

# **Proposed Service Changes**

**Fall 2016**

## SUMMARY

The service improvements identified in this proposal are made possible by increased Pikes Peak Rural Transportation Authority (PPRTA) sales tax revenue, additional fare revenue, and savings from the 2015 PPRTA expenditure budget.

These transit enhancements continue Mountain Metropolitan Transit's (MMT) push toward improving system productivity and on-time performance, increasing frequency along high ridership corridors, adding off-peak service to enable better access to employment opportunities, improving customer service for our existing customers, and attracting new riders.

The objectives above highlight the intent of our future direction, and are consistent with our *2013 Comprehensive Operational Analysis* and *2040 Transit Plan*.

The Fall 2016 service improvements are grouped into three categories:

1. Service Increases
2. Scheduling Modifications
3. Route Modifications

The **Service Increases** are improvements to existing routes during off-peak hours such as weekday evenings and weekends. Until additional, new fixed-route vehicles arrive in the Fall of 2017, increased service cannot be added during peak hours. The routes selected for increased service have been suggested by our customers either at prior public meetings or to MMT staff. These routes expand the footprint of transit services that are available during weekday-evenings, Saturdays, and Sundays; and improve access to jobs for our customers. **Scheduling Modifications** are minor timing changes to facilitate better connections between routes. One **Route Modification** on Route 5 is designed to lessen walking distances and to improve customer access; and two (2) alternatives are presented in response to input from North Nevada Avenue residents and the Old North End Neighborhood.

As a recipient of Federal Transit Administration (FTA) funds, MMT has a federally-approved Title VI Program (of the Civil Rights Act of 1964) and is required to conduct a Title VI and Environmental Justice equity analysis in the course of planning a "major" service change. The approved MMT Environmental Justice Plan identifies a major service change as the "addition, elimination, or modification of 25% or more of service hours, miles or bus stops on a route or of the system." Adding weekday-evening and Sunday service to Route 4 results in a 33.86% increase in hours on the route. The remaining items being proposed in this service change do not exceed the 25% threshold, therefore Title VI and Environmental Justice equity analyses are not required.

See below for details on specific route proposals.

## 1. SERVICE INCREASES

### **ROUTES 7 AND 27:**

Increase Saturday frequency on Routes 7 (Pikes Peak Ave-Citadel) and 27 (S Academy Blvd-PPCC) from 60 minutes to 30 minutes.

### **ROUTE 4:**

Add weekday-evening and Sunday fixed-route and ADA paratransit service on Route 4 (8<sup>th</sup> Street-Broadmoor).

### **ROUTE 39:**

Add Saturday fixed-route and ADA paratransit service on Route 39 (Eagle Rock-Voyager Pkwy).

### **ROUTE 12:**

Add one (1) Saturday morning roundtrip to enhance connections to travel downtown on Routes 9 and 19 (to meet 7:15 AM pullout at the Downtown Transit Terminal).

### **ROUTE 6:**

Add one (1) Saturday outbound trip to better serve the Citadel Mall Transfer Center.

## 2. SCHEDULING MODIFICATIONS

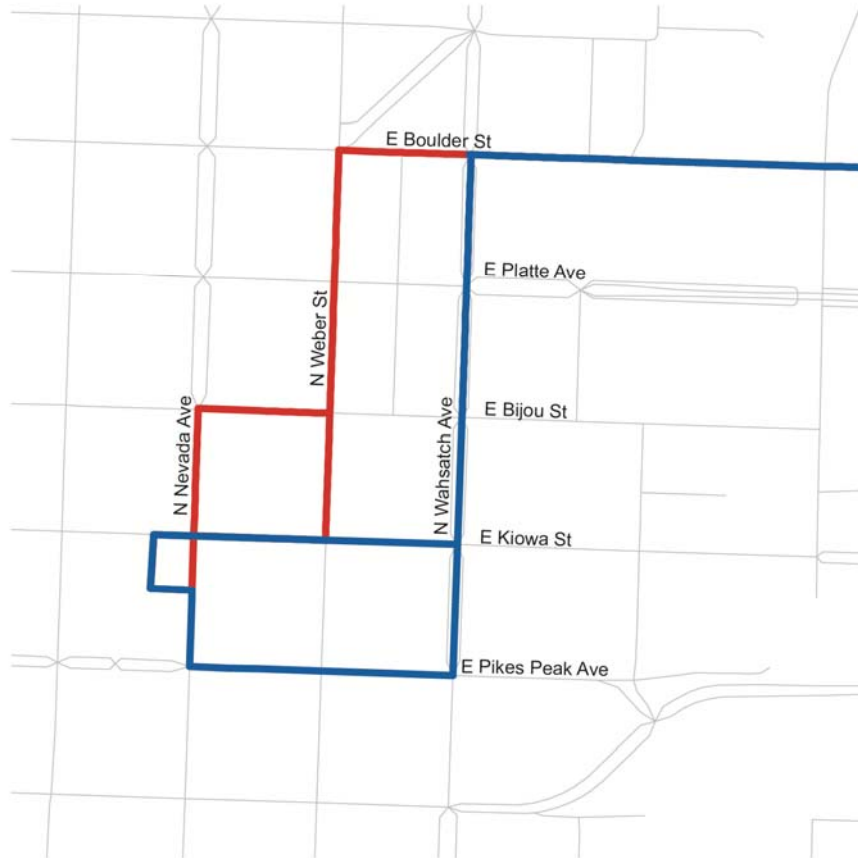
- Routes 19/39: Move to :00 pulse (from :30 pulse) to better enhance weekday-evening connections at the Downtown Transit Terminal.
- Route 16: Scheduling modifications to facilitate better connections with Route 17.
- Routes 25/27: Timing modification to facilitate better connection with buses at the Citadel Mall Transfer Center on LAST trip of the day on Saturdays.

### 3. ROUTE MODIFICATIONS

**ROUTE 5:**

Modify routing to operate on Wahsatch Avenue instead of Weber Street when traveling between the Downtown Transit Terminal and Boulder Street.

See map below for details.



### 3. ROUTE MODIFICATIONS - continued

#### ***Alternative 1***

#### **ROUTE 19:**

Route 19 is proposed for restructuring due to input from residents along North Nevada Avenue and the Old North End Neighborhood. 15-minute transit service will still be available from the Downtown Transit Terminal to the transfer location at Cache La Poudre Street and North Nevada Avenue; and from Jackson Street/North Nevada Avenue to North Nevada Avenue/Mount View Lane. The restructuring of Route 19 is proposed to operate on the following roadways in both directions: at Cache La Poudre Street and North Nevada Avenue, Route 19 is to travel east on Cache La Poudre Street, to north on Weber Street, to west on Jackson Street, to north on Cascade Avenue, then return to existing routing. Pedestrian facilities will be constructed on Weber Street this summer.

See map below for details.



### 3. ROUTE MODIFICATIONS - continued

#### ***Alternative 2***

#### **ROUTE 9:**

Route 9 is proposed for restructuring due to input from residents along North Nevada Avenue and the Old North End Neighborhood. 15-minute transit service will still be available from the Downtown Transit Terminal to the transfer location at Cache La Poudre Street and North Nevada Avenue; and from Jackson Street/Cascade Avenue to North Nevada Avenue/Mount View Lane. The restructuring of Route 9 is proposed to operate on the following roadways in both directions: at Cache La Poudre Street and North Nevada Avenue, Route 9 is to travel west on Cache La Poudre Street, to north on Cascade Avenue, then return to existing routing.

See map below for details.



**ROUTE 19:**

Route 19 is proposed for restructuring due to input from residents along North Nevada Avenue and the Old North End Neighborhood. 15-minute transit service will still be available from the Downtown Transit Terminal to the transfer location at Cache La Poudre Street and North Nevada Avenue; and from Jackson Street/Cascade Avenue to North Nevada Avenue/Mount View Lane. The restructuring of Route 19 is proposed to operate on the following roadways in both directions: at Cache La Poudre Street and North Nevada Avenue, Route 19 is to travel east on Cache La Poudre Street, to north on Wahsatch Avenue, to west on Jackson Street, to north on Cascade Avenue, then return to existing routing.

See map below for details.



#### **4. PROCESS**

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Final recommendations will be made after completion of the public meetings and the public comment period. Decisions will be made in consideration of the comments received, benefits and other impacts to the community and the riding public, transit system operational requirements, and consistency with the City of Colorado Springs - Mountain Metropolitan Transit's objectives that are identified on page 1 of this document.



**Vitulli, Brian**

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**From:** McCann, Vicki  
**Sent:** Monday, July 11, 2016 2:12 PM  
**To:** McCann, Vicki  
**Subject:** Proposed Service Changes for Fall 2016 Public Meeting Schedule



**NEWS RELEASE**

July 11, 2016

**FOR MORE INFORMATION**

Vicki McCann  
PR and Marketing Supervisor  
719-385-7439

## **Proposed Service Changes for Fall 2016 Public Meeting Schedule**

COLORADO SPRINGS, Colo.— Mountain Metropolitan Transit (MMT) has scheduled three public meetings. These meetings are designed to inform the public of the proposed service changes for fall 2016, effective September 18<sup>th</sup>, and to obtain public input prior to a final decision.

### **Public Meeting Schedule**

Meeting Location - July 12  
The Independence Center  
729 S. Tejon St.  
Colorado Springs, CO 80903  
9:00 a.m. - 10:00 a.m.

Meeting Location - July 12  
21C Pikes Peak Library  
1175 Chapel Hills Dr.  
Colorado Springs, CO 80920  
5:00 p.m. - 6:00 p.m.

Meeting Location - July 14  
City Council Chambers  
City Hall  
107 N. Nevada Ave.

Attendance at public meetings is not required to comment. You may also fax your comments to 719-385-5419 or email to [transitinfo@springsgov.com](mailto:transitinfo@springsgov.com). Comments will be accepted through July 21, 2016.

Following is a summary of the proposed service changes, for a more detailed explanation please visit [www.mmtransit.com](http://www.mmtransit.com).

- Increase Saturday frequency on Route 7 (Pikes Peak Ave. – Citadel) and Route 27 (S. Academy Blvd. – PPCC)
- Add weekday-evening and Sunday fixed-route and ADA paratransit service on Route 4 (8<sup>th</sup> Street-Broadmoor)
- Add Saturday fixed-route and ADA paratransit service on Route 39 (Eagle Rock-Voyager Pkwy).
- Add one Saturday morning roundtrip to Route 12 (Palmer Park Blvd.) to enhance connections
- Add one Saturday outbound trip to better serve the Citadel Mall Transfer Center on Route 6 (Fillmore St. - Citadel)
- Minor scheduling modifications to several routes to improve connections at the Downtown Transit Terminal and the Citadel Mall Transfer Center
- Modify Route 5 (Boulder St. – Citadel) to improve customer access.
- Nevada Ave. corridor options:
  - Alternative 1 proposes moving Route 19 from North Nevada Ave. to Weber St. one block to the east. This alternative leaves Route 9 on North Nevada Ave. operating on 30-minute headways. Route 19 would also operate 30-minute headways.
  - Alternative 2 proposes moving Route 9 from North Nevada Ave. to Cascade Ave./and Route 19 from North Nevada Ave. to Wahsatch Ave. Both routes would operate 30-minute headways.

Mountain Metropolitan Transit provides local fixed-route bus service and Metro Mobility ADA paratransit service for Colorado Springs and the Pikes Peak region. All buses are wheelchair-lift equipped. Mountain Metropolitan Transit also provides other services such as Metro Rides' ridesharing, vanpool, and bicycling programs. For added convenience, there are bike racks on all buses for riders who want to utilize the bike-n-bus program. For additional information regarding Mountain Metropolitan Transit please visit [www.mmtransit.com](http://www.mmtransit.com), or call (719) 385-RIDE (7433).

# # #



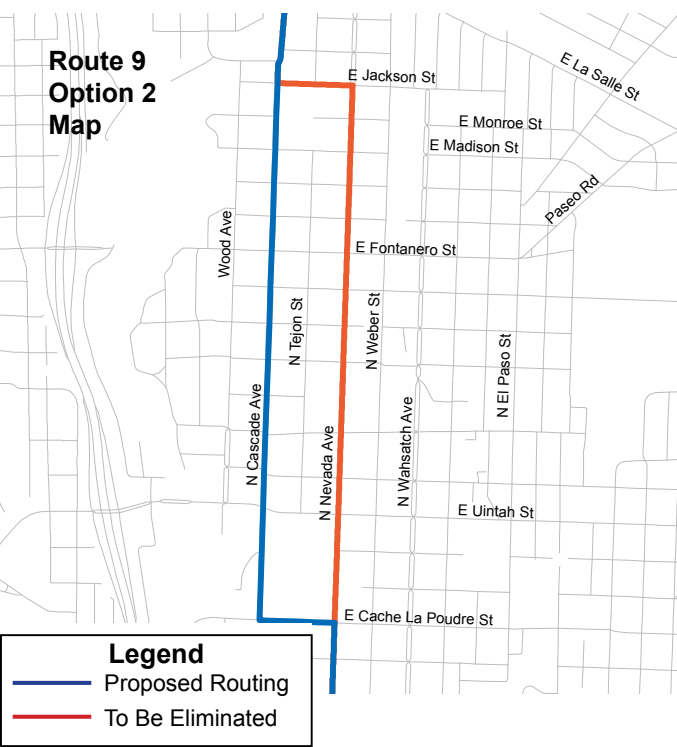
*Please consider the environment before printing.*





# Proposed Service Changes Fall 2016

## Route 9 Option 2 Map



### PUBLIC MEETING SCHEDULE

Three public meetings have been scheduled to inform the public of the proposed service changes for Fall 2016 and to obtain public input prior to a final decision.

#### Meeting Location - July 12

The Independence Center  
729 S. Tejon St.  
Colorado Springs, CO 80903  
9:00 a.m. - 10:00 a.m.

#### Meeting Location - July 12

21C Pikes Peak Library  
1175 Chapel Hills Dr.  
Colorado Springs, CO 80920  
5:00 p.m. - 6:00 p.m.

#### Meeting Location - July 14

City Council Chambers  
City Hall  
107 N. Nevada Ave.  
Colorado Springs, CO 80903  
5:00 p.m. - 6:00 p.m.

### ROUTE 19:

Route 19 (Nevada Ave. - Eagle Rock) - 15-minute transit service will still be available from the Downtown Transit Terminal to the transfer location at Cache La Poudre Street and North Nevada Avenue; and from Jackson Street/Cascade Avenue to North Nevada Avenue/Mount View Lane. The restructuring of Route 19 is proposed to operate on the following roadways in both directions: at Cache La Poudre Street and North Nevada Avenue, Route 19 is to travel east on Cache La Poudre Street, to north on Wahsatch Avenue, to west on Jackson Street, to north on Cascade Avenue, then return to existing routing.

## Route 19 Option 2 Map



**Notes:** Attendance at public meetings is not required to comment. You may also fax your comments to 719-385-5419 or email to [transitinfo@springsgov.com](mailto:transitinfo@springsgov.com). Comments will be accepted through July 21, 2016.

In accordance with the ADA, anyone requiring an auxiliary aid to participate in this program should make the request as soon as possible but no later than 48 hours before the scheduled event. Citizens who are deaf or hard of hearing may use 711 TRS.



Mountain Metropolitan Transit  
1015 Transit Drive  
Colorado Springs, CO 80903  
719-385-7433  
[MMTransit.com](http://MMTransit.com)

**SERVICE INCREASES**

**ROUTES 7 AND 27:** Increase Saturday frequency on Routes 7 (Pikes Peak Ave-Citadel) and 27 (S Academy Blvd-PPCC) from 60 minutes to 30 minutes.

**ROUTE 4:** Add weekday-evening and Sunday fixed-route and ADA paratransit service on Route 4 (8th Street-Broadmoor).

**ROUTE 39:** Add Saturday fixed-route and ADA paratransit service on Route 39 (Eagle Rock-Voyager Pkwy).

**ROUTE 12:** Add one (1) Saturday morning roundtrip to enhance connections to travel downtown on Routes 9 and 19 (to meet 7:15 AM pullout at the Downtown Transit Terminal). Route 12 (Palmer Park Blvd.)

**ROUTE 6:** Add one (1) Saturday outbound trip to better serve the Citadel Mall Transfer Center. Route 6 (Fillmore St. - Citadel)

**SCHEDULING MODIFICATIONS**

**ROUTES 19/39:** Move to :00 pulse (from :30 pulse) to better enhance weekday-evening connections at the Downtown Transit Terminal.

**ROUTE 16:** Scheduling modifications to facilitate better connections with Route 17.

**ROUTES 25/27:** Timing modification to facilitate better connection with buses at the Citadel Mall Transfer Center on LAST trip of the day on Saturdays.

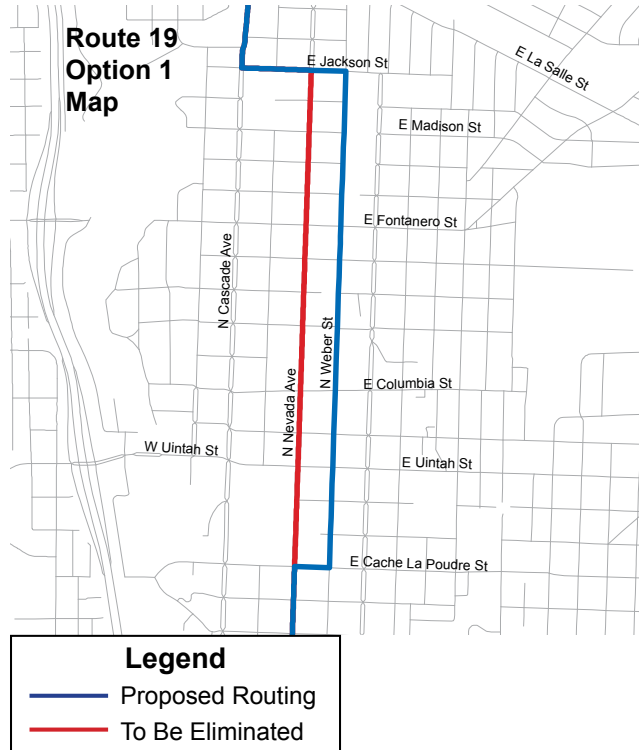
**ROUTE MODIFICATIONS**

**ROUTE 5 Boulder St. - Citadel:** Modify routing to reduce walking distances and to improve customer access. Operate on Wahsatch Avenue instead of Weber St. when traveling between the Downtown Transit Terminal and Boulder St.

**NEVADA AVE. CORRIDOR OPTIONS**

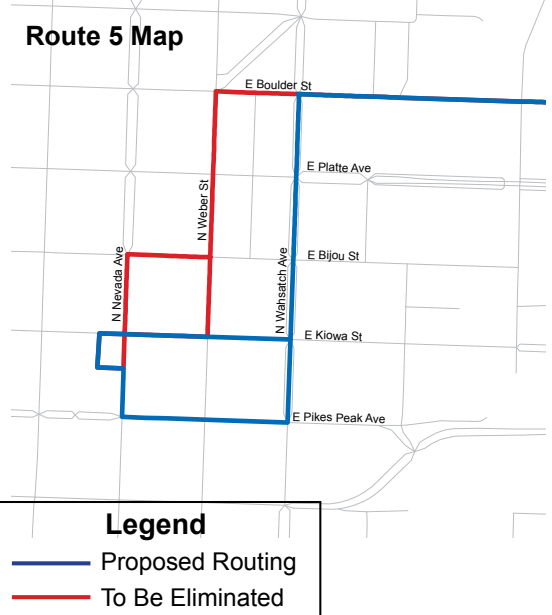
Proposed for restructuring due to input from residents along North Nevada Avenue and the Old North End Neighborhood.

**Option 1. ROUTE 19 Nevada Ave. - Eagle Rock:** 15-minute transit service will still be available from the Downtown Transit Terminal to the transfer location at Cache La Poudre Street and North Nevada Avenue; and from Jackson Street/North Nevada Avenue to North Nevada Avenue/Mount View Lane. The restructuring of Route 19 is proposed to operate on the following roadways in both directions: at Cache La Poudre Street and North Nevada Avenue, Route 19 is to travel east on Cache La Poudre Street, to north on Weber Street, to west on Jackson Street, to north on Cascade Avenue, then return to existing routing. Pedestrian facilities will be constructed on Weber Street this summer.



