



**We Make Lives Better
Through Connections.**

Reimagine RTD

**DRCOG Board Meeting
February 16, 2022**

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Presentation Outline

- Reimagine RTD Overview
- System Optimization Plan (SOP)
 - Overview
 - How the SOP will Improve RTD's Services
 - Implementation
- Public Engagement
 - Commenting Tool
 - Comments Received to Date
- Mobility Plan for the Future
- Next Steps



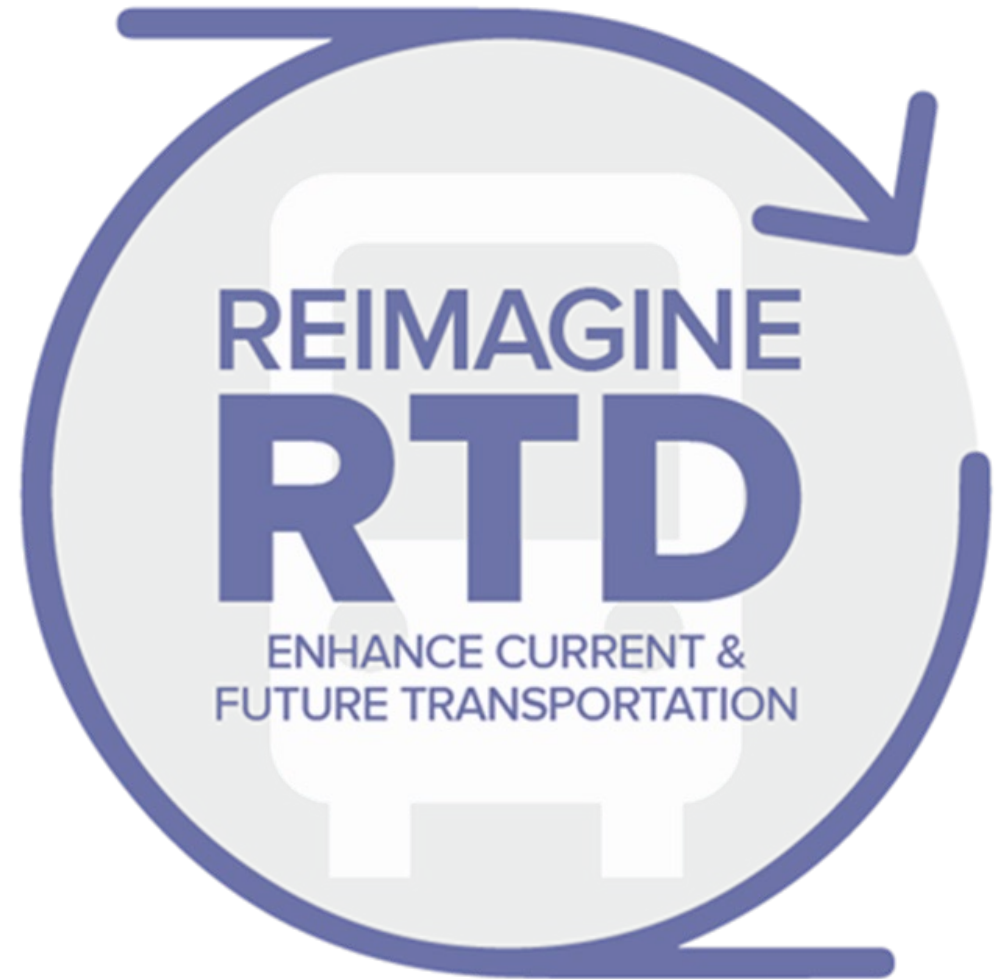
Reimagine RTD Overview

■ System Optimization Plan (SOP)

- Redesign transit services to balance travel needs with budget limitations
- Will be implemented through 2027

■ Mobility Plan for the Future

- Identify long-term strategies (to 2050) to address region's future travel needs



Why a System Optimization Plan (SOP)?

