



## **Proposed Service Changes**

**Spring 2018**

## SUMMARY

The service improvements identified in this proposal are made possible by increased Pikes Peak Rural Transportation Authority (PPRTA) sales tax revenue.

These transit enhancements continue Mountain Metropolitan Transit's (MMT) push toward improving overall system productivity and on-time performance, improving our existing customers' experience and attracting new riders by enhancing service levels and reliability within our existing service area. Our broad focus is on increasing frequency on our highest ridership routes; connecting important community activity centers; enhancing on-time performance; and adding service to job-access routes during off-peak times.

The proposed alternatives for Spring 2018 include 1) off-peak service improvements; 2) Removal of Long-Term Detour; and 3) Policy Change to ADA Free Fare. Following the public process in January, the approved services will be implemented in phases, which are noted below. Highlights of the proposal are also shown below:

### **Off-Peak Service Improvements**

- Route 1: Increase Saturday frequency to 30 minutes
- Route 3: Increase Saturday frequency to 30 minutes
- Route 10: Add 60-minute Sunday service
- Route 19: Add 60-minute Sunday service
- Route 32: Add 60-minute Saturday service

Implementation – Sunday, April 29, 2018

**Removal of Long-Term Detour** - Since reconstruction of the I-25/Cimarron Street interchange is now complete; Route 4 is proposed to return to its original routing on Cimarron Street rather than Colorado Avenue.

Implementation – Sunday, April 29, 2018

**Policy Change: Elimination of ADA Free Fixed-Route Fare** - Mountain Metropolitan Transit proposes to charge half-fare for all paratransit clients on its fixed-route system.

Implementation – Sunday, September 30, 2018

See below for details.

## **1. OFF-PEAK SERVICE IMPROVEMENTS**

The following enhancements are proposed for Spring 2018:

- Route 1: Increase Saturday frequency to 30 minutes (from 60 minutes)
- Route 3: Increase Saturday frequency to 30 minutes (from 60 minutes)
- Route 10: Add 60-minute Sunday service
- Route 19: Add 60-minute Sunday service
- Route 32: Add 60-minute Saturday service

Implementation – Sunday, April 29, 2018

## **2. REMOVAL OF LONG-TERM DETOUR**

Due to the reconstruction of the I-25/Cimarron Street interchange, including the reconstruction of the Cimarron Street bridge over Monument Creek, Route 4 (8<sup>th</sup> Street - Broadmoor) has been on a long-term detour since Spring 2015. The proposal is to resume the normal routing that was operated prior to the detour, which is as follows: From the downtown terminal Route 4 will operate on Pikes Peak Avenue to Cascade Avenue before traveling west on Cimarron Street, then south on 8<sup>th</sup> Street as it picks up the original routing south of U.S. 24. Inbound will travel north on 8<sup>th</sup> Street to east on Cimarron Street to north on Cascade Avenue to east on Kiowa Street and south on Nevada Avenue into the terminal.

This routing adjustment will be implemented on Sunday, April 29, 2018.

## **3. POLICY CHANGE: ELIMINATION OF ADA FREE FIXED-ROUTE FARE**

The purpose of the change is to improve fare equity while retaining the incentive for Metro Mobility customers to use the fixed-route bus system when able. Metro Mobility is a door-to-door specialized transit service for persons who, because of a disability, are unable to use the fixed-route bus system. Current policy allows Metro Mobility-eligible customers to use fixed-route bus services for free. The policy intent is to save scarce transit funds by encouraging individuals to use fixed-route buses whenever they are able. Each Metro Mobility ride costs MMT \$25 to provide.

MMT also provides a reduced fare (half-fare) card to persons who provide proof of disability from Social Security, Medicare or the Veterans Administration.

A significant number of Metro Mobility-eligible customers are only using the fixed-route bus service. Thirty-eight percent (38%) of Metro Mobility clients who used the fixed-route bus service for free in the 12 week period from July 2 to September 23, 2017 did not use Metro

Mobility during the preceding year. This suggests that these individuals are able to use the fixed-route service for all their travels.

The proposal to charge a half-fare (\$0.85) to Metro Mobility customers using a fixed-route bus will improve equity by charging the same fare to all riders with a disability and by having all riders contribute, through a paid fare, to the cost of providing the service. The new fare will also retain the cost incentive for Metro Mobility-eligible customers to ride fixed-route buses whenever they are able.

| Round Trip Cost for Metro Mobility Customers |         |          |
|--|---------|----------|
|  | Current | Proposed |
| Via Metro Mobility                           | \$7.00  | \$7.00   |
| Via Fixed-Route                              | Free    | \$1.70   |

Note: Standard fixed-route bus fare is \$3.50 for round trip  
Implementation – Sunday, September 30, 2018

## **RATIONALE**

The alternatives above were assembled after conducting a system-wide technical assessment to identify potential service changes to be implemented in spring 2018. The assessment also included an application of transit system performance standards to identify candidate routes for service enhancements such as weekday frequency and off-peak service (evenings and weekends).

## **PROCESS**

Public meetings regarding this proposal will be held on January 23<sup>rd</sup> and 24<sup>th</sup>, and the public comment period will remain open until Friday, January 26, 2018. Final recommendations will be made after completion of the public meetings and the public comment period. Decisions will be made in consideration of the comments received, benefits and other impacts to the community and the riding public, transit system operational requirements, and consistency with the City of Colorado Springs and Mountain Metropolitan Transit’s objectives.