

# BOARD OF DIRECTORS REPORT

To: Phil Washington, General Manager  
From: Bruce Abel, AGM of Customer & Contracted Services  
Date: February 10, 2010  
Subject: Approval of May 2, 2010 Service Changes

Date
GM
Board Meeting Date: February 16, 2010
ACTION X    DISCUSSION    INFO

## **RECOMMENDED ACTION**

It is recommended by the Planning & Development Committee that the Board of Directors approve the May 2, 2010 Service Change package as revised and summarized on Attachment A resulting in a net annual cost of approximately \$173,100, and, further, to authorize the General Manager to execute contract amendments as necessary for private operators whose service is impacted by these changes.

## **BACKGROUND**

Pursuant to the Board policy on service changes, plans for the May 2, 2010 service changes are included herein (Attachment A). The original proposal was presented to the Board of Directors at the January 12, 2010 Operations/Customer Services Committee meeting. On January 19, 2010, the Board approved moving the proposal on to public review and comment. Subsequently, public hearings (5) were held during the first week of February 2010 and additional public input was received at [service.changes@rtd-denver.com](mailto:service.changes@rtd-denver.com) and via other media.

## **DISCUSSION**

The proposed May 2010 Service Change represents a very moderate service increase and is within the parameters discussed with the Board of Directors during previous conversations. That service change proposal is contained herein as Attachment A. The guiding principles behind the selection of services to be adjusted were the RTD Service Standards, the effect on the overall transit network and the availability of alternative services. Highlights include the opening/implementation of the new Broomfield park-n-Ride, service enhancements along west Colfax and the continuation of JUMP service to Erie after the end of CMAQ funding previously used to support the implementation of this service.

## **SUMMARY OF PUBLIC HEARINGS**

The public hearings were attended by a total of 35 members of the general public. Please see Attachment B for a summary of public hearing comments.

DATE	LOCATION	PUBLIC ATTENDANCE
February 1, 2010	Boulder Boulder Senior Center – West Complex	8
February 4, 2010	Downtown Denver RTD Administration Building	3
February 4, 2010	Golden Golden Community Center	3

DATE	LOCATION	PUBLIC ATTENDANCE
February 5, 2010	Green Valley Ranch Green Valley Ranch Recreation Center	2
February 4, 2010	Louisville Louisville Recreation Center	19

Based on input received during the public comment process and additional analysis conducted since the initial service recommendations were proposed to the Board of Directors, the following revision is recommended to the service changes initially proposed:

1. Route 83Ltd has been added for schedule adjustments.

In addition, a letter was received from Cindy Domenico, Chair, Boulder County Board of Commissioners, thanking the RTD for its support of continuing the Jump's extension to Erie and a letter was received from Tracy Winfree, Director of Transportation, City of Boulder, supporting the proposed Route 205/206 changes and the Jump's continuation of service to Erie. Also, an e-mail was received from Scott McCarey, Alternative Transportation Coordinator, Boulder County stating that Boulder County has decided not to provide financial backing for the Lynx past its expiring two year CMAQ grant funding and noting the low productivity that had been achieved by this experimental service. These three communications are contained in Attachment B.

**FINANCIAL IMPACT**

The 2010 cost from the May 2010 service changes would be approximately \$114,200. The annual cost increase resulting from the May 2010 service changes would be approximately \$173,100 per year.

**SUMMARY OF SERVICE CHANGES – MAY 2010**

**I. SERVICE EFFICIENCIES**

Route 0 – South Broadway

Saturdays: Discontinue daytime short turn service (i.e. extra trips from I-25/Broadway to 17<sup>th</sup>/Market); returning to a 15-minute trunk headway. Minor time changes for approximately 400 customers.

Route Lynx – Louisville

Per the request of Boulder County and funded by a Federal CMAQ grant, this new local route began service in late June, 2008. Currently, the route averages only 4.9 boardings/in-service hour and the CMAQ funding is expiring. Absent funding and a satisfactory cost share agreement with Boulder County, Louisville, Broomfield or others, this route will be discontinued. Alternative service is available via Route 228, the Louisville call-n-Ride, and the Superior call-n-Ride.