**Option 2. ROUTES 9 AND 19:** Route 9 (Nevada Ave. - UCCS) - 15-minute transit service will still be available from the Downtown Transit Terminal to the transfer location at Cache La Poudre Street and North Nevada Avenue; and from Jackson Street/Cascade Avenue to North Nevada Avenue/Mount View Lane. The restructuring of Route 9 is proposed to operate on the following roadways in both directions: at Cache La Poudre Street and North Nevada Avenue, Route 9 is to travel west on Cache La Poudre Street, to north on Cascade Avenue, then return to existing routing. *(continued on back panel)*

**Route 5 Map**



## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Garsoe, Susan (27647)	Service Changes				2016-06-01	2016-06-01
<p><b>Comments:</b> Did the City publish their data which supports their decision to send buses up Nevada? And can you tell us more about the "safety-size" lanes? We wondered if the city could use removable concrete lane dividers to see how the traffic flow works before the permanent change. Workers who need to get to the hospital, and shoppers who use the Bon shopping center no longer have bus service directly to those places. Wondering why this was a fait accompli before we knew about it. Remember, WE are the City.</p> <p>susan garsoe 221 east washington street</p>						
Piccione, Robert (27672)	Service Changes				2016-06-06	2016-06-06
<p><b>Comments:</b> customer wants route #14 not to change into the route #34, would like a call back, voicemail attached</p>						
Crawford, Deborah (27708)	Service Changes				2016-06-09	2016-06-14
<p><b>Comments:</b> Mountain Metropolitan Transit has always been an economical way to travel. With the May 1 changes, it is now also an efficient way to travel. I've spoken to three of my neighbors and two other bus riders from my neighborhood. For three of us, the new 17 route allows us to get west across I-25 without risking our lives. Two of us go across to shop for food, and one goes across to pick up a child from school. The 9/19/39 route gets one of us to work near Chapel Hills, and one of us to libraries at Colorado College, UCCS, and PPLD's 2J-C. All of us can now get to the shopping areas near the Citadel without going downtown. One handicapped individual said that he had "missed a few buses," but he liked the more frequent buses to downtown. Only one individual out of six had objections. He didn't like the changes to the 9 route, simply because it represented change, which is difficult for him. (I might add that this individual would be able to catch the 9 bus, north or south, from the same place that he always did.) Thanks very much for the improvements! Deborah Crawford</p>						
Henricks, John (27709)	Service Changes				2016-06-09	2016-06-13
<p><b>Comments:</b> Would like the 6 to go back to the terminal. Why doesnt it go downtown anymore. Whats the reasoning?</p>						
Cihan, Katrin (27742)	Service Changes				2016-06-14	
<p><b>Comments:</b> Submitted on Friday, June 10, 2016 - 13:13 Submitted by anonymous user: 168.94.238.22 Submitted values are: Date: Fri, 2016-06-10 Email Address: katrincihan0@gmail.com Last Name: Cihan First Name: Katrin Phone: 7194249465 Address: 2840 south circle Dr lot 247, Same, Colorado springs, CO, 80906 Location of Request: Adecamy dreamm bus stop and is unsafe route 25 Description of Request: Complaint Nature of the problem: Unsafe Grid Area (if known): The results of this submission may be viewed at: <a href="https://coloradosprings.gov/node/24546/submission/78956">https://coloradosprings.gov/node/24546/submission/78956</a></p>						

**Complaints by Feedback Subtype**

Received From 2016-06-01 To 2016-08-01 For Service Changes

**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Davis, Jerry (27772)	Service Changes				2016-06-16	2016-06-17
<p><b>Comments:</b> On Monday, I sampled the "improved" version of Route 6/12. It is very disappointing that 6 &amp; 12 no longer use the downtown terminal, thereby abandoning a dry, sheltered access to those routes. The ad hoc, "bus stop" at Nevada &amp; Cache La Poudre is a joke. Along with 8 or 10 others, I stood in a soaking rain while waiting for the bus to cross Nevada to pick us up. Aside from no shelter, I noted the soggy, gravel path that I presume is supposed to facilitate wheelchair access to the bus. How could that be considered ADA-compliant?</p> <p>The abandonment of the relative comfort of the downtown terminal that properly served 6 &amp; 12 suggests a level of planning that might feature some bean-counter tethered to a computer on a quest for "efficiency." Well, efficiency and the needs of vulnerable people who often use public transit are not necessarily compatible, bean-counters notwithstanding. Any or all of young mothers with infants and/or small children in tow; a paraplegic veteran; or a frail, 80-year-old widow are now forced out into the elements if they need to access Routes 6 &amp; 12. Those people deserve much better than being subjected to driving summer rains &amp; lightning, or icy, wind-whipped winter days. Their welfare has been subjected to an attitude that seems to vary somewhere between unconcern &amp; outright callousness.</p> <p>If efficiency and cost-effectiveness were inviolate, public transit would never even consider the design, construction, and maintenance involved in wheelchair accessibility. But that is a red-ink proposition that I am perfectly happy to support, along with whatever inefficiencies might be involved in providing downtown-terminal access to as many routes as possible. Why on earth should that 80-year-old widow enroute to her senior housing be forced to brave the elements to make a transfer as opposed to a single boarding of the # 12 leaving from a warm, dry terminal?</p> <p><b>**See attached email**</b> not enough room to paste</p>						
Eney, Kasse (27778)	Service Changes				2016-06-17	2016-06-24
<p><b>Comments:</b> Dear Bus Transit Administrators,</p> <p>I would like to make some suggestions on routes for the Mountain Metropolitan Transit. I was also trying to see if I could get a hold of the main administrator of your services to make these changes happen. I would also like to attend your meetings that are held to have these issues addressed. If you have the contact information for the main administrator that would also be helpful. I believe the key thing here is to make sure the riders and bus drivers are satisfied because we are the ones that will be dealing with these circumstances on a daily basis.</p> <p>Thank you have a wonderful day</p> <p>Kasse Eney Daily Rider and College Student</p>						
, Seanathon (27787)	Service Changes				2016-06-20	2016-06-21
<p><b>Comments:</b> ?From: Matkovich, Adriane Sent: Monday, June 20, 2016 8:39 AM To: McCann, Vicki Subject: please help with a response, thanks! Importance: High ?Seanathon A Pog? to Colorado Springs City Government 23 mins • Why does the public transportation system not get me all the way to the airport? Adriane Matkovich Digital Media Strategist City of Colorado Springs Suite 606 719-385-5930 amatkovich@springsgov.com</p>						

**Complaints by Feedback Subtype**

Received From 2016-06-01 To 2016-08-01 For Service Changes

**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
<p><b>Beeler, William (27808)</b>  <b>Comments:</b> From: Easton, Travis W.                      Sent: Monday, June 20, 2016 11:01 AM                      To: Blewitt, Craig                      Subject: William Beeler                      Hi Craig – Mr. Beeler showed up today complaining about the stops. Below are my notes from the meeting, just wanted to pass them onto you.                      - Bus stops moved into rocks and mud, no ramps or pads for 8 months                      - Sores on his feet from heat and snow                      - Going to see medivitt law group to sue the city (smart advertising on their end)                      - Route #2 can't make it up the hills                      - He's lost \$1,000 because he has had to take a cab when couldn't ride the bus                      I know you track complaints, so just passing onto you.                      Travis W. Easton, P.E.                      Public Works Director                      City of Colorado Springs                      30 S. Nevada Ave., Suite 401                      Colorado Springs, CO 80901                      Office: 719-385-5457                      Cell: 719-313-1609                      teaston@springsgov.com</p>	Service Changes				2016-06-20	
<p><b>, Donna (27817)</b>  <b>Comments:</b> customer stating that none of the buses that she take goes to Downtown station and she wants a call back because it takes her 2 1/2 hours to get home, this was really stupid and whomever made this changes just closed their eyes and make the changes. She wants the 12, 6 and 8 to go back to the Downtown Station</p>	Service Changes				2016-06-21	2016-06-21
<p><b>Piccione, Robbie (27845)</b>  <b>Comments:</b> Please place 1 or 2 stops along westbound side of Cheyenne Meadows Road for Route #10 inbound (to Downtown terminal). Suggestion is to place a stop in front of the strip mall on northeast corner of Highway 115 and Cheyenne Meadows, in front of 'Loaf N' Jug and Subway.                      Thank you.                      Robbie Piccione                      ***Email attached**</p>	Service Changes				2016-06-23	
<p><b>, Ricky (27857)</b>  <b>Comments:</b> Upset the #6 is no longer on its route and he is disabled and cant walk 3 blocks and I cant even groceries that far. Why you terminated the route is way beyond me. I know you had meetings and you didnt have them at a time that was convenient for everyone to go. And to completely eliminate a route I dont understand the logic You increase the money and the route 5 now I have to walk a few blocks to catch a bus. What are people with disabilities supposed to do? ( I tried to explain but he wasnt listening to me) He starting repeating himself over and over.</p>	Service Changes				2016-06-24	2016-06-29

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Nelson, Judy (27859)	Service Changes				2016-06-24	2016-06-24
<p><b>Comments:</b> Councilman Knight, Our family lives in your district and have recently become aware of a concern that we were told to address to your attention. My mother is a rider of the Mountain Metropolitan Transportation due to her stroke. Many of her doctors are on the east side of Powers in the North Penrose Hospital area. She has been told that they do not service that area. This seems like an old boundary that needs to be redrawn especially with the expansion of the medical offices in this area and the large number of senior that are needing to have access to these medical offices.</p> <p>The second issues that she has run up against is that the van will not stop at any location that does not have a bus stop within 3/4 mile of the location. She is a patient of Dr Vu at 4190 Woodman which does not qualify as a stop. This is a large medical practice. In addition there is a second doctor and lab located in this building. This 3/4 mile policy need to be readressed.</p> <p>My mother lives with us so that we are able to care for her but we all work during the business hours. We rely on the Mountain Metropolitan for transportation but have found the policies very difficult to work with. When talking with the staff at MMT they agree that this is restrictive and have directed us to the City Council for help</p> <p>We need you assistance in correcting the MMT policies to better serve the senior of our community.</p> <p>Rgards, Judy Nelson 719-533-1435 **Email attached**</p>						
piccione, Robbie (27887)	Service Changes				2016-06-27	2016-06-27
<p><b>Comments:</b> Its great you have 19 on 30 minute schedule why cant you do that with the 39? would like a call back</p>						
ROBERTSON, JUNE (27941)	Service Changes				2016-06-28	
<p><b>Comments:</b> Hello, I am a frequent rider (and senior citizen) on both of these buses which leave Downtown and head towards Southgate. The last stop before the buses turn left, is at Nevada/Ramona. This means that we still have to walk to the main intersection, cross the busy street and go up a hill to reach Safeway. Returning is even worse. Loaded down with grocery bags, you must come down the hill and cross the intersection TWICE before you can catch the bus to return to Downtown. Difficult in the summer heat and even worse in the bad weather. Why can't one of these buses...the 10 or the 11...go TO Safeway...behind it or in front of it to save us all of this hassle and possible danger having to constantly cross the busiest intersection in town. Surely, it is not much of an effort to actually go to the store, turn around and return to the normal route.</p> <p>Thank you. June Robertson 725 S. Weber Street Apt 206 Colorado Springs, CO 80903 719-373-3918</p>						
Sperry, Ken (27963)	Service Changes				2016-06-30	
<p><b>Comments:</b> When I lived in Missouri everything is done by color to help out just an idea maybe to try out.</p>						
Mineah, Carolyn (27964)	Service Changes				2016-06-30	
<p><b>Comments:</b> Phone Number: 7196354940 Email: c.mineah@gmail.com Transit Service; MMT Bus Service Comments, Complaints, or Compliments: I very much prefer the Option 2 for Route 19, when it goes down Wahsatch from Cache la Poudre to Jackson rather than down Weber. Lots of people with disabilities need easy access to the Bon Shopping Center and/or the Bonforte (Bonny) Park, along with Pavilion Medical Center for the medical/dental appointments. The results of this submission may be viewed at</p>						



## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Polk, Jennifer (27968)	Service Changes				2016-07-01	
<p><b>Comments:</b> Proposed transit plan with moving a bus line to Weber Street is ill conceived. There are real people affected by the City's decisions. From one extreme to another--first a City indorsement for safety sizing on Weber to now leaving it a 4-lane road and adding a transit line, increasing the safety risk! This is a lower volume residential street--not even a through street. The residents who actually live in the neighborhood have developed a plan, the ONEN plan. The ONEN plan is a thoughtful plan that supports the needs of the community as well as the residents. I strongly recommend the City follow the ONEN. The results of this submission may be viewed at: <a href="https://coloradosprings.gov/node/27101/submission/86916">https://coloradosprings.gov/node/27101/submission/86916</a></p>						
Rayburn, Ted & Elayne (27969)	Service Changes				2016-07-01	
<p><b>Comments:</b> Please reconsider your plans to keep bus service on North Nevada Avenue and possibly adding Weber. The proposal supported by the Old North End Neighborhood Association is far better and in accord with the city's Master Plan for the area. The results of this submission may be viewed at: <a href="https://coloradosprings.gov/node/27101/submission/86846">https://coloradosprings.gov/node/27101/submission/86846</a></p>						
Gemm, Jessica (27970)	Service Changes				2016-07-01	
<p><b>Comments:</b> Hello, I just saw the new proposal to shift Route 19 from Nevada Ave to Weber St. I am a Weber St resident in the Old North End, and I find this solution to be less than ideal. Other streets in the neighborhood are wider streets with a median. Weber St does not have a median, and a bus would create complications with traffic, especially with the amount of street parking on Weber. In addition, there is an elementary school on Weber St, and it concerns me that there would be so much additional traffic, with large buses, in a place where young children are frequently crossing the street. That seems like an extremely unsafe solution. I don't think Nevada Ave is the right place for a bus line either - since the buses have been moved there, it has created a lot more congestion, an inability for buses to pull over completely, which means that it creates traffic that can't get around the buses because there is too much traffic in the other lane to get around the buses safely. Additionally, crossing Nevada, either on foot or by car, has become more hazardous because the bus blocks our ability to see the other lane of traffic to know if it's safe to cross. The best solution for buses through this neighborhood seems to be Cascade and Wahsatch, which were both already accustomed to bus lines, and have far fewer parked cars than either Weber or Nevada. I hope you take neighbors' comments into consideration in finding out the best solution. I understand it's probably not anyone's preference to have a bus stop outside their house, but going back to the way things were truly seems like the most sane option. Thank you, Jessica Gemm 1440 N. Weber St.</p>						
Bent, Tim (27977)	Service Changes				2016-07-05	
<p><b>Comments:</b> Hi! I was surprised to see that Mountain Metro does not provide bus service to the Rampart Range campus of PPCC. You've undoubtedly received many inquiries into this. Nevertheless, when do you anticipate extending service to this incredibly important campus? All health science classes are conducted there! Thank you for taking the time to respond to this. Sincerely, Tim Bent</p>						
Everett, Siri (27978)	Service Changes				2016-07-05	
<p><b>Comments:</b> Submitted on Saturday, July 2, 2016 - 19:45 Submitted by anonymous user: 107.77.195.65 Submitted values are: Name: Siri Everett Phone Number: 719 237 5876 Email: srieverett@gmail.com Transit Service: MMT Bus Service Comments, Complaints, or Compliments: Please listen to the citizens in the Old North End and remove the buses from North Nevada Avenue, restoring service to the "captive" riders on streets that can safely accommodate both the people and the vehicles. Also, in the future, please involve your citizens in an honest public process about issues that impact the safety and mobility of us all. Thank you. The results of this submission may be viewed at: <a href="https://coloradosprings.gov/node/27101/submission/87446">https://coloradosprings.gov/node/27101/submission/87446</a></p>						
Carlson, Virginia (27979)	Service Changes				2016-07-05	
<p><b>Comments:</b> Submitted on Sunday, July 3, 2016 - 16:36 Submitted by anonymous user: 75.70.70.186 Submitted values are: Name: Virginia Carlson Phone Number: 719-634-8698 Email: vcarlson.4@comcast.net Transit Service: MMT Bus Service Comments, Complaints, or Compliments: Please, adopt the ONEN bus routes for the changes in the North End neighborhood. I am very concerned that you are considering using Weber and running buses past Steele School. Use Wahsatch, please! The results of this submission may be viewed at: <a href="https://coloradosprings.gov/node/27101/submission/87736">https://coloradosprings.gov/node/27101/submission/87736</a></p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Mckeown, Rich (27980)	Service Changes				2016-07-05	
<p><b>Comments:</b> I read once a plan that routes busses back to cascade/watsache and off deadly Nevada. Makes alot of sense to me, unlike the buzz and Nevada only city bus routes. You city types should go for this plan to preserve to busses from fender benders and road rage. It was really really dumb to concentrate busses on deadly nevada in the first place anyway. Richard McKeown.</p>						
Ales, Joan (27981)	Service Changes				2016-07-05	
<p><b>Comments:</b> Hello, as regards to bus route changes through the Old North End, I favor the plan that puts busses on N Weber St and N Nevada. It seems to me that the thinking behind this plan makes the most sense. I live in the Old North End and know that this is not the plan being pushed by the ONEN transit committee. Still I feel it is the best option of the two. Thank you for listening. Joan Zales Sent from my iPhone</p>						
Sherwood, Kimberley (28021)	Service Changes				2016-07-07	
<p><b>Comments:</b> Dear Neighbors, Thank you for considering options for bus traffic in the Old North End. My family and I have lived here for the past four years. Prior to that, we lived in the Shooks Run neighborhood for 17 years. Our family are "choice riders" meaning we use the transit system by choice not out of necessity. We made a conscious choice nearly a decade ago to reduce our single-occupancy vehicle trips. We dropped back to one car, bought bikes, good walking shoes, and bus passes. As much as possible, we strive to ride, walk, or use transit within a 2-mile radius of our home on North Nevada, or batch our errands to reduce trip traffic. As such, we are very active users of all the transit features here in COS: bike path; sheltered lanes; buses, HOV (on I-25); and the Busting. It takes a lot of effort to coordinate intentional transit and our experience has given us all a much greater appreciation for the challenges our friends and neighbors endure who have to rely on transit. So we are thrilled with the increased bus traffic on Nevada! I realize that we are in the minority here, but we also have a very real perspective on the issue as both riders and neighbors. I believe (and I could be mistaken) that part of the long-range transit plan calls for increasing ridership throughout the community as part of the strategy for reducing auto congestion. Seeing the bus on a main thoroughfare can elevate the option of riding the bus and leaving the car at home in people's minds. Part of the reason I believe folks are so concerned about buses on the Nevada corridor is precisely because of the heavy traffic. The danger here is not the bus, it is the increased auto traffic, which transit is actually trying to mitigate. On a recent rainy day, I was on route to a meeting downtown and caught the bus at Columbia and Nevada (so convenient!) and was impressed by the diversity of the passengers: a fellow in a wheel chair, two grandmas, a couple of students, and me - a wor</p>						
Gale, Chuck (28028)	Service Changes				2016-07-07	
<p><b>Comments:</b> Hello City Officials and Transit People: Please count me among the happy Colorado Springs citizens about the new transit routes and bus stops along Nevada Avenue, serving the #19 and #9 bus routes. I and my family of three reside in the Old North End (we live right on Nevada Ave.), and we are bus riders by choice. We own two cars, two motorcycles, and six bicycles, so we truly do have choice when it comes to our transportation. My personal feeling is that the traffic on Nevada has become worse and worse -- and when I see a Mountain Metro bus glide by with many faces in the windows, I think, "for every person riding that bus, THAT'S ONE LESS CAR!" Wonderful! Again kudos, and keep up the good work. Regards, Chuck Gale</p>						
, Valerie (28035)	Service Changes				2016-07-07	
<p><b>Comments:</b> Would like to speak to someone regarding the 10 and 11. When I asked what about she kept repeating herself to talk to someone.</p>						

