



Legislation Text

File #: 18-0072, **Version:** 1

Proposed Transit Service Changes

Presenter:

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Summary:

The Transit Services Division is proposing Mountain Metropolitan Transit (MMT) service changes to be implemented April 29, 2018 and September 30, 2018. The service changes include off-peak service improvements on five bus routes, the discontinuation of a detour associated with the construction of the I-25/Cimarron interchange, and an increase in the fixed-route bus fare for some riders with disabilities from free to half-price (\$0.85).

Previous Council Action:

N/A

Background:

The Transit Services Division makes service changes up to twice a year - in the spring and fall. The proposed service changes currently include the addition of off-peak bus service and associated complementary Americans with Disabilities Act (ADA) paratransit service, the discontinuation of a long-term detour route, and a fare increase for some riders. More information on these proposed changes is provided below.

Decisions on service changes will be made in consideration of the comments received during the public process, benefits and other impacts to the community and the riding public, transit system operational requirements, and consistency with the City of Colorado Springs and Mountain Metropolitan Transit's objectives.

Proposed Off-Peak Service Improvements

The proposed service improvements are made possible by increased Pikes Peak Rural Transportation Authority (PPRTA) sales tax revenue. The improvements were assembled based on a system-wide technical assessment to identify potential service changes to be implemented in Spring 2018. The assessment included an application of transit system performance standards to identify potential routes for service enhancements such as weekday frequency and off-peak service (evenings and weekends). These include:

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

Implementation - Sunday, April 29, 2018

Proposed Removal of Long-Term Detour

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

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

Proposed Elimination of ADA Free Fixed-Route Fare

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

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

A significant number of Metro Mobility-eligible customers are only using the fixed-route bus service. Thirty-eight percent (38%) of Metro Mobility clients who used the fixed-route bus service for free in the 12-week period from July 2 to September 23, 2017 did not use Metro Mobility during the preceding year. This suggests that these individuals are able to use the fixed-route service for most, if not all, of their travels.

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

Round Trip Cost for Metro Mobility Customers

| | Current | Proposed |
|--------------------|---------|----------|
| Via Metro Mobility | \$7.00 | \$7.00 |
| Via Fixed-Route | Free | \$1.70 |

Note: Standard fixed-route bus fare is \$3.50 for a round trip.

Implementation - Sunday, September 30, 2018

Financial Implications:

The improved off-peak bus service is funded in the 2018 PPRTA Budget.

Board/Commission Recommendation:

N/A

Stakeholder Process:

The Transit Services Division actively seeks public comments on proposed changes. 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

Alternatives:

N/A

Proposed Motion:

N/A

N/A