- Increase ridership
- Improve service performance / efficiency
- Live within RTD's budget
- Address changing travel needs resulting from the pandemic
- Remain competitive
- Improve service quality



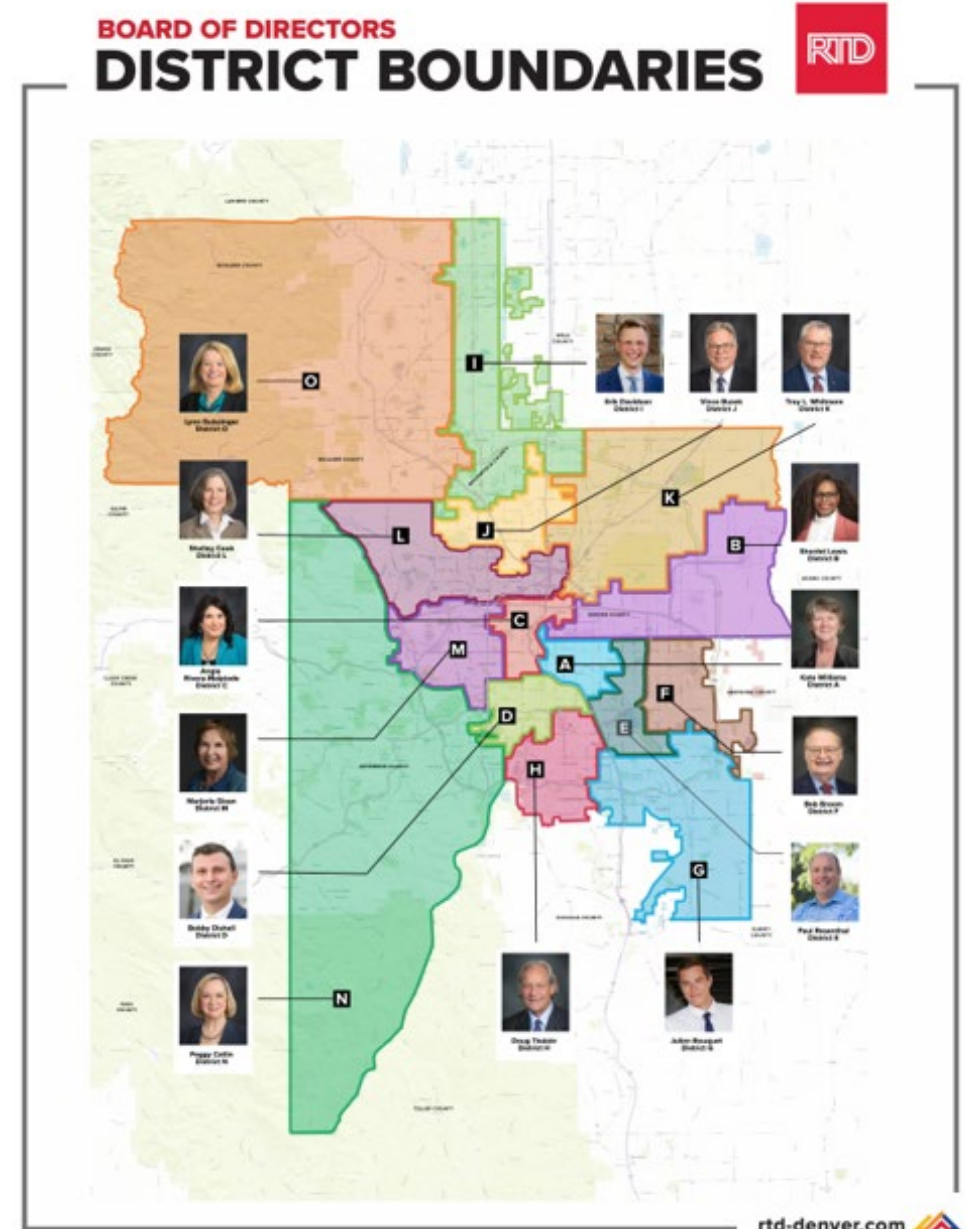
How the SOP Supports Our Guiding Principles

- **Mobility** –reliable, optimized service based on extensive travel pattern analysis and current customer demand
- **Equity** – strengthens accessible transportation to Title VI and social equity populations by improving service to areas of concentrated need – a recognized strength of RTD’s service provision during the pandemic
- **Financial** – addresses the financial constraints in the mid-term financial plan by maximizing cost efficiencies and phasing in SOP services
- **Partnerships** – parallel process is developing a playbook for assessing and expanding partnership opportunities
- **Workforce** – recognizes RTD’s workforce challenges by allowing a phased implementation of the planned restructuring over a five-year period
- **Sustainability** – by optimizing service delivery to our customers, the SOP lays out a plan that will allow us to effectively serve our customers



