Roger: Good evening and thank you for joining this special live telephone town hall meeting hosted by the Regional Transportation District. I'm Roger and I'll be your moderator as we talk about RTD's programs and services and FasTracks. Joining me this evening are RTD director Barbara Deadwyler and Bruce Abel, RTD's assistant general manager of bus operations. We also have the A-Team in tonight. We have sitting in to answer your questions Greg Straight, project manager for the Eagle P3 Project; John Talbert, acting general manager of safety, security; and facilities, and Jesse Carter, service planning manager.

Tonight, we'll focus on the district that Director Deadwyler represents, which includes portions of Denver, Aurora, and unincorporated Arapahoe County. This is your opportunity to share your thoughts about RTD and ask questions. If this is your first time on a telephone town hall, here's how it works: to ask a question, just press star three on your keypad, and you'll be transferred to someone that will take down some quick information and get you in the queue, since we want to hear from as many of you as possible. We can take just one question per person. Once the operator takes your information, you can listen to the conversation until you're called upon. When I call your name, please repeat your question for our live audience.

Also, your opinions are important to us, so we'll be asking several polling questions later during the call. All you'll have to do is press the number on your phone to represent your answer. You can also participate online this year by going to RTD-Denver.com and clicking on the interactive town hall link on the homepage.

Why don't we get started? It is my pleasure to introduce RTD Director Barbara Deadwyler. Go right ahead.

Barbara: Good evening everyone. Thanks for joining us tonight. Before we get to your questions, I'd like to give you a quick update on our FasTracks program.

2016 is a very big year for RTD as we open five new transit lines to serve more riders throughout the Denver metro area. It started in January when we opened our first bus rapid transit service. It's called the Flatiron Flyer and it serves passengers along US-36 between downtown Denver and Boulder. It's been very popular and our ridership numbers have already exceeded our expectations.

In just a few weeks, probably our most anticipated line, the rail line from Denver Union Station to the airport, called the University of Colorado A-Line. Our grand opening activities have been planned for April 22 and 23. Be sure to watch for details on RTD-Denver.com. We hope you will celebrate with us.

Then this summer, the first segment of the Northwest rail line, or the B line from Union Station to Westminster will open later this fall. The rail line to our [inaudible 00:03:01] Ridge or the G line will open. To complete our openings in 2016, the R line that runs through Aurora will become operational this winter. No other transit
agency in the country has ever opened five new lines in one year.

Roger: Okay. Thank you very much, Barbara.

Bruce, there are things going on at RTD other than construction. What else should everyone know about?

Bruce Abel: Thanks, Roger. I think it’s important to mention that we operate over nearly 140 bus routes. We serve over 10,000 bus stops operating in excess of a thousand [sit 00:03:43] drop buses and 325 paratransit buses. We operate six rail lines with 46 rail stations and more than 70 Park-n-Rides across the Denver metro area. These services transport over 340,000 people on average every weekday. In January, we implemented a new fare system, simplifying the fare structure that we had, hopefully making it easier for our customers to use all of our services, especially in light of all of the expansions that we have taking place this year.

Lots of good things happening this year at RTD. With that said, we’re looking forward to the discussion tonight. To our callers, please press star three to ask a question.

Roger: All right, thank you Bruce. Again, star three to ask a question. You'll be transferred to an operator who is standing by. We'll get you in the queue.

Let's start off with Caroline. Go right ahead.

Caller: I catch the 153 on Maxwell [inaudible 00:04:42] and it has a rider alert on my bus stop now saying that it's not going to be a bus stop. I want to know when am I going to get a map of where the 153 is going to start going now?

Greg Straight: That's a good question. Thanks, Caroline. The information is available. If you can get on the website at RTD-Denver.com, there is a whole listing of all the changes that are going on in the Northeast area. I want you to keep in mind that Route 153 may be changing in that area along Maxwell. However, it will be replaced by Route 121 in that area. Look for more information to be coming on the current bus. You can pull one of the flyers, which will give you more information or you can also give us a call at 303-299-6000 or more directly to the Service Planning and Scheduling department, at 303-299-2028, and we'll give you a little more information about what's happening in the area. Thanks for your call.

Roger: All right, thank you.

Lee is next. Go right ahead with your question.

Caller: My question is what is the purpose of having over crowding on the 43 when the 28 can serve the community just as well? We have people that are working at the Safeway at 20th and Washington. Now they won't have transportation to work. Why do this? That's crazy. Why have over crowding on the 43 when it's not
necessary?

