



Grand Valley Transit is currently inviting public input regarding proposed major service changes, which include:

- **Saturday service hours expansion**

Grand Valley Transit is also currently inviting public input regarding proposed minor service changes, as well as policy changes which include:

- **Minor Changes to Route 4**
- **Minor Changes to Route 8**
- **An update to the paratransit “No-Show” procedures in Policy 3.0, Article VII of the GVRTC Policy and Procedures Manual**

You are invited to provide comments through any of the following ways:

- Leave comments on comment card and return card to ticket office at Downtown or West Transfer Facilities, or the comment box at the Clifton Transfer Facility
- Email written comments to grandvalleytransit@mesacounty.us
- Call and leave a recorded message at 970-683-4339
- Send written comments to PO Box 20,000-5093, Grand Junction, Colorado, 81502
- Attend the hearing for public comment in person at 525 S. 6th Street, 2nd Floor, Grand Junction, CO or virtually (see gvt.mesacounty.us for virtual meeting link) from 4:30pm-6:00pm on September 12, 2023.

Public comments will be accepted through September 19, 2023. More information about the proposals can be found at gvt.mesacounty.us.

A staff report with a proposals on these items will be presented to the Grand Valley Regional Transportation Committee (GVRTC) at the next scheduled meeting on September 25, 2023 at 3:00pm. Public comment will also be taken at this time. The GVRTC meetings are held at the Grand Junction City Hall Auditorium, 250 N 5th St, Grand Junction, CO, 81501

ITEM 1. SATURDAY SERVICE HOURS EXPANSION

Background

In November of 2021, Grand Valley Transit implemented temporary service reductions due to severe driver shortages, as requested by Transdev, the contractor for GVT operations. These included the reduction of Saturday service hours by five hours per route, with the exception of the Dash service, which ran along Route 1 Thursday through Saturday and continued service until 11:05 p.m. The Saturday service reduction was designed to minimize impact to riders. On May of 2022, these temporary changes were made permanent in order to be consistent with GVT policies. On February 1st, 2023, the Dash Service was eliminated, returning Route 1 to the same service hours as other system routes.

In January of 2023, Transdev approached GVT Staff and reported that they were seeing successes recruiting new drivers and formally requested a return to full Saturday service hours. Staff presented several Saturday transit service scenarios to the GVRTC for consideration. The GVRTC approved the return to full day Saturday service effective April 1, 2023, however these hours were to begin and end two hours later than weekday service (see route schedule below). These changes were made on an experimental temporary basis, which does not require a public engagement process.

TRANSFER FACILITY ROUTE SCHEDULES			WEEKDAYS		SATURDAYS	
	ARRIVE	DEPART	FIRST DEPART	LAST DEPART	FIRST DEPART	LAST DEPART
DOWNTOWN FACILITY						
1 3 5 6 7 9 11	:05	:15	5:15 AM	7:15 PM	7:15 AM	9:15 PM
WEST FACILITY						
2	:05	:15	6:15 AM	7:15 PM	8:15 AM	9:15 PM
8	:35	:45	4:45 AM	7:45 PM	6:45 AM	9:45 PM
7 11	:35	:45	5:45 AM	7:45 PM	7:45 AM	9:45 PM
CLIFTON FACILITY						
4 10	:35	:45	4:45 AM	7:45 PM	6:45 AM	9:45 PM
2 3 9	:35	:45	5:45 AM	7:45 PM	7:45 AM	9:45 PM

Figure 1 — Fixed-Route Schedule with Expanded Saturday Service (outlined in red): These hours are currently temporary, but proposed to be made permanent.

Per GVT policy experimental temporary service changes cannot last longer than six months without conducting a public engagement process. Therefore, this process must be undertaken by October 1, 2023 if the expanded Saturday service hours are to continue.

