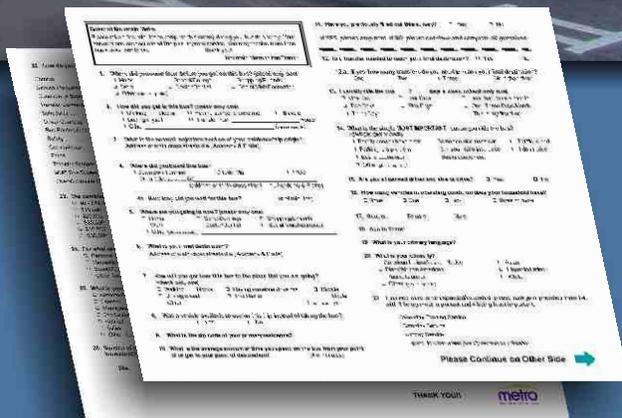


# Mountain Metro Transit

## Onboard Survey 2010



Prepared for



# Mountain Metropolitan Transit 2010 Onboard Survey and Counts

## Final Report

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# Executive Summary

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# Executive Summary

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## INTRODUCTION

The City of Colorado Springs contracted with LSC Transportation Consultants, Inc. (LSC) to complete the 2010 onboard survey and boarding and alighting counts for Mountain Metropolitan Transit (Mountain Metro). After the failure of ballot measure 2C, Mountain Metropolitan Transit significantly scaled back their services on January 1, 2010. Mountain Metro eliminated the Route 30-Fort Carson, Route 92- Schriever AFB North, Route 93-Schriever AFB Northeast, and Route 95-Schriever AFB Central routes and eliminated the evening and weekend service. In April 2009, due to a budget crisis the five express routes, the free Downtown Area Shuttle (DASH) and several low-ridership routes were eliminated. There were also a few routes whose frequency was reduced from 30 minutes to 60 minutes. In January 2009, the basic fare on all the fixed routes increased from \$1.50 to \$1.75.

Since, there were so many service changes and service reductions in the last couple of months and years, the primary focus of this project was to collect and evaluate new survey data from Mountain Metro riders and understand the new travel patterns. All Mountain Metro local fixed routes were surveyed using a stratified random sampling. A 100 percent boarding and alighting count was done on all fixed routes. This report does not include information on the FREX and the Ute Pass Express routes as information about these routes are presented in separate reports. This report presents a thorough analysis of the data collected.

## ONBOARD SURVEY METHODOLOGY

The Mountain Metro 2010 onboard survey methodology used a proportional stratified random sampling technique. In this technique, the number of trips selected from each route is fixed so that the number of passengers in the sample is proportional to the ridership on that route. The survey was printed in both English and Spanish on both sides of 8½" x 11" cardstock. A couple of questions

were added, eliminated or modified in the June 2010 survey compared to the previous surveys to make it more relevant and for better results.

## **PREPARATION AND TRAINING**

The LSC team employed the services of two local temporary employment agencies—Add Staff, Inc. and Office Team based in Colorado Springs—to assist with surveys. Training of the employees for the onboard surveys was conducted prior to the data collection. Workers were instructed on the proper procedures for administering the survey and led in role-playing exercises to familiarize themselves with the process. In addition to handing out surveys, workers were instructed on how to record the number of passengers getting on/off at each bus stop and record the arrival and departure time at the major bus stops/time points. The onboard time check information will be useful to Mountain Metro Transit in evaluating its fixed-route on-time performance and schedule adherences.

## **ONBOARD SURVEY RESULTS**

The onboard passenger survey on Mountain Metro was conducted on June 23, and 24, 2010. The data were compared to the onboard survey conducted in September 2008. Comparisons between the two onboard surveys were made wherever possible to identify trends or changes in demographics, perceptions, and travel patterns.

For the routes surveyed in June 2010, total average daily ridership was 8,368 passengers. Please note that this number does not include the FREX and Ute Pass Express commuter routes as information about these routes are presented in separate reports. There were approximately 1,310 usable responses from approximately 3,182 boardings with a survey response rate of approximately 41 percent. The rate is calculated based upon the number of patrons boarding the bus compared with those who filled out a survey. For the June 2010 survey, there were 1,135 *unduplicated* individual responses. This sample provides an error range of +/- 2.7 percent at the 95 percent confidence level.

The primary language of passengers was English, reported by 94 percent of respondents. Spanish was indicated by three percent of respondents and the remaining three percent of respondents indicated “other” as their primary language.

The average age of the respondents in June 2010 was 37 years, ranging from 10 to 90 years. Approximately eight percent of the passengers were seniors (60+) and another 10 percent were youth (18 years and younger). The largest age group was in the 25 to 34 range (23 percent).

In 2010, 51 percent of the patrons reported having incomes of less than \$14,999 annually. Different categories for income were used in 2008, when 31 percent of the patrons reported having incomes of less than \$10,000 annually. With the change in income categories, it is impossible to do a direct comparison of incomes between the 2008 survey and the 2010 survey. In 2010, 79 percent of patrons indicated that their annual income was less than \$30,000 and only nine percent indicated a household income of over \$50,000. In 2008, 73 percent of patrons indicated that their annual income was less than \$35,000 and 17 percent indicated an income of over \$45,000. Based on the increase in the annual household income of riders observed in the under \$30,000 range and the decrease observed in the \$50,000 and over, it appears that in 2008 there were slightly more affluent riders than in 2010.

Vehicle ownership for households and the ability to drive play key roles in the demand for public transportation. Lack of a private vehicle or the inability to drive influence people to use public transportation. This comparison provides an indication of the number of *choice riders* compared to those who are transit-dependent. In the recent survey, 92 percent of all respondents reported that they did not have a vehicle available for their trip instead of taking the bus. Fifty-eight percent of all respondents were not licensed drivers and were not able to drive. The low percentage of vehicle ownership and licensed drivers indicates that Mountain Metro Transit continues to serve primarily transit-dependent individuals.

## *Executive Summary*

Passengers were asked the one purpose for which they most often rode the bus. The primary trip purpose (46 percent) was to go to and from work. The second most common (26 percent) purpose was for personal business and errands. The third most common trip purpose reported was for school or college.

In September 2008, passengers were asked the same question. Respondents in 2008 reported that they most often used the bus to go to and from work (52 percent) followed by personal business/errands (20 percent) and school trips (15 percent). The lower percentage of patrons using transit for work and a higher percentage of patrons using it for personal business/errands in 2010 indicates that fewer people are relying on transit for important trip purposes such as going to/from work.

The Mountain Metro onboard survey provides information about passenger demographics, trip characteristics, and perception of the quality of service; this information is detailed in this report. Comparisons between previous surveys were fairly consistent with a slight change observed in annual household income, vehicle ownership and availability, perceptions, source of information that patrons used, and travel patterns. A number of other analyses and cross-tabulations were completed to allow for more detailed analysis of certain subgroups.

## **BOARDING AND ALIGHTING COUNTS**

One-hundred percent boarding and alighting counts were conducted in conjunction with the onboard surveys. The Academy Boulevard route had the highest daily passenger boardings of all routes with 15 percent. This was followed by the #5-Boulder/Citadel route (11 percent) and the #7-Pikes Peak Avenue route (9 percent). The two routes with the lowest number of passengers were the #31-Fountain with 68 boardings followed by the #24-Galley Road-Peterson AFB (155 boardings).

The time period from 11:00 a.m. to 1:00 p.m. had the highest number of boardings, representing 18.5 percent of total boarding counts. This was closely followed by the time period from 1:00 to 3:00 p.m. and from 3:00 to 5:00 p.m., representing 18.2 percent and 18.1 percent of the total boardings, respectively.

The time period prior to 7:00 a.m. had the lowest number of boardings, with a total of 602, or approximately seven percent.

### **Boarding and Alighting Maps**

The report looked at individual routes and systemwide boardings and alightings. Each map shows a scaled dot representing the number of passenger boardings and alightings at each bus stop along the route. As expected, the stops with the highest passenger boardings and alightings were the downtown terminal, Citadel Mall, Pikes Peak Community College (PPCC), Chapel Hills Mall, and stops located at the intersections between Academy Boulevard and Austin Bluffs Parkway, Academy Boulevard and Palmer Park Boulevard, and Academy Boulevard and the King Soopers.



# CHAPTER I

## Introduction

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The City of Colorado Springs contracted with LSC Transportation Consultants, Inc. (LSC) to complete the 2010 onboard survey and boarding and alighting counts for Mountain Metropolitan Transit (Mountain Metro). After the failure of ballot Measure 2C, Mountain Metropolitan Transit significantly scaled back their services on January 1, 2010. Mountain Metro eliminated Route 30-Fort Carson, Route 92-Schriever AFB North, Route 93-Schriever AFB Northeast, and Route 95-Schriever AFB Central. Evening and weekend service was also eliminated. In April 2009, due to a budget crisis, the five express routes, the free Downtown Area Shuttle (DASH) and several low-ridership routes were eliminated. There were also a few routes whose frequency was reduced from 30 minutes to 60 minutes. In January 2009, the basic fare on all the fixed routes increased from \$ 1.50 to \$1.75. Since there were so many service changes and service reductions in the last couple of months and years, the primary focus of this project was to collect and evaluate new survey data from Mountain Metro riders and understand the new travel patterns on a typical weekday. All Mountain Metro local fixed routes were surveyed using a stratified random sampling (explained in detail in Chapter II). A 100 percent boarding and alighting count was done on all fixed routes. This report does not include information on the Front Range Express (FREX) and Ute Pass Express as information about these routes is presented in separate reports.



This report presents a thorough analysis of the data collected. Available comparisons are made to the previous survey completed in September 2008. Differences in the demographic profiles of riders were compared as well as perceptions of service. Additionally, further analysis of choice riders was made.

### ORGANIZATION OF THIS REPORT

Chapter II presents the survey methodology used by the LSC team for obtaining the best results in the most cost-effective manner.

## *Introduction*

Chapter III presents the results of the 2010 onboard survey. A representative sample of passengers completed the questionnaire and provided information about their demographics, uses of transit, trip purposes, and perceptions of the existing services that Mountain Metro provides. Passengers were also asked to provide additional comments.

The survey data allow Mountain Metro staff to review the existing bus service and gain an understanding of passenger priorities if service were to be expanded or extended. These data provide a benchmark for the services that need to be reinstated based on passenger priorities, if funding becomes available. As many services have been reduced over the course of the last two years, these survey data can be compared to both past and future survey data to determine the level of satisfaction and overall perceptions of Mountain Metro patrons. As future service is implemented, performance and monitoring of the 2010 systemwide changes will be critical to the success of the overall system. This information will also assist Mountain Metro with budget preparations for the 2011 city budget cycle.

As recommended in the last survey and count effort, surveys should be conducted within six months of implementing the new system of routes and stops. The current 2010 data were compared to the September 2008 data for analysis of how the new reduced services have been received by riders and if there are any trend changes in services.

Chapter IV provides a detailed analysis of Mountain Metro's boarding and alighting data. These data are presented in tabular and graphical formats and mapped by stop and route.



# Survey Methodology

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## INTRODUCTION

A key element in the analysis of current performance is the collection of data for passenger and trip characteristics. Continuous data collection is one key to adjusting routes and providing a high level of customer service. This section focuses on the June 2010 onboard survey and boarding and alighting data collection effort. The survey and counts were conducted on June 23 and 24. This was proposed to be a two-day effort for several logistical reasons, including the scheduling and training of workers.

This section discusses the survey methodology used to select an appropriate sample size for the onboard surveys. This approach attempts to limit the number of runs to be surveyed on all routes, with the intention of maximizing the response rate on the sampled runs. The following text describes the survey and count methodology.

## SAMPLE SIZE

The survey methodology includes the use of a proportional stratified random sampling technique. This technique attempts to maximize the response rate throughout the day and minimize the actual number of runs surveyed, yet produces viable and significant results. Average daily ridership for Mountain Metro Transit on a typical day was estimated to be about 10,000 passengers. A statistically significant number of responses for a population of this size is approximately 370 responses. This gives a confidence interval of  $\pm 5$  percent at the 95 percent confidence level.

$$\text{Sample Size} = n = \frac{z^2 \sigma^2}{\beta^2}$$

Where:

$z$  = standard score (1.96) or distribution's standard deviation

$\sigma$  = variance

$\beta$  = error of estimation

Correction for Finite Population

Where:

$ss$  = sample size from above

Ridership = estimated daily ridership for that day

$$\text{new ss} = \frac{ss}{1 + \frac{ss-1}{\text{Ridership}}}$$

For example, if you use a confidence interval of  $\pm 5$  percent and 47 percent of your sample answers a question the same way, you can be “sure” that if you had asked the question of every passenger boarding the bus, between 42 percent (47 - 5) and 52 percent (47 + 5) would have chosen that answer. This sample size of 370 with a confidence interval of  $\pm 5$  at the 95 percent confidence level represents how often the true percentage of the population would choose an answer that lies within the confidence interval.

The *confidence level* defines the degree of certainty for the result. It is expressed as a percentage and a 95 percent confidence level means you can be 95 percent certain that the true population would answer within  $\pm 5$  percent deviation of how the sample size responded. Most researchers use the 95 percent confidence level. When you put the confidence level and the confidence interval together, you can say that you are 95 percent sure that the true percentage of the population is within five percent of the sample response.

Larger samples are more indicative of the overall population characteristics than smaller samples. Therefore, for a given confidence level, the larger the sample size, the smaller the confidence interval. However, the relationship is not linear (i.e., doubling the sample size from 370 to 740 does not halve the confidence interval to  $\pm 2.5$  percent). However, if any subgroups of the sample are to be analyzed, it is necessary to have a larger sample to ensure statistical validity for the subgroups. A target number of responses was set at 1,200 to allow for analysis of some subgroups such as choice riders.

## STRATIFIED RANDOM SAMPLING METHODOLOGY

Based upon average ridership and proportions by route, the LSC team recommended that a stratified random sampling methodology be used for the Mountain Metro Transit survey program. Stratified random sampling provides more precision than a simple random sample. In a simple random sample, Mountain Metro Transit routes and runs would be selected randomly from all the routes and runs offered. In a stratified random sample, routes are grouped into strata—or in this case *trips*—and randomly selected trips from within each group, or route, are sampled. The number of trips selected from each route is fixed so that the number of passengers in the sample is proportional to the ridership on that route.

This approach ensures that each passenger has an equal probability of being included in the sample. If passengers on 50 percent of the trips on all routes were surveyed, those passengers on low ridership routes would have a disproportionate representation.

The average daily proportion of ridership was applied to the average daily passengers per day to determine the proportion of average daily passengers that ride the bus on a particular route. This proportion is used to determine the number of sampled runs, giving each passenger an equal probability of being selected. This was based on the ridership collected in the months prior to collecting the survey data in June.

Using a response rate of 40 percent, approximately 3,000 passengers must board the sampled trips to get the ideal 1,200 responses. To determine the number of trips to be randomly selected, several calculations were conducted.

The number of trips that are selected from each route should be proportional to the number of average daily passengers on that route. The following is an example of how the number of runs to be sampled is calculated for an individual route:

## Survey Methodology

Given:

*ADP = Average Daily Passengers: 1,464*

*NA = North Academy Proportional Daily Ridership : 15.3%*

*RR= Response Rate Expected: 40%*

*TS = Total Surveys: 1,200*

*T = Number of Trips : 27*

*Required boardings for collection of 1,200 responses: 3,000*

Formula:

$$\text{SampledTripsbyRoute} = \frac{(TS / RR) * NA}{ADP / T}$$

This methodology was applied to all routes and trips to determine the number of trips per route that must be surveyed in order to reach a total of approximately 1,200 survey responses. A total of 101 individual trips were sampled. A detailed summary is provided in Table II-1.

**Table II-1  
Survey Sample Calculations - Mountain Metro Transit, 2010**

Route	Average Daily Ridership	% of Total	No. of Trips	Average Passengers per Trip	Passengers in Sample	Number of Trips in Sample	Potential Responses (40% of total Passengers Approached)
1 Hillside - Hancock Plaza	611	6.4%	25	25	191	8	76
3 Colorado Avenue	836	8.7%	26	33	261	8	105
4 8th Street	300	3.1%	13	25	94	4	38
5 Boulder - Citadel	1,079	11.2%	26	43	337	8	135
6 Wahsatch - Citadel	326	3.4%	13	27	102	4	41
7 Pikes Peak Ave.	916	9.5%	26	36	286	8	115
8 Cache La Poudre St.	272	2.8%	13	21	85	5	34
9 Cascade- N. Nevada Ave.	679	7.1%	26	27	212	8	85
10 Hwy 115 - PPCC	352	3.7%	12	30	110	4	44
11 World Arena - PPCC	492	5.1%	13	38	154	5	61
12 Palmer Park Blvd.	273	2.8%	13	22	85	4	34
14 Chestnut - Garden of the Gods Rd.	662	6.9%	13	51	207	5	83
15 CJC- PPCC	396	4.1%	13	31	124	4	50
16 Brookside St.	292	3.0%	12	25	91	4	37
22 Security - Widefield	360	3.8%	13	28	113	5	45
24 Galley Rd.-Peterson AFB	186	1.9%	13	15	58	4	23
25 Academy Blvd.	1,464	15.3%	27	55	458	9	183
31 Fountain	100	1.0%	14	8	31	4	13
<b>TOTAL</b>	<b>9,597</b>	<b>100.0%</b>	<b>308</b>	<b>540</b>	<b>3,000</b>	<b>101</b>	<b>1,200</b>

Source: Mountain Metropolitan Transit, 2010.

To select individual trips, each of the individual trips for a route were numbered and using random digits, trips were selected until the appropriate number of trips per route was achieved. Table II-2 shows the individual trips that were randomly selected for the routes. This survey methodology provides the required number of survey responses to perform a detailed level of analysis on passenger perceptions and beliefs.

## **ONBOARD SURVEY QUESTIONNAIRE**

The survey instrument collects essential information for the evaluation of current services. The Mountain Metro survey was designed to include transit trip characteristics, trip purposes, socioeconomic data, and attitudes toward Mountain Metro Transit. A draft survey instrument was prepared by the LSC team and submitted to Mountain Metro staff for review and comment. The questionnaire incorporated questions from the previous survey to provide comparisons with prior results. The survey was printed in both English and Spanish on both sides of 8½" x 11" card stock. The survey instrument is included in Appendix A.



A couple of new questions added to the June 2010 surveys were: “Where did you board this bus? Downtown Terminal, Citadel Mall, PPCC or Other”, “If service were to be expanded/extended, please rank your priorities from 1-4, with 1 being most important and 4 being least important? Weekday Evening Service, Saturday Service, Sunday Service, and Expand to other areas,” and “If you would like to be kept informed during 2010 about the Regional Transit Governance Study, please print your e-mail address below.” To get better results, a couple of questions were modified, such as “What is the nearest major intersection of your residence/trip origin?” and “What is the average amount of time you spend on the bus from your point of origin to your point of destination?” and the income categories were changed to be consistent with the 2010 Front Range Travel Survey.

Table II-2  
Weekday Trips to be Surveyed - Mountain Metro Transit, June 2010

#1 Hillside-Hancock Plaza	#3 Colorado Avenue	#4 8th Street	#5 Boulder-Citadel	#6 Wahsatch-Citadel	#7 Pikes Peak Avenue	#8 Cache La Poudre St.	#9 Cascade- N. Nevada Ave.	#10 Hwy 115 - PPCC	#11 World Arena-PPCC	#12 Palmer Park Blvd.
<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>
7:15 AM	6:15 AM	8:15 AM	6:45 AM	8:15 AM	7:15 AM	8:15 AM	7:15 AM	9:45 AM	7:15 AM	9:15 AM
8:45 AM	7:15 AM	11:15 AM	8:45 AM	11:15 AM	8:45 AM	11:15 AM	9:15 AM	10:45 AM	11:15 AM	11:15 AM
9:45 AM	8:45 AM	3:15 PM	10:15 AM	3:15 PM	9:45 AM	12:15 PM	11:15 AM	3:45 PM	12:15 PM	3:15 PM
11:15 AM	9:15 AM	4:15 PM	11:15 AM	4:15 PM	11:15 AM	2:15 PM	12:15 PM	5:45 PM	2:15 PM	4:15 PM
1:15 PM	10:45 AM		12:45 PM		11:45 AM	5:15 PM	1:15 PM		4:15 PM	
4:15 PM	2:15 PM		2:15 PM		2:45 PM		2:45 PM			
4:45 PM	4:45 PM		3:45 PM		4:15 PM		3:15 PM			
5:15 PM	5:15 PM		5:45 PM		4:45 PM		4:15 PM			
#14 Chestnut-Garden of the Gods Rd.	#15 CJC- PPCC	#16 Brookside St.	#22 Security - Widefield	#24 Galley Rd.-Peterson AFB	#25 Academy Blvd	#31 Fountain				
<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Downtown Terminal</i>	<i>Citadel Mall</i>	<i>Citadel Mall</i>	<i>PPCC</i>	<i>PPCC</i>				
6:15 AM	7:15 AM	7:45 AM	6:55 AM	7:53 AM	6:42 AM	6:15 AM				
8:15 AM	8:15 AM	10:45 AM	8:55 AM	9:53 AM	7:42 AM	10:15 AM				
10:15 AM	2:15 PM	11:45 AM	9:55 AM	2:53 PM	8:12 AM	11:15 AM				
2:15 PM	3:15 PM	3:45 PM	2:55 PM	3:53 PM	8:42 AM	3:15 PM				
4:15 PM			3:55 PM		10:12 AM					
					10:42 AM					
					1:12 PM					
					1:42 PM					
					4:27 PM					

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## Preparation and Training

The LSC team employed the services of two local temporary employment agencies—Add Staff, Inc. and Office Team based in Colorado Springs—to assist with surveys. Training of the employees for the onboard surveys was conducted prior to the data collection. Workers were instructed on the proper procedures for administering the survey and were led in role-playing exercises to familiarize themselves with the process.

## BOARDING AND ALIGHTING COUNTS

One hundred percent of boarding and alighting counts were conducted during the same survey work period in June. The workers recorded the bus stop location where passengers boarded and exited the bus. Passenger types were recorded as either general public, using a wheelchair, or boarding with a bicycle. Passenger boarding and alighting patterns are illustrated in Chapter IV of this report with appropriate tables, graphs, and maps.

## Count Analysis

The LSC team entered count data into an Access database and then analyzed the data by route, time, and location. Data were also geocoded into a Geographic Information System (ArcView 3.2) to perform spatial analysis. All local Mountain Metro fixed routes and bus stops were mapped, as well as the numbers of boardings and alightings. These georeferenced boardings and alightings are presented in Chapter IV.

## ONBOARD TIME CHECKS

The workers also recorded 100 percent on-time field checks of all Mountain Metro Transit trips by route. The arrival and departure time was recorded for the major bus stops/time points as listed in the published schedule. To be cost-effective, this was done along with the onboard survey and boarding and alighting counts. This information will be useful to Mountain Metro Transit in evaluating its fixed-route on-time performance and schedule adherences. The data were entered into an Access database, which also recorded the information from the boarding and alighting counts.



# Onboard Survey Results

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## INTRODUCTION

This chapter provides the analysis of data collected through the onboard survey. Information is provided about passenger demographics, trip characteristics, and perceptions of the quality of service. This survey was conducted June 23, 24, and 27, 2010. The data are shown in comparison to the onboard survey conducted in September 2008. Comparisons between the two onboard surveys were made wherever possible to identify trends or changes in demographics, perceptions, and travel patterns. The sample size was set to provide sufficient responses to analyze subgroups of passenger responses. Cross-tabulation allows for more detailed analysis of certain subgroups.

## SURVEY FINDINGS

Responses from the usable questionnaires were entered into a database and an analysis was performed in a spreadsheet program. In addition to the individual responses, route and time were included for each response to permit detailed analysis by route or time of day. The responses are summarized in the following sections.

For the routes surveyed in June 2010, total average daily ridership was 8,368 passengers. Please note that this number does not include the FREX and Ute Pass Express commuter routes as information about these routes are presented in separate reports. There were approximately 1,310 usable responses of approximately 3,182 boardings with a survey response rate of approximately 41 percent. The rate is calculated based upon the number of patrons boarding the bus compared with those who filled out a survey. Table III-1 shows the response rate by bus route.

Table III-1 Response Rate by Route				
Route #	Route	Survey Respondents	Boardings	Response Rate
1	Hillside - Hancock Plaza	42	192	22%
10	Hwy 115 - PPCC	33	124	27%
11	World Arena - PPCC	39	193	20%
12	Palmer Park Blvd.	50	105	48%
14	Chestnut - Garden of the Gods Rd.	67	194	35%
15	CJC - PPCC	60	172	35%
16	Brookside St.	45	105	43%
22	Security - Widefield	84	122	69%
24	Galley Rd. - Peterson AFB	39	54	72%
25	Academy Blvd.	229	492	47%
3	Colorado Avenue	43	217	20%
31	Fountain	17	20	85%
4	8th Street	24	88	27%
5	Boulder - Citadel	153	376	41%
6	Wahsatch - Citadel	39	97	40%
7	Pikes Peak Ave.	133	333	40%
8	Cache La Poudre St.	34	65	52%
9	Cascade - N. Nevada Ave.	73	233	31%
1 & 3	Hillside - Hancock Plaza & Colorado Avenue	38		
8 & 6	Cache La Poudre St. & Wahsatch - Citadel	2		
9 & 10	Cascade- N. Nevada Ave. & Hwy 115 - PPCC	22		
9 & 11	Cascade - N. Nevada Ave. & World Arena - PPCC	38		
	Unknown	6		
<b>TOTAL</b>		<b>1,310</b>	<b>3,182</b>	<b>41%</b>
Source: LSC Onboard Survey, 2010.				

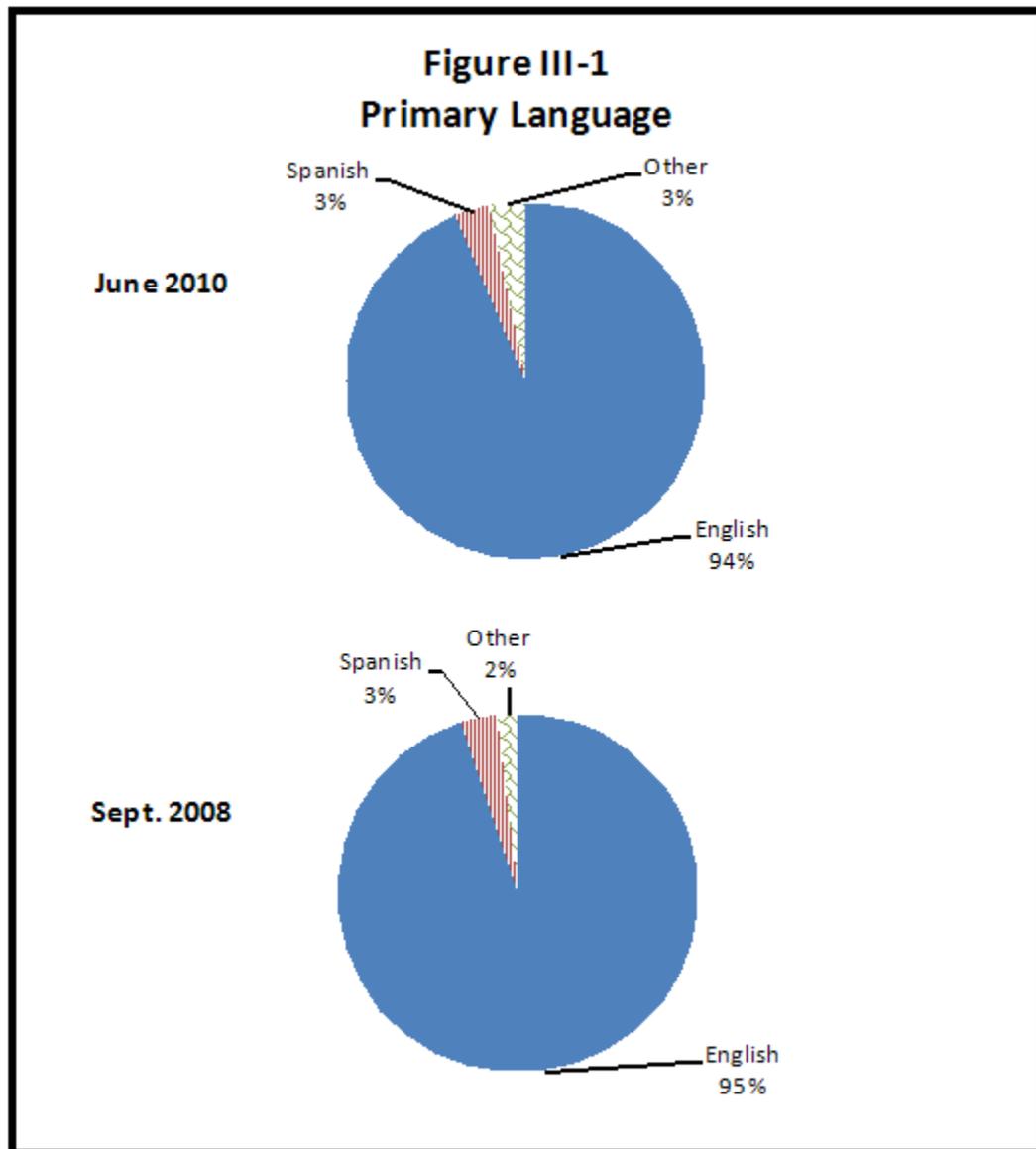
**Demographic Characteristics**

There were a number of questions asked to determine demographic characteristics of transit riders on Mountain Metro. Respondents were asked to complete information on every trip which they took regarding the characteristics of the trip. The demographic information is summarized from *unduplicated* individuals responding to the questions. For the June 2010 survey, there were 1,107 unduplicated individual responses. This sample provides an error range of +/-2.74 percent at the 95 percent confidence level. For the September 2008 survey, there were 750 un-

duplicated individual responses. This sample provides an error range of +/- 3.47 percent for demographic data. For the June 2010 survey, 99 percent of the total surveys (1295 responses) received were in English and one percent (15 responses) filled out a survey in Spanish.

### Primary Language

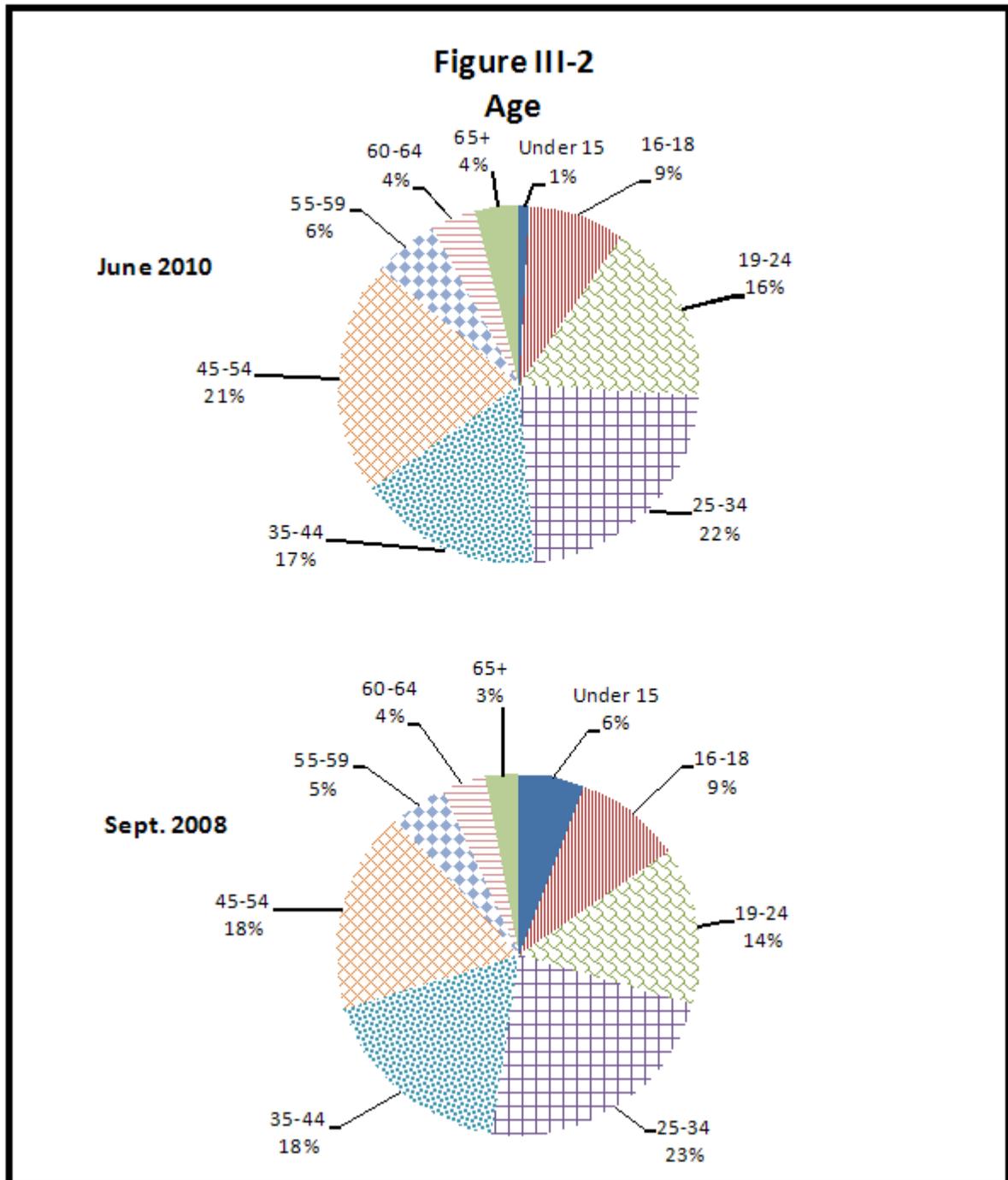
In June 2010, English was indicated as the primary language by 94 percent of the respondents. The primary language of respondents is shown in Figure III-1. Spanish was indicated by three percent of respondents, and the remaining three percent of respondents indicated “other” as their primary language. Among those who indicated “other” as the primary language, the responses included those who spoke both English and Spanish, English with another language, Nepali, and American Sign language. This is consistent with the September 2008 survey where a majority of the respondents indicated English as their primary language (95 percent) followed by Spanish (three percent) and “other” languages (two percent) as their primary language.



### Age and Gender

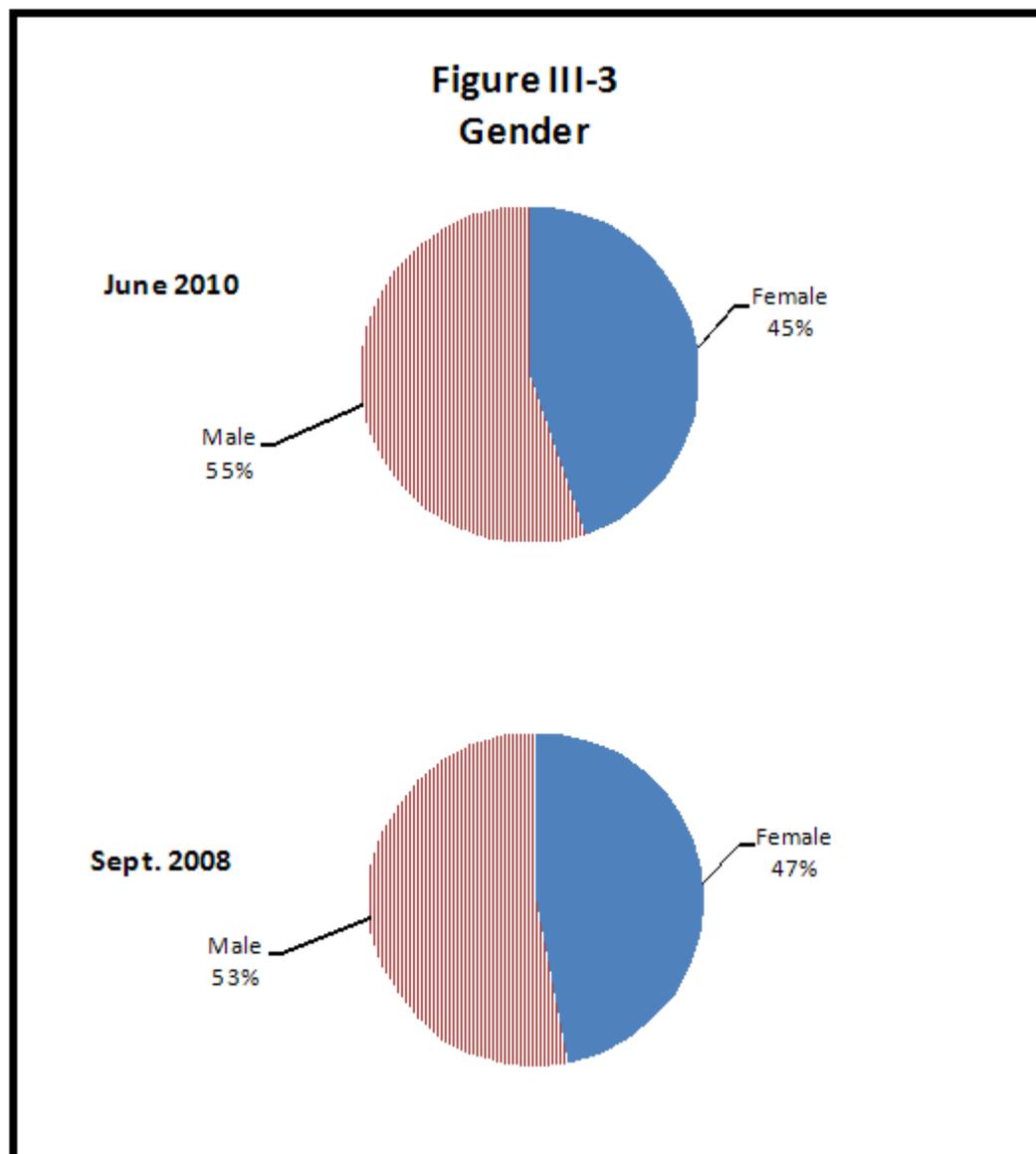
The average age of the respondents in June 2010 was 37 years, ranging from 10 to 90 years. Age 18 was the most frequent age of the respondents. The passenger age group cohorts are shown in Figure III-2. As can be seen in this figure, approximately eight percent of the passengers are seniors (60+ years) and another 10 percent are youth (18 years and younger). The largest age group is the 25-34 range (22 percent). This is fairly consistent with the September 2008 survey where the average age was 35 years, seven percent of the passengers were seniors (60+), and another 15 percent were youth (18 years and younger). The largest age group

represented in September 2008 was the 25-34 range (23 percent). The largest change between the surveys is that the number of riders 15 and younger decreased from six percent to one percent. This decrease in younger riders can be attributed to the survey being conducted in June when school was not in session.



## Onboard Survey Results

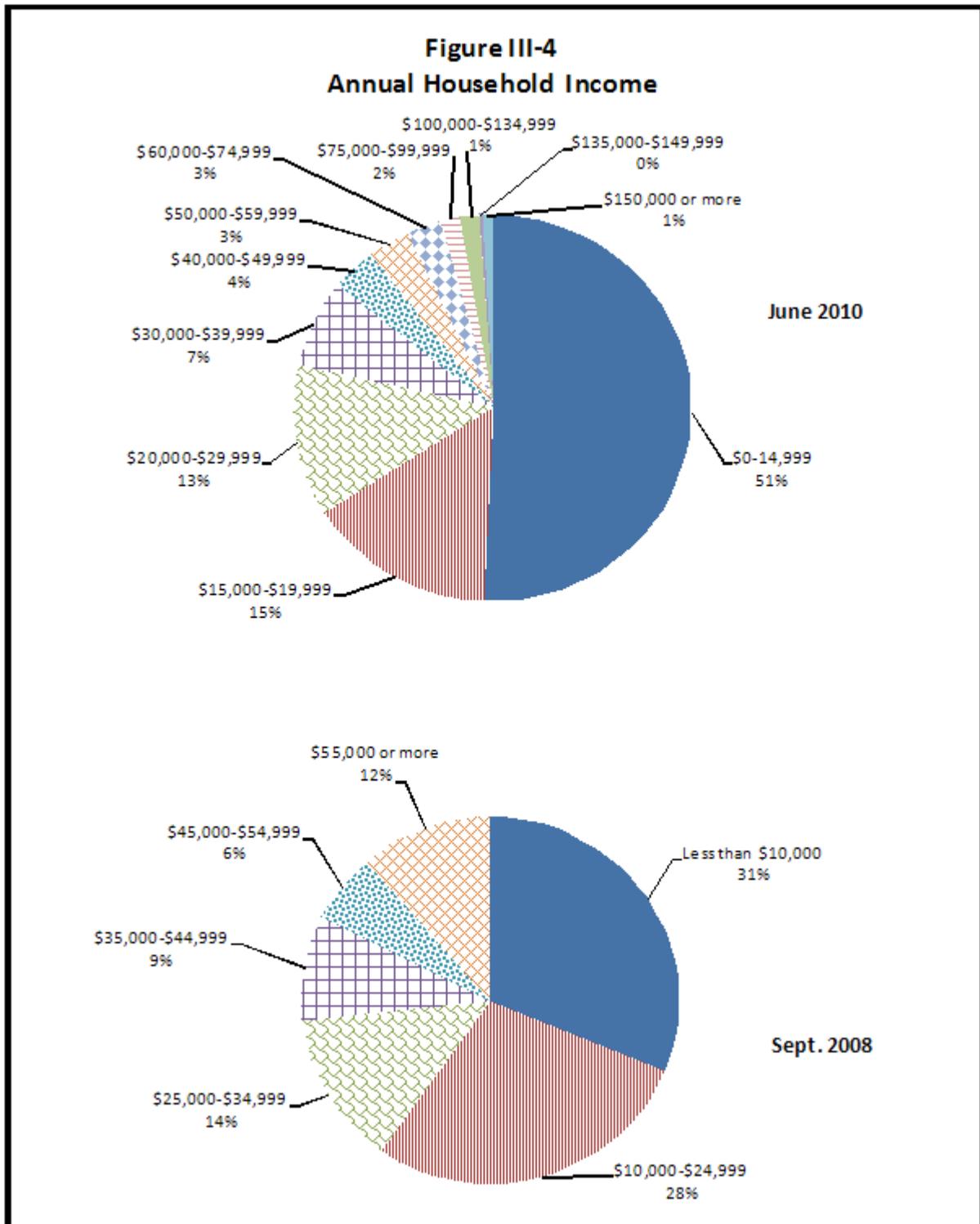
For the most recent survey, 55 percent of the respondents were male and 45 percent were female. This was about the same as in the September 2008 survey where 53 percent of the respondents were male and 47 percent were female. The gender split of respondents is shown in Figure III-3.



## Annual Household Income

Income plays an important role in determining transit ridership and transit needs in Colorado Springs. The annual household income of respondents from both the June 2010 and September 2008 surveys are shown in Figure III-4. Please note

that the annual household income ranges in 2008 and 2010 are different. In the 2010 survey, the income ranges were changed to be consistent with the 2010 Front Range Travel Survey.



## Onboard Survey Results

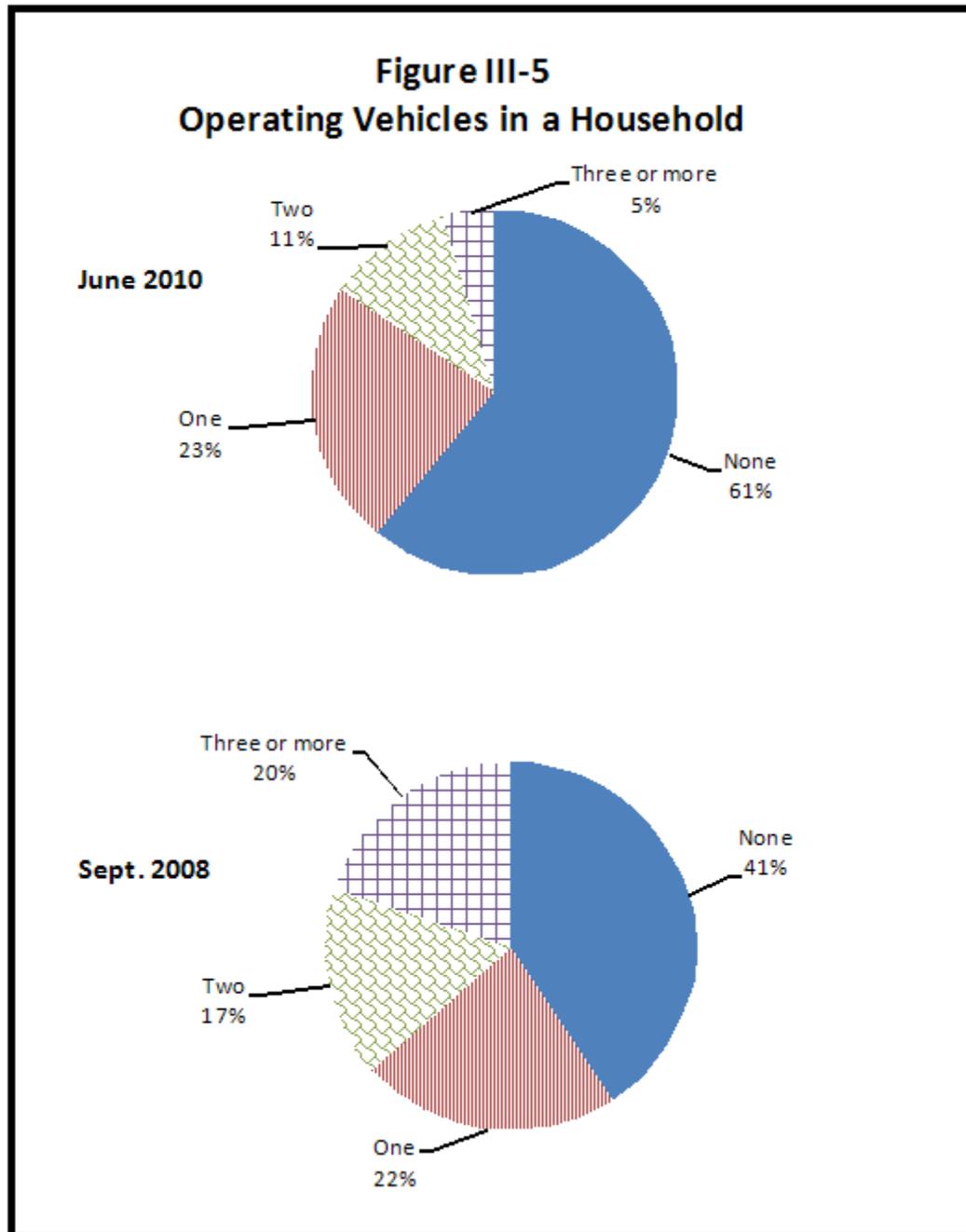
In 2010, 51 percent of the patrons reported having incomes of less than \$14,999 annually. Different categories for income were used in 2008, when 31 percent of the patrons reported having incomes of less than \$10,000 annually. With the change in category, it is impossible to do a direct comparison of incomes between the 2008 survey and the 2010 survey. In 2010, 79 percent of patrons indicated that their annual income was less than \$30,000 and only nine percent indicated a household income of over \$50,000. In 2008, 73 percent of patrons indicated that their annual income was less than \$35,000 and 17 percent indicated an income of over \$45,000. Based on the large variation in the annual household income of riders observed in the under \$30,000 range and the \$50,000 and over, it appears that in 2008 there were slightly more affluent riders than in 2010. The significant cutbacks by Mountain Metro in 2009 has made the slightly more affluent riders find other transportation alternatives because the new schedule or changes do not meet their needs.

### Vehicle Ownership and Licensed Driver

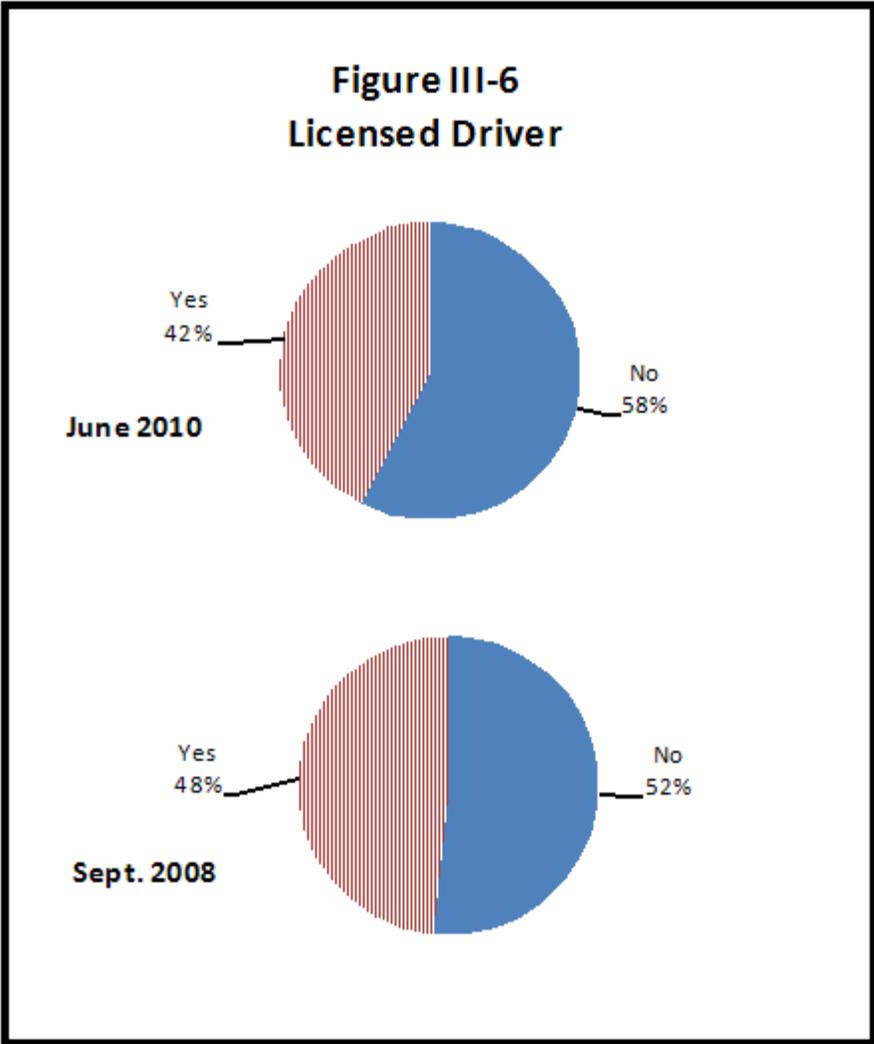
Vehicle ownership for households and the ability to drive play key roles in the demand for public transportation. Lack of a private vehicle or the inability to drive influence people to use public transportation. This comparison provides an indication of the number of *choice riders* compared to those who are transit-dependent.

Figure III-5 shows the proportion of passengers with operating vehicles available in their household. As illustrated, the majority of passengers (61 percent) have no vehicle in the household. Another 23 percent live in single-vehicle households. Approximately 11 percent of passengers live in households with two vehicles, and only five percent live in households with three or more vehicles. These percentages were largely different from September 2008 except for the number of households with one vehicle. In the 2008 survey, 41 percent of respondents lived in households with no vehicles, a very large difference of 20 percent compared to the 2010 survey. Two-vehicle households were higher at 17 percent in the 2008 survey compared to the 2010 survey at 11 percent. The three or more vehicle household category was 20 percent in 2008, a substantial increase of 15 percent compared to the 2010 survey with only five percent of respondents indicating three or more vehicles. The high proportion of passengers with no operating vehicles available

and low proportion of passengers with three or more vehicles in 2010 compared to 2008 may be attributed to the significant cutbacks made by Mountain Metro in 2009 which influenced those riders with access to vehicles to drive rather than use transit.



