

September 12, 2022

Greater Denver Transit

c/o James Flattum and Richard Bamber
greaterdenvertransit@gmail.com

Subject: A Line Planned Service Disruption – September 13 and 14, 2022

Dear Messrs. Flattum and Bamber,

Thank you for sharing your suggestions for the upcoming A Line service disruption due to needed maintenance.

The agency strives to limit the impact of service disruptions by making customers aware of any change to service in a timely and helpful manner. Once operational parameters, such as affected lines, routes and stations, timing, and support services are defined, RTD employs a variety of communications means across the system to alert customers. These mediums include Service Alerts, Twitter updates, updates to the Service Disruptions webpage, news releases, and in-system materials such as A-frames, ticket-vendor machine decals, digital signage, and station announcements. As Customer Excellence is an agency Strategic Priority, staff continually looks for ways to improve the customer experience; since the beginning of 2021, RTD has accommodated over 50 planned service disruptions associated with construction projects, system inspections and special events with minimal negative feedback from customers.

I appreciate your concurrence with the work being done and the schedule determined to carry out this work. I also appreciate your understanding that these special operations carry with them unique challenges, including people power problems. Please see the responses below to your specific suggestions and observations:

1. Align the arrivals and departures of the replacement bus shuttles within approximately 3 minutes of A Line trains at 40th / Airport - Gateway Park station to accommodate less disruptive transfers.

The arrivals and departures are scheduled to be within three minutes, however, it must be understood that this is a very tight schedule to maintain. The published train schedule is what is used as the schedule for supplemental bus service.

Bus travel, as well as train travel, however, can be impacted by a number of factors, including those that may be unforeseen, which can cause unscheduled delays. This was the case during the planned June 11-12, 2022, disruption at Union Station.

There is a commitment to the schedule so that all customers can plan accordingly. Any lengthy deviation from this can result in delays that will be unrecoverable for the remainder of the day unless other interventions or system recovery techniques are implemented. In other words, if a train or bus is late, it will remain late unless an intervention is implemented. Short delays can be accommodated, and it is RTD's goal to make meaningful connections between bus and train. However, holding another bus or train for a lengthy time for a connection to accommodate this causes subsequent delays to other trains and bus



connections further down the line and therefore, customers would not be able to rely on the published schedule.

In order to provide service as close to schedule for the majority of customers throughout the trip, and day, a commitment to the schedule must be made, which means there may be times where inconvenience is created for some to be reliable for the many. It cannot be anticipated when these delays will occur and so customers cannot be given advanced notice. RTD can, and will, be cognizant of lengthy frequencies and subsequent lengthy inconvenience for customers and will make every effort to ensure customers' wait times are minimized as well as communicated to our customers through Service Alerts.

The agency encourages customers to go to RTD's website and sign up for Service Alerts to get notifications of any delays to their trip. Special operations rarely can be executed without sustaining some delays and so an encouragement to all customers to adjust their plans accordingly is prudent.

2. Upload both the temporary A Line and replacement bus shuttle schedules onto the RTD website trip planner as soon as possible.

RTD's regularly published schedule is the same schedule used for this special operation. RTD encourages customers to sign up for Service Alerts through the RTD website to receive notifications of any service delays/interruptions to their trip(s). When an extended service disruption and bus shuttle has to occur in order to perform maintenance or support third-party projects, an initial Service Alert will be sent approximately one week prior to the scheduled outage and bus shuttle. For example, on Wednesday Sept. 7, 2022, a Service Alert was sent noting "shuttle buses replacing A Ln from Tue Sep 13 through Wed Sep 14 due to maintenance. Visit [RTD-Denver.com](https://www.rtd-denver.com) for more information." This allows the customer to read disruption key messaging that RTD communication prepares and coordinates with the Oversight team, DTO and Bus Operations. Then, one or two days prior to the scheduled outage and bus shuttle, a Service Alert will be sent out again as a reminder.

3. Update the GTFS data feeds that 3rd party apps such as Transit and Google use.

The current GTFS export application is not designed to handle data for these special maintenance events. The replacement bus shuttle information is not sent out to Google and the third parties that rely on GTFS. Therefore, customers do not see this information in the RTD web schedules, and third-party apps from Google, Transit and others.