Analysis

The expanded Saturday service hours, beginning and ending two hours later than weekday service, have so far been successful in restoring relative Saturday ridership to levels seen prior to implementation of the 2021 Saturday service reduction, and may even be outperforming the previous full day Saturday service schedule. In June 2023, the average Saturday ridership as % of average weekday ridership hit 90%, the highest level recorded since this analysis began in 2021 (see below). However, prior to the service reduction, GVT saw a decrease in total summer weekday ridership and a more stable Saturday ridership, so recent relatively higher Saturday ridership numbers may also be reflecting a return to this pattern.

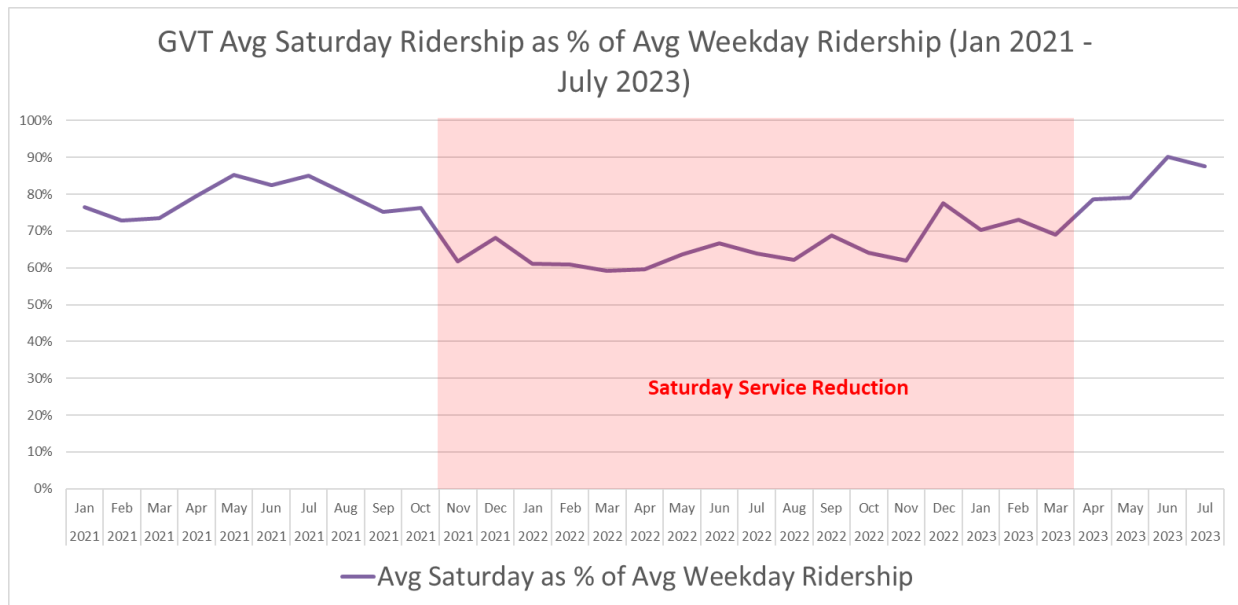


Figure 2—Average Saturday Ridership as Percent of Average Weekday Ridership (January 2021 through July 2023). Period of reduced Saturday service hours shown in red.

Proposed Change

The current proposal is to make the Saturday service expansion permanent indefinitely.

ITEM 2. PROPOSED MINOR SERVICE CHANGES AND POLICY CHANGES

Background

While undergoing a public engagement concerning the extended Saturday service hours, considered a major service change (see ITEM 1), GVT would also like to take the opportunity to obtain public input on a number of minor route changes as well as a proposed update to GVT's paratransit service "no-show" policy. These proposals will be presented to the upcoming GVRTC meeting on September 25, 2023, where there will also be an opportunity for public comment.