Service Area Challenge

- RTD has one of the largest service areas in the country - 2,342 square across all or part of eight counties:
 - Boulder
 - Broomfield
 - Denver
 - Jefferson
 - Western Adams
 - Western Arapahoe
 - Northern Douglas
- With limited resources – RTD must balance coverage vs. frequency throughout the system



Workforce Availability Challenge

Workforce Issue	Current Status
Recruitment/Retention for Bus Operators (2021)*	New hires – 97 vs Operators who left - 167
Bus operator vacancies for current service level (December 2021)*	147 vacancies (18%)
Rail operator vacancies for current service level (December 2021)*	15 vacancies (8%)
Average vacancy rate for service support staff – mechanics, cleaners, etc. (December 2021)*	14% to 40%
Number of additional bus operators needed to support 2027 SOP service levels	250 to 400 (depending on sustained vacancy rate)

*Source: January 2022 Board Briefing Documents

SOP Recommendations



Simplification

Well-defined corridor routes



Consistency

Fewer irregular trip patterns

Consistent service spans



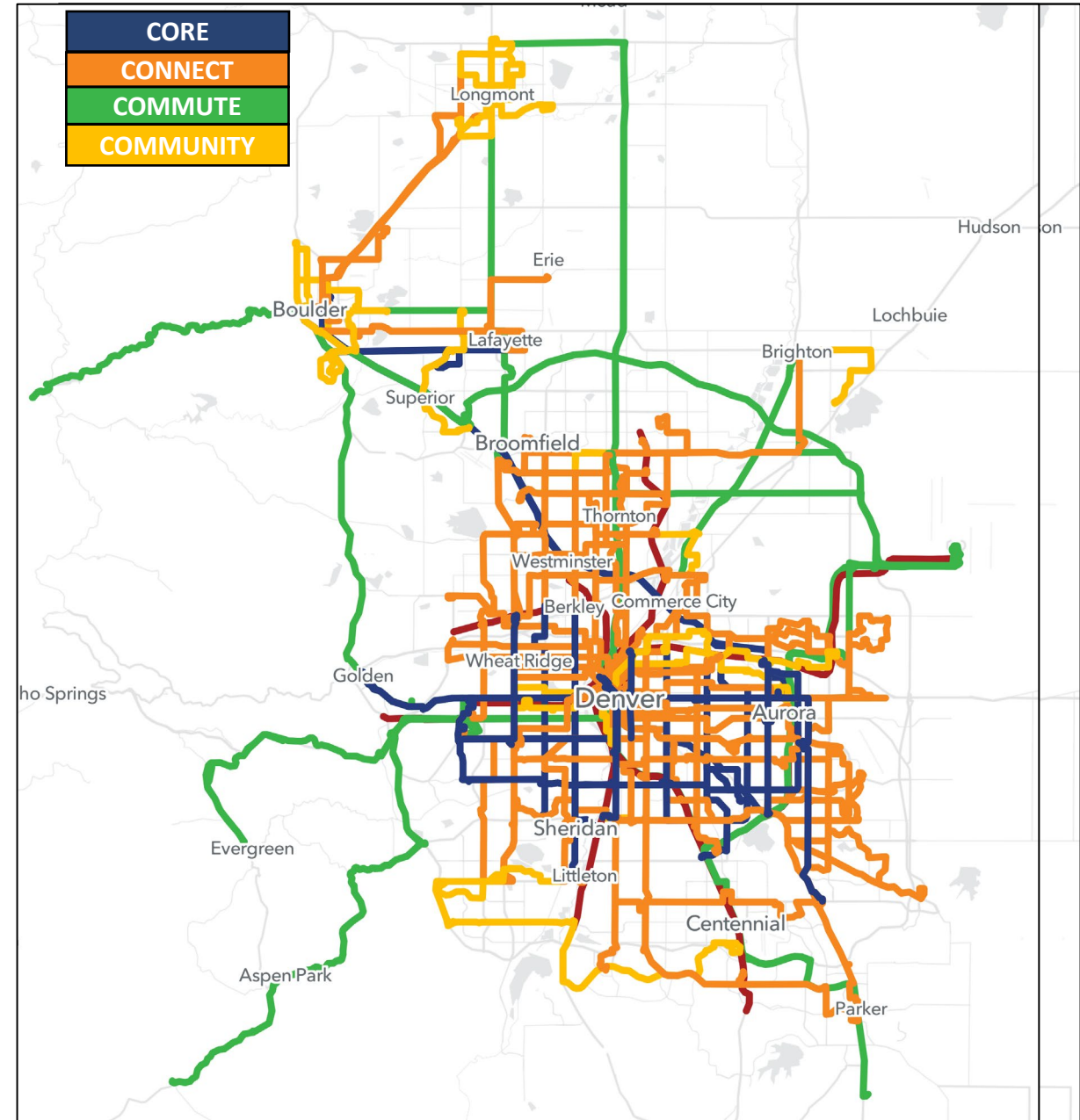
Reliability

Elimination of long routes



Service Categories

- **Core** – Regionally-focused backbone of service (41% of service hours)
- **Connect** – Local bus and rail routes that connect to the backbone (40% of service hours)
