

# Final Recommendation US 36 Service Plan



**RTD**  
June, 2015

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# 1 INTRODUCTION

## 1.1 BACKGROUND

The US 36 corridor has a notable history of providing commute-oriented transit service. From 1908 to 1926, passengers could travel between Denver and Boulder on the Denver & Interurban Railroad (D&I) commuter rail line. Interurban train travel was eventually replaced by bus service and consolidated under the Regional Transportation District (RTD). Today, RTD operates a number of Regional and Express services on the US 36 corridor. The Denver region has experienced considerable population and employment growth in recent years which has had an impact on the corridor. Traffic congestion continues to increase, leading to longer travel times and a greater demand for more efficient public transit.

The US 36 Managed Lanes/Bus Rapid Transit (BRT) Project seeks to address US 36 traffic congestion issues through physical highway improvements and transit service enhancements. The project involves physical improvements such as the partial reconstruction of US 36 and the addition of two managed lanes. These managed lanes will extend the existing HOV lane for high-occupancy vehicles and will also allow single-occupancy vehicles to utilize the lanes by paying a toll. The construction project also adds queue jump lanes at interchanges that serve the bus stations. The managed lanes and queue jump lanes will improve BRT operations by incrementally reducing travel times and increasing service reliability. The project will also include improvements to the existing US 36 bus stations, such as the construction of new shelters, and added RTD operational funding; all to further enhance regional transit service along the US 36 corridor between Denver and Boulder.

## 1.2 INFORMATION SOURCES

The majority of the ridership data is from the January-May 2014 which precedes the opening of Denver Union Station (DUS) on May 9, 2014 which replaced Market Street Station as a terminal in downtown Denver. All routes that had previously served Market Street Station were rerouted to serve the new facility. Additionally, RTD implemented Free MetroRide, a free downtown distributor connecting DUS and Civic Center. This data is the most recent, complete set of data that provides the information necessary for analyzing boardings, alightings, and passenger loads. In this dataset, Market Street Station is the primary terminal in downtown Denver. The schedules reflect the opening of DUS and were used to determine current service levels, patterns, and travel times.

Information on the existing and proposed changes to the US 36 corridor came primarily from the following sources:

- US 36 Corridor Final Environmental Impact Statement
- Colorado Department of Transportation Roadway Layout Plans
- US 36 Mayors/Commissioners Coalition Service Level Memo
- US 36 Managed Lane Concept of Operations
- US 36 2014 Fact Sheet
- RTD 2014 ridership data and schedules

## 2 EXISTING CONDITIONS

### 2.1 CORRIDOR DESCRIPTION

The US 36 corridor connects Boulder and downtown Denver via six stations along US Highway 36: Westminster Center, Church Ranch, Broomfield, Flatiron, McCaslin, and Table Mesa. These stations are accessible using highway on-ramps, off-ramps, or bus only lanes. Denver Union Station (DUS) is the primary terminal for routes in downtown Denver. Downtown Denver features a high-occupancy vehicle (HOV) flyover ramp which allows transit vehicles to access the corridor via Interstate 25. The HOV ramp is a one-way, reversible lane that is available heading eastbound towards downtown Denver from 5:00 AM to 10:00 AM and heading westbound towards Boulder from 12:00 PM to 3:00 AM. During off-peak periods when the flyover is closed, buses utilize Park Avenue and Wewatta Street to access Interstate 25.

Regional transit services have a few configurations for travelling through Boulder after Table Mesa. Most routes on the corridor will terminate at Boulder Transit Center via Table Mesa Drive and Broadway Street with a connection to the University of Colorado Boulder. A second, peak period only travel path, involves buses continuing westbound on US 36 traveling to East Boulder via 28<sup>th</sup> Avenue.

### 2.2 CURRENT BUS SERVICE

#### 2.2.1 Route Descriptions

The US 36 corridor is currently served by a total of thirteen routes: AB, BF, BMX, BV, BX, DD, DM, HX, L, LX, S, T, and 86X (see Figure 1 - Existing US 36 Service Patterns by Route). All of these routes operate with high capacity, highway coaches, except for the 86X which utilizes high capacity, articulated buses. Routes AB, L, and LX will not be a part of the service plan recommendations but are evaluated as part of the existing conditions analysis.

The four B routes, BV, BF, BMX, BX, each represent a different pattern between Boulder Transit Center and Denver Union Station. BV is the all-stop service, providing a connection to each of the six stations as well the local stops between Table Mesa and Boulder Transit Center. BV operates all day and is oriented towards the reverse-commute, heading westbound to Boulder in the AM peak and eastbound to Denver in the PM peak. BMX and BX are express services that serve Boulder Transit Center, Table Mesa, and McCaslin (BMX). These routes supplement BV service with each route operating a 15 minute frequency during the peak periods. BF is a short-line route that connects Broomfield, Church Ranch, and DUS. BF is a peak period service that operates in the peak direction, eastbound to Denver in the AM peak and westbound to Broomfield in the PM peak.

Route 86X operates between Westminster Center and DUS. This route provides frequent, peak only service, travelling eastbound during the AM peak and westbound towards Westminster during the PM peak.

Routes S and HX are the only two routes that currently serve East Boulder. Route S provides reverse-commute, peak period service between DUS and East Boulder while Route HX offers passengers a peak-direction, alternative connection into downtown Denver, terminating at Civic Center Station. This is the only route on the US 36 corridor that serves Civic Center Station.

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Routes DD, DM, and T are low frequency, peak period routes with unique terminals outside of downtown Denver. Route DD serves Colorado Boulevard, Route DM serves the Anschutz Medical Campus, and Route T serves the Denver Tech Center.

Routes L and LX connect Denver and Longmont. These primarily peak-oriented services access the corridor via the stations at Westminster, Broomfield, and DUS.

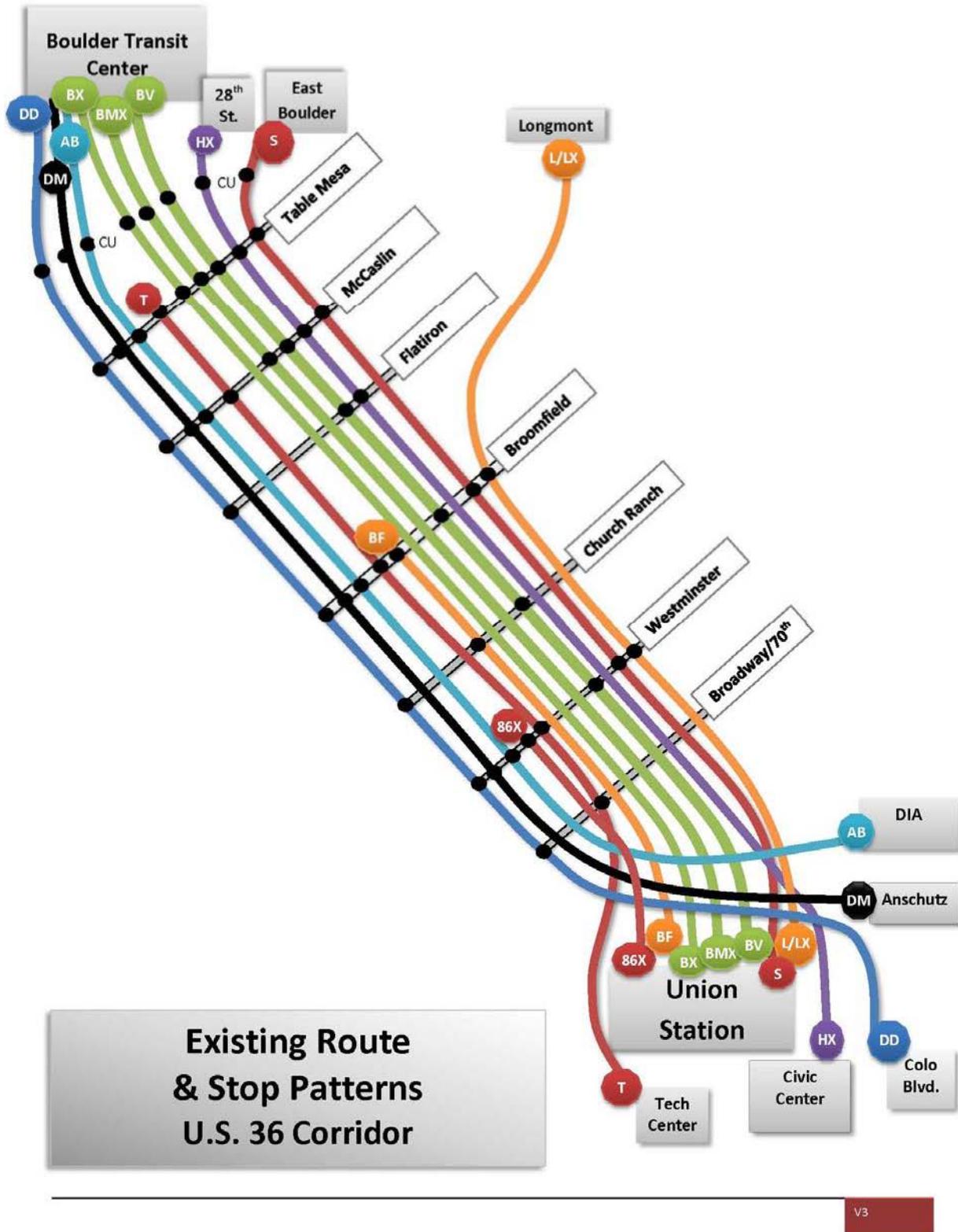
Route AB provides SkyRide service to Denver International Airport (DIA) from Boulder Transit Center serving Table Mesa, McCaslin, Broomfield, and Westminster.

**The large number of routes complicates the corridor, making transit more difficult for passengers to understand.** Figure 2 - Existing Route & Stop Patterns - US 36 Corridor presents the routes and their alignments. Passengers need to invest additional time in order to understand the 13 routes and identify which services meet their mobility needs.

Figure 1 - Existing US 36 Service Patterns by Route

Existing US 36 Service Patterns by Route											
Route	Civic Center	Denver Union Station	Westminster Center	Church Ranch	Broomfield	Flatiron	McCaslin	Table Mesa	Boulder Transit Center	East Boulder	Longmont
AB			X		X		X	X	X		
BF		X		X	X						
BMX		X					X	X	X		
BV		X	X	X	X	X	X	X	X		
BX		X						X	X		
DD			X	X	X	X	X	X	X		
DM			X		X		X	X	X		
HX	X					X	X	X		X	
L		X	X		X						X
LX		X			X						X
S		X	X		X		X	X		X	
T			X		X		X	X			
86X		X	X								

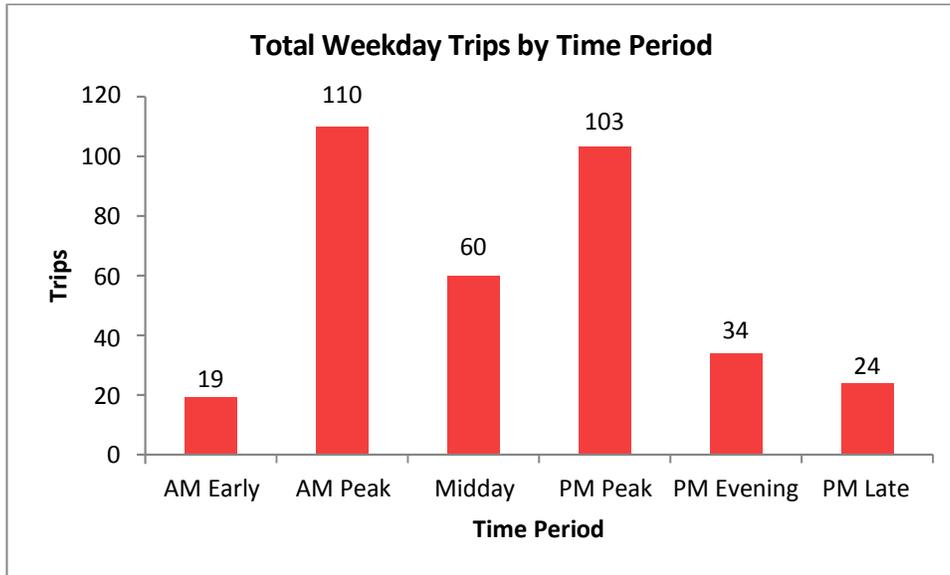
Figure 2 - Existing Route & Stop Patterns - US 36 Corridor



**2.2.2 Service Levels**

Transit on the US 36 corridor is largely commute-based with a large number of eastbound and westbound weekday trips taking place during the AM peak (6:00 AM – 8:59 AM) and PM peak (3:00 PM – 5:59 PM). Many of these trips emphasize the peak direction, heading eastbound towards downtown Denver during the AM peak, and westbound towards Boulder during the PM peak (see Figure 3 - Total Weekday Trips by Time Period (January 2014 Schedule)). The B routes account for about 65 percent of the total weekday trips along the corridor. During the midday (9:00 AM – 2:59 PM) the number of trips is nearly half of the number of trips during each peak period. As expected, the early AM period (5:00 AM – 5:59 AM) has the least amount of trips. During the PM evening (6:00 PM – 7:59 PM) period there are more trips operating compared to the PM late period (8:00 PM – 10:59 PM).

Figure 3 - Total Weekday Trips by Time Period (January 2014 Schedule)



The majority of the peak period routes operate a limited number of trips while the B routes and Route 86X operate at more consistent service levels (see Figure 4 - Weekday Route Frequencies by Time of Day (January 2014 Schedule)). Route BV supports the westbound reverse-commute operating a 10 minute frequency to Boulder and a 30 minute frequency to Denver during the AM peak. This pattern is reversed during the afternoon peak. BMX and BX provide additional capacity along the corridor with a 10-15 minute frequency during the peak and 60 minute service during the midday in both directions. Route 86X operates a 10 minute frequency between Westminster and DUS in the peak period and peak direction. The remaining services run less frequently.

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Figure 4 - Weekday Route Frequencies by Time of Day (January 2014 Schedule)

Route	AM		PM	AM		PM
	Peak	Midday	Peak	Peak	Midday	Peak
	AB	60	60	60	60	60
BF			10	10		
BMX	15	60	10	15		20
BV	10	30	30	30	30	10
BX	15	2 trips		15	60	20
DD			2 trips	2 trips		
DM			30	30		
HX			15	15		
L	45	5 trips	30	30	4 trips	60
LX			2 trips	3 trips		
S	45					30
T			3 trips	3 trips		
86X			10	10		

Figure 5 - Saturday Trips per Time Period (January 2014 Schedule) and Figure 6 - Sunday Trips per Time Period (January 2014 Schedule) detail the weekend service levels by time period. Routes AB, BMX, and BV are the only routes that currently provide weekend service on the US 36 corridor. All three routes operate on Saturday while AB and BV operate on Sunday. The majority of weekend service is allocated to the midday period. During this time, Routes BV and BMX run every 30 and 60 minutes, respectively. Route AB operates 60 minute service all day. RTD currently schedules Route BMX and BV trips back-to-back in the eastbound direction. These trips depart within one minute of each other from their terminals. Route BV also operates during the early AM and late PM hours at a 60 minute frequency.

Figure 5 - Saturday Trips per Time Period (January 2014 Schedule)

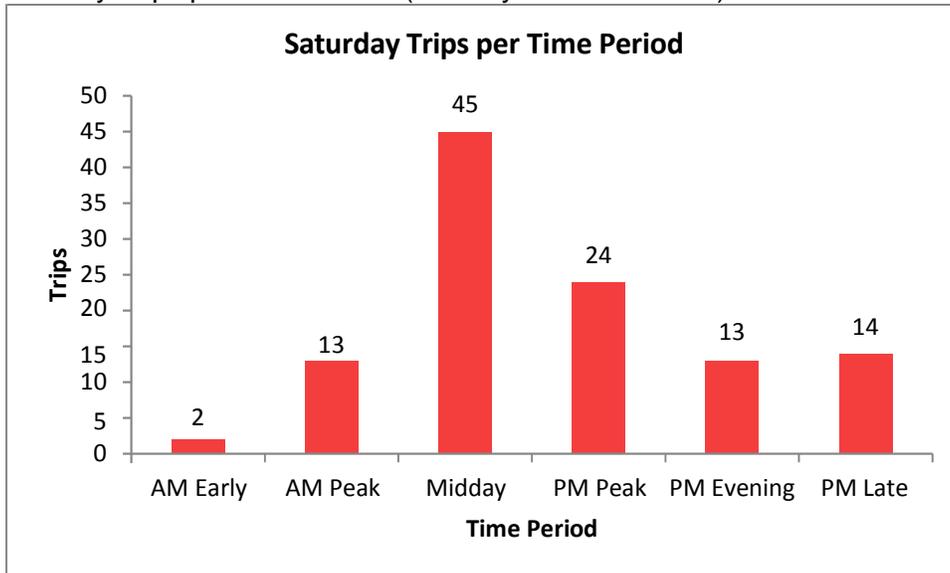
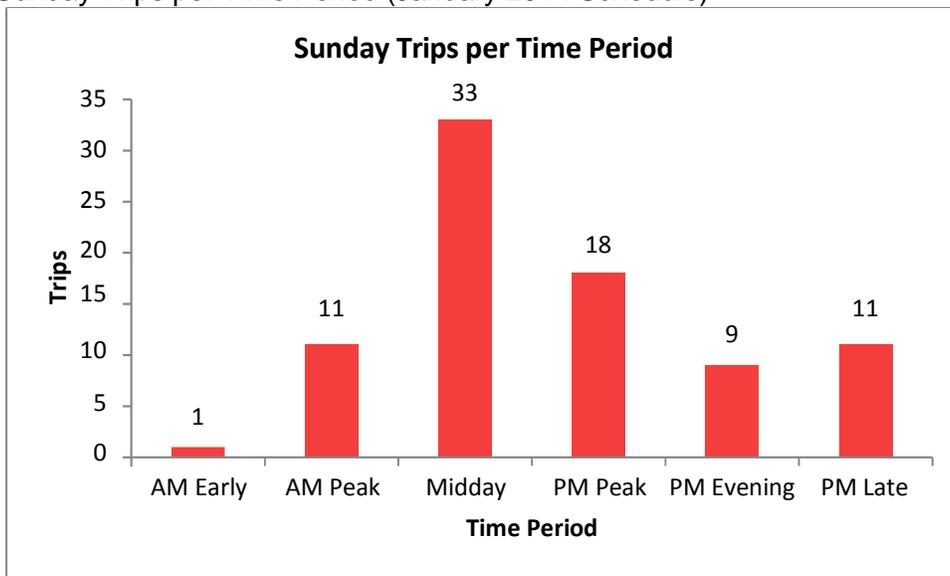


Figure 6 - Sunday Trips per Time Period (January 2014 Schedule)



## 2.2.3 Ridership

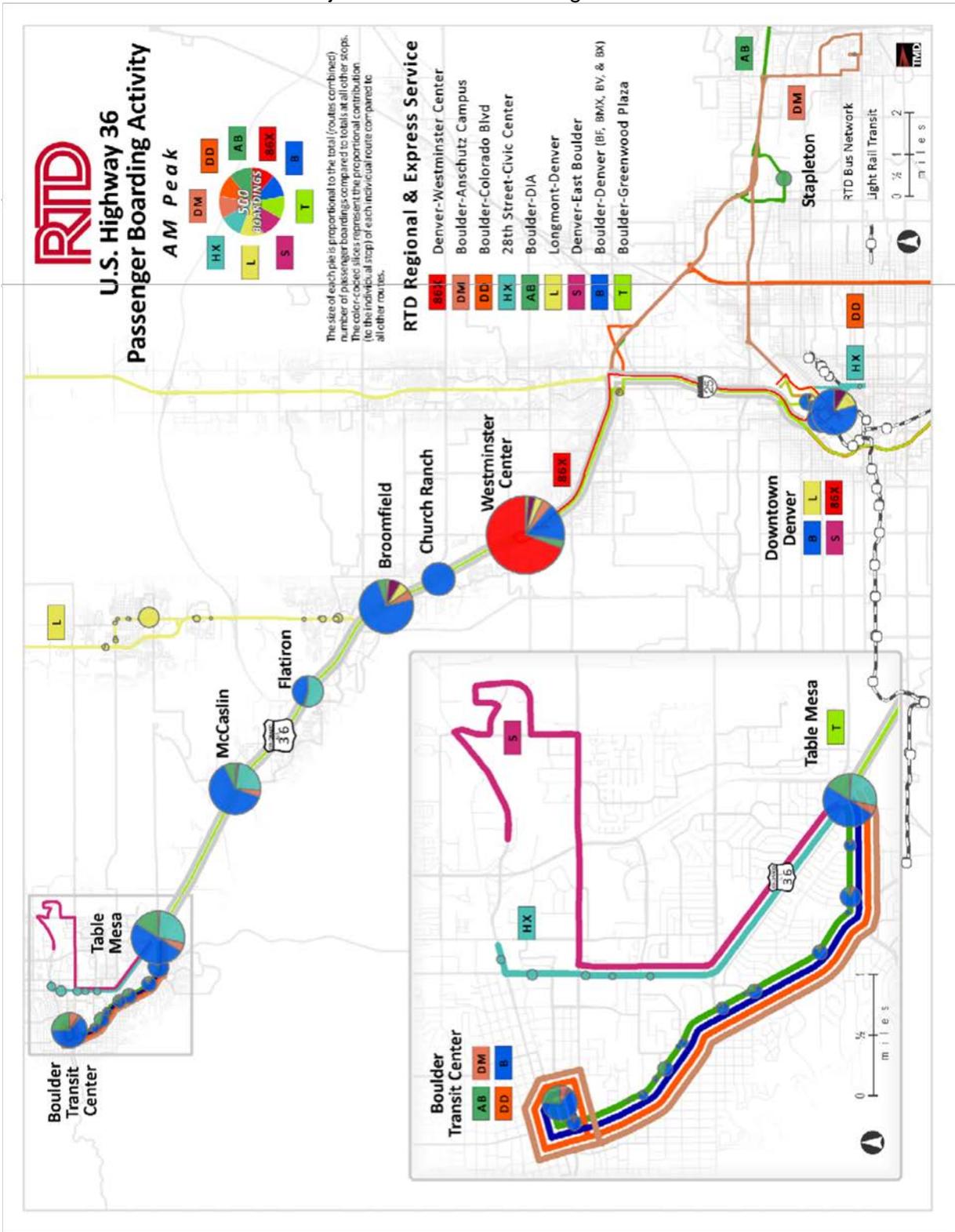
### 2.2.3.1 Weekday

Routes serving the US 36 corridor generate more than 10,000 average weekday boardings (see Figure 7 - Total Weekday Boardings per Route). The B routes, which provide all-day, frequent service, account for 55 percent of this total. No other route besides Route AB contributes more than 10 percent of the total ridership. Route 86X and its high frequency, peak direction service contributes about 9 percent of the ridership.

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Route HX has experienced an increase in ridership following the opening of DUS. This shift in ridership may be the result of passengers wanting to preserve a one seat ride to destinations between Union Station and Civic Center Station. The chart below does not reflect this recent increase in ridership, but RTD scheduled two additional Route HX trips August, 2014. RTD will continue to monitor changes in ridership activity as passengers acclimate to this transition and

make adjustments as needed. Figures 8 and 9



depict AM and PM peak ridership along the corridor.

Figure 7 - Total Weekday Boardings per Route

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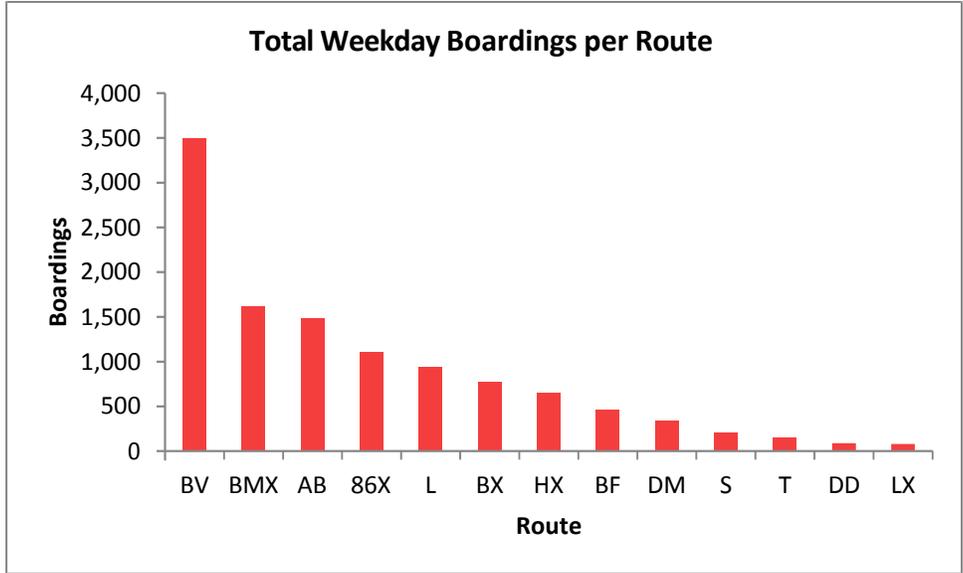


Figure 8 - AM Peak Ridership Map

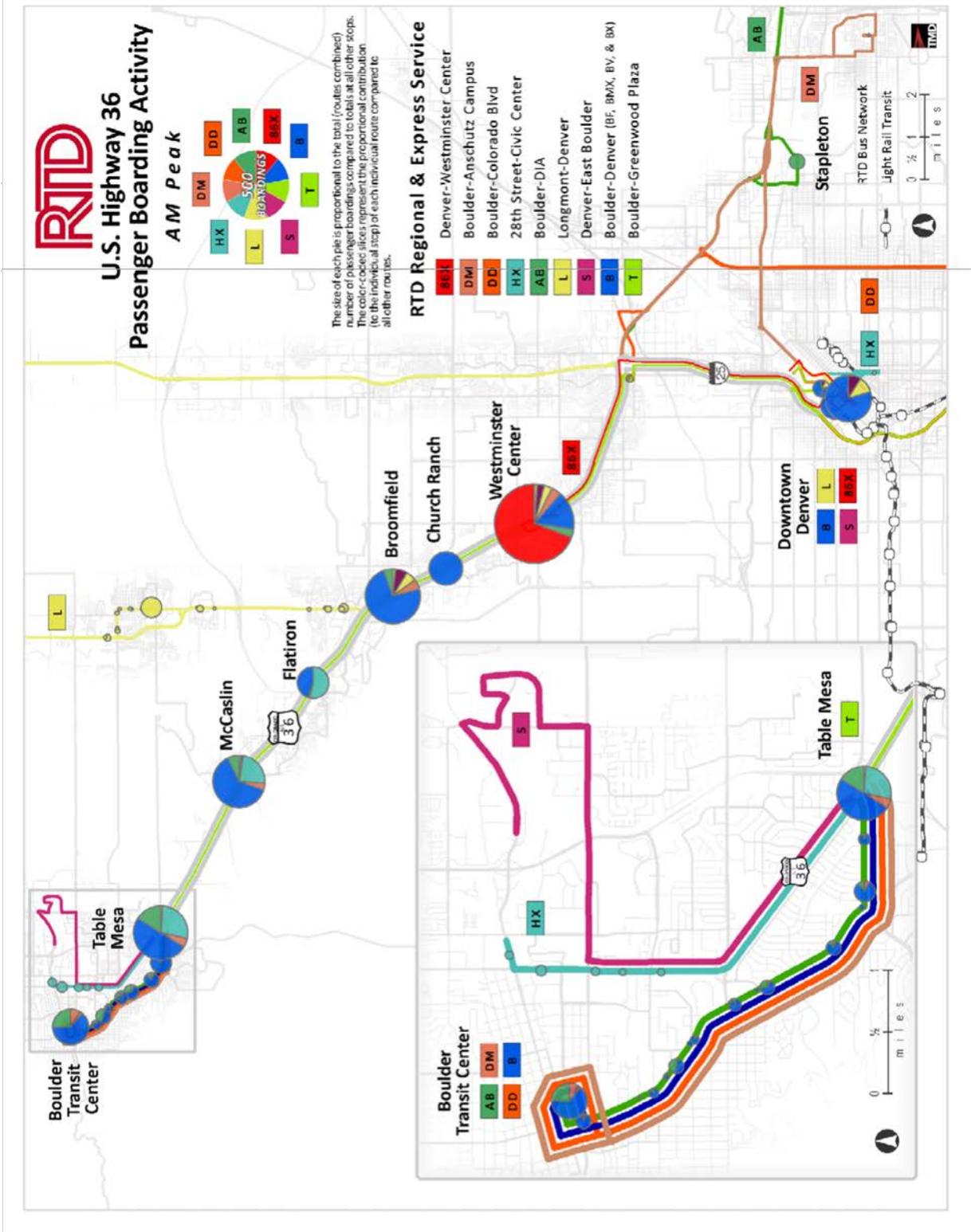
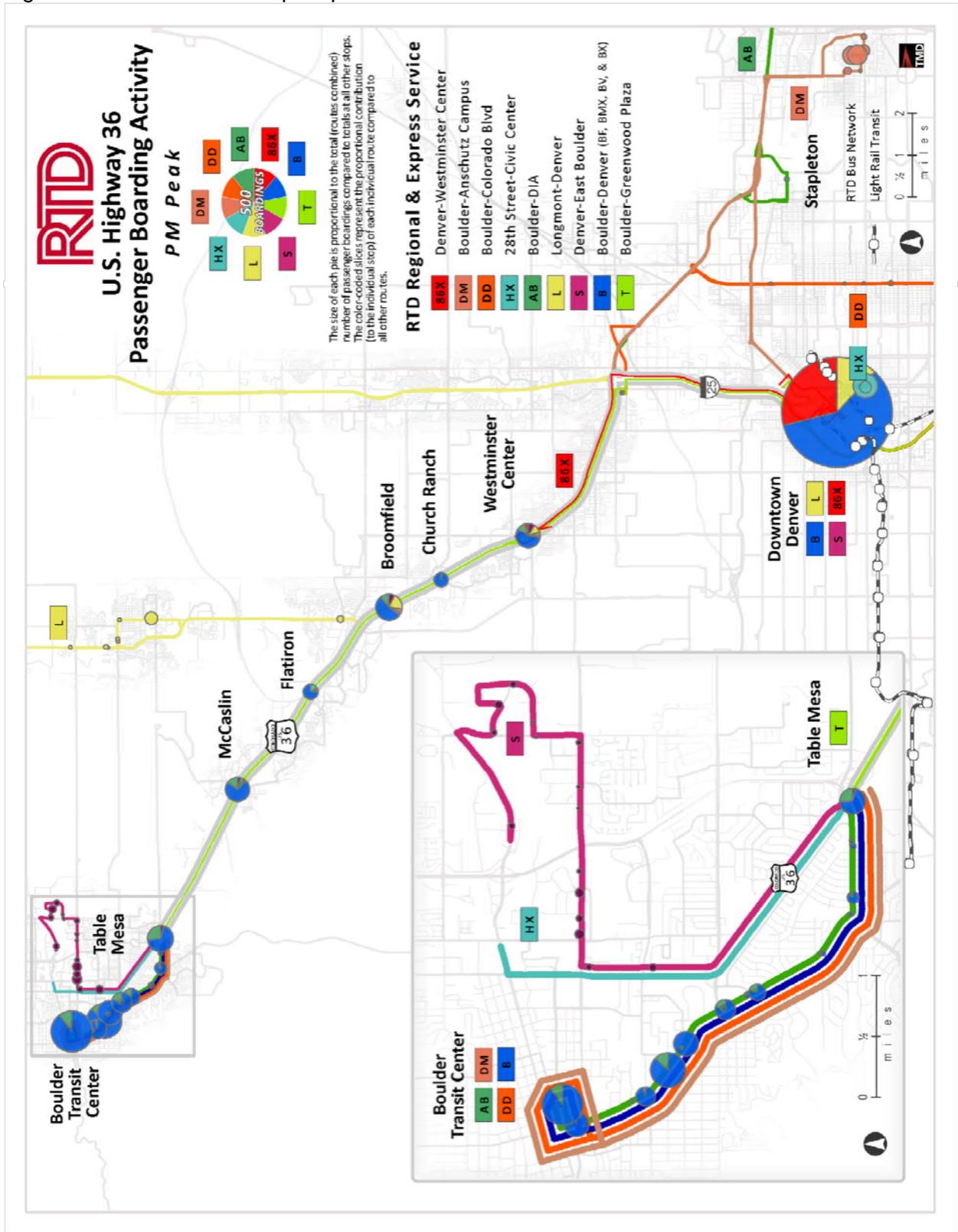


Figure 9 - PM Peak Ridership Map



The ridership patterns on the US 36 corridor by time of day emphasize transit’s current role as a commuter service (see Figure 10 - Weekday Boardings per Time Period and Figure 11 - Average Weekday Boardings per Route ). The majority of boardings along the corridor occur during the peak periods, accounting for 62 percent of the total boardings.