**Complaints by Feedback Subtype**

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**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
ferguson, Joyce (28038)	Service Changes				2016-07-08	
<p><b>Comments:</b> • Option 2: Cascade/Wahsatch</p> <p>From: "Nextdoor Old North End" &lt;reply@rs.email.ncxtdoor.com&gt;            To: jschau@comcast.net            Sent: Friday, July 8, 2016 9:31:41 AM            Subject: Poll: Of the two options being considered for bus route changes this Fall, which do you think best serves our neighborhoods and the bus system as a whole?</p> <p>Brian Saffigan, Old North End LEAD</p> <p>For more information, read the ONEN blog post on this issue, then place your vote. Also be sure to sign our petition at the bottom of the post and attend the public meetings next week where the results of this poll will be presented. If you can not attend these meetings, send your comments to <a href="mailto:transitinfo@springsgov.com">transitinfo@springsgov.com</a> <a href="http://oldnorthend.org/mml-releases-prop...">http://oldnorthend.org/mml-releases-prop...</a></p> <p>Of the two options being considered for bus route changes this Fall, which do you think best serves our neighborhoods and the bus system as a whole?</p> <ul style="list-style-type: none"> <li>• Option 1: Nevada/Weber</li> <li>• Option 2: Cascade/Wahsatch</li> </ul> <p>Jul 8 in to 5 neighborhoods</p> <p><a href="#">View poll</a></p> <p>Thank • Private message</p> <p>You can also reply to this email or use Nextdoor for iPhone or Android</p> <p>This message is intended for <a href="mailto:jschau@comcast.net">jschau@comcast.net</a>.</p> <p>Unsubscribe or adjust your email settings</p> <p>Nextdoor, 760 Market Street, Suite 300, San Francisco, CA 94102</p>						
<b>Sully, Bob and Rachel (28048)</b>	Service Changes				2016-07-08	
<p><b>Comments:</b> MMT.</p> <p>Thank you for putting forth options to solve the problem of buses on Nevada Ave through the Old North End Neighborhood. Having two bus routes on the busiest street in the Old North End Historic District was unfair and unsafe. The options presented would both help alleviate that issue.</p> <p>Having buses on Nevada also goes against the ONEN Master Plan that states "Maintain an equitable distribution of traffic flow among existing arterial streets in the neighborhood so that no one street is excessively overloaded with non-local traffic."</p> <p>Among the two proposed changes for the Nevada Ave. Corridor I support Option 2 (buses back to Wahsatch and Cascade) . As a parent of 2 young kids, one who is currently at Steele Elementary, I think it is a bad idea to route the buses down Weber St as suggested in Option 1. Drop off and pick up is already chaotic with limited parking causing parents to have to double park and many pedestrians crossing Weber to get from school to their cars. Also, since Weber St does not have a tree lined median, the impact of the bus noise on Weber St residents would be much more significant than any of the other arterial streets in ONEN that all have tree lined medians to buffer the noise.</p> <p>Option 2 is also superior because there are important amenities located along Wahsatch Ave that are utilized by bus patrons. The Bon Plaza and Safeway, Bonforte Park, Pavilion Medical Center, Co Springs Endocrine Clinic, Redeemer Lutheran Church and Vietnamese Holy Martyr Church are all located on the proposed route along Wahsatch Ave.</p> <p>Having buses on Cascade also serves important facilities like Penrose Hospital, First Lutheran Church, the heart of Colorado College, the Cornerstone Arts Center and the Fine Arts Center.</p> <p>Putting buses back on Wahsatch and Cascade also takes advantage of existing ADA infrastructure and bus stops. The neighbors on those streets bought their homes with the knowledge that they were on bus routes and they are used</p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
LaDuke, Elizabeth (28050)	Service Changes				2016-07-08	
<p><b>Comments:</b> I am a homeowner in the Old North End Neighborhood. We have three children ages 6, 3 and 3. Please do not designate Weber Street as a bus route. Weber Street is full of families walking their young children to Steele Elementary or as we often do, bike riding with their children to school. Bus traffic in front of the elementary school is not an ideal solution for the safety of our children.</p> <p>I am in favor of the safety sizing Weber Street, and the other ONEN streets to take the number of lanes from 4 to 2. Children bike riding to school would be safer with dedicated bike lanes. Also, crossing the north-south streets would also be much safer with children when the streets are safety sized to 2 lanes.</p> <p>Thank you, Elizabeth LaDuke 1327 N Weber St Sent from my iPhone</p>						
Crawford, Deborah (28054)	Service Changes				2016-07-08	
<p><b>Comments:</b> From: Deborah Crawford Sent: Thursday, July 07, 2016 9:56:59 PM (UTC-07:00) Mountain Time (US &amp; Canada) To: Transportation Plan Subject: Bus Routes Hello,</p> <p>I have heard that Colorado College is considering a plan that would limit traffic on Cascade to one lane each way, from Cache la Poudre to Uintah. I have research privileges at Tutt Library, so I'm on campus frequently. I think that the "single lane" limitation is a great idea. Too often, motorists in the inside lanes seem not to see pedestrians in the crosswalks, and the amber walklights are ignored.</p> <p>However, Mountain Metropolitan Transit has proposed some bus service changes for Fall of 2016, apparently based on input from the Old North End residents. Those residents seem to want the bus traffic off of north Nevada. Unfortunately, one of the options, Route 9 Option 2, puts the 9 bus back on Cascade from Cache to Uintah, and that repositioning would likely interfere with a limitation plan from Colorado College.</p> <p>I live in the general area, and I use the buses quite often. In my opinion, the best option is for MMT to adopt the Route 19 Option 2 for both the 9 and 19 routes. As those routes travel northward on Nevada, the buses would turn right at Cache, left onto Wahsatch, and proceed north on Wahsatch to Jackson, where another left turn would bring the route back to Cascade. Here is what such a routing would do for the community:</p> <ol style="list-style-type: none"> <li>1. Preserve access to Colorado College from the stops at Nevada and Cache</li> <li>2. Remove buses traveling across campus crosswalks on Cascade and Nevada</li> <li>3. Restore access to the Bon Shopping Center, with a grocery store, hardware store, pharmacy, and bank</li> <li>4. Preserve access to the hospital from the stop at Jackson and Cascade</li> <li>5. Preserve access to Corpus Christi Church from the stop at Jackson and Cascade</li> <li>6. Remove buses from the area in front of Corpus Christi Church, where a bus recently collided with a hearse parked in front of the church, presumably for a funera</li> </ol>						
DeRosa, Chad (28055)	Service Changes				2016-07-08	
<p><b>Comments:</b> To whom it concerns, The bus experiment on Nevada has been an abject failure and should be immediately and irrevocably reverted back to cascade with the addition of wasatch. Please respect the historic nature of Nevada and the fact that it already receives more than its fare share of traffic volume (which should be equally distributed through the ONEN) and that it has the highest traffic/pedestrian fatality rate of all the streets through the neighborhood. Respectfully, Chad DeRosa, MD</p>						

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## Service Changes

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Wasinger, Jill (28056)	Service Changes				2016-07-11	
<p><b>Comments:</b> I would like to suggest that the buses be returned to their original route. Nevada is very congested and it is very frightening to be next a bus that does not fit into the lane. Weber is a poor choice because of the children. I think that it is more important to protect young children than the young adults at CC. Amita Wasinger</p>						
Kidd, Andra (28057)	Service Changes				2016-07-11	
<p><b>Comments:</b> Hello, I would like to submit my vote for bus routes through ONEN on Cascade Wahsatch. I do not believe there is a point to bringing a bus route down Weber. Thank you, Andra Kidd Sent from my iPhone</p>						
McKeown, Richard (28058)	Service Changes				2016-07-11	
<p><b>Comments:</b> The onea plan putting busses back on Cascade and walsache make sense and should be followed. The current dumping of busses on deadly nevada is short-sighted and dumb. Rem Sent from AOL Mobile Mail Get the new AOL app: mail.mobile.aol.com</p>						
Shaw, Chuck (28075)	Service Changes				2016-07-11	
<p><b>Comments:</b> I would like Sunday service for the 22 Also, Will they be able to go to the new shopping center off of Mark Sheffel when its done?</p>						
Young, Steve (28077)	Service Changes				2016-07-12	
<p><b>Comments:</b> Bus Schedule Changes Fall 2016</p> <ul style="list-style-type: none"> <li>• Have bus 12 connect with 19 &amp; 9 at Nevada to meet the 15 min pullout downtown.</li> <li>• Route 9 &amp; 19 route changes to be for each bus to run up Wahsatch from Cache La Poudre to Jackson before cutting over to Cascade at Jackson. This will allow a 15 minute corridor going past the Bon shopping center running along Wahsatch only. This provides convenient, regular access for shopping for groceries, hardware, credit union. Jewelry, UPS store, cafe, prescriptions, dry cleaners, pet supplies, hearing aids, a park etc. A wonderful stop for riders to complete a number of shopping needs all in one stop. By having a 15 minute service on Wahsatch, riders could get there conveniently, shop and leave quickly to be able to catch connecting busses. Cutting back to Cascade at Jackson allows access to Penrose Hospital. The option of going up Weber appears to come near the Bon Center, but riders have to walk across the Shooks Run Trail pulling carts or groceries. The shops on the Wahasatch side of the mall seem much more useful requiring a lot less walking. With the busses running on Wahsatch every 15 minutes, time isn't lost walking around behind the mall, across the Shooks Run Trail trying to make a connection home on Weber. There doesn't seem to be as many useful businesses along Cascade between Cache La Poudre and Jackson as there are along Wahsatch at the Bon Center. It would make the Bon Center access much more convenient if 9 and 19 both run up that section of Wahsatch instead of either Cascade or Weber.</li> <li>• See if you can make smoother connection with route 9 and 12 at Cache La Poudre &amp; Nevada. Presently, it seems that often the 9 barely makes it to Cache La Poudre before 25 past the hour and there is always the risk of missing the connection with the 12. Then it is another hour wait for the next bus 12. I feel I have to frequently ask bus 9 driver to radio ahead to 12 to wait. Really an uncomfortable thing to do. What I do now is to take bus 19 on th</li> </ul>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

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<b>Tuinstra, Kary (28087)</b>	Service Changes				2016-07-12	
<p><b>Comments:</b> I am requesting a look at your bus schedule 35 Route that runs PPCC to Las Vegas. There is four hours of NO-service during the middle of the day that causing clients discharging from CJC and the El Paso County Community Detox to have to walk along Las Vegas Road which is a very dangerous, unlevel road that many people speed on. I am aware there are citizens that may not care about this population, but most do want something better, but we are trying to get clients to intake appointments, substance abuse treatment, medical or VA apps., sober living, etc..... and the schedule that is in place now is the last bus comes at 10:12 am and another bus does NOT return until 2:42 pm. This is a very busy location and I think this should at least be reconsidered so we can try to get people help in our community and someone is going to get hurt walking along that road. Thank you for your consideration.</p> <p>Kary Tuinstra, Manager, CACIII  El Paso County Community Detox Facility  2723 E Las Vegas St  Colorado Springs, CO 80906  karytuinstra@elpasoco.com  Office: (719) 390-2045  Cell : (719) 331-7561  Fax: (719) 390-2049</p>						
<b>Mineah, Carolyn (28088)</b>	Service Changes				2016-07-12	
<p><b>Comments:</b> Email: c.mineah@gmail.com Transit Service: MMT Bus Service Comments, Complaints, or Compliments: Still consider the option for Route 19 to ride down Wahstach instead of Weather as being important to people with disabilities being independent as they go to the Pavilion Medical Center for their medical/dental appointments or to the Bon shopping Center for their shopping needs The results of this submission may be viewed at: <a href="https://coloradosprings.gov/node/27101/submission/91421">https://coloradosprings.gov/node/27101/submission/91421</a></p>						
<b>Wolf, jule (28089)</b>	Service Changes				2016-07-13	
<p><b>Comments:</b> Dear Mountain Metro Transit,  We ask that you choose Option 1 for restructuring service along Nevada Ave. The concerns and needs of your riders should be prioritized over the complaints of the Old North End, though we encourage you to continue working with them to minimize congestion and safety concerns. We feel that diverting service by one block is an effective compromise for riders and the neighborhood.</p> <p>Sincerely,  Jule Wolf  719-377-1208</p>						
<b>Morreale, Sherwyn (28098)</b>	Service Changes				2016-07-13	
<p><b>Comments:</b> All the evidence that has been presented repeatedly obviously supports avoiding Nevada and Weber. Nevada is overburdened already and Weber has an important elementary school. Please stop pushing your agenda. Unfortunately you are making some enemies for the city not intentionally I am sure I will see you Thursday 5pm.</p> <p>Cordially,  Sherwyn Morreale  Professor of Communication  University of Colorado  Colorado Springs  smorreale@uccs.edu  719-659-6597  *****email attached***</p>						

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Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Polk, Jennifer (28099)	Service Changes				2016-07-13	
<p><b>Comments:</b> Submitted on Thursday, June 30, 2016 - 22:17 Submitted by anonymous user: 50.155.221.249 Submitted values are:                      Name: Jennifer Polk                      Email Address: kleimsc.2912@gmail.com                      Message:                      Dear Mayor Suthers,                      I am appalled by the City's lack of support for the residents of the Old North End. Our thoughtful plans for safety sizing that the City engineers endorsed have now been scrapped and Weber will remain 4-lanes...even more shocking, our road will be made less safe by the addition of busses on Weber!                      As it is, it's difficult and unsafe for me to access my car parked on the road. I can't imagine the danger in having a large bus squeezing into the lane. You can't have it both ways. At least safety size the street first so busses aren't knocking the mirrors off my car or even worse, failing to one of the children crossing at Steele Elementary School. The ONEN plan is one our community agrees to--safety sizing the streets and bus routes on Wahsatch. The City has lost credibility with me over endorsing and then backing away from safety sizing. Agreeing to Colorado College but then abandoning the rest of the streets where, by the way, plenty of CC students live--and now ignoring the ONEN recommendations and working to make our streets less safe. You can restore that credibility--show some leadership and do the right thing--agree to the ONEN plans for our streets and our neighborhood.                      Thank you!                      Jennifer Polk                      **Email attached**</p>						
Woodworth, Lora (28100)	Service Changes				2016-07-13	
<p><b>Comments:</b> I appreciate your efforts in modifying the bus routes to take into account resident concerns about the amount of traffic introduced to Nevada by the changes that were made in the Spring. However the proposed changes have the potential to make an even greater safety issue.                      I am very concerned with the proposed changes to Route 19 moving to Weber street. The traffic in front of Steele Elementary School is already very congested and messy and half of the people don't even try to slow down even with kids and crossing guards present. The addition of a bus and keeping 4 lanes in front of the school will just make it that much more dangerous.                      As a Resident on Corona Street I would prefer you consider option 2 (moving the buses to Wahsatch and Cascade) as a much better alternative. I have used the bus occasionally to get to downtown and it was a very nice route on Wahsatch. I was disappointed to see it phased out.                      Lora Woodworth</p>						
Sims, Jeanie (28101)	Service Changes				2016-07-13	
<p><b>Comments:</b> I have lived on Uintah and Wahsatch for 22 years and do not use the bus. I have lived within sight of two bus stops this entire time.                      When you first started talking about this issue, I wrote a letter voicing concerns about ugly benches, and pedestrian issues with curb cuts and cross walks. I have watched this discussion go back and forth since. Frankly, if we are going to keep the irregular, not very useful service (an hour or so apart), you should leave it alone. But, if you are actually trying to make it a useful asset, then move it to Nevada!                      I write today in support of traffic engineering in general and your plan specifically.                      • The city needs to address curb cuts and cross walks anyway (ADA was 1995!).                      • Weber and Wahsatch are not merely 'buffer' for the historic district.                      • Nevada is a through street to N and S and this route is most likely to be useful to the most people.                      • Penrose opens to Nevada, you can't get in on Cascade (per ONEN btw).                      • I don't ride the bus regularly -- but when I have -- it is always preferable to get on and off around the same place.                      • With 15 minute service, the bus becomes such an asset for all residents that issues with benches and shopping carts seem like small issues to be managed. (ONEN could buy the advertising on the benches and there are alarmed grocery carts.)                      • Street 'dicting' must be part of this discussion! Traffic on all downtown streets must be slowed.                      • With 'dicted' streets, safety issues are ameliorated.                      • Traffic counts do not reflect proposed changes due to 'dicting'. Through drivers will choose the freeway.                      • There could be 'transit' and turn lanes on Nevada so traffic flow is actually better.                      • The proposed Streetcars fit into the transit plan for Nevada (didn't we put rail-lines on the bridge when it was replaced?)                      • Moving the busses to Nevada allows for bike lanes on Cascade, Weber and Wahsatch.                      Nevada Avenue is the logical place for the bus and th</p>						

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## Service Changes

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Capece, Frank (28102)	Service Changes				2016-07-13	
<p><b>Comments:</b> I support option 2 which essentially takes buses off of N Nevada and puts them back on Cascade and Wahsatch where they had been for the past 40 years. Given that you are proposing changes only a couple of months after the change went into effect, is evidence that you recognize a problem exists. The move to N Nevada was a big mistake. N Nevada is too narrow (narrower than Cascade), has too much traffic already (3 times the traffic that's on Cascade), has a higher density of housing than Cascade (at least double), and much more parked cars and driveways that enter onto the main street. Buses on N Nevada are a safety hazard. Also, putting a bus route on N Weber doesn't solve the need for easy transportation access to the Bon Shopping Center while putting buses in close proximity to Steele Elementary. I provided some of this input at Tuesday evening's meeting which was sparsely attended. I attribute this to the 5pm start time and the location being the 21C library, which is inconvenient for many. I must say I question your selection of the meeting place which is far from the area affected. While there were other transit changes presented, they were all non-controversial, and the meeting should have been held at another location.</p> <p>Sent from my iPad            ***EMAIL ATTACHED**</p>						
Thraikill, Karen (28105)	Service Changes				2016-07-14	
<p><b>Comments:</b> From: Karen Thraikill &lt;kat.thra54@gmail.com&gt;            Date: July 13, 2016 at 3:54:36 PM MDT            To: transitinfo@springs.gov            Subject: Proposed Bus Changes</p> <p>I am in favor of Option 2 to switch the buses back to Wahsatch &amp; Cascade. There was already too much traffic on Nevada to add to the mix. Nevada Ave is a dangerous roadway that has just been made worse. Why fix something when it wasn't broke. The "captive" riders have been abandoned for MMT "choice" riders. Weber is a no go with Steele Elementary.</p> <p>Sent from my iPad            **Email attached**</p>						
Hatch, Anne (28106)	Service Changes				2016-07-14	
<p><b>Comments:</b> To whom it may concern:            I think that most people entering this dialogue can agree on two facts: 1) We do need a reliable and efficient public transportation system, and 2) No one would honestly ask to put their home along a bus route if given a chance to get buses off their residential street.            My family and I are very concerned by the bus route changes to Nevada Ave, and do not agree with the MMT proposal to move one route to Weber while keeping one on Nevada Ave. Here are our main reasons/concerns from Cache la Poudre to Jackson St:</p> <ol style="list-style-type: none"> <li>1. Cascade Ave. has several churches, Corpus Christi School and Penrose hospital which might necessitate public transportation. While Penrose's address is 2222 N. Nevada, the physical building is actually set on Cascade with its entrance closest to Tejon St. Nevada merely leads to a parking lot (not needed by people riding a bus).</li> <li>2. Wahsatch contains the Bon shopping center, a public park, a church, and a few businesses that also may require public transportation for some people.</li> <li>3. Weber and Nevada are primarily residential neighborhoods with no public facilities. Neither Nevada nor Weber makes sense for bus stops since there are few, if any, public buildings or parks on them (esp. Nevada) within the ONEN.</li> <li>4. Safety must be considered, and Nevada already carries enough traffic that jeopardizes the safety of the two preschools that currently exist on it, along with a faded crosswalk that links children to Steele elementary, located on Weber. The increased size, frequency and bulk of buses on Nevada makes it more difficult for anyone, esp. children, to cross Nevada safely.</li> <li>5. Buses actually are dividing neighborhoods. People from Patty Jewett have more trouble crossing Nevada to get to MVP, and those living west of Nevada have more trouble crossing Nevada to get to Steele or Patty Jewett golf course. Nevada should connect people, rather than separate them, from their destinations. People riding buses are a very small</li> </ol>						



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**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Egbert, Jim (28107)	Service Changes				2016-07-14	
<p><b>Comments:</b> I am concerned about the Proposed Route Modifications for Fall 2016.</p> <p>Public transportation options in Colorado Springs are currently limited. This is unfortunate. But we need to get the most benefit from what we got!</p> <p>I was excited when I saw the Spring 2016 Service Plan. By operating multiple routes on a single North/South street - in this case Nevada Ave - there is a North and a South bus every 15 minutes. This provides connectivity with East/West routes.</p> <p>For example, someone using the Palmer Park (Route 12) bus could reasonably get to a Garden of the Gods or Austin Bluffs destination without going to the Downtown Transit Terminal.</p> <p>Since I serve on CTAB, I understand the Colorado College safety concerns and the Nevada Ave residents wanting to live on a lightly traveled residential street. However, the entire urbanized service area benefits from a transit service that offers 15-minute connectivity over a common North/South spine.</p> <p>I urge you to NOT allow Nevada Ave residents to veto a City Transit system that can provide East/West and North/South connectivity.</p> <p>Quite frankly, Nevada Ave is a special corridor. Most of the Nevada Ave homes were built prior to I-25 and they were on the City's main North/South highway. The Nevada Ave ROW is quite wide and the traffic count is quite low. This would allow construction of creative bus stops that would also serve as transfer points.</p> <p>Don't give up on this opportunity!</p> <p>Sincerely,</p> <p>Jim Egbert                  2632 Marston Hts                  Colorado Springs, CO 80920                  (719) 574-0570                  (719) 331-9808 (cell)                  jim@the-egberts.com</p>						
<p><b>Anaya, Donna (28108)</b></p> <p>Service Changes</p> <p>2016-07-14</p> <p><b>Comments:</b> To Whom It May Concern:</p> <p>I would like to express our concerns about the upcoming changes in bus routes. My husband and I live in the Old North End Neighborhood on Weber between Fontanero and Jackson. We have lived at this address for only five years...but I am a Colorado Springs native of 50 years.</p> <p>The traffic on Weber Street has increased exponentially over the years. We didn't realize until after we moved into our home here.. that the Colorado Springs Fire Department Station #2 on San Miguel also uses Weber as its main access road in and out of the area. I'm sure they do this because Nevada is so narrow and congested. I wish I could give you an accurate count of how many times a day they speed past our house, with sirens blaring. It is a LOT. At least two ambulance services here in town also seem to use Weber as their main access to and from Penrose Main Hospital on Nevada. During peak traffic times, it can get a little crazy out there.</p> <p>As I'm sure you're aware, the city has proposed plans to reduce Weber from four lanes, down to two. I have not been able to attend city meetings about it or about the changing bus routes. I am wondering what #2 fire station thinks of all this. I can't imagine how crazy (and unsafe) the traffic situation on Weber will get, if all of these plans go through.</p> <p>I have received ONEN's newsletter stating that MMT is currently considering two options for bus routes in this area. #1 being the Nevada/Weber routes, and #2, the ONEN proposed Cascade/Wahsatch routes.</p> <p>ONEN's proposal makes far more sense.</p> <p>Nevada can no longer efficiently handle the heavy, north/south traffic. In my opinion, they should have removed the median and widened the street years ago. It is far too congested with allowed parking on the right and the left lanes barely navigable due to the "slope" into the gutters. It doesn't seem that this problem will be addressed any time in the near future.</p> <p>If the emergency vehicles continue to use Weber as their</p>						