Greg Straight: Thanks Lee for your question. This is something that we discussed last year during the public hearing process. Though we’ve heard from quite a few people regarding the Route 28 on weekends, we’re looking at how much service that we’re actually providing for folks in the North Park Hill area. When you look at the Route 43, it is only about five blocks away from the Route 28, and it provides a much better service. We find that when you provide a very good or high frequency service, people are drawn to the higher performing service. What we’re trying to do is elevate the level of service provided on the Route 43 to better improve mobility in the area overall. Thanks for your question.

Roger: All right. Let's go to Carrie next with a question. Go ahead.

Caller: I was wondering if the 32 is going to be running on the weekend now. I know it runs on the weekdays, but is it going to be running on the weekends?

Jesse Carter: Kerry, thanks for that question. The Route 32, there are a couple of changes that are occurring on it. We’re actually bringing that route back up to the City Park area, so it won't go down as far south on [inaudible 00:07:30] Boulevard. You probably already know that, but at the same time, we're maintaining the level of service that we currently provide on the Route 32 without the weekend service.

If you feel that's something that's missing, that's something you can actually share with both your board member, which you’re doing right now, and with your service planning and scheduling group. We'll note that this request has been made. Thanks for your call.

Roger: All right. Thank you. If you've joined us late, please press star three if you want to ask a question. You'll be transferred to an operator who will take down some basic information and get you in the queue. You can also participate online by going to RTD-Denver.com and clicking on the interactive town hall link on the homepage.

Let's go to call on Pam next with a question. Go right ahead.

Caller: [inaudible 00:08:27].

Roger: Pam, you're on?

Caller: Pam?

Roger: Yes, go right ahead.

Caller: My question is I'm disabled and I use a scooter, which is like a four-wheel wheelchair and I have Access-a-Ride and Access-a-Cab, so I can have an appointment at 10:00 and I'll call Access-a-Cab to have the cab arrive at nine to get me there plenty of time. They'll show up at 10, 10:30 which makes me late. Can you
make it so they're more accessible for us people that are disabled, especially with wheelchairs that they can show up on time for us so we can get there on time? Especially if you call an hour or two ahead where they can't be saying, "We're still trying to get a cab for you accessible for the wheelchair."

If I call for a regular cab and I need a wheelchair, that would be fine. If I need the wheelchair to be in it, they have to use a special ... The cabs that are allowing the wheelchair to go in. If I call hours before, then you should show up on time for us, because that's happened to me a few times.

Roger: Who wants to talk about this? Barbara or Bruce?

Barbara: I'll start and I really appreciate your question because I sometimes have your same problem. I use the mobility scooter also and I know that the taxis, while we would like them to be more dependable, I think it's safer or better to schedule your ride with Access-a-Ride if you have an appointment. On your way home, if you want to take a taxi, I think that'd be fine. To get to your appointment on time, I would take Access-a-Ride.

Roger: Bruce?

Bruce Abel: I would add in addition to Director Deadwyler's comments, we do meet routinely with the cab companies to review performance. We also are certainly promoting and advocating that the cab companies increase the number of accessible vehicles in the cab fleets in the community. It's an issue that we're aware of and we're attempting to address. Thanks very much for your question.

Roger: Why don't we stop for a second, John, and talk about safety while RTD offers a safe environment. Sometimes things happen. How can our passengers stay safe around stations and on our vehicles?

John Carver: Thanks, Roger. I'm kind of excited about explaining this. We have a RTD Transit Watch app, which is available for any cell phone on a free download and through the app, you can contact our security command center and they can send security or law enforcement officers to assist you with your problem. Plus you can even take a photograph of the issue in front of you without a person knowing it and we will see the picture in our command center, just so we know who we have to talk to.

Roger: All right. Thank you. Let's take a break and ask our first survey question. To participate in the poll, please use your telephone keypad to enter the number of your response. Here's our question. How do you currently use RTD? Press one if you use the bus or train as your primary means of transportation. Press two if you use the bus or train about the same as you drive your own personal vehicle. Press three if you use the bus or train only when going to major or special events. Press four if you use other RTD services such as Call-n-Ride or Access-a-Ride that we heard about a few minutes ago. Press five if you don't currently use any RTD
Please record your vote now and I'll share the results with you in just a minute. While you're voting, we are going to take a question from Karma. Go right ahead. Karma or Carmen, are you there? She's gone.

Jesse, the question was, she doesn't have a computer. Are there printed schedules available for folks?

Jesse Carter: Currently, there are no printed schedules for the users right now. They will be out within the next six weeks. Look for the printed schedules to be available in about six weeks.

Roger: All right. Folks can always call our customer service line, correct? They can walk through and help them put together a trip plan, correct?

Jesse Carter: That's correct. I want to make a correction. Actually, the public timetables will be available the next four weeks, not six weeks. They'll be here sooner.