- **Commute** – Regional bus routes with limited stops – serve specific areas such as downtown Denver and the airport (5% of service hours)
- **Community** Local routes designed to meet the individual community needs (14% of service hours)



How the SOP Will Improve RTD's Service

- 57% increase in district-wide access to 15-minute or better service
- Increase service to communities who rely on transit for their transportation needs
 - 50% increase in access to 15-minute or better service for these populations
 - 20% increase in mid-day service
- SOP balances frequent services in high-density areas with connecting services to the suburbs



**Metrics as compared to September 2021 RTD service levels*

SOP Implementation

- Project team will:
 - Review and analyze all comments
 - Identify recommended changes to the draft SOP
 - Develop revised SOP
 - Provide revised SOP and comment summary document to the RTD Board
- RTD will try to incorporate as many comments as possible, but has limited ability to provide service due to unprecedented resource constraints
 - Vast majority of comments on the SOP are requests for additional service
- SOP will be implemented as RTD's funding and workforce limitations allow
- SOP implementation will be phased through 2027



Public Outreach

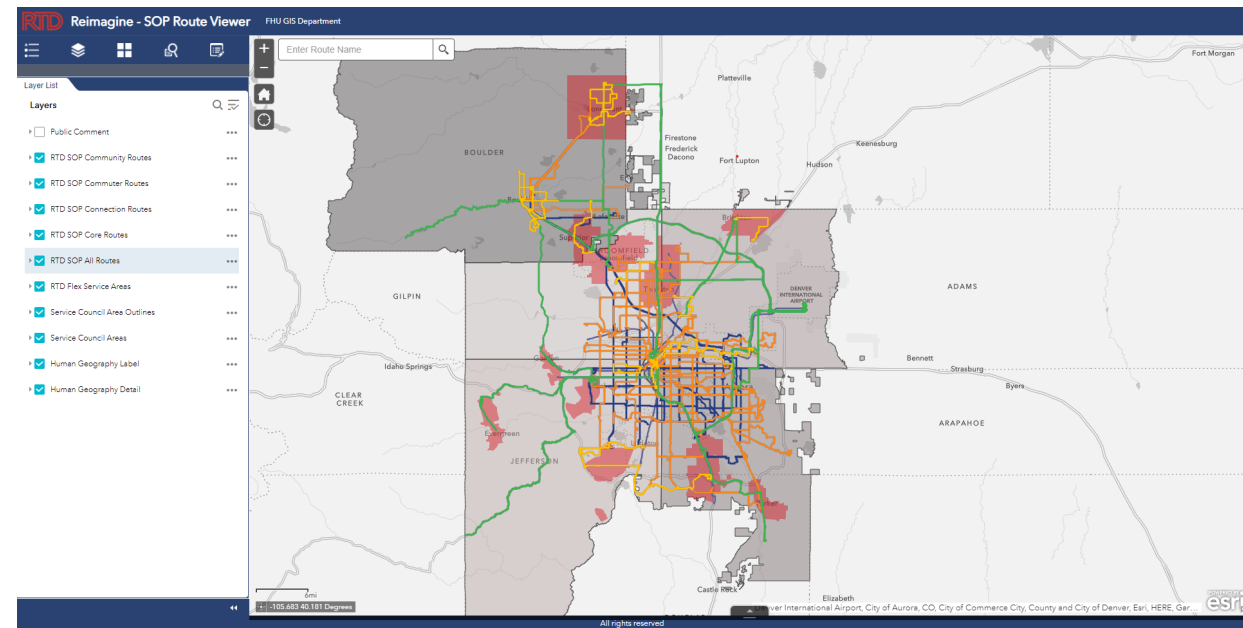
Public Engagement – Extended to March 9th