**II. MIXED SERVICE EFFICIENCIES/SERVICE ENHANCEMENTS**

Route 16Ltd – West Colfax Limited

Route 16Ltd changes to respond to ridership patterns on this growing route and to relieve overloads on Route 16 trips that would be helped by the new Limited trips. On weekdays, midday short-turns at Westland Mall will be introduced for alternate trips when service to and from Civic Center Station is running every 15 minutes. Midday service west of Westland Mall will be reduced to every 30 minutes. Midday service east of Westland Mall will operate every 15 minutes from the end of the AM peak to the start of the PM peak. This starts the 15 minutes service frequency approximately 3 hours earlier than at present.

Route 205 – 28<sup>th</sup> Street/Gunbarrel

Route 206 – Pearl/Eisenhower

Route 205 frequency on the east end of the route will be reduced from every 15 to every 30 minutes during peak periods, beyond Gunbarrel Shopping Center to Winchester Drive and Heatherwood. Route 205C will continue to operate as at present, and 15 minute peak frequency will continue to operate between Gunbarrel (shopping center), 28<sup>th</sup> Street and 14<sup>th</sup>/Walnut.

Route 205 will also be discontinued west of 14<sup>th</sup>/Walnut to Pearl/3<sup>rd</sup>. Instead, Route 206 – Pearl/Eisenhower service will be extended west from 14<sup>th</sup>/Walnut to Pearl/3<sup>rd</sup>. Service provided by Route 206 will operate every 30 minutes weekdays only between approximately 6:00 a.m. and 7:00 p.m. In addition, Route 206 service through the Flatiron Business Park east of 55<sup>th</sup> Street will be discontinued, with Route 206 operating directly on 55<sup>th</sup> Street. Affected customers (55 passengers from a total of 57 trips = 1 passenger per trip) will have the option of walking 1/3 mile to 55<sup>th</sup> Street, or using Routes 208 or S within the business park.

Route Jump – Boulder/Lafayette via Arapahoe

Service was extended to Erie in May 2008 using Boulder County requested 2 year CMAQ funding of approximately \$417,400 annually. Current service frequency is every 30 minutes from 6:00am to 6:00pm and hourly until 9:00pm on weekdays, and hourly on Saturdays from 8:00am to 7:00pm. Overall ridership has been good, but offpeak is relatively light (peak = 15 boardings per in-service vehicle hour and midday = 5 boardings per in-service vehicle hour). Accordingly, reduce weekday midday service to Erie from every 30 to every 60 minutes between 9:00am and 3:00pm and retain, at RTD cost, the rest of the service to/from Erie.

**III. SERVICE ENHANCEMENTS**

Route 20 – 20<sup>th</sup> Avenue

Weekdays, minor schedule adjustments and addition of two afternoon peak trips between NREL/Denver West and Downtown Denver.

Route 52 – West 52<sup>nd</sup> Avenue/South Pearl

Weekdays, add a 2:00pm trip from Alameda Station to 20<sup>th</sup>/Larimer due to loads from Denver Health.

Route AT – Arapahoe County/DIA

Corresponding with the removal of select trips on Route AB from Airport Boulevard and 40<sup>th</sup> Avenue park-n-Ride, replacement trips will be added on the Route AT between Airport Boulevard and 40<sup>th</sup> Avenue park-n-Ride and DIA. This will maintain the approximate current frequency of service between this park-n-Ride and DIA.

**IV. ROUTINE SERVICE ADJUSTMENTS**

Route 15 – East Colfax

Schedule adjustments on Saturdays.

Route 21 – Evans Crosstown

Schedule adjustments.

Route 28 – 28<sup>th</sup> Avenue

Route 32 – 32<sup>nd</sup> Avenue/City Park

Routes 28 and 32 to be revised to operate eastbound on Glenarm Street in Downtown Denver, instead of on Welton Street.