Figure 10 - Weekday Boardings per Time Period

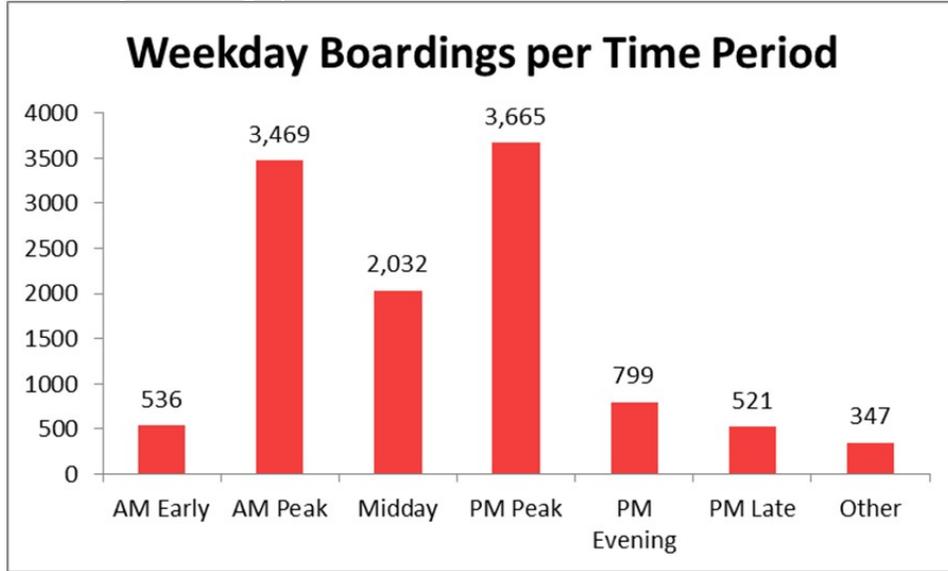


Figure 11 - Average Weekday Boardings per Route

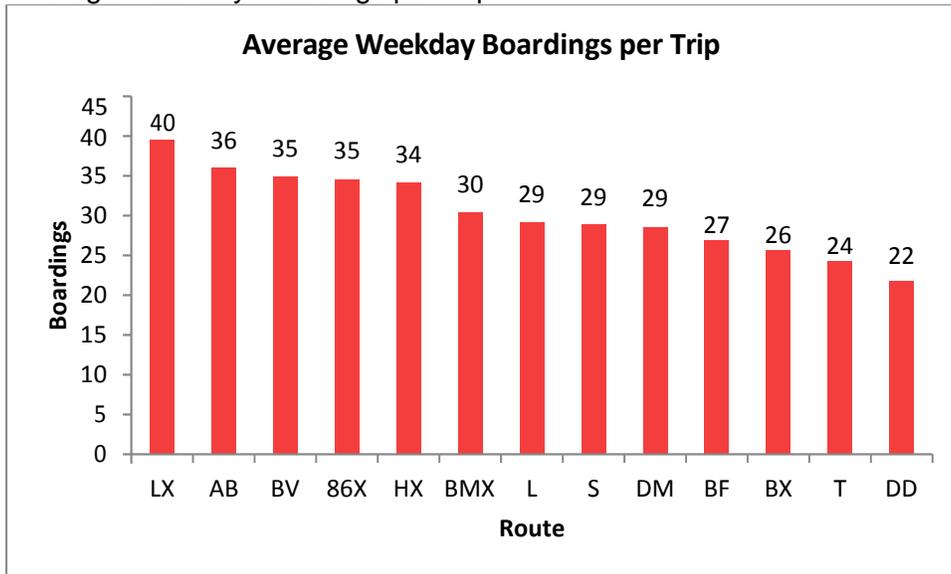
Average Weekday Boardings per Route - By Time Period							
Route	AM Early	AM Peak	Midday	PM Peak	PM Evening	PM Late	Total
AB	49	298	462	270	142	131	1,352
BF		248		211			459
BMX	28	515	114	789	139	28	1,613
BV	201	642	1,004	779	336	346	3,308
BX		326	240	163	42		771
DD	27	19		41			87
DM	61	124		146	13		344
HX	52	311		270	16		649
L	59	253	212	291	74	16	905
LX		37		42			79
S		98		105			203
T	58	29		59			146
86X		569		502	35		1,106
<b>Total</b>	<b>535</b>	<b>3,469</b>	<b>2,032</b>	<b>3,668</b>	<b>797</b>	<b>521</b>	<b>11,022</b>

RTD keeps service levels fairly consistent throughout the day on weekends. Weekend passenger activity reflects this decrease in commute-oriented service; more than 35 percent of the Saturday boardings occur during the midday.

### 2.2.4 Productivity

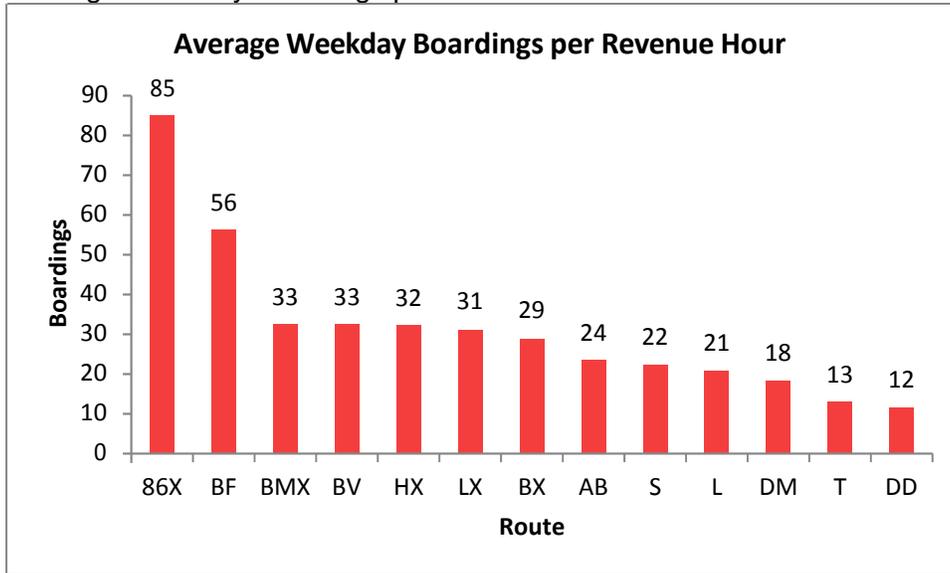
Productivity is an important metric for comparing performance across routes. Overall, the range of boardings per trip is fairly compact. Figure 12 - Average Weekday Boardings per Trip details the boardings per trip by route. Routes AB, BV, HX, LX, and 86X have the highest productivity, generating more than 34 boardings per trip. Routes T and DD are on the opposite end of the productivity spectrum with fewer than 25 boardings per trip. These two routes have destinations other than Downtown Denver terminating at the Denver Tech Center and Colorado Boulevard, respectively; lower frequencies and limited demand for service to these areas adversely impact their performance. Route BX, which offers the express service between Boulder and downtown Denver, generates the fewest boardings per trip amongst the B routes, reflecting slightly lower usage for the longest distance trips.

Figure 12 - Average Weekday Boardings per Trip



Boardings per revenue hour provide another perspective for understanding productivity and route performance (see Figure 13 - Average Weekday Boardings per Revenue Hour). It measures ridership generated per unit of service, making it possible to compare the performance of routes with greatly differing ridership and service levels. By this productivity measure, **performance varies significantly by pattern**. Route 86X is the most productive route on the US 36 corridor. Route 86X generates boardings that are comparable to Routes BV and BMX, but in a much shorter amount of time. The regional routes with destinations other than DUS have significantly lower productivity when accounting for revenue hours. **There is an opportunity to improve performance on the corridor by reallocating less productive resources.**

Figure 13 - Average Weekday Boardings per Revenue Hour



### 2.3 STATIONS

The US 36 corridor connects Boulder and downtown Denver with service to six stations. Figure 14 - US 36 Corridor Station Access/Attributes details how these stations differ in their services, amenities, and transit needs and usage. Routes serving the corridor vary in their terminal locations, but the primary hubs in downtown Denver and Boulder are DUS, Civic Center Station, and Boulder Transit Center. A transit center at 33<sup>rd</sup> and Pearl is currently under construction in East Boulder and is anticipated to be open when the US 36 Corridor BRT service commences in early 2016.

Figure 14 - US 36 Corridor Station Access/Attributes

US 36 Corridor Station Access/Attributes									
Station	Civic Center Station	Market Street Station*	Westminster Center	Church Ranch	Broomfield	Flatiron	McCaslin	Table Mesa	Boulder Transit Center
US 36 Corridor Routes	HX	BF, BMX, BX, BV, DD, DM, L, LX, S, 86X	AB, BV, DD, D, M, L, S, T, 86X	BF, BV, DD	AB, BF, BV, DD, DM, L, LX, S, T	BV, DD, HX	AB, BMX, BV, DD, DM, HX, S, T	AB, BMX, BV, BX, DD, DM, HX, S, T	AB, BMX, BX, BV, DD, DM
Average Weekday Boardings	122	3,028	1,342	260	761	259	668	754	716
Average Weekday Trips	20	288	234	121	213	124	242	269	232
Parking Spaces	0	0	1,310	396	940	264	466	824	0
Parking Utilization			69%	27%	51%	30%	86%	59%	
Bike Racks & Lockers	-	-	53	12	17	8	30	88	-
Local First/Last Mile Services	0L, 3L, 8, 16, 16L, 47X, 79L, 83L, 87X, 100X, 116X, 122X, CS, CV, CX, ES, EV, EX, R, RC, RX, MallRide, MetroRide	0, 6, 20, 31X, 32, 40X, 55X, 72X, 80X, 86X, 104X, 120X, AF, LNX, LSX, MallRide, MetroRide	31, 51, 92, 100, 104	104	76, 112, 120, 128, 225, 228, Broomfield & Interlocken-Westmoor Call-n-Rides		228, Louisville Call-n-Ride	206, 209, DASH	204, 205, 206, 208, 225, BOLT, DASH, HOP, JUMP, N, Y

\*Market Street Station data, but hub has moved to Denver Union Station

## 2.4 LOAD ANALYSIS BY ROUTE AND STATION

Analyzing the passenger loads of the existing US 36 services is essential for understanding capacity issues and effectively allocating resources to meet actual demand. There are two charts that comprise the load analysis for Routes BV, BMX, BX, BF, HX, and 86X (services that generate some of the highest boardings on the corridor). The bar charts below present the total number of boardings and maximum load per trip. While the seated capacity of the bus is 57, a maximum scheduled capacity of 50 is used as a threshold to afford a small, but reasonable buffer to accommodate daily variability in passenger loading and traffic perturbations without incurring standees. The load analysis evaluates corridor activity to understand how passengers use the US 36 services and determines where loads are the highest by station and time of day. The line charts below present average load calculated for each route and stop representing boardings and alightings as they occur along the route. The distance between station stops is scaled proportionally and an increase in the line at a station represents a net load increase where boardings were greater than alightings, and conversely for a decrease. These data help identify trips and time periods where bus capacity is an issue.

An analysis of Figure 15 - AM Peak Eastbound Boardings (Weekday) trips in time order and Figure 16 - AM Peak Eastbound Loads (Weekday) for the **AM peak eastbound direction** leads to the following observations:

- The maximum load measurement is used to assess utilization on a trip-by-trip basis. A pattern of higher loads indicates a potential need for additional capacity. **The corridor currently features sufficient capacity: only one out of more than 200 trips averaged a maximum load above seated capacity.**
- No trip was subject to overload issues during the AM peak heading eastbound.
- On average, no route experiences a maximum load above the seating capacity
- Route 86X experiences a significant amount of sustained passengers activity throughout the AM Peak, thus its capacity should be maintained.
- Route BV experiences the greatest amount of seat turnover throughout the corridor. Route BF ridership is greatest on the first trip of the AM Peak at 6:15 AM, which is likely due to the fact that there are fewer B trips overall operating during this time
- Even though Routes BV and 86X both go express to downtown Denver from Westminster station, people may be choosing the latter route due to its higher frequency service.
- Stations stops located further away from downtown Denver experience significantly higher ridership on the routes that provide faster, more express services. Riders at Table Mesa and McCaslin prefer the faster service resulting in lower BV ridership at these stations (BV also operates less frequently, which also contributes to the lower ridership during this time). At the local stops in Boulder the passenger load is greater on BX which has one less stop than BMX.

Figure 15 - AM Peak Eastbound Boardings (Weekday)

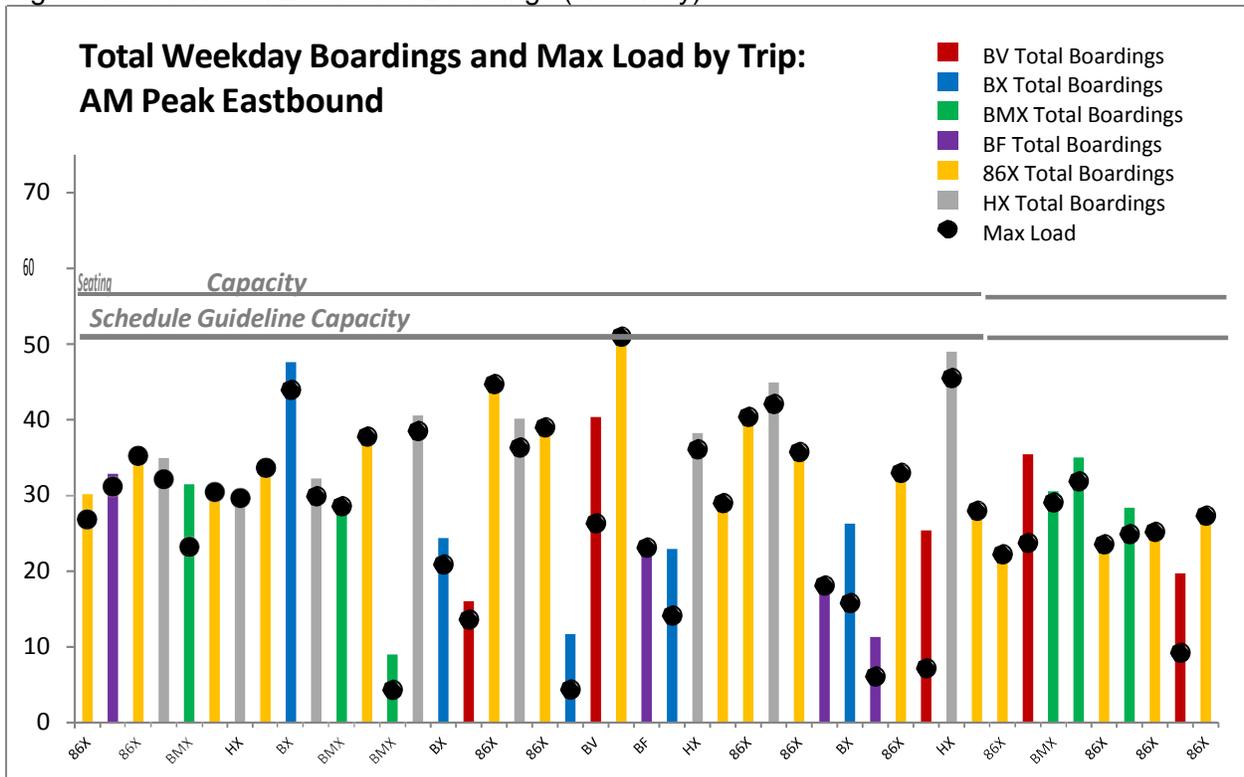
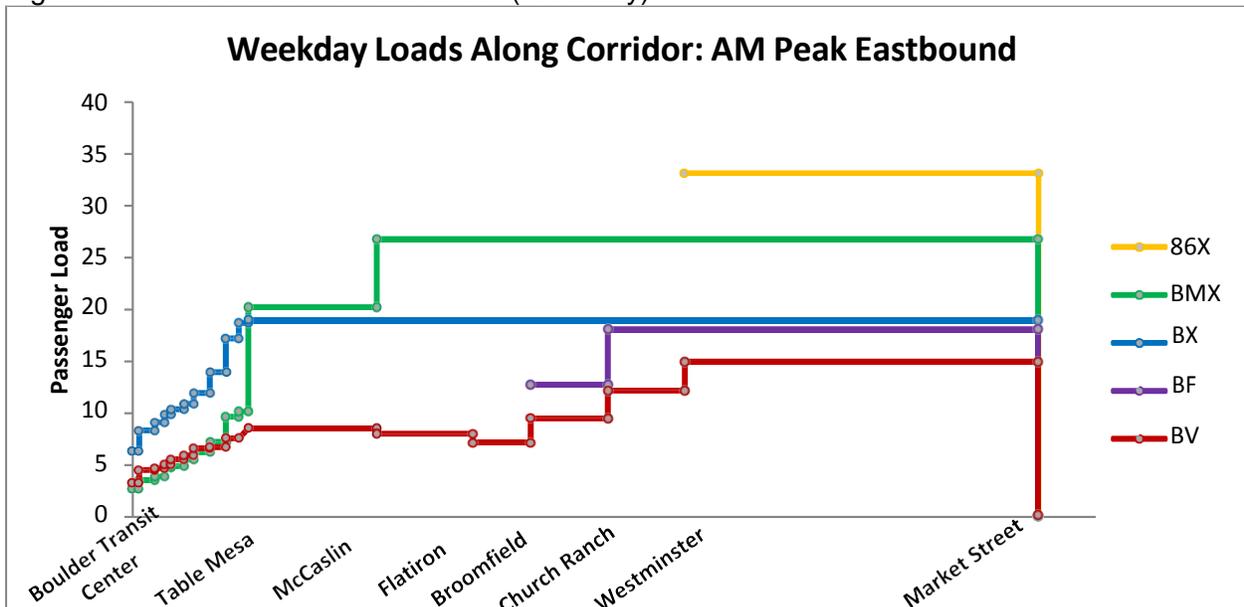


Figure 16 - AM Peak Eastbound Loads (Weekday)



Trips heading **westbound to Boulder during the AM Peak** are considered reverse-commute trips and an analysis of similar charts leads to the following observations. There are fewer boardings than the peak direction and the trips average 30 boardings per trip, none coming close to reaching seating capacity of 57. Routes BMX and BX average approximately 25 boardings per trip; on average, these express trips carry less than half a bus load. Similar to the

eastbound direction, passengers traveling further distances select the faster routes. Ridership on Route BV increases at each subsequent station until reaching Table Mesa where alightings begin to outpace boardings.

During the **midday, heading eastbound** to Denver, service alternates between BV and BX with a frequency of approximately every 30 minutes. No trips are at seating capacity. Route BV experiences significantly higher ridership than BX and max load figures show that there is significant seat turnover on Route BV which indicates the route's role as an intra-corridor connector. Riders take the first bus that arrives at their stop.

Routes BV, BX, and BMX provided **midday service westbound** towards Boulder, with BV operating a 30 minute frequency supplemented by 60 minute service on either BX or BMX. The two BX trips average 20 boardings per trip making the service underutilized. Route BV experiences high seat turnover, generating its highest ridership volumes during this time period. Loads are similar between Routes BMX and BV leaving downtown Denver; Route BX loads are small leaving downtown Denver.

Service in the **PM Peak heading eastbound** to Denver is split between Routes BV, BX, and BMX. Route BV has especially high ridership in the hour between 3:00 PM and 5:00 PM; the 4:30 PM trip generates more than 70 boardings and its max load is close to seating capacity. Routes BX and BMX trips do not come close to reaching the maximum seating capacity of the bus. The majority of passengers on Route BV are using the service to access intervening stations and not downtown Denver; passengers are using Routes BMX and BX very similarly.

Figure 17 - Westbound Boardings (Weekday) and Figure 18 - PM Peak Westbound Loads (Weekday) depict ridership during the **westbound PM peak** direction to Boulder, leading to the following observations:

- Ridership in the PM Peak heading out to Boulder is high with loads exceeding seating capacity on one 86X trip that departs around 5:00 PM (See Figure 17 - Westbound Boardings (Weekday))
- Ridership is lowest on Route BF which duplicates most of Route BV's alignment towards Broomfield
- Routes BV and 86X should have no discernible travel time difference between downtown Denver and Westminster since they have the same stop configuration, however, Route 86X has a substantially higher average load (See Figure 36)
  - This continues to demonstrate the importance of frequency on the US 36 corridor
  - Riders prefer the 86X since this route maintains the more predictable schedule with a consistent 10 minute frequency
- Route BMX and BV share similar loads from downtown Denver before reaching their first stops
- Route BF is a lower frequency service and averages the lowest load among the B routes
- The ridership and load patterns indicate that there is demand for express service at Broomfield, McCaslin, and Table Mesa during the PM peak

Figure 17 - Westbound Boardings (Weekday)

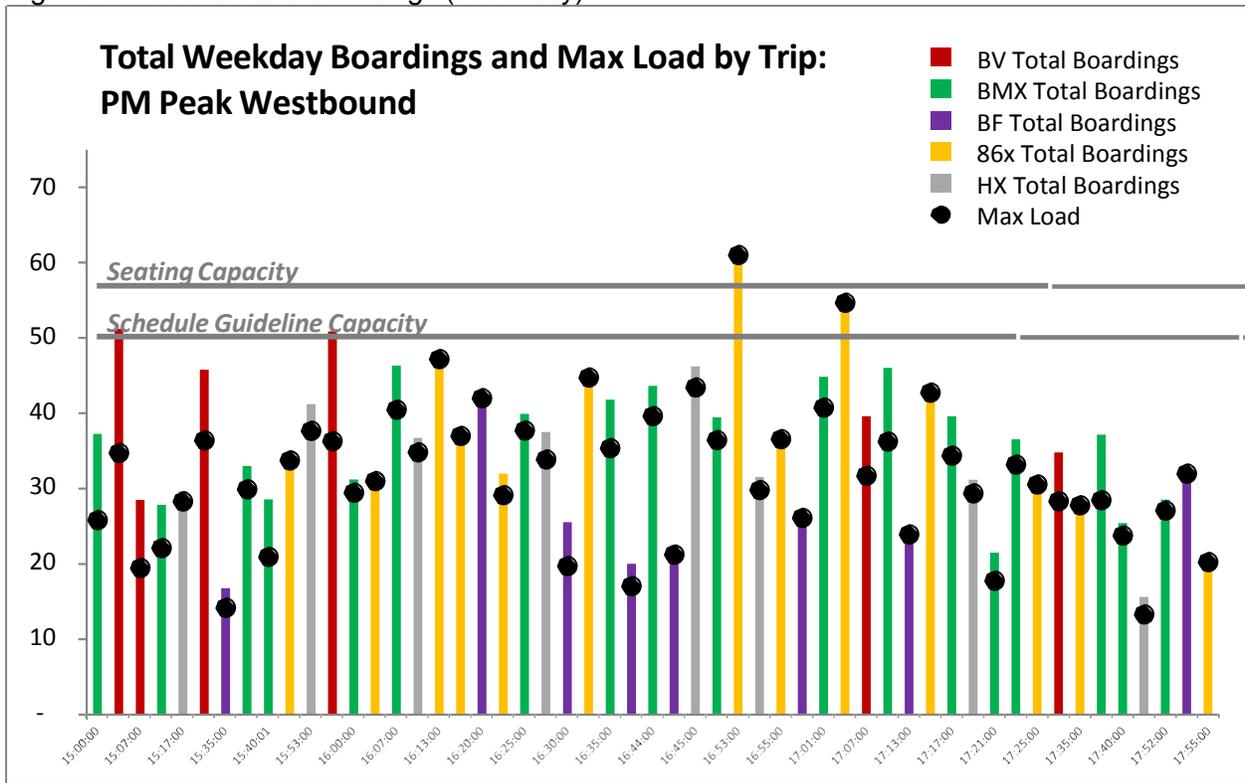
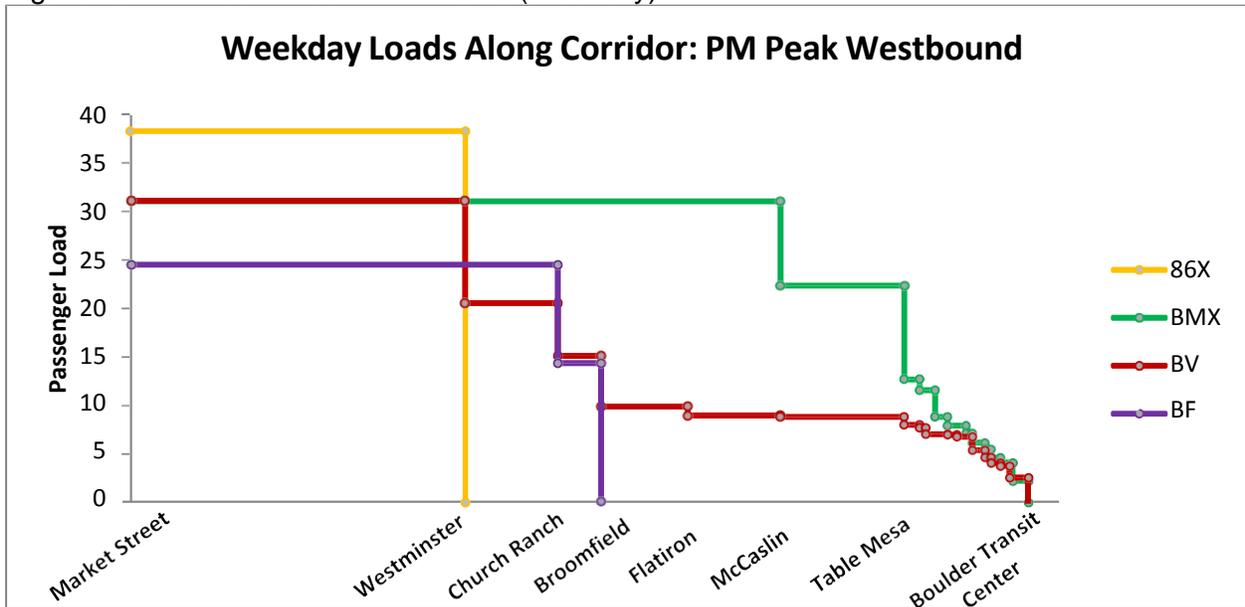


Figure 18 - PM Peak Westbound Loads (Weekday)



**2.5 TRAVEL TIME SAVINGS: EXPRESS VS. LOCAL**

Overall travel time and reliability is an important part of maintaining a competitive transit service. This is one of several components of the passenger experience that can help attract and maintain ridership.

