

BOARD OF DIRECTORS REPORT

To: Clarence W. Marsella, General Manager
From: Bruce Abel, Assistant General Manager of Customer and Contracted Services
Date: May 15, 2008 (Revised May 22, 2008)
Subject: August 2008 Service Changes

Date
GM
Board Meeting Date May 20, 2008
ACTION X DISCUSSION INFO

RECOMMENDED ACTION

It is recommended by the Operations/Customer Services Committee that the Board of Directors approve moving the proposed August 17, 2008 Service Changes (Attachment A) on to public review and comment.

DISCUSSION

Funding for increased system service hours in the 2008 budget was set at 1.0% for fixed route and call-n-Ride service. Accordingly, it has been necessary to balance requisite system maintenance (running time issues, non-functional interlines, overloads, etc.) - normally around 1.5% of annual hours (dependent upon the metropolitan area's growth rate) with appropriate service efficiencies.

The January and May 2008 Service Changes have fully utilized the 1.0% service hour increase. In addition, more than one million dollars in service efficiencies have also been implemented, with the savings being utilized for additional system maintenance and enhancements. Note: with the agreement of the Amalgamated Transit Union, the August Service Changes have been moved to begin one week earlier than would otherwise be normal. This has been done to coincide with the first day of school for several major school districts and to have the service changes firmly in place prior to the start of the Democratic National Convention.

As a result of the discussion at the Operations and Customer Services Committee on May 13, 2008 relating to sales tax shortfalls and increased fuel costs, additional service efficiencies have been added to the proposed August 2008 Service Changes.

I. Service Efficiencies

Service reductions and/or schedule changes are proposed for Routes 12 – South Downing, 27 – Yale Crosstown/727 – Denver Tech Center Boulevard, 35 – Hampden Crosstown, 63X – Lockheed/Waterton Express, 66 – Arapahoe Crosstown, 82X – Pomona Express, 125 – Denver West, 145X – Brighton/DIA, 201 – Newlands, 325 – Westside Crosstown, 465 – South Yosemite, 470Ltd – Dad Clark Limited, AT – Arapahoe County/DIA, Highlands Ranch call-n-Ride, Lone Tree call-n-Ride, Light Rail – G-Line, Longmont call-n-Ride, Parker call-n-Ride and Route U – Pine Junction/Conifer/DTC.

II. Mixed Service Efficiencies/Service Enhancements

Mixed Service changes are proposed for Routes 324 – Main Street, 326 – Northside Loop Clockwise, 327 – Northside Loop Counterclockwise, and R – Brighton/Denver, RX – Brighton/Denver Express, and Gateway call-n-Ride.

III. Service Enhancements

New service (additional trip(s) and/or routing change) is proposed for Routes 31 – North Federal, 122X – Wagon Road/Civic Center Express, and B – Boulder/Denver.

Englewood

Malley Senior Recreation Center
3380 S. Lincoln Street
Thursday, June 5th
7:00 p.m.

Green Valley Ranch

Green Valley Ranch Recreation Center
4890 Argonne Way
Monday, June 9th
6:00 p.m.

Highlands Ranch/Lone Tree

Highlands Ranch Metro District
62 W. Plaza Dr
Monday, June 2nd
7:00 p.m.

Littleton

Buck Recreation Center
2004 W. Powers Avenue
Monday, June 2nd
7:00 p.m.

Longmont

Longmont Public Library
409 4th Avenue
Room A
Thursday, June 5th
7:00 p.m.

Parker

Town Hall
20120 E. Mainstreet
Wednesday, June 4th
7:00 p.m.

SUMMARY OF PROPOSED SERVICE CHANGES – AUGUST 2008

I. SERVICE EFFICIENCIES

The total annualized savings from the proposed service efficiencies would be approximately \$4,432,900.

