

# BOARD OF DIRECTORS REPORT

To: Phillip A. Washington, General Manager  
From: Bruce Abel, Assistant General Manager  
Date: October 8, 2013  
Subject: January 2014 Service Changes

Date: October 10, 2013
GM
Board Meeting Date: October 15, 2013

## **RECOMMENDED ACTION**

It is recommended by the Operations/Customer Services Committee that the Board of Directors approve the January 2014 Service Change package as revised and summarized in Attachment A resulting in an annualized cost increase of approximately \$635,500 and, further, to authorize the General Manager or his designee to execute contract amendments as necessary for private operators whose service is impacted by these changes.

## **DISCUSSION**

To meet the diverse travel needs of the citizens of the District and maintain a high-performance, sustainable transit system, RTD has developed a networked family of services for which the different classes of service have different expectations of performance. We will continue adjusting services in response to changes in ridership and operational performance of the transit system as a whole while also continuing to review the impacts of the implementation of the West Corridor Light Rail Service and the associated bus service changes. Routine service changes not associated with or included in the West Corridor Service Plan are necessary to maintain system on-time performance and provide the appropriate level of service according to customer demand while we will also need to monitor customer response to the implementation of West Corridor bus and rail service and propose adjustments as appropriate.

The guiding principles for proposed service changes continue to be:

- Service performance evaluation based on the RTD Service Standards;
- The effects on the overall integrity of the transit network and on transit dependent markets;
- The availability of alternative services to affected riders;
- Cost-effective distribution throughout the District and Family of Services and the ability to enhance service when possible;
- Title VI of the Civil Rights Act: benefits and services are provided without regard to race, color or national origin; also disparate effects on low income and minority populations; and
- Response to changes in the communities where services are provided

## **SUMMARY OF PUBLIC HEARINGS**

Eight public hearings were held between September 18 and September 26, 2013 in Boulder, Denver and Lakewood. Comments from these meetings and the service change website are summarized in Attachment B of this report.

## **CHANGES TO INITIAL RECOMMENDATIONS**

Staff receives input during the public comment process and continues to conduct additional analysis after the initial service recommendations are communicated to the Board of Directors. Depending on the outcome of the public comment process and continued analysis, staff may or may not propose modifications to these initial recommendations. The following represent substantive changes proposed to the service changes initially communicated to the Board of Directors for implementation as part of the January 2014 service change:

### **Route 86X – Westminster Center Express**

An additional morning trip is proposed to address passenger overloads issues.

### **Route 100X – South Kipling Express**

Cancel the proposal to move the 6:10pm departure from Civic Center to 5:40pm.

### **Route 120X – Thornton Wagon Road Express**

An additional trip has been proposed to address overloads experienced during the evening peak period.

### **Route 225 – Boulder/Lafayette/Broomfield**

Running time adjustments resulting in the need for additional resources are now proposed to allow better connection to the Route 76 and overall on-time performance.

### **Route 410 – Lincoln Avenue/Parker**

The proposal to curtail service between the Pinery and Parker park-n-Ride has been deleted from the proposal.

### **Route P – Parker/Denver**

The trip arriving Parker park-n-Ride at 4:11pm is proposed to be extended to the Pinery park-n-Ride.

### **Longmont Call-n-Ride**

An additional vehicle is proposed to be added for the Longmont Call-n-Ride to address shortfalls in trip availability during peak periods.

The following are to be added to the list of routes with Routine Service Adjustments:

### **Route AA – Wagon Road/DIA**

### **Route AB – Boulder/DIA**

### **Route B – Boulder/Denver**

### **Route DASH – Boulder/Lafayette via Louisville**

### **Route DD – Boulder/Colorado Boulevard**

### **Route T – Boulder/DTC**

### **Route Y – Lyons/Boulder**

## **SUMMARY OF PROPOSED SERVICE CHANGES**

### Service Reductions

**Route 54 – Montbello Industrial Park:** discontinue 9:05am and 2:05pm trips

**Route 89 – Stapleton/Anschutz Campus:** reduce frequency and operate with small vehicle

**Route YL – Lyons/Longmont:** discontinue service due to low ridership

**D-Line:** propose to permanently close the 29<sup>th</sup>&Welton Station (leaving the station infrastructure intact until the completion of the Central Corridor/Welton Streetcar study)

### Mixed Service Reductions/Service Increases

**Route 10 – East 12<sup>th</sup> Avenue:** weekday schedule adjustments in the Central Platte Valley

**Route 52 – West 52<sup>nd</sup> Avenue:** relocate via Zuni St./W. 46<sup>th</sup> Ave. (see map)

**Route 205 – 28<sup>th</sup> St/Gunbarrel/ Heatherwood:** Rename and reroute service. (see map)

**Route 225 – Boulder/ Broomfield via Baseline/US 287:** extend weekday service span

**Route 323 – Skyline Crosstown:** reroute westbound via Hover/Bent/Dry Creek and Nelson. (see map)

**Route 410 – Lincoln Ave/Parker:** additional trips.

**Route AB – Boulder/DIA:** Shift the last westbound, weekday trip.

**Route BOUND – 30<sup>th</sup> Street:** Interline with pull-in trips from other local routes

**Route JUMP – Boulder/ Lafayette via Arapahoe:** Extend long-JUMP trips to serve Arapahoe/63<sup>rd</sup>

**Ranches package:** shift first am trip later by 5 minutes

- **Route 77 - Ken Caryl Avenue:** would have minor schedule adjustments.
- **Route 401 – Ranches Crosstown:** would have minor schedule adjustments.
- **Route 402Ltd – Highlands Ranch Parkway Limited:** would have minor schedule adjustments
- **Route 403 - Lucent Boulevard:** is proposed to remove the Dutch Creek deviation. (see map)

**Bellevue Call-n-Ride:** convert the flex route to demand only service

**South Simms – Alameda Parkway package:** 21, 116L, and 116X

- **Route 21 – Iliff/Evans Crosstown:** minor schedule adjustments (see map)
- **Route 100X – South Kipling Express:** move pm trip time in conjunction with other changes
- **Route 116Ltd – Ken Caryl Limited:** is proposed to be rescheduled to increase its span of service
- **Route 116X – Ken Caryl Express:** is proposed to have an additional trip added in each direction