Proposed Changes to Route 8

1. The current proposal is to change the alignment of Route 8 to no longer serve Aspen Ave and parts of Pine Street outbound. Instead, the proposed alignment would continue south on Plum St, going west on US 50 and E Grand Ave, and then proceed in the current alignment going south on Pine St (see “Route 4 Through Fruita” maps below). The purpose of this alignment is to streamline Route 8 and improve on-time performance. Due to its length, Route 8 has struggled to stay on-time sometimes resulting in missed transfers, which are very disruptive to rider trips.

Proposed Stops to be Eliminated

- Aspen Street east of Elm Street (Chamber of Commerce)
- Aspen Street east of Sycamore St
- Pine Street North of Carolina Ave (southbound)

Note: Pine Street North of Carolina Ave (northbound) will remain active.

Proposed Stops to be Added

- Anticipated stops along US 50 and E Grand Ave not yet determined.

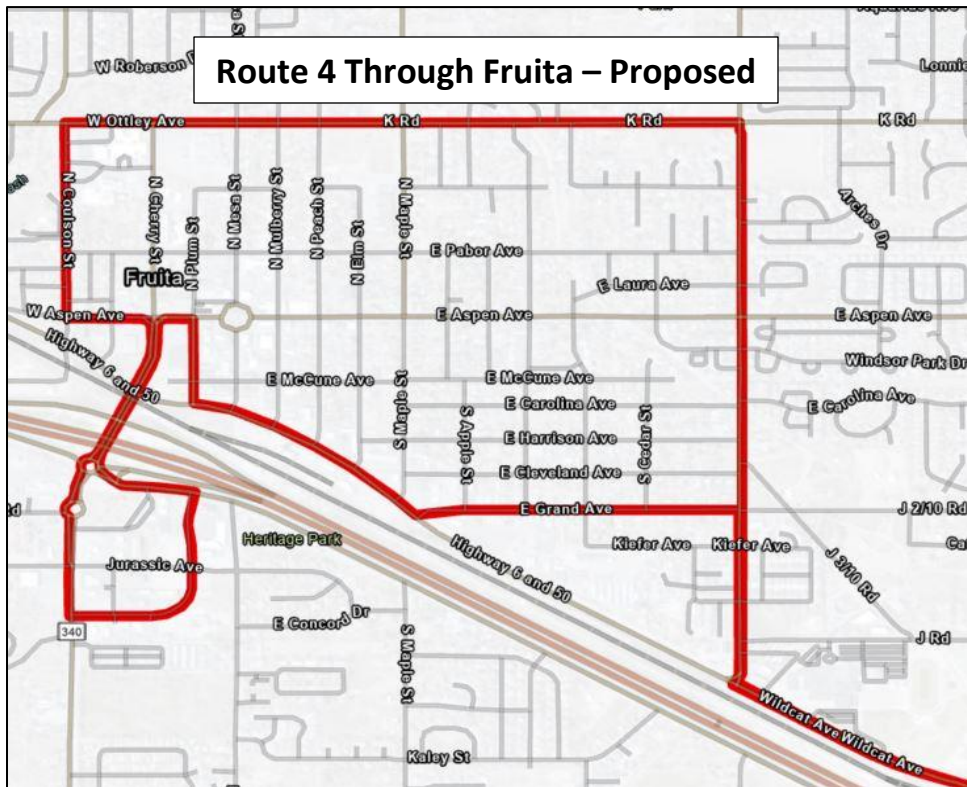
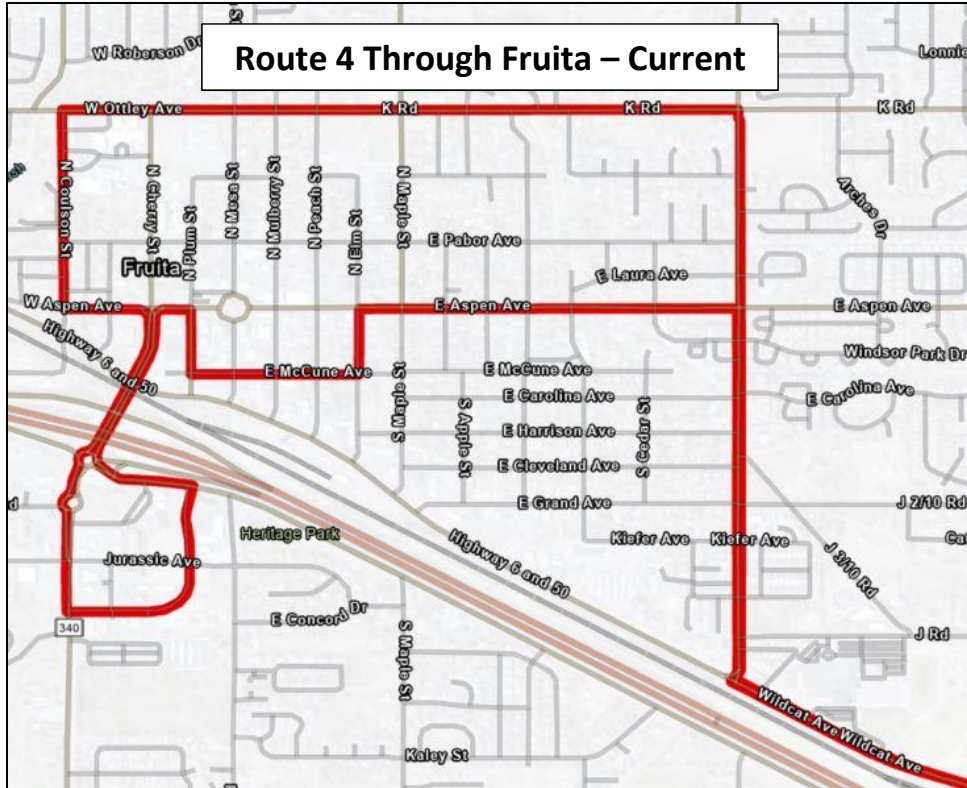