## Complaints by Feedback Subtype

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## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Gwaltney, Virginia (28109)	Service Changes				2016-07-14	
<p>Comments: I support the ONEN bus plan as it supports the current bus infrastructure on Wabsatch and Cascade Avenues as well as reducing the burden placed on Nevada Ave. since the bus routes were changed. Additionally, it supports the businesses on Wabsatch.</p> <p>Virginia Gwaltney 2407 N. Nevada Ave. Colorado Springs, CO 80907 719-510-9908</p>						
Prickett, Christine (28110)	Service Changes				2016-07-14	
<p>Comments: To Whom it May Concern: The current bus plan on Nevada is not acceptable to our neighborhood or the community the bus serves. It doesn't support the Bon shopping center where I see the people who need and use the bus. They now have to walk 2 blocks for services. It's a lot of seniors. It also causes traffic issues on Nevada when pulling over at stops and not allowing cars to go around! It's a mess on busy Nevada. I vote for moving the bus lines back to Cascade and Wabsatch. The option for Weber is not very school friendly as there is Steele Elementary School on Weber and Espanola that has a lot of walking and drop off kids from 7:30 - 8 am and then for pick up at 2:15 - 3:00. I see a bus causing even more SAFETY issue then there currently have with parents and their cars. Also Cascade serves the Pentrose Hospital area just as well as Nevada and actually is a direct route compared to now they are on Cascade and then get on Nevada. Please consider my comments in your decision. I have not been able to make any of the meetings. Christine Prickett 2013 Wood Ave</p>						
Krimmel, Emile (28114)	Service Changes				2016-07-14	
<p>Comments: The 15 3 months ago you changed the route. If you could change it back to the terminal I would greatly appreciate it. **Voicemail attached**</p>						
Nelson, Gloria (28115)	Service Changes				2016-07-14	
<p>Comments: I am in favor of having the bus routes that travel through the Old North End Neighborhood revert to Wabsatch and Cascade Avenues. The infrastructure is already in place on those 2 streets. The neighborhood destinations are on those 2 streets. Bon Shopping Center is on Wabsatch Avenue, and has basically everything a person could need. Having access to that is very important to those that do not have alternate transportation. I live on Nevada near Fontanero, and yesterday, at the bus stop at this corner there was a lady that works at Safeway, waiting for a bus. She had to walk 1/2 mile south to get to that northbound bus stop. Having a bus stop right in front of the shopping center on Wabsatch also allows the Safeway employees to help customers using the bus by getting their groceries to the bus stop/shelter for them. I've lived on Nevada Avenue for 30 years, it's a busy street, there have always been lots of parked cars along this street necessitated by the lack of off street parking for many. People do ride bikes along here also, and it's scary to see. The buses are not able to pull all the way out of the traffic lane for stops, necessitating cars in the travel lanes swerving out of their lanes to miss the bus. There has already been a bus/car accident on Nevada. There have been several traffic fatalities on Nevada, 2 of them in our block. Adding buses to the mix just makes it more dangerous. Cascade Avenue is not nearly as busy as Nevada, and the fact that the current bus route turns off from Nevada to Cascade at Jackson makes me wonder what the point of having it on Nevada in the first place is. Leave it on Cascade. Having the buses running down Nevada through Colorado College, where students must cross to get to class doesn't make sense either. One of the photos in MMT materials shows a bunch of strollers with children in them. I'm willing to bet that those strollers came from Colorado College's child care center, and they had to cross Nevada</p>						

**Complaints by Feedback Subtype**

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**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
appughiese, Vic (281116)	Service Changes				2016-07-14	
<p><b>Comments:</b> Sir /Ma'am, I'm writing to you concerning the proposed bus routes going through the Old North End neighborhood. I'm in favor of the ONEN plan, leaving the bus routes on Cascade &amp; Wahsatch Avenues in 30 minute intervals respectively. The Cascade route should continue to serve Penrose Hospital, while the Wahsatch route should continue to serve the Bon Shopping Plaza. The infrastructure for the buses exist on Cascade and Wahsatch, and can be easily put back into service. Nevada Avenue doesn't have the appropriate infrastructure to handle bus service, such as the ADA Ramps, crosswalks, and the appropriate benches for a historic neighborhood. Thank you for hearing my concerns about the proposed bus route changes in the Old North End Neighborhood</p> <p>Vic Appughiese ONEN resident</p>						
Nelson, Dylan (281117)	Service Changes				2016-07-15	
<p><b>Comments:</b> Dear Mountain Metropolitan Transit: I write to comment on the proposed changes to your routing system I am vehemently opposed to your Option 1 for Route 19, which would send buses along Weber St. Routing them along Wahsatch and Cascade seems more appropriate, as these streets both have medians and can much more safely accommodate larger vehicles. High-speed, high-density transit options such as Bus Rapid Transit are only appropriate along I-25, not on surface streets. I would be in support of a streetcar system!</p> <p>Sincerely, Dylan Dylan Nelson Assistant Professor, Film and Media Studies Colorado College dylan.nelson@coloradocollege.edu 323-839-5870</p>						
Rayburn, Ted (28118)	Service Changes				2016-07-15	
<p><b>Comments:</b> I am a new resident (two months) of North Nevada Avenue in the Old North End neighborhood. I attended last night's MMT informational meeting at City Hall and listened to the transit staff, the Old North End attending, and a handful of attendees who dissented from the Old North End view. I want to express my opposition to Option 1, which would keep buses on cramped Nevada and add them to Weber Street. I now strongly support Option 2 (buses to Wahsatch and Cascade). I realize this could appear solely self-interested, but it is not. When I moved to Colorado Springs last year, I lived in a very different area of the city, and did not dream at the time that I would live in the Old North End. Still, I appreciated the historic neighborhood as a unique asset to the city as a whole. But that cannot be sustained without smart-growth planning, spreading out traffic patterns -- cars as well as city buses -- instead of worsening the danger and disruption that I see along North Nevada every day. I also worry about Weber. I live directly behind Steele Elementary and cannot imagine how city buses could safely negotiate the school zone without major infrastructure changes.</p> <p>Please reconsider your plans. I do not believe the Cascade/Wahsatch plan will decrease ridership in the least. It may slightly increase it.</p> <p>Ted Rayburn 1719 North Nevada Ave. 615-400-2900 ted.rayburn@comcast.net</p>						

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Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
<b>Crawford, Deborah (28133)</b>	Service Changes				2016-07-18	
<p><b>Comments:</b> Thank you for the opportunity to provide input on Mountain Metropolitan Transit's "Proposed Service Changes Fall 2016." I am proposing that the Route 19, Option 2 be adopted for both the Route 9 and Route 19. That option involves rerouting to North Wahsatch Avenue.</p> <p>I'm an independent scholar, a senior, and I live in the general area served by the Routes 9 and 19. Walking and riding the bus are my only regular means of transportation. Here are the benefits of adopting the Wahsatch rerouting for both routes:</p> <ol style="list-style-type: none"> <li>1. It would take bus riders where they need to go. The stops at Nevada and Cache La Poudre provide an open, easy access to virtually everywhere on the Colorado College Campus. The stops at Bon Shopping Center would be restored, with access to a grocery store, a hardware store, a pharmacy, and a bank. For the disabled, seniors, and others who may not travel by car, Bon provides access to food, medicine, hardware supplies, and banking services. More frequent bus service would also keep those Bon businesses economically strong. We don't want to lose them from the neighborhood. The stop at Jackson and Cascade gives direct access to Penrose-St. Francis Hospital. Corpus Christi Church is across the intersection, on a diagonal.</li> <li>2. It would avoid two places on Cascade where there are already traffic issues. Not that long ago, a city bus collided with a hearse parked in front of Corpus Christi Church for a funeral. With a stop diagonally across the street, Corpus Christi does not need to have a bus stop or buses passing directly in front of the church. The crosswalks at Colorado College are another issue. Because I have research accesses at Colorado College, I'm frequently on campus. A particular scenario plays out over and over again. Pedestrians are waiting at the crosswalks, and the amber walk lights are blinking. The cars in the outside lane see the pedestrians and stop, while the cars in the inside lane cruise right on through, at street traf</li> </ol>						
<b>Lillich, Gerald (28148)</b>	Service Changes				2016-07-18	
<p><b>Comments:</b> I like the idea of going up Cascade on #9. Please put the stop back at Cascade &amp; Buna Vanutra By First Lutheran Church. The way it works now I have to walk 4.5 Blocks to the Church. I would suggest ruining #19 up Wahsatch since you all ready have the infrastructure in place. I like having #10 &amp; #11 running every half hour. Thank You! Gerald Lillich ***Email attached**</p>						
<b>Wasinger, Anita (28153)</b>	Service Changes				2016-07-19	
<p><b>Comments:</b> Please move the buses back to the original routes. Nevada is not ADA compliant, nor is it wide enough for the buses. Please consider driving Nevada with a bus in the other lane. It will become clear this is an accident waiting to happen. We have many children who need to cross Nevada and their safety should be of great concern. Thank you for your consideration Anita Jill Wasinger</p>						
<b>Morreale, Sherwyn (28154)</b>	Service Changes				2016-07-19	
<p><b>Comments:</b> All of the information in the email below has been presented to MMT repeatedly. I agree with speakers at the last public meeting who similarly indicated, the ONEN plan is simply "common sense."</p> <p>Two other observations need to be brought to your attention:</p> <ol style="list-style-type: none"> <li>1. From the perspective of many North End residents, our comments offered to MMT sometimes appear to fall on deaf ears.</li> <li>2. As a result, there is a sense of alienation from and disappointment with city government employees.</li> </ol> <p>So I recommend not only that the full ONEN plan be adopted, but also that the city government take some steps to rebuild a collaborative relationship with ONEN residents. If you have read this far, thanks for that effort.</p> <p>Cordially, Sherwyn Morreale Professor of Communication University of Colorado Colorado Springs smorreale@uccs.edu 719-659-6597</p>						

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## Service Changes

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Duncan, David (28155)	Service Changes				2016-07-19	
<p><b>Comments:</b> I support the Onan transit plan as the best approach. I live on Nevada Avenue near Penrose hospital and the traffic has become unbearable. Thank you David Duncan</p>						
Darby, Terry (28156)	Service Changes				2016-07-19	
<p><b>Comments:</b> Dear Committee Members, As a 16 year resident of the Old North End Neighborhood with 6 years of living on Nevada Avenue, I would like to express my support for the proposed Onen bus plan. This plan would return the busses to Wahsatch and Cascade Avenues. I understand the desire of the transit committee to provide expedited transportation services for its riders, however I'm concerned that the current bus route endangers the safety of this residential street. Nevada Avenue has the highest traffic counts of any of the four north-south streets that travel through our neighborhood. Nevada Avenue is home to 2 preschools ( Colorado College and Junior Academy ) and many of the elementary students attending Steele School traverse Nevada Avenue at least twice daily. The Wahsatch Avenue route provides your riders reasonable access to local shopping and medical services and the traffic volume is substantially less than the current Nevada route (5,200 daily trips versus 17,500). Hopefully your committee will consider these safety issues when making your decision and they will choose the Wahsatch - Cascade option. Thank you for your consideration. Terry W. Darby 1419 North Tejon Street 718-338-7375 Sent from Terry W. Darby's iPhone</p>						
Allen, Chris (28157)	Service Changes				2016-07-19	
<p><b>Comments:</b> I am sending this email to protest the recent change of the metro transit route diverting all busses onto Nevada Avenue from cascade and Wasatch. I think this is a bad idea and is unfair to the residents that live on N. Nevada Ave. I do not feel this is a safe alternative for my children or our neighborhood. I request that the Old North End Association proposed plan to move busses back onto cascade and Wasatch be incorporated as soon as possible. It is unsafe for my children and those children going to Steele elementary school to have even more traffic to include bus traffic pushed onto Nevada Avenue. Nevada Avenue is already one of the most busy streets in the old north and district. I see no reason why Nevada Avenue should have all the busses when most of the people who would use the busses would be better served by a bus route on Wahsatch Avenue and Cascade. I ask you to reconsider the every 15 minute bus routes on Nevada Avenue that have recently been implemented. Chris Allen 1336 N. Nevada Ave 719-289-1522</p>						
Love, Taylor (28158)	Service Changes				2016-07-19	
<p><b>Comments:</b> To Whom it may Concern: I am writing to express my opposition to the Mountain Metro Transit's plan to place bus routes along Nevada Avenue and Weber Street. As a parent whose children attend Steele Elementary, my primary concern is the safety of the children using the school zones on Nevada and Weber. Any increase in traffic could have deadly consequences. Please don't put my children's safety at risk. Please support the Wahsatch/Cascade routes. Taylor A. Love</p>						

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## Service Changes

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McKeown, Richard (28159)	Service Changes				2016-07-19	
<p><b>Comments:</b> It's very clear that deadly n Nevada has too much traffic. Adding busses to the mix pulled from lightly used parallel streets was just stupid. The onea plan makes sense for Colorado Springs. What's currently being run is dumb in the extreme. Put the busses back on wasatch and stop dumping more and more obstructions and traffic on n Nevada. N Nevada is not powers Blvd nor is it n academy. Those streets look nothing like n Nevada thru the old north end. N Nevada has private homes, driveways, elementary school and daycares, and a tree lined parkway. It's nothing like the garbage lined commercial freeway that is n academy and powers. What is the purpose of i25 if not an express bus route around a nice stable neighborhood. What purpose is served by crapping up this main street of Colorado Springs with extra buses and even more traffic accidents? Why as a traffic authority do you persist in making this avenue less safe and attractive? If your goal is to make N Nevada into n academy #2, then buy out the houses and bulldoze down the historic district. Sincerely Richard McKeown</p>						
Wasinger, Harold (28160)	Service Changes				2016-07-19	
<p><b>Comments:</b> I support the ONEN bus plan. Harold Wasinger</p>						
Garrison, Mike & Cindy (28161)	Service Changes				2016-07-19	
<p><b>Comments:</b> My wife and I having attended the meetings and studied the new plans and issues, we strongly support the option 2 presented and supported by ONEN and return them to Wasatch and Cascade. I have personally experienced the dangers presented by having the busses on the busiest north south street in old north end and see no reason for them to have been moved in the first place. It's a danger that need not be taken that also does not currently serve the best interest of the users of the transit as well. Thanks Mike &amp; Cindy Garrison.</p>						
Dewsnap, Abigail (28164)	Service Changes				2016-07-19	
<p><b>Comments:</b> To Whom it May Concern, I am writing in support the ONEN Bus Plan to replace the bus service to Wasatch and Cascade instead of on Nevada. My concerns are as follows:  <ul style="list-style-type: none"> <li>The Nevada route is already dangerous. As a motorist and as a pedestrian, there is a 3,950% higher chance of dying on North Nevada through the Old North End than in the City as a whole. The 1.4 mile stretch of Nevada that runs through the Old North End has already experienced four deaths in the past four years. The other 1,576 miles of city roads that accumulated 28 fatalities per year all together. That's 0.07 deaths on average per road during the same time period. Nevada is too narrow to accommodate two large passenger vans next to each other, let alone the buses. They have decreased visibility and put other cars and pedestrians at risk. The modified route goes directly in front of Steele Elementary School. Elementary schools already cause heavy traffic and precarious situation for children crossing the street, even in quieter neighborhoods. Additional bus traffic puts those children and their families at an even greater risk to be in a bus-related accident.</li> <li>Convenience to bus passengers. For the riders remaining in the Old North End area, most are seeking the services available on Wasatch or the access to anyway. The bus could see an increase in riders if it look them closer to where they actually want to go. It's not only more convenient for the passengers to be dropped off and picked up closer to their desired destination, but potentially more profitable. Increased traffic to these areas promotes the commerce and economy of the local businesses and services in the area. Nevada doesn't have any of these businesses and services until you cross the bridge, another obstacle for busses to maneuver and for the city to maintain with increases traffic.</li> <li>It puts an unnecessary strain on the infrastructure. According to the last traffic counts, Nevada has the greatest volume of daily traffic o</li> </ul> </p>						
Oliver, Margaret (28165)	Service Changes				2016-07-19	
<p><b>Comments:</b> As a lifetime citizen of Colo. Springs, I would like to suggest we do not use Nevada Ave for bus service in the ONEN. Instead, the idea of using Wasatch and Cascade, the riders would be better served. Each of those streets carries significantly fewer cars, and there is more room for the buses. Regards, Margaret Haley Oliver Sent from my iPhone</p>						

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Mutch, Megan (28167)	Service Changes				2016-07-19	
<p><b>Comments:</b> I am writing to express support of the ONEN plan to return the buses to Wahsatch and Cascade. I feel that this plan provides the best overall solution which addresses the equitable treatment of the various residential streets while providing an important and needed service to the community.</p> <p>Diverting one of the buses to Wahsatch provides the riders closer access to the services at needed. The 30 minute interval is a big improvement from the previous hourly service. The second bus is already diverted to Cascade to support the Filmore/Dabbling neighborhood. Let me be clear, I am a resident of the Old North End, and not a bus rider. I am very concerned about the effects on our neighborhood, but want to support the service for the community that needs and uses it. The ONEN plan addresses both sides. Bus users were widely in support of the ONEN plan.</p> <p>Nevada is already high traffic street. The addition of the buses every 7.5 minutes has had a huge impact on the street, noise, and safety. The fact that there has already been a bus accident in the first couple of months highlight the safety issues. Buses running every 15 minutes is just too much for a residential neighborhood street to bear. That coupled with the safety issues and proximity to the elementary school is quite concerning.</p> <p>The Master Plan which was passed into ordinance by the city in 1991 needs to be honored. Nevada Ave. is not Academy Blvd or US—24 or Garden of the Gods..etc. This is the largest historic neighborhood west of the Mississippi and needs to be treated with a different eye and not just a run of the mill part of the MMT core corridor plan.</p> <p>I am concerned for my neighborhood. I believe that it is one of the most beautiful and stately neighborhoods in the city. I ask that it be treated with respect and an acknowledgement that it is not just another corridor street. This, accompanied by the fact the bus riders are well served by the ONEN plan provides the bases of my</p>						
Galvin, Michael (28169)	Service Changes				2016-07-19	
<p><b>Comments:</b> Return to Wahsatch and Cascade. Nevada to busy. Shoppers need to get to Safeway. Many other reasons have been brought to your attention. Michael Galvin</p>						
Prince, Shauna (28170)	Service Changes				2016-07-19	
<p><b>Comments:</b> To Whom It May Concern: I am a resident of the Old North End Neighborhood and live on Nevada Ave. I understood when I bought my house that I was moving to a busy street in our neighborhood, what I did not bargain for was having all traffic directed and funneled to Nevada in a pretense of "traffic dieting" the main arteries. There has been talk of having every main north/south corridor turned into one lane, but as I have learned from other concerned neighbors is that Nevada was never going to get this consideration. Instead, Nevada Ave was going to still be two lanes with one being designated as a "bus lane". This indicates that Nevada is still going to be two lanes with buses coming every 15 minutes with no infrastructure to support pedestrian safety, bus rider safety, etc. I have children that must cross Nevada Ave. daily to attend school at Steele Elementary. Currently there is one crossing guard, one official crosswalk at Nevada and Fontanero (no crossing guard at this intersection), and no other official cross walks. With buses coming every 15 minutes, all traffic being directed toward Nevada by narrowing Cascade, Weber and Wahsatch, I am terrified to let my daughter walk to school even at the traffic lights for fear that frustrated, speeding drivers will try to pass the buses that stop right at the intersections and not pay attention to the children/pedestrians trying to walk across Nevada.</p> <p>I also firmly believe that restricting access to the Bon Shopping Center harms the viability of our neighborhood. We need to support these established commercial aspects of our neighborhood as well. Many neighborhood residents rely on the buses to take them to Safeway, Ent, Medicine Shoppe, etc. in order to support their families. Making people walk several blocks to find a bus stop is inconsiderate and dangerous to them. Many shopping carts are being left in the neighborhood because bus riders cannot carry the heavy bags several blocks to get on a bus.</p>						
Doyle, Pat (28171)	Service Changes				2016-07-19	
<p><b>Comments:</b> My husband, Bruce Doyle, and I support the ONEN Bus Plan. We believe this plan to be the most comprehensive in both service and safety. In addition, we think it better meets the needs of those dependent on good bus service and the amenities of Bon Shopping Center. Pat Doyle 1815 Wood Ave 80907</p>						

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Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Mcdougall, Jan (28186)	Service Changes				2016-07-22	
<b>Comments:</b> ** Please see attached mailed in letter* Would like service back on Wahsatch and cascade						
Albison, Sharon (28227)	Service Changes				2016-07-26	
<b>Comments:</b> **Please read attached mailed letter**						
, Sally (28241)	Service Changes				2016-07-27	2016-07-28
<b>Comments:</b> customer disable and Senior stating that route #6 is all screw up and it doesnt stop at fillmore and nevada by the Walgreens and she wants a call back, today, because she has a oxigen tank and she is a senior and that route #6 is hourly and wants it every half hour						
Husman, Mark (28248)	Service Changes				2016-07-28	
<b>Comments:</b> customer calling stating why are we putting a bus stop in front of a rental housing @ 6228 N. Nevada, he wants the bus stop to be moved to a business by United Way, he also stated that in his rehabilitation time he catalog all the bus stops in the city and this one doesnt make sense, he wants a call back from a planner to have further discussion, because he doesnt agreed with the noise early on the morning.						
Miller, Martha (28268)	Service Changes				2016-08-01	
<b>Comments:</b> Please re-route buses to the Wahsatch and Cascade route per ONEN plan I am concerned about the safety issues involved with the Nevada Avenue route. Riders through our neighborhood primarily use amenities on Wahsatch. They need to use Bon Shopping Center which includes Safeway ,ENT Credit Union and Medical Pavilion. I am concerned about the safety issues involved with the Nevada Avenue route. Martha Ann Miller 1801 Wood Avenue Colorado Springs,Co 80907						
Hogan, Sarah (28269)	Service Changes				2016-08-01	
<b>Comments:</b> We urge you to equally use the streets in the ONE equally to transport citizens. Nevada cannot do it all. Sarah Hogan 1523 N Nevada.						
Straeb, Robert (28270)	Service Changes				2016-08-01	
<b>Comments:</b> To Whom It May Concern: I am NOT, repeat NOT, in favor of these proposed changes to traffic flow in the north end. It has worked fine for the past many years. Continuing the current system can handle increases in traffic flow. But to move buses to Nevada when Nevada was not built for these busses is stupid and dangerous! I have personally witnessed several close calls because of the buses. Changing streets from two lanes to one is ridiculous. Fontanero St already backs up three quarters of a block with two lanes. Now they want to change Fontanero St to one lane. Brilliant, not! Trying to force the public to other roads by limiting traffic is deceptive at best. I am sorry the Colorado College kids are too lazy to cross at the lights like the rest of us. Everyone knows that CC is the underlining force pushing these changes. Why does the city want to end up court? The city is not following it's own master plan. The transparency and communication by the city was horrible. As an owner of four properties in the north end - I am against these changes.						
Robert Straeb						