**Thornton/Northglenn Call-n-Ride:** consolidate the North and South Thornton call-n-Ride areas

#### Routine Service Adjustments

**Route 0 - South Broadway:** weekday schedule adjustments

**Route 6 – East 6th Ave/North Pecos:** extend 8:30am westbound trip

**Route 10 – East 12<sup>th</sup> Avenue:** schedule adjustments

**Route 16 – West Colfax:** minor schedule adjustments. (see map)

**Route 16Ltd – West Colfax:** minor schedule adjustments. (see map)

**Route 21 – Evans Avenue:** add 7:51am westbound. (see map)

**Route 32 – 32<sup>nd</sup> Avenue /City Park:** schedule adjustments

**Route 35 – Hampden Avenue:** schedule adjustments

**Route 40 – Colorado Blvd:** schedule adjustments

**Route 133 – Hampden/Tower:** schedule adjustments

**Route 135 – Smoky Hill Road:** schedule adjustments

**Route 139 – Quincy Avenue:** schedule adjustments

**Route AA – Wagon Road/DIA:** shift first AM trip 5 minutes earlier

**Route AB – Boulder/DIA:** minor schedule adjustments

**Route AF – Downtown/DIA:** schedule adjustments

**Route B – Boulder/Denver:** schedule adjustments

**Route DASH – Boulder/Laffayette via Louisville:** schedule adjustments

**Route DD – Boulder/Colorado Boulevard:** schedule adjustments

**Routes ES and EV:** schedule adjustments

**Route T – Boulder/DTC:** schedule adjustments

**Route Y – Lyons/Boulder:** schedule adjustments

**W-Line:** minor schedule adjustments

#### Service Improvements

**Route 20 – 20<sup>th</sup> Avenue:** relocate the terminal loop at West 17<sup>th</sup> Avenue/Federal Blvd. (see map)

**Route 66 – Arapahoe Road:** add Sunday/holiday service east of Arapahoe Station

**Route 105 – Havana Street:** improve weekday midday frequency to 15 minute frequency

**Route 86X – Westminster Center Express:** add a southbound am peak trip

- Route 120X – Thornton Wagon Road Express:** add a southbound am peak trip  
**Route AT – Arapahoe County/DIA:** extend 3:42am northbound trip from Nine Mile Station  
**Routes CV/CS/CX – Pine Junction/Conifer/Denver:** minor schedule adjustment  
**Route HX – 28<sup>th</sup> Street/ Civic Center:** Add AM peak and PM peak trip  
**Route P – Parker/Denver:** add southbound trip from Civic Center Station, extend trip to the Pinery pnR  
**Golden Call-n-Ride:** add additional vehicle to weekday service  
**Longmont Call-n-Ride:** add vehicle during peak periods

### **FINANCIAL IMPACT**

The financial impact contained in this proposal is estimated at an annualized \$635,500. Funding for these changes is included in the 2014 budget request.

### **ATTACHMENTS:**

- Board Report January 2014 - Attachment A (DOCX)
- Board Report January 2014 - Attachment B summary (DOCX)
- A Look Ahead - Attachment C (DOCX)
- CPN RTD Feedback on 29-Welton Station Closure 20131008 - Attachment D (PDF)
- Closing RTD station at 29th and Welton - Attachment E (DOCX)

Prepared by:  
Jessie Carter, Manager, Service Planning and Scheduling

Approved by:

  
Bruce Abel, 10/10/2013

**Route 0 - Broadway**

Weekday running time adjustments; annualized cost increase is estimated to be \$62,000.

**Route 6 – East 6th Ave/North Pecos**

Extend 8:30am westbound trip from 8th/Colorado to instead originate at Centrepoint & Sable Transfer Center at 7:51am. Relieves overloads on the following trip at 8:06am from Centrepoint & Sable. Annualized costs are estimated to be \$10,300

**Route 10 – East 12<sup>th</sup> Avenue**

Changes are proposed for weekdays in the Central Platte Valley segment of the route. The 4:50 a.m. trip from 9<sup>th</sup>/Clermont would be extended to the Rockmont Loop, improving connections to Union Station via the Millennium Bridge. The 5:39 a.m. trip from Elitch's would instead start from the Rockmont Loop at 5:36 a.m. The 5:51 a.m. trip from Rockmont would instead start from Elitch's at 5:54 a.m. In the evening, the trip from the Aquarium at 6:34 p.m. would no longer stop at Elitch's, as alternate trips are now available. Cost estimated to be \$3,500 annualized.

**Route 16 – West Colfax**

Proposed for minor schedule adjustments and a change to the Downtown turnaround, which will be rerouted to facilitate use of articulated buses: eastbound from Colfax via Grant Street, 13<sup>th</sup> Avenue, Bannock Street, West 11<sup>th</sup> Avenue to terminal. No change in westbound route. No cost impacts anticipated.

**Route 16Ltd - West Colfax**

Proposed minor schedule adjustments involving the Downtown turnaround rerouted to facilitate use of city transit buses: eastbound from Colfax via Court Place, Broadway, and 16th Avenue into Civic Center Station. No change in westbound route. No cost impacts anticipated.

**Route 20 – 20<sup>th</sup> Avenue**

This proposal is for minor schedule adjustments related to relocating the terminal loop at West 17<sup>th</sup> Avenue/Federal Boulevard to match alignment of through trips from NREL. No cost impacts anticipated.

**Route 21 – Evans Avenue** (see also South Simms Package)

Add 7:51am westbound trip from Centrepoint & Sable to Evans Station is proposed to relieve overloads on both the 7:36am and 8:06am westbound trips. Cost estimated to be \$25,900 annualized.

**Route 32 – 32<sup>nd</sup> Avenue/City Park**

Schedule adjustments are proposed due to congestion on West 32<sup>nd</sup> Avenue. No cost impacts are anticipated.

**Route 35 – Hampden Avenue**

Minor schedule adjustments and route change at Hampden- Acoma Street. No cost impact anticipated.

**Route 40 – Colorado Blvd**

Minor schedule adjustments are proposed. No cost impact anticipated.

**Route 52 – West 52<sup>nd</sup> Avenue**

Realign from current route at West 50<sup>th</sup> Avenue and Zuni Street via Zuni Street, West 46<sup>th</sup> Avenue on to current route at West 46<sup>th</sup> Avenue and Pecos Street. New alignment brings service directly to a recently enlarged senior housing development and reduces duplication with Route 6. Current alignment serves stops for 93 weekday boardings, 60 Saturday boardings, and 30 Sunday & holiday boardings, of which approximately one-third are transfers with Route 6, which instead would be available at the intersection of West 46<sup>th</sup> Avenue and Pecos Street. All of the affected passengers would remain within walking distance of Local Routes 6, 44 or 52. No cost impact anticipated.

**Route 54 – Montbello Industrial Park**

Discontinue 9:05am trip (0 passengers) and 2:05pm trip (1 passenger). Annualized cost savings are estimated to be \$10,000.

**Route 66 – Arapahoe Road**

Add Sunday/holiday service east of Arapahoe Station to Arapahoe Crossing Shopping Center. Sunday service hours to match Saturday service on this segment 7:00am to 9:00pm. Cost estimated to be \$35,300 annualized.

**Route 86X – Westminster Center Express**

An additional morning trip is proposed to address passenger overloads issues. Cost estimated to be an annualized \$9,500.

**Route 89 – Stapleton/Anschutz Campus**

Reduce frequency from every 30 to every 60 minutes, and operate with small cut-a-way style vehicle. Service frequency matches overall demand, will reduce neighborhood impacts in Stapleton. No cost impacts are anticipated.

**Route 100X – South Wadsworth Express** (see also South Simms Package)

Minor adjustments in morning departure times are expected.

**Route 105 – Havana Street**

Improve weekday midday frequency to a consistent 15 minute frequency. Current frequency is 15/15/30, leading to overcrowding and schedule adherence problems on trips following the 30 minute gap. Cost estimated at \$62,000 annualized.

**Route 120X – Thornton Wagon Road Express**

An additional trip has been proposed to address overloads experienced during the evening peak period. Cost estimated to be \$12,800 annualized.

**Route 133 – Hampden/Tower**

Schedule adjustments, no cost impacts anticipated.

**Route 135 – Smoky Hill Road**

Schedule adjustments, no cost impacts anticipated.

**Route 139 – Quincy Avenue**

Schedule adjustments, no cost impacts anticipated.

**Route 205 – 28<sup>th</sup> St/Gunbarrel/ Heatherwood**

Rename route to better reflect area served: 28<sup>th</sup> St/Jay Rd/Heatherwood

Adjust trip patterns, bi-directionally to reduce confusion of current routing (eastbound backtracks on westbound and vice versa); change start/end of route to Pearl/3<sup>rd</sup> vs.

14/Walnut; running time adjustments on Sat/Sun, no cost impact anticipated

**Route 225 – Boulder/ Broomfield via Baseline/US 287**

In combination with interline to Route BOUND, extend weekday service span to match Saturday; add one northbound trip between US 36 & Broomfield PnR and Lafayette PnR, with a leave time of 10:05pm from US 36 & Broomfield PnR, to provide late night connection from Route 76, due to a customer request. Add an additional vehicle due to address on-time performance issue and to improve connection to Route 76. Cost estimated to be \$56,850 annualized.

