

Proposed Service Changes

Spring 2016

SUMMARY

The proposed service improvements identified in this proposal are made possible by additional City of Colorado Springs general fund dollars and Pikes Peak Rural Transportation Authority tax revenue increases. These transit enhancements are designed to improve productivity and on-time performance, increase frequency along high ridership corridors, improve customer service for our existing customers, and attract new riders. Highlights of the proposed Spring 2016 improvements include:

- Increasing frequency on the Nevada Avenue corridor to 15-minutes;
- Improving on-time performance on Route 3 (Colorado Ave-Manitou Springs);
- Restructuring Routes 15 and 16 to eliminate low ridership segments and circuitous routing; and
- Restructuring routes to eliminate duplicative service.

The following statements highlight the intent of our Spring 2016 Service Changes, and are consistent with our *2013 Comprehensive Operational Analysis* and *2040 Transit Plan* and our future direction:

1. Proposed changes are focused on improving the overall productivity and performance of the transit system;
2. Increasing frequency on major high-ridership routes can improve service and attract new riders;
3. Adding Saturday service on key routes can expand the transit service area and provide access to jobs for more citizens;
4. Providing improved access to jobs along high-employment corridors, such as Nevada Avenue - north and south; and
5. Restructuring routes to eliminate duplicative and circuitous service, as well as unproductive ridership segments.

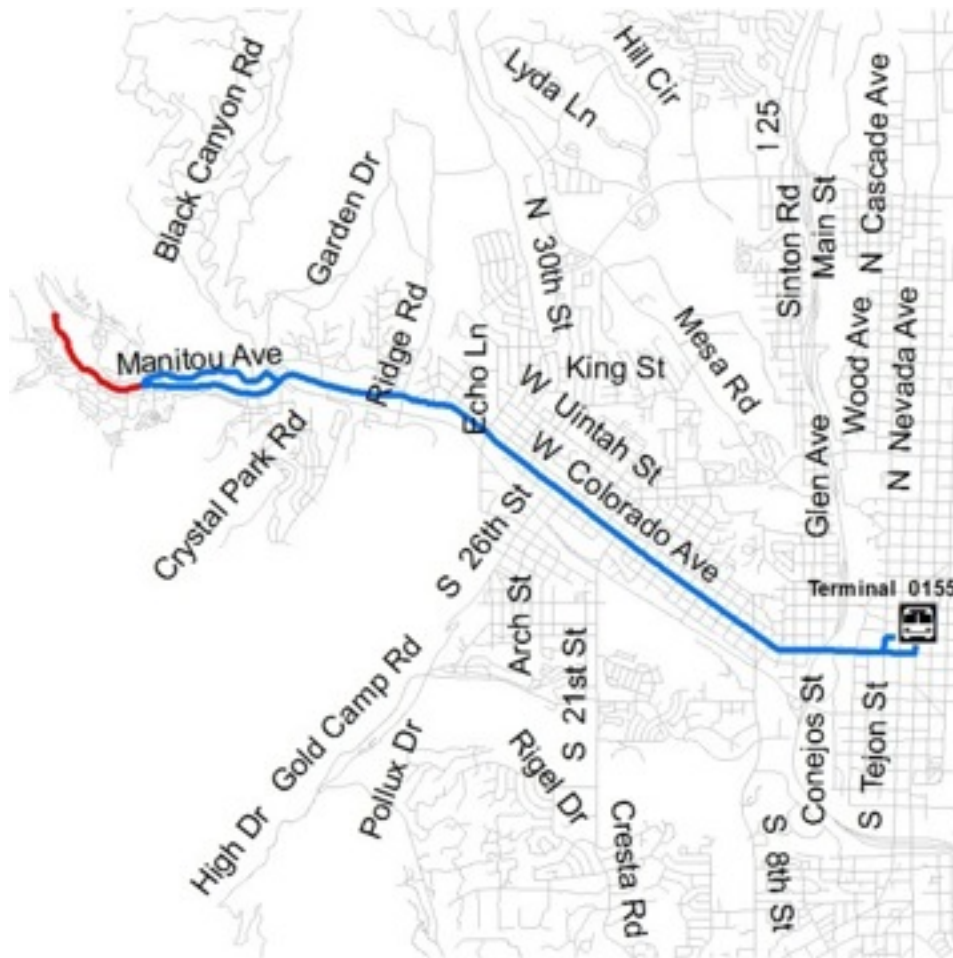
See below for details on specific route proposals.