Roger: Thank you. Here are the results of our first survey question. Again, we asked how do you currently use RTD services. 35% said you are not using any RTD services. We hope we can convince you to try out our service. 29% however say they use the bus or rail as your primary means of transportation. That is very exciting for us. Thanks for participating. We're going to have more fun questions as the call continues.

Next, we're going to call upon Joel. Go right ahead.

Caller: This is a two-part comment. First, about the change to the bus service with the 43. I think that's a very good move with regard to people who are not currently riding the bus, having higher service frequency. Coming more frequently is going to really attract people to use the service when they know they don't have to wait for the bus very long or deal with complicated schedules.

My second comment is very much looking forward to the commuter rail opening up. I know we've had a number of people tonight who have a difficulty getting around have access issues and the new rail being low floor, where you don't have to climb the stairs or use a ramp, where everybody has to crowd onto just one door is going to make such a difference that I hope in the future, we look at having our light rail be low floor as well.

Roger: All right. Thanks for those comments. We appreciate it.

Next is Cindy with a question. Go right ahead.

Caller: My question was about when you open up the prices and which way would they be going for the students and people in low income. Are they going to raise the prices up because my kids use the bus and the light rail a lot. I just wanted to know if
those prices are going to go higher.

Bruce Abel: Hi Cindy. Thanks for your question. This is Bruce. RTD did implement a new fare structure, a simplified fare structure effective the beginning of this year. Part of that new fare structure was not only simplifying but adding some new prepaid fare products like a day pass. I think a day pass will be very, very positive for folks who make multiple trips in the course of the day. We do have discounts available for students and the day pass is available to seniors, students, and individuals with disabilities are able to purchase any of our fare media at half price.

A day pass allows someone to make an unlimited number of trips in the course of the day, and it's only priced at the cost of a round trip. That is probably one of the major improvements that will really help folks on limited incomes who wish to take more advantage of our public transit services.

Roger: All right. For those of you just joining the call, good evening. I'm Roger and I'm your moderator tonight as we talk with director Barbara Deadwyler and Bruce Abel, RTD's assistant general manager of bus operations. Also sitting in to answer your questions are Greg Straight, project manager for the Eagle P3 project; John Talbert, acting general manager of safety, security, and facilities; and Jessie Carter, service planning manager. This is your opportunity to share thoughts and ask questions. If you’d like to participate and ask a question, press star three on your keypad. You’ll be transferred to an operator who will take down some quick information and get you in the queue. Star three.

Also I might mention if you need to leave the call early, we have 40 minutes left. If you need to leave the call early and would like to leave us a message or question, just press star nine. Star three to get in line to ask a question live, star three to leave us a voice message. Just a reminder, you can participate online by going to RTD-Denver.com and clicking on the interactive town hall link.

Oh, I flipped. Star nine to leave us a voice message. Star three to ask live. See my panel? I've got the A-Team here with us tonight. Director Deadwyler, why don't we take a couple minutes and talk about your district and some of the issues you are focusing on? Let's start with an update on the bus service changes that are coming up in your district.

Barbara: Yes, Roger. There are significant service changes that I want everyone to be aware of. Some routes are going to be discontinued, new routes will be added, and some routes will be upgraded.

First off, the SkyRide Route AF, that's the bus to the airport, will be discontinued and replaced by the University of Colorado A line. There are many, many others changes that will occur, and I'm going to turn it over to Jesse Carter, who is our service planning manager, who has all this stuff in his brain. He just think about it and he can tell you want changes are out there. Jesse?
Jesse Carter: Thank you Barbara and prepare to be underwhelmed. However, with that I would like to say that another route that will be replaced by the University of Colorado A line is the Route 47X which operates between the Green Valley Ranch area and Montebello, providing access to downtown. However, we are excited to announce new services in the Northeast corridor to include Route 34, replacing the Route 38 between downtown Denver and Central Boulevard station in Stapleton; Route 37, providing service along Smith Road, between 40th and Colorado station; and Airport Boulevard and 40th station.

We also have further south the Route 157, which provides service from the Aurora Metro Center to Buckley Air Force Base. Even further south, Route 43 providing service between Arapahoe Crossing and Lincoln Station. There are also major changes to the Route 24 and 44 in the [inaudible 00:19:34] Swanson area to provide better east/west access, and changes to a multitude of other routes include the 43 to 45, 121, 153. The list goes on and on.

Barbara: RTD's website at RTD-Denver.com has all the service changes listed. I encourage you to log on to see how your ride may be affected.

Roger: All right. Thank you Director and Jesse. Let's get back to questions.

Next up is Dean. Go right ahead.