**Route 323 – Skyline Crosstown**

Reroute westbound via Hover/Bent/Dry Creek and Nelson) to avoid rail-road crossing and possible trip delays (agreed upon with City of Longmont in meetings held for Apr 13 service changes) No additional cost anticipated.

**Route 410 – Lincoln Ave/Parker**

- Add new afternoon trips at 2:24pm and 3:24pm eastbound from Lincoln Station, and at 2:58pm and 3:58pm from Parker Park-n-Ride. Expands service to mid-afternoon school ridership peaks, provides earlier service for early departures from downtown Denver and elsewhere connecting via LRT at Lincoln Station, including relieving overloads on first southbound Route P trip. Cost = 2.0 hours.
- Add new morning trips at 7:51am eastbound from Lincoln Station, and 8:19am westbound from Parker Park-n-Ride. Provides improved late peak service for Parker residents. Cost = 1.0 hour. Cost estimated to be \$31,500 annualized.

**Route AA – Wagon Road/DIA:**

It is proposed to shift the 1<sup>st</sup> east-bound AM trip back by 5 minutes to allow for an earlier arrival at DIA to better serve DIA employees shift start time at 4:00am and other minor schedule adjustments. No cost impacts anticipated.

**Route AB – Boulder/DIA**

Shift the last westbound, weekday trip to a leave time of 12:13x versus the current 11:41pm to allow for better connections from late night flights into DIA. Minor schedule adjustments. Cost estimated to be \$5,800 annualized.

**Route AF – Downtown/DIA**

Running time adjustments, no cost impact anticipated

**Route AT – Arapahoe County/DIA**

Extend 3:42am northbound trip from Nine Mile Station to instead originate at Arapahoe Station at 3:28am. Provides important employee start time service for Arapahoe customers. Cost estimated to be \$4,600 annualized.

**Route B – Boulder/Denver**

It is proposed to adjust AM peak trip times to better balance passenger loads, no cost impacts anticipated.

**Route BOUND – 30<sup>th</sup> Street**

Improve operational reliability by improving recovery after 7pm on weekdays.  
Cost estimated to be \$52,700 hours/weekday

**Routes CV/CS/CX – Pine Junction/Conifer/Denver**

It is expected that the new Pine Junction Park-n-Ride will be opened during this fall. Minor schedule adjustments will be made for this change. In addition, the first eastbound **Route CS** trip is proposed to operate five minutes earlier than at present. Cost estimated to be \$8,200 annualized.

**Route DASH – Boulder/Laffayette via Louisville**

It is proposed to adjust running times in the AM peak westbound and PM peak eastbound.

**Route DD – Boulder/Colorado Boulevard**

It is proposed to adjust the AM trip times to better balance trip levels along US 36 and to avoid bunching of 3 or more buses at various PnR's along the US 36 corridor. No cost impacts are anticipated.

**Routes ES and EV – Evergreen/Denver**

It is proposed to set the departure time of Routes ES and EV seven to eight minutes earlier on the first three trips from Evergreen Park-n-Ride to Civic Center Station. No cost impact anticipated.

**Route HX – 28<sup>th</sup> Street/ Civic Center**

Add one AM peak trip and one PM peak trip to alleviate overloads; adjust running times between 19th St/Wynkoop and Civic Center Station in both directions Cost estimated to be \$31,700 annualized.

**Route JUMP – Boulder/ Lafayette via Arapahoe**

Due to completion of the Arapahoe Road construction, Long-JUMP trips will now serve the new on-street stops at Boulder Technical Education Center (Arapahoe/63<sup>rd</sup>) instead of accessing the stop inside the Boulder Valley School District property. Route patterns and related trip times will be adjusted to reflect this change. No cost impact is anticipated.

**Route P – Parker/Denver**

Add southbound trip from Civic Center Station at 3:15pm, relieving overloads on the current first afternoon trip at 3:45pm. Also, move 4:20pm southbound trip to 4:30pm, for improved load distribution with 4:45pm trip. Extend the 4:11pm trip leaving Civic Center Station to the Pinery park-n-Ride from its current terminal at Parker park-n-Ride. Cost estimated to be \$27,000 annualized.

**Route T – Boulder/DTC**

Minor AM trip time and running time adjustments to allow for better connections at Arapahoe Station are proposed. No cost impacts are anticipated.

**Route Y – Lyons/Boulder**

It is proposed to shift the first south-bound trip 6min earlier, to allow for better regional connections at Boulder Transit Center. No cost impacts are anticipated.

**Route YL – Lyons/Longmont:**

The Route YL is a Boulder County sponsored CMAQ grant funded service that was implemented in January 2012. Ridership on this service has leveled off at 10 boardings per day, which is far below the RTD Service Standard for its service type. It is proposed to discontinue this service. No cost savings would be realized by the RTD, due to the grant funding of this service.

**D-Line Light Rail**

This proposal recommends the permanent closure of the currently temporarily closed station on the Welton Street segment of the Central Corridor. Since January of 2013 stops on the D-Line service at the 29th & Welton Station have been temporarily discontinued; as part of the effort to improve schedule adherence on this segment of the Light Rail network. As previously stated in the January 2013 Board Report, delayed trains affect our customers' connections with bus Routes 12 and 43, as well as some transfers for Routes 28 and 38. Additionally, train delays from this area cascade throughout the system affecting on-time performance on the system as a whole. Efforts to address the current problem, which stems from the downtown Denver signal cycle timing change, include the City of Denver's implementation of traffic signal priority measures at the intersection of Park Avenue and Welton. The signal improvements and the elimination of stopping at the 29th Welton Station resulted in a reduction in train delays from 34% of trips on the Welton segment to 17% along the single track section along Welton. Please see map for more information. No operational cost impacts are anticipated.

**W-Line Light Rail**

Schedule for weekdays and weekends will have slight adjustments, based on operating experience. No cost impact anticipated.

**Ranches package**

**Route 77** would have minor schedule adjustments.

**Route 401** would have minor schedule adjustments. The 8:18 p.m. westbound and 8:42 p.m. eastbound trips are proposed to be discontinued, due to low ridership [4 passengers total] (-1 weekday hour).

**Route 402Ltd** would have minor schedule adjustments. (+2.5 weekday hours if no saved bus in Route 403)

**Route 403** is proposed to be removed from the Dutch Creek deviation. It would continue to serve Highland Heritage Regional Park from University/Lincoln. It is proposed to discontinue trips from Littleton/Mineral Station at 8:44 a.m. and from Lincoln Station at 8:52 a.m. due to low ridership [11 passengers total] (-1.5 weekday hours for trips cut, additional savings from removing deviation). No cost impact anticipated.

**South Simms – Alameda Parkway package**

**Route 21** is proposed to be returned to its former alignment from West Jewell Ave. via West Yale Ave., Bear Creek Blvd., and Alameda Parkway and return. Service levels will remain unchanged.

**Route 100X** would have minor schedule adjustments.

**Route 116Ltd** is proposed to be rescheduled to increase its span of service, covering times not covered by Route 116X, as well as retaining the most utilized trips in both morning and afternoon peaks. Proposed arrivals at Federal Center Station are at 5:48, 7:18 and 8:48 a.m. Proposed departures from Federal Center Station are at 2:55, 4:25, 5:45 and 7:10 p.m.

