traveling for work while others in the household can have new access to modes of transportation that were previously occupied by working family members."
- "Myself and members of the community."
- "Our teenage children as they do not have access to motor vehicle 80% of the time."
- "Parents."
- "Older parent who doesn't drive and teenagers."
- "Young adults."
- "Siblings and grandparents."



- “Parents, grandparents and young adults.”
- “I would and my younger brother who doesn’t drive.”
- “My mom who is recovering from West Nile virus. She is not able to drive yet.”
- “My teenagers. Help getting to/from school-related activities.”
- “My 15-year-old grandson.”
- “No one, we should not be spending money on this. Public transport like buses and light rails are already available!”
- “My husband and I.”
- “Parents and children of schools are included.”
- “Two people in their mid-70s whenever they need to quit driving.”
- “Everyone including parents, grandparents, youth, teenagers, adult, etc.”
- “Parents and grandparents, children, etc.”
- “Young children, teenager, parents.”
- “The people.”
- “Young children and grandparents.”
- “Individuals with disabilities.”
- “Young children and working-from-home parents.”
- “Parents, grandparents, teens, young adults that don’t drive, students, people needing to get to grocery stores. Didn’t mention young children solely because it’s hard for me to imagine that they wouldn’t be with their parents, but they can still benefit to get to school, recreational parks.”

- “Parents/grandparents.”
- “All of the above. My kids all live in this area.”
- “Young children, teenagers, parents.”
- “Parents.”
- “Seniors, young children and teenagers.”
- “My children, my parents. I’d love for them to get to the pool or school or library easily. Westminster Public School doesn’t provide transportation to or from Colorado STEM Academy, I’m a teacher too so getting our kids to and from school has changed our household income because I’ve had to reduce my hours to accommodate their transportation needs.”
- “The elderly.”
- “No one.”
- “Parents and grandparents.”
- “Currently my spouse and I who both have the option to take the Westminster light rail to work and school but are lacking in the first/last mile transit and flexibility due to the additional timing it takes to coordinate with a train that only runs hourly. This could also help when we have friends or family visiting the area if it was a service open and accessible to non-residents as well to decrease traffic congestion.”
- “Older parents.”
- “None of us.”
- “Teens who do not drive. Elderly who no longer drive.”
- “Parents.”

- “My siblings and me.”
- “Parent and young children, it would be helpful to be able to travel without driving.”
- “Parents and young children.”
- “Teens.”
- “Parents, young children, teenagers.”
- “Grandparents, teenagers.”
- “All.”
- “Parents of young children, school-aged children.”
- “Parents, teens and younger kids.”
- “Teenagers, young children.”
- “Elderly.”
- “Parents and grandparents.”
- “Parents and kids.”
- “To the parents.”
- “Young children and adults.”
- “We all agree with what has been stated in the provided documents.”
- “Myself and my relatives living near the research area will benefit greatly.”

Which five days would be the most important?

Respondents indicated that they considered weekdays, especially Fridays and Wednesdays, to be the most important days for a potential zone-based microtransit service.

Table 4: Most important travel days of the week

Day of the week	Responses	Percent
Friday	71	90%
Wednesday	69	87%
Thursday	64	81%
Monday	62	78%
Tuesday	58	74%
Saturday	27	34%
Sunday	21	27%

If a potential microtransit service was available in this community, would anyone in your household use it to access the bus or train?

Respondents indicated they'd expect high use of a potential zone-based microtransit service to access train stations and bus stops.

Table 5: Using microtransit to access bus or rail

Desired access	Responses	Percent
Yes, bus stops	16	21%
Yes, train stations	15	20%
Yes, bus stops and train stations	24	31%
No	22	29%
Total	**77**	**100%**

If anyone in your household currently uses RTD's bus or rail services, do they have issues traveling to the RTD bus stop or rail station, or between an RTD bus stop or rail station and their final destination?

Respondents indicated most people in their households had either no issues traveling to bus stops and train stations, or no one in the household used RTD transit services. Such households represented more than half of the respondents.