4. Publish a full combined A Line and replacement bus shuttle schedule.

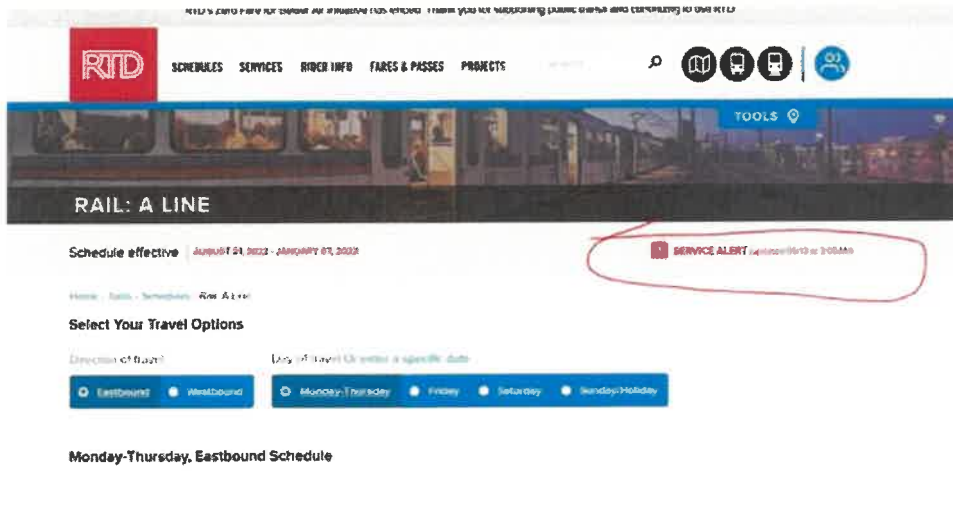
Due to the nature of transit operations, RTD states "all schedules are approximate." However, there is room to improve the information offered to customers during planned disruptions.

The A, B and G lines are operated by Denver Transit Operators (DTO) through a contract with RTD. Provision of an altered rail schedule for maintenance and disrupted services is not included in the current contract, though it may be possible to create a process, whereby the disrupted services schedule could be published.

If DTO can provide the altered rail schedule information, RTD's Trip Planner can be changed to include the altered schedule. Information regarding the disruption would need to be provided to RTD Service Planning and Scheduling staff two weeks prior to the scheduled outage for processing. With the required prior notification, the schedule information could be published as an alternative schedule for the Trip Planner.



However, the A Line schedule would remain the same as a truncated schedule on the website, as it does for all rail lines that experience an outage, with a service alert link stating the changes in service. Please see image below:



5. Place temporary signs or 'A frame' boards at every A Line station, throughout Union Station including the Bus Concourse, and at key light rail stations explaining the disruption.

RTD currently installs A-frames and ticket-vending machine decals at affected stations, including start and end of line, and high-traffic stations as resources allow. Currently, the agency is facing a material shortage, due to supply change issues, hence, as more material becomes available, RTD will work to increase the number of physical signs installed at stations.

6. Agree on a clear message with Denver Transit Operators (DTO) to be displayed on the A Line passenger information screens during the full length of the disruption.

RTD strives to provide accurate information on all signage, including digital, and will continue to work to ensure accurate and error-free messages are provided to customers.

7. Brief the street supervisors working at 40th/Airport – Gateway Park station to actively manage the transfer of riders from train to bus and vice-versa, with special attention paid to disabled and elderly riders.

Street supervisors are instructed to interact with customers in an ambassador capacity. With that said, RTD street supervisors are also impacted by the agency's people power problems and have limited resources to supervise and direct bus operators, while also actively managing transfers for customers; however, it is the expectation that they are at the bus gates to support operators and customers as much as possible. All RTD street supervisors have been reminded of the expectations.

Additionally, the Communications Department continues to define and supply messaging to Operations staff so that all employees who interact with the public are aware of, and can effectively share, the impacts to customers and services.



8. Brief all members of staff on the schedules for the temporary A Line and replacement bus shuttles so that they can answer rider questions with confidence.

Staff members are briefed on service disruptions. An evaluation will be made to improve employee performance and interaction with customers.

As mentioned above, the Communications Department will continue to define and supply messaging to Operations staff so that all employees who interact with the public are aware of, and can effectively share, the impacts to customers and services.

In order for RTD to provide value and service to the community, the transit network must be kept in a state of good repair. This means periodic construction and maintenance disruptions.

I appreciate your understanding and patience during events.

Sincerely,

A handwritten signature in blue ink, appearing to read "Debra A. Johnson".

Debra A. Johnson
General Manager and CEO