

BOARD OF DIRECTORS REPORT

To: Paul J. Ballard, Interim General Manager and CEO

From: Michael Ford, Chief Operations Officer

Date: March 4, 2020

Subject: May 2020 Recommended Service Changes

Date: March 4, 2020

GM

Board Meeting Date: March 10, 2020

RECOMMENDED ACTION

It is recommended by the Operations and Customer Services Committee that the Board of Directors approve the May 2020 Service Change package as revised and summarized in Attachment A resulting in an annualized base system cost savings of \$6,737,700 and a FasTracks cost savings of \$1,534,700, and a reduction of 43 operator shifts 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.

This recommended action supports the following General Manager's Goals:

Core Goal #1 – Successful Delivery of Transit Services

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 different classes of service have different expectations of performance. We will continue adjusting services in response to changes in ridership and operational performance of the transit system as a whole. It is also our responsibility to identify services that are underperforming and recommend modifications, curtailment or cancellation of service as warranted or recommend new service as changes in the community warrant and resources allow.

The proposals herein include a mix of service adjustments and reductions aimed at addressing an operator shortage which has resulted in increase in loss of service and service unreliability. As presented in the December 19, 2019 Board of Director's Study Session, this proposal seeks to reduce the number of operators necessary to provide RTD's transit services, thereby better matching our service offerings to our operator headcount. The Board adopted Service Standards were used as a guiding policy in the development of this plan, which include consideration toward ridership performance and service duplication.

We will monitor customer response to the implementation of these service changes and propose adjustments and service alternatives as appropriate in future service change recommendations.

The guiding principles for proposed 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 and the ability to enhance service when possible;

- Title VI of the Civil Rights Act: benefits and services are provided without regard to race, color or national origin; also disparate effects on low income and minority populations; and
- Response to changes in the communities where services are provided

SUMMARY OF PUBLIC HEARINGS

There were 20 public meetings conducted between February 19th and March 5th in Arvada, Aurora, Boulder, Centennial, Commerce City, Denver, Englewood, Golden, Ken Caryl, Highlands Ranch, Lafayette, Lakewood, Littleton, Parker and at the Blake Administration Building Rooms T & D. Comments and further details from these meetings are summarized in Attachment B of this report. A report listing the customer contacts received in the Service.Change web address will be summarized and made available March 12th.

CHANGES TO INITIAL RECOMMENDATION

Staff receives input during the public comment process and continues to conduct additional analysis after the initial service recommendations are communicated to the Board of Directors. Depending on the outcome of the public comment process and continued analysis, staff may or may not propose modifications to these initial recommendations. The following proposals have been significantly modified:

Route 16L – West Colfax: proposal to discontinue service has been rescinded

Route 32 – 32nd Avenue/City Park: proposal has been modified to retain peak period, peak direction service east of Downtown. The proposal to discontinue service west of Wadsworth Boulevard remains

Route 99L (formerly Route 100L) South Kipling: proposal modified to maintain service between Federal Center Station and Civic Center Station.

Route 153 – Chambers Road: the proposal to reduce peak frequency from 15 to 30 minutes service has been rescinded

Route 157 – CCA/Buckley: the proposal to discontinue service has been rescinded

Route 206 - Pearl/Manhattan/Fairview High School: proposal modified to retain service between Boulder Junction at Depot Station and Arapahoe and 55th Street.

Route 403 – Lucent Boulevard: reduce service to hourly during peak period

Route 483 – Parker Road/Lincoln Avenue: proposal to reduce peak frequency service has been rescinded

Route Y - Lyons/Boulder: proposal modified to reduce service to 1 AM and 3 PM peak trips

RunRide: proposal belayed until May 2021

H Line - Florida Station - 18th & California: proposal to reduce weekend service has been rescinded

SUMMARY OF PROPOSED SERVICE CHANGES

Routes proposed for service reductions:

Route 0L – South Broadway: discontinue selected peak period trips

Route 1 – 1st Avenue: reroute to Alameda Station and discontinue service east of Bannock Street

~~**Route 16L – West Colfax:** discontinue service~~

Route 32 – 32nd Avenue/City Park: reduce service east of Downtown and discontinue service west of Wadsworth Boulevard

