



Denver Connector Microtransit Program: NETC Contract Amendment

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LUTI Committee – August 30, 2022



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Topics

- Montbello Pilot
- Gateway, Globeville, & Elyria-Swansea Extension/Expansion
- Future Service Areas
- Questions?



Vehicles



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Montbello Service

- 1st Priority from DOTI Study
- Planned in 2020 w/ Stakeholders & CW Gilmore's Office
- Climate Office (CASR) Partnership
- Partnership with NETC & Downtowner to deliver service
- 12-Month Pilot
- Weekday Service 6am-8pm
- Fare Free
- App-based ride sharing with call-in number in English & Spanish
- Point-to-Point & On-Demand
- 30-minute response time w/ 15-min goal



Montbello Ridership

	Trips per Day	Passengers per Vehicle Service Hour	Average Response Time	Average Trip Distance	Average Trip Time
Goal	70-110	3.5	15 minutes	3 miles	10 minutes
6-months (4/10/ 2022)	117	4.8	16 minutes	2 miles	7 minutes
7/31/2022	161	5.7	19 minutes	2.2 miles	7 minutes

All-Time: 35,576

Busiest Day: 256

Busiest/Hour: 38



Top Locations:

- Peoria Transit Station
- Walmart
- Montbello Rec Center
- Montbello Central Park
- Boys and Girls Club

What Riders are Saying

- “Thank you soooo much! My second day using the Connector and it's a lifesaver for when that train and bus don't always connect!”
- “Excelente! Buen servicio”
- “Thank you for being the lifesaver I needed when my car broke down”
- “Excelente servicio y el conductor muy amable.”
- “Thank you for taking my son to the boys and girls club. Saves me a lot of worry”
- “Experiencia comfortable. Excelente servicio y conductora. Gracias.”
- “Thank you I would have been an hour late”
- “A safe driver on a cold, snowy, winter day is worth her weight in gold; Thanks Deloris!”
- “This has been an incredible service, I take the train to and from work and if the train is late I will miss the bus to connect and get me to work...it is so helpful to not have to be late to work or spend money on an uber or cab that I usually can't afford. The drivers are safe and very nice. Thanks for the service!!”

GES Outreach Approach

Understand the community

Define travel demand & location

Review community input

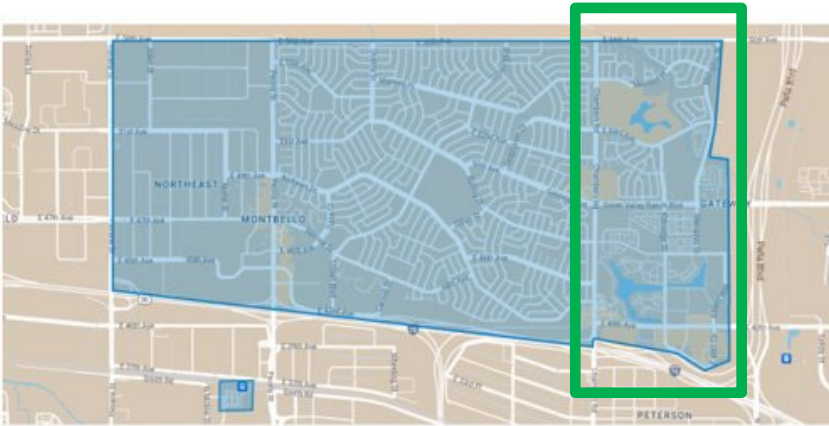
Identify who would use & how

Define service and implementation

Outreach:

- Developed Focus Group
- Community Survey
- 1:1 Interviews
- Other Community Events

Connector Service Extension & Expansion



- Extending Montbello Service Area 2 Years and Expanding to Gateway
- Planning and Launching Globeville, & Elyria-Swansea Service Area
- Focus on:
 - Equity Areas & Disconnected land uses
 - Connections to RTD transit, grocery stores, City services, & youth needs
- Future Efforts
 - West Side Planning
 - Ongoing RTD Coordination
 - Long-term Approach



¿Questions?



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