■ SOP Ongoing Outreach

- Service Sector/Rebuilding Service Working Group Meetings
- Individual meetings with Local Jurisdictions
- Technical Working Group/Advisory Committee
- Multicultural Outreach/Meetings
- Customer Panel
- Public Meetings
- Media Outreach
- Eblasts

■ Additional outreach in February will include:

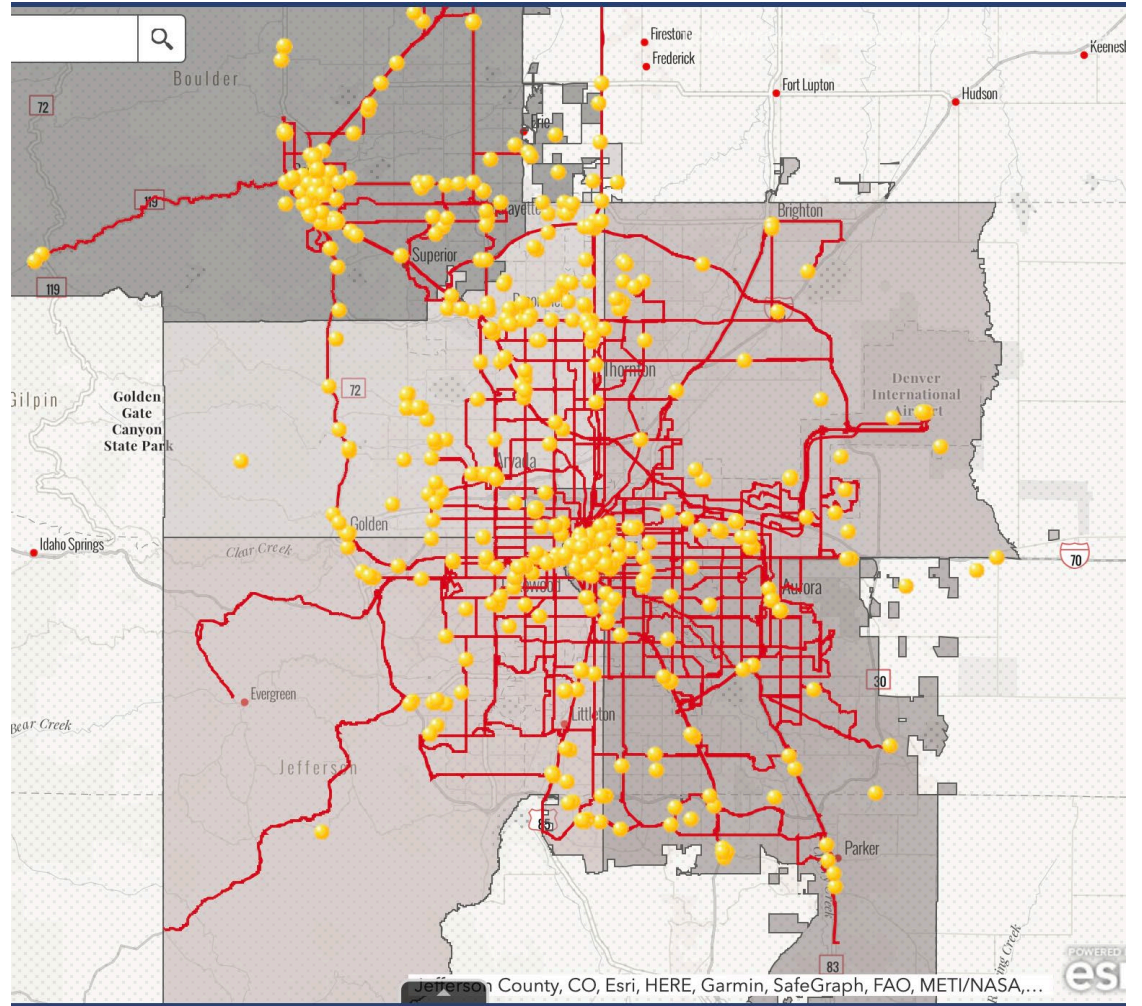
- Collateral on Buses and Trains
- Media Outreach/Social Media/Digital Ads/PIDs
- Additional Public Meeting
- Additional Spanish Outreach and Public Meeting
- Additional Service Sector/Rebuilding Service Working Group Meetings