### 2.5.1 Eastbound Travel Time Analysis

In the AM peak, heading eastbound to DUS from Boulder Transit Center, Route BV has an average scheduled running time of 60 minutes (see Figure 19 - Weekday Travel Time Savings Eastbound). The average running time of Route BV was calculated without the two minute hold at Broomfield, which has been removed in the final service plan recommendations. This route serves all stations on the US 36 corridor. Route BMX and BX, the regional services between Boulder and Denver that by-pass selected stops, have average scheduled run times of 48 and 44 minutes, respectively. Riders that select Route BMX or BX at Boulder, Table Mesa, or McCaslin save more than 12 minutes of travel time compared to Route BV. The difference in run time between Route BMX and BX is four minutes with one additional stop for Route BMX. The four minute difference in travel time between Route BMX and BX is expected to be less when the McCaslin slip ramps are constructed for the BRT service. The difference in run time between Route BF and BV to and from Broomfield and downtown Denver is negligible with a one minute difference resulting from the additional stop at Westminster Center on Route BV. These trends continue during the midday and PM peak.

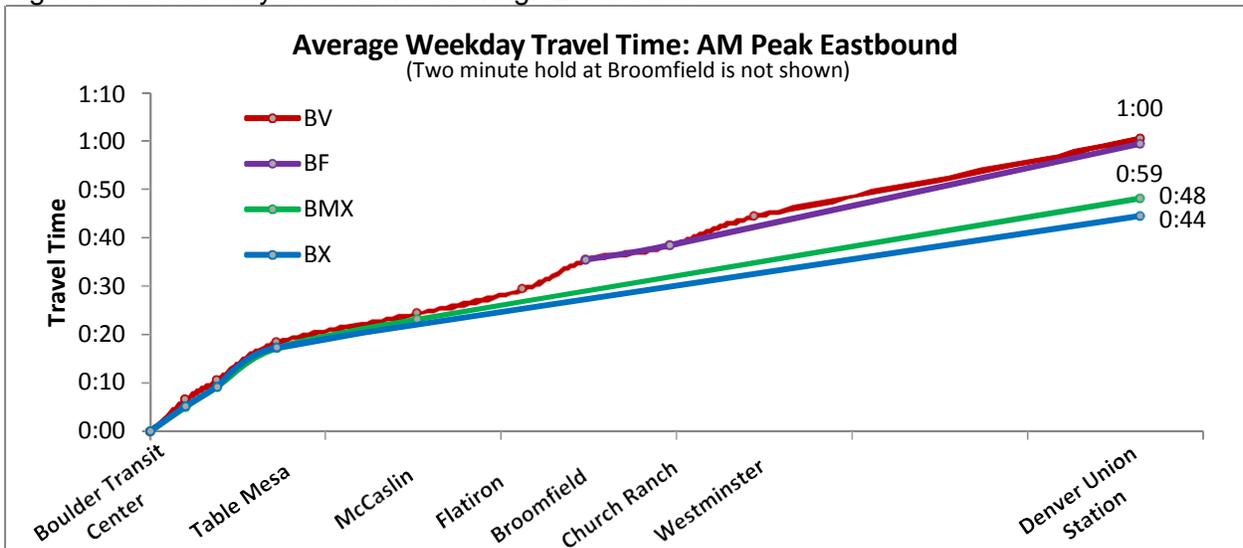
Due to the current non-bidirectional HOV lanes, travel times for all routes are longer in the PM peak as compared to the AM peak and midday time periods. Riders that select either Route BMX or BX at the northernmost stations during the PM peak experience a travel time savings of over 11 minutes in comparison with Route BV.

### 2.5.2 Westbound Travel Time Analysis

A similar analysis shows the scheduled savings in travel time heading westbound toward Boulder is less significant when compared to routes heading eastbound. Riders that select either Route BMX or BX to travel to the northernmost stations during the AM peak are scheduled to save an average of five minutes to twelve minutes compared to Route BV. Riders that select Route BMX to reach Boulder during the PM peak save eight minutes.

**Overall, the differences in running time between a Express and all-stop service from Boulder to downtown Denver is significant, but the differences in running time between similar patterns, Route BX/BMX and Route BV/BF, may not be significant enough to warrant four different patterns.** Additionally, while there is value in Express service and shorter travel times, route frequency will be another factor in passenger decision making. Passengers will have less incentive to specifically choose a Express service over the all-stop service at lower frequencies. Any reductions in travel time savings may be offset by increases in out-of-vehicle wait times.

Figure 19 - Weekday Travel Time Savings Eastbound



## 2.6 CURRENT RESOURCES

Resources are determined using the following cost-related components for current services: revenue hours, revenue miles, trips, and peak vehicles (Figure 20 - Current Service Resources).

Figure 20 - Current Service Resources

Current Services Resources			
	In-Service Hours	Annualized Hours*	One-Way Trips
<b>Weekday</b>			
BV/BX/BMX/BF	244	62,110	200
DD	9	2,248	4
DM	25	6,375	12
HX	25	6,371	19
S	11	2,763	7
T	13	3,332	6
86X	28	7,166	32
<b>Total</b>	<b>354</b>	<b>90,364</b>	<b>280</b>
<b>Saturday</b>			
BV/BMX	100	5,210	84
<b>Sunday</b>			
BV	69	3,984	56
<b>Annual Total</b>		<b>99,557</b>	
*Includes deadhead.			

### 3 SERVICE LEVELS AND ENHANCEMENTS

#### 3.1 ESTABLISHED MINIMUM SERVICE LEVELS

In a 2012 memo to the US 36 Mayors/Commissioners Coalition (MCC), RTD established the minimum weekday peak and off-peak service levels that each station will receive when the BRT corridor opens (see Figure 21 - MCC Memo Peak Service Levels (Weekday)). These levels were established for four stations including Boulder (from Table Mesa Station), McCaslin, Broomfield, and Westminster Center.

Figure 21 - MCC Memo Peak Service Levels (Weekday)

Weekday Peak Service Levels from MCC Memo 1						
Direction		Existing (2012)	2015	2020	2030	2035
Eastbound AM Peak	Boulder – Denver	14 bus/hr (4.3 min)	15 bus/hr (4 min)	16 bus/hr (3.75 min)	20 bus/hr (3 min)	24 bus/hr (2.5 min)
	McCaslin – Denver	11 bus/hr (5.5 min)	14 bus/hr (4.3 min)	16 bus/hr (3.75 min)	20 bus/hr (3 min)	24 bus/hr (2.5 min)
	Broomfield – Denver	5 bus/hr (12 min)	8 bus/hr (7.5 min)	10 bus/hr (6 min)	12 bus/hr (5 min)	16 bus/hr (3.75 min)
	Westminster – Denver	8 bus/hr (7.5 min)	8 bus/hr (7.5 min)	10 bus/hr (6 min)	12 bus/hr (5 min)	16 bus/hr (3.75 min)
Westbound PM Peak	Denver – Westminster	5 bus/hr (12 min)	5 bus/hr (12 min)	6 bus/hr (10 min)	8 bus/hr (7.5 min)	12 bus/hr (5 min)
	Denver – Broomfield	5 bus/hr (12 min)	5 bus/hr (12 min)	6 bus/hr (10 min)	8 bus/hr (7.5 min)	12 bus/hr (5 min)
	Denver – McCaslin	8 bus/hr (7.5 min)	10 bus/hr (6 min)	12 bus/hr (5 min)	20 bus/hr (3 min)	24 bus/hr (2.5 min)
	Denver – Boulder	9 bus/hr (7 min)	11 bus/hr (5.5 min)	12 bus/hr (5 min)	20 bus/hr (3 min)	24 bus/hr (2.5 min)

The existing service levels developed for the MCC Memo were based on the conditions in 2012. Since that time, a number of changes have been made to service levels on the US 36 corridor. This service plan updates the existing service levels outlined in the memo to reflect today's conditions in 2014.

The 2014 service levels account for the opening of DUS and include Routes BF, BMX, BV, BX, DD, DM, HX, S, T, and 86X. Routes AB, L, and LX were not included in the service level calculations as service plan recommendations will not be provided for these routes.

### 3.2 ENHANCEMENTS AND INVESTMENTS

The US 36 BRT Project will include the partial reconstruction of US 36 and the addition of two new high-occupancy vehicle (HOV/HOT) lanes between Table Mesa and Pecos/Westminster. These managed lanes will extend the existing HOV lane, reducing travel times and increasing service reliability from Pecos/Westminster to Table Mesa. Since the Managed Lanes are located on the left side of the highway, they will be used for Express routes.

Buses will be allowed to use the 12 foot right shoulder lanes during congested periods when highway speeds in the general lanes are less than 35 miles per hour. The maximum allowable speed for buses operating on the shoulder is 15 miles per hour above the traveling speed of traffic in the general lanes, up to a maximum of 35 mph. Use of the right Shoulder Lanes will create a more efficient and reliable schedule and will improve safety by reducing the need for buses to merge across congested lanes of traffic.

1 Routes used to inform the service levels include Routes BF, BMX, BV, BX, DD, DM, HX, S, T, and 86X

Broomfield and McCaslin will have bus only slip ramps that give transit vehicles dedicated access for re-entering the highway, which reduces station stop delay. Buses serving the Westminster, Church Ranch, and Flatiron stations must exit and re-enter the highway with general traffic. The project will also include the reconfiguration of the existing US 36 bus stop stations, construction of new shelters, and addition of queue jump lanes.

RTD will purchase 59 new over-the-road buses with a 57 seat per bus capacity for the US 36 corridor.

## **4 FRAMEWORK AND GUIDING PRINCIPLES**

The customer experience is a key element of service design and delivery. In order for transit to successfully generate ridership on the corridor, RTD must be able to offer a service that is convenient, easy to understand, and easy to use. RTD can positively shape the passenger experience with improved travel times, service reliability, and marketability. The proposed service plan directs RTD's resources for the corridor in a manner that maximizes benefits for the agency and its customers. Ridership growth will come from current customers making new trips; improved retention of current customers; and new customers from emerging markets who are attracted to the improved services. The proposed service plan will fulfill RTD's commitments to the corridor.

### **4.1 REDUCE TRAVEL TIMES**

Passenger travel times consist of two components: out-of-vehicle wait time and in-vehicle travel time. Both of these aspects are critical determinants for growing ridership and should be viewed as complimentary pieces.

Industry experiences have shown that out-of-vehicle wait times are quite important to passengers. RTD will implement spontaneous use headways where supported by existing or potential ridership volumes. With spontaneous use frequencies, customers know that service is frequent enough that they can simply arrive at a transit stop to board the next bus without needing to consult the schedule. At lower frequencies, passengers typically schedule their arrival at the stop; they attempt to minimize uncertainty by arriving at a bus stop earlier than they would for a higher frequency service. Industry best practices have established 15 minute frequencies as the outer threshold for spontaneous use service with 10 minutes or better being the ultimate goal.

In-vehicle travel time is dependent on a number of factors which include operating speed, traffic congestion, and dwell time. Operating speeds are expected to incrementally improve with the managed and shoulder lanes as well as the enhanced station access/egress along US Highway 36. Dwell times will be reduced by eliminating any scheduled holds for BRT service on the corridor; the regional service should not hold at stations for local routes. The local routes should be coordinated with the regional service. The service plan will aim to provide frequent service that minimizes the impact of out-of-vehicle wait times. Additionally, the service plan seeks to streamline service patterns based on impact to ridership and dwell times.

### **4.2 IMPROVE SERVICE RELIABILITY**

Reliability is a key attribute in retaining ridership. In addition to improving travel times, the lane treatments and enhanced station access/egress being provided on the corridor will also improve reliability.

Use of the managed lanes and shoulder lanes will improve overall schedule reliability by reducing variance in the travel times. With improved frequencies on the corridor, buses will have more flexibility in responding to unforeseen incidents. If a disruption in service occurs, an improved frequency will mean that customers will have less time to wait for the next bus to arrive.

### 4.3 INCREASE CUSTOMER COMPREHENSION/EASE OF USE

RTD will be offering a high level of service on the corridor when the BRT project is implemented. However, the agency will need to effectively communicate both the quantity and the quality of this service. RTD can accomplish this by making the system more marketable and easier to understand. Ease of use encompasses multiple aspects of the system from the service patterns to the fare structure.

There are presently 13 existing routes providing regional transit service along the US 36 corridor with each route possessing a unique pattern of station stops. This configuration is difficult to understand for first-time or occasional customers seeking to use the system. Service on the corridor should be easy to understand; unproductive, infrequent patterns should be consolidated or discontinued. Consolidating routes will make the transit system easier to navigate and will help to reduce customer confusion.

### 4.4 MATCH SERVICE LEVELS WITH RIDERSHIP DEMAND

Transit on the US 36 corridor is currently oriented towards downtown Denver commutes. As the shape and density of development along the corridor continue to change, RTD will need a flexible US 36 plan that can respond to the evolving marketplace. More specifically, RTD will need to better match service levels with ridership demand to ensure that the US 36 BRT service is successful and financially sustainable. The service evaluation identified that there was a significant difference in productivity by route and pattern. The proposed plan will use the findings from the service evaluation to identify high performing patterns that warrant additional investment as well as lower demand patterns that warrant adjustments in frequency.

## 5 PROPOSED SERVICE PLAN

### 5.1 BRT SERVICE PATTERNS

The current service configuration is difficult to understand for new or occasional passengers. **The immediate strategy is to simplify the corridor by minimizing the number of different services while providing spontaneous-use frequency where supported by market demand.** As a result, the resources for Routes BF, BMX, BV, BX, DD, S, T, and 86X have been consolidated into five routes branded as the Flatiron Flyer: All Station Denver-Boulder TC (All Station); Express Denver-Boulder TC (Ltd); Denver-Westminster-Broomfield (DWB); Boulder TC-Anschutz (DM); and Boulder Junction-Civic Center (BJCC). See Figure 22 - Proposed Service Patterns, Figure 23 - Proposed Frequencies (Weekday) and Figure 24 - Service Pattern Schematic. The BJCC supplements the All Station service among Broomfield, Westminster Center and DUS, while the Express provides speedier long distance service among DUS, McCaslin, Table Mesa, and Boulder TC stations. The Boulder Junction at Depot Square service will offer 15 minute, bi-directional service during the peak periods to support the new development in east Boulder. Boulder-Anschutz (Route DM) will remain unchanged from its present operation. The routes in the proposed service plan each have a unique role and generate enough demand to warrant their inclusion on the corridor. Figure 25 - Proposed

Weekday Schedule Eastbound through Figure 28 - Proposed Sunday Schedule detail the span and frequencies for each proposed service.

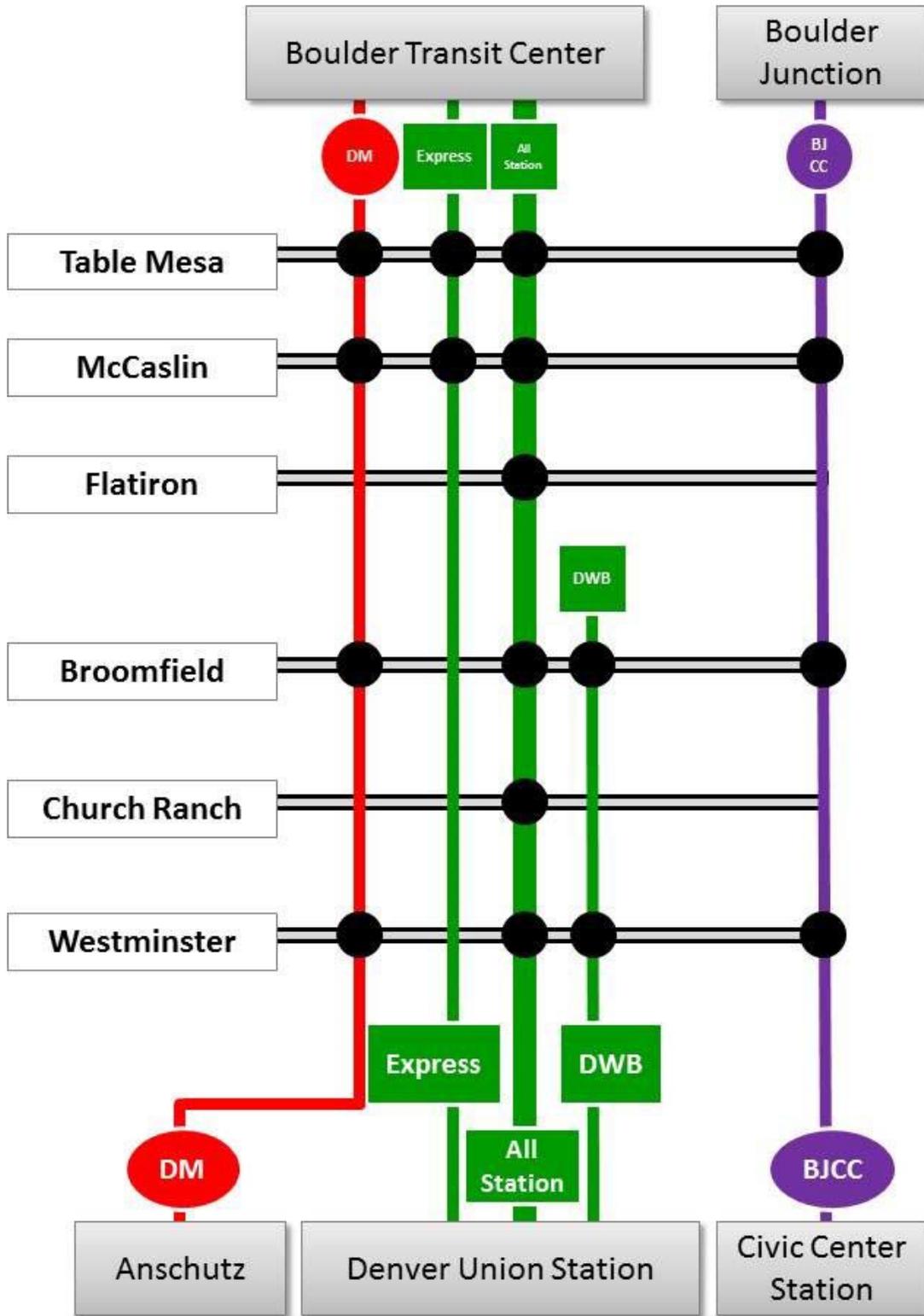
Figure 22 - Proposed Service Patterns

Proposed US 36 Service Patterns by Route										
BRT Route	Civic Center	Denver Union Station	Westminster Center	Church Ranch	Broomfield	Flatiron	McCaslin	Table Mesa	Boulder Transit Center	Boulder Junction at Depot Square
All Station Denver-Boulder TC		X	X	X	X	X	X	X	X	
Express Denver-Boulder TC		X					X	X	X	
Denver-Westminster-Broomfield		X	X		X					
Boulder TC-Anschutz			X		X		X	X	X	
Boulder Junction-Civic Center	X		X		X		X	X		X

Figure 23 - Proposed Frequencies (Weekday)

Proposed Weekday Frequencies by Time Period						
BRT Route	Westbound to Boulder			Eastbound to Denver		
	AM Peak	Midday	PM Peak	AM Peak	Midday	PM Peak
All-Station Denver-Boulder TC	15	15	15	15	15	15
Express Denver-Boulder TC	10		10	10		10
Denver-Westminster-Broomfield			15	15		
Boulder TC-Anschutz			30	30		
Boulder Junction-Civic Center	15		15	15		15

Figure 24 - Service Pattern Schematic



## 5.2 BRT SERVICE LEVELS

### 5.2.1 All-Station Denver-Boulder

Previously referred to as Route BV, the all-station service will operate with 15 minute, bi-directional frequencies along the US 36 corridor, serving all of the US 36 stations (See Figure 25 - Proposed Weekday Schedule Eastbound and Figure 26 - Proposed Weekday Schedule Westbound). The 15 minute frequencies will foster all-day, spontaneous use. The routing of the new all-station service will remain unchanged from the existing Route BV service. This route will be the spine of the corridor, providing passengers with a spontaneous use, all day service in both directions. Passengers will know that this route will connect them to any station on the corridor. This will set RTD up for success as the demand for intra-corridor connectivity increases.

The all-station service is expected to utilize the Managed Lanes between Westminster Center and DUS as well as between Cherryvale and McCaslin. At all other times, the all-station service will travel in the general lanes and will utilize the Shoulder Lanes when traffic has slowed to less than 35 miles per hour.

Weekend service on the corridor will be provided exclusively by more frequent all-station service since the market for express-stop service is reduced on the weekend (See Figure 27 - Proposed Saturday Schedule and Figure 28 - Proposed Sunday Schedule). All-station service will operate at 15 minute frequencies during the midday on Saturday and at 30 minute frequencies during the midday on Sunday.

The all station buses serve local stops between Boulder Transit Center and Table Mesa. While these stops may add ridership, they also increase travel time and operating costs. RTD and the City of Boulder will examine ridership along Table Mesa Drive and Broadway to identify the costs and benefits of improved stop spacing and other transit priority measures.

### 5.2.2 Denver-Westminster-Broomfield(DWB)

The corridor will also feature additional trips between Broomfield, Westminster Center, and DUS during the peak periods in place of Routes 86X and BF. These short trips will operate 15 minute frequencies in the AM peak heading eastbound towards downtown Denver and 15 minute frequencies in the PM peak heading westbound towards Broomfield. Combined with the All-Station and BJCC services, Westminster Center and Broomfield will average 12 trips per hour or service every 5 minutes during peak periods in the peak direction.

Route 86X is currently the most productive route on the corridor. This connection between Westminster and DUS will be maintained but the resources for this service will be re-branded to unify the corridor.

Integration with local bus service and Call-n-Ride service will be essential to provide for improved connectivity at the station stops. Station stops at Westminster Center and Broomfield possess the most local bus service on the US 36 corridor. Broomfield operates on a pulse-based system with departures occurring at 5 and 35 minutes after the hour. In order to improve operating speeds, the BRT service should not hold at any station. The corridor will offer frequent service that will minimize out-of-vehicle wait times and local services will be tailored to meet the BRT service, if necessary.

At Westminster Center, local routes currently share the same stop with Express and Regional routes. The local routes will be reconfigured to utilize the space in the parking lot or on the street, adjacent to the US 36 station stop, for passenger boardings and alightings. This configuration would reduce traffic at the BRT station stop and would facilitate a better flow of BRT vehicles through the stations, thereby reducing potential delays and improving overall travel times while maintaining transfer proximity for the connecting local services.

### **5.2.3 Express**

The Express route will connect DUS and Boulder Transit Center via McCaslin and Table Mesa. This service will take on the role that is currently being filled by Routes BMX and BX. An analysis of the existing conditions concluded that the ridership trends did not support operating the two separate patterns. The express route will provide 10 minute, bi-directional service during the AM and PM peaks.

Express buses will use the new HOV/HOT managed lanes between Table Mesa and Pecos/Westminster and the existing HOV/HOT lanes from there to Union Station. Under free-running conditions the bus operator may choose to use the general purpose lanes between Table Mesa and McCaslin.

### **5.2.4 Boulder-Anschutz (DM)**

There are no proposed service pattern changes to Route DM. The route will remain unchanged and will operate a 30 minute frequency in the peak direction only.

### **5.2.5 Boulder Junction at Depot Square-Civic Center (BJCC)**

The Boulder Junction at Depot Square-Civic Center route (a combination of existing Routes HX and S) will now also serve Westminster and Broomfield with 15 minute, bi-directional service during the peak periods along the current HX routing on 28<sup>th</sup> Street in Boulder and 19<sup>th</sup> /20<sup>th</sup> Streets in Denver. Additional trips aim to serve demonstrated growth on the HX and potential demand from land use development in Boulder. These service levels will be monitored closely after service opens to determine if additional service is warranted, as the current and potential demand is not sufficient to support higher frequency or broader service span for opening day. The Flatiron and Church Ranch Station stops are the least active stations on the US 36 corridor and are not proposed stops for opening day.

Final US 36 Service Plan

Figure 25 - Proposed Weekday Schedule Eastbound

Weekday – EASTBOUND TO DENVER											
Eastbound to Denver		All-Station Denver Boulder		Denver Westminster Broomfield		Express Denver Boulder		Boulder Anschutz		Boulder Junction at Depot Square Civic Center	
Time Period	Span	Headway (min)	Trips (per hour)	Headway (min)	Trips (per hour)	Headway (min)	Trips (per hour)	Headway (min)	Trips (per hour)	Headway (min)	Trips (per hour)
AM Early	4:00 - 5:00 am	30	2								
	5:00 - 6:00 am	15	4			15	4	30	2	15	4
AM Peak	6:00 - 7:00 am	15	4	15	4	10	6	30	2	15	4
	7:00 - 8:00 am	15	4	15	4	10	6	30	2	15	4
	8:00 - 9:00 am	15	4	15	4	10	6			15	4
Midday	9:00 - 10:00 am	15	4								
	10:00 - 11:00 am	15	4								
	11:00 - 12:00 pm	15	4								
	12:00 - 1:00 pm	15	4								
	1:00 - 2:00 pm	15	4								
	2:00 - 3:00 pm	15	4								
PM Peak	3:00 - 4:00 pm	15	4			10	6			15	4
	4:00 - 5:00 pm	15	4			10	6			15	4
	5:00 - 6:00 pm	15	4			10	6			15	4
PM Evening	6:00 - 7:00 pm	15	4								
	7:00 - 8:00 pm	15	4								
PM Late	8:00 - 9:00 pm	15	4								
	9:00 - 10:00 pm	30	2								
	10:00 - 11:00 pm	30	2								
Other	11:00 - 12:00 am	30	2								
	12:00 - 1:00 am	60	1								
	1:00 - 2:00 am										

Final US 36 Service Plan

Figure 26 - Proposed Weekday Schedule Westbound

<b>Weekday – WESTBOUND TO BOULDER</b>											
<b>Westbound to Boulder</b>		<b>All-Station Denver Boulder</b>		<b>Denver Westminster Broomfield</b>		<b>Express</b>		<b>Boulder Anschutz</b>		<b>Boulder Junction at Depot Square Civic Center</b>	
<b>Time Period</b>	<b>Span</b>	<b>Headway (min)</b>	<b>Trips (per hour)</b>	<b>Headway (min)</b>	<b>Trips (per hour)</b>	<b>Headway (min)</b>	<b>Trips (per hour)</b>	<b>(min)</b>	<b>Trips (per hour)</b>	<b>Headway (min)</b>	<b>(per hour)</b>
AM Early	4:00 - 5:00 am	60	1								
	5:00 - 6:00 am	15	4								
AM Peak	6:00 - 7:00 am	15	4			10	6			15	4
	7:00 - 8:00 am	15	4			10	6			15	4
	8:00 - 9:00 am	15	4			10	6			15	4
Midday	9:00 - 10:00 am	15	4								
	10:00 - 11:00 am	15	4								
	11:00 - 12:00 pm	15	4								
	12:00 - 1:00 pm	15	4								
	1:00 - 2:00 pm	15	4								
PM Peak	2:00 - 3:00 pm	15	4								
	3:00 - 4:00 pm	15	4	15	4	10	6	30	2	15	4
	4:00 - 5:00 pm	15	4	15	4	10	6	30	2	15	4
PM Evening	5:00 - 6:00 pm	15	4	15	4	10	6	30	2	15	4
	6:00 - 7:00 pm	15	4			15	4			15	4
PM Late	7:00 - 8:00 pm	15	4								
	8:00 - 9:00 pm	15	4								
	9:00 - 10:00 pm	30	2								
Other	10:00 - 11:00 pm	30	2								
	11:00 - 12:00 am	30	2								
	12:00 - 1:00 am	30	2								
	1:00 - 2:00 am	60	1								

Final US 36 Service Plan

Figure 27 - Proposed Saturday Schedule

Saturday – BOTH DIRECTIONS					
Saturday		All-Station Denver Boulder		All-Station Denver Boulder	
		Eastbound		Westbound	
Time Period	Span	Headway (min)	Trips (per hour)	Headway (min)	Trips (per hour)
AM Early	4:00 - 5:00 am				
	5:00 - 6:00 am	60	1		
AM Peak	6:00 - 7:00 am	60	1	60	1
	7:00 - 8:00 am	30	2	30	2
	8:00 - 9:00 am	15	4	30	2
Midday	9:00 - 10:00 am	15	4	15	4
	10:00 - 11:00 am	15	4	15	4
	11:00 - 12:00 pm	15	4	15	4
	12:00 - 1:00 pm	15	4	15	4
	1:00 - 2:00 pm	15	4	15	4
	2:00 - 3:00 pm	15	4	15	4
PM Peak	3:00 - 4:00 pm	15	4	15	4
	4:00 - 5:00 pm	15	4	15	4
	5:00 - 6:00 pm	15	4	15	4
PM Evening	6:00 - 7:00 pm	30	2	30	2
	7:00 - 8:00 pm	30	2	30	2
PM Late	8:00 - 9:00 pm	30	2	30	2
	9:00 - 10:00 pm	30	2	30	2
	10:00 - 11:00 pm	30	2	30	2
Other	11:00 - 12:00 am	30	2	30	2
	12:00 - 1:00 am	60	1	60	1
	1:00 - 2:00 am	60	1	60	1
	2:00 - 3:00 am			60	1

Final US 36 Service Plan

Figure 28 - Proposed Sunday Schedule

Sunday – BOTH DIRECTIONS					
Sunday		All-Station Denver Boulder		All-Station Denver Boulder	
		Eastbound		Westbound	
Time Period	Span	Headway (min)	Trips (per hour)	Headway (min)	Trips (per hour)
AM Early	4:00 - 5:00 am				
	5:00 - 6:00 am				
AM Peak	6:00 - 7:00 am	60	1		
	7:00 - 8:00 am	60	1	60	1
	8:00 - 9:00 am	60	1	60	1
Midday	9:00 - 10:00 am	60	1	60	1
	10:00 - 11:00 am	30	2	60	1
	11:00 - 12:00 pm	30	2	30	2
	12:00 - 1:00 pm	30	2	30	2
	1:00 - 2:00 pm	30	2	30	2
	2:00 - 3:00 pm	30	2	30	2
PM Peak	3:00 - 4:00 pm	30	2	30	2
	4:00 - 5:00 pm	30	2	30	2
	5:00 - 6:00 pm	30	2	30	2
PM Evening	6:00 - 7:00 pm	60	1	30	2
	7:00 - 8:00 pm	60	1	60	1
PM Late	8:00 - 9:00 pm	60	1	60	1
	9:00 - 10:00 pm	60	1	60	1
	10:00 - 11:00 pm	60	1	60	1
Other	11:00 - 12:00 am	60	1	60	1
	12:00 - 1:00 am	60	1	60	1
	1:00 - 2:00 am			60	1

### **5.3 LOCAL & OTHER SERVICES**

With the implementation of US 36 BRT, the following adjustments to local and other services are proposed, grouped by Park-n-Rides as well as the new Boulder Junction at Depot Square within the City of Boulder.