Figure 3 – Current and Proposed Route 4 Alignment Through the City of Fruita

Proposed Changes to Route 4

1. The current proposal is to change the alignment of Route 4 to go through the center of the Town of Palisade on Main Street instead of Kluge Ave. The proposed alignment would no longer serve 3rd St, Bower Ave, and 1st St east of Main Street (see “Route 8 Through Palisade” maps below). The proposed alignment would streamline service through the area, and better connect Route 4 with new infrastructure, such as the shelter at the Palisade public parking lot.

Proposed Stops to be Eliminated

- 3rd Street east of Main
- Bower Avenue north of 2nd Street
- 1st Street East of Main Street

Proposed Stops to be Added

- Palisade public parking lot
- Anticipated stop(s) along Main Street not yet determined.

2. The current proposal is to change the alignment of Route 4 to no longer run along I-70B to the Clifton Transfer Facility and instead to serve F Road between I-70B and 32 Road and return to the Clifton Transfer Facility via 32 Rd (see “Route 8 Near Clifton Transfer” maps below). This would expand transit service to include communities north of F Road such as RV Ranch, and would also better connect with “Park and Ride” areas north of F Road and I70B.

Proposed Stops to be Eliminated

- none

Proposed Stops to be Added

- 32 Road south of Patterson Road (inbound, current stop served by Route 2)
- 32 Road south of Patterson Road (outbound, current stop served by Route 2)
- Anticipated stop(s) along F Road not yet determined.

