



little academic research that has been published as of the time of this writing. Nonetheless there is a lot of interest both from public transit operators and private Transportation Network Companies (TNCs) who are eager to expand into new niches.

The survey provided valuable community data that dives into how Montbello residents are using the pilot service. The deliverable of this capstone project for the client is the survey and this report. This report provides a snapshot of the Connector service as it has operated for five months since launching and has actionable items to guide the next phase of the pilot program. The report also serves as a case study for the Office of Community and Business Engagement (OCBE) on how innovative programs like the Connector serve as a form of community engagement and foster deep relationships with various community organizations and residents.



*Promoting the Montbello Connector service by tabling at the Peoria Station during a winter morning. Christian Steward, Community Connector for Montbello, helps an RTD passenger download the app to request a ride (source: Rey H. Sosa)*

The initial findings from the survey responses are very promising for the service. With 1 in 7 of all registered riders

having completed the survey, there was unanimous support in continuing and expanding the service. Riders had diverse reasons for utilizing the service and no one category dominated the responses. Riders reported the service as easy to use while also praising the quality of the service. Riders did overwhelmingly cite wait times as their biggest gripe with the service, which have been steadily increasing with the exceeded popularity of the service amongst Montbello residents. Ultimately, DOTI has done a well job with promoting the service through their community engagement efforts and it shows through the feedback people have expressed on the survey. DOTI should continue the engagement with the community and replicate that engagement in the other communities it seeks to bring the Connector service. Moving forward there should also be more targeted collaboration with RTD to ensure connectivity on either end of the transit spectrum in Denver.

This capstone is a detailed report with tables, maps and figures illustrating the findings of the survey and analyzing how the Connector is meeting the needs of Montbello. DOTI's hope is to learn from this pilot and duplicate this service in its other equity areas and thus welcomes recommendations for how to do so.