Route 34 – West 3<sup>rd</sup> Avenue Commuter

Schedule adjustments and a later morning trip added.

Route 38 – 38<sup>th</sup> Avenue

Schedule adjustments.

Route 44 – 44<sup>th</sup> Avenue

Schedule adjustments.

Route 45 – Montbello/Green Valley Ranch  
Additional early morning trips.

Route 63X – Lockheed/Waterton Express  
Schedule adjustments.

Route 77 – Dry Creek Crosstown  
Schedule adjustments.

Route 83Ltd – Cherry Creek/Parker Road Limited  
Schedule adjustments.

Route 93X – Green Mountain Express  
Schedule adjustments.

Route 153 – Chambers Crosstown  
Schedule adjustments.

Route 209 – CU/Thunderbird  
Implement summer schedule by reducing morning peak frequency from every 10-20 minutes to every 15-30 minutes.

Route Bolt – Boulder/Longmont  
Schedule adjustments.

Route Bound – 30<sup>th</sup> Street  
Reduce summer weekday frequency from every 10 minutes all day to every 15 minutes during peak periods and every 30 minutes midday, and reduce summer Saturday frequency from every 15 to every 30 minutes. Higher frequency service will be restored in late August, subject to funding by the City of Boulder.

Route CS/CV/CX – Pine Junction/Conifer/Denver  
Schedule adjustments.

Route Dash – Boulder/Lafayette via Louisville  
Reduce summer weekday frequency within Boulder from every 15 to every 30 minutes from 9:00am to 3:00pm, and reduce frequency westbound from Lafayette to Boulder from every 10 to every 15 minutes from 6:45am to 7:15am.

Route Jump – Boulder/Lafayette/Erie via Arapahoe  
Reduce summer weekday frequency within Boulder from every 10 to every 15 minutes, and reduce summer Saturday afternoon frequency from every 15 to every 30 minutes. Higher frequency service will be restored in late August, subject to funding by the City of Boulder.

Route Skip – Broadway  
Reduce summer weekday peak period frequency from every 7 to every 10 minutes.

Route Stampede – CU/East Campus

Reduce summer weekday frequency from every 10-15 to every 30 minutes.

Stapleton Transit Center

Responding to customer and operator requests, gate assignments at the Stapleton Transit Center will be re-organized to enhance passenger transfer activity. The subsequent changes may result in changes to public information for the following route services: 28, 38, 40, 43, 65, 73, 88, 105, AB and AS.

School Service

Remove seasonal school service from the following routes: 1, 6, 9, 11, 24, 30, 30L, 31, 43, 51, 65, 76, 100, 206, 301, 302 and 303.

**V. U.S. 36 & BROOMFIELD PARK-N-RIDE**

The new Broomfield park-n-Ride (see Figure 1), located just north of 1STBANK Center (formerly the Broomfield Event Center), is scheduled to open in conjunction with the May 2, 2010 Service Change. It will replace the existing Broomfield park-n-Ride and will significantly reduce travel time along U.S. 36 for Routes AB, B, DD, DM, S and T. It will also allow for a new connection with Route L (Longmont/Denver) and all local routes and call-n-Rides that serve the current park-n-Ride will be rerouted to serve the new park-n-Ride instead.

Route 76 – Wadsworth

Reroute into new park-n-Ride and extend weekday southbound service from Lafayette park-n-Ride to begin approximately one-half hour earlier.

Route 112 – 112<sup>th</sup> Avenue

Reroute into new park-n-Ride and interline with Route 228 on Saturday and Sunday. Use existing route via Main, Midway, and US 287 to the park-n-Ride.

Route 120 – 120<sup>th</sup> Avenue/Broomfield

Extend to new park-n-Ride.

Route 128 – Broomfield/Wagon Road

Extend to new park-n-Ride. Also, running time adjustments.

Route 228 – Broomfield/Louisville

Extend to new park-n-Ride and interline with Route 112 on Saturday and Sunday.