**Route 116X** is proposed to have an additional trip added in each direction, with some trips rescheduled. Arrivals at Civic Center Station would be at 6:34, 7:14, 7:44 and 8:23 a.m. Departures – subject to adjustments for gate availability – would be at 3:35 p.m., 4:40 p.m., 5:25 p.m., and 6:10 p.m. No cost impact anticipated.

**Call-n-Ride**

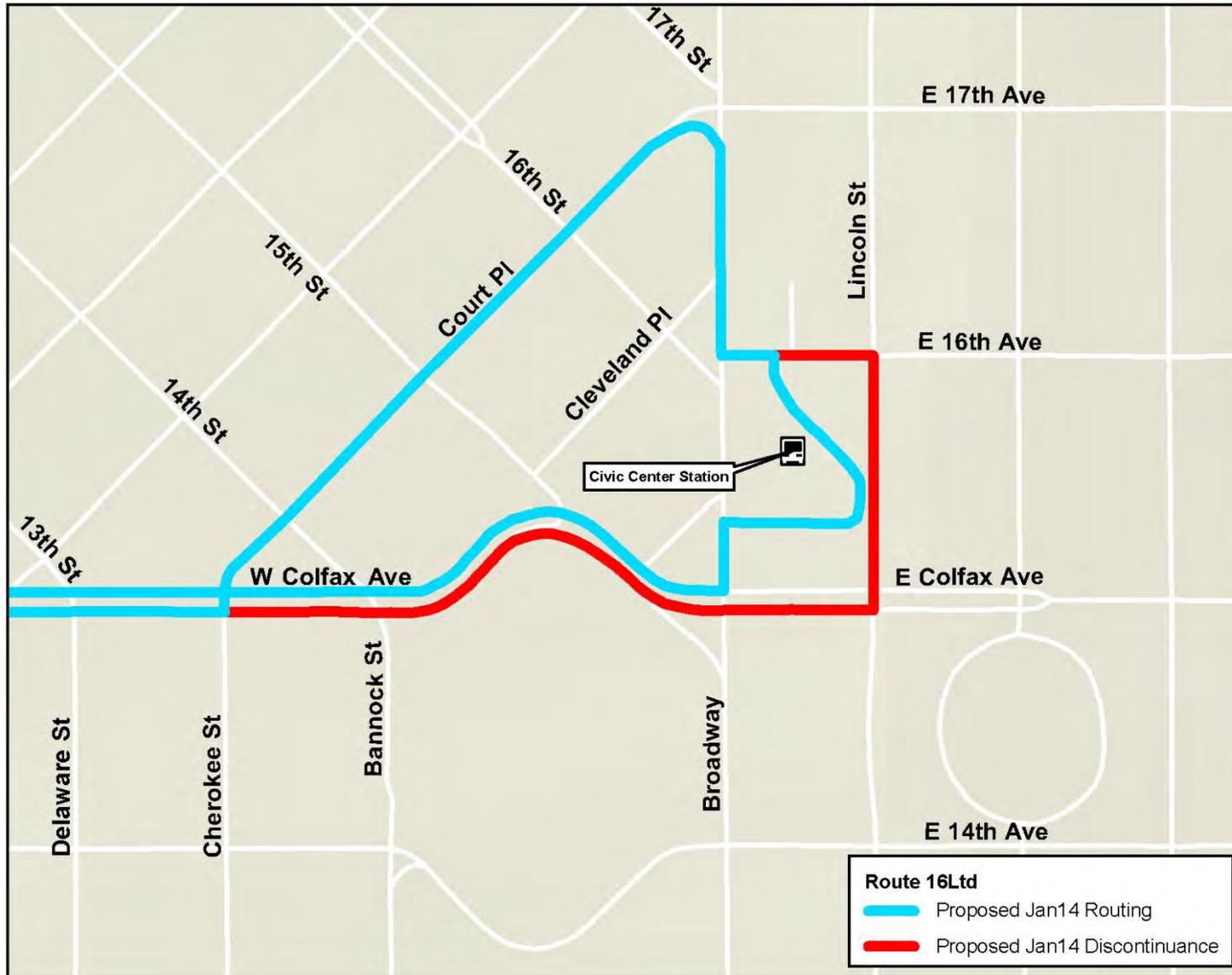
**Bellevue Call-n-Ride** began operating in January 2012 under a Congestion Mitigation Air Quality Improvement Grant (CMAQ) sponsored by the Denver South Transportation Management Association. The Call-n-Ride serves the Denver Technological Center out of the Bellevue Station. In the pm period the Call-n-Ride has been operating a flex route south of Bellevue Ave. Because of the low ridership of the flex route, it is recommended to discontinue the flex route and have the Call-n-Ride serve our customers by demand only. No cost impacts are anticipated with this proposal.

**Golden Call-n-Ride** began operation in April 2013 with the opening of the West Line Light Rail under a Congestion Mitigation Air Quality Improvement Grant (CMAQ) sponsored by the City of Golden, the Colorado School of Mines and the RTD. The Call-n-Ride operates one vehicle as a Flex Route and one vehicle as a non-flex route Call-n-Ride. Ridership has been rising since opening to over 9 boardings per hour. This proposal calls for an additional 12 hours of Call-n-Ride service be added to the service. Cost impacts are estimated to be \$150,009 (including fuel) annualized.

**Longmont Call-n-Ride** began operating in February 2001. The Call-n-Ride currently operates three vehicles during peak periods in the Longmont community. During the school year, the Call-n-Rides are booked with student related trips. This proposal is to add an additional vehicle during the school year to be used specifically for students thereby allowing the regular Call-n-Ride to be used for non-student trips. Annual Cost impacts are anticipated to be \$55,000.

