Smart Commute Title VI Report

January – December 2021

Title VI Complaints

No Title VI complaints in 2021

Public Outreach

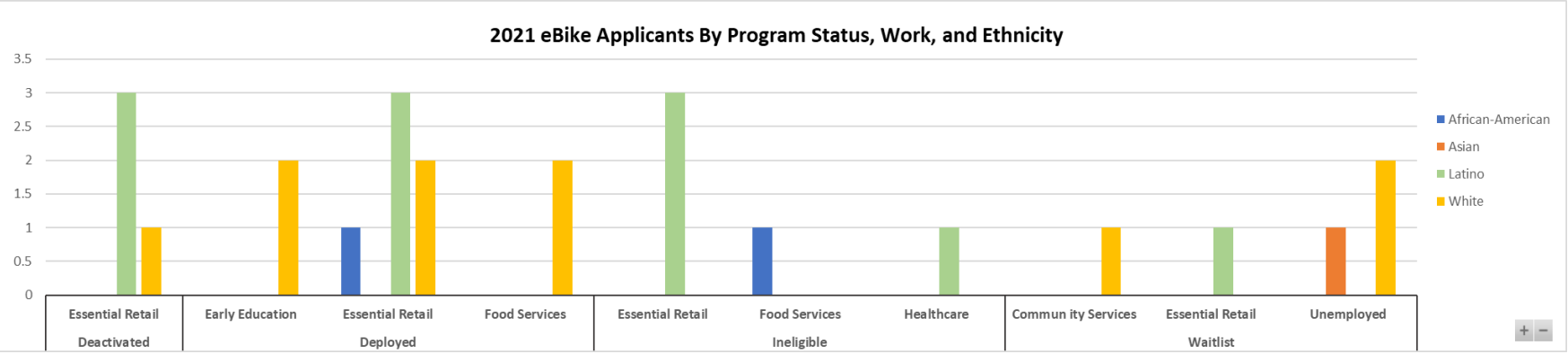
Bilingual Materials -- Wagon Road/144th FlexRide schedules and eBike Program materials available in Spanish. No requests for other languages. See attachments.

Wagon Road/144th FlexRide Shuttle (144th FLEX) Breakdown

- Total ridership – see attached report through November 2021
- 124 Customer service calls for 144th FLEX, Thornton, Federal Heights, and Broomfield FlexRides
- 11 bus outreach events
- 4 transportation fairs

Started eBike Program for Low-income Residents in Adams and Broomfield Counties

- 24 applicants, of which, 15 qualified, and 11 participants have deployed with eBikes, including one who opted out.



Program Status Key	
Deactivated	Qualified but did not respond or attend mandatory training. Applicants may reapply for Phase II.
Deployed	Participating in eBike Program.
Ineligible	Lives outside of Adams or Broomfield counties, does not work in Smart Commute service area, outside 10-mile commute radius.
Waitlist	Will be evaluated for Phase-II deployment. Smart Commute has a pre-waitlist of inquirers for Phase-II schedule too.

eBikes Program continued

- 482 single eBike interactions
  - 138 eBike inquiries
  - 93 pre-deployment interactions with qualified/approved participants
  - 251 interactions with deployed participants
- 13 eBike outreach events reaching 335 people
- 5 eBike operations & safety training sessions
  - 15 people attended (11 received mandatory training)
  - 4 deployed participants came back for additional/refresher training/safety checks for their eBikes (all deployed participants were invited to subsequent safety and ops training)
- List of Organizations and Events Contacted

Outreach List	Contact	How	when
Brighton Bike Rodeo	Mark Heidt, Brighton	Table with information	8/28/2021
Brighton Full Moon Bike Event	Mark Heidt, Brighton	Table with information	8/22/2021
Northglenn Bike Rodeo	Northglenn City staff	Table with information	8/21/2021
Mountain Terrace Apartments	Mara Waldruff	Took eBike to event to talk with parents/interesed residents about program	8/12/2021
N-Line Train Outreach	N/A	Rode the N-Line with eBike to talk to passengers about eBike program. Also talked to riders at the Com City train stop.	8/5/2021
Broomfield National Night Out	Broomfield staf	Information at table	8/3/2021
Broomfield FISH	FISH staff	eBike and outreach to low income clients for FISH	7/30/2021

Northglenn Bike Event	Northglenn City staff	Distribute information and talk with event visitors about eBike program	8/21/2021
Brighton Full Moon Bike Event	Mark Heidt, Brighton	Table and short talk on program	7/23/2021
Mental Health Partners	Anthony Johnson	in-person meeting	7/16/2021
Mountain Terrace Apartments	Mara Waldruff	Email/in-person meeting	7/14/2021
DRMAC	Kate Williams	Email	6/9/2021
Broomfield	Angela Bomgaars	Through BCFN	6/9/2021
Legal Advocate with Safehouse Progressive Alliance for Nonviolence	Emma James	Through BCFN	6/9/2021
Thrive Colorado	Kevin Biehl	Through BCFN	6/9/2021
A precious Child	Misti Martinez	Through BCFN	6/9/2021
Broomfield Community Foundation	monthly online meeting	follow up -- provided information on eBikes program. Made 4 new connections	6/9/2021
Maiker Housing Authority	Elliot Madison	By bugging Peter after mulitple messages and eform submissions with no reply.	6/8/2021
National Take to the Trails Bike Event	Broomfield	in-person table at event	6/5/2021
Broomfield Housing Authority	Debbie Hues	initial phone call	5/28/2021
Mountain Terrace Apartments	general contact phone number	initial phone	5/28/2021

Rocky Mountain communities (affordable housing)	general contact email	Initial email	5/28/2021
Bradburn Community (affordable housing)	general number -- talked to Daisy/manager is Sarah	initial phone	5/28/2021
Silva-Markham Partners (Affordable housing)	general number	initial phone	5/28/2021
Denver Premium outlets	Dan Martin	Initial email	5/28/2021
Orchards Town Center	Mark, Paige, Janet	Initial email	5/28/2021
St Anthony North Health Campus	Emily	Initial email	5/28/2021
Brighton Housing Authority	General - Susana	initial phone call , then follow up email	5/28/2021
UC-Denver	Carrie	Emailed all eBike programs	5/27/2021
MHP Colorado	Angelo	Emailed me	5/27/2021
Growing Home	Joy	Initial email	5/26/2021
Westminster Community Foundation	Angie	Initial phone call	5/26/2021
Crossroads Church -- Thornton	general voice mail -- Christy	Initial phone call	5/26/2021
Northglenn Summer Bike Event	Becky Smith	on-site event	5/26/2021
Colorado Community Action	Josiah Masingale	follow up email	5/26/2021
Broomfield United Methodist church	Reid Lester	Initial email	5/26/2021
The Refuge (Broomfield)	Marrty	Initial email	5/26/2021
AC-Rep (Econ Dev)	Deb Duran	Initial email	5/25/2021
Broomfield Community Foundation Network	Marrianna	newsletter to BCF's non-profit network	5/25/2021
Faith Communities Together in Service	Nancy Movick	ZOOM call	5/25/2021
Longmont Bicycle Committee	Ben Ortiz	Presentation on ZOOM call	5/24/2021

Thornton Adaptive Programs	Becky Post	ZOOM call	5/21/2021	
Thornton's Community Connections	Krista Berkey	ZOOM call	5/21/2021	
Adams County Veterans' Office	Femmi Clemons	Initial phone call	5/20/2021	
Broomfield Workforce Business Center	Tim Hutchinson	Tim sent out/my follow up to colleagues in Workforce Business Center	5/19/2021	
Colorado Community Action	Josiah Masingale	Email correspondence	5/19/2021	
Amazon DEN3	Shawn, Kelly	ZOOM call	5/19/2021	
Broomfield Veterans' Office	Tim Hutchinson	initial phone call	5/18/2021	
Smart Commute enewsletter	Catherine	enewsletter	5/18/2021	
Thornton Adaptive Programs	Becky Post	initial call regarding program	5/17/2021	
Broomfield FISH	general voice mail	initial call regarding program	5/17/2021	
AAA		Initial email and subsequent phone calls		
The Grove	Karen -- for Max	Initial email	5/28/2021	

Smart Commute Title VI Report

January – December 2021

Smart Commute Board of Directors

Smart Commute is actively working with current board members and the larger minority business community to recruit more diversity in membership to its Board of Directors.

