

Proposed Service Changes Spring 2018



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Summary and Highlights

- Made possible by increased Pikes Peak Rural Transportation Authority sales tax revenue.
- Designed to improve productivity and on-time performance, increase service during off-peak times, improve customer service for our existing customers, and attract new riders.
- Improvements are grouped into three categories:
 1. Off-peak service improvements (Apr 29, 2018)
 2. Removal of long-term detour (Apr 29, 2018)
 3. Policy Change: Elimination of ADA free fixed-route fare (Sep 30, 2018)

Off-Peak Service Improvements

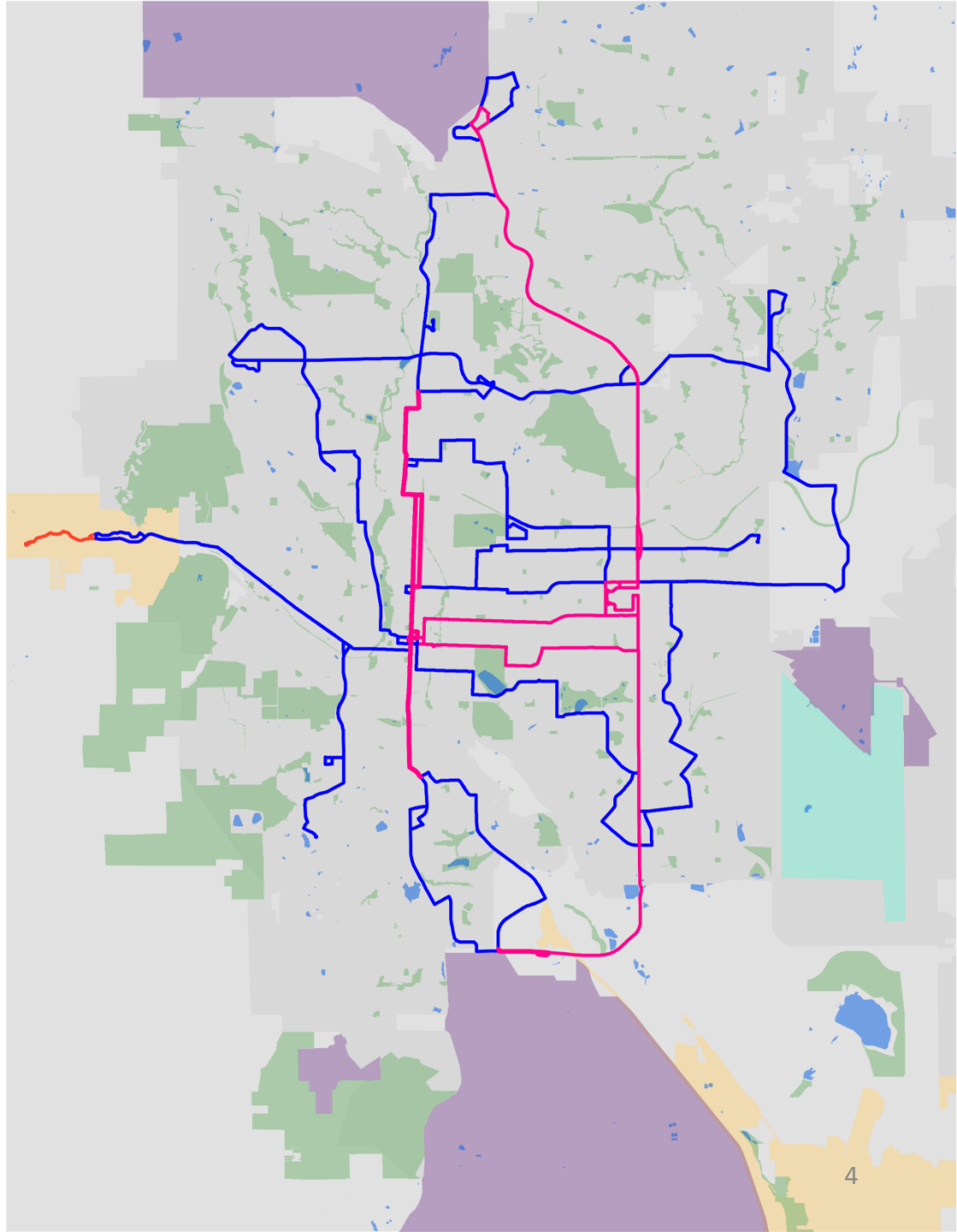
- Route 1 Hillside- Hancock Plaza: Increase Saturday frequency to 30 minutes
- Route 3 Colorado Ave – Manitou: Increase Saturday frequency to 30 minutes
- Route 10 Hyw 115 – PPCC: Add 60-minute Sunday service
- Route 19 Weber St – Eagle Rock: Add 60-minute Sunday service
- Route 32 Security - Widefield 2: Add 60-minute Saturday service