In 2010, 58 percent of the passengers do not have a driver’s license or are not able to drive, as shown in Figure III-6. This is slightly more than in the 2008 survey, when 52 percent of the passengers reported they did not have a driver’s license or were not able to drive.

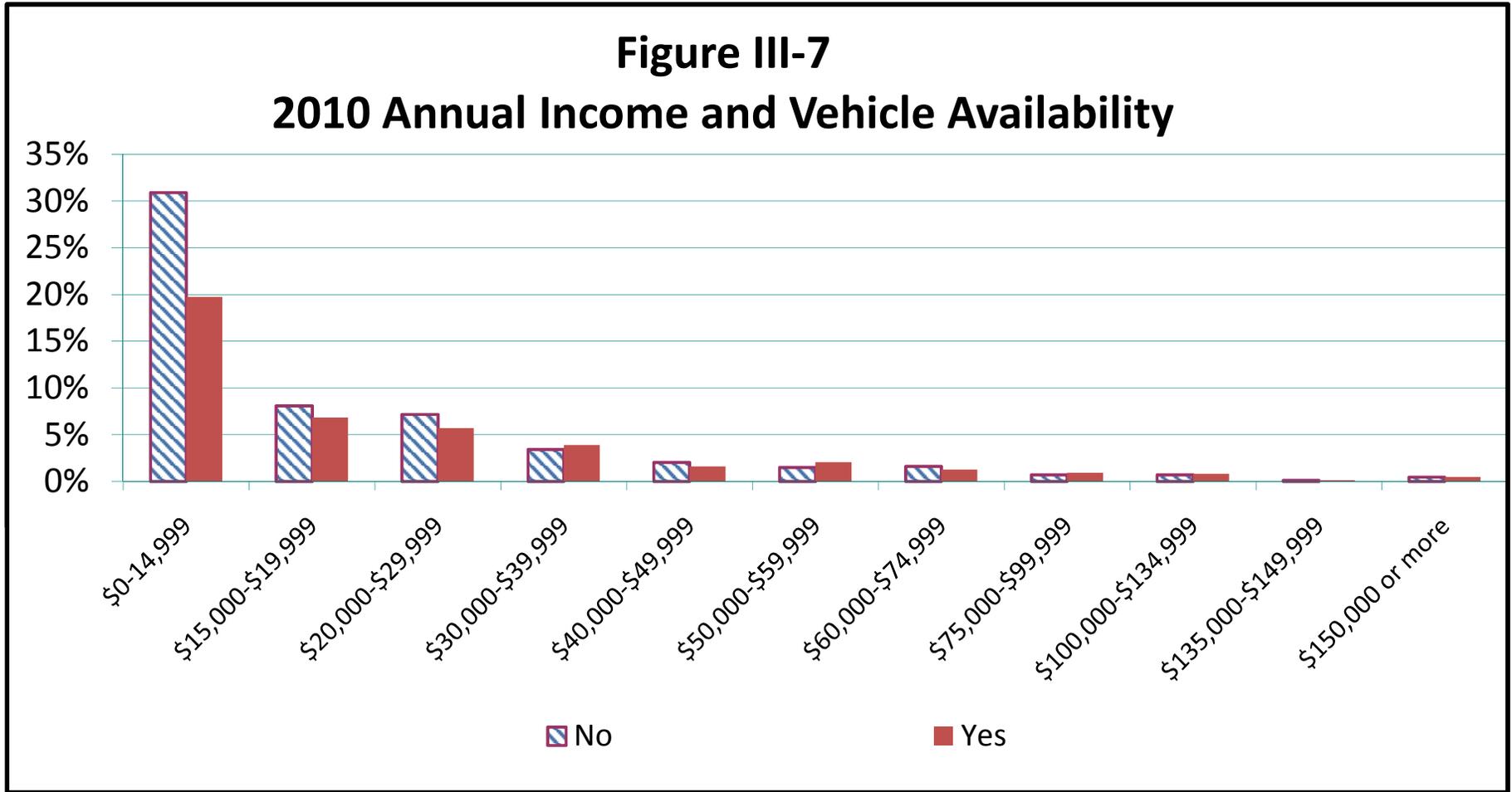


Cross-tabulation was conducted to determine the relationship between non-choice riders (those without a vehicle or ability to drive) and income to determine what, if any, evident patterns exist. The first cross-tabulation was performed on the question of being a licensed driver/able to drive and income level. As shown in Figure III-7, those who reported having incomes less than \$15,000 annually have the greatest difference in whether they did not have a license and were unable to

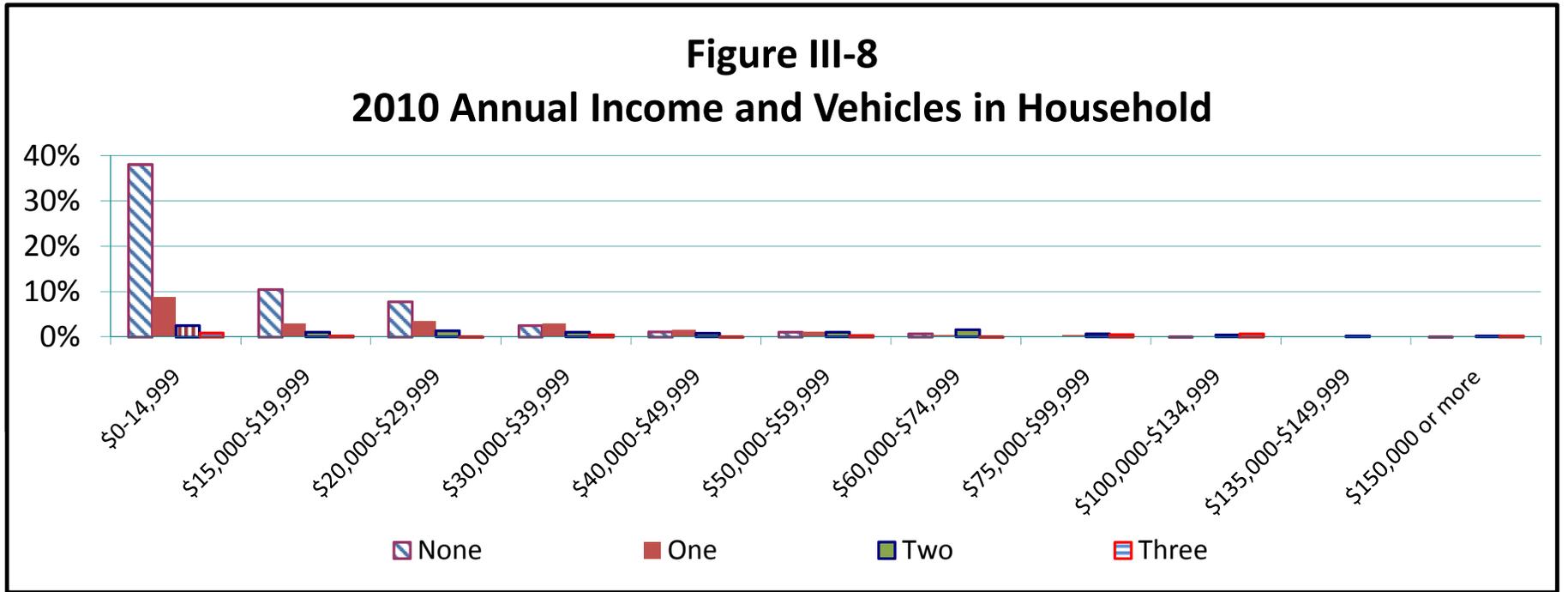
drive (non-choice riders) or whether they were choice riders (having both a license and ability to drive). Those who indicated having a household income of less than \$15,000 are much more likely to be non-choice riders. This is similar to the 2008 results, although there is not much difference between the number of choice riders and non-choice riders for those with an annual income of \$15,000 or more in 2010.

Next, to determine vehicle availability by income groups, cross-tabulation was performed on the questions regarding how many working vehicles were at the respondent's household and their income level. As shown in Figure III-8, the lower level income groups had far fewer vehicles available for making a trip than did those in higher income groups. Also, the majority of riders with an annual income of less than \$15,000 have no working vehicle in their household indicating that the majority of them are non-choice riders, even if they may be able to drive, because they have no vehicle.

### Figure III-7 2010 Annual Income and Vehicle Availability



### Figure III-8 2010 Annual Income and Vehicles in Household

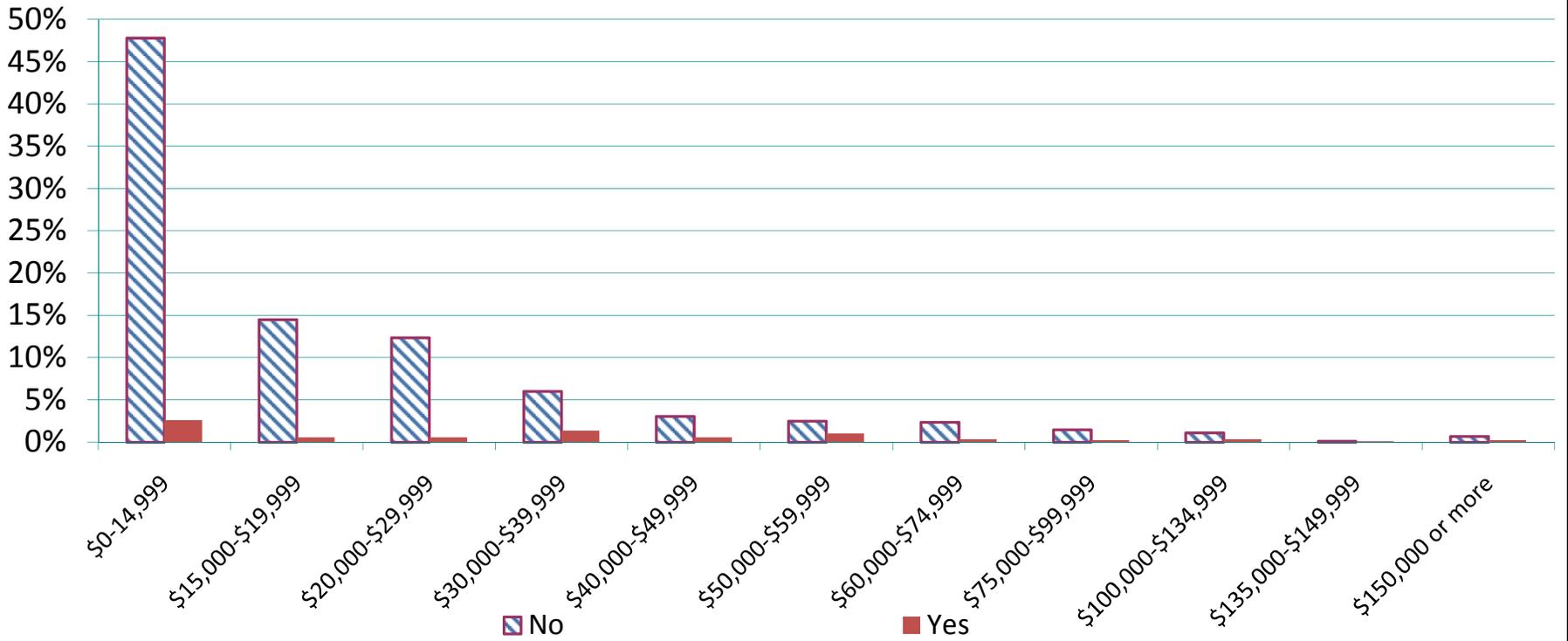


## *Onboard Survey Results*

Figure III-9 shows whether a vehicle was available for the particular trip the patron was making and their income. Again, the largest percentage of non-choice riders is evidently those with lower incomes. Interestingly, no one with an annual income over \$60,000 indicated they had a vehicle available for the trip. Choice riders were only among those with an annual income of \$59,999 or less. This is different from 2008 when seven percent of riders with a vehicle available indicated an annual income of over \$55,000.

The low percentage of vehicle ownership and licensed drivers indicates that Mountain Metro Transit continues to serve primarily transit-dependent individuals (roughly 92 percent of riders). This is significantly higher than the 2008 survey which had 81 percent of riders who were transit dependent. Again, the major cut-backs done by Mountain Metro have attributed to the increase in the proportion of transit-dependent individuals who continue to rely on the service. The percentage of passengers with no vehicles available for transportation has significantly increased from 81 percent in 2008 to 92 percent in 2010.

### Figure III-9 Annual Income and Vehicle Availability



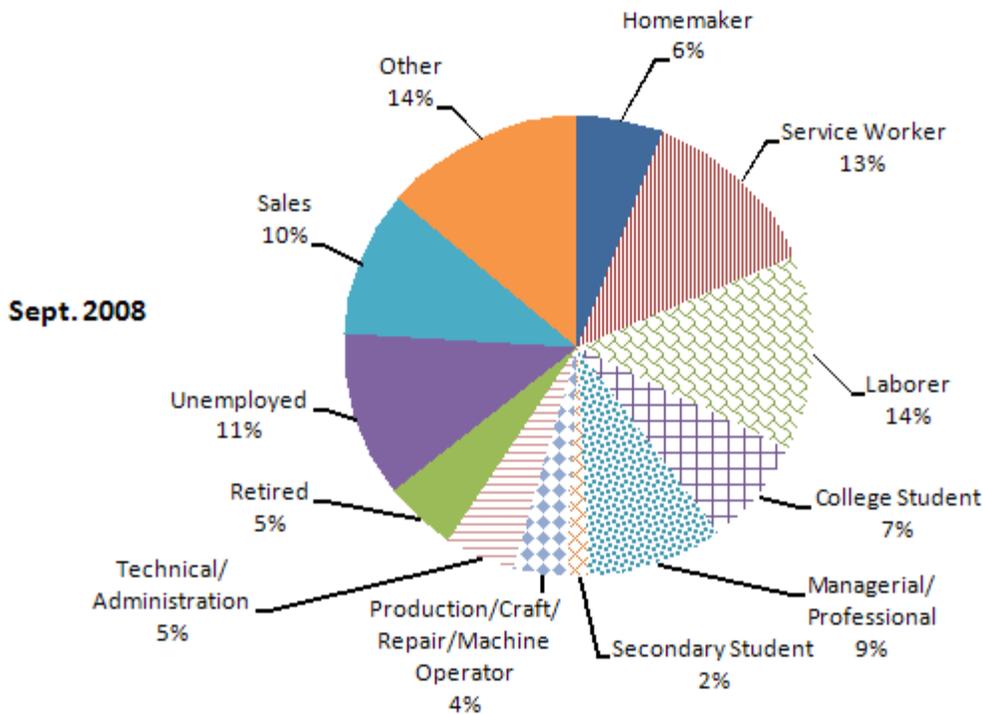
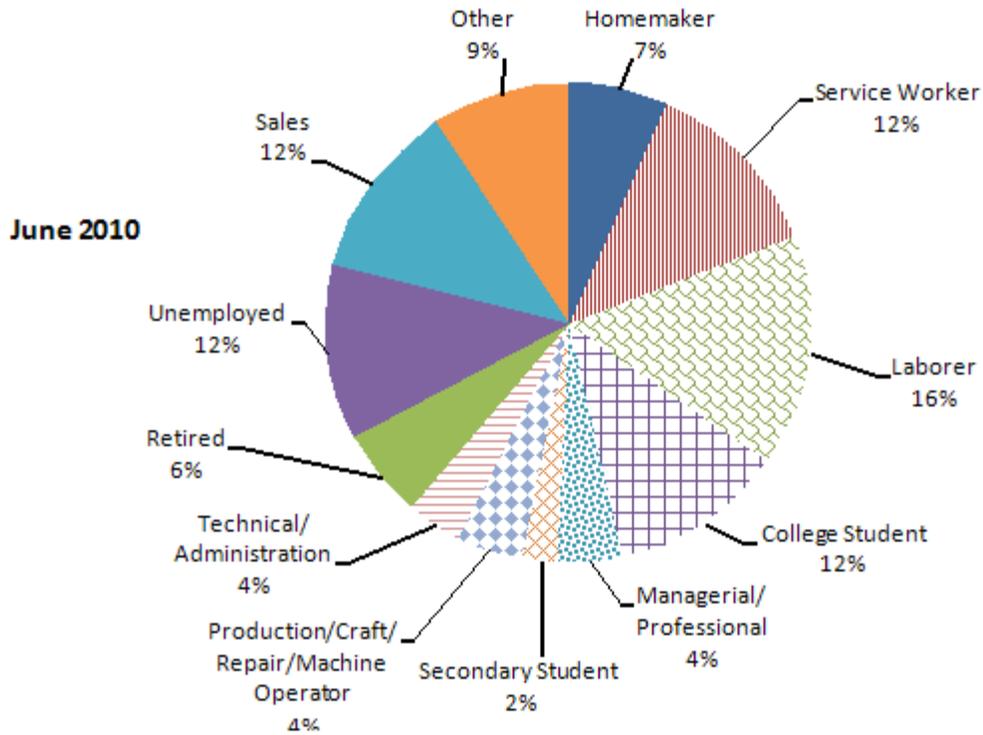
## Employment

Passengers were asked to indicate the number of part-time and full-time employed persons over 15 years of age in their household. For the 2010 survey, a household average of 1.1 individuals were employed full-time and 0.7 were employed part-time. This is similar to the reported numbers for 2008 when an average of 1.3 individuals were employed full-time and 0.7 were employed part-time. Of these employed individuals over the age of 15 in each of the respondent's households, approximately 65 percent are employed full-time and 35 percent are employed part-time. In the 2008 survey, the percentage of full-time employed was slightly higher at 72 percent, while the remaining 28 percent were employed part-time. This indicates that in 2010, transit is able to hold on to fewer full-time employed patrons and more part-time employed patrons. This question was directed to determine the employment within the region to aid in planning transit service for job access.

## Occupation

Passengers were asked to indicate their occupation using several industry categories. Results are shown in Figure III-10. Passengers represent a broad spectrum of occupations. The highest number of responses were from those who reported the occupation of "Laborer" (16 percent). The next highest numbers were "Service Worker," "College Student," and "Unemployed" (12 percent each). This is similar to the 2008 survey which indicated "Service Worker" and "Laborer" both as 13 percent. The 2008 survey had a higher number of individuals indicating "Other" for occupation (14 percent) than did the 2010 survey (9 percent). The percentage of respondents that indicated being "Unemployed" was the same with 12 percent in 2010 compared to 11 percent in 2008.

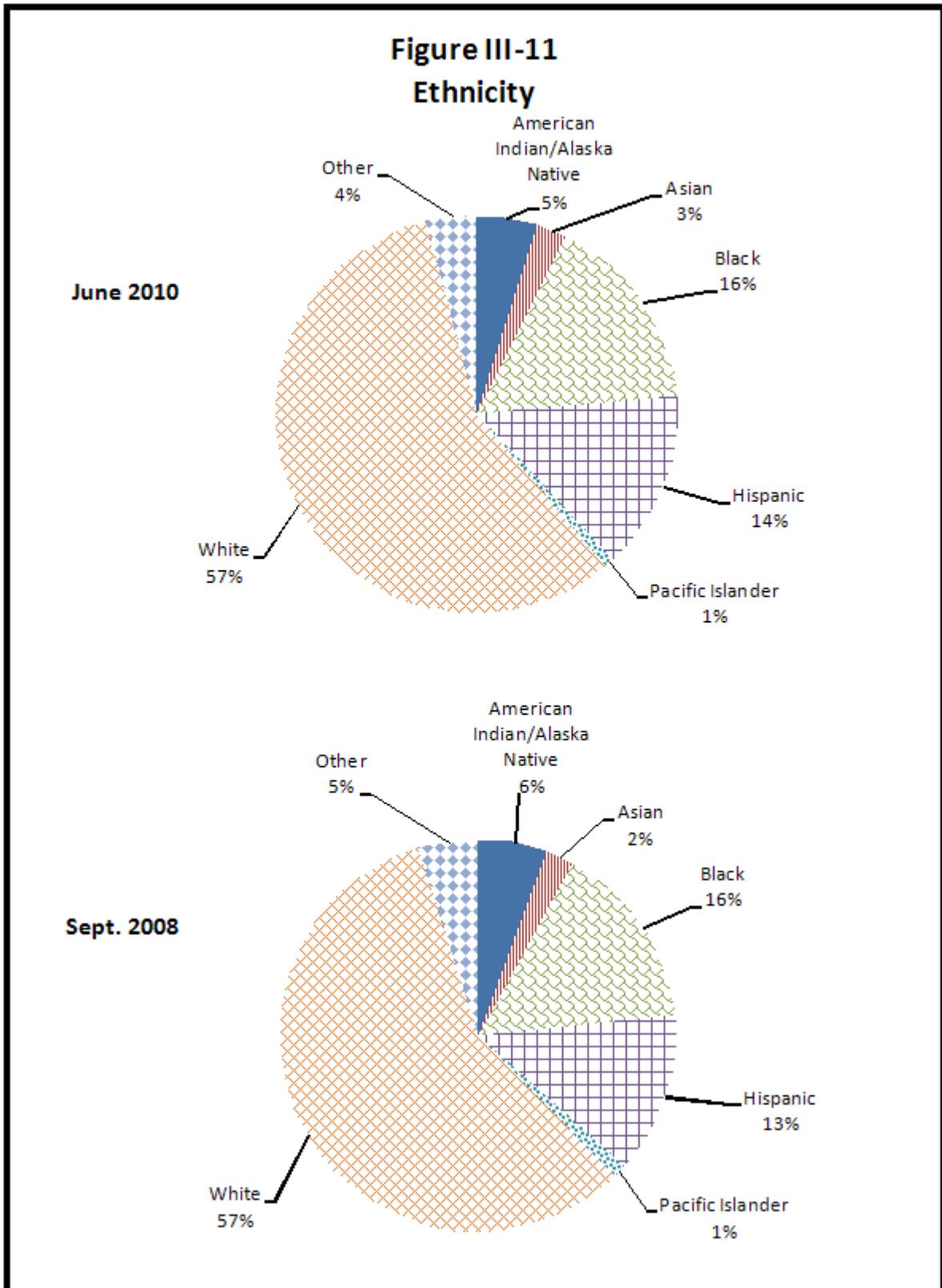
**Figure III-10  
Occupation**



**Ethnicity**

Ethnicity is shown in Figure III-11. Whites made up about 57 percent of the passengers, and African American/Blacks were about 16 percent. Approximately 14 percent of the respondents indicated being Hispanic/Latino. The remaining riders reported being American Indian, Asian, Pacific Islander, or other ethnic groups.

These results are similar to the September 2008 survey with 58 percent Whites, 15 percent African American/Black, and 13 percent Hispanic/Latino passengers.



**Source of Information**

Passengers were asked to indicate how they get information about Mountain Metropolitan Transit. The responses are shown in Table III-2. The primary sources of information are bus guides, information from the driver, and schedules. Other sources of information include bus stop sign/bench/shelter/carousel, transfer stations, told by someone, and the Internet. Newspaper/magazine and shopping center/store were identified by far fewer respondents as the way they receive information about Mountain Metro Transit. No one indicated they received information from the downtown terminal in 2010 even though that was a primary source of information indicated in the September 2008 survey. This is because Mountain Metro has closed the information booth at the downtown bus terminal and has replaced it with a route planning kiosk that patrons can use to plan their trips using Google Transit. This indicates the new planning kiosk does not seem to be working as effectively as the former information booth. Other responses were similar between 2008 and 2010 although fewer people in 2010 indicated the bus guide and transfer stations as sources of information.

Table III-2 Source of Information		
Source	Percentage 2008	Percentage 2010
Saw bus guide	24%	18%
From the driver	28%	27%
Schedules	27%	22%
Downtown terminal	25%	0%
Bus stop sign/bench/shelter/carousel	18%	18%
Transfer stations	17%	11%
Friend/coworker/someone told me	14%	13%
Internet	20%	21%
Other	8%	3%
Newspaper/magazine	2%	1%
Shopping center/store	1%	1%
<i>Source: LSC Onboard Surveys, 2008 and 2010.</i>		

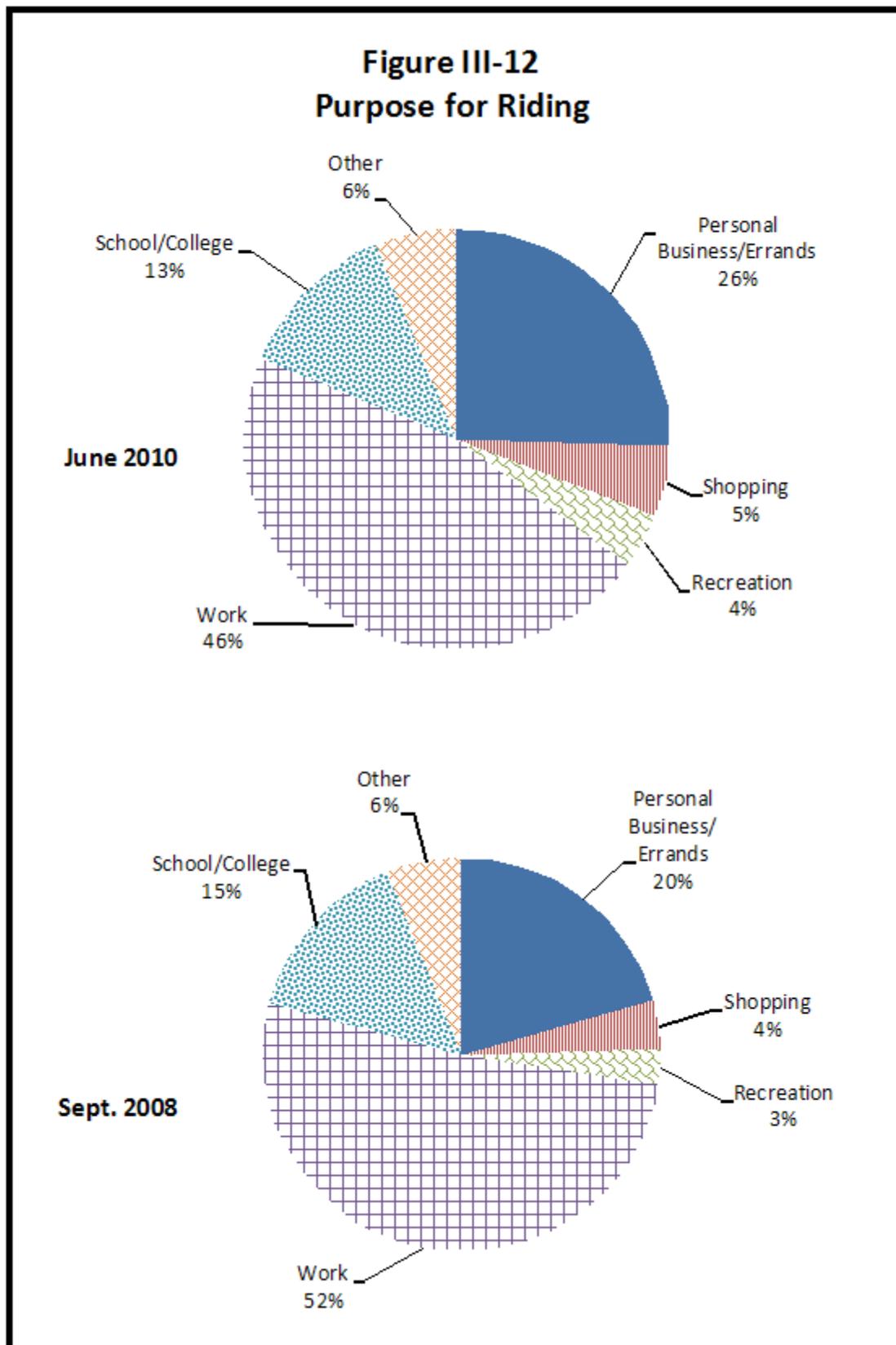
## **Trip Characteristics**

The survey asked passengers to provide information about the individual trip they were making on Mountain Metro Transit. Passengers were asked to provide this information each time they were on a run that was sampled.

### Purpose for Riding

Passengers were asked the purposes for which they most often ride the bus. Responses are shown in Figure III-12. The primary riding purpose (46 percent) was to go to and from work. The second most common (26 percent) purpose was for personal business and errands. The third most common trip purpose reported was for school or college. Not surprisingly, shopping and recreational trips ranked low by respondents.

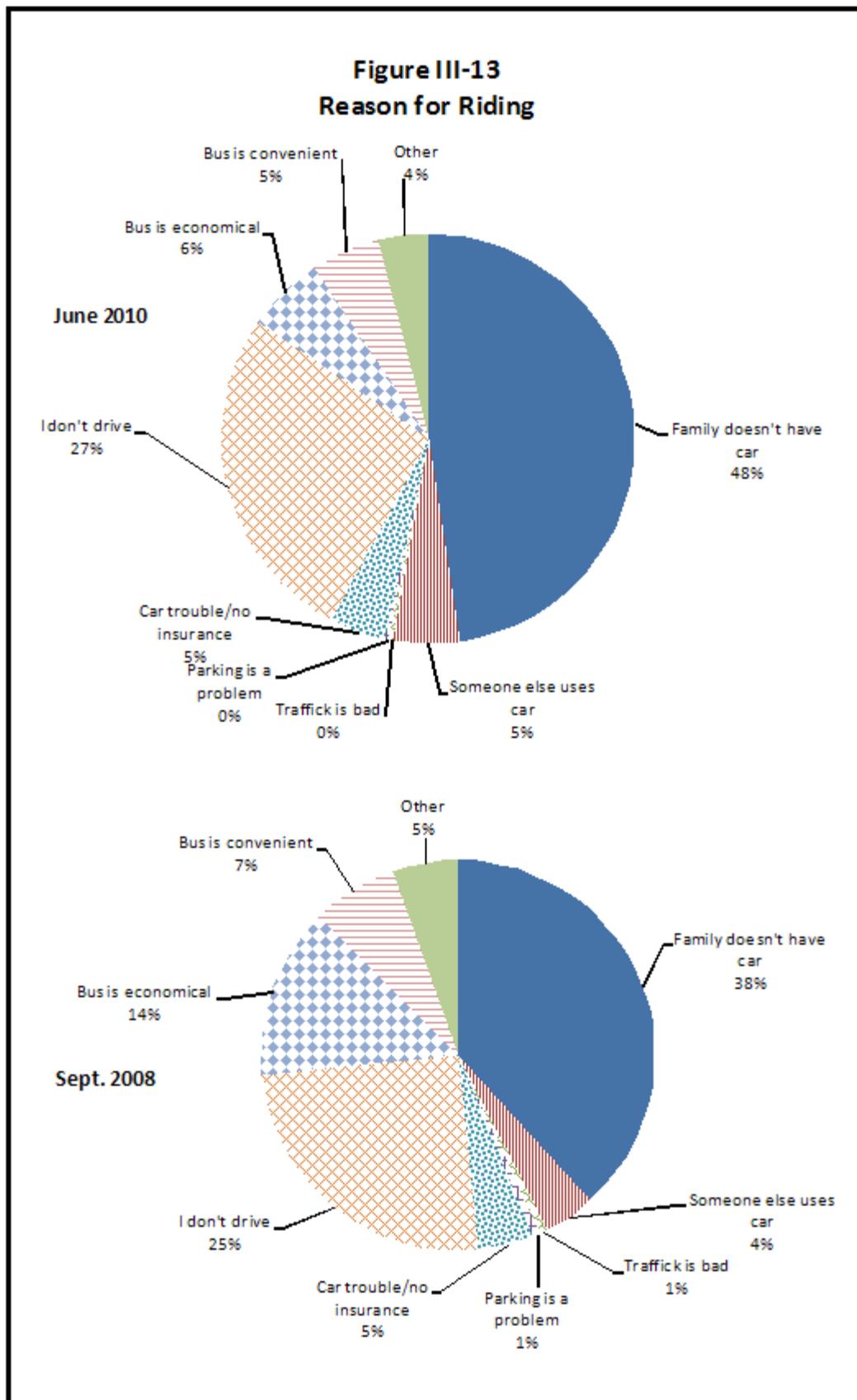
In September 2008, passengers were asked the same question. Respondents in 2008 reported that they most often used the bus to go to and from work (52 percent) followed by personal business/errands (20 percent) and school trips (15 percent). The lower percentage of patrons using transit for work and a higher percentage of patrons using transit for personal business/errands in 2010 indicates that fewer people are relying on transit for important trip purposes such as going to/from work.



### Reason for Riding

Passengers were asked the most important reason they ride the bus. As shown in Figure III-13, the top reasons for riding the bus are passengers whose family does not have a car (48 percent) and passengers who do not drive (27 percent). Eleven percent indicated that the bus is economical or convenient for travel

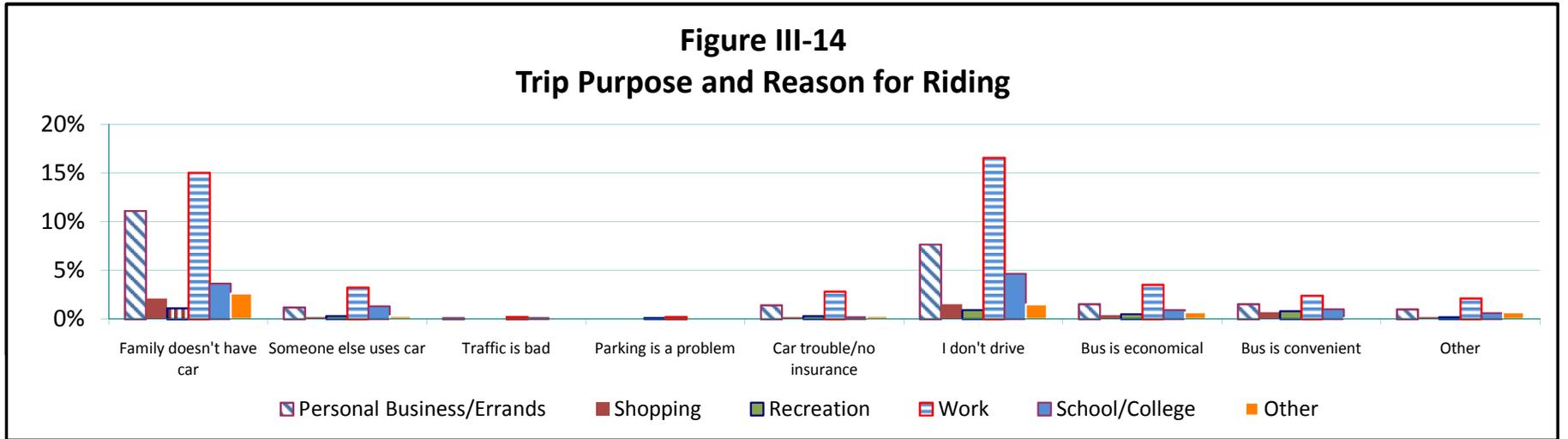
In the 2008 survey, respondents reported that their reasons for using the bus were because they family does not have a car (38 percent), followed by they did not drive (25 percent) and the bus was economical or convenient to travel (21 percent). The major difference between the two surveys is that there are more users who do not have a car.



Trip Purpose and Reasons for Riding

Trip purpose and most important reason for riding were cross-tabulated, and the comparison is shown in Figure III-14. For example, those who ride to get to work indicate most frequently that they either do not drive (36 percent) or do not have a car (33 percent). Similarly, those who ride for school also report that they do not drive (37 percent) or their family does not own a car (29 percent). This indicates that most people who use transit for work purposes or for school do so because they see no other way to get to work or school.

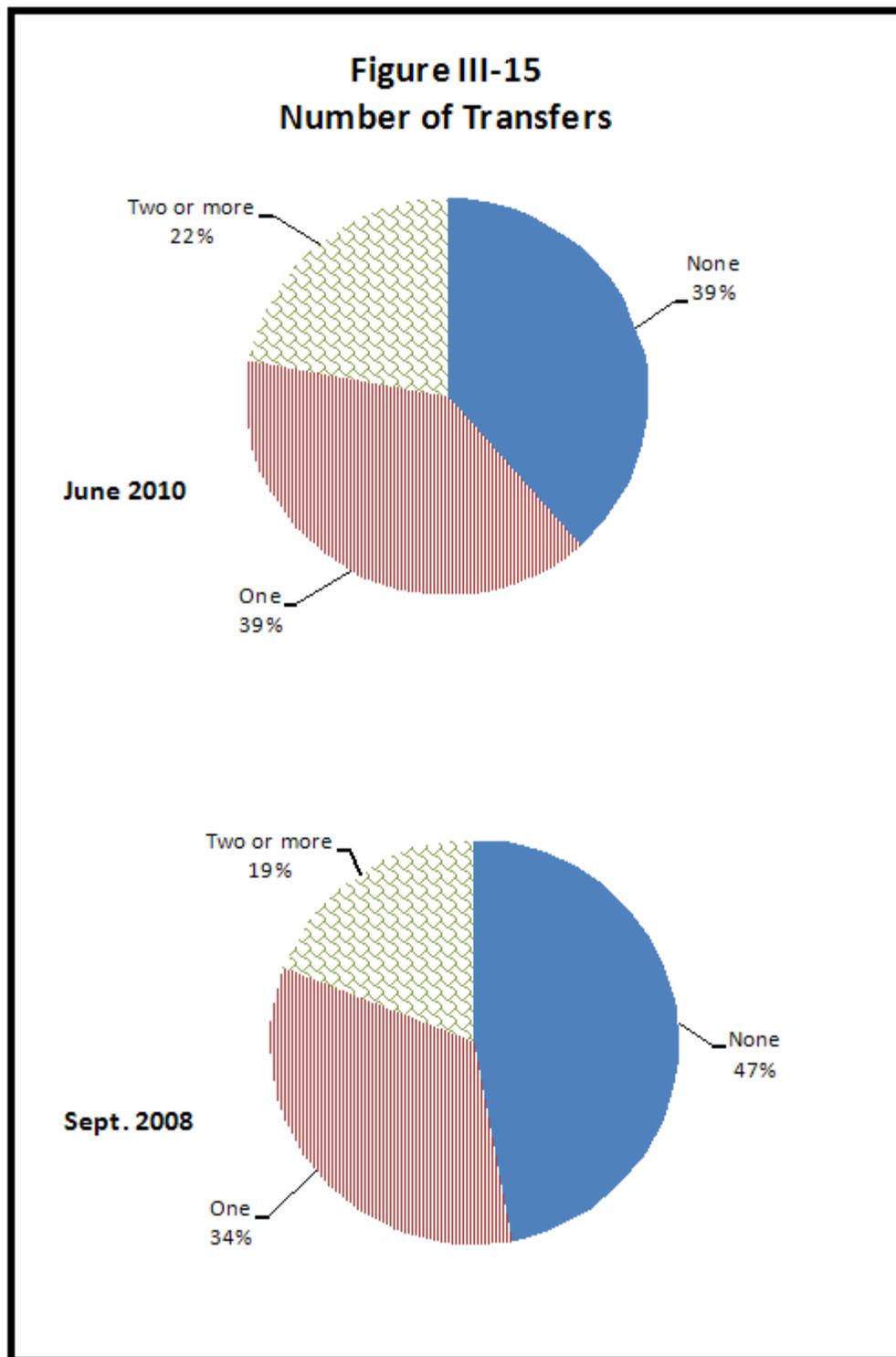
**Figure III-14  
Trip Purpose and Reason for Riding**



## Transfers

Figure III-15 illustrates the number of transfers required by a patron to complete his or her trip. In 2010, nearly 39 percent indicated that they would not require a transfer, while another 39 percent need to transfer once to complete their trips. The remaining 22 percent need to transfer twice or more to complete their trips.

The September 2008 survey indicated that 47 percent of passengers did not require a transfer, approximately 34 percent needed to transfer once to complete their trips, and the remaining 19 percent needed to transfer twice to complete their trip. Compared to the 2010 survey, eight percent fewer patrons are able to complete their trip without transfers in 2010.



## Transfer Patterns

Transfer patterns are important in reviewing the performance of a system. Survey respondents were asked how they got to and from the bus. If the survey respondent indicated that they transferred to/from another bus, they were asked to specify the route that they were traveling from or to. Table III-3 shows the transfer pattern matrices of Mountain Metro Transit patrons transferring to and from each bus route. Some of the primary transfers were between Route #5 Boulder-Citadel and Route #25 Academy Boulevard, and Route #22 Security-Widefield and Route #5 Boulder-Citadel. Other primary transfers were between Route #5 Boulder-Citadel and Route #15 CJC-PPCC, and Route #7 Pikes Peak Avenue and Route #25 Academy Boulevard.

In addition to the transfer patterns observed from the survey information, Mountain Metropolitan Transit GFI Automatic Farebox Collection also collects transaction transfer data based on “transfer tickets” issued on a route and “transfer tickets” used on a route. Table III-4 shows the transfer pattern matrices of Mountain Metro Transit patrons based on “transfer tickets” issued from and used on each bus route. Some of the primary transfers from the GFI data on the days of the surveys (June 23 and 24) were also between Route #5 Boulder-Citadel and Route #25 Academy Boulevard and between Route #22 Security-Widefield and Route #5 Boulder-Citadel. Other transfers observed were between Route #14 Chestnut-Garden of the Gods Road and Route #5 Boulder-Citadel, Route #14 Chestnut-Garden of the Gods Road and Route 25 Academy Boulevard, and Route #14 Chestnut-Garden of the Gods Road and Route 7 Pikes Peak Avenue. The transfer matrix will help Mountain Metro Transit modify existing bus routes or identify direct bus routes, if needed. This will also be useful in estimating the approximate number of passengers impacted in case of changes.

**Table III-3  
Transfer Matrix**

From/To	# 1	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	#14	#15	#16	#22	#24	#25	#31	#65	Total
#1 Hillside - Hancock Plaza			1	1		1				1	2		1				1			8
# 3 Colorado Avenue				3		1		1	1		2	2								10
#4 8th Street				1		1	1			1				1						5
#5 Boulder - Citadel		5	2		1	2		6	1	3		3	9	3	2		16		1	54
#6 Wahsatch - Citadel			1	2			1			4			1		1					10
#7 Pikes Peak Ave.	2	6			2			3	3	3	1	3	6	4	2	2	11			48
#8 Cache La Poudre St.	2	1	1			1		1				1	1	1		2	1			12
#9 Cascade - N. Nevada Ave.	1	1	2			3	1				1	2					3		1	15
#10 Hwy 115 - PPCC	1						1				1		3	1			1	2		10
#11 World Arena - PPCC		2			2			1			2	2		1	1		1			12
#12 Palmer Park Blvd.	1			2		1	1					1	1	1		1	1			10
#14 Chestnut - Garden of the Gods Rd.	1	1				1		2		1							1			7
#15 CJC - PPCC	2	1	1	2	2	2	1	1	1	2		1					2			18
#16 Brookside St.		3		1	1	2	1				2									10
#22 Security - Widefield	1	2		10	2	6		1								2	2			26
#24 Galley Rd. - Peterson AFB				5										1	2		4			12
#25 Academy Blvd.	2			12	2	1	3	4	2	2	3	3	3	1	6	1		1		46
#31 Fountain		1						1												2
<b>Total</b>	<b>13</b>	<b>23</b>	<b>8</b>	<b>39</b>	<b>12</b>	<b>22</b>	<b>10</b>	<b>21</b>	<b>8</b>	<b>17</b>	<b>14</b>	<b>18</b>	<b>25</b>	<b>14</b>	<b>14</b>	<b>8</b>	<b>44</b>	<b>3</b>		<b>315</b>

Note: Only routes that respondents reported transfers to and from a bus route are shown in this table.

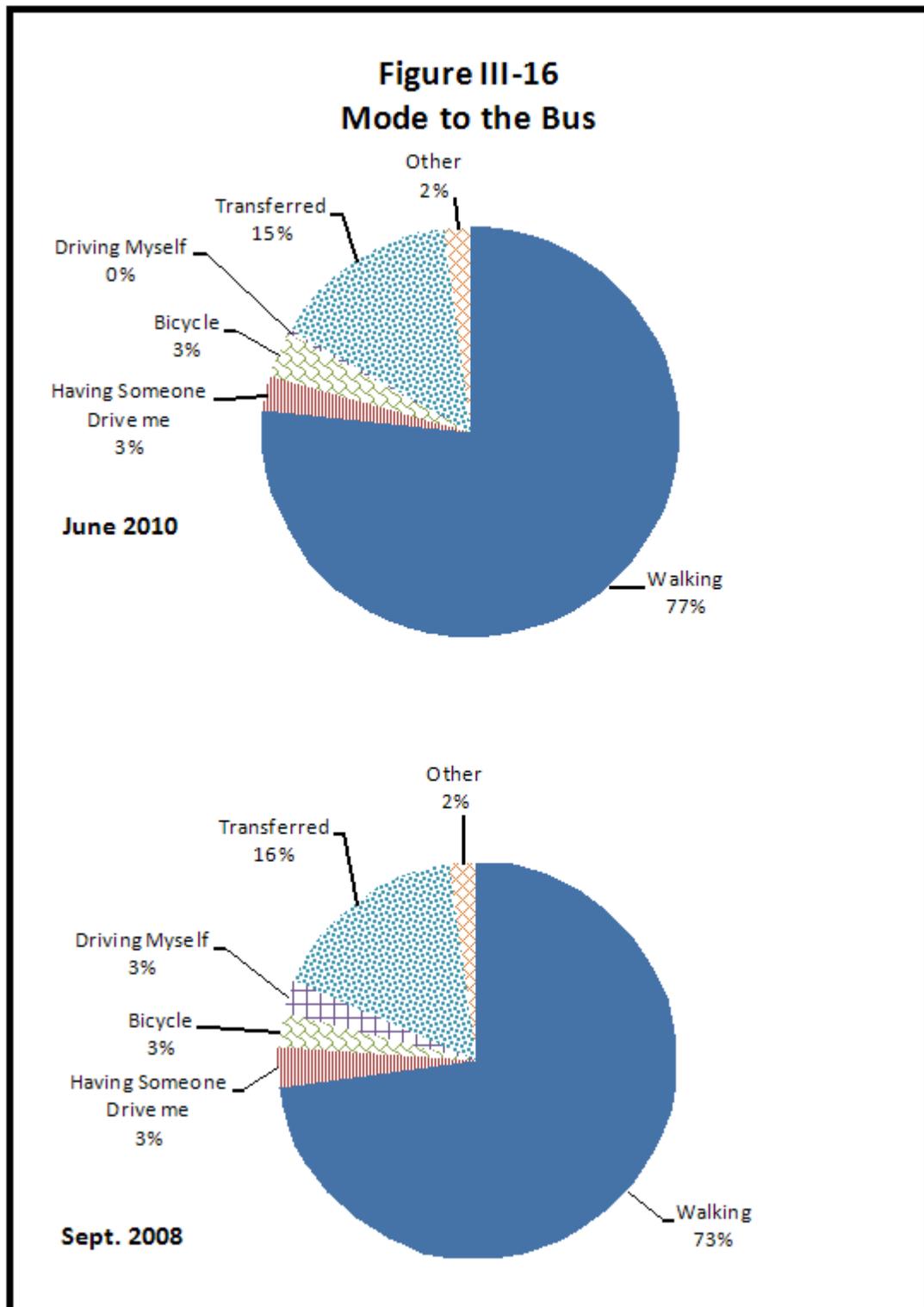
Source: LSC Onboard Survey, 2008.

**Table III-4  
Transaction Transfer Matrix  
June 23, 2010 - June 24, 2010**

Route Issued From	Transfers Issued	Transfers Used by Route																		Transfers Used
		1	3	4	5	6	7	8	9	10	11	12	14	15	16	22	24	25	31	
1	302		9	16	44	6	23	6	18	12	18	8	21	9	15	11	0	24	2	242
3	387	12		10	63	13	54	16	32	15	28	11	23	15	19	7	0	17	4	339
4	146	16	12		10	2	12	10	13	3	5	4	14	5	15	3	0	0	1	125
5	496	15	50	8		14	29	10	34	19	17	9	24	20	19	38	14	93	2	415
6	152	5	12	9	13		11	9	7	3	15	5	6	10	1	12	9	17	0	144
7	461	24	59	7	65	18		10	35	16	30	10	30	14	22	19	6	45	1	411
8	142	8	12	11	16	0	12		12	2	6	0	6	5	3	4	10	27	0	134
9	335	24	31	5	63	10	24	12		4	2	11	23	8	20	2	5	42	0	286
10	173	8	10	6	25	3	25	2	1		16	3	9	3	7	1	0	11	6	136
11	262	17	22	14	22	12	31	7	5	10		10	30	16	1	6	2	26	7	238
12	131	7	9	7	12	6	9	3	10	3	13		7	10	0	1	1	17	0	115
14	292	32	56	34	87	7	74	15	27	18	33	30		20	13	6	24	75	0	551
15	248	12	18	6	37	5	47	4	18	11	8	9	3		5	1	0	15	1	200
16	168	11	17	6	24	6	11	11	19	2	7	7	6	4		0	2	7	0	140
22	209	6	15	6	106	5	16	5	9	2	14	0	5	2	0		7	33	3	234
24	144	2	3	2	37	4	19	22	8	0	1	3	2	5	0	5		18	0	131
25	589	34	17	2	205	27	82	15	44	25	26	14	33	17	19	35	27		4	626
31	43	2	6	0	1	0	0	0	1	25	2	0	0	0	0	5	0	5		47
65	17	0	0	1	3	1	0	0	2	1	0	0	2	0	0	0	0	0	0	10
<b>Total</b>	<b>4,697</b>	<b>235</b>	<b>358</b>	<b>150</b>	<b>833</b>	<b>139</b>	<b>479</b>	<b>157</b>	<b>295</b>	<b>171</b>	<b>241</b>	<b>134</b>	<b>244</b>	<b>163</b>	<b>159</b>	<b>156</b>	<b>107</b>	<b>472</b>	<b>31</b>	<b>4,524</b>

Coming From and Going To

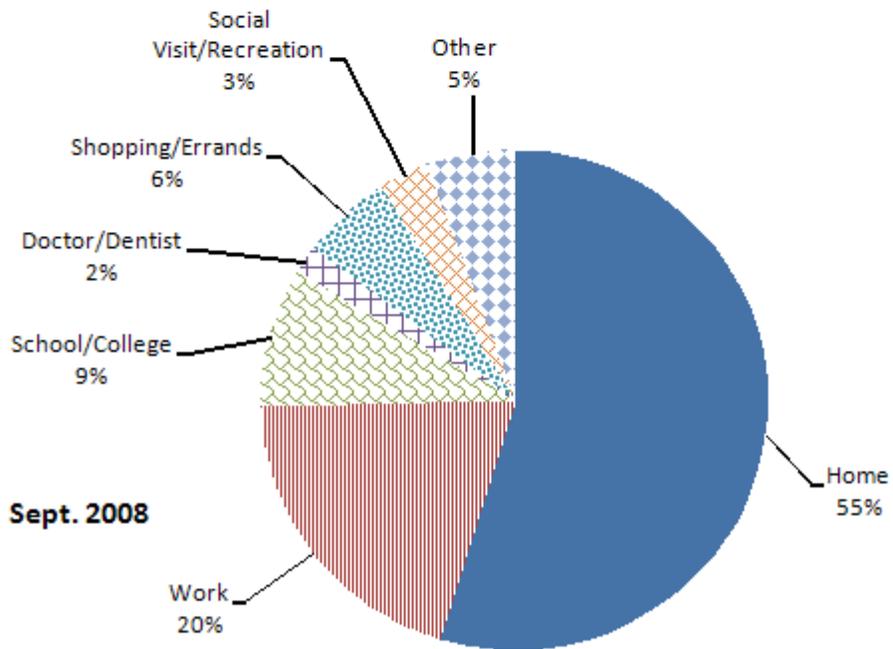
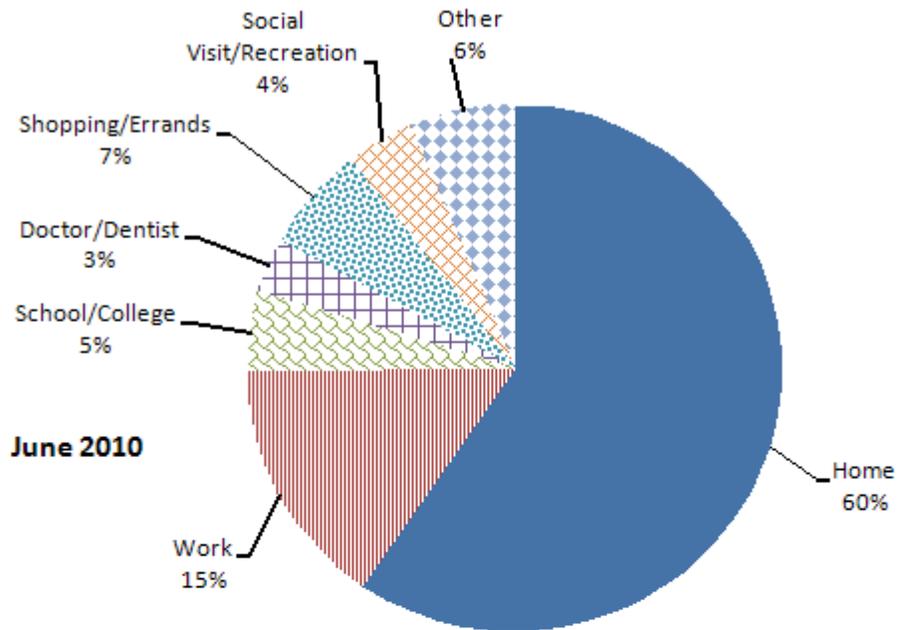
Several questions were asked of each respondent about where they were coming from and going to, as well as how they will both get to the bus and reach their final destination (i.e., transfer, walk, bike). Patrons responded that the primary way they reached the bus they boarded was to walk (77 percent). As shown in Figure III-16, 15 percent transferred to the bus they completed the survey on. Four percent biked to the bus, and three percent drove themselves. These percentages follow the same trend from the September 2008 survey, where a majority of the patrons reached the bus by walking (73 percent). Sixteen percent transferred from another bus, three percent drove themselves, and three percent rode their bike. In the most recent survey, no one indicated having driven themselves to the bus although three percent indicated this in 2008.