#### **5.3.1 US 36 & Table Mesa Park-n-Ride**

##### **5.3.1.1 Route 206 Pearl/Manhattan/Fairview High School**

Discontinue the route segment between Boulder Junction at Depot Square (BJDS) and Boulder Transit Center due to low ridership averaging 8 passengers per service hour or 1.5 passengers per trip and duplicative service provided by Routes 205 and HOP. Increase the frequency between BJDS and Flatiron Business Park to 15 minutes in the peaks with a timed connection with Route BJCC. Boulder Junction at Depot Square will be the new western terminal for this route. This is part of the recently revised Boulder Transportation Master Plan.

#### **5.3.2 US 36 & McCaslin Park-n-Ride**

When the planned development for both Superior Town Center and the area of South Boulder Road and 96<sup>th</sup> Street occurs, RTD will consider changes to local services.

#### **5.3.3 US 36 & E Flatiron Center Park-n-Ride**

No local route changes are proposed.

##### **5.3.3.1 Route AB Boulder/Denver International Airport**

Route AB will become SkyRide service from Boulder Transit center/Louisville/Superior directly to Denver International Airport and not a US 36 BRT route. The route will operate hourly via US 36 to US 36 & Flatiron Center Station East, NW Parkway/E-470, Pena Blvd to Denver International Airport (DIA) (peak CU demand will be accommodated as now with supplemental trips). The ABA is discontinued—Stapleton and Airport/40<sup>th</sup> will be served by the A-Line when opened in 2016.

#### **5.3.4 US 36 & Broomfield Park-n-Ride**

No local route changes are proposed. Since the AB is discontinued from this station, customers can take the Flatiron Flyer to Flatiron Station connecting to the AB to DIA (takes slightly less travel time than currently). Development is scheduled to occur within the area of this PnR, both on the east and west side of US 36, as well as within the Interlocken Business Park. When this occurs, RTD will consider service changes as appropriate and warranted.

#### **5.3.5 US 36 & Church Ranch Park-n-Ride**

No local route changes are proposed.

#### **5.3.6 US 36 & Westminster Center Park-n-Ride**

No local route changes are proposed. Since the AB is discontinued from this station, customers can take the NW Rail (or the Flatiron Flyer until the rail line opens) to Union Station connecting to the A-Line to DIA (takes slightly longer travel time than currently).

#### **5.3.7 Other Services**

##### **5.3.7.1 Boulder Junction at Depot Square**

Boulder Junction at Depot Square is a new RTD facility that will be one of the termini within the City of Boulder for US 36 BRT services. Routes HX and S will be consolidated into the Route BJCC and will be rerouted and extended into Boulder Junction at Depot Square from their

current terminals at Pearl Street/ 29<sup>th</sup> Street for route HX, and Pearl Street/49<sup>th</sup> Street for route S.

**5.3.7.2 70<sup>th</sup> Avenue & Broadway Park-n-Ride**

When the Routes DD and T are discontinued (alternative connecting routes will be available), no regional routes will continue to serve this location. It is proposed to close this Park-n-Ride with the opening of US 36 BRT due to very low usage on these routes averaging a combined 15 passengers per day. Service connections for Routes 8, 31X and 72 will be provided on-street at the intersection of 70<sup>th</sup> Avenue and Broadway.

**5.4 ESTIMATED RIDERSHIP**

Figure 29 - Estimated 2016 Flatiron Flyer Weekday Boardings presents estimates of ridership at the station level that would be expected to be achieved in the first year of service. These estimates are based on August-December 2015 boardings and vehicle trips by station and time period. Because of the consolidation of routes, ridership by route is not easily estimated and RTD will closely monitor customer travel patterns and adjust service frequencies as warranted. These estimates are based on a higher than normal ridership response to frequency improvements to also account for anticipated improvements in speed and reliability. These estimates are somewhat conservative because demand induced by new reverse direction and off-peak services was not estimated; however, these services are not constrained by capacity. Note that the current boardings are different from those in Figure 14 because they are from a different time period and do not include Routes AB/ABA and L/LX. Total boardings are expected to increase approximately 1,600 per weekday or about 28%.

Figure 29 - Estimated 2016 Flatiron Flyer Weekday Boardings

Station	Current*	Estimated
Boulder Transit Center	527	648
Boulder Junction	67	108
Table Mesa	505	594
McCaslin	464	610
Flatiron	246	346
Broomfield	505	758
Church Ranch	192	219
Westminster	1,025	1,581
Union Station	2,105	2,326
Civic Center	127	194
<b>Total</b>	<b>5,763</b>	<b>7,384</b>

\*Routes: 86X, BF, BMX, BV, BX, DD, DM, HX, S, T

**5.5 PROPOSED RESOURCES**

The proposed service plan resources (see Figure 30 - Proposed Services Resources) results in an increase of 10,429 annualized hours, or 10.5% more than current service. Estimated peak vehicle requirements of 41 are well within the 59 vehicles (including spares) being purchased, allowing for additional services as warranted. Actual resources will be refined when schedules are produced.

Figure 30 - Proposed Services Resources

Proposed Services Resources				
	Service Hours	Annualized Hours*	One-Way Trips	Peak Vehicles
<b>Weekday</b>				
All Station	168	46,182	145	10
Denver-Westminster-Broomfield	24	6,597	24	4
Limited	84	23,091	88	12
Boulder Junction-Civic Center	66	18,143	56	9
DM	25	6,375	12	6
<b>Subtotal</b>	<b>367</b>	<b>100,387</b>	<b>325</b>	<b>41</b>
<b>Saturday</b>				
All Station	109	6,110	109	
<b>Sunday</b>				
All Station	56	3,488	56	
<b>Annual Total</b>		<b>109,986</b>		
* Includes deadhead.				

## 6 PROCESS & OTHER ISSUES

### 6.1 PROCESS

RTD is developing this service plan in concert with state, county, municipal and other transportation stakeholders and customer and public input on the following schedule:

- Proposed US 36 Service Plan – January 8, 2015 COMPLETE
- Stakeholder meetings to review proposed service plan – January 9 - February 10, 2015 COMPLETE
- Review Proposed US 36 Service Plan with RTD Board Operations Committee – February 10, 2015 COMPLETE
- Revised Proposed US 36 Service Plan – March 9, 2015 COMPLETE
- Conduct public meetings on Proposed US 36 Service Plan – March 16 - April 30, 2015 COMPLETE
- Revised Proposed Service Plan based on public input – May 31, 2015 COMPLETE
- Board approval of Final US 36 Service Plan – July 28, 2015
- Implement service plan – January 2016 (estimated)

This schedule provides time for substantial review and comment. The plan will be made available on RTD’s website for the widest possible access. In addition RTD staff will be available to make presentations to groups as a forum for detailed discussions. To request a presentation please contact Nataly Erving at [nataly.erving@rtd-denver.com](mailto:nataly.erving@rtd-denver.com) or 303-299-2059. Email comments should be sent to [service.changes@rtd-denver.com](mailto:service.changes@rtd-denver.com) with subject line “US 36 Service Plan.”

### 6.2 CHANGES AFTER IMPLEMENTATION

With the implementation of major service changes such as this, RTD closely monitors ridership response and operations to detect and remedy problems as soon as possible. Trips that are overloaded or unable to make their schedule are typically addressed immediately by

supervisory staff with standby buses and within days with schedule adjustments. Ridership and service patterns settle down in about 6 to 9 months after implementation and RTD will recommend changes to take effect about one year after opening.

### **6.3 PUBLIC INPUT, FINAL CHANGES AND ASSESSMENT OF KEY CONCERNS**

#### **6.3.1 Public Input**

RTD held a total of 5 public hearings between March 16 and April 13, 2015 within the communities of Boulder, Broomfield, Louisville and Westminster as well as Downtown Denver. Overall, more than 200 public citizens attended the hearings and gave a total of 77 verbal comments. A summary of these comments can be found in Attachment 1 (Summary of Verbal Public Hearing Comments). In addition, RTD received 189 comments via email (Attachment 2: Summary of Electronically Received Public Comments). Also received were several petitions and letters (Attachment 3: Petitions and Letters received). Staff assessed the key comments and made the following changes to the proposed service plan.

#### **6.3.2 Final Changes to Proposed Service Plan**

##### **6.3.2.1 US 36 & E Flatiron Circle & US 36 & Church Ranch Stations**

Based on customer input it is proposed to include US 36 & East Flatiron Circle Station on Route BJCC. For the same reason, it is now proposed to include US 36 & Church Ranch Station on Route DWB. See routes diagram Attachment 4.

##### **6.3.2.2 Direct service between Boulder Junction at Depot Square Station and Union Station**

Of the 220 current Route S passengers, 60 board or alight at Union Station. Based on customer input it is proposed to create a branch (the current Route S) of Route BJCC with 3 westbound AM and 3 eastbound PM BJCC trips during each peak period to serve Flatiron Business Park and Union Station. The proposal to increase Route 206 frequency from every 30 minutes to 15 minutes, during the peak periods, between Boulder Junction at Depot Square Station and Flatiron Business Park is removed.

#### **6.3.3 Assessment of Key Comments**

##### **6.3.3.1 Service and stops along Broadway within Boulder**

Some stakeholders asserted that there is a reduction in bus trips along Broadway in Boulder. The operating plan does not propose a decrease in service during any time period along Broadway. In fact, the total number of bus trips is increased from 190 to 245 each weekday, a 29% increase.

Specific stops for US 36 BRT Express, Local and DM within Boulder along Table Mesa Drive, Broadway and 28th Street, as well as for Downtown Denver and Anschutz Medical Campus will be proposed during the regular January 2016 service change process, to allow more detailed bus stop analysis.

##### **6.3.3.2 Discontinuation of midday express service (current Route BX)**

The current midday express service connecting Boulder, Louisville and Superior to Denver is proposed to be discontinued. This is because it is proposed to increase the all stop service from every 30 minutes to 15 minutes. Ridership on the existing express trips is a very modest 24 passengers per trip and the time savings is very modest, even for the longest trip. RTD

anticipates a net increase in ridership within the entire corridor due to the increased frequency and bi-directional access to all stations in midday.

#### **6.3.3.3 Service to BJCC Boulder Junction at Depot Square Station inadequate**

A major objective of the US 36 BRT Service Plan is to create a strong corridor by consolidating the existing routes and improving their frequency so riders can reach multiple destinations conveniently. The proposed plan recommends such a consolidated route between Downtown Denver and Boulder Junction at Depot Square Station. Currently the Route S has 7 and the Route HX has 24 for a combined total of 31 peak-direction only trips per day. The proposed Route BJCC has 56 trips, an 80% increase offering robust, bi-directional, peak period service. In addition, the branch of Route BJCC (current Route S) will provide 6 more trips, 3 in the AM and 3 in the PM peaks. Passengers to Flatiron Business Park can transfer at 28<sup>th</sup> Street & Arapahoe Avenue, between Route BJCC and Route JUMP, which operates every 10 minutes. They may also transfer to Route 206 at Boulder Junction at Depot Square Station. Route 206 operates all day, every 30 minutes, between Boulder Junction and Depot Square Station and Flatiron Business Park. This substantial increase in total service, considering there is already excess capacity, will require a very substantial increase in ridership to meet service standards; thus more service is not warranted at this time.

#### *Proposed travel times compared to current*

The travel time between Civic Center Station and Boulder Junction at Depot Square Station (current route HX) is estimated to decrease from 59 minutes to 54 minutes. Travel time between Union Station and Flatiron Business Park (current Route S) is expected to decrease from 64-69 minutes to 61 minutes, even with the timed transfer at Boulder Junction at Depot Square Station, between Route BJCC and Route 206.

#### *No midday service*

The current weekday ridership on the Route HX is 800 and 220 on the Route S, for a combined 1,020. Considering the 80% increase in peak period service and the peak/midday ridership ratio of 2 to 1, it is prudent to wait for rider response to the proposed service before adding new, potentially unsustainable midday service. If demand increases to meet service standards, RTD would consider adding service.

#### **6.3.3.4 Boulder Junction at Depot Square Station SkyRide service**

Demand at Boulder Junction at Depot Square Station does not currently warrant direct airport service as compared to other SkyRide routes and stations in the US 36 corridor; total Route BJCC ridership at the station is estimated to be 108 and ridership to the airport would be significantly less (see #5 below). Connections to SkyRide from Boulder Junction at Depot Square Station can be made via local routes at either Downtown Boulder Station or US 36 & Table Mesa Station. Additionally, there is limited parking available at Boulder Junction at Depot Square Station and the agreement with the owner of the parking garage prohibits overnight parking.

#### **6.3.3.5 US 36 & Broomfield Station and US 36 & Sheridan Station SkyRide service**

A direct route from Broomfield and Westminster to DIA is not supported by the current ridership on Route AB, with an average of only 36 and 75 boardings per day from Broomfield and Westminster, respectively, out of the total 769 daily boardings. Instead, customers will be able to use the Flatiron Flyer to connect with the new SkyRide AB or the A-Line commuter rail to DIA, with the Flatiron Flyer operating at 15 minute frequency or better, thus offering good connections.

The travel time will be about the same, even accounting for a transfer, because the new Route SkyRide AB and A-Line will be notably faster than the current SkyRide AB. From Broomfield customers will take the Flatiron Flyer to US 36 & East Flatiron Station and Route AB to DIA in 48 minutes (including transfer) compared to 57 minutes currently. From Westminster (US 36 & Sheridan Station) customers will take the Flatiron Flyer to Union Station to the new A-Line to DIA in 55 minutes as compared to 51 minutes currently.

**NOTE:** The Route AB will remain as is until the A-Line opens later in 2016.

#### **6.3.3.6 Route T discontinuation**

Currently, Route T has 6 trips (3 AM, 3PM) and averages 20.5 boardings per trip, but more importantly the subsidy per passenger is \$11.15 which is higher than the 10% maximum service standard. This ridership does not warrant the continuation of this service. Alternate service will be available via the Flatiron Flyer transfers with light rail at DUS. It is also proposed to increase service on the E-line to every 15 minutes in the peaks, to allow for more convenient transfers. As an example, travel time between US 36 & Table Mesa Station and Arapahoe Station in the Tech Center is estimated to decrease from 85 minutes now to 70 minutes (including the transfer).

#### **6.3.3.7 Bike capacity**

Some stakeholders and customers believe that bike capacity will be reduced on the Flatiron Flyer. The new buses carry 6 bicycles, the same as existing buses. In fact, RTD is increasing overall bike-carrying capacity in the corridor, with the increased number of bus trips during all periods of the day and with bi-directional service. As people become accustomed to the new service levels, RTD expects a more even distribution of bike loading and, should bike storage on a particular trip be at capacity, waiting for the next bus will be greatly diminished.

#### **6.3.3.8 Managed & Shoulder Lanes**

The US 36 BRT Project includes the extension of the managed lanes from Pecos/Sheridan Station to Table Mesa Station. Since these managed lanes are located on the median side of the highway, they will be used by the Express routes. Local routes may use the managed lanes and also may use the 12 foot, right shoulder lanes during congested periods when the general lanes speed is less than 35 mph. The maximum speed for buses on the shoulder is 15 mph above the general lanes speed, up to a maximum of 35 mph.

Some stakeholders and customers feel that all routes should use the full extent of the median managed lanes. RTD has based its initial operating plan on the experience with similar shoulder lanes in Minneapolis, Minnesota. As RTD gains its own experience, especially where safety is number one, RTD may modify operating rules to improve performance.



6/25/2015

## Attachment 1 Summary of Verbal Public Hearing Comments

The following is a combined summary of the verbal comments made by 77 citizen commenters at five (total) separate RTD public hearings regarding the Proposed US36 BRT Service Plan. The five publicly advertised hearings were led by RTD Service Planning/Scheduling staff and held on: March 16, 2015 (Boulder); March 26, 2015 (Broomfield); April 1, 2015 (Louisville); April 2, 2015 (Westminster); and April 13, 2015 (Denver). More than 200 general public citizens attended the hearings. Each public hearing followed the same format with: introductions of staff and elected officials, a staff presentation of the proposed US36 BRT service plan, a question/answer period for clarifications, and the formal public comment period. Additional public comments, not enumerated here, were also submitted to RTD staff separately in writing and email (being taken thru May 1, 2015).

### Boulder Hearing (Boulder Public Library, 6pm, 3/16/ 2015)

- Commenter is a Boulder City Council member who wished to express concern about the service proposal and made the following statements: **The Flatiron Flyer is an inadequate service for BRT.** Steps on buses make the service inaccessible for many riders. **Service represents a \$1.5B savings compared with rail.** Service increase looks worse to Boulder. NW area cities supported a train on I-225, not anticipating that their own service would be reduced. Highest system farebox collections come from Boulder. **Lack of midday and weekend service between Boulder Junction and Denver is not acceptable, nor is the lack of service between Boulder Junction and Denver Union Station.** Requests RTD improve service along the corridor.
- Commenter represents **U.S. 36 Commuting Solutions. Supportive of 15-minute all-station service, new DWB route, 30-minute frequency on SkyRide via NW Parkway, service connecting Boulder Junction and Civic Center Station, and all-day bi-directional service along U.S. 36.** Concerned about a reduction in frequency along Broadway corridor, elimination of midday express service, longer travel times to Denver International Airport, elimination of Route S, conversion of Route HX to local service, the lack of service between Union Station and Boulder Junction, and the lack of service between Boulder Junction and Denver International Airport.
- Commenter is a small business owner in downtown Denver and a university student. Believes there is a **misconception of the level of service which will be provided along Broadway in Boulder and that RTD should provide better communication with the University of Colorado community to eliminate this misconception.** Stated appreciation for the work of RTD with local representatives.
- Commenter questioned the absence of the District O RTD board member at the meeting. Believes that using Route HX as a basis for planning other services is a bad technique and that Boulder Junction will be a joke because service never runs there. Expressed disappointment in a 10% reduction in capacity for bicycles on new buses. Believes cyclists will experience a loss of capacity and questioned RTD's failure to install three-position bike racks on its vehicles.
- Commenter is the chair of the City of Boulder Planning Board, but is not speaking on its behalf. Explained that many transit-oriented development projects are planned around Boulder Junction at Depot Square and that the board faced significant pushback from

the community during the planning of these projects. *Stated that the projects were approved with the understanding that a significant transit presence would exist. Service proposal does not describe off-peak service to Boulder Junction, nor does it include service to Denver's Union Station or International Airport. Stated that there is an untapped demand at Boulder Junction for transit service which is not expressed in RTD's projections.*

- Commenter is a representative of the Boulder Transportation Committee. Stated the importance of the connection between Greater Denver and Boulder. **Believes that there should be an equitable distribution of funds throughout the district. Fewer transfers between vehicles should be required, not more. Routes S and HX should be maintained.** The investment in U.S. 36 service should be increased. *Direct service between Boulder Junction and Denver Union Station should be created. Broadway service should be improved.*
- Commenter is the transportation director for Boulder County and spoke on the behalf of the County. Stated that no one should receive worse service than it currently receives. Questioned the balance of local versus express service along Broadway. *Stressed the importance of service to Boulder Junction and the East Boulder employment centers.* RTD should not reduce service anywhere. RTD Board should allocate increased funds to the corridor. Spoke positively about the increase in all-day, all-station service at a local fare to support low-income riders, as well as the option of an all-day pass at the price of a single fare. Stated that service should not be reduced as a result of FasTracks.
- Commenter believes that mass transportation is misunderstood by the State of Colorado. Understands the challenging of serving a car-oriented area such as Metro Denver. RTD should not be a challenge to its users. Sanity in the EcoPass program is recommended, eliminating the confusing neighborhood-dependent nature of the program.
- Commenter views the service proposal as a shuffling of RTD service. Looking for the rollout of a flagship service along U.S. 36. Questions why RTD does not feel it has a mandate to provide similar service along the corridor. Explained that land use decisions have been made based upon transit service to allow for car-free and car-light lifestyles. Boulder deserves similar service and timeframes as other corridors. **Service should be increased to support the development of Boulder Junction.** WiFi and real-time information should be provided to customers.
- Commenter manages a bus pass program for the University of Colorado and did not speak on the behalf of the institution. Stated that students are responsible for 400,000 annual rides on Route BV and that 25% of students do not leave their homes until after 9:00 A.M. Sacrificing Routes BMX and BX does not help these riders and struggles to understand RTD's logic for discontinuing these routes. *Recommended adjusting the end of the morning peak period to 10:00 A.M.* Hopeful that new coaches will have improved wheelchair lifts to speed boarding. Believes that the improved SkyRide service will be beneficial for students and that RTD should continue to improve services for students.
- Commenter was previously an intern at RTD and did not speak on RTD's behalf. Complained about riders who place their feet on seats. Explained the improvements on

buses, including increased legroom, stop announcements, and LED headlamps. Believes RTD does a good job. Questioned lack of bi-directional express lanes on I-25.

- **Commenter questioned the logic of eliminating Route T which serves a geographically unique area.** Stated that travel time for Route T riders would increase to 2-2.5 hours. Elimination of the route would cause people to leave Boulder County. Recommended RTD maintain geographically unique routes.
- **Commenter recommended the retention of midday express service and the addition of lifeline service at night (night owl service) along U.S. 36.** Stated that the service span of Route AB impacts the availability of flight choices for Boulder residents. Believes that stopping at Flatiron Park and Ride is unnecessary for Route AB.
- Commenter is a longtime RTD supporter, an EcoPass user, and was on the Boulder City Council as it discussed FasTracks. Thanked RTD for the service improvements. **Requests improved service on Route AB and a reduction in fare for Route BV.** Disappointed in the reduction in service for Route BX. The marginal service between Boulder Junction and Denver Union Station will doom it to failure, missing the pent up demand at Boulder Junction. Believes that bicycle capacity should be increased, not decreased. Suggested that service seems to be reallocated instead of increased proportionally as with other service areas. Expressed disappointment with the loss of rail.
- Commenter is a former RTD board member and the director of the Boulder Chamber of Commerce. Expressed understanding for the challenges faced by RTD and believes transit must be successful. Hopes to increase mobility through increased investment in transit service. Believes that vision is necessary and that RTD should see this service plan as a successful service. No service similar to the Flatiron Flyer currently exists, and the community is counting on RTD to put sufficient service on the street.
- Commenter spoke regarding the **lack of service near the Boulder Junction development, believing it is unacceptable for future demand.** Regarding bicycles on U.S. 36, there is sufficient demand for bicycles on buses. The new bikeway will increase demand for bike racks on buses, especially for one-way bike commuters.
- Commenter is a U.S. 36 rider who would like to see an increase in capacity for bicycles on buses. Stated that there is an important connection between the East Flatiron Crossing Park and Ride and Denver International Airport. Thanked RTD for bringing sanity to the BV schedule.
- Commenter has been a transit rider for 35 years. Northwest corridor has supported transit for many years, but believes that RTD only wants to do a good job instead of a great job for the corridor. Stated that RTD should measure efficiency by how long it takes customers to travel from door to door rather than the speed of a bus. A reasonable travel time should be considered, as should the level of complexity required to complete a trip. Stressed RTD should be cautious when consolidating boarding points as some passengers might not be able to access the system. Expressed concern with the EcoPass program. Buses should be simple and predictable for cyclists to board. Observed lines at Union Station during a recent snow event and questioned the service proposal's ability to handle such a service disruption.

## Final US 36 Service Plan

- Commenter lives and works in Boulder, riding the BX frequently. **Concerned about the plan and the loss of the off-peak Route BX service. Requests a direct connection between Boulder Transit Center and Denver Union Station.** Concerned that the new fare schedule and increase might discourage ridership and make the EcoPass less attractive.
- Commenter has been a Denver commuter since 1975, previously riding the Denver Boulder Bus service. Appreciates the improvements in the U.S. 36 corridor for transit riders since 1975 and rides Route HX. Thanked RTD for its responsiveness to changes in demand and hopes that demand surveys will occur for service between Boulder Junction and Denver's Union and Civic Center Stations. Requested that FreeMetroRide be improved to provide off-peak service.
- Commenter is a former mayor of the City of Boulder and a former Boulder County Commissioner. Urged RTD to look at the project in the same way it viewed the rollout of light rail. RTD took a vision to light rail, people looked at it and wanted more. RTD is looking at BRT as an expansion of FasTrack, so U.S. 36 should be treated in the same way. People should view this service as an example of future BRT in the region.
- Commenter is a Boulder City Council member, appreciative of the new service. Played a role in the downtown Boulder EcoPass program with 7,000 participants. Believes this service is an opportunity for RTD to say thank you to Boulder for how it has accepted transit. Boulder feels it is at the end of the road and that it is never going to get a train. Additional funding should be invested here, especially given the transit oriented development at Boulder Junction. The city's commitment to density does not match the proposed service offered by RTD. Stated that RTD should not predetermine if a route will be popular.
- Commenter believes RTD needs to bring more funding to the table for this project. The process of adding and removing service isn't right. The Northwest corridor communities paid \$28M for FasTracks, but RTD is only offering \$1M in additional service. Stated that the fare structure between McCaslin and Boulder Transit Center is confusing. **Stated that Route 206 augments Route S, but only serves Flatiron Business Park. Believes that all proposed cuts should be eliminated and that express service should be increased during peak periods. Route AB service should be added at Boulder Junction.**

### Broomfield Hearing (George Di Ciero City & County Building, 6pm, 3/26/ 2015)

- David Driscoll identified himself as a board member of 'US36 Commuting Solutions' and was speaking on its Board's behalf. He said he was concerned about the overall proposed operating plan and its lack of more service. He said the US36 corridor contributes \$20M in tax funding annually to RTD but is receiving only \$900K in new proposed BRT fastracks service. This is a service inequity for the NW quadrant of the RTD district. More service should be added into the US36 service plan.