ROUTE PROPOSALS

ROUTE 3:

On-time performance on Route 3 is inconsistent and regularly experiences delays. Delays are more regular and problematic during the summer months when traffic congestion in the Downtown business district of Manitou Springs is at its height. Currently, Route 3 is MMT's 5th highest ridership route, averaging almost 29 passenger trips per hour during weekdays. Approximately 80% of the average daily ridership occurs within Colorado Springs city limits.

Route 3 is to travel no further west than El Paso Boulevard (by Manitou Springs City Hall), where it will terminate at Memorial Park at El Paso Boulevard and Old Man's Trail. Connections can be made with the Incline/Cog (Route 33) and Manitou Avenue (Route 36) Shuttles. Routes 33 and 36 will operate from May 1, 2016 to September 17, 2016. Also part of this proposal, Route 33 will continue to operate through the remainder of the year, seven days per week, from 7:00 AM to 5:00 PM. This enhancement ensures that customers traveling further west along Manitou and Ruxton Avenues will have transit service all year long; and Manitou Springs' parking challenges will be reduced. See the proposed Route 3 map below:



ROUTE 6:

Because of increased frequency proposed for Route 9, Route 6 will be restructured accordingly, and the segments on Nevada and Wahsatch Avenues, south of Fillmore Street, are proposed for elimination. These segments (identified in red, below) parallel the 15-minute service on Route 9 and are duplicative. Ridership at the bus stops proposed for elimination (see table) can access Route 9 two blocks to the west along Nevada Avenue. Connection can be made to Route 9 at Fillmore Street. See the map below:



Stop ID	Abbreviation	Name	Boardings per Day*
238	WAHMNRSB	WAHSATCH/MONROE NS 0238	10
240	WAHMNRNB	WAHSATCH/MONROE 0240	4
557	WahBijNB	Wahsatch/Bijou FS 0557	3
558	WahBouNB	Wahsatch/Boulder NS 0558	4
559	WahWillNB	Wahsatch/Willamette NS 0559	1
560	WahCacNB	Wahsatch/Cache La Poudre FS 0560	1
561	WahUinNB	Wahsatch/Uintah FS 0561	1
562	WahCLMNB	Wahsatch/Columbia FS 0562	1
563	WahCarNB	Wahsatch/Caramillo FS 0563	0
564	WahFONNB	Wahsatch/Fontanero FS 0564	1
619	WahFONSB	Wahsatch/Fontanero NS 0619	3
620	WahCarSB	Wahsatch/Caramillo NS 0620	1
621	WahCLMSB	Wahsatch/Columbia NS 0621	2
622	WahUinSB	Wahsatch/Uintah FS 0622	1
623	WahCacSB	Wahsatch/Cache La Poudre FS 0623	0
624	WahMonSB	Wahsatch/Monument FS 0624	1
625	WahStVSB	Wahsatch/St Vrain NS 0625	1
626	WahBouSB	Wahsatch/Boulder FS 0626	0
627	WahPlaSB	Wahsatch/Platte FS 0627	1
2418	NEVLILSB	NEVADA/LILAC SB NS 2418	5
2419	NEVLILNB	NEVADA/LILAC NB NS 2419	1

*Boardings per Day is calculated by dividing the total boardings by the days the route was in service. Route 6 runs on weekdays and Saturdays, but not on Sundays.

New service will also be added to the Lelary Street loop to provide access to several medical service facilities in the area.

ROUTE 8:

Because of increased frequency proposed for Route 9, Route 8 will be restructured accordingly, and the segment on Nevada Avenue, south of Cache La Poudre Street, is proposed for elimination. This segment (identified in red, below) is parallel and duplicative to the 15-minute service on Route 9. Connections can be made to Route 9 and Route 12 at Cache La Poudre Street. See the map below:



Stop ID	Abbreviation	Name	Boardings per Day*
2351	NEVBOUNB	NEVADA/BOULDER NB FS 2351	1
2361	NEVBOUSB	NEVADA/BOULDER SB NS 2361	1

*Boardings per Day is calculated by dividing the total boardings by the days the route was in service. Route 8 runs on weekdays and Saturdays, but not on Sundays.

The table to the right, above, shows the ridership impacted by this proposed change.