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Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Jones, Jim (28271)	Service Changes				2016-08-01	
<p><b>Comments:</b> Hello,                      I am writing about the city's bus plan options and ONEN's petition alternative for buses currently running on North Nevada through the Old North End. I live in the Old North End at Fontanero and Tejon, but not on any of the route streets directly impacted: Nevada, Wasatch, Weber, and Cascade. I generally support the alternative presented in the ONEN petition, i.e., move the bus routes onto Wasatch and Cascade which supported buses prior to June 2016, rather than leave them on Nevada or split between Nevada and Weber (the City proposal), for the reasons cited in the ONEN petition.                      Also, I offer the following observations:                      Against using Weber:                      - Steele School, at Weber and Espanola, is very congested in morning and afternoon during the school year, with children being dropped off or picked up by car. Space for parking and stopping is inadequate around the school - dangerous double parking/stopping during these times is common, and police have been asked to monitor or increase patrol for such activity for several years now. Many children/families walking, biking, and using nearby Shooks Run trail to get to/from the school.                      - Weber between Fontanero and Uintah is somewhat difficult to cross as a pedestrian during busy hours, since there are no stops on the street (except a crossing light at Steel School), nor medians at which to wait for one-way gaps.                      Against using Cascade (sorry ONEN):                      - does putting a bus route on Cascade thru Old North End also put it thru the main CC campus again?                      Mitigation possibilities:                      - ADA compliant sidewalk ramps could be installed along Weber.                      - More direct (official) pedestrian access to Weber from south end (Safeway) of Bon Shopping Center could be investigated and developed.                      - Advertising on bus benches along the bus routes thru residential areas could be toned down. (Aren't there already city guidelines that have kept advertising signs from swamping residential areas?)                      Sincerely,                      Ji</p>						
Buffetti, Linda (28272)	Service Changes				2016-08-01	
<p><b>Comments:</b> To Whom it May Concern,                      I "again" am voicing my concern about the changes to bus routes #6 and #9 by the Mountain Metropolitan Transit s (MMT) in the Old North End Neighborhood (ONEN).                      Bon Shopping Plaza is an anchor to the people living in the Old Northend and in the Patty Jewett and Bon areas. A bus route to this vital outlet must be available to all of those people who have no other transportation to get their groceries and medicine, etc. Your changes are a huge injustice to all neighborhoods and the Bon Shopping Center as well. It makes no sense to put more congestion and inefficiency onto Nevada when it is so heavily traveled as it is by adding buses and routes. ONEN has a very viable and efficient plan for these buses to leave Nevada and go back to Wasatch and Cascade and worthy of being implemented. It is a reckless and dangerous alternative to put buses on Weber with Steele Elementary School on that street. Also, between the years of 2012-2015, Colorado Springs Police Department data demonstrates that the 1.4 mile stretch of North Nevada through the ONEN neighborhood has the more than half of the injury traffic crashes and all 4 of the traffic/pedestrian fatalities of any roadway through ONEN.                      Old North End Neighborhood is a Historic District with Overlay protection and needs to be honored. ONEN has a Master Plan which was passed into ordinance by the city in 1991. The Master Plan was designed to assure the well-being of our neighborhood and protect our historic homes in as development occurred. One of the provisions in the plan is an equitable distribution of traffic from outside of the neighborhood. According to the last traffic counts Nevada has the greatest volume of daily traffic of the four North-South streets: Nevada: (17,500), Cascade (6,600), Weber (3,400), Wasatch (5,200). And yet, buses were moved from two streets with significantly less traffic onto Nevada. This is the city's attempt to make Nevada Aven</p>						

**Complaints by Feedback Subtype**

Received From 2016-06-01 To 2016-08-01 For Service Changes

**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Thakur, Sanjaya (28273)	Service Changes				2016-08-01	
<p><b>Comments:</b> To Whom it May Concern,</p> <p>I am a resident of N. Nevada avenue and am writing you to encourage you to change the route that currently runs through the Old North End (Uintah through Penrose Hospital). I have been working outside of the country recently and have, thus, been unable to attend recent public meetings.</p> <p>I have a number of concerns I would like to voice here about this process and the impact of these busses.</p> <p>First, there was no advanced warning that the route would be moved from Cascade/Wasatch to Nevada Ave. I believe there should have been public meetings and discussion about proposed changes. Suddenly one day new stops appeared, street parking (which many residents in there area rely on) was lost, and traffic on an already busy road increased significantly. Due process should have been followed and residents, business and property owners should have been advised and asked for input. None of this happened.</p> <p>The action completely flies in the face of the proposed reduction in lanes in the North End, something which received a fancy rollout and was a "meeting" I attended in the city auditorium. There city officials spoke of reducing traffic in the area, especially along Nevada, which by their statistics carries almost triple the volume of any other road in the area. Busses once traveled on roads that had significantly less traffic than Nevada, now they travel on the busiest road in the area, making it even busier.</p> <p>Most significantly, as the bus route just appeared before that meeting in May, the city planning officials seemed surprised by its presence and were at a loss to explain how it met the goal of reducing traffic, not increasing it.</p> <p>Our city talks a lot about supporting businesses and helping residents who need to use public transportation. Now, the Bon shopping area is not on a bus route, which has surely impacted a number of constituents. Most significantly, in my opinion is that the busses should not be moved to a road on which the</p>						
Herold, Julie (28274)	Service Changes				2016-08-01	
<p><b>Comments:</b> To whom it may concern,</p> <p>Having lived in the ONEN for 23 yrs in a Weber corner street house I can say that the new bus schedule is one of the worst transportation related changes I've ever seen. Cascade and Wasatch are much better for buses with their medians and proximity to businesses. The main reason the ridership is not great is that the whole system is poorly set up and terribly inconvenient. Safety should be a priority and thus busses should not be on Nevada OR Weber. Both are used by many pedestrians going to Monument Valley as cross streets and the visibility to cross over Weber in particular, is very poor. I have seen many accidents and near accidents as cars pull out into intersection beyond parked cars to see both ways. The city has not even made the corners ramp accessible as they have promised for over 20 yrs!!! Talk about safety issues. Try walking the neighborhood as a child, blind, elderly, stroller pushing individual. We have almost 1 foot curbs on some corners! Please admit your mistakes and move forward with common sense changes. The people of ONEN have helped you tremendously to do the right thing.</p> <p>Thank you for your time and attention,                  Julie Herold                  Eucharistco                  Grace Thanksgiving Joy                  Living each moment fully</p>						
Doolittle, Charles (28275)	Service Changes				2016-08-01	
<p><b>Comments:</b> I have lived at 1832 North Nevada Avenue for 35 years and have my dental practice at 1705 North Weber street. I also have a bus stop in front of my house. Since the route change as of May 1st I have observed some busses passing by with no riders and most busses have less than four.</p> <p>The riders that I have talked with as well as my patients that ride the bus preferred the old routes which got them closer to the places they needed to be, like shopping, medical care, food pantry, etc.</p> <p>I am in favor of the ONEN plan to move the routes back to Wahsatch and Cascade where the infrastructure of stops and shelters are already established and the riders who depend on the transit system are better serviced.</p> <p>Sincerely, Charles Doolittle DMD</p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Anderson, Kathy (28276)	Service Changes				2016-08-01	
<p><b>Comments:</b> Adding 113 buses to North Nevada Avenue was a huge mistake. According to Colorado Springs Police Department data, North Nevada is the most dangerous street in the Old North End Neighborhood. And that is without all of the buses on it. I personally witnessed a crash with a bus and a car that then hit a parked car. And we can only expect that there will be more crashes to come. It does not make any sense to add buses to an already dangerous road. And the few people who do ride the buses would just like to have the buses returned to Cascade and Wahsatch where they have access to the businesses that they frequent. Placing these buses on Nevada is a violation of the ONEN Master Plan that was adopted as an ordinance in 1991. So, please, do the right thing for the active bus riders and for the ONEN neighbors. Put the buses back on Cascade and Wahsatch.</p> <p>Thank you, Kathy Anderson</p>						
Frantz, Peter (28277)	Service Changes				2016-08-01	
<p><b>Comments:</b> Hello Springs Govt. I am writing in support of proposals to move the bus services back to their well-established routes along Cascade and Wahsatch. You have heard many excellent arguments from ONEN and SOSNevada based on concerns for safety, access to services on Wahsatch, and preserving the integrity of the Old North End neighborhood. I concur with these arguments, and I'd like you to consider three more that you possibly haven't considered:</p> <ol style="list-style-type: none"> <li>1. Patty Jewett is badly under-served. In the present configuration, there are no bus routes within a region that is roughly a rectangle from Cache le Poudre to Fillmore and Nevada to Union. This is an area of 2.25 square miles. There are residents who must walk 7 blocks or more to catch a bus. I challenge you to look at the route map and find another region within the city that is so poorly served. In fact, I challenge you to find another region (west of Academy and east of mountains) where residents must walk more than 3 blocks. Really, try it, I don't think you can. MMT says we must sacrifice service in favor of efficiency and convenience for "choice" riders, but I believe the bus system should first serve its users and community.</li> <li>2. Nevada is efficient, but more dangerous. Yes, busier streets are more dangerous than quiet streets, but MMT argues that it is standard practice to accept some risk in favor of efficiency. For example, it would be absurd to take routes off of Academy and Austin Bluffs and run them through the "safer" adjacent neighborhoods. However, Nevada was not planned to be a major thoroughfare like Academy or Austin Bluffs. Therefore, because it wasn't designed to handle the traffic, evidence shows that it is considerably more dangerous per vehicle than these other streets. And because it was built to the same specifications as Cascade and Wahsatch, there is no significant drawback to running the routes along the less congested streets. It requires perhaps a schedule loss of just</li> </ol>						
Smith, Tracy (28278)	Service Changes				2016-08-01	
<p><b>Comments:</b> To whom it may concern, I am writing about the proposed bus changes on Nevada Ave. I support Option 2, returning the buses to Cascade and Wahsatch where they are the most useful for riders. By spreading the buses across a wider area instead of the consolidated one- or two-street area, more people are able to ride the bus without the burden of walking many additional blocks. Some riders are elderly or handicapped and already have a difficult time getting around. Asking them to walk even further is thoughtless and cruel and in some cases they are unable to make the additional trek. With the streets/stops spread out, more riders from the east and from the west will have less of a walk to reach their stops and it will enable more riders to reach the bus. With the buses on Wahsatch, more people will be able to use the important services of Bon Shopping center, including the grocery store, the bank, the UPS store and postal boxes, the pharmacy, the pet store, Ace Hardware, the barber and many more amenities. Across the street is the church and food bank. And down a block, is a medical center. Currently the walk to the stops on Nevada—carrying bags of groceries—is difficult for riders. We have seen this difficulty first hand with the abandoned shopping carts that litter the Nevada Ave bus stops. I've personally spoken with workers at Safeway that have had numerous complaints from riders when the bus was moved. They have had to find alternate means of transportation, including hiring taxis, which is an additional cost and to those on a fixed income, an expense that they are not able to afford. I have also spoken with riders that feel the 15-minute service is not a benefit to them. Their connections are 30 minutes to 1-hour waits and I was told they felt uneasy and unsafe waiting at these stops, so their only option was to take the bus down to the terminal and wait there for their connection where there was security. Therefore, actually adding time to the</p>						
Martin, Cordelia (28279)	Service Changes				2016-08-01	
<p><b>Comments:</b> Please think about grade school children crossing a very busy street while frequent big city buses zoom by. Pass the ONEN bus plan to avoid a looming disaster. Cordelia Martin Sent from my iPad</p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Price, Douglas (28280)	Service Changes				2016-08-01	
<p><b>Comments:</b> I am very opposed to the new bus route it has created dangerous congestion on the van Avenue and you winter backing the traffic up for 2 to 3 blocks the buses have nearly caused accidents along the Nevada Street in front of our house due to the new traffic not being used to seeing buses on Nevada the ridership seems to be significantly down in terms of the number of people that I see on the bus the congestion and safety aspect is very concerning</p> <p>An iPhone response, Douglas Price Attorney at Law</p>						
Doolittle, Cala (28281)	Service Changes				2016-08-01	
<p><b>Comments:</b> Dear Gentlemen, Simply put, I wholeheartedly support the ONEN option of putting the bus routes presently on Nevada Avenue back on Cascade and Wahstach. In my opinion it makes no sense to add buses to the street in the ONEN that already has the most traffic of any of the other North/South arterial streets (Nevada Ave). And it makes no sense to add buses to Weber Street where Steele Elementary school is located, putting the safety of elementary students in jeopardy. On the other hand, it makes perfect sense to put one of the routes back on Wahstach which services riders with a grocery, bank, pharmacy, hardware store and food pantry, to name a few of the amenities. It also makes sense to me that Cascade be the street that carries the other bus route because it has many fewer cars traveling on it per day as well as fewer parked cars than Nevada Avenue. Also, both Wahstach and Cascade already have the curb cuts and concrete platforms necessary to be ADA compliant. On Nevada the infrastructure is not there and to get it up to the required standards, some valuable old trees would have to be cut in order to pour concrete slabs for those with disabilities. Thank you for considering my preference for the bus routes currently on Nevada Avenue to be put back on Cascade and Wahstach Avenues. Sincerely, Cala Doolittle</p>						
Cheever, Emerson (28282)	Service Changes				2016-08-01	
<p><b>Comments:</b> I am writing in support of the bus changes proposing the route shift from Nevada Avenue to Wahsatch and Cascade.</p>						
Anderson, Michael (28283)	Service Changes				2016-08-01	
<p><b>Comments:</b> I am in favor of the Option 2 Routes 9 &amp; 19 changes. I do not support Option 1 as it will: 1. reduce traffic and pedestrian safety in the neighborhood, 2. will waste taxpayer's money, and 3. result in poorer service to "captive" riders, particularly the elderly and those with disabilities. First, Option 1 will make it less safe for motorists, pedestrians and bus riders in the Old North End Neighborhood. Having buses on Nevada, which is the most heavily traveled and deadly roadways (in terms of traffic fatalities and injury traffic accidents in the Old North End Neighborhood) makes no sense from a public safety perspective. But to also add buses on Weber Street and have them rumble past Steele Elementary school would be irresponsible. I wonder what the parents of students at that school and the PTA think about that proposed route change. Also, a large number of Steele students have to cross Nevada to go to and from school each day. Mixing transit buses and small children is a recipe for disaster and something that a responsible city government would not do, if avoidable. Also, Option 1 is less safe for riders, particularly for elderly riders and those with disabilities, as they have to board and disembark on Nevada Avenue which has a large number of speeders and rude drivers. Speaking from 29 years of experience, it is not easy to get across Nevada Avenue on foot, particularly during rush hours and school days. Finally, Option 1 will pose safety issues for transit riders that are trying to get to Bon Shopping Center, as they will have to get through the Shooks Run open space/trail and alleyways to get to the Shopping Center, particularly in the dark. There have been reports of neighbors being accosted by aggressive panhandlers and transients along that segment of the Shooks Run. Having riders run that gauntlet seems crazy when well light stops and infrastructure already exist on Wahsatch in front of the Bon Shopping Center. Having the buses on Nevada a</p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Lippincott, Nancy (28284)	Service Changes				2016-08-01	
<p><b>Comments:</b> I am in total support of CHANGING the buses back to include not only Nevada, but also Cascade Ave. and Wahsatch Street. Putting all the buses on Nevada is just awful: the homeowners along the route have tremendous traffic, noise, and constant use 24 hours/day, including all the fire trucks and ambulances going to Penrose Hospital. It just plain isn't fair to all the homeowners on Nevada. In addition, it makes it so hard for folks wanting to shop at the Bon Shopping Center, especially the elderly, and the disabled</p> <p>Please help this neighborhood, which is so good to its citizens, to honor all its citizens' needs.</p> <p>I have lived here since 1975, have served on the local Board for 7 years, and continue to be active in the service to all of our neighbors.</p> <p>Nancy Lippincott 1700 Wood Ave</p>						
Motiff, Mark (28285)	Service Changes				2016-08-01	
<p><b>Comments:</b> Greetings, Just a quick comment. I've lived on N El Paso 22 years. There HAD BEEN a bus that used to run up and down the street. Not currently. I'm grateful. The 2 lane street was not appropriate for a full size bus. The current service on Nevada is too much for that 4 lane street. What used to occur on Cascade/Wasatch was much better handled than that of the "new" routes. The Penrose Hospital entrance, which is already challenged, now has the SB stop RIGHT THERE, south of that entrance. Nuts. And northbound just north of Fonianero. Doesn't make sense. It interferes with traffic flow and safety.. So that's my 2 cents worth. I would like to see service return to Cascade/Wasatch. Thank you, Mark Motiff</p>						
Fuller, Becky (28287)	Service Changes				2016-08-01	
<p><b>Comments:</b> My family, who has lived in the Old North End for 16 years, supports option 2, returning the buses to Cascade and Wahsatch. It supports our neighborhood commercial interests and is consistent with the Old North End Master Plan, adopted by City Council as ordinance in 1991. Nevada Avenue is an important, historic street and is recognized by the federal government as a historic district. Between Uintah and Madison, neighbors have elected to further protect its historic district by voting to create a historic preservation overlay zone. Overly burdening Nevada with the buses is disrespectful of neighbors' expressed wishes and a clear violation of the Master Plan. Please do not read this comment as we are individually or as a neighborhood against mass transit. We are not. We wish to have the buses return to where they were prior to May 2016. As a long time active ONEN board member, I do not recall any complaints from neighbors about the bus service until the May 2016 changes. As acting President of the Old North End Board of Directors, I wish to inform you that our Board held a vote on July 7, 2016 about the two options presented by MMT for routes 9 and 19 and voted to support option 2, returning the routes back to Cascade and Wahsatch. The Board also voted to formally object to buses on Nevada Avenue as a violation of our Master Plan. Our board Secretary will send comments to you about the vote. Your acknowledgement of receipt of my comments would be greatly appreciated. Thank you, Becky Fuller</p>						

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## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Safigan, Brian (28288)	Service Changes				2016-08-01	
<p><b>Comments:</b> Hillary,</p> <p>I am forwarding your email to <a href="mailto:transitinfo@springsgov.com">transitinfo@springsgov.com</a> as they are accepting comments through tomorrow for the Fall route changes. Hopefully they will accept these comments as you have some really good questions that I can't answer. I can try to answer/comment on a few:</p> <ul style="list-style-type: none"> <li>The reason for Route 9 continuing to UCCS campus is because several students and faculty complained. I know a few professors who sometimes take this bus to UCCS. I also know that UCCS is planning to make improvements to minimize the delay pulling into the campus. Maybe in the future this will be more efficient and they can combine 9 and 19 back together at a 15-minute interval?</li> <li>That sounds extremely frustrating about the buses stopping because they are ahead of schedule. I wonder if there is value to having a schedule with 15-minute intervals (or even 30 minute). Maybe they should just leave the hubs at regular intervals and don't worry if they get ahead. Buses might bunch up, but what is worse: missing a bus because it is early or missing a transfer because it has to stick to a schedule. Of course if the buses were better synchronized, the delay would matter less.</li> <li>I agree with the smoking issue. I wonder if this is more of a City Ordinance than a bus rule. I've lived places where you can't smoke so many feet from a door unless you are walking. Maybe the same should apply to bus stops.</li> <li>Maybe a policy that if 1 person asks for air conditioning, the driver must close windows and turn it on.</li> <li>I think if MMT is trying to attract choice riders, these issues must be addressed first else no bus interval will get people out of their cars.</li> <li>I'm glad to hear that the path through ONEN is not a concern. I suspected as much for those just passing through. MMT is concerned about an extra few minutes to divert the 19 down Wahsatch, but then they sit for 10 minutes because they are ahead of schedule.</li> </ul> <p>Thanks for sharing your experiences. Like I said I copies <a href="mailto:transitinfo@springsgov.com">transitinfo@springsgov.com</a></p>						
Mohr, John (28289)	Service Changes				2016-08-01	
<p><b>Comments:</b> Good evening,</p> <p>This email is to convey my strong opposition to the current bus routes on North Nevada (which the city imposed with no input from its residents). The frequent bus service on North Nevada has made the street a deadly corridor that is unsafe for children and pets.</p> <p>The city must reroute these buses back to Wahsatch and Cascade immediately! Listen to your constituents, that is your job!</p> <p>John and Clare Mohr</p>						
, Hillery (28290)	Service Changes				2016-08-01	
<p><b>Comments:</b> Hillary,</p> <p>I am forwarding your email to <a href="mailto:transitinfo@springsgov.com">transitinfo@springsgov.com</a> as they are accepting comments through tomorrow for the Fall route changes. Hopefully they will accept these comments as you have some really good questions that I can't answer. I can try to answer/comment on a few.</p> <ul style="list-style-type: none"> <li>The reason for Route 9 continuing to UCCS campus is because several students and faculty complained. I know a few professors who sometimes take this bus to UCCS. I also know that UCCS is planning to make improvements to minimize the delay pulling into the campus. Maybe in the future this will be more efficient and they can combine 9 and 19 back together at a 15-minute interval?</li> <li>That sounds extremely frustrating about the buses stopping because they are ahead of schedule. I wonder if there is value to having a schedule with 15-minute intervals (or even 30 minute). Maybe they should just leave the hubs at regular intervals and don't worry if they get ahead. Buses might bunch up, but what is worse: missing a bus because it is early or missing a transfer because it has to stick to a schedule. Of course if the buses were better synchronized, the delay would matter less.</li> <li>I agree with the smoking issue. I wonder if this is more of a City Ordinance than a bus rule. I've lived places where you can't smoke so many feet from a door unless you are walking. Maybe the same should apply to bus stops.</li> <li>Maybe a policy that if 1 person asks for air conditioning, the driver must close windows and turn it on.</li> <li>I think if MMT is trying to attract choice riders, these issues must be addressed first else no bus interval will get people out of their cars.</li> <li>I'm glad to hear that the path through ONEN is not a concern. I suspected as much for those just passing through. MMT is concerned about an extra few minutes to divert the 19 down Wahsatch, but then they sit for 10 minutes because they are ahead of schedule.</li> </ul> <p>Thanks for sharing your experiences. Like I said I copies <a href="mailto:transitinfo@springsgov.com">transitinfo@springsgov.com</a></p>						