Caller: Hi. My question is about the train from DIA to downtown, the upcoming train. Pretty excited about it. I need to know how late at night it will run. Sometimes we fly in late on business trips and need to get back to the east side of Denver and also we like to go from the east side of Denver to downtown to watch sporting events and so forth and catching the train back at night would be easier on us.

Jesse Carter: Hi Dean. Thanks for your question. One question back to you. Do you have access to the internet?

Caller: Yes, we do.

Jesse Carter: Great. If you go onto our website, RTD-Denver.com, the A line schedule is actually posted on that. The last trip, to answer your question, going to the airport leaves about 12:30AM, but returning from the airport is about 1:00 in the morning. Thanks for your question.

Caller: Thank you.

Roger: Jesse, also similarly the chain starts very early back heading in after being down for a couple hours. Employees or very early flights are accommodated.

Jesse Carter: Yes. The very first train arriving at the airport arrives at about 3:52AM in the morning and then we will start the 15-minute service frequency right around the 5AM time period. You're right. We have very early morning service and very late
Roger: With all the service that we have to put on the street and on our rails, with Denver's economy as strong as it is, there’s a low unemployment rate. That certainly does impose some hiring challenges for RTD. Director, can you talk about that?

Barbara: Yes, Roger. During times of low unemployment, it is difficult to hire and retain employees. Stringent criteria for passing the Department of Transportation's physicals also pose a challenge for hiring operators. To address hiring and retention challenges, RTD is offering a referral bonus of $1000 for employees. RTD is also currently offering a sign-in bonus of $2,000 for new bus and rail operators and mechanics.

These methods are working because to date, 127 operators have been hired since the referral program began. If anyone on this call or you know someone who is interested in a good job and has driving or mechanical skills, please contact RTD.

Roger: Thank you, Director. Let's take a question from our Spanish simulcast tonight. It's from Myra. She's talking about the Montbello terminal. In Montbello, there are new bus stops. Do we have maps and how to access them? She's also asking about an event that we'll be talking about. Does anyone know an event that may be happening April 9? New service? Anyway, she works as a community rep for the area and is interested in how she can get printed material to distribute to the community.

Greg Straight: That's a good question. We have printed materials that are going out and are being handed out by canvassing the area. People are going door to door. That's being done by the Montbello Organizing Committee, which is an outside organization that is helping us out with spreading the word about the corridor.

We're also having what you mentioned on April 9, and those are our tabletop or Know Your Transit Route sessions that are being operated by our manager of Title Six. In those meetings, we're hoping not only to hand out information regarding the changes, but to get some questions that are coming from the community in general, to get a better feel for what the community is understanding.

We also have a meeting set up for the 16th of April and that is another one of the tabletop Know Your Transit Route sessions. Thanks for your question and I'm hoping that answers most of the question. If not, give us a call. 303-299-6000.

Roger: Terrific. Let's take a call next from Terry. Go ahead, Terry.

Caller: Yes, hi. I am in the Montbello neighborhood and I live across the street from the Montbello Park and Ride and I have some concerns on the buses that I need to take westbound. Where I'm going to catch them, I'm not sure. I know the 43 is going to be the 42, and I'm not sure where to catch that other than the other side of Peoria.
on 47th and the 121, the 44, and the 153.

Jesse Carter: Terry, thanks for your question. I just returned from a meeting regarding that very subject. Montbello Park-n-Ride will be closing, but keep in mind what we're doing is we're moving the activity that occurs on the Montbello Park-n-Ride, we're moving that to the Peoria station. All those routes that you listed will be available at the Peoria station. I'm glad to know that you did mention the Route 42, which will be along 47th Avenue right there at the Villages, which I believe where you live. The Route 42 will have a new stop, and we're working on locating that stop. The near side of Peoria Street on 47th/Albrook.

There will be new stops also further east along directly across from the hospital center there that's next to the current Park-n-Ride. We are looking to solve some of the issues that we have in the area, including pedestrian safety. That's something that we talked about in the meeting. We're looking forward to actually having a larger place to actually provide the bus transfer and the train-to-train transfers at Peoria Station. Thanks for your question.

Roger: All right. Let's take a break from questions and get the rest of the audience involved. We want to have a little fun here. We're going to test your knowledge about how RTD service and schedule changes really work. We've talked a lot about them so far. Let's do a couple questions. It's easy to participate. Please answer by pressing one for true or two for false. One for true, two for false.

Here it is: RTD changes the service schedule and routes once a year. True or false? One for true, two for false. Go ahead and report your vote now and we will have Bruce give us the correct answer in just a moment.

Bruce Abel: Roger, that answer would be false. RTD changes routes and schedules three times a year. We typically make these changes in January, May, and August. The May service change allows us to adjust schedules because school is letting out. The August service changes allow us to adjust routes and schedules because school is starting back up, and in January just gives us an opportunity to adjust our schedules to see whatever changes may have taken place in the community. Three times a year.