ROUTE 9:

MMT's movement toward increasing frequency will take a bigger step with proposed 15-minute service on Route 9. Additional revisions to this route also include: 1) The elimination of service on Mount View Lane, through the Cragmore neighborhood; 2) The movement of the route from Cascade Avenue to Nevada Avenue between the Downtown Transit Terminal and Jackson Street; and 3) Termination of the route at a new transfer hub on UCCS property off of Eagle Rock Road, north of Austin Bluffs Parkway. See map below for details:



Route 9 Boardings by Stop 4/5/2015 - 9/22/2015			
Stop ID	Abbreviation	Name	Boardings per Day*
1598	AcaMouSB	Acacia/MOUNT VIEW FS 1598	0
1156	AusREGEb	Austin Bluffs/REGENT CIR 1156	8
836	CasBueNB	Cascade/Buena Ventura FS 0836	0
899	CasBueSB	Cascade/Buena Ventura NS 0899	1
833	CasCacNB	Cascade/Cache La Poudre FS 0833	2
902	CasCacSB	Cascade/Cache La Poudre FS 0902	3
834	CasCCNB	Cascade/CC Campus NB MB 0834	1
901	CasCCSB	Cascade/CC CAMPUS SB MB 0901	1
837	CasDelNB	Cascade/Del Norte FS 0837	1
898	CasDelSB	Cascade/Del Norte FS 0898	1
838	CasFonNB	Cascade/Fontanero NS NB 0838	0
897	CasFONSB	Cascade/Fontanero FS 0897	1
839	CasMadNB	Cascade/Madison FS 0839	2
895	CasMadSB	Cascade/Madison NS 0895	9
832	CasMonNB	Cascade/Monument FS 0832	2
903	CasMonSB	Cascade/Monument FS 0903	3
830	CasPLANB	Cascade/Platte FS 0830	10
905	CasPlaSB	Cascade/Platte NS 0905	5
835	CasSanNB	Cascade/San Miguel NS 0835	2
900	CasSanSB	Cascade/San Miguel FS 0900	5
831	CasStVNB	Cascade/St Vrain MB 0831	2
904	CasStVSB	Cascade/St Vrain NS 0904	1
861	MeaAcaNB	Meadow/Acacia FS 0861	1
2159	MeaAcaWB	Meadow/Acacia WB NS 2159	1
2160	MtVAcaWB	Mount View/Acacia WB NS 2160	1
2175	MtVMagEB	Mount View/Magnolia 2175	0
2151	MtVMalEB	MOUNT VIEW/Mallow FS 2151	1
2155	MtVMalWB	Mt View/Mallow FS WB 2155	6
1933	MTVNevEB	Mount View/Nevada FS 1933	2
2162	MtVStaEB	Mount View/Stanton FS 2162	0
2161	MtVStaWB	Mount View/Stanton WB NS 2161	1
2422	MTVWEBEB	MOUNT VIEW/WEBER 2422	0
2421	MTVWEBWB	MOUNT VIEW/WEBER WB FS 2421	6
7	UCCS	UCCS 0007	22
199	UCCSABEB	UCCS Austin Bluffs/Meadow Lane 0199	6

The highlighted bus stops in the table to the right show averaged boardings per day in the Cragmore neighborhood. Route 9 is operating significant miles and time through this unproductive area - resulting in a higher cost for very little benefit, and also impacting on-time performance.

*Boardings per Day is calculated by dividing the total boardings by the days the route was in service. Route 9 runs on weekdays and on both Saturdays and Sundays.

Ridership on Route 9 to the campus (at Centennial Hall) is also not significant, and does not warrant continuing to serve the main campus when the alternative is to provide high-frequency service to the transfer hub off of Eagle Rock Road. Saturday and Sunday Route 9 ridership to the campus is also very poor. Currently, Route 9 terminates in front of Centennial Hall, so this location is primarily used as a transfer location. Route 9 has also suffered from poor on-time performance and we have been notified again recently that there are conflicts between our vehicles and the numerous UCCS shuttles and personal vehicles in front of the Hall.

