Federal Boulevard Transit Reliability Project

Online Meeting #1 & Pop-Up Event Summary

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<tbody>
<tr>
<td>Total Site Sessions</td>
<td>243</td>
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<tr>
<td>Active Site Sessions</td>
<td>143</td>
<td></td>
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<tr>
<td>Feedback Exercise Submissions</td>
<td>37</td>
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<td></td>
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<tr>
<td>Virtual Comment Cards</td>
<td></td>
<td>2</td>
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<tr>
<td>Newsletter Sign-Ups</td>
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<td>9</td>
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Overview

The City and County of Denver hosted a self-guided virtual public meeting for the Federal Boulevard Transit Reliability Project from November 18, 2021 to January 3, 2022. The meeting provided an overview of the project and opportunities for the public to provide feedback on current delay and reliability issues and future desires for the corridor. Additionally, Denver Streets Partnership held a pop-up event at the Federal and Alameda Southbound bus stop on December 13, 2021 to promote the project and solicit input from corridor bus riders. Feedback from both events is included in this summary.

Online Meeting Topics

- Project Background
- Goals and Key Terms
- Project Timeline
- Delays on Federal (Ridership and Delay Maps) *
- Transit Issues on Federal *
- Bus Stop Enhancements *

* Topics that included an interactive feedback exercise.

The online meeting included a translation widget so participants who prefer to participate in a different language had the opportunity. Key project graphics including the timeline and delay and ridership maps were developed in Somali, Spanish, and Vietnamese. This said, the meeting was not utilized in languages other than English.

Results Summary

Participants were asked to identify the three bus stop enhancement types they would most like to see on the corridor. Transit Shelters, Pedestrian Scale Lighting, and Payment Before Boarding received the most votes. Two open-ended comments emphasized the importance of instituting enhancements that can improve travel time and reliability, specifically back door boarding, payment before boarding, level boarding, and dedicated bus lanes.

Community members also shared where they currently experience transit issues on the corridor. There was consensus that the delay areas noted on the project’s delay and ridership map are consistent with participants’ lived experience. Generally speaking, the areas of greatest challenge (high ridership, high delay, safety concerns) are the Decatur-Federal Station area and further south from Alameda to Evans.
**Desired Bus Stop Enhancements**

The City and County of Denver’s vision is for all bus stops to have trash bins and route information signs and to be accessible for people with disabilities. The meeting presented three bus stop prototypes (typical, enhanced, and premium) and identified the additional enhancements that could be considered for implementation at each prototype. The meeting also noted specialty future enhancements that could be implemented in the longer term (separate from this project) at premium stops.

Participants voted for the three bus stop enhancements they would most like to see. Thirty-six people responded to this question through the online meeting and two bus riders voted through the in-person bus stop outreach. The table below shows the number of respondents who voted for each enhancement and the percentage of total votes each enhancement received.

Over one-quarter of participants identified Transit Shelter as their most desired enhancement. Pedestrian Scale Lighting and Payment Before Boarding tied for second most votes with 13% of all votes.

<table>
<thead>
<tr>
<th>Enhancement Type</th>
<th># of Respondents Who Voted for this</th>
<th>% of Total Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit Shelter</td>
<td>31</td>
<td>28%</td>
</tr>
<tr>
<td>Pedestrian Scale Lighting</td>
<td>15</td>
<td>13%</td>
</tr>
<tr>
<td>Payment Before Boarding</td>
<td>14</td>
<td>13%</td>
</tr>
<tr>
<td>Public Seating</td>
<td>12</td>
<td>10%</td>
</tr>
<tr>
<td>Near-Level Boarding</td>
<td>12</td>
<td>10%</td>
</tr>
<tr>
<td>Enhanced Customer Information</td>
<td>9</td>
<td>8%</td>
</tr>
<tr>
<td>Public Art</td>
<td>8</td>
<td>7%</td>
</tr>
<tr>
<td>Bike/Micromobility Parking</td>
<td>6</td>
<td>5%</td>
</tr>
<tr>
<td>Specialty Pavement</td>
<td>4</td>
<td>4%</td>
</tr>
<tr>
<td>Warning Edge</td>
<td>2</td>
<td>2%</td>
</tr>
</tbody>
</table>

Meeting attendees provided insightful comments related to bus stop enhancements. As one responded noted, “The best amenity is a bus that comes frequently and reliably; everything else is secondary. BUT off-board fare collection, level boarding, and dedicated lanes are the only enhancements which will improve reliability.”

Another commenter provided a similar perspective: “As a daily rider of the 31, I often find myself missing connections to other routes due to delays on the 31. Why hasn't Denver implemented back door boarding for those who purchase tickets through the RTD app or for those who have a monthly pass? I rode the 31 all through quarantine when fare collecting was suspended and I found I never missed my connections during that time, as the boarding time for riders was drastically reduced. Other cities (San Francisco comes to mind) do this sort of boarding. Why can't Denver?”
Transit Issues on Federal

Bus Passengers Experience Delay at:
- Overall consensus that the delay areas noted on map are consistent with lived experience.
- Alameda to Evans (notably Exposition, Kentucky, Mississippi)
- Along 14th (EB to Decatur-Federal Station)
  - When the EB bus pulls off of Irving onto 14th, the cars parked along 14th slow down the bus. The bus has to wait for trucks and passenger vehicles to pass before they can go down the street to the transit station.
- Attribution of delay to median islands installed to limit street racing (would have been better to increase police presence than slow down all traffic).