Implementation – Sunday, April 29, 2018

Saturday Bus Routes Today

Blue: 60-minute frequency

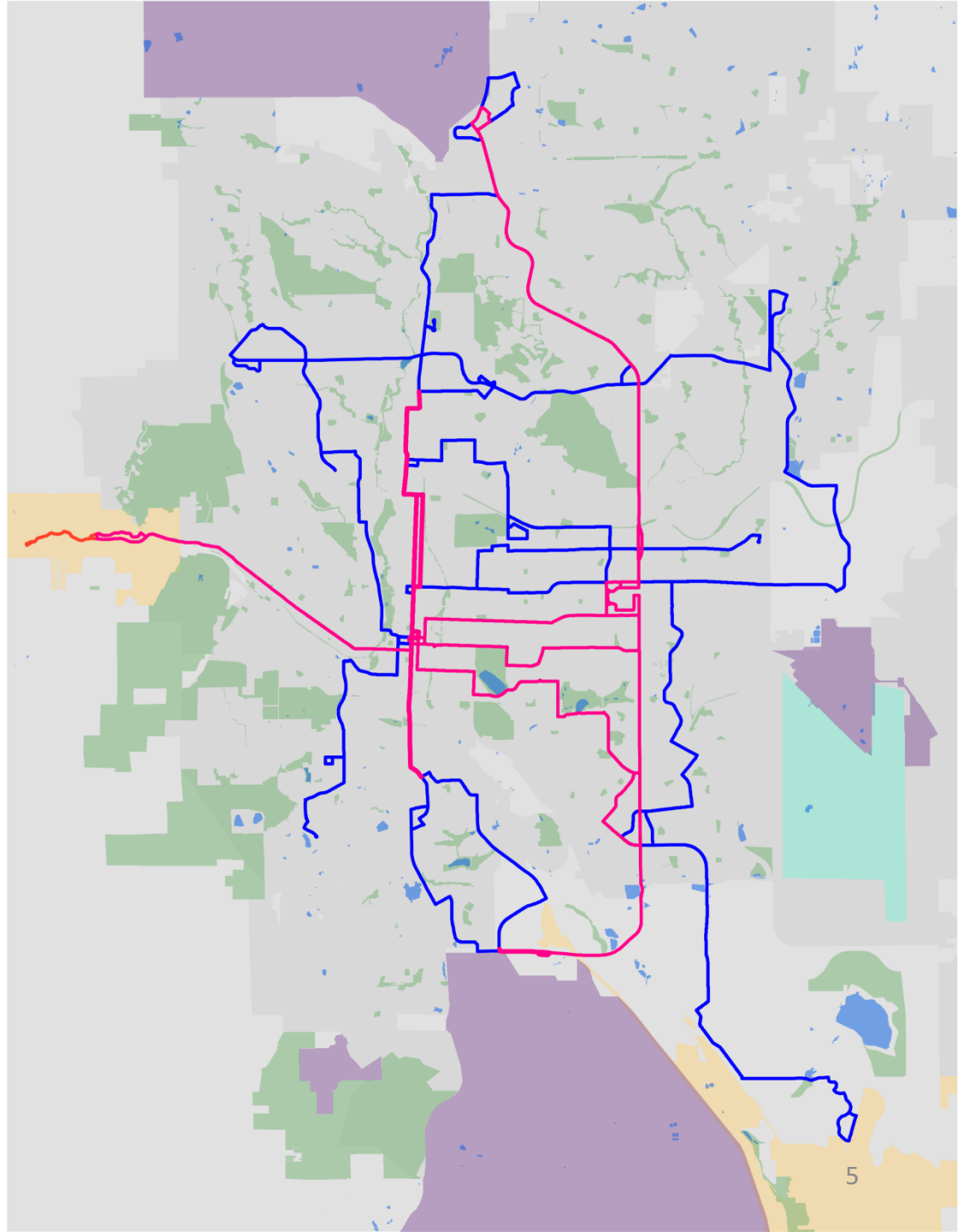
Red: 30-minute frequency



Saturday Bus Routes Proposed

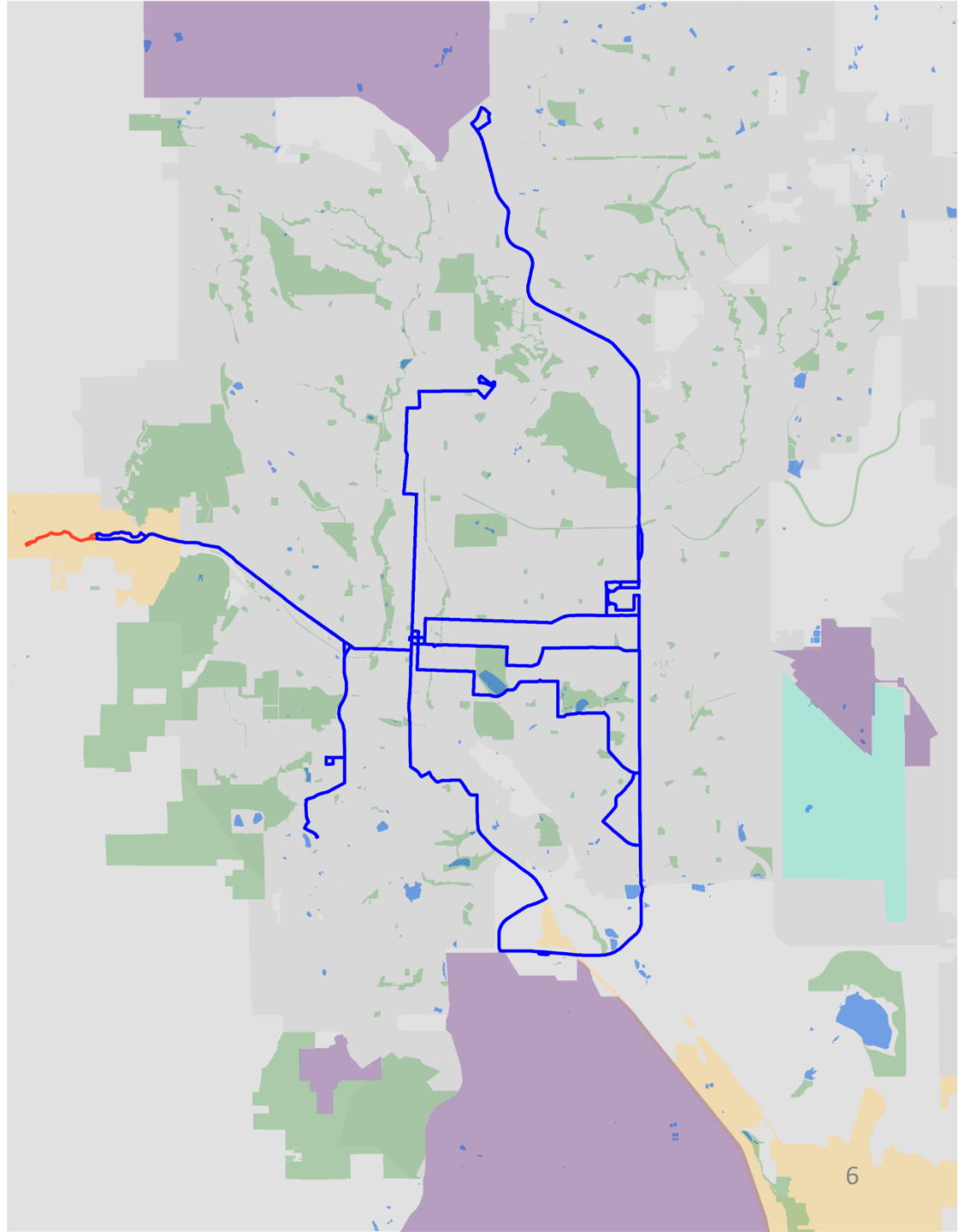
Blue: 60-minute frequency

Red: 30-minute frequency



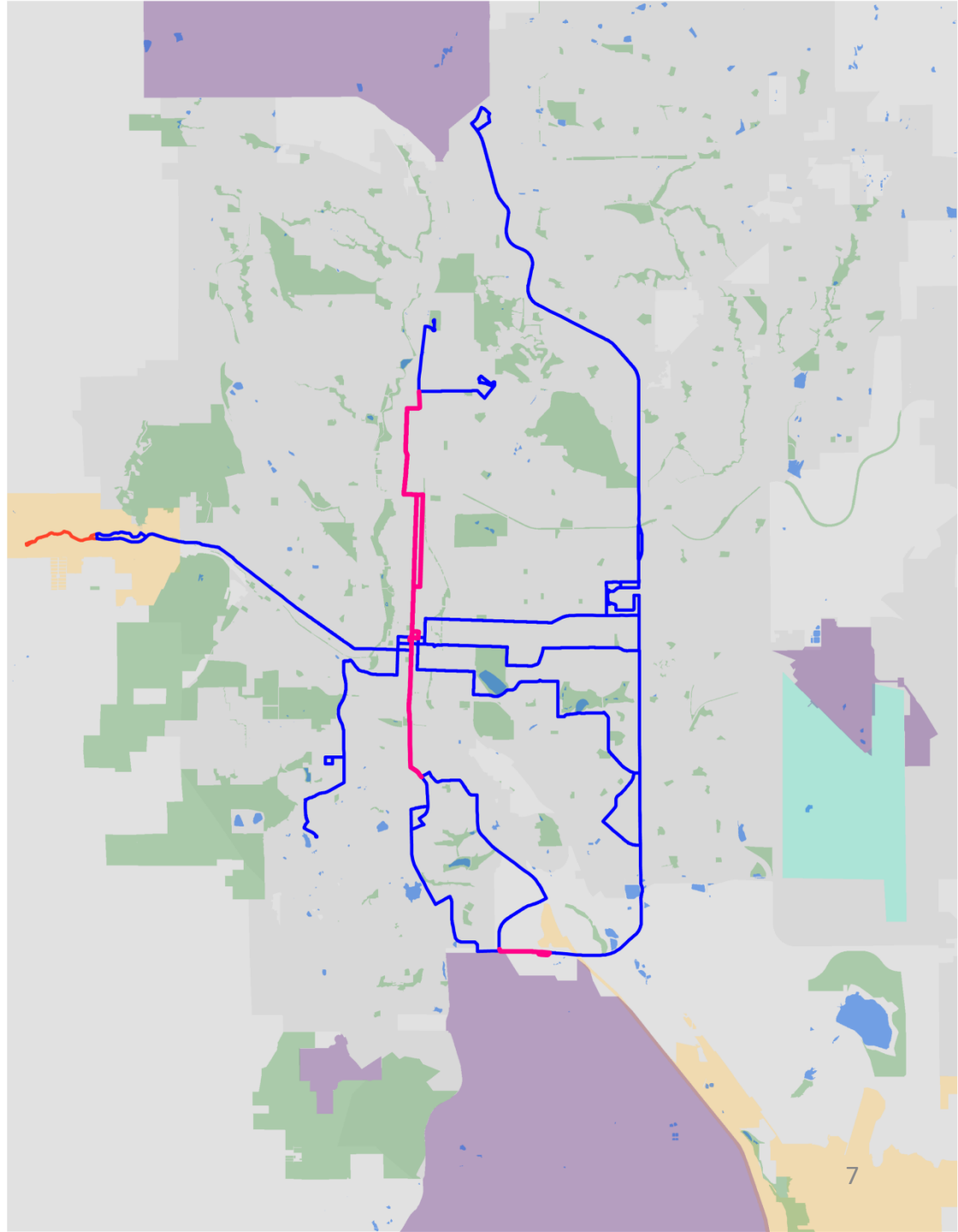
Sunday Bus Routes Today

Blue: 60-minute frequency
Red: 30-minute frequency



Sunday Bus Routes Proposed

Blue: 60-minute frequency
Red: 30-minute frequency



Removal of Long-Term Detour

- Reconstruction of the I-25/Cimarron Street interchange is now complete; Route 4 is proposed to return to its original routing on Cimarron Street rather than Colorado Avenue.

Outbound: From bus terminal to Nevada Avenue to Pikes Peak Avenue to Cascade Avenue before traveling west on Cimarron Street, then south on 8th Street.

Inbound: 8th Street to east on Cimarron Street to north on Cascade Avenue to east on Kiowa Street and south on Nevada Avenue into the bus terminal.