- Debra Basket identified herself as a staff member of the City/County of Broomfield and board member of 'US36 Commuting Solutions'. She said RTD staff had worked hard on the proposed plan but that the overall service proposed was not enough. She said the 'on-shoulder' running would be a benefit. She said no customer should have less service which parts of the plan had proposed including: **(1) the 'DWB' service pattern should be a 'local fare' (2) the Flatiron PnR should have more service than was proposed in the Plan and (3) DEN Airport service should be added to/from the Broomfield PnR.**
- Lee Robinson identified himself as a resident of Broomfield who lived adjacent to the Flatiron PnR. He said he was **most concerned that the existing HX pattern should continue to serve the Flatiron PnR**. He said: (1) HX was the most popular route serving the Flatiron PnR (2) 20% (1/5) of the current HX route riders boarded at Flatiron PnR (3) the Flatiron PnR had much better access to it than the nearby Broomfield PnR (4) Increasing development was underway adjacent to the Flatiron PnR (5) the proposed plan eliminated the existing direct HX connection to the Civic Center Station in Downtown Denver from Flatiron PnR. Later in the hearing Mr. Robinson reiterated that 20% of the current route HX pattern riders boarded at the Flatiron PnR and that this was both a relatively large number and a significant number of riders. He also said he knew there were many riders who said to him that they were very concerned about the proposed reduction in service to Civic Center from Flatiron PnR but that could not attend the hearing.
- Sharon Quigley was most concerned that the **proposed HX pattern that she used would be discontinued from the Flatiron PnR**. She said the replacement service offered would take 2X longer for her. She said she had moved to her current residence with the HX pattern in mind. She said a 27 min trip currently would take up to 47 min. She said the fare on US36 should be 'local' fare.
- Janet Michaels said she generally liked the proposed service plan. She liked the consolidated, rationalized patterns. She said she could ride from the Broomfield PnR or nearby other PnR. But, she said **RTD should keep the (HX pattern) at Flatiron PnR**.
- Tom Mueller said the US36's proposed 'Limited Service Pattern' should be a 'limited fare' (not a local fare). He said the US36 plan proposed was inadequate in that it did not directly have a fare plan attached to it.
- Lisa Engleking was most **concerned about the proposed elimination of the 'S' route pattern**. She said the proposed connecting bus service would take longer and require a transfer. She said the E. Boulder area is experiencing dramatic current new development and the 'S' should remain. She also was concerned that the 'All-Station' pattern proposed on US36 should use the inside 'Express lanes', not the outside or general traffic lanes.
- Sean Salisbury expressed **concern about the proposed elimination of the existing HX pattern at the Flatiron PnR**. He said he agreed with Lee Robinson's comments (made earlier during the hearing). He said the HX provides a current good, well used, connection to the Civic Center Station in Denver – and it should be included in this service plan. The current plan proposed would require a transfer in Downtown Denver from the 'All-Station' pattern to the 'Mall shuttle' which operates too slowly. It would add

15 min. or more to his commute. He also expressed concern that eliminating the HX pattern at Flatirons PnR would negatively impact adjacent retail/businesses. Later in the hearing Mr. Salisbury reiterated that there was increasing new development occurring near the Flatiron PnR and that the HX pattern should continue to serve the PnR and that expanding market.

- Julie McCabe identified herself as a resident of Boulder. She was most concerned that no 'real-time' bus arrival information is yet available at RTD bus stops/PnRs. She said RTD was forgetting about the customer. She also said RTD had generated \$583M in tax receipts from the NW RTD corridor since 2008 and over \$60M per year. She said RTD was suffering from FasTracks budget woes of being \$1.5B overbudget. However, with FasTracks funding shortfalls, only \$135m was being given back in RTD funds to the corridor. She said the NW corridor was receiving inequitable service and getting shortchanged by RTD.
- Joe Rocoskey identified himself as a resident of Boulder and has been a rider since 1979. Overall he said that RTD has managed service on the US36 corridor well over the years and has made good incremental improvements. He said he was **surprised how long the 'T' pattern had lasted already, but said it should be retained perhaps in the A.M.** He was generally supportive of the proposed service plan and said "We should give it a 'try'".
- Michael Guidarelli identified himself as a resident of Lafayette and asked to know how the plan would address the Town of Lafayette. (RTD's Mr. Diaz asked him to stay after the hearing portion of the meeting so he could answer his questions directly).
- Debra Crawford said she lived near the Flatiron PnR and lived inside the City of Broomfield, proper. She said she moved there for the RTD service, but said the Broomfield Call-n-Ride did not specifically serve her address. She asked that the Broomfield Call-n-Ride be expanded to serve her address.

Louisville Hearing (Louisville Recreation Center, 6pm, 4/1/ 2015)

- **Commenter objected to the cancellation of Route AB service to Broomfield Park and Ride.** Disliked the increased travel time between Broomfield and Denver International Airport. Spoke of frequent car break-ins at the Flatiron Park and Ride. Believed Broomfield is being shortchanged by these service changes. Disagreed with the argument that Northwest Parkway will be a faster routing for Route AB due to the improved travel time along the U.S. 36 corridor. Thanked Chairperson Sisk for his response to a complaint. Mentioned that it appears RTD's desire is to save money. If time is equal to money, the current routing of the AB is equal in distance to the new routing along the Northwest Parkway. The commenter stated an additional comment will also be offered in writing.
- Commenter spoke of the positives of the bidirectional service. Stated that using Northwest Parkway will help to eliminate the long travel time to the airport and will increase likelihood of passengers riding Route AB to Denver International Airport. Concerned that the H bus will actually increase in travel time. Appreciated that there are people at Flatiron Park and Ride who would use the service, but recommends not increasing the travel time for others. Appreciated the predictability of the new service,

but does not believe that this predictability will actually occur in practice. Frequent buses won't necessarily show up at their scheduled time. Off-board payment will be unfair for people who actually pay their fare because there are so many people who currently use light rail and don't pay their fare. Operators are so confused with the current routings and changes to ramps along U.S. 36, operators are frequently missing their turns due to constantly changing routings and interim roadway designs.

- Executive director of U.S. 36 Commuting Solutions stated that formal comments from the group were submitted to RTD. U.S. 36 service plan is the area's contribution to FasTracks. Spoke about need to receive benefit along the corridor from the tax investment from this service area. Pleased by good attendance at the meeting. Stated that FasTracks should result in an improvement in service for customers, not a reduction. Expected to see an improvement in service around the Boulder Junction development. Concerned about the low level of service to that emerging market, as well as others. Believed that RTD should maximize its investment along the U.S. 36 express lanes. Expected a comparable investment in the region compared with other areas in the RTD area. Appreciated working with RTD staff on the plan. Viewed 15-minute all-day, 10-minute peak frequency at all stations as an improvement. Appreciated the service from Broomfield and Sheridan. Liked the rerouting of AB. Lack of service... (3 minutes elapsed)
- Louisville resident and RTD rider believed they are receiving a "triple whammy". Expected a rail line and isn't going to get it. Carpool lanes are being changed from 2 to 3 people. BRT is reducing service, specifically to Civic Center. Service between Superior and Civic Center is getting worse as a result of the plan. Additional stops at Westminster increases service for that area which is also getting rail service. Not fair that they are getting better service while the north end of the service area is getting worse service. Spoke about the capacity of the Park and Ride on both sides of the U.S. 36 freeway. Additional stops between Superior and Civic Center Station unnecessary. Recommended staff be flexible to adjust for new travel times. Noted an increase in flexibility along U.S. 36, but not for others. Suggested the reconsideration of the elimination of the Superior Park and Ride.
- Louisville resident rides Route H to Civic Center. Stated displeasure about the lack of rail service along the corridor. Questioned whether travel times will decrease to Civic Center Station. Believed recent changes actually increased travel times. **Supported the reinstatement of stops at Flatiron Park and Ride.**
- **Broomfield resident stated that SkyRide service along Route AB should continue to Broomfield given the number of connection points at that facility.** Reduces the number of transfers required to get to Denver International Airport. Recommended RTD continue to serve Broomfield.
- Superior resident who travels from McCaslin to Union Station was okay with the use of buses instead trains. Believed the express flexibility of buses is good. Stated pleasure with how snow day service serves every stop. Expressed excitement about the changes and the reliable service, as well as the reduced travel time to the airport.
- Commenter spoke on behalf of the City of Louisville and had previously submitted comments to RTD. Liked all-station service and the increase in frequency throughout the

day. Appreciated the new airport service routing. **Believes RTD is simply shuffling service around rather than creating new service.** Louisville feels strongly that there should be no reduction in service through the FasTracks program and will continue to have conversations with RTD.

- Boulder resident agreed with others who wished to increase the transit investment in this part of the region. Believed it was important to continue serving the area. Believed there will be a decrease in midday express service and hoped to see more frequent express service midday. HX is always full at Table Mesa and recommended it be an express service. Wants 5-minute frequency along U.S. 36.
- Louisville resident would like an increase in the number of Route AB buses, especially during school breaks. Asked that RTD increase frequency or have other buses waiting in the cases of overloads. Route AB is extremely chaotic during break times. Suggested additional weekend service on Route AB.
- Commenter supported additional midday service for students, teachers, and others who work non-standard hours. Recommended RTD use smaller vehicles for midday express service rather than to eliminate it.
- Louisville resident stated that waiting for the bus at Island 5 at Denver International Airport is chaotic and cold.

Westminster Hearing (City Park Recreation Center, 6pm, 4/2/ 2015)

- Craig Coon identified himself as a member of the US36 Commuting Solutions board. He stated the proposed service plan had good elements including: bi-directional 15-minute headways on weekdays and Saturdays, and additional Broomfield/Westminster frequencies in peak-hours/peak-direction to/from Union Station. However, he said that RTD should add more funding to the plan to serve large new/expanding rider markets currently being built in the corridor including: **(a) more service at Boulder Junction and (b) one-seat DIA-Broomfield service.**
- Emily Nowicki **urged that the 'T' route pattern be retained.** She explained she rode the 'T' from Westminster to the Tech Center regularly and worked at Oracle. When the 'T' had been proposed for elimination in the past, she tried various alternative RTD rail and bus alternatives but each took far longer than the 'T'.
- James Stetterberg explained he was an RTD operator and operated the AB route often. He **urged that the AB continue at Westminster PnR as many DIA workers rely on that service** to get to/from work at DIA.
- Connie Wolff explained that she worked at DIA and relied on the 'AB' at Westminster PnR. She said that she and others would face longer commute times than currently exists and that the **AB should be retained at the Westminster PnR.**
- Aric Otzelberger identified himself as paid staff of the City of Westminster and that he was speaking for the City. He explained the City appreciated RTD's hard work in crafting the proposed US36 Service Plan and liked several elements including: all-day 15-minute bi-directional service at all stations - including Church Ranch PnR. However,

he said the City was asking RTD to add more resources, specifically, so the **'AB' remained at Westminster PnR with one-seat service to/from DIA.** The replacement service would take longer and the proposed discontinuance of the AB at the Westminster PnR was a significant loss for the City that should be changed.

- Cory Lacert explained he was speaking for his company, employing 485 people, at the FlatIron Business Park in East Boulder, currently served by the **'S'** route pattern. He said his company provides RTD transit passes to its employees, many of whom rely on the **'S'**. He urged for the **'S' should remain as it benefitted adjacent communities, such as Westminster, by allowing employees to live in Westminster and access jobs in East Boulder.** He said he was cyclist and riding a bike would become more cumbersome with the proposed transfer that would be required if the 'S' would be discontinued.
- Clayton Dean urged RTD to **keep the 'T' route pattern as part the US36 service plan.** He said that RTD was incorrectly pushing riders away when it should instead be expanding rider options. He said the 'T' should instead be promoted so that it could expand in the future and make it better.
- Cathy Voecks urged RTD **not to eliminate the 'T' route pattern.** She said light rail is slow and the replacement trip, including transfers, for her will take much longer. She added that since the fare study was not yet decided, she was concerned her replacement trip would require she need to also pay two fares, one for bus, and another for light rail to complete her trip. She said 'T' drivers also needed more training to drive the speed limit when possible as they often operated too slowly on the I-25 HOV lanes.
- Glen November explained that he worked at Ball Aerospace. He **urged that the AB continue at Westminster PnR and that discontinuing it was wrong.** He also urged that the **'HX' route pattern ('BJCC') serve Church Ranch PnR.**
- Tracy Kraft-Tharp (State Representative) complained that RTD had incorrectly not included the Fare Study as an intended component of this US36 Service Plan Hearing. She said she had been led to believe this would be the case and apologized for informing any of her constituents that this meeting would also be about the Fare Study. She said the proposed US36 Service Plan was a big change along with a fare change. She said she was dismayed at the lack of consideration showed by RTD in that it was requiring citizens to attend two separate public meetings and unfair to citizens' time.
- Paula Fossum urged RTD to **keep the AB at Broomfield PnR.** She said that the proposed replacement service, requiring a transfer at the FlatIron PnR, would require needless, cumbersome luggage transfers for riders and drivers alike.
- Emma Pinter (Westminster City Council) reiterated the City of Westminster's position that **retaining 'AB' service at Westminster PnR** was of significant importance to the City. She also expressed her **concern about the proposed discontinuance of the 'T' route pattern.**
- Ryan Nee identified himself as a formally representing a large employer ('Markit') based in East Boulder. He stated the company had 500 employees covered by employer transit pass programs. He stated transit's importance for many employees who live in

the City of Denver. He specifically said that proposed **elimination of the 'S' route pattern would be an inconvenience** as it currently is a one-seat ride that should be retained. He also stated that any timed transfer to/from route 206 at Boulder Junction needs to be made more via more reliable 206 schedules.

- Mary Fossum stated that she worked at the Denver Airport and that she relied on the current AB route from Westminster. She stated that the **AB at Westminster should be retained** and that there were many other employees who boarded the AB at Westminster and Broomfield that would be left hanging in the breeze and negatively affected. She pointed out that the proposed replacement location for the AB in Broomfield, serving its Flatirons PnR instead of the Broomfield PnR, did not have covered parking, which was another downgrade.
- Kim Zilis stated that the **current HX route, at Flatirons PnR**, has often been standing room only. The loss of Flatirons PnR, on the BJCC (HX) route pattern, was a wrong and it **should be added back into the plan**.
- Kuan-Hsuen Lee stated that he was a university student in Denver and that he liked the proposed plan and the new service ideas and concepts in it. He said he thought that more advertising and promotion of the 'Metro Ride' route in Denver could be used to help offset some riders' concerns regarding the proposed loss of the one-seat ride to Civic Center Station from the Flatirons PnR.
- Helen Bushnell said she was happy about the service plan and glad it was finally going to happen. She urged that the fare should be 'Local' along the corridor - especially at Broomfield PnR. She also added that it needs to be made easier to walk, and use wheelchairs, near PnRs along the corridor. She said RTD needs more outreach to diverse rider groups, including those who ride the #206 route.
- David Cook said he was speaking for himself and not CU-Boulder, where he works. He thanked RTD staff for its hard work in crafting the propose service plan for US36. He said however that RTD should add more FasTracks funds to the corridor to increase service on it. He also said the plan has, in certain instances, times where it offers fewer trips than currently exist at peak of the peak hours. He said this would crowd buses as certain times and affect bike capacity. He urged that the **route 'S' pattern be retained** – especially at a time when there is increasing development on E. Arapahoe Rd, a recently opened Hospital complex, and Ball Aerospace expansion.
- Bradley Kohler said he worked at the Denver Airport and regularly rode the AB from the Westminster PnR. He said the proposed **elimination of the AB at Westminster was a problem** and would require a significantly longer travel time on the future US36 BRT to DIA rail transfer – or the NW rail transfer to DIA rail. He added that there was already a bike and luggage capacity problem on the AB bus that will only get worse. **He said that there would be a 5-6 month gap in DIA service from Westminster entirely, if the AB ended in January, but if NW rail did not start until the summer.**
- Patrick Ricard said he liked the service plan in that it offered a significant benefit to 'reverse-commute' riders, like himself, going into Boulder to work. He added that the existing mid-day express pattern should be retained. He urged RTD to carefully

consider the 'BJCC' (HX) route pattern should avoid Rockies baseball game day delays in Downtown Denver.

- James Wadell said he was a member of Boulder's 'B-Cycle' group. He said **the route 'S' pattern should remain** and that it was not frequent enough. He said the **BJCC route should operate via Foothills Pkwy in Boulder, vs 28<sup>th</sup> St, to/from Boulder Junction station.**

Denver Hearing (RTD Administrative Offices, Noon, 4/13/ 2015)

- Ryan Nee identified himself as a formally representing a large employer ('Markit') based in East Boulder. He stated the company had 500 employees covered by employer transit pass programs. He stated transit's importance for many employees who live in the City of Denver. He specifically said that **proposed elimination of the 'S' route pattern would be an inconvenience** as it currently is a one-seat ride that should be retained. He also stated that any timed transfer to/from route 206 at Boulder Junction needs to be made more via more reliable 206 schedules.
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- James Wadell said he was a member of Boulder’s ‘B-Cycle’ group. He said the **route ‘S’ pattern should remain** and that it was not frequent enough. He said the BJCC route should operate via Foothills Pkwy in Boulder, vs 28<sup>th</sup> St, to/from Boulder Junction station.

## Final US 36 Service Plan

### Attachment 2 Summary of Electronically Received Public Comments

Date	Last	First	Route/Topic	Comments
2/18/2015	Ball	Kathy	120X	Concerned with reduction in service. Already standing loads - buses leaving passengers
2/23/2015	Domenico	Ben	AB	Concerned that passengers would need a transfer to travel from Boulder to DIA after opening of East Line.
4/1/2015	Smith	Linda	AB	Wants continued service from Broomfield PnR
4/2/2015	Bartlett	Andrew	AB	Concerned that Longmont will no longer have route to DIA
4/2/2015	Berlin	Gary	AB	Against removing route from Broomfield pnR - Flatirons is inconvenient and unsafe
4/2/2015	Henke	Dan	AB	Wants service from Broomfield PnR to continue
4/2/2015	Painter	Brian	AB	Wants service from Broomfield PnR to DIA
4/6/2015	Anderson	Lorraine	AB	Opposed to removing bus from Westminster pnR
4/7/2015	Fossum	Paula	AB	Opposed to cutting service from Broomfield pnR
4/7/2015	Wilimont	Alan/Doris	AB	Opposed to cutting service from Broomfield pnR
4/13/2015	Tomlinson	Georgenne	AB	Upset over changes to AB route - wants direct route to DIA
4/15/2015	Knott	Richard	AB	Against changes to service
4/15/2015	Sindt	Laurie	AB	Against changes to service to DIA
4/21/2015	Papp	Scott	AB	Wants service to continue from Flatirons PnR
3/17/2015	Lorden	Tommy	AB US 36 Plan	Requesting Express Service from Boulder to DIA - No stops and alternate routing in case of traffic issues
4/2/2015	Tiderman	Michael	AF	Concerned about the 12:50 AM AF TO DIA
4/5/2015	Enterline	Walt	BJD	Concerned with lack of service between BJD and DUS
04.30.15	Carrigan	Aileen	BRT	Opposed to vehicle choice for BRT
3/16/2015	Van Domelen	Julie	BRT Service - Fare Increases	Concerned with lack of services - and lack of affordable service of fixed income passengers
2/23/2015	Mariana	Vieira	BX	Concerned about cutbacks in service - would like to see Express service all day
3/24/2015	Miller	Michael	BX	Requesting stops of Broadway/27th continue
3/16/2015	Schmitz	Marjorie	BX US 36 Plan	Concerned about losing Express Service midday to Boulder
3/10/2015	Blodgett	Kristen	BX/BMX/BV	Concerned the bus will no longer go to CU as an Express - 1 seat stop
3/10/2015	Massey	Cabell	BX/BMX/BV	Concerned that bus won't go straight to CU Campus - wants CU to Express Stops
3/10/2015	Mcclurg	Molly	BX/BMX/BV	Concerned that bus won't go straight to CU Campus - wants CU to Express Stops
3/10/2015	Schroeder	Calli	BX/BMX/BV	Concerned that bus won't go straight to CU Campus - wants CU to Express Stops
2/22/2015	Sucharov	Carmen	DM	Requesting an additional AM bus to Anschutz
4/14/2015	Johnson	Jonathan	Express	Would like Express service into the PM hours
2/24/2015	Judd	Patrick	Frederick/ Firestone	Requesting better transit options between Frederick/Firestone and Boulder
3/23/2015	Doraisingam	Shankini	HX	Wants service to continue from Flatirons to CCS
3/23/2015	Swisher	Jordan	HX	Wants service to continue from Flatirons to CCS
3/24/2015	Venable	Chris	HX	Wants service to continue from Flatirons to CCS
3/27/2015	Kaufman	Sandy	HX	Wants service to continue from Flatirons to CCS

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3/29/2015	Richman	Teasha	HX	Wants service to continue from Flatirons to CCS
3/29/2015	Watkins	Carolyn	HX	Wants service to continue from Flatirons to CCS
3/31/2015	Bueno	Yvonne	HX	Wants service to continue from Flatirons to CCS
3/31/2015	Miller	Elizabeth	HX	Wants service to continue from Flatirons to CCS
3/31/2015	Wolfson	Rose	HX	Wants service to continue from Flatirons to CCS
4/1/2015	Brown	Douglas	HX	Wants service to continue from Flatirons to CCS
4/1/2015	Delamarter	Chisya	HX	Wants service to continue from Flatirons to CCS
4/1/2015	Gilbert	Micael	HX	Wants service to continue from Flatirons to CCS
4/1/2015	Kiimber	Jennie	HX	Wants service to continue from Flatirons to CCS
4/2/2015	Fero	Jon	HX	Wants service to continue from Flatirons to CCS
4/2/2015	Lowry	David	HX	Wants service to continue from Flatirons to CCS
4/11/2015	Kane	Stephen	HX	Wants service to continue from Flatirons to CCS
4/13/2015	Burns	Jon	HX	Wants service to continue from Flatirons to CCS
4/13/2015	Heidell	Jim	HX	Wants service to continue from Flatirons to CCS
4/26/2015	Sutton	Holly	HX	Wants service to continue from Flatirons to CCS
	Moore	Jeremy	HX	Wants service to CCS from Flatiron PnR
3/17/2015	Saveland	Todd	HX US 36 Plan	Wants Express bus - fewer stops and service to CCS
2/23/2015	Robinsto	Lee	HX US 36 Plan	Doesn't want route changed -
3/3/2015	Robinston	Julian	HX US 36 Plan	Doesn't want route HX changed - would make for a longer commute
3/4/2015	Armand	Larissa	HX US 36 Plan	Doesn't want HX changed - would like increase in service
3/4/2015	Wegen	Keith	HX US 36 Plan	Wants stop for CCS added to US 36 Flatiron Service
3/6/2015	Quigley	Sharon	HX US 36 Plan	Concerned over cancelation of HX - needs Flatiron stop to CCS
3/10/2015		Victoria	HX US 36 Plan	Wants HX to continue to serve US 36 Flatiron PnR
3/11/2015	Malmberg	Dtona	HX US 36 Plan	Requesting Express stop from US 36 Flatiron to downtown
3/12/2015	Bagdassian	Briana	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Diefenbach	Michael	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Dutka	Dallas	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Gandhi	Riddhi	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Green	Vince	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Ingoldby	Mike	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Moore	Matt	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Paterno	Ethan	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Repsher	Katie	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Repsher	Mark	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Rudduck	Arlene	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Sideris	Sabrina	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Smith	Christopher	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/12/2015	Thornberry	Darren	HX US 36 Plan	Requesting stop for HX at Flatirons.
3/12/2015	Tinnel	Rose	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/16/2015	Coghlán	Jim	HX US 36 Plan	Wants Express service to CCS nights, middays, and weekends
3/16/2015	Wu	Mary	HX US 36 Plan	Wants stop for CCS added to US 36 Flatiron Service

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3/18/2015	Harlan	Judy	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/18/2015	McCarty	Becky	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/18/2015	Rand	Nathan	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/18/2015	Riverstog	Ginger	HX US 36 Plan	Concerned for lack of bike access
3/19/2015	Bane	Andy	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/19/2015	Meng	Chris	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/19/2015	Want	Jim	HX US 36 Plan	Wants service to CCS from Flatiron PnR
3/20/2015	Copeland	Peter	HX US 36 Plan	Wants service to CCS from Flatiron PnR
4/3/2015	Pecoraro	Kent	HX US 36 Plan	Wants service from Flatirons to CCS
3/13/2015	Baker	Briana	S	Doesn't want S route discontinued or combined with US 36 plan
3/16/2015	Drake	Lyndsey	S	Doesn't want S service combined with US 36 plan
3/24/2015	Broste	Mark	S	Against cuts to Route S
3/24/2015	Kepler	Tasha	S	Against cuts to Route S
3/24/2015	McIntire	Sarah	S	Against cuts to Route S
3/26/2015	Lacert	Corwin	S	Against cuts to Route S
3/31/2015	Alexandra	Christine	S	Against cuts to Route S
3/31/2015	Haley	Jessica	S	Opposed to cuts to the Route S
3/31/2015	Holloman	Katie	S	Against cuts to Route S
3/31/2015	Russell	Karen	S	Against cuts to Route S
4/1/2015	Allegra	Robin	S	Against cuts to Route S
4/1/2015	Geib	Eric	S	Against cuts to Route S - will HX increase service to make up difference?
4/1/2015	Hromada	Tommy	S	Opposed to cuts to the Route S
4/1/2015	Sonnenfield	Nancy	S	Opposed to cuts to the Route S
4/1/2015	Yang	Kay	S	Opposed to cuts to the Route S
4/1/2015		Amy	S	Opposed to cuts to the Route S
4/2/2015	Green	Jaren	S	Against cuts in service to S Route
4/2/2015	Mesnard	Ilene	S	Opposed to cuts to the Route S
4/3/2015	Dieter	Brennadette	S	Against cuts in service to S Route
4/6/2015	Dadabhoy	Natasha	S	Opposed to cuts to the Route S
4/6/2015	Williams	Collin	S	Opposed to cuts to the Route S
4/7/2015	Ruprecht	Peter	S	Opposed to cuts to the Route S as well as less service in several areas
4/9/2015	Curtis	Bob	S	Uses route daily - against cuts to service
4/9/2015	Dunivant	Melissa	S	Against cutting service for this route
4/9/2015	Mead	Andrew	S	Against cuts to Route S
4/10/2015	Ramsburg	Douglas	S	Concerned over cutbacks to the S Route - needed service
4/14/2015	Judson	Noah	S	Against cuts to service
4/15/2015	Tschudi	Mark	S	Against cuts in service to S Route
4/20/2015	Zetterholm	Cathy	S	Opposed to cuts in service
4/27/2015	Huff	Ryan	S	Against cuts in service to S Route
04/09.15	Engleking	Lisa	S	Against cutting service for this route
04/31/15	Almdale	Helen	S	Against cuts to Route S

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3/19/2015	Moskovics	Mtoica	S	Wants S service to continue
3/23/2015	Karpala	Lidia	T	Opposed to Route T being cancelled
4/2/2015	Brasington	Chris	T	Against cuts to T service
4/2/2015	Garioto	Michael	T	Concerned there won't be enough service, routes already crowded
4/6/2015	Bucks	DA	T	Against cuts to the T Route
4/7/2015	Bucks	Gregory	T	Opposed to cutting service
4/7/2015	Hasler	Rachael	T	Against cuts to T service
4/8/2015	Bucks	Lori	T	Opposed to cutting service to Tech Center from Boulder
4/8/2015	Winkler	Derek	T	Opposed to cutting service to Tech Center from Boulder
4/9/2015	Hamilton	Brendan	T	Against cuts to T service
4/28/2015	Bressler	Scott	T	Against cuts to T service and 86X
4/28/2015	Ogrin	Joyce	T	Against cutting service for this route
4/30/2015	Tressell	John	T	Opposed to cutting service to this route
3/17/2015	Dudley	Bob	T - US 36 Plan	Requesting departure time change that better fits with work schedules
2/21/2015	Laiho	Devin	US 36 Plan	Travels from Louisville - changes will add considerable time to commute
2/21/2015	Tonesen	Gail	US 36 Plan	Wants more frequent service - 7 minute headways - wants compensation for not getting promised Lt Rail
2/23/2015	Brockett	Aarto	US 36 Plan	Requesting more service to accessorize the Boulder Junction transit center - minimum frequency of 30 minute express service
2/23/2015	Gately	Jim	US 36 Plan	Requesting Express service all day - not only during rush hour. Express buses to Boulder should terminate at 30th/Pearl
2/23/2015	Kornish	Ronald	US 36 Plan	Wants promised train or 10-15 minute Express Headways to Denver
2/23/2015	Munley	Deborah	US 36 Plan	Upset over added stops - routes taking longer - motion sickness due to frequent stops
2/23/2015	Viera	Mariana	US 36 Plan	Concerned that express options will be reduced - wants Express service all day.
2/25/2015	Garristo	Steve	US 36 Plan	Wants low ridership routes eliminated - Add Express buses all day
3/2/2015	Clausto	Stan	US 36 Plan	BRT no substitute for promised rail
3/2/2015	Hartung	Tyler	US 36 Plan	Requesting shortening the time it takes from Table Mesa to Denver
3/4/2015	Dillto	Brendan	US 36 Plan	Wants rail service that was promised
3/5/2015	Cruz	Ryan	US 36 Plan	Suggested for all service - improvements to BV
3/5/2015	Hancock	Jean	US 36 Plan	UCAR Transportation Manager - wanted contact info
3/6/2015	Clark	Betsy	US 36 Plan	Building patio home in Superior - Concerned about mid-day frequency to area
3/7/2015	Johnston	Cynthia	US 36 Plan	Concerned about toll charges
3/8/2015	Mores	Paul	US 36 Plan	Suggestions for service including Express Service to DUS - eliminating low ridership routes to provide all day Express service
3/9/2015	Dumouchelle	Rebekah	US 36 Plan	Investor - Concerned with levels of service to "Transit Village"
3/10/2015	Abbott-Brown	Deborah	US 36 Plan	More cost efficient to drive and park downtown
3/10/2015	Birnberg	Ethaqn	US 36 Plan	Requesting Express service all day
3/10/2015	Knodell	Tyler	US 36 Plan	Concerned that Route S service will change - wants "toe seat service" from Denver to East Boulder
3/10/2015	Pinsker	Jerry	US 36 Plan	Requesting all day Express Service - every 15 minutes
3/11/2015	Nordston	Devin	US 36 Plan	Disappointed with lack of rail - minimal improvements in service - lack of bike access