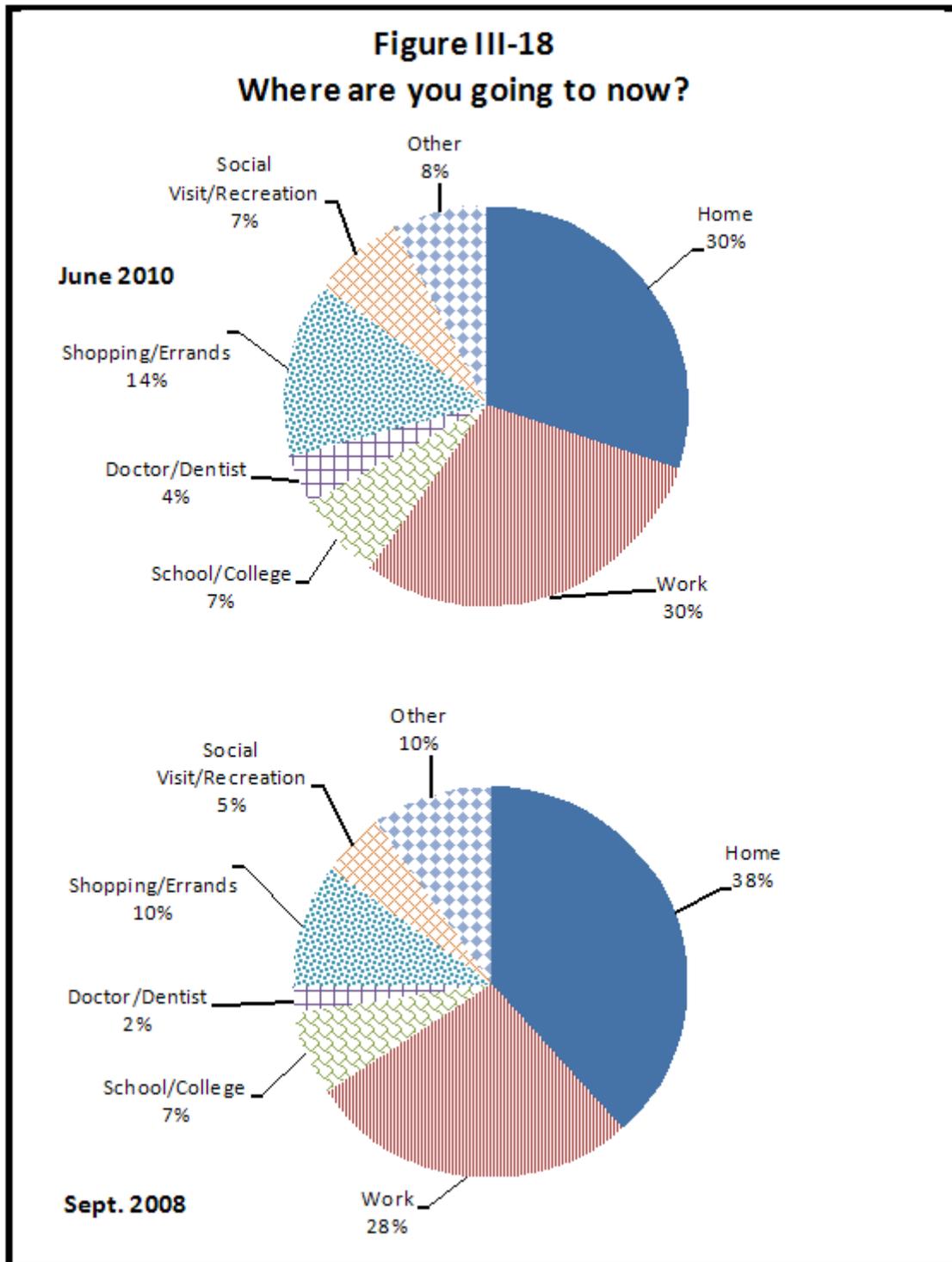
## *Onboard Survey Results*

As shown in Figure III-17, 60 percent responded that they came from home prior to reaching the bus. Fifteen percent reported they came from work, while all other categories received a response of six percent or less. In September 2008, 55 percent responded that they came from home before boarding the bus, followed by 20 percent that came from work and nine percent that reported coming from school or college prior to boarding the bus. There is a slight difference in where individuals are coming from prior to boarding. More riders came from home while fewer came from work.

**Figure III-17**  
**Where did you come from?**

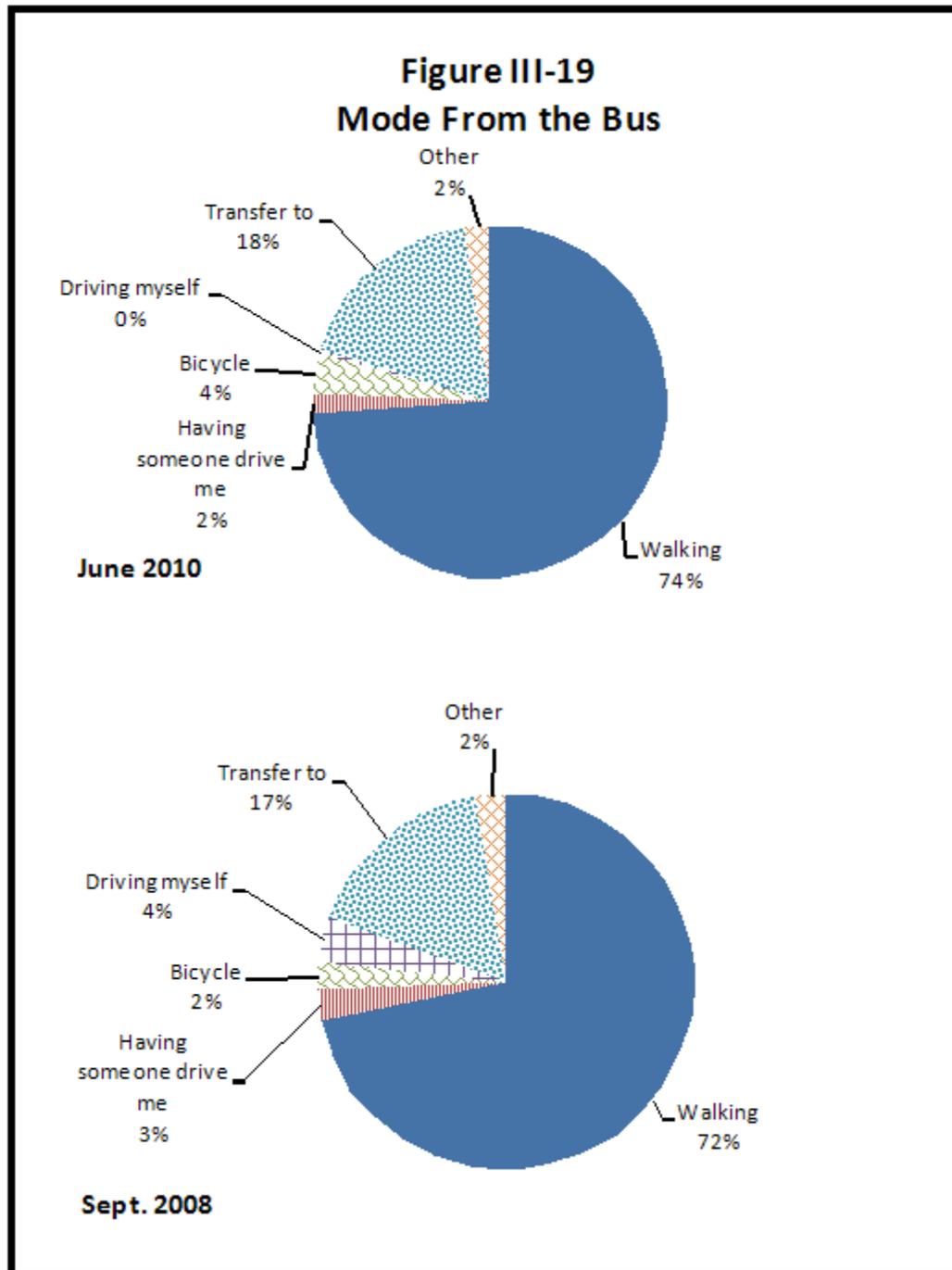


Determining a patron's final destination is helpful in developing service operating characteristics. Figure III-18 provides the responses for this question for both 2010 and 2008 surveys. The majority of respondents reported either going home (30 percent) or going to work (30 percent). The third most common response was from patrons going shopping or running errands (14 percent). In September 2008, 38 percent of responses indicated that the patron was going home. Approximately 28 percent of the responses were from passengers who were going to work, while a small percentage (10 percent) were going shopping. There is a clear increase in the number of patrons going home in 2010 in comparison to 2008. Also in 2010, there was an increase in the number of patrons indicating "other" as their destination. While a variety of responses may fit into shopping, errands, or recreation, it is important to note that 18 percent of patrons who indicated "other" specified that they were riding the bus in order to find a job. This would indicate that the bus not only supports people who are already employed, but also those unemployed persons seeking work.



## *Onboard Survey Results*

Finally, passengers were asked how they would travel to their final destination—walking, riding a bike, transferring to another bus, or other means. In the recent survey, 74 percent reported that they would walk to their final destination, as shown in Figure III-19. Eighteen percent responded that they would be transferring to another bus to reach their final destination. In the 2008 survey, approximately 72 percent reported that they would walk to their final destination, followed by 17 percent who responded that they would be transferring to another bus to reach their final destination. The difference between the surveys is seen more clearly in that fewer than one percent of passengers indicated they would drive themselves from the bus in 2010 (four responses) whereas four percent indicated driving themselves in 2008. The survey seems to show a consistent pattern that fewer cars are available to patrons in 2010 than were available in 2008.



**Blocks Walked To/From the Bus**

Passengers were asked how many blocks they walked to get to the bus and the number of blocks they would have to walk to reach their final destination. Tables III-5 and III-6 show the percentage of respondents that walked to the bus and from the bus. The majority of respondents walked two blocks or less to get to the bus

Onboard Survey Results

(approximately 55 percent) and to reach their final destination (approximately 61 percent).

Table III-5 Going to Bus		
Respondents	Blocks Walked	Percent
25	0	3%
214	1	28%
183	2	24%
123	3	16%
69	4	9%
56	5	7%
41	6	5%
10	7	1%
13	8	2%
2	9	0%
17	10	2%
2	11	0%
3	12	0%
1	14	0%
6	15 or more	1%

Source: LSC Onboard Surveys, 2010.

Table III-6 Coming from Bus		
Respondents	Blocks Walked	Percent
33	0	5%
217	1	33%
151	2	23%
94	3	14%
63	4	9%
44	5	7%
24	6	4%
11	7	2%
9	8	1%
4	9	1%
8	10	1%
1	11	0%
2	12	0%
0	13	0%
0	14	0%
5	15 or more	1%

Source: LSC Onboard Surveys, 2010.

The average number of blocks walked by respondents to reach the bus was three blocks. Those coming from the bus had an average distance of 2.57 blocks.

## **Travel Patterns**

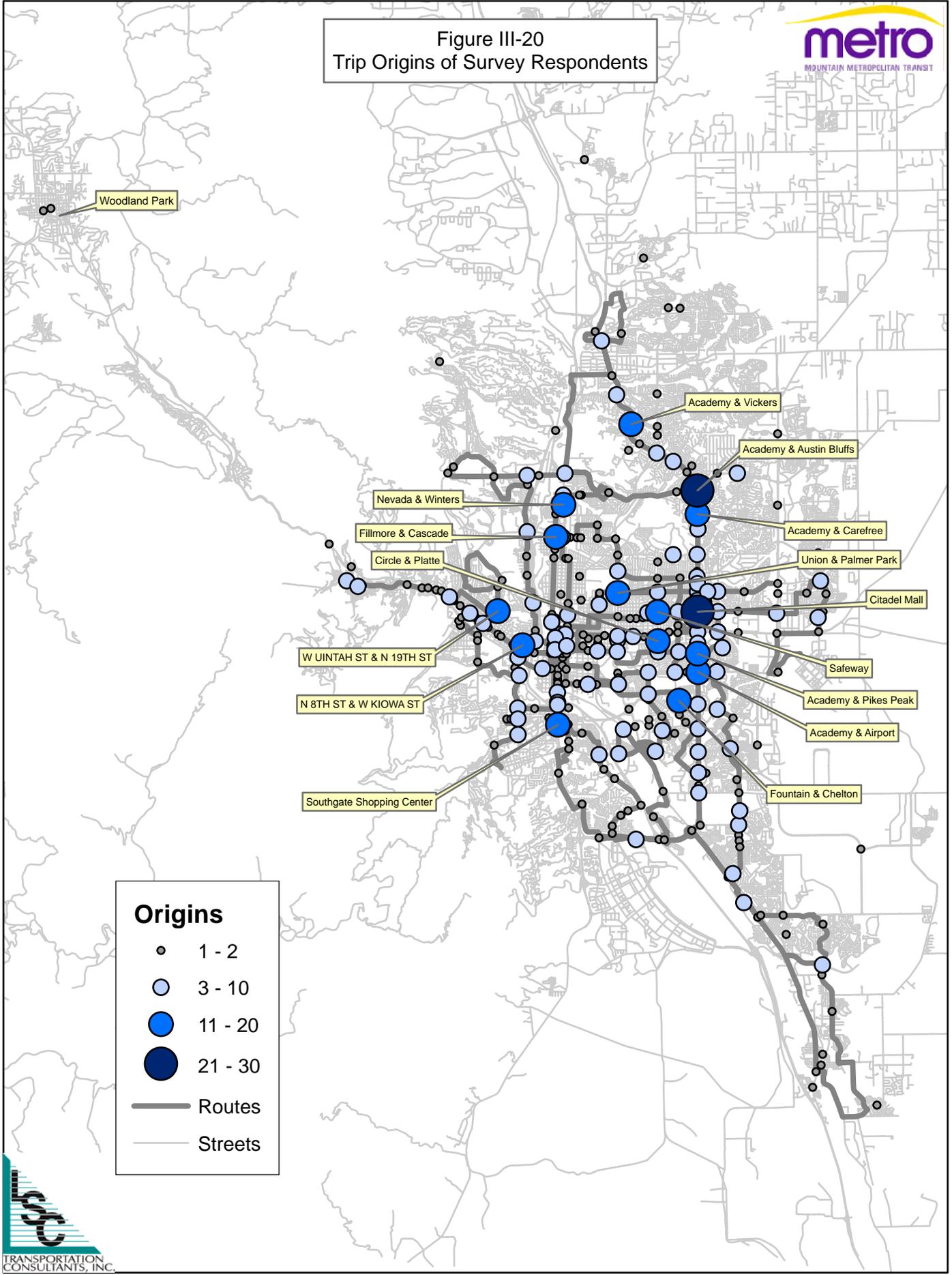
Travel patterns of riders are an important determining factor in the type and amount of service an area receives. This information is important to route level planning across a geographical area. Travel patterns indicate where patrons reside/trip origin and their final destination. This section helps identify where existing patrons' trips originate, their final destination, and whether they are consistent with the existing route structure.

To graphically represent travel patterns, origin-destination travel desire lines were mapped in a Geographical Information System (GIS) in ArcView. Addresses were interactively geocoded for both origin and destinations. It must be noted that some level of error exists while geocoding—referencing addresses bus patrons provided on the returned questionnaires to actual mapped locations—due to the GIS geocoding and data cleaning processes. For example, many times patrons may have indicated an address or intersection which could not correctly be located using the GIS system. Data were cleaned to correct spelling errors and other such errors. Additionally, patrons may have indicated places such as “home” or “doctors’ office” which could not be located.

Figures III-20 and III-21 show the origin and destination stops of survey respondents. As shown in Figure III-20, the major origin stops of survey respondents are the intersection of North Academy Boulevard and Austin Bluffs Parkway and the Citadel Mall. As shown in Figure III-21, the major destinations of survey respondents are the downtown terminal, Citadel Mall, and PPCC.

With over 900 responses, this creates a map which is unreadable. Therefore, origins and destinations were grouped into zones, separated by major roads. Fifteen zones were developed which separate Colorado Springs into major areas of activity. Appendix C identifies the approximate boundaries for each of the 15 zones.

Figure III-20  
Trip Origins of Survey Respondents

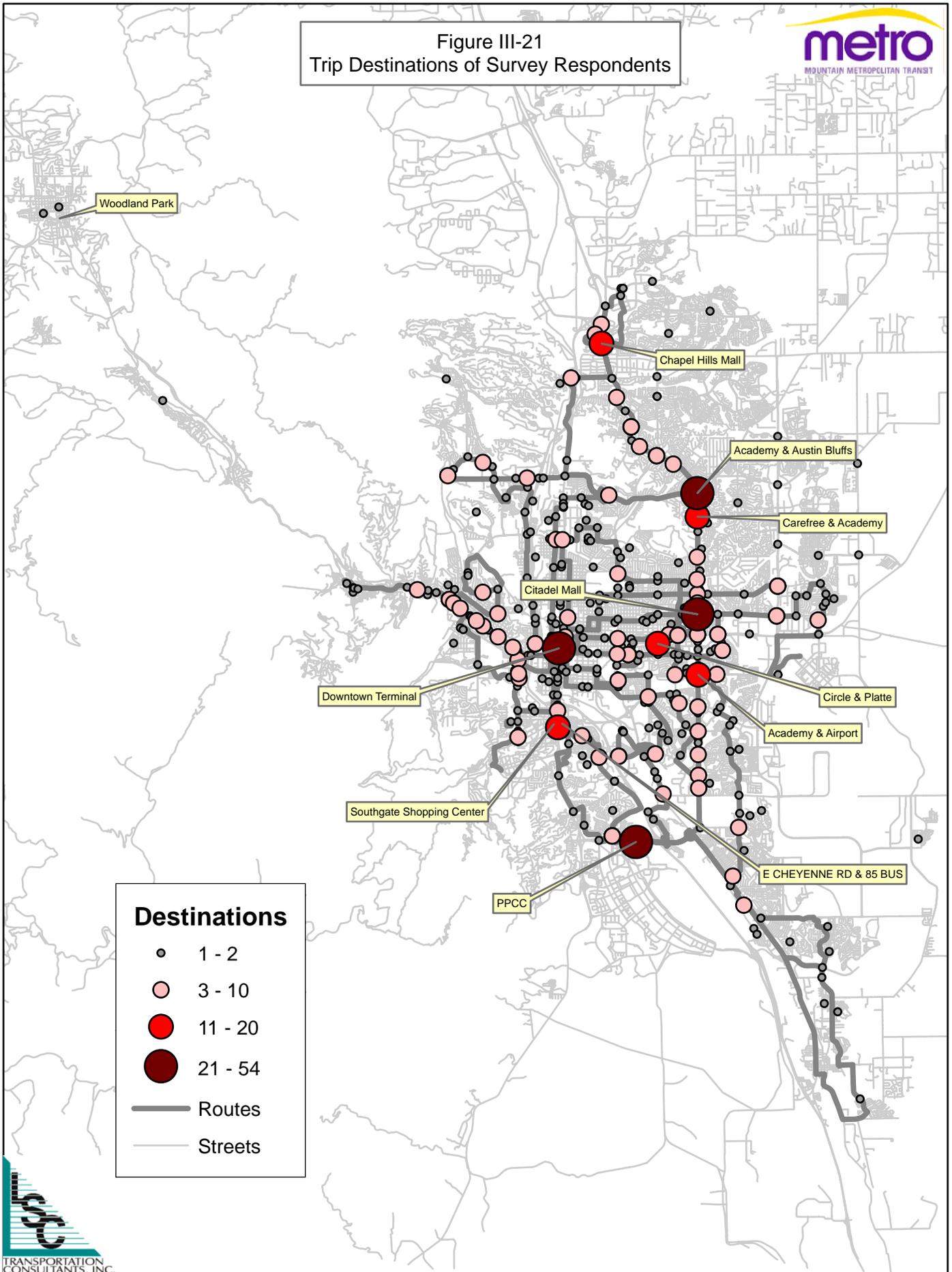


**Origins**

- 1 - 2
- 3 - 10
- 11 - 20
- 21 - 30
- Routes
- Streets



Figure III-21  
Trip Destinations of Survey Respondents



## *Onboard Survey Results*

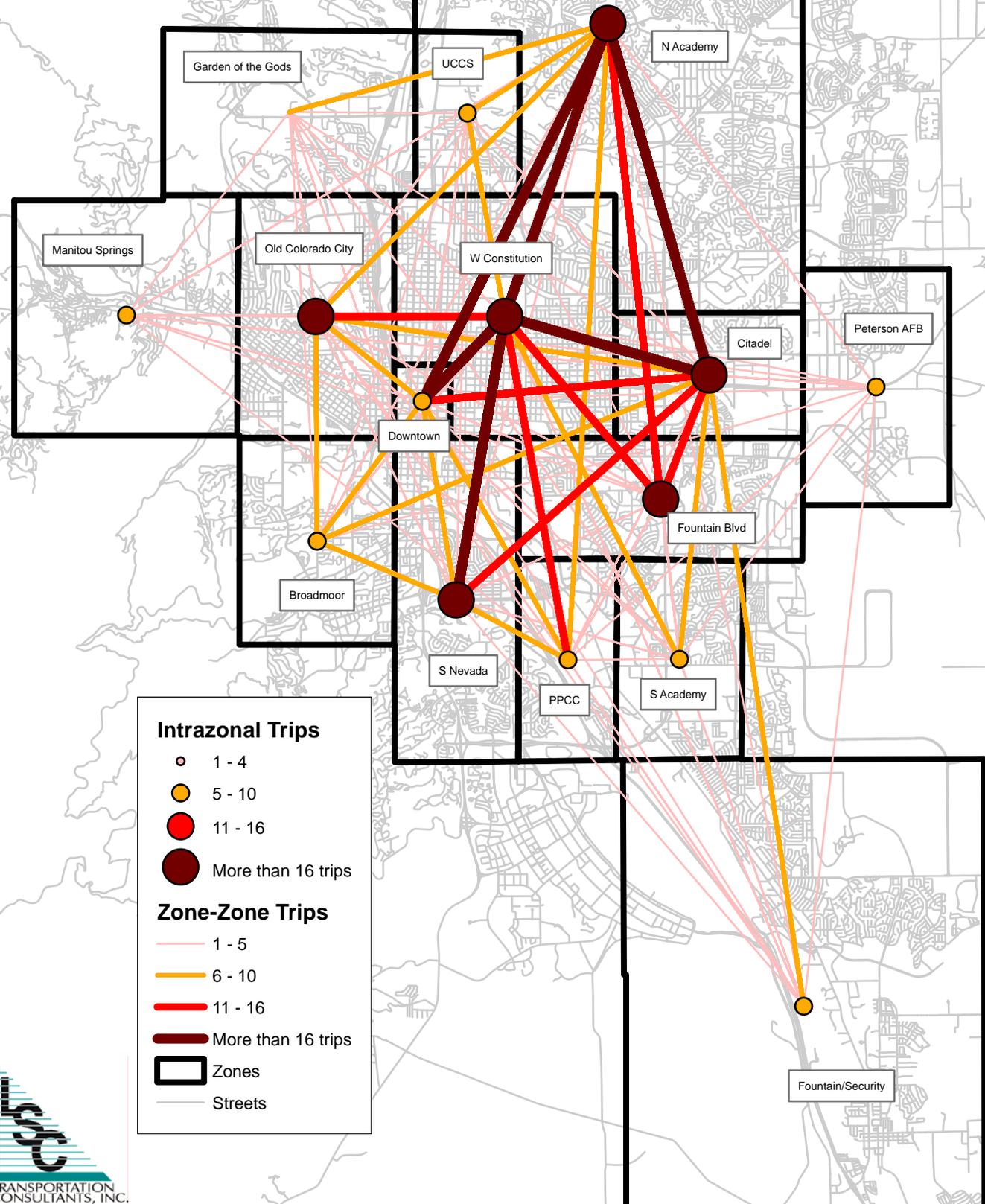
Table III-7 provides a listing of travel between zones. The list ranks the travel desire lines between high, medium, and low. Figure III-22 graphically illustrates the travel desire lines between zones by connecting trip origins and destinations. The relative widths of travel desire lines indicate the relative amount of travel desire between zones. As shown in the map and table, the greatest travel desire is between North Academy and West Constitution, Citadel and North Academy, downtown and West Constitution, South Nevada and West Constitution, downtown and North Academy, and Citadel and West Constitution zones.

Also shown on the map, via dots of varying sizes, is the amount of intrazonal travel. This refers to the number of riders that traveled within one specific zone, indicating that their origin and destination are within the same area. The North Academy zone had the highest amount of intrazonal travel, with the Citadel and West Constitution zones representing the next highest.

Table III-7 Travel Desire Between Zones		
Rank	Zone	Zone
High	N. Academy	W. Constitution
High	Citadel	N. Academy
High	Downtown	W. Constitution
High	S. Nevada	W. Constitution
High	Downtown	N. Academy
High	Citadel	W. Constitution
Medium	Old Colorado City	W. Constitution
Medium	Citadel	Fountain Blvd.
Medium	Fountain Blvd.	N. Academy
Medium	Fountain Blvd.	W. Constitution
Medium	Citadel	Downtown
Medium	PPCC	W. Constitution
Medium	Citadel	S. Nevada
Low	Downtown	Old Colorado City
Low	UCCS	W. Constitution
Low	PPCC	S. Nevada
Low	Citadel	S. Academy
Low	N. Academy	PPCC
Low	N. Academy	UCCS
Low	Citadel	Old Colorado City
Low	Garden of the Gods	N. Academy
Low	Broadmoor	Citadel
Low	S. Academy	W. Constitution
Low	Downtown	S. Nevada
Low	Downtown	PPCC
Low	N. Academy	Old Colorado City
Low	Broadmoor	Old Colorado City
Low	Citadel	Fountain/Security
Low	Manitou Springs	W. Constitution
Low	Old Colorado City	UCCS
Low	Citadel	UCCS

Source: LSC Onboard Survey, 2010.

Figure III-22  
Travel Desire Lines



### Temporal Analysis

Several questions were asked of patrons regarding time spent waiting at a bus stop for a bus, as well as the average time spent on a bus to get to their final destination.

Table III-8 shows the range of bus wait times systemwide. The largest percentage of respondents (47 percent) reported waiting between five and ten minutes for their bus. Twenty-two percent reported waiting longer than 15 minutes for their bus. This only indicates how long a patron perceived waiting for their bus at each stop.

The table also shows the range of wait time in 2008. Comparing the range of one to four minutes shows that a greater percentage (approximately three percent) of the population reported this range in 2010 as opposed to 2008. This shows that the wait times are becoming shorter. The average time spent on a bus by all surveyed passengers was 45 minutes per trip in 2010. In comparison, the average time spent on a bus in 2008 was lower at 34 minutes. This indicates that while there are lower wait times, the average time spent on the bus was longer in 2010 compared to 2008.

Table III-8 Range of Wait Times for Bus				
Wait Time	2008		2010	
	# of Responses	%	# of Responses	%
1 to 4 minutes	162	22%	245	20%
5 to 10 minutes	327	44%	569	47%
11 to 15 minutes	90	12%	127	11%
More than 15-minute wait	168	22%	264	22%
*Note: Not all respondents replied to this question Source: LSC Onboard Surveys, 2010 and 2008.				

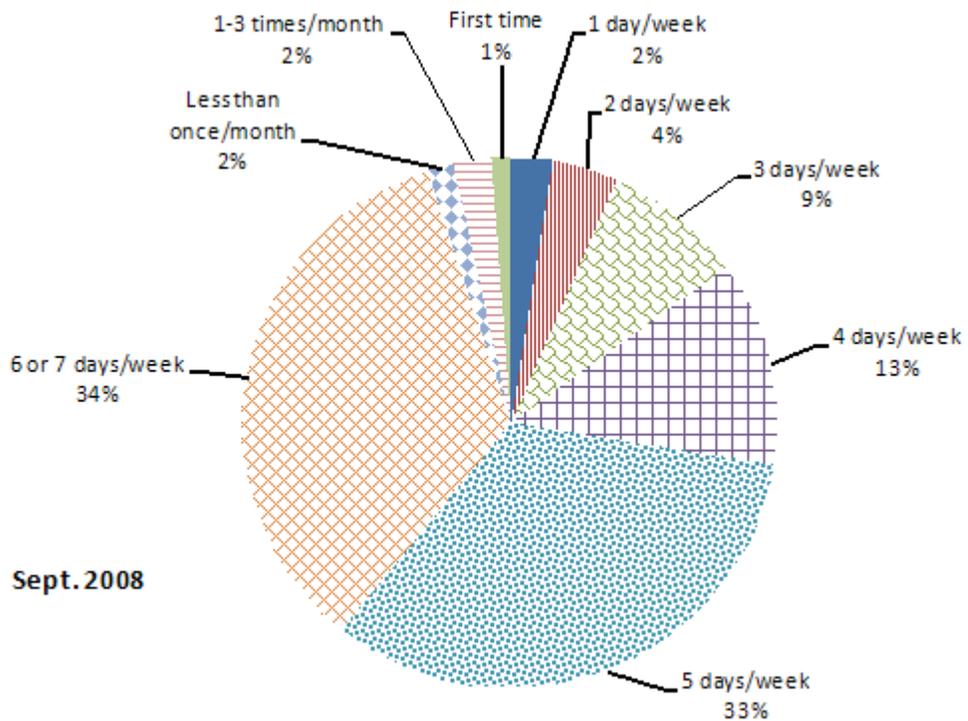
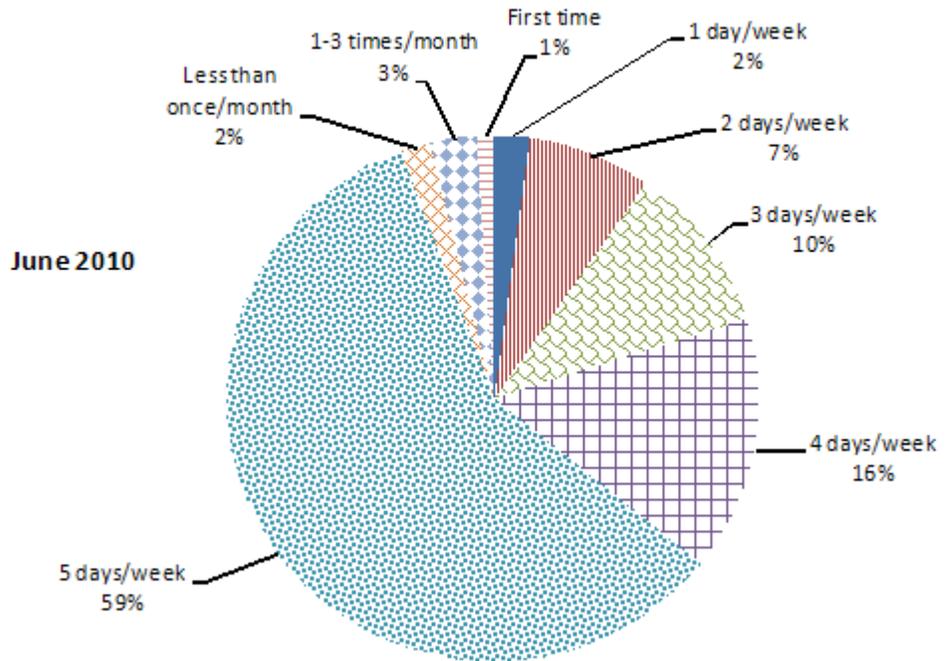
## **Ridership Frequency**

Passengers were asked how often they ride the bus during the typical week. Figure III-23 shows the results from the 2010 and 2008 surveys. Since Mountain Metro provided service on weekends in 2008, the option of “six or seven days a week” was included.

In 2010, approximately 59 percent of the passengers reported using Mountain Metro’s service five days per week. Sixteen percent reported using the service four days. The remaining 25 percent use the service three or fewer days a week. This shows that the majority of riders are frequent riders.

In the 2008 survey, the percentages of respondents who used the service at least five days a week was higher at 66 percent. Similar to the recent survey, 13 percent of the respondents in the 2008 survey used the service four days a week, and 21 percent used the service three or fewer days per week. In the 2008 survey, since the service operated on weekends, 34 percent of respondents reported using the service six or seven days a week. The surveys indicate that the frequency of ridership among patrons was higher in 2008 than 2010.

**Figure III-23  
Ridership Frequency**

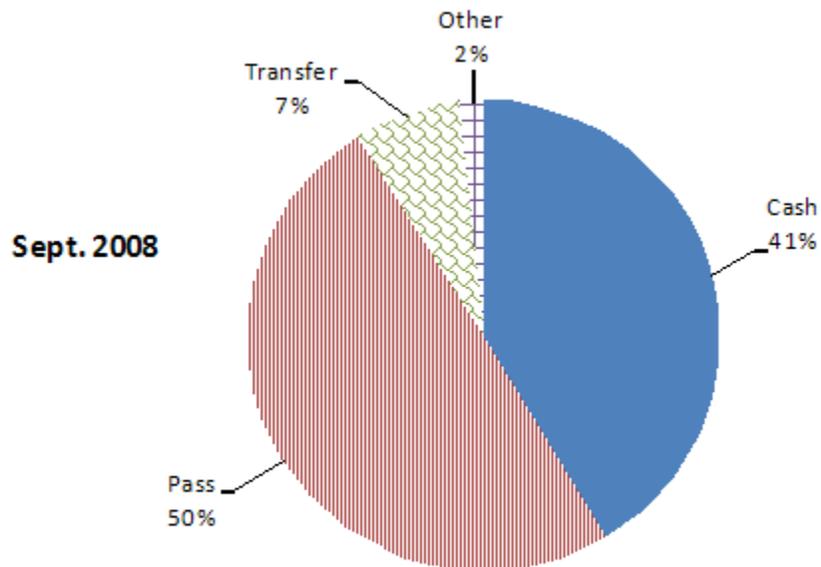
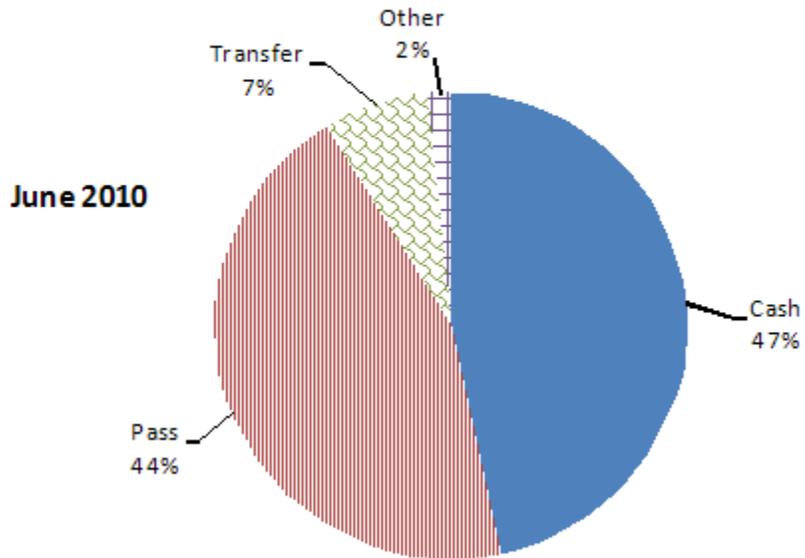


## **Payment Method**

One important aspect in transit service is the method of payment. While not a significant source of revenue for any transit agency, fares can aid in covering a small portion of operating costs. This information is important in the marketing of service, such as knowing how many patrons are using bus passes compared with those who pay cash. Figure III-24 shows the responses patrons provided with regard to payment method for both the 2010 and 2008 surveys. As illustrated, the main method of payment for patrons in both 2010 and 2008 was by using a transit pass. Nearly 47 percent of the unduplicated surveyed responses indicated a payment using cash. Forty-four percent reported using a pass as their payment method, seven percent reported using transfers, and two percent reported using some other form of payment.

In 2008, half (50 percent) of the patrons indicated having a pass to pay for their trip and only 41 percent indicated using cash as their method of payment. There is a higher percentage of patrons using cash and lower percentage of patrons using passes in 2010 compared to 2008. The number of transfers and “other” stayed the same. It is possible that the lower frequency of riders using the service could make it more favorable for patrons to use cash compared to passes.

**Figure III-24  
Method of Payment**



## **Perceptions about Mountain Metro Transit**

Passengers were asked to rate the quality of service provided by Mountain Metro. The responses were poor, fair, good, very good, and don't know. Each category was given a numerical value from one to four, and the average response was then calculated for each attribute. The middle point of responses would be 2.5, so an average score of 3.0 or higher would indicate positive perceptions for that particular attribute. The responses from the 2008 and 2010 surveys are shown in Table III-9. In the recent survey, the attributes having the highest scores were driver courtesy and safety with scores of 3.3 and 3.2 respectively. Most attributes received a similar rating in 2010 as in 2008. Comfort and the condition of the buses received a higher rating in 2010 than in 2008. Several attributes did receive a lower rating, particularly schedules, bus routes/areas served, and convenience. Overall in 2010, ratings were slightly lower than in 2008.

The rating of service attributes should relate to the goals for Mountain Metro. For example, a standard for schedules should be established at 3.0 or something similar. Each service attribute should have an established standard and be compared during each iteration of surveys conducted in the future.

Table III-9 Quality of Service		
Attribute	2008 Average	2010 Average
Comfort	3	3.1
Service Frequency	2.7	2.6
Condition of Buses	3	3.1
Transfer Convenience	2.9	2.9
Schedules	2.6	2.4
Driver Courtesy	3.3	3.3
Bus Routes/ Area Served	2.7	2.5
Safety	3.2	3.2
Convenience	2.9	2.6
Evening Service	2.4	NA
Fares	2.6	2.5
Sunday Service	2.1	NA
Transfer Stations	2.9	2.8
Website	3	2.8
Overall Service Quality	2.9	2.8
<i>Note: NA= not asked in that survey year</i>		
<i>Source: LSC Onboard Surveys, 2008 and 2010 .</i>		

### Priorities if Services Were to be Expanded/Extended

In the 2010 survey, riders were asked to prioritize expanded services which Mountain Metro could add. Passengers were asked to rank the following four services from one to four with one being most important and four being least important: weekday evening service, Saturday service, Sunday service, and expanded to other areas. Table III-10 shows the priorities of patrons and how respondents prioritized various services. As shown in the table, a majority of respondents (59 percent) gave weekday evening service their first priority. For Saturday service, 44 percent of respondents ranked this type of expansion/extension as their second priority, closely followed by 42 percent of respondents who ranked Saturday service as their first priority. For Sunday service, the largest percentage of respondents (46 percent) ranked this service as their third priority. For expansion into other areas, a majority of respondents (64 percent) ranked this type of expansion/extension as their fourth priority. The table also ranks the priorities based on the averages. Weekday evening service received the top priority,

followed closely by Saturday service. Sunday service was ranked as the third priority, and expanded service to other areas was the least important priority for riders.

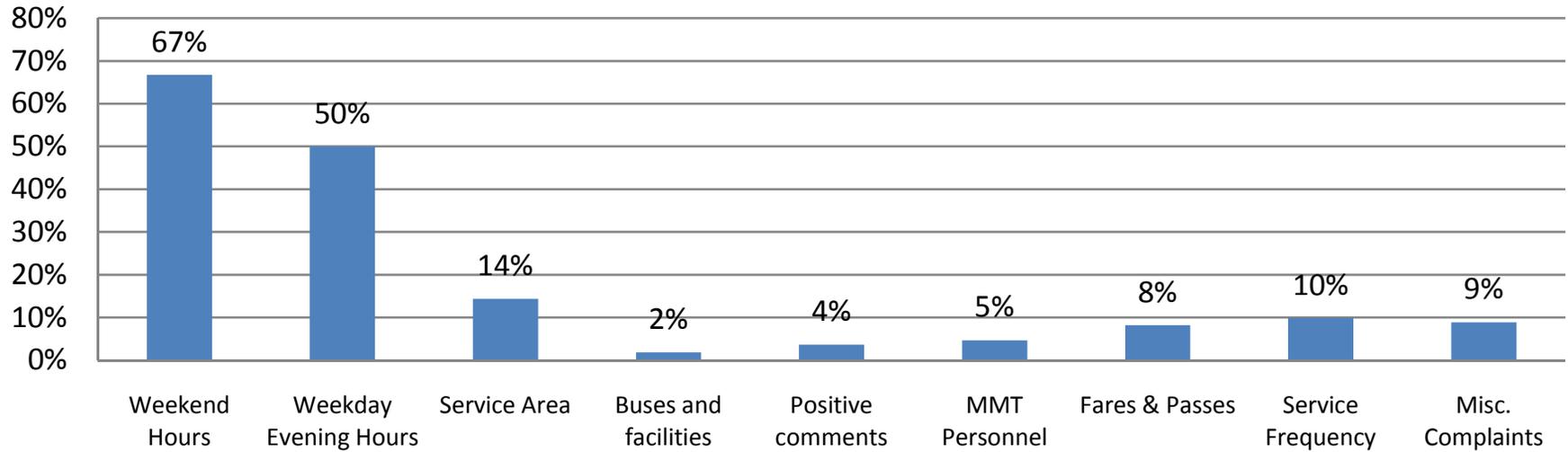
Table III-10 Priorities if Services Were to be Extended/Expanded						
Attribute	Priority (based on average)	1st Priority	2nd Priority	3rd Priority	4th Priority	Total Responses
Weekday Evening Service	1.68	323 59%	98 18%	99 18%	26 5%	546 100%
Saturday Service	1.74	228 42%	239 44%	61 11%	12 2%	540 100%
Sunday Service	2.76	58 11%	112 22%	234 46%	106 21%	510 100%
Expand to other Areas	3.30	63 14%	26 6%	72 16%	289 64%	450 100%

Source: LSC Onboard Survey, 2010.

**Additional Comments**

Passengers were given the opportunity to include additional comments regarding Mountain Metro Transit service. The actual comments are included in Appendix D. General categories were used to group the comments based on concerns mentioned. Figure III- 25 categorizes the various comments received. If multiple subjects were addressed in one comment, the comment was counted in each of the relevant categories. As shown in the figure, the majority of the comments (67 percent) addressed the need for weekend hours. Half (50 percent) of comments were concerned with increasing weekday evening hours. Service area also appeared in many comments (14 percent) as did service frequency (10 percent).

### Figure III-25 Comment Categories





# Boarding and Alighting Counts

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## INTRODUCTION

Boarding and alighting counts were conducted in June 2010 for all local Mountain Metro routes. This was scheduled to be a two-day effort covering 100 percent boarding and alighting counts on all routes except the Ute Pass Express and the FREX route. The boarding and alighting counts and onboard surveys for the Ute Pass Express and FREX were included in separate reports. Passenger boarding and alighting patterns are illustrated in the following tables and maps.

The total daily passenger boardings on all Mountain Metro routes were counted as 8,368. As previously mentioned, these numbers exclude Ute Pass Express and FREX. The boarding and alighting counts were used to analyze existing ridership and to determine the locations that have the greatest demand and those that are underutilized. Data were collected for each run on all the routes. Most runs departed from the downtown terminal, with many runs starting or ending at the Citadel or the Pikes Peak Community College (PPCC).

## DAILY BOARDINGS BY ROUTE

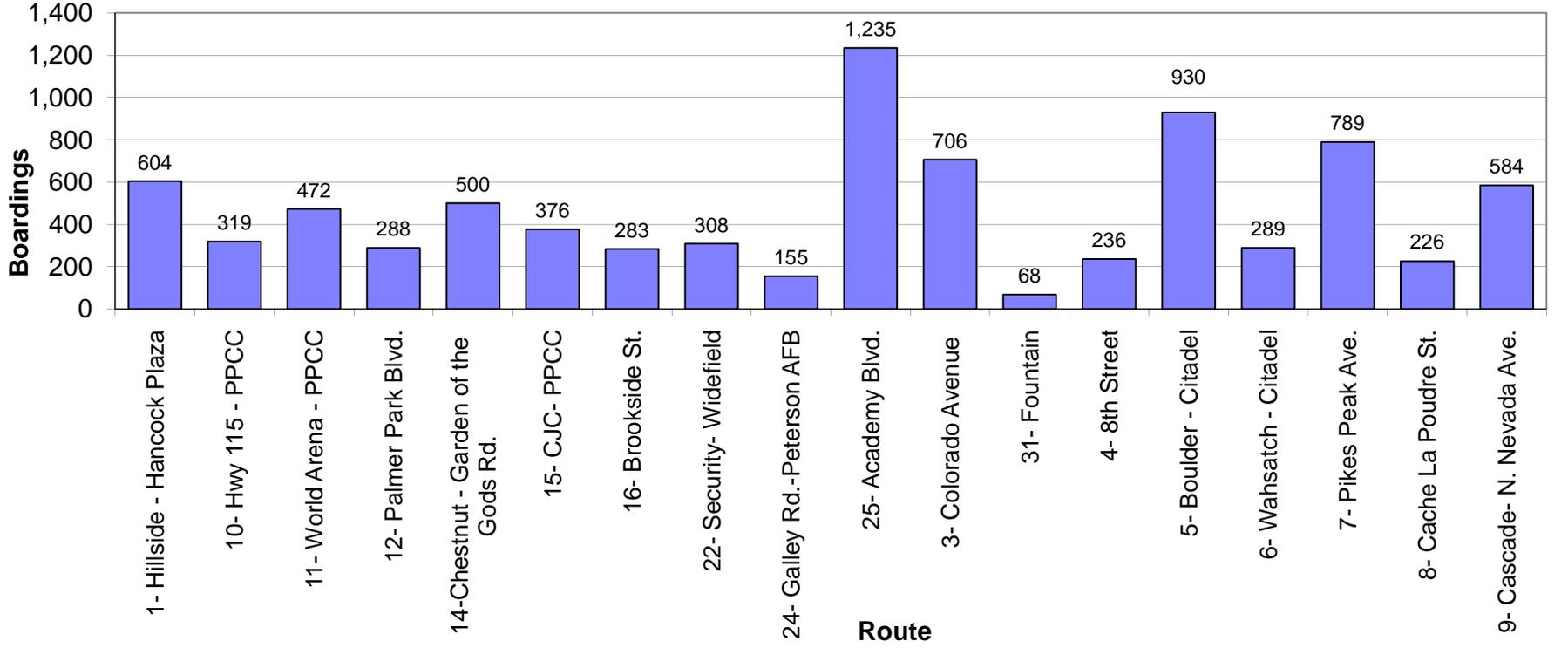
### Total Daily Service

Passenger boardings were collected for each of the trips by route and time. Figures IV-1 and IV-2 illustrate all operating routes. They include all routes in service during all operating hours of the day. Not surprisingly, the #25 Academy Boulevard route had the highest daily passenger boardings of all routes—15 percent.

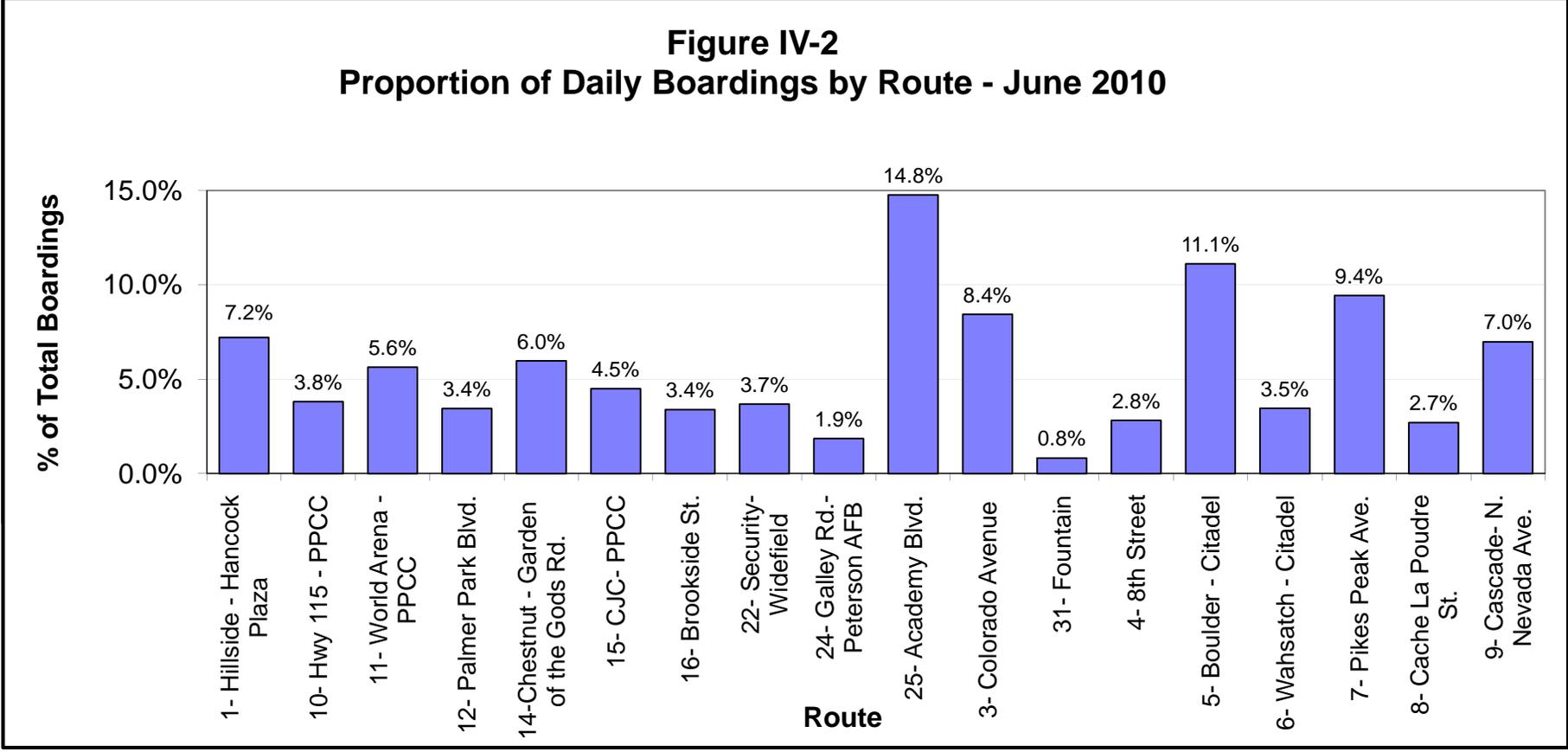
The routes with the next highest passenger boardings are the #5 Boulder/Citadel route (11 percent) and #7 Pikes Peak Avenue route (9 percent). The two routes with the lowest number of passengers were #31 Fountain with 68 boardings followed by #24 Galley Road-Peterson AFB with 155 boardings.