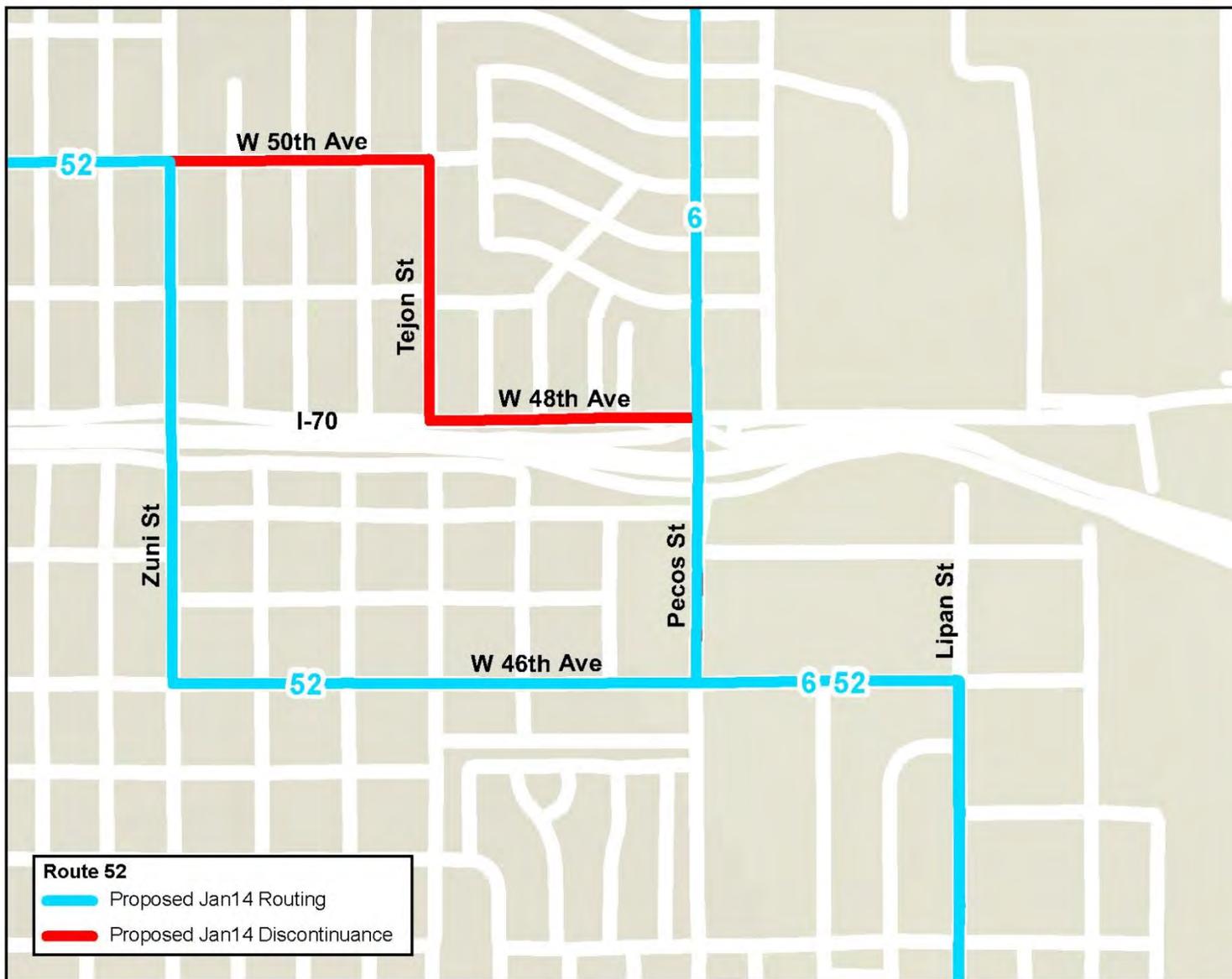
**Thornton/Northglenn Call-n-Ride** began operating in December 2003 and the South Thornton/Northglenn Call-n-Ride began operating in August 2007. These Call-n-Rides are divided by 112<sup>th</sup> Avenue. Customers routinely transfer between the two Call-n-Rides at 112<sup>th</sup> Avenue. This proposal calls for a change that will allow customers to book a trip in either service area without a transfer. Customers will call the Call-n-Ride that their trip begins in and will be able to travel to the other Call-n-Ride area without a transfer. No cost impacts are anticipated with this proposal.