## Final US 36 Service Plan

3/13/2015	Leccese	Michael	US 36 Plan	Wants DUS and BJTC directly linked - better service
3/13/2015	VanHansen	Erik	US 36 Plan	Concerned for lack of bike access
3/16/2015	Espinoza	Angelique	US 36 Plan	Boulder Chamber and US36 Mayors Coalition requesting fair share of FasTracks investment to their area
3/16/2015	Stevensto	Cheryl	US 36 Plan	Concerned that service will be cut; not true BRT service, and promises were not kept.
3/17/2015	Aizenman	Daniel	US 36 Plan	Wants Express service from BJTC to CCS - Express from BJTC to Union Station, and service from Midnight to 2:00 AM
3/17/2015	Andes-Georges	Linda	US 36 Plan	Wants better service to BJTC, Longmont, and wider availability of Ecopass program.
3/17/2015	Beery	Curt	US 36 Plan	Concerned about bike access to US36 buses
3/17/2015	Moore	Marco	US 36 Plan	Wants Express service from BJTC to DUS
3/17/2015	Nims	Josh	US 36 Plan	Requesting Regional service at lowest possible cost between Westminster and Boulder
3/17/2015	Roberts	Matt	US 36 Plan	Wants Express service from BJTC to DUS
3/17/2015	Zheng	Xiaowei	US 36 Plan	Please keep Route T and consider adding Superior Call-N-Ride back
3/18/2015	Seiffer	Jamie	US 36 Plan	Concerned for lack of bike access
3/18/2015	Simto	Carrie	US 36 Plan	Concerned for lack of bike access
3/18/2015	Vachto	Danielle	US 36 Plan	Wants direct service from BJTC and Union Station and DIA
3/19/2015	Nalezny	John	US 36 Plan	Disappointed with lack of rail - minimal improvements in service - wants free service - taxes refunded etc
3/19/2015	Scott	M	US 36 Plan	Disappointed with lack of service to BJTC - no Sky Ride - Midday, PM, or weekend
3/25/2015	Stark	Ted	US 36 Plan	Wants stop at Wewatta/Park Avenue
3/31/2015	Widener	Williams	US 36 Plan	Requesting Express bus from BJTC to US
4/2/2015	Cramer	Devin	US 36 Plan	Concerned about lack of bicycle access, overcrowding, and requesting another round of meetings after service has been implemented.
4/3/2015	Dorsey	Susan	US 36 Plan	We should cancel all service cuts; implement a 20% service increase at BJTC - etc
4/3/2015	Fuller	Caroline	US 36 Plan	Concerned about AB reroute - HX no longer going to CCS, proposing new route from Flatirons
4/3/2015	Kent	Donna	US 36 Plan	Against taking Broomfield PnR service to DIA
4/3/2015	Tall	Jackie	US 36 Plan	Many complaints and suggestions regarding entire plan
4/6/2015	Armand	Larissa	US 36 Plan	Opposed to many of the changes
4/6/2015	Branchaw	Joseph	US 36 Plan	Opposed to cuts to the Route S
4/7/2015	Samuel	Justin	US 36 Plan	Wants direct service from BJTC and Union Station
4/8/2015	Prant	Sue	US 36 Plan	Wants direct service from BJTC to Union Station
4/8/2015	Tayer	John	US 36 Plan	Anxious for transit improvements-should not suffer reduced service and higher fares at the same time
4/10/2015	Ramming	Scott	US 36 Plan	Concerned that there seems to be less service from Church Ranch
4/15/2015	Martus	David	US 36 Plan	Wants non-stop service from Boulder to Denver - additional bike storage
4/19/2015	Spiewak	Daniel	US 36 Plan	Opposed to cuts in service or extra stops which cause motion sickness
4/23/2015	Baily	James	US 36 Plan	Wants express service all day
4/27/2015	Karasik	Johanna	US 36 Plan	Against cutbacks in service
4/27/2015	Schneider	Nick	US 36 Plan	Wants direct service from BJTC to DIA - Union Station
4/27/2015	Silverthorn	Linda	US 36 Plan	Upset over no rail - raised rates - higher taxes- etc

## Final US 36 Service Plan

4/28/2015	Baskett	Debra	US 36 Plan	Wants HX to continue - Skyride service from BJTC, and higher frequencies all day
4/28/2015	Goldberg	Vic	US 36 Plan	Upset over no rail - raised rates - lack of improved service
04.30.15	Smith	Marshall	US 36 Plan	Upset over no rail service - lack of bike access
189 Comments				
<b>Public Hearing Comments (written)</b>				
Date	Last	First	Route/Topic	Comments
3/16/2015	Morow	Brad	S	Wants route the same - worried about reductions in service
3/16/2015	Polow	Hannah	HX	Wants route to remain the same - increase service
3/16/2015	Sobieczky	Florian	BX	Would like internet, electric outlets, 15 minute headways
3/16/2015	Volckausen	Tom	BX	Wants mid-day Express service, service comparable to Lt Rail
3/16/2015	Young	Harry	US 36	Wants equitable service to Lt Rail as promised
3/16/2015	Stevenson	Cheryl	US 36	Wants meeting times in newspaper, better service to DIA, earlier routes, better off-peak service
3/16/2015	CU Student Government	Legislative Council	US 36	Resolution in support of Express Denver-CU service
3/16/2015	Council	Kyriaki	US 36	In support of Express Denver-CU service
3/16/2015	Boulder County Transportation Dept.		US 36	Concerned regarding inequity in fares, reduced service, increased travel time, addressing growth
3/16/2015	Brown	Richard	225	Wants increased service to Boulder Rec Center
3/16/2015	Campbell	Jim	BX	Wants direct connection from BJTC to Union Station, 15 minute headways, mid-day Express service
3/16/2015	Cannto	James	US 36	Concerned about service along Broadway and the SKIP
3/16/2015	Korba	Dale	US 36	Wants direct Express routes to East side of Boulder, Express service off-peak
3/26/2015	Salisbury	John	HX	Wants service to continue from Flat Irons to CCS
3/16/2015	Brown	Alan	US36	Concerned that Westminster Train station will be underutilized
3/26/2015	Crawford	Deborah	US 36	Where is the promised rail?
3/26/2015	Malmberg	Donna	Bikes	Flatirons needs additional bike racks
Written Comments at Public Meetings				
Total Written 17		17		
Total via Email and Phone		189		
Total		206		
<b>Petition in support of Boulder Chambers Position</b>				
<b>Signatures/Additional copies of letter</b>	"I agree with the Boulder Chamber that effective, affordable and efficient transportation is a key infrastructure element for economic vitality in the Northwest Denver Metro region. I support their position that; US36 BRT service should maximize investment in transit oriented development and other infrastructure improvements that communities have made along the corridor, fares for FasTracks related service should be priced the same across the system, regardless of whether it is bus or rail-based, and it is unacceptable for our region to suffer reduced service and higher fares at the same time that we are absorbing thwarted expectations for FasTracks rail investments."			
220				

**Attachment 3: Petitions and Letters Received**

**US 36 Mayors & Commissioners**

**Coalition and 36 Commuting Solutions**

**Consolidated Comments on RTD's Proposed US36 BRT**

**Operating Plan and Fare Study Recommendations**

March 10, 2015

US 36 Bus Rapid Transit is anticipated to be a highly visible, stellar example of BRT for the region and the nation. The FasTracks program is intended to be a service enhancement program, so no area currently served by routes operating along the US 36 corridor should face service level reductions or service elimination as a result of FasTracks. Degradation of existing service to any areas along the US 36 corridor communities with the implementation of US 36 BRT is unacceptable.

The proposed service plan does not take into account areas of already occurring increased ridership demand associated with development and population growth. Indeed, in some growing areas of the corridor, less direct service is proposed than currently exists. We believe the service plan should improve service to both existing and new emerging markets for US 36 BRT to be successful. To that end, we have followed the following principles in developing our comments:

BRT should serve existing and new/emerging markets and attract new transit riders to the US 36 corridor.

BRT should fulfill all of the enhanced service committed to in the FasTracks Record of Decision from the US 36 BRT Environmental Impact Statement (EIS).

Service should be designed to have capacity on opening day to ensure a high quality customer experience.

US36 BRT service should maximize investment in US 36 corridor improvements.

RTD operating investment in the US 36 corridor should be comparable to other corridors approved under the FasTracks program.

To that end, we provide the following combined comments on the draft US36 BRT Operating Plan and the Fare Study Recommendations, since they are so closely inter-related, are under consideration at the same time, and must be integrated if US 36 BRT is to be successful.

**We Support the following recommendations:**

- **The Local fare classification for the BV (and other All-Station routes).** BV riders will pay \$2.60 under the proposed policy. This proposal treats All Station BRT similarly to the proposed Light Rail fare policy of eliminating zones, and classifying all LRT as local service.

## Final US 36 Service Plan

- **Increased frequency of 15-minute All Station service mid-day and 10-minute frequency in the peak commute times.** The improved service to mid-corridor communities is beneficial.
- **New DWB Route adds additional capacity for Broomfield and Westminster to Union Station.** These are very high demand routes, and the proposal will improve service to these stations.
- **All-day fares at twice the single fare.** This proposal is a thoughtful and creative approach to addressing equity issues and concerns.
- **SkyRide service every 30-minutes from Boulder County to DIA with connection to Northwest Parkway** will provide a faster trip than today. Hourly service from Downtown Boulder Transit Center and Boulder Junction at Depot Square results in half hour service from Table Mesa Station. The use of the Northwest Parkway to DIA for these trips will provide a travel time savings for passengers.
- **Proposed SkyRide fare structure reduces costs from \$13 to \$10.** The fare reduction for SkyRide service will encourage more use.

### Our concerns and associated recommendations are:

- **Key customers will experience less frequent, slower or complete removal of service because of FasTracks.** A 50% decrease of service frequency along the Broadway corridor (from 6 minutes to 10 minutes) in what is currently one of the highest ridership portions of the corridor. Eliminating Mid-day Express service between Downtown Boulder Transit Center and DUS impacts Boulder, Louisville and Superior customers.
  - a. Recommendation: Retain mid-day express service along the corridor.
  - b. Recommendation: Increase peak-hour express service along the Broadway corridor from 6 minutes to 5 minutes. This will help off-set the Flatiron Flyer's reduced per-bus storage capacity for bikes.
- **Less Direct/longer travel time to DIA for Broomfield and Westminster riders due to change in SkyRide routing.**

Recommendation: RTD should implement a one-seat ride to DIA for Broomfield and Westminster riders.

- **Decreased service/elimination of direct service to the Boulder Flatiron Business Park/East Boulder area through elimination of Route S.**

Recommendation: Retain current "one seat service" from Denver to the Flatirons Business Park and East Boulder (Hospital/East Campus/employment areas).

- **Eliminating Route 209 service connecting the Frasier Meadows neighborhood/Retirement Community to BRT.**

Recommendation: Restore service.

- **Eliminating service between the times of midnight-2:00 a.m.**

Recommendation: Restore Service.



## Final US 36 Service Plan

- **Increased travel time and decreased frequency of service from Civic Center Station to the corridor by converting the HX route to local/all station service.**

Recommendation: Retain Express level of service and current frequency between Civic Center and the corridor serving Mccaslin and Flatiron Stations.

- **Lack of Service to Developed Markets**

- a. **No mid-day service is planned from Boulder Junction to Denver Civic Center.** The Boulder Junction to Civic Center Route has sufficient development currently under construction and demand to warrant the addition of 30 minute, mid-day service for opening day.

Recommendation: Provide mid-day service from Boulder Junction to Civic Center.

- b. **No direct service from DUS to Boulder Junction-** If a rider from Boulder Junction wants to begin or end a trip at Denver Union Station, a transfer will be required to reach Boulder Junction.

Recommendation: Retain current express service with current frequencies from Boulder Junction to Civic Center as an express route; otherwise it will be degrading service for current HX riders.

- c. **Flatiron PnR Service does not receive service levels in accordance with the significant development that is underway.**

Recommendation: Maintain the HX service to this station.

- d. **No airport service is planned from Boulder Junction to DIA.** Boulder Junction includes the Hyatt Hotel and sufficient development currently under construction to warrant the hourly headways in the peak.

Recommendation: Provide airport service from Boulder Junction at Depot Square to DIA, alternating the west end trip terminals between Boulder Transit Center and Boulder Junction at Depot Square.

- **Adjust Proposed Fare Structure for US 36 BRT Service.** In some cases, identical trips are charged different fares. The US 36 BRT service is categorized into two service types; "All Station" and "Express". The "All Station" service is proposed to pay the local fare (\$2.60), while Express service would pay the regional fare (\$5.50). For example, if someone is going from Mccaslin into Boulder, from Westminster to DUS, or stops within Boulder they would pay \$2.60 if they got on an "All Station" bus, but \$5.50 if they got on the "Express" bus even though the trip is identical. A passenger would experience the same # of stops on the same type of vehicle; but would pay twice the fare. Expecting passengers to schedule their trip depending on whether the next bus is local or express is inconsistent with the concept that passengers using BRT can arrive at a station knowing a bus will arrive quickly.

- a. Recommendation: A local fare should be charged on services or service legs that have multiple stops. All westbound Mccaslin trips should be classified as Local Fare Service since it stops at every station. The DWB (Broomfield/Westminster - DUS) should be classified as Local Service since it stops at intermediate stations. As well as trips within Boulder - for example trips between the Boulder Transit Center and CU.



## Final US 36 Service Plan

- b. Recommendation: Price "Express BRT" service with "express" fare level, rather than regional fare.
- **Comparable Investment/Benefit With Other FasTracks Corridors.** We have two primary concerns with the proposed BRT Service Plan and Fare Study Recommendations.

**The proposed BRT service plan for opening day appears to be primarily limited to the reallocation of the existing base system operating budget, with little increased (less than 11%) operating resources allocated from FasTracks.**

The proposed plan does not provide the US 36 BRT corridor with a meaningful increased investment in service comparable to that provided to other FasTracks corridors; rather it merely re-allocates the existing base system operations funding.

FasTracks funds should be allocated to provide more robust service throughout the US 36 corridor ensuring the success of BRT for individual communities, as well as building support for expansion of BRT to other parts of the region.

**Impacts of the fare study recommendations on the EcoPass have not been evaluated.** We are concerned that the effects of the recommended changes on the EcoPass program have not been evaluated. We urge that a cooperative effort with corridor community involvement be undertaken to improve benefits and minimize impacts to this highly successful program.



**Written Comments from Dr. Andrew Earles, P.E. on Carpool Limitations for US 36 and I-25 Express Lane**

I would like to respectfully suggest that changing the limit for carpooling from two to three riders for free use of the toll lanes will significantly reduce carpooling from Boulder to Denver. Currently, I carpool approximately three days per week, and it is very rare to have two passengers along with myself. Many others in my company also carpool from Denver to Boulder; however, we all have varied schedules, so it is not usually feasible to have three people in a carpool. With the exorbitant rates that are being proposed for the toll lanes and the change from two people to three people for high occupancy, this will inevitably result in more vehicles in the regular lanes. I am sure that this situation is not unique to me and my colleagues, and the result of increasing the carpool occupancy from two to three will be that many cars with two people will now be using the regular lanes. Based on my use of the HOV lanes, there is not an issue with congestion of these lanes, so I do not understand why this limit would be increased from two to three other than to force more people to pay the toll. In summary, the proposal to increase the HOV definition from two to three people per vehicle will result in under-utilized toll lanes and more congestion in the regular lanes. If the project partners really wanted to encourage carpooling, they would not be making this change.

Thank you for consideration of these comments. If there are any questions, I can be contacted at 303-480-1700 or [aearles@wrightwater.com](mailto:aearles@wrightwater.com).

*Airgood line -*

*4?*

**Memo: CU response to RTD FasTracks Service Plan for US 36 BRT and RTD plan to revise fare system district-wide**

**To:** Chancellor DiStefano  
**From:** David Cook, TOM Program Manager  
**cc:** Frances Draper, Catherine Shea, Kelly Fox, Russ Moore  
**Date:** March 12, 2015

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**Introduction and Timeline**

RTD recently released its service plan for its FasTracks BRT system planned to open on US 36 in January 2016, announcing five public meetings to garner public input in the corridor, along with an email address for input outside of the meetings. The first public meeting is in Boulder, Monday March 16th, the last is in Denver, April 13. Deadline for all comment is May 1, with the RTD board set to act on the plan May 21st.

RTD also released the results of its Fare Study recently. It is as a plan to revise the structure **e e n t i** prior to opening four new FasTracks corridors in 2016. At the same time, RTD plans to implement an overall **e**, the first since 2011. Fifteen public meetings will be held throughout the entire Transportation District, one in each RTD Director's electoral district, starting March 23, wrapping up April 8, with final comments due by April 8.

RTD CEO and General Manager, Phil Washington gave his resignation to the RTD Board this week. A date has not yet been set for his departure to head LA Metro.

**Background**

Prior to release of the US 36 BRT plan now before the public, RTD issued three draft US 36 BRT service plans to NW Corridor jurisdictions, to vet and refine the proposal prior to taking it public. Despite three rounds of draft plans and corridor feedback, the current RTD plan for US 36 BRT services fails to address most substantive service issues raised by the US 36 Mayors and Commissioners Coalition (MCC). The most recent MCC response (3/10/15) integrates comments on both RTD's Fare Study Plan and their BRT Service Plan, as there is significant interaction between the planned changes in US 36 bus services and the planned changes to RTD's district-wide fare structure.

President Benson has weighed in publicly on RTD's plans for BRT in the US 36 corridor at least twice in recent years - [July, 2012](#) and [September, 2012](#) - also meeting with corridor community officials and staff on US 36 BRT issues 10/08/13. ....) dd a'sentence summ izing what\_h ?

**Impact of RTD's Plans on the University and Its Constituents**

With the rollout of US 36 FasTracks BRT service, RTD plans to:

- Add no new peak-hour service to campus along Broadway.

## Final US 36 Service Plan

- Eliminate existing mid-day (9 am to 3:30 PM) express service between Denver and Boulder.
- Eliminate the current S route that brings commuters north from DUS???? and communities along US 36, directly to CU's East Campus.
- Eliminate existing service between Denver and Boulder along the US 36 corridor between midnight and 2:00 AM.
- Eliminate existing direct AB skyRide service to DIA south of the Flatirons Park-n-Ride at Interlocken. CU affiliates living in Broomfield and Westminster will no longer have direct service to DIA
- RTD dropped its plan to add express service to the growing CU East Campus from Table Mesa Park-n-Ride as the 209X. CU had already planned \$20K in bus stop improvements there and the SEEC project's LEED Platinum rating hangs in the balance.
- The new RTD BRT vehicles have less bike-on-board capacity than their previous regional coaches, resulting in reduced bike-on-board capacity. This will be felt most acutely during peak-hour service - local, express and regional - where bike-on-bus capacity is frequently maxed-out.
  - "Express" BRT service would be priced at the higher "Regional" fare.

### Goals we want to pursue

- Maximize US 36 BRT corridor investments
- Retain current transit ridership and attract new ridership
- Better serve growing transit markets on East Campus, in East Boulder and elsewhere throughout the corridor
- Design US 36 BRT service with enough capacity to ensure a high quality customer experience on opening day
- RTD operating investment for US 36 that is comparable to other FasTracks corridors
- Build metro-wide support for future BRT services throughout the District

### What we want RTD to do

Bring slightly more operations funding to the table; enough to:

- Eliminate all planned service cuts
- Implement a modest (20%) opening day increase over current peak-hour regional express service at Boulder Transit Center, serving CU Boulder along Broadway
- Provide mid-day service between Boulder Junction and Denver on 28th Street, on the east side of CU Boulder's Main Campus.
- Price "Express BRT" service with the "Express" fare level, rather than at the "Regional" fare.
- Commit to a cooperative effort with stakeholder involvement to improve the benefits and minimize adverse impacts to the Eco Pass and College Pass programs related to changes to the fare structure.

## Final US 36 Service Plan

### **Desired outcomes**

- For US 36 BRT to be in the position to welcome all existing and new riders who turn out for the heavily marketed, long-awaited, highly visible new BRT service. We do not want to see riders turned away because no new capacity is being provided to CU on Broadway in Boulder in the peak hour.
- To minimize the numbers who experience the roll out of the US 36 BRT as a negative due to service cuts, service reductions and increased inconvenience due to forced transfers.
- For US 36 BRT to be seen as an outstanding success. Two more BRT services are now entering the planning stages: Diagonal HWY 119 between Longmont and Boulder and HWY 7 (on Arapahoe and Baseline) between Brighton and Boulder. Their success will be linked to the success of RTD's first BRT line on US 36.

### **Talking Points**

- Approximately 8,500 CU Boulder faculty, staff and students commute daily on some portion of the US 36 BRT corridor; half of this number currently uses RTD at least one day a week. There is a large potential for ridership growth among CU-bound commuters travelling the corridor daily, as all hold RTD transit passes and all must pay to park anywhere on Campus.
- US 36 Corridor communities voted strongly in favor of the 2004 FasTracks \$0.004/dollar sales tax increase that has provided RTD 67% more tax revenue per dollar over the last decade, amounting to an added \$233 million for FasTracks through 2014.
  - RTD puts the increased operating cost of their service plan for US 36 BRT at \$900K to \$1 million per year above what they currently spend operating existing service in the corridor. This is a roughly 10% increase over current service. Existing service is funded out of the pre-FasTracks \$0.006/dollar RTD sales tax.
  - RTD collected \$27.7 million from the NW area corridor communities (all of Boulder County plus Broomfield and Westminster) in 2014 from the \$0.004/dollar FasTracks tax alone and plans to spend only \$1 million per year in FasTracks funds to provide FasTracks operating enhancements to existing service in the corridor.
  - In rolling out new services in five other FasTracks corridors, RTD has not attempted to hold any other corridor so closely to the base operating budget of the pre-FasTracks services in the corridor.
  - RTD is revising its fare structure at the same time. Their plan would reduce fares on much of RTD's rail service while increasing fares on most of their bus services, leading to a situation where bus passengers will subsidize rail passengers. This has ramifications beyond a rider's choice between rail and bus to get from point A to point B. There is no rail service in the NW corridor, between Westminster, Boulder and Longmont, only bus service. As proposed, the new fare structure would introduce another dimension to the regional inequity already seen for the NW corridor with the FasTracks NW Rail line between Westminster, Boulder and Longmont, initially scheduled for completion in January

## Final US 36 Service Plan

2015, now delayed at least thirty years

6/23/2015

5718 Central Ave  
Boulder, CO 80301

United States  
+1 303 417 9999 Phone  
+1 303 444 2586 Fax

www.markit.com



**Friday, 13 March 2015**

Attn: Phillip A. Washington, General Manager Regional  
Transportation District  
1600 Blake Street  
Denver, CO 80202

Dear Mr. Washington,

We are writing in response to the current proposal for the US 36 Bus Rapid Transit Service Plan specifically the consolidation of the S route into one of the five proposed routes.

Markit is a large, public financial services company that employs 480 full time, on-site employees located in the Boulder Flatiron Business Park. We have over 50 employees that use the S route on a weekly basis, and 30 employees take one of the current seven round trip routes daily.

We adamantly oppose the route consolidation plan. The current S route provides our employees options and the ability to arrive and depart without having to transfer. The direct route is critical to those travelling to and from Denver and the Boulder corridor.

We partnered with the EcoPass program two years ago to benefit and retain our employees who were commuting from Denver daily. We have found the EcoPass to be a substantial recruitment tool and have since gained more employees who commute from Denver because of the EcoPass and ability to get to the office with one direct bus ride – the S route.

We spoke internally to many of the S route riders and most said that they would prefer the direct route versus the option to transfer even if it meant less travel time.

We ask that you please reconsider the proposal to eliminate the S route.

Sincerely,

Catherine Allegra

- g Director and Global Co-Head, Markit On Demand

Brad Medd  
Executive Managing Director and Global Co-Head, Markit On Demand

# Final US 36 Service Plan

MarkiOn Demand h.  
5716 Central Ave. Boulder CO. \$0301. Unted State\$

March 16, 2015

Regional Transportation District  
1600 Blake Street  
Denver, CO 80202

Ben Petersen  
880 City View Dr.  
Denver, CO 80229

To whom it may concern:

I am writing as a student at the University of Colorado School of Law regarding the Regional Transportation District. My classmates and I are concerned about RTD's proposed route changes that will leave CU off the list of express bus stops. Furthermore, many of us are dissatisfied with the existing service that RTD provides, and some of us do not use it at all. We all, however, are required to pay for it as part of our tuition.

Accordingly, we request that RTD use this opportunity for change to also examine the functionality that it currently provides to the CU community.

I have a background in transportation management and a strong interest in urban and regional planning. I also spent most of my life in the San Francisco Bay Area, where I frequently utilized the BART and Caltrain services. I am speaking for many of my fellow students when I say that we support the idea of reliable, affordable, and speedy mass transit. We also recognize the benefits of mass transit regarding the environment and traffic congestion. Here, however, we are forced into a situation of choosing between unreliable and inconvenient transportation that we have already unwillingly paid for, or incurring additional transportation expenses.

I have personally had an RTD bus break down on the way to a job interview, which made me significantly late. My already long one and a half hour commute from Denver to Boulder has taken as long as three hours due to mysteriously absent or severely delayed buses. These stories are hardly unique among my classmates. These types of issues can be a serious barrier to the ability of students to attend law school-related events and arrive at classes on time. Ultimately, RTD causes problems for us that do not reflect well on CU Law as an institution, or on its students.

Many students at CU Law rely on RTD for their daily transportation, and any changes that further threaten our ability to get where we need to go when we need to get there will be severely problematic for us.

We eagerly await your response.

6/23/2015

Sincerely,

Ben Petersen

**J. Lee Robinson, Esq.**  
**13528 Via Varra**  
**Broomfield, CO 80020**

March 28, 2015

Regional Transportation District (“RTD”) 1600  
Blake Street  
Denver, CO 80202

***Re: Written Supplement to Comments at 3/26/2015 Broomfield Public Hearing on US 36 Bus Rapid Transit Service Plan***

Dear RTD Board and Staff:

I write to you as a long-time RTD customer and resident of the Via Varra community in Broomfield. I thank the RTD staff for providing me with the opportunity to speak at last week’s public hearing in Broomfield about my concerns with the proposed US 36 Bus Rapid Transit Service Plan (the “Plan”). I understand and respect that the RTD staff has worked hard to gather data and draft the Plan, but, as discussed below, I believe the data in the Plan and elsewhere shows that Civic Center service should be kept at US 36-Flatiron Park-N-Ride (“36-Flatiron”).

I have been a Route HX rider since November 2003, and I have used the 36- Flatiron stop to commute to my job at 19th and Stout in Denver since the HX began service at 36-Flatiron approximately seven years ago. My personal observation from regularly riding the HX over the years is that during peak morning commute times (7:00am-7:45am), the 36-Flatiron stop has been a popular option for downtown Denver commuters. Following its pickup at 36-Flatiron, the HX is usually near capacity and often with standing room only on Tuesdays. Based on these personal observations, I believe there is adequate demand to continue Civic Center service at 36-Flatiron. I also question whether the proposed Boulder Junction-Civic Center route (“BJCC”) will be able to accommodate the rider demand as a single line with additional stops at the busy 36-Broomfield and 36-Sheridan Park-N-Rides.

Perhaps more importantly, the data in Plan itself justifies continued Civic Center service at 36-Flatiron.

- Figures 7 and 8 of the Plan reflect that a majority (approx. 55%) of 36-Flatiron passengers prefer to take the HX route to Civic Center, not the BV to Union Station. Indeed, the HX is the most popular bus route at 36-Flatiron. That statistic alone calls into question the Plan’s proposal to eliminate the most popular route at 36-Flatiron and leave a less utilized route.