The predominant concerns respondents provided about their current access to bus and train service were *"too far or too hard to walk," "high vehicle speeds feel unsafe" and "intersections unsafe to cross."*

Table 6: Concerns with current access to bus and train service

Issues	Responses	Percent
Too far or too hard to walk	25	32%
No one uses RTD in household	24	30%
High vehicle speeds feel unsafe	23	29%
Intersections unsafe to cross	22	28%
Too hot or too cold to walk	16	20%
No sidewalks	14	18%
Curb ramps, sidewalks are not accessible	13	16%
No bike lanes	9	11%
No issues	21	27%

Demographics

Tables 7 through 13 provide survey respondents' self-reported demographic characteristics, including ZIP code, gender, age, race or ethnicity, languages spoken, household income and household size.

Table 7: Survey respondents' home ZIP code

ZIP code	Responses	Percent
80221	17	25%
80030	16	23%
80031	10	15%
80003	9	13%
80229	4	6%
80022	2	3%
80102	2	3%
75060	1	1%
80005	1	1%
80010	1	1%
80021	1	1%
80136	1	1%
80222	1	1%
80233	1	1%
80241	1	1%
80246	1	1%

Table 8: Survey respondents' gender

Gender	Responses	Percent
Female	52	70%
Male	20	27%
Nonbinary	2	3%
Total	**74**	**100%**

Table 9: Survey respondents' age

Age	Responses	Percent
Younger than 18	1	1%
18 to 24	8	11%
25 to 34	22	29%
35 to 44	8	11%
45 to 54	10	13%
55 to 64	13	17%
65 to 74	8	11%
75 and older	6	8%
Total	**76**	**100%**

Table 10: Survey respondents' race or ethnicity

Race or ethnicity	Responses	Percent
White	45	62%
Hispanic	18	25%
Asian	5	7%
Black or African American	4	6%
American Indian or Alaskan Native	1	1%
Native Hawaiian or other Pacific Islander	0	0%
Total	**73**	**100%**

Table 11: Survey respondents' language(s) spoken

Language	Responses	Percent
English	64	81%
Spanish	13	16%
Hmong	6	8%
Vietnamese	0	0%

Respondents could select more than one language.

Table 12: Survey respondents' household income

Income	Responses	Percent
Less than $20,000	13	19%
$20,000 to $34,999	13	19%
$35,000 to $74,999	23	33%
$75,000 to $99,999	9	13%
$100,000 or more	12	17%
Total	**70**	**100%**

Table 13: Survey respondents' household size

Household size	Responses	Percent
One	13	17%
Two	14	19%
Three	10	13%
Four	20	27%
Five or more	18	24%
Total	**75**	**100%**

Section B: Focus group comments

The project team engaged focus group attendees around a potential microtransit area, service times and destinations, and explored related topics as time allowed. Below are facilitators' compiled responses to questions from all focus groups.

Topic 1: Facilitators led focus group participants in a conversation about a potentially larger microtransit zone with longer wait times or a smaller microtransit zone with shorter wait times.

- A focus group participant said they tend to commute in the same area, with people in their community preferring not to leave familiar areas. The participant suggested a smaller service area with a shorter wait might best serve people who don't travel far.
- An attendee said a larger service area could provide more people access in low-density areas.
- A participant said that if people know to expect long wait times (for example, an hour), they'll plan for it.

- An attendee who uses public transit frequently said they'd be willing to wait up to 30 minutes for on-demand microtransit service.
- A participant proposed starting a potential microtransit service with a smaller area and shorter wait time, "but to be flexible if someone is just barely outside the area."
- Some participants indicated it would be useful to have a potential microtransit service on a regular schedule instead of on-demand.
- An attendee suggested the potential microtransit service cover a larger area so more people would benefit from it, because people outside a smaller service zone wouldn't be eligible for rides.
- Noting several health care facilities and hospitals north of the suggested microtransit zone, a participant said it can be difficult for residents who were originally transported to the hospital by ambulance to travel home.