**Figure IV-1  
Daily Boardings Counted by Route - June 2010**



**Figure IV-2  
Proportion of Daily Boardings by Route - June 2010**



## **Temporal Analysis**

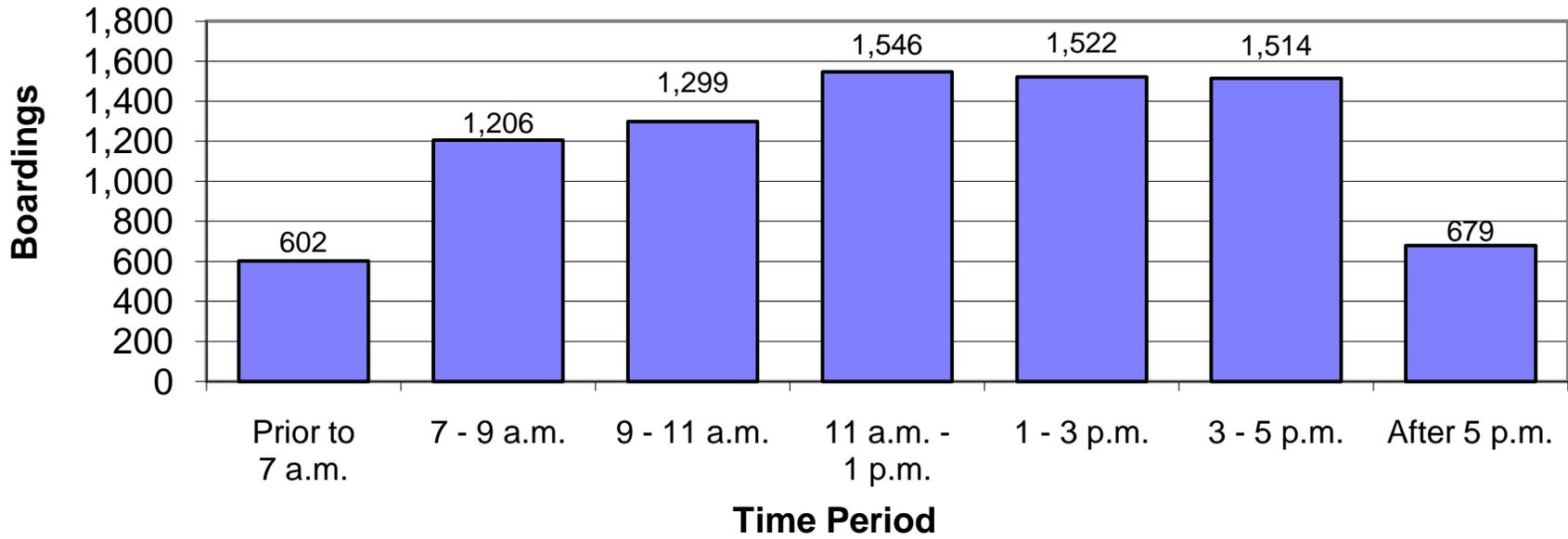
The systemwide daily boardings for Mountain Metro were analyzed by various times of the day by route. Table IV-1 shows the total boardings broken down by time period and route. The number of passengers by time period determines the boarding patterns during various times of the day, which helps determine peak load times, peak-hour vehicle allocations, and schedules. The temporal analysis divides the total daily boardings into the following seven time periods:

- Prior to 7:00 a.m.
- Between 7:00 and 9:00 a.m.
- Between 9:00 and 11:00 a.m.
- Between 11:00 a.m. and 1:00 p.m.
- Between 1:00 and 3:00 p.m.
- Between 3:00 and 5:00 p.m.
- After 5:00 p.m.

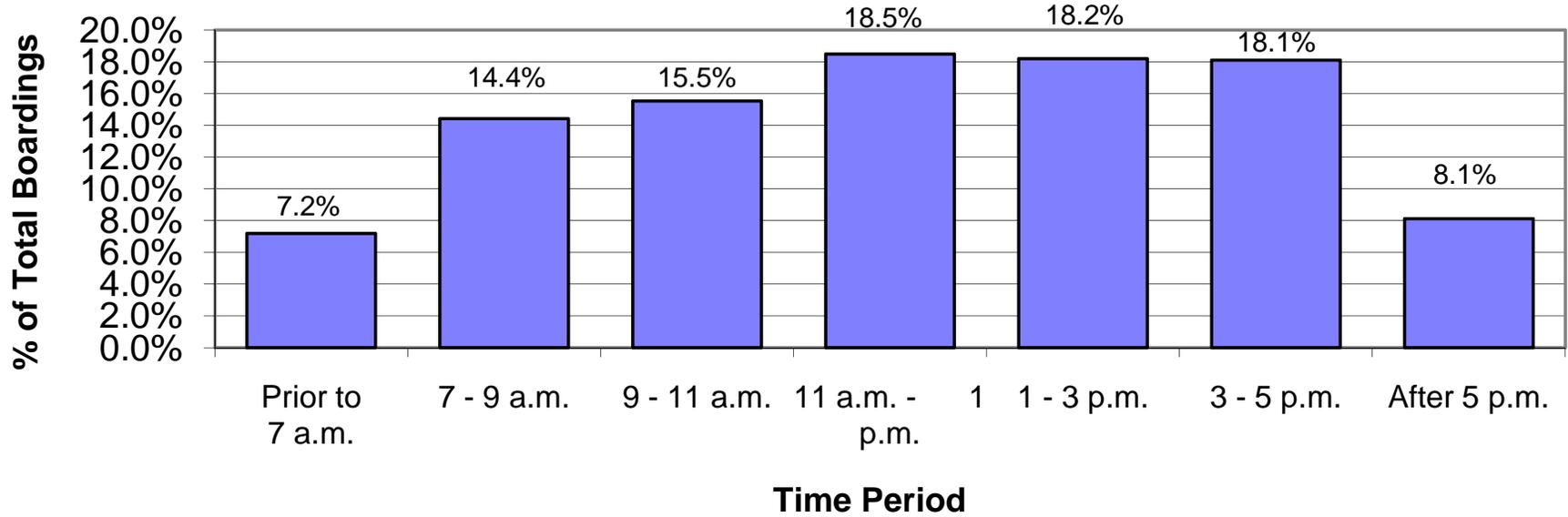
Figures IV-3 and IV-4 illustrate the total daily boardings and proportion of daily boardings for various times of the day. As depicted, the time period from 11:00 a.m. to 1:00 p.m. had the highest number of boardings, representing approximately 18.5 percent of total boarding counts. This is closely followed by the time periods between 1:00 and 3:00 p.m. (18.2 percent) and between 3:00 and 5:00 p.m. (18.1 percent).

<p style="text-align: center;"><b>Table IV-1</b> <b>Mountain Metro Daily Boardings by Time Period - June 2010</b></p>							
<b>Route #/Name</b>	<b>Prior to 7 a.m.</b>	<b>7 - 9 a.m.</b>	<b>9 - 11 a.m.</b>	<b>11 a.m. - 1 p.m.</b>	<b>1 - 3 p.m.</b>	<b>3 - 5 p.m.</b>	<b>After 5 p.m.</b>
1- Hillside - Hancock Plaza	27	104	72	122	118	118	43
10- Hwy 115 - PPCC	21	41	47	70	64	54	22
11- World Arena - PPCC	38	59	62	104	74	87	48
12- Palmer Park Blvd.	21	39	55	55	44	51	23
14- Chestnut - Garden of the Gods P	33	69	74	93	101	94	36
15- CJC- PPCC	29	98	54	46	65	48	36
16- Brookside St.	20	26	70	46	42	56	23
22- Security- Widefield	34	38	39	53	49	61	34
24- Galley Rd.-Peterson AFB	17	24	14	21	29	35	15
25- Academy Blvd.	98	191	199	215	228	210	94
3- Colorado Avenue	45	100	96	110	139	156	60
31- Fountain	2	13	11	13	16	7	6
4- 8th Street	13	19	39	69	50	39	7
5- Boulder - Citadel	52	126	159	170	165	159	99
6- Wahsatch - Citadel	21	33	49	51	58	52	25
7- Pikes Peak Ave.	38	106	142	169	146	142	46
8- Cache La Poudre St.	14	22	43	36	54	40	17
9- Cascade- N. Nevada Ave.	79	98	74	103	80	105	45
<b>Total Boardings</b>	<b>602</b>	<b>1,206</b>	<b>1,299</b>	<b>1,546</b>	<b>1,522</b>	<b>1,514</b>	<b>679</b>
<b>Percent of Boardings</b>	<b>7.2%</b>	<b>14.4%</b>	<b>15.5%</b>	<b>18.5%</b>	<b>18.2%</b>	<b>18.1%</b>	<b>8.1%</b>
<i>Source: LSC, 2010.</i>							

**Figure IV-3  
Total Boardings by Time Period - June 2010**



**Figure IV-4  
Proportion of Boardings by Time Period - June 2010**



## *Boarding and Alighting Counts*

The time period prior to 7:00 a.m. had the lowest number of boardings, with a total of 602, or 7.2 percent. The time period after 5:00 p.m. had the next lowest number of boardings with 679 (8.1 percent). The remaining portion of the day was approximately evenly proportional, ranging from 14 percent to 18 percent. Figures IV-5 through IV-11 show the June 2010 total boardings categorized into seven time periods by route.

### **Boardings Prior to 7:00 a.m.**

Figure IV-5 shows boardings prior to 7:00 a.m. by route. The total boardings prior to 7:00 a.m. is 602 (7.2 percent of the total daily systemwide boardings). Route #25-Academy Boulevard has the most boardings during this time of day with 98 passengers. The route with the second most boardings is Route #9-Cascade - N. Nevada Avenue, with 79 boardings prior to 7:00 a.m.

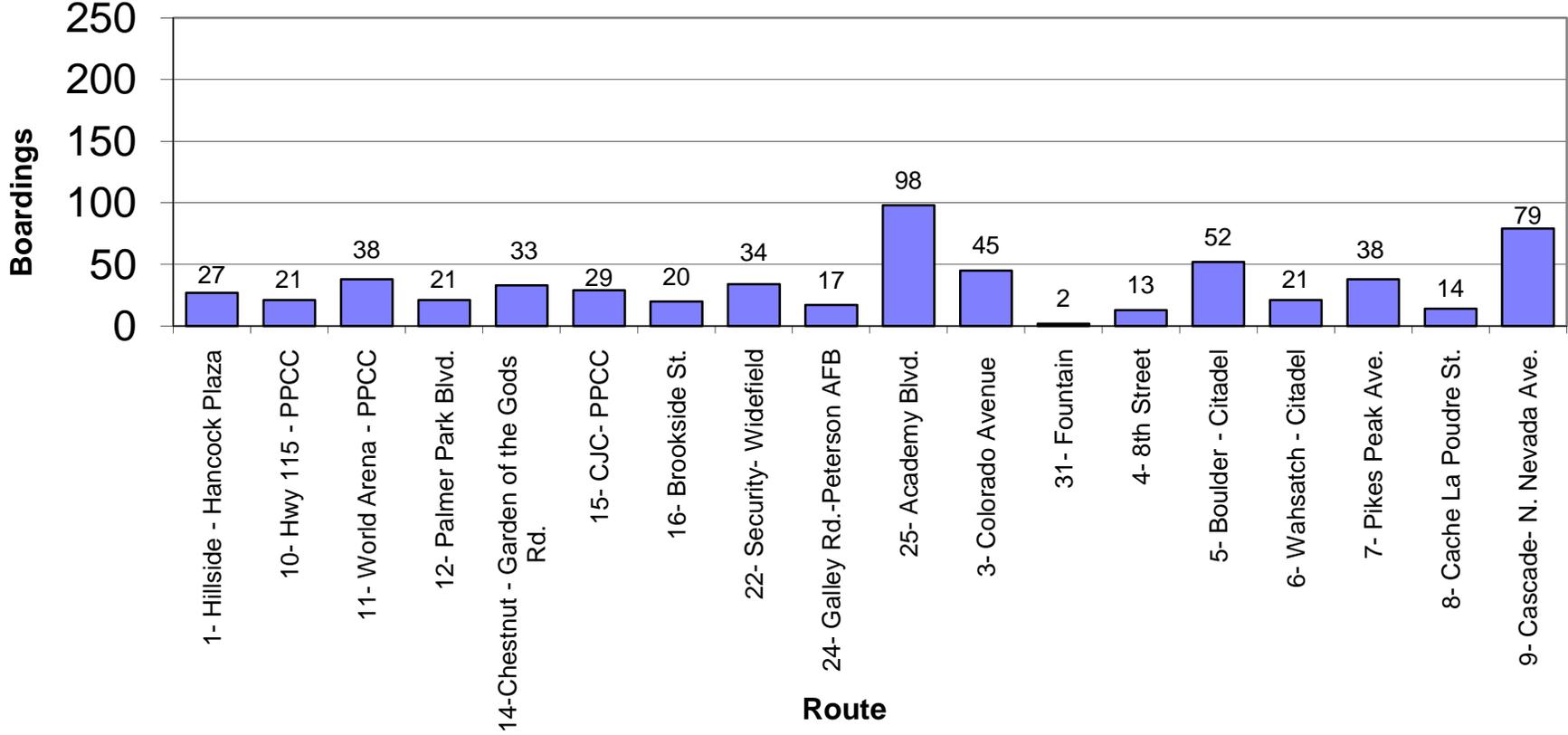
### **Boardings Between 7:00 and 9:00 a.m.**

During this time period, there were 1,206 boardings. Routes #25-Academy Boulevard and #5-Boulder - Citadel had the highest number of boardings during this time period, with 191 and 126 boardings, respectively. These two routes combined made up approximately 26 percent of all boardings during this time period. Figure IV-6 shows daily boardings between 7:00 and 9:00 a.m. by route.

### **Boardings Between 9:00 and 11:00 a.m.**

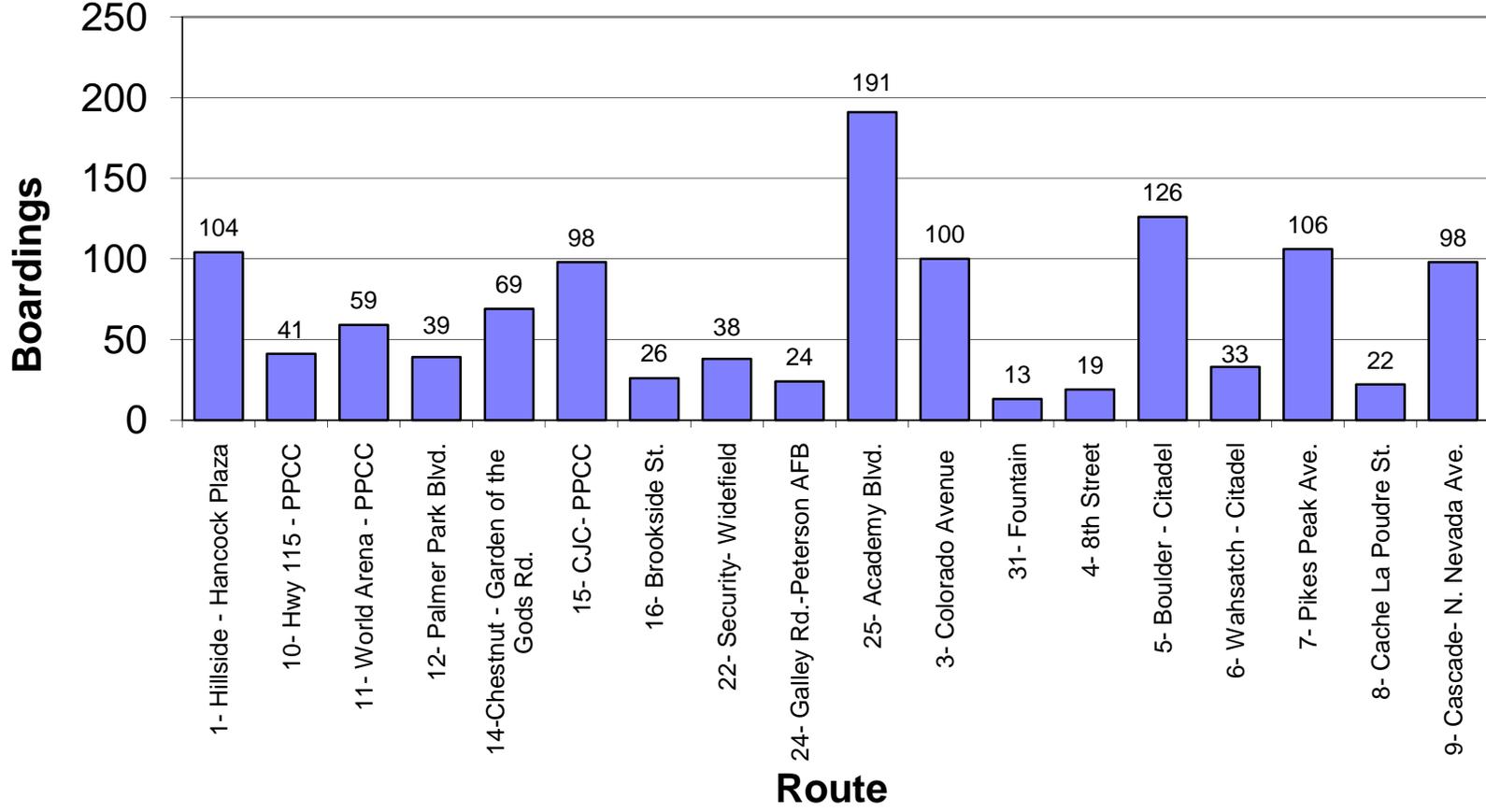
Route #25 again had the most passenger boardings with 199, comprising 15 percent of all boardings in this time period. This time period comprised nearly 16 percent of the total systemwide boardings. Figure IV-7 shows the total daily boardings between 9:00 and 11:00 a.m. by route.

### Figure IV-5 June 2010 Passenger Boardings Prior to 7 a.m.

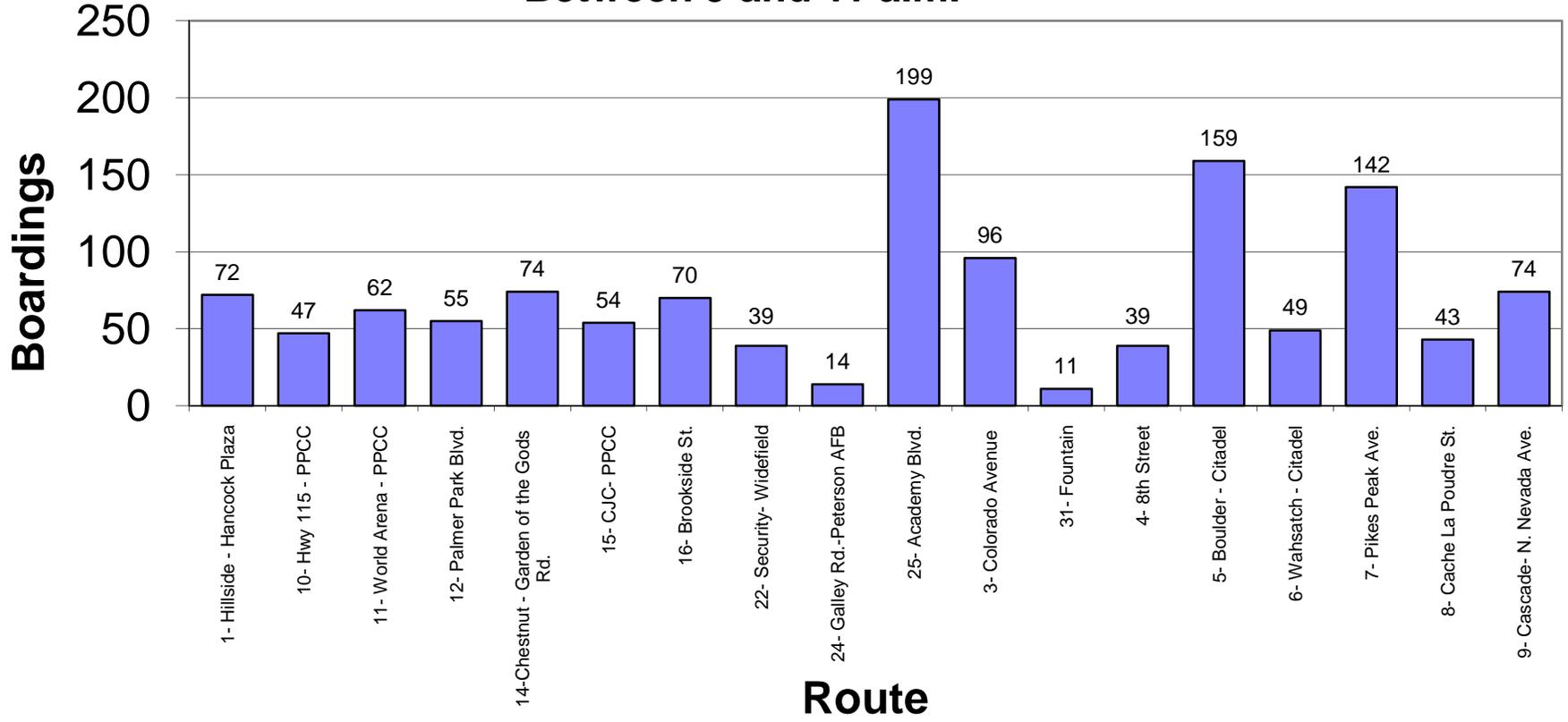




**Figure IV-6  
June 2010 Passenger Boardings  
Between 7 and 9 a.m.**



**Figure IV-7  
June 2010 Passenger Boardings  
Between 9 and 11 a.m.**



### **Boardings Between 11:00 a.m. and 1:00 p.m.**

Mountain Metro had the most overall boardings between 11:00 a.m. and 1:00 p.m., which comprises 19 percent of the total boardings of the various time periods. Routes ranged in boardings from 215 on the Academy Route to 13 boardings on Route #31-Fountain, as shown in Figure IV-8. Overall, nearly 1,546 total boardings occurred during this time period in 2010.

### **Boardings Between 1:00 and 3:00 p.m.**

Total boardings from 1:00 to 3:00 p.m. were 1,522—one of the second highest boardings by time period of the seven. This time period represents 18.2 percent of the systemwide boardings throughout the day. Routes #25 and #5 again had the most boardings between 1:00 and 3:00 p.m. with 228 and 165 boardings, respectively, during this time period as shown in Figure IV-9. These two routes combined made up approximately 26 percent of all boardings during this time period.

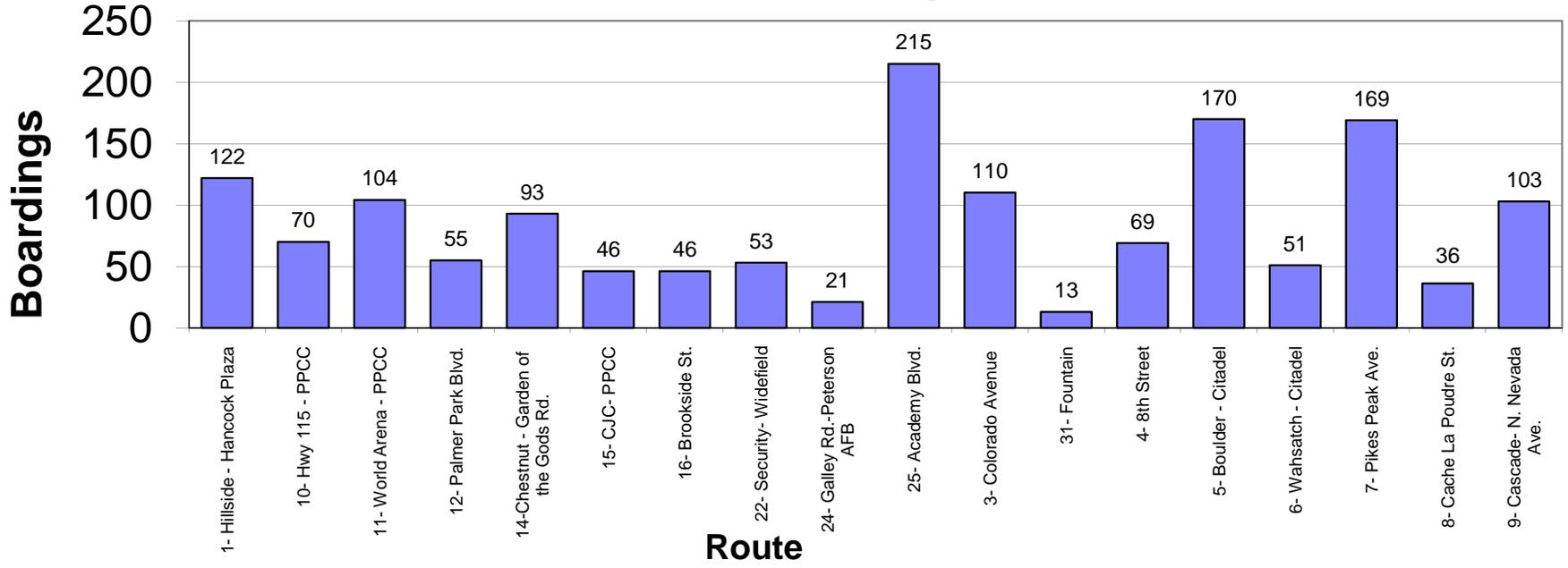
### **Boardings Between 3:00 and 5:00 p.m.**

Figure IV-10 shows the boardings between 3:00 and 5:00 p.m. Route #25 had the most boardings—210 passengers, which is 14 percent of all boardings in this time period. This was followed by Route #5 which had 159 boardings (10.5 percent of all boardings in this time period) and Route #3 which had 156 boardings (10.3 percent). This time period was 18.1 percent of the total systemwide boardings.

### **Boardings After 5:00 p.m.**

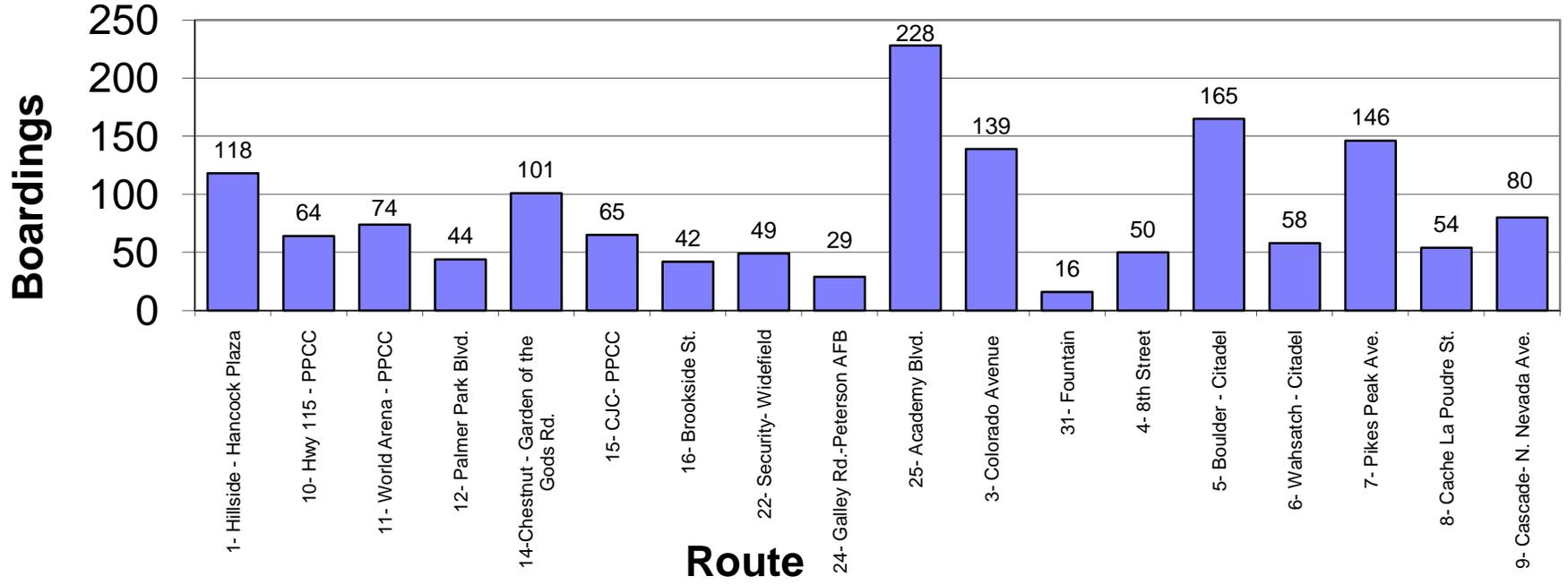
Boardings after 5:00 p.m., 679 passengers, accounted for the least number of boardings of all time periods or 8.1 percent of the total systemwide boardings by time. Route #5-Boulder - Citadel followed by #25-Academy Boulevard had the most boardings observed during this time period. Figure IV-11 illustrates boardings during this time period. The lower number of boardings is due to the fact that most of the routes end at 7:00 p.m.

**Figure IV-8  
June 2010 Passenger Boardings  
Between 11 a.m. and 1 p.m.**

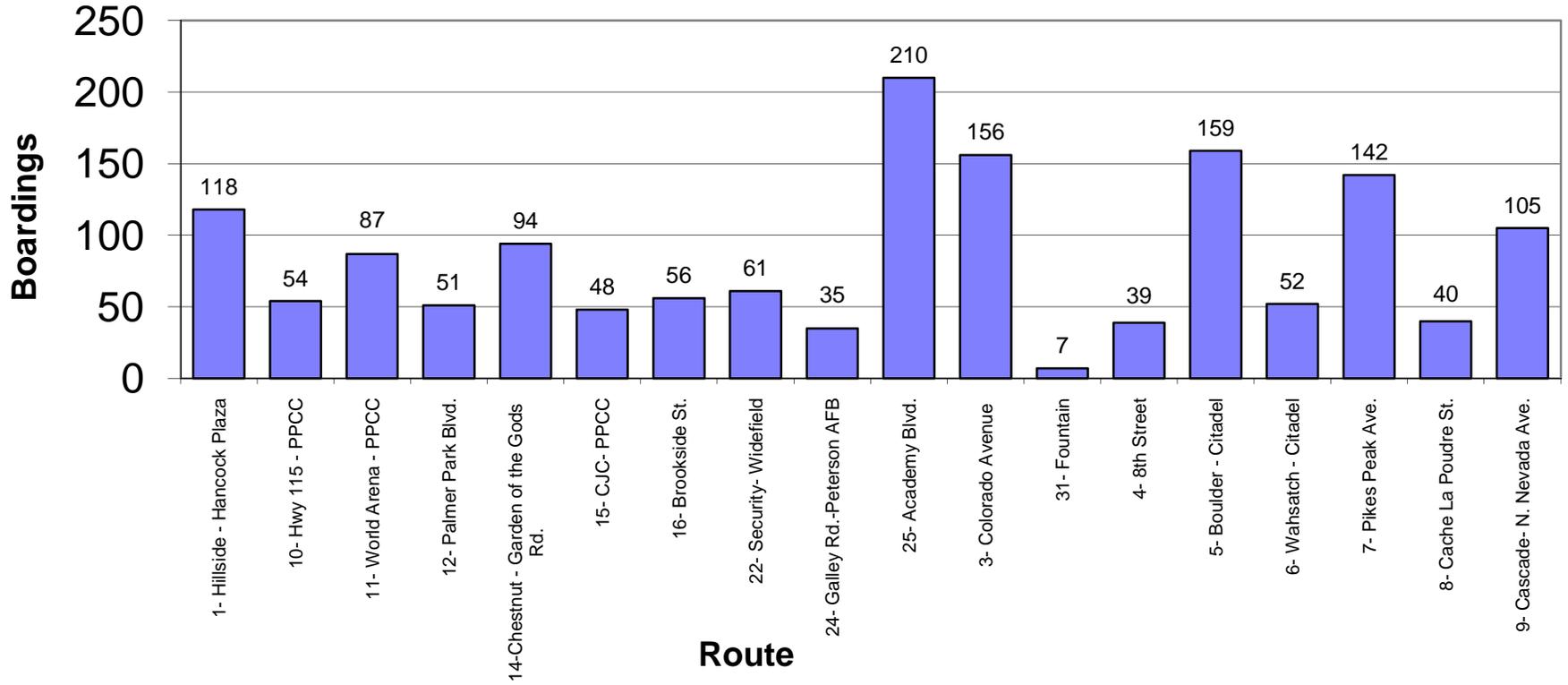




**Figure IV-9  
June 2010 Passenger Boardings  
Between 1 and 3 p.m.**

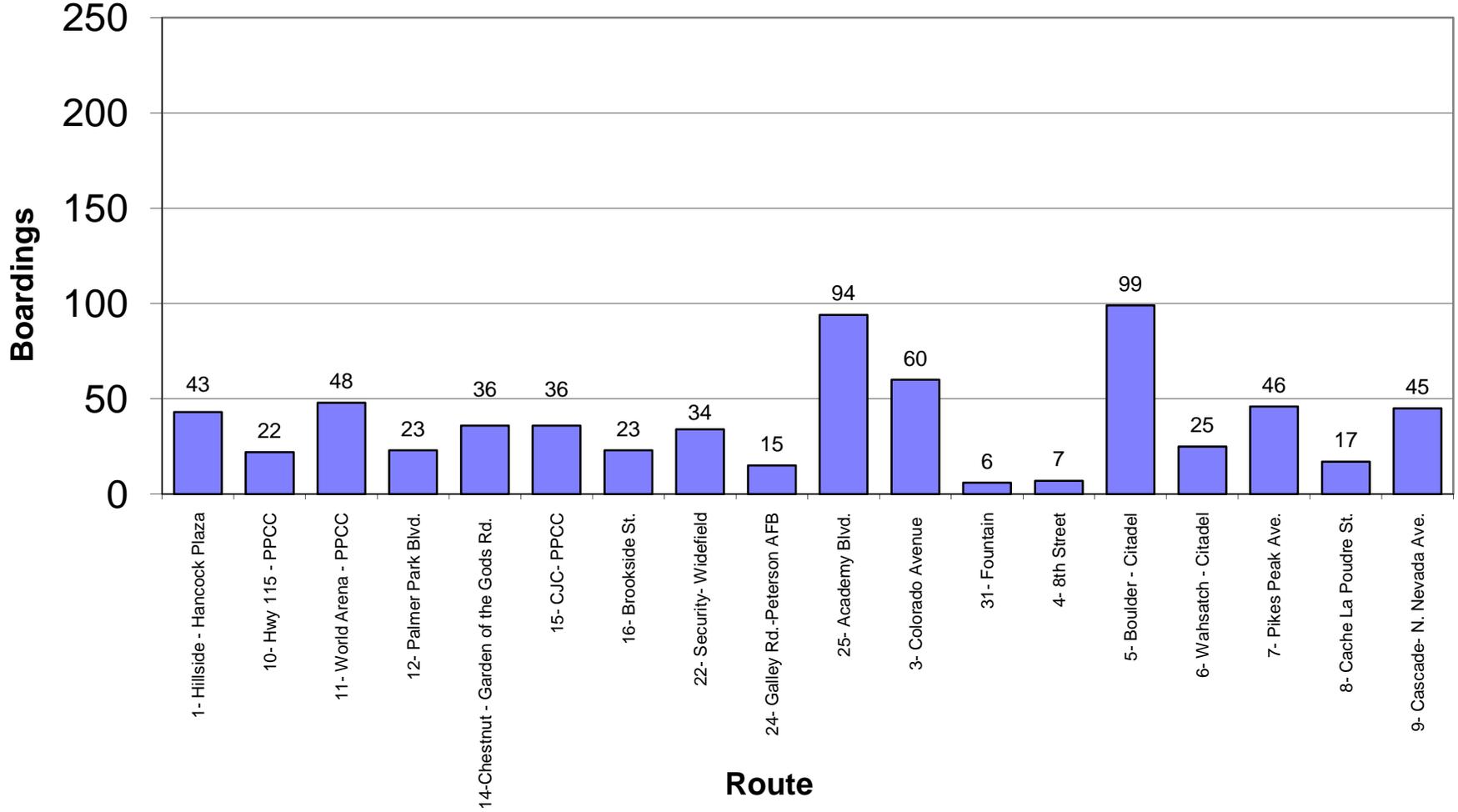


### Figure IV-10 June 2010 Passenger Boardings Between 3 and 5 p.m.





### Figure IV-11 June 2010 Passenger Boardings Between 6 and 9 p.m.



## **BIKE AND WHEELCHAIR USE**

The use of bikes and wheelchairs was collected as well. While the total percentage of passengers using bicycles is relatively low (3.6 percent of all passengers boarding the system), it becomes an important component when planning for capital equipment such as bike racks.

### **Daily**

Of the 8,368 total passengers that boarded the bus, 298 boarded with a bicycle. However, it is important to note routes with higher observed proportions of bikes with more than five percent of passengers boarding that route were #31-Fountain (10 percent), #9 Cascade-N. Nevada Avenue (7 percent), #10-Hwy 115 - PPCC, and # 24-Galley Rd. - Peterson AFB.

Of the 8,368 passengers that boarded the bus, an observed rate of 0.9 percent were wheelchair-bound riders. While this is a relatively low percentage of riders, it is important information for planners in determining the number of recorded wheelchair trips on routes. This information is provided to Mountain Metro Transit in its complete database format for further query and analysis if needed.

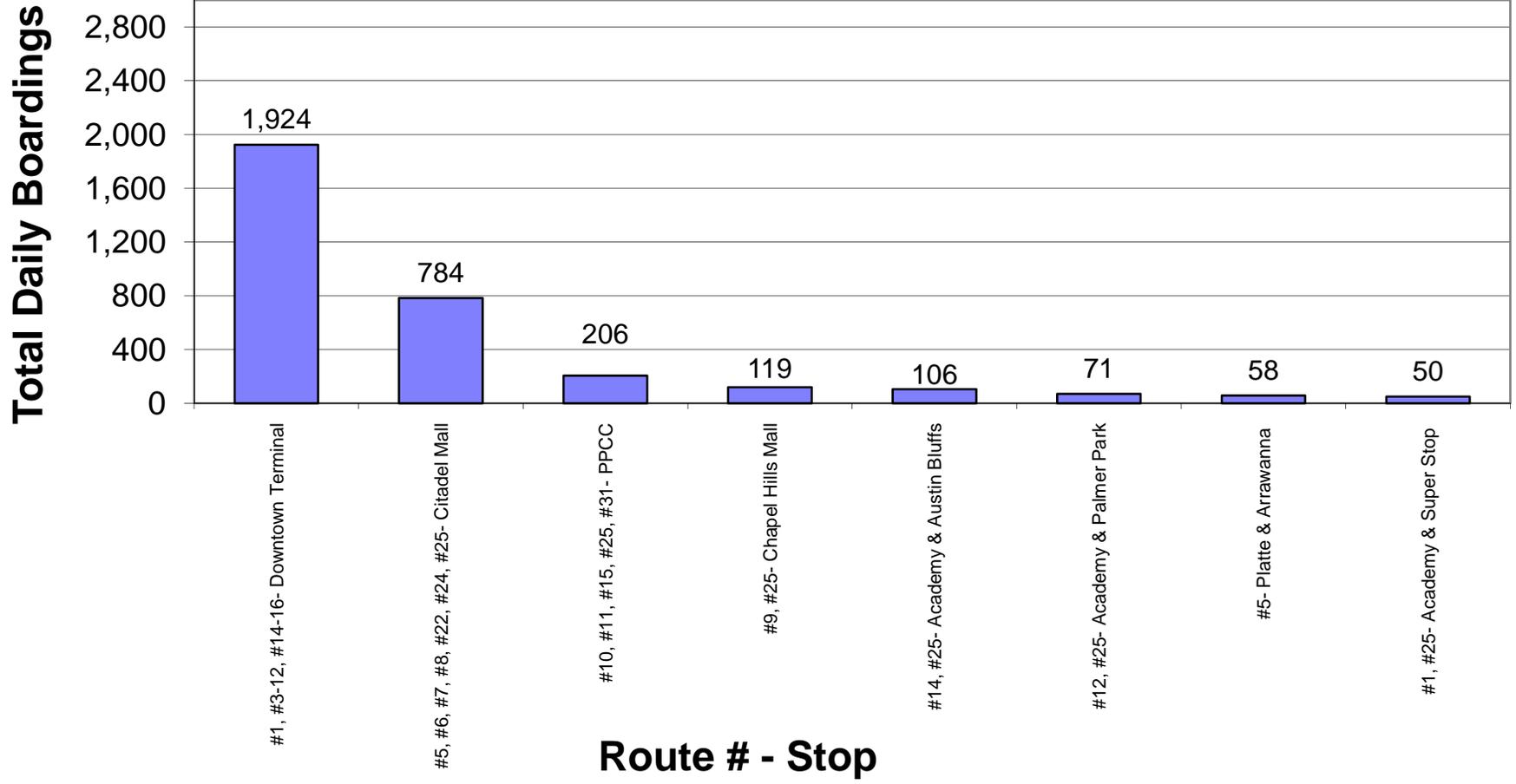
## **BOARDING/ALIGHTING ACTIVITY**

### **Daily Bus Stop Counts**

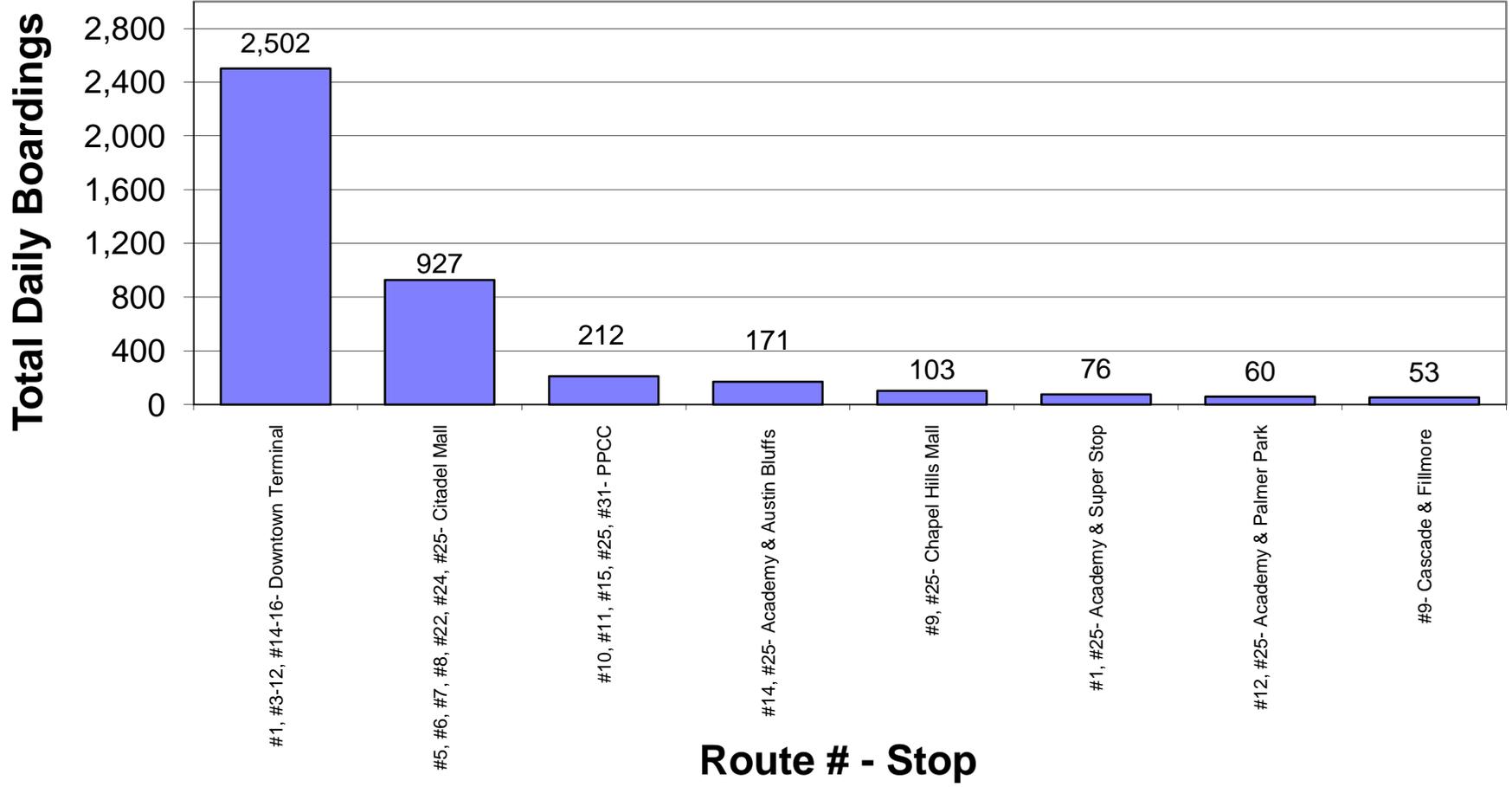
Stops with the highest boarding and alighting activities (more than 50 daily boardings/alightings) for Mountain Metro are shown in Figures IV-12 and IV-13. Since bus stops were uniquely coded by route and then location, the highest boardings and alightings were identified by the route number and location. As expected, the busiest stops for passenger boarding and alightings in June 2010 include the downtown terminal, Citadel Mall, Pikes Peak Community College (PPCC), Chapel Hills Mall, and stops located at the intersections between Academy Boulevard and Austin Bluffs Parkway, Academy Boulevard and Palmer Park Boulevard, and Academy Boulevard and the King Soopers.



**Figure IV-12  
Bus Stops with Over 50 Daily Boardings - June 2010**



**Figure IV-13  
Bus Stops with Over 50 Daily Boardings - June 2010**



## **Boarding and Alighting Maps**

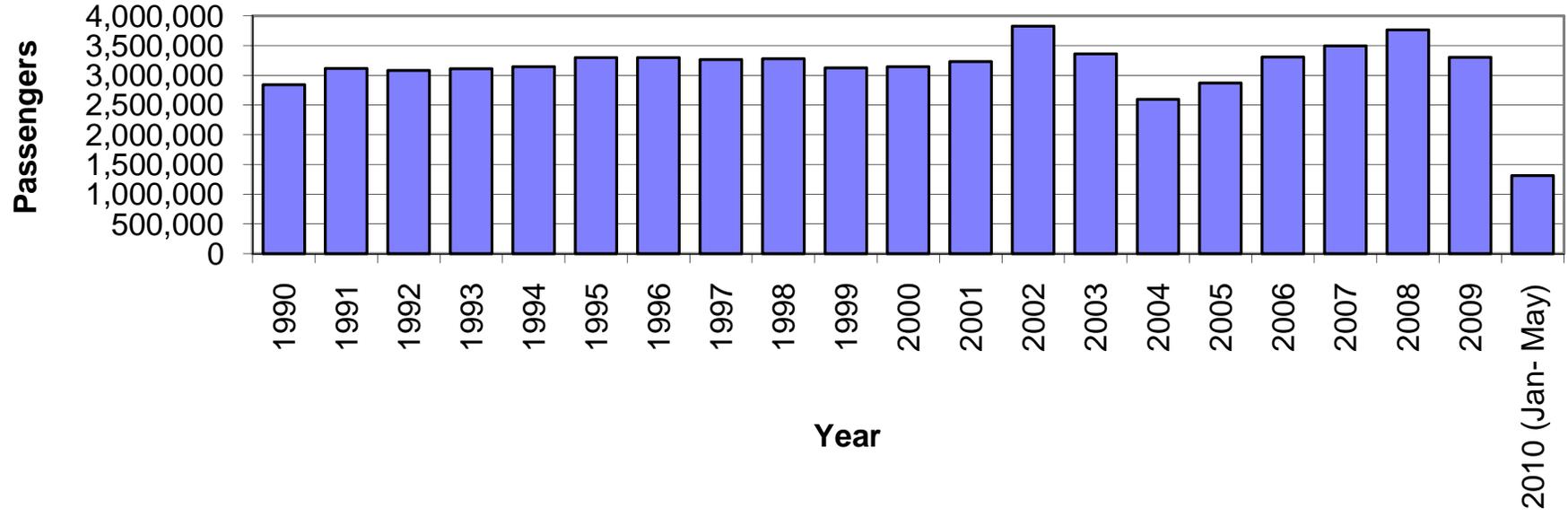
Detailed daily boarding and alighting maps for the system and for each route are presented in Appendix D. Each map shows a scaled dot representing the number of passenger boardings and alightings at each bus stop along the route. This information is also provided to Mountain Metro Transit in ArcView GIS Format for further analysis. Appendix E shows the bus stops with the major boardings and alightings (above 20 boardings/alightings).

## **RIDERSHIP PATTERNS**

### **Long-Term Trends**

Figure IV-14 provides annual ridership for Mountain Metro since 1990 (includes all local fixed and express routes, FREX, and Ute Pass Express). Over the last several years, ridership seems to be fairly constant at 3.1 million annual trips. Ridership rose in 2002 to 3.8 million and then dropped slightly to 3.4 million trips in 2003. Ridership in 2004 plummeted to 2.6 million and increased back up to 2.8 million in 2005. From 2005, the ridership has shown an increase to approximately 3.7 million in 2008. Ridership in 2009 decreased to 3.3 million. This decrease in ridership can be attributed to the fare increase in January 2009, budget cuts in April 2009, and the rejection of measure 2C in November 2009 which caused people to look at other modes and ways to get around. The annual ridership in 2010 is anticipated to be 2.6 million (the lowest annual ridership since 1990) based on the current ridership of 1.3 million (from January through June).

**Figure IV-14  
Springs Transit/Mountain Metro Ridership Trends  
1990-2010**



# Appendix A: Onboard Surveys

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**Guest of Mountain Metro:**

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service. You may receive more than one survey form today. Thank you!