2021

Chair: Joyce Downing, City Council, Northglenn
Vice-Chair: Jessica Sandgren, Mayor Pro Tem, City of Thornton
Treasurer: Gene Putman, Putman Transportation Solutions
Kyle Harris, VP Community Development, McWhinney
Ken Spangler, Manager, Google
Troy Whitmore, Director, Public Affairs, United Power
Emily Atencio, HR Director, Centura Health (Latinx)
Joe Dudek, General Manager, Amazon DEN3
Joe Jehn, Principal, Rick Engineering
Deb Durand, VP Investor and Community Relations, AC-REP
Pedro Costa, CEO, Northwest Parkway

2020

Tricia Allen, ACED CEO (African American)
Emily Atencio SAN Health Campus (Latinx)
Gene Putman, Putman Transportation Solutions
Lynn Baca, Brighton City Council (Latinx)
Jessica Sandgren, Thornton City Council
Ken Spangler, Google
Kyle Harris, McWhinney Corporation
Troy Whitmore, United Power
Rhiannan Price, DigitalGlobe (LGBT)
Denny McCloskey, D&C Home Solutions

2019

Tricia Allen, ACED CEO (African American)
Emily Atencio SAN Health Campus (Latinx)
Gene Putman, Putman Transportation Solutions
Lynn Baca, Brighton City Council (Latinx)
Jessica Sandgren, Thornton City Council
Ken Spangler, Google
Kyle Harris, McWhinney Corporation
Troy Whitmore, United Power
Rhiannan Price, DigitalGlobe (LGBT)
Denny McCloskey, D&C Home Solutions

Mapa de 144º Lanzadera FlexRide

El punto de tiempo de Orchards está frente al Árbol del dólar

The Orchards

Amazon DEN3

Punto de tiempo para Amazon DEN3 está en la marquesina del autobús

Hora de San Antonio Norte

El punto de tiempo de Grove está delante del 5.11. Tienda táctica en el lado este del 143º lugar

The Grove

Punto de tiempo hacia / desde Wagon Road Park-n-Ride

(120ésimo & Calle Hurón)

Todos los FlexRides

El punto de tiempo para Parkhouse Apts está en el lado sur de Grant St. Los pasajeros pueden tomar el autobús en cualquier lugar a lo largo de Grant Street, al sur de 143º PL

Parkhouse Apts

El punto de tiempo para los puntos de venta Denver Premium está en el Bus Plaza en el lado oeste de la zona comercial

Denver Premium Outlets

Horario DIARIO de 144th FlexRide Shuttle

EFICAZ ene 9, 2022

OPERA DIARIAMENTE: 4:50 AM – 9:45 PM

Ruta fija: *ver horario adjunto*

Basado en reservas: Llame al 303.299.6000 para reservar un viaje entre las siguientes horas:

8:45 – 11:00

De 12:15 a 16:30

NOTA: ¡Recomendamos reservar una reserva con un día o más de anticipación!

A PARTIR DEL 13-6-2021, RTD requiere que todos los pasajeros, así como los operadores de autobuses y ferrocarriles, usen máscaras.

COSTO: *$3.00 ida, traslados disponibles. Pídale al conductor del autobús un boleto de transferencia al abordar su autobús original*

Para problemas relacionados con el servicio, llame al 720.263.0106

144º Horario^{de} servicio diario de FlexRide

A partir del 9de enerode 2022

Vagón LV RD Park-n-Ride Puerta A	San Antonio Entrada de empleados (SAN) (lado norte)	Árbol del dólar @ Huerto	Amazonas (DEN3) Marquesina de autobús	El borde de la carretera de Grove cerca 5.11 Táctica	Parkhouse Apartamentos Subvención @ 141st	Premium Outlet Comprobación de grupo (entrada al patio de comidas)	VAGÓN AR RD Park-n-Ride Puerta A
04:50	5:00	05:02	05:08	05:11	05:12	05:15	05:25
5:10	5:20	05:22	05:28	05:31	05:32	5:35	5:45
5:30	5:40	05:42	05:48	05:51	05:52	05:55	06:05
5:50	6:00	06:02	06:08	06:11	06:12	06:15	06:25
06:10	06:20	06:22	06:28	06:31	06:32	06:35	06:45
06:30	06:40	06:42	06:48	06:51	06:52	06:55	07:05
06:50	7:00	07:02	07:08	07:11	07:12	7:15	07:25
7:10	7:20	07:22	07:28	07:31	07:32	7:35	7:45
7:30	7:40	07:42	7:48	07:51	07:52	7:55	08:05
7:50	8:00	08:02	08:08	08:11	08:12	08:15	08:25
08:10	08:20	08:22	08:28	08:31	08:32	08:35	08:45
11:30	**11:40**	-	**AR 11:45 AM LV 12:00 PM**	-	-	-	**12:15 PM**
-	**17:05**	-	**17:20**	-	-	-	**17:35**
17:30	17:40	17:42	17:48	17:51	17:52	17:55	18:05
17:50	18:00	18:02	18:08	18:11	18:12	18:15	18:25
18:10	18:20	18:22	18:28	18:31	18:32	18:35	18:45
18:30	18:40	18:42	18:48	18:51	18:52	18:55	19:05
18:50	19:00	19:02	19:08	19:11	19:12	19:15	19:25
19:10	19:20	19:22	19:28	19:31	19:32	19:35	19:45
19:30	19:40	19:42	19:48	19:51	19:52	19:55	20:05
19:50	20:00	20:02	20:08	20:11	20:12	20:15	20:25
20:10	20:20	20:22	20:28	20:31	20:32	20:35	20:45
20:30	20:40	20:42	20:48	20:51	20:52	20:55	21:05
20:50	21:00	21:02	21:08	21:11	21:12	21:15	21:25
21:10	21:20	21:22	21:28	21:31	21:32	21:35	21:45

Nota: todas las carreras de transporte están abiertas a todos los pasajeros, independientemente del lugar de recogida / devolución

Ejemplos de transferencia en Wagon Road PNR:

120x en dirección sur
M-F: 11:15a; 12:38p
Sáb: 12:17p

120x en dirección norte
M-F: 12:06p
Sáb: 12:12p

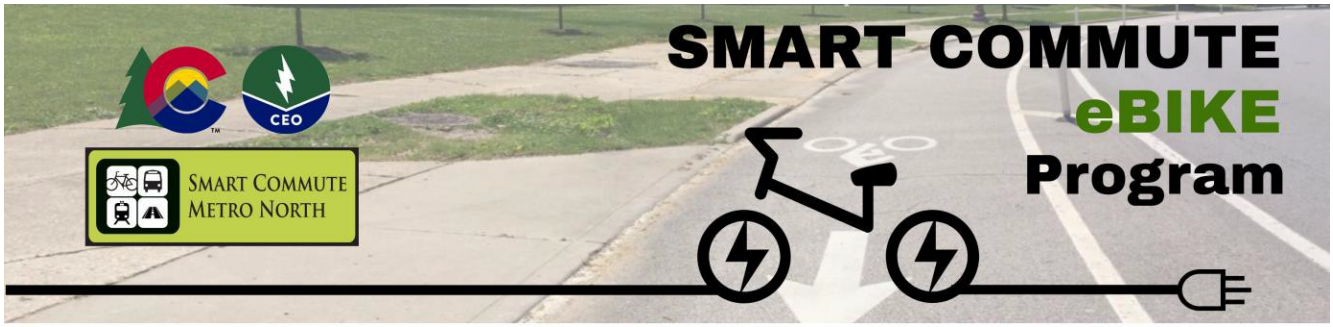
Ruta 8 en dirección sur
M-F: 12:39p
Sáb: 12:40p
Casa: 12:41p

Ruta 8 en dirección norte
M-F: 11:26a
Sábado: 10:23a; 11:23a
Don: 11:20a

Ruta 104L en dirección oeste
M-F: 11:08a; 12:08a
Sábado: 11:05a; 12:05 a
Don: 11:06 a; 12:06 a

Ruta 104L en dirección este
M-F: 11:15 a; 12:44 p
Sábado: 11:16a; 12:47p
Dom: 11:19 a; 12:49 p

Traslados de la 104L a la línea N en Thornton Crossroads /104th Estación



¿Alguna vez consideró usar una bicicleta eléctrica en lugar de un automóvil para ir al trabajo y hacer mandados?

¡BUENAS NOTICIAS!

Smart Commute ha recibido una subvención de la Oficina de Energía de Colorado (CEO) para proporcionar a los trabajadores esenciales de bajos ingresos bicicletas eléctricas (bicicletas eléctricas, incluidas las bicicletas adaptadas para necesidades especiales) y accesorios para viajar al trabajo y para viajes por la ciudad.

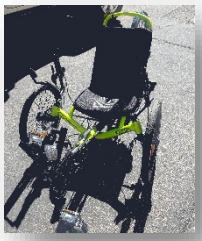
Para calificar, los solicitantes deben vivir en el condado de Adams o en el condado de Broomfield, trabajar en el área de servicio de Smart Commute y cumplir con los requisitos de ingresos .

¿INTERESADO?

Vaya a: www.smartcommutemetronorth.org/smart-commute-ebike-program/

Contacto Jeanne Shreve, eBike Programa Manager @ 720.263.0106 para más información

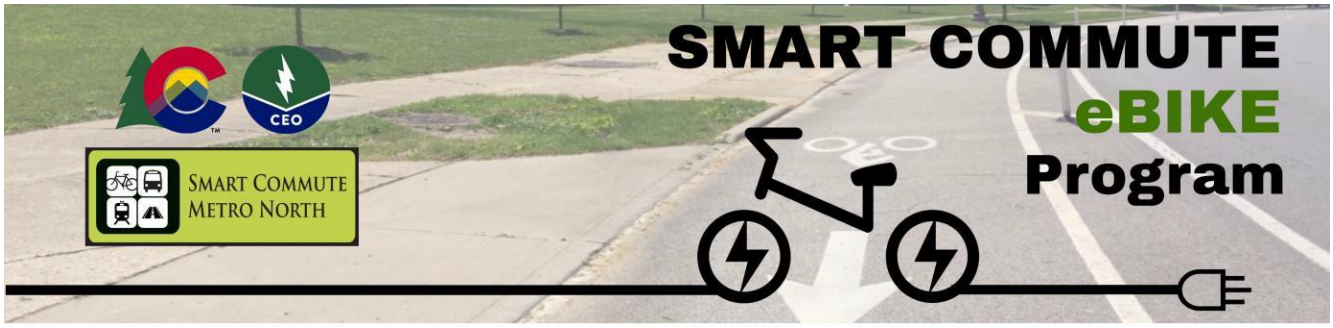
¡APURARSE!