Topic 2: Facilitators led a conversation with focus group participants to determine which days of the week and times of day a potential microtransit service should operate.

Days of the week

- Multiple attendees suggested seven-day-a-week service.
- A participant suggested they preferred daytime service, weekdays and weekends.
- Several attendees suggested the busiest days would be Monday through Friday.
- Several participants indicated a preference for Monday-through-Friday service, but that weekend service would be “nice.”
- An attendee suggested the potential microtransit service run on weekdays, because people in the service area would have more transportation options on weekends (for example, rides from friends and family).
- A participant suggested every-other-day service, such as Monday, Wednesday, Friday and Sunday (or vice versa) to allow users to plan their schedules around service availability.
- An attendee said evening service would be most important, as well as Saturday and weekdays for appointments.
- Some participants indicated a concern that, for residents who attend religious services on the weekend, a Monday through Friday schedule would not help them travel to religious services.



Times of day

- An attendee suggested 10 a.m. as a start time, running until 6 or 7 p.m., seven days a week.
- A participant said later hours, such as until 7 p.m., would be nice.
- An attendee suggested 6 to 9 a.m. and 3 to 7 p.m.
- A participant suggested afternoon to evening service, so people who work 9 a.m. to 5 p.m. could use it.
- An attendee suggested 6 a.m. to 10 p.m., every day.
- A participant suggested 7 a.m. to 6 p.m.
- An attendee suggested shortened hours on Saturdays and Sundays, but acknowledged such a schedule might exclude shift workers from using the service.
- A participant suggested the service times be determined by when grocery stores close.
- An attendee suggested an earlier service start time might help avoid traffic congestion on Pecos Street.
- A participant noted that an early service start time would allow users to travel to 8 a.m. doctor's appointments.
- An attendee mentioned Access-a-Ride service is negatively affected by more traffic in the afternoons.
- A participant suggested the service offer different start times on different days to help the greatest number of potential users.

Topic 3: Facilitators led a conversation during which focus group participants identified the most important destinations for a microtransit service.

- Supermarkets (several attendees suggested supermarkets and grocery stores, including Lowe's Mercado, Laos Market, Tay Do Market, Overseas Oriental Market, T&T Market, Save-A-Lot, King Soopers and Walmart).
- Health care (several participants suggested doctor's offices and hospitals).
- Division of Motor Vehicles locations.
- Westminster Municipal Court.
- Recreation centers.
- Dollar Tree.
- Churches.
- Shopping centers.
- Schools.
- Gas stations.
- Auto parts stores.
- Transit hubs.
- Pharmacies.
- Mobile home parks.
- Michaels.
- Home Depot.
- Joann (fabric and craft store).



Additional topic (if time allowed): Facilitators asked focus group attendees whether people in their communities would use a potential microtransit service to access bus stops or rail stations.

- A focus group participant uses the bus every day at 72nd and Pecos Street.
- A focus group attendee noted that they use Pecos Junction but that it's impossible to walk to or find the entrance on foot.
- A focus group participant noted they use the Clear Creek/Federal train station.
- Several focus group attendees made comments about not using the bus or rail because of safety concerns or people using drugs.
- Several participants said they don't have experience using RTD transit stops in the area.



Photo courtesy of RTD

During the discussion, focus group attendees provided additional comments, including:

- A participant indicated that post-traumatic stress disorder makes it challenging to ride the bus.
- An attendee indicated community members would want safe service and ensure drivers receive ample safety training.
- A participant indicated that people who are intoxicated shouldn't be allowed to use the microtransit service.
- Some attendees suggested having two microtransit shuttles: one that's on-demand and one that riders can schedule in advance. Alternatively, attendees suggested one of the shuttles could run on a fixed route.
- Focus group participants who live at Casa Redonda de Vigil noted they previously had access to a shuttle that went to craft stores or downtown. They also indicated the few Casa Redonda de Vigil residents who own vehicles are overwhelmed by other residents asking for rides.
- An attendee asked whether microtransit service users would be allowed to bring service animals with them, and if so, it might present a challenge for other riders with allergies.
- A participant said the microtransit service would need to accommodate walkers or other mobility devices.
- An attendee asked whether riders who are unable to travel alone could have a caregiver accompany them while using the potential microtransit service.
- A participant said that although they would prefer to have a potential microtranist service available at no cost, they would be happy to pay for the service (up to the cost of an RTD fare for older adults).