Cyclists and Motorists Get Delayed Behind Buses at:
- Federal at Decatur (mentioned more than once)
- Nearside NB Federal at Alameda

Passengers Regularly Wait a Long Time for the Bus to Arrive at:
Listed in order of most common to least common response
- Howard PI/14th Ave
- 17th
- Jewel to Alameda (notably Louisiana)
- 10th
- Anywhere south of 23rd
- 35th

The Bus is Full When it Arrives, and Passengers Have to Wait for Another Bus at:
- G Line Station (Clear Creek and Federal)
- 44th
- 38th
- 26th (28 Route)
- 17th
- 10th
- Alameda

If the Bus Came More Often, I Would Ride it More Here:
- 10th
- Colfax
- Howard

Pedestrians are Uncomfortable Crossing Sidewalks, Crosswalks, or Intersections at:
- Howard (listed more than once)
- Alameda (listed more than once)
- 38th
- 29th
- 17th
- Colfax
**Boarding the Bus Takes Too Long or is Too Hard at:**
- Alameda (listed more than once)
- 38th
- 26th
- 20th
- 14th and Irving
- Howard
- Decatur
- Louisiana

**Street Parking for Residents, Businesses, and Loading Zones is Important at:**
- 32nd (listed more than once)
- South of 38th
- 14th
- Northbound Federal at 4th
- South of Alameda
- Mississippi

Where Respondents to “Transit Issues on Federal” Live

[View Map Here]
How Respondents Travel Through the Corridor in a Typical Week

**Comments**

*Virtual Comment Cards from the Meeting*

- Please update your "ridership" graphics to show total on-board loads throughout the corridor so people better understand how many more people are riding the bus than driving.

As for stop amenities, the best amenity is a bus that comes frequently and reliably; everything else is secondary. BUT off-board fare collection, level boarding, and dedicated lanes are the only enhancements which will improve reliability. Please don’t give in to motorist interests and build anything less than dedicated median lanes.

- As a daily rider of the 31, I often find myself missing connections to other routes due to delays on the 31. Why hasn't Denver implemented back door boarding for those who purchase tickets through the RTD app? Or for those who have a monthly pass? I rode the 31 all through quarantine when fare collecting was suspended and I found I never missed my connections during that time, as the boarding time for riders was drastically reduced. Other cities (San Francisco comes to mind) do this sort of boarding. Why can't Denver?
Additional Comments from Feedback Exercises

- Transit Signal Priority
- Paint the bus lanes
- Make the third lane bus only

Comments Emailed to the Project Team

- Dedicated bus rapid transit lanes the entire length of the corridor. There, saved ya a bunch of time and money 😊

- Email correspondence with the owner/master developer of the Loretto Heights campus to confirm future locations of bus stops that abut their property.

Online Meeting Promotion

- Social Media (DOTI, CCD, RTD)
- Spotlight on project’s webpage
- E-blast to project area City Council offices and project stakeholders
- Denver Streets Partnership Pop-Up at SB Federal and Alameda
- [Earned media story](#) by CBS4

Sample Social Media Post

![Sample Social Media Post Image]
How People Accessed the Online Meeting

- Desktop computer (59%), smartphone (40%), and tablet (1%).

- Almost half of meeting attendees accessed the site by directly typing the link into their web browser. The other half linked to the meeting from:
  - Twitter: 43%
  - Facebook: 22%
  - Denver CBS Local: 15%
  - Denver.gov: 13%
  - Msn.com: 5%
  - Other: 2%

Sample of Denver Streets Partnership Pop-Up Event Materials
FEDERAL BOULEVARD
TRANSIT RELIABILITY PROJECT

ENGLISH
Which bus stop enhancements do you want?
Vote for your TOP THREE

SPANISH
¿Qué mejoras de la parada de autobus desea?
Vote por sus TRES PRINCIPALES

SOMALI
Waa kuwee hagajinta jooguga baska eead rabto?
U codee SADDEEXAAADA UGU SAREEYA.

VIETNAMESE
Bạn muốn cải tiến trạm xe buýt nào?
Bình chọn cho BA HANG ĐẦU của bạn.

BIKE/MICROMOBILITY PARKING

ENHANCED CUSTOMER INFORMATION*

PEDESTRIAN SCALE LIGHTING*

NEAR-LEVEL BOARDING*

PAYMENT BEFORE BOARDING*

PUBLIC ART*

PUBLIC SEATING

SPECIALTY PAVEMENT*

TRANSIT SHELTER

WARNING EDGE

* Future enhancements vision is implementation of the Denver Transit Corridors project.