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Verhaeghe, Don (28291)	Service Changes				2016-08-01	
<p><b>Comments:</b> July 20, 2016  This letter is to express my disagreement with the actions of the Mountain Metro Transit for putting bus traffic on North Nevada. My family and I have lived on North Nevada for over 30 years and this recent action appalls us. North Nevada carries an overwhelming amount of traffic through the Old North End Neighborhood and adding even more traffic via the bus service is objectionable and in direct contrast to the ONEN Master Plan passed into ordinance by the city in 1991.  There are no commercial services on North Nevada to be used by patrons of the bus service. There are, however, many families and school children who need to cross North Nevada each day; having to negotiate the extra busses and impatient drivers zipping around them only adds to the dangers for my neighbors. The Bon Shopping Center on North Wahsatch has many businesses the bus riders want to use - why not leave the busses on that less-crowded street where they are truly needed?  The citizens on North Nevada worked very hard for many years to get the dangerous and disruptive truck traffic off of our street. Why would MMT make the decision to put bus traffic on Nevada? Considering this move was very poorly communicated, we find this action extremely offensive and demand that it be reversed. Please get the busses off of North Nevada!  Sincerely,  Donald Verhaeghe  2011 N. Nevada</p>						
Everett, Siri (28292)	Service Changes				2016-08-01	
<p><b>Comments:</b> This letter is written to request that the MMT buses be removed from Nevada Avenue and placed on their original routes, Cascade Avenue and Wahsatch Avenue, for these reasons:  1. To equitably distribute traffic through the neighborhood, as written and adopted by the ONEN master plan.  2. To keep the hundreds students--aged five to ten years-old--safe as they cross Nevada Avenue and Weber Street.  3. To restore service onto Wahsatch Avenue, and the "captive" bus riders who rely on services up and down Wahsatch.  Collectively, we have spent thousands of hours trying to understand the reasons for the route changes, have been puzzled by the lack of neighborhood input prior to the route changes, and have analyzed not only the impact on our streets, but also the impact on the people who have no choice but to ride the bus.  Our intention has not been to be shrill and righteous, but the decisions made by MMT this Spring profoundly impact the lives of hundreds of people who live in and pass through out neighborhood, and the process by which the changes were made has felt duplicitous and rushed, erasing the trust of your citizens.  Thank you.  Siri A. Everett, M.A., SLP-CCC</p>						
Yocom, Melinda (28293)	Service Changes				2016-08-01	
<p><b>Comments:</b> To whom it may concern- I support the ONEN Bus Plan. Buses do not belong on Nevada or Weber St - they should go on Wahsatch and Cascade.  We live right next to Steele Elementary and there is already a lot of traffic - a bus would not work well on Weber.  Melinda and Bryan Yocom</p>						
Bouy, Sean (28294)	Service Changes				2016-08-01	
<p><b>Comments:</b> I like most of the service changes, especially the additional evening and weekend service increases. However, I feel that the service on Nevada Avenue should remain as it is currently.  For near-term service changes in the future, please consider Sunday service for routes 2, 22, 23, and 34, evening service for routes 2 and 34, 30 minute Saturday service on busy routes such as route 3, and expand evening service to include Saturdays, like you did before the 2010 service cuts. And you should definitely add 15 minute service to streets like Academy Blvd and Colorado Avenue.</p>						
Hatch-Wright, Sarah (28295)	Service Changes				2016-08-01	
<p><b>Comments:</b> All,  We support the ONEN plan for the bus issue.  Please help reduce the number of accidents on North Nevada. There are many small children that need to cross this road every day.  Thank you,  Sarah Hatch-Wright, Fred Wright, Adabelle Wright and Wesley Wright</p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Everett, Annalise (28296)	Service Changes				2016-08-01	
<p><b>Comments:</b> To Whom It May Concern: As a Colorado Springs native, I am deeply concerned about the recent bus changes in the Old North End Neighborhood. The following points are of particular importance: Safety Issues:</p> <ul style="list-style-type: none"> <li>• Between the years of 2012-2015, Colorado Springs Police Department data demonstrates that the 1.4 mile stretch of North Nevada through the ONEN neighborhood has the more than half of the injury traffic crashes and all 4 of the traffic/pedestrian fatalities of any roadway through ONEN.</li> <li>• As a motorist and pedestrian you have a 3,950% high chance of dying on North Nevada through ONEN than in the City as a whole (Nevada through ONEN 1.4 miles with 4 fatalities in 4 years vs. city 1,576 miles of road with an average of 28.5 fatalities each year).</li> <li>• Buses only add to the safety problems on our street, which is too narrow for buses to operate safely.</li> <li>• We have already had our first bus accident on Nevada—in less than 2 months of service.</li> <li>• The modified plan by Mountain Metro Transit puts buses in front of Steele Elementary which is unsafe for elementary children and their families. Services on Wahsatch:</li> <li>• The actual riders who use buses through our neighborhood primarily need to utilize the amenities on Wahsatch. They need to use Safeway, ENT Credit Union, the Medical Pavilion with VA services, the Care and Share food pantry across the street from Safeway.</li> <li>• Supporting the ONEN plan respects the 15 minute headway Mountain Metro wants for routes just north and south of our neighborhood but recognizes that buses running every 15 minutes from 6 am to 9 pm is too much for a neighborhood street to carry.</li> </ul> <p>Master Plan:</p> <ul style="list-style-type: none"> <li>• ONEN has a Master Plan which was passed into ordinance by the city in 1991. The Master Plan was designed to assure the well-being of our neighborhood and protect our historic homes in as development occurred. One of the provisions in the plan is an equitable dist</li> </ul>						
Hayes, Dough (28297)	Service Changes				2016-08-01	
<p><b>Comments:</b> I'm writing to convey my vote for the ONEN bus plan, which was option B. I do not understand spending money to make Nevada ADA compliant when this already exists on Cascade and Wahsatch. The Gazette had an interesting article from a bus rider expressing her frustration about it taking her twice as long to get to work than before. This is not progress. Please move the routes back to Cascade and Wahsatch. My biggest fear is that an ambulance can not get onto Jackson to get to the emergency room when a city bus is trying to turn left onto Jackson to get back to Cascade. The other plan to have a city bus run down Weber right past Steele School is equally ludicrous. Let's use some common sense, please. Roxie Hayes 212 E Fontanero St., 80907</p>						
Subka, David (28299)	Service Changes				2016-08-01	
<p><b>Comments:</b> To whom it may concern, My wife and I both very much object the attempt to switch the bus service to Weber/Nevada. We brought up our kids in the neighborhood and daily I walked them to and from Steele Elementary. I can think of nothing more dangerous than to be routing buses every 15 minutes past this already crowded area. We also live on the west side of Weber and would now (along with those living on the east side of Nevada) be subjected to the noise of the buses both in the front and back of our house. Nevada is already the main artery which we both cross and use and the current bus route has only added to the already dangerous situations for those trying to access their parked cars on such a narrow street. It seems that a lot of time and money was wasted when the previous routes which accessed the Penrose and Bon and surrounding business were and are the best option. There is also existing infrastructure on the old routes. Increase frequency if needed to help curb the inconveniences of the ridership but put the buses back. Thank you. David Subka Emily LeClair 1436 N Weber</p>						



## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Ekber, Nancy (28300)	Service Changes				2016-08-01	
<p><b>Comments:</b> Dear Transit Department, I am writing in response to the recent changes made in the Old North End neighborhood bus lines. We have lived in the North End for over 26 years, raised three sons, and value the beauty, safety and quiet of this historic neighborhood. Since the bus lines have switched back to pre-1991 routes, and are now running only on North Nevada, which is heavily traveled already, we feel it is dangerous and congested with excess vehicles. We simply do not understand why these changes were made, particularly without the input of the old North End neighborhood, and ask you to seriously reconsider going back to sharing the bus routes once again on Cascade and Wasatch, which has worked so well since 1991. Respectfully, Nancy Ekberg Dan Tynan Sent from my iPhone</p>						
S. Michael (28301)	Service Changes				2016-08-01	
<p><b>Comments:</b> I am writing this e-mail in support of Option 2 for routes 9 and 19. It is very much preferable to Option 1 which I cannot support. Option 1 routes buses on North Nevada through the Old North End Neighborhood which is a segment of roadway that is already unsafe. CSPD data show N. Nevada already has the largest proportion of injury traffic crashes and traffic fatalities of any of the roadways in the Old North End Neighborhood. Over half of the traffic-related injuries on streets in the neighborhood during the 2012 – 2015 period occurred on N. Nevada. During that same 4-year period there were 4 traffic and pedestrian related fatalities in the Old North End. All occurred on North Nevada. That is an average of one traffic fatality per year occurring on a segment of roadway that is only 1.37 miles long and through a residential neighborhood. Notably, those fatalities occurred mid-block...not at an intersection. In the last four years, the entire City has averaged 28.5 traffic related fatalities a year. But, the City has a total of almost 1,600 centerline miles. As a motorist and pedestrian, you have a 3.950% greater chance of dying on N. Nevada than in the City as a whole.  Over the last four years, 54 persons have been injured on streets in the Old North End Neighborhood. (according to CSPD data). 30 of those injuries occurred on N. Nevada. That's and average of 7.5 persons being injured or maimed on a 1.37 mile segment of residential roadway that has a posted speed limit of 35 mph. Something is wrong, and adding buses to Nevada is a recipe for more traffic injuries and fatalities. It makes no sense to have moved buses from less busy arterial streets (Cascade 6,615 average daily trips) and Wasatch (5,181 trips) to Nevada that has 17,564 daily trips...and increasing. Just between 2013 and 2016, average daily trips on Nevada went up 12%. Traffic actually went down by 36 % on Cascade during that same three-year period. Transit studies have shown that i</p>						
Laduke, Mike (28302)	Service Changes				2016-08-01	
<p><b>Comments:</b> Sir/Ma'am, I wanted to respectfully voice my disagreement with the proposed changes to the Mountain Metro service routes through the Old North End Neighborhood (ONEN). As an ONEN resident, I can't think of a worse street to re-route buses to than Weber St. With no tree-lined grass median, unlike other streets in the area including Wahsatch, Nevada, and Cascade, adding a bus route to Weber is sure to raise ambient noise levels and add to the significant traffic congestion problems surrounding Steele Elementary for several hours each day during school drop-off/pick-up times. Moving the bus routes from the already too busy Nevada, to Wahsatch and Cascade seems to be a much more neighborhood and commuter friendly option as Cascade offers the most direct route downtown and Wahsatch is the more direct route to the Bon shopping center. Thank you for your consideration of my viewpoint. -- v/r, Mike LaDuke ONEN Resident</p>						

**Complaints by Feedback Subtype**

Received From 2016-06-01 To 2016-08-01 For Service Changes

**Service Changes**

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
<p><b>Head, Joe (28303)</b>  <b>Comments:</b> I am in favor of the ONEN plan to return buses to Wahsatch and Cascade. Thank you.                      Sincerely,                      Joe.                      Joe Head                      Orchestra Librarian                      Colorado Springs Philharmonic                      719-575-9632 x.14                      Concerts   Volunteer   Support</p>	Service Changes				2016-08-01	
<p><b>Everett, Ralph (28304)</b>  <b>Comments:</b> I spoke at the public meeting on Thursday, 07-14-16, but am emailing, as well, to express my strong support for returning the buses to Wasatch and Cascade. The change in bus routes has seemed totally nonsensical, unless one factors in political alliances. MMT's ultimate wish to turn Nevada into a transit corridor on the order of the major arterials in town would be so destructive over time to the integrity of the Old North End Neighborhood that it is almost inconceivable to me that anyone interested in community and the character of Colorado Springs would ever consider it. I have attached a copy of the comments that I wrote for the City Planning Commission meeting on June 16; paragraph 4 summarizes my immediate concerns about the changes you made to the bus service through the Old North End Neighborhood. I fervently hope you will restore the previous bus routes.                      Yours truly,                      Ralph E. Everett</p>	Service Changes				2016-08-01	
<p><b>Daly, Patricia (28305)</b>  <b>Comments:</b> To whom it may concern,                      I am a resident of Nevada Ave and I am voicing my concern about the new bus routes on Nevada Ave. I am very concerned about the impact these buses will have on the safety of my street. Nevada Ave is already too congested and the additions of the buses have only increased the congestion. I have lived on Nevada Ave for the past 10 years and have witnessed numerous accidents on my street. We have personally had two car totaled while they were parked on the street. There have been many one car accidents at the intersection of Nevada and Del Norte. People have been driving too fast and have gone into the median. This intersection is also the official crossing area for Steele elementary; adding large buses to an area where children are frequently crossing the street seems to be asking for trouble. A few years ago there was a fatal accident, where a truck crushed a man between two cars, again speed and congestion were a factors.                      Nevada is a narrow residential road. Increasing the congestion on this road with large buses and frequent stops will surely escalate danger to this well used neighborhood street.                      Patricia Day                      1716 N Nevada Ave                      CO SPCGS 80907</p>	Service Changes				2016-08-01	

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Day, Todd (28306)	Service Changes				2016-08-01	
<p><b>Comments:</b> To whom it may concern.</p> <p>As a home owner on North Nevada Avenue I am diametrically opposed to plan to make Nevada Avenue a primary bus route between UCCS and the downtown bus station. My opposition is centered on three elements.</p> <p>First and foremost is safety. Nevada Avenue is already a dangerous street that includes school crossings. Instead of increasing traffic density we should be trying to reduce potential hazards to our children. Complicating an already dangerous street is the likely increase of vagrancy and crime that will accompany increased bus traffic. The city should be trying to make our neighborhood safer, not more dangerous.</p> <p>Second, this increase in bus traffic will reduce the value of the homes in this area. Increased traffic, decreased safety, increased crime and vagrancy will force a decline in property value and start to drive people out of the neighborhood. The second order of effect of this decline in property value will be a dramatic decrease in tax revenue. This in turn will perpetuate a spiral decline of a once great neighborhood.</p> <p>Third, there is very little commercial activity in the Old North End to justify endangering residents and driving down property value.</p> <p>Instead of imposing these undesirable elements on the community I implore you to route this bus traffic to the interstate. Buses would move more quickly and safely between commercial centers, the neighborhood would be safer, and residents' multi-year investments would remain viable.</p> <p>Todd Day 1716 N Nevada Ave Colorado Springs, CO 80907</p>						
McCormick, Jill (28307)	Service Changes				2016-08-01	
<p><b>Comments:</b> Hello Transit Planners,</p> <p>Please consider my support for the ONEN and SOS Nevada recommendation in your plans for the bus routes through the Old North End. I believe their arguments for safety of the community and service to the riders are sound, and they are consistent with my experience as a resident. My family welcomes and encourages the growth of public transportation through the Old North End, but we ask the MMT management and city planners to execute this growth in a responsible manner that minimizes risk, optimizes service to the existing businesses, and preserves the integrity of our community and city.</p> <p>Thanks for your consideration, Jill McCormick 1609 N. Nevada</p>						
Griffin, Melody (28308)	Service Changes				2016-08-01	
<p><b>Comments:</b> Dear MMT and City of Colorado Springs,</p> <p>I am writing in support of the ONEN plan to move buses back to Wahsatch and Cascade. I entreat all of you not to just dig in and see this entire experience as a battle between ONEN and MMT, but to look at the real learning opportunities that can come from this entire civic process. I think it is critical if you do really want citizen buy-in to rebuilding the transit system that you actually listen to the citizens affected by transit issues--both riders and neighbors. Here are some things I have learned and think are necessary for you to learn as we move forward. It is also why you need to restore the original routes.</p> <p>1) You need to do your due diligence:  You are hearing time and time again how dangerous Nevada is--and the statistics bear this out. Between the years of 2012-2015, Colorado Springs Police Department data demonstrates that the 1.4 mile stretch of North Nevada through the ONEN neighborhood has the more than half of the injury traffic crashes and all 4 of the traffic/pedestrian fatalities of any roadway through ONEN.</p> <p>As a motorist and pedestrian you have a 3,950% high chance of dying on North Nevada through ONEN than in the City as a whole (Nevada through ONEN 1.4 miles with 4 fatalities in 4 years vs. city 1.576 miles of road with an average of 28.5 fatalities each year).</p> <p>As you also know, we have already had a bus-related accident because Nevada is not a safe roadway for mass transit. There have been many near bus/vehicle misses, and numerous traffic violations by buses (speeding, stopping in lane of traffic, and driving in both lanes) because Nevada is not a safe street to accommodate the volume of cars and add the number of buses you have to a residential street.</p> <p>I am trying to assume the best and hope you did not know about the Master Plan before you began this change. The ONEN Master Plan which was passed into ordinance by the city in 1991 and was designed to assure the well</p>						

## Complaints by Feedback Subtype

Received From 2016-06-01 To 2016-08-01 For Service Changes

## Service Changes

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Holden, Carol (28309)	Service Changes				2016-08-01	
<p><b>Comments:</b> I know my many neighbors have been writing in about the numerous safety and neighborhood issues that support why the buses should return to Wahsatch and Cascade and I fully support the logic and data ONEN and SOS North Nevada have compiled and communicated in numerous forms--blogs, testimony and power point with the city and MMT to this point. I also want to address some further safety issues which have not been as fully detailed to this point.</p> <p>Within the first 2 weeks of the buses moving to Nevada, I was driving up to Walgreen's and witnessed a very scary scenario at Nevada and Jackson. A bus had begun to make its turn onto Jackson (which by the way it is unable to do and stay in its lane) when an ambulance approached full sirens blaring to enter the emergency room and was blocked by the bus. Chaos and confusion reigned as the bus, traffic and the ambulance clogged the intersection and cost the ambulance several minutes of precious time going into the emergency entrance. This episode demonstrated another example of how common sense and safety have not been considered in this route change.</p> <p>Another safety issue that has not been fully considered in MMT's proposed change is the fact that Shooks Run behind Safeway is not a very safe place and expecting users to cross it at night to get to a bus stop is an unnecessary danger when there are well-lit and public stops on Wahsatch that make the many riders I have spoken to feel more safe. Behind Safeway is where many aggressive panhandlers, flashers and vagrants have been known to hang out even during daylight hours. In the past month I was walking to church and was aggressively accosted at 8:30 a.m. on a Sunday and had to run into the Safeway parking lot to prevent being mugged--and I'm 70 (but fit). I would not want any frail, elderly or handicapped individual to contend with this area--and specifically after dark if they are alone. When I ran into Safeway and mentioned the incident I was told they are</p>						
Murcer, Jeff (28310)	Service Changes				2016-08-01	
<p><b>Comments:</b> I would like somebody representing Metro Transit to contact me about this supposed bus stop right out my front door at 301 S. 26th Street. I just want you to know I strongly object to this proposal. Has anyone given an ounce of thought to:</p> <ol style="list-style-type: none"> <li>1. The devaluation of my property</li> <li>2. Interruption of delivery service to my front door (FedEx, UPS, etc.)</li> <li>3. Opportunity for vagrants coming up from nearby Fountain creek to sleep, loiter, whatever right outside my front door</li> <li>4. Tight 2-way street that would have traffic interrupted</li> </ol> <p>I live, eat and sleep right here, come on people, give me a break. I'm trying to make my little part of the neighborhood look better and this would degrade this otherwise nice part of the hood. Put this stop downtown where it belongs.</p> <p>My name is Jeff Murcer, I live at 301 S. 26th Street (proposed bus stop location), my number is 520-471-6691.</p> <p>Regards  ***Email attached**</p>						

**Vitulli, Brian**

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**From:** Mogck, Amy  
**Sent:** Friday, July 29, 2016 10:56 AM  
**To:** Vitulli, Brian  
**Subject:** FW: Service Change Proposal

FYI

**From:** Transit Coalition [mailto:communitytransitcoalition@gmail.com]  
**Sent:** Thursday, July 21, 2016 5:02 PM  
**To:** Transitinfo  
**Subject:** Fwd: Service Change Proposal

Below are thoughts regarding 2016 Fall Service Changes from the Community Transit Coalition. A petition has been distributed with the following response to the ONEN Bus Plan and has gathered 235 signatures, 73% of whom are current bus riders. A list of names is attached - please respond if addresses/contact info is necessary for them to be counted as separate comments.

The Community Transit Coalition recommends option 1 for Proposed Fall Service Changes wholeheartedly, believing it to be a compromise between both riders and neighbors. Option 2 (diverting routes 9/19 off of Nevada Ave and onto Cascade/Wahsatch) has been proposed by the Old North End Neighborhood and other neighborhood groups to deter bus access off of Nevada and onto side streets for the following reasons (in italics):

1. *"Maintains a virtual 15-minute interval between the downtown and UCCS hubs to attract choice riders and reduce car traffic."*

CTC Response: While the hubs will maintain a 15-minute interval, riders in the Old North End Neighborhood are not served as well by this option as they will be the only users along the Nevada corridor without 15-minute access. As Transit has already minimized the amount of bus stops and bus stop amenities, maintaining a 15-minute corridor along Nevada and Weber serves neighbors and riders.

2. *"Improves bus patron access to the local amenities along Wahsatch Avenue while utilizing the existing ADA infrastructure."*

CTC Response: The Coalition wants to ensure better access to the Bon Shopping Center and feel that diverting by a block to Weber, in addition to infrastructure improvements to the connection to Bon, will meet the needs of riders and users of those amenities while still maintaining functional 15-minute service. Option 2 will get riders closer to Bon, but they will have to wait a half hour between service or walk 4

blocks with groceries to Cascade Ave. As pedestrian facilities along Weber are being improved over the summer, Weber serves the accessibility needs of riders better than other corridors.