Roger: All right, folks. That was good. 71% of you got the right answer. Let's try another question. Here it is again. Press one for true and two for false.

Here it is: It's easy to find information about the latest service changes. Is that true or is that false? It's easy to find information about the latest service changes. True or false. True for one and two for false. One for true, two for false. That's a mouthful. Go right ahead and vote now.
Bruce, what's the answer?

Bruce Abel: Hopefully the answer is true, that it is easy to find information about the latest service changes. We like to think so. We provide information on board all of our buses and trains. We provide information at the customer service outlets. Folks can call customer care at 303-299-6000. The website is also a great source of information and that's RTD-Denver.com. The information for upcoming service changes in April is already posted. In addition, printed materials are usually available to the public one to two weeks before the service changes take place. We use rider alerts on emails and we have mobile apps on smartphones. A wide variety of ways for folks to get information about services.

Roger: All right. We had 79% of you get the right answer on that question. We're getting better. We're having a little fun. Let's do one more. Again, press one for true and two for false.

Here it is: RTD does not welcome public input on their service planning and updates. True or false. True, press one. False, press two. Go ahead and record your vote now. Give them a second.

Bruce, what's the correct answer this time?

Bruce Abel: Again, RTD welcomes public input. I guess that means that the answer to your question is false. Whenever we go through our service change process, we analyze lots of data, we analyze trends, and we like to make sure that we get out into the public and hold public meetings so that we can both tell folks what we're thinking about as well as get their input to our thoughts. We also provide links through our website for people to provide us their input on our current thinking about service changes.

Again, we do those three times a year. We go out on public meetings three times a year and use the website extensively.

Roger: All right. Thank you, Bruce.

Let's get back to questions from our audience. Next up is Matt. Go right ahead.

Caller: Yeah. My question deals with the hours of my life that I have wasted sitting at the crossing arms of Monaco and Smith Road. It seems as though they're putting the arms down when either the train is leaving Union Station or it's leaving the airport. I want to find out what the plans are on [inaudible 00:30:59] intersections like that moving forward after the train moves out of this testing phase and into actual service.

Greg Straight: That's a great question and I get that probably on a daily basis. My apologies to you for the inconvenience as well as to the rest of the community because this has been a challenging time for us. The crossings have been a challenge for us and we
are in the process of fine-tuning the way they operate. Currently, they do not utilize all the technology that we have designed and the equipment that we have procured to operate those crossings.

We have not got to the point where we can implement each one of those. For the time being, you will see extended gate down times as our trains are coming through there. In the interest of making sure that we at all times have those gates down when the trains do arrive. The good news is that with the positive train control that we're implementing on the project, that technology has the ability to monitor both the location and the speed of the trains and we'll be able to input that data into some of equipment at the crossings that will allow for us to provide a constant warning time for these crossings.

At the end of the day, we will be able to minimize the amount of times that gate is down as the trains approach. What you will find is when we get all this equipment in, we will be cutting edge technology and probably better than the rest of the United States.

Roger: Safety is a huge concern certainly and we've got schools along the line and in the community. Director, would you like to talk a little bit about safety outreach that has been implemented along the University of Colorado A line?

Barbara: Thanks, Roger. Yes, first of all, safety is RTD’s number one priority. We want to make sure everyone is safe around our trains and buses. For those of you that have seen the train, you see that it's up to 79 miles an hour. We really want our students and everyone to really know to be safe around those trains.

For the new University of Colorado A line, we have implemented a comprehensive safety outreach program that has reached nearly 15,000 students at 33 schools within one-half mile of the line. To accomplish this, we partnered with Denver Transit operators and Operation Lifesaver to host boost at events at school and give interactive training, presentation, and lesson plans to students, parents, and faculty.

Roger: What are some of the key messages that you want people to know about safety around trains, Director?

Barbara: I'm glad you asked, Roger. There are some things that I hope people will remember and mostly, our students. Do not touch or throw objects at the overhead power lines or climb on the power poles. They are live with electricity. Never trespass on train tracks or construction sites. Cross the tracks only at designated crossings and obey warning devices such as flashing red lights and gate arms. Look both ways for a train.

The crossings along the University of Colorado A line are joint crossings and include tracks for RTD trains as well as Union Pacific freight trains. In the center of the crossing on the pedestrian sidewalk, there is a refuge area between the commuter

RTD – District B, March 30th, 2016 on Vekeo.com
rail and freight tracks so pedestrians can stand in a safe area while movements occur. If a vehicle stalls on the tracks, passengers should get out of the vehicle, move away from the crossing, and call 911.

