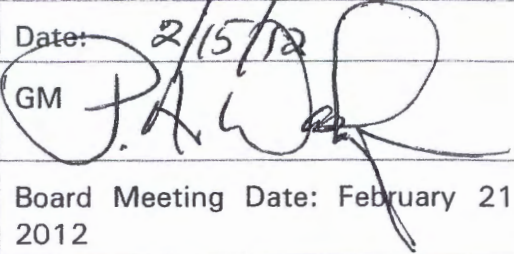


BOARD OF DIRECTORS REPORT

To: Phillip Washington, General Manager
From: Bruce Abel, Assistant General Manager
of Bus Operations
Date: February 14, 2012
Subject: May 2012 Service Changes

| | |
|---------------------------------------|--|
| Date: | 2/15/12 |
| GM |  |
| Board Meeting Date: February 21, 2012 | |
| ACTION X DISCUSSION INFO | |

RECOMMENDED ACTION

It is recommended by the Operations/Customer Services Committee that the Board of Directors approve the May 2012 Service Change package as revised and summarized in Attachment A resulting in an annualized cost increase of approximately \$936,100 and, further, to authorize the General Manager or his designee to execute contract amendments as necessary for private operators whose service is impacted by these changes.

DISCUSSION

To meet the diverse travel needs of the citizens of the District and maintain a high-performance, sustainable transit system, RTD has developed a networked family of services for which the classes of service have different expectation of performance. For this year we will be focusing on adjusting services in response to the recent service reductions and changes in ridership and operational performance.

The proposed May 2012 Service Changes reflect the continued budgetary challenges faced by RTD. The guiding principles for service changes continue to be:

- Service performance evaluation based on the RTD Service Standards
- The effects on the overall integrity of the transit network and on transit dependent markets
- The availability of alternative services to affected riders
- Cost-effective distribution throughout the District and Family of Services
- Title VI of the Civil Rights Act: benefits and services are provided without regard to race, color or national origin
- Response to changes in the communities where services are provided

SUMMARY OF PUBLIC HEARINGS

The 4 public meetings were attended by a total of 35 members of the general public. Please see Attachment B for a summary of the public meetings, a summary of additional comments received by e-mail, telephone or fax and letters from municipalities or stakeholders. RTD staff conducts these meetings to receive input from the public and records comments by taking notes, which are summarized in this report. Neither tape recorders nor court reporters are employed in the recording of these meetings. Staff typically does not engage in discussion other than to explain a proposal, until the end of a

meeting, focusing instead on making sure everyone participating in the meeting has an opportunity to be heard.

SUMMARY OF PROPOSED SERVICE CHANGES

Service Reductions

Route 54 – Montbello Industrial: discontinue 6:35pm trip

Mixed Service Reductions/Service Increases

Route 11 – Mississippi Avenue: discontinue two eastbound and add one p.m. trip

Route 116X – South Simms Express: discontinue 1 a.m. trip and add 1 p.m. trip

Route 153 – Chambers Road: redirect service on Smoky Hill/Buckley branch to Arapahoe Crossing

Service Increases

Route 20 – 20th Avenue: extend westbound trip from 18th/York to Anschutz Medical Campus

Route 47X – Green valley Ranch/Montbello Express: add one morning peak trip

Route 59 – West Bowles: add Sunday service between Littleton Downtown Station and Southwest Plaza

Route 66 – Arapahoe Road: extend a.m. westbound trip from Arapahoe Station to Arapahoe Crossing

Route 225 – Boulder/Broomfield via Baseline/Hwy 287: add trips in peak periods and extend service span to 9:00pm

Route Bolt – Boulder/Longmont: extend 1 trip via Hover/Boston

Route HX – 28th Street/Civic Center: Adjust schedule and add pm peak trip

Route J – Longmont/Boulder: extend 1 trip via Hover/Boston

Route L – Longmont/Denver: extend 1 trip via Hover/Boston

Route Stampede – CU East Campus: increase summer service level funded by University of Colorado

Routine Service Adjustments

Route 0 Limited – Broadway: schedule adjustments

Route 3 – Alameda Crosstown: schedule adjustments

Route 11 – Mississippi Crosstown: schedule adjustments

Route 16 Limited – West Colfax: schedule adjustments

Route 43 – Martin Luther King Boulevard/Gateway: terminal change

Route 45 – Montbello/Green Valley Ranch: adjust schedule for connections at Airport & 40th pnR.