Route AB – Boulder/DIA

Serve new park-n-Ride via new slip ramp stops on US 36. Also, discontinue stop at Airport Blvd. & 40<sup>th</sup> Avenue park-n-Ride, except for first three weekday morning westbound trips which also serve the Stapleton Transit Center, and four weekday afternoon peak eastbound trips which also serve the Stapleton Transit Center. Trip times between Airport & 40<sup>th</sup> and DIA will be filled by new Route AT short trips.

Route B – Boulder/Denver

Serve new park-n-Ride via new slip ramp stops on US 36.

Route Broomfield call-n-Ride

The Broomfield call-n-Ride began operating in April 2001. The call-n-Ride operates weekdays out of the Broomfield park-n-Ride with scheduled meets on the hour and half hour. The call-n-Ride boundary area is 136<sup>th</sup> Avenue on the north, Sheridan on the east, 112<sup>th</sup> Avenue on the south and Hwy 287 on the west. The call-n-Ride operates 5:30am-8:00pm. Due to the traffic delays at Wadsworth and US 36, the call-n-Ride currently serves everything east of Main Street only during off peak hours (9:00am-3:00pm and 6:00pm-8:00pm). With the opening of the new Broomfield park-n-Ride and the accompanying pedestrian bridge over US 36, this call-n-Ride will operate on the north/east side of US 36 where the new bridge will allow pedestrian access over US 36. The call-n-Ride will continue to have scheduled times, every half hour, at the pedestrian bridge landing. In addition, service to the area east of Main Street will be extended to operate from 5:30am-8:00pm.

Route DD – Boulder/Colorado Blvd.

Serve new park-n-Ride via new slip ramp stops on US 36.

Route DM – Boulder/Anschutz-Fitzsimons

Serve new park-n-Ride via new slip ramp stops on US 36.

Route Interlocken/Westmoor call-n-Ride

The Interlocken/Westmoor call-n-Ride began operating in April 2001. The Interlocken/Westmoor call-n-Ride currently operates weekdays 5:30am-10:00pm and operates out of the Broomfield park-n-Ride. Scheduled meet times are on the hour and half hour throughout the day until 7:30pm. The current call-n-Ride serves the business parks west of Wadsworth and the Countryside neighborhood north of 100<sup>th</sup> Avenue. The call-n-Ride also serves the Flatiron Crossing Mall. With the new Broomfield park-n-Ride opening in May, the Interlocken call-n-Ride will require additional time to operate from the new park-n-Ride. Accordingly, the Interlocken/Westmoor call-n-Ride coverage of the Flatiron Crossing Mall will be reduced from 5:30am-10:00pm to 7:00pm-10:00pm. This will allow the call-n-Ride to continue to provide a high level of service to the existing customers utilizing the call-n-Ride in the business parks and surrounding neighborhoods. The Route 228 will continue to operate and is the alternative for access to and from the Mall until 7:00 pm.

Route L – Longmont/Denver

Implement new stop at US 36 & Broomfield park-n-Ride. Allows direct, convenient connections to Interlocken Office Park, Flatiron Crossing Mall, and Front Range Community College.