Route 55 – Old Town/Arvada Ridge: discontinue service

Route 65 – Monaco Parkway: reduce Sunday service frequency from 30 to 60 minutes

Route 67 – Ridge Road: reduce service frequency weekday

Route 99 – South Kipling: discontinue Saturday service

Route 99L (formerly Route 100L) South Kipling: discontinue segment on Kipling between Ken Caryl pNR and Federal Center Station

Route 125 – Youngfield/Ward: discontinue service north of Ward Road Station

Route 130 – Yale/Buckley: reduce peak frequency from 15 to 30 minutes

Route 139 – Quincy: discontinue weekday 5:13am, 5:41am eastbound, and 4:40am westbound; and Saturday 5:56am eastbound

~~**Route 153 – Chambers Road:** reduce peak frequency from 15 to 30 minutes between Aurora Metro Center and Peoria Stations~~

~~**Route 157 – CCA/Buckley:** discontinue service~~

Route 206 – Pearl/Manhattan/Fairview High School: discontinue weekday mid-day service and remove route between Arapahoe/55th Fairview High School midday

Route 236 - Boulder Junction/US 36 & Table Mesa: discontinue service

Route 403 – Lucent Boulevard: reduce service to hourly during peak period

~~**Route 483 – Parker Road/Lincoln Avenue:** reduce peak frequency from 30 to 60 minutes from Parker pNR to Lincoln Station~~

Route Jump - Boulder Lafayette via Arapahoe: reduce frequency to hourly weekday midday, east of 63rd/Arapahoe-Lafayette pNR

Route MALL – 16th Street mall Shuttle: reduce peak frequency from 90 to 180 second frequency weekdays

Route Y - Lyons/Boulder: reduce service to 1 AM and 1 PM peak trips

Route 116X South Simms: discontinue one AM and one PM peak trip

Broncos Ride: discontinue service

BuffRide: discontinue service

Rockies Service: discontinue service

RunRide: discontinue service in 2021

C Line - Littleton Mineral-Denver Union Station: add base period service on weekends

D Line - Littleton Mineral- 18th&California: discontinue service on weekends

~~**H Line - Florida Station - 18th & California:** reduce Saturday service frequency~~

R Line - Ridgeway- Peoria & Smith Rd Station: Reduce service frequency to 30 minutes weekday and weekends.

Routes proposed for mixed service improvements/ service efficiencies:

~~**Route 16 – West Colfax:** add service to offset loss of 16L to Golden and remove route segment to Federal Center~~

Route 27 – East Yale Avenue: combine with Route 46 north of Yale Avenue and discontinue service south of Hampden. New south terminal at Southmoor pNR

Route 46 – South Dahlia Street: combine with Route 27 south of Yale Avenue, replacing former routing

Route 66 – Arapahoe Road: cutback Route 66 from Arapahoe Crossing Shopping Center to Arapahoe at Village Center Station

Route 153 – Chambers Road: extend Route 153 from Arapahoe Crossing Shopping Center to Arapahoe at Village Center Station

Routes proposed for routine running time analysis/schedule adjustments:

Route 15L – East Colfax Limited: running time analysis, schedule adjustments

Changing to summer service levels for routes BOUND, DASH, JUMP, SKIP, and STAMPEDE Other route related interline changes as result of a change to summer service levels: (204, 225, 206/206F, 208/208F and Y.

FINANCIAL IMPACT

The overall estimated financial impact contained in this proposal includes a base system cost savings of approximately \$6.74 million and a FasTracks cost savings of \$1.53 million. The operator requirement impacts are an estimated reduction of 34 Bus and 9 Rail work shifts.

EQUITY ANALYSIS

The Federal Transit Administration's (FTA) Circular 4702.1B provides its recipients of FTA financial assistance with instructions for achieving compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 12898 regarding Environmental Justice. In this circular, the FTA requires RTD to evaluate, prior to implementation, any and all service changes that exceed the established major service change threshold, to determine whether those changes will have a disproportionately negative impact on minority or low-income populations. This analysis is currently in process and will be completed by March 23, 2020.