Moving Route 9 to the new transfer hub off of Eagle Rock Road will improve on-time performance and productivity; reduce conflicts with UCCS shuttles at the Centennial Hall location; remove our vehicles from congestion at the main campus area, thereby reducing conflicts with personal vehicles seeking parking; and provide an operationally-efficient, safe, and convenient transfer location that allows our vehicles fast and efficient access and egress to the growth area of the campus (northeast corner of Nevada Ave, and Austin Bluffs Pkwy.). Also, since the new transfer hub is in close proximity to the University Village retail center,

this proposal has the potential to generate significant ridership increases. This is an operating environment that transit agencies strongly desire; a high-frequency transit corridor with healthy ridership potential throughout the entire length, and anchored on both ends by two significant ridership generators (i.e. Downtown and University Village). High frequency routes and corridors like Nevada Avenue (and Boulder/Platte, which is served by Route 5) are better served by direct routing, rather than a circuitous routing through low-ridership neighborhoods, and particularly, the heavily congested routing in front of Centennial Hall.

ROUTES 10 and 11:

The other proposed component that will bring increased frequency to the Nevada Avenue corridor is increasing from 60- to 30-minutes on both Routes 10 and 11. This will allow 15-minute transit service to operate between the Downtown Transit Terminal and Southgate Road. There are no routing changes on these routes.

Saturday service is also proposed for Route 10; this will result in 30-minute Saturday service on Nevada Avenue between the Downtown Transit Terminal and Southgate Road. Increasing frequency from 60 minutes to 30 minutes

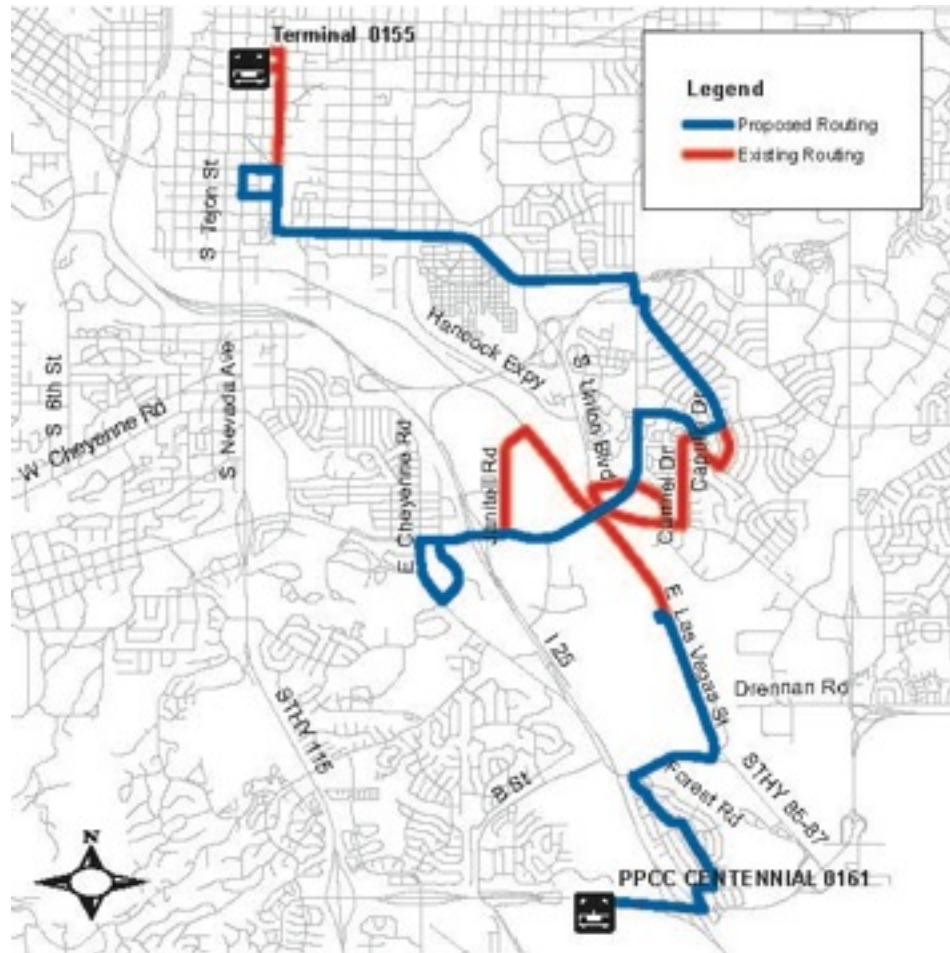
ROUTE 12:

Because of increased frequency proposed for Route 9, Route 12 will be restructured accordingly. The segments of Route 12 on Hancock (south of Cache La Poudre Street), Willamette, and Wahsatch Avenues are proposed for elimination. These segments (identified in red, below) are parallel and duplicative to the 15-minute service on Route 5. From Hancock Avenue, Route 12 is proposed to travel west on Cache La Poudre and connect to Routes 8 and 9 at Nevada Avenue. See the map below:



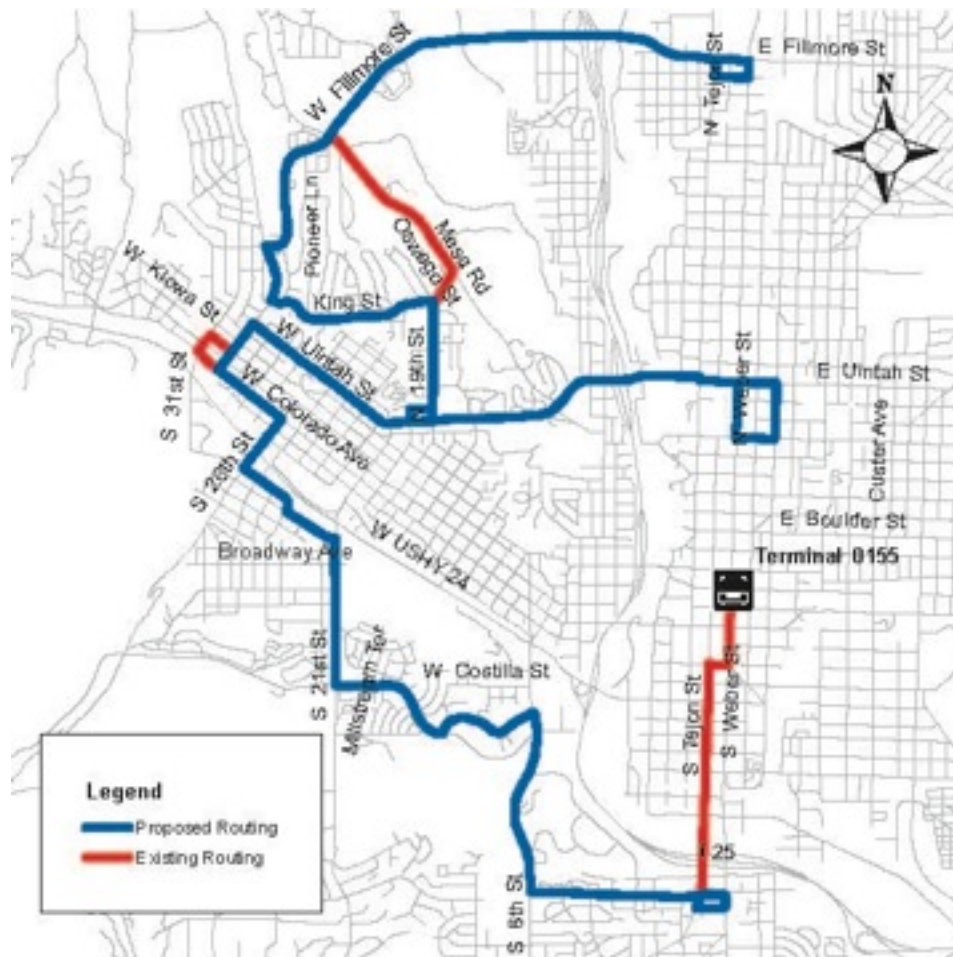
ROUTE 15:

Route 15 is targeted for restructuring to eliminate the circuitous routing through low-ridership areas. The route will be split into two routes: Route 15 will connect to 15-minute service on Nevada Avenue at Rio Grande Street then operate most of the current northern routing before terminating in the Tinseltown/World Arena area. **New Route 35** will operate 30-minute service (weekdays only) from Pikes Peak Community College to the Criminal Justice Center (CJC) on Las Vegas Street from approximately 6:00 to 10:00 AM; then 2:00 to 8:00 PM. See the map below for details:



ROUTE 16:

Route 16 also operates on circuitous, low-ridership segments. The proposed restructuring includes splitting Route 16 into two routes: Routes 16 and **New Route 17**. The proposed change to Route 16 has it operating from the 15-minute transit corridor on South Nevada at Brookside Street to Uintah Gardens shopping center at Uintah and 19th Streets. The routing to Uintah Gardens will remain the same as the existing service, with the exception of not operating on 31st Street.