3. *"Adds an optional direct (express) bus route down Cascade Avenue to improve system efficiency and encourage bus usage over the use of cars while using existing ADA infrastructure."*

CTC Response: Part of the reason that the route was diverted from Cascade was to improve system efficiency – any diversion from direct routes costs riders time and energy that is already limited. We don't see that Cascade has amenities or riders sufficient to justify the diversion from an arterial route.

4. *"Increases safety by reducing the occurrence of car and pedestrian accidents on busy and deadly Nevada Avenue."*

CTC Response: Transit service down Nevada can reduce current levels of congestion and, ultimately, accidents. If your problem is congestion, high-frequency transit connected to an efficient system is the long-term answer. Making a high-frequency corridor less attractive for choice riders hurts not only ONEN and your traffic issues but the system as a whole.

Traffic Engineering is willing to add left turn lanes to the Uintah/Weber, Uintah/Wahsatch as well as at one location along Fillmore, which will divert some through-traffic off of Nevada. In addition, they will be lowering speed limits to 30 through the Old North End. These are more impactful options for reducing congestion and calming traffic other than diverting 100 buses off of a street that sees more than 17,000 vehicles daily.

5. *"Respects the ONEN Master Plan and City ordinance (law) by encouraging the distribution of non-local traffic while encouraging alternatives to automobile traffic within and through the neighborhood."*

CTC Response: Over time, higher frequency of public transportation can offset some of the current levels of congestion along Nevada; splitting the 19 down Weber distributes the traffic load to the most and least-used corridors (Nevada Ave. and Weber). While equitable distribution was a recommendation, the way it was to be distributed is less clear; if buses down Nevada ultimately reduce levels of congestion and traffic, we feel the ordinance is being honored.

6. *"Moves future high-capacity transit to the I-25 corridor and away from our historic districts."*

CTC Response: We in no way support using I-25 as a transit corridor; a corridor requires that neighborhood buses be able to connect with the corridor easily, which is

not the case when using a highway with limited access/entry points and no pedestrian capacity. We could support an express route along I-25, but not a corridor. We would support the addition of trolleys to the neighborhood at a future date, though this must be integrated into the overall public transportation system.

As Nevada is an arterial street, the Transit Coalition does not support the idea that the route should be entirely changed to avoid a 1-mile stretch of neighborhood that sits directly between two major destination points (Downtown and UV/UCCS).

### The Community Transit Coalition, July 2016

Organizing Committee on Transit  
Accessible Communities Today  
National Federation of the Blind  
Colorado Common Cause  
Homes for All Veterans  
Visually Impaired and Blind Skiers  
Cheyenne Village  
Green Cities Coalition  
Sierra Club  
Women's Resource Agency  
Citizens Project  
Colorado Public Interest Research Group  
The Independence Center  
Inside/Out Youth Services  
Livewell Colorado Springs  
9to5 Colorado

Virginia	Aaron
Kimberly	Addison
Ute	Aiken
Sharon	Albertson
	Amberrey
Janel	Amelltn
John	Anderson
Carla	Archuleta
Aspen	Baer
Angela	Banfield
Sonya	Barnstable
Susan	Bearden
MaryJane	Belgarde
Veronica	Blessing
Sheryle	Boggard
Dave	Bryan
janet	Burnett

Attachment 4

Carryn	Caddell
Mary	Cannan
Rosemarie	Clouse
Dana	Cook
Joshua	Cortriatt
Rachel	Crees
Jay	Dankoff
Jessica	Darnell
Michelle	Davies
Jay	Davison
Ursula	DeBeaux
Joe	Duvall JR.
Michael	Eck
Lisa	Edele
Kassee	Eney
Danette	Erickson
Orlando	Fernando
Suzi	Fiahive
Brenda	Foster
Julia	Garcia
Sara	Garrison
Dwight	Goff
Julie	Goldstein
Christopher	Gooch
Cinde	Gordon
Tianna	Greathouse
Renaë	Hammer
Santos	Henry
Erica	Hernandez
Michaela	Hoffman
Tiffanie	Huckels
Bobbie	Hunt
Bev	Infante
Emma	Jackson
Natasha	Jamison
Matt	Johnson
Claudette	Johnson
Margaret	Kalber



Attachment 4

Laura	Kalber
Lesli	Karpenko
Krista	Kennard
Scott	Kennard
McDonald	Kennard
Howard	Kent
Bradley	King
Jane	Kostman
David	Kostman
Anthony	Kruse
Stacy	Land
Cynthia	Lee
Luz	Leon
Nancy	Lodge
Joe	Lynch
Gloria	Marshall
Paul	Martinez
Amber	Martinez
William	Mathis
Diane	McCoon
Sara	McLuckie
Will	McMillan
Russell	Mead
Odayne	Miatt
Cheri	Mills
Melissa	Mollenkamp
Chelsy	Murphy
Carissa	Oakley
Debbie	O'Loughlin
Lisa	Olson
Keziah	P.
Jessica	Parsons
Donna	Patton
Walter	Perez
Ida	Peterson
Nancy	Pindcheck(?)
Robin	Powell
Rachael	Ramirez

Attachment 4

Rebecca	Ray
Gloria	Rivera
Santina	Rivera
Pamela	Robbins
Brianna	Robbins
Shamara	Roberts
Shaun	Romaro
Bonnie	Rose
Roderick	Russell
Mariann	Savage
Arlene	Schmitt
Tiffanie	Sepulveda (?)
Regina	Shambaugh
Dana	Shaw
Derek	Shellig
Addie	Shirley
David	Shultz
Lisa	Smith
Diana	South
Cristina	Steele
Jaqueline	Stirling
Charles	Stockstill
Rene	Stolfus
Shawna	Stone
George	Stone
Scott	Sulzer
Jessica	Todd
Alex	Toledo
Brenda	Toves
Melissa	Trapp
Marilyn	Travis
Dean	Walker
Carole	Walker
Vicki	Wallaces
Cindy	Weeks
Deall	Will
Alisha	William
Darcel	Wilson

Douglas	Wilson
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Sandra	Apodaca
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Kathleen Clart	
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Sheik	Gandelfinger
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Joseph Merkey	
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Jenny	Merkling
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Lauren	Kipp
--------	------

Lauralee	Kipp
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Tiffany	Locke
---------	-------

Cynthia	Frescha
---------	---------

Nicole	Sanchez
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Crystal	Ewing
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Laurie	Wallaces
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Gabrielle	Garcia
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Marcia	Wick
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Aubrey	Day
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Debbie	Walker
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Silas	Musick
-------	--------

Gary	Fornander
------	-----------

Keesha	Jackson
--------	---------

Edgar	Morales
-------	---------

Nina	Kamekona
------	----------

Nolan	Richards
-------	----------

Loretta	Gull
---------	------

Laurie	Wallaces
--------	----------

Peggy	Janeek
-------	--------

Julia	Mueller
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Alan	Van Diesel
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Patrick	Screen
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Dawn	Wolt
------	------

Heather	Cobbs
---------	-------

Rosemarie	Hollis
-----------	--------

Amber	Pace
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Douglas	Pierce
---------	--------

Christine	Harper
-----------	--------

Lisa	Coleman
------	---------

David	Johnson
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Attachment 4

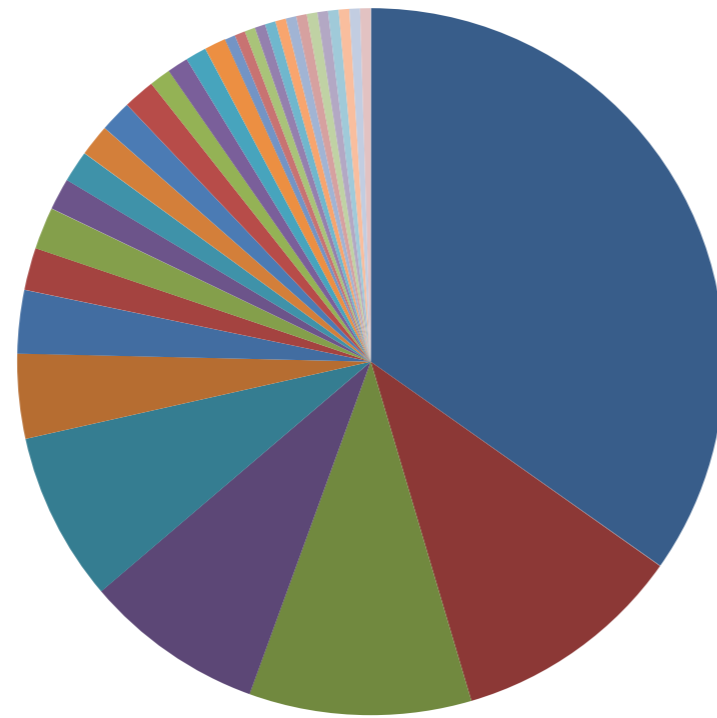
Lisa	Quintana
Raymond	Trenz
Angela	Baker
Wendy	Amey
David	Johnson
Annie	Harper
Erica	Puller
Kenneth	Hill
George	Yates
Lorraine	James
Julianne	Pack
Brenda	Garcia
Mary	Ryan
Mariann	Clark
Susan	Morland
Benjamin	Richey
Jason	Cochran
Connie	Cayhor
David	Romero
Randall	Josh
Gary	Dozier
Susan	Monique
Joanne	Harlow
Kirsten	O'Neill
Georgia	Earnest
Bill	Malone
Brittany	Bryant
Gary	Dozier
Vinease	Swife
Nina	Espinosa
Jessica	Ahumada
Kathy	Hernds
Adam	Bradley
Beth	Fritz
Leslie	Miller
Erica	Knight
Beth	Bush
Chris	Reinhert

Attachment 4

Debra	Stilen
Ralph	Hemenway
Larry	Ford
Robin	Hanse
Jon	Hanse
Richard	George
Virgil	Milks
Dianna	Harris
Joseph	Vishaw
Constance	Foster
Mark	Rantal
Stephanie	Finley
Claire	Andersen
Kathleen	Steed
Jennifer	Fraze
Ashley	Billington
Chris	Andersen
Matthew	Ruggles
Gail	Melton
Francies	Dorrance
Carrie	Baatz
Patricia	Yeager
Dixie	Herring

<u>Street</u>	<u># of Petitions</u>
Nevada	72
Tejon	22
Weber	21
Unknown	17
Wood	16
Washington	8
Cascade	6
E Fontanero	4
E San Miguel	4
Alamo	3
Corona	3
Culebra Pl.	3
E Del Norte	3
Wahsatch	3
Caramillo	2
E Columbia	2
Lyda Ln	2
Madison	2
Carlson	1
Colorado College	1
El Paso	1
Foote	1
Kenwood Cir	1
Prestige Point	1
Prospect	1
Springnite Dr.	1
Sunflower Rd	1
Vicksburg Terr	1
W Espanola	1
W Fontanero	1
W Jefferson	1
W Monroe	1

**Petitions in Support of ONEN Bus Plan  
as of 07/21/16**



- Nevada
- Tejon
- Weber
- Unknown
- Wood
- Washington
- Cascade
- E Fontanero
- E San Miguel
- Alamo
- Corona
- Culebra Pl.
- E Del Norte
- Wahsatch
- Caramillo
- E Columbia
- Lyda Ln
- Madison
- Carlson
- Colorado College
- El Paso
- Foote
- Kenwood Cir
- Prestige Point
- Prospect
- Springnite Dr.
- Sunflower Rd
- Vicksburg Terr
- W Espanola
- W Fontanero
- W Jefferson
- W Monroe

## Petition Comments

Copied and pasted directly from petitions.

Number	Direction	Street	Type	Comment
		Caramillo		I appreciate all the onerous work by the committe. Thank you!
2015	north	cascade	ave	concerned about increased traffic up and down cascade ave.... !!
16	E	Columbia	St	I hope the city listens to the people!
1551		Culebra	Ave.	Thank you for the hard work of grinding through all the alternatives in order to come up with a bus service that serves the community.
1614		culebra	place	For the first time in years, residents on Nevada are investing large sums into their homes. This investment will come to a halt with the addition of mass transit and quickly become rental row. An eye sore that will. In short time affect the property values , asthetics and historical nature of our beautiful neighborhood.
1816	N	El Paso		The Option 2 is reflective of what originally seemed to flow better to begin with. I agree with Option 2.
526	E	Fontanero	St	Safety streets are also needed, thank you!
420	E	Madison	St	Yes Please!! The Wahsatch Ave route needs to be added back and the sheltered stop is already there and waiting. Many people really miss this stop!
		Madison		The buses to the Bonn Shopping Center is crucial for elderly folks, non drivers, and folks with handicaps.
809	N	Nevada	Ave	Please please no more traffic on Nevada Ave
1212	N	Nevada	Ave	Fully support!
1332	N.	Nevada	Ave	Have already witnessed the increased congestion, near accidents involving city buses and low numbers of riders using our bus stop .
1431	N.	Nevada	Avenue	This plan is a common sense way to best serve the neighbors who depend on public transportation.
1529	N.	Nevada	Ave.	Option 2
1529	N.	NEVADA		OPTION 2 IS BEST WAY TO GO.

## Attachment 4

1600	North	Nevada	Avenue	I whole-heartedly support the ONEN plan.
1627	N.	Nevada		What about the safety of the children who use Nevada to go to and from school? These are alot younger than the CC student.
1627	N	Nevada		What about the heavy pedestrian area, on Nevada, around Colorado collage. Especially with the added housing to the east.
1815	N	Nevada	Avenue	CC students and children at CC's daycare all must cross Nevada to get to school, and park, Nevada should not be made more dangerous with addition of buses on an already busy street.
1815	N	Nevada	Ave	this is also the safest alternative for CC students. no one at the city will admit that Nevada Ave through CC is much more dangerous than Cascade Ave thru Cc
1915	N.	Nevada	Ave	Stop the political rhetoric! Serve your local residents not your own personal agenda! What ever happen to PUBLIC SERVANTS
1915	N.	Nevada	Ave	I AM COMPLETELY AGAINST ANY PETITION THAT IMPOSES A MAIN TRAFFIC CORRIDOR IN OUR RESIDENTIAL AND HISTORICAL NEIGHBORHOOD. I WILL NOT STAND FOR OUR CITY OFFICIALS TO JAM THEIR LIES AND AGENDAS DOWN OUR THROAT. I WILL NOT TAKE THIS SITTING DOWN AND PLAN TO PROTEST IN EVERY WAY POSSIBLE. (all caps used to demonstrate my tone...)
2020	N	Nevada	Ave	Please make buses accessible to BON Shopping Center.
2105	North	Nevada	Avenue	The city's comments suggest that UCCS has a preference for where the buses go. I am a member of the UCCS community; we want continuing bus service for our students, but we don't have any interest in what street the buses are on; it can be Cascade and Wahsatch if that works for the ONEN members.
85		Sunflower	Rd #102	I am a disabled person who uses a bus to commute to Woodmen and Academy regularly and Penrose Hospital.



Attachment 4

1415	N	Tejon	St	Please support the ONEN Bus Plan to respect the ONEN Master Plan and the interests of bus patrons who rely on this important service.
1530	n.	tejon	st	will do anything 719-209-6564
1819	N	Tejon		Kids west of Nevada must cross to get to Steele Elementary. Already a dangerous endeavor.
1903	N.	Tejon	St.	This bus-routes movement onto Nevada effort over the last year has been at odds with and uncoordinated with the effort by ONEN and CC to CALM traffic thru Cascade and Old North End areas.
		Tejon		If we are protecting college adults, why are we not protecting children at Steele?
1346	N.	Wahsatch	Ave.	This is a good common sense and appropriate solution. Thank you.
1228	N.	Weber	St.	Putting buses back on Wahsatch and Cascade takes advantage of existing ADA infrastructure and bus stops. The neighbors on those streets bought their homes with the knowledge that they were on bus routes and they are used to having buses on their streets. Do not put buses on Weber St. There is no tree lined median to buffer the noise. The Steele School drop off is already chaotic enough w/o buses.
1228	N	WEBER	ST	It is unsafe to have buses on our busiest street (Nevada) and/or driving through an already chaotic drop off and pick-up area in front of Steele Elementary School (Weber). Put the buses where there are amenities people need to access(Wahsatch & Cascade)
1436	N	Weber	Street	There was no need to change existing route. We feel a bus on Weber would be dangerous for the Steele school traffic. Much more so then running it through the CC campus.
1532	N	Weber	Street	We have been waiting 23 yrs for a ramp access on our very busy corner which is half a block from Steele Ele. Why would I believe the city understands the needs of our community?!?!?

Attachment 4

		Weber		Buses on Weber would be a disaster. We have no center median to buffer the noise and the area around Steele has children playing year round.
1700		Wood	Ave.	I believe this plan is MUCH fairer than the plan the city's wish to use only Nevada. This position is very unfair to Nevada St. residents, who endure speeding cars, trucks, ambulances and firetrucks at all hours of the day. The ONEN plan spreads the traffic out over four streets and still would allow express buses and enables people to use their nice Bon Shopping Center.
1816		Wood	Avenue	Yes!
2013		Wood	Ave	Nevada should not bear the load for all buses going north south! It should be for local bus riders in the general vicinity. High capacity service btw UCCS and downtown should be on 1-25. That is why we have a freeway!
		Wood	Ave	I appreciate your hard work



# Public Meeting Proposed Service Changes Fall 2016



July 12, 2016 9:00 AM Indep. CTR.  
Date and Time

Name	Address	<input checked="" type="checkbox"/> I would like to comment
Brian Safigan	1415 N. Tejon St	<input checked="" type="checkbox"/> okay
MARY GRIFFITH	438 N. HANCOCK AVE 80903	<input checked="" type="checkbox"/> ok
DEBBIE GODWIN	MURRAY BLVD	<input checked="" type="checkbox"/> ok
Julie & Steve Warren	2430 N. Nevada Ave	<input checked="" type="checkbox"/> N/A
Charles Martin	1601 N. Nevada Ave	
Bette Kelso	3280 S. Academy BLVD Lot 112	<input checked="" type="checkbox"/> ok
Karen Thraillkill	1901 N NEVADA AVE	<input checked="" type="checkbox"/> ok
Zula Quatella	1832 N. Nevada Avenue	
LARRY SEHARTER	PO BOX 265 cr 60 80901	
Joe Vaccaro	3717 Manchester St. 80907	
Kylean Dushy	3308 Bigon St. 80904	<input checked="" type="checkbox"/> ok
Melody Griffin	1828 N Nevada 80907	<input checked="" type="checkbox"/> ok
Carnie McKenzie	4421 N. Carey Ave 80917	
Nina Kopelron	2025 Stanley Ave/Ave	
Yolanda		<input checked="" type="checkbox"/> ok



# Public Meeting Proposed Service Changes Fall 2016

July 12, 2016 9:00 AM Indep. Ctr.  
Date and Time



I would like to comment

Name	Address	<input checked="" type="checkbox"/> I would like to comment
STUART WAST	INDEPENDENCE	
Siri Everett	1600 N. Nevada Avenue	✓ OK
Teelin Lucero	1101 El Paso	
Courtney Store	729 S. Tejon St.	✓ OK
Andy Powell	The IC - JADA Coordinator	
ROXIE HAYES	212 E. FONTANERO ST.	
Samantha Klingenberg	1612 N. Weber St.	✓ OK
Leya Hartman	8830 Edgefield Dr.	
Michela J. Amore	Independence Center	✓ OK
Marcia Wick	1149 Tulp Pl 80907	✓ OK
Ian Gore	INDEPENDENCE CENTER	
Karen Carryn	175 N. Murray Blvd #705, 80916	✓ OK
Vickery		



# Public Meeting Proposed Service Changes Fall 2016

July 12, 2016 5:00 PM Library 21C

Date and Time

I would like to comment

Name	Address	<input checked="" type="checkbox"/> I would like to comment
Laura Sæft	1807 W. Nevada	<input checked="" type="checkbox"/>
Charles Martin	1601 N Nevada	
STEVE CARLSON	633 W Brookside SE #E	
<del>FALHINO CHOL</del>	<del>895 WEST FORELAND</del>	
Frank Capere	2103 N Nevada Ave	<input checked="" type="checkbox"/>
Valene Harrison + PCA		<input checked="" type="checkbox"/>
BRIAN HUTH	8340 SUTTERFIELD DR	<input checked="" type="checkbox"/>
Sandy Witham	1761 N. Nevada	<input checked="" type="checkbox"/>
Kathy Anderson	1516 N Nevada	<input checked="" type="checkbox"/>
MICEL ANDERSON	1516 N Nevada Ave.	<input checked="" type="checkbox"/>
Brian Fuller	1731 N Nevada Ave	<input checked="" type="checkbox"/>
Michael Harris	1504 N. Nevada Ave.	<input checked="" type="checkbox"/>
Ashley O'Donnell	1328 N Tejon	<input checked="" type="checkbox"/>





# Public Meeting

## Proposed Service Changes Fall 2016

July 14, 5-6PM, City Hall  
Date and Time



I would like to comment

Name	Address	
JANICE MOGLEN	PO Box 203 Marton Sp 80829	✓
Ted Rayburn	1719 N. Nevada Ave. 80907	✓ 0
Beth Kuba	3280 S. Academy Street 80916	✓ 0
Joyce Doyle	643 E. Monument #380903	
Cecilia Greenhalgh	P.O. Box 6716 - Colo Springs, 80934	
Marlene Reed	1810 S. Colorado Ave. #107 80905	
STEVE CARLSON	PO Box 38397 80937	✓
DAVE DOMAN	1708 N. NEVADA 80907	
RON ANDERSON		
Pat Doyle	1815 Woodland Ave 80907	
Sheryl Morsella	2105 N Nevada 80907	✓ (UCCS)
Virginia Carlson	1708 N. Nevada 80907	
Deborah Crawford	P.O. Box 1912, 80901	✓
Tim Reilly	2116 N. NEVADA Ave 80907	✓



# Public Meeting Proposed Service Changes Fall 2016

July 14, 2016 5:00-6:00 PM, City Hall

Date and Time

I would like to comment

Name	Address	
EMERSON <del>CHERRY-WALKER</del>	1212 N Nevada	80903 ✓
Michael Wright	1212 N Nevada	80903 ✓
Brian Safiyan	1415 N. Tejon	✓
Julie Lafitte	115 E. Del Norte	80907 ✓
Kathy Anderson	1516 N. Nevada	80907 ✓
Mike Anderson	1516 N. Nevada	80907 ✓
Cala Doolittle	1832 W. Sunnyside Avenue	80907 ✓
Melody Griffin	1828 N Nevada	80907 ✓
Aubrey Day	1827 N. El Paso	80907 ✓
RA <del>Greene</del> <del>Boelb</del>	2220 E. W. Ashford	80907 ✓
Sandy Matthews	1701 N. Nevada	80907 <del>✓</del> Did not speak
Anne Hetch	1621 N. Nevada Ave	80907 ✓
Bob Sullivan	1228 N. Weber St	80903 ✓
Sharon King	516 E. Kiowa #503	80903 ✓
<del>Bob Everett</del>		



# Public Meeting Proposed Service Changes Fall 2016



July 14, 2016 5:00-6:00 PM, City Hall

Date and Time

I would like to comment

Name	Address	
Ralph Everett	1600 N Nevada Ave CSC 80907	X
CHARLES DOOLITTLE	1832 N. NEVADA AVE CSC 80907	



Yellow highlight indicates comment not related to service change.