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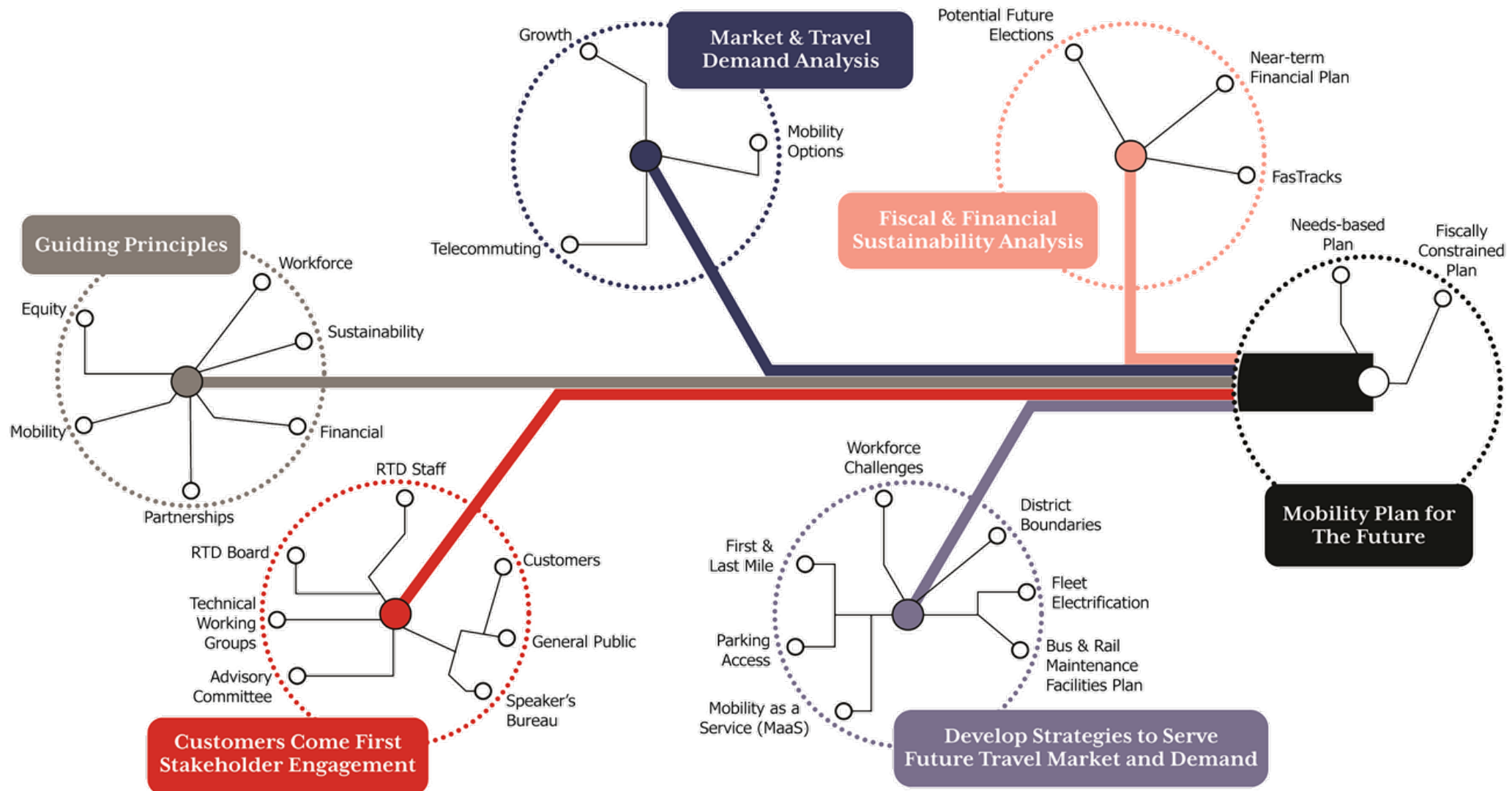
Over 1,000 Comments Received To Date

- Comments cover a broad geographic area
- Approximately 80% of comments are requests to add or enhance existing transit services, including
 - Adding/modifying routes
 - Adding stops
 - Improving access to stations
 - Extending span of services



Mobility Plan for the Future

Mobility Plan for the Future Workflow



We Make Lives Better Through Connections.

Thank you.

