

# DRAFT SERVICE REDUCTION PLAN TO ADDRESS OPERATOR SHORTAGE

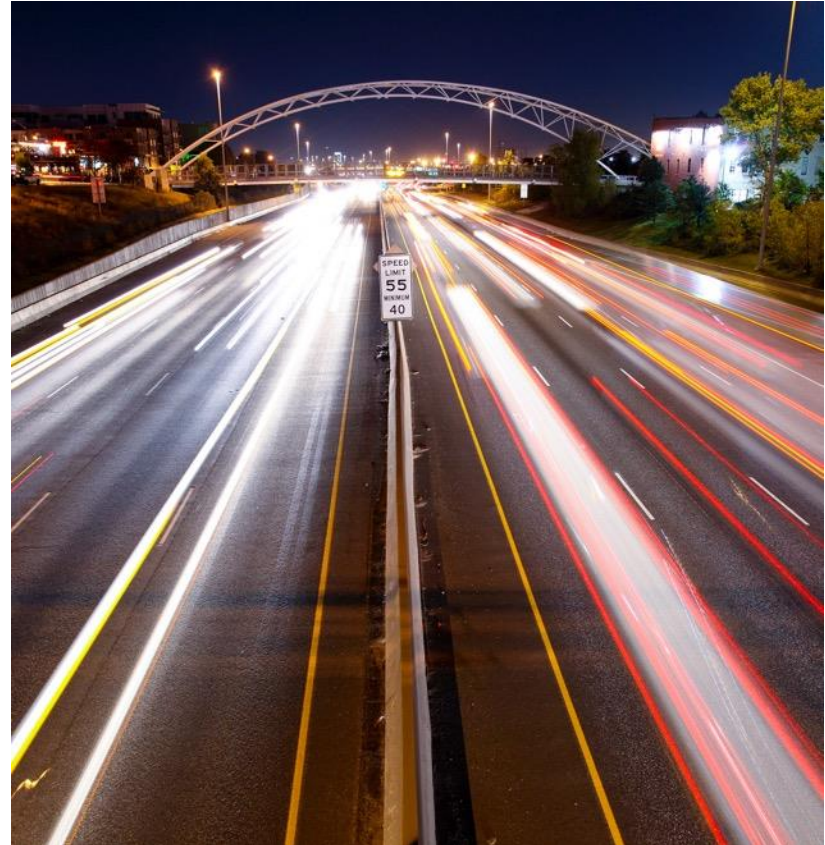
Dec. 19, 2019



- Oct. 22: Staff presentation to the Board regarding need for a service reduction to address operator shortage
- Board requested staff gather input from stakeholders on a potential service reduction
- Nov. 4 – 17: Staff conducted a two-week input process
  - **13k survey responses**
  - **59% indicated a desire to reduce service to improve reliability**
- Nov. 21: Staff presentation to the Board of outreach results
- Dec. 19: Presentation to the Board of requested proposed service reduction plan



- Operator shortage continues to impact ability to deliver current level of service
- Current service level (weekdays):
  - **Bus trips daily – 10,000**
  - **Light rail trips daily – 1,000**
- Trips are being dropped daily – mostly light rail
- We're providing **99% of bus service** and **96% of rail service**, but at the expense of our employees
- Weekly mandating:
  - **69% of bus operators**
  - **42% of rail operators**





- Affects our employees' quality of life
- Affects our customers' confidence level
- Affects our ability to uphold core values of safety and reliability
- Affects our overall credibility



## Extensive measures over past three years:

- Marketing campaign within and outside RTD district, including colleges and tech schools
- On-vehicle advertising
- More efficient hiring process
- Job fairs, veteran/military expos
- Referral bonuses (\$2,000 and \$1,000)
- Pay increases
- Increased shift differential pay
- Incentive pay for mandated work and split shifts
- Increased professional funds for education
- Work environment adjustments and collaboration with the union
- Over a 33-month period through September:
  - **791 bus operators hired**
  - **177 rail operators hired**



## Bus Operators

7-week training program:

- half in the classroom
- half behind the wheel

## Light Rail Operators

11-week training program:

- 5 weeks of classroom and field training
  - 5 weeks of revenue training
  - 1 week for certifications
  - Current training class will be ready to begin service in mid-January; another class will begin then
- **Increase in applicants, but challenges remain:**
    - Processing and training new recruits
    - Providing support staff to assist our operators in mentoring, training and a buddy system





- Goal is to reduce the amount of mandating so that working overtime is a choice rather than a mandate
- Goal of the service plan reductions is to:
  - **Reduce mandating**
  - **Uphold our core value of safety**
  - **Improve reliability for our customers**
- Would align service with our available workforce
- Will allow opportunity to build up workforce while providing some relief to our operators
- Will not completely eliminate our need to mandate



# Guiding Principles



## **Follows Board-adopted service standards:**

- Service performance evaluation based on RTD service standards
- Effects on the overall integrity of the transit network and on transit-dependent markets
- 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 and/or national origin; also disparate effects on low income and minority populations
- Response to changes in the communities where services are provided



- Poorly performing service that does not meet standards will likely not be reinstated – these eventually would have come as recommended changes
- Better performing service that was reduced will be considered for reinstatement when sufficient staffing levels are available
- Service will be reinstated during normal service change processes
- Tonight's information is about reductions related to operator shortage
- Full May service changes will be presented in January





- 6 bus routes proposed for elimination
- 19 bus routes proposed to reduce service
- Suspension of special services (BroncosRide, BuffRide, Rockies service, RunRide)
- Routes: see attachment
- MallRide - Reduction of peak frequency to 3 minutes
- Paratransit Service
  - We are committed to not impact current paratransit services
  - Those currently being served will be grandfathered in provided they continue to reside at their current address
  - No new customers will be added to the program if fixed routes are eliminated in their area

- E,F,R Extension:
  - Ten trains per hour are required by the FTA grant agreement; the extension is currently overserved during peak periods
  - FTA was unable to grant our request to reduce the off-peak service levels to six trains per hour
  - Possibility to adjust R Line from four trains/hour to two trains/hour to align service with the lower ridership on that line
- D Line: Will no longer run service on weekends
- C Line: Weekend service will be expanded to provide an option for D Line riders
- Dropped trips are still likely, but not to the current degree





- Board guidance on proceeding with proposed plan
- Standard May service changes presented to the Board at January Ops Committee meeting
- Public input process in January/February
  - 15+ public meetings – one in each district
  - Will follow normal service change process
- Return to the Board in March with results of the public input and final service plan
- Staff recommendation to approve final plan and implement it as the May Service Change



- **January 14, 2020** – Staff presentation to Ops Committee on complete proposed May service changes
- **January/February 2020** – Public input process on proposed service reductions and proposed May service changes
- **March 2020** – Board takes action on proposed service reduction and service change plan
- **May 2020** – Approved service changes go into effect



**Thank you.  
Questions?**