¡El espacio está limitado a 35 participantes calificados !

Más sobre el programa:

Conmuta inteligente es una de las siete organizaciones participantes en el Estado *de Can o la comunidad de Colorado Desafío* (Challenge) para demostrar cómo Ebikes son una manera segura, saludable y conveniente tomar esenciales viajes alrededor de la ciudad. El Desafío está financiado a través del Programa de Asistencia para la Climatización del CEO.



Ever considered using an electric bike instead of a car to get to work & running errands?

GOOD NEWS!

Smart Commute has received a grant from the Colorado Energy Office (CEO) to provide low-income essential workers electric bikes (eBikes, including adaptive cycles for special needs) and accessories to commute to work and for trips around town.

To qualify, applicants must live in Adams County or Broomfield County, work in Smart Commute's service area, and meet income requirements.

A $250 refundable deposit is required (limited scholarships available)

INTERESTED?

Go to: www.smartcommutemetronorth.org/smart-commute-ebike-program/

Contact your community manager

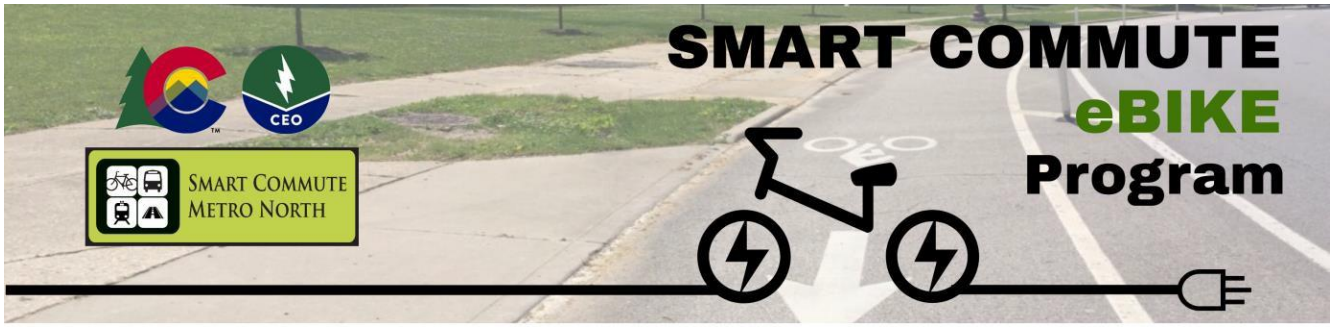
for more information

HURRY!

Space is limited to 35 qualified participants!

More about the Program:

Smart Commute is one of seven organizations participating in the State's *Can o Colorado Community Challenge* (Challenge) to demonstrate how eBikes are a safe, healthy, and convenient way to take essential trips around town. The Challenge is funded through CEO's Weatherization Assistance Program.



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Para calificar, los solicitantes deben vivir en el condado de Adams o en el condado de Broomfield, trabajar en el área de servicio de Smart Commute y cumplir con los requisitos de ingresos .

Se requiere un depósito reembolsable de $ 250 (becas limitadas disponibles)

¿INTERESADO?

Vaya a: www.smartcommutemetronorth.org/smart-commute-ebike-program/

En contacto con su administrador de la comunidad para más información

¡APURARSE!

¡El espacio está limitado a 35 participantes calificados!

Más sobre el programa:

Conmuta inteligente es una de las siete organizaciones participantes en el Estado *de Can o la comunidad de Colorado Desafío* (Challenge) para demostrar cómo Ebikes son una manera segura, saludable y conveniente tomar esenciales viajes alrededor de la ciudad. El Desafío está financiado a través del Programa de Asistencia para la Climatización del CEO.

Wagon Road/144th FlexRide Ridership

Celebrating 2 years of service

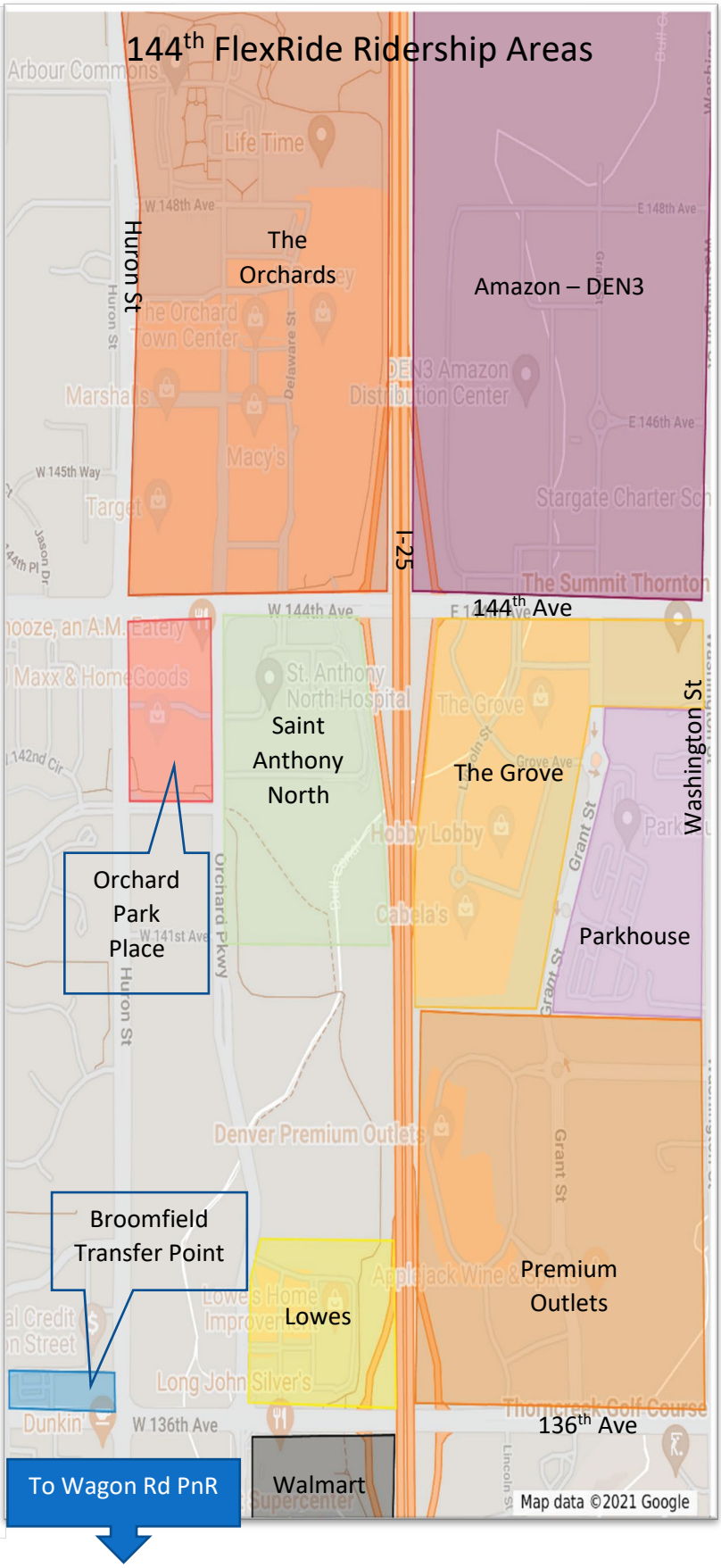
November 2019- November 2021 -- 29,836 Passengers