Roger: All right. Thank you, Director. Good things to remember as we’re about 24 days away from our opening of the University of Colorado A line.

Why don’t we get back to some questions. Edith, you’ve been holding. Thank you. Go ahead.

Caller: Yes. How many locations can you catch a train to the airport and is there parking there?

Greg Straight: That’s a great question. There’s six intermediate stations in between [DUS 00:35:41] and DIA. Those stations are located at 38th and Blake, 40th and Colorado, Central Park, Peoria, our existing Park-n-Ride at 40th and Airport, and then the new Park-n-Ride on 61st and Pena.

Roger: Parking at which of those?

Jesse Carter: Parking at all of them.


Caller: Yes. If I got a regional day pass, would I be able to take the A line to Union Station and then the W to Golden on one fare, or would I have to pay something extra?

Bruce Abel: Yes. The purpose of a day pass is to allow unlimited travel throughout the RTD district. If you purchased a regional day pass on the A line, that would allow you to transfer to the W line and any other service offered by RTD throughout the service day.

Roger: Thank you.

Jackie, you are next. Go right ahead.

Caller: My question is since you are going to have the light rail now running on Smith Road, are the buses 121 and 153 still going to be running the same services going up Sable?

John Carver: Thanks Jackie for your question. We are making some pretty big changes to both the Route 121 and 153. The route 153 will take over a portion of the Route 121 going through Morris Heights and the Route 121 will be extended north to go north of Montbello on 65th Avenue on to Airport and 40th. Those are pretty major changes. I would ask that you take a look at what we have provided on our website for more information. Thank you.
Roger: DJ is next. Go right ahead with your question.

Caller: -down from the suburbs. When we get into town, is Union Station the only place that we can get off the train once we get into town? That's part one. Part two, if that's the case, are you going to increase the quantity of shuttle buses made available?

Bruce Abel: Hi, this is Bruce and thanks for your question. You would be able to take a train and de-board at any of the locations that Greg Straight mentioned previously. The closest stations to downtown would be the 40th and Colorado, the 38th and Blake, and Denver Union Station. If your ultimate destination is downtown, then yes, the only place in the center of the city is Denver Union Station.

We have implemented the new 18th, 19th free mall ride in addition to the 16th Street free mall shuttle. Services will continue to be increased on those services as we add more of the rail lines coming into Denver Union Station.


Caller: Yes, hello everyone. I am a current user of RTD [inaudible 00:39:07] campus, so I was wondering if the A line will be opening I think it's the 61st Street station on the day of the opening on April 22? The second part of my question is I live in Green Valley Ranch, so I was wondering about the noise ordinance for the A line for the train after 8:00 or 9:00. What are the particulars of that ordinance?

Greg Straight: Those are great questions. Let's answer the first one. On the station at 61st and Pena will be opening for opening day of the University of Colorado A line on April 22. The second question has to do with the noise and I presume that as more related to the horns because the vehicles are very quiet. For the time being, until we can get a quiet zone approved by the FRA, we are required by law to sound our horns as we enter into the crossings or anytime we approach anybody on the alignment.

Once we get our quiet zone approved, which will be shortly after we open up the alignment, we will be able to greatly reduce our horns as we're operating.

Roger: Okay. Next is Maria. Go right ahead with your question.

Caller: My question is if I take a trip and park my vehicle at the Park-n-Ride on 40th and Airport to board the train there for the airport, what is going to be the cost to park?

Bruce Abel: Parking costs?

Caller: That's correct.

Roger: Bruce, you want to take it? Or John?
John Carver: Hi, this is John. I can take that question for you. It's two dollars a day if you're in the district to park. After the first day. Correct. If you're in the district, you don't pay the first day. The second day, you have to pay two dollars a day. Everyone's trying to tell me what to say here. Sorry. If you're out of the district, it's four dollars a day. You do live in the district by where you say you are, so it's the cheaper fare.

Roger: All right. If you'd like to ask us a question, please press star three now and we will get you in line.

Frank is next. Go right ahead, Frank. Frank, are you there?

All right. Looks like we lost Frank. Anthony next. Go right ahead.

Caller: Yes sir. I'm a frequent RTD rider. Heck, I've even been to Calgary so I know where we got the light rail system from. This is my question. You guys have pardoned out certain routes to other companies that the customer service of their drivers is not up to par with RTDs. On the weekends, on some of these offshoot routes, for example the 20, they come at the top and the bottom of the hour. I'm standing out waiting on the bus 50 minutes before it's supposed to come. It doesn't show up. I got to catch the 20 to the 40 to get to work. This is every week.