- The RTD staff has justified the elimination of Civic Center service at 36-Flatiron based only on the assessment that the “Flatiron and Church Ranch Station are the least active stations on the US 36 corridor.” See Plan p. 34. But, I respectfully observe, the RTD staff has drawn an incorrect conclusion from the data in the Plan with respect to Civic Center service at 36-Flatiron. As it relates to the HX line, 36-Flatiron **is not an underutilized stop for Civic Center service.** Although the 36-Flatiron stop has less total boarding activity in absolute terms than other Park-N-Rides on US 36, when it comes to Civic Center service, the data in Figure 7, Figure 11, and Figure 14 of the Plan show that approximately 20% (1/5) of current HX passengers board at 36-Flatiron.<sup>1</sup> Given that the HX makes five stops before reaching downtown, the stop at 36-Flatiron is used as much, if not more, than other stops along the route. Accordingly, there is absolutely no justification in the data collected by RTD in the Plan to eliminate 36-Flatiron as an underutilized stop for Civic Center service.
- The data in the Plan also reflects that the elimination of 36-Flatiron Civic Center service could create capacity problems at other Park-N-Rides in terms of available parking. According to Figure 14 of the Plan, although there is currently abundant parking at 36-Flatiron, 36-McCaslin Park-N-Ride is at 86% of parking capacity, leaving only 65 available parking spaces. A large number of HX riders at 36-Flatiron park at the private parking lot on the mall side of US 36 and not the Park-N-Ride itself. As such, Figure 14 does not adequately reflect the true number of cars that would have to be shifted to other Park-N-Rides. If even half of the current HX riders at 36-Flatiron (approx. 71) decide to depart from 36-McCaslin for Civic Center service, there will be inadequate parking capacity at 36-McCaslin. In addition, there will be absolutely no room for growth (such as for the proposed and in construction mixed-use Superior Town Center just off McCaslin). Accordingly, the RTD parking lot capacity data set forth in the Plan also supports retaining the existing Civic Center service at 36- Flatiron.

In addition, my personal experience and observation is that the 36-Flatiron stop is a utilized and convenient drop off point for “kiss and go” riders who share cars with their spouses/partners. That is because the 36-Flatiron parking lot is located very close to the exit ramps on US 36, unlike both 36-Broomfield and 36-McCaslin. Those other stops have convoluted entrance/exit patterns for passenger pickup on both sides and inadequate visible parking spots for cars waiting for passengers. Thus, the 36-Flatiron route to Civic Center should be maintained and promoted as an excellent place for people to practice car-sharing for commuting to downtown Denver and to increase RTD ridership. This advances RTD’s mission and the promise and spirit of FasTracks.

Finally, while the data and observations set forth above already provide compelling evidence that continued Civic Center service at 36-Flatiron is warranted by existing demand, residential patterns surrounding the 36-Flatiron stop also show that

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<sup>1</sup> Per Figure 7, approximately 55% of 36-Flatiron riders take the HX. According to Figure 11, that would be

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approximately 142 riders (259 x 55%). Thus, according to Figure 11, HX ridership from 36-Flatiron is about 21.8% (142/649).

demand for enhanced commuter options will only increase, not diminish. According to a recent article in the Broomfield Enterprise (10/29/14), the Broomfield Planning and Zoning Commission has already approved construction of 1,403 apartment units, 59 condos, and a 100+ room hotel in the Via Varra area within a short walking distance to 36-Flatiron, many of which are already built. Indeed, in the last several months alone, the Broomfield Planning and Zoning Commission has approved the construction of 388 new residential units in the Via Varra community. As such, the residential growth patterns in Broomfield and Superior demonstrate that 36-Flatiron service to Civic Center should be retained to support high-density residential development and growth in Broomfield and to accommodate US 36 corridor commuters in a fashion they have come to expect from RTD, especially under FasTracks.

Based on the foregoing, I respectfully suggest one of the following modifications to the Plan to provide a better level of service to RTD customers along the US 36 corridor, and particularly at 36-Flatiron:

1) 1st Preferred Solution (Two Civic Center Routes) - Given the current popularity of the existing HX route to Civic Center and RTD's interest in maintaining appropriate levels of service capacity and travel speeds, I would propose that the BJCC, like the routes to Union Station, be divided into two separate routes. The modified BJCC would follow the existing HX route with service to 36-Table Mesa, 36-McCaslin, and 36-Flatiron to Civic Center. A new Broomfield-Westminster to Civic Center (BWCC) should be created to service 36-Broomfield, 36-Church Ranch, and 36-Sheridan to Civic Center. I believe the new BWCC line would, as the HX, be a popular and well-received addition to US 36 service that could expand and/or improve ridership for those who need to travel to work in the traditional government and business sections of downtown. And importantly, this modification will result in no reduction in service for current HX riders from any station. This proposed solution will also address likely capacity issues on the BJCC route and certain RTD parking lots along the US 36 corridor.

2) 2nd Preferred Solution (Adding BJCC Stop at 36-Flatiron) - Adding an additional bus stop to an already existing Park-N-Ride such as 36-Flatiron results in minimal additional costs for RTD and a very slight delay in route service times. To the contrary, the proposed Plan, if unmodified, imposes a significantly longer and more inconvenient commute on approximately 1/5 of the HX passengers who currently board at 36-Flatiron. As noted above, there is no economic or demographic justification for imposing such hardships on a significant number of RTD's US 36 customers. At a minimum, RTD should add a US 36-Flatiron stop on the BJCC route at peak commuting times (7-8am; 4:30-6pm). The RTD staff's desire for simplicity of presentation of the service levels is not a reasonable justification for imposing a longer and more inconvenient commute on a large number of HX riders. People who ride the regional commuter buses have not in the past and will not in the future have any difficulty determining the appropriate commuting routes on US 36 even if a route has limited, additional service stops during peak commuting hours. This is especially true given the

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rise of public transit mobile phone apps and maps (like Google Maps) and availability of real-time Internet tracking of buses.

3) 3rd Preferred Solution (Local Civic Center Service) - This option would convert the BJCC to a local service to Civic Center with service to all stops on the US 36 corridor. This option is certainly preferable to no Civic Center service at 36-Flatiron. It would provide one seat/no transfer service to Civic Center, which is much better for passengers in bad weather conditions and for passengers with bicycles or luggage. It would also address the potential parking capacity issues along US 36 noted above. While this option would still constitute a degradation of existing HX service to 36-Flatiron (and areas to the Northwest) by resulting in somewhat longer commute times for all current HX riders, it is a significant improvement to the proposed Plan.

I thank the RTD Board and Staff for your time and consideration of my comments and recommended improvements to the Plan. In particular, I hope that the RTD staff concludes to maintain a Civic Center route to 36-Flatiron as part of the proposed Flatirons Flyer BRT.

Sincerely,

J. Lee Robinson, Esq. (303) 915-1577 robinsonjl@outlook.com

**JONATHAN P. FERO**

1408 Lander Lane  
Lafayette, Colorado 80026

April 1, 2015

***VLA/ELECTRONICMAIL***

Regional Transportation District ("RTD")  
and the RTD Board of Directors Attention:  
Judy Lubow, District I Director  
and Phillip A. Washington, General Manager

Dear Director Lubow, other members of the RTD Board of Directors, and General Manager Washington:

I write to comment on the proposed US 36 Bus Rapid Transit service plan. Since October 2004, I have been an Eco Pass holder and have commuted from my home in Lafayette to my office near the State Capitol Building via RTD's route HX bus service. Although I have occasionally utilized the US 36 /McCaslin stop over the years, I almost always catch the HX at the US 36 /Flatiron stop, as it is much closer to my home. I am extremely grateful to have had this transportation option for the last 10 and one-half years.

Consequently, I was quite dismayed to learn that RTD proposes to eliminate bus service between US 36 /Flatiron and Civic Center Station. This would substantially increase the amount of time I spend every day driving to a park-n-ride, as either the McCaslin or Broomfield stops are several additional and heavily congested miles away from my home. In addition, the US 36 /McCaslin park-n-ride is already heavily utilized and displaced HX riders will only make it more difficult to get a parking space that is a reasonable walk away from the pick-up area. Although closer, the US 36 /Broomfield park-n-ride is a very undesirable alternative for me because of the horrendous gridlock-particularly during any hint of winter weather-on Highway 287. The only other feasible alternative for me will be the route L from somewhere in Lafayette. Although I could walk from my home to a pick-up stop, the overall trip takes longer because of the traffic on Highway 287 and the fact that the L travels to Union Station.

I understand that things change for a variety of often valid reasons. Nevertheless, I have long felt that the HX is the neglected US 36 route. While the service is thankfully more consistent than it used to be, I can recall long stretches of waiting for 20 minutes or more for the bus to arrive-if it arrived. During my 10 and one-half years of ridership, the number of buses has fluctuated quite a bit, and there

have been numerous uncomfortable stretches of standing room only. The last two days, incidentally, the last HX to Denver has been a small local bus, which is certainly something that has happened too many times before. Do the riders of the route BV/BX/BMX ever get overcrowded on one of those local buses? I've never seen that.

One consistent change that I have observed has been an increase in ridership of the HX, particularly from the US 36 /Flatiron stop. Another rider recently told me that the average HX ridership from this stop is higher than route averages from both Broomfield and McCaslin, which is unsurprising. My own impression from talking with other riders is that a substantial number shifted from other US 36 routes when Market Street Station closed. The new Union Station is a beautiful facility, but it is not nearly as convenient for many, many riders. Whatever the reason for increased use of the Flatiron park-n-ride, the fact remains that it serves a large number of HX riders who will be displaced by the proposed US 36 Bus Rapid Transit service plan. I can appreciate a desire of streamlining service along US 36, if that is the goal of the proposed service plan. However, not everyone lives around Louisville or Broomfield; people like myself do live near the Flatiron park-n-ride.

RTD service should be responsive to where its customers live. If I had known of this plan, I probably would not have elected to stay in Lafayette when I bought a new home early last year.

Thank you all for your service and for the opportunity to comment on this proposal. There is still a lot of angst along the US 36 corridor about the lack of train service, but I for one, am generally excited about Bus Rapid Transit. Please ensure that this service will meet all of your riders' needs by finding a way to maintain direct service to Civic Center Station from US 36 /Flatiron.

Best regards,

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RO, Esq. \_\_\_\_\_



April 8, 2015

Phil Washington, General Manager  
Regional Transportation District 1600  
Blake Street  
Denver, Colorado 80202 Dear

Mr. Washington:

Effective, affordable and efficient transportation is a key infrastructure element for economic vitality in the Northwest Denver Metro region.

The Boulder Chamber has recently been in conversation with our regional Chamber and Economic Development colleagues about regional housing, transportation and jobs. It is clear that we share a common interest in the regional transit that RTD delivers and plans to deliver.

As you gather input on the RTD Fare Study and the US 36 BRT Operations Plan, we wish to convey our support for the [position statement](#) of the US 36 Mayors & Commissioners Coalition and 36 Commuting Solutions. We also concur with the City of Boulder in [their letter](#) to you. In particular, we would like to emphasize the following points:

- US36 BRT service should maximize investment in transit oriented development and other infrastructure improvements that communities have made along the corridor;
- Fares for FasTracks related service should be priced the same across the system, regardless of whether it is bus or rail-based;
- It is unacceptable for our region to suffer reduced service and higher fares at the same time that we are absorbing thwarted expectations for FasTracks rail investments.



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Eileen Sherman  
1030 12<sup>th</sup> Street  
Boulder, CO 80302

April 14<sup>th</sup>, 2015

To whom it may concern:

I am writing on behalf of the student body at CU Boulder. I am the Director of City and Neighborhood Relations for CU Student Government Executive Staff. Matters such as the RTD changes fall within my jurisdiction and recently, I have heard some concern for students who are commuters, and those who live nearby. The proposed changes to the 36 corridor due to the new Bus Rapid Transit line are going to hurt people. We have a large (and growing) population comprised of students, faculty, and staff who are pushed to cities outside of Boulder because the rent is so expensive in the areas that immediately surround campus. In addition, a little less than half of our student population comes from out-of-state and relies heavily on the SkyRide service to Denver International Airport when they want to visit their families over break. When I first heard of the changes I was confused because the information about them that is readily available does not really paint a picture of the multitude of effects they will have on the community. It was not until something was posted in our CU-Boulder Today publication that I could really grasp how these changes would impact students.

When I learned that the SkyRide service was going to stop at the Broomfield Park and Ride I thought of those students who will have to make multiple bus changes with their heavy suitcases, will have to pay more for park-and-ride accommodations, and/or will experience significant delays while traveling to the airport. As we all know, catching a flight is time sensitive and having to calculate how long it will take one to arrive is crucial.

The rates for certain bus lines will change and I am wondering how this will effect student fees. The Environmental Center here at CU pays for bus passes and promotes public transportation around Boulder, but with higher costs I am concerned how the University will approach payment for RTD next year. The proposed changes eliminate one of the only bus routes that takes students to East Campus. The students who work and attend class on East Campus are typically graduate students doing research. This is exactly the population that is pushed out of Boulder due to cost and to make it harder for them to reach their final destination does an incredible amount of harm—especially for those who are required to be flexible to get to campus in case something goes wrong with their research.

The Bus Rapid Transit sounds like a great service—it will benefit students and community members alike. With the delay of the Light Rail it seems like a beneficial solution,

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but I do not believe that CU students, faculty, and staff should suffer because of it. Perhaps RTD can make more of an effort to take these populations into consideration and can do more outreach and education in the community-at-large regarding the consequences of these changes. Thank you for taking the time to consider the student opinion and I look forward to hearing from you soon.

Eileen Sherman  
Director of City and Neighborhood Relations  
CU Student Government Executive Staff

## **University of Colorado Boulder response to RTD FasTracks Proposed Service Plan for US 36 Bus Rapid Transit (BRT) and RTD plan to revise fare system district-wide**

### **Introduction and Timeline**

RTD recently released its proposed service plan for its FasTracks Bus Rapid Transit (BRT) system planned to open on US 36 in January 2016, announcing five public meetings to garner public input in the corridor, along with an email address for input outside of the meetings. The first public meeting was in Boulder on Monday March 16<sup>th</sup>; the last is at noon in Denver, April 13. Deadline for all comment is May 1; with the RTD board set to act on the plan May 21<sup>st</sup>.

The meeting schedule and additional information, including where you can email your comments, can be found at <http://www.rtd-denver.com/servicechanges-us36.shtml>. If you do provide your comments by email, include your RTD District Director as a recipient. To identify your Director and find his or her email address, go to [Look up Your Director](#).

RTD also released the results of its Fare Study. It is a plan to revise the structure of the entire fare system prior to opening four new FasTracks corridors in 2016. At the same time, RTD plans to implement an overall fare increase, the first since 2011. Fifteen public meetings will be held throughout the entire Transportation District, one in each RTD Director's electoral district, starting March 23, wrapping up April 8, with final comments due by April 8. Boulder's Fare Study meeting is on April 6<sup>th</sup> at 6 PM at the Boulder Public Library. The meeting schedule and additional information, including the opportunity to provide your comments online, can be found at <http://www.rtd-denver.com/fare-recommendation.shtml>. In addition to submitting your comments on line, you may send them by email to your RTD District Director. To identify your Director and find his or her email address, go to [Look up Your Director](#).

### **Background**

The US 36 Mayors and Commissioners Coalition (MCC) and 36 Commuting Solutions, of which CU-Boulder is a member, have provided substantial feedback on the changes proposed in the current RTD plan for US 36 BRT. RTD has made no changes based upon that feedback and these groups feel that the proposed service levels fail to meet the needs of a growing corridor.

### **Impact of RTD's Plans on the University and Its Constituents**

With the rollout of US 36 FasTracks BRT service in January, 2016, RTD plans to:

- Add no new peak-hour express service to campus along Broadway; it had been expected that peak-hour express service would be improved with construction of the FasTracks US 36 BRT Express Lanes.
- Eliminate existing mid-day (9 a.m. to 3:30 p.m.) express service between Denver and CU/Downtown Boulder.
- Eliminate the current S route that brings commuters north from Denver Union Station and communities along US 36, directly to CU-Boulder's East Campus along Arapahoe.
- Eliminate existing direct AB SkyRide service to DIA south of the Flatirons Park-n-Ride at NW Parkway. CU affiliates living in Broomfield and Westminster will no longer have direct service to DIA.

- RTD dropped its plan to add express service to the growing CU-Boulder East Campus from Table Mesa Park-n-Ride as the 209X. CU-Boulder had already planned \$20K in bus stop improvements at the new Sustainability Energy and Environment Complex, which was planned to contribute to the project's LEED Platinum rating.
- Provide no US 36 corridor service to or from the new Boulder Junction Station (near 33rd & Pearl) between 9 a.m. and 3:30 p.m. weekdays; no weekend or evening corridor service.
- Provide no SkyRide service to DIA from the new Boulder Junction Station.
- Provide no direct service between Boulder Junction and Denver Union Station.
- The new RTD BRT vehicles have less bike-on-board capacity (going from 8 bikes to 6). This will be felt most acutely during peak-hour service - local, express and regional – where bike-on-bus capacity is frequently maxed-out.
- “Express” BRT service would be priced at the higher “Regional” fare.

**Goals CU-Boulder is supporting along with US 36 Commuting Solutions and the US 36 Mayors and Commissioners Coalition:**

- Maximize US 36 BRT corridor investments; increase express service to meet the anticipated increase in demand that will accompany the announcement of BRT.
- Retain current transit ridership and attract new ridership.
- Better serve growing transit markets on East Campus, in East Boulder and elsewhere throughout the corridor.
- Design US 36 BRT service with enough capacity to ensure a high quality customer experience on opening day.
- RTD operating investment for US 36 that is comparable to other FasTracks corridors.
- US 36 BRT is setting the precedent for BRT in our region. It is important that the service and fares are implemented appropriately the first time as it will be the foundation to build metro-wide support for future BRT services throughout the District.

**What we are requesting RTD to do**

Bring slightly more operations funding to the table; enough to:

- Eliminate all proposed service cuts, particularly the S route, mid-day Express Service between Downtown Boulder and Denver Union Station and the AB SkyRide for Broomfield and Westminster.
- Implement a modest (20%) opening day increase over current peak-hour regional Express Service at Boulder Transit Center, serving CU-Boulder along Broadway.
- Provide mid-day service between Boulder Junction and Denver on 28<sup>th</sup> Street, on the east side of CU-Boulder's Main Campus.
- Provide AB SkyRide service between Boulder Junction and DIA.
- Provide service between Boulder Junction and Denver Union Station.
- Price “Express BRT” service with the “Express” fare level, rather than at the higher “Regional” fare.
- Price all trips between the McCaslin Station and Table Mesa Station as local trips. The same trip on the same vehicle is currently priced at three different fares.
- Commit to a cooperative effort with stakeholder involvement to improve the benefits and minimize adverse impacts to the Eco Pass and College Pass programs related to changes to the fare structure.

### **Desired outcomes**

- For US 36 BRT to be in the position to welcome all existing and new riders who turn out for the heavily marketed, long-awaited, highly visible new BRT service. We do not want to see riders turned away because no new capacity is being provided to CU-Boulder on Broadway in Boulder in the peak hour.
- To minimize the numbers who negatively experience the rollout of the US 36 BRT due to service cuts, service reductions and increased inconvenience due to forced transfers.
- For US 36 BRT to be seen as an outstanding success. Two more BRT services are now entering the planning stages: Diagonal HWY 119 between Longmont and Boulder; and HWY 7 (on Arapahoe and Baseline) between Brighton and Boulder. Their success will be linked to the success of RTD's first BRT line on US 36.

### **Other Facts about CU-Boulder, FasTracks and US 36 BRT**

- Approximately 8,500 CU-Boulder faculty, staff and students commute daily on some portion of the US 36 BRT corridor; half of this number currently uses RTD at least one day a week. There is a large potential for ridership growth among CU-Boulder -bound commuters travelling the corridor daily, as all hold RTD transit passes and all must pay to park anywhere on Campus.
- US 36 Corridor communities voted strongly in favor of the 2004 FasTracks \$0.004/dollar sales tax increase that has provided RTD 67% more sales tax revenue per dollar over the last decade, amounting to an added \$233 million for FasTracks through 2014.
- RTD puts the increased operating cost of their service plan for US 36 BRT at \$900K to \$1 million per year above what they currently spend operating existing service in the corridor. This is only an approximate 10% increase over current service. Existing service is funded out of the pre-FasTracks \$0.006/dollar RTD sales tax.
- RTD collected \$27.7 million from the NW area corridor communities (all of Boulder County plus Broomfield and Westminster) in 2014 from the \$0.004/dollar FasTracks tax alone and plans to spend only \$1 million per year in FasTracks funds to provide FasTracks operating enhancements to existing service in the corridor.
- RTD's annual FasTracks sales tax revenue from the corridor communities has grown by an average of \$1.3 Million per year over the last five years.
- In rolling out new services in five other FasTracks corridors, RTD has not attempted to hold any other corridor so closely to the base operating budget of the pre-FasTracks services in the corridor.
- RTD is revising its fare structure at the same time. Their plan would reduce fares on much of RTD's rail service while increasing fares on most of their bus services, leading to a situation where bus passengers will subsidize rail passengers. This has ramifications beyond a rider's choice between rail and bus to get from point A to point B. There is no rail service in the NW corridor, between Westminster, Boulder and Longmont, only bus service. As proposed, with light rail fares declining in Denver and bus fares increasing in the NW corridor, the new fare structure would introduce another dimension to the regional inequity already seen for the NW corridor. The FasTracks NW Rail line between Westminster, Boulder and Longmont, initially scheduled for completion in January 2015, is now delayed at least thirty years, to 2045.



**Commuting Solutions**

April 29, 2015

36commutingsolutions.org

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p: 303-604-4383  
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Mr. Dave Genova, Interim General Manager Regional  
Transportation District  
1600 Blake Street  
Denver, CO. 80202

**Re: 36 Commuting Solutions Comments on Proposed RTD US 36 Bus Service Plan**

Dear Mr. Genova:

On behalf of the 36 Commuting Solutions membership, the 36 Commuting Solutions Board of Directors wishes to submit the following comments on the proposed US 36 Service Plan. We want to acknowledge the hard work that has gone into this Service Plan and we very much look forward to the official launch of the US 36 Bus Rapid Transit (BRT) service. After the many years of working with RTD and other partners on the US 36 Corridor, from the Major Investment Study to the EIS, and through this current construction period, we are pleased and excited to be at this major milestone with the upcoming launch of the Flatiron Flyer BRT service. The completion of the capital investment in this corridor signals the beginning of a legacy transit system that will provide bus service that has reduced travel times, is more reliable and is easier for customers to use.

Because employees of our 70 private sector businesses and 9 public sector agencies have been inconvenienced since July 2012 when construction started, they are eagerly looking forward to being able to use the new US 36 Express Lanes. These same constituencies will want to see some pay-off for the public investment in the Express Lanes. For these reasons, we urge RTD to make sure to maximize the amount of bus service that will use these lanes. One way to do this is to allow bus driver discretion for all buses using the corridor, not just the express or regional routes.

We are very pleased to see the proposed increased service to most parts of the corridor. This includes:

- Increased frequency of 15-minute All Station service mid-day.
- Increased frequency of peak service to 10 minutes.
- Increased number of trips in the peak periods along Broadway in Boulder (going from 18 to 30 total trips in the AM peak and 23 to 30 total trips in the PM peak).

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*Enhancing mobility along the U.S. 36 corridor.*

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Mr. Dave Genova

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- New DWB route that adds capacity for Broomfield and Westminster stations to Denver Union Station.
- SkyRide service that is better than today because of a significant travel time savings gained by routing on the Northwest Parkway.

This increased service reinforces the decisions that businesses along US 36 have made for investments adjacent to the BRT stations. Employees of businesses within the US 36 Master EcoPass Pilot program area at McCaslin and Broomfield will appreciate this reinforcement of their decision to locate adjacent to these BRT stations.

There are a few areas that would experience diminished service if the currently proposed Service Plan is implemented as proposed, including:

- While we appreciate the added HX service (from 24 to 56 trips per day after it is converted to the BVCC route), we urge consideration of express service east of Flatiron station. The cessation of this express service creates a significant travel time increase for current riders from Boulder and Flatiron Station because this service will likely not be able to use the new Express Lanes. This will affect the 36 Commuting Solutions members at McCaslin and the Interlocken Business Park, Broomfield's largest employment center. We recommend that express service, in addition to the local service on the BJCC, be included.
- Bus riders at the Broomfield and Sheridan Stations will no longer have a one-seat ride to the airport. We recommend retaining this, to serve businesses and residents who use these two stations. Even though as stated in your April 24 letter, the travel time will be approximately the same, if airport users are required to transfer, often with luggage, we believe this forced transfer will result in decreased ridership.
- Mid-day express service is proposed to be eliminated. This service is important to retain for current transit passengers as well as to attract new transit riders, including corridor employees and CU students. Based on customer feedback, some of these buses are currently standing room only and many existing customers travel the full trip between Denver and Boulder. We recommend that mid-day express service be continued and expanded to make the most of the investment in the US36 Express Lanes and serve the latent and expected new demand for quality BRT service.

Attached is a map that shows existing and future population and employment in the vicinity of the

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BRT stations. We would like to point out the substantial existing and future land use within

Mr. Dave Genova

April 29, 2015  
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1/2 mile of virtually all of the BRT stations along the US 36 Corridor. As you are aware, 36 Commuting Solutions has worked with RTD to pilot Master EcoPass contracts not only at the Mccaslin Station (where 500 new employees have a newly issued EcoPass) but at the Broomfield Station, where 300 new employees within walking distance of the station are using transit to a higher degree than previously. This demonstrates the importance of BRT service to economic development along the corridor.

The Boulder Junction BRT Station is a fulcrum of Transit Oriented Development. Boulder Junction is a 160 acre mixed use district in the geographic heart of Boulder and includes housing for up to 5,000 new residents, jobs for up to 4,300 employees, a new Hyatt hotel, and 1.8 million square feet of new commercial and retail space. People are moving in as fast as the paint dries in this redevelopment! Boulder Junction's centerpiece is the new RTD underground transit station at Depot Square which will serve as the east Boulder terminus for the US36 BRT service. Complementing the anticipated high quality transit service, Boulder Junction includes managed parking and travel demand management programs funded by district property taxes to support annual Eco Pass, carshare, and bikeshare memberships for all Boulder Junction residents and employees. Our membership has been a strong advocate for these districts and for the land use to be high density, mixed use development that is served by BRT. We appreciate the commitment to improve on existing peak service by making it bi-directional; however, we recommend additional investment to provide direct peak hour service between Boulder Junction and Denver Union Station, direct service to DIA, mid-day, off-peak, and weekend service to support a true transit-centered lifestyle.

36 Commuting Solutions continues to be a champion for the US 36 Multi-Modal Corridor and we look forward to continued work in partnership with RTD to ensure the success of BRT.

Thank you for your consideration of our comments.

Sincerely,

*GYa fJfi1--*

Gina McAfee

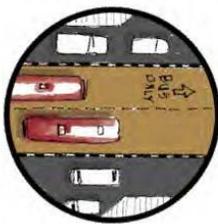
Chairperson, Board of Directors Attachment

To Whom It May Concern:

I have now previously written to the RTD concerning the services changes on the Northwest US 36 corridor twice (this letter, the same, being my third addressed to the RTD) and have yet to see any meaningful change which would enhance mine, or anyone else's, public transportation experience using the RTD's taxpayer funded services. I, along with nearly all other commuters in the Northwest corridor, are being completely and as disrespectfully as possible ignored by the RTD and its board of amateur politicians (most of whom I assume have ambitions of someday running for state senate). No effort have been made by the recently appointed interim General Manager to reverse the damage caused by his predecessor which has caused the FasTracks project to be 30 years behind schedule. Instead of building the commuter rail line which was approved by taxpayers back in 2004, the taxpayers of the Northwest corridor have instead been forced to subsidize RTD patronage in other (more wealthy) parts of the Denver metropolitan area. There has also been the added distraction of the endless construction project that is US36 which will result, not in a commuter rail line, but in a new express bus route, which is simply a rebranding of the previous system. The previous General Manager, Mr. Washington, in his op- ed in the Denver Post, shamefully claimed that the new express bus service ("BRT or whatever it actually is") was not instead of the rail line, but "in addition" to the rail line which the taxpayers have already paid for. Despite, this blatant misrepresentation of the facts, the RTD has not even begun construction on the promised and paid for Northwest Rail Line and instead a replacement express bus service has been forced on to the taxpayers. I honestly would not mind it if a True bus rapid transit system was built as a supplement to the commuter rail line, but this new express bus service doesn't even come to close to an actual bus rapid transit system. Based on the IDTP (Institute for Transportation and Development Policy) BRT Standard, for a system to be defined as BRT it must 1) have a dedicated bus-way, which is ideally aligned in the center of the road, 2) have dedicate right of way through the use of delineators, bollards, or colorized pavement, 3) off-board fare collection, either through a barrier controlled system or by a proof-of-payment system, 4) and platform level boarding, which would reduce boarding and alighting times. The US 36 BRT (or whatever it actually is) has literally none of the defining features of an actual bus rapid transit system. There is(are) no dedicated bus-only lane(s) which are center aligned; instead there is a toll lane, which will be shared by motorists. The new buses will not have dedicated right of way and will be forced to share the road with other vehicles. There will not be



**Dedicated Right-of-Way**  
Bus-only lanes fully segregated from mixed traffic



**Busway Alignment**  
Bus-only lanes aligned to the middle, not the curb, of a road



**Off-Board Fare Collection**  
Turnstile-controlled or proof-of-payment fare collection system



**Intersection Treatments**  
Mixed-traffic is prohibited from making turns across the busway



**Platform-Level Boarding**  
Station platforms level with bus floors when boarding and alighting

any off-board fare collection system, such as fare-gates or off-board conductors. There will be no platform-level boarding, but instead the buses will remain exactly as they already are. The IDTP has already come out requesting that the RTD stop referring to the new express bus service on US 36 as “BRT” as it most obviously is not anything even approaching an actual bus rapid transit system ([http://www.denverpost.com/news/ci\\_27392678/u-s-36-bus-transit-plan-is-not](http://www.denverpost.com/news/ci_27392678/u-s-36-bus-transit-plan-is-not)). It would be wise of the new General Manager to stop referring to the new express bus routes as “BRT”.