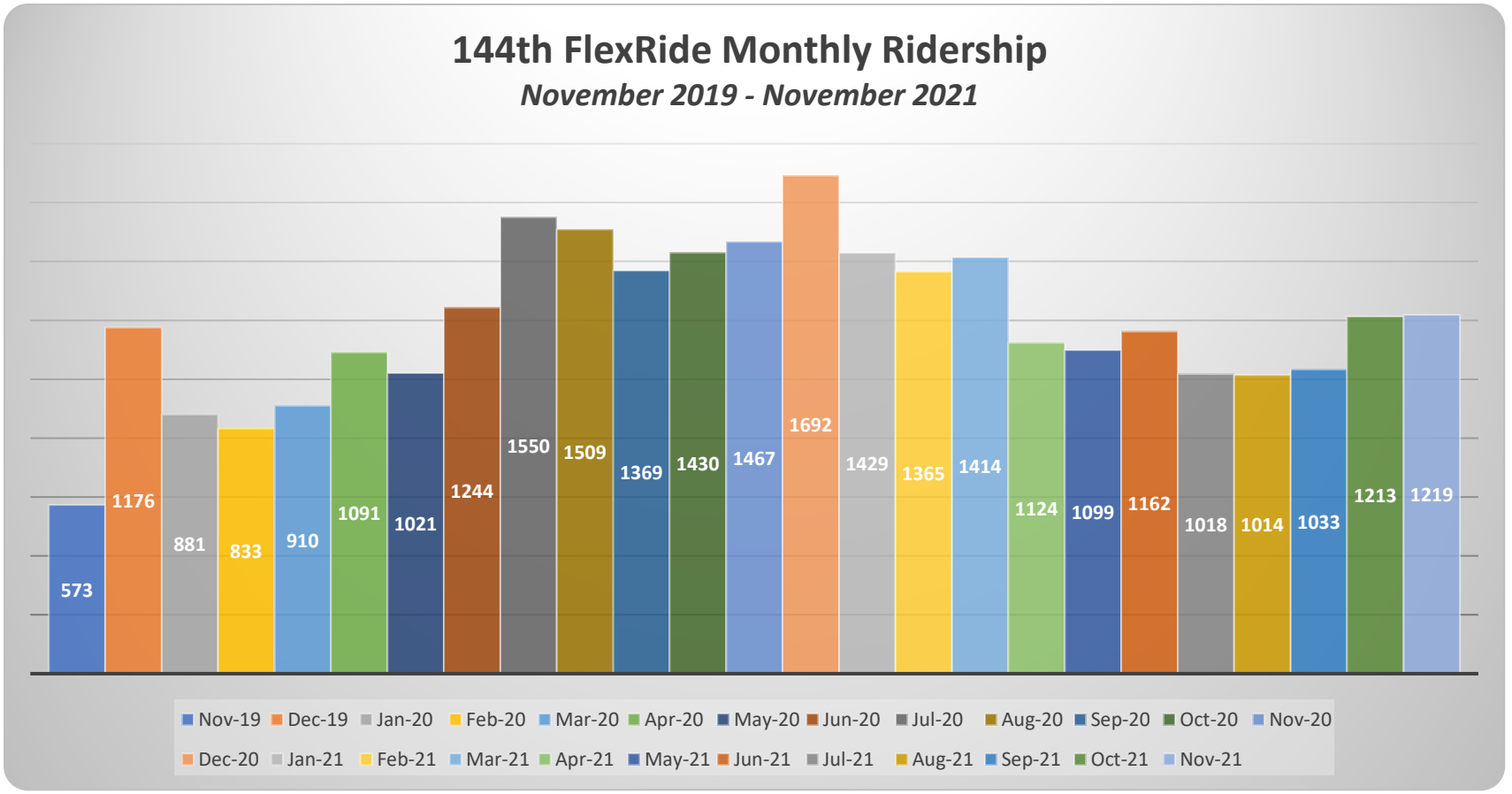
The 144th FlexRide offers daily shuttle service between the Wagon Rd PnR and the employment center at 144th & I-25. The shuttle operates between 4:50 am and 9:45 pm and offers 20-minute service every morning and evening for the first 7 locations listed below. Midday service is available through RTD's reservations-based FlexRide program, and where possible, Smart Commute develops tailored express shuttles based on one or more company's shiftwork schedules. Tailored express shuttles may be based on specific shiftwork patterns, but all shuttle runs are open to all riders.

Most Popular Stops

#1. Wagon Road PnR
#2. Amazon - DEN3
#3. Saint Anthony North
#4. Parkhouse Apartments
#5. The Grove
#6. Premium Outlets
#7. The Orchards
#8. Orchard Park Place
#9. Lowes
#10. Walmart
#11. Broomfield Transfer Point

Note: Smart Commute uses geographic areas to track ridership. Some businesses may not be a part of the actual development it is tracked under.



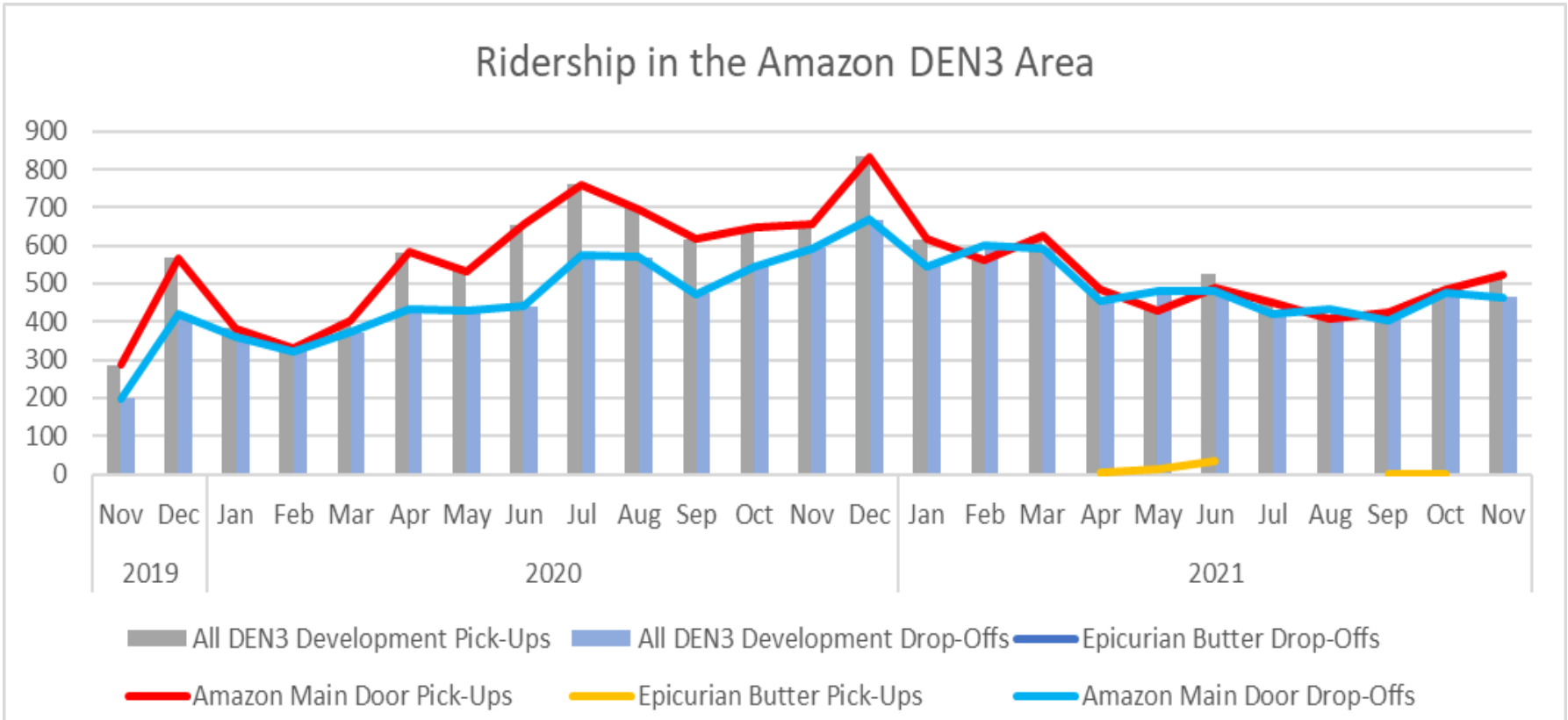

144th FlexRide Monthly Ridership
November 2019 - November 2021
573
1176
881
833
910
1091
1021
1244
1550
1509
1369
1430
1467
1692
1429
1365
1414
1124
1099
1162
1018
1014
1033
1213
1219
Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20 Jul-20 Aug-20 Sep-20 Oct-20 Nov-20
Dec-20 Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Oct-21 Nov-21

Service to Amazon DEN3 and Surrounding Development

Area represents 82% of ridership at 144th & I-25 service area.

Businesses Served and Ranked by Popularity:

- **#1 -- Amazon DEN3 Facility**
- **#2 -- Epicurean Butter**



144th FlexRide currently offers two daily express shuttle runs. A midday express shuttle run from the PnR to DEN3 to accommodate half-day shift changes, and a 5:20 pm express run between DEN3 to the PnR for Associates getting off the 5pm and 5:15 pm shifts. **NOTE: Any rider can use any tailored express shuttle runs! Just go to the bus shelter at DEN3 to use the express service!**

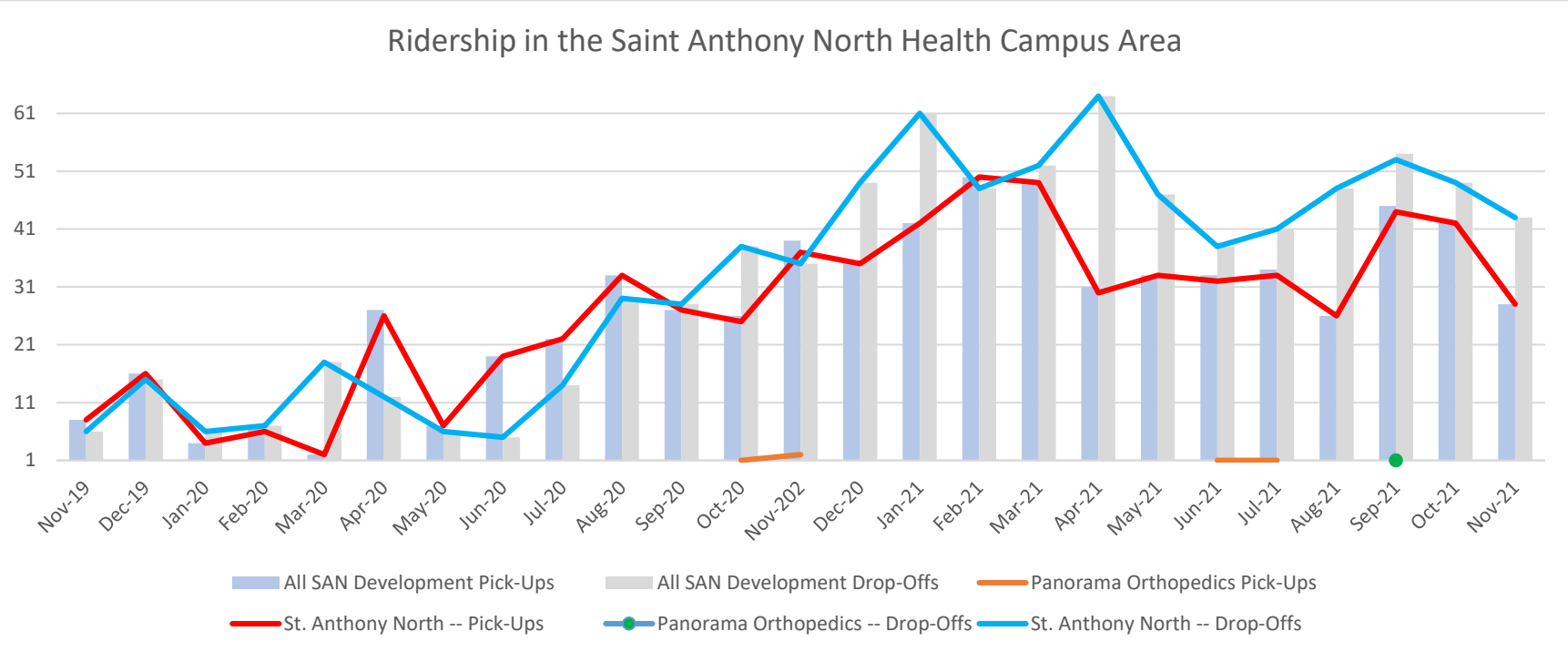
Additional ridership characteristics available for TMO members.