Why should I have to be forced, and I mean forced, to go down to Colfax to catch the 15 or the 15L and I live at a house that a bus stop is 120 feet from my front porch. That's the complaint that I have and it's every weekend and when you ask one of your conscript drivers, nobody has an answer, but it's every week. I get on a bus and I say "Why are you late and at the beginning of a route," and I can't understand. I stand on my front porch right now from where I'm going and I can see [inaudible 00:43:07]. That's what I need where the customer service for some of your conscript driving companies leave a lot to be desired.

Roger: Bruce, do you want to address Anthony's comments?

Bruce Abel: Yes. First of all, let me apologize for what you perceive to be poor service on your route. We do hold our contracted service operators to the same standards as RTD's provided services and when we monitor our services for on-time performance, we again use the same monitoring techniques for RTD-provided services as well as contracted services and both services do operate at essentially the same level.

If we do have on-time performance problems, regardless of the service providers, we do monitor that, we focus, and we adjust schedules if necessary. If it is an operator problem, then we go back to the operating division management and work with the individual operators involved.

Roger: Okay. Barbara, go ahead with your ... You had some comments.

Barbara: Yeah. I just wanted to jump in there because I wanted to make sure we answered Anthony's question fully in terms of what should he do. You've let us know that
there is a problem. We may already be aware of it, but we want to make sure that we are fixing that problem for your stop, since it's right there at your front door. I think you can hang on the line. Can he, at the end of this conversation, and leave us your information. Your name, your phone number, and let us check this out further, okay? Thank you.

Roger: Thanks, Barbara. They can also press star nine if they don’t want to stay until the end of the call and it will go right to a voice message.

Carrie, it's now your turn. Go ahead.

Caller: Okay, thank you. First, I wanted to say I really like the day pass. It works really convenient. My question was about the AT that leaves Pena Park-n-Ride and goes to Arapahoe station. Will we continue to get that bus and will it continue to come out of the Pena Park-n-Ride?

Greg Straight: Thank you, Carrie, for giving us the easiest answer all night and that is yes. The AT will continue to operate between the airport and Arapahoe Park-n-Ride down in the Southeast area. Thanks for your question.

Roger: Okay, great questions. Tammy, you've got one about Green Valley Ranch and an EcoPass. Go ahead.

Caller: Yes, hi. I would like to know. I would like to use the train to go down to Denver Water and we get these EcoPasses. Will those EcoPasses work on this train?

Bruce Abel: Hi, this is Bruce. Thanks for your question. Yes, the EcoPass works on all RTD services. The new trains, the existing trains, and all of our bus routes. The EcoPass is appropriate fare to use on any RTD-provided service.

Roger: Next is Cathy. Go right ahead with your question tonight.

Caller: Okay. I've ridden the buses for quite a few years and now I'm trying to convince people that are going to be working at the new VA, if it ever gets together, and patients that'll be out there that ... It's going to be possible to catch the rail system and the bus system out here. I've seen the map that the rail station is going to be north of the Fitzsimmons property. I'm just wondering how close is the rail system or the bus system going to be to the hospital when they ever get it finished?

Roger: Jesse?

Jesse Carter: Thanks Cathy for your question. You're correct. There is a station that is planned to be north of the area along Fitzsimmons Parkway, but there is also a closer station planned on the R line just north of Colfax. That's going to be the station that's closest to the VA hospital. At the same time, there will be a shuttle that will be operated by the CU. CU is actually providing the service and that will provide nearly door-to-door type service in that area. They'll be doing some circulation from the
northern station. It will run from the Fitzsimmons Parkway and take a route down some existing streets to include Clinton, 16th, and 17th Avenues to provide service to the VA hospital. Thanks for your question.

Roger: Okay. Diane is next. Go right ahead.

Caller: Hello. I have a mobility device called the Rollator. It's like a four-wheel walker with a seat. When I go to get on a bus, after it's snowed and the bus stop hasn't been shoveled or there's a pile hip-high of snow that the city has put there. This is what happened after this blizzard. I have to get on in the street. Is there a safer way to do this?

Roger: Bruce, you want to talk about challenges? I think drivers try to find a place as close to the stop that is safe to board. Is that correct?

Bruce Abel: That is correct. Snow is always one of our major challenges because as the caller mentioned, RTD does not have the resources nor the responsibility for maintaining the 10,000 bus stops throughout the district. Street clearing and sidewalk clearing are the responsibilities of municipalities and property owners. We always face challenges in major snowstorms. The operators are trained to try to find as safe a place as possible that is cleared close to a bus stop but that is always one of our major challenges whenever we have a snowstorm to operate in.

Roger: Thanks, Bruce. Denver regularly plows the snow right back up onto my sidewalk after I clear it. It's a challenge. Gentry is next. Go right ahead.