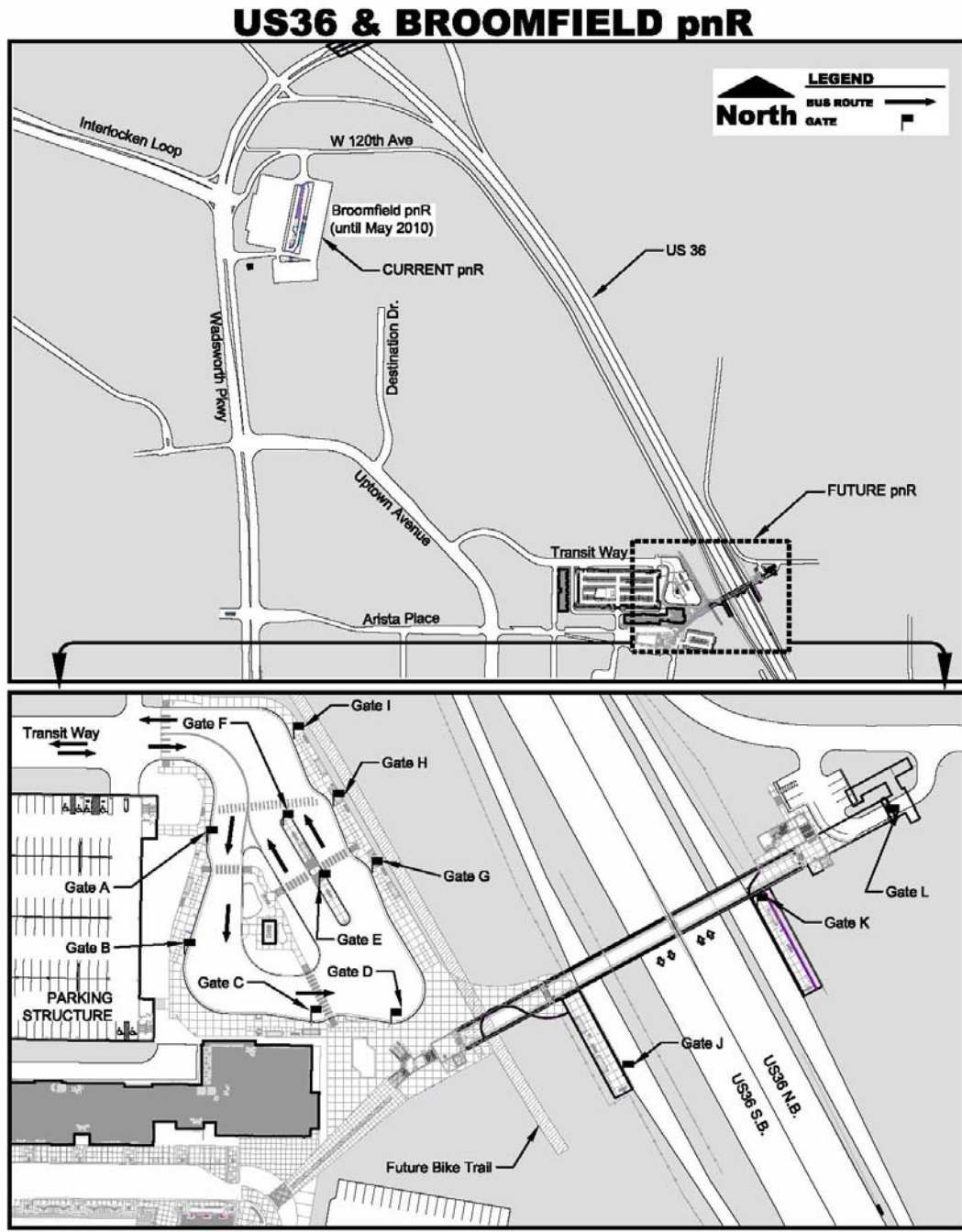
Route S – Denver/East Boulder

Serve new park-n-Ride via new slip ramp stops on US 36.

Route T – Boulder/DTC

Serve new park-n-Ride via new slip ramp stops on US 36.

Figure 1



SUMMARY OF PUBLIC HEARINGS/INPUT

Boulder – February 1, 2010

Boulder Senior Center – West Complex

Eight members of the public attended the hearing, plus RTD Director John Tayer along with Scott McCarey and Jared Hall from Boulder County. The primary discussion involved the reduction in service proposed for the existing Route 205 segment west of 14<sup>th</sup>/Walnut to 3<sup>rd</sup>/Pearl, which will be replaced by Route 206. Several riders on this segment are transit dependent, and the recent reductions in evening and weekend service on this segment have negatively impacted their travels. Also, one Route Y customer requested adjustments in trip times in order to facilitate his daughter's travels to and from school. No comments were received regarding the other changes proposed for Routes 205, 206, or the Lynx.

Downtown Denver – February 4, 2010

RTD Administration Building

There were three members of the public in attendance, with two who spoke regarding specific issues. Board Members in attendance included Director Bill James and Director Kent Bagley.