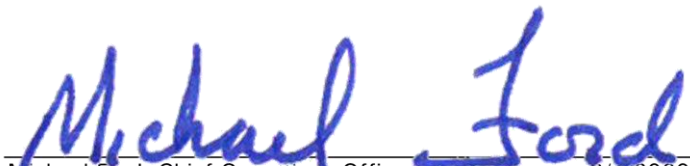
ATTACHMENTS:

- May 2020 Attachment A (PDF)
- May 2020 Attachment B (PDF)
- Map Service Area (PDF)
- May 2020 Proposed Change Presentation (PPTX)

Prepared by:

Jessie Carter, Manager, Service Planning and Scheduling

Approved by:


Michael Ford, Chief Operations Officer 3/4/2020

Service Change Proposal May 2020										
Route/Service	Service Change Summary	Proposed Change Condition	Boardings Impacted (per day/event)			Operators Impacted (per day)			Total	
			Weekday	Saturday	Sunday/Holiday	Weekday	Saturday	Sunday/Holiday		
LOCAL										
0L	South Broadway	Discontinue southbound morning reverse peak trips from Civic Center Station to Race/Davies: 6:09am, 6:42am, and 7:08am. Discontinue southbound morning reverse peak trips to I-25 & Broadway: 6:24am and 6:53am. Discontinue northbound afternoon reverse peak trips from Race/Davies at 4:56pm and 5:26pm. Current performance on this service is 7.2 passengers per trip	Permanent	65			-1.0	0.0	0.0	-\$140,189
1	1st Avenue	Reroute service to Alameda Station and discontinue service east of Bannock Street. Currently carrying 7.7 passengers per trip.	Temporary	523			-1.3	0.0	0.0	-\$175,236
15L	East Colfax	Run time analysis, schedule adjustments.	na	na			0.0	0.0	0.0	
16	West Colfax	Add service to offset loss of 16L to Golden and remove route segment to Federal Center.	Temporary	133						\$0
16L	West Colfax	Discontinue service, consistent with the original West Corridor Plan.	Temporary	2,336						\$0
27	East Yale Avenue	Combine with Route 46 north of Yale Avenue and discontinue service south of Hampden. New south terminal at Southmoor pNR.	Permanent	76			-1.6	0.0	0.0	-\$227,807
32	32nd Avenue/City Park	Discontinue service west of Wadsworth Boulevard. Service east of downtown would be reduced to 4 westbound am peak trips from City Park and 4 eastbound pm peak trips to City Park Monday-Friday. Alternative service available on Route 28.	Temporary	131/85	258 (full rte)	195 (full rte)	-1.8	-1.7	-1.7	-\$347,380
46	South Dahlia Street	Combine with Route 27 south of Yale Avenue, replacing former routing. South of Yale, 283 passengers on 53 trips, 5.3 pasg/trip. Approximately 1/3 of total segment ridership is at Thomas Jefferson High School, who may use Route 65 school trips or Route 40 at Hampden/Holly.	Permanent	283			-1.0	0.0	0.0	-\$140,189
55	Old Town/Arvada Ridge	Discontinue service. Currently performing at 9.6 Boardings per hour.	Permanent	130			-1.7	0.0	0.0	-\$231,312
65	Monaco Parkway	Sunday from 30 to 60 frequency total Sunday ridership is 507 riders on 50 trips, or 10.1 pasg/trip and 17.5 boardings/hour. Approximately half the total ridership would be affected.	Temporary	254		507	0.0	0.0	-1.5	-\$47,829
66	Arapahoe Road	Discontinue route east of Arapahoe at Village Center Station, replaced by extension of Route 153.	na							
67	Ridge Road	Reduce service frequency weekday to hourly from 30 minute frequency	Temporary	217			-1.0	0.0	0.0	-\$140,189
99	South Kipling	Discontinue weekend service.	Temporary		133		0.0	-1.6	0.0	-\$44,668
99L	Federal Center/South Kipling Limited	Discontinue segment on Kipling Parkway between Ken Caryl pNR and Federal Center Station	Temporary	569			-1.0	0.0	0.0	-\$140,189
125	Youngfield/Ward	Discontinue service north of Ward Road Station	Temporary	94			-1.3	0.0	0.0	-\$175,236
130	Yale/Buckley	Reduce peak frequency from 15 to 30 minutes. 287 total passengers on 23 affected trips, or 12.5 pasg/trip	Temporary	287			-1.6	0.0	0.0	-\$219,045
139	Quincy	Discontinue weekday 5:13am, 5:41am eastbound, and 4:40am westbound; and Saturday 5:56am eastbound	Permanent	16	3		-0.3	-0.2	0.0	-\$43,912