Route 12 – South Downing

Reduce weekday 15-minute headway peak hours, peak direction service south of Louisiana-Pearl Station to a 30-minute headway, except on two a.m. and one p.m. trips that would otherwise carry heavy loads north of the station. In the segment south of the station, a.m. peak northbound buses operate at an average of 21% of capacity and p.m. peak buses operate at an average of 16% of capacity (Jan 08 runboard). An average of 105 passengers would be affected by changing trip times or by switching to overlapping ART shuttle service and Route 35 or to intersecting Routes 21 and 27. The annualized savings would be approximately \$60,800.

Route 27 – Yale Crosstown

Route 727 – Denver Tech Center Boulevard

This proposal combines Route 27 and 727, thereby eliminating the Route 727 designation. The routes would be merged at the Belleview Station, extending the Route 27 to the Arapahoe Station via the current alignment of the Route 727. Additionally it is proposed that the peak frequency of the combined route be 30 minutes, which is a reduction of service from the former Route 727 peak frequency of 15 minutes. The reduction in service is supported by the ridership performance of the current Route 727, which is at 7.35 per in-service vehicle hour, far below the RTD standard of 25 boardings per hour for 15 minute service frequency. The annualized savings would be approximately \$303,800.

Route 35 – Hampden Crosstown

This route was created in May 2001 to provide service along Hampden Avenue from Nine Mile park-n-Ride to Englewood Station, with peak period trips extended out to the Wadsworth/Hampden park-n-Ride (and initially to Southwest Plaza as well). Ridership on the route segment west of the Englewood Station has never met productivity standards and is now at only 295 boardings per day on a total of 70 trips (4.2 boardings per trip). Parking at the Wadsworth/Hampden park-n-Ride (served by Routes 27, 30, 30Ltd, 35 and 76) has declined to an average of but 45 cars (16% of the park-n-Rides capacity). Accordingly, it is recommended that service on Route 35 west of the Englewood Station be cancelled. Alternative service would be available by driving to the Englewood Station (instead of driving to the Wadsworth/Hampden park-n-Ride) or by utilizing the Route 27 (although this would be more time consuming than the current Route 35). The annualized savings would be approximately \$330,000.

Route 63X – Lockheed/Waterton Express

Discontinue eastbound a.m. service and westbound p.m. service due to low ridership. These are reverse peak direction trips (i.e. the peak direction is westbound a.m. service to Lockheed – Waterton and eastbound p.m. service from

Lockheed – Waterton). (Average of two passengers affected, both with alternative service by Route 75/77.) There is no cost saving involved, but this change would permit running time adjustments without additional operating time.

Route 66 – Arapahoe Crosstown

It is proposed that the segment of the Route 66 service on Arapahoe Road east of the Arapahoe Crossing Shopping Center be eliminated. Currently this segment is served by 14 trips and yields ridership performance of 13 passengers per day, which translates to 3.10 passengers per hour. The RTD minimum Service Standard for Suburban Local service is 7.1 passengers per hour at the 10th percentile. The annualized savings would be approximately \$63,800.

Route 82X – Pomona Express

Discontinue route west of 84th/Hoyt. Affects 7 passengers in each direction, all of whom are within 1/3 mile of alternative service on Route 80X on 80th Avenue. New routing to be from 88th Avenue/Field Street via 88th Avenue to Garrison Street to West 84th Avenue and current routing to Market Street Station. The annualized savings would be approximately \$21,400.

Route 125 – Denver West

Discontinue Sunday and holiday trips at 8:37 a.m. from Cold Spring park-n-Ride and at 8:51 a.m. from Denver West due to low ridership (0 to 1 passenger affected.) The annualized savings would be \$2,300.

Route 145X – Brighton/DIA

Discontinue selected low ridership trips, while retaining higher ridership trips:

- 6:11 a.m. southbound, 4 passengers weekday, 5 Saturday, 1 Sunday
- 7:21 a.m. southbound, 6 passengers weekday, 3 on Saturday, 1 Sunday
- 4:15 p.m. southbound, 1 passenger weekdays, 1 Saturday, 0 Sunday
- 3:32 p.m. northbound, 5 passengers weekdays, 5 Saturdays, 4 Sunday
- 5:02 p.m. northbound, 5 passengers weekdays, 2 Saturday, 3 Sunday

The annualized savings would be approximately \$153,500.