One person wanted to know why Routes 28 and 32 are switching from Welton to Glenarm. Another person was also concerned about the Route 28 and 32 changes – 'currently drivers have a wide turn lane to a wide one-way street and going down Glenarm would change it to a narrow two-way street. The two main problems would be an increased risk of accidents and loss of service stop at Welton and 17<sup>th</sup>. If parking were removed for the stop on Glenarm, that would help with the issue.'

Note: The change is being made in order to eliminate two turning movements (a right turn onto Broadway and a left onto 19<sup>th</sup>) as Glenarm flows directly into 19<sup>th</sup>. Also, a bus zone will be incorporated on Glenarm that would actually serve our customers better than the one on Welton and 17<sup>th</sup>.

Golden – February 4, 2010

Golden Community Center

Three people attended the Golden Service Changes Public Hearing; one person commented on a need to reschedule the first afternoon trip of the 63X earlier to connect with the 4:11 p.m. C-Line at Mineral Station.

Green Valley Ranch – February 5, 2010

Green Valley Ranch Recreation Center

The RTD public meeting conducted on Friday February 5<sup>th</sup> at 6:30 p.m. was attended by 2 members of the public (one a planning student on assignment) and a GVR resident. Also in attendance were RTD Board members Directors Chris Martinez and Tom Tobiassen.

After introductions, a description of the service change affecting Route AB and AT was offered. There were a few questions regarding RTD service, but the majority of the conversation centered on FasTracks. The meeting was concluded at 6:55 p.m.

Louisville – February 4, 2010

Louisville Recreation Center

Nineteen members of the public attended the Louisville Proposed Service Change Public Hearing. Also there were Jared Hall and Scott McCarey from Boulder County Planning Department and RTD Director John Tayer and his wife. One person asked for the Route 112 to operate from the eastern side of the new US 36 & Broomfield park-n-Ride rather than the proposed both sides service. Everyone else was unanimously against the proposed Lynx removal. Many were from Parkway Circle, a large apartment complex just north of US 36 and Storage Tek Dr. They asked if the Louisville call-n-Ride could be extended to their area.

Several current and past students spoke regarding the need for service to the Middle School, High School, Hospital, and Doctor's offices which will all lose fixed route service if the Lynx goes away. The disabled community also had representatives opposed to the proposed change. Several requested peak hour only service. Many spoke of the call-n-Ride service as being booked during the peak hours.

Additional Communications

63 additional communications (e-mail's, faxes, phone calls and letters) were received.

<u>Route</u>	<u>Support</u>	<u>Opposed</u>	<u>Additional Comments</u>
20	1		Customer also suggest additional trips in AM & PM.
28	1		
32	1		
205	1	7	1 person suggests reducing the service but not cutting it. She also requests that Palo Park community be added back to the Rte. Received letter from City of Boulder which says the reductions are reasonable.
206	1	21	Received letter from City of Boulder which says the reductions are reasonable.
DM	4		
JUMP	2	1	Received letters from the City of Boulder and the Boulder County Commissioners in appreciation of RTD's willingness to absorb the full cost to keep the Jump service between Boulder and Erie.
L	4		
LYNX		15	1 person requests better coordination between Rtes Dash & 228 if the Lynx is cut. 1 person requests the route be maintained at least during morning & evening rush hours. Several request cnR service in addition to retaining Lynx.

Also received communications on the following routes.

<u>Route</u>	<u>Comments</u>
6	1 person requests Rte 6 service to University Hospital.
20	1 person sent a comment that the Rte 20 schedule is not acceptable.
43	1 person request a route change for both Rtes 43 & 45.
45	1 person request a route change for both Rtes 43 & 45.
63X	1 request to change the schedule back to the Aug 2009 times.
121	1 request for a schedule change at Nine Mile.
125	1 request to reinstate Rte 125.
HX	1 request to have the Rte HX also service the new Broomfield pnR
L	1 request for off-peak route change to use 287 instead of West Public Rd.