Photo courtesy of RTD

Section C: Community events and meeting details

Westy Fest

DRCOG program manager Nora Kern and planner Brittney Compton attended Westy Fest on Saturday, October 19, 2024, along with Merari Gamboa and Ahmed Tovar from Growing Home. Westy Fest is a daylong community fall festival with an estimated annual attendance of 20,000 people. DRCOG staff hosted a booth to discuss the North Federal Community Transportation Study and encouraged people living or traveling frequently within the study area to fill out a Phase 2 engagement survey. Compared with other project team outreach efforts, fewer people at Westy Fest lived or traveled frequently in the study area, but overwhelmingly supported potential microtransit service for the historic part of the City of Westminster.

Westminster Inclusivity Board

DRCOG program manager Nora Kern spoke at a meeting of the Westminster Inclusivity Board on Wednesday, November 13, 2024. Westminster's Inclusivity Board works with city council "to advocate for all voices within our community and to ensure everyone is treated with fairness, dignity and respect." The group was supportive of a potential microtransit service's benefits to the residents living in the area. Board members identified grocery stores and libraries (for internet connectivity) as important destinations. Board members did not reach consensus regarding the optimal size of the microtransit service zone, but expressed interest in piloting a smaller zone and expanding it into other parts of Westminster in the future.

Westminster Youth Advisory Panel

Whitney Leeds from Growing Home met with the Westminster Youth Advisory Panel on Wednesday, November 13, 2024. The Youth Advisory Panel's purpose is for "teens to provide feedback and advice to the City of Westminster community, enabling them to develop new skills and foster connections that support them in becoming impactful citizens." Youth Advisory Panel members expressed more interest in a smaller microtransit zone with shorter wait times than a larger service area with longer wait times. They were particularly concerned with the hours of the microtransit service being able to support people working multiple jobs or working night shifts, as well as low-income people and those who don't have access to a personal vehicle. Youth Advisory Panel members were among outreach effort respondents who expressed interest in the option of scheduling rides in advance as well as on-demand.



Speaking for Ourselves

DRCOG planner Brittney Compton met with members of Speaking for Ourselves on Friday, November 15, 2024. Speaking for Ourselves is a self-advocacy group for people with intellectual and developmental disabilities. They suggested several details they considered important for designing a microtransit service that meets the needs of people with disabilities. Group members preferred longer wait times to serve more destinations because a proposed microtransit service's reliability would outweigh the unpredictability of RTD's Access-a-Ride. While it may be helpful for other groups of people to have a microtransit service that connects users to RTD light rail or bus stops, group members noted that connections make the service less accessible due to complicated logistics for connecting trips. Group members were interested in a service that operates from 8 a.m. to 6 p.m., but did not reach consensus regarding their preferred days of the week.

Group members suggested several destinations that hadn't previously been considered, such as adult day programs many Speaking for Ourselves members attend, as well as bowling alleys for Special Olympics events. Some group members said they need to travel with a caretaker, and wanted to be able to have their caregiver use a proposed microtransit service with them. Others highlighted the helpfulness of a microtransit driver not leaving until the passenger has confirmed the person they're visiting is home or the business they're patronizing is open. Some Speaking for Ourselves members thought it might be helpful for the microtransit shuttle driver to confirm riders' names and destinations to avoid riders inadvertently boarding the wrong shuttle. Overall, group members expressed interest in a microtransit shuttle that could accommodate various mobility devices.



Photo by Nora Kern/DRCOG

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