Route 201 - Newlands

Discontinue route due to low ridership and nearby available alternative services. Average weekday ridership is 71 boardings on 19 trips, or 3.7 passengers/trip and 9.7 boardings per in-service vehicle hour (as contrasted with the minimum requirement at the bottom 10% level of 17.3 boardings per in-service vehicle hour). Affected passengers may use the Skip or Route 208 on Broadway. The annualized savings would be approximately \$177,700.

Route 325 – Westside Crosstown

Discontinue route due to low ridership. Average weekday ridership is 46 boardings, or 1.8 passengers/trip and 4.16 boardings per in-service vehicle hour (as contrasted with the minimum requirement at the bottom 10% level of 7.1 boardings per in-service vehicle hour). Affected passengers may use other Longmont local services including Routes 326 and 327 as well as the Longmont call-n-Ride. The annualized savings would be approximately \$233,300.

Route 465 – South Yosemite

This proposal eliminates Saturday and Sunday service on the Route 465 due to low ridership performance. The most recent data reflect passenger volumes of 71 per day on Saturdays and 50 per day on Sundays. Measured against the RTD Board approved Service Standards for a suburban local service, the Route 465 underperforms the standard (7.1 boardings per in-service vehicle hour at the bottom 10% level) with 3.18 passengers per hour on Saturday and 2.90 passengers per hour on Sunday. The annualized savings would be approximately \$193,300.

Route 470Ltd – Dad Clark Limited

This route operates between C-470/University park-n-Ride and the Littleton-Mineral LRT Station with 10 eastbound and 10 westbound trips. Total ridership averages 54, or 2.7 boardings per trip with a subsidy of \$27.93 per boarding (as contrasted to a maximum allowable subsidy at the 10% level of \$16.28). Accordingly, it is recommended that this route be cancelled. Alternative service would still be available via Route 75 to the Littleton-Mineral Station or by Routes 24 and 24Ltd to the University of Denver LRT Station. The annualized savings would be approximately \$177,200.

Route AT – Arapahoe County/DIA

This skyRide route operates between the Littleton-Mineral LRT Station and DIA with additional stops at C-470/University park-n-Ride, Arapahoe at Village Center Station, DTC Boulevard/Ulster-Tufts, Nine Mile Station, Colfax/Billings and Airport Boulevard/40th Avenue park-n-Ride. 91.5% of the ridership comes from Arapahoe Station, Nine Mile and stops north of there. Ridership within the DTC (23 boardings + alightings), at C-470/University (69 boardings + alightings) and at Littleton-Mineral (51 boardings + alightings) is very low, with this service averaging but 3.9 boardings (+ alightings) per trip or 6.3 boardings (+ alightings) per in-service vehicle hour (as contrasted with the minimum requirement at the bottom 10% level of 14.2 boardings per in-service vehicle hour). Accordingly, it is recommended that service west of Arapahoe Station be cancelled and that operation between Arapahoe Station and Nine Mile Station be rerouted to utilize I-25 and I-225. The annualized savings would be approximately \$660,100.

Highlands Ranch call-n-Ride

In November 2006, the Highlands Ranch call-n-Ride began operating. The call-n-Ride operates Monday-Friday 5:30 a.m. – 8:00 p.m. and Saturday 9:00 a.m. – 6:00 p.m. Despite numerous marketing campaigns and adjustments to the call-n-Ride boundary, the call-n-Ride has not met the RTD minimum standard of three (3) passenger boardings per hour. The weekday call-n-Ride averaged 2.2 passenger boardings per hour in 2007. The Saturday call-n-Ride averaged 1.1 passenger boardings per hour in 2007. This proposal calls for the discontinuance of this call-n-Ride service. The annualized savings would be approximately \$180,500.