Mountain Metropolitan Transit

**1. Where did you come from before you got on this bus? (check only one)**

- Home                       School/College                       Shopping/Errands  
 Work                       Doctor/Dentist                       Social Visit/Recreation  
 Other (please specify) \_\_\_\_\_

**2. How did you get to this bus? (check only one)**

- Walking \_\_\_ blocks                       Having someone drive me                       Bicycle  
 Driving myself                       Transfer from \_\_\_\_\_ Route  
 Other \_\_\_\_\_ (please specify)

**3. What is the nearest major intersection of your residence/trip origin?**

Address or main cross streets (i.e., Academy & Platte)

\_\_\_\_\_

**4. Where did you board this bus?**

- Downtown Terminal                       Citadel Mall                       PPCC  
 Other (please specify) \_\_\_\_\_  
(address or main cross street - i.e., Academy & Platte)

**4a. How long did you wait for this bus?** \_\_\_\_\_ (# of minutes)

**5. Where are you going to now? (check only one)**

- Home                       School/College                       Shopping/Errands  
 Work                       Doctor/Dentist                       Social Visit/Recreation  
 Other (please specify) \_\_\_\_\_

**6. What is your final destination?**

Address or main cross streets (i.e., Academy & Platte)

\_\_\_\_\_

**7. How will you get from this bus to the place that you are going?**

**(check only one)**

- Walking \_\_\_ blocks                       Having someone drive me                       Bicycle  
 Driving myself                       Transfer to \_\_\_\_\_ Route  
 Other \_\_\_\_\_ (please specify)

**8. Was a vehicle available to use on this trip instead of taking the bus?**

- Yes                       No

**9. What is the zip code of your primary residence?** \_\_\_\_\_

**10. What is the average amount of time you spend on the bus from your point of origin to your point of destination?** \_\_\_\_\_ (# of minutes)

**11. Have you previously filled out this survey?**     Yes                       No

**If YES, please stop here. If NO, please continue and complete all questions.**

**12. Is a transfer needed to reach your final destination?**     Yes                       No

**12.a. If yes, how many transfers do you need to reach your final destination?**

- One                       Two                       Three                       More than three

**13. I usually ride the bus \_\_\_\_\_?\_\_\_\_\_ days a week. (check only one)**

- One Day                       Four Days                       Less than once a month  
 Two Days                       Five Days                       One -Three Days/Month  
 Three Days                       This is my first time

**14. What is the single MOST IMPORTANT reason you ride the bus?**

**(CHECK ONLY ONE)**

- Family doesn't have a car                       Someone else uses car                       Traffic is bad  
 Parking is a problem                       Car trouble/no insurance                       I don't drive  
 Bus is economical                       Bus is convenient  
 Other (please specify) \_\_\_\_\_

**15. Are you a licensed driver and able to drive?**     Yes                       No

**16. How many vehicles in operating condition does your household have?**

- None                       One                       Two                       Three or more

**17. Gender:**     Female                       Male

**18. Age in Years:** \_\_\_\_\_

**19. What is your primary language?** \_\_\_\_\_

**20. What is your ethnicity?**

- American Indian/Alaskan Native                       Asian  
 Black/African American                       Hispanic/Latino  
 Pacific Islander                       White  
 Other (please specify) \_\_\_\_\_

**21. If service were to be expanded/extended, please rank your priorities from 1-4, with 1 being most important and 4 being least important.**

\_\_\_ Weekday Evening Service

\_\_\_ Saturday Service

\_\_\_ Sunday Service

\_\_\_ Expand to other areas (specify destination or location) \_\_\_\_\_

**Please Continue on Other Side**



**22. How do you RATE your present bus service?** (check answers below for each part)

	Very Good	Good	Fair	Poor	Don't Know
Comfort	<input type="checkbox"/>				
Service Frequency	<input type="checkbox"/>				
Condition of Buses	<input type="checkbox"/>				
Transfer Convenience	<input type="checkbox"/>				
Schedules	<input type="checkbox"/>				
Driver Courtesy	<input type="checkbox"/>				
Bus Routes/Area Served	<input type="checkbox"/>				
Safety	<input type="checkbox"/>				
Convenience	<input type="checkbox"/>				
Fares	<input type="checkbox"/>				
Transfer Stations	<input type="checkbox"/>				
MMT Bus System Website	<input type="checkbox"/>				
Overall Service Quality	<input type="checkbox"/>				

**23. The combined Total Annual Income of all members of my household is:**

- |  |  |
|--|--|
| <input type="checkbox"/> \$0 - \$14,999      | <input type="checkbox"/> \$60,000 - \$74,999   |
| <input type="checkbox"/> \$15,000 - \$19,999 | <input type="checkbox"/> \$75,000 - \$99,999   |
| <input type="checkbox"/> \$20,000 - \$29,999 | <input type="checkbox"/> \$100,000 - \$134,999 |
| <input type="checkbox"/> \$30,000 - \$39,999 | <input type="checkbox"/> \$135,000 - \$149,999 |
| <input type="checkbox"/> \$40,000 - \$49,999 | <input type="checkbox"/> \$150,000 or more     |
| <input type="checkbox"/> \$50,000 - \$59,999 |  |

**24. For what one purpose do you MOST OFTEN ride the bus? (CHECK ONE)**

- |   |                                   |
|---|-----------------------------------|
| <input type="checkbox"/> Personal Business/Errands    | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Recreation                   | <input type="checkbox"/> Work     |
| <input type="checkbox"/> School/College               |                                   |
| <input type="checkbox"/> Other (please specify) _____ |                                   |

**25. What is your occupation?**

- |   |   |
|---|---|
| <input type="checkbox"/> Homemaker                                | <input type="checkbox"/> Service Worker           |
| <input type="checkbox"/> Laborer                                  | <input type="checkbox"/> College Student          |
| <input type="checkbox"/> Managerial/Professional                  | <input type="checkbox"/> Secondary Student        |
| <input type="checkbox"/> Production/Craft/Repair/Machine Operator | <input type="checkbox"/> Technical/Administration |
| <input type="checkbox"/> Retired                                  | <input type="checkbox"/> Unemployed               |
| <input type="checkbox"/> Sales                                    |   |
| <input type="checkbox"/> Other (please specify) _____             |   |

**26. Number of persons (including yourself) over 15 years of age in your household? \_\_\_\_\_**

- 26a. How many are employed full-time? \_\_\_\_\_**  
**How many are employed part-time? \_\_\_\_\_**

**27. How do you get information about Mountain Metro? (check all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> From the driver       | <input type="checkbox"/> Newspaper/magazine                   |
| <input type="checkbox"/> Bus guide             | <input type="checkbox"/> Bus stop sign/bench/shelter/carousel |
| <input type="checkbox"/> Someone told me       | <input type="checkbox"/> Schedules                            |
| <input type="checkbox"/> Shopping center/store | <input type="checkbox"/> Internet                             |
| <input type="checkbox"/> Transfer stations     | <input type="checkbox"/> Downtown Terminal                    |
| <input type="checkbox"/> Other _____           |   |

**28. How did you pay for THIS trip? (check only one)**

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Cash     | <input type="checkbox"/> Pass        |
| <input type="checkbox"/> Transfer | <input type="checkbox"/> Other _____ |

**29. If you would like to be kept informed during 2010 about the Regional TRANSIT Governance Study, please print your e-mail address below.**

E-mail address: \_\_\_\_\_

**30. What are your suggestions to improve Mountain Metro service/any other comments?**

**Completed surveys are entered into a drawing  
for a FREE 31-day bus pass.  
To be eligible, please provide the information below.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

**THANK YOU!!**





**21. Si el servicio se extendiese, por favor califique sus prioridades de 1 a 4, siendo 1 más importante y 4 la menos importante.**

- Servicio de noches durante la semana       Servicio los sábados  
 Servicio los domingos  
 Extender a otros destinos (Especificar el destino o ubicación) \_\_\_\_\_

**22. ¿Cómo califica su servicio de autobús actual?** (Marque respuestas a continuación para cada parte)

	Muy Bueno	Bueno	Adecuado	Malo	No sé
Comodidad	<input type="checkbox"/>				
Frecuencia de servicio	<input type="checkbox"/>				
Condición de autobuses	<input type="checkbox"/>				
Conveniencia de transbordo	<input type="checkbox"/>				
Horarios	<input type="checkbox"/>				
Cortesía de conductors	<input type="checkbox"/>				
Rutas / Áreas de servicio	<input type="checkbox"/>				
Seguridad	<input type="checkbox"/>				
Conveniencia	<input type="checkbox"/>				
Tarifas	<input type="checkbox"/>				
Estaciones de transbordo	<input type="checkbox"/>				
Página web del sistema de bus MMT	<input type="checkbox"/>				
Calidad de servicio en general	<input type="checkbox"/>				

**23. El ingreso anual de todos los miembros de mi familia (casa) es:**

- \$0 - \$14,999 anuales       \$15,000 - \$19,999 anuales  
 \$20,000 - \$29,999 anuales       \$30,000 - \$39,999 anuales  
 \$40,000 - \$49,999 anuales       \$50,000 - \$59,999 anuales  
 \$60,000 - \$74,999 anuales       \$75,000 - \$99,999 anuales  
 \$100,000 - \$134,999 anuales       \$135,000 - \$149,999 anuales  
 Más de \$150,000 anuales

**24. ¿Para qué propósito toma el autobús MÁS A MENUDO?** (Marque uno)

- Negocios personales/Mandatos       Compras  
 Recreo       Trabajo  
 Escuela/Colegio/Universidad  
 Otro (favor de especificar) \_\_\_\_\_

**25. ¿Cuál es su profesión – trabajo?**

- Ama de casa       Trabajador(a) de servicios  
 Obrero(a)       Estudiante de Universidad  
 Gerente – Profesional       Estudiante de Secundaria  
 Producción – Artesanía – Reparación – Operador(a) de Máquina  
 Técnico(a) – Administrativo(a)       Ventas  
 Jubilado(a)       Desempleado(a)  
 Otro (favor de especificar) \_\_\_\_\_

**26. Número de personas mayores de quince años en su familia?** \_\_\_\_\_

**26a. ¿Cuántos tienen trabajo de tiempo completo?** \_\_\_\_\_

**¿Cuántos tienen trabajo de tiempo medio?** \_\_\_\_\_

**27. ¿Cómo recibe información acerca de Mountain Metro?** (Marque todas apropiadas.)

- Conductor-a       Periódico – revista  
 Guía de autobuses       Letrero de parada de autobuses – quiosco  
 Alguien me dijo.       Horarios  
 Centro commercial – tienda       Internet  
 Estaciones de transbordo       Terminal del Centro  
 Otro \_\_\_\_\_

**28. ¿Cómo pagó por este viaje?** (Marque solo uno)

- Efectivo       Pase - bono  
 Transferencia       Otro \_\_\_\_\_

**29. Si desea estar informado durante el año 2010 sobre el Estudio Regional de Gobierno del Tránsito, por favor escriba su dirección de correo electrónico a continuación:**

Dirección de Correo Electrónico \_\_\_\_\_

**30. ¿Qué sugerencias o comentarios puede darnos para mejorar el servicio de Mountain Metro?**

**Encuestas completadas entran en una competencia para un pase de 31 días de transporte en autobús.**

**Para calificarse, favor de llenar sus datos a continuación:**

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Teléfono: \_\_\_\_\_

**¡ Gracias !**

# Appendix B: Survey Responses

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**20. What is your ethnicity?**

- American Indian/Alaskan Native 5% (50 responses)
- Asian 3% (26 responses)     Black/African American 16% (165 responses)
- Hispanic/Latino 14% (148 responses)     Pacific Islander 1% (9 responses)
- White 57% (584 responses)     Other (please specify) \_\_\_\_\_

**21. If service were to be expanded/extended, please rank your priorities from 1-4, with 1 being most important and 4 being least important.**

- 1.68 - Weekday Evening Service
- 1.74 - Saturday Service
- 2.76 - Sunday Service
- 3.3 - Expand to other areas (specify destination or location) \_\_\_\_\_

**22. How do you RATE your present bus service? (check answers below for each part)**

	Very Good	Good	Fair	Poor	Don't Know	
Comfort .....	<input type="checkbox"/>	3.1				
Service Frequency .....	<input type="checkbox"/>	2.6				
Condition of Buses .....	<input type="checkbox"/>	3.1				
Transfer Convenience ...	<input type="checkbox"/>	2.9				
Schedules .....	<input type="checkbox"/>	2.4				
Driver Courtesy .....	<input type="checkbox"/>	3.3				
Bus Routes/Area Served .	<input type="checkbox"/>	2.7				
Safety .....	<input type="checkbox"/>	3.2				
Convenience .....	<input type="checkbox"/>	2.9				
Fares .....	<input type="checkbox"/>	2.5				
Transfer Stations .....	<input type="checkbox"/>	2.8				
MMT Bus System Website	<input type="checkbox"/>	2.8				
Overall Service Quality ...	<input type="checkbox"/>	2.8				

**23. The combined Total Annual Income of all members of my household is:**

- \$0 - \$14,999 - 51% (454 responses)
- \$15,000 - \$19,999 - 15% (136 responses)
- \$20,000 - \$29,999 - 13% (114 responses)
- \$30,000 to \$39,999 - 7% (65 responses)
- \$40,000 to \$49,999 - 4% (33 responses)
- \$50,000 to \$59,999 - 3% (31 responses)
- \$60,000 to \$74,999 - 3% (25 responses)
- \$75,000 to \$99,999 - 2% (15 responses)
- \$100,000 to \$134,999 - 1% (13 responses)
- \$135,000 to \$149,999 - 0% (2 responses)
- \$150,000 or more 1% (8 responses)

**24. For what one purpose do you MOST OFTEN ride the bus? (CHECK ONE)**

- Personal Business/Errands 26% (253 responses)
- Shopping 5% (53 responses)     Recreation 4% (42 responses)
- Work 47% (457 responses)     School/College 12% (123 responses)
- Other (please specify) 6% (62 responses)

**25. What is your occupation?**

- Homemaker 7% (66 responses)     Service Worker 12% (122 responses)
- Laborer 16% (155 responses)     College Student 12% (114 responses)
- Managerial/Professional 4% (44 responses)
- Secondary Student 2% (24 responses)
- Production/Craft/Repair/Machine Operator 4% (43 responses)
- Technical/Administration 4% (36 responses)     Retired 6% (58 responses)
- Unemployed 12% (118 responses)     Sales 12% (117 responses)
- Other (please specify) 9% (90 responses)

**26. Number of persons over 15 years of age in your household? 2.1 average**

**26a. How many are employed full-time? 1.1 average**  
**How many are employed part-time? 0.7 average**

**27. How do you get information about Mountain Metro? (check all that apply)**

- From the driver 27% (359 responses)
- Newspaper/magazine 1% (19 responses)     Bus guide 2% (234 responses)
- Bus stop sign/bench/shelter/carousel 18% (241 responses)
- Someone told me 13% (176 responses)     Schedules 22% (293 responses)
- Shopping center/store 1% (12 responses)     Internet 21% (276 responses)
- Transfer stations 11% (148 responses)
- Downtown Terminal 0% (0 responses)     Other 3% (35 responses)

**28. How did you pay for THIS trip? (check only one)**

- Cash 47% (456 responses)     Pass 44% (434 responses)
- Transfer 7% (72 responses)     Other 2% (15 responses)

**29. If you would like to be kept informed during 2010 about the Regional TRANSIT Governance Study, please print your e-mail address below.**

E-mail address: \_\_\_\_\_

**30. What are your suggestions to improve Mountain Metro service/any other comments?**

**Completed surveys are entered into a drawing  
for a FREE 31-day bus pass.  
To be eligible, please provide the information below.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_



**THANK YOU!!**

# Appendix C: Zone Boundaries

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**Appendix C  
Approximate Zone Boundaries**

<b>Zone #</b>	<b>Zone Name</b>	<b>Bus Routes that Serve the Zone</b>	<b>North Street</b>	<b>South Street</b>	<b>West Street</b>	<b>East Street</b>
1	Fountain/Security	Rte 31/Rte 22- Fountain, Security-Widefield	Bradley	Orleans	Titus	Link
3	Broadmoor	Rte 4/ Rte 16- Broadmoor, Brookside	Lower Gold Camp	Cheyenne Mountain	Pegasus	Woodburn
4	South Nevada	Rte 1/ Rte 4/ Rte 10/ Rte 11/ Rte 15/ Rte 16- Hillside-Hancock Plaza, Broadmoor, Hwy 115-PPCC, World Arena-PPCC, CJC-PPCC, Brookside	Vermijo	Academy	Newport	Stratmoor
5	South Academy	Rte 1/ Rte 22/ Rte 25/ Rte 31- Hillside-Hancock Plaza, Security-Widefield, Academy Blvd, Fountain	El Morro	Birch	Wabash	Hancock
6	Fountain Blvd	Rte 1/ Rte 15/ Rte 24/ Rte 25- Hillside-Hancock Plaza, CJC-PPCC, Galley Rd-Peterson AFB, Academy Blvd	Airport	El Morro	Meade	Powers
7	PPCC	Rte 10/ Rte 11/ Rte 15/ Rte 25/ Rte 31- Hwy 115-PPCC, World Arena-PPCC, CJC-PPCC, Academy Blvd, Fountain				
8	Garden of the Gods	Rte 14- Chestnut-Garden of the Gods Rd	Atherton	Fillmore	Rampart Range	Mark Dabling
9	UCCS	Rte 9/ Rte 14- Cascade-N Nevada, Chestnut-Garden of the Gods Rd.	I-25	Nichols	Mark Dabling	Windsor
10	North Academy	Rte 14/ Rte 19/ Rte 23/ Rte 25/ Rte 41/ Rte 92/ Rte 93/ Rte E3- East Library, Austin Bluffs, Constitution-Oro Blanco, Academy Blvd, Sabin, Schriever Express North, Schriever AFB North, Union Town Center	Creek View	Atherton	Academy	Powers
11	Manitou Springs	Rte 3- Manitou	Three Graces	Lower Gold Camp	Highway 24	Echo
12	Old Colorado City	Rte 3/ Rte 14/ Rte 32- Manitou, East Library, Uintah Gardens-21st St	Fillmore	Lower Gold Camp	Langmeyer	Recreation
13	Downtown	Routes 1 through 15, 19, E1-E3, 55	Dale	Vermijo	I-25	El Paso
14	W. Constitution	Rte 5/ Rte 6/ Rte 7/ Rte 8/ Rte 9/ Rte 12/ Rte 13/ Rte 19/ Rte 20/ Rte 55- Boulder-Citadel, Wahsatch-Citadel, Pikes Peak Ave, Airport Road, Cascade-UCCS, Rustic Hills, Garden of the Gods Rd, Austin Bluffs, Circle-UCCS, Downtown Shuttle	Nichols	Pikes Peak	Recreation	Holmes
15	Citadel	Rte 21/ Rte 22/ Rte 23/ Rte 24/ Rte 25/ Rte E1- Murray-Tutt Blvd, Security-Widefield, Constitution-Oro Blanco, Peterson AFBP, Academy Blvd, Falcon-Downtown Express	Palmer Park	Airport	Holmes	Powers
17	Peterson AFB	Rte 12/ Rte 24/ Rte 92/ Rte 93/ Rte 95/ Rte E1- Rustic Hills, Peterson AFBP, Schriever Express North, Schriever AFB Northeast, Schriever AFB Central, Falcon-Downtown Express	Nokomis	Thule	Powers	Marksheffel

Source: LSC, 2010.

# Appendix D: 2010 Onboard Survey Comments



## 2010 Onboard Survey Comments

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### QUESTION 28. WHAT ARE YOUR SUGGESTIONS TO IMPROVE METRO TRANSIT SERVICE OR ANY OTHER COMMENTS?

#### Increased Service Comments

- #14 go back to every ½ hour; reinstate #23; and reinstate evening and weekend routes.
- Extend evening hours to at least 10 p.m. Have Saturday and Sunday bus service.
- 25 and hit downtown terminal; evenings and weekends.
- 7 days a week.
- Add evenings and weekends
- Add weekend service, extend weekday service evenings to 7:15 p.m., more transfers, and use smaller buses for less busy areas (economical fuel).
- Add weekend service.
- At least Saturday service.
- At the very least, go back to the old schedules -- 7 days.
- Better schedules. More areas served.
- Bring back evening and weekend. Run back through Cotey-Bradley. I can't go anywhere but work other than using cab.
- Bring back evening and weekend service and have a bus to the airport. Our city can fund money for everything else except for bus service. A lot of people need the bus for work. I had to move to be able to get from work to home after January 1.
- Bring back evening and weekend service.
- Bring back evening and weekend service.
- Bring back evening and weekend service ASAP.
- Bring back evening and weekend service.
- Bring back evening and weekend services.
- Bring back evening service and weekend service.
- Bring back evening service for those who get off work after 6 p.m. and run buses at least every ½ hour.

- Bring back evening/weekend service please!
- Bring back evenings and weekends.
- Bring back evenings and weekend. Makes it hard to get to and from work.
- Bring back evenings and weekends.
- Bring back evenings and weekends.
- Bring back evenings and weekends. The elimination of those hurts the people who need the bus service the most.
- Bring back night buses and weekend buses. That way I can work at night while going to school during the day and I can work on the weekends.
- Bring back night time and weekend service.
- Bring back night/weekend service. Lower bus fares so everyone can afford the bus, especially people with disabilities.
- Bring back nights and weekends.
- Bring back nights and weekends please!
- Bring back nights and weekend service
- Bring back nights and weekend services.
- Bring back nights and weekends
- Bring back nights and weekends please. I lost my job because you took them away.
- Bring back nights and weekends.
- Bring back nights and weekends.
- Bring back nights and weekends.
- Bring back nights and weekends. Buses that run every 30 minutes should be every 15 minutes. Buses that run every hour should be every 30 minutes.
- Bring back nights and weekends. Expand routes. Increase frequency.
- Bring back nights and weekends. I have to work - no way to get to work.
- Bring back services for weekend- at least Saturday service and extend hours for the evening.
- Bring back the Saturday service, please. It hurts many people and sales on Saturday at grocery stores. Shopping specials only on Saturday at some shops. Miss meetings, parades, events. If remove Farmers Markets, you have hurt yourself too!
- Bring back weekend and evening service. If not, the cost of the monthly pass should be decreased.
- Bring back weekend and evening service.
- Bring back weekend and night service. Very hard to get back and forth.

- Bring back weekend routes and or extend weekly times, express routes would be nice.
- Bring back weekend service.
- Bring back weekend service. Lower the price or bring back lost services. Expand services to include closer routes to newer areas (like Powers, S. Academy near Hwy 115). Pay the drivers what they're worth. Bring back the fired drivers with their benefits.
- Bring back weekends and nights.
- Bring buses back on weekends.
- Bring night and weekend services back. Please. Then I could go to work and college.
- Bring the buses back to what they were.
- Bus on the weekend.
- Bus on the weekends
- Bus service weekends, nights.
- Bus times and run on weekends.
- Bus to run longer time and weekends too. Add more bus stops closer to my home.
- Buses really need to run longer and on weekends. And the fare could be lower.
- Cheaper rates and weekend service.
- City Admin has outed service. Evening and weekend services would be great.
- Continue service for evenings and weekends.
- Daily Saturday service back.
- Days and hours of service. Control some rude passengers and driver kindness.
- Definitely need to reinstate evening and weekend service.
- Definitely need weekends and evening service for people who work late or on weekends.
- Definitely return at least 1 weekend day service!
- Don't go to rail cars, just bring back nights and weekends.

- Earlier buses. No buses run early enough for me to be at work at 5:30 am. I have to ride my bicycle nine miles every morning. Also Saturday service would be convenient for the #22.
- Evening services. Weekend services. Run more than 1 hour apart. Put the 22 back the way it was. I walk 6 miles a day to catch the bus and to return. I have to get to work.
- Evening and weekend service.
- Evening and weekend service.
- Evening and weekend service back.
- Evening and weekend service please!!
- Evening and weekend service.
- Evening and weekend service.
- Evening and weekend service. I lost my job because I was no longer able to get home and finding another job was very difficult. I don't have a vehicle.
- Evening and weekend service; more frequent.
- Evening and weekend services as well as more routes that branch out east.
- Evening and weekend services; more routes.
- Evening Service; at least Saturday service.
- Evening service and Saturday service. Lower fare, about \$1.50.
- Evening/weekend buses so people can work.
- Evening/weekend service please!
- Evenings and Saturday service.
- Evenings and weekend service.
- Evenings and weekends please!
- Evenings need to be brought back. I can't take evening classes because there are no busses during the evening.
- Expand areas of service, run routes later and on the weekends.
- Expand service area north and extend hours for evenings and weekends!
- Expand service back to weekends and nights.
- Expand service later on weekdays and weekends; need bus service.
- Expand service to include locations and hours.
- Expand services.
- Expand to include weekends and later in the day. I have to leave work early and cannot work weekends.
- Extend evening and Saturday service.

- Extend hours and Saturday/Sunday.
- Extend hours and weekend service.
- Extend hours, add weekends. Do not propose rate hike after adding services you took away and did not reduce rate. Make 31-day pass last 31 days.
- Extend it please. Sometimes I get stuck walking at night/weekends – 5 miles each way.
- Extend service.
- Extend service better and run on weekends.
- Extend service to Saturday.
- Extend the hours of riding time (past 7 p.m.) and please bring back weekend routes.
- Extend the schedule to evening and weekend services.
- Extended service to weekends and evenings.
- Get buses with better shocks for a smoother ride. Expand service to larger areas and on nights and weekends.
- Get Saturday service and later weekend service.
- Get weekends back.
- Give back the weekend rides.
- Give back weekends and evenings.
- Go back to evenings and weekends or lower price of 31-day pass.
- Go back to getting Saturday and Sunday service and night service.
- Have buses on Saturday and Sunday.
- Have buses run earlier. I need to be to work by 5:30 a.m. everyday and no bus can get me there in time. So I bicycle 9 miles to work Monday through Friday. Also, since I am off on weekends, the #22 route would be very convenient on Saturdays for recreational/leisure activities.
- Have buses run in the evening. After I get out of school and work it's hard to get home. Weekend service!
- Have longer running hours. Have bus service on weekends.
- Have Saturdays.
- Have the bus run on weekends and longer hours.
- Have the buses run longer, like they used to. Also run on the weekends.
- Have them run on evenings and weekends.
- Have weekend service and longer times to at least 10:00 pm.
- Having service more hours through the week past six o' clock and having service on the weekends and evenings.

- Hope there is evening and weekend service so I can get to work and home easily.
- Hopefully bring weekend services back. I care about balancing city budget.
- I am very unhappy with the discontinuance of the evening and weekend service. I sometimes have to walk five miles just to get to or from work.
- I feel like we need better services for nights and weekends.
- I feel that the weekend and evening services should be brought back.
- I have to take a cab for my Saturday housekeeping job. I make too much money and can't afford a computer. Isn't this funny?
- I hope the evening and weekend service comes back.
- I just hope the last trip will be up to 8 p.m. or 10 p.m. and my wish is to continue bus service on Saturday and Sunday so our family can go shopping and do recreational stuff.
- I need weekend services really badly for my job. They want me to work weekends, but I can't because I don't have transportation other than the bus.
- I rode the bus years ago when there was night services and more convenient routes. Bring back night service. Without it I become limited on hours I can work. As it is, I rarely have a way to grocery shop after work because there is no bus home. #16 route – Drivers Steve & Wayne are the nicest drivers and helpful. Thank you!
- I suggest that you reinstate the night and weekend service. I can't work because I have no transportation at night.
- I sure would like to see runs 7 days a week including evening service. This city could sure use it. It's definitely too big for limited service.
- I think Mountain Metro bus should run on Saturdays and Sundays because I always have to work these two days and always have to walk to work because of having no car and because bus does not run Saturday and Sunday.
- I think that if there isn't any weekend service, then at least run later on weekdays.
- I think week nights and Saturdays are good for people who ride the bus to and from work at those times.
- I understand MMT has reasons that keep them from operating buses at night, however, I believe very strongly that they should be kept running at least until dark during the summer and daylight savings time. Right now they stop running approx. 2.5 hrs before that happens. I also believe the buses should run on weekends, especially because you sell a 31-day pass. Technically it is only a 23-day pass.
- I wish the buses ran over the weekends again! We (my kids and I) depended on that!

- I work at UCCS and with no night or weekend services, a lot of out-of-state students are stuck on campus with nothing to do. When I work late or weekends, I walk 2 hours to get to work.
- I work on weekends so I desperately need the bus.
- I would like to have the buses run later and on weekends again. I'm unable to get to work on the weekends.
- I would like to see buses run on Saturday and Sunday, please. Thank you and you have a safe one!
- I would like to see extended hours and weekend service.
- I would like to see Saturday and Sunday service.
- I would resume Saturday bus service and add Sunday service even if limited. Later bus service from downtown bus terminal.
- I would suggest that the buses should run on the weekends, to the airport and the ball field. The fare should be \$1.50 and pay the extra 25 cents to get a transfer.
- If bus were to come once an hour on weekday evenings and weekends on the most frequently used routes like Academy and downtown for an increased bus rate, I'd still be more than happy to pay it and it would be EXTREMELY helpful, at like, \$2 with separate bus passes. PLEASE consider.
- If you want to help the economy of Colorado Springs, CO you should bring back evenings and weekends. Many people lost work, next their home. Everyone has a situation but most have the need for transit 24/7.
- I'm overall pleased with the service provided by Mountain Metro. However, it would be nice to see some routes run more frequently and the return of weekend and evening service.
- Implement all the categories from question #21.
- Increase bus service now!
- Increase bus service.
- It is a must that the buses run at night and at least on Saturdays. People are losing due to those horrible bus schedules !
- It sucks that I am limited to working hours because of no evening service. I feel like I am always in a rush. With the kids, it's hard on them and me.
- It would be a great service if it ran on the weekends.
- It would be great if you guys ran on the weekends and later in the evenings on weekdays.
- Just bring the Saturday routes back.
- Just need evening and weekends services.
- Just to have Saturdays and Sundays back.
- Keep route going on weekends. Longer routes.

- Keep the buses going and bring back Saturday and Sunday services; main transportation.
- Later bus service and weekend service.
- Later hours and weekends.
- Later in the evenings and weekends. Not everyone works 9-5 Monday - Friday and people need to get around on the weekend.
- Later service and weekends!
- Later service and weekend hours. More frequent buses.
- Longer hours and weekend service and make student passes for all ages, just as long as they have a student I.D.
- Longer hours (even if it's one-hour intervals) and weekends, so I can work more flexible hours.
- Longer service during the week; weekend service; cost to ride lowered.
- Longer service like nights and weekends and more bus routes.
- Longer services at night; weekend at least on Sunday; holidays; more service centers.
- Lower fares and go back to weekend and night services.
- Lower fares; hour buses to half hour; weekend service.
- Lower wait times between buses. Weeknight service. At least Saturday services if not the entire weekend. Personal service at the downtown terminal; a computer and a change machine just doesn't do it.
- Make City Council ride the bus. But we all need cheaper rates and more hours for jobs. They won't hire you if you can't get there.
- Make it a 24-hour service. Add week nights/weekends.
- Matching bus schedules. Sometimes miss buses due to schedules. One leaves 2 minutes before I get there. I use 11 and 25 most. Miss at PPCC. Sometimes need Saturday and nights back. Have to pay for cab on weekends and night to get my kids home.
- More bus #22; transfers available to use on the same bus you got them from; Saturday and Sunday service; more expiration time on transfers.
- More bus routes, weekends and nights.
- More bus service on weekends.
- More buses, more often.
- More buses; Saturday and Sunday buses.
- More buses; weekend service.
- More days and more frequent.

- More days/evenings; to be kept better informed concerning service/ changes, bus riders to be listened to more and asked for constructive comments.
- More evening service and weekends.
- More hours.
- More late night service; lower all price on bus passes.
- More later bus routes and weekends would help my family of 9.
- More of everything. We need to service more times and areas. If you cannot provide better service, then taxes should be repaid to citizens.
- More Saturday and Sunday and extended hours!
- More service, later hours, weekends.
- More time, later time. Services east side. Saturday service; Sunday service; evening service.
- More times on weekends.
- More weekend bus and evening to take me and my son out and service dog. Bus stop at Morning Sun for bus route 14 before Academy Blvd.
- More weekends please, please, and nights. It makes it hard for people with no car and who need to work for a living.
- Must change back to old schedule and Ft Carson.
- Need a bus system like RTD in Denver.They are day and night and on weekends.
- Need Saturday service back.
- Need service at night and weekends.
- Need to expand to evenings and weekends.
- Need to extend hours on weekdays and weekend services.
- Need to extend the evenings and Saturdays even if the fares have to go higher.
- Need to run on weekday evenings and weekends. What kind of city bus stops at 6:00 and doesn't run on weekends? Ridiculous!
- Need to run on weekends and later than 6:00 p.m.
- Need to run Saturday and Sunday.
- Need weekend bus.
- Need weekend days back.
- Need weekend service.
- Need weekend service again.
- Need weekend service and later hours.

- Need weekend service to be an efficient service. Need (illegible) at info booth at terminal.
- Needs to run to 11 pm and on weekends.
- Night and weekends back.
- Night and weekend hours.
- Night and weekend service would be nice to have. Thank you!
- Night and weekend service.
- Night and weekend service.
- Night service and weekend.
- Nightly and weekend service; like we once already had!!
- Nights and weekends because it makes it hard to get to work for people that work weekends and third shift. I'm paying \$54 a day for cabs on weekends. I have to leave home at 4:30 p.m. to get to work for 11:00 pm.
- Nights and Saturdays.
- Nights and Saturdays.
- Nights and weekend service is what I would really like to see.
- Nights and weekend services.
- Nights and weekends.
- Nights and weekends back.
- Nights and weekends please. It's really horrible for people to get back and forth to work.
- Nights and weekends, everything on this survey, and bus drivers overall are very courteous, polite and helpful.
- Nights and weekends.
- Nights/weekends, more bus routes, more buses.
- People work at night and on weekends. That's a simple fact. They need to get to work!
- PLEASE BRING BACK EXTENDED/EXPANDED SERVICE!!!
- Please bring back nights and weekends. I am a single mom with two kids and sometimes I miss the bus to pick up my kids from school.
- Please bring back Saturday bus service.
- Please bring back Saturday routes!
- Please bring back weekend or evening services.
- Please bring back weekend service. Since it's the summer and all, more benches by areas that don't have them. Also, evening service past 7:00 p.m.

- Please bring back weekends. I work every weekend. I can't walk 4-1/2 miles. I also can't afford \$35.00 for cabs on weekends.
- Please, dear lord, bring back Saturday service!!! Saturday service back for the people, we need it! Thank you!
- Please expand service back to the weekend and later hours.
- Please expand to evening and weekend schedule. Not everyone's life stops at 6:00 pm, Monday thru Friday. Thank you!
- Please extend weekday service. Please bring back Saturday service.
- Please have schedule more available at the station. Saturdays and Sunday bus service is essential for the livelihood of our city.
- Please put Saturday back.
- Please restore evening and Saturday service. I lost my job because of your ill-conceived cuts. 33,000 people use MMT a month. Come on!
- Please restore Saturday service.
- Please return weekend service -- seven days a week. Please reinstate info booth at terminal.
- Please run bus on Saturday and Sunday.
- Please start up evening and weekend services again. It is hurting the elderly and the handicapped.
- Provide more routes and weekend services.
- Provide more routes and weekend services.
- Put back weekend service and night service. You've taken away the right of the poor or disabled to have access to weekend recreating, religious services, or evening work.
- Put weekend bus back on. I think with having weekend bus I would be able to get around more.
- Restore Saturday service. Have late night service.
- Returning weekends and evening routes would be great!
- Run at night again and on weekends. Very Important.
- Run buses later and on the weekends. (I lost my job because buses do not run later).
- Run buses on weekends and make fares a little cheaper.
- Run buses on weekends.
- Run buses on weekends.
- Run buses on weekends; drivers could be nicer.
- Run later and on weekends.
- Run later and weekends.

- Run nights and weekends.
- Run nights and weekends
- Run on Saturdays.
- Run on the weekends and later.
- Run on weekend.
- Run on weekends.
- Run on weekends and evenings.
- Run on weekends.
- Run on weekends.
- Run on weekends; run after 8:00 pm.
- Run past 6 pm and run on weekends.
- Run the bus on the weekends again.
- Run the buses on the weekends; also run the buses past 6:00 pm.
- Run weekends and evenings.
- Run weekends.
- Saturday and Sunday service.
- Saturday and Sunday services until 10:00 at night daily.
- Saturday and late night service.
- Saturday and Sunday.
- Saturday bus rides would be good for all.
- Saturday service and more evening service.
- Saturday service!
- Saturday, Sunday and weekly evening service.
- Schedules: Work on timing.
- Service at night and on Saturdays.
- Service for weekends.
- Service on weekends.
- Service on weekends and later hours would make taking the bus far more reliable.
- Service on weekends and nights; more areas; bring back old stops.
- Service on weekends, lower ride fares, more areas covered (including to airport).
- Services 7 days a week would be great.

- Services on weekends and at night. When I get off at night, I have to walk a long ways by myself in scary areas. It is dangerous for women alone at night.
- Seven-day-a-week service.
- Seven day service; cheaper/31-day passes.
- Should have evening and weekends.
- Start evening routes again as well as weekends.
- Start running on weekends and run past 6:15 during the week.
- Start weekends again so that I can do my shopping.
- The buses don't run late enough. I work sometimes from 11 pm-7 am. I can get home, but not to work. Furthermore, we should have buses running during the weekends.
- The lack of buses on weekends and nights hurts the people who need the buses the most, i.e., students, the aged, handicapped and night workers.
- The way you can improve this bus system is to run on weekends because most people have those days off of work and have no transportation.
- They should never have taken away Saturday buses.
- This is the only city in America with over 400,000 people that doesn't have p.m. and weekend service. IT IS A DISGRACE and an embarrassment.
- To have the weekend service again and later hours.
- To improve Mountain Metro service I suggest having Saturday/Sunday service and to keep going longer than around 6:00.
- To reinstate running on the weekend and evening again.
- To run on Saturdays and Sundays.
- We need evenings and weekends.
- We need more service for evenings and weekends.
- We need Saturday service.
- We need weekend buses and later evening routes. What about people who work past 6 at night and have work and school on weekends?
- We need weekend buses!!
- We need weekend service back for sure.
- We need weekend service.
- We really need weekend service back.
- Weekend and evening service.
- Weekend and night service.
- Weekend and Saturday and Sunday service, please!
- Weekend and evening services are a must for most all MMT users.

- Weekend and night bus.
- Weekend and night service!
- Weekend and night time service restored. Add Union Blvd. route.
- Weekend bus service.
- Weekend buses if they were to set them up with a skeleton schedule.
- Weekend rides.
- Weekend service.
- Weekend service and evening service would be prime, it's hard getting home from night school without a bus.
- Weekend service and late night.
- Weekend service for work.
- Weekend service; later service.
- Weekend service would be nice so if I were to work I could get there.
- Weekend service, extended hours, more routes, Fort Carson, east side, lower fares.
- Weekend service, longer hours for north buses and customer service available for people to talk to!
- Weekend service, night service, expand routes.
- Weekend service.
- Weekend service; evening service.
- Weekend service; longer hours of service; a larger area covered and service.
- Weekend service; lower fares.
- Weekend service; more buses than one an hour.
- Weekend service!
- Weekends would be helpful.
- Weekend/weekday service.

- Weekends.
- Weekends.
- Weekends and evening service.
- Weekends and later evenings.
- Weekends and longer days. 1 more 24 bus so we don't have to wait an hour to get home.
- Weekends please!
- Weekends!
- Weekends!
- Weekends, evenings.
- Weekends.
- Weekends.
- When I first started riding the bus 3 years ago, I was able to get around town fairly well, but since bus changes, I came close to losing my job and I have a hard time with any personal business. Great drivers!!
- Why can't we have weekend service?
- Why do you pay full amount for 31 days and you don't even run on weekends. That's not fair.
- Will be very beneficial if buses start running on weekends and during the evening extended hours.
- Would like Saturday service to go shopping and places with my child. Work/day care takes up weekday time on bus.
- Would like the bus to run on weekends, late also at 10 pm.
- Would like to see weekend/evenings reinstated.
- You cut too many services and even nights. How do people get home. The weekend is a joke. No service at all. You are not thinking of individual needs, just your own.
- You should be able to use a transfer on all buses as long as the time is still good!! You should definitely have a bus on Powers where most of the stores are! You should definitely run buses in the evenings and on weekends so people can get to and from work!
- Bus running at night.
- Buses on weekends. Not everyone is 9-5 Monday through Friday. It made me lose my job! Not fair.
- Evening service.
- Evening Service!
- Evening service. Bus stops running too early.
- Evening services.

- Expand evening service.
- Extend weekday evening service and destroy older model buses.
- I guess be early.
- It would be better if the buses ran later at night.
- Later bus schedule.
- Later hours for sure, all days.
- Longer hours past 6:00 pm.
- Longer hours, less money.
- Make more convenient for people who work nights. You should not have to wait an hour to catch the bus.
- More frequent buses and later hours and nicer drivers. Really need more space for strollers.
- More night service till 10:00 pm.
- More service times and areas; switch to electric (I can hope). Many others and myself are disabled and laborers and night workers need the buses to keep this city running. Thank you!
- More times and routes.
- Most importantly, having evening options. It's hard to find work with only daytime hours available.
- My suggestion is to have the evening bus service back. I used to live in England and the buses ran 7 days a week from 6 am to 11 pm. Also, I work till 7 pm at night and I always have to ask someone for a ride home. So having the evening service back would be great. Thanks :)
- Never pass up stop early.
- Night back!!
- Night back.
- Night service please.
- Night service!
- Please expand hours; shorter pick-up times.
- Please have evening service. It makes this a bad place to live.
- Run all weeknights.
- Run at night again. Cleaner buses.
- Run buses later.
- Should make into 22-ride pass. Work 9-6, Monday-Friday, bus inaccessible by schedule.
- The bus needs to stay running to at least 9:00 pm. It would make it convenient for people to work.

- The bus service should run until 9:00 pm on weekdays and should run on weekends.
- They should provide weekly evening services.
- Weekday evening service .
- Better service on weekdays and Saturday .

### **Comments Regarding Service Area**

- Airport service.
- Barnes and Powers would be nice.
- Broaden the areas the buses go.
- Bus service to Powers corridor.
- Buses should go a little more northwest.
- Cover a broader area, run busses more frequently, also have stewardesses with drink carts on the bus?
- Extend to more areas.
- Frequency of buses and expand routes.
- Get downtown so we can get the other bus.
- Get more areas served. Run later at night. Run more frequently. It will help with work schedules and make it easier to get to and from work.
- Get that Fort Carson back to Fort Carson.
- Have a stop closer to my house and work. Wal-Mart on Woodmen and Powers would be nice. Or near King Soopers on Stetson Hills and Powers.
- Have buses run on Union.
- How about buses that travel in a loop around town instead of just down the road and back.
- I come from (illegible) where there is better services. If you have good infrastructures, business will come. Why are they leaving? More routes, weekend service will get people to where they need to go to work.
- I really think they need more routes, especially down Academy to Powers and N. Carefree area. Many people depend on the bus and need it for work.
- I would rather pay more and get more routes than pay less with less routes.
- If we could expand routes and buses could come more often so it didn't take so long.
- Improve routes.

- Increase routes, service and times.
- Increase time of routes and implement bus service on weekends.
- I'd like the bus to run on Oro Blanco again so I won't have to walk far to catch the bus.
- Keep this route.
- Lower cost or have more routes!
- Make a bus route that runs through the Woodstock area in Fountain. Bring back weekend service.
- Make it more convenient to stops you don't make yet. But it would be nice to have a bus stop close by.
- More bus times and stops.
- More buses to Powers.
- More routes.
- More routes - longer service times.
- More routes and expanded hours.
- More routes north and east to Powers. Shorter and faster routes.
- More routes north by Motor Vehicle Registration.
- More routes running more frequently and later.
- More routes to open out Powers, etc. MVR north.
- More routes, better prices, and Saturday and Sunday service.
- More routes, more frequent pick up times, like 1/2 hour, buses run til 10:00.
- More routes, more frequent, evening and weekends.
- More routes; more service hours.
- More service further east and later runs.
- More stops (closer), longer service time, weekend/evening.
- More stops closest to major/most common areas.
- More stops, more often.
- Need bus routes on Powers Blvd. or service in Stetson Hills area.
- Need more access to stops; more routes; weekend and night services.
- Please have bus go to 555 Middle Creek Parkway, Colorado Springs 80921
- Stop cutting routes!
- There should be a route for all of Austin Bluffs; 3 bike racks on all buses.

## Comments Regarding Buses or Facilities

- Fix your bus, stop giving your driver the dead or crappy one.
- Larger buses or more buses running, so the capacity is not to its max or over.
- More schedules; more buses.
- More service.
- Please give public portable toilets.
- Air conditioning; radio.

## Miscellaneous Passenger Complaints

- Be on schedule.
- Be on time!
- Better regulate the AC on the new buses. It seems that it must get hot in the front of the bus (driver's area) so the driver cranks up the AC. It gets very cold in the cabin. Either the different zone thermostats don't work or the driver does not care how cold it gets in the back.
- Bus driver should wait for elderly to sit down before driving off – a must. That's my opinion.
- Call center readily available; they don't call back for hours.
- Can't get on same bus line with transfer...that's just wrong.
- Colorado has gotten rid of the bus service like they're giving out cars out here or providing the right money to sustain people, while they can't even get to a job. That's retarded. And NO concern whatsoever for their community's well being.
- Don't let the city run Mountain Metro.
- Get rid of the mayor.
- Get rid of the union!! As misleading as it would be, at least try to look like this town gives a rat's rump about people, including passengers. (Talk about false advertising!!)
- I wish I didn't have to ride the bus. It's lame and some of the drivers are no good. The workers at the terminal are always flirting with women, not cool. Your drivers could be nicer and no 1-hour pick-ups.
- I would like it if drivers would or could respect a stop across from opposite bus stop so I wouldn't have to walk back up Moreno hill if they could let me off by the Red Nolland collision center.
- If people are too drunk they should not be allowed to ride.
- Improve your transfer policies.

- In order to get to my final destination I have to leave an extra hour early. I need to be at the Shops at Briargate by 9. The 8:15 bus gets there at 9:04. So I take the 7:15. Downtown terminal is NOT pleasant. I am not a smoker and shouldn't be forced to be engulfed in smoke to ride the bus. The website is slow and not user friendly to new users. The drivers are fantastic. Super safe and friendly.
- I've been riding the bus for 20 years and this is the worst I have seen our public transit. Due to the cutbacks, many people have lost jobs. There too many improvements that need to be made.
- List the in-between stops.
- Make buses more on time.
- Make route info more accessible to people without computers.
- Monitor noise level!
- More \$ \$.
- More specific schedules.
- Now come on, quit pulling our legs. There is money for us, the citizens.
- Place this survey online (i.e., for sight-impaired/sleep-impaired).
- Please be always on time. Not too early, not too late.
- Stop cutting budget so severely. Many of us rely on the bus service to get to work. Cutting/eliminating times or whole bus lines can and has made for problems with work schedules and has , in some cases, led to being eliminated from said job. Bus lines being cut should not add to growing unemployment percentage!
- Stop playing political games and bring back the old schedules. ALL of them.
- Stop running the business to make a profit. Explore alternative fuel.
- Sucks.
- Think about the economy and how poor the routes and schedules are. I have ridden the bus for several years now and it's too expensive and the areas covered are limited. There needs to be major changes to the Mountain Metropolitan Transit.
- Transfer no good up north because it takes so long
- Website - PDF files of brochures are not acceptable. If Metro cannot employ a phone operator to give me a bus schedule over the phone, I can't always access the internet and if I can, I can't always open PDF files. Service - Let's talk about those who ride the bus. We're poor. We don't have much and jobs are hard to come by. Businesses still run on nights/weekends and generally people who don't have much end up working during those times, yet there is no service to get to/from work. I can't afford a car. Who does Mr. Rivera assume will flip his burgers at 8:00 pm if we've all lost our jobs due to lack of bus service? I can't even take classes at night anymore. FYI, the Powers route drivers are extremely unsafe.

- Work on your website! Fix your buses. Stop giving your driver the dead or crappy one.

### **Positive Comments on Service**

- A+
- Everything is good.
- Good.
- Great transportation system!
- Great.
- I don't know but keep it up.
- I think the seats should have seatbelts for the kids.
- It is good.
- It is very important to have Mountain Metro service.
- Keep buses running; a city this size needs a transit system.
- Keep up the good work!
- Keep up the great work! Thank you for the safe drivers and nice attitudes toward us. God bless you all and families.
- No complaints.
- None- good job.
- Nothing, you guys are great. It would be nice to have the buses running a little later and on weekends.
- Thanks.
- The bus is a very good service which I need. I like the bus because it provides the best service.
- The bus system in this city is vastly under appreciated and struggling. It is a lifeline to those who can't otherwise afford transportation, but neglected by the city's government. I'm not sure what it should do in response, but it needs help from outside.
- There are so many reasons I could not list them all.
- Very good.
- We need the bus service!

### **Comments Regarding Drivers and Staff**

- Bus drivers far, far nicer than in the past because of a good economy. Believe this: They even allow you to walk to seat and sit down before driving!!
- Driver needs a refresher course on how to drive.

- Driver should be a people person or fired from this job.
- Drivers should be more courteous. Terminal workers should stop acting like women are their groupies.
- Eliminate zone fare, put in more stops, make the "stop" cord ring every time it is pulled. Twice today, drivers kept driving because they forgot the bell rang.
- Get rid of current Mountain Metro executives, administration and personnel. Live people to talk to on the phone. Get rid of all current city council members.
- Happy workers.
- I suggest that drivers be more consistent. I have trouble catching a bus that is very inconsistent.
- Keep city council's hands off all funds that go to bus service. Council should never be allowed to cut bus service again.
- Let the German owners run it and keep the Springs governmentt out of it.
- More service would be nice. Drivers are nice.
- Some drivers need to calm down and stop being a jerk.
- Supervisor at Downtown terminal is a jerk. Rude, not helpful - clearly there for the social event. Evenings and weekends lack of service - what are you thinking? Who authorized audio voices on the buses - doesn't work!! Waste of money.
- Tell the bus drivers not to freeze us.
- We, as riders, should demand city leaders use city operations. More stops, less money, as in this should be a community service, of which the community should be proud. So more friendly and convenient to every resident. This service isn't generally friendly or convenient. We as residents of Colorado Springs should demand leaders like Lionel Rivera use city service and be held responsible for these services. Where are mayor Lionel Rivera and city leaders? Why don't they use city services?
- Your workers at the downtown terminal need to leave the women alone; always flirting. Not good; makes them look bad. No 1-hour pickups. A driver (route 11 or 10) one day drove past a lady without stopping (VERY RUDE). Comfortable seating - at least have the seats cleaned because they are sometimes dirty. Bus driver on route 19 evening is good and friendly.
- 15/16 route is very good, so are others. Abolish driver seniority. We prefer the NICE ones. Bad grade, as \_\_\_\_\_ should face serious mental evaluation. 0105 has no shock absorbers; some new ones also need.

### **Comments on Fares**

- College students should be able to buy the 31-day pass at same price as high school students.

- Drop the fare back to \$1.50 for less service or increase service. It is nothing short of crazy that we lost routes and weekend and night service right after the fares were raised. The only people being hurt by this are the people who need the bus, including the drivers.
- Free rides on Thursdays.
- Have a senior monthly pass like all other cities I've lived in in the past.
- I know it takes money to run a good system, but charging people a dollar extra to go to Fountain is hard.
- Less money for fares. Bring back evenings and weekends and extend service.
- Lower fares; more routes.
- Lower prices.
- Lower prices. \$1.75 for one way is too much and transfers don't last long. Should be able to buy all-day pass, like Arizona.
- Lower the fares!
- Lower the price of the 31-day bus pass or give 31-day bus schedule. No weekend schedule means 20-22 days. Add grocery tax and make free to the rider Routt County, Summit and Garfield Counties.
- Make it 1 union. Fire the Mayor and all of City Council and start from scratch.
- More service; less money.
- No zone fares.
- Price of monthly passes. And that you do not deduct for days you do not run such as week ends and yet you still count your off days.
- Should be able to transfer buses more than 3 times. It is TOO EXPENSIVE, especially when you are currently not employed and 8 months pregnant!
- Start day passes.
- Too high of price.
- Transfer allowed on same bus. Have the bus run on Saturday and Sunday. Also have bus stop running at 10:00 pm. Transfers don't expire too quick.
- We pay \$63 for a 31-day bus pass and only get 20 days of service. Either lower the price to accommodate 20 days or give us 11 more days on the bus pass! \$1.25 fare.