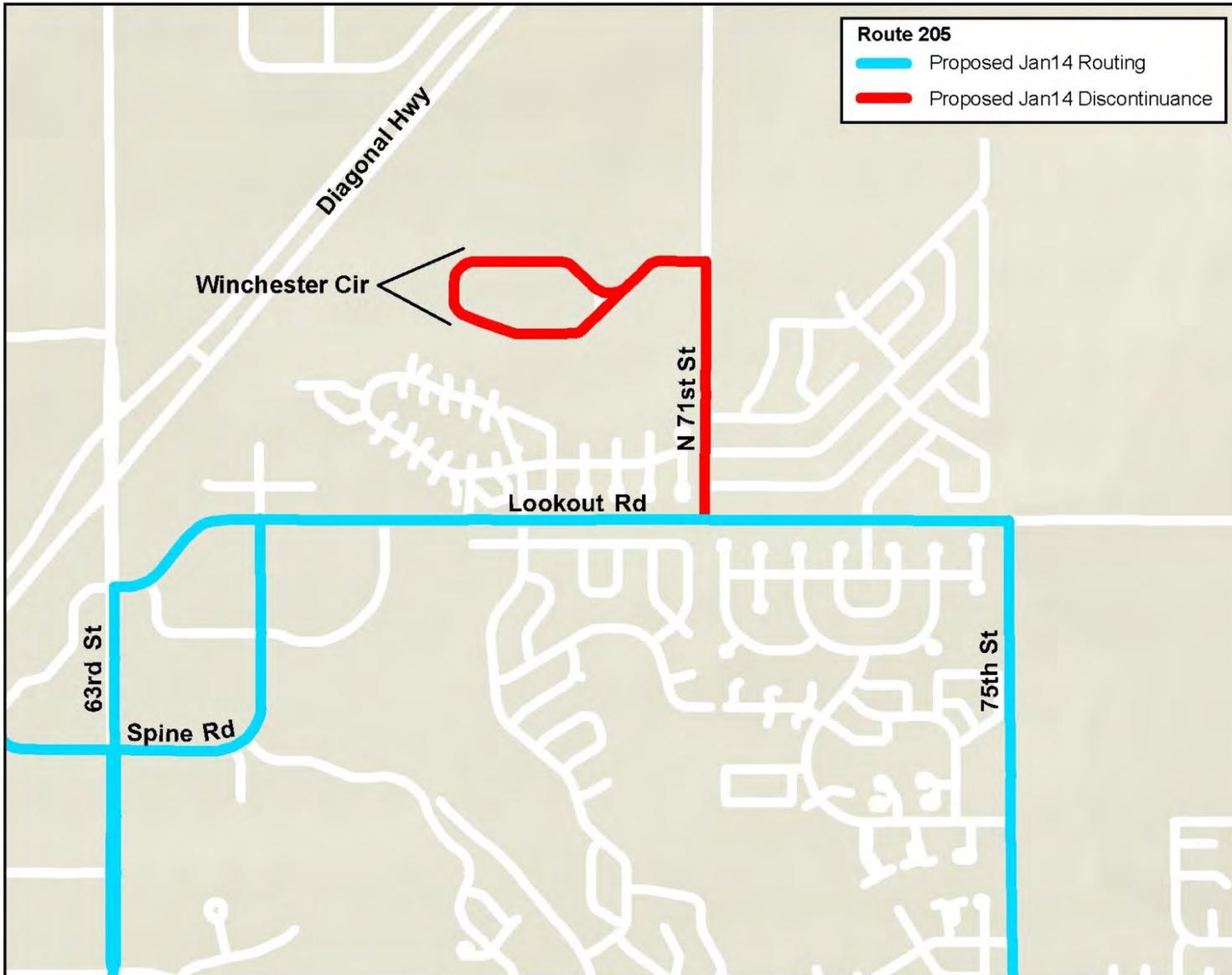




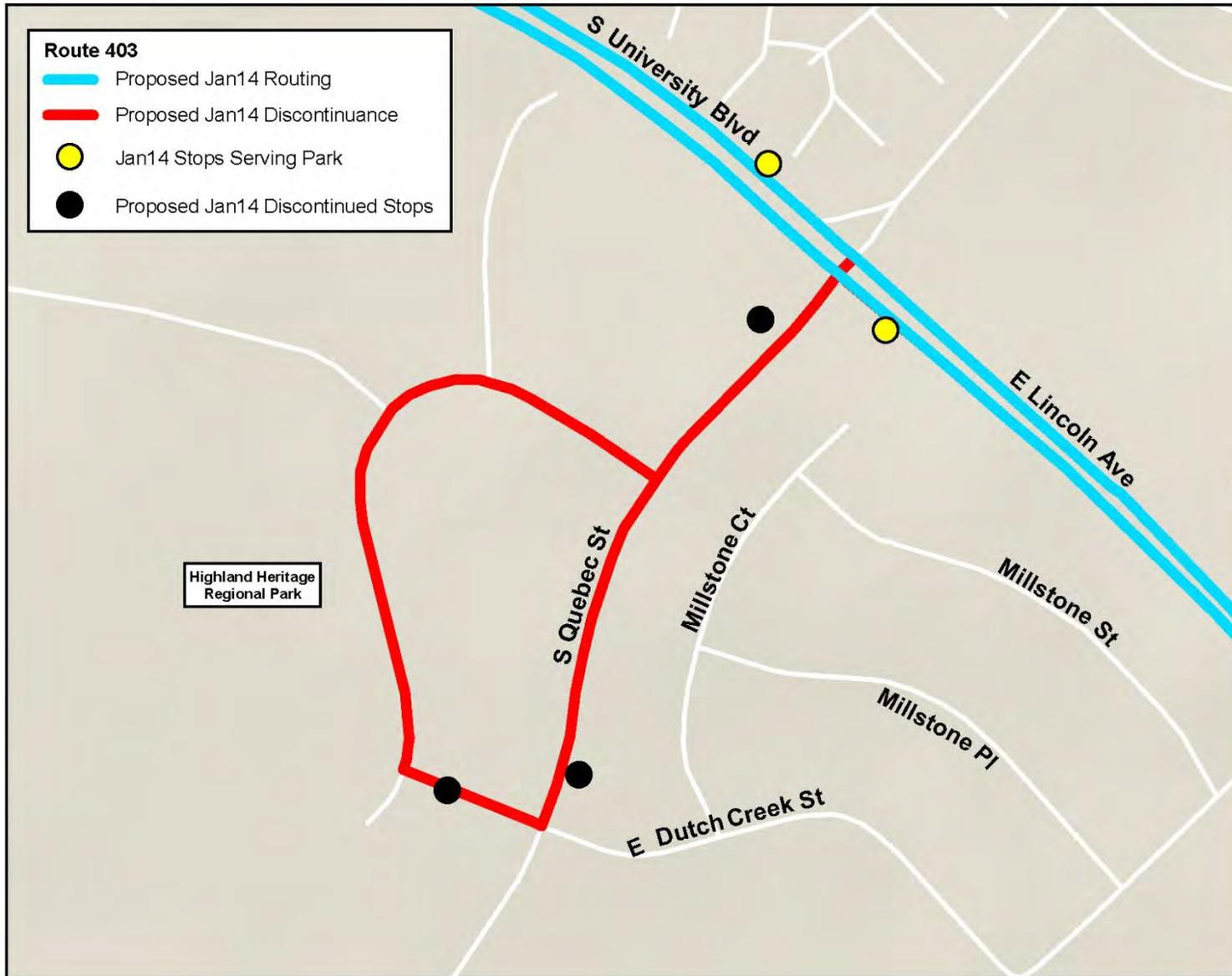














**Public Hearing**  
**18 September 2013**  
**RTD Rooms T & D**  
**12:00pm**

This meeting was attended by three members of the public, 12 RTD employees, and two RTD board members. Comments were received in support of additional trips on Route 116X. Comments were also received against making any changes to Route 100X. A passenger also spoke in favor of improving connections between Light Rail lines at Auraria West Station at off-peak hours. The meeting was concluded at 12:17.

**Public Hearing**  
**18 September 2013**  
**RTD Rooms T & D**  
**6:00pm**

This meeting began at 6:30pm and was attended by one public participant, one RTD staff member and RTD board member Director Natalie Menten. Comments were received in support of additional trips on Route 116X. The meeting ended at 6:45pm.

**Public Hearing**  
**19 September 2013**  
**Civic Center**  
**Noon**

This meeting was attended by 9 members of the public and RTD Board member Natalie Menten. RTD Staff in attendance included Jeff Dunning, Robert Rynerson, and Chris Marko. Comments and suggestion were heard regarding Routes: 9, 16L, 32, 116X, EV, and the W light rail line. Much of the discussion centered on the Route 116X service change with participants offering suggestions for alternative times.

**Public Hearing**  
**19 September 2013**  
**Boulder YMCA 2800 Mapleton Ave,**  
**7:00pm**

This meeting was attended by four members of the public, RTD Board member Director Judy Lubow, Nataly Erving, Nate Diaz and Dave Menter from RTD staff. Requests for increases in service to the Route 225 and an offer of assistance from the local chapter National Federation of the Blind were comments heard. The meeting officially closed at 7:48pm.

**Public Hearing**  
**19 September 2013**  
**Central Park Recreation Center**  
**7:00 pm**

There were six member of the public attending along with Directors Malpiede and Menten and Service Planning & Scheduling staff Jeff Dunning, Chris Marko, and Cesar Ochoa. The meeting ran from 7:07 – 8:45 p.m. The six attendees spoke exclusively of RTD's maintaining the Route 89 on 29<sup>th</sup> Ave. Negative comments regarding home values, public safety, and an 'Out-of-date' green book, or master plan of the community, were repeated. There were questions about a larger, non-RTD sponsored, April meeting

regarding the same subject. There were also questions about why the bus stops were placed in different locations relative to the transit street improvements.

**Public Hearing**

**21 September, 2013**

**Green Mountain Recreation Center**

**1:00 pm**

This meeting was attended by 12 members from the public and two RTD Board Members; Director Bruce Daly and Director Natalie Menten. Staff in attendance included Robert Rynerson, Doug Monroe, and Diane Marquiss from Service Development and, Joy Volz from Access-a-Ride. Much of the discussion centered on the proposal for Route 21 and W-Line light rail operations/connections.

**Public Hearing**

**21 September 2013**

**Chaffee Park Senior Residences**

**9:00am**

This meeting was attended by 32 members of the public, three RTD employees, and two RTD board members. Support was expressed for the proposed change to Route 52 that would travel immediately adjacent to the senior residences. Current bus service is difficult to access from this facility and many residents are dependent on RTD service. It was also requested that RTD make their bus schedules more accessible by producing them in large print.

**Public Hearing**

**26 September 2013**

**Glenarm Recreation Center**

**6:00pm**

This hearing was attended by eight members of the public, three RTD employees, and one RTD board member. Support was given for the permanent closure of the 29<sup>th</sup> & Welton Station to help on-time performance on the D Line. It was also asked that RTD not just abandon and neglect the station after closure, but to do something useful with the site. Constituents also spoke on the proposed Central Corridor where support was given for continuing as light rail to 38<sup>th</sup> & Blake Station. It was also suggested that there be more warnings for pedestrians at Switch 21 when delayed trains are able to continue.

### Additional Comments from Service Change Email, Petitions, and TIC

Route	Support	Opposed	Inquiry/ Complaint	Last Name	Additional Comments
BX	1			Pearen	Changes to accommodate slip ramp should be made.
26		1		Rowland	Bus stop at Wadsworth Station dangerous
116X			1	Spruitenburg	Suggesting route changes - no stops in Ken Caryl
P	1				Likes earlier bus - Should be at 3:20 or later
ES		1		LaFarr	Prefers no change to times
89	1			Caffrey	in favor of 30 minute headways
BN			1	Sniff	Proposing earlier leave time for first trip
116X	1			Howard	In favor of more trips
100X		1		Raiser	Opposed to dropping route
10			1	Clinton	Standing loads/busses passing up passengers
401		1		Berg	Opposed to cancellation of last trip
205			1	Messenger	Wants specifics on changes
116X	1			Gill	Supports more time - still wants a non-stop KC route
116		1		Larsens	Opposed to cutbacks in service
402X			1	Shagena	No sufficient service in area - Call n Ride doesn't work at all/filled up
100X		1		Brown	Eliminating route would make trip home impossible.
100X		1		Janata	Opposed to cut in service - it is NOT replaced by 116X service.
P	1			Maret-Smith	Need more service and better times
116X		1		Stephens	Changes have added too much time to daily commute
100X		1		Hime	Commute now takes adtl 15 minutes
403		1		St. Hilaire	Opposed to closing Dutch Creek Post office stop
Parking		1		Hillen	Lack of parking throughout system