Light Rail – G-Line

Service is proposed to be discontinued due to low ridership and due to the availability of alternate connections via Southmoor Station. At present, G-Line

service operates weekdays every 30 minutes in peak periods and every hour in middays. Average boardings for the 12 months ending in March 2008 totaled 731, for an average of 16.6 passengers per trip. Midday trains average 9 passengers per trip. Survey information shows that approximately half of the riders make trips that can be completed on the E, F or H-Lines without a transfer. The other half would require a transfer. The annualized savings would be approximately \$1,295,200.

Note: At the Operations and Customer Services Committee on May 13, 2008 the below proposal was discussed. Staff recommends that it would be appropriate to defer this proposal until the January 2009 Service Changes in order that additional analysis might be conducted. Accordingly, this potential proposal is noted here for the Board of Directors information, but it is not included in the August Service Change proposals.

LRT service on weekdays would operate on the same pattern during midday and late evening periods as is presently offered on weekends:

- C-Line service would not operate during these periods, except for special services for major events in the Central Platte Valley.
- D-Line service would operate every 15 minutes over the entire route.
- E-Line service would operate every 15 minutes over the entire route.
- F-Line service would not operate during these periods, except for special service for major events in the central Downtown and Civic Center areas.
- H-Line service would operate every 15 minutes over the entire route.

Midday service would begin between 9:00 a.m. and 10:00 a.m. and afternoon peak service would be phased in between 2:00 p.m. and 3:00 p.m. Late evening service would begin between 7:30 and 8:30 p.m., transitioning to the current night schedule between 10:00 p.m. and 11:30 p.m. The annualized savings would be approximately \$2,409,700.

Lone Tree call-n-Ride

The Lone Tree call-n-Ride currently operates weekday & Saturday 5:30 a.m. – 8:00 p.m. Since the service began operating in January 2005, Saturday service has not met the RTD minimum standard of three (3) passenger boardings per hour. The Lone Tree Saturday call-n-Ride averaged 2.0 passenger boardings per hour in 2007. Currently RTD is undergoing a marketing campaign for the Saturday service. This proposal calls for the Saturday call-n-Ride to meet the minimum service standard of 3 passenger boardings per hour and to maintain such standard or the Saturday call-n-Ride will be discontinued in January 2009. The annualized savings will be reflected in January Service Changes if call-n-Ride does not meet minimum standards.

Longmont call-n-Ride

The Longmont call-n-Ride currently operates weekday 6:00 a.m. – 9:30 p.m. This service is operated by providing one call-n-Ride vehicle in Zone A 6:00 a.m. – 9:30 p.m. The second call-n-Ride vehicle in Zone B operates from 6:00 a.m. – 7:00 p.m. At 7:00 p.m., the Zone B bus transfers their phone to the Zone A bus. Under this proposal the Zone B driver will stop service at 5:00 p.m. and the phone will be

transferred to the Zone A bus. The annualized savings for weekday service 5:00 p.m. - 7:00 p.m. would be approximately \$24,200 (includes fuel).

Parker call-n-Ride

In November 2006, the Parker call-n-Ride began operating. The call-n-Ride operates Monday-Friday 5:30 a.m. – 8:00 p.m. and Saturday 9:00 a.m. – 6:00 p.m. Despite numerous marketing campaigns, the call-n-Ride has not met the RTD minimum standard of three (3) passenger boardings per hour. The weekday call-n-Ride averaged 2.2 passenger boardings per hour in 2007. The Saturday call-n-Ride averaged 1.0 passenger boardings per hour in 2007. This proposal calls for the discontinuance of this call-n-Ride service due to low ridership. The annualized savings would be approximately \$180,500.

Route U – Pine Junction/Conifer/DTC

This route operates between Pine Junction park-n-Ride and Belleview Station in the DTC with 2 morning eastbound trips and 2 afternoon westbound trips. Total ridership averages 72, or 18 boardings per trip (12.8 boardings per in-service vehicle hour) with a subsidy per boarding of \$22.33 (as contrasted to the maximum allowable at the 10% level of \$18.58). Accordingly, it is recommended that this route be cancelled. Alternative service is available from Pine Junction via Route CS/CV/CS with appropriate transfers in Denver. In addition, 72 total boardings translates into approximately 36 customers – a level at which van pools would be more appropriate. The Special Service's Division will coordinate with our Route U customers in an endeavor to establish such van pools. The annualized savings would be approximately \$375,300.