### **Comments on Service Frequency**

- #9 - Need stop on Nevada nearer to Garden of the Gods for transfer to 14. #9 & 14 - Need connection times especially since both are currently once an hour and do not connect at GOG and Nevada. #9 - Schedule leave

Chapel Hills 15 minutes earlier to allow arrival at Corporate Drive and Nevada in time for a 9:30 shift. Currently get to work 10 minutes late daily.

- More frequent service. Do away with transfer stations. Sunday service.
- A few of the bus drivers are not as courteous as they could be. A few of the routes I take only run 1 time an hour; need them twice an hour.
- Add another bus.
- Add more routes!
- Buses run too infrequently, transfers between 25 and 9 requires 30-minute wait. Unruly, violent, and intoxicated riders are a problem, especially at the downtown terminal. The 6:15 pm cut-off for downtown terminal transfers leaves me only one bus to catch after work to make the #9 to #12 transfer.
- Frequency some kind of way.
- Have many more routes more often and bus drivers with a better attitude!
- Higher frequency on each route.
- I would like it to run more often than usually.
- Increase frequency on many routes.
- Make all buses ½ hour. More stops. Reduce rate. Help the disabled people.
- More frequent buses through rush/commute hours (every 1/2 hour, for example).
- More frequent service.
- More frequent service. Weekend service.
- More service.
- Move buses on routes, only 1 bus on route. Expanded route to Powers and nights and weekends.
- Please run the express routes like before or a regular bus service up to Barnes and Antelope Ridge.
- Run every 1/2 hour! Run Saturdays so I can go to church!
- Run every 30 minutes. More buses.
- Run every 30 minutes. Run until midnight.
- Service to buses and routes more and lower fares, so more people ride instead of drive.
- Some routes, such as the #15, need to run every 30 minutes and run Saturdays and Sundays.

- Some transfers are very slow. It takes over an hour and a half to get from Academy/Austin Bluffs to Cimmaron and 8th St. with 2 transfers. The transfer from Academy to the downtown bus usually involves a 20-25 minute wait and the wait downtown for the 8th St. bus takes about the same. A straight drive is usually a third or less of the time. Would like the bus to take only twice as long or less.
- They need to be on time. I waited for like an hour!
- They need to change the schedules so all the buses meet at the same time for your transfers; not have to call a bus to wait for the next one to get there.
- Try and hold buses at transfer station until other buses arrive!
- Twenty (20) minute waiting time between major buses like the 25.

### **Miscellaneous Comments**

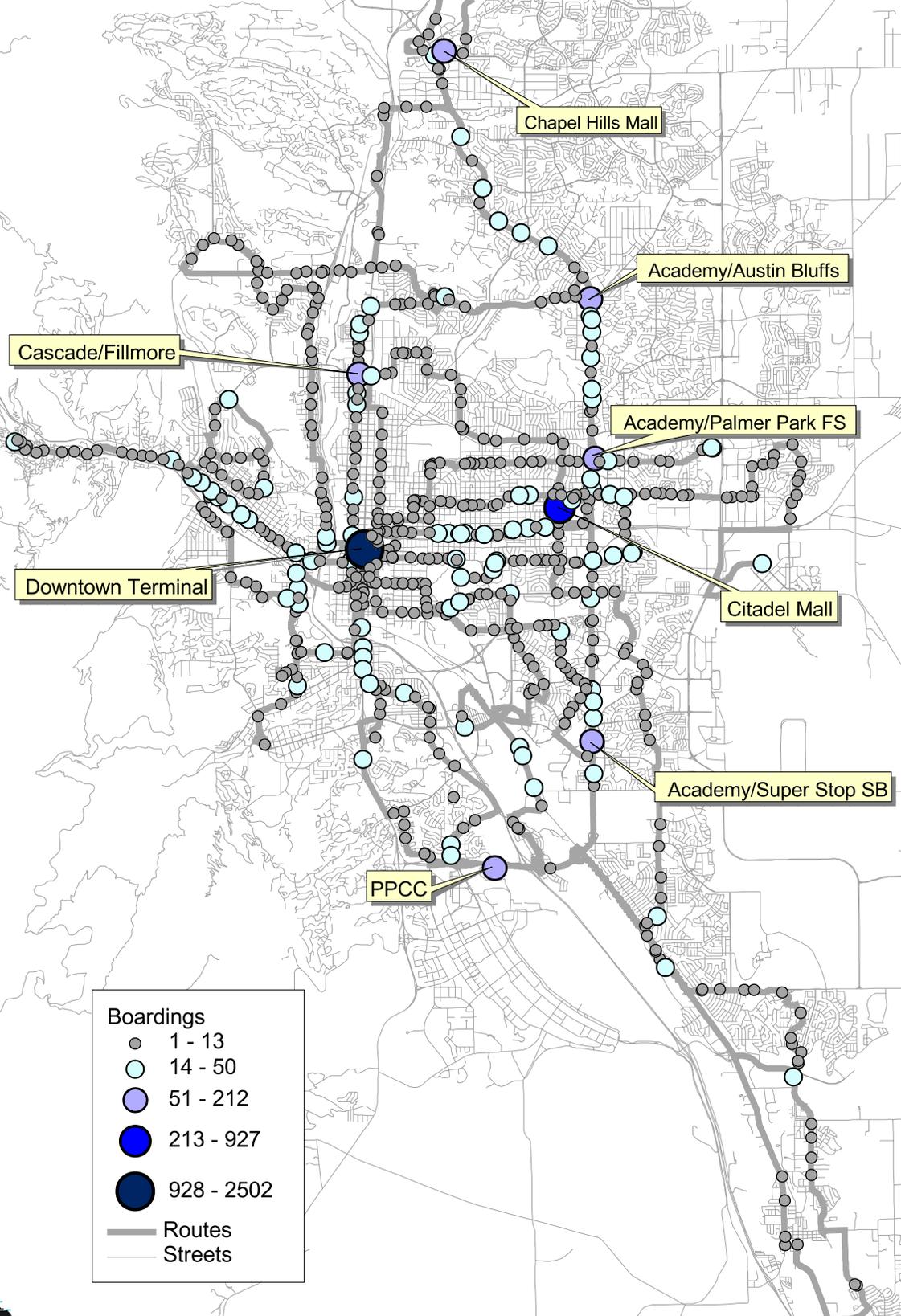
- Yes, I do own my business through my best home provider. Here's the name of Crystalyn's hand made knitting store.
- A book of schedules. I have lived elsewhere and liked having the book of schedules. it cost \$2.00 but was worth it.
- All day bus passes.
- All stops should have current schedules. Several people were at bus stops on Saturday.
- Be able to use transfer on return trip. Minimum of 4 hours before transfer expires.
- Better marketing to improve public awareness.
- Bring back rest of the routes to base.
- Extend summer pass to college students.
- Free drinks.
- I believe the buses should stay -- it's 2010. It's important for those with low incomes, families, students, the elderly Every major city has them. It wouldn't be fair to the taxpayers that ride the buses whether it's private or not. BY STAYING OUT OF POLITICS.

# Appendix E: Boarding and Alighting Maps

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Systemwide  
2010 Daily Boardings

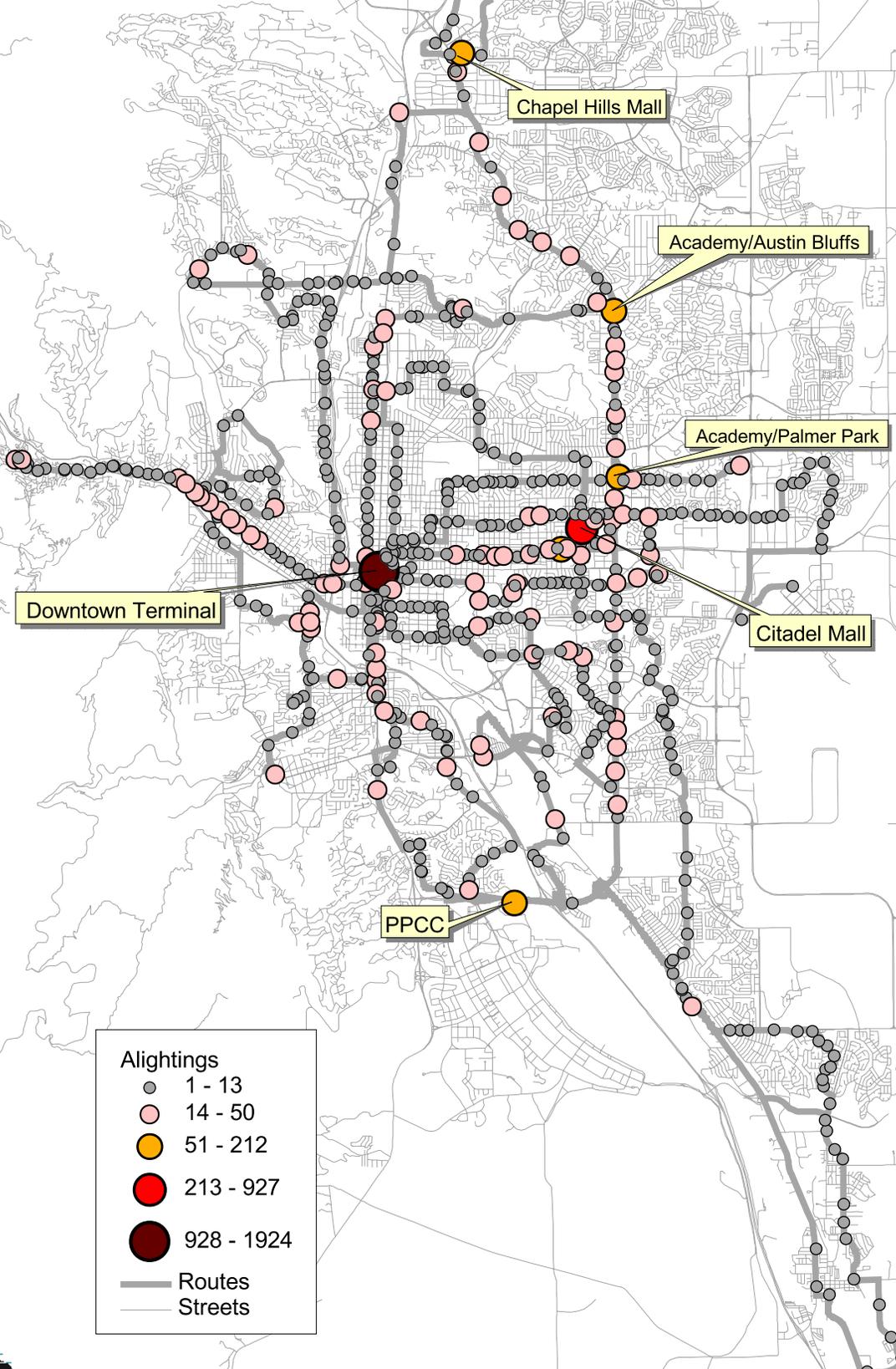


**Boardings**

- 1 - 13
- 14 - 50
- 51 - 212
- 213 - 927
- 928 - 2502

— Routes  
— Streets

### Systemwide 2010 Daily Alightings

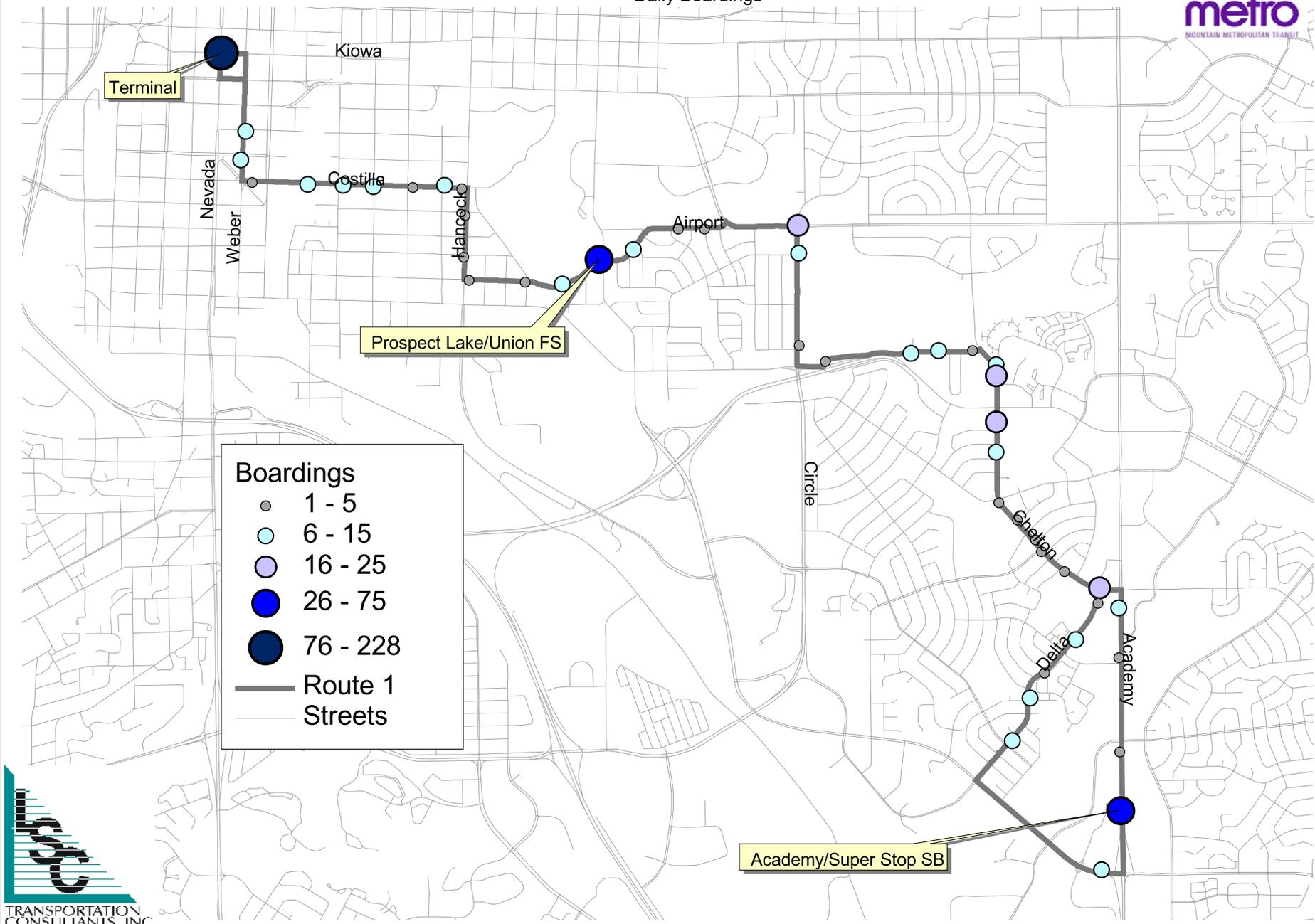


**Alightings**

- 1 - 13
- 14 - 50
- 51 - 212
- 213 - 927
- 928 - 1924

— Routes  
— Streets

# Route 1 - Hillside-Hancock Plaza Daily Boardings



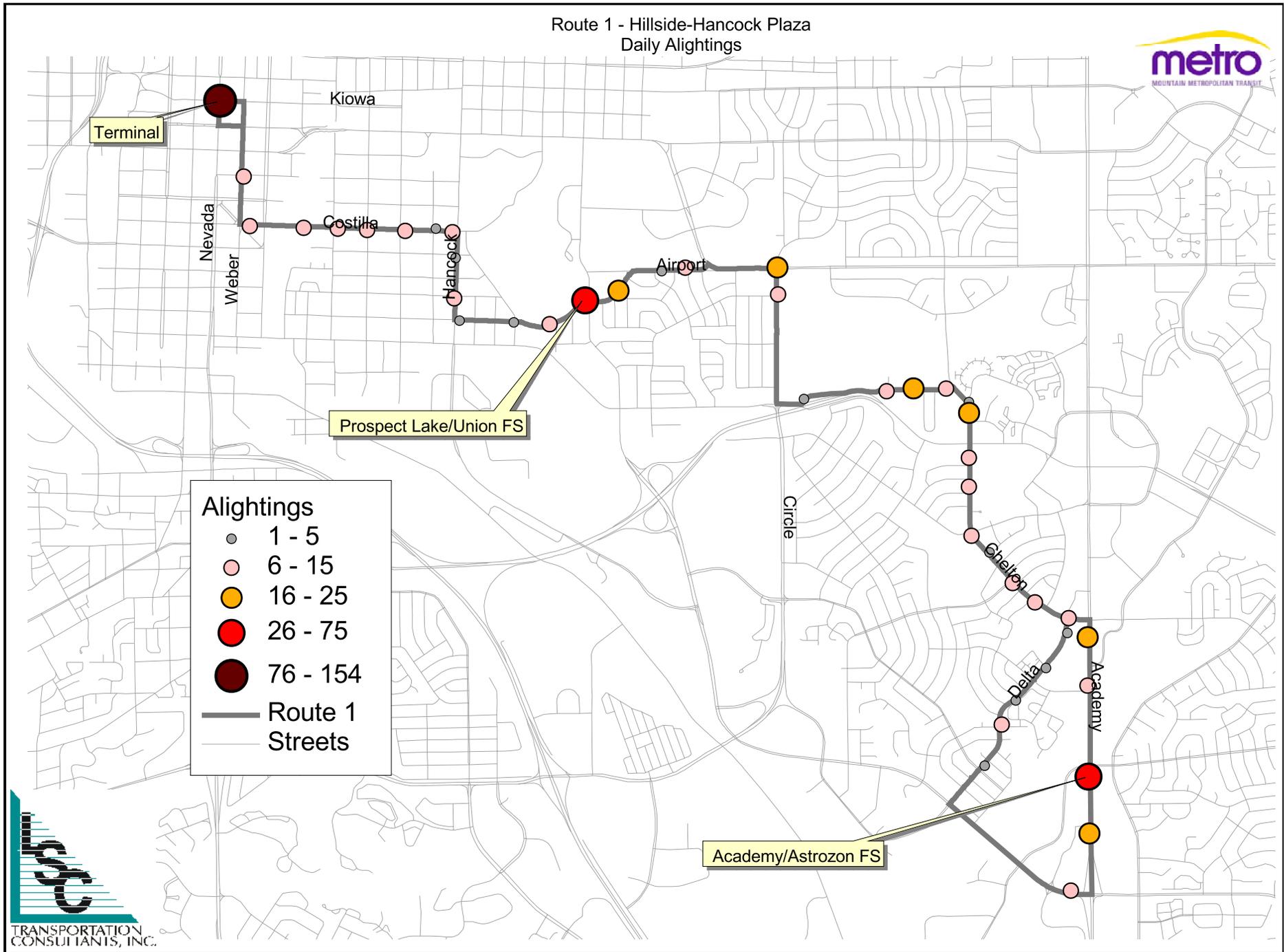
**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 228

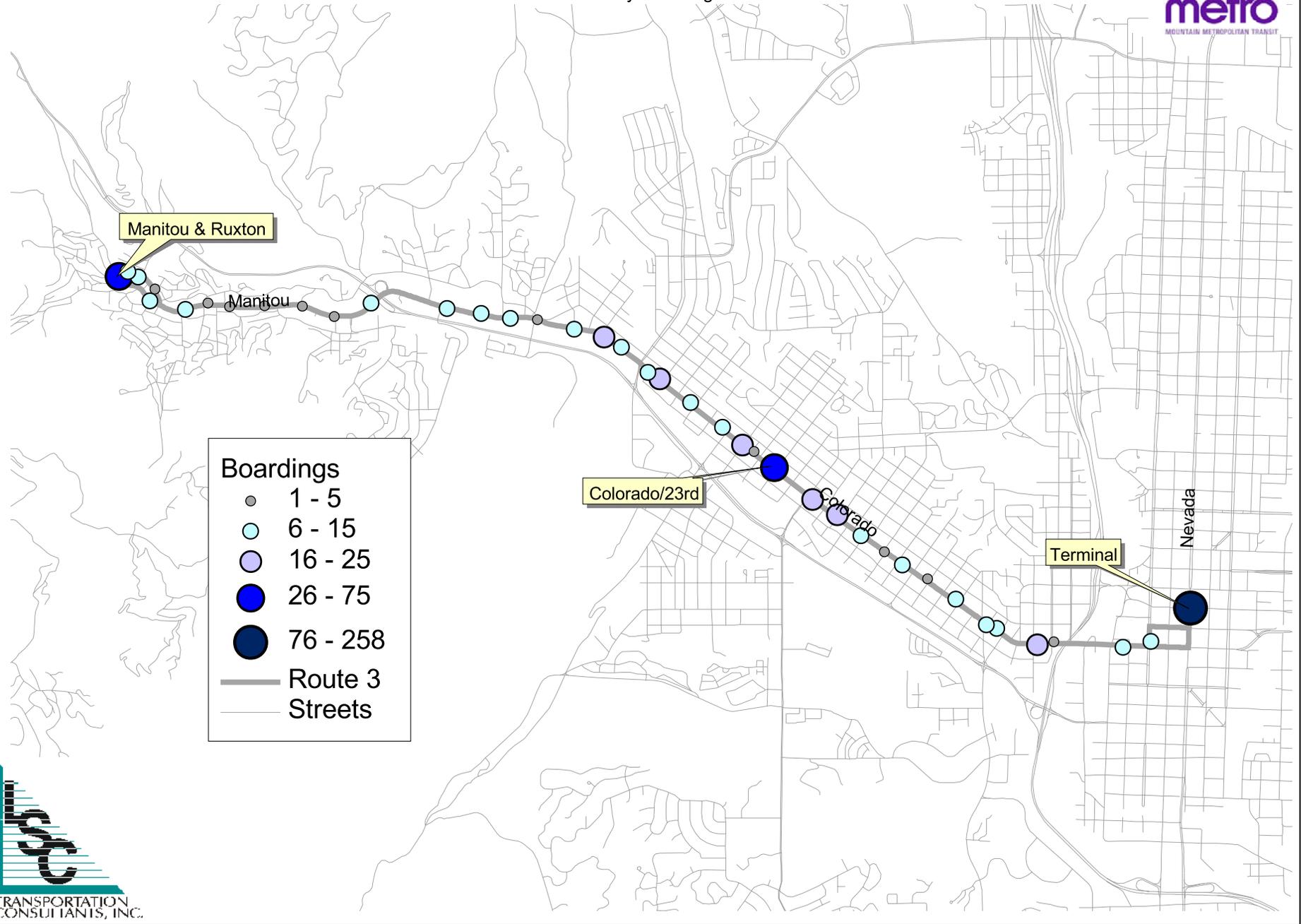
— Route 1  
— Streets



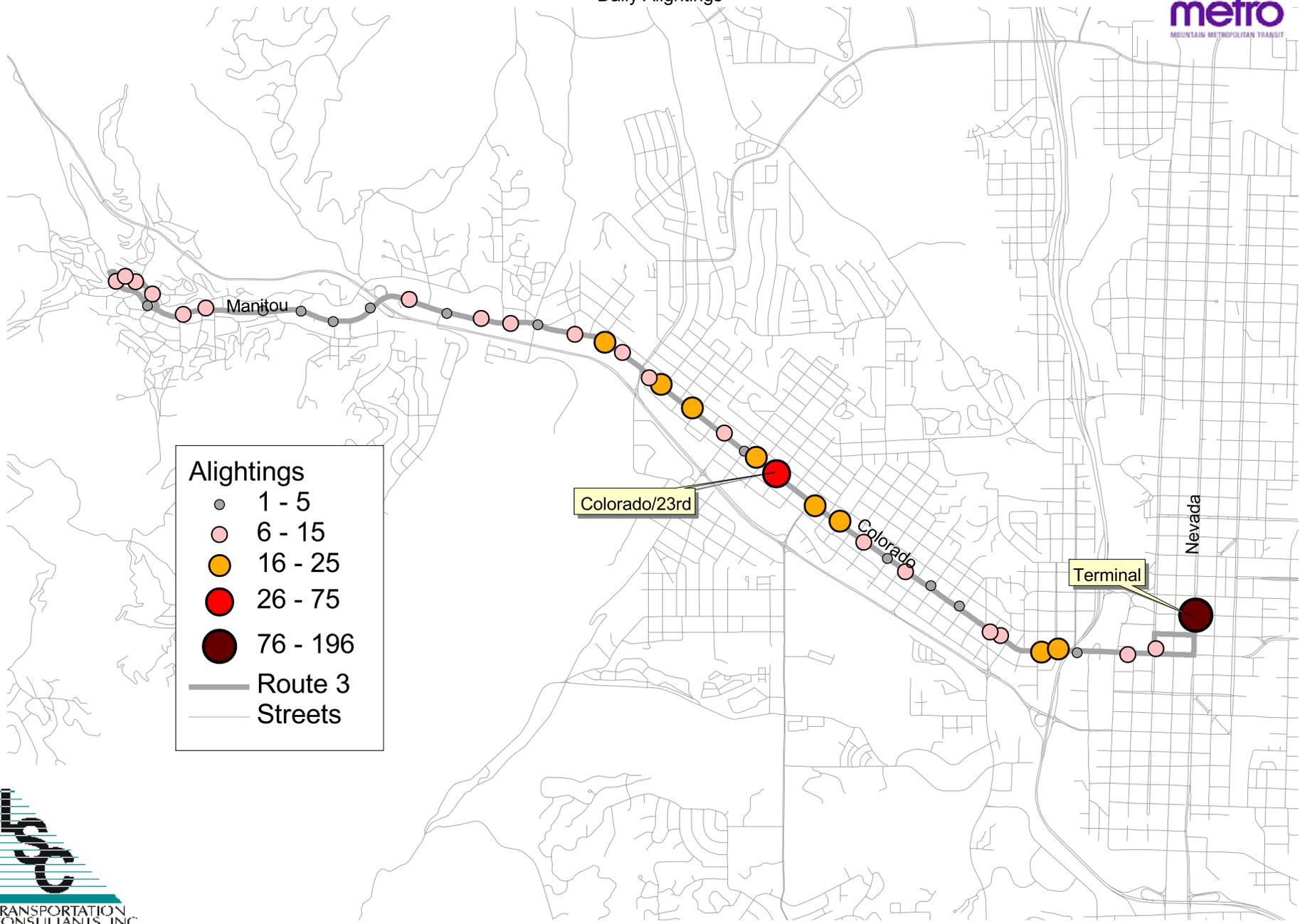
Route 1 - Hillside-Hancock Plaza  
Daily Alightings



# Route 3 - Colorado Avenue Daily Boardings



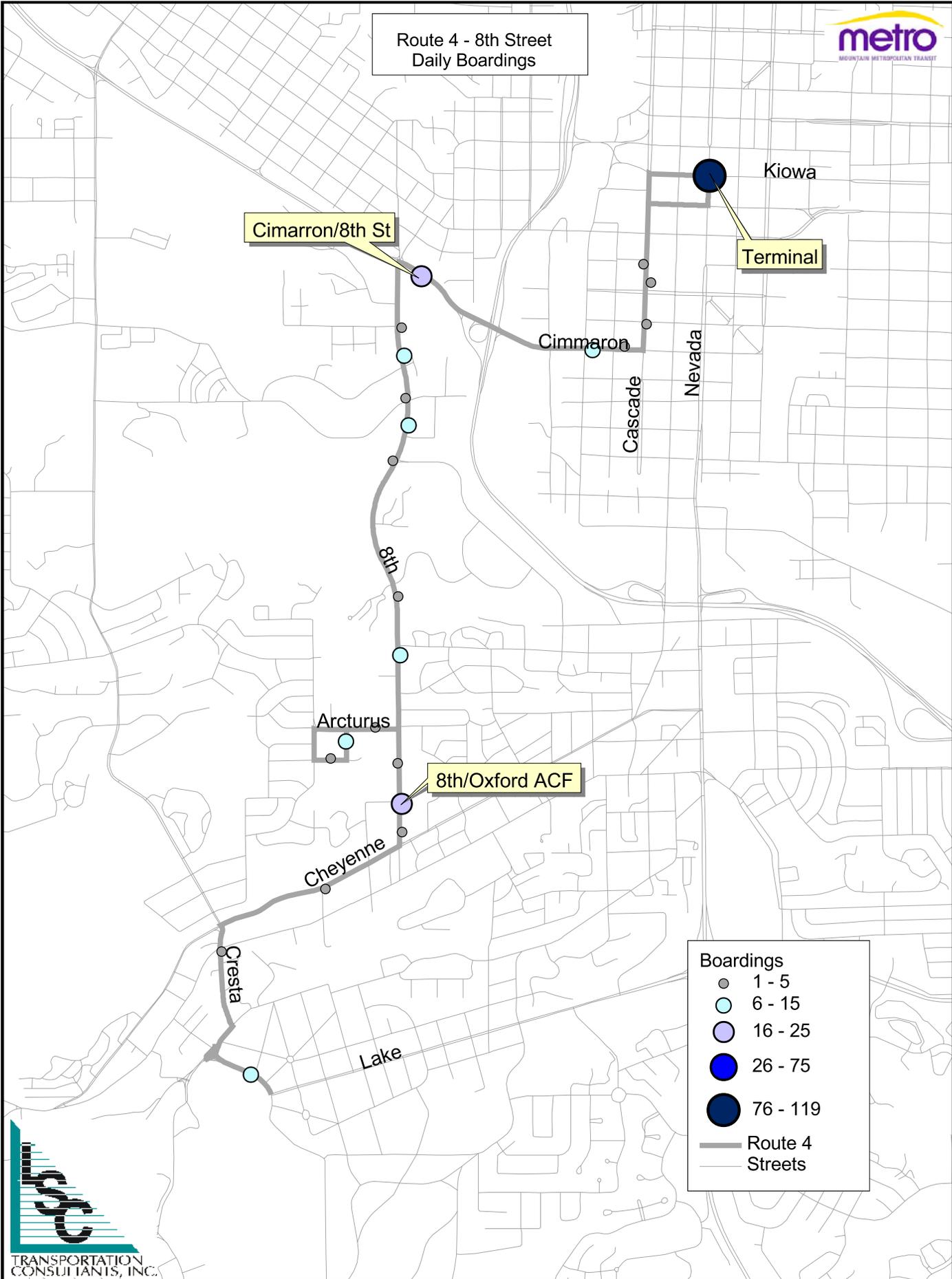
# Route 3 - Colorado Avenue Daily Alightings



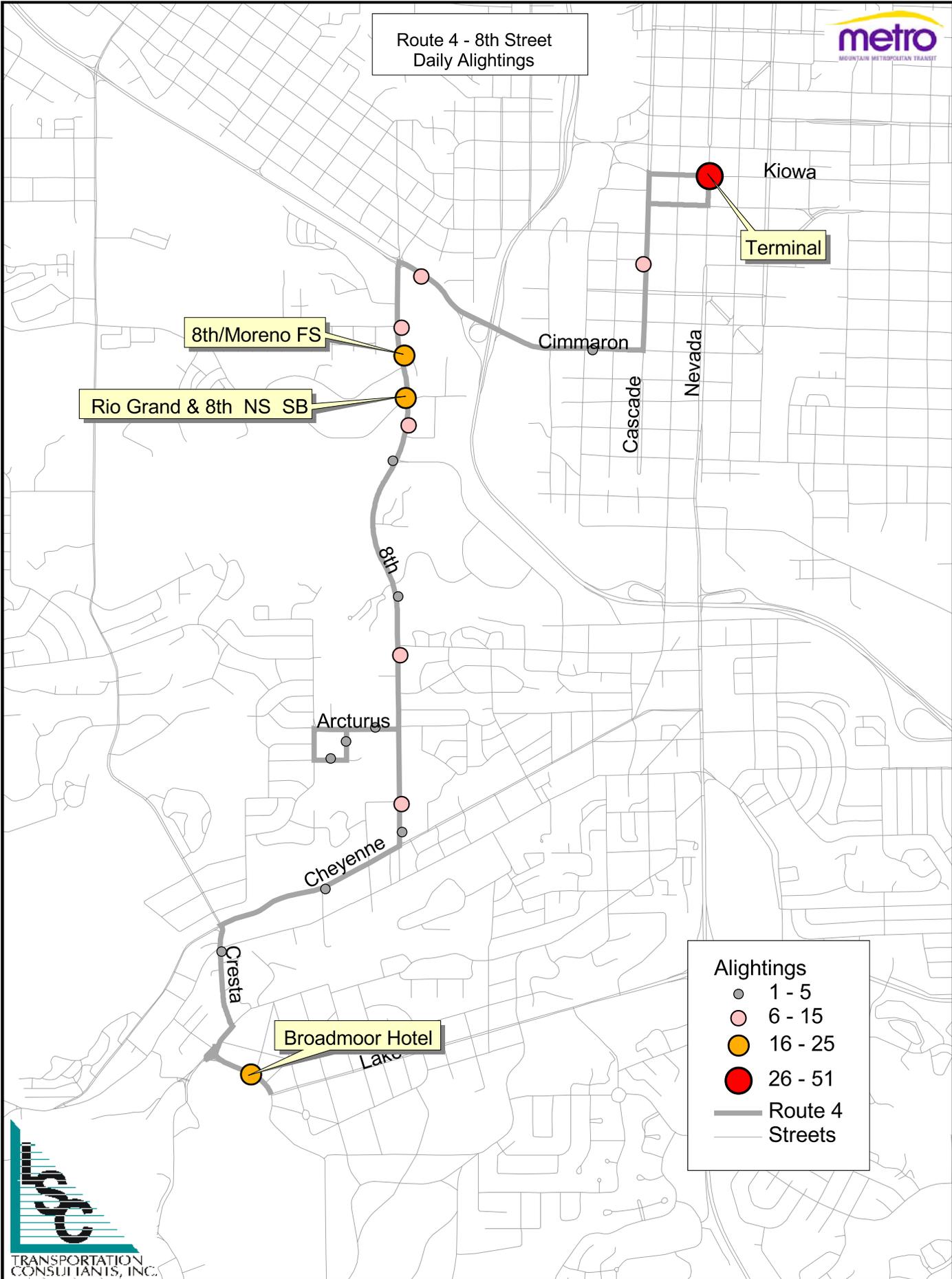
Alightings	
●	1 - 5
●	6 - 15
●	16 - 25
●	26 - 75
●	76 - 196
—	Route 3
—	Streets



Route 4 - 8th Street  
Daily Boardings



Route 4 - 8th Street  
Daily Alightings



8th/Moreno FS

Rio Grand & 8th NS SB

Terminal

Broadmoor Hotel

**Alightings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 51

— Route 4  
— Streets

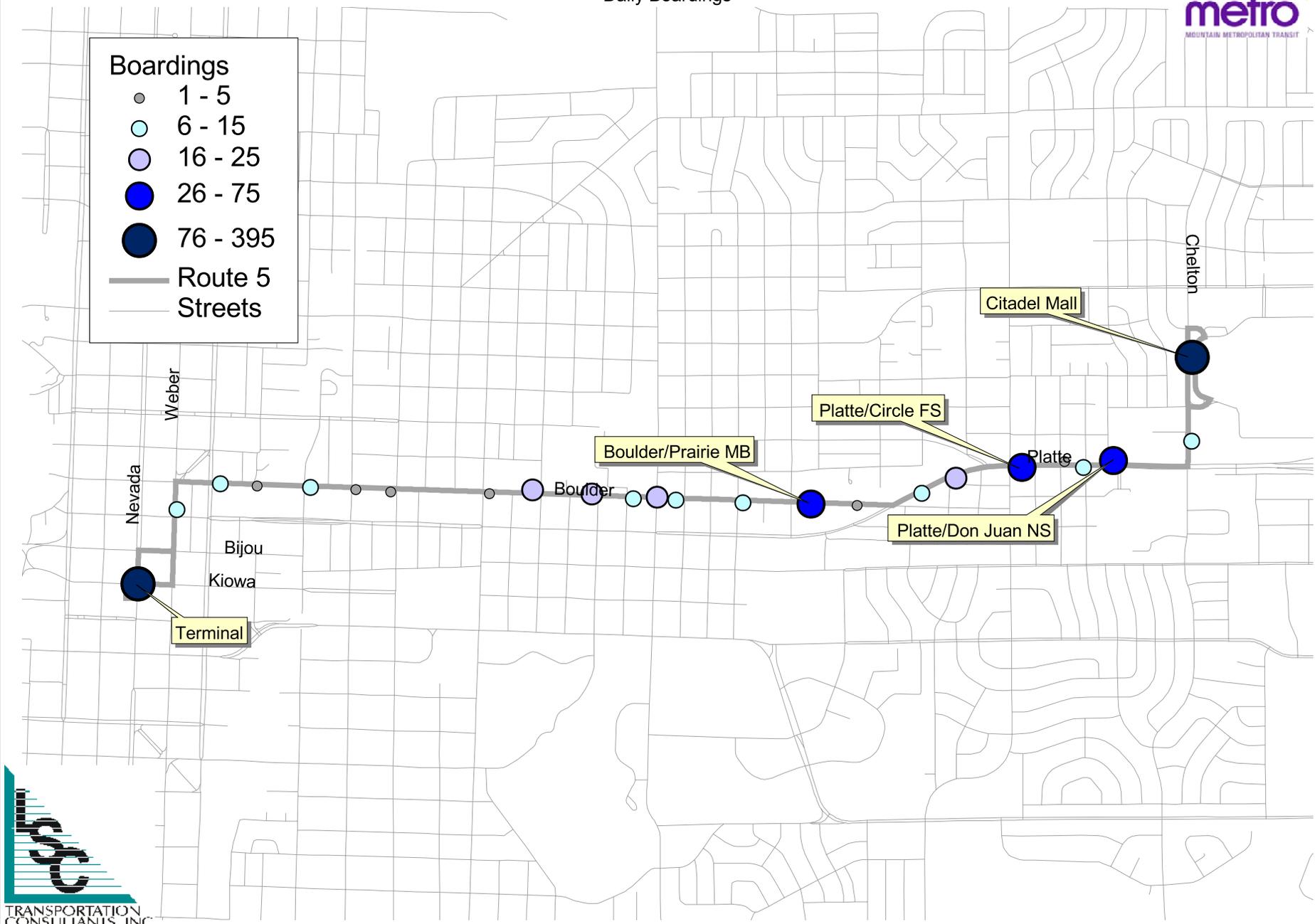
Route 5 - Boulder-Citadel  
Daily Boardings



**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 395

— Route 5  
— Streets



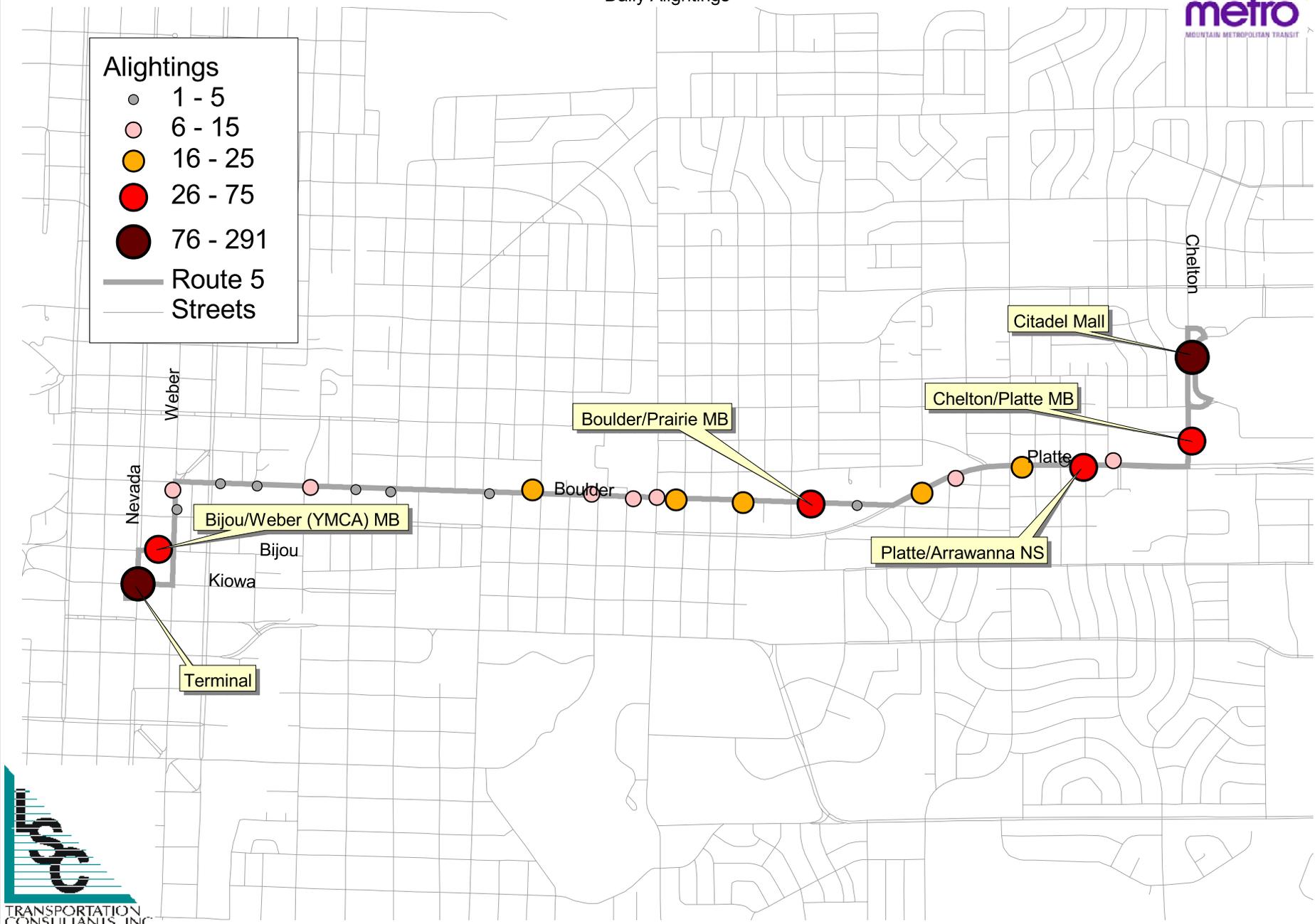
Route 5 - Boulder-Citadel  
Daily Aightings



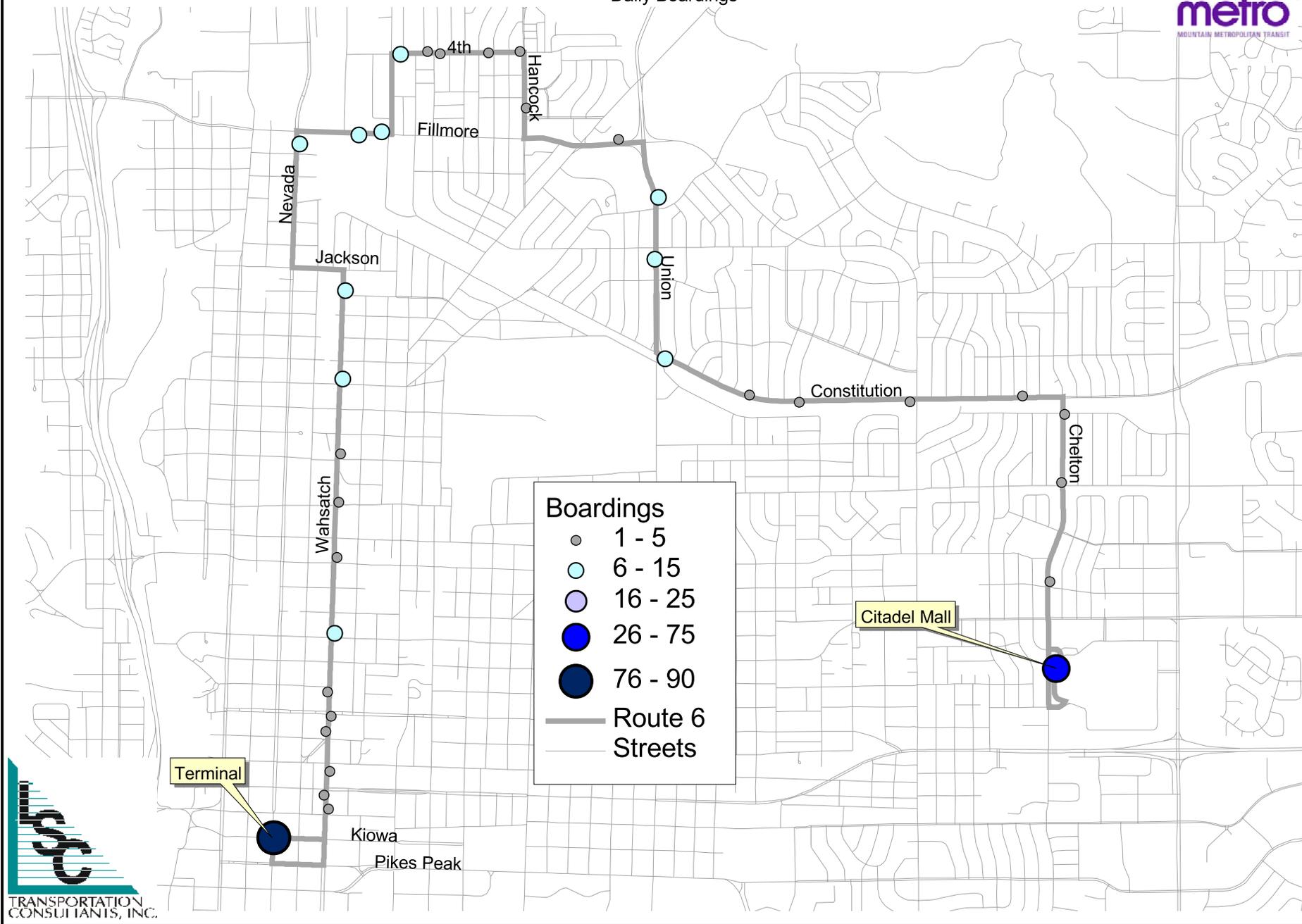
**Alightings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 291

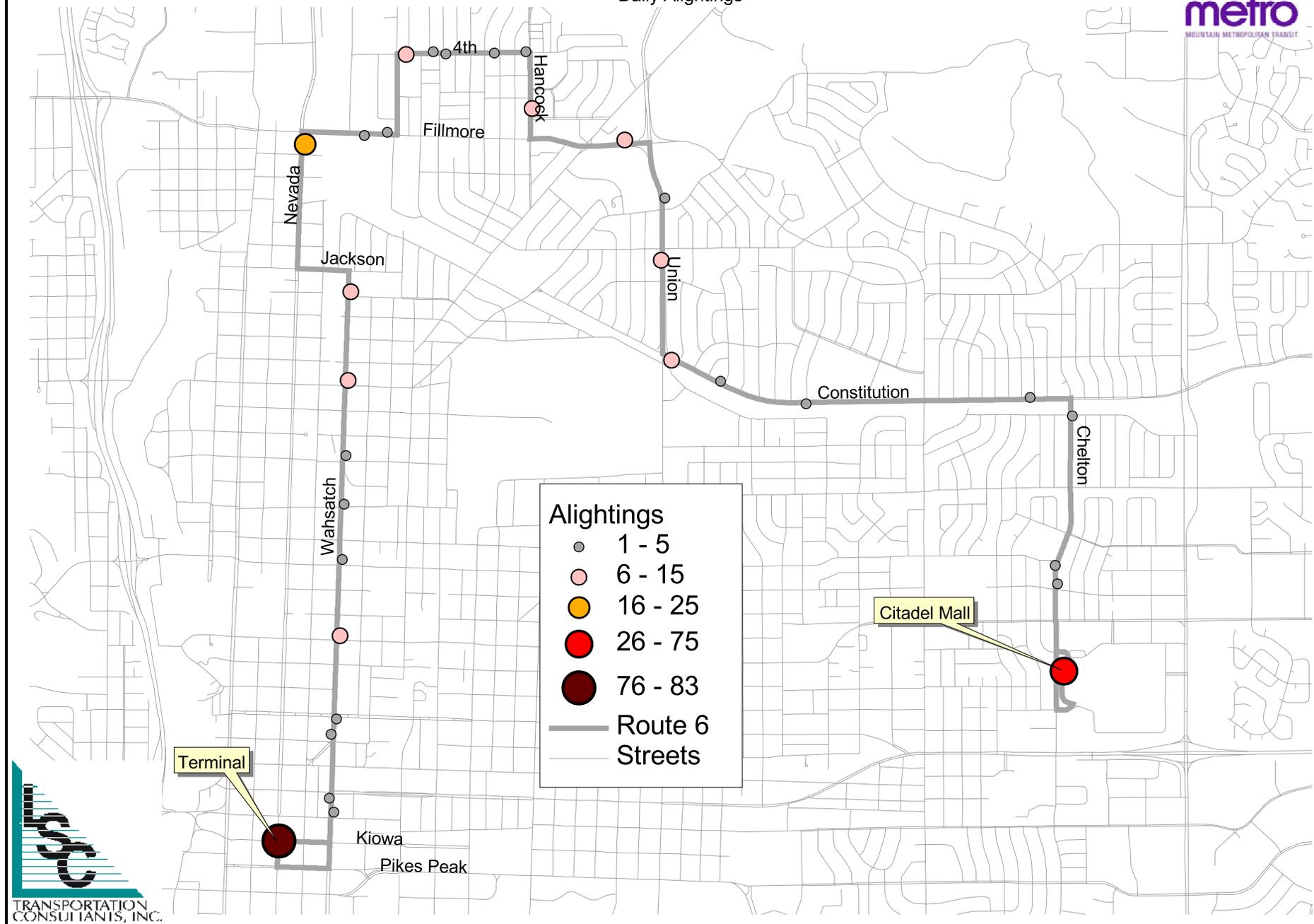
— Route 5 Streets



# Route 6 - Wahsatch-Citadel Daily Boardings



# Route 6 - Wahsatch-Citadel Daily Alightings



Alightings	
●	1 - 5
●	6 - 15
●	16 - 25
●	26 - 75
●	76 - 83
—	Route 6
—	Streets



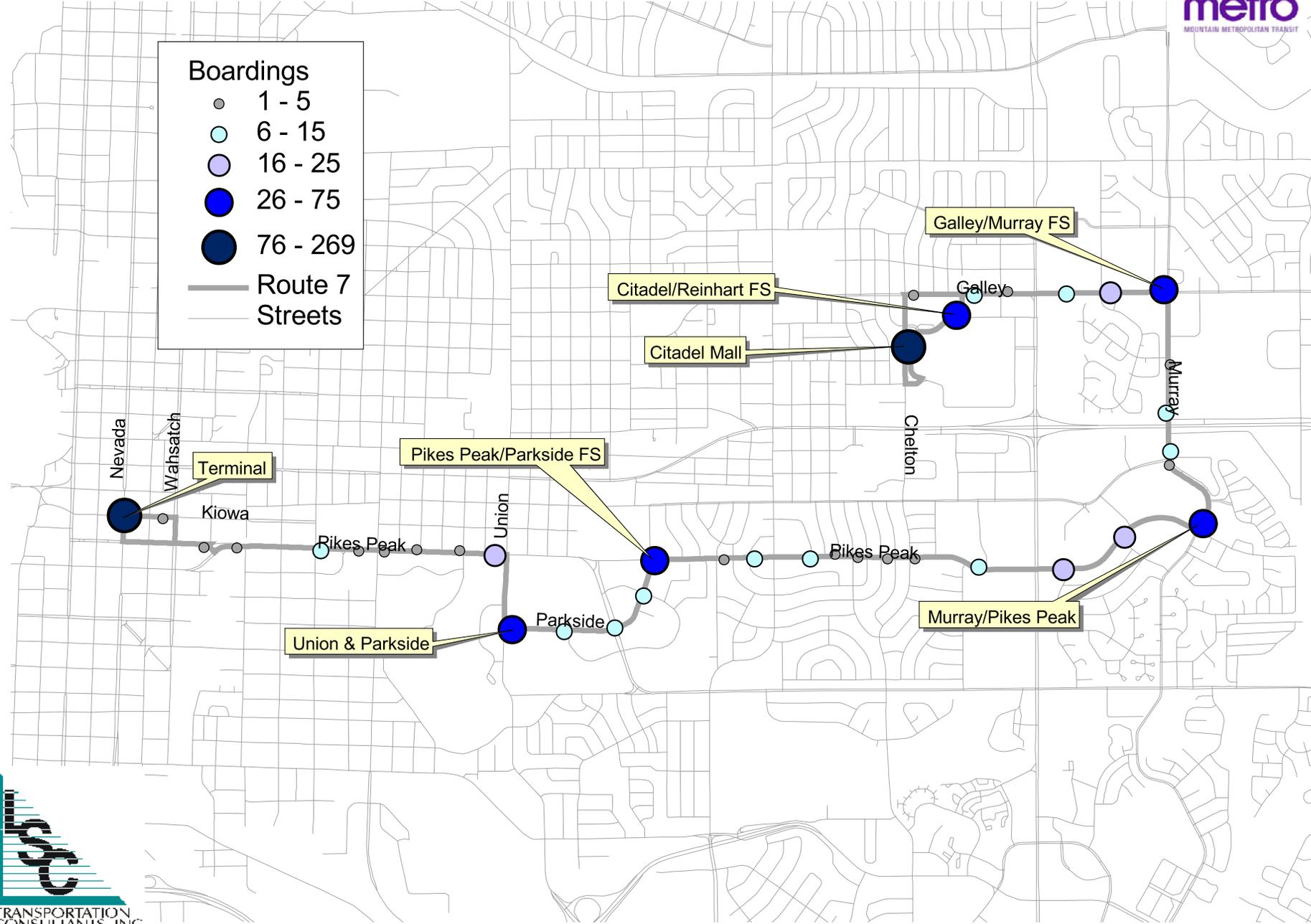
# Route 7 - Pikes Peak Avenue Daily Boardings