Saint Anthony North (SAN) Health Campus and Surrounding Development

Area represents 5% of ridership at 144th & I-25 service area.

Businesses Served and Ranked by Popularity:

- **#1 --Saint Anthony North Health Campus**
- **#2 -- Panorama Orthopedics**



Time point for peak hour fixed route service is at the employee entrance on the north side of hospital.

144th FlexRide currently offers two daily express shuttle runs. An 11:30 am midday express shuttle is available from the PnR to SAN to accommodate half-day shift changes, and a SAN 5:05 pm express run that stops at DEN3 at 5:20 pm to arrive at the PnR at 5:35 pm.

NOTE: Any rider can use any tailored express shuttle run! Just go to the employee entrance on the north side of SAN, or the bus shelter at DEN3 to use the express service!

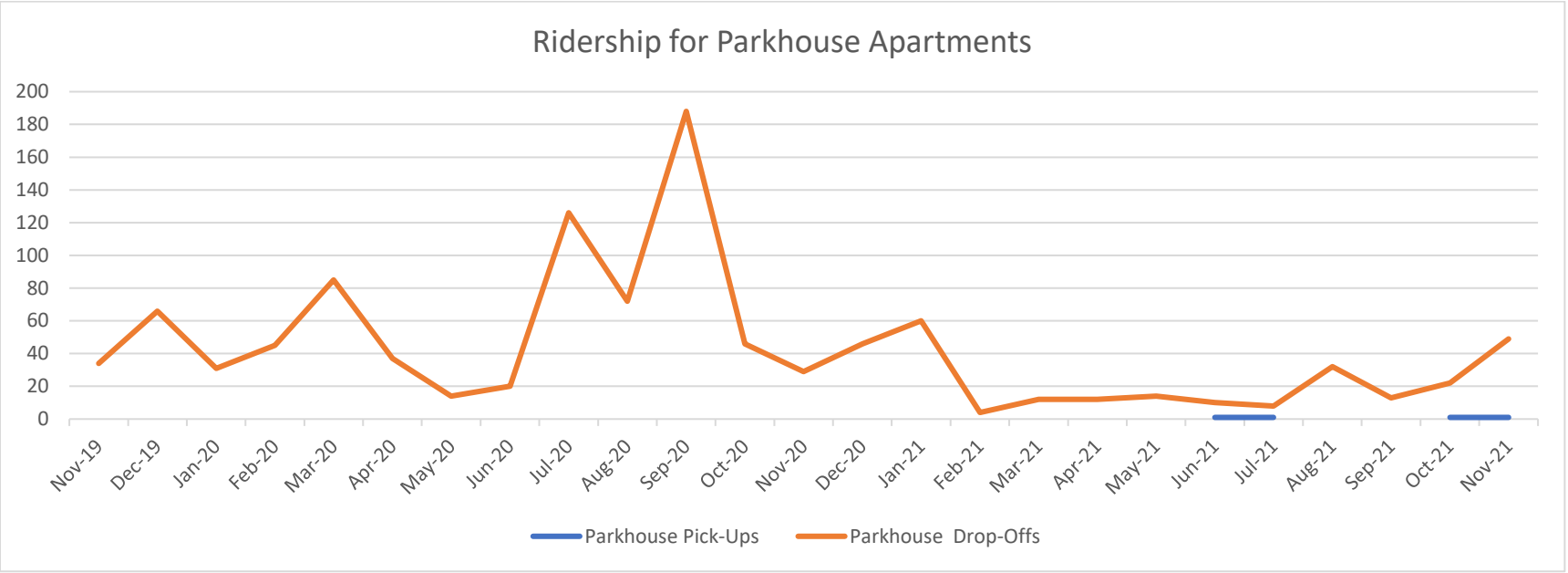
Service to Parkhouse Apartments

Area represents 4% of ridership at 144th & I-25 service area.

Most Parkhouse trips are coming from Wagon Rd PnR or Amazon DEN3.

Other places in rank order Parkhouse riders use the shuttle from:

#1. Denver Premium Outlets
#2. The Grove
#3. Saint Anthony North
#4. The Orchards
#5. Lowes
#6. Orchard Park Place



Time point for peak hour fixed route service is ~ south of 141st PL.

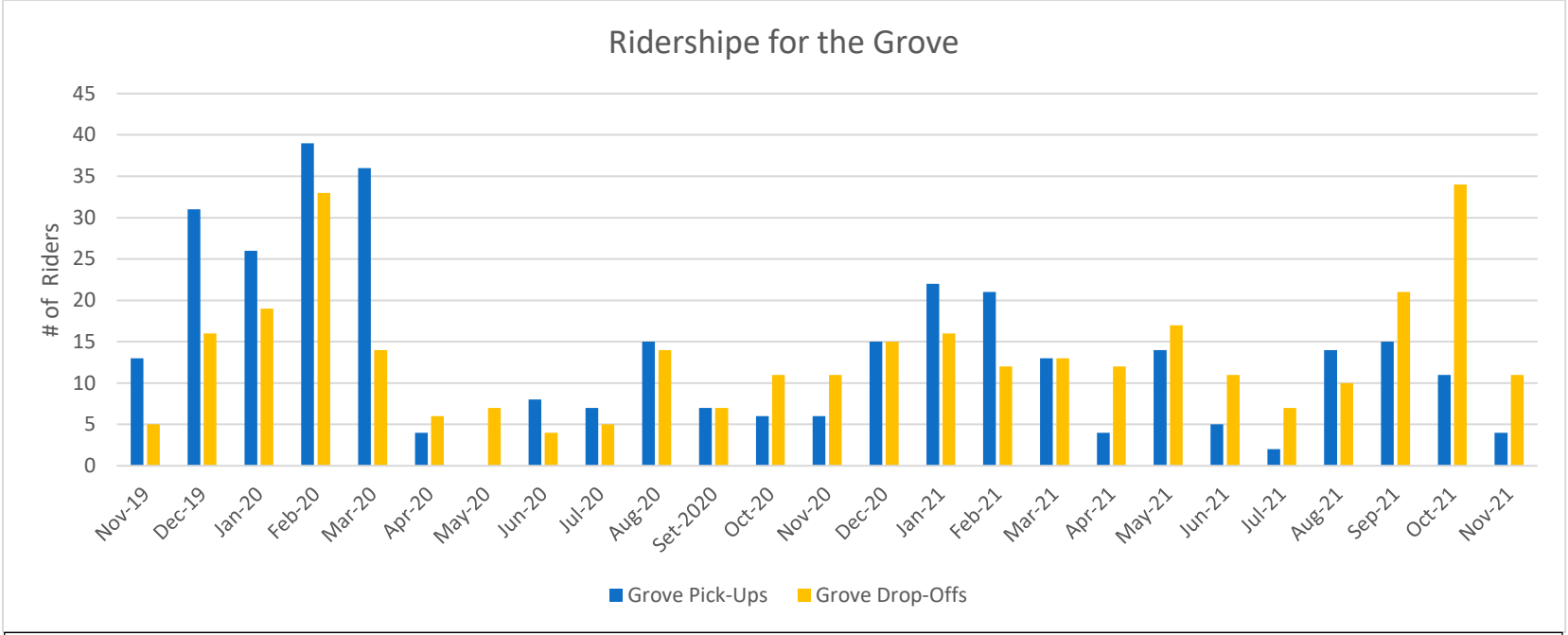
Additional ridership characteristics are provided in a separate report to DEN3 as a member benefit.

Service to The Grove and Surrounding Development

Area represents 2% of ridership at 144th & I-25 service area

Ranked Businesses Served between Nov 2019 and Nov 2021:

#1. Burlington
#2. Murphy Express
#3. *Cuba Cuba
#4. Wendy's
#5. Candlewood Suites
#6. Arby's
#7. Cabela's
#8. Hobby Lobby
#9. Five Guys
#10. *5.11 Tactical
#11. Blackjack Pizza
#12. Hilton Garden Inn
#13. Freddy's Frozen Custard
#14. Urban Eatery
#15. Massage Heights
#16. The Summit



Time point for fixed-route schedule is located on the eastbound side of the road between Cuba Cuba (now Potbelly) and 5.11 Tactical.

