



September 9th, 2022

Debra Johnson, General Manager / CEO
Regional Transportation District
1660 Blake Street
Denver, CO 80202

A Line Planned Service Disruption – September 13th / 14th, 2022

Dear General Manager Johnson,

On behalf of Greater Denver Transit (GDT), we would like to voice our concerns regarding both the planning and availability of information pertaining to the A Line service disruption scheduled for Tuesday and Wednesday (September 13th and 14th) of next week.

GDT is not questioning the necessity or the schedule for the work being carried out. Indeed, we note that midweek days are generally the least busy for air travel. We also agree that RTD's alternative arrangement for a bus shuttle between 40th / Airport - Gateway Park and Denver Airport stations is the best temporary solution to provide riders with service.

That said, following rider experiences with similar planned disruption at Union Station (A, B, G and N Lines - June 11th and 12th, 2022) and the Federally Mandated Emergency Exercise (N Line - July 20th, 2022), where there were clear failings in the way temporary rider information was provided, we have concerns about the way this upcoming disruption period will be handled.

We therefore call upon RTD to:

- 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.**

During the last rail disruption, we observed buses repeatedly arriving too late for riders to transfer to the A Line which resulted in extended transfer times, particularly in the evenings when the service frequency reduced to 30mins.

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

At time of the writing (Friday, September 9th), the trip planner currently, and erroneously, still shows the A Line running as a non-truncated train throughout the disruption period. During the most recent planned disruption on the N Line, the train schedule was updated just hours before the disruption started which did not leave sufficient time for riders to adjust their plans.



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

This has only been done for the truncated rail services in past disruptions and did not include the bus shuttles. This lack of replacement bus schedule data caused trip planners to suggest very long and circuitous routes such as using the Flatiron Flyer from Union Station and transferring to the AB at US 36 & Flatiron station to get to Denver Airport.

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

It is insufficient to tell riders to simply 'allow extra time for your journey'. For a planned disruption event, a rider should be able to find out exactly what time RTD can get them to their destination. This is especially important on the A Line where riders are attempting to plan their journeys to ensure they make their flight.

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.

In addition, post the combined temporary A Line / bus shuttle schedule so that it is either covering up or immediately adjacent to every location where the A Line schedule is displayed on the commuter rail system.

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.

Messages observed on displays during the Union Station disruption in June 2022 had multiple spelling mistakes and directed riders to the wrong location for replacement bus shuttles.

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.

During recent disruption periods, street supervisors were observed staying in their vehicles while some riders struggled to negotiate their transfers at often unfamiliar stations. In times of disruption, riders will naturally look for assistance and reassurance from a member of staff more than they usually would.

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.

This should include all RTD street supervisors and conductors, Allied Universal security guards, and DTO operators plus any other RTD staff member riders may come in contact with and quite reasonably ask for information during the disruption period.

GDT has a collection of examples where poor information and organization negatively impacted the rider experience during the two most recent planned disruptions. We would be happy to share this information and facilitate a meeting to discuss further actions to better mitigate the effects on riders of these necessary service disruptions.



Best Regards,

A handwritten signature in black ink, appearing to read 'James Flattum'.

James Flattum
Greater Denver Transit

A handwritten signature in blue ink, appearing to read 'RJ Bamber'.

Richard Bamber
Greater Denver Transit

CC: Director Kate Williams
Director Shontel M. Lewis
Director Angie Rivera-Malpiede
Director Bobby Dishell
Director Paul Rosenthal
Director Bob Broom
Director Julien Bouquet
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