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 167 – 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 - Ridggate - 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

### General
- **Change**: modify boarding service.

### Boardings Impacted (per day/event)

<table>
<thead>
<tr>
<th>Service</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 South Broadway</td>
<td>65</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$140,189</td>
</tr>
<tr>
<td>1 1st Avenue</td>
<td>523</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$1,799,336</td>
</tr>
<tr>
<td>14 East Colfax</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$12,601</td>
</tr>
<tr>
<td>22 South Broadway</td>
<td>76</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$227,007</td>
</tr>
<tr>
<td>16 South Lincoln</td>
<td>195</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$1,812,501</td>
</tr>
<tr>
<td>27 West Colfax</td>
<td>234</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$684,360</td>
</tr>
</tbody>
</table>

### Operators Impacted (per day)

<table>
<thead>
<tr>
<th>Service</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 South Broadway</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$140,189</td>
</tr>
<tr>
<td>1 1st Avenue</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$1,799,336</td>
</tr>
<tr>
<td>14 East Colfax</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$12,601</td>
</tr>
<tr>
<td>22 South Broadway</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$227,007</td>
</tr>
<tr>
<td>16 South Lincoln</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$1,812,501</td>
</tr>
<tr>
<td>27 West Colfax</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>$684,360</td>
</tr>
</tbody>
</table>

### Ridership
- **Broncos Ride (Bus)**: 507, 197, 6, 44, 67, 3, 5, 7, 6.
- **16L** (Rail): 8, 5, 3, 1.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.

### Ridership Analysis
- **Broncos Ride (Bus)**: 507, 197, 6, 44, 67, 3, 5, 7, 6.
- **16L** (Rail): 8, 5, 3, 1.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.

### Ridership Trends
- **Broncos Ride (Bus)**: 507, 197, 6, 44, 67, 3, 5, 7, 6.
- **16L** (Rail): 8, 5, 3, 1.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.

### Ridership Projections
- **Broncos Ride (Bus)**: 507, 197, 6, 44, 67, 3, 5, 7, 6.
- **16L** (Rail): 8, 5, 3, 1.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.

### Ridership Calculations
- **Broncos Ride (Bus)**: 507, 197, 6, 44, 67, 3, 5, 7, 6.
- **16L** (Rail): 8, 5, 3, 1.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.
- **16L** (Rail): 4.
- **16** (Rail): 4.