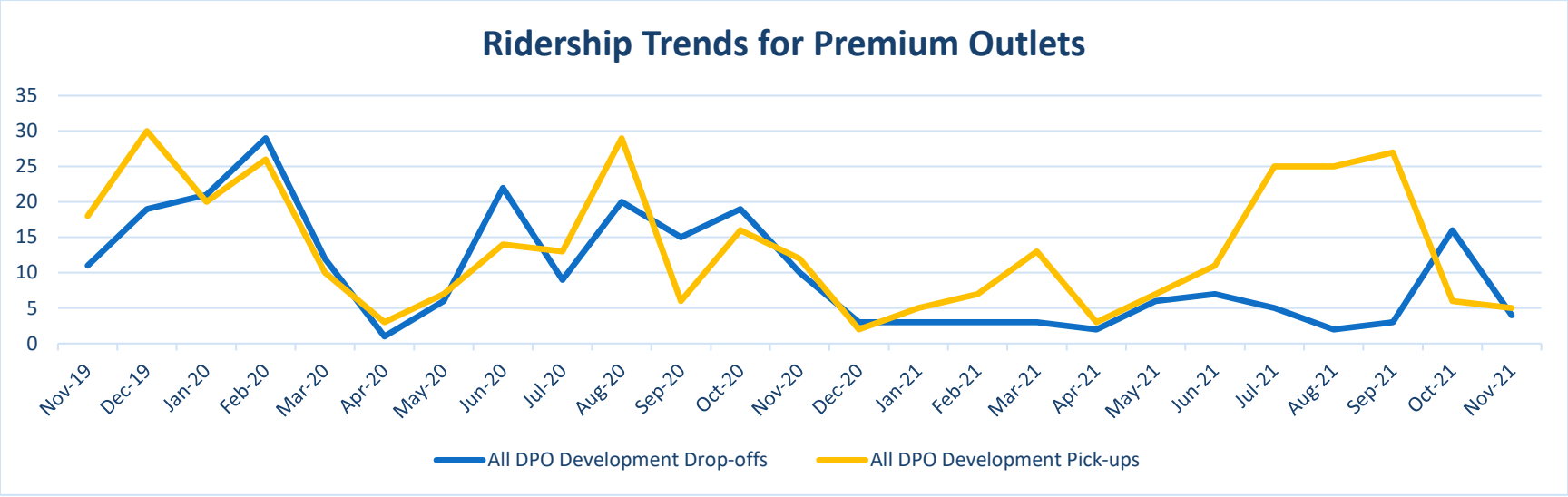
Additional ridership characteristics available for TMO members.

Service to Premium Outlets and Surrounding Development

Area represents 2% of ridership at 144th & I-25 service area.

Businesses served in between Nov 2019 and Nov 2021:

#1. Premium Outlets **#2. Staybridge Suites** ***#3.*** **Applejacks**



Time point for fixed route schedule is the bus plaza at Denver Premium Outlets.

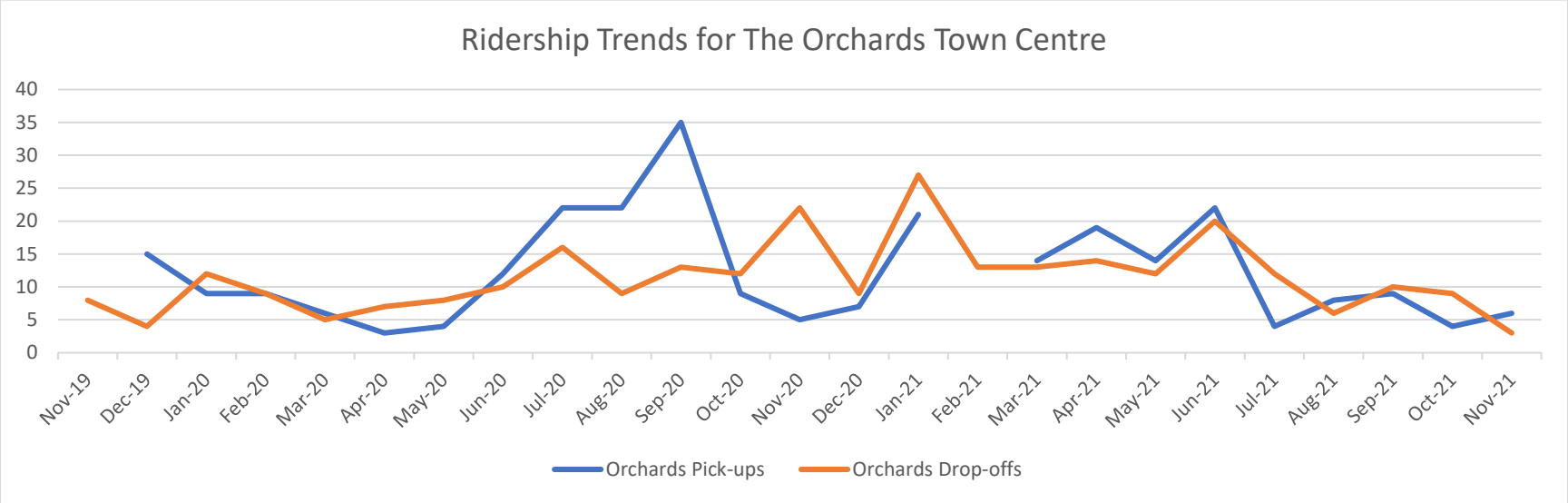
Additional ridership characteristics available for TMO members.

Service to The Orchards and Surrounding Development

Area represents 2% of ridership at 144th & I-25 service area.

Ranked Businesses Served between Nov 2019 and Nov 2021:

#1. *Dollar Tree
#2. Little Monkey Bus.
#3. *Mimi's Café
#4. Target
#5. Starbucks
#6. Macy's
#7. Panera
#8. T-Mobile
#9. Ross
#10. Staples
#11. Arbor Square Apts
#12. Hot Topic
#13. ALOFT Hotel
#14. Chipotle
#15. Xfinity
#16. Nordstroms
#17. AMC Theaters
#18. Key Bank
#19. HuHot Mongolian
#20. Grand Rabbit's Toys
#21. America's Best
#22. AT&T
#23. Orchard Dental Group
#24. JC Penney
#25. Forever 21
#26. REI



Mimi's was the original time point for the fixed route schedule until 2020. This was replaced by the current stop at the Dollar Tree.

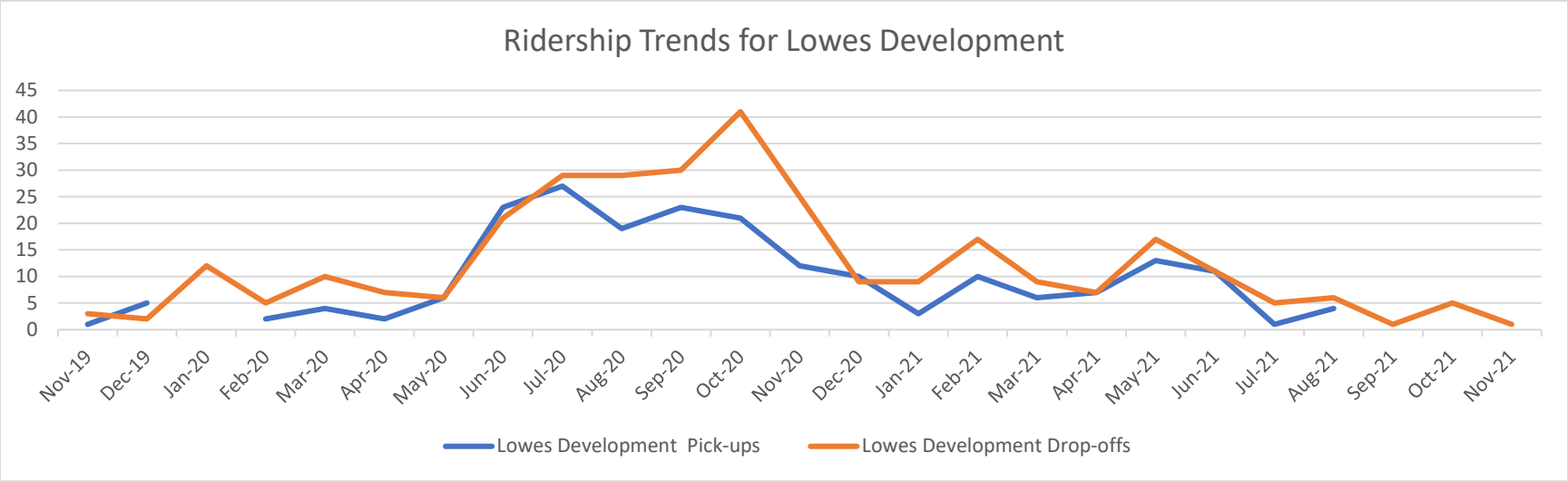
Additional ridership characteristics available for TMO members.

Service to Lowes and Surrounding Development

Area represents 2% of ridership at 144th & I-25 service area.