Route 72X – Ward Road Express: schedule adjustments

Route 105 – Havana Crosstown: schedule adjustments

Route 120X – Thornton/Wagon Road Express: schedule adjustments

Route 209 – CU/Thunderbird: minor schedule adjustments

Route AA – Wagon Road/DIA: adjust weekday schedule

Route Bound – 30th Street: schedule adjustments

Route DM – Boulder /Fitzsimons: minor schedule adjustments

Route GS – Golden/Boulder: reroute to new turnaround near NREL

Route L/LX/LNX/LSX – Longmont/Denver: schedule adjustments

Call-n-Ride: reschedule timed meets on various Call-n-Rides

SkyRide Routes AA/AB/AF/AS/AT and 145X/169X: move DIA loading/unloading to Level 6 in order to accommodate long term construction detour

Longmont: reschedule meet times to improve local route connections

Discontinue seasonal school trips or deviations on the following routes:

Route 1W – West 1st Avenue

Route 6 – East 6th Avenue

Route 9 – West 10th Avenue

Route 11 – Mississippi Avenue

Route 16 – West Colfax

Route 24 – University Blvd

Route 30 – Federal Boulevard

Route 30 Limited – South Federal Limited

Route 31 – Federal Crosstown

Route 43 – MLK Boulevard/Green Valley Ranch

Route 51 – Sheridan Crosstown

Route 52 – West 52nd/South Bannock

Route 65 – Monaco Parkway

Route 66 – Arapahoe Road

Route 73 – Quebec Street

Route 76 – Wadsworth Crosstown

Route 100 – Kipling Crosstown

Route 153 – Chambers Road

Route 206 – Pearl/Eisenhower

FINANCIAL IMPACT

The initial service change recommendations resulted in an anticipated increase in annualized service cost of approximately \$686,758 of which \$416,800 was attributed to the cost of the Route Stampede proposal, which is contingent upon funding through the University of Colorado - Boulder. The remaining cost of \$269,958 was to be funded from RTD sources included in the adopted 2012 budget. The revised service change proposal (after public comment and as approved by the Operations/Customer Service Committee) will increase net cost amount anticipated, including the cost of the STAMPEDE (funded through an agreement with CU-Boulder), from 686,758 to \$936,098 of which \$416,800 is attributed to the Route Stampede proposal. The remaining \$519,298 will be funded from RTD sources included in the adopted 2012 budget.

Jessie Carter, Manager of Service Planning & Scheduling

**ATTACHMENT A
DETAILED SERVICE CHANGE PROPOSALS – MAY 2012**

Route 0Ltd – Broadway

Minor schedule adjustments

Route 11 – Mississippi Avenue

Discontinue 4:27pm and 5:27pm eastbound trips from I-25 & Broadway. Passenger loads can comfortably be accommodated on 30 minute frequency. Add eastbound trip from I-25 & Broadway at 3:27pm, relieving loads during heavy school ridership period.

Overall annualized savings is estimated to be \$13,700.

Route 15Ltd – East Colfax Limited (Saturday and Sundays)

Add bus to cycle for running time and recovery on weekend afternoons.

Anticipated annualized cost is estimated to be \$48,700.

Route 16Ltd - West Colfax

Minor schedule adjustments

Route 20 – 20th Avenue

Extend existing 2:21 p.m. westbound trip from 18th/York, to begin instead at Anschutz Medical Campus at 1:50pm. Provides improved service and passenger load distribution for growing ridership at Anschutz. Anticipated annualized cost is estimated to be \$6,300.