Concerning the new fares for the new enhanced express bus routes: I recently read that the fare for the journey between Union Station and Westminster Center would be considered a “local” fare and would cost less than the journey from Union Station to any of the other stops along the US 36 corridor; I would go further and demand that the fare for the entirety of this new express bus route be completely free for all passengers, until, and only if, the Northwest Rail Line is actually completed all the way to Longmont as was approved by and paid for by taxpayers in 2004. The money intended for the construction of the Northwest Rail Line has already been diverted to both the new express bus service and other RTD projects in the more wealthy parts of the metro area. There is no reason for anyone to pay fares for this new bus service, until they have the option to choose between rail and bus.

Also concerning the new fare system: I find it weird that SMART cards (which should be their name; there should be no difference between college passes and eco passes) should not be available to anyone and everyone who wants one. Paying with coins and paper money while boarding (and or alighting #facepalm) slows down the whole process immensely. It takes half a second to scan a card at a fare-gate outside of the bus even before boarding, while it can take several minutes, sometimes, to fumble with coins and cash and for the driver to determine the proper fare and whether or not the passenger wanted or even needed a transfer. It’s the 21<sup>st</sup> century, not the 1950s.

Concerning “stay right” signs on escalators: what is the harm in putting up “stay right” signs on the escalators at Union Station? Staying on the right side of an escalator is basic etiquette which many, if not most, people in Denver are completely unaware of.

(<http://www.examiner.com/article/escalator-etiquette>) The people of Denver are so poorly educated about public transportation that a harmless little sign with the words “stay right” can do nothing but good things.



In your last letter to me, I received no response concerning my suggestion that waiting areas at the Union State bus terminal be more explicitly defined, as to avoid confusion, especially during busy times. Nor did I receive any response concerning the existence of turnstiles at the Sports Authority at Mile High light rail station, but the notable lack of turnstiles at any other light rail station.

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All this being said, I would be perfectly fine with leaving things the exactly the way they currently are if the buses actually showed up on time, every time. There is absolutely no excuse for any bus or train to ever arrive or depart at any other times than the scheduled times. There is no excuse for buses arriving early, nor is there an excuse for busses arriving late. I am a regular rider on the BV and BF routes, as previously stated, and routinely experience late busses. The eastbound BV is supposed to depart from the Church Ranch stop precisely at 11:33, not at 11:38 nor at 11:45 nor at 12:00 nor at any other time other than 11:33.

In conclusion, I would once again like to voice my support for Districts J, O and I leaving the RTD as to more respectfully accommodate the taxpayers of those areas. There is no reason to keep paying for a train that will never be built.

I, obviously, do not expect any changes to come about as a result of mine (and thousands of other's) complaints concerning the absolute lack of respect which has been given the residents of the North West Corridor, but I hope that at least someone recognizes the extreme discontent concerning RTD and their shameful lack of services.

Ryan Cruz



### **Better Boulder Comments on US 36 BRT Service Plan**

While we recognize and appreciate the hard work that RTD staff have engaged in to develop the draft US 36 BRT service plan, and appreciate many elements of the plan, we believe that additional service is needed in order to make best use of the new managed lanes on US 36 and adequately serve the transit oriented development at Boulder Junction.

#### **The context:**

US36 BRT needs to get started off on the right foot. This service both needs to *be* successful, and needs to be *perceived* as successful by the public, elected officials, and key private sector stakeholders. This is important to RTD and the region as a whole, for several reasons:

Since NW Rail will not be delivered to the NW area, at least not in any short to medium time frame, US 36 BRT is the only Fastracks service which will directly serve most NW area communities. Having a very positive rollout of BRT and broad stakeholder support will be important to public understanding that the NW area is getting a high quality transit service. If, instead, the rollout of BRT is marred by complaints about too low a level of service, this will only feed perceptions of regional inequity.

BRT is important to RTD's future. There are already two additional BRT lines in the adopted fiscally constrained 2040 RTP (SH 119 and Colfax), other lines identified in the NAMs study, the SH 7 BRT study is moving forward, and RTD will be receiving DRCOG funds for a regional BRT study. But public understanding of BRT is very low. Just as it was critical for RTD to do a great job developing the first light rail line two decades ago, to show people what light rail could mean in the Denver region, it is similarly critical that RTD do a great job developing the first BRT line. The goal should be for stakeholders, users, and the general public to love BRT the way people embraced LRT. It is worth spending a little more money to achieve this.

For Boulder, it is important both to maintain great service along the Broadway corridor and to significantly improve service to the Boulder Junction area. Boulder

6/23/2015

has planned major transit oriented housing and employment growth in this area.

RTD is a partner in Depot Square, Boulder Junction has already begun to develop, with the addition of the Depot Square apartments, Solana Apartments, Hyatt Place Hotel and Nickel Flat apartments. A new Google campus with up to 1,500 employees has been approved, and plans are moving forward for hundreds of thousands of square feet of additional mixed-use developments within a half mile radius.

**Specific Suggestions: Maintaining great service on Broadway:**

While the proposed service plan does add significant all stop service, it cuts back on express service during some peak hours, and eliminates mid day express service. This is problematic, and does not make appropriate use of the new managed lanes, as the all stop service would not use the managed lane. We recommend two changes:

- 1) Peak period. The proposed service plan is pretty good for peak period service between BTC and DUS, with the exception of the 7-8AM eastbound and 5-6 PM westbound periods. During these 2 hours, there is a significant reduction in express service compared to today, from 8-9 per hour down to 6 per hour. We would recommend that the existing frequency be maintained during those hours.
- 2) Mid-day- the proposed service plan drops the existing once an hour mid-day express service, while increasing local service from 2 to 4 trips per hour. We recommend expanding mid-day express service.

**Boulder Junction Service:**

While the proposed service plan does improve on peak service by making it bidirectional, it is important that there be some direct service between Boulder Junction and Union Station, and some mid day and evening service. It is true that this is a developing area, and does not yet have the densities it will in a few years, but there has already been significant development at Boulder Junction, in addition to significant existing housing and employment within a slightly larger radius. We recommend modest service enhancements, combined with a commitment to increase service as the area builds out and demand grows.

We recommend:

- 1) Alternate runs to Union Station and Civic Center during the peak.
- 2) Add low frequency mid-day and evening service, and some weekend service -once or twice an hour service mid-day and 6-10 PM on weekdays and hourly service on weekends.
- 3) Commit to regularly revisiting service levels in Boulder Junction, including DIA service, as development proceeds and demand grows. This is consistent with the 2012 memo from RTD to the US 36 Mayors and Commissioners

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which shows minimum service levels increasing over time after opening day, towards the 2035 levels anticipated in the EIS.

- 4) Retain direct service to the major employment centers in east Boulder, similar to the current route S service.

With these changes we believe that we could get to a point where key stakeholders can come together to focus on working together to make the rollout a success, rather than arguing about the service plan.

Contact: [info@betterboulder.com](mailto:info@betterboulder.com)



Interim Mayor Pro Tern Suzanne Jones

**Council Members: Macon Cowles, George Karakehian, Lisa Morzel, Tim Plass, Andrew Shoemaker, Sam Weaver, Mary Young**

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May 1, 2015

David Genova, Interim General Manager Regional  
Transportation District  
1600 Blake Street  
Denver, Colorado 80202

Dear Mr. Genova:

Thank you for our recent meeting; great to have the opportunity to talk in person and share our concerns with you. We look forward to continuing our partnership with you.

The City of Boulder appreciates the opportunity to provide comments on RTD's proposed U.S. 36 Bus Rapid Transit (BRT) service operating plan. As you know, our community's goals and policy direction place a high value on transit as part of meeting our transportation and sustainability objectives. The city supports the comments provided to RTD by the U.S. 36 Mayors and Commissioners Coalition (MCC) and 36 Commuting Solutions as well as by our agency partners and community organizations such as Boulder County, University of Colorado – Boulder, Chamber of Commerce, and Better Boulder. We submit the following as complementary comments along with more detailed comments and recommendations regarding the specific concerns and recommendations in Attachment A.

Our primary concern is that RTD's proposed BRT service operating plan does not provide the U.S. 36 corridor with any significant net new funding (approx. \$900,000/year; only 10% over existing investments for bus operations). This means that the proposed BRT operating plan rearranges already-funded service, without significantly improving service. This proposal conveys a very concerning message about RTD's commitment to BRT, and fails to support the promised "stellar" service and caters to developers' concern that they cannot rely on BRT to make an investment in transit-oriented development. It is critical for Boulder Junction to have robust BRT service to leverage the significant public (city and RTD) and private investment to support a true transit-centered lifestyle. Not surprisingly, many of our concerns can be addressed if RTD could provide an increase in FasTracks funding sufficient to fund these expected improvements.

According to RTD information, in 2014 Boulder County taxpayers contributed about \$17.4 million in FasTracks revenue; since 2005 the county has contributed over \$142 million. The U.S.

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36 corridor communities together have contributed over \$230 million during this same timeframe. This amount more than covers the \$150 million in RTD contributions to the managed lanes, other BRI-related improvements and new revenue vehicles, the Longmont station, and an appropriate contribution to Denver Union Station from our corridor.

Going forward, Boulder County taxpayers are expected to contribute well over \$17 million per year in FasTracks revenue (and the entire corridor will be contributing over \$23 million) yet only receiving \$900,000 from FasTracks. This is only 5 percent of what Boulder County taxpayers are contributing (and 3.8 percent of the corridor contribution) to FasTracks on an annual basis.

It seems reasonable to ask the RTD Board of Directors to increase the FasTracks allocation to the U.S. 36 BRT operating budget from the current 5 percent of annual corridor revenue to 15 percent (i.e. increase the FasTracks annual allocation from \$900,000 a year to \$3.4 million a year). This would allow RTD to demonstrate a meaningful increase in service as a result of the corridor's investment in FasTracks and build confidence that RTD is serious about BRT as a future mode.

It would be beneficial for RTD to provide detailed information to the U.S. 36 corridor communities on what it would take to provide the level of transit service that is being requested, rather than only the information in RTD's proposals. This would help create an opportunity for dialogue among the agency partners to reach common ground and maximize the tremendous investment that we have all made together over many years to ensure the successful launch of U.S. 36 Flatiron Flyer service as a flagship for BRT in the RTD region.

RTD is an important partner with the U.S. 36 corridor communities and together we need to focus on providing high quality BRT service on opening day 2016 and remain committed to full build-out of the U.S. 36 Flatiron Flyer BRT station amenities, complete corridor improvements, acquisition of the next generation of BRT vehicles, enhancements for first and final mile connections, and construction of the bidirectional express lanes on I-25.

Like Denver Union Station, Boulder Junction is an incredible example of RTD partnering with local communities to create state of the art facilities that demonstrate visionary leadership and support for a transit-centered lifestyle for residents and employees, as well as generations to come. Please see Attachment B for more information regarding Boulder Junction.

Invite you and others from RTD staff and the Board of Directors to tour Boulder Junction and see the transformation that is occurring there today and learn more about what is coming in the near future. For more information regarding the Boulder Junction tours, see Attachment B and contact: Kathleen Bracke, GO Boulder Manager, City of Boulder at (303) 441-4155 or via e-mail: [brackek@boulder.colorado.gov](mailto:brackek@boulder.colorado.gov).

We appreciate RTD staff hosting public meetings for the Boulder community to directly share their input on RTD's proposed U.S. 36 BRT service operating plan. Many of the public comments from the community echo the city and MCC comments provided to RTD.

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Again, the City of Boulder appreciates the opportunity to continue working with RTD staff and board members, along with the U.S. 36 MCC and our agency partners, to encourage participation in this important process.

Sincerely,



Matthew Appelbaum Mayor

cc: City Council

### Attachments:

- A. Specific recommendations for the US36 BRT service plan
- B. Boulder Junction Information

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### Attachment A: Boulder Specific Comments and Recommendations for US36 BRT Service Operating Plan

City of Boulder's detailed comments regarding RTD's proposed U.S. 36 Bus Rapid Transit (BRT) service plan are listed below, including specific recommendations to address them:

- FasTracks funds should be allocated to provide more robust service throughout the U.S. 36 corridor, ensuring the success of BRT for individual communities as well as building support for expansion of BRT to other parts of the region.
- There should be no service reductions. All existing services should remain and only new service should be proposed in addition to existing. A reallocation of the current service hours is unacceptable.
- No one should experience worse service as a result of FasTracks, this includes but is not limited to, taking away a one-seat ride, increasing trip travel time, decreasing midday express service, or decreasing headways during any time period along existing corridors such as Broadway.
- U.S. 36 BRT is setting the precedent for BRT in the region. It is important that the service levels are implemented appropriately on opening day as this will be the first opportunity for people to experience BRT in our region and this will set the standard and expectations for future BRT throughout the Northwest Corridor and District.
- The proposed plan does not account for areas experiencing significant growth and increasing demand for transit service such as the Boulder Junction/Google Campus area, the new Boulder Community Health complex and expanding employment areas in East Boulder, and the University of Colorado (CU) East Campus. Additional information is attached to demonstrate the emerging transit markets currently under construction in Boulder Junction. Robust service is critical to support a transit-centered lifestyle in the Boulder Junction TOD district (Attachment B).
  - A unique feature of the Boulder Junction district is the special property tax overlay that provides ongoing funding to district residents and employees to support a transit-centered lifestyle with Eco Passes, car share and bike share memberships, and managed parking.
  - The tremendous public and private investment in Boulder Junction, including RTD's important role in creating the centerpiece of the district-the Depot Square Station --demonstrates, our collective commitment to local and regional transit.

The U.S. 36 BRT service is an integral element of bringing Boulder Junction and the Transit Village Area Plan vision to life.

- Rather than being fearful of empty buses on opening day, the U.S. 36 BRT service should be designed to serve existing and growing markets with available capacity to grow forward from opening day. It is difficult to attract new transit riders and grow ridership demand over time on a route that does not exist or with service levels inadequate to attract new patrons. The new U.S. 36 BRT operating plan should provide BRT service frequency and span that meets national standards for BRT. Ridership should be monitored over time to increase or decrease service levels based on actual route

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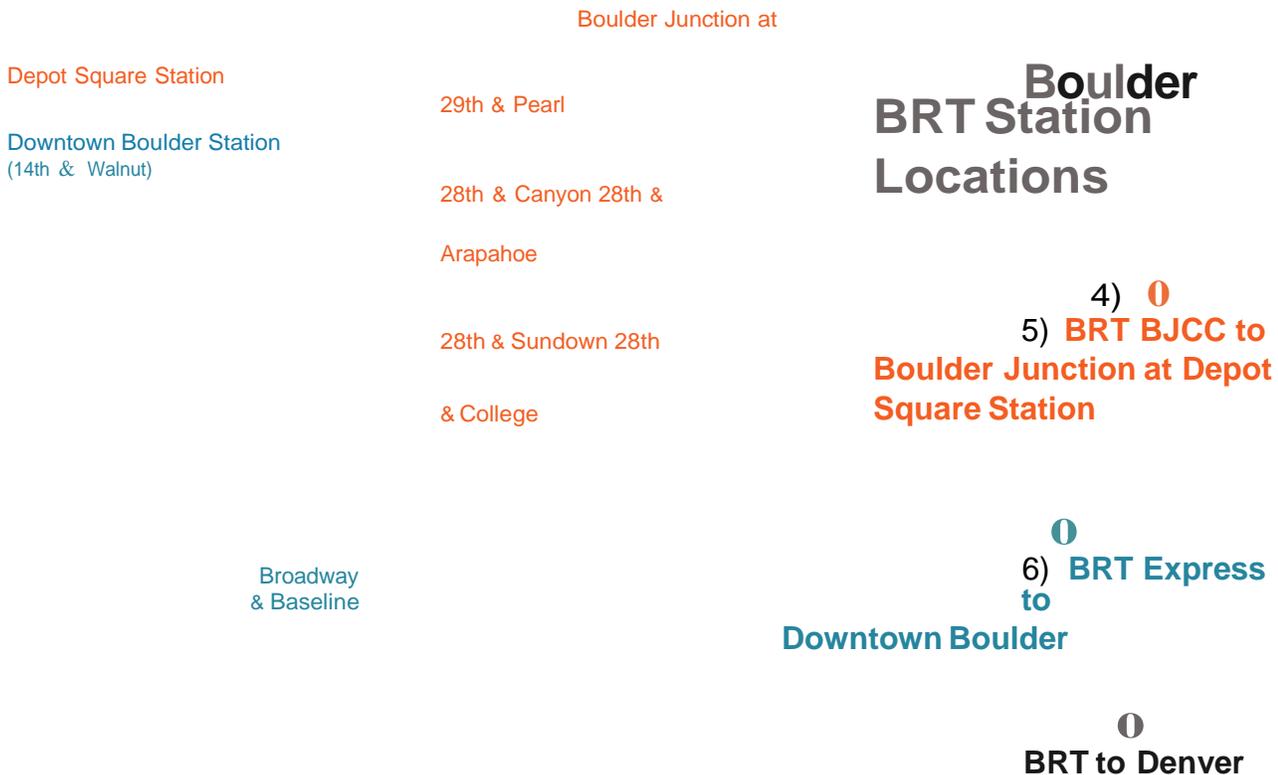
performance as emerging transit-oriented development and regional employment centers continue to grow and increase demand for transit service.

*Specifically, there should be:*

- o 15-minute weekday peak hour and 30-minute weekday midday service, and 30-minute weekend peak hour and midday service from Boulder Junction to both Denver Civic Center and to Denver Union Station, alternating termini.
- o Weekday and weekend hourly service from Boulder Junction to Denver International Airport (DIA) via the Northwest Parkway. Combined with the existing hourly airport service to/from the Downtown Boulder Transit Center, this will provide 30-minute service to DIA from the Table Mesa Park-n-Ride.
- o 15-minute midday express service to/from Downtown Boulder Transit Center along Broadway.
- o No changes to the current Route S.
- o Boulder community comments also include not changing service on Route T to the Denver Tech Center due to impacts to existing transit customers.
- o Please see the following map of the proposed BRT station locations along

Broadway and 28<sup>th</sup>

Street.



O

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### Attachment B: Boulder Junction Information

Dear RTD Board Members:

On behalf of the City of Boulder, I would like to invite you to participate in a tour of the Boulder Junction redevelopment area.

We recognize that RTD will soon be making some important decisions regarding US 36 BRT service to Boulder Junction, and we would like you to experience firsthand how this world class transit oriented development district is transforming the geographic center of Boulder.

We will hear from city, developer, and community representatives as we visit points of interest within this vibrant, rapidly changing neighborhood.

On this tour, you will:

- Hear why national businesses – from Google to Hyatt hotels – are locating in the area.
- Learn more about the tremendous public and private investment in the district, the centerpiece of which is RTD's regional transit station opening this summer.
- Understand from community members how a transit-centered lifestyle with Eco Passes, car share, bike share, and managed parking is supporting the whole area coming to life.

Please let us know if you can attend a tour any afternoon or evening in April or early May. We will plan a tour to accommodate your schedule.

Thanks and we look forward to hearing from you. Sincerely,

Matt Appelbaum Mayor

City of Boulder

 University of Colorado Boulder

May 1, 2015

Dave Genova, Interim General Manager  
Board of Directors  
Regional Transportation District 1600  
Blake Street  
Denver, Colorado 80202

Dear Mr. Genova and Directors,

The University of Colorado Boulder supports RTD in its efforts to expand and improve public transportation opportunities in the US 36 corridor. We appreciate the investment and work that has been done thus far and look forward with great anticipation to opening day for the US 36 Bus Rapid Transit Service.

CU-Boulder is among the largest providers of RTD passes in the entire RTD system, issuing approximately 30,000 student College Passes and 8,300 Faculty/Staff EcoPasses annually. We encourage campus staff, faculty and students to use the many transit options available to them. We are strongly committed to lowering the vehicle miles traveled by our campus affiliates as part of our sustainability initiative and as responsible stewards in the community.

For these reasons I am greatly concerned that the proposed service plan eliminates or reduces services on key routes important to CU-Boulder affiliates and our community workforce. The proportion of FasTracks operating investment proposed for the US 36 corridor - relative to current base service - does not demonstrate regional equity and is disproportionately low relative to the revenues invested by taxpayers in the corridor. This underinvestment on opening day and beyond will disappoint the expectations for robust service, frustrate and inconvenience a significant portion of current riders and threaten the anticipated growth in new ridership.

You will find our specific recommendations to the service plan in attachment A. I have also been in discussions with the city of Boulder and agree with the concerns expressed by them as well. I request that RTD designate staff to meet with our designated staff to review and discuss the details of our concerns prior to any final recommendations to the RTD Board and certainly prior to any action by the Board on the service plan. I appreciate the progress that appears in the latest fare recommendation and hope to see similar progress on the service plan.

# Final US 36 Service Plan

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I hope that you will consider these recommendations in the spirit in which they are offered, that of a partnership. The entire University of Colorado Boulder community looks forward to a continued successful partnership with RTD in our mutual commitment to improved transportation options serving the 36 US corridor, the Boulder community and the Denver Metro region.

Sincerely,

Philip P. DiStefano  
Chancellor  
University of Colorado Boulder

Attachment A: Priority Recommendations to US 36 BRT Service Operating Plan

## Final US 36 Service Plan

### Attachment A: Recommendations to US 36 BRT Service Operating Plan

Please designate RTD staff to meet with the University's designated staff to review and discuss both the specifics of University recommendations and the expansion of the FasTracks operating budget for the US 36 corridor.

- **Priority recommendation: Retain the current S route.**

The vast majority of current S route riders board somewhere in the US 36 corridor and ride to locations along east Arapahoe, including CU's East Campus, Boulder Community Hospital and Ball Aerospace. A smaller portion travel farther to employment locations north on 55th Street and in the Flatirons Park. None of these east Arapahoe / east Boulder destinations will be served directly by the proposed BJCC route. When RTD states that "the proposed combination will maintain the same service for half of the riders." they are referring to the HX riders, not any of the S riders. In addition, the proposed BJCC route starts and ends at different locations from the S route. Replacing the S with the BJCC route would eliminate service to and from Denver Union Station at the south end and eliminate service to east Arapahoe, 55th and Flatirons Park on the north end. The substitute of a timed transfer between the BJCC route and the 206 is appreciated, but this will assist with only a minority of the S riders, as the 206 does not serve east Arapahoe, which is where the majority of the S riders are bound for work. Finally, ridership on the S is reported to be growing and both the University and Boulder Community Hospital are expanding substantially in this vicinity as we speak.

- **Priority recommendation: No reduction in express service between Denver and Boulder at any time, in either direction. We recommend increasing express service. Increase the existing AM Peak Eastbound and Westbound 7.5 minute frequency of the combined BX and BMX express services to 6 minute frequency. The current RTD proposal calls for a 25% reduction to 10 minutes; we recommend a 20% increase to 6 minutes.**

Peak Period Express Service	Current #Trips per hour BX+BMX	Proposed #Trips Per hour Express Denver - Boulder TC	Change (#Trips)	Change - %
AM - WB to Boulder	4+4=8	6	-2	-25%
AM - EB to Denver	4+4=8	6	-2	-25%
PM - WB to Boulder	0+6=6	6	No change	No change
PM - EB to Denver	3+3=6	6	No change	No change
<b>Total</b>	<b>28</b>	<b>24</b>	<b>-4</b>	<b>- 14.3%</b>
Based on a comparison of Figures 4 (current weekday service frequencies) and 23 (proposed weekday service frequencies) in RTD's March, 2015 Proposed US 36 Service Plan, found on pages 10 and 31 respectively.				

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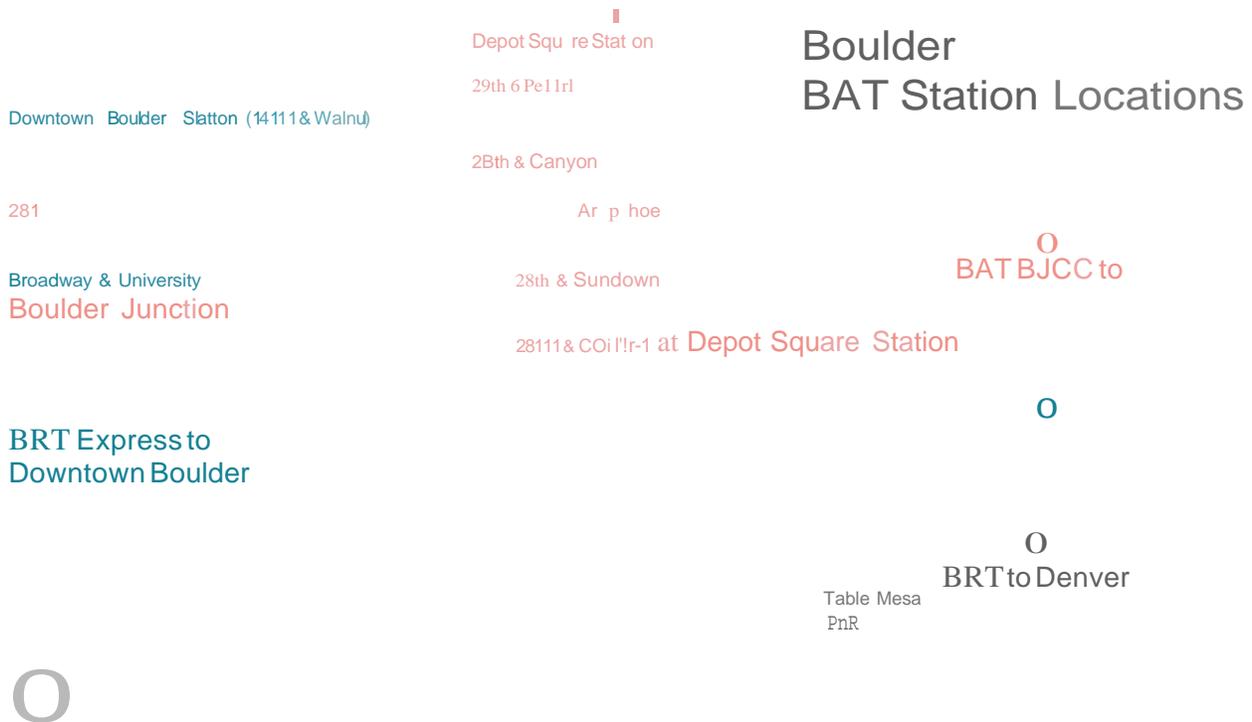
- Priority recommendation: Increase trips between Boulder and Denver between 9 AM and 3 PM on weekdays in both directions to two trips per hour.

The proposal calls for all mid-day express service in both directions to be eliminated.

- Priority recommendation: Consider outfitting the Flatiron Flyers with three-space bike racks.

The previous generation of Neoplan regional coaches carried eight bikes each, including two in a rack mounted on the front of the bus. RTD staff reports that the new MCI coaches that will make up the Flatiron Flyer fleet will carry a total of only six bikes each, including a two-space front rack. This is a loss of bike capacity per vehicle of 25%. Bike capacity is particularly critical on express service in the peak periods when some coaches are already standing room only. If the reduction of peak period express service depicted in the US 36 Service Plan (and in the table above) is implemented, this will represent a 36% loss of capacity on peak period express service of 80 bike per hour. In the AM peak, where the 25% loss of express service is indicated in the Service Plan, the 25% loss in bike-on-bus capacity compounds this, for a 44% loss on the AM peak express services. Using a three-space rack would significantly reduce the deficit in express service bike capacity. With the added cycling convenience of the US 36 Bikeway demand for bike-on-bus capacity is likely to increase. Approximately 7,500 of our students, faculty and staff bike to campus on a typical day.

- Priority recommendation: Include BRT stops serving the University,
  - Along Broadway in Boulder at Baseline, 20th/Regent, 16th/Euclid and at University.
  - Along 28th at College, Sundown and Arapahoe.
  - Along east Arapahoe, north 55th and into the Flatirons Business Park on the S route.



- **Develop and conduct a pilot program allowing operator discretion regarding the use of managed express lanes for the All Stops service.**

The more frequent mid-day local, "All Stations" service will use the general purpose lanes between Mccaslin and Westminster - shifting to the shoulder when traffic slows to 35 mph or less; not to exceed more than 15 mph faster than the slow traffic. This means that the shoulder-running buses would operate at 15 mph when traffic is stopped, up to 50 mph when it is slowed to 35 mph. The All Stations service would use the express lanes at both ends of the corridor, between Cherryvale and Mccaslin at the north and between Westminster Center and DUS at the south. There may be circumstances when a net time savings may be realized by the BJCC local operating in the managed express lanes between Mccaslin and Westminster (which is currently precluded in the service plan) - instead of using the shoulder. When traffic is stopped, a net speed gain of as much as 50 mph would be possible. The intent is to maximize the benefit of the investment in the express lanes for the transit-riding public.

**Attachment 4 Final Route Schematic**