Ranked Businesses Served between Nov 2019 and Nov 2021:

#1. Lowes
#2. Carl's Jr
#3. Chase Bank
#4. Starbucks
#5. Subway
#6. Fine Wine & Spirits
#7. HQ Salon



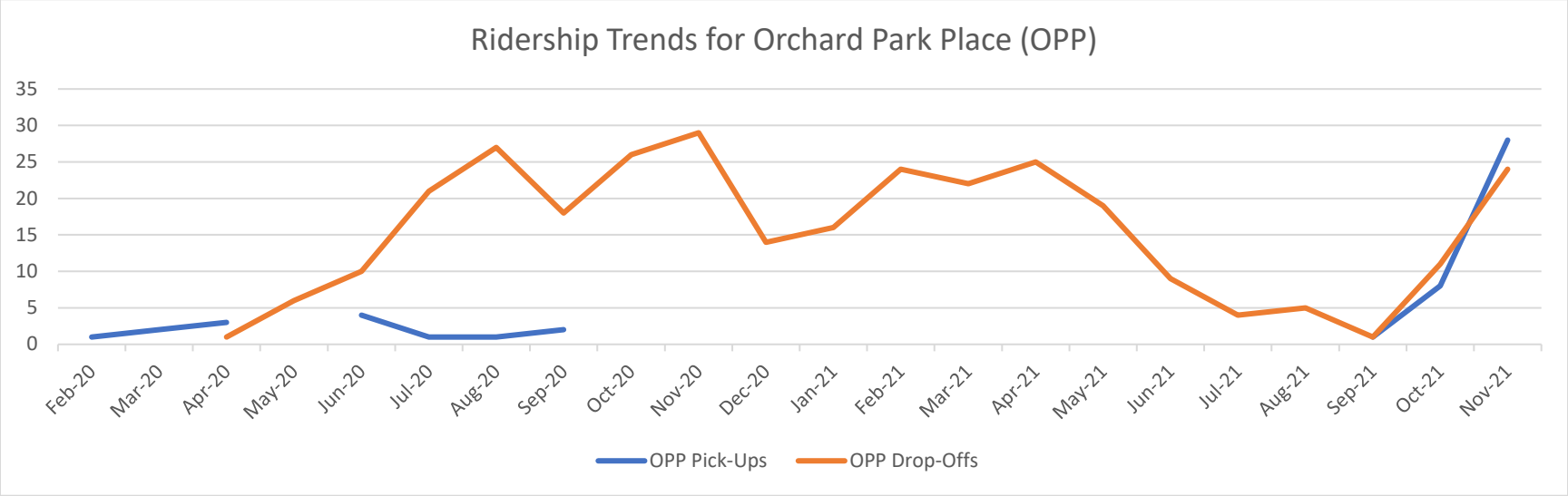
Additional ridership characteristics available for TMO members.

Service to Orchard Park Place Development

Area represents 1% of ridership at 144th & I-25 service area.

Ranked Businesses Served between Feb 2020 and Nov 2021:

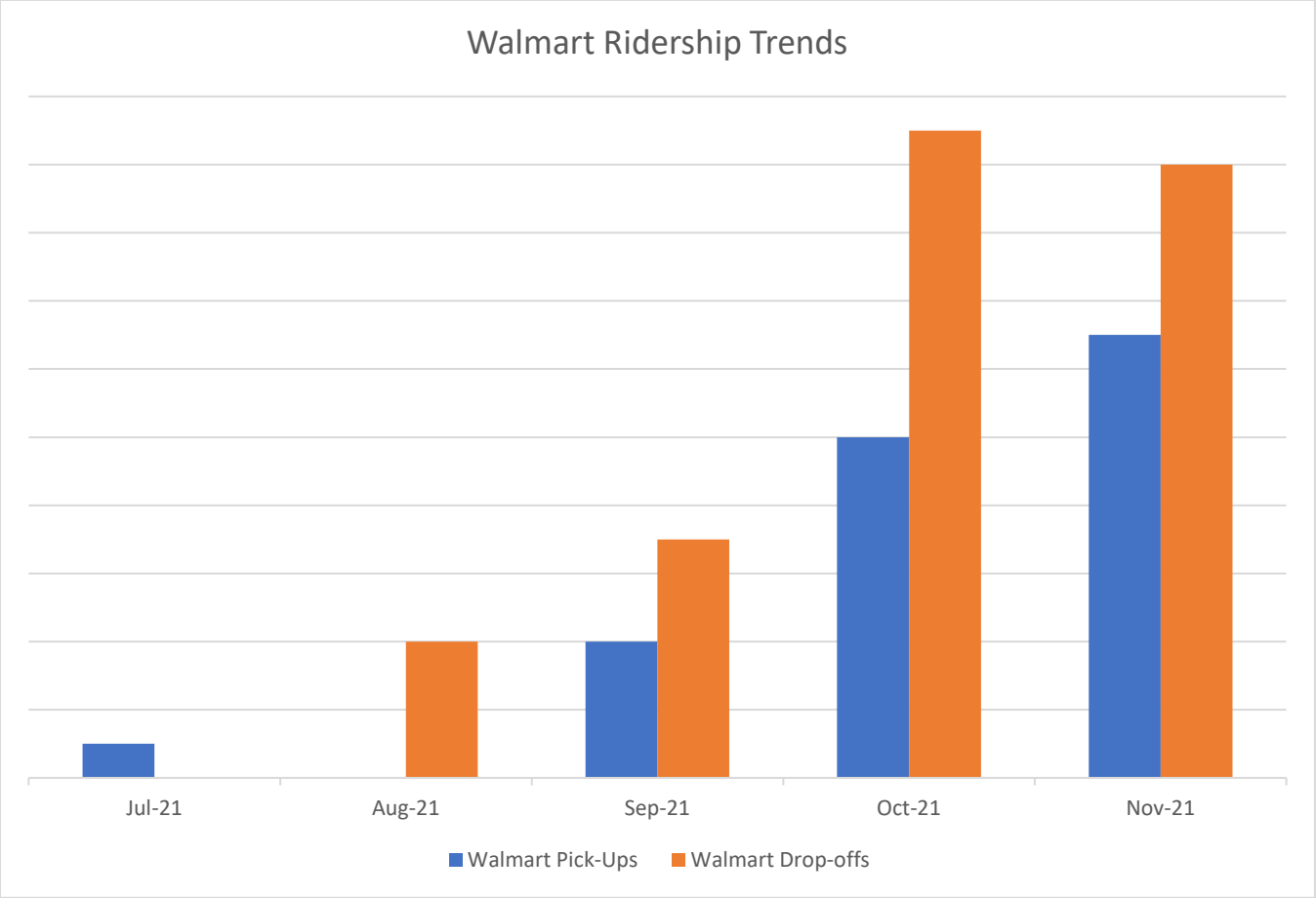
#1. Courtyard by Marriott
#2. PetSmart
#3. Sierra
#4. Chick Fil-A
#5. Costa Vida
#6. Smashburger
#7. Sugar Fire Smokehouse
#8. T.J. Maxx



Additional ridership characteristics available for TMO members.

Service to Walmart (southeast corner of 136th & Orchard Parkway)