Route 43 – MLK Blvd/Gateway

Move recovery to Piccadilly/Green Valley Ranch Blvd. No cost impact anticipated at this time.

Route 45 – Montbello/Green Valley Ranch

Adjust schedule for improved connections at Airport & 40th Park-n-Ride. No cost impact anticipated at this time.

Route 47X – Green Valley Ranch/Montbello Express

In order to relieve heavy loads on the newly revised Route 47X, add one morning peak trip arriving Civic Center Station at approximately 7:30am. Will relieve loads on 7:14 and 7:44am arrivals. Anticipated annualized cost = \$43,000

Route 54 – Montbello Industrial

Discontinue 6:35pm trip, ridership averages 2 passengers. Passengers may also use nearby Routes 44 and 153. Annualized cost savings is estimated to be \$5,270.

Route 59 – West Bowles

Implement Sunday & holiday service between Littleton/Downtown Station and Southwest Plaza using resources from interlined routes. No cost anticipated.

Route 66 – Arapahoe Road

Reschedule current 5:38am westbound trip from Arapahoe Station to begin at Arapahoe Crossing at 5:08am. Anticipated annualized cost of \$5,300

Route 72X – Ward Road Express

Schedule adjustments due to overloads

Route 105 – Havana Street

Add bus to cycle for running time, recovery, and proper passenger load distribution to correct current issues caused by poor on-time performance. Impacts include 1 all day vehicle and an anticipated cost of \$200,000.

Route 116X – South Simms Express

It is proposed to discontinue the 6:25 a.m. “overload” trip from Ken Caryl park-n-Ride to Civic Center Station. The savings would be applied to restoring the 6:20 p.m. departure from Civic Center Station. No cost impact anticipated.

Route 120X – Thornton/Wagon Road Express

Schedule adjustments

Route 153 – Chambers Road

Discontinue service on Smoky Hill/Buckley branch. Ridership averages 2-3 passengers per trip. Trips currently serving Smoky Hill will instead operate to/from Arapahoe Crossing, which is now averaging over 10 passengers per trip, with a peak of 37 passengers per trip. Passengers on Smoky Hill branch have alternative service provided by Routes 135, 139, and 169Ltd. No overall change in cost due to this proposal.

Route 225 – Boulder/Broomfield via Baseline/Hwy 287

Add trips to address customer pass-ups during peak periods and extend weekday service from 7:00 p.m. to 9:00 p.m. as described in the January 2012 Service Change.

Anticipated annualized cost of \$125,340

Route Bolt – Boulder/Longmont

Extend 1 trip via Hover/Boston in AM and PM each. Estimated annualized cost of \$10,000.

Route Bound – 30th Street

Minor schedule adjustments.

Route Dash – Boulder/Lafayette via Louisville

Shift trip to 6:15pm leave at Lafayette Park-n-Ride on Sunday only, and balance late PM trips along Broadway with SKIP on weekdays. No anticipated cost impact.

Route DM – Boulder/Fitzsimons

Minor schedule adjustments

Route GS – Golden/Boulder

Reroute to utilize new turnaround loop on Moss Road (NREL) and minor schedule adjustments. No cost anticipated.

Route HX – 28th Street/Civic Center Station

Shift current 5:01 p.m. trip from Civic Center Station back to 4:56p.m. and add a 5:11 p.m. trip from Civic Center Station to address overcrowding. Anticipated annualized costs \$22,000.

Route J – Longmont/Boulder

Extend 1 trip via Hover/Boston in each peak period. Cost estimated at \$10,000 annualized.

Route L/LX/LNX/LSX – Longmont/Denver

Reschedule service to improve connections at US 36 & Broomfield with Rte 76 after 9pm and to improve connections to the FLEX service leaving 8th/Coffman at 8:26am, 6:42pm and 4:06pm arriving at the facility. Extend 1 trip via Hover/Boston in each peak period. Convert 7:18 a.m. (8th – Coffman) LSX trip to an L trip to serve Lafayette and Broomfield pnR's. Convert 2:15 p.m. LX trip from Market Street Station to L trip. Add p.m. peak trip on branch to address overcrowding. Add northbound p.m. peak trip at 4:10 p.m. due to overloads. Estimated annualized cost of \$59,000.