**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 269

— Route 7  
— Streets



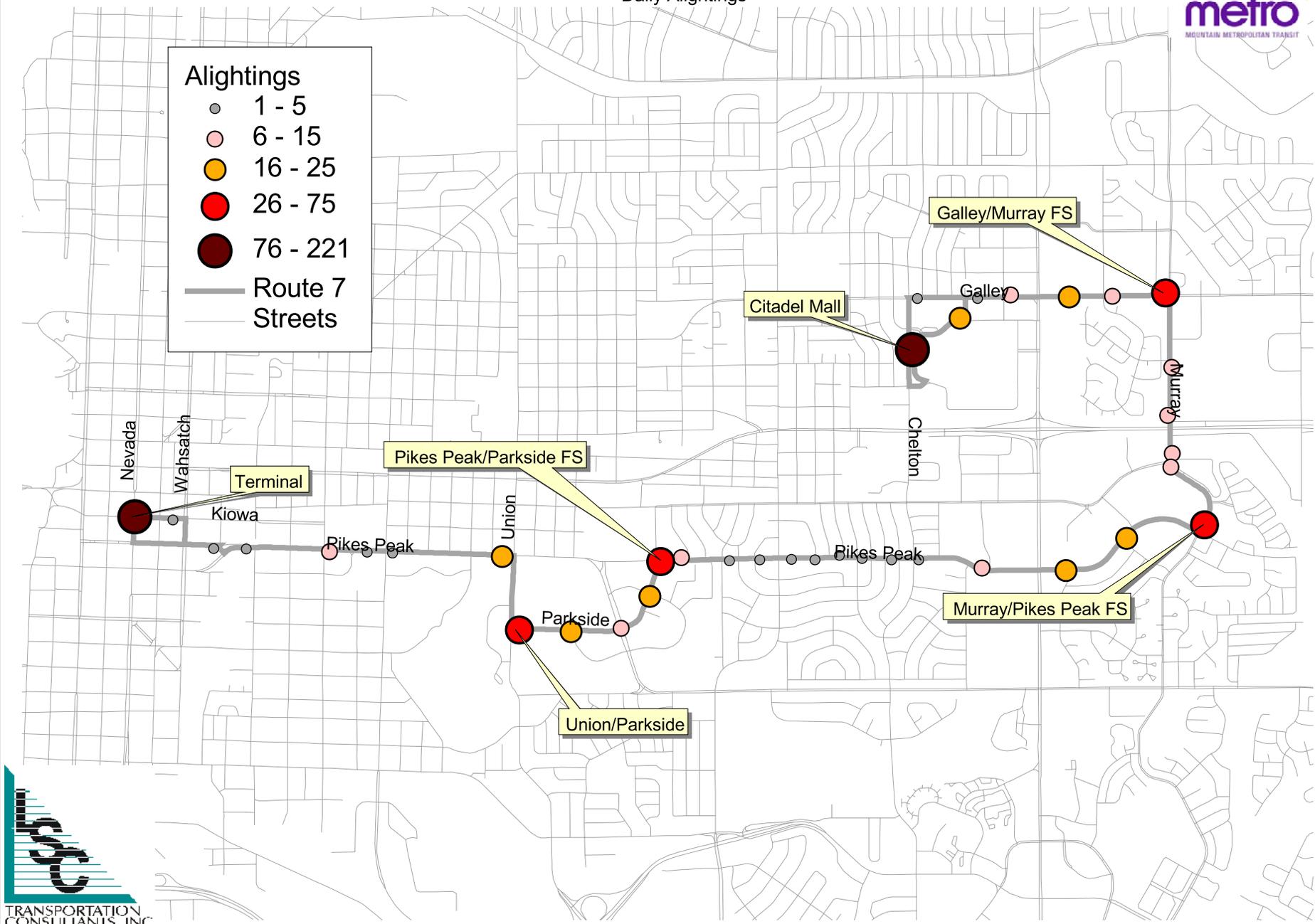
Route 7 - Pikes Peak Avenue  
Daily Alightings



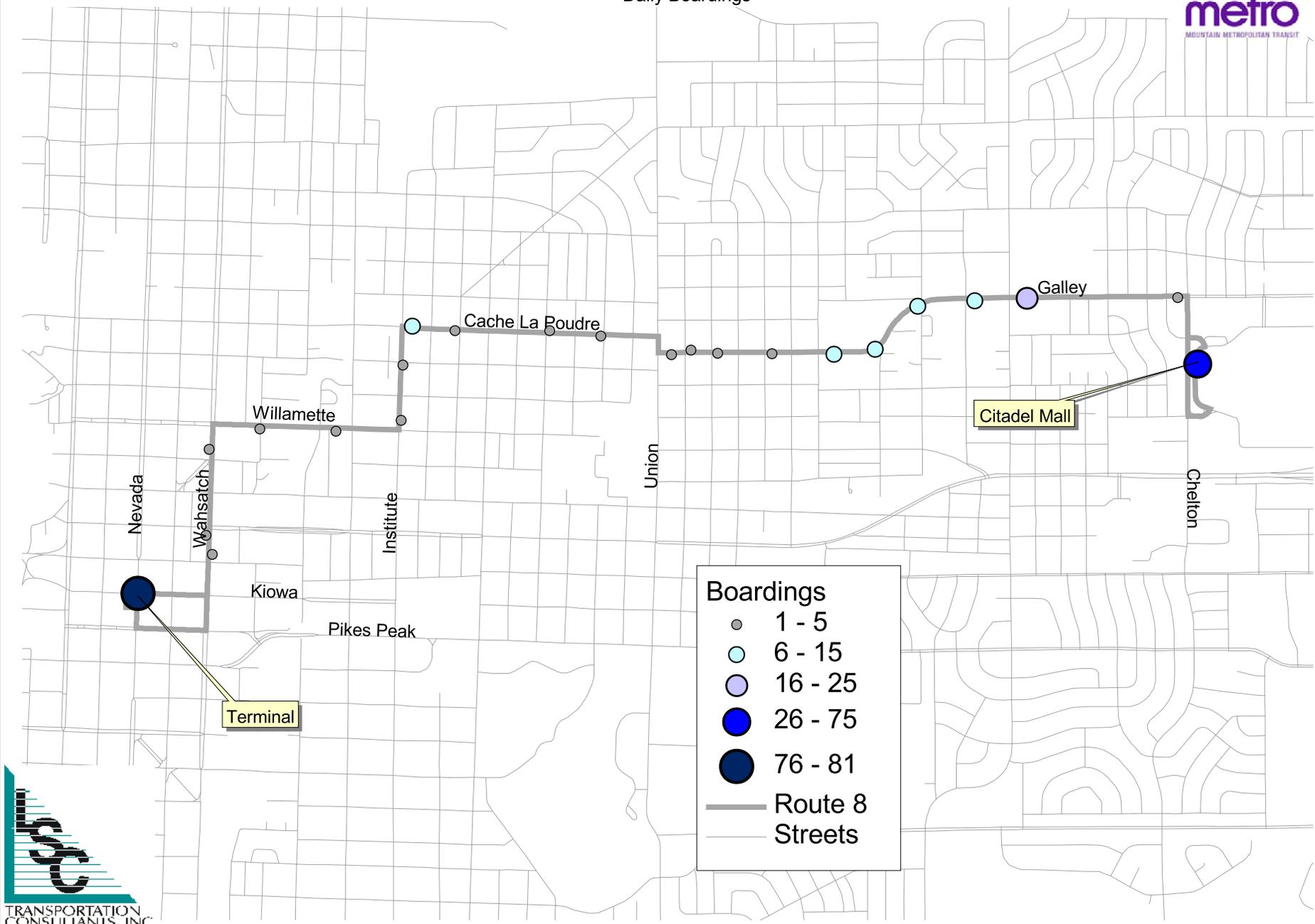
**Alightings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 221

— Route 7  
Streets



Route 8 - Cache La Poudre St  
Daily Boardings

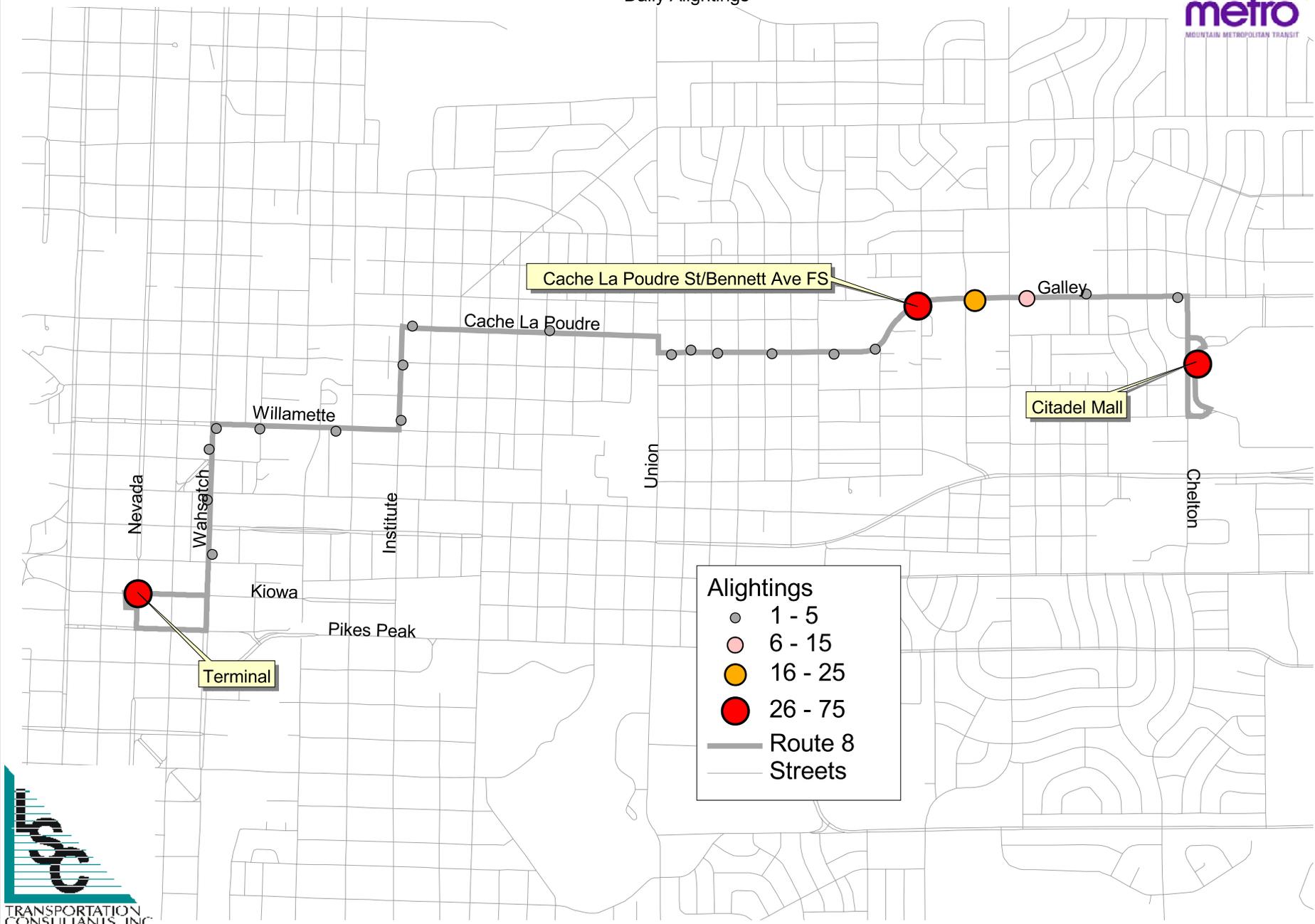


**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 81
- Route 8
- Streets



Route 8 - Cache La Poudre St  
Daily Alightings



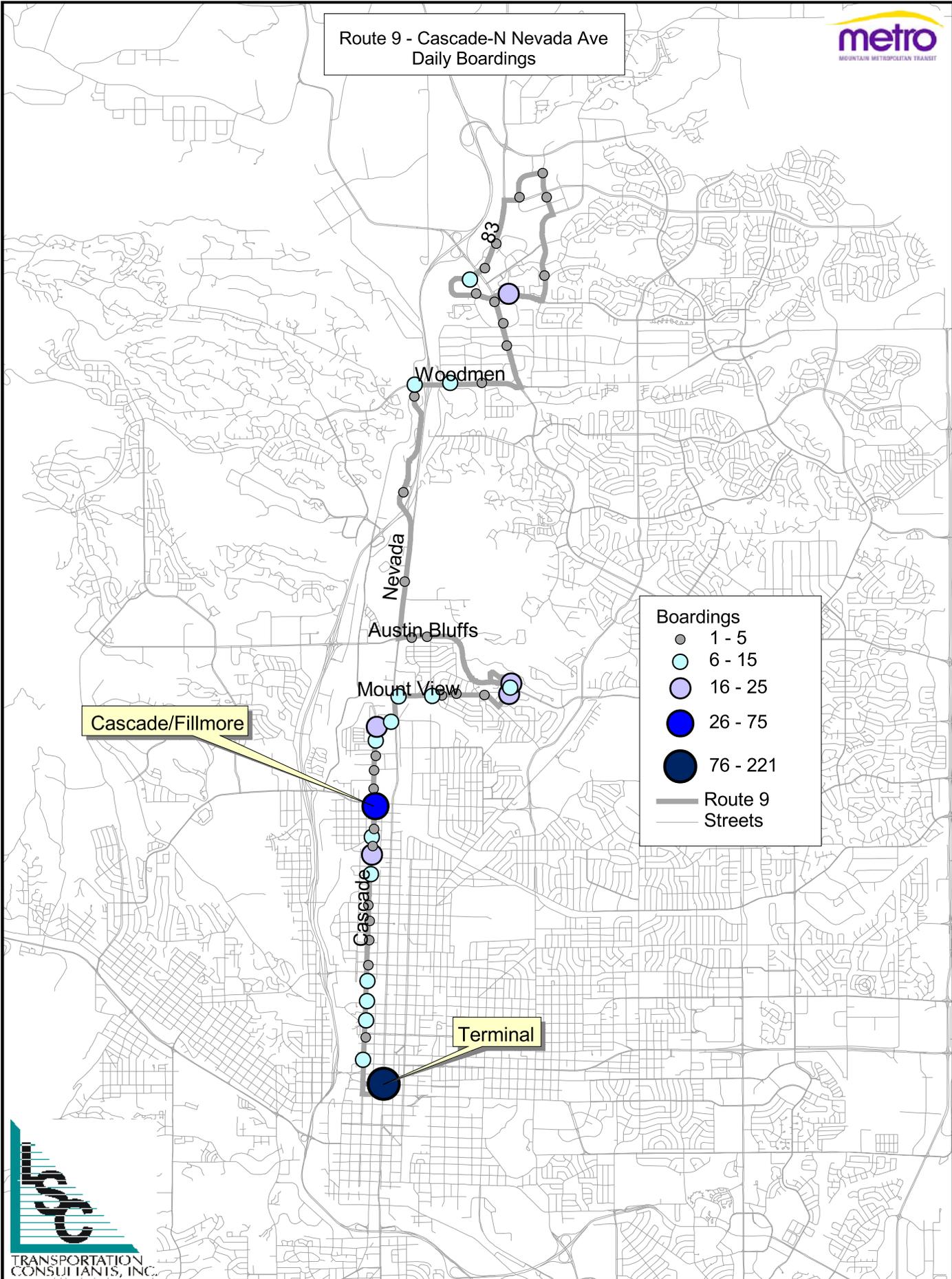
**Alightings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75

— Route 8  
— Streets



Route 9 - Cascade-N Nevada Ave  
Daily Boardings



**Boardings**

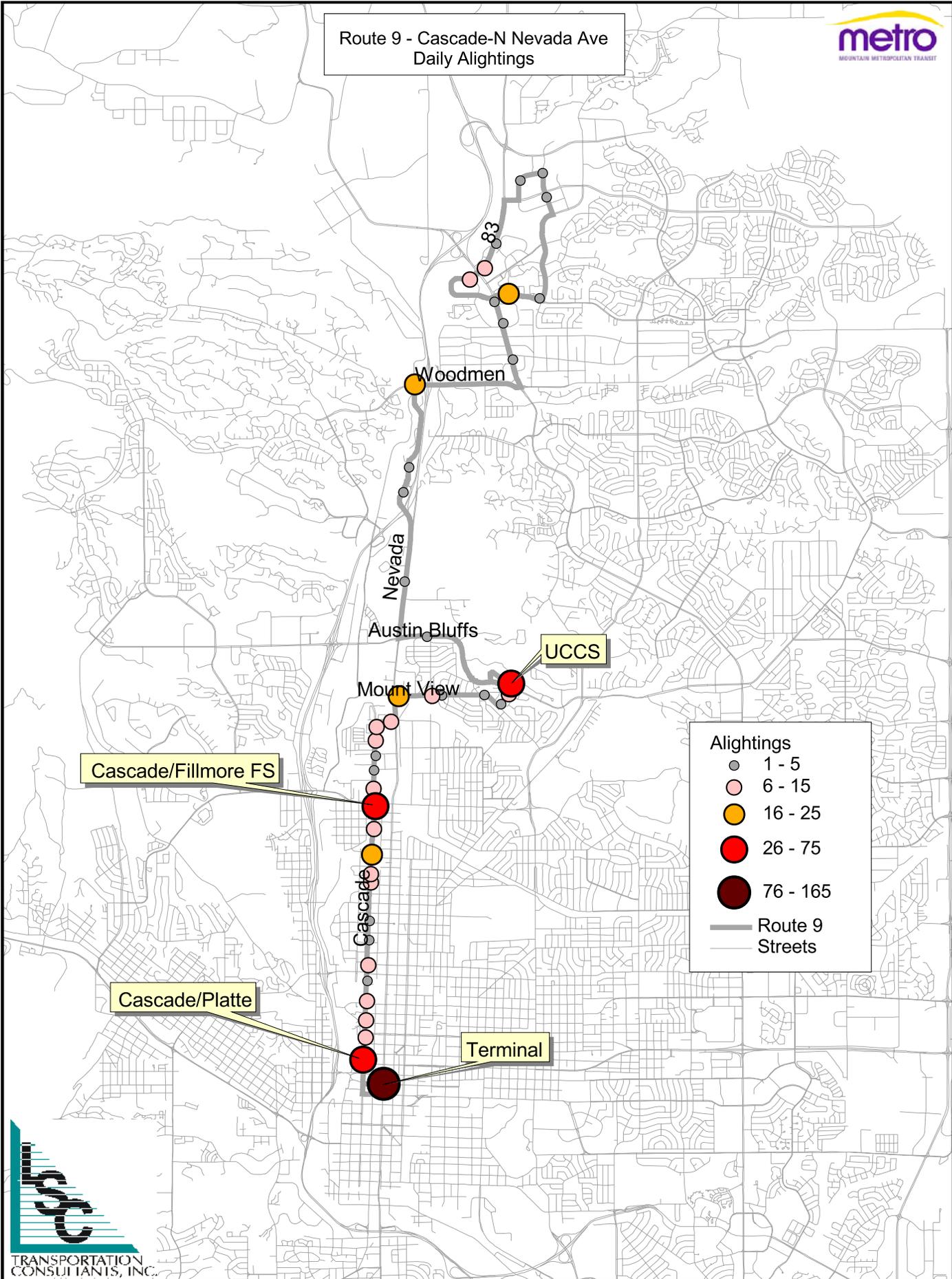
- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 221

— Route 9  
— Streets

Cascade/Fillmore

Terminal

Route 9 - Cascade-N Nevada Ave  
Daily Alightings



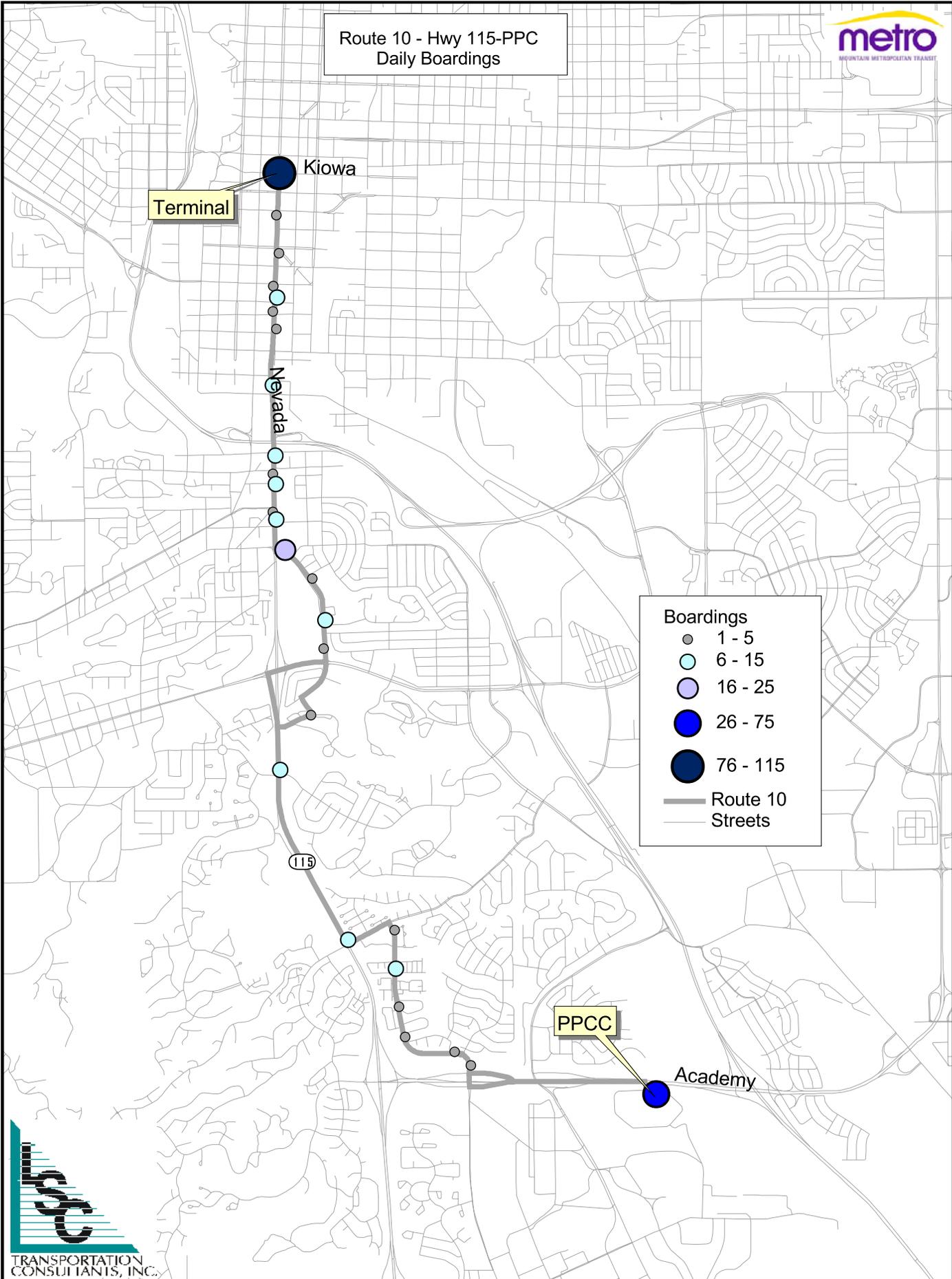
**Alightings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 165

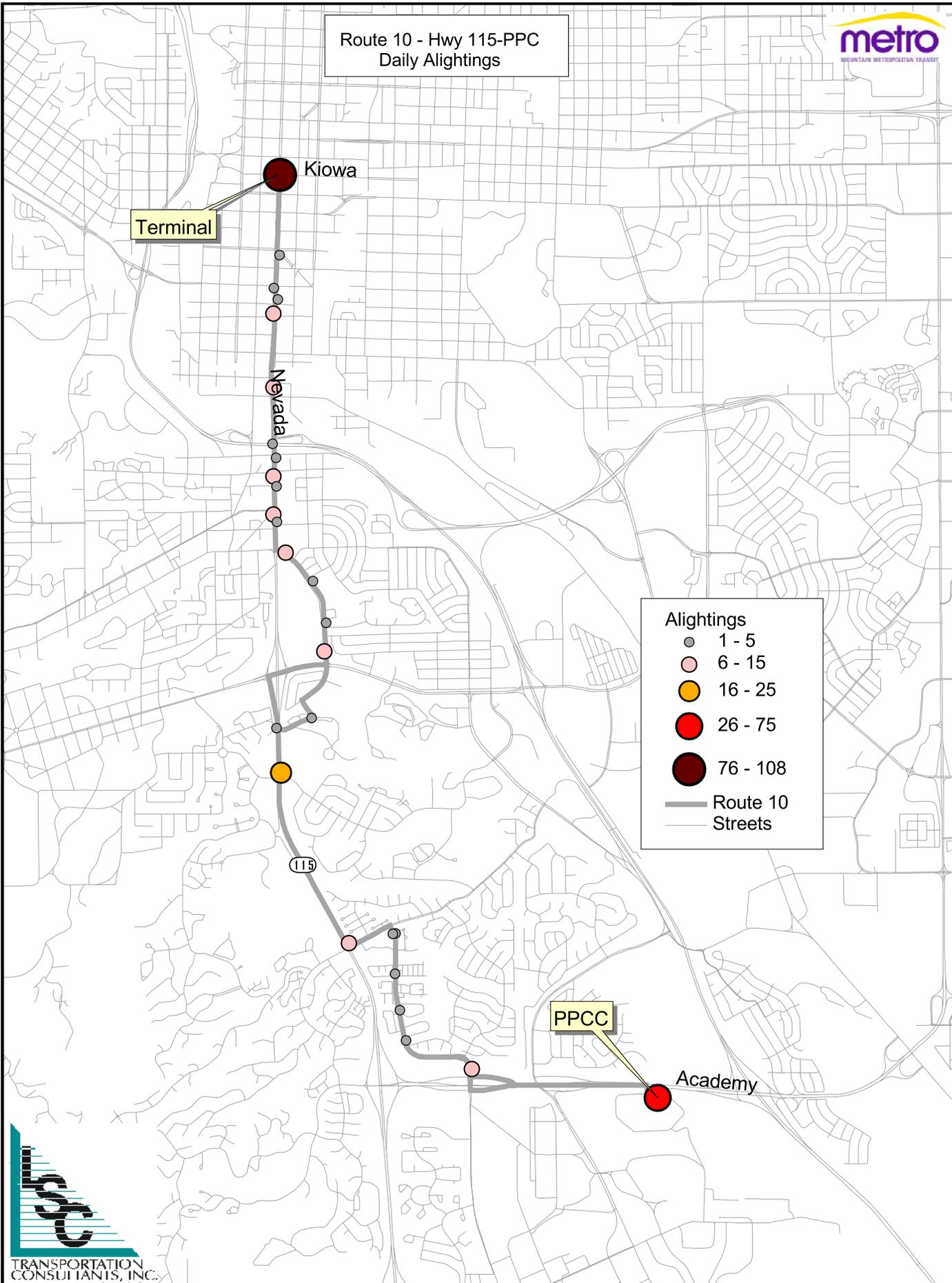
Route 9  
Streets



Route 10 - Hwy 115-PPC  
Daily Boardings



Route 10 - Hwy 115-PPC  
Daily Alightings



Route 11 - World Arena-PPCC  
Daily Boardings



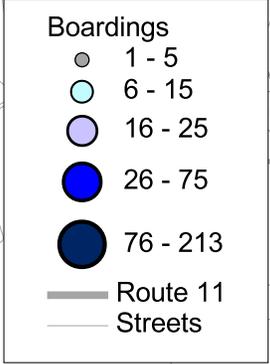
Terminal

Nevada

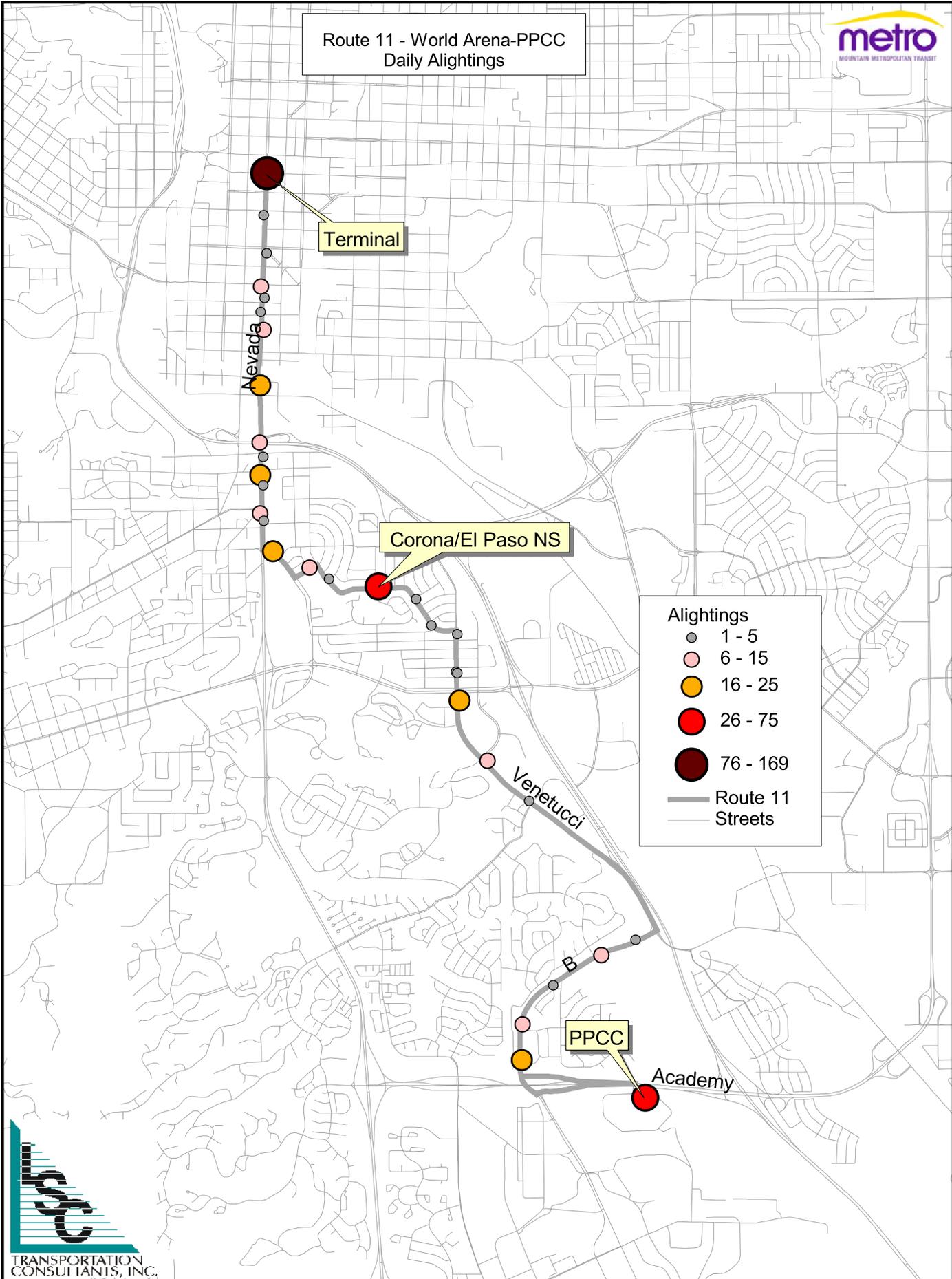
Venetucci

PPCC

Academy



Route 11 - World Arena-PPCC  
Daily Alightings



Terminal

Nevada

Corona/El Paso NS

Venetucci

B

PPCC

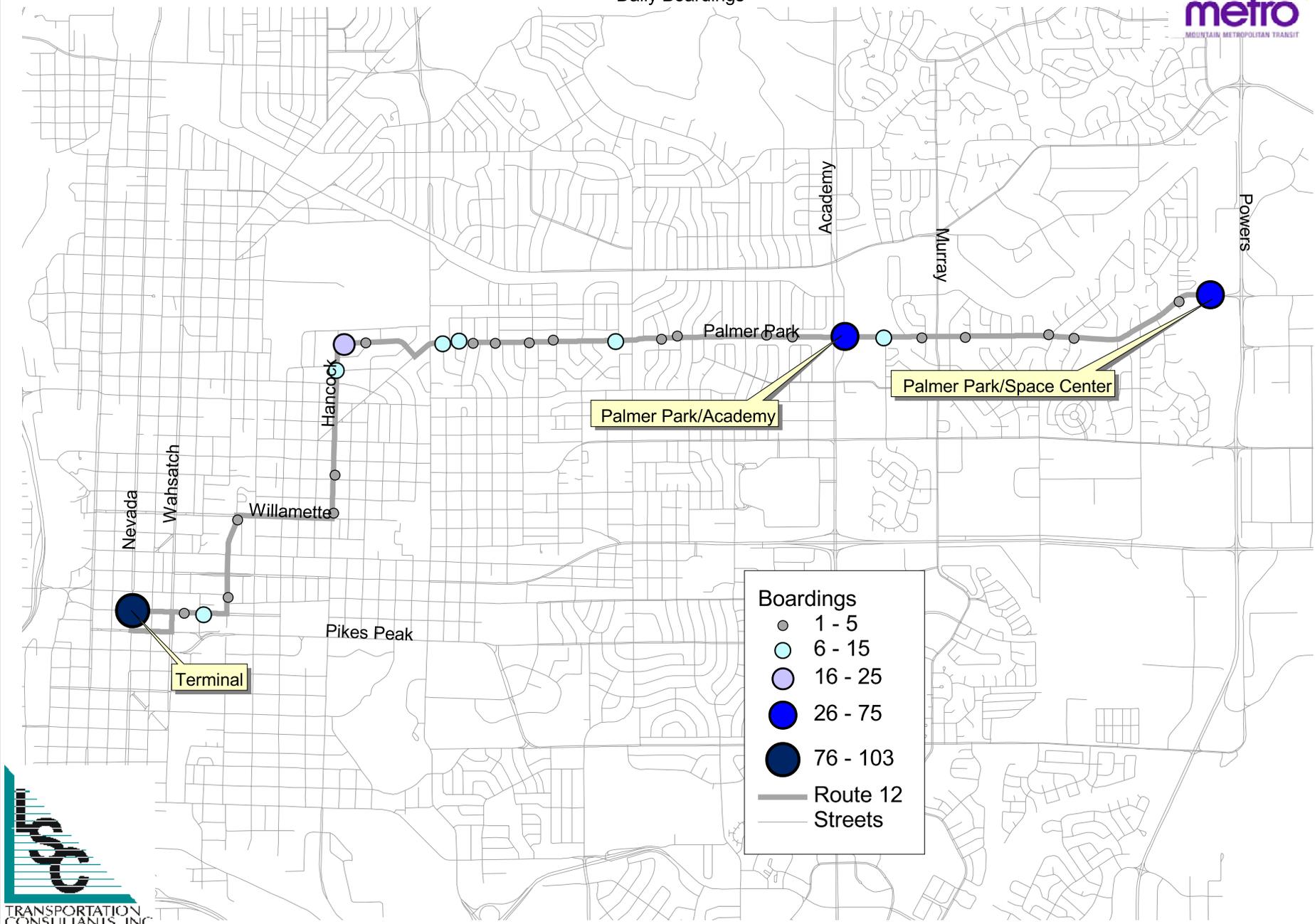
Academy

**Alightings**

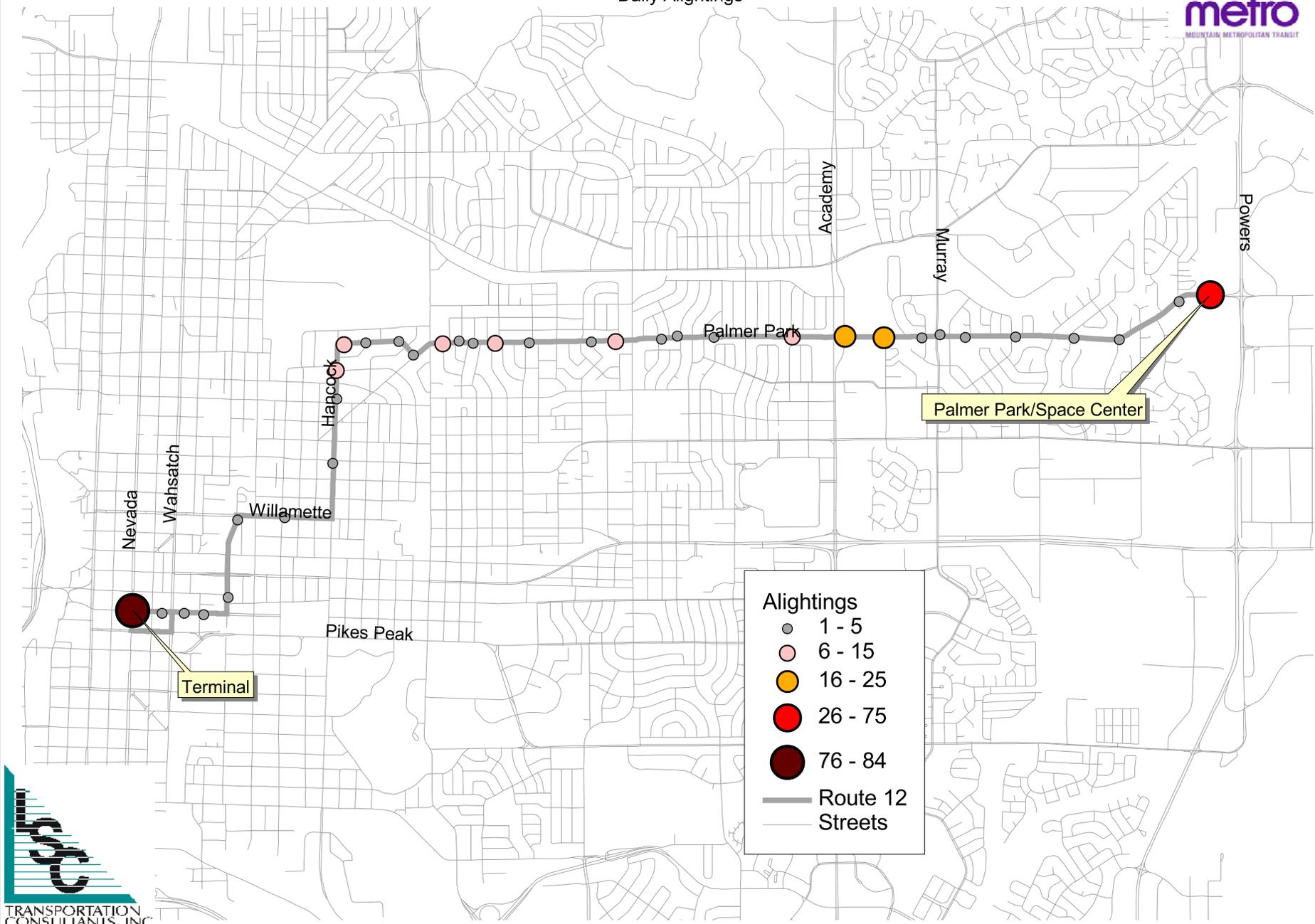
- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 169

— Route 11  
— Streets

# Route 12 - Palmer Park Blvd Daily Boardings

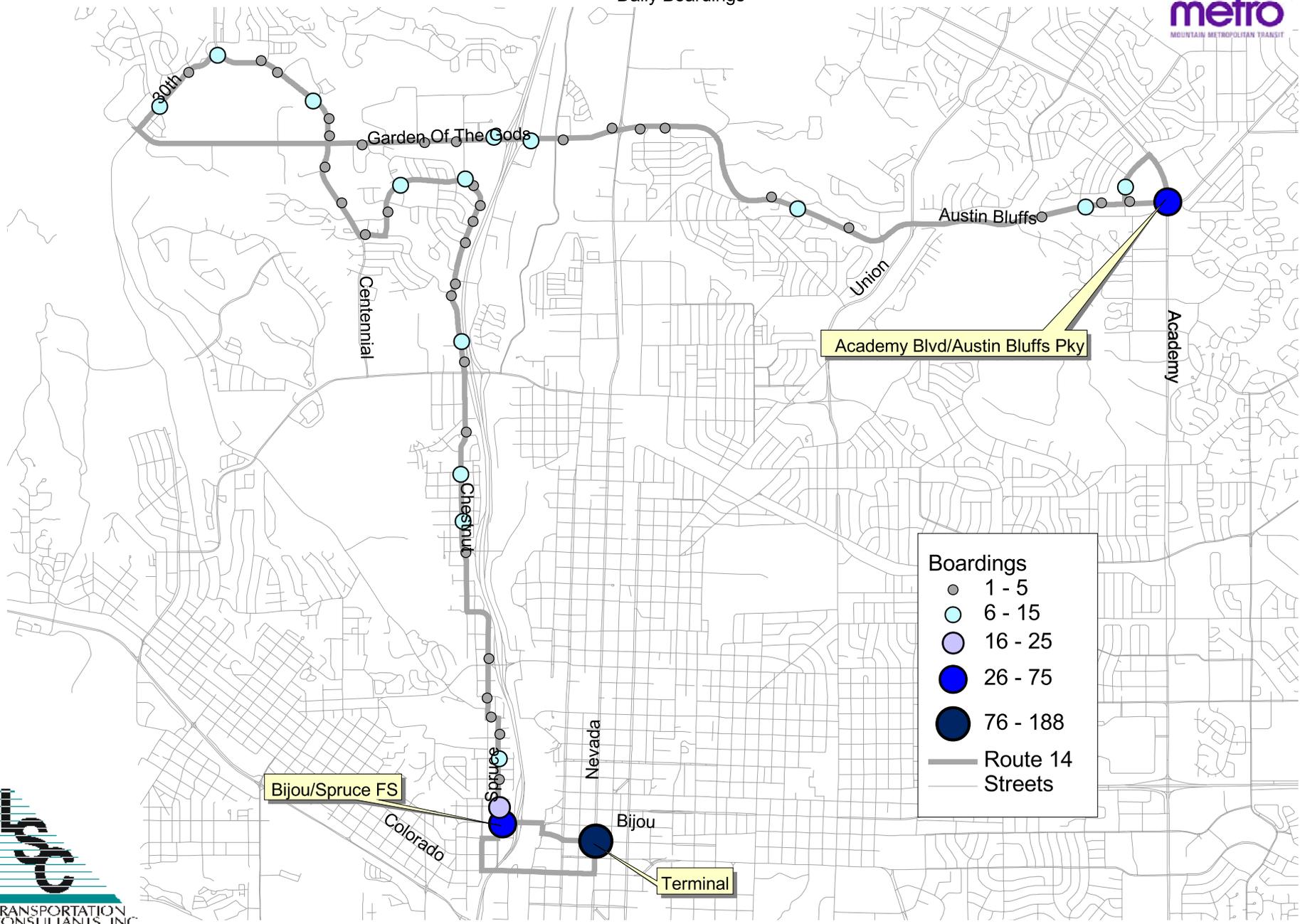


# Route 12 - Palmer Park Blvd Daily Alightings



Alightings	
●	1 - 5
●	6 - 15
●	16 - 25
●	26 - 75
●	76 - 84
—	Route 12
—	Streets

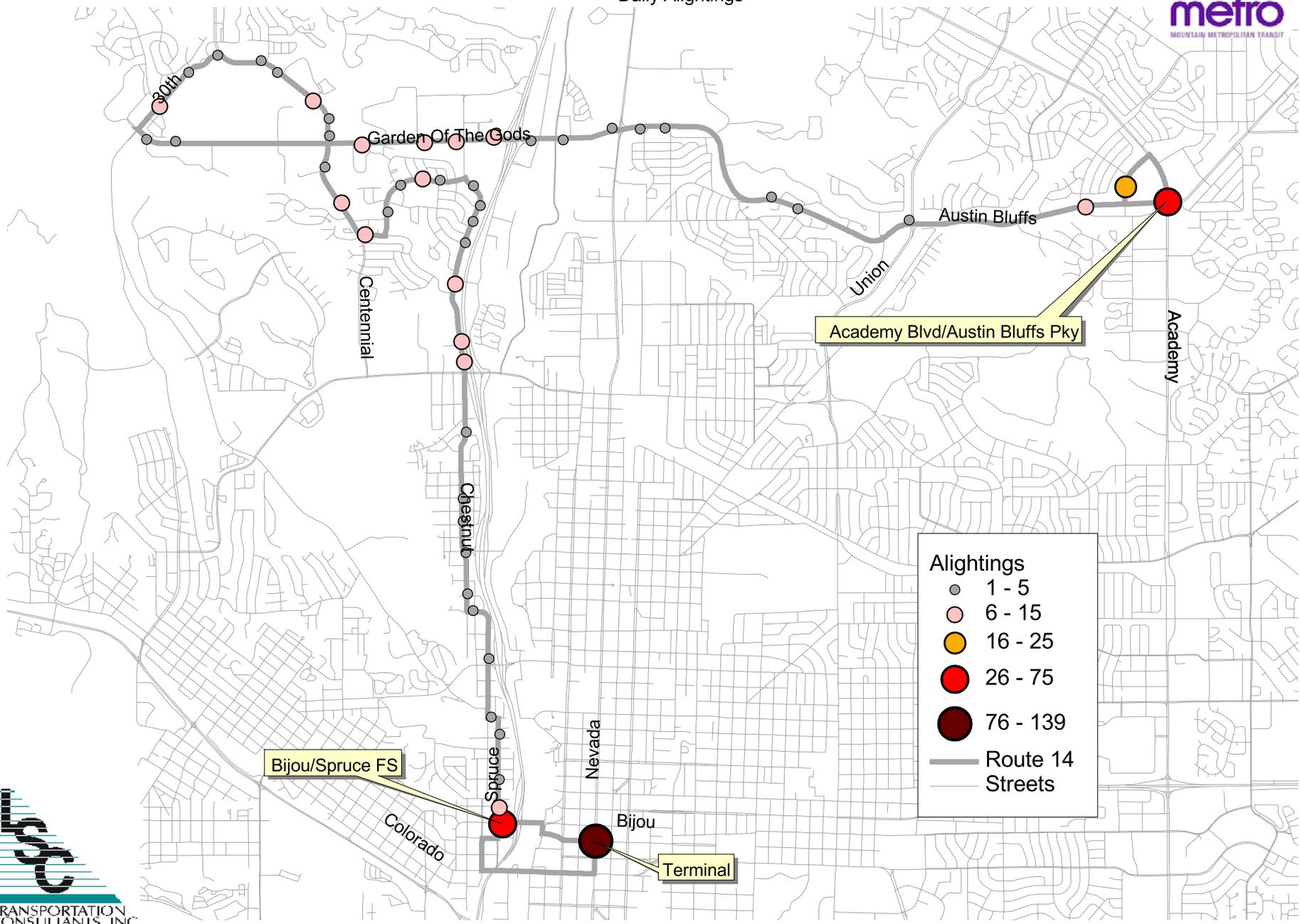
Route 14 - Chestnut-Garden of the Gods Rd  
Daily Boardings