Anschutz			1	Battle	Request route similar to DM coming from the South area
116X		1		Sweeney	Poor leave times/poor connections
Highlands Ranch Call-n-Ride		1		Shagena	Always FULL - no service provided unless you're already in system
P		1		Laber	Nice to add extra time - but 3:15 too early - 3:25/3:30 would be much better
P	1			Clark	Great changes - will help riders
120X		1		Jackson	Buses standing loads/passengers waiting/mess with school starting up
P		1		McGovern	Need additional service - but 3:15 too early
24			1	Burroughs	Bus needs to get to Dry Creek & University 5 minutes earlier to service school kids
P			1	Carter	Need additional service - but 3:15 too early
120X		1		David	Need more service after 9:20 AM
HX		1		Malloy	No shelters during construction - no curb/hard to step up on buses
HX		1		Fraser	Need more buses/dangerous for passengers to stand on highway
P			1	Edwards	Request to route P to Union Station
1X			1	Jampica	Would like more areas added to route, i.e. Santa Fe/Valley Business Center/etc
10			1	Stocklin-Steely	Great route - too crowded/standing loads/passing up passengers
24			1	Powers	County Line/University pickup needs to be 5 minutes earlier to get kids to Arapahoe HS on time.
116X	1			Santoro	Happy about adtl times
P			1	Houston	Need additional service - but 3:15 too early
FLEX			1	Wilson	Work better connections at Federal Center

P			1	Feldman	Need additional service - but 3:15 too early
20			1	Criddell-Tapanen	Route needs Limited or Express service - takes way too long
120X		1		Barnes	Buses standing loads/passengers waiting/mess with school starting up
103/101			1	Maes	Connection currently works - please don't change it
66			1	Tesar	Proposed changes to Route 66 to better serve area
116X			1	Vancil	Good that there's extra service; but should be between 3:35 and 5:25 - after 6:00 really not necessary
P	1			Clark	Very happy with adtl service
100X		1		Jensen	Opposed to dropping 6:10 pm trip
AB	1			Gottlieb	Happy with adjustment to last trip
89		1		Karly	Opposed to cutbacks in service
BX/BMS			1	Bailey	Route change suggestion
77			1	Mellentine	Asking for better connection to Lt Rail
17			1	Perry	Would like Rt 17 reinstated to Golden as before
401			1	Schaubs	Suggestion for change to schedule
GMCNR			1	Griffin	Suggestion for changes to service
105	1			Kulik	Please with adtl weekday service - possibly ending "no shows"
89		1		Heit	Enjoys and uses service - very upset to see service cutback - already no evening or weekend service.

Total	11	23	24		

**CSR Complaints Received by TIC by route**

Route	Support	Opposed	Inquiry	Summation of typical complaints	
1001		1		Schlauder	Changes won't work 116X doesn't serve Kipling

89		1		Sindy	Opposed to cutback in service - certain ridership will pick-up
DASH		1		Davis	Please don't remove the Table Mesa @ 39th Stop
Total	0	3	0		

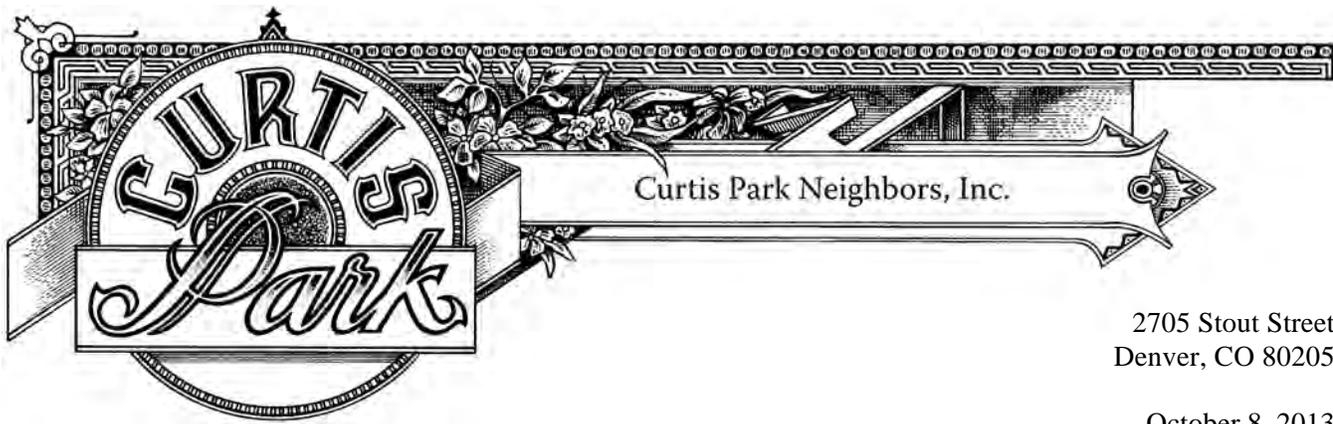
**Petitions**

53	63			Residents of Chaffee Park Senior Center would like detour to remain to provide service for residents/new facility/no sidewalks in area	
Total	85				
Total Communications				149	

## **A Look Ahead: May 2014 – Union Station Opening**

With the opening of the Union Station Bus Concourse routes currently serving the Market Street Station and surrounding area will be redirected to access the new facility. With this change our customers will be accommodated by the 16<sup>th</sup> Street Mall Ride and 18<sup>th</sup> and 19<sup>th</sup> Street Circulator at Union Station. Services impacted by this change include **Routes: 0, 6, 15Ltd, 31X, 40X, 55X, 72X, 80X, 86X, 104X, 120X, BF, BMX, BV, BX, L, LNX, LSX, LX, S and AF**. Additionally, changes are expected on **Routes HX and 122X**; though these services terminate at Civic Center Station, expected growth in passenger demand will require adjustments to the service levels of these routes. Minor schedule adjustments will be made in nearby **Routes: 10\*, 28, 32, and 44\*** (Routes marked with an asterisk change in January 2014)

Public information and input efforts will begin with meetings held at Blake Street on November 15 and 20, 2013. The meetings along with direct mail and stakeholder contact will inform constituents and customers of the upcoming changes and probable impacts. The public input process would conclude during the normal public hearing process for the May 2014 Service Change currently slated for February 2014.



2705 Stout Street  
Denver, CO 80205

October 8, 2013

RTD Service Planning  
1600 Blake Street  
Denver, Colorado 80202

### **Curtis Park Neighbors Feedback on Proposal to Permanently Close 29<sup>th</sup>/Welton Light Rail Station**

Curtis Park Neighbors (CPN) appreciates the outreach and careful review that RTD staff has done regarding the closure of the 29th/Welton light rail stop.

#### **29TH/WELTON CLOSURE IMPROVES OPERATIONS RELIABILITY, BUT STATION CANNOT BE ALLOWED TO BECOME A BLIGHT, AND SAFETY AT 30TH/DOWNING MUST BE ADDRESSED**

The data collected this year agrees with riders' experience: the set of changes including the closure of the 29th/Welton station, the implementation of north-bound signal-priority at Park Avenue for the light rail trains, and other schedule adjustments have improved the overall D-line's on-time performance and have improved connections at 30th/Downing. In the current circumstances, the closure of the 29th/Welton station was worthwhile and the station should remain closed.

However, we have two significant concerns that must be addressed in conjunction with the permanent closure of the 29th/Welton Station:

- **The 29th/Welton station platform and area must be kept as attractive as possible**, with no unsightly construction fencing, weeds, rusty or broken features, or other signs of deterioration. Ideally the station vertical elements should be removed to limit the appearance of being an "abandoned station." Despite the lack of a stop at this location in the immediate term, the revitalization of that part of the corridor should not be hindered by signs of blight at the former station.
- **RTD must do more to improve safety and a sense of security at the 30th/Downing station, parking, and transfer area.** One of the most frequent concerns we heard when the trial closure of 29th/Welton was proposed and began was from residents, some with children, who had been using that station because of real and legitimate safety concerns at 30th/Downing.