Caller: Hi. My question is two-fold. The first part of the question is will there be increased security at the wait stations for where the A line is going to run? Number two, will there be increased parking structures or lots to help ease the pain of those who are coming into the lot because they get overcrowded very quickly.

John Carver: Thanks for your question. This is John [inaudible 00:50:46] the security question. Yes, we have increased security and we will have officers on all the platforms for the train going back and forth between DA and Union Station. They also will have a security officer on every train car required underneath RFA regulations. The security will be much greater increase compared to what we do on the light rail system right now by federal law.

As for the parking issue-

Greg Straight: I'd be happy to chime in on that. We are adding parking at all of our stations and we do so in a way that tries to accommodate our anticipated ridership. I would also emphasize that the point of transit is not to drive to a point and ride the rail, so I would encourage you to look at some of the bus routes that we have that feed the service because they're designed to really work in concert with our rail operations.

Roger: Okay. How many total new parking spaces, Greg, are coming along the University of
Colorado A line?

Greg Straight: I don't have that off the top of my head, but I'll look that up and we'll come back to that.

Roger: All right. Next up is Flora. Go right ahead with your question.

Caller: -53. I had two children that uses the RTD for school. I have a granddaughter that's in high school. She goes to Hinkley High School and my grandson is in the Northfield High School. The Hinkley student, she catches the 153 and she does not have to change. It takes her all the way to Hinkley and she gets off of the 153 and walk across chambers to her school.

My grandson, which rides the 153 up to the Montbello Park-n-Ride, and he has to transfer to the 43 and that takes him down to the 47th and [inaudible 00:53:02], I believe that's where the bus stop is, and then he has to walk from there to 56th and Central Boulevard. I am trying to find out which buses will they be catching and how is that going to affect them getting to and from school on time and where would their pickup and drop-off be?

Jesse Carter: Okay. Flora, the questions you asked are great and they're the type of things that we need to actually help the students with in building itineraries. It's also pretty difficult to collapse that into a reasonable amount of time here tonight. I'm going to ask you to give me a call in the morning at 303-299-2028.

However, I will share with you one thing and that is with the A line, the student who is trying to get to the school in the Stapleton area, the Northfield High School, we are extending a new route called the Route 62 that will actually start in August and the 62 will provide service that goes right by it. Your student could use the A line to Central Park Boulevard Station and then catch the Route 62 to get to the new school.

At the same time, the student who's going to Hinkley, you're right. Right now, if she's accessing it from Chambers, she does have the ability to get there on one bus. However, after April 24, she'll be using the Route 121 to then transfer to the Route 15 which goes right by Hinkley. When you get a chance, please give me a call back at 303-299-2028 and I'd be happy to speak to you a little bit more. Thanks for your call.

Roger: Okay. Pat is next. Go right ahead with your question.

Caller: Hi, good evening. I live in the Green Valley Ranch area. I work downtown and I work later hours in the day. My question: once the train starts, will there be additional bus service and/or shuttles available from Green Valley Ranch to Pena Boulevard, to the 40th Park-n-Ride, and then additionally, you mentioned earlier in the conversation that the 16th Street shuttle and the metro ride would be increased. Does that increase the times available? Will they run later in the mornings as well.
as later in the evenings, the metro ride?

Greg Straight: Okay. I'll go with the first part of your question. First, in Green Valley Ranch, we have two routes - the Route 45 and the Route 42. They will operate during peak periods every 15 minutes, which is a little bit better than what you currently see between the 43 and the Route 45. We'll also be running later. We're going to ask you to take a look at our website once the schedules are available, about two weeks prior to opening. You should see that you will have better access to Pena than you do today.

As far as the service in the downtown area, the metro ride currently operates on about a seven minute frequency. We're looking to take that down to a four and a half minute frequency in August, so it will run more frequently. The time frame that they actually operate will remain the same. It will only be offered during the peak period. The mall shuttles will remain at the level that they currently are. Thanks for your call.

Roger: We have time for one more question. How about from Ada? Ada, go ahead.

Caller: Some people already asked the question I was asking but I wanted also to ask one more thing. Is there an elevator at the train station for people who are disabled?

Roger: Which station?

Caller: At the station over here at 40th, at Green Valley Ranch area.

Greg Straight: Yes, there will be an elevator there.

Roger: That was a quick, easy answer and the right answer, Greg. Thank you.

We have unfortunately come to the end of the telephone town hall tonight. We are sure sorry if we didn't get to your question tonight. As I've mentioned and Director Deadwyler has mentioned, you can still leave us a message or comment at the end of the call. Stay on the line and you'll be directed to a voicemail system.