153	Chambers Road	Reduce peak frequency from 15 to 30 minutes between Aurora Metro Center and Peoria Station. 437 passengers on 27 trips, or 16.2 pasg/trip (Rescinded) . Extend route from Arapahoe Crossing to Arapahoe at Village Center Station, replacing Route 66.	Temporary	437			0.0	0.0	0.0	\$0
157	CCA/Buckley	Discontinue service. 148 passengers on 28 trips, 5.3 pasg/trip, 18.1 boardings/hour. Approximately 100 of these passengers have alternative service via Routes 10, 153, and 169.	Temporary	148			0.0	0.0	0.0	\$0
206	Pearl/Manhattan/Fairview High School	Discontinue weekday mid-day service (930am to 230pm); remove route between Arapahoe/55th and Fairview High School	Temporary	111			-1.8	0.0	0.0	-\$229,908
236	Boulder Junction/US 36 & Table Mesa	Discontinue service, current performance at 3 passengers per trip.	Permanent	75			-1.3	0.0	0.0	-\$164,220
403	Lucent Blvd	Reduce service frequency to hourly during peak periods.	Temporary	335			-1.9	0.0	0.0	-\$262,854
483	Parker Road/Lincoln Avenue	Reduce peak frequency from 30 to 60 minutes from Parker pNR to Lincoln Station. 45 passengers on 8 trips, 5.6 pasg/trip	Permanent	45			0.0	0.0	0.0	\$0
JUMP	Boulder Lafayette via Arapahoe	Reduce frequency to hourly weekday midday, east of 63rd/Arapahoe-Lafayette pNR	Permanent	230			-1.5	0.0	0.0	-\$197,064
MALL	16th Street Mall Shuttle	Reduce peak frequency from 90 seconds to 3 minute frequency weekdays	Temporary	14,099			-7.6	0.0	0.0	-\$1,423,283
REGIONAL										
Y	Lyons/Boulder	reduce Route Y to 3 trips in each direction, northbound one (1) AM and two (2) PM trips and southbound two (2) AM and one (1) PM trip.	Permanent	31			-0.2	0.0	0.0	-\$38,548
116X	South Simms	Discontinue one AM and one PM peak trip	Permanent	22			-0.3	0.0	0.0	-\$53,270
							-27.8	-3.4	-3.2	-\$4,442,326
Special Service (resource and ridership impacts based on event occurrences)										
RunRide	Memorial Day Service	discontinue service in 2021	Temporary	13,000			114.0			\$0
Rockies Service	32 games	discontinue special service	Permanent	350			6.0			-\$182,920
BuffRide	typically 6 games	discontinue special service	Permanent	450	450		6.0			-\$35,404
Broncos Ride (Bus)	2-4 games weeknight, 10 w/o playoffs on weekends	discontinue special service	Temporary	>12,000	12,000	12,000	60.0	177.0	177.0	-\$1,812,501
										-\$2,030,825
Rail										
C	Littleton Mineral-Denver Union Station	Add weekend base period service frequency to C Line on weekends, replacing D Line service formerly offered	Permanent				0.0	0.0	0.0	\$0
D	Littleton Mineral- 18th&California	Discontinue D Line service on weekends, replace with the C Line service	Permanent		7,154	4,689	0.0	-1.6	-1.6	-\$264,550
H	Florida Station - 18th & California	reduce Saturday service frequency to 30 from 15 minutes, based on ridership levels	Temporary		5,675	4,496	0.0	0.0	0.0	-\$264,550
R	Ridge Gate- Peoria & Smith Rd Station	Reduce service frequency to 30 minutes weekday and weekends. Requires additional service for SERE contract compliance between Lincoln and Ridgeway Stations.	Temporary	5,673	2,918	2,350	-5.5	-1.6	-1.6	-\$1,799,336
										Bus -\$6,473,151
										Rail -\$1,799,336
CBD Local - (10% - 15.2 pass. per hr. / 25% - 22.3 pass. per hr.)										
Urban Local - (10%-12.2 pass. per hr. / 25%-19.1 pass. per hr.)										
Suburban Local - (10%-4.7 pass. per hr. / 25%-11.4 pass. per hr.)										
Regional - (10% 11.3 pass. per hr./ 25% - 21.9 pass per hr.)										
										-\$8,272,487

Attachment: May 2020 Attachment A (4136 : May 2020 Recommended Service Changes)