

BOARD OF DIRECTORS DISCUSSION ITEM

January 2022 Service Change

Committee Meeting Date: September 14, 2021

STAFF REPRESENTATIVE

Michael Ford, Chief Operations Officer

Jessie Carter, Acting Senior Manager of Service Development

PRESENTATION LENGTH

20 minutes

BACKGROUND

Commensurate with the service change and voting process detailed in the Collective Bargaining Agreement shared between RTD and the Amalgamated Transit Union Local 1001, the January 2022 Service Change Proposal facilitates both an opportunity for RTD bus and rail operators to vote new work assignments and the opportunity for Service Development staff to make adjustments to the operations plan for RTD's transit network.

A vital part of the development of the service plan involves stakeholder and customer input processes. The stakeholder listening phase is in addition to the public listening phase, which concluded August 30, 2021 as a part of the January 2022 service change process. Both stakeholder feedback and customer input will help inform RTD's future service plans.

DISCUSSION

Service changes implemented during 2021 were in part directed toward recovery from impacts experienced due to COVID-19. Current ridership levels have seen modest increases, with ridership cresting 50% of pre-COVID levels. Modest increases in service levels have been implemented with each service change, and system capacity has been increased with the lifting of capacity restrictions. It should be noted that current levels of service offered largely exceed current ridership demand.

Additionally, RTD is challenged with attracting and retaining operators, like many major service industry and local government employers. RTD has implemented incentives to aid recruitment and retention of front-line employees, with the goal of increasing the agency's capacity to increase service. At this time operator availability will not support a substantial "return of service."

The proposals herein contain a mix of modest service improvements and adjustments aimed at maintaining on-time performance and contract compliance. It is intended that the proposed service changes to the current COVID-19 service plan be adopted as further modification to the initial COVID service plan implemented April 19, 2020 and modified in subsequent service changes in 2021.

The Board-adopted guidance for proposed service changes continues to encompass:

- Service performance evaluation based on the RTD Service Standards
- The effects on the overall integrity of the transit network and those who rely on RTD's services
- The availability of alternative services to affected customers
- Cost-effective distribution throughout the service area and family of services and the ability to enhance service when possible
- Title VI of the Civil Rights Act, in that benefits and services are provided without regard to race, color or national origin and without disparate impacts on low-income and minority populations
- Responses to changes in the communities where services are provided

Given the current economic conditions due to the COVID-19-induced economic slowdown, the overarching guidance for the proposed January 2022 service changes come from the Board-adopted guidance for COVID-19 budget reductions, particularly the Board's stated desire to maximize mobility during the pandemic for those customers who most depend upon RTD services to access essential jobs and their necessities, while also keeping community activity centers appropriately connected.

SUMMARY OF PROPOSED SERVICE CHANGES

Routes proposed for service improvements

Route 15 – East Colfax: Extend selected trips to new Amazon facility

Route 15L – East Colfax: Add bus stops to the Route 15L at Glencoe and Syracuse Streets

FLEXRIDE: Expand hours of operation to 5:30 a.m. - 7:00 p.m. on FlexRide to provide appropriate service hours as customers return to workplaces

Routes proposed for routine service adjustments (schedule adjustment/schedule analysis)

Route 3 – Alameda Avenue: Adjust current schedule and trip patterns

Route 8 – North Broadway/Huron: Running time adjustments to address on-time performance and efficiencies

Route 10 – East 12th Avenue: Running time adjustments to address on-time performance

Route 12 – Downing/North Washington: Running time adjustments to address on-time performance

Route 16 – West Colfax: Running time adjustments to address on-time performance

Route 19 – North Pecos: Running time adjustments to address on-time performance

Route 36 – Fort Logan: Shift trips on weekdays to accommodate school bell

Route 37 – Smith Road Industrial: Running time adjustments to address on-time performance

Route 44 – 44th Avenue: Running time adjustments to address on-time performance

Route 48 – East 48th Avenue/Commerce City: Running time adjustments to address on-time performance

Route 83 – Cherry Creek/Parker Road: Running time adjustments to address on-time performance

Route 208 – Iris/Valmont: Running time adjustments to address on-time performance

Route 324 – Main Street Crosstown: Running time adjustments to address on-time performance

Route AB – Boulder/Denver Airport: Running time adjustments to address on-time performance

Route BOLT – Boulder/Longmont: Running time adjustments to address on-time performance

FINANCIAL IMPACT

The overall estimated financial impact contained in this proposal is designed to be cost neutral.

PUBLIC HEARINGS

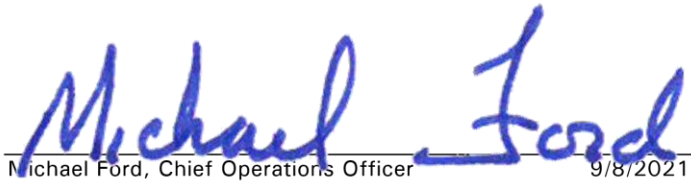
There are three public hearings scheduled to be held virtually at noon and 5:00 p.m. on Monday, October 4, 2021 and at 5:00 p.m. on Tuesday, October. 5, 2021.