Boardings	
●	1 - 5
●	6 - 15
●	16 - 25
●	26 - 75
●	76 - 188
—	Route 14
—	Streets



Route 14 - Chestnut-Garden of the Gods Rd  
Daily Alightings



Alightings	
●	1 - 5
●	6 - 15
●	16 - 25
●	26 - 75
●	76 - 139
—	Route 14
—	Streets

Bijou/Spruce FS

Academy Blvd/Austin Bluffs Pky

Terminal



Route 15 - CJC-PPCC  
Daily Boardings



Terminal

Bijou  
Pikes Peak

Nevada

Wahsatch

Fountain

Circle

Capulin

Circle

Hancock

Criminal Justice Center

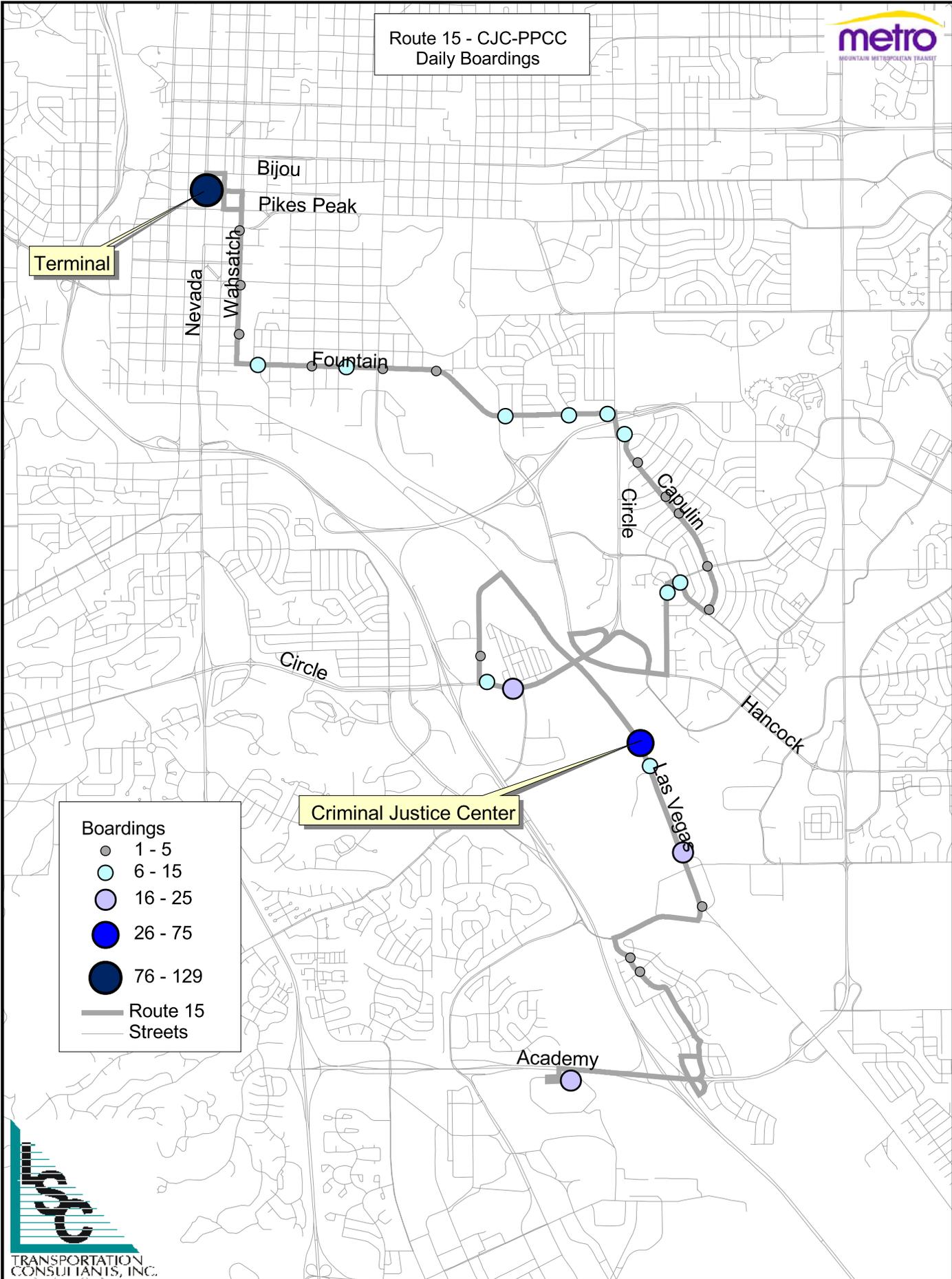
Las Vegas

Academy

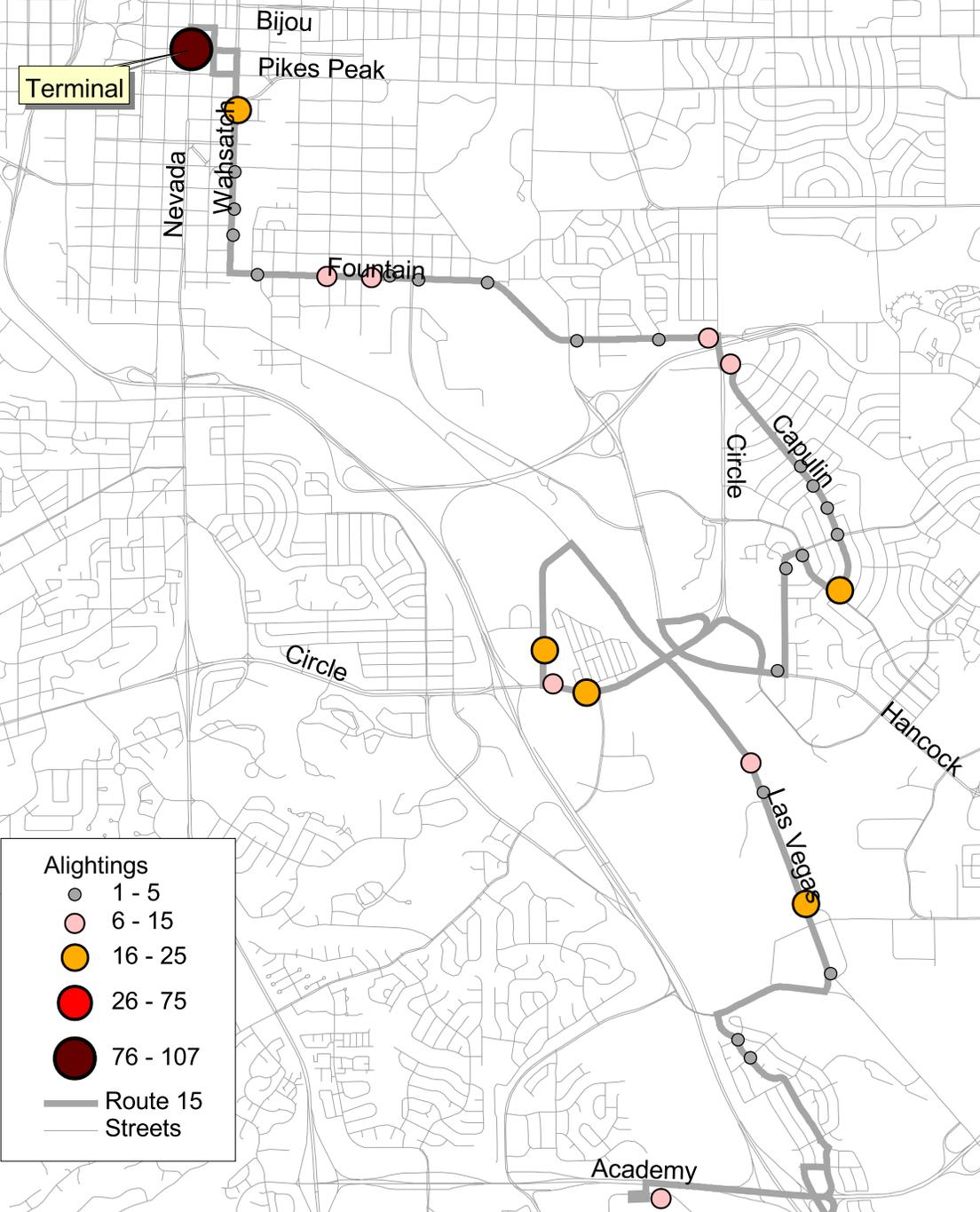
**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 129

— Route 15  
— Streets



# Route 15 - CJC-PPCC Daily Alightings



Alightings	
●	1 - 5
●	6 - 15
●	16 - 25
●	26 - 75
●	76 - 107
—	Route 15
—	Streets



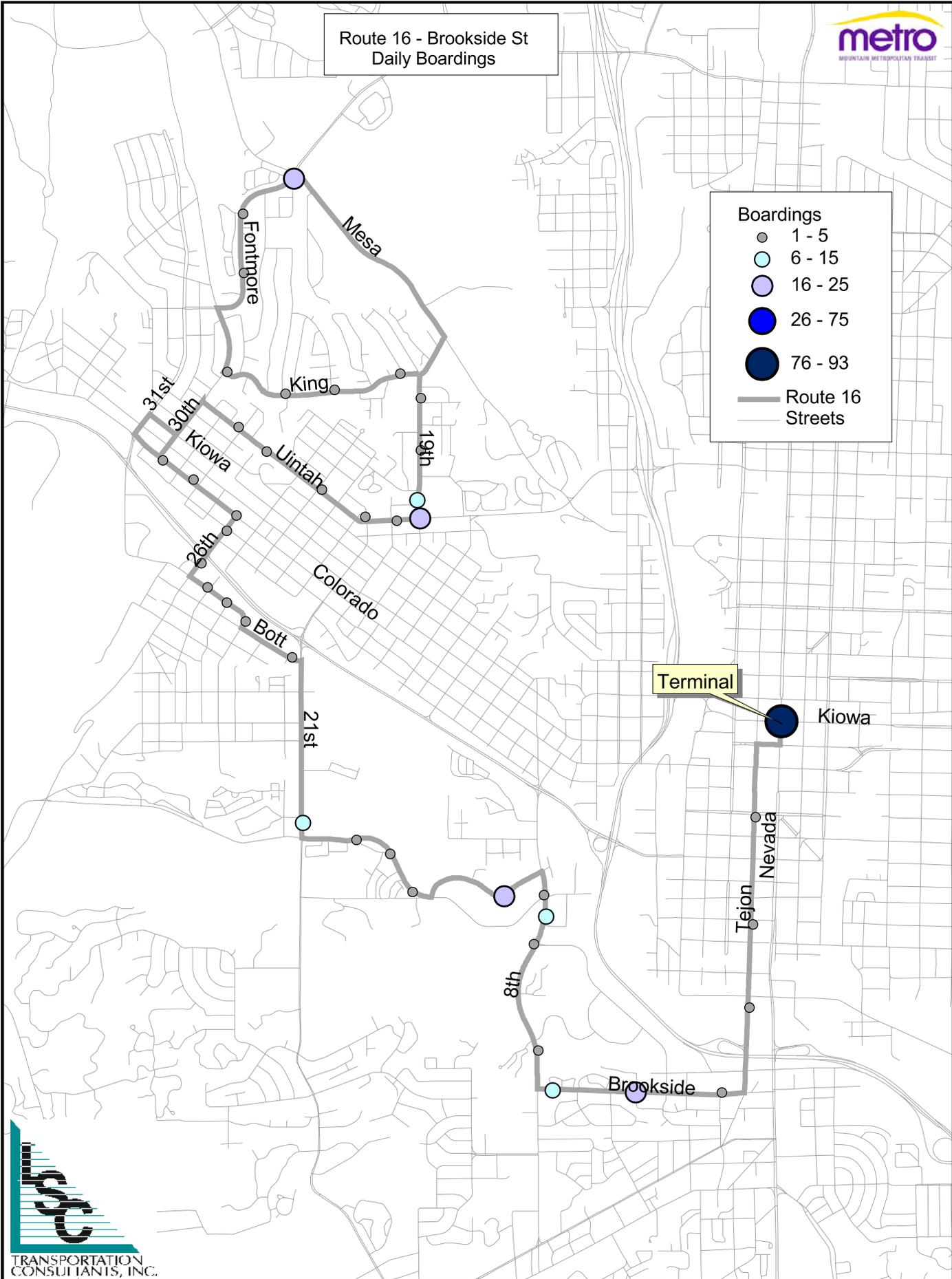
Route 16 - Brookside St  
Daily Boardings



Boardings

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 93

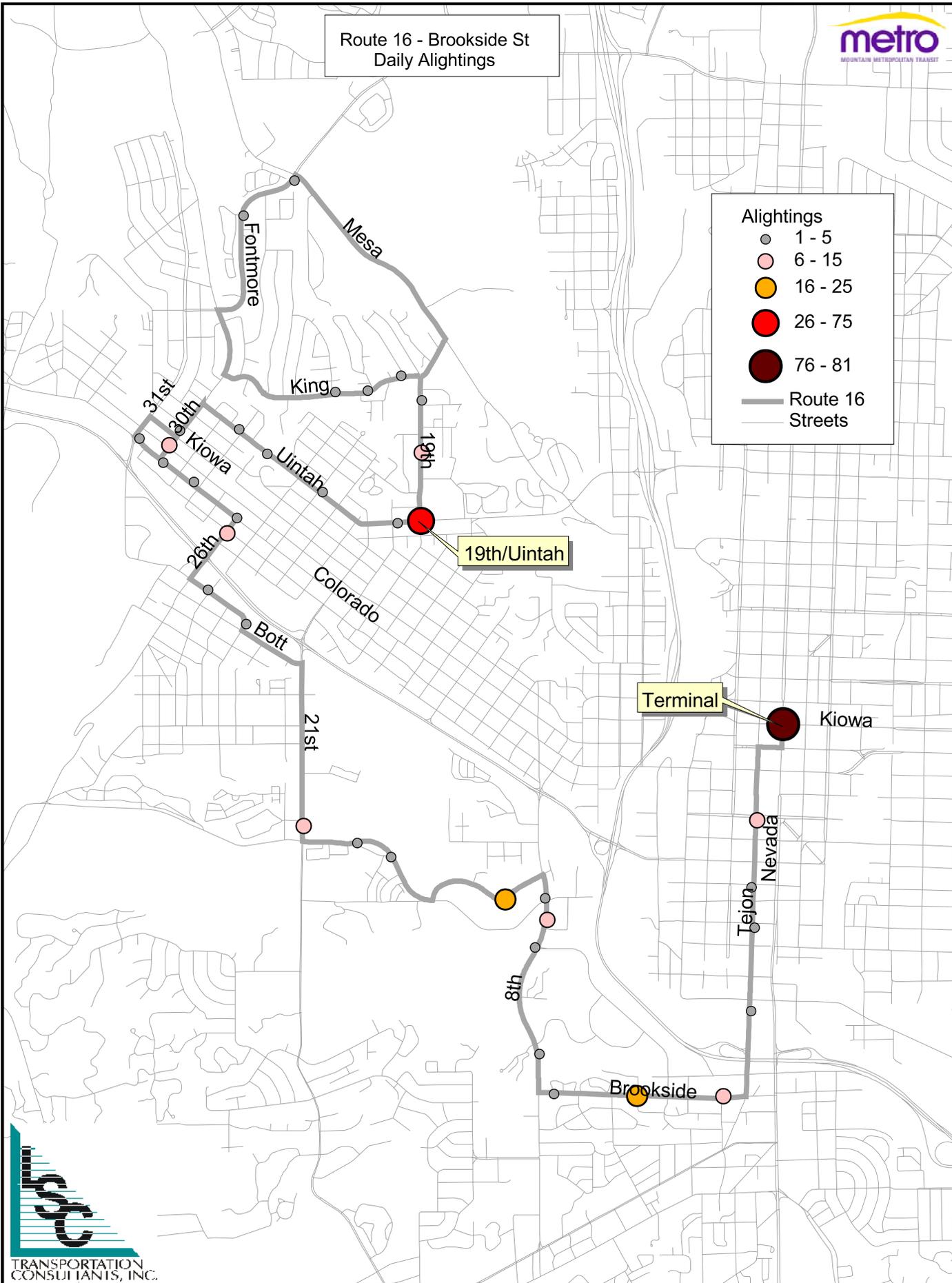
— Route 16  
— Streets



Route 16 - Brookside St  
Daily Alightings



- Alightings
- 1 - 5
  - 6 - 15
  - 16 - 25
  - 26 - 75
  - 76 - 81
- Route 16  
— Streets

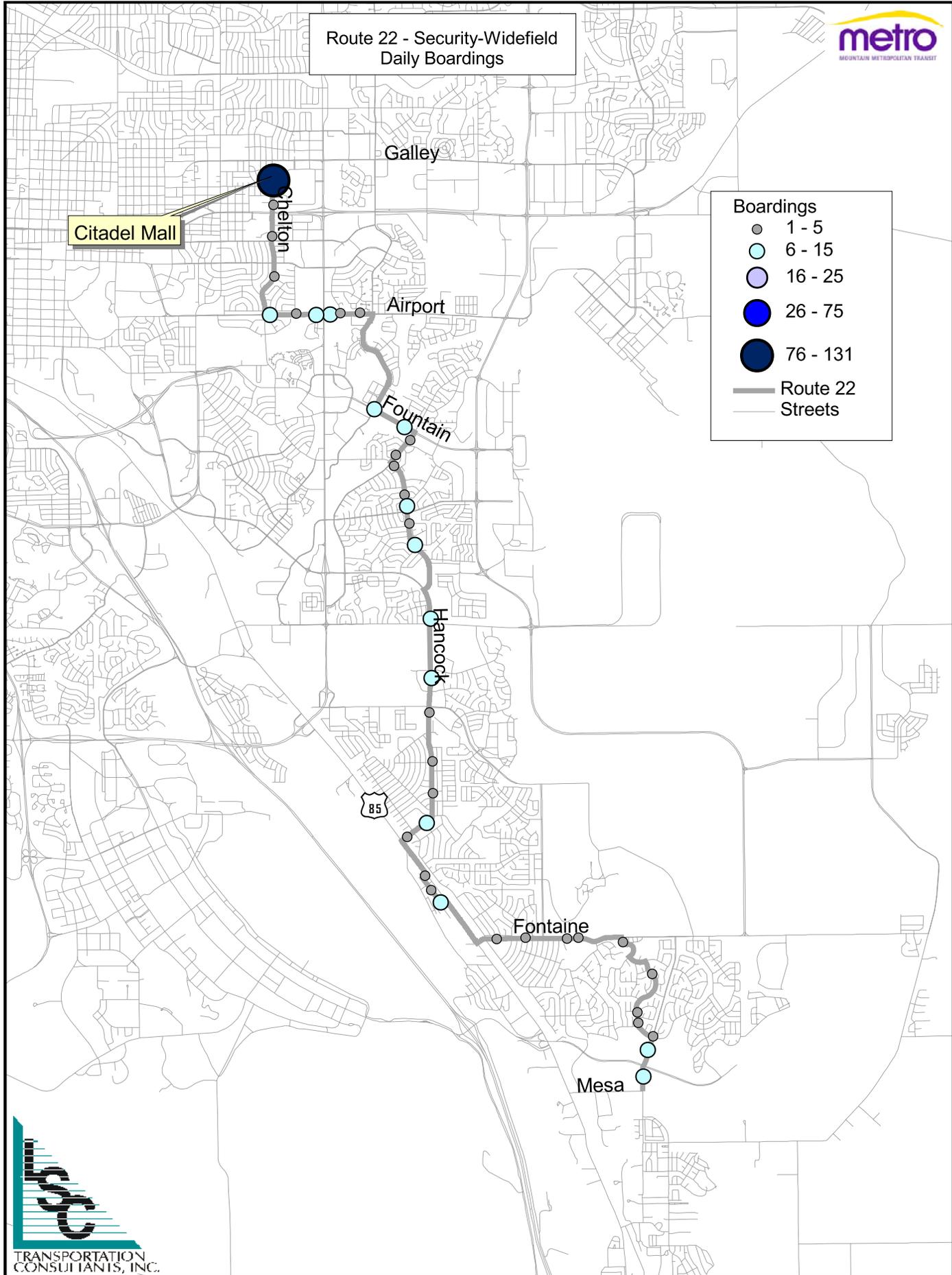


### Route 22 - Security-Widefield Daily Boardings

**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 75
- 76 - 131

— Route 22  
— Streets

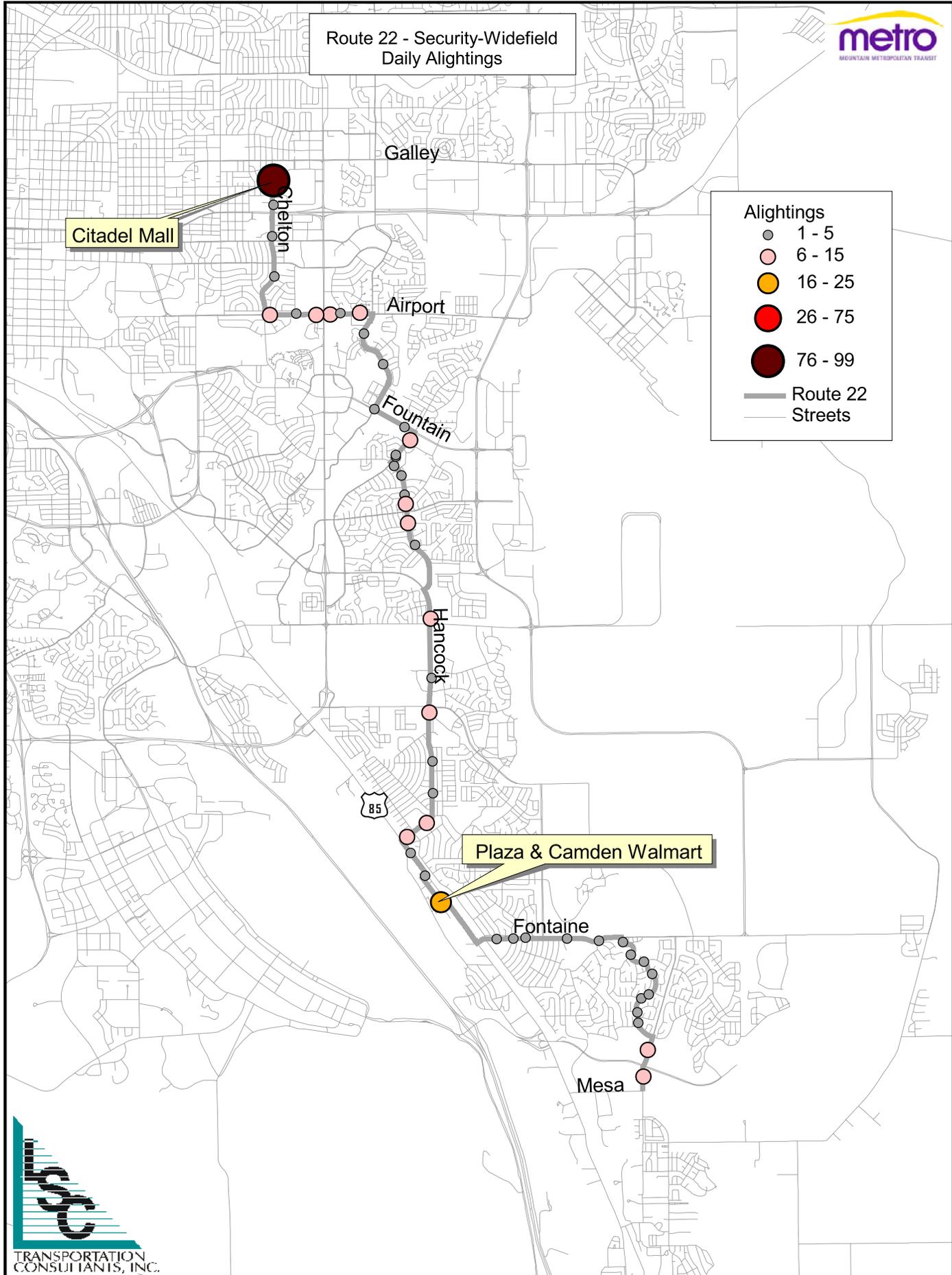


# Route 22 - Security-Widefield Daily Alightings



- Alightings**
- 1 - 5
  - 6 - 15
  - 16 - 25
  - 26 - 75
  - 76 - 99

Route 22  
Streets



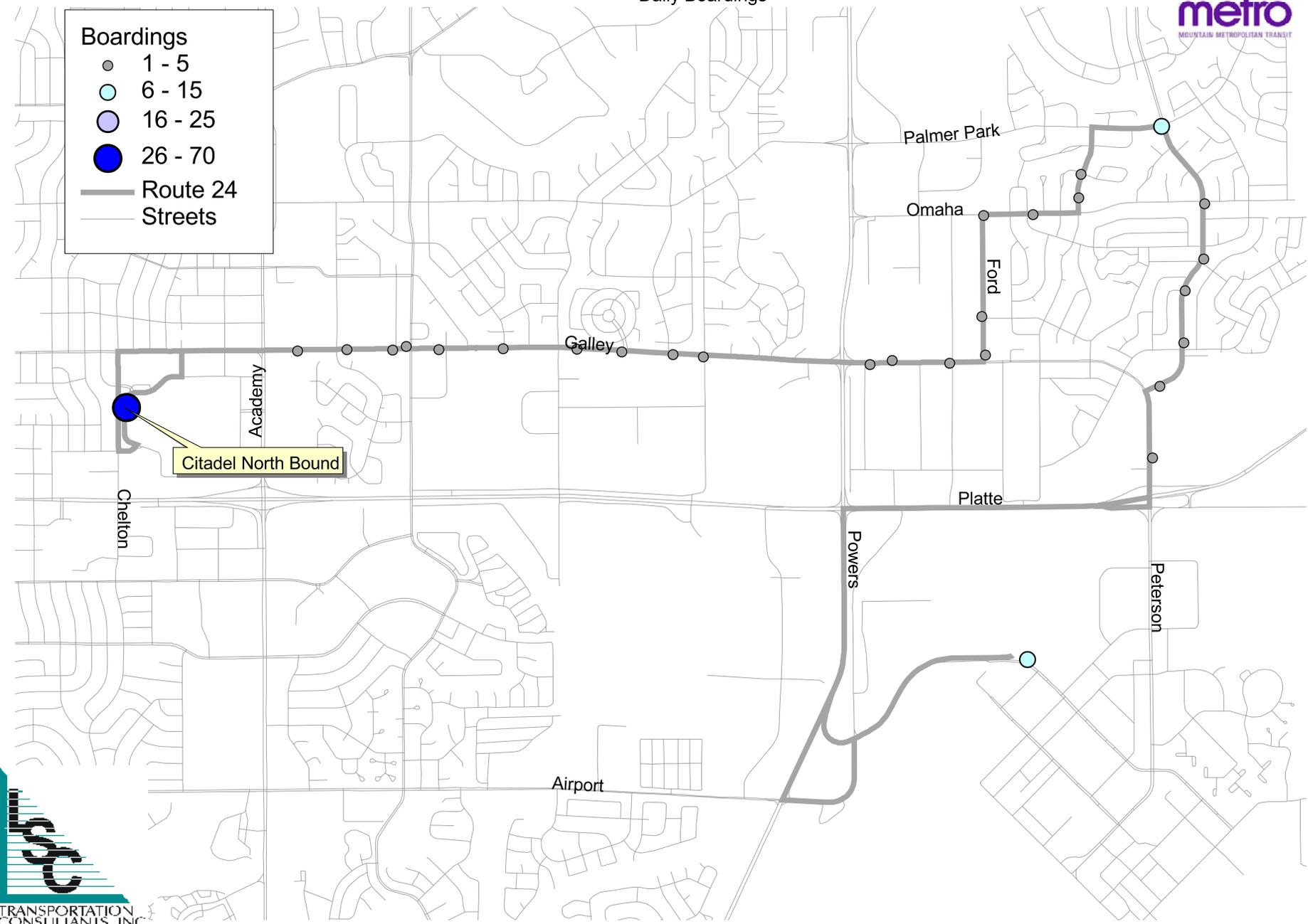
# Route 24 - Galley Rd-Peterson AFB Daily Boardings



**Boardings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 70

— Route 24  
— Streets



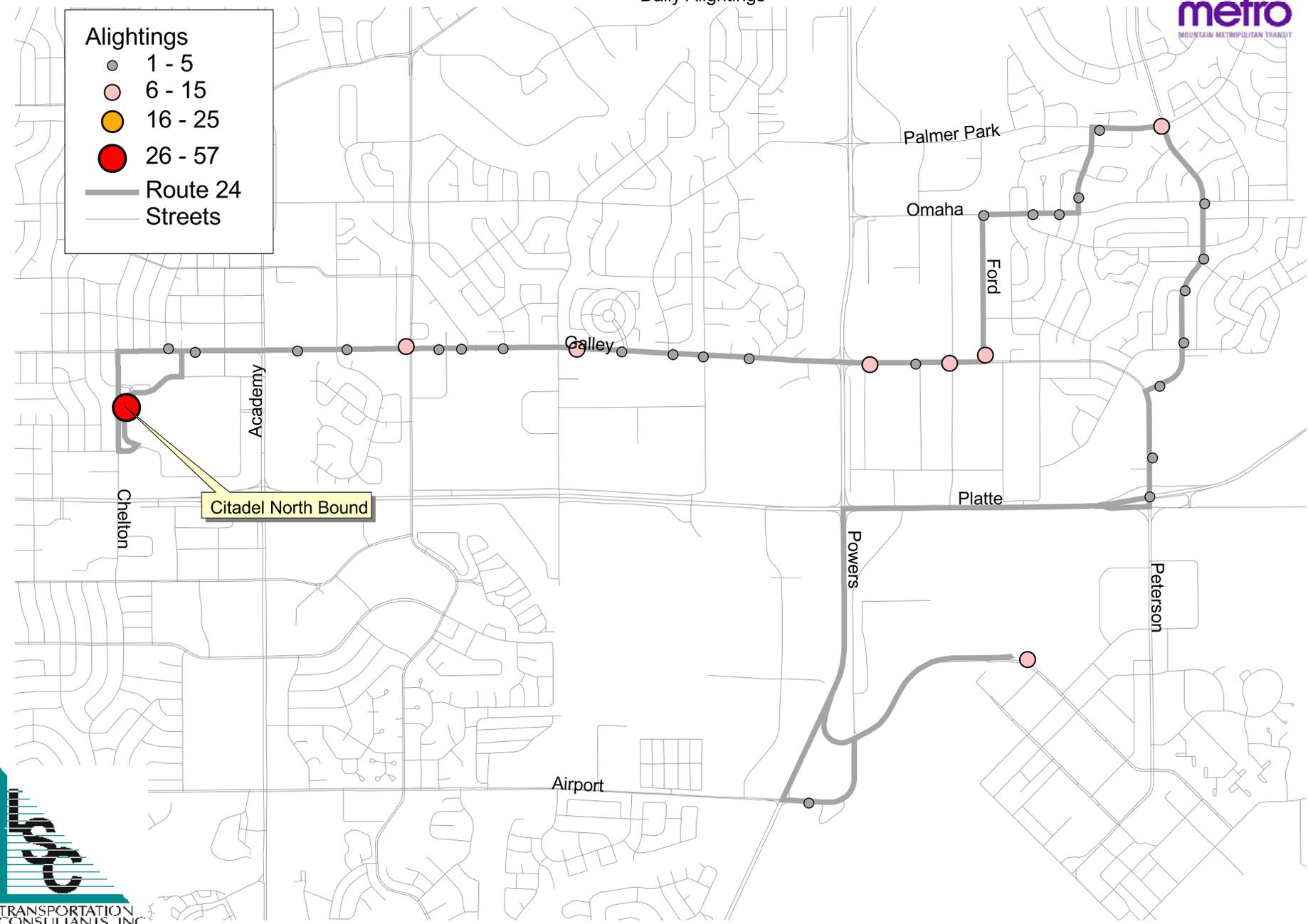
Route 24 - Galley Rd-Peterson AFB  
Daily Alightings



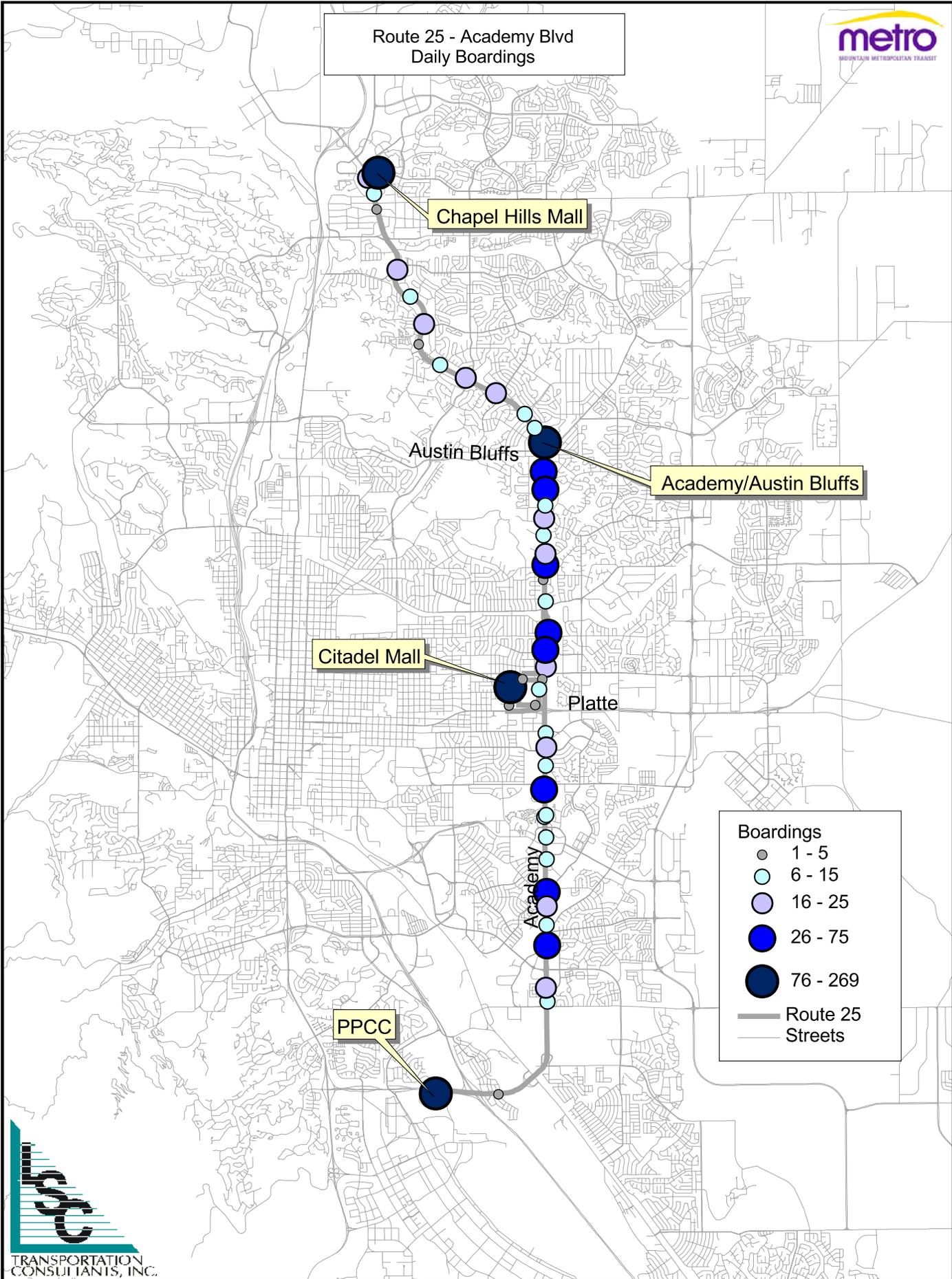
**Alightings**

- 1 - 5
- 6 - 15
- 16 - 25
- 26 - 57

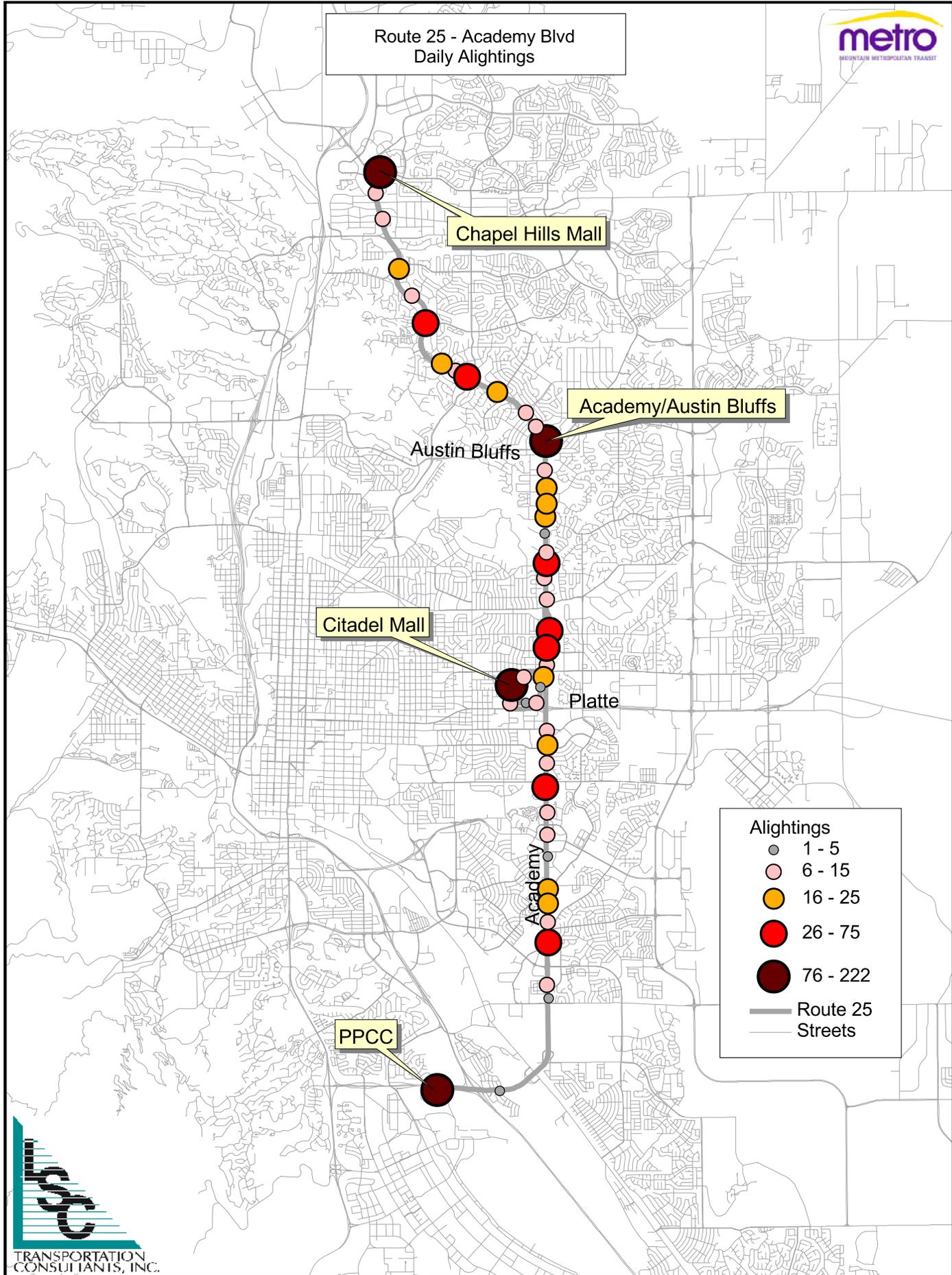
— Route 24  
— Streets



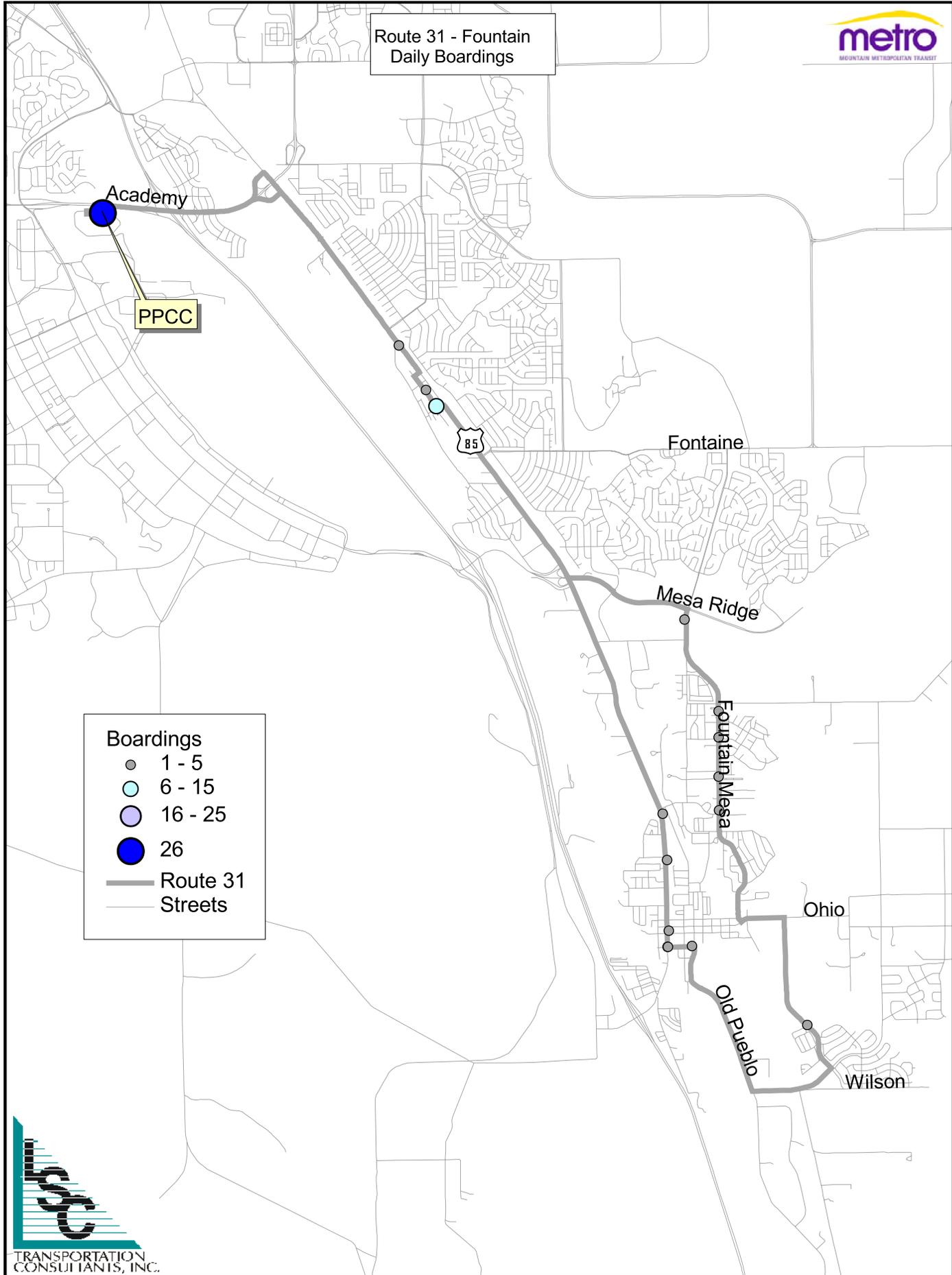
Route 25 - Academy Blvd  
Daily Boardings



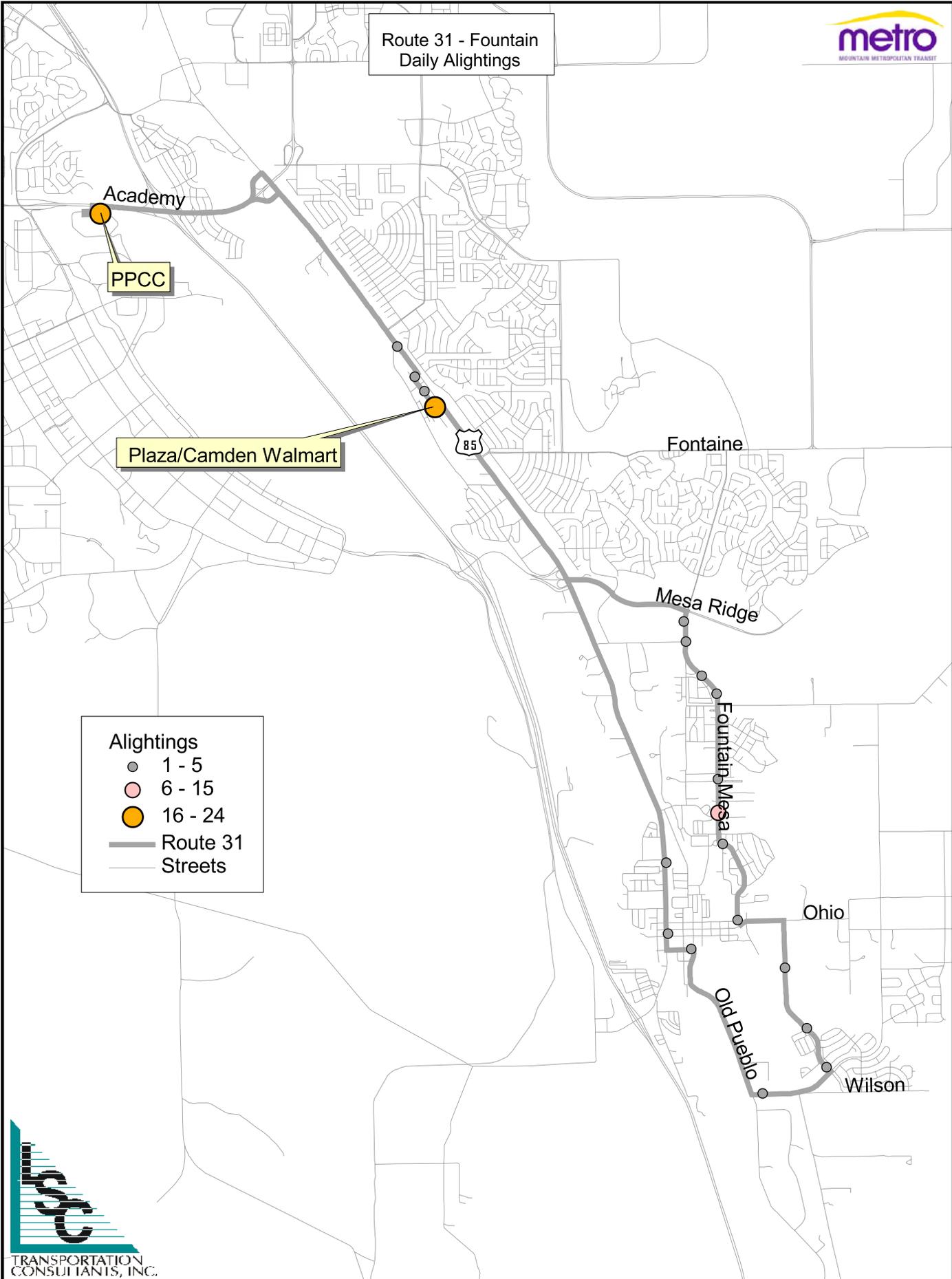
Route 25 - Academy Blvd  
Daily Alightings



Route 31 - Fountain  
Daily Boardings



Route 31 - Fountain  
Daily Alightings



Alightings	
●	1 - 5
●	6 - 15
●	16 - 24
—	Route 31
—	Streets

# Appendix F: Bus Stops with Major Boardings/Alightings

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**Appendix F -- Table 1  
Bus Stops with the Major Boardings  
(above 20 boardings)**

Route Number	Travel Street	Boardings
#1, #3-12, #14-16	Downtown Terminal	1,924
#5, #6, #7, #8, #22, #24, #25	Citadel Mall	784
#10, #11, #15, #25, #31	PPCC	206
#9, #25	Chapel Hills Mall	119
#14, #25	Academy & Austin Bluffs	106
#12, #25	Academy & Palmer Park	71
#5	Platte & Arrawanna	58
#1, #25	Academy & Super Stop	50
#3	Colorado/23rd FS	45
#7, #25	Academy/Pikes Peak FS	43
#3	Manitou & Ruxton	42
#7, #24, #25	Citadel/Reinhart FS	41
#14	Bijou/Spruce FS	40
#22, #25	Academy/Airport FS	37
#1, #25	Academy/Chelton FS	37
#15	Circle Dr/Janitell Rd EB FS	37
#7	Union & Parkside	37
#15	Criminal Justice Center	36
#9	Nevada Ave/Mt View Lane FS SB	36
#25	Academy/Carefree FS	34
#25	Academy/Maizeland FS	33
#5	Boulder/Prairie FS	31
#10, #11	Nevada/Navajo IFO	30
#10, #11	Nevada/St Elmo FS	30
#5	Platte/Don Juan NS	30
#25	Academy/San Miguel FS	29
#10, #11	Nevada/Arvada NS	29
#7, #24	Murray/Galley FS	28
#12	Palmer Park Blvd./Space Center Dr.	28
#22, #31	Plaza & Camden	27
#1	Prospect Lake/Union FS	27
#10, #11	Southgate & Nevada	27
#5	Platte/Circle FS	26
#25	Academy/Betty FS	25
#25	Academy/Mission Trace IFO	25
#5	Boulder/Childrens View (MemHos) NS	25
#25	Academy/Flintridge FS	24
#25	Academy/Union FS	24
#16	Brookside/Crestone NS	24
#3	Colorado/21st FS	24
#9, #25	Academy/Briargate FS	23
#9	Cascade/Jackson	23
#3, #16	Colorado & 30th	23
#3	Colorado/32nd FS	23
#3	Colorado/Chestnut FS	23
#10, #11	Nevada/Las Vegas FS	23
#9	UCCS	23
#3	Colorado/25th NS	22
#25	Academy/Vickers Node Intersection	21
#7	Pikes Peak/Byron FS	21
#4	8th/Oxford ACF	20
#16	Fontmore & Mesa	20
#8	Galley/Circle FS	20
#7	Murray/Pikes Peak FS	20

Source: LSC Onboard Counts, 2010.

**Appendix F -- Table 2  
Bus Stops with the Major Alightings  
(above 20 alightings)**

Route Number	Stop	Alightings
#1, #3-12, #14-16 #5, #6, #7, #8, #22, #24, #25 #10, #11, #15, #25, #31 #14, #25 #9, #25	Downtown Terminal	2,502
	Citadel Mall	927
	PPCC	212
	Academy & Austin Bluffs	171
	Chapel Hills Mall	103
#1, #25 #12, #25 #9 #14 #5, #22, #25	Academy & Super Stop	76
	Academy & Palmer Park	60
	Cascade & Fillmore	53
	Bijou/Spruce FS	47
	Chelton/Platte MB	45
#25 #5, #15 #9 #25 #25	Academy/Union FS	44
	Bijou/Weber (YMCA) MB	43
	Cascade/Fillmore FS	40
	Academy/Maizeland FS	39
	Academy/San Miguel FS	39
#1, #25 #22, #25 #22, #31 #7, #25 #3	Academy/Chelton FS	39
	Academy/Airport FS	38
	Plaza & Camden	38
	Academy/Pikes Peak FS	38
	Colorado/23rd FS	37
#9 #7 #1, #25 #7 #5	Cascade/Platte FS	37
	Union & Parkside	36
	Academy/Astrozon FS	35
	Pikes Peak/Parkside FS	35
	Boulder/Prairie FS	32
#10, #11 #1, #25 #11 #12 #10, #11	Southgate & Nevada	32
	Academy/El Morro ACF	31
	Corona/El Paso FS	31
	Palmer Park/Space Center IB FS	30
	Nevada/Brookside FS	30
#9 #15 #25 #1 #16	UCCS	29
	Circle Dr./Janitell Rd EB FS	29
	Academy/Vickers Node Intersection	29
	Prospect Lake/Union FS	28
	19th/Uintah	28
#8 #7, #24 #7 #3 #15	Cache La Poudre St/Bennett Ave FS	28
	Galley/Citadel Crossing IFO	27
	Murray/Pikes Peak FS	26
	Colorado/21st FS	25
	Las Vegas/Community Alt IFO	25
#10, #11 #3 #25 #10, #11 #5	Nevada/Ramona FS	25
	Colorado/Chestnut FS	24
	Academy/Flintridge FS	24
	Nevada/Las Vegas FS	24
	Boulder/Bonfoy FS	24
#3, #16 #3 #25 #5 #9	Colorado & 30th	23
	Colorado/Colbrunn NS	23
	N Academy Blvd/American Dr NB NS	23
	Platte/Circle FS	22
	Nevada Ave/Mt View Lane FS SB	22
#25 #25 #5 #11 #14	Academy/Carefree FS	22
	Academy/Parkmoor Village NS	22
	Boulder/Iowa FS	22
	Lake & Venetucci	22
	Morning Sun	22
#4, #16 #9 #3 #4, #16 #25	Rio Grand & 8th NS SB	22
	Woodmen Rd./Corporate Dr.	22
	Colorado/32nd FS	21
	8th/Wal Mart IFO	21
	Citadel/Academy FS	21
#3 #16 #7, #24, #25 #25 #12 #7	Colorado/19th FS	21
	Moreno Ave/Communication Cir FS EB	21
	Citadel/Reinhart FS	20
	Academy/Dublin FS	20
	Palmer Park/Potter ACF	20
	Parkside/International Cir. SB FS	20

Source: LSC Onboard Counts, 2010.