## Public Meeting July 12, 2016 – Independence Center

### Public Comments

- I would like to go over the merits of ONEN plan and point out that ONEN is going to be the model for the i-village concept for elderly. We want transit in our neighborhood we are trying to improve transit. 3 objectives – serve the neighborhood; reduce traffic in our neighborhood, and safety. We met and created this plan; we selected Wahsatch we did a poll and it received 53% of the vote Weber received 8%. We looked at infrastructure, Wahsatch has it already. We really feel that Wahsatch is the best option and Cascade should also be included even with the 4 block distance it has much less traffic and the infrastructure to support transit is in place.
- I agree with Wahsatch and Cascade. I don't like the changes. All of the changes on May 1 have affected my life. I cannot access the senior center. Before changes I could get to the senior center. I am concerned about the change for number 5 because people get off at Palmer High School the snow and ice will be dangerous. These are the two major concerns. I would like to be able to get to the Bonn Shopping Center.
- My concerns are how will these changes affect the paratransit? People with disabilities, will they be beneficial to us as well as other riders. How much more mobility will we get?
- One comment, I have a daughter who uses metro now her host home has to take her to church. No service for her because she lives ¾ of a mile off of Academy. Will there be sidewalks along with the new proposed service changes?
- I live on Nevada. There is a bus stop in my front yard. I'm not against bus service; but my 10-year old granddaughter cannot cross Nevada without a crossing guard due to the danger. I spoke to the managers at Safeway and they said the bus service changes have negatively affected them. I think the buses should run on Cascade and Wahsatch because they can provide more coverage. I've asked riders where they were headed and they mentioned that they would like the service moved back to Cascade and Wahsatch.
- Transit coalition member. Who is here from ONEN? I hope you will stay involved. I hope you will help us make positive transit changes. I think Wahsatch is a better choice. Are there any statistics regarding safety on Nevada? You are bordered by two dense neighborhoods with low and moderate income people. We don't want those people unnecessarily dinged because they can't get around. Losing the 15 min. service is very disappointing.
- I live on Nevada. I think there has been some miscommunication about being anti-transit. We are interested in what the community needs. Nevada Ave is dangerous more than 50% of accidents in that neighborhood happen on Nevada; 4,000 times more dangerous. We've had a bus accident on Nevada in less than 3 months of service. The ADA infrastructure is already on Cascade. We've talked to riders and the majority wants buses on Wahsatch. They don't feel that the 15 min. service impacts them. They feel safer in front of Bonn Shopping Center and behind Safeway there have been issues it is not as safe. This is not a knee jerk reaction.

- Nevada has always been busy and that is why we need the frequency there. Years ago when I returned from California the buses were only running Mon – Fri. so I got involved, it is so exciting to get the 15 min. service. I am blind and these changes in the proposal take away the 15 min. service. What benefits us riders benefits you in the community also. I would like to see us work together to keep the 15 min. service and move forward instead of backward.
- I live on Nevada and I want to put a face on Nevada for you. This has been fascinating and what a democratic community we are; we have so much diversity. Not only do I live on an avenue that is open and confirming so is my church. The new ADA signs show independence: I brought those signs here. Our church became accessible; it was not before and it kept people away. I want everyone to be part of our community wholeness is not possible without everyone.
- I am on a number of committees that work to support and to keep ONEN's historical integrity and I work with hospitals. Once ONEN is involved they stay involved. ONEN is an historic gem and that is important too. We need to create a group that will be able to address transit issues moving forward. We need to create a system that is good for everyone. I've been very frustrated because I don't feel heard, riders don't feel heard, and neighbors don't feel heard. Let's create that. I know the issues with regard to Steele Elementary; safety issues we need to keep the children safe. Let's move forward and get better buy-in.
- I have been taking the buses for about one year. I don't drive. I think 12 will not connect with any routes if you take it off Nevada. I take the 12 to the Walmart where I work.
- I've lived here since 59 rode the bus back then and it hasn't improved much. I drove for a long time and I think motorists are just taking the shortest most direct route that's why they take Nevada. It is a major arterial. I think we will be able to come up with a solution. The 15 minute service is important. There is no community support for transit. 15 min. service is part of a longer range plan if we can keep the functionality of the 15 min. service I'm not opposed to Wahsatch. Perhaps in the future we can have a downtown circulator, electric buses, etc. Let's build that 21<sup>st</sup> century transit service that we need.
- Part of my job is representing needs of a number of different communities. The Transit Coalition role is to represent the riders and their collective will. We are proposing Option 1. We will be doing surveys we also acknowledge that people are affected with every transit change. People who have few resources have a hard time. But we have never had 15 min. service until last year. 30 min. service does not serve this community well enough. ONEN should hold City Traffic Engineering to improving other things (e.g. left turn lanes) to help improve the congestion problems on Nevada. 15 min service will ultimately reduce traffic congestion that's what transit does. Thank you for being open minded.
- Karen – I arrived late was this meeting just about the north part of Colorado springs I live on the east part and my main issue is with Route 7. The 22 only runs every hour and that is poor service. The 7 used to be very convenient for me. 22 does not run on Sunday. I would like MMT to change Route 7 back to the way it was.

## Attachment 6

- I am an ONEN person. We have had our eyes opened to public transportation. I think what we haven't looked at enough is even though we know Nevada is very busy, and scary we have children who cross Nevada. We have to protect them. I don't know that a handicapped person has enough time to cross. Some bus stops are not at crosswalks; Weber is a nightmare there is nowhere to cross. It will take a lot to make Nevada compliant the curbs are 14 – 18 inches. When we look at this it has to be safe for the people who are using it. Putting buses on a very busy street is that what is really good for the community?
- I would like to see it go back to Wahsatch and Cascade.

### Public Meeting July 12, 2016 – 21C Pikes Peak Library

#### Public Comments

- I don't want to not respect what MMT is trying to do. People need to be served. There is a lot of stuff going on in ONEN that overlap; our concern is our historic neighborhood. It is unique and a link to our city's history. I find it very concerning what goes on Nevada. Wood and Tejon have been lucky with less traffic. Huge portion of the city uses Nevada it is a straight shot and it's cool. It's too much use it is unsafe. Everyone speeds. Minimal signage not a lot that motivates people to slow down. The homes in the neighborhood should be protected. ONEN is special and deserves to be protected. Putting 9 and 19 on Nevada was putting gas on a fire. Maybe only 4 people on each bus. My vote is no buses on Nevada and the city needs to come up with a plan to protect our neighborhood.
- I support option 2 I do not believe buses should be on Nevada. I was upset and I felt that this change was pushed through. I found out about a meeting the day the meeting was held. I have sent comments in objecting to them and I haven't received an answer. Years ago Nevada was a truck route the city changed that because the road was narrow, schools, hospital and dense neighborhood it's not safe. We still have all of those things so the buses should not be there. Buses take up too much room cars are afraid to go around a stopped bus. You don't see these issues on Cascade and Cascade has much less traffic. Transit and city traffic should be talking and you are not. Low ridership on the buses, how has the ridership changed since you made this move? UCCS is neutral they don't care. I don't understand why you did this. Going by Steele elementary school makes some sense to me. Wahsatch and Cascade worked before and shouldn't be changed.
- Bus routes 10 and 11 I use metro mobility and it doesn't come to my place. Please add Sunday service on route 10.
- I live close by, I'm a choice rider, I work downtown and this is one of the most classic NIMBY examples I've seen in a long time. I've been involved in a lot of public meetings. People on buses are taking cars off the street. You chose to buy a house on Nevada and then you complain about the traffic - it's selfish. I would keep all the buses on Nevada.
- Why is this meeting held 40 minutes away from my house? I heard today that the president of ONEN didn't want it to go by his house on Wahsatch (Bill Rogers). Why were the buses taken off

Wahsatch when all of those businesses are there? Buses on Nevada are unsafe, width is not correct. Buses should not be on Nevada. Too much traffic, cars swerving to miss buses over 11,000 cars a day. Cascade and Wahsatch are wider. A woman who works in Planning lives on Cascade did she have something to do with this?

- I live in ONEN and I support option 2. We are offended about you making assumptions about us. We have talked to the riders and they don't care about the 15 min. service because they have to transfer. They are upset because their buses don't go to Bonn anymore. We heard from the employees at Safeway that people have to take a cab now or they take the shopping carts over to Nevada. It makes sense to put the buses back on cascade and back on Wahsatch
- I've lived on north Nevada for 29 years. We recognized that there was traffic on Nevada. We didn't know we would have a bus going by every 7 1/2 minutes beginning at 6a.m. Buses have been on Cascade and Wahsatch for 40 years. I prefer option 2. Nevada is already unsafe; it has the largest portion of accidents than any street in the neighborhood. We had 4 fatalities during a 4 year period. 4,000% greater chance of dying on Nevada a 1.3 mile segment of residential roadway. This all before adding buses which will increase this even more. Traffic studies have shown that congestion plus buses increases the tendency of buses to speed. Buses are 10 1/2 ft. wide and hog the lane due to the width of the roadway. We have 17500 trips on Nevada, Cascade is much lower. Option 2 preserves 15 min. service downtown and at UCCS. Average ridership in ONEN is about 37 rides per day. Option 2 improves options for riders. ONEN master plan adopted and putting routes on Nevada is a violation.
- The president of ONEN board resigned and I am the acting ONEN president. The board voted 11 to 1 for option 2. We do want bus service in our neighborhood we are asking for the buses to move off our busy street. I can't get information on how bus routes are created. Bus riders make less than \$20k per year and do not have a car. How does MMT do market research to determine where people need to go? There is overlap between community centers and buses. Brian Kates told me that it is a 5 hour ride for people to get to human resource center. That makes me sad. No one has been able to document why the 15 min. service should go on Nevada. I care about everyone who lives in this city and I want them to have good transit. I would like to be part of the solution. I want to understand ridership. Your data is misleading 26% increase on Rt. 5 is only 12 people. People have died in my intersection. When you put buses on Nevada you are dividing a neighborhood. There is no respect for our historic designation. We are not opposed to buses just not all buses on Nevada. It's different living on a bus route vs living near a bus route. I can offer you my support and I would like to.
- I support option 2 it's misleading to say "9 and 19 Change" it's not a change because it should be back where it was originally. It's all about the safety. We need buses and we need mass transit but it has to be safe. The roadway is too narrow. Adding buses makes it even more unsafe.
- There is already infrastructure on Cascade and Wahsatch. My understanding is that MMT has to abide by section 106. Personally we got hit on Nevada we have a big enough car that there were no injuries it happens a lot on Nevada.

## Public Meeting July 14, 2016 – City Council Chambers

### Public Comments

- I tried the changes that were implemented on May 1. I went near Penrose Hospital and on my way home I couldn't find the bus stop due to construction on Jackson. I didn't see a sign. I had to walk to Fontanero. I don't own a smart phone but printed schedules at stops.
- Thank you for Saturday schedule for Rt. 4 and now we get Sunday service I appreciate those changes. I want to support option 2 for shopping at Ace Hardware and Safeway I could just walk to Walmart but I like to go to Trader Joes and I appreciate the quicker routes to those areas that provide shopping for us.
- Professor at UCCS, I'm speaking in terms of being a resident of Nevada Ave. but also as a professor at UCCS. I have heard this story again, again, and again. It seems to be the same story it doesn't go anywhere in terms of negotiation. There are 4 big streets in our downtown area. I say there is Nevada Ave. which is profoundly overburdened, shouldn't be overburdened anymore that is my opinion. Cascade is not overburdened. Then we have Weber and my grandchildren and children went to Steele Elementary, children out there not a good idea. Then Wahsatch with commercial property maybe go for that, thus the ONEN plan. If the people of the Old North End, who will be affected most, think this is a good plan then maybe start with that and figure other ways to solve problems for example if ridership is a problem where is the hot marketing. I'm sure many of you have lived in other towns where there is very successful mass transit like Washington D.C. What do they do? They market it, they improve it, not necessarily put routes through a residential area. So that would be my primary piece of advice. I would like to speak as a professor at UCCS and a friend of leaders at UCCS. We have seen some suggestion that maybe this is to help UCCS and the leadership of UCCS feel strongly that they don't have a dog in this race. They don't care what streets it can be any streets. How wonderful that our few students who use the buses can, great idea. But it isn't necessary, nor does UCCS want to be represented as favoring one plan or the other. Whatever is good for the residents of the Old North End is pretty much what UCCS supports because we are friends. We live in the Old North End and we are friends with everyone in the Old North End so please be very clear that UCCS favors whatever the residents of the Old North End favor.
- I live in the area that is affected and I do a lot of my work in that area. I'm on the CC campus a lot. I would like to see Rt. 19 option 2 be adopted and move both routes (9, 19) onto Wahsatch. It would get people to Nevada and Cache with easy open access on to CC campus. Lines also go east and west from that area and it restores access to Bonn shopping center; we don't want to see these businesses lost because there isn't adequate access. You can also come to Jackson going back on to cascade point for the Penrose/St. Francis access point. Access to Corpus Christy church. It takes the bus traffic away from a couple of issues. For instance, A bus collided with a hearse that was there for a funeral. Cc campus heavy pedestrian traffic in cross walks. Pedestrians are waiting to cross the walk lights are flashing motorists on the outside lane see the pedestrians the cars on the inside lane don't stop. The proposal to narrow this area is a good idea.

- I live on Nevada I support option 2. Ridership inside ONEN is limited. The real advantage to the 15 min service is really at the downtown center and north of ONEN. By taking option 2 you take the traffic off Nevada. The spread between 9 and 19 expands your service area. 4 blocks between routes can act as a fetch area. Informal survey of riders is pretty small, less than 10 people between Cache and Jackson. Changes would limit ridership impact.
- I am also a resident in ONEN and a veteran. I have worked with many amputees. My concern is on Nevada there are very few intersections that are ADA compliant. Happy to hear that the City is addressing that and the other proposals support the ADA community as well.
- ONEN transit committee chair, we want to address this issue and support transit. Committee is represented by all 4 streets. We want to serve the community. We put out a poll on nextdoor.com you can be precise where the poll goes. 27% for option 1, 72% for option 2. We want to keep the efficiency of the bus system that's why we came up with Cascade. Distance is same fewer lights less congestion. Then Wahsatch because people said that is where they need to go, we talked to riders and they would love to see it go back the way it was. Then we did another poll option 2 is leading with 85% support. I have a petition is in support of option 2 we have 193 signees and 49% don't live on any of the 4 affected streets. I feel that this is well supported.
- My home was owned by notable figures in history 114 years ago they owned Perkins Shearer. They paid \$4,000 to have my house built. I cared enough to spend hundreds of hours researching my house, it is on the national registry of historic home as are many of the homes. These neighborhoods are very fragile when they are lost it is a tragedy please allow us to maintain our homes, to use our front porches, please put the buses back on Cascade and Wahsatch where they are of more use to the riders who must ride the bus.
- I live on Nevada I support option 2. I oppose option one for the following reasons safety, waste tax payer money, and it results in poorer service option. It's less safe for motorists, pedestrians and riders. Nevada is deadly. To add buses on Weber St. is probably irresponsible. I wonder what parents think? A large number of children cross Nevada each day. For riders who have to board and disembark on Nevada it's dangerous. Wahsatch already has infrastructure, Weber does not. Option one will be a waste of taxpayers money. Resources better used to help expand geographic coverage to serve more captive riders. Finally option one will result in poor service by limiting service to Bonn we talked to riders and it confirmed that it is difficult for them; moving them to Weber will force them to cross Shooks Run; there have been some safety issues there. In favor of option 2, it preserves 15 min service north and south; attracts choice riders; respects ONEN master plan this is about finding a solution and meets the need of captive riders. I support option 2 not option 1.
- I live on Nevada please, I beg you, don't begin the demise of ONEN its rich history attracts visitors. The city doesn't seem to care about preservation because when it's gone it's impossible to get back. Surely the city doesn't prefer urban blight. The city should embrace us does the transit progress justify the cost? We are not okay with adding huge buses, we are not okay with light rail one day. It would be a sad day if Nevada were treated like Academy or Powers.

- I live on Nevada it has been my family home for over 40 years we are not just a mass transit corridor. What an opportunity the city has to work with a neighborhood. I have been thanked for advocating for Wahsatch we desperately need that service. The health of the neighborhood depends on an equitable distribution of the buses. We need an equitable distribution of traffic. You need buy in from neighborhoods we want there to be a successful system but we have to be part of that solution.
- I support option 1. I commend the city's efforts to make the best use of its under-resourced and under-valued transit system. I live in Patty Jewett and I'm disappointed that I did not receive the nextdoor poll. I would have voted differently and I'm curious about that. Nor have I ever been spoken to as I waited for a bus on Nevada Ave. I want to acknowledge the intention of this effort to provide 15 min. service and that it was identified through a plan by a number of different stakeholders in the community. This has been an important effort to draw choice riders and 15 min service isn't just important out of the terminal. It's knowing that a bus will come every 15 min. and I may consider buying a house on Nevada because of the efficient bus service. The potential is for transit to rebuild community, and restore character and it could relieve congestion. As a person who likes to ride transit and understands that the affected isn't ONEN it's the City of Colorado Springs and the people who use the transit system. Thank you for understanding that there is another side.
- I live on Nevada this process has been confusing, there are so many issues. What has struck me is the lack of common sense. Moving buses onto Nevada defies common sense. Part of this has to do with Colorado College's persistent attempt to close Cascade. The safety of cc students is always touted for this but the reality is cc would like to have a continuous campus. Putting a bus in front of Steele the crosswalk elementary students don't have the maturity to rely on the light. Colorado College could have built an underpass 4 decades ago. I am opposed to option 1 it is illogical buses; on Cascade is logical. The administration of the city is in bed with the administration of Colorado College. The 15 min headways, the fact is there would be more coverage if you go with option 2 this has nothing to do with supporting bus service in the City.
- Weber Street resident I am in favor of option 2. This is the best solution to get buses through our neighborhood while serving the needs of riders. Need buses off Nevada it is dangerous. With 17K cars a day it is way too busy to have additional buses. Weber Street has Steele Elementary and is the only north south street with no median, no noise/pollution buffer. It makes a big difference. Wahsatch has the things that a bus rider wants to go to. Lot's of things that people who tend to ride buses would need. We can serve the people on Cascade who need to get to locations that they used to get to both streets are set up for buses. Cascade and Wahsatch have infrastructure. This is only 1.4 miles the rest of the route will be served with 15 min service. This is the best solution to advance mass transit.
- I live at east Kiowa I have brain limitation from MS and I have cobbled together a transit arrangement for myself. I have to be able to depend on the route being organized in such a way that I can get on and off the bus. The new May routes have stopped me from being able to go north. I went to a library up north for a meeting and it took me 2 1/2 hours to get there because of bus changes. One of the stops had no shelter. People were sitting on the ground. The point is, if the city insists on doing option 1 routes they are making it more challenging for those of us who have limitations. I live in a building where there are over 100 apartments with seniors and handicapped folks. Our stop has been moved 21/2 blocks further away, it is tougher. I ask that if

this route change has to be sustained at least someone would plan how to accommodate riders before the change is implemented.

- Everybody complains about Steele Elementary I live on Academy Blvd. and children have to cross Academy Blvd. one of the most dangerous streets in the city. In 1979 Nevada was the main thoroughfare. Nevada is the main thoroughfare of the city. One of the busiest streets and eventually there will be bus service on that street no matter what happens now.

The following comment was taken in writing at the meeting.

- I feel it was unjust that last year after having 20 people fill in comment cards to have additional service on Rt. 16 – but that route was fragmented instead – mutilated – and service was added to Rt. 4 instead. I wrote to Mayor and City Council. I missed the annual Seniors Aging Well Expo because 39 doesn't go to Woodmen. I have to take 7 buses to get to the Senior Center. One way. 90% excellent drivers. Love the buses, You're a jingle ahead when you ride the bus!