ATTACHMENTS:

- January 2022 Service Proposals Attachment A (DOCX)
- January 2022 Attachment B (PDF)
- 2021. 09.08 Ops Committee- Jan. 2022 Service Changes FINAL (PPTX)

Prepared by:
Jessie Carter, Acting Senior Manager of Service Development

Approved by:


Michael Ford, Chief Operations Officer 9/8/2021

Authorized by:


Debra A. Johnson, General Manager and CEO 9/8/2021

BUS

Route 3 – Alameda Avenue

Adjust current schedule and trip patterns to improve schedule efficiency. No cost impacts anticipated.

Route 8 – North Broadway/ Huron

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Route 10 – East 12th Avenue

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Route 12 – Downing/ North Washington

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Route 15 – East Colfax

Extend selected trips east beyond Himalaya Street to 14th/Piccadilly, serving new Amazon *Den8* facility. No cost impacts anticipated.

Route 15L – East Colfax

Add bus stops to the Route 15L at Glencoe and Syracuse Streets to increase customer access. No cost impact anticipated.

Route 16 – West Colfax

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Route 19 – North Pecos

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Route 36 – Fort Logan

Shift trips on the 36 weekdays to accommodate the Colorado School for the Blind return to standard operating hours. No cost impact anticipated.

Route 37 – Smith Road Industrial

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Route 44 -44th Avenue

Running time adjustments to address on-time performance and efficiencies. No cost impacts anticipated.

Attachment: January 2022 Service Proposals Attachment A (4567 : January 2022 Service Change)

Route 48 – East 48th Avenue/ Commerce City

Running time adjustments to address on-time performance and efficiencies. No cost impact anticipated.

Route 83 – Cherry Creek/Parker Road

Running time adjustments to address on-time performance and schedule efficiency. No cost impact anticipated.

Route 208 – Iris/Valmont

Running time adjustments to address on-time performance and schedule efficiency. No cost impact anticipated.

Route 324 – Main Street Crosstown

Running time adjustments to address on-time performance and schedule efficiency. No cost impact anticipated.

Route AB - Boulder/Denver Airport

Running time adjustments to address on-time performance and schedule efficiency. No cost impact anticipated.

Route BOLT – Boulder/Longmont

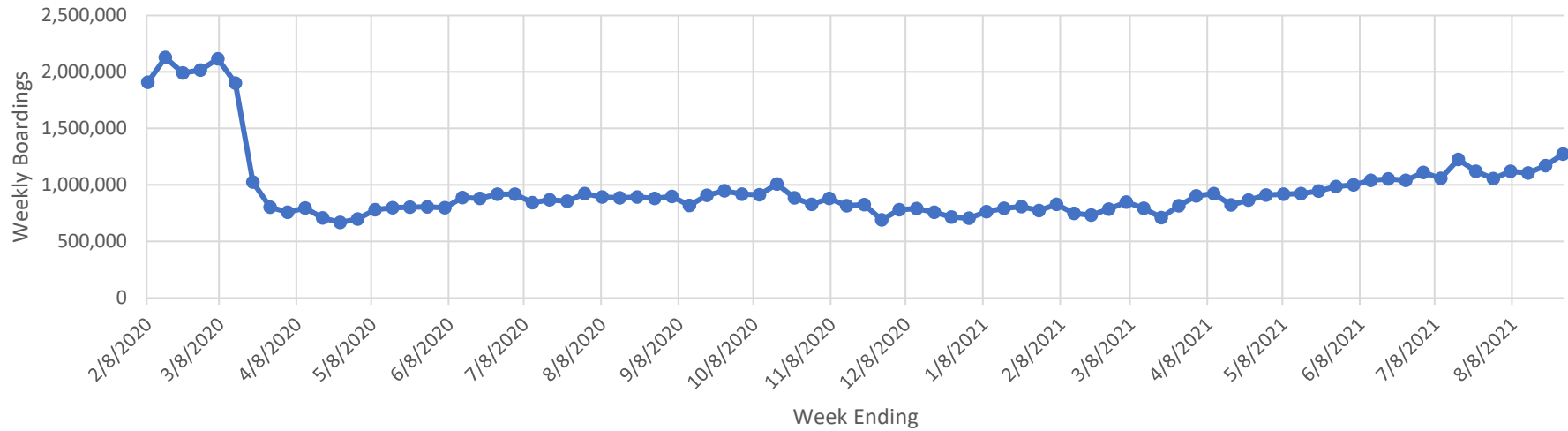
Running time adjustments to address on-time performance and schedule efficiency. No cost impact anticipated.

