

# Section H

Public Information



# Public Information

## FACILITY AND OFFICE LOCATIONS

### BLAKE STREET - Administrative Offices

1600 Blake Street  
Denver, CO 80202  
303.628.9000 (Main Switch Board)

### BOULDER DIVISION

1707 Exposition Drive  
Boulder, CO 80301  
303.628.9000 (Main Switch Board)  
303.299.5026 (Division Secretary - Transportation)  
303.299.5050 (Division Secretary - Maintenance)

### BOULDER JUNCTION AT DEPOT SQUARE STATION

3151 Pearl Parkway  
Boulder, CO 80301

### CIVIC CENTER STATION

1550 Broadway  
Denver, CO 80202  
303.299.2081 (Starter)

### COMMUTER RAIL MAINTENANCE FACILITY

5151 Fox Street  
Denver, CO 80216  
720-460-5800

### DENVER POST BUILDING

IT, Planning & Development, FasTracks  
1560 Broadway  
Denver, CO 80202  
303.628.9000 (Main Switchboard)

### DOWNTOWN BOULDER STATION

1400 Walnut Street  
Boulder, CO 80301

### DISTRICT SHOPS

1900 31st Street  
Denver, CO 80216  
303.628.9000 (Main Switch Board)

### EAST METRO DIVISION

14100 E Colfax Avenue  
Aurora, CO 80011  
303.628.9000 (Main Switchboard)  
303.299.7033 (Division Secretary - Transportation)  
303.299.7050 (Division Secretary - Maintenance)

### ELATI - Light Rail Division

2701 S Elati Street  
Englewood, CO 80110  
303.299.3400 (Senior Admin. Assistant)

### FIRST TRANSIT - Commerce City

6345 N Colorado Blvd  
Commerce City, CO 80022  
303.288.1939

### FIRST TRANSIT - Metro

100 W 64th Ave  
Denver, CO 80221  
720.540.4551

### FIRST TRANSIT - Northern

811 S Sherman, Unit C  
Longmont, CO 80501  
720.494.8865

### MARIPOSA - Light Rail Division - Control/IT Maintenance

655 Mariposa Street  
Denver, CO 80204  
303.628.9000 (Main Switchboard)

### PLATTE DIVISION

3333 Ringsby Court  
Denver, CO 80216  
303.628.9000 (Main Switchboard)  
303.299.4000 (Division Secretary - Transportation)  
303.299.4050 (Division Secretary - Maintenance)

### RIO COURT - Light Rail Maintenance of Way

1350 Rio Ct  
Denver, CO 80204  
303-299-3871

### TRANSDEV

2775 S Vallejo Street  
Englewood, CO 80110  
303.350.5310

### UNION STATION

1700 Wewatta Street  
Denver, CO 80202

### UNION STATION - Bus Concourse

1700 Wewatta Street  
Denver, CO 80202  
303.299.2774 (South Starter)  
303.299.2770 (North Starter)

### UNION STATION - Light Rail Station

1631 Chestnut Place  
Denver, CO 80202

## PASSENGER INFORMATION

One of the best ways to communicate with our passengers is through on-bus information. The Marketing Department produces a passenger newsletter, route and service change brochures, public meeting announcements and promotional materials plus periodically conducts surveys of bus passengers to learn their opinions and concerns.

Materials will be given to drivers at each Division and usually will be bundled in groups of 50's for easy distribution. Drivers should place the material in the plastic information holders on their vehicles. For service changes, it is especially important that passengers receive information. Please call the brochures to the attention of passengers; some drivers hand out the brochures to passengers as they board - this is an excellent way to ensure that our riders are informed about any changes or detours.

Route schedules are available at all Divisions and should always be available on the buses. New schedules are available two weeks prior to a schedule change; it is important that passengers have access to new timetables **before** a change is implemented.

# Public Information

**LOST AND FOUND** articles can be reclaimed at the following locations after noon the following day:

**Denver:**

Civic Center Station, Broadway and Colfax  
Hours: 7:00 am to 6:30 pm Monday thru Friday  
Phone: 303.299.2288

**Boulder:**

Boulder Transit Center, 14th and Walnut  
Hours: 7:00AM - 6:30PM, Monday - Friday  
Phone: 303.442.7332

**TDD INFORMATION** service for patrons with hearing and speech impairments **ONLY**. Call 303.299.6089.

**NOTICE:** Although RTD makes every effort to operate its service as scheduled, bus schedules may vary because of road, traffic, equipment, and other conditions. RTD makes no warranty or guarantee, express or implied, that bus service will be provided as scheduled. The RTD's liability is limited to the value of the fare for a one-way ride.