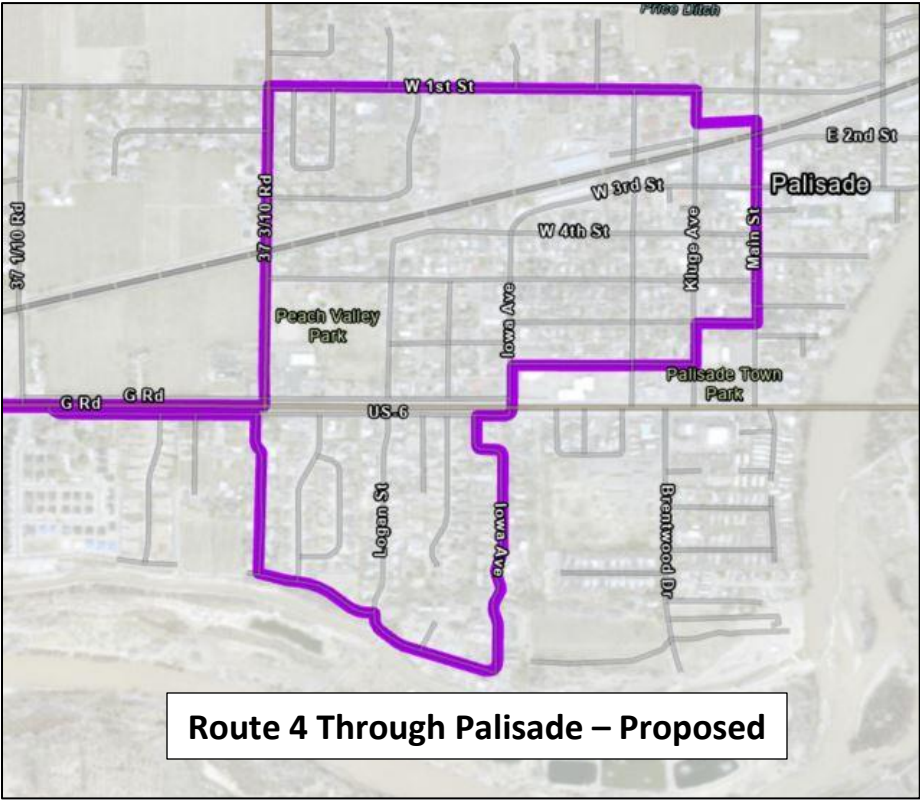
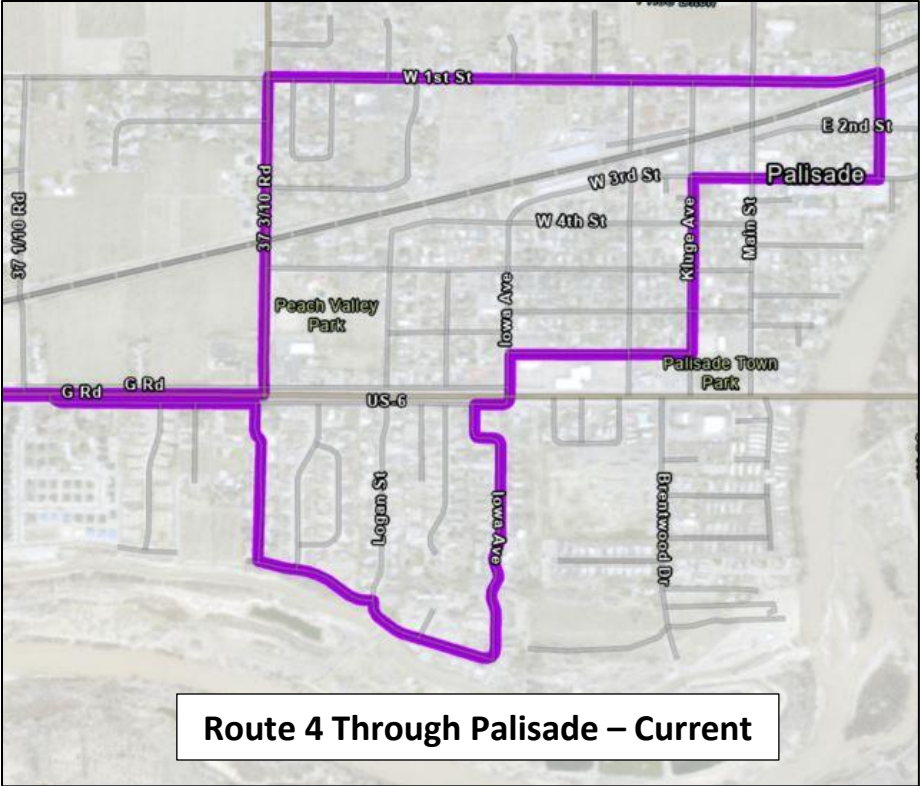