II. MIXED SERVICE EFFICIENCIES/SERVICE ENHANCEMENTS

The total annualized cost from the proposed mixed service efficiencies/service enhancements would be approximately \$44,300.

Longmont Local Service

Route 324 – Main Street

Reroute southbound buses directly via Main Street between 23rd and Mountain View instead of Collyer. Collyer Street instead to be served by revised Routes 326 and 327. Discontinue direct service into Kaiser on Dry Creek Drive, buses will instead stop on the street.

Route 326 – Northside Loop Clockwise

Route 327 – Northside Loop Counterclockwise

Due to severe running time problems, frequency is proposed to be widened from every 30 to every 60 minutes all day on both routes. Service would also be extended to WalMart at Highway 66/Main Street. Both routes would operate on Collyer Street between 17th Avenue and 23rd Avenue instead of Main Street, replacing Route 324 which would instead operate on Main Street.

Route R – Brighton/Denver

Route RX – Brighton/Denver Express

Convert one Route R local trip into RX express trip in each direction, as follows:

- 6:05 a.m. southbound local, arriving Civic Center Station at 7:10 a.m., to become RX trip arriving also arriving 7:10 a.m. Affects 2 passengers at Colorado/40th, no passengers at Commerce City park-n-Ride. Existing RX trip arriving 7:20 a.m. to operate 10 minutes later, arriving 7:30 a.m.
- 4:50 p.m. northbound local to become RX trip departing at 4:52 p.m. Affects 5 passengers at Commerce City park-n-Ride.

Note: CDOT plans to close the ramp leading from 70th Avenue to I-76 eastbound, probably in September 2008. Accordingly, Route RX northbound trips will no longer be able to utilize the HOV lanes. Instead, they will operate from Civic Center Station via current routing to 18th Street and then 18th Street to Lawrence Street to Park Avenue West to I-25 to I-76 and then regular route. Downtown northbound exception stops will be at 18th/California, 18th/Curtis, 18th/Arapahoe, Park Avenue/Lawrence, Park Avenue/Blake and Park Avenue/Delgany.

Gateway call-n-Ride

Since beginning service in January 2003, the Gateway call-n-Ride has continued to grow. RTD began service with one call-n-Ride vehicle and quickly added a second vehicle and expanded the operating hours. In January 2008, the call-n-Ride began operating a flex route because of the volume of customers. Weekday service is averaged 15.9 boardings per hour and Saturday service averaged 14.1 boardings per hour in 2007. In order to continue the process in making the service more reliable, it is proposed to make the additional adjustments: Adjustment to the service area. The call-n-Ride will only serve one location in the Majestic Commerce Center by point deviation on Windsor Drive by reservation only. Additionally the area north of 40th Ave, west of Tower Road in Zone B will not be served by the call-n-Ride. Areas south of I-70 will also be recommended not to be included in the service area. The Zone B call-n-Ride will be using Ensenada rather than Flanders on their Flex routing. Zone B will also not serve Flanders and 50th but will go directly to Cathay Court via Argonne Street. Additionally, Sunday service 9:00 a.m. – 6:00pm is being recommended with 2 buses serving the existing flex route service. The annualized cost would be approximately \$44,300 (fuel costs are included).

III. SERVICE ENHANCEMENTS

The total annualized cost of the regular proposed service enhancements would be approximately \$95,200.

Route 31 – North Federal

Minor a.m. peak schedule adjustments (weekday southbound trip from Westminster Center at 6:42 a.m. shifted three minutes later to facilitate transfer connections and open up headway between it and school tripper leading it. (6:59 a.m. southbound school tripper converted to year round-operation.) The annualized cost would be approximately \$3,800.

