



Proposed Service Changes September 2021

RTD Updates

- Capacity limits in buses and trains lifted
- RTD hosted two "Welcome Back to RTD: A Conversation about Safety" virtual meetings
 - Discussion with key RTD leaders in safety and operations
 - Safety and cleaning protocols
 - Customers' role in keeping transit safe
- Launch of Stored Value Account (SVA) in RTD Mobile Tickets App
 - New payment method enables customers to deposit funds and purchase RTD passes whenever they want
 - Funds can be added using credit or debit card
 - SVA allows customers to skip entering credit or debit card info for each purchase



Gathering Your Feedback

- RTD launched a Fare Study and Equity Analysis
 - Telephone Town Hall hosted on June 30, recording will be available online at: www.RTD-Denver.com/TownHall
 - Extensive outreach and engagement will continue throughout the process which will take at least 18 months
- Reimagine RTD
 - Public input included in System Optimization Plan and implemented starting with January 2021 Service Changes
 - Current phase focusing on Mobility Plan for the Future
 - Provide input at: www.RTD-Denver.com/Reimagine



Effects of COVID-19

- June 2021 service adjustment increased service by approximately 4%
- Ridership increased approximately 6% from January 2021 to April 2021
- Vehicle capacity limits were in place until June 2021



Welcome Back to RTD

- Daily cleaning and sanitizing of vehicles and facilities
- Safety is everyone's responsibility – customers are our partners in safety
- Facial coverings required for all operators and customers through Sept. 13, 2021 per federal mandate
- Customers encouraged to use RTD Mobile Tickets App or other contactless digital purchasing options



Financial Impacts

- Received \$232 million in CARES Act funding in 2020
- Will have access to \$203 million in CRRSAA funding
 - Intended to support transit operations, including keeping staff employed
 - Recalled laid-off represented employees
 - Rescinded furlough days and pay cuts for salaried employees
 - Providing supplemental service on busier routes
- An additional \$338 million in funding from American Rescue Plan Act
- Despite federal assistance, financial challenges loom



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Service Considerations During COVID-19

- Currently operating under pandemic service plan
- Rebalancing service to keep up with demands of routes with highest ridership
- Monitoring and adjusting to service needs
- Routes proposed for service improvements more often serve communities that rely on transit for travel needs
- Operator availability continues to be a key factor



September 2021 Service Proposals — Bus

■ Schedule adjustments

- **Route 10** – Increase weekday rush hour service frequency to every 15 minutes between 6:30 a.m. – 9 a.m., and 3:30 p.m. – 6 p.m., between 9th/Clermont and downtown Denver.
- **Route 19** – Increase weekday service frequency to every 30 minutes. Running time adjustments are also proposed to increase on-time performance.
- **Route 46** – Begin weekday service 90 minutes earlier than existing schedule, with service beginning at approximately 6:15 a.m. in each direction.
- **Route 48** – Expand weekday service hours to 5 a.m. – 11 p.m., with 30-minute service frequency all day.
- **Route 120** – Implement the original, RTD Board-approved 120W route on weekdays with A.M. and P.M. rush hour service, with 60-minute service frequency.
- **Route 204** – Implement the previous, RTD Board-approved weekday schedule with 15-minute service frequency for A.M. and P.M. rush hours, and 30-minute frequency for midday. Proposed routing will operate between Table Mesa/Broadway and Front Range/Broadway.
- **Route 206** – Implement 30-minute service frequency on weekdays during A.M. and P.M. rush hours between Arapahoe/55th and Fairview High School, allowing the provision of service to schools in Boulder.

September 2021 Service Proposals — Bus (con't.)

■ Schedule adjustments

- **Route 225** – Restore previous weekday schedule, with 15-minute service frequency for A.M. and P.M. rush hours, and 30-minute frequency midday.
- **SKIP** – Restore previous weekday schedule, with 10-minute service frequency for A.M. and P.M. rush hours, and 15-minute frequency midday.
- **DASH** – It is proposed to add short-turn trips during weekday A.M. and P.M. rush hours, with service between Downtown Boulder Station and Manhattan Circle.
- **JUMP** – It is proposed to implement the RTD Board-approved weekday schedule from May 2020.
- **Route LD** – Restore weekday service on LD3, with 60-minute service frequency during midday between 8th•Coffman Park-n-Ride and US•36 Broomfield Park-n-Ride.
- **Access-a-Ride** – Routes with reduction or improvements may impact ADA Access-a-Ride service availability.

September 2021 Service Proposals — Bus (con't.)

■ Reinstatement of Service

- **Route 0L** – Reinstatement of weekday rush-hour service between I-25•Broadway and Civic Center Station, with 15-minute service frequency between 6 a.m. – 9 a.m. and 3:30 p.m. – 6 p.m.
- **Route 3L** – Reinstatement of rush-hour service weekday mornings and afternoons, with three (3) daily trips in each direction. Route will operate between Aurora Metro Center Station and Civic Center Station only.
- **Route 116X** – Reinstatement of weekday service with three A.M. and P.M. rush-hour trips to temporarily serve passengers boarding and alighting at Federal Center Station in lieu of the route 99L returning from suspension at this time.
- **Route CV/EV** – Reinstatement of weekday service with three A.M. and P.M. rush-hour trips. These trips will temporarily serve passengers boarding and alighting at Federal Center Station in lieu of the route 99L suspension at this time.

September 2021 Service Proposals — Bus (con't.)

■ Restoration of service

- **Route 20** – Restore three hourly, weekday trips in the A.M. and P.M. rush hours between Union Station and the National Renewable Energy Laboratory.
- **Route 43** – Restore select early morning and late-night trips.
- **Route 65** – Restore weekday service, with the route extending south from Southmoor Station to Ulster/Tufts in the Denver Tech Center, and north to 56th/Central Park serving Northfield High School.
- **Route 105** – Restore select early morning and late-night trips.
- **Route 121** – Restore select early morning and late-night trips.
- **Route 130** – Restore the 4:46 a.m. southbound trip.
- **Route 153** – Restore select early morning and late-night trips.
- **Route P** – Restore weekday service, with three trips in each direction.

■ Seasonal

- **Route NB** – Extend trips from Nederland High School to Eldora Ski Resort, when Eldora Ski Resort is open.

September 2021 Service Proposals – Rail

■ E Line

- Per customer requests, it is proposed to add a southbound trip on Friday, Saturday, and Sunday evenings at 10:48 p.m.

■ N Line

- Minor schedule adjustments are proposed to improve on-time performance.



We're Here to Listen!

- Your comments will be included in staff report for RTD Board of Directors
- Final day to submit comments for inclusion in report is July 8, 2021. Comments can be submitted to:
 - service.changes@rtd-denver.com
 - **Phone: 303-299-2004**
 - **Fax: 303-299-2227**
- Final adjustments take effect Sept. 5, 2021



Thank you.