FLEXRIDE

Expand hours of operation to 5:30 a.m. – 7 p.m. in the following FlexRide areas to provide extended service as customers return to workplaces: **Arapahoe, Belleview, Brighton, Broomfield, Dry Creek, Evergreen, Federal Heights, Golden, Green Mountain, Interlocken/Westmoor, Lone Tree, Longmont, Louisville, Meridian, North and South Inverness, Orchard, Parker, South Jeffco, Superior, Thornton, Wagon Road.**

Attachment: January 2022 Service Proposals Attachment A (4567 : January 2022 Service Change)

Weekly Boardings, All Route Types, Weeks Ending Saturday, February 14, 2020, through Saturday, Aug 28, 2021



Attachment: January 2022 Attachment B (4567 : January 2022 Service Change)

Service Adjustments Stakeholder Engagement

Listening Session Participant Groups

- § Five meetings held between August 19-30, 2021
- § Five geographic sector meetings



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Stakeholder Input - Themes

- § Rebuilding service
- § Returning to work and school
- § Workforce
- § Data
- § Communications campaigns
- § Service



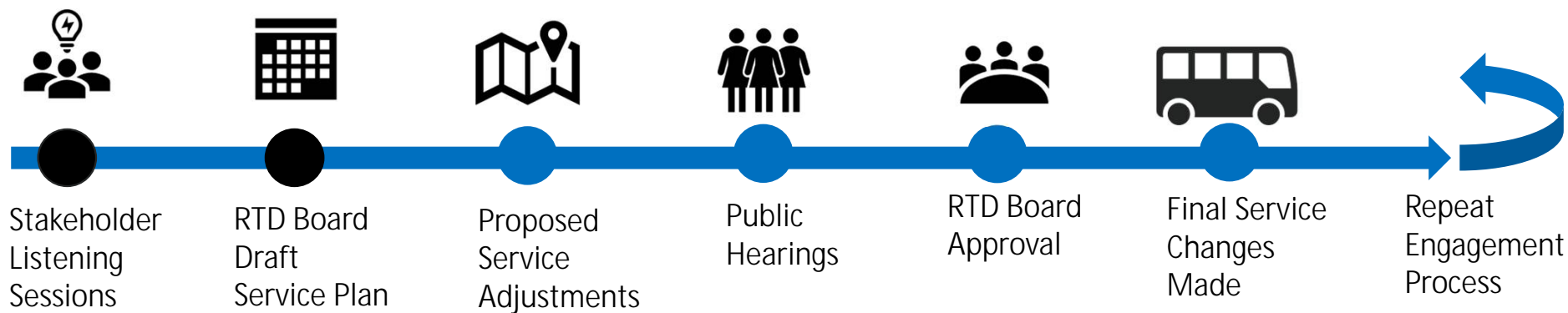
Upcoming Service Change Meetings

§ Three virtual meetings:

- Monday, October 4, 2021, noon
- Monday, October 4, 2021, 5 p.m.
- Tuesday October 5, 2021, 5 p.m.



Expanded Engagement Process Lifecycle



January 2022 Proposed Service Changes

Ridership Through the Pandemic

- § COVID-19 service plan effective since April 2020
- § Ridership slowly increased in 2021



Financial Impacts

- § Sales tax and fare revenues down - RTD's primary revenue sources
- § Significant financial impact through 2026
- § Federal grant apportionments total \$774.1 million
 - March 2020: \$232.3 million Coronavirus Aid, Relief and Economic Security (CARES) Act
 - January 2021: \$203.4 million Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA)
 - March 2021: \$338.4 million American Rescue Plan Act (ARPA)
- § One-time federal revenues can support 85% of pre-pandemic service hours through 2026
- § Pre-pandemic service levels not supported

September 9, 2021

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Service Changes During COVID-19

§ Guiding Principles:

- Service Standards/service utilization
- Effects on the integrity of the transit network and those who rely on RTD's services
- Availability of alternative services to affected customers
- Title VI of the Civil Rights Act
- Response to changes in communities
- Cost-effective distribution/ability to enhance service when possible



COVID Recovery

Operating Routes

- § Removing capacity restrictions
- § Monitoring ridership
- § Increasing ridership may require additional service

Suspended Routes

- § Monitoring ridership on similar routes

Return to the Workplace

- § Monitoring employer plans
- § Surveys

Workforce Availability

- § Bus and train operators
- § Matching service to workforce

January 2022 Service Proposals

§ Service Improvements

§ Routine Service Adjustments/Schedule Changes

January 2022 Service Change Summary

- § Designed to be cost neutral
- § Operator headcount challenges remain, with attrition curtailing gains
- § Small changes to scheduled service anticipated
- § Proposal addresses on-performance/service reliability

Coordination with Reimagine RTD

§ Establish service rebuilding framework/expectations post January 2022

- § Mid-term financial considerations
- § Ridership trends response
- § Service equity considerations
- § Matching workforce availability and service
- § Non-restoration or altered routes that will look different
- § Integrated network maintenance

§ Study Session – September 21, 2021

Questions?