Area represents <1% of ridership

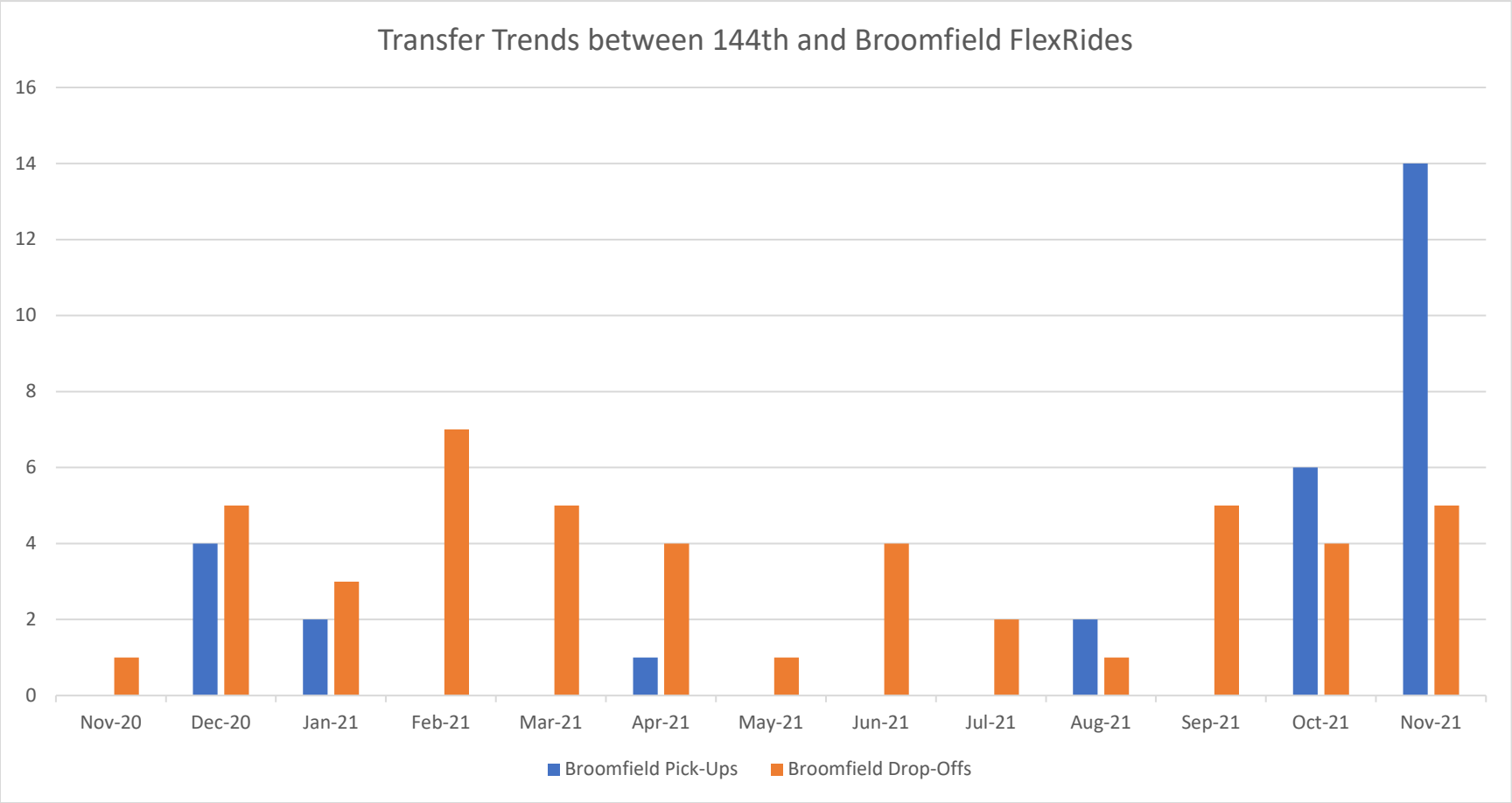


Note: Walmart is not a part of the official service area for the 144th FlexRide shuttle. Service to Walmart is provided at the discretion of the bus drivers and cannot be guaranteed. Acceptance into the shuttle's service area may be considered. Please contact Smart Commute for more information.

Connections to the Broomfield FlexRide

Transfers represent <1% of ridership

Most trips are to/from the Wagon Rd. PnR followed by a small ridership using the connection to get to/from Amazon – DEN3.

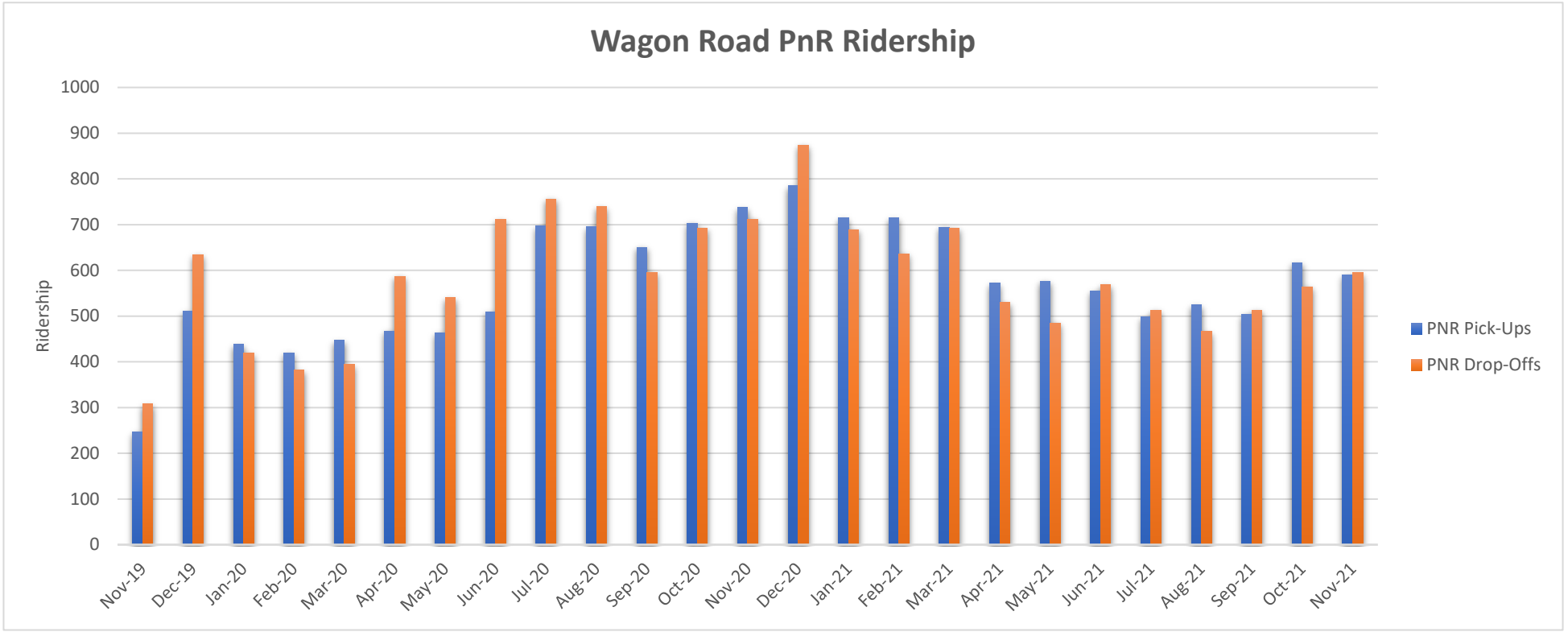


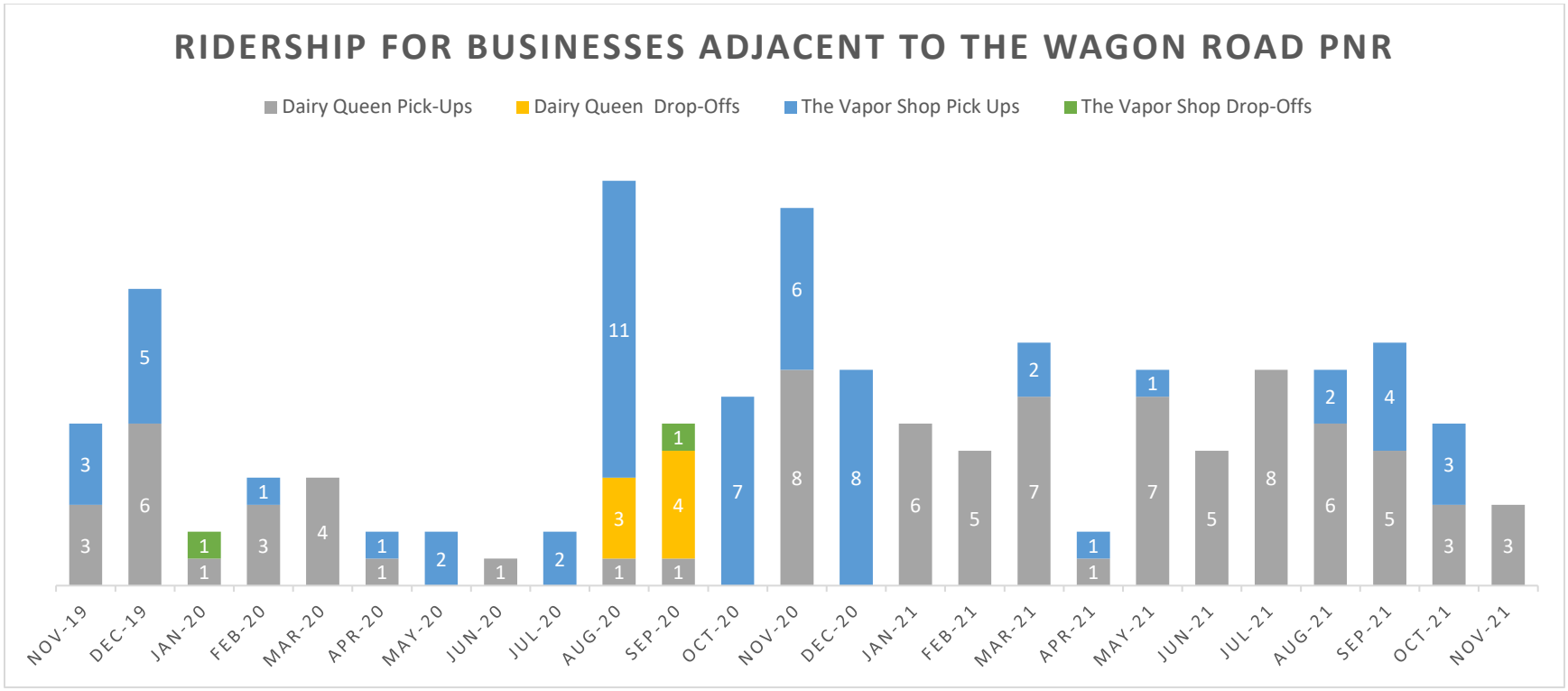
Transfers between the 144th FlexRide and Broomfield FlexRide occur at the Circle K on the northwest corner of 136th Avenue and Huron Street.

Service to/from the Wagon Road PnR

Wagon Road PnR is the anchor to the 144th FlexRide shuttle service. Ridership is tracked for the PnR and adjacent businesses.

The majority of trips to/from the PnR serve Amazon-DEN3, followed by Saint Anthony North.




RIDERSHIP FOR BUSINESSES ADJACENT TO THE WAGON ROAD PNR
Dairy Queen Pick-Ups
Dairy Queen Drop-Offs
The Vapor Shop Pick Ups
The Vapor Shop Drop-Offs
NOV-19
DEC-19
JAN-20
FEB-20
MAR-20
APR-20
MAY-20
JUN-20
JUL-20
AUG-20
SEP-20
OCT-20
NOV-20
DEC-20
JAN-21
FEB-21
MAR-21
APR-21
MAY-21
JUN-21
JUL-21
AUG-21
SEP-21
OCT-21
NOV-21