Route 122X – Wagon Road/Civic Center Express

Add 5:45 a.m. southbound trip from Wagon Road, relieves overloads on current 6:00 a.m. trip. Add morning trip from Wagon Road between 7:48 and 8:30 a.m. improving frequency in this time period to every 15 minutes and relieving overloads. The annualized cost would be approximately \$51,500.

Route B – Boulder/Denver

Add earlier reverse commute BX express trip from Denver to Boulder, departing Denver at 6:10 a.m., and additional afternoon reverse commute BX express trip, departing Boulder at 5:38 p.m. The annualized cost would be approximately \$39,900.

IV. ROUTINE SERVICE ADJUSTMENTS

The total annualized cost of the proposed routine service adjustments would be approximately \$200,000.

Route 0Ltd – South Broadway Limited

Schedule adjustments.

Route 2X – Morrison Express

Route 5X – Cold Spring Express

Route 119X – Union Express

Schedule adjustments.

Route 10 – East 12th Avenue

Schedule adjustments.

Route 15 – East Colfax

Schedule adjustments.

Route 15Ltd – East Colfax Limited

Schedule adjustments.

Route 16 – West Colfax

Route 16Ltd – West Colfax Limited

Schedule adjustments.

Route 28 – 28th Avenue Crosstown

Schedule adjustments.

Route 38 – 38th Avenue Crosstown

Schedule adjustments.

Route 48 – East 48th Avenue/Commerce City

Schedule adjustments.

Route 76 – Wadsworth Crosstown

Schedule adjustments.

Route 86X – Westminster Center Express

Move existing 9:06 a.m. southbound trip to 8:56 a.m., improving connections from local routes.

Route 121 Limited – Peoria Crosstown

Schedule adjustments.

Route AB – Boulder/DIA

Schedule adjustments.

Route BOUND – 30th Street

Implement winter schedule by improving weekday frequency from every 15 to every 10 minutes, between 7:00 a.m. and 7:00 p.m.

Route DASH – Boulder/Lafayette via Louisville

Implement winter schedule by improving weekday midday frequency between 14th/Walnut and South Boulder Road/Manhattan Circle (just east of Foothills Parkway) from every 30 to every 15 minutes from 9:30 a.m. to 3:00 p.m. Also, improve westbound frequency from Lafayette from every 15 to every 10 minutes between 6:46 a.m. and 7:13 a.m.

Route DD – Boulder/Colorado Boulevard

Due to the forthcoming closure of the ramp from 70th Avenue to I-76 eastbound, Route DD southbound buses from 70th and Broadway park-n-Ride will be rerouted to operate via 70th Avenue to York Street to I-270 eastbound and then current routing.

Route JUMP - Boulder/Lafayette via Arapahoe

Implement winter schedule by improving weekday frequency within Boulder from every 15 to 10 minutes, between 7:00 a.m. and 6:00 p.m.

16th Street FREE Mall Ride

Schedule adjustments.

School Trippers

Implement School Trippers as appropriate to the following route services: 1, 6, 9, 11, 20, 24, 27, 28, 30, 30Ltd, 31, 45, 51, 51Ltd, 52, 65, 100, 206, 301, 302 and 303. Specific changes identified so far include:

- West High bell time updates on Route 1 and 9,
- discontinuance of the a.m. and p.m. Routes 30/27/59 school tripper for Kennedy High,
- addition of an afternoon school tripper on Route 100 for Lakewood High School,
- and addition of Route 30 school tripper or trippers to Colfax & Federal.

Route SKIP – Broadway

Implement winter schedule by improving weekday peak frequency from every 10 to every 7 minutes. Also, schedule adjustments.

Route STAMPEDE – CU/East Boulder

Implement winter schedule by improving weekday frequency from every 30 to every 15 minutes from 7:00 to 7:30 a.m. and 5:30 p.m. to 7:00 p.m., and to every 10 minutes from 7:30 a.m. to 5:30 p.m.