Figure 4 — Current and Proposed Route 4 Alignment Through the Town of Palisade

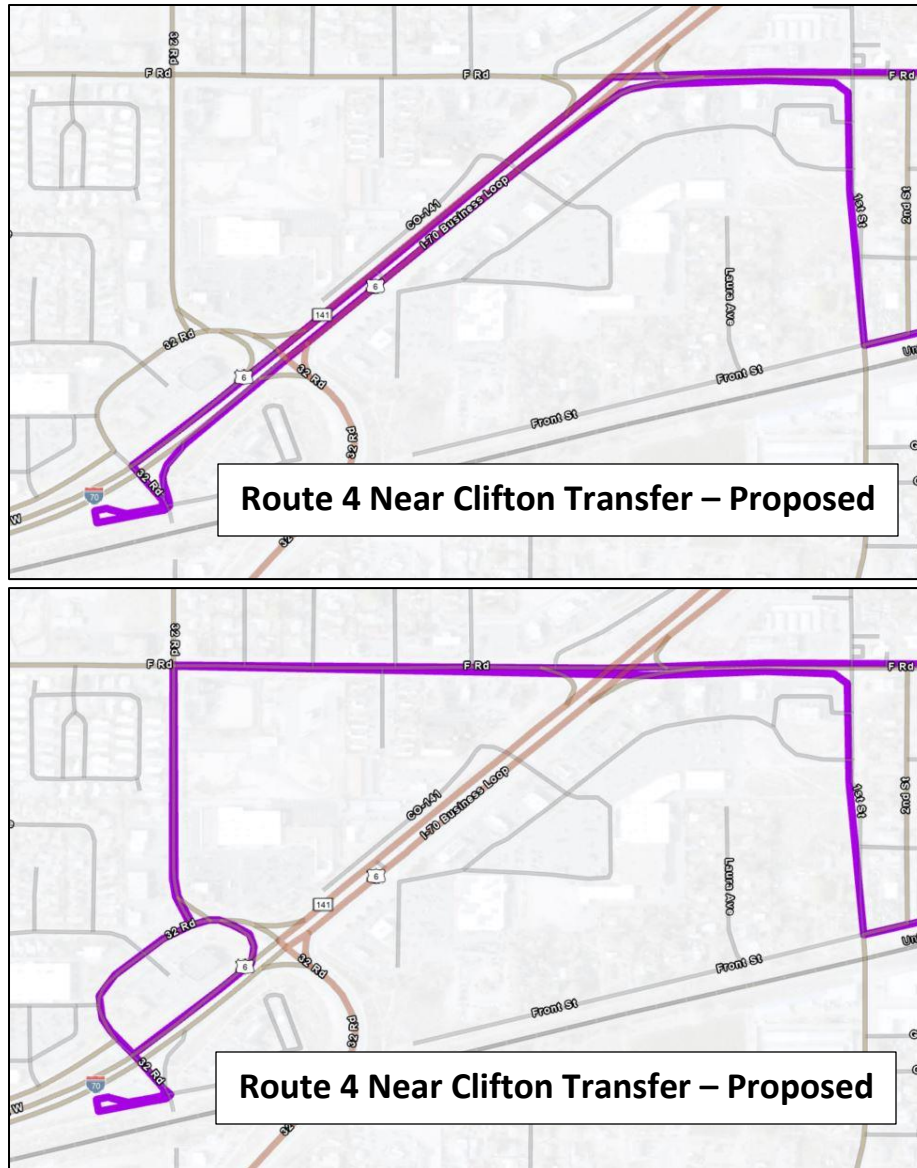


Figure 5 — Current and Proposed Route 4 Alignment Near Clifton Transfer Facility

Proposed Changes to Paratransit “No-Show” Policy

1. Policy 3.0, Article VII of the GVRTC Policy and Procedures Manual describes the procedure for addressing “no-show” rides on GVT’s paratransit service. A ride is considered a “no-show” when the rider is either not present for a scheduled pick-up or when a ride is canceled without adequate notice. “No-show” rides disrupt paratransit route schedules, and use transit resources without benefit. Repeated rider “no-shows” can lead to a suspension of service. A draft of the proposed policy update can be seen below. The intention of the proposed update is to provide clarity for riders and for GVT operators be able to better understand and administer the “no-show” policy.

ARTICLE VII: SUSPENSION OF SERVICE/NO-SHOW AND LATE CANCELLATION POLICY

GVT understands that because complementary paratransit service requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. GVT also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips, as well as failing to cancel trips in a timely way, can lead to suspension of service. The following information explains GVT's suspension of service policy.

Section 1 - No-Shows

Definitions:

- The **pickup window** is a total of 30 minutes, beginning 15 minutes before the scheduled pickup time and ending 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will arrive within the pickup window, and wait for a maximum of 5 minutes after arriving for the rider to appear.
- A **no-show** occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.
- GVT does not count as no-shows **situations beyond a rider's control** that prevent the rider from notifying us that the trip cannot be taken, such as:
 - Medical emergency
 - Sudden illness or change in condition
 - Appointment that runs unexpectedly late without sufficient notice
 - Other emergency

GVT requires the paratransit passenger or her/his representative to provide a statement of why the no-show was due to circumstances beyond the rider's control; see ARTICLE VII, Section 5 - Policy for Disputing Specific No-Shows or Late Cancellations.