Route Stampede – CU East Campus

This proposal extends the Fall/Winter service levels on the Stampede into the summer. The implementation of the service is contingent upon the receipt of funding from the University of Colorado-Boulder. Service will either be provided at a 15 minute frequency with the University confirming funding by February 24, 2012 or at 10 minute frequency, which is contingent upon additional funding from the Federal Transportation Administration. Annualized cost is estimated to range between \$225,000 (15 minute frequency) - \$416,800 (10 minute frequency).

DIA Service

Due to construction at Denver International Airport, shuttle and bus operations that currently operate on both the East and West sides of the 5th level will be detoured to operate on the Eastside 6th level. This detour is expected to begin in April 2012 and is anticipated to last for 6 months. No costs/savings are anticipated at this time.

Call-n-Rides:

Broomfield, Dry Creek, Interlocken, Louisville, Lone Tree, Meridian, North Inverness, Orchard and South Inverness Call-n-Rides' timed meets at Park-n-Rides and Light Rail Stations will be adjusted to better meet actual usage. During this process minor boundary adjustments may also be made. No costs/savings are associated with this change.

Longmont:

Responding to requests from the City of Longmont and feedback from public meetings, it is proposed that the meet times of the local Longmont Routes (323, 324, 326 and 327) be rescheduled. This would allow for better local to local bus service connections at 8th & Coffman Park and Ride. No financial impacts are anticipated at this time.

**ATTACHMENT B
SUMMARY OF PUBLIC MEETINGS – MAY 2012**

Longmont Senior Center – Thursday, January 26, 4:30pm

The meeting was attended by seventeen members of the public. RTD Chairman Lee Kemp and Phil Greenwald from the City of Longmont, Transportation Planning Department were also present. Comments from this meeting included: Longmont's need for bus service on Sundays (preferably in the form of call-n-Ride), request for trips in the early AM and around 6:00pm to be extended back from 23rd/Main to Hover/Boston, a request to make a trip time adjustment to an earlier time on Route J's first AM trip, and comments were made supporting the proposed time transfer adjustments at 8th/Coffman to the local routes.

It was voiced by about half in attendance that the notice of the public meeting was too short and should have been posted on the buses at least a week earlier. Two comments stating the call-n-Ride is still not reliable and often drops off passengers 1 to 2 hours before they need to be at their appointments and then picks them up 1 to 2 hours after they have finished. This is seen to be very much of an inconvenience to the customers, especially seniors. The meeting was adjourned at 5:50pm.

Aurora Municipal Center – Monday, January 30, 2012, 7:00 pm

Seven members of the public attended the evening meeting, along with RTD Director Tom Tobiassen. Comments concerning the proposed May 2012 service changes included a request for the retention of Route AB service at Stapleton Park-n-Ride, and for convenient connections between the revised Route 153 and Smoky Hill High School. Concerns from the January 2012 service changes included the reduction in Route 3 service at Windsor Gardens, and lack of notification of the discontinuance of Route 79. The meeting concluded at 8:30 pm.

RTD Administrative Offices – Wednesday February 1, 2012

Noon

The meeting began with 10 members of the public in attendance, along with 5 RTD staff members. Comments heard included: a request for the return of the Route 88 to Washington Street, a request for additional trips to Lafayette pnR via the L, a request for more trips on the Route LNX, a request for the extension of Route 1 to replace the Route 2, complaints regarding buses not waiting for transferring passengers, and complaints regarding policies towards service to the disabled community. The meeting was concluded at 1:00 pm.

7:00 p.m.

The evening meeting began with one person in attendance who voiced concern regarding the change to the Route 21 schedule in January 2012 and the Route 65 school trippers. The meeting was concluded at 7:20 pm.