New Route 17 will serve the northern portion of existing Route 16, with the exception of Mesa Road. Route 17 will operate along Fillmore Street and serve Coronado High School, the VA Clinic at Fillmore and Centennial Boulevard, and the surrounding area before terminating at Route 9 on North Nevada Avenue. This restructuring also provides the VA Clinic with 30-minute service (when accounting for existing Route 2 service) and a critical link from the westside. See the map above for detailed routings of both routes.

ROUTE 39:

Revisions to this route include: 1) Termination of the route at a new transfer hub on UCCS property off of Eagle Rock Road, north of Austin Bluffs Parkway; and 2) Eliminate the Kelly Johnson Boulevard loop on the northern portion of the route due to low ridership. See map below for details:



Stop ID	Abbreviation	Name	Boardings per Day*
7	UCCS	UCCS 0007	17
1051	KelGodNB	Kelly Johnson/Goddard FS 1051	0
1052	1155KJNB	1155 KELLY JOHNSON IFO 1052	0
1053	1070KJNB	1070 KELLY JOHNSON 1053	2
1154	AusNevEB	Austin Bluffs/Nevada MB 1154	1
1155	AusMalEB	Austin Bluffs/Mallow NS 1155	1
1156	AusREGEB	Austin Bluffs/REGENT CIR 1156	0
1202	AusMalWB	Austin Bluffs/Mallow NS 1202	1
2157	AusRegWB	Austin Bluffs/Regents WB 2157	1
2423	4863NEVN	4863 NEVADA NB 2423	2
2424	4704NEVS	4740 NEVADA SB 2424	4

*Boardings per Day is calculated by dividing the total boardings by the days the route was in service. Route 39 runs only on weekdays.

Ridership on Route 39 to the campus (at Centennial Hall) is also not significant, and does not warrant continuing to serve the main campus when the alternative is to provide high-frequency service to the transfer hub off of Eagle Rock Road. Currently, Route 39 terminates in front of Centennial Hall, so this location is primarily used as a transfer location. Route 39 has also suffered from poor on-time performance and we have been notified again recently that there are conflicts between our vehicles and the numerous UCCS shuttles and personal vehicles in front of the Hall.

Moving Route 39 to the new transfer hub off of Eagle Rock Road will improve on-time performance and productivity; reduce conflicts with UCCS shuttles at the Centennial Hall location; remove our vehicles from congestion at the main campus area, thereby reducing conflicts with personal vehicles seeking parking; and provide an operationally-efficient, safe, and convenient transfer location that allows our vehicles fast and efficient access and egress to the growth area of the campus (northeast corner of Nevada Ave, and Austin Bluffs Pkwy.). Also, since the new transfer hub is in close proximity to the University Village retail center, this proposal has the potential to generate significant ridership increases.

TRANSFER POLICY REVISION:

Currently, MMT’s transfer policy states that customers are allowed two (2) transfers to be taken within two (2) hours. The proposed revision is to allow three (3) transfers to be taken within two (2) hours. All other rules remain unchanged.

Proposed Changes to the Metro Rides Vanpool Program

It is proposed to add technology upgrades to Metro Rides vanpool vans to streamline the data entry process and make it paperless. As an added benefit, this technology upgrade will give rider’s access to free Wi-Fi. It is also proposed to add a zone fare increase to the vanpool program to better align the fare structure between large and small vans.

The proposed zone fare increase to the vanpool program is a less than 10% increase to some of the large vans only. The initial pricing was determined using an estimate because it was a brand new fare structure. Now, we have actual data on operational costs. The increase will better align the fare structure between large and small vans. It is important to remember; the program is for the benefit of the community and does not add profit to the City. The program costs are to cover the costs of operations. The tables below show the fare structure for both large and small vans and the proposed increase to the large vanpool program.

REASSIGN ROUTE 2 DEPARTURES FROM THE DOWNTOWN TERMINAL ON SATURDAYS

Currently Route 2 departs the Downtown Terminal at 15 minutes past the hour (:15) on Saturdays. Some of the proposed Spring service changes will affect transfer times between routes. In order to ensure Route 34 connects with both Route 23 at Morning Sun Avenue and with Route 2 at the El Paso County Citizens Service Center, MMT proposes to move the Downtown Terminal departure time for Route 2 from 15 minutes past the hour (:15) to 15 minutes before the hour (:45). The change will also result in an even number of buses departing the Terminal at the :15 and :45 pullouts.