- **Missed trips** are caused by GVT and not by riders and do not count as no-shows. Missed trips result from trips that are requested, confirmed, and scheduled, but do not take place because:
 - The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he or she no longer wants to make the trip. Note that a rider is not obligated to board until the beginning of the pickup window or from the start of the pickup window until 5 minutes have elapsed.
 - The vehicle does not wait the required time within the pickup window,

there is no contact with the rider, and the vehicle departs without the rider.

- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.
- Trips placed on the schedule in error.
- Pickups scheduled at the wrong pickup location.

Section 2 - Procedures for No Shows

When a no-show occurs, the vehicle operator will notify the GVT dispatcher. Mesa County requires GVT staff to verify that no-shows were recorded correctly. This means the dispatcher is responsible for verifying and documenting that drivers did not:

- Arrive before the 30-minute window and depart before waiting at least 5 minutes within the 30-minute pickup window without picking up the rider (a missed trip)
- Arrive within the 30-minute window and depart before waiting at least 5 minutes without making contact with the rider (a missed trip)
- Arrive after the 30-minute window without picking up the rider (a missed trip)
- This also means verifying trip addresses to ensure that trip-booking errors did not occur and that vehicles were at the correct location.

If GVT staff verifies that a no-show was not due to GVT error, the dispatcher will attempt to contact the individual by telephone to confirm with the rider the reason for the no-show, and a notation will be made on the individual's database file.

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. This will also be communicated to the rider when telephone contact is made. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Section 3 - Late Cancellations

Definition:

- A **late cancellation** is defined as:
 - a cancellation made less than 2 hours before the scheduled pickup time, or

- a cancellation made at the door, or
- a refusal to board a vehicle that has arrived within the pickup window.