Implementation – Sunday, April 29, 2018

Policy Change: ADA Free Fixed-Route Fare

Eliminate ADA free fixed-route fare and begin charging half-fare (\$0.85) for all Metro Mobility clients on the fixed-route system.

- Retain the incentive for Metro Mobility customers to use fixed-route when able
- Improves fare equity by charging the same fare to all customers with a disability
- Allows all customers to contribute to the cost of providing the fixed-route service, through paying a half-fare (\$0.85)
- All revenue generated through this policy change goes back into the operation of the Mountain Metro system

Implementation – Sunday, September 30, 2018

Policy Change: ADA Free Fixed-Route Fare

Key Considerations

- Currently seniors, youth and about half of persons with disabilities pay half-priced fare (\$0.85)
- 63% of bus riders come from HH's earning \$20,000 or less
 - Most low-income riders pay full fare (\$1.75)
- ADA requires we charge no more than half fare for seniors and persons with disabilities during off-peak hours
 - Proposal: half fare during all hours of operation
- Will add a new 31-Day half-price card (\$31.50)
 - Already have a half-price 20 ride card (\$16)

Process

The public notification and input process for these proposed service changes included:

- Social media notifications on Facebook and Twitter
- Media release and coverage
- Notification on buses, including a posted notice, brochures and audio announcements
- Notification on ADA Metro Mobility buses
- Direct notification to all ADA Metro Mobility customers
- Three public meetings held January 23 and 24
- Opportunity to submit comments by mail, email or telephone
- Metro Matters newsletter with 2000 opt-in readers
- Speak Up survey and invitation to comment
- Web page on mmtransit.com
- City online calendar
- Real time digital signs at transit transfer centers

Questions?