RTD has a track record of ignoring repeated requests – including requests by CPN delivered at RTD Board meetings – to address aspects of safety at 30th/Downing, such as long-burned-out lights. (The lights were not addressed by RTD after years of asking until we engaged the command staff of the Denver Police Department, who demanded and got RTD Facilities' attention and finally had the lighting repaired in May.) Police records and neighborhood experience continue to show safety issues at 30th/Downing, including a call for assistance by DPD just yesterday in identifying suspects in a brutal beating and robbery in September. (*See attached news stories.*)

(continued)

**RTD must do more to improve safety at 30th /Downing**, particularly recognizing that the closure of the 29th/Welton station has removed an important way for residents to stay out of a known troubled area. **CPN would like to work with RTD and the Denver Police on a specific action plan for improving security at 30th/Downing.**

**EVEN WITH 29TH/WELTON CLOSURE, ON-TIME PERFORMANCE ON NORTH-BOUND RAIL TO 30TH/DOWNING REMAINS POOR. LONG-TERM PLANNING MUST PRIORITIZE LONG-TERM SOLUTIONS.**

The review presented by RTD staff at several forums in the past weeks showed that although overall D-line on-time performance is now back above 90%, **the north-bound D-line on Welton, mid-day, is only on-time to 30th/Downing a poor 66% of the time.** Although improved from its prior state, as discussed above, it must be acknowledged that this is *still quite bad*. Efforts to identify and address the causes of the on-time performance problems that remain must continue.

**Looking at the longer-term, RTD should continue working with the community on developing a preferred alternative for two-way double-track rail operations on Welton**, as envisioned in the *Northeast Downtown Neighborhoods Plan* and other plans, and as is being examined in RTD's Central Rail Extension Project. The developed alternative must:

- **Continue high-quality rail service in the Welton/Downing corridor,**
- **Have stops approximately every two blocks, including in the "Arapahoe Square" area,**
- **Be capable of excellent on-time performance,**
- **Provide a one-seat ride from 38th/Blake into downtown with easy transfers to light rail lines, the free MallRide, the new free MetroRide circulator, and connections to key destinations downtown, and**
- **Be capable of handling existing and future passenger demand** as this corridor becomes more heavily used by local residents, visitors to the commercial corridor, and passengers connecting between the East Corridor and downtown. This may require the ability to increase service frequency as a means of meeting increased ridership over the long-term.

This position was adopted by CPN following presentations by RTD staff and internal discussions, and was voted on unanimously by the Board of Directors of CPN.

Joel Noble  
President, Curtis Park Neighbors  
jnoble@frii.net

# Denver police seeking 5 men wanted in light rail beating

By Sadie Gurman  
The Denver Post

POSTED: 10/08/2013 11:11:20 AM MDT | UPDATED: 21 MIN. AGO



Five people were caught on camera committing a brutal assault and robbery at a light rail station in Denver and police hope the public can help to identify the suspects. (Denver Police Dept. via 7News)

Denver police are seeking the public's help identifying at least five men who they say beat and robbed a man at a light rail station in Five Points last month.

Witnesses saw, and surveillance cameras captured, the suspects beating and kicking a 23-year-old man at the bus shelter at the north end of the station at East 30th Avenue and North Downing Street. The attack happened Sept. 18, but police officials did not release a crime bulletin asking for the public's help until Monday. Chief Robert White was expected to discuss the case further at a news conference Tuesday morning.

The man was knocked unconscious and suffered head injuries. Police said the suspects made off with his wallet, which the man told police had \$600 inside.

Court records show at least one person, Daishawn Matthews, 18, was arrested on suspicion of robbery stemming from the incident.

Sadie Gurman: 303-954-1661, [sgurman@denverpost.com](mailto:sgurman@denverpost.com) or [twitter.com/sgurman](https://twitter.com/sgurman)



A security video image from the assault and robbery at a Denver light rail station on September 18, 2013. (Denver Police Dept. via 7News)



## 5 attackers brutally beat, rob man at 30th and Downing light rail station

Victim Identified as Gregory Moscato

Video

Photos



Recommend

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Tweet 76

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Posted: 10/07/2013  
Last Updated: 1 hour ago



Phil Tenser | [Email Me](#)

DENVER - Five people were caught on camera committing a brutal assault and robbery at a light rail station in Denver and police hope the public can help to identify the suspects.

The victim was identified as Gregory Moscato, according to police records. Metro Denver Crime Stoppers said he is 23 years old.

"We have stepped up security not only with RTD, but with DPD," said Raquel Lopez, a Denver Police spokeswoman. "We are doing whatever we can to make sure the light rail station is secure and safe for people."

Time stamps on a newly-released still photo show the beating and robbery occurred at the 30th and Downing St. station on Sept. 18.

"At this time, I can't talk about what condition the victim is in," said Lopez. "I can tell you he was transported at the time of the incident, but I'm not sure if he's still at the hospital."

A clip from the video of the attack begins with the group surrounding Moscato, who has his back to a hand rail. As it begins, one suspect pushes the 23-year-old and hits him in the face, knocking the victim's cap off. Others start throwing punches and eventually the victim falls to the ground, where he is repeatedly kicked and stomped on.

News of the attack alarmed passengers the light rail station.

"It makes me a little nervous, I'm not going to lie," one woman told 7NEWS.

Anyone who can help to identify any of the suspects is asked to call Crime Stoppers at 720-913-7867. Tips can remain anonymous and are eligible for a reward of up to \$2,000.





October 22, 2012

Director Barbara Deadwyler  
Board of Directors  
Regional Transportation District  
1600 Blake St.  
Denver, CO 80202

Re: The Closing of the Light Rail Station at 29<sup>th</sup> and Welton St.

Dear Board of Directors:

The Five Points Business District represents property owners, business owners, and community stakeholders in the heart of Historic Five Points. As you know, the above referenced station is located on the main street of our culturally historic Welton Street Corridor.

We felt it was important to announce this proposed closing to our mailing list of over 800 community stakeholders and on our Face Book page. We included this subject matter on the agenda of our monthly community meeting held Saturday, October 6, where Mr. Jesse Carter from RTD spoke about the benefits of closing this station. While we did not receive a multitude of complaints, I am concerned that the protests will not really take place until the station is actually closed in January, one of the coldest months of the year.

We recognize that the proposed closing may significantly increase the on-time performance and service reliability of this train. However, our property owners who are re-developing their sites to enhance the commercial prosperity of this area are not inclined to agree that increasing the on-time performance rate will outweigh the benefits of spurring development activities on this corridor.

Case in point: The Five Points community is included in RTD's TOD Pilot Program to study the possibilities of developing land that RTD owns to revitalize our neighborhood. The RTD/TOD Pilot Program case study is on the parcel of land that is directly across the street from the 29<sup>th</sup> and Welton St. station.

2444 WASHINGTON STREET  
DENVER, CO 80205

P: 303-832-5000 F: 303-832-5001



Will this closure affect developers from investing in RTD/TOD's project if RTD should decide to pursue development? Will closing the station deter other property owners from investing in the neighborhood?

These questions are difficult to answer right now but should be asked and answered prior to making the decision to permanently close this station. We hope that the RTD Board evaluates not only the on-time performance and reliability issue but also the effect this closure has had on the commuters, the residents, and the property owners that are being encouraged to redevelop our historic district.

Sincerely,

A handwritten signature in black ink, which appears to read "Tracy J. Winchester". The signature is written in a cursive style.

Tracy J. Winchester  
Executive Director

2444 WASHINGTON STREET  
DENVER, CO 80205

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