Section 4 - Procedures for Late Cancellations

When a cancellation is made by a rider or a representative of a rider less than 2 hours before the scheduled pickup time occurs, GVT will attempt to contact the individual by telephone to confirm with the rider the reason for the late cancellation. If the late cancellation was not due to circumstances beyond a rider's control, late cancellation notation will be made on the individual's database file in the paratransit scheduling software. If the late cancellation was due to circumstances beyond a rider's control, notation will not be made on the individual's database file.

When a late cancellation made at the door or refusal to board a vehicle that has arrived within the pickup window occurs, the vehicle operator will notify the GVT dispatcher. Mesa County requires GVT staff to verify that late cancellations were recorded correctly. This means the dispatcher is responsible for verifying that drivers did not:

- Arrive before the 30-minute window and depart before waiting at least 5 minutes within the 30-minute pickup window without picking up the rider (a missed trip).
- Arrive within the 30-minute window and depart before waiting at least 5 minutes without making contact with the rider (a missed trip).
- Arrive after the 30-minute window without picking up the rider (a missed trip).
- This also means verifying trip addresses to ensure that trip-booking errors did not occur and that vehicles were at the correct location.

GVT will combine late cancellations with no-shows and both will contribute to a rider's suspension of paratransit service.

Section 5 - Policy for Disputing Specific No-Shows or Late Cancellations

Riders who experience no-shows due to circumstances beyond their control, or passengers wishing to dispute specific no-shows or late cancellations, must do so within 5 business days of receiving the telephone call from GVT dispatch. Riders should contact the GVT operations center to explain the circumstance and request the removal of the no-show or late cancellation. The GVT paratransit service center is staffed Monday through Saturday from 7:00 a.m. to 6:00 p.m. and can be reached by:

- telephone at 970-256-7433, extension 2
- email to paratransit@mesacounty.us
- typed or hand-written note mailed to GVT, ATTN: Paratransit, 525 S. 6th St., Grand Junction, CO, 81501, or
- typed or hand-written note personally delivered to the Downtown Transfer

Facility located at 525 S. 6th Street in Grand Junction or the West Transfer Facility located at 612 24 ½ Road in Grand Junction

Section 6 - Warning

For riders who have accumulated a combination of no-shows and late cancellations equivalent to three trips, incurred during a 30-calendar-day period, GVT will send a warning letter within 5 business days. The suspension warning letter will list the no-shows and late cancellations recorded, describe actions that will result in a suspension (see Section 7 - Probation and Suspension of Service), and encourage riders to call if they feel any of the no-shows or late cancellations were recorded in error or were outside the rider's control.

Section 7 – Probation and Suspension of Service

Upon receiving a written warning, the warned passenger will be placed on a 90-day probationary period. During this period the passenger will have full and normal use of the GVT paratransit service. However, if during the 90-day probationary period a passenger accumulates an additional five (5) late-cancellations and/or no-shows (not to include those that generated a warning) they will be suspended from using GVT paratransit for 14 days, and 30 days for any subsequent suspensions. After 90 days, the warning and probation process will restart from the beginning, as described in Section 6

Section 8 – Reinstatement of Service

After a 14-day or 30-day suspension, the passenger will be allowed to resume using the GVT paratransit service as normal. The warning, probation, and suspension process will restart from the beginning, as described in Sections 6 and 7.

Section 9 – Appeal a Suspension of Service

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter. Riders must submit written appeal requests within 60 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from GVT on the date listed on the suspension notice.

All suspension appeals follow GVT’s Administrative Appeal Process (see ARTICLE VI).

Section 10 – Caretaker Not Present to Receive Passenger

Some paratransit passengers require a caretaker to receive them upon drop off, this section describes the consequences should the caretaker not be present to receive the passenger. Separate from the no-show policy, a paratransit user may lose access to the service if there are repeated instances of an absent caretaker upon drop off.

During the course of a 90-day period, if a caretaker is absent three (3) times upon drop off, the passenger will be sent a warning letter. If there are a total of five (5) caretaker absences during a 90-day period, then the passenger will lose access to the service for two weeks (14 days).