## SALES OUTLETS

**Boulder Transit Center**

1400 Walnut Street  
Boulder, CO 80302  
303.299.5150  
Hours: 7:00AM - 6:30PM Monday - Friday

**Boulder Junction at Depot Square Station**

3151 Pearl Parkway  
Boulder, CO 80301  
Hours: 7:30AM - 6:30PM Monday - Friday

**Civic Center Station**

1550 Broadway  
Denver, CO 80202  
303.299.2071  
Hours: 7:30AM - 6:30PM Monday - Friday

**Denver International Airport**

Main Terminal, Level 5 West  
303.299.2800  
Hours: 8:00AM - 5:30PM Monday - Friday  
8:00AM - 4:00PM Saturday and Sunday

**Union Station**

1700 Wewatta Street  
Denver, CO 80202  
303.299.2771  
Hours: 7:30AM - 6:30PM Monday - Friday

## BUS STOP SIGNAGE

There are over 9,000 boarding locations within RTD's District. There are currently three types of bus stop signs used plus special signs in passenger shelters and at park-n-Rides.

### Type I Sign

The decals on this Type 1 sign tell riders Routes 0 and 12 serve this stop. Because there no other messages, this indicates Routes 0 and 12 provide full service: service at regular intervals throughout the day - Monday through Sunday, including holidays.

Route names (or number ) are printed in color to correspond to the level of service:

- Blue/Local and Circulator
- Green/Regional
- Dark Blue/SkyRide
- Federal
- Green or specific route color designation/Light Rail



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# Public Information

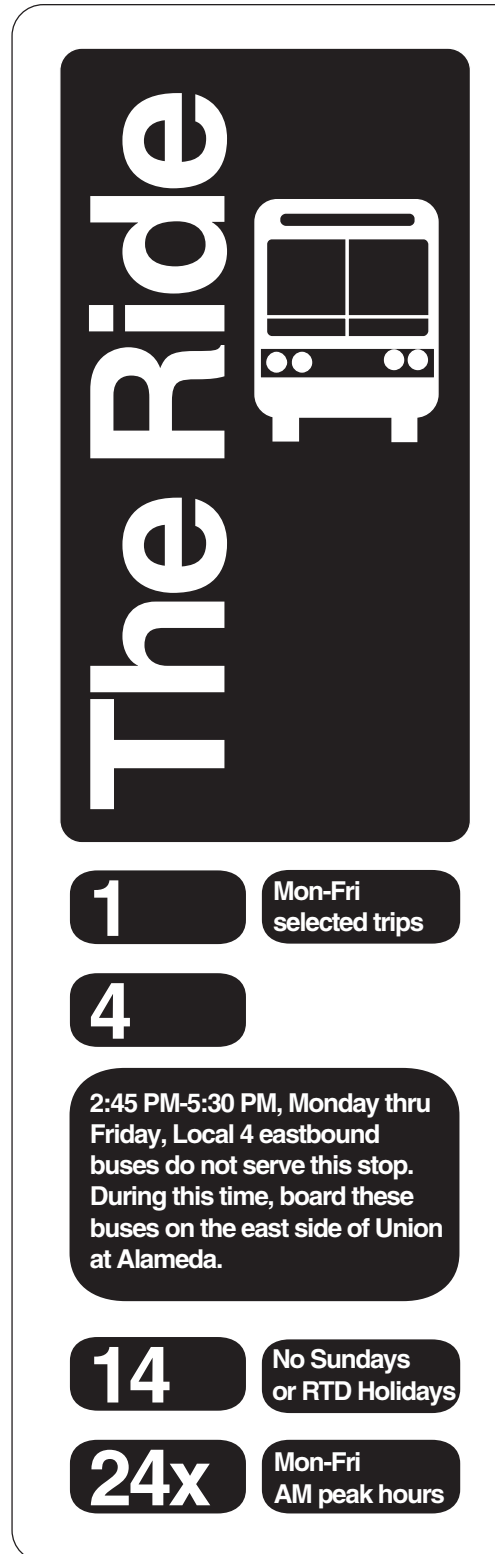
## BUS STOP SIGNAGE

### Type III Sign

The decals on this Type III sign tell riders Route 1 serves this stop for a few trips Monday through Friday.

Route 14 provides full service except for times indicated in the special message. Route 14 provides full service except on Sundays and RTD holidays.

Route 24x serves this stop Monday through Friday during morning peak hours only.



# Public Information

## BUS STOP SIGNAGE

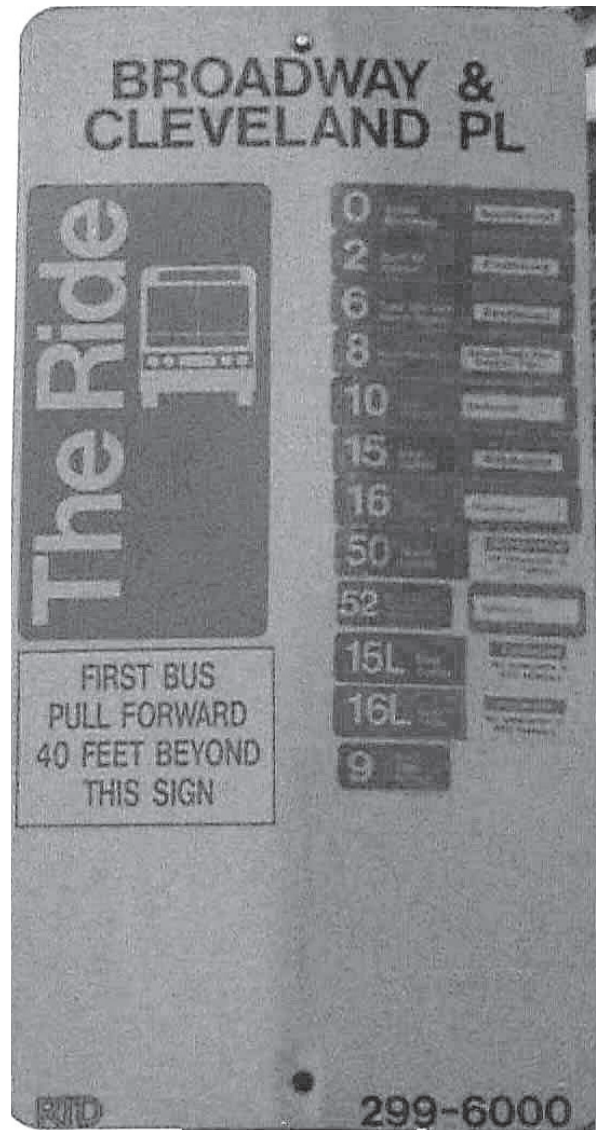
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### Type IV Sign

Gives specific stop location and indicates all routes that serve that stop.

May have additional information about where to actually stop the bus in the event more than one bus might be stopping at the same time.

These signs are used primarily in Downtown Denver.



# Public Information

## SHELTERBOARDS

Passenger Shelters at bus stops serving major activity centers, high transfer areas "Timed Transfer" stops, have "RTD Customer Schedules posted. Many different styles of "Shelterboards" as shown below provide service information at park-n-Rides, Bus shelters, Light rail platforms and Stations.

**1516 Aurora to Downtown West Monday - Friday**

**15 Limited**  
RTD East Colfax

9 September 2008

RTD Customer Service: 303.236.8000

**US 36 & Broomfield park-n-Ride**

RTD Customer Service: 303.236.8000

9 January 2011

**US 36 & Broomfield park-n-Ride**

RTD Customer Service: 303.236.8000

9 January 2011

**INFORMATION ?**

**Airport Boulevard and 40th Avenue**

**SUNDAY/HOLIDAYS**

RTD Customer Service: 303.236.8000

9 January 2011

**INFORMATION ?**

**Airport Boulevard and 40th Avenue**

RTD Customer Service: 303.236.8000

9 January 2011



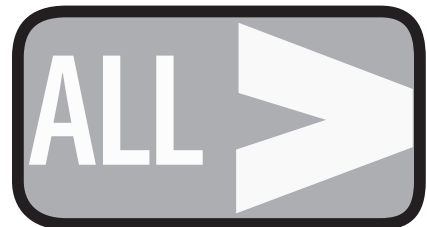
# Public Information

## TRAILBLAZER DIRECTIONAL SIGNAGE FOR OPERATORS

Directional Trailblazer signs have been posted through-out the District to assist operators in identifying the next turn on a route. Several types of signage are utilized to convey information to the operator based on circumstances associated with the turn. Below are the most common types of signage used:



Green right turn sign.



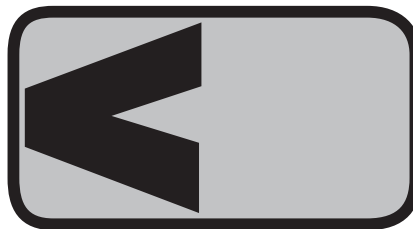
Green right turn sign for all routes traveling on this street.



Green route and time specific left turn sign for route 24



Red new style left turn sign. Placed at last bus stop before left turn.



Orange left turn sign. Used to identify detours on route.



Orange right turn sign. Used to identify detours for all routes traveling on this street.



Right